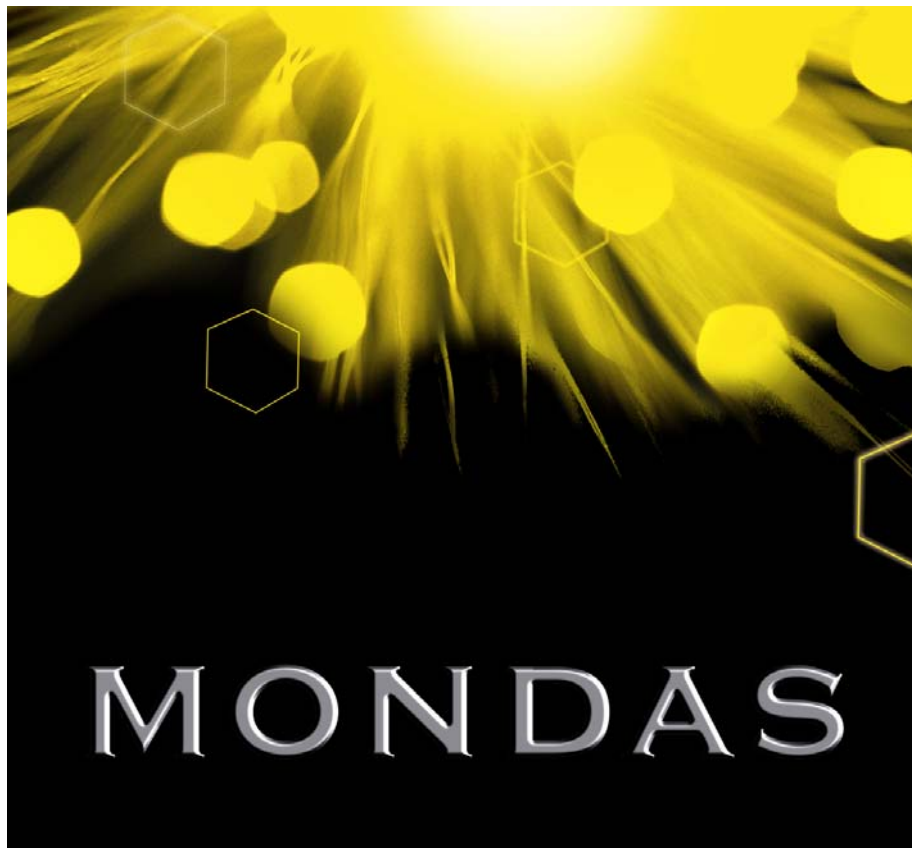


Institute of Chartered Accountants in England & Wales

Software Evaluation

Resource 32000 v1.8



By John Oates – Information Systems Advisory Partner, Baker Tilly

November 2003



The Institute of Chartered Accountants in England and Wales has accredited this software under the terms of its IT Accredited Product Scheme. Purchasers should ensure that the software its security features and related support meet their own specific requirements as the Institute of Chartered Accountants in England and Wales will not be liable for any damage whatsoever incurred by any person occasioned by the use of the software or any related products or services howsoever caused.

Institute of Chartered Accountants in England & Wales

Software Evaluation

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1 Summary

1.1 Introduction

The suitability of accounting software for each particular user will always be dependent upon that user's individual requirements. These requirements should therefore always be fully considered before software is acquired. The quality of the software developers or suppliers should also be considered at the onset.

Fundamentally good accounting software should:

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

It is also desirable that good accounting software should:

- be easy to learn, understand and operate.
- make best practical use of available resources.
- accommodate limited changes to reflect specific user requirements.

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

1.2 Work performed

Resource 32000 was first accredited during 2001 using version 1.7 and with the latest release of version 1.8 has been re-accredited. This evaluation has covered the financial modules, including purchase order processing, sales order processing and stock.

In order to assist in the 2003 re-evaluation of Resource 32000, Mondas completed the detailed questionnaire, updating responses to the 2001 questionnaire to reflect changes in the product. A full copy of the software with demonstration data was provided at the offices of Mondas so that the evaluator could evaluate the system. The questions were individually reviewed and the majority of assessments were confirmed. The evaluator discussed the assessments with a member of Mondas' staff in order to clarify certain points.

The release of v1.8 introduced a number of enhancements albeit in many cases these are not covered in detail by the evaluation. Examples include enhanced credit control features; multiple approval levels for time sheets & expenses; a human resources module; enhanced workflow approval including a "Task Manager" and an automated report server with date logic, e.g. to automatically produce a report every Monday.

Furthermore a number of questions had been added to the questionnaire since the 2001 accreditation particularly in respect of multi-currency features and Mondas PLC provided responses to these new questions. Any amended supplier responses and responses to the new questions were evaluated using a full copy of Resource 32000 with demonstration data at the offices of Mondas PLC and the majority of assessments were confirmed. The evaluator discussed the assessments and to clarify certain points with a number of members of Mondas PLC staff.

The re-accreditation evaluation was performed using version 1.8.30721 of Resource 32000. The software was evaluated on a stand-alone workstation with a Pentium III 1Ghz processor and 256Mb RAM.

1.3 Supplier background

DSR-Resource PLC was established in the UK during 1983 to develop and supply the "Resource" accounting and management information modular range of products to corporate and public sector clients.

In October 2000 the entire share capital of the company was acquired by Mondas PLC who provide consultancy and e-business solutions primarily to the financial sector. Since that time, the Resource range of products have been enhanced and extended to include the latest Human Resources, Continuing Professional Development and Learning Management Solutions.

The company currently has over 350 customers using Resource software products with software support contracts.

For more information on Mondas PLC and its products and services refer to www.mondas.com

1.4 Product background and suitability for user

The first version of Resource I software was installed in the early 1980s. Various levels of software were developed from Resource I to Resource V culminating in the current product "Resource 32000". The first customer site of Resource 32000 was installed at the end of 1997. Of the existing 350 Resource customers, over 270 use Resource 32000.

Resource 32000 is a 32-bit client server Microsoft Windows compatible suite of software covering the major areas of accounting and management reporting including stock/inventory, job costing, payroll and time ledgers.

The product provides comprehensive budgetary controls, full commitment accounting and sophisticated job costing capability that tracks charges and bills expenses. There is strong integration between the various modules in the package and enables the introduction of workflow controlled e-business processes. XML technology has been built into Resource 32000 to provide integration with web based trading systems in particular the education sector's HEeP and FEOnline systems using the XcBL standard.

In addition to the core modules, Resource 32000 includes a number of which are not covered in detail by the software accreditation scheme. Details of these modules are provided below in order to enable the reader to understand the full scope of the software but, insofar as they are not specifically referred to within the questionnaire, these features have not been included in the evaluation of the software.

Cash Book

- Multiple cashbooks with multi-currency
- Full daily, weekly, monthly and periodic standing order controls
- Full bank reconciliation procedures
- Full integration with other cash impact ledgers
- Regular receipt and payment systems

Fixed Assets

- Multiple user-defined codes per asset
- Multiple depreciation methods and rates
- Full asset history and enquiries
- Automatic journals for write-offs and sales
- Fixed asset revaluation systems
- Year end schedules for audit purposes
- Summary fixed asset lists and reports
- Asset location controls
- Bar Coding

Payroll

- Automatic gross and tax calculations in multiple payrolls
- Multiple periods and payment methods
- Full departmental controls into N/L and jobs
- Pension scheme calculations
- Comprehensive security systems and passwords

- Comprehensive year end returns reporting
- Tax, NI, SSP, SMP tables user changeable
- Timesheet entry by jobs or employees
- Extensive enquiries and reporting

Job Costing

- Full live and archive job histories for enquiry and reporting
- Multiple budgets with commitment accountability
- Multiple user-defined cost codes
- Multiple billing methods including flat fee
- Full multi-currency
- Full integration to other ledgers
- Jobs linked to departments or cost centres

Expenses

- Full timesheet and expense input with extensive analysis
- Powerful timesheet authorisation systems
- Strong live and archive data held for enquiry and reporting
- Analysis reporting against budgets
- Staff availability enquiries and reporting
- Staff profitability information against standard
- Fully integrated to other ledgers
- User definable billing rates by employee and task
- Powerful enquiry and reporting facilities

Assemblies

- Full parts explosion with multi levels
- Standard cost recalculation
- What-if enquiries for raw material price changes
- Batches linked to Job Costing and Stock System
- Kitting links to Sales Order Processing
- Automatic purchase orders from required materials
- Post non-stock costs and other finished components to batches

Marketing Database

- Automatic mass or selective mailing facilities
- Customer history detail of all contacts
- Links to Sales Ledger, Sales Invoicing, Sales Order Processing
- Multiple contacts per customer with recorded Decision Makers
- Automatic allocation of prospects to staff
- Powerful suggested contacts systems
- Automatic call prompting after selected times
- Import names and address lists etc

Human Resources

- Recording and maintenance all employee personal details including post detail
- Recording of Absences, Qualifications and Training courses
- Review functionality with scheduled/actual dates and outcomes
- Recruitment and Vacancy Tracking
- Automatic production of the SIR Return
- Facilitates easy statistical analysis and reporting
- "Self Service" available for change of personal details, holiday bookings etc

Subcontractor Module

- Full Sub Contractor details including Employer and Public Liability Insurances
- Full support for CIS4, CIS5 & CIS6 schemes

- Alerts on CIS scheme Expiry Date
- Support for Retentions
- Integrated with both Purchase Ledger & Project Costing

Continuing Professional Development

- Maintenance of Training Providers and all associated details, locations etc
- Recording of Course detail, the instances of these courses and the outcomes
- Automatic Skills Gap Analysis driven by qualifications or competencies required by posts
- Course Bookings and authorisation
- Achievement and Review maintenance
- Production of and recording of Course Evaluation Forms
- Statistical analysis available on the outcome of evaluations
- "Self Service" available for Training Requests and Evaluation Input
- Integration with Project Costing for Course Costing and Budget Management

Learning Management System

- Organisation Configuration and Management
- Programme Management
- Enquiries, Admission and Enrolments
- Full Student Record
- Examinations
- Record Tutor Groups
- Registers and Attendance
- Assessment Tracking
- Curriculum Balancing
- ILR Production
- Fully Flexible Reporting

Task Manager

- Provides User "Intray" of Allocated Tasks/Authorisations
- Typical Tasks include (but are not limited to):
 - Purchase Orders
 - Purchase Ledger Invoices
 - Project Initiations
 - Holiday Requests

Software installation and support

Mondas PLC, as author of the Resource 32000 software, has a direct relationship with over 350 clients mainly in the UK, with some overseas and global organisations. The company has dedicated teams to cover specialist areas including the Education Sector where it is a market leader. Particular expertise is also provided to organisations where "project costing" is crucial to their business, such as architects, surveyors & consulting engineers.

