

Financial Accounting Software Evaluation

Oracle NetSuite

NetSuite OneWorld 2018 Release 2

ORACLE[®] NETSUITE

custom

Date completed: 23rd April 2019

Signed:

A handwritten signature in black ink, appearing to read "J. Pidgeon". The signature is written in a cursive style with a large initial "J".

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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 **NetSuite OneWorld 2018 Release 2** 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 **NetSuite OneWorld 2018 Release 2**, a product specialist from the **Oracle NetSuite** completed the detailed questionnaire and provided it to the evaluator to examine. The evaluator then visited the **Oracle NetSuite** office in **Reading, Berkshire UK** and in conjunction with the operation of the various aspects of the software assisted by a member of **Oracle NetSuite'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 **Oracle NetSuite** staff in order to clarify certain points. In the event of disagreement between **Oracle NetSuite** and the evaluator, the evaluator's decision was taken as final and the response changed accordingly.

NetSuite OneWorld 2018 Release 2, was used throughout the evaluation. The evaluation covered the fully integrated sales, purchase and general ledgers and where

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

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

2.3 Online accounting software

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

2.4 Software/hardware utilised

The audit was performed on a machine with the following specifications

MacBook Air with 1.8Gb processor, 4Gb memory, Mac HD running Google Chrome version 71.0.3578.98 under MacOS Mojave Version 10.14.

2.5 Report structure

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

3 Matters to consider before purchase

3.1 General overview

NetSuite provides a Software-as-a-Service (SaaS)-based unified package comprising key Accounting/ERP, CRM, and ecommerce capabilities. In addition, the company provides a hosted application development platform for solution customisation, and sector and function-specific solutions. Small and mid-sized businesses with on-premise accounting and other point solutions face critical challenges arising from the lack of integrated front and back office operations, coupled with significant IT management overheads. NetSuite's SaaS solution integrates front office processes such as customer acquisition, with back office processes, such as inventory and order management, and provides real time dashboard-based KPI reporting across processes

3.2 Supplier background

Founded in 1998, NetSuite is publicly traded (NYSE:N) company headquartered in San Mateo, California, USA with offices in Denver and Boston in the US, and Toronto in Canada. International offices are located in the UK; Australia; Japan; Singapore; and Hong Kong. The company went public on 20th December, 2007

It was one of the first generation of SaaS providers and proved that the SaaS model could work for complex back office applications as well as front office CRM.

NetSuite provides SaaS-based business applications for SMEs and midsize-companies. A single hosted system can be used to support all key business operations including CRM, order fulfilment, inventory, accounting and finance, product assembly, e-Commerce, Web site management, and employee productivity.

On November 7, 2016 Oracle's acquisition of NetSuite became official, making NetSuite a wholly owned subsidiary of Oracle Corporation. This acquisition brings together the reach of NetSuite's cloud ERP solutions for small to midsize businesses with the breadth and depth of Oracle's enterprise-grade cloud solutions for the back and front office. Oracle offers a comprehensive and fully integrated stack of cloud applications, platform services, and engineered systems. With more than 400,000 customers – including several of the Fortune 100 – in more than 145 countries, Oracle provides a complete technology stack both in the cloud and in the data centre. Oracle's cloud-based and on-premises solutions give customers complete deployment flexibility and benefits including application integration, advanced security, high availability, scalability, energy efficiency, powerful performance, and low total cost of ownership.

As of May 31, 2018, Oracle NetSuite's business unit had over 7,000 employees. Oracle NetSuite is trusted by more than 16,000 customers.

3.3 Product background and Suitability for user

NetSuite claim their business software gives growing businesses a competitive edge and is typically for businesses that:

- want to make better decisions by giving each employee real-time information.
- want to have powerful and flexible enough solution that supports all its business processes.
- want to eliminate IT costs and concerns associated with maintaining and upgrading separate applications.
- Increase collaboration and improve relationships with partners, customers and suppliers.

NetSuite's Accounting/ERP capabilities support financials, order fulfilment, purchasing, inventory, time and billing, payroll, employee self-service, and Web presence.

NetSuite offers the OneWorld module for multinational businesses, The solution enables real time subsidiary management and global, multi company business consolidation. This allows organisations to provide for local control but with global and regional roll-up visibility. It also supports multi-currency management using either the current exchange rate at the time an order is placed or a commission payout is made or a set rate, language conversion, tax management across borders, and meeting reporting (with drilldown capability) requirements.

3.4 Typical implementation

With its Web-based, hosted solutions, NetSuite supports businesses across a wide variety of industries and vertical markets. The claim their solutions can be deployed faster and require less customization than generic packages that take a

"one-size-fits-all" approach. And in case additional fine-tuning is needed, NetSuite offer extensive configuration and customization capabilities. Their Professional Services Team, along with their extensive network of local NetSuite Solution Providers, can set up the application, consult on best practices, and train staff on all of NetSuite's capabilities.

NetSuite is used in a wide variety of industries including:

Software Companies	Wholesale/Distribution Companies
Ecommerce Companies	Services Companies
Media and Publishing Companies	IT Resellers
Advertising	Agriculture
Manufacturing	Retail
Telecommunications	

3.5 Vertical applications

In addition to the financial, order processing and stock control functions included in this evaluation NetSuite offers these additional areas not included in this evaluation:

CRM	Time & Expenses
Fixed Assets	E-Commerce
Document Management	Electronic Payments

3.6 Software and hardware specifications

NetSuite deliver the suite over the internet as a subscription service via the cloud, eliminating the need for customers to buy and maintain on-premise hardware and software.

NetSuite is generally browser and operating system agnostic.

DSL, cable or another high-speed Internet connection is required for proper transmission of the Service.

NetSuite mobility extends collaboration and productivity beyond the workplace. With intuitive tools that provide a user mobile workforce with the ability to quickly access and upload important data they need outside the office, they're empowered with information at their fingertips. With mobile apps for both iPhone and Android, NetSuite is meeting customer demand for access to ERP capabilities over the world's two most popular mobile operating systems.

3.6.1	Development environment JavaScript
3.6.2	Server platforms N/A
3.6.3	Databases Oracle
3.6.4	Operating software Windows, Linux and Apple Mac running an Internet browser
3.6.5	Protocols TCP/IP

- 3.6.6 Minimum client computer specification
Any machine capable of running a modern browser and connected to the Internet
- 3.6.7 Support and maintenance
Support and maintenance is provided to users by NetSuite directly and through authorised solution providers with NetSuite supporting these providers.

3.7 Software installation and support

NetSuite help clients scale and success together with NetSuite, providing the platform and the knowledge with which they can dramatically improve and grow their business.

NetSuite are a global organisation, and are heavily localised, able to provide services throughout the world in a variety of languages.

NetSuite Consultants and Project Managers have experience implementing NetSuite in many industries including software, professional services, wholesale distribution, retail, financial services, advertising, media and publishing, nonprofit and manufacturing. NetSuite also has a vast range of business and technical skills at a client's disposal—from strategic and software experts to front-office and back-office functionality. This expertise supports a wide variety of services, ranging from the basic NetSuite implementation to enterprise advisory and change management.

NetSuite Consulting's combination of tools, experience and capabilities will lead client organisations through the NetSuite implementation and will help enable growth streamlining a client's business processes.

Offerings:

SuiteSuccess

SuiteSuccess is engineered to solve unique industry challenges that historically have limited a company's ability to grow, scale and adapt to change. Most ERP vendors have tried to solve the industry solution problem with templates, rapid implementation methodologies and custom code.

NetSuite took a holistic approach to the problem and productized domain knowledge, leading practices, KPIs and an agile approach to product adoption. The benefits of this are claimed to be faster time to value, increased business efficiency, flexibility and greater customer success.

Agile-Hybrid

In case SuiteSuccess is not applicable to your specific case, NetSuite Consulting uses a proven methodology based on best practices gleaned from vast experience in deploying the NetSuite solution to their customers. This is a phased approach where everything, from documentation to training, has been tailored to suit NetSuite as a product. The typical waterfall approach has been hybridised with an agile phase, optimised for ERP cloud implementations.

The approach generally employs a joint staffing model for implementation projects whereby NetSuite involve the customer more actively in the implementation process than

traditional software companies. NetSuite believes this better prepares its customers to support the application throughout their use of the NetSuite service. Depending on the size of the engagement, a single *individual* may take responsibility for any number of roles or a single role may require more than one individual.

Data migration is done using Comma Separated Values (CSV) Import, and SOAP-based Web Services. If there is a requirement to integrate NetSuite with third-party systems additional expertise is needed, but will vary based on individual organisations' specifications.

Data migration is a key success factor on any ERP implementation. NetSuite provide thorough guidance throughout the project on what is to be migrated into NetSuite and how. Whilst the client will be responsible for extraction, cleansing and transformation activities NetSuite Consulting will help with the data strategy and data import into NetSuite. If data volumes are too big to be handled efficiently with CSV templates, (i.e. over 25.000 transactions), they can leverage data load automations such as the CSV integrator, NetSuite APIs and partner integration solutions.

NetSuite has a complete lifecycle of professional services, training, and support designed to ensure successful projects. NetSuite helps a client get up and running and ensures that they get continuous value from their NetSuite investment post-implementation.

Implementation

NetSuite helps a client implement, configure and customise NetSuite for their unique requirements. NetSuite manages all the application layer software builds and provisioning processes. Once their instance of the system is provisioned, they work with the client to configure their specific instance and can create, test, and deploy any customisations as needed. NetSuite mitigates the risks associated with any multi-phase implementation because all customisations are automatically carried over during each upgrade and new release without the need to re-code. This upgrade methodology enables companies running on the NetSuite cloud to experience "version-less" and always up-to-date cloud ERP, without sacrificing control or flexibility.

Training

NetSuite does not believe in "one-size-fits-all" training. To support the rollout of the NetSuite service, Netsuite recommend an implementation-specific training approach that targets end-users in a role-based model. NetSuite's professional, in-house training experts follow industry best practices and work with a client's company subject matter experts to understand and document their organisation's requirements. From these engagements, a unique training plan is designed to a client's company's specific NetSuite functionality, configurations, and user processes. NetSuite Training programs help a client develop NetSuite expertise using the method that's best for their employees and their business.

Training does not stop at go live. NetSuite continue to provide training through new feature releases and to a client's new employees. They also offer access to SuiteAnswers, a searchable knowledge centre with support articles, best practices tutorials, help topics, and training videos that are included with a client's subscription.

Flexible Support

NetSuite's world-class customer support options are designed to maximise a client's satisfaction with their NetSuite investment and is tailored to meet their business needs.

NetSuite offers customers several different options and each provides specific service levels and capabilities, from online case submission to 24x7 phone support.

NetSuite's support options are complemented by the extensive SuiteAnswers library containing detailed online help and other resources such as FAQs, online user guides, sneak peeks at upcoming releases and tips that help a client get the most from their NetSuite application.

Account Management

An assigned account manager is a client's single point of contact, assisting them with navigating the resources available within NetSuite. From initial sale through annual review, the account manager will monitor a client's customer experience to ensure the most effective lifecycle. The account manager is responsible for client satisfaction and is familiar with all aspects of the service.

Partners

NetSuite partners with more than 400 organisations who deliver complete NetSuite cloud computing solutions, specialised financial and consulting services, implementation, and support, and extend NetSuite's fully integrated suite with third-party "Built for NetSuite" applications. Whether requirements dictate the need for local expertise to implement NetSuite, or an independent software vendor (ISV) to extend NetSuite for a project's needs, these partners deliver high-quality services and products that enhance and support customer success with NetSuite.

Implementation Partners

NetSuite Alliance Partners provide consulting and implementation services in the areas of:

- NetSuite ERP, systems integration, program and change management, and Ecommerce
- Regulatory compliance, tax, and audit advice
- Business and finance system selection guidance
- Technology planning, strategy, design, and implementation
- Application and business process optimization

These services are delivered on NetSuite's cloud platform and SaaS solutions, meeting the high demand for modern applications that drive business agility and deliver exceptional time-to-value. NetSuite Alliance Partners are experts in their field and have deep industry expertise and a unique understanding of NetSuite's solutions ensuring customer satisfaction. NetSuite Alliance Partners come to the table with a robust set of NetSuite certified resources and SuiteSuccess authorizations. NetSuite Alliance Partners distinguish themselves in developing expertise around specific business functions, product areas, and industries so they can efficiently assist customers and grow their business

3.8 Partner network and related accreditation process

All NetSuite partners are required to undergo a 4-day administrator's course on site

3.9 Highlighted issues

There are a number of 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 software reviews the functionality described and limitations therein against its detailed requirements.

Attention is drawn in particular to the following areas where the product, on its own, may not be suitable for businesses with certain requirements:

Most of the functionality is available as standard but the majority of customers require some configuration as part of the implementation services that are provided by NetSuite.

- *In some cases (e.g. report writing and modifying forms) the user can do these things themselves quite easily.*
- *In other circumstances it is possible for NetSuite to design user input screens or configure the system to the requirements of each customer at the time of implementation.*
- *Sometimes (indicated within the questionnaire) the functionality described is not available as standard or cannot be simply configured and in these cases customisation is required. NetSuite offers a full developers platform called SuiteCloud to enable customisation when this is required. Also SuiteFlow and the workflow tools can be used by customers directly. Therefore, it is important for all requirements to be fully specified prior to implementation.*

Software limitations:

- Unallocated transactions can be amended or deleted under user rights but changes are recorded on audit trail
- Changes to master files recorded in System Notes but do not have generated system number, but possible with special configuration
- Changes are recorded for most configuration tables
- Use of posting date as well as document date can only be handled with a configuration change
- No archiving
- Proforma invoices are only handled by configuration changes; which are also needed to identify this on the invoice itself
- Some reports as described would need minor configuration changes
- External documents can be amended (details recorded in audit trail) if accounting period is open with user rights
- Duplicate documents may not be exact replica and not clearly defined as duplicates
- Standard reports not produced when nil returns
- No VAT scale charges or special schemes, VAT tolerances only by configuration change
- No VAT return identifier to show in which VAT return transactions were reconciled
- Some limitations to VAT exceptions reporting
- Change of VAT methods requires NetSuite's assistance
- No scheduled sales orders
- If more than the maximum of 100 locations is required, NetSuite must be consulted

- Maximum stock levels are not held (but minimum/safety, preferred and re-order levels are)
- Some SOP and POP reports require configuring but the tools are there for the user
- Only the user access log is available to customers. Customers may request that NetSuite performs audits on other logs (user activity, errors, security violations) but this may be chargeable
- No ESCROW arrangements are supported, this is not unusual for SAAS-based software

Version 2019 release 1 will be available from April 2019 which will contain a number of new features most of which have been requested by users.

4 Evaluation conclusion

Given its target market **NetSuite OneWorld version 2018 release 2** is a well-designed, flexible and easily configurable system which should meet the needs of a wide variety of business types. It has been competently written and is supported at various levels by NetSuite. The ledger design incorporating Sales, Purchase and General ledgers together with a flexible SOP, POP, Stock system, multi-currency and group consolidation with many configurable and customisable features, provides accuracy and a facility to produce full audit and master file changes as required.

