

ICAEW Accreditation Scheme
Financial Accounting Software Evaluation

Sage One

Sage One Accounts Extra version 25/03/15



Evaluation carried out by: IT Evaluation Services

Date completed: 23rd June 2015

Signed:

A handwritten signature in black ink, which appears 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 One Accounts (Extra) version 25/03/2015 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 One Accounts Extra version 25/03/2015, 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 One Accounts Extra version 25/03/2015, was used throughout the evaluation. The evaluation covered the fully integrated sales, purchase and general ledgers and where appropriate sales order processing, sales invoicing, purchase order processing and stock software, separate reports have not been prepared for each ledger. Instead

a composite report has been prepared with references made to the appropriate ledger as necessary.

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

2.3 Online accounting software

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

2.4 Software/hardware utilised

Sage One Accounts Extra version 25/03/2015 was used throughout accessed via Google Chrome v41.0.2272/10/m on a HP Probook with Intel (R) Core (tm) i7-4702MQ CPU running at 2.2GHz with 8Gbyte of RAM 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 One is an online accounting and payroll service aimed and marketed to micro and small businesses directly and via Accountants, banks and various other sales channels. Sage One Accounts currently has 3 subscription levels namely 'Cashbook', 'Accounts' and 'Accounts Extra'. This report describes and evaluates Sage One Accounts Extra. Sage One is strictly a subscription service and is accessed via an internet browser and connection, this means users of this service can access their accounting system from anywhere at any time and have no maintenance overhead to consider such as backups and updates. Sage state that Sage One is designed for the internet and is truly 'multi-tenancy' architecture resulting in reduced cost of ownership for their customers. Sage One is a global product and is implemented all over the world and is regarded by Sage, as part of their 'cloud strategy' as critical to future success in the micro and small business space. It will receive continued investment going forward, which will be reflected in the services provided, with continual updates and improvements.

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 market leading 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 One Accounts is aimed at micro and small businesses i.e. sole traders up to businesses employing 10 to 15 people. The web interface is simple and clear in design and the language used makes it much more accessible for 'non-accountants', although most small businesses will either contract an Accountant or Bookkeeper. Accountants can access extended features such as Accounts Production and collaboration tools and are able to view and manage their clients' accounts online.

Sage One is a cloud product and as such also has many development partners using the Sage One integration facilities, which means various 3rd party add-ons facilitating market vertical requirements. Partner services include inventory management, CRM and business insight tools etc.

Aside from the web based service Sage One Accounts has a free mobile application (companion service) which is fully integrated and interacts with the Sage One database in real time.

3.4 Typical implementation

A typical small business customer of Sage One Accounts:

- Service orientated business
- VAT Registered on Standard Scheme
- Primarily UK trading (limited requirement to use Sage One multi-currency/overseas VAT)
- In-house bookkeeper/administrator
- Employing 3 or 4 people
- Involve an accountant 3 or 4 times a year

will subscribe to Sage One Accounts Extra with Sage One Payroll.

3.5 Vertical applications

Sage One accounts is aimed at typical small businesses and if specific features are required for specialist industries they will be provided by software add on partners.

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 on a 2 weekly basis 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 One uses standard REST based design, and supports a third party JSON based development API at <https://developers.sageone.com>. All third party developments are enabled at the discretion of the customer, and access can be revoked through their settings area.

3.6.5 Protocols

Sage One access is provided through a web-browser and all modern versions of browser clients are tested and supported. Sage also provides an Android and iOS mobile client for a limited set of functionality.

3.6.6 Minimum client PC specification

Sage One 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 One is a fully managed service and will be updated and backed up automatically via hosted data centres with ISO 27001 certification. Sage One normally has new releases every two weeks. See 20.27 for more detail.

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 24/7, 365 email and telephone support. Sage claim that Sage One is continually monitored and supported by their Live Service team. Customer support is available via 24x7 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 One is marketed and sold through a number of channels including Accountants. Sage One has an accreditation process and network club.

3.9 Highlighted issues

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

Menus cannot be tailored

No password changes enforced or old passwords retained

No current users report, on screen only

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

No records of master file or standing data changes in audit trail

No import of transaction history

No batches except for opening balances

No automatic accruals or prepayments

No early settlement discounts

No report writer

No unallocated cash report - under development

No General ledger report showing balances brought or carried forward plus those in current period

No warning of overriding credit limits or discounts

No archiving

No group consolidation

No budgets

No adaption of screen layouts or reports

No VAT tolerances, retail schemes or VAT on margin

No contras in VAT purchase/sales ledgers

No intrastat reporting

No foreign bank accounts - all currency transaction held in base currency only

Base currency set to country of subscriber

No historic currency rates held (but kept on the transactions posted)

No sales order processing, invoices and quotes only

The product will not accept orders via the web

No purchase order processing

No stock control - stock list only

No record or file locking

No prevention of access to a record whilst being updated

User cannot take their own backups (or restore them) but can download CSV reports such as the trial balances as and when required

4 Evaluation conclusion

There were no areas in the evaluation that gave concern to this relatively new product as the start of the Sage online range of products. Sage One Extra is a well designed accounting package that has been competently written and is 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 version and the target market for the products, the product has been adequately specified but it does not include stock control nor sales or purchase order processing. Sage state that they are enhancing the product on a regular basis.

Disclaimer

Any organisation considering the purchase of Sage One Accounts Extra 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 One Accounts Extra - 25th March 2015

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?	Password control and authentication via either Sage ID or social networks – Google & Facebook. It includes a secure browser connection via HTTPS. Sage One is also “multi-tenanted” so that data for one organisation / individual is separated from any other. See 3.1 for more detail.	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	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 Profiles that can be full access, restricted access, read only or no access per module. No	Confirmed Confirmed
5.4 If menus can be tailored would this override the application access control?	No	Confirmed
5.5 Passwords 5.5.1 Is access to the software controlled by password?	Yes	Confirmed
5.5.2 Please state the basis of control available (e.g., role based etc).	User security via individual profiles, see 5.3 above.	Confirmed
5.5.3 If there is no password facility please state how confidentiality and accessibility control can be maintained within the software?	N/A	

Functional requirements questionnaire
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Question	Supplier Response	Evaluator's Comment
5.5.4 Are single user systems access controlled by password?	Yes	Confirmed
5.5.5 Does the software allow for each user to have separate log on (user ids)? If No:- 5.5.5.1 How does the software track user activity?	Yes, user ID is their email address. N/A	Confirmed
5.5.6 Is each user required to have a personal password?	Yes	Confirmed
5.5.7 Are passwords one-way encrypted? [i.e. Is it impossible for anyone to see other user's passwords in the software?]	Yes	Confirmed
5.5.8 Are passwords masked when entered by any user logging in?	Yes	Confirmed
5.5.9 Is password complexity available at application level? If Yes:- 5.5.9.1 Please specify [e.g. Number of digits, requirement for special characters, numeric, upper/lower case etc.]	Yes Sage Id requires 8 characters including upper & lower case and a special character. Google and Face Book have their own password complexity rules.	Confirmed Confirmed
5.5.10 Is there a facility to enforce password changes after a chosen period of time?	Not Implemented with Sage Id – Google/Facebook have their own rules	Confirmed
5.5.11 Is there a facility to specify a minimum age for passwords (e.g. 1 day)?	Not Implemented with Sage Id – Google/Facebook have their own rules	Confirmed
5.5.12 How many previous passwords are retained by the system to limit users	Sage Id – none Google/Face book have their own rules	Confirmed

Functional requirements questionnaire
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Question	Supplier Response	Evaluator's Comment
recycling passwords (e.g. 24 or 32)?		
5.6 Please state how security allows for access to be specified separately for :- 5.6.1 Read?	Read Access Level	Confirmed
5.6.2 Read and write?	Full Access Level, Restricted Access Level does not allow editing or deleting	Confirmed
5.6.3 Delete and amend?	Full Access Level	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, opening balance transactions, sales and purchase contacts and bank statements.	Confirmed
5.8 Does the software require higher or specific levels of user access for changes to sensitive data, such as customer credit limits?	Yes, Full Access Level only.	Confirmed
5.9 Please specify the specific security procedures (by passwords or warnings) over the:- 5.9.1 Update of ledgers	By security Access Level	Confirmed
5.9.2 Closing of accounting periods	N/A	
5.9.3 Deletion of transactions	By security Access Level	Confirmed
5.9.4 Archiving of transactions.	N/A	
5.10 Is it impossible to delete a transaction? If No:- 5.10.1 How are deletions controlled by the system?	No Full Access Level only and cannot delete allocated transactions need to unallocate first, nor when included on a reconciled VAT return.	Confirmed Confirmed
5.11 Are deleted transactions retained in the audit trail and denoted as	Yes, shown as Void	Confirmed

