

ICAEW Accreditation Scheme
Financial Accounting Software Evaluation

SAP AG

SAP Business ByDesign version 2.1



This evaluation covers the software that was available as at the evaluation date. Any changes subsequently made to the software may not be accurately reflected within this document. Potential users should consider the effect of any changes against their requirements.

Evaluation carried out by: IT Evaluation Services

Date completed: 10th December 2009

Signed:

A handwritten signature in black ink that reads 'J. Pidgeon'. The signature is written in a cursive style with a large, looped 'J' and a long, sweeping underline.

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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 SAP Business ByDesign version 2.1 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 SAP Business ByDesign version 2.1, a product specialist from SAP AG completed the detailed questionnaire and provided it to the evaluator to examine. The evaluator then visited the SAP (UK) limited office in Feltham, Middlesex and in conjunction with the operation of the various aspects of the software assisted by members of SAP AG and SAP (UK) Limited 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 members of SAP AG and SAP (UK) Limited staff in order to clarify certain points. In the event of disagreement between SAP AG and the evaluator, the evaluator's decision was taken as final and the response changed accordingly.

SAP Business ByDesign version 2.1 was used throughout the evaluation. The evaluation covered the fully integrated sales, purchase and general ledgers and where appropriate sales order processing, sales invoicing, purchase order processing and

stock software, separate reports have not been prepared for each ledger. Instead a composite report has been prepared with references made to the appropriate ledger as necessary. Other modules in the system were not included in this evaluation.

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 Online accounting software

This evaluation covers the accounting system but not the method by which it is delivered. Potential users need to satisfy themselves on the security and disaster recovery aspects and licensing of the online system and any data protection issues of their own and customer/supplier information, contained therein, being held on the system.

2.4 Software/hardware utilised

SAP Business ByDesign version 2.1 was used throughout the evaluation.

A portable Novo Think Pad T60PC with an Intel core TMS CP1 2 Ghz processor, 2GB RAM, and a 80GB disk running Internet Explorer 7 under Windows XP Pro 2002 service pack 3 was used throughout.

2.5 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

SAP Business ByDesign provides a Software-as-a-Service (SaaS)-based unified package comprising key accounting, order processing and stock control capabilities. SAP claim that it is ideal for fast-growing midsize companies, with limited IT resources, that want a flexible, scalable solution to run their mission critical processes at a predictable cost.

According to SAP connecting to the SAP Business ByDesign software is simple for customers, yet extremely difficult for hackers and it ensures security through safe virtual private network connections and controlled Web-based access. The system is managed, monitored and maintained by SAP experts in their state-of-the-art service centres which greatly simplify a users' IT requirements and SAP say, makes it affordable to maintain.

3.2 Supplier background

SAP was founded in 1972 and is a multinational software development and consulting corporation, which provides enterprise software applications and support to businesses of all sizes globally. Headquartered in Walldorf, Germany, with regional offices around the world including the UK. SAP is (as of 2009) the largest software enterprise in Europe and the fourth largest software enterprise in the world. SAP state that there are over 100,600 SAP installations serving more

than 41,200 companies in more than 25 industries in over than 120 countries of which 67,000+ are small and midsize enterprise (SME) customers.

3.2 Product background and Suitability for user

In 2007 SAP announced a new product named SAP Business ByDesign. SAP Business ByDesign is a Software as a Service (SaaS) offering, and provides a fully integrated Enterprise Resource Planning (ERP) solution, on demand. Users can start with the modules they need and grow into broader functionality in time. SAP claim its unified work centers help people collaborate in harmony, end-to-end and its built in reporting and analytics creates better visibility, decision-making accountability at all levels. Typical users are in the manufacturing, distribution and professional services industries.

3.3 Typical implementation

25 – 45 users

3.4 Vertical applications

Features are included for manufacturing, distribution and professional services

3.5 Software and hardware specifications

3.5.1 Development environment

SAP Netweaver

3.5.2 Server platforms

N/A

3.5.3 Databases

Max DV from SAP

3.5.4 Operating software

Linux

3.5.5 Protocols

TCP/IP

3.5.6 Minimum client PC specification

Any PC capable of running Internet Explorer 6 or 7 or Firefox

3.5.7 Support and maintenance

Telephone and online to data centre support staff on a 24 hour 7 day a week basis. Updates are applied via the data centre with users being provided with information about the updates prior to installation.

3.6 Software installation and support

There is no software to install but SAP provide consultancy assistance to ensure that the system is set up to meet users specific requirements. This configuring typically takes just a few weeks.

- 3.7 Partner network and related accreditation process
At present all systems are sold directly through SAP in the UK but SAP are considering setting up VARs in the future and any such VARs would go through a training and accreditation process.
- 3.8 Limitations
No transaction archiving, not necessary – planned for future release
No batch processing but possible to enter batches of bank receipts, journals and for logistical transactions such as goods receipts
No automatic prepayments
Accruals not automatically reversed
No interest calculations on late payments
Only single budget held per account
No aged stock reports
No group consolidation – planned for future release
VAT cash accounting not supported
No special VAT schemes supported
VAT on partially allowable items not handled – planned for 2010
No proforma invoices as standard
No statements produced
No printed VAT 100 form, (details only) – electronic format only
No intrastat reports – planned for future release
LIFO and FIFO stock valuation not available
No alternative or substitute products held

4 Evaluation conclusion

SAP Business ByDesign version 2.1 is a well designed integrated business package that has full multi-currency and multi-company features (but no consolidation at present). The package is fully supported through SAP data centres and provides midsize companies with a sophisticated system. Suitable for companies with limited software & systems resources and who don't want a large IT department.

In terms of the functionality that is present in the current version and the target market for SAP Business ByDesign version 2.1, the application has great flexibility and analysis capabilities that should be easily sufficient for the target market. With SAP consultancy the system can be personalised to suit the needs of the user.

Disclaimer

Any organisation considering the purchase of SAP Business ByDesign version 2.1 should consider their requirements in the light of proposals from SAP AG 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: SAP Business ByDesign Version: 2.1

Question	Supplier Response	Evaluator's Comment
5 Security and continuity of processing		
5.1 What security features are included to control access to the application?	SAP Business ByDesign can be accessed with a unique username and Password, allocated to each user. For greater security over the internet, SAP Hosting use reverse proxy farms to hide network topology.	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?	SAP Business ByDesign allows users specific access according to their role. Although the profiles are role based these can be tailored for individual users.	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).	SAP Business ByDesign has role based and/or individual requirements control.	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	
5.5.4 Are single user systems access controlled by password?	Yes	Confirmed

Functional requirements questionnaire
Product: SAP Business ByDesign Version: 2.1

Question	Supplier Response	Evaluator's Comment
5.5.5 Does the software allow for each user to have separate log on (user ids)? If No:-	Yes – SAP Business ByDesign currently allows for each user to have separate log on based on their personnel record in the HR module.	Confirmed
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? If Yes:-	Yes	Confirmed
5.5.9.1 Please specify [e.g. Number of digits, requirement for special characters, numeric, upper/lower case etc.]	SAP Business ByDesign's password must contain at least 1 digit (0-9), 1 upper case and 1 lower case character. This number of characters is specified by the administrator, who can also specify the value using the profile parameter: Maintain Profile Parameters	Confirmed
5.5.10 Is there a facility to enforce password changes after a chosen period of time?	Yes – SAP Business ByDesign enforces change every 90 days. This period can only be changed by request to SAP.	Confirmed
5.5.11 Is there a facility to specify a minimum age for passwords (e.g. 1 day)?	Yes – The customer can not change this setting, they have to request the change to SAP	Confirmed
5.5.12 How many previous passwords are retained by the system to limit users recycling passwords (e.g. 24 or 32)?	5	Confirmed

Functional requirements questionnaire
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Question	Supplier Response	Evaluator's Comment
5.6 Please state how security allows for access to be specified separately for :- 5.6.1 Read?	SAP Business ByDesign's read access is controlled by the individual access profile for each user, as defined by the system administrator.	Confirmed
5.6.2 Read and write?	As above	Confirmed
5.6.3 Delete and amend?	As above	Confirmed
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?	Yes - SAP Business ByDesign determines the level of access to sensitive data according to the user's role.	Confirmed
5.9 Please specify the specific security procedures (by passwords or warnings) over the:- 5.9.1 Update of ledgers	In SAP Business ByDesign this is currently controlled by the User Role Profile.	Confirmed
5.9.2 Closing of accounting periods	As above	Confirmed
5.9.3 Deletion of transactions	As above but the user can only delete quotes & orders.	Confirmed
5.9.4 Archiving of transactions.	No archiving.	Confirmed
5.10 Is it impossible to delete a transaction?	Yes – SAP Business ByDesign currently does not allow deleting financial transactions once posted. See above.	Confirmed
If No: 5.11 How are deletions controlled by the system?	N/A	
5.12 Are deleted transactions retained in the audit trail and denoted as such?	N/A	
5.13 Can a report be produced detailing all current users, via user groups if relevant, and their	Yes	Confirmed

