DESIGN SPECIFICATIONS DOCUMENT

DEBT MANAGEMENT PRODUCT
PAY.GOV

Table of Contents

1. About this Document

Intended Audience: This design specifications document is intended to serve the needs of SSA developers building user interfaces, especially those working with the User Experience Framework (UEF). It contains information that can also be useful to analysts, validation staff, and other project team members.

Intended Use: Use this document in conjunction with other UXG-related project resources to guide development of the user interfaces designed by the UXG. See the next section of this document for a link to the prototype.

What is Included/What is Not: The screen captures and accompanying information included in this design specifications document relate only to the user interface portion(s) of the project that the UXG has been tasked to design. Therefore, not all project-related web pages, application screens, menus, interactions, conditions and/or variances may be illustrated and explained in this document. In addition, user entries and data displays are simulated. Refer to the related business process documentation and functional requirements for supplemental information.

Please contact the UXG Product Lead regarding design-related issues not addressed in this document.

2. Using the Interactive Prototype Associated with this Document

It is helpful to use this specifications document in conjunction with the Axure online interactive prototype which was used to generate it.

What is Included/What is Not: The prototype only includes the user interface portion(s) of the project that the UXG has been tasked to design. Therefore, not all project-related web pages, application screens, menus, interactions, conditions and/or variances may be illustrated and explained in this document. In addition, user entries and data displays are simulated. Refer to the related business process documentation and functional requirements for supplemental information.

Please contact the UXG Product Lead regarding design-related issues not addressed by this prototype.

Link to Interactive Prototype: http://s239ux3/uxg/projects/Debt%20Management/PG/v32/

Using the Prototype: After displaying the prototype, notice the frame on the left side of the screen. This frame contains links which correspond to the various screens that are illustrated and described in this specifications document. To maximize your view, this "Table of Contents" frame can be collapsed using the small gray icon located in the upper corner of the frame.

3. Screen Designs and Component Descriptions

3.1. Screens Described in this Document (as Displayed in Online Prototype)

Happy Path
       Enter SSN
       Confirm SSN
       Enter Payment Amount
       Confirmation - Credit Card
       Confirmation – ACH
       Privacy Act Statement

Errors
       Enter SSN Error - Null
       Enter SSN Error - Incorrect
       Confirm SSN Error - Null
       Confirm SSN Error - Incorrect
       Confirm SSN Error - No Match
       Confirm SSN Error - TOS
       Payment Error - Null
       Payment Error - Incorrect
       Payment Error - Exceeds Limit

Warning Notices
       Warning Notice - Scheduled Maintenance
       Warning Notice - Too Many Attempts
       Warning Notice - Service Not Available
       Warning Notice - Transaction Fail
       Warning Notice - Account Number Input Mistake

Information Notices
       Info Notice – Does Not Wish To Use Pay.gov
       Info Notice - Leaves Pay.gov
       Info Notice - Pending Payment

3.2. Enter SSN

Social Security

Pay Your Overpayment

Enter Your SSN

An overpayment occurs when Social Security pays you more than you should have been paid. If this happens, we will send you a notice. Our notice will explain how you were overpaid, your payment options, and your appeal and waiver rights. You should read the notice carefully.

By using the service on this web page, you may pay your entire overpayment in full or you may submit a partial payment. Payments are processed by using Pay.gov.

To get started with paying your overpayment online, enter your Social Security Number (SSN) below.

* **Social Security Number (SSN)**

[   ]

Submit   Cancel

OMB No. 0000-0000   Privacy Policy   Privacy Act Statement   Accessibility Help

3.2.1. Modal

3.2.1.1. Exit Confirmation

Sorry to see you go!

Are you sure you want to cancel your payment?

You can return later to make online payments.