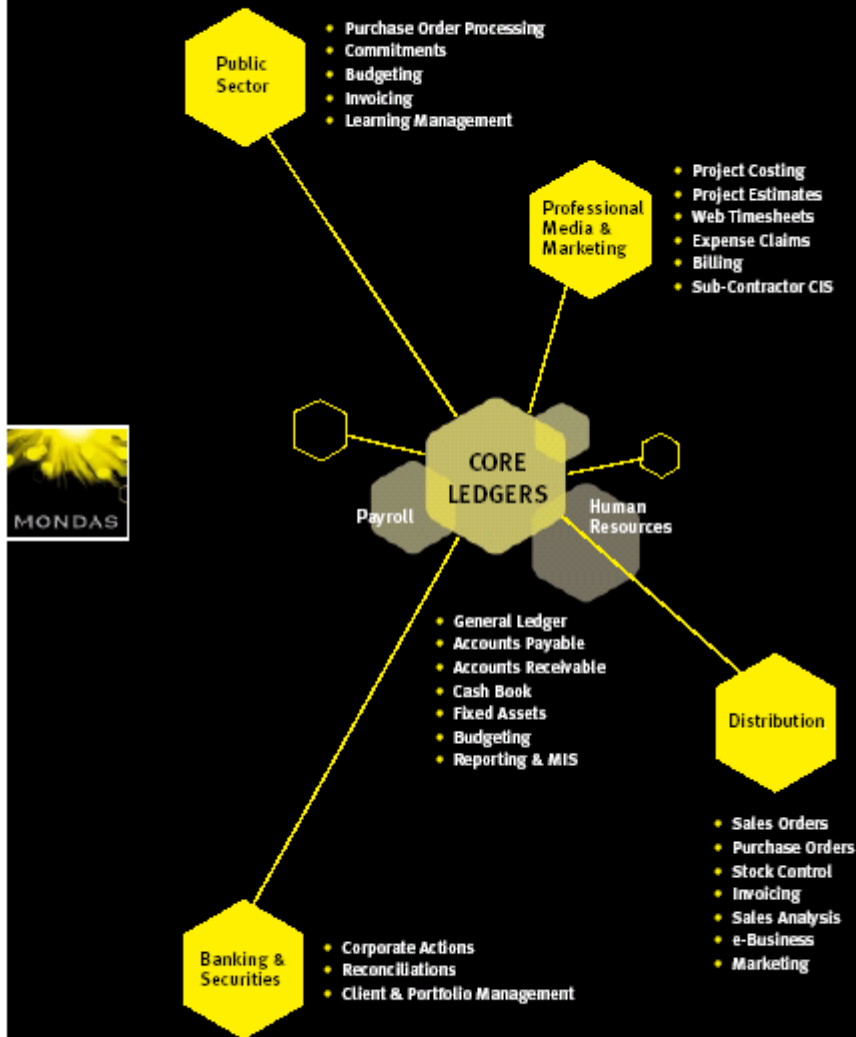
1.5 Typical Implementations

Professional Services - Integrated project costing, web-based timesheet and expense solution to ensure accurate, up-to-date billing and project control. Clients include Derek Lovejoy Partnership, The TV Corporation, Fast Track Events, Clarke Bond. Blue Arrow and The Facilities Group.

Public Sector - Comprehensive budget control, commitment accounting and purchase order processing for the public sector. Clients include Guildford College, Loughborough College, Royal College of Music, Avon Health Authority and Advantage West Midlands.

Distribution - Sales order processing with back-to-back integration with purchase order processing & stock control including eBIS-XML functionality. Clients include Shuttlesound, and MTS Ariston.

Resource 32000 Solutions include



1.6 Hardware Requirements

Environments:

Client: Windows 32 bit operating system i.e. Windows 95 through Windows XP.

Server: Microsoft Windows NT 4, MS Windows 2000 Server, MS Windows 2003 Server, HPUnix, Netware version 4 and above.

Relational Databases: For Microsoft Platforms – SQL Server 7 or 2000, For Netware – Sybase Adaptive Server Anywhere version 7 or 8, For HP Unix – Oracle 8i or 9i.

Thin-Client Mode: Microsoft Terminal Server or Citrix.

Network: 10MB CAT5 or better.

Server Specification:

Recommended – Pentium 933 with 512 MB RAM and 250MB Free Hard Drive + Databases.

Minimum – P2 350 with 256 MB RAM and 250MB Free Hard Drive + Databases.

Workstations:

Recommended – Pentium 700 with 128MB RAM and 100MB Free Hard Drive space.

Minimum – Pentium 200 with 64MB RAM and 100MB Free Hard Drive space.

1.7 Limitations

There are a number of limitations in the product which while not adversely impacting upon this evaluation may be of importance to certain organisations. It is important that any organisation 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 organisations with particular complex requirements:

- The system updates ledgers in real-time. Batch processing is only available as an option in the sales ledger.
- The software does not provide calculation of interest on late payments but a report could be provided to facilitate this.
- The system does not cater for cash VAT accounting
- A report detailing effective dates for historical currency rates is not provided as standard.
- A report detailing over-ridden VAT calculations is not provided as standard.
- Production of a cash flow statement is not provided as a standard feature but a report could be provided based upon customer requirements.
- Underlying databases – user knowledge would be an advantage, e.g. for back up and procedures and data base management.
- The system provides no aged stock reports.
- The systems prevents posting to prior closed periods. Forward posting is possible. There need to be strong controls over the timing of debtors, creditors and stock reports production as these are in real time and could be affected by forward postings or posting to previous unclosed periods.

1.8 Evaluation Conclusion

There were no areas in the evaluation that gave concern. Resource 32000 v1.8 is a well-designed accounting package that is supported directly by Mondas PLC.

In terms of the functionality that is present in the current version and the target market for this product, the product has been adequately specified. It is easy to use and relatively flexible in its approach.

Disclaimer

John Oates is a Partner in Baker Tilly, Chartered Accountants and business advisers. Any organisation considering the purchase of Resource 32000 should consider their requirements in the light of proposals from Mondas PLC and potential suppliers of other similarly specified products. Whilst the contents of this document are presented in good faith, Baker Tilly cannot accept liability for actions taken as a result of comments made herein.

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Question	Supplier Response	Evaluation Confirmation
2 Security and continuity of processing		
1 i) Are different levels of passwords provided to control access?	Access to the system is by user code and password. Access to functions within the system are controlled by security user groups and security levels.	Verified successful & unsuccessful attempts to access the system.
ii) Is this level of security appropriate for the expected level of business using the software?	The system administrator/supervisor can set the security measures that are deemed necessary for the business.	Verified creation & variation of access rights for groups & individual users in addition to effect on menus and change in level of access to various fields on viewing & input screens. Up to 99 access levels can be defined in addition to providing or restricting access to specific fields and functions for individual users / groups.
2 i) Is each user required to have a personal password?	Yes - the password characteristics can be set by the system administrator/supervisor i.e.:- i) minimal length ii) to exclude obvious passwords iii) to be changed after a specified number of days.	Confirmed.
ii) Can a report be produced detailing all current users and their authority levels?	Yes a report detailing this information is available.	Verified production of user report.

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Question	Supplier Response	Evaluation Confirmation
3 So the security features cover:		
i) System access?	i) Yes – by user code and password	Confirmed.
ii) Company access?	ii) Different companies can be kept in separate databases, which require their own user code/password.	Users separately defined within each company.
iii) Menu access (ledgers)?	iii) The security measures include the use of user groups and 99 security levels. These can be set to limit menu access	Confirmed.
iv) Sub menu access (ledger facility)?	iv) The security measures include the use of user groups and 99 security levels. These can be set to limit menu access	Confirmed.
v) Field access?	v) The security can be set at the individual field level using the 99 security levels. Compulsory fields are given a security code by the supplier, which can only be changed by the supplier.	Confirmed. Most fields set to open by default and then restricted based on customer requirements during implementation.
4 Does security allow for read and read/write access to be specified separately?	Security can be set on individual fields to read or read/write. Fields can also be hidden. Some screens, such as enquiry screens, are always read-only.	Confirmed.
5 Can the menus be tailored by the software house or an educated user so that an individual user can only access those functions they are authorised to access?	The software house or authorized users can set up security measures so that users only have access to those areas that they are entitled to use.	Confirmed.
6 Does the system provide specific levels of password control to	The security measures allow restrictions at menu and field level to areas which alter the	Confirmed.

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Question	Supplier Response	Evaluation Confirmation
authorise master file amendments?	master files.	
7 Are there specific security procedures (by passwords or warnings) over the:		
i) Update of ledgers?	i) Yes – by user code/password	Confirmed.
ii) Closing of accounting periods?	ii) Yes – by user code/password	Confirmed.
iii) Deletion or archiving of transactions	iii) By user code/password and warning messages.	Confirmed.
8 Is there a clear indication in the system or manuals as to how the data is backed-up and recovered?	Resource supports numerous database formats. Users can backup the backup the database using the procedures of the relevant database formats (i.e. SQL server, Sybase etc.).	More appropriate for backups to be performed using database backup procedures than using the finance application itself. However resource provides adequate warnings to check that a back-up has been taken when the user attempt to perform key periodic routines.

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Question	Supplier Response	Evaluation Confirmation
9 How is this provided:		
i) Within the software application?	i) (see note 8)	See 8 above. See above & Prologue. MS
ii) Within the operating system?	ii) Actually in the database software not the operating system except for MS Access where operating system commands are used.	Access only used for very small single-user implementations.
iii) Are any of these procedures automatic?	iii) The process can be automatic in all of the formats that are currently supported.	See 8 above.
iv) Is the user forced or prompted to back-up at certain intervals?	iv) If using the procedures in (iii) this happens automatically. The user is prompted to ensure that adequate backups are taken when closing periods and carrying out year end procedures within the software.	See 8 above.
v) Can the intervals be customised?	v) N/A	See 8 above.
vi) Do the recovery procedures work?	vi) N/A These answers all apply to the database software used by Resource 32000, namely MS SQL Server, Sybase, and Oracle and MS Access	See 8 above.
10 Does the system facilitate recovery procedures in the event of system failure? (Eg Roll back to the last completed transaction).	The system will roll back to the last successfully saved transaction.	Resource records commencement & completion of processing a record. The database system is relied upon to ensure recovery and data integrity.
11 If system 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?	Only the transaction being entered at the time of the failure would need to be re-entered.	See 10 above.

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Question	Supplier Response	Evaluation Confirmation
12 Are there any features provided with the software to help track down processing problems?	A 'Check Database Integrity' feature is available. Also a facility for rebalancing the ledgers is available, but should only be run under supervision from the supplier. There is a feature for identifying unbalanced nominal ledger journals these should "break through" the system protections or for example unauthorised back-end database record deletion should occur.	Confirmed. This feature reports any problems, other routines are provided to fix any problems identified (normally with the guidance of the supplier).
13 Are system messages clear and are user responses properly structured to ensure that erroneous key strikes do not lead to inappropriate actions?	Yes – they are generally unambiguous and lead to appropriate action being taken by the user.	Confirmed - all system messages observed during the evaluation were clear.
14 Is there a system log which details:		
i) User activity?	i) The system logs all user activity and also shows the current status with regards to log-ins, which parts of the system are running and locked.	Confirmed. The user activity report shows all user activity and failed login attempts.
ii) Error messages?	ii) No log exists, except for imported data, where all messages are stored in a log. A report of this nature can be produced, if specifically requested.	System error messages are logged and can be reported, user error messages are not logged with the exception of failed login attempts.
iii) Security violations?	iii) An error log that can be reported on exists.	Confirmed.

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Question	Supplier Response	Evaluation Confirmation
<p>15 16 What are the procedures for handling dates? (E.g. 2 digit, 4 digit).</p> <p>i) In the case of two digits what is the break point for the century? ii) Are dates handled consistently throughout the software?</p>	<p>Resource stores dates in the format applicable to the supporting database but will always use a four digit year Dates are displayed in the format defined in the Windows Control and are, therefore, PC Specific and consistent</p>	<p>Confirmed storage of 4 digit dates, operation of operating system regional settings and windowing rules.</p>
<p>16 Economic and Monetary Union.</p> <p>What approach will the supplier take towards handling the EURO?</p> <p>Consider requirements:</p> <ul style="list-style-type: none"> - before the UK joins the EMU; - transition period, i.e. dual currency in the UK; - post the transition period. 	<p>a) The software handles the current situation including triangulation when dealing with Euro-Zone currencies.</p> <p>b) The software handles the putative situation of the GBP being a Euro-Zone currency.</p> <p>c) Transition routines will be made available should the UK join EMU and a transition date for the abolition of the GBP decided.</p> <p>All of the above is achievable because Resource holds all detail in two home currencies, as well as a foreign currency. One home currency can be the Euro while the other can be GBP. The software understands that currencies within the Euro Zone have a frozen exchange rate relative to the Euro and that all conversions to external currencies should go via the Euro (triangulation) calculated to 6 decimal places. Price lists can be maintained in any currency.</p>	<p>Confirmed.</p> <p>Confirmed.</p> <p>Confirmed.</p> <p>Nominal ledger parameters provide for base currency and second base currency.</p> <p>Confirmed that conversion to / from euros depended upon other currency being used and settings created in the definition of each currency.</p>

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Question	Supplier Response	Evaluation Confirmation
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3 Input of transactions

The following sections in Input of transactions, File maintenance, Processing and Reports are primarily aimed at the three main accounting ledgers (General Ledger, Sales Ledger and Purchase Ledger). Where there are other modules (e.g. Sales Order Processing, generating invoices, Purchase Order Processing and Stock Control) questions, where applicable, need to be related to these modules.