Disclaimer

*Any organisation considering the purchase of **NetSuite OneWorld 2018 Release2** should consider their requirements in the light of proposals from **Oracle NetSuite** or its dealers and potential suppliers of other similarly specified products. Whilst the contents of this document are presented in good faith, neither ICAEW, RSM UK, or the Evaluator can accept liability for actions taken as a result of comments made herein.*

Functional requirements questionnaire
Product NetSuite OneWorld
Version 2018.2

Question	Supplier Response	Evaluator's Comment
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5 Security and continuity of processing

5.1 What security features are included to control access to the application?	<p>NetSuite provides many permissions that govern the data and interface that users can access. Role permissions are used to define the usage of record types, tasks, and pages, all the way down to the field level. Permissions are associated with roles, and roles are assigned to users, who can be employees, vendors, partners, or customers.</p> <p>NetSuite also enables a user to implement IP address level security. With IP Address Rules a user can restrict employee access to specific computers for logging into their NetSuite account.</p>	Confirmed
5.2 Can access to application functions be managed so users can only see (in menus and other links) and access those functions they are authorised to access?	Roles and permissions are used to control user access to specific areas of the system.	Confirmed
5.3 Is this access to the application managed by:- 5.3.1 Individual user profiles? 5.3.2 User groups based on their job roles?	Yes. Yes.	Confirmed Confirmed
5.4 If menus can be tailored would this override the application access control?	No.	Confirmed
5.5 Passwords 5.5.1 Is access to the software controlled by password?	Yes. For enhanced security, NetSuite also requires two-factor	Confirmed

Functional requirements questionnaire
Product NetSuite OneWorld
Version 2018.2

Question	Supplier Response	Evaluator's Comment
	authentication (2FA) for all Administrator and other highly privileged roles when logging to any NetSuite account. This requirement includes UI access to production, sandbox, development, and Release Preview accounts. The Administrator and highly privileged roles are designated as 2FA authentication required by default, and this requirement cannot be removed	
5.5.2 Please state the basis of control available (e.g., role based etc.).	Role Based.	Confirmed
5.5.3 If there is no password facility please state how confidentiality and accessibility control can be maintained within the software?	N/A.	
5.5.4 Are single user systems access controlled by password?	Yes.	Confirmed
5.5.5 Does the software allow for each user to have separate log on (user ids)? If No:- 5.5.5.1 How does the software track user activity?	Yes. Based on email addresses. N/A.	Confirmed
5.5.6 Is each user required to have a personal password?	Yes.	Confirmed
5.5.7 Are passwords one-way encrypted? [i.e. Is it impossible for anyone to see other user's passwords in the software?]	Yes.	Confirmed
5.5.8 Are passwords masked when entered by any user logging in?	Yes.	Confirmed

Functional requirements questionnaire
Product NetSuite OneWorld
Version 2018.2

Question	Supplier Response	Evaluator's Comment
<p>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.]</p>	<p>Yes, using all the levels listed.</p> <p>Built-in password policies support three levels of password validation for NetSuite users. These policies enforce the following requirements for password length and content:</p> <p>Strong: minimum length of 10 characters, at least 3 of these four character types — uppercase letters, lowercase letters, numbers, non-alphanumeric ASCII characters Medium: minimum length of 8 characters, at least 2 of these four character types — uppercase letters, lowercase letters, numbers, non-alphanumeric ASCII characters Weak (Not Recommended): minimum length of 6 characters All NetSuite accounts are set to a Strong policy by default.</p> <p>The following password requirements are always enforced by the system and cannot be changed by account administrators:</p> <ul style="list-style-type: none"> • A prior password may never be reused. • There must be a significant difference between a new password and the last password. (For example, a user cannot change a password from MyWord!123 to MyWord!145.) 	<p>Confirmed</p> <p>Confirmed</p>

Functional requirements questionnaire
Product NetSuite OneWorld
Version 2018.2

Question	Supplier Response	Evaluator's Comment
	<ul style="list-style-type: none"> • Easy-to-guess passwords, such as common names, words, and strings like abcd123456, are prohibited. • Non-ASCII characters are considered illegal characters and are prohibited. • The minimum password length must be at least the minimum required by the selected password policy. 	
5.5.10 Is there a facility to enforce password changes after a chosen period of time?	Yes.	Confirmed
5.5.11 Is there a facility to specify a minimum age for passwords (e.g. 1 day)?	Yes – number of days.	Confirmed
5.5.12 How many previous passwords are retained by the system to limit users recycling passwords (e.g. 24 or 32)?	Unlimited. A prior password may never be reused.	Confirmed
5.6 Please state how security allows for access to be specified separately for :- 5.6.1 Read?	Roles and permissions control user data access and control. The options available are View, Create, Edit and Full	Confirmed
5.6.2 Read and write?	See above	Confirmed
5.6.3 Delete and amend?	See above	Confirmed
5.7 Are any data files, such as budgets or price updates, imported by users validated by the application software before main data files are updated?	Yes.	Confirmed
5.8 Does the software require higher or specific levels of user access for changes to sensitive data, such as customer credit limits?	Roles and permissions determine the data access level hierarchy.	Confirmed

Functional requirements questionnaire
Product NetSuite OneWorld
Version 2018.2

Question	Supplier Response	Evaluator's Comment
5.9 Please specify the specific security procedures (by passwords or warnings) over the:- 5.9.1 Update of ledgers	Role based	Confirmed
5.9.2 Closing of accounting periods	Role based	Confirmed
5.9.3 Deletion of transactions	Role based Providing a deletion reason can be configured	Confirmed
5.9.4 Archiving of transactions.	N/A	
5.10 Is it impossible to delete a transaction? If No:- 5.10.1 How are deletions controlled by the system?	No. Allocated transactions are linked and the system prevents the user from deleting. Unallocated transactions can be deleted as described below. Based on roles and permissions. A user with permission can delete unallocated transactions – there's no warning given. The Deletion reason feature makes it mandatory for users to provide a reason for deleting transaction records. Where you have payments applied to an invoice for example – this is considered as allocated	Confirmed Confirmed
5.11 Are deleted transactions retained in the audit trail and denoted as such?	Yes, it shows the user name, date, action taken and transaction type.	Confirmed
5.12 Can a report be produced detailing all current users, via user groups, if relevant, and their authority levels and/or access rights?	Yes.	Confirmed
5.13 If data can be accessed by separate reporting facilities, such	Yes.	Confirmed

Functional requirements questionnaire
Product NetSuite OneWorld
Version 2018.2

Question	Supplier Response	Evaluator's Comment
<p>as ODBC or separate report writer, is the user access security control applied?</p> <p>If No:- 5.14 Please explain any other protection in place to prevent unauthorised access to data with such facilities.</p>	N/A.	
<p>5.15 Is the level of security (described with this section) appropriate for the expected size of business using the software?</p>	The available level of security is appropriate for any size business.	Confirmed
<p>5.16 Is there a clear indication in the software or manuals as to how the data is:- 5.16.1 Backed-up? 5.16.2 Recovered?</p>	<p>The users do not need to do any backups and restores. This is covered in the backend by Oracle NetSuite. NetSuite supports restoration of user accounts from backup media and can restore account data to its most recent backup state. Users can request NetSuite for data restoration to an exact date and time.</p> <p>NetSuite operate six data centers in the US and Europe.</p>	Confirmed
<p>5.17 Back ups How are back-ups provided:- 5.17.1 Within the software application? 5.17.2 Within the operating software?</p>	N/A See 5.16	Confirmed
<p>5.17.3 Are backup procedures automatic?</p>	N/A See 5.16	Confirmed
<p>5.17.4 Is the user forced or prompted to back-up at certain intervals?</p>	N/A See 5.16	Confirmed

Functional requirements questionnaire
Product NetSuite OneWorld
Version 2018.2

Question	Supplier Response	Evaluator's Comment
5.17.5 Can the intervals be customised?	N/A See 5.16	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).	<p>Completed transactions are saved to the database.</p> <p>If the transaction is partly entered and there's a system problem (internet connection lost) the partly entered transaction would need to be re-entered.</p> <p>If the internet connection drops, the user is notified by an "Offline" marker. If the user takes no action on the page (submitting or clicking on a related link), the data is kept until the system comes back online.</p> <p>In the event of data leakage or loss, NetSuite supports restoration of user accounts from backup media and can restore account data to its most recent backup state. If in any case you require data restored within your NetSuite account, NetSuite follows a process to file a Task to the Quality Assurance & Development team to inform them of your request and the exact date and time of your data restoration</p>	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?	N/A	

Functional requirements questionnaire
Product NetSuite OneWorld
Version 2018.2

Question	Supplier Response	Evaluator's Comment
5.18.3 Are these automated?	N/A	
5.18.4 Do the recovery procedures work?	Yes	Confirmed
5.19 What features are available within the software to help track down processing problems?	<p>NetSuite does not allow an unbalanced transaction to be saved. Debit must match credits. A combination of hardware and software-based tools have been deployed to protect the network and help control access to and maintain the integrity of data residing on its systems. This includes the use of redundant firewalls to filter incoming and outgoing traffic, open source security (OSSEC) host-based intrusion detection systems (HIDS) to monitor production servers for potential or actual security breaches, routers, switches, near real-time monitoring, and audit logging and reporting via a central log management tool. Additionally, web applications provide the ability for clients to access reporting and make inquiries. The applications process within an Internet-based web server, which utilizes transport layer security (TLS) 256-bit encryption and digital certificate security</p>	Confirmed
5.20 Are software messages clear?	Yes.	Confirmed
5.21 Are user responses properly structured to ensure that erroneous key strikes do not lead to inappropriate actions?	The system uses warnings and error messaging to control user entry errors.	Confirmed

Functional requirements questionnaire
Product NetSuite OneWorld
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Question	Supplier Response	Evaluator's Comment
5.22 Is there a software log which details:- 5.22.1 Error messages?	No.	Confirmed
5.22.2 Security violations?	If someone tries to log in using another person's email address but wrong password, then the system sends out an email to the user. There is a Login Audit Trail that shows the users that logged in, and whether the log in was successful or not. A user is locked out if they enter their password incorrectly 6 times, and this also triggers a notification to the administrators.	Confirmed
5.23 Audit trail		
5.23.1 Does the software have a detailed audit trail?	Yes. The system stores all transactions in the Audit Trail and all account changes in the System Notes.	Confirmed
5.23.2 Is it impossible to turn off or delete the audit trail?	Yes.	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?	Depending on configuration, the number can be allocated at the moment of saving the transaction but is not shown to the user.	Confirmed
5.23.6 Is this unique reference number available to view, by the end user and by way of a report?	Yes	Confirmed
5.23.7 Is the transaction date and time stamped?	Yes	Confirmed

Functional requirements questionnaire
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Question	Supplier Response	Evaluator's Comment
5.23.8 Are all master file changes recorded in the audit trail?	<p>Yes. The system generates a log entry showing all key details of any addition, deletion and/or amendments to master files in System Notes.</p> <p>Audit trail can be selected by date, transaction type, account and user. System notes record changes to a NetSuite record including the following: contact, customer, employee, issue, item, project, opportunity, partner, transaction, and vendor.</p>	Confirmed
<p>If Yes:-</p> <p>5.23.8.1 Does each change have a system generated reference allocated?</p>	<p>Yes. NetSuite has an internal ID (unique reference number) for each entered transaction within the audit trail. Changes to, or deletion of, a transaction have the same internal ID as the original transaction.</p>	Confirmed
5.23.8.2 Are the originator and authoriser identified?	Yes, authoriser optional.	Confirmed
5.23.8.3 Is the change date and time stamped?	<p>Yes</p> <p>Created/Changed/Deleted transactions: Date/time stamp and user name and action</p>	Confirmed
5.23.9 Are all standing data changes recorded in the audit trail?	<p>To accounts in System Log – yes.</p> <p>To tables and parameters – some elements are tracked (e.g. VAT rates) but others are not.</p>	Confirmed
<p>If Yes:-</p> <p>5.23.9.1 Does each change have a system generated reference allocated?</p>	<p>No. The system uses the name of the record for each change that has been made.</p>	Confirmed
5.23.9.2 Are the originator and	Only the originator is identified, as the authorisation of data	Confirmed

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Question	Supplier Response	Evaluator's Comment
authoriser identified?	amendments is controlled by user roles and permissions.	
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.?	Yes – full details via drilldown.	Confirmed
5.23.11 Does the software allocate a system generated unique reference number to each amendment, deletions journal?	Yes See 5.23.8.1 answer. When the GL Lock feature is enabled, transaction edits made after the transaction is locked receive a new reference number. Therefore, the original transaction, the reversal/correction and the updated transaction can be tracked by individual reference numbers.	Confirmed
5.23.11.1 Is this stamped with a user id?	Yes.	Confirmed
5.23.11.2 Is this unique reference number presented to the user at time of input?	No. See 5.23.5 answer.	Confirmed
5.23.11.3 Is the transaction date and time stamped?	Yes.	Confirmed
5.23.11.4 How is it linked to the original transaction?	Edits are viewed in System Notes. If the GL lock feature is enabled, once a GL number and date are assigned, any GL impacting edits will be shown as a reversal and a reposting with a new GL number. The edited	Confirmed

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Question	Supplier Response	Evaluator's Comment
	transaction will be marked as a GL Adjustment.	
5.23.12 Are imported /interfaced transactions detailed in the audit trail?	Yes. See 5.23.8 answer.	Confirmed
5.23.12.1 Is each stamped with a user id?	Yes.	Confirmed
5.23.12.2 Is this unique reference number presented to the user at time of input?	Depending on configuration, the number can be allocated at the moment of saving the transaction.	Confirmed
5.23.12.3 Is the transaction date and time stamped?	Yes	Confirmed
5.23.13 How are transactions differentiated within the audit trail?	By transaction ID and type.	Confirmed
5.24 What are the procedures for handling dates? (E.g. 2 digit years, 4 digit years).	The system uses 4 digit years throughout the system. Users can choose the date format for their own login from one of many formats. Other users in the same company can set different date formats Not all formats are available in all locations.	Confirmed
5.24.1 In the case of two digits what is the break point for the century?	N/A	
5.24.2 Are dates handled consistently throughout the software?	Yes.	Confirmed

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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. Only menus relevant to that role and module are displayed.	Confirmed
6.2	Are these menus application-specific?	Yes.	Confirmed
6.3	Does the software provide input validation checks such as account code validation, reasonableness (limits, VAT or discount checking) and validity checks (VAT check-digit calculations)?	Yes. Account codes are always validated. Input VAT amounts are calculated based on VAT rate selected by the user, but may be overridden. Discounts are calculated automatically based on price matrix or terms selected by the user. Approvals can be customized for transactions entered over a certain amount. Purchase approvals based on limits are standard functionality.	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?	Entry forms have fields and formats which can be configured or new ones added as required. Selected fields can be made mandatory as required by the user. NetSuite also has drop down lists of accounts, item prices and VAT codes that ensure accuracy and validity. Automatic double entry.	Confirmed
6.6	Are all input transactions subject to this control?	Yes.	Confirmed