Functional requirements questionnaire
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Question	Supplier Response	Evaluator's Comment
authority levels and/or access rights?		
5.14 If data can be accessed by separate reporting facilities, such as ODBC or separate report writer, is the user access security control applied?	Data is only available to external tools through the SAP Business ByDesign data link. This controls access based on the roles and privileges of the users logged on.	Confirmed
If No:-		
5.15 Please explain any other protection in place to prevent unauthorised access to data with such facilities.	N/A	
5.16 Is the level of security (described with this section) appropriate for the expected size of business using the software?	Yes	Confirmed
5.17 Is there a clear indication in the software or manuals as to how the data is:-		
5.17.1 Backed-up?	Not needed - SAP Business ByDesign as a hosted solution is backed up at SAP data centre.	Confirmed
5.17.2 Recovered?		
5.18 Back ups		
How are back ups provided:-		
5.18.1.1 Within the software application?	N/A	
5.18.1.2 Within the operating software?	N/A	
5.18.2 Are backup procedures automatic?	Yes	Confirmed
5.18.3 Is the user forced or prompted to back-up at certain intervals?	No, backup by data centre daily.	Confirmed
5.18.4 Can the intervals be customised?	N/A	

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Question	Supplier Response	Evaluator's Comment
5.19 Recovery		
5.19.1 Please state how the software facilitates recovery procedures in the event of software failure? (E.g. roll back to the last completed transaction).	SAP Business ByDesign will roll back to previous back up in the case of serious failure.	Confirmed
5.19.2 If software failure occurs part way through a batch or transaction, will the operator have to re-input the batch or only the transaction being input at the time of the failure?	SAP Business ByDesign will lose only the information of last screen.	Confirmed
5.19.3 Are these automated?	Yes	Confirmed
5.19.4 Do the recovery procedures work?	Yes	Confirmed
5.20 What features are available within the software to help track down processing problems?	SAP Business ByDesign has a context sensitive integrated support and incident creation. These incidents are created with background technical data and are transferred automatically to the support personnel	Confirmed
5.21 Are software messages clear?	Yes	Confirmed
5.22 Are user responses properly structured to ensure that erroneous key strikes do not lead to inappropriate actions?	SAP Business ByDesign displays plain error messages that are simple to understand	Confirmed
5.23 Is there a software log which details:-		
5.23.1 Error messages?	Yes	Confirmed
5.23.2 Security violations?	No only 3-login attempts allowed then the user is locked out.	Confirmed
5.24 Audit trail		
5.24.1 Does the software have a detailed audit trail?	Yes, for financial transactions.	Confirmed

Functional requirements questionnaire
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Question	Supplier Response	Evaluator's Comment
5.24.2 Is it impossible to turn off or delete the audit trail?	Yes	Confirmed
5.24.3 Are all master file changes recorded in the audit trail?	Yes, in a change log.	Confirmed
If Yes:-		
5.24.3.1 Does each change have a system generated reference allocated?	Yes	Confirmed
5.24.3.2 Are the originator and authoriser identified?	Yes	Confirmed
5.24.3.3 Is the change date and time stamped?	Yes	Confirmed
5.24.4 Are all standing data changes recorded in the audit trail?	Yes, in history logs.	Confirmed
If Yes:-		
5.24.4.1 Does each change have a system generated reference allocated?	Yes, but not shown to the user, but changes in sequential order.	Confirmed
5.24.4.2 Are the originator and authoriser identified?	Yes	Confirmed
5.24.4.3 Is the change date and time stamped?	Yes	Confirmed
5.24.5 Is all input data included within the audit trail, including amendments, deletions, journals etc?	Yes	Confirmed
5.24.6 Does the software allocate a system generated unique reference number to each transaction?	Yes, sequential by type of transaction.	Confirmed

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Question	Supplier Response	Evaluator's Comment
5.24.6.1 Is this stamped with a user id?	Yes	Confirmed
5.24.6.2 Is this unique reference number presented to the user at time of input?	No, but shown on audit trail	Confirmed
5.24.6.3 Is the transaction date and time stamped?	Yes	Confirmed
5.24.7 Are all imported /interfaced transactions allocated a software generated reference number?	Yes	Confirmed
5.24.8 How are transactions differentiated within the audit trail?	SAP Business ByDesign differentiates transactions in the Audit Trail according to: transaction type, originating business object and user	Confirmed
5.25 What are the procedures for handling dates? (E.g. 2 digit years, 4 digit years).	SAP Business ByDesign handles dates with a 4 digit years	Confirmed
5.25.1 In the case of two digits what is the break point for the century?	N/A	
5.25.2 Are dates handled consistently throughout the software?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
6 Input of transactions		
The following sections in Input of transactions, File maintenance, Processing and Reports are primarily aimed at the three main accounting ledgers and where applicable Sales Order Processing, Sales Invoicing, Purchase Order Processing and Stock Control.		
6.1 Is data input controlled by self-explanatory menu options?	Yes - SAP Business ByDesign has menus based on the user's role	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 - SAP Business ByDesign verifies all input account code and tax rates prior acceptance by the system. A limit for approval can be set.	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?	SAP Business ByDesign currently has data entry forms with formatted fields to ensure correct data is entered. Where possible SAP Business ByDesign uses drop down lists to facilitate speedy and accurate data input.	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)	Each of SAP Business ByDesign's transaction types have a unique sequential number	Confirmed
6.8 Does the software allow for batch control totals?	No - SAP Business ByDesign is not a batch process based application	Confirmed
If Yes:-		
6.8.1 Are batches automatically numbered?	N/A	

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Question	Supplier Response	Evaluator's Comment
6.8.2 Are batches forced to balance before ledger update?	N/A	
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	
6.8.4 Is the user forced to confirm batch totals?	N/A	
6.9 Is attempted posting of unbalanced journals rejected? (G/L).	Yes	Confirmed
6.10 Are input errors highlighted?	Yes	Confirmed
6.11 If Yes are they:-		
6.11.1 Rejected and reported on screen?	Yes - SAP Business ByDesign displays screen error messages.	Confirmed
6.11.2 Rejected and error reports generated?	No	Confirmed
6.11.3 Accepted and posted to suspense?	No	Confirmed
6.12 Does the software have an automatic facility to correct/reverse/delete transactions?	SAP Business ByDesign permits reversal of all Journals in the GL Work Centre. No deletion or correction.	Confirmed
If Yes:-		
6.12.1 Are all the double entry transactions documented in the audit trail?	Yes	Confirmed
6.13 What are the controls to ensure the internal integrity of the ledger(s) or the accounting information, e.g., control of accounts.	SAP Business ByDesign is based on the standard double entry accounts. Balanced accounts ensure data integrity.	Confirmed
6.14 Is it possible to allocate input values directly to ledger control accounts?	No	Confirmed

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Question	Supplier Response	Evaluator's Comment
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?	N/A	
6.15 Can automatic accruals or prepayments be generated?	SAP Business ByDesign recurring documents provides automatic accruals within Accounting without integration to CRM, SRM, etc. Automatic prepayments are not available.	Confirmed
6.16 Will these automatically be reversed after the period end? (G/L)	No, manually.	Confirmed
6.17 Does the software have a purchase invoice register?	Yes	Confirmed
6.18 Does the software permit multi debit/credit journals?	Yes	Confirmed
6.19 How are transactions identified on screen/reports as to:-		
6.19.1 Type?	SAP Business ByDesign identifies transactions by type.	Confirmed
6.19.2 Debit or credit?	No	Confirmed
6.20 Can separate nominal analysis codes be input for each invoice line?	Yes - SAP Business ByDesign can manage independent account determination for every invoice line.	Confirmed
If Yes:-		
6.21 Does this cover:-		
6.21.1 Sales ledger?	Yes	Confirmed
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

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Question	Supplier Response	Evaluator's Comment
If Yes:- Is this 6.22.1 Automatic or manual?	Both	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?	Not from credit notes.	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 -	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)?	Yes	Confirmed
6.32 Is VAT treated correctly on early settlement discounts?	Yes	Confirmed
6.33 Will the software permit the posting of unallocated cash to the ledgers?	Yes - SAP Business ByDesign permit the posting of unallocated cash.	Confirmed
Does this apply to:- 6.33.1 Sales ledger?	Yes	Confirmed
6.33.2 Purchase ledger?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
6.34 Are unallocated cash/credit notes specifically reported for follow up?	Yes	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?	No	Confirmed
6.38 What controls are there over the creation of new accounts?	Controlled by user rights.	Confirmed
6.39 Is the originator and/or authoriser identification logged by the software?	Yes	Confirmed
6.40 Is the user prevented or warned from overriding credit limits or discounts? (S/L).	Credit limits – warning or stop. Discounts can be changed within threshold, outside this will require authorisation.	Confirmed
6.41 Does the software have a bank reconciliation facility?	Yes	Confirmed
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

