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	ICAEW Technical Accreditation Scheme **"Financial Accounting" Software Evaluation**		
	KHAOS CONTROL		
	Date completed: 30th April 2024		
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	CONTENTS		

Ref		Vendor Comments	
1.	**INTRODUCTION AND PROLOGUE**		
Introduction			
1.01	The suitability of 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.		
1.02	Fundamentally, good software should: 1. Be capable of supporting the functions for which it was designed. 2. Provide facilities to ensure the completeness, accuracy, confidentiality and continued integrity of these functions. 3. Be effectively supported and maintained. It is also desirable that good software should: 5. Be easy to learn, understand and operate. 5. Make best practical use of available resources. 6. Accommodate limited changes to reflect specific user requirements. It is essential, when software is implemented, for appropriate support and training to be available.		
Approach to Evaluation			
1.03	The objective is to evaluate a product 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.		
1.04	In order to effectively evaluate the software, a product specialist from the vendor completed the detailed questionnaire and provided it to the ICAEW to examine. The ICAEW's Scheme Technical Manager then reviewed the operation of the various aspects of the software assisted by a member of the vendor's technical staff and checked the answers to confirm their validity. The questions were individually reviewed and commented on and the majority of assessments were confirmed.		
1.05	The Technical Manager discussed the assessment with a member of the vendor's staff in order to clarify any points requiring further information. In the event of disagreement between the supplier and the Technical Manager, the Technical Manager's decision was taken as final and the response changed accordingly.		
1.06	The latest version of the software was used throughout the evaluation.		
1.07	When the evaluation had been completed, a draft copy was sent to the ICAEW Scheme Manager for review before completion of the final report.		
Prologue: Matters to consider before purchase			
1.08	General Overview:	Khaos Control is a part of a comprehensive end to end business management solution range for SMEs and larger organisations from 3 to 100+ users. Khaos Control is the "on premise" solution aimed at SMEs. The software includes: order processing, purchasing, stock control, warehouse control and accounts. Integration with their own eCommerce solution (Khaos Control Web) or 3rd party web integration is available. Multi-channel integrations with the likes of Amazon and eBay for both order processing and stock level management come as standard, via their Channels 2.0 facility. The product range also includes Khaos Control Cloud which is based on the same technologies, offering a fast web interface to Khaos Control for users on the go or for smaller organisations who don't require the full functionality of Khaos Control. Khaos Control Hybrid is also available, bringing all of these technologies together to provide a single solution for Back Office, Cloud and eCommerce. Optional functionality has been added to Khaos Control to support: Advance Period Control (not available for Khaos Control Cloud).	

Ref		Vendor Comments	
1.09	Supplier background:	Khaos Control Solutions Ltd (formerly Keystone Software Development Limited) is based in Grantham (UK) and has been established for 23 years. They focus on creating, implementing and supporting business management solutions. They currently employ around 25 staff and turnover £2 million a year	
1.10	Product background and suitability for the user:	Khaos Control is used by over 125 companies in the UK. No two Khaos Control customers are the same, hence the core solution is able to cater for the entire Khaos Control Family, thanks to the configurable nature of the software. From wholesalers to manufacturers, from retailers to resellers, from 3PLs to pop-ups, Khaos Control delivers efficiencies and enables companies to focus on growth. Khaos Control uses Microsoft SQL Server for its main Khaos Control solution.	
1.11	Add-on modules:	Khaos Control is not sold in modules, but we do have some additional features for the on premise, Khaos Control solution, which are not enabled as standard, but are available and will require additional service time to train / enable on the system, these include (but are not limited to): Works Order/Stock Configuration: An optional set of facilities for controlling mandatory production/processing stages which orders/items must pass through and a flexible system for configuring Stock Customisation where individual order items can have user selected processes applied to modify items before despatch. Typically used for recording the required modification of Clothing from base garments to Customised Garments. Job Costing - A facility to link Sales and Purchases to a job cost project. Standing Orders - A facility to record and generate regular orders with a weekly or monthly frequency on a per customer basis. Budgets - An accounting facility for recording and comparing profit and loss nominal accounts against a monthly/period/annual budget. Warehouse Control Batches - To allow the warehouse stock control facility to record unique batch codes for items, aimed at systems handling items which need to be uniquely tracked or batches of items which can expire and need to be shipped in date order. Advanced Period Controls - An accounting facility to organise and manage accounting periods in non-calendar months, for example 4-4-5. SP ledger imports - A feature to allow the importing using CSV of manual Sales or Purchase Ledger entries, typically used for non-stock based bills. Journal imports - A feature to allow the validating and importing using CSV of accounting journals. The file format supports importing multiple separate journals in a single file.	
1.12	Typical implementation [size]:	Khaos Control is currently aimed at SMEs and larger companies wanting control over their business within a single place. A Project Controller is assigned to each client and follows a tried and tested implementation process, which is based on PRINCE 2 and other best practice Project Management methodologies. Every implementation sees Khaos work with the client through project scoping, training, installation, implementation, data import, user acceptance testing and go live. In some instances, Khaos may carry out bespoke development as part of an implementation. For Khaos Control Cloud this is aimed as single user businesses or small businesses looking for a cost effective but powerful solution. Managed onboarding services are available at an additional upfront cost. Where a member of the Khaos Control team will assist customers in getting live with the software.	

Ref		Vendor Comments	
1.13	Vertical applications:	Khaos Control is aimed at businesses who have a product on a shelf or have relationships with suppliers who have, which they wish to sell via multiple channels and enable businesses to centralise their organisation and processes around procuring and despatching goods, which includes the handling of the accounts to achieve this. We also work with clients who manufacture items (e.g. motorcycle parts), modify items (e.g. uniforms, clothing), drop-ship goods from other suppliers, sell specialist goods, and act as 3PLs for other customers and many more, as such Khaos Control has broad range of features and applications within it. We have a wide range of Payment and Courier integrations, but, Khaos Control Solutions Ltd, also offer a bespoke development service for the on-premise solution (not available for Khaos Control Cloud) as one of our USPs, to allow the product to be further customised based on bespoke requirements. These enhancements often become new general features and work to enhance the Khaos Control offering further as they are added for all to benefit from.	
1.14	Server flatform and database:	Khaos Control is an on premise solution and requires a Microsoft Windows server base with Microsoft SQL Server as the database, this can operate within the clients own network or in a private cloud as a virtual machine, with clients accessing their system remotely but within their control. Khaos Control Web and Khaos Control Hybrid are only available as part of a Khaos Control deployment. For Khaos Control Cloud, this uses Microsoft Azure Cloud services, and the client is not required to have any additional servers or databases for this solution.	
1.15	Client specification required:	For Khaos Control clients require the latest Microsoft server operating system running on suitable hardware for the size and expected volumes of their business, this is determined as part of the Sales process and recommendations provided following discussions with our sales and implementation teams. Microsoft SQL server licenses are also required for the number of users / servers which will be employed, and will vary depending upon the number of users and use case. For Khaos Control Cloud, users can sign up for a free 14 day trial once an account has been created. Stock and Customer and various other initialisation data can be imported to get started, along with links to external channels for order import. Customers can use any modern web browser to access the system, but we recommend Google Chrome for the best experience.	
1.16	Partner network:	Khaos Control does not have a partner / reseller network, customers contact our sales team directly for both Khaos Control and Khaos Control Cloud.	

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2.	**ISSUES AND CONCLUSION**			
Highlighted issues				
2.01	**There are a number of limitations in the product, which while not adversely impacting upon this evaluation may be of importance to some organisations. It is important that any business contemplating the purchase of software reviews the functionality described and limitations therein against its detailed requirements. Attention is drawn in particular to the following areas where the product, on its own, may not be suitable for businesses with certain requirements:**			
2.02	Findings for considerations by potential customers: (See vendor comments against the various Questions)			
	* Profile based permissions are not available with Khaos Cloud, only individual user permissions.			3.03
	* Multi-factor authorisation is not available for Khaos Cloud; however, it is planned in the next 12 months.			3.09
	* For Khaos Cloud it is not possible for a user to undertake "point in time" backups but daily backups are undertaken by the platform provider. For Khaos Control (on-premise) users can undertake their own backups/restores as required.			3.28 6.48/49 6.52
	* The system is English language only.			5.01
	* Some limited rebranding only is available.			5.02
	* It is not possible to store preferences and default values on a per-user basis; nor menu option "favourites".			5.09, 5.16
	* Users cannot save the parameters of searches, but in the Cloud version it is possible to "pin" filters.			5.14
	* Khaos does not offer Escrow for the Cloud product; which is not unusual for a SaaS system. For Khaos Control (on-premise) Escrow would need a discussion.			5.23
	* No service credits for failure to meet SLA.			5.33, 6.28
	* The system does not provide document storage facilities, but external files can be attached for stock and CRM log records (see 4.13).			5.43
	* The customer currently has no choice of jurisdiction as to where their data resides.			6.02
	* With regards to any platform recovery, there is no user-group or committee that could take the lead on providing continuity for the software should Advanced be unable to do this.			6.72
	* All solution enhancements are made directly into the live system, however Advanced do test these.			6.84
	* Companies are discrete and no inter-company functionality is provided.			7.14-7.20 12.36
	* The system does not support the import of journals from an Excel spreadsheet. A journal import facility is available but not a standard feature.			7.38
	* Automation of accruals and pre-payments is not provided.			7.39/40
	* There is no workflow for approvals, relying on users roles/permissions.			7.43
	* Budgets cannot be imported from an Excel spreadsheet.			7.59
	* Only a single budget can be maintained in the system.			7.60
	* The system does not support petty cash functionality.			7.70
	* The system does not provide a live link to banks in order to undertake bank reconciliation. However, bank account exports (in CSV format) can be imported for this purpose.			7.72
	* There is no fixed asset functionality.			7.78-7.84
	* The system does not handle revenue recognition and deferred revenue.			7.85-7.88
	* The software is designed for the UK market and thus only supports UK statutory/regulatory compliance.			7.97
	* XBRL-based data exchange is not supported.			7.101
	* The system cannot consolidate billing for multiple orders with the same customer onto a single invoice.			8.42
	* There is no supplier portal using which a supplier might update their prices.			9.01-9.02
	* Good/services cannot be receipted without a PO.			9.25

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	* Tolerance limits for 3-way invoice matching is not supported.			9.30
	* There are a few VAT-related limitations, including no automatic calculation of fuel charge adjustments, not handling cash accounting, and not handling the standard method of partial exemption.			11.04 11.11 11.14
	* The software does not allow VAT to be reclaimed on the basis of registered but unposted invoices.			11.28
	* There is no dedicated VAT Exception report although there is an analysis report that might show some of the elements.			11.43
	* There are limitations relating to reports around EC Sales lists and the system does not handle triangulation.			11.46 11.47 11.48
	* The suite of standard reports does not include a cash flow statement, or a specific set of month-end reports.			12.22 12.44
Evaluation conclusion				
2.03	For the specific use-cases in support of its use as an on-premise or on-line finance system for use by companies of all sizes, for which the products are designed, it is a solid and capable solution. It continues to be actively developed and enhanced. Members should be aware of the limitation of the solution as above, and fully understand the role that it can play in an engagement. * NOTE THAT THE QUESTIONNAIRE RELATES TO THE SOFTWARE PRODUCT AND NOT ANY SUPPLEMENTARY SERVICES PROVIDED BY THE SUPPLIER TO THE FIRM USING THAT PRODUCT *			
Disclaimers				
2.04	Any organisation considering the purchase of this software should consider their requirements in the light of proposals from the software supplier or its dealers and potential suppliers of other similarly specified products. Whilst the contents of this document are presented in good faith, neither ICAEW, nor the ICAEW's Technical Manager (RSM UK Consulting LLP or any party nominated by the ICAEW to perform this role on the ICAEW's behalf) will accept liability for actions taken as a result of comments made herein. The decision to purchase software resides entirely with the organisation.			

Ref	Requirement	Vendor Response	Reviewer Comments
3.	**ACCESS AND SECURITY**		
Access control			
3.01	What security features are included to control access to the application?	User Name and Password. Password expiry in days can be specified. Auto logout of idle users. Disabling of inactive accounts. The application can also be linked to Windows User Logins such that local system policies can be applied.	Confirmed
3.02	Can access to functions be managed via a permissions matrix so users can only see (in menus and other links) and access those areas they are authorised to access?	We have User permissions which control access to key areas and key operations. We also have profile based screen permissions to control access to individual screen tabs, and screen specific	Confirmed
3.03	Is this access to the application managed by:- - Individual user profiles? - User groups or job roles?	Both, User profiles can be devised for role groups and applied to users, these control tab access, some window elements and system configuration. Individual user permissions are for screen open/edit controls.	Confirmed. Profiles are not available for the Cloud version.
3.04	Can a report be produced detailing all current users, their user groups if relevant, and their authority levels and/or access rights?	A report of user profiles can be access from System Data	Users. User permissions could be produced but is not provided as standard.	Confirmed
3.05	If menus can be tailored does the system limit the display of menu options to those for which permission has been granted for each user?	Some features are visible even if permissions are not present, but an error would be shown. For configurable grid information, only granted access column data is shown	Confirmed
3.06	Does security allow for access to be limited to: - Read only? - Read/write? - Read/amend/delete?	Yes. We have Open / Edit / New / Delete for core aspects which are controlled by permissions.	Confirmed
3.07	If data can be accessed by separate reporting facilities, such as ODBC or an external report writer, is the user access security control applied?	This is applied by the on premise security of the client. Where report writer access is requested a standard read-only permission is negotiated / provided.	Noted
3.08	Does the system security integrate with Microsoft's Active Directory or other tools that provide a single sign-on?	Yes. The Windows Login association feature means KC users can be linked to Windows users to facilitate this.	Just for Khaos Control only; not the cloud version.
3.09	Does the system provide multi-factor authentication (MFA)? If no, please confirm whether this is on the product roadmap?	Khaos Control does not currently support MFA, however for the Khaos Control (On-Premise) solution it can be linked to Windows Domain accounts to support Single Sign On (SSO) which is recommended. This then allows for any windows domain security policies to be applied to Khaos Control as a result. Adding MFA to our Khaos Control Cloud solution is planned for the future in the next 12 months.	Noted
Passwords and access logs			
3.10	Is access to the software controlled by password?	Yes	Confirmed
3.11	Does each user have a separate log on (user id)?	Yes	Confirmed
3.12	If there is no password facility please state how confidentiality and accessibility control is maintained within the software?	N/A	-
3.13	Are passwords masked for any user logging in?	Yes	Confirmed
3.14	Is password complexity available and enforced?	Not within Khaos Control. We recommend using the "Windows User Login Only" option and linking Khaos Control accounts to a windows domain account, within which you own windows domain password policies including complexity can be applied. If not using this the software has some additional password expiry controls for Khaos Control, which can be abled using the user configurable option "Advanced User Logins".	Noted
3.15	Are passwords encrypted?	Yes	Noted
3.16	Are users automatically logged off after a pre-set time not using the system? - Can the time period be changed? - Can any information be viewed without being logged in, including after logging off, if so what information?	There is an Auto Logout Idle users feature. Only the list of potential users is visible when not logged in.	Confirmed
Deletion of transactions			

Ref	Requirement	Vendor Response	Reviewer Comments
3.17	Is it possible to delete a transaction?	Accounts transactions cannot be deleted, they are instead reversed adding to the audit trail. Other document types can be deleted.	Noted
3.18	If so, then how are deletions controlled by the system?	N/A	-
3.19	Are deleted transactions retained in the audit trail (see below) and denoted as such?	Yes	Noted
Audit trails			
3.20	Does the system have an audit trail (log) which records all changes to transactions in the system?	Yes	Confirmed
3.21	Does this log also record any system error messages and/or any security violations?	No.	Noted
3.22	Is it possible to turn off or delete the audit trail?	No.	Confirmed
3.23	Does the software allocate a system generated sequential unique reference number to each transaction in the audit log, date and time stamp it and record the user id?	Yes.	Confirmed. A special reference is used in the audit trails.
3.24	Are all master file changes recorded in the audit trail?	Yes, assuming by master file this refers to nominal account postings. Other core errors are audited and available to report on.	Noted. All changes to accounts-related user setup data are also captured. Accounts-related activity changes are also logged.
Compliance			
3.25	Does the system operate in a way that is compliant with data protection legislation including GDPR? How does the system facilitate this?	Yes. Hold and Anonymisation features are available to facilitate GDPR.	Noted
3.26	Describe your use of sub-processors if any?	For our Cloud systems, we use Microsoft Azure to host the systems and data.	Noted
Backup and recovery			
3.27	Is there a clear indication in the software or manuals as to how the data is backed-up and recovered?	System backups are controlled and maintained by the client for on premise systems.	For Khaos Control (on premise) the user can backup and restore their own data. For the cloud version the whole environment (inc user data) is backed up but the user cannot restore their own data.
3.28	How often are backups taken and to what point can restores be done?	Backups are taken as part of each software update for on premise. For Cloud systems backups are performed daily.	As above.
3.29	How does the software facilitate recovery procedures in the event of software failure? (E.g. roll back to the last completed transaction).	The use of database transactions means that software errors do not impact data in this way.	Noted
3.30	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?	Most likely the user will just need to try to save again unless the error is a data validation error as such changes may be required.	Noted
3.31	What features are available within the software to help track down processing problems?	The on screen messages are intended to help the user overcome any issues. For Sales Order processing there is a Tracking which details all the stages the order has been through and a Time Machine for reviewing edits to orders. For Stock there is a detailed list of movements which have taken place which can be used to trace incoming and outgoing stock. For key areas audit records are available to review.	Noted

