

**ICAEW Accreditation Scheme**  
**Financial Accounting Software Evaluation**

**NetSuite Inc**

**NetSuite OneWorld (incorporating NetSuite)**  
**2009 Release 1**



**NETSUITE**  
ONE SYSTEM. NO LIMITS.

**Evaluation carried out by: IT Evaluation Services**

**Date completed: 23<sup>rd</sup> February 2009**

**Signed:**

A handwritten signature in blue ink that reads "J. Pidgeon". The signature is written in a cursive style.

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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.

### 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 NetSuite OneWorld version 2009 release 1 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 NetSuite One World version 2009 release 1 a product specialist from NetSuite completed the detailed questionnaire and provided it to the evaluator to examine. The evaluator then visited the NetSuite UK office in Maidenhead, Berkshire and in conjunction with the operation of the various aspects of the software assisted by a member of NetSuite's 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 NetSuite's staff in order to clarify certain points. In the event of disagreement between NetSuite UK and the evaluator, the evaluator's decision was taken as final and the response changed accordingly.

NetSuite OneWorld version 2008 release 2 and later version 2009 release 1 were 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 the ICAEW for review before completion of the final report.

### 2.3 Software/hardware utilised

For this evaluation NetSuite OneWorld version 2008 release 2 and version 2009 release 1 were used running on a PC with Intel core2 DUO CPT 219 GHz processor with 1.95 Gb RAM and a 149 Gb hard disk. Internet Explorer 7.0 was used under XP Pro 2002 service pack 2.

### 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

NetSuite provides a Software-as-a-Service (SaaS)-based unified package comprising key Accounting/ERP, CRM, and ecommerce capabilities. In addition, the company provides a hosted application development platform for solution customisation, and sector and function-specific solutions. Small and mid-sized businesses with on-premise accounting and other point solutions face critical challenges arising from the lack of integrated front and back office operations, coupled with significant IT management overheads. NetSuite's SaaS solution integrates front office processes such as customer acquisition, with back office processes, such as inventory and order management, and provides real time dashboard-based KPI reporting across processes

### 3.2 Supplier background

Founded in 1998, NetSuite is publicly traded (NYSE:N) company headquartered in San Mateo, California, USA with offices in Denver and Boston in the US, and Toronto in Canada. International offices are located in the UK; Australia; Japan; Singapore; and Hong Kong. The company went public on 20<sup>th</sup> December, 2007

It was one of the first generation of SaaS providers and proved that the SaaS model could work for complex back office applications as well as front office CRM.

NetSuite provides SaaS-based business applications for SMEs and midsize-companies. A single hosted system can be used to support all key business operations including CRM, order fulfilment, inventory, accounting and finance, product assembly, e-Commerce, Web site management, and employee productivity.

There are over 700 employees in the organisation and the company had 5600+ customers as of December 31, 2007.

### 3.3 Product background and Suitability for user

NetSuite claim their business software gives growing businesses a competitive edge and is typically for businesses that:

- Want to make better decisions by giving each employee real-time information.
- want to have powerful and flexible enough solution that supports all its business processes.
- want to eliminate IT costs and concerns associated with maintaining and upgrading separate applications.
- Increase collaboration and improve relationships with partners, customers and suppliers.

NetSuite’s Accounting/ERP capabilities support financials, order fulfilment, purchasing, inventory, time and billing, payroll, employee self service, and Web presence.

NetSuite offers the OneWorld module for multinational businesses, (the Netsuite product has the same capabilities except for company consolidation). The solution enables real time subsidiary management and global, multi company business consolidation. This allows organisations to provide for local control but with global and regional roll-up visibility. It also supports multi-currency management using either the current exchange rate at the time an order is placed or a commission payout is made or a set rate, language conversion, tax management across borders, and meeting reporting (with drilldown capability) requirements.

### **3.4 Typical implementation**

With its Web-based, hosted solutions, NetSuite supports businesses across a wide variety of industries and vertical markets. The claim their solutions can be deployed faster and require less customization than generic packages that take a "one-size-fits-all" approach. And in case additional fine-tuning is needed, NetSuite offer extensive configuration and customization capabilities. Their Professional Services Team, along with their extensive network of local NetSuite Solution Providers, can set up the application, consult on best practices, and train staff on all of NetSuite's capabilities.

NetSuite is used in a wide variety of industries including:

Software Companies	Wholesale/Distribution Companies
Ecommerce Companies	Services Companies
Media and Publishing Companies	IT Resellers
Advertising	Agriculture
Manufacturing	Retail
Telecommunications	

### **3.5 Vertical applications**

In addition to the financial, order processing and stock control functions included in this evaluation NetSuite offers these additional areas not included in this evaluation:

CRM	Time & Expenses
Fixed Assets	E-Commerce
Document Management	Electronic Payments

### **3.6 Software and hardware specifications**

NetSuite claim the SaaS model eliminates many of the usual deployment issues because the application is run and maintained by NetSuite within a data centre which it manages itself, so there is no requirement for hardware or software implementation at the customer site. The only on-site essential is a Web browser (Internet Explorer, Firefox, Google Chrome or Safari) and an Internet connection, preferably high bandwidth. Mobile access is supported on iPhone, Blackberry, Palm Treo, Windows Mobile and Pocket PC devices.

#### 3.6.1 Development environment

JavaScript

#### 3.6.2 Server platforms

N/A

#### 3.6.3 Databases

Oracle

#### 3.6.4 Operating software

Windows, Linux and Apple Mac

#### 3.6.5 Protocols

TCP/IP

#### 3.6.6 Minimum client PC specification

Any machine capable of running a browser and connected to the Internet

#### 3.6.7 Support and maintenance

Support and maintenance is provided to users by NetSuite directly and through authorised solution providers with NetSuite supporting these providers.

### **3.7 Software installation and support**

Although the SaaS model eliminates the need for software installation and requires minimal on-site IT resources, most customers need to provide some on-site (or consultant) resource and expertise. Implementation of the system can be done in one of two ways - Shared or Guided implementation.

A Shared Consulting implementation is a cooperative, hands-on project, jointly managed by a NetSuite Consulting team and the customer. Guided Consulting projects are available at two levels of support based on the degree of assistance the customer require and the depth and breadth of functionality they seek. The majority of customers use professional services provided by NetSuite or its authorised solution providers.

Data migration is done using Comma Separated Values (CSV) Import, and SOAP-based Web Services. If there is a requirement to integrate NetSuite with third-party systems additional expertise is needed, but will vary based on individual organisations' specifications.

NetSuite provides technical support through a variety of support packages. The company provides a free 60-day support package with the initial NetSuite

subscription. Along with these support packages, NetSuite also provides a library of extensive online help, user guides, sneak peeks at upcoming releases, and tips.

### **3.8 Partner network and related accreditation process**

All NetSuite partners are required to undergo a 4-day administrator's course on site.

### **3.9 Limitations**

There are a number of limitations in the product, which while not adversely impacting upon this evaluation may be of importance to some organisations. Some of these are due to be addressed in the September 2009 release. It is important that any business contemplating the purchase of software reviews the functionality described and limitations therein against its detailed requirements.

Attention is drawn in particular to the following areas where the product, on its own, may not be suitable for businesses with certain requirements:

Most of the functionality is available as standard but the majority of customers require customisation as part of the implementation services that are provided by NetSuite. In a number of areas (indicated within the questionnaire) the functionality described is not available as standard or only with customisation. In certain circumstances it is possible to design user input screens or customise the system at the time of implementation to the requirements of each customer. Therefore, it is important for all such requirements to be fully specified prior to implementation.

Software limitations:

Unallocated transactions can be amended or deleted under user rights but changes are recorded on audit trail

Changes to master files recorded in System Notes but do not have generated system reference

Changes to tables and parameters not recorded

No purchase invoice register

No controls over accepting settlement discounts – users can override the discount available

External documents can be amended (details recorded in audit trail) if accounting period is open with user rights

Duplicate documents may not be exact replica and not clearly defined as duplicates

Standard reports not produced when nil returns

Unallocated cash reports only with customisation

No Intrastat reporting – under development

No VAT scale charges, special schemes or VAT tolerances

No VAT return identifier to show in which VAT return transactions were reconciled – planned for September 2009 release

Change of VAT methods requires NetSuite's assistance

Acquisition tax only handled with customisation

Detailed VAT analysis for each box on the VAT 100 report can only be obtained with customisation – these reports planned to be available without the need for customisation in the September 2009 release

Electronic filing of VAT with the HMRC gateway not currently available – planned for September 2009 release

Group consolidation only available in NetSuite OneWorld product not in standard NetSuite

General ledger single currency except for bank accounts  
You can only have one single currency per customer and supplier  
Some SOP and POR reports require customisation but the tools are there for the user

#### **4 Evaluation conclusion**

The area in the evaluation that gave concern is in the VAT analysis (needs customisation) and this is currently being addressed by NetSuite. Given its target market NetSuite OneWorld version 2009 release 1 is a well designed, flexible and configurable accounting package that has been competently written and is supported by NetSuite Inc. and through a network of authorised suppliers. The system ledger design incorporating Sales, Purchase, and General Ledger together with very flexible SOP, POP and Stock system provides accuracy and a facility to produce audit trails and reports as required but help is likely to be required in customisation.

#### **Disclaimer**

*Any organisation considering the purchase of NetSuite OneWorld version 2009 release 1 should consider their requirements in the light of proposals from NetSuite or its dealers 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 NetSuite OneWorld**  
**Version 2009.1**

Question	Supplier Response	Evaluator's Comment
<b>5 Security and continuity of processing</b>		
5.1 What security features are included to control access to the application?	Roles and permissions are assigned to users by the Administrator of the system. As NetSuite is online software, users access the system via the internet using their individual email address and password.	Confirmed
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?	Roles and permissions are used to control user access to specific areas of the system.	Confirmed
5.3 Is this access to the application managed by:-		
5.3.1 Individual user profiles?	Yes	Confirmed
5.3.2 User groups based on their job roles?	Yes	Confirmed
5.4 If menus can be tailored would this override the application access control?	No.	Confirmed
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 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	Confirmed
5.5.4 Are single user systems access controlled by password?	Yes	Confirmed

**Functional requirements questionnaire**  
**Product NetSuite OneWorld**  
**Version 2009.1**

Question	Supplier Response	Evaluator's Comment
5.5.5 Does the software allow for each user to have separate log on (user ids)?	Yes. Based on email addresses.	Confirmed
If No:-		
5.5.5.1 How does the software track user activity?	N/A	
5.5.6 Is each user required to have a personal password?	Yes.	Confirmed
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.	Confirmed
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?	Yes, using all the levels listed.	Confirmed
If Yes:-		
5.5.9.1 Please specify [e.g. Number of digits, requirement for special characters, numeric, upper/lower case etc.]	The Administrator can set the minimum password length (at least 6 characters). Each password is required to have a number or special character.	Confirmed
5.5.10 Is there a facility to enforce password changes after a chosen period of time?	Yes.	Confirmed
5.5.11 Is there a facility to specify a minimum age for passwords (e.g. 1 day)?	Yes.	Confirmed
5.5.12 How many previous passwords are retained by the system to limit users recycling passwords (e.g. 24 or 32)?	In excess of 100 passwords are retained by the system.	Confirmed
5.6 Please state how security allows for access to be specified separately for :-	Roles and permissions control user data access and control.	Confirmed
5.6.1 Read?	The options available are View, Create, Edit and Full	
5.6.2 Read and write?	See above	
5.6.3 Delete and amend?	See above	

