ICAEW Accreditation Scheme

Financial Accounting Software Evaluation

Microsoft

Microsoft Dynamics GP 10.0

Evaluation carried out by: John Oates

Date completed: January 2009

Disclaimer: The Institute of Chartered Accountants in England and Wales has accredited this software under the terms of its Accreditation Scheme. Purchasers should ensure that the software, its security features and related support meet their own specific requirements, as the Institute will not be liable for any damage whatsoever, incurred by any person, occasioned by the use of the software, or any related products or services howsoever caused.

Table of Contents

1 Summary 4

2 Approach to evaluation 4

3 Matters to consider before purchase 5

4 Evaluation conclusion 10

5 Security and continuity of processing 11

6 Input of transactions 19

7 File maintenance 25

8 Processing 28

9 Performance of requisite accounting functions 29

10 Reports 33

11 Value Added Tax 39

12 Currency 51

13 Sales Order Processing and Invoice Production 55

14 Purchase Order Processing 59

15 Stock Control 61

16 User Documentation 64

17 Efficiency 66

18 Integration and www facilities 67

19 Support and maintenance 70

1 Summary

1.1 Introduction

The suitability of accounting software for each particular user will always be dependent upon that user's individual requirements. These requirements should therefore always be fully considered before software is acquired. The quality of the software developers or suppliers should also be considered at the onset.

1.2 Fundamentally, good accounting software should:

- Be capable of supporting the accounting functions for which it was designed.
- Provide facilities to ensure the completeness, accuracy, confidentiality and continued integrity of these accounting functions.
- Be effectively supported and maintained.

It is also desirable that good accounting software should:

- Be easy to learn, understand and operate.
- Make best practical use of available resources.
- Accommodate limited changes to reflect specific user requirements.

It is essential, when software is implemented, for appropriate support and training to be available.

2 Approach to evaluation

2.1 Objective

To evaluate Microsoft Dynamics GP 10.0 against a set of criteria developed by the ICAEW to ensure that the software meets the requirements of Good Accounting Software, as laid down in the summary.

2.2 Approach and Work performed

In order to effectively evaluate Microsoft Dynamics GP 10.0, a product specialist from Microsoft completed the detailed questionnaire and provided it to the evaluator to examine. The evaluator then visited the Microsoft office in Reading. In conjunction with Microsoft technical staff, he checked the answers to confirm their validity. The questions were individually reviewed and commented on and the majority of assessments were confirmed through live demonstration and testing.

The evaluator discussed the assessments with a member of Microsoft staff in order to clarify certain points. In the event of disagreement between Microsoft and the evaluator, the evaluator's decision was taken as final and the response changed accordingly.

Microsoft Dynamics GP 10.0 was used throughout the evaluation. The evaluation covered the fully integrated sales, purchase and general ledgers and where appropriate sales order processing, sales invoicing, purchase order processing and stock software. Separate reports have not been prepared for each ledger. Instead a composite report has been prepared with references made to the appropriate ledger as necessary.

When the evaluation had been completed, the responses were completed by the evaluator and a draft copy sent to Microsoft and the ICAEW for review before completion of the final report.

2.3 Software/hardware utilised

The review was performed using the following configuration:

Make:	IBM Lenovo Thinkpad T61p
Processor:	Intel(R) Core(TM) 2 Duo CPU T9300 2.50GHz
Memory:	4.0 GB
Hard Drive:	147 GB
Operating System:	Windows Vista Ultimate 32-bit

2.4 Report structure

The report has been broken down into its main constituents in the contents page. The evaluation questionnaire was provided by the ICAEW and has been used without alteration or amendment.

3 Matters to consider before purchase

3.1 General overview

Microsoft Dynamics is a suite of Enterprise Resource Planning (ERP) software acquired, owned and developed by Microsoft Business Solutions, although the individual products were originally created and owned by other companies and were known by other names.

Microsoft Dynamics consists of financial, customer relationship and supply chain management solutions that help businesses work more effectively. These are delivered through a network of channel partners.

Microsoft Dynamics GP 10.0 is one stream of this suite of products.

3.2 Supplier background

Microsoft Business Solutions, was consolidated from the businesses of Great Plains, Microsoft® bCentral™ and Navision a/s. Navision and Microsoft Great Plains have a long history of providing business management software and services.

The Great Plains accounting software package was originally developed by Great Plains Software. It was purchased by Microsoft in 2001 and renamed Microsoft Great Plains. The software is now known as Microsoft Dynamics GP. Microsoft Dynamics GP 10.0 is the latest version and was released in June 2007

More information about Microsoft Business Solutions is available on the internet at http://www.microsoft.com/uk/dynamics/default.mspx

This evaluation is for the Microsoft Dynamics GP 10.0 product.

3.3 Product background and Suitability for user

Microsoft Dynamics solutions include applications and services for retailers, manufacturers, wholesale distributors and service companies, either doing business domestically or in multiple countries. It is a multi-language, multi-currency ERP solution.

Microsoft Business Solutions Great Plains was introduced into the UK in 1996. It is a highly configurable integrated business solution that provides small, mid-market and corporate businesses with a solution to their specific management information requirements.

In addition to core financial and process management, industry-specific tools are already built in and additional vertical applications are available. Microsoft Dynamics GP 10.0 therefore accommodates different ways of working and extends process flow and information to each person in the organisation.

We are advised that the guiding principles behind the product are as follows:

- Role tailored design to give each user the individual access they require
- Integration with existing Microsoft products
- Provision of a Total Cost of Ownership (TCO) that fit user budgets
- Reduced IT implementation effort
- Scalability

There are 2 basic licence offerings:

Microsoft Dynamics GP Business Essentials is packaged and priced for companies looking for built-in business management and business intelligence functionality that is fast to install and ready to use from the start.

Microsoft Dynamics GP Advanced Management is designed to help companies proactively manage a wide range of business operations and performance.

The key functional components of both offerings are as follows:

- Financial Management (including cashbook, electronic bank management, sales ledger, purchase ledger, general ledger, audit trails and electronic signatures)

- Business Intelligence (including SmartLists, FRx financial reporting and forecasting, Excel reporting and SQL reporting services)

- Supply Chain Management (including sales order processing, purchase order processing, inventory and advanced distribution)

- Manufacturing

- Field Service

- Human Resources and online HR self service

- Portals (Including business and customer portals and the Dynamics Client for Office SharePoint Server)

- Configuration and Development (including Extender and Developer toolkit for Dynamics GP including eConnect, integration manager).

Please note that this evaluation covers the core Financial Management element of the software only.

3.4 Typical implementation

Microsoft Dynamics GP 10.0 is designed to be industry and sector independent and is aimed at a wide range or market sectors.

However, Microsoft partners also build on the standard functionality in Microsoft Dynamics GP 10.0 to deliver industry solutions that meet industry-specific needs.

3.5 Vertical applications

The review identified that Microsoft Dynamics GP 10 is suitable for use in a wide range of markets and sectors.

Microsoft recommends that the following system requirements be met for Microsoft Dynamics GP 10:

3.5.1 Client operating system

Microsoft Windows Vista Business Edition (32-bit and 64-bit) with or without Service Pack 1 -or- Microsoft Windows Vista Ultimate Edition (32-bit and 64-bit) with or without Service Pack 1 -or- Microsoft Windows Vista Enterprise Edition (32-bit 64-bit) with or without Service Pack 1 -or- Microsoft Windows XP Professional SP 2 or SP 3 (32-bit and 64-bit)

3.5.2 Server platforms

Server requirements will depend upon the user count, modules used and transaction volume. As such, specific details cannot be easily listed here. However, sample scenarios are available on the Microsoft Dynamics website at http://www.microsoft.com/dynamics/gp/using/10systemrequirements.mspx

However, it is recommended that the customer has a dedicated Terminal Server/Citrix Server. We are advised that there may be performance losses if Microsoft SQL Server is running on the Terminal Server/Citrix Server. Therefore, it is highly recommended to have two separate servers - one server with Terminal Server and/or Citrix and one server with Microsoft SQL Server.

3.5.3 Databases

As stated above, database requirements will depend upon the user count, modules used and transaction volume. As such, specific details cannot be easily listed here. However, sample scenarios are available on the Microsoft Dynamics website at http://www.microsoft.com/dynamics/gp/using/10systemrequirements.mspx

The use of Microsoft SQL Server is recommended.

3.5.4 Browser

Internet Explorer 7.0 -or- Internet Explorer 6.0 SP1 or higher

3.5.5 Microsoft Office System

2007 Microsoft Office system -or- Office 2003 -or- Office XP

3.5.6 Hardware

The minimum hardware required to install and run Microsoft Dynamics GP 10.0 includes an Intel Pentium IV 2.4 gigahertz (GHz) processor or higher, 800 megabytes (MB) or more available hard drive space on the system root and 512 MB RAM (1 gigabyte recommended)

3.6 Software installation and support

There are several key steps to implementing any Microsoft Dynamics product as with any software solutions. These are as follows:

- Identify your needs and match them to an appropriate product
- Choose the desired components
- Arrange financing options
- Choose licensing options
- Choose an implementation partner (if not already done so)
- Implement your solution
- Arrange continuous support

Valued Added Resellers (VARs) should also use the Sure Step Methodology. This includes tools and services designed to help ensure reliable implementation, migration and upgrades.

There are a number of standard support options provided through Microsoft Dynamics GP service plans. These services are designed to help maximise investment value and enhance productivity through support, training, best practices, and product updates. There a variety of plans to choose from as follows:

- Business Ready Enhancement Plan

- Standard A Plan

- Standard B Plan

- Deluxe Support Services

- Flex Support

These offer a variety of features. Full details are available on the Microsoft Dynamics websites at http://www.microsoft.com/dynamics/gp/support/gp_serviceplan.mspx

On-line support is also available. CustomerSource is an on-line knowledge centre that is dedicated to Dynamics GP customers who purchase particular support options. It provides access to technical resources, including both self-help and assisted support services. If enrolled in a Microsoft Dynamics service plan, electronic support requests have the same guaranteed response time as telephone support incidents.

With Business Ready Customer Care, Microsoft has extended support for the Microsoft Dynamics line of business management solutions beyond industry practices to a full 10 years of extended product support.

Training is provided by VARs and other implementation partners. This is typically customised for each customer.

3.7 Partner network and related accreditation process

Certified Microsoft partners are available worldwide to help companies of all sizes and industries. They can also provide support through future business change. To become certified as MS Dynamics Vendors, they must prove expertise in Microsoft technology and in specific business areas, such as financial, supply chain, or customer relationship management.

Certified for Microsoft Dynamics is a solution certification achieved by Microsoft Dynamics software partners whose solutions have met Microsoft's highest standard for partner developed solutions. Certified for Microsoft Dynamics solutions are developed to connect, integrate or operate with Microsoft Dynamics business solutions, including:

- Microsoft Dynamics AX
- Microsoft Dynamics GP
- Microsoft Dynamics NAV
- Microsoft Dynamics SL and
- Microsoft Dynamics CRM

Certified for Microsoft Dynamics is a worldwide programme.

3.8 Limitations

It is important that any business contemplating the purchase of this software reviews the functionality described and refers to the reselling consultant and publishing vendor for any detailed requirements. Attention is drawn in particular to the following areas where the product is commonly enhanced by resellers or additional procedures are used to provide additional control:

- User security is not directly linked to Active directory;
- There is no concept of 'read only' access in GP 10.0. Rather, users either have access to tasks (fields) or they do not. If they do, they can alter the contents of the field;
- There is no standard data archiving function. Third party archiving solutions are available;
- Third party add-ons are available to provide extra input validation for certain fields, e.g. postcodes;
- A purchase invoice register is a specific third party add-on;
- There is no formal requirement for customers to do a month end procedure. There is however a set of documented procedures that details the recommended process;
- Country specific proforma invoices would need to be configured as required;
- The software does not check sales credit limits as standard when quotes are given. However, business processes can be built to achieve this;
- Budgets can be configured for General Ledger, Overheads and Balance Sheet, but not for Sales Ledger or Purchase Ledger;
- Drill down to transactions is available through the FRx and SmartList routes, but not via the screen prints produced via the standard report writer;
- The software does not have cash accounting functionality as standard;
- The software cannot automatically calculate the VAT due on acquisitions of goods from other EC member states; and
- The system does not automatically highlight alternative stock at quotation or order stage. However, this can be checked through drill-down.

