ICAEW Accreditation Scheme

Client Cash Accounting Software (UK lettings market) Evaluation

Reapit Ltd

Product: RPS Client Accounting
Version: 10

Evaluation carried out by: IT Evaluation Services]

Date completed: 7th December 2012

Signed:

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1   Summary

1.1   Introduction

The suitability of client cash accounting software for the UK letting market 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 client cash 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.
- Meet relevant legislative requirements.
- Have controls in place to ensure client accounts cannot become overdrawn.
- Be effectively supported and maintained.

It is also desirable that good client cash 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 **RPS Client Accounting v10**, against a set of criteria developed by the ICAEW to ensure that the software meets the requirements of client cash accounting software for the UK letting market, as laid down in the summary.

2.2   Approach and Work performed
In order to effectively evaluate **RPS Client Accounting v10**, a product specialist from **Reapit Ltd** completed the detailed questionnaire and provided it to the evaluator to examine. The evaluator then visited the **Reapit Ltd** office in London and in conjunction with the operation of the various aspects of the software assisted by a member of **Reapit Ltd'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 **Reapit Ltd** staff in order to clarify certain points. In the event of disagreement between **Reapit Ltd** and the evaluator, the evaluator's decision was taken as final and the response changed accordingly.

RPS Client Accounting v10 was used throughout the evaluation. The evaluation covered the lettings agency software. In addition, the optional extra module – Service Charge Module for Block Management was also examined.

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
RPS Client Accounting Version 10 was used throughout on a Dell Vostro with Intel Core i5, 4GB RAM and 300GB hard drive.

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
Reapit claim the main application for its software is suitable for estate agents for residential sales, lettings, property management and accounts, rural and agricultural, commercial, auctions, private buying and land and new homes. Client Accounting, which is the subject of this evaluation, is an option offered to clients. The remaining parts of the property management & marketing software were not included in this evaluation.

3.2 Supplier background
The software was originally developed as a bespoke application for George Stead, now Reapit's managing director, estate agency business in Fulham, London in 1994. Reapit was founded in 1996 retaining this software. Since then the company has gone from strength to strength investing towards the continuing development and support of its software. The client accounting module was developed over several years and was launched in 2011. As well as their head office in Fulham they have support and training centres in Birmingham and Leeds and in 2008 opened an office in Edinburgh. Reapit currently employ around 90 staff.

3.3 Product background and Suitability for user
Reapit say their software is the most widely used estate agency software in use today. It is installed in just under 3,000 estate agency offices (not all using Client Accounting) across the UK and the world and claim it is the choice of software for the majority of the top 50 agents. There is output from this system to the agency's back office accounting system that can be any commercial package. Many of Reapit's Clients are audited by both ARLA and RICS to ensure they are compliant with the relevant legislation, and the RPS software sits at the centre of this process. Reapit also employee a qualified accountant and staff who are MARLA.

3.4   Typical implementation
A typical installation is for use by 10 offices within an agency and with around 50 users.

3.5   Vertical applications
Third party software either in-built or linked includes:
Postcode lookup: Postcode Anywhere
SMS (via specified URL)
External property details: Ravensworth, PrintConcern
Floorplans: Metropix, Datography
AppImp: Portal applicant registration
PropertyImporter: PrimeLocation, Rightmove, Lonres
TAPI
PDF995, NovaPDF
GoogleMaps (v3 API)
Marketing: BriefYourMarket
Electronic Signatures: Docusign
Deposit Registration: TDS, DPS

3.6   Software and hardware specifications

3.6.1   Development environment
Visual Foxpro

3.6.2   Server platforms
Windows 2000 and above

3.6.3   Databases
Microsoft SQL Server 2000 or greater, MySQL Server 2005 or greater

3.6.4   Operating software
Windows XP, Vista, System 7 & System 8 both Professional and Business Versions

3.6.5   Protocols
TCP/IP

3.6.6   Minimum client PC specification
Processor: Dual-Core Pentium 2GHz, 2 GB RAM

3.6.7   Support and maintenance
Reapit professional services include project management, training, business consultancy and making bespoke changes to the software to fit around a client's needs. All upgrades of the software are included in the software licence.

3.7　Software installation and support
Installation, tailoring and support are carried out entirely by Reapit staff based at their centres around the country. Onsite training is provided to clients twice a year as part of their ongoing support package.

3.8　Partner network and related accreditation process
None all software, training and support is provided by REAPIT.

3.9　Limitations and matter to be considered
This is a front end system dealing with invoices, payments and receipts between the Estate Agent, landlords and tenants. The only VAT generated is for agent's fees to landlords. All transactions are output via XLS for inputting into the Estate Agent's back office accounting system where the VAT generated is handled.

The system has only two bank accounts, one for all tenants and landlords rent, fees and repairs and another for all deposits held. Each tenant and landlord has their own unique ledger account where invoices, payments and receipts are matched. There are controls so that landlord accounts cannot be overdrawn.

- System interfaces to a back office accounting system for all VAT processing and agent accounts, although this is not automated
- No menu tailoring
- Unallocated transactions can be deleted with password security
- No master file changes recorded in audit trail except bank account details
- Cannot post transactions during bank reconcilliation run
- No accruals or prepayments
- New accounts cannot be created during input
- Single company only – multi-company version not available
- Nominal analysis is single level by office
- No service charge functionality as standard
- No set periods as the system is date driven
- No budgets
- Single currency
- Little VAT processing involved but full details are passed to back office accounting system
- No direct link to Agents' accounting system – all transactions via XLS
- No client bank accounts, all transactions stored in dedicated landlord/tenant accounts

4　Evaluation conclusion

There were no areas in the evaluation that gave concern given the highly specific target marketplace for the product. **RPS Client Accounting v10** is well designed, adequately fulfils the needs for end users in this type of business and is sufficiently specified.

Disclaimer

Any organisation considering the purchase of **RPS Client Accounting v10** *should consider their requirements in the light of proposals from* **Reapit Ltd** *or its dealers and potential suppliers of other similarly specified products. Whilst the contents of this document are presented in good faith, ICAEW cannot accept liability for actions taken as a result of comments made herein.*

