

# Frequently Asked Questions – Email Delivery Solution (EDS)

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# Frequently Asked Questions – Email Delivery Solution (EDS)

## Data Security

Questions	Answers
Do we need to be aware of any anti-virus software on our unit?	<p>Some filtering products may detect emails coming from EDS to email addresses in their organisation as being spoofed. As a result, these emails may not get delivered due to anti-spoofing policies.</p> <p>As such, we recommend that you check your filtering providers anti-spoofing settings and adjust according to allow email from EDS. Further information on how to do this can be provided if required.</p>
What is the length of time that Synertec keep details of emails that are sent out from the Prism server.	<p>The emails are held for 90 days so we can track the delivery status of the email.</p> <p>The data is stored on a cloud server Azure (Microsoft) and the data is encrypted.</p>
Which companies, including Synertec, have access to the mail?	Along with Synertec Ltd, Microsoft Azure and Amazon AWS also have access.
Where (geographically) are the mail servers for EDS held?	<p>Our databases, responsible for storing message contents and possible feedback in cases of a bounce/complaint event, are stored in UK regions.</p> <p>The AWS service we use to send emails is also hosted in the UK.</p>
Are there backups stored outside of the UK?	All Synertec backups are stored within the UK.
Does any data for monitoring or customer service go outside the EU?	Data monitoring does not include sensitive data and all monitoring is performed inside UK data centres.
How secure is EDS?	<p>Emails sent using EDS use opportunistic TLS, over a HTTPS connection. This means that EDS always attempts to make a secure connection to the receiving mail server. If EDS can't establish a secure connection, the security of the documents falls back to the level of protection your configuration currently applies to documents e.g. securing them with passwords.</p> <p>More information about the Amazon SES security protocols can be found at:</p>

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	<p><a href="https://docs.aws.amazon.com/ses/latest/dg/security-protocols.html">https://docs.aws.amazon.com/ses/latest/dg/security-protocols.html</a></p> <p>The connection to our EDS API is secured using HTTPS connection.</p>
Are there any SMTP server security concerns regarding spoofing attacks?	The DKIM and SPF records are designed to protect against spoofing. EDS will only send emails from verified domains, which are account and data centre specific. Verification is not possible without ownership of the domain.
What are the protocols between Synertec and AWS?	Hypertext Transfer Protocol Secure (HTTPS).

## Implementation

Questions	Answers
Where the customer is emailing externally to their recipients can the email body be tailored to specific needs?	<p>The email body can contain any information you require, including but not limited to text and hyperlinks.</p> <p>When implementing EDS for a customer already sending emails via Prism, Synertec will use the existing wording of your emails. Should you wish to amend this wording, please contact your Customer Services Advisor via 01823 652360 or via <a href="mailto:support@synertec.co.uk">support@synertec.co.uk</a>.</p>
Is there a size limit?	<p>Yes, there is a maximum file size of 26.4MB.</p> <p>We will always do our best to reduce file sizes to avoid maximum limit breaches and ensure successful delivery, for example, by limiting the number of PDFs attached to an email.</p> <p>If the email does exceed the maximum size, a message will be sent back to the email address provided by the customer. This email will contain a link, which, once clicked, will retrieve in Prism Client the document(s) that exceed the limit.</p>
What email address or addresses can EDS send from?	<p>EDS emails can come from any address “@” from your domain or a domain that we provide, which will be <a href="mailto:sender@customername.synertec-eds.co.uk">sender@customername.synertec-eds.co.uk</a>.</p> <p>Upon request, we can provide you with a document (Email Delivery Solution Domains) which provides an overview of considerations of each option.</p>

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What is a Domain?	An email domain is the part of an email address that comes after the @ symbol. For personal emails, it is most often gmail.com, outlook.com or yahoo.com, @nhs.uk. However, in a business context, companies are almost certain to have their own email domain, for example <a href="mailto:synertec@synertec.co.uk">@synertec.co.uk</a> , <a href="mailto:wiseman@wiseman.co.uk">@wiseman.co.uk</a> .
What information will I need to provide to send emails via EDS?	Synertec will support the customer throughout the process of enabling EDS, including providing guidance on the details needed from the customer.
Can emails be re-sent using EDS?	<p>Using the Reprint pane of Prism Client, you can resend documents that have previously been sent through Prism.</p> <p>For more information on how to do this, you can access the Prism Client User Guide from the Help menu of Prism Client. Alternatively, your Customer Services Advisor can provide advice and guidance on this and can be contacted via 01823 652360 or <a href="mailto:support@synertec.co.uk">support@synertec.co.uk</a>.</p>
Can EDS be used to receive emails	<p>There is currently no function to receive emails through EDS; EDS will be used to send outgoing emails.</p> <p>Customers benefitting from Purchase Ledger Automation (PLA) solution will need to continue to utilise Microsoft Outlook for processing incoming financial documents.</p>
How can I ensure my emails aren't treated as spam or phishing?	Synertec recommend following simple guidance contained in 'Email Guidance.PDF' which can be provided on request.
Is a new Data Protection Agreement (DPA) required?	This will depend on when the last DPA was signed. Your Business Development Manager will be able to advise on your specific circumstances.
What are the SLAs around downtime for the service?	The external services that our Email Delivery Solution use operate on a minimum SLA of 99.95% uptime.

