



United States Department of the Interior

INTERIOR BUSINESS CENTER
Denver, CO 80235

D-2600

August 10, 2020

Memorandum

To: Federal Personnel and Payroll System User Group Representatives, Payroll Coordinators

From: Christine Zertuche-Rocha, Chief //signed//
Payroll Operations Division (POD)

Subject: Additional Repayment Option for Military Service Deposits (MSD) - Pay.gov

Please distribute this information to Servicing Personnel Offices (SPOs) and impacted employees.

On March 24, 2020, POD sent out a memo announcing the ability for employees to repay salary and salary related debts using Pay.gov. In addition to salary and salary related debts, employees may also begin using Pay.gov to repay Military Service Deposits (MSD). Until now, Employees have been able to repay their MSD with a check, money order, or payroll deduction. Employees now have the additional option of using Pay.gov to repay their MSD, at no additional cost to the employees.

As a reminder, Pay.gov is operated by the U.S. Department of the Treasury and is a web-based application that allows employees to make online payments to the Interior Business Center's Payroll Operations Division by credit card or debit card.

On August 17, 2020, Pay Period 2020-18, all MSD initiate letters will be updated with this new payment option. Included with the MSD initiate letter will be a Pay.gov Payment Instructions. Employees who choose to use this new electronic payment method can follow the steps provided on the Pay.gov Payment Instructions found within Attachment 1. We have also included screen shots of the step-by-step instructions from the Pay.gov website, as Attachment 2, for your reference.

If User Group Representatives, SPOs, Payroll Coordinators, or Client Accounting Offices have any questions about Pay.gov, please contact Adrian Hafner at (303) 969-7375 or Adrian_P_Hafner@ibc.doi.gov. Individual employee questions can be directed to the Customer Support Center at (888) 367-1622. Employees can also refer to frequently Asked Questions (FAQ) for Pay.gov, please click on the link: https://www.pay.gov/WebHelp/HTML/payments_frequently.html

Attachments (2)

Attachment 1

In addition to payroll deductions or payment by check, you may pay your Military Service Deposit electronically through **Pay.gov**. Payments can be made using a bank account (ACH), credit or debit card, or with a digital wallet such as PayPal or Amazon Pay.

Pay.gov Payment Instructions

1. Enter Pay.gov in the web browser.
2. Select “Find an Agency” on the menu bar.
3. Select “I” or scroll down to the “I” to select “Interior (DOI): Interior Business Center (IBC).
4. Select the “Continue” button under the “Department of Interior- IBC-Payroll-MSD” heading.
5. Follow the steps below to complete the form:
 - a. Complete Agency Form “Military Service Deposit”
 - b. Enter Payment Info
 - c. Review & submit
 - d. Confirmation

If you have any questions related to the usage of Pay.gov call 800-624-1373 and select option 2.

Attachment 2 Pay.gov Military Service Deposit Repayment

Select “Find an Agency”



The screenshot shows the Pay.gov website interface. At the top left is the Pay.gov logo. To the right are links for "Sign In" and "Create an Account". Below the logo is a dark blue navigation bar with three options: "Explore More Options", "Find an Agency" (which is underlined and has a blue arrow pointing to it), and "Online Help". To the right of the navigation bar is a search bar with a yellow "Search" button. Below the navigation bar is a large banner image of the U.S. Capitol building with the text "The secure way to pay U.S. Federal Government Agencies". Below the banner is the text "Many people visit our site to...". Underneath are three columns of featured services:

- Department of Veterans Affairs**
Make a VA Medical Care Copayment
Did you receive a medical bill statement from the U.S. Department of Veterans Affairs?
[Pay it right here >](#)
- Small Business Administration**
Make a SBA 1201 Borrower Payment
Did you receive a payment notice (Form 1201) from the Small Business Administration?
[Pay it right here >](#)
- United States Coast Guard**
Pay a Merchant Mariner User Fee
Do you have to pay your U.S. Coast Guard Merchant Mariner License and Documentation fees?
[Pay it right here >](#)

Select "I"



[Sign In](#) | [Create an Account](#)

[Explore More Options](#)

[Find an Agency](#)

[Online Help](#)

[Search](#)

Find an Agency

Below is a list of all agencies that accept payments on Pay.gov. Many of the agencies listed support online public forms, which are web pages where you type in information about yourself and the payment. Clicking on the agency name below will take you to a list of public forms for the chosen agency.

