

ICAEW Accreditation Scheme
Financial Accounting Software Evaluation

Khaos Control Solutions Limited

Khaos Control version 8.135



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Date completed: 11 January 2018

Signed:

Table of Contents

1	Summary	3
2	Approach to evaluation.....	3
3	Matters to consider before purchase	4
4	Evaluation conclusion	8
5	Security and continuity of processing.....	9
6	Input of transactions	221
7	File maintenance.....	3131
8	Processing.....	35
9	Performance of requisite accounting functions	37
10	Reports	44
11	Value Added Tax.....	57
12	Currency.....	73
13	Sales Order Processing and Invoice Production	78
14	Purchase Order Processing	82
15	Stock Control.....	85
16	User Documentation.....	89
17	Efficiency	91
18	Integration and www facilities	93
19	Support and maintenance	97

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 Khaos Control version 8.135 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 Khaos Control version 8.135, a product specialist from the Khaos Control completed the detailed questionnaire and provided it to the evaluator to examine. The evaluator then visited the Khaos Control office in Grantham and in conjunction with the operation of the various aspects of the software assisted by a member of Khaos Control's technical staff checked the answers to confirm their validity. The questions were individually reviewed and commented on and the majority of assessments were confirmed.

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

Khaos Control version 8.135 was used throughout the evaluation. The evaluation covered the fully integrated sales, purchase and general ledgers and where appropriate sales order processing, sales invoicing, purchase order processing and

stock software, separate reports have not been prepared for each ledger. Instead a composite report has been prepared with references made to the appropriate ledger as necessary.

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

2.3 Software/hardware utilised

A desktop PC running Windows 10 was used with an Intel(R) Core(TM) i3-3220 CPU @ 3.30GHz with 4GB Ram connecting to a separate local server (running Windows Server 2012 R2) with a Khaos Control test database using SQL Server 2014. No specific browsers are required.

2.4 Report structure

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

3 Matters to consider before purchase

3.1 General overview

Khaos Control is a part of a comprehensive end to end business management solution range for SMEs and larger organisations from 3 to 100+ users. The software includes: order processing, purchasing, stock control, warehouse control and accounts. Integration with their own eCommerce solution or 3rd party web integration is available. Multi-channel integrations with the likes of Amazon and eBay for both order processing and stock level management come as standard.

The product range also includes Khaos Control Cloud which is based on the same technologies, offering a fast web interface to Khaos Control for users on the go or for smaller organisations (for example, up to £1 million turnover) who don't require the full functionality of Khaos Control.

Khaos Control Hybrid is also available, bringing all of these technologies together to provide a single solution for Back Office, Cloud and eCommerce, all delivered via Khaos Control's own hosting platform.

There are a number of planned developments for the future which will extend the accounting and other functionality in the near future in the following ways beyond what is presently described in this questionnaire, for example and not limited to:

- a. Period Control. Specifically aimed at those companies who process Purchase Invoices with long lead times receiving paperwork and have need to post to an accounting date which has been closed. (9.10, 9.18, 11.24.5)
- b. Extend control over EC Sales and Intrastat reports and to add support for electronic submission of both reports (11.44, 11.47)

c. To expand the Business Intelligence options available for Khaos Control working with external BI tools to achieve this. (18.8)

3.2 Supplier background

Khaos Control Solutions Ltd (formerly Keystone Software Development Limited) is based in Grantham (UK) and has been established for 17 years. They focus on creating, implementing and supporting business management solutions. They currently employ around 50 staff and turnover £2 million a year.

3.3 Product background and Suitability for user

Khaos Control is used by over 125 companies in the UK. No two Khaos Control customers are the same, hence the core solution is able to cater for the entire Khaos Control Family, thanks to the configurable nature of the software. From wholesalers to manufacturers, from retailers to resellers, from 3PLs to pop-ups, Khaos Control delivers efficiencies and enables companies to focus on growth. Khaos Control uses Microsoft SQL Server for its main Khaos Control solution.

3.4 Typical implementation

Khaos Control is currently aimed at SMEs and larger companies wanting control over their business within a single place. A Project Controller is assigned to each client and follows a tried and tested implementation process, which is based on PRINCE 2 and other best practice Project Management methodologies. Every implementation sees Khaos work with the client through project scoping, training, installation, implementation, data import, user acceptance testing and go live. In some instances, Khaos may carry out bespoke development as part of an implementation.

3.5 Vertical applications

eCommerce integration, Courier Integration, Payment processing, EPoS, Warehouse Control with Hand Held devices, Channel Integration (Amazon, eBay, Shopify, BigCommerce, Not On The High Street, etc), Consignments, Scheduled Shipments, Postcode Lookup Integration and Accounts.

3.6 Software and hardware specifications

3.6.1 Development environment

Delphi and C# hybrid for Khaos Control.
Javascript, Delphi and C# for Khaos Control Cloud.

3.6.2 Server platforms

Windows Server 2008 R2, Windows Server 2012, Windows Server 2016.
Support is in line with Microsoft and Khaos always recommend using the latest Windows Server version.

3.6.3 Databases

Microsoft SQL Server for Khaos Control, Khaos Control Hybrid.

3.6.4 Operating software

Support is in line with Microsoft and the latest security guidance.

Windows 7, Windows 10.

3.6.5 Protocols

TCP/IP used for SQL Server and KSignal internal communications.

3.6.6 Minimum client PC specification

- 3Gb Ram (minimum 2Gb),
- 2.5ghz CPU (Core i3 or above recommended)
- 5 Gb free disk excluding Windows installation.
- Video Resolution of 1280 x 1024 at least recommended.
- 100Mb network (Gigabit recommended).

3.6.7 Support and maintenance

Khaos currently have 7 dedicated 1st and 2nd line support technicians who are also supported by a 10 strong technical team, including 3 technical testers.

Support is provided between 9 and 5pm Monday to Friday excluding Bank Holidays. They can be contacted via email, phone or by using our Remote support tool within the software.

Support tickets are prioritised as; Very High, High or Medium with associated SLAs.

The 1st and 2nd line teams have a 24 hour turnaround time where either a customer's query has been resolved or it has been escalated to our 3rd line team.

3.7 Software installation and support

Software installation is undertaken remotely by a member of Khaos' Projects and Implementations team. Mandatory training must be completed prior to go live which includes setup training where a member of the Khaos team will explain the various options thus allowing the customer to configure the system as per their requirements, including basic accounts training on the software. For advanced accounting users, further accounts functionality training is also available and recommended.

3.8 Partner network and related accreditation process

Khaos Control does not have a partner / reseller network.

(Khaos has recently started to build a partner network for Khaos Control Cloud. However this is a route to introductions and Khaos are as involved in the implementation as with one of their own sales).

3.9 Hosting

Khaos state their Control Solutions' Hosted environment provides its customers with an accessible, stable and scalable environment that enables them to focus on growing their business, rather than implementing and managing IT hardware.

Khaos claim that, for the price charged, a very high standard of disaster recovery and business continuity is provided by their Hosting package.

3.10 Customer Experience Team

Every Khaos Control application is licenced annually and includes free support and unlimited free updates / upgrades. Khaos Control Solutions state they take their role as a partner in their customers' successes seriously and, to that end, employ 12 people in their Customer Experience Team, who are available to all of their customers between 09:00 and 17:00 Monday to Friday (excluding Bank Holidays).

Khaos Control provide assistance and support via the following methods; Telephone, Email, Remote Desktop, Live Chat, Video Chat and Khaos Control Wiki.

3.11 Limitations

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

- Password complexity options are not available, nor is the option to automatically enforce password changes after a period of time
- Only calendar monthly periods are available
- Key elements but not all master file changes are recorded in the audit trail
- Not all input or amended data is included in the audit trail, but all Nominal Ledger postings, core documents and imported data is tracked
- Cash accounting is not supported
- The software only handles single companies as such, though many users operate multiple companies
- No limits are enforced on the input of transactions, however any codes entered are checked. In addition, high quantity and value order limits can be set
- Journals cannot be setup to distribute amounts in a fixed percentage
- Budgets are only displayed for P&L accounts and only a single set of budgets can be maintained. The system cannot automatically generate budgets
- There are limitations relating to the method of operation of VAT such as: Calculation tolerances, scale charges, the VAT return identifier, support for cash accounting, support for various VAT schemes, outside-scope VAT on a per-order basis, EC VAT triangulation, reverse charge VAT handling, various VAT-related reports. See section 11 for more detail of these items
- Negative physical stock is not permissible
- For full location control of stock the 'Warehouse Control' module is required
- Serial numbering of stock items is not supported and batch numbering only with the 'Warehouse Control' module
- Sale or return stock is not supported
- Average and standard-cost stock valuation methods are supported but not FIFO or LIFO

- Complex stock functions such as Bills of Materials and job costing are not supported, though are available in less complex form
- Links to CAD systems are not supported
- With regards to look and feel: Screen layouts cannot be modified although the contents of some grids can be changed
- No warranty is provided in respect of the software. ESCROW is not provided as standard but can be negotiated.

4 Evaluation conclusion

There were no areas for concern. Khaos Control is a part of a comprehensive end to end business management solution range for SMEs and larger organisations, including order processing, purchasing, stock control, warehouse control and accounts, as well as integration with their own eCommerce solution or 3rd party web integration.

In terms of the functionality that is available within the current version and the target market for this software, the service has been adequately specified and is straight-forward to use.

Disclaimer

Any organisation considering the purchase of Khaos Control version 8.135 should consider their requirements in the light of proposals from Khaos Control and potential suppliers of other similarly specified services. Whilst the contents of this document are presented in good faith, neither ICAEW, RSM (UK) nor John Oates, Consultant can accept liability for actions taken as a result of comments made herein.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

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?	Encrypted user passwords. Accounts can also be associated with Windows Domain accounts which is recommended if applicable to the organisation.	Confirmed. The traditional login shows the password as a string blobs. Although Windows login is most commonly used, traditional login is often used for group logins, e.g. "Warehouse User 10".
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?	We have "user profiles" which allows the restriction of different tabs within the system. This does not affect access to Menu items. Further restrictions are placed on certain operations which then required HQ or Admin permissions to undertake financial operations.	Confirmed. Whether items are available or not, these choices remain on the menu, and state "not available". Menus can also be restricted by the customer's Admin function, e.g. "Sales – Basic" and "Sales – Full".
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?	No. However a user profile could be created to represent an individual. Yes. All users can be assigned "a profile" which dictates their screen access.	Confirmed. Confirmed.
5.4 If menus can be tailored would this override the application access control?	Menus are not tailored rather screen access and tab access within screens are via user profiles. Menus would be visible but only if users have suitable permissions.	Confirmed.
5.5 Passwords 5.5.1 Is access to the software controlled by password?	Yes.	Confirmed.
5.5.2 Please state the basis of control available (e.g., role based etc).	Screen access is configured via profiles, individual user permissions can be set, and core	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
5.5.5.1 How does the software track user activity?	N/A	N/A
5.5.6 Is each user required to have a personal password?	Yes.	Confirmed.
5.5.7 Are passwords one-way encrypted? [i.e. Is it impossible for anyone to see other user's passwords in the software?]	Yes, using BCrypt algorithm.	Confirmed.
5.5.8 Are passwords masked when entered by any user logging in?	Yes.	Confirmed, masked as a series of blobs.
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.]	No, the software does not provide password complexity options.	Confirmed.
5.5.10 Is there a facility to enforce password changes after a chosen period of time?	Admin users can force a user to reset their password manually, but it is not controlled by period.	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)?	Previous passwords are not retained by the system, Khaos Control recommend using the Windows Domain association feature as this will then apply any windows password policy to Khaos Control.	Confirmed. Most customers use the Windows passwords rather than their passwords being application-based.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
5.6 Please state how security allows for access to be specified separately for :- 5.6.1 Read?	User permissions on key areas.	Confirmed.
	Read-only is available which in the software is called "open" permission.	Confirmed.
5.6.2 Read and write?	Read and Write is known as "Edit" permission in the software.	Confirmed.
5.6.3 Delete and amend?	Delete permission is available on key areas. Amend is aligned with "Edit" permission in the software.	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?	Data files imported on system setup do go through basic validation processes relevant to the area. For example, on live systems importing price information will validate stock record associations / codes etc.	Confirmed.
5.8 Does the software require higher or specific levels of user access for changes to sensitive data, such as customer credit limits?	Yes. Khaos Control has two concepts of permission in this area, Admin and HQ permissions. HQ permission is required for operations such as editing Credit Limits. HQ is geared towards financial operations so that normal users need not be given Admin permission, which overrides most other permissions in the software.	Confirmed.
5.9 Please specify the specific security procedures (by passwords or warnings) over the:- 5.9.1 Update of ledgers	Admin users can control the closing of monthly periods. Unless the period is open modification of the values is not	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
	possible. Period open/closed is controlled by user permissions.	
5.9.2 Closing of accounting periods	This is controlled by the HQ permission.	Confirmed.
5.9.3 Deletion of transactions	This is not possible.	Confirmed.
5.9.4 Archiving of transactions.	N/A	Confirmed. Transactions are not archived as such, but remain within the system and are available if required for subsequent reporting.
5.10 Is it impossible to delete a transaction? If No:- 5.10.1 How are deletions controlled by the system?	Yes, it is not possible to delete transactional data. The system will create automatic reverse journals when documents like Purchase Invoices are removed. Even these operations are restricted such that it cannot impact closed accounts / tax returns etc. N/A	Confirmed. N/A
5.11 Are deleted transactions retained in the audit trail and denoted as such?	N/A	N/A, transactions cannot be deleted.
5.12 Can a report be produced detailing all current users, via user groups, if relevant, and their authority levels and/or access rights?	Yes. A default report does not exist but could be produced using our reporting facility.	Confirmed.
5.13 If data can be accessed by separate reporting facilities, such as ODBC or separate report writer, is the user access security control applied?	Yes – data reporting is technically possible via user login (password controlled) in SQL, but the password for SQL access and Khaos Control access is intentionally separate.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
<p>If No:-</p> <p>5.14 Please explain any other protection in place to prevent unauthorised access to data with such facilities.</p>	<p>Reporting is done within Khaos Control where normal security is used.</p> <p>If customers require data reporting access a restricted user account is provided for this purpose.</p> <p>N/A</p>	<p>N/A</p>
<p>5.15 Is the level of security (described with this section) appropriate for the expected size of business using the software?</p>	<p>Yes.</p>	<p>Confirmed.</p>
<p>5.16 Is there a clear indication in the software or manuals as to how the data is:-</p> <p>5.16.1 Backed-up?</p> <p>5.16.2 Recovered?</p>	<p>We do not provide backup unless customers are using our hosted / hybrid solution. However basic guides are provided.</p> <p>Recovery would require assistance from our support team.</p>	<p>Confirmed.</p> <p>Confirmed.</p>
<p>5.17 Back ups</p> <p>How are back ups provided:-</p> <p>5.17.1 Within the software application?</p> <p>5.17.2 Within the operating software?</p>	<p>A database backup option is provided within the File menu.</p> <p>Via SQL Server Management Studio.</p>	<p>Confirmed.</p> <p>Confirmed.</p>

