ICAEW Accreditation Scheme

Financial Accounting Software Evaluation

OrderWise v 10.7

Evaluation carried out by: [Ian Smith]

Date completed: 11.11.2015

Signed: Ian M Smith, Ryecroft Glenton

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THE FOLLOWING SAAS SECTIONS DO NOT FORM PART OF THE ACCREDITATION AND ARE FOR INFORMATION ONLY.

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1 Summary

1.1 Introduction

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

1.2 Fundamentally, good accounting software should:

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

It is also desirable that good accounting software should:

- Be easy to learn, understand and operate.
- Make best practical use of available resources.
- Accommodate limited changes to reflect specific user requirements.

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

2 Approach to evaluation

2.1 Objective

To evaluate OrderWise 10.7 against a set of criteria developed by the ICAEW to ensure that the software meets the requirements of Good Accounting Software, as laid down in the summary.

2.2 Approach and Work performed

In order to effectively evaluate OrderWise 10.7, a product specialist from OrderWise completed the detailed questionnaire and provided it to the evaluator to examine. The evaluator then visited the OrderWise office in Saxilby, Lincoln and in conjunction with the operation of the various aspects of the software assisted by a member of OrderWise's technical staff, checked the answers to confirm their validity. The questions were individually reviewed and commented on and the majority of assessments were confirmed.

The evaluator discussed the assessments with a member of OrderWise staff in order to clarify certain points. In the event of disagreement between OrderWise and the evaluator, the evaluator's decision was taken as final and the response changed accordingly.

OrderWise 10.7 was used throughout the evaluation. The evaluation covered the fully integrated sales, purchase and general ledgers and where appropriate sales order processing, sales invoicing, purchase order processing and stock software, separate

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

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

2.3   Online accounting software
N/A

2.4   Software/hardware utilised
The accreditation was performed using a local copy of SQL Server 2012 running on a laptop - Acer Aspire E1-572, Intel Core i7-4500U 1.8GHz with Turbo Boost up to 3.0GHz, 6GB DDR3 L Memory. No specific browsers are required

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

3   Matters to consider before purchase

3.1   General overview
OrderWise is a highly scalable, comprehensive, end to end business management software solution suitable for SME's and larger companies with 1 to 200 plus users. It includes the option to have an integrated web site, multi-channel web integrations and listings, order processing management, mobile warehouse management and accounts.

3.2   Supplier background
Wise Software (UK) Limited are based in Lincoln (UK) and have been established for over 25 years and are focused on creating, implementing, and supporting business management software. Currently Wise Software employ over 100 staff and turnover in excess of £4m per year.

3.3   Product background and Suitability for user
OrderWise is used by over 850 companies in the UK. OrderWise is able to provide companies who have diverse range of requirements with a single end to end software solution in both commercial and financial business management. The commercial suite covers all order processing functions and warehouse management. The financial suite provides integrated accounts functionality. A separate web suite provides multi-channel web and ecommerce integration and listings. An optional manufacturing module is available for those companies requiring manufacturing and kitting control. OrderWise uses a Microsoft SQL backend database and as such is highly reliable and highly scalable.

3.4   Typical implementation
OrderWise is aimed at SME's and larger companies wanting complete control over their business from within a single software solution. OrderWise is capable of dealing with a diverse range of requirements.

A Project Manager is assigned to follow a tried and tested implementation process, individually tailored around the needs of each client, which includes Implementation, Data Build, Training and Go Live.

3.5   Vertical applications
Job Costing, Business Intelligence, CRM, Payment Processing, eCommerce Integration, Mobile Warehouse Management Devices, Courier Integration, ePOS, Marketplace Integration & Listings, Accounts.

