

ICAEW Accreditation Scheme
Financial Accounting Software Evaluation

Sage (UK) Limited

Sage 50 Accounts Professional v21

**(Incorporating Sage 50 Accounts Plus v21, Sage 50 Accounts v21,
Sage Instant Accounts Plus v21 and Sage Instant Accounts v21)**



Evaluation carried out by: IT Evaluation Services

Date completed: 15th May 2015

Signed:

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

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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 Sage 50 Accounts Professional v21 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 Sage 50 Accounts Professional v21 a product specialist from the Sage completed the detailed questionnaire and provided it to the evaluator to examine. The evaluator then visited the Sage office in Newcastle and in conjunction with the operation of the various aspects of the software assisted by a member of Sage'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 Sage staff in order to clarify certain points. In the event of disagreement between Sage and the evaluator, the evaluator's decision was taken as final and the response changed accordingly.

Sage 50 Accounts Professional v21 against was used throughout the evaluation and then the other levels of Sage 50 Accounts and Sage Instant Accounts were examined to identify the differences in functionality.

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

In addition to desktop computer operation Sage Drive provides a new way to use Sage 50 Accounts v21 and with this the user gets the added flexibility of sharing data through the 'cloud'. Sage Drive offers the freedom to access Sage 50 Accounts data whenever and wherever the user wants, in the office, at home or even out and about. Sage state that the shared data is encrypted which means that the data is always more robust.

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 Sage Drive 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 software used throughout this evaluation was Sage 50 Accounts Professional V21 and then the other levels of Sage 50 Accounts and Sage Instant Accounts were run to establish the differences. The hardware used was an HP Elitebook 8470P with an Intel (R) Core (tm) i5-3380m CPU @ 2.96GHz with 4 Gbyte RAM, a 465 Gbyte hard drive running under Windows 7 Enterprise

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

Sage offer a range of financial solutions for self-employed, professional, sole traders or owners, bookkeepers or accountants working for growing businesses through to financial directors of large organisations. Sage 50 Accounts Professional is aimed at SMEs using between 1 to 20 workstations. The Sage Accounts range consists of Accounts, Accounts Plus, Accounts Professional (formally called Financial Controller) and Client Manager (used by accountants). Sage Instant Accounts is a single user system and Sage Instant Accounts Plus is a 2 user system.

3.2 Supplier background

Headquartered in Newcastle upon Tyne, Sage (UK) Limited is a subsidiary of the Sage Group plc, a leading supplier of business management software and services to 5.4 million customers world-wide. From start-ups to larger organisations, Sage claim it makes it easier for companies to manage their business processes. Formed in 1981,

the Group was floated on the stock exchange in 1989 and now employs 13,000 people in its companies world-wide. Working with its community of UK accountants, business partners, developers, banks and retailers, Sage claim it is exclusively focused on providing UK businesses in all sectors with specific, scalable software and services to help them manage their finances, their people, their customers, their suppliers, their core operations and to plan their future business success. In the UK alone, Sage employs over 1,600 people and provides software and services to over 700,000 small and medium-sized businesses.

- 3.3 Product background and Suitability for user
- Sage 50 Accounts Professional v21 and its variants Accounts Plus and Accounts versions are products sold as a full system of financials and commercials and include bill of materials and fixed assets (not in the Accounts version). These later two areas were not covered in this evaluation. The products are available as either a product licence where support and enhancements are at extra cost or on a monthly subscription which includes support and enhancements. In both cases prices are based on number of concurrent users and number of companies.

The Sage 50 Accounts v21 and Sage Instant Accounts v21 are ranges of integrated accounting systems that run under the Windows user interface. The Sage 50 and Sage Instant systems are all based upon the same source code but with varying functionality as shown in the report and in the following table of differences. Changes are also highlighted in the main body of the report.

AREA	FEATURE	AVAILABLE IN:				
		INSTANT	INSTANT	ACCOUNTS	ACCOUNTS	ACCOUNTS
			PLUS		PLUS	PROFESSIONAL
Working with customers	Addresses & contacts			◆	◆	◆
	Batch changes			◆	◆	◆
	Chase debt			◆	◆	◆
	Communications history			◆	◆	◆
	Recurring invoices			◆	◆	◆
	Customer price lists				◆	◆
	Customer invoice disputes				◆	◆
	Contra entries				◆	◆
	Sales order processing					◆
	Intrastat returns					◆
	Sales order fulfilment					◆
	Returning sales orders					◆
	Supplier statements		◆	◆	◆	◆
	Cash sales			◆	◆	◆

AREA	FEATURE	AVAILABLE IN:				
		INSTANT	INSTANT	ACCOUNTS	ACCOUNTS	ACCOUNTS
			PLUS		PLUS	PROFESSIONAL
Working with suppliers	Supplier statements		◆	◆	◆	◆
	Communication history			◆	◆	◆
	CIS and subcontractors			◆	◆	◆
	Addresses & contacts			◆	◆	◆
	Supplier invoice disputes				◆	◆
	Contra entries				◆	◆
	Memorise and recall				◆	◆
	Supplier price lists					◆
	Purchase order processing					◆
	Intrastat returns					◆
	Recurring purchase orders					◆
Working with stock	Service records		◆	◆	◆	◆
	Opening & closing wizard		◆	◆	◆	◆
	Stock take		◆	◆	◆	◆
	Stock shortfall				◆	◆
	Bill of materials				◆	◆
	Price lists & special pricing				◆	◆
	Stock returns				◆	◆
	Stock allocations				◆	◆
	Quantity sold discounts				◆	◆
Working with the bank	Cash flow forecasts			◆	◆	◆
	Memorise and recall				◆	◆
	Cheque printing				◆	◆
	Batch supplier payments					◆
Accounts & management Reporting	Departments		◆	◆	◆	◆

AREA	FEATURE	AVAILABLE IN:				
		INSTANT	INSTANT	ACCOUNTS	ACCOUNTS	ACCOUNTS
			PLUS		PLUS	PROFESSIONAL
	Departmental profit & loss			◆	◆	◆
	Departmental balance sheets			◆	◆	◆
	Advanced budgets			◆	◆	◆
	Charities			◆	◆	◆
	Fixed asset register				◆	◆
	Automatic prepayments & accruals				◆	◆
	Multi company consolidation					◆
Projects	Project costing				◆	◆
	Multi-level projects				◆	◆
General functionality	Multi-user functionality		Up to 2 concurrent users	Up to 20 concurrent users	Up to 20 concurrent users	Up to 20 concurrent users
	Access rights	◆	◆	Improved in v21	Improved in v21	Improved in v21
	Sage 50 mobile			◆	◆	◆
	Batch reporting			◆	◆	◆

3.4 Typical implementation

The Sage 50 Accounts range is aimed at sole traders or small business with between 50 and 100 employees whilst Sage Instant Accounts range is aimed at new businesses or SMEs using one or two terminals.

3.5 Vertical applications

Payroll, Forecasting, CRM, Online payments (Sage Pay) all at additional cost.

3.6 Software and hardware specifications

3.6.1 Development environment

C++, C#

3.6.2 Server platforms

Windows Server 2008, Windows Server 2012, MS Terminal Services and limited Citrix support.

(Note. A Citrix configuration tool is available which allows Citrix users to specify a user defined location for their: Company file (list of companies), Sage.ini file (configuration settings), application data and reports.)

3.6.3 Databases
Proprietary (flat file)

3.6.4 Operating software
Windows® 7, Windows 8, Windows Vista.
(**Note.** The software will not install under Windows XP. At present the software is not considered to be Windows 10 ‘ready’.)

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

3.6.6 Minimum client PC specification

- 2GHz processor or higher
- 2GB RAM (4GB for all PCs running a 64-bit operating system)
- 5GB free disk space
- Screen Resolution of 1024x768
- Network Users only: 1Gbps network (100 Mbps minimum).
- An Internet connection with a minimum download speed of 2Mbps.
- Internet Explorer® 10 or later.
- Works with Microsoft Office 2013 and 2010 (32-bit editions) or 2007 and 2003.

(**Note.** Certain program functionality relies upon Microsoft Internet Explorer being installed.)

3.6.7 Support and maintenance
Comprehensive support is provided by both Sage and its Business Partners. Training is provided at Sage training centres throughout the UK and various levels of support are offered. Sage Cover online includes access to online help resources. Sage Cover includes telephone and email support together with regular newsletters and Sage Cover Extra also includes Sage business advice services and the latest feature upgrades.

3.7 Software installation and support
Sage 50 Accounts products are sold direct by Sage, through retail outlets such as PC World and Staples, via Accountants, and through Business Partners who resell Sage products. Installation can either be conducted by the user with help from the “Getting Started” guide or by a Business Partner or accountant (over 8,000 accounting practices are members of the Sage Accountants Club).