**Functional requirements questionnaire**  
**Product NetSuite OneWorld**  
**Version 2009.1**

Question	Supplier Response	Evaluator's Comment
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.	Confirmed
5.8 Does the software require higher or specific levels of user access for changes to sensitive data, such as customer credit limits?	Roles and permissions determine the data access level hierarchy.	Confirmed
5.9 Please specify the specific security procedures (by passwords or warnings) over the:-	Passwords, roles, user permissions and system warnings are used to control security for the procedures listed.	Confirmed
5.9.1 Update of ledgers		
5.9.2 Closing of accounting periods	Postings to past periods can be locked by the Administrator.	Confirmed
5.9.3 Deletion of transactions	Postings prevented to closed periods. Edits and deletions are controlled through user permissions.	Confirmed
5.9.4 Archiving of transactions.	N/A as it's an online system	Confirmed
5.10 Is it impossible to delete a transaction?	No. Allocated transactions are linked and the system prevents the user from deleting. Unallocated transactions can be deleted as described below.	Confirmed
If No:		
5.11 How are deletions controlled by the system?	Based on roles and permissions. A user with permission can delete unallocated transactions – there's no warning given.	Confirmed
5.12 Are deleted transactions retained in the audit trail and denoted as such?	Yes it shows the user name, date, action taken and transaction type.	Confirmed
5.13 If data can be accessed by separate reporting facilities, such as ODBC or separate report writer, is the user access security control applied?	Yes.	Confirmed

**Functional requirements questionnaire**  
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Question	Supplier Response	Evaluator's Comment
If No:-		
5.14 Please explain any other protection in place to prevent unauthorised access to data with such facilities.	N/A	
5.15 Is the level of security (described with this section) appropriate for the expected size of business using the software?	The available level of security is appropriate for any size business.	Confirmed
5.16 Is there a clear indication in the software or manuals as to how the data is:- 5.16.1 Backed-up? 5.16.2 Recovered?	N/A as the data is stored in NetSuite data centres. Backups and recoveries are controlled by a specialist security organisation called Savis and information on them and their procedures are provided by NetSuite to the client.	Confirmed
5.17 Back ups How are back ups provided:-	N/A See 5.17	
5.17.1.1 Within the software application?		
5.17.1.2 Within the operating software?		
5.17.2 Are backup procedures automatic?	N/A See 5.17	
5.17.3 Is the user forced or prompted to back-up at certain intervals?	N/A See 5.17	
5.17.4 Can the intervals be customised?	N/A See 5.17	
5.18 Recovery		
5.18.1 Please state how the software facilitates recovery procedures in the event of software failure? (E.g. roll back to the last completed transaction).	Completed transactions are saved to the database. If the transaction is partly entered and there's a system problem (internet connection lost) the partly entered transaction would need to be re-entered.	Confirmed

**Functional requirements questionnaire**  
**Product NetSuite OneWorld**  
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Question	Supplier Response	Evaluator's Comment
5.18.2 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?	N/A	
5.18.3 Are these automated?	N/A	
5.18.4 Do the recovery procedures work?	Yes	As stated
5.19 What features are available within the software to help track down processing problems?	The system uses processing error windows with drilldown capabilities to highlight and track processing problems and via trial balance report.	Confirmed
5.20 Are software messages clear?	Yes.	Confirmed
5.21 Are user responses properly structured to ensure that erroneous key strikes do not lead to inappropriate actions?	The system uses warnings and error messaging to control user entry errors.	Confirmed
5.22 Is there a software log which details:-		
5.22.1 Error messages?	No.	Confirmed
5.22.2 Security violations?	Not a log as such. But if someone tries to log in using another person's email address but wrong password, then the system sends out an email to the user	Confirmed
5.23 Audit trail		
5.23.1 Does the software have a detailed audit trail?	Yes. The system is SOX compliant and stores all transactions in the Audit Trail and all account changes in the System Notes.	Confirmed
5.23.2 Is it impossible to turn off or delete the audit trail?	Yes.	Confirmed

**Functional requirements questionnaire**  
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Question	Supplier Response	Evaluator's Comment
5.23.3 Are all master file changes recorded in the audit trail?	Yes. The system generates a log entry showing all key details of any addition, deletion and/or amendments to master files in System Notes.	Confirmed
If Yes:-		
5.23.3.1 Does each change have a system generated reference allocated?	Yes. NetSuite has an internal ID (unique reference number) for each entered transaction within the audit trail. Changes to, or deletion of, a transaction have the same internal ID as the original transaction.	Confirmed
5.23.3.2 Are the originator and authoriser identified?	Yes.	Confirmed
5.23.3.3 Is the change date and time stamped?	Yes.	Confirmed
5.23.4 Are all standing data changes recorded in the audit trail?	To accounts in System Log – yes. To tables and parameters – no.	Confirmed
If Yes:-		
5.23.4.1 Does each change have a system generated reference allocated?	No. The system uses the name of the record for each change that has been made.	Confirmed
5.23.4.2 Are the originator and authoriser identified?	Only the originator is identified, as the authorisation of data amendments is controlled by user roles and permissions.	Confirmed
5.23.4.3 Is the change date and time stamped?	Yes.	Confirmed
5.23.5 Is all input data included within the audit trail, including amendments, deletions, journals etc?	Yes – full details via drilldown.	Confirmed
5.23.6 Does the software allocate a system generated unique reference number to each transaction?	Yes See 5.23.3.1 answer.	Confirmed

**Functional requirements questionnaire**  
**Product NetSuite OneWorld**  
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Question	Supplier Response	Evaluator's Comment
5.23.6.1 Is this stamped with a user id?	Yes.	Confirmed
5.23.6.2 Is this unique reference number presented to the user at time of input?	No. See 5.23.3.1 answer.	Confirmed
5.23.6.3 Is the transaction date and time stamped?	Yes.	Confirmed
5.23.7 Are all imported /interfaced transactions allocated a software generated reference number?	Yes. See 5.23.3.1 answer.	Confirmed
5.23.8 How are transactions differentiated within the audit trail?	By transaction ID and type.	Confirmed
5.24 What are the procedures for handling dates? (E.g. 2 digit years, 4 digit years).	<p>The system uses 4 digit years throughout the system. Users can choose the date format for their own login from one the following:</p> <ul style="list-style-type: none"> <li>• DD-Mon-YYYY</li> <li>• DD.MM.YYYY</li> <li>• DD/MM/YYYY</li> <li>• MM/DD/YYYY</li> <li>• YYYY/MM/DD</li> </ul> <p>Other users in your company can set different date formats</p>	Confirmed
5.24.1 In the case of two digits what is the break point for the century?	N/A	
5.24.2 Are dates handled consistently throughout the software?	Yes.	Confirmed

**Functional requirements questionnaire**  
**Product NetSuite OneWorld**  
**Version 2009.1**

Question	Supplier Response	Evaluator's Comment
<b>6 Input of transactions</b>		
<p>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.</p>		
6.1 Is data input controlled by self-explanatory menu options?	Yes. Only menus relevant to that role and module are displayed.	Confirmed
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)?	Yes. Account codes are always validated. Input VAT amounts are calculated based on VAT rate selected by the user, but may be overridden. Discounts are calculated automatically based on price matrix or terms selected by the user.	Confirmed
6.4 Can the user amend data on an input screen prior to update?	Yes.	Confirmed
6.5 What control features are within the software to ensure completeness and accuracy of data input?	Entry forms have fields and formats which can be customised or new ones added as required. Selected fields can be made mandatory as required by the user. NetSuite also has drop down lists of accounts, item prices and VAT codes that ensure accuracy and validity. Automatic double entry.	Confirmed
6.6 Are all input transactions subject to this control?	Yes.	Confirmed
6.7 How does the software ensure uniqueness of the input transactions? (i.e. to avoid duplicate transactions)	Unique transaction numbering for external documents in sequential order are used by the system.	Confirmed

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Question	Supplier Response	Evaluator's Comment
6.8 Does the software allow for batch control totals?	No. The system is not batch based.	Confirmed
If Yes:-		
6.8.1 Are batches automatically numbered?	N/A. See 6.8	
6.8.2 Are batches forced to balance before ledger update?	N/A. See 6.8	
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)	N/A. See 6.8	
6.8.4 Is the user forced to confirm batch totals?	N/A. See 6.8	
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?	The user is warned via a popup error message on the screen	Confirmed
6.11.2 Rejected and error reports generated?	No.	Confirmed
6.11.3 Accepted and posted to suspense?	No.	
6.12 Does the software have an automatic facility to correct/reverse/delete transactions?	Can set reversal dates for Journal entries. Each journal has a unique no. allocated by the system.	Confirmed
If Yes:-		
6.12.1 Are all the double entry transactions documented in the audit trail?	Transactions cannot be deleted or corrected automatically – requires the user to Edit the transactions - subject to permissions levels set by the Administrator for that role. Changes are noted in the audit trail.	Confirmed

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Question	Supplier Response	Evaluator's Comment
6.13 What are the controls to ensure the internal integrity of the ledger(s) or the accounting information, e.g., control of accounts.	Standard double entry bookkeeping and balanced debit/credit postings ensure data integrity.	Confirmed
6.14 Is it possible to allocate input values directly to ledger control accounts?	Yes.	Confirmed
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?	Once saved, the user can select the G/L Impact that shows postings onto the general ledger	Confirmed
6.15 Can automatic accruals or prepayments be generated?	Yes.	Confirmed
6.16 Will these automatically be reversed after the period end? (G/L)	Yes – can set reversal date.	Confirmed
6.17 Does the software have a purchase invoice register?	No.	Confirmed
6.18 Does the software permit multi debit/credit journals?	Yes the system will permit any number of lines so long as the journal balances.	Confirmed
6.19 How are transactions identified on screen/reports as to:-		
6.19.1 Type?	Yes	Confirmed
6.19.2 Debit or credit?	Yes	Confirmed
6.20 Can separate nominal analysis codes be input for each invoice line?	Yes – G/L codes are related to items.	Confirmed
If Yes:-		
6.21 Does this cover:-		
6.21.1 Sales ledger?	Yes	Confirmed

**Functional requirements questionnaire**  
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Question	Supplier Response	Evaluator's Comment
6.21.2 Purchase ledger?	Yes	Confirmed
6.21.3 Stock?	Yes	Confirmed
6.22 Can receipts and payments be matched to specific invoices?	Yes.	Confirmed
If Yes:- Is this		
6.22.1 Automatic or manual?	This is a manual process.	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
6.26 Is there an ability to automatically amend stock if applicable?	Yes – stock levels.	Confirmed
6.27 Can the software generate sales credit notes?	Yes.	Confirmed
6.28 Does the software handle discounts and promotions?	Yes.	Confirmed
6.29 Does the software provide for early settlement discounts?	Yes through the setting of Terms	Confirmed
6.30 Can early settlement discounts be automatically generated?	Yes.	Confirmed
6.31 Are there controls over accepting settlement discounts (e.g. time limits)?	No, user has to enter the amount received and discount taken.	Confirmed
6.32 Is VAT treated correctly on early settlement discounts?	Yes.	Confirmed

**Functional requirements questionnaire**  
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Question	Supplier Response	Evaluator's Comment
6.33 Will the software permit the posting of unallocated cash to the ledgers?	To the Undeposited Funds account.	Confirmed
Does this apply to:-		
6.33.1 Sales ledger?	Yes	Confirmed
6.33.2 Purchase ledger?	Yes	Confirmed
6.34 Are unallocated cash/credit notes specifically reported for follow up?	Yes – via customisation.	Confirmed
6.35 Are outstanding transactions displayed for allocation?	Yes.	Confirmed
If Yes does this apply to:-		
6.35.1 Sales ledger?	Yes	Confirmed
6.35.2 Purchase ledger?	Yes	Confirmed
6.36 Is it possible for new accounts to be created during input?	Yes.	Confirmed
6.37 Does this cover the following ledgers:-		
6.37.1 Sales?	Yes	Confirmed
6.37.2 Purchases?	Yes	Confirmed
6.37.3 General?	Yes	Confirmed
6.37.4 Stock?	Yes	Confirmed
6.38 What controls are there over the creation of new accounts?	Can be controlled by user roles and permissions.	Confirmed
6.39 Is the originator and/or authoriser identification logged by the software?	Yes – originator.	Confirmed
6.40 Is the user prevented or warned from overriding credit limits or discounts? (S/L).	Within the Preferences menu the Administrator can choose whether to allow overrides of credit limits or stop override.	Confirmed
6.41 Does the software have a bank reconciliation facility?	Yes.	Confirmed