3.6   Software and hardware specifications

   3.6.1   Development environment
   VB.Net

   3.6.2   Server platforms
   Windows Server 2003, Windows Server 2008, Windows Server 2012

   3.6.3   Databases
   Microsoft SQL Server

   3.6.4   Operating software
   Windows XP, Windows Vista, Windows 7, Windows 8, Windows 10

   3.6.5   Protocols
   TCP/IP used for SQL Server

   3.6.6   Minimum client PC specification

   - Intel Core i3 2.5Ghz or equivalent
   - 2GB RAM (Minimum 1.0GB RAM)
   - 10GB free disk space after Windows installation
   - SXGA monitor (1280 x 1024)
   - Gigabit network card

   3.6.7   Support and maintenance

   OrderWise employs 22 dedicated first and second line OrderWise Support Technicians, who undergo a structured 3 month training program.

Support is provided 8.00am to 5.00pm Monday to Friday (Bank Holidays excluded) and can be initiated by one click from within the software, from the website, by email or by telephone.

Support is prioritised (Emergency, Urgent or Standard), with the average support response SLA call times for these categories based on the client's chosen support package.

3.7   Software installation and support
Software installation is either performed by OrderWise directly if an onsite installation has been purchased or by the user with assistance from the help guide or from the Support Team. If a user has a valid support contract in place, the software can be installed remotely by the Support Team.

3.8   Partner network and related accreditation process
OrderWise route to market is direct to its clients and as a consequence deliberately dispenses with the need for a reseller network. Each OrderWise member of staff receives 4 weeks intensive OrderWise training during which they must pass 3 exams in order to continue their role within the Company, therefore ensuring the quality of service provided to clients.

3.9   Highlighted issues
There are a number of limitations in the product, which while not adversely impacting upon this evaluation may be of importance to some organisations. It is important that any business contemplating the purchase of software reviews the functionality described and limitations therein against its detailed requirements.

Attention is drawn in particular to the following areas where the product, on its own, may not be suitable for businesses with certain requirements:

- No facility to enforce periodic password renewals
- No facility to allow authorisation of system changes (they are controlled by user rights only)
- Some transactions do not require an authoriser
- No ability to create fixed percentage journal templates
- No facility to automatically calculate interest on late payments
- No facility to consolidate multiple entities
- No facility for customer sales budgets
- Standard aged reports do not allow selection of zero balances for inclusion/exclusion
- Inability to drill down from reports to the ledgers and original transactions
- No default cashflow statement report
- Some limitations exist in the levels of analysis available for management accounts, P&L and balance sheet
- No automated facility to handle VAT scale charges

- There are a number of specialised VAT schemes that the software cannot handle, including the annual accounting scheme, flat rate scheme, retail schemes and margin scheme
- No facility to reconcile the VAT return amounts for input, output and net VAT payable/recoverable to the general ledger control account
- No report giving detailed and summary analysis of all transactions included in each VAT return sorted by VAT code and transaction type – users must print the contents of each box on the VAT 100 form
- Some elements of VAT reporting are not covered as standard, including an exceptions report of zero value invoices
- Stock valuation is limited to FIFO and individual item cost only
- No integration with payroll, time/fees, MRP or CIS provided
- No warranty is supplied for the specification of the software
- The program source code is not available to the user, either directly or by deposit with a third party (Escrow)

As with any comprehensive accounting software, the flexibility, menu options and methods of handling transactions available within the software [to service the variable user needs] means correctly assessing the training & setup is crucial to a successful implementation.

As mentioned above, the OrderWise suite of software has been developed using a SQL database meaning the product is capable of producing almost any information/report requested and all screens are highly customisable allowing the user to filter, total and remove data. This creates a very flexible product that can be customised both "on the fly" and during set up.

It is therefore important to correctly specify the reports and layout users need/expect in each main screen, to ensure their default view provides the correct data and any linked transactions are quickly accessed (e.g. the breakdown of a sales receipt against multiple sales invoices). Users should also understand the 3 types of audit trail, used by OrderWise and how they link, so tracing of data is quick and easy.

OrderWise easily accommodated requests for certain fundamental report changes, during the 3 day review, demonstrating the ease and efficiency of creating customised reports and those reports now form part of the standard report pack supplied with the product.

4   Evaluation conclusion

There were no areas in the evaluation that gave concern given the target marketplace for the product.

OrderWise appears to be a well designed package, best suited as an integrated module to existing OrderWise suite of sales, purchase, stock, ordering & invoicing modules and has been adequately specified for its target market.