Ref	Requirement	Vendor Response	Reviewer Comments
4.	**DATA PROCESSING AND REPORTING**		
Input and validation of transactions			
4.01	Is data input controlled by self-explanatory menu options?	Yes	Confirmed
4.02	Are these menus user/role-specific?	Yes	Confirmed
4.03	Can the creation or amendment of standing data (e.g. customer account details) be undertaken using menu options or dialogue boxes as opposed to requiring system configuration?	Yes, opening a record to edit it requires clicking into edit mode on that record.	Confirmed
4.04	Does the software provide input validation checks such as: - [account] code validation? - reasonableness limits? - validity checks?	No limits are enforced. However, nominal Codes are determined by the system or stock record configuration and the hierarchy within. Warnings are raised about missing codes when issuing Sales Invoices. Stock Value and Zero Value Invoice warnings are optional.	Noted
4.05	What control features are within the software to ensure completeness and accuracy of data input?	As the system handles nearly all postings this is not required, anything invalid is rejected when post is attempted.	Noted
4.06	How does the software ensure uniqueness of the input transactions? (i.e. to avoid duplicate transactions)	Unique system generated ID. In the case of Sales Orders, a unique associated reference or customer "PO" reference can be applied. 2 types of unique sequential ID are used, one is just a number and the other has other user and timestamped data encoded into the value both generated by the system.	Noted
4.07	Is data input by users validated by scripts or routines in the browser, or other client software, before transmission to the server?	Data entered on system setup do go through basic validation processes relevant to the area. For example, on live systems importing price information will validate stock record associations / codes. Double entry Journals must balance. Etc.	Noted
4.08	Is data input by users validated by routines running on the server before data files are updated?	Validation occurs within the software, but some low level database validation will also be enforced which would occur on the server/database itself and present an error if validation failed.	Noted
4.09	Does the above validation ensure that data entered in all input boxes: - Cannot be longer than a maximum length? - Cannot contain unaccepted characters such as semi-colons etc?	Yes, bad data would be rejected and the user required to correct before saving.	Noted
4.10	Are responses to erroneous data input clear so that they do not lead to inappropriate actions?	Yes	Noted
4.11	Does the software have an automatic facility to correct/reverse/delete transactions?	While keying, values can be changed until posted. Once posted, reverse facilities are available through posting a new journal with inverse values	Noted
4.12	If yes, are these logged in the audit trail?	Yes.	Confirmed
4.13	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.	Noted
4.14	Are messages provided to users clearly explaining whether the data entry or file upload has been processed successfully or not?	Yes	Confirmed
Import and export of data			
4.15	Can files/attachments be uploaded and stored against any transaction?	External files can be attached for stock and CRM log records, but these are not "data aware". The external files can be linked and opened from within those areas, though any data within those spreadsheets is not available to Khaos Control so it is not aware of their content. This feature is typically used for attaching static instructions to stock records and email records to CRM logs, and can be used to link any document type.	Noted
4.16	Is there an additional charge made for storage of uploaded files? - If yes, please indicate the cost.	No.	Noted

Ref	Requirement	Vendor Response	Reviewer Comments
4.17	Can data be imported into the system from multiple types of files, e.g. XLS, text, CSV?	No. Specific types of import are available but these are determined as part of the project need at the start of a project or through development switch-on. (Imports include: Opening Balances, SP ledger, Stock, Companies, Sales Orders, Purchase Orders)	Noted. (Typically CSV or TSV lists).
4.18	Explain how the system validates imports into the system and what happens to any import which fails?	Data files imported on system setup do go through basic validation processes relevant to the area. For example, on live systems importing price information will validate stock record associations / codes etc.	Noted
4.19	Are imported /interfaced transactions detailed in the audit trail? [See also 3.27]	Yes. If imported data impacts the Accounts area then these will be visible in the audit (e.g. Sales Orders which have attached payments, Opening Balances will result in nominal postings, SP ledgers will result in nominal postings etc). Importing of SP ledgers. Importing of Journals.	Noted. Note that SP ledger items can be specialist journals and data imports. Associated audit trails are created.
4.20	Can data be exported from all areas of the system to multiple formats e.g. XLS, CSV, PDF, text; if so specify which formats are supported?	Yes. All grids can be exported. Including "System Data" areas can utilise Grid print/export to CSV, TSV, transaction data can be exported in this way. Specific nominal transactions exports in CSV format are also available.	Noted
Data processing			
4.21	Does the software ensure that menu options or programs are executed in the correct sequence (e.g. outstanding transactions are processed before month end is run)?	We have facilities for closing Accounting monthly periods to prevent additional posting/alteration, which include suitable warnings. Year end functions includes bank reconciliation check and data validation of the P&L balances. Manual processes are at the user discretion and not dictated by the software	Noted
4.22	Does the software provide automatic recalculation, where appropriate, of data input? (e.g. VAT)	yes. If for example an order is edited and the price changed, related figures will re-calculate.	Noted
4.23	Is a month/period-end routine required to be undertaken?	As default No, but closing periods monthly is recommended to maintain a healthy system and avoid unexpected activity. If advanced Accounting Period feature is being used, then a Month End process is required.	Advanced accounting periods are only available for Khaos Control on-premise. This provides considerable additional flexibility.
4.24	Is it possible to delete accounts if the balance if Nil but transactions have been recorded against the code?	No. This is the case for all nominal accounts regardless of the "ledger". This is the case for customer and supplier accounts also to ensure referential integrity. Reports will then include "nil balance" items if required.	Noted
4.25	What is the size and format of reference numbers and descriptions within:- - Ledgers? - Stock? - Currencies?	This varies depending on the document and ledger being dealt with. Ledger references are between 15 and 20 characters and can be alphanumeric. Stock Codes are up to 50 characters also alphanumeric, short desc is up to 350 characters, long descriptions up to 8000 characters both of those support Unicode characters. Currency Code is 7 characters, and a description which is 50 characters.	Noted
4.26	How does the software guard against/warn about duplicate account numbers on set up?	Duplicate accounts cannot be setup and an error message is displayed when duplicates are encountered.	Confirmed
4.27	How does the software enable the traceability [from, to and through the accounting records] of any source document or interfaced transaction?	Unique IDs are associated to all postings and allow the cross linking of source data from the nominal detail grids. In the case of records which have been reversed an audit link is created and can be shown to tie the transactions together in the "Show Journal" popup.	Confirmed
4.28	What drill down/around functionality is available within the software?	Most grids offer options to "goto" related data, or show more detail or drill down.	Confirmed. Comprehensive drill around.

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4.29	If the software uses a lot of standing information which changes frequently or regularly, does the software allow for such changes to be effected through the use of parameters or tables?	Many data which could be considered standing is available in the System Data section. All grids have mass edit "apply value range" facility to all selected rows in the grids, which can be used for this purpose	Confirmed. Stock related functions are very flexible.
Report writer			
4.30	Does the system have an in-built report generator or is a third-party solution used (if so please specify)?	For Khaos Control the software has an in built solution, but external access can be made available upon required. For Khaos Control Cloud we have an ad-hoc report writing service where clients can request custom reports to be added to their system, but it does not have a facility for users to write their own reports. Khaos Control Cloud will have a new facility to allow the customisation of document reports (i.e.. Invoices) in the next 12 months.	Noted
4.31	Is the report writer based on a standard SQL-type approach and is it flexible and easy to use?	Yes it SQL based.	Confirmed
4.32	Can the report generator operate over the financial and operational aspects of the system, e.g. combining service metrics with financial information?	Yes	Noted. All tables can be reported on.
4.33	Is a comprehensive data dictionary provided to aid field selection?	Simple information is available and a drag drop mechanism provided from a list of available tables and fields.	There is a drag-and-drop data query facility that gives list of all the main tables and fields and allows SQL queries can be written. This is available for the on-premise Khaos Control, but not in Khaos Control Cloud.
4.34	Does the system provide a library of reports and templates which can be amended, saved and re-run?	Each section has suitable reports available which can run on appropriate data, e.g. Sales Invoices. Some are templated so can be modified and tailored to suit the customers design needs, some are static (e.g. Statement, but can be modified through bespoke development for Khaos Control), or add-on report modification services for Khaos Control Cloud. For Khaos Control we also have a reporting area where bespoke data reports can be created from the data. For Khaos Control Cloud, we have an "ad-hoc" report service where for additional fee, bespoke reports can be produced and made available to customers upon request. We have future development plans to expand the reporting facilities of Khaos Control Cloud to allow user modification of their reports.	Noted. There is a lot of flexibility for the on-premise version. For the cloud version layouts can't be changed yet; but this is on the roadmap.
4.35	Can users create their own reports? If so, what are the controls on users doing this?	Yes. There is a user permission associated with report access.	Noted. And as 4.34
4.36	Can users create saved searches /filters / queries?	They can save their own reports.	Confirmed
4.37	Can regular reports be added to user menus in the appropriate area of the system?	No.	A user can have their own reports but they cannot be saved in specific menu areas.
4.38	Does the system support the production of on demand (interactive) and scheduled batch reports?	Yes. Reports can be run ad-hoc on demand, but the system also has a workflow-report system, such that reports can scheduled and be run on a timed basis with the results emailed to designated recipients.	Confirmed

Ref	Requirement	Vendor Response	Reviewer Comments
5.	**USABILITY**		
Ease of use			
5.01	Does the solution provide a multi-language user interface?	No	Noted
5.02	Does the system allow for customizable branding and UI (e.g. corporate colour palate, upload company logo, etc)?	Yes, the company logo can be updated and basic colour theme can be updated.	Confirmed
5.03	Does the system have a similar look and feel and overall and consistency between screens and modules?	Yes.	Confirmed
5.04	Is data entry easily repeated if similar to previous entry?	Yes. Keyboard shortcuts are available in all screens to facilitate quick entry. Quick stock entry is provided in common use areas, like Sales Orders. Copy functions exist to facilitate replication of similar orders. Apply Value Range can be used to set the same value on multiple grid records where applicable.	Confirmed
5.05	Does the software prevent access to a record while it is being updated?	Yes	Noted
5.06	Is there locking at file or record level?	Yes – standard SQL Server record locking, with additional Khaos Control locking on key areas, like Sales Orders and Stock.	Noted
5.07	Does the software allow for the running of reports whilst records are being updated?	Yes.	Noted
5.08	Can timestamps or user comments be added to transactions?	Some grids allow ad-hoc comments to be added. All nominal posting transactions include a timestamp with which user and when it was posted even if this differs from the 'accounting' date specified.	Confirmed
5.09	Is there the ability to store preferences and default values on a per-user basis. e.g. department/team/user?	No.	Noted
5.10	Does the system have the ability to provide user-defined fields with associated validation of data input?	Yes. Both the Stock system and Customer/Supplier systems have a User Defined Attribute feature, allowing custom fields to be defined and to set a type. Data is only validated against the type. "Choice" types allow a preset list of options to be defined and one or more can then be set. The Stock system also has "Custom Stock Options" which can be defined for the system, these are always On/Off values.	Confirmed. UDA's; user defined attributes.
5.11	Can the system provide user with reminders and notifications e.g. workflows?	Yes. Diary system is included and user tasks can be defined which includes reminders. Ad-hoc reports can also be configured to send report results on a scheduled basis.	Confirmed. In the on-premise solution. Reminders show in the Command window.
5.12	If the system provides workflows, does it have functionality to substitute/delegate authorisations?	N/A	-
5.13	Is there the ability for users to define and configure layouts of letters and forms?	Yes. Custom Reports can be defined for letters, but also some key reports can be configured using our "Basic Reports" feature (Invoices, Delivery Notes, Credit Notes, Picking Sheets, Sales Order Ack, Customs Invoice) where core content is available but the layout can be edited by users.	Confirmed. Users can't do this on Khaos Cloud; but Khaos reported that it's coming soon.
5.14	Can users save the parameters of searches?	No.	Noted. But in the cloud version it is possible to "pin" filters.
5.15	Does the system have a "universal search" option, allowing a search to be undertaken over all modules of the system?	Yes. CTRL+SHIFT+L provides a document search facility, which scope covers core areas, but not all.	Noted
5.16	Can the system store menu option 'favourites' on a per user basis?	No.	Noted
5.17	Can a user open multiple windows accessing the same or different modules of the system?	Yes.	Yes, in both the cloud and on-premise versions.
5.18	Can more than one software function be performed concurrently?	Yes, but only certain operations support this. Many features can be automated through companion applications	Noted
User documentation and training			

Ref	Requirement	Vendor Response	Reviewer Comments
5.19	Is the manual provided as: - hard copy - on CD - by download - via a web-interface?	Web-interface, we have an online Knowledge Base which forms the how to guides for the software. We also provide Training courses.	Noted. And 5.21
5.20	Does the manual include: - An index or search facility? - A guide to basic functions of the software? - Pictures of screens and layouts? - Examples? - A tutorial section? - Details of any error messages and their meanings?	Search - Yes. Basic guide - Yes. Screenshots are included. Examples are included. We have lots of "How to" pages which form the tutorials. Some error messages are covered depending upon the context.	Videos are directly accessible in the cloud version.
5.21	Is context-sensitive help available within the system?	Yes, hit F1 in the core software will take you to the relevant KB page.	Confirmed
5.22	Is the manual and/or help editable by the user (subject to the permissions matrix)?	No.	Noted
5.23	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 (ESCROW)?	File definition data if required would be discussed with our development team on a case by case basis. ESCROW would also have to be discussed on a case by case basis, but there is precedence for this with the Khaos Control solution. It would not be available with the Khaos Control Cloud solution.	Noted. Khaos does not offer Escrow for the Cloud product; which is not unusual for a SaaS system. For Khaos Control (on-premise) Escrow would need a discussion.
5.24	Please detail the training options available?	We have online documentation and video resources, face to face or online training sessions with our Training Team are available for all flavours of the software. For the On-Premise system there is a mandatory Training course set which must be completed.	Noted
5.25	Who provides training: - Software House? - VAR?	We provide the training.	Noted
Support and maintenance			
5.26	How is the software sold: - Direct from the software house? - Via a Value Added Reseller (VAR) or Integrator?	Direct from the software house.	Noted
5.27	How is the product supported: - Direct from the software house? - Via a Value Added Reseller (VAR) or Integrator?	Direct from the software house, we have our own customer service team.	Noted
5.28	Do VARs have to go through an accreditation process?	N/A	-
5.29	Is the software sold based upon number of named users or a number of concurrent users?	Number of concurrent users, although as SQL Server is a requirement, licensing of this is dictated by Microsoft and can be on a per user, or server specific basis depending upon the scale of the business. Some features require paid for development / activation.	Noted
5.30	The supplier should detail the support cover options available, covering: - The hours provided? - Associated costs? - The global regions covered?	Support is provided from our UK offices, 9-5 Mon-Fri.	Noted
5.31	Detail the process by which customers raise support requests and how these can be viewed/managed?	All support requests result in a Zoho Desk ticket being raised either directly by the customer or on their behalf based on the information provided. Customers can see their tickets in our Zoho portal.	Noted
5.32	Please note the methods of support available: - Telephone? - Internet chat? - Remote access to customer workstation? - Other, please specify?	For our on premise solution system we provide phone and email support. For our Cloud system its all email based for both we Zoho Desk to manage support tickets.	Noted
5.33	Do you offer service credits for failure to meet performance around SLA and uptime (if applicable)	No.	Noted