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Question	Supplier Response	Evaluator's Comment
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)?	Yes.	Confirmed
6.43 Are these adequately reported?	Yes.	Confirmed
6.44 Does the software accept input files from other computer packages?	Yes.	Confirmed
If Yes:-		
6.44.1 What formats are accepted?	The import of data into the system is achieved using CSV files.	Confirmed
6.44.2 What controls are in place over the interface?	Standard and user defined validation criteria are used during the import process.	Confirmed
6.45 Does the software have a facility for calculating interest on late payments?	Yes.	Confirmed

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Question	Supplier Response	Evaluator's Comment
<b>7 File maintenance</b>		
7.1 Are ledgers:-		
7.1.1 Open item?	Yes	Confirmed
7.1.2 Balance forward?	No	Confirmed
7.2 Does the above cover:-		
7.2.1 Sales ledger?	Yes	Confirmed
7.2.2 Purchase ledger?	Yes	Confirmed
7.2.3 General ledger?	Yes	Confirmed
7.3 Is a month end routine required to be undertaken?	No.	Confirmed
7.4 Is the creation or amendment of standing data (e.g. customer account details) controlled by menu options?	Yes. User access rights control which screens (and fields within the screen) are available for input or amendment.	Confirmed
7.5 Are menus:-		
7.5.1 Application specific?	Both. These menus are application and user specific	Confirmed
7.5.2 User specific?		
7.6 Is it <u>impossible</u> to delete accounts if the balance is Nil but transactions have been recorded against the code.	Yes.	Confirmed
Does this apply to:-		
7.6.1 General Ledger?	Yes	Confirmed
7.6.2 Sales Ledger?	Yes	Confirmed
7.6.3 Purchase Ledger?	Yes	Confirmed
7.6.4 Stock?	Yes.	Confirmed
7.7 Are there any other constraints over the deletion of accounts?	Deletion of accounts is also controlled via roles and permissions.	Confirmed
7.8 What is the size and format of reference numbers and descriptions within:-	Reference numbers are 20 digits in length and can have a prefix and/or suffix each with a maximum length of 6 alphanumeric characters for S/L, P/L & G/L.	Confirmed
7.8.1 General Ledger?		
7.8.2 Sales Ledger?		
7.8.3 Purchase Ledger?		

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Question	Supplier Response	Evaluator's Comment
7.8.4 Stock?	Descriptions have a length of 60 alphanumeric characters.	Confirmed
	Account numbers can be up 28 digits	Confirmed
7.9 Is the scope of the reference number adequate to permit sufficient depth of analysis?	Yes.	Confirmed
7.10 How does the software guard against/warn about, duplicate account numbers on set up?	The system detects that the same number has been used and a warning message is generated – prevents same number being used.	Confirmed
7.11 How does the software enable the traceability - from, to and through the accounting records - of any source document or interfaced transaction?	All related documents are linked and can be traced in full.	Confirmed
7.12 What drill down/around functionality is available within the software?	Full drill down capabilities exist from the dashboard, reports and saved searches.	Confirmed
7.13 Can reports be invoked which identify all the fields which have been modified?	No, reports show the latest state plus the date of the change and User ID of the user who made the change.	Confirmed
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?	Yes.	Confirmed
If Yes: –		
7.14.1 Is the use of such parameters or tables adequately reported?	Can only produce report on latest state.	Confirmed

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Question	Supplier Response	Evaluator's Comment
7.15 What controls are within the software over changes to parameters and tables e.g. reporting, password etc?	Roles and permissions define the users' rights to change anything	Confirmed
7.16 Does the software allow selective archiving of old data on a user-defined basis?	No as it's an online system all data is available and there is no archive process.	Confirmed
7.17 What controls are in place over the handling of archived data?	N/A.	
7.18 Can archived data be used for reporting purposes?	N/A	
7.19 Does the software allow for the restoration of achieved data for audit without affecting current accounting data?	N/A	

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Question	Supplier Response	Evaluator's Comment
<b>8 Processing</b>		
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)?	Yes. Particularly in Sales Order Processing where sequence can be customised.	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?	No. It is possible to amend the data if the accounting period is still open and if the user has the right privileges.	Confirmed
8.3 Is there an audit trail of all changes to transactions which have updated the ledgers?	Yes. The Audit Trail includes all changes related to the transaction. See 5.23.3.1 answer. System Notes list each change made to the master files.	Confirmed
8.4 Can the software calculate prices or values by reference to master file data?	Yes by reference to stock file/customer terms/price matrix.	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 trial balance would highlight any imbalance. But also after every entry the user can click on G/L impact to view the double entry on the general ledger.	Confirmed
8.7 How is this done e.g. when the software is switching on or on ledger update?	N/A	

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Question	Supplier Response	Evaluator's Comment
<b>9 Performance of requisite accounting functions</b>		
9.1 What control features are provided by the software to support effective user controls?	Detailed and individual user permission levels, ability to set mandatory fields and customised forms plus tool bars and menus. Automatic double entry.	Confirmed
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.	Confirmed
9.5 Is the software available as multi-company?	Yes.	Confirmed
If Yes:- How many companies are supported?	Limited by number of licences purchases but the OneWorld product supports up to 50 subsidiaries.	Confirmed
9.6 Is a group consolidation facility available?	Yes. Not available in the standard NetSuite product.	Confirmed
9.7 Can the software consolidate entities with different charts of accounts?	Not in standard NetSuite product. For multi-company consolidation the chart of accounts must be the same for every account. However sub-accounts may be of different currency in subsidiary than parent	Confirmed

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Question	Supplier Response	Evaluator's Comment
9.8 How many levels of nominal analysis can be handled by the software?	Essentially as many as the user requires, as analysis fields can be added to the existing analysis levels.	Confirmed
9.9 How does the software handle cost centres, departments, divisions?	Departments, classes and locations are available by default, and users can add additional fields as required.	Confirmed
9.10 How are periods handled by the software?	The system offers calendar months, 4 weeks and 4-5-4 period structures. Can also have one year as a period	Confirmed
9.11 How many:-		
9.11.1 Accounting periods can be set up?	There is no limit to the number of periods and years that can be set up.	Confirmed
9.11.2 Years can be set up?	Yes	Confirmed
9.12 Can the length/ number of periods be adjusted to suit different user requirements?	Yes. Can set up accounting periods one period at a time or one year at a time. The lengths can be weeks, month, quarter, year to suit the user.	Confirmed
9.13 How many accounting periods can be open at any one time?	This is user definable.	Confirmed
9.14 How many years can be open at any one time?	This is user definable.	Confirmed
9.15 Can a period or year be re-opened after it has been closed?	Yes.	Confirmed
If Yes:-		
9.15.1 What controls are in place over this function?	Only the administrator can re-open closed periods.	Confirmed
If No:-		
9.15.2 Is the data archived on the server?	N/A	

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Question	Supplier Response	Evaluator's Comment
9.15.3 Is this accessible for reporting purposes?	N/A	
9.15.4 Can a previous year be restored from backup?	N/A	
9.16 Can data from all accounting periods and years be accessed at any one time?	Yes. All screen, report and saved search data can be searched by periods and year.	Confirmed
9.17 Can previous months and years be accessed for enquiries or reports?	Yes.	Confirmed
9.18 Does the software handle posting date as well as document date?	Yes with customisation.	Confirmed
If Yes:-		
9.18.1 Are transactions analysed by posting date or document date?	Transactions can be analysed by the posting date (and after customisation the transaction 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	Confirmed
9.21.3 A previously closed year?	No.	Confirmed
If Yes:-		
9.21.4 What controls are in place e.g. level of authorisation and on screen warnings?	None except period must be open.	Confirmed
9.21.5 Will the software revise subsequent periods accordingly?	N/A	

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Question	Supplier Response	Evaluator's Comment
9.22 How will transactions outside the current period be:-		
9.22.1 Reported	Transactions outside the current period are reported on by selecting the appropriate date or period range and year.	Confirmed
9.22.2 Accounted for in the VAT return?	Transactions are reported based on VAT period – any items posted to a closed period will be reported in the next VAT return	Confirmed
9.23 Does the software permit use of budgets and provide comparisons between budgets and actuals?	Can create budgets for specific customers, items, departments, classes, locations or any combination of these criteria. Forecasts can be set up only for sales but not expenses.	Confirmed
If Yes:-		
9.23.1 How many versions of budgets/forecasts can be maintained on the system?	Multiple budgets for the same time period and combination of criteria can be created but the feature has to be enabled by the account administrator. No limit.	Confirmed
9.24 Are budgets available for:		
9.24.1 General ledger?	Yes.	Confirmed
9.24.2 Sales ledger?	Yes.	Confirmed
9.24.3 Purchase ledger?	Yes.	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?	Yes	Confirmed
9.25.2 Annually?	Yes Budget amounts can, be auto-filled or distributed evenly across all periods based on an amount entered against the first period of the financial year.	Confirmed
9.26 Can the software automatically generate budgets?	No.	Confirmed
If Yes:-		
Please state how this is achieved.	N/A	

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Question	Supplier Response	Evaluator's Comment
9.27 What is the maximum value of transactions and of totals that can be handled by the software?	Essentially there is no limit.	Confirmed
9.28 What is the maximum number of transactions that can be handled by the software?	Essentially there is no limit, as the database size can be increased as required.	Confirmed
9.29 What is the maximum number of accounts on each ledger: 9.29.1 Sales ledger? 9.29.2 Purchase ledger? 9.29.3 General ledger?	The number of accounts available in the ledgers is essentially unlimited, as the Oracle database upon which the system is based can be increased in size as required.	Confirmed

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Question	Supplier Response	Evaluator's Comment
<b>10 Reports</b>		
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.)	Yes, reports include company name, report name and period. Report title can be customised.	Confirmed
10.2 Do the reports provide totals where applicable?	Yes.	Confirmed
10.3 Are these totals calculated or taken from a control file?	These totals are calculated as this is a real time system.	Confirmed
Please state the reports that do not feature calculated totals.	Lists without financial amounts.	Confirmed
10.4 Is it clear when the report has ended? (totals or end markers)	Yes, totals and page (x of y) but no end of report markers.	Confirmed
10.5 Can reports be saved in electronic format (as distinct from just printing)?	Yes. Reports can be saved to CSV, Excel, Word and PDF formats.	Confirmed
10.6 Are such files adequately protected from deletion or amendment?	This is controlled by user roles and permissions.	Confirmed
10.7 Is a report writer provided as part of the software or as an add on?	The Report Builder is part of the software.	Confirmed
Please state the name of any third party package.	N/A	
10.8 What level of knowledge is required to use the report writer e.g. beginner, regular user, expert?	Beginner level knowledge is sufficient to create a basic report. Easy to customise with drag and drop fields to build a report.	Confirmed
10.9 Can the report writer make use of user-defined fields (including external fields)?	Yes, with customisation but not external fields.	Confirmed