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## Auditing

Questions	Answers
<p>What would happen if a large file failed validation and was too big to be emailed?</p>	<p>“Unknown Documents” will be saved to the database and can be retrieved via Prism Client. You will receive an email with a link so that you can review these documents.</p>
<p>How can we see the emails that have been sent?</p>	<p>Although you are not able to see the emails sent, you are able to view the documents sent via email using Prism Client. You can search for the document type, date range and the device that was used to dispatch the documents. This will return the results for their review. You can also check your audit reports, which will display the number of emails sent through Prism.</p>
<p>Prism Client</p>	<p>You’re able to view documents that have been sent to Prism, no matter the routing, and can filter your search to focus on the specific documents you’re interested in, for example, documents sent via email.</p> <p>For more information on how to do this, you can access the Prism Client User Guide from the Help menu of Prism Client. Alternatively, your Customer Services Advisor can provide advice and guidance on this and can be contacted via 01823 652360 or <a href="mailto:support@synertec.co.uk">support@synertec.co.uk</a>.</p>
<p>Audit Reports</p>	<p>You will continue to receive your usual audit reports as normal; you can view the number of emails that have been sent via Prism in the Processed Documents Report, in the Email column.</p> <p>In addition to this, you will also receive a Bounce Back Report if a sent email has bounced back or been unsuccessful. More information on the reports generated by Prism can be provided upon request.</p>
<p>What is the EDS process for audit reports?</p>	<p>The EDS process remains the same for all emails; all EDS emails are sent via the same route as any email sent over the public internet.</p>

# Frequently Asked Questions – Email Delivery Solution (EDS)

## Public Sector

Questions	Answers
How does EDS affect pricing for Public Sector customers?	<p>Where a Public Sector customer is emailing externally there will be a price reduction when converting to EDS.</p> <p>We do not charge customers for audit reports or validation failures.</p>
Does Synertec host the mail server or is it a SaaS solution (if so, what), how is it integrated with NHS (relays, etc), what mail protocols are used for sending/receiving mail (SMTP, SMTPS, IMAP, IMAPS, etc)	<p>The mail server is Amazon SES, an email service provided by AWS. Our EDS API accepts data from Prism via an HTTPS connection and communicates with Amazon SES to facilitate sending mail. There is no integration with NHS.</p>
Are there any new whitelisting requirements we need to consider?	<p>You will need to provide us your WAN IP (which must be static) so we can whitelist it on our firewall.</p> <p>We whitelist access to our EDS API at an IP level. This means that a static IP (or range of IPs) can be whitelisted. A non-static (dynamic) IP address will keep changing so cannot be whitelisted.</p> <p>Please note this is not needed if the IP address is in the HSCN range (IPs starting at 208.127.192.0 through to 208.127.199.255).</p> <p>You will also need an API key provided by us to use the service.</p>

Intended Audience: Synertec Limited customers, employees, and any interested 3rd parties.

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## Revision History

Date	Name	Revision
11/08/2022	Sophie MacKenzie	Document created
31/10/2022	Sophie MacKenzie	Amended size limit from 7.2MB to 26.4MB.
14/12/2022	Sophie MacKenzie	<p>New Q&amp;As added:</p> <ul style="list-style-type: none"> <li>• What is the process for audit reports?</li> <li>• Do Synertec host the mail server?</li> <li>• What are the protocols between Synertec and AWS?</li> <li>• Where is AWS hosted – UK or Europe?</li> <li>• Are there backups stored outside of the UK?</li> </ul> <p>How secure is EDS? answer expanded to include link to Amazon SES security protocols page.</p>
30/01/2023	Sophie MacKenzie	Approved for publishing by Jon Howell on 26/01/2023.
25/10/2023	Louise Lund	<p>New Q&amp;A added:</p> <ul style="list-style-type: none"> <li>• What are the SLAs around downtime for the service?</li> </ul>
04/12/2023	Mitchell Corrick	Review of document in its entirety Questions and Answers updated
05/12/2023	Karen Marney	Reviewed from a compliance perspective and ensured consistency throughout