

**ICAEW Accreditation Scheme**  
**Accounts Production Evaluation**

**Sage (UK) Ltd**

**Sage Final Accounts Online**  
**April 2015 release**



**Evaluation carried out by: IT Evaluation Services**

**Date completed: 07/07/15**

**Signed:**

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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 accounts production software should:**

- be capable of supporting the account production functions for which it was designed.
- provide facilities to ensure the completeness, accuracy and continued integrity of these account production functions.
- be effectively supported and maintained to the latest standards and legislation.

It is also desirable that good accounts production software should:

- be easy to learn, understand and operate.
- make best practical use of available resources.
- accommodate limited changes to reflect specific practice and client requirements.
- a good audit trail.

It is essential, when SaaS software is implemented, for appropriate support and training to be available.

## **2 Approach to evaluation**

### **2.1 Objective**

To evaluate Sage Final Accounts Online (April 2015 release) against a set of criteria developed by the ICAEW to ensure that the software meets the requirements of good accounts production software, as laid down in the summary.

### **2.2 Approach and Work performed**

In order to effectively evaluate Sage Final Accounts Online (April 2015 release), a product specialist from the Sage (UK) Ltd completed the detailed questionnaire and provided it to the evaluator to examine. The evaluator then visited the Sage (UK) Ltd office in Manchester and in conjunction with the operation of the various aspects of the software assisted by a member of Sage (UK) Ltd's technical staff checked the answers to confirm their validity. The questions were individually reviewed and commented on and the majority of assessments were confirmed.

The evaluator discussed the assessments with a member of Sage (UK) Ltd staff in order to clarify certain points. In the event of disagreement between Sage (UK) Ltd

and the evaluator, the evaluator's decision was taken as final and the response changed accordingly.

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 accounts production software

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

## 2.4 Software/hardware utilised

Sage Final Accounts Online (April 2015 release), was used throughout the evaluation. The hardware used was an HP Elitebook 847P with an Intel (R) Core (tm) i5-3380m CPU running at 2.9GHz with 8GB RAM, a 465GB hard disk under Windows 7 Enterprise service pack 1 64 bit operating system with Google Chrome v 42.0.2311.90m internet browser. A wireless network was used to a broad-band router operating on a high speed internet connection.

## 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 Final Accounts Online has been built in conjunction with a panel of accountant and bookkeeper design partners, tailoring it to the best possible experience for the end-user.

It will allow accountants to file year end accounts for small business clients from multiple devices at any location as data can be accessed and edited remotely.

## 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. Sage has been helping businesses manage their finances, people, customers and suppliers and to plan for future success since 1981.

Around 6.2 million companies around the world use Sage products and services across 100 countries. In the UK and Ireland Sage has over 780,000 customers – Sage claim more than any other company in their market. So, over the years Sage has built up a fair understanding of the issues and concerns customers face. As a consequence Sage is a leader in the business software space in many of the countries they operate in.

Sage claim to understand Accountants' needs and work with over 14,000 Accountants in the UK, either in practice or in industry, so they understand the issues businesses face. Sage support you with over 250 experts in tax, accounts production and practice software and their relationship with HMRC, Companies House, FRC and other standards setters means their advice is insightful and up to date.

### 3.3 Product background and Suitability for user

Sage Final Accounts Online is designed to help accountants produce compliant year-end reports for their clients, quickly and easily, helping to add value to the practice or service.

Sage Final Accounts Online has been designed with support from a panel of accountants and bookkeepers, so it should meets an organisation's needs. And because it's online, it will continue to adapt and develop, with no need to download updates or new features. So it grows with an organisation.

Key features in the new solution include:

- Built in compliance: Sole Traders | Partnerships | Small Limited Companies
- Regular application and compliance updates in line with the latest financial reporting standards
- HMRC recognised iXBRL software
- E-File iXBRL accounts to Companies House
- Secure data on Amazon Web Services
- Connected with Sage One Accounts to provide an end-to-end solution from bookkeeping to producing a set of accounts
- Extended Trial Balance showing the source bookkeeping balances, accounting adjustments and final trial balance
- Designed for ease of use – ideal for a bookkeeper who would like to move into accounts preparation or a trainee accountant
- Transparent & findable data including drilldown into data and balances directly from accounts
- Compliance validation and data checks to speed up the accounts preparation process
- Tailor Chart of Accounts for individual client reporting requirements
- Sage One / Sage 50 Accounts nominal account codes for familiarity

### 3.4 Typical implementation and target market

Sage Final Accounts Online is designed for accounting firms that want simple, professional, cost-effective software that helps them grow their business.

Typical customers are generally smaller accounting firms that have been running for a couple of years.

Sage claim these customers use Sage Final Accounts Online because they want to:

- Have freedom to work flexibly, yet keep control
- Maintain accuracy while feeling things are getting done quickly
- Make best use of their time by limiting low-value tasks (setup, learning, duplicating work)
- Maintain their professional appearance by delivering and submitting professional documents, on time
- Build and maintain excellent relationships with their clients
- Keep software costs low while they grows their business

### 3.5 Vertical applications

Sage One Accountant Edition, Sage One Cashbook, Sage One Accounts, Sage One Accounts Extra, Sage One Payroll, all at extra cost.

### 3.6 Software and hardware specifications

#### 3.6.1 Development environment

Development takes place around the globe using modern software development methodologies. The software is written mainly in Ruby. Features are developed in collaboration with Sage customers. Releases take place regularly bringing with them numerous customer driven improvements.

#### 3.6.2 Server platforms

Server technologies are hosted across a number of Amazon AWS availability zones, with regular backup snapshots taken. All servers are automatically provisioned and decommissioned, which is part of the release process. These servers are based in a number of regions "Availability Zones" depending on the target market (e.g. EU west for UKI) to comply with UK/EU data protection legislation]

#### 3.6.3 Databases

The servers are Linux based and also make use of a number of AWS based services. These are continually updated, and each server is replaced with a newly automatically provisioned box each time there is a code release. Access to the servers are tightly controlled through limited VPN access into the AWS VPC (Virtual Private Cloud).

#### 3.6.4 Operating software

Sage Final Accounts Online uses a standard REST based design.

### 3.6.5 Protocols

Sage Final Accounts Online access is provided through a web-browser and all modern versions of browser clients are tested and supported.

### 3.6.6 Minimum client PC specification

Sage Final Accounts Online is designed for use on desktop and tablet products using the following Internet browsers:

- Google Chrome
- Microsoft Internet Explorer – version 8 and above
- Mozilla Firefox
- Apple Safari

### 3.6.7 Support and maintenance

Sage Final Accounts Online is a fully managed service and will be updated and backed up automatically. Sage Final Accounts Online is updated regularly.

## 3.7 Software installation and support

No installation is required - users can sign up online. Support is included in the monthly subscription price. The subscription price includes email and telephone support. Sage claim that Sage Final Accounts Online is continually monitored and supported by their Live Service team. Customer support is available via telephone support, email and knowledge base. Additionally there is a comprehensive and searchable online help system for the product.

## 3.8 Partner network and related accreditation process

Sage Final Accounts Online is subscribed directly through Sage and they provide all the necessary support and training of users.

Free getting started webinars

Sage host a series of 'Introducing Sage Final Accounts Online' and 'Getting started with Sage Final Accounts Online' webinars.

The first webinar is 30 minutes focusing on the benefits of Sage Final Accounts Online, the latest addition to Sage One Accountants Edition.

The second webinar is a 1 hour getting started guide for Sage One Accountants Edition users, who wish to produce year end accounts for Sage One clients.

## 3.9 Points to be considered by potential purchasers

There are a number of limitations in the product, which while not adversely impacting upon this evaluation may be of importance to some organisations. It is important that any business contemplating the purchase of software or on-line

services reviews the functionality described and limitations therein against its detailed requirements. Attention is drawn in particular to the following areas where the product, on its own, may not be suitable for businesses with certain requirements:

Single user system

No system logs

Backup & recovery only via Sage, not a user function. Users can download CSV reports when required.

No bank reconciliation

Year end accounts only

No audit trail only a list of journals

No lead schedules, working papers of profit reconciliation

No automatic accruals and prepayments

No groups of companies supported or consolidation

No report on master file changes

No archiving

No report generator only standard reports

No changes to screen layouts or reports

No export to MS Word or Excel, CSV and PDF formats only

No management accounts, cash flow ratios, graphs, budgets or variance reports

Not compatible with XML standards

No currency features

Only support for sole traders, partnerships and small limited companies

No warranty or Escrow agreement provided

#### **4 Evaluation conclusion**

There were no areas in the evaluation that gave concern to this relatively new product as the part of the Sage online range of products. Sage Final Accounts Online (April 2015 release), is a well designed package for producing sets of accounts that has been competently written and is supported by Sage (UK) Ltd directly.