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Question	Supplier Response	Evaluator's Comment
10.10 Does the report writer enable:-		Confirmed
10.10.1 Separate access to each system area?	Yes.	
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, drag and drop any of the fields required in a report.	Confirmed
10.12 Are standard reports always produced, even when they are nil returns?	No. If there are no results the system will display a "No data available " message to the user.	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?	Nil balances are not displayed by default. Report options include a checkbox where the user can choose to show zeroes on a report.	Confirmed
10.14 Can screen layouts, reports and transaction formats be easily adapted to users' requirements?	Yes, users can change layouts, add extra fields, columns etc as required	Confirmed
10.15 Can a hard copy be produced of all screen enquiries?	Yes.	Confirmed
10.16 Can transaction files for all previous periods of the year be retained in the software to permit enquiries and reports?	Yes.	Confirmed
10.17 Are reports of all changes to standing data on customers, suppliers, tax rates etc automatically generated or stored	Yes. The system is SOX compliant and keeps track of all changes made by all users automatically to accounts in the	Confirmed

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Question	Supplier Response	Evaluator's Comment
for later printing?	System Notes. The System Notes tab on the customer/supplier record for example keeps a note of changes but not to tables or parameters.	
If Yes:-		
10.17.1 Is the report able to capture the nature of the change, user id and data and time of the change?	These System Notes can then be reported on in full (Username, action, transaction type, number, amount, post date are examples of what's included.	Confirmed
10.18 Are all transactions on all reports individually identifiable?	Yes.	Confirmed
10.19 Do the reports show whether items are debit or credit?	Yes – G/L. By type in S/L and P/L.	Confirmed
10.20 Do reports give sufficient narrative and coding to enable cross referencing?	Yes, with customisation.	Confirmed
10.21 Is it possible to drill down from reports to the ledgers and original transactions?	Yes.	Confirmed
10.22 Can the software produce all requisite reports:-		
10.22.1 Day books	Yes.	Confirmed
10.22.2 Trial balance	Yes.	Confirmed
10.22.3 Profit and loss account	Yes.	Confirmed
10.22.4 Balance sheet	Yes.	Confirmed
10.22.5 Aged debtors	Yes.	Confirmed
10.22.6 Aged creditors	Yes.	Confirmed
10.22.7 Aged stock	Yes.	Confirmed
10.22.8 Aged unallocated cash (debtors)	With customisation.	Confirmed
10.22.9 Aged unallocated cash (creditors)	With customisation.	Confirmed
10.22.10 Budgets	Yes	Confirmed
10.22.11 Cash flow statement	Yes	Confirmed
10.22.12 VAT reports	Yes	Confirmed
10.22.13 VAT form 100	Yes	Confirmed
10.22.14 EC Sales Listings	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
10.22.15 Intrastat returns (SSD)	No	Under development
10.23 Are the above reports standard within the software or do they have to be written?	All the reports are standard except where stated. They are all customisable.	Confirmed
10.24 Is the age criteria fixed or user definable?	User definable.	Confirmed
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.	Confirmed
10.27 Can all reports be reproduced after the period end but @ the month end date:-	Yes, depends if period has been closed or not.	Confirmed
10.27.1 Transaction listings?	With customisation.	Confirmed
10.27.2 Day books?	Yes	Confirmed
10.27.3 Trial balance?	With customisation.	Confirmed
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, provided period has been closed and no further transactions added.	Confirmed
10.29 Do the standard budget reports provide sufficient analysis of variances?	Yes.	Confirmed
10.30 Do such reports provide exception reporting, percentage analysis and comparatives?	Yes.	Confirmed
10.31 Do standard reports show sufficient analysis of trading results? (E.g. sales analysis by region)?	Yes.	Confirmed

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Question	Supplier Response	Evaluator's Comment
10.32 Are all movements during each accounting period shown on sales, purchase, general, stock ledger detail reports?	Yes, by date range.	Confirmed
10.33 Do the sales and purchase ledger reports show how all partial payments or allocations (unallocated cash) have been treated?	With customisation.	Confirmed
10.34 Is there a general ledger report that shows balances brought forward and carried forward plus all posted transactions in the period?	Not as standard.	Confirmed
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 – not in standard NetSuite product.	Confirmed
10.35.7 Can the above be user defined by Period and/or range?	Yes, by date range.	Confirmed
10.36 What controls are there in place so that the user is aware of partly processed transactions:-		
10.36.1 Unposted invoices	Invoices have to be posted – partial entry or saving without posting is not permitted.	Confirmed
10.36.2 Uninvoiced dispatches	The Sales Orders pending billing report will provide the information	Confirmed

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Question	Supplier Response	Evaluator's Comment
10.36.3 Payments	For part paid bills there's a report that shows the history by bill and payment	Confirmed
10.36.4 Receipts	No	Confirmed
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)	Price levels can be set for every customer as can multiple prices for items (for quantity discounts etc). When the user creates an invoice or credit notes NetSuite defaults to these settings.	Confirmed
10.38 Detail all automatically generated documents for external use. (E.g. sales invoices and statements, remittance advices.)	These include Quotes, Estimates, Sales Orders, Invoices, Picking tickets, Packing slips, Delivery Notes, Invoices, Credit Notes, Purchase Orders, Remittance Advices, Statements, Cheques	Confirmed
10.39 Can the software reproduce source documents? [E.g. sales invoices; POs, Remittance advices.....]	Yes, all except Cheques	Confirmed
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?	No. Recreated from latest state including any amendments.	Confirmed
10.41 Are these clearly identified as duplicates?	No.	Confirmed
10.42 Does the software force the production of month-end reports?	No.	Confirmed
10.43 Can the reporting function make use of external data files?	No.	Confirmed

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Question	Supplier Response	Evaluator's Comment
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. The system allows report data to be exported to CSV, MS-Word, MS-Excel and PDF formats.	Confirmed

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Question	Supplier Response	Evaluator's Comment
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**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**

11.1	Does the software have the facility to hold the following VAT information:-	
11.1.1	UK VAT registration number?	Yes Confirmed
11.1.2	Intrastat code?	No Confirmed
11.1.3	EC Code?	Yes
11.1.4	EC VAT registration numbers (10)?	Yes
11.1.5	VAT rates (please specify number available)	8 default rates set up with ability to set up an unlimited number. Confirmed
11.2	How does the software handle roundings?	Rounds up to the nearest penny Confirmed
11.3	Is this applied consistently?	Yes Confirmed
11.4	Does the software handle VAT Scale charges with automatic double entry processing?	No Confirmed
11.5	Does the software handle VAT calculation tolerances?	No Under consideration
	If Yes do any discrepancies produce:-	
11.5.1	Warning?	
11.5.2	Appear in the audit trail	N/A
11.5.3	Appear in the VAT exception report?	N/A

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Question	Supplier Response	Evaluator's Comment
11.6 What security features (password/ audit trail) are in place to control changes made to:		
11.6.1 General ledger VAT control accounts?	Roles and User permissions.	Confirmed
11.6.2 VAT tables set up and change?	Roles and User permissions.	Confirmed
11.6.3 Tolerance levels?	N/A	
11.6.4 Invoice sales number table?	Roles and permissions. Audit trail tracks changes made	Confirmed
11.6.5 Changes on VAT code on customer files?	Roles and permissions	Confirmed
11.6.6 Changes on VAT code on stock files?	User permission levels control who can change the rates.	Confirmed
11.6.7 VAT calculated on sales invoices or credit notes?	Person creating the sales invoice can override the system calculations.	Confirmed
11.7 Does the software store and report a VAT return identifier [VRI]?	No	Confirmed
11.8 How does the software ensure that that each eligible posting is reported only once in a VAT return?	VAT posted by period and all transactions in period can be reported upon.	Confirmed
<b>Method of operation</b>		
11.9 VAT basis. Can the software handle:		
11.9.1 Invoice (standard) accounting?	Yes	Confirmed
11.9.2 Cash accounting?	Yes	Confirmed
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?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
11.11 Does the software allow for a switching between methods?	Yes	Confirmed
11.11.1 If Yes:- Is the change fully supported by audit trails to ensure proper VAT treatment of all transactions?	Not out of the box. NetSuite would write a report in the event that a company changes their VAT reporting method	Confirmed
11.11.2 Is this ability to change a basis of accounting clearly flagged, i.e. users warned etc.	System can be set up so only the Administrator can access the Setup menu but no warnings. NetSuite would not expect users to have access to this.	Confirmed
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?	No	Confirmed
11.11.4 Does the software provide useful and relevant information on switching in the software help section?	No because the system is currently aimed at mid market enterprises whose turnover would require them to be on the Standard accruals basis.	Confirmed
11.12 Can the software handle the following VAT schemes:-		
11.12.1 Annual accounting scheme?	Yes – users can specify a period/date range for VAT Return reporting	Confirmed
11.12.2 Flat rate scheme?	No, we would script these per customer	Confirmed
11.12.3 Retail schemes?	No	Confirmed
11.12.4 Account for VAT on the margin?	No	Confirmed
11.13 Can the software be configured to handle partial exemption methods?	Yes can be configured to individual customer requirements	Confirmed

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Question	Supplier Response	Evaluator's Comment
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?	Vat code O	Confirmed
11.15.2 Distance selling (supply to an unregistered EC customer)?	ES Standard rated EC sales. User can also create one as required.	Confirmed
11.16 How the software handle EC VAT:-		
11.16.1 Goods and related service?	ES and EZ	Confirmed
11.16.2 Services only?	Not setup as standard. Either set up at time of implementation or user can set up themselves	Confirmed
11.16.3 Process?	Not as standard	Confirmed
11.16.4 Triangulation?	Not set-up as standard. Either set up at time of implementation or user can set up themselves	Confirmed
11.17 Does the software include the functionality to identify EU acquisitions?	Not set-up as standard. Either set up at time of implementation or user can set up themselves	Confirmed
If Yes:-		
11.18 Can the software generate acquisition tax?	Only if customised.	Confirmed
11.19 Can a report be generated of all EU acquisitions and the amounts of acquisition tax generated?	Only if customised.	Confirmed
11.20 Does the software include the functionality to identify	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
transactions liable to reverse charge VAT?		
If Yes:-		
11.21 Can the software generate reverse charge VAT?	Yes, VAT code R-GB	Confirmed
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?	No, manual reconciliation required	Confirmed
11.24 How does the software handle late transactions posted outside the closed VAT return period?	Yes, entries posted in a closed period will be included in the next tax period.	Confirmed
Input VAT (purchases)		
11.25 Can the software handle VAT inclusive amounts and automatically calculate the input VAT?	Yes	Confirmed
11.26 Does the software require the following to be entered:-		
11.26.1 Supplier reference?	Yes	Confirmed
11.26.2 Supplier document reference?	Yes	Confirmed
11.26.3 Internal document reference?	Yes	Confirmed
11.26.4 Invoice tax point date?	Yes, normally posting date, but can be customised.	Confirmed

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Question	Supplier Response	Evaluator's Comment
11.26.5 Invoice posting period date?	Yes	Confirmed
11.26.6 Invoice gross total?	System calculated which is updated after every line entry	Confirmed
11.26.7 Invoice VAT amount?	No, VAT code is selected from the dropdown list and VAT calculated.	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)	No - based on VAT code	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?	System calculates it based on VAT code – no tolerances.	Tolerances under consideration
11.28 Can the user override the software derived input VAT amount and input VAT as shown on the supplier invoice?	Yes	Confirmed
11.29 Does the software allow VAT to be reclaimed on the basis of registered but unposted invoices?	No.	Confirmed
If Yes:-		
11.30 Does the software flag the status as:-	N/A	
11.30.1 VAT not yet reclaimed?		
11.30.2 VAT claimed?	N/A	