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Question	Supplier Response	Evaluator's Comment
6.7 How does the software ensure uniqueness of the input transactions? (i.e. to avoid duplicate transactions)	User warning if the same external number is entered for the same supplier. System can be configured to Warn or Warn and Block.	Confirmed
6.8 Does the software allow for batch control totals? If Yes:- 6.8.1 Are batches automatically numbered?	No. The system is not batch based. N/A. See 6.8	Confirmed
6.8.2 Are batches forced to balance before ledger update?	N/A. See 6.8	
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. See 6.8	
6.8.4 Is the user forced to confirm batch totals?	N/A. See 6.8	
6.9 Is attempted posting of unbalanced journals rejected? (G/L).	Yes.	Confirmed
6.10 Are input errors highlighted? If Yes are they:- 6.10.1 Rejected and reported on screen?	Yes. The user is warned via a popup error message on the screen	Confirmed Confirmed
6.10.2 Rejected and error reports generated?	No.	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?	Editing or deleting transactions are controlled by permissions. Transactions like invoices and bills can be easily reversed by creating a credit from a button on	Confirmed

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Question	Supplier Response	Evaluator's Comment
	a source transaction (if the user has permissions to credit). A journal can be scheduled for reversal at the moment of creation, by entering a reversal date. With the GL Locking feature, once a GL number was assigned, any edit will result in an automatic copy and reversal of the original transaction, in order to maintain full traceability.	
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.	Standard double entry bookkeeping and balanced debit/credit postings ensure data integrity.	Confirmed
6.13 Is it possible to allocate input values directly to ledger control accounts?	Yes, subject to role permissions.	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?	Transactions like sales invoices, bills post immediately to the control accounts in the general ledger once saved/ approved. Transactions posted directly on the control accounts via journals can be easily tracked in various general ledger and aging reports, in order to identify when a customer/ vendor/ employee was not allocated.	Confirmed
6.14 Can automatic accruals or prepayments be generated? If Yes:-	Yes.	Confirmed

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Question	Supplier Response	Evaluator's Comment
6.14.1 Will these automatically be reversed after the period end? (G/L)	Yes – can set reversal date.	Confirmed
6.15 Does the software have a purchase invoice register?	This is handled via bill approvals. A bill can be created in Pending Approval status. It only becomes posting to the general ledger once approved.	Confirmed
6.16 Does the software permit multi debit/credit journals?	Yes the system will permit any number of lines so long as the journal balances.	Confirmed
6.17 Can journals be saved as template with GL codes and cost centres and either with or without monetary amounts?	Yes using memorised transactions	Confirmed
6.18 Can journals be set up to distribute amounts in a fixed percentage against GL/Cost centre codes?	Yes via allocation schedules.	Confirmed
6.19 How are transactions identified on screen/reports as to:- 6.19.1 Type? 6.19.2 Debit or credit?	Each transaction has a transaction type. Depending on report, values can be presented as Debit Amount, Credit Amount, Amount (with + or - sign) or Balance. The column header will specify which.	Confirmed
6.20 Can separate nominal analysis codes be input for each invoice line?	Yes – G/L codes are related to items.	Confirmed
If Yes:- 6.20.1 Does this cover:- 6.20.1.1 Sales ledger?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
6.20.1.2 Purchase ledger?	Yes	Confirmed
6.20.1.3 Stock?	Yes	Confirmed
6.21 Can receipts and payments be matched to specific invoices?	Yes.	Confirmed
If Yes:-	Yes	Confirmed
6.21.1 Automatic?	Yes	Confirmed
6.21.2 Manual?	Yes	Confirmed
6.21.3 Both?	Yes	Confirmed
6.22 Will the software permit part payments?	Yes	Confirmed
6.23 Will the software allow:-		
6.23.1 Payments to be made to customers?	Yes.	Confirmed
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 – stock levels.	Confirmed
6.25 Can the software generate sales credit notes?	Yes.	Confirmed
If yes:-		
6.25.1 Is there an ability to match to a sales invoice?	Yes.	Confirmed
6.25.2 Is there an ability to automatically amend stock, if applicable?	Yes.	Confirmed
6.26 Does the software handle discounts and promotions?	Yes.	Confirmed
6.27 Does the software provide for early settlement discounts?	Yes through the setting of Terms	Confirmed

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Question	Supplier Response	Evaluator's Comment
6.27.1 Can early settlement discounts be automatically generated?	Yes.	Confirmed
6.27.2 Are there controls over accepting settlement discounts (e.g. time limits)?	The payment terms specify how many days after the invoice date the discount is available for (past date not allowed). The discount is proposed by the system based on date and it can be adjusted.	Confirmed
6.27.3 Is VAT treated correctly on early settlement discounts?	Yes.	Confirmed
6.28 Will the software permit the posting of unallocated cash to the ledgers?	Yes	Confirmed
Does this apply to:- 6.28.1 Sales ledger?	Yes	Confirmed
6.28.2 Purchase ledger?	Yes	
		Confirmed
6.29 Are unallocated cash/credit notes specifically reported for follow up?	No specific report but such a report could be easily configured by the users.	Confirmed
6.30 Are outstanding transactions displayed for allocation? If Yes:-	Yes.	Confirmed
Does this apply to:- 6.30.1 Sales ledger?	Yes	Confirmed
6.30.2 Purchase ledger?	Yes	Confirmed
6.31 Does the system allow the user to post or allocate a payment or receipt with a date prior to the invoice transaction date?	Yes.	Confirmed
If Yes:-		
6.31.1 Is the user warned that the aged balance values may not agree to the trial balance values?	All transactions are included in the aging reports so the values should be aligned.	Confirmed

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Question	Supplier Response	Evaluator's Comment
6.32 Is it possible for new accounts to be created during input?	Yes.	Confirmed
If Yes:- Does this cover:- 6.32.1 Sales?	Yes	Confirmed
6.32.2 Purchases?	Yes	Confirmed
6.32.3 General?	Yes	Confirmed
6.32.4 Stock?	Yes stock items.	Confirmed
6.33 What controls are there over the creation of new accounts?	Can be controlled by user roles and permissions.	Confirmed
6.33.1 Is the originator and/or authoriser identification logged by the software?	Yes – originator.	Confirmed
6.34 Is the user prevented or warned from overriding credit limits or discounts? (S/L).	Within the Preferences menu the Administrator can choose whether to allow overrides of credit limits, warn user or stop override.	Confirmed
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
6.37 Are these adequately reported?	Yes.	Confirmed
6.38 Does the software accept input files from other computer packages? If Yes:-	Yes.	Confirmed
6.38.1 What formats are accepted?	The import of data into the system is achieved using CSV files.	Confirmed

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Question	Supplier Response	Evaluator's Comment
6.38.2 What controls are in place over the interface?	Standard and user defined validation criteria are used during the import process.	Confirmed
6.39 Does the software have a facility for calculating interest on late payments?	Yes.	Confirmed

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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:-	Yes	Confirmed
7.1.3 Sales ledger?		
7.1.4 Purchase ledger?	Yes	Confirmed
7.1.5 General ledger?	Yes	Confirmed
7.2 Is a month end routine required to be undertaken?	No. This functionality is provided as an option.	Confirmed
7.3 Is the creation or amendment of standing data (e.g. customer account details) controlled by menu options?	Yes. User access rights control which screens (and fields within the screen) are available for input or amendment.	Confirmed
7.4 Are menus:-		
7.4.1 Application specific?	Yes.	Confirmed
7.4.2 User specific?	Yes.	Confirmed
7.5 Is it <u>impossible</u> to delete accounts if the balance is Nil but transactions have been recorded against the code.	Yes.	Confirmed
Does this apply to:-		
7.5.1 General Ledger?	Yes	Confirmed
7.5.2 Sales Ledger?	Yes	Confirmed
7.5.3 Purchase Ledger?	Yes	Confirmed
7.5.4 Stock?	Yes.	Confirmed
7.6 Are there any other constraints over the deletion of accounts?	Deletion of accounts is also controlled via roles and permissions.	Confirmed

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Question	Supplier Response	Evaluator's Comment
7.7 What is the size and format of reference numbers and descriptions within:-		
7.7.1 General Ledger?	Code 60A.N, description 60A/N	Confirmed
7.7.2 Sales Ledger?	Code 20A/N, description 80A/N	Confirmed
7.7.3 Purchase Ledger?	Code 60A/N, description 80A/N	Confirmed
7.7.4 Stock?	Code 60A/N code and a very long description.	Confirmed
7.8 Is the scope of the reference number adequate to permit sufficient depth of analysis?	Yes.	Confirmed
7.9 How does the software guard against/warn about, duplicate account numbers on set up?	The system detects that the same number has been used and a warning message is generated – prevents same number being used.	Confirmed
7.10 How does the software enable the traceability - from, to and through the accounting records - of any source document or interfaced transaction?	All related documents are linked and can be traced in full.	Confirmed
7.11 What drill down/around functionality is available within the software?	Full drill down capabilities exist from the dashboard, reports and saved searches.	Confirmed
7.12 Can reports be invoked which identify all the fields which have been modified?	Reports based on System Notes show the changed fields, the date of the change and User ID of the user who made the change.	Confirmed
7.13 If the software uses a lot of standing information which changes frequently or regularly, does the software allow for such changes to be effected through the use of parameters or tables?	Yes.	Confirmed

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Question	Supplier Response	Evaluator's Comment
If Yes: – 7.13.1 Is the use of such parameters or tables adequately reported?	Can only produce report on latest state.	Confirmed
7.14 What controls are within the software over changes to parameters and tables e.g. reporting, password etc?	Roles and permissions define the users' rights to change anything	Confirmed
7.15 Does the software allow selective archiving of old data on a user-defined basis?	No as it is an online system all data is available and there is no archive process.	Confirmed
7.16 What controls are in place over the handling of archived data?	N/A.	
7.17 Can archived data be used for reporting purposes?	N/A	
7.18 Does the software allow for the restoration of achieved data for audit without affecting current accounting data?	N/A	

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Question	Supplier Response	Evaluator's Comment
8 Processing		
8.1 Does the software ensure that menu options or programs are executed in the correct sequence (e.g. ensure outstanding transactions are processed before month end procedures run)?	Yes.	Confirmed
8.2 After an external document (e.g. sales invoice or cheque payment) has been generated and posted to the accounts is it impossible to amend this data?	No. It is possible to amend the data if the accounting period is still open and if the user has the right privileges. By confuration, it is possible to lock editing once the invoice was submitted.	Confirmed
8.3 Is there an audit trail of all changes to transactions which have updated the ledgers?	The Audit Trail report includes all changes related to the transaction. The System Notes provide a detailed view of what fields were changed.	Confirmed
8.4 Can the software calculate prices or values by reference to master file data?	Yes by reference to stock file/customer terms/price matrix.	Confirmed
8.5 Does the software provide automatic recalculation, where appropriate, of data input? (e.g. VAT)	Yes.	Confirmed
8.6 Does the software warn the user when the ledger is out of balance?	The trial balance would highlight any imbalance. But also after every entry the user can click on G/L impact to view the double entry on the general ledger. A transaction cannot be saved if the debits don't match the credits.	Confirmed

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Question	Supplier Response	Evaluator's Comment
8.7 How is this done e.g. when the software is switching on or on ledger update?	N/A	

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Question	Supplier Response	Evaluator's Comment
9 Performance of requisite accounting functions		
9.1 What control features are provided by the software to support effective user controls?	Detailed and individual user permission levels, ability to set mandatory fields and configured forms plus tool bars and menus. Automatic double entry.	Confirmed
9.2 Is there: 9.2.1 Transaction sequencing? 9.2.2 Automatic dating of posting transactions? 9.2.3 Identification of user id or source of document?	Yes Yes Yes.	Confirmed Confirmed Confirmed
9.3 Is the software available as multi user?	Yes.	Confirmed
9.4 Can the same function be used by more than one person at the same time, whilst still retaining the separate user identities?	Yes.	Confirmed
9.5 Is the software available as multi-company? If Yes:- 9.5.1 How many companies are supported?	Yes. A client can create up to 124 subsidiary companies, in addition to the root subsidiary, for a total of 125. License fees for subsidiaries do not include charges for elimination subsidiaries, and elimination subsidiaries do not count toward the maximum of 125 subsidiaries. Inactive subsidiaries also do not count toward the maximum. This number could be extended as an exception.	Confirmed Confirmed

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Question	Supplier Response	Evaluator's Comment
9.6 Is a group consolidation facility available?	Yes.	Confirmed
9.7 Can the software consolidate entities with different charts of accounts?	Yes. The core chart of accounts can be mapped to one or multiple chart of accounts, using the Accounting Context functionality. Subaccounts can be defined and restricted by subsidiary, if one of the countries has specific requirement.	Confirmed
9.8 How many levels of nominal analysis can be handled by the software?	Essentially as many as the user requires, as analysis fields can be added to the existing analysis levels.	Confirmed
9.9 How does the software handle cost centres, departments, divisions?	Departments, classes and locations are available by default, and users can add additional fields and custom segments as required.	Confirmed
9.10 How are periods handled by the software?	The system offers calendar months, 4 weeks and 4-5-4 period structures. Can also have one year as a period	Confirmed
9.11 How many:- 9.11.1 Accounting periods can be set up?	There is no limit to the number of periods and years that can be set up.	As stated
9.11.2 Years can be set up?	Yes.	Confirmed
9.12 Can the length/ number of periods be adjusted to suit different customer requirements?	Yes. Can set up accounting periods one period at a time or one year at a time. The lengths can be weeks, month, quarter, year to suit the user.	Confirmed
9.13 How many accounting periods can be open at any one time?	This is user definable.	Confirmed

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Question	Supplier Response	Evaluator's Comment
9.14 How many years can be open at any one time?	This is user definable.	Confirmed
9.15 Can a period or year be re-opened after it has been closed?	Yes.	Confirmed
If Yes:- 9.15.1 What controls are in place over this function?	Only users with specific permissions can re-open a closed period.	Confirmed
If No:- 9.15.2 Is the data archived on the server?	N/A	
9.15.3 Is this accessible for reporting purposes?	N/A	
9.15.4 Can a previous year be restored from backup?	N/A	
9.16 Can data from all accounting periods and years be accessed at any one time?	Yes. All screen, report and saved search data can be searched by periods and year.	Confirmed
9.17 Can previous months and years be accessed for enquiries or reports?	Yes.	Confirmed
9.18 Does the software handle posting date as well as document date? If Yes:-	Yes with configuration change. By default there is a Date field (which acts as a document as well as a posting date), where users need separate fields for document date and posting date a new field can be created. When Tax Audit files are used, the Document Date mentioned above is provided as standard and is enabled by default for certain countries, like France.	Confirmed
9.18.1 Are transactions analysed by posting date or document date?	Transactions can be analysed by the posting date and Period (and after configuration change the transaction date).	Confirmed

