

ICAEW Accreditation Scheme

Financial Accounting Software Evaluation

AccountsIQ Ltd

accountsIQ Enterprise Version 21/09/2013



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Date completed: July 2014

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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 accountsIQ (21/9/2013 version) 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 accountsIQ (21/9/2013 version), a product specialist from the AccountsIQ Limited completed the detailed questionnaire and provided it to the evaluator to examine. The evaluator then visited the accountsIQ offices in Dublin and in conjunction with the operation of the various aspects of the software assisted by a member of the accountsIQ 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 the accountsIQ staff in order to clarify certain points. In the event of disagreement between accountsIQ and the evaluator, the evaluator's decision was taken as final and the response changed accordingly.

accountsIQ (21/9/2013 version) was used throughout the evaluation. The evaluation covered the fully integrated sales, purchase and general ledgers and where appropriate sales order processing, sales invoicing, purchase order processing and

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

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

2.3 **Software/hardware utilised**

accountsIQ Enterprise (21/9/2013 version) was accessed from a laptop running Windows 7 and Internet Explorer 10 during the testing.

2.4 **Report structure**

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

3 **Matters to consider before purchase**

3.1 **General overview**

accountsIQ is a Cloud Accounting application developed entirely for delivery over the Internet. It is suitable to scale from small up to enterprise level businesses with complex group consolidation requirements. It is designed primarily as a full online accounting solution for accountants and Business Process Outsourcers as a platform for offering accounting services to their clients and can be packaged to scale for different size businesses with different functional requirements.

The product has been in live use for over 6 years, having been first reviewed and accredited by ICAEW in 2007. It is marketed to accountants and BPO providers via the web and by way of seminars, roadshows and other promotional activities.

This accreditation covers the product but not the method by which it is delivered and/or contracted for. Delivery is from an appropriately SSAE 16 accredited hosting site. Potential users need to satisfy themselves separately in relation to service delivery, the hosting site and any security aspects or data protection issues associated with hosting.

3.2 **Supplier background**

AccountsIQ is developed using the latest Microsoft® technologies by Visor Limited the parent company of accountsIQ Limited, which was established in 2004 by a team of Chartered Accountants to develop an online accounting product specifically for accounting service providers. The resulting solution, **accountsIQ**, was launched in 2007 and is designed and priced to help accountants collaborate with their clients using cloud based technology.

AccountsIQ was founded by a team with over 100 years' experience in designing and implementing Accounting, Management Reporting, and ERP systems. The management team has extensive in-practice experience, combined with qualifications in Accountancy, Business, and IT.

3.3 Product background and Suitability for user

Access to the internet is required and the product is recommended to be run through a minimum of MS Explorer 8 but it is recommended to run on the latest available version of MS Explorer under Windows 7. Dashboards, reporting views and related functions can also be accessed through other popular browsers and a limited set of functions are also accessible via iPhone and Android smart phones. Businesses require no servers and all backups and disaster recovery is provided by accountsIQ as a standard part of the package. The product integrates seamlessly with Microsoft Office, particularly Excel, to allow easy extraction of reports and data as well as upload of transactions and budgets.

3.4 Typical implementation

The product is suitable for any SME looking for a Software as a Service solution to its finance function. It enables access from anywhere through the Internet and is therefore suitable for multiple entity businesses and accountants managing multiple clients accounts, allowing the outsourcing of accounting functions to home workers, bookkeepers, accountants or even overseas. The application also provides full multi-currency consolidation functionality for multi jurisdiction groups as well as franchise operations. Relevant accounting documents can be stored against any accounts and transactions and the application provides approval workflow for invoice and payment approvals.

3.5 Vertical applications

The application has been specifically tailored for the franchise market with functionality designed for both the franchisor and franchisee, processing franchise type transactions, managing common product files and price lists across the whole franchise and produce benchmarked results across a franchise operation.

3.6 Software and hardware specifications

3.6.1 Development environment

The application is developed on a Microsoft development stack using the .NET framework with ASP.NET for the user interface. Microsoft Reporting Services is used for developing reports.

3.6.2 Server platforms

The application is fully hosted and delivered from a dedicated server platform from 3 different hosting sites in London, Virginia USA and Sydney Australia. All of which have completed SSAE accreditation and have reports available on request. The sites are fully redundant with full

firewall protection and disaster recovery is provided between the sites to guarantee availability.

3.6.3 Databases

The database used is Microsoft SQL Server. All data is stored on SANs (Storage Area Network) controlled from clustered Database Servers for full resilience. All data, including documents, going in and out of the system are 128bit encrypted. Each separate entity has its own database file to maintain integrity and ensure security of the data (ie: not stored in one common database separated by company ID but each company in a separate file).

3.6.4 Operating software

All servers run Microsoft Windows Server 2012 with Microsoft IIS

3.6.5 Protocols

3.6.6 Minimum client PC specification

A PC, Laptop or Tablet running at least MS Explorer 8 with 2GB of memory and broadband connection to the Internet is required. Recommended to run on the latest available version of MS Explorer (currently 11) under Windows 7 or 8 with 4GB of memory. As all data is stored on the hosting platform there is no requirement for storage capacity.

3.6.7 Support and maintenance

The application is available 24-7 365 days a year and is fully supported via email or phone to a helpdesk. All support and ongoing maintenance and upgrades of the system are covered in the monthly usage fee.

3.7 Software installation and support

No installation is required as this runs in a web browser. Support is provided as part of the licence fee should any settings in Internet Explorer need to be adjusted to enable the product to run optimally. There is extensive online help and how to guides available throughout the system. All backups are carried out by accountsIQ also.

3.8 Partner network and related accreditation process

The company markets direct to accountants and does not yet have any sales partners. It does however integrate with a range of 3rd party applications and has an extensive Webservices API to allow easy integration with other systems. Examples include CRM (Salesforce), POS (5 different ones currently), Reservations (Hotellinks) and a range of eCommerce websites.

3.9 Limitations

The ICAEW software evaluation exercise has been developed to cover a wide range of software and there may be areas in the evaluation which show up possible weaknesses in accountsIQ.

These weaknesses should be taken into context with the potential market for this product, and in most cases would therefore be not applicable.

Attention should be drawn to the following limitations of accountsIQ as per the ICAEW questionnaire:-

- The software only works fully at present with Internet Explorer 8 and above. Firefox, Chrome etc are not supported although all the reporting and dashboard elements of the system are accessible from any browser.
- Screen layouts and report formats cannot be tailored to user requirements. However there is an Excel Addin available to allow extraction and dynamic update of datasets to Excel for user defined design and development of report packs, KPIs and graphs.
- No batch processing controls (but this is not generally used these days).
- No user visible system log of error messages or security violations. However accountsIQ maintain this log internally and some reports can be made available to end users on request.
- Nominal ledger detailed accounts screen (display) with budget fields and five year history does not contain total fields (but reports generated do).
- Full audit trail of all changes to transactions but no audit trails of changes to VAT tables or nominal ledger master files.
- System does not enforce printing of period end reports (but retrospective reports can be run at any time for any period).
- System does not calculate early settlement discounts.
- Interest is not automatically calculated on late payments.
- System does not handle VAT margin scheme; special retail schemes, reverse charge VAT and the flat rate scheme need a workaround.
- VAT Scale Charges not automatically catered for (but a journal template can be created to facilitate this posting).
- There are no warning messages when switching from standard to cash basis of VAT or vice versa.
- Despatch type not shown on EC Sales lists.
- Pro Forma invoices are not identified as not being a valid tax invoice.
- Intrastat report not currently produced.
- There is no proprietary report generator. However there are many options to tailor reports and there is an Excel Add-in available to extract datasets directly to Excel. Reports can also be exported in a variety of formats for further editing if required.
- Within POP and SOP the system does not: highlight alternative stock or handle back to back orders.

- The stock system does not hold lead times, suppliers, weights. The system will only handle the average stock valuation method. Aged stock reports are not available.
- Offsite Backups are carried out centrally on a daily basis. Individual users can extract their details directly to an Excel spreadsheet at any stage. However restoration of backups cannot be instigated by a user and needs to be specifically requested as a service.

4 **Evaluation conclusion**

There were no areas in the evaluation that gave concern given the target marketplace of the product. accountsIQ is fully featured and well specified. The company has been established for several years, has a presence in the US and Australia as well as the UK and Ireland and continues to be fully committed to its development, enhancement and usability.

Disclaimer

Any organisation considering the purchase of accountsIQ Enterprise 21/9/2013 version should consider their requirements in the light of proposals from AccountsIQ Limited 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 accountsIQ Enterprise
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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?	128 bit encryption throughout. Passwords to login based on company ID, User names and user password.	Accepted
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?	User profiles and access rights give different levels of permissions to all areas of the system. This is managed by a Practice Administrator for both practice and company user access. The Practice Administrator may also assign a Company Administrator to manage this at individual company level.	Confirmed
5.3 Is this access to the application managed by:- 5.3.1 Individual user profiles? 5.3.2 User groups based on their job roles?	Yes. Unlimited profiles can be created, each can be configured based on permissions to allow for information sensitivity and also segregation of duty.	Confirmed Confirmed
5.4 If menus can be tailored would this override the application access control?	Menus cannot be tailored but access to these menus is controlled based on profiles.	
5.5 Passwords		
5.5.1 Is access to the software controlled by password?	Yes. A company ID, User Name and Password. Each user needs to be set up by an administrator with assigned rights.	Confirmed
5.5.2 Please state the basis of control available (e.g., role based etc).	Passwords and user profiles.	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	

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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)?	Yes each user has a separate login name and this activity is logged and recorded for audit purposes.	Confirmed
If No:-		
5.5.5.1 How does the software track user activity?		
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?	Strong password as defined by generally accepted protocol. Definition available if required.	Accepted
If Yes:-		
5.5.9.1 Please specify [e.g. Number of digits, requirement for special characters, numeric, upper/lower case etc.]		
5.5.10 Is there a facility to enforce password changes after a chosen period of time?	No expiry in place or intended to be introduced.	Noted
5.5.11 Is there a facility to specify a minimum age for passwords (e.g. 1 day)?	No expiry in place or intended to be introduced.	Noted
5.5.12 How many previous passwords are retained by the system to limit users recycling passwords (e.g. 24 or 32)?	You cannot set your new password to be the same as the last one.	Confirmed
5.6 Please state how security allows for access to be specified separately for :-		
5.6.1 Read?	User profiles can be configured for reporting access only.	Confirmed