3.8 Partner network and related accreditation process
Sage’s most important distribution channel is through their Business Partners and they claim to have built up a world-wide network of 20,000 active Business Partners, over 3,000 of which are based in the UK. Sage claim their reseller partners are able to visit customers onsite, to discuss their needs, to recommend the most appropriate Sage package, to install and configure the software, and then to provide training and after-sales support. The Partner network consists of Accountants and VARs, (many of whom have undergone training and examination to become accredited suppliers).

3.9 Highlighted issues

For Sage 50 Accounts Professional (note also differences in Accounts, Accounts Plus, Instant and Instant Plus)

Certain program functionality relies upon Microsoft Internet Explorer being installed

Passwords are optional and can be set by 'Manager'. The user is responsible for setting a suitable security policy for password access.

No report on user access levels but 'Manager' can view

No reports on detailed master file or standing data changes but general details excluding 'non critical' changes are recorded in event log

No record of login errors

No batch control totals

Changes to master files and standing date only record originator - no authoriser

Unique reference number for amendments not recorded

Can input values to control accounts with a warning

No controls for overriding discounts or accepting conditional discounts

Archived data is a standalone read only company and can be reported upon

Can consolidate companies with different sets of accounts but no check on account use in different charts

No purchase invoice register but has batch input

Fixed length accounting periods

No cost centres or divisions only departments

Budgets only for general ledger accounts

Trial balance does not show carries and brought forward

Duplicate documents not identified as copies

No checks visible to user on duplicate posting to EC Sales List

Multi-currency in sales and purchase ledgers and cash book

However, only base or single currency per sales or purchase account

Possible to use duplicate currency codes

No previous exchange rates held

Revaluation only of bank accounts in cashbook

No scheduled orders handled

No alternative stock items

No stock order discrepancies reported

No automatic forward order handling

Only one supplier can be help per stock item

Limited stand reports in POP

No back to back ordering

Single location stock

No maximum or minimum stock levels but reorder level

No batch or serial number processing

No variations on standard packs

Only FIFO stock valuation

No tracking of orders by date

4 Evaluation conclusion

There were no areas in the evaluation that gave concern as these are well established products. The Sage 50 Accounts Professional v21 and Sage Instant Accounts v21 ranges are well designed accounting packages that have been competently written and are supported by Sage (UK) Ltd directly. The combined ledger design incorporating Sales Ledger, Purchase Ledger and General Ledger gives flexibility and accuracy with a facility to printout complete audit trails and reports as required.

In terms of the functionality that is present in the current versions and the target markets for the products, the products have been adequately specified. The systems provides multi-currency in all versions (as a chargeable option) by holding all transactions in base as well as the foreign currency in the sales and purchase ledgers. The products are easy to use and learn and are very flexible in their approach, with customisable parameters and tables and with the ability for users to develop new reports.

Disclaimer

Any organisation considering the purchase of Sage 50 Accounts v21 or Sage Instant Accounts v21 products should consider their requirements in the light of proposals from Sage or its dealers and potential suppliers of other similarly specified products. Whilst the contents of this document are presented in good faith, ICAEW cannot accept liability for actions taken as a result of comments made herein.

Functional requirements questionnaire
Product: Sage 50 Accounts Professional
Version: 21

Question	Supplier Response	Evaluator's Comment
5 Security and continuity of processing		
5.1 What security features are included to control access to the application?	By default, the log on name of 'Manager' is used to access the data files. During the initial company setup users are encouraged to enter a password against the 'Manager' user name, but this is not mandatory. Individual users can be set up within the company; each has a unique User name, and an optional password. Instant Single user.	Confirmed
5.2 Can access to application functions be managed so users can only see (in menus and other links) and access those functions they are authorised to access?	Yes. A user's 'access rights' can be configured to grant / restrict access to each ledger / task within the software.	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?	Individual user profiles. Instant single user. A user's access rights profile can be copied to be used as a template for another's user's profile.	Confirmed Confirmed
5.4 If menus can be tailored would this override the application access control?	No. Any restricted ledger / task is completely removed from the user's view. They would effectively have no knowledge of the restricted areas existence.	Confirmed
5.5 Passwords 5.5.1 Is access to the software controlled by password?	Yes, an optional password. Instant single user.	Confirmed
5.5.2 Please state the basis of control available (e.g., role based etc).	The default user of 'Manager' has access to all functions, and is effectively the administrator with sole ability to create and	Confirmed

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Question	Supplier Response	Evaluator's Comment
	edit new users. Individual users can only control their password. Instant single user.	
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?	By default the 'Manager' user is used for single user systems. As stated above the password for 'Manager' is optional, so if the user has elected to not set a password, they can access the software without a password.	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. Instant single user. N/A	Confirmed
5.5.6 Is each user required to have a personal password?	No, passwords are optional.	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?]	Encrypted but 'Manager' can see all passwords.	Confirmed
5.5.8 Are passwords masked when entered by any user logging in?	Yes.	Confirmed
5.5.9 Is password complexity available at application level? If Yes:- 5.5.9.1 Please specify [e.g. Number of digits, requirement for special characters, numeric,	No. Password complexity not forced but up to 10 characters. Sage ID password for Sage Drive requires capital & lower case letters	Confirmed Confirmed

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Question	Supplier Response	Evaluator's Comment
upper/lower case etc.]		
5.5.10 Is there a facility to enforce password changes after a chosen period of time?	No	Confirmed
5.5.11 Is there a facility to specify a minimum age for passwords (e.g. 1 day)?	No	Confirmed
5.5.12 How many previous passwords are retained by the system to limit users recycling passwords (e.g. 24 or 32)?	None	Confirmed
5.6 Please state how security allows for access to be specified separately for :- 5.6.1 Read?	Read only access is controlled by access rights.	Confirmed
5.6.2 Read and write?	Write access is controlled by individual access right i.e. the ability to write a journal is controlled by specific access being granted to 'Journal Entry'.	Confirmed
5.6.3 Delete and amend?	A specific access right exists for 'Edit/Delete'.	Confirmed
5.7 Are any data files, such as budgets or price updates, imported by users validated by the application software before main data files are updated?	Yes. The file import routine has strict rules, data is not committed unless the validation criteria are met.	Confirmed
5.8 Does the software require higher or specific levels of user access for changes to sensitive data, such as customer credit limits?	No, controlled by user access rights.	Confirmed

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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	A specific access right exists for 'Update ledgers'	Confirmed
5.9.2 Closing of accounting periods	A specific access right exists for 'Month End & Year End'.	Confirmed
5.9.3 Deletion of transactions	A specific access right exists for 'Edit/Delete'.	Confirmed
5.9.4 Archiving of transactions.	A specific access right exists for 'Period End - Clear Audit Trail' and 'Period End - Archive Company'.	Confirmed
5.10 Is it impossible to delete a transaction? If No:- 5.10.1 How are deletions controlled by the system?	No. When a transaction is deleted a record is retained on the audit trail (in red) of the original transaction.	Confirmed Confirmed
5.11 Are deleted transactions retained in the audit trail and denoted as such?	Yes, shown in red.	Confirmed
5.12 Can a report be produced detailing all current users, via user groups, if relevant, and their authority levels and/or access rights?	No, but 'Manager' can view.	Confirmed
5.13 If data can be accessed by separate reporting facilities, such as ODBC or separate report writer, is the user access security control applied? If No:- 5.14 Please explain any other protection in place to prevent unauthorised access to data with such facilities.	Yes N/A	Confirmed

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Question	Supplier Response	Evaluator's Comment
5.15 Is the level of security (described with this section) appropriate for the expected size of business using the software?	Yes	Confirmed
5.16 Is there a clear indication in the software or manuals as to how the data is:- 5.16.1 Backed-up? 5.16.2 Recovered?	Yes Yes	Confirmed Confirmed
5.17 Back ups How are backups provided:- 5.17.1 Within the software application? 5.17.2 Within the operating software?	The user can manually take a back up within the software, and schedule an automated backup in addition using the 'Backup manager'. No	Confirmed Confirmed
5.17.3 Are backup procedures automatic?	Yes, the 'Backup manager' is on by default, taking a backup once per day	Confirmed
5.17.4 Is the user forced or prompted to back-up at certain intervals?	Forced – No Prompted – Yes	Confirmed
5.17.5 Can the intervals be customised?	'Manager' can customise intervals.	Confirmed
5.18 Recovery 5.18.1 Please state how the software facilitates recovery procedures in the event of software failure? (E.g. roll back to the last completed transaction).	Roll back to last transaction or restore from a backup file.	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	Yes, in a batch all transactions are accepted or all rejected..	Confirmed

