OFFICE OF PAYMENT INTEGRITY

BUREAU OF THE FISCAL SERVICE

Do Not Pay Portal Onboarding Guide

February 2025

Table of Contents

SECTION 1: OPI AND DNP OVERVIEW

Section 1.1 About This Onboarding Guide

This guide provides step-by-step instructions for requesting access to the DNP Portal, setting up an agency program Access Group, establishing a Bulk Matching file, and enrolling Portal Users.

Section 1.2 What Is the Office of Payment Integrity?

In 2023, The Bureau of the Fiscal Service (Fiscal Service) merged the DNP Business Center and the Payment Integrity Center of Excellence (PICOE) into the Office of Payment Integrity (OPI). OPI provides actionable business insights and solutions under one umbrella to identify and prevent fraud and improper payments in federal and federally funded, state-administered programs.

- OPI is a **no cost** resource for federal agencies and federally funded, state-administered programs.
- OPI offers customized data analysis to help agencies detect fraud, waste, and abuse as well as strengthen internal controls.
- OPI has a dedicated team that works with agencies to determine and target the best solutions and data sources to meet program needs for combating improper payments and fraud.
- Agencies can use OPI to help make payment eligibility decisions at any time during the payment lifecycle, for example, during pre-award and pre-payment eligibility verification.

Section 1.2.1 Do Not Pay Portal

Under the legislative mandates of the Payment Information Integrity Act of 2019 (PIIA) and several Office of Management and Budget (OMB) memoranda and circulars, DNP provides services and support-activities related to the identification, detection, and prevention of improper payments.

The DNP Portal is a central data hub allowing agencies to access a broad array of data sources to verify eligibility of a vendor, grantee, loan recipient, or beneficiary. The DNP Portal allows simultaneous searches of multiple data sources. You can search for an individual or entity; you can batch-submit your searches; and you can set up regular monitoring in the Portal.

The DNP Portal has multiple ways to deliver match information to an agency, based upon an agency's approved data sources and where in the payment lifecycle the match is reviewed.

- Online Search
- Continuous Monitoring
- Application Program Interface (API)
- Batch Matching
- Payments

SECTION 2: DNP PORTAL ONBOARDING PROCESS – OVERVIEW

Section 2.1 How Long Does the Onboarding Process Take?

The Portal Onboarding process (non-API) takes a significant amount of time to complete, so it is very important for the information provided by the agency to be as accurate and complete as possible. The timeframe is contingent on several factors, including agency involvement and responsiveness, Fiscal Service legal review, availability and capacity of agency development resources, and internal onboarding and development workloads.

The following provides an overview of the DNP Portal onboarding steps with links to the steps in this document:

Section 2.1.1 Initial Steps

Section 2.1.2 Access Forms

Section 2.1.3 Account Setup and Feedback

SECTION 3: ONBOARDING PROCESS – DETAILED STEPS

Section 3.1 Initiate Process

Step 1: Business Solutions Consultation

Step 1.A: An agency contacts OPI's Agency Lead or Agency Specialist

An agency interested in using the DNP Portal for preventing and detecting improper payments can contact an Agency Lead and Agency Specialist to learn more about the Portal. There are several ways that an agency can reach out: 1) they may contact the Agency Lead/Agency Specialist by phone or email; 2) they may call the DNP Support Center by phone (855-837-4391) or email (OPI.outreach@fiscal.treasury.gov) – the Support Center will forward the message to the appropriate Lead or Specialist; 3) they may fill out the "Enroll in DNP" form on the DNP website to submit a request for more information.

Step 1.B: OPI schedules introduction call

After receiving the agency's interest in the DNP Portal, the Agency Lead/Agency Specialist will reach out to the agency to schedule an introduction meeting. This conference call will provide the opportunity for the agency to learn more about the DNP Portal, as well as other resources OPI offers for identifying and preventing improper payments and fraud, strengthening internal controls for payment eligibility, and addressing business difficulties related to payments. This meeting provides a forum for the agency to discuss their payment processes and related challenges, as well as asking questions about the various solutions OPI has to offer.

Step 1.C: Agency provides acknowledgement to proceed

After the agency learns more about the resources available through OPI, they will need to confirm their interest in progressing through the onboarding process to access the DNP Portal. This will signal to the Agency Lead/Agency Specialist to proceed with next steps for onboarding.