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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 they are open and unlocked.	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:	Yes	Confirmed
9.21.1 Future periods?		
9.21.2 Previous closed periods?	No	Confirmed
9.21.3 A previously closed year?	No	Confirmed
If Yes:-		
9.21.4 What controls are in place e.g. level of authorisation and on screen warnings?	Allocation is possible for future periods if the period is open and not locked. The number of unlocked periods can be defined by configuration.	Confirmed
9.21.5 Will the software revise subsequent periods accordingly?	N/A	
9.22 How will transactions outside the current period be:-		
9.22.1 Reported	Transactions outside the current period are reported on by selecting the appropriate date or period range and year. As part of the period end checklist, the user can review any mismatches between the Date and Posting Period.	Confirmed
9.22.2 Accounted for in the VAT return?	Transactions are reported based on VAT period – any items posted to a closed tax period will be reported in the next VAT return.	Confirmed

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Question	Supplier Response	Evaluator's Comment
	<p>NetSuite has Accounting and Tax Periods and the tax period for VAT returns is based on posting dates.</p> <p>However if a tax period is locked (because the VAT return has been completed and submitted), NetSuite will allow postings to earlier dates/accounting periods but pick up that transaction in the next open Tax period.</p>	
<p>9.23 Does the software permit use of budgets and provide comparisons between budgets and actuals?</p> <p>If Yes:-</p> <p>9.23.1 How many versions of budgets/forecasts can be maintained on the system?</p>	<p>Can create budgets for specific customers, items, departments, classes, locations or any combination of these criteria.</p> <p>Multiple budgets for the same time period and combination of criteria can be created but the feature has to be enabled by the account administrator. No limit.</p>	<p>Confirmed</p> <p>Confirmed</p>
<p>9.24 Are budgets available for:</p>		
<p>9.24.1 General ledger?</p>	Yes	Confirmed
<p>9.24.2 Sales ledger?</p>	Yes	Confirmed
<p>9.24.3 Purchase ledger?</p>	Yes	Confirmed
<p>9.24.4 Overheads?</p>	Yes	Confirmed
<p>9.24.5 Balance sheet?</p>	Yes	Confirmed
		Confirmed
<p>9.25 Can budgets be set by:</p> <p>9.25.1 Period?</p>	Yes	Confirmed
<p>9.25.2 Annually?</p>	<p>Yes Budget amounts can, be auto-filled or distributed evenly across all periods based on an amount entered against the first period of the financial year.</p>	Confirmed
<p>9.26 Can the software automatically generate budgets? Please state how this is achieved.</p>	<p>No</p> <p>N/A</p> <p>NetSuite allows integrations with planning and forecasting tools.</p>	Confirmed

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Question	Supplier Response	Evaluator's Comment
	Budget figures produced in Excel or in planning systems (such as PBCS) can be uploaded in NetSuite for budget to actual analysis and can be consolidated at parent and individual subsidiary levels and can be filtered by departments, class, location, etc.	
9.27 What is the maximum value of transactions and of totals that can be handled by the software?	There is no hard limit.	As stated
9.28 What is the maximum number of transactions that can be handled by the software?	No real limit. NetSuite is designed to accommodate dynamic and continuous growth and currently has individual customers processing over 500,000 financial transactions per day and more than 70,000 transactions per hour. In total, NetSuite processes over 180 billion application requests per year.	As stated
9.29 What is the maximum number of accounts on each ledger: 9.29.1 Sales ledger?	The number of accounts available in the ledgers is essentially unlimited, as the Oracle database upon which the system is based can be increased in size as required.	As stated
9.29.2 Purchase ledger?	See above	As stated
9.29.3 General ledger?	See above	As stated

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Question	Supplier Response	Evaluator's Comment
10 Reports		
10.1 Are all reports adequately titled and dated? (E.g. report name, client name, data, period, batch, last entry number, period end, pages, numbers etc.)	Yes, reports include company name, report name, transaction numbers and period. Report title can be configured.	Confirmed
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.	These totals are calculated as this is a real time system. Lists without financial amounts.	Confirmed Confirmed
10.4 Is it clear when the report has ended? (totals or end markers)	Yes, totals but no end of report markers. The reports shows page x of y.	Confirmed
10.5 Can reports be saved in electronic format (as distinct from just printing)?	Yes. Reports can be saved to CSV, Excel, Word and PDF formats.	Confirmed
10.5.1 Are such files adequately protected from deletion or amendment?	This is controlled by user roles and permissions.	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.	The Report Builder is part of the software. Four options available. N/A	Confirmed
10.7 What level of knowledge is required to use the report writer e.g. beginner, regular user, expert?	Beginner level knowledge is sufficient to create a basic report. Easy to configure with drag and drop fields to build a report.	Confirmed
10.8 Can the report writer make use of user-defined fields (including external fields)?	Yes, with user permissions.	Confirmed

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Question	Supplier Response	Evaluator's Comment
10.9 Does the report writer enable:- 10.9.1 Separate access to each system area?	Yes.	Confirmed
10.9.2 Reports to be prepared which combines related data from a number of system areas (e.g. Customers – Sales – Stock items) in the same report?	Yes.	Confirmed
10.10 Can users define the parameters, columns, fields and selection criteria used on reports reported?	Yes, drag and drop any of the fields required in a report.	Confirmed
10.11 Are standard reports always produced, even when they are nil returns?	No. If there are no results the system will display a "No data available" message to the user.	Confirmed
10.12 Is there an option for reports to exclude nil balances, this year or where there are nil balances this year and last year, to enable a comparative report to be produced with the completeness of both years' being maintained?	Nil balances are not displayed by default. Report options include a checkbox where the user can choose to show zeroes on a report.	Confirmed
10.13 Can screen layouts, reports and transaction formats be easily adapted to users' requirements?	Yes, users can change layouts, add extra fields, columns etc. as required	Confirmed
10.14 Can a hard copy be produced of all screen enquiries?	Yes.	Confirmed
10.15 Can transaction files for all previous periods of the year be retained in the software to permit enquiries and reports?	Yes.	Confirmed

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Question	Supplier Response	Evaluator's Comment
<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>Yes. The system is SOX compliant and keeps track of all changes made by all users automatically to accounts in the System Notes. The System Notes tab on the customer/supplier record for example keeps a note of changes but not to tables or parameters.</p> <p>These System Notes can then be reported on in full (Username, action, transaction type, number, amount, post date are examples of what's included.</p>	<p>Confirmed</p> <p>Confirmed</p>
<p>10.17 Are all transactions on all reports individually identifiable?</p>	<p>Yes.</p>	<p>Confirmed</p>
<p>10.18 Do the reports show whether items are debit or credit?</p>	<p>Yes – G/L. By type in S/L and P/L.</p>	<p>Confirmed</p>
<p>10.19 Do reports give sufficient narrative and coding to enable cross referencing?</p>	<p>Yes, by configuring.</p>	<p>Confirmed</p>
<p>10.20 Is it possible to drill down from reports to the ledgers and original transactions?</p>	<p>Yes.</p>	<p>Confirmed</p>
<p>10.21 Can the software produce all requisite reports:-</p>		
<p>10.21.1 Day books</p>	<p>Yes.</p>	<p>Confirmed</p>
<p>10.21.2 Trial balance</p>	<p>Yes.</p>	<p>Confirmed</p>
<p>10.21.3 Profit and loss account</p>	<p>Yes.</p>	<p>Confirmed</p>
<p>10.21.4 Balance sheet</p>	<p>Yes.</p>	<p>Confirmed</p>
<p>10.21.5 Aged debtors</p>	<p>Yes.</p>	<p>Confirmed</p>
<p>10.21.6 Aged creditors</p>	<p>Yes.</p>	<p>Confirmed</p>
<p>10.21.7 Aged stock</p>	<p>By configuring.</p>	<p>Confirmed</p>
<p>10.21.8 Aged unallocated cash (debtors)</p>	<p>By configuring</p>	<p>Confirmed</p>

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Question	Supplier Response	Evaluator's Comment
10.21.9 Aged unallocated cash (creditors)	By configuring.	Confirmed
10.21.10 Budgets	Yes	Confirmed
10.21.11 Cash flow statement	Yes	Confirmed
10.21.12 VAT reports	Yes	Confirmed
10.21.13 VAT form 100	Yes	Confirmed
10.21.14 EC Sales Listings	Yes	Confirmed
10.21.15 Intrastat returns (SSD)	Yes	Confirmed
10.22 Are the above reports standard within the software or do they have to be written?	All the reports are standard except where stated. They are all configurable.	Confirmed
10.23 Is the age criteria fixed or user definable?	User definable.	Confirmed
10.24 Can the aged analysis and day book reports be in summary and detail?	Yes.	Confirmed
10.25 Do standard reporting options give sufficient flexibility to tailor individual reports?	Yes.	Confirmed
10.26 Can all reports be reproduced after the period end but at the month end date:- 10.26.1 Transaction listings?	Yes.	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, aged by transaction date.	Confirmed
10.28 Do the standard budget reports provide sufficient analysis of variances?	Yes.	Confirmed

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Question	Supplier Response	Evaluator's Comment
10.29 Do such reports provide exception reporting, percentage analysis and comparatives?	Yes.	Confirmed
10.30 Do standard reports show sufficient analysis of trading results? (E.g. sales analysis by region)?	Yes.	Confirmed
10.31 Are all movements during each accounting period shown on sales, purchase, general, stock ledger detail reports?	Yes, by date range.	Confirmed
10.32 Do the sales and purchase ledger reports show how all partial payments or allocations (unallocated cash) have been treated?	"S/L Payment History by Payment" and "P/L Payment History by Payment" show payments and how they were allocated.	Confirmed
10.33 Is there a general ledger report that shows balances brought forward and carried forward plus all posted transactions in the period?	Yes, the General Ledger report for example. Opening balance plus running balance given after each transaction in period. Financial reports such as the Balance sheet can be configured to add a balance forward, net change and ending balance columns.	Confirmed
10.34 Is a trial balance available? 10.34.1 Is this in summary or detailed format?	Yes Both. From the summary trial balance the user can drill down on any account balance and view the detailed transactions for the account.	Confirmed
10.35 Can the management accounts, profit and loss account and balance sheet be sufficiently analysed by: 10.35.1 Project/job	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
10.35.2 Cost centres	Yes	Confirmed
10.35.3 Department	Yes	Confirmed
10.35.4 Division	Yes	Confirmed
10.35.5 Company	Yes	Confirmed
10.35.6 Group (if applicable)	Yes	Confirmed
10.35.7 Can the above be user defined by Period and/or range?	Yes, by date range or period depending on configuration.	Confirmed
10.36 What controls are there in place so that the user is aware of partly processed transactions:- 10.36.1 Unposted invoices	Invoices can be saved as pending approval, they only impact the ledger when they are saved. System can produce a list of invoices in Pending Approval status.	Confirmed
10.36.2 Uninvoiced dispatches	The Sales Orders pending billing report will provide the information	Confirmed
10.36.3 Payments	For part paid bills there's a report that shows the P/L history by bill and payment	Confirmed
10.36.4 Receipts	For part paid invoices there's a report that shows the S/L payment history by payment	Confirmed
10.37 State the controls that are in place to ensure that the correct price/discount has been applied to invoices/credit notes? (e.g. Gross Margin reports)	Price levels can be set for every customer as can multiple prices for items (for quantity discounts etc.). When the user creates an invoice or credit notes NetSuite defaults to these settings. Enabling the Gross Profit feature allows viewing of gross profits per order or per item.	Confirmed
10.38 Detail all automatically generated documents for external use. (E.g. sales invoices and statements, remittance advices.)	These include Quotes, Estimates, Sales Orders, Invoices, Picking tickets, Packing slips, Delivery Notes, Invoices, Credit Notes, Purchase Orders, Remittance Advices, Statements, Cheques	Confirmed

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Question	Supplier Response	Evaluator's Comment
10.39 Can the software reproduce source documents? [E.g. sales invoices; POs, Remittance advices.....]	Yes, all except Cheques	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?	No. Recreated from latest state including any amendments.	Confirmed
10.41 Are these clearly identified as duplicates?	No, but with configuration change.	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.	Confirmed
10.44 Does the report writer have the facility to scroll up and down when output to screen?	Yes.	Confirmed
10.45 Can all reports be run without the need for period-end procedures to be initiated?	Yes.	Confirmed
10.46 Does the report writer allow print previews of all reports?	Yes.	Confirmed
10.47 Can transactions and standing data be output directly to other formats e.g. CSV, txt, XML, PDF etc. for any period of time required?	Yes. The system allows report data to be exported to CSV, MS-Word, MS-Excel and PDF formats.	Confirmed

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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:-		
	11.1.1 UK VAT registration number?	Yes	Confirmed
	11.1.2 Intrastat code?	Yes	Confirmed
	11.1.3 EC Code?	Yes	Confirmed
	11.1.4 EC VAT registration numbers (10)?	Yes	Confirmed
	11.1.5 VAT rates (please specify number available)	15 default tax codes set up with ability to set up an unlimited number.	Confirmed
11.2	How does the software handle roundings?	Rounds up to the nearest penny calculated at the line level	Confirmed
11.3	Is this applied consistently?	Yes	Confirmed
11.4	Does the software handle VAT Scale charges with automatic double entry processing?	No	Confirmed
11.5	Does the software handle VAT calculation tolerances?	No, possible by configuration changes	Confirmed
	If Yes do any discrepancies produce:-		
	11.5.1 Warning?	N/A	
	11.5.2 Appear in the audit trail?	N/A	
	11.5.3 Appear in the VAT exception report?	N/A	

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Question	Supplier Response	Evaluator's Comment
11.6 What security features (password/ audit trail) are in place to control changes made to: 11.6.1 General ledger VAT control accounts?	Roles and User permissions.	Confirmed
11.6.2 VAT tables set up and change?	Roles and User permissions.	Confirmed
11.6.3 Tolerance levels?	N/A	
11.6.4 Invoice sales number table?	Roles and permissions. Audit trail tracks changes made	Confirmed
11.6.5 Changes on VAT code on customer files?	Roles and permissions	Confirmed
11.6.6 Changes on VAT code on stock files?	User permission levels control who can change the rates.	Confirmed
11.6.7 VAT calculated on sales invoices or credit notes?	Person creating the sales invoice can override the system calculations.	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?	VAT posted by period and all transactions in period can be reported upon. Once the file is submitted successfully to HMRC, the transactions are flagged and the return is marked as Submitted.	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?	Yes (but very little used).	Confirmed