**Output VAT (sales)**

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Question	Supplier Response	Evaluator's Comment
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:-	Invoice layout customisable.	Confirmed
11.32.1 Unique software generated invoice reference	Yes	Confirmed
11.32.2 Your name, address, EC country code and VAT number?	Yes	Confirmed
11.32.3 The time of supply (tax point)	Yes	Confirmed
11.32.4 Date of issue (if different to the time of supply)	Yes, but normally tax point. Can be customised.	Confirmed
11.32.5 Your customer's name (or trading name) and address, EC country code and VAT number (if applicable)	Yes	Confirmed
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
11.32.7 A description which identifies the goods or services supplied.	Yes	Confirmed
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

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Question	Supplier Response	Evaluator's Comment
If Yes:		
11.34 Is this by way of a report?	There's a VAT summary on each invoice	Confirmed
11.35 Does the software handle Proforma invoices?	Yes	Confirmed
If Yes:-		
11.36 Are the invoices clearly identified as "this is not a tax invoice"?	Yes, with customisation.	Confirmed
<b>VAT Reporting</b>		
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	
11.39 Is the VAT return information available by report on a three monthly basis or any other specified period?	User can specify dates	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?	Only with customisation.	Standard report planned for September 2009 release
11.41 Can the VAT return be recreated showing all the transactions which were included in the original VAT return?	Only with customisation.	Standard report planned for September 2009 release
11.42 Does the software have a separate VAT audit log?	No, VAT is an integral part of the system and is tracked on the standard audit trail with drilldown.	Confirmed

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Question	Supplier Response	Evaluator's Comment
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.	Not logged	Confirmed
11.43.2 Change from invoice/cash VAT accounting or other Schemes.	Not logged	Confirmed
11.43.3 VAT tolerance.	None	Under consideration
11.43.4 Changes to VAT rates on customer, supplier, product master files.	Changes to individual customer/supplier record including VAT rates are recorded on the System Notes for each customer/vendor. Shows the old and new rates, who changed it and date stamped. Changes to VAT rate table are not tracked.	Confirmed
11.44 Are the above changes noted above stamped with a:-		
11.44.1 User id?	Customer/supplier records – Yes	Confirmed
11.44.2 Software generated unique reference number?	No	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, via drilldown in audit trail.	Confirmed
11.45.2 Does the software denote whether each transaction has been included in a reconciled VAT return?	Not at the moment.	Planned for September 2009 release

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Question	Supplier Response	Evaluator's Comment
11.45.3 How does it denote which VAT Return the transaction has been included in?	N/A.	
11.46 Does the software produce a VAT Exception report detailing such transactions as:-		
11.46.1 VAT amounts outside tolerance levels?	No	Confirmed
11.46.2 Manual changes to software generated VAT?	No	Confirmed
11.46.3 Write offs	No	Confirmed
11.46.4 Zero value invoices?	Yes. There's an option available to show zero invoices.	Confirmed
If No for any of the above:-		
11.47 How does the software document these occurrences?	Not standard. NetSuite can write these reports during implementation if requested.	Confirmed
11.48 Does the software handle "intra-community" supply of goods?	No - can be set up during implementation if required.	Confirmed
11.49 Does the software support production of an EC Sales List?	Yes	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, but no indicators for despatches.	Confirmed

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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, via the drill down or the user can build a report	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).	No	Confirmed
11.53 How does the software handle triangulation? E.g. a movement of goods without a related invoice transaction.	The software does not handle triangulation	Confirmed
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?	No	Confirmed
11.55 Can these be electronically transmitted direct from the system?	N/A	Confirmed
11.56 Does the software produce Intrastat reports where applicable?	No	Under consideration
11.57 How are errors on VAT accounts corrected?	Users need to have the permission levels to make corrections. Errors can be corrected by adjusting original transactions, adjusting entries or journal entries	Confirmed
11.58 How does the software handle the VAT on purchase and sales ledger contras?	Manual journal entries	Confirmed

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Question	Supplier Response	Evaluator's Comment
11.59 How does the software handle partially allowable expenditure, e.g. VAT on petrol invoices where employees are provided with petrol (adjustment required for own use)?	Manual journals.	Confirmed
11.60 Can the software handle cheque refunds to customers?	Yes	Confirmed
If Yes:-		
11.61 How is the VAT accounted for under cash accounting?	Based on transaction date and tax period	Confirmed
11.62 Can the software handle invoices with multiple rates of VAT?	Yes	Confirmed
11.63 How does the software handle write off of bad debts and the related VAT?	Manual journals	Confirmed

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Question	Supplier Response	Evaluator's Comment
<b>12 Currency</b>		
12.1 Is multi-currency processing available?	Yes	Confirmed
If Yes:-		
12.1.1 State number of currencies available.	All currencies are supported. NetSuite users can add new currencies as they become known.	Confirmed
12.1.2 Does this cover:-		
12.1.2.1 General ledger	No, except foreign bank accounts	Confirmed
12.1.2.2 Sales ledger	Yes	Confirmed
12.1.2.3 Purchase ledger	Yes	Confirmed
12.1.2.4 Stock	Yes	Confirmed
12.1.3 Is conversion to sterling automatic?	Yes, to base currency.	Confirmed
If Yes:-		
12.1.4 Does this cover-		
12.1.4.1 General ledger	Yes	Confirmed
12.1.4.2 Sales ledger	Yes, for reports	Confirmed
12.1.4.3 Purchase ledger	Yes, for reports	Confirmed
12.1.4.4 Stock	Yes	Confirmed
12.1.5 Can the user select which currency to value each of the ledgers?	No, ledgers are valued in the base currency	Confirmed
If Yes:-		
12.1.6 Does this cover:-		
12.1.6.1 General ledger	N/A	
12.1.6.2 Sales ledger	N/A	
12.1.6.3 Purchase ledger	N/A	
12.1.6.4 Stock	N/A	
12.1.7 What are the currency capacities?	Unlimited	Confirmed
12.1.8 What are the maximum and minimum exchange rates?	The minimum (GBP) rate is 1 GBP = 0.00000001, no maximum.	Confirmed

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Question	Supplier Response	Evaluator's Comment
12.1.9 What approach will the Software House take towards handling the EURO?	Develop a conversion utility as and when required	Policy as stated
12.2 What currency information is held:		
12.2.1 Currency Code/description?	Yes – Currency description and symbol.	Confirmed
12.2.2 Country?	Yes.	Confirmed
12.2.3 Currency rate table?	Yes – “Currency Exchange Rates” table.	Confirmed
12.2.4 Date rates effective from-to?	Yes – “Effective Date” and “Previous Effective Date”	Confirmed
12.2.5 Previous rates held?	Yes – a full history of previous exchange rates is held.	Confirmed
12.3 Can a base currency be selected?	Yes, on company set-up.	Confirmed
12.4 Can the user over ride the exchange rates during a transaction?	Yes – transactions can be configured to allow the exchange rates to be over ridden, depending upon the permissions set against the users role	Confirmed
12.5 Can the user change the exchange rates per account?	No, single current exchange rate per currency.	Confirmed
12.6 Is there a restriction on accounts to a single selected currency?	There is a default of the base currency on all G/L accounts apart from the bank accounts which can have a currency chosen. S/L & P/L to single selected currency once the account has been created and saved.	Confirmed
If Yes:-		
12.6.1 What controls are in place over any changes?	The currency cannot be changed.	Confirmed
12.7 Can the user manually over ride the currency calculation?	No – only the exchange rate used by the calculation.	Confirmed

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Question	Supplier Response	Evaluator's Comment
12.8 Are gains or losses on currency calculations automatically processed?	Yes – Gains and Losses are posted to an Exchange Rate Variance account	Confirmed
12.9 Can the user over ride the calculation /processing of currency gains and losses?	No	Confirmed
12.10 Can a user override an exchange rate on each transaction?	Yes – transactions can be configured to allow the exchange rates to be over ridden, depending upon the permissions set against the users role	Confirmed
12.11 Can the user define the treatment of foreign exchange gains/losses i.e. where posted to in the general ledger?	No – Gains and Losses are posted to an Exchange Rate Variance account. The name of this account can be changed if required.	Confirmed
12.12 Can ledger accounts be defined to take invoices/payments in specified currencies/ multiple currencies?	No – only a single currency.	Confirmed
12.13 Does the software prevent the deletion of the active currency?	Yes – an active currency cannot be deleted	Confirmed
12.14 Does the software prevent use of duplicate currency codes?	Yes – the system gives an error “This record already exists”.	Confirmed
12.15 Can currency transactions be entered in selected currency and/or base currency?	Journal entries can be entered in selected currency and/or base currency. For sales and purchase transactions the currency is set at the customer and supplier level.	Confirmed
12.16 Can transactions be entered in multiple currencies?	No	Confirmed
12.17 How does the software handle exchange differences?	Exchange differences are posted to an Exchange Rate Variance account.	Confirmed

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Question	Supplier Response	Evaluator's Comment
12.18 How does the currency treat revaluations relating to:		
12.18.1 Ledgers (sales/purchases)	The variance on revaluation is posted to the Exchange Rate Variance Account.	Confirmed
12.18.2 Monetary assets/liabilities	No	Confirmed
12.18.3 General ledger accounts?	No	Confirmed

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Question	Supplier Response	Evaluator's Comment
<b>13 Sales Order Processing and Invoice Production</b>		
13.1 Does the software start with a quotation or the sales order?	Either dependent on the user. Can create a Quote and then convert it to a Sales Order or invoice.	Confirmed
13.2 Are recurring or schedule orders handled?	NetSuite allows creation of a duplicate or memorised transaction for recurring orders. No scheduled orders.	Confirmed
13.3 At quotation or initial order stage state how does the software:		
13.3.1 Checks stock availability.	When creating the line item on the Quote or Order, the available quantity is shown for each line item.	Confirmed
13.3.2 Highlight alternative stock.	Suggestive and alternative stock can be achieved by customisation (scripting)	Confirmed
13.4 How does the software check credit status of customer:		
13.4.1 On receipt of order?	. The system checks credit status of customer displays warning message when the sales order/invoice is created	Confirmed
13.4.2 Prior to dispatch?	Not done prior to dispatch. There is an optional approval stage that has to be completed prior to delivery. This can however be scripted for users at implementation	Confirmed
13.5 Can the software block:		
13.5.1 Customer orders?	Yes NetSuite can block customer orders if the credit limit has been exceeded (enforce credit limit handling) or if an account is in dispute. (Hold selection on the customer record)	Confirmed

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Question	Supplier Response	Evaluator's Comment
13.5.2 Deliveries?	System does not block customer deliveries as standard	Confirmed
13.5.3 Invoice production?	The system optionally blocks invoice creation if the customer has exceeded their credit limit.	Confirmed
13.6 Where stock is not available is a "back order" raised and a purchase order issued?	Where stock is not available the system raises a back order and a suggestive Purchase Order is also issued	Confirmed
13.7 Does the software handle forward orders?	Yes, Standard	Confirmed
If Yes is this:-		
13.7.1 Only when stock is now available?	NetSuite allows creation of forward orders when stocks are available and unavailable.	Confirmed
13.7.2 Allocated from future planned stock?	Can allocate by oldest orders	Confirmed
13.8 Can multiple addresses be held for each customer (invoice and delivery address).	NetSuite allows multiple addresses for each customer, for example you can have a "To bill" and "ship to" address against the customer	Confirmed
13.9 Are the following documents produced:		
13.9.1 Quotations?	Yes	Confirmed
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
13.10 Are the following reports available:		
13.10.1 Quotes for which orders not received?	Yes, create a saved search	Confirmed