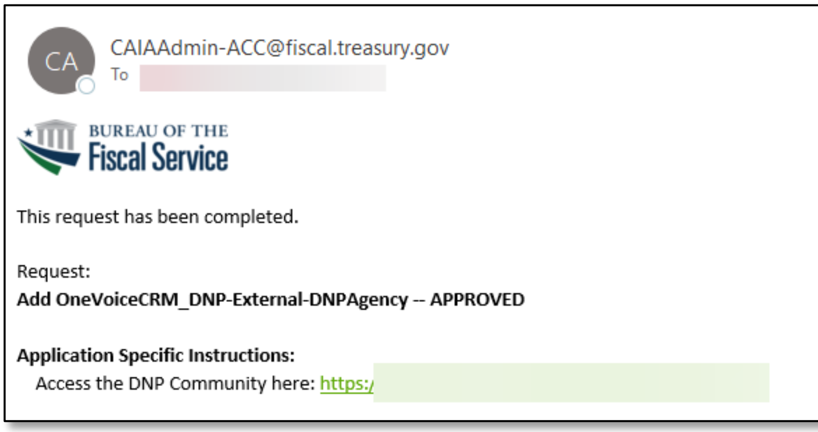
Step 2: Initial Questions Document

Step 2.A: OPI sends the Initial Questions document to the agency

In order to request access to the DNP Portal for matching activities, the agency is required to complete the Initial Questions document. This document contains a record of the data sources and functionalities the agency is requesting access to, for the purposes of preventing and detecting improper payments. The agency will also be required to provide explanations for why these requested data sources would strengthen their payment eligibility processes. The Agency Lead/Agency Specialist prepares the Initial Questions document in the Salesforce DNP Community.

Step 2.A.1: User receives CAIA Admin Email

The agency user will receive two emails. The first email will come from CAIA Admin. This email is to notify the user that they have been provisioned access to the DNP Community.


CAIAAdmin-ACC@fiscal.treasury.gov
To

BUREAU OF THE
Fiscal Service

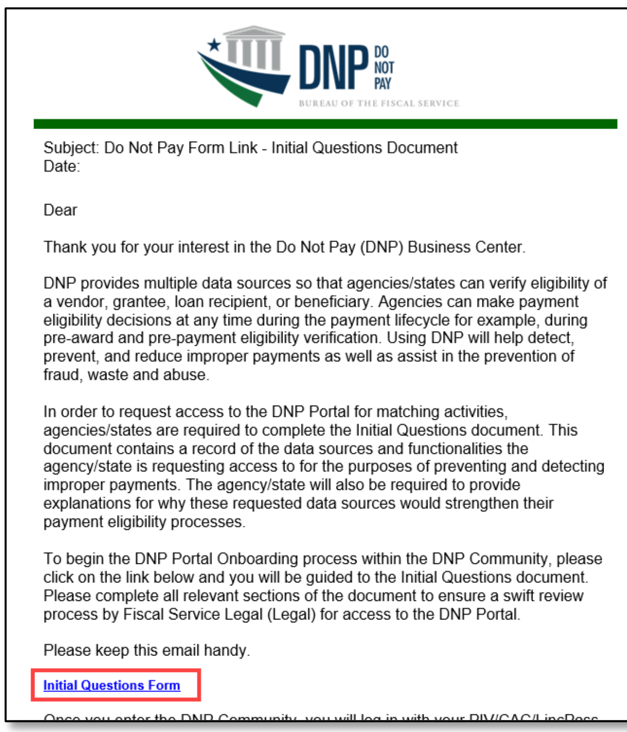
This request has been completed.

Request:
Add OneVoiceCRM_DNP-External-DNPAgency -- APPROVED

Application Specific Instructions:
Access the DNP Community here: https:/

Step 2.A.2: User receives DNP Email

The second email will come from Do Not Pay. This email gives the user more information about the DNP program, a link to access their Initial Questions document, and information on how to log in. Click the link.


DNP DO NOT PAY
BUREAU OF THE FISCAL SERVICE

Subject: Do Not Pay Form Link - Initial Questions Document
Date:

Dear

Thank you for your interest in the Do Not Pay (DNP) Business Center.

DNP provides multiple data sources so that agencies/states can verify eligibility of a vendor, grantee, loan recipient, or beneficiary. Agencies can make payment eligibility decisions at any time during the payment lifecycle for example, during pre-award and pre-payment eligibility verification. Using DNP will help detect, prevent, and reduce improper payments as well as assist in the prevention of fraud, waste and abuse.

In order to request access to the DNP Portal for matching activities, agencies/states are required to complete the Initial Questions document. This document contains a record of the data sources and functionalities the agency/state is requesting access to for the purposes of preventing and detecting improper payments. The agency/state will also be required to provide explanations for why these requested data sources would strengthen their payment eligibility processes.

To begin the DNP Portal Onboarding process within the DNP Community, please click on the link below and you will be guided to the Initial Questions document. Please complete all relevant sections of the document to ensure a swift review process by Fiscal Service Legal (Legal) for access to the DNP Portal.

