Intuit Limited

QuickBooks Online – Simple Start, Essentials and Plus Version 1604

Evaluation carried out by: IT Evaluation Servicers

Date completed: 27th September 2016

Signed:

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THE FOLLOWING SAAS SECTIONS DO NOT FORM PART OF THE ACCREDITATION AND ARE FOR INFORMATION ONLY.

© ICAEW Accounting Software questionnaire version 1312.01

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 **QuickBooks Online – Simple Start, Essential and Plus v1604** 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 **QuickBooks Online – Simple Start, Essential and Plus v1604,** a product specialist from **Intuit** completed the detailed questionnaire and provided it to the evaluator to examine. The evaluator then visited the **Intuit** office in London and in conjunction with the operation of the various aspects of the software assisted by a member of the **Intuit** 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 the **Intuit** staff in order to clarify certain points. In the event of disagreement between **Intuit** and the evaluator, the evaluator's decision was taken as final and the response changed accordingly.

QuickBooks Online – Plus v1604, 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   Online accounting software
This evaluation covers the accounting system but not the method by which it is delivered and/or contracted for. Potential users need to satisfy themselves on the security and disaster recovery aspects and licensing of the online system and any data protection issues of their own and customer/supplier information, contained therein, being held on the system as well as the return of the data when the contract expires or is terminated.

2.4   Software/hardware utilised
QuickBooks Online Plus v1604. running on a Portable Lenovo T440p Think Pad with 465MB disk and Intel® core i7-4700MQ 2.4GHz processor running Windows 7 Enterprise and Google Chrome browser version 52.0.2743.116 m.

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

3   Matters to consider before purchase

3.1   General overview
Intuit claim **QuickBooks Online Simple Start, Essentials and Plus** bring extensive bookkeeping capabilities to small business users in an easy-to-use design that does not require customers to be familiar with debit/credit accounting.

QuickBooks products aim to address the needs of small businesses that are project, job or time based, that require a multi-user product and/or multi-currency.

Intuit say the QuickBooks Online Range is not designed for larger companies with highly functional, multi-user and multi-currency requirements or for those companies requiring full order processing and stock control. The evaluation reflected a few weaknesses in the QuickBooks Online Range. These weaknesses should be taken in context with the market for which the product range is aimed.

3.2   Supplier background
Intuit claim to have emerged as the world-wide leader in small business finance with 7,700 employees world-wide, and its net revenues for the financial year ending 31st July 2015 were $4.2 billion. (Net income $365 million). The total customer base is in excess of 60 million. Intuit UK is based in London, with a team of 157 full-time employees. The company has both internal and outsourced technical support service. There are currently 75 care agents over 4 sites dedicated to UK QuickBooks. The current QuickBooks online customer base in the UK as at March 2016 was 64,000. The turnover for the financial year ended July 2016 was £15.5M. The target markets for QuickBooks are SMEs and the self-employed; however, organisations with over 50 employees also use QuickBooks

3.3   Product background and Suitability for user
Intuit state that QuickBooks Online updated versions are regularly release – usually monthly Where the Simple Start and Essential versions have some restricted facilities these are identified in the main questionnaire section and appendix 1 of this report. Intuit states: It builds upon the strengths of ease of use and flexibility found in previous versions of QuickBooks range. It was developed around the rich functionality that the Cloud environment offers. This enables QuickBooks to deliver simplicity and increase functionality without the complications to the end-user. It incorporates Microsoft technology to take advantage of the ease of use, common

interface and the ability to perform multi-tasking operations within the accounting application. Intuit claim that QuickBooks Online provides a full functionality that a small business would require, an accounting system, time recording system and offers a payroll system as a chargeable addition. All of which seamlessly integrate in real-time with the accounting system. **N.B. Time recording and payroll not covered as part of this evaluation.** QuickBooks Online integrates seamlessly with Microsoft Office applications (Word, Excel and Outlook). This opens the opportunity to analyse the financial position of the business and a different perspective in efficiently managing it operations. Intuit claim that QuickBooks Online provides a good start for smaller sized businesses. The report facilities provide in-depth analysis, which could be further analysed via a seamless export to Excel. The reports are clearly organised in logical accounting groupings for ease of access. All the reports made available can be customised within QuickBooks own parameters. QuickBooks Online includes a Company Snapshot which gives a visual guide using charts and graphs for Income, Expenses, including prior year comparison, plus customer and supplier data. These extra features were briefly demonstrated to the evaluator but are not included in this evaluation.

The reports provide 'drill down' facilities to access the level of detail required. The application provides intuitive help guides both in the form of QuickBooks Online Support with FAQ's and also via "Live Chat" (Office hours of 9.00 – 5.30).

3.4   Typical implementation
Single user (Simple Start), 3 Users (Essentials) up to 5 Users (Plus) and access for an accountant.

3.5   Vertical applications
There are no vertical applications in the QuickBooks range, although QuickBooks does produce tailored Chart of Accounts for various vertical industries.

3.6   Software and hardware specifications
  3.6.1   Development environment
    Windows and Mac
  3.6.2   Server platforms
    LINUX 2.6.32-573.8.1.el6.x86_64. Located in multiple data centres in the US on Intuit's own servers
  3.6.3   Databases
    Oracle 12.1.0.2.0
  3.6.4   Operating software
    Apache 2.23
  3.6.5   Protocols
    Industry standard SSL encryption. Firewalls and intrusion prevention provide multiple layers of protection. These measures are reviewed regularly and checked by external security specialists
  3.6.6   Client device specification
    System requirements: **Minimum**
      • PC or Mac 450 MHz computer with 128 MB of RAM (**recommended**: 1 GHz computer with 256 MB of RAM)
      • Windows XP or later or Mac OS X 10.5 or later
      • 1024x768 screen resolution
      • Internet access (**recommended**: high-speed connection such as DSL or cable)
    For Windows users: Adobe Acrobat Reader 6.0 or later is required for printing invoices, checks, and other forms (download the latest version at get.adobe.com/reader)
    Supported browsers (Windows)

- Internet Explorer for Windows, version 11 or higher
- Firefox for Windows, latest version and prior versions
- Google Chrome. Latest and prior versions
- Safari for Windows 6.0.1 or higher

Supported browsers (Mac)
- Safari for Mac, version 6 and higher
- Firefox for Mac, latest versions and prior versions
- Google Chrome, latest versions and prior versions

Mobile access
- iPhone: QuickBooks Mobile app from the App Store
- Android: QuickBooks Mobile app from the Android Market
- BlackBerry: QuickBooks can be accessed using the URL. No specific App

3.6.7   Support and maintenance
QuickBooks Online is a fully-managed subscription service and the product includes:
- In product help and in product chat
- Short videos (via on-line support)

3.7   Software installation and support
No software is downloaded. All access is via the internet. Support is given on-line and also via telephone support.

3.8   Partner network and related accreditation process
QuickBooks is sold directly (via internet, calls and website). It is not available via any other outlets.

3.9   Highlighted issues
See also the differences between the version of QuickBooks Online in appendix 1
No menu tailoring
No facility to force password changes
Lack of full audit trail of transactions showing before and after values
System log does not record details of user access, user activity or error messages
Security violations not included in audit trail
Limited multi-user
No import of transactions only account details, unless the data is imported via QuickBooks Desktop or utilising a 3rd party (e.g. MoveMyBooks)
No archiving
No user backup/recovery procedures – all done on server by Intuit. Reports etc. can be downloaded
No reasonableness checking in transaction entry
No batch processing
No single sequential numbering of transactions on audit trail, date, time and user ID only
Can override the generated transactional number (by type) on transaction
No automatic reversal of accruals/prepayments
No facilities to handle early settlement discounts or for calculating interest on late payments
No customer credit limits or credit checking
Inability to block customer orders (can only make account inactive)
No condition discounts
It is possible to post to the VAT control accounts under password control
No budgets for overheads (and sales and purchase ledgers)
No Group consolidation

Limited General Ledger analysis for cost centres, departments and divisions
No report writer but limited customisation of standard reports available
Limited selection criteria on reports
No Intrastat returns or EC sales list
No VAT tolerances
No retail schemes, VAT on margin or intra-community supply of goods
Single currency per account
No dispatch stage in Sales Order Processing
No web trading unless a 3rd party App is used
Limited Sales Order Processing reports
Lack of back and forward orders
Lack of profit analysis / gross margin report
Limited Purchase Order Processing functions and reporting
Limited stock control facilities and reporting
No training courses available, unless the customer is a Pro-Accountant

4   Evaluation conclusion

The QuickBooks online 2016 range is a well-designed accounting package targeted for the small business market, for which the product has been adequately specified. It provides an easy to set up and use online system ranging from single user bookkeeping to multi-user accounting with basic stock control, order processing and multi-currency. There is a facility to change between VAT cash and accrual accounting methods and it has the additional functionality of payroll and time recording and provides flexibility through integration with the Microsoft Office suite. (**Payroll and time recording not included in this evaluation report**.)

Disclaimer

Any organisation considering the purchase of **QuickBooks Online Plus v1604** *should consider their requirements in the light of proposals from* **Intuit** *or its dealers and potential suppliers of other similarly specified products. Whilst the contents of this document are presented in good faith, ICAEW RSM cannot accept liability for actions taken as a result of comments made herein.*

APPENDIX 1

Online Accounting software: Key features

Number one in cloud accounting for small business

Area	Description	Simple Start	Essential	Plus
Get Started easily	30 day trial	✓	✓	✓
	Includes free updates and new features as they become available	✓	✓	✓
	No software to install - two-step sign up takes minutes	✓	✓	✓
	Import customer and supplier details from Excel, Outlook and .csv files	✓	✓	✓
Stay protected and get support	Full telephone and online support	✓	✓	✓
	Strong encryption protects your business data	✓	✓	✓
	Automatic data backups	✓	✓	✓
Access your accounts securely - anytime,	Access QuickBooks from any internet-connected Mac or PC	✓	✓	✓
	Sign in from your smart phone or tablet			
	Free mobile app for iPhone, iPad and Android devices	✓	✓	✓
	Access QuickBooks from any internet-connected Mac or	✓	✓	✓
	Number of users	One	Three	Five
	Free access for your accountant	✓	✓	✓
Track sales, expenses and stock	Track sales, expenses and profit	✓	✓	✓
	Design and create professional invoices and sales	✓	✓	✓
	Design and create professional quotes and estimates	✓	✓	✓
	Track your cash flow with reports - includes P&L and balance sheet	14 reports	Over 40 reports	Over 65 reports
	Track stock levels			✓
	Automatically pass expenses on to customers			✓
	Allow employees and subcontractors to log their time			✓
	Track and bill for employee time			✓
Faster bookkeeping	Online banking - automatically import transactions from your bank account	✓	✓	✓
	Track VAT (Standard, Cash and Flat Rate schemes)	✓	✓	✓
	VAT exception report	✓	✓	✓
	Seamless, integrated payroll	✓	✓	✓
	Company Snapshot: see the state of your business on		✓	✓
	Schedule repeat items like invoices or other transactions		✓	✓
	Manage supplier bills and payments		✓	✓
	Handle multiple currencies and track currency gains and losses		✓	✓
	Create budgets and compare to actual performance			✓
	Classify transactions by business area			✓
General	Create estimates and invoices	✓	✓	✓
	Monitor sales and expenses	✓	✓	✓
	Connect to your online banking	✓	✓	✓
	Works on PC, Mac and mobile	✓	✓	✓
	Accept credit/debit card payments (2.25% transaction	✓	✓	✓
	Run payroll at £1 per employee/month	✓	✓	✓
	View your Company Snapshot		✓	✓
	Manage supplier bills and payments		✓	✓
	Handle foreign currencies		✓	✓
	Prepare Budgets			✓
	Create purchase orders			✓
	Manage stock levels			✓