Yes, return to SSA.gov   No, continue making payment

3.3. Confirm SSN

Social Security

Pay Your Overpayment

Confirm Your SSN

Social Security Number (SSN)
***-**-0000

* Confirm Social Security Number (SSN)

Terms of Service

- I understand that this computer program contains U.S. Government information.
- I consent to the monitoring and recording of my use of this program to ensure its appropriate use.
- I understand that it is a federal crime to:
    - Give false or misleading statements to obtain information in Social Security records; or
    - Deceive the Social Security Administration of an individual's identity.
- I understand that unauthorized use of this service is a misrepresentation of my identity to the federal government and could subject me to criminal or civil penalties, or both.
- I understand that Social Security may stop me from using these services online if it finds or suspects misuse.

☐ *I agree to the Terms of Service.

Additional Information

You have several options for paying. You can:

- Use this web page to pay your overpayment online; or
- Learn about additional payment options on this page.

You can learn more about your appeal rights by visiting this page or calling us at 1-800-772-1213 (TTY 1-800-325-0778).

Submit Cancel

OMB No. 0000-0000   Privacy Policy   Privacy Act Statement   Accessibility Help

3.4. Enter Payment Amount

Social Security

Pay Your Overpayment

Enter Your Payment Amount

* Payment Amount

Enter an amount of $10.00 or more that you would like to pay on your overpayment.

$

Submit   Cancel

OMB No. 0000-0000   Privacy Policy   Privacy Act Statement   Accessibility Help

3.4.1. Modal

3.4.1.1. Proceed to Pay.gov

Redirection to Pay.gov

To make your payment online you will need to use Pay.gov. Pay.gov may have different privacy policies than Social Security. More information is available here.

While on Pay.gov, you will have 30 minutes to complete your transaction.

Would you like to continue?

Yes, proceed to Pay.gov   I do not wish to use Pay.gov

3.5. Confirmation - Credit Card

OITEBS/DUEAA/UXG

3.5.1. Document Viewer Lightbox

3.5.1.1. State1

Your Receipt ⊓

Print   Save

Social Security

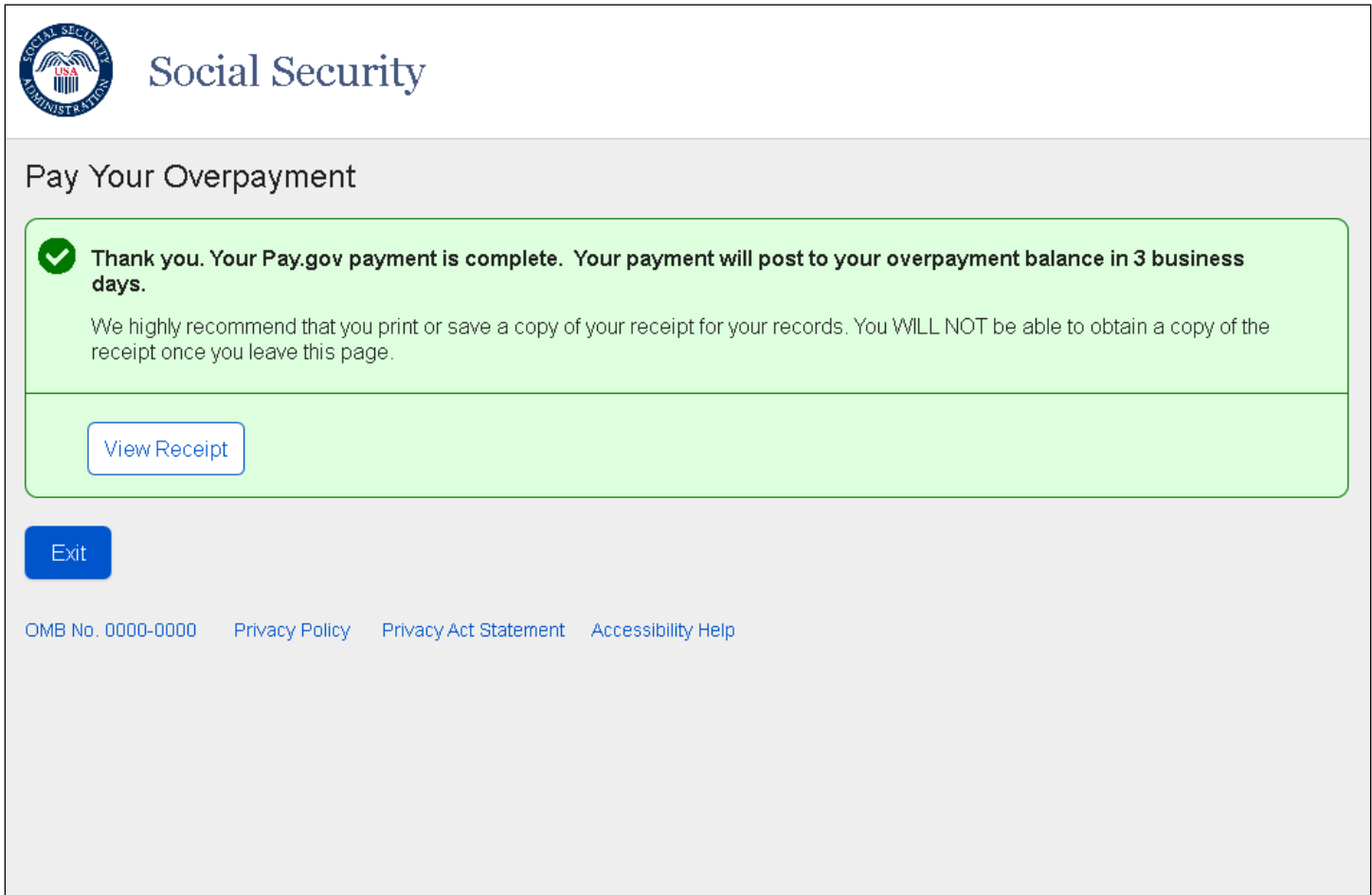### Electronic Receipt
Thank you for your payment!

