



# United States Department of the Interior

INTERIOR BUSINESS CENTER  
Denver, CO 80235

D-2610

September 16, 2020

## Memorandum

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

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

Subject: Updated Payment Options – Pay.gov

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

On March 24, 2020, and August 10, 2020, the POD sent out memos announcing the ability for employees to repay salary and salary related debts, and Military Service Deposit elections, using Pay.gov. Until then, employees had been able to pay with a check, money order, or payroll deduction. Initially, the Pay.gov option only allowed for a credit or debit card payment.

As of today, Pay.gov now offers three additional types of payments, at no cost to employees. The four total payment types offered in Pay.gov are as follows:

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

We are attaching screen shots of the step-by-step instructions from the Pay.gov website of the four payment types listed above.

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](mailto: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](https://www.pay.gov/WebHelp/HTML/payments_frequently.html)

Attachment

# Attachment Pay.gov Payment Type Screenshots

## Bank Account (ACH)

Select “Bank account (ACH)” and click “Next”:

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#### Payment Information

Payment Amount \$10.00

**\* I want to pay with my**

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

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Return to Form

[Cancel](#)

Next

**Enter information:**

- Account Holder Name
- Select Account Type
- Routing Number
- Account Number
- Confirm Account Number
- Select “Review and Submit Payment”

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Please provide the payment information below. Required fields are marked with an \*

\* Payment Amount

\* Payment Date (mm/dd/yyyy)

Earliest Payment Date

Choose Payment Date

\* Account Holder Name

\* Select Account Type



\* Routing Number

\* Account Number

\* Confirm Account Number

# Amazon Account

Select “Amazon account” and click “Next”:

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### Payment Information

Payment Amount \$10.00

#### \* I want to pay with my

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

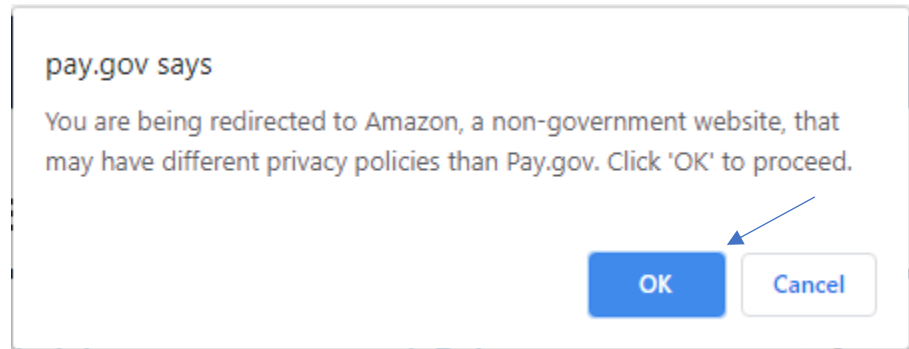
Previous

Return to Form

Cancel

Next

Select “OK”:



Sign in with Amazon:



## Sign in with Amazon

Use your Amazon account to sign in here.

**Email (phone for mobile accounts)**

**Password**

[Forgot your password?](#)

Sign in using our secure server

By signing in, you agree to Amazon's [privacy notice](#) and [conditions of use](#).

Keep me signed in. [Details](#) ▾

————— New to Amazon? —————

Create your Amazon account

# PayPal Account

Select “PayPal account” and click “Next”:

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### Payment Information

Payment Amount \$10.00

**\* I want to pay with my**

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

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Return to Form

[Cancel](#)

Next

Select “OK”

pay.gov says

You are being redirected to Paypal, a non-government website, that may have different privacy policies than Pay.gov. Click 'OK' to proceed.

OK

Cancel

**Sign in with PayPal:**



## Pay with PayPal

Enter your email or mobile number to get started.

[Forgot email?](#)

**Next**

or

**Create an account**

[Cancel and return to U.S. Treasury – Pay.gov](#)

 [English](#) | [Français](#) | [Español](#) | [中文](#)

## Debit or Credit Card

Select “Debit or credit card” and click “Next”:

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#### Payment Information

Payment Amount \$100.00

\* I want to pay with my

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

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[Next](#)



**Fill in your payment information:**

\$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:

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