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Question	Supplier Response	Evaluator's Comment
5.6.2 Read and write? 5.6.3 Delete and amend?	You can't configure user profiles to delete or amend but all edits are stored in a separate audit log. Also, edits cannot be made after period close, vat returned and bank reconciled.	
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?	Budgets cannot be updated for closed periods. Only administration users can import budgets.	Accepted
5.8 Does the software require higher or specific levels of user access for changes to sensitive data, such as customer credit limits?	Yes. This is controlled by user profiles.	Confirmed
5.9 Please specify the specific security procedures (by passwords or warnings) over the:-	Listed below:	
5.9.1 Update of ledgers	User profile controlled.	Confirmed
5.9.2 Closing of accounting periods	User profile controlled.	Confirmed
5.9.3 Deletion of transactions	No transactions can be deleted. Reversals or edits are audit trailed by time and user.	Confirmed
5.9.4 Archiving of transactions.	All transactions are accessible based on profiles.	Confirmed
5.10 Is it impossible to delete a transaction?	Yes.	Confirmed
If No:		
5.11 How are deletions controlled by the system?	N/A	N/A
5.12 Are deleted transactions retained in the audit trail and denoted as such?	N/A	N/A
5.13 Can a report be produced detailing all current users, via user	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
<p>groups if relevant, and their authority levels and/or access rights?</p>		
<p>5.14 If data can be accessed by separate reporting facilities, such as ODBC or separate report writer, is the user access security control applied?</p>	<p>Yes. External access to reporting data is via an excel add in. This follows the same login credentials as the main system but access to the add in is controlled by client deployment.</p>	Confirmed
<p>If No:-</p>		
<p>5.15 Please explain any other protection in place to prevent unauthorised access to data with such facilities.</p>	N/A	
<p>5.16 Is the level of security (described with this section) appropriate for the expected size of business using the software?</p>	Yes	Confirmed
<p>5.17 Is there a clear indication in the software or manuals as to how the data is:- 5.17.1 Backed-up? 5.17.2 Recovered?</p>	<p>Yes. This is explained in the contract. As this is a SaaS offering all back up and recoveries are performed by the software provider rather than the user. As a specifically requested service a user can ask for a restore of data from a backup taken at a particular point in time</p>	Accepted
<p>5.18 Back ups How are back ups provided:-</p>		
<p>5.18.1.1 Within the software application?</p>	<p>Yes. User can export all main data sets depending on profile.</p>	Confirmed
<p>5.18.1.2 Within the operating software?</p>	N/A	N/A
<p>5.18.2 Are backup procedures automatic?</p>	<p>Back up is automatic given that the offering is SaaS.</p>	Accepted

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Question	Supplier Response	Evaluator's Comment
5.18.3 Is the user forced or prompted to back-up at certain intervals?	N/A as the application is a SaaS.	Accepted
5.18.4 Can the intervals be customised?	N/A as the application is a SaaS.	Accepted
5.19 Recovery		
5.19.1 Please state how the software facilitates recovery procedures in the event of software failure? (E.g. roll back to the last completed transaction).	Roll back to last transaction completed is supported (as is the norm with SQL). Also, full back and restore facilities are available. Users can take a backup of the transactions and balances at any time which is extracted as an Excel workbook with multiple sheets. Separately we carry out daily offsite backups of all databases and hourly incremental backups of transaction logs so we can always get back to at least the last hour. Restoration from backups have to be specifically requested and cannot be carried out directly by the user.	Accepted
5.19.2 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?	Automatic saving is in place on the main data entry screen to avoid any loss of data during batch postings. This is being extended to all parts of the application as part of a general system upgrade.	Accepted
5.19.3 Are these automated?	Yes	Accepted
5.19.4 Do the recovery procedures work?	Yes	Accepted
5.20 What features are available within the software to help track down processing problems?	As part of the login process a data checker routine executes. This verifies that the system balances along with a variety of other data sets are in check. Also, the support team will receive emails indicating if there	Confirmed

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Question	Supplier Response	Evaluator's Comment
	are any data validation issues.	
5.21 Are software messages clear?	Yes	Subjective –accepted
5.22 Are user responses properly structured to ensure that erroneous key strikes do not lead to inappropriate actions?	Yes	Confirmed
5.23 Is there a software log which details:-		
5.23.1 Error messages?	Not available as a specific report – can be obtained on request as is recorded in the database	Accepted
5.23.2 Security violations?	Not available as a specific report – can be obtained on request as is recorded in the database	Accepted
5.24 Audit trail		
5.24.1 Does the software have a detailed audit trail?	Yes	Confirmed
5.24.2 Is it impossible to turn off or delete the audit trail?	Yes	Confirmed
5.24.3 Are all master file changes recorded in the audit trail?	No. Transaction editing is recorded.	Confirmed
If Yes:-		
5.24.3.1 Does each change have a system generated reference allocated?	Yes	Confirmed
5.24.3.2 Are the originator and authoriser identified?	Originator is noted and reported	Confirmed
5.24.3.3 Is the change date and time stamped?	Date stamp is visible to end user – time stamp is available on request	Confirmed

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Question	Supplier Response	Evaluator's Comment
5.24.4 Are all standing data changes recorded in the audit trail?	No	Noted
If Yes:-		
5.24.4.1 Does each change have a system generated reference allocated?	Yes	Confirmed
5.24.4.2 Are the originator and authoriser identified?	User amending is recorded	Confirmed
5.24.4.3 Is the change date and time stamped?	As 5.24.3.3 above	Confirmed
5.24.5 Is all input data included within the audit trail, including amendments, deletions, journals etc?	Yes	Confirmed
5.24.6 Does the software allocate a system generated unique reference number to each transaction?	Yes	Confirmed
5.24.6.1 Is this stamped with a user id?	Yes	Confirmed
5.24.6.2 Is this unique reference number presented to the user at time of input?	Yes	Confirmed
5.24.6.3 Is the transaction date and time stamped?	As in 5.24.3.3 above	Confirmed
5.24.7 Are all imported /interfaced transactions allocated a software generated reference number?	Yes	Accepted
5.24.8 How are transactions differentiated within the audit trail?	Transaction ID	Confirmed

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Question	Supplier Response	Evaluator's Comment
5.25 What are the procedures for handling dates? (E.g. 2 digit years, 4 digit years).	The system supports both 2 and 4 digit years. You can also use mid or long date format.	Accepted
5.25.1 In the case of two digits what is the break point for the century?	20 th is applied if 2 digit year is entered.	
5.25.2 Are dates handled consistently throughout the software?	Yes	Accepted

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Question	Supplier Response	Evaluator's Comment
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 – code, VAT, and discount checking – not reasonableness	Confirmed
6.4 Can the user amend data on an input screen prior to update?	Yes. Prior to posting.	Confirmed
6.5 What control features are within the software to ensure completeness and accuracy of data input?	All transactions are validated at both the client-side (front end) and the server-side (SQL database backend), ensuring the integrity of the data. Full audit trail available including details of changes to entries.	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)	Each transaction has a unique audit trail reference.	Confirmed

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Question	Supplier Response	Evaluator's Comment
6.8 Does the software allow for batch control totals?	No	Confirmed
If Yes:-		
6.8.1 Are batches automatically numbered?	N/A	Confirmed
6.8.2 Are batches forced to balance before ledger update?	N/A	Confirmed
6.8.3 Does the software allow the temporary halting of input of a batch to allow for queries or other activities to take priority (e.g. set up a new account)	N/A	Confirmed
6.8.4 Is the user forced to confirm batch totals?	N/A	Confirmed
6.9 Is attempted posting of unbalanced journals rejected? (G/L).	Yes	Confirmed
6.10 Are input errors highlighted?	Yes	Confirmed
6.11 If Yes are they:-		
6.11.1 Rejected and reported on screen?	Yes	Confirmed
6.11.2 Rejected and error reports generated?	No	Confirmed
6.11.3 Accepted and posted to suspense?	No – Must be corrected before posted	Confirmed
6.12 Does the software have an automatic facility to correct/reverse/delete transactions?	Yes but only for transactions that have not been VAT returned Bank Reconciled or that are part of a closed period. Cannot delete.	Confirmed
If Yes:-		
6.12.1 Are all the double entry transactions documented in the audit trail?	Yes	Confirmed
6.13 What are the controls to ensure the internal integrity of the ledger(s) or the accounting	All transactions are validated at both the client-side (front end) and the server-side (SQL	Confirmed

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Question	Supplier Response	Evaluator's Comment
information, e.g., control of accounts.	database backend), ensuring the integrity of the data. Full audit trail available including details of changes to entries.	
6.14 Is it possible to allocate input values directly to ledger control accounts?	An account marked as 'C' type account does not allow for direct user transaction entry	Confirmed
If Yes:-		
6.14.1 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?	In addition to standard system reports a daily balance and total validation check routine confirms the integrity of data in the system. his routine can also be run at any time.	Confirmed
6.15 Can automatic accruals or prepayments be generated?	No but a template can be set up.	Confirmed
6.16 Will these automatically be reversed after the period end? (G/L)	Yes – accruals and prepayments are specific posting types which autoreverse.	Confirmed
6.17 Does the software have a purchase invoice register?	There is a purchase day book report by transaction date or period. Filter possible by invoice/credit note etc.	Confirmed
6.18 Does the software permit multi debit/credit journals?	Yes	Confirmed
6.19 How are transactions identified on screen/reports as to:-		
6.19.1 Type?	Yes: There are approx. 30 different transaction types all shown on-screen and in relevant reports. Debits are + and Credits are – entries	Confirmed
6.19.2 Debit or credit?		