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
5.17.3 Are backup procedures automatic?	Backups can be configured automatically through Windows or SQL Server backup software. A manual backup option is available within the File Menu of Khaos Control. For Hosted / Hybrid customers an hourly backup plan is provided.	Confirmed.
5.17.4 Is the user forced or prompted to back-up at certain intervals?	Key events will recommend a backup (Accounts Clear Down / Year End), otherwise backups are not enforced.	Confirmed.
5.17.5 Can the intervals be customised?	Customers normally treat this as part of their standard windows backup process, using SQL server appropriate tools to achieve backup intervals.	Confirmed.
5.18 Recovery		
5.18.1 Please state how the software facilitates recovery procedures in the event of software failure? (E.g. roll back to the last completed transaction).	All records are saved in a transaction, so they will rollback in the event of a SQL Server error. If there is a failure during Save none of that will be committed.	Confirmed.
5.18.2 If software failure occurs part way through a batch or transaction, will the operator have to re-input the batch or only the transaction being input at the time of the failure?	As with 5.18.1, the transaction will rollback and the operator will need to re-save the document / batch.	Confirmed.
5.18.3 Are these automated?	Yes, as a result of the SQL server transaction architecture used by Khaos Control.	Confirmed.
5.18.4 Do the recovery procedures work?	Yes.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
5.19 What features are available within the software to help track down processing problems?	The on screen messages are intended to help the user overcome any issues.	Confirmed.
5.20 Are software messages clear?	Best efforts are made to ensure messages are clear for sometimes complex issues. Also feedback from our support team is used to amend any messages which are reported to be unclear.	Confirmed. The on screen messages are informative.
5.21 Are user responses properly structured to ensure that erroneous key strikes do not lead to inappropriate actions?	Yes. Confirmations appear for a number of key functions, including warnings which need to be confirmed, for example when saving Orders.	Confirmed.
5.22 Is there a software log which details:- 5.22.1 Error messages?	We have an optional log which records all error activity used for analysis by the support team. Error reports can be submitted to the support team from within the Software if errors messages are encountered.	Confirmed. This is normally used on an "as required" basis.
5.22.2 Security violations?	Not within Khaos Control. SQL Server can be configured to record failed logins to the database.	Confirmed.
5.23 Audit trail 5.23.1 Does the software have a detailed audit trail?	Yes. Various aspects of the system are audited, primarily the Nominal accounts and other system data related areas. An Audit Log is used to access document modifications. An Audit Trail for journals exists to see when transactions were posted.	Confirmed. Full "drill down" is available.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
5.23.2 Is it <u>impossible</u> to turn off or delete the audit trail?	Yes it is not possible to turn off or delete the audit trail from within the application.	Confirmed.
5.23.3 Does the software allocate a system generated sequential unique reference number to each transaction?	Yes.	Confirmed.
5.23.4 Is this stamped with a user id?	Yes.	Confirmed.
5.23.5 Is this unique reference number presented to the user at time of input?	No.	Confirmed.
5.23.6 Is this unique reference number available to view, by the end user and by way of a report?	No, but it is available if a user wants to use it.	Confirmed.
5.23.7 Is the transaction date and time stamped?	Yes.	Confirmed.
5.23.8 Are all master file changes recorded in the audit trail?	Only key elements are recorded. System Value settings Currencies Exchange Rates Tax Rates. Stock Sales Orders Customer/Supplier modifications.	Confirmed.
If Yes:- 5.23.8.1 Does each change have a system generated reference allocated?	Yes.	Confirmed.
5.23.8.2 Are the originator and authoriser identified?	Originators are always identified. There is no concept of authorisation of transactions within the software. Authorisation is through overall permission level of the users.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
5.23.8.3 Is the change date and time stamped?	Yes.	Confirmed.
5.23.9 Are all standing data changes recorded in the audit trail?	Tax Rates Currency config. Exchange Rates. Bank Accounts. Brands Nominal Classifications. System Values [Core system settings] are all recorded in the Audit Log.	Confirmed.
If Yes:- 5.23.9.1 Does each change have a system generated reference allocated?	Yes.	Confirmed.
5.23.9.2 Are the originator and authoriser identified?	The originating user is identified associated with the change.	Confirmed.
5.23.9.3 Is the change date and time stamped?	Yes.	Confirmed.
5.23.10 Is all input data included within the audit trail, including amendments, deletions, journals etc.?	All accounts Nominal postings can be traced to those who triggered their posting. All core document (Stock, Purchase Order, Sales Order, Customer, etc.) modifications can be traced to the user who edited them in the Audit Log. Khaos Control allows a limited amount of accounts data to be imported (for example Opening Balances) and this process is handled as part of Project Implementation for volume transactions or individually by an Admin user, both of which are audited.	Confirmed. Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
	Imported data like all transaction postings are tracked. Each posting will have a unique reference, be date and time stamped and associated with the user or system account which handled the operation.	Confirmed.
5.23.11 Does the software allocate a system generated unique reference number to each amendment, deletions journal?	Yes, see above.	Confirmed.
5.23.11.1 Is this stamped with a user id?	Yes, see above.	Confirmed.
5.23.11.2 Is this unique reference number presented to the user at time of input?	No, but it is available if required.	Confirmed.
5.23.11.3 Is the transaction date and time stamped? 5.23.11.4 How is it linked to the original transaction?	Yes. For document modifications, all audit records have an ID linked to the original record.	Confirmed. Confirmed.
5.23.12 Are imported /interfaced transactions detailed in the audit trail?	Yes, these are audited by the same principles.	Confirmed.
5.23.12.1 Is each stamped with a user id?	Yes.	Confirmed.
5.23.12.2 Is this unique reference number presented to the user at	No, but it is available.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
5.23.12.3 Is the transaction date and time stamped?	Yes.	Confirmed.
5.23.13 How are transactions differentiated within the audit trail?	Multiple Audit screens for different elements. Audit Trail for all nominal postings. General Audit for special activity. System Audit for System / Standing Data modifications.	Confirmed.
5.24 What are the procedures for handling dates? (E.g. 2 digit years, 4 digit years).	4 digit years.	Confirmed.
5.24.1 In the case of two digits what is the break point for the century?	N/A	N/A
5.24.2 Are dates handled consistently throughout the software?	Yes.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
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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. There is a consistent "look and feel" throughout the system.
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)?	<p>No limits are enforced.</p> <p>However, nominal Codes are determined by the system or stock record configuration and the hierarchy within. Warnings are raised about missing codes when issuing Sales Invoices. Stock Value and Zero Value Invoice warnings are optional.</p> <p>There are facilities for Profit Margin warnings which appear on screen when entering Sales Orders on screen.</p> <p>VAT Codes can be seen on Sales Order / Purchase Invoice lines by configuring the relevant screen/screen.</p>	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?	As the system handles nearly all postings this is not required, anything invalid is rejected when post is attempted.	Confirmed. The system validates all transactions as they are entered.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
	<p>There are warning messages and on screen information for some items, e.g. Profit/Margin warnings on Sales Orders.</p> <p>Global high Quantity and per Country maximum Order Value limits can be applied to Sales Orders and provide suitable warnings.</p>	
6.6 Are all input transactions subject to this control?	The limits/warnings are tailored to the area.	Confirmed, all input transactions are controlled this way.
6.7 How does the software ensure uniqueness of the input transactions? (i.e. to avoid duplicate transactions)	<p>Unique system generated ID.</p> <p>In the case of Sales Orders, a unique associated reference or customer "PO" reference can be applied.</p>	Confirmed.
6.8 Does the software allow for batch control totals? If Yes:-	Khaos is a real time system and so does not support batch entries.	Confirmed.
6.8.1 Are batches automatically numbered?	N/A	N/A
6.8.2 Are batches forced to balance before ledger update?	Khaos Control does not use batch processing for journals. All journals posted must balance before posting any which fail validation are rejected.	Confirmed.
6.8.3 Does the software allow the temporary halting of input of a batch to allow for queries or other activities to take priority (e.g. set up a new account)	N/A	N/A
6.8.4 Is the user forced to confirm batch totals?	N/A.	N/A