1	Is data input controlled by self-explanatory menu options (and are these menus application-specific)?	The system has a very comprehensive menu system that is ledger specific and allows for easy processing of data.	Confirmed.
2	i) Does the system provide input validation checks such as account code validation, reasonableness (limits, VAT or discount checking) and validity checks?	There is validation of a) Account codes b) VAT c) Invoice numbers i.e. no duplications d) Date e) Year f) Period All entered fields are validated where appropriate.	Confirmed. Pop-up message warns of invalid data or format and prevents processing. However, it is possible to move on to other fields and complete these before returning to the invalid field to correct this before posting.
	ii) Can the user amend data on an input screen prior to update?	Most data on inputs screens can be amended prior to update with the exception of:- a) Reference numbers (i.e. invoice) if system generated (optional) b) Nominal controls accounts c) Any fields set as read-only by the system administrator/supervisor. Everything can be amended prior to update except those things which would be unsafe or insecure to permit amendment, or where amendment would allow fundamental accounting principles to be breached.	Confirmed.
3	What are the control features which ensure	Daybooks are produced for all transactions. This is the audit trail.	A transaction daybook exists for each ledger using

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Question	Supplier Response	Evaluation Confirmation
completeness and accuracy of data input eg, batch control, matching, review of audit trail; are all input transactions subject to this control?	Internal controls exist to ensure that all day books & transactions balance prior to posting Batch Processing is an available option, with an associated Approval Process, within Sales Ledger if applicable	unique sequential numbers for each posting and each entry within a posting. These provide full details of each transaction in addition to a posting summary.
4 Does the system allow for batch control totals? If so:	Batch Processing is an available option, with an associated Approval Process, within Sales Ledger if applicable	Confirmed - Sales ledger only.
i) Are batches automatically numbered?	Batches may be either manually or automatically numbered	Confirmed.
ii) Are batches forced to balance before ledger update?	Yes	Confirmed batch had to be balanced before processing enabled.
iii) Does the system allow the temporary halting of input of a batch to allow for queries or other activities to take priority (eg set up a new account)	Yes, assuming that the User has sufficient permissions, other records may be updated whilst a Batch is in Progress	Confirmed - an unbalanced batch can be saved for later completion.
iv) Is the user forced to confirm batch totals?	Yes	Confirmed - both batch totals and number of entries.
5 Is attempted posting of unbalanced journals rejected? (G/L).	A warning message is displayed and the journal is not posted. The user, physically, has to reject the transaction to exit the transaction stage.	Confirmed. The error message provides details of the difference and prevents posting until corrected.

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Question	Supplier Response	Evaluation Confirmation
6 Are input errors highlighted? Are they:	Yes	Confirmed.
i) Rejected and reported on screen?	A message is displayed and the error requires correction before the transaction can proceed. The user can proceed to other fields but the data will not be updateable until the error has been corrected.	Confirmed - see 5 above.
ii) Rejected and error reports generated?	No reports generated, except when mass data imports are taking place where all messages are recorded.	Confirmed.
iii) Accepted and posted to suspense?	No	Confirmed.
7 Is a detailed audit trail of all input data generated?	Yes	Confirmed - see 3 above.
i) Are transactions allocated a unique reference number by the system?	Each transaction is allocated a unique transaction ID. Also, user-input references for each transaction type must be unique.	Confirmed. Transactions and each line within transaction both have separate unique sequential references.
ii) Is this trail adequately protected from deletion?	The trail cannot be deleted directly from Resource software. The trail can be deleted from the back-end database. It is impossible to protect against this. However, most of the trail is also the data itself so you can only delete the trail by deleting the data. Accounting data is saved with database-generated sequence numbers so deleting the trail/data leaves detectable gaps in the sequence numbers.	Confirmed.

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Question	Supplier Response	Evaluation Confirmation
8 i) What are the controls to ensure the internal integrity of the ledger(s) or the accounting information, eg, control of accounts.	<p>Reports are available from all ledgers including the S/L, P/L, C/B, Stock Control, Job Costing, Expenses and Fixed Assets that summarise the outstanding balances individually as well as in total. These reports can be checked against the G/L balances.</p> <p>A screen enquiry program summarises ledger-account-balances grouped by nominal code, which is useful where a ledger has more than one control account. Nominal ledger accounts can also be restricted from allowing manual postings (control accounts should not allow manual postings)</p>	Confirmed operation of control account flag for a nominal ledger account and that this prevented direct journal posting.
ii) Is it impossible to allocate input values directly to ledger control accounts? (G/L).	G/L control accounts can be set to reject direct input.	Confirmed - see above.
iii) Is there a mechanism to allow the user to establish that the total balances on individual accounts agree to a respective control account? eg System Integrity Check.	<p>Reports are available from all ledgers including the S/L and P/L that summarise the outstanding balances by customer/supplier as well as in total. These reports can be checked against the G/L balances. Also, a 'Check Database Integrity' facility is available.</p> <p>A screen enquiry program summarises ledger-account-balances grouped by nominal code, which is useful where a ledger has more than one control account.</p>	Confirmed.

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Question	Supplier Response	Evaluation Confirmation
9 i) Can automatic accruals or prepayments be generated?	The system accepts the entry of accrual and prepayment transactions. The system allows the creation of Skeleton, Repeating, Deferred Accrual & prior Year journals.	Confirmed operation of each type of accrual & prepayment journal.
ii) Will these automatically be reversed after the period end? (G/L)	Accrual and prepayment journals are automatically reversed in the following period when the G/L daybook is run.	Confirmed.
10 Is the ledger “open item”, rather than “balance forward” (or capable of being maintained as either)? (S/L, P/L, G/L).	G/L – can be both S/L and P/L – open item	Confirmed defined in N/L code set-up.
11 Does the system permit multi debit/credit journals?	Yes	Confirmed.
12 Are all transactions adequately identified on screen as to type and as to debit or credit?	Within the G/L the transaction type, debits and credits are identified separately. The transaction entry screens within all ledgers identify debit and credit columns separately Within the S/L and P/L the transaction type is shown and this determines the debit/credit sign. Separate debit and credit columns can be provided as part of the implementation process if required.	Confirmed.
13 Can separate nominal analysis codes be input for each invoice line? (S/L, P/L, stock)	Yes – separate nominal codes can be used in all 3 ledgers.	Confirmed - also verified use of multiple department analysis.

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Question	Supplier Response	Evaluation Confirmation
14 Can cash receipts and payments be matched to specific invoices?	S/L and P/L allow full or part allocation of receipts/payments to invoices.	Confirmed use of double-click to allocate full payment or receipts.
15 Will the system permit part payments?	Yes	Confirmed manual entry of part payment.
16 i) Will the system accept credit notes in the purchase ledger?	Yes – separate menu items are available for both registering and posting credit notes.	Confirmed creation of credit note and matching with original transaction where applicable.
ii) Will the system generate credit notes in the sales ledger?	Yes – a separate menu item is available within the S/L for raising credit notes. Credit Notes can also be generated, and posted, from within the Sales Invoicing module	Confirmed creation of credit note and matching with original transaction where applicable.
17 i) Does the system provide for early settlement?	Yes – a percentage discount can be set up per customer/supplier.	Confirmed.
ii) Can these be automatically generated?	Yes – the customer/supplier default is supplied on invoice entry, but this can amended if necessary.	Confirmed operation of both overall default terms as well as customer specific terms.
iii) Are there controls over accepting settlement discounts (eg time limits)?	Yes – when the prompt discount codes are set up options for time limits can be set.	Confirmed - either within time period or before specific date eg. in following month.
iv) Is VAT treated correctly on early settlement discounts?	Yes – VAT is calculated upon the assumption that Prompt Payment is taken	Confirmed.

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Question	Supplier Response	Evaluation Confirmation
18 i) Will the system permit the posting of unallocated cash to the ledgers? (S/L, P/L)	Yes – cash can be left unallocated at the time of entry and allocated at a later time.	Confirmed.
ii) Are unallocated cash/credit notes specifically reported for follow up?	This is not a standard report, however a report identifying unallocated cash and/or credit notes can easily be produced using the Report Generator. However, any unallocated cash/credit notes will appear on the Credit Control and Detail Creditors reports. Unallocated cash and credits are also visible as lines in their own right on enquiry/allocation screens.	Confirmed.
19 Are outstanding transactions displayed for allocation? (S/L, P/L)	Yes – when cash or S/L or P/L Journals are to be posted all outstanding transactions are listed for allocation.	Confirmed.
20 Is it possible for new accounts to be created during sales invoicing or input of purchase invoices?	Yes – Resource 32000 provides a complete multi-tasking environment. Multiple windows can be open at the same time. Any entity can be created at any time, subject to the security constraints of the user who is currently logged in.	Confirmed creation of new customer during entry of sales invoice.
21 Is there control over the creation of new accounts?	Access to all maintenance areas can be restricted using standard security measures.	Confirmed.
22 Is the user prevented or warned from overriding credit limits or discounts? (S/L).	Yes – a warning is displayed within Sales Order Processing when processing an order for a client who has exceeded credit terms. The user can also be stopped from processing the transaction depending on the authority of the user.	Warning generated and order accepted. However the order is placed on hold and the only way of removing "hold" status was to increase available credit.

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23 If the system enables transactions to be posted to the ledgers whilst performing a bank reconciliation (eg standing charges, bank charges etc) are these adequately reported?	There is a special reconciliation transaction type for handling this type of issue.	Confirmed operation of "wild reconciliation" transaction type.
24 i) Does the system accept input files from other computer packages?	Almost every screen can be the target of a validated import from any ODBC datasource (eg text / Excel /Access / numerous rdbms). Samples are supplied of how to achieve this Additionally, interfaces can be specifically written to import data generated from 3 rd Party Systems in a variety of formats (e.g. XML, CSV, Fixed Text)	Observed import of customer records from MS Access database.
ii) What are the controls in place over the interface?	Fields are validated as records are read from the input file. The user can choose to continue parsing the data after errors have been found to get a full correction list (up to a /user-specified error count). Transactions can either be processed individually if correct or entirely accepted/rejected as a group.	Confirmed. It is possible to set duplicate entries to be rejected or merged. Import can either be performed using a general import function or by building a specific menu item.
25 Does the system have a facility for calculating interest on late payments?	No functionality exists to support this however a report identifying Late Payments, and calculating Interest Due, can easily be produced using the Report Generator.	N/A - not available as standard but report could be created if this was required.

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4 Value Added Tax

The following sections detail the general requirements/features of an accounting package in handling VAT. It cannot cover all eventualities or all users and where necessary members should contact their local VAT offices for detailed guidance. The overall objective is to accurately record the accounting for VAT in order to support VAT returns to Customs & Excise.

N.B Cash accounting:

VAT is based on cash payments or receipts for which tax invoices, or equivalent documents are held or issued (for goods or services). Payments in advance are not allowable to input VAT claim until the tax document is received. Receipts in advance or unallocated cash are subject to VAT at the standard rate. On invoice entry the VAT amount should be posted to a general ledger balance sheet input VAT suspense account to be reduced on payment or receipt of the VAT amount with the equal entry to the general ledger balance sheet VAT control account. Reconciliation or VAT analysis should be available for the General Ledger VAT suspense accounts (input and output) to invoices received/issued and the outstanding creditors and debtors listings. (i.e the amount of VAT in and out should reconcile to the invoices issued, received and expected).

