



DNP DO
NOT
PAY

BUREAU OF THE FISCAL SERVICE

Do Not Pay Portal Onboarding Guide

December 2023

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SECTION 1: THE DO NOT PAY PORTAL

Section 1.1 What is Do Not Pay?

The Do Not Pay (DNP) Business Center provides services and support activities related to the identification, detection, and prevention of improper payments under the [Payment Information Integrity Act of 2019 \(PIIA\)](#) and several Office of Management and Budget (OMB) memoranda and circulars.

- The Office of Management and Budget (OMB) designated the Department of the Treasury to host the Working System to assist agencies in detecting and preventing improper payments.
- The Bureau of the Fiscal Service (Fiscal Service) DNP Business Center operates the Working System.
- The mission of DNP is to assist agencies to make informed decisions in the identification, mitigation, and elimination of improper payments.
- The DNP vision is to provide innovative customer and data driven solutions that reduce the improper payment footprint across federally funded and state administered programs.

DNP provides multiple data sources so that agencies 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.

- DNP is a **no cost** resource for federal agencies and federally funded state administered programs
- DNP is **not** a list of entities or people that should not be paid
- DNP offers customized data analysis to help agencies detect fraud, waste, and abuse as well as strengthen internal controls
- DNP meets existing federal data security and privacy standards
- DNP is committed to providing:
 - quality data
 - more data sources
 - continuous system development
 - cutting edge data analytics
 - customized agency outreach

Section 1.2 How Can Do Not Pay Assist Your Agency with Preventing and Detecting Improper Payments?

DNP provides customized business process solutions based upon your agency's needs. The DNP Portal is just one of many services we provide. Contact a DNP Agency Lead or Specialist (See Section 4: Contact Information) to schedule a consultation meeting.

Section 1.3 What is the Do Not Pay Portal?

The DNP Portal allows simultaneous searches of multiple data sources. You can search for an individual/entity; you can batch your searches; and you can set up regular monitoring in the DNP Portal. All DNP services are no cost to agencies or states.

DNP has multiple ways to deliver match information to an agency:

- Online Search
- Batch Matching
- Continuous Monitoring
- Web Service/Application Programming Interface (API)
- Payments

The delivery method is based upon approved data sources, approved functionalities, and where in the payment lifecycle the match is reviewed.

Section 1.4 How do I gain access to the DNP Portal?

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 process, and enrolling Portal Users.

Section 1.5 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 DNP onboarding and development workloads.

SECTION 2: ONBOARDING PROCESS - OVERVIEW

The following provides an overview of the onboarding steps:

Section 2.1 Initial Steps

Step 1: Business Solutions Consultation

Step 2: Initial Questions Document

Step 3: Legal Approval

Section 2.2 Access Forms

Step 4: Access Group Form

Step 5: User Enrollment Form

Step 6: File Association Form

Step 7: Establish Secure File Transfer (For bulk matching files only)

Section 2.3 Account Setup and Feedback

Step 8: User Credential Setup

Step 9: Feedback

SECTION 3: ONBOARDING PROCESS – DETAILED STEPS

Section 3.1 Initiate Process

Step 1: Business Solutions Consultation

Step 1.A: Agency contacts a DNP Agency Lead or Agency Specialist

An agency interested in learning about DNP resources for preventing and detecting improper payments can contact a DNP Agency Lead/Agency Specialist to learn more about the program. There are several ways that an agency can reach out: 1) they may contact the Agency Lead/Agency Specialist directly by phone or email; 2) they may call the DNP Agency Support Center by phone (855-837-4391) or email (donotpay@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: DNP schedules Introduction to DNP Call

After receiving the agency’s interest in DNP, the Agency Lead/Agency Specialist will reach out to the agency to schedule an Introduction to DNP meeting. This conference call will provide the opportunity for the agency to learn more about the resources DNP offers for identifying and preventing improper payments, 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 to ask questions about the program.

Step 1.C: Agency provides acknowledgement to proceed

After the agency learns more about the resources available through DNP, 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.