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Question	Supplier Response	Evaluator's Comment
6.20 Can separate nominal analysis codes be input for each invoice line?	Yes: there is a field per line for the nominal code.	Yes
If Yes:-		
6.21 Does this cover:- 6.21.1 Sales ledger? 6.21.2 Purchase ledger? 6.21.3 Stock?	Yes to all	Confirmed
6.22 Can receipts and payments be matched to specific invoices?	Yes	Confirmed
If Yes:- Is this 6.22.1 Automatic or manual?	Automatic based on all transactions, due date or filtered	Confirmed
6.23 Will the software permit part payments?	Yes	Confirmed
6.24 Will the software allow:- 6.24.1 Payments to be made to customers? 6.24.2 Receipts to be received from suppliers?	Yes through debit journal Yes through debit journal	Confirmed Confirmed
6.25 Does the software handle purchase credit notes?	Yes	Confirmed
6.26 Is there an ability to automatically amend stock if applicable?	Yes	Confirmed
6.27 Can the software generate sales credit notes?	Yes	Confirmed
6.28 Does the software handle discounts and promotions?	Yes by manual override	Confirmed
6.29 Does the software provide for early settlement discounts?		
6.30 Can early settlement discounts be	Currently not an automatic	Confirmed

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Question	Supplier Response	Evaluator's Comment
automatically generated?	feature of the system. Discounts can be captured as write off amounts and automatically posted during allocation of payments/receipts	
6.31 Are there controls over accepting settlement discounts (e.g. time limits)?	N/A	Confirmed
6.32 Is VAT treated correctly on early settlement discounts?	N/A	Confirmed
6.33 Will the software permit the posting of unallocated cash to the ledgers?	Yes: payments on account through the sales receipt/purchase payment entry screens	Confirmed
Does this apply to:-		
6.33.1 Sales ledger?	Yes	
6.33.2 Purchase ledger?	Yes	
6.34 Are unallocated cash/credit notes specifically reported for follow up?	Standard report available	Confirmed
6.35 Are outstanding transactions displayed for allocation?	Yes: every time the user opens up the receipt/payment screen on a given account they are shown unallocated transaction and the associated outstanding amounts.	Confirmed
If Yes does this apply to:-		
6.35.1 Sales ledger?	Yes	
6.35.2 Purchase ledger?	Yes	
6.36 Is it possible for new accounts to be created during input?	Yes	Confirmed
6.37 Does this cover the following ledgers:-		
6.37.1 Sales?	Yes	Confirmed
6.37.2 Purchases?	Yes	Confirmed
6.37.3 General?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
6.37.4 Stock?	Yes	Confirmed
6.38 What controls are there over the creation of new accounts?	Only users with 'Add' permission on the relevant screens can do so.	Confirmed
6.39 Is the originator and/or authoriser identification logged by the software?	The originator/authoriser or a code is logged and the only change that can be made is the name of the code which is logged by the system and available on request but not displayed with the application.	Confirmed
6.40 Is the user prevented or warned from overriding credit limits or discounts? (S/L).	Defined through user profiles	Confirmed
6.41 Does the software have a bank reconciliation facility?	Banks supported - Any bank supporting EMTS, OFX, QIF, CSVs and proprietary formats for all major Irish and UK Clearing Banks.	Confirmed
6.42 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
6.43 Are these adequately reported?	Yes	Confirmed
6.44 Does the software accept input files from other computer packages?	Yes: import of data from Excel, TAS, Sage 50 and Sage Instant, MYOB and QuickBooks data can be imported in house on receipt of backup files from the customer. Other packages can be considered.	Accepted
If Yes:- 6.44.1 What formats are	CSV	

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Question	Supplier Response	Evaluator's Comment
accepted?		
6.44.2 What controls are in place over the interface?	The data import tools include validation and integrity of data checks	Accepted
6.45 Does the software have a facility for calculating interest on late payments?	No	Confirmed

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Question	Supplier Response	Evaluator's Comment
7 File maintenance		
7.1 Are ledgers:-		
7.1.1 Open item?	Depends on the report	Accepted
7.1.2 Balance forward?		
7.2 Does the above cover:-		
7.2.1 Sales ledger?	All open items	Confirmed
7.2.2 Purchase ledger?	All open items	Confirmed
7.2.3 General ledger?	Balance forward on start of period date and all transactions since listed	Confirmed
7.3 Is a month end routine required to be undertaken?	No – optional – during year if run it closes the period preventing postings to prior period (based on profiles). Sales and Purchase month ends need to be run before year end though.	Confirmed
7.4 Is the creation or amendment of standing data (e.g. customer account details) controlled by menu options?	Yes	Confirmed
7.5 Are menus:-		
7.5.1 Application specific?	Yes	Confirmed
7.5.2 User specific?	Yes	Confirmed
7.6 Is it <u>impossible</u> to delete accounts if the balance is Nil but transactions have been recorded against the code.	Cannot delete if any postings are made	Confirmed
Does this apply to:-		
7.6.1 General Ledger?	Yes	Confirmed
7.6.2 Sales Ledger?	Yes	Confirmed
7.6.3 Purchase Ledger?	Yes	Confirmed
7.6.4 Stock?	Yes	Confirmed
7.7 Are there any other constraints over the deletion of accounts?	Yes: any reference to an account from any other parts of the	Confirmed

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Question	Supplier Response	Evaluator's Comment
7.8 What is the size and format of reference numbers and descriptions within:- 7.8.1 General Ledger? 7.8.2 Sales Ledger? 7.8.3 Purchase Ledger? 7.8.4 Stock?	system (eg price list) prevents deletion from the accounts code. In addition the correct User Profile is required	Confirmed
7.9 Is the scope of the reference number adequate to permit sufficient depth of analysis?	Yes- can be expanded in conjunction with departments	Confirmed
7.10 How does the software guard against/warn about, duplicate account numbers on set up?	Message pops up to say it already exists and will not permit a duplicate	Confirmed
7.11 How does the software enable the traceability - from, to and through the accounting records - of any source document or interfaced transaction?	Type of posting is displayed and can drill down the original transaction (including posting changes)	Confirmed
7.12 What drill down/around functionality is available within the software?	Drill down to account level (by customer/supplier) and to transaction level. Can also drill down in reports.	Confirmed
7.13 Can reports be invoked which identify all the fields which have been modified?	A change log tab is visible for every transaction.	Confirmed
7.14 If the software uses a lot of standing information which changes frequently or regularly, does the software allow for such changes to be effected through the	Yes there are default tables where possible. E.g. VAT rates, default codes etc.	Confirmed

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Question	Supplier Response	Evaluator's Comment
use of parameters or tables?		
If Yes: –		
7.14.1 Is the use of such parameters or tables adequately reported?	Update shown on screen. A report (on request) can be produced showing named person amending.	Confirmed
7.15 What controls are within the software over changes to parameters and tables e.g. reporting, password etc?	Based on user profiling	Confirmed
7.16 Does the software allow selective archiving of old data on a user-defined basis?	No archiving is necessary. All data always accessible. SaaS offering- this is a positive feature.	Noted
7.17 What controls are in place over the handling of archived data?	N/A	N/A
7.18 Can archived data be used for reporting purposes?	N/A	N/A
7.19 Does the software allow for the restoration of achieved data for audit without affecting current accounting data?	N/A	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)?	There is specific workflow implemented for approval of purchase invoices and payment runs and period ends highlight where template journals have not been posted	Confirmed (W)
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?	It is possible to amend certain fields only if the user has the relevant permission and the period is still open or been included in a bank rec or VAT return. All changes are logged in the audit trail tab. See also 7.13	Confirmed
8.3 Is there an audit trail of all changes to transactions which have updated the ledgers?	Yes See 7.13 or 8.2	Confirmed
8.4 Can the software calculate prices or values by reference to master file data?	Yes	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?	In addition to transaction validation routines during data processing, a balance and total validation checker runs once a day for each company database	Confirmed
8.7 How is this done e.g. when the software is switching on or on ledger update?	Run once a day and when logging in	Confirmed

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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?	User profiles determine access levels and functionality. Confirmed
9.2	Is there:	
9.2.1	Transaction sequencing?	Yes Confirmed
9.2.2	Automatic dating of posting transactions?	Yes but can be overwritten Confirmed
9.2.3	Identification of user id or source of document?	Always assigned to each transaction 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?	Yes. Concurrent user login Confirmed
	If Yes:- How many companies are supported?	Unlimited Accepted
9.6	Is a group consolidation facility available?	Yes Confirmed
9.7	Can the software consolidate entities with different charts of accounts?	Yes. Category and sub category with a different GL account. Confirmed
9.8	How many levels of nominal analysis can be handled by the software?	3 Levels Confirmed
9.9	How does the software handle cost centres, departments, divisions?	Handled through analysis groups. There are up to 6 analysis groups. Confirmed

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Question	Supplier Response	Evaluator's Comment
9.10 How are periods handled by the software?	No forced closure except at year end. See also 7.3	Confirmed
9.11 How many:-		
9.11.1 Accounting periods can be set up?	12 Periods	Confirmed
9.11.2 Years can be set up?	Unlimited	Confirmed
9.12 Can the length/ number of periods be adjusted to suit different user requirements?	This is done through reporting but clients have 12 periods.	Confirmed
9.13 How many accounting periods can be open at any one time?	Unlimited	Confirmed
9.14 How many years can be open at any one time?	Unlimited	Confirmed
9.15 Can a period or year be re-opened after it has been closed?	Yes but only based on user permission.	Confirmed
If Yes:-		
9.15.1 What controls are in place over this function?	This is controlled by user profiles.	Confirmed
If No:-		
9.15.2 Is the data archived on the server?	No archiving required as software is a SaaS See 9	Confirmed
9.15.3 Is this accessible for reporting purposes?	N/A	Confirmed
9.15.4 Can a previous year be restored from backup?	N/A	Confirmed
9.16 Can data from all accounting periods and years be accessed at any one time?	Yes	Confirmed
9.17 Can previous months and years be accessed for enquiries or reports?	Yes	Confirmed

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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:-	Yes	Confirmed
9.18.1 Are transactions analysed by posting date or document date?	Posting date but can be filtered through the transaction browser.	Confirmed
9.19 Can transactions be posted to more than one accounting period at any point in time?	Yes: current and future period posting is available. Posting to closed periods/year is not.	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?	Yes if reopened	Confirmed
9.21.3 A previously closed year?	Yes if reopened	Confirmed
If Yes:-		
9.21.4 What controls are in place e.g. level of authorisation and on screen warnings?	Controlled by user profiles	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	See 9.8.1 above	Confirmed
9.22.2 Accounted for in the VAT return?	Will be included in the open VAT return.	Confirmed
9.23 Does the software permit use of budgets and provide comparisons between budgets and actuals? If Yes:-	Yes	Confirmed
9.23.1 How many versions of budgets/forecasts can be maintained on the system?	2 – original and revised	Confirmed

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Question	Supplier Response	Evaluator's Comment
9.24 Are budgets available for:		
9.24.1 General ledger?	Yes	Confirmed
9.24.2 Sales ledger?	No	Confirmed
9.24.3 Purchase ledger?	No	Confirmed
9.24.4 Overheads?	Yes as part of GL	Confirmed
9.24.5 Balance sheet?	Yes	Confirmed
9.25 Can budgets be set by:		
9.25.1 Period?	Yes	Confirmed
9.25.2 Annually?	Yes	Confirmed
9.26 Can the software automatically generate budgets?	Yes	
If Yes:- Please state how this is achieved.	Either download to excel, amend and upload or in GL codes. You can also flex by %, spread or copied from prior budget.	Confirmed
9.27 What is the maximum value of transactions and of totals that can be handled by the software?	20 Digits	Accepted
9.28 What is the maximum number of transactions that can be handled by the software?	As 9.27	Accepted
9.29 What is the maximum number of accounts on each ledger:	As per 9.27	Accepted
9.29.1 Sales ledger?		
9.29.2 Purchase ledger?		
9.29.3 General ledger?		