System features

1. Features required for the recording of VAT:

<ul style="list-style-type: none"> ■ UK VAT registration number 	<p>This can be recorded in the system to be printed on documents.</p>	<p>Confirmed.</p>
<ul style="list-style-type: none"> ■ EC VAT registration numbers (10) 	<p>Customers and suppliers have a system field for storing their EC VAT Registration numbers.</p>	<p>Confirmed - enabled by selection of Intrastat checkbox on customer record.</p>
<ul style="list-style-type: none"> ■ VAT rate (nn.nn) 	<p>Unlimited tax rates can be set up with the date that the rate came into force. There is also the option to add the equivalent Ebis tax code.</p>	<p>Confirmed.</p>

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<ul style="list-style-type: none"> ■ rounding, to be applied consistently (up or down to the nearest penny but not to zero VAT) 	<p>VAT is calculated per line on an invoice to four decimal places of a penny. This is so that invoice totals will still appear at the correct rate. The alternative of rounding each line to the nearest penny creates totals which do not balance with the VAT rate</p> <p>VAT Calculations are consistently applied in line with the Customs & Excise Guidelines</p>	Confirmed.
<p>2. Security, by password and/or audit trail to control changes to:</p>		
<ul style="list-style-type: none"> ■ general ledger VAT control accounts 	<p>VAT control accounts can be set up to disallow manual input. Also, the daybooks include details of VAT per transaction as well as a VAT summary analysed by VAT code/rate.</p> <p>VAT summary reports are available by date or period/year to provide values to enter onto the VAT Return.</p>	Confirmed.
<ul style="list-style-type: none"> ■ VAT tables 	<p>These can be protected using the standard user code/password controls.</p> <p>All fields in Resource can be audit-trailed with user/date/time of alterations.</p>	Confirmed.
<ul style="list-style-type: none"> ■ tolerance levels (if applicable) 	<p>The system tolerates small rounding errors in the posting of VAT, typically up to .20 is ignored to allow posting to proceed without difficulty.</p>	Confirmed - tolerance levels cannot be amended.
<ul style="list-style-type: none"> ■ invoice number table 	<p>These can be protected using the</p>	Confirmed.

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Question	Supplier Response	Evaluation Confirmation
<ul style="list-style-type: none"> ■ changes on VAT code on customer and/product files 	<p>standard user code/password controls.</p>	Confirmed.
<ul style="list-style-type: none"> ■ VAT calculated on sales invoices or credit notes 	<p>These can be protected using the standard user code/password controls. All fields in Resource can be audit-trailed with user/date/time of alterations.</p>	Confirmed.
<p>3. Method of operation</p>		
<p>a) VAT basis. Can the system handle:</p>		
<ul style="list-style-type: none"> ■ invoice (standard) accounting for VAT 	<p>Yes – the code can be specified by the system administrator/supervisor.</p>	Confirmed.
<ul style="list-style-type: none"> ■ cash accounting for VAT? 	No.	Cash accounting unlikely to be relevant to users of this software.
<p>b) Where systems can handle both invoice (standard) and cash methods of accounting for VAT, is the basis clearly identified during set up?</p>	N/A	N/A
<p>c) Is the ability to change a basis of accounting clearly flagged, i.e users warned etc. and supported by audit trails to ensure proper VAT treatment of all transactions.</p>	N/A	N/A

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Question	Supplier Response	Evaluation Confirmation
4. Input VAT (purchases)		N/A
a) Are there sufficient VAT codes to analyse input VAT:		
■ UK VAT chargeable (10 codes)	Yes - limitless codes can be set up.	Confirmed.
■ EC acquisition tax	Yes - limitless codes can be set up.	Confirmed - selection of code for EC acquisition tax results in correct treatment.
■ No VAT	Yes	Confirmed.
■ exempt	Yes	Confirmed.
■ VAT inclusive	Gross figures are entered in the P/L and S/L, which are then analysed into net and VAT based on the default VAT code for the account. These figures can be overridden depending on the authority level settings.	Confirmed.
■ reverse charge tax	Yes	Confirmed.
b) The following invoice details will be required to be input:		
supplier reference	A unique invoice number up to 8 characters (expandable to 16 characters) must be entered and an additional supplier specific reference up to 16 characters may also be entered.	Confirmed.

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Question	Supplier Response	Evaluation Confirmation
	Optionally, the unique invoice number can be generated by the system.	
invoice tax date	This is taken as the invoice date and is compulsory.	Confirmed.
invoice gross total	This must be input and cannot be left blank.	Confirmed.
invoice VAT amount	Will automatically be calculated based on the default VAT code for the account, but can be manually over-written.	Confirmed.
individual invoice lines:		
i) net amount	Can be input or calculated.	Confirmed.
■ VAT rate (optional from VAT code, product supplier	This will automatically be entered as the default for the account, but can be changed.	Confirmed.
c) The system should 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 a tolerance. Where the amount is within the tolerance it is the amount on the suppliers' invoice which must be used to derive the amount recoverable.	Yes – the system validates individual lines against a transaction total. There is a twenty pence tolerance set within the system.	Confirmed.

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Question	Supplier Response	Evaluation Confirmation
d) Where a system allows VAT to be reclaimed on the basis of registered but unposted invoices, the system must allow for the VAT status of invoices to be flagged as:	The system does not allow this. Invoices must be posted for the VAT to be included on VAT control accounts and therefore any VAT reports.	N/A
■ VAT not yet reclaimed or	N/A	N/A
■ VAT claimed	N/A	N/A
5. Output VAT (sales)		
a) Are there sufficient VAT analysis codes to identify the following:		
■ UK chargeable	Yes - limitless codes can be set up.	Confirmed.
■ EC VAT: goods and related services	Yes - limitless codes can be set up.	Confirmed.
services only		
process		
triangulation		
■ Exempt	Yes	Confirmed.
■ export to a third country	Yes	Confirmed.
■ UK sale zero rate by certificate/treasury	Yes	Confirmed.
■ distance selling	Yes	Confirmed.

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Question	Supplier Response	Evaluation Confirmation
(supply to an unregistered EC customer)		
■ outside scope	Yes	Confirmed.
b) For each invoice generated:		
■ unique invoice reference	Yes – duplicate numbers are rejected. Optionally, the system can generate the numbers.	Confirmed.
■ supplier, name, address, EC country code and VAT number	These details are held in the master file.	Confirmed.
■ date of invoice	This is a compulsory field.	Confirmed.
■ tax point (the date the supply takes place, the date of issue of a tax invoice or receipt of payment if before supply) the date of the tax invoice issued (if within 14 days of the date of supply)	The invoice date is taken as the tax point. The system records, separately, the date on which an invoice is created. This date field along with the invoice date can be used as date of issue and date of tax point if required, by the user. Additional date fields can also be set as part of the implementation process, if required.	Confirmed.
a)customer, name , address, EC country code and VAT number (if EC)	These details are held in the master file. If the invoices are raised via SIP or SOP, then the delivery and invoice address can be specified when raising the invoice if they differ from the main address held in the master file.	Confirmed.
b)type of goods supplied, quantity, description,	Yes – if raised via SIP or SOP.	Confirmed - unlimited product

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Question	Supplier Response	Evaluation Confirmation
net value, rate of VAT.		codes available.
■ total net charge	Yes – from the invoice header. Please note that all documents are flexible, user generated IQ Objects Reports. A standard set is supplied.	Confirmed.
■ rate of cash discount.	Yes – for prompt discount. Please see note above on flexibility.	Confirmed.
■ total invoice and VAT value for each rate of VAT	Yes – VAT analysis at foot of invoice. Please see note above on flexibility.	Confirmed.
■ type of supply	Yes – if raised via SIP or SOP.	Confirmed.
c) Pro forma invoices should be clearly identified as “this is not a tax invoice”.	Pro forma invoices can be tailored by the user to include any text deemed necessary.	Achieved using one of 9 available document types that can be associated with sales transaction.

6. Reporting

The following reports should be available:

a) VAT return by report period (three monthly, monthly or by other month ends if agreed with the local VAT office)	Summary VAT reports are available by date or period/year. The daybooks provide the detailed transactions to support the summary VAT reports. Should additional analysis be required, the VAT reports may also be run in Detail	Confirmed production of figures for VAT return in addition to detailed report, summarised by daybook, providing source of figures.
b) summary of data included in VAT reports	Yes, as in (a) above.	Confirmed - see above.

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Question	Supplier Response	Evaluation Confirmation
<p>c) detailed analysis of data included in each return sorted by VAT code and transaction type. Totals of outputs and inputs required for boxes 6 and 7 of the VAT return, to be derived from the net amount totals from the appropriate VAT codes.</p>	<p>Yes - This data is available on a Report.</p>	<p>Confirmed - see above.</p>
<p>d) total of EC supplies and acquisitions required for boxes 8 and 9 of the VAT return, to be derived from the net amount totals from the appropriate VAT codes.</p>	<p>Yes – these are calculated and available on the summary VAT report.</p>	<p>Confirmed.</p>
<p>e) Audit trails, where appropriate to identify amendments to:</p>	<p>Optionally – Yes.</p>	<p>Confirmed - it is possible to set any field within the system for which alterations should be logged. Alterations can either be viewed on screen or a report generated which shows alterations to either tables or individual fields within tables.</p>
<p>■ VAT tables</p>	<p>Optionally – Yes.</p>	<p>Confirmed - it is possible to set any field within the system for which alterations should be logged. Alterations can either be viewed on screen or a report generated which shows alterations to either tables or individual fields within tables.</p>
<p>■ tolerance parameters</p>	<p>Not possible to amend by the user. The parameters can be changed by the supplier if</p>	<p>N/A</p>

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Question	Supplier Response	Evaluation Confirmation
■ invoice VAT calculations	required. Optionally – VAT code changes can be monitored.	Confirmed - see above.
■ customer/supplier/ product masterfiles	Optionally – Yes.	Confirmed - see above.
f) full audit trail of details of all VAT postings with variances by report period and country code showing:	The transaction daybooks include details of all VAT postings, but do not include variances or country codes. If there is a specific need the transaction day book can be altered to include this information. Please note that the information is included on an EC Sales report listing as standard.	Confirmed.
c) customer VAT number, customer, reference number (invoice), invoice value ESL indicator.	The daybook includes customer invoice number and value, but not VAT number or ESL indicator. Please note that the information is included on an EC Sales report listing as standard.	Confirmed - ESL is indicated by use of specific tax code for this purpose and this is printed on the daybook and a summary of tax code totals is produced on the day book report.
g) Exception reports or audit trail of all VAT postings where the computer generated VAT or calculated VAT has been overridden.	There is no report for this.	N/A
h) EC sales list (ESL) reconciliation analysis including:	There are two ESL reports available, by date and period/year.	Confirmed.

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Question	Supplier Response	Evaluation Confirmation
i) INTRASTAT reports where applicable.	As (h)	Confirmed.
7. Potential problem areas		
Can the system correctly handle the following circumstances:		
a) VAT control or Suspense accounts, are these protected from direct update by journals?	Yes – optionally.	Confirmed.
b) How are errors on VAT accounts corrected?	If the error is due to a misposted invoice, then a reversing entry can be raised i.e. credit note or journal. For other types of error, the System administrator/supervisor or other authorised user can change the control a/c flag to allow manual input, enter a correcting journal and then reset the control a/c flag.	Confirmed.
c) VAT treatment of purchase and sales ledger contras	The VAT is not affected by a contra between the S/L and P/L. The contra value is simply transferred between the debtors and creditors control accounts. Presumably this is only relevant for cash VAT accounting, which Resource does not offer.	Confirmed.
■ both items VATable	See c) above	Confirmed.
■ supplier is non VAT registered	See c) above	Confirmed.
d) Reimbursable	This would require two separate	Confirmed.

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Question	Supplier Response	Evaluation Confirmation
expenditure, e.g. electric charge received and partly recovered from a sub tenant.	transactions, one in P/L for the original charge and one in S/L for the recharge.	
e) Partially allowable expenditure, e.g. VAT on petrol invoices where employees are provided with petrol (adjustment required for own use)	Journals can be multiple lines. Each line can have its own VAT code (which might be a special code for partially allowable, for example). The actual VAT amount on each line can be overridden by the user after the system has calculated the default.	Confirmed.
f) Can the system handle cheque refunds to customers? i.e. unusual transactions under cash accounting.	Yes, the refund cheque would need to be entered as a negative cash entry. This could then be allocated against any open transactions or left on account. However there is no VAT issue here as Resource does not offer VAT cash accounting.	Confirmed - but NB cash accounting not catered for.
g) Can the system handle invoices with multiple rates of VAT?	Yes – each line on an invoice can have a different VAT rate.	Confirmed.
h) Can the system handle write off of bad debts and the VAT consequences?	There is no specific menu item for the write off of bad debts, but the journal entry option can be used. This program has the specific ability to handle the VAT implications of write-offs.	Confirmed - only possible using manual entry however.