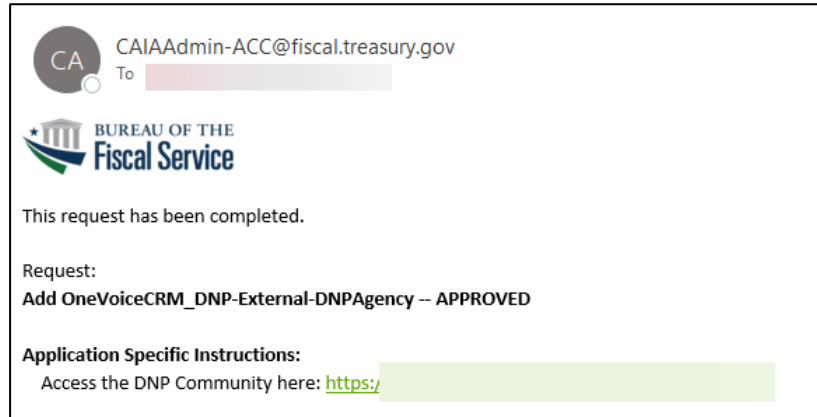
Step 2: Initial Questions Document

Step 2.A: DNP 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 Salesforce DNP Community.

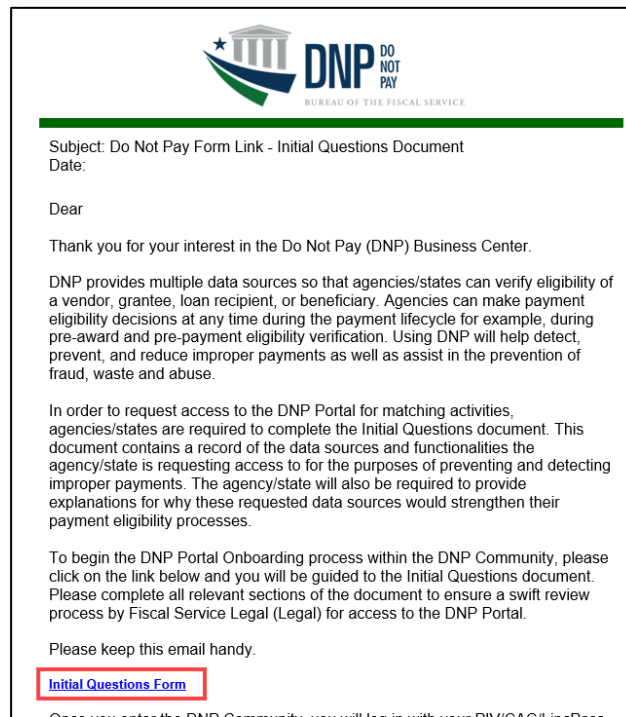
Step 2.A.1: User receives CAIA Admin Email

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.



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.



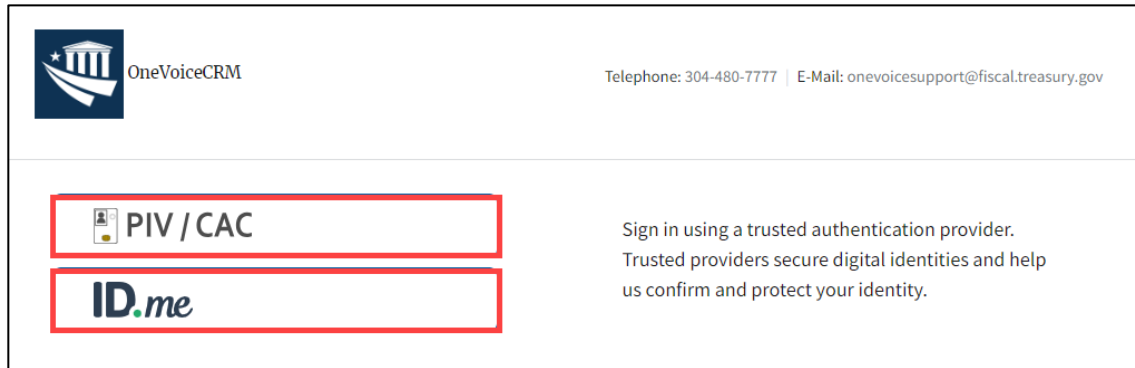
IMPORTANT NOTE: The link on the CAIA Admin email will redirect you to the DNP Community homepage (<https://fiscalservice.force.com/dnp/>).