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Question	Supplier Response	Evaluator's Comment
11.10 If the software can handle both invoice (standard) and cash methods of accounting for VAT is the basis clearly identified during set up?	Yes	Confirmed
11.11 Does the software allow for a switching between methods? If Yes:-	Yes	Confirmed
11.11.1 Is the change fully supported by audit trails to ensure proper VAT treatment of all transactions?	Not out of the box. NetSuite would write a report in the event that a company changes their VAT reporting method	Confirmed
11.11.2 Is this ability to change a basis of accounting clearly flagged, i.e. users warned etc.	System can be set up so only the Administrator can access the Setup menu but no warnings. NetSuite would not expect users to have access to this.	Confirmed
11.11.3 Does the software alert the user that they require HMRC authorisation if they attempt to apply, retrospectively, the 'Cash Accounting Scheme' for VAT accounting?	No	Confirmed
11.11.4 Does the software provide useful and relevant information on switching in the software help section?	No because the system is currently aimed at mid market enterprises whose turnover would require them to be on the Standard accruals basis.	Confirmed

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Question	Supplier Response	Evaluator's Comment
11.12 Can the software handle the following VAT schemes:-		
11.12.1 Annual accounting scheme?	Yes – users can specify a period/date range for VAT Return reporting	Confirmed
11.12.2 Flat rate scheme?	No, we would script these per customer	Confirmed
11.12.3 Retail schemes?	No	Confirmed
11.12.4 Account for VAT on the margin?	Not out of the box, but it can be scripted.	Confirmed
11.13 Can the software be configured to handle partial exemption methods?	Yes can be configured to individual customer requirements	Confirmed
11.14 Please state the number of VAT codes available for VAT analysis.	Unlimited	As stated
11.15 How does the software handle:-		
11.15.1 Outside scope?	Vat code O	Confirmed
11.15.2 Distance selling (supply to an unregistered EC customer)?	NetSuite applies the appropriate VAT code based on the ship-to country and whether the customer is VAT registered or not. UK standard rate will apply to EC customers for sales under the country threshold.	Confirmed
11.16 How the software handle EC VAT:-		
11.16.1 Goods and related service?	Pre-configured tax codes with EC code property and notional rates	Confirmed
11.16.2 Services only?	Pre configured tax code ESSS with “Applies to Service” set to True	Confirmed
11.16.3 Process?	Not as standard	Confirmed
11.16.4 Triangulation?	User to select Triangulation on the transaction line which	Confirmed

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Question	Supplier Response	Evaluator's Comment
	would reflect in the EC Sales report	
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	Confirmed
11.18 Can a report be generated of all EU acquisitions and the amounts of acquisition tax generated?	Yes	Confirmed
11.19 Does the software include the functionality to identify transactions liable to reverse charge VAT?	Yes	Confirmed
If Yes:- 11.19.1 Can the software generate reverse charge VAT?	Yes, VAT codes RC-GB or RCS-GB	Confirmed
11.20 Can a report be generated of all transactions liable to reverse charge VAT, and the amounts of tax where so generated?	Yes	Confirmed
11.21 Does the software have a facility to reconcile the VAT returns amounts for input, output and net VAT payable/recoverable to the General ledger control account?	No, manual reconciliation required	Confirmed
11.22 How does the software handle late transactions	Yes, entries posted in a closed period will be included in the	Confirmed

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Question	Supplier Response	Evaluator's Comment
posted outside the closed VAT return period?	next tax period. Accounting period must be closed.	
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?	Yes	Confirmed
11.24.2 Supplier document reference?	Yes	Confirmed
11.24.3 Internal document reference?	Yes	Confirmed
11.24.4 Invoice tax point date?	Yes, normally posting date	Confirmed
11.24.5 Invoice posting period date?	Yes With configuration users can have both fields and get reports showing both dates. The NetSuite Date field is what is used for all tax reports. If tax periods are locked as recommended then late purchase invoice get picked up in the following return.	Confirmed Confirmed
11.24.6 Invoice gross total?	System calculated which is updated after every line entry	Confirmed
11.24.7 Invoice VAT amount?	No, VAT code is selected from the dropdown list and VAT calculated. Users can override the calculated figures.	Confirmed
11.24.8 Individual invoice lines:- 11.24.8.1 Net amount?	Yes	Confirmed
11.24.8.2 VAT rate?	No	Confirmed
11.24.8.3 VAT code?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
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?	System calculates it based on VAT code – no tolerances. The user can override the amount in order to match the invoice document if required.	Confirmed
11.26 Can the user override the software derived input VAT amount and input VAT as shown on the supplier invoice?	Yes	Confirmed
11.27 Does the software allow VAT to be reclaimed on the basis of registered but unposted invoices?	No. Invoices must be approved in order for them to have impact in the general ledger and to be picked up in VAT returns.	Confirmed
If Yes:- Does the software flag the status as:- 11.27.1 VAT not yet reclaimed?	N/A	
11.27.2 VAT claimed?	N/A	
Output VAT (sales)		
11.28 Does the software generate sales invoices?	Yes	Confirmed
11.29 For each invoice generated is the following information included on the sales invoice:- 11.29.1 Unique software generated invoice sequential reference?	Invoice layout is configurable. Yes	Confirmed Confirmed
11.29.2 Company name, address, EC country	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
code and VAT number?		
11.29.3 The time of supply (tax point)	Yes	Confirmed
11.29.4 Date of issue (if different to the time of supply)	Yes, but normally tax point. Can be configured.	Confirmed
11.29.5 Customer's name (or trading name) and address, EC country code and VAT number (if applicable)	Yes	Confirmed
11.29.6 The unit price [applies to countable goods or services. E.g. an hourly rate; or a price for standard services.]	Yes	Confirmed
11.29.7 A description which identifies the goods or services supplied?	Yes	Confirmed
11.30 Does the software identify supplies that are zero-rated, exempt, no VAT applicable?	Yes	Confirmed
11.30.1 Is this on the face of the invoice?	There's a VAT summary on each invoice	Confirmed
11.31 Does the software handle Proforma invoices?	Yes, configurable	Confirmed
If Yes:-		
11.31.1 Are the invoices clearly identified as "this is not a tax invoice"?	Yes, configurable.	Confirmed
VAT Reporting		
11.32 Does the software produce a VAT 100 form as standard?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
	VAT100 is created based on sales/purchases and tax code selected for each transaction and the tax period.	
If No:- 11.32.1 Does the software have a means of producing reports that support the completion of the VAT return?	N/A	
11.33 Is the VAT return information available by report on a three monthly basis or any other specified period?	User can specify dates	Confirmed
11.34 Is there a detailed and summary analysis of all transactions included in each return sorted by VAT code and transaction type making up the total in each of the boxes on the VAT 100 Form?	Yes via drill down.	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, VAT is an integral part of the system and is tracked on the standard audit trail with drilldown. Submission history is available for review.	Confirmed
11.37 Note where the software details the following non routine event in the audit trail or VAT audit log etc:-		

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Question	Supplier Response	Evaluator's Comment
11.37.1 Changes to VAT tables.	VAT code edits are tracked in the System notes.	Confirmed
11.37.2 Change from invoice/cash VAT accounting or other Schemes.	Not logged	Confirmed
11.37.3 VAT tolerance.	None	Confirmed
11.37.4 Changes to VAT rates on customer, supplier, product master files. Please specify	Changes to individual customer/supplier record including VAT rates are recorded on the System Notes for each customer/vendor. For single subsidiary entities, it shows the old and new rates, who changed it and date stamp.	Confirmed
11.38 Are the above changes noted above stamped with a:-		
11.38.1 User id?	Yes	Confirmed
11.38.2 Software generated unique reference number?	No	Confirmed
11.38.3 Date and time?	Yes	Confirmed
11.39 VAT postings		
11.39.1 Are all VAT postings recorded in the audit trail or VAT audit log?	Yes, via drilldown in audit trail.	Confirmed
11.39.2 Does the software denote whether each transaction has been included in a reconciled VAT return?	Transaction are flagged at the moment they are successfully submitted to HMRC but not shown to the user.	Confirmed
11.39.3 How does it denote which VAT Return the	N/A.	

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Question	Supplier Response	Evaluator's Comment
transaction has been included in?		
11.40 Does the software produce a VAT Exception report detailing such transactions as:- 11.40.1 VAT amounts outside tolerance levels?	No	Confirmed
11.40.2 Manual changes to software generated VAT?	No	Confirmed
11.40.3 Write offs	No	Confirmed
11.40.4 Zero value invoices?	Yes. There's an option available to show zero invoices.	Confirmed
If No for any of the above:- 11.40.5 How does the software document these occurrences?	Not standard. NetSuite can write these reports during implementation if requested.	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	Confirmed

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Question	Supplier Response	Evaluator's Comment
11.43 Does the software produce invoice level reports that enable every value on each EC Sales List report to be traced to source documents?	Yes, Sales by Tax Code (Summary and Detail).	Confirmed
11.44 Does the software have a means of ensuring that each eligible posting on the EC Sales List is reported only once? (Please state how this is done within the software).	Yes. NetSuite have a set summary by tax code report where the information is already consolidated per customer and tax code. Then they further consolidate the report to either service or goods depending on the tax code attribute. This means that they only report 1 goods and/or 1 service EC Sales report line item per customer at the maximum.	Confirmed
11.45 How does the software handle triangulation? E.g. a movement of goods without a related invoice transaction.	When an EU customer is selected on a transaction, the user can flag the transactions lines as "EU triangulation". This would then reflect into the EC Sales List.	Confirmed
11.46 Does the software produce the relevant documents in a format [e.g. CSV or XML] that can be uploaded direct to the HMRC gateway?	Yes CSV format	Confirmed
11.47 Can these be electronically transmitted direct from the system?	Yes	Confirmed
11.48 Does the software produce Intrastat reports where applicable?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
11.49 How are errors on VAT accounts corrected?	Users need to have the permission levels to make corrections. Errors can be corrected by adjusting original transactions, adjusting entries or journal entries. Adjustments can also be done directly from the VAT return, the system will automatically post an adjustment journal.	Confirmed
11.50 How does the software handle the VAT on purchase and sales ledger contras?	Manual journal entries	Confirmed
11.51 How does the software handle partially allowable expenditure, e.g. VAT on petrol invoices where employees are provided with petrol (adjustment required for own use)?	Manual journals.	Confirmed
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 Based on transaction date and tax period	Confirmed Confirmed
11.53 Can the software handle invoices with multiple rates of VAT?	Yes	Confirmed
11.54 How does the software handle write off of bad debts and the related VAT?	Manual journals	Confirmed

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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 NetSuite supports 190 currencies More can be added based on customer requests Transactions can be entered in foreign currencies (e.g. journals, invoices, payments) and they will be automatically converted to the subsidiary base currency for general ledger reporting. General ledgers in foreign currencies can be supported using the Multi-book option.	Confirmed Confirmed Confirmed
12.1.3 Sales ledger?	Yes	Confirmed
12.1.4 Purchase ledger?	Yes	Confirmed
12.1.5 Stock?	Yes	Confirmed
12.2 Is conversion to sterling automatic? If Yes:- Does this cover- 12.2.1 General ledger? 12.2.2 Sales ledger? 12.2.3 Purchase ledger? 12.2.4 Stock?	Yes, if base currency is sterling Yes Yes Yes Yes	Confirmed Confirmed Confirmed Confirmed Confirmed
12.3 Can the user select which currency to value each of the ledgers? If Yes:- Does this cover:- 12.3.1 General ledger? 12.3.2 Sales ledger?	General ledgers in foreign currencies can be supported using the Multi-book option. Without multi-book, ledgers are valued in the base currency. However, foreign currency transactions are supported. They are converted to the base currency in the general ledger. Yes N/A	Confirmed Confirmed

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Question	Supplier Response	Evaluator's Comment
12.3.3 Purchase ledger? 12.3.4 Stock?	N/A N/A	
12.4 What are the currency capacities?	Unlimited	As stated
12.5 What are the maximum and minimum exchange rates?	The minimum (GBP) rate is 1 GBP = 0.00000001, no maximum. A client can enter exchange rates with up to 15 digits before the decimal point, or up to 8 digits after the decimal point. The maximum number of digits that can be entered in this field in any combination of integers and decimal fractions is 17.	As stated
12.6 What approach will the Software House take towards handling the EURO?	Develop a conversion utility as and when required	Confirmed
12.7 What currency information is held:		
12.7.1 Currency Code/description?	Yes – Currency description and symbol.	Confirmed
12.7.2 Country?	Yes.	Confirmed
12.7.3 Currency rate table?	Yes – “Currency Exchange Rates” table.	Confirmed
12.7.4 Date rates effective from-to?	Yes – “Effective Date”	Confirmed
12.7.5 Previous rates held?	Yes – a full history of previous exchange rates is held.	Confirmed
12.8 Can a base currency be selected?	Yes, at company and subsidiary level.	Confirmed
12.9 Can the user over ride the exchange rates during a transaction?	Yes – transactions can be configured to allow the exchange rates to be over ridden, depending upon the permissions set against the users role	Confirmed

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Question	Supplier Response	Evaluator's Comment
12.14 Can the user over ride the calculation /processing of currency gains and losses?	No	Confirmed
12.15 Can a user override an exchange rate on each transaction?	Yes – transactions can be configured to allow the exchange rates to be overridden, depending upon the permissions set against the users role	Confirmed
12.16 Can the user define the treatment of foreign exchange gains/losses i.e. where posted to in the general ledger?	Yes, using the Foreign Currency Variance posting feature.	Confirmed
12.17 Can ledger accounts be defined to take invoices/payments in specified currencies/ multiple currencies?	One or several currencies can be defined against each customer record. Transactions against that customer can only be done in the pre-defined currencies. Same on the vendor side.	Confirmed
12.18 Does the software prevent the deletion of the active currency?	Yes – an active currency cannot be deleted	Confirmed
12.19 Does the software prevent use of duplicate currency codes?	Yes – the system gives an error “This record already exists”.	Confirmed
12.20 Can currency transactions be entered in selected currency and/or base currency?	Journal entries can be entered in selected currency and/or base currency. For sales and purchase transactions the currency is set at the customer and supplier level.	Confirmed
12.21 Can transactions be entered in multiple currencies?	No	Confirmed
12.22 How does the software handle exchange differences?	Differences between invoice and payment are posted on payment application. Month end	Confirmed

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Question	Supplier Response	Evaluator's Comment
	<p>revaluations are posted by a user triggered month end routine.</p>	
<p>12.23 How does the currency treat revaluations relating to: 12.23.1 Ledgers (sales/purchases)</p>	<p>The variance on revaluation is calculated for each open transaction.</p>	<p>Confirmed</p>
<p>12.23.2 Monetary assets/liabilities</p>	<p>The variance on revaluation is calculated based on the total open balance per account and per currency. Each foreign currency bank account is linked to a single currency. The revaluation accounts can be either</p> <ul style="list-style-type: none"> - Unrealized exchange gains/ losses system account - User defined in the Foreign Currency Variance Mapping record. 	<p>Confirmed</p>
<p>12.23.3 General ledger accounts?</p>	<p>The variance on revaluation is calculated based on the total open balance per account and per currency. The revaluation accounts can be either</p> <ul style="list-style-type: none"> - Unrealized exchange gains/ losses system account - User defined in the Foreign Currency Variance Mapping record. 	<p>Confirmed</p>

