

ICAEW Accredited Products Scheme

Software Evaluation

Coldharbour Systems Ltd

Coldharbour Financials

Version 7.142

Evaluation carried out by: IT Evaluation Services

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Signed: Θ Πιδγειον

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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.

Fundamentally good accounting software should:

- be capable of supporting the accounting functions for which it was designed
- provide facilities to ensure the completeness, accuracy 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 Coldharbour Financials version 7.142 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 Coldharbour Financials version 7.142, a product specialist from Coldharbour Systems Ltd completed the detailed questionnaire and provided it to the evaluator to examine. The evaluator then visited the Coldharbour Systems office in Wraxall, near Bristol, and in conjunction with the operation of the various aspects of the system assisted by a member of Coldharbour Systems technical staff checked the answers to confirm their validity. The questions were individually reviewed and commented on and the majority of assessments were confirmed.

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

Coldharbour Financials version 7.142 was used throughout the evaluation. As the evaluation covered the fully integrated sales, purchase and general ledgers plus invoice generation and stock list, 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.

The full order processing, stock control and multi-currency facilities were not included in the evaluation as they are disabled and are not required for the current market place.

When the evaluation had been completed, the evaluator typeset the responses and draft copies sent to Coldharbour Systems and the ICAEW for review before completion of the final report.

2.3 Software and hardware utilised

The software used was Coldharbour Financials version 7.142 under Windows XP Pro.

The hardware used was:

Acer Travelmate 4651 LMi with Pentium M730 1.6GHz with 512M RAM and a 80 GB hard disk. This machine acted as a SQL Server and client. Multi-user facilities were tested on a local area network with two PCs acting as clients.

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

Coldharbour Financials is an integrated business package that can be used as a ledger only financial solution or as a total integrated business solution used for order processing and stock control. It is aimed for businesses requiring from one to hundreds of concurrent users.

The order processing, multi-currency and stock control aspects have not been included in this evaluation as they are not required for the current market place and have been disabled on the package.

The system provides detailed management information due to a combination of its unified ledger design and extensive analysis structure. It is the result of over fifteen years of development and Coldharbour state that during that time the ideas and suggestions of users have been distilled to produce a product that is easy to learn and easy to use.

The system is a very flexible accounting product, is highly data driven and almost every aspect of it can be tailored. A combination of the unified ledger design, menu builder and flexible screen layouts of Coldharbour Financials give it great scalability, making it suitable for sites from one to hundreds of users.

All screen enquiries, printed reports and documents can easily be tailored. The ability to modify all system reports or for users to create their own provides unlimited reporting facilities enabling users to present data the way they need.

Coldharbour Financials can handle an unlimited number of companies within the same dataset. Special inter-company posting routines serve to minimise the task of inter-company transactions.

Once structures have been set up the consolidation process takes place automatically. Consolidation can be single or multi-level.

The system can be accessed across wide area networks or across the Internet. Remote Internet access minimises telephone costs whilst providing access to any valid user anywhere in the world.

Coldharbour Financials has been developed using Microsoft technology and integrates seamlessly with all core Microsoft products such as the Microsoft Office suite.

Excel based Reporting Module (BVxl)

A cell based Excel reporting module enables spreadsheets to be built directly from Coldharbour Financial ledgers. BVxl is an executive information tool that can save time and costs in preparing management reports for senior managers and directors.

3.2 Supplier background

Since its foundation in 1986, Coldharbour Systems Ltd has been providing care operators, within the vertically integrated markets of Care Homes, Specialist Care, Domiciliary Care, Children's Nurseries and Nursing Agencies, with specialised financial management software.

Coldharbour claim to enjoy continued customer's loyalty, won through many years of good service. They now claim to be the undisputed market leader, with more than 4,500 sites installed nation-wide, Coldharbour typically installs and maintains computer systems which provide simple staff controls at local level, centralised payroll and billing (automating all complexities), fully integrated accounts and an industry leading management reporting system.

Coldharbour Systems are based in Bristol and employ over 65 staff.

3.3 Product background and suitability for user

Coldharbour Financials has been designed specifically for the care industry and includes industry specific features such as:

Full integration to the Coldharbour suite of products

The ability to attach static memorandum data (e.g. manager details, operations director, region code) at transaction line level

Multi-company consolidation enables inter-company transactions

Coldharbour Financials has been developed on a SQL server platform. The product is highly scaleable, allowing for a single user up to hundreds of users posting tens of millions of transactions every year.

The product is designed to cater for the needs of the medium to large clients within their specific vertical markets.

3.4 Vertical applications

Coldharbour systems are designed specifically for care-oriented organisations, taking into account the specific requirements of placing staff within a care related environment. They can provide an end to end solution allowing a single source supply of hardware, software, training, consultancy, project management and support services, ensuring a smooth transition from current work processes.

The range of Coldharbour Systems' products include:

HEMECARE Income Processing

A HEMECARE Income Processing product that has been designed to handle and simplify the ever-increasing complexity of fee income.

NURSERY CARE Billing and Administration

The Nursery Care product range is aimed at nursery chains and large nurseries. Coldharbour claim that their software range is designed for both local and central usage and includes the ability to parameterise without modification. This allows them to provide a solution, which fit organisations, own working methods and desired system configuration.

HEMECARE Domiciliary Care

Coldharbour offer a product to cater for clients providing Domiciliary Care to the industry including: Client Records, Service Provision, Multiple Source Income Processing, Employee Records, Timesheet Verification linked to both Fees Billing and Payroll, Staff Allocation and Employee and Client Matching.

AGENCY CARE

The latest addition to the Coldharbour range of products is Agency Care. The Agency Care product manages the provision of staff to the care industry. Its primary function is the placement of nurses, doctors, locums, social workers and any specialist care professionals, to clients such as hospitals, care homes, nurseries and rehabilitation facilities.

These products are not covered by this evaluation. Organisations should assess these products against their requirements.

3.5 Software and hardware specifications

3.5.1 Server platforms

Coldharbour Financials runs on a Windows 2000/2003 server under a SQL server database. Coldharbour Financials can be deployed over Terminal Services using Citrix. Specification is subject to requirements.

3.5.2 Databases

Microsoft SQL Server 2000 or later.

3.5.3 Protocols

Standard network.

3.5.4 Minimum client PC specification

Coldharbour Financials can be deployed using workstations running Windows 2000 and XP Pro. Minimum specification is subject to requirements.

3.6 Software installation and support

Coldharbour Systems claim that Coldharbour Financials has been fully tried and tested in compliance with ISO9001:2000 Standards. Their extensive development and testing procedures help to ensure that the product is robust, reliable and structured. Coldharbour claim to provide timely, quality software support and maintenance. Systems are installed by Coldharbour and are tailored to the users specific requirements. Coldharbour Systems claim that they are widely reputed for their unrivalled after-sales support, including on-site training and Project Management.

The system is sold, maintained and supported directly by Coldharbour Systems Limited.

3.7 Limitations

The ICAEW software evaluation exercise has been developed to cover a wide range of software and there may be areas in the evaluation, which show up possible weaknesses in Coldharbour Financials version 7.142. These weaknesses should be taken into context with the potential market for this product, and in most cases would therefore not be applicable.

Attention should be drawn to the following limitations of in Coldharbour Financials version 7.142 as per the ICAEW questionnaire:-

Security does not cover field access in general.

Cash accounting for VAT is not supported.

No sales and purchase ledger contras.

Master file changes are logged but reports are not available to identify changes.

No reports available to identify field modification.

SOP, POP, full Stock Control and multi-currency disabled as not required for current market.

No on screen help available.