Functional requirements questionnaire
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Question	Supplier Response	Evaluator's Comment
such?		
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, on screen only	Confirmed
5.13 If data can be accessed by separate reporting facilities, such as ODBC or separate report writer, is the user access security control applied? If No:- 5.14 Please explain any other protection in place to prevent unauthorised access to data with such facilities.	Yes N/A	Confirmed
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?	See also 20.33. Not a user function, backups by Sage. Users can download CSV reports such as trial balance as and when required.	Confirmed
5.17 Back ups How are back ups provided:- 5.17.1 Within the software application? 5.17.2 Within the operating software?	By Sage automatically – Sage One is a ‘Cloud’ product maintenance is completely managed by Sage.	Confirmed
5.17.3 Are backup procedures automatic?	Yes, continuously	Confirmed

Functional requirements questionnaire
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Question	Supplier Response	Evaluator's Comment
5.17.4 Is the user forced or prompted to back-up at certain intervals?	N/A	
5.17.5 Can the intervals be customised?	N/A	
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 completed transaction.	Confirmed
5.18.2 If software failure occurs part way through a batch or transaction, will the operator have to re-input the batch or only the transaction being input at the time of the failure?	Re-input batch.	Confirmed
5.18.3 Are these automated?	Yes	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?	None other than trial balance. The Sage One accounts engine which holds all accounting rules ensures the transactions balance so that the TB would always balance.	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, with on screen confirmation required for many operations.	Confirmed
5.22 Is there a software log which details:- 5.22.1 Error messages?	Not available to users	Confirmed

Functional requirements questionnaire
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Question	Supplier Response	Evaluator's Comment
5.22.2 Security violations?	Not available to users	Confirmed
5.23 Audit trail 5.23.1 Does the software have a detailed audit trail?	Yes	Confirmed
5.23.2 Is it impossible to turn off or delete the audit trail?	Yes	Confirmed
5.23.3 Does the software allocate a system generated sequential unique reference number to each transaction?	Yes, unique number per transaction but each line of a transaction is given the same number in detailed audit report.	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	Confirmed
5.23.7 Is the transaction date and time stamped?	Yes, date only available to user.	Confirmed
5.23.8 Are all master file changes recorded in the audit trail?	Not available to user. Sage support only	Confirmed
If Yes:- 5.23.8.1 Does each change have a system generated reference allocated?	N/A	
5.23.8.2 Are the originator and authoriser identified?	N/A	
5.23.8.3 Is the change date and time stamped?	N/A	
5.23.9 Are all standing data changes recorded in the audit trail?	Not available to user. Sage support only	Confirmed

Functional requirements questionnaire
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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?	N/A	
5.23.9.2 Are the originator and authoriser identified?	N/A	
5.23.9.3 Is the change date and time stamped?	N/A	
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, see 5.23.3	Confirmed
5.23.11.1 Is this stamped with a user id?	Yes	Confirmed
5.23.11.2 Is this unique reference number presented to the user at time of input?	No	Confirmed
5.23.11.3 Is the transaction date and time stamped?	Yes, date only	Confirmed
5.23.11.4 How is it linked to the original transaction?	Can be seen on drill down from invoice.	Confirmed
5.23.12 Are imported /interfaced transactions detailed in the audit trail?	Yes, but only opening balances can be input (not historic balances) together with	Confirmed

Functional requirements questionnaire
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Question	Supplier Response	Evaluator's Comment
5.23.12.1 Is each stamped with a user id?	customer and supplier records	Confirmed
5.23.12.2 Is this unique reference number presented to the user at time of input?	Yes	Confirmed
5.23.12.3 Is the transaction date and time stamped?	No	Confirmed
5.23.13 How are transactions differentiated within the audit trail?	Yes, date only	Confirmed
5.24 What are the procedures for handling dates? (E.g. 2 digit years, 4 digit years).	4 digit years	Confirmed
5.24.1 In the case of two digits what is the break point for the century?	N/A	Confirmed
5.24.2 Are dates handled consistently throughout the software?	Yes	Confirmed

Functional requirements questionnaire
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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)?	Yes, account code validation. The accounting engine is programmed to ensure that VAT rules are applied correctly to each transaction.	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?	Validation is applied to fields so invalid characters are not used, maximum sizes are adhered to, and certain fields are mandatory. Accounting rules prevent single sided entry and take care of double entry. On screen users are warned if journal does not balance for example.	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)	Purchases – tests for potential duplicates using references, dates and amounts.	Confirmed

Functional requirements questionnaire
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Question	Supplier Response	Evaluator's Comment
6.8 Does the software allow for batch control totals? If Yes:- 6.8.1 Are batches automatically numbered?	No batch processing No	Confirmed Confirmed
6.8.2 Are batches forced to balance before ledger update?	N/A	
6.8.3 Does the software allow the temporary halting of input of a batch to allow for queries or other activities to take priority (e.g. set up a new account)	N/A	
6.8.4 Is the user forced to confirm batch totals?	N/A	
6.9 Is attempted posting of unbalanced journals rejected? (G/L).	Yes	Confirmed
6.10 Are input errors highlighted? If Yes are they:- 6.10.1 Rejected and reported on screen?	Yes, on screen messages	Confirmed
6.10.2 Rejected and error reports generated?	No	Confirmed
6.10.3 Accepted and posted to suspense?	No	Confirmed
6.11 Does the software have an automatic facility to correct/reverse/delete transactions? If Yes:- 6.11.1 Are all the double entry transactions documented in the audit trail?	Yes	Confirmed
6.12 What are the controls to ensure the internal integrity of the ledger(s) or the accounting	All transaction postings must balance.	Confirmed

Functional requirements questionnaire
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Question	Supplier Response	Evaluator's Comment
information, e.g., control of accounts.		
6.13 Is it possible to allocate input values directly to ledger control accounts?	Yes – posting allowed but warnings are given.	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?	Through Reporting if manual entries are made. Normally only system postings are made to the control accounts.	Confirmed
6.14 Can automatic accruals or prepayments be generated? If Yes:-	No	Confirmed
6.14.1 Will these automatically be reversed after the period end? (G/L)	N/A	
6.15 Does the software have a purchase invoice register?	Yes, draft invoices can be held until posted.	Confirmed
6.16 Does the software permit multi debit/credit journals?	Yes	Confirmed
6.17 Can journals be saved as template with GL codes and cost centres and either with or without monetary amounts?	Yes (using copy function)	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:-		

Functional requirements questionnaire
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Question	Supplier Response	Evaluator's Comment
6.19.1 Type?	Transaction type code in SL & PL	Confirmed
6.19.2 Debit or credit?	By CR/DR symbol in NL	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?	N/A	
6.21 Can receipts and payments be matched to specific invoices?	Yes	Confirmed
If Yes:-		
6.21.1 Automatic?	Yes, to oldest outstanding.	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 – using record payments made	Confirmed
6.23.2 Receipts to be received from suppliers?	Yes – using record receipts received	Confirmed
6.24 Does the software handle purchase credit notes?	Yes	Confirmed
6.24.1 Is there an ability to automatically amend stock, if applicable?	N/A	
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

Functional requirements questionnaire
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Question	Supplier Response	Evaluator's Comment
6.25.2 Is there an ability to automatically amend stock, if applicable?	N/A	
6.26 Does the software handle discounts and promotions?	Yes, using line discounts and price lists.	Confirmed
6.27 Does the software provide for early settlement discounts?	No	Confirmed
6.27.1 Can early settlement discounts be automatically generated?	N/A	
6.27.2 Are there controls over accepting settlement discounts (e.g. time limits)?	N/A	
6.27.3 Is VAT treated correctly on early settlement discounts?	N/A	
6.28 Will the software permit the posting of unallocated cash to the ledgers? Does this apply to:- 6.28.1 Sales ledger? 6.28.2 Purchase ledger?	Yes Yes Yes	Confirmed Confirmed Confirmed
6.29 Are unallocated cash/credit notes specifically reported for follow up?	No	Unallocated report in preparation
6.30 Are outstanding transactions displayed for allocation? If Yes:- Does this apply to:- 6.30.1 Sales ledger? 6.30.2 Purchase ledger?	Yes Yes	Confirmed Confirmed
6.31 Does the system allow the user to post or allocate a payment or receipt with a date prior to the invoice transaction date?	Yes	Confirmed