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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.	Depending on the report totals are calculated from either control tables (e.g. period balances), underlying transactions (retrospective aging reports) or within the report itself (ratios)	Confirmed
10.4 Is it clear when the report has ended? (totals or end markers)	Yes	Confirmed
10.5 Can reports be saved in electronic format (as distinct from just printing)?	XML,CSV, PDF, HTML, EXCEL, WORD and TIFF Options	Confirmed
10.6 Are such files adequately protected from deletion or amendment?	The whole point of exporting (except PDF) is for users to tailor to their own requirements	Confirmed
10.7 Is a report writer provided as part of the software or as an add on? Please state the name of any third party package.	Yes through the excel add in function	Confirmed
10.8 What level of knowledge is required to use the report writer e.g. beginner, regular user, expert?	Regular user of excel for reporting	Accepted
10.9 Can the report writer make use of	As it is excel based can bring in	Accepted

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Question	Supplier Response	Evaluator's Comment
user-defined fields (including external fields)?	any data	
10.10 Does the report writer enable:-	There are different data views available which can be combined into one report	Accepted
10.10.1 Separate access to each system area?		
10.10.2 Reports to be prepared which combines related data from a number of system areas (e.g. Customers – Sales – Stock items) in the same report?		
10.11 Can users define the parameters, columns, fields and selection criteria used on reports reported?	Parameters can be defined within the software and further filtered within excel.	Accepted
10.12 Are standard reports always produced, even when they are nil returns?	Depends on report but always a header and selection criteria will appear.	Confirmed
10.13 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?	Yes all accounts with nil balances can be displayed	Accepted
10.14 Can screen layouts, reports and transaction formats be easily adapted to users' requirements?	Not by the user – but on request we can create reports as system standard, practice specific (i.e. for use by all practice clients), company specific (i.e. for use by all company users) or user specific (i.e. for use only by certain users)	Accepted
10.15 Can a hard copy be produced of all screen enquiries?	Yes. Some have in built ability and others can be exported, the web browser print option can	Confirmed

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Question	Supplier Response	Evaluator's Comment
	used or a screen capture.	
10.16 Can transaction files for all previous periods of the year be retained in the software to permit enquiries and reports?	Yes retained by default	Accepted
10.17 Are reports of all changes to standing data on customers, suppliers, tax rates etc automatically generated or stored for later printing?	Available on request but not as a standard report.	Accepted
If Yes:-		
10.17.1 Is the report able to capture the nature of the change, user id and data and time of the change?	As above	Accepted
10.18 Are all transactions on all reports individually identifiable?	Yes – even on summary reports it is possible to drill down to underlying transaction	Confirmed
10.19 Do the reports show whether items are debit or credit?	Yes. Depending on the report chosen. There is an option on some reports to show credit balances as positive or negative as required.	Confirmed
10.20 Do reports give sufficient narrative and coding to enable cross referencing?	Depends on the reports but in general yes.	Accepted
10.21 Is it possible to drill down from reports to the ledgers and original transactions?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
10.22 Can the software produce all requisite reports:-		
10.22.1 Day books	Yes	Confirmed
10.22.2 Trial balance	Yes	Confirmed
10.22.3 Profit and loss account	Yes	Confirmed
10.22.4 Balance sheet	Yes	Confirmed
10.22.5 Aged debtors	Yes	Confirmed
10.22.6 Aged creditors	Yes	Confirmed
10.22.7 Aged stock	No	Confirmed
10.22.8 Aged unallocated cash (debtors)	Yes	Confirmed
10.22.9 Aged unallocated cash (creditors)	Yes	Confirmed
10.22.10 Budgets	Yes	Confirmed
10.22.11 Cash flow statement	Yes	Confirmed
10.22.12 VAT reports	Yes	Confirmed
10.22.13 VAT form 100	Yes	Confirmed
10.22.14 EC Sales Listings	Yes	Confirmed
10.22.15 Intrastat returns (SSD)	Not as standard but can be requested	Confirmed
10.23 Are the above reports standard within the software or do they have to be written?	Standard	Confirmed
10.24 Is the age criteria fixed or user definable?	User definable	Confirmed
10.25 Can the aged analysis and day book reports be in summary and detail?	Aged analysis yes. Day booked only in detail with total reported.	Confirmed
10.26 Do standard reporting options give sufficient flexibility to tailor individual reports?	Yes. Various options are available using drop down menus to tailor reports. These can then be saved to favourites and saved with a user profile.	Confirmed
10.27 Can all reports be reproduced after the period end but @ the month end date:-		
10.27.1 Transaction listings?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
10.27.2 Day books?	Yes	Confirmed
10.27.3 Trial balance?	Yes	Confirmed
10.28 Is it possible to print out retrospective month end aged sales and purchase ledger reports that agree back to the month end trial balance control account figures as at the month end?	Yes this can be achieved retrospectively	Confirmed
10.29 Do the standard budget reports provide sufficient analysis of variances?	Yes	Confirmed
10.30 Do such reports provide exception reporting, percentage analysis and comparatives?	Not as standard but an existing standard report can be exported to excel for further summary	Confirmed
10.31 Do standard reports show sufficient analysis of trading results? (E.g. sales analysis by region)?	Can report by analysis code, group, and categories. Very flexible.	Confirmed
10.32 Are all movements during each accounting period shown on sales, purchase, general, stock ledger detail reports?	Yes. Depending on report chosen	Confirmed
10.33 Do the sales and purchase ledger reports show how all partial payments or allocations (unallocated cash) have been treated?	There is a standard report of unallocated transactions and also a report of allocations.	Confirmed
10.34 Is there a general ledger report that shows balances brought forward and carried forward plus all posted transactions in the period?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
10.35 Can the management accounts, profit and loss account and balance sheet be sufficiently analysed by:		
10.35.1 Project/job	Yes: Categories, Sub-Categories, Groups and Departmental analysis is available at transaction line level, providing management reports from the highest level to the lowest (transaction) level	Confirmed
10.35.2 Cost centres	Above	Confirmed
10.35.3 Department	Above	Confirmed
10.35.4 Division	Above	Confirmed
10.35.5 Company	Yes	Confirmed
10.35.6 Group (if applicable)	Through consolidation module	Confirmed
10.35.7 Can the above be user defined by Period and/or range?	Yes	Confirmed
10.36 What controls are there in place so that the user is aware of partly processed transactions:-		
10.36.1 Unposted invoices	Invoice listing screen can be filtered to show unposted invoices	Confirmed
10.36.2 Uninvoiced dispatches	Items delivered report shows goods dispatched	Confirmed
10.36.3 Payments	3 and 4 - N/A has to be posted to	Confirmed
10.36.4 Receipts	a code on entry.	
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)	Product items on screen a margin can be set and flag ticked to ensure sales cannot be below margin. This includes quotes, orders, invoices and credit notes.	Confirmed
10.38 Detail all automatically generated documents for external use. (E.g. sales invoices and statements, remittance advices.)	All the usual documents expected.	Accepted

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Question	Supplier Response	Evaluator's Comment
10.39 Can the software reproduce source documents? [E.g. sales invoices; POs, Remittance advices.....]	Yes	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 unless the original invoice is edited.	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 because there is no report generated. It can be used through the excel add in.	Accepted
10.44 Does the report writer have the facility to scroll up and down when output to screen?	N/A	Confirmed
10.45 Can all reports be run without the need for period-end procedures to be initiated?	Yes	Confirmed
10.46 Does the report writer allow print previews of all reports?	N/A	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.

Software features

11.1	Does the software have the facility to hold the following VAT information:-	
11.1.1	UK VAT registration number?	Yes (but field is not specific to UK) Confirmed
11.1.2	Intrastat code?	No Noted
11.1.3	EC Code?	As part of VAT number field Confirmed
11.1.4	EC VAT registration numbers (10)?	As part of VAT number field Confirmed
11.1.5	VAT rates (please specify number available)	Yes - unlimited Accepted
11.2	How does the software handle roundings?	Less than .005 rounded down, .005 or above rounded up Confirmed
11.3	Is this applied consistently?	Yes Accepted
11.4	Does the software handle VAT Scale charges with automatic double entry processing?	Not directly – a manual journal is required Confirmed

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Question	Supplier Response	Evaluator's Comment
11.5 Does the software handle VAT calculation tolerances?	Yes	Confirmed
If Yes do any discrepancies produce:-		
11.5.1 Warning?	– if VAT is adjusted and is greater than 0.10 a warning message appears on screen	Confirmed
11.5.2 Appear in the audit trail	No	Noted
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?	Defined in user profile	Confirmed
11.6.2 VAT tables set up and change?	Defined in user profile	Confirmed
11.6.3 Tolerance levels?	Defined in user profile	Confirmed
11.6.4 Invoice sales number table?	Defined in user profile	
11.6.5 Changes on VAT code on customer files?	Defined in user profile	Confirmed
11.6.6 Changes on VAT code on stock files?	Defined in user profile	Confirmed
11.6.7 VAT calculated on sales invoices or credit notes?	Defined in user profile	Confirmed
11.7 Does the software store and report a VAT return identifier [VRI]?	Confirmed	Confirmed
11.8 How does the software ensure that that each eligible posting is reported only once in a VAT return?	By an internal “flag” and the transaction is marked with the VAT return reference on which it	Accepted