Functional requirements questionnaire
Product QuickBooks Online
Version Simple Start, Essential and Online Plus v1604

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?	Privileges can be assigned to control which modules the user has access to and to limit what the user can do in that particular module e.g. Reports only	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, via Company/Manage users	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 Not really groups but can specify whether Company administrator, Reports Only or Time Tracking only as well as a Regular or Customer user	Confirmed 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 – via email address login to website	Confirmed
5.5.2 Please state the basis of control available (e.g., role based etc).	Individual 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	
5.5.4 Are single user systems access controlled by password?	Yes – via login to website	Confirmed

Functional requirements questionnaire
Product QuickBooks Online
Version Simple Start, Essential and Online Plus v1604

Question	Supplier Response	Evaluator's Comment
5.5.5 Does the software allow for each user to have separate log on (user ids)? If No:- 5.5.5.1 How does the software track user activity?	Yes – each user logins in using their email address N/A	Confirmed
5.5.6 Is each user required to have a personal password?	Yes – user creates own password via login to website	Confirmed
5.5.7 Are passwords one-way encrypted? [i.e. Is it impossible for anyone to see other user's passwords in the software?]	Yes	Confirmed
5.5.8 Are passwords masked when entered by any user logging in?	Yes	Confirmed
5.5.9 Is password complexity available at application level? If Yes:- 5.5.9.1 Please specify [e.g. Number of digits, requirement for special characters, numeric, upper/lower case etc.]	Yes – strength of password is given Must be between 6 and 12 characters. Must be different from user ID. Cannot be the word "password" or contain spaces, tabs, returns, character combinations or other unprintable characters. Cannot be an increasing or decreasing sequence of numbers or letters	Confirmed Confirmed
5.5.10 Is there a facility to enforce password changes after a chosen period of time?	No	Confirmed
5.5.11 Is there a facility to specify a minimum age for passwords (e.g. 1 day)?	No	Confirmed
5.5.12 How many previous passwords are retained by the system to limit users recycling passwords (e.g. 24 or 32)?	None	Confirmed

Functional requirements questionnaire
Product QuickBooks Online
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Question		Supplier Response	Evaluator's Comment
5.6	Please state how security allows for access to be specified separately for :-		
	5.6.1 Read?	Password control in Manage Confirmed Users	Confirmed
	5.6.2 Read and write?	Password control in Manage Confirmed Users	Confirmed
	5.6.3 Delete and amend?	Password control in Manage Confirmed Users	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?	There is a check for correct format, but there are no controls over amending master files. No transaction import.	Confirmed
5.8	Does the software require higher or specific levels of user access for changes to sensitive data, such as customer credit limits?	Access can be restricted by password control	Confirmed
5.9	Please specify the specific security procedures (by passwords or warnings) over the:-		
	5.9.1 Update of ledgers	Password control to enter transaction then real time update	Confirmed
	5.9.2 Closing of accounting periods	The Administrator can set passwords and close off prior periods	Confirmed
	5.9.3 Deletion of transactions	Yes. Administrator can set privileges so that the user cannot delete transactions	Confirmed
	5.9.4 Archiving of transactions.	No Archiving	Confirmed
5.10	Is it impossible to delete a transaction? If No:-	No	Confirmed
	5.10.1 How are deletions controlled by the system?	Warning messages. Only users with access allowed to delete	Confirmed

Functional requirements questionnaire
Product QuickBooks Online
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Question	Supplier Response	Evaluator's Comment
5.11 Are deleted transactions retained in the audit trail and denoted as such?	Yes. The Audit Log will document any changes/deletions made to any transaction	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?	No current users report, on-screen only	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:- Please explain any other protection in place to prevent unauthorised access to data with such facilities.	N/A N/A	
5.14 Is the level of security (described with this section) appropriate for the expected size of business using the software?	Yes, provided other security controls are used. Systems have a limited number of users.	Confirmed
5.15 Is there a clear indication in the software or manuals as to how the data is:- 5.15.1 Backed-up? 5.15.2 Recovered?	No user back-up/recovery Automatic data back-ups on the server by Intuit Yes – Intuit have standard back-up and recovery procedures in place	Confirmed Confirmed Confirmed
5.16 Back ups How are back ups provided:- 5.16.1 Within the software application? 5.16.2 Within the operating software?	 Yes – via Intuit automatically on the server N/A	Confirmed

Functional requirements questionnaire
Product QuickBooks Online
Version Simple Start, Essential and Online Plus v1604

Question			Supplier Response	Evaluator's Comment
	5.16.3	Are backup procedures automatic?	Yes	Confirmed
	5.16.4	Is the user forced or prompted to back-up at certain intervals?	N/A	
	5.16.5	Can the intervals be customised?	N/A	
5.17	Recovery			
	5.17.1	Please state how the software facilitates recovery procedures in the event of software failure? (E.g. roll back to the last completed transaction).	QuickBooks will roll back to the last fully recorded transaction in the event of system failure. See 20.28	Confirmed
	5.17.2	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?	No batches, the user will only have to re-input the last transaction	Confirmed
	5.17.3	Are these automated?	No	Confirmed
	5.17.4	Do the recovery procedures work?	Yes	Confirmed
5.18	What features are available within the software to help track down processing problems?		Use of Splunk (3rd party) software which produces logs that are available to track down the problems	Confirmed
5.19	Are software messages clear?		Yes	Confirmed
5.20	Are user responses properly structured to ensure that erroneous key strikes do not lead to inappropriate actions?		Yes	Confirmed

Functional requirements questionnaire
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Question	Supplier Response	Evaluator's Comment
5.21 I s there a software log which details:- 5.21.1 Error messages?	No	Confirmed
5.21.2 Security violations?	No - Audit log only shows sign in/sign out of users	Confirmed
5.22 Audit trail 5.22.1 Does the software have a detailed audit trail?	Yes- transaction details via 'View' command	Confirmed Confirmed
5.22.2 Is it <u>impossible</u> to turn off or delete the audit trail?	Yes	Confirmed
5.22.3 Does the software allocate a system generated sequential unique reference number to each transaction?	No – date and time stamp	Confirmed
5.22.4 Is this stamped with a user id?	Yes	Confirmed
5.22.5 Is this unique reference number presented to the user at time of input?	No unique reference number	Confirmed
5.22.6 Is this unique reference number available to view, by the end user and by way of a report?	N/A	
5.22.7 Is the transaction date and time stamped?	Yes	Confirmed
5.22.8 Are all master file changes recorded in the audit trail?	Yes	Confirmed
If Yes:- 5.22.8.1 Does each change have a system generated reference allocated?	N/A	
5.22.8.2 Are the originator and authoriser identified?	Yes – originator but no authoriser	Confirmed
5.22.8.3 Is the change date and time stamped?	Yes	Confirmed

Functional requirements questionnaire
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Question	Supplier Response	Evaluator's Comment
5.22.9 Are all standing data changes recorded in the audit trail?	Yes	Confirmed
If Yes:- 5.22.9.1 Does each change have a system generated reference allocated?	N/A	
5.22.9.2 Are the originator and authoriser identified?	Yes	Confirmed
5.22.9.3 Is the change date and time stamped?	Yes	Confirmed
5.22.10 Is all input data included within the audit trail, including amendments, deletions, journals etc.?	Yes	Confirmed
5.22.11 Does the software allocate a system generated unique reference number to each amendment, deletions journal?	No – Audit Log has date and time stamp of each transaction	Confirmed
5.22.11.1 Is this stamped with a user id?	Yes	Confirmed
5.22.11.2 Is this unique reference number presented to the user at time of input?	N/A	
5.22.11.3 Is the transaction date and time stamped?	Yes	Confirmed
5.22.11.4 How is it linked to the original	No link to the original transaction. For deletion a warning message is given. All	Confirmed

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Question	Supplier Response	Evaluator's Comment
transaction?	changes are recorded on the Audit Log	
5.22.12 Are imported /interfaced transactions detailed in the audit trail?	No imported transactions	Confirmed
5.22.12.1 Is each stamped with a user id?	N/A	
5.22.12.2 Is this unique reference number presented to the user at time of input?	N/A	
5.22.12.3 Is the transaction date and time stamped?	N/A	
5.22.13 How are transactions differentiated within the audit trail?	No imported transactions	Confirmed
5.23 What are the procedures for handling dates? (E.g. 2 digit years, 4 digit years).	Dates are via a calendar. Date format can be set through preferences e.g. dd/MM/yyyy or MM/dd/yyyy	Confirmed
5.23.1 In the case of two digits what is the break point for the century?	N/A	
5.23.2 Are dates handled consistently throughout the software?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment

6   Input of transactions

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

6.1	Is data input controlled by self-explanatory menu options?	Yes	Confirmed
6.2	Are these menus application-specific?	Yes	Confirmed
6.3	Does the software provide input validation checks such as account code validation, reasonableness (limits, VAT or discount checking) and validity checks (VAT check-digit calculations)?	Yes. Validation of account codes and VAT rules, but no reasonableness checks	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?	All information is entered on a transaction basis. All relevant information must be entered. QuickBooks validates the information before it is posted e.g. debits and credits of a journal must balance before it is posted	Confirmed
6.6	Are all input transactions subject to this control?	Yes	Confirmed
6.7	How does the software ensure uniqueness of the input transactions? (i.e. to avoid duplicate transactions)	On the S/L each transaction number is unique so no duplicates are possible. In the P/L it can be overridden and a duplicated transaction can be created. A warning message is given but it is still possible to	Confirmed

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Question		Supplier Response	Evaluator's Comment
		have a duplicated P/L transaction although the date of input would be shown on the Audit trail.	
6.8	Does the software allow for batch control totals? If Yes:-	No batches	Confirmed
6.8.1	Are batches automatically numbered?	N/A	
6.8.2	Are batches forced to balance before ledger update?	N/A	
6.8.3	Does the software allow the temporary halting of input of a batch to allow for queries or other activities to take priority (e.g. set up a new account)	N/A	
6.8.4	Is the user forced to confirm batch totals?	N/A	
6.9	Is attempted posting of unbalanced journals rejected? (G/L).	Yes	Confirmed
6.10	Are input errors highlighted? If Yes are they:-	Yes	Confirmed
6.10.1	Rejected and reported on screen?	Yes	Confirmed
6.10.2	Rejected and error reports generated?	No – on screen only	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?	Yes, correct and delete but not reverse.	Confirmed