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
6.9 Is attempted posting of unbalanced journals rejected? (G/L).	Yes.	Confirmed. The system will not accept journals that do not balance and an appropriate message is shown.
6.10 Are input errors highlighted? If Yes are they:- 6.10.1 Rejected and reported on screen?	Yes. Error messages are raised when input data cannot be accepted.	Confirmed. Confirmed.
6.10.2 Rejected and error reports generated?	Errors are raised at the time, if data is prevented from posting this does not generate a report entry.	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?	While keying, values can be changed until posted. Once posted, reverse facilities are available through posting a new journal with inverse values.	Confirmed.
If Yes:- 6.11.1 Are all the double entry transactions documented in the audit trail?	Yes.	Confirmed.
6.12 What are the controls to ensure the internal integrity of the ledger(s) or the accounting information, e.g., control of accounts.	The system restricts ability to post to key nominal accounts. Amendments to Debtors / Creditors are not allowed through manual methods, only through system controlled processes. No one sided transactions are accepted. Accounts are not deleted from the Nominal (general) ledger, but they can be removed from the sales / purchase ledger, if they are not yet final, i.e. not paid / committed to the tax register or within a closed period.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
	There is full audit trail of Nominal Account changes.	
6.13 Is it possible to allocate input values directly to ledger control accounts?	No.	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	N/A
6.14 Can automatic accruals or prepayments be generated? If Yes:-	There is a Journal Template facility which could be configured to aid with this process on a regular basis, but it is not automatic. Stock Received Not Invoiced is handled by the system if activated.	Confirmed.
6.14.1 Will these automatically be reversed after the period end? (G/L)	Khaos can be setup this way if required.	Confirmed.
6.15 Does the software have a purchase invoice register?	Yes.	Confirmed.
6.16 Does the software permit multi debit/credit journals?	Yes.	Confirmed.
6.17 Can journals be saved as templates with GL codes and cost centres and either with or without monetary amounts?	Yes, you can use the Journal Template facility to configure recurring journals such that you are prompted for monetary values.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
6.18 Can journals be set up to distribute amounts in a fixed percentage against GL/Cost centre codes?	Not percentages, but a journal for set cost centres can be set up.	Confirmed.
6.19 How are transactions identified on screen/reports as to:- 6.19.1 Type? 6.19.2 Debit or credit?	Transactions are associated through links to the document / ledger. Manual Journals do not have a type. Debit / Credit.	Confirmed. Confirmed. Debits / credits are shown as +/- as appropriate.
6.20 Can separate nominal analysis codes be input for each invoice line?	Stock items and Customers can be associated with "Nominal Classifications" (which can be used as cost centres). These then follow a hierarchy and apply to the nominal transaction data when documents are posted.	Confirmed.
If Yes:- 6.20.1 Does this cover:- 6.20.1.1 Sales ledger?	Yes – nominal classifications can be configured against Customer or Stock records.	Confirmed.
6.20.1.2 Purchase ledger?	The same classifications are applied as costs centres.	Confirmed.
6.20.1.3 Stock?	The same classifications are applied as costs centres.	Confirmed.
6.21 Can receipts and payments be matched to specific invoices?	Yes	Confirmed.
If Yes:- 6.21.1 Automatic?	Sales Orders are expected to have "pre payments" entered prior to issuing. This process then means the system automatically allocates these payments once the Invoice has been posted.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
	Purchase Orders support being marked as pre-paid. It is expected that the majority of Purchases are paid via the "supplier payments" screen which would handle the raising and allocation of payments or be handled manually.	Confirmed.
6.21.2 Manual?	Yes, on both the Customer and Supplier "statement" screens Payment allocations can be made manually. The system also allows for payments being entered without a sales order or purchase being raised for customers and suppliers.	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.
6.23.2 Receipts to be received from suppliers?	Yes.	Confirmed.
6.24 Does the software handle purchase credit notes?	Yes.	Confirmed.
6.24.1 Is there an ability to automatically amend stock, if applicable?	Yes. Supplier Returns will handle the return and reduction of stock.	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?	Yes. In Khaos Control the recommended processes encourage Credits to be raised	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
6.25.2 Is there an ability to automatically amend stock, if applicable?	<p>following other activity either by Customer Return or Customer Refund processes, based on selected items from an original Order document, rather than retrospectively linking a credit to an original document.</p> <p>Yes.</p>	Confirmed.
6.26 Does the software handle discounts and promotions?	<p>Yes.</p> <p>We have many promotion and discount options ranging from Customer associated price lists, Keycode based discounts or offers.</p> <p>We support multiple discount keycodes being applied at once.</p> <p>There are specialist BOGOF facilities and a Telesale Rule system which can allow the configuration of complex discounts or Order modifications, based on single items or ranges.</p>	<p>Confirmed.</p> <p>There is a very powerful combination of approaches available.</p>
6.27 Does the software provide for early settlement discounts?	No, but this can be provided as non-standard.	Confirmed. This would be provided at an additional cost.
6.27.1 Can early settlement discounts be automatically generated?	See Above.	Confirmed, can be provided on request.
6.27.2 Are there controls over accepting settlement discounts (e.g. time limits)?	See Above.	Confirmed, can be provided on request.
6.27.3 Is VAT treated correctly on early settlement discounts?	Yes, see above.	Confirmed, can be provided on request.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

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?	Yes. There is a section in the Accounts screen for reporting on Unallocated payments and Credits.	Confirmed.
6.30 Are outstanding transactions displayed for allocation? If Yes:- Does this apply to:- 6.30.1 Sales ledger?	Yes. Yes, on the Customer statement due items are displayed in Yellow based on the Terms of the Customer record.	Confirmed. Confirmed.
6.30.2 Purchase ledger?	Yes, on the Supplier statement due items are displayed in Yellow, based on the Terms of the Supplier record or Individual Purchase Invoice.	Confirmed.
6.31 Does the system allow the user to post or allocate a payment or receipt with a date prior to the invoice transaction date? If Yes:- 6.31.1 Is the user warned that the aged balance values may not agree to the trial balance values?	Yes. It is possible to create a Payment with an earlier accounting date, however the allocation date is system controlled. This is not applicable once a period has been closed as a transaction cannot be posted into the period.	Confirmed. Confirmed.
6.32 Is it possible for new accounts to be created during input?	Yes. Multiple screens can be opened and additional nominal accounts created and then	Confirmed. This is the case so long as the user has appropriate permissions.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
	associated with the relevant documents.	
If Yes:- Does this cover:- 6.32.1 Sales?	Yes, with appropriate permissions.	Confirmed.
6.32.2 Purchases?	Yes, with appropriate permissions.	Confirmed.
6.32.3 General?	Yes, with appropriate permissions.	Confirmed.
6.32.4 Stock?	Yes, with appropriate permissions.	Confirmed.
6.33 What controls are there over the creation of new accounts?	This is controlled by User Permissions.	Confirmed.
6.33.1 Is the originator and/or authoriser identification logged by the software?	Originator is logged. As noted previously authorisation is controlled via user permissions.	Confirmed.
6.34 Is the user prevented or warned from overriding credit limits or discounts? (S/L).	New Customer Records are controlled by user permissions. Credit Limits cannot be set on the initial customer creation but instead apply defaults based on the associated Customer Classification which can be defined by Admin users. "HQ" User permissions control if the Credit Limits can then be altered.	Confirmed, this is an option. Normally a user is prevented from overriding these limits/discounts without "HQ" giving permission.
6.35 Does the software have a bank reconciliation facility?	Yes.	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.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
6.37 Are these adequately reported?	Yes, so long as the user entering them adds a suitable note, this is clearly visible in the Bank screen.	Confirmed. Full compliance reports are available as required.
6.38 Does the software accept input files from other computer packages? If Yes:- 6.38.1 What formats are accepted?	No, although we have plans to implement a feature like this in 2018. N/A	Confirmed. It is currently available for Amazon payments with more coming soon. N/A, but see above.
6.38.2 What controls are in place over the interface?	N/A	Confirmed.
6.39 Does the software have a facility for calculating interest on late payments?	Yes, this is available through the Debt Manager screen. The calculations are only for illustration purposes, the facility will not raise late payment fees / invoices automatically this must be handled by a user.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
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7 File maintenance

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, when the year-end process is run data is consolidated. Note that access to the raw historical data is retained and can be viewed using the Nominal Detail tools "closed" filter.	Confirmed.
7.2	Is a month end routine required to be undertaken?	No, but closing periods monthly is recommended to maintain a healthy system and avoid unexpected activity.	Confirmed.
7.3	Is the creation or amendment of standing data (e.g. customer account details) controlled by menu options?	Yes, opening a record to edit it requires clicking into edit mode on that record.	Confirmed.
7.4	Are menus:-		
7.4.1	Application specific?	Yes	Confirmed.
7.4.2	User specific?	No. Grid data in key areas can be controlled by User Profile association. Some menu items are associated with specific user permissions.	Confirmed.
7.5	Is it <u>impossible</u> to delete accounts if the balance is Nil but transactions have been recorded against the code.	Yes. This is the case for all nominal accounts regardless of the "ledger". This is the case for customer and supplier accounts also.	Confirmed. Reports can include "nil balance" items; the users has the choice.
	Does this apply to:-		
7.5.1	General Ledger?	Yes.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
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?	Accounts cannot be deleted if they have ever had a balance or transactions.	Confirmed.
7.7 What is the size and format of reference numbers and descriptions within:- 7.8 7.8.1 General Ledger?	This varies depending on the document and ledger being dealt with. Alpha-numeric 20 character for nominal code. 50 characters for account description.	Confirmed. Confirmed.
7.8.2 Sales Ledger?	Alphanumeric 20 characters.	Confirmed.
7.8.3 Purchase Ledger?	Alphanumeric 20 characters	Confirmed.
7.8.4 Stock?	Alphanumeric 30 character default, and this can be extended with bespoke development.	Confirmed.
7.9 Is the scope of the reference number adequate to permit sufficient depth of analysis?	Yes.	Confirmed. There is plenty of scope for customers to structure reference numbers to facilitate analyses.
7.10 How does the software guard against/warn about, duplicate account numbers on set up?	Duplicate accounts cannot be setup and an error message is displayed when duplicates are encountered.	Confirmed.
7.11 How does the software enable the traceability - from, to and through the accounting records - of any source document or interfaced transaction?	Unique IDs are associated to all postings and allow the cross-linking of source data from the nominal detail grids. In the case of records which have been reversed an audit link is created and can be shown to tie the transactions together in the "Show Journal" popup.	Confirmed. This is very powerful.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
7.12 What drill down/around functionality is available within the software?	Most grids offer options to “goto” related data, or show more detail or drill down.	Confirmed.
7.13 Can reports be invoked which identify all the fields which have been modified?	Not as a standard report. Key documents, like Sales Orders Stock and some System Data sections have full auditing and would allow extracting this information via the Audit Log screen.	Confirmed. Confirmed.
7.14 If the software uses a lot of standing information which changes frequently or regularly, does the software allow for such changes to be effected through the use of parameters or tables?	Many data which could be considered standing is available in the System Data section. All grids have mass edit “apply value range” facility to all selected rows in the grids, which can be used for this purpose.	Confirmed.
If Yes: – 7.14.1 Is the use of such parameters or tables adequately reported?	Key elements will cause Audit Records to be created if they are amended, which can then be viewed in the System Audit screen.	Confirmed.
7.15 What controls are within the software over changes to parameters and tables, e.g. reporting, passwords, etc.?	User profile and permissions allows control over access / editing of key areas as desired, but mass edit is not restricted if permission is granted.	Confirmed.
7.16 Does the software allow selective archiving of old data on a user-defined basis?	No, historic data remains available for reporting purposes within the software.	Confirmed, the data is not archived, as such.
7.17 What controls are in place over the handling of archived data?	N/A	N/A

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
7.18 Can archived data be used for reporting purposes?	N/A	N/A, all data is always available if required.
7.19 Does the software allow for the restoration of achieved data for audit without affecting current accounting data?	Historic Data remains available within the software.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
8 Processing		
8.1 Does the software ensure that menu options or programs are executed in the correct sequence (e.g. ensure outstanding transactions are processed before month end procedures run)?	<p>We have facilities for closing Accounting monthly periods to prevent additional posting/alteration, which include suitable warnings.</p> <p>Year end functions includes bank reconciliation check and data validation of the P&L balances.</p> <p>Manual processes are at the user discretion and not dictated by the software.</p>	<p>Confirmed.</p> <p>Confirmed.</p> <p>Confirmed.</p>
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?	<p>Sales Invoices cannot be modified, related orders can be amended but this does not affect issued figures.</p> <p>Amendments to Cheque payments are possible, alterations to the date/bank/amount can be made, until the payment has been reconciled, but the impact of any modifications to the nominal ledger is audited and will generate automatic reversals.</p>	<p>Confirmed.</p> <p>Confirmed.</p>
8.3 Is there an audit trail of all changes to transactions which have updated the ledgers?	Yes – New Audit screen tracks impact to all nominal accounts.	Confirmed.
8.4 Can the software calculate prices or values by reference to master file data?	Yes through the markup percentage facility within Price Lists.	Confirmed. There are options to raise prices by percentages or currency amounts.
8.5 Does the software provide automatic recalculation, where appropriate, of data input? (e.g. VAT)	Yes. If for example an order is edited and the price changed, related figures will re-calculate.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
8.6 Does the software warn the user when the ledger is out of balance?	Not applicable. There are system checks which ensure the Trial Balance does not go out of balance.	Confirmed.
8.7 How is this done e.g. when the software is switching on or on ledger update?	See Above. An error would be displayed if posting a journal which did not balance.	N/A, as system controls prevent the system going out of balance.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

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?	Shortcut keys. F1 context sensitive help, with associated wiki guides. Consistent screen design and grid features throughout the system. Input validation on saving various documents. Ability to close periods monthly. Year end clear down process. Full audit trail.	All 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. Each transaction is given a unique consecutive ID. Key areas of the system including nominal accounts postings use an encoded ID which incorporates other information into the value which can then be extracted, which includes the posting date. All users have a unique ID which is attributed to records they create.	Confirmed. Confirmed. Confirmed.
9.3 Is the software available as multi user?	Yes.	Confirmed.
9.4 Can the same function be used by more than one person at the same time, whilst still retaining the separate user identities?	Yes. Some operations are not recommended to be run together, for example Accounts Clear Down / Year End is a single person operation.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
<p>9.5 Is the software available as multi-company?</p> <p>If Yes:- 9.5.1 How many companies are supported?</p>	<p>A separate copy of the software would be required to run discrete companies as the accounts do not have facilities to separate company information.</p> <p>If the client is happy to have unified accounts being combined then this can be done within a single copy of Khaos Control, most commonly through the use of Branding.</p> <p>N/A, though see above.</p>	<p>Confirmed.</p> <p>Confirmed.</p>
<p>9.6 Is a group consolidation facility available?</p>	<p>No.</p>	<p>Confirmed.</p>
<p>9.7 Can the software consolidate entities with different charts of accounts?</p>	<p>No.</p>	<p>Confirmed.</p>
<p>9.8 How many levels of nominal analysis can be handled by the software?</p>	<p>Two - Nominal Nodes and Nominal Classifications, though most customers just use classifications.</p>	<p>Confirmed. Most customers using a single level of analysis will just use Nominal Classifications. If they wish a higher level of analysis, Nominal Nodes are available to support this.</p>
<p>9.9 How does the software handle cost centres, departments, divisions?</p>	<p>Nominal Classification can be used for Cost Centre analysis, they can be associated with stock records and customers and postings from these will automatically attribute the transactions to those classifications.</p>	<p>Confirmed.</p>