Functional requirements questionnaire
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Question	Supplier Response	Evaluator's Comment
If Yes:- 6.31.1 Is the user warned that the aged balance values may not agree to the trial balance values?	No	Confirmed
6.32 Is it possible for new accounts to be created during input?	Yes	Confirmed
If Yes:- Does this cover:- 6.32.1 Sales?	Yes	Confirmed
6.32.2 Purchases?	Yes	Confirmed
6.32.3 General Ledger?	No	Confirmed, but planned
6.32.4 Stock?	N/A	
6.33 What controls are there over the creation of new accounts?	User security access Duplicate checking	Confirmed
6.33.1 Is the originator and/or authoriser identification logged by the software?	Not available to user. Sage support only	Confirmed
6.34 Is the user prevented or warned from overriding credit limits or discounts? (S/L).	No, neither	Confirmed
6.35 Does the software have a bank reconciliation facility?	Yes, statements can be imported from bank.	Confirmed
6.36 Does the software enable transactions to be posted to the ledgers whilst performing a bank reconciliation (e.g. standing charges, bank charges etc)?	Yes	Confirmed
6.37 Are these adequately reported?	Yes	Confirmed
6.38 Does the software accept input files from other computer packages? If Yes:- 6.38.1 What formats are accepted?	Sage One has a public API & CSV import. More information on the Sage One	Confirmed

Functional requirements questionnaire
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Question	Supplier Response	Evaluator's Comment
	API can be found at https://developers.sageone.com/	
6.38.2 What controls are in place over the interface?	Authentication and system validations	Confirmed
6.39 Does the software have a facility for calculating interest on late payments?	No	Confirmed

Functional requirements questionnaire
Product Sage One Accounts Extra - 25th March 2015

Question	Supplier Response	Evaluator's Comment
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	Confirmed
7.3 Is the creation or amendment of standing data (e.g. customer account details) controlled by menu options?	Controlled by user access level only full access allows amendments.	Confirmed
7.4 Are menus:-		
7.4.1 Application specific?	Yes	Confirmed
7.4.2 User specific?	No	Confirmed
7.5 Is it <u>impossible</u> to delete accounts even if the balance is Nil but transactions have been recorded against the code.	Yes	Confirmed
Does this apply to:-		
7.5.1 General Ledger?	Yes	Confirmed
7.5.2 Sales Ledger?	Yes	Confirmed
7.5.3 Purchase Ledger?	Yes	Confirmed
7.5.4 Stock?	N/A	
7.6 Are there any other constraints over the deletion of accounts?	No	Confirmed
7.7 What is the size and format of reference numbers and descriptions within:-		
7.7.1 General Ledger?	8 numeric	Confirmed
7.7.2 Sales Ledger?	10 alpha/numeric	Confirmed
7.7.3 Purchase Ledger?	10 alpha/numeric	Confirmed

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Question	Supplier Response	Evaluator's Comment
7.7.4 Stock?	30 alpha/numeric	Confirmed
7.8 Is the scope of the reference number adequate to permit sufficient depth of analysis?	No analysis on reference numbers.	Confirmed
7.9 How does the software guard against/warn about, duplicate account numbers on set up?	On screen message, not possible to save duplicate.	Confirmed
7.10 How does the software enable the traceability - from, to and through the accounting records - of any source document or interfaced transaction?	On screen reporting with drill down. Documents (e.g. PDFs) cannot be attached to transactions.	Confirmed
7.11 What drill down/around functionality is available within the software?	Drill down from balances to transactions and accounts.	Confirmed
7.12 Can reports be invoked which identify all the fields which have been modified?	No	Confirmed
7.13 If the software uses a lot of standing information which changes frequently or regularly, does the software allow for such changes to be effected through the use of parameters or tables?	No user access. Sage maintain the tax rates and they are updated as legislation changes.	Confirmed
If Yes: – 7.13.1 Is the use of such parameters or tables adequately reported?	N/A	
7.14 What controls are within the software over changes to parameters and tables e.g. reporting, password etc?	User security.	Confirmed

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Question	Supplier Response	Evaluator's Comment
7.15 Does the software allow selective archiving of old data on a user-defined basis?	No	Confirmed
7.16 What controls are in place over the handling of archived data?	N/A	
7.17 Can archived data be used for reporting purposes?	N/A	
7.18 Does the software allow for the restoration of achieved data for audit without affecting current accounting data?	N/A	

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Question	Supplier Response	Evaluator's Comment
8 Processing		
8.1 Does the software ensure that menu options or programs are executed in the correct sequence (e.g. ensure outstanding transactions are processed before month end procedures run)?	Not required.	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, only if part of a VAT return or bank reconciliation.	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, however the system does not support full stock control only a simple priced stock list.	Confirmed
8.5 Does the software provide automatic recalculation, where appropriate, of data input? (e.g. VAT)	Yes	Confirmed
8.6 Does the software warn the user when the ledger is out of balance?	No, but extremely unlikely that it can go out of balance	Confirmed
8.7 How is this done e.g. when the software is switching on or on ledger update?	N/A	

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Question	Supplier Response	Evaluator's Comment
9 Performance of requisite accounting functions		
9.1 What control features are provided by the software to support effective user controls?	Completeness and validation checks and automatic double entry.	Confirmed
9.2 Is there: 9.2.1 Transaction sequencing? 9.2.2 Automatic dating of posting transactions? 9.2.3 Identification of user id or source of document?	Yes Default system date Yes	Confirmed Confirmed Confirmed
9.3 Is the software available as multi user?	Yes	Confirmed
9.4 Can the same function be used by more than one person at the same time, whilst still retaining the separate user identities?	Yes	Confirmed
9.5 Is the software available as multi-company? If Yes:- 9.5.1 How many companies are supported?	Yes Unlimited companies	Confirmed Confirmed
9.6 Is a group consolidation facility available?	No	Confirmed
9.7 Can the software consolidate entities with different charts of accounts?	N/A	
9.8 How many levels of nominal analysis can be handled by the software?	1 with up to 3 additional analysis codes that user can name.	Confirmed
9.9 How does the software handle cost centres, departments, divisions?	Using analysis codes and filtering in reporting.	Confirmed

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Question	Supplier Response	Evaluator's Comment
9.10 How are periods handled by the software?	All transactions are dated. All period values are 'calculations' as required on a date range.	Confirmed
9.11 How many:- 9.11.1 Accounting periods can be set up?	No limit	Confirmed
9.11.2 Years can be set up?	No limit	Confirmed
9.12 Can the length/ number of periods be adjusted to suit different customer requirements?	No concept of fixed periods, date range only.	Confirmed
9.13 How many accounting periods can be open at any one time?	No limit	Confirmed
9.14 How many years can be open at any one time?	No limit	Confirmed
9.15 Can a period or year be re-opened after it has been closed? If Yes:- 9.15.1 What controls are in place over this function?	See 9.12. Sage One has a lock date which controls postings and can be set by the system admin. This can be amended at any time. User security	Confirmed
If No:- 9.15.2 Is the data archived on the server?	N/A	
9.15.3 Is this accessible for reporting purposes?	N/A	
9.15.4 Can a previous year be restored from backup?	N/A	
9.16 Can data from all accounting periods and years be accessed at any one time?	Yes	Confirmed
9.17 Can previous months and years be accessed for enquiries or reports?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
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
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?	Not prior to lock date	Confirmed
9.21.3 A previously closed year?	Not prior to lock date	Confirmed
If Yes:- 9.21.4 What controls are in place e.g. level of authorisation and on screen warnings?	Error message and cannot proceed without unlocking date.	Confirmed
9.21.5 Will the software revise subsequent periods accordingly?	Yes	Confirmed
9.22 How will transactions outside the current period be:- 9.22.1 Reported 9.22.2 Accounted for in the VAT return?	In audit trail. Can optionally include back dated transactions in VAT return.	Confirmed Confirmed
9.23 Does the software permit use of budgets and provide comparisons between budgets and actuals? If Yes:- 9.23.1 How many versions of	No budgets N/A	Confirmed