Ref	Requirement	Vendor Response	Reviewer Comments
5.34	What is your escalation path for tickets which have not been resolved within a reasonable time?	We would recommend Customers raise any items of concern with the Customer Experience Manager via our Zoho Desk portal, who will review any issues and ensure they are addressed and provide feedback. For Khaos Control Cloud we offer email support via Zoho Desk, For Khaos Control we offer email and telephone support, as such customers are always welcome to call to speak to our Customer Experience Manager or Lead Support Technician about any support matters.	Noted
5.35	How often are general software enhancements provided?	Updates are issued as features are released, for our On Premise solution we prepare a new release once every 4-6 weeks including bespoke enhancements and general improvements. For our Cloud solution this is approx once every 2 months or as new features are completed.	Noted
5.36	Will they be given free of charge?	Yes, updates are free.	Noted
5.37	How are enhancements and bug fixes provided to customers?	On Premise updates: All updates are provided digitally in the next release of the software. Customers are added to an automatic update schedule. As tickets or development work items are completed, updates are scheduled on our internal systems (and then released by our support team) for associated customers automatically for the related software release containing their items. All customer systems are installed with a Testing environment. We recommend to all customers that they apply all new updates to their Test first and review against their own business practices using this environment. Application of the Update to their Test or Live system is a manually initiated process undertaken by an Administrator user within their business. Cloud updates are undertaken by our support team once a new release candidate becomes available, this is released to a sub-set of customers before being rolled out to all customers soon after.	Noted
5.38	Is "hot line" support to assist with immediate problem solving available?	No. However this is our standard support offering, where possible issues will be resolved in line with our SLA	Noted
5.39	If so, is there an additional cost involved?	N/A	-
5.40	At what times will this support be available?	Mon-Fri during office hours, 9am to 5pm.	Noted
Integration and www facilities			
5.41	Can the software be linked to other packages e.g. word processing, graphics, financial modelling, to provide alternative display and reporting facilities?	Yes [e.g. eBay, Amazon, own websites, data exports to CSV etc.] The external files can be linked and opened from within those areas, but any data within those spreadsheets is not available to Khaos Control, so it is not aware of their content. This feature is typically used for attaching static instructions to stock records, and email records to CRM logs, and can be used to link any document type	Noted. And see 5.46
5.42	Can definable links to spreadsheets be created?	No. but Exports to excel compatible formats available in all grids. External files can be attached for stock and CRM log records, but these are not "data aware". The external files can be linked and opened from within those areas, though any data within those spreadsheets is not available to Khaos Control so it is not aware of their content. This feature is typically used for attaching static instructions to stock records and email records to CRM logs, and can be used to link any document type	Noted
5.43	Does the system provide secure document storage capability: If so, please give examples of the document types saved and what transactions these might relate to.	No.	Noted
5.44	Can documents be scanned into a secure repository?	No.	Noted

Ref	Requirement	Vendor Response	Reviewer Comments
5.45	Does the system provide data migration tools for transactional and master data sets (e.g. employees customers, suppliers, journals, invoices).	We have import facilities available for Stock, Customers, Opening Balances. We also have import tools for Journals but these are not intended for migration but day to day usage.	Noted
5.46	What connection mechanisms does the software have and what breadth of functionality in terms of: - operations (add, update, delete)? and - what transactions/data it can access? E.g. if webservices APIs available, then can customers connect to whatever software they wish?	We have a webservice API intended for the Import of Orders and Customers, this is available in two flavours XML/Soap or JSON via our Channels 2.0 system which supports the import of orders. These integrations are intended for connecting 3rd party channels and customers own websites. For our On-premise solution, the webservice xml API can be modified through bespoke development if custom import / exports are required.	Noted
5.47	Does the system support mobile working?	Yes. Our Cloud solution is natively available for web/mobile devices. Our on-premise solution has a Hybrid feature which makes our Cloud interface available for customers own systems.	Noted

Ref	Requirement	Vendor Response	Reviewer Comments
6.	**SAAS/HOSTED OPERATION**		
	This evaluation covers the system but not the method by which it is delivered and/or contracted for. Potential users need to satisfy themselves on the security and disaster recovery aspects and licensing of the online system and any data protection issues of their own and customer/supplier information, contained therein, being held on the system, as well as the return of the data when the contract expires or is terminated.		
Data centres and customer data			
6.01	Whose data centres are used and where are these located: - If hosted -- where data centre controlled by a third-party? - If SaaS -- where the software vendor will be in control?	We currently use OVH (located in the UK and France TBC) and Microsoft Azure servers (located in the UK) for hosting our Cloud solution. We control the servers, they control the data centers the servers are within. However we have plans to migrate all services will be Microsoft Azure in the next 12 months.	Noted
6.02	Does the customer get a choice of the jurisdiction in which their data resides?	No	Noted
6.03	What certification(s) do you or your platform operators hold relating to your data centres and your business operations?	See below.	Noted
6.04	Do you or your platform operator have an SSAE16 (System and Organization Controls) report available?	https://azure.microsoft.com/fr-fr/blog/security-privacy-compliance-update-availability-of-ssae-16-isae-3402-attestation/ https://corporate.ovhcloud.com/en-sg/newsroom/news/dedicated-cloud-has-received-soc-1-ssae-16-and-isae-3402-and-soc-2-type-ii-certifications/	Noted
6.05	What are the physical controls over the:- - Premises? - Fileservers? - Communications equipment?	For our own (Khaos Control HQ in Grantham) offices RFID tags are required for physical entry. All on premise servers are secured in a magnetically locked room which includes CCTV and limited access to authorised personnel only. https://learn.microsoft.com/en-us/compliance/assurance/assurance-datacenter-security	Noted
6.06	Is the space in this/these data centre(s) shared with any other companies?	For the Azure services we utilise see:	As 6.07
6.07	Is data for different customers/companies kept:- - On separate servers? - In different databases? - In separate database tables? - In a database with data for other customers and companies using logical security to partition customers' data?	Separate Servers - No. Separate Databases - Yes. Each Cloud system in separately contained on the host server.	Noted
6.08	How is it ensured that data for different customers and companies is reliably identifiable and only accessed by authorised users for each customer/company?	Within any host systems, Khaos Control Cloud instances are separate and discrete involving individual database and related web service applications, so while they can share computing resources, the software layer running the application is discrete per instance.	Noted
6.09	What controls are in place to prevent users from one customer/company accessing data from another customer/company by accident or by design?	User access credentials are required. Users are not able to access their actual system and instead are only provided access via a generic authorisation portal which then reverse proxies the connection to their own system once access has been granted.	Noted
6.10	How is [Internet] communication traffic monitored to identify potential problems before they happen: - From a performance perspective? - From a security standpoint?	Azure VM monitoring tools along with firewalls are employed for security purposes. For performance we have our own Telemetry tools for Khaos Control Cloud.	Noted
6.11	What procedures are in place to prevent a break in Internet Connection (at the server, client or in between) from causing data corruption?	Our provision is reliant upon availability from our hosting partners who employ standard Dods prevention and firewalls. Database transactions are utilised to ensure volatile data is rolled back whatever the cause.	Noted

Ref	Requirement	Vendor Response	Reviewer Comments
6.12	Are communications between the user's computer and the software service encrypted: - User log in data only? - All data exchanged between user client and software service?	Accessing the Cloud application is done via HTTPS TLS secured connection so that all data exchanged is encrypted in transit	Noted
6.13	Is data on your servers encrypted at rest?	Yes	Noted
6.14	Is a test environment provided to test configuration changes? If so, is there an additional charge for this?	Yes. Each Cloud instance also provides a "Demo" instance which can be used for this purposes. We do not charge extra for this.	Noted
Access to customer data			
6.15	What are the implications of the Data Protection Act over information held by the hosting service provider, and how does the vendor mitigate these?	We follow GDPR and include Data Processor information in our contracts and SLA policies. Our basic privacy policy is available here: https://www.khaoscontrol.com/privacy-policy/ Further policy information is available within our SLA which is made available as part of the Sales process for Khaos Control, or within the Admin portal of Khaos Control Cloud if you have an account.	Noted
6.16	Are you subject to any legal or regulatory requirements obliging you to retain a copy of customer data?	No.	Noted
6.17	Who will be able to access or see customer data?	Our 1st line support team can access customers systems in the event of a support ticket need. All support tickets are logged using Zoho Desk. All access to customer systems is logged by named user and limited by role based access restrictions.	Noted
6.18	Explain the 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.	We operate role based access control throughout our estate, applied to named users, only the 1st line support team have remote access. All access is logged individually to any client systems.	Noted
6.19	Explain the release management procedures in place and the associated segregation of duties ?	Developers make changes to the code and submit pull requests, which must be approved by senior developers before being merged into the codebase. When a planned release is ready the development team trigger the production of a release candidate, this is then automatically built and prepared by automated compilation systems independent of the development team, this is passed to our QA team for testing. Once this passes all of our checks this is then signed and promoted to Release status. The support team then control the roll-out of this update to the customer base.	Noted
6.20	Is there sufficient segregation of duties preventing system developers from accessing and changing live applications and data files?	We have named user access associated with role based access to control access to all resources utilised in the development and release of our software. Access to systems for live applications is controlled in the same way. Primarily only support team members have access to customers systems when investigating support tickets. During Release Candidate production senior staff are involved in preparation along with QA team and the Support team for rollout.	Noted
6.21	Explain the review and approval procedures covering system operations staff when emergency changes need to be made to live applications and data?	We follow the same processes when undertaking emergency changes as we do with planned development changes. Modifications must go through our code review process and a patch release is created in the same way as our main release candidate. Then prepared into an official release before being applied to required systems. In the rare event Data changes are required , they handled through our support ticket system and require a line manager approval which is all documented on the associated support ticket.	Noted

Ref	Requirement	Vendor Response	Reviewer Comments
6.22	Is an audit trail always maintained of these emergency changes?	Yes - code history is maintained. Remote access logs are maintained and support ticket trails for any data interactions.	Noted
6.23	What procedures are in place when members of staff leave to ensure that their system access is stopped?	We have a standard leavers policy and due to using Active Directory and Named account access for all resources, once the person has left their account is deactivated severing all access and permissions from any resource within our estate.	Noted
Platform and service levels			
6.24	Which databases can be used (Hosted) or are used (SaaS)?	For Cloud, We currently support Microsoft SQL Server and PostgreSQL, however we will be migrating to Azure SQL only soon.	Noted. See 6.01
6.25	What forms of user authentication are supported e.g. user names, passwords certificates, tokens etc.?	User name and password.	Confirmed
6.26	What is the proposed product/service availability percentage?	From our SLA "3.2 The Supplier shall use commercially reasonable endeavours to make the Services available 24 hours a day, seven days a week except for any necessary maintenance work which shall be carried out, wherever possible, on notice and outside Normal Business Hours."	Noted for Khaos Control cloud. For the on-site version it's up to the user organisation.
6.27	What percentage availability has been achieved over the past 12 months?	The Average uptime was 94.37% across all Khaos Control Cloud clients.	Noted
6.28	Is a service level agreement ("SLA") offered regarding: - Service availability? - Data recovery?	We have an SLA, availability is mentioned above, for data recovery here is an excerpt from our SLA policy: "4.2 The Supplier shall follow its archiving procedures for Customer Data as set out in its back up policy in force from time to time. In the event of any loss or damage to Customer Data, the Customer's sole and exclusive remedy shall be for the Supplier to use reasonable commercial endeavours to restore the lost or damaged Customer Data from the latest back-up of such Customer Data maintained by the Supplier in accordance with the archiving procedure operated by it. The Supplier shall not be responsible for any loss, destruction, alteration or disclosure of Customer Data caused by any third party (except those third parties sub-contracted by the Supplier to perform services related to Customer Data maintenance and back-up)." Further policy information is available within the Admin portal of Khaos Control Cloud if you have an account.	Noted
6.29	Is the service available 24x7 or are there downtime periods for maintenance?	There are downtime periods for application of updates, and regular maintained which occurs typically between 2.30am and 3am.	Noted for Khaos Control cloud.
6.30	Is the customer made aware of maintenance periods in advance?	If a specific update or maintenance for a specific client and is required within business hours (9-5pm) customers are notified and communicated with individually to arrange the update at a mutually agreeable time.	Noted
6.31	Does the application software:- - Require any client software to be installed on the user's computer? - Work entirely within Internet Browser software on the user's computer?	For the Cloud solution we do not require anything but a modern up to date internet browser. We recommend Google Chrome for the best experience.	Noted
6.32	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	-
Platform security			
6.33	What security steps are taken to prevent and detect intrusion attempts?	Windows Azure Monitoring and firewalls are in place on all hosting resources.	Noted
6.34	Is firewall hardware and software used to protect the live systems from unauthorised access?	Yes	Noted
6.35	Which monitoring software is used to create alerts when intrusion attempts are suspected?	Windows Azure Alerts.	Noted

Ref	Requirement	Vendor Response	Reviewer Comments
6.36	Are designated staff responsible for receiving and urgently responding to these alerts?	Alerts of this nature would go to the support admin team to respond with in accordance with our internal security policies.	Noted
6.37	Have clear procedures been established for identifying and responding to security incidents?	Yes. We have an internal security policy which covers data and security aspects which outlines handling, reporting and investigation and is reviewed annually. We have also been subject to two Amazon Audits (2021, 2022) reviewing all of our policies in accordance with their AUP and DUP.	Noted
6.38	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.	We utilise a combination of Azure tools for monitoring and patching our Virtual hosts, Microsoft Windows Defender and on our internal network estate we use N-able which handles managed antivirus and inventory tracking for all hardware connected to our network including patch management.	Noted
6.39	List the procedures and software tools in place to prevent or detect and eliminate interference from malicious code, such as viruses?	All files relating to the development , production and release of the software is monitored by managed antivirus. All release candidate materials are scanned and signed before they can be released. All the Virtual Machines within our estate use Windows Defender to scan for viruses and malware.	Noted
6.40	Is a system log maintained by the service provider that details - User access? - User activity? - Error messages? - Security violations?	For the Cloud solution, We have telemetry systems which monitor user activity for diagnostic purposes for analysing performance. We have an internal logging tool for any remote access sessions for Khaos Control and Khaos Control Cloud.	Noted
6.41	Is this log available to the customer?	No. However should such a need arise we would consider remote access log requests on a case by case basis.	Noted
6.42	Have there been any successful unauthorised access attempts been made during the last year? If Yes:- - What was the effect on the business and users? - What steps are in place to prevent this happening again?	No.	Noted
6.43	Is penetration testing regularly carried out by (please indicate frequency of tests): - Staff specialising in this field? - External specialists?	We use external tools - Intruder.io for regular external scans of our systems.	Noted
6.44	If penetration testing by a specialist is not performed regularly, please indicate the main procedures in place to identify weaknesses?	N/A	-
6.45	Are security procedures regularly reviewed? Please indicate frequency of reviews.	Every 6 months.	Noted
6.46	What security reporting is provided demonstrating compliance against certification(s) and policy(ies)?	We have a PCI-DSS statement which is provided upon request detailing our handling of sensitive information. We undertake monthly external scans of our systems (currently using Intruder.IO and Windows Defender for all our VMs and estate).	Noted
6.47	Are any security breaches communicated to customers?	Yes, in line with GDPR reporting.	Noted
Backups by the service provider			
6.48	In relation to backups undertaken by the system provider please explain: - How is a customer's data backed up? - How often is this undertaken? - What is backed up? - What's the media used? - Where are backups stored? - How many copies are there? - How long are they retained for? - Who has access to them? - Is the data encrypted?	The data is backed up for recovery purposes by the Azure systems involved. Backups are performed daily. The database is backed up and the customers "instance" of the cloud solution. The backups are stored within the Azure ecosystem. Backups of this nature are replaced each day. Only Support Admins have access. Yes, the data is encrypted at rest using AES/256. All the Virtual Machines are also configured for Bare metal backups are also taken via Azure, so they can be recreated from scratch with minimal downtime.	Noted for Khoas Control Cloud.
6.49	How frequently is a test-restore of backups undertaken?	Infrequently based on need only.	Noted
6.50	Can the provider restore from a backups that it has taken at a customer request?	No.	Noted