Question	Supplier Response	Evaluator's Comment
5	**Security and continuity of processing**		
5.1	What security features are included to control access to the application?	User name and password Role based security access	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, restricted items are either greyed out or removed completely.	Confirmed
5.3	Is this access to the application managed by:-		
	5.3.1 Individual user profiles?	Individuals have a unique user name	Confirmed
	5.3.2 User groups based on their job roles?	Each user is assigned security based on job role.	Confirmed
5.4	If menus can be tailored would this override the application access control?	No menu tailoring	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).	Each user has a unique log in and password plus domain security	Confirmed
5.5.3	If there is no password facility please state how confidentiality and accessibility control can be maintained within the software?	N/A	
5.5.4	Are single user systems access controlled by password?	Yes	Confirmed
5.5.5	Does the software allow for each user to have separate log on (user ids)?	Yes	Confirmed
	If No:-		
	5.5.5.1 How does the software track user activity?	N/A	
5.5.6	Is each user required to have a personal password?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
5.5.7 Are passwords one-way encrypted? [i.e. Is it impossible for anyone to see other user's passwords in the software?]	Yes	Confirmed
5.5.8 Are passwords masked when entered by any user logging in?	Yes	Confirmed
5.5.9 Is password complexity available at application level?	Passwords are chosen by the user and can be any combination of alpha or numeric that they wish.	Confirmed
If Yes:-		
5.5.9.1 Please specify [e.g. Number of digits, requirement for special characters, numeric, upper/lower case etc.]	Maximum 20 characters	Confirmed
5.5.10 Is there a facility to enforce password changes after a chosen period of time?	Yes - if set against the domain account, which is our recommended security.	Confirmed
5.5.11 Is there a facility to specify a minimum age for passwords (e.g. 1 day)?	Yes – as above.	Confirmed
5.5.12 How many previous passwords are retained by the system to limit users recycling passwords (e.g. 24 or 32)?	Not retained.	Confirmed
5.6 Please state how security allows for access to be specified separately for :-		
5.6.1 Read?	Defined by role	Confirmed
5.6.2 Read and write?	Defined by role	Confirmed
5.6.3 Delete and amend?	Defined by role.	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?	N/A	
5.8 Does the software require higher or specific levels of user access for changes to sensitive data, such as customer credit limits?	Yes	Confirmed

Question	Supplier Response	Evaluator's Comment
5.9 Please specify the specific security procedures (by passwords or warnings) over the:-		
5.9.1 Update of ledgers	Passwords	Confirmed
5.9.2 Closing of accounting periods	N/A	
5.9.3 Deletion of transactions	Unallocated transactions only. Restricted by user role. Warning screen prompts for confirmation. Record kept of user, date and time.	Confirmed
5.9.4 Archiving of transactions.	N/A	
5.10 Is it impossible to delete a transaction?	No	Confirmed
If No:		
5.11 How are deletions controlled by the system?	All deleted transactions are stored in a separate table. Only receipts that have not been allocated to an invoice can be deleted.	
5.12 Are deleted transactions retained in the audit trail and denoted as such?	The audit trail combines the main transaction table and the deleted transaction table	Confirmed
5.13 Can a report be produced detailing all current users, via user groups if relevant, and their authority levels and/or access rights?	No, list of users and supervisor can view individual user rights on screen	Confirmed
5.14 If data can be accessed by separate reporting facilities, such as ODBC or separate report writer, is the user access security control applied?	Yes, with access security	Confirmed
If No:-		
5.15 Please explain any other protection in place to prevent unauthorised access to data with such facilities.	N/A	
5.16 Is the level of security (described with this section) appropriate for the expected size of business using the software?	Yes	Confirmed

Question	Supplier Response	Evaluator's Comment
5.17 Is there a clear indication in the software or manuals as to how the data is:-		
5.17.1 Backed-up?	Yes	Confirmed
5.17.2 Recovered?	Yes	Confirmed
5.18 Back ups How are back ups provided:-		
5.18.1.1 Within the software application?	Yes	Confirmed
5.18.1.2 Within the operating software?	Yes	Confirmed
5.18.2 Are backup procedures automatic?	Yes	Confirmed
5.18.3 Is the user forced or prompted to back-up at certain intervals?	No	Confirmed
5.18.4 Can the intervals be customised?	Yes	Confirmed
5.19 Recovery		
5.19.1 Please state how the software facilitates recovery procedures in the event of software failure? (E.g. roll back to the last completed transaction).	Data synchronised in mirror system on server – roll back to last completed transaction	Confirmed
5.19.2 If software failure occurs part way through a batch or transaction, will the operator have to re-input the batch or only the transaction being input at the time of the failure?	Only the transaction at the time of the failure.	Confirmed
5.19.3 Are these automated?	Yes	Confirmed
5.19.4 Do the recovery procedures work?	Yes	Confirmed
5.20 What features are available within the software to help track down processing problems?	Diagnostic tool with multiple reports	Confirmed
5.21 Are software messages clear?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
5.22 Are user responses properly structured to ensure that erroneous key strikes do not lead to inappropriate actions?	Yes	Confirmed
5.23 Is there a software log which details:-		
5.23.1 Error messages?	Yes	Confirmed
5.23.2 Security violations?	No	Confirmed
5.24 Audit trail		
5.24.1 Does the software have a detailed audit trail?	Yes	Confirmed
5.24.2 Is it impossible to turn off or delete the audit trail?	Yes	Confirmed
5.24.3 Are all master file changes recorded in the audit trail?	Bank details only	Confirmed
If Yes:-		
5.24.3.1 Does each change have a system generated reference allocated?	N/A	
5.24.3.2 Are the originator and authoriser identified?	N/A	
5.24.3.3 Is the change date and time stamped?	N/A	
5.24.4 Are all standing data changes recorded in the audit trail?	No, transactions only	Confirmed
If Yes:-		
5.24.4.1 Does each change have a system generated reference allocated?	N/A	
5.24.4.2 Are the originator and authoriser identified?	N/A	
5.24.4.3 Is the change date and time stamped?	N/A	

Question	Supplier Response	Evaluator's Comment
5.24.5 Is all input data included within the audit trail, including amendments, deletions, journals etc?	All transactions and bank details, deletions in separate table	Confirmed
5.24.6 Does the software allocate a system generated unique reference number to each transaction?	Yes	Confirmed
5.24.6.1 Is this stamped with a user id?	Yes	Confirmed
5.24.6.2 Is this unique reference number presented to the user at time of input?	Yes	Confirmed
5.24.6.3 Is the transaction date and time stamped?	Yes	Confirmed
5.24.7 Are all imported /interfaced transactions allocated a software generated reference number?	Yes, receipts generated from bank statements	Confirmed
5.24.8 How are transactions differentiated within the audit trail?	Transaction ID, Transaction Type i.e. Invoice, Payment etc	Confirmed
5.25 What are the procedures for handling dates? (E.g. 2 digit years, 4 digit years).	4 digit years	Confirmed
5.25.1 In the case of two digits what is the break point for the century?	N/A	
5.25.2 Are dates handled consistently throughout the software?	Yes	Confirmed

Question	Supplier Response	Evaluator's Comment

6   Input of transactions

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

6.1 Is data input controlled by self-explanatory menu options?	Yes	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)?	Bank detail validation checks, date and postcode. Letting records need full details.	Confirmed
6.4 Can the user amend data on an input screen prior to update?	Yes	Confirmed
6.5 What control features are within the software to ensure completeness and accuracy of data input?	'Receipts from Bank Statement' routine directly imports transactions from the bank statement removing the potential for human error	Confirmed
6.6 Are all input transactions subject to this control?	No – allocations can be overridden	Confirmed
6.7 How does the software ensure uniqueness of the input transactions? (i.e. to avoid duplicate transactions)	Bank Reconciliation screen would not balance if duplicate transactions created. Further work limited by unreconciled transactions.	Confirmed
6.8 Does the software allow for batch control totals?	No	Confirmed
If Yes:-		
6.8.1 Are batches automatically numbered?	N/A	
6.8.2 Are batches forced to balance before ledger update?	N/A	