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Question		Supplier Response	Evaluator's Comment
	being input at the time of the failure?		
5.18.3	Are these automated?	No	Confirmed
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>Within the VAT Return, any potential queries are identified automatically, and the user alerted to their presence.</p> <p>The user can also manually run a 'Tax value audit', which identifies transactions with an unexpected user definable VAT value.</p> <p>A suite a 'Verification reports' provides the user with reports to aid in tracking down any problems.</p> <p>A 'VAT audit' can be run to check for common VAT errors.</p> <p>An 'Accounts audit' can be run to look for possible duplicate transactions, and other potential errors.</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?	Yes	Confirmed
5.22	Is there a software log which details:-		
	5.22.1 Error messages?	No	Confirmed
	5.22.2 Security violations?	No, but after 3 errors in entering Sage ID extra ID information is needed.	Confirmed

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Question	Supplier Response	Evaluator's Comment
5.23 Audit trail		
5.23.1 Does the software have a detailed audit trail?	Yes	Confirmed
5.23.2 Is it <u>impossible</u> to turn off or delete the audit trail?	Yes	Confirmed
5.23.3 Does the software allocate a system generated sequential unique reference number to each transaction?	Yes	Confirmed
5.23.4 Is this stamped with a user id?	Yes	Confirmed
5.23.5 Is this unique reference number presented to the user at time of input?	No	Confirmed
5.23.6 Is this unique reference number available to view, by the end user and by way of a report?	Yes, in many reports.	Confirmed
5.23.7 Is the transaction date and time stamped?	Date – Yes Time - No	Confirmed
5.23.8 Are all master file changes recorded in the audit trail?	Some but not all. 'Non critical' changes such as the reference, department, bank reconciled flag and bank reconciled date are not recorded	Confirmed
If Yes:- 5.23.8.1 Does each change have a system generated reference allocated?	Yes	Confirmed
5.23.8.2 Are the originator and authoriser identified?	Originator only, not authoriser.	Confirmed
5.23.8.3 Is the change date and time stamped?	Yes	Confirmed
5.23.9 Are all standing data changes recorded in the audit trail?	Yes, many recorded in an 'event log'.	Confirmed

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Question	Supplier Response	Evaluator's Comment
If Yes:- 5.23.9.1 Does each change have a system generated reference allocated?	Yes	Confirmed
5.23.9.2 Are the originator and authoriser identified?	Originator only, not authoriser	Confirmed
5.23.9.3 Is the change date and time stamped?	Yes	Confirmed
5.23.10 Is all input data included within the audit trail, including amendments, deletions, journals etc.?	Yes	Confirmed
5.23.11 Does the software allocate a system generated unique reference number to each amendment, deletions journal?	Yes	Confirmed
5.23.11.1 Is this stamped with a user id?	No	Planned for next version
5.23.11.2 Is this unique reference number presented to the user at time of input?	No	Confirmed
5.23.11.3 Is the transaction date and time stamped?	Date only.	Confirmed
5.23.11.4 How is it linked to the original transaction?	Where a transaction is amended the original transaction is moved to the end of the audit trail, with 'Cancel – see transaction x' in its Details. The new amended transaction takes the place of the	Confirmed

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Question	Supplier Response	Evaluator's Comment
	original transaction on the audit trail.	
5.23.12 Are imported /interfaced transactions detailed in the audit trail?	Imported transactions appear identically to those entered via the UI	Confirmed
5.23.12.1 Is each stamped with a user id?	Yes	Confirmed
5.23.12.2 Is this unique reference number presented to the user at time of input?	No	Confirmed
5.23.12.3 Is the transaction date and time stamped?	Date - Yes Time - No	Confirmed
5.23.13 How are transactions differentiated within the audit trail?	They each have a unique reference number but are not differentiated from other transactions.	Confirmed
5.24 What are the procedures for handling dates? (E.g. 2 digit years, 4 digit years).	DD/MM/YYYY	Confirmed
5.24.1 In the case of two digits what is the break point for the century?	01/01/70 = 01/01/1970 31/12/69 = 31/12/2069	As stated
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	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)?	Account code validation – Yes Reasonableness – No Validity checks - No	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?	Within each data entry screen there are a number of mandatory fields (marked with an asterisk), if any of these are incomplete the user is prompted to enter the missing information. In addition a journal entry cannot be saved unless the debit and credits match.	Confirmed
6.6	Are all input transactions subject to this control?	Yes	Confirmed
6.7	How does the software ensure uniqueness of the input transactions? (i.e. to avoid duplicate transactions)	At data entry point – None Once saved – An 'Accounts audit' can be run to look for possible duplicate transactions, and other potential errors.	Confirmed

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Question		Supplier Response	Evaluator's Comment
6.8	Does the software allow for batch control totals? If Yes:-	No	Confirmed
6.8.1	Are batches automatically numbered?	N/A	
6.8.2	Are batches forced to balance before ledger update?	Journals - Yes	Confirmed
6.8.3	Does the software allow the temporary halting of input of a batch to allow for queries or other activities to take priority (e.g. set up a new account)	Yes	Confirmed
6.8.4	Is the user forced to confirm batch totals?	No	Confirmed
6.9	Is attempted posting of unbalanced journals rejected? (G/L).	Yes	Confirmed
6.10	Are input errors highlighted? If Yes are they:-		
6.10.1	Rejected and reported on screen?	Yes. The keyboard focus is defaulted to the first field which contains an error.	Confirmed
6.10.2	Rejected and error reports generated?	N/A	
6.10.3	Accepted and posted to suspense?	N/A	
6.11	Does the software have an automatic facility to correct/reverse/delete transactions?	Yes	Confirmed
	If Yes:-		
6.11.1	Are all the double entry transactions documented in the audit trail?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
6.12 What are the controls to ensure the internal integrity of the ledger(s) or the accounting information, e.g., control of accounts.	When posting to the Sales Ledger (for example) the relevant Debtors Control and VAT on Sales values are posted automatically. The user has no ability to override this. If a user attempts to post a journal directly to the debtors / creditors control account, a warning is presented stating this will create a discrepancy with their aged reports.	Confirmed
6.13 Is it possible to allocate input values directly to ledger control accounts?	Yes	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?	If the warning message mentioned in 6.12 is ignored, specific guidance is available online within 'Ask Sage'	Confirmed
6.14 Can automatic accruals or prepayments be generated? If Yes:-	Yes. Only Accounts Plus and Accounts Professional.	Confirmed
6.14.1 Will these automatically be reversed after the period end? (G/L)	Yes. Only Accounts Plus and Accounts Professional.	Confirmed
6.15 Does the software have a purchase invoice register?	No	Confirmed
6.16 Does the software permit multi debit/credit journals?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
6.17 Can journals be saved as template with GL codes and cost centres and either with or without monetary amounts?	Yes	Confirmed
6.18 Can journals be set up to distribute amounts in a fixed percentage against GL/Cost centre codes?	No	Confirmed
6.19 How are transactions identified on screen/reports as to:- 6.19.1 Type? 6.19.2 Debit or credit?	By type in SL & PL although some show CR/DB as well. In NL .	Confirmed Confirmed
6.20 Can separate nominal analysis codes be input for each invoice line?	Yes	Confirmed
If Yes:- 6.20.1 Does this cover:- 6.20.1.1 Sales ledger?	Yes	Confirmed
6.20.1.2 Purchase ledger?	Yes	Confirmed
6.20.1.3 Stock?	Yes	Confirmed
6.21 Can receipts and payments be matched to specific invoices?	Yes	Confirmed
If Yes:- 6.21.1 Automatic?	Yes	Confirmed
6.21.2 Manual?	Yes	Confirmed
6.21.3 Both?	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