Ref	Requirement	Vendor Response	Reviewer Comments
6.51	Does a customer have the ability to undertake their own backups?	Yes.	Noted. A dump of SQL tables could be taken to get an export of the data.
6.52	If so, can a customer restore data a backup that they have taken?	No.	Noted
Platform recovery			
6.53	What contingency plans are in place to enable a quick recovery from: - Database or application software corruption? - Hardware failure or theft? - Fire, flood and other disasters? - Communication failures?	We leverage the Azure restoration of the Virtual Machines we use, if a hardware failure occurs, Microsoft's systems automatically spin up a new instance of the affected system with no data loss.	Noted
6.54	How often are these plans tested?	Whenever underlying hardware changes take place the Azure platform (quite common for small changes for example once every couple of months, to take place to address demand) these processes are then followed.	Noted
6.55	How often are these plans reviewed and updated?	As we leverage Microsoft Azure services for this aspect these are reviewed whenever hardware or resources are reviewed, approximately every 6-12 months.	Noted
6.56	What are your: - Recovery Point Object (RPO) standards? - Recovery Time Objective (RTO) minimum standards?	For Khaos Control Cloud only, For the Azure services and features we leverage, the min RPO is approximately 4 hrs and the maximum RTO is approximately 24 hrs.	Noted
6.57	If transaction records are dated and time stamped are the times used local to the user or based on where the server is located?	These are based on the server location.	Noted
6.58	What protection is in place to enable users to able to access their accounting and other data if the service provider should experience serious difficulties, cease trading or decide to stop providing the service?	The backup facility provided would allows access to a copy of all data, but not access to the software.	Noted
6.59	If the system is hosted 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? If so, how long does the arrangement allow?	N/A. For Khaos Control Cloud hosting is a means to an end for us to provide the service. For hosting of Khaos Control "on a private cloud" this is already within the control of the customer and they are expected to have their own hosting arrangements.	Noted
6.60	Are there any individual members of the vendor's staff whose leaving or illness would significantly reduce, or even stop, the service provider's ability to provide a full and reliable service to customers?	No.	Noted
Platform change management			
6.61	Describe your approach to upgrades including what option customers have not to take upgrades (if any)?	Updates to the software are released using a small cohort of customers systems initially and then a scheduled release for remaining customers after feedback has been reviewed between a few weeks and a month later. The frequency and timing vary depending on the volume of changes included in an update. Minor updates are released more quickly (days), large updates may be released in stages over the course of a month.	Noted
6.62	Are users able to test the application before new versions go into live use?	No.	Noted
6.63	Are users given notice before application changes are applied to the live system?	For Khaos Control Cloud, for ad-hoc updates customers will be contacted via Zoho Desk and updates applied with agreement during the data, for scheduled updates this happens out of hours typically late night for a set of customers at once. For Khaos Control updates are in the control of the customer themselves and can be chosen when to be applied.	Noted
6.64	Are changes delivered into the live environment "switched off" to enable users to test them before enabling them for their environment?	This is handled on a case by case basis depending upon the feature. Most new behaviour is enabled by default. Some opt-outs are provided but this is rare.	Noted

Ref	Requirement	Vendor Response	Reviewer Comments
6.65	Describe what testing and QA processes are undertaken before upgrades and other changes are made live/available to customers?	We have a full suite of automated tests which are applied to the Release candidate and a team of QA staff who also run a manually curated test bank on any major releases. We have multiple sandbox platforms to simulate different customer conditions on which these tests are applied before they can be signed off.	Noted
6.66	If a hosted system, explain the release management procedures in place and the associated segregation of duties ?	The development team trigger the production of a release candidate, this is passed to our QA team for testing. Once this passes all of our checks this is then signed and promoted to Release status. The support team then control the roll-out of this update. A small cohort of customers typically 5-10 customers will receive the update as soon as it is ready within our out of hours maintenance periods in the evening. Following a successful release bedding in period of between 7 and 30 days depending upon the content of the release the remaining customers will then receive updates in a larger cohorts until all customers have been updated.	Noted, and see 6.19
6.67	Are users informed when they next login of the application changes that have gone into live use?	For Khaos Control Cloud. Yes. A customer facing changelog of new features and fixes is provided upon login to the software on the landing page. For Khaos Control details of the content of the update is provided to individual customers as updates are released. Note: we are working on a "What's New" page as part of our Knowledge Base, however this is not yet Live.	Noted
6.68	Do customer staff have to take any action (e.g. regression testing) when new editions, patches or upgrades are released? If so, please describe what they should ordinarily do.	For the Cloud solution this is not expected. For the on-premise solution which covers larger business which often have bespoke features or specialise business practices which are not universal then it is recommended that internal testing is undertaken on the provided TEST platform ahead of any LIVE updates being applied. They should test their core critical business behaviours before updates are applied.	Noted
Subscription options			
6.69	What is the minimum level of commitment must the customer sign up to, e.g. 36 months?	We have a 14 day trial, then rolling monthly subscription for the Cloud solution.	Noted
6.70	Where online payment is used, what type of security is used to protect sensitive information?	Payment transactions are instigated by the software but no card/payment information is held by the software its all handled by the Opayo / Elavon provided with just the success/failure information retained by the software. All communications use at least TLS 1.2 HTTPS communications.	Noted
6.71	Where online subscription / payment is used, is an invoice provided to the customer and, if so, in what format?	Yes Invoices for subscription payments are provided in PDF format only.	Noted
6.72	When subscriptions need to be renewed, what advance notice is provided and what is the time limit for renewal?	An automated email will be sent 7 days prior to expiry notifying the customer to ensure they renew.	Noted
6.73	Is there a procedure for late renewal and is there a time limit after which subscriptions cannot be renewed?	Yes, customers will receive automated message if their account is in arrears, following this it will be escalated to our Customer Services team who will reach out to the customer. If the customer does not respond within 14 days our account closure policy will be applied and after a further 14 days the account will be closed.	Noted
6.74	How soon after creating or renewing a subscription (if applicable) can the system / service be used?	Immediately, as soon as payment has been processed.	Noted
6.75	What notifications / confirmations are provided to the customer regarding subscriptions and payments?	Emails are sent to the designated Admin account associated with the subscription	Noted

Ref	Requirement	Vendor Response	Reviewer Comments
6.76	To what extent are users able to access their accounting and other data if: - They miss one or two payments? - They cease being customers?	If they have not paid they will not be able to access the software which would prevent them from accessing the data. Data is deleted after 30 day period once an account is closed. An accounts closure process is followed which includes a grace period where customers are encouraged to backup their data before access is removed and their instance and data deleted.	Noted
6.77	At the end of the contract term, how long does a customer have to obtain a copy of their data from you?	Customers are contacted if they end their contact and reminded to obtain a copy of any data they wish to keep. Following this a 14 day grace period is provided before our account closure and deletion policy is applied.	Noted
6.78	At the end of the contract term, how is a customer's data destroyed (if appropriate) and will that destruction be certified?	The instance data and database data is deleted from the host system through an account closure software process. This process is not certified.	Noted
6.79	What is your processes regarding disposal of end-of-life and failed hardware devices that were used to operate your service?	This is handled externally by our hosting partners as part of their data centre provision.	Noted
SaaS/Hosted Reporting			
6.80	Are reports produced from the same software as the financial applications or is separate reporting software used?	It is the same software	Noted
6.81	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?	We have other 3rd party services we recommend (Print Node) which are useful when producing reports and they need to be sent to a printer, but as standard PDF / HTML reports can be downloaded without additional software.	Noted
6.82	What browser versions are support: - On desktop/laptop (PC, Mac, Linux)? - On Tablets? - On mobiles?	(Khaos Control Cloud only) We recommend the latest version of Google Chrome for the best experience. But the latest Safari, Firefox, Edge etc. browsers are supported on desktops and mobile devices.	Noted
6.83	Is access to the reporting facilities and data controlled by the same procedures as access to the main application?	Yes	Noted
6.84	If it's different, explain the user access control facilities available to ensure information is only viewed by users with appropriate authority?	N/A	-
6.85	In what electronic formats are reports produced:- - PDF? - XML? - MS Excel spreadsheet? - CSV file? - As html for viewing in a web browser? - Other, please specify?	This depends on the report but most support the following formats if produce from Khaos Control Cloud: PDF, CSV, HTML	
6.86	Are report documents stored on the web server or on the user's computer? If stored on the web server, are they secure to ensure only users with appropriate authority can get access?	A temporary copy of the reports are stored until they are downloaded. These files remain 1 month or until the customer choses to delete the report.	Noted
6.87	For documents viewable in a browser is any data stored on the user's computer in a web browser cache or temporary file? If Yes: - Is there any protection against other users viewing the report or data on which it is based? - 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?	This depends upon the reports / documents generated. If they download a report, then yes there will be a local copy. Reports generated are unique per user so there is no way for other users to access reports generated / triggered by another user. Reports are retained for 1 month before automatic removal.	Noted
6.88	Are communications between the browser and the server encrypted for any report related communications?	Yes. HTTPS TLS 1.2	Noted
6.89	If reports are produced dynamically each time the user views them can historical reports be reproduced at any time?	This depends upon the report, some will include date filters by which ranged versions of the reports could be produced but this would not technically be historical version of the report.	Noted
6.90	Can reports viewable in a browser be navigated dynamically by users? For example: - Enabling drill down to more detailed information? - Altering which columns and rows of data are displayed. - Choosing time periods? - Specifying selection criteria?	No. Report criteria can be specified, but once the report is produced the information is static. Software screens showing similar information not considered reports by us can be navigated and drilled into as required.	Noted

Ref	Requirement	Vendor Response	Reviewer Comments
6.91	Can report data be reliably copied and pasted direct from browser viewable reports to an MS Excel spreadsheet retaining any table layout?	This depends upon the export format chosen, if CSV data has been exported then it will likely be importable into Excel, but this is not in our control.	Noted
6.92	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?	This is not applicable, you would either have the whole report or nothing.	Noted

Ref	Requirement	Vendor Response	Reviewer Comments
7.	**ACCOUNTING**		
General operation			
7.01	What control features are provided by the software to support effective user controls?	Shortcut keys. KCC Help dialogs and KC F1 context sensitive help, which both link to associated Knowledge Base guides depending upon the solution used. Consistent screen design and grid features throughout the system. Input validation on saving various documents. Ability to close periods monthly. Year end clear down process. Full audit data recording.	Noted, combined with user permissions and profiles.
7.02	Is there: - Transaction sequencing? - Automatic dating of posting transactions? - Identification of user id or source of document?	Unique system generated ID. In the case of Sales Orders, a unique associated reference or customer "PO" reference can be applied. All nominal accounts postings have a timestamp and user encoded unique ID reference	Confirmed
7.03	Is the software available as multi user?	Yes	Confirmed
7.04	Can the same function be used by more than one person at the same time, whilst still retaining the separate user identities?	Yes, e.g. two people can post journals or purchases as needed.	Confirmed
7.05	What is the maximum value of transactions and of totals that can be handled by the software?	Theoretical limit very high. Practical recommended limit is probably 9999,999,999.99. Potentially further limited by customer facing printed reports being able to fit the value into non-dynamic display columns, however any reports could be amended if a large value requirement was identified through minor bespoke development	Noted
7.06	What is the maximum number of transactions that can be handled by the software (e.g. number sequences, storage capacity, or performance)?	This would be related to the standard limits of SQL server which is used as our database for Khaos Control. On premise customers can increase the resources available to SQL server expanding the capacity of the system.	Noted
7.07	What is the maximum number of accounts on each ledger: - Sales ledger? - Purchase ledger? - General ledger?	The only limit would be that of SQL server number of records.	Noted
Chart of Accounts			
7.08	Can the system support a Chart of Accounts including account name and numbering structure, with sufficient dimensions to allow grouping or rollup levels for GL reporting or on-line enquiry	The software allows the customisation of the nominal codes and nominal descriptions even of system accounts. It does not support grouping or rolling up.	Confirmed
7.09	Does the system allow multiple accounting classification elements to allow grouping or roll-up levels for GL reporting or on-line enquiry?	We have a feature for nominal classifications which can be used to group nominal data.	Confirmed
7.10	Can the system restrict GL accounts that a user can access to only those that are authorised by their system role profile set up?	Access to the accounts area can be restricted but not on a per nominal basis. You can restrict users access to Sales or Purchase data through the Sledger permission, so that even with access to customer information, their statement or sales history is not visible.	Confirmed
7.11	Does the system allow users to process additions, deletions, and changes to the Chart of Accounts without extensive programming or system changes?	The view of the profit and loss and balance sheet information is static. It can be exported and manipulated externally but it cannot be changed within the software.	Noted
7.12	Does the system prohibit new transactions from posting to General Ledger accounts that have been deactivated?	No. Nominals cannot be deactivated. Customers or suppliers can be put on Stop, to prevent new orders being raised.	Noted
7.13	Can the system prohibit posting of transactions to General Ledger accounts with pre-determined coding element combinations, e.g. a specific account code / cost centre combination that is incongruent?	N/A as the system handles the postings this would not be possible. Manual journals are only restricted from posting to the Debtors and Creditors nominals all other nominals can be posted to.	Noted
Multi company operation and analysis			

Ref	Requirement	Vendor Response	Reviewer Comments
7.14	Is the software available as multi-company? If so, how many companies are supported?	Yes, for the on-premise system. Secondary instances are required with different licensing costs, with separate databases for each instance, with only license being shared between instances for concurrent user access.	Confirmed. Note that companies are discrete and no inter-company functionality is provided.
7.15	Does the system handle inter-company processing including: - inter-company journals? - the ability to post in both originating and target entity? - processing via SO/PO and the associated tax handling?	Manual contra for Customers who are also Suppliers is supported, but this is a manual process where equivalent reciprocal credits / invoices would need to be raised. No special accounts for customers with multiple instances is provided. The accounts from difference instances are separate. Bespoke development has been undertaken to implement some inter-company sales and purchase processing but the accounts remain discrete.	Noted
7.16	If so, does the system automatically create the opposite inter-company entries, and also provide an inter-company approval process?	No.	Noted
7.17	Can the system generate an Intercompany document which is compliant with local tax jurisdictional and legal requirements of the transacting parties?	No	Noted
7.18	Is a group consolidation facility available?	No	Noted
7.19	Does the system allow accounts that need to be eliminated on consolidation (e.g. intercompany accounts) to be identified in the system to facilitate automation of these types of consolidation adjustments.	No.	Noted
7.20	Can the software consolidate entities with different charts of accounts? If so, please explain how this may be undertaken.	No.	Noted
7.21	How many levels of nominal analysis can be handled by the software?	Stock items and Customers can be associated with "Nominal Classifications" (which can be used as cost centres). These then follow a hierarchy and apply to the nominal transaction data when documents are posted	Confirmed
7.22	How does the software handle segmentation of data, e.g. cost centres, departments, divisions?	Yes – nominal classifications can be configured against Customer or Stock records. The same classifications are applied as costs centres	Noted. Classifications against stock can feed into the sales reporting.
Multi-currency operation			
7.23	Is multi-currency processing available? If so state number of currencies available. Does this cover:- - The ledgers? - Stock?	Yes. Various, users can add more as required. All nominal transactions are in system base currency. Manually raised invoices can be input using multi-currency but are then converted for the purposes of posting. Stock value tracking is all in the system base currency.	Confirmed. All accounts are in sterling with conversion behind the scenes. Setting up currency a against a customer ensures that orders are produced in 'their' native currency. Can make a payment in any currency.
7.24	Does this include: - User selection of a base currency? - Automatic conversion to base currency? - User selection of which currency to value each of the ledgers?	Yes. Yes. A currency conversion feature exists where applicable key areas will prompt if configured for new conversion rates to be applied to transactions as they are processed or for admin approved static rates to apply. Features also exist for downloading dynamic fx rates from approved external source.	Confirmed
7.25	Is there a restriction on accounts to a single selected currency? If so what controls are in place over any changes?	The system has a single base currency. Customers and Suppliers also have a designated currency and all their documents are processed in this currency and posted to the accounts in both the base currency and native currency.	Confirmed

Ref	Requirement	Vendor Response	Reviewer Comments
7.26	What currency information is held: - Currency Code/description? - Country? - Currency rate table? - Date rates effective from-to? - Previous rates held?	Code and Description. Country - No. Default currency can be defined against the Country record, but the currency is not limited in this way. Currency Rates - Yes. Effective Dates - Yes, however the system only holds an 'expiry date' for the conversion. The earliest configured rate will be applied until it expires. Previous Rates - This is contingent on customer retaining this data. Modifications to Rates are audited. The system can be used to retain all past rates, however this is not enforced.	Confirmed
7.27	Can a user: - Change the exchange rates per account? - Manually over ride the currency calculation? - Override an exchange rate on each transaction? - Override the calculation /processing of currency gains and losses?	No. Only using the facility per transaction. Per Customer/Supplier Rates are not supported as standard. Bespoke development would be possible. Rates can be configured for Purchases Invoices to prompt and in some other areas. Manual Journal posting, and Manual Invoices also support entering a manual rate. The user does not have control over the gains / loss calculations on the rate which can be applied.	Noted
7.28	Does the system automate the FX revaluation of intercompany balance sheet accounts marked for revaluation with postings to different FX gain or loss accounts as required?	Revaluation is not automated. Revaluation of Bank Accounts allows the posting of differences to revaluation nominal account, defined by the user. A facility exists for this purpose, or it can be handled with manual journals.	Noted. There is a facility but it's not automatic. There is a user guide to doing this function.
7.29	Can the user define the treatment of foreign exchange gains/losses i.e. where posted to in the general ledger?	No. The system posts to system "currency loss/gain" nominal accounts when payments are allocated to invoices	Confirmed
7.30	Can ledger accounts be defined to take invoices/payments in specified currencies/ multiple currencies?	Customer / Suppliers and Bank accounts can be designated to have alternative currencies, but Ledger accounts cannot.	Noted
7.31	Does the software prevent the deletion of the active currency?	Yes.	Confirmed
7.32	Does the software prevent use of duplicate currency codes?	Yes.	Confirmed
7.33	Can currency transactions be entered in selected currency and/or base currency?	Customer / Supplier related activity is always in the native currency of the account. Journals can be posted in any currency and the system will convert as needed to the system base currency.	Noted
7.34	Can transactions be entered in multiple currencies?	Within a single transaction currencies cannot be mixed	Noted
7.35	How does the software handle exchange differences?	It posts to loss/gain nominal accounts when payments are allocated to invoices.	Confirmed
7.36	Does the system have functionality to update master currency rates via an electronic feed from a third party or via the Internet?	Yes. There is an optional facility to import externally determined rates.	Confirmed
Journals			
7.37	Detail the types of journal provided? E.g. Fixed and variable journals, manual, reversing, recurring, year-end, statistical?	Manual journals based on user input. Journal templates for recurring journals with variable values but static nominals. Year End journals.	Noted. There are restrictions on end-of-year journals.
7.38	Does the system support the import of journals from an Excel spreadsheet? If so, does it validate the contents on input and an produce an exception report of any failed imports?	Yes, A journal import facility is available but not a standard feature. When importing the file must be in an agreed CSV format to allow for appropriate headers and data validation rules to be applied.	Noted
7.39	Can the journal posting be automated based on a pre-defined schedule, i.e. automated prepayments?	There is a Journal Template facility which could be configured to aid with this process on a regular basis, but it is not automatic. Stock Received Not Invoiced is handled by the system if activated	Noted
7.40	Can accruals and pre-payments be entered and the period in which they reverse?	Bespoke development would be available for this, but it is not a standard feature.	Noted