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#) [0-9](#)

A

- [Administrative Office of the United States Courts](#)
- [Advisory Council On Historic Preservation](#)
- [Agriculture \(USDA\): Agriculture Mkt Service \(AMS\) Processed Product Branch \(PPB\)](#)
- [Agriculture \(USDA\): Ag Mkt Service \(AMS\) Plant Variety Protection Office \(PVPO\)](#)
- [Agriculture \(USDA\): Agricultural Research Service \(ARS\)](#)
- [Agriculture \(USDA\): Agriculture Mkt Service \(AMS\) Specialty Crops Inspection Div](#)
- [Agriculture \(USDA\): Animal and Plant Health Inspection Service \(APHIS\)](#)
- [Agriculture \(USDA\): Commodity Credit Corporation \(CCC\)](#)
- [Agriculture \(USDA\): Food and Nutrition Service \(FNS\)](#)
- [Agriculture \(USDA\): Food Safety and Inspection Service](#)
- [Agriculture \(USDA\): National Agricultural Library \(NAL\)](#)
- [Agriculture \(USDA\): National Finance Center \(NFC\)](#)
- [Agriculture \(USDA\): Risk Management Agency \(RMA\)](#)
- [Architect of the Capitol](#)

We're here to help!

- We're Available**
Monday - Friday
7 a.m. - 7 p.m.
Eastern
Open
- Send Us A Message**
You will hear from us
by the end of the
next
business day.
- Call Us Toll Free**
Inside U.S.A. only
800-624-1373
- International
Number**
Outside the U.S.A.
+1-216-579-2112

Select “Interior (DOI): Interior Business center (IBC)”

I

[Institute of Museum and Library Services](#)

[Inter-American Foundation](#)

[Interior \(DOI\): Interior Business center\(IBC\)](#) 

[Interior \(DOI\): Bureau of Indian Affairs](#)

[Interior \(DOI\): Bureau of Indian Affairs Haskell](#)

[Interior \(DOI\): Bureau of Land Management \(BLM\)](#)

[Interior \(DOI\): Bureau of Ocean Energy Management](#)

[Interior \(DOI\): Bureau of Safety and Environmental Enforcement \(BSEE\)](#)

[Interior \(DOI\): National Park Service \(NPS\) Katmai National Park and Preserve](#)

[Interior \(DOI\): National Park Service \(NPS\) Acadia National Park](#)

[Interior \(DOI\): National Park Service \(NPS\) Accounting Operations Center](#)

[Interior \(DOI\): National Park Service \(NPS\) Alaska region](#)

Department of Interior – IBC - MSD

Select “Continue” button



[Sign In](#) | [Create an Account](#)

[Explore More Options](#) [Find an Agency](#) [Online Help](#)

[Search](#)



Alert Message:

[Coronavirus \(COVID-19\) updates](#)



Interior (DOI): Interior Business Center (IBC)

Department of Interior - IBC

Description: Please use this form to make payments for your overpayment letter sent to you by the Interior Business Center. Payments made by you will only be applied to the overpayment ID specific by you, this can be found on the overpayment letter above your name. If you do not have or know your overpayment ID please contact the Customer Service Center at 888-367-1622.

Form Number: DOI - IBC

[Continue](#)

Department of Interior- IBC- Payroll- MSD

Description: Please use this form to make payments for your Military Service Deposit(MSD). Payments made by you will be applied to the amount described in your MSD letter from IBC. If you have questions about your MSD please contact the Customer Service Center at 888-367-1622.