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Question	Supplier Response	Evaluator's Comment
6.44 Does the software accept input files from other computer packages?	Yes	Confirmed
If Yes:-		
6.44.1 What formats are accepted?	SAP Business ByDesign accepts XML, CSV formats and provides a template for Excel upload (With restricted functionality)	Confirmed
6.44.2 What controls are in place over the interface?	SAP Business ByDesign provides the same control features as for entries done directly in the system. I.e. technical and semantic checks	Confirmed
6.45 Does the software have a facility for calculating interest on late payments?	SAP Business ByDesign supports currently the creation of late payment fees but not interest calculations.	Confirmed

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Question	Supplier Response	Evaluator's Comment
7 File maintenance		
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 - SAP Business ByDesign grants access to users with appropriate rights to the account management Work Centre to create new accounts.	Confirmed
7.5 Are menus:-		
7.5.1 Application specific?	Yes	Confirmed
7.5.2 User specific?	Yes	Confirmed
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?	Can be marked as obsolete, but not possible to delete.	Confirmed
7.8 What is the size and format of reference numbers and descriptions within:-		
7.8.1 General Ledger?	Code 100 A/N and description	Confirmed
7.8.2 Sales Ledger?	250 A/N in all ledgers.	
7.8.3 Purchase Ledger?		
7.8.4 Stock?		

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Question	Supplier Response	Evaluator's Comment
7.9 Is the scope of the reference number adequate to permit sufficient depth of analysis?	N/A – not used for analysis.	Confirmed
7.10 How does the software guard against/warn about, duplicate account numbers on set up?	SAP Business ByDesign doesn't allow the creation of duplicate accounts and informs with an error message	Confirmed
7.11 How does the software enable the traceability - from, to and through the accounting records - of any source document or interfaced transaction?	SAP Business ByDesign enables it through related key fields. SAP Business ByDesign also provides a document flow.	Confirmed
7.12 What drill down/around functionality is available within the software?	SAP Business ByDesign has full drill down functionality from document down to ledger entry	Confirmed
7.13 Can reports be invoked which identify all the fields which have been modified?	Yes - SAP Business ByDesign has a change history available in the user interface.	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?	Yes, history logs with from and to dates.	Confirmed
7.15 What controls are within the software over changes to parameters and tables e.g. reporting, password etc?	SAP Business ByDesign controls the changes in parameters or tables through the System Administration Access control.	Confirmed
7.16 Does the software allow selective archiving of old data on a user-defined basis?	No - SAP Business ByDesign is planned to be enhanced with this functionality.	Confirmed intention

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Question	Supplier Response	Evaluator's Comment
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 archived data for audit without affecting current accounting data?	N/A	

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Question	Supplier Response	Evaluator's Comment
8 Processing		
8.1 Does the software ensure that menu options or programs are executed in the correct sequence (e.g. ensure outstanding transactions are processed before month end procedures run)?	Yes - SAP Business ByDesign provides guided procedures. SAP Business ByDesign has also a closing cockpit available with periodic tasks to be completed.	Confirmed
8.2 After an external document (e.g. sales invoice or cheque payment) has been generated and posted to the accounts is it impossible to amend this data?	Yes	Confirmed
8.3 Is there an audit trail of all changes to transactions which have updated the ledgers?	Changes not possible.	Confirmed
8.4 Can the software calculate prices or values by reference to master file data?	Yes	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?	N/A - SAP Business ByDesign doesn't allow unbalanced postings	
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	
9	Performance of requisite accounting functions		
9.1	What control features are provided by the software to support effective user controls?	SAP Business ByDesign uses double entry & has automatic control account updatings	Confirmed
9.2	Is there:		
9.2.1	Transaction sequencing?	Yes, by type	Confirmed
9.2.2	Automatic dating of posting transactions?	Yes	Confirmed
9.2.3	Identification of user id or source of document?	Yes, both	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?	SAP Business ByDesign supports unlimited number of companies.	Confirmed
9.6	Is a group consolidation facility available?	SAP Business ByDesign plan to have this enhancement in a future release.	Confirmed
9.7	Can the software consolidate entities with different charts of accounts?	No, planned later enhancement.	Confirmed intention
9.8	How many levels of nominal analysis can be handled by the software?	SAP Business ByDesign has 5 levels of analysis fields.	Confirmed
9.9	How does the software handle cost centres, departments, divisions?	SAP Business ByDesign permits to set up an organizational structure. It can be defined as a	Confirmed

Functional requirements questionnaire
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Question	Supplier Response	Evaluator's Comment
	master data.	
9.10 How are periods handled by the software?	SAP Business ByDesign allows default fiscal year or the customer can define the own fiscal year.	Confirmed
9.11 How many:-		
9.11.1 Accounting periods can be set up?	SAP Business ByDesign currently allows up to 16 Accounting Periods per year.	Confirmed
9.11.2 Years can be set up?	SAP Business ByDesign allows setting up as many years as required.	Confirmed
9.12 Can the length/ number of periods be adjusted to suit different user requirements?	SAP Business ByDesign permits the adjustment of the length/number of periods.	Confirmed
9.13 How many accounting periods can be open at any one time?	As required	Confirmed
9.14 How many years can be open at any one time?	SAP Business ByDesign allows setting up as many years as required.	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?	SAP Business ByDesign controls this function through access rights.	Confirmed
If No:-		
9.15.2 Is the data archived on the server?	N/A	
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	Confirmed

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Question	Supplier Response	Evaluator's Comment
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	Confirmed
If Yes:-		
9.18.1 Are transactions analysed by posting date or document date?	Both - SAP Business ByDesign defaults to posting date but it is possible to analyse by document date.	Confirmed
9.19 Can transactions be posted to more than one accounting period at any point in time?	Yes	Confirmed
9.20 Does this cover:-		
9.20.1 General ledger?	Yes	Confirmed
9.20.2 Sales ledger?	Yes	Confirmed
9.20.3 Purchase ledger?	Yes	Confirmed
9.21 Is it possible to allocate transactions to:		
9.21.1 Future periods?	Yes - SAP Business ByDesign only allows it if the period is open	Confirmed
9.21.2 Previous closed periods?	Yes - SAP Business ByDesign will allow this only if the period is re-opened.	Confirmed
9.21.3 A previously closed year?	Only if year re-opened. If carry forward has been run, it would first need to be reversed.	Confirmed
If Yes:-		
9.21.4 What controls are in place e.g. level of authorisation and on screen warnings?	SAP Business ByDesign restricts access to users and to Work Centres. Screen Warning available	Confirmed
9.21.5 Will the software revise subsequent periods accordingly?	Yes	Confirmed
9.22 How will transactions outside the current period be:-		
9.22.1 Reported	SAP Business ByDesign allows reporting via standard reporting tools using posting date.	Confirmed

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Question	Supplier Response	Evaluator's Comment
9.22.2 Accounted for in the VAT return?	SAP Business ByDesign will account them as unreconciled transactions	Confirmed
9.23 Does the software permit use of budgets and provide comparisons between budgets and actual?	Yes - SAP Business ByDesign provides for comparison between budget and actual in cost centre, balance sheet and financial statement.	Confirmed
If Yes:-		
9.23.1 How many versions of budgets/forecasts can be maintained on the system?	1 Version	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?	No	Confirmed
9.24.4 Overheads?	Yes	Confirmed
9.24.5 Balance sheet?	Yes	Confirmed
9.25 Can budgets be set by:		
9.25.1 Period?	Yes	Confirmed
9.25.2 Annually?	No	Confirmed
9.26 Can the software automatically generate budgets?	Sales ledger only.	Confirmed
If Yes:- Please state how this is achieved.	SAP Business ByDesign achieves this based on Sales Plan Budget	Confirmed
9.27 What is the maximum value of transactions and of totals that can be handled by the software?	SAP Business ByDesign can handle 22 digits and 6 decimal numbers	Confirmed
9.28 What is the maximum number of transactions that can be handled by the software?	Unlimited	Confirmed
9.29 What is the maximum number of accounts on each ledger:		
9.29.1 Sales ledger?	Unlimited	Confirmed
9.29.2 Purchase ledger?	Unlimited	Confirmed
9.29.3 General ledger?	Unlimited	Confirmed