Ref	Requirement	Vendor Response	Reviewer Comments
7.41	Can the system automate accruals and prepayments of open POs (including purchase contracts)?	No.	Noted
7.42	Can the system validate the accounting data entered into a journal against master data and data validation rules at point of data entry, e.g. GL account & entity combinations?	Yes. Journals are validated before posting to ensure they balance and suitable nominals codes have been provided.	Noted
7.43	Can the system direct workflow review and approval to designated specialist area approvers for pre-determined accounts, e.g. tax?	No.	Noted
Time periods			
7.44	How are periods handled by the software?	Upon initial configuration, the Year End month will be set which governs how the financial periods in the rest of the system are dealt with. (All data is posted into the actual period based on the date of the documents being handled).	Confirmed
7.45	How many:- - Accounting periods can be set up? - Years can be set up?	We have two Period systems, as standard, data can be viewed by Month or by Year, but the periods are calendar monthly only over the financial year. If Advanced periods are active then any number of periods can be entered to support 5-4-4 and Period 13 requirements if needed, but this feature must be requested and is not available in the Cloud system.	Confirmed
7.46	Can the length/ number of periods be adjusted to suit different customer requirements?	Yes, if Advanced Period feature is active.	Confirmed
7.47	How many accounting periods can be open at any one time?	The system does not enforce closing periods, so this is not limited. However we recommend using the Accounting Period facility to close calendar month periods as they go.	Noted
7.48	How many years can be open at any one time?	The system does not enforce closing years, however not doing so will impact the Balance Sheet report as anything beyond the previous financial year is not automatically included in the report and will result in an imbalance until the outstanding year has been closed.	Noted
7.49	Does the system support the use of separate tax and accounting periods?	Yes. However the primary filter / user interface is expected to be the accounting period and driven by the financial year end. Tax periods can be handled monthly, quarterly but does not limit interaction.	Confirmed. Essentially a filter for transactions.
7.50	Can a period or year be re-opened after it has been closed? If so, what controls are in place over this function?	Years cannot be re-opened once the clear down process has been undertaken. Periods can be re-opened if required but only by users with suitable permissions. User permissions to access the Period facility, audit records for when periods are opened and closed. All data posted tracks the date is was processed so entries where the posting date differs from the accounting date can be extracted.	Noted
7.51	Can data from all accounting periods and years be accessed at any one time?	No. Filters are applied to closed data in the Trial Balance and Profit and Loss screens, it can still be accessed but not at the same time as open data.	Noted
7.52	Can previous months and years be accessed for enquiries or reports?	Yes	Confirmed
7.53	Does the software handle posting date as well as document date? If so, are transactions analysed by posting date or document date?	Yes. They are analysed by document date. For audit purposes the posting date can be accessed.	Noted
7.54	If so, does this cover:- - General ledger? - Sales ledger? - Purchase ledger?	The dates are recorded on the nominal tables, so only apply to the general ledger. For the Sales and Purchase Ledgers as these have directly linked records in the nominals this data is available. Additional Purchase Invoice feature for separate Invoice and financial dates is available upon request.	Noted

Ref	Requirement	Vendor Response	Reviewer Comments
7.55	Is it possible to allocate transactions to: - Future periods? - Previous closed periods? - A previously closed year?	Yes. Items can be forward dated. We have a user accessible setting which limits the posting of Payments into the future, a number of days can be specified and controlled by Admin users. No. It could be achieved, the period would need to be re-opened and if it fell within a closed year the system would block you	Confirmed
7.56	If so: - What controls are in place e.g. level of authorisation and on screen warnings? - Will the software revise subsequent periods accordingly?	An error message will be encountered if attempted and the period is closed. If a period were to be re-opened and new data posted, the figures for that period would be updated.	Confirmed
7.57	How will transactions outside the current period be:- - Reported? - Accounted for in the VAT return?	Transactions which are not due are shown in the current period on the Debt Manager screen, but otherwise they are not treated any differently to other transactions. If a VAT return is processed, future dated items are excluded by use of default filters, and they would then be included on the following / relevant Return as needed.	Noted
Budgets			
7.58	Does the software permit use of budgets and provide comparisons between budgets and actuals?	We have a "profit and loss budget" facility	Confirmed. There is a NL budget facility. There is just one set of budgets available.
7.59	Does the software have the ability to import budgets from an Excel spreadsheet, validating the contents on input and providing an exception report of any failed imports?	No.	Noted
7.60	How many versions of budgets/forecasts can be maintained on the system? If yes, how many versions of budgets/forecasts can be maintained on the system?	A single set of budgets can be maintained and are optionally shown in the Profit and Loss screen if the "show budget" filter is active	Noted
7.61	Are budgets available for: - General ledger? - Sales ledger? - Purchase ledger? - Overheads? - Balance sheet?	Sales nominals and Purchase/Expense are included in the Profit and Loss which has a budget feature	Noted
7.62	Can budgets be set by: - Period? - Annually?	Budgets can be set by month, or a total specified for the year and amortised over the periods by the system. (right-click option). Annually, Yes, but this is stored as a monthly budget.	Noted
7.63	Can budget holders be assigned within the system?	No	Noted
7.64	Can the software automatically generate budgets? If yes, please state how this is achieved.	No	Noted
Receipts and payments			
7.65	Can the following types of payments (receipts) be processed: - Cheques and cash - Direct debits and standing orders - Direct payments (on-line banking, BACS, etc.) - Receipts from third-party payment providers (e.g. credit cards, etc.)	Credit Card, Cash, Cheques, Direct Debits and BACS payment types are supported, but only Credit Cards include payment integration options to physically take payments using these methods, others the payments are simple entered on manually with a designated type. BACS / Direct Debits can be exported to some banking systems for those banks to then enact those payments, but this would include bespoke development.	Noted
7.66	Is the system able to post payments and receipts to multiple nominal ledger accounts, and the allocation of invoices to different cost centres / departments? If so, can this be automated from the bank statement?	You can post to different nominals, but it is handled automatically when you raise a payment / invoice and the suitable nominal will be used for you depending upon the sales type or bank selected, which is part of the system configuration.	Noted
7.67	Can the system handle: - Manual and batch input of postal cheque receipts? - Cancelled or returned cheques?	No cheques cannot be imported. Yes cancelled or returned cheques are supported. Payments can be "bounced" to create a cancellation which is equivalent here, which will generate suitable reversals, this can also be used for Credit Card chargebacks.	Confirmed. There is a simple "bounce" option which does the reversal... both transactions are retained.
7.68	Does the system have the ability to post transactions against multiple customer accounts?	Yes.	Noted

Ref	Requirement	Vendor Response	Reviewer Comments
7.69	Can the system process: - Refunds to a customer? - Card chargebacks?? - Cancelled standing orders / direct debits?	Refunds - Yes. Chargebacks would be handled as a "bounced" payment. Cancelation of standing orders / direct debits is not applicable.	Noted
7.70	Does the system provide petty cash functionality?	no.	Noted
7.71	Does the system allow direct payment via BACS or the creation of a file for electronic submission to Internet-based BACS services (all subject to the permissions matrix)?	Yes. This is bespoke depending upon which bank system is required and so would be determined upon request, we have previously integrated with HSBC, NatWest to provide files in their formats.	Noted
Bank reconciliation			
7.72	Is the system able to automate bank account reconciliations (cash book vs. bank account)?	Partially. We have specific file format imports to import data and aid in bank reconciliation and matching from various sources.	Confirmed. Can create repeating payments or import a CSV from the bank. Can then match on values and references, with day-tolerances.
7.73	Can the system transfer funds in multiple currencies between accounts?	Manual journals can be posted between accounts of different currencies, but this would not transfer the physical funds.	Noted. Can journal within the accounts.
7.74	Does the system provide functionality to upload bank statement data from local bank provider? If so please state the banks supported.	We have support for the following formats American Express, Barclays CSV, Braintree CSV, Klarna, Lloyds CSV, NatWest CSV, PayPal (via Opayo), Santander. All file formats are subject to change by the providing bank so some modifications may be required.	Noted
7.75	Does the system have the ability to: - Manually reconcile outstanding items? - View and list all unreconciled items?	yes. Yes.	Confirmed
7.76	Does the system have a manual override on reconciliation?	There is full control.	Noted
7.77	Is it possible to reallocate receipts posted to an invoice to another invoice?	Yes.	Confirmed
Fixed Assets			
7.78	Does the system allow the creation of an asset from "assets under construction" (AUC) account to the fixed assets register?	No.	Noted
7.79	Does the system allow the creation of an asset through purchases entered in the purchasing module or purchase ledger?	No. Non stock items can be purchased and recorded but this does not handle them as assets for financial purposes. Manual journals would be required to adjust the fixed asset nominals being used by your accountants.	Noted
7.80	Does the system automatically generate fixed asset numbers for assignment to assets?	no.	Noted
7.81	Does the system have a process for disposal of assets including automatic calculation of the gain/loss on disposal and posting of appropriate entries in fixed assets register and General Ledger?	no.	Noted
7.82	Does the system support the following functions: - Revaluation? - Impairment? - Write-off? - Transfer between group companies?	No.	Noted
7.83	Does the system have automatic calculation of depreciation and posting of entries to the General Ledger?	No.	Noted
7.84	Can the system depreciate using a variety of methods? If so, state the methods supported, e.g. straight line, sum of years digits, etc?	N/A	-
Revenue Recognition			
7.85	Does the system have rules to facilitate automated revenue recognition accounting process?	No.	Noted
7.86	Can the system recognise and account for revenue based on various methods including: - A single date? - Over a contract term? - Usage against contract? - Time and expenses incurred or performance obligations based on pre-defined criteria entered in the system?	No	Noted

Ref	Requirement	Vendor Response	Reviewer Comments
7.87	Can the system automate posting of revenue in the P&L and deferred revenue in the Balance Sheet according to pre-defined templates?	Journal Templates can be used to post data like this, where the nominals involved can be defined for items posted regularly.	Noted
7.88	Does the system provide deferred revenue reports showing phasing of revenue recognition for user defined parameters e.g. contract, product?	No.	Noted
Balance Sheet Account Reconciliation			
7.89	Does the system facilitate a General Ledger analysis and reconciliation process? - Compare amounts in the GL control accounts with the amounts in the related subsidiary ledgers (sales ledger, purchase ledger, Fixed Assets, Inventory, Payroll, Cash & Bank etc.) - Create reports for those accounts that are out of balance, with aging of reconciling items. - Store reports for future reference to enable review and follow-up of open items through to resolution, and to maintain a full audit trail?	Posting into the accounts is controlled such to avoid imbalances. We have produced bespoke behaviour for past customers for nominal account reconciliation but it is not standard feature and did not include an analysis element, purely a facility to allow Accounting users to review and reconcile postings into certain ledgers. If this is required it can be enabled as part of the initial project.	Noted. There is a detailed debt management screen available.
7.90	If so, can this be carried out on-line?	Yes, it can be done interactively.	Noted
Provisions			
7.91	Can the system facilitate / automate the calculation and posting of journal adjustments for standard accounting provisions such as bad debt?	Yes. A Create Allocation Transaction feature is available, once an item which is considered bad debt is identified it can be selected and written off and the system will take care of the related postings required to the ledgers and nominals.	
Month End Close			
7.92	Does the system have a period close task list with the ability to track close tasks / timelines / owners / status in line with the close calendar?	No it does not have a task list for this.	Noted
7.93	Does the period close checklist include formal sign-off within the system for satisfactory completion of activities?	No.	Noted
7.94	Does the system close an accounting period and permanently prohibit subsequent postings to the closed period, i.e. a hard close?	Khaos Control supports advanced periods, but as standard the periods are soft closed and posting of new data would be prevented, unless re-opened by Accounting users. If the Year end procedure has been performed this would be considered a hard close. For month / periods this is in the control of the accounts department.	Noted
7.95	Can the system allow a closed accounting period/financial year to be-re-opened to permit subsequent postings to the closed period by authorised users, i.e. a soft close or pre-close?	The financial year cannot be re-opened once closed. Granular months / periods can be soft closed and re-opened if required. Special Year End Journals can be posted even if the year has been closed, so that if additional year end external accounting journals are recommended they can be handled.	Noted
7.96	Does the system generate year end closing journal entries for P&L and Balance Sheet balances and roll over General Ledger balances to the next fiscal year with an audit trail in line with local statutory requirements?	Yes. This is part of the year end close down process. The Profit and Loss is posted to Retained Earnings and a balance sheet brought forward balance is posted for all balance sheet nominals. The underlying data is then marked as closed.	Noted
Statutory Reporting			
7.97	Does the system meet IFRS and local GAAP statutory reporting requirements for all the countries in which it operates?	We only operate in the UK. Khaos Control does not specifically prepare GAAP reports, but the functionalities within allow Balance Sheet and Profit and Loss information to be displayed, but it requires suitable Accounts qualified persons to prepare any accounting submissions to regularity authorities.	Noted
7.98	Does the system accept IFRS/local GAAP reporting adjustments?	Assuming and adjustments can be made via Manual Journals then, yes. Specific facilities are available for posting EOY journals (Standard) or Period 13 (Advanced Periods) postings depending upon the Period scheme used.	Noted

Ref	Requirement	Vendor Response	Reviewer Comments
7.99	Can the system adjust balances prior to closing the financial year but after the closing period of the year by setting up additional accounting periods e.g. 'Period 13'?	We have two Period systems, as standard, data can be viewed by Month or by Year, but the periods are calendar monthly only over the financial year. If Advanced periods are active then any number of periods can be entered to support 5-4-4 and Period 13 req. If not using the Advance Periods, special EOY journals can be posted to facilitate any required postings of this kind.	Confirmed
7.100	Does the system support the preparation and submission via e-filing of statutory reports in the required format to external authorities? If so, please list the countries where this is supported?	No.	Noted
7.101	Does the system support XBRL-based specifications for the exchange of financial data?	No.	Noted