Disclaimer

Any organisation considering the purchase of **OrderWise version 10.7** *should consider their requirements in the light of proposals from OrderWise or its dealers and potential suppliers of other similarly specified products. Whilst the contents of this document are presented in good faith, ICAEW cannot accept liability for actions taken as a result of comments made herein.*

Question	Supplier Response	Evaluator's Comment

5   Security and continuity of processing

Question		Supplier Response	Evaluator's Comment
5.1	What security features are included to control access to the application?	Encrypted passwords at user and user group level	Confirmed
5.2	Can access to application functions be managed so users can only see (in menus and other links) and access those functions they are authorised to access?	Yes, by way of comprehensive user group settings	Confirmed
5.3	Is this access to the application managed by:-		
	5.3.1 Individual user profiles?	Yes	Confirmed
	5.3.2 User groups based on their job roles?	Yes	Confirmed
5.4	If menus can be tailored would this override the application access control?	No	Confirmed
5.5	Passwords		
	5.5.1 Is access to the software controlled by password?	Yes – optional	Confirmed
	5.5.2 Please state the basis of control available (e.g., role based etc).	Fully configurable for each individual and for each function (user and user group based)	Confirmed
	5.5.3 If there is no password facility please state how confidentiality and accessibility control can be maintained within the software?	N/A	N/A
	5.5.4 Are single user systems access controlled by password?	Yes – passwords are optional	Confirmed

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Question	Supplier Response	Evaluator's Comment
5.5.5 Does the software allow for each user to have separate log on (user ids)?	Yes	Confirmed
If No:- 5.5.5.1 How does the software track user activity?	N/A	N/A
5.5.6 Is each user required to have a personal password?	Passwords are optional	Confirmed
5.5.7 Are passwords one-way encrypted? [i.e. Is it impossible for anyone to see other user's passwords in the software?]	Yes	Confirmed
5.5.8 Are passwords masked when entered by any user logging in?	Yes	Confirmed
5.5.9 Is password complexity available at application level? If Yes:-	Yes	Confirmed
5.5.9.1 Please specify [e.g. Number of digits, requirement for special characters, numeric, upper/lower case etc.]	Weak – anything including none Fair – at least 1 of 3… Good – at least 2 out of 3… Strong – all 3…from Greater than 8 characters Lower upper case & numerical Special characters	Confirmed
5.5.10 Is there a facility to enforce password changes after a chosen period of time?	No	Confirmed
5.5.11 Is there a facility to specify a minimum age for passwords (e.g. 1 day)?	No	Confirmed
5.5.12 How many previous passwords are retained by the system to limit users recycling passwords (e.g.	None	Confirmed

Question	Supplier Response	Evaluator's Comment
24 or 32)?		
5.6 Please state how security allows for access to be specified separately for :- 5.6.1 Read?	User Group settings (Add/Edit/View/Delete)	Confirmed
5.6.2 Read and write?	User Group settings (Add/Edit/View/Delete)	Confirmed
5.6.3 Delete and amend?	User Group settings (Add/Edit/View/Delete)	Confirmed - part of edit feature
5.7 Are any data files, such as budgets or price updates, imported by users validated by the application software before main data files are updated?	All Imports are system validated	Confirmed
5.8 Does the software require higher or specific levels of user access for changes to sensitive data, such as customer credit limits?	Controlled at user group level	Confirmed
5.9 Please specify the specific security procedures (by passwords or warnings) over the:- 5.9.1 Update of ledgers	User Group Security	Confirmed
5.9.2 Closing of accounting periods	User Group Security	Confirmed
5.9.3 Deletion of transactions	N/A – see 5.10	N/A
5.9.4 Archiving of transactions.	N/A	N/A
5.10 Is it impossible to delete a transaction? If No:- 5.10.1 How are deletions controlled by the system?	Yes – once posted a transaction cannot be deleted. Auto reversal are possible in some areas	Confirmed Confirmed
5.11 Are deleted transactions retained in the audit trail and denoted as such?	N/A	N/A