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Question	Supplier Response	Evaluator's Comment
6.24 Does the software handle purchase credit notes?	Yes	Confirmed
6.24.1 Is there an ability to automatically amend stock, if applicable?	No	Confirmed
6.25 Can the software generate sales credit notes? If yes:-	Yes	Confirmed
6.25.1 Is there an ability to match to a sales invoice?	Yes	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?	Discounts – Yes Could set up a promotions price list.	Confirmed
6.27 Does the software provide for early settlement discounts?	Yes	Confirmed
6.27.1 Can early settlement discounts be automatically generated?	Yes	Confirmed
6.27.2 Are there controls over accepting settlement discounts (e.g. time limits)?	No	Planned for next version
6.27.3 Is VAT treated correctly on early settlement discounts?	Yes. With rules changing on 01/04/2015 an update has been issued which will show total VAT and discounted VAT.	Confirmed & as stated
6.28 Will the software permit the posting of unallocated cash to the ledgers? Does this apply to:-	Yes	Confirmed
6.28.1 Sales ledger?	Yes	Confirmed
6.28.2 Purchase ledger?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
6.29 Are unallocated cash/credit notes specifically reported for follow up?	Yes	Confirmed
6.30 Are outstanding transactions displayed for allocation? If Yes:- Does this apply to:- 6.30.1 Sales ledger?	Yes Yes	Confirmed Confirmed
6.30.2 Purchase ledger?	Yes	Confirmed
6.31 Does the system allow the user to post or allocate a payment or receipt with a date prior to the invoice transaction date? If Yes:- 6.31.1 Is the user warned that the aged balance values may not agree to the trial balance values?	No N/A	Confirmed
6.32 Is it possible for new accounts to be created during input? If Yes:- Does this cover:- 6.32.1 Sales?	Yes Yes	Confirmed Confirmed
6.32.2 Purchases?	Yes	Confirmed
6.32.3 General?	Yes	Confirmed
6.32.4 Stock?	Yes	Confirmed
6.33 What controls are there over the creation of new accounts?	Access rights for creating accounts.	Confirmed
6.33.1 Is the originator and/or authoriser identification logged by the software?	Yes, optionally recorded in 'data log'.	Confirmed
6.34 Is the user prevented or warned from overriding credit limits or discounts? (S/L).	Credit limit check in invoice generation but no discount checks.	Confirmed

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Question	Supplier Response	Evaluator's Comment
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?	Yes	Confirmed
If Yes:- 6.38.1 What formats are accepted?	XLS, CSV	Confirmed
6.38.2 What controls are in place over the interface?	A file import routine specifically controls this	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:-		
7.1.3	Sales ledger?	Yes	Confirmed
7.1.4	Purchase ledger?	Yes	Confirmed
7.1.5	General ledger?	Yes	Confirmed
7.2	Is a month end routine required to be undertaken?	No, optional routine.	Confirmed
7.3	Is the creation or amendment of standing data (e.g. customer account details) controlled by menu options?	Yes	Confirmed
7.4	Are menus:-		
7.4.1	Application specific?	Yes	Confirmed
7.4.2	User specific?	Yes, by access rights.	Confirmed
7.5	Is it impossible 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 – Activity must be blank after running the clear audit trail routine to allow for deletion	Confirmed
7.5.2	Sales Ledger?	Yes – Activity must be blank after running the clear audit trail routine to allow for deletion	Confirmed
7.5.3	Purchase Ledger?	Yes – Activity must be blank after running the clear audit trail routine to allow for deletion	Confirmed
7.5.4	Stock?	Yes – Activity must be blank after running the clear stock routine to allow for deletion	Confirmed

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Question	Supplier Response	Evaluator's Comment
7.6 Are there any other constraints over the deletion of accounts?	Stock records must not be a subcomponent of another record, have a value allocated (SOP) or a value on order (POP). Customer records must not have associated project records. Nominal (general) records must not be a control account.	Confirmed
7.7 What is the size and format of reference numbers and descriptions within:- 7.7.1 General Ledger?	8 character numeric	Confirmed
7.7.2 Sales Ledger?	8 character alpha-numeric	Confirmed
7.7.3 Purchase Ledger?	8 character alpha-numeric	Confirmed
7.7.4 Stock?	30 character alpha-numeric	Confirmed
7.8 Is the scope of the reference number adequate to permit sufficient depth of analysis?	No analysis by reference code.	Confirmed
7.9 How does the software guard against/warn about, duplicate account numbers on set up?	An error is presented and the user cannot proceed	Confirmed
7.10 How does the software enable the traceability - from, to and through the accounting records - of any source document or interfaced transaction?	Where an invoice / purchase order is updated to the ledgers, the reference on the transaction is the artefact number.	Confirmed
7.11 What drill down/around functionality is available within the software?	Invoice and Purchase Order artefacts can be drilled to from within an activity. A number of reports can be drilled from totals, to sub-total and transactions.	Confirmed
7.12 Can reports be invoked which identify all the fields which have been modified?	No	Confirmed

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Question	Supplier Response	Evaluator's Comment
7.13 If the software uses a lot of standing information which changes frequently or regularly, does the software allow for such changes to be effected through the use of parameters or tables?	Yes	Confirmed
If Yes: – 7.13.1 Is the use of such parameters or tables adequately reported?	No, only by looking at the current state.	Confirmed
7.14 What controls are within the software over changes to parameters and tables e.g. reporting, password etc?	Access rights.	Confirmed
7.15 Does the software allow selective archiving of old data on a user-defined basis?	Yes	Confirmed
7.16 What controls are in place over the handling of archived data?	A read only company archive can be created at any time.	Confirmed
7.17 Can archived data be used for reporting purposes?	All reporting is available within an archive company.	Confirmed
7.18 Does the software allow for the restoration of archived data for audit without affecting current accounting data?	Restoration of an archive copy would overwrite current data.	Confirmed

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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)?	No	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	Confirmed
8.3 Is there an audit trail of all changes to transactions which have updated the ledgers?	Yes	Confirmed
8.4 Can the software calculate prices or values by reference to master file data?	Yes using stock file and price lists. No customer price lists in Instant and Accounts.	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?	N/A – A ledger should never become out of balance.	Confirmed
8.7 How is this done e.g. when the software is switching on or on ledger update?	Check data routines.	Confirmed

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Question	Supplier Response	Evaluator's Comment
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9 Performance of requisite accounting functions

9.1	What control features are provided by the software to support effective user controls?	Individual users are created with their own specific access rights. This controls everything which can be seen and processed. Plus transaction validation and automatic double entry.	Confirmed
9.2	Is there:		
9.2.1	Transaction sequencing?	Yes	Confirmed
9.2.2	Automatic dating of posting transactions?	Yes	Confirmed
9.2.3	Identification of user id or source of document?	Yes	Confirmed
9.3	Is the software available as multi user?	Yes. Instant single user.	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?	This depends upon the feature. For example, two users can enter journals at the same time, but two users cannot access the VAT Return at the same time. This also applies to a number of global functions.	Confirmed
9.5	Is the software available as multi-company?	Yes - licensed by number of companies.	Confirmed
9.5.1	If Yes:- How many companies are supported?	Unlimited license = 9999 companies	Confirmed
9.6	Is a group consolidation facility available?	Yes	Confirmed
9.7	Can the software consolidate entities with different charts of accounts?	Yes, however no check is made on account use in each chart.	Confirmed

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Question	Supplier Response	Evaluator's Comment
9.8 How many levels of nominal analysis can be handled by the software?	One	Confirmed
9.9 How does the software handle cost centres, departments, divisions?	A default department of 0 exists, along with 999 additional, user definable departments. No departments in Instant. There are no Cost Centres or divisions.	Confirmed
9.10 How are periods handled by the software?	A financial year is a set 12 month period. Posting can be made before, during or after the current financial year, with warnings appearing if posting outside the current period. A Lock date can be specified to prevent posting before a specified 'closed' period. The financial year start date can be changed if required, although manual adjustment to financial figures will be required following this.	Confirmed
9.11 How many:- 9.11.1 Accounting periods can be set up?	A single 12 month financial year is set up plus entry into the following year.	Confirmed
9.11.2 Years can be set up?	The financial year start date is specified, which then ends 12 months later.	Confirmed
9.12 Can the length/ number of periods be adjusted to suit different customer requirements?	No	Confirmed
9.13 How many accounting periods can be open at any one time?	Periods are all effectively open. As specified in 9.10 warnings are presented if entering transaction before / after the	Confirmed

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Question	Supplier Response	Evaluator's Comment
	financial year. A Lock date can be set to prevent processing before a set date.	
9.14 How many years can be open at any one time?	One practical but more possible	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?	Access control to resetting the financial year.	Confirmed
If No:- 9.15.2 Is the data archived on the server?	An archive is created by default by the Year End process.	Confirmed
9.15.3 Is this accessible for reporting purposes?	Yes	Confirmed
9.15.4 Can a previous year be restored from backup?	Yes	Confirmed
9.16 Can data from all accounting periods and years be accessed at any one time?	Yes	Confirmed
9.17 Can previous months and years be accessed for enquiries or reports?	Yes	Confirmed
9.18 Does the software handle posting date as well as document date? If Yes:- 9.18.1 Are transactions analysed by posting date or document date?	Yes Document date	Confirmed Confirmed
9.19 Can transactions be posted to more than one accounting period at any point in time?	Yes	Confirmed
9.20 Does this cover:- 9.20.1 General ledger?	Yes	Confirmed
9.20.2 Sales ledger?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
9.20.3 Purchase ledger?	Yes	Confirmed
9.21 Is it possible to allocate transactions to:		
9.21.1 Future periods?	Yes	Confirmed
9.21.2 Previous closed periods?	Yes. Unless Lock Date set, and user not authorised to override.	Confirmed
9.21.3 A previously closed year?	Yes. Unless Lock Date set, and user not authorised to override.	Confirmed
If Yes:- 9.21.4 What controls are in place e.g. level of authorisation and on screen warnings?	A warning message appears to inform the user, posting is still possible. If a Lock Date has been set, and the user is not authorised to override, an error is presented and posting is not possible.	Confirmed
9.21.5 Will the software revise subsequent periods accordingly?	Yes, unless locked.	Confirmed
9.22 How will transactions outside the current period be:-		
9.22.1 Reported	A late entry report, gives a report on transactions entered into a closed period, overriding the lock date.	Confirmed
9.22.2 Accounted for in the VAT return?	Forward posted taxable transaction can be identified in the VAT Audit. The VAT return prompts to optionally include an earlier unreconciled transactions.	Confirmed
9.23 Does the software permit use of budgets and provide comparisons between budgets and actuals?	Yes	Confirmed
If Yes:- 9.23.1 How many versions of budgets/forecasts can be maintained on the system?	One by nominal code or department. No departmental budgets in Instant.	Confirmed