3 4 Evaluation conclusion

Coldharbour Financials version 7.142 is an integrated business package that uses a unified ledger design. It is provided as the accounting function for Coldharbour's other care management products. The package has been written by ICE Systems but is directly supported by Coldharbour Systems Ltd who own the source and development rights.

In terms of the functionality that is present in the current version and the target market for Coldharbour Financials version 7.142, the application has great flexibility and analysis capabilities that should be easily sufficient for the target market. It is easy to use and the screens are generally self-explanatory, however, there is no on screen help available.

Disclaimer

Any organisation considering the use of Coldharbour Financials version 7.142 should consider their requirements in the light of proposals from Coldharbour Systems Ltd and potential suppliers of other similarly specified products. Whilst the contents of this document are presented in good faith, ICAEW cannot accept liability for actions taken as a result of comments made herein.

Functional requirements questionnaire
Product: Coldharbour Financials Version: 7.142

Question	Supplier Response	Evaluation Confirmation
5.1 Security and continuity of processing		
1	i) Are different levels of passwords provided to control access?	Yes, the password defines module options and system access rights. Confirmed
	ii) Is this level of security appropriate for the expected level of business using the software?	Yes. The security features control access rights to the software at almost unlimited levels. Confirmed
2	i) Is each user required to have a personal password?	Yes – each user has a unique log-in code and password. Confirmed
	ii) Can a report be produced detailing all current users and their authority levels?	Can be seen on screen or a report produced using the Report Writer. Confirmed
3	So the security features cover:	
	i) System access?	Yes Confirmed
	ii) Company access?	Yes Confirmed
	iii) Menu access (ledgers)?	Yes Confirmed
	iv) Sub menu access (ledger facility)?	Yes Confirmed
	v) Field access?	Field access to a limited extent e.g. bank details. Access cannot be controlled field by field to every available field in the system. Confirmed
4	Does security allow for read and read/write access to be specified separately?	Yes, limiting users to specific modules. There are read only modules and access can be set to view only for the user. Confirmed
5	Can the menus be tailored by the software house or an educated user so that an individual user can only access those functions they are authorised to access?	Yes, there is a menu builder, which enables users or system supervisors to create either group level or individual menus quickly and easily. The system also has the concept of 'Hot Buttons', which can be assigned specific tasks such as running a complete set of reports. Confirmed

Functional requirements questionnaire
Product: Coldharbour Financials Version: 7.142

Question	Supplier Response	Evaluation Confirmation
6 Does the system provide specific levels of password control to authorise master file amendments?	Yes. The support utility requires a password. Furthermore all master file amendments are logged in an audit file.	Confirmed
7 Are there specific security procedures (by passwords or warnings) over the:		
i) Update of ledgers?	Yes, all ledger updates are logged by date, time and user. Users can, optionally, also have their postings directed to a batch file for authorisation before posting.	Confirmed
ii) Closing of accounting periods?	Access to the period end process is only permitted to users with administration rights.	Confirmed
iii) Deletion or archiving of transactions	Yes – deletion causes archiving to a history file.	Confirmed
8 Is there a clear indication in the system or manuals as to how the data is backed-up and recovered?	Yes	Confirmed
9 How is this provided:		
i) Within the software application?	Yes, but very seldom used.	Confirmed
ii) Within the operating system?	Yes	As stated
iii) Are any of these procedures automatic?	Yes, option i) can be set to run automatically.	As stated
iv) Is the user forced or prompted to back-up at certain intervals?	Not by default although the system can be configured to provide this option.	Confirmed
v) Can the intervals be customised?	Yes	Confirmed
vi) Do the recovery procedures work?	Yes	Not tested

Functional requirements questionnaire
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Question	Supplier Response	Evaluation Confirmation
10 Does the system facilitate recovery procedures in the event of system failure? (E.g. Roll back to the last completed transaction).	Yes, there is a full transaction roll back. If a user's PC fails the system rolls back to the last complete transaction once the log back into the system.	As stated
11 If system 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?	The user would need to re-enter the batch if it was not saved.	As stated
12 Are there any features provided with the software to help track down processing problems?	Yes, there are extensive transaction tracking and audit facilities. All transactions are held at detail level and all have a unique reference at transaction line level.	Confirmed
13 Are system messages clear and are user responses properly structured to ensure that erroneous key strikes do not lead to inappropriate actions?	Yes	Confirmed
14 Is there a system log which details:		
i) User activity?	Yes, all activities are logged in an audit file, which can be searched by user, time, date and activity type.	Confirmed
ii) Error messages?	No, errors detected at entry line level.	Confirmed
iii) Security violations?	Yes, all successful and unsuccessful log-in attempts are recorded in the master audit log.	Confirmed
15 What are the procedures for handling dates? (E.g. 2 digit, 4 digit).	4 digit years normally but 2 digits accepted.	Confirmed

Functional requirements questionnaire
Product: Coldharbour Financials Version: 7.142

Question	Supplier Response	Evaluation Confirmation
i) In the case of two digits what is the break point for the century?	Windows standard.	Confirmed
ii) Are dates handled consistently throughout the software?	Yes	Confirmed
16 Economic and Monetary Union.		
What approach will the supplier take towards handling the EURO?	The system can support dual base currencies and can handle triangulation but as these features are not required in the current market place all multi-currency features have been disabled.	Confirmed
Consider requirements:		
- before the UK joins the EMU;		
- transition period, i.e. dual currency in the UK;		
- post the transition period.		

Functional requirements questionnaire
Product: Coldharbour Financials Version: 7.142

Question	Supplier Response	Evaluation Confirmation
5.2 Input of transactions		
<p>The following sections in Input of transactions, File maintenance, Processing and Reports are primarily aimed at the three main accounting ledgers (General Ledger, Sales Ledger and Purchase Ledger). Where there are other modules (e.g. Sales Order Processing, generating invoices, Purchase Order Processing and Stock Control) questions, where applicable, need to be related to these modules.</p>		
1	Is data input controlled by self-explanatory menu options (and are these menus application-specific)?	Yes, data entry is controlled by menu option and each option is transaction specific. Confirmed
2	i) Does the system provide input validation checks such as account code validation, reasonableness (limits, VAT or discount checking) and validity checks?	Yes, key field such as account code, terms, due date and G/L code are validated against pop up lists. Confirmed
	ii) Can the user amend data on an input screen prior to update?	Yes, users can move up, down and around input screens to amend errors. Confirmed
3	What are the control features which ensure completeness and accuracy of data input e.g., batch control, matching, review of audit trail; are all input transactions subject to this control?	There are batch controls, although an administrator can switch these off. An audit report can be optionally produced at the end of each input of any type of transactions. Confirmed
4	Does the system allow for batch control totals? If so:	Yes (the facility can be forced or optional). Confirmed
	i) Are batches automatically numbered?	Yes Confirmed
	ii) Are batches forced to balance before ledger update?	Yes, it is not possible to post an unbalanced batch, even into suspense. Confirmed
	iii) Does the system allow the temporary halting of input of a batch to allow for queries or other activities to	Yes, the system is full 32 bit so multiple activities can be carried out simultaneously. Confirmed

Functional requirements questionnaire
Product: Coldharbour Financials Version: 7.142