Pay Your Overpayment

Transaction Number: **0123456789**

Transaction Date: **06/13/2018**

Payment Type: **Credit Card**

Payment Amount: **$25.00**

Return Policy
NO REFUNDS; ALL TRANSACTIONS FINAL.

3.6. Confirmation - ACH

3.6.1. Document Viewer Lightbox

3.6.1.1. State1

Your Receipt ⊓

[Print] [Save]

Social Security

Electronic Receipt
Thank you for your payment!

Pay Your Overpayment

Transaction Number: **0123456789**

Transaction Date: **06/13/2018**

Payment Type: **ACH**

Payment Amount: **$25.00**

This payment type may take a few days to show in your bank account.

Return Policy
NO REFUNDS; ALL TRANSACTIONS FINAL.

3.7. Privacy Act Statement

Social Security

Privacy Act Statement

Collection and Use of Personal Information

Sections 204(a) and 1631(b) of the Social Security Act, as amended, allow us to collect this information. Furnishing us this information is voluntary. However, failing to provide all or part of the information may prevent us from determining whether you are eligible to use Pay.gov to pay your Title II or XVI overpayment.

We will use the information to determine whether you are eligible to use Pay.gov to pay your Title II or XVI overpayment. We may also share your information for the following purposes, called routine uses:

• To third party contacts such as private collection agencies and credit reporting agencies under contract with the Social Security Administration (SSA) and other agencies, including the Veterans Administration, the Armed Forces, the Department of the Treasury, and State motor vehicle agencies, for the purpose of their assisting SSA in recovering program debt; and,

• To employers to assist SSA in the collection of debts owed by former beneficiaries and representative payees of Social Security payments who received an overpayment and owe a delinquent debt to SSA.

In addition, we may share this information in accordance with the Privacy Act and other Federal laws. For example, where authorized, we may use and disclose this information in computer matching programs, in which our records are compared with other records to establish or verify a person's eligibility for Federal benefit programs and for repayment of incorrect or delinquent debts under these programs.