Please keep this email handy.

Initial Questions Form

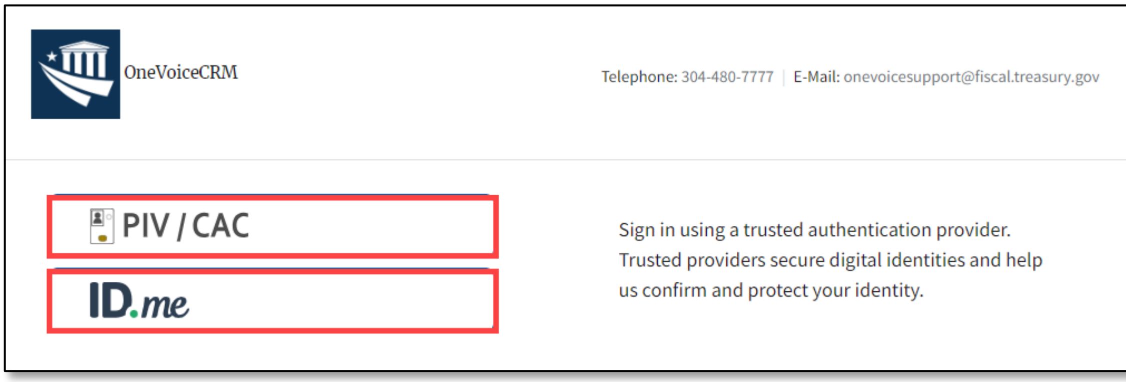
Once you enter the DNP Community, you will log in with your PIV/CAC/LincPass

> **IMPORTANT NOTE**: The link on the CAIA Admin email will redirect you to the DNP Community homepage (https://fiscalservice.force.com/dnp/).
>
> We **recommend** waiting for the DNP email to use the link which will take you to your specific Initial Questions document.

Step 2B: Logging in to the DNP Community

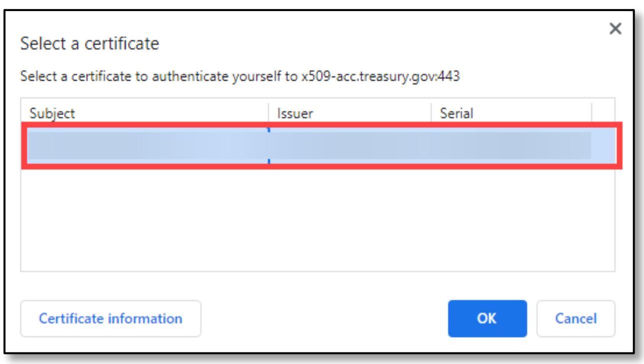
After clicking the link in the DNP email, a user will be redirected to the login screen down below.

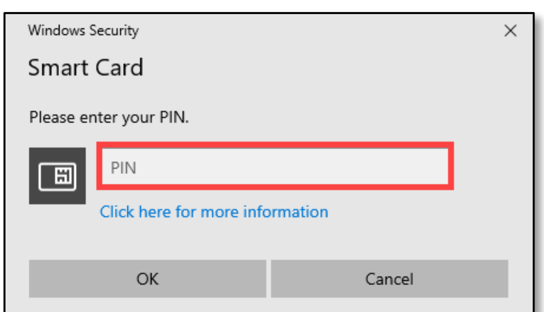
If a user has access to a PIV, CAC, or LincPass card, they will select the **PIV/CAC button**. If a user does not have access to a PIV, CAC, or LincPass card, they will select the **ID.me button**.



Step 2.B.1: User logs in using PIV/CAC

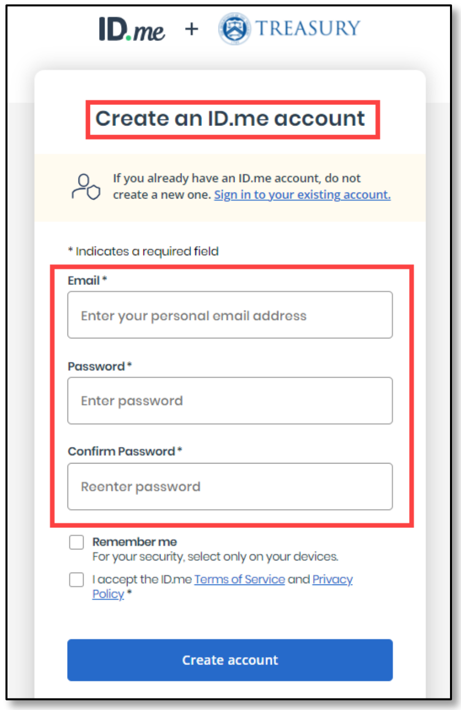
If a user logs in using the **PIV/CAC button**, they will have to select their certificate and enter their pin.