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Question	Supplier Response	Evaluator's Comment
budgets/forecasts can be maintained on the system?		
9.24 Are budgets available for:	N/A	
9.24.1 General ledger?		
9.24.2 Sales ledger?	N/A	
9.24.3 Purchase ledger?	N/A	
9.24.4 Overheads?	N/A	
9.24.5 Balance sheet?	N/A	
9.25 Can budgets be set by:		
9.25.1 Period?	N/A	
9.25.2 Annually?	N/A	
9.26 Can the software automatically generate budgets? Please state how this is achieved.	N/A	
9.27 What is the maximum value of transactions and of totals that can be handled by the software?	Unlimited	As stated
9.28 What is the maximum number of transactions that can be handled by the software?	Unlimited	As stated
9.29 What is the maximum number of accounts on each ledger:		
9.29.1 Sales ledger?	Unlimited	As stated
9.29.2 Purchase ledger?	Unlimited	As stated
9.29.3 General ledger?	Unlimited	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.	Calculated N/A	Confirmed
10.4 Is it clear when the report has ended? (totals or end markers)	Yes, page 'x' of 'y' on report pages.	Confirmed
10.5 Can reports be saved in electronic format (as distinct from just printing)?	Yes, as CSV (to allow further analysis in Excel) and PDF.	Confirmed
10.5.1 Are such files adequately protected from deletion or amendment?	Yes, PDF copies held in Sage One protected, 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.	No report writer. All reports are system supplied as standard. N/A	Confirmed
10.7 What level of knowledge is required to use the report writer e.g. beginner, regular user, expert?	N/A	
10.8 Can the report writer make use of user-defined fields (including external fields)?	N/A but analysis codes in filters can be used in standard reports.	Confirmed
10.9 Does the report writer enable:- 10.9.1 Separate access to each system area?	N/A	

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Question	Supplier Response	Evaluator's Comment
10.9.2 Reports to be prepared which combines related data from a number of system areas (e.g. Customers – Sales – Stock items) in the same report?	N/A	
10.10 Can users define the parameters, columns, fields and selection criteria used on reports reported?	N/A	
10.11 Are standard reports always produced, even when they are nil returns?	Yes	Confirmed
10.12 Is there an option for reports to exclude nil balances, this year or where there are nil balances this year and last year, to enable a comparative report to be produced with the completeness of both years' being maintained?	No, reports automatically exclude nil balances.	Confirmed
10.13 Can screen layouts, reports and transaction formats be easily adapted to users' requirements?	No	Confirmed
10.14 Can a hard copy be produced of all screen enquiries?	Yes	Confirmed
10.15 Can transaction files for all previous periods of the year be retained in the software to permit enquiries and reports?	Yes	Confirmed
10.16 Are reports of all changes to standing data on customers, suppliers, tax rates etc automatically generated or stored for later printing?	No	Confirmed

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Question	Supplier Response	Evaluator's Comment
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, in many reports and in all GL reports	Confirmed
10.19 Do reports give sufficient narrative and coding to enable cross referencing?	No, cross referencing only shown by drill down.	Confirmed
10.20 Is it possible to drill down from reports to the ledgers and original transactions?	Yes, not from PDF files	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	Confirmed
10.21.4 Balance sheet	Yes	Confirmed
10.21.5 Aged debtors	Yes	Confirmed
10.21.6 Aged creditors	Yes	Confirmed
10.21.7 Aged stock	N/A	
10.21.8 Aged unallocated cash (debtors)	No	Under development
10.21.9 Aged unallocated cash (creditors)	No	Under development
10.21.10 Budgets	N/A	
10.21.11 Cash flow statement	Yes	Confirmed
10.21.12 VAT reports	Yes	Confirmed
10.21.13 VAT form 100	Yes	Confirmed
10.21.14 EC Sales Listings	Yes	Confirmed
10.21.15 Intrastat returns (SSD)	No	Confirmed

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Question	Supplier Response	Evaluator's Comment
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 defined data selection criteria	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, filtering of the data using selection criteria and analysis codes but no changes to actual report layouts. See 10.13.	Confirmed
10.26 Can all reports be reproduced after the period end but @ 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?	Reports can be printed with an 'as at' date.	Confirmed
10.28 Do the standard budget reports provide sufficient analysis of variances?	N/A	
10.29 Do such reports provide exception reporting, percentage analysis and comparatives?	N/A	
10.30 Do standard reports show sufficient analysis of trading results? (E.g. sales analysis by region)?	Yes, 3 user defined analysis categories.	Confirmed

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Question	Supplier Response	Evaluator's Comment
10.31 Are all movements during each accounting period shown on sales, purchase, general, stock ledger detail reports?	Yes, no stock detail reports.	Confirmed
10.32 Do the sales and purchase ledger reports show how all partial payments or allocations (unallocated cash) have been treated?	Not at present, only via a drill down.	Confirmed
10.33 Is there a general ledger report that shows balances brought forward and carried forward plus all posted transactions in the period?	No	Under development
10.34 Is a trial balance available? 10.34.1 Is this in summary or detailed format?	Both, but detail only per account.	Confirmed
10.35 Can the management accounts, profit and loss account and balance sheet be sufficiently analysed by: 10.35.1 Project/job 10.35.2 Cost centres 10.35.3 Department 10.35.4 Division 10.35.5 Company 10.35.6 Group (if applicable) 10.35.7 Can the above be user defined by Period and/or range?	3 analysis categories that can be used for any of the following. Yes Yes Yes Yes No No By date range	Confirmed Confirmed Confirmed Confirmed Confirmed Confirmed Confirmed
10.36 What controls are there in place so that the user is aware of partly processed transactions:- 10.36.1 Unposted invoices	It is not possible to partly process a transaction. Data corruption does not occur as it is experienced in desktop software. Any data issues are investigated on a case by case basis but it would not be possible to partly process a transaction.	Confirmed

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Question	Supplier Response	Evaluator's Comment
	See 20.29 for more information.	
10.36.2 Uninvoiced dispatches	N/A	
10.36.3 Payments	Not possible as per 10.36.	Confirmed
10.36.4 Receipts	Not possible as per 10.36.	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)	Profit Analysis report per invoice or quote.	Confirmed
10.38 Detail all automatically generated documents for external use. (E.g. sales invoices and statements, remittance advices.)	Sales Invoice, Credit Note, Quotation, Sales and Purchase Statements, Payment Remittance	Confirmed
10.39 Can the software reproduce source documents? [E.g. sales invoices; POs, Remittance advices.....]	Yes - as above.	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, from saved PDF files	Confirmed
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?	No	Confirmed
10.44 Does the report writer have the facility to scroll up and down when output to screen?	No report writer but reports can be scrolled on screen.	Confirmed

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Question	Supplier Response	Evaluator's Comment
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?	No	Confirmed
11.1.3 EC Code?	Yes	Confirmed
11.1.4 EC VAT registration numbers (10)?	Yes	Confirmed
11.1.5 VAT rates (please specify number available)	Yes – all UK rates, supplied as needed.	Confirmed
11.2 How does the software handle roundings?	System calculates the line (quantity x unit price) then calculates VAT with round up 0.5 and above, round down 0.49 and below	Confirmed
11.3 Is this applied consistently?	Yes	Confirmed
11.4 Does the software handle VAT Scale charges with automatic double entry processing?	No, the VAT is automatically calculated at the prevailing rate.	Confirmed
11.5 Does the software handle VAT calculation tolerances? If Yes do any discrepancies produce:-	No	Confirmed
11.5.1 Warning?	N/A	
11.5.2 Appear in the audit	N/A	

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Question	Supplier Response	Evaluator's Comment
trail?		
11.5.3 Appear in the VAT exception report?	No	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?	User security access & warning message. Transaction included in Audit Report	Confirmed
11.6.2 VAT tables set up and change?	This is managed by Sage centrally	Confirmed
11.6.3 Tolerance levels?	No	Confirmed
11.6.4 Invoice sales number table?	User security for start number	Confirmed
11.6.5 Changes on VAT code on customer files?	Not held.	Confirmed
11.6.6 Changes on VAT code on stock files?	User security on product records	Confirmed
11.6.7 VAT calculated on sales invoices or credit notes?	User security	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?	Each transaction/record included on a VAT return is updated with a 'flag' and are known as VAT reconciled.	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

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Question	Supplier Response	Evaluator's Comment
11.10 If the software can handle both invoice (standard) and cash methods of accounting for VAT is the basis clearly identified during set up?	Yes	Confirmed
11.11 Does the software allow for a switching between methods? If Yes:-	Yes	Confirmed
11.11.1 Is the change fully supported by audit trails to ensure proper VAT treatment of all transactions?	Yes	Confirmed
11.11.2 Is this ability to change a basis of accounting clearly flagged, i.e. users warned etc.	Yes, instructions provided to user of steps needed.	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, using a work-around.	Confirmed