Ref	Requirement	Vendor Response	Reviewer Comments
8.	**SALES**		
Setup and processing			
8.01	Does the software start with a quotation or the sales order?	Either can be Selected, the default is a Sales Order	Confirmed
8.02	If a quote then can this subsequently be converted to a sales order (or invoice)?	Yes	Confirmed
8.03	Are recurring or scheduled orders handled?	Yes in Khaos Control (not Khaos Control Cloud). As mentioned in the 1.11. Standing Orders can be configured. These are a standard feature of Khaos Control, but require chargeable Implementation Assistance and mandatory Training before they can be used.	Noted
8.04	Does the software provide credit-control functionality? If so: - Can notes be recorded against customers? - Does the system provide "on-stop" functionality? - Can chasing (Dunning) letters be produced?	Yes. Notes can be recorded. Yes, Customers can be put on Stop. Letters can be produced and customers can be associated with Debt Stages, to easily see how debts are being handled.	Confirmed
8.05	How does the software check the credit status of a customer: - On receipt of order? - Prior to dispatch?	Credit limit and terms controls can be configured per customer and apply when an order is saved. Orders that exceed the settings are placed into a separate processing stager for manual intervention.	Confirmed. Value and Terms hold options are available.
8.06	Can the software block: - Customer orders? - Deliveries? - Invoice production?	Yes. Customers can be put on STOP or prevented from raising orders. Orders are reviewed automatically and orders placed. No. Sales Invoice production is linked to the despatch process, so if despatched and invoice will be produced in Terms Hold stage to prevent delivery.	Noted
8.07	At quotation or initial order stage state how does the software: - Check stock availability? - Highlight alternative stock?	Real time stock control information is available and confirmed upon saving of the order. Up/Cross sell information can be configured on the stock record and is highlighted when applicable on the Sales Order entry screen.	Confirmed. A quotation shows the stock level but does not assign stock. Can use up/cross sell functionality to show alternative, or extras e.g. batteries.
8.08	Where stock is not available is there an option to raise a "back order" and issue an associated purchase order?	The system can be configured to do this automatically. But when not doing so, outstanding orders will be appear as part of the Purchase Order reporting screens	Confirmed. Can be automated. Can also do drop-ship.
8.09	Does the software handle forward orders? If so: - Only when stock is now available? - Allocated from future planned stock?	Orders can be placed regardless of stock status and a Delivery Date specified. These go into a "Awaiting Date" stage. Yes. Stock items can be configured to only allow sales if sufficient stock is available now and prevent orders otherwise. i.e.. Discontinued stock. Yes, Sales Orders can be linked to planned Purchase Orders.	Confirmed. Stock on an order can be linked (auto assigned) to an outstanding PO that's been already sent (perhaps to set minimum stock limits).
8.10	Can multiple addresses be held for each customer (invoice and delivery address).	Yes	Confirmed
8.11	Will the product accept orders from the Web? If so, does the software have an in-built e-commerce platform?	Yes (from Amazon, eBay, client website etc). It does not have a built-in e-commerce platform, but we offer additional product of Khaos Control Web on top of Khaos Control.	Noted. Khaos Control Web is a complimentary product that sits on the on-premise solution.
8.12	If so: - How are web orders integrated with the sales order processing ledgers? - What control features are available for checking web orders before processing?	Web orders are Via Additional Web Services to import orders into the system. They are then processed alongside normal orders. Rules can be configured to force orders to be handled differently based on Source by user configuration in the Sales Invoice rule setup.	Noted

Ref	Requirement	Vendor Response	Reviewer Comments
8.13	Can picking lists /dispatch notes be amended for non-availability of stock? If so: - Is this reported? - Are the items dispatched reflected in final invoice?	Yes, automatically, but primarily from amending the order. Yes, via the Stock movement trail. Yes.	Confirmed. Partial shipments are supported (with multiple invoices).
8.14	Per order does the software support: - Multiple dispatch notes? - Multiple invoices?	Yes, both. Khaos Control supports part-shipping and ties the despatch process with the invoice process so only despatched items are put onto Invoices.	Confirmed
8.15	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.	Invoice production is part of the despatch process and results in a one to one mapping. Multiple orders on a single despatch note is not applicable	Noted. Sales despatch generates the invoice.
8.16	Can manual invoices be raised (i.e. without a sales order)?	Yes. This is an accounting function using our standard SP Ledger feature.	Noted
8.17	Does the software produce proforma invoices as required?	A report with proforma on it can be produced if the Sales Order and system have been configured appropriately, the system has a Proforma order type to facilitate this.	Noted
8.18	Can returned goods be processed to produce: - Credit notes? - Refunds?	Yes, and Yes.	Noted. And can automatically generate an exchange sales order.
8.19	Are these referenced to the original order/invoice?	Yes.	Confirmed. There are "Goto" buttons for the related items.
8.20	How are returns controlled/authorised?	Returns can be raised and depending upon business process they can be held until returned stock arrives before further processing, such that credit notes and potentially exchanged goods are not handled until receipt. Khaos Control also supports automatic re-booking in of returned items. A unique Return number is generated on the return document which can be used as an RMA number.	Noted
8.21	Can the system calculate all sales taxes based on ship-to address of all countries it operates?	Yes. We support UK tax as standard, but we also have a Country Tax feature, where users can configure the Tax rates for different countries they are subject to and ship to regularly, for example IOSS EU rules can be handled when configured for applicable EU countries. Also other countries where companies are registered for VAT if above selling thresholds can be configured.	Noted. Supports UK VAT and country specific sales tax.
8.22	Can the system connect to external tools to obtain sales tax rates / rules / values?	Yes. We have an additional integration with TaxJar but this is for US systems only at present.	Noted
Receipts, cash allocation and statements			
8.23	Can the system display receipts from customers by payment method e.g. DD, BACS, Internet banking, Credit cards, and cheques?	Yes. Primary payment types available directly as "pre-payments" on sales orders are Cash, Cheque, Credit Card and BACS, Voucher. Other payment types can be entered as manual payments on a customer statement. We do not differentiate "Internet Banking" as a separate type, but DD and BACS are available.	Confirmed. Payment type is a field shown.
8.24	Where the invoice number is quoted, can the system: - Apply cash against an invoice and clear the invoice where the amounts match? - Apply cash against an invoice and write off small differences where the amounts don't match?	On the customer statement, Payments can be matched to specific Invoices for allocation purposes. To write off small amounts a separate process is required, but the "Create Allocation or under/over payment Transaction" feature can be used, where a specific nominal can be chosen based on the reason for the write off (i.e.. Bad Debt).	Confirmed

Ref	Requirement	Vendor Response	Reviewer Comments
8.25	Can the system propose matches when the customer is identified and the payment amount matches the amount owed by the customer but there is no invoice detail in the customer remittance?	The system does not propose matches in the way described, but tools exist in the Customer Statement to help. Selecting owed items will highlight related invoices, so it would be easy to see matching amounts and then use them to manually allocate payments to invoices.	Confirmed. Match not proposed but can easily be manually filtered or periods set to make a potential match easy to see.
8.26	Can a receipt to be posted to an account as unallocated or awaiting invoice?	Yes. Payments can be raised manually and not automatically allocated from the Statement screen.	Confirmed. Just add a new payment.
8.27	Does the system have on-line cash allocation functionality? If so, explain how this operates, e.g. automatically from a Bank feed.	Not online no. We have some reconciliation formats which are supported and can be imported into the system, these are not for allocation purposes but for matching and reconciling transactions in the system. They can be used to create payments based upon bank statements but the process is not automatic and not based on a Bank feed.	Noted. Processed from a bank export rather than a direct feed.
8.28	Is it possible to unallocate receipts posted to an invoice and reallocate it to another invoice?	Yes. Allocations can be cancelled.	Confirmed
8.29	Does the allocations of credit notes follow the same steps as for receipts?	Yes.	Confirmed
8.30	Can the system produce statements at any time as at a user defined date?	Yes. On the statement print dialog, there is a "past statement date" which can be specified.	Confirmed
8.31	Is it possible to email, fax or produce hard copy statements?	Yes. From the Statement report, they can be printed or emailed. Fax is not supported.	Confirmed
8.32	Does the statement contents include: - All unmatched items (i.e. outstanding items) - A breakdown of outstanding debt grouped by age: e.g. 0-30, 30-60, 60-90, 90+	Yes, all outstanding items, and a breakdown of any non-zero period is included.	Confirmed
Sales related documents			
8.33	Are the following documents produced: - Quotations? - Order confirmation? - Picking lists? - Labels? - Dispatch/Delivery note? - Invoices?	Quotes - Yes. Yes - called Order Acknowledgement in KC, Picking - Yes. Labels - Yes - Yes. However this is user configurable and for integrated labels bespoke development would be required. Delivery Note - Yes. Invoice - Yes.	Confirmed
8.34	Are the following reports available: - Quotes for which orders not received? - Orders received (analysis)? - Items placed on backorder and/or purchase orders raised? - Items dispatched not invoiced? - Items ordered but not dispatched due to stock out? - Gross margin (by invoice or item)?	Screens are available for viewing this information. Yes. Sales Summary. Back order screens are available for raising Purchase Orders and seeing related information. Yes. By filtering the Sales Invoice screen. Yes. Items present in to Awaiting Stock stage. Yes. Sales Summary reporting includes this information	Confirmed
8.35	Are invoice details derived from order input? (e.g. prices, quantity)	Yes	Confirmed
8.36	Does the software provide the ability to use customer-specific sales invoice templates?	Yes. The Invoice report can be modified by users and if required a different format can be used per Sales Brand.	Confirmed. This is in the report setup.
8.37	Is it possible to produce a VAT only invoice?	A Vat only Invoice can be raised through the SP ledger systems, but does not offer a printed invoices. A Vat only credit can be raised from a source order through the sales order system and will result in a printable invoice.	Confirmed. There is a VAT relief qualified function.
8.38	Does the system have the ability to re-print a customer invoice on demand?	Yes.	Confirmed
8.39	Can invoices be sent via e-mail directly from the system?	Yes. On the Invoice report preview, the user can select to send a copy of the invoice to the customer or attach it to a manual email.	Confirmed

Ref	Requirement	Vendor Response	Reviewer Comments
8.40	Can the system create credit notes with reason codes and requiring authorisation?	A manual credit note could be raised and have a reason attached to it via a note. Credits can be raised from source sales orders for refund purposes, but an authorisation process does not apply. User permissions would restrict users from generating returns / credit notes. The Returns process include reasons for returning goods.	Confirmed. Better to do returns which has flexible reasons. Could do a credit notes on its own but doesn't have an authorization step (apart from the permissions to actually do the function).
8.41	Does the system provide electronic authorisation for invoices and credit notes?	No.	Noted
8.42	Can the system consolidate billing for multiple orders with the same customer onto a single invoice?	No. We have undertaken bespoke development in this area to offer this functionality, but it is not a standard feature and would require development on a case by case basis.	Noted. All based on despatches. Could adjust the despatches manually, but not a feature.

Ref	Requirement	Vendor Response	Reviewer Comments
9.	**PURCHASING**		
Supplier and product setup			
9.01	Does the system allow suppliers to access appropriate information (e.g. standard T&C's, order information) via a supplier portal?	No.	Noted
9.02	Does the system allow suppliers to update their supplier record using a supplier portal?	No.	Noted
9.03	Does the system provide an automatic duplicate check for new supplier set up using standard unique fields such as bank account / VAT No. / Company Registration / Address?	Automatic checks for duplicates based on Company Name, Address, Postcode and Contact information is provided, but these are only a warning, as some users create multiple supplier accounts for the same company when dealing with large businesses with multiple sites, but this is down to preference, as such Khaos Control does not block only warn about possible duplicate accounts.	Noted. There is a function to define which fields are used in the duplicates logic.
9.04	Does the system link to a third-party solution (e.g. Experian or Dun & Bradstreet) to carry out validation checks against supplier master records in the system?	No.	Noted
9.05	Does the system have a multi layer supplier category field within the supplier record to use for procurement analysis?	We have company classification and company type which can be completely user configured to define sub-categories as needed.	Confirmed
9.06	Can more than one supplier be allocated to each product? If so, can one be set as the preferred supplier?	Yes and Yes.	Confirmed
9.07	Does the software hold details of substitute products if applicable?	We have an up-sell / cross-sell feature which can be used to link similar products, but this is not linked into the Purchasing facility. Typically specific stock is purchased on sales orders such that that stock item would need to be purchased in order to fulfil an order. If a substitute were to be used on the purchase order, sales orders would also need to be updated. Supplier stock codes can be recorded against stock records if they use a different code to the one on the system.	Noted
Purchase Order processing			
9.08	Can the software generate suggested purchase orders (based on stock levels)?	Yes. We have multiple mechanisms for suggested orders depending reordering levels or actual sales., but also options to activate automatic purchase ordering geared towards individual back to back ordering.	Confirmed
9.09	Can purchase orders be generated by the user?	Yes	Confirmed
9.10	Is stock availability updated for stock on order?	Yes	Confirmed
9.11	Can the software handle "back to back" ordering?	Yes. These can be instigated manually or automatically following configuration (called automatic purchase orders).	Confirmed
9.12	How many order lines can be included on a single purchase order?	There is no limit applied, and we have had customers have hundreds of lines or more on some purchase orders, but practical considerations mean that we would not recommend purchase orders over 500 lines, but it is not prevented or limited	Noted
9.13	is it possible to automatically append the standard terms and conditions to purchase orders?	Suppliers can be setup with credit terms which are then applied to invoices resulting from purchase orders as default. If other information is required, default notes can be applied to purchase orders which contain T and C information if required. Purchase Order printed documents can also have information like this included, which are editable by users.	Noted
9.14	Is it possible to copy an existing purchase order record in order to create a new purchase order record?	Yes	Confirmed. Copy "same supplier" and copy "new supplier" functionality. Can also move a PO unless already posted.

Ref	Requirement	Vendor Response	Reviewer Comments
9.15	Does the system support consolidated purchase ordering?	The system does not support consolidating purchases already raised, but when ordering for back orders, these can be consolidated and roll-up quantities required onto single lines if needed, in the Back Order Purchasing area. Deliveries can be created from multiple purchases. Deliveries which have been processed separately can also be consolidated onto a single Invoice once processed.	Noted. But can before creating the [single] PO.
9.16	Does the system enable the issue of purchase orders by email, EDI and/or via the Internet?	Purchase orders can be printed and from this emailed if required. We have an optional mechanism to automatically email purchases to suppliers which can be configured, with an "email rule" being triggered when purchases are saved. Some customers have bespoke XML exports of their purchases but this requires development to be configured.	Noted. Can e-mail. Can hold until the "PO Confirmed" flag is set.
9.17	Is it possible to amend or cancel a purchase order?	Yes	Confirmed
9.18	Does the system have the ability to record chasing notes for outstanding purchase orders?	Yes, internal notes can be added to a purchase order for this purpose.	Confirmed
9.19	Can the purchase price of items be amended at any time prior to receipt of the goods?	Yes.	
9.20	Does the system provide standard and customisable workflows for authorisation of POs that can align with business delegation of authority?	No.	Noted
9.21	Can the system restrict buyer purchases by specific purchase types or cost codes?	No.	Noted
9.22	*{This item number not used}*		
9.23	Is it possible to amend the status of a part delivered PO to 'complete'?	Yes. A purchase order can be marked as "final" ahead of all items being delivered if notification is received that the remaining items will not be fulfilled.	Confirmed
Receipt of goods			
9.24	Does the software track a purchase order and record the receipt of incoming goods or services delivered?	Yes. The status of a purchase order and if it has had linked deliveries is recorded and visible.	Confirmed
9.25	Can a user receipt goods/services without a PO?	No.	Noted
9.26	Can the software handle partially completed orders and returns?	Yes. Deliveries can be for any qty so long as there is a linked PO. There is a process for generating additional purchase orders for use in a Supplier Replacement. Supplier Returns can also be created independently.	Confirmed. And option to do a PO for replacement items.
9.27	Are receipts checked to purchase orders and discrepancies reported?	Under Deliveries screen available for analysis and information. The individual purchase item is updated by the delivery process so any individual over-deliveries can be seen when looking at a Purchase Order, but a report summarising over deliveries does not exist, but could very easily be produced in the reporting area.	Noted
9.28	Does the system have functionality to mark goods as faulty and process returns?	Good can be marked as failing Quality Check, but this does not link directly to generating a Supplier Return, but Returns can be easily raised following a delivery.	Confirmed
Supplier Invoice Processing			
9.29	Can purchase invoices be checked to purchase orders and confirmed receipts and discrepancies reported (3 way matching)?	Purchases invoices are generated by default based on receipt/delivery information to ensure a 1-2-1 correlation. Purchase Invoices can also be generated from Purchase Orders. Items which are on the invoice but not on the original document appear in red.	Noted. The draft PI is based on the goods received. And subsequently checked to the supplier's actual invoice received.
9.30	Can the system use tolerance limits (value or %) for 3 way invoice matching?	No.	Noted
9.31	Does the purchase order screen show at line level the Quantity Received, Quantity Billed and does this also reflect in the order status?	The Qty delivered is shown, but qty billed is not, however from a purchase order you can drill down into any associated Invoices which have been created / linked from any purchase order at the line level.	Confirmed. There is a drill-down as could be a many-to-many deliveries to invoices mapping.