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Question	Supplier Response	Evaluator's Comment
13.10.2 Orders received (analysis)?	Yes, standard report	Confirmed
13.10.3 Items placed on backorder and/or purchase orders raised?	Yes, standard report	Confirmed
13.10.4 Items dispatched not invoiced?	Yes, create a saved search	Confirmed
13.10.5 Items ordered but not dispatched due to stock out?	Yes, create a saved search	Confirmed
13.10.6 Gross margin (by invoice or item)?	Yes, standard report (inventory profitability)	Confirmed
13.11 Are invoice details derived from order input? (e.g. prices, quantity)	Yes.	Confirmed
13.12 Can picking lists /dispatch notes be amended for non availability of stock?	NetSuite picking note / dispatch notes are created from the delivery process. If the item is not in stock it can be marked as not to be delivered.	Confirmed
If Yes:-		
13.12.1 Is this reported?	The amount of an item that is to be delivered is shown at the line level. This can be reported upon.	Confirmed
13.12.2 Are the items dispatched reflected in final invoice?	The invoice that is raised is for the items that are despatched	Confirmed
13.13 Is there one dispatch note and invoice per order?	There can be multiple invoices and despatch notes per order if everything is not in stock.	Confirmed
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.	Order status shows partial deliveries and invoices.	Confirmed
13.15 Can manual invoices be raised (i.e. without a sales order)?	Standard, can raise an invoice without a sales order.	Confirmed

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Question	Supplier Response	Evaluator's Comment
13.16 Does the software produce proforma invoices as required?	Yes, with NetSuite can create multiple and different custom transaction forms	Confirmed
13.17 Can returned goods be processed to produce credit notes?	Customers can be credited or refunded for returned items	Confirmed
13.18 Are these referenced to the original order/invoice?	Returned goods can be referenced to the original invoice if the return is raised from the invoice.	Confirmed
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?	The NetSuite ecommerce module is fully integrated into NetSuite. Any orders raised on the web come through as a sales order and then into the sales ledger	Confirmed
13.19.2 What control features are available for checking web orders before processing?	By using NetSuite approval work flow. Based on the users choice of workflow, can set the work flow so that all web orders goes to Sales Manager for approval or straight to the warehouse for processing	Confirmed

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Question	Supplier Response	Evaluator's Comment
<b>14 Purchase Order Processing</b>		
14.1 Does the software generate suggested orders?	Suggested orders are created when the stock level reaches the defined safety (minimum) stock level.	Confirmed
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?	You can have as many suppliers per item as you want. However, NetSuite has the ability to define a preferred supplier, out of the list.	Confirmed
14.5 Does the software hold details of substitute products if applicable?	Yes, Related items tab can be used to hold details substitute products.	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?	Both manual and automatic orders when created can easily be amended, before being mailed or faxed to the supplier	Confirmed
14.7 Is stock availability updated for stock on order?	Yes, when the order is saved	Confirmed
14.8 Can the software handle partially completed orders and returns?	Yes. Standard functionality in NetSuite	Confirmed
14.9 Are receipts checked to orders and discrepancies reported?	Can check receipts to orders by clicking on "created from Purchase Orders" link. With saved searches, discrepancies can be reported on	Confirmed

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Question	Supplier Response	Evaluator's Comment
14.10 Are purchase invoices checked to purchase orders, confirmed receipts and discrepancies reported?	NetSuite report methodology will allow user to create saved searches to report on any discrepancies	Confirmed
14.11 Are the following reports available:		
14.11.1 Purchase Orders raised (analysis)?	Yes as standard	Confirmed
14.11.2 Purchase Orders not received?	By saved search	Confirmed
14.11.3 Goods received discrepancies?	By saved search	Confirmed
14.11.4 Invoice to goods received discrepancies?	By saved search	Confirmed
14.11.5 Goods received not invoiced?	By saved search	Confirmed
14.12 Can the software handle "back to back" ordering?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
<b>15 Stock Control</b>		
15.1 What information is held in respect of stock (and are there any limits):-		
15.1.1 Item numbers/description?	Name/Number/Code (28 characters). Extended for multi-language, manufacturer, manufacturer's part number etc. 60 character descriptions.	Confirmed
15.1.2 Location(s)?	No limits, up to 50 locations per item with preferred location to be delivered from.	Confirmed
15.1.3 Quantity, (available, allocated, on order)?	Standard feature in NetSuite. Users would use NetSuite's Current inventory status report to inform them of the status of their inventory, it shows, the reorder point, quantity on hand, On back order, commit, etc.	Confirmed
15.1.4 Minimum and maximum stock levels?	Minimum only as preferred safety level.	Confirmed
15.1.5 Reorder lead times?	You can set a Reorder point and lead time	Confirmed
15.1.6 Supplier(s)?	You can associate unlimited suppliers to an item.	Confirmed
15.1.7 Prices/cost/ discount details?	You create various price levels, such as multiple, quantity, mark-up and discount price levels	Confirmed
15.1.8 Batch/serial number?	Yes	Confirmed
15.1.9 Weights etc?	Yes	Confirmed
15.1.10 Other – please specify?	Track landed cost, shipping and handling cost. Manufacturer, Country of manufacture	Confirmed
15.2 How is stock updated?		
15.2.1 Dispatch of goods?	Quantity available is updated at the time of raising the Sales order. Quantity on hand is updated at the time of dispatch	Confirmed

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Question	Supplier Response	Evaluator's Comment
15.2.2 Receipt of goods?	Receive against an existing Purchase Order or enter a bill (the Items tab if entering bills without purchase orders).	Confirmed
15.2.3 Adjustments?	At the time of processing or for example using "adjust inventory" to change the quantity and value of an inventory item without entering purchase order	Confirmed
15.2.4 Transfers between locations?	At the time of processing	Confirmed
15.3 Is negative physical stock allowed?	Yes	Confirmed
15.4 Can the software handle "sale or return" stock?	Not as standard, but can be implemented by Professional services though customisation	Confirmed
15.5 Can the software handle variations to a standard pack of products?	Yes	Confirmed
15.6 What methods of stock valuations are allowed?	Method can be set per item.	Confirmed
15.6.1 Average	Yes	Confirmed
15.6.2 FIFO	Yes	Confirmed
15.6.3 LIFO	Yes	Confirmed
15.6.4 Standard cost	No	Confirmed
15.6.5 Other – please specify	No	Confirmed
15.7 How can stock enquiries be made, i.e. by product code, short name/supplier etc.	By item name, code, serial number, supplier, location, manufacturer and more – user defined	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?	Create a saved search or customise an existing report	Confirmed

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Question	Supplier Response	Evaluator's Comment
15.9 Does the software facilitate the regular counting/ inspection of physical stock (e.g. by producing random/defined stock check lists)?	Yes, physical inventory worksheet firm plus Adjust inventory form to account for errors, theft or miscounts.	Confirmed
15.10 Can the software handle more complex situations such as:		
15.10.1 Bill of materials	Can create kit/package items, Assembly/Bill of Materials, service items and Non inventory items	Confirmed
15.10.2 Links to CAD/CAM systems	Yes, NetSuite will interface with most systems	Confirmed
15.10.3 Job costings to collate and value WIP.	Yes, optional extra to system. Strongest on staff costs against budgets.	Confirmed

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Question	Supplier Response	Evaluator's Comment
<b>16 User Documentation</b>		
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, online within the software plus manuals in PDF format.	Confirmed
16.2 Is the manual comprehensive and accurate?	Yes	Confirmed
16.3 Is there an index to the manual?	Yes, Table of Contents and search	Confirmed
16.4 Is it easy to locate specific topics in the manual when required?	Yes by keying in topic name within the search or contents	Confirmed
16.5 Is it easy to follow through all procedures in the manual?	Yes	Confirmed
16.6 Does the manual include:		
16.6.1 A tutorial section?	Learning tools are available from the Support menu. One of them, NetSuite Central has free eLearning, recorded web seminars and new release training material. In addition Quick Looks has basic videos on Getting Started.	Confirmed
16.6.2 A guide to basic functions?	Yes and NetSuite Central	Confirmed
16.6.3 Pictures of screens?	No	Confirmed
16.6.4 Completed examples included in the manual?	Yes, very limited	Confirmed
16.6.5 Specific “error correction” procedures?	No	Confirmed
16.6.6 VAT information?	Yes, more being developed currently	Confirmed action
16.7 Does the documentation clearly specify the actions to be taken by users at each important stage of processing?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
16.8 Are help screens available relating to the task in hand? (context sensitive help).	Yes at each field level within a screen	Confirmed
16.9 Do they provide on-line instructions on how to use particular features of the software?	Yes - everything is online	Confirmed
16.10 Can they be edited or prepared by the user?	No	Confirmed
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, SuiteTalk is the tool set for integration with third-party applications, and is based around the use of SOAP-based Web services Application Programming Interfaces (APIs) to expose NetSuite objects.	Confirmed

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Question	Supplier Response	Evaluator's Comment
<b>17 Efficiency</b>		
17.1 Are the various functions of the software menu-driven, or otherwise easy to initiate?	There are many ways to access functions, both menu & keyboard driven	Confirmed
17.2 Is there a good response time in the initiation of functions?	Yes, dependent on connection speed.	Confirmed
17.3 Is data entry easily repeated if similar to previous entry?	Yes, in some case repeating the previous line and in other cases duplicating the previous record.	Confirmed
17.4 Does the software prevent access to a record while it is being updated?	No	Confirmed
17.5 Is there locking at file or record level?	No	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?	No	Confirmed
17.8 Can regular reports be easily duplicated if required?	Yes, reports can be customised and saved and re-run using the same criteria, with no amends or changing the period dates for example.	Confirmed
17.9 Does the software warn the user when space is becoming short?	N/A as it's limitless	Confirmed

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Question	Supplier Response	Evaluator's Comment
<b>18 Integration and www facilities</b>		
18.1 Are the different accounting modules integrated?	Yes, it's a suite	Confirmed
18.2 Are they integrated on real time basis or batch basis?	Real time	Confirmed
18.3 Can the integration of batches be by batch, weekly or monthly?	Batch processing is not required.	Confirmed
18.4 Is the ledger updating process satisfactorily controlled by the production of control reports?	Yes, daybooks.	Confirmed
18.5 What operating systems does the software run under?	Windows, Linux, Apple Mac	Confirmed
18.6 Which databases can be used?	Oracle	Confirmed
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, integration with Word, Excel, OutLook are all standard. It can also be integrated into other packages as requested.	Confirmed
18.9 Can definable links to spreadsheets be created?	Yes via ODBC	Confirmed
18.10 Does the software integrate with any web trading software?		
18.10.1 External or	Yes – most of the popular ones, can be done at the implementation stage based on customer requirements	Confirmed
18.10.2 Suppliers own?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
18.11 Note which other business application software that can be linked to the software:	NetSuite can be linked to most business applications using our implementation service or third party developers.	Confirmed
18.11.1 Payroll?	Through the NS BOS platform developers can use the Suiteflex solutions to build and bundle their applications with NetSuite.	Confirmed
18.11.2 Time/fees?		
18.11.3 MRP?		
18.11.4 Fixed assets?		
18.11.5 Document management software?		
18.11.6 Job costing?	NetSuite have their own document management and job costing software.	Confirmed
18.11.7 CIS?		
18.11.8 Other – please specify?		
18.12 Is the software compatible with XML standards? If so in what respect? (input/ output/ other)?	NetSuite's xml standard allows us and other ASPs to exchange information in a common language, and thus seamlessly integrate their products to deliver greatly enhanced business solutions	Confirmed