In terms of the functionality that is present in the current version and the target markets for the product, the product has been adequately specified. The systems provides facilities to complete accounts for sole traders, partnerships and small limited companies.

#### **Disclaimer**

*Any organisation considering the purchase of Sage Final Accounts Online (April 2015 release) should consider their requirements in the light of proposals from Sage (UK) Ltd or its resellers and potential suppliers of other similarly specified products. Whilst the contents of this document are presented in good faith, neither ICAEW nor the Evaluator can accept any liability for actions taken as a result of comments made herein.*



**Functional requirements questionnaire**  
**Product: Sage Final Accounts Online    Version: April 2015 release**

<b>Question</b>	<b>Supplier Response</b>	<b>Evaluation confirmation</b>
<b>5.1    Security and continuity of processing</b>		

1	i) Are different levels of passwords provided to control access?	Single user login with secure password	Confirmed
	ii) Is this level of security appropriate for the expected size/type of practice using the software?	Yes - The application has been designed for small accounting firms.	Confirmed
2	i) Is each user required to have a personal password?	Yes	Confirmed
	ii) Can a report be produced detailing all current users and their authority levels?	No	Confirmed
3	Do the security features cover:		
	i) System access?	Yes	Confirmed
	ii) Client company access?	No	Confirmed
	iii) Menu access?	No	Confirmed
	iv) Sub menu access?	No	Confirmed
	v) Field access?	No	Confirmed
4	Does security allow for read and read/write access to be specified separately?	No	Confirmed
5	Can the menus be tailored by the software house or an educated user so that an individual user can only access those functions they are authorised to access?	No	Confirmed
6	Does the system provide specific levels of password control to authorise master file amendments?	No	Confirmed
7	Are there specific security procedures (by passwords or warnings) over the:		

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Question	Supplier Response	Evaluation confirmation
i) Update of report formats?	Yes New Compliance Packs (report formats) are automatically available when released. The user is in full control of whether to update to a newer, more relevant, Compliance Pack.	Confirmed
ii) Closing of accounting periods?	No. Sets of accounts can be marked as finished.	Confirmed
iii) Deletion or archiving of transactions?	Yes. Prompt when deleting a journal but no archiving.	Confirmed
8 Is there a clear indication in the system or manuals as to how the data is backed-up and recovered?	Yes. Sage store all user data in a highly secure environment managed by Amazon Web Services.  <a href="http://uk.sageone.com/security/">http://uk.sageone.com/security/</a>	Confirmed
9 How is this provided:		
i) Within the software application?	Yes	Confirmed
ii) Within the operating system?	No	Confirmed
iii) Are any of these procedures automatic?	Yes	Confirmed
iv) Is the user forced or prompted to back-up at certain intervals?	No	Confirmed
v) Can the intervals be customised?	No	Confirmed
vi) Do the recovery procedures work?	Yes	Confirmed
10 Does the system facilitate recovery procedures in the event of system failure, (e.g. Roll back to the last completed transaction)?	Yes. All the data that was saved will remain when the user next log's into the application.	Confirmed
11 If system failure occurs part way through a manual batch entry or data import, will the operator have to re-input the batch or only the transaction	The user will have to re-enter the data that has not been saved.	Confirmed

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**Product: Sage Final Accounts Online    Version: April 2015 release**

Question	Supplier Response	Evaluation confirmation
being input at the time of the failure?		
12 Are there any features provided with the software to help track down processing problems?	Yes <ul style="list-style-type: none"> <li>• All data and balances are drillable to the source information</li> <li>• Validation takes place at point of entry</li> <li>• Validation Checks are available to help ensure the accounts are compliant.</li> </ul>	Confirmed
13 Are system messages clear and are user responses properly structured to ensure that erroneous key strikes do not lead to inappropriate actions?	Yes	Confirmed
14 Is there a system log which details:		
i) User activity? ii) Error messages? iii) Security violations?	No No No	Confirmed Confirmed Confirmed
15 What are the procedures for handling dates, (e.g. 2 digit, 4 digit)?	Dates are stored as DD/MM/YYYY and Sage utilise different display options to show the most appropriate format.	Confirmed
i) In the case of two digits what is the break point for the century? ii) Are dates handled consistently throughout the software?	N/A  Yes	Confirmed  Confirmed
16 Web based products.	As @ April 2015:	Confirmed
What browsers (version) is the site compatible with?	<ul style="list-style-type: none"> <li>• Microsoft Internet Explorer 9</li> <li>• Microsoft Internet Explorer 10</li> <li>• Microsoft Internet Explorer 11</li> <li>• Google Chrome</li> <li>• Firefox</li> <li>• Safari for OSX</li> </ul>	

**Functional requirements questionnaire**  
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Question	Supplier Response	Evaluation confirmation
	<ul style="list-style-type: none"> <li>• Safari for iOS (iPad)</li> </ul>	
17    Web based security		
<p>i) What methods can be used to authenticate the client computer to the server</p> <p>ii) How is data secured during transmission between the client and server? If encryption is used, please specify encryption strength and type</p> <p>iii) How is data stored securely on the server? If encryption is used, please specify encryption strength and type</p>	<p><a href="http://uk.sageone.com/security/">http://uk.sageone.com/security/</a></p> <p>All communication between client and server is over HTTPS using SSL. Other than standard browser communications, there are no other connections between the client computer and the server</p> <p>The first thing Sage do to protect data, is ensure all transmission of data between the user and the Sage One ecosystem is encrypted. Sage use high grade 128-bit encryption which is an industry standard also used in internet banking. This stops people from being able to view the information being sent over the internet.</p> <p>Sage store all of the data in a highly secure environment managed by Amazon Web Services. Each individual component that makes up the Sage One infrastructure has multiple levels of redundancy built in. This means that there are many instances of the application all running in parallel and should something break and cause one of these instances to stop working, it's automatically taken care of and it won't affect our users. Every component is actively monitored 24/7 and we have a team dedicated to ensuring that Sage One is highly available.</p> <p>Every aspect of the Sage One service has been validated by specialist independent security organisations to give the peace of mind that the data is safe with</p>	<p>Confirmed</p> <p>Confirmed</p> <p>Confirmed</p>

**Functional requirements questionnaire**  
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Question	Supplier Response	Evaluation confirmation
iv) What session controls are available? e.g. auto-logout after x minutes inactivity	Sage. Automatically logged out between 30-60 minutes depending on the activity performed.	Confirmed
v) What logging features are available: a) for security	Key transactions are audited and recorded internally within the application but the audit trail is not available to users. This provides a means by which it is possible to tell who performed these actions.	Confirmed
b) for transaction posting	The posting of transactions is audited as above.	Confirmed
vi) How is a web session terminated securely?	Sessions are kept alive through application usage. Sessions will time out if unused for a period of time. There is also the facility to forcibly log out to ensure that sessions are closed.	Confirmed

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<b>Question</b>	<b>Supplier Response</b>	<b>Evaluation confirmation</b>
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**5.2    Input of transactions**

**It is assumed that data will be imported via electronic means from other packages or manually re-entered from a trial balance generated from another system. Unless otherwise stated, the following relates to both electronic and manual data import/input. Electronic data import is dealt with in more detail in section 10 below.**

1	i) Is data input controlled by self-explanatory menu options (and are these menus application-specific)?	<p>Yes, the user can populate an Initial Trial Balance directly from Sage One Accounts or manually type in a trial balance if utilising another bookkeeping system.</p> <p>Journals can be posted which caters for accounting adjustments, re-allocation of balances and simply resolving mistakes.</p>	Confirmed
	ii) What features are available to assist with processing, e.g. short cut keys, incremental posting routines and fast look-ups, tools to enter repetitive data quickly and to locate information in an intuitive way?	<p>The keyboard, mouse and touch can be used to navigate and enter data.</p> <p>Sage cater for really fast entry of a trial balance by using spreadsheet standard keyboard shortcuts.</p> <p>For example: Use of the arrows keys, tabs and returns to quickly jump to the relevant nominal account.</p>	Confirmed
	iii) What editing tools are available?	<p>A key design principle is to allow customers to easily correct a mistake. With this in mind, the application allows editing of:</p> <ul style="list-style-type: none"> <li>• Period details</li> <li>• Trial Balance</li> <li>• Journals</li> <li>• Data</li> <li>• Set of accounts content</li> </ul>	Confirmed
	iv) Are wizards available for the set up of a new client, data import, etc?	Yes - Users are guided through a series of simple steps to set up clients and reporting periods	Confirmed
2	i) Does the system provide input validation checks such as account code validation, reasonableness	Yes. The Chart of Accounts can be tailored for specific clients. Validation is in place to ensure that new nominal accounts post to	Confirmed