4 Evaluation conclusion

There were no areas in the evaluation that gave cause for concern. Microsoft Dynamics GP 10.0 is a well designed and presented accounting package that is supported by Microsoft Business Solutions and its network of Value Added Resellers. In terms of the functionality that is available in GP 10.0 version and the target market for this product, the product has been adequately specified. It is comparatively easy to use and relatively flexible in its approach through its configuration options.

Disclaimer

John Oates is a Partner in Baker Tilly Tax and Accounting Limited. Any organisation considering the purchase of Microsoft Dynamics GP 10.0 should consider their requirements in the light of proposals from Microsoft or its dealers and potential suppliers of other similarly specified products. Whilst the contents of this document are presented in good faith, neither the ICAEW nor Baker Tilly Tax and Accounting Limited can accept liability for actions taken as a result of comments made herein.

Functional requirements questionnaire
Product Microsoft Dynamics GP
Version 10.0

	Question	Supplier Response	Evaluator's Comment
5	**Security and continuity of processing**		
5.1	What security features are included to control access to the application?	Security is controlled at the company, task, role and individual user, field and account level.	Confirmed. Security is controlled through the User Access Table. On V10, unlike V8, access is locked until you allocate specific rights.
5.2	Can access to application functions be managed so users can only see (in menus and other links) and access those functions they are authorised to access?	Yes	Confirmed.
5.3	Is this access to the application managed by:- 5.3.1 Individual user profiles? 5.3.2 User groups based on their job roles?	This is managed by the role or the user level	Confirmed. Access can be built from the ground up if required through the allocation of tasks to specific roles. Otherwise, standard groups can be used.
5.4	If menus can be tailored would this override the application access control?	No – security works on a pessimistic model	Confirmed. Access rights take priority over menus: this is different to V8.
5.5	Passwords		
5.5.1	Is access to the software controlled by password?	Yes	Confirmed.
5.5.2	Please state the basis of control available (e.g., role based etc).	Role or user based	Confirmed.
5.5.3	If there is no password facility please state how confidentiality and accessibility control can be maintained within the software?	N/A	N/A
5.5.4	Are single user systems access controlled by password?	Yes	Confirmed.
5.5.5	Does the software allow for each user to have separate log on (user ids)? If No:- 5.5.5.1 How does the software track user activity?	Yes – each user must have their own log on	Confirmed. This is mandatory – one user per log-on. If a user tries to log-on twice, the system warns and gives the opportunity to switch.

Functional requirements questionnaire
Product Microsoft Dynamics GP
Version 10.0

Question		Supplier Response	Evaluator's Comment
5.5.6	Is each user required to have a personal password?	Yes	Confirmed. This is mandatory. All accounts have one.
5.5.7	Are passwords one-way encrypted? [i.e. is it impossible for anyone to see other user's passwords in the software?]	Yes they are encrypted at the database level	Confirmed. Passwords are held at the SQL level. It is possible to see the table but not the contents of the password fields.
5.5.8	Are passwords masked when entered by any user logging in?	Yes	Confirmed.
5.5.9	Is password complexity available at application level? If Yes:- 5.5.9.1 Please specify [e.g. Number of digits, requirement for special characters, numeric, upper/lower case etc.]	Yes – this is enforced by the password policy established on the Windows Server domain. This is enforced by the password policy established on the Windows Server domain	Confirmed. Password complexity depends upon the configured settings – users can set their own parameters. Controls set can be quite complex.
5.5.10	Is there a facility to enforce password changes after a chosen period of time?	Yes, this is controlled by the policy as defined by the Windows Server domain password policies	Confirmed. Password complexity depends upon the configured settings – users can set their own parameters. Controls set can be quite complex.
5.5.11	Is there a facility to specify a minimum age for passwords (e.g. 1 day)?	Yes. This is controlled by the policy as defined by the Windows Server domain	Confirmed. Password complexity depends upon the configured settings – users can set their own parameters. Controls set can be quite complex.
5.5.12	How many previous passwords are retained by the system to limit users recycling passwords (e.g. 24 or 32)?	Yes. This is controlled by the policy as defined by the Windows Server domain	Confirmed. Password complexity depends upon the configured settings – users can set their own parameters. Controls set can be quite complex.
5.6	Please state how security allows for access to be specified separately for :- 5.6.1 Read?	Security is defined by tasks and roles where a role is made up from a series of tasks. The system defined tasks are categorised by functional area and	Confirmed. Security is set at task level. Users either have access to the task or they don't.

Question		Supplier Response	Evaluator's Comment
		which dictates the windows and functions a user has access to. These include enquiry, which allows viewing of information and processing for writing, deleting and amending information	In addition, there is no real concept of 'read only' access. Users can either view the task or not. If they can view it, they can change it.
	5.6.2 Read and write?		
	5.6.3 Delete and amend?		
5.7	Are any data files, such as budgets or price updates, imported by users validated by the application software before main data files are updated?	Yes –they have to meet the business logic of the application	Confirmed.
5.8	Does the software require higher or specific levels of user access for changes to sensitive data, such as customer credit limits?	Yes – the user has to have access to the Debtor Maintenance – Options screen	Confirmed. It is possible to be very specific about what people can have access to.
5.9	Please specify the specific security procedures (by passwords or warnings) over the:-		
	5.9.1 Update of ledgers	Using the batch approval security, access may be restricted. There is also full workflow functionality to require approval before batch posting	Confirmed.
	5.9.2 Closing of accounting periods	Accounting periods may be open or closed for any open year. Can be open and closed as required by the security defined above	Confirmed. There is no warning but users require access in order to access the functionality.
	5.9.3 Deletion of transactions	There are standard routines for removing historical transactions but archiving will be handled at the database level. This would not generally be needed as the application and the database does not require the data to be archived.	Confirmed. If already posted, a transaction cannot be deleted. It is possible to remove data via a formal removal process accessed via system utilities. This is password protected. There is no 'delete' button on forms. However, it is possible to delete a transaction from a batch before it is saved.
	5.9.4 Archiving of transactions.	There are standard routines for	Confirmed.

	Question	Supplier Response	Evaluator's Comment
		removing historical transactions but archiving will be handled at the database level. This would not generally be needed as the application and the database does not require the data to be archived.	There is no standard archiving procedure. This would have to be performed though third party products.
5.10	Is it impossible to delete a transaction?	Yes	Confirmed.
If No:			
5.11	How are deletions controlled by the system?		As above
		N/A	N/A
5.12	Are deleted transactions retained in the audit trail and denoted as such?	Yes, every transaction on the system has at least one detailed audit trail.	Confirmed. If the removal process is used, the transactions are removed from all tables. However, if you void a transaction, it is listed as voided in the audit logs.
5.13	Can a report be produced detailing all current users, via user groups if relevant, and their authority levels and/or access rights?	Yes the User Security report details the user and the accessible items and /or the non accessible items.	Confirmed. System administration functions are needed to produce this report. These reports can be produced to show what tasks users have if required.
5.14	If data can be accessed by separate reporting facilities, such as ODBC or separate report writer, is the user access security control applied?	Yes. Security is handled at the database level or by the security in the reporting location (folder)	Confirmed. This is controlled by SQL level security. This is set-up when the application is set up.
If No:-			
5.15	Please explain any other protection in place to prevent unauthorised access to data with such facilities.	N/A	N/A
5.16	Is the level of security (described with this section) appropriate for the expected size of business using the software?	Yes	Confirmed.
5.17	Is there a clear indication in the software or manuals as to how the data is:- 5.17.1 Backed-up? 5.17.2 Recovered?	Yes in the manuals and backup and restore available within the application.	Confirmed. This is contained within the 'System Administration Guide'.

	Question	Supplier Response	Evaluator's Comment
5.18	Back ups How are back ups provided:-		
	5.18.1.1 Within the software application?	Via the File - Maintenance option	Confirmed.
	5.18.1.2 Within the operating software?	Through standard SQL Server	Confirmed.
5.18.2	Are backup procedures automatic?	Can be automated through SQL Server	Confirmed.
5.18.3	Is the user forced or prompted to back-up at certain intervals?	No – managed by the DBA	Confirmed.
5.18.4	Can the intervals be customised?	Yes – all managed at the database level	Confirmed.
5.19	Recovery		
	5.19.1 Please state how the software facilitates recovery procedures in the event of software failure? (E.g. roll back to the last completed transaction).	If you are in the middle of posting a batch and a failure occurs, when the user logs back in they will get a message. Then go to the batch recovery process, recover the batch and then continue to post again	Confirmed. The path is 'Tools / Routines / Batch Recovery.' This presents a record of what the users was doing at the time.
	5.19.2 If software failure occurs part way through a batch or transaction, will the operator have to re-input the batch or only the transaction being input at the time of the failure?	Neither. It has a built in batch recovery process that will recover the batch to allow posting at a later date.	Confirmed. The path is 'Tools / Routines / Batch Recovery.' This presents a record of what the users was doing at the time.
	5.19.3 Are these automated?	Yes	Confirmed. The user still has to locate and process the recovered batch though.
	5.19.4 Do the recovery procedures work?	Yes	Confirmed.
5.20	What features are available within the software to help track down processing problems?	The system will flag this to the user and you may need to go into the SQL Server to correct the problem	Confirmed. The system advises are required. It tells you if there is a problem with a batch when you are in the middle of it.
5.21	Are software messages clear?	Error messages are stored within the help files therefore users can check what the problems are. If the problem cannot be solved using this method	Confirmed. Alternatively, the Partner Source website provides information on errors.

	Question	Supplier Response	Evaluator's Comment
		then they would escalate back to their reseller.	
5.22	Are user responses properly structured to ensure that erroneous key strikes do not lead to inappropriate actions?	Yes	Confirmed. Controls include items such as field validation and batch balancing.
5.23	I s there a software log which details:- 5.23.1 Error messages?	Yes using Activity Tracking	Confirmed. Activity tracking can be set up via the 'Activity Tracking Set-up' screen.
	5.23.2 Security violations?	Yes using Activity Tracking	Confirmed. Activity tracking can be set up via the 'Activity Tracking Set-up' screen.
5.24	Audit trail		
	5.24.1 Does the software have a detailed audit trail?	Yes there are standard audit trails and a more advanced audit trails module that can be used if required.	Confirmed. It is possible to review any transaction on any table using the standard functionality. All transactions are time and date stamped. The Audit Trail Module records detailed results in a completely separate database.
	5.24.2 Is it impossible to turn off or delete the audit trail?	Yes	Confirmed.
	5.24.3 Are all master file changes recorded in the audit trail?	Yes	Confirmed.
	If Yes:- 5.24.3.1 Does each change have a system generated reference allocated?		
	5.24.3.2 Are the originator and authoriser identified?	Yes	Confirmed.
	5.24.3.3 Is the change date and time stamped?	Yes	Confirmed.