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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 dependent on the user/ the company's business process. Can create a Quote and then convert it to a Sales Order or invoice.	Confirmed
13.2 Are recurring or schedule orders handled?	NetSuite allows creation of a duplicate or memorised transaction for recurring orders. No scheduled orders.	Confirmed
13.3 At quotation or initial order stage state how does the software: 13.3.1 Checks stock availability? 13.3.2 Highlight alternative stock?	When creating the line item on the Quote or Order, the available quantity is shown for each line item. Alternative items can be defined and selected using the Supply Chain Management SuiteApp (included in system) and the Item Substitution feature.	Confirmed Confirmed
13.4 How does the software check credit status of customer: 13.4.1 On receipt of order? 13.4.2 Prior to dispatch?	The system checks credit status of customer displays warning message when the sales order/invoice is created Not done prior to dispatch. There is an optional approval stage that has to be completed prior to delivery. This can however be scripted for users at implementation	Confirmed Confirmed
13.5 Can the software block: 13.5.1 Customer orders?	Yes NetSuite can block customer orders if the credit limit has been exceeded (enforce credit limit	Confirmed

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Question	Supplier Response	Evaluator's Comment
<p>13.5.2 Deliveries?</p> <p>13.5.3 Invoice production?</p>	<p>handling) or if an account is in dispute. (Hold selection on the customer record)</p> <p>System does not block customer deliveries as standard (but optional). If customer has exceeded their credit limit at time of delivery, a Workflow or scripting can be done to do this. Delivery can only be processed once the order is approved.</p> <p>The system optionally blocks (standalone) invoice creation if the customer has exceeded their credit limit.</p>	<p>Confirmed</p> <p>Confirmed</p>
<p>13.6 Where stock is not available is a “back order” raised and a purchase order issued?</p>	<p>Where stock is not available the system flags the unavailable quantity as a back order and a suggestive Purchase Order is also issued</p>	<p>Confirmed</p>
<p>13.7 Does the software handle forward orders? If Yes is this:-</p> <p>13.7.1 Only when stock is now available?</p> <p>13.7.2 Allocated from future planned stock?</p>	<p>Yes, Standard</p> <p>NetSuite allows creation of forward orders when stocks are available and unavailable.</p> <p>Can allocate by oldest orders</p>	<p>Confirmed</p> <p>Confirmed</p> <p>Confirmed</p>
<p>13.8 Can multiple addresses be held for each customer (invoice and delivery address).</p>	<p>NetSuite allows multiple addresses for each customer, for example you can have a “To bill” and “ship to” address against the customer</p>	<p>Confirmed</p>
<p>13.9 Are the following documents produced:</p> <p>13.9.1 Quotations?</p>	<p>Yes</p>	<p>Confirmed</p>

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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 Yes Yes 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)?	Yes, Quotes list can be filtered by status Yes, standard report Yes, standard report Yes, create a saved search Yes, create a saved search Yes, standard report (inventory profitability)	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?	NetSuite picking note / dispatch notes are created from the delivery process. If the item is not in stock it can be marked as not to be delivered (Fulfil based on Commitment preferences). The item quantity that is available for delivery is shown at the line level. This can be reported upon. The invoice that is raised is for the items that are despatched. There is a setting to display/not display unfulfilled items on the invoice.	Confirmed Confirmed Confirmed

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Question	Supplier Response	Evaluator's Comment
13.13 Is there one dispatch note and invoice per order?	There can be multiple invoices and despatch notes per order if everything is not in stock.	Confirmed
13.14 How does the software ensure all dispatches are invoiced? E.g. where multiple dispatches are raised per order, or several orders on a single dispatch note.	Order status shows partial deliveries and invoices.	Confirmed
13.15 Can manual invoices be raised (i.e. without a sales order)?	Standard, can raise an invoice without a sales order.	Confirmed
13.16 Does the software produce proforma invoices as required?	Yes, with NetSuite can create multiple and different custom transaction forms	Confirmed
13.17 Can returned goods be processed to produce credit notes?	Customers can be credited or refunded for returned items	Confirmed
13.18 Are these referenced to the original order/invoice?	Returned goods can be referenced to the original invoice if the return is raised from the invoice.	Confirmed
13.19 Will the product accept orders from the Web?	Yes	Confirmed
If Yes:-		
13.19.1 How are web orders integrated with the sales order processing ledgers?	The NetSuite ecommerce module is fully integrated into NetSuite. Any orders raised on the web come through as a sales order and then into the sales ledger	Confirmed
13.19.2 What control features are available for checking web orders before processing?	By using NetSuite approval work flow. Based on the users choice of workflow, can set the work flow so that all web orders goes to Sales Manager for approval or straight to the warehouse for processing	Confirmed

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Question	Supplier Response	Evaluator's Comment
14 Purchase Order Processing		
14.1 Does the software generate suggested orders?	Suggested orders are created when the stock level reaches the defined safety (minimum) stock level. Other reordering parameters can also be defined.	Confirmed
14.2 Can orders be generated by the user?	Yes	Confirmed
14.3 Is the software easy and efficient to use, i.e. scroll backwards and forwards in the product file, tagging more than one item per order?	Yes	Confirmed
14.4 Can more than one supplier be allocated to each product?	You can have as many suppliers per item as you want. However, NetSuite has the ability to define a preferred supplier for each subsidiary, out of the list.	Confirmed
14.5 Does the software hold details of substitute products if applicable?	Yes, using the Item Substitution feature in the Supply Chain management SuiteApp.	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?	Both manual and automatic orders when created can easily be amended, before being mailed or faxed to the supplier	Confirmed
14.7 Is stock availability updated for stock on order?	Yes, when the order is saved	Confirmed
14.8 Can the software handle partially completed orders and returns?	Yes. Standard functionality in NetSuite	Confirmed
14.9 Are receipts checked to orders and discrepancies reported?	Can check receipts to orders by clicking on "created from Purchase Orders" link. With saved searches, discrepancies can be reported on. The purchase	Confirmed

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Question	Supplier Response	Evaluator's Comment
	order screen shows at line level the Quantity Received and this also reflects in the order status.	
14.10 Are purchase invoices checked to purchase orders, confirmed receipts and discrepancies reported?	NetSuite report methodology will allow user to create saved searches to report on any discrepancies The purchase order screen shows at line level the Quantity Received, Quantity Billed and this also reflects in the order status.	Confirmed
14.11 Are the following reports available: 14.11.1 Purchase Orders raised (analysis)? 14.11.2 Purchase Orders not received? 14.11.3 Goods received discrepancies? 14.11.4 Invoice to goods received discrepancies? 14.11.5 Goods received not invoiced?	Yes as standard By saved search (NetSuite search allows users to define sophisticated filtering criteria and results formatting options. You can share the search with other users in the organisation) By saved search By saved search By saved search	Confirmed Confirmed Confirmed Confirmed Confirmed
14.12 Can the software handle "back to back" ordering?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
15 Stock Control		
15.1 What information is held in respect of stock (and are there any limits):- 15.1.1 Item numbers/ description?	Code 60A/N and very long description. Extended for multi-language, manufacturer, manufacturer's part number etc.	Confirmed
15.1.2 Location(s)?	NetSuite permits up to 100 location records in a NetSuite account. If more than the maximum of 100 locations is required, the customer must contact Customer Support to submit a location increase request for further evaluation of the business requirements	Confirmed
15.1.3 Quantity, (available, allocated, on order)?	Standard feature in NetSuite. Users would use NetSuite's Current Inventory Snapshot report to inform them of the status of their inventory, it shows, the reorder point, quantity on hand, On back order, commit, etc. This information is also available on the Locations subtab of the item record.	Confirmed
15.1.4 Minimum and maximum stock levels?	Minimum only as safety stock. Preferred stock level and reorder point can also be defined.	Confirmed
15.1.5 Reorder lead times?	You can set a Reorder point and lead time	Confirmed
15.1.6 Supplier(s)?	You can associate unlimited suppliers to an item.	Confirmed
15.1.7 Prices/cost/ discount details?	You create various price levels, such as multiple, quantity based, mark-up and discount price levels plus prices in foreign currencies.	Confirmed
15.1.8 Batch/serial number?	Yes	Confirmed
15.1.9 Weights etc?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
15.1.10 Other – please specify?	Track landed cost, shipping and handling cost, units of measure. Manufacturer, Country of manufacture	Confirmed
15.2 How is stock updated? 15.2.1 Dispatch of goods?	Quantity available is updated at the time of raising the Sales order. Quantity on hand is updated at the time of dispatch	Confirmed
15.2.2 Receipt of goods?	Receive against an existing Purchase Order or enter a bill (the Items tab if entering bills without purchase orders).	Confirmed
15.2.3 Adjustments?	At the time of processing or for example using “Adjust inventory” to change the quantity and value of an inventory item without entering purchase order. Approving an Inventory Count also generates adjustments.	Confirmed
15.2.4 Transfers between locations?	At the time of processing. Transfers can also be done as a dispatch plus a receipt, in which case the notes at 15.2.1 and 15.2.2 apply. Ownership transfer depends on incoterms (DAP or ex works).	Confirmed
15.3 Is negative physical stock allowed?	Yes	Confirmed
15.4 Can the software handle “sale or return” stock?	Yes, as “consignments” using standard transactions.	Confirmed
15.5 Can the software handle variations to a standard pack of products?	Yes	Confirmed
15.6 What methods of stock valuations are allowed?	Method can be set per item but once set cannot be changed.	Confirmed
Average	Yes	Confirmed
15.6.1 FIFO	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
15.6.2 LIFO	Yes	Confirmed
15.6.3 Standard cost	Yes	Confirmed
15.6.4 Other – please specify	No	Confirmed
15.7 How can stock enquiries be made, i.e. by product code, short name/supplier etc.	By item name, code, serial number, supplier, location, manufacturer and more – user defined	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?	Create a saved search or configured an existing report	Confirmed
15.9 Does the software facilitate the regular counting/ inspection of physical stock (e.g. by producing random/defined stock check lists)?	Yes, physical inventory worksheet form plus Adjust inventory form to account for errors, theft or miscounts. Counts can be created automatically based on the defined Next Count Date and Count Interval or manually.	Confirmed
15.10 Can the software handle more complex situations such as:		
15.10.1 Bill of materials	Can create kit/package items, Assembly/Bill of Materials, service items and Non inventory items. Manufacturing is an optional extra module.	Confirmed
15.10.2 Links to CAD/CAM systems	Yes, NetSuite can integrate with such systems using third party solutions (see http://suiteapp.com/) or additional integrations can be developed, using bespoke customization.	Confirmed
15.10.3 Job costings to collate and value WIP. 15.10.4	Yes, with an optional extra module.	Confirmed

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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.

16.1	Is the manual clearly laid out and understandable?	Yes, online within the software plus manuals in PDF format.	Confirmed
16.2	Is the manual comprehensive and accurate?	Yes	Confirmed
16.3	Is there an index to the manual?	Yes, Table of Contents and search	Confirmed
16.4	Is it easy to locate specific topics in the manual when required?	Yes by keying in topic name within the search or contents	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?	Learning tools are available from the Support menu. One of them, NetSuite SuiteAnswers has free eLearning, recorded web seminars and new release training material. In addition SuiteAnswers has basic videos on Getting Started.	Confirmed
	16.6.2 A guide to basic functions?	Yes and NetSuite SuiteAnswers	Confirmed
	16.6.3 Pictures of screens?	Yes, some. Most articles don't include pictures of screens but they do include step by step instructions.	Confirmed
	16.6.4 Completed examples included in the manual?	Yes, for some scenarios	Confirmed
	16.6.5 Specific "error correction" procedures?	Yes, some	Confirmed
	16.6.6 VAT information?	Yes	Confirmed

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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 at each field level within a screen	Confirmed
16.9 Do they provide on-line instructions on how to use particular features of the software?	Yes - everything is online	Confirmed
16.10 Can they be edited or prepared by the user?	The user can start from the standard documentation and personalize it as appropriate offline. This documentation will not be added to the SuiteAnswers (see https://netsuite.custhelp.com/app/home) help articles, but can be saved in the File Cabinet.	Confirmed
16.11 Will the Software House make the detailed program documentation (e.g. file definitions for third party links) available to the user, either directly or by deposit with a third party?	Yes, SuiteTalk is the tool set for integration with third-party applications, and is based around the use of SOAP-based Web services Application Programming Interfaces (APIs) to expose NetSuite objects. Details are provided in the Schema Browser and other documentation in SuiteAnswers.	Confirmed

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Question	Supplier Response	Evaluator's Comment
17 Efficiency		
17.1 Are the various functions of the software menu-driven, or otherwise easy to initiate?	There are many ways to access functions, both menu & keyboard driven	Confirmed
17.2 Is there a good response time in the initiation of functions?	Yes, dependent on connection speed.	Confirmed
17.3 Is data entry easily repeated if similar to previous entry?	Yes, in some case repeating the previous line and in other cases duplicating the previous record.	Confirmed
17.4 Does the software prevent access to a record while it is being updated?	No	Confirmed
17.5 Is there locking at file or record level?	No. Opportunistic locking is in place, meaning that it is possible to save a record if, after opening the record, another user has opened it and saved the record with a different result.	Confirmed
17.6 Does the software allow for the running of reports whilst records are being updated?	Yes	Confirmed
17.7 Does the software retain a log of file updates until the next occasion on which the relevant information is reported or the relevant file used in a regular control procedure?	No	Confirmed
17.8 Can regular reports be easily duplicated if required?	Yes, reports can be duplicated and customized as required. (e.g. additional fields, filters)	Confirmed
17.9 Does the software warn the user when space is becoming short?	NetSuite works with customers to understand initial performance requirements and evaluates customer volumes to determine	Confirmed

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Question	Supplier Response	Evaluator's Comment
	<p>the appropriate tier of service. In this manner, NetSuite ensures the horizontal and vertical scaling capabilities of the system's architecture are correctly applied as is appropriate to support a customer's throughput requirements.</p>	

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Question	Supplier Response	Evaluator's Comment
18 Integration and www facilities		
18.1 Are the different accounting modules integrated?	NetSuite provides a single platform for financials/ERP, CRM, PSA and ecommerce capabilities. It contains a broad array of features that enable users to do their individual jobs more effectively. In addition, because all users are transacting business on the same database system, NetSuite can easily automate processes across departments.	Confirmed
18.2 Are they integrated on real time basis or batch basis?	Real time	Confirmed
18.3 Can the integration of batches be by batch, weekly or monthly?	Batch processing is not required. While NetSuite allows for the processing of certain transaction types in bulk such as processing check runs or invoicing customers, it does not utilize a batch process.	Confirmed
18.4 Is the ledger updating process satisfactorily controlled by the production of control reports?	Yes, daybooks.	Confirmed
18.5 What operating systems does the software run under?	Windows, Linux, Apple Mac Browsers include: Internet Explorer 11 (OpenAir not supported). Google Chrome 58. Microsoft Edge (Anniversary Update and later) Mozilla Firefox 60. Safari 10.	Confirmed
18.6 Which databases can be used?	Oracle	Confirmed