Question	Supplier Response	Evaluation Confirmation
take priority (e.g. set up a new account)		
iv) Is the user forced to confirm batch totals?	If the system is set to require confirmation.	Confirmed
5 Is attempted posting of unbalanced journals rejected? (G/L).	Yes	Confirmed
6 Are input errors highlighted? Are they:		
i) Rejected and reported on screen?	Yes, where input errors have been made pop up tables are available to ensure valid data is selected.	Confirmed
ii) Rejected and error reports generated?	No	Confirmed
iii) Accepted and posted to suspense?	No	Confirmed
7 Is a detailed audit trail of all input data generated?	Yes, there are several different formats of audit reporting providing various levels of audit detail.	Confirmed
i) Are transactions allocated a unique reference number by the system?	Yes at transaction line level. Each transaction has a unique line, transaction and batch reference.	Confirmed
ii) Is this trail adequately protected from deletion?	Yes	Confirmed
8 i) What are the controls to ensure the internal integrity of the ledger(s) or the accounting information, e.g., control of accounts.	All entries must balance to zero at both batch and transaction level. There is also an automatic ledger integrity check at first log-in.	Confirmed
ii) Is it impossible to allocate input values directly to ledger control accounts? (G/L).	CSF is a unified ledger system and does not have the concept of control accounts.	Confirmed

Functional requirements questionnaire
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Question	Supplier Response	Evaluation Confirmation
iii) Is there a mechanism to allow the user to establish that the total balances on individual accounts agree to a respective control account? e.g. System Integrity Check.	Yes, the system checks to ensure balances at transaction, batch, period and company level.	Confirmed
9 i) Can automatic accruals or prepayments be generated?	Yes, can use scheduled transactions or reversals to set up accruals and prepayments for recurrent automatic posting.	Confirmed
ii) Will these automatically be reversed after the period end? (G/L)	Yes, if configured to do so.	
10 Is the ledger “open item”, rather than “balance forward” (or capable of being maintained as either)? (S/L, P/L, G/L).	CSF is a unified ledger and is open item. All transactions are held at detail level. At year-end any balance sheet account can be set to be a balance brought forward or an open item.	Confirmed
11 Does the system permit multi debit/credit journals?	Yes, unlimited debits and credits can be posted in a journal.	Confirmed
12 Are all transactions adequately identified on screen as to type and as to debit or credit?	Each entry is clearly identified by type and by Dr & Cr.	Confirmed
13 Can separate nominal analysis codes be input for each invoice line? (S/L, P/L, stock)	Yes	Confirmed
14 Can cash receipts and payments be matched to specific invoices?	Yes, cash can be posted unallocated, partially allocated or fully allocated to specific invoices.	Confirmed
15 Will the system permit part payments?	Yes, each element of the payment is referenced to the invoice so it is easy to track complex multi-part payments.	Confirmed

Functional requirements questionnaire
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Question	Supplier Response	Evaluation Confirmation
16 i) Will the system accept credit notes in the purchase ledger?	Yes, credit notes can be posted unallocated or allocated against invoices.	Confirmed
ii) Will the system generate credit notes in the sales ledger?	Yes	Confirmed
17 i) Does the system provide for early settlement?	Yes	Confirmed
ii) Can these be automatically generated?	Yes, the discount is calculated and posted automatically by the system.	Confirmed
iii) Are there controls over accepting settlement discounts (e.g. time limits)?	Yes, if the settlement amount is received outside the time limit no early settlement discount is given.	Confirmed
iv) Is VAT treated correctly on early settlement discounts?	Yes	Confirmed
18 i) Will the system permit the posting of unallocated cash to the ledgers? (S/L, P/L)	Yes, cash can be posted as allocated or unallocated and allocated at a later date.	Confirmed
ii) Are unallocated cash/credit notes specifically reported for follow up?	Yes, using the Report Generator.	Confirmed
19 Are outstanding transactions displayed for allocation? (S/L, P/L)	Yes, users can elect to see a complete history of what has been allocated and what remains to be allocated or just outstanding items.	Confirmed
20 Is it possible for new accounts to be created during sales invoicing or input of purchase invoices?	Yes, CSF is fully 32 bit and provides multi-tasking provided the user has the appropriate access rights.	Confirmed
21 Is there control over the creation of new accounts?	Yes, users can be granted or denied the ability to create new accounts.	Confirmed

Functional requirements questionnaire
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Question	Supplier Response	Evaluation Confirmation
22 Is the user prevented or warned from overriding credit limits or discounts? (S/L).	Yes, credit limits can be set up to be either prevented or just warned. Discounts can only be changed by access rights to the customer file.	Confirmed
23 If the system enables transactions to be posted to the ledgers whilst performing a bank reconciliation (e.g. standing charges, bank charges etc) are these adequately reported?	Yes, new transactions are flagged as un-reconciled and appear on the reconciliation screen.	Confirmed
24 i) Does the system accept input files from other computer packages?	Yes, there is a very powerful interface module, which enables CSF to import data from almost any source. Imported data can be both transactional and master file.	Confirmed
ii) What are the controls in place over the interface?	The interface is sophisticated and validates all incoming data against look-up tables in CSF.	Confirmed
25 Does the system have a facility for calculating interest on late payments?	Yes, can be produced using the Report Generator.	Confirmed

Functional requirements questionnaire

Product: Coldharbour Financials Version: 7.142

Question	Supplier Response	Evaluation Confirmation
5.3 Value Added Tax		
<p>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 VAT offices for detailed guidance. The overall objective is to accurately record the accounting for VAT in order to support VAT returns to Customs & Excise.</p> <p>N.B Cash accounting:</p> <p>VAT is based on cash payments or receipts for which tax invoices, or equivalent documents are held or issued (for goods or services). Payments in advance are not allowable to input VAT claim until the tax document is received. Receipts in advance or unallocated cash are subject to VAT at the standard rate. On invoice entry the VAT amount should be posted to a general ledger balance sheet input VAT suspense account to be reduced on payment or receipt of the VAT amount with the equal entry to the general ledger balance sheet VAT control account. Reconciliation or VAT analysis should be available for the General Ledger VAT suspense accounts (input and output) to invoices received/issued and the outstanding creditors and debtors listings. (i.e. the amount of VAT in and out should reconcile to the invoices issued, received and expected).</p> <p><i>Although full VAT features are included in the system they are rarely used as the majority of their clients have a status of being exempt from VAT.</i></p>		
System features		
1. Features required for the recording of VAT:		
<ul style="list-style-type: none"> ■ UK VAT registration number 	Yes	Confirmed
<ul style="list-style-type: none"> ■ EC VAT registration numbers (10) 	Yes, analysis fields can be used for this purpose.	Confirmed
<ul style="list-style-type: none"> ■ VAT rate (nn.nn) 	Yes	Confirmed
<ul style="list-style-type: none"> ■ rounding, to be applied consistently (up or down to the nearest penny but not to zero VAT) 	Yes – rounding up to nearest penny.	Confirmed
2. Security, by password and/or audit trail to control changes to:		
<ul style="list-style-type: none"> ■ general ledger VAT control accounts 	By access rights.	Confirmed

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Question	Supplier Response	Evaluation Confirmation
■ VAT tables	By access rights.	Confirmed
■ tolerance levels (if applicable)	By access rights.	Confirmed
■ invoice number table	Yes, start number can be reset at period/year end.	Confirmed
■ changes on VAT code on customer and/product files	Yes, all master file changes are recorded.	Confirmed
■ VAT calculated on sales invoices or credit notes	Yes	Confirmed
3. Method of operation		
a) VAT basis. Can the system handle:		
■ invoice (standard) accounting for VAT	Yes	Confirmed
■ cash accounting for VAT?	No	Confirmed
b) Where systems can handle both invoice (standard) and cash methods of accounting for VAT, is the basis clearly identified during set up?	N/A	
c) Is the ability to change a basis of accounting clearly flagged, i.e. users warned etc. and supported by audit trails to ensure proper VAT treatment of all transactions.	N/A	