Question		Supplier Response	Evaluator's Comment
5.24.4	Are all standing data changes recorded in the audit trail?	Yes	Confirmed.
If Yes:-			
	5.24.4.1 Does each change have a system generated reference allocated?	Yes	Confirmed.
	5.24.4.2 Does each change have a system generated reference allocated?	Yes	Confirmed.
	5.24.4.3 Are the originator and authoriser identified?	Yes	Confirmed.
	5.24.4.4 Is the change date and time stamped?	Yes	Confirmed.
5.24.5	Is all input data included within the audit trail, including amendments, deletions, journals etc?	Yes -	Confirmed.
5.24.6	Does the software allocate a system generated unique reference number to each transaction?	Yes - master numbers or voucher numbers are used as identifiers. Each transaction is also given a unique number	Confirmed. Data in the GL 'Open Transaction' table feeds through to audit tables.
	5.24.6.1 Is this stamped with a user id?	Yes	Confirmed.
	5.24.6.2 Is this unique reference number presented to the user at time of input?	Yes	Confirmed.
	5.24.6.3 Is the transaction date and time stamped?	Yes	Confirmed.
5.24.7	Are all imported /interfaced transactions allocated a software generated reference number?	Yes	Confirmed. Imported data is treated in exactly the same way as data that is input directly. There is a prefix before the transaction type. Data imports would have the prefix of the module they were imported into.
5.24.8	How are transactions differentiated within the audit trail?	Each	Confirmed. There is a prefix before the transaction

Question		Supplier Response	Evaluator's Comment
			type. Data imports would have the prefix of the module they were imported into.
5.25	What are the procedures for handling dates? (E.g. 2 digit years, 4 digit years).		Confirmed.
5.25.1	In the case of two digits what is the break point for the century?	Entering 35 or less gives you 2035 any number above 35 gives you 1935 but you can enter the full 4 digit year code.	Confirmed.
5.25.2	Are dates handled consistently throughout the software?	Yes	Confirmed.

	Question	Supplier Response	Evaluator's Comment

6 Input of transactions

The following sections in Input of transactions, File maintenance, Processing and Reports are primarily aimed at the three main accounting ledgers and where applicable Sales Order Processing, Sales Invoicing, Purchase Order Processing and Stock Control.

	Question	Supplier Response	Evaluator's Comment
6.1	Is data input controlled by self-explanatory menu options?	Yes by use of the toolbar and menus	Confirmed. It is also possible to personalise the user homepage with short cuts and menu options.
6.2	Are these menus application-specific?	Yes	Confirmed.
6.3	Does the software provide input validation checks such as account code validation, reasonableness (limits, VAT or discount checking) and validity checks (VAT check-digit calculations)?	There are a selection of mandatory fields and some internal checks such as balancing journals.	Confirmed. Some fields can be configured to have different input controls. In addition, third party add-ons are available for some fields e.g. post codes.
6.4	Can the user amend data on an input screen prior to update?	Yes – before it has been posted	Confirmed.
6.5	What control features are within the software to ensure completeness and accuracy of data input?	There are a selection of mandatory fields and some internal checks such as balancing journals.	Confirmed. Some fields can be configured to have different input controls. In addition, third party add-ons are available for some fields e.g. post codes.
6.6	Are all input transactions subject to this control?	Yes	Confirmed. However, it depends upon the system configuration.
6.7	How does the software ensure uniqueness of the input transactions? (i.e. to avoid duplicate transactions)	There are unique reference numbers against transactions and various fields within transactions	Confirmed. Voucher numbers and document numbering within the software is used.

Question		Supplier Response	Evaluator's Comment
6.8	Does the software allow for batch control totals?	Yes	Confirmed.
If Yes:-			Each transaction within the batch has to balance.
6.8.1	Are batches automatically numbered?	They have a source number that is auto generated and the user enters their own reference number	Confirmed. This is the Batch ID Number, which is visible to the users.
6.8.2	Are batches forced to balance before ledger update?	Yes	Confirmed. There is a warning if transactions don't balance and the batch cannot be posted. Batch recovery can be used in the event of problems.
6.8.3	Does the software allow the temporary halting of input of a batch to allow for queries or other activities to take priority (e.g. set up a new account)	Yes, can have multiple windows opened, batches can be saved, without posting and returned to at a later date.	Confirmed.
6.8.4	Is the user forced to confirm batch totals?	Yes if control batch totals are used.	Confirmed.
6.9	Is attempted posting of unbalanced journals rejected? (G/L).	Yes	Confirmed.
6.10	Are input errors highlighted?	Yes	Confirmed.
6.11	If Yes are they:-		
	6.11.1 Rejected and reported on screen?	Yes	Confirmed.
	6.11.2 Rejected and error reports generated?	Yes	Confirmed.
	6.11.3 Accepted and posted to suspense?	No	Confirmed.
6.12	Does the software have an automatic facility to correct/reverse/delete transactions?	Yes – via batch recovery	Confirmed.
	If Yes:-		Confirmed.

Question		Supplier Response	Evaluator's Comment
6.12.1	Are all the double entry transactions documented in the audit trail?		Transactions are documented if they are fixed and posted. Otherwise, they are still a transaction in progress.
6.13	What are the controls to ensure the internal integrity of the ledger(s) or the accounting information, e.g., control of accounts.	Balances are checked before they post. There is a consistency check which can be run on the database. But should a hardware failure occur during processing – due to SQL technology there is the option to Roll Back to the last transaction that was successfully entered	Confirmed.
6.14	Is it possible to allocate input values directly to ledger control accounts? If Yes:- 6.14.1 Please note the mechanisms available to allow the user to establish why the total balances on individual accounts do not agree to a respective control account?	Control accounts can be marked to either allow or disallow direct posting to them. Usually this would be allowed for data take on but switched off for normal transactions There are internal utilities to allow integrity checks to take place but there are also reports to check these.	Confirmed. This depends upon the configuration – it should not be allowed. The path is 'Tools / Routines / Financial / Reconcile to GL.' This option allows you to choose what accounts you want to check.
6.15	Can automatic accruals or prepayments be generated?	Yes using revenue expense deferrals	Confirmed.
6.16	Will these automatically be reversed after the period end? (G/L)	A G/L journal can be automatically reversed by selecting the reversal type and a reversing date.	Confirmed. The specific terms need to be set as required.
6.17	Does the software have a purchase invoice register?	No – it is via a 3rd party ISV	Confirmed. This is a specific third party add-on.
6.18	Does the software permit multi debit/credit journals?	Yes each journal can have as many entries as required.	Confirmed.
6.19	How are transactions identified on screen/reports as to:- 6.19.1 Type? 6.19.2 Debit or credit?	Yes there is a debit and credit column for all entries.	Confirmed.

Question		Supplier Response	Evaluator's Comment
6.20	Can separate nominal analysis codes be input for each invoice line?	Yes in distributions. Also, the Analytical Accounting module allows multiple analysis codes to be added	Confirmed. It is possible to specify as many as are required, e.g. one per line or one per invoice.
If Yes:-			Confirmed.
6.21	Does this cover:-		
	6.21.1 Sales ledger?	Yes	
	6.21.2 Purchase ledger?	Yes	
	6.21.3 Stock?	Yes	
6.22	Can receipts and payments be matched to specific invoices?	Yes	Confirmed.
	If Yes:- Is this 6.22.1 Automatic or manual?	Manual	Confirmed.
6.23	Will the software permit part payments?	Yes	Confirmed.
6.24	Will the software allow:-		
	6.24.1 Payments to be made to customers?	Yes	Confirmed.
	6.24.2 Receipts to be received from suppliers?	Yes	Confirmed.
6.25	Does the software handle purchase credit notes?	Yes	Confirmed. There is a credit memo document type within the purchasing module.
6.26	Is there an ability to automatically amend stock if applicable?	Yes	Confirmed. Returns up-date stock.
6.27	Can the software generate sales credit notes?	Yes	Confirmed.
6.28	Does the software handle discounts and promotions?	Yes – via extended pricing	Confirmed. This is set through the pricing options.
6.29	Does the software provide for early settlement discounts?	Yes via customer payment terms	Confirmed.

	Question	Supplier Response	Evaluator’s Comment
6.30	Can early settlement discounts be automatically generated?	Yes	Confirmed.
6.31	Are there controls over accepting settlement discounts (e.g. time limits)?	Number of days may be set up against the discount	Confirmed.
6.32	Is VAT treated correctly on early settlement discounts?	Yes	Confirmed. Early settlement makes no difference – it is a set percentage.
6.33	`Will the software permit the posting of unallocated cash to the ledgers? Does this apply to:-		Confirmed. This can be performed through the bank management functions.
	6.33.1 Sales ledger?	Yes can be posted as payments on account.	Confirmed.
	6.33.2 Purchase ledger?	Yes can be posted as payments on account.	Confirmed.
6.34	Are unallocated cash/credit notes specifically reported for follow up?	Yes by restricting enquiries to transactions with outstanding amounts, i.e. unallocated. (Trans by Debtor.)	Confirmed.
6.35	Are outstanding transactions displayed for allocation? If Yes does this apply to:-	Yes	Confirmed.
	6.35.1 Sales ledger?	When allocating a payment or credit note it will display all outstanding invoices (Apply screen).	Confirmed.
	6.35.2 Purchase ledger?	When allocating a payment or credit note it will display all outstanding invoices (Apply screen).	Confirmed.
6.36	Is it possible for new accounts to be created during input?	Yes while creating any transaction we can drill down to the relevant header record maintenance screen to create the account.	Confirmed.
6.37	Does this cover the following ledgers:-		
	6.37.1 Sales?	Yes	Confirmed.
	6.37.2 Purchases?	Yes	Confirmed.

Question		Supplier Response	Evaluator's Comment
	6.37.3 General?	Yes	Confirmed.
	6.37.4 Stock?	Yes	Confirmed.
6.38	What controls are there over the creation of new accounts?	Security tasks and roles control access the account maintenance window	Confirmed. The creation of new accounts requires the appropriate access rights.
6.39	Is the originator and/or authoriser identification logged by the software?	The originator is stamped in the database	Confirmed.
6.40	Is the user prevented or warned from overriding credit limits or discounts? (S/L).	Users that cannot access the account maintenance screen would be prevented from overriding credit limits or discounts.	Confirmed. This depends upon access rights. Applying an over-ride prompts a credit limit over-ride password.
6.41	Does the software have a bank reconciliation facility?	Yes	Confirmed. It is part of standard functionality.
6.42	Does the software enable transactions to be posted to the ledgers whilst performing a bank reconciliation (e.g. standing charges, bank charges etc)?	In our standard Bank Reconciliation module there is an adjustment button to facilitate this. In the Cashbook Bank Management module you have to open a separate window to achieve this.	Confirmed.
6.43	Are these adequately reported?	Yes	Confirmed.
6.44	Does the software accept input files from other computer packages? If Yes:-	Yes	Confirmed.
	6.44.1 What formats are accepted?	Csv, txt, xml, direct SQL updates	Confirmed.
	6.44.2 What controls are in place over the interface?	Imports are completed via Integration Manager, eConnect and Excel based Budgeting. Each method has the business logic built into the application to ensure data integrity	Confirmed. Imports are subject to the same input controls as direct input.
6.45	Does the software have a facility for calculating interest on late payments?	Yes finance charges can be applied	Confirmed. Charges can be applied if they are required.

Question		Supplier Response	Evaluator's Comment
7	**File maintenance**		
7.1	Are ledgers:- 7.1.1 Open item? 7.1.2 Balance forward?	Both	Confirmed.
7.2	Does the above cover:- 7.2.1 Sales ledger? 7.2.2 Purchase ledger? 7.2.3 General ledger?	 Yes Yes Yes	 Confirmed. Confirmed. Confirmed.
7.3	Is a month end routine required to be undertaken?	No, does not have a formal month end process.	Confirmed. There is a set of documented procedures that details the recommended process. This does not have to be carried out if not required.
7.4	Is the creation or amendment of standing data (e.g. customer account details) controlled by menu options?	It is controlled by user access to the window	Confirmed.
7.5	Are menus:- 7.5.1 Application specific? 7.5.2 User specific?	 Menu items are driven users and roles Yes they are user and role specific	 Confirmed.
7.6	Is it <u>im</u>possible to delete accounts if the balance if Nil but transactions have been recorded against the code. Does this apply to:- 7.6.1 General Ledger? 7.6.2 Sales Ledger? 7.6.3 Purchase Ledger? 7.6.4 Stock?	Yes – they can be made inactive Yes Yes Yes Yes	Confirmed. Once there has been any activity at all – current or historic - accounts cannot be deleted.
7.7	Are there any other constraints over the deletion of accounts?	They cannot be deleted if they have current or historical balance	Confirmed. Once there has been any activity at all – current or historic - accounts cannot be deleted.