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Question	Supplier Response	Evaluator's Comment
9.24 Are budgets available for:		
9.24.1 General ledger?	Yes	Confirmed
9.24.2 Sales ledger?	No	Confirmed
9.24.3 Purchase ledger?	No	Confirmed
9.24.4 Overheads?	Yes	Confirmed
9.24.5 Balance sheet?	Yes	Confirmed
9.25 Can budgets be set by:	Yes	Confirmed
9.25.1 Period?		
9.25.2 Annually?	Yes (the annual value is then divided equally between the 12 periods)	Confirmed
9.26 Can the software automatically generate budgets? Please state how this is achieved.	When the year end process is run, the user has the choice to copy this year's actuals/budgets to become next year's budgets, with a percentage increase/decrease.	Confirmed
9.27 What is the maximum value of transactions and of totals that can be handled by the software?	99,999,999.99	As stated
9.28 What is the maximum number of transactions that can be handled by the software?	No practical limit	As stated
9.29 What is the maximum number of accounts on each ledger:	No practical limit	As stated
9.29.1 Sales ledger?		
9.29.2 Purchase ledger?	No practical limit	As stated
9.29.3 General ledger?	99,999,999	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	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.	Totals are calculated using a 'sum' function within the in-built report designer program. Lists	Confirmed Confirmed
10.4 Is it clear when the report has ended? (totals or end markers)	Yes	Confirmed
10.5 Can reports be saved in electronic format (as distinct from just printing)?	Yes as CSV, PDF and others.	Confirmed
10.5.1 Are such files adequately protected from deletion or amendment?	PDF files have a reporting password otherwise - no.	Confirmed
10.6 Is a report writer provided as part of the software or as an add on? Please state the name of any third party package.	Yes, Sage Report Designer is included with the software. N/A	Confirmed
10.7 What level of knowledge is required to use the report writer e.g. beginner, regular user, expert?	Amending – Regular Designing new - Expert, training offered.	Confirmed
10.8 Can the report writer make use of user-defined fields (including external fields)?	No	Confirmed

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Question	Supplier Response	Evaluator's Comment
10.9 Does the report writer enable:- 10.9.1 Separate access to each system area?	Yes	Confirmed
10.9.2 Reports to be prepared which combines related data from a number of system areas (e.g. Customers – Sales – Stock items) in the same report?	Yes	Confirmed
10.10 Can users define the parameters, columns, fields and selection criteria used on reports reported?	Yes	Confirmed
10.11 Are standard reports always produced, even when they are nil returns?	Not always. Depending on the report there may be a 'No data returned for this report' message.	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?	Not as standard.	Confirmed
10.13 Can screen layouts, reports and transaction formats be easily adapted to users' requirements?	Screen layouts – No Reports – Yes Transaction formats - No	Confirmed
10.14 Can a hard copy be produced of all screen enquiries?	Some	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
10.16 Are reports of all changes to standing data on customers,	No	Confirmed

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Question	Supplier Response	Evaluator's Comment
suppliers, tax rates etc automatically generated or stored for later printing? If Yes:- 10.16.1 Is the report able to capture the nature of the change, user id and data and time of the change?	N/A	
10.17 Are all transactions on all reports individually identifiable?	Yes	Confirmed
10.18 Do the reports show whether items are debit or credit?	Yes – If applicable	Confirmed
10.19 Do reports give sufficient narrative and coding to enable cross referencing?	Yes	Confirmed
10.20 Is it possible to drill down from reports to the ledgers and original transactions?	Yes some reports are drillable, such as from P&L, balance sheet and trial balance to show full transaction details	Confirmed
10.21 Can the software produce all requisite reports:-		
10.21.1 Day books	Yes	Confirmed
10.21.2 Trial balance	Yes	Confirmed
10.21.3 Profit and loss account	Yes (not departmental in Instant & Instant Plus).	Confirmed
10.21.4 Balance sheet	Yes (not departmental in Instant & Instant Plus).	Confirmed
10.21.5 Aged debtors	Yes	Confirmed
10.21.6 Aged creditors	Yes	Confirmed
10.21.7 Aged stock	Yes. Not Instant.	Confirmed
10.21.8 Aged unallocated cash (debtors)	Yes	Confirmed
10.21.9 Aged unallocated cash (creditors)	Yes	Confirmed
10.21.10 Budgets	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
10.21.11 Cash flow statement	Some in Sage 50 Accounts not Instant or Instant Plus.	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. Only in Accounts Professional.	Confirmed
10.22 Are the above reports standard within the software or do they have to be written?	Standard	Confirmed
10.23 Is the age criteria fixed or user definable?	User definable	Confirmed
10.24 Can the aged analysis and day book reports be in summary and detail?	Yes	Confirmed
10.25 Do standard reporting options give sufficient flexibility to tailor individual reports?	Yes, using selection criteria.	Confirmed
10.26 Can all reports be reproduced after the period end but at the month end date:-		
10.26.1 Transaction listings?	Yes	Confirmed
10.26.2 Day books?	Yes	Confirmed
10.26.3 Trial balance?	Yes	Confirmed
10.27 Is it possible to print out retrospective month end aged sales and purchase ledger reports that agree back to the month end trial balance control account figures as at the month end?	Yes	Confirmed
10.28 Do the standard budget reports provide sufficient analysis of variances?	Yes	Confirmed

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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	Confirmed
10.32 Do the sales and purchase ledger reports show how all partial payments or allocations (unallocated cash) have been treated?	Yes	Confirmed
10.33 Is there a general ledger report that shows balances brought forward and carried forward plus all posted transactions in the period?	Not as standard.	Confirmed
10.34 Is a trial balance available? 10.34.1 Is this in summary or detailed format?	Summary only.	Confirmed
10.35 Can the management accounts, profit and loss account and balance sheet be sufficiently analysed by:		
10.35.1 Project/job	No	Confirmed
10.35.2 Cost centres	No	Confirmed
10.35.3 Department	Yes. Not Instant.	Confirmed
10.35.4 Division	No	Confirmed
10.35.5 Company	No	Confirmed
10.35.6 Group (if applicable)	No	Confirmed
10.35.7 Can the above be user	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
defined by Period and/or range?		
10.36 What controls are there in place so that the user is aware of partly processed transactions:-		
10.36.1 Unposted invoices	VAT return warning	Confirmed
10.36.2 Uninvoiced dispatches	In reports	Confirmed
10.36.3 Payments	Not possible	Confirmed
10.36.4 Receipts	Not possible	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)	Invoice profit reports Product profitability reports	Confirmed
10.38 Detail all automatically generated documents for external use. (E.g. sales invoices and statements, remittance advices.)	Invoices Sales Credit Notes Quotations Sales Orders Goods Despatched Notes Purchase Orders Goods Received Notes Remittances Statements (not Instant) Cheques, only Accounts Plus and Accounts Professional.	Confirmed
10.39 Can the software reproduce source documents? [E.g. sales invoices; POs, Remittance advices.....]	Yes	Confirmed
10.40 Are the duplicates an exact replica of the relevant financial and VAT accounting information as stored on original documents [i.e. they do not take account of any subsequent changes to the standing data?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
10.41 Are these clearly identified as duplicates?	No	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?	Yes, but only from other Sage products.	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	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. Accounts Professional only.	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)	Yes - 100	Confirmed
11.2	How does the software handle roundings?	Up to .49 rounded down .50 and above rounded up	Confirmed
11.3	Is this applied consistently?	Yes	Confirmed
11.4	Does the software handle VAT Scale charges with automatic double entry processing?	Yes	Confirmed
11.5	Does the software handle VAT calculation tolerances? If Yes do any discrepancies produce:-	No, but a VAT Audit can be run with a user defined tolerance.	Confirmed
11.5.1	Warning?	No	Confirmed
11.5.2	Appear in the audit trail?	No	Confirmed