Functional requirements questionnaire
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Question	Supplier Response	Evaluation Confirmation
4. Input VAT (purchases)		
a) Are there sufficient VAT codes to analyse input VAT:		
■ UK VAT chargeable (10 codes)	Yes	Confirmed
■ EC acquisition tax	Yes	Confirmed
■ No VAT	Yes	Confirmed
■ exempt	Yes	Confirmed
■ VAT inclusive	Yes	Confirmed
■ reverse charge tax	Yes	Confirmed
b) The following invoice details will be required to be input:		
supplier reference	Yes	Confirmed
invoice tax date	Yes	Confirmed
invoice gross total	Yes, this amount is calculated but can be overwritten.	Confirmed
invoice VAT amount	Calculated but can be overwritten.	Confirmed
individual invoice lines:		
■ net amount	Yes	Confirmed
■ VAT rate (optional from VAT code, product supplier	Yes	Confirmed
c) The system should validate individual invoice line VAT amounts against the total invoice of VAT (less early settlement at	Yes, it does.	Confirmed

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Question	Supplier Response	Evaluation Confirmation
discount) and accept or reject the amount subject to a tolerance. Where the amount is within the tolerance it is the amount on the suppliers' invoice which must be used to derive the amount recoverable.		
d) Where a system allows VAT to be reclaimed on the basis of registered but unposted invoices, the system must allow for the VAT status of invoices to be flagged as:		
■ VAT not yet reclaimed or	Yes, via the Report Generator.	Confirmed
■ VAT claimed	Yes, via the Report Generator.	Confirmed
5. Output VAT (sales)		
a) Are there sufficient VAT analysis codes to identify the following:		
■ UK chargeable	Yes	Confirmed
■ EC VAT: goods and related services	Yes	Confirmed
services only	Not required for current market.	Confirmed
process	Not required for current market.	Confirmed
triangulation	Not required for current market.	Confirmed
■ exempt	Yes	Confirmed

Functional requirements questionnaire
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Question	Supplier Response	Evaluation Confirmation
■ export to a third country	Not required for current market.	Confirmed
■ UK sale zero rate by certificate/treasury	Not required for current market.	Confirmed
■ distance selling (supply to an unregistered EC customer)	Not required for current market.	Confirmed
■ outside scope	Yes	Confirmed
b) For each invoice generated:		
■ unique invoice reference	Yes	Confirmed
■ supplier, name, address, EC country code and VAT number	Yes	Confirmed
■ date of invoice	Yes	Confirmed
■ tax point (the date the supply takes place, the date of issue of a tax invoice or receipt of payment if before supply) the date of the tax invoice issued (if within 14 days of the date of supply)	Yes – uses invoice date.	Confirmed
■ customer, name, address, EC country code and VAT number (if EC)	Yes	Confirmed
■ type of goods supplied, quantity, description, net value, rate of VAT.	Yes	Confirmed

Functional requirements questionnaire
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Question	Supplier Response	Evaluation Confirmation
■ total net charge	Yes	Confirmed
■ rate of cash discount.	Yes	Confirmed
■ total invoice and VAT value for each rate of VAT	Yes, totals can be included with user defined invoice layout.	Confirmed
■ type of supply	Yes	Confirmed
c) Pro forma invoices should be clearly identified as “this is not a tax invoice”.	Yes, via Report Generator.	

6. Reporting

The following reports should be available:

a) VAT return by report period (three monthly, monthly or by other month ends if agreed with the local VAT office)	Yes	Confirmed
b) summary of data included in VAT reports	Yes	Confirmed
c) detailed analysis of data included in each return sorted by VAT code and transaction type. Totals of outputs and inputs required for boxes 6 and 7 of the VAT return, to be derived from the net amount totals from the appropriate VAT codes.	Yes	Confirmed
d) total of EC supplies and acquisitions required for boxes 8 and 9 of the VAT return, to be derived from the net	Yes	Confirmed

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Question	Supplier Response	Evaluation Confirmation
amount totals from the appropriate VAT codes.		
e) Audit trails, where appropriate to identify amendments to:		
■ VAT tables	Yes, all master file changes are logged.	Confirmed
■ tolerance parameters	Yes	Confirmed
■ invoice VAT calculations	Yes (there is a VAT change field stored at transaction line level).	Confirmed
■ customer/supplier/product master files	Yes, all master file changes are logged.	Confirmed
f) full audit trail of details of all VAT postings with variances by report period and country code showing:		
■ customer VAT number, customer, reference number (invoice), invoice value ESL indicator.	Yes, via the Report Generator.	Confirmed
g) Exception reports or audit trail of all VAT postings where the computer generated VAT or calculated VAT has been overridden.	Yes, via the Report Generator.	Confirmed
h) EC sales list (ESL) reconciliation analysis including:	Yes, but bespoke templates have to be created.	Confirmed
i) INTRASTAT reports where applicable.	Yes, but bespoke templates have to be created.	Confirmed

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Question	Supplier Response	Evaluation Confirmation
7. Potential problem areas		
Can the system correctly handle the following circumstances:		
a) VAT control or Suspense accounts, are these protected from direct update by journals?	Yes, such accounts can be protected but are not protected by default.	Confirmed
b) How are errors on VAT accounts corrected?	Journal adjustments to the VAT accounts. If an input error on the invoice then the user can modify the transaction subject to certain conditions. Changes recorded on audit log.	Confirmed
c) VAT treatment of purchase and sales ledger contras		
■ both items VATable	N/A	
■ supplier is non VAT registered	N/A	
d) Reimbursable expenditure, e.g.. Electric charge received and partly recovered from a sub tenant.	Yes, CSF can handle partial reclaimable VAT.	Confirmed
e) Partially allowable expenditure, e.g. VAT on petrol invoices where employees are provided with petrol (adjustment required for own use)	Yes, CSF can handle partial reclaimable VAT.	Confirmed
f) Can the system handle cheque refunds to customers? i.e. unusual transactions under cash accounting.	N/A	
g) Can the system handle invoices with multiple rates of VAT?	Yes, each transaction line can have a different rate.	Confirmed

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Question	Supplier Response	Evaluation Confirmation
h) Can the system handle write off of bad debts and the VAT consequences?	Manual entries have to be posted.	Confirmed

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Question	Supplier Response	Evaluation Confirmation
5.4 File maintenance		
1	Is the creation or amendment of standing data (e.g. customer account details) controlled by menu options and are these menus application-specific?	Yes Confirmed
2	Does the system provide input validation checks? (e.g. account number validation by displaying the underlying information relating to the account codes such as the description, completeness checks and format checks, i.e. checking that the information has been keyed in correctly).	Yes, all key fields validated against pop-up lists. Completeness - requires account code and name plus some defaults. Confirmed
3	Are input errors highlighted? Are they:	
	i) Rejected and reported on screen?	Yes Confirmed
	ii) Rejected and error reports generated?	No Confirmed
	iii) Accepted and posted to suspense?	No Confirmed
4	Does the system prevent an account from being deleted whilst it is still active?	Yes Confirmed
	Are there other constraints over the deletion of accounts? (e.g. movement during the year, associated sub-accounts).	Yes – accounts can not be deleted when they have a balance or transaction history during the year. Confirmed
5	i) What is the length and scope of reference numbers GL/SL/PL?	The main reference fields are a maximum of 30 characters plus many other fields can be used. Confirmed