Question		Supplier Response	Evaluator's Comment
7.8	What is the size and format of reference numbers and descriptions within:-		
	7.8.1 General Ledger?	66 characters alpha numeric characters across up to 10 segments. Description can be 50 chars long.	Confirmed.
	7.8.2 Sales Ledger?	Reference number is 15 alphanumeric characters long and description allows 64 characters	Confirmed.
	7.8.3 Purchase Ledger?	Reference number is 15 alphanumeric characters long and description allows 64 characters	Confirmed.
	7.8.4 Stock?	Reference number is 30 alphanumeric characters long and description allows 100 characters	Confirmed.
7.9	Is the scope of the reference number adequate to permit sufficient depth of analysis?	Accounts can be 10 segments in length and then through the use of analytical accounting further analysis may be done	Confirmed.
7.10	How does the software guard against/warn about, duplicate account numbers on set up?	It auto completes the fields and gives a warning message	Confirmed. The auto complete populates the field and hence, the record cannot be saved. This stops duplications – it will not stop the same information being recorded as completely different records.
7.11	How does the software enable the traceability - from, to and through the accounting records - of any source document or interfaced transaction?	Each record is stamped with a unique transaction number which is held with the transactions as it is posted through the system	Confirmed.
7.12	What drill down/around functionality is available within the software?	You can drilldown from the highest level of transaction back to the source document using any field that is blue and underlined	Confirmed.
7.13	Can reports be invoked which identify all the fields which have been modified?	Yes – using the more detailed audit trails module or using the standard activity log	Confirmed.

	Question	Supplier Response	Evaluator's Comment
7.14	If the software uses a lot of standing information which changes frequently or regularly, does the software allow for such changes to be effected through the use of parameters or tables?	System parameters are accessed through menus and can be modified depending on security.	Confirmed. It is possible to do a mass modify or change class settings.
	If Yes: – 7.14.1 Is the use of such parameters or tables adequately reported?	Yes – using the more detailed audit trails module or using the standard activity log	Confirmed The date the field was last up-dated would change and the ID of the person using the mass modify would be recorded.
7.15	What controls are within the software over changes to parameters and tables e.g. reporting, password etc?	Access to change parameters and to reports on them requires the correct security role in the system	Confirmed. This depends upon access rights. The SA password is required which is normally given to an administrator role.
7.16	Does the software allow selective archiving of old data on a user-defined basis?	No although this can be achieved using a 3rd party	Confirmed.
7.17	What controls are in place over the handling of archived data?	N/A	N/A
7.18	Can archived data be used for reporting purposes?	N/A	N/A
7.19	Does the software allow for the restoration of achieved data for audit without affecting current accounting data?	N/A	N/A

Functional requirements questionnaire
Product Microsoft Dynamics GP
Version 10.0

	Question	Supplier Response	Evaluator's Comment
8	**Processing**		
8.1	Does the software ensure that menu options or programs are executed in the correct sequence (e.g. ensure outstanding transactions are processed before month end procedures run)?	It does not have a pre defined sequence in which to perform transactions. However it will prevent you from doing certain things if other transactions have not taken place.	Confirmed.
8.2	After an external document (e.g. sales invoice or cheque payment) has been generated and posted to the accounts is it impossible to amend this data?	Yes	Confirmed. Once posted, a transaction becomes a read only document. Not even the System Administration password can be used to delete them.
8.3	Is there an audit trail of all changes to transactions which have updated the ledgers?	Yes transactions can only be amended by reversal transactions	Confirmed.
8.4	Can the software calculate prices or values by reference to master file data?	Yes, by customer, by item.	Confirmed.
8.5	Does the software provide automatic recalculation, where appropriate, of data input? (e.g. VAT)	Yes	Confirmed.
8.6	Does the software warn the user when the ledger is out of balance?	The system will not allow a journal to be posted that is out of balance.	Confirmed.
8.7	How is this done e.g. when the software is switching on or on ledger update?	When the user tries to save.	Confirmed.

	Question	Supplier Response	Evaluator's Comment
9	**Performance of requisite accounting functions**		
9.1	What control features are provided by the software to support effective user controls?	There are a number of system functions to prevent incorrect usage including checking of balanced account entries and ensuring required fields are completed	Confirmed. Functions include mandatory fields, balancing, field validation, sequence of processing and user access rights.
9.2	Is there:		
	9.2.1 Transaction sequencing?	Yes	Confirmed.
	9.2.2 Automatic dating of posting transactions?	Yes	Confirmed.
	9.2.3 Identification of user id or source of document?	Yes	Confirmed.
9.3	Is the software available as multi user?	Yes	Confirmed.
9.4	Can the same function be used by more than one person at the same time, whilst still retaining the separate user identities?	Yes as long as they are not accessing the same document in the system	Confirmed.
9.5	Is the software available as multi-company?	Yes	Confirmed.
	If Yes:- How many companies are supported?	Unlimited	Confirmed A company is added through system utilities.
9.6	Is a group consolidation facility available?	Consolidation is done through financial reporting tools	Confirmed. The FRX reporting tool is an integral part of the product.
9.7	Can the software consolidate entities with different charts of accounts?	This may be achieved through FRX using trees and setting row formats.	Confirmed.
9.8	How many levels of nominal analysis can be handled by the software?	You can have 10 segments in the general ledger and then 8 dimensions below this using analytical accounting	Confirmed. Dimensions provide the analytical accounting functions.
9.9	How does the software handle cost centres, departments, divisions?	Typically these are held as different segments in the chart of accounts	Confirmed.

	Question	Supplier Response	Evaluator's Comment
			It depends upon how the Chart of Accounts is configured.
9.10	How are periods handled by the software?	You setup periods by the number required in a year then adjust the dates to reflect exact dates required	Confirmed. It is possible to have up to 367 periods if required.
9.11	How many:-		
	9.11.1 Accounting periods can be set up?	367	Confirmed.
	9.11.2 Years can be set up?	Unlimited	Confirmed.
9.12	Can the length/ number of periods be adjusted to suit different user requirements?	Periods can be set to start and end on any logical date.	Confirmed. Once set, all users are subject to the same accounting periods.
9.13	How many accounting periods can be open at any one time?	As many as you require.	Confirmed.
9.14	How many years can be open at any one time?	As many as you require.	Confirmed.
9.15	Can a period or year be re-opened after it has been closed? If Yes:- 9.15.1 What controls are in place over this function?	Yes for period but no for a year if it has historical transactions i.e transactions that have been archived. If a year has historical transactions it cannot be reopened	Confirmed. It is possible to post to the last closed year only. Certain system routines operate when a period or year is re-opened. They restrict it to the last year. Access to this function can be restricted.
	If No:- 9.15.2 Is the data archived on the server? 9.15.3 Is this accessible for reporting purposes? 9.15.4 Can a previous year be restored from backup?	N/A N/A N/A	The selection can be marked or unmarked at any time. Access to the selection can be controlled by setting access to the General Ledger Setup
9.16	Can data from all accounting periods and years be accessed at any one time?	Yes	Confirmed. This is driven by the date.

Functional requirements questionnaire
Product Microsoft Dynamics GP
Version 10.0

	Question	Supplier Response	Evaluator's Comment
9.17	Can previous months and years be accessed for enquiries or reports?	Yes	Confirmed. This is driven by the date.
9.18	Does the software handle posting date as well as document date?	Yes – both are held in the database. You can use either	Confirmed.
If Yes:-			
	9.18.1 Are transactions analysed by posting date or document date?		Confirmed.
9.19	Can transactions be posted to more than one accounting period at any point in time?	Yes	Confirmed.
9.20	Does this cover:-		
	9.20.1 General ledger?	Yes	Confirmed.
	9.20.2 Sales ledger?	Yes	Confirmed.
	9.20.3 Purchase ledger?	Yes	Confirmed.
9.21	Is it possible to allocate transactions to:		
	9.21.1 Future periods?	Yes	Confirmed.
	9.21.2 Previous closed periods?	No they would have to reopen the period to achieve this.	Confirmed.
	9.21.3 A previously closed year?	Adjustment journals may be done to the most recent closed year which will affect the opening balances for the subsequent year	Confirmed. Only the most recent year can be opened.
	If Yes:-		
	9.21.4 What controls are in place e.g. level of authorisation and on screen warnings?	Access to be able to post is controlled by the user/role	Confirmed.
	9.21.5 Will the software revise subsequent periods accordingly?	Yes	Confirmed.
9.22	How will transactions outside the current period be:-		
	9.22.1 Reported	You can report on any postings using the standard reporting tools	Confirmed.
	9.22.2 Accounted for in the VAT return?	The VAT return looks at the document date and processing it accordingly	Confirmed.

Functional requirements questionnaire
Product Microsoft Dynamics GP
Version 10.0

	Question	Supplier Response	Evaluator's Comment
9.23	Does the software permit use of budgets and provide comparisons between budgets and actuals?	GL only has the ability to set an unlimited number of budgets	Confirmed. If you have a segment of the Chart of Accounts that links to internal cost centres, it is possible to provide budget comparisons. It depends on how the software is configured.
If Yes:-			
9.23.1	How many versions of budgets/forecasts can be maintained on the system?	Unlimited but have each must have a different ID	Confirmed. For example, you cannot have 2 budgets with the same name.
9.24	Are budgets available for:		
9.24.1	General ledger?	Yes	Confirmed.
9.24.2	Sales ledger?	No	Confirmed.
9.24.3	Purchase ledger?	No	Confirmed.
9.24.4	Overheads?	Yes	Confirmed.
9.24.5	Balance sheet?	Yes	Confirmed.
9.25	Can budgets be set by:		
9.25.1	Period?	By date or annually	Confirmed.
9.25.2	Annually?		
9.26	Can the software automatically generate budgets? If Yes:- Please state how this is achieved.	Yes based on historical year, or open year percent	Confirmed.
9.27	What is the maximum value of transactions and of totals that can be handled by the software?	99,999,999,999,999.99 We know of no maximum limit	Confirmed.
9.28	What is the maximum number of transactions that can be handled by the software?	There are no software restrictions.	Confirmed This depends upon database sizing
9.29	What is the maximum number of accounts on each ledger:	We know of no maximum limit on any ledger	Confirmed.
9.29.1	Sales ledger?		
9.29.2	Purchase ledger?		
9.29.3	General ledger?		

	Question	Supplier Response	Evaluator's Comment
10	**Reports**		
10.1	Are all reports adequately titled and dated? (e.g. report name, client name, data, period, batch, last entry number, period end, pages, numbers etc).	All standard reports are clear and complete of all relevant information.	Confirmed. Access is via the report menu or from within the business modules themselves.
10.2	Do the reports provide totals where applicable?	Yes	Confirmed. Totals can be added if they do not already appear.
10.3	Are these totals calculated or taken from a control file? Please state the reports that do not feature calculated totals.	Calculated	Confirmed. N/A
10.4	Is it clear when the report has ended? (totals or end markers)	The status bar displays how many pages the report has generated. Some reports have totals on which will indicate the end of the report	Confirmed.
10.5	Can reports be saved in electronic format (as distinct from just printing)?	Every report may be saved as a file in the following formats: text, tab, comma delimited or HTML	Confirmed.
10.6	Are such files adequately protected from deletion or amendment?	No but can be handled by the file security system rather than the application.	Confirmed. This depends upon network settings.
10.7	Is a report writer provided as part of the software or as an add on? Please state the name of any third party package.	Provided as part of the software which allows creation of new reports and amendments to existing reports.	Confirmed. A choice of report writers is possible – different ones can be provided.
10.8	What level of knowledge is required to use the report writer e.g. beginner, regular user, expert?	Regular user or expert to generate new reports on the system.	Confirmed. Standard reports are available – they can be edited by beginners as required.
10.9	Can the report writer make use of user-defined fields (including external fields)?	User Defined fields are accessible through the report generator. External fields would require a set up by the VAR during an implementation.	Confirmed. Knowledge of where the fields are is required though.