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Question	Supplier Response	Evaluator's Comment
	appears.	
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 – for both UK and Ireland	Confirmed
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?	Yes	Confirmed
11.11.1 If Yes:- Is the change fully supported by audit trails to ensure proper VAT treatment of all transactions?	Yes – method used displayed on VAT returns List screen	Confirmed
11.11.2 Is this ability to change a basis of accounting clearly flagged, i.e. users warned etc.	No	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

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Question	Supplier Response	Evaluator's Comment
11.11.4 Does the software provide useful and relevant information on switching in the software help section?	Not relating to switching	Confirmed
11.12 Can the software handle the following VAT schemes:-		
11.12.1 Annual accounting scheme?	Yes by selecting the reporting range as 12 months	Confirmed
11.12.2 Flat rate scheme?	Not specifically – but there are workarounds	Noted
11.12.3 Retail schemes?	Not specifically – but there are workarounds	Noted
11.12.4 Account for VAT on the margin?	No	Noted
11.13 Can the software be configured to handle partial exemption methods?	By a workaround -yes	Noted
11.14 Please state the number of VAT codes available for VAT analysis.	Unlimited	Accepted
11.15 How does the software handle:-		
11.15.1 Outside scope?	By use of a specific VAT code	Confirmed
11.15.2 Distance selling (supply to an unregistered EC customer)?	By use of a specific VAT code. Supplying an unregistered EC customer has to be invoiced as a normal consumer transaction in the UK.	Confirmed

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Question	Supplier Response	Evaluator's Comment
11.16 How the software handle EC VAT:-		
11.16.1 Goods and related service?	By use of a specific VAT code	Confirmed
11.16.2 Services only?	By use of a specific VAT code	Confirmed
11.16.3 Process?	By use of a specific VAT code	Confirmed
11.16.4 Triangulation?	By use of a specific VAT code	Confirmed
11.17 Does the software include the functionality to identify EU acquisitions?	Can be done via client coding	Accepted
If Yes:-		
11.18 Can the software generate acquisition tax?	Based on VAT code used	Accepted
11.19 Can a report be generated of all EU acquisitions and the amounts of acquisition tax generated?	Yes via VAT Audit Trail	Accepted
11.20 Does the software include the functionality to identify transactions liable to reverse charge VAT?	Based on VAT code used	Accepted
If Yes:-		
11.21 Can the software generate reverse charge VAT?	Based on VAT code used	Accepted
11.22 Can a report be generated of all transactions liable to reverse charge VAT, and the amounts of tax where so generated?	Based on VAT code used	Accepted

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Question	Supplier Response	Evaluator's Comment
11.23 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?	There is no formal reconciliation report	Noted
11.24 How does the software handle late transactions posted outside the closed VAT return period?	Postings will appear in the next open VAT return	Confirmed
Input VAT (purchases)		
11.25 Can the software handle VAT inclusive amounts and automatically calculate the input VAT?	Yes	Confirmed
11.26 Does the software require the following to be entered:-		
11.26.1 Supplier reference?	Yes	Confirmed
11.26.2 Supplier document reference?	Yes	Confirmed
11.26.3 Internal document reference?	No- auto created by the system	Noted
11.26.4 Invoice tax point date?	Yes	Confirmed
11.26.5 Invoice posting period date?	Defaults to invoice date unless period closed when it appears in next period (or a future period can be chosen)	Confirmed
11.26.6 Invoice gross total?	Not needed as an input	Confirmed
11.26.7 Invoice VAT amount?	Not needed if VAT inclusive entry is made	Confirmed
11.26.8 Individual invoice lines:-		
11.26.8.1 net amount	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
11.26.8.2 VAT rate (optional from VAT code, product supplier)	Yes	Confirmed
11.27 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?	There is no matching to a pre-entered total.	Confirmed
11.28 Can the user override the software derived input VAT amount and input VAT as shown on the supplier invoice?	Yes	Confirmed
11.29 Does the software allow VAT to be reclaimed on the basis of registered but unposted invoices?	No	Confirmed
If Yes:- 11.30 Does the software flag the status as:-	N/A	N/A
11.30.1 VAT not yet reclaimed? 11.30.2 VAT claimed?		

Output VAT (sales)

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Question	Supplier Response	Evaluator's Comment
11.31 Does the software generate sales invoices?	Yes	Confirmed
If Yes:-		
11.32 For each invoice generated is the following information included on the sales invoice:-		
11.32.1 Unique software generated invoice reference	Generated by system or unique number can be entered	Confirmed
11.32.2 Your name, address, EC country code and VAT number?	Yes	Confirmed
11.32.3 The time of supply (tax point)	Yes	Confirmed
11.32.4 Date of issue (if different to the time of supply)	Yes	Confirmed
11.32.5 Your customer's name (or trading name) and address, EC country code and VAT number (if applicable)	Yes	Confirmed
11.32.6 The unit price [applies to countable goods or services. E.g. an hourly rate; or a price for standard services.]	Yes	Confirmed
11.32.7 A description which identifies the goods or services supplied.	Yes	Confirmed
11.33 Does the software identify supplies that are zero-rated or	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
exempt on an invoice and that there is no VAT payable?		
If Yes:		
11.34 Is this by way of a report?	There is a table on the face of the invoice	Confirmed
11.35 Does the software handle Proforma invoices?	Yes	Confirmed
If Yes:-		
11.36 Are the invoices clearly identified as "this is not a tax invoice"?	No	Noted
VAT Reporting		
11.37 Does the software produce a VAT 100 form as standard?	Yes	Confirmed
If No:-		
11.38 Does the software have a means of producing reports that support the completion of the VAT return?		
11.39 Is the VAT return information available by report on a three monthly basis or any other specified period?	Yes – can be produced for any period	Confirmed
11.40 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
11.41 Can the VAT return be recreated showing all the	The original is saved and can be retrieved at any	Confirmed

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Question	Supplier Response	Evaluator's Comment
transactions which were included in the original VAT return?	time. It does not need to be recreated.	
11.42 Does the software have a separate VAT audit log?	Yes – VAT audit trail button shows details of transactions making up the VAT return.	Confirmed
11.43 Note where the software details the following non routine event in the audit trail or VAT audit log etc:-		
11.43.1 Changes to VAT tables.	The date of change is shown	Confirmed
11.43.2 Change from invoice/cash VAT accounting or other Schemes.	Clearly shows method used on VAT Return List	Confirmed
11.43.3 VAT tolerance.	Exceptions report shows changes	Confirmed
11.43.4 Changes to VAT rates on customer, supplier, product master files.	The date of change is shown	Confirmed
11.44 Are the above changes noted above stamped with a:-		
11.44.1 User id?	Not visible to users but can be provided on request	Accepted
11.44.2 Software generated unique reference number?	Not visible to users but can be provided on request	Accepted
11.44.3 Date and time?	Date displayed report of time available on request	Accepted
11.45 VAT postings	Yes	Confirmed
11.45.1 Are all VAT postings recorded in the audit trail or VAT audit log?		

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Question	Supplier Response	Evaluator's Comment
11.45.2 Does the software denote whether each transaction has been included in a reconciled VAT return?	Yes – on Audit Trail	Confirmed
11.45.3 How does it denote which VAT Return the transaction has been included in?	Audit trail shows the VAT return reference.	Confirmed
11.46 Does the software produce a VAT Exception report detailing such transactions as:-		
11.46.1 VAT amounts outside tolerance levels?	Yes	Confirmed
11.46.2 Manual changes to software generated VAT?	No	Confirmed
11.46.3 Write offs	No	Confirmed
11.46.4 Zero value invoices?	No	Confirmed
If No for any of the above:-		
11.47 How does the software document these occurrences?	The information is recorded in the SQL database	Accepted
11.48 Does the software handle “intra-community” supply of goods?	Yes – if appropriate VAT code created and used	Accepted
11.49 Does the software support production of an EC Sales List?	Yes	Confirmed
If Yes:-		
11.50 Does the report show the country code, the customer name, their EC VAT number,	Yes except despatch type	Confirmed

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Question	Supplier Response	Evaluator's Comment
the invoice reference and indicators for different types of despatches?		
11.51 Does the software produce invoice level reports that enable every value on each EC Sales List report to be traced to source documents?	Report produced has drill down capabilities to underlying invoices	Confirmed
11.52 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).	In same was as other entries on VAT Return	Accepted
11.53 How does the software handle triangulation? E.g. a movement of goods without a related invoice transaction.	Via the VAT code	Accepted
11.54 Does the software produce the relevant documents in a format [e.g. CSV or XML] that can be uploaded direct to the HMRC gateway?	EC Sales list can be exported as a CSV file	Confirmed
11.55 Can these be electronically transmitted direct from the system?	No	Accepted
11.56 Does the software produce Intrastat reports where applicable?	No	Accepted
11.57 How are errors on VAT accounts corrected?	Journal entry as required	Confirmed

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Question	Supplier Response	Evaluator's Comment
11.58 How does the software handle the VAT on purchase and sales ledger contras?	The recommended method is to use a "contra bank account" and pass the transactions through this account which should have a Nil balance	Confirmed
11.59 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)?	A special VAT code could be created e.g. a 10% rate	Confirmed
11.60 Can the software handle cheque refunds to customers?	Yes	Confirmed
If Yes:-		
11.61 How is the VAT accounted for under cash accounting?	VAT is accounted when the cheque is issued. VAT return also needs to be set to cash accounting.	Confirmed
11.62 Can the software handle invoices with multiple rates of VAT?	Yes – each line has its own VAT rate.	Confirmed
11.63 How does the software handle write off of bad debts and the related VAT?	A credit note is posted to Bad debts account	Confirmed