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Question	Supplier Response	Evaluation Confirmation
ii) Is it adequate to permit sufficient depth of analysis?	More than adequate. Very comprehensive.	Confirmed
6 i) Are reports available for users to identify all master file changes?	No	Confirmed
ii) Can reports be invoked which identify the fields which have been modified?	Records, but not fields.	Confirmed
iii) Would it be possible to show that these reports provide a complete record of all such changes?	No	Confirmed
iv) Do the reports show how the fields have been modified? (e.g. before and after).	No, but can run before and after reports.	Confirmed
7 If the system uses a lot of standing information which changes frequently or regularly, does the system allow for such changes to be effected through the use of parameters or tables?	Yes, there are parameter tables to facilitate the set up of standing information such as customer and supplier master records.	Confirmed
8 If so, is the use of such parameters or tables adequately reported?	Yes, they are fully audited.	Confirmed
9 Is proper control to be exercised over changes to such parameters? (If so, how? For example, through the use of system facilities such as passwords or by inspection of appropriate reports).	Access to parameter tables is controlled by module user right access. Any changes are logged by user, date and time.	Confirmed
10 i) Does the system allow selective archiving of old data on a user-defined basis?	Yes, old data can be archived into a 'history file'.	Confirmed

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Question	Supplier Response	Evaluation Confirmation
ii) Can this data still be used by the report generator?	Yes, the archive file can be linked to the live transaction file for reporting purposes.	Confirmed
iii) Can archived data be restored?	Yes, via support.	Confirmed
iv) Are there password controls over the handling (retrieval/saving etc) of archived data?	Yes	Confirmed

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Question	Supplier Response	Evaluation Confirmation
5.5 Processing		
1 Does the system ensure that menu options or programs are executed in the correct sequence (e.g. ensure outstanding transactions are processed before month end procedures run)?	Yes, a month end process cannot be run if there are unprocessed transactions waiting to be posted.	Confirmed
2 i) 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. Users can apparently modify posted transactions. However, the original transaction is flagged as cancelled and a copy is presented to the user to modify thus retaining a full audit trail.	Confirmed
ii) Is there an audit trail of all changes to transactions which have updated the ledgers?	Yes, all changes are logged in the system audit file.	Confirmed
3 Can the system calculate prices or values by reference to master file data?	Yes, a stock list can contain prices and the user has only to key the quantity.	Confirmed
4 Does the system provide automatic recalculation, where appropriate, of data input? (e.g. VAT)	Yes, if a price or quantity is changed thus changing the line value the VAT is automatically recalculated.	Confirmed
5 i) Does the system warn the user when the system is out of balance?	Yes. Although this is highly unlikely due to the unified ledger design. The system runs an integrity check for first log-in. The process can be run manually at any time.	As stated
ii) Is this check done on switching on or on ledger update?	At log-on or user requested.	Confirmed
6 Does the system include routines for recovery from abnormal termination (e.g. power cuts)?	Yes. There is a full transaction roll back.	As stated

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Question	Supplier Response	Evaluation Confirmation
i) Are these automated?	Yes. As soon as the user logs back into the system it will roll back any part posted transactions caused by abnormal termination and report the process on screen.	As stated
ii) Do they rollback to the last completed transaction?	Yes	As stated

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Question	Supplier Response	Evaluation Confirmation
5.6 Reports		
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.)	Yes. The standard system reports comply with these requirements. It is, however, possible for users to create their own reports with the Report Generator that do not comply.	Confirmed
2 i) Do the reports provide totals where applicable?	Yes	Confirmed
ii) Are these totals calculated or taken from a control file?	Calculated from transactional level.	As stated
3 Is it clear when the report has ended? (totals or end markers)	Some reports have an end marker and totals but not all but the user can define these in their own reports.	Confirmed
4 Can reports be saved in electronic format (as distinct from just printing)?	Yes, for example Excel format or PDF, etc.	Confirmed
ii) Are such files adequately protected from deletion or amendment?	Only if locked by the user.	Confirmed
5 i) Is a report generator provided as part of the software or as an option associated with it?	Yes	Confirmed
ii) What level of knowledge is required to use the report generator, e.g. beginner, regular user, expert?	Basic usage can be learnt very quickly. Sophisticated usage takes more time.	Confirmed
iii) Can the report generating facility make use of user-defined fields (including external fields)?	Yes, users can select fields from a list of tables or create their own fields within the database.	Confirmed

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Question	Supplier Response	Evaluation Confirmation
6 Does the report writer cover all ledgers (transactions) files and balance (all value fields e.g. prior year etc.) files?	Yes. The Report Generator can access any table within CSF.	Confirmed
7 i) Are all the parameters or selection criteria used on reports reported?	Many of the reports show these parameters, but not all. The user can define these in their own reports.	Confirmed
ii) Is there an option for reports to exclude nil balances?	Yes, user defined.	Confirmed
8 Can screen layouts, reports and transaction formats be easily adapted to users' requirements?	Yes. All screen enquiries are created using an enquiry wizard. Users may amend or build new enquiries quickly and easily. Transaction formats fixed.	Confirmed
9 Can a hard copy be produced of all screen enquiries?	Yes	Confirmed
10 Can transaction files for all previous periods of the year be retained in the system to permit enquiries and reports?	Yes. The system is open period and reports can be produced for any period during the current year and any period in the prior year by utilising the history file.	Confirmed
11 Can all reports [transaction listings (G/L), Day books (S/L, P/L)] be reproduced after the period end?	Yes, (see above) at any specified date.	Confirmed
12 Are reports of all master file changes automatically generated or stored for later printing?	No, but system will log changes.	Confirmed
13 Can full lists of master file information be produced?	Yes, there are reports and data dictionaries for all tables in the system.	Confirmed

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Question	Supplier Response	Evaluation Confirmation
14 i) Are all transactions on all reports individually identifiable?	On transaction level reports but obviously not on summary reports.	Confirmed
ii) Do the reports show whether items are debit or credit, and do they give sufficient narrative and coding to enable cross referencing?	Debits and credits are either designated by different column positions or by positive and negative numbers depending on the type of report. Reports can be cross-referenced by unique transaction references consisting of batch, transaction and line number.	Confirmed
15 Can the system produce all requisite reports? (For example trial balance, profit and loss account, balance sheet, cash flow statement and VAT reports, (including VAT return, EC Sales Listings and Intrastat returns (SSD), if applicable, in addition to ledger reporting requirements)	Yes, all reports apart from cash flow statement. For the current market EC sales listings & Intrastat returns are not required.	Confirmed
16 i) Do standard reporting options give sufficient flexibility to tailor individual reports?	Yes, any report format can be copied and modified.	Confirmed
ii) Do these reporting facilities permit multiple key-sorting, variable report intervals and optional selection parameters?	Yes, users can sort on any field and there are unlimited grouping / sorting levels.	Confirmed
17 Are standard reports always produced, even when they are nil returns?	Not normally but Excel Reporter can be configured to run when there are nil returns.	Confirmed
18 i) Do the standard budget reports provide sufficient analysis of variances?	Yes, reports can be produced to provide variance analysis at almost any level. There are 5 budgets.	Confirmed