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Question	Supplier Response	Evaluation Confirmation
5 File maintenance		
1 Is the creation or amendment of standing data (e.g. customer account details) controlled by menu options and are these menus application-specific?	Yes – all standing maintenance options are menu items, by applicable ledger. General standing data, such as VAT codes are maintained under the System Control menu.	Confirmed.
2 Does the system provide input validation checks? (e.g. account number validation by displaying the underlying information relating to the account codes such as the description, completeness checks and format checks, i.e. checking that the information has been keyed in correctly).	The system performs many validation checks including:- i) display of descriptions against codes i.e. customer name ii) validation against tables i.e. nominal codes, customer/supplier codes, VAT codes, discount codes etc iii) duplicate references	Confirmed.
3 Are input errors highlighted? Are they:		
i) Rejected and reported on screen?	A warning message is displayed and the error must be corrected before continuing.	Confirmed.
ii) Rejected and error reports generated?	No reject reports are available, except when data imports are used.	Errors are rejected on entry and posting not accepted until error corrected.
iii) Accepted and posted to suspense?	No.	N/A
4 Does the system prevent an account from being deleted whilst it is still active?	It is not possible to delete an account with open items. A message will be displayed.	Attempts to delete a live account failed.

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Question	Supplier Response	Evaluation Confirmation
<p>Are there other constraints over the deletion of accounts? (e.g. movement during the year, associated sub-accounts).</p>	<p>It is not possible to delete accounts which have had transactions during the current year.</p>	<p>Confirmed.</p>
<p>5 i) What is the length and scope of reference numbers GL/SL/PL?</p>	<p>Reference numbers are 8 characters (expandable to 16 characters should an Implementation demand) and are numeric if system generated or can be alpha-numeric if manually input.</p>	<p>Confirmed.</p>
<p>ii) Is it adequate to permit sufficient depth of analysis?</p>	<p>Yes.</p>	<p>Confirmed.</p>
<p>6 i) Are reports available for users to identify all master file changes?</p>	<p>There is a facility to flag fields, both in master files as well as input files, which, if amended, are to appear on the standard audit report.</p>	<p>Confirmed via use of "audit" flag.</p>
<p>ii) Can reports be invoked which identify the fields which have been modified?</p>	<p>Yes – see 6 (i) above.</p>	<p>Confirmed.</p>
<p>iii) Would it be possible to show that these reports provide a complete record of all such changes?</p>	<p>No – as there is no sequential numbering of changes and the file holding the changes can be cleared without the report being run. Users can be blocked from the deletion process however.</p>	<p>N/A</p>

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Question	Supplier Response	Evaluation Confirmation
iv) Do the reports show how the fields have been modified? (e.g. before and after).	The report will show the current change and any previous changes with the following exceptions:- i) Clearly prior changes will not show if the field was not flagged for inclusion in the report at the time of those changes, ii) If the audit file has been cleared before the current print.	Confirmed.
7 If the system uses a lot of standing information which changes frequently or regularly, does the system allow for such changes to be effected through the use of parameters or tables?	Yes – every ledger has a parameters facility.	Confirmed.
8 If so, is the use of such parameters or tables adequately reported?	Yes this information can be viewed and screen-printed (depending on the authority levels of the individual). The system can be set up to record all changes to these settings.	Confirmed.
9 Is proper control to be exercised over changes to such parameters? (If so, how? For example, through the use of system facilities such as passwords or by inspection of appropriate reports).	Access to parameters is controlled through the use of the user code and password, as well as security levels at user group and field level.	Confirmed.

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Question	Supplier Response	Evaluation Confirmation
10 i) Does the system allow selective archiving of old data on a user-defined basis?	Fully allocated transactions in the S/L and P/L are archived when the period end routine is run.	Confirmed. Archiving of data simply prevents it from being displayed. Periodic house-keeping routines move matched items into this archive but the display of archived items can be toggled on and off quickly via a button for this purpose (confirmed by unarchiving sales ledger transactions).
ii) Can this data still be used by the report generator?	Yes – each record is simply flagged as archived, but is still retained in the same database and, therefore, can be used by the report writer.	Old data can be permanently deleted from the system if required and in this case, database back-ups would be relied upon for restoration. The supplier would provide helpdesk support for restoration of specific transactions.
iii) Can archived data be restored?	Yes.	Confirmed.
iv) Are there password controls over the handling (retrieval/saving etc) of archived data?	As per 10 iii) this is a Database Administration process and would be controlled by the Client	Confirmed.

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Question	Supplier Response	Evaluation Confirmation
6 Processing		
1 Does the system ensure that menu options or programs are executed in the correct sequence (e.g. ensure outstanding transactions are processed before month end procedures run)?	The system does not allow actions to be taken until prior related actions are complete. i.e. (i) sales invoices can not be posted to the Sales Ledger until they have been printed and the file updated. (ii) G/L periods cannot be closed until all daybooks for that period have been printed and saved.	Verified prevention of period closedown where daybook had not been printed.
2 i) After an external document (e.g. sales invoice or cheque payment) has been generated and posted to the accounts is it impossible to amend this data?	Limited data can be amended on sales invoices i.e. header description, comments, prompt date, credit date, supplementary references 2 and 3, invoice code. The invoice can then be reprinted, if necessary.	Confirmed - fields that can be amended are restricted to non-critical data.
ii) Is there an audit trail of all changes to transactions which have updated the ledgers?	There is a facility to flag fields in input files, which, if amended, appear on the standard audit report.	Confirmed.
3 Can the system calculate prices or values by reference to master file data?	Yes – product codes can be set up with standard/minimum prices which will affect values on orders/invoices etc. These fields can be amended at point of transaction entry if the user is authorised to make such changes.	Confirmed.
4 Does the system provide automatic recalculation, where appropriate, of data input? (e.g. VAT)	Yes – VAT is calculated for information only at Order Entry in SOP/Invoice Entry in SIP. The posted value of VAT is calculated when the order is progressed as an invoice.	Confirmed.

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Question	Supplier Response	Evaluation Confirmation
5 i) Does the system warn the user when the system is out of balance?	Yes – an ‘Out of balance’ warning message is displayed and the transaction cannot be completed until the error is corrected.	Confirmed.
ii) Is this check done on switching on or on ledger update?	On ledger update.	Confirmed.
6 Does the system include routines for recovery from abnormal termination (e.g. power cuts)?	Yes	Integrity of data provided mainly by underlying database see section 1 questions 8 - 11.
i) Are these automated?	Yes	
ii) Do they rollback to the last completed transaction?	Yes	

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Question	Supplier Response	Evaluation Confirmation
7 Reports		
1 Are all reports adequately titled and dated? (e.g. report name, client name, data, period, batch, last entry number, period end, pages, numbers etc.)	Yes – reports include:- i) Report title ii) Company name iii) Report date/time iv) Page number v) Period/year (where appropriate)	Confirmed.
2 i) Do the reports provide totals where applicable?	All reports include subtotals, grand totals and super-grand totals, where appropriate.	Confirmed.
ii) Are these totals calculated or taken from a control file?	Varies between calculated and taken from child documents. The same response applies to child reports.	Confirmed.
3 Is it clear when the report has ended? (totals or end markers)	Generally Yes, due to totals and/or report including number of pages in the report.	Confirmed.
4 i) Can reports be saved in electronic format (as distinct from just printing)?	Yes – all reports can be printed to a spool file for printing at a later time All Reports requested via the Web Interface are Output in a PDF Format	Confirmed. Creation of PDF of customer report from web interface confirmed.
ii) Are such files adequately protected from deletion or amendment?	Access to the spooler print facility can be restricted.	Access can be restricted along with any system function - see section 1.

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5 i) Is a report generator provided as part of the software or as an option associated with it?	Resource 32000 includes a third party report writer called IQ Objects.	Confirmed - integration with IQ Objects appeared to be seamless.
ii) What level of knowledge is required to use the report generator, e.g. beginner, regular user, expert?	Regular user.	Agreed, reasonable all-round knowledge of the system would be required.
iii) Can the report generating facility make use of user-defined fields (including external fields)?	Yes – user-defined fields such as prompts, custom and text fields, and system fields such as date, time, page number etc.	Confirmed.
6 Does the report writer cover all ledgers (transactions) files and balance (all value fields e.g. prior year etc.) files?	The report write includes all transaction files, summary files and some master files.	Confirmed.
7 i) Are all the parameters or selection criteria used on reports reported?	Parameters and selection criteria are reported where it is deemed necessary for a full understanding of the report.	Confirmed.
ii) Is there an option for reports to exclude nil balances?	In some reports such as Aged Debtors, Aged Creditors, Credit Control Report, it is possible to specify a range of balances to include/exclude. All reports are produced using the Report Generator and can generally be varied to include or exclude specific criteria.	Confirmed - available on both standard reports and the report generator.

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Question	Supplier Response	Evaluation Confirmation
8 Can screen layouts, reports and transaction formats be easily adapted to users' requirements?	The standard reports are templates which can be modified to meet user requirements. Individual users can adapt datasheet screen layouts by moving, resizing and hiding columns to meet their requirements.	Users are able to make screen layout changes, e.g. column size, display order, sorting. These changes are user specific and are retained for the particular user's future sessions.
9 Can a hard copy be produced of all screen enquiries?	Yes – reports of screen enquiries can be printed or spooled.	Confirmed.
10 Can transaction files for all previous periods of the year be retained in the system to permit enquiries and reports?	In the G/L individual nominal codes can be set for details to be deleted at period end, year end or never. In the S/L and P/L details are automatically retained until the 'Delete Archived Ledger Detail' is used. Therefore all details will still be available for reports and enquiries.	Option available to delete transactions older than specified date. Choosing this option generated a warning to ensure adequate back-ups had been taken.
11 Can all reports [transaction listings (G/L), Day books (S/L, P/L)] be reproduced after the period end?	There is a Daybook Reprint facility for all ledgers available under the System Control menu. Specific reports exist for reproducing ledger summary and detail reports as they would have been at the end of any selected accounting period. These reports work even if transactions were not actually entered in the right order.	Confirmed.
12 Are reports of all master file changes automatically generated or stored for later printing?	Fields in the master files can be flagged so that changes appear on the audit report.	Confirmed.
13 Can full lists of master file information be produced?	Customer, Supplier, Product and nominal code lists are all available as standard.	Confirmed.

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Question	Supplier Response	Evaluation Confirmation
14 i) Are all transactions on all reports individually identifiable?	All reports except summary reports will identify individual transactions, all of which have a unique reference.	Confirmed.
ii) Do the reports show whether items are debit or credit, and do they give sufficient narrative and coding to enable cross referencing?	Yes – reports will identify debits and credits either by using separate columns or by transaction type. Also reports, where necessary, include codes for cross-referencing.	Confirmed.
15 Can the system produce all requisite reports? (For example trial balance, profit and loss account, balance sheet, cash flow statement and VAT reports, (including VAT return, EC Sales Listings and Intrastat returns (SSD), if applicable, in addition to ledger reporting requirements)	The system will produce all of these reports with the exception of the cash flow statement. Cash Flow statements can be written, using the Report Generator, to a Client's Specification if required.	Confirmed - any data sheet can be saved as text or dragged to another application such as MS Excel. The Intrastat data sheet has been specifically set up to be in a format that will be acceptable to HM C&E. Cash flow statements are not standard but could be created to customer requirements.
16 i) Do standard reporting options give sufficient flexibility to tailor individual reports?	Yes – the report writer can be used to tailor standard reports to individual requirements.	Confirmed.
ii) Do these reporting facilities permit multiple key-sorting, variable report intervals and optional selection parameters?	Yes – generally each report includes a number of selection criteria. Some, such as S/L Statements, Aged Debtors and Aged Creditors include single sort sequence, whilst others, such as Department Groups Report, Stock Valuation, Stock movements include multiple sort sequences.	Verified sorting of products by product code and within depots.
17 Are standard reports	Standard reports with a nil return	Confirmed.