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Question	Supplier Response	Evaluator's Comment
<b>19 Support and maintenance</b>		
19.1 How is the software sold:		
19.1.1 Direct from Software House?	Yes	Confirmed
19.1.2 Via Value Added Reseller (VAR)?	Yes	Confirmed
19.2 How is the product supported:-		
19.2.1 Direct by Software House?	Yes	Confirmed
19.2.2 By VAR?	Yes, first level	Confirmed
19.3 Is the software sold based upon number of users or number of concurrent users?	Number of users	Confirmed
19.4 Do VARs have to go through an accreditation process?	Yes	Confirmed
19.4.1 If Yes please note the process.	All solution providers have to attend the NetSuite 4 day administrator training.	Confirmed
19.4.2 If No please explain how organisations are chosen to be VAR?		
19.5 In the event of a dispute between Supplier and VAR how can the situation be resolved?	NetSuite would work with all parties to resolve issues.	Confirmed
19.6 Detail the types of cover available.	<p>NetSuite SuiteSupport provides world-class customer support through several different options:</p> <ul style="list-style-type: none"> <li>• <b>Silver Support</b></li> </ul> <p>NetSuite Silver Support provides online case submissions with business-hour support. 8:00 AM to 7:00 PM ) includes:</p> <ul style="list-style-type: none"> <li>• On-line support through NetSuite Customer Access Portal</li> <li>• 2-4 hour call-back response</li> </ul>	Confirmed

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Question	Supplier Response	Evaluator's Comment
	<ul style="list-style-type: none"> <li>• <b>Gold Support</b></li> <li>• <b>Platinum Support</b> includes:               <ul style="list-style-type: none"> <li>• Dedicated Technical Support Representative</li> <li>• Dedicated Program Manager</li> <li>• Toll-free Call Centre</li> <li>• Calls answered in 90 seconds</li> <li>• Priority telephone queue routing</li> <li>• 24x7 telephone support worldwide</li> <li>• Online support</li> <li>• Online case response in 2 hours</li> <li>• Weekend coverage</li> <li>• Early notification of new releases</li> </ul> </li> </ul>	What does this include?
19.7 Please note all method of support available :-		
19.7.1 Telephone.	Yes	Confirmed
19.7.2 Modem link.	No	Confirmed
19.7.3 Internet.	Yes including Webex	Confirmed
19.7.4 Other – specify.	Within the software	Confirmed
19.8 Please provide an indicative cost of cover.	Cost varies depending on number of licences and modules purchased	Confirmed
19.8.1 Are bug fixes free of charge?	Yes	Confirmed
19.8.2 For how long?	As long as the user has a valid licence	Confirmed
19.9 How often are general software enhancements provided?	Enhancements and new features are released twice a year	Confirmed
19.10 Will they be given free of charge?	Yes, to all users who have valid licences	Confirmed

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Question	Supplier Response	Evaluator's Comment
19.11 How are enhancements and bug fixes provided to customers?	Online. Bug fixes are released every fortnight. Enhancements releases are phased. They are released first as a beta for a 3 week period to each customer and then released in the fourth week.	Confirmed Confirmed
19.12 Is "hot line" support to assist with immediate problem solving available?	Yes	Confirmed
19.13 If so, is there an additional cost involved?	Yes	Confirmed
19.14 At what times will this support be available?	Platinum support holders have a priority line.24 x 7 x 365	Confirmed
19.15 Who provides training:		
19.15.1 Direct from Software House?	Yes	Confirmed
19.15.2 From a VAR?	No	Confirmed
19.16 Is hardware and maintenance provided by:		
19.16.1 Software House?	No hardware required. Software provided by NetSuite	Confirmed
19.16.2 VAR?		
19.17 Is a warranty offered in respect of specification of the software?	Yes as part of the Licence agreement	Confirmed
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	Confirmed
19.19 Are there any unduly restrictive conditions in the license for the software?	No the terms and conditions are industry standard	Confirmed

**The following two sections on SaaS do not form part of the accreditation and are for information purposes only.**

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Question	Supplier Response	Evaluator's Comment
<b>20 Security and continuity of processing – SaaS (FOR INFORMATION ONLY)</b>		
20.1 Are different levels of security provided to control access to the product/service?	Yes.	Noted
20.2 What forms of user authentication are supported e.g. user names, passwords certificates, tokens etc?	User names, passwords, certificates, and tokens	Noted
20.3 What is the proposed product/service availability percentage?	99.5%	Noted
20.4 Is the service available 24x7 or are there downtime periods for maintenance?	24x7	Noted
20.5 Is a service level agreement offered regarding service availability?	Yes. See <a href="http://www.netsuite.com/slc">http://www.netsuite.com/slc</a>	Noted
20.6 Is the customer made aware of maintenance periods in advance?	Yes. See <a href="http://www.netsuite.com/slc">http://www.netsuite.com/slc</a>	Noted
20.7 Does the product/service require the use of any technologies that may be considered as a security risk? e.g. ActiveX, JavaScript, Cookies.	JavaScript and Cookies are required.	Noted
If so, describe how the user can mitigate this risk.	Use of limited-execution browser tools such as NoScript can significantly mitigate the risks associated with cookies and JavaScript.	Noted
20.8 Where the product/service relies upon downloading and running an executable program, has that program been secured with a digital certificate to verify the source and integrity of the program?	N/A	

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Question	Supplier Response	Evaluator's Comment
20.9 Is data for different customers/companies kept:-		
20.9.1 On separate servers?	If requested by the customer /company, yes. Otherwise, no.	Noted
20.9.2 In different databases?	As above	Noted
20.9.3 In separate database tables?	As above	Noted
20.9.4 In a database with data for other customers and companies using identification codes with each record?	By default, this is the primary form of data separation.	Noted
20.10 How is it ensured that data for different customers and companies is reliably identifiable and only accessed by authorised users for each customer/company?	Row-level security capabilities that present a partial view of the tables to the users based on a set of defined criteria. During runtime, predicates are used to filter any rows that the user is authorized to see. These rows are limited by the unique customer identity.	Noted
20.11 Are there any situations where users from one customer/company can work with data from another customer/company?	No.	Noted
20.12 What are the implications of the Data Protection Act over information held by the service provider?	NetSuite is registered with the United States Department of Commerce as complying with the DPA data protection principles by certifying that it adheres to the safe harbour framework developed by the Department of Commerce in coordination with the European Commission. See <a href="http://web.ita.doc.gov/safeharbor/shlist.nsf/webPages/safe+harbor+list">http://web.ita.doc.gov/safeharbor/shlist.nsf/webPages/safe+harbor+list</a>	Noted

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Question	Supplier Response	Evaluator's Comment
20.13 Does the application software:- 20.13.1 Require any client software to be installed on the user's computer?	Not by default.	Noted
20.13.2 Work entirely within Internet Browser software on the user's computer?	By default, yes.	Noted
20.14 Are communications between the user's computer and the software service encrypted:-	In all cases, all communications between the user's computer and the software service are encrypted	Noted
20.14.1 User log in data only?		
20.14.2 All data exchanged between user client and software service?		
20.15 What security steps are taken to prevent and detect intrusion attempts?	Yes	Noted
20.15.1 Is firewall hardware and software used to protect the live systems from unauthorised access?		
20.15.2 Which monitoring software is used to create alerts when intrusion attempts are suspected?	SNORT 2.x with associated notification software	Noted
20.15.3 Are designated staff responsible for receiving and urgently responding to these alerts?	Yes	Noted
20.15.4 Have clear procedures been established for identifying and responding to security incidents?	Yes	Noted
20.15.5 Is all security sensitive software, such as operating systems and databases, kept up to date with the latest software patches? Please indicate how regularly updates are applied.	Yes. All updates are reviewed continuously via notifications. Patches which meet policy criteria are applied according to notification requirements.	Noted

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Question	Supplier Response	Evaluator's Comment
20.15.6 List procedures and software tools in place to prevent or detect and eliminate interference from malicious code, such as viruses?	Anti-virus software with automated updates; network- and host-based scanning for vulnerabilities; network flow monitoring; automated network and host ACL monitoring; automated file-tampering monitoring; internal and external penetration testing; internal and external intrusion detection software installations. Other proprietary monitoring systems.	Noted
20.16 Is a system log maintained by the service provider that details		
20.16.1 User access	Yes	Noted
20.16.2 User activity	Yes	Noted
20.16.3 Error messages	Yes	Noted
20.16.4 Security violations?	Yes	
20.17 Is this log available to the customer?	By default, only the User Access log is surfaced directly to customers. Customers may request that NetSuite perform audits of other logs. Depending on the requested scope of such an audit, there may be costs.	Noted
20.18 Have been any successful unauthorised access attempts been made during the last year?	No	Noted
If Yes:-		
20.18.1 What was the effect on the business and users?	N/A	
20.18.2 What steps are in place to prevent this happening in future?	N/A	
20.19 Is penetration testing regularly carried out by (please indicate frequency of tests):-		
20.19.1 Staff specialising in this field?	Yes	Noted
20.19.2 External specialists?	Yes	Noted

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Question	Supplier Response	Evaluator's Comment
20.19.3 Are procedures in place to ensure that any weaknesses found by penetration testing are addressed quickly?	Yes	Noted
20.19.4 If penetration testing by a specialist is not performed regularly, please indicate the main procedures in place to identify weaknesses?	N/A	
20.20 Are security procedures regularly reviewed? Please indicate frequency of reviews.	Yes. Quarterly.	Noted
20.21 Are users automatically logged off after a preset time not using the system?	Yes.	Noted
20.21.1 Can the time period be changed?	No.	Noted
20.21.2 Can any information be viewed without being logged in, including after logging off, if so what information?	No.	Noted

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Question	Supplier Response	Evaluator's Comment
20.22 Data validation		
20.22.1 To what extent is data input by users validated by scripts or routines in the browser, or other client software, before transmission to the server?	Minor formatting validation may be performed on client (e.g. Date or phone number syntax, maximum field lengths, etc).	Noted
20.22.2 To what extent is data input by users validated by routines running on the server before data files are updated?	Secondary data validation for field length and syntax is performed on the server. Further, significant whitelisting of acceptable characters on the server is performed in order to prevent such attacks as Cross-Site Scripting and SQL Injection.	Noted
20.22.3 Does the above validation ensure that data entered in all input boxes: <ul style="list-style-type: none"> <li>- Cannot be longer than a maximum length?</li> <li>- Cannot contain unaccepted characters such as semi-colons etc?</li> </ul>	Yes.	Noted
20.22.4 Are any data files, such as budgets or price updates, imported by users validated by routines running on the server before main data files are updated?	Imported data is subject to the same data validation as data input into the user interface.	Noted
20.23 Are system messages clear?	Yes.	Noted
20.24 Are user responses properly structured to ensure that erroneous input does not lead to inappropriate actions?	Yes.	Noted
20.25 Are all data entries or file insertions and updates controlled to ensure that should part of a data entry fail the whole transaction fails?	Yes.	Noted

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Question	Supplier Response	Evaluator's Comment
20.25.1 Are alerts sent to technical support staff when incidents occur to enable data update problems to be investigated and resolved?	Yes. End users are notified that such alerts have been sent.	Noted
20.25.2 Are messages provided to users clearly explaining whether the data entry or file upload has been processed successfully or not?	Yes.	Noted
20.26 Explain the procedures in place to ensure the security of customer data held by the service provider, in particular:-		
20.26.1 Procedures to prevent unauthorised access from staff, or contractors, working for the service provider or any other people with access to the service provider's internal systems?	Controls exist that prevent access to customer data by unauthorized persons. Such controls include, but are not limited to, internal networking protections, internal audit trails, regular audits of all user actions, separation of duties, regular password change requirements, multi-factor authentication at multiple stages of authentication, unified human resource practices for hiring and termination, incompatible role evaluation, and other such controls.	Noted
20.26.2 Is there sufficient segregation of duties preventing system developers from accessing and changing live applications and data files?	Yes.	Noted
20.26.3 Are there sufficient review and approval procedures covering system operations staff when emergency changes need to be made to live applications and data?	Yes.	Noted

