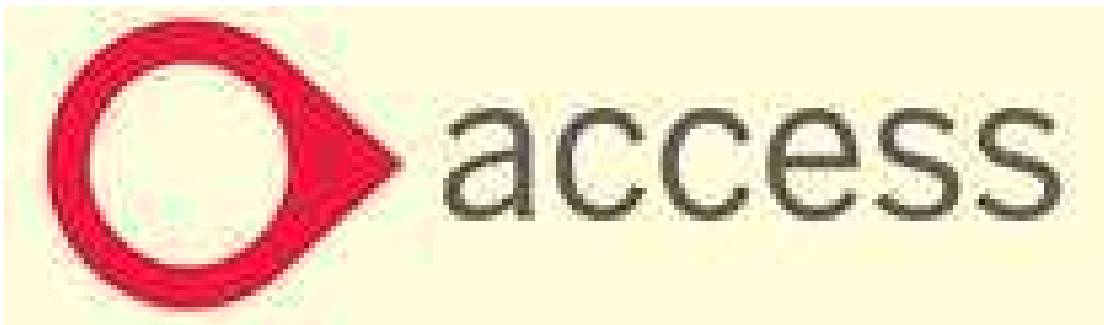**ICAEW Accreditation Scheme**

Financial Accounting Software Evaluation

Access UK Ltd

Dimensions 2.51f

Evaluation carried out by: IT Evaluation Services

Date completed: 13th November 2017

Signed:

Table of Contents

1   Summary

1.1   Introduction

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

1.2   Fundamentally, good accounting software should:

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

It is also desirable that good accounting software should:

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

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

2   Approach to evaluation

2.1   Objective
To evaluate Dimensions v2.51f 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 Dimensions v2.51f , a product specialist from the Access UK Ltd completed the detailed questionnaire and provided it to the evaluator to examine. The evaluator then visited the Access office in Stratford St Mary and in conjunction with the operation of the various aspects of the software assisted by a member of Access UK's technical staff checked the answers to confirm their validity. The questions were individually reviewed and commented on and the majority of assessments were confirmed.

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

Dimensions v2.51f , was used throughout the evaluation. The evaluation covered the fully integrated sales, purchase and general ledgers and where appropriate sales order processing, sales invoicing, purchase order processing and stock software, separate reports have not been prepared for each ledger. Instead a composite report has been prepared with references made to the appropriate ledger as necessary.

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

2.3   Software/hardware utilised
Hardware used Dell Optiplex 9020 with Intel Core i7 4790 processor, 8GB RAM and a 500GB SATA hard drive, HD Graphics 4600 - Intel running under Windows 10. The software used throughout was Access Dimension 2.51f.

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

3   Matters to consider before purchase

3.1   General overview
Access claim that the Dimensions suite of business management software, aimed at medium and large companies, helps organisations to co-ordinate their whole business. They cover every major area of business activity, from core financials (for this evaluation) and project management through to CRM, e-business, manufacturing and distribution.

3.2   Supplier background
Since its formation in 1991, Access claim to have been dedicated to the supply of high quality business solutions. Access services over 5,500 on-premise businesses, and a further 50,000 users of their aCloud platform which hosts a broad range of applications. Access have 13 offices, and employ over 560 staff. Access claim to have demonstrated impressive organic growth and have continued to grow their portfolio of products by investment in R & D and by selective acquisition. Integration is a key strategy for Access when bringing new products into their portfolio.

3.3   Product background and Suitability for user
Access Dimensions sits at the core of Access' product portfolio offering a resilient platform using Microsoft's SQL Server. The software is scalable with a "Lite" version servicing up to 10 concurrent users and the full version serving many hundreds of users. The system is modular, thus companies can tailor their level of investment and add features and modules as their business grows. The software is available as multi-company, multi-currency and a consolidation module is available for larger group companies.

Customers can also add on modules such as Document Management, Business Intelligence (not included in this evaluation), and integration with Microsoft Office. An aCloud platform browser-based interface has also been launched which uses Windows 8 style navigation (again not included in this evaluation).

There is a corrections module as an optional extra, which enables users with the appropriate privileges to amend transactions that have been posted into the accounts. The purpose of the module is to allow users to reverse or amend transactions, that were either posted in error, or analysed incorrectly. This ensures that the financial statements are correct and accurate. The module has a number of security features. By default, the functionality is switched off, so that only users who are authorised to make corrections are able to do so. It also has a number of inbuilt checks, such as preventing a user from amending monetary or VAT values, once a transaction has been allocated or printed on a VAT return.

Amendments to transactions and records are logged in the database, and an actions log report is available to review all such changes. In addition, users can set up their own audit checks and monitor and report upon, changes to data that is of importance to them.

Although outside of the scope of the evaluation Access also claim to offer a range of cloud-based functions that integrate with Dimensions. These include the ability to process expenses, approve invoices, and maintain a cloud-based document management system. Customers can invite their own customers and suppliers to conduct business over the aCloud platform giving customers the ability to retrieve statements and copy invoices on-demand.

See www.theaccessgroup.com/solutions/business-suite. In addition Access also offer cloud versions of HR, CRM Collaboration and Absence Management.

Access offer strong and versatile browser-based workflow software (Focal Point), which allows customers to customise their own business processes such as purchase approvals and costing, but integrate these processes directly into Dimensions. These applications also have Mobile interfaces for use with iPhone and Android, aCloud Financials www.theaccessgroup.com/solutions/finance-accounting-software.

3.4   Typical implementation
System sizes typically vary from 5 to 60 concurrent users but Access does service larger businesses with 200 Dimensions users.

3.5   Vertical applications
Access offer an impressive suite of applications and have specialist business divisions working with Professional Services, Not For Profit, Manufacturing & Distribution, and the Care Sector. Examples of the diversity of the product portfolio are thankQ, a CRM system built specifically for the charity sector, Peopleplanner, a sophisticated application for care sector rota management and HCSS for the education sector.

3.6 Software and hardware specifications

    3.6.1 Development environment
Access Dimensions makes extensive use of Microsoft SQL stored procedures to provide enhanced performance and a 4GL rapid development tool called Omnis for the client interface. Reporting tools also utilise industry standard tools such as Crystal Reports, Javascript, HTML, and XSL.

    3.6.2 Server platforms
Microsoft SQL Server 2008R2, 2012, 2014 and 2016.

    3.6.3 Databases
Microsoft SQL Server database.

    3.6.4 Operating software
Windows 7, 8 and 8.1 including 64bit support, Windows 10, Win server 2003, Win server 2008v2, Win server 2012v2.

    3.6.5 Protocols
Standard TCP/IP is utilised to communicate between the clients and the server.

    3.6.6 Minimum client PC specification
PC with a 2.2Ghz Dual Core processor or higher with 2Gb of RAM and a 80Gb SATA hard drive. Recommended 2.2Ghz Quad Core processor with 4Gb or over RAM and a 160Gb SATA hard drive.

    3.6.7 Support and maintenance
Access provide a telephone and remote support service as well as software maintenance. Customers also have access to free training and knowledge base resources and the ability to log and monitor support calls 24/7.

3.7 Software installation and support
Access provide full installation, maintenance, training and support services.

3.8 Partner network and related accreditation process
Over the past 3 years Access have moved the majority of their business to a direct model.

3.9 Highlighted issues
Transactions can only be amended and deleted using the Corrections module (see above) with a new journal to reverse or amend an existing transaction but all such amendments are included in the audit trail and deletions in the correction log
Master file and standing data changes not reported unless tracked using the Corrections module.
Whilst the system provides full validation of data input it does not undertake any checks on the reasonableness of data entered

User not warned that aged balances may not agree to trial balance values when user posts or allocates a payment or receipt with date prior to invoice date

No batch control totals

No interest calculations on late payments

No archiving but optional purge at year end

Company consolidation only available with optional module

Budgets for G/L only

No aged unallocated cash reports

VAT cash accounting not supported

No VAT scale charge or VAT calculation tolerances (available only in a report)

No special VAT schemes or VAT partial exception methods supported nor triangulation as standard

Individual invoice line VAT amounts not validated against total VAT subject to software tolerance

No reorder lead times as standard but can use a user defined field

Knowledge of MS SQL server would be an advantage for advanced users who wish to customise reports

4   Evaluation conclusion

There were no areas in the evaluation that gave concern. Access Dimension version 2.5lf is a well designed accounting package that has been competently written and is supported by Access Accounting Ltd directly and through a few authorised valued added resellers. The modular ledger design incorporating Sales Ledger, Purchase Ledger and General Ledger gives flexibility and accuracy with a facility to printout complete audit trails and reports as required.

In terms of the functionality that is present in the current version and the target market for this product, the product has been adequately specified. The system provides multi-currency and Euro support with the option of holding all transactions in local and base currencies. It is relatively easy to use and flexible in its approach, the optional use of the Crystal Reports and Access Report Writer gives extra flexibility in report generation. Access offer a range of tools in order that businesses can integrate other business systems into their Access Dimensions system. These tools range from the integration with Microsoft Excel and Outlook, to interfaces that enable developers to provide transparent integration with external applications.

Disclaimer

Any organisation considering the purchase of Access Dimensions 2.51f should consider their requirements in the light of proposals from Access UK Ltd or its dealers and potential suppliers of other similarly specified products. Whilst the contents of this document are presented in good faith, neither ICAEW, RSM UK, nor the Evaluator can accept liability for actions taken as a result of comments made herein.