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Question	Supplier Response	Evaluator's Comment
12 Currency		
12.1 Is multi-currency processing available?	Yes	Confirmed
If Yes:-		
12.1.1 State number of currencies available.	Unlimited	Confirmed
12.1.2 Does this cover:-		
12.1.2.1 General ledger	Yes	Confirmed
12.1.2.2 Sales ledger	Yes	Confirmed
12.1.2.3 Purchase ledger	Yes	Confirmed
12.1.2.4 Stock	Yes	Confirmed
12.1.3 Is conversion to sterling automatic?	Yes – once a rate is entered in currency table	Confirmed
If Yes:-		
12.1.4 Does this cover-		
12.1.4.1 General ledger	If affected by sales/purchased/bank journal entry but not	Confirmed
12.1.4.2 Sales ledger	Yes	Confirmed
12.1.4.3 Purchase ledger	Yes	Confirmed
12.1.4.4 Stock	Yes	Confirmed
12.1.5 Can the user select which currency to value each of the ledgers?	Yes	Confirmed
If Yes:-		
12.1.6 Does this cover:-		
12.1.6.1 General ledger	No – TB can only be run in the default currency of the company.	Confirmed
12.1.6.2		
12.1.6.3 Sales ledger	Yes	Confirmed
12.1.6.4 Purchase ledger	Yes	Confirmed
12.1.6.5 Stock	No	Confirmed
12.1.7 What are the currency capacities?	Unlimited	Accepted
12.1.8 What are the maximum and minimum exchange rates?	No real restrictions	Accepted

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Question	Supplier Response	Evaluator's Comment
12.1.9 What approach will the Software House take towards handling the EURO?	Euro handled fully already	Confirmed
12.2 What currency information is held:		
12.2.1 Currency Code/description?	Yes	Confirmed
12.2.2 Country?	As part of the description field	Confirmed
12.2.3 Currency rate table?	Yes	Confirmed
12.2.4 Date rates effective from-to?	From only	Confirmed
12.2.5 Previous rates held?	Not available to end user – but held in database so available on request	Accepted
12.3 Can a base currency be selected?	Yes on company setup	Confirmed
12.4 Can the user over ride the exchange rates during a transaction?	Yes – provided user profile permits	Confirmed
12.5 Can the user change the exchange rates per account?	Yes for sales purchase and bank account entries	Confirmed
12.6 Is there a restriction on accounts to a single selected currency?	For bank accounts and supplier and customer accounts– yes	Confirmed
If Yes:-		
12.6.1 What controls are in place over any changes?	Once transactions have been made in a specific currency the currency type cannot be changed	Confirmed
12.7 Can the user manually over ride the currency calculation?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
12.8 Are gains or losses on currency calculations automatically processed?	Yes -	Confirmed
12.9 Can the user over ride the calculation /processing of currency gains and losses?	No	Confirmed
12.10 Can a user override an exchange rate on each transaction?	Yes	Confirmed
12.11 Can the user define the treatment of foreign exchange gains/losses i.e. where posted to in the general ledger?	Yes – in setup	Confirmed
12.12 Can ledger accounts be defined to take invoices/payments in specified currencies/ multiple currencies?	Yes	Confirmed
12.13 Does the software prevent the deletion of the active currency?	There is no Delete button available	Confirmed
12.14 Does the software prevent use of duplicate currency codes?	Yes	Confirmed
12.15 Can currency transactions be entered in selected currency and/or base currency?	Depends on the transaction generally Yes	Accepted
12.16 Can transactions be entered in multiple currencies?	No – a financial entry is always in one currency.	Confirmed
12.17 How does the software handle exchange differences?	Posts to an Exchange gain/loss account	Confirmed
12.18 How does the currency treat revaluations relating to:		
12.18.1 Ledgers (sales/	Revaluation to exchange	Confirmed

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Question	Supplier Response	Evaluator's Comment
12.18.2 purchases) Monetary assets/ liabilities	gain/loss account Revaluation to exchange gain/loss account	Confirmed
12.18.3 General ledger accounts?	N/A	N/A

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Question	Supplier Response	Evaluator's Comment
13 Sales Order Processing and Invoice Production		
13.1 Does the software start with a quotation or the sales order?	Either can be used	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	Depends on settings – but a warning that there will be negative stock can be produced on screen	Confirmed
Highlight alternative stock.	Not possible	Noted
13.4 How does the software check credit status of customer:		Confirmed
13.4.1 On receipt of order?	Yes	
13.4.2 Prior to dispatch?	Not warned at this stage	
13.5 Can the software block:		
13.5.1 Customer orders?	Only if negative stock results	Confirmed
13.5.2 Deliveries?	Only if negative stock results	Accepted
13.5.3 Invoice production?	If credit limit exceeded but can be overridden	Accepted
13.6 Where stock is not available is a “back order” raised and a purchase order issued?	Not automatically but a report can be produced showing items required to be purchased	Confirmed
13.7 Does the software handle forward orders?	Yes	Confirmed
If Yes is this:-		
13.7.1 Only when stock is now available?	No	Confirmed
13.7.2 Allocated from future planned stock?	Yes as you can override a warning regarding negative stock	Confirmed

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Question	Supplier Response	Evaluator's Comment
13.8 Can multiple addresses be held for each customer (invoice and delivery address).	No – single invoice address and single delivery address (but they can be different addresses)	Confirmed
13.9 Are the following documents produced:		
13.9.1 Quotations?	Yes	Confirmed
13.9.2 Order confirmation?	Yes	Confirmed
13.9.3 Picking lists?	Yes	Confirmed
13.9.4 Labels?	No	Confirmed
13.9.5 Dispatch/Delivery note?	Yes	Confirmed
13.9.6 Invoices?	Yes	Confirmed
13.10 Are the following reports available:		
13.10.1 Quotes for which orders not received?	Screen display of these and individual quotes can be printed	Confirmed
13.10.2 Orders received (analysis)?	As 13.10.1	Confirmed
13.10.3 Items placed on backorder and/or purchase orders raised?	As 13.10.1	Confirmed
13.10.4 Items dispatched not invoiced?	As 13.10.1 and a separate full report is also available	Confirmed
13.10.5 Items ordered but not dispatched due to stock out?	Yes	Confirmed
13.10.6 Gross margin (by invoice or item)?	???	????
13.11 Are invoice details derived from order input? (e.g. prices, quantity)	Yes	Confirmed
13.12 Can picking lists /dispatch notes be amended for non availability of stock?	Yes	Confirmed
If Yes:-		
13.12.1 Is this reported?	As a part delivery on screen	Confirmed

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Question	Supplier Response	Evaluator's Comment
13.12.2 Are the items dispatched reflected in final invoice?	Yes	Confirmed Confirmed
13.13 Is there one dispatch note and invoice per order?	Depends if partly fulfilled – could be more than one	Confirmed
13.14 How does the software ensure all dispatches are invoiced? e.g. where multiple dispatches are raised per order, or several orders on a single dispatch note.	A report is available and a screen display also shows items only part delivered	Confirmed
13.15 Can manual invoices be raised (i.e. without a sales order)?	Yes	Confirmed
13.16 Does the software produce proforma invoices as required?	Yes	Confirmed
13.17 Can returned goods be processed to produce credit notes?	An order can be auto-credited to return all goods to stock	Confirmed
13.18 Are these referenced to the original order/invoice?	Yes if auto credit used	Confirmed
13.19 Will the product accept orders from the Web?	????	
If Yes:-		
13.19.1 How are web orders integrated with the sales order processing ledgers?	???	
13.19.2 What control features are available for checking web orders before processing?	??	

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Question	Supplier Response	Evaluator's Comment
14 Purchase Order Processing		
14.1 Does the software generate suggested orders?	A stock reorder list can be produced showing suggested orders to bring back to a suggested stock level	Confirmed
14.2 Can orders be generated by the user?	Yes	Confirmed
14.3 Is the software easy and efficient to use, i.e. scroll backwards and forwards in the product file, tagging more than one item per order?	Subjective question! Can pick from a drop down list of stock items or enter part stock code	Confirmed
14.4 Can more than one supplier be allocated to each product?	No	Confirmed
14.5 Does the software hold details of substitute products if applicable?	No	Confirmed
14.6 Based on automatic and manual order generation (above) does the software produce a list of proposed purchase orders, if so, can these be easily amended?	See 14.1 – can override on placing order	Confirmed
14.7 Is stock availability updated for stock on order?	No – only when Goods received note is processed	Confirmed
14.8 Can the software handle partially completed orders and returns?	Yes	Confirmed
14.9 Are receipts checked to orders and discrepancies reported?	Will be flagged as part delivery and reported on Purchase Orders screen	Confirmed
14.10 Are purchase invoices checked to purchase orders, confirmed receipts and discrepancies reported?	Invoice match orders process is selected which does compare invoice to delivery	Confirmed

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Question	Supplier Response	Evaluator's Comment
14.11 Are the following reports available:		
14.11.1 Purchase Orders raised (analysis)?	Yes	Confirmed
14.11.2 Purchase Orders not received?	Yes	Confirmed
14.11.3 Goods received discrepancies?	Would be part of purchase orders not received and be shown as part delivery	Confirmed
14.11.4 Invoice to goods received discrepancies?	Yes – will be displayed as outstanding on the invoice match orders report	Confirmed
14.11.5 Goods received not invoiced?	Yes stock orders uninvoiced report	Confirmed
14.12 Can the software handle “back to back” ordering?	No	Confirmed

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Question	Supplier Response	Evaluator's Comment
15 Stock Control		
15.1 What information is held in respect of stock (and are there any limits):-		
15.1.1 Item numbers/ description?	Yes	Confirmed
15.1.2 Location(s)?	Yes	Confirmed
15.1.3 Quantity, (available, allocated, on order)?	Yes	Confirmed
15.1.4 Minimum and maximum stock levels?	Re-order stock level only	Confirmed
15.1.5 Reorder lead times?	No	Confirmed
15.1.6 Supplier(s)?	No	Confirmed
15.1.7 Prices/cost/ discount details?	Yes: per stock item up to 8 sales prices held, with customer price list features also available. Last cost and average cost held. Margin values and warning options also available	Confirmed
15.1.8 Batch/serial number?	Yes	Confirmed
15.1.9 Weights etc?	No	Confirmed
15.1.10 Other – please specify?		
15.2 How is stock updated?		
15.2.1 Dispatch of goods?	Yes (DO – Delivery Out)	Confirmed
15.2.2 Receipt of goods?	Yes (DI – Delivery In)	Confirmed
15.2.3 Adjustments?	Yes (ST – Stock Adjustment)	Confirmed
15.2.4 Transfers between locations?	Yes (as above)	Confirmed
15.3 Is negative physical stock allowed?	If the stock function is enabled it will not allow negative stock.	Yes
15.4 Can the software handle “sale or return” stock?	No	Accepted
15.5 Can the software handle variations to a standard pack of products?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment	
15.6	What methods of stock valuations are allowed?		
15.6.1	Average	Yes	Confirmed
15.6.2	FIFO	No	Accepted
15.6.3	LIFO	No	Accepted
15.6.4	Standard cost	No	Accepted
15.6.5	Other – please specify		
15.7	How can stock enquiries be made, i.e. by product code, short name/supplier etc.	Generally by stock code/description, but also Name, item price, on hand, on order, reserved, active, type, group, group name, franchise, serial number	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?	Various tracking orders can be produced.	Accepted
15.9	Does the software facilitate the regular counting/ inspection of physical stock (e.g. by producing random/defined stock check lists)?	Yes through the stock take module, reports and routines – defined stock lists can be produced	Confirmed
15.10	Can the software handle more complex situations such as:		
15.10.1	Bill of materials	No	Noted
15.10.2	Links to CAD/CAM systems	No	Noted
15.10.3	Job costings to collate and value WIP.	No	Noted