Ref	Requirement	Vendor Response	Reviewer Comments
9.32	If quantities delivered and invoiced by a supplier do not match exactly the quantity ordered, can this be recorded in the system?	Yes.	Confirmed
9.33	Does the system allow an exception approval process for non-PO invoices via a workflow?	No. Manual "SP ledger" purchase invoices can be raised by users which appropriate permissions but this is not part of an approval process.	Confirmed.
9.34	Can the system automatically detect duplicate invoices during processing?	No. As invoices are linked to deliveries or purchase orders this would not be applicable.	Noted
Supplier Payment processing			
9.35	Does the system support the initiation, approval and processing of payment runs for multiple trading currencies, with the ability to select different payment methods? (See also the "Payments" part of Section 7)	We have a "supplier payments" screen which is designed for processing batches of supplier payments in one go. This is seeded based on the payment method you wish to process, i.e.. BACS / Account Transfer - this then highlights all suppliers whom are owed monied matched to this payment type and the user will then be prompted to raise the necessary payments for a given selection.	Confirmed. A single screen is convenient. Access is controlled by user permissions.
9.36	Can the system create payment run proposals for invoices due for payment with approval workflow in line with delegation of authority?	The "Supplier payments" screen will display based on Terms which supplier invoices are due, so that payments can be raised as mentioned above, but it does not include any authority process.	As above.
9.37	Can the system transfer bank payment files directly to secure banking portals without manual intervention?	We have done this for past customers but it is not a standard feature. We do not have any standard integrations with banking portals, but we do produce files in formats supported by some banks which can then be uploaded manually to the portals or via SFTP, some bespoke development may be required depending upon the format required and the portal involved.	Noted
Purchasing related documents			
9.38	Are the following reports available: - Purchase Orders raised? - Purchase Orders not received? - Goods received discrepancies? - Invoice to goods received discrepancies? - Goods received not invoiced? - List of cancelled orders?	Yes – we have a "purchase list" detailing all purchase orders which have been raised past and present, but there is no analysis as standard. Yes. Some reports are available which allow an overview to be seen, however it's not a detailed discrepancy report. This can be found in the "Purchase Manager" screen which lists the status of Purchases and their deliveries,(not booked in, partially delivered, delivered, partially invoiced, invoiced). Yes. This can be activated as required, and is called Stock Received Not Invoiced in Khaos Control. We do not have a specific cancelled orders report for purchases, but the cancellation / deleting of purchases is included in the Audit information so this information is available if required.	Confirmed

Ref	Requirement	Vendor Response	Reviewer Comments
10.	**STOCK**		
Stock processing			
10.01	Does the system provide simple functionality relating to stock?	Yes	Confirmed
10.02	What information is held in respect of stock (and are there any limits): - Item numbers/ description? - Location(s)? - Quantity, (available, allocated, on order)? - Minimum and maximum stock levels? - Reorder lead times? - Supplier(s)? - Prices/cost/ discount details? - Batch/serial number? - Weights etc? - Other – please specify?	Yes. Many items are included in the stock record. No limitations. Certain fields are limited to 30 characters by default. This can be expanded through additional bespoke development if required. Yes – We have for information only single "simple locations" available as standard. For full location control, our additional "Warehouse Control" facility is required, which supports multi-location, and full per location stock tracking. Quantity - Yes. Yes. Global Safe and Minimum levels can be set on all stock records and per stock control "site" if they differ from the global setting. Yes. Information can be recorded on the stock record which represents that. Yes. Multiple suppliers can be linked to stock records and "preferred" supplier set within. Yes – Various can be set through Price Lists, and other pricing behaviour.	Confirmed
	[Continued]	Yes / No. Serial numbers are not supported. Batches are only supported when using our additional "Warehouse Control" facility. Yes. "Average weight" and "postage weight" can be recorded on the stock record. Numerous including, but not limited to, images, volume, dimensions, Packs, Build, User defined attributes, 4 levels of Size or Colour or Style can be configured.	Noted
10.03	How is stock updated? - Dispatch of goods? - Receipt of goods? - Adjustments? - Transfers between locations? - Other, please specify?	Yes, Yes, Yes, Yes. Manual assignment changes to orders. Ordering of goods. Import of supplier quantities.	Confirmed
10.04	Is negative physical stock allowed?	No.	Noted
10.05	Can the software handle "sale or return" stock?	Not as standard. Customers have configured this using existing features of the software, separate "Site" and locations, but this is not supported as standard.	Noted
10.06	Can the software handle variations to a standard pack of products?	Yes. Substitutions can be made at point of sale manually. The system also additionally supports the "dynamic" creation of packs for web imported orders.	Confirmed. Works when stock items have been setup as packs.
10.07	What methods of stock valuations are allowed? - Average - FIFO - LIFO - Standard cost - Other, please specify	Average, Last Price Paid. Standard Cost – The software can be configured to lock the stock value of an item so it is only controlled by manual user data.	Confirmed
10.08	How can stock enquiries be made, i.e. by product code, short name/supplier etc.	Numerous, traditionally by Stock code or Description, stock type, but we have searchable lists for accessing stock information	Confirmed
10.09	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?	Yes. "On order" list is available for stock due. Sales Invoice screen is used for managing the despatch of stock.	Confirmed

Ref	Requirement	Vendor Response	Reviewer Comments
10.10	Does the software facilitate the regular counting/ inspection of physical stock (e.g. by producing random/defined stock check lists)?	Yes. Lists can be produced by stock type to facilitate stock level counting. Additional optional advanced Stock taking facilitations are available with our "Warehouse Control" facility which can be configured for Perpetual inventory such that when used with Hand Held Terminals operators will be asked to check the levels of items and the results then recorded for the Warehouse Managers to review and accept the counts recorded.	Noted
10.11	Can the software handle more complex situations such as: - Bill of materials - Links to CAD/CAM systems - Job costings to collate and value WIP.	Yes. For bill of materials clients can use Packs or Builds ("Move With" or "Build" Relationships configured against a parent stock item depending upon the situation) and add-on Product "Customisation" facilities which allow for common requirements to be met through setup and configuring. We also have an optional job costing feature, which can be activated and used for linking purchases to sales jobs. We do not have integrations to CAD/CAM systems.	Noted
10.12	Does the system provide a SKU level stock reorder listing which includes all items under the minimum on-hand quantity or at the re-order point?	Yes - See Stock Reordering.	Confirmed

Ref	Requirement	Vendor Response	Reviewer Comments
11.	**VALUE ADDED VAT**		
Generally			
	The following sections detail the general requirements/features of an accounting package in handling VAT. It cannot cover all eventualities or all users and where necessary members should contact their local HMRC office for detailed guidance. The overall objective is to accurately record the accounting for VAT in order to support VAT returns to HMRC		
11.01	Does the software have the facility to hold the following VAT information: - UK VAT registration number? - Intrastat code? - EC Code? - EC VAT registration numbers? - VAT rates (please specify number available)	Yes – System Values; Company Details. Yes. Yes. Commodity code and Harmonisation Codes can be associated with stock records. Yes. System Values –General Company Information. Yes - EC Vat Reg. Yes - Vat Rates. No limit, these can be defined by an Admin user. Some system required rates are present by default. Rates can be defined for use with countries other than the UK as well.	Confirmed
11.02	How does the software handle roundings?	The system will round up/down depending upon the amount. The system supports calculating and thus rounding per unit (gross) or per line (net) which is dictated by system configuration and price source.	Noted
11.03	Is this applied consistently?	Yes	Noted
11.04	Does the software handle VAT fuel-scale charges with automatic double entry processing?	No, although a Journal Templates can be configured to facilitate this process	N/A
11.05	Does the software handle VAT calculation tolerances? If so, do any discrepancies produce: - Warning? - Appear in the audit trail? - Appear in the VAT exception report?	No. (N/A)	Noted
11.06	What security features (password/ audit trail) are in place to control changes made to: - General ledger VAT control accounts? - VAT tables set up and change? - Tolerance levels? - Invoice sales number table? - Roles and permissions. Audit trail tracks changes made - Changes on VAT code on customer files? - Changes on VAT code on stock files? - VAT calculated on sales invoices or credit notes?	Profile and Permissions settings restrict who can edit nominal codes and post journals. All postings are tracked. Profile and permissions can be configured. Changes to System Data Tax Rate changes are audited. (Tolerances - N/A). Invoice and other sequence numbers are visible; however this is controlled by (system data and Admin) permissions and is audited if changed. User Permissions and edits to customer records are covered by the Customer Audit. Permissions, only certain user types can change the financial information held on stock records. Changes to stock information is visible in the Stock Audit. No. Altering VAT calculated is not permitted, calculations are based on set rates. VAT can be disabled on an order but this is tracked within the Sales Order Audit information.	Noted
11.07	Does the software store and report a VAT Period Reference, e.g. "01/20"?	Yes. When processing a VAT return any submissions are recorded by date and can be retrieved historically using this. Also Making Tax Digital submission information is retained and recorded.	Noted
11.08	How does the software ensure that each eligible posting is reported only once in a VAT return?	A VAT Committed date is held against each transaction included on a return.	Noted
11.09	Can the system make a submission to HMRC under the new Making Tax Digital requirements?	Yes.	Noted
11.10	Once the submission is made successfully to HMRC, are transactions flagged and the return marked as Submitted?	Yes	Noted
Method of operation			
11.11	VAT basis. Can the software handle: - Invoice (standard) accounting? - Cash accounting?	Invoice - Yes. Cash Accounting is not supported.	Noted

Ref	Requirement	Vendor Response	Reviewer Comments
11.12	If the software can handle both invoice (standard) and cash methods of accounting for VAT is the basis clearly identified during set up?	N/A	-
11.13	Can the software handle the following VAT schemes: - Annual accounting scheme? - Flat rate scheme? - Retail schemes? - VAT margin schemes?	None of these schemes are supported.	Noted
11.14	Can the software handle the standard method of partial exemption?	No.	Noted
11.15	Please state the number of VAT codes available for VAT analysis.	Unlimited, as this is under user control. A number of default codes are provided for handling (Standard UK and Zero rated items out of the box)	Noted
11.16	How does the software handle: - Distance selling (supply to an unregistered EC customer)? - Outside the scope due to place of supply rules? - Outside the scope of VAT as, e.g. not a supply for a consideration - donations, council rates (should not be included on vat return).	Unregistered EC customer. This would be handled as a UK VAT Sales order or EU IOSS depending upon the situation. Outside scope is only supported on SP ledger transactions but not supported on a per order basis. Items can be excluded from a VAT Return to achieve this if required.	Noted. There is a facility for raising out of scope items on the SPLedger module. IOSS rules are also supported.
11.17	How does the software handle: - Goods and related service purchased from the EU? - Services purchased overseas? - Process? - Triangulation?	Tax code would be configured in System Data | Tax Rates and applied to relevant Stock records. You can also define a "default" Tax codes for specific EU Countries based on need. The system also supports Service Reverse Charge. But does not support Triangulation.	Noted. The £135 purchase limit is specifically covered (the reverse of the IOSS limit) as is purchasing from NI. There is a wizard to help with this.
11.18	Does the software include the functionality to identify EU acquisitions of goods? If so, can the software generate acquisition tax?	Yes. This is dependent upon Supplier record configuration and the correct use of the EC Tax wizard when posting Purchase Invoices. EC Acquisition calculated when posting relevant Purchase Invoices and reported in VAT Return. This allows for VAT to be recorded in the Khaos Control Tax Register for reporting purposes but not to be posted to the Purchase Ledgers. The processing has been updated in line with current Brexit EU processing rules. This also supports Postponed VAT if applicable following the BREXIT changes in this area.	See 11.17
11.19	Can a report be generated of all EU acquisitions and the amounts of acquisition tax generated?	Yes. Part of the VAT screen in the Accounts section.	Noted. There is a section for this. NI is separated.
11.20	Does the software include the functionality to identify transactions liable to reverse charge VAT? If so, can the software generate reverse charge VAT?	It is supported. SP ledgers and applicable Purchase Invoices can be raised with Reverse Charge VAT, if the circumstances align with RC.	Noted
11.21	Can a report be generated of all transactions liable to reverse charge VAT, and the amounts of tax where so generated?	A standard report does not exist, but one could be created. The impact of them will be visible in the VAT screen when producing a return.	Noted. It can be seen on-screen.
11.22	Does the software have a facility to reconcile the VAT returns amounts for input, output and net VAT payable/recoverable to the General ledger control account?	Yes. When VAT Returns are committed options exist to automatically generate suitable journals, or this can be done manually from the reports.	Noted. There is no reconciliation per se.
11.23	How does the software handle late transactions posted outside the closed VAT return period?	Additional/Late items are included in the following return. All new transactions are by default excluded to avoid in-flux or just posted items from being included if a Return is being prepared. These late items will then be included on the next Return.	Noted
Input VAT (purchases)			
11.24	Can the software handle VAT inclusive amounts and automatically calculate the input VAT?	Yes.	Noted

Ref	Requirement	Vendor Response	Reviewer Comments

11.25	Does the software require the following to be entered:
	- Supplier reference?
	- Supplier document reference?
	- Internal document reference?
	- Invoice tax point date?
	- Invoice posting period date?
	- Invoice gross total?
	- Invoice VAT amount?
	- Individual invoice lines:
	    Net amount?
	    VAT rate?
	    VAT code?
		Optional references can be entered on the Purchase Order.
		Supplier Invoice Number is expected when posting Purchase Invoices. Automatically generated Internal reference for Purchase Invoices.
		Mandatory Invoice Date.
		Defined by Invoice Date.
		No, but line by line gross figures can be entered, by default all values are calculated automatically.
		No line by line tax figures can be entered, by default they are calculated automatically.
		Vat Rate and Code are determined automatically based on the Stock record information and if tax is applicable to the Invoice being processed.
			Noted.
			No separate supplier ref and document ref.
			Invoice date is a single entry.
			If advanced period control is enabled then tax point can be set separately.

11.26	Does the software validate individual invoice line VAT amounts against the total invoice of VAT (less early settlement at discount) and accept or reject the amount subject to the software tolerance?	No, the total VAT is calculated from the individual line totals, so they will always match. For Purchase Invoices, user entered values are possible but the total is determined by the sum of the line by line values in this situation.	Noted
11.27	Can the user override the software derived input VAT amount and input VAT as shown on the supplier invoice?	Yes, manual entry is supported on a per line basis if the "auto calculate" option is disabled for an individual Purchase Invoice.	Confirmed
11.28	Does the software allow VAT to be reclaimed on the basis of registered but unposted invoices?	No.	Noted
11.29	If so, does the software flag the status as: - VAT not yet reclaimed? - VAT claimed?	N/A	-
Output VAT (sales)			
11.30	Does the software generate sales invoices?	Yes.	Confirmed
11.31	For each invoice generated is the following information included on the sales invoice: - Unique software generated invoice sequential reference? - Company name, address, EC country code and VAT number? - The time of supply (tax point) - Date of issue (if different to the time of supply) - Customer's name (or trading name) and address, EC country code and VAT number (if applicable) - The unit price [applies to countable goods or services. E.g. an hourly rate; or a price for standard services.] - A description which identifies the goods or services supplied - Net and VAT amount and the VAT rates.	Yes. Yes. EC Country code can be configured. VAT Number – Yes. Yes - Invoice Date. Not included on the report as standard (not available first time of printing, as the invoice will not have been issued). This can be configured as part of the "Basic" report design. By default the following is true: Name - Yes. EC Country Code No. Vat Number. Yes. Yes - unit price. Yes - description. Yes these can be included on the report.	Noted. The invoice layout is user defined.
11.32	Does the software identify supplies that are zero-rated, exempt and outside the scope? If so, is this on the face of the invoice?	Yes. This can be configured as required by the customer and is not currently part of our default design on a per line basis, but can be incorporated into the design.	See 11.31
11.33	Does the software handle Proforma invoices? If so, are the invoices clearly identified as "this is not a tax invoice"?	Yes. A report can be produced for Proforma Invoice	Confirmed
VAT reporting			
11.34	Does the software create a final VAT return and include functionality to submit this data to HMRC under the Making Tax Digital requirements?	Yes, Khaos Control supports direct MTD submission of a final vat return.	Confirmed
11.35	If not, does the software have a means of producing reports that supports the completion of the VAT return to enable it to be submitted to HMRC under the Making Tax Digital requirement via another application (where required)?	The VAT Return can be processed manually and committed. The figures are available to export should a different software be used to make the submission.	Confirmed
11.36	Is the VAT return information available by report on a three monthly basis or any other specified period?	Yes. Users can generate the data, monthly, quarterly or a custom user date range.	Confirmed. The quarter can be adjusted.