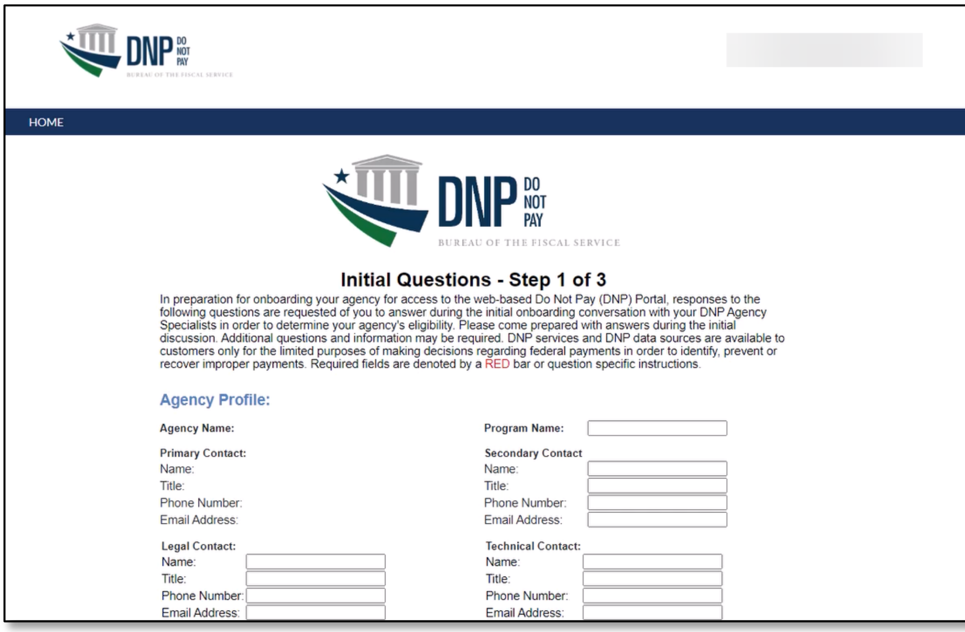
Step 2.B.2: User logs in using ID.me

If a user selects the **ID.me button**, they will be redirected to the ID.me login page. A user can use an existing ID.me account or create one.



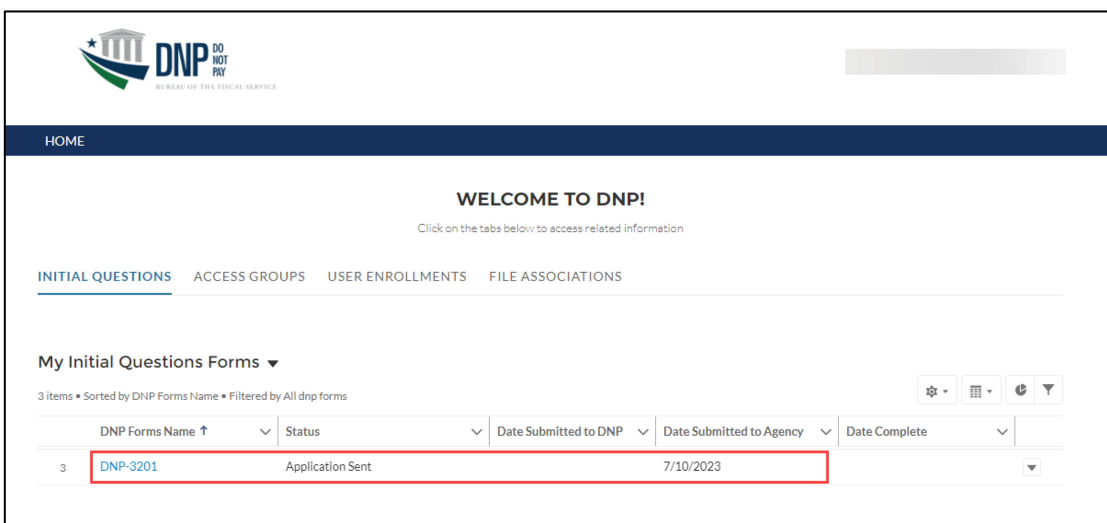
Step 2.B.3: Successful login

After successfully logging in using the link in the DNP email, the user will see the first page of the Initial Questions document.



If a user logs in using the CAIA email and is directed to the DNP Community homepage, they will see the screen down below.