A list of additional routine uses is available in our Privacy Act System of Records Notices (SORN) 60-0090, entitled Master Beneficiary Record, as published in the Federal Register (FR) on January 11, 2006, at 71 FR 1826, 60-0094, entitled Recovery of Overpayments, Accounting and Reporting/Debt Management System, as published in the FR on August 23, 2005, at 70 FR 49354, and 60-0103, entitled Supplemental Security Income Record and Special Veterans Benefits, as published in the FR on January 11, 2006, at 71 FR 1830. Additional information, and a full listing of all of our SORNs, is available on our website at www.ssa.gov/privacy.

Close

OMB No. 0000-0000   Privacy Policy   Accessibility Help

3.8. Enter SSN Error - Null

Social Security

Pay Your Overpayment

❌ **Please correct the following information:**

• Error: Social Security Number (SSN)

Enter Your SSN

An overpayment occurs when Social Security pays you more than you should have been paid. If this happens, we will send you a notice. Our notice will explain how you were overpaid, your payment options, and your appeal and waiver rights. You should read the notice carefully.

By using the service on this web page, you may pay your entire overpayment in full or you may submit a partial payment. Payments are processed by using Pay.gov.

To get started with paying your overpayment online, enter your Social Security Number (SSN) below.

* **Social Security Number (SSN)**
❌ **Enter a Social Security Number (SSN).**

[   ]

Submit   Cancel

OMB No. 0000-0000   Privacy Policy   Privacy Act Statement   Accessibility Help

3.9. Enter SSN Error - Incorrect

Social Security

Pay Your Overpayment

❌ **Please correct the following information:**

  • Error: Social Security Number (SSN)

Enter Your SSN

An overpayment occurs when Social Security pays you more than you should have been paid. If this happens, we will send you a notice. Our notice will explain how you were overpaid, your payment options, and your appeal and waiver rights. You should read the notice carefully.

By using the service on this web page, you may pay your entire overpayment in full or you may submit a partial payment. Payments are processed by using Pay.gov.

To get started with paying your overpayment online, enter your Social Security Number (SSN) below.

* **Social Security Number (SSN)**
❌ **Enter a nine digit Social Security Number (SSN).**

Submit   Cancel

OMB No. 0000-0000   Privacy Policy   Privacy Act Statement   Accessibility Help

3.10. Confirm SSN Error - Null

Social Security

Pay Your Overpayment

❌ **Please correct the following information:**

    • Error: Confirm Social Security Number (SSN)

Confirm Your SSN

Social Security Number (SSN)
***-**-0000

* **Confirm Social Security Number (SSN)**
❌ **Enter a Social Security Number (SSN).**

Terms of Service

• I understand that this computer program contains U.S. Government information.
• I consent to the monitoring and recording of my use of this program to ensure its appropriate use.
• I understand that it is a federal crime to:
     - Give false or misleading statements to obtain information in Social Security records; or
     - Deceive the Social Security Administration of an individual's identity.
• I understand that unauthorized use of this service is a misrepresentation of my identity to the federal government and could subject me to criminal or civil penalties, or both.
• I understand that Social Security may stop me from using these services online if it finds or suspects misuse.

☐ ***I agree to the Terms of Service.**

Additional Information

You have several options for paying. You can:

• Use this web page to pay your overpayment online; or
• Learn about additional payment options on this page.

You can learn more about your appeal rights by visiting this page or calling us at 1-800-772-1213 (TTY 1-800-325-0778).

Submit | Cancel

OMB No. 0000-0000   Privacy Policy   Privacy Act Statement   Accessibility Help

3.11. Confirm SSN Error - Incorrect

Social Security

Pay Your Overpayment

❌ **Please correct the following information:**

   • Error: Confirm Social Security Number (SSN)

Confirm Your SSN

Social Security Number (SSN)
***-**-0000

* **Confirm Social Security Number (SSN)**
❌ **Enter a nine digit Social Security Number (SSN).**

Terms of Service

• I understand that this computer program contains U.S. Government information.
• I consent to the monitoring and recording of my use of this program to ensure its appropriate use.
• I understand that it is a federal crime to:
      - Give false or misleading statements to obtain information in Social Security records; or
      - Deceive the Social Security Administration of an individual's identity.
  • I understand that unauthorized use of this service is a misrepresentation of my identity to the federal government and could subject me to criminal or civil penalties, or both.
  • I understand that Social Security may stop me from using these services online if it finds or suspects misuse.