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Question	Supplier Response	Evaluator's Comment
11.5.3 Appear in the VAT exception report?	Yes	Confirmed
11.6 What security features (password/ audit trail) are in place to control changes made to: 11.6.1 General ledger VAT control accounts?	Controlled by user access rights.	Confirmed
11.6.2 VAT tables set up and change?	Controlled by user access rights.	Confirmed
11.6.3 Tolerance levels? 11.6.4 Invoice sales number table?	N/A User access rights to reset number sequence.	Confirmed
11.6.5 Changes on VAT code on customer files?	Controlled by user access rights.	Confirmed
11.6.6 Changes on VAT code on stock files?	Controlled by user access rights.	Confirmed
11.6.7 VAT calculated on sales invoices or credit notes?	Controlled by user access rights.	Confirmed
11.7 Does the software store and report a VAT return identifier [VRI]?	Yes	Confirmed
11.8 How does the software ensure that that each eligible posting is reported only once in a VAT return?	The VAT Return is coded so that transactions appear in the correct box, and only once	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	Confirmed
11.10 If the software can handle both invoice (standard) and	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
cash methods of accounting for VAT is the basis clearly identified during set up?		
11.11 Does the software allow for a switching between methods? If Yes:-	Yes	Confirmed
11.11.1 Is the change fully supported by audit trails to ensure proper VAT treatment of all transactions?	Yes, provided all transactions are VAT reconciled.	Confirmed
11.11.2 Is this ability to change a basis of accounting clearly flagged, i.e. users warned etc.	Users are required to follow a set procedure before switching schemes is possible. It cannot be done accidentally.	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?	Yes	Confirmed
11.12 Can the software handle the following VAT schemes:-		
11.12.1 Annual accounting scheme?	Yes – manual processing steps.	Confirmed
11.12.2 Flat rate scheme?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
11.12.3 Retail schemes?	Yes – manual processing steps.	Confirmed
11.12.4 Account for VAT on the margin?	Yes – manual processing steps.	Confirmed
11.13 Can the software be configured to handle partial exemption methods?	Yes - manual processing.	Confirmed
11.14 Please state the number of VAT codes available for VAT analysis.	100	Confirmed
11.15 How does the software handle:- 11.15.1 Outside scope?	By default the T9 tax code is used for outside scope. This can be user configured.	Confirmed
11.15.2 Distance selling (supply to an unregistered EC customer)?	Currently the standard UK tax code and rate is used if the EC Customer has no VAT number. When the rules change on 01/01/2015 a tax code for each member state's rate will need to be created.	Confirmed
11.16 How the software handle EC VAT:- 11.16.1 Goods and related service?	Specific tax code	Confirmed
11.16.2 Services only?	Specific tax code	Confirmed
11.16.3 Process?	No	Confirmed
11.16.4 Triangulation?	An indicator on the EC Sales List return (2 = triangulated)	Confirmed
11.17 Does the software include the functionality to identify EU acquisitions?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
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	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?	Yes	Confirmed
11.22 How does the software handle late transactions posted outside the closed VAT return period?	A prompt will appear when the user runs their next VAT return asking them whether or not the earlier dated unreconciled transactions should be included.	Confirmed

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Question	Supplier Response	Evaluator's Comment
Input VAT (purchases)		
11.23 Can the software handle VAT inclusive amounts and automatically calculate the input VAT?	Only on a single transaction basis.	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?	No, optional.	Confirmed
11.24.3 Internal document reference?	No, optional.	Confirmed
11.24.4 Invoice tax point date?	Yes	Confirmed
11.24.5 Invoice posting period date?	No	Confirmed
11.24.6 Invoice gross total?	Calculated	Confirmed
11.24.7 Invoice VAT amount?	Yes	Confirmed
11.24.8 Individual invoice lines:-		
11.24.8.1 Net amount?	Yes	Confirmed
11.24.8.2 VAT rate?	Via a VAT table.	Confirmed
11.24.8.3 VAT code?	Yes	Confirmed
11.25 Does the software validate individual invoice line VAT amounts against the total invoice of VAT (less early settlement at discount) and accept or reject the amount subject to the software tolerance?	No	Confirmed
11.26 Can the user override the software derived input VAT amount and input VAT as shown on the supplier invoice?	Yes	Confirmed

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

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

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Question	Supplier Response	Evaluator's Comment
11.34 Is there a detailed and summary analysis of all transactions included in each return sorted by VAT code and transaction type making up the total in each of the boxes on the VAT 100 Form?	Yes	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, but there is a VAT exception log.	Confirmed
11.37 Note where the software details the following non routine event in the audit trail or VAT audit log etc:- 11.37.1 Changes to VAT tables.	Event log	Confirmed
11.37.2 Change from invoice/cash VAT accounting or other Schemes.	No	Confirmed
11.37.3 VAT tolerance.	N/A	
11.37.4 Changes to VAT rates on customer, supplier, product master files. Please specify	Event log shows that a change has been made to the account but not which fields have been changed.	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	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
number?		
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 - on the audit trail.	Confirmed
11.39.2 Does the software denote whether each transaction has been included in a reconciled VAT return?	Yes	Confirmed
11.39.3 How does it denote which VAT Return the transaction has been included in?	Yes	Confirmed
11.40 Does the software produce a VAT Exception report detailing such transactions as:-	Yes	Confirmed
11.40.1 VAT amounts outside tolerance levels?	User sets the tolerance level at report time.	Confirmed
11.40.2 Manual changes to software generated VAT?	Yes	Confirmed
11.40.3 Write offs	No	Confirmed
11.40.4 Zero value invoices?	Yes	Confirmed
If No for any of the above:-		
11.40.5 How does the software document these occurrences?	A write off is just a credit note, numerous reports are available for credit notes, which could be run just for those credit notes raised to the write off nominal code.	Confirmed

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Question	Supplier Response	Evaluator's Comment
11.41 Does the software handle "intra-community" supply of goods?	Yes	Confirmed
11.42 Does the software support production of an EC Sales List?	Yes	Confirmed
If Yes:- 11.42.1 Does the report show the country code, the customer name, their EC VAT number, the invoice reference and indicators for different types of despatches?	Yes	Confirmed
11.43 Does the software produce invoice level reports that enable every value on each EC Sales List report to be traced to source documents?	Yes	Confirmed
11.44 Does the software have a means of ensuring that each eligible posting on the EC Sales List is reported only once? (Please state how this is done within the software).	The EC Sales List is coded to ensure eligible transactions only appear once. Hidden from user.	Confirmed
11.45 How does the software handle triangulation? E.g. a movement of goods without a related invoice transaction.	A flag on the EC Sales List allows the user to define this.	Confirmed
11.46 Does the software produce the relevant documents in a format [e.g. CSV or XML] that can be uploaded direct to the HMRC gateway?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
11.47 Can these be electronically transmitted direct from the system?	Yes	Confirmed
11.48 Does the software produce Intrastat reports where applicable?	Yes. Accounts Professional only.	Confirmed
11.49 How are errors on VAT accounts corrected?	Either with a journal entry, or a compensating correcting transaction.	Confirmed
11.50 How does the software handle the VAT on purchase and sales ledger contras?	Standard VAT – the VAT is handled on the original invoice. No in contras Accounts and Instant. Cash Accounting – Automated contra entries are not possible.	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 process.	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 (no cheques in Instant or Accounts). A Sales Payment transaction removes the VAT effect of the cheque being refunded.	Confirmed Confirmed
11.53 Can the software handle invoices with multiple rates of VAT?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
11.54 How does the software handle write off of bad debts and the related VAT?	The automated transactions exclude VAT, which is reclaimed with a manual journal.	Confirmed

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Question	Supplier Response	Evaluator's Comment
12 Currency	No multi-currency in Instant and Instant Plus.	Confirmed
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 100 No	Confirmed Confirmed Confirmed
12.1.3 Sales ledger?	Yes	Confirmed
12.1.4 Purchase ledger?	Yes	Confirmed
12.1.5 Stock?	No	Confirmed
12.2 Is conversion to sterling automatic? If Yes:- Does this cover:- 12.2.1 General ledger?	Yes N/A	Confirmed
12.2.2 Sales ledger?	Yes	Confirmed
12.2.3 Purchase ledger?	Yes	Confirmed
12.2.4 Stock?	N/A	
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? 12.3.3 Purchase ledger? 12.3.4 Stock?	No, set per SL & PL account. N/A N/A N/A N/A	Confirmed
12.4 What are the currency capacities?	99,999,999.99	As stated
12.5 What are the maximum and minimum exchange rates?	0.000001 to 99,999,999.99	As stated
12.6 What approach will the Software House take towards handling the EURO?	This is simply a currency available within the currency table, but if the UK joined the	Confirmed