Select the available form to complete the Initial Questions Document. The user can only complete forms that have a status of **Application Sent** or **Draft.**



Step 2.C: OPI meets with the agency to discuss the Initial Questions document

Filling out the Initial Questions document is a collaborative effort between your agency program's payment experts along with the Agency Lead/Agency Specialist. After the Initial Questions document is sent, OPI will meet with the agency to discuss the required fields for the Initial Questions document and to discuss which of the data sources and functionalities would be most applicable to the agency program's payment types. Depending on available time and resources, this could be multiple discussions that involve varied stakeholders to ensure that the correct information is provided on the Initial Questions document.

The Initial Questions document includes a variety of information related to the agency program's payment types, including points-of-contact, the types of verifications to be performed using DNP data sources, System of Records information that contains the payment data to be matched against DNP data sources, and follow-up questions specific to each data source to help determine whether each is applicable to the agency's payment processes.

Step 2.D: Agency submits the completed Initial Questions document

After providing all the required elements within the Initial Questions document, the agency program can submit the completed application through the DNP Salesforce Community.

Step 3: Legal Approval

Step 3.A: OPI sends the Initial Questions document to Fiscal Service for legal review

Once the agency completes and submits the finished Initial Questions document through Salesforce, the document will be sent to the Agency Lead/Agency Specialist for a secondary review. This provides the opportunity for the Agency Lead/Agency Specialist to review the document and identify any additional details and clarifications that need to be provided prior to the final legal analysis. After coordinating with the agency program to provide additional changes and revisions, the Agency Lead/Agency Specialist will submit the document through Salesforce to Fiscal Service for legal review.

Step 3.B: Fiscal Service provides legal review decision

The Fiscal Service legal team reviews the information provided by the agency program in the Initial Questions document, including the basis provided for requesting access to specific data sources for selected functionalities (either single or bulk records).

Step 3.C: OPI communicates with agency about the legal decision

After the review, the Fiscal Service legal team provides the determination regarding approved or denied data sources for each functionality to the Agency Lead/Agency Specialist, who will communicate the information to the agency program. The legal team may have additional questions or clarifications for the agency program to provide, and the Agency Lead/Agency Specialist will assist with sharing this feedback with the agency program.

Note: For API requests, after the legal decision from the Fiscal Service has been provided, OPI will meet with your agency API Team to discuss technical and business issues. Shortly after this meeting, OPI will send the DNP API Implementation Guide to the Agency. This document contains the required steps and technical information for implementing the DNP API within the Agency's systems. The API team is available to assist with any questions related to the DNP API Implementation Guide and the implementation process itself.

Section 3.2 Access Forms

Step 4: Access Group Form

Step 4.A: OPI sends the Access Group Form to the agency

After the legal determination has been provided, the Agency Specialist and Onboarding team will provide an Access Group Form to the agency program. This paperwork serves to facilitate the creation of the unique access group in the DNP Portal for the agency program and outlines the Online Search data sources that will be available for the agency to match against. The form also contains information about the authorized uses of these data sources in the Portal within the context of improper payment and prevention activities.

DNP DO NOT PAY

Access Group Form

This form establishes the Access Group Administrator for Do Not Pay (DNP) and/or authorizes data source usage by the Access Group. The Access Group plans to use DNP as its service provider to assist in the identification, mitigation, and elimination of improper payments. This form must be completed and signed by an Agency's designated Access Group Administrator. This form is used to create, modify, or deactivate an Access Group Administrator and data source usage by the Access Group.

Section 1: Action Requested [check one]:

☐ CREATE ☐ MODIFY ☐ DEACTIVATE

Specific action taken:

Section 2: Access Group Information (Color Filled Cells to be completed by DNP - *INTERNAL USE ONLY*) *Required field

*Agency/State Name: Enter Agency/State Name	*Agency Type: Executive Branch	*Access Group Type: CFO-Act Agency	*Shared Service Provider: No
*Append Code: Enter text [if applicable]	*Access Group Name (*Use ALL CAPS*) Enter Agency Acronym		
*Program Name: Enter Program Name	*Associated Access Group Level: Level 1 [Based on Agency Hierarchy Structure]	*Agency Location Code (ALC): Enter ALC	

Agency Hierarchy Structure:

*Level 1: Enter Agency Name	Level 4: Enter Program Name
Level 2: Enter Program Name	Level 5: Enter Program Name
Level 3: Enter Program Name	Level 6: Enter Program Name

Section 3: Approved Data source(s) for Online Search

Please select the action under the requested **COMMERICAL** data source(s):	Please select the action under the requested **PUBLIC** data source(s):	Please select the action under the requested **RESTRICTED** data source(s):
Current Add Remove	Current Add Remove	Current Add Remove
American Info Source (AIS) Obituary ☐ ☐ ☐	**Automatic Revocation of Exemption List (ARL)** ☐ ☐ ☐	***Credit Alert System (CAIVRS)** ☐ ☐ ☐

Step 4.B: Agency signs and returns the Access Group Form to OPI

The agency program needs to review this document to ensure accuracy of the information included. After the information is deemed to be complete and accurate, the agency Access Group Administrator (AGA), such as an Authorizing Official (AO) or Primary Local Security Administrator (PLSA), must sign and email the document to the Agency Specialist and Onboarding team. The file must be in PDF format and can be either electronically or manually signed by an AGA.