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
	Nominal Nodes pull in the entire value of the nominal account and group those values together.	
9.10 How are periods handled by the software?	Upon initial configuration, the Year End month will be set which governs how the financial periods in the rest of the system are dealt with. (All data is posted into the actual period based on the date of the documents being handled).	Confirmed.
9.11 How many:- 9.11.1 Accounting periods can be set up?	Data can be viewed by Month or by Year, but the periods are calendar monthly only over the financial year.	Confirmed.
9.11.2 Years can be set up?	No. The financial year is determined by the system based on the Year End settings specified in System Value setup.	Confirmed.
9.12 Can the length/ number of periods be adjusted to suit different customer requirements?	No.	Confirmed.
9.13 How many accounting periods can be open at any one time?	The system does not enforce closing periods, so this is not limited. However we recommend using the Accounting Period facility to close calendar month periods as they go.	Confirmed.
9.14 How many years can be open at any one time?	The system does not enforce closing years, however not doing so will impact the Balance Sheet report as anything beyond the previous financial year is not automatically included in the report and will result in an imbalance until the outstanding year has been closed.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
9.15 Can a period or year be re-opened after it has been closed?	A monthly period can be closed and re-opened as required. The Accounts Clear Down / Year end process cannot be undone once complete.	Confirmed.
If Yes:- 9.15.1 What controls are in place over this function?	User permissions to access the Period facility, audit records for when periods are opened and closed. All data posted tracks the date it was processed so entries where the posting date differs from the accounting date can be extracted.	Confirmed.
If No:- 9.15.2 Is the data archived on the server?	N/A	N/A
9.15.3 Is this accessible for reporting purposes?	N/A	N/A
9.15.4 Can a previous year be restored from backup?	N/A	N/A
9.16 Can data from all accounting periods and years be accessed at any one time?	Yes. Closed monthly data is accessible live. Data closed as a result of Year End procedures can be viewed within the nominal transaction detail area from the Trial Balance.	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. N/A	Confirmed. The posting date and the accounts date are shown, and all analysis is based on the accounts date. N/A

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
9.19 Can transactions be posted to more than one accounting period at any point in time?	Yes. If the period is open data can be posted to it.	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. Items can be forward dated. We have a user accessible setting which limits the posting of Payments into the future, a number of days can be specified and controlled by Admin users.	Confirmed.
9.21.2 Previous closed periods?	No. It could be achieved, the period would need to be re-opened and if it fell within a closed year the system would block you.	Confirmed.
9.21.3 A previously closed year?	No. This is not possible.	Confirmed.
If Yes:-		
9.21.4 What controls are in place e.g. level of authorisation and on screen warnings?	An error message will be encountered if attempted.	Confirmed.
9.21.5 Will the software revise subsequent periods accordingly?	N/A	N/A
9.22 How will transactions outside the current period be:-		
9.22.1 Reported	Transactions which are not due are shown in the current period on the Debt Manager screen, but otherwise they are not treated any differently to other transactions.	Confirmed.
9.22.2 Accounted for in the VAT return?	If a VAT return is processed, future dated items are excluded	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
	by use of default filters, and they would then be included on the following / relevant Return as needed.	
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?	We have a “profit and loss budget” facility. A single set of budgets can be maintained and are optionally shown in the Profit and Loss screen if the “show budget” filter is active.	Confirmed. Confirmed.
9.24 Are budgets available for: 9.24.1 General ledger?	Budgets are only displayed for Profit and Loss accounts.	Confirmed.
9.24.2 Sales ledger?	Yes, Sales nominals are included in the Profit and Loss.	Confirmed.
9.24.3 Purchase ledger?	Yes, Purchase/Expense nominals are included in the Profit and Loss.	Confirmed.
9.24.4 Overheads?	No.	Confirmed.
9.24.5 Balance sheet?	No.	Confirmed.
9.25 Can budgets be set by: 9.25.1 Period?	Budgets can be set by month, or a total specified for the year and amortised over the periods by the system. (right-click option).	Confirmed.
9.25.2 Annually?	Yes, but this is stored as a monthly budget.	Confirmed.
9.26 Can the software automatically generate budgets? Please state how this is achieved.	No. N/A	Confirmed. N/A
9.27 What is the maximum value of transactions and of totals that can be handled by the software?	Theoretical limit very high. Practical recommended limit is probably 9999,999,999.99	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
	Potentially further limited by customer facing printed reports being able to fit the value into non-dynamic display columns, however any reports could be amended if a large value requirement was identified through minor bespoke development.	
9.28 What is the maximum number of transactions that can be handled by the software?	This would be related to the standard limits of SQL server which is used as our database for Khaos Control.	Confirmed. This would be very high.
9.29 What is the maximum number of accounts on each ledger: 9.29.1 Sales ledger?	The only limit would be that of SQL server number of records.	Confirmed.
9.29.2 Purchase ledger?	As Above.	Confirmed.
9.29.3 General ledger?	As Above.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
10 Reports		
10.1 Are all reports adequately titled and dated? (E.g. report name, client name, data, period, batch, last entry number, period end, pages, numbers etc.)	Variations exist as some reports can be customised.	Confirmed. Headers and Footers are nicely formatted. All on screen reports (grids) can be printed.
10.2 Do the reports provide totals where applicable?	Yes	Confirmed.
10.3 Are these totals calculated or taken from a control file? Please state the reports that do not feature calculated totals.	Calculated. N/A	Confirmed. N/A
10.4 Is it clear when the report has ended? (totals or end markers)	Yes.	Confirmed.
10.5 Can reports be saved in electronic format (as distinct from just printing)?	Yes. PDF for printable documents. Data queries also support CSV. Also all grids can be exported to CSV.	Confirmed.
10.5.1 Are such files adequately protected from deletion or amendment?	This is outside of the control of the software and would be up to the customers IT systems to ensure file permissions are appropriate.	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.	Yes, provided as an advanced user "data query" feature to allow querying of the data. A limited set of core documents can be modified by Advanced users through our Basic Reports feature (Sales Invoice, Quotation, Picking Ticket, Pick Sheet, Sales Delivery Note, Customs Sales Invoice, Purchase Order, Sales Order Acknowledgement).	Confirmed. Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
	<p>We also have facilities for creating "letter" templates using Customer or Sales Invoice data from within the software.</p> <p>There is no 3rd party package as such but any tools to plug into SQL server can be used.</p>	
<p>10.7 What level of knowledge is required to use the report writer e.g. beginner, regular user, expert?</p>	<p>Advanced. The report writer is based on SQL and requires knowledge of the data structures.</p> <p>Training can be provided for using our Basic Reports and Letter writing features.</p> <p>Some limited information is provided within the report area (a list of available tables and fields within), but a data schema is not provided, but could be included via additional training or development work to assist users in creating reports.</p>	<p>Confirmed.</p>
<p>10.8 Can the report writer make use of user-defined fields (including external fields)?</p>	<p>User defined fields can be configured for Stock, Customer and Supplier records, which would then be available to the reporting tools.</p> <p>Data could be imported to use alongside reports, but this would require additional development work. User defined data could then be specified in the SQL.</p> <p>Our "Basic Reports" facility can include static information and has controls for hiding and showing custom information.</p>	<p>Confirmed.</p>

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
10.9 Does the report writer enable:- 10.9.1 Separate access to each system area?	Reporting access is only given to advanced level users who would already have access to all of the data.	Confirmed.
10.9.2 Reports to be prepared which combines related data from a number of system areas (e.g. Customers – Sales – Stock items) in the same report?	Yes. However advanced knowledge would be required. We offer a report writing service for writing bespoke reports utilising the data query system.	Confirmed. Confirmed.
10.10 Can users define the parameters, columns, fields and selection criteria used on reports reported?	Yes.	Confirmed.
10.11 Are standard reports always produced, even when they are nil returns?	Yes.	Confirmed. For “nil” reports, the report will just show the total is “nil”; alternatively the user can report all (nil) items.
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?	On most reports Nil balances would normally be excluded for example the Aged Debtor report and the Stock Value reports exclude nil balances by default.	Confirmed.
10.13 Can screen layouts, reports and transaction formats be easily adapted to users' requirements?	The contents of some grids can be modified and customers based on associated user profile. Screen layout cannot be modified.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
	<p>Basic Reports as mentioned does allow for designs to be changed significantly for some reports.</p> <p>Export Grid data can be customised.</p>	
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. Previous transactions are not deleted.	Confirmed.
<p>10.16 Are reports of all changes to standing data on customers, suppliers, tax rates etc automatically generated or stored for later printing?</p> <p>If Yes:-</p> <p>10.16.1 Is the report able to capture the nature of the change, user id and data and time of the change?</p>	<p>Reports can be produced of any audited changed whenever required.</p> <p>Yes.</p>	<p>Confirmed.</p> <p>Confirmed.</p>
10.17 Are all transactions on all reports individually identifiable?	Yes for all on screen reports.	Confirmed.
10.18 Do the reports show whether items are debit or credit?	Yes where applicable. +/- or Debit/Credit.	Confirmed.
10.19 Do reports give sufficient narrative and coding to enable cross referencing?	Yes.	Confirmed.
10.20 Is it possible to drill down from reports to the ledgers and original transactions?	Yes. Most screens offer drill down facilities, or right-click options to show greater detail.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
10.21 Can the software produce all requisite reports:-		
10.21.1 Day books	Yes.	Confirmed.
10.21.2 Trial balance	Yes.	Confirmed.
10.21.3 Profit and loss account	Yes.	Confirmed.
10.21.4 Balance sheet	Yes.	Confirmed.
10.21.5 Aged debtors	Yes	Confirmed.
10.21.6 Aged creditors	Yes	Confirmed.
10.21.7 Aged stock	Yes. This can be produced using the reporting tools.	Confirmed.
10.21.8 Aged unallocated cash (debtors)	Yes. Unallocated Payments and Credits can be included on the standard Aged Debtors report, however some information for Payments is limited, for example drill downs do not show payments.	Confirmed.
10.21.9 Aged unallocated cash (creditors)	Yes. As with debtors options are available to show payments and credit notes as part of the Aged Creditor report.	Confirmed.
10.21.10 Budgets	Yes	Confirmed.
10.21.11 Cash flow statement	No	Confirmed.
10.21.12 VAT reports	Yes.	Confirmed.
10.21.13 VAT form 100	Yes	Confirmed.
10.21.14 EC Sales Listings	Yes	Confirmed.
10.21.15 Intrastat returns (SSD)	Yes.	Confirmed.
10.22 Are the above reports standard within the software or do they have to be written?	Standard.	Confirmed.
10.23 Is the age criteria fixed or user definable?	Fixed.	Confirmed.
10.24 Can the aged analysis and day book reports be in summary and detail?	No. Summary only. Separate detail can be accessed.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
10.25 Do standard reporting options give sufficient flexibility to tailor individual reports?	Yes.	Confirmed, there is much flexibility available.
10.26 Can all reports be reproduced after the period end but at the month end date:-		
10.26.1 Transaction listings?	Yes.	Confirmed.
10.26.2 Day books?	Yes.	Confirmed.
10.26.3 Trial balance?	Yes.	Confirmed.
10.27 Is it possible to print out retrospective month end aged sales and purchase ledger reports that agree back to the month end trial balance control account figures as at the month end?	Yes.	Confirmed.
10.28 Do the standard budget reports provide sufficient analysis of variances?	You can see the difference for each nominal per month on the profit and loss screen and print this out if required.	Confirmed.
10.29 Do such reports provide exception reporting, percentage analysis and comparatives?	The output of the Profit and Loss when viewing budgets only includes the value differences not the percentages.	Confirmed.
10.30 Do standard reports show sufficient analysis of trading results? (E.g. sales analysis by region)?	Yes. Sales Summary. Also custom Dashboard can be created for specific analysis.	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	Yes, through drill down analysis.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
(unallocated cash) have been treated?		
10.33 Is there a general ledger report that shows balances brought forward and carried forward plus all posted transactions in the period?	No. All transactions are live until the Year End, at which point special transactions will be posted to represent the balance at period end and the contents will be marked as closed.	Confirmed.
10.34 Is a trial balance available? 10.34.1 Is this in summary or detailed format?	Yes. Both, all account balances are visible, but the detailed content is also viewable.	Confirmed. Confirmed.
10.35 Can the management accounts, profit and loss account and balance sheet be sufficiently analysed by: 10.35.1 Project/job	No, though this could be accomplished in the software setup.	Confirmed.
10.35.2 Cost centres	Profit and Loss allows for Nominal Classification breakdown. Other reports could be broken down in this way and would require a custom report to be written.	Confirmed.
10.35.3 Department	No, though this could be accomplished in the software setup or through bespoke development. We would recommend discussing this with our Implementations team.	Confirmed.
10.35.4 Division	No, see 10.35.1 above.	Confirmed.
10.35.5 Company	Yes as Khaos Control only handles a single company.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
	<p>Although the data is segregated we do have many customers running multiple companies with Khaos Control. We set them up with an additional instance and this runs on the same platform as the others. They just have an additional database for the other business.</p> <p>From an accounting reporting perspective, you cannot see data across the companies as it is discrete between the instances, but it is also not the same as having to buy a completely new system for the other business. Additional instances can be purchased (for an annual fee of £700*+VAT+extra user licences as required on the other system (these can be shared across the systems) and recommended project control charges to implement the project).</p> <p>We have a number of customers who run multiple companies using the software in this way.</p> <p>* price at date of this report</p>	
10.35.6	Group (if applicable)	N/A
10.35.7	Can the above be user defined by Period and/or range?	<p>For the Profit and Loss period options are available.</p> <p>For Balance Sheet only a year filter is available, which is relevant.</p>