☐ ***I agree to the Terms of Service.**

Additional Information

You have several options for paying. You can:

• Use this web page to pay your overpayment online; or
• Learn about additional payment options on this page.

You can learn more about your appeal rights by visiting this page or calling us at 1-800-772-1213 (TTY 1-800-325-0778).

[Submit] [Cancel]

OMB No. 0000-0000   Privacy Policy   Privacy Act Statement   Accessibility Help

3.12. Confirm SSN Error - No Match

Social Security

Pay Your Overpayment

❌ **Please correct the following information:**

- Error: Confirm Social Security Number (SSN)

Confirm Your SSN

Social Security Number (SSN)
***-**-0000

* **Confirm Social Security Number (SSN)**
⊗ **SSN does not match. Please re-enter SSN or return to the previous page.**

[   ]

[Return to Previous]

Terms of Service

• I understand that this computer program contains U.S. Government information.
• I consent to the monitoring and recording of my use of this program to ensure its appropriate use.
• I understand that it is a federal crime to:
 - Give false or misleading statements to obtain information in Social Security records; or
 - Deceive the Social Security Administration of an individual's identity.
 • I understand that unauthorized use of this service is a misrepresentation of my identity to the federal government and could subject me to criminal or civil penalties, or both.
 • I understand that Social Security may stop me from using these services online if it finds or suspects misuse.

☐ ***I agree to the Terms of Service.**

Additional Information

You have several options for paying. You can:

• Use this web page to pay your overpayment online; or
• Learn about additional payment options on this page.

You can learn more about your appeal rights by visiting this page or calling us at 1-800-772-1213 (TTY 1-800-325-0778).

[Submit] [Cancel]

OMB No. 0000-0000 Privacy Policy Privacy Act Statement Accessibility Help

3.13. Confirm SSN Error - TOS

Social Security

Pay Your Overpayment

❌ **Please correct the following information:**

  • Error: I agree to the Terms of Service

Enter Your SSN

Social Security Number (SSN)
***-**-0000

* **Social Security Number (SSN)**

[   ]

Terms of Service

• I understand that this computer program contains U.S. Government information.
• I consent to the monitoring and recording of my use of this program to ensure its appropriate use.
• I understand that it is a federal crime to:
    - Give false or misleading statements to obtain information in Social Security records; or
    - Deceive the Social Security Administration of an individual's identity.
 • I understand that unauthorized use of this service is a misrepresentation of my identity to the federal government and could subject me to criminal or civil penalties, or both.
 • I understand that Social Security may stop me from using these services online if it finds or suspects misuse.

❌ **Select the checkbox to agree with the Terms of Service.**

☐ ***I agree to the Terms of Service.**

Additional Information

You have several options for paying. You can:

• Use this web page to pay your overpayment online; or
• Learn about additional payment options on this page.

You can learn more about your appeal rights by visiting this page or calling us at 1-800-772-1213 (TTY 1-800-325-0778).

[Submit] [Cancel]

OMB No. 0000-0000   Privacy Policy   Privacy Act Statement   Accessibility Help

3.14. Payment Error - Null

Social Security

Pay Your Overpayment

❌ **Please correct the following information:**

• Error: Payment Amount

Enter Your Payment Amount

* **Payment Amount**
Enter an amount of $10.00 or more that you would like to pay on your overpayment.
❌ **Enter a payment amount.**

$

[Submit] [Cancel]

OMB No. 0000-0000   Privacy Policy   Privacy Act Statement   Accessibility Help

3.15. Payment Error - Incorrect

3.16. Payment Error - Exceeds Limit

Social Security

Pay Your Overpayment

❌ **Please correct the following information:**

• Error: Payment Amount

Enter Your Payment Amount

* **Payment Amount**

Enter an amount of $10.00 or more that you would like to pay on your overpayment.