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Question	Supplier Response	Evaluator's Comment
10 Reports		
10.1 Are all reports adequately titled and dated? (E.g. report name, client name, data, period, batch, last entry number, period end, pages, numbers etc.)	Yes	Confirmed
10.2 Do the reports provide totals where applicable?	Yes	Confirmed
10.3 Are these totals calculated or taken from a control file?	SAP Business ByDesign calculates the totals	Confirmed
Please state the reports that do not feature calculated totals.	N/A	
10.4 Is it clear when the report has ended? (totals or end markers)	Yes, page x of y.	Confirmed
10.5 Can reports be saved in electronic format (as distinct from just printing)?	Yes	Confirmed
10.6 Are such files adequately protected from deletion or amendment?	SAP Business ByDesign currently do not protect these from deletion or amendment because these files are locally saved by users to their local data storage	Confirmed
10.7 Is a report writer provided as part of the software or as an add on?	SAP Business ByDesign includes a report writer.	Confirmed
Please state the name of any third party package.	Microsoft Excel, Adobe also available	Confirmed
10.8 What level of knowledge is required to use the report writer e.g. beginner, regular user, expert?	SAP Business ByDesign requires regular user or expert knowledge of report writer.	Confirmed
10.9 Can the report writer make use of user-defined fields (including external fields)?	User-defined – yes, external – no.	Confirmed

Functional requirements questionnaire
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Question	Supplier Response	Evaluator's Comment
10.10 Does the report writer enable:-		
10.10.1 Separate access to each system area?	Yes	Confirmed
10.10.2 Reports to be prepared which combines related data from a number of system areas (e.g. Customers – Sales – Stock items) in the same report?	Yes	Confirmed
10.11 Can users define the parameters, columns, fields and selection criteria used on reports reported?	Yes	Confirmed
10.12 Are standard reports always produced, even when they are nil returns?	Yes	Confirmed
10.13 Is there an option for reports to exclude nil balances, this year or where there are nil balances this year and last year, to enable a comparative report to be produced with the completeness of both years' being maintained?	Yes	Confirmed
10.14 Can screen layouts, reports and transaction formats be easily adapted to users' requirements?	Yes, only limited changes to transaction formats.	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 for later printing?	Yes - SAP Business ByDesign provides an audit report for the General Ledger. Customer and supplier changes can only be shown individually	Confirmed

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Question	Supplier Response	Evaluator's Comment
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?	Yes	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?	G/L – yes, S/L & P/L by type and + & -.	Confirmed
10.20 Do reports give sufficient narrative and coding to enable cross referencing?	Yes	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	No	Confirmed
10.22.8 Aged unallocated cash (debtors)	Yes	Confirmed
10.22.9 Aged unallocated cash (creditors)	Yes	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, only in electronic format.	Confirmed
10.22.14 EC Sales Listings	Yes	Confirmed
10.22.15 Intrastat returns (SSD)	Yes	Confirmed
10.23 Are the above reports standard within the software or do they have to be written?	SAP Business ByDesign currently provides all above mentioned reports as part of the standard system	Confirmed

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Question	Supplier Response	Evaluator's Comment
10.24 Is the age criteria fixed or user definable?	SAP Business ByDesign allows the user to define the age criteria	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	Confirmed
10.27.1 Transaction listings?	Yes	Confirmed
10.27.2 Day books?	Yes	Confirmed
10.27.3 Trial balance?	Yes	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	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
10.32 Are all movements during each accounting period shown on sales, purchase, general, stock ledger detail reports?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
10.33 Do the sales and purchase ledger reports show how all partial payments or allocations (unallocated cash) have been treated?	No - SAP Business ByDesign provides the capability to view it within the accounts themselves	Confirmed
10.34 Is there a general ledger report that shows balances brought forward and carried forward plus all posted transactions in the period?	Yes	Confirmed
10.35 Can the management accounts, profit and loss account and balance sheet be sufficiently analysed by:	5 analysis fields available.	Confirmed
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)	No	Confirmed
10.35.7 Can the above be user defined by Period and/or range?	Yes	Confirmed
10.36 What controls are there in place so that the user is aware of partly processed transactions:-	SAP Business ByDesign shows tasks within each work centre. SAP Business ByDesign also has a work flow reminder.	Confirmed
10.36.1 Unposted invoices	Yes, via report & work flow reminders	Confirmed
10.36.2 Uninvoiced dispatches	Yes, via report & work flow reminders	Confirmed
10.36.3 Payments	Yes, via task management	Confirmed
10.36.4 Receipts	Yes, via task management	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)	SAP Business ByDesign supports standard Price List, customer specific Discount structure, payment terms, cash discount. Possible to set limits for changes causing alert.	Confirmed

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Question	Supplier Response	Evaluator's Comment
10.38 Detail all automatically generated documents for external use. (E.g. sales invoices and statements, remittance advices.)	SAP Business ByDesign generates automatically among others: Sales order acknowledgement, customer invoice & credit notes, late payment letters, Purchase order, remittance advance, cheques	Confirmed
10.39 Can the software reproduce source documents? [E.g. sales invoices; POs, Remittance advices.....]	Yes	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?	Yes, PDF documents held.	Confirmed
10.41 Are these clearly identified as duplicates?	Yes	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, only via Excel.	Confirmed
10.44 Does the report writer have the facility to scroll up and down when output to screen?	Yes	Confirmed
10.45 Can all reports be run without the need for period-end procedures to be initiated?	Yes	Confirmed
10.46 Does the report writer allow print previews of all reports?	Yes	Confirmed
10.47 Can transactions and standing data be output directly to other	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
formats e.g. CSV, txt, XML, PDF etc. for any period of time required?		

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Question	Supplier Response	Evaluator's Comment
11 Value Added Tax		
<p>The following sections detail the general requirements/features of an accounting package in handling VAT. It cannot cover all eventualities or all users and where necessary members should contact their local HMRC office for detailed guidance. The overall objective is to accurately record the accounting for VAT in order to support VAT returns to HMRC.</p>		
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?	Yes	Confirmed
11.1.3 EC Code?	Yes	Confirmed
11.1.4 EC VAT registration numbers (10)?	Yes	Confirmed
11.1.5 VAT rates (please specify number available)	Yes - SAP Business ByDesign has no limitations for VAT rates.	Confirmed
11.2 How does the software handle roundings?	Yes	Confirmed
11.3 Is this applied consistently?	Yes	Confirmed
11.4 Does the software handle VAT Scale charges with automatic double entry processing?	SAP Business ByDesign currently can handle VAT scales charges as a manual process	Confirmed
11.5 Does the software handle VAT calculation tolerances?	Yes	Confirmed
If Yes do any discrepancies produce:-		
11.5.1 Warning?	Yes	Confirmed
11.5.2 Appear in the audit trail	Yes	Confirmed
11.5.3 Appear in the VAT exception report?	Yes	Confirmed

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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?	SAP Business ByDesign has user control Business Configuration Access	Confirmed
11.6.2 VAT tables set up and change?	Same as above	Confirmed
11.6.3 Tolerance levels?	Same as above	Confirmed
11.6.4 Invoice sales number table?	No change allowed once initial number set.	
11.6.5 Changes on VAT code on customer files?	SAP Business ByDesign provides change history	Confirmed
11.6.6 Changes on VAT code on stock files?	SAP Business ByDesign provides change history	Confirmed
11.6.7 VAT calculated on sales invoices or credit notes?	No change to VAT calculation allowed.	Confirmed
11.7 Does the software store and report a VAT return identifier [VRI]?	Yes	Confirmed
11.8 How does the software ensure that that each eligible posting is reported only once in a VAT return?	SAP Business ByDesign flags documents that have been processed to show that the have been included in the VAT return. Additionally SAP Business ByDesign contains a report that shows open items. Once documents are processed they no longer appear on the report.	Confirmed
Method of operation		
11.9 VAT basis. Can the software handle:		
11.9.1 Invoice (standard) accounting?	Yes	Confirmed
11.9.2 Cash accounting?	No	Confirmed

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

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Question	Supplier Response	Evaluator's Comment
11.13 Can the software be configured to handle partial exemption methods?	No	Confirmed
11.14 Please state the number of VAT codes available for VAT analysis.	SAP Business ByDesign allows multiple VAT codes for VAT analysis	Confirmed
11.15 How does the software handle:-		
11.15.1 Outside scope?	Done via VAT codes - SAP Business ByDesign will automatically propose a code based on location, product, etc	Confirmed
11.15.2 Distance selling (supply to an unregistered EC customer)?	Done via VAT codes - SAP Business ByDesign will automatically propose a code based on location, product, etc	Confirmed
11.16 How the software handle EC VAT:-		
11.16.1 Goods and related service?	Done via VAT codes - SAP Business ByDesign will automatically propose a code based on location, product, etc	Confirmed
11.16.2 Services only?	Done via VAT codes - SAP Business ByDesign will automatically propose a code based on location, product, etc	Confirmed
11.16.3 Process?	Done via VAT codes - SAP Business ByDesign will automatically propose a code based on location, product, etc	Confirmed
11.16.4 Triangulation?	Done via VAT codes - SAP Business ByDesign will automatically propose a code based on location, product, etc	Confirmed