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Question	Supplier Response	Evaluator's Comment
If Yes:- 6.11.1 Are all the double entry transactions documented in the audit trail?	Yes – details via 'View' command	
6.12 What are the controls to ensure the internal integrity of the ledger(s) or the accounting information, e.g., control of accounts.	As the double entry for all transactions are automatically generated and the General Ledger updated at the same time for each transaction, the internal integrity is assured. Any user can confirm this by displaying the Balance Sheet or Trial Balance (which always balances)	Confirmed
6.13 Is it possible to allocate input values directly to ledger control accounts?	No. A user cannot allocate values direct to Debtors or Creditors control account	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?	N/A	
6.14 Can automatic accruals or prepayments be generated? If Yes:-	**Simple Start**: No **Essentials & Plus:** Yes – via a Journal. This can be Scheduled, Reminder or Unscheduled	Confirmed
6.14.1 Will these automatically be reversed after the period end? (G/L)	No - manual journal needed	Confirmed
6.15 Does the software have a purchase invoice register?	No	Confirmed
6.16 Does the software permit multi debit/credit journals?	Yes	Confirmed

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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 (Scheduled, Reminder or Unscheduled)	Confirmed
6.18 Can journals be set up to distribute amounts in a fixed percentage against GL/Cost centre codes?	No	Confirmed
6.19 How are transactions identified on screen/reports as to:- 6.19.1 Type? 6.19.2 Debit or credit?	Transaction name (type is specified) in S/L & P/L Depending on the report it will appear as a positive/negative or in the appropriate debit/credit column in G/L	Confirmed Confirmed
6.20 Can separate nominal analysis codes be input for each invoice line?	Yes. It can be set in service/product file	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?	Yes	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	Confirmed

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Question	Supplier Response	Evaluator's Comment
6.23.2 Receipts to be received from suppliers?	No manual receipts only via Card Credit	Confirmed
6.24 Does the software handle purchase credit notes?	Yes – via Supplier Credit	Confirmed
6.24.1 Is there an ability to automatically amend stock, if applicable?	Yes, automatically, can't be overridden, would have to use stock adjustment to change	Confirmed
6.25 Can the software generate sales credit notes? If yes:-	Yes	Confirmed
6.25.1 Is there an ability to match to a sales invoice?	Only via a Memo or message in the credit note.	Confirmed
6.25.2 Is there an ability to automatically amend stock, if applicable?	Yes, automatically, can't be overridden, would have to use stock adjustment to change	Confirmed
6.26 Does the software handle discounts and promotions?	Yes, but no promotions. This is an optional feature. On Company Settings switch on Discounts. Discounts can then be applied at invoice level.	Confirmed
6.27 Does the software provide for early settlement discounts?	Not at present	Confirmed
6.27.1 Can early settlement discounts be automatically generated?	Not at present	Confirmed
6.27.2 Are there controls over accepting settlement discounts (e.g. time limits)?	N/A	
6.27.3 Is VAT treated correctly on early settlement discounts?	N/A	

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Question		Supplier Response	Evaluator's Comment
6.28	Will the software permit the posting of unallocated cash to the ledgers?	Yes	Confirmed
	Does this apply to: -		
	6.28.1 Sales ledger?	Yes	Confirmed
	6.28.2 Purchase ledger?	Yes	Confirmed
6.29	Are unallocated cash/credit notes specifically reported for follow up?	No specific report, but can be seen by the user on customer/supplier accounts	Confirmed
6.30	Are outstanding transactions displayed for allocation? If Yes: - Does this apply to: -	Yes	Confirmed
	6.30.1 Sales ledger?	Yes	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?	Yes	Confirmed
	If Yes: -		
	6.31.1 Is the user warned that the aged balance values may not agree to the trial balance values?	No	Confirmed
6.32	Is it possible for new accounts to be created during input?	Yes – under password control	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?	Password controls	Confirmed

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Question		Supplier Response	Evaluator's Comment
	6.33.1 Is the originator and/or authoriser identification logged by the software?	Yes – via Audit Log - no authoriser	Confirmed
6.34	Is the user prevented or warned from overriding credit limits or discounts? (S/L).	No credit limits Discount – no warning and maximum is 99.99% not on audit log	Confirmed
6.35	Does the software have a bank reconciliation facility?	Yes – can link online to bank account	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)?	Yes	Confirmed
6.37	Are these adequately reported?	Yes	Confirmed
6.38	Does the software accept input files from other computer packages? If Yes: -	Yes	Confirmed
	6.38.1 What formats are accepted?	In IIF or Excel format but limited depending on the source not all information may be imported. **NOTE:** Data transferred from Desktop to on-line does include transactions. Transactions can be included if a 3rd Party App (such as "Move my Books" is used)	Confirmed
	6.38.2 What controls are in place over the interface?	The file format will be validated but not necessarily the data. However, Intuit do have 3rd party apps available which offers greater data validation	Confirmed
6.39	Does the software have a facility for calculating interest on late payments?	No	Confirmed

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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	Confirmed
7.3 Is the creation or amendment of standing data (e.g. customer account details) controlled by menu options?	Yes and user permissions	Confirmed
7.4 Are menus: -		
7.4.1 Application specific?	Yes	Confirmed
7.4.2 User specific?	Yes, set by password access	Confirmed
7.5 Is it impossible to delete accounts if the balance if Nil but transactions have been recorded against the code?	Yes. An account can only be made inactive, but not deleted.	Confirmed
Does this apply to: -		
7.5.1 General Ledger?	Yes	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?	N/A. Cannot delete an account, only make inactive	Confirmed
7.7 What is the size and format of reference numbers and descriptions within: -		

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Question	Supplier Response	Evaluator's Comment
7.7.1　General Ledger?	Optional up to 4 digits' code for each account & 25 A/N length Name	Confirmed
7.7.2　Sales Ledger?	25 A/N length Name	Confirmed
7.7.3　Purchase Ledger?	25 A/N length Name	Confirmed
7.7.4　Stock?	100 A/N length Name	Confirmed
7.8　Is the scope of the reference number adequate to permit sufficient depth of analysis?	No analysis	Confirmed
7.9　How does the software guard against/warn about, duplicate account numbers on set up?	Accounts with the same name cannot be set-up. Chart of Accounts use default names	Confirmed
7.10　How does the software enable the traceability - from, to and through the accounting records - of any source document or interfaced transaction?	Achieved using the "QuickZoom" feature. This enables customers to double click on a number to display the appropriate transaction	Confirmed
7.11　What drill down/around functionality is available within the software?	Achieved using the "QuickZoom" feature. This enables customers to double click on a number to display the appropriate transaction	Confirmed
7.12　Can reports be invoked which identify all the fields which have been modified?	No. The Activity Log only shows the new state of the modified field	Confirmed
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?	Yes – VAT rates table	

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Question		Supplier Response	Evaluator's Comment
7.14	What controls are within the software over changes to parameters and tables e.g. reporting, password etc?	Limited controls using access privileges and passwords	Confirmed
7.15	Does the software allow selective archiving of old data on a user-defined basis?	No archiving	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	
7.18	Does the software allow for the restoration of achieved data for audit without affecting current accounting data?	No archives	Confirmed

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Question	Supplier Response	Evaluator's Comment

8   Processing

Question	Supplier Response	Evaluator's Comment
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)?	No – no formal month end procedures	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?	It is possible, but changes are recorded in Activity Log	Confirmed
8.3 Is there an audit trail of all changes to transactions which have updated the ledgers?	Yes, but the Activity Log only shows the new state of the modified fields	Confirmed
8.4 Can the software calculate prices or values by reference to master file data?	Yes – need to use services/product file. **Simple Start** & **Essentials**: No	Confirmed
8.5 Does the software provide automatic recalculation, where appropriate, of data input? (e.g. VAT)	Yes	Confirmed
8.6 Does the software warn the user when the ledger is out of balance?	No warning, but the design of the system precludes data getting out of balance unless it is corrupted	Confirmed
8.7 How is this done e.g. when the software is switching on or on ledger update?	N/A	

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Question	Supplier Response	Evaluator's Comment
9 **Performance of requisite accounting functions**		
9.1 What control features are provided by the software to support effective user controls?	Multiple messages and validations. Automatic double entry	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 – by type of document Yes Yes. User ID and type of document	Confirmed Confirmed Confirmed
9.3 Is the software available as multi user?	**Essentials:** Yes, for 3 users **Plus:** Yes, for 5 users **Simple Start:** No – single user only All have unlimited read only users	Confirmed
9.4 Can the same function be used by more than one person at the same time, whilst still retaining the separate user identities?	Yes	Confirmed
9.5 Is the software available as multi-company? If Yes: - 9.5.1 How many companies are supported?	Yes Unlimited – by subscription	Confirmed Confirmed
9.6 Is a group consolidation facility available?	No	Confirmed
9.7 Can the software consolidate entities with different charts of accounts?	No	Confirmed
9.8 How many levels of nominal analysis can be handled by the software?	One level using Classes	Confirmed

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Question		Supplier Response	Evaluator's Comment
9.9	How does the software handle cost centres, departments, divisions?	**Simple Start & Essentials:** No **Plus:** Single Classes' field can be used for either cost centres, departments or branches plus projects. The reports can consolidate classes	Confirmed
9.10	How are periods handled by the software?	User specified dates on reports, no fixed periods	Confirmed
9.11	How many: -		
	9.11.1 Accounting periods can be set up?	No limit. Open periods by date range	Confirmed
	9.11.2 Years can be set up?	No limit. Open years by date range	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?	Unlimited, unless closed to a specific date	Confirmed
9.14	How many years can be open at any one time?	Unlimited, unless closed to a specific date	Confirmed
9.15	Can a period or year be re-opened after it has been closed?	Yes	Confirmed
	If Yes: - 9.15.1 What controls are in place over this function?	Only by Administrator with an optional closing date password	Confirmed
	If No: - 9.15.2 Is the data archived on the server?	N/A	
	9.15.3 Is this accessible for reporting purposes?	N/A	
	9.15.4 Can a previous year be restored from backup?	N/A	

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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: - 9.18.1 Are transactions analysed by posting date or document date?	No – Just the document date. Audit log will give details of the posting date N/A	Confirmed
9.19 Can transactions be posted to more than one accounting period at any point in time?	Yes, unless the period has been closed off	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 - VAT warning	Confirmed
9.21.2 Previous closed periods?	Yes - In Company Settings the user can define if they will allow changes with or without a password. A warning is always given	Confirmed
9.21.3 A previously closed year?	Yes - In Company Settings the user can define if they will allow changes with or without a password. A warning is always given	Confirmed
If Yes: - 9.21.4 What controls are in place e.g. level of authorisation and on screen warnings?	An optional closing date password can be specified	Confirmed

