General and Technical Requirements:

ID	Solution Requirements	Meet	Comments or Additional Information
General Requirements			
G1	Scalable and supports multiple departments within one system: with their own instances. For example, the Development Services Department will be the only department using the system after implementation, but we want the flexibility to add other departments without having to reconfigure DSD's during that implementation.	**Y**	
G2	Multiple security / limited view levels that include group, role based or user level access including but not limited to view only, modify specific fields, full access, specify report access level, etc.	**Y**	
G3	Administrator configurable menus, fields and screens such as setting user permissions, adding fields or comments within an account, messages on customer dashboard	**Y**	Adding fields or textual elements to the onscreen pages is something performed by P&P staff and is not available via permissions.
G4	System provides for unlimited number of user-definable fields	**Y**	
G5	Provided a detailed transactional audit trail including payment or invoice date, customer details, payment type, payment date, billed and paid amounts, invoice number, permit number, and other defined fields of data and any customer account changes including modified by, date, what was changed, and other defined data.	**Partial**	Point & Pay has demonstrated it's onscreen transactional details and reporting. Change logs etc. are not available onscreen but can be provided in case of need. Our understanding is that what has been demonstrated is sufficient for the City's needs.
G6	Administrator Roles can Query/search customer account data based on various parameters (i.e. a time period) to research questions or issues.	**Y**	

ID	Solution Requirements	Meet	Comments or Additional Information
G7	Specific or restricted Administrator Roles can reupload individual PDF's, Delete or cancel voided PDF Invoices, adjust, void, refund customer account charges/bills in order to make corrections	**N**	Our system is built around bulk PDF uploads to fttps folders. We do not have an interface for individual PDF uploads.
G8	Administrator User can Create and Save -defined queries by multiple data fields, reports, drill down/across, throughout all proposed modules	**N**	We don't have the ability administrators save user configured report views. We can regularly schedule their required reports.
G9	Ability to set up an online merchant account for each agency to track electronic payments processed	**Y**	
G10	Ability to support payment processing for all major payment processing channels, including, but not limited to the following G11-G13 payment definitions:	**Y**	
G11	Web/Online for card-present and card- absent transactions	**Y**	
G12	Point of Sale for card-present and card-absent transaction	**Y**	
G13	Interactive Voice Response (IVR) transactions	**Y**	
G14	Ability to provide a unique payment identifier/confirmation number to the customer for each payment type	**Y**	
G15	Ability to provide a separate batch identification number by deposit	**N**	Point & Pay does not provide unique batch identification numbers
G16	Ability to offer monitoring and notification to City if a any integration, payment post-back, or activity fails.	**Y**	
G17	Ability to define the cut off time that credit card transactions can be transmitted to meet settlement times	**Partial**	Point & Pay offers a defined list of settlement configuration options.
G18	Ability to issue and assign Merchant Identification Numbers to one or more City departments as needed	**Y**	
G19	Ability to allow for multiple settlement accounts by Merchant Identification Number	**Y**	

ID	Solution Requirements	Meet	Comments or Additional Information
G20	Ability to implement system controls to prevent duplicate payments or adding duplicate invoices to the cart that could result from multiple transmissions of a settlement file or other errors resulting from the completion and transmission of identical payment transactions.	**Y**	
G21	Ability to report suspicious activity trends including but not limited to: fraudulent credit card payments, foreign IP Addresses, attacks or hacking or patterns to the City	**Y**	
G22	Pass-through Merchant account transaction fees to the City	**Y**	
Technical Requirements			
T1	Application Model: The City prefers a Software-as-a-Service for Bill/Invoice Presentment, Payment, and Reporting – all three are *required* modules/functionality	**Y**	
T2	System meets all SECURITY STANDARDS AND REQUIREMENTS as described in Attachment “F”	**Y**	
T3	Descriptive error messages must be provided to user and system administrator and error log file including user login and activity report, integration success/failure reports for all failed, incomplete, missing data in all transactions	**Y**	
T4	Permissions are role-based and customizable	**Y**	
T5	Proactive alerting for data integration failures, interruptions of system communication, and system downtime.	**Partial**	Please note we send these specific type of alerts via email.