Question	Supplier Response	Evaluator's Comment

5 Security and continuity of processing

Question		Supplier Response	Evaluator's Comment
5.1	What security features are included to control access to the application?	User passwords, User Security Profiles, future period posting rights plus the underlying security features of MS SQL Server	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?	Yes	Confirmed
5.3	Is this access to the application managed by:- 5.3.1 Individual user profiles? 5.3.2 User groups based on their job roles?	Yes Yes. a User Security Profile defines the menu options and features appropriate for each role – each Profile can be assigned to one or multiple users.	Confirmed Confirmed
5.4	If menus can be tailored would this override the application access control?	No – each user can configure their own toolbar but cannot access menu options that their security profile does not allow them to.	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).	User Security Profile/Role based.	Confirmed
	5.5.3 If there is no password facility please state how confidentiality and accessibility control can be maintained within the software?	N/A	

Functional requirements questionnaire
Product Dimensions
Version 2.51f

Question		Supplier Response	Evaluator's Comment
5.5.4	Are single user systems access controlled by password?	Yes	Confirmed
5.5.5	Does the software allow for each user to have separate log on (user ids)? If No:- 5.5.5.1 How does the software track user activity?	Yes N/A	Confirmed
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 – uses MS SQL password encryption.	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:- 5.5.9.1 Please specify [e.g. Number of digits, requirement for special characters, numeric, upper/lower case etc.]	Yes through Windows Authentication. Dependant on Windows Group Policy.	Confirmed Confirmed
5.5.10	Is there a facility to enforce password changes after a chosen period of time?	Yes through Windows Authentication and application of a Windows Group Policy.	Confirmed
5.5.11	Is there a facility to specify a minimum age for passwords (e.g. 1 day)?	Yes through Windows Authentication and application of a Windows Group Policy.	Confirmed
5.5.12	How many previous passwords are retained by	24 via MS Windows Group Policy.	As stated

Question	Supplier Response	Evaluator's Comment
the system to limit users recycling passwords (e.g. 24 or 32)?		
5.6 Please state how security allows for access to be specified separately for :- 5.6.1 Read?	User Security Profiles allows users to be defined as View Access only; this can be defined for each module and menu area.	Confirmed
5.6.2 Read and write?	User Security Profiles allow user access to be defined as Full Access with Edit/Insert functions Enabled.	Confirmed
5.6.3 Delete and amend?	User Security Profile option additionally allows users to Edit and/or Delete.	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?	Import Module and Transaction Broker fully validate data before processing and provide error reporting on invalid data.	Confirmed
5.8 Does the software require higher or specific levels of user access for changes to sensitive data, such as customer credit limits?	No – this is not required but access to sensitive areas, such as Customer Terms, can be set to View Only or No Access via the Security Profile.	Confirmed
5.9 Please specify the specific security procedures (by passwords or warnings) over the:- 5.9.1 Update of ledgers	Ledgers are updated in "Real Time"; however a Security Profile option is available to force users to batch transactions for checking.	Confirmed
5.9.2 Closing of accounting periods	User Password control and warnings.	Confirmed
5.9.3 Deletion of transactions	User Password control and warnings.	Confirmed

Question	Supplier Response	Evaluator's Comment
5.9.4 Archiving of transactions.	Archiving not available	Confirmed
5.10 Is it impossible to delete a transaction? If No:- 5.10.1 How are deletions controlled by the system?	No Transactions can be deleted by users with the relevant security profile permissions when updating a year end or via the Corrections module, access to which is also controlled by the Security Profile. Deleted transactions are copied to the Corrections Log.	Confirmed Confirmed
5.11 Are deleted transactions retained in the audit trail and denoted as such?	No, they are removed from the Audit Trail but entered in the Corrections Log.	Confirmed
5.12 Can a report be produced detailing all current users, via user groups, if relevant, and their authority levels and/or access rights?	Yes	Confirmed
5.13 If data can be accessed by separate reporting facilities, such as ODBC or separate report writer, is the user access security control applied? If No:- 5.14 Please explain any other protection in place to prevent unauthorised access to data with such facilities.	Access to the Access Report Writer is controlled by the Dimensions Security Profile. There is no further security within Report Writer to prevent access to certain records/data. N/A	Confirmed
5.15 Is the level of security (described with this section) appropriate for the expected size of business using the software?	Yes	Confirmed

Functional requirements questionnaire
Product Dimensions
Version 2.51f

Question		Supplier Response	Evaluator's Comment
5.16	Is there a clear indication in the software or manuals as to how the data is:- 5.16.1 Backed-up? 5.16.2 Recovered?	Yes – all detailed within the Help System.	Confirmed
5.17	Back ups How are backups provided:- 5.17.1 Within the software application?	The user can either use Microsoft SQL Enterprise Manager/SQL Server Management Studio or Access' Dimensions Administrator application. These are all external applications from the main accounts software.	Confirmed
	5.17.2 Within the operating software?	No	Confirmed
	5.17.3 Are backup procedures automatic?	Backups can be scheduled to run at predefined days/times.	Confirmed
	5.17.4 Is the user forced or prompted to back-up at certain intervals?	Users are prompted to backup before running any critical or global processes.	Confirmed
	5.17.5 Can the intervals be customised?	Yes, users control the frequency of scheduled backups.	Confirmed
5.18	Recovery 5.18.1 Please state how the software facilitates recovery procedures in the event of software failure? (E.g. roll back to the last completed transaction).	Full SQL Server rollback is enabled on all transaction processing, protecting the integrity of the database.	Confirmed
	5.18.2 If software failure occurs part way through a batch or transaction, will the operator have to re-input the batch or only the transaction being input at the time of the failure?	Only the failed transaction.	Confirmed
	5.18.3 Are these automated?	Yes – rollback is automated	Confirmed

Functional requirements questionnaire
Product Dimensions
Version 2.51f

Question	Supplier Response	Evaluator's Comment
5.18.4 Do the recovery procedures work?	Access Dimensions uses the roll-back features from within MS SQL Server. Where data is complete the successful recovery rate is high.	Confirmed
5.19 What features are available within the software to help track down processing problems?	Access provides a 'Snapshot' feature which tests and verifies the integrity of the database. MS SQL Server has a range of tools to monitor processes/system performance/failures and errors.	Confirmed
5.20 Are software messages clear?	Yes – all error messages are in clear descriptive text.	Confirmed
5.21 Are user responses properly structured to ensure that erroneous key strikes do not lead to inappropriate actions?	The user is always prompted to take the prudent action.	Confirmed
5.22 I s there a software log which details:- 5.22.1 Error messages?	SQL maintains a log of all SQL based error messages.	Confirmed
5.22.2 Security violations?	Security is monitored and maintained by MS SQL Server. Login attempts are all controlled by the MS SQL security features.	Confirmed
5.23 Audit trail 5.23.1 Does the software have a detailed audit trail?	Yes	Confirmed
5.23.2 Is it <u>impossible</u> to turn off or delete the audit trail?	Yes, but at period end the audit trail must be printed, as many times as required, and then the audit trail can be cleared to a specific date/period.	Confirmed
5.23.3 Does the software allocate a system generated sequential unique	Yes	Confirmed

Question	Supplier Response	Evaluator's Comment
reference number to each transaction?		
5.23.4 Is this stamped with a user id?	Yes	Confirmed
5.23.5 Is this unique reference number presented to the user at time of input?	No	Confirmed
5.23.6 Is this unique reference number available to view, by the end user and by way of a report?	Yes – via Reports and Transaction Enquiries	Confirmed
5.23.7 Is the transaction date and time stamped?	Yes	Confirmed
5.23.8 Are all master file changes recorded in the audit trail?	No, the system records the date and user id of the last change made to any record type. User may additionally select to track changes made to specific fields under correct security profile using Corrections.	Confirmed
If Yes:- 5.23.8.1 Does each change have a system generated reference allocated?	Each change that the user has selected to track has a unique system generate reference allocated to it.	Confirmed
5.23.8.2 Are the originator and authoriser identified?	The system retains detail of the last user to edit a record. No authoriser. Where tracking changes then the user that makes the change is recorded.	Confirmed
5.23.8.3 Is the change date and time stamped?	The system retains detail of the time/date of an edit to a record. Where tracking changes then the date and time of the change is recorded.	Confirmed
5.23.9 Are all standing data changes recorded in the audit trail?	No, the system records the date and user id of the last change made to any record type User may additionally select to track changes made to specific record types: Customers,	Confirmed

Question	Supplier Response	Evaluator's Comment
	Suppliers, Addresses, Stock, etc. using Corrections.	
If Yes:- 5.23.9.1 Does each change have a system generated reference allocated?	Each change that the user has selected to track has a unique system generate reference allocated to it.	Confirmed
5.23.9.2 Are the originator and authoriser identified?	The system retains detail of the last user to edit a record. No authoriser. Where tracking changes then the user that makes the change is recorded.	Confirmed
5.23.9.3 Is the change date and time stamped?	The system retains detail of the time/date of an edit to a record. Where tracking changes then the date and time of the change is recorded.	Confirmed
5.23.10 Is all input data included within the audit trail, including amendments, deletions, journals etc.?	Yes – amendments, journals, etc. but not deletions which are recorded in the Corrections Log.	Confirmed
5.23.11 Does the software allocate a system generated unique reference number to each amendment, deletions journal?	Yes – a unique reference is assigned to each transaction amended/deleted via the Corrections module.	Confirmed
5.23.11.1 Is this stamped with a user id?	Yes	Confirmed
5.23.11.2 Is this unique reference number presented to the user at time of input?	No	Confirmed
5.23.11.3 Is the transaction date and time	Yes	Confirmed

Functional requirements questionnaire
Product Dimensions
Version 2.51f

Question	Supplier Response	Evaluator's Comment
stamped? 5.23.11.4 How is it linked to the original transaction?	By data table and primary key	Confirmed
5.23.12 Are imported /interfaced transactions detailed in the audit trail?	Yes	Confirmed
5.23.12.1 Is each stamped with a user id?	Yes	Confirmed
5.23.12.2 Is this unique reference number presented to the user at time of input?	No	Confirmed
5.23.12.3 Is the transaction date and time stamped?	Yes	Confirmed
5.23.13 How are transactions differentiated within the audit trail?	The source of a transaction is recorded in the data.	Confirmed
5.24 What are the procedures for handling dates? (E.g. 2 digit years, 4 digit years).	Users can define their data format (12 choices).	Confirmed
5.24.1 In the case of two digits what is the break point for the century?	1980 – 2079.	As stated
5.24.2 Are dates handled consistently throughout the software?	Yes, there is a system option to define how they displayed.	Confirmed

Question	Supplier Response	Evaluator's Comment

6   Input of transactions

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

Question		Supplier Response	Evaluator's Comment
6.1	Is data input controlled by self-explanatory menu options?	Yes – Dimensions provides a range of menu styles to suit the user. Tooltips, Hot Keys and Icon driven shortcuts are also provided.	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)?	Checks are provided to ensure that mandatory data is entered. Full validation is carried out on account codes, analysis codes, currency codes. VAT check-digits calculations are not carried out. No reasonability checks.	Confirmed
6.4	Can the user amend data on an input screen prior to update?	All transactions can be batched and edited before updating. Some selective, non-audit data (i.e. descriptive text) is amendable after the transaction has been posted. Using Corrections, transaction data can be amended – these amendments are tracked as described in section 5.	Confirmed
6.5	What control features are within the software to ensure completeness and accuracy of data input?	Prevention of the entry of duplicate transaction references and warnings to users if they are entering apparently erroneous values: e.g. Invoices with a date more than 60 days old, order lines with negative profit.	Confirmed
6.6	Are all input transactions subject to this control?	Yes, as appropriate.	Confirmed