Question		Supplier Response	Evaluator's Comment
5.12	Can a report be produced detailing all current users, via user groups, if relevant, and their authority levels and/or access rights?	Yes, via export of security summary screen to excel	N/A
5.13	If data can be accessed by separate reporting facilities, such as ODBC or separate report writer, is the user access security control applied?	Yes – data reporting is technically possible via user login (password controlled) in SQL, but not recommended.	Confirmed
	If No:- 5.14 Please explain any other protection in place to prevent unauthorised access to data with such facilities.	Reporting is done within OrderWise so normal user security is used	Confirmed
5.15	Is the level of security (described with this section) appropriate for the expected size of business using the software?	Yes	Confirmed
5.16	Is there a clear indication in the software or manuals as to how the data is:-	Yes	Confirmed
	5.16.1 Backed-up?	Online Help Guide	Confirmed
	5.16.2 Recovered?	Online Help Guide	Confirmed
5.17	Back ups How are back ups provided:-		
	5.17.1 Within the software application?	Via the Admin Console	Confirmed
	5.17.2 Within the operating software?	Via SQLServer Management Studio	Confirmed
	5.17.3 Are backup procedures automatic?	Via Windows Scheduler or SQL backup software and manually within the product	Confirmed

Question			Supplier Response	Evaluator's Comment
	5.17.4	Is the user forced or prompted to back-up at certain intervals?	User is prompted to back up before VAT Returns, Period/Year Ends, Major Data Changes	Confirmed – but not for sales, purchases period ends
	5.17.5	Can the intervals be customised?	No	Confirmed
5.18	Recovery			
	5.18.1	Please state how the software facilitates recovery procedures in the event of software failure? (E.g. roll back to the last completed transaction).	All records are saved in transactions, so each can be rolled back using the SQL server. There will never be 'half' a transaction saved. If there is a failure during a save, then none of that transaction will be committed to the database.	Confirmed
	5.18.2	If software failure occurs part way through a batch or transaction, will the operator have to re-input the batch or only the transaction being input at the time of the failure?	All records are saved in transactions, so each can be rolled back using the SQL server. There will never be 'half' a transaction saved. If there is a failure during a save, then none of that transaction will be committed to the database.	Confirmed – batch needs to be re-input
	5.18.3	Are these automated?	No	Confirmed
	5.18.4	Do the recovery procedures work?	Yes	Confirmed
5.19	What features are available within the software to help track down processing problems?		Posting log on various routines which highlight errors + VAT checks and database maintenance wizard as part of admin console	Confirmed
5.20	Are software messages clear?		Always written from user's point of view	Confirmed

Question	Supplier Response	Evaluator's Comment
5.21 Are user responses properly structured to ensure that erroneous key strikes do not lead to inappropriate actions?	System prompts for confirmation in a number of functions	Confirmed
5.22 I s there a software log which details:- 5.22.1 Error messages?	Yes – various within posting information in software and an error log for any system crashes Users also have the ability to submit errors to OrderWise support	Confirmed
5.22.2 Security violations?	Yes – in system error log	Confirmed
5.23 Audit trail 5.23.1 Does the software have a detailed audit trail?	Yes	Confirmed
5.23.2 Is it impossible to turn off or delete the audit trail?	Yes	Confirmed
5.23.3 Does the software allocate a system generated sequential unique reference number to each transaction?	Yes	Confirmed
5.23.4 Is this stamped with a user id?	Yes	Confirmed
5.23.5 Is this unique reference number presented to the user at time of input?	No	Confirmed
5.23.6 Is this unique reference number available to view, by the end user and by way of a report?	Available via the Audit Trail and can export to excel	Confirmed
5.23.7 Is the transaction date and time stamped?	Yes	Confirmed
5.23.8 Are all master file changes recorded in the audit trail?	All changes are recorded, but more detail is provided in some cases e.g. exchange rates.	Confirmed