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always produced, even when they are nil returns?	will generally be produced with a message 'No requested data found' at the top of the report. Some reports such as daybooks will display a message indicating there is no report to print.	
18 i) Do the standard budget reports provide sufficient analysis of variances?	G/L Budget Reports include variances down to nominal code level.	Confirmed - reports showed actual, budget and comparative for period and year-to-date.
ii) Do such reports provide exception reporting, percentage analysis and comparatives? (G/L, S/L, P/L)	The reports provide variance between actual and budget figures and a forecast figure based on actuals.	Confirmed - wide selection of reports available.
19 Do standard reports show sufficient analysis of trading results? (For example sales analysis by region)?	The sales summary report can be produced using different analysis i.e. by customer, product, salesman, depot etc with multiple sorts and showing sales, margins or units.	Confirmed.
20 i) Are all movements during each accounting period shown on ledger detail reports?	The daybooks will show this detail. Also, the G/L Detail Report includes movements for all selected periods.	Confirmed.
ii) Do these reports show how all partial payments or allocations (unallocated cash) have been treated?	The standard credit control reports and creditors detail reports will show unallocated cash. The information is also available on enquiry screens.	Confirmed.
21 Does the trial balance report show balances carried and brought forward and totals of posted transactions?	The Trial Balance shows current period and cumulative figures.	Confirmed.

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Question	Supplier Response	Evaluation Confirmation
22 Can the management accounts, profit and loss account and balance sheet be sufficiently analysed by cost centres, company and period?	Yes – both the monthly and annual reports include this analysis.	Confirmed.
23 i) Can aged analysis reports be obtained? (sales ledger, purchase ledger, stock).	Aged analysis reports by days are available in S/L, P/L and Stock.	Confirmed.
ii) Are the age criteria fixed or user definable?	User definable in all reports.	Confirmed.
iii) Can the age analysis reports be in summary and/or detail (for credit control)?	The S/L and P/L reports are available in both summary and detail versions. The stock reports are only available in detail.	Confirmed.
24 What controls are there in place so that the user is aware of partly processed transactions (e.g. unposted invoices or uninvoiced dispatches)?	Reports are available within SOP for Orders to Invoice and Back Orders and within POP for Anticipated Receipts, Invoice Report and Commitments Report.	Confirmed.
25 What controls are there in place to ensure that the correct price/discount has been applied to invoices/credit notes? (eg Gross Margin reports)	An Invoice Margins report is available in SIP.	Various options available eg by salesperson, by product or in total.

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Question	Supplier Response	Evaluation Confirmation
26 Can the system automatically generate documents for external use? (For example sales invoices and statements, remittance advices and cheques).	Yes – the system can produce all of these reports. These reports can be produced in hard and/or electronic format (e.g. XML Purchase Orders). More than one type of these documents can be produced (e.g. different types of invoices for clients in different sectors of the business).	Confirmed.
27 i) Can the system control duplicated documents e.g. sales invoices?	Sales invoices and credit notes can be reprinted. The system will only allow one invoice for each accepted line of an order or sales invoicing product line (i.e. the user cannot produce and accept more than one invoice for the same product line). A number of invoices can be produced per order (e.g. if the order is delivered and invoiced in parts). The reprint facility is to enable the user to reprint the original invoice with the same invoice number to supply a copy to the client.	Confirmed.
ii) Are these clearly identified as duplicates?	Yes- these documents can be identified as reprints or copies if set accordingly.	Confirmed. All documents are user-definable. Documents not set up to indicate "reprint" by default but the addition of this option using the report writer was demonstrated.
28 Does the system force the production of month-end reports?	All daybooks must be printed for the G/L period to be closed.	Confirmed.

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Question	Supplier Response	Evaluation Confirmation
29 Following a month end can transactions still be viewed and can the reports be rerun as at a previous month end?	All transactions can still be viewed via the enquiry screen. Also daybooks can be reprinted and historic and aged historic reports can be printed for any period. Any other reports such as monthly and annual reports can be printed for any period at any time (assuming that details have not been optionally deleted).	Confirmed.
30 Can the reporting function make use of external datafiles?	Yes using the Report Generator.	Confirmed.
31 Does the report generator have the facility to scroll up and down when output to screen?	Yes	Confirmed.
32 Can all reports be run without the need for period-end procedures to be initiated?	Yes	Confirmed.
33 Does the report generator allow print previews of all reports?	Yes	Confirmed operation of standard Windows print preview button.

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Question	Supplier Response	Evaluation Confirmation
8 Performance of requisite accounting functions		
1 i) Can the software be used by more than one person at the same time?	Yes	Confirmed.
ii) Can the same function (e.g. Purchase ledger) be used by more than one person at the same time?	Yes, except in certain functions e.g. daybooks cannot be run while transactions are being posted in the same ledger and vice versa. These automatically lock out other users.	Confirmed.
2 i) Can the software support groups of companies, departments, branches? How many such branches or companies can be supported? Can they be consolidated?	The number of departments is only limited by the number of codes that can be set up. As the maximum code length is 16 characters, this allows for almost limitless departments. Different companies can be kept in different databases, but the report writer allows information to be included in one report from several databases. A consolidation Database automatically collects data from live databases & produces reports on the collective data.	Confirmed. A series of scripts can be used to create a consolidation database. These are not provided as standard but will be provided where required by customers.
ii) Can the system consolidate entities with different charts of accounts?	Yes - The report writer has the ability to deal with different reporting structures by combining/linking codes	Needs to be done via mapping of codes with report writer.
3 Is multi-currency processing available? (What is the maximum number of currencies available?) Is conversion to sterling automatic? (G/L, S/L, P/L, stock)	Multi-currency is available and is only limited by the length of the currency code (16 characters). Conversion to the system base currency and the Euro is automatic.	Confirmed.

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Question	Supplier Response	Evaluation Confirmation
4	What are the currency capacities?	
	i) What are the maximum and minimum exchange rates	Confirmed.
	ii) What is the maximum number of currencies?	Confirmed.
5	What currency information is held?	Confirmed.
	The following information is held:- i) Currency description ii) Decimal places (for currency, not exchange rate) iii) Exchange rate (6 decimal places) iv) Invert rate option v) Currency symbol vi) Leading symbol vii) Currency is in EMU option viii) Frozen Rate option ix) Ebis Code	
	i) Currency code/description	Confirmed.
	ii) Country	N/A
	iii) Currency rate table.	Confirmed.
	iv) Date rates effective.	N/A
	v) Previous rates held.	N/A

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Question	Supplier Response	Evaluation Confirmation
6 User controls?		
i) Can the base currency be selected?	Yes – unless restricted by the system administrator/supervisor.	Confirmed.
ii) Can the user override the exchange rates during a transaction?	Yes – unless restricted by the system administrator/supervisor.	Confirmed.
iii) Can the user change the exchange rates per account?	Yes – unless restricted by the system administrator/supervisor.	Confirmed.
iv) Is there a restriction on accounts to a single selected currency	Yes	Confirmed.
7 Currency processing		
i) Can the user manually override the currency calculation?	Yes – unless restricted by the system administrator/supervisor. The exchange rate would then be recalculated.	Translated amount can be amended for an individual transaction.
ii) Are gains or losses on currency calculations automatically processed?	Yes – they are posted to a currency P&L account.	Confirmed - base currency exchange difference calculated.
iii) Can the user override the calculation /processing of currency gains and losses?	Not directly – the user could change the currency exchange rate prior to saving the transaction and this would effect the gain/loss on exchange.	Confirmed - by changing rate.
iv) Can the user define the treatment of forex gains/losses (e.g. the nominal to write to)?	The treatment is defined by the user via system parameters.	Confirmed - parameters define the treatment for each ledger.

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Question	Supplier Response	Evaluation Confirmation
<p>v) How does the system treat revaluations relating to:</p> <ul style="list-style-type: none"> ■ Ledgers (sales/purchases) ■ Monetary assets/liabilities ■ General ledger accounts? 	<p>Sterling Adjustment programs exist in the cash book, sales, purchase and stock ledgers and are typically used on a monthly basis. Customer/Supplier/ Stock balances/values are adjusted in line with the change in Exchange Rate and the difference posted to the currency P&L account</p> <p>Any revaluation of Monetary assets/liabilities will be updated by Nominal Ledger Journal</p> <p>Any revaluation of General ledger accounts will be updated by Nominal Ledger Journal</p>	<p>Confirmed by revaluation of US\$ customer adjusting the sterling balance with the difference being posted to the exchange difference account in the N/L.</p>
<p>vi) Can ledger accounts be defined to take invoices/payments in specified currencies/ multiple currencies?</p>	<p>Accounts are restricted to a single selected currency. See 6 iv)</p>	<p>In the sales & purchases ledgers the customer or supplier defines the currency. In the nominal ledger any currency can be used.</p>
<p>8 Currency input</p>		
<p>i) Does the system prevent the deletion of the active currency.</p>	<p>Yes unless the appropriate authority to access that screen exists.</p>	<p>Confirmed.</p>
<p>ii) Does the system prevent use of duplicate currency codes?</p>	<p>Yes – all currency codes must be unique.</p>	<p>Confirmed.</p>
<p>iii) Can currency transactions be entered in selected currency and/or base currency?</p>	<p>Currency transactions can only be entered as the currency for the account with the exception of G/L.</p>	<p>Confirmed.</p>

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Question	Supplier Response	Evaluation Confirmation
iv) Are transactions held in selected currency and/or base currency?	Transactions are held in selected currency, base currency and Euro, if appropriate.	Confirmed.
v) Can transactions be entered in multiple currencies?	No, except where this happens automatically, eg posting a FRF invoice to a DM job would result in a multi-currency transaction.	Confirmed.
9 How does the system handle exchange differences?	Exchange Differences are posted to a currency P&L account	Confirmed.
10 What number of accounting periods is provided by the system?	12 or 13 per year	Confirmed - in fact the system could cope with any number of periods (although some reports would become meaningless).
i) What is the minimum?	1	
ii) Can the length/ number of periods be adjusted to suit different user requirements?	Yes – the user can define the start and end of the year and the period end dates.	Confirmed.
iii) How many accounting periods can be open at any one time?	One per ledger is the default period for that ledger, although it is possible to post to any period which has not been closed. So effectively any number of periods and years can be open at once.	Confirmed.
iv) How many years can be open?	One per ledger is the default year for that ledger, although it is possible to post to any year which has not been closed. So effectively any number of periods and years can be open at once.	Confirmed.

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Question	Supplier Response	Evaluation Confirmation
v) Can a period or year be re-opened after it has been closed?	No – once a period or year has been closed it becomes locked and no further entries can be posted to it.	Confirmed.
11 Are the ends of accounting periods determined by the user rather than being set by the system?	Yes – however the system will default all periods to end of month when setting the years/periods, but these can be over-written by the user.	Confirmed.
12 i) Can data from all accounting periods be accessed at any given moment?	All data can be viewed and some data can be amended, i.e. G/L journals, if the daybook hasn't been printed and saved.	Confirmed.
ii) Can previous months be accessed for enquiries or reports?	Yes – if it hasn't been deleted as part of the month-end.	Confirmed.
13 i) Does the system allow posting to more than one accounting period at a time?	Yes – transactions can be entered into any period which has not been closed.	Confirmed.
ii) Is it possible to allocate transactions to:		
a) future periods?	Yes – allocation to future periods is allowed, unless prohibited by security measures set up by the system administrator/supervisor. However, the impact on Aged Debtors/Creditor reports would need to be considered, as these are real-time reports. Historical Aged reports do exist and could be used in this instance.	Confirmed.