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Question	Supplier Response	Evaluation Confirmation
ii) Do such reports provide exception reporting, percentage analysis and comparatives? (G/L, S/L, P/L)	Yes, there is a wide range of standard budget layouts available and users can create their own should they require specialised comparatives.	
19 Do standard reports show sufficient analysis of trading results? (For example sales analysis by region)?	Yes, CSF has a wide range of analytical capability. There are over 50 levels of analysis available to budget against including, company, department, division, cost centres (x20), supplier, customer, period, etc.	Confirmed
20 i) Are all movements during each accounting period shown on ledger detail reports?	Yes, CSF is an open item system and details of movements are retained permanently in the system.	Confirmed
ii) Do these reports show how all partial payments or allocations (unallocated cash) have been treated?	Yes, each segment of an allocation is held individually and reference codes enable a full picture of any allocation process, be it a single allocation or multiple part allocations, to be tracked easily.	Confirmed
21 Does the trial balance report show balances carried and brought forward and totals of posted transactions?	Multiple trial balance formats are available and reports are built from transaction detail records not from summary records.	Confirmed
22 Can the management accounts, profit and loss account and balance sheet be sufficiently analysed by cost centres, company and period?	Yes, CSF has a 30 character G/L account code, which can be split into user definable cost centres. There are a further 9 analysis codes and 9 resort or mapping codes.	Confirmed
23 i) Can aged analysis reports be obtained? (sales ledger, purchase ledger, stock).	Yes, there are a range of different report formats available.	Confirmed
ii) Are the age criteria fixed or user definable?	Six user defined periods.	Confirmed

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Question	Supplier Response	Evaluation Confirmation
iii) Can the age analysis reports be in summary and/or detail (for credit control)?	Yes, both on screen and printed reports. Summary screen enquiries can also be drilled down to detail level dynamically.	Confirmed
24 What controls are there in place so that the user is aware of partly processed transactions (e.g. unposted invoices or uninvoiced dispatches)?	There are exception reports showing registered but unposted invoices. Alerts can also be set up to prompt users automatically although these are not set by default.	Confirmed
25 What controls are there in place to ensure that the correct price/discount has been applied to invoices/credit notes? (e.g. Gross Margin reports)	Report can be produced via Report Generator.	Confirmed
26 Can the system automatically generate documents for external use? (For example sales invoices and statements, remittance advices and cheques).	Yes, any transaction input can generate any type of document. All external documents are user configurable.	Confirmed
27 i) Can the system control duplicated documents e.g. sales invoices?	Yes, number auto produced or warning messages are given for manual entry.	Confirmed
ii) Are these clearly identified as duplicates?	Yes, warning message states duplicate invoice number.	Confirmed
28 Does the system force the production of month-end reports?	Yes, the system can optionally force the production of an audit trail at period end or it can be produced at any time. All other reports can be produced at any time.	Confirmed
29 Following a month end can transactions still be viewed and can the reports be rerun as at a previous month end? In particular - is it possible to print out retrospective	Yes, all transactions are held at detail level. No summaries are done by the month end process so historical reports can be produced after the month end.	Confirmed

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Question	Supplier Response	Evaluation Confirmation
aged sales and purchase ledger reports that agree back to the month end trial balance control account figures as at the month end.		
30 Can the reporting function make use of external data files?	Yes, but only if the fields have been added to the database or using Excel Reporter.	Confirmed
31 Does the report generator have the facility to scroll up and down when output to screen?	Yes, users can scroll up, down, left and right. Reports can also be 'zoomed' in and out.	Confirmed
32 Can all reports be run without the need for period-end procedures to be initiated?	Yes	Confirmed
33 Does the report generator allow print previews of all reports ?	Yes	Confirmed

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Question	Supplier Response	Evaluation Confirmation
5.7 Performance of requisite accounting functions		
1	i) Can the software be used by more than one person at the same time?	Yes, system is SQL sever based and can support several hundreds of concurrent users. Confirmed
	ii) Can the same function (e.g. Purchase ledger) be used by more than one person at the same time?	Yes, no limits on number of concurrent users. Confirmed
2	i) Can the software support groups of companies, departments, branches? How many such branches or companies can be supported? Can they be consolidated?	Yes, the system is multi-departmental and multi-company. There are no limits on the number of companies or departments the system can manage. There is a multi-level consolidation process. Confirmed
	ii) Can the system consolidate entities with different charts of accounts?	Yes, CSF has mapping codes to enable companies with different charts of accounts to be consolidated. Confirmed
3	Is multi-currency processing available? (What is the maximum number of currencies available?) Is conversion to sterling automatic? (G/L, S/L, P/L, stock)	No multi-currency is required for the current market place and this facility has been disabled. Confirmed
4	What are the currency capacities?	
	i) What are the maximum and minimum exchange rates	N/A
	ii) What is the maximum number of currencies?	N/A
5	What currency information is held?	
	i) Currency code/description	N/A

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Question	Supplier Response	Evaluation Confirmation
ii) Country	N/A	
iii) Currency rate table.	N/A	
iv) Date rates effective.	N/A	
v) Previous rates held.	N/A	
6 User controls?		
i) Can the base currency be selected?	N/A	
ii) Can the user over ride the exchange rates during a transaction?	N/A	
iii) Can the user change the exchange rates per account?	N/A	
iv) Is there a restriction on accounts to a single selected currency.	N/A	
7 Currency processing		
i) Can the user manually over ride the currency calculation?	N/A	
ii) Are gains or losses on currency calculations automatically processed?	N/A	
iii) Can the user over ride the calculation /processing of currency gains and losses?	N/A	
iv) Can the user define the treatment of forex gains/losses (e.g. the nominal to write to)?	N/A	
iv) How does the currency treat revaluations relating to:?		

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Question	Supplier Response	Evaluation Confirmation
<ul style="list-style-type: none"> ■ Ledgers (sales/purchases) ■ Monetary assets/liabilities ■ General ledger accounts 	N/A	
v) Can ledger accounts be defined to take invoices/payments in specified currencies/multiple currencies:?	N/A	
8 Currency input		
i) Does the system prevent the deletion of the active currency.	N/A	
ii) Does the system prevent use of duplicate currency codes?	N/A	
iii) Can currency transactions be entered in selected currency and/or base currency?	N/A	
iv) Are transactions held in selected currency and/or base currency?	N/A.	
v) Can transactions be entered in multiple currencies?	N/A	
9 How does the system handle exchange differences?	N/A	
10 What number of accounting periods are provided by the system?	Up to 53 per year.	Confirmed
i) What is the minimum?	1	Confirmed
ii) Can the length/ number of periods be adjusted to suit different user requirements?	Yes, each accounting period can be defined by start and end date.	Confirmed

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Question	Supplier Response	Evaluation Confirmation
iii) How many accounting periods can be open at any one time?	Unlimited.	Confirmed
iv) How many years can be open?	Ten.	Confirmed
v) Can a period or year be re-opened after it has been closed?	Yes, a period can but only by a systems supervisor with strict audit controls. Years closed cannot be reopened. However, adjustments can be made by a special journal to brought forward balances without affecting closed years.	Confirmed
11 Are the ends of accounting periods determined by the user rather than being set by the system?	System defaults start and end dates but user can overwrite as required.	Confirmed
12 i) Can data from all accounting periods be accessed at any given moment?	Yes, the system is open period and all periods or any range of periods can be reported on at the same time.	Confirmed
ii) Can previous months be accessed for enquiries or reports?	Yes, see above.	Confirmed
13 i) Does the system allow posting to more than one accounting period at a time?	Yes, users can post up to 10 years forward (provided they have the correct permissions) and can post back to the last unclosed period.	Confirmed
ii) Is it possible to allocate transactions to:		
a) future periods?	Yes, provided user has the correct rights.	Confirmed
b) previous closed periods?	Yes, if the systems administrator has allowed back posting. Closed periods need to be unlocked to allow posting.	Confirmed
c) a previously closed year?	No	Confirmed