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
10.36 What controls are there in place so that the user is aware of partly processed transactions:- 10.36.1 Unposted invoices	Unposted Invoices are not visible in the Accounts. However in the Purchase Invoice screen the status of an invoice is indicated on screen.	Confirmed.
10.36.2 Uninvoiced dispatches	For Sales Invoices, these do not have a presence in the Accounts until issued and prior to this would exist in a Stage indicating their status.	Confirmed.
10.36.3 Payments	All payments are considered Live. However, the Banked status of a payment can be controlled and in the case of Credit Card payments, payments which do not have a valid Authorisation Code can be excluded from Bank Reconciliation and Debtor Management screens.	Confirmed.
10.36.4 Receipts	N/A	N/A
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)	<p>We have a Margin indicator on the sales order which can be drilled down into for further detail.</p> <p>We have a “minimum order margin” which can be enabled for Sales Orders, to prevent/control unprofitable sales.</p> <p>A Price Exception report can also be produced.</p> <p>Also the Sales Summary screen provides margin information on all orders.</p>	<p>Confirmed.</p> <p>Confirmed.</p> <p>Confirmed.</p> <p>Confirmed.</p>

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
<p>10.38 Detail all automatically generated documents for external use. (E.g. sales invoices and statements, remittance advices.)</p>	<p>Sales / Sales Invoice</p> <ul style="list-style-type: none"> • Quotation, • Pro Forma, • Sales Order Acknowledgment, • Sales Invoice, • Customs Invoice (if configured) • Sales Delivery Note • Pick Sheet • Pick Sheet Combined • Batch Trolley Pick Sheet • Simple Address Labels. • Various Courier Labels (dependent upon additional paid-for activation) • Price Exception Report. • Outstanding Items Report. • Reorder Report • Unissued Orders/Stages report. • Stock Requirements per Stage Report. • Fulfilment Report. <p>Sales Returns</p> <ul style="list-style-type: none"> • Sales Returns Report • Returns Analysis Report. <p>Repeat Orders / Delivery Rounds</p> <ul style="list-style-type: none"> • Call Sheet report. • Delivery Round report. <p>Purchasing</p> <ul style="list-style-type: none"> • Purchase Order, • Back Order Picking Note (if configured). • Purchase Delivery Note. • Supplier Return <p>Customer / Supplier</p> <ul style="list-style-type: none"> • Address labels • Statement 	<p>Confirmed.</p>

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
	<ul style="list-style-type: none"> • Statement incl. Remittance • Invoice Summary • Payment Remittance report (supplier). • Credit Summary. <p>Custom Report Facility for producing simple mail merge style letters in the following areas:</p> <ul style="list-style-type: none"> • Customer • Sales Order • Catalogue Request • Sales Invoice. <p>Accounts</p> <ul style="list-style-type: none"> • Vat 100 (UK) • Profit and Loss • Balance Sheet • Transaction Detail Report (printed and CSV) • Intrastat (CSV) • EC Sales List (CSV) <p>Analysis / Other</p> <ul style="list-style-type: none"> • Best Sellers Report • Stock Complaint summary. • Customer Sales Info report. <p>Warehouse Control (additional feature, setup and training required)</p> <ul style="list-style-type: none"> • Sales - Batch Trolley Pick Sheet • Good Received Note. • Consignment Report. <p>Warehouse Batches (additional feature, setup and training required)</p> <ul style="list-style-type: none"> • Recall Report. <p>Stock</p> <ul style="list-style-type: none"> • Stock Value Report 	

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
	<ul style="list-style-type: none"> • Stock Inventory Report • Stock Listing • Stock Labels (label design facility available) • Stock Barcode Book. Epos (training required) <ul style="list-style-type: none"> • Epos system can be configured to use the Standard Sales Invoice reports if required. • Sales Receipt • End of Day report • X/Y Readings • Full Transaction listing • Hourly Sales • Epos Takings 	
10.39 Can the software reproduce source documents? [E.g. sales invoices; POs, Remittance advices.....]	Yes	Confirmed.
10.40 Are the duplicates an exact replica of the relevant financial and VAT accounting information as stored on original documents [i.e. they do not take account of any subsequent changes to the standing data?	Yes. The information is dynamic until the Sales Invoice is posted, but then is static.	Confirmed.
10.41 Are these clearly identified as duplicates?	This can be configured to show COPY on documents like the Sales Invoice and Picking sheets.	Confirmed.
10.42 Does the software force the production of month-end reports?	No.	Confirmed.
10.43 Can the reporting function make use of external data files?	No, though data could be imported for use in this way with bespoke development.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
10.44 Does the report writer have the facility to scroll up and down when output to screen?	Yes.	Confirmed.
10.45 Can all reports be run without the need for period-end procedures to be initiated?	For periods, i.e. Months, "Yes". The Balance Sheet report is reliant on the Year End procedure to be completed for the Retained Earnings value to include the previous period figures if you are now in a new financial year.	Confirmed.
10.46 Does the report writer allow print previews of all reports?	Yes.	Confirmed.
10.47 Can transactions and standing data be output directly to other formats e.g. CSV, txt, XML, PDF etc. for any period of time required?	Yes. System Data areas can utilise Grid print to CSV, transaction data can be exported to CSV.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
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11 Value Added Tax

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

11.1 Does the software have the facility to hold the following VAT information:-	Yes – System Values; Company Details.	Confirmed.
11.1.1 UK VAT registration number?	Yes.	Confirmed.
11.1.2 Intrastat code?	Yes. Commodity code can be associated with stock records.	Confirmed.
11.1.3 EC Code?	Yes. System Values – General Company Information.	Confirmed.
11.1.4 EC VAT registration numbers (10)?	Yes.	Confirmed.
11.1.5 VAT rates (please specify number available)	Yes – no limit. These can be defined by an Admin user.	Confirmed.
11.2 How does the software handle roundings?	<p>The system will round up/down depending upon the amount.</p> <p>The system supports calculating and thus rounding per unit (gross) or per line (net) which is dictated by system configuration and price source.</p>	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
11.3 Is this applied consistently?	Yes.	Confirmed.
11.4 Does the software handle VAT Scale charges with automatic double entry processing?	No, although a Journal Templates can be configured to facilitate this process.	Confirmed.
11.5 Does the software handle VAT calculation tolerances? If Yes do any discrepancies produce:- 11.5.1 Warning?	No. N/A	Confirmed. N/A
11.5.2 Appear in the audit trail?	N/A	N/A
11.5.3 Appear in the VAT exception report?	N/A	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?	Profile and Permissions settings restrict who can edit nominal codes and post journals. All postings are tracked.	Confirmed. Confirmed.
11.6.2 VAT tables set up and change?	Profile and permissions can be configured. Changes to System Data Tax Rate changes are audited.	Confirmed.
11.6.3 Tolerance levels? 11.6.4 Invoice sales number table?	N/A Invoice and other sequence numbers are visible; however this is controlled by (system data and Admin) permissions and is audited if changed.	N/A Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
11.6.5 Changes on VAT code on customer files?	User Permissions and edits to customer records are covered by the Customer Audit.	Confirmed.
11.6.6 Changes on VAT code on stock files?	Permissions, only certain user types can change the financial information held on stock records. Changes to stock information is visible in the Stock Audit.	Confirmed.
11.6.7 VAT calculated on sales invoices or credit notes?	No. Altering VAT calculated is not permitted, calculations are based on set rates. VAT can be disabled on an order but this is tracked within the Sales Order Audit information.	Confirmed.
11.7 Does the software store and report a VAT return identifier [VRI]?	No.	Confirmed.
11.8 How does the software ensure that that each eligible posting is reported only once in a VAT return?	A VAT Committed date is held against each transaction included on a return.	Confirmed.
Method of operation		
11.9 VAT basis. Can the software handle: 11.9.1 Invoice (standard) accounting?	Yes	Confirmed.
11.9.2 Cash accounting?	No.	Confirmed.
11.10 If the software can handle both invoice (standard) and cash methods of accounting for VAT is the	N/A	N/A

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
basis clearly identified during set up?		
11.11 Does the software allow for a switching between methods? If Yes:-	N/A	N/A
11.11.1 Is the change fully supported by audit trails to ensure proper VAT treatment of all transactions?		
11.11.2 Is this ability to change a basis of accounting clearly flagged, i.e. users warned etc.		
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?		
11.11.4 Does the software provide useful and relevant information on switching in the software help section?		