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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: the online help facility includes a number of user friendly features, including contextual help, keyword searching, related topics, etc...	Subjective – accepted
16.2 Is the manual comprehensive and accurate?	Yes	Subjective – accepted
16.3 Is there an index to the manual?	Yes	Confirmed
16.4 Is it easy to locate specific topics in the manual when required?	Yes: using the ?-Help key from the application will take you to the related help page/s of the online help manual. In addition key word search functions are included	
16.5 Is it easy to follow through all procedures in the manual?	Yes: the help facility has been designed for ease of use – and improved continually based on user feedback	Subjective – accepted
16.6 Does the manual include:		
16.6.1 A tutorial section?	Yes and there are various links to videos for key functions	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	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
users at each important stage of processing?		
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
16.10 Can they be edited or prepared by the user?	No	Accepted
16.11 Will the Software House make the detailed program documentation (e.g. file definitions for third party links) available to the user, either directly or by deposit with a third party?	Yes	Accepted

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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?	The system is menu driven, including both on-screen menu and drop down menu options. These are presented to users based on their assigned profiles	Confirmed
17.2 Is there a good response time in the initiation of functions?	The system has been developed with performance as a key priority. Good quality communications (broadband is recommended) response times are at a very high level	Subjective – accepted
17.3 Is data entry easily repeated if similar to previous entry?	On batch entry screens the user can use the F6 key to duplicate previous transaction lines. In addition some elements of the system allows duplication of previously created documents (e.g. sales quote or order)	Confirmed
17.4 Does the software prevent access to a record while it is being updated?	Because the system uses MS SQL technologies, and it has been developed as a concurrent system the need for this is minimal. There are a small number of situations where as an additional level of security the system locks users	Accepted
17.5 Is there locking at file or record level?	Record level	Accepted
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	All reports are run on real time data so there is no separate log to reference.	Accepted

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Question	Supplier Response	Evaluator's Comment
relevant file used in a regular control procedure?		
17.8 Can regular reports be easily duplicated if required?	Yes they can be saved in favourites and the parameters will save automatically.	Confirmed
17.9 Does the software warn the user when space is becoming short?	Not applicable as there is no limit on space.	Accepted

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Question	Supplier Response	Evaluator's Comment
18 Integration and www facilities		
18.1 Are the different accounting modules integrated?	Yes. There are up 37 web services created which can be called upon.	Accepted
18.2 Are they integrated on real time basis or batch basis?	Real time or batch basis.	Accepted
18.3 Can the integration of batches be by batch, weekly or monthly?	Yes – any time scale	Accepted
18.4 Is the ledger updating process satisfactorily controlled by the production of control reports?	The same level of validation applies to integrated posting. For control checking with integration this is supported by the setup of control accounts and can be reported on through the GL report by account code.	Accepted
18.5 What operating systems does the software run under?	MS Windows is the preferred operating system.	Accepted
18.6 Which databases can be used?	MS Sequel Server	
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?	The software can be linked to specialist reporting tools and apps based on defined date sets available through web services.	Accepted
18.9 Can definable links to spreadsheets be created?	This is handled through an excel add in tool through web services. This is secure licence key that selects and refreshes financial information into excel securely.	Confirmed

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Question	Supplier Response	Evaluator's Comment
18.10 Does the software integrate with any web trading software?		
18.10.1 External or	Yes through web services but we do not sell pre-programmed integrations but support what customers require.	Accepted
18.10.2 Suppliers own?	As above	
18.11 Note which other business application software that can be linked to the software:		
18.11.1 Payroll?	Yes	Accepted
18.11.2 Time/fees?	Yes	Accepted
18.11.3 MRP?	Yes	Accepted
18.11.4 Fixed assets?	Yes	Accepted
18.11.5 Document management software?	Yes	Accepted
18.11.6 Job costing?	Yes	Accepted
18.11.7 CIS?	Yes	Accepted
18.11.8 Other – please specify?	Most software can link through Webservices	Accepted
18.12 Is the software compatible with XML standards? If so in what respect? (input/ output/ other)?	Yes	Accepted

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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	Accepted
19.2 How is the product supported:-		
19.2.1 Direct by Software House?	Yes	Confirmed
19.2.2 By VAR?	Yes	Accepted
19.3 Is the software sold based upon number of users or number of concurrent users?	Concurrent users	Accepted
19.4 Do VARs have to go through an accreditation process?	No	Accepted
19.4.1 If Yes please note the process.		
19.4.2 If No please explain how organisations are chosen to be VAR?	Based on suitability	
19.5 In the event of a dispute between Supplier and VAR how can the situation be resolved?	There are contracts in place which defines responsibilities	Accepted
19.6 Detail the types of cover available.	Support contracts in place with customers. There is a Practice contract, an end-user and a reseller contract.	Accepted
19.7 Please note all method of support available :-		
19.7.1 Telephone.	Yes	Accepted
19.7.2 Modem link.	Webservice	Accepted
19.7.3 Internet.	Email	Accepted
19.7.4 Other – specify.	In person/meetings	Accepted
19.8 Please provide an indicative cost of cover.	Monthly subscription model for software which includes the	Accepted

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Question	Supplier Response	Evaluator's Comment
	support	
19.8.1 Are bug fixes free of charge?	Yes	Accepted
19.8.2 For how long?	No time limit. SaaS model.	Accepted
19.9 How often are general software enhancements provided?	Significant upgrades are generally 3-4 months apart with interim releases/enhancements too.	Accepted
19.10 Will they be given free of charge?	Covered by the monthly subscription.	
19.11 How are enhancements and bug fixes provided to customers?	Through upgrades which are provided as part of the SaaS to all customers.	Accepted
19.12 Is "hot line" support to assist with immediate problem solving available?	Yes.	Accepted
19.13 If so, is there an additional cost involved?	No	Accepted
19.14 At what times will this support be available?	24 hours 7 days a week	Accepted
19.15 Who provides training:		
19.15.1 Direct from Software House?	Yes	Confirmed
19.15.2 From a VAR?	Yes	Accepted
19.16 Is hardware and maintenance provided by:		
19.16.1 Software House?	Hardware not supplied	Accepted
19.16.2 VAR?	Hardware not supplied	Accepted
19.17 Is a warranty offered in respect of specification of the software?	Yes. We are committed to providing a high quality product and therefore warrant that the software will work as documented	Accepted

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Question	Supplier Response	Evaluator's Comment
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)?	Yes – Escrow currently under consideration	Accepted
19.19 Are there any unduly restrictive conditions in the license for the software?	Nothing that we are aware of.	Accepted

Additional questions for SaaS providers

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

20.1	Are different levels of security provided to control access to the product/service?	Yes	Confirmed
20.2	What forms of user authentication are supported e.g. user names, passwords certificates, tokens etc?	User names and passwords	Confirmed
20.3	What is the proposed product/service availability percentage?	99.8%	Accepted
20.4	Is the service available 24x7 or are there downtime periods for maintenance?	Downtime for upgrades etc usually 2a.m. on a Saturday	Accepted
20.5	Is a service level agreement offered regarding service availability?	Yes	Accepted
20.6	Is the customer made aware of maintenance periods in advance?	Yes	Accepted
20.7	Does the product/service require the use of any technologies that may be considered as a security risk? e.g. ActiveX, JavaScript, Cookies. If so, describe how the user can mitigate this risk.	No	Accepted
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	N/A

20.9	Is data for different customers/companies kept:-		
20.9.1	On separate servers?	No	Accepted
20.9.2	In different databases?	Yes	Accepted
20.9.3	In separate database tables?	Yes	Accepted
20.9.4	In a database with data for other customers and companies using identification codes with each record?	No	Accepted
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?	1 database per company.	Accepted
20.11	Are there any situations where users from one customer/company can work with data from another customer/company?	In a multi-company scenario there would be common users to each company. and in an accounting practice the users may well have access to more than one company, which is normal. In general users cannot access another company.	Accepted
20.12	What are the implications of the Data Protection Act over information held by the service provider?	Data is uploaded by end user customer and remains the property of the customer. The company only has access to the data for support services or specially designated purposes for which permission is obtained from the client.	Accepted

20.13	Does the application software:-		
20.13.1	Require any client software to be installed on the user's computer?	No	Confirmed
20.13.2	Work entirely within Internet Browser software on the user's computer?	Yes – except when data is exported e.g. via the Excel add-in.	Accepted
20.14	Are communications between the user's computer and the software service encrypted:-		
20.14.1	User log in data only?	Yes – 128 bit encryption	Accepted
20.14.2	All data exchanged between user client and software service?	Yes	Accepted
20.15	What security steps are taken to prevent and detect intrusion attempts?		
20.15.1	Is firewall hardware and software used to protect the live systems from unauthorised access?	Yes – all access is via firewall. Has a Intrusion detection system.	Accepted
20.15.2	Which monitoring software is used to create alerts when intrusion attempts are suspected?	Cisco based dedicated software	Accepted
20.15.3	Are designated staff responsible for receiving and urgently responding to these alerts?	Yes – security networking team – automated notifications of any issues.	Accepted
20.15.4	Have clear procedures been established for identifying and responding to security incidents?	Yes – hosting provider has a set of procedures. Hosting provider is accredited to SSA16 (Saas quality standard).	Accepted
20.15.5	Is all security sensitive software, such as operating systems and databases, kept up to date with the latest software patches? Please indicate how regularly updates are applied.	Yes – as and when required	
20.15.6	List procedures and	Firewall protection	Accepted