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Question	Supplier Response	Evaluation Confirmation
iii) If the system allows posting to previous or future accounting periods or years, does it:		
a) Flag/warn the user that it is occurring?	Forward optional warning. Back – stopped for closed periods.	Confirmed
b) Revise subsequent periods accordingly?	CSF is an open period system. Posting a value to a future period does not affect prior or current periods. Users can only post back into unclosed or unlocked periods when this is done the appropriate period will be revised accordingly.	
c) Will transactions outside the current period be adequately reported and accounted for (e.g. on the VAT return)?	Yes, the VAT return would identify a transaction with a prior date as it would not have been previously reconciled in the last VAT return.	Confirmed
14 Does the system permit use of budgets and provide comparisons between budgets and actuals? (G/L, S/L, P/L)	Yes, there is a comprehensive budgeting module which encompasses all elements (G/L, S/L & P/L)	Confirmed
15 i) What is the maximum value of transactions and of totals, that can be handled by the system?	9 (18).99	As stated
ii) What is the maximum number of transactions that can be handled by the system?	Unlimited	As stated
16 What is the maximum number of accounts on each ledger (e.g. sales ledger, purchase ledger, nominal ledger)?	Unlimited	As stated

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Question	Supplier Response	Evaluation Confirmation
17 What is the size and format of account numbers on each ledger?	S/L, P/L and stock – 20 A/N, G/L codes are up to 30 A/N including a minimum of 1 character for company code.	Confirmed
18 Are the control features provided by the software adequate to support effective user controls?		
i) Transaction sequencing?	Every line of every transaction has a unique sequential key consisting of batch, transaction and line reference.	Confirmed
ii) Automatic dating of posting transactions?	Every line of every transaction is stamped with the time and date the transaction was posted.	Confirmed
iii) Identification of user id or program generating (i.e. the source) the transactions?	Every line of every transaction is stamped with the code of the users that posted the transaction and the program used to post the transaction.	Confirmed
19 Does the system have a facility for calculating interest on late payments?	Yes, via the Report Generator.	Confirmed
20 Does the system allow budgets to be set for:		Confirmed
i) GL?	Budgets can set for any element of the unified ledger. Budgets can also be set against any field in the ledger such as suppliers, fixed assets, stock items, etc.	
ii) Sales?		
iii) Purchases?		
iv) Overheads?		
v) Balance sheet?		
21 Can budgets be set by period?, yearly?:	By period or yearly, distributed equally or by a user defined factor.	Confirmed
22 Can the system automatically generate budgets – if so how (e.g. by % increase on last year/period or by bringing forward historic data)?:	Yes, there are a number of ways to generate budgets including % uplift and % profiling or bringing forward previous budgets or actuals.	Confirmed

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Question	Supplier Response	Evaluation Confirmation
23 What are the drill down features available on the system?	The drill down and drill around facilities are almost unlimited and are one of the products key features. From a summary transaction you can drill down to detail lines and then across to master file information or back to source documents, etc.	Confirmed

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Question	Supplier Response	Evaluation Confirmation
5.8 Sales Order Processing and Invoice Production		
<i>Sales order processing is not included in this evaluation as it is not required or provided to the current market, only invoice production.</i>		
Only production of invoices and credit notes.		
1	Does the system start with a quotation or the sales order?	N/A
2	Are recurring or schedule orders handled ?	N/A
3	At quotation or initial order state how does the system:	N/A
	i) check stock availability	
	ii) highlight alternative stock	
	iii) check credit status of customer - is this:	
	■ on receipt of order	
	■ prior to dispatch	
4	Can the system block	
	■ customer orders	N/A
	■ deliveries	N/A
	■ invoice production	Yes, can put customer on hold. Confirmed
5	Where stock is not available is a "back order" raised and a purchase order issued?	N/A
6	Does the system handle forward orders?	N/A
	■ only when stock is now available	
	■ to be allocated from future	

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Question	Supplier Response	Evaluation Confirmation
planned stock		
7 Can multiple addresses be held for each customer (invoice and delivery address).	Yes	Confirmed
8 Are the following documents produced:		
■ Quotations	No	Confirmed
■ Order confirmation	No	Confirmed
■ Picking lists	No	Confirmed
■ Labels	Yes	Confirmed
■ Dispatch/Delivery note	No	Confirmed
■ Invoices	Yes	Confirmed
9 Are the following reports available:	N/A	
■ Quotes for which orders not received		
■ Orders received (analysis)		
■ Items placed on backorder and/or purchase orders raised		
■ Items dispatched not invoiced		
■ Items ordered but not dispatched due to stock out		
■ Gross margin (by invoice or item)		

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Question	Supplier Response	Evaluation Confirmation	
10	Are invoice details derived from order input? (e.g. prices, quantity)	N/A	
11	i) Can picking lists /dispatch notes be amended for non availability of stock?	N/A	
	ii) Is this reported?	N/A	
	iii) Items dispatched reflect in final invoice?	N/A	
12	Is there one dispatch note and invoice per order?	N/A	
13	How does the system ensure all dispatches are invoiced? e.g. where multiple dispatches are raised per order, or several orders on a single dispatch note.	N/A	
14	Can manual invoices be raised (i.e. without a sales order)?	Yes	Confirmed
15	Does the system produce proforma invoices as required?	Yes, user needs to create document format.	Confirmed
16	i) Can returned goods be processed to produce credit notes?	N/A	
	ii) Are these referenced to the original order/invoice?	N/A	
17	i) Will the product accept orders from the Web?	N/A	
	ii) How are Web orders integrated with the sales order processing ledgers?	N/A	

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Question	Supplier Response	Evaluation Confirmation
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5.9 Purchase Order Processing

Purchase order processing is not included in this evaluation as it is not required or provided to the current market.

1 Order generation -

i) Does the system generate suggested orders?

ii) Can orders be generated by the user?

■ Is the system easy and efficient to use, i.e. scroll backwards and forwards in the product file, tagging more than one item per order?

■ Can more than one supplier be allocated to each product?

■ Does the system hold details of substitute products if applicable?

2 Based on automatic and manual order generation (above) does the system produce a list of proposed purchase orders, if so, can these be easily amended?

3 Is stock availability updated for stock on order?

4 Can the system handle partially completed orders and returns?

5 Are receipts checked to orders and discrepancies reported?

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Question	Supplier Response	Evaluation Confirmation
6 Are purchase invoices checked to purchase orders, confirmed receipts and discrepancies reported?		
7 Are the following reports available:		
i) Purchase Orders raised (analysis)?		
ii) Purchase Orders not received?		
iii) Goods received discrepancies?		
iv) Invoice to goods received discrepancies?		
v) Goods received not invoiced?		
8 Can the system handle “back to back” ordering?		

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Question	Supplier Response	Evaluation Confirmation
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5.10 Stock Control

Stock control is not included in this evaluation as it is not required or provided to the current market only a stock list.