Question		Supplier Response	Evaluator's Comment
6.7	How does the software ensure uniqueness of the input transactions? (i.e. to avoid duplicate transactions)	Check on P/L transactions for duplicate references. PAS76 reports to locate duplicates.	Confirmed
6.8	Does the software allow for batch control totals? If Yes:-		
	6.8.1 Are batches automatically numbered?	No	Confirmed
	6.8.2 Are batches forced to balance before ledger update?	Yes, only valid transactions can be posted.	Confirmed
	6.8.3 Does the software allow the temporary halting of input of a batch to allow for queries or other activities to take priority (e.g. set up a new account)	Yes, transactions can be 'frozen' part way through processing and recalled for completion later. Accounts can also be set up 'on the fly' (subject to user security profile).	Confirmed
	6.8.4 Is the user forced to confirm batch totals?	No	Confirmed
6.9	Is attempted posting of unbalanced journals rejected? (G/L).	Yes	Confirmed
6.10	Are input errors highlighted? If Yes are they:-	Yes	Confirmed
	6.10.1 Rejected and reported on screen?	Yes – with message detailing reason for rejection.	
	6.10.2 Rejected and error reports generated?	Yes – within Sales Order Processing module.	Confirmed
	6.10.3 Accepted and posted to suspense?	No	Confirmed
6.11	Does the software have an automatic facility to correct/reverse/delete transactions?	No	Confirmed

Functional requirements questionnaire
Product Dimensions
Version 2.51f

Question	Supplier Response	Evaluator's Comment
If Yes:- 6.11.1 Are all the double entry transactions documented in the audit trail?	N/A	Confirmed
6.12 What are the controls to ensure the internal integrity of the ledger(s) or the accounting information, e.g., control of accounts.	Users can monitor the integrity of the accounts data using a feature called 'Snapshot'. This validates the Trial Balance and that the Control Accounts within the N/L balance to the totals within the S/L and P/L.	Confirmed
6.13 Is it possible to allocate input values directly to ledger control accounts?	Yes, users are free to journal directly to Control Accounts, although they will receive an on-screen warning. They can also set up multiple Control Accounts for larger organisations.	Confirmed
If Yes:- 6.13.1 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?	Snapshot feature as above.	Confirmed
6.14 Can automatic accruals or prepayments be generated? If Yes:-	Yes	Confirmed
6.14.1 Will these automatically be reversed after the period end? (G/L)	Yes	Confirmed
6.15 Does the software have a purchase invoice register?	Yes – a separate module with an approval process.	Confirmed
6.16 Does the software permit multi debit/credit journals?	Yes	Confirmed

Functional requirements questionnaire
Product Dimensions
Version 2.51f

Question	Supplier Response	Evaluator's Comment
6.17 Can journals be saved as template with GL codes and cost centres and either with or without monetary amounts?	Yes	Confirmed
6.18 Can journals be set up to distribute amounts in a fixed percentage against GL/Cost centre codes?	Yes	Confirmed
6.19 How are transactions identified on screen/reports as to:- 6.19.1 Type? 6.19.2 Debit or credit?	Both the source of the transaction and the entry type are clearly displayed against each transaction.	Confirmed
6.20 Can separate nominal analysis codes be input for each invoice line?	Yes	Confirmed
If Yes:- 6.20.1 Does this cover:- 6.20.1.1 Sales ledger?	Yes	Confirmed
6.20.1.2 Purchase ledger?	Yes	Confirmed
6.20.1.3 Stock?	Yes	Confirmed
6.21 Can receipts and payments be matched to specific invoices?	Yes	Confirmed
If Yes:- 6.21.1 Automatic?	Yes	Confirmed
6.21.2 Manual?	Yes	Confirmed
6.21.3 Both?	Either	Confirmed
6.22 Will the software permit part payments?	Yes	Confirmed
6.23 Will the software allow:- 6.23.1 Payments to be made to customers?	Yes via Adjustments in S/L & P/L modules	Confirmed

Functional requirements questionnaire
Product Dimensions
Version 2.51f

Question	Supplier Response	Evaluator's Comment
6.23.2 Receipts to be received from suppliers?	Yes via Adjustments in S/L & P/L modules	Confirmed
6.24 Does the software handle purchase credit notes?	Yes	Confirmed
6.24.1 Is there an ability to automatically amend stock, if applicable?	Yes – if processed as a Purchase Order Credit Note.	Confirmed
6.25 Can the software generate sales credit notes? If yes:-	Yes – via Sales Order Credit Notes.	Confirmed
6.25.1 Is there an ability to match to a sales invoice?	A Credit Note detail line can be created from an Order detail line and a link is stored in the tables.	Confirmed
6.25.2 Is there an ability to automatically amend stock, if applicable?	Yes	Confirmed
6.26 Does the software handle discounts and promotions?	Yes via Price Matrix and Advanced Price Matrix modules.	Confirmed
6.27 Does the software provide for early settlement discounts?	Yes	Confirmed
6.27.1 Can early settlement discounts be automatically generated?	Yes	Confirmed
6.27.2 Are there controls over accepting settlement discounts (e.g. time limits)?	Yes – but they can be manually overridden.	Confirmed
6.27.3 Is VAT treated correctly on early settlement discounts?	Yes, options available for both UK and Irish/EU rules.	Confirmed
6.28 Will the software permit the posting of unallocated cash to the ledgers? Does this apply to:-	Yes	Confirmed
6.28.1 Sales ledger?	Yes	Confirmed
6.28.2 Purchase ledger?	Yes	Confirmed

Question		Supplier Response	Evaluator's Comment
6.29	Are unallocated cash/credit notes specifically reported for follow up?	Yes, these appear separately on the Aged Debtor/Creditor listings.	Confirmed
6.30	Are outstanding transactions displayed for allocation? If Yes:- Does this apply to:- 6.30.1 Sales ledger?	Yes

Yes | Confirmed

Confirmed |
| | 6.30.2 Purchase ledger? | Yes | Confirmed |
| | | | |
| 6.31 | Does the system allow the user to post or allocate a payment or receipt with a date prior to the invoice transaction date?

If Yes:- 6.31.1 Is the user warned that the aged balance values may not agree to the trial balance values? | Yes

No | Confirmed

Confirmed |
6.32	Is it possible for new accounts to be created during input?	Yes	Confirmed
	If Yes:- Does this cover:- 6.32.1 Sales?	Yes	Confirmed
	6.32.2 Purchases?	Yes	Confirmed
	6.32.3 General?	Yes	Confirmed
	6.32.4 Stock?	Yes	Confirmed
6.33	What controls are there over the creation of new accounts?	This is subject to the user's security profile.	Confirmed
	6.33.1 Is the originator and/or authoriser identification logged by the software?	Originator only.	Confirmed
6.34	Is the user prevented or warned from overriding credit limits or discounts? (S/L).	Warning re. Credit Limit, discount overrides subject to user security profile settings.	Confirmed

Functional requirements questionnaire
Product Dimensions
Version 2.51f

Question	Supplier Response	Evaluator's Comment
6.35 Does the software have a bank reconciliation facility?	Yes – can input statements from bank.	Confirmed
6.36 Does the software enable transactions to be posted to the ledgers whilst performing a bank reconciliation (e.g. standing charges, bank charges etc)?	No – transactions need to be entered outside the bank reconciliation process.	Confirmed
6.37 Are these adequately reported?	Yes – when re-entering bank reconciliation.	Confirmed
6.38 Does the software accept input files from other computer packages? If Yes:-	Yes – via an Import Module, Transaction Broker Module and APIs for developers.	Confirmed
6.38.1 What formats are accepted?	All industry standard	Confirmed
6.38.2 What controls are in place over the interface?	Import Module and Transaction Broker fully validate data before processing and provide error reporting on invalid data.	Confirmed
6.39 Does the software have a facility for calculating interest on late payments?	No	Confirmed

Question	Supplier Response	Evaluator's Comment

7   File maintenance

Question	Supplier Response	Evaluator's Comment
7.1 Are ledgers:- 7.1.1 Open item?	Yes	Confirmed
7.1.2 Balance forward?	No	Confirmed
Does the above cover:- 7.1.3 Sales ledger?	Yes	Confirmed
7.1.4 Purchase ledger?	Yes	Confirmed
7.1.5 General ledger?	Yes	Confirmed
7.2 Is a month end routine required to be undertaken?	No – can be left open for up to 26 periods but then required.	Confirmed
7.3 Is the creation or amendment of standing data (e.g. customer account details) controlled by menu options?	Yes – full segregation of duties is provided via menu options and security profiles.	Confirmed
7.4 Are menus:- 7.4.1 Application specific?	Yes	Confirmed
7.4.2 User specific?	Yes	Confirmed
7.5 Is it <u>impossible</u> to delete accounts if the balance if Nil but transactions have been recorded against the code. Does this apply to:- 7.5.1 General Ledger?	Yes Yes	Confirmed Confirmed
7.5.2 Sales Ledger?	Yes	Confirmed
7.5.3 Purchase Ledger?	Yes	Confirmed
7.5.4 Stock?	Yes	Confirmed
7.6 Are there any other constraints over the deletion of accounts?	Yes, accounts can only deleted once associated transactions and related records have been deleted and purged from the system.	Confirmed
7.7 What is the size and format of reference numbers and descriptions within:- 7.7.1 General Ledger?	25/40 A/N	Confirmed