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b) previous closed periods?	No, as transactions cannot be posted to closed periods.	Confirmed.
c) a previously closed year?	No, as transactions cannot be posted to closed years.	Confirmed.
iii) If the system allows posting to previous or future accounting periods or years, does it:		Confirmed.
a) Flag/warn the user that it is occurring?	No – As by default the user would post to the current period and only a proactive change would allow postings to other periods. Postings to other periods can be restricted to specified users only.	Confirmed.
b) Revise subsequent periods accordingly?	Yes – subsequent periods will be recalculated automatically.	Confirmed.
c) Will transactions outside the current period be adequately reported and accounted for (eg on the VAT return)?	An additional daybook would need to be printed for the relevant period. Both of the VAT reports would automatically reflect and show in detail the prior period/date transactions.	Any number of budgets can be created and revised.
14 Does the system permit use of budgets and provide comparisons between budgets and actuals? (G/L, S/L, P/L)	Yes - in the G/L at department/nominal code level. The System permits the use of multiple budgets.	Confirmed number of digits as shown plus decimals.
15 i) What is the maximum value of transactions and of totals, that can be handled by the system?	S/L – 9, 15. P/L – 9, 15. G/L – 9, 16. Stock – 9, 15.	Not possible to verify but nothing to indicate otherwise.
ii) What is the maximum number of transactions that can be handled by	Limited only by disk space.	Confirmed.

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Question	Supplier Response	Evaluation Confirmation
the system?		
16 What is the maximum number of accounts on each ledger (e.g. sales ledger, purchase ledger, nominal ledger)?	Only restriction is length of code (16 alphanumeric characters).	Confirmed.
17 What is the size and format of account numbers on each ledger?	All alphanumeric G/L – Department 16, Nominal 16, Analysis (up to 3 codes) 16, Budget 16 S/L – 16 P/L – 16 C/B – 8 Stock – 20 F/A – 16	
18 Are the control features provided by the software adequate to support effective user controls?	Yes	Confirmed.
i) Transaction sequencing?	Transaction references can be auto-generated or manually entered. With both methods it is not possible to duplicate the references because they are primary indexes controlling storage of the transaction details.	Confirmed.
ii) Automatic dating of posting transactions?	All transactions are date and time stamped by the system.	Confirmed.
iii) Identification of user id or program generating (i.e. the source) the transactions?	The system also stamps the user code against all transactions. It also includes the ledger code and any cross-referencing between ledgers.	Confirmed.

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Question	Supplier Response	Evaluation Confirmation
19 Does the system have a facility for calculating interest on late payments?	No functionality exists to support this however a report identifying Late Payments, and calculating Interest Due, can easily be produced using the Report Generator	N/A
20 Does the system allow budgets to be set for: i) GL? ii) Sales? iii) Purchases? iv) Overheads? v) Balance sheet?	Yes to all via the Nominal Ledger Budget Entry routines.	Confirmed operation of budgets within nominal ledger. Budgeting also available in project costing if used.
21 Can budgets be set by period / yearly?:	Budgets are stored by Period within Year	Confirmed.
22 Can the system automatically generate budgets – if so how (e.g. by % increase on last year/period or by bringing forward historic data)?	Budgets may be entered as an Annual Total and spread across periods by either profiling (spreading the budget to represent previously defined cyclical changes) or splitting the budget evenly per period Alternatively, budgets may be exported to a worksheet (i.e. Excel), factored and re-imported	Automatic % increase demonstrated by exporting to spreadsheet, applying increase and re-importing to the product.
23 What are the drill-down features available on the system?	Resource supports full “Drill-Around” functionality as Multiple windows can be open at the same time. Right-Clicking on any Code Field allows you to either Maintain or Enquire upon that data element (assuming sufficient security permissions have been granted)	Confirmed by drilling down on purchase ledger posting and then around to other related postings and also drilling down from N/L enquiry to detailed posting.

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Question	Supplier Response	Evaluation Confirmation
9 Sales Order Processing and Invoice Production		
1 Does the system start with a quotation or the sales order?	Both are allowed. The user can specify the sequence of events within SOP.	Verified preparation of quotation which was converted to an order. It is possible to specify a document production sequence within the software.
2 Are recurring or schedule orders handled?	Yes – an order can include different lines with different delivery dates. Also there is a separate Contracts module specifically for handling recurring requirements.	Confirmed operation of sales contracts module with various contract and repetition types and use of separate invoicing routine to pick up scheduled orders.
3 At quotation or initial order state how does the system:		
i) check stock availability	Stock availability can be checked at either quotation or order entry level. There is also an alert which can be activated to warn about insufficient stock. It is also possible to activate an alert for stock available in other depots.	Confirmed operation of "check stock" button and flag to display or suppress out of stock alerts.
ii) highlight alternative stock	A code field is available for alternative product-code. Use of this at order-entry time can be set up as part of the implementation process.	Confirmed operation of alternative product.
iii) check credit status of customer - is this:		
▪ on receipt of order	When the order is saved a message will be displayed if the credit limit has been exceeded. The order can	Confirmed.
▪ prior to dispatch	be optionally placed on hold until the	Warning generated and order accepted. However

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	<p>credit situation is resolved.</p> <p>No, except that orders placed on hold (above) cannot be despatched.</p>	<p>the order is placed on hold and the only way of removing "hold" status was to increase available credit.</p>
4 Can the system block		
▪ customer orders	Customers can be placed “on stop” which prevents new orders being processed.	Confirmed - customer placed on hold automatically by exceeding credit limit or manually.
▪ deliveries		
▪ invoice production	Yes – the order can be placed on hold.	Confirmed.
	Yes – if the order is on hold.	Confirmed.
5 Where stock is not available is a “back order” raised and a purchase order issued?	Yes – a back order is raised and optionally a purchase order can be automatically be raised.	Verified back to back ordering screen automatically completed which was enabled by selecting "save purchase order" button. Also provided option to deliver direct to customer.
6 Does the system handle forward orders?	Yes	Confirmed.
▪ only when stock is now available	Either	
▪ to be allocated from future planned stock		Confirmed.
7 Can multiple addresses be held for each customer (invoice and delivery address).	Yes – there is a facility within S/L to set up multiple invoice and delivery addresses.	Confirmed - unlimited addresses per customer, 2 addresses per order.

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Question	Supplier Response	Evaluation Confirmation
8 Are the following documents produced:	Yes to All	Confirmed.
■ Quotations		Confirmed.
■ Order confirmation		Confirmed.
■ Picking lists		Would need to create new document using report writer for labels.
■ Labels		Confirmed.
■ Dispatch/Delivery note		Confirmed.
■ Invoices		
9 Are the following reports available:	Yes to All	Lost quotations report - with reasons.
■ Quotes for which orders not received		Using sales order book for any specified period with option to show whether invoiced.
■ Orders received (analysis)		Confirmed.
■ Items placed on backorder and/or purchase orders raised		Orders to invoice report.
■ Items dispatched not invoiced		Confirmed.
■ Items ordered but not dispatched due to stock out		Confirmed.
■ Gross margin (by invoice or item)		

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Question	Supplier Response	Evaluation Confirmation
10 Are invoice details derived from order input? (e.g. prices, quantity)	Yes – there are options for additional details to be passed to the invoice i.e. Order Description, Order Prompt Date, Order Credit Date.	Confirmed.
11 i) Can picking lists /despatch notes be amended for non availability of stock? ii) Is this reported? iii) Items dispatched reflect in final invoice?	i) Yes ii) If necessary, system setup. iii) If necessary, system setup.	Confirmed.
12 Is there one dispatch note and invoice per order?	The user can optionally select how many units are progressed as an invoice / despatch note. Therefore, there may be many invoices / despatch notes associated with a single order	Confirmed.
13 How does the system ensure all dispatches are invoiced? E.g. where multiple dispatches are raised per order, or several orders on a single dispatch note.	A Mass Progression facility is available which will automatically raise invoices for all dispatches which match specified criteria. Also, a report showing orders to be invoiced is available. The system tracks the orders through all of their requested stages at all times.	Confirmed.
14 Can manual invoices be raised (i.e. without a sales order)?	Yes	Confirmed.
15 Does the system produce proforma invoices as required?	Yes (8 different free documents)	Confirmed.

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Question	Supplier Response	Evaluation Confirmation
16 i) Can returned goods be processed to produce credit notes?	Yes – through the Stock module.	Verified operation of goods returned module to create credit note.
ii) Are these referenced to the original order/invoice?	It is possible to enter the original order/invoice reference as part of the credit note description or in a comments field.	Confirmed - either by manual entry overall or for each item.
17 i) Will the product accept orders from the Web?	Orders can be imported using XML.	Confirmed processing of browser based order.
ii) How are Web orders integrated with the sales order processing ledgers?	Imported Orders are treated as if they were manually entered.	Confirmed processing of browser based order.

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Question	Supplier Response	Evaluation Confirmation
10 Purchase Order Processing		
<p>1 Order generation -</p> <p>i) Does the system generate suggested orders?</p> <p>ii) Can orders be generated by the user?</p> <p>■ Is the system easy and efficient to use, i.e. scroll backwards and forwards in the product file, tagging more than one item per order?</p> <p>■ Can more than one supplier be allocated to each product?</p> <p>■ Does the system hold details of substitute products if applicable?</p>	<p>i) Yes – from the Generate Purchase Orders option.</p> <p>ii) Both requisitions and orders can be generated by the user.</p> <p>Yes – products are added to the order line by line and the product file can be browsed.</p> <p>Yes – orders can be placed with several suppliers for the same product.</p> <p>Yes – when a product is set up an alternative product can be specified.</p>	<p>Generation of suggested purchase order confirmed.</p> <p>Confirmed.</p> <p>Confirmed.</p> <p>Each product has default supplier - system can be set to restrict orders to default suppliers, any known supplier or any supplier.</p> <p>Confirmed.</p>
<p>2 Based on automatic and manual order generation (above) does the system produce a list of proposed purchase orders, if so, can these be easily amended?</p>	<p>Yes – each order must be approved before it can be progressed. It can be amended at any time prior to being progressed.</p>	<p>Confirmed.</p>
<p>3 Is stock availability updated for stock on order?</p>	<p>Yes – the stock enquiry includes:-</p> <p>i) Ordered</p> <p>ii) Received</p> <p>iii) Outstanding</p> <p>iv) Delivery Date</p>	<p>Confirmed.</p>

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Question	Supplier Response	Evaluation Confirmation
4 Can the system handle partially completed orders and returns?	POP allows part deliveries and rejects are dealt with in the Stock module.	Confirmed.
5 Are receipts checked to orders and discrepancies reported?	Receipt is based on the purchase order. The orders report shows quantities ordered, received and invoiced.	Using goods receipt can either accept expected receipt or complete actual receipt if different.
6 Are purchase invoices checked to purchase orders, confirmed receipts and discrepancies reported?	Invoice is based on purchase order. The orders report shows quantities ordered, received and invoiced.	Confirmed.
7 Are the following reports available:		
i) Purchase Orders raised (analysis)?	i) Yes – Orders report	Confirmed.
ii) Purchase Orders not received?	ii) Yes – Anticipated Receipts report	Confirmed.
iii) Goods received discrepancies?	iii) Can be created in IQ Objects	Data stored but not included in standard reports.
iv) Invoice to goods received discrepancies?	iv) Can be created in IQ Objects	Data stored but not included in standard reports.
v) Goods received not invoiced?	v) Yes – Invoices report (GAI Report)	Confirmed - aged goods awaiting invoice report.
8 Can the system handle “back to back” ordering?	Yes – a back order is raised and, optionally, automatically produced	Confirmed creation of a purchase order from sales order with insufficient stock on a product for which back to back ordering enabled.