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Question	Supplier Response	Evaluation confirmation
and validity checks?	the correct balances, all nominal accounts have a unique name and the descriptions can be tailored to make them more specific to a client's business.	
ii) Can the user amend data on an input screen prior to update?	Yes	Confirmed
iii) For manual import, can users abort input at any stage?	Yes. Sage Final Accounts Online has been built with Sage One in mind. At any time the Sage One Accounts data can be used to populate the relevant data in a set of accounts.	Confirmed
iv) Can users return to a previous stage in transactions to make amendments?	Yes. A key design principle is that users can quickly and easily correct a mistake. All transactions are drillable and can be corrected at any time.	Confirmed
v) Does the system allow for all transactions to be entered to allow books to be written up manually?	Yes. Sage One Accounts is suitable for recording the individual transactions and when ready, users can populate Sage Final Accounts Online with the Sage One Accounts data.  It is also possible to create all transactions in Sage Final Accounts Online by use of journals.	Confirmed
vi) Are there features to assist with bank reconciliation?	Not in this product but bank reconciliation is available in Sage One Accounts and the data is available to populate the set of accounts in Sage Final Accounts Online.	Confirmed
vii) Can the system handle period, month, quarter accounting?	No, the single goal of the application is to produce compliant year-end accounts with ease.	Confirmed

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Question	Supplier Response	Evaluation confirmation
	For detailed management reporting, Sage One Accounts could be used and then Sage Final Accounts Online for year-end reporting.	
3 What are the control features that ensure completeness and accuracy of data input (e.g. batch control, matching, review of audit trail)? Are all input transactions (electronic and manual) subject to this control?	Each Journal has a reference and description which can be used to as control features within the data entry and all journals must balance. See 5.4.4.	Confirmed
4 Does the system allow for batch control totals? If so:		
i) Are batches automatically numbered?	No. Journals contains a reference which can be used to enter batch numbers.	Confirmed
ii) Are batches forced to balance before update?	Yes	Confirmed
iii) Does the system 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)?	No, whilst entering the Initial Trial Balance it is possible to create and edit nominal account names without losing work or stopping the data entry.	Confirmed
iv) Is the user forced to confirm batch totals?	No	Confirmed
5 Are input errors highlighted? Are they:		
i) Rejected and reported on screen?	Yes	Confirmed
ii) Rejected and error reports generated?	No	Confirmed



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Question	Supplier Response	Evaluation confirmation
iii) Accepted and posted to suspense?	No	Confirmed
6 Is a detailed audit trail of all input data generated?	Key transactions are audited and recorded internally (Sage) within the application. Only a list of journals is available to users. See 5.4.2.	Confirmed
i) Are transactions allocated a unique reference by the system?	Yes, internally but not available to the user.	Confirmed
ii) Is this trail adequately protected from deletion?	It is possible to delete a journal and all journal entries attached to it. No user audit trail. Each time a user clicks a delete button, the user is prompted to ensure this is the intended action. "Are you sure you want to delete this journal?" Only one journal can be deleted at a time.	Confirmed
7 i) Is attempted posting of unbalanced journals rejected?	Yes, there are validations in place to ensure that all mandatory data is entered, such as journal reference. The product also ensures that the debits and credits balance as well as ensure that there is only one debit or credit for each journal entry. Tip: Multiple journal entries can be added to a journal for the same nominal account.	Confirmed
ii) Does the system permit multi line journals?	Yes	Confirmed
iii) can movements in each set of figures (accounts) generated be tracked, e.g. on movements on lead schedules and on profit reconciliation reports	No lead schedules or profit reconciliation report. The user is able to drill into any nominal account and view / print / save all the journal entries that make up the nominal account balance.	Confirmed

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Question	Supplier Response	Evaluation confirmation
iv) Does the system provide for a list of adjustments from the initial input or imported trial balance figure to the final set of accounts?	<p>Yes, the Extended Trial Balance is designed for this one goal.</p> <p>The Extended Trial Balance lists the Initial Trial Balance as per the bookkeeping data, the adjustments made and the final trial balance which is used to populate the figures in the set of accounts.</p> <p><a href="http://help.sageone.com/en_uk/accounts_production/ap-extended-trial-balance.html">http://help.sageone.com/en_uk/accounts_production/ap-extended-trial-balance.html</a></p>	Confirmed
8 Can automatic accruals or prepayments be generated?	No	Confirmed
9 For manual entry, are all transactions adequately identified on screen as to type and as to debit or credit?	Yes	Confirmed
10 i) Can more than one-person use the software at the same time?	N/A The application has been designed for sole practitioners and is currently single user only.	Confirmed
ii) Can the same function be used by more than one person at the same time?	N/A	
11 Can the software support groups of companies? Describe how this is accommodated.	No	Confirmed
12 Summarise the VAT capabilities of the software. Specifically, does it cover:	<p>None directly in Sage Final Accounts Online.</p> <p>VAT capabilities are supported in Sage One Accounts which is the bookkeeping ecosystem.</p> <p>The Sage One Accounts data can then be used to populate the balances of a set of accounts with Sage Final Accounts Online.</p>	Confirmed
i) VAT registration number and other standing VAT data	N/A	

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Question	Supplier Response	Evaluation confirmation
ii) VAT rates, standard, exempt, zero, etc., and to 2 decimal places	N/A	
iii) invoice (standard) accounting	N/A	
iv) cash accounting		
v) an ability to change the basis of accounting, with this being clearly flagged	N/A	
vi) sufficient VAT codes to analyse input and output VAT	N/A	
vii) Describe the types of VAT report available, e.g. VAT return report by period (VAT 100), VAT daybook reports, EC supplies.	N/A	
13 In subsequent years are the previous year's figures automatically transferred and shown as comparatives?	Yes, when a new set of accounts is being created, the user has the choice to base the new set of accounts on a previous set of accounts. This functionality then populates the relevant data in the new set of accounts, such as comparative balances.	Confirmed

**Functional requirements questionnaire**  
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<b>Question</b>	<b>Supplier Response</b>	<b>Evaluation confirmation</b>
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**5.3 File maintenance**

1	Is the creation or amendment of standing data (e.g. setting up new clients, details of auditor's offices, etc.) controlled by menu options?	Yes, all data for a set of accounts can be tailored for reporting requirements.	Confirmed
2	Does the system provide input validation checks? (For example client validation by displaying the underlying information relating to the client codes, completeness checks and format checks, i.e. checking that the information has been keyed in correctly).	<p>Yes, the user can easily review whether the set of accounts is accurate before presenting to clients.</p> <p>Accounts preview &gt; Check set of accounts &gt; Review warnings.</p> <p>In the warning message, a click on the links takes the user to the correct part of the program to make any necessary changes.</p> <p>The user can click Hide to dismiss the messages and continue processing the accounts. Warnings do not prevent the user from continuing with work on the set of accounts and will not be present on any sets of accounts exported to PDF.</p> <p><a href="http://help.sageone.com/en_uk/accounts_production/ap-check-set-of-accounts.html">http://help.sageone.com/en_uk/accounts_production/ap-check-set-of-accounts.html</a></p>	Confirmed
3	Are input errors highlighted? If so are they:		
	i) Rejected and reported on screen?	Yes	Confirmed
	ii) Rejected and error reports generated?	No	Confirmed
	iii) Accepted and posted to suspense?	No	Confirmed
4	i) Does the system prevent a client record from being	No, when a user deletes a set of accounts, the accounting data for	Confirmed

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deleted whilst it is still active?	that period is removed and can't be recovered. The user should only remove a set of accounts if they're sure it is not needed.  <a href="http://help.sageone.com/en_uk/accounts_production/ap-create-and-manage-sets-of-accounts.html">http://help.sageone.com/en_uk/accounts_production/ap-create-and-manage-sets-of-accounts.html</a>	
ii) Are there other constraints over the deletion of client records, (e.g. movement during the year, associated sub-accounts)?	No, as a safety measure, the user is asked for confirmation of the year end date to ensure a set of accounts is not deleted by mistake.	Confirmed
5 What is the format of the client code reference?	N/A. There is not a client code reference for clients, only a name.	Confirmed
6 i) Are reports available for users to identify all master file changes (e.g. changes to practice address)?	No	Confirmed
ii) Can reports be invoked which identify the fields that have been modified?	No	Confirmed
iii) Would it be possible to show that these reports provide a complete record of all such changes?	No	Confirmed
iv) Do the reports show how the fields have been modified, (e.g. before and after)?	No	Confirmed
7 If the system uses a lot of standing information that changes frequently or regularly, does the system allow for such changes to be effected through the use of parameters or tables?	No	Confirmed
8 If so, is the use of such parameters or tables	N/A	