Question		Supplier Response	Evaluator's Comment
	7.7.2 Sales Ledger?	10/40 A/N	Confirmed
	7.7.3 Purchase Ledger?	10/40 A/N	Confirmed
	7.7.4 Stock?	25/80 A/N	Confirmed
7.8	Is the scope of the reference number adequate to permit sufficient depth of analysis?	Yes, in addition to the above references there is a further 8 x 4 digit categorisation for G/L and 4 x 20 character sub-analysis fields for S/L, P/L & Stock.	Confirmed
7.9	How does the software guard against/warn about, duplicate account numbers on set up?	Warning message generated when trying to create an account with a duplicate account number.	Confirmed
7.10	How does the software enable the traceability - from, to and through the accounting records - of any source document or interfaced transaction?	Via 360 feature which identifies all related transactions and the audit trail back to the source documents.	Confirmed
7.11	What drill down/around functionality is available within the software?	Drill down/around functionality is available throughout the system to allow the user to track through related transactions and records.	Confirmed
7.12	Can reports be invoked which identify all the fields which have been modified?	Only details of the user last edited and date last edited are retained for reporting. A separate utility (Corrections) allows the user to track changes to Customers, Suppliers, Addresses, Stock Records, etc… This is customisable to allow the user to define which tables and which fields to record changes to. Where changes are tracked then the nature of the change, user id and date/time of change are recorded.	Confirmed

Functional requirements questionnaire
Product Dimensions
Version 2.51f

Question	Supplier Response	Evaluator's Comment
7.13 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: – 7.13.1 Is the use of such parameters or tables adequately reported?	All records changed are date-stamped and the user identified. Changes can be tracked in SQL Server utilities.	Confirmed
7.14 What controls are within the software over changes to parameters and tables e.g. reporting, password etc?	Security profiles define the users' rights to change this data.	Confirmed
7.15 Does the software allow selective archiving of old data on a user-defined basis?	No archiving – history retained, but may be optionally purged at year end in G/L or at period end in S/L & P/L.	Confirmed
7.16 What controls are in place over the handling of archived data?	N/A	
7.17 Can archived data be used for reporting purposes?	N/A, but all G/L period turnovers and balances are still accessible	Confirmed
7.18 Does the software allow for the restoration of achieved data for audit without affecting current accounting data?	N/A	

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)?	Some sequences can be optionally set for SOP & POP. The software generates warning messages of unposted batches before period end and user must print the audit trail before they can run month end. Also Goods Received Not Invoiced and Goods Delivered not Invoiced reports on P/L & S/L period end menus, and warnings re unposted recurring journals on G/L period end.	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?	Edits to some non-financial data (additional analysis info) can be made but all financial elements are fully protected.	Confirmed
8.3	Is there an audit trail of all changes to transactions which have updated the ledgers?	All financial audit data is locked from editing once posted to the ledgers. Unallocated can be changed and changes recorded on audit trail.	Confirmed
8.4	Can the software calculate prices or values by reference to master file data?	Yes by reference to stock file/customer terms/price matrix.	Confirmed
8.5	Does the software provide automatic recalculation, where appropriate, of data input? (e.g. VAT)	Yes, e.g. foreign currency sales order values can be recalculated at invoice date and VAT is then recalculated.	Confirmed
8.6	Does the software warn the user when the ledger is out of balance?	Users can run a 'Snapshot' check at any time. Additionally any imbalance is highlighted on the Trial Balance report.	Confirmed

Functional requirements questionnaire
Product Dimensions
Version 2.51f

Question	Supplier Response	Evaluator's Comment
8.7 How is this done e.g. when the software is switching on or on ledger update?	Can set to run 'Snapshot' when logging on.	Confirmed

Question	Supplier Response	Evaluator's Comment

9   Performance of requisite accounting functions

Question		Supplier Response	Evaluator's Comment
9.1	What control features are provided by the software to support effective user controls?	Detailed User Security Profiles, customised toolbars, restrictions on future period posting, on printing reports and sending data to file, and forcing users to batch transactions.	Confirmed
9.2	Is there: 9.2.1 Transaction sequencing? 9.2.2 Automatic dating of posting transactions? 9.2.3 Identification of user id or source of document?	Yes Yes Yes	Confirmed Confirmed 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, in most cases. SOP orders are locked for a single user, account updates give warning to refresh if another users attempts to update.	Confirmed
9.5	Is the software available as multi-company? If Yes:- 9.5.1 How many companies are supported?	Yes Unlimited, set by licence.	Confirmed Confirmed
9.6	Is a group consolidation facility available?	Yes – via a separate module.	Confirmed
9.7	Can the software consolidate entities with different charts of accounts?	Yes – via a separate module.	Confirmed
9.8	How many levels of nominal analysis can be handled by the software?	12 Major Headings. Reporting Codes allow further analysis via external tools – unlimited	Confirmed

Question		Supplier Response	Evaluator's Comment
		number	
9.9	How does the software handle cost centres, departments, divisions?	Categories in General Ledger for divisional/cost centre analysis, Sub-Ledgers within Nominal; additional analysis keys (Transaction User Keys).	Confirmed
9.10	How are periods handled by the software?	Software recognises period no's and year indicators.	Confirmed
9.11	How many:- 9.11.1 Accounting periods can be set up?	26	Confirmed
	9.11.2 Years can be set up?	One at a time.	Confirmed
9.12	Can the length/ number of periods be adjusted to suit different customer requirements?	Yes	Confirmed
9.13	How many accounting periods can be open at any one time?	26	Confirmed
9.14	How many years can be open at any one time?	2	Confirmed
9.15	Can a period or year be re-opened after it has been closed?	No	Confirmed
	If Yes:- 9.15.1 What controls are in place over this function?	N/A	
	If No:- 9.15.2 Is the data archived on the server?	No archive. All historical data is maintained in the tables.	Confirmed
	9.15.3 Is this accessible for reporting purposes?	Yes	Confirmed
	9.15.4 Can a previous year be restored from backup?	Yes – all data will be rolled back to the point at which the backup was taken.	Confirmed

Question	Supplier Response	Evaluator's Comment
9.16 Can data from all accounting periods and years be accessed at any one time?	Yes	Confirmed
9.17 Can previous months and years be accessed for enquiries or reports?	Yes	Confirmed
9.18 Does the software handle posting date as well as document date? If Yes:-	Yes	Confirmed
9.18.1 Are transactions analysed by posting date or document date?	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 – if the user is permitted.	Confirmed
9.21.2 Previous closed periods?	No – if previous periods are left open then the user is permitted.	Confirmed
9.21.3 A previously closed year?	Can only post to a previous year if left open. Once a year is closed it is locked for audit purposes.	Confirmed
If Yes:- 9.21.4 What controls are in place e.g. level of authorisation and on screen warnings?	User future period posting rights. Additionally user warned if they try to post a transaction over 60 days old or greater than today's date.	Confirmed
9.21.5 Will the software revise subsequent periods accordingly?	Yes – if the user is permitted to post to past & future periods the period no is set according to the	Confirmed

Question	Supplier Response	Evaluator's Comment
	date. The user can override the suggested period no.	
9.22 How will transactions outside the current period be:- 9.22.1 Reported 9.22.2 Accounted for in the VAT return?	All transactions reportable by date range or period range. If postings are made subsequent to the relevant VAT return being updated then the software will include the transactions in the next return, but highlight these as prior period postings.	Confirmed Confirmed
9.23 Does the software permit use of budgets and provide comparisons between budgets and actuals? If Yes:- 9.23.1 How many versions of budgets/forecasts can be maintained on the system?	Yes, G/L budgets and revised budgets are available. Unlimited	Confirmed Confirmed
9.24 Are budgets available for: 9.24.1 General ledger?	Yes	Confirmed
9.24.2 Sales ledger?	No	Confirmed
9.24.3 Purchase ledger?	No	Confirmed
9.24.4 Overheads?	Yes	Confirmed
9.24.5 Balance sheet?	Yes	Confirmed
9.25 Can budgets be set by: 9.25.1 Period?	Yes	Confirmed
9.25.2 Annually?	Yes	Confirmed
9.26 Can the software automatically generate budgets? Please state how this is achieved.	Yes % increase on last year actual/budgets; this year actual/budgets. In addition the software can interact with MS Excel to export budgets, model them and then update from MS Excel.	Confirmed Confirmed

Functional requirements questionnaire
Product Dimensions
Version 2.51f

Question		Supplier Response	Evaluator's Comment
9.27	What is the maximum value of transactions and of totals that can be handled by the software?	Values up to 15 digits can be entered into Sales, Purchase, Sales Orders & Purchase Orders. General Ledger values are limited to 13 digits. These include digits after the decimal place. Some report fields may need to be extended for very large values.	As stated
9.28	What is the maximum number of transactions that can be handled by the software?	No known limit set by MS SQL Server.	As stated
9.29	What is the maximum number of accounts on each ledger:		
	9.29.1 Sales ledger?	No known limit set by MS SQL Server.	As stated
	9.29.2 Purchase ledger?	No known limit set by MS SQL Server.	As stated
	9.29.3 General ledger?	No known limit set by MS SQL Server.	As stated

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 – reports include: company name; module name; date and time produced; period; and page numbers. Report title can be changed at runtime.	Confirmed
10.2	Do the reports provide totals where applicable?	Yes	Confirmed
10.3	Are these totals calculated or taken from a control file?	Varies depending on the report type as appropriate.	Confirmed
	Please state the reports that do not feature calculated totals.	Detailed Trial Balance.	Confirmed
10.4	Is it clear when the report has ended? (totals or end markers)	Yes, totals or number of records included printed at end.	Confirmed
10.5	Can reports be saved in electronic format (as distinct from just printing)?	Yes, many formats supported including csv, Excel and pdf.	Confirmed
	10.5.1 Are such files adequately protected from deletion or amendment?	Security of saved reports will be dependent on the user's configuration of their network security. Users will be warned if they attempt to overwrite a report.	Confirmed
10.6	Is a report writer provided as part of the software or as an add on?	As an add On	Confirmed
	Please state the name of any third party package.	Crystal Reports Access Report Writer	Confirmed
10.7	What level of knowledge is required to use the report writer e.g. beginner, regular user, expert?	Crystal Reports can be utilised by a regular user, and with a volume of pre-written Crystal Reports provided users have templates to work with. More demanding reports demand a higher level of expertise.	Confirmed