Question	Supplier Response	Evaluator's Comment
6.8.3 Does the software allow the temporary halting of input of a batch to allow for queries or other activities to take priority (e.g. set up a new account)	N/A	
6.8.4 Is the user forced to confirm batch totals?	N/A	
6.9 Is attempted posting of unbalanced journals rejected? (G/L).	Adjustments automatically generate balancing journal	Confirmed
6.10 Are input errors highlighted?	Yes	Confirmed
6.11 If Yes are they:-		
6.11.1 Rejected and reported on screen?	Yes	Confirmed
6.11.2 Rejected and error reports generated?	No	Confirmed
6.11.3 Accepted and posted to suspense?	No	Confirmed
6.12 Does the software have an automatic facility to correct/reverse/delete transactions?	Yes, can correct allocations and delete unallocated transactions	Confirmed
If Yes:-		
6.12.1 Is each double entry transactions documented in the audit trail?	Yes, including correcting transactions	Confirmed
6.13 What are the controls to ensure the internal integrity of the ledger(s) or the accounting information, e.g., control of accounts.	Diagnostic Tool has various reports for internal integrity	Confirmed
6.14 Is it possible to allocate input values directly to ledger control accounts?	No	Confirmed

Question	Supplier Response	Evaluator's Comment
If Yes:-		
6.14.1 Please note the mechanisms available to allow the user to establish why the total balances on individual accounts do not agree to a respective control account?	N/A	
6.15 Can automatic accruals or prepayments be generated?	No	Confirmed
6.16 Will these automatically be reversed after the period end? (G/L)	N/A	
6.17 Does the software have a purchase invoice register?	Yes on Supplier Ledger	Confirmed
6.18 Does the software permit multi debit/credit journals?	Yes	Confirmed
6.19 How are transactions identified on screen/reports as to:-		
6.19.1 Type?	Each transaction is assigned a Category and Type	Confirmed
6.19.2 Debit or credit?	Dictated by the order of the double entry transaction	Confirmed
6.20 Can separate nominal analysis codes be input for each invoice line?	Yes - pre-set	Confirmed
If Yes:-		
6.21 Does this cover:-	Yes	Confirmed
6.21.1 Sales ledger?	Tenant Ledger	Confirmed
6.21.2 Purchase ledger?	Supplier and Landlord Ledgers	Confirmed
6.21.3 Stock?	N/A	
6.22 Can receipts and payments be matched to specific invoices?	Yes	Confirmed
If Yes:- Is this		
6.22.1 Automatic or manual?	Either	Confirmed

	Question	Supplier Response	Evaluator's Comment
6.23	Will the software permit part payments?	Yes	Confirmed
6.24	Will the software allow:-		
	6.24.1 Payments to be made to customers?	Yes – tenants & landlords	Confirmed
	6.24.2 Receipts to be received from suppliers?	Yes – tenants, landlords and suppliers	Confirmed
6.25	Does the software handle purchase credit notes?	Yes	Confirmed
6.26	Is there an ability to automatically amend stock if applicable?	N/A	
6.27	Can the software generate sales credit notes?	Yes for tenants & landlords	Confirmed
6.28	Does the software handle discounts and promotions?	Only supplier commission	Confirmed
6.29	Does the software provide for early settlement discounts?	N/A	
6.30	Can early settlement discounts be automatically generated?	N/A	
6.31	Are there controls over accepting settlement discounts (e.g. time limits)?	N/A	
6.32	Is VAT treated correctly on early settlement discounts?	N/A	
6.33	Will the software permit the posting of unallocated cash to the ledgers?	Yes	Confirmed
	Does this apply to:-		
	6.33.1 Sales ledger?	Yes	Confirmed
	6.33.2 Purchase ledger?	Yes – Landlord Ledger	Confirmed

Question	Supplier Response	Evaluator's Comment
6.34 Are unallocated cash/credit notes specifically reported for follow up?	Yes	Confirmed
6.35 Are outstanding transactions displayed for allocation?	Yes	Confirmed
If Yes does this apply to:-		
6.35.1 Sales ledger?	Yes	Confirmed
6.35.2 Purchase ledger?	Yes	Confirmed
6.36 Is it possible for new accounts to be created during input?	No	Confirmed
6.37 Does this cover the following ledgers:- 6.37.1 Sales? 6.37.2 Purchases? 6.37.3 General? 6.37.4 Stock?	N/A	
6.38 What controls are there over the creation of new accounts?	Security access controls	Confirmed
6.39 Is the originator and/or authoriser identification logged by the software?	Authoriser	Confirmed
6.40 Is the user prevented or warned from overriding credit limits or discounts? (S/L).	N/A – there are limits and warning on works orders that can be set per Landlord	Confirmed
6.41 Does the software have a bank reconciliation facility?	Yes	Confirmed
6.42 Does the software enable transactions to be posted to the ledgers whilst performing a bank reconciliation (e.g. standing charges, bank charges etc)?	No	Confirmed
6.43 Are these adequately reported?	N/A	

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Question	Supplier Response	Evaluator's Comment
6.44 Does the software accept input files from other computer packages?	Yes – Online bank statements	Confirmed
If Yes:-		
6.44.1 What formats are accepted?	All UK bank statements	Confirmed
6.44.2 What controls are in place over the interface?	User selects which file to upload, duplicates not allowed	Confirmed
6.45 Does the software have a facility for calculating interest on late payments?	N/A	

Question	Supplier Response	Evaluator's Comment

7   File maintenance

7.1	Are ledgers:-		
	7.1.1 Open item?	Yes	Confirmed
	7.1.2 Balance forward?	No	Confirmed

7.2	Does the above cover:-		
	7.2.1 Sales ledger?	Yes	Confirmed
	7.2.2 Purchase ledger?	Yes	Confirmed
	7.2.3 General ledger?	Yes	Confirmed

7.3	Is a month end routine required to be undertaken?	No	Confirmed

7.4	Is the creation or amendment of standing data (e.g. customer account details) controlled by menu options?	Yes	Confirmed

7.5	Are menus:-		
	7.5.1 Application specific?	Yes	Confirmed
	7.5.2 User specific?	Yes	Confirmed

7.6	Is it <u>impossible</u> to delete accounts if the balance if Nil but transactions have been recorded against the code.	Yes	Confirmed
	Does this apply to:-		
	7.6.1 General Ledger?	Yes	Confirmed
	7.6.2 Sales Ledger?	Yes	Confirmed
	7.6.3 Purchase Ledger?	Yes	Confirmed
	7.6.4 Stock?	N/A	

7.7	Are there any other constraints over the deletion of accounts?	No	Confirmed

7.8	What is the size and format of reference numbers and descriptions within:-	11 character reference, system generated, no limit on description	Confirmed
	7.8.1 General Ledger?	Yes	
	7.8.2 Sales Ledger?	Yes	
	7.8.3 Purchase Ledger?	Yes	
	7.8.4 Stock?	N/A	