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adequately reported?		
9 Is proper control to be exercised over changes to such parameters? If so, how, (for example, through the use of system facilities such as passwords or by inspection of appropriate reports)?	N/A	
10 i) Does the system allow selective archiving of old data on a user-defined basis?	No	Confirmed
ii) Can the report generator still access this data?	N/A	
iii) Can archived data be restored?	N/A	
iv) Are there password controls over the handling (retrieval/saving etc.) of archived data?	N/A	
11 How many years/sets of accounts can be maintained for each client?	Unlimited, no practical limit.	As stated
12 Off site working:		
i) How does the system control the documentation whilst the user is working off site and then back in the office?	The live application is available to users who have an internet connection. This removes the need to download data and work with it offline from the live system.	Confirmed
ii) Is the backed up version at the office automatically updated on the user reconnecting to the main system?	N/A	
iii) How does the user know if another user may be working on a version off	N/A	

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site? iv) Is the backup version viewable / amendable?	N/A	

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**5.4 Processing**

1	Does the system ensure that menu options or programs are executed in the correct sequence (e.g. ensures outstanding transactions are processed before period end procedures are run)?	<p>No. The application is modelled around the accounts preparation workflow.</p> <ol style="list-style-type: none"> <li>1. Get the Trial Balance correct</li> <li>2. Enter any addition data</li> <li>3. Check the content of the accounts</li> <li>4. File the accounts</li> </ol> <p>Despite the design around the accounts preparation workflow, Sage have not enforced it and users can work through a set of accounts in the most logical manner for them.</p>	Confirmed
2	Is there an audit trail of all changes to transactions that have updated the system?	<p>No, but list of journals.</p> <p>Key transactions are audited and recorded internally (Sage) within the application with a unique ID. This provides a means by which it is possible to tell who performed these actions</p>	Confirmed
3	Does the system provide automatic recalculation, where appropriate, of data input?	Yes. The set of accounts will always show the live data.	Confirmed
4	i) Does the system warn the user when the system is out of balance?	Yes. When saving data the application ensures that the system remain in-balance. If the transaction(s) are not balanced, the user is prompted and do not save.	Confirmed
	ii) Is this check done on switching on or on system update?	No. The application remain balanced at all times.	Confirmed
	iii) What processes are in place to correct this?	The user can correct the posting mistake.	Confirmed
5	Does the system include routines for recovery from	Yes. As the application is online, the most a user will ever lose is	Confirmed



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abnormal termination (e.g. power cuts)?	the data that has not yet been saved.	
i) Are these automated?	Yes	Confirmed
ii) Do they rollback to the last completed transaction?	Yes	Confirmed

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**5.5    Reports**

**The following section relates to reports that are supplementary to the production of statutory accounts. Production of statutory accounts is dealt with in section 6 below.**

1	i) Are reports/accounts prepared within the system or exported to, say, MS Word? Is this optional?	Sets of accounts are prepared and tailored directly within Sage final Accounts Online. No export to MS Word or Excel.	Confirmed
	ii) 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 but date not printed.	Confirmed
2	i) Do the reports provide totals where applicable?	Yes	Confirmed
	ii) Are these totals calculated or taken from a control file?	They are taken directly from the application.	Confirmed
	iii) Can changes be made to the accounts whilst reviewing them on screen?	Yes. To help you tailor the set of accounts, the user is able to make some changes to the accounts preview. It's possible for the user to add their own text to many existing notes, or to make changes to some of the default wording. Although many blocks can be changed, tables cannot.  <a href="http://help.sageone.com/en_uk/accounts_production/ap-manage-accounts-preview-content.html">http://help.sageone.com/en_uk/accounts_production/ap-manage-accounts-preview-content.html</a>	Confirmed
	iv) Are drill down features available? If so, are these available throughout the package or only in restricted places?	Yes. It is possible to drill down into both balances and data throughout the application.  Previewing the accounts:  1. Click links in the preview to see where information has come from. In most cases you'll see the	Confirmed

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	<p>option to Edit that information and be taken to the correct place on the Data tab.</p> <p>2. Click values on the accounts preview to see how that value has been arrived at.</p> <p><a href="http://help.sageone.com/en_uk/accounts_production/ap-accounts-preview.html">http://help.sageone.com/en_uk/accounts_production/ap-accounts-preview.html</a></p>	
3 Is it clear when the report has ended, (totals or end markers)?	Yes, page numbers 'X of Y'	Confirmed
4 Can reports be saved in electronic format?	Yes. All reports can be exported in CSV format and as PDF files.	Confirmed
ii) Are such files adequately protected from deletion or amendment?	Data secure in system and it is possible to save all reports multiple times if required. However, locally saved files can be amended.	Confirmed
5 i) Is a report generator provided as part of the software or as an option associated with it?	No	Confirmed
ii) What level of knowledge is required to use the report generator, (e.g. beginner, regular user, expert)?	N/A	
iii) Can the report generating facility make use of user-defined fields, (including external fields)?	N/A	
6 Does the report generator cover all value fields, (e.g. prior year etc.)?	N/A	
7 i) Are all the parameters or selection criteria shown	N/A	

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on reports generated?		
ii) Is there an option for reports to exclude nil balances?	N/A	
8 Can screen layouts, reports and transaction formats be easily adapted to users' requirements?	No	Confirmed
9 Can a hard copy be produced of all screen enquiries?	Yes. A printable copy is available when a report is exported to PDF.	Confirmed
10 Can transaction files for all previous periods of the year be retained in the system to permit enquiries and reports?	Yes. Nothing will change within a set of accounts without the users direct input. This gives customers confidence that they can re-run and check old reports.	Confirmed
11 i) Can all reports be reproduced after the period end?	Yes	Confirmed
ii) How does the system control change where accounts are reprinted at a later stage?	The accounts that are printed are the based on the live data within the application.	Confirmed
12 Are reports of all master file changes automatically generated or stored for later printing?	No	Confirmed
13 Can full lists of master file information be produced?	No	Confirmed
14 i) Are all transactions on all reports individually identifiable?	No. There is not a unique ID for transaction on every report.	Confirmed
ii) Do the reports show whether items are debit or credit, and do they give sufficient narrative and coding to enable cross	Yes. Each journal entry records and shows the Nominal Account, Details (text entered by user) and Credit or Debit balance for that journal entry.	Confirmed

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referencing?		
15 Can the system produce all requisite reports for its stated use, e.g. i) full audit trail, overall and per individual accounts  ii) trial balance iii) management accounts iv) statutory accounts v) sole trader, partnership, charity vi) abbreviated accounts vii) cash flow reports viii) budget reports ix) variance reports x) ratio analysis, figures and graphical xi) journals xii) year end journals xiii) lead schedules xiv) working papers	The application does not show all journal entries for all nominal accounts in a single view / list. It does however show all the journal entries relating to a single Journal or Nominal Account.  Yes No Yes Sole Trader & Partnerships - Yes Charity accounts - No  Yes No No No No  Yes Yes No No	Confirmed   Confirmed Confirmed Confirmed Confirmed  Confirmed Confirmed Confirmed Confirmed Confirmed  Confirmed Confirmed Confirmed Confirmed
16 Are reports produced marked by version number, so the user can keep track of amendments?	No	Confirmed
17 i) Are there standard templates for reports?	Yes	Confirmed
ii) Can these be amended to user firm standards?	No	Confirmed
iii) Can these be amended per individual client?	No	Confirmed
iv) How are statutory accounts upgrades handled and how do these affect user made changes?	Nothing changes without the user stating they want to adopt the latest compliance.  1. Sage release new compliance packs. 2. If the compliance is relevant for	Confirmed

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	an existing set of accounts, the user has the choice to adopt the compliance for the accounts or not.	
v) Do standard reporting options give sufficient flexibility to tailor individual reports?	Yes. To help the user tailor the set of accounts, they're able to make some changes to the accounts preview. It's possible to add your user text to many existing notes, or to make changes to some of the default wording.  <a href="http://help.sageone.com/en_uk/accounts_production/ap-manage-accounts-preview-content.html">http://help.sageone.com/en_uk/accounts_production/ap-manage-accounts-preview-content.html</a>	Confirmed
vi) Do these reporting facilities permit multiple key-sorting, variable report intervals and optional selection parameters?	No	Confirmed
18 Are standard reports always produced, even when they are nil returns?	No	Confirmed
19 Does the trial balance report show balances carried and brought forward and totals of posted transactions?	No	Confirmed
20 Does the report generator have the facility to scroll up and down when output to screen?	Yes. There's even a feature to jump back to the top of the reports too.	Confirmed
21 Can all reports be run without the need for period-end procedures to be initiated?	Yes	Confirmed
22 Does the report generator allow print previews of all reports?	No report generator but all reports are shown onscreen without the need to preview or print.	Confirmed

