



SBA Information Notice

TO: All Field Offices and All Employees **CONTROL NO:** 2000-711

SUBJECT: Pay.gov -1201 Disaster Payments **EFFECTIVE:** 1/27/2006

What's New?

Borrowers making payments directly to the Small Business Administration (SBA) can now access a new web site (Pay.gov) to make electronic loan payments. The Pay.gov web site address is: <http://www.pay.gov>.

Why has the notice distribution changed?

Many Field Offices have received calls regarding the use of the Pay.gov application. As a result, the notice is now being sent to all employees. The original Information Notice was sent to Disaster Program Centers and Disaster Servicing Centers only. Refer to the original Information Notice 2000-707, effective 12/16/05.

What is the new Customer Service Telephone Number?

The New customer service number for the Pay.gov web site is 1-800-624-1373, Option #1. This telephone number updates the number on Attachment A of "Information Notice 2000-707 for Pay.gov 1201 Disaster Payments". All future customer service telephone number updates will be reflected on the Pay.gov home web page within the "contact us" option. Please note that the new customer service telephone number has been corrected in the attachment to this notice.

What is Pay.gov?

Pay.gov is a free, secure Government-wide financial management transaction portal managed by the U.S. Department of the Treasury's Financial Management Service, developed in conjunction with the Federal Reserve Bank. It offers various on-line electronic financial services that the public can use for remitting payments and associated data electronically to Federal agencies. Pay.gov is convenient, easy and available 7 days a week - 24 hours a day.

Who Should Use this Web Site?

The Pay.gov web site can be used by any borrower making loan payments directly to the SBA.

NOTE: Monthly payments normally sent and paid to a Financial Institution, must not be paid using the Pay.gov web site. These payments must be sent to the Financial Institution.

EXPIRES: 4/1/2006

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SBA Form 1353.3 (4-93) MS Word Edition; previous editions obsolete
Must be accompanied by SBA Form 58

How Will the Web Site Work?

Payments will be processed electronically by using either a checking or savings account debit through the Automated Clearing House (ACH) or a Credit Card remittance. (The ACH transaction is the same as a Pre-Authorized Debit (PAD) transaction.) The “Find Public Forms” area of the web site can be accessed to schedule payments online for the following payment type:

SBA Form 1201, “Borrower Payment” - Borrowers will use this form to make loan payments.

NOTE: Any payment processed through Pay.gov requiring a refund, will have the refund returned by check.

Pay.gov can be used to schedule either a one-time payment or a recurring payment if the borrower self enrolls on the web site.

NOTE: If a borrower is already enrolled in PAD they must contact their designated Loan Servicing Office to discontinue their existing PAD prior to establishing a recurring payment on Pay.Gov.

How to Access the Web Site?

Information on how to access the Pay.gov web site is provided on Attachment A to this notice.

Do You Have Questions?

If there are any questions, please contact DFC Action Desk at (303) 844-2411 or by e-mail at DFCActionDesk@sba.gov.

Jennifer E. Main
Chief Financial Officer

Attachment A

ATTACHMENT A

The following information is provided to explain how to access and use the Pay.gov web site.

Access: Pay.gov is accessed by using the following web address: <http://www.pay.gov>.

Overview of Web-Site: Once you access the web site's main page, you will need to select one of the following options to access the specific SBA Public Form to make your payment. Payments will be processed electronically by using either a checking or savings account debit processed through the Automated Clearing House (ACH) or by Credit Card remittance. The selected SBA form can be accessed as a Non-Enrolled User or as an Enrolled User. The options below are located on the upper left hand section of the main web screen.

NON-ENROLLED USER (One-time User)

“Find Public Forms” – Ability to find, select, and access a specific form.

- a. Ability to complete a form for a one-time payment per session.
- b. Any information entered into a form will not be retained if you need to make more than one payment. Information must be re-typed for each payment.
- c. Multiple payments can be made one at a time by re-selecting the form from the “Find Public Forms” option.
- d. Pay.gov generated confirmation of your payment. Either print confirmation online or receive via your email address.

After accessing the Public Forms area, locate the appropriate form to make your payment. To select a form follow these simple instructions:

- 1) Select “Find Public Forms”
 - a. Search and locate the appropriate form or
 - b. Scroll down to locate the appropriate form by name or number.
- 2) Select the Form 1201 – Borrowers will use this form to make loan payments.
- 3) Complete all of the required information on the form and transmit your payment.
 - a. To receive a Pay.gov generated confirmation of your payment, make sure that you enter your e-mail address.
 - b. The confirmation page should be printed for your records. This is your receipt that the payment was accepted and will be processed by Pay.gov.
- 4) If you need to schedule another payment, you will need to select the appropriate form once again.



ENROLLED USER – Frequent Users

“Start Self Enrollment Here” – This option is available for users who would like to sign up and obtain a User ID and password for future use. Some of the benefits of using this option are:

- 1) System maintains a list of previously saved and/or transmitted forms for easier research.
- 2) Ability to schedule future payments.
- 3) Setup recurring payments - option available for certain forms.
- 4) Selected form will be pre-populated with your basic (name or company, and address) information each time.
- 5) Ability to cancel a scheduled payment that is to be processed in the future.

After accessing the “User Center” area, you will then need to locate the appropriate form to make your payment. To select a form follow these simple instructions:

- 1) Select “Find Public Forms”
 - a. Search and locate the appropriate form “By Agency” or “By Form Name” or “Enter Search Keyword”.
 - b. Scroll down through the list until you locate the appropriate form.
- 2) Select the Form 1201 – Borrowers will use this form to make loan payments.
- 3) Complete all of the required information on the form and transmit your payment.
 - a. To receive a Pay.gov generated confirmation of your payment, make sure that you enter your e-mail address.
 - b. The confirmation page should be printed for your records. This is your receipt that the payment was accepted and will be processed by Pay.gov.
- 4) All forms selected will have your name or company name, and address pre-populated after enrolling as a user. To schedule another payment, you will need to select and complete the appropriate form.
- 5) To view a list of previously transmitted payments by form, select “Submitted Forms”.

While using Pay.gov, any questions or problems concerning the Pay.gov web site, must be directed to Pay.gov Customer Service at 1-800-624-1373, Option #1.