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
11.12 Can the software handle the following VAT schemes:- 11.12.1 Annual accounting scheme?	No	Confirmed.
11.12.2 Flat rate scheme?	No.	Confirmed.
11.12.3 Retail schemes?	No.	Confirmed.
11.12.4 Account for VAT on the margin?	No.	Confirmed.
11.13 Can the software be configured to handle partial exemption methods?	No.	Confirmed.
11.14 Please state the number of VAT codes available for VAT analysis.	Unlimited, as this is under user control. A number of default codes are provided.	Confirmed.
11.15 How does the software handle:- 11.15.1 Outside scope?	Not Currently supported on a per order basis.	Confirmed.
11.15.2 Distance selling (supply to an unregistered EC customer)?	This would be handled as a UK VAT Sales order.	Confirmed.
11.16 How the software handle EC VAT:- 11.16.1 Goods and related service?	Tax code would be configured in System Data Tax Rates and applied to relevant Stock records.	Confirmed.
11.16.2 Services only?	Tax code would be configured in System Data	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
	Tax Rates and applied to the related stock records.	
11.16.3 Process?	Tax code would be configured in System Data Tax Rates and applied to the related stock records.	Confirmed.
11.16.4 Triangulation?	No.	Confirmed.
11.17 Does the software include the functionality to identify EU acquisitions?	Yes.	Confirmed.
If Yes:- 11.17.1 Can the software generate acquisition tax?	Yes. This is dependent upon Supplier record configuration and the correct use of the EC Tax wizard when posting Purchase Invoices. EC Acquisition calculated when posting relevant Purchase Invoices and reported in VAT Return. This allows for VAT to be recorded in the Khaos Control Tax Register for reporting purposes but not to be posted to the Purchase Ledgers.	Confirmed.
11.18 Can a report be generated of all EU acquisitions and the amounts of acquisition tax generated?	Yes. Part of the VAT screen in the Accounts section.	Confirmed.
11.19 Does the software include the functionality to identify transactions liable to reverse charge VAT?	No.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
If Yes:- 11.19.1 Can the software generate reverse charge VAT?	N/A	N/A
11.20 Can a report be generated of all transactions liable to reverse charge VAT, and the amounts of tax where so generated?	No. A custom report could be written upon request to pull information pertaining to a systems Vat codes as configured, but a standard report is not available.	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. When VAT Returns are committed options exist to automatically generate suitable journals, or this can be done manually from the reports.	Confirmed.
11.22 How does the software handle late transactions posted outside the closed VAT return period?	Additional/Late items are included in the following return.	Confirmed.
Input VAT (purchases)		
11.23 Can the software handle VAT inclusive amounts and automatically calculate the input VAT?	Yes.	Confirmed.
11.24 Does the software require the following to be entered:- 11.24.1 Supplier reference?	Optional references can be entered on the Purchase Order.	Confirmed.
11.24.2 Supplier document reference?	Supplier Invoice Number is expected when posting Purchase Invoices.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
11.24.3 Internal document reference?	Automatically generated Internal reference for Purchase Invoices.	Confirmed.
11.24.4 Invoice tax point date?	Mandatory Invoice Date.	Confirmed.
11.24.5 Invoice posting period date?	Defined by invoice date.	Confirmed.
11.24.6 Invoice gross total?	No, but line by line gross figures can be entered.	Confirmed.
11.24.7 Invoice VAT amount?	No, but line by line tax figures can be entered.	Confirmed.
11.24.8 Individual invoice lines:- 11.24.8.1 Net amount?	Yes.	Confirmed.
11.24.8.2 VAT rate? 11.24.8.3 VAT code?	No to both. VAT Rate/Code is determined automatically based on the Stock record information.	Confirmed.
11.25 Does the software validate individual invoice line VAT amounts against the total invoice of VAT (less early settlement at discount) and accept or reject the amount subject to the software tolerance?	No, the total VAT is calculated from the individual line totals, so they will always match.	Confirmed.
11.26 Can the user override the software derived input VAT amount and input VAT as shown on the supplier invoice?	Yes, manual entry is supported on a per line basis if the "auto calculate" option is disabled for an individual Purchase Invoice.	Confirmed.
11.27 Does the software allow VAT to be reclaimed on the basis of registered but unposted invoices?	No.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
If Yes:- Does the software flag the status as:- 11.27.1 VAT not yet reclaimed?	N/A	N/A
11.27.2 VAT claimed?	N/A	N/A
Output VAT (sales)		
11.28 Does the software generate sales invoices?	Yes.	Confirmed.
11.29 For each invoice generated is the following information included on the sales invoice:- 11.29.1 Unique software generated invoice sequential reference?	Yes.	Confirmed.
11.29.2 Company name, address, EC country code and VAT number?	Yes. EC Country code can be configured. VAT Number – Yes.	Confirmed.
11.29.3 The time of supply (tax point)	Yes. Invoice Date.	Confirmed.
11.29.4 Date of issue (if different to the time of supply)	Not included on the report as standard (not available at time of first printing).	Confirmed.
11.29.5 Customer's name (or trading name) and address, EC country code and VAT number (if applicable)	This can be configured as part of the "Basic" report design. By default the following is true: Name - Yes. EC Country Code No. Vat Number. Yes.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
11.29.6 The unit price [applies to countable goods or services. E.g. an hourly rate; or a price for standard services.]	Yes.	Confirmed.
11.29.7 A description which identifies the goods or services supplied?	Yes.	Confirmed.
11.30 Does the software identify supplies that are zero-rated, exempt, no VAT applicable? 11.30.1 Is this on the face of the invoice?	Yes. This can be configured as required by the customer and is not currently part of our default design on a per line basis, but can be incorporated into the design.	Confirmed. Confirmed.
11.31 Does the software handle Proforma invoices?	Yes. A report can be produced for Proforma Invoice.	Confirmed.
If Yes:- 11.31.1 Are the invoices clearly identified as "this is not a tax invoice"?	"Standard" Reports include this information by default. "Basic" reports which can be configured by the user do not include this by default and it must be incorporated into the design. The test system has had the design modified to show this.	Confirmed.
VAT Reporting		
11.32 Does the software produce a VAT 100 form as standard?	Yes.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

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	N/A
11.33 Is the VAT return information available by report on a three monthly basis or any other specified period?	Yes. Users can request this, monthly, quarterly or a custom user date range.	Confirmed, the user can determine the period.
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?	No. Details of the figures feeding into the VAT return data is available, but its not broken down by tax code or by which box the figure will feed into on the Vat 100 form.	Confirmed.
11.35 Can the VAT return be recreated showing all the transactions which were included in the original VAT return?	Yes.	Confirmed.
11.36 Does the software have a separate VAT audit log?	No, although changes to the Tax Rates are shown in the System Audit screen and important activity is shown in the General Action Audit screen.	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.	Separate Audit for VAT rate definitions, viewable	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
	from the System Audit screen (or by using the SDVatItem filter).	
11.37.2 Change from invoice/cash VAT accounting or other Schemes.	N/A.	N/A
11.37.3 VAT tolerance.	N/A	N/A
11.37.4 Changes to VAT rates on customer, supplier, product master files. Please specify	Customer rates not applicable, but changes to customer records are viewable in the Audit Log by filtering by Company. Product / Stock records hold their own audit of the vat rate information and are also available through the Audit Log.	Confirmed.
11.38 Are the above changes noted above stamped with a:-		
11.38.1 User id?	Yes.	Confirmed.
11.38.2 Software generated unique reference number?	Yes.	Confirmed.
11.38.3 Date and time?	Yes.	Confirmed.
11.39 VAT postings 11.39.1 Are all VAT postings recorded in the audit trail or VAT audit log?	Everything which hits the Khaos Control tax register or tax nominals will be reported upon. Manual Journals not posted to the Tax Register are noted in the General Audit screen.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
<p>11.39.2 Does the software denote whether each transaction has been included in a reconciled VAT return?</p>	<p>The information is available but is not directly shown when viewing the ledger information.</p> <p>In the Nominal Transactions a date is displayed indicating the Return the transaction was reported upon.</p> <p>In the Tax Register screen past returns can be viewed by using the Advanced filter.</p>	<p>Confirmed.</p>
<p>11.39.3 How does it denote which VAT Return the transaction has been included in?</p>	<p>Tax Register Committed date correlates and groups all associated transactions and filters exist to pull back past returns.</p> <p>This is shown on the Journal drill down and detailed nominal information available from the Trial Balance.</p>	<p>Confirmed.</p>
<p>11.40 Does the software produce a VAT Exception report detailing such transactions as:- 11.40.1 VAT amounts outside tolerance levels?</p>	<p>No, though a report could be written depending upon requirements.</p> <p>We have an Analysis report which does show information but is not considered a VAT Exceptions report.</p>	<p>Confirmed.</p> <p>Confirmed.</p>
<p>11.40.2 Manual changes to software generated VAT?</p>	<p>No.</p>	<p>Confirmed.</p>
<p>11.40.3 Write offs</p>	<p>Yes. Bad debts are handled and are included on the Tax Register as with any other transaction.</p>	<p>Confirmed.</p>

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
11.40.4 Zero value invoices?	No.	Confirmed.
If No for any of the above:- 11.40.5 How does the software document these occurrences?	Manual journals would be needed.	Confirmed.
11.41 Does the software handle "intra-community" supply of goods?	Yes.	Confirmed.
11.42 Does the software support production of an EC Sales List?	Yes.	Confirmed.
If Yes:- 11.42.1 Does the report show the country code, the customer name, their EC VAT number, the invoice reference and indicators for different types of despatches?	Yes, apart from company name and type of despatch.	Confirmed.
11.43 Does the software produce invoice level reports that enable every value on each EC Sales List report to be traced to source documents?	No, but producing a detailed report would be possible if required.	Confirmed.
11.44 Does the software have a means of ensuring that each eligible posting on the EC Sales List is reported only once?	No. However the report can be produced based on associated VAT Return.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
(Please state how this is done within the software).		
11.45 How does the software handle triangulation? E.g. a movement of goods without a related invoice transaction.	The software doesn't handle this.	Confirmed.
11.46 Does the software produce the relevant documents in a format [e.g. CSV or XML] that can be uploaded direct to the HMRC gateway?	They can be exported in CSV format, however manual modification is required for this to be submitted.	Confirmed.
11.47 Can these be electronically transmitted direct from the system?	N/A.	N/A
11.48 Does the software produce Intrastat reports where applicable?	Yes.	Confirmed.
11.49 How are errors on VAT accounts corrected?	Manual Journals depending upon the requirement or nature of the error.	Confirmed.
11.50 How does the software handle the VAT on purchase and sales ledger contras?	No specific Contra support is provided but they can be easily handled by raising a reciprocal manual Invoice or Credit which is used to allocate against the intended documents on the respective ledgers.	Confirmed.
11.51 How does the software handle partially allowable expenditure, e.g. VAT on petrol invoices where employees are provided	Manual ledger Invoices are raised where the VAT amount can be overridden when entered.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
with petrol (adjustment required for own use)?	Alternatively, Manual journals can be raised.	
11.52 Can the software handle cheque refunds to customers? If Yes:- 11.52.1 How is the VAT accounted for under cash accounting?	Yes. N/A. Cash accounting is not supported.	Confirmed. N/A
11.53 Can the software handle invoices with multiple rates of VAT?	Yes. VAT is driven by the items on the Invoice.	Confirmed.
11.54 How does the software handle write off of bad debts and the related VAT?	Under / Over payment write off feature exists for handling. Customer/Supplier specific transactions and the user is prompted regard the VAT element . These could also be handled via manual journals.	Confirmed. Confirmed. Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
12 Currency		
12.1 Is multi-currency processing available? If Yes:- 12.1.1 State number of currencies available. Does this cover:- 12.1.2 General ledger?	Yes. Various, users can add more as required. All nominal transactions are in system base currency. Manually raised invoices can be input using multi-currency but are then converted for the purposes of posting.	Confirmed. Confirmed. Confirmed.
12.1.3 Sales ledger?	Yes	Confirmed.
12.1.4 Purchase ledger?	Yes	Confirmed.
12.1.5 Stock?	Sales and Purchases of stock can be multi-currency but all stock transactions are held in the system base currency.	Confirmed.
12.2 Is conversion to sterling automatic? If Yes:- Does this cover- 12.2.1 General ledger?	Yes. Amounts on the Ledgers are held in base and foreign currencies. Yes, items can be input in any currency but will be converted and only stored in base currency.	Confirmed.
12.2.2 Sales ledger?	Yes.	Confirmed.
12.2.3 Purchase ledger?	Yes.	Confirmed.
12.2.4 Stock?	Where stock is in GBP and purchase orders are made in foreign currency, those transactions are converted to GBP when the invoice is posted or when deliveries are posted in the case of Stock Received Not Invoiced data.	Confirmed.
12.3 Can the user select which currency to value each of the ledgers?	No.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
<p>If Yes:- Does this cover:- 12.3.1 General ledger? 12.3.2 Sales ledger? 12.3.3 Purchase ledger? 12.3.4 Stock?</p>	<p>Additional info. System base currency can be chosen when system is first configured. Individual customer/supplier ledgers are held in both the foreign and base currencies.</p> <p>Bank information is viewed in the Foreign currency associated with the account.</p> <p>N/A N/A N/A N/A</p>	<p>N/A N/A N/A N/A</p>
12.4 What are the currency capacities?	0 - 99,999,999.99	Confirmed.
12.5 What are the maximum and minimum exchange rates?	There are none, exchange rates can be held to 4 decimal points.	Confirmed.
12.6 What approach will the Software House take towards handling the EURO?	This will be treated like all other currencies in the system.	Confirmed.
12.7 What currency information is held: 12.7.1 Currency Code/description?	Yes	Confirmed.
12.7.2 Country?	No. Default currency can be defined against the Country record, but the currency is not limited in this way.	Confirmed.
12.7.3 Currency rate table?	Yes.	Confirmed.
12.7.4 Date rates effective from-to?	Yes, however the system only holds an 'expiry date' for the conversion. The earliest configured rate will be applied until it expires.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
12.7.5 Previous rates held?	This is contingent on customer retaining this data. Modifications to Rates are audited. The system can be used to retain all past rates, however this is not enforced.	Confirmed.
12.8 Can a base currency be selected?	Yes.	Confirmed.
12.9 Can the user override the exchange rates during a transaction?	Yes. This can be configured for Purchases Invoices to prompt and in some other areas. Manual Journal posting, and Manual Invoices also support entering a manual rate.	Confirmed.
12.10 Can the user change the exchange rates per account?	No. Only using the facility per transaction. Per Customer/Supplier Rates are not supported as standard. Bespoke development would be possible.	Confirmed.
12.11 Is there a restriction on accounts to a single selected currency? If Yes:- 12.11.1 What controls are in place over any changes?	Yes. The currency cannot be changed once transactions exist.	Confirmed. Confirmed.
12.12 Can the user manually override the currency calculation?	No. Once a transaction has been posted the rate used cannot be changed. It would need to be reversed / credited.	Confirmed.
12.13 Are gains or losses on currency calculations automatically processed?	Yes, upon allocation of payment to an invoice.	Confirmed.
12.14 Can the user override the calculation /processing of currency gains and losses?	Exchange Rates can be amended for individual transactions as per previous answers, but users cannot override the calculation.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
12.15 Can a user override an exchange rate on each transaction?	No, this is limited to certain transactions for example Purchase Invoices.	Confirmed.
12.16 Can the user define the treatment of foreign exchange gains/losses i.e. where posted to in the general ledger?	No, all gains/losses are posted to a static system defined nominal account.	Confirmed.
12.17 Can ledger accounts be defined to take invoices/payments in specified currencies/ multiple currencies?	Yes. Individual Customer/ Supplier records are associated with a single currency per account.	Confirmed.
12.18 Does the software prevent the deletion of the active currency?	Yes. Any active currency used on customers, sales orders, purchase cannot be deleted.	Confirmed.
12.19 Does the software prevent use of duplicate currency codes?	Multiple versions of the same currency can be configured to allow agreed fixed exchange rates to be configured. However, descriptions must be unique despite codes being potentially duplicated. The user will encounter a warning is duplicate currency codes are detected. The user will receive an error is duplicate currency desc are detected.	Confirmed.
12.20 Can currency transactions be entered in selected currency and/or base currency?	No – selected currency only.	Confirmed.
12.21 Can transactions be entered in multiple currencies?	No.	Confirmed.
12.22 How does the software handle exchange differences?	It posts to loss/gain nominal accounts when payments are allocated to invoices.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
12.23 How does the currency treat revaluations relating to: 12.23.1 Ledgers (sales/purchases)	None.	Confirmed.
12.23.2 Monetary assets/liabilities	Revaluation of Bank Accounts allows the posting of differences to revaluation nominal account, defined by the user. A facility exists for this purpose, or it can be handled with manual journals.	Confirmed.
12.23.3 General ledger accounts?	This would be handled by manual journals.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
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13 Sales Order Processing and Invoice Production