Question	Supplier Response	Evaluator's Comment
	Access Report Writer can be utilised by a regular user.	
10.8 Can the report writer make use of user-defined fields (including external fields)?	Yes, Crystal Reports can reference external databases.	Confirmed
10.9 Does the report writer enable:- 10.9.1 Separate access to each system area?	Yes	Confirmed
10.9.2 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
10.10 Can users define the parameters, columns, fields and selection criteria used on reports reported?	Yes	Confirmed
10.11 Are standard reports always produced, even when they are nil returns?	Crystal Reports always produce nil return reports. Standard reports do not produce nil return reports.	Confirmed
10.12 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, checkbox available in G/L, S/L & P/L to exclude nil balances.	Confirmed
10.13 Can screen layouts, reports and transaction formats be easily adapted to users' requirements?	No changes to screen layouts & transaction formats. But users can change fixed wording on every screen as well as adding custom fields to each record. All reports and documents are open	Confirmed

Question	Supplier Response	Evaluator's Comment
	for the user to change with Crystal Reports. More advanced customisation is achievable via a Software Developers Kit – this work is normally performed by a dealer. Reports created via Access Report Writer can be easily formatted and customised by the user to provide the data they want in the format they want.	
10.14 Can a hard copy be produced of all screen enquiries?	Yes & can be sent to Excel.	Confirmed
10.15 Can transaction files for all previous periods of the year be retained in the software to permit enquiries and reports?	Yes – Dimensions is built to retain all historic transactions.	Confirmed
10.16 Are reports of all changes to standing data on customers, suppliers, tax rates etc automatically generated or stored for later printing? If Yes:- 10.16.1 Is the report able to capture the nature of the change, user id and data and time of the change?	Optional. Only details of the user last edited and date last edited are retained for reporting. A separate utility (Corrections) allows the user to track changes to Customers, Suppliers, Addresses, Stock Records, etc… This is customisable to allow the user to define which tables and which fields to record changes to. Where changes are tracked then the nature of the change, user id and date/time of change are recorded.	Confirmed Confirmed
10.17 Are all transactions on all reports individually identifiable?	Yes	Confirmed

Functional requirements questionnaire
Product Dimensions
Version 2.51f

Question	Supplier Response	Evaluator's Comment
10.18 Do the reports show whether items are debit or credit?	Yes, by debit/credit in G/L and by type in S/L & P/L.	Confirmed
10.19 Do reports give sufficient narrative and coding to enable cross referencing?	Full narrative and supplementary information is available from enquiry screens and reports.	Confirmed
10.20 Is it possible to drill down from reports to the ledgers and original transactions?	No, but possible from enquiries.	Confirmed
10.21 Can the software produce all requisite reports:-		
10.21.1 Day books	Yes	Confirmed
10.21.2 Trial balance	Yes	Confirmed
10.21.3 Profit and loss account	Yes	Confirmed
10.21.4 Balance sheet	Yes	Confirmed
10.21.5 Aged debtors	Yes	Confirmed
10.21.6 Aged creditors	Yes	Confirmed
10.21.7 Aged stock	No	Confirmed
10.21.8 Aged unallocated cash (debtors)	No	Confirmed
10.21.9 Aged unallocated cash (creditors)	No	Confirmed
10.21.10 Budgets	Yes	Confirmed
10.21.11 Cash flow statement	Yes	Confirmed
10.21.12 VAT reports	Yes	Confirmed
10.21.13 VAT form 100	Yes	Confirmed
10.21.14 EC Sales Listings	Yes	Confirmed
10.21.15 Intrastat returns (SSD)	Yes	Confirmed
10.22 Are the above reports standard within the software or do they have to be written?	Standard	Confirmed
10.23 Is the age criteria fixed or user definable?	User Definable.	Confirmed
10.24 Can the aged analysis and day book reports be in summary and detail?	Yes – options for both.	Confirmed

Question	Supplier Response	Evaluator's Comment
10.25 Do standard reporting options give sufficient flexibility to tailor individual reports?	Yes	Confirmed
10.26 Can all reports be reproduced after the period end but at the month end date:-		
10.26.1 Transaction listings?	Yes	Confirmed
10.26.2 Day books?	Yes	Confirmed
10.26.3 Trial balance?	Yes	Confirmed
10.27 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
10.28 Do the standard budget reports provide sufficient analysis of variances?	Yes	Confirmed
10.29 Do such reports provide exception reporting, percentage analysis and comparatives?	No, only in P&L reports.	Confirmed
10.30 Do standard reports show sufficient analysis of trading results? (E.g. sales analysis by region)?	Yes	Confirmed
10.31 Are all movements during each accounting period shown on sales, purchase, general, stock ledger detail reports?	Yes – a user is forced to print out a full audit report before they can close any accounts period.	Confirmed
10.32 Do the sales and purchase ledger reports show how all partial payments or allocations (unallocated cash) have been treated?	Yes – this information is available from the allocation reports via drill down.	Confirmed

Question	Supplier Response	Evaluator's Comment
10.33 Is there a general ledger report that shows balances brought forward and carried forward plus all posted transactions in the period?	The Detailed Trial Balance shows this information.	Confirmed
10.34 Is a trail balance available? 10.34.1 Is this in summary or detailed format?	Yes, both.	Confirmed
10.35 Can the management accounts, profit and loss account and balance sheet be sufficiently analysed by: 10.35.1 Project/job	Yes	Confirmed
10.35.2 Cost centres	Yes	Confirmed
10.35.3 Department	Yes	Confirmed
10.35.4 Division	Yes	Confirmed
10.35.5 Company	Yes	Confirmed
10.35.6 Group (if applicable)	Yes	Confirmed
10.35.7 Can the above be user defined by Period and/or range?	All reports can be defined by Period.	Confirmed
10.36 What controls are there in place so that the user is aware of partly processed transactions:- 10.36.1 Unposted invoices	Batch reports and PIR batches.	Confirmed
10.36.2 Uninvoiced dispatches	Goods Delivered not Invoiced report.	Confirmed
10.36.3 Payments	Batch report.	Confirmed
10.36.4 Receipts	Batch report.	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)	Comprehensive price/discount matrix structure protected by password control. The user is warned if they are raising an order which is not profitable. Gross margin reports can be produced.	Confirmed

Question	Supplier Response	Evaluator's Comment
10.38 Detail all automatically generated documents for external use. (E.g. sales invoices and statements, remittance advices.)	Order Confirmations, Delivery Notes, Goods Returned Notes, Sales Invoices, Sales Credit Notes, Pro Formas, Estimates, Quotations, Purchase Orders, Goods Received Notes, Remittance Advices, Cheques & Statements, BACS reports.	Confirmed
10.39 Can the software reproduce source documents? [E.g. sales invoices; POs, Remittance advices……]	Yes. Copy Invoices & Copy Delivery Notes.	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?	All financial data is reproduced. Access Document Manager (ADM) provides for a PDF version of the original document to be stored.	Confirmed
10.41 Are these clearly identified as duplicates?	Yes – always marked as 'Copy'.	Confirmed
10.42 Does the software force the production of month-end reports?	Yes – audit report is compulsory and must be printed.	Confirmed
10.43 Can the reporting function make use of external data files?	Yes – within Crystal Reports.	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

Question	Supplier Response	Evaluator's Comment
10.47 Can transactions and standing data be output directly to other formats e.g. CSV, txt, XML, PDF etc. for any period of time required?	Yes – all reports can be output directly to file in csv or Excel formats.	Confirmed

Functional requirements questionnaire
Product Dimensions
Version 2.51f

Question	Supplier Response	Evaluator's Comment

11 Value Added Tax

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

Question	Supplier Response	Evaluator's Comment
11.1 Does the software have the facility to hold the following VAT information:-		
11.1.1 UK VAT registration number?	Yes	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)	21 default rates set up with ability to set up an unlimited number.	Confirmed
11.2 How does the software handle roundings?	VAT is rounded up to the next penny.	Confirmed
11.3 Is this applied consistently?	Yes	Confirmed
11.4 Does the software handle VAT Scale charges with automatic double entry processing?	No	Confirmed
11.5 Does the software handle VAT calculation tolerances? If Yes do any discrepancies produce:-	Only in a report.	Confirmed
11.5.1 Warning?	No	Confirmed
11.5.2 Appear in the audit trail?	No	Confirmed
11.5.3 Appear in the VAT exception report?	No	Confirmed

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?	Accounts can be security protected by the use of levels.	Confirmed
11.6.2 VAT tables set up and change?	Yes by password security.	Confirmed
11.6.3 Tolerance levels?	N/A	
11.6.4 Invoice sales number table?	Yes by password security.	Confirmed
11.6.5 Changes on VAT code on customer files?	Yes by password security.	Confirmed
11.6.6 Changes on VAT code on stock files?	VAT Codes held on analysis records against stock files and changes controlled by password security.	Confirmed
11.6.7 VAT calculated on sales invoices or credit notes?	VAT calculation variances available by exception report.	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?	VAT return identifier updated on each transaction when VAT return is printed and updated. (Normally hidden from user but a custom report could be produced). Each transaction can only appear on one VAT Return.	Confirmed
Method of operation		
11.9 VAT basis. Can the software handle:		
11.9.1 Invoice (standard) accounting?	Yes	Confirmed

Functional requirements questionnaire
Product Dimensions
Version 2.51f

Question	Supplier Response	Evaluator's Comment
11.9.2 Cash accounting?	No, although CASH VAT Guidance reports are available for users wishing to manually extract this VAT Return data.	Confirmed
11.10 If the software can handle both invoice (standard) and cash methods of accounting for VAT is the basis clearly identified during set up?	N/A	
11.11 Does the software allow for a switching between methods? If Yes:-	N/A	
11.11.1 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	

Functional requirements questionnaire
Product Dimensions
Version 2.51f

Question	Supplier Response	Evaluator's Comment
11.12 Can the software handle the following VAT schemes:-		
11.12.1 Annual accounting scheme?	Yes – users can specify a period/date range for VAT Return reporting.	Confirmed
11.12.2 Flat rate scheme?	No	Confirmed
11.12.3 Retail schemes?	No	Confirmed
11.12.4 Account for VAT on the margin?	No	Confirmed
11.13 Can the software be configured to handle partial exemption methods?	Yes	Confirmed
11.14 Please state the number of VAT codes available for VAT analysis.	Unlimited	Confirmed
11.15 How does the software handle:-		
11.15.1 Outside scope?	VAT Code 8	Confirmed
11.15.2 Distance selling (supply to an unregistered EC customer)?	VAT Code U	Confirmed
11.16 How the software handle EC VAT:-		
11.16.1 Goods and related service?	VAT Code G	Confirmed
11.16.2 Services only?	VAT Code S	Confirmed
11.16.3 Process?	Not as standard – user defined code required.	Confirmed
11.16.4 Triangulation?	Not as standard – user defined code required.	Confirmed
11.17 Does the software include the functionality to identify EU acquisitions?	Yes	Confirmed