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Question	Supplier Response	Evaluator's Comment
7.9 Is the scope of the reference number adequate to permit sufficient depth of analysis?	Yes	Confirmed
7.10 How does the software guard against/warn about, duplicate account numbers on set up?	Duplicates rejected	Confirmed
7.11 How does the software enable the traceability - from, to and through the accounting records - of any source document or interfaced transaction?	Allocation and transfer tables	Confirmed
7.12 What drill down/around functionality is available within the software?	Double click any transaction shows Account, Allocations and Transfers. The transfers can then be followed to the related transaction	Confirmed
7.13 Can reports be invoked which identify all the fields which have been modified?	Audit trail includes all transactions and bank details but not changes to tenants, landlord or supplier details	Confirmed
7.14 If the software uses a lot of standing information which changes frequently or regularly, does the software allow for such changes to be effected through the use of parameters or tables?	Yes – VAT rate table	Confirmed
If Yes: – 7.14.1 Is the use of such parameters or tables adequately reported?	No	Confirmed
7.15 What controls are within the software over changes to parameters and tables e.g. reporting, password etc?	Security access controls	Confirmed
7.16 Does the software allow selective archiving of old data on a user-defined basis?	Only records without transactions	Confirmed

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Question	Supplier Response	Evaluator's Comment
7.17 What controls are in place over the handling of archived data?	Password protected	Confirmed
7.18 Can archived data be used for reporting purposes?	Yes	Confirmed
7.19 Does the software allow for the restoration of archived data for audit without affecting current accounting data?	Yes	Confirmed

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)?	N/A	
8.2 After an external document (e.g. sales invoice or cheque payment) has been generated and posted to the accounts is it impossible to amend this data?	Yes	Confirmed
8.3 Is there an audit trail of all changes to transactions which have updated the ledgers?	Yes	Confirmed
8.4 Can the software calculate prices or values by reference to master file data?	Yes - the master file data is stored against the tenancy and this data is used to calculate rent and fees etc.	
8.5 Does the software provide automatic recalculation, where appropriate, of data input? (e.g. VAT)	Yes	Confirmed
8.6 Does the software warn the user when the ledger is out of balance?	Yes	Confirmed
8.7 How is this done e.g. when the software is switching on or on ledger update?	'Client Account Reconciliation' report	Confirmed

Question	Supplier Response	Evaluator's Comment
9	**Performance of requisite accounting functions**	
9.1 What control features are provided by the software to support effective user controls?	User name and password plus automatic double entry	Confirmed
9.2 Is there:		
9.2.1 Transaction sequencing?	Yes	Confirmed
9.2.2 Automatic dating of posting transactions?	Yes	Confirmed
9.2.3 Identification of user id or source of document?	User IDs logged against transactions	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	Confirmed
9.5 Is the software available as multi-company?	No	Confirmed
If Yes:- How many companies are supported?	N/A	
9.6 Is a group consolidation facility available?	N/A	
9.7 Can the software consolidate entities with different charts of accounts?	N/A	
9.8 How many levels of nominal analysis can be handled by the software?	Single level by office	Confirmed
9.9 How does the software handle cost centres, departments, divisions?	Every tenancy is assigned an office, and a negotiator within that office.	Confirmed
9.10 How are periods handled by the software?	No periods – date driven	Confirmed

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Question	Supplier Response	Evaluator's Comment
9.11 How many:-		
9.11.1 Accounting periods can be set up?	N/A	
9.11.2 Years can be set up?	N/A	
9.12 Can the length/ number of periods be adjusted to suit different user requirements?	N/A – date range reports available	Confirmed
9.13 How many accounting periods can be open at any one time?	Single period covering all dates	Confirmed
9.14 How many years can be open at any one time?	N/A	
9.15 Can a period or year be re-opened after it has been closed? If Yes:-	N/A	
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?	N/A	
9.15.3 Is this accessible for reporting purposes?	N/A	
9.15.4 Can a previous year be restored from backup?		
9.16 Can data from all accounting periods and years be accessed at any one time?	Any date	Confirmed
9.17 Can previous months and years be accessed for enquiries or reports?	Any date	Confirmed
9.18 Does the software handle posting date as well as document date?	Yes	Confirmed
If Yes:-	Document date	Confirmed
9.18.1 Are transactions analysed by posting date or document date?		

Question	Supplier Response	Evaluator's Comment
9.19 Can transactions be posted to more than one accounting period at any point in time?	N/A	
9.20 Does this cover:- 9.20.1 General ledger? 9.20.2 Sales ledger? 9.20.3 Purchase ledger?	N/A	
9.21 Is it possible to allocate transactions to: 9.21.1 Future periods? 9.21.2 Previous closed periods? 9.21.3 A previously closed year?	N/A	
If Yes:- 9.21.4 What controls are in place e.g. level of authorisation and on screen warnings? 9.21.5 Will the software revise subsequent periods accordingly?	N/A	
9.22 How will transactions outside the current period be:- 9.22.1 Reported 9.22.2 Accounted for in the VAT return?	N/A	
9.23 Does the software permit use of budgets and provide comparisons between budgets and actuals? If Yes:-	N/A	
9.23.1 How many versions of budgets/forecasts can be maintained on the system?	N/A	
9.24 Are budgets available for: 9.24.1 General ledger? 9.24.2 Sales ledger? 9.24.3 Purchase ledger? 9.24.4 Overheads? 9.24.5 Balance sheet?	No	Confirmed

Question	Supplier Response	Evaluator's Comment
9.25　Can budgets be set by: 9.25.1　Period? 9.25.2　Annually?	N/A	
9.26　Can the software automatically generate budgets? If Yes:- Please state how this is achieved.	N/A	
9.27　What is the maximum value of transactions and of totals that can be handled by the software?	No limit	Confirmed
9.28　What is the maximum number of transactions that can be handled by the software?	No limit	Confirmed
9.29　What is the maximum number of accounts on each ledger: 9.29.1　Sales ledger? 9.29.2　Purchase ledger? 9.29.3　General ledger?	No limit	Confirmed
9.30　Is the system multi currency? If Yes:- 9.30.1　Please list.	Single currency	Confirmed
9.31　Does the system produce sales invoices? If Yes:- 9.31.1　Can the layouts be amended?	Yes for tenants and landlords Yes	Confirmed Confirmed

Question	Supplier Response	Evaluator's Comment
10	**Service charge for block management**		
10.1	Does the system warn the user if a transaction could render the client account to become overdrawn?	System only allows user to pay reconciled items. Cannot make landlord account overdrawn	Confirmed
10.2	How does the system handle CNR tax deductions in relation to:-		
10.3	The landlord's account?	Deducts tax on all income received then raises credits for any charges paid i.e. supplier invoice or management fee	Confirmed
10.4	Payments to HMRC?	Batches all Landlord Tax payments for the quarter in to one payment	Confirmed
10.5	How does the system ensure that tax deductions relating to non resident landlords are in accordance with current guidelines?	Tax deducted on receipt of rent. Percentage of tax is configurable to allow for changes in guidelines.	Confirmed
10.6	How does the system handle tax exemptions -		
	10.6.1 Can the tax exemption certificate be linked to the landlord's account?	Yes and the CNR reference can be entered and certificate attached.	Confirmed
10.7	How are payments to HMRC handled by the system?	Batches all Landlord Tax payments for the quarter in to one payment by BACS	Confirmed
10.8	How does the system handle refunds due to a landlord from HMRC?	Deducts from the following quarters batch payment to HMRC	Confirmed
10.9	Are all transactions including refunds and deposits shown on the landlord's statement?	Yes, including overseas tax.	Confirmed