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Question	Supplier Response	Evaluator's Comment
18.7 Can more than one software function be performed concurrently?	Yes	Confirmed
18.8 Can the software be linked to other packages e.g. word processing, graphics, financial modelling, to provide alternative display and reporting facilities?	Yes, integration with Word, Excel, Outlook are all standard. It can also be integrated into other packages as requested.	Confirmed
18.9 Can definable links to spreadsheets be created?	Yes via ODBC	Confirmed
18.10 Does the software integrate with any web trading software? 18.10.1 External or	Yes – most of the popular ones, see (http://suiteapp.com/) can be done at the implementation stage based on customer requirements	Confirmed
18.10.2 Suppliers own?	Yes	Confirmed
18.11 Note which other business application software that can be linked to the software: 18.11.1 Payroll? 18.11.2 Time/fees? 18.11.3 MRP?	NetSuite can be linked to more than 300 SuiteApps (see http://suiteapp.com/). These business applications can be added using NetSuite's implementation service or third party developers. Through the NS BOS platform developers can use the Suiteflex solutions to build and bundle their applications with NetSuite.	Confirmed
18.11.4 Fixed assets? 18.11.5 Document management software? 18.11.6 Job costing?	NetSuite have their own fixed assets, document management and job costing software.	Confirmed
18.11.7 CIS?	No	Confirmed
18.11.8 Other – please specify?	No	Confirmed
18.12 Is the software compatible with XML standards? If so in what respect? (input/ output/ other)?	NetSuite's xml standard allows us and other ASPs to exchange information in a common	Confirmed

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Question	Supplier Response	Evaluator's Comment
	language, and thus seamlessly integrate their products to deliver greatly enhanced business solutions	

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Question	Supplier Response	Evaluator's Comment
19 Support and maintenance		
19.1 How is the software sold: 19.1.1 Direct from Software House?	Yes	Confirmed
19.1.2 Via Value Added Reseller (VAR)?	Yes in some cases	Confirmed
19.2 How is the product supported:- 19.2.1 Direct by Software House?	Yes	Confirmed
19.2.2 By VAR?	Yes, first level	Confirmed
19.3 Is the software sold based upon number of users or number of concurrent users?	Total number of users not concurrent users.	Confirmed
19.4 Do VARs have to go through an accreditation process?	Yes	Confirmed
If Yes:- 19.4.1 Please note the process.	All solution providers have to attend the NetSuite 4 day administrator training.	Confirmed
If No:- 19.4.2 Please explain how organisations are chosen to be VAR?	N/A	
19.5 In the event of a dispute between Supplier and VAR how can the situation be resolved?	NetSuite would work with all parties to resolve issues.	Confirmed
19.6 Detail the types of cover available.	NetSuite's support options are complemented by an extensive library of detailed online help and other resources such as FAQs, online user guides, sneak peeks on upcoming releases and tips.	Confirmed

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Question	Supplier Response	Evaluator's Comment
	<p>Basic Support Basic Support is NetSuite's out-of-the box Support service with the following features:</p> <ul style="list-style-type: none"> • Submission of online cases on critical concerns (C1) and product defects. • Access to the SuiteAnswers knowledge base for answers to functional or how-to questions. • Request for product enhancements through Suite Ideas. • Basic Support allows up to 2 Authorized Contacts. <p>Premium Support NetSuite provides a number of best-in-class services and benefits designed to ensure your company's success. We are committed to answering your questions and resolving your inquiries efficiently. Premium Support has the following features:</p> <ul style="list-style-type: none"> • Toll-free telephone access to Customer Support • Unlimited online case submission • Case response priority • Allows basic functional or how-to questions • Allows up to 4 Authorized Contacts <p>Advanced Customer Support Advanced Customer Support (ACS) is available to any Premium Support customer. This</p>	

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Question	Supplier Response	Evaluator's Comment
	managed service takes a proactive approach in keeping your solution at optimal level, mitigating risks and increasing ROI as your business continues to scale.	
19.7 Please note all method of support available :-		
19.7.1 Telephone.	Yes	Confirmed
19.7.2 Internet.	Yes including Webex	Confirmed
19.7.3 Other – specify.	Within the software	Confirmed
19.8 Please provide an indicative cost of cover and what is included.	Cost varies depending on number of licences and modules purchased	Confirmed
19.9 How often are general software enhancements provided?	NetSuite typically performs two major automated upgrades per year in Q1 and Q3	Confirmed
19.10 Will they be given free of charge?	Yes, to all users who have valid licences. All users have the same version.	Confirmed
19.11 How are enhancements and bug fixes provided to customers?	Minor updates or patches are applied as required based on current issues. However, NetSuite generally releases these updates, or e-Fixes, weekly to resolve small sets of defects or bugs. NetSuite refers to these as e-Fix releases. If needed, NetSuite will release individual emergency bug fixes directly into the production environment for defects which need to be fixed before the next e-Fix release.	Confirmed

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Question	Supplier Response	Evaluator's Comment
19.12 Is "hot line" support to assist with immediate problem solving available?	Yes	Confirmed
19.13 If so, is there an additional cost involved?	Yes	Confirmed
19.14 At what times will this support be available?	<p>Premium Support</p> <ul style="list-style-type: none"> • Toll Free Phone and Online Case Support 24/7, 365 days a year 	Confirmed
19.15 Who provides training: 19.15.1 Software House? 19.15.2 VAR?	Yes No	Confirmed Confirmed
19.16 Is hardware and maintenance provided by: 19.16.1 Software House? 19.16.2 VAR?	No hardware required. Software provided by NetSuite	Confirmed
19.17 Is a warranty offered in respect of specification of the software?	Yes as part of the Licence agreement	Confirmed
19.18 Will the software supplier/dealer make the program source code available to the user, either directly or by deposit with a third party (Escrow)?	Escrow is a concept rooted in customized software and, properly considered, does not apply in the hosted SaaS environment. If you implement a custom solution, you may want a copy of the source code held in escrow. In the NetSuite model, we have an entire data centre with every server running the same instance of the software. With weekly updates to the software, maintaining an escrow copy would be cost prohibitive.	Confirmed

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

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

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

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

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

20.1	Are different levels of security provided to control access to the product/service?	Yes.	As stated
20.2	What forms of user authentication are supported e.g. user names, passwords certificates, tokens etc.?	User names, passwords, certificates, and tokens	As stated
20.3	What is the proposed product/service availability percentage?	99.5% during each calendar quarter	As stated
20.4	Is the service available 24x7 or are there downtime periods for maintenance?	24x7 Regularly scheduled maintenance time is communicated in advance, scheduled to occur at night on the weekend, and takes less than 10-15 hours each quarter	As stated
20.5	Is a service level agreement offered regarding service availability?	Yes. See http://www.netsuite.com/slc	As stated
20.6	Is the customer made aware of maintenance periods in advance?	Maintenance can usually be performed without downtime. Maintenance that does result in database downtime occurs at most 2 to 3 times per year. Regular maintenance is typically scheduled at night on the weekend, generally Saturday night, and takes less than 10 to 15 hours each quarter. Regularly scheduled	As stated

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Question	Supplier Response	Evaluator's Comment
	maintenance time is communicated in advance at a minimum of two full business days and typically at least a week in advance.	
20.7 Does the product/service require the use of any technologies that may be considered as a security risk? e.g. ActiveX, JavaScript, Cookies.	JavaScript and Cookies are required.	As stated
If so, describe how the user can mitigate this risk.	Use of limited-execution browser tools such as NoScript can significantly mitigate the risks associated with cookies and JavaScript.	As stated
20.8 Where the product/service relies upon downloading and running an executable program, has that program been secured with a digital certificate to verify the source and integrity of the program?	N/A	
20.9 Is data for different customers/companies kept:-		
20.9.1 On separate servers?	If requested by the customer /company, yes. Otherwise, no.	As stated
20.9.2 In different databases?	As above	As stated
20.9.3 In separate database tables?	As above	As stated
20.9.4 In a database with data for other customers and companies using identification codes with each record?	By default, this is the primary form of data separation. (The customer's data is very secured on the shared database. We have not had any incidents where a customer's data has been viewable or impacted by another customer on the shared database.	As stated

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Question	Supplier Response	Evaluator's Comment
	<p>Our system has been carefully designed such that our customer's data on shared databases are protected.</p> <p>Data is separated through table level access)</p>	
<p>20.10 How is it ensured that data for different customers and companies is reliably identifiable and only accessed by authorised users for each customer/company?</p>	<p>Customers are restricted to their account and data related to that account. All tables housing customer data include the Company ID associated with the corresponding customer. Data between customers is isolated by the unique Company ID which ensures that reads and writes of one customer do not collide with that of another. The SQL views used to extract data from these tables filter the data by Company ID using the customer's login credentials. The views map the customers viewing options to only their specific data. This restricted access is tested before every major release to ensure that any change or new release does not jeopardize the customer's confidential data.</p>	<p>As stated</p>
<p>20.11 Are there any situations where users from one customer/company can work with data from another customer/company?</p>	<p>No.</p>	<p>As stated</p>
<p>20.12 What are the implications of the Data Protection Act over information held by the service provider?</p>	<p>Oracle is committed to complying with all applicable global export, import, and economic sanctions, laws, and regulations. We are dedicated to promoting data privacy and security for our customers, partners, and</p>	<p>As stated</p>

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employees around the world. Oracle enforces corporate policies and practices designed to protect the personal information in its possession. We provide data privacy and information protection awareness training to employees, which defines how customer and employee information should be managed. We also work to raise public awareness by sponsoring a global Data Privacy Day and participating in privacy-related seminars and events.

NetSuite has certified compliance with the EU-US Privacy Shield, as data processors, for Customer Data provided by customers, or their end users, from the European Economic Area (EEA) (Privacy Shield Customer Data) and commits to adhere to the Privacy Shield Principles applicable to our handling of Privacy Shield Customer Data.

NetSuite has further committed to cooperate and comply with the panel of European data protection authorities (DPAs) in the resolution of any Privacy Shield complaints and with any investigation, decision or advice made or given by the U.S. Department of Commerce and the Federal Trade Commission.

To access the Privacy Shield List and to find out details of our certification, please see <https://www.privacyshield.gov/>. Should you have questions or

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	concerns about the processing of Privacy Shield Customer Data under the Privacy Shield, please contact us at privacy@netsuite.com .	
20.13 Does the application software:-		
20.13.1 Require any client software to be installed on the user's computer?	Not by default.	As stated
20.13.2 Work entirely within Internet Browser software on the user's computer?	By default, yes.	As stated
20.14 Are communications between the user's computer and the software service encrypted:-	In all cases, all communications between the user's computer and the software service are encrypted	As stated
20.14.1 User log in data only?		
20.14.2 All data exchanged between user client and software service?		
20.15 What security steps are taken to prevent and detect intrusion attempts?		
20.15.1 Is firewall hardware and software used to protect the live systems from unauthorised access?	Yes	As stated
20.15.2 Which monitoring software is used to create alerts when intrusion attempts are suspected?	NetSuite employs an industry-standard intrusion detection system (IDS), to provide network-based monitoring. NetSuite uses an automated update feature of the software to ensure the IDS attack signatures are current and to provide consistent protection. The IDS is configured to provide automated real time alerts via email to the	As stated

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	<p>Security team. The Security team monitors these alerts on an ongoing basis and documents any security incidents in the ticketing system.</p> <p>In addition, NetSuite has a security monitoring tool that parses data directly from reports in the IDS database by severity. NetSuite reviews output from the tool on a daily basis to determine if there are any outstanding incidents that were not resolved during ongoing daily monitoring. On an at least weekly basis, incidents identified during the daily review are investigated and followed up by NetSuite Security personnel, documented in an Audit Entry, and findings are reported to management.</p>	
20.15.3 Are designated staff responsible for receiving and urgently responding to these alerts?	Yes	As stated
20.15.4 Have clear procedures been established for identifying and responding to security incidents?	Yes	As stated
20.15.5 Is all security sensitive software, such as operating systems and databases, kept up to date with the latest software patches? Please indicate how regularly updates are applied.	<p>Yes. All updates are reviewed continuously via notifications. Patches which meet policy criteria are applied according to notification requirements. Anti-virus software with automated updates; network- and host-based scanning for vulnerabilities; network flow monitoring; automated network and host ACL monitoring; automated file-tampering</p>	As stated

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Question	Supplier Response	Evaluator's Comment
20.15.6 List procedures and software tools in place to prevent or detect and eliminate interference from malicious code, such as viruses?	monitoring; internal and external penetration testing; internal and external intrusion detection software installations. Other proprietary monitoring systems.	As stated
20.16 Is a system log maintained by the service provider that details		
20.16.1 User access	Yes	As stated
20.16.2 User activity	Yes	As stated
20.16.3 Error messages	Yes	As stated
20.16.4 Security violations?	Yes	As stated
20.17 Is this log available to the customer?	By default, only the User Access log is surfaced directly to customers. Customers may request that NetSuite perform audits of other logs. Depending on the requested scope of such an audit, there may be costs.	As stated
20.18 Have been any successful unauthorised access attempts been made during the last year?	No	As stated
If Yes:-		
20.18.1 What was the effect on the business and users?	N/A	
20.18.2 What steps are in place to prevent this happening in future?	N/A	
20.19 Is penetration testing regularly carried out by (please indicate frequency of tests):-	Yes	As stated
20.19.1 Staff specialising in this field?	Yes	As stated

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20.19.2 External specialists?	Yes	As stated
20.19.3 Are procedures in place to ensure that any weaknesses found by penetration testing are addressed quickly?	Yes	Confirmed
20.19.4 If penetration testing by a specialist is not performed regularly, please indicate the main procedures in place to identify weaknesses?	N/A	
20.20 Are security procedures regularly reviewed? Please indicate frequency of reviews.	NetSuite's Internal Audit Department and Enterprise Risk Management council report on operational, financial, compliance and strategic risks, and numerous other compliance and risk-related aspects of the business on a weekly, monthly, quarterly, and annual basis.	As stated
20.21 Are users automatically logged off after a preset time not using the system?	Yes.	As stated
20.21.1 Can the time period be changed?	No.	As stated
20.21.2 Can any information be viewed without being logged in, including after logging off, if so what information?	No.	As stated