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Question	Supplier Response	Evaluator's Comment
9.21.5 Will the software revise subsequent periods accordingly?	Yes	Confirmed
9.22 How will transactions outside the current period be: - 9.22.1 Reported 9.22.2 Accounted for in the VAT return?	Included in reports Late entries will automatically be brought forwards to the current VAT return	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?	**Simple Start & Essentials:** No **Plus:** Yes **Simple Start & Essentials:** N/A **Plus:** Optional single budget per G/L account	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?	No	Confirmed
9.24.5 Balance sheet?	Yes	Confirmed
9.25 Can budgets be set by: 9.25.1 Period?	Yes – monthly	Confirmed
9.25.2 Annually?	Yes – can be populated from a single month	Confirmed
9.26 Can the software automatically generate budgets? Please state how this is achieved.	Yes The Budget can be created from historical (actual) data	Confirmed Confirmed
9.27 What is the maximum value of transactions and of totals that can be handled by the software?	99 billion	As stated

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Question		Supplier Response	Evaluator's Comment
9.28	What is the maximum number of transactions that can be handled by the software?	Unlimited	As stated
9.29	What is the maximum number of accounts on each ledger: 9.29.1 Sales ledger?	Technically no limit, but recommend below 10,000	As stated
	9.29.2 Purchase ledger?	Technically no limit, but recommend below 10,000	As stated
	9.29.3 General ledger?	Technically no limit, but recommend below 10,000	As stated

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Question	Supplier Response	Evaluator's Comment

10   Reports

Question	Supplier Response	Evaluator's Comment
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 – some details at end of each page	Confirmed
10.2 Do the reports provide totals where applicable?	Yes	Confirmed
10.3 Are these totals calculated or taken from a control file?	Calculated	Confirmed
Please state the reports that do not feature calculated totals.	Lists	Confirmed
10.4 Is it clear when the report has ended? (totals or end markers)	Yes, total and time and date are at the end of the report no other end markers	Confirmed
10.5 Can reports be saved in electronic format (as distinct from just printing)?	Yes, as a PDF, email or exported to Excel	Confirmed
10.5.1 Are such files adequately protected from deletion or amendment?	Up to the user to protect but all reports are capable of being reproduced	Confirmed
10.6 Is a report writer provided as part of the software or as an add on? Please state the name of any third party package.	No, but all reports are customisable to a limited extent (headings, notes & ranges) N/A	Confirmed
10.7 What level of knowledge is required to use the report writer e.g. beginner, regular user, expert?	Beginner – all the reports have help sections to assist with customisation	Confirmed
10.8 Can the report writer make use of user-defined fields (including external fields)?	No	Confirmed

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Question		Supplier Response	Evaluator's Comment
10.9	Does the report writer enable: - 10.9.1 Separate access to each system area?	N/A	
	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?	N/A	
10.10	Can users define the parameters, columns, fields and selection criteria used on reports reported?	Not layouts, limited to selection criteria only	Confirmed
10.11	Are standard reports always produced, even when they are nil returns?	Yes	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	Confirmed
10.13	Can screen layouts, reports and transaction formats be easily adapted to users' requirements?	Limited customisation available on reports only	Confirmed
10.14	Can a hard copy be produced of all screen enquiries?	Yes	Confirmed
10.15	Can transaction files for all previous periods of the year be retained in the software to permit enquiries and reports?	Yes. Reports can be run by "to and from dates"	Confirmed
10.16	Are reports of all changes to standing data on customers,	No, but they can be viewed by Activity log	Confirmed

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Question	Supplier Response	Evaluator's Comment
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?	N/A	
10.17 Are all transactions on all reports individually identifiable?	Yes. Using the "QuickZoom" feature. This enables users to double click on a number to display the appropriate transaction	Confirmed
10.18 Do the reports show whether items are debit or credit?	Yes, either credit/debit or +/- in some G/L reports	Confirmed
10.19 Do reports give sufficient narrative and coding to enable cross referencing?	No, but by using "QuickZoom" feature the user can drill down	Confirmed
10.20 Is it possible to drill down from reports to the ledgers and original transactions?	Yes	Confirmed
10.21 Can the software produce all requisite reports: -		
10.21.1 Day books	Yes – recent transaction report	Confirmed
10.21.2 Trial balance	Yes – Trial Balance report	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	Yes - using Stock Valuation Detail, but limited	Confirmed
10.21.8 Aged unallocated cash (debtors)	No - included in Aged Debtors but user would have to use "QuickZoom" to drill down to individual accounts	

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Question	Supplier Response	Evaluator's Comment
10.21.9 Aged unallocated cash (creditors)	No - included in Aged Creditors but user would have to use "QuickZoom" to drill down to individual accounts	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	Not at present	Confirmed
10.21.15 Intrastat returns (SSD)	No	Confirmed
10.22 Are the above reports standard within the software or do they have to be written?	All standard	Confirmed
10.23 Is the age criteria fixed or user definable?	User definable and the user can also define whether current or a period date	Confirmed
10.24 Can the aged analysis and day book reports be in summary and detail?	Yes	Confirmed
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 Yes – user can define date range	Confirmed Confirmed
10.26.2 Day books?	Yes – using Transaction Report & define date range	Confirmed
10.26.3 Trial balance?	Yes – user can define date range	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 – user can define date range	Confirmed

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Question	Supplier Response	Evaluator's Comment
10.28 Do the standard budget reports provide sufficient analysis of variances?	Yes. The reports show actual, budget and difference in both monetary and percentage formats, plus amount remaining in both formats	Confirmed
10.29 Do such reports provide exception reporting, percentage analysis and comparatives?	Budgets can only be created for General Ledger Confirmed accounts	Confirmed
10.30 Do standard reports show sufficient analysis of trading results? (E.g. sales analysis by region)?	Yes – reports can be set-up by class	Confirmed
10.31 Are all movements during each accounting period shown on sales, purchase, general, stock ledger detail reports?	Yes	Confirmed
10.32 Do the sales and purchase ledger reports show how all partial payments or allocations (unallocated cash) have been treated?	No. Only on individual accounts	Confirmed
10.33 Is there a general ledger report that shows balances brought forward and carried forward plus all posted transactions in the period?	Yes - General Ledger Report	Confirmed
10.34 Is a trial balance available? 10.34.1 Is this in summary or detailed format?	Yes Both	Confirmed Confirmed
10.35 Can the management accounts, profit and loss account and balance sheet be sufficiently analysed by: 10.35.1 Project/job	Only a single analysis field 'Class' can be used for any of the following Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
10.35.2 Cost centres	**Plus:** Yes, using classes **Simple Start & Essentials:** No	Confirmed
10.35.3 Department	See above – Cost Centres	Confirmed
10.35.4 Division	See above – Cost Centres	Confirmed
10.35.5 Company	No. The system is a single company per data set	Confirmed
10.35.6 Group (if applicable)	N/A	
10.35.7 Can the above be user defined by Period and/or range?	Yes – date range	Confirmed
10.36 What controls are there in place so that the user is aware of partly processed transactions: - 10.36.1 Unposted invoices	See 20.28.5 in situation where data corruption has occurred. Not possible. Posted as entered	Confirmed
10.36.2 Uninvoiced dispatches	No dispatches	Confirmed
10.36.3 Payments	Not possible. Posted as entered	Confirmed
10.36.4 Receipts	Not possible. Posted as entered	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)	No gross margin report available: **Pro:** No controls but default price levels can be set **Premier**: No controls but default price levels can be set by user and items	Confirmed
10.38 Detail all automatically generated documents for external use. (E.g. sales invoices and statements, remittance advices.)	Estimates, Invoices, Sales Receipts, Receive Payment, Credit Note, Refund Receipt, Delayed Credited, Delayed Charge, S/L Statements	Confirmed
10.39 Can the software reproduce source documents? [E.g. sales invoices; POs, Remittance advices……]	Estimates, Invoices, Sales Receipts, Receive Payment, Credit Note, Refund Receipt, Delayed Credited, Delayed Charge, S/L Statements	Confirmed

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Question	Supplier Response	Evaluator's Comment
10.40 Are the duplicates an exact replica of the relevant financial and VAT accounting information as stored on original documents [i.e. they do not take account of any subsequent changes to the standing data?	Yes, duplicates are exact replicas unless the transaction has been changed. In the case of VAT returns QuickBooks create PDF's of all VAT 100 and detailed reports which can be accessed at any time. VAT reports can't be replicated if the user has entered transactions to an earlier period	Confirmed
10.41 Are these clearly identified as duplicates?	User has to modify the template to show "duplicate"	Confirmed
10.42 Does the software force the production of month-end reports?	No. It is an open system	Confirmed
10.43 Can the reporting function make use of external data files?	No	Confirmed
10.44 Does the report writer have the facility to scroll up and down when output to screen?	No report writer, but it is possible on screen reports and enquires	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?	No report writer, but all reports can be previewed	Confirmed
10.47 Can transactions and standing data be output directly to other formats e.g. CSV, txt, XML, PDF etc. for any period of time required?	Print to PDF, email to Export to Excel	Confirmed

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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?	No	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)	13 rates are set-up by default, but the user can set-up additional rates	Confirmed
11.2 How does the software handle roundings?	Automatically rounds up based on the VAT code total (not line by line basis). It then does a further check by applying the VAT fraction to the Total (incl.) VAT price. This is to aid retailers who either process individual VAT Inclusive transactions or enter their Point of Sale Z readings	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

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Question		Supplier Response	Evaluator's Comment
11.5	Does the software handle VAT calculation tolerances? If Yes do any discrepancies produce: - 11.5.1 Warning?	No N/A	Confirmed
	11.5.2 Appear in the audit trail?	N/A	
	11.5.3 Appear in the VAT exception report?	N/A	
11.6	What security features (password/ audit trail) are in place to control changes made to: 11.6.1 General ledger VAT control accounts?	 Via Password control	 Confirmed
	11.6.2 VAT tables set up and change?	Via Password control	Confirmed
	11.6.3 Tolerance levels?	N/A	
	11.6.4 Invoice sales number table?	None. Start number can be set or the default is 1001	Confirmed
	11.6.5 Changes on VAT code on customer files?	VAT code not held on S/L accounts	Confirmed
	11.6.6 Changes on VAT code on stock files?	Yes – via Audit Log	Confirmed
	11.6.7 VAT calculated on sales invoices or credit notes?	Only those users able to raise these transactions (via password control)	Confirmed
11.7	Does the software store and report a VAT return identifier [VRI]?	No, but filed date recorded	Confirmed
11.8	How does the software ensure that that each eligible posting is reported only once in a VAT return?	The system looks for the VAT period end date and looks for transactions prior to that date that have not been filed. These are reported in the next VAT period	Confirmed