Functional requirements questionnaire
Product Dimensions
Version 2.51f

Question	Supplier Response	Evaluator's Comment
If Yes:- 11.17.1 Can the software generate acquisition tax?	Yes, code A	Confirmed
11.18 Can a report be generated of all EU acquisitions and the amounts of acquisition tax generated?	Yes – Detailed VAT Return Audit	Confirmed
11.19 Does the software include the functionality to identify transactions liable to reverse charge VAT?	Yes	Confirmed
If Yes:- 11.19.1 Can the software generate reverse charge VAT?	Yes	Confirmed
11.20 Can a report be generated of all transactions liable to reverse charge VAT, and the amounts of tax where so generated?	Yes – Detailed VAT Return Audit.	Confirmed
11.21 Does the software have a facility to reconcile the VAT returns amounts for input, output and net VAT payable/recoverable to the General ledger control account?	No – manual reconciliation required.	Confirmed
11.22 How does the software handle late transactions posted outside the closed VAT return period?	Transactions will be reported on the next VAT Return and highlighted as prior period transactions.	Confirmed
Input VAT (purchases)		
11.23 Can the software handle VAT inclusive amounts and automatically calculate the	Yes	Confirmed

Question	Supplier Response	Evaluator's Comment
input VAT?		
11.24 Does the software require the following to be entered:- 11.24.1 Supplier reference?	Yes	Confirmed
11.24.2 Supplier document reference?	Yes	Confirmed
11.24.3 Internal document reference?	Yes – if Internal Reference switched on.	Confirmed
11.24.4 Invoice tax point date?	Yes	Confirmed
11.24.5 Invoice posting period date?	Period No. specified, date same as Tax Point date.	Confirmed
11.24.6 Invoice gross total?	Yes	Confirmed
11.24.7 Invoice VAT amount?	Yes	Confirmed
11.24.8 Individual invoice lines:- 11.24.8.1 Net amount?	Yes	Confirmed
11.24.8.2 VAT rate?	No – VAT rate pulled through from VAT Code selected.	Confirmed
11.24.8.3 VAT code?	Yes	Confirmed
11.25 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?	No	Confirmed
11.26 Can the user override the software derived input VAT amount and input VAT as shown on the supplier invoice?	Yes	Confirmed

Functional requirements questionnaire
Product Dimensions
Version 2.51f

Question	Supplier Response	Evaluator's Comment
11.27 Does the software allow VAT to be reclaimed on the basis of registered but unposted invoices?	No	Confirmed
If Yes:- Does the software flag the status as:- 11.27.1 VAT not yet reclaimed?	N/A	
11.27.2 VAT claimed?	N/A	
Output VAT (sales)		
11.28 Does the software generate sales invoices?	Yes	Confirmed
11.29 For each invoice generated is the following information included on the sales invoice:- 11.29.1 Unique software generated invoice sequential reference?	Yes	Confirmed
11.29.2 Company name, address, EC country code and VAT number?	Yes	Confirmed
11.29.3 The time of supply (tax point)	Yes	Confirmed
11.29.4 Date of issue (if different to the time of supply)	Date of issue same as Tax Point.	Confirmed
11.29.5 Customer's name (or trading name) and address, EC country code and VAT number (if applicable)	Yes	Confirmed

Functional requirements questionnaire
Product Dimensions
Version 2.51f

Question	Supplier Response	Evaluator's Comment
11.29.6 The unit price [applies to countable goods or services. E.g. an hourly rate; or a price for standard services.]	Yes	Confirmed
11.29.7 A description which identifies the goods or services supplied?	Yes	Confirmed
11.30 Does the software identify supplies that are zero-rated, exempt, no VAT applicable? 11.30.1 Is this on the face of the invoice?	Yes	Confirmed
11.31 Does the software handle Proforma invoices?	Yes	Confirmed
If Yes:- 11.31.1 Are the invoices clearly identified as "this is not a tax invoice"?	Yes	Confirmed
VAT Reporting		
11.32 Does the software produce a VAT 100 form as standard?	Yes	Confirmed
If No:- 11.32.1 Does the software have a means of producing reports that support the completion of the VAT return?	N/A	
11.33 Is the VAT return information available by report on a three monthly basis or any other specified period?	Yes – user can specify period/transaction date range to cope for both quarterly and monthly returns.	Confirmed

Question	Supplier Response	Evaluator's Comment
11.34 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 – full audit trail provided.	Confirmed
11.35 Can the VAT return be recreated showing all the transactions which were included in the original VAT return?	Yes	Confirmed
11.36 Does the software have a separate VAT audit log?	All transactions are logged against their VAT Return Identifier providing a full audit trail. VAT is an integral part of the transaction and is not held in a separate table. This ensures full integrity and correlation to the accounts data.	Confirmed
11.37 Note where the software details the following non routine event in the audit trail or VAT audit log etc:- 11.37.1 Changes to VAT tables.	Report showing who and when last change made only.	Confirmed
11.37.2 Change from invoice/cash VAT accounting or other Schemes.	N/A	
11.37.3 VAT tolerance.	N/A	
11.37.4 Changes to VAT rates on customer, supplier, product master files.	Yes.	Confirmed

Question	Supplier Response	Evaluator's Comment
Please specify	Report showing who and when last change made only.	Confirmed
11.38 Are the above changes noted above stamped with a:- 11.38.1 User id?	Yes	Confirmed
11.38.2 Software generated unique reference number?	No	Confirmed
11.38.3 Date and time?	Yes	Confirmed
11.39 VAT postings 11.39.1 Are all VAT postings recorded in the audit trail or VAT audit log?	Yes, audit trail.	Confirmed
11.39.2 Does the software denote whether each transaction has been included in a reconciled VAT return?	Yes	Confirmed
11.39.3 How does it denote which VAT Return the transaction has been included in?	VAT Return identifier saved against each transaction but not visible to user. Could produce custom report.	Confirmed
11.40 Does the software produce a VAT Exception report detailing such transactions as:- 11.40.1 VAT amounts outside tolerance levels?	Yes – user definable tolerance level for report.	Confirmed
11.40.2 Manual changes to software generated VAT?	Disproportionate VAT values can be tracked via reporting.	Confirmed
11.40.3 Write offs	Yes	Confirmed

Functional requirements questionnaire
Product Dimensions
Version 2.51f

Question	Supplier Response	Evaluator's Comment
11.40.4 Zero value invoices?	No	Confirmed
If No for any of the above:- 11.40.5 How does the software document these occurrences?	N/A	
11.41 Does the software handle "intra-community" supply of goods?	Yes	Confirmed
11.42 Does the software support production of an EC Sales List?	Yes	Confirmed
If Yes:- 11.42.1 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
11.43 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
11.44 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).	Unlike the VAT Return, transactions are not updated with an EC Sales List identifier. Therefore users need to ensure that the period postings are complete before generating their EC Sales List for submission.	Confirmed

Functional requirements questionnaire
Product Dimensions
Version 2.51f

Question	Supplier Response	Evaluator's Comment
11.45 How does the software handle triangulation? E.g. a movement of goods without a related invoice transaction.	Software does not handle triangulation.	Confirmed
11.46 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 – XML format.	Confirmed
11.47 Can these be electronically transmitted direct from the system?	Not currently – users submit the export file via the Government Gateway.	Confirmed
11.48 Does the software produce Intrastat reports where applicable?	Yes	Confirmed
11.49 How are errors on VAT accounts corrected?	If users have the correct level of security access they can correct errors by journals. Alternatively users can reverse erroneous transactions (e.g. Invoice against duplicate Credit Note).	Confirmed
11.50 How does the software handle the VAT on purchase and sales ledger contras?	Via manual adjustments.	Confirmed
11.51 How does the software handle partially allowable expenditure, e.g. VAT on petrol invoices where employees are provided with petrol (adjustment required for own use)?	Manual intervention required although users can create their own VAT rate to highlight transactions for this treatment or overwrite the default VAT calculation.	Confirmed
11.52 Can the software handle cheque refunds to	Only via adjustment postings.	Confirmed

Question	Supplier Response	Evaluator's Comment
customers? If Yes:- 11.52.1 How is the VAT accounted for under cash accounting?	N/A	
11.53 Can the software handle invoices with multiple rates of VAT?	Yes	Confirmed
11.54 How does the software handle write off of bad debts and the related VAT?	A write off bad debt facility is available within the Credit Control module which will generate a credit note transaction to write off any related VAT on the invoice written off.	Confirmed

Functional requirements questionnaire
Product Dimensions
Version 2.51f

Question		Supplier Response	Evaluator's Comment
12	**Currency**		
12.1	Is multi-currency processing available? If Yes:-	Yes	Confirmed
	12.1.1 State number of currencies available. Does this cover:-	Unlimited	Confirmed
	12.1.2 General ledger?	Yes	Confirmed
	12.1.3 Sales ledger?	Yes	Confirmed
	12.1.4 Purchase ledger?	Yes	Confirmed
	12.1.5 Stock?	Buying & Selling prices only.	Confirmed
12.2	Is conversion to sterling automatic? If Yes:- Does this cover-	Yes	Confirmed
	12.2.1 General ledger?	Yes	Confirmed
	12.2.2 Sales ledger?	Yes	Confirmed
	12.2.3 Purchase ledger?	Yes	Confirmed
	12.2.4 Stock?	Yes – for prices	Confirmed
12.3	Can the user select which currency to value each of the ledgers? If Yes:- Does this cover:-	Yes.	Confirmed
	12.3.1 General ledger? 12.3.2 Sales ledger? 12.3.3 Purchase ledger?	Ledgers are valued in their Home Currency only as a default. 2nd base currency values can be generated at "spot rate".	Confirmed
	12.3.4 Stock?	No	Confirmed
12.4	What are the currency capacities?	Unlimited	Confirmed
12.5	What are the maximum and minimum exchange rates?	Minimum to 6 decimal places (0.000001). Maximum to 15 digits including 6 decimal places.	As stated