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Question	Supplier Response	Evaluator's Comment
10.10 Does the system provide a list of property expenses?	Yes	Confirmed
10.11 Can the user add to this list?	Yes, by generating new works orders	Confirmed
10.12 Can the system differentiate between tax deductible and non tax deductible expenses?	No – the system errs on the side of caution. Tax adjustments can be completed by users with the appropriate security level.	Confirmed
10.13 Can these be user defined?	As above	Confirmed
10.14 Can the system handle multiple landlords for one property?	Yes	Confirmed
10.15 Can the percentage split (of income and expenditure) be user defined?	Yes	Confirmed
10.16 Can one off expenditure be allocated to a specific landlord?	Agent fees can be charged to the Landlord. Supplier invoice are charged to the property.	Confirmed
10.17 Can the system produce consolidated statements by landlord?	Yes	Confirmed
10.18 Can the system produce letting agents (section 19) reports?	Yes – there is an option when running the report to include Non Resident Landlords	Confirmed
10.19 Can the software handle service charges i.e. Charges directly to tenants for shared services?	Supplier invoices can be charged to Tenants	Confirmed
10.20 Is there any limit to the number of units in a block to which service charges may be raised?	Service charge functionality is not offered as standard at this time	Confirmed
10.21 Can the charge periods for expenses be defined?	Periodic agent fees.	Confirmed

Question	Supplier Response	Evaluator's Comment
10.22 Can user defined expenses be added to the list of expenses of service charges?	Yes	Confirmed
10.23 Can service charges expenses be treated as composite?	No service charge functionality	Confirmed
10.24 Is there a RICS translation table for expenses under the service charges?	No, block management charges	Confirmed
10.25 Is there a schedule of contributions report to show invoices to be raised to tenants?	No service charge functionality	Confirmed
10.26 Do the reports generated comply with the recommendations in the Commonhold and Leasehold Reform Act 2002?	No service charge functionality	Confirmed
10.27 Does the system permit under/over apportionments of 100% of the services charges?	No service charge functionality	Confirmed
10.28 Is it possible when creating a new period to:- 10.28.1　Copy the prior period? 10.28.2　Apply a % increase?	No service charge functionality	Confirmed
10.29 Are year end balancing statements laid out as per the s 21(5) of the Landlord and Tenant Act 1985?	No service charge functionality	Confirmed
10.30 Are Summary of Obligations and Rights statements produced as required under:- 10.30.1　s153 – relating to service charges 10.30.2　s158 – relating to administration charges 10.30.3　s166 – relating to ground rents	No service charge functionality	Confirmed

Question	Supplier Response	Evaluator's Comment

11   Reports

Question	Supplier Response	Evaluator's Comment
11.1 Are all reports adequately titled and dated? (E.g. report name, client name, data, period, batch, last entry number, period end, pages, numbers etc.)	Yes	Confirmed
11.2 Do the reports provide totals where applicable?	Yes	Confirmed
11.3 Are these totals calculated or taken from a control file?	Calculated	Confirmed
Please state the reports that do not feature calculated totals.	Lists	Confirmed
11.4 Is it clear when the report has ended? (totals or end markers)	Yes, page numbers X of Y	Confirmed
11.5 Can reports be saved in electronic format (as distinct from just printing)?	Yes. PDF or Excel.	Confirmed
11.6 Are such files adequately protected from deletion or amendment?	Users responsibility	Confirmed
11.7 Is a report writer provided as part of the software or as an add on? Please state the name of any third party package.	The 'Query Accounts' report tool is part of the software N/A	Confirmed
11.8 What level of knowledge is required to use the report writer e.g. beginner, regular user, expert?	Regular User	Confirmed
11.9 Can the report writer make use of user-defined fields (including external fields)?	Yes, although this is for expert users	Confirmed

Question	Supplier Response	Evaluator's Comment
11.10 Does the report writer enable:-		
11.10.1 Separate access to each system area?	Yes	Confirmed
11.10.2 Reports to be prepared which combines related data from a number of system areas (e.g. Customers – Sales – Stock items) in the same report?	Yes – no stock	Confirmed
11.11 Can users define the parameters, columns, fields and selection criteria used on reports reported?	Parameters and criteria can be selected through RPS. The fields and columns can be selected in the excel export.	Confirmed
11.12 Are standard reports always produced, even when they are nil returns?	No	Confirmed
11.13 Is there an option for reports to exclude nil balances, this year or where there are nil balances this year and last year, to enable a comparative report to be produced with the completeness of both years' being maintained?	No	Confirmed
11.14 Can screen layouts, reports and transaction formats be easily adapted to users' requirements?	Yes. Some screen layouts - each user can manipulate their view and then save the display settings. Yes to reports. No to transaction formats	Confirmed
11.15 Can a hard copy be produced of all screen enquiries?	Yes	Confirmed
11.16 Can transaction files for all previous periods of the year be retained in the software to permit enquiries and reports?	All transactions are retained in the software.	Confirmed

Question	Supplier Response	Evaluator's Comment
11.17 Are reports of all changes to standing data on customers, suppliers, tax rates etc automatically generated or stored for later printing?	No	Confirmed
If Yes:-		
11.17.1 Is the report able to capture the nature of the change, user id and data and time of the change?	N/A	
11.18 Are all transactions on all reports individually identifiable?	Yes	Confirmed
11.19 Do the reports show whether items are debit or credit?	Yes	Confirmed
11.20 Do reports give sufficient narrative and coding to enable cross referencing?	Yes	Confirmed
11.21 Is it possible to drill down from reports to the ledgers and original transactions?	Yes	Confirmed
11.22 Can the software produce all requisite reports:-		
11.22.1 Day books	N/A	
11.22.2 Trial balance	Yes	Confirmed
11.22.3 Profit and loss account	N/A	
11.22.4 Balance sheet	N/A	
11.22.5 Aged debtors	Yes	Confirmed
11.22.6 Aged creditors	Yes	Confirmed
11.22.7 Aged stock	N/A	
11.22.8 Aged unallocated cash (debtors)	Yes	Confirmed
11.22.9 Aged unallocated cash (creditors)	Yes	Confirmed
11.22.10 Budgets	No	Confirmed
11.22.11 Cash flow statement	No	Confirmed
11.22.12 VAT reports	No	Confirmed
11.22.13 VAT form 100	No	Confirmed
11.22.14 EC Sales Listings	No	Confirmed
11.22.15 Intrastat returns (SSD)	No	Confirmed

Question	Supplier Response	Evaluator's Comment
	Various other reports specific to Client Accounting can be run including Client Reconciled Balances Deposits Held and required HMRC NRL reports.	Confirmed
11.23 Are the above reports standard within the software or do they have to be written?	They are standard	Confirmed
11.24 Is the age criteria fixed or user definable?	Dates used rather than age	Confirmed
11.25 Can the aged analysis and day book reports be in summary and detail?	Yes	Confirmed
11.26 Do standard reporting options give sufficient flexibility to tailor individual reports?	Yes	Confirmed
11.27 Can all reports be reproduced after the period end but @ the month end date:- 11.27.1 Transaction listings? 11.27.2 Day books? 11.27.3 Trial balance?	N/A Reports can be run for any time period as and when needed	Confirmed
11.28 Is it possible to print out retrospective month end aged sales and purchase ledger reports that agree back to the month end trial balance control account figures as at the month end?	N/A Chase Arrears routine prints both Landlord and Tenants arrears reports	Confirmed
11.29 Do the standard budget reports provide sufficient analysis of variances?	N/A	
11.30 Do such reports provide exception reporting, percentage analysis and comparatives?	N/A	