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Question	Supplier Response	Evaluator's Comment
11.17 Does the software include the functionality to identify EU acquisitions?	Yes	Confirmed
If Yes:-		
11.18 Can the software generate acquisition tax?	Yes	Confirmed
11.19 Can a report be generated of all EU acquisitions and the amounts of acquisition tax generated?	Yes	Confirmed
11.20 Does the software include the functionality to identify transactions liable to reverse charge VAT?	Yes	Confirmed
If Yes:-		
11.21 Can the software generate reverse charge VAT?	Yes	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?	Yes	Confirmed
11.24 How does the software handle late transactions posted outside the closed VAT return period?	SAP Business ByDesign will include it in the next return or a correction return can be produced	Confirmed
Input VAT (purchases)		
11.25 Can the software handle VAT inclusive amounts and automatically calculate the	Yes, P/L only.	Confirmed

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Question	Supplier Response	Evaluator's Comment
input VAT?		
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?	SAP Business ByDesign generates it internally	Confirmed
11.26.4 Invoice tax point date?	Yes	Confirmed
11.26.5 Invoice posting period date?	Yes	Confirmed
11.26.6 Invoice gross total?	Calculated from lines	Confirmed
11.26.7 Invoice VAT amount?	Calculated from lines	Confirmed
11.26.8 Individual invoice lines:-		
11.26.8.1 net amount	Yes	Confirmed
11.26.8.2 VAT rate (optional from VAT code, product supplier)	Yes	Confirmed
11.27 Does the software validate individual invoice line VAT amounts against the total invoice of VAT (less early settlement at discount) and accept or reject the amount subject to the software tolerance?	Yes - SAP Business ByDesign lets the user accept or reject the difference	Confirmed
11.28 Can the user override the software derived input VAT amount and input VAT as shown on the supplier invoice?	Yes, work flow alerts.	Confirmed

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Question	Supplier Response	Evaluator's Comment
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?	N/A	
11.30.2 VAT claimed?	N/A	
Output VAT (sales)		
11.31 Does the software generate sales invoices?	Yes	Confirmed
If Yes:-		
11.32 For each invoice generated is the following information included on the sales invoice:-		
11.32.1 Unique software generated invoice reference	Yes	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	Confirmed
11.32.5 Your customer's name (or trading name) and address, EC country code and VAT number (if applicable)	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
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
If Yes:		
11.34 Is this by way of a report?	Yes, on the invoice	Confirmed
11.35 Does the software handle Proforma invoices?	No	Confirmed
If Yes:-		
11.36 Are the invoices clearly identified as "this is not a tax invoice"?	N/A	
VAT Reporting		
11.37 Does the software produce a VAT 100 form as standard?	No	Confirmed
If No:-		
11.38 Does the software have a means of producing reports that support the completion of the VAT return?	Yes	
11.39 Is the VAT return information available by report on a three monthly basis or any other specified period?	Yes, plus monthly.	Confirmed

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Question	Supplier Response	Evaluator's Comment
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?	Yes - SAP Business ByDesign can produce this list.	Confirmed
11.41 Can the VAT return be recreated showing all the transactions which were included in the original VAT return?	Yes	Confirmed
11.42 Does the software have a separate VAT audit log?	No, included in main audit trail.	Confirmed
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.	No, in VAT table history.	Confirmed
11.43.2 Change from invoice/cash VAT accounting or other Schemes.	No	Confirmed
11.43.3 VAT tolerance.	SAP Business ByDesign shows this in the VAT exception report	Confirmed
11.43.4 Changes to VAT rates on customer, supplier, product master files.	No, in history change log.	Confirmed
11.44 Are the above changes noted above stamped with a:-		
11.44.1 User id?	Yes	Confirmed
11.44.2 Software generated unique reference number?	Yes, but not shown to user.	Confirmed
11.44.3 Date and time?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
11.45 VAT postings		
11.45.1 Are all VAT postings recorded in the audit trail or VAT audit log?	Yes, audit trail	Confirmed
11.45.2 Does the software denote whether each transaction has been included in a reconciled VAT return?	Yes - SAP Business ByDesign provides separate reports once the transaction has been declared. SAP Business ByDesign stores the VAT return identifier with the document.	Confirmed
11.45.3 How does it denote which VAT Return the transaction has been included in?	SAP Business ByDesign will show in a report the VAT return identifier for transactions that have been included in that VAT return	Confirmed
11.46 Does the software produce a VAT Exception report detailing such transactions as:-		
11.46.1 VAT amounts outside tolerance levels?	Yes	Confirmed
11.46.2 Manual changes to software generated VAT?	Yes	Confirmed
11.46.3 Write offs	No	Confirmed
11.46.4 Zero value invoices?	No	Confirmed
If No for any of the above:-		
11.47 How does the software document these occurrences?	User can generate a report.	Confirmed
11.48 Does the software handle "intra-community" supply of goods?	Yes	Confirmed
11.49 Does the software support production of an EC Sales List?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
If Yes:-		
11.50 Does the report show the country code, the customer name, their EC VAT number, the invoice reference and indicators for different types of despatches?	Yes	Confirmed
11.51 Does the software produce invoice level reports that enable every value on each EC Sales List report to be traced to source documents?	Yes	Confirmed
11.52 Does the software have a means of ensuring that each eligible posting on the EC Sales List is reported only once? (Please state how this is done within the software).	Yes, by date range	Confirmed
11.53 How does the software handle triangulation? E.g. a movement of goods without a related invoice transaction.	Only based on invoices.	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?	Yes	Confirmed
11.55 Can these be electronically transmitted direct from the system?	Yes	Confirmed
11.56 Does the software produce Intrastat reports where applicable?	No, planned for next release	Confirmed intention
11.57 How are errors on VAT accounts corrected?	SAP Business ByDesign permits correction through a manual tax journal	Confirmed

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Question	Supplier Response	Evaluator's Comment
11.58 How does the software handle the VAT on purchase and sales ledger contras?	Not handled.	Confirmed
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)?	SAP Business ByDesign will be enhance with this capacity after March 2010	Confirmed intention
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?	N/A	
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?	SAP Business ByDesign can handle the write offs as a manual activity	Confirmed

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Question	Supplier Response	Evaluator's Comment
12 Currency		
12.1 Is multi-currency processing available?	Yes	Confirmed
If Yes:-		
12.1.1 State number of currencies available.	SAP Business ByDesign permits unlimited number of currencies	Confirmed
12.1.2 Does this cover:-		
12.1.2.1 General ledger	Yes	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 - SAP Business ByDesign has automatic conversion to the nominated reporting 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	Confirmed
12.1.4.3 Purchase ledger	Yes	Confirmed
12.1.4.4 Stock	Yes	Confirmed
12.1.5 Can the user select which currency to value each of the ledgers?	No - SAP Business ByDesign currently uses the company currency to value ledgers	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?	SAP Business ByDesign has no restriction for maximum and/or minimum	Confirmed
12.1.9 What approach will the Software House take towards handling the EURO?	SAP Business ByDesign will be enhanced with this capacity when required.	Confirmed intention

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Question	Supplier Response	Evaluator's Comment
12.2 What currency information is held:		
12.2.1 Currency Code/description?	Yes	Confirmed
12.2.2 Country?	No	Confirmed
12.2.3 Currency rate table?	Yes	Confirmed
12.2.4 Date rates effective from-to?	Yes	Confirmed
12.2.5 Previous rates held?	Yes	Confirmed
12.3 Can a base currency be selected?	Yes	Confirmed
12.4 Can the user over ride the exchange rates during a transaction?	Yes	Confirmed
12.5 Can the user change the exchange rates per account?	No	Confirmed
12.6 Is there a restriction on accounts to a single selected currency?	No	Confirmed
If Yes:-		
12.6.1 What controls are in place over any changes?	N/A	
12.7 Can the user manually over ride the currency calculation?	Only by changing the exchange rate.	Confirmed
12.8 Are gains or losses on currency calculations automatically processed?	Yes	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	Confirmed
12.11 Can the user define the treatment of foreign exchange gains/losses i.e. where posted to in the general ledger?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
12.12 Can ledger accounts be defined to take invoices/payments in specified currencies/ multiple currencies?	Yes - SAP Business ByDesign has the capacity to handle multiple currencies	Confirmed
12.13 Does the software prevent the deletion of the active currency?	Yes	Confirmed
12.14 Does the software prevent use of duplicate currency codes?	Yes	Confirmed
12.15 Can currency transactions be entered in selected currency and/or base currency?	SAP Business ByDesign permits the entry of transactions in selected currency and in base currency	Confirmed
12.16 Can transactions be entered in multiple currencies?	Yes	Confirmed
12.17 How does the software handle exchange differences?	SAP Business ByDesign determinates automatically when clearing open items	Confirmed
12.18 How does the currency treat revaluations relating to:		
12.18.1 Ledgers (sales/purchases)	SAP Business ByDesign revaluates open items	Confirmed
12.18.2 Monetary assets/liabilities	SAP Business ByDesign have a closing cockpit that permits foreign currency revaluation	Confirmed
12.18.3 General ledger accounts?	SAP Business ByDesign have a closing cockpit that permits foreign currency revaluation	Confirmed

