



United States Department of the Interior

INTERIOR BUSINESS CENTER
Denver, CO 80235

D-2600

March 24, 2020

Memorandum

To: Federal Personnel and Payroll System User Group Representatives, Payroll Coordinators, and Client Accounting Offices (Excluding Social Security Administration)

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

Subject: Additional Debt Repayment Option for Salary or Salary Related Debts - Pay.gov

Please distribute this information to Servicing Personnel Offices (SPOs) and impacted employees. Currently, employees can repay their debt with a check, money order, or payroll deduction. Employees now have an additional option when repaying a salary or salary related debt with Pay.gov at no cost to employees. Please note, at this time, this does not include debts related to Federal Employee Health Benefits, Thrift Savings Plan, or Military Service Deposits.

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 March 2, 2020, Pay Period 2020-05, all debt notification letters were updated with this new payment option. Included with the debt notification letter was a Payment Agreement Form (listing this new repayment option as number 2) and Pay.gov Payment Instructions. The Payment Agreement Form and Pay.gov Payment Instructions are attached to this memorandum as Attachment 1. 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.

Employee use of the Pay.gov option will not impact the Client Accounting Offices. If the employee chooses to use Pay.gov, the funds will continue to flow across the Labor Cost file as normal.

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