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Question	Supplier Response	Evaluator's Comment
11.31 Do standard reports show sufficient analysis of trading results? (E.g. sales analysis by region)?	N/A	
11.32 Are all movements during each accounting period shown on sales, purchase, general, stock ledger detail reports?	N/A	
11.33 Do the sales and purchase ledger reports show how all partial payments or allocations (unallocated cash) have been treated?	Batch Receipts screen highlights all unallocated payments.	Confirmed
11.34 Is there a general ledger report that shows balances brought forward and carried forward plus all posted transactions in the period?	No	Confirmed
11.35 Can the management accounts, profit and loss account and balance sheet be sufficiently analysed by: 11.35.1 Project/job 11.35.2 Cost centres 11.35.3 Department 11.35.4 Division 11.35.5 Company 11.35.6 Group (if applicable) 11.35.7 Can the above be user defined by Period and/or range?	All agent fee types can be analysed by Negotiator, Department and Office.	Confirmed
11.36 What controls are there in place so that the user is aware of partly processed transactions:-		
11.36.1 Unposted invoices	Pending supplier invoices report – Authorised and awaiting posting routine	Confirmed
11.36.2 Uninvoiced dispatches	N/A	

Question	Supplier Response	Evaluator's Comment
11.36.3 Payments	Unprocessed BACS and Cheque run report	Confirmed
11.36.4 Receipts	Receipts from Statement shows unallocated	Confirmed
11.37 State the controls that are in place to ensure that the correct price/discount has been applied to invoices/credit notes?	N/A	
11.38 Detail all automatically generated documents for external use. (E.g. sales invoices and statements, remittance advices.)	Letting and Management fee invoices, rental invoices, Remittance Advice, Payment Receipts, statements and overdue letters	Confirmed
11.39 Can the software reproduce source documents? [E.g. sales invoices; POs, Remittance advices……]	Yes	Confirmed
11.40 Are the duplicates an exact replica of the relevant financial and VAT accounting information as stored on original documents [i.e. they do not take account of any subsequent changes to the standing data?]	Yes	Confirmed
11.41 Are these clearly identified as duplicates?	No	Confirmed
11.42 Does the software force the production of month-end reports?	N/A	
11.43 Can the reporting function make use of external data files?	N/A	
11.44 Does the report writer have the facility to scroll up and down when output to screen?	Yes	Confirmed
11.45 Can all reports be run without the need for period-end procedures to be initiated?	Yes	Confirmed

Question	Supplier Response	Evaluator's Comment
11.46 Does the report writer allow print previews of all reports?	Yes	Confirmed
11.47 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 to DBF, XLS, WKI and PDF files	Confirmed

Question	Supplier Response	Evaluator's Comment

12   Value Added Tax

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

Software features

Question	Supplier Response	Evaluator's Comment
12.1 Does the software have the facility to hold the following VAT information:-		
12.1.1 UK VAT registration number?	Yes – for both Agent and Landlord	Confirmed
12.1.2 Intrastat code?	No	Confirmed
12.1.3 EC Code?	No	Confirmed
12.1.4 EC VAT registration numbers (10)?	No	Confirmed
12.1.5 VAT rates (please specify number available)	Yes, no limit	Confirmed
12.2 How does the software handle roundings?	Predefined logic within the application	Confirmed
12.3 Is this applied consistently?	Yes	Confirmed
12.4 Does the software handle VAT Scale charges with automatic double entry processing?	N/A	
12.5 Does the software handle VAT calculation tolerances?	N/A	
If Yes do any discrepancies produce:- 12.5.1 Warning? 12.5.2 Appear in the audit trail 12.5.3 Appear in the VAT exception report?		

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Question	Supplier Response	Evaluator's Comment
12.6 What security features (password/ audit trail) are in place to control changes made to:		
12.6.1 General ledger VAT control accounts?	Security access for adjustments	Confirmed
12.6.2 VAT tables set up and change?	Yes – based on user role	Confirmed
12.6.3 Tolerance levels?	N/A	
12.6.4 Invoice sales number table?		
12.6.5 Changes on VAT code on customer files?	N/A	
12.6.6 Changes on VAT code on stock files?	N/A	
12.6.7 VAT calculated on sales invoices or credit notes?	System Administrators can amend the default value in the configuration settings	Confirmed
12.7 Does the software store and report a VAT return identifier [VRI]?	The Agent VAT report shows any back dated fees	Confirmed
12.8 How does the software ensure that that each eligible posting is reported only once in a VAT return?	Agent VAT report exports the transactions: net, VAT and gross breakdown of agents fees	Confirmed

Method of operation

Question	Supplier Response	Evaluator's Comment
12.9 VAT basis. Can the software handle:		
12.9.1 Invoice (standard) accounting?	Yes – Agent VAT report supplies invoice date	Confirmed
12.9.2 Cash accounting?	Yes – Agent VAT report agent invoice paid date	Confirmed
12.10 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 The Agent VAT report is for use only with the company account software	Confirmed

Question	Supplier Response	Evaluator's Comment
12.11 Does the software allow for a switching between methods? If Yes:-	N/A	
12.11.1 Is the change fully supported by audit trails to ensure proper VAT treatment of all transactions?	N/A	
12.11.2 Is this ability to change a basis of accounting clearly flagged, i.e. users warned etc.	N/A	
12.11.3 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	
12.11.4 Does the software provide useful and relevant information on switching in the software help section?	N/A	
12.12 Can the software handle the following VAT schemes:- Annual accounting scheme?	N/A	
12.12.1 Flat rate scheme?		
12.12.2 Retail schemes?		
12.12.3 Account for VAT on the margin?		
12.13 Can the software be configured to handle partial exemption methods?	N/A	
12.14 Please state the number of VAT codes available for VAT analysis.	N/A	

Question	Supplier Response	Evaluator's Comment
12.15 How does the software handle:-		
12.15.1 Outside scope?	Yes	Confirmed
12.15.2 Distance selling (supply to an unregistered EC customer)?	N/A	
12.16 How the software handle EC VAT:-	N/A	
12.16.1 Goods and related service?		
12.16.2 Services only?		
12.16.3 Process?		
12.16.4 Triangulation?		
12.17 Does the software include the functionality to identify EU acquisitions?	N/A	
If Yes:-	N/A	
12.18 Can the software generate acquisition tax?		
12.19 Can a report be generated of all EU acquisitions and the amounts of acquisition tax generated?	N/A	
12.20 Does the software include the functionality to identify transactions liable to reverse charge VAT?	N/A	
If Yes:-		
12.21 Can the software generate reverse charge VAT?	N/A	
12.22 Can a report be generated of all transactions liable to reverse charge VAT, and the amounts of tax where so generated?	N/A	