Ref	Requirement	Vendor Response	Reviewer Comments
11.37	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?	No. Details of the figures feeding into the VAT return data is available, but its not broken down by tax code. A display of the figures which will feed into a Vat 100 form is available from any return being prepared or historically posted.	Noted
11.38	Can the VAT return be recreated showing all the transactions which were included in the original VAT return?	Yes.	Confirmed. Any historical return is available.
11.39	Does the software have a separate VAT audit log?	No, although changes to the Tax Rates are shown in the System Audit screen and important activity is shown in the General Action Audit screen	Noted
11.40	Note where the software details the following non routine event in the audit trail or VAT audit log etc: - Changes to VAT tables. - Change from invoice/cash VAT accounting or other Schemes. - VAT tolerance. - Changes to VAT rates on customer, supplier, product master files.	Separate Audit for VAT rate definitions, viewable from the System Audit screen (or by using the SDVatItem filter). Cash Accounting - N/A Vat Tolerance - N/A Customer rates not applicable, but changes to customer records are viewable in the Audit Log by filtering by Company. Product / Stock records hold their own audit of the vat rate information and are also available through the Audit Log.	Confirmed
11.41	Are the above changes noted above stamped with a: - User id? - Software generated unique reference number? - Date and time?	Yes, a user ID who made the change, a unique reference for the audit record and the date and time the change took place are all recorded.	Confirmed
11.42	VAT postings: - Are all VAT postings recorded in the audit trail or VAT audit log? - Does the software denote whether each transaction has been included in a reconciled VAT return? - How does it denote which VAT Return the transaction has been included in?	Everything which hits the Khaos Control tax register or tax nominals will be reported upon. Manual Journals not posted to the Tax Register are noted in the General Audit screen. Tax Register Committed date correlates and groups all associated transactions and filters exist to pull back past returns. This is shown on the Journal drill down and detailed nominal information available from the Trial Balance. The information is available but is not directly shown when viewing the ledger information. In the Nominal Transactions a date is displayed indicating the Return the transaction was reported upon. In the Tax Register screen past returns can be viewed by using the Advanced filter.	Noted
11.43	Does the software produce a VAT Exception report detailing such transactions as: - VAT amounts outside tolerance levels? - Manual changes to software generated VAT? - Write offs - Zero value invoices? If No for any of the above, how does the software document these occurrences?	No, though a report could be written depending upon requirements. No (Manual). Yes. Bad debts are handled and are included on the Tax Register as with any other transaction. No (Zero) We have an Analysis report which does show information but is not considered a VAT Exceptions report.	Noted
11.44	Does the software handle "intra-community" supply of goods?	Yes	Noted. There is a "Brexit active" flag just in case.
11.45	Does the software support production of an EC Sales List? If so, does the report show EU VAT number, country code, indicator for type of supply (1, 2 or 3), net value (rounded), the customer name, their EC VAT number, and ESL for services and goods?	Yes. Although this is not as applicable subsequent to Brexit.	Noted
11.46	Does the software produce invoice level reports that enable every value on each EC Sales List report to be traced to source documents?	No, but producing a detailed report would be possible if required.	Noted
11.47	Does the software have a means of ensuring that each eligible posting on the EC Sales List is reported only once? (Please state how this is done within the software).	No. However the report can be produced based on associated VAT Return	Noted

Ref	Requirement	Vendor Response	Reviewer Comments
11.48	How does the software handle triangulation? E.g. triangulation relates to sale of goods but whilst the 1st supplier sells the goods, it is the intermediary supplier that moves them.	The software doesn't handle this.	Noted
11.49	*{This item number not used}*		
11.50	*{This item number not used}*		
11.51	How are errors on VAT accounts corrected?	Manual Journals depending upon the requirement or nature of the error	Confirmed
11.52	How does the software handle the VAT on purchase and sales ledger contras?	No specific Contra support is provided but they can be easily handled by raising a reciprocal manual Invoice or Credit which is used to allocate against the intended documents on the respective ledgers	Noted. No automated process.
11.53	How does the software handle partially allowable expenditure, e.g. VAT on petrol invoices where employees are provided with petrol (adjustment required for own use)?	Manual ledger Invoices are raised where the VAT amount can be overridden when entered. Alternatively, Manual journals can be raised.	N/A
11.54	Can the software handle cheque refunds to customers? If so, how is the VAT accounted for under cash accounting?	Yes. N/A Cash accounting is not supported.	N/A
11.55	Can the software handle invoices with multiple rates of VAT?	Yes. Vat is driven by the stock items on the invoice.	Confirmed. Appears in the VAT summary at the bottom of the invoice.
11.56	How does the software handle write off of bad debts and the related VAT?	Under / Over payment write off feature exists for handling. Customer/Supplier specific transactions and the user is prompted regard the VAT element . These could also be handled via manual journals.	Noted

Ref	Requirement	Vendor Response	Reviewer Comments
12.	**REPORTING**		
Global setup			
12.01	Are all reports adequately titled and dated? (E.g. report name, client name, data, period, batch, last entry number, period end, pages, numbers etc.)	Variations exist as some reports can be customised. All on screen grids can be printed which will include standard information.	Confirmed
12.02	Do the reports provide totals where applicable?	Yes	Confirmed
12.03	Are these totals calculated or taken from a control file? Please state the reports that do not feature calculated totals.	Calculated.	Noted
12.04	Is it clear when the report has ended? (totals or end markers)	Yes	Confirmed
12.05	Can reports be saved in electronic format (as distinct from just printing)? If so, are such files adequately protected from deletion or amendment?	Yes. PDF for printable documents. Data queries and grid exports also support CSV, TSV and XLSX.	Confirmed. Printouts (e.g. Invoices) go to PDFs. Grid-prints can be exported to Excel. Deletions are down to the user.
12.06	Is a report writer provided as part of the software or as an add on? If so, please state the name of any third party package.	Yes, provided as an advanced user "data query" feature to allow querying of the data. This is available for the on-premise Khaos Control, but not in Khaos Control Cloud.

A limited set of core documents can be modified by Advanced users through our Basic Reports feature (Sales Invoice, Quotation, Picking Ticket, Pick Sheet, Sales Delivery Note, Customs Sales Invoice, Purchase Order, Sales Order Acknowledgement).

We also have facilities for creating "letter" templates using Customer or Sales Invoice data from within the software.

There is no 3rd party package as such but any tools to plug into SQL server can be used. | Confirmed |
| 12.07 | What level of knowledge is required to use the report writer e.g. beginner, regular user, expert? | Advanced. The report writer is based on SQL and requires knowledge of the data structures.

Training can be provided for using our Basic Reports and Letter writing features.

Some limited information is provided within the report area (a list of available tables and fields within), but a data schema is not provided, but could be included via additional training or development work to assist users in creating reports. | Confirmed |
| 12.08 | Can the report writer make use of user-defined fields (including external fields)? | User defined fields can be configured for Stock, Customer and Supplier records, which would then be available to the reporting tools.

Data could be imported to use alongside reports, but this would require additional development work. User defined data could then be specified in the SQL.

Our "Basic Reports" facility can include static information and has controls for hiding and showing custom information | Noted |
| 12.09 | Does the report writer enable:- - Separate access to each system area? - Reports to be prepared which combines related data from a number of system areas (e.g. Customers – Sales – Stock items) in the same report? | Reporting access is only given to advanced level users who would already have access to all of the data | Noted. There is a separate permission required for the reporting area. |

Ref	Requirement	Vendor Response	Reviewer Comments
12.10	Reports to be prepared which combines related data from a number of system areas (e.g. Customers – Sales – Stock items) in the same report?	Yes. However advanced knowledge would be required. This is available for the on-premise Khaos Control, but not in Khaos Control Cloud. We offer a report writing service for writing bespoke reports utilising the "data query" system on Khaos Control and within the "ad-hoc reports" section of Khaos Control Cloud.	Noted
12.11	Can users define the parameters, columns, fields and selection criteria used on reports reported?	Yes	Confirmed
12.12	Are standard reports always produced, even when they are nil returns?	Yes	Noted
12.13	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?	On most reports Nil balances would normally be excluded for example the Aged Debtor report and the Stock Value reports exclude nil balances by default.	Noted. For comparative reports 'rows' would be included if one 'cell' has a value in it.
12.14	Can screen layouts, reports and transaction formats be easily adapted to users' requirements?	The contents of some grids can be modified and customers based on associated user profile. Screen layout cannot be modified. Basic Reports as mentioned does allow for designs to be changed significantly for some reports. Export Grid data can be customised.	Noted
12.15	Can a hard copy be produced of all screen enquiries?	Yes - All grids can be exported or printed in some form.	Noted
12.16	Can transaction files for all previous periods of the year be retained in the software to permit enquiries and reports?	Yes. Previous transactions are not deleted.	Noted
12.17	Are reports of all changes to standing data on customers, suppliers, tax rates etc. automatically generated or stored for later printing? If so, is the report able to capture the nature of the change, user id and data and time of the change?	Reports can be produced of any audited changed whenever required.	Confirmed. The audit report can be printed, with columns filtered as required.
12.18	Are all transactions on all reports individually identifiable?	Yes for all on screen reports.	Noted
12.19	Do the reports show whether items are debit or credit?	Yes where applicable. +/- or Debit/Credit.	Noted
12.20	Do reports give sufficient narrative and coding to enable cross referencing?	Yes	Noted. There is drill-down functionality.
12.21	Is it possible to drill down from reports to the ledgers and original transactions?	Yes. Most screens offer drill down facilities, or right-click options to show greater detail.	See 12.20
Specific reports			
12.22	Can the software produce all requisite reports:- - Day books - Trial balance - Profit and loss account - Balance sheet - Aged debtors - Aged creditors - Aged stock - Aged unallocated cash (debtors) - Aged unallocated cash (creditors) - Budgets - Cash flow statement - VAT reports - VAT form 100 - EC Sales Listings - Intrastat returns (SSD)	Day Books - Yes - "Audit Trail for Journals" is used for this. Trial Balance - Yes Profit and Loss - Yes Balance Sheet - Yes Aged Debtors - Yes Aged Creditors - Yes Aged Stock - Yes using reporting tools or the "Accounts | Stock Value | Aged Analysis" report screen. Yes. Unallocated Payments and Credits can be included on the standard Aged Debtors report, however some information for Payments is limited, for example drill downs do not show payments. Yes. As with debtors options are available to show payments and credit notes as part of the Aged Creditor report. Budgets - part of Profit and Loss Cash Flow Statement - No. VAT Reports - Yes. VAT 100 - Yes. EC Sales - Yes. Intrastat - Yes.	Noted
12.23	Are the above reports standard within the software or do they have to be written?	Standard	Noted
12.24	Is the age criteria fixed or user definable?	Fixed.	Noted

Ref	Requirement	Vendor Response	Reviewer Comments
12.25	Can the aged analysis and day book reports be in summary and detail?	Aged Debt etc, Summary only. Separate detail can be accessed. Day Book gives full detail of journal activity.	Noted
12.26	Do standard reporting options give sufficient flexibility to tailor individual reports?	Yes.	Noted
12.27	Can all reports be reproduced after the period end but at the month end date: - Transaction listings? - Day books? - Trial balance?	Transactions - Yes. Day Books - Yes. Trial Balance - Yes.	Confirmed. Date filters can be applied.
12.28	Is it possible to produce 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, although it is advisable to produce and record this data if required.	Noted. This can be a very intensive process for the system.
12.29	Do the standard budget reports provide analysis of variances?	You can see the difference for each nominal per month on the profit and loss screen and print this out if required.	Confirmed
12.30	Do such reports provide exception reporting, percentage analysis and comparatives?	The output of the Profit and Loss when viewing budgets only includes the value differences not the percentages	Confirmed
12.31	Do standard reports show analysis of trading results? (E.g. sales analysis by region)?	Yes. Sales Summary displays this information and includes many filters including Region.	Confirmed. Regions can be defined (inc using postcodes).
12.32	Are all movements during each accounting period shown on sales, purchase, general, stock ledger detail reports?	Yes	Confirmed
12.33	Do the sales and purchase ledger reports show how all partial payments or allocations (unallocated cash) have been treated?	Yes, through drill down analysis.	Noted. Not on the report but a drill through can be undertaken. Some Khaos customers have had a bespoke done here to show this.
12.34	Is there a general ledger report that shows balances brought forward and carried forward plus all posted transactions in the period?	No. All transactions are live until the Year End, at which point special transactions will be posted to represent the balance at period end and the contents will be marked as closed	Noted. BFWD balances can be drilled into.
12.35	Is a trial balance available and is this in summary or detailed format?	Yes. Both, all account balances are visible, but the detailed content is also viewable.	Noted
12.36	Can the management accounts, profit and loss account and balance sheet be sufficiently analysed by: - Project/job - Cost centres - Department - Division - Company - Group (if applicable)	Project/Job - No, though this could be accomplished in the software setup. Division - No. Profit and Loss allows for Nominal Classification breakdown. Other report could be broken down in this way and would require a custom report to be written. No, though this could be accomplished in the software setup or through bespoke development. We would recommend discussing this with our Implementations team.	Noted

Ref	Requirement	Vendor Response	Reviewer Comments
	[Continued]	Yes as Khaos Control only handles a single company. Although the data is segregated we do have many customers running multiple companies with Khaos Control. We set them up with an additional instance and this runs on the same platform as the others. They just have an additional database for the other business. From an accounting reporting perspective, you cannot see data across the companies as it is discrete between the instances, but itis also not the same as having to buy a completely new system for the other business. Additional instances can be purchased (for an additional annual fee* plus extra user licences as required on the other system (these can be shared across the systems) and recommended project control charges to implement the project). We have a number of customers who run multiple companies using the software in this way. * please contact our development team for up to date pricing on additional instances to suit your needs. Group - N/A	Noted. Khaos operates as a single company system. Inter-company functionality is not provided.
12.37	Can the above be user defined by Period and/or range?	For the Profit and Loss period options are available. For Balance Sheet only a year filter is available, which is relevant.	Confirmed
12.38	What controls are there in place so that the user is aware of partly processed transactions: - Unposted invoices - Uninvoiced dispatches - Payments - Receipts	Unposted Invoices are not visible in the Accounts. However in the Purchase Invoice screen the status of an invoice is indicated on screen. Receipts - N/A For Sales Invoices, these do not have a presence in the Accounts until issued and prior to this would exist in a Stage indicating their status. All payments are considered Live. However, the Banked status of a payment can be controlled and in the case of Credit Card payments, payments which do not have a valid Authorisation Code can be excluded from Bank Reconciliation and Debtor Management screens.	Noted. The on-screen grids are very flexible and have a series of filters that can be applied.
12.39	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)	We have a Margin indicator on the sales order which can be drilled down into for further detail. We have a "minimum order margin" which can be enabled for Sales Orders, to prevent/control unprofitable sales. A Price Exception report can also be produced. Also the Sales Summary screen provides margin information on all orders	Noted. The stock item lines on a SO have an indicator to show whether the item came from a price list or has been entered/amended manually.

Ref	Requirement	Vendor Response	Reviewer Comments
12.40	Detail all automatically generated documents for external use. (E.g. sales invoices and statements, remittance advices.)	**Sales / Sales Invoice** - Quotation, - Pro Forma, - Sales Order Acknowledgment, - Sales Invoice, - Customs Invoice (if configured) - Sales Delivery Note - Pick Sheet - Pick Sheet Combined - Batch Trolley Pick Sheet - Simple Address Labels. - Various Courier Labels (dependent upon additional paid-for activation) - Price Exception Report. - Outstanding Items Report. - Reorder Report - Unissued Orders/Stages report. - Stock Requirements per Stage Report. - Fulfilment Report. **Sales Returns** - Sales Returns Report - Returns Analysis Report. **Repeat Orders / Delivery Rounds** - Call Sheet report. - Delivery Round report.	Noted
	[Continued]	**Purchasing** - Purchase Order, - Back Order Picking Note (if configured). - Purchase Delivery Note. - Supplier Return **Customer / Supplier** - Address labels - Statement - Statement incl. Remittance - Invoice Summary - Payment Remittance report (supplier). - Credit Summary. **Custom Report Facility** for producing simple mail merge style letters in the following areas: - Customer - Sales Order - Catalogue Request - Sales Invoice.	Noted
	[Continued]	**Accounts** - Vat 100 (UK) - Profit and Loss - Balance Sheet - Transaction Detail Report (printed and CSV) - Intrastat (CSV) - EC Sales List (CSV) **Analysis / Other** - Best Sellers Report - Stock Complaint summary. - Customer Sales Info report. **Warehouse Control** (additional feature, setup and training required) - Sales - Batch Trolley Pick Sheet - Good Received Note. - Consignment Report. **Warehouse Batches** (additional feature, setup and training required) - Recall Report.	Noted

Ref	Requirement	Vendor Response	Reviewer Comments
	[Continued]	**Stock:** - Stock Value Report Stock Inventory Report - Stock Listing - Stock Labels (label design facility available) - Stock Barcode Book. **Epos (training required):** - Epos system can be configured to use the Standard Sales Invoice reports if required. - Sales Receipt - End of Day report - X/Y Readings - Full Transaction listing - Hourly Sales - Epos Takings	Noted
Report production			
12.41	Can the software reproduce source documents? E.g. sales invoices; POs, Remittance advices, etc.	Yes.	Confirmed
12.42	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. The information is dynamic until the Sales Invoice is posted, but then is static.	Noted. Static once issued.
12.43	Are these clearly identified as duplicates?	This can be configured to show COPY on documents like the Sales Invoice and Picking sheets.	Noted
12.44	Does the software have a suite of month-end reports?	No	Noted
12.45	Can the reporting function make use of external data files?	No, though data could be imported for use in this way with bespoke development.	Noted
12.46	Does the report writer have the facility to scroll up and down when output to screen?	Yes	Confirmed
12.47	Can all reports be run without the need for period-end procedures to be initiated?	For periods, i.e. Months, "Yes". The Balance Sheet report is reliant on the Year End procedure to be completed for the Retained Earnings value to include the previous period figures if you are now in a new financial year.	Noted
12.48	Does the report writer allow print previews of all reports?	Yes	Noted
12.49	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. System Data areas can utilise Grid print to CSV, TSV and Excel. Transaction data can be exported to CSV.	Confirmed