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Question	Supplier Response	Evaluator's Comment
20.26.4 Is an audit trail always maintained of these emergency changes?	Yes.	Noted
20.26.5 What procedures are in place when members of staff leave to ensure that their system access is stopped?	Termination procedures and multiple reviews of completion of all termination steps. Multiple system dependencies for access guarantee that if any single access level is removed, all access is removed. Controls to prevent access from outside the physical, corporate network and multiple checks on the removal of various layers of physical and logical access.	Noted
20.27 What are the physical controls over the:-		
20.27.1 Premises?	Locks, guards, mantraps, pan-tilt-swivel cameras, videotapes with >30-day retention, badges, biometric confirmation of badges. Staged fire suppression, multiple power substations and external generators.	Noted
20.27.2 Fileservers?	In addition to 20.27.1, locked cages and locked racks.	Noted
20.27.3 Communications equipment?	In addition to 20.27.1, locked cages and locked racks.	Noted
20.28 Is Internet communication traffic monitored to identify potential problems before they happen?	Yes.	Noted
20.29 What procedures are in place to prevent a break in Internet Connection (at the server, client or in between) from causing data corruption?	Two-staged commit structure that guarantees that a transaction is a complete, atomic operation; otherwise it is rolled-back.	Noted

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Question	Supplier Response	Evaluator's Comment
20.30 Is there a clear indication in the software or accompanying documentation of the extent to which the customer or the service provider is responsible for backups and recovery?	Yes.	Noted
20.31 Backups by service provider		
20.31.1 Explain the backup procedures applied by the service provider including:		
20.31.2 Are backup procedures automatic?	Yes.	Noted
20.31.3 What is backed up and how frequently?	The entire database fileset is backed up on a daily basis.	Noted
20.31.4 The backup media used for the main backups?	There are 3 stages of backup media used for main backups: local near-line hard drive media; incremental tape backups; weekly complete tape backups.	Noted
20.31.5 Are backups kept for a sufficient time in case problems, such as data corruption, are not identified until a while later? Please indicate how long backups are kept before they are overwritten.	Two backup stages are kept for 3 weeks, two backup stages are kept for 90 days, and quarterly backups are kept for 12 months. For up to 90 days, backups can be restored on an up-to-the-minute basis. After 90 days, quarterly backups are available for 1 year.	Noted
20.31.6 Where backups are located and whether there are always at least two up to date backups stored at a different location to the service provider's main server location?	Backups are picked up by authorized couriers from a secure location within the datacenter, but external to the server farm on a daily basis and taken offsite to a secure facility that is >100 miles from the datacenter in secure vehicles.	Noted
20.31.7 How frequently backups are tested?	Weekly.	Noted

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Question	Supplier Response	Evaluator's Comment
20.32 Backups by users		
20.32.1 Is it possible for users to download a backup of their own data?	Yes	Noted
20.32.2 If so, is the downloaded data in a format which can be viewed with relative ease in other software such as PC based spreadsheets or databases?	Yes	Noted
20.32.3 Is the user forced or prompted to backup at certain intervals?	No	Noted
20.32.4 Can the intervals be customised?	N/A	
20.32.5 If sole responsibility for backups rests with users, explain the system, documentation and training support available to ensure that adequate backups are taken and can be used for recovery.	N/A	
20.32.6 Are there facilities to test recovery with user managed backups?	No.	Noted
20.33 Are contingency plans in place to enable a quick recovery from:-		
20.33.1 Database or application software corruption?	Yes	Noted
20.33.2 Hardware failure or theft?	Yes	Noted
20.33.3 Fire, flood and other disasters?	Yes	Noted
20.33.4 Communication failures?	Yes	Noted
20.33.5 How often are these plans tested?	Corruption, hardware, and communication failures are tested monthly. Disasters are tested bi-annually.	Noted

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Question	Supplier Response	Evaluator's Comment
20.33.6 What is the longest period of time envisaged that service may not be available?	NetSuite has performed at better than 99.5% uptime for several years. However, in the event of a total planetary disaster, it is envisaged NetSuite could remain unavailable indefinitely.	Noted
20.33.7 Are contingency plans documented?	Yes.	Noted
20.33.8 How often are these plans reviewed and updated?	Bi-annually	Noted
20.33.9 If transaction records are dated and time stamped are the times used local to the user or based on where the server is located?	Local based on server location, but timezone translation causes the information to be displayed to the user in local time, by default preference.	Noted
20.34 Application change management:-		
20.34.1 Do application changes automatically apply to all customers and users?	No. NetSuite employs a patent-pending design to allow application changes to be applied to selective groups of customers	Noted
20.34.2 Are users able to test beta versions of the application before new versions go into live use?	Yes	Noted
20.34.3 Are users given notice before application changes are applied to the live system?	Yes.	Noted
20.34.4 Are there sufficient internal testing and approval procedures applied by the service provider before all application changes are put into live use?	Yes.	Noted
20.34.5 Are users informed when they next login of the application changes that have gone into live use?	Yes.	Noted

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Question	Supplier Response	Evaluator's Comment
20.34.6 Are sufficient application and data backups maintained to enable a roll back to an earlier version if recent application changes cause problems?	Yes.	Noted
20.35 Reliance on key staff		
20.35.1 What steps been taken to avoid undue reliance on individual members of staff?	Redundancy and cross-training of all jobs. Processes and procedures exist to guarantee that all processes and procedures are documented, approved, and shared.	Noted
20.35.2 Are there any individual members of staff whose leaving or illness would significantly reduce, or even stop, the service provider's ability to provide a full and reliable service to customers?	No.	Noted
20.36 What protection is in place to enable users to able to access their accounting and other data if the service provider should experience serious difficulties, cease trading or decide to stop providing the service?	The NetSuite License Agreement provides steps to the customers to guarantee data access for a certain period and in certain formats in this case.	Noted
20.37 Do these arrangements include:-		
20.37.1 Standby arrangements for another organisation to continue providing the full service?	No.	Noted
20.37.2 Minimal arrangements to at least enable customers to access their data for a sufficient period of time to extract data copies, produce reports and make alternative arrangements?	Yes.	Noted

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Question	Supplier Response	Evaluator's Comment
20.37.3 Up to date copy of system documentation, source code, scripts, database schema and procedures lodged with a third party under an Escrow agreement?	No.	Noted
20.38 If the system is hosted by another party are there arrangements in place for this third party to continue providing a hosting service in the short term to allow time for customers to negotiate their own arrangements?	N/A	
20.38.1 If so how long does the arrangement allow?		
20.39 Is there a user group or committee in existence with sufficient information and understanding to take the lead in setting up arrangements, should the service provider cease trading or decide to stop providing the service?	Yes.	Noted
20.40 Are there any licence or trading agreements which would become invalid should the service provider go into administration or cease trading?	No.	Noted
20.40.1 If so what steps have been taken to protect customers from the impact of this situation arising?		
20.41 What payment options are available for using the software / service?	Annual, monthly, or upfront options exist. Terms are negotiable.	Noted
20.42 Where online subscription is used, are the forms used to set-up or renew a subscription clear and straightforward to use?	N/A	

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Question	Supplier Response	Evaluator's Comment
20.43 Where online payment is used, what type of security is used to protect sensitive information?	All NetSuite payment data is held in compliance with PCI 1.1 data protection requirements.	Noted
20.44 Where online subscription / payment is used, is an invoice provided to the customer and, if so, in what format?	NetSuite uses NetSuite for its billing system. Invoices are provided in html and pdf format.	Noted
20.45 When subscriptions (if applicable) need to be renewed, what advance notice is provided and what is the time limit for renewal?	Negotiable, but greater than 30 day advance notice is required.	Noted
20.46 Is there a procedure for late renewal and is there a time limit after which subscriptions cannot be renewed?	There is a procedure for late renewal. The time limit after which subscriptions cannot be renewed may last as long as 6 months.	Noted
20.47 How soon after creating or renewing a subscription (if applicable) can the system / service be used?	Immediately.	Noted
20.48 What notifications / confirmations are provided to the customer regarding subscriptions and payments?	Email and telephone.	Noted
20.49 To what extent are users able to access their accounting and other data if:-		
20.49.1 They miss one or two payments?	Negotiable.	Noted
20.49.2 They cease being customers?	Former customers can export their data in CSV format for an agreed upon period.	Noted

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Question	Supplier Response	Evaluator's Comment
<b>21 Reports extra questions for SaaS (FOR INFORMATION ONLY)</b>		
21.1 Are reports produced from the same software as the financial applications or is separate reporting software used?	Same.	Noted
21.2 Does any application software (i.e. other than a web browser or PDF reader) need to be installed on the user's computer in order to prepare or view the reports?	No.	Noted
21.3 Is access to the reporting facilities and data these use controlled by the same procedures as access to the main financial applications? 21.3.1 If it is different explain the user access control facilities available to ensure information is only viewed by users with appropriate authority?	Yes.	Noted
21.4 In what electronic formats are reports produced:-		
21.4.1 PDF?	Yes	Noted
21.4.2 XML?	No	Noted
21.4.3 MS Excel spreadsheet?	Yes.	Noted
21.4.4 CSV file?	Yes	Noted
21.4.5 As html for viewing in a web browser?	Yes	Noted
21.5 Are report documents stored on the web server or on the user's computer?	User's computer. The server emits reports to the user's browser in one of the above formats and does not retain a copy.	Noted
21.5.1 If report documents are stored on the web server are they secure to ensure only users with appropriate authority can get access?	N/A	

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Question	Supplier Response	Evaluator's Comment
21.5.2 If reports can be downloaded to the user's computer are there adequate warnings about the possible dangers of other computers users being able to view the reports and the need to store the documents in a secure storage location?	Yes	Noted
21.6 For documents viewable in a browser is any data stored on the user's computer in a web browser cache or temporary file (when viewing the report presented for the browser or for any simplified print layout style options)?	NetSuite recommends that users implement appropriate local controls to provide such protections.	Noted
If Yes:-		
21.6.1 Is there any protection against other users viewing the report or data on which it is based?	NetSuite recommends that users implement appropriate local controls to provide such protections.	Noted
21.6.2 Is it clear on the reports when they were produced and the date of the data on which they are based, so the user can tell whether they are viewing out of date information?	Yes.	Noted
21.7 Are communications between the browser and the server encrypted for any report related communications?	Yes.	Noted
21.8 If reports are produced dynamically each time the user views them can historical reports be reproduced at any time?		
21.8.1 Indicate any reports that are not available after a period of time has elapsed, e.g. events such as period	Yes.	Noted

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Question	Supplier Response	Evaluator's Comment
end or records have been purged/deleted.		
21.9 Can reports viewable in a browser be navigated dynamically by users? For example:-	Yes.	Noted
21.9.1 Enabling drill down to more detailed information (Please state the extent of drill down/across functionality available).	Yes. Too many reports with various forms of drill-down into detail reports exist to list. Virtually all financial reports have such capabilities.	Noted
21.9.2 Altering which columns and rows of data are displayed.	Yes. All reports can be customized to add/remove columns	Noted
21.9.3 Choosing time periods.	Yes. Nearly all reports can be filtered by date, except those where it would be nonsensical.	Noted
21.9.4 Specifying selection criteria.	Yes. Complex filters can be applied.	Noted
21.10 Can report data be reliably copied and pasted direct from browser viewable reports to an MS Excel spreadsheet retaining any table layout?	Generally, yes. However, some reports retain more fidelity in their layouts when exported directly into Excel format instead of displaying in HTML and using copy/paste.	Noted
21.11 If reports are incomplete, for instance due to a poor Internet connection, is sufficient information provided to enable the user to notice that some of the report is missing?	Yes. End-markers within the reports are obvious. Their absence is clear.	Noted