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Question	Supplier Response	Evaluation confirmation
23 Can reports be exported for use with other software (e.g. MS Excel or Word)? Can these be sent as an attachment to e-mail?	Yes  All reports can be exported to CSV and PDF for use in other applications.	Confirmed
24 How is cross-referencing handled? Will the cross-reference take the user automatically to a schedule, opening the relevant working paper?	N/A	
25 Does the system link to any other application such as audit and taxation software? If so, is there seamless integration?	Sage Final Accounts Online is a small part of the single Sage Online Platform.  Sage Final Accounts Online shares the same client management as Sage One providing a single client record across all Sage Online applications.  Sage Final Accounts Online is connected with Sage One Accounts to populate the balances for a set of accounts.	Confirmed

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<b>5.6 Statutory reporting and accounts production</b>		

1	Does the system allow for the production of full and abbreviated statutory accounts?	Yes. Both full and abbreviated accounts can be created for small limited companies.	Confirmed
2	Does the supplier make statutory account formats available? If so:  i) Does the system take into account all FRS and SAAP requirements?	Yes. As at April 2015, Sage support FRSSE 2015 for small limited companies.	Confirmed
	ii) How does the system cater for updates to these requirements on a continual basis, (e.g. as part of an auto update facility over the Internet) or on an occasional basis, (e.g. on disk sent by supplier)?	The application is always live and new compliance is instantly available to all customers when it is released. The user selects when to update compliance data.	Confirmed
	iii) Will users be notified of changes before an update is applied automatically?	Yes	Confirmed
	iv) Can the user customise/amend the statutory accounts formats?	No	Confirmed
3	Can users set up their own statutory accounts formats "from scratch"? How much training is required to enable users to effectively carry out such changes?	No	Confirmed
4	How does the system cater for standard company information (e.g. registered office, company name, directors, secretary, auditors)? Does the system link this to	Sage Final Accounts Online is connected to Sage One through a single 'master' client record.  When the master client record is updated and is different to what is in a set of accounts, the user is	Confirmed  Confirmed



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other related output (e.g. Annual Returns)? Does the system have the facility to link to include all necessary information such as shareholder names and addresses, etc.?	notified and has the option to take the change or leave it how it is.	
5 Will the information above be available for incorporation into additional narratives in the notes to the accounts?	Yes. All the information in Sage Final Accounts Online is used to build the correct content of a set of accounts.	Confirmed
6 Can each company's accounts requirements be customised on the following bases:		
i) Type of company e.g. Limited, Sole Trader, Plc	Yes. Every set of accounts is independent and can be adjusted to meet the user requirements. As at April 2015, Sage Final Accounts Online supports UK sole traders, partnerships and small limited companies.	Confirmed
ii) Size of company to determine disclosure requirements on: a) Turnover b) Average employees	No  N/A N/A	Confirmed
7 Will the system suggest tailored disclosure based on the information input?	Yes. The application produces the required content based on the information that has been entered by the user.	Confirmed
8 Can the detail of the information in 6 above be retrieved from the nominal ledger balances?	No	Confirmed
9 Does the system take into account audit exemption policies?	No	Confirmed

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Question	Supplier Response	Evaluation confirmation
10 Will the system prepare standard reports, e.g. directors and audit reports, based on the information contained in the system for the company and can these reports be tailored to each company's information?	<p>Yes</p> <p>To help the user tailor the set of accounts, they're able to make some changes to the accounts preview. It's possible to add user text to many existing notes, or to make changes to some of the default wording. Although many blocks can be changed, tables cannot.</p> <p><a href="http://help.sageone.com/en_uk/accounts_production/ap-manage-accounts-preview-content.html">http://help.sageone.com/en_uk/accounts_production/ap-manage-accounts-preview-content.html</a></p>	Confirmed
<p>11 i) Will the system select the notes to be included in the statutory accounts according to the appropriate disclosure requirements as determined by the company type, (e.g. Plc, medium sized company, etc.)?</p> <p>ii) Are these notes automatically generated? If so, are manual amendments possible?</p>	<p>Yes. The user picks which compliance is relevant for each set of accounts and the notes are output based on nominal account balances and disclosure data.</p> <p>Yes. It's possible to add user text to many existing notes, or to make changes to some of the default wording.</p> <p><a href="http://help.sageone.com/en_uk/accounts_production/ap-manage-accounts-preview-content.html">http://help.sageone.com/en_uk/accounts_production/ap-manage-accounts-preview-content.html</a></p>	<p>Confirmed</p> <p>Confirmed</p>
12 Does the system take into account variations in accounting policies? If so how are these dealt with?	<p>Yes. Accounting policies are automatically added to a set of accounts based on the client type and in some cases, the balances that have been entered. The user has some flexibility over the wording of some of these, and even whether they should be included or not.</p> <p><a href="http://help.sageone.com/en_uk/accounts_production/ap-manage-accounting-policies.html">http://help.sageone.com/en_uk/accounts_production/ap-manage-accounting-policies.html</a></p>	Confirmed

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Question	Supplier Response	Evaluation confirmation
13 Will the system auto number the pages depending on pages in accounts used?	Yes	Confirmed
14 Will the system generate consolidated accounts and individual company accounts for groups of companies?	No. Currently Group accounts are not supported.	Confirmed
15 Will the system automatically prepare audit lead schedules?	No lead schedules.	Confirmed
16 i) Can the system generate both management and statutory accounts?  ii) Can the system deal with varying periods for monthly accounts (e.g. 4/5 weekly, calendar month, etc.)	No. The sole purpose of Sage Final Accounts Online is to provide a simple solution for the preparation of year-end accounts.  No	Confirmed  Confirmed
17 What interface / report generator is used to produce the final accounts (e.g. Word, Crystal Reports)?	Proprietary expert reporting application.	Confirmed

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**5.7 Performance of requisite functions**

1	Can data from all accounting periods be accessed at any given moment (i.e. without the need to restore backups)?	Yes	Confirmed
2	i) Does the system allow posting to more than one accounting period at a time?	Yes, can switch between periods.	Confirmed
	ii) Is it possible to allocate transactions to:		
	a) future periods?	Yes	Confirmed
	b) a previously closed period or year?	Yes	Confirmed
	iii) If the system allows posting to previous or future accounting periods or years, does it:		
	a) Flag/warn the user that it is occurring?	No	Confirmed
	b) Revise subsequent periods accordingly?	Yes, unless set is marked as finished.	Confirmed
	c) Will transactions outside the current period be adequately reported and accounted for?	Yes	Confirmed
3	i) What is the maximum value of transactions and of totals that can be handled by the system?	£999,999,999	As stated
	ii) What is the maximum number of transactions that can be handled by the system?	Unlimited	As stated

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Question	Supplier Response	Evaluation confirmation
4    Are the control features provided by the software adequate to support effective user controls?		
i)   Automatic dating of posting transactions?	Yes	Confirmed
ii) Identification of user id or program generating (i.e. the source) the transactions?	No. Key transactions are audited and recorded internally within the application. This provides a means by which it is possible to tell who performed these actions	Confirmed
5    What drill down features are available on the system?	From previewing the accounts: <ul style="list-style-type: none"> <li>• Drill into all data</li> <li>• Drill into all balances, right the way through to the source journal entries</li> </ul>	Confirmed

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**5.8    Currency facilities**

1	Is multi-currency processing available? Is conversion to sterling automatic?	No	Confirmed
2	What are the currency capacities?	GBP £	Confirmed
	i) What are the maximum and minimum exchange rates?	N/A	
	ii) What is the maximum number of currencies?	One	Confirmed
3	What currency information is held?	None	Confirmed
	i) Currency code / description	N/A	
	ii) Country	N/A	
	iii) Currency rate table	N/A	
	iv) Date rates effective	N/A	
	v) Previous rates held	N/A	
4	Currency processing	None	Confirmed
	i) Can the user manually over ride the currency calculation?	N/A	
	ii) Are gains or losses on currency calculations automatically processed?	N/A	
	iii) Can the user override the calculation /processing of currency gains and losses?	N/A	

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iv) Can the user define the treatment of foreign exchange gains/losses (e.g. the nominal code to write to)?	N/A	
v) Can varying daily rates per currency be maintained in the system?	N/A	
5 User controls	None	Confirmed
i) Can the base currency be selected? Can any currency other than £ sterling be the base currency?	N/A	
ii) Can the user override the exchange rates when entering data?	N/A	
iii) Can the user change the exchange rates per company entered?	N/A	
iv) Is there a restriction on a company's accounts to a single selected currency?	N/A	
v) How does the software treat currency revaluations relating to:	N/A	
- Ledgers (debtors/creditors)		
- Monetary assets / liabilities		
- Nominal ledger accounts		
6 Currency input	None	Confirmed
i) Does the system prevent the deletion of an active currency?	N/A	

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ii) Does the system prevent use of duplicate currency codes?	N/A	
7 How does the system handle exchange differences?	It doesn't	Confirmed
8 Will the system handle and print the € sign?	No	Confirmed
9 Economic and Monetary Union:		
<p>What approach will the supplier take towards handling the EURO?</p> <p>Consider requirements:</p> <ul style="list-style-type: none"> <li>- before the UK joins the EMU;</li> <li>- transition period, i.e. dual currency in the UK;</li> <li>- post the transition period.</li> </ul>	Sage have build the reporting platform to be independent of any particular currency and will adapt the software accordingly.	Confirmed



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**5.9 User documentation**

The following questions relate to systems with both hard copy manuals and on-screen systems.