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Question	Supplier Response	Evaluator's Comment
11.12.2 Flat rate scheme?	Yes	Confirmed
11.12.3 Retail schemes?	No	Confirmed
11.12.4 Account for VAT on the margin?	No	Confirmed
11.13 Can the software be configured to handle partial exemption methods?	Using a work-around	Confirmed
11.14 Please state the number of VAT codes rates available for VAT analysis.	All rates for UK and EC supplied.	Confirmed
11.15 How does the software handle:- 11.15.1 Outside scope?	No VAT	Confirmed
11.15.2 Distance selling (supply to an unregistered EC customer)?	Software detects EU country from invoice address, checks contact record for registration and applies the rules.	Confirmed
11.16 How the software handle EC VAT:- 11.16.1 Goods and related service?	Software detects EU country from invoice address, checks contact record for registration and applies the rules. Goods and related services are analysed in the transaction record.	Confirmed
11.16.2 Services only?	Services are analysed in the transaction record	Confirmed
11.16.3 Process?	No	Confirmed
11.16.4 Triangulation?	No	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, EU rules apply as per sales above	Confirmed
11.18 Can a report be generated of all EU acquisitions and the amounts of acquisition tax generated?	Can be seen by box number from detailed VAT report.	Confirmed
11.19 Does the software include the functionality to identify transactions liable to reverse charge VAT?	No	Confirmed
If Yes:- 11.19.1 Can the software generate reverse charge VAT?	N/A	
11.20 Can a report be generated of all transactions liable to reverse charge VAT, and the amounts of tax where so generated?	N/A	
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?	It optionally includes them on the next VAT return.	Confirmed
Input VAT (purchases)		
11.23 Can the software handle VAT inclusive amounts and	Yes in Other Payments & Receipts	Confirmed

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Question	Supplier Response	Evaluator's Comment
automatically calculate the input VAT?		
11.24 Does the software require the following to be entered:- 11.24.1 Supplier reference?	Yes	Confirmed
11.24.2 Supplier document reference?	Yes	Confirmed
11.24.3 Internal document reference?	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?	Yes	Confirmed
11.24.7 Invoice VAT amount?	Yes	Confirmed
11.24.8 Individual invoice lines:- 11.24.8.1 Net amount?	Optional	Confirmed
11.24.8.2 VAT rate?	No	Confirmed
11.24.8.3 VAT code?	VAT code description only	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?	Yes, no early settlement discounts.	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	Confirmed
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)	User entered	Confirmed
11.29.4 Date of issue (if different to the time of supply)	No	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? 11.30.1 Is this on the face of the invoice?	Yes	Confirmed
11.31 Does the software handle Proforma invoices?	No, but produces draft invoices	Confirmed
If Yes:- 11.31.1 Are the invoices clearly identified as "this is not a tax invoice"?	States 'draft' on invoice but not 'this is not a tax invoice'	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?	Monthly and Quarterly as standard but others possible.	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 only VAT detailed reports	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.	No	Confirmed
11.37.2 Change from invoice/cash VAT accounting or other Schemes.	No	Confirmed
11.37.3 VAT tolerance.	No	Confirmed
11.37.4 Changes to VAT rates on customer, supplier, product master files. Please specify	No	Confirmed
11.38 Are the above changes noted above stamped with a:- 11.38.1 User id?	N/A	
11.38.2 Software generated unique reference number?	N/A	

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Question	Supplier Response	Evaluator's Comment
11.38.3 Date and time?	N/A	
11.39 VAT postings 11.39.1 Are all VAT postings recorded in the audit trail or VAT audit log?	On the VAT detailed report	Confirmed
11.39.2 Does the software denote whether each transaction has been included in a reconciled VAT return?	Yes, VAT reconciled also shown on audit trail.	Confirmed
11.39.3 How does it denote which VAT Return the transaction has been included in?	Flagged as 'included' and on which VAT Return	Confirmed
11.40 Does the software produce a VAT Exception report detailing such transactions as:- 11.40.1 VAT amounts outside tolerance levels?	No	Confirmed
11.40.2 Manual changes to software generated VAT?	No	Confirmed
11.40.3 Write offs	No	Confirmed
11.40.4 Zero value invoices?	No	
If No for any of the above:- 11.40.5 How does the software document these occurrences?	It doesn't	Confirmed
11.41 Does the software handle "intra-community" supply of goods?	Yes	Confirmed
11.42 Does the software support	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
production of an EC Sales List?		
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).	No, only by checking detailed EC Sales report.	Confirmed
11.45 How does the software handle triangulation? E.g. a movement of goods without a related invoice transaction.	N/A, see 11.16.4	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, VAT 100 for HMRC only PDF or CSV for EC sales list	Confirmed
11.47 Can these be electronically transmitted direct from the system?	Yes, VAT 100 only	Confirmed

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Question	Supplier Response	Evaluator's Comment
11.48 Does the software produce Intrastat reports where applicable?	No	Confirmed
11.49 How are errors on VAT accounts corrected?	By journals. Remove invoice from VAT return, if not submitted, and edit as required	Confirmed
11.50 How does the software handle the VAT on purchase and sales ledger contras?	No Contras	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 journal	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?	Sage One can process a supplier refund but cannot print a cheque. The refunded VAT is reversed on the VAT return so is treated as a 'negative sale'.	Confirmed Confirmed
11.53 Can the software handle invoices with multiple rates of VAT?	Yes	Confirmed
11.54 How does the software handle write off of bad debts and the related VAT?	Yes, via credit notes.	Confirmed

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Question	Supplier Response	Evaluator's Comment
12 Currency		
12.1 Is multi-currency processing available? If Yes:- 12.1.1 State number of currencies available. Does this cover:- 12.1.2 General ledger?	Yes Per the European Bank No, no foreign bank accounts.	Confirmed Confirmed Confirmed
12.1.3 Sales ledger?	Yes	Confirmed
12.1.4 Purchase ledger?	Yes	
12.1.5 Stock?	UK prices converted at exchange rate	Confirmed
12.2 Is conversion to sterling automatic? If Yes:- Does this cover- 12.2.1 General ledger?	Yes No	Confirmed Confirmed
12.2.2 Sales ledger?	Yes	Confirmed
12.2.3 Purchase ledger?	Yes	Confirmed
12.2.4 Stock?	Prices held in base currency	Confirmed
12.3 Can the user select which currency to value each of the ledgers? If Yes:- Does this cover:- 12.3.1 General ledger? 12.3.2 Sales ledger? 12.3.3 Purchase ledger? 12.3.4 Stock?	No – base/home currency applies to all ledgers. N/A N/A N/A N/A	Confirmed
12.4 What are the currency capacities?	As per UK transaction amounts (maximum 99,999,999.00).	As stated
12.5 What are the maximum and minimum exchange rates?	There is no maximum but minimum is 0.00000001.	Confirmed
12.6 What approach will the Software House take towards handling the EURO?	Would make necessary changes if UK adopted the Euro	As stated

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Question	Supplier Response	Evaluator's Comment
12.7 What currency information is held: 12.7.1 Currency Code/description?	Code, Name and Current Rate	Confirmed
12.7.2 Country?	No	Confirmed
12.7.3 Currency rate table?	Yes – automatically updated from the European Bank	Confirmed
12.7.4 Date rates effective from-to?	Current Rate only	Confirmed
12.7.5 Previous rates held?	No – only kept on transactions posted	Confirmed
12.8 Can a base currency be selected?	No – set to country where subscribed.	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, rates are not held at the account level.	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 Software only allows one currency per contact account and cannot be changed as soon a transaction has been posted.	Confirmed Confirmed
12.12 Can the user manually over ride the currency calculation?	No, only the exchange rate.	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, gains/loss control account pre-defined.	Confirmed
12.17 Can ledger accounts be defined to take invoices/payments in specified currencies/ multiple currencies?	Only a single currency per supplier and customer account.	Confirmed
12.18 Does the software prevent the deletion of the active currency?	Not necessary	Confirmed
12.19 Does the software prevent use of duplicate currency codes?	Yes	Confirmed
12.20 Can currency transactions be entered in selected currency and/or base currency?	Only in currency of supplier/customer	Confirmed
12.21 Can transactions be entered in multiple currencies?	No	Confirmed
12.22 How does the software handle exchange differences?	Calculates the difference between the base currency value of the payment compared with the base currency value of the invoice it is paying full or in part payments.	Confirmed
12.23 How does the currency treat revaluations relating to: 12.23.1 Ledgers (sales/ purchases)	No revaluations – only at point of payment or recalculation of invoice.	Confirmed
12.23.2 Monetary assets/ liabilities	No revaluation	Confirmed
12.23.3 General ledger accounts?	No revaluation	Confirmed