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Question	Supplier Response	Evaluator's Comment
13 Sales Order Processing and Invoice Production		
13.1 Does the software start with a quotation or the sales order?	SAP Business ByDesign can start with both	Confirmed
13.2 Are recurring or schedule orders handled?	SAP Business ByDesign handles scheduled but not recurring orders	Confirmed
13.3 At quotation or initial order stage state how does the software:		
13.3.1 Checks stock availability.	SAP Business ByDesign shows visual alerts	Confirmed
13.3.2 Highlight alternative stock.	SAP Business ByDesign currently does not handle alternative stock	Confirmed
13.4 How does the software check credit status of customer:		
13.4.1 On receipt of order?	Yes	Confirmed
13.4.2 Prior to dispatch?	No	Confirmed
13.5 Can the software block:		
13.5.1 Customer orders?	Yes	Confirmed
13.5.2 Deliveries?	Yes	Confirmed
13.5.3 Invoice production?	Yes	Confirmed
13.6 Where stock is not available is a "back order" raised and a purchase order issued?	Yes, suggested orders or checked against outstanding orders.	Confirmed
13.7 Does the software handle forward orders?	Yes	Confirmed
If Yes is this:-		
13.7.1 Only when stock is now available?	No	Confirmed
13.7.2 Allocated from future planned stock?	Yes	Confirmed
13.8 Can multiple addresses be held for each customer (invoice and delivery address).	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
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	Confirmed
13.10.2 Orders received (analysis)?	Yes	Confirmed
13.10.3 Items placed on backorder and/or purchase orders raised?	Yes	Confirmed
13.10.4 Items dispatched not invoiced?	Yes	Confirmed
13.10.5 Items ordered but not dispatched due to stock out?	Yes	Confirmed
13.10.6 Gross margin (by invoice or item)?	Yes	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?	Yes	Confirmed
If Yes:-		
13.12.1 Is this reported?	Yes	Confirmed
13.12.2 Are the items dispatched reflected in final invoice?	Yes	Confirmed
13.13 Is there one dispatch note and invoice per order?	No - SAP Business ByDesign can handle multiple dispatches and invoices	Confirmed

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Question	Supplier Response	Evaluator's Comment
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.	SAP Business ByDesign automatically ensures that all dispatches are invoiced	Confirmed
13.15 Can manual invoices be raised (i.e. without a sales order)?	Yes	Confirmed
13.16 Does the software produce proforma invoices as required?	No, but a new form could be created if required.	Confirmed
13.17 Can returned goods be processed to produce credit notes?	Yes	Confirmed
13.18 Are these referenced to the original order/invoice?	Yes, optional.	Confirmed
13.19 Will the product accept orders from the Web?	Yes SAP Business ByDesign accept orders through the A-to-X tool.	Confirmed
If Yes:-		
13.19.1 How are web orders integrated with the sales order processing ledgers?	SAP Business ByDesign can be integrated with eShop	Confirmed
13.19.2 What control features are available for checking web orders before processing?	SAP Business ByDesign run the standard process for web orders	Confirmed

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Question	Supplier Response	Evaluator's Comment
14 Purchase Order Processing		
14.1 Does the software generate suggested orders?	Yes	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?	Yes	Confirmed
14.5 Does the software hold details of substitute products if applicable?	No	Confirmed
14.6 Based on automatic and manual order generation (above) does the software produce a list of proposed purchase orders, if so, can these be easily amended?	Yes	Confirmed
14.7 Is stock availability updated for stock on order?	Yes	Confirmed
14.8 Can the software handle partially completed orders and returns?	Yes	Confirmed
14.9 Are receipts checked to orders and discrepancies reported?	Yes	Confirmed
14.10 Are purchase invoices checked to purchase orders, confirmed receipts and discrepancies reported?	Yes	Confirmed
14.11 Are the following reports available:		
14.11.1 Purchase Orders raised (analysis)?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
14.11.2 Purchase Orders not received?	Yes	Confirmed
14.11.3 Goods received discrepancies?	Yes	Confirmed
14.11.4 Invoice to goods received discrepancies?	Yes	Confirmed
14.11.5 Goods received not invoiced?	Yes	Confirmed
14.12 Can the software handle "back to back" ordering?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
15 Stock Control		
15.1 What information is held in respect of stock (and are there any limits):-		
15.1.1 Item numbers/description?	Numbers – 22 chars, description 52 chars, long description 255 chars.	Confirmed
15.1.2 Location(s)?	Yes, bin numbers and warehouses	Confirmed
15.1.3 Quantity, (available, allocated, on order)?	Yes, on hand only in stock, on order via POP. Uses a 'soft allocation' method.	Confirmed
15.1.4 Minimum and maximum stock levels?	Yes	Confirmed
15.1.5 Reorder lead times?	Yes and prices by supplier	Confirmed
15.1.6 Supplier(s)?	Yes, multiple	Confirmed
15.1.7 Prices/cost/ discount details?	Yes, base price and other price and discount tables	Confirmed
15.1.8 Batch/serial number?	Yes	Confirmed
15.1.9 Weights etc?	Yes	Confirmed
15.1.10 Other – please specify?	Volumes, lengths, widths attachment of images and other documents.	Confirmed
15.2 How is stock updated?		
15.2.1 Dispatch of goods?	Yes	Confirmed
15.2.2 Receipt of goods?	Yes	Confirmed
15.2.3 Adjustments?	Yes	Confirmed
15.2.4 Transfers between locations?	Yes	Confirmed
15.3 Is negative physical stock allowed?	Yes, optional by item.	Confirmed
15.4 Can the software handle "sale or return" stock?	Not specifically, but could specify another warehouse	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?		

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Question	Supplier Response	Evaluator's Comment
15.6.1 Average	Yes, by product	Confirmed
15.6.2 FIFO	No	Confirmed
15.6.3 LIFO	No	Confirmed
15.6.4 Standard cost	Yes, by product	Confirmed
15.6.5 Other – please specify	N/A	
15.7 How can stock enquiries be made, i.e. by product code, short name/supplier etc.	Yes	Confirmed
15.8 Does the software track orders and enable enquiries by date, e.g. list of all stock due on a particular day; stock to be dispatched on a set date?	Yes	Confirmed
15.9 Does the software facilitate the regular counting/ inspection of physical stock (e.g. by producing random/defined stock check lists)?	Yes	Confirmed
15.10 Can the software handle more complex situations such as:		
15.10.1 Bill of materials	Yes – multi level	Confirmed
15.10.2 Links to CAD/CAM systems	Yes – can input drawings	Confirmed
15.10.3 Job costings to collate and value WIP.	No	Confirmed

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Question	Supplier Response	Evaluator's Comment	
16 User Documentation			
This section applies to any of: online, hardcopy or other (e.g. WWW) documentation – specify which are applicable.			
16.1	Is the manual clearly laid out and understandable?	Yes - SAP Business ByDesign has a manual called “Help Centre”. All documentation is on-line and separated into role-base scenarios	Confirmed
16.2	Is the manual comprehensive and accurate?	Yes	Confirmed
16.3	Is there an index to the manual?	Yes	Confirmed
16.4	Is it easy to locate specific topics in the manual when required?	Yes, search facility	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?	Yes	Confirmed
	16.6.2 A guide to basic functions?	Yes	Confirmed
	16.6.3 Pictures of screens?	No	Confirmed
	16.6.4 Completed examples included in the manual?	Yes	Confirmed
	16.6.5 Specific “error correction” procedures?	No	Confirmed
	16.6.6 VAT information?	Yes	Confirmed
16.7	Does the documentation clearly specify the actions to be taken by users at each important stage of processing?	Yes	Confirmed
16.8	Are help screens available relating to the task in hand? (context sensitive help).	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
16.9 Do they provide on-line instructions on how to use particular features of the software?	Yes	Confirmed
16.10 Can they be edited or prepared by the user?	No, but user can add notes	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	Confirmed