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Question		Supplier Response	Evaluator's Comment
Method of operation			
11.9	VAT basis. Can the software handle: 11.9.1 Invoice (standard) accounting?	Yes	Confirmed
	11.9.2 Cash accounting?	Yes, but not when using products	Confirmed
11.10	If the software can handle both invoice (standard) and cash methods of accounting for VAT is the basis clearly identified during set up?	Yes, the option can be selected for either basis	Confirmed
11.11	Does the software allow for a switching between methods? If Yes: -	Yes	Confirmed
	11.11.1 Is the change fully supported by audit trails to ensure proper VAT treatment of all transactions?	Yes. The change is shown in the Activity Log but no details are given	Confirmed
	11.11.2 Is this ability to change a basis of accounting clearly flagged, i.e. users warned etc.	No specific warning, but some advice is given in the help section	Confirmed
	11.11.3 Does the software alert the user that they require HMRC authorisation if they attempt to apply, retrospectively, the 'Cash Accounting Scheme' for VAT accounting?	No. Warning given about the transactions impacted by the change	Confirmed

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Question	Supplier Response	Evaluator's Comment
11.11.4 Does the software provide useful and relevant information on switching in the software help section?	Yes. There is some advice via help topics	Confirmed
11.12 Can the software handle the following VAT schemes: -		
11.12.1 Annual accounting scheme?	The software can be configured to handle this scheme	Confirmed
11.12.2 Flat rate scheme?	Yes	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 – manually	Confirmed
11.14 Please state the number of VAT codes available for VAT analysis.	19 VAT codes are set-up by default, but the user can set-up additional rates	Confirmed
11.15 How does the software handle: - 11.15.1 Outside scope?	"0" Outside the scope of VAT code	Confirmed
11.15.2 Distance selling (supply to an unregistered EC customer)?	User will need to select "20% S" VAT code	Confirmed
11.16 How the software handle EC VAT: - 11.16.1 Goods and related service?	Recording only User needs to select '0.0% ECG', '0.00% ECS', '20.0% ECG' & '20.0 ECS' VAT codes	Confirmed Confirmed

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Question	Supplier Response	Evaluator's Comment
11.16.2 Services only?	User needs to select 0.00% ECS' & '20.0 ECS' VAT codes	Confirmed
11.16.3 Process?	N/A	
11.16.4 Triangulation?	N/A	
11.17 Does the software include the functionality to identify EU acquisitions?	Yes - included in Box 2 of VAT return. Available under the detail report	Confirmed
If Yes: - 11.17.1 Can the software generate acquisition tax?	Yes	Confirmed
11.18 Can a report be generated of all EU acquisitions and the amounts of acquisition tax generated?	Yes, with a drill down from the VAT detailed report	Confirmed
11.19 Does the software include the functionality to identify transactions liable to reverse charge VAT?	Yes - via VAT Detail report	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, with a drill down from the detailed report	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?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
11.22 How does the software handle late transactions posted outside the closed VAT return period?	The software allows it (may require a password) but the amount of VAT is automatically brought forward to the current VAT period. Users without specific privileges can only post to an open period.	Confirmed
Input VAT (purchases)		
11.23 Can the software handle VAT inclusive amounts and automatically calculate the input VAT?	Yes, either globally or by invoice	Confirmed
11.24 Does the software require the following to be entered: -		
11.24.1 Supplier reference?	Yes	Confirmed
11.24.2 Supplier document reference?	Optional	Confirmed
11.24.3 Internal document reference?	Optional – user can use memo field	Confirmed
11.24.4 Invoice tax point date?	Yes	Confirmed
11.24.5 Invoice posting period date?	No – same as tax point date	Confirmed
11.24.6 Invoice gross total?	Yes	Confirmed
11.24.7 Invoice VAT amount?	Yes - Automatically calculated	Confirmed
11.24.8 Individual invoice lines: -	Yes	Confirmed
11.24.8.1 Net amount?	Automatically calculated	Confirmed
11.24.8.2 VAT rate?	Generated from VAT code	Confirmed
11.24.8.3 VAT code?	Yes	
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	No tolerances	Confirmed

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Question	Supplier Response	Evaluator's Comment
subject to the software tolerance?		
11.26 Can the user override the software derived input VAT amount and input VAT as shown on the supplier invoice?	Yes	Confirmed
11.27 Does the software allow VAT to be reclaimed on the basis of registered but unposted invoices?	No, invoices posted when created	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, but it can be overwritten and duplicates are allowed but a warning is given. No warning about VAT not yet reclaimed. Including as necessary on VAT return	Confirmed
11.29.2 Company name, address, EC country code and VAT number?	Yes. Optional - EC Country Code can be entered as part of the VAT number	Confirmed
11.29.3 The time of supply (tax point)	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
11.29.4 Date of issue (if different to the time of supply)	Yes	Confirmed
11.29.5 Customer's name (or trading name) and address, EC country code and VAT number (if applicable)	Yes. Optional - EC Country Code can be entered as part of the VAT number. It also holds the country name	Confirmed
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?	Yes	Confirmed
11.30.1 Is this on the face of the invoice?	Yes, on invoice line	Confirmed
11.31 Does the software handle Proforma invoices?	Yes, but the user must customise	Confirmed
If Yes: - 11.31.1 Are the invoices clearly identified as "this is not a tax invoice"?	All system templates for non VAT documents have the wording on as standard. The user must customise for templates that have been migrated from earlier releases.	Confirmed
VAT Reporting		
11.32 Does the software produce a VAT 100 form as standard?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
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 customise	Confirmed
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	Confirmed
11.35 Can the VAT return be recreated showing all the transactions which were included in the original VAT return?	Yes. It can be printed to PDF, email or excel.	Confirmed
11.36 Does the software have a separate VAT audit log?	No, but there is VAT Exception report available. Any changes will be included in the Audit Log.	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.	Audit log will show changes made	
11.37.2 Change from invoice/cash VAT accounting or other Schemes.	Audit log will show changes made	Confirmed

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Question			Supplier Response	Evaluator's Comment
	11.37.3	VAT tolerance.	N/A	
	11.37.4	Changes to VAT rates on customer, supplier, product master files. Please specify	Audit log only shows a change has been made for products, VAT rate not held in S/L & P/L accounts	Confirmed
11.38	Are the above changes noted above stamped with a: -			
	11.38.1	User id?	Yes, on Audit Log	Confirmed
	11.38.2	Software generated unique reference number?	No	Confirmed
	11.38.3	Date and time?	Shows if changed since last review	Confirmed
11.39	VAT postings			
	11.39.1	Are all VAT postings recorded in the audit trail or VAT audit log?	Yes, included in the VAT detail Report. Also recorded in Audit Log	Confirmed
	11.39.2	Does the software denote whether each transaction has been included in a reconciled VAT return?	VAT detail Report only shows unreconciled transactions. Also recorded in Audit Log	Confirmed
	11.39.3	How does it denote which VAT Return the transaction has been included in?	Yes. VAT return shows the filed date for each transaction	Confirmed
11.40	Does the software produce a VAT Exception report detailing such transactions as: -			
	11.40.1	VAT amounts outside tolerance levels?	No tolerance levels	Confirmed

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Question	Supplier Response	Evaluator's Comment
11.40.2 Manual changes to software generated VAT?	No	Confirmed
11.40.3 Write offs	Any writes-offs should be allocated to a bad debt account.	Confirmed
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?	Included in the VAT detail Report. Also recorded in Audit Log	Confirmed
11.41 Does the software handle "intra-community" supply of goods?	No	Confirmed
11.42 Does the software support production of an EC Sales List?	Not at present	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?	N/A	
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?	Not at present	Confirmed

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Question	Supplier Response	Evaluator's Comment
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).	Not at present	Confirmed
11.45 How does the software handle triangulation? E.g. a movement of goods without a related invoice transaction.	N/A	
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. Can be filed direct via XML to Government Gateway or via a PDF	Confirmed
11.47 Can these be electronically transmitted direct from the system?	Yes	Confirmed
11.48 Does the software produce Intrastat reports where applicable?	No	Confirmed
11.49 How are errors on VAT accounts corrected?	By journal entry	Confirmed
11.50 How does the software handle the VAT on purchase and sales ledger contras?	No contras allowed. Journal entries would have to be made by the user	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)?	The user can manually override the standard VAT code or VAT rate	Confirmed

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Question	Supplier Response	Evaluator's Comment
11.52　Can the software handle cheque refunds to customers? 　If Yes: -	Yes	Confirmed
11.52.1　How is the VAT accounted for under cash accounting?	VAT is only reported when a payment has been applied to a VATable transaction or money has been deposited directly to a bank account.	Confirmed
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?	The user has to enter either a Credit Memo or make a journal entry	Confirmed

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Question	Supplier Response	Evaluator's Comment

12   Currency

Question	Supplier Response	Evaluator's Comment
12.1 Is multi-currency processing available? If Yes: -	**Essentials & Plus**: Yes **Simple Start:** No	Confirmed
12.1.1 State number of currencies available. Does this cover: -	The user can only have one home (base) currency, but can process transactions in any foreign currency	Confirmed
12.1.2 General ledger?	Yes - Bank accounts only	Confirmed
12.1.3 Sales ledger?	Yes	Confirmed
12.1.4 Purchase ledger?	Yes	Confirmed
12.1.5 Stock?	No – home (base) currency only	Confirmed
12.2 Is conversion to sterling automatic? If Yes: - Does this cover-	Yes	Confirmed
12.2.1 General ledger?	Yes – Bank accounts only	Confirmed
12.2.2 Sales ledger?	Yes	Confirmed
12.2.3 Purchase ledger?	Yes	Confirmed
12.2.4 Stock?	No – home (base) currency only	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?	Yes – Bank accounts only	Confirmed
12.3.2 Sales ledger?	Yes	Confirmed
12.3.3 Purchase ledger?	Yes	Confirmed
12.3.4 Stock?	No	Confirmed
12.4 What are the currency capacities?	150+ currencies	As stated
12.5 What are the maximum and minimum exchange rates?	Min: 0.0(6), Max: 9(11)	As stated

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Question		Supplier Response	Evaluator's Comment
12.6	What approach will the Software House take towards handling the EURO?	The Euro is handled like any other currency. If the UK adopts the Euro as its currency going forward, then a patch would be provided to deal with this	Confirmed
12.7	What currency information is held:		
	12.7.1 Currency Code/description?	Code	Confirmed
	12.7.2 Country?	Country and Currency name	Confirmed
	12.7.3 Currency rate table?	Yes – found from live system on internet. Single rate per currency.	Confirmed
	12.7.4 Date rates effective from-to?	Effective on the date of invoice	Confirmed
	12.7.5 Previous rates held?	No	Confirmed
12.8	Can a base currency be selected?	Yes	Confirmed
12.9	Can the user over ride the exchange rates during a transaction?	Rate on invoices can only be changed after posting. Can override rate on payments and receipts	Confirmed
12.10	Can the user change the exchange rates per account?	No rates held per account	Confirmed
12.11	Is there a restriction on accounts to a single selected currency? If Yes: -	Yes. Single currency per account	Confirmed
	12.11.1 What controls are in place over any changes?	Cannot be changed. User would need to create a new account with a different currency	Confirmed
12.12	Can the user manually over ride the currency calculation?	User can change the rate (see 12.9). Also can edit currency rate via Lists. Default is Market rate. Updated daily	Confirmed