Functional requirements questionnaire
Product Microsoft Dynamics GP
Version 10.0

Question		Supplier Response	Evaluator's Comment
10.10	Does the report writer enable:-		
	10.10.1 Separate access to each system area?	Yes reports are separated by module	Confirmed.
	10.10.2 Reports to be prepared which combines related data from a number of system areas (e.g. Customers – Sales – Stock items) in the same report?	Yes	Confirmed.
10.11	Can users define the parameters, columns, fields and selection criteria used on reports reported?	Yes report parameters are defined but columns cannot be. Using Smartlists you can achieve this	Confirmed. Each of the standard reports can be modified as required. Smartlist is a reporting tool.
10.12	Are standard reports always produced, even when they are nil returns?	Yes	Confirmed.
10.13	Is there an option for reports to exclude nil balances, this year or where there are nil balances this year and last year, to enable a comparative report to be produced with the completeness of both years' being maintained?	Yes where applicable	Confirmed. These options are available when reports are run.
10.14	Can screen layouts, reports and transaction formats be easily adapted to users' requirements?	Yes using the modifier tool.	Confirmed.
10.15	Can a hard copy be produced of all screen enquiries?	The majority of screens will allow the production of a hard copy.	Confirmed.
10.16	Can transaction files for all previous periods of the year be retained in the software to permit enquiries and reports?	No transactions are deleted from the system unless through the SQL Server administrator.	Confirmed.
10.17	Are reports of all changes to standing data on customers, suppliers, tax rates etc automatically generated or stored for later printing?	This is not standard	Confirmed. Edit reports such as these can be configured as required.

If Yes:-

10.17.1 Is the report able to capture the

	Question	Supplier Response	Evaluator's Comment
	nature of the change, user id and data and time of the change?		Confirmed.
10.18	Are all transactions on all reports individually identifiable?	Yes	Confirmed. Drill through to the transaction is also possible.
10.19	Do the reports show whether items are debit or credit?	Depends on the report you wish to produce.	Confirmed.
10.20	Do reports give sufficient narrative and coding to enable cross referencing?	Yes – using source document numbers	Confirmed.
10.21	Is it possible to drill down from reports to the ledgers and original transactions?	Not within the report writer but it is from FRx and Smartlist	Confirmed. This depends upon which tool is being used. Drill down is not possible through a standard screen print report though.
10.22	Can the software produce all requisite reports:-		Confirmed.
	10.22.1 Day books	Yes	
	10.22.2 Trial balance	Yes	
	10.22.3 Profit and loss account	Yes	
	10.22.4 Balance sheet	Yes	
	10.22.5 Aged debtors	Yes	
	10.22.6 Aged creditors	Yes	
	10.22.7 Aged stock	Yes	
	10.22.8 Aged unallocated cash (debtors)	Yes	
	10.22.9 Aged unallocated cash (creditors)	Yes	
	10.22.10 Budgets	Yes	
	10.22.11 Cash flow statement	yes	
	10.22.12 VAT reports	Yes	
	10.22.13 VAT form 100	Yes	
	10.22.14 EC Sales Listings	Yes	
	10.22.15 Intrastat returns (SSD)	Yes	
10.23	Are the above reports standard within the software or do they have to be written?	Standard reports	Confirmed.
10.24	Is the age criteria fixed or user	User definable	Confirmed.

Question		Supplier Response	Evaluator's Comment
	definable?		
10.25	Can the aged analysis and day book reports be in summary and detail?	Yes	Confirmed.
10.26	Do standard reporting options give sufficient flexibility to tailor individual reports?	Yes – you can change parameters	Confirmed.
10.27	Can all reports be reproduced after the period end but @ the month end date:-		Confirmed. These are all date driven.
	10.27.1 Transaction listings?	Yes	
	10.27.2 Day books?	Yes	
	10.27.3 Trial balance?	Yes	
10.28	Is it possible to print out retrospective month end aged sales and purchase ledger reports that agree back to the month end trial balance control account figures as at the month end?	Yes	Confirmed.
10.29	Do the standard budget reports provide sufficient analysis of variances?	Yes – using budget enquires or via FRx	Confirmed.
10.30	Do such reports provide exception reporting, percentage analysis and comparatives?	Yes via FRx and budget enquiries	Confirmed.
10.31	Do standard reports show sufficient analysis of trading results? (E.g. sales analysis by region)?	This can be achieved using the standard reporting tools that are part of Microsoft and Dynamics	Confirmed. Analysis cubes are also available.
10.32	Are all movements during each accounting period shown on sales, purchase, general, stock ledger detail reports?	yes	Confirmed.
10.33	Do the sales and purchase ledger reports show how all partial payments or allocations (unallocated cash) have been treated?	Yes	Confirmed.
10.34	Is there a general ledger report that shows balances brought forward and carried forward plus all posted transactions in the period?	Yes	Confirmed.

Question		Supplier Response	Evaluator's Comment
10.35	Can the management accounts, profit and loss account and balance sheet be sufficiently analysed by:		
	10.35.1 Project/job	Yes	Confirmed.
	10.35.2 Cost centres	Yes	Confirmed.
	10.35.3 Department	Yes	Confirmed.
	10.35.4 Division	Yes	Confirmed.
	10.35.5 Company	Yes	Confirmed.
	10.35.6 Group (if applicable)	Yes	Confirmed.
	10.35.7 Can the above be user defined by Period and/or range?	Yes	Confirmed.
10.36	What controls are there in place so that the user is aware of partly processed transactions:-		Confirmed. Smartlist can be used as a enquiry tool. Reports can be configured as required. Standard reports covering these items are also available.
	10.36.1 Unposted invoices	We have transactions by debtor enquires and reports available to view this.	
	10.36.2 Uninvoiced dispatches	We have transactions by debtor enquires and reports available to view this.	
	10.36.3 Payments	We have transactions by debtor/creditor enquires and reports available to view this	
	10.36.4 Receipts	We have transactions by debtor/creditor enquires and reports available to view this.	
10.37	State the controls that are in place to ensure that the correct price/discount has been applied to invoices/credit notes? (e.g. Gross Margin reports)	The data is retrieved from the data master files depending on the customer / item set up. Sales analysis reports will show gross profit and margin.	Confirmed.
10.38	Detail all automatically generated documents for external use. (E.g. sales invoices and statements, remittance advices.)	There are numerous external documents including invoices, orders, PO remittance, statements etc.	Confirmed.
10.39	Can the software reproduce source documents? [E.g. sales invoices; POs, Remittance	Yes - At the top of the report you will find the word "Reprint".	Confirmed. The 'reprint' function depends upon the

	Question	Supplier Response	Evaluator's Comment
	advices……]		system configuration and printing options. It also depends upon whether it is a committed document or not. This can be configured as part of the business process.
10.40	Are the duplicates an exact replica of the relevant financial and VAT accounting information as stored on original documents [i.e. they do not take account of any subsequent changes to the standing data?	Yes	Confirmed.
10.41	Are these clearly identified as duplicates?	Yes - At the top of the report you will find the word "Reprint".	Confirmed. See 10.39 above
10.42	Does the software force the production of month-end reports?	No	Confirmed. See previous section.
10.43	Can the reporting function make use of external data files?	Yes if data is imported in.	Confirmed.
10.44	Does the report writer have the facility to scroll up and down when output to screen?	Yes	Confirmed.
10.45	Can all reports be run without the need for period-end procedures to be initiated?	Yes	Confirmed.
10.46	Does the report writer allow print previews of all reports?	Yes	Confirmed.
10.47	Can transactions and standing data be output directly to other formats e.g. CSV, txt, XML, PDF etc. for any period of time required?	Yes using eConnect and SmartLists,	Confirmed.

Functional requirements questionnaire
Product Microsoft Dynamics GP
Version 10.0

Question		Supplier Response	Evaluator's Comment

11 Value Added Tax

The following sections detail the general requirements/features of an accounting package in handling VAT. It cannot cover all eventualities or all users and where necessary members should contact their local HMRC office for detailed guidance. The overall objective is to accurately record the accounting for VAT in order to support VAT returns to HMRC.

Software features

	Question	Supplier Response	Evaluator's Comment
11.1	Does the software have the facility to hold the following VAT information:-		
11.1.1	UK VAT registration number?	Yes, the VAT number can be added under the company information, as well as on the customer and vendor cards.	Confirmed.
11.1.2	Intrastat code?	Yes	Confirmed.
11.1.3	EC Code?	Yes	Confirmed.
11.1.4	EC VAT registration numbers (10)?	Yes	Confirmed.
11.1.5	VAT rates (please specify number available)	Yes - unlimited	Confirmed.
11.2	How does the software handle roundings?	This is defined on the Tax Detail record	Confirmed. This can be set differently for different types of taxes.
11.3	Is this applied consistently?	Yes	Confirmed. The link is the Tax Detail.
11.4	Does the software handle VAT Scale charges with automatic double entry processing?		Confirmed.
11.5	Does the software handle VAT calculation tolerances? If Yes do any discrepancies produce:-	No	Confirmed. This is a calculation.
11.5.1	Warning?		

Question	Supplier Response	Evaluator's Comment
11.5.2 Appear in the audit trail		
11.5.3 Appear in the VAT exception report?		
11.6 What security features (password/ audit trail) are in place to control changes made to:		
11.6.1 General ledger VAT control accounts?	Yes by using Account Level security.	Confirmed. Roles and tasks are used to control security access.
11.6.2 VAT tables set up and change?	Yes by using standard security.	
11.6.3 Tolerance levels?	No tolerance levels exist	
11.6.4 Invoice sales number table?	Yes by using the standard security	
11.6.5 Changes on VAT code on customer files?	Yes by using the standard security	
11.6.6 Changes on VAT code on stock files?	Yes by using the standard security	
11.6.7 VAT calculated on sales invoices or credit notes?	Yes by using the standard security	
11.7 Does the software store and report a VAT return identifier [VRI]?	Yes	Confirmed.
11.8 How does the software ensure that that each eligible posting is reported only once in a VAT return?	Yes	Confirmed. The SQL process that produces the report flags the transaction and adds the tax return ID.
Method of operation		
11.9 VAT basis. Can the software handle:		
11.9.1 Invoice (standard) accounting?	Yes	Confirmed.
11.9.2 Cash accounting?	No	Confirmed.

Functional requirements questionnaire
Product Microsoft Dynamics GP
Version 10.0

Question		Supplier Response	Evaluator's Comment
11.10	If the software can handle both invoice (standard) and cash methods of accounting for VAT is the basis clearly identified during set up?	N/A	N/A
11.11	Does the software allow for a switching between methods?	N/A	N/A
11.11.1	If Yes:- Is the change fully supported by audit trails to ensure proper VAT treatment of all transactions?	N/A	N/A
11.11.2	Is this ability to change a basis of accounting clearly flagged, i.e. users warned etc.	N/A	N/A
11.11.3	Does the software alert the user that they require HMRC authorisation if they attempt to apply, retrospectively, the 'Cash Accounting Scheme' for VAT accounting?	N/A	N/A
11.11.4	Does the software provide useful and relevant information on switching in the software help section?	N/A	N/A
11.12	Can the software handle the following VAT schemes:-		
	11.12.1 Annual accounting scheme?	Yes	Confirmed.
	11.12.2 Flat rate scheme?	Yes	Confirmed.
	11.12.3 Retail schemes?	Yes	Confirmed.
	11.12.4 Account for VAT on the margin?	No	Confirmed.
11.13	Can the software be configured to	Yes	Confirmed.