All online including a getting started guide.

1	Is the manual clearly laid out and understandable?	Yes. Sage have build a fully online user assistance area on their website opposed to a printed manual. They have done this because they are constantly updating and improving the application and a printed manual will be out of date as soon at the manual is printed.  <a href="http://help.sageone.com/en_uk/accounts_production/index.html">http://help.sageone.com/en_uk/accounts_production/index.html</a>	Confirmed
2	Is the manual comprehensive and accurate?	Yes	Confirmed
3	Is there an index to the manual?	Yes	Confirmed
4	Is it easy to locate specific topics in the manual when required?	Yes. Either through navigation or searching the user assistance guides.  From within the application there are direct links to relevant topics for that area of the application.	Confirmed
5	Is it easy to follow through all procedures in the manual?	Yes  <a href="http://help.sageone.com/en_uk/accounts_production/ap-introduction-to-sage-online-final-accounts.html">http://help.sageone.com/en_uk/accounts_production/ap-introduction-to-sage-online-final-accounts.html</a>	Confirmed
6	i) Does the manual include:  a) a tutorial section?  b) a guide to basic functions?	Yes  Yes	Confirmed  Confirmed

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Question	Supplier Response	Evaluation confirmation
c) pictures of screens?	Yes - Images and video guides	Confirmed
d) completed examples included in the manual?	Yes	Confirmed
e) specific “error correction” procedures?	Yes. Validation checks within the application provide all the information to correct a mistake.  <a href="http://help.sageone.com/en_uk/accounts_production/ap-check-set-of-accounts.html">http://help.sageone.com/en_uk/accounts_production/ap-check-set-of-accounts.html</a>	Confirmed
7 Does the documentation clearly specify the actions to be taken by users at each important stage of processing?	Yes	Confirmed
8 i) Are help screens available relating to the task in hand? (i.e. context sensitive help).	Yes. Context sensitive user assistance is available in all the main areas of the application.	Confirmed
ii) Do these provide on-line instructions on how to use particular features of the software?	Yes	Confirmed
iii) Can they be edited or prepared by the user?	No. Sage ask for feedback on each help page to aid in improving the articles.	Confirmed
9 Will the software supplier make the detailed program documentation (e.g. file definitions for third party links) available to the user, either directly or by deposit with a third party?	No. The application is hosted online by Sage and for security reasons they do not allow direct access to files	Confirmed

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**5.10    Efficiency**

1	Are the various functions of the system menu-driven, or otherwise easy to initiate? Is there a good response time in the initiation of functions?	Yes. Sage Final Accounts Online has been built in conjunction with a panel of accountant and bookkeeper design partners, tailoring it to the best possible experience for the end-user.	Confirmed
2	Is data entry easily repeated if similar to previous entry?	No	Confirmed
3	i) Does the system prevent access to a record while it is being updated? Is the locking at file or record level?	No, single user.	Confirmed
	ii) Does the system allow for the running of reports whilst records are being updated?	Yes	Confirmed
4	Does the system 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. The application is live and always reports on the live data.	Confirmed
5	Can regular reports be easily duplicated if required?	N/A. Each set of accounts is unique for a client reporting period and reports are produced from live data.	Confirmed
6	Does the system warn the user when space is becoming short?	N/A. Sage monitor the application 24/7.	Confirmed
7	Does the system automatically download updates for system, e.g. internet?	Yes. The application is always up to date without the need for the user to update it.	Confirmed

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**5.11    Integration facilities**

1	i) What accounting packages interface into the system?	Sage One Accounts  Sage One Cashbook / Sage One Accounts / Sage One Accounts Extra	Confirmed
	ii) Is this on a trial balance or full transaction basis?	Trial Balance as at the year-end date.	Confirmed
	iii) Can multi departments and periods be imported?	No	Confirmed
2	Will the system allow for the mapping of a client's nominal code structure, so the reports produced will have their codes on it?	Yes	Confirmed
3	Is the software compatible with XML standards? If so in what respect (input / output / other)? What other input / output (e.g. Excel, Word) is possible?	No	Confirmed
4	XBRL i) Can the software output tagged accounts in iXBRL (inline XBRL) format? ii) Can the product hold multiple taxonomies?  If YES: Please specify which taxonomies are held e.g. - UK GAAP, - IFRS, - Any industry-specific taxonomy extensions.	Yes  Yes  The version accredited supports: * Small limited companies ♦ FRSSE 2015  Sage state that they are currently developing further compliance.	Confirmed  Confirmed  Confirmed
5	What controls exist over the interface routines?	N/A	

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Question		Supplier Response	Evaluation confirmation
6	Can definable links to spreadsheets be created?	No	Confirmed
7	Can external programs connect to the tables through an ODBC driver?	No	Confirmed
8	Can the software be linked to other reporting packages (e.g. word processing, graphics, financial modelling) to provide alternative display and reporting facilities?	No exports to MS Word or Excel.	Confirmed
9	With which other business application software will the system link? e.g.	Sage Final Accounts Online is a small part of the larger Sage Online ecosystem.  As at April 2015, Sage Final Accounts Online is integrated with Sage One Accountant Edition (Client Management), Sage One Accounts (Bookkeeping) and Sage One Payroll.	Confirmed
	<ul style="list-style-type: none"> <li>▪ payroll</li> <li>▪ time/fees</li> <li>▪ fixed assets</li> <li>▪ document management systems</li> <li>▪ Audit</li> <li>▪ Taxation</li> </ul>	See above No No No No No Can produce iXBRL for filing to HMRC with CT600	Confirmed Confirmed Confirmed Confirmed Confirmed Confirmed

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<b>Question</b>	<b>Supplier Response</b>	<b>Evaluation confirmation</b>
<b>5.12    Support and maintenance</b>		

1	How is the software sold / supported, i.e. direct from suppliers, via value added resellers (VARs) or both.	Directly from Sage via telephone and electronic communication.	Confirmed
2	Do suppliers / VARs go through an accreditation process? If so, please describe, including the time periods between re-accreditation.	N/A. No VARs.	Confirmed
3	In the intervening period, how are suppliers / VARs monitored?	N/A	
4	Will the supplier or dealer provide corrections to the software? Are bug fixes free of charge - for how long?	Yes. As the application is online, Sage can update the application daily based on feedback.	Confirmed
5	i) will the supplier or dealer provide general enhancements to the software? ii) Will these be provided automatically? iii) Are they provided free of charge?	Yes, Sage provides updates. The user gets these automatically as long as the licence maintained.  Yes  Yes	Confirmed  Confirmed  Confirmed
3	Will the supplier, dealer provide “hot line” support to assist with immediate problem solving? If so, at what cost? At what times is this support be available?	Yes. Unlimited telephone support is included and available through the usual business hours 09:00 - 18:00 weekdays.  <a href="http://help.sageone.com/en_uk/accounts_production/ap-contact-us.html">http://help.sageone.com/en_uk/accounts_production/ap-contact-us.html</a>	Confirmed
4	Will the supplier provide technical updates when statutory requirements change?	Yes	Confirmed

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5 Describe the education, training and related support available to the user with this product.	<p>Sage run educational webinars every two weeks which cover an overview and getting started with the application.</p> <p><a href="https://sage-exchange.co.uk/products/sage-one-accountant-edition/sage-final-accounts-online">https://sage-exchange.co.uk/products/sage-one-accountant-edition/sage-final-accounts-online</a></p> <p>Unlimited telephone and email support is available to all customers who would like to consult with one of the Sage dedicated specialists.</p> <p><a href="http://help.sageone.com/en_uk/accounts_production/ap-contact-us.html">http://help.sageone.com/en_uk/accounts_production/ap-contact-us.html</a></p> <p>Access to the online assistance is available 24/7 too.</p> <p><a href="http://help.sageone.com/en_uk/accounts_production/index.html">http://help.sageone.com/en_uk/accounts_production/index.html</a></p>	Confirmed
6 Can the supplier, dealer or some other organisation provide all the hardware, software and maintenance requirements of the user?	No. As the application is online, all that is required is an internet connection and internet enabled device.	Confirmed
7 Is there nationwide support: <ul style="list-style-type: none"> <li>▪ telephone</li> <li>▪ WWW</li> <li>▪ local dealers/support</li> </ul>	<p>Yes</p> <p>Electronic</p> <p>No</p>	<p>Confirmed</p> <p>Confirmed</p> <p>Confirmed</p>
8 Is a warranty offered in respect of specification of the system?	No	Confirmed
9 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 access to source code or ESCROW agreement.	Confirmed