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

13.1	Does the software start with a quotation or the sales order?	Either a quotation or an invoice – Sales Orders not available.	Confirmed
13.2	Are recurring or schedule orders handled?	No	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?	No stock levels held	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?	Neither	Confirmed
13.5	Can the software block: 13.5.1 Customer orders? 13.5.2 Deliveries? 13.5.3 Invoice production?	No No No	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? If Yes is this:- 13.7.1 Only when stock is now available? 13.7.2 Allocated from future planned stock?	No N/A N/A	Confirmed
13.8	Can multiple addresses be held for each customer (invoice and delivery address).	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
13.9 Are the following documents produced: 13.9.1 Quotations? 13.9.2 Order confirmation? 13.9.3 Picking lists? 13.9.4 Labels? 13.9.5 Dispatch/Delivery note? 13.9.6 Invoices?	Yes No No No No Yes	Confirmed Confirmed Confirmed Confirmed Confirmed Confirmed
13.10 Are the following reports available: 13.10.1 Quotes for which orders not received? 13.10.2 Orders received (analysis)? 13.10.3 Items placed on backorder and/or purchase orders raised? 13.10.4 Items dispatched not invoiced? 13.10.5 Items ordered but not dispatched due to stock out? 13.10.6 Gross margin (by invoice or item)?	No No No No No Yes	Confirmed Confirmed Confirmed Confirmed Confirmed Confirmed
13.11 Are invoice details derived from order input? (e.g. prices, quantity)	No, from Quotation if it exists	Confirmed
13.12 Can picking lists /dispatch notes be amended for non-availability of stock? If Yes:- 13.12.1 Is this reported? 13.12.2 Are the items dispatched reflected in final invoice?	No	Confirmed
13.13 Is there one dispatch note and invoice per order?	N/A	
13.14 How does the software ensure all dispatches are invoiced? E.g. where multiple dispatches are raised per order, or several orders	N/A	

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Question	Supplier Response	Evaluator's Comment
on a single dispatch note.		
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?	No, but can produce 'draft' invoices.	Confirmed
13.17 Can returned goods be processed to produce credit notes?	N/A but credit notes can be produced from invoices.	Confirmed
13.18 Are these referenced to the original order/invoice?	N/A	
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?	No orders via the web. N/A N/A	Confirmed

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Question	Supplier Response	Evaluator's Comment
14 Purchase Order Processing		
14.1 Does the software generate suggested orders?	No purchase order processing	Confirmed
14.2 Can orders be generated by the user?	No	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?	N/A	
14.4 Can more than one supplier be allocated to each product?	N/A	
14.5 Does the software hold details of substitute products if applicable?	N/A	
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?	N/A	
14.7 Is stock availability updated for stock on order?	N/A	
14.8 Can the software handle partially completed orders and returns?	N/A	
14.9 Are receipts checked to orders and discrepancies reported?	N/A	
14.10 Are purchase invoices checked to purchase orders, confirmed receipts and discrepancies reported?	N/A	
14.11 Are the following reports available:		
14.11.1 Purchase Orders raised	N/A	

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Question	Supplier Response	Evaluator's Comment
14.11.2 Purchase Orders not received? 14.11.3 Goods received discrepancies? 14.11.4 Invoice to goods received discrepancies? 14.11.5 Goods received not invoiced? (analysis)?	N/A N/A N/A N/A	
14.12 Can the software handle “back to back” ordering?	N/A	

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Question	Supplier Response	Evaluator's Comment
15 Stock Control		
15.1 What information is held in respect of stock (and are there any limits):-	No stock control only a stock list.	Confirmed
15.1.1 Item numbers/ description?	Number 30 alpha/numeric Description 50 alpha/numeric	Confirmed
15.1.2 Location(s)?	No	Confirmed
15.1.3 Quantity, (available, allocated, on order)?	No	Confirmed
15.1.4 Minimum and maximum stock levels?	No	Confirmed
15.1.5 Reorder lead times?	No	Confirmed
15.1.6 Supplier(s)?	No	Confirmed
15.1.7 Prices/cost/ discount details?	Cost price and 3 sales prices	Confirmed
15.1.8 Batch/serial number?	No	Confirmed
15.1.9 Weights etc?	No	Confirmed
15.1.10 Other – please specify?	VAT rates, stock group and notes. Can also hold service rates.	Confirmed
15.2 How is stock updated?		
15.2.1 Dispatch of goods?	N/A	
15.2.2 Receipt of goods?	N/A	
15.2.3 Adjustments?	N/A	
15.2.4 Transfers between locations?	N/A	
15.3 Is negative physical stock allowed?	N/A	
15.4 Can the software handle “sale or return” stock?	N/A	
15.5 Can the software handle variations to a standard pack of products?	N/A	
15.6 What methods of stock valuations are allowed?		
15.6.1 Average	N/A	

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Question	Supplier Response	Evaluator's Comment
15.6.2 FIFO	N/A	
15.6.3 LIFO	N/A	
15.6.4 Standard cost	N/A	
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.	Stock descriptions referenced by stock 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?	N/A	
15.9 Does the software facilitate the regular counting/ inspection of physical stock (e.g. by producing random/defined stock check lists)?	N/A	
15.10 Can the software handle more complex situations such as:		
15.10.1 Bill of materials	N/A	
15.10.2 Links to CAD/CAM systems	N/A	
15.10.3 Job costings to collate and value WIP.	N/A	

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Question	Supplier Response	Evaluator's Comment
16 User Documentation		
This section applies to any of: online, hardcopy or other (e.g. WWW) documentation – specify which are applicable.		
16.1 Is the manual clearly laid out and understandable?	Yes – Online accessed directly from with the Service	Confirmed
16.2 Is the manual comprehensive and accurate?	Yes	Confirmed
16.3 Is there an index to the manual?	Yes and search capability	Confirmed
16.4 Is it easy to locate specific topics in the manual when required?	Yes	Confirmed
16.5 Is it easy to follow through all procedures in the manual?	Yes	Confirmed
16.6 Does the manual include:		
16.6.1 A tutorial section?	Yes with videos	Confirmed
16.6.2 A guide to basic functions?	Yes	Confirmed
16.6.3 Pictures of screens?	Yes	Confirmed
16.6.4 Completed examples included in the manual?	Yes	Confirmed
16.6.5 Specific “error correction” procedures?	Yes	Confirmed
16.6.6 VAT information?	Yes	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
16.9 Do they provide on-line instructions on how to use particular features of the software?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
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?	API – yes	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, depending on internet connection.	Confirmed
17.3 Is data entry easily repeated if similar to previous entry?	Copy function for transactions.	Confirmed
17.4 Does the software prevent access to a record while it is being updated?	No – 'latest save wins'	Confirmed
17.5 Is there locking at file or record level?	No locking	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	Confirmed
17.9 Does the software warn the user when space is becoming short?	N/A	

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Question	Supplier Response	Evaluator's Comment
18 Integration and www facilities		
18.1 Are the different accounting modules integrated?	Yes	Confirmed
18.2 Are they integrated on real time basis or batch basis?	Real time	Confirmed
18.3 Can the integration of batches be by batch, weekly or monthly?	No batches except for opening balances	Confirmed
18.4 Is the ledger updating process satisfactorily controlled by the production of control reports?	Yes, daybooks	Confirmed
18.5 What operating systems does the software run under?	Browser based, recent versions of Google Chrome, Internet Explorer, Mozilla Firefox & Apple Safari supported	Confirmed
18.6 Which databases can be used?	N/A	
18.7 Can more than one software function be performed concurrently?	Yes	Confirmed
18.8 Can the software be linked to other packages e.g. word processing, graphics, financial modelling, to provide alternative display and reporting facilities?	Yes, for example, CSV output can be used in Excel and add on partners use the API to link with their various online apps.	Confirmed
18.9 Can definable links to spreadsheets be created?	Yes – these are via API links to add on partners.	Confirmed
18.10 Does the software integrate with any web trading software? 18.10.1 External or	No	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 – Sage One Payroll	Confirmed

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Question	Supplier Response	Evaluator's Comment
	Or any other Partner service if required	
18.11.2 Time/fees?	Yes via API Partner	Confirmed
18.11.3 MRP?	Yes via API Partner	Confirmed
18.11.4 Fixed assets?	Yes via API Partner	Confirmed
18.11.5 Document management software?	Yes via API Partner	Confirmed
18.11.6 Job costing?	Yes via API Partner	Confirmed
18.11.7 CIS?	Yes via API Partner	Confirmed
18.11.8 Other – please specify?	See Partner list on Website	As stated
18.12 Is the software compatible with XML standards? If so in what respect? (input/ output/ other)?	Yes, for VAT return.	Confirmed