Form Number: DOI - IBC - PAYROLL - MSD

[Continue](#)

We're here to help!

We're Available

Monday - Friday
7 a.m. - 7 p.m.
Eastern
Open

Send Us A Message

You will hear from us by the end of the next business day.

Call Us Toll Free

Inside U.S.A. only
800-624-1373

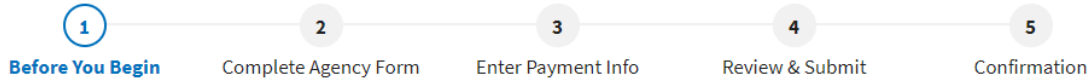
International Number

Outside the U.S.A.
+1-216-579-2112



Select “Continue to the Form”

Department of Interior- IBC- Payroll- MSD



About this form

Please use this form to make payments for your Military Service Deposit(MSD). Payments made by you will be applied to the amount described in your MSD letter from IBC. If you have questions about your MSD please contact the Customer Service Center at 888-367-1622.

Accepted Payment Methods:

- Bank account (ACH)
- Amazon account
- PayPal account
- Debit or credit card

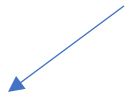
With an account you can:

- See the payments you made since you created an account.
- Store payment information so you don't have to re-enter it.
- Copy a form you already submitted the next time you need to make a payment.
- Set up automatic recurring payments.

To take advantage of these benefits, you can [Sign In](#) or [Create an Account](#) . To continue as a guest user, click the 'Continue to the Form' button.

[Preview Form](#) [Cancel](#)

[Continue to the Form](#)



Complete the “Military Service Deposit” form and then select “Continue”

Department of the Interior
Interior Business Center

Military Service Deposit

**Required Field*

Employee Information:

* First Name:	<input type="text"/>
Middle Initial:	<input type="text"/>
* Last Name:	<input type="text"/>
* Agency: (Example: DOI, DOT, NASA)	<input type="text"/>
* Street Address:	<input type="text"/>
* City:	<input type="text"/>
* State:	<input type="text" value="v"/>
* Daytime Telephone Number:	<input type="text"/>
* Email Address:	<input type="text"/>

Payment Information:

* Payment Amount:	<input type="text"/>
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Note: If you have any questions, please contact the Customer Support center at (888) 367-1622.

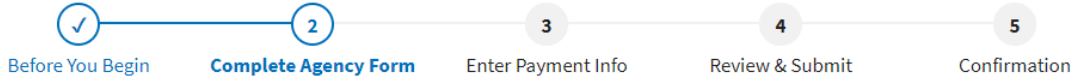
PDF Preview

Continue



Select "Next"

Department of Interior- IBC- Payroll- MSD



Add Attachment

This form is configured to allow one file attachment. Please browse and attach a file. The file must have a file extension of TXT, CSV or PDF and cannot exceed a size of 15MB.

Select File

Attach

Previous [Cancel](#)

Next

Select your Payment Information and then click on "Next"

Department of Interior- IBC- Payroll- MSD



Payment Information

Payment Amount \$100.00

*** I want to pay with my**

- Bank account (ACH)
- Amazon account
- PayPal account
- Debit or credit card

[Previous](#)

[Return to Form](#)

[Cancel](#)

[Next](#)

Fill in your payment information (Ex - Debit or Credit Card)

\$100.00

* Cardholder Name

* Cardholder Billing Address

Billing Address 2

City

* Country

United States



* State/Province

Select State/Province



* ZIP/Postal Code

* Card Number



Select "Review and Submit Payment"

Amount
\$100.00

Agency
DOI

[Previous](#) [Return to Form](#) [Cancel](#)

[Review and Submit Payment](#)



Confirm your payment

Department of Interior- IBC- Payroll- MSD