ID	Solution Requirements	Meet	Comments or Additional Information
T6	Automatic reprocessing or retrying of failed transactions.	**N**	Point & Pay does not automatically perform reprocessing.
T7	Non-production environment with integration capabilities for testing during implementation and ongoing.	**Y**	

Invoicing Functionality Requirements

ID	Solution Requirements	Meet	Comments or Additional Information
Invoice Presentation Requirements			
I1	Configure the payment of invoices for one-time and recurring charges	**Y**	
I2	Configure a variety of Invoice and Customer Account Statement Templates	**Partial**	Please note that PNP does not create invoice templates. The City must deliver image files to P&P representing the specific bills that will be presented.
I3	Customers can select and pay for one or more invoices in a single transaction – without the ability to add the same invoice more than once.	**Y**	
I4	Customers can log into their account or have multiple accounts, view transaction details, make a payment, update their contact information send an email to stored contacts and have the ability for Administrator to export list of customers with associated accounts.	**Partial**	The P&P system does not enable customers to send emails to stored contacts.
I5	Current and Historical invoices and statements are available for customers to view, print, or download – invoice and transaction history will remain in customer account for a minimum of 10 years	**N**	Point & Pay's standard storage of online data is 2 years. Additional storage may be priced as requested.
I6	Each department or instance Administrator can configure Payment options including but not limited to partial payment acceptance, payment methods available, recurring payments accepted, etc.	**Partial**	Please note that the admin cannot configure these items directly. Change requests must be sent and managed by our implementations team.

ID	Solution Requirements	Meet	Comments or Additional Information
I7	Generate Customer Statements with aging and past-due fields from data provided by the City	**N**	The standard Point & Pay service does not generate Customer statements, our products are designed to present the data and invoices given. We can build images from templates but additional pricing is required for this option.

Customer Payment Portal Requirements:

ID	Solution Requirements	Meet	Comments or Additional Information
Payment Requirements			
P1	Payment Portal/Gateway must comply with SECURITY STANDARDS AND REQUIREMENTS as described in Attachment "F"	**Y**	
P2	Payment types are configurable and include but not limited to: Credit Card: Visa and Mastercard payments, AMEX, Discover	**Y**	
P3	Ability to allow the City to restrict the use of certain credit card brands and payment methods	**Y**	
P4	Ability to display card logos for cards that are accepted by the City, where applicable	**Y**	
P5	Ability to display card logos for cards that are not accepted by the City as a valid payment options, where applicable	**Y**	
P6	Payment types allow: ACH payments / E-Check	**Y**	
P7	Ability to support variable rules for the payment amount, including, but not limited to the following P8-P11.	**Y**	
P8	Pay full amount only	**Y**	
P9	Pay partial amount	**Y**	
P10	Set a minimum amount to pay	**N**	Not supported
P11	Set a maximum amount to pay	**Partial**	Only supported as the maximum = the amount due.

ID	Solution Requirements	Meet	Comments or Additional Information
P12	Payment transactions have a real time interface with the City's backend system AMANDA	**Y**	
P13	Administrator or designated Role type can Cancel or Void a payment transaction	**Y**	
P14	Have the toggle/option for paperless be defaulted to Paperless and don't show or allow that to be changed. The City is forcing customers to go paperless.	**N**	This would require a custom configuration.
P15	Ability to update a customer account payment or balance when payment is receipted through another system than Point and Pay	**Y**	

Reporting and Notification Requirements:

ID	Solution Requirements	Meet	Comments or Additional Information
Reporting and Notifications Requirements			
R1	Create custom and ad hoc reports including but not limited to: • Customer payment and account history • Auditing • Financial, Reconciliation, and Refund • Delinquent accounts • Aging and Outstanding Balances	**Partial**	P&P currently does not have a template for Aging and Outstanding Balances but this can be developed as a custom report.
R2	Generate, email, print, and export reports	**Y**	

ID	Solution Requirements	Meet	Comments or Additional Information
R3	Reports access can be configured with role-based security for each Department or Instance. i.e. Development Services or Utilities.	**Y**	
R4	Export report data in multiple file formats, including spreadsheets, documents, CSV, or XML	**Partial**	
R5	Automated electronic notifications (i.e. emails, alerts, and notices with attachments) can be configured to trigger based on specific system events such as a new customer, payment received, account adjustment made, payment reminder, new invoice to pay, past due balances (60/90/90+) etc.	**Partial**	Point & Pay does not current support Account Adjustment notifications. This is best approached as a new bill currently. Past Due emails are not automatically generated but can be drafted and sent via the Notifications tool.
R6	Email and document templates can be created and stored for repetitive use	N	This is not currently supported via automatic tooling.
R7	Schedule reports to automatically generate and be sent to specified person/group based on a variety of triggers, day or time, other specific or criteria	**Partial**	Reports can be scheduled but we do not currently support and reporting routines based on dynamic triggers.
R8	Reports should be able to provide the following types of data: GL data, transaction amounts, transaction identifiers, payment types, Folder/Bill #, RSN(Payor/Folder) information, Receipt Information	**Partial**	Scripted Reports can be configured to relay any information captured about a payment so most of what is requested can be made available here so long as it has been provided for the transactions/bills.
R9	Bounced email notification and workflow -– customize what happens when a notification email bounces back.	**Partial**	We utilize a process to manage bounces but it is not currently client configurable.
R10	Report or way to see a list of emails sent by specific criteria	**Y**	