Question	Supplier Response	Evaluator's Comment
If Yes:- 5.23.8.1 Does each change have a system generated reference allocated?	Yes	Confirmed
5.23.8.2 Are the originator and authoriser identified?	Original entry and amendments, some transactions show authorisation, but all types can be traced via system & transactional audit trails combines.	Confirmed
5.23.8.3 Is the change date and time stamped?	Yes	Confirmed
5.23.9 Are all standing data changes recorded in the audit trail?	All changes are recorded and shown in detail as long as audit trail "detailed" display is not switched off during install.	Confirmed
If Yes:- 5.23.9.1 Does each change have a system generated reference allocated?	Yes	Confirmed
5.23.9.2 Are the originator and authoriser identified?	Only originator, no authoriser	Confirmed
5.23.9.3 Is the change date and time stamped?	Yes	Confirmed
5.23.10 Is all input data included within the audit trail, including amendments, deletions, journals etc.?	Yes	Confirmed
5.23.11 Does the software allocate a system generated unique reference number to each amendment, deletion or	Yes	Confirmed

Question			Supplier Response	Evaluator's Comment
		journal?		
	5.23.11.1	Is this stamped with a user id?	Yes	Confirmed
	5.23.11.2	Is this unique reference number presented to the user at time of input?	No	Confirmed
	5.23.11.3	Is the transaction date and time stamped?	Yes	Confirmed
	5.23.11.4	How is it linked to the original transaction?	Every Audit Record will have an ID linked to original record in Table	Confirmed
5.23.12	Are imported /interfaced transactions detailed in the audit trail?		Yes	Confirmed
	5.23.12.1	Is each stamped with a user id?	Yes	Confirmed
	5.23.12.2	Is this unique reference number presented to the user at time of input?	No	Confirmed
	5.23.12.3	Is the transaction date and time stamped?	Yes	Confirmed
5.23.13	How are transactions differentiated within the audit trail?		ID and Transaction type	Confirmed

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Question	Supplier Response	Evaluator's Comment
5.24 What are the procedures for handling dates? (E.g. 2 digit years, 4 digit years).	4 Digit Years	Confirmed
5.24.1 In the case of two digits what is the break point for the century?	N/A	N/A
5.24.2 Are dates handled consistently throughout the software?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment

6   Input of transactions

The following sections in Input of transactions, File maintenance, Processing and Reports are primarily aimed at the three main accounting ledgers and where applicable Sales Order Processing, Sales Invoicing, Purchase Order Processing and Stock Control.

Question		Supplier Response	Evaluator's Comment
6.1	Is data input controlled by self-explanatory menu options?	Yes	Confirmed
6.2	Are these menus application-specific?	Yes	Confirmed
6.3	Does the software provide input validation checks such as account code validation, reasonableness (limits, VAT or discount checking) and validity checks (VAT check-digit calculations)?	Codes are either selected from drop-down lists or are validated at input time including date ranges, Dr & Cr, VAT Tolerances etc.	Confirmed
6.4	Can the user amend data on an input screen prior to update?	Yes	Confirmed
6.5	What control features are within the software to ensure completeness and accuracy of data input?	Validation and warning messages	Confirmed
6.6	Are all input transactions subject to this control?	Most, but not all, as depends on VAT tolerances & other controls (e.g. VAT check on purchase & sales postings, but not nominal bank transactions)	Confirmed
6.7	How does the software ensure uniqueness of the input transactions? (i.e. to avoid duplicate transactions)	Unique system ID	Confirmed

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Question			Supplier Response	Evaluator's Comment
6.8		Does the software allow for batch control totals? If Yes:-	Yes	Confirmed
	6.8.1	Are batches automatically numbered?	Yes	Confirmed
	6.8.2	Are batches forced to balance before ledger update?	Yes Customer batch totals must balance before posting, Supplier batch totals are calculated by the system, as a means of checking entries.	Confirmed
	6.8.3	Does the software allow the temporary halting of input of a batch to allow for queries or other activities to take priority (e.g. set up a new account)	Yes	Confirmed
	6.8.4	Is the user forced to confirm batch totals?	No	Confirmed
6.9		Is attempted posting of unbalanced journals rejected? (G/L).	Yes	Confirmed
6.10		Are input errors highlighted? If Yes are they:-	Mandatory fields highlighted in pink on most screens	Confirmed
	6.10.1	Rejected and reported on screen?	Yes – error message	Confirmed
	6.10.2	Rejected and error reports generated?	Yes + real time warnings of errors	Confirmed
	6.10.3	Accepted and posted to suspense?	No	Confirmed
6.11		Does the software have an automatic facility to correct/reverse/delete transactions?	Yes - Edit and Reverse Transaction options are available but are limited - user only able to delete before posting is complete	Confirmed