Note: The individual who signs the form must be included on the email that contains the attached and signed Access Group Form, either originating from that individual directly, or copied on the email.

Step 5: User Enrollment Form

Step 5.A: Agency Access Group Administrator reviews the User Enrollment Form

The Agency Specialist and Onboarding team will provide a User Enrollment Form to the agency program to begin enrolling users into the Portal. The Agency Specialist and Onboarding team will work with the agency's AGA, such as an AO or PLSA, to prepare and complete the form. The AGA needs to review the document to ensure accuracy of the information included.

User Enrollment Form

This form must be completed to enroll Agency/State users in the Do Not Pay (DNP) Portal. The user listed is designated to perform the Role and Access Group responsibilities in the DNP Portal in accordance with the DNP Portal Requirements. This form is used to create, modify, or deactivate a user in the DNP Portal.

Section 1: Action Requested [check one]:				
☐ **CREATE**	☐ **MODIFY**	☐ **DEACTIVATE**		
Specific action taken: Enter text				
Section 2: Access Group Information (Color Filled Cells to be completed by DNP - *INTERNAL USE ONLY*)				
Department Name: Enter Department Name	Business Name: Enter Business Name			
Append Code: Enter text If applicable	Access Group Name (*USE ALL CAPS*) Enter Agency Acronym	Associated Access Group Level: Select [Based on Agency Hierarchy Structure]		
Section 3: User Information (*All Fields Required*)				
Authentication Access Type: PIV/CAC Card	Assigned **DNP** Access Group Role: Select			
Legal First Name: Enter text	**Legal** Last Name: Enter text	Official Title: Enter text	Work Email Address: Enter text	Work Office Phone: Enter phone
Section 4: Access Group Administrator [form must be signed by the AO, PLSA, or LSA]				
Legal Name: Enter text	Work Phone: Enter phone	Work Email: Enter text		
Administrator Signature:	Access Group Role: Select	**Date:** Click or tap to enter a date.		
Please email ALL pages back to your Agency Specialist. **If you have any questions, please contact your Agency Specialist or the Agency Support Center at 1-855-837-4391 or donotpay@fiscal.treasury.gov.**				

Step 5.B: Agency Access Group Administrator signs and returns the User Enrollment Form to OPI

After the information is deemed to be complete and accurate, the agency AO or PLSA must sign and email the document to the Agency Specialist and Onboarding team. The file must be in PDF format and can be either electronically or manually signed by the AGA. After the Agency Specialist and Onboarding team receives the signed User Enrollment Form, they can process the form.

Note: The individual who signs the form must be included on the email that contains the attached and signed User Enrollment Form, either originating from that individual directly, or copied on the email.

Step 6: File Association Form (for Batch Matching and Continuous Monitoring only)

Step 6.A: Agency reviews the File Association Form

The agency program needs to review the File Association Form to ensure accuracy of the information included.

File Association Form

This form will establish the rules of connection between the Agency/State and the Do Not Pay (DNP) Landing Zone. Additionally, it will provide mapping instructions for the associated file. A new File Association Form is required for each file your Agency/State will be submitting to DNP. This form is used to create, modify, or deactivate a file in the DNP Portal.

Section 1: Action Requested		
☐ CREATE	☐ MODIFY	☐ DEACTIVATE
	Specific action taken:	

Section 2: Agency Information (Color Filled Cells within Section 2 to be completed by DNP - *INTERNAL USE ONLY*)		
Agency/State Name: Enter Agency Name	Program Name: Enter Program Name	
Append Code: [if applicable]	Access Group Name (*Use ALL CAPS*) Enter Agency Acronym_Enter Append Code [if applicable]_Enter Short Name	Associated Access Group Level: Select [Based on Agency Hierarchy Structure]

Section 3: File Information (Complete all applicable fields below)	*Information specific to Payment Integration
Batch Matching/Payment File *or* Continuous Monitoring/Payee File	**Payment Integration**
Functionality/File Type: Select	*Agency Input System/OAID Names: Enter text
Preferred File Portal Display Name: Enter text	
Transmission to DNP: Select	
Type of Delimiter: Select	
Provide Data Dictionary: Select	

Step 6.B: Agency signs and returns the File Association Form to OPI

After the information is deemed to be complete and accurate, the agency AO or PLSA must sign and email the document to the Agency Specialist and Onboarding team. The file must be in PDF format and can be either electronically or manually signed by the AGA. After the Agency Specialist and Onboarding team receives the signed File Association Form, the Application Operations team performs the necessary development work in preparation to receive the file.