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Question	Supplier Response	Evaluator's Comment
17 Efficiency		
17.1 Are the various functions of the software menu-driven, or otherwise easy to initiate?	SAP Business ByDesign is a menu driven	Confirmed
17.2 Is there a good response time in the initiation of functions?	Yes, dependent on internet connection.	Confirmed
17.3 Is data entry easily repeated if similar to previous entry?	Yes	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?	SAP Business ByDesign has locking at a field level	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, real time updating.	Confirmed
17.8 Can regular reports be easily duplicated if required?	Yes, can also set up a batch of reports to be printed.	Confirmed
17.9 Does the software warn the user when space is becoming short?	N/A - SAP Business ByDesign is a hosted solution.	Confirmed

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Question	Supplier Response	Evaluator's Comment
18 Integration and www facilities		
18.1 Are the different accounting modules integrated?	Yes	Confirmed
18.2 Are they integrated on real time basis or batch basis?	SAP Business ByDesign integrates accounting modules in real time	Confirmed
18.3 Can the integration of batches be by batch, weekly or monthly?	N/A	
18.4 Is the ledger updating process satisfactorily controlled by the production of control reports?	Yes	Confirmed
18.5 What operating systems does the software run under?	Windows Internet Explorer and Firefox.	Confirmed
18.6 Which databases can be used?	N/A - SAP Business ByDesign is a hosted solution	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	Confirmed
18.9 Can definable links to spreadsheets be created?	Yes	Confirmed
18.10 Does the software integrate with any web trading software?	Yes	Confirmed
18.10.1 External or	Yes, via Business ByDesign tools	Confirmed
18.10.2 Suppliers own?	No	Confirmed
18.11 Note which other business application software that can be linked to the software:		

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Question	Supplier Response	Evaluator's Comment
18.11.1 Payroll?	Yes	Confirmed
18.11.2 Time/fees?	Yes, integrated in system or others	Confirmed
18.11.3 MRP?	Yes, integrated in system or others	Confirmed
18.11.4 Fixed assets?	Yes, integrated in system or others	Confirmed
18.11.5 Document management software?	Yes	Confirmed
18.11.6 Job costing?	Yes, integrated in system or others	Confirmed
18.11.7 CIS?	Yes	Confirmed
18.11.8 Other – please specify?	A-to-X link means the software can be linked to anything	Confirmed
18.12 Is the software compatible with XML standards? If so in what respect? (input/ output/ other)?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
19 Support and maintenance		
19.1 How is the software sold:		
19.1.1 Direct from Software House?	Yes	Confirmed
19.1.2 Via Value Added Reseller (VAR)?	No, intended later	Confirmed intention
19.2 How is the product supported:-		
19.2.1 Direct by Software House?	Yes	Confirmed
19.2.2 By VAR?	No	Confirmed
19.3 Is the software sold based upon number of users or number of concurrent users?	SAP Business ByDesign is sold based on number of named users	Confirmed
19.4 Do VARs have to go through an accreditation process?	Yes – It is foreseen that they will have to.	Confirmed intention
19.4.1 If Yes please note the process.	Demo academy	Confirmed intention
19.4.2 If No please explain how organisations are chosen to be VAR?	N/A	
19.5 In the event of a dispute between Supplier and VAR how can the situation be resolved?	N/A at present.	Confirmed
19.6 Detail the types of cover available.	24x7	Confirmed
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	Confirmed
19.7.4 Other – specify.	N/A	
19.8 Please provide an indicative cost of cover.	SAP Business ByDesign currently includes cost of cover within the subscription cost	Confirmed
19.8.1 Are bug fixes free of charge?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
19.8.2 For how long?	For the Product Lifecycle	Confirmed
19.9 How often are general software enhancements provided?	SAP Business ByDesign currently provides annual enhancements	Confirmed
19.10 Will they be given free of charge?	SAP Business ByDesign enhancements are included in the subscription cost	Confirmed
19.11 How are enhancements and bug fixes provided to customers?	SAP Business ByDesign delivers enhancements and bug fixing via Service Pack Updates. Users given advanced notice.	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?	No	Confirmed
19.14 At what times will this support be available?	24x7	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?	N/A - SAP Business ByDesign is a hosted solution	Confirmed
19.16.2 VAR?		
19.17 Is a warranty offered in respect of specification of the software?	Yes	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)?	Has Escrow agreement	Confirmed
19.19 Are there any unduly restrictive conditions in the license for the software?	No	Confirmed

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Question	Supplier Response	Evaluator's Comment
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Additional questions for SaaS providers

The ICAEW recommend that potential users undertake relevant financial and suitability due diligence on software and service providers.

20 Security and continuity of processing - SaaS

20.1 Are different levels of security provided to control access to the product/service?	Yes - SAP Business ByDesign is a role based software and requires username and password	As stated
20.2 What forms of user authentication are supported e.g. user names, passwords certificates, tokens etc?	SAP Business ByDesign is a password authenticated system	As stated
20.3 What is the proposed product/service availability percentage?	SAP Business ByDesign guarantees minimum 96% availability	As stated
20.4 Is the service available 24x7 or are there downtime periods for maintenance?	SAP Business ByDesign schedules maintenance for upgrades	As stated
20.5 Is a service level agreement offered regarding service availability?	Yes	As stated
20.6 Is the customer made aware of maintenance periods in advance?	Yes	As stated
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.	SAP Business ByDesign requires Java in few applications (like document flow)	As stated
If so, describe how the user can mitigate this risk.	SAP Business ByDesign can be assigned to a trusted zone in the Internet browser and the user can allow this technology only for the trusted zone. The same procedure as for all security issues. SAP Global Security Policy (firewall,DMZ Firewalls, router ACL')	As stated

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Question	Supplier Response	Evaluator's Comment
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?	Yes	As stated
20.9 Is data for different customers/companies kept:-		
20.9.1 On separate servers?	Yes	As stated
20.9.2 In different databases?	Yes	As stated
20.9.3 In separate database tables?	Yes	As stated
20.9.4 In a database with data for other customers and companies using identification codes with each record?	No	As stated
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?	SAP Business ByDesign requires User & Password for access control. SAP Business ByDesign uses Access Control List. Reverse proxy form	As stated
20.11 Are there any situations where users from one customer/company can work with data from another customer/company?	No	As stated
20.12 What are the implications of the Data Protection Act over information held by the service provider?	SAP Business ByDesign as a hosted solution follows the local German laws that are the MOST stringent globally	As stated
20.13 Does the application software:-		
20.13.1 Require any client software to be installed on the user's computer?	Yes - only for key users	As stated
20.13.2 Work entirely within Internet Browser software on the user's computer?	Yes	As stated
	Yes	As stated

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Question	Supplier Response	Evaluator's Comment
20.14 Are communications between the user's computer and the software service encrypted:-	Yes.	As stated
20.14.1 User log in data only?	Not only	As stated
20.14.2 All data exchanged between user client and software service?	Yes	As stated
20.15 What security steps are taken to prevent and detect intrusion attempts?		
20.15.1 Is firewall hardware and software used to protect the live systems from unauthorised access?	SAP Business ByDesign benefits from the multiple firewalls technology.	As stated
20.15.2 Which monitoring software is used to create alerts when intrusion attempts are suspected?	A reputable external company perform regular scan to detect vulnerability	As stated
20.15.3 Are designated staff responsible for receiving and urgently responding to these alerts?	Yes	As stated
20.15.4 Have clear procedures been established for identifying and responding to security incidents?	Yes.	As stated
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, Hot fixes are imported daily even in hours.	As stated
20.15.6 List procedures and software tools in place to prevent or detect and eliminate interference from malicious code, such as viruses?	The Standard SAP security procedures that are certified by TÜV. Use of multiple firewall and updated anti-virus. Use of Advanced Intrusion Detection System (IDS)	As stated
20.16 Is a system log maintained by the service provider that details		
20.16.1 User access	Yes	As stated

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Question	Supplier Response	Evaluator's Comment	
20.16.2	User activity	Yes	As stated
20.16.3	Error messages	Yes	As stated
20.16.4	Security violations?	Yes	As stated
20.17	Is this log available to the customer?	Yes	As stated
20.18	Have been any successful unauthorised access attempts been made during the last year?	No	As stated
	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):-	Yes	As stated
20.19.1	Staff specialising in this field?	Yes	As stated
20.19.2	External specialists?	Yes	As stated
20.19.3	Are procedures in place to ensure that any weaknesses found by penetration testing are addressed quickly?	Yes	
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, every new release, Feature Pack. Also review for Security certification renew.	As stated
20.21	Are users automatically logged off after a preset time not using the system?	Yes	As stated
20.21.1	Can the time period be changed?	Yes	As stated