13.1 Does the software start with a quotation or the sales order?	Either can be Selected, the default is a Sales Order.	Confirmed.
13.2 Are recurring or schedule orders handled?	<p>Yes. Scheduled shipments can be configured. Also joining of ongoing subscriptions is supported.</p> <p>Scheduled Shipments are a standard feature of Khaos Control, but require chargeable Implementation Assistance and mandatory Training before they can be used.</p>	Confirmed.
13.3 At quotation or initial order stage state how does the software:		
13.3.1 Checks stock availability?	Real time stock control information is available and confirmed upon saving of the order.	Confirmed.
13.3.2 Highlight alternative stock?	Up/Cross sell information can be configured on the stock record and is highlighted when applicable on the Sales Order entry screen.	Confirmed.
13.4 How does the software check credit status of customer:		
13.4.1 On receipt of order?	Credit limit and terms controls can be configured per customer and apply when an order is saved.	Confirmed.
13.4.2 Prior to dispatch?	Orders that exceed the settings are placed into a separate processing stager for manual intervention.	Confirmed.
13.5 Can the software block:		

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
13.5.1 Customer orders?	Yes. Customers can be put on STOP or prevented from raising orders.	Confirmed.
13.5.2 Deliveries?	Orders are reviewed automatically and orders placed in Terms Hold stage to prevent delivery.	Confirmed.
13.5.3 Invoice production?	No. Sales Invoice production is linked to the despatch process, so if despatched and invoice will be produced.	Confirmed.
13.6 Where stock is not available is a "back order" raised and a purchase order issued?	The system can be configured to do this automatically. But when not doing so, outstanding orders will be appear as part of the Purchase Order reporting screens.	Confirmed.
13.7 Does the software handle forward orders? If Yes is this:- 13.7.1 Only when stock is now available? 13.7.2 Allocated from future planned stock?	Orders can be placed regardless of stock status and a Delivery Date specified. These go into a "Awaiting Date" stage. Yes. Stock items can be configured to only allow sales if sufficient stock is available now and prevent orders otherwise. Ie. Discontinued stock. Yes, Sales Orders can be linked to planned Purchase Orders.	Confirmed. Confirmed. Confirmed.
13.8 Can multiple addresses be held for each customer (invoice and delivery address).	Yes.	Confirmed.
13.9 Are the following documents produced: 13.9.1 Quotations?	Yes.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
13.9.2 Order confirmation? 13.9.3 Picking lists? 13.9.4 Labels? 13.9.5 Dispatch/Delivery note? 13.9.6 Invoices?	Yes, Order Acknowledgement. Yes. Yes. However this is user configurable and for integrated labels bespoke development would be required. Yes. Yes.	Confirmed. Confirmed. Confirmed. Confirmed. Confirmed.
13.10 Are the following reports available: 13.10.1 Quotes for which orders not received? 13.10.2 Orders received (analysis)? 13.10.3 Items placed on backorder and/or purchase orders raised? 13.10.4 Items dispatched not invoiced? 13.10.5 Items ordered but not dispatched due to stock out? 13.10.6 Gross margin (by invoice or item)?	Screens are available for viewing this information. Yes. Sales Summary. Back order screens are available for raising Purchase Orders and seeing related information. Yes. By filtering the Sales Invoice screen. Yes. Items present in to Awaiting Stock stage. Yes. Sales Summary reporting includes this information.	Confirmed. Confirmed. Confirmed. Confirmed. Confirmed. Confirmed.
13.11 Are invoice details derived from order input? (e.g. prices, quantity)	Yes.	Confirmed.
13.12 Can picking lists /dispatch notes be amended for non-availability of stock? If Yes:- 13.12.1 Is this reported? 13.12.2 Are the items dispatched reflected in final invoice?	Yes, automatically, but primarily from amending the order. Yes, via the Stock movement trail. Yes.	Confirmed. Confirmed. Confirmed.
13.13 Is there one dispatch note and invoice per order?	No. Multiple despatches can be processed and these have a one to one mapping to an invoice.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
13.14 How does the software ensure all dispatches are invoiced? E.g. where multiple dispatches are raised per order, or several orders on a single dispatch note.	Invoice production is part of the despatch process and results in a one to one mapping. Multiple orders on a single despatch note is not applicable.	Confirmed.
13.15 Can manual invoices be raised (i.e. without a sales order)?	Yes. This is an accounting function using our standard SP Ledger feature.	Confirmed.
13.16 Does the software produce proforma invoices as required?	A report with proforma on it can be produced if the Sales Order and system have been configured appropriately, the system has a Proforma order type to facilitate this.	Confirmed.
13.17 Can returned goods be processed to produce credit notes?	Yes.	Confirmed.
13.18 Are these referenced to the original order/invoice?	Yes, You can drill down from one to the other, but the original order reference does not appear on the credit note as standard.	Confirmed.
13.19 Will the product accept orders from the Web? If Yes:- 13.19.1 How are web orders integrated with the sales order processing ledgers? 13.19.2 What control features are available for checking web orders before processing?	Yes (from Amazon, ebay, client website etc). Via Additional Web Services to import orders into the system. They are then processed alongside normal orders. Rules can be configured to force orders to be handled differently based on Source by user configuration in the Sales Invoice rule setup.	Confirmed. Confirmed. Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
14 Purchase Order Processing		
14.1 Does the software generate suggested orders?	Yes. We have multiple mechanisms for suggested orders depending reordering levels or actual sales., but also options to activate automatic purchase ordering geared towards individual back to back ordering.	Confirmed.
14.2 Can orders be generated by the user?	Yes.	Confirmed.
14.3 Is the software easy and efficient to use, i.e. scroll backwards and forwards in the product file, tagging more than one item per order?	Yes, multiple items to be ordered can be selected.	Confirmed.
14.4 Can more than one supplier be allocated to each product?	Yes.	Confirmed.
14.5 Does the software hold details of substitute products if applicable?	<p>You can configure up-sell / cross-sell items on Stock records but these are not geared for the purposes of Purchase ordering similar items, more for Selling alternative items and the item bought is required to be purchased if out of stock.</p> <p>We have also developed additional behaviour relating to substitution for replacement and b grade stock for the car parts industry aimed at Sales ordering.</p>	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?	The orders are created and can be amended whether they were produced automatically or manually.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
14.7 Is stock availability updated for stock on order?	Yes.	Confirmed.
14.8 Can the software handle partially completed orders and returns?	Yes.	Confirmed.
14.9 Are receipts checked to orders and discrepancies reported?	<p>Under Deliveries screen available for analysis and information.</p> <p>The individual purchase item is updated by the delivery process so any individual over-deliveries can be seen when looking at a Purchase Order, but a report summarising over deliveries does not exist, but could very easily be produced in the reporting area.</p>	Confirmed.
14.10 Are purchase invoices checked to purchase orders, confirmed receipts and discrepancies reported?	<p>Purchases invoices are generated by default based on receipt/delivery information to ensure a 1-2-1 correlation. Purchase Invoices can also be generated from Purchase Orders. Items which are on the invoice but not on the original document appear in red.</p>	Confirmed.
<p>14.11 Are the following reports available:</p> <p>14.11.1 Purchase Orders raised (analysis)?</p> <p>14.11.2 Purchase Orders not received?</p> <p>14.11.3 Goods received discrepancies?</p>	<p>Yes – we have a “purchase list” detailing all purchase orders which have been raised past and present, but there is no analysis as standard.</p> <p>Yes</p> <p>Some reports are available which allow an overview to be seen, however it's not a detailed</p>	<p>Confirmed.</p> <p>Confirmed.</p> <p>Confirmed.</p>

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
<p>14.11.4 Invoice to goods received discrepancies?</p> <p>14.11.5 Goods received not invoiced?</p>	<p>discrepancy report. This can be found in the "Purchase Manager" screen which lists the status of Purchases and their deliveries, (not booked in, partially delivered, delivered, partially invoiced, invoiced).</p> <p>No.</p> <p>Yes. This can be activated as required.</p>	<p>Confirmed.</p> <p>Confirmed.</p>
<p>14.12 Can the software handle "back to back" ordering?</p>	<p>Yes. These can be instigated manually or automatically following configuration.</p>	<p>Confirmed.</p>

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
15 Stock Control		
15.1 What information is held in respect of stock (and are there any limits):- 15.1.1 Item numbers/ description?	Yes. Many items are included in the stock record. No limitations. Certain fields are limited to 30 characters by default. This can be expanded through additional bespoke development if required.	Confirmed.
15.1.2 Location(s)?	Yes – We have for information only single “simple locations” available as standard. For full location control, our additional “Warehouse Control” facility is required, which supports multi-location, and full per location stock tracking.	Confirmed. The warehouse control option comes at an additional cost.
15.1.3 Quantity, (available, allocated, on order)?	Yes.	Confirmed.
15.1.4 Minimum and maximum stock levels?	Yes. Global Safe and Minimum levels can be set on all stock records and per stock control “site” if they differ from the global setting.	Confirmed.
15.1.5 Reorder lead times?	Yes. Information can be recorded on the stock record which represents that.	Confirmed.
15.1.6 Supplier(s)?	Yes. Multiple suppliers can be linked to stock records and “preferred” supplier set within.	Confirmed.
15.1.7 Prices/cost/ discount details?	Yes – Various can be set through Price Lists, and other pricing behaviour.	Confirmed.
15.1.8 Batch/serial number?	Yes / No. Serial numbers are not supported. Batches are only supported when using our additional “Warehouse Control” facility.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
15.1.9 Weights etc?	Yes. "Average weight" and "postage weight" can be recorded on the stock record.	Confirmed.
15.1.10 Other – please specify?	Numerous including, but not limited to, volume, dimensions, Packs, Build, User defined attributes, 4 levels of Size or Colour or Style can be configured.	Confirmed.
15.2 How is stock updated?		
15.2.1 Dispatch of goods?	Yes.	Confirmed.
15.2.2 Receipt of goods?	Yes.	Confirmed.
15.2.3 Adjustments?	Yes.	Confirmed.
15.2.4 Transfers between locations?	Yes.	Confirmed.
15.3 Is negative physical stock allowed?	No.	Confirmed.
15.4 Can the software handle "sale or return" stock?	Not as standard. Customers have configured this using existing features of the software, separate "Site" and locations, but this is not supported as standard.	Confirmed.
15.5 Can the software handle variations to a standard pack of products?	Yes. Substitutions can be made at point of sale manually. The system also additionally supports the "dynamic" creation of packs.	Confirmed.
15.6 What methods of stock valuations are allowed?		
15.6.1 Average	Yes.	Confirmed.
15.6.2 FIFO	No.	Confirmed.
15.6.3 LIFO	No.	Confirmed.
15.6.4 Standard cost	Yes – The software can be configured to lock the stock value of an item so it is only controlled by manual user data	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
	edits and not influenced by other document postings.	
15.6.5 Other – please specify	None.	N/A
15.7 How can stock enquiries be made, i.e. by product code, short name/supplier etc.	Numerous, traditionally by Stock code or Description, stock type, but we have searchable lists for accessing stock information.	Confirmed.
15.8 Does the software track orders and enable enquiries by date, e.g. list of all stock due on a particular day; stock to be dispatched on a set date?	Yes. "On order" list is available for stock due. Sales Invoice screen is used for managing the despatch of stock.	Confirmed.
15.9 Does the software facilitate the regular counting/ inspection of physical stock (e.g. by producing random/defined stock check lists)?	Yes. Lists can be produced by stock type to facilitate stock level counting. Additional advanced Stock taking facilitations are available with our "Warehouse Control" facility which can also work with Hand Held Terminals.	Confirmed.
15.10 Can the software handle more complex situations such as: 15.10.1 Bill of materials	No, but we have Packs and paid for Product "Customisation" facilities which allow for common requirements to be met by configuring. Bill of materials is typically handled with "packs" or "build" items in the stock configuration. We also have an optional job-costing feature, which can be activated.	Confirmed.
15.10.2 Links to CAD/CAM systems	No.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
15.10.3 Job costings to collate and value WIP.	No.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
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16 User Documentation