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Question	Supplier Response	Evaluator's Comment
	Euro a facility would be provided.	
12.7 What currency information is held: 12.7.1 Currency Code/description?	Yes	Confirmed
12.7.2 Country?	No	Confirmed
12.7.3 Currency rate table?	Yes	Confirmed
12.7.4 Date rates effective from-to?	No	Confirmed
12.7.5 Previous rates held?	No	Confirmed
12.8 Can a base currency be selected?	Yes	Confirmed
12.9 Can the user over ride the exchange rates during a transaction?	Yes	Confirmed
12.10 Can the user change the exchange rates per account?	No	Confirmed
12.11 Is there a restriction on accounts to a single selected currency? If Yes:- 12.11.1 What controls are in place over any changes?	Yes Each Sales, Purchase and Bank Account has an assigned currency, only transactions to that currency can be entered.	Confirmed Confirmed
12.12 Can the user manually over ride the currency calculation?	No	Confirmed
12.13 Are gains or losses on currency calculations automatically processed?	Yes	Confirmed
12.14 Can the user over ride the calculation /processing of currency gains and losses?	No	Confirmed

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Question	Supplier Response	Evaluator's Comment
12.15 Can a user override an exchange rate on each transaction?	Yes	Confirmed
12.16 Can the user define the treatment of foreign exchange gains/losses i.e. where posted to in the general ledger?	No, only to select the control account code.	Confirmed
12.17 Can ledger accounts be defined to take invoices/payments in specified currencies/ multiple currencies?	Only single specific currencies	Confirmed
12.18 Does the software prevent the deletion of the active currency?	Yes	Confirmed
12.19 Does the software prevent use of duplicate currency codes?	No	Confirmed
12.20 Can currency transactions be entered in selected currency and/or base currency?	The currency on a transaction is locked to the currency on the record i.e. a Euro Customer can only have Euro transactions raised against it.	Confirmed
12.21 Can transactions be entered in multiple currencies?	Yes, but only a single currency per account.	Confirmed
12.22 How does the software handle exchange differences?	When an invoice is paid, any exchange rate loss or gain is automatically posted to a specific nominal (general) ledger code.	Confirmed
12.23 How does the currency treat revaluations relating to: 12.23.1 Ledgers (sales/purchases)	None	Confirmed
12.23.2 Monetary assets/liabilities	Not handled automatically	Confirmed

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Question	Supplier Response	Evaluator's Comment
12.23.3 General ledger accounts?	A routine exists to revalue bank account foreign balances at one currency at a time. No similar routine exists for other general ledger accounts.	Confirmed

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

SOP only available in Accounts Professional. Invoicing only in other versions.

13.1	Does the software start with a quotation or the sales order?	Either a quotation or Sales Order can be used as the start point.	Confirmed
13.2	Are recurring or schedule orders handled?	Yes, recurring but not scheduled.	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 the stock quantity is entered the software check for availability. If insufficient stock is available a warning is presented. There is no alternative stock.	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?	Yes No, only if the account is on hold.	Confirmed Confirmed
13.5	Can the software block: 13.5.1 Customer orders? 13.5.2 Deliveries? 13.5.3 Invoice production?	Yes, if the account is on hold. No Yes – Creating the invoice directly. No – Where the invoice is created from a Sales Order despatch.	Confirmed Confirmed Confirmed
13.6	Where stock is not available is a “back order” raised and a purchase order issued?	No	Confirmed
13.7	Does the software handle forward orders?	No	Confirmed

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Question	Supplier Response	Evaluator's Comment
<p>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>N/A</p> <p>N/A</p>	
13.8 Can multiple addresses be held for each customer (invoice and delivery address).	Yes (not Instant or Instant Plus).	Confirmed
13.9 Are the following documents produced:		
13.9.1 Quotations?	Yes	Confirmed
13.9.2 Order confirmation?	Yes	Confirmed
13.9.3 Picking lists?	Yes	Confirmed
13.9.4 Labels?	Yes	Confirmed
13.9.5 Dispatch/Delivery note?	Yes	Confirmed
13.9.6 Invoices?	Yes	Confirmed
13.10 Are the following reports available:		
13.10.1 Quotes for which orders not received?	Yes	Confirmed
13.10.2 Orders received (analysis)?	Yes - analysis not as standard	Confirmed
13.10.3 Items placed on backorder and/or purchase orders raised?	Yes - back orders only.	Confirmed
13.10.4 Items dispatched not invoiced?	Yes	Confirmed
13.10.5 Items ordered but not dispatched due to stock out?	Yes - shortfall report	Confirmed
13.10.6 Gross margin (by invoice or item)?	Yes	Confirmed
13.11 Are invoice details derived from order input? (e.g. prices, quantity)	Yes	Confirmed
13.12 Can picking lists /dispatch notes be amended for non-availability of stock? If Yes:-	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
13.12.1 Is this reported?	Yes	Confirmed
13.12.2 Are the items dispatched reflected in final invoice?	Yes	Confirmed
13.13 Is there one dispatch note and invoice per order?	No – One invoice per dispatch note.	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.	Each part / full dispatch generates a unique invoice.	Confirmed
13.15 Can manual invoices be raised (i.e. without a sales order)?	Yes	Confirmed
13.16 Does the software produce proforma invoices as required?	Yes	Confirmed
13.17 Can returned goods be processed to produce credit notes?	Yes - a credit note updates stock.	Confirmed
13.18 Are these referenced to the original order/invoice?	No	Confirmed
13.19 Will the product accept orders from the Web? If Yes:- 13.19.1 How are web orders integrated with the sales order processing ledgers? 13.19.2 What control features are available for checking web orders before processing?	Not by default. Third party add-on software will allow this (see 18.10) N/A N/A	Confirmed

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Question	Supplier Response	Evaluator's Comment
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14 Purchase Order Processing

POP only available in Accounts Professional. Confirmed

14.1	Does the software generate suggested orders?	Yes	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?	No	Confirmed
14.5	Does the software hold details of substitute products if applicable?	No	Confirmed
14.6	Based on automatic and manual order generation (above) does the software produce a list of proposed purchase orders, if so, can these be easily amended?	Yes - no authorisation process	Confirmed
14.7	Is stock availability updated for stock on order?	No	Confirmed
14.8	Can the software handle partially completed orders and returns?	Yes	Confirmed
14.9	Are receipts checked to orders and discrepancies reported?	No	Confirmed
14.10	Are purchase invoices checked to purchase orders, confirmed receipts and discrepancies reported?	No	Confirmed

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Question	Supplier Response	Evaluator's Comment
14.11 Are the following reports available:		
14.11.1 Purchase Orders raised (analysis)?	Yes - analysis not as standard.	Confirmed
14.11.2 Purchase Orders not received?	Yes	Confirmed
14.11.3 Goods received discrepancies?	No - only with manual intervention.	Confirmed
14.11.4 Invoice to goods received discrepancies?	No	Confirmed
14.11.5 Goods received not invoiced?	Not as standard	Confirmed
14.12 Can the software handle "back to back" ordering?	No	Confirmed

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Question		Supplier Response	Evaluator's Comment
15 Stock Control		Stock list only in Instant.	Confirmed.
15.1	What information is held in respect of stock (and are there any limits):-		
15.1.1	Item numbers/ description?	30 A/N code and 60 A/N description.	Confirmed
15.1.2	Location(s)?	Yes – Free text	Confirmed
15.1.3	Quantity, (available, allocated, on order)?	Yes – Calculated field	Confirmed
15.1.4	Minimum and maximum stock levels?	No - reorder level.	Confirmed
15.1.5	Reorder lead times?	No	Confirmed
15.1.6	Supplier(s)?	Yes - single supplier.	Confirmed
15.1.7	Prices/cost/ discount details?	Yes. No customer price lists in Instant and Accounts.	Confirmed
15.1.8	Batch/serial number?	No	Confirmed
15.1.9	Weights etc?	Yes	Confirmed
15.1.10	Other – please specify?	Category Intrastat Commodity Code (Accounts Professional only). Supplementary Unit Quantity Bar Code Sales / Purchase Nominal Code Tax Code Part number Department EC Vat description Unit of sale Stock Take Date and Quantity (not Instant)	Confirmed
15.2	How is stock updated?	Yes	Confirmed
15.2.1	Dispatch of goods?		
15.2.2	Receipt of goods?	Yes	Confirmed
15.2.3	Adjustments?	Yes	Confirmed
15.2.4	Transfers between locations?	No	Confirmed

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Question		Supplier Response	Evaluator's Comment
15.3	Is negative physical stock allowed?	Yes, optionally.	Confirmed
15.4	Can the software handle "sale or return" stock?	No	Confirmed
15.5	Can the software handle variations to a standard pack of products?	There is no concept of a 'standard pack of products'	Confirmed
15.6	What methods of stock valuations are allowed?		
15.6.1	Average	No	Confirmed
15.6.2	FIFO	Yes	Confirmed
15.6.3	LIFO	No	Confirmed
15.6.4	Standard cost	No	Confirmed
15.6.5	Other – please specify	N/A	
15.7	How can stock enquiries be made, i.e. by product code, short name/supplier etc.	By product code	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?	Not as standard	Confirmed
15.9	Does the software facilitate the regular counting/ inspection of physical stock (e.g. by producing random/defined stock check lists)?	Yes – with a stock take feature (not Instant).	Confirmed
15.10	Can the software handle more complex situations such as:		
15.10.1	Bill of materials	Yes, with multiple levels (Accounts Plus and Accounts Professional Only).	Confirmed
15.10.2	Links to CAD/CAM systems	No	Confirmed

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Question	Supplier Response	Evaluator's Comment
15.10.3 Job costings to collate and value WIP.	Link to Sage Job Costing.	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.