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10    Are there any unduly restrictive conditions in the licence for the software?	No	Confirmed



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<b>Question</b>	<b>Supplier Response</b>	<b>Evaluation confirmation</b>
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**Additional questions for SaaS providers**

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

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

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

1. Are different levels of security provided to control access to the product/service?	Yes	As stated
2. What forms of user authentication are supported e.g. user names, passwords certificates, tokens etc?	User names, Password, Authentication email Tokens	As stated
3. What is the proposed product/service availability percentage?	Sage agreements do not contain a service availability target	As stated
4. Is the service available 24x7 or are there downtime periods for maintenance?	The service is highly available but Sage do indeed take the service down for maintenance. From time to time they may temporarily suspend access to Sage One, for maintenance, repairs or other reasons. Sage claim they will try to do this outside normal business hours and provide advance notice but this might not always be possible.	As stated
5. Is a service level agreement offered regarding service availability?	No	As stated
6. Is the customer made aware of maintenance periods in advance?	Yes	As stated
7. Does the product/service require the use of any technologies that may be considered as a security risk?	JavaScript is required.	As stated

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e.g. ActiveX, JavaScript, Cookies. If so, describe how the user can mitigate this risk.	Cookies are used for session identification only, no sensitive data is stored in the cookie.	As stated
8. Where the product/service relies upon downloading and running an executable program, has that program been secured with a digital certificate to verify the source and integrity of the program?	N/A	
9. Is data for different customers/companies kept:- i) On separate servers? ii) In different databases? iii) In separate database tables? iv) In a database with data for other customers and companies using identification codes with each record?	No No No  Yes	As stated As stated As stated  As stated
10. How is it ensured that data for different customers and companies is reliably identifiable and only accessed by authorised users for each customer/company?	Relevant tables are keyed by unique identifier for each customer. The application uses this to select only the appropriate records	As stated
11. Are there any situations where users from one customer/company can work with data from another customer/company?	Not without the consent of the customer. i.e. a customer may consent for an accountant to see their data	As stated
12. What are the implications of the Data Protection Act over information held by the service provider?	Sage are a Data Processor for customers information and a data controller for the CRM data the customers enter when they register. Sage comply with their obligations under the Data Protection Act.	As stated  As stated

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13. Does the application software:- i) Require any client software to be installed on the user's computer? ii) Work entirely within Internet Browser software on the user's computer?	No  Yes	As stated  As stated
14. Are communications between the user's computer and the software service encrypted:- i) User log in data only? ii) All data exchanged between user client and software service?	No All data	As stated As stated
15. What security steps are taken to prevent and detect intrusion attempts? i) Is firewall hardware and software used to protect the live systems from unauthorised access? ii) Which monitoring software is used to create alerts when intrusion attempts are suspected? iii) Are designated staff responsible for receiving and urgently responding to these alerts? iv) Have clear procedures been established for identifying and responding to security incidents? v) Is all security sensitive software, such as operating systems and databases, kept up to date with the latest software patches? Please indicate how regularly updates are applied.	Sage do not provide details of specific software or hardware security solutions that are in use in the Sage One service. As above  Yes, Sage have a 24x7 on-call team dedicated to Sage One  Yes, Sage have a documented procedure for security incident management.  Yes, servers are patched regularly.	As stated  As stated  As stated  As stated  As stated

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Question	Supplier Response	Evaluation confirmation
vi) List procedures and software tools in place to prevent or detect and eliminate interference from malicious code, such as viruses?	Sage do not provide details of specific software or hardware security solutions that are in use in the Sage service.	As stated
16. Is a system log maintained by the service provider that details i) User access ii) User activity iii) Error messages iv) Security violations?	Yes Yes Yes Yes	As stated As stated As stated As stated
17. Is this log available to the customer?	No	As stated
18. Have been any successful unauthorised access attempts been made during the last year? If Yes:- i) What was the effect on the business and users? ii) What steps are in place to prevent this happening in future?	No  N/A N/A	As stated
19. Is penetration testing regularly carried out by (please indicate frequency of tests):- i) Staff specialising in this field? ii) External specialists? iii) Are procedures in place to ensure that any weaknesses found by penetration testing are addressed quickly? iv) If penetration testing by a specialist is not performed regularly, please indicate the main procedures in place to identify weaknesses?	Yes Yes Yes  N/A	As stated As stated As stated

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20. Are security procedures regularly reviewed? Please indicate frequency of reviews.	Yes and at least annually	As stated
21. Are users automatically logged off after a preset time not using the system? i) Can the time period be changed? ii) Can any information be viewed without being logged in, including after logging off, if so what information?	Yes  No  No. Only information downloaded such as reports.	As stated  As stated  As stated
22. Data validation i) To what extent is data input by users validated by scripts or routines in the browser, or other client software, before transmission to the server? ii) To what extent is data input by users validated by routines running on the server before data files are updated? iii) Does the above validation ensure that data entered in all input boxes: - Cannot be longer than a maximum length? - Cannot contain unaccepted characters such as semi-colons etc? iv) Are any data files, such as budgets or price updates, imported by users validated by routines running on the server before main data files are updated?	User input is validated on the client but this validation is not relied upon by the server for correctness.  Input is validated on the server to prevent processing of malicious or malformed input  Yes  Yes, all batch import systems are verified before they are written to the main database.	As stated  As stated  As stated  As stated
23. Are system messages clear?	Yes	As stated

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24. Are user responses properly structured to ensure that erroneous input does not lead to inappropriate actions?	Yes	As stated
25. Are all data entries or file insertions and updates controlled to ensure that should part of a data entry fail the whole transaction fails? i) Are alerts sent to technical support staff when incidents occur to enable data update problems to be investigated and resolved? ii) Are messages provided to users clearly explaining whether the data entry or file upload has been processed successfully or not?	Yes  Yes  Yes	As stated  As stated  As stated
26. Explain the procedures in place to ensure the security of customer data held by the service provider, in particular:- i) Procedures to prevent unauthorised access from staff, or contractors, working for the service provider or any other people with access to the service provider's internal systems? ii) Is there sufficient segregation of duties preventing system developers from accessing and changing live applications and data files? iii) Are there sufficient review and approval procedures covering system operations staff when emergency	All systems are security controlled and many benefit from Two Factor Authentication. All credentials are securely stored and managed. A starters/leavers policy is in place.  Developers have no access to live data or systems. All requests must be made in writing and will be actioned by the dedicated operations team.  There is a published emergency change procedure and corresponding RFC form which includes a peer review and sign off from a service manager.	As stated  As stated  As stated

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changes need to be made to live applications and data?		
iv) Is an audit trail always maintained of these emergency changes?	Yes	As stated
v) What procedures are in place when members of staff leave to ensure that their system access is stopped?	A starters / leavers procedure is in place to ensure access is removed and shared credentials or keys are rotated.	As stated
27. What are the physical controls over the:- i) Premises? ii) Fileservers? iii) Communications equipment?	Sage One is hosted in data centres with relevant certifications covering physical access controls including ISO27001	As stated
28. Is Internet communication traffic monitored to identify potential problems before they happen?	Yes	As stated
29. What procedures are in place to prevent a break in Internet Connection (at the server, client or in between) from causing data corruption?	All commits are transaction based and will be automatically rolled back in the event of interruption.	As stated
30. Is there a clear indication in the software or accompanying documentation of the extent to which the customer or the service provider is responsible for backups and recovery?	Sage advise customers about their obligation to retain records such as the original invoices. However, as it is an online system, the main emphasis is Sage One backing up accounting data. This is done every hour. Customers can also download data in the form of CSV reports.	As stated
31. Backups by service provider i) Explain the backup procedures applied by the service provider including: ii) Are backup procedures	Customer data has a backup taken every hour.  Yes, they are fully automatic.	As stated  As stated

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<p>automatic?</p> <p>iii) What is backed up and how frequently?</p> <p>iv) The backup media used for the main backups?</p> <p>v) Are backups kept for a sufficient time in case problems, such as data corruption, are not identified until a while later? Please indicate how long backups are kept before they are overwritten.</p> <p>vi) Where backups are located and whether there are always at least two up to date backups stored at a different location to the service provider's main server location?</p> <p>vii) How frequently backups are tested?</p>	<p>The backup is a snapshot of the entire DB server file system. Backups are stored in highly resilient, cloud based storage. Sage keep a number of versions of these snapshots up to a total history of 30 days at which point they are removed.</p> <p>The snapshots are held in two geographically distant locations</p> <p>Backups are tested at least weekly.</p>	<p>As stated</p> <p>As stated</p> <p>As stated</p> <p>As stated</p> <p>As stated</p>
32. Backups by users		
<p>i) Is it possible for users to download a backup of their own data?</p> <p>ii) If so, is the downloaded data in a format which can be viewed with relative ease in other software such as PC based spreadsheets or databases?</p> <p>iii) Is the user forced or prompted to backup at certain intervals?</p> <p>iv) Can the intervals be customised?</p> <p>v) If sole responsibility for backups rests with users, explain the system, documentation and training support available to ensure that</p>	<p>No</p> <p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p>	<p>As stated</p>