DNP **recommends** 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

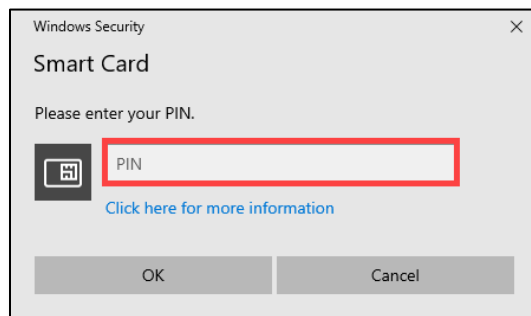
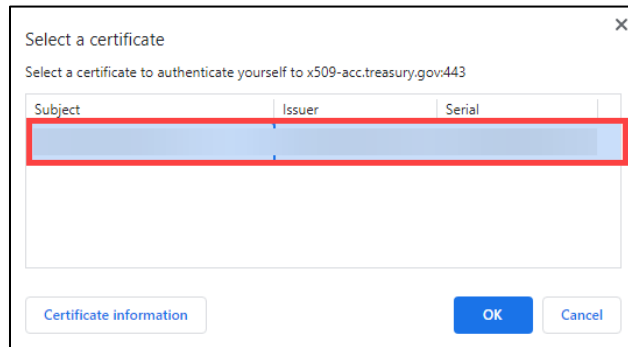
After clicking the link in the DNP email, a user will be redirected to the login screen down below.

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**.



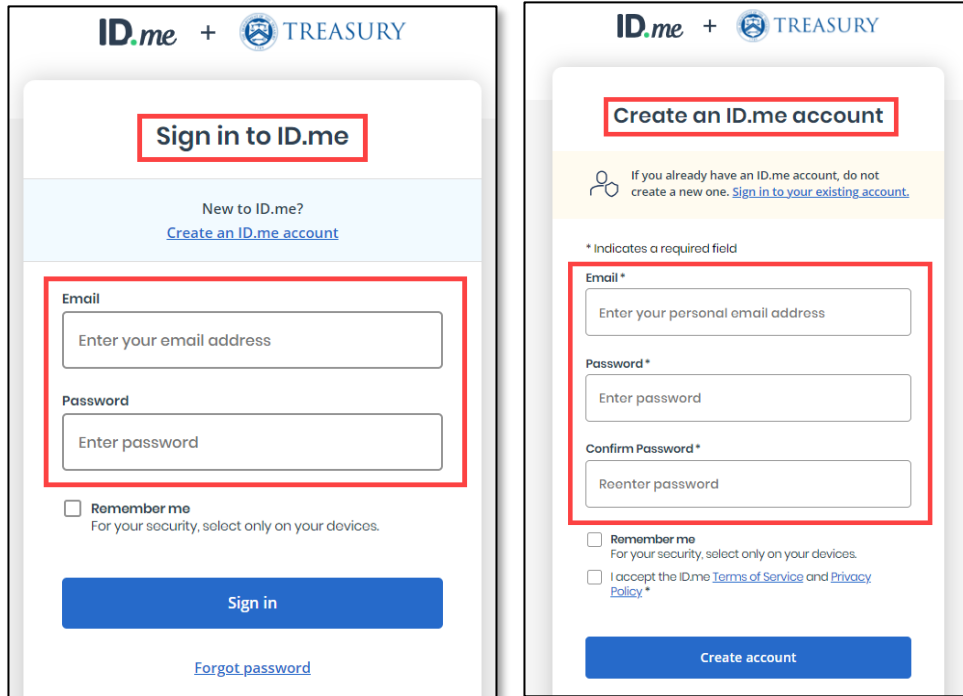
Step 2.B.1: User logs in using PIV/CAC

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.