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Question	Supplier Response	Evaluator's Comment
If Yes:- 6.11.1 Are all the double entry transactions documented in the audit trail?	Yes	Confirmed
6.12 What are the controls to ensure the internal integrity of the ledger(s) or the accounting information, e.g., control of accounts.	System controlled ability to post direct to a control account; cannot delete an account or code with transactions; no one sided transactions.	Confirmed
6.13 Is it possible to allocate input values directly to ledger control accounts?	Yes System warnings	Confirmed
If Yes:- 6.13.1 Please note the mechanisms available to allow the user to establish why the total balances on individual accounts do not agree to a respective control account?	Retrospective aged reports & day books	Confirmed
6.14 Can automatic accruals or prepayments be generated? If Yes:-	Yes	Confirmed
6.14.1 Will these automatically be reversed after the period end? (G/L)	Yes Reversal date specified by user	Confirmed
6.15 Does the software have a purchase invoice register?	Yes	Confirmed
6.16 Does the software permit multi debit/credit journals?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
6.17 Can journals be saved as template with GL codes and cost centres and either with or without monetary amounts?	Yes	Confirmed
6.18 Can journals be set up to distribute amounts in a fixed percentage against GL/Cost centre codes?	Not fixed percentages, but journal amounts can be set against Depts and Cost Centres.	Confirmed
6.19 How are transactions identified on screen/reports as to:- 6.19.1 Type? 6.19.2 Debit or credit?	Transaction Type DR/CR	Confirmed
6.20 Can separate nominal analysis codes be input for each invoice line?	Yes	Confirmed
If Yes:- 6.20.1 Does this cover:- 6.20.1.1 Sales ledger?	Yes	Confirmed
6.20.1.2 Purchase ledger?	Yes	Confirmed
6.20.1.3 Stock?	Yes - for sales & purchases analysis within stock items.	Confirmed
6.21 Can receipts and payments be matched to specific invoices?	Yes	Confirmed
If Yes:- 6.21.1 Automatic?	Yes – via order of allocation screen	Confirmed
6.21.2 Manual?	Yes	Confirmed
6.21.3 Both?	Yes	Confirmed
6.22 Will the software permit part payments?	Yes	Confirmed
6.23 Will the software allow:- 6.23.1 Payments to be made to customers?	Yes	Confirmed

Question	Supplier Response	Evaluator's Comment
6.23.2 Receipts to be received from suppliers?	Yes	Confirmed
6.24 Does the software handle purchase credit notes?	Yes	Confirmed
6.24.1 Is there an ability to automatically amend stock, if applicable?	Yes – via the Returns Module (separately licensed), otherwise by manual adjustment.	Confirmed
6.25 Can the software generate sales credit notes? If yes:-	Yes	Confirmed
6.25.1 Is there an ability to match to a sales invoice? 6.25.2 Is there an ability to automatically amend stock, if applicable?	Yes Yes Stock is amended at the Credit Order Stage through the stock in screen	Confirmed Confirmed
6.26 Does the software handle discounts and promotions?	Yes – global discounts need to be included in a pricelist, created at installation or later. Yes – using multisaver discount The Multisaver Discounts functionality allows for date/time and quantity-specific discounts and deals on series of variants when added to a sales order for eligible customers. Multisaver discounts can be highly personalised to create common sales offers, such as 'Buy One Get One Free' or deals that offer discounts on a particular item if another is bought	Confirmed
6.27 Does the software provide for early settlement discounts?	Yes System setting	Confirmed