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Question	Supplier Response	Evaluator's Comment
12.13 Are gains or losses on currency calculations automatically processed?	Yes	Confirmed
12.14 Can the user over ride the calculation /processing of currency gains and losses?	No	Confirmed
12.15 Can a user override an exchange rate on each transaction?	Yes (see 12.9)	Confirmed
12.16 Can the user define the treatment of foreign exchange gains/losses i.e. where posted to in the general ledger?	No. Automatically posted to Exchange Gain or Loss account	Confirmed
12.17 Can ledger accounts be defined to take invoices/payments in specified currencies/ multiple currencies?	**Essentials & Plus:** Yes, but only G/L bank accounts, Debtors and Creditors set-up for different single currency when Suppliers and Customers are set-up **Simple Start**: Does not support multi-currency	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. Use can only select currency from drop down list	Confirmed
12.20 Can currency transactions be entered in selected currency and/or base currency?	Yes. Single currency per transaction	Confirmed
12.21 Can transactions be entered in multiple currencies?	No	Confirmed
12.22 How does the software handle exchange differences?	Automatically calculates exchange gain/loss and posted to this general ledger account	Confirmed

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Question	Supplier Response	Evaluator's Comment
12.23 How does the currency treat revaluations relating to: 12.23.1 Ledgers (sales/ purchases)	No automatic revaluations. User must enter via a journal N/A	Confirmed
12.23.2 Monetary assets/ liabilities	N/A	
12.23.3 General ledger accounts?	N/A	

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Question	Supplier Response	Evaluator's Comment
13 Sales Order Processing and Invoice Production		
13.1 Does the software start with a quotation or the sales order?	Can be either an estimate or order	Confirmed
13.2 Are recurring or schedule orders handled?	**Simple Start:** No **Essentials & Plus:** Recurring or reminder but no scheduled orders	Confirmed
13.3 At quotation or initial order stage state how does the software: 13.3.1 Checks stock availability?	**Simple Start & Essentials:** No stock tracking **Plus:** Quantity available is shown when entering quantity on invoices	Confirmed
13.3.2 Highlight alternative stock?	No	Confirmed
13.4 How does the software check credit status of customer:? 13.4.1 On receipt of order?	No credit limits but able to view all outstanding amounts	Confirmed
13.4.2 Prior to dispatch?	No dispatch stage	Confirmed
13.5 Can the software block: 13.5.1 Customer orders?	No	Confirmed
13.5.2 Deliveries?	No	Confirmed
13.5.3 Invoice production?	Yes, by making account inactive	Confirmed
13.6 Where stock is not available is a "back order" raised and a purchase order issued?	No. Only a message is given in the quantity field during the customer estimate/invoice entry	Confirmed
13.7 Does the software handle forward orders? If Yes is this: - 13.7.1 Only when stock is now available?	No N/A	Confirmed
13.7.2 Allocated from future planned stock?	N/A	

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Question	Supplier Response	Evaluator's Comment
13.8 Can multiple addresses be held for each customer (invoice and delivery address).	Yes. A separate invoice and delivery address are held. Can use Sub-customers for multi-delivery addresses	Confirmed
13.9 Are the following documents produced:		
13.9.1 Quotations?	Yes – estimates	Confirmed
13.9.2 Order confirmation?	No	Confirmed
13.9.3 Picking lists?	No	Confirmed
13.9.4 Labels?	No	Confirmed
13.9.5 Dispatch/Delivery note?	No	Confirmed
13.9.6 Invoices?	Yes	Confirmed
13.10 Are the following reports available:		
13.10.1 Quotes for which orders not received?	No, but the user is able to run a report "Estimates by user" which includes a Status	Confirmed
13.10.2 Orders received (analysis)?	No	Confirmed
13.10.3 Items placed on backorder and/or purchase orders raised?	No	Confirmed
13.10.4 Items dispatched not invoiced?	No dispatch stage. When invoice is issued the stock is updated	Confirmed
13.10.5 Items ordered but not dispatched due to stock out?	No	Confirmed
13.10.6 Gross margin (by invoice or item)?	No	Confirmed
13.11 Are invoice details derived from order input? (e.g. prices, quantity)	Yes, they can be. In an Estimate a user can amend the Status and also "Copy to Invoice"	Confirmed
13.12 Can picking lists /dispatch notes be amended for non-availability of stock? If Yes: - 13.12.1 Is this reported?	No N/A	Confirmed

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Question	Supplier Response	Evaluator's Comment
13.12.2 Are the items dispatched reflected in final invoice?	N/A	
13.13 Is there one dispatch note and invoice per order?	No dispatch stage	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.	No dispatch stage. Stock is updated when the invoice is produced	Confirmed
13.15 Can manual invoices be raised (i.e. without a sales order)?	Yes	Confirmed
13.16 Does the software produce proforma invoices as required?	Possible. The user could use estimate with a change to the template to make it a proforma	Confirmed
13.17 Can returned goods be processed to produce credit notes?	Credit note needs to be produced which then updates the stock	Confirmed
13.18 Are these referenced to the original order/invoice?	User must enter this manually as a reference	Confirmed
13.19 Will the product accept orders from the Web? If Yes: -	Yes – via a 3rd Party App https://apps.intuit.com/?locale=en-GB	Confirmed
13.19.1 How are web orders integrated with the sales order processing ledgers?	Integrated via 3rd Party App	Confirmed
13.19.2 What control features are available for checking web orders before processing?	Depends on the 3rd Party App & user	Confirmed

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Question	Supplier Response	Evaluator's Comment
14 **Purchase Order Processing**		
14.1 Does the software generate suggested orders?	No	Confirmed
14.2 Can orders be generated by the user?	Yes. **Plus,** only	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?	User cannot tag, but they can select easily from the drop down list selection	Confirmed
14.4 Can more than one supplier be allocated to each product?	No supplier related to product	Confirmed
14.5 Does the software hold details of substitute products if applicable?	No	Confirmed
14.6 Based on automatic and manual order generation (above) does the software produce a list of proposed purchase orders, if so, can these be easily amended?	No	Confirmed
14.7 Is stock availability updated for stock on order?	No	Confirmed
14.8 Can the software handle partially completed orders and returns?	No	Confirmed
14.9 Are receipts checked to orders and discrepancies reported?	No	Confirmed
14.10 Are purchase invoices checked to purchase orders, confirmed receipts and discrepancies reported?	No	Confirmed

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Question	Supplier Response	Evaluator's Comment
14.11 Are the following reports available:		
14.11.1 Purchase Orders raised (analysis)?	Yes. "Purchase Orders by Supplier Detail" report	Confirmed
14.11.2 Purchase Orders not received?	Yes. "Open Purchase Order list by Supplier" report available	Confirmed
14.11.3 Goods received discrepancies?	No	Confirmed
14.11.4 Invoice to goods received discrepancies?	No	Confirmed
14.11.5 Goods received not invoiced?	No	Confirmed
14.12 Can the software handle "back to back" ordering?	No	Confirmed

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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): -	Note: No stock feature in **Simple Start & Essentials**	Confirmed
	15.1.1 Item numbers/ description?	100 A/N item name and long description	As stated
	15.1.2 Location(s)?	No	Confirmed
	15.1.3 Quantity, (available, allocated, on order)?	On hand only	Confirmed
	15.1.4 Minimum and maximum stock levels?	No	Confirmed
	15.1.5 Reorder lead times?	No	Confirmed
	15.1.6 Supplier(s)?	No	Confirmed
	15.1.7 Prices/cost/ discount details?	Single sale and purchase price	Confirmed
	15.1.8 Batch/serial number?	No	Confirmed
	15.1.9 Weights etc?	No	Confirmed
	15.1.10 Other – please specify?	N/A	
15.2	How is stock updated? 15.2.1 Dispatch of goods?	By creation of invoice (see earlier).	Confirmed
	15.2.2 Receipt of goods?	By entry of bill.	Confirmed
	15.2.3 Adjustments?	Yes. Stock figure can be amended	Confirmed
	15.2.4 Transfers between locations?	No	Confirmed
15.3	Is negative physical stock allowed?	Yes	Confirmed
15.4	Can the software handle "sale or return" stock?	No	Confirmed
15.5	Can the software handle variations to a standard pack of products?	No, but descriptions can be modified on the estimate/invoice	Confirmed
15.6	What methods of stock valuations are allowed?		

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Question	Supplier Response	Evaluator's Comment
15.6.1 Average	Yes	Confirmed
15.6.2 FIFO	No	Confirmed
15.6.3 LIFO	No	Confirmed
15.6.4 Standard cost	No	Confirmed
15.6.5 Other – please specify	N/A	
15.7 How can stock enquiries be made, i.e. by product code, short name/supplier etc.	By name. Can also use "Stock Valuation Detail Report"	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?	No	Confirmed
15.9 Does the software facilitate the regular counting/ inspection of physical stock (e.g. by producing random/defined stock check lists)?	No, but a "Stock Take Worksheet" is available	Confirmed
15.10 Can the software handle more complex situations such as:		
15.10.1 Bill of materials	No	Confirmed
15.10.2 Links to CAD/CAM systems	No	Confirmed
15.10.3 Job costings to collate and value WIP.	No. However, each customer account can have a number of jobs set-up to track time or material of each job	Confirmed

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Question	Supplier Response	Evaluator's Comment

16   User Documentation

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

Question		Supplier Response	Evaluator's Comment
16.1	Is the manual clearly laid out and understandable?	No manual. Online help, getting started guide and community questions/answers	Confirmed
16.2	Is the manual comprehensive and accurate?	N/A	
16.3	Is there an index to the manual?	N/A	
16.4	Is it easy to locate specific topics in the manual when required?	N/A	
16.5	Is it easy to follow through all procedures in the manual?	N/A	
16.6	Does the manual include:	No hardcopy of a manual available	Confirmed
	16.6.1 A tutorial section?	Video guides to basic functions	Confirmed
	16.6.2 A guide to basic functions?	Popup features can be switched on and off – with guidance given	Confirmed
	16.6.3 Pictures of screens?	N/A	
	16.6.4 Completed examples included in the manual?	N/A	
	16.6.5 Specific "error correction" procedures?	Yes – via Help section	Confirmed
	16.6.6 VAT information?	Yes – via Help section	Confirmed
16.7	Does the documentation clearly specify the actions to be taken by users at each important stage of processing?	Yes – via Help section Full set-up guidance given	Confirmed
16.8	Are help screens available relating to the task in hand? (context sensitive help).	Yes, but not context sensitive. The QuickBooks online community (other users) can also be accessed within the	Confirmed