Question		Supplier Response	Evaluator’s Comment
	handle partial exemption methods?		
11.14	Please state the number of VAT codes available for VAT analysis.	Unlimited	Confirmed.
11.15	How does the software handle:- 11.15.1 Outside scope?	By using another VAT code rate	Confirmed. There is a separate tax ID.
	11.15.2 Distance selling (supply to an unregistered EC customer)?	By using another VAT code rate	Confirmed. There is a separate tax ID.
11.16	How the software handle EC VAT:- 11.16.1 Goods and related service? 11.16.2 Services only? 11.16.3 Process? 11.16.4 Triangulation?	Can have individual VAT codes for all in this section and this can then be allocated to the relevant transactions.	Confirmed.
11.17	Does the software include the functionality to identify EU acquisitions?	Yes	Confirmed.
11.18	If Yes:- Can the software generate acquisition tax?	No	Confirmed. There is no special feature for acquisition tax.
11.19	Can a report be generated of all EU acquisitions and the amounts of acquisition tax generated?	Yes	Confirmed. It is possible to report on tax code or document type.
11.20	Does the software include the functionality to identify transactions liable to reverse	Yes	Confirmed. It is possible to report on tax code

Question		Supplier Response	Evaluator's Comment
	charge VAT?		or document type.
	If Yes:-		
11.21	Can the software generate reverse charge VAT?	Yes	Confirmed. This is controlled through set up screens. It can be invoked if an invoice is entered that meets the required threshold.
11.22	Can a report be generated of all transactions liable to reverse charge VAT, and the amounts of tax where so generated?	Yes	Confirmed.
11.23	Does the software have a facility to reconcile the VAT returns amounts for input, output and net VAT payable/recoverable to the General ledger control account?	Yes	Confirmed.
11.24	Does the software handle late transactions posted outside the closed VAT return period?	Yes	Confirmed. This depends upon the document date. It is not possible to add a transaction to a submitted return. The transaction would be reported as a late invoice on the next return.
Input VAT (purchases)			
11.25	Can the software handle VAT inclusive amounts and automatically calculate the input VAT?	Yes via another tax detail id	Confirmed.
11.26	Does the software require the following to be entered:-		
	11.26.1 Supplier reference?	Yes – creditor id	Confirmed.
	11.26.2 Supplier document reference?	Yes – document no.	Confirmed.
	11.26.3 Internal document reference?	Yes – voucher no.	Confirmed.
	11.26.4 Invoice tax point date?	Yes	Confirmed.
	11.26.5 Invoice posting period date?	Yes	Confirmed.

Question		Supplier Response	Evaluator's Comment
	11.26.6 Invoice gross total?	Yes	Confirmed.
	11.26.7 Invoice VAT amount?	Yes	Confirmed.
	11.26.8 Individual invoice lines:-		
	11.26.8.1 net amount	Yes	Confirmed.
	11.26.8.2 VAT rate (optional from VAT code, product supplier)	Yes	Confirmed.
11.27	Does the software validate individual invoice line VAT amounts against the total invoice of VAT (less early settlement at discount) and accept or reject the amount subject to the software tolerance?	VAT is calculated automatically on each individual line but there are no tolerance settings for the totals.	Confirmed. The software adds up individual line items. This can be controlled through company set-up options. The settings will apply to all tax calculations for the company concerned.
11.28	Can the user override the software derived input VAT amount and input VAT as shown on the supplier invoice?	Yes if not already posted The system will allow you to overtype the VAT value to match the value of the document. The way the VAT is calculated depends on the set up of the rounding rules in the Tax Detail Maintenance window.	Confirmed. If the transaction is already in the system but not posted, it can be changed. If it has been posted, it cannot be changed.
11.29	Does the software allow VAT to be reclaimed on the basis of registered but unposted invoices?	No – they must be posted	Confirmed.
If Yes:-			
11.30	Does the software flag the status as:-		
11.30.1	VAT not yet reclaimed?	N/A	N/A
11.30.2	VAT claimed?	N/A	N/A

Functional requirements questionnaire
Product Microsoft Dynamics GP
Version 10.0

Question		Supplier Response	Evaluator's Comment
Output VAT (sales)			
11.31	Does the software generate sales invoices?	Yes	Confirmed.
If Yes:-			
11.32	For each invoice generated is the following information included on the sales invoice:-		
11.32.1	Unique software generated invoice reference	Yes	This depends upon what the forms are designed to look like. Some of these items would be mandatory.
11.32.2	Your name, address, EC country code and VAT number?	Yes	Confirmed. As above.
11.32.3	The time of supply (tax point)	Yes	Confirmed. As above.
11.32.4	Date of issue (if different to the time of supply)	Yes	Confirmed. As above.
11.32.5	Your customer's name (or trading name) and address, EC country code and VAT number (if applicable)	VAT is calculated automatically on each individual line but there are no tolerance settings for the totals.	Confirmed. As above.
11.32.6	The unit price [applies to countable goods or services. E.g. an hourly rate; or a price for standard services.]	Yes	Confirmed. As above.
11.32.7	A description which identifies the goods or services supplied.	Yes	Confirmed. As above.

Functional requirements questionnaire
Product Microsoft Dynamics GP
Version 10.0

Question		Supplier Response	Evaluator's Comment
11.33	Does the software identify supplies that are zero-rated or exempt on an invoice and that there is no VAT payable?	Yes	Confirmed.
If Yes:			
11.34	Is this by way of a report?	It is on the transaction	Confirmed.
11.35	Does the software handle Proforma invoices?	There are no formal pro forma invoices in Great Plains but we could create a pro forma document if required.	Confirmed. Forms design can be employed as required.
If Yes:-			
11.36	Are the invoices clearly identified as "this is not a tax invoice"?	N/A	N/A
VAT Reporting			
11.37	Does the software produce a VAT 100 form as standard?	Yes	Confirmed.
If No:-			
11.38	Does the software have a means of producing reports that support the completion of the VAT return?	N/A	N/A
11.39	Is the VAT return information available by report on a three monthly basis or any other specified period?	Yes either method	Confirmed.
11.40	Is there a detailed and summary analysis of all transactions included in each return sorted by VAT code and transaction type making up the total in each of the boxes on the VAT 100 Form?	Both can be setup	Confirmed.
11.41	Can the VAT return be recreated showing all the transactions which were included in the original VAT return?	Yes	Confirmed. It can be re-printed once saved but cannot be deleted.
11.42	Does the software have a separate VAT audit log?	No – all table changes can be traced using the audit trails module, activity tracking or	Confirmed.

Question		Supplier Response	Evaluator's Comment
		standard security	
11.43	Note where the software details the following non routine event in the audit trail or VAT audit log etc:-		
	11.43.1 Changes to VAT tables.	This is standard logging.	Confirmed.
	11.43.2 Change from invoice/cash VAT accounting or other Schemes.	N/A	N/A
	11.43.3 VAT tolerance.	N/A	N/A
	11.43.4 Changes to VAT rates on customer, supplier, product master files.	This is standard logging.	Confirmed.
11.44	Are the above changes noted above stamped with a:-		
	11.44.1 User id?	Yes.	Confirmed.
	11.44.2 Software generated unique reference number?	Yes	Confirmed.
	11.44.3 Date and time?	Yes.	Confirmed.
11.45	VAT postings		
	11.45.1 Are all VAT postings recorded in the audit trail or VAT audit log?	Yes	Confirmed.
	11.45.2 Does the software denote whether each transaction has been included in a reconciled VAT return?	Yes	Confirmed. This is through a flag.
	11.45.3 How does it denote which VAT Return the transaction has been included in?	Yes.	Confirmed. The report ID is retrospectively applied to the transaction in the Tax History Table. Also, the VAT return number is automatically logged against each transaction in

Question		Supplier Response	Evaluator's Comment
			the table as well.
11.46	Does the software produce a VAT Exception report detailing such transactions as:-		
	11.46.1 VAT amounts outside tolerance levels?	No tolerance levels are recorded	Confirmed.
	11.46.2 Manual changes to software generated VAT?	No	Confirmed. It is not possible to make any such manual changes.
	11.46.3 Write offs	Yes	Confirmed. This is normal reporting rather than VAT specific reporting.
	11.46.4 Zero value invoices?	Yes	Confirmed. This is normal reporting rather than VAT specific reporting.
If No for any of the above:-			
11.47	How does the software document these occurrences?	N/A	N/A
11.48	Does the software handle “intra-community” supply of goods?	Yes – for Intrastate	Confirmed.
11.49	Does the software support production of an EC Sales List?	Yes there is an EC Sales List Report	Confirmed.
If Yes:-			
11.50	Does the report show the country code, the customer name, their EC VAT number, the invoice reference and indicators for different types of despatches?	Yes	Confirmed.

	Question	Supplier Response	Evaluator's Comment
11.51	Does the software produce invoice level reports that enable every value on each EC Sales List report to be traced to source documents?	Yes	Confirmed.
11.52	Does the software have a means of ensuring that each eligible posting on the EC Sales List is reported only once? (Please state how this is done within the software).	Yes	Confirmed. This is the same process as above – the difference is that an Intrastat specific table is used. The transaction is flagged to show that it has been reported.
11.53	How does the software handle triangulation? E.g. a movement of goods without a related invoice transaction.	Yes	Confirmed. This will be applied when invoiced as part of standard processing. It is reported upon in the same way as anything else.
11.54	Does the software produce the relevant documents in a format [e.g. CSV or XML] that can be uploaded direct to the HMRC gateway?	Yes	Confirmed.
11.55	Can these be electronically transmitted direct from the system?	A file is produced than can then be uploaded to the HMRC gateway	Confirmed.
11.56	Does the software produce Intrastat reports where applicable?	Yes	Confirmed.
11.57	How are errors on VAT accounts corrected?	Reversing journals or credit notes as applicable	Confirmed.
11.58	How does the software handle the VAT on purchase and sales ledger contras?	These are classed as zero rated VAT	Confirmed.
11.59	How does the software handle partially allowable expenditure, e.g. VAT on petrol invoices where	This would have to be handled through journal entries with the relevant VAT entered.	Confirmed. Tax details are attached through

Question		Supplier Response	Evaluator's Comment
	employees are provided with petrol (adjustment required for own use)?		GL settings.
11.60	Can the software handle cheque refunds to customers?	Refund cheques can be handled	Confirmed.
If Yes:-			
11.61	How is the VAT accounted for under cash accounting?	Refund cheques can be handled but cash accounting cannot	Confirmed.
11.62	Can the software handle invoices with multiple rates of VAT?	Yes multiple VAT rates per invoice is permitted.	Confirmed. This is at the line item level.
11.63	How does the software handle write off of bad debts and the related VAT?	Could be handled through a journal.	Confirmed. This would be through the normal write-off procedure.

Functional requirements questionnaire
Product Microsoft Dynamics GP
Version 10.0

Question		Supplier Response	Evaluator's Comment
12	**Currency**		
12.1	Is multi-currency processing available?	Yes	Confirmed.
	If Yes:-		
	12.1.1 State number of currencies available.	Yes multicurrency is available and we can have an unlimited number of currencies and conversion to sterling is automatic as long as it is the base currency. It covers all ledgers	Confirmed.
	12.1.2 Does this cover:-		
	12.1.2.1 General ledger		Confirmed.
	12.1.2.2 Sales ledger		Confirmed.
	12.1.2.3 Purchase ledger		Confirmed.
	12.1.2.4 Stock		Confirmed.
	12.1.3 Is conversion to sterling automatic?		Confirmed.
	If Yes:-		
	12.1.4 Does this cover-		
	12.1.4.1 General ledger	Yes	Confirmed.
	12.1.4.2 Sales ledger	Yes	Confirmed.
	12.1.4.3 Purchase ledger	Yes	Confirmed.
	12.1.4.4 Stock	Yes	Confirmed.
	12.1.5 Can the user select which currency to value each of the ledgers?	Yes – it is done by GL account	Confirmed.
	If Yes:-		
	12.1.6 Does this cover:-		
	12.1.6.1 General ledger	Yes	Confirmed.
	12.1.6.2 Sales ledger	Yes	Confirmed.
	12.1.6.3 Purchase ledger	Yes	Confirmed.
	12.1.6.4 Stock	Yes	Confirmed.
	12.1.7 What are the currency capacities?	There are none in real terms.	Confirmed. There are 9 decimal places on all currency calculations. This can be customised as required.
	12.1.8 What are the maximum and minimum exchange rates?	Minimum exchange rates is one per currency. Maximum is depended on a 15 alpha numeric rate id field. 15	Confirmed.