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Question	Supplier Response	Evaluator's Comment
20.22 Data validation		
20.22.1 To what extent is data input by users validated by scripts or routines in the browser, or other client software, before transmission to the server?	Minor formatting validation may be performed on client (e.g. Date or phone number syntax, maximum field lengths, etc.).	As stated
20.22.2 To what extent is data input by users validated by routines running on the server before data files are updated?	Secondary data validation for field length and syntax is performed on the server. Further, significant whitelisting of acceptable characters on the server is performed in order to prevent such attacks as Cross-Site Scripting and SQL Injection.	As stated
20.22.3 Does the above validation ensure that data entered in all input boxes: <ul style="list-style-type: none"> - Cannot be longer than a maximum length? - Cannot contain unaccepted characters such as semi-colons etc.? 	Yes.	As stated
20.22.4 Are any data files, such as budgets or price updates, imported by users validated by routines running on the server before main data files are updated?	Imported data is subject to the same data validation as data input into the user interface.	As stated
20.23 Are system messages clear?	Yes.	As stated
20.24 Are user responses properly structured to ensure that erroneous input does not lead to inappropriate actions?	Yes.	As stated

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20.25 Are all data entries or file insertions and updates controlled to ensure that should part of a data entry fail the whole transaction fails?	Yes.	As stated
20.25.1 Are alerts sent to technical support staff when incidents occur to enable data update problems to be investigated and resolved?	Yes. End users are notified that such alerts have been sent.	As stated
20.25.2 Are messages provided to users clearly explaining whether the data entry or file upload has been processed successfully or not?	Yes.	As stated
20.26 Explain the procedures in place to ensure the security of customer data held by the service provider, in particular:-		
20.26.1 Procedures to prevent unauthorised access from staff, or contractors, working for the service provider or any other people with access to the service provider's internal systems?	Controls exist that prevent access to customer data by unauthorized persons. Such controls include, but are not limited to, internal networking protections, internal audit trails, regular audits of all user actions, separation of duties, regular password change requirements, multi-factor authentication at multiple stages of authentication, unified human resource practices for hiring and termination, incompatible role evaluation, and other such controls.	As stated
20.26.2 Is there sufficient segregation of duties preventing system developers from accessing and changing	Yes.	As stated

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live applications and data files?		
20.26.3 Are there sufficient review and approval procedures covering system operations staff when emergency changes need to be made to live applications and data?	Yes. Termination procedures and multiple reviews of completion of all termination steps. Multiple system dependencies for access guarantee that if any single access level is removed, all access is removed.	As stated
20.26.4 Is an audit trail always maintained of these emergency changes?	Yes	As stated
20.26.5 What procedures are in place when members of staff leave to ensure that their system access is stopped?	Controls to prevent access from outside the physical, corporate network and multiple checks on the removal of various layers of physical and logical access.	As stated
20.27 What are the physical controls over the:-		
20.27.1 Premises?	Locks, guards, mantraps, pan-tilt-swivel cameras, videotapes with >30-day retention, badges, biometric confirmation of badges. Staged fire suppression, multiple power substations and external generators.	As stated
20.27.2 Fileservers?	In addition to 20.27.1, locked cages and locked racks.	As stated
20.27.3 Communications equipment?	In addition to 20.27.1, locked cages and locked racks. See http://www.netsuite.com/portal/assets/prf/ds-data-centre-factsheet.pdf	As stated
20.28 Is Internet communication traffic monitored to identify potential problems before they happen?	Yes.	As stated

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Question	Supplier Response	Evaluator's Comment
20.29 What procedures are in place to prevent a break in Internet Connection (at the server, client or in between) from causing data corruption?	Two-staged commit structure that guarantees that a transaction is a complete, atomic operation; otherwise it is rolled-back.	As stated
20.30 Is there a clear indication in the software or accompanying documentation of the extent to which the customer or the service provider is responsible for backups and recovery?	Yes	As stated
20.31 Backups by service provider		
20.31.1 Explain the backup procedures applied by the service provider including:	NetSuite also on a daily basis takes automatic back-ups of tapes and prepares them for storage offsite (100 miles away from the data centres).	As stated
20.31.2 Are backup procedures automatic?	Yes.	As stated
20.31.3 What is backed up and how frequently?	The entire database fileset is backed up on a daily basis.	As stated
20.31.4 The backup media used for the main backups?	There are 3 stages of backup media used for main backups: local near-line hard drive media; incremental tape backups; weekly complete tape backups.	As stated
20.31.5 Are backups kept for a sufficient time in case problems, such as data corruption, are not identified until a while later? Please indicate how long backups are kept before they are overwritten.	Two backup stages are kept for 3 weeks, two backup stages are kept for 90 days, and quarterly backups are kept for 12 months. For up to 90 days, backups can be restored on an up-to-the-minute basis. After 90 days, quarterly backups are available for 1 year.	As stated
20.31.6 Where backups are located and whether there are always at least two up to date backups stored at a different location to the	Backups are picked up by authorized couriers from a secure location within the datacentre, but external to the server farm on a daily basis and taken offsite to a secure facility that is >100 miles	As stated

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Question	Supplier Response	Evaluator's Comment
service provider's main server location?	from the datacentre in secure vehicles.	
20.31.7 How frequently backups are tested?	A sampled subset of all databases is restored from tape on a monthly basis to validate the restore process and integrity of backup media. The Operations team documents the details of each restore in the ticketing system and includes the procedures, results, team resources and file checksum used to verify the integrity of the restored data with the associated backup data.	As stated
20.32 Backups by users		
20.32.1 Is it possible for users to download a backup of their own data?	Yes, for details see section 5.16.	As stated
20.32.2 If so, is the downloaded data in a format which can be viewed with relative ease in other software such as PC based spreadsheets or databases?	Yes	As stated
20.32.3 Is the user forced or prompted to backup at certain intervals?	No, a user is not able to create their own fully restorable backup.	As stated
20.32.4 Can the intervals be customised?	N/A	
20.32.5 If sole responsibility for backups rests with users, explain the system, documentation and training support available to ensure that adequate backups are taken and can be used for recovery.	N/A	
20.32.6 Are there facilities to test recovery with user managed backups?	No.	As stated

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Question	Supplier Response	Evaluator's Comment
20.33 Are contingency plans in place to enable a quick recovery from:-		
20.33.1 Database or application software corruption?	Yes	As stated
20.33.2 Hardware failure or theft?	Yes	As stated
20.33.3 Fire, flood and other disasters?	Yes	As stated
20.33.4 Communication failures?		
20.33.5 How often are these plans tested?	Yes Corruption, hardware, and communication failures are tested monthly. Disasters are tested bi-annually.	As stated As stated
What is the longest period of time envisaged that service may not be available?	NetSuite has performed at better than 99.5% uptime for several years.	As stated
20.33.6 Are contingency plans documented?	Yes.	As stated
20.33.7 How often are these plans reviewed and updated?	Bi-annually	As stated
20.33.8 If transaction records are dated and time stamped are the times used local to the user or based on where the server is located?	Local based on server location, but time zone translation causes the information to be displayed to the user in local time, by default preference.	As stated
20.34 Application change management:-		
20.34.1 Do application changes automatically apply to all customers and users?	No. NetSuite employs a patent-pending design to allow application changes to be applied to selective groups of customers Most of our customer have bespoke elements to their accounts (configurable as well as partner applications) and these are all tested fully prior to any releases. Customers have three weeks to test their specific accounts as part of the Beta. Upgrades are managed in 4 phases based on databases.	As stated

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Question	Supplier Response	Evaluator's Comment
20.34.2 Are users able to test beta versions of the application before new versions go into live use?	Yes	As stated
20.34.3 Are users given notice before application changes are applied to the live system?	Yes.	As stated
20.34.4 Are there sufficient internal testing and approval procedures applied by the service provider before all application changes are put into live use?	Yes.	As stated
20.34.5 Are users informed when they next login of the application changes that have gone into live use?	Yes.	As stated
20.34.6 Are sufficient application and data backups maintained to enable a roll back to an earlier version if recent application changes cause problems?	Yes.	As stated

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Question	Supplier Response	Evaluator's Comment
Reliance on key staff		
20.34.7 What steps been taken to avoid undue reliance on individual members of staff?	Redundancy and cross-training of all jobs. Processes and procedures exist to guarantee that all processes and procedures are documented, approved, and shared.	As stated
20.34.8 Are there any individual members of staff whose leaving or illness would significantly reduce, or even stop, the service provider's ability to provide a full and reliable service to customers?	No.	As stated
20.35 What protection is in place to enable users to able to access their accounting and other data if the service provider should experience serious difficulties, cease trading or decide to stop providing the service?	The NetSuite License Agreement provides steps to the customers to guarantee data access for a certain period and in certain formats in this case.	As stated
20.36 Do these arrangements include:-		
20.36.1 Standby arrangements for another organisation to continue providing the full service?	No.	As stated
20.36.2 Minimal arrangements to at least enable customers to access their data for a sufficient period of time to extract data copies, produce reports and make alternative arrangements?	Yes.	As stated
20.36.3 Up to date copy of system documentation, source code, scripts, database schema and procedures lodged with a third party	No.	As stated

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under an Escrow agreement?		
20.37 If the system is hosted by another party are there arrangements in place for this third party to continue providing a hosting service in the short term to allow time for customers to negotiate their own arrangements?	N/A	
20.37.1 If so how long does the arrangement allow?	N/A	
20.38 Is there a user group or committee in existence with sufficient information and understanding to take the lead in setting up arrangements, should the service provider cease trading or decide to stop providing the service?	Yes.	As stated
20.39 Are there any licence or trading agreements which would become invalid should the service provider go into administration or cease trading?	No.	As stated
20.39.1 If so what steps have been taken to protect customers from the impact of this situation arising?	N/A	
20.40 What payment options are available for using the software / service?	Annual, monthly, or upfront options exist. Terms are negotiable.	As stated
20.41 Where online subscription is used, are the forms used to set-up or renew a subscription clear and straightforward to use?	N/A	

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Question	Supplier Response	Evaluator's Comment
20.42 Where online payment is used, what type of security is used to protect sensitive information?	NetSuite is Payment Card Industry Data Security Standard (PCI DSS) v3.2 and Payment Application Data Security Standard (PA-DSS) validated for payment card data security and payment applications allowing our customers stronger security parameters in protecting sensitive data. PCI-DSS v3.2 is the highest certification a company can receive and includes 3D Secure, also known as Verified by Visa or MasterCard & Maestro SecureCode, which adds the highest level of credit card fraud protection.	As stated
20.43 Where online subscription / payment is used, is an invoice provided to the customer and, if so, in what format?	NetSuite uses NetSuite for its billing system. Invoices are provided in html and pdf format.	As stated
20.44 When subscriptions (if applicable) need to be renewed, what advance notice is provided and what is the time limit for renewal?	Negotiable, but greater than 30 day advance notice is required.	As stated
20.45 Is there a procedure for late renewal and is there a time limit after which subscriptions cannot be renewed?	There is a procedure for late renewal. The time limit after which subscriptions cannot be renewed may last as long as 6 months.	As stated
20.46 How soon after creating or renewing a subscription (if applicable) can the system / service be used?	Immediately.	As stated
20.47 What notifications / confirmations are provided to the customer	Email and telephone.	As stated

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<p>regarding subscriptions and payments?</p>		
<p>20.48 To what extent are users able to access their accounting and other data if:-</p>		
<p>20.48.1 They miss one or two payments?</p>	<p>Negotiable.</p>	<p>As stated</p>
<p>20.48.2 They cease being customers?</p>	<p>Upon exiting the Subscription Services Agreement, NetSuite provides a reasonable period for a customer to extract their data. During this period, NetSuite provides the customer limited access to their account in order to retrieve and extract data. After this period, NetSuite is entitled to delete customer account data.</p>	<p>As stated</p>

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21 Reports extra questions for Saas (FOR INFORMATION ONLY)		
21.1 Are reports produced from the same software as the financial applications or is separate reporting software used?	Same.	As stated
21.2 Does any application software (i.e. other than a web browser or PDF reader) need to be installed on the user's computer in order to prepare or view the reports?	No.	As stated
21.3 Is access to the reporting facilities and data these use controlled by the same procedures as access to the main financial applications?	Yes.	As stated
21.3.1 If it is different explain the user access control facilities available to ensure information is only viewed by users with appropriate authority?	N/A	
21.4 In what electronic formats are reports produced:-		
21.4.1 PDF?	Yes	As stated
21.4.2 XML?	No – only some specific reports like VAT returns.	As stated
21.4.3 MS Excel spreadsheet?	Yes.	As stated
21.4.4 CSV file?	Yes	As stated
21.4.5 As html for viewing in a web browser?	Yes	As stated
21.5 Are report documents stored on the web server or on the user's computer?	User's computer. The server emits reports to the user's browser in one of the above formats and does not retain a copy. In some cases, tax audit files and fixed asset reports are also saved in the database for a period of time	As stated

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Question	Supplier Response	Evaluator's Comment
21.5.1 If report documents are stored on the web server are they secure to ensure only users with appropriate authority can get access?	Yes	As stated
21.5.2 If reports can be downloaded to the user's computer are there adequate warnings about the possible dangers of other computers users being able to view the reports and the need to store the documents in a secure storage location?	No	As stated
21.6 For documents viewable in a browser is any data stored on the user's computer in a web browser cache or temporary file (when viewing the report presented for the browser or for any simplified print layout style options)? If Yes:-	Yes	As stated
21.6.1 Is there any protection against other users viewing the report or data on which it is based?	NetSuite recommends that users implement appropriate local controls to provide such protections.	As stated
21.6.2 Is it clear on the reports when they were produced and the date of the data on which they are based, so the user can tell whether they are viewing out of date information?	The date or the period of the data the reports are based on is presented. (e.g. date filters applied). The date/ time of running the reports is not available on all reports.	As stated
21.7 Are communications between the browser and the server encrypted for any report related communications?	Yes.	As stated

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Question	Supplier Response	Evaluator's Comment
21.8 If reports are produced dynamically each time the user views them can historical reports be reproduced at any time?		
21.8.1 Indicate any reports that are not available after a period of time has elapsed, e.g. events such as period end or records have been purged/deleted.	Yes.	As stated
21.9 Can reports viewable in a browser be navigated dynamically by users? For example:-	Yes.	As stated
21.9.1 Enabling drill down to more detailed information (Please state the extent of drill down/across functionality available).	Yes. Too many reports with various forms of drill-down into detail reports exist to list. Virtually all financial reports have such capabilities.	
21.9.2 Altering which columns and rows of data are displayed.	Yes. All reports can be customized to add/remove columns	As stated
21.9.3 Choosing time periods.	Yes. Nearly all reports can be filtered by date, except those where it would be nonsensical.	As stated
21.9.4 Specifying selection criteria.	Yes. Complex filters can be applied.	As stated
21.10 Can report data be reliably copied and pasted direct from browser viewable reports to an MS Excel spreadsheet retaining any table layout?	Generally, yes. However, some reports retain more fidelity in their layouts when exported directly into Excel format instead of displaying in HTML and using copy/paste.	As stated
21.11 If reports are incomplete, for instance due to a poor Internet connection, is sufficient information provided to enable the user to notice that some of the report is missing?	Yes. End-markers within the reports are obvious. Their absence is clear.	As stated