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Question	Supplier Response	Evaluation confirmation
adequate backups are taken and can be used for recovery. vi) Are there facilities to test recovery with user managed backups?	N/A	
33. Are contingency plans in place to enable a quick recovery from:- i) Database or application software corruption?  ii) Hardware failure or theft? iii) Fire, flood and other disasters? iv) Communication failures? v) How often are these plans tested?  vi) What is the longest period of time envisaged that service may not be available? vii) Are contingency plans documented? viii) How often are these plans reviewed and updated? ix) If transaction records are dated and time stamped are the times used local to the user or based on where the server is located?	Yes, Sage have robust procedures in place for recovery from physical hardware or network failure and environmental disasters. As above  As above  As above These plans are tested daily. Sage manage server usage with AWS (Amazon). Server usage is monitored continuously and if demand increases above set tolerances then the resources from AWS are scaled up or if demand is reduced then scaled out or down. Sage work to best endeavours standard for service availability  Yes  After any incident and prior to all internal audits  Based on Coordinated Universal Time	As stated   As stated  As stated As stated As stated  As stated  As stated  As stated

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<p>34. Application change management:-</p> <p>i) Do application changes automatically apply to all customers and users?</p> <p>ii) Are users able to test beta versions of the application before new versions go into live use?</p> <p>iii) Are users given notice before application changes are applied to the live system?</p> <p>iv) Are there sufficient internal testing and approval procedures applied by the service provider before all application changes are put into live use?</p> <p>v) Are users informed when they next login of the application changes that have gone into live use?</p> <p>vi) Are sufficient application and data backups maintained to enable a roll back to an earlier version if recent application changes cause problems?</p>	<p>Yes</p> <p>No</p> <p>Sage publish a schedule on their blog which contains the date / time of any maintenance periods</p> <p>Sage have a robust QA procedure and a large dedicated test team</p> <p>No</p> <p>Yes</p>	<p>As stated</p> <p>As stated</p> <p>As stated</p> <p>As stated</p> <p>As stated</p> <p>As stated</p>
<p>35. Reliance on key staff</p> <p>i) What steps been taken to avoid undue reliance on individual members of staff?</p> <p>ii) Are there any individual members of staff whose leaving or illness would significantly reduce, or even stop, the service provider's ability to provide a full and reliable service to customers?</p>	<p>Operational procedures are documented and Sage have a team of several people, all trained to manage the system.</p> <p>No</p>	<p>As stated</p> <p>As stated</p>

## Functional requirements questionnaire

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Question	Supplier Response	Evaluation confirmation
36. What protection is in place to enable users to able to access their accounting and other data if the service provider should experience serious difficulties, cease trading or decide to stop providing the service?	None	As stated
37. Do these arrangements include:- i) Standby arrangements for another organisation to continue providing the full service? ii) Minimal arrangements to at least enable customers to access their data for a sufficient period of time to extract data copies, produce reports and make alternative arrangements? iii) Up to date copy of system documentation, source code, scripts, database schema and procedures lodged with a third party under an Escrow agreement?	No  No  No	As stated  As stated  As stated
38. If the system is hosted by another party are there arrangements in place for this third party to continue providing a hosting service in the short term to allow time for customers to negotiate their own arrangements? i) If so how long does the arrangement allow?	The hosting is managed by Sage experts using AWS (Amazon) servers. If AWS were to remove their servers Sage would be able to move to an alternative supplier of servers  N/A	As stated
39. Is there a user group or committee in existence with sufficient information and understanding to take the lead in setting up arrangements.	As Sage manage the hosting should AWS to cease to provide the servers the expertise is available to set up with an alternative supplier	As stated

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Question	Supplier Response	Evaluation confirmation
should the service provider cease trading or decide to stop providing the service?		
40. Are there any licence or trading agreements which would become invalid should the service provider go into administration or cease trading? i) If so what steps have been taken to protect customers from the impact of this situation arising?	No  N/A	As stated
41. What payment options are available for using the software / service?	Monthly subscription, via Direct Debit.	As stated
42. Where online subscription is used, are the forms used to set-up or renew a subscription clear and straightforward to use?	Yes, Direct Debit form and clear messaging. Terms and Conditions available to view.	As stated
43. Where online payment is used, what type of security is used to protect sensitive information?	No online payment. Direct Debit is completed and used to take payment via bank account.	As stated
44. Where online subscription / payment is used, is an invoice provided to the customer and, if so, in what format?	Monthly invoice PDF provided, and accessible on the customer's online account.	As stated
45. When subscriptions (if applicable) need to be renewed, what advance notice is provided and what is the time limit for renewal?	No renewal. After initial 30 free trial, customer enters Direct Debit details and monthly payment is taken until they choose to cancel.	As stated
46. Is there a procedure for late renewal and is there a time limit after which subscriptions cannot be renewed?	No renewal.	As stated

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Question	Supplier Response	Evaluation confirmation
47. How soon after creating or renewing a subscription (if applicable) can the system / service be used?	Immediately after sign up, and once 30 day trial expires, immediately after entering Direct Debit details.	As stated
48. What notifications / confirmations are provided to the customer regarding subscriptions and payments?	Terms and Conditions on sign up advised that after 30 days the user will be required to enter Direct Debit details to continue using the service. Customer is notified when 30 day trial expires and prompted to enter Direct Debit details.	As stated
49. To what extent are users able to access their accounting and other data if:- i) They miss one or two payments?	Usually access is blocked but this is carried out on a case by case basis and is not automatically done. When blocked, customer cannot access data, but access can be granted by Customer Services if required by customer to get information out.	As stated
ii) They cease being customers?	Account is terminated. No access is available. Termination can only be carried out by Customer Services on request of the customer, and they advise any customer terminating that they must get any data/reports they require out of the service.	As stated

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<b>Question</b>	<b>Supplier Response</b>	<b>Evaluation confirmation</b>
<b>5.14    Reports extra questions for SaaS (FOR INFORMATION ONLY)</b>		

1. Are reports produced from the same software as the accounts preparation applications or is separate reporting software used?	Same	As stated
2. Does any application software (i.e. other than a web browser or PDF reader) need to be installed on the user's computer in order to prepare or view the reports?	No	As stated
3. Is access to the reporting facilities and data these use controlled by the same procedures as access to the main accounts preparation applications? i) If it is different explain the user access control facilities available to ensure information is only viewed by users with appropriate authority?	Yes          N/A	As stated
4. In what electronic formats are reports produced:- i) PDF? ii) XML? iii) MS Excel spreadsheet? iv) CSV file? v) As html for viewing in a web browser?	Yes Yes for VAT 100 No Yes Yes	As stated As stated As stated As stated As stated
5. Are report documents stored on the web server or on the user's computer? i) If report documents are stored on the web server are they secure to ensure only users with appropriate authority can get access?	Both       Yes	As stated       As stated

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ii) If reports can be downloaded to the user's computer are there adequate warnings about the possible dangers of other computers users being able to view the reports and the need to store the documents in a secure storage location?	No	As stated
6. For documents viewable in a browser is any data stored on the user's computer in a web browser cache or temporary file (when viewing the report presented for the browser or for any simplified print layout style options)? If Yes:- i) Is there any protection against other users viewing the report or data on which it is based? ii) Is it clear on the reports when they were produced and the date of the data on which they are based, so the user can tell whether they are viewing out of date information?	No       N/A       N/A	As stated
7. Are communications between the browser and the server encrypted for any report related communications?	Yes	As stated
8. If reports are produced dynamically each time the user views them can historical reports be reproduced at any time? i) Indicate any reports that are not available after a period of time has	Yes       None	As stated       As stated

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elapsed, e.g. events such as records have been purged / deleted.		
9. Can reports viewable in a browser be navigated dynamically by users? For example:- i) Enabling drill down to more detailed information (Please state the extent of drill down/across functionality available). ii) Altering which columns and rows of data are displayed. iii) Choosing time periods. iv) Specifying selection criteria.	Yes     Limited   Yes Yes	As stated     As stated   As stated As stated
10. Can report data be reliably copied and pasted direct from browser viewable reports to an MS Excel spreadsheet retaining any table layout?	To Excel only via CSV files	As stated
11. If reports are incomplete, for instance due to a poor Internet connection, is sufficient information provided to enable the user to notice that some of the report is missing?	All or nothing is reported.	As stated