Question	Supplier Response	Evaluator's Comment
12.23 Does the software have a facility to reconcile the VAT returns amounts for input, output and net VAT payable/recoverable to the General ledger control account?	This would be handled by the companies accounting software	Confirmed
12.24 How does the software handle late transactions posted outside the closed VAT return period?	N/A	

Input VAT (purchases)

Question	Supplier Response	Evaluator's Comment
12.25 Can the software handle VAT inclusive amounts and automatically calculate the input VAT?	N/A	

12.26   Does the software require the following to be entered:-
12.26.1   Supplier reference?
 	
12.26.2   Supplier document reference?
 	
12.26.3   Internal document reference?
12.26.4   Invoice tax point date?
12.26.5   Invoice posting period date?
12.26.6   Invoice gross total?
12.26.7   Invoice VAT amount?
12.26.8   Individual invoice lines:-
  12.26.8.1   Net amount
  12.26.8.2   VAT rate (optional from VAT code, product supplier)
	N/A	

Question	Supplier Response	Evaluator's Comment
12.27 Does the software validate individual invoice line VAT amounts against the total invoice of VAT (less early settlement at discount) and accept or reject the amount subject to the software tolerance?	N/A	
12.28 Can the user override the software derived input VAT amount and input VAT as shown on the supplier invoice?	N/A	
12.29 Does the software allow VAT to be reclaimed on the basis of registered but unposted invoices?	N/A	
If Yes:- 12.30 Does the software flag the status as:- 12.30.1 VAT not yet reclaimed? 12.30.2 VAT claimed?	N/A	
Output VAT (sales)		
12.31 Does the software generate sales invoices?	Yes	Confirmed
If Yes:- 12.32 For each invoice generated is the following information included on the sales invoice:-		
12.32.1 Unique software generated invoice reference	Yes	Confirmed
12.32.2 Your name, address, EC country code and VAT number?	Yes – but it will be the Lettings Agent/ Property Management details	Confirmed
12.32.3 The time of supply (tax point)	Yes	Confirmed

Question		Supplier Response	Evaluator's Comment
12.32.4	Date of issue (if different to the time of supply)	N/A	
12.32.5	Your customer's name (or trading name) and address, EC country code and VAT number (if applicable)	Landlord/Tenants name and address and VAT number where held	Confirmed
12.32.6	The unit price [applies to countable goods or services. E.g. an hourly rate; or a price for standard services.]	N/A	
12.32.7	A description which identifies the goods or services supplied.	Yes	Confirmed
12.33	Does the software identify supplies that are zero-rated or exempt on an invoice and that there is no VAT payable?	Landlord and Tenant fees are always subject to VAT at the standard rate	Confirmed
If Yes: 12.34	Is this by way of a report?	Yes	Confirmed
12.35	Does the software handle Proforma invoices?	No	Confirmed
If Yes:- 12.36	Are the invoices clearly identified as "this is not a tax invoice"?	N/A	

VAT Reporting

Question		Supplier Response	Evaluator's Comment
12.37	Does the software produce a VAT 100 form as standard?	No	Confirmed

Question	Supplier Response	Evaluator's Comment
If No:-		
12.38 Does the software have a means of producing reports that support the completion of the VAT return?	No, but details passed to agents accounting system	Confirmed
12.39 Is the VAT return information available by report on a three monthly basis or any other specified period?	As required	Confirmed
12.40 Is there a detailed and summary analysis of all transactions included in each return sorted by VAT code and transaction type making up the total in each of the boxes on the VAT 100 Form?	Yes, details passed to agents accounting system	Confirmed
12.41 Can the VAT return be recreated showing all the transactions which were included in the original VAT return?	N/A	
12.42 Does the software have a separate VAT audit log?	N/A	
12.43 Note where the software details the following non routine event in the audit trail or VAT audit log etc:- 12.43.1 Changes to VAT tables. 12.43.2 Change from invoice/cash VAT accounting or other Schemes. 12.43.3 VAT tolerance. 12.43.4 Changes to VAT rates on customer, supplier, product master files.	N/A	

Question	Supplier Response	Evaluator's Comment
12.44 Are the above changes noted above stamped with a:- 12.44.1　User id? 12.44.2　Software generated unique reference number? 12.44.3　Date and time?	N/A	
12.45 VAT postings 12.45.1　Are all VAT postings recorded in the audit trail or VAT audit log? 12.45.2　Does the software denote whether each transaction has been included in a reconciled VAT return? 12.45.3　How does it denote which VAT Return the transaction has been included in?	N/A	
12.46　Does the software produce a VAT Exception report detailing such transactions as:- 12.46.1　VAT amounts outside tolerance levels? 12.46.2　Manual changes to software generated VAT? 12.46.3　Write offs 12.46.4　Zero value invoices?	N/A	
If No for any of the above:- 12.47　How does the software document these occurrences?	N/A	

Question	Supplier Response	Evaluator's Comment
12.48　Does the software handle "intra-community" supply of goods?	N/A	
12.49　Does the software support production of an EC Sales List?	N/A	
If Yes:-		
12.50　Does the report show the country code, the customer name, their EC VAT number, the invoice reference and indicators for different types of despatches?	N/A	
12.51　Does the software produce invoice level reports that enable every value on each EC Sales List report to be traced to source documents?	N/A	
12.52　Does the software have a means of ensuring that each eligible posting on the EC Sales List is reported only once? (Please state how this is done within the software).	N/A	
12.53　How does the software handle triangulation? E.g. a movement of goods without a related invoice transaction.	N/A	
12.54　Does the software produce the relevant documents in a format [e.g. CSV or XML] that can be uploaded direct to the HMRC gateway?	N/A	
12.55　Can these be electronically transmitted direct from the system?	N/A	

Question	Supplier Response	Evaluator's Comment
12.56 Does the software produce Intrastat reports where applicable?	N/A	
12.57 How are errors on VAT accounts corrected?	N/A	
12.58 How does the software handle the VAT on purchase and sales ledger contras?	N/A	
12.59 How does the software handle partially allowable expenditure, e.g. VAT on petrol invoices where employees are provided with petrol (adjustment required for own use)?	N/A	
12.60 Can the software handle cheque refunds to customers?	N/A	

If Yes:-

Question	Supplier Response	Evaluator's Comment
12.61 How is the VAT accounted for under cash accounting?		
12.62 Can the software handle invoices with multiple rates of VAT?	N/A	
12.63 How does the software handle write off of bad debts and the related VAT?	N/A	

Question	Supplier Response	Evaluator's Comment

13   User Documentation

This section applies to any of: online, hardcopy or other (e.g. WWW) documentation – specify which are applicable. Several manuals available in hard copy and as PDF files