Functional requirements questionnaire
Product Dimensions
Version 2.51f

Question		Supplier Response	Evaluator's Comment
12.6	What approach will the Software House take towards handling the EURO?	Conversion utility already available and 2nd base also in place. Successful conversion of sites in Ireland, Malta & Cyprus.	Confirmed
12.7	What currency information is held:		
	12.7.1 Currency Code/description?	Yes, including VAT country code and ISO currency code.	Confirmed
	12.7.2 Country?	Yes	Confirmed
	12.7.3 Currency rate table?	Yes – multiple tables used for home conversion, 2nd base currency conversion and Euro triangulation tables.	Confirmed
	12.7.4 Date rates effective from-to?	Yes	Confirmed
	12.7.5 Previous rates held?	Yes	Confirmed
12.8	Can a base currency be selected?	Yes – plus 2nd base on setup of the company details.	Confirmed
12.9	Can the user over ride the exchange rates during a transaction?	Yes – a spot rate can be entered subject to password control.	Confirmed
12.10	Can the user change the exchange rates per account?	Yes – if security permits.	Confirmed
12.11	Is there a restriction on accounts to a single selected currency? If Yes:-	No	Confirmed
	12.11.1 What controls are in place over any changes?	N/A	
12.12	Can the user manually over ride the currency calculation?	Yes – but this is flagged by the software on the transaction report.	Confirmed
12.13	Are gains or losses on currency calculations automatically processed?	Yes	Confirmed

Question	Supplier Response	Evaluator's Comment
12.14 Can the user over ride the calculation /processing of currency gains and losses?	No – these are forced to keep the ledgers in balance.	Confirmed
12.15 Can a user override an exchange rate on each transaction?	Yes	Confirmed
12.16 Can the user define the treatment of foreign exchange gains/losses i.e. where posted to in the general ledger?	Yes, each currency can have its own default gains/losses account.	Confirmed
12.17 Can ledger accounts be defined to take invoices/payments in specified currencies/ multiple currencies?	Yes, defined currencies or "Any Currency" can be set up by the user to facilitate multiple currencies against a single account.	Confirmed
12.18 Does the software prevent the deletion of the active currency?	Yes	Confirmed
12.19 Does the software prevent use of duplicate currency codes?	Yes	Confirmed
12.20 Can currency transactions be entered in selected currency and/or base currency?	Yes	Confirmed
12.21 Can transactions be entered in multiple currencies?	Yes – one currency per transaction.	Confirmed
12.22 How does the software handle exchange differences?	Exchange differences are calculated on allocation. Adjustments are automatically posted to both the Customer/Supplier account and the General Ledger.	Confirmed

Question	Supplier Response	Evaluator's Comment
12.23 How does the currency treat revaluations relating to: 12.23.1 Ledgers (sales/ purchases)	Users can revalue Debtors and Creditors by currency and opt to have the system post a temporary (reversing) journal between the P&L and Balance Sheet.	Confirmed
12.23.2 Monetary assets/ liabilities	The Balance Sheet can be revalued via reports. As this is a sensitive area the user would need to journal in any revaluation adjustments.	Confirmed
12.23.3 General ledger accounts?	As above	Confirmed

Question	Supplier Response	Evaluator's Comment

13   Sales Order Processing and Invoice Production

Question	Supplier Response	Evaluator's Comment
13.1 Does the software start with a quotation or the sales order?	Can optionally start with an Estimate/Quote/Order/Pro Forma.	Confirmed
13.2 Are recurring or schedule orders handled?	Yes, for recurring orders the order can be copied and the date changed, for scheduled orders users can duplicate template orders and set a schedule accordingly.	Confirmed
13.3 At quotation or initial order stage state how does the software: 13.3.1 Checks stock availability?	Software checks stock availability and advises Free, Projected and Physical Stock quantities. Stock can be reserved.	Confirmed
13.3.2 Highlight alternative stock?	Can suggest alternative/ superseded items when stock code is entered.	Confirmed
13.4 How does the software check credit status of customer: 13.4.1 On receipt of order? 13.4.2 Prior to dispatch?	Warning message generated. Warning message generated.	Confirmed Confirmed
13.5 Can the software block: 13.5.1 Customer orders?	Warning given & order forced into batch if customer on stop.	Confirmed
13.5.2 Deliveries?	Order cannot be delivered if customer is on stop.	Confirmed
13.5.3 Invoice production?	Only if on stop.	Confirmed
13.6 Where stock is not available is a "back order" raised and a purchase order issued?	Yes. System generates a provisional back order that can be processed through to the generation of a Purchase Order. System can identify the customers waiting for stock	Confirmed

Functional requirements questionnaire
Product Dimensions
Version 2.51f

Question	Supplier Response	Evaluator's Comment
	when purchases deliveries are booked in.	
13.7 Does the software handle forward orders? If Yes is this:-	Yes via Scheduled Orders facility.	Confirmed
13.7.1 Only when stock is now available?	Stock can be reserved on order entry.	Confirmed
13.7.2 Allocated from future planned stock?	No	Confirmed
13.8 Can multiple addresses be held for each customer (invoice and delivery address).	Yes, unlimited extra addresses.	Confirmed
13.9 Are the following documents produced:		
13.9.1 Quotations?	Yes	Confirmed
13.9.2 Order confirmation?	Yes	Confirmed
13.9.3 Picking lists?	Yes	Confirmed
13.9.4 Labels?	Yes	Confirmed
13.9.5 Dispatch/Delivery note?	Yes	Confirmed
13.9.6 Invoices?	Yes	Confirmed
13.10 Are the following reports available:		
13.10.1 Quotes for which orders not received?	Yes	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, if user sets options.	Confirmed
13.10.5 Items ordered but not dispatched due to stock out?	Yes, if user sets options.	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

Question	Supplier Response	Evaluator's Comment
13.12 Can picking lists /dispatch notes be amended for non-availability of stock?	Yes – a draft delivery note can be created, manually updated, and then delivery quantities amended before producing final delivery transaction.	Confirmed
If Yes:- 13.12.1 Is this reported? 13.12.2 Are the items dispatched reflected in final invoice?	No – manual update Yes – when final delivery note is updated	Confirmed Confirmed
13.13 Is there one dispatch note and invoice per order?	No – multiple deliveries / invoices per order can be made	Confirmed
13.14 How does the software ensure all dispatches are invoiced? E.g. where multiple dispatches are raised per order, or several orders on a single dispatch note.	Orders are not removed from the batch control window until fully processed. Customised report can show uninvoiced despatches.	Confirmed
13.15 Can manual invoices be raised (i.e. without a sales order)?	Yes – using Invoicer module.	Confirmed
13.16 Does the software produce proforma invoices as required?	Yes	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 – via Allocation record.	Confirmed
13.19 Will the product accept orders from the Web? If Yes:-	Yes – via Transaction Broker or the Applications Program Interface (API).	Confirmed
13.19.1 How are web orders integrated with the sales order processing ledgers?	Users can use Transaction Broker or the API to read incoming e-mail orders, XML orders or to interpret e-commerce databases to post orders automatically into the accounts system. Incoming orders are normally batched for	Confirmed

Question	Supplier Response	Evaluator's Comment
13.19.2 What control features are available for checking web orders before processing?	checking and processing. Same as for direct entry.	Confirmed

Question	Supplier Response	Evaluator's Comment
14 **Purchase Order Processing**		
14.1 Does the software generate suggested orders?	Yes, system can suggest order placement based on a range of criteria.	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 – up to ten suppliers per product.	Confirmed
14.5 Does the software hold details of substitute products if applicable?	Yes	Confirmed
14.6 Based on automatic and manual order generation (above) does the software produce a list of proposed purchase orders, if so, can these be easily amended?	Yes – the software produces a draft list of Purchase Order items made up of a consolidation of requests and automatically generated requirements. The buyer can easily edit/amend as required and can use authorisation.	Confirmed
14.7 Is stock availability updated for stock on order?	Yes – the user can input their own definition of Free stock as well as having access to the physical stock quantities.	Confirmed
14.8 Can the software handle partially completed orders and returns?	Yes	Confirmed
14.9 Are receipts checked to orders and discrepancies reported?	Receipts are checked. System warns if receipt of goods exceeds quantity ordered – can optionally accept and update order. Shortfall needs to be manually highlighted on order.	Confirmed

Question	Supplier Response	Evaluator's Comment
14.10 Are purchase invoices checked to purchase orders, confirmed receipts and discrepancies reported?	As above. Outstanding details can be reported.	Confirmed
14.11 Are the following reports available:		
14.11.1 Purchase Orders raised (analysis)?	Yes	Confirmed
14.11.2 Purchase Orders not received?	Yes	Confirmed
14.11.3 Goods received discrepancies?	Yes	Confirmed
14.11.4 Invoice to goods received discrepancies?	No – as the system handles part deliveries this is not possible to define. The software will report on outstanding quantities.	Confirmed
14.11.5 Goods received not invoiced?	Yes	Confirmed
14.12 Can the software handle "back to back" ordering?	Yes	Confirmed

Functional requirements questionnaire
Product Dimensions
Version 2.51f

Question	Supplier Response	Evaluator's Comment

15   Stock Control

Question		Supplier Response	Evaluator's Comment
15.1	What information is held in respect of stock (and are there any limits):-		
	15.1.1 Item numbers/ description?	25 alphanumeric code plus extended multi-language descriptions (260 alphanumeric) Also supplier's stock code.	Confirmed
	15.1.2 Location(s)?	Option of unlimited number of locations held in up to 6 sub-levels of location/sub-analysis can be used for different warehouses or can use bin number only.	Confirmed
	15.1.3 Quantity, (available, allocated, on order)?	Physical, Delivery notes printed but not updated, Allocated Stock, Unallocated Orders, Order In & Free Stock.	Confirmed
	15.1.4 Minimum and maximum stock levels?	Yes – both.	Confirmed
	15.1.5 Reorder lead times?	Not as standard but can be addressed with user definable fields.	Confirmed
	15.1.6 Supplier(s)?	Up to 10 suppliers per stock item.	Confirmed
	15.1.7 Prices/cost/ discount details?	Line discounts, price matrix & discount matrix.	Confirmed
	15.1.8 Batch/serial number?	Yes – batch/serial number by user defined sub analysis field.	Confirmed
	15.1.9 Weights etc?	Yes	Confirmed
	15.1.10 Other – please specify?	EC details, units and picture.	Confirmed
15.2	How is stock updated?		
	15.2.1 Dispatch of goods?	On confirmation (update) of dispatch.	Confirmed
	15.2.2 Receipt of goods?	On confirmation of GRN.	Confirmed
	15.2.3 Adjustments?	At the time of processing.	Confirmed
	15.2.4 Transfers between locations?	At the time of processing.	Confirmed