IMPORTANT NOTE: The email address used to create the account must be an official work email address. If a user is using an existing ID.me account, their official work email address must be entered as the **primary email address** in the account.

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.

The screenshot shows the 'Initial Questions - Step 1 of 3' form. At the top left is the DNP logo with the text 'DO NOT PAY BUREAU OF THE FISCAL SERVICE'. Below the logo is a 'HOME' link. The main heading is 'Initial Questions - Step 1 of 3'. Below this is a paragraph of introductory text. The form is titled 'Agency Profile:' and contains several input fields for contact information, organized into two columns. The fields include Agency Name, Program Name, Primary Contact Name, Title, Phone Number, Email Address, Legal Contact Name, Title, Phone Number, Email Address, Secondary Contact Name, Title, Phone Number, Email Address, and Technical Contact Name, Title, Phone Number, Email Address.

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**.

The screenshot shows the 'WELCOME TO DNP!' dashboard. At the top left is the DNP logo. Below the logo is a 'HOME' link. The main heading is 'WELCOME TO DNP!'. Below this is a paragraph of introductory text. The dashboard has a navigation bar with links for 'INITIAL QUESTIONS', 'ACCESS GROUPS', 'USER ENROLLMENTS', and 'FILE ASSOCIATIONS'. Below the navigation bar is a section titled 'My Initial Questions Forms' with a dropdown arrow. Below this section is a table with the following data:

	DNP Forms Name ↑	Status	Date Submitted to DNP	Date Submitted to Agency	Date Complete
3	DNP-3201	Application Sent		7/10/2023	

Step 2.C: DNP 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 DNP Agency Lead/Agency Specialist. After the Initial Questions document is sent, DNP 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 Salesforce.

Step 3: Legal Approval

Step 3.A: DNP 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 DNP Agency Lead/Agency Specialist for a secondary review. This provides the opportunity for DNP Outreach 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 DNP Agency Lead/Agency Specialist will submit the document through Salesforce to the 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: DNP 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 DNP Outreach, 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 DNP Outreach 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, DNP will meet with your agency API Team in order to discuss technical and business issues. Shortly after this meeting, DNP 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 DNP 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: DNP sends the Access Group Form to the agency

After the legal determination has been provided, DNP Outreach 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.

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

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 Authorizing Official (AO) or Primary Local Security Administrator (PLSA) must sign and email the document to DNP Outreach. The file must be in PDF format and can be either electronically or manually signed by the Access Group Administrator.

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 Access Group Administrator needs to review this document to ensure accuracy of the information included.

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

After the information is deemed to be complete and accurate, the agency AO or PLSA must sign and email the document to DNP Outreach. The file must be in PDF format and can be either electronically or manually signed by the Access Group Administrator. After DNP Outreach receives the signed User Enrollment Form, the DNP Onboarding team 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 bulk matching files only)

Step 6.A: Agency reviews the File Association Form

The agency program needs to review this document to ensure accuracy of the information included.

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

After the information is deemed to be complete and accurate, the agency AO or PLSA must sign and email the document to DNP Outreach. The file must be in PDF format and can be either electronically or manually signed by the Access Group Administrator. After DNP Outreach receives the signed File Association Form, the DNP 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 bulk matching files 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) or Connect:Direct.¹

Step 7.A.1: If agency chooses SFTP

The agency needs to provide a point of contact, an IP address or range, 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.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 or Agency Lead to see if this is the best connection type for you.

¹ The MOVEit tool was previously an option for file transfer, but as of June 2023, it is unavailable for secure transmission.

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 DNP email from the DNP email box (donotpay@stls.frb.org). The email contains helpful tools to ensure that you get the most out of the DNP Program and the Portal and contains contact information for the DNP Support Center (if you should encounter issues attempting to log into the Portal).

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.