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Question	Supplier Response	Evaluator's Comment
20.21.2 Can any information be viewed without being logged in, including after logging off, if so what information?	No	As stated
20.22 Data validation	All kinds of validation are applied to the data validation.	As stated
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?	E.g totals , form, legal forms check digits, etc	
20.22.2 To what extent is data input by users validated by routines running on the server before data files are updated?	As much as possible all data is validated before it gets to the server	As stated
20.22.3 Does the above validation ensure that data entered in all input boxes:	Yes	As stated
- Cannot be longer than a maximum length?	Yes	As stated
- Cannot contain unaccepted characters such as semi-colons etc?	Yes	As stated
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?	Yes	As stated
20.23 Are system messages clear?	Yes	As stated
20.24 are user responses properly structured to ensure that erroneous input does not lead to inappropriate actions?	Yes	As stated

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Question	Supplier Response	Evaluator's Comment
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	As stated
20.26 Are alerts sent to technical support staff when incidents occur to enable data update problems to be investigated and resolved?	Yes	As stated
20.27 Are messages provided to users clearly explaining whether the data entry or file upload has been processed successfully or not?	Yes	As stated
20.28 Explain the procedures in place to ensure the security of customer data held by the service provider, in particular:-		
20.28.1 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?	Employee access to confidential data is only granted on a need-to-know basis	As stated
20.28.2 Is there sufficient segregation of duties preventing system developers from accessing and changing live applications and data files?	Yes	As stated
20.28.3 Are there sufficient review and approval procedures covering system operations staff when emergency changes need to be made to live applications and data?	Yes	As stated
20.28.4 Is an audit trail always maintained of these emergency changes?	Yes	As stated

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Question	Supplier Response	Evaluator's Comment
20.28.5 What procedures are in place when members of staff leave to ensure that their system access is stopped?	User is removed and blocked	As stated
20.29 What are the physical controls over the:-		
20.29.1 Premises?	Fully monitored, surveillance cameras, environmental sensors, biometric access	As stated
20.29.2 Fileservers?	Physical access restricted to authorised personnel only. Fire and flood surveillance systems	As stated
20.29.3 Communications equipment?	Redundant Internet connections	As stated
20.30 Is Internet communication traffic monitored to identify potential problems before they happen?	Yes	As stated
20.31 What procedures are in place to prevent a break in Internet Connection (at the server, client or in between) from causing data corruption?	A reputable external companies carries a scan regularly (from outside the SAP Network)	As stated
20.32 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	As stated
20.33 Backups by service provider		
20.33.1 Explain the backup procedures applied by the service provider including:	SAP Business ByDesign is backed up with a disk-to-disk procedure	As stated
20.33.2 Are backup procedures automatic?	Yes	As stated
20.33.3 What is backed up and how frequently?	SAP Business ByDesign has a daily full backup of operating system, database and application data is created. Additionally a backup of the redo-logs of the	As stated

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Question	Supplier Response	Evaluator's Comment
20.33.4 The backup media used for the main backups?	database is created on a regular basis Disk	As stated
20.33.5 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.	SAP Business ByDesign keeps the main backup in a primary storage for 3 days and the secondary storage for 28 days	As stated
20.33.6 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?	SAP Business ByDesign are stored in a single building but separated from primary storage	As stated
20.33.7 How frequently backups are tested?	Daily, manual checks are performed	As stated
20.34 Backups by users		
20.34.1 Is it possible for users to download a backup of their own data?	No	As stated
20.34.2 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?	N/A	
20.34.3 Is the user forced or prompted to backup at certain intervals?	N/A	
20.34.4 Can the intervals be customised?	N/A	
20.34.5 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	N/A	

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Question	Supplier Response	Evaluator's Comment	
20.34.6	be used for recovery. Are there facilities to test recovery with user managed backups?	N/A	
20.35	Are contingency plans in place to enable a quick recovery from:-		
20.35.1	Database or application software corruption?	Yes	As stated
20.35.2	Hardware failure or theft?	Yes	As stated
20.35.3	Fire, flood and other disasters?	Yes	As stated
20.35.4	Communication failures?	Yes	As stated
20.35.5	How often are these plans tested?	On a regular basis	As stated
20.35.6	What is the longest period of time envisaged that service may not be available?	Max 5 hours in day. 10p.m to 3 a.m. Users normally notified in advance.	As stated
20.35.7	Are contingency plans documented?	Yes	As stated
20.35.8	How often are these plans reviewed and updated?	Regularly	As stated
20.35.9	If transaction records are dated and time stamped are the times used local to the user or based on where the server is located?	The times used are local times to the user.	As stated
20.36	Application change management:-		
20.36.1	Do application changes automatically apply to all customers and users?	Yes	As stated
20.36.2	Are users able to test beta versions of the application before new versions go into live use?	Yes	As stated
20.36.3	Are users given notice before application changes are applied to the live system?	Yes	As stated
20.36.4	Are there sufficient internal testing and approval procedures applied by the service	Yes	As stated

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Question	Supplier Response	Evaluator's Comment
20.36.5	Yes	As stated
20.36.6	Yes	As stated
20.37		
20.37.1	Data centre decentralised, key users every support shift.	As stated
20.37.2	No	As stated
20.38	Escrow	As stated
20.39		
20.39.1	Yes	As stated
20.39.2	Yes	As stated

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Question	Supplier Response	Evaluator's Comment
20.39.3 extract data copies, produce reports and make alternative arrangements? Up to date copy of system documentation, source code, scripts, database schema and procedures lodged with a third party under an Escrow agreement?	Yes	As stated
20.40 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?	No – System is hosted by SAP Managed services	As stated
20.40.1 If so how long does the arrangement allow?	N/A	
20.41 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	As stated
20.42 Are there any licence or trading agreements which would become invalid should the service provider go into administration or cease trading?	No	Confirmed
20.42.1 If so what steps have been taken to protect customers from the impact of this situation arising?	N/A	
20.43 What payment options are available for using the software / service?	Monthly subscription	As stated

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Question	Supplier Response	Evaluator's Comment
20.44 Where online subscription is used, are the forms used to set-up or renew a subscription clear and straightforward to use?	N/A	
20.45 Where online payment is used, what type of security is used to protect sensitive information?	N/A	
20.46 Where online subscription / payment is used, is an invoice provided to the customer and, if so, in what format?	N/A	
20.47 When subscriptions (if applicable) need to be renewed, what advance notice is provided and what is the time limit for renewal?	60 days	As stated
20.48 Is there a procedure for late renewal and is there a time limit after which subscriptions cannot be renewed?	No	As stated
20.49 How soon after creating or renewing a subscription (if applicable) can the system / service be used?	Immediately	As stated
20.50 What notifications / confirmations are provided to the customer regarding subscriptions and payments?	Quarterly	As stated
20.51 To what extent are users able to access their accounting and other data if:-		
20.51.1 They miss one or two payments?	Customer would be able to access all data that they have hosted at SAP	As stated
20.51.2 They cease being customers?	The customer will be provided with all the data in Excel	As stated

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Question	Supplier Response	Evaluator's Comment
21 Reports extra questions for SaaS		
21.1 Are reports produced from the same software as the financial applications or is separate reporting software used?	Both	As stated
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	As stated
21.3 Is access to the reporting facilities and data these use controlled by the same procedures as access to the main financial applications?	Yes	As stated
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?	N/A	
21.4 In what electronic formats are reports produced:-		
21.4.1 PDF?	Yes	As stated
21.4.2 XML?	Yes	As stated
21.4.3 MS Excel spreadsheet?	Yes	As stated
21.4.4 CSV file?	Yes	As stated
21.4.5 As html for viewing in a web browser?	Yes	As stated
21.5 Are report documents stored on the web server or on the user's computer?		
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?	Yes	As stated
21.5.2 If reports can be downloaded to the user's computer are there	Yes	As stated

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Question	Supplier Response	Evaluator's Comment
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?		
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)? If Yes:-	Yes	As stated
21.6.1 Is there any protection against other users viewing the report or data on which it is based?	Password security access	As stated
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	As stated
21.7 Are communications between the browser and the server encrypted for any report related communications?	Yes	As stated
21.8 If reports are produced dynamically each time the user views them can historical reports be reproduced at any time?	Yes	As stated
21.8.1 Indicate any reports that are not available after a period of time has elapsed, e.g. events such as period end or records have been purged/deleted.	N/A	

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Question	Supplier Response	Evaluator's Comment
21.9 Can reports viewable in a browser be navigated dynamically by users? For example:-	Yes	As stated
21.9.1 Enabling drill down to more detailed information (Please state the extent of drill down/across functionality available).	Yes	As stated
21.9.2 Altering which columns and rows of data are displayed.	Yes	As stated
21.9.3 Choosing time periods.	Yes	As stated
21.9.4 Specifying selection criteria.	Yes	As stated
21.10 Can report data be reliably copied and pasted direct from browser viewable reports to an MS Excel spreadsheet retaining any table layout?	Yes	As stated
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?	N/A	

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Question

Supplier Response

Evaluator's Comment