Note: The individual who signs the form must be included on the email that contains the attached and signed File Association Form, either originating from that individual directly, or copied on the email.

Step 7: Establish Secure File Transfer (for Batch Matching and Continuous Monitoring only)

Step 7.A: Agency determines connection type

The agency fills out the File Transfer Form and determines which connection they would like to use: Secure File Transfer Protocol (SFTP), Hypertext Transfer Protocol Secure (HTTPS) using MOVEit, or Connect:Direct.

Step 7.A.1: If agency chooses SFTP

The agency needs to provide a point of contact, an IP address or range of addresses, and information on who will be accessing the SFTP. The agency will need to confirm connection to the Bureau of Fiscal Service (BFS) SFTP server. The agency will use a client to connect to the BFS SFTP server. Once the Fiscal Service File Transfer Team configures the agency's connection, the agency will need to test their connection. Once access is confirmed, they can begin sending files over the SFTP connection. With SFTP, agencies can automate the data files they want sent for frequent or reoccurring transfers.

Step 7.A.1: If agency chooses MOVEit

The agency will need to log on to SailPoint and request a role to use MOVEit. The agency will need to provide their email domain to the Fiscal Service File Transfer Team. The Fiscal Service File Transfer Team will whitelist the agency's domain. After the agency manages their access in SailPoint, the Fiscal Service File Transfer Team will configure the agency's connection. **Please note, IP addresses are not required for MOVEit setup.**

Step 7.A.2: If agency chooses Connect:Direct

If an agency already has access to Connect:Direct, they can use this method, but it will require additional forms and a longer processing time. Talk to your Agency Specialist/Agency Lead to see if this is the best connection type for you.

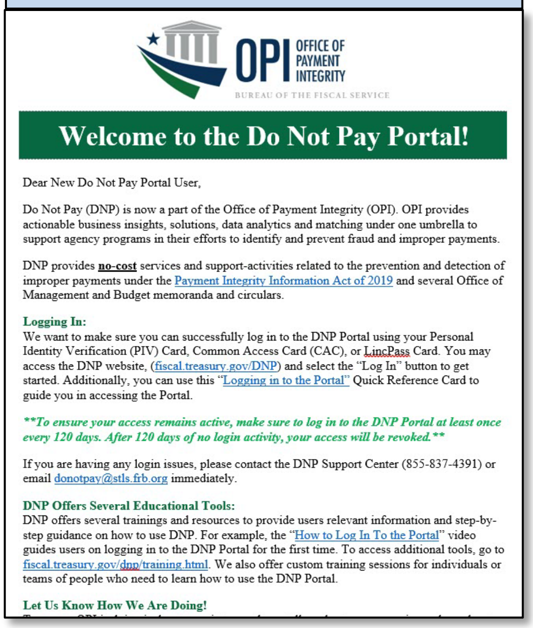
Section 3.3 Account Setup and Feedback

Step 8: User Credential Setup

Step 8.A: Enrollee receives a Welcome to DNP email

After the User Enrollment Form has been processed, the enrollee will receive the Welcome to the DNP Portal email from the email box (donotpay@stls.frb.org). The email contains helpful tools to ensure that you get the most out of the DNP Portal and contains contact information for the DNP Support Center (if you should encounter issues attempting to log into the Portal).

Example of Welcome Email for PIV/CAC/LincPass users



Welcome to the Do Not Pay Portal!

Dear New Do Not Pay Portal User,

Do Not Pay (DNP) is now a part of the Office of Payment Integrity (OPI). OPI provides actionable business insights, solutions, data analytics and matching under one umbrella to support agency programs in their efforts to identify and prevent fraud and improper payments.

DNP provides **no-cost** services and support-activities related to the prevention and detection of improper payments under the Payment Integrity Information Act of 2019 and several Office of Management and Budget memoranda and circulars.

Logging In:
We want to make sure you can successfully log in to the DNP Portal using your Personal Identity Verification (PIV) Card, Common Access Card (CAC), or LincPass Card. You may access the DNP website, (fiscal.treasury.gov/DNP) and select the "Log In" button to get started. Additionally, you can use this "Logging in to the Portal" Quick Reference Card to guide you in accessing the Portal.

