

Smart Pay

Version 4.24.20171006

Release Notes

This document contains information about the EngageOne Smart Pay release. Complete documentation and global contact numbers can be found on the technical support website at www.g1.com/support.

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Contents:

What's New..... 1

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1 EngageOne Smart Pay Release Notes

Version 4.24.20171006

EngageOne Smart Pay is an advanced online payment services solution (for both small and large businesses) that allows you to access account information and make payments (via credit cards, debit cards, and bank account information).

This document contains information about the EngageOne Smart Pay *Features, Release Contents, Task Information, and System Requirements.*

2 Features

EngageOne Smart Pay includes several primary components: Customer Portal, Agent Portal, Core Platform, and the Payment Platform. These components, along with the use case-based software structure, combine to form a deployment-ready solution that requires no programming or integration.

2.1 Customer Portal

The online location where customers can pay bills, establish one-time and automatic payments, view account information, manage e-mail notifications, and modify personal profile settings.

Key Benefits	
✓	Maintains PCI compliance and, as such, adheres to security standards that help protect credit card and banking information.
✓	Provides a secure environment which helps prevent phishing and listening attacks.
✓	Integrates with existing enrollment and authentication solution OR operates in a stand-alone environment.
✓	Provides flexible customization - enabling you to maintain your brand, mission, values, and infrastructure. Equally as important, you can have EngageOne Smart Pay up and running before your next month's payment cycle.
✓	Allows you to make one-time and automatic payments with ease.
✓	Allows you to view your payment status and establish a payment wallet – a designation which allows you to enter credit card and bank account details that may serve as default payment methods.
✓	Allows you to designate e-mail alerts to include payment reminders and payment confirmations.
✓	Provides mobile and tablet optimization.

2.2 Agent Portal

The application that allows agents to both search for customer records and provide customers with troubleshooting assistance. This assistance includes *impersonation* which allows an agent to view customer information in the Customer portal, exactly as that customer would view it.

Key Benefits	
✓	Maintains PCI compliance and, as such, adheres to security standards that help protect credit card and banking information.
✓	Integrates with existing enrollment and authentication solution OR operates in a stand-alone environment.
✓	Provides quick and efficient customer record search and record access.

Key Benefits	
✓	Allows agent to use <i>impersonation</i> to access Customer portal (as customer) to respond to specific inquiries, provide clarifications, and render troubleshooting assistance.
✓	Provides customer login reset.
✓	Includes agent profile management.
✓	Provides an audit capability, which tracks events of users in every application.

2.3 Core Platform

The primary environment on which EngageOne Smart Pay resides, where batch jobs run and monitoring software exists to ensure the site is up, running, and operational.

2.3.1 Software Structure

A patented use case engine forms the foundation of all EngageOne Liaison solutions. This use case engine, which emphasizes user and system interactions, is the heart of the application.

Use Case-Based Benefits	
✓	A clear delineation of software components allows you to brand, localize, and configure the solution without code modifications.
✓	A unified modular design allows you to add other EngageOne Liaison solutions (such as Smart Bill and Smart View) without additional coding.
✓	An architecture that allows you to move to a fully configurable enterprise solution where you can develop use cases that meet your specific business needs. Style, brand, and localization all fit the architecture; likewise, your custom-configured modules fit seamlessly with existing product modules.
✓	A structured software architecture shields you from most technology changes by allowing control and maintenance of platform changes, web technology changes, and enhancements to rest solely in the hands of Pitney Bowes – a product company committed to the platform.

2.4 Payment Platform

This platform protects credit card and bank account information, implements payment gateway interactions, and ensures PCI compliance of the entire application. With the Payment platform in place, the Customer and Agent portals can implement rich, flexible payment business logic without directly handling sensitive payment information.

3 Release Contents

The EngageOne Smart Pay software release contains:

- Sizing Sheets – A form that provides additional specifications as to ensure you configure hardware that is sufficient to support your needs.
- *dss_db.exe* – The executable file that allows you to install the Digital Self-Service (DSS) database.
- *pay.exe* – The executable file that allows you to install the Payment database.
- *keys.exe* – The executable (Java Keystore) containing five RSA key pairs used to secure the communication between servers (to include the secure transmission of credit card numbers).
- *install.exe* – The executable file that allows you to install EngageOne Smart Pay.
- The *EngageOne Smart Pay Installation Guide* – The document that provides instructions for software installation and configuration.

All release contents will be shipped on a single electronic medium.

4 Task Information

4.1 Stories (Requirements Delivered)

Issue No.	Summary

4.2 Incidents / Tasks (Resolved)

Issue No.	Summary
SSMPAY-428	Added Sorriso favico to Sorriso Branded products
SSMPAY-436	Unable to delete scheduled payments
SSMPAY-437	Link takes users to wrong use case

4.3 Known Issues

Issue No.	Summary
SSMPAY-394	Errors in log file when app starts up

5 System Requirements

This section includes the system requirements for the EngageOne Smart Pay online payment processing solution. In addition to the system requirements referenced below, you must have reviewed the sizing sheets (specifications provided with this software) to ensure you configure hardware that is sufficient to support your needs. Next, ensure that you have a mail server installed. (Sites such as <https://mailtrap.io/> allow you to create an SMTP server for testing purposes.) Finally, you must have installed Java (minimum version 8) along with the JDK (minimum version 1.8).

5.1 Operating System, Production Server Installation

- Redhat Enterprise Linux Versions 6 and 7
- Solaris 10 and Solaris 9
- HP/UX 11i (v2, v3)
- IBM AIX 7, AIX 6
- Windows 7, 8, or 10
- 4g RAM (minimum)
- ANT installation (required)

5.2 Database

- Oracle Enterprise Edition 11g or 12g
- MySQL 5.5 - 5.7
- PostgreSQL 9.5 - 9.6
- Database Storage - 100 GB (typical)

5.3 Application Server

- Apache Tomcat: Version 7.0 - 9.0
- JBoss Enterprise Application Platform: Version 6.2 - 7.0.0
- JBoss Application Server (Community Version) - renamed WildFly: Version 8.2 - 10.0.0
- Oracle WebLogic Server (Standard Edition or Enterprise Edition): Version 12.1.2 - 12.2.1
- WebSphere Application Server: Version 8.5 - 8.5.5

5.4 Browser Support

EngageOne Smart Pay is compatible with current and previous versions of major browsers for desktops, mobile devices, and tablets. Since all modern browsers implement an *auto update* feature, these versions are generally sufficient. Browser and OS support are summarized below:

- Chrome – Current version and previous version; OS includes Android, IOS, Mac OS X, Linux, and Windows.
- Internet Explorer – Version 11; OS includes Windows.
- Microsoft Edge – Current version; OS includes Windows.
- Firefox – Current version and previous version; OS includes Android, Mac OS X, Linux, and Windows.
- Safari – Current version and previous version; OS includes IOS and Mac OS X.



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