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Question	Supplier Response	Evaluator's Comment
19 Support and maintenance		
19.1 How is the software sold: 19.1.1 Direct from Software House?	Yes	Confirmed
19.1.2 Via Value Added Reseller (VAR)?	Yes, mainly accountants and education sources.	Confirmed
19.2 How is the product supported:- 19.2.1 Direct by Software House?	Yes	Confirmed
19.2.2 By VAR?	No	Confirmed
19.3 Is the software sold based upon number of users or number of concurrent users?	Neither - unlimited users no additional costs. The software is sold per business and can be used by unlimited users.	Confirmed
19.4 Do VARs have to go through an accreditation process? If Yes:- 19.4.1 Please note the process.	No N/A	Confirmed
If No:- 19.4.2 Please explain how organisations are chosen to be VAR?	Accountants Club Partners	Confirmed
19.5 In the event of a dispute between Supplier and VAR how can the situation be resolved?	N/A	
19.6 Detail the types of cover available.	Free 24/7 email/telephone support	Confirmed
19.7 Please note all method of support available :- 19.7.1 Telephone.	Yes	Confirmed
19.7.2 Internet.	Yes	Confirmed
19.7.3 Other – specify.	Email / Chat	Confirmed
19.8 Please provide an indicative cost of cover and what is included.	Free	Confirmed

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Question	Supplier Response	Evaluator's Comment
19.9 How often are general software enhancements provided?	Every 2 weeks update	Confirmed
19.10 Will they be given free of charge?	Yes	Confirmed
19.11 How are enhancements and bug fixes provided to customers?	In application messages stating which updates have been applied.	Confirmed
19.12 Is "hot line" support to assist with immediate problem solving available?	Yes	Confirmed
19.13 If so, is there an additional cost involved?	No	Confirmed
19.14 At what times will this support be available?	24hours/7 days per week/ 365 days per year	Confirmed
19.15 Who provides training: 19.15.1 Software House? 19.15.2 VAR?	Sage have produced a series of on-line webinars to enable users to become familiar with the key features of Sage One.	Confirmed
19.16 Is hardware and maintenance provided by: 19.16.1 Software House? 19.16.2 VAR?	N/A N/A	
19.17 Is a warranty offered in respect of specification of the software?	No	Confirmed
19.18 Will the software supplier/dealer make the program source code available to the user, either directly or by deposit with a third party (Escrow)?	N/A	Confirmed
19.19 Are there any unduly restrictive conditions in the license for the software?	No	Confirmed

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

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

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

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

20.1 Are different levels of security provided to control access to the product/service?	Yes	As stated
20.2 What forms of user authentication are supported e.g. user names, passwords certificates, tokens etc?	User names, Password, Authentication email Tokens	As stated
20.3 What is the proposed product/service availability percentage?	Sage agreements do not contain a service availability target	As stated
20.4 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
20.5 Is a service level agreement offered regarding service availability?	No	As stated
20.6 Is the customer made aware of maintenance periods in advance?	Yes	As stated
20.7 Does the product/service require the use of any technologies that may be considered as a security risk? e.g. ActiveX, JavaScript,	JavaScript is required.	As stated

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Question	Supplier Response	Evaluator's Comment
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
20.8 Where the product/service relies upon downloading and running an executable program, has that program been secured with a digital certificate to verify the source and integrity of the program?	N/A	
20.9 Is data for different customers/companies kept:- 20.9.1 On separate servers? 20.9.2 In different databases? 20.9.3 In separate database tables? 20.9.4 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
20.10 How is it ensured that data for different customers and companies is reliably identifiable and only accessed by authorised users for each customer/company?	Relevant tables are keyed by unique identifier for each customer. The application uses this to select only the appropriate records	As stated
20.11 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
20.12 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	As stated

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Question	Supplier Response	Evaluator's Comment
	Sage comply with their obligations under the Data Protection Act.	As stated
20.13 Does the application software:- 20.13.1 Require any client software to be installed on the user's computer? 20.13.2 Work entirely within Internet Browser software on the user's computer?	No Yes	As stated As stated
20.14 Are communications between the user's computer and the software service encrypted:- 20.14.1 User log in data only? 20.14.2 All data exchanged between user client and software service?	No All data	As stated As stated
20.15 What security steps are taken to prevent and detect intrusion attempts? 20.15.1 Is firewall hardware and software used to protect the live systems from unauthorised access? 20.15.2 Which monitoring software is used to create alerts when intrusion attempts are suspected? 20.15.3 Are designated staff responsible for receiving and urgently responding to these alerts? 20.15.4 Have clear procedures been established for identifying and responding to security incidents? 20.15.5 Is all security sensitive software, such as operating systems and databases, kept up to date with the latest software	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	Evaluator's Comment
<p>patches? Please indicate how regularly updates are applied.</p> <p>20.15.6 List procedures and software tools in place to prevent or detect and eliminate interference from malicious code, such as viruses?</p>	<p>Sage do not provide details of specific software or hardware security solutions that are in use in the Sage One service.</p>	As stated
<p>20.16 Is a system log maintained by the service provider that details</p> <p>20.16.1 User access</p> <p>20.16.2 User activity</p> <p>20.16.3 Error messages</p> <p>20.16.4 Security violations?</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>As stated</p> <p>As stated</p> <p>As stated</p> <p>As stated</p>
20.17 Is this log available to the customer?	No	As stated
<p>20.18 Have been any successful unauthorised access attempts been made during the last year?</p> <p>If Yes:-</p> <p>20.18.1 What was the effect on the business and users?</p> <p>20.18.2 What steps are in place to prevent this happening in future?</p>	<p>No</p> <p>N/A</p> <p>N/A</p>	As stated
<p>20.19 Is penetration testing regularly carried out by (please indicate frequency of tests):-</p> <p>20.19.1 Staff specialising in this field?</p> <p>20.19.2 External specialists?</p> <p>20.19.3 Are procedures in place to ensure that any weaknesses found by penetration testing are addressed quickly?</p> <p>20.19.4 If penetration testing by a specialist is not performed regularly, please indicate</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>N/A</p>	<p>As stated</p> <p>As stated</p> <p>As stated</p>

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Question	Supplier Response	Evaluator's Comment
the main procedures in place to identify weaknesses?		
20.20 Are security procedures regularly reviewed? Please indicate frequency of reviews.	Yes and at least annually	As stated
20.21 Are users automatically logged off after a preset time not using the system? 20.21.1 Can the time period be changed? 20.21.2 Can any information be viewed without being logged in, including after logging off, if so what information?	No Only information downloaded such as reports.	As stated As stated As stated
20.22 Data validation 20.22.1 To what extent is data input by users validated by scripts or routines in the browser, or other client software, before transmission to the server? 20.22.2 To what extent is data input by users validated by routines running on the server before data files are updated? 20.22.3 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?	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	As stated As stated As stated

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Question	Supplier Response	Evaluator's Comment
20.22.4 Are any data files, such as budgets or price updates, imported by users validated by routines running on the server before main data files are updated?	Yes, all batch import systems are verified before they are written to the main database.	As stated
20.23 Are system messages clear?	Yes	As stated
20.24 Are user responses properly structured to ensure that erroneous input does not lead to inappropriate actions?	Yes	As stated
20.25 Are all data entries or file insertions and updates controlled to ensure that should part of a data entry fail the whole transaction fails? 20.25.1 Are alerts sent to technical support staff when incidents occur to enable data update problems to be investigated and resolved? 20.25.2 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
20.26 Explain the procedures in place to ensure the security of customer data held by the service provider, in particular:- 20.26.1 Procedures to prevent unauthorised access from staff, or contractors, working for the service provider or any other people with access to the service provider's internal	All systems are security controlled and many benefit from Two Factor Authorisation. All credentials are securely stored and managed. A starters/leavers policy is in place.	As stated

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Question	Supplier Response	Evaluator's Comment
20.26.2 Is there sufficient segregation of duties preventing system developers from accessing and changing live applications and data files?	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.	As stated
20.26.3 Are there sufficient review and approval procedures covering system operations staff when emergency changes need to be made to live applications and data?	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
20.26.4 Is an audit trail always maintained of these emergency changes?	Yes	As stated
20.26.5 What procedures are in place when members of staff leave to ensure that their system access is stopped?	A starters / leavers procedure is in place to ensure access is removed and shared credentials or keys are rotated.	As stated
20.27 What are the physical controls over the:- 20.27.1 Premises? 20.27.2 Fileservers? 20.27.3 Communications equipment?	Sage One is hosted in data centres with relevant certifications covering physical access controls including ISO27001	As stated
20.28 Is Internet communication traffic monitored to identify potential problems before they happen?		As stated
20.29 What procedures are in place to prevent a break in Internet Connection (at the server, client or in between) from causing data corruption?	All commits are transaction based and will be automatically rolled back in the event of interruption.	As stated