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Question		Supplier Response	Evaluator's Comment
6.27.1	Can early settlement discounts be automatically generated?	Yes	Confirmed
6.27.2	Are there controls over accepting settlement discounts (e.g. time limits)?	Yes	Confirmed
6.27.3	Is VAT treated correctly on early settlement discounts?	Yes. The new HMRC guidelines adopted in 2015 have also been handled with a system setting.	Confirmed
6.28	Will the software permit the posting of unallocated cash to the ledgers? Does this apply to:-	Yes	Confirmed
	6.28.1 Sales ledger?	Yes	Confirmed
	6.28.2 Purchase ledger?	Yes	Confirmed
6.29	Are unallocated cash/credit notes specifically reported for follow up?	They appear in the manual allocation grid ready for allocation and can be easily identified through audit trail filter	Confirmed
6.30	Are outstanding transactions displayed for allocation? If Yes:- Does this apply to:-	Yes	Confirmed
	6.30.1 Sales ledger?	Yes	Confirmed
	6.30.2 Purchase ledger?	Yes	Confirmed
6.31	Does the system allow the user to post or allocate a payment or receipt with a date prior to the invoice transaction date? If Yes:- 6.31.1 Is the user warned that the aged balance values may	No Date is system generated on day of posting.	Confirmed

Question		Supplier Response	Evaluator's Comment
	not agree to the trial balance values?	N/A	N/A
6.32	Is it possible for new accounts to be created during input?	Yes – Quick Add function.	Confirmed
	If Yes:- Does this cover:- 6.32.1 Sales?	Yes	Confirmed
	6.32.2 Purchases?	Yes	Confirmed
	6.32.3 General?	No – but can minimise routine screen, create and refresh to use	Confirmed
	6.32.4 Stock?	Not in stock adjustments, but can create a new stock code while entering sales & purchase items	Confirmed
6.33	What controls are there over the creation of new accounts?	User security controlled	Confirmed
	6.33.1 Is the originator and/or authoriser identification logged by the software?	Yes – but there is only one control "create" or not. New accounts do not have to be authorised	Confirmed
6.34	Is the user prevented or warned from overriding credit limits or discounts? (S/L).	Yes – order placed on hold with warning	Confirmed
6.35	Does the software have a bank reconciliation facility?	Yes	Confirmed
6.36	Does the software enable transactions to be posted to the ledgers whilst performing a bank reconciliation (e.g. standing charges, bank charges etc)?	Yes	Confirmed
6.37	Are these adequately reported?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
6.38 Does the software accept input files from other computer packages? If Yes:- 6.38.1 What formats are accepted?	Yes Excel, CSV, XML	Confirmed Confirmed
6.38.2 What controls are in place over the interface?	Verification of data	Confirmed
6.39 Does the software have a facility for calculating interest on late payments?	No	Confirmed

Question	Supplier Response	Evaluator's Comment

7   File maintenance

Question	Supplier Response	Evaluator's Comment
7.1 Are ledgers:- 7.1.1 Open item?	Yes	Confirmed
7.1.2 Balance forward?	No	Confirmed
Does the above cover:- 7.1.3 Sales ledger?	Yes	Confirmed
7.1.4 Purchase ledger?	Yes	Confirmed
7.1.5 General ledger?	Yes	Confirmed
7.2 Is a month end routine required to be undertaken?	Yes	Confirmed
7.3 Is the creation or amendment of standing data (e.g. customer account details) controlled by menu options?	Yes	Confirmed
7.4 Are menus:- 7.4.1 Application specific?	Yes	Confirmed
7.4.2 User specific?	Yes – via security groups & favourites only	Confirmed
7.5 Is it impossible to delete accounts if the balance if Nil but transactions have been recorded against the code. Does this apply to:- 7.5.1 General Ledger?	Yes Yes	Confirmed Confirmed
7.5.2 Sales Ledger?	Yes	Confirmed
7.5.3 Purchase Ledger?	Yes	Confirmed
7.5.4 Stock?	Yes	Confirmed
7.6 Are there any other constraints over the deletion of accounts?	Cannot delete a control account or an account included in default Chart of Accounts	Confirmed