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Question	Supplier Response	Evaluator's Comment
	product for Questions/answers	
16.9 Do they provide on-line instructions on how to use particular features of the software?	Yes	Confirmed
16.10 Can they be edited or prepared by the user?	Help – no. Online community – yes	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, a link is given to 3rd party applications on: https://developer.intuit.com Within the above link there are developer guides https://developer.intuit.com/docs/0100_quickbooks_online/0200_dev_guides/0000_overview	Confirmed

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Question	Supplier Response	Evaluator's Comment
17 Efficiency		
17.1 Are the various functions of the software menu-driven, or otherwise easy to initiate?	Yes	Confirmed
17.2 Is there a good response time in the initiation of functions?	Yes, subject to hardware power and internet connection speed	Confirmed
17.3 Is data entry easily repeated if similar to previous entry?	Yes – in many cases. User can enter recurring transactions and use of quick look-ups	Confirmed
17.4 Does the software prevent access to a record while it is being updated?	There is a full featured audit log which is time/ date / name stamped for every action. There is a queue system in QuickBooks, if multiple users access the same file or transaction, access is allowed and changes can be made but the change is based on who did it first.	Confirmed
17.5 Is there locking at file or record level?	Yes – at Record level (see above)	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?	N/A	
17.8 Can regular reports be easily duplicated if required?	Yes. User can also memorise reports and run them as a group	Confirmed

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Question	Supplier Response	Evaluator's Comment
17.9 Does the software warn the user when space is becoming short?	N/A	

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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?	Yes	Confirmed
18.2	Are they integrated on real time basis or batch basis?	Real time	Confirmed
18.3	Can the integration of batches be by batch, weekly or monthly?	No batches	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?	Minimum system requirements: PC or Mac 450 MHz computer with 128 MB of RAM Windows XP (or later) or Mac OS X 10.5 or later, 1024x768 screen resolution, Internet access (**recommended:** high-speed connection such as DSL or cable) Mobile access: iPhone: QuickBooks Mobile app from the App Store Android: QuickBooks Mobile app from the Android Market Blackberry: Can be accessed via URL.	Confirmed
18.6	Which databases can be used?	Propitiatory only	Confirmed
18.7	Can more than one software function be performed concurrently?	Yes	Confirmed
18.8	Can the software be linked to other packages e.g. word processing, graphics, financial	Yes – via 3rd party application. App add-on https://apps.intuit.com/?locale=e	Confirmed

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Question	Supplier Response	Evaluator's Comment
modelling, to provide alternative display and reporting facilities?	n-GB Can also export to Microsoft products such as email and Excel	
18.9 Can definable links to spreadsheets be created?	Yes. Can export to Excel.	Confirmed
18.10 Does the software integrate with any web trading software? 18.10.1 External or	Yes – via 3rd party App's External	Confirmed
18.10.2 Suppliers own?	N/A	
18.11 Note which other business application software that can be linked to the software:	Intuit has released its Developers kit for third parties with which to integrate their applications.	Confirmed
18.11.1 Payroll?	Integrated solution by QuickBooks at extra cost	Confirmed
18.11.2 Time/fees?	Yes – via 3rd Party App	Confirmed
18.11.3 MRP?	Yes – via 3rd Party App	Confirmed
18.11.4 Fixed assets?	Yes, included, but also can use 3rd Party App	Confirmed
18.11.5 Document management software?	Yes, included, but also can use 3rd Party App	Confirmed
18.11.6 Job costing?	Yes, included, but also can use 3rd Party App	Confirmed
18.11.7 CIS?	N/A – Integrated solution by QuickBooks planned	Planned in future release
18.11.8 Other – please specify?	Please review App centre https://uk.qbo.intuit.com/app/appcenter	Confirmed
18.12 Is the software compatible with XML standards? If so in what respect? (input/ output/ other)?	Yes, for VAT 100. CIS to follow later in the year. Date to be confirmed	Confirmed

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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)?	Yes - some retailers (Curry's, PC World, eBay, Argos)	Confirmed
19.2 How is the product supported: - 19.2.1 Direct by Software House?	Yes	Confirmed
19.2.2 By VAR?	No, but some accountants offer support	Confirmed
19.3 Is the software sold based upon number of users or number of concurrent users?	No. Per company based on the level of product which has a defined number of users	Confirmed
19.4 Do VARs have to go through an accreditation process?	No	Confirmed
If Yes: - 19.4.1 Please note the process.	N/A	
If No: - 19.4.2 Please explain how organisations are chosen to be VAR?	Intuit review their business credit rating and professional credentials before agreeing to partner with them	Confirmed
19.5 In the event of a dispute between Supplier and VAR how can the situation be resolved?	By discussion	Confirmed
19.6 Detail the types of cover available.	Telephone and on-line support	Confirmed
19.7 Please note all method of support available: - 19.7.1 Telephone.	Yes	Confirmed
19.7.2 Modem link.	Yes – if access is given	Confirmed
19.7.3 Internet.	Yes	Confirmed
19.7.4 Other – specify.	Instant messaging, Email and Social media	Confirmed

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Question		Supplier Response	Evaluator's Comment
19.8	Please provide an indicative cost of cover and what is included.	Included in the monthly subscription fee	Confirmed
19.9	How often are general software enhancements provided?	Monthly releases	Confirmed
19.10	Will they be given free of charge?	Yes – included as part of the monthly subscription fee	Confirmed
19.11	How are enhancements and bug fixes provided to customers?	Upgrades via internet/website	Confirmed
19.12	Is "hot line" support to assist with immediate problem solving available?	Yes	Confirmed
19.13	If so, is there an additional cost involved?	No. Part of the monthly subscription	Confirmed
19.14	At what times will this support be available?	Toll free call centre is open from Monday – Friday 08:00 – 20:00 (excluding English bank holidays)	Confirmed
19.15	Who provides training: 19.15.1 Software House? 19.15.2 VAR?	 Yes - to Accountants who are in the partner program No	 Confirmed Confirmed
19.16	Is hardware and maintenance provided by: 19.16.1 Software House? 19.16.2 VAR?	 No No	 Confirmed Confirmed
19.17	Is a warranty offered in respect of specification of the software?	Limited warranty (30 days)	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)?	Whilst it is not unusual for SaaS systems, potential users should note there is no facility to put an Escrow agreement in place	Confirmed

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Question	Supplier Response	Evaluator's Comment
19.19 Are there any unduly restrictive conditions in the license for the software?	No	Confirmed

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Question	Supplier Response	Evaluator's Comment

Additional questions for SaaS providers

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

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

20   Security and continuity of processing – SaaS (FOR INFORMATION ONLY)

Question	Supplier Response	Evaluator's Comment
20.1 Are different levels of security provided to control access to the product/service?	Yes	As stated
20.2 What forms of user authentication are supported e.g. user names, passwords certificates, tokens etc.?	Password	As stated
20.3 What is the proposed product/service availability percentage?	In excess of 99%	As stated
20.4 Is the service available 24x7 or are there downtime periods for maintenance?	There is planned downtime for maintenance	As stated
20.5 Is a service level agreement offered regarding service availability?	No	As stated
20.6 Is the customer made aware of maintenance periods in advance?	Yes	As stated
20.7 Does the product/service require the use of any technologies that may be considered as a security risk? e.g. ActiveX, JavaScript, Cookies.	The system requires cookies and java script. It also utilised ActiveX	**As** stated
If so, describe how the user can mitigate this risk.	No mitigation	As stated

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Question	Supplier Response	Evaluator's Comment
20.8 Where the product/service relies upon downloading and running an executable program, has that program been secured with a digital certificate to verify the source and integrity of the program?	Yes	As stated
20.9 Is data for different customers/companies kept:-		
20.9.1 On separate servers?	No	As stated
20.9.2 In different databases?	No	As stated
20.9.3 In separate database tables?	No	As stated
20.9.4 In a database with data for other customers and companies using identification codes with each record?	Yes	As stated
20.10 How is it ensured that data for different customers and companies is reliably identifiable and only accessed by authorised users for each customer/company?	Each company has a separate Company ID, Authorised ID and Global User ID	As stated
20.11 Are there any situations where users from one customer/company can work with data from another customer/company?	No	As stated
20.12 What are the implications of the Data Protection Act over information held by the service provider?	All information is stored in multiple locations in the US in accordance with the Data Protection Act	As stated
20.13 Does the application software: -		
20.13.1 Require any client software to be installed on the user's computer?	No	As stated
20.13.2 Work entirely within Internet Browser software	Yes	As stated

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Question	Supplier Response	Evaluator's Comment
on the user's computer?		
20.14 Are communications between the user's computer and the software service encrypted: -		
20.14.1 User log in data only?	No	As stated
20.14.2 All data exchanged between user client and software service?	Yes	As stated
20.15 What security steps are taken to prevent and detect intrusion attempts?	All firewalls etc. are regularly monitored and updated	As stated
20.15.1 Is firewall hardware and software used to protect the live systems from unauthorised access?	Yes	As stated
20.15.2 Which monitoring software is used to create alerts when intrusion attempts are suspected?	Appscan, botattackcheck, sql injection check, Wily, NewRelic	As stated
20.15.3 Are designated staff responsible for receiving and urgently responding to these alerts?	Yes	As stated
20.15.4 Have clear procedures been established for identifying and responding to security incidents?	Yes	As stated
20.15.5 Is all security sensitive software, such as operating systems and databases, kept up to date with the latest software patches? Please indicate how regularly updates are applied.	Yes. Firewalls and intrusion prevention systems provide **multiple layers of protection.** These measure are reviewed regularly and checked by external security specialists	As stated
20.15.6 List procedures and software tools in place to prevent or detect and eliminate interference from malicious code, such as viruses?	As above	As stated

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Question	Supplier Response	Evaluator's Comment
20.16 Is a system log maintained by the service provider that details		
20.16.1 User access	No	As stated
20.16.2 User activity	No	As stated
20.16.3 Error messages	No	As stated
20.16.4 Security violations?	No	As stated
20.17 Is this log available to the customer?	No	As stated
20.18 Have been any successful unauthorised access attempts been made during the last year? If Yes: -	No	As stated
20.18.1 What was the effect on the business and users?	N/A	
20.18.2 What steps are in place to prevent this happening in future?	N/A	
20.19 Are users automatically logged off after a preset time not using the system?	Yes	As stated
20.19.1 Can the time period be changed?	Yes	As stated
20.19.2 Can any information be viewed without being logged in, including after logging off, if so what information?	No	As stated
20.20 Are system messages clear?	Yes	As stated
20.21 Are user responses properly structured to ensure that erroneous input does not lead to inappropriate actions?	Yes	As stated
20.22 Are all data entries or file insertions and updates controlled to ensure that should part of a data	Yes	As stated