13.1 Is the manual clearly laid out and understandable?	Yes	Confirmed
13.2 Is the manual comprehensive and accurate?	Yes	Confirmed
13.3 Is there an index to the manual?	No – table of contents only in hard copy	Confirmed
13.4 Is it easy to locate specific topics in the manual when required?	Yes	Confirmed
13.5 Is it easy to follow through all procedures in the manual?	Yes	Confirmed
13.6 Does the manual include:		
13.6.1 A tutorial section?	No, separate Training Guides	Confirmed
13.6.2 A guide to basic functions?	Yes	Confirmed
13.6.3 Pictures of screens?	Yes	Confirmed
13.6.4 Completed examples included in the manual?	Yes	Confirmed
13.6.5 Specific "error correction" procedures?	Where appropriate	Confirmed
13.6.6 VAT information?	No	Confirmed
13.7 Does the documentation clearly specify the actions to be taken by users at each important stage of processing?	Yes – process maps	Confirmed
13.8 Are help screens available relating to the task in hand? (context sensitive help).	Only in some screens	Confirmed
13.9 Are on-line instructions on how to use particular features of the software available?	No	Confirmed

Question	Supplier Response	Evaluator's Comment
13.10 Can they be edited or prepared by the user?	No	Confirmed
13.11 Will the Software House make the detailed program documentation (e.g. file definitions for third party links) available to the user, either directly or by deposit with a third party?	Yes	Confirmed

Question	Supplier Response	Evaluator's Comment
14 **Efficiency**		
14.1 Are the various functions of the software menu-driven, or otherwise easy to initiate?	Yes	Confirmed
14.2 Is there a good response time in the initiation of functions?	Yes, subject to suitable hardware	Confirmed
14.3 Is data entry easily repeated if similar to previous entry?	N/A	
14.4 Does the software prevent access to a record while it is being updated?	Records can be viewed but not written to by another user during update	Confirmed
14.5 Is there locking at file or record level?	Mainly at record lever, certain functions require only single user on the system	Confirmed
14.6 Does the software allow for the running of reports whilst records are being updated?	Yes	Confirmed
14.7 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?	Synchronising function on server	Confirmed
14.8 Can regular reports be easily duplicated if required?	Yes	Confirmed
14.9 Does the software warn the user when space is becoming short?	The platform controls storage space and has alerts that are sent if space is becoming short.	Confirmed

Question	Supplier Response	Evaluator's Comment

15　　　Integration and www facilities

15.1	Are the different accounting modules integrated?	Yes	Confirmed
15.2	Are they integrated on real time basis or batch basis?	Real time	Confirmed
15.3	Can the integration of batches be by batch, weekly or monthly?	N/A	
15.4	Is the ledger updating process satisfactorily controlled by the production of control reports?	Reports can be selected on a daily basis	Confirmed
15.5	What operating systems does the software run under?	All currently supported Microsoft desktop operating systems. Professional or Business versions of these operating systems are required if clients are planning to utilise Windows domain-based logins. RPS12 supports Citrix Desktop deployed and Microsoft Terminal Server platforms running the above operating systems.	As stated
15.6	Which databases can be used?	Microsoft SQL Server 2000 or greater MySQL Server 2005 or greater	As stated
15.7	Can more than one software function be performed concurrently?	Yes through Windows	Confirmed
15.8	Can the software be linked to other packages e.g. word processing, graphics, financial modelling, to provide alternative display and reporting facilities?	Office 2003, Office 2007, Office 2010 (Note: Office 2010 Starter is not supported) Outlook as above	As stated As stated
15.9	Can definable links to spreadsheets be created?	All reports export to .xls	Confirmed

Question	Supplier Response	Evaluator's Comment
15.10 Does the software integrate with any web trading software? 15.10.1 External or 15.10.2 Suppliers own?	N/A	
15.11 Note which other business application software that can be linked to the software:	All agent reports can be exported to XLS but no direct integration with accounting packages at this time	Confirmed
15.11.1 Payroll?	No	Confirmed
15.11.2 Time/fees?	No	Confirmed
15.11.3 MRP?	No	Confirmed
15.11.4 Fixed assets?	No	Confirmed
15.11.5 Document management software?	Yes – their own system is included	Confirmed
15.11.6 Job costing?	No	Confirmed
15.11.7 CIS?	No	Confirmed
15.11.8 Other – please specify?	Third party software either in built or linked include: Postcode lookup: Postcode Anywhere SMS (via specified URL) External property details: Ravensworth, PrintConcern Floorplans: Metropix , Datography AppImp: Portal applicant registration PropertyImporter: PrimeLocation, Rightmove, Lonres TAPI PDF995, NovaPDF GoogleMaps (v3 API) Marketing: BriefYourMarket Electronic Signatures: Docusign Deposit Registration: TDS, DPS	As stated
15.12 Is the software compatible with XML standards? If so in what respect? (input/ output/ other)?	Yes	Confirmed

Question	Supplier Response	Evaluator's Comment

16 Support and maintenance

16.1	How is the software sold:		
	16.1.1 Direct from Software House?	Yes	Confirmed
	16.1.2 Via Value Added Reseller (VAR)?	No	Confirmed
16.2	How is the product supported:-		
	16.2.1 By Software House?	Yes	Confirmed
	16.2.2 By VAR?	No	Confirmed
16.3	Is the software sold based upon number of users or number of concurrent users?	By number of users	Confirmed
16.4	Do VARs have to go through an accreditation process?	N/A	
	16.4.1 If Yes please note the process.		
	16.4.2 If No please explain how organisations are chosen to be VAR?		
16.5	In the event of a dispute between Supplier and VAR how can the situation be resolved?	N/A	
16.6	Detail the types of cover available.	Single level including training and support included in licence fee	Confirmed
16.7	Please note all method of support available :-		
	16.7.1 Telephone.	Yes	Confirmed
	16.7.2 Modem link.	Yes	Confirmed
	16.7.3 Internet.	Yes	Confirmed
	16.7.4 Other – specify.	Team Viewer sessions. Extra training sessions if consistent user error.	Confirmed
16.8	Please provide an indicative cost of cover.	No support or training costs all included in licence fee	Confirmed

Functional requirements questionnaire
Product: RPS Client Accounting
Version: 10

Question	Supplier Response	Evaluator's Comment
16.8.1 Are bug fixes free of charge?	Yes	Confirmed
16.8.2 For how long?	Always	Confirmed
16.9 How often are general software enhancements provided?	Whenever a new version is released	Confirmed
16.10 Will they be given free of charge?	Yes	Confirmed
16.11 How are enhancements and bug fixes provided to customers?	1. Each time the application is launched it will compare the local version against the version on the Reapit updates server. If the version differs, this will trigger an update process. 2. The updated EXE will be downloaded from the Reapit Server (updates.Reapit.com)	Confirmed
16.12 Is "hot line" support to assist with immediate problem solving available?	Yes	Confirmed
16.13 If so, is there an additional cost involved?	No	Confirmed
16.14 At what times will this support be available?	9am to 5:30pm Mon - Fri	Confirmed
16.15 Who provides training:		
16.15.1 Direct from Software House?	Yes	Confirmed
16.15.2 From a VAR?	No	Confirmed
16.16 Is hardware and maintenance provided by:		
16.16.1 Software House?	If required	Confirmed
16.16.2 VAR?	No	Confirmed
16.17 Is a warranty offered in respect of specification of the software?	Yes	Confirmed

Question	Supplier Response	Evaluator's Comment
16.18 Will the software supplier/dealer make the program source code available to the user, either directly or by deposit with a third party (Escrow)?	Escrow agreement	Confirmed
16.19 Are there any unduly restrictive conditions in the license for the software?	No	Confirmed