Question		Supplier Response	Evaluator's Comment
		character id field is available to hold any combination	
	12.1.9 What approach will the Software House take towards handling the EURO?	Euros can already be handled in the application	Confirmed.
12.2	What currency information is held:		
	12.2.1 Currency Code/description?	Yes	Confirmed. Currency is set-up via the Currency Table. There is an Id for each currency. The Exchange Rate Table is used to set exchange rates.
	12.2.2 Country?	Part of the description	Confirmed.
	12.2.3 Currency rate table?	Yes	Confirmed.
	12.2.4 Date rates effective from-to?	Yes	Confirmed.
	12.2.5 Previous rates held?	Full history is maintained	Confirmed.
12.3	Can a base currency be selected?	Yes at time of implementation the base currency will be defined.	Confirmed.
12.4	Can the user over ride the exchange rates during a transaction?	With security clearance yes	Confirmed. This depends upon user access rights. Exchange rates are otherwise inserted by default.
12.5	Can the user change the exchange rates per account?	A rate other than the standard rate can be used for a transaction if required, depending on the user's security access.	Confirmed. This can be added to the Exchange Rate Table.

	Question	Supplier Response	Evaluator's Comment
12.6	Is there a restriction on accounts to a single selected currency?	A GL account can be set up to accept postings in certain currencies	Confirmed.
	If Yes:-		
	12.6.1 What controls are in place over any changes?	Users must have access to the currency account setup window to modify this setting	Confirmed.
12.7	Can the user manually over ride the currency calculation?	Yes by changing the exchange rate at the time of transaction	Confirmed.
12.8	Are gains or losses on currency calculations automatically processed?	Yes, when payments / receipts are allocated to invoices, exchange rates are checked and realised gains / losses are posted. Unrealised gains / losses can be automatically calculated and posted through a routine at a users' discretion. (Routines, financial, revaluation)	Confirmed. This can be processed as part of a re-evaluation routine - this is normally run as part of a month end process.
12.9	Can the user over ride the calculation /processing of currency gains and losses?	Realised gains / losses are done automatically and cannot be overridden. Unrealised, at the time of calculation, can have the exchange rate overridden.	Confirmed. It is not possible to edit the results – it is automatically posted and put in a batch.
12.10	Can a user override an exchange rate on each transaction?	Yes based on security	Confirmed.
12.11	Can the user define the treatment of foreign exchange gains/losses i.e. where posted to in the general ledger?	Yes the account posted to can be defined	Confirmed. This is defined in the Chart of Accounts.
12.12	Can ledger accounts be defined to take invoices/payments in specified currencies/ multiple currencies?	Yes	Confirmed.
12.13	Does the software prevent the deletion of the active currency?	Yes	Confirmed. If there are transactions in the system using that currency, it cannot be deleted.
12.14	Does the software prevent use of duplicate currency codes?	Yes	Confirmed.

	Question	Supplier Response	Evaluator's Comment
			The same currency can be set up with different IDs but a duplicate with exactly the same details is not possible.
12.15	Can currency transactions be entered in selected currency and/or base currency?	Yes	Confirmed.
12.16	Can transactions be entered in multiple currencies?	Transactions will have base currency and / or originating currency stored against them only	Confirmed. Currency is based upon the whole document – it is not possible to have different currencies on different lines.
12.17	How does the software handle exchange differences?	This is handled during the month end currency revaluation process	Confirmed.
12.18	How does the currency treat revaluations relating to: 12.18.1 Ledgers (sales/ purchases) 12.18.2 Monetary assets/ liabilities 12.18.3 General ledger accounts?	This is done by GL account so all are handled	Confirmed.

Question		Supplier Response	Evaluator's Comment
13	**Sales Order Processing and Invoice Production**		
13.1	Does the software start with a quotation or the sales order?	Can start with either a quote or an order.	Confirmed.
13.2	Are recurring or schedule orders handled?	Recurring order are handled in the Great Plains. We can also manually schedule orders also	Confirmed.
13.3	At quotation or initial order stage state how does the software:		
	13.3.1 Checks stock availability.	Quotation does not check stock, however on initial order you can check per line item or check later with a separate fulfilment process	Confirmed.
	13.3.2 Highlight alternative stock.	Only via a drilldown. The system does not automatically highlight alternative stock.	Confirmed.
13.4	How does the software check credit status of customer:		
	13.4.1 On receipt of order?	On receipt via workflow or other options	Confirmed. It is possible to drop into Debtor Maintenance from the order screen.
	13.4.2 Prior to dispatch?	Yes holds can be applied to workflow advancement. Workflow is six stages that may be added to the sales order process.	Confirmed. Workflow within GP controls this.
13.5	Can the software block:		
	13.5.1 Customer orders?	A hold can be put on a customer to stop orders	Confirmed. For holds, a reason code can be added. Deliveries are blocked if the order is blocked.
	13.5.2 Deliveries?	Yes.	
	13.5.3 Invoice production?	A hold can be put on a customer to stop invoice production	
13.6	Where stock is not available is a "back order" raised and a purchase order issued?	The operator chooses what they want to do when stock is not available and back ordering is one of those options. You may also raise a back to back Purchase Order is required	Confirmed. This depends upon the configuration – it can be allowed or disallowed.
13.7	Does the software handle forward	Yes	Confirmed.

Question		Supplier Response	Evaluator's Comment
	orders?		This is via the 'requested ship date'.
	If Yes is this:-		
	13.7.1 Only when stock is now available?	Yes	Confirmed. This depends upon the configuration
	13.7.2 Allocated from future planned stock?	Yes via "available to promise	Confirmed. This depends upon the configuration
13.8	Can multiple addresses be held for each customer (invoice and delivery address).	Yes	Confirmed.
13.9	Are the following documents produced:		
	13.9.1 Quotations?		
	13.9.2 Order confirmation?	Yes	Confirmed.
	13.9.3 Picking lists?	Yes	Confirmed.
	13.9.4 Labels?	Yes	Confirmed.
	13.9.5 Dispatch/Delivery note?	Yes	Confirmed.
	13.9.6 Invoices?	Yes	Confirmed.
		Yes	Confirmed.
13.10	Are the following reports available:		
	13.10.1 Quotes for which orders not received?	Yes – Sales document range enquiry	Confirmed.
	13.10.2 Orders received (analysis)?	Yes – using SmartLists, which are user-definable queries.	Confirmed.
	13.10.3 Items placed on backorder and/or purchase orders raised?	Yes – Sales document range enquiry but not for purchase orders raised.	Confirmed.
	13.10.4 Items dispatched not invoiced?	Yes using Smartlists	Confirmed.
	13.10.5 Items ordered but not dispatched due to stock out?	We can get a list of all orders that have not been despatched and we can get a list of all back ordered orders.	Confirmed.
	13.10.6 Gross margin (by invoice or item)?	Yes – using the Sales Analysis (SOP document analysis report).	Confirmed.
13.11	Are invoice details derived from order input? (e.g. prices, quantity*)*	Yes, invoice can be generated from the order.	Confirmed. It can also be entered directly.
13.12	Can picking lists /dispatch notes be	Yes you can change the quantity to	Confirmed.

Question		Supplier Response	Evaluator's Comment
	amended for non availability of stock?	invoice to reflect on the picking list / despatch note	It is not possible to produce a despatch note for something that has not been picked.
	If Yes:-		
13.12.1	Is this reported?	No	Confirmed.
13.12.2	Are the items dispatched reflected in final invoice?	Yes	Confirmed.
13.13	Is there one dispatch note and invoice per order?	Yes but more can be produced if required	Confirmed. This is controlled through reporting options.
13.14	How does the software ensure all dispatches are invoiced? e.g. where multiple dispatches are raised per order, or several orders on a single dispatch note.	By using the Sales document range enquiry or a SmartList.	Confirmed. A flag is applied to the open documents table – the 'Sales Transaction Amounts' table. This ensures that invoicing is complete.
13.15	Can manual invoices be raised (i.e. without a sales order)?	Yes	Confirmed.
13.16	Does the software produce proforma invoices as required?	No	Confirmed. However, the document layout can be set as required.
13.17	Can returned goods be processed to produce credit notes?	Yes	Confirmed.
13.18	Are these referenced to the original order/invoice?	Yes	Confirmed. This can be referenced in the narrative as required.
13.19	Will the product accept orders from the Web?	Yes	Confirmed.
	If Yes:-		
13.19.1	How are web orders integrated with the sales order processing ledgers?	Via the Business Portal or eConnect our integration engine	Confirmed.

	Question	Supplier Response	Evaluator's Comment
13.19.2	What control features are available for checking web orders before processing?	Both components require the business logic of the application to be correct before an order can be accepted	Confirmed.

	Question	Supplier Response	Evaluator's Comment
14	**Purchase Order Processing**		
14.1	Does the software generate suggested orders?	Yes via the PO Generator	Confirmed. This is basic system functionality. Minimum and maximum quantities and other details are all configurable. For example, an order might be raised for items below minimum stock levels.
14.2	Can orders be generated by the user?	Yes	Confirmed.
14.3	Is the software easy and efficient to use, i.e. scroll backwards and forwards in the product file, tagging more than one item per order?	Yes.	Confirmed.
14.4	Can more than one supplier be allocated to each product?	Yes	Confirmed.
14.5	Does the software hold details of substitute products if applicable?	Yes	Confirmed.
14.6	Based on automatic and manual order generation (above) does the software produce a list of proposed purchase orders, if so, can these be easily amended?	Yes	Confirmed.
14.7	Is stock availability updated for stock on order?	Yes. The "Available to Promise" screen will display this.	Confirmed. This can also be viewed through the stock and inventory screens.
14.8	Can the software handle partially completed orders and returns?	Yes	Confirmed.
14.9	Are receipts checked to orders and discrepancies reported?	Yes	Confirmed. Receipt is from the PO and the invoice is raised from the receipt. There is a choice of 2 way or 3 way match.
14.10	Are purchase invoices checked to purchase orders, confirmed receipts and discrepancies reported?	Yes	Confirmed. There is a choice of 2 way or 3 way

Question		Supplier Response	Evaluator's Comment
			match.
14.11	Are the following reports available:		
14.11.1	Purchase Orders raised (analysis)?	Yes.	Confirmed.
14.11.2	Purchase Orders not received?	Yes.	Confirmed.
14.11.3	Goods received discrepancies?	Yes via the POP Expected Shipments report.	Confirmed.
14.11.4	Invoice to goods received discrepancies?	Yes, via the Shipment / Invoice matching report.	Confirmed.
14.11.5	Goods received not invoiced?	Yes.	Confirmed.
			Access to these reports is via the standard reports menu and Smartlist.
14.12	Can the software handle "back to back" ordering?	yes	Confirmed.

Question		Supplier Response	Evaluator's Comment
15	**Stock Control**		
15.1	What information is held in respect of stock (and are there any limits):-		
15.1.1	Item numbers/ description?	30 characters for the Item Code and 50 characters for the main description, 15 for short description and 10 for generic description	Confirmed. This is set in the Item Maintenance screen. For each item of stock, there is master record. From here, it is possible to reach all the information required, e.g. stock levels, standards costs, preferred suppliers, etc.
15.1.2	Location(s)?	10 characters for the code and 30 for the description.	Confirmed. See above.
15.1.3	Quantity, (available, allocated, on order)?	Quantity on hand, allocated and sold etc can be viewed on the card	Confirmed. See above.
15.1.4	Minimum and maximum stock levels?	By Item and / or creditor is available.	Confirmed. See above.
15.1.5	Reorder lead times?	On the Creditor Item screen.	Confirmed. See above.
15.1.6	Supplier(s)?	As above	Confirmed. See above.
15.1.7	Prices/cost/ discount details?	Standard costs can be entered, current cost is calculated from receipt of goods, sales prices and discount are handled in either standard or extended pricing.	Confirmed. See above.
15.1.8	Batch/serial number?	Batch numbering and serial masking available.	Confirmed. See above.
15.1.9	Weights etc?	Yes.	Confirmed. See above.
15.1.10	Other – please specify?	N/A	N/A

Question			Supplier Response	Evaluator's Comment
15.2	How is stock updated?			
	15.2.1	Dispatch of goods?	Yes	Confirmed.
	15.2.2	Receipt of goods?	Yes	Confirmed.
	15.2.3	Adjustments?	Yes	Confirmed.
	15.2.4	Transfers between locations?	Yes	Confirmed.
15.3	Is negative physical stock allowed?		The override adjustments flags in Inventory and Sales will control this	Confirmed. This depends upon user configuration. Over-rides must be set in 'Inventory Control Set-up and Sales (to over-ride the shortage).
15.4	Can the software handle "sale or return" stock?		Not automatically.	Confirmed. This depends upon whether the stock is being returned or whether it is damaged.
15.5	Can the software handle variations to a standard pack of products?		Yes, using UOM schedules	Confirmed. UOM is Unit Of Measure.
15.6	What methods of stock valuations are allowed?			
	15.6.1	Average	Yes	Confirmed.
	15.6.2	FIFO	Yes	Confirmed.
	15.6.3	LIFO	Yes	Confirmed.
	15.6.4	Standard cost	Yes	Confirmed.
	15.6.5	Other – please specify	N/A	N/A
15.7	How can stock enquiries be made, i.e. by product code, short name/supplier etc.		By Item number, by Item description or by any other field on the Item Card	Confirmed.
15.8	Does the software track orders and enable enquiries by date, e.g. list of all stock due on a particular day; stock to be dispatched on a set date?		Yes, via the "Available to Promise" screen.	Confirmed.
15.9	Does the software facilitate the regular counting/ inspection of physical stock (e.g. by producing random/defined stock check lists)?		Yes	Confirmed. Via 'Stock Count Schedule' and 'Stock Entry'.