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Question	Supplier Response	Evaluation Confirmation
11 Stock Control		
1 What information is held in respect of stock (and are there any limits):		
<ul style="list-style-type: none"> ■ Item numbers/description 	Yes – 20 character code, 75 character description, unlimited long description	Confirmed.
<ul style="list-style-type: none"> ■ Location(s) 	Yes – depot	Unlimited number of depots.
<ul style="list-style-type: none"> ■ Quantity, (available, allocated, on order) 	Yes – available, allocated and on order.	Confirmed.
<ul style="list-style-type: none"> ■ Minimum and maximum stock levels 	Yes – both	Confirmed.
<ul style="list-style-type: none"> ■ Reorder lead times 		Confirmed.
<ul style="list-style-type: none"> ■ Supplier(s) 	Yes	Confirmed.
<ul style="list-style-type: none"> ■ Prices/cost/discount details 	Multiple in POP or preferred supplier with alternative in Stock module.	Confirmed.
<ul style="list-style-type: none"> ■ Other stock information: 	An extensive structure incorporating quoted price, RRP, Landed Uplift %, Uplifted Price, Sterling Cost Price, Sale Price, Unit Price, Unit Cost, Quantity Break,	Confirmed.
<ul style="list-style-type: none"> ■ Batch/serial number 	Yes.	Confirmed - both batch and serial number recorded for serial no products.
<ul style="list-style-type: none"> ■ Weights etc. 	Unit weight and unit volume.	Confirmed.
2 How is stock updated?		
i) Despatch of goods	Yes	Confirmed.

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Question	Supplier Response	Evaluation Confirmation
ii) Receipt of goods	Yes	Confirmed.
iii) Adjustments	Yes	Verified revaluation & stock quantity adjustments.
iv) Transfers between locations	Yes	Confirmed.
3 Is negative physical stock allowed?	No	Transactions that would create negative stock are prevented.
4 Can the system handle "sale or return" stock?	Yes. Use "supplier rejects" to return stock.	To exclude SoR stock from valuation would need to book in at zero value. Subsequent purchase transaction would create cost of sale.
5 Can the system handle variations to a standard pack of products?	No - however packs can be split.	Number per pack is recorded and part packs can be purchased or sold.
6 What methods of stock valuations are allowed? (e.g. average, FIFO, LIFO, standard, etc).	Batch, FIFO, Serial and Product are allowed.	Specified for stock overall or for individual product.
7 How can stock enquiries be made, i.e. by product code, short name/supplier etc.	By product code, description, keyword, product group, nominal code, alternative product, supplier code. Optionally, any other field on the product file (as is the case on all Resource enquiries).	Confirmed - using normal wildcard characters.
8 Does the system 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?	All order lines are tagged with delivery date and required date. Reports or documents can be created using IQ which use these dates.	Confirmed – e.g. anticipated delivery report.

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Question	Supplier Response	Evaluation Confirmation
9 Does the system facilitate the regular counting/ inspection of physical stock (e.g. by producing random/defined stock check lists)?	Yes, via powerful perpetual inventory routines.	Confirmed - operation of perpetual inventory module.
10 Can the system handle more complex situations such as:	<p data-bbox="552 882 938 947">A separate BOM module is available.</p> <p data-bbox="552 954 603 983">No.</p> <p data-bbox="552 1028 1034 1167">A separate Job Costing module is available. This module is integrated with both the BOM and Stock modules.</p>	<p data-bbox="1078 882 1481 1099">Assemblies module provided (see additional details in prologue). Not suitable for complex manufacturing but adequate for simple kitting.</p> <p data-bbox="1078 1137 1410 1205">Confirmed - see further details in prologue.</p>
■ Bill of Materials		
■ Links to CAD/CAM systems		
■ Job costings to collate and value WIP.		

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Question	Supplier Response	Evaluation Confirmation
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12 User documentation

This section applies to any of; online, hardcopy or other (e.g.WWW) documentation – specify which are applicable.

1	Is the manual clearly laid out and understandable?	Yes – the hardcopy manual is split into 4 sections – User Guide, Reference, Database Table Fields and the report generator.	Confirmed.
2	Is the manual comprehensive and accurate?	The manual is comprehensive and accurate.	Confirmed.
3	Is there an index to the manual?	The Reference section includes an index. The Database Table Fields section does not. The User Guide section includes a Table of Contents (index in page order) and an index in alphabetical order.	Confirmed.
4	Is it easy to locate specific topics in the manual when required?	Yes	Confirmed.
5	Is it easy to follow through all procedures in the manual?	The manuals are structured partly as a reference manual and only some procedures are contained in the User Guide section, mainly in flowchart format.	Confirmed.

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Question	Supplier Response	Evaluation Confirmation
6 i) Does the manual include:		
a) A tutorial section?	a) No, as individual training specific to client business requirements is provided by Resource. The clients are then able to make their own notes with reference to their business needs.	N/A
b) A guide to basic functions?	b) Yes – a guide to basic windows as well as R32k is included in the User Guide section.	Confirmed.
c) Pictures of screens?	c) There are limited pictures of screens.	Confirmed.
d) Completed examples included in the manual?	d) No - due to the flexible nature of the product and the varying needs of clients, examples are covered during training.	N/A
e) Specific “error correction” procedures.	e) No. These procedures are covered as part of the training and consultancy.	N/A
7 Does the documentation clearly specify the actions to be taken by users at each important stage of processing?	In some cases, such as P/L automatic payments and stocktake, procedural flowcharts show the actions to be taken at each stage of the process. All procedures (specific to the set-up at the client) are covered during training.	Confirmed.
8 i) Are help screens available relating to the task in hand? (context sensitive help).	Yes – help is context sensitive and it also gives the option to move up a level to the parent subject and then the full help index.	Confirmed. Throughout the system, a right click provides a pop-up menu which includes access to context sensitive help.
ii) Do they provide on-line instructions on how to use particular features of the software?	Yes	Confirmed.

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iii) Can they be edited or prepared by the user?	The context sensitive help screens can be replaced by the user through the Simple Exhibit Customisation facility under System Control.	Confirmed.
9 Will the software supplier make the detailed program documentation (e.g. file definitions for third party links) available to the user, either directly or by deposit with a third party?	All field names and descriptions etc. are available to the client and are included in the manual. Where Interface detail is required for links to 3 rd Party systems, this detail is provided on an interface by interface basis	Confirmed - further documentation also available to assist with integration.

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Question	Supplier Response	Evaluation Confirmation
13 Efficiency		
1 Are the various functions of the system menu-driven, or otherwise easy to initiate? Is there a good response time in the initiation of functions?	Most functions are menu-driven and have a good response time.	Confirmed.
2 Is data entry easily repeated if similar to previous entry?	Some entries such as nominal and product codes can be copied to create other, similar codes using a Windows "Save-As" function. When entering information on datasheets codes from the line above can easily be repeated.	Verified operation of save-as feature to copy everything apart from reference. Individual lines copied using ALT-A.
3 i) Does the system prevent access to a record while it is being updated? Is the locking at file (e.g. purchase ledger) or record (e.g. supplier's account) level?	Record level locking.	
ii) Does the system allow for the running of reports whilst records are being updated?	Yes – with the exception of transaction day books, purchase ledger remittances etc.	Confirmed.
4 Does the system retain a log of file updates until the next occasion on which the relevant information is reported or the relevant file used in a regular control procedure?	The system can maintain audit history of user/date/time stamped alterations to any fields in the database at the administrator's request. A report of these alterations can be requested en-masse or individual fields can be queried for their change-history on-screen.	Confirmed.

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Question	Supplier Response	Evaluation Confirmation
5 Can regular reports be easily duplicated if required?	Yes – in most cases, including historical aged reports for S/L, P/L. The system allows numerous sets of customised report criteria to be saved by users for easy replication. Should a report be scheduled, and processed outside of normal working hours (i.e. Weekly Debtors), Auto Report Values may be set to ensure that the Date prompts are always correct	Confirmed.
6 Does the system warn the user when space is becoming short?	Database feature (Resource supports numerous target databases). Corruption can never occur as a result of space shortage unless the client/server database has bugs.	N/A

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Question	Supplier Response	Evaluation Confirmation
14 Integration and www facilities		
1 i) Are the different accounting applications integrated?	Yes	Confirmed.
ii) Are they integrated on real time basis or batch basis?	Real time	Confirmed.
iii) Can the integration of batches be by batch, weekly or monthly?	N/A	N/A
2 Is the ledger updating process satisfactorily controlled by the production of control reports?	Yes – all transactions must have a daybook printed.	Confirmed
3 What operating systems does the system run under?	Windows 95/98/NT4/2000/XP Clients. Any server running MS SQL Server, Sybase, Oracle 8i.	See prologue.
4 Can more than one system function be performed concurrently?	Yes	Confirmed.
5 i) Can the software be linked to other packages eg word processing, graphics, financial modeling, to provide alternative display and reporting facilities?	Yes- export of data to third party software is available, including ODBC. Import functions are also available.	Confirmed.
ii) Can definable links to spreadsheets be created?	Yes	Confirmed.
6 Does the system integrate with any web trading software? External or suppliers own?	The POP Module links to FEOnline (an EGS Product). Links to HEeP are currently in development. Both products are integrated using XML.	These are products used within the education sector.

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Question	Supplier Response	Evaluation Confirmation
<p>7 With what other business application software will the system link? –e g:</p> <ul style="list-style-type: none"> ■ Payroll ■ Time/fees ■ MRP ■ Fixed assets ■ Document management systems ■ Job costing 	<p>Interfaces can be specifically written to import data generated from 3rd Party Systems in a variety of formats (e.g. XML, CSV, Fixed Text)</p> <p>Documents may be linked to any record within Resource</p> <p>Resource 32000 incorporates Payroll, Time/Fees, Fixed Asset and Job Costing Modules</p>	<p>For example, links have been created to Albacs for BACS processing, to Sun Accounts general ledger and a number of payroll bureaux.</p> <p>Furthermore a client specific browser based input screen can be created - e.g. for entry of expenses claims.</p>
<p>8 Is the software compatible with XML standards? If so in what respect? (input/ output/ other)?</p>	<p>The software is compatible, on both Input and Output, with BASDA and XcBL Standards.</p>	<p>Education sector e-Procurement solutions, HEeP and FEOnline use the XcBL standard. The product has not been accredited for e-BIS compliance by BASDA.</p>

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Question	Supplier Response	Evaluation Confirmation
15 Support and maintenance		
1 Will the supplier or dealer provide corrections to the programs? Are bug fixes free of charge - for how long?	Bug-fixes are free as part of the software support contract.	N/A
2 Will the supplier or dealer provide general enhancements to the programs? Will these be provided automatically? Will they be given free of charge?	System enhancements are free as part of the software support contract. These are available annually, or on request, to supported clients	N/A
3 Will the supplier, dealer provide "hot line" support to assist with immediate problem solving? If so, at what cost? At what times will this support be available?	Yes, as part of the software support contract. UK Office hours, 9:00-5:30, Monday – Friday (excluding bank holidays). The cost depends on the number of modules, users, type of database etc. As a rough guide the cost of hotline support can be taken as 20% of the list price of the software. Should Clients demand, 24 * 7 support and more rigorous SLA's are available at a premium	Currently 8 staff provide customer support.
4 Is the supplier or dealer capable of giving sufficient ongoing education and training and other support?	Yes. Resource has a Support department and a Training & Consultancy department to continue the provision of these services. The Company has been providing these services on an on-going basis for many years.	On-site training provided as part of implementation.

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Question	Supplier Response	Evaluation Confirmation
5 Can the supplier, dealer or some other organisation provide all the hardware, software and maintenance requirements of the user?	Yes (hardware maintenance subcontracted to third-party dedicated hardware support company).	N/A
6 Is there nationwide support: <input type="checkbox"/> Telephone <input type="checkbox"/> Modem link/WWW <input type="checkbox"/> Local dealers/support	Yes Modem link – Support Calls may also be entered via the Mondas Extranet N/A	The application is supported entirely by the Mondas helpdesk.
7 Is a warranty offered in respect of specification of the system?	The Company warrants the software in terms of the general specification as described in our documentation and as demonstrated to clients.	N/A
8 Will the software supplier/dealer make the program source code available to the user, either directly or by deposit with a third party (Escrow)?	An escrow agreement is in place and the source code is lodged with a third party and is regularly updated for enhancements to the system.	N/A
9 Are there any unduly restrictive conditions in the license for the software?	No	N/A
10 Would the software house be prepared to accept the Institute of Purchasing and Supply model contract?	As varied to meet the specific terms & needs of individual contracts. Resource, normally, carries on trade & enters into contracts under the company's Terms & Conditions of Business.	N/A