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

https://support.khaoscontrol.com/wiki_kcx/index.php?title=Main_Page

16.1	Is the manual clearly laid out and understandable?	Yes. We have an online “wiki” which contains all of our help information.	Confirmed. The online “wiki” is very comprehensive.
16.2	Is the manual comprehensive and accurate?	Yes. It is continually updated by our Training team.	Confirmed.
16.3	Is there an index to the manual?	Yes and a search facility.	Confirmed.
16.4	Is it easy to locate specific topics in the manual when required?	Yes, we have context sensitive searches which can be triggered by using F1 from within software screens and dedicated “how to” sections to cover most topics.	Confirmed.
16.5	Is it easy to follow through all procedures in the manual?	Yes.	Confirmed.
16.6	Does the manual include:		
	16.6.1 A tutorial section?	Yes. We have “How To” pages for all key operations and links to related articles from the core page.	Confirmed.
	16.6.2 A guide to basic functions?	Yes.	Confirmed.
	16.6.3 Pictures of screens?	Yes.	Confirmed.
	16.6.4 Completed examples included in the manual?	Yes.	Confirmed.
	16.6.5 Specific “error correction” procedures?	The How to Guides cover common scenarios.	Confirmed.
	16.6.6 VAT information?	Yes – e.g. running VAT return. https://support.khaoscontrol.com/wiki_kcx/index.php?title=How_To:_Process_a_VAT_return	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
16.7 Does the documentation clearly specify the actions to be taken by users at each important stage of processing?	Yes.	Confirmed.
16.8 Are help screens available relating to the task in hand? (context sensitive help).	Yes. F1 from the software will take the user to the appropriate wiki page.	Confirmed.
16.9 Do they provide on-line instructions on how to use particular features of the software?	Yes.	Confirmed.
16.10 Can they be edited or prepared by the user?	No.	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?	No. Although if any development work is undertaken, bespoke instructions are provided separately as part of our delivery process, which where appropriate would include file definitions and examples agreed with the client, including import file specifications and courier integration and configuration. Training and Phone training is also available from our training department.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

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.	Confirmed.
17.3 Is data entry easily repeated if similar to previous entry?	Yes. Keyboard shortcuts are available in all screens to facilitate quick entry. Quick stock entry is provided in common use areas, like Sales Orders. Copy functions exist to facilitate replication of similar orders.	Confirmed.
17.4 Does the software prevent access to a record while it is being updated?	Yes.	Confirmed.
17.5 Is there locking at file or record level?	Yes – standard SQL record locking, with additional Khaos Control locking on key areas, like Sales Orders and Stock.	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?	Yes. Key records like Customer and Stock have an edit date recorded which is used in the production of “changed since” reporting or web exported information.	Confirmed.
17.8 Can regular reports be easily duplicated if required?	Yes.	Confirmed.
17.9 Does the software warn the user when space is becoming short?	No – This is dependent upon the clients hardware resources and	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
	<p>not software level restrictions. Customers who are <i>not</i> part of our “hosted” solution are expected to maintain the available SQL server space to ensure continued operation. We do have automated reports configured to assist our support team proactively reminding customers if they are potentially near the limits of the Express edition of SQL server.</p>	

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
18 Integration and www facilities		
18.1 Are the different accounting modules integrated?	Yes, but if additional non-standard features are active they are integrated. e.g Country specific VAT.	Confirmed.
18.2 Are they integrated on real time basis or batch basis?	Real-time. Sales Invoices can be issued manually on an individual basis or automatically posted throughout the day or overnight. Overnight is common amongst our customers using a scheduled task.	Confirmed.
18.3 Can the integration of batches be by batch, weekly or monthly?	All data is entered live.	Confirmed.
18.4 Is the ledger updating process satisfactorily controlled by the production of control reports?	Yes, when posting Purchase or Sales Invoices any problems are raised with the user and a log of items posted can be extracted.	Confirmed.
18.5 What operating systems does the software run under?	Windows Server 2008 R2, Windows 7 (Home & Business), Windows 8, Windows 8.1, Windows 10 (ongoing development will ensure compatibility with all future versions).	Confirmed.
18.6 Which databases can be used?	Microsoft SQL Server 2008 R2, 2012, 2014, 2016 and 2017. The Express versions are supported but most of our customers are of a size that Express is not applicable due to the limitations within this version and using it would affect performance. Ongoing development ensures compatibility with all future versions.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
18.7 Can more than one software function be performed concurrently?	Yes, but only certain operations support this. Many features can be automated through companion applications.	Confirmed.
18.8 Can the software be linked to other packages e.g. word processing, graphics, financial modelling, to provide alternative display and reporting facilities?	<p>Yes [e.g. Ebay, Amazon, own websites, data exports to CSV etc.]</p> <p>The external files can be linked and opened from within those areas, but any data within those spreadsheets is not available to Khaos Control, so it is not aware of their content. This feature is typically used for attaching static instructions to stock records, and email records to CRM logs, and can be used to link any document type.</p>	Confirmed.
18.9 Can definable links to spreadsheets be created?	<p>No. but Exports to excel compatible formats available in all grids. External files can be attached for stock and CRM log records, but these are not “data aware”.</p> <p>The external files can be linked and opened from within those areas, though any data within those spreadsheets is not available to Khaos Control so it is not aware of their content. This feature is typically used for attaching static instructions to stock records and email records to CRM logs, and can be used to link any document type.</p>	Confirmed.
18.10 Does the software integrate with any web trading software? 18.10.1 External or		Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
	<p>Yes – various shopping carts, we have integrations for Ebay, Amazon, NOTHS, Shopify, GroupOn, BigCommerce, Play etc. with at least basic order import support.</p> <p>Amazon and Ebay are provided as standard, but there is a mandatory training requirement to use our “Channels” facility.</p> <p>Other available integrations require additionally charged development to activate them.</p> <p>Others can be added, but this requires development.</p>	<p>Note: Re: the mandatory training, Khaos state (using prices at the date of this review):</p> <p>“We have a day and a half mandatory training at (£528 per day), which is approx. £792 + VAT + Expenses if the training is undertaken at the customer site. The half day is configuration training following the day’s training to assist with real world setup. Additional training may be required if customers more complex requirements.</p> <p>“This is built into the project costs for new customers if the requirement is known at the outset. It has become quite common among our new customers.”</p>
18.10.2 Suppliers own?	Yes – Khaos Control Solutions can create bespoke websites (Khaos Web) which fully integrate with Khaos Control if customers are using our Hybrid solution.	Confirmed.
18.11 Note which other business application software that can be linked to the software: 18.11.1 Payroll?		Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

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	No, although Journal Templates can be configured to process common multi-part journals.	
18.11.2 Time/fees?	No	Confirmed.
18.11.3 MRP?	No.	Confirmed.
18.11.4 Fixed assets?	No	Confirmed.
18.11.5 Document management software?	No, but documents can be attached to stock records (for example instructions, product information), or customer CRM logs (email communications, other external documents).	Confirmed.
18.11.6 Job costing?	Khaos Control includes a basic Job Costing feature, which can be enabled as an additional extra.	Confirmed. Job costing is an additional cost option.
18.11.7 CIS?	No	Confirmed.
18.11.8 Other – please specify?	We have integrated Stock Control and Order (sales and purchases) processing, we have our own Warehouse Control features, but if required other 3 rd Party Fulfilment systems can integrate with our WMS API to handle stock and warehouse management.	Confirmed. Warehouse Control is an additional cost option.
18.12 Is the software compatible with XML standards? If so in what respect? (input/ output/ other)?	Yes. Order can be imported via XML. Prices and other information can be exported via our additional Web Services, most typically used for customers with 3 rd party web site integration using our API.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
19 Support and maintenance		
19.1 How is the software sold: 19.1.1 Direct from Software House?	Yes	Confirmed.
19.1.2 Via Value Added Reseller (VAR)?	Not applicable.	N/A
19.2 How is the product supported:- 19.2.1 Direct by Software House?	Yes	Confirmed.
19.2.2 By VAR?	Not applicable.	N/A
19.3 Is the software sold based upon number of users or number of concurrent users?	Number of concurrent users, although as SQL Server is a requirement, licensing of this is dictated by Microsoft and can be on a per user, or server specific basis depending upon the scale of the business. Some features require paid for development / activation.	Confirmed. Note that training is mandatory.
19.4 Do VARs have to go through an accreditation process?	N/A	N/A
If Yes:- 19.4.1 Please note the process.	N/A	N/A
If No:- 19.4.2 Please explain how organisations are chosen to be VAR?	N/A	N/A
19.5 In the event of a dispute between Supplier and VAR how can the situation be resolved?	N/A	N/A
19.6 Detail the types of cover available.	All licensed members of the Khaos Control Family receive the same standard of support at no cost. Please refer to Appendix 1 for more information on the service provided.	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

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19.7 Please note all method of support available :-		
19.7.1 Telephone.	Yes	Confirmed.
19.7.2 Modem link.	N/A	N/A
19.7.3 Internet.	Yes, remote support tool provided within the application.	Confirmed.
19.7.4 Other – specify.	Email, Live Chat, Video Chat and Site Visits if required. Paid for consultancy.	Confirmed.
19.8 Please provide an indicative cost of cover and what is included.	Support is provided free of charge to all licenced customers. Please refer to Appendix 1 for detail of what is included.	Confirmed.
19.9 How often are general software enhancements provided?	<p>New versions of the software are produced approx. every 2 weeks.</p> <p>These are provided to the customer as frequently as is required for each customer. Updates are provided to the entire Khaos Control Family to provide bug fixes, new features and customer-specific changes. There is no limit to the number of updates a customer can receive.</p>	<p>Confirmed.</p> <p>Khaos state:</p> <p>“Our technical team produce new releases every 2 weeks including both new development and fixes.</p> <p>“Not all customers are updated this frequently. This depends upon the content including bespoke features requested by the customer as development or the nature of the fixes included.</p> <p>“We would anticipate the average customer applying an update every month.”</p>
19.10 Will they be given free of charge?	Yes are provided for free, but most development is chargeable unless it's a big feature which has been completed as	Confirmed.

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
	part of our internal roadmap or development suggestions.	
19.11 How are enhancements and bug fixes provided to customers?	<p>All updates are provided digitally in the next release of the software. Customers are added to an automatic update schedule.</p> <p>As tickets or development work items are completed, updates are scheduled on our internal systems (and then released by our support team) for associated customers automatically for the related software release containing their items.</p> <p>All customer systems are installed with a Testing environment. We recommend to all customers that they apply all new updates to their Test first and review against their own business practices using this environment.</p> <p>Application of the Update to their Test or Live system is a manually initiated process undertaken by an Administrator user within their business.</p>	Confirmed.
19.12 Is "hot line" support to assist with immediate problem solving available?	No. However this is our standard support offering, where possible issues will be resolved in line with our SLA.	Confirmed.
19.13 If so, is there an additional cost involved?	None	Confirmed.
19.14 At what times will this support be available?	Mon-Fri during office hours, 9am to 5pm.	Confirmed.
19.15 Who provides training: 19.15.1 Software House? 19.15.2 VAR?	Yes N/A	Confirmed. N/A

Functional requirements questionnaire
Product Khaos Control
Version 8.135

Question	Supplier Response	Evaluator's Comment
19.16 Is hardware and maintenance provided by: 19.16.1 Software House? 19.16.2 VAR?	Yes, but only for our "hosted" solution customers. N/A	Confirmed. N/A
19.17 Is a warranty offered in respect of specification of the software?	No	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)?	Not as standard, special arrangements have been agreed with some clients, by deposit with a third party (Escrow). This is service is provided on a case by case basis and involves additional costs.	Confirmed.
19.19 Are there any unduly restrictive conditions in the licence for the software?	No.	Confirmed.