Question		Supplier Response	Evaluator's Comment
15.10	Can the software handle more complex situations such as:		
	15.10.1 Bill of materials	Yes	Confirmed.
	15.10.2 Links to CAD/CAM systems	Not as standard	Confirmed. An interface can be created if required.
	15.10.3 Job costings to collate and value WIP.	Project accounting integrates with Inventory	Confirmed.

Question		Supplier Response	Evaluator's Comment

16 User Documentation

This section applies to any of: online, hardcopy or other (e.g. WWW) documentation – specify which are applicable.

16.1	Is the manual clearly laid out and understandable?	Yes	Confirmed. Help is available via a number of routes: - Via the F1 key - Help Manuals are available on line and can be downloaded. These are set out by functional area. Users who are signed up to the appropriate support plans can write their own manuals and have these attached to the system. Customer and Partner Source websites are also used as required.
16.2	Is the manual comprehensive and accurate?	Yes	Confirmed. As above.
16.3	Is there an index to the manual?	Yes	Confirmed. As above.
16.4	Is it easy to locate specific topics in the manual when required?	Yes	Confirmed. As above.
		Yes	Confirmed. As above.
16.5	Is it easy to follow through all procedures in the manual?		Confirmed. As above.
16.6	Does the manual include:		
	16.6.1 A tutorial section?	Yes and via online training	Confirmed. As above.

Question		Supplier Response	Evaluator's Comment
16.6.2	A guide to basic functions?	Yes	Confirmed. As above.
16.6.3	Pictures of screens?	Yes	Confirmed. As above.
16.6.4	Completed examples included in the manual?	Yes	Confirmed. As above.
16.6.5	Specific "error correction" procedures?	Yes – via messages	Confirmed. As above.
16.6.6	VAT information?	Yes	Confirmed. As above.
16.7	Does the documentation clearly specify the actions to be taken by users at each important stage of processing?	Yes the online help will guide them	Confirmed. As above.
16.8	Are help screens available relating to the task in hand? (context sensitive help).	Yes	Confirmed. As above.
16.9	Do they provide on-line instructions on how to use particular features of the software?	Yes	Confirmed. As above.
16.10	Can they be edited or prepared by the user?	Yes if the partner has signed up to the appropriate support plan	Confirmed. As above.
16.11	Will the Software House make the detailed program documentation (e.g. file definitions for third party links) available to the user, either directly or by deposit with a third party?	Yes built in to the standard product.	Confirmed. As above.

	Question	Supplier Response	Evaluator's Comment
17	**Efficiency**		
17.1	Are the various functions of the software menu-driven, or otherwise easy to initiate?	Yes and via the role centre	Confirmed.
17.2	Is there a good response time in the initiation of functions?	Yes	Confirmed.
17.3	Is data entry easily repeated if similar to previous entry?	Yes via the type ahead function	Confirmed.
17.4	Does the software prevent access to a record while it is being updated?	This is based on the SQL Server record level locking.	Confirmed.
17.5	Is there locking at file or record level?	This is based on the SQL Server record level locking.	Confirmed.
17.6	Does the software allow for the running of reports whilst records are being updated?	Yes	Confirmed.
17.7	Does the software retain a log of file updates until the next occasion on which the relevant information is reported or the relevant file used in a regular control procedure?	The Activity Tracking facility will show this; alternatively Business Alerts can be set up.	Confirmed.
17.8	Can regular reports be easily duplicated if required?	Yes	Confirmed.
17.9	Does the software warn the user when space is becoming short?	Yes	Confirmed.

Question		Supplier Response	Evaluator's Comment
18	**Integration and www facilities**		
18.1	Are the different accounting modules integrated?	Yes fully integrated application	Confirmed.
18.2	Are they integrated on real time basis or batch basis?	Either can be achieved	Confirmed.
18.3	Can the integration of batches be by batch, weekly or monthly?	N/A	N/A
18.4	Is the ledger updating process satisfactorily controlled by the production of control reports?	Yes full audit trail reports are produced and there is GL to AR, AP reconcile function	Confirmed.
18.5	What operating systems does the software run under?	Client: Microsoft Windows Vista Business Edition (32-bit and 64-bit) with or without Service Pack 1; Microsoft Windows Vista Ultimate Edition (32-bit and 64-bit) with or without Service Pack 1; Microsoft Windows Vista Enterprise Edition (32-bit 64-bit) with or without Service Pack 1; Microsoft Windows XP Professional SP 2 or SP 3 (32-bit and 64-bit) Server: Microsoft Windows Server 2008 x64 Standard Edition; Microsoft Windows Server 2008 Standard Edition; Microsoft Windows Server 2003 x64 Standard Edition SP 2; Microsoft Windows Server 2003 R2 x64 Standard Edition SP 2; Microsoft Windows Server 2003 Standard Edition SP 2; Microsoft Windows Server 2003 R2 Standard Edition SP 2; Microsoft Windows Small Business Server 2003 Premium Edition SP 2; Microsoft Windows Small Business Server 2003 R2 Premium Edition SP 2; Microsoft Windows Small Business Server 2003 Standard Edition SP 2 (MSDE/SQL 2005 Express ONLY); Microsoft Windows Small Business Server 2003 R2 Standard Edition SP 2 (MSDE/SQL 2005 Express ONLY)	Confirmed. Through reference to Microsoft literature.

	Question	Supplier Response	Evaluator's Comment
18.6	Which databases can be used?	Microsoft SQL Server 2000 SP 4 - Enterprise or Standard Microsoft SQL Server 2005 SP 2 - Enterprise Edition 32-bit and 64-bit or Standard Edition 32-bit and 64-bit Editions Microsoft SQL Server 2008 - Enterprise Edition 32-bit and 64-bit or Standard Edition 32-bit and 64-bit Editions	Confirmed. Through reference to Microsoft literature.
18.7	Can more than one software function be performed concurrently?	Yes	Confirmed.
18.8	Can the software be linked to other packages e.g. word processing, graphics, financial modelling, to provide alternative display and reporting facilities?	Yes	Confirmed.
18.9	Can definable links to spreadsheets be created?	Yes	Confirmed.
18.10	Does the software integrate with any web trading software?		
	18.10.1 External or	Achieved using the standard web service layer	Confirmed.
	18.10.2 Suppliers own?	Yes	Confirmed.
18.11	Note which other business application software that can be linked to the software:	Any business application using the eConnect or Integration Manager modules	Confirmed.
	18.11.1 Payroll?	Yes using eConnect or Integration Manager	Confirmed.
	18.11.2 Time/fees?	Part of the system already	Confirmed.
	18.11.3 MRP?	Part of the system already	Confirmed.
	18.11.4 Fixed assets?	Part of the system already	Confirmed.
	18.11.5 Document management software?	An out the box integration to Office SharePoint Server exists	Confirmed.
	18.11.6 Job costing?	Part of the system already	Confirmed.
	18.11.7 CIS?	Yes using eConnect or Integration Manager	Confirmed.

	Question	Supplier Response	Evaluator's Comment
	18.11.8 Other – please specify?	N/A	N/A
18.12	Is the software compatible with XML standards? If so in what respect? (input/ output/ other)?	Yes, input and output using the eConnect module	Confirmed.

Question		Supplier Response	Evaluator’s Comment
19	**Support and maintenance**		
19.1	How is the software sold:		
	19.1.1 Direct from Software House?	No	N/A
	19.1.2 Via Value Added Reseller (VAR)?	Yes	Confirmed.
19.2	How is the product supported:-		
	19.2.1 Direct by Software House?	2nd line support	Confirmed.
	19.2.2 By VAR?	VAR’s do first line support. On line support also available via CustomerSource	Confirmed.
19.3	Is the software sold based upon number of users or number of concurrent users?	Concurrent users	Confirmed.
19.4	Do VARs have to go through an accreditation process?		
	19.4.1 If Yes please note the process.	Yes. Employ or contract with one or more individuals who, combined, must complete and pass both of the Microsoft exams listed here. - Microsoft Dynamics GP Financials - Microsoft Dynamics GP installation and configuration Also a VAR needs to submit at least three customer references, each featuring the implementation, deployment, customisation, or maintenance of Microsoft Dynamics GP	Confirmed.
	19.4.2 If No please explain how organisations are chosen to be VAR?	N/A	N/A
19.5	In the event of a dispute between Supplier and VAR how can the situation be resolved?	All partners have an account manager who deal with disputes	Confirmed.
19.6	Detail the types of cover available.	Partners can enrol in one of two Partner Service Plans – the Foundation plan or the Advantage plan. Depending on which plan they are enrolled in will	Confirmed.

Question		Supplier Response	Evaluator's Comment
		dictate the level of support available.	
19.7	Please note all method of support available :- 19.7.1 Telephone. 19.7.2 Modem link. 19.7.3 Internet. 19.7.4 Other – specify.	Depends on the VAR but all calls have to be registered via the web	Confirmed.
19.8	Please provide an indicative cost of cover.	Microsoft charges customers 16% of the software cost for support	Confirmed.
	19.8.1 Are bug fixes free of charge? 19.8.2 For how long?	Yes as long as the customer has a support agreement in place. Standard support is 5 years following the release of that version of the software. Customers then have the option to purchase extended support that increases this to 10 years following the release of that version of the software.	Confirmed.
19.9	How often are general software enhancements provided?	A major release is every 24- 36 months and we also produce interim feature packs	Confirmed.
19.10	Will they be given free of charge?	Yes as long as the customer is on a current enhancement place	Confirmed.
19.11	How are enhancements and bug fixes provided to customers?	Via the PartnerSource and CustomerSource websites	Confirmed.
19.12	Is "hot line" support to assist with immediate problem solving available?	No – all calls have to be registered via the website	N/A
19.13	If so, is there an additional cost involved?	N/A	N/A
19.14	At what times will this support be available?	N/A	N/A
19.15	Who provides training:		
	19.15.1 Direct from Software House?	Yes – to the VARs	Confirmed.
	19.15.2 From a VAR?	Yes - to the customers	Confirmed.
19.16	Is hardware and maintenance provided by:		
	19.16.1 Software House?	No	N/A
	19.16.2 VAR?	It depends on the agreement the VAR	Confirmed.

	Question	Supplier Response	Evaluator's Comment
		has with the customer	
19.17	Is a warranty offered in respect of specification of the software?	No	N/A
19.18	Will the software supplier/dealer make the program source code available to the user, either directly or by deposit with a third party (Escrow)?	No but VARs have access to this if they are an accredited source code ISV	Confirmed.
19.19	Are there any unduly restrictive conditions in the license for the software?	No	N/A

Functional requirements questionnaire
Product Microsoft Dynamics GP
Version 10.0

Question	Supplier Response	Evaluator's Comment