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Question	Supplier Response	Evaluator's Comment
entry fail the whole transaction fails?		
20.22.1 Are alerts sent to technical support staff when incidents occur to enable data update problems to be investigated and resolved?	Yes	As stated
20.22.2 Are messages provided to users clearly explaining whether the data entry or file upload has been processed successfully or not?	Yes	As stated
20.23 Explain the procedures in place to ensure the security of customer data held by the service provider, in particular: -		
20.23.1 Procedures to prevent unauthorised access from staff, or contractors, working for the service provider or any other people with access to the service provider's internal systems?	Login is password protected. Restricted network access	As stated
20.23.2 Is there sufficient segregation of duties preventing system developers from accessing and changing live applications and data files?	Yes. Role based access to the production data	As stated
20.23.3 Are there sufficient review and approval procedures covering system operations staff when emergency changes need to be made to live applications and data?	Yes	As stated
20.23.4 Is an audit trail always maintained of these emergency changes?	Yes	As stated

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Question	Supplier Response	Evaluator's Comment
20.23.5 What procedures are in place when members of staff leave to ensure that their system access is stopped?	Integrated with directory credentials	As stated
20.24 What are the physical controls over the: -		
20.24.1 Premises?	24/7 onsite security with biometric checks	As stated
20.24.2 Fileservers?	Locked protected data centres	As stated
20.24.3 Communications equipment?	As above	As stated
20.25 Is Internet communication traffic monitored to identify potential problems before they happen?	Yes. Logs are monitored with alert emails	As stated
20.26 What procedures are in place to prevent a break in Internet Connection (at the server, client or in between) from causing data corruption?	All the internal systems are protected with user name, password and when entered are sent multiple authorisation codes.	As stated
20.27 Is there a clear indication in the software or accompanying documentation of the extent to which the customer or the service provider is responsible for backups and recovery?	Intuit maintains and keeps backups. The Customer cannot make backups themselves.	As stated
20.28 Backups by service provider		
20.28.1 Explain the backup procedures applied by the service provider including:	Yes, on support pages	As stated
20.28.2 Are backup procedures automatic?	Yes	As stated
20.28.3 What is backed up and how frequently?	Customer data (databases) are back-up daily	As stated
20.28.4 The backup media used for the main backups?	Disk drives	As stated
20.28.5 Are backups kept for a sufficient time in case	35 day's retention	As stated

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Question	Supplier Response	Evaluator's Comment
problems, such as data corruption, are not identified until a while later? Please indicate how long backups are kept before they are overwritten.		
20.28.6 Where backups are located and whether there are always at least two up to date backups stored at a different location to the service provider's main server location?	Yes	As stated
20.28.7 How frequently backups are tested?	Quarterly	As stated
20.29 Backups by users		
20.29.1 Is it possible for users to download a backup of their own data?	No	As stated
20.29.2 If so, is the downloaded data in a format which can be viewed with relative ease in other software such as PC based spreadsheets or databases?	N/A	
20.29.3 Is the user forced or prompted to backup at certain intervals?	N/A	
20.29.4 Can the intervals be customised?	N/A	
20.29.5 If sole responsibility for backups rests with users, explain the system, documentation and training support available to ensure that adequate backups are taken and can be used for recovery.	N/A	
20.29.6 Are there facilities to test recovery with user managed backups?	N/A	

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Question	Supplier Response	Evaluator's Comment
20.30 Are contingency plans in place to enable a quick recovery from:-		
20.30.1 Database or application software corruption?	Yes	As stated
20.30.2 Hardware failure or theft?	Yes	As stated
20.30.3 Fire, flood and other disasters?	Yes	As stated
20.30.4 Communication failures?	Yes	As stated
20.30.5 How often are these plans tested?	Application is switched over DR datacentre every fortnight to test the DR capability	As stated
20.30.6 What is the longest period of time envisaged that service may not be available?	30 minutes	As stated
20.30.7 Are contingency plans documented?	Yes	As stated
20.30.8 How often are these plans reviewed and updated?	Monthly	As stated
20.30.9 If transaction records are dated and time stamped are the times used local to the user or based on where the server is located?	Based on user location	As stated
20.31 Application change management: -		
20.31.1 Do application changes automatically apply to all customers and users?	Yes	As stated
20.31.2 Are users able to test beta versions of the application before new versions go into live use?	Yes	As stated
20.31.3 Are users given notice before application changes are applied to the live system?	Yes	As stated
20.31.4 Are there sufficient internal testing and approval procedures applied by the service provider before all application changes are	Yes	As stated

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Question	Supplier Response	Evaluator's Comment
put into live use?		
20.31.5 Are users informed when they next login of the application changes that have gone into live use?	Yes	As stated
20.31.6 Are sufficient application and data backups maintained to enable a roll back to an earlier version if recent application changes cause problems?	Yes	As stated
20.32 Reliance on key staff		
20.32.1 What steps been taken to avoid undue reliance on individual members of staff?	Application is supported 24x7, with key staffs available from US and India round the clock	As stated
20.32.2 Are there any individual members of staff whose leaving or illness would significantly reduce, or even stop, the service provider's ability to provide a full and reliable service to customers?	No	As stated
20.33 What protection is in place to enable users to able to access their accounting and other data if the service provider should experience serious difficulties, cease trading or decide to stop providing the service?	Standard terms and conditions of use.	As stated
20.34 Do these arrangements include: -		
20.34.1 Standby arrangements for another organisation to continue providing the full service?	No	As stated
20.34.2 Minimal arrangements to at least enable customers to access their data for a sufficient period of time to extract data copies,	No	As stated

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Question	Supplier Response	Evaluator's Comment
produce reports and make alternative arrangements?		
20.34.3 Up to date copy of system documentation, source code, scripts, database schema and procedures lodged with a third party under an Escrow agreement?	No	As stated
20.35 If the system is hosted by another party are there arrangements in place for this third party to continue providing a hosting service in the short term to allow time for customers to negotiate their own arrangements?	N/A	
20.35.1 If so how long does the arrangement allow?	N/A	
20.36 Is there a user group or committee in existence with sufficient information and understanding to take the lead in setting up arrangements, should the service provider cease trading or decide to stop providing the service?	N/A	
20.37 Are there any licence or trading agreements which would become invalid should the service provider go into administration or cease trading?	Yes	As stated
20.37.1 If so what steps have been taken to protect customers from the impact of this situation arising?	The service is protected by copyright, confidentially and other intellectual property laws	As stated
20.38 What payment options are available for using the software / service?	Credit card, Debit Card	As stated

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Question	Supplier Response	Evaluator's Comment
20.39 Where online subscription is used, are the forms used to set-up or renew a subscription clear and straightforward to use?	Yes	As stated
20.40 Where online payment is used, what type of security is used to protect sensitive information?	All the communications between customers and the internal systems are encrypted. The internal systems are PCI compliant. (Payment Card Industry Compliant)	As stated
20.41 Where online subscription / payment is used, is an invoice provided to the customer and, if so, in what format?	Email notice. 30 days	As stated
20.42 When subscriptions (if applicable) need to be renewed, what advance notice is provided and what is the time limit for renewal?	Email reminders sent. Account may be suspended or terminated until all outstanding amounts are paid	As stated
20.43 Is there a procedure for late renewal and is there a time limit after which subscriptions cannot be renewed?	A subscription is on-going. For "non-payment" three attempts are made to collect the money. If all 3 fail then the account is locked. It is "read only" for 12 months	As stated
20.44 How soon after creating or renewing a subscription (if applicable) can the system / service be used?	Immediately. If the account has been locked (see 20.46) as soon as valid bank or credit card details are entered the service is available immediately	As stated
20.45 What notifications / confirmations are provided to the customer regarding subscriptions and payments?	Email confirmation	As stated
20.46 To what extent are users able to access their accounting and other data if: -		

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Question	Supplier Response	Evaluator's Comment
20.46.1 They miss one or two payments?	Read only or account may be suspended or terminated	As stated
20.46.2 They cease being customers?	Read only for up to 1 year. If the user stops using QuickBooks, they can ask for a copy of their data from Customer Care	As stated

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Question	Supplier Response	Evaluator's Comment

21   Reports extra questions for Saas (FOR INFORMATION ONLY)

21.1 Are reports produced from the same software as the financial applications or is separate reporting software used?	Same software	As stated
21.2 Does any application software (i.e. other than a web browser or PDF reader) need to be installed on the user's computer in order to prepare or view the reports?	No – Adobe reader required for printing of invoices but not for viewing	As stated
21.3 Is access to the reporting facilities and data these use controlled by the same procedures as access to the main financial applications?	Yes	As stated
21.3.1 If it is different explain the user access control facilities available to ensure information is only viewed by users with appropriate authority?	N/A	
21.4 In what electronic formats are reports produced: -		
21.4.1 PDF?	Can print to PDF	As stated
21.4.2 XML?	No	As stated
21.4.3 MS Excel spreadsheet?	Yes	As stated
21.4.4 CSV file?	Yes	As stated
21.4.5 As html for viewing in a web browser?	Yes	As stated
21.5 Are report documents stored on the web server or on the user's computer?	Not saved on the server	As stated
21.5.1 If report documents are stored on the web server are they secure to ensure only users with appropriate authority can get access?	N/A	

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Question	Supplier Response	Evaluator's Comment
21.5.2 If reports can be downloaded to the user's computer are there adequate warnings about the possible dangers of other computers users being able to view the reports and the need to store the documents in a secure storage location?	No	As stated
21.6 For documents viewable in a browser is any data stored on the user's computer in a web browser cache or temporary file (when viewing the report presented for the browser or for any simplified print layout style options)? If Yes: -	No	As stated
21.6.1 Is there any protection against other users viewing the report or data on which it is based?	N/A	
21.6.2 Is it clear on the reports when they were produced and the date of the data on which they are based, so the user can tell whether they are viewing out of date information?	N/A	
21.7 Are communications between the browser and the server encrypted for any report related communications?	Yes	As stated
21.8 If reports are produced dynamically each time the user views them can historical reports be reproduced at any time?	Yes	As stated
21.8.1 Indicate any reports that are not available after a	N/A	

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Question	Supplier Response	Evaluator's Comment
period of time has elapsed, e.g. events such as period end or records have been purged/deleted.		
21.9 Can reports viewable in a browser be navigated dynamically by users? For example:-	Yes	As stated
21.9.1 Enabling drill down to more detailed information (Please state the extent of drill down/across functionality available).	Yes – full drill down and across functionality	As stated
21.9.2 Altering which columns and rows of data are displayed.	Yes	As stated
21.9.3 Choosing time periods.	Yes	As stated
21.9.4 Specifying selection criteria.	Yes - click down available on most reports	As stated
21.10 Can report data be reliably copied and pasted direct from browser viewable reports to an MS Excel spreadsheet retaining any table layout?	Yes	As stated
21.11 If reports are incomplete, for instance due to a poor Internet connection, is sufficient information provided to enable the user to notice that some of the report is missing?	No partial data is downloaded	As stated

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