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 or Agency Specialist

Providing feedback to DNP 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 with your Agency Lead or Agency Specialist

If you have particular needs that would help your agency prevent and detect improper payments, please inform DNP 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
- Exports

SECTION 4: CONTACT INFORMATION

Do Not Pay Help Desk:

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

You may contact your assigned Agency Lead or Agency Specialist using the chart below:

Agency	Agency Lead (Fiscal Service)	Agency Specialist (FRB STL)
Department of Agriculture	Ai Young ai.young@fiscal.treasury.gov	Kristofer Klette kristofer.klette@stls.frb.org
Department of Commerce	Stephanie Weakley stephanie.weakley@fiscal.treasury.gov	Jon Haehnel jon.haehnel@stls.frb.org
Department of Defense	Stephanie Weakley stephanie.weakley@fiscal.treasury.gov	Kristofer Klette kristofer.klette@stls.frb.org
Department of Education	Jon Ortiz jon.ortiz@fiscal.treasury.gov	Kristofer Klette kristofer.klette@stls.frb.org
Department of Energy	Jon Ortiz jon.ortiz@fiscal.treasury.gov	Jon Haehnel jon.haehnel@stls.frb.org
Department of Health and Human Services	Ai Young ai.young@fiscal.treasury.gov	Josh Stegemann joshua.p.stegemann@stls.frb.org
Department of Homeland Security	Jessica Taylor jessica.taylor@fiscal.treasury.gov	Shannon Alkhalaf shannon.alkhalaf@stls.frb.org
Department of Housing and Urban Development	Jessica Taylor jessica.taylor@fiscal.treasury.gov	Josh Stegemann joshua.p.stegemann@stls.frb.org
Department of Justice	Lori Makle-Sellman lori.makle-sellman@fiscal.treasury.gov	Jon Haehnel jon.haehnel@stls.frb.org
Department of Labor	Jack Harbour jack.harbour@fiscal.treasury.gov	Shannon Alkhalaf shannon.alkhalaf@stls.frb.org
Department of State	Jack Harbour jack.harbour@fiscal.treasury.gov	Shannon Alkhalaf shannon.alkhalaf@stls.frb.org
Department of the Interior	Stephanie Weakley stephanie.weakley@fiscal.treasury.gov	Kristofer Klette kristofer.klette@stls.frb.org
Department of the Treasury	Jack Harbour jack.harbour@fiscal.treasury.gov	Jon Haehnel jon.haehnel@stls.frb.org
Department of Transportation	Lori Makle-Sellman lori.makle-sellman@fiscal.treasury.gov	Jon Haehnel jon.haehnel@stls.frb.org
Department of Veterans Affairs	Ai Young ai.young@fiscal.treasury.gov	Shannon Alkhalaf shannon.alkhalaf@stls.frb.org

Agency	Agency Lead (Fiscal Service)	Agency Specialist (FRB STL)
Environmental Protection Agency	Stephanie Weakley stephanie.weakley@fiscal.treasury.gov	Jon Haehnel jon.haehnel@stls.frb.org
General Services Administration	Stephanie Weakley stephanie.weakley@fiscal.treasury.gov	Josh Stegemann joshua.p.stegemann@stls.frb.org
National Aeronautics and Space Administration	Stephanie Weakley stephanie.weakley@fiscal.treasury.gov	Kristofer Klette kristofer.klette@stls.frb.org
National Science Foundation	Stephanie Weakley stephanie.weakley@fiscal.treasury.gov	Shannon Alkhalaf shannon.alkhalaf@stls.frb.org
Nuclear Regulatory Commission	Stephanie Weakley stephanie.weakley@fiscal.treasury.gov	Kristofer Klette kristofer.klette@stls.frb.org
Office of Personnel Management	Lori Makle-Sellman lori.makle-sellman@fiscal.treasury.gov	Shannon Alkhalaf shannon.alkhalaf@stls.frb.org
Small Business Administration	Lori Makle-Sellman lori.makle-sellman@fiscal.treasury.gov	Shannon Alkhalaf shannon.alkhalaf@stls.frb.org
Social Security Administration	Lori Makle-Sellman lori.makle-sellman@fiscal.treasury.gov	Josh Stegemann joshua.p.stegemann@stls.frb.org
United States Agency for International Development	Stephanie Weakley stephanie.weakley@fiscal.treasury.gov	Jon Haehnel jon.haehnel@stls.frb.org