The majority of documentation is online and context sensitive.

16.1	Is the manual clearly laid out and understandable?	A small printed 'getting started' manual is provided.	Confirmed
16.2	Is the manual comprehensive and accurate?	Yes, online	Confirmed
16.3	Is there an index to the manual?	Yes, online	Confirmed
16.4	Is it easy to locate specific topics in the manual when required?	Yes, online	Confirmed
16.5	Is it easy to follow through all procedures in the manual?	Yes, online	Confirmed
16.6	Does the manual include:		
16.6.1	A tutorial section?	Videos	Confirmed
16.6.2	A guide to basic functions?	Yes, online	Confirmed
16.6.3	Pictures of screens?	Some	Confirmed
16.6.4	Completed examples included in the manual?	Some	Confirmed
16.6.5	Specific “error correction” procedures?	Yes, online	Confirmed
16.6.6	VAT information?	Yes, online	Confirmed
16.7	Does the documentation clearly specify the actions to be taken by users at each important stage of processing?	Yes	Confirmed
16.8	Are help screens available relating to the task in hand? (context sensitive help).	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
16.9 Do they provide on-line instructions on how to use particular features of the software?	Yes	Confirmed
16.10 Can they be edited or prepared by the user?	No	Confirmed
16.11 Will the Software House make the detailed program documentation (e.g. file definitions for third party links) available to the user, either directly or by deposit with a third party?	Yes – Sage Developers are entitled to this information. Users deal with the developer for their third party needs.	Confirmed

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Question	Supplier Response	Evaluator's Comment
17 Efficiency		
17.1 Are the various functions of the software menu-driven, or otherwise easy to initiate?	Yes	Confirmed
17.2 Is there a good response time in the initiation of functions?	Yes	Confirmed
17.3 Is data entry easily repeated if similar to previous entry?	Yes	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?	Locking is at a file level and for some global function.	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, plus a batch report facility.	Confirmed
17.9 Does the software warn the user when space is becoming short?	Only on install	Confirmed

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Question		Supplier Response	Evaluator's Comment
18 Integration and www facilities			
18.1	Are the different accounting modules integrated?	Yes	Confirmed
18.2	Are they integrated on real time basis or batch basis?	Real time	Confirmed
18.3	Can the integration of batches be by batch, weekly or monthly?	N/A	
18.4	Is the ledger updating process satisfactorily controlled by the production of control reports?	Yes	Confirmed
18.5	What operating systems does the software run under?	Windows 8.1 Windows 8 Windows 7 Windows Vista Windows Server 2012 Windows Server 2012 R2 Windows Server 2008 Windows Server 2008 R2	Confirmed
18.6	Which databases can be used?	Sage 50 Accounts uses a proprietary flat file system, not a database	Confirmed
18.7	Can more than one software function be performed concurrently?	Yes, with restrictions in place for specific routines. i.e. only 1 user can be performing a Year End, or calculating a VAT return, while 2 users could be processing journals simultaneously.	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	Confirmed

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Question	Supplier Response	Evaluator's Comment
18.9 Can definable links to spreadsheets be created?	Yes – The ODBC driver can be used to insert Sage 50 Accounts data into a spreadsheet.	Confirmed
18.10 Does the software integrate with any web trading software?		
18.10.1 External or	Yes – Zynk for example	Confirmed
18.10.2 Suppliers own?	No	Confirmed
18.11 Note which other business application software that can be linked to the software:		
18.11.1 Payroll?	Yes, both own & 3rd party	Confirmed
18.11.2 Time/fees?	No	Confirmed
18.11.3 MRP?	Yes, Sage ERP	Confirmed
18.11.4 Fixed assets?	Yes - Extra module	Confirmed
18.11.5 Document management software?	Yes – 3rd party such as Draycir Spindle	
18.11.6 Job costing?	Yes, both own & 3rd party	Confirmed
18.11.7 CIS?	Yes - Extra module	Confirmed
18.11.8 Other – please specify?	A full suite of 3 rd party add-ons can be seen here http://www.sage.co.uk/additions Also <ul style="list-style-type: none"> • Payments (Sage Pay) 	Confirmed
18.12 Is the software compatible with XML standards? If so in what respect? (input/ output/ other)?	Only for VAT returns.	Confirmed

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Question	Supplier Response	Evaluator's Comment
19 Support and maintenance		
19.1 How is the software sold:	Yes	Confirmed
19.1.1 Direct from Software House?		
19.1.2 Via Value Added Reseller (VAR)?	Yes	Confirmed
19.2 How is the product supported:-	Yes	Confirmed
19.2.1 Direct by Software House?		
19.2.2 By VAR?	Accountants and Sage Resellers may also provide their own support.	Confirmed
19.3 Is the software sold based upon number of users or number of concurrent users?	Concurrent users	Confirmed
19.4 Do VARs have to go through an accreditation process?	Optional	Confirmed
If Yes:-		
19.4.1 Please note the process.	Need to pass exams for accreditation.	Confirmed
If No:-		
19.4.2 Please explain how organisations are chosen to be VAR?	Exams not required for accountants.	Confirmed
19.5 In the event of a dispute between Supplier and VAR how can the situation be resolved?	With 'commercial owner' and account managers	Confirmed
19.6 Detail the types of cover available.	SageCover SageCover Online SageCover Extra - priority service and enhancements included. Support and enhancements included in subscriptions.	Confirmed

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Question		Supplier Response	Evaluator's Comment
19.7	Please note all method of support available :-		
19.7.1	Telephone.	Yes - SageCover	Confirmed
19.7.2	Modem link.	No	Confirmed
19.7.3	Internet.	Yes - SageCover Online	Confirmed
19.7.4	Other – specify.	Webchat Email support Webinar Ask Sage database	Confirmed
19.8	Please provide an indicative cost of cover and what is included.	Examples for Sage 50 Accounts, single company one user. Licensed users: Sage Cover Online £166/year Sage Cover £336/year Sage Cover Extra £538/year Subscribers: Sage Cover Online £10/month Sage Cover £25/month	Confirmed
19.9	How often are general software enhancements provided?	Annually for Enhancements As required for bug fixes	Confirmed
19.10	Will they be given free of charge?	Bug fixes – Yes Enhancements - No, except for subscription users and those with SageCover Extra	Confirmed
19.11	How are enhancements and bug fixes provided to customers?	Bug fixes – Auto update service, manual download or CD Enhancements – DVD or manual download	Confirmed
19.12	Is “hot line” support to assist with immediate problem solving available?	Yes. When the software is initially purchased, a 45 day free support period is included.	Confirmed
19.13	If so, is there an additional cost involved?	Support on known issues does not incur a charge. Any support thereafter is chargeable except for subscription users and those with SageCover Extra	Confirmed

Functional requirements questionnaire
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Question	Supplier Response	Evaluator's Comment
19.14 At what times will this support be available?	Support is available 8am – 6pm for SageCover Extra customers and 9am – 5pm for SageCover customers.	Confirmed
19.15 Who provides training: 19.15.1 Software House? 19.15.2 VAR?	Yes Yes	Confirmed Confirmed
19.16 Is hardware and maintenance provided by: 19.16.1 Software House? 19.16.2 VAR?	No Yes	Confirmed Confirmed
19.17 Is a warranty offered in respect of specification of the software?	Yes, 45 days performing as documented.	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)?	No - Sage Developers are entitled to this information. Users deal with the developer for their third party needs.	Confirmed
19.19 Are there any unduly restrictive conditions in the license for the software?	No	Confirmed