Functional requirements questionnaire
Product Dimensions
Version 2.51f

Question		Supplier Response	Evaluator's Comment
15.3	Is negative physical stock allowed?	Yes – as a user definable option: users can elect not to allow negative stock.	Confirmed
15.4	Can the software handle "sale or return" stock?	Not as standard although using the sub-analysis feature SOR stock can be easily tracked.	Confirmed
15.5	Can the software handle variations to a standard pack of products?	Yes by using different selling prices and pack details.	Confirmed
15.6	What methods of stock valuations are allowed?	Set globally.	Confirmed
	15.6.1 Average	Yes	Confirmed
	15.6.2 FIFO	Yes	Confirmed
	15.6.3 LIFO	No	Confirmed
	15.6.4 Standard cost	Yes	Confirmed
	15.6.5 Other – please specify	Weighted Average Fixed Weighted	Confirmed
15.7	How can stock enquiries be made, i.e. by product code, short name/supplier etc.	Stock Code, short name, sub-analysis (location), audit trail reference, project used on, serial number, stock description, plus 4 categories of stock.	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 – each line on an order can have a different 'required by' date on which to chase. Report can be sorted by this date.	Confirmed
15.9	Does the software facilitate the regular counting/ inspection of physical stock (e.g. by producing random/defined stock check lists)?	Yes – the system has a stock take facility and this can be applied to different blocks/categories of stock. User to input manual count and system can generate an adjustment automatically if required. User can set next check date in custom field.	Confirmed

Question	Supplier Response	Evaluator's Comment
15.10 Can the software handle more complex situations such as:		
15.10.1 Bill of materials	Yes – multi-level including where used lists	Confirmed
15.10.2 Links to CAD/CAM systems	Users can hold a linked CAD/CAM image against a stock item.	Confirmed
15.10.3 Job costings to collate and value WIP.	Yes – a fully integrated project costing module available as a chargeable extra.	Confirmed

Question	Supplier Response	Evaluator's Comment

16   User Documentation

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

16.1 Is the manual clearly laid out and understandable?	Yes	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 – via contents and index.	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 – 'How To' topics are available.	Confirmed
16.6.3 Pictures of screens?	No	Confirmed
16.6.4 Completed examples included in the manual?	No	Confirmed
16.6.5 Specific "error correction" procedures?	Yes – Correction feature.	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 – at screen level.	Confirmed
16.9 Do they provide on-line instructions on how to use	Yes – 'How To' topics are available.	Confirmed

Question		Supplier Response	Evaluator's Comment
	particular features of the software?		
16.10	Can they be edited or prepared by the user?	Yes – the user can add their own help and have their own procedure documents on-line if they have the appropriate text editor such as Notepad	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 – these are freely available to customers for whom we can qualify a requirement.	Confirmed

Functional requirements questionnaire
Product Dimensions
Version 2.51f

Question		Supplier Response	Evaluator's Comment
17	**Efficiency**		
17.1	Are the various functions of the software menu-driven, or otherwise easy to initiate?	There are many ways to access functions, both menu & keyboard driven plus hot keys.	Confirmed
17.2	Is there a good response time in the initiation of functions?	Access runs on MS SQL Server which provides scalable performance for the largest companies. Performance dependent on hardware used.	Confirmed
17.3	Is data entry easily repeated if similar to previous entry?	Yes – opportunity to duplicate Orders/Invoices/Costing Records/Stock Records. Also opportunity to post repetitively to the same supplier.	Confirmed
17.4	Does the software prevent access to a record while it is being updated?	In some cases, see 9.4.	Confirmed
17.5	Is there locking at file or record level?	Record level, see 9.4	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 – but the Audit Trail reports, VAT Return and Not Yet Printed reports provide control in this respect.	Confirmed
17.8	Can regular reports be easily duplicated if required?	Yes – report criteria can be saved and re-used. Reports can be duplicated and amended with Crystal Report writer.	Confirmed

Functional requirements questionnaire
Product Dimensions
Version 2.51f

Question	Supplier Response	Evaluator's Comment
17.9 Does the software warn the user when space is becoming short?	MS SQL Server Agent can be configured to e-mail the System Administrator when files grow beyond a defined limit.	As stated

Question	Supplier Response	Evaluator's Comment

18   Integration and www facilities

	Question	Supplier Response	Evaluator's Comment
18.1	Are the different accounting modules integrated?	Full integration between all the accounting applications.	Confirmed
18.2	Are they integrated on real time basis or batch basis?	Real time updates, or can be held as a batch for later posting.	Confirmed
18.3	Can the integration of batches be by batch, weekly or monthly?	By batch at user-defined intervals, or real-time.	Confirmed
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?	Vista; Windows 7 32 bit; Windows 7 64 bit; Windows 8 64 bit; Windows 8.1 64 bit; Win server 2003 32 bit; Win Server 2003 64bit; Win server 2008 32 bit; Win Server 2008 64 bit; Win Server 2012 64 bit; Win Server 2008 r2; Win Server 2012 r2; Windows 10 32 bit; Windows 10 64 bit.	As stated
18.6	Which databases can be used?	SQL 2008; SQL 2008 Express; SQL 2008 R2; SQL 2012; SQL 2014; SQL 2016.	As stated
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 – there is extensive integration to the MS Office suite of products including, Excel, Word, Outlook, MS Access & Project.	Confirmed
18.9	Can definable links to spreadsheets be created?	Yes, Access provides the Access Office Integration module (AOI) which allows users to write non-	Confirmed

Question	Supplier Response	Evaluator's Comment
	audit data to the accounts data.	
18.10 Does the software integrate with any web trading software? 18.10.1 External or	Access fully supports BASDA Ebis XML data transmission and is accredited by BASDA for the same. This provides opportunities to link with any web application providing Ebis XML orders. Our partners have proven integration with a number of such applications.	Confirmed
18.10.2 Suppliers own?	None	Confirmed
18.11 Note which other business application software that can be linked to the software:		
18.11.1 Payroll?	Access SelectPay.	Confirmed
18.11.2 Time/fees?	Access FocalPoint.	Confirmed
18.11.3 MRP?	Access Supply Chain.	Confirmed
18.11.4 Fixed assets?	Access Asset Manager module.	Confirmed
18.11.5 Document management software?	Access Document Management.	Confirmed
18.11.6 Job costing?	Access Project Costing module, Dimensions FocalPoint.	Confirmed
18.11.7 CIS?	Dimensions FocalPoint.	Confirmed
18.11.8 Other – please specify?	Numerous	Confirmed
18.12 Is the software compatible with XML standards? If so in what respect? (input/ output/ other)?	Access has fully implemented XML facilities for all transaction types both inbound and outbound. As a default the software will generate documents to the BASDA Ebis XML standard. The system can however be configured to read data from a variety of XML schemas.	Confirmed

Question	Supplier Response	Evaluator's Comment

19   Support and maintenance

Question	Supplier Response	Evaluator's Comment
19.1 How is the software sold: 19.1.1 Direct from Software House?	Yes	Confirmed
19.1.2 Via Value Added Reseller (VAR)?	A few resellers but primarily direct from software house.	Confirmed
19.2 How is the product supported:- 19.2.1 Direct by Software House?	Yes	Confirmed
19.2.2 By VAR?	Yes – VARs provide front-line support and the software house then provides support to the VARs.	Confirmed
19.3 Is the software sold based upon number of users or number of concurrent users?	Concurrent users and number of companies supported.	Confirmed
19.4 Do VARs have to go through an accreditation process?	Yes	Confirmed
If Yes:- 19.4.1 Please note the process.	An extensive training and accreditation programme that demands a minimum of 37 man days of training to be completed by an aspiring Access Dealer. Courses are subject to testing. All Access dealers are obliged to undergo re-training each year to retain their status.	Confirmed
If No:- 19.4.2 Please explain how organisations are chosen to be VAR?	No new resellers are being brought on board.	Confirmed
19.5 In the event of a dispute between Supplier and VAR how can the situation be resolved?	Access would offer themselves as mediators in a potential dispute and work closely with the customer and the dealer to resolve issues.	Confirmed

Question		Supplier Response	Evaluator's Comment
19.6	Detail the types of cover available.	Support cover offerings vary between Dealers but must all meet the Access minimum standard which is to provide telephone support for standard office hours from a Land Line number.	Confirmed
19.7	Please note all method of support available :-		
	19.7.1 Telephone.	Yes	Confirmed
	19.7.2 Internet.	Yes – via VPN and/or technologies such as Webex. Access resellers will use the technology of their choice to provide remote support.	Confirmed
	19.7.3 Other – specify.	None	Confirmed
19.8	Please provide an indicative cost of cover and what is included.	Cost varies dependent on level of local service offered.	Confirmed
19.9	How often are general software enhancements provided?	Twice a year.	Confirmed
19.10	Will they be given free of charge?	Yes – if the customer has a valid licence.	Confirmed
19.11	How are enhancements and bug fixes provided to customers?	Via Access Support.	Confirmed
19.12	Is "hot line" support to assist with immediate problem solving available?	Yes	Confirmed
19.13	If so, is there an additional cost involved?	Yes	Confirmed
19.14	At what times will this support be available?	Standard working hours.	Confirmed
19.15	Who provides training:		

Functional requirements questionnaire
Product Dimensions
Version 2.51f

Question	Supplier Response	Evaluator's Comment
19.15.1 Software House?	Yes	Confirmed
19.15.2 VAR?	Yes	Confirmed
19.16 Is hardware and maintenance provided by:		
19.16.1 Software House?	No	Confirmed
19.16.2 VAR?	No	Confirmed
19.17 Is a warranty offered in respect of specification of the software?	Yes – this is part of the Licence agreement.	Confirmed
19.18 Will the software supplier/dealer make the program source code available to the user, either directly or by deposit with a third party (Escrow)?	Yes – Escrow facilities available.	Confirmed
19.19 Are there any unduly restrictive conditions in the license for the software?	No – all users must review and approve the licence prior to delivery. Usual industry standard restrictions apply.	Confirmed