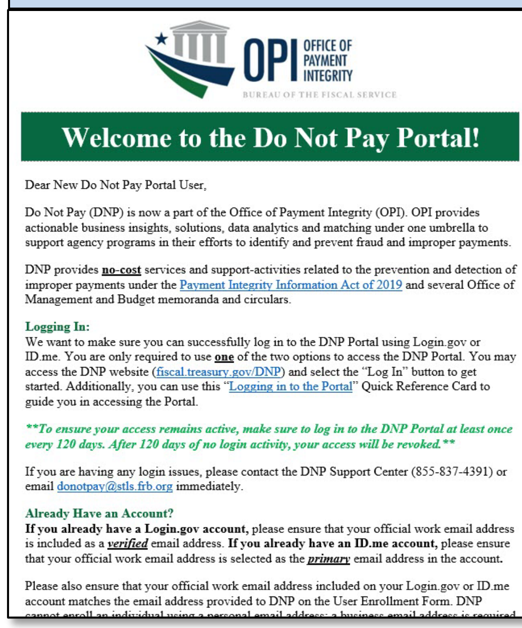
*****To ensure your access remains active, make sure to log in to the DNP Portal at least once every 120 days. After 120 days of no login activity, your access will be revoked.*****

If you are having any login issues, please contact the DNP Support Center (855-837-4391) or email donotpay@stls.frb.org immediately.

DNP Offers Several Educational Tools:
DNP offers several trainings and resources to provide users relevant information and step-by-step guidance on how to use DNP. For example, the "How to Log In To the Portal" video guides users on logging in to the DNP Portal for the first time. To access additional tools, go to fiscal.treasury.gov/dnp/training.html. We also offer custom training sessions for individuals or teams of people who need to learn how to use the DNP Portal.

Let Us Know How We Are Doing!

Example of Welcome Email for ID.me or Login.gov users



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DNP provides **no-cost** services and support-activities related to the prevention and detection of improper payments under the Payment Integrity Information Act of 2019 and several Office of Management and Budget memoranda and circulars.

Logging In:
We want to make sure you can successfully log in to the DNP Portal using Login.gov or ID.me. You are only required to use **one** of the two options to access the DNP Portal. You may access the DNP website (fiscal.treasury.gov/DNP) and select the "Log In" button to get started. Additionally, you can use this "Logging in to the Portal" Quick Reference Card to guide you in accessing the Portal.

*****To ensure your access remains active, make sure to log in to the DNP Portal at least once every 120 days. After 120 days of no login activity, your access will be revoked.*****

If you are having any login issues, please contact the DNP Support Center (855-837-4391) or email donotpay@stls.frb.org immediately.

Already Have an Account?
If you already have a Login.gov account, please ensure that your official work email address is included as a ***verified*** email address. **If you already have an ID.me account,** please ensure that your official work email address is selected as the ***primary*** email address in the account.

Please also ensure that your official work email address included on your Login.gov or ID.me account matches the email address provided to DNP on the User Enrollment Form. DNP

Step 8.B: Enrollee can access the DNP Portal

The enrollee can now log into the DNP Portal using their PIV/CAC/LincPass card and PIN to access the application. If the enrollee is a state or contractor, they will log into the DNP Portal by choosing ***either*** ID.me or Login.gov to authenticate their identity. *Watch this video for a step-by-step tutorial on how to log in to the Portal.*

Note: For API onboarding, user enrollment forms are not completed. The API integration will permit access to DNP data sources within the use of individual DNP Portal Users.

Step 9: Feedback

Step 9.A: Provide feedback about the matches you find in the DNP Portal with your Agency Lead/Agency Specialist

Providing feedback helps suggest enhancements to our services to help you meet your mission to prevent improper payments. Consider these avenues for providing feedback:

- For matches found while using the Online Search, Batch Matching, and Continuous Monitoring functionalities, use the Outcome feature to record whether the DNP Portal helped to prevent an improper payment.
- While adjudicating matches identified within the Payments functionality, you may add a comment next to each match to describe why a particular payment was proper or improper.
- For feedback containing Personally Identifiable Information (PII), your agency program may consider establishing a secure file transfer connection with Fiscal Service.

Step 9.B: Provide improvement ideas to your Agency Lead/Agency Specialist

If you have particular needs that would help your agency prevent and detect improper payments, please inform us so we may aid in that effort.

- Additional data sources your agency is using that are not currently available in the DNP Portal
- Additional functionalities
- Reports or exports needs

SECTION 4: CONTACT INFORMATION

Contact information for help with DNP Portal provisioning or access questions:

- Phone Number: 855-837-4391
- Email Address: donotpay@stls.frb.org
- Website: fiscal.treasury.gov/DNP

Contact information for all other OPI inquiries and information:

- Email Address: OPI.outreach@fiscal.treasury.gov