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Question	Supplier Response	Evaluator's Comment
20.30 Is there a clear indication in the software or accompanying documentation of the extent to which the customer or the service provider is responsible for backups and recovery?	Sage advise customers about their obligation to retain records such as the original invoices. However, as it is an online accounting 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 e.g. trial balance, audit trails.	As stated
20.31 Backups by service provider		
20.31.1 Explain the backup procedures applied by the service provider including:	Customer data has a backup taken every hour.	As stated
20.31.2 Are backup procedures automatic?	Yes, they are fully automatic.	As stated
20.31.3 What is backed up and how frequently?	The backup is a snapshot of the entire DB server file system.	As stated
20.31.4 The backup media used for the main backups?	Backups are stored in highly resilient, cloud based storage.	As stated
20.31.5 Are backups kept for a sufficient time in case problems, such as data corruption, are not identified until a while later? Please indicate how long backups are kept before they are overwritten.	Sage keep a number of versions of these snapshots up to a total history of 30 days at which point they are removed.	As stated
20.31.6 Where backups are located and whether there are always at least two up to date backups stored at a different location to the service provider's main server location?	The snapshots are held in two geographically distant locations	As stated
20.31.7 How frequently backups are tested?	Backups are tested at least weekly	As stated
20.32 Backups by users		
20.32.1 Is it possible for users to download a backup of their own data?	No	As stated

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Question	Supplier Response	Evaluator's Comment
<p>20.32.2 If so, is the downloaded data in a format which can be viewed with relative ease in other software such as PC based spreadsheets or databases?</p> <p>20.32.3 Is the user forced or prompted to backup at certain intervals?</p> <p>20.32.4 Can the intervals be customised?</p> <p>20.32.5 If sole responsibility for backups rests with users, explain the system, documentation and training support available to ensure that adequate backups are taken and can be used for recovery.</p> <p>20.32.6 Are there facilities to test recovery with user managed backups?</p>	<p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p>	
<p>20.33 Are contingency plans in place to enable a quick recovery from:-</p> <p>20.33.1 Database or application software corruption?</p> <p>20.33.2 Hardware failure or theft?</p> <p>20.33.3 Fire, flood and other disasters?</p> <p>20.33.4 Communication failures?</p> <p>20.33.5 How often are these plans tested?</p>	<p>Yes, Sage have robust procedures in place for recovery from physical hardware or network failure and environmental disasters.</p> <p>As above</p> <p>As above</p> <p>As above</p> <p>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.</p>	<p>As stated</p> <p>As stated</p> <p>As stated</p> <p>As stated</p>

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Question	Supplier Response	Evaluator's Comment
20.33.6 What is the longest period of time envisaged that service may not be available? 20.33.7 Are contingency plans documented? 20.33.8 How often are these plans reviewed and updated? 20.33.9 If transaction records are dated and time stamped are the times used local to the user or based on where the server is located?	Sage work to best endeavours standard for service availability Yes After any incident and prior to all internal audits Based on UTC (Coordinated Universal Time)	As stated As stated As stated As stated
20.34 Application change management:- 20.34.1 Do application changes automatically apply to all customers and users? 20.34.2 Are users able to test beta versions of the application before new versions go into live use? 20.34.3 Are users given notice before application changes are applied to the live system? 20.34.4 Are there sufficient internal testing and approval procedures applied by the service provider before all application changes are put into live use? 20.34.5 Are users informed when they next login of the application changes that have gone into live use? 20.34.6 Are sufficient application and data backups maintained to enable a roll back to an earlier version if recent application changes cause problems?	Yes No Sage publish a schedule on their blog which contains the date / time of any maintenance periods Sage have a robust QA procedure and a large dedicated test team No Yes	As stated As stated As stated As stated As stated As stated

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Question	Supplier Response	Evaluator's Comment
20.35 Reliance on key staff 20.35.1 What steps been taken to avoid undue reliance on individual members of staff? 20.35.2 Are there any individual members of staff whose leaving or illness would significantly reduce, or even stop, the service provider's ability to provide a full and reliable service to customers?	Operational procedures are documented and Sage have a team of several people, all trained to manage the system. No	As stated As stated
20.36 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
20.37 Do these arrangements include:- 20.37.1 Standby arrangements for another organisation to continue providing the full service? 20.37.2 Minimal arrangements to at least enable customers to access their data for a sufficient period of time to extract data copies, produce reports and make alternative arrangements? 20.37.3 Up to date copy of system documentation, source code, scripts, database schema and procedures lodged with a third party under an Escrow agreement?	No No No	As stated As stated As stated

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Question	Supplier Response	Evaluator's Comment
20.38 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? 20.38.1 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
20.39 Is there a user group or committee in existence with sufficient information and understanding to take the lead in setting up arrangements, should the service provider cease trading or decide to stop providing the service?	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
20.40 Are there any licence or trading agreements which would become invalid should the service provider go into administration or cease trading? 20.40.1 If so what steps have been taken to protect customers from the impact of this situation arising?	No N/A	As stated
20.41 What payment options are available for using the software / service?	Monthly subscription, via Direct Debit.	As stated
20.42 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
20.43 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
20.44 Where online subscription / payment is used, is an invoice provided to the customer and, if so,	Monthly invoice PDF provided, and accessible on the customer's online account.	As stated

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Question	Supplier Response	Evaluator's Comment
in what format?		
20.45 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
20.46 Is there a procedure for late renewal and is there a time limit after which subscriptions cannot be renewed?	No renewal.	As stated
20.47 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
20.48 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
20.49 To what extent are users able to access their accounting and other data if:- 20.49.1 They miss one or two payments? 20.49.2 They cease being customers?	<p>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.</p> <p>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.</p>	<p>As stated</p> <p>As stated</p>

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Question	Supplier Response	Evaluator's Comment
21 Reports extra questions for Saas (FOR INFORMATION ONLY)		
21.1 Are reports produced from the same software as the financial applications or is separate reporting software used?	Same	As stated
21.2 Does any application software (i.e. other than a web browser or PDF reader) need to be installed on the user's computer in order to prepare or view the reports?	No	As stated
21.3 Is access to the reporting facilities and data these use controlled by the same procedures as access to the main financial applications? 21.3.1 If it is different explain the user access control facilities available to ensure information is only viewed by users with appropriate authority?	Yes N/A	As stated
21.4 In what electronic formats are reports produced:- 21.4.1 PDF? 21.4.2 XML? 21.4.3 MS Excel spreadsheet? 21.4.4 CSV file? 21.4.5 As html for viewing in a web browser?	Yes Yes for VAT 100 Not specifically Yes Yes	As stated As stated As stated As stated As stated
21.5 Are report documents stored on the web server or on the user's computer? 21.5.1 If report documents are stored on the web server are they secure to ensure only users with appropriate authority can get access?	Both Yes	As stated As stated

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Question	Supplier Response	Evaluator's Comment
21.5.2 If reports can be downloaded to the user's computer are there adequate warnings about the possible dangers of other computers users being able to view the reports and the need to store the documents in a secure storage location?	No	As stated
21.6 For documents viewable in a browser is any data stored on the user's computer in a web browser cache or temporary file (when viewing the report presented for the browser or for any simplified print layout style options)? If Yes:- 21.6.1 Is there any protection against other users viewing the report or data on which it is based? 21.6.2 Is it clear on the reports when they were produced and the date of the data on which they are based, so the user can tell whether they are viewing out of date information?	No N/A N/A	As stated
21.7 Are communications between the browser and the server encrypted for any report related communications?	Yes	As stated
21.8 If reports are produced dynamically each time the user views them can historical reports be reproduced at any time? 21.8.1 Indicate any reports that are not available after a period of time has elapsed, e.g. events such as period	Yes None	As stated As stated

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Question	Supplier Response	Evaluator's Comment
end or records have been purged/deleted.		
21.9 Can reports viewable in a browser be navigated dynamically by users? For example:- 21.9.1 Enabling drill down to more detailed information (Please state the extent of drill down/across functionality available). 21.9.2 Altering which columns and rows of data are displayed. 21.9.3 Choosing time periods. 21.9.4 Specifying selection criteria.	Yes Limited Yes Yes	As stated As stated As stated As stated
21.10 Can report data be reliably copied and pasted direct from browser viewable reports to an MS Excel spreadsheet retaining any table layout?	To Excel via CSV files	As stated
21.11 If reports are incomplete, for instance due to a poor Internet connection, is sufficient information provided to enable the user to notice that some of the report is missing?	All or nothing is reported.	As stated