❌ **Amount cannot exceed $24,999.99.**

$

Submit   Cancel

OMB No. 0000-0000   Privacy Policy   Privacy Act Statement   Accessibility Help

3.17. Warning Notice - Scheduled Maintenance

3.18. Warning Notice - Too Many Attempts

3.19. Warning Notice - Service Not Available

3.20. Warning Notice - Transaction Fail

Social Security
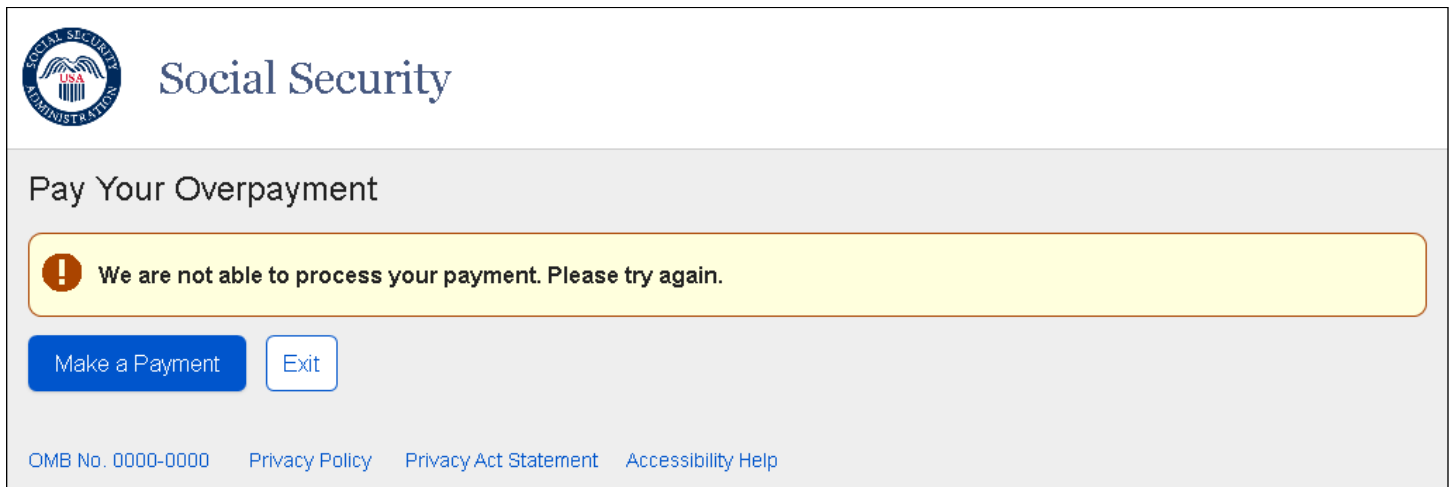
Pay Your Overpayment

⚠ We are not able to process your payment at this time. Please contact your card provider using the number on the back of the card.

Exit

OMB No. 0000-0000   Privacy Policy   Privacy Act Statement   Accessibility Help

3.21. Warning Notice - Account Number Input Mistake

Social Security

Pay Your Overpayment

⚠ **We are not able to process your payment. Please try again.**

Make a Payment   Exit

OMB No. 0000-0000   Privacy Policy   Privacy Act Statement   Accessibility Help

3.22. Info Notice - No Pay.gov

3.23. Info Notice - Leaves Pay.gov

Social Security

Pay Your Overpayment

ⓘ Please contact the National 800 number at 1-800-772-1213 (TTY 1-800-325-0778) to manage your overpayment.

Exit

OMB No. 0000-0000   Privacy Policy   Privacy Act Statement   Accessibility Help

3.24. Info Notice - Pending Payment