<p>software tools in place to prevent or detect and eliminate interference from malicious code, such as viruses?</p>	<p>and intrusion detection systems. There is no need for anti-Virus software on the application servers.</p>	
<p>20.16 Is a system log maintained by the service provider that details</p>		
20.16.1	User access	Yes Accepted
20.16.2	User activity	Yes Accepted
20.16.3	Error messages	Yes- technical issues auto emailed in to the support team Accepted
20.16.4	Security violations?	Yes Accepted
<p>20.17 Is this log available to the customer?</p>		
		On request Accepted
<p>20.18 Have been any successful unauthorised access attempts been made during the last year?</p>		
		No Accepted
<p>If Yes:-</p>		
20.18.1	What was the effect on the business and users?	
20.18.2	What steps are in place to prevent this happening in future?	
<p>20.19 Is penetration testing regularly carried out by (please indicate frequency of tests):-</p>		
20.19.1	Staff specialising in this field?	Yes Accepted
20.19.2	External specialists?	Yes Accepted
20.19.3	Are procedures in place to ensure that any weaknesses found by penetration testing are addressed quickly?	Yes – a risk profile report will be supplied for action Accepted
20.19.4	If penetration testing by a specialist is not performed regularly, please indicate the main procedures in place to identify weaknesses?	Done by specialist Accepted

20.20	Are security procedures regularly reviewed? Please indicate frequency of reviews.	Yes – two levels hosting and internal data access for support. External consultant is being used.	Accepted
20.21	Are users automatically logged off after a preset time not using the system?	Yes –	Accepted
20.21.1	Can the time period be changed?	Set to 2 hours- can be changed if required.	Accepted
20.21.2	Can any information be viewed without being logged in, including after logging off, if so what information?	No	Accepted
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?	There is very little (if any) browser validation.	Accepted
20.22.2	To what extent is data input by users validated by routines running on the server before data files are updated?	All data is validated before updating the files on the server.	Accepted
20.22.3	Does the above validation ensure that data entered in all input boxes:	Yes	Accepted
	- Cannot be longer than a maximum length?	Yes	Accepted
	- Cannot contain unaccepted characters such as semi-colons etc?	Yes	Accepted
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 –normal program validations are run on imported data	Accepted

20.23	Are system messages clear?	Yes	Subjective Accepted
20.24	Are user responses properly structured to ensure that erroneous input does not lead to inappropriate actions?	Yes	Subjective Accepted
20.25	Are all data entries or file insertions and updates controlled to ensure that should part of a data entry fail the whole transaction fails?	Yes – that is correct.	Accepted
20.25.1	Are alerts sent to technical support staff when incidents occur to enable data update problems to be investigated and resolved?	Yes – where appropriate	Accepted
20.25.2	Are messages provided to users clearly explaining whether the data entry or file upload has been processed successfully or not?	Yes- where appropriate	Accepted
20.26	Explain the procedures in place to ensure the security of customer data held by the service provider, in particular:-		
20.26.1	Procedures to prevent unauthorised access from staff, or contractors, working for the service provider or any other people with access to the service provider's internal systems?	At the hosting centre there will be systems in place (SSA16 procedures will enforce that). Data access is restricted in Vizor Limited and there are NDAs etc in place.	Accepted
20.26.2	Is there sufficient segregation of duties preventing system developers from accessing and changing live applications and data files?	Yes – support and development are segregated and access is restricted as necessary.	Accepted
20.26.3	Are there sufficient review and approval procedures covering system operations staff when	Yes – dual approval in normal circumstances. Files backed up	Accepted

	emergency changes need to be made to live applications and data?	over and above normal backup when changes are made.	
20.26.4	Is an audit trail always maintained of these emergency changes?	Backup prior to update.	Accepted
20.26.5	What procedures are in place when members of staff leave to ensure that their system access is stopped?	All access to Vizor Ltd data and systems is removed when they leave.	Accepted
20.27	What are the physical controls over the:-		
20.27.1	Premises?		
20.27.2	Fileservers?		
20.27.3	Communications equipment?	Data centre has physical access controls and their own systems and procedures– they are accredited to SSA12. Fileservers – Virginia in the US, Sydney Australia and shortly London Docklands.	Accepted
20.28	Is Internet communication traffic monitored to identify potential problems before they happen?	Intrusion detection systems monitor loads etc	Accepted
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?	If there is a break any transaction in progress will not be posted. There is no risk of corruption.	Accepted
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?	Handled automatically by Vizor. Customers can export own data as and when they wish.	Accepted
20.31	Backups by service provider		
20.31.1	Explain the backup procedures applied by the service provider including:		

20.31.2	Are backup procedures automatic?	Yes	Accepted
20.31.3	What is backed up and how frequently?	Full backup every night – hourly transaction backup during the day. Source code also backed up.	Accepted
20.31.4	The backup media used for the main backups?	To SAN Disk and to an external remote location (Storage Array)	Accepted
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.	28 days	Accepted
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?	US – Santa Clara – when UK up and running the backup will be in Holland. 28 days of history for each company. Australia – also backed up to another remote data centre.	Accepted
20.31.7	How frequently backups are tested?	Monthly – any errors reported immediately.	Accepted
20.32	Backups by users		
20.32.1	Is it possible for users to download a backup of their own data?	File export in CSV format of data	Accepted
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?	CSV format – readily readable.	Accepted
20.32.3	Is the user forced or prompted to backup at	N/A	Accepted

	certain intervals?		
20.32.4	Can the intervals be customised?	N/A	N/A
20.32.5	If sole responsibility for backups rests with users, explain the system, documentation and training support available to ensure that adequate backups are taken and can be used for recovery.	N/A	N/A
20.32.6	Are there facilities to test recovery with user managed backups?	No user managed data backup	Accepted
20.33	Are contingency plans in place to enable a quick recovery from:-		
20.33.1	Database or application software corruption?	Yes – restore from offsite backup	Accepted
20.33.2	Hardware failure or theft?	Database cluster in place – if main server fails there is failover to secondary database server- happens automatically.	Accepted
20.33.3	Fire, flood and other disasters?	Secondary sites are available	Accepted
20.33.4	Communication failures?	SLA in place re equipment at hosting company?	Accepted
20.33.5	How often are these plans tested?	Annually	Accepted
20.33.6	What is the longest period of time envisaged that service may not be available?	Depends on the “disaster” – but 3-4 days maximum is estimated	Accepted
20.33.7	Are contingency plans documented?	Yes	Accepted
20.33.8	How often are these plans reviewed and updated?	No fixed schedule but probably annual	Accepted
20.33.9	If transaction records are dated and time stamped are the times used local to	Local to the user	Accepted

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?	available. There are “step-in” rights with hosting provider etc	
20.37 Do these arrangements include:-		
20.37.1 Standby arrangements for another organisation to continue providing the full service?	Yes –with hosting company	Accepted
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?	Yes	Accepted
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?	This will be put in place shortly with National Computing Centre.	Accepted
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?	N/A	Accepted
20.38.1 If so how long does the arrangement allow?		
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?	No	Accepted
20.40 Are there any licence or trading agreements which would become invalid should the service provider go into administration or cease trading?	No	Accepted

20.40.1	If so what steps have been taken to protect customers from the impact of this situation arising?		
20.41	What payment options are available for using the software / service?	Monthly subscription usually DD	Accepted
20.42	Where online subscription is used, are the forms used to set-up or renew a subscription clear and straightforward to use?	N/A	N/A
20.43	Where online payment is used, what type of security is used to protect sensitive information?	N/A	N/A
20.44	Where online subscription / payment is used, is an invoice provided to the customer and, if so, in what format?	N/A	N/A
20.45	When subscriptions (if applicable) need to be renewed, what advance notice is provided and what is the time limit for renewal?	N/A	N/A
20.46	Is there a procedure for late renewal and is there a time limit after which subscriptions cannot be renewed?	N/A	N/A
20.47	How soon after creating or renewing a subscription (if applicable) can the system / service be used?	Immediate	Accepted
20.48	What notifications / confirmations are provided to the customer regarding subscriptions and payments?	Statements/invoice will be sent	Accepted
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?	Depends on contract	Accepted
20.49.2	They cease being customers?	Depends on contract	Accepted

21 Reports extra questions for SaaS

21.1	Are reports produced from the same software as the financial applications or is separate reporting software used?	Microsoft Reporting software is used to generate the reports. An API could also be used to generate reports	Accepted
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?	Only Excel if using the Excel Add-in	Accepted
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 via user profiles	Accepted
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?	All of them	Accepted
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? 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	Rendered to screen then downloaded. No	Accepted Accepted

being able to view the reports and the need to store the documents in a secure storage location?

21.6	<p>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:-</p> <p>21.6.1 Is there any protection against other users viewing the report or data on which it is based?</p> <p>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?</p>	No	Accepted
21.7	<p>Are communications between the browser and the server encrypted for any report related communications?</p>	128 bit encryption	Accepted
21.8	<p>If reports are produced dynamically each time the user views them can historical reports be reproduced at any time?</p> <p>21.8.1 Indicate any reports that are not available after a period of time has elapsed, e.g. events such as period end or records have been purged/deleted.</p>	<p>Reports are not written to a repository. Reports can be generally run at any time. Records cannot be deleted.</p>	Accepted
21.9	<p>Can reports viewable in a browser be navigated dynamically by users? For example:-</p> <p>21.9.1 Enabling drill down to more detailed information (Please state the extent of drill down/across functionality available).</p>	Yes from selected reports down to transaction level	Accepted

21.9.2	Altering which columns and rows of data are displayed.	For some reports	Accepted
21.9.3	Choosing time periods.	Depends on report	Accepted
21.9.4	Specifying selection criteria.	Depends on report	Accepted
21.10	Can report data be reliably copied and pasted direct from browser viewable reports to an MS Excel spreadsheet retaining any table layout?	Yes – but export is probably a better option	Accepted
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?	Reports generally have totals or End of Report markers but realistically cannot generate ½ a report!	Accepted