



## **Pay.gov – Transaction Report on Loan Serviced by Lender (SBA Form 172)**

### **What's new?**

Effective July 20, 2006, all Lenders doing business with the Small Business Administration (SBA) will be able to access a website (Pay.gov) to make electronic remittances for Form 172. The Pay.gov website address is: <https://pay.gov/paygov/>.

### **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 website?**

The Pay.gov website should be used by any Lender choosing to make the following payments:

- Form 172 – Remittances related to the SBA Form 172 “Transaction Report on Loan Serviced By Lender”.
- Form 1544 – Loan Guarantee Fees and Care & Preservation of Collateral (CPC) Expenses.

### **How will the website work?**

Payments will be processed electronically by using either a checking or savings account debit processed through the Automated Clearing House (ACH). By accessing the “Find Public Forms” area of the website, Lenders will be able to schedule payments online by completing Form 172 “Transaction Report on Loan Serviced by Lender” as well as form 1544 for Guarantee Fees and Care & Preservation of Collateral (CPC).

Any payment processed through Pay.gov requiring a refund will be returned by check. SBA can receive but cannot make payments electronically through Pay.gov.

### **How to access the website?**

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

### **Do you have questions?**

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

Attachment A

## ATTACHMENT A

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

**Access:** Pay.gov is accessed by using the following web address: <https://pay.gov/paygov/>.

**Overview of Website:** Once you access the website'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). Selected SBA form can be accessed as a Non-Enrolled User and/or as an Enrolled User. The below options are located on the upper left hand section of the main web screen.

### ➡ **OPTION 1 – NON-ENROLLED USER (One-time User)**

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

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

After accessing the Public Forms 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 or
  - b. Scroll down to locate the appropriate form by name or number.
- 2) Select the appropriate form from the following list for the type of payment you need to make.
  - a. Form 172 – Lenders will use this form to enter data and remittances related to the SBA Form 172 “Transaction Report on Loan Serviced By Lender”.
  - b. Form 1544 – Lenders will use this form to pay Loan Guarantee Fees or
  - c. Form 1544 – Lenders will use this form to reimburse SBA for Care & Preservation of Collateral (CPC) Expenses.
- 3) Complete the 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 type in 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.

### ➡ **OPTION 2 – 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 reoccurring 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 appropriate form from the following list for the type of payment you need to make.
  - a. Form 172 – Lenders will use this form to enter data and remittances related to the SBA Form 172 “Transaction Report on Loan Serviced By Lender”.
  - b. Form 1544 – Lenders will use this form to pay Loan Guarantee Fees or
  - c. Form 1544 – Lenders will use this form to reimburse SBA for Care & Preservation of Collateral (CPC) Expenses.
- 3) Complete the 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 type in 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”.

Direct any questions or problems concerning the Pay.gov website to Pay.gov Customer Service at 1-800-624-1373.