1 What information is held in respect of stock (and are there any limits):

- | | | |
|--|--|---|
| <ul style="list-style-type: none"> ■ Item numbers/description | <ul style="list-style-type: none"> 20 A/N code and 100 A/N description. | <ul style="list-style-type: none"> Confirmed |
| <ul style="list-style-type: none"> ■ Location(s) | <ul style="list-style-type: none"> N/A | |
| <ul style="list-style-type: none"> ■ Quantity, (available, allocated, on order) | <ul style="list-style-type: none"> N/A | |
| <ul style="list-style-type: none"> ■ Minimum and maximum stock levels | <ul style="list-style-type: none"> N/A | |
| <ul style="list-style-type: none"> ■ Reorder lead times | <ul style="list-style-type: none"> N/A | |
| <ul style="list-style-type: none"> ■ Supplier(s) | <ul style="list-style-type: none"> N/A | |
| <ul style="list-style-type: none"> ■ Prices/cost/discount details | <ul style="list-style-type: none"> Yes | <ul style="list-style-type: none"> Confirmed |
| <ul style="list-style-type: none"> ■ Other stock information: | <ul style="list-style-type: none"> N/A | |
| <ul style="list-style-type: none"> ■ Batch/serial number | | |
| <ul style="list-style-type: none"> ■ Weights etc. | | |

2 How is stock updated? N/A

- Dispatch of goods
- Receipt of goods
- Adjustments
- Transfers between locations

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Question	Supplier Response	Evaluation Confirmation
3 Is negative physical stock allowed?	N/A	
4 Can the system handle “sale or return” stock?	N/A	
5 Can the system handle variations to a standard pack of products?	N/A	
6 What methods of stock valuations are allowed? (e.g. average, FIFO, LIFO, standard, etc).	N/A	
7 How can stock enquiries be made, i.e. by product code, short name/supplier etc.	N/A	
8 Does the system 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?	N/A	
9 Does the system facilitate the regular counting/inspection of physical stock (e.g. by producing random/defined stock check lists)?	N/A	
10 Can the system handle more complex situations such as: <ul style="list-style-type: none"> ■ Bill of Materials ■ Links to CAD/CAM systems ■ Job costings to collate and value WIP. 	N/A	

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Question	Supplier Response	Evaluation Confirmation
5.11 User documentation		
This section applies to any of; online, hardcopy or other (e.g.WWW) documentation – specify which are applicable.		
Hardcopy per module, also supplied on CD.		
1	Is the manual clearly laid out and understandable?	Yes Confirmed
2	Is the manual comprehensive and accurate?	Yes Confirmed
3	Is there an index to the manual?	Yes Confirmed
4	Is it easy to locate specific topics in the manual when required?	Yes Confirmed
5	Is it easy to follow through all procedures in the manual?	Yes Confirmed
6	i) Does the manual include:	
	a) A tutorial section?	No, separate handouts. Confirmed
	b) A guide to basic functions?	Yes Confirmed
	c) Pictures of screens?	Yes Confirmed
	d) Completed examples included in the manual?	Yes Confirmed
	e) Specific “error correction” procedures.	No – self-explanatory. Confirmed
7	Does the documentation clearly specify the actions to be taken by users at each important stage of	Yes – by program function. Confirmed

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Question	Supplier Response	Evaluation Confirmation
processing?		
8 i) Are help screens available relating to the task in hand? (context sensitive help).	No on screen help provided.	Confirmed
ii) Do they provide on-line instructions on how to use particular features of the software?	N/A	
iii) Can they be edited or prepared by the user?	N/A	
9 Will the software supplier 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?	File definitions already available via a data dictionary report.	Confirmed

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Question	Supplier Response	Evaluation Confirmation
5.12 Efficiency		
1 Are the various functions of the system menu-driven, or otherwise easy to initiate? Is there a good response time in the initiation of functions?	Menu driven, fast response subject to suitable hardware.	Confirmed
2 Is data entry easily repeated if similar to previous entry?	Yes, there is a 'carry down' button for transaction lines.	Confirmed
3 i) Does the system prevent access to a record while it is being updated? Is the locking at file (e.g. purchase ledger) or record (e.g. supplier's account) level?	Yes, locking at record level for transactions. File level locking is only used for major processes such as period end.	Confirmed
ii) Does the system allow for the running of reports whilst records are being updated?	Yes	Confirmed
4 Does the system 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?	No, on-line updating.	Confirmed
5 Can regular reports be easily duplicated if required?	Yes. There is a macro facility, which enables report packs to be re-run at any time.	Confirmed
6 Does the system warn the user when space is becoming short?	No, the operating system will do this.	Confirmed

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Question	Supplier Response	Evaluation Confirmation
5.13 Integration and www facilities		
1 i) Are the different accounting applications integrated?	Yes. The entire system is fully integrated based upon a unified ledger design.	Confirmed
ii) Are they integrated on real time basis or batch basis?	Any posting can be designated as batch or real time. A user may, therefore, be allowed to post one type of transaction, such as sales invoices, 'real time' whereas they may only be permitted to post purchase invoices in batch mode.	Confirmed
iii) Can the integration of batches be by batch, weekly or monthly?	Yes, batches can be posted hourly, daily, weekly, monthly as required.	Confirmed
2 Is the ledger updating process satisfactorily controlled by the production of control reports?	Yes, full audit trails are produced.	Confirmed
3 What operating systems does the system run under?	All versions of Windows 2000. All versions of Windows XP.	Confirmed
4 Can more than one system function be performed concurrently?	Yes, the system is a true 32-bit system and multiple processes can be performed by one user at the same time.	Confirmed
5 i) Can the software be linked to other packages e.g. word processing, graphics, financial modelling, to provide alternative display and reporting facilities?	The reporting in CSF is very powerful. There is an integrated drag and drop report writer and an integrated Excel output facility. CSF can also be linked to the BVX Excel report generator enabling cell based reports to be created from the CSF data tables.	Confirmed
ii) Can definable links to spreadsheets be created?	Yes – see above.	Confirmed

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Question	Supplier Response	Evaluation Confirmation
6 Does the system integrate with any web trading software? External or suppliers own?	Yes – external.	As stated – not included in evaluation
7 With what other business application software will the system link? –e g:	Suppliers own Care Management Systems (see section 3.4 of the report for details).	Confirmed
■ Payroll	Yes - EARNIE.	Confirmed
■ Time/fees	Yes	Confirmed
■ MRP	Yes	Confirmed
■ Fixed assets	Yes – suppliers own.	Confirmed
■ Document management systems	Yes – suppliers own.	Confirmed
■ Job costing	Yes – suppliers own.	Confirmed
8 Is the software compatible with XML standards? If so in what respect? (input/output/ other)?	No	Confirmed

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Question	Supplier Response	Evaluation Confirmation
5.12 Support and maintenance		
1	Will the supplier or dealer provide corrections to the programs? Are bug fixes free of charge - for how long?	Yes, as long as they are within their maintenance agreement. Confirmed Yes, indefinitely. Confirmed
2	Will the supplier or dealer provide general enhancements to the programs? Will these be provided automatically? Will they be given free of charge?	Yes – supplier only. Confirmed Yes – upon request. Confirmed Yes – free of charge. Confirmed
3	Will the supplier, dealer provide “hot line” support to assist with immediate problem solving? If so, at what cost? At what times will this support be available?	Yes – supplier only. Confirmed Support 20% of software licence cost. Confirmed 9am – 5pm, Mon – Fri. Confirmed
4	Is the supplier or dealer capable of giving sufficient ongoing education and training and other support?	Yes to all – supplier only, training on-site or office based. Confirmed
5	Can the supplier, dealer or some other organisation provide all the hardware, software and maintenance requirements of the user?	Yes – all as required – supplier only. Confirmed
6	Is there nation-wide support: <input checked="" type="checkbox"/> Telephone <input checked="" type="checkbox"/> Modem link/WWW <input checked="" type="checkbox"/> local dealers/support	Yes Confirmed Yes Confirmed No dealers. Confirmed
7	Is a warranty offered in respect of specification of the system?	Standard terms and conditions apply. Confirmed

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Question	Supplier Response	Evaluation Confirmation
8 Will the software supplier/dealer make the program source code available to the user, either directly or by deposit with a third party (Escrow)?	Yes – supplier will make program source code available to user via Escrow.	Confirmed
9 Are there any unduly restrictive conditions in the license for the software?	No	Confirmed
10 Would the software house be prepared to accept the Institute of Purchasing and Supply model contract?	No	Confirmed