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Question		Supplier Response	Evaluator's Comment
7.7	What is the size and format of reference numbers and descriptions within:- 7.7.1 General Ledger?	3 references per header; Subject to transaction type, another 1-3 references on transaction splits	Confirmed
		Alphanumeric 200 characters	Confirmed
	7.7.2 Sales Ledger?	Alphanumeric 50 characters	Confirmed
	7.7.3 Purchase Ledger?	Alphanumeric 50 characters	Confirmed
	7.7.4 Stock?	Alphanumeric 50 characters	Confirmed
7.8	Is the scope of the reference number adequate to permit sufficient depth of analysis?	Yes	Confirmed
7.9	How does the software guard against/warn about, duplicate account numbers on set up?	Duplicates not allowed under validation process	Confirmed
7.10	How does the software enable the traceability - from, to and through the accounting records - of any source document or interfaced transaction?	Unique system IDs in commercials & transactions audit trails	Confirmed
7.11	What drill down/around functionality is available within the software?	View option in most activity/history grids, with drill down into transaction view or invoice print	Confirmed
7.12	Can reports be invoked which identify all the fields which have been modified?	Not as a standard report, however, user can create using Report Writer AND they can filter audit trail by "edit"	Confirmed

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Question	Supplier Response	Evaluator's Comment
7.13 If the software uses a lot of standing information which changes frequently or regularly, does the software allow for such changes to be effected through the use of parameters or tables?	Yes – by parameter changes and using the mass edit function	Confirmed
If Yes: – 7.13.1 Is the use of such parameters or tables adequately reported?	Audit trail record added for the amended record	Confirmed
7.14 What controls are within the software over changes to parameters and tables e.g. reporting, password etc?	User group security to allow/disallow mass edit	Confirmed
7.15 Does the software allow selective archiving of old data on a user-defined basis?	No, historic data remains available within the software	Confirmed
7.16 What controls are in place over the handling of archived data?	N/A	N/A
7.17 Can archived data be used for reporting purposes?	N/A	N/A
7.18 Does the software allow for the restoration of archived data for audit without affecting current accounting data?	Historic Data remains available within the software	Confirmed

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Question	Supplier Response	Evaluator's Comment

8   Processing

8.1	Does the software ensure that menu options or programs are executed in the correct sequence (e.g. ensure outstanding transactions are processed before month end procedures run)?	Period end checkbox confirming that all manual procedures have been completed, and the VAT return includes a data check function. User can customise the list of steps and their order to ensure smooth and personalised month end process is adopted	Confirmed
8.2	After an external document (e.g. sales invoice or cheque payment) has been generated and posted to the accounts is it impossible to amend this data?	Yes	Confirmed
8.3	Is there an audit trail of all changes to transactions which have updated the ledgers?	Yes	Confirmed
8.4	Can the software calculate prices or values by reference to master file data?	Yes	Confirmed
8.5	Does the software provide automatic recalculation, where appropriate, of data input? (e.g. VAT)	Yes	Confirmed
8.6	Does the software warn the user when the ledger is out of balance?	Yes	Confirmed
8.7	How is this done e.g. when the software is switching on or on ledger update?	Warning Message on Nominal Ledger Grid	Confirmed

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Question	Supplier Response	Evaluator's Comment

9   Performance of requisite accounting functions

Question	Supplier Response	Evaluator's Comment
9.1 What control features are provided by the software to support effective user controls?	Accounts Activation Wizard, Database Wizard, System Messages, Input Validation, Period End and Year End, VAT Return Wizard, VAT Return Data Check, Accessibility Features, Shortcut Keys, F1 Context Sensitive Help etc.	Confirmed

9.2   Is there:
    9.2.1   Transaction sequencing?
 	
    9.2.2   Automatic dating of posting transactions?
    9.2.3   Identification of user id or source of document?
	Each transaction is given a unique consecutive ID
	Each transaction retains a record of when it was posted
	All users have unique IDs which are attributed to records they create
		Confirmed
		
		Confirmed
		
		Confirmed

9.3 Is the software available as multi user?	Yes	Confirmed
9.4 Can the same function be used by more than one person at the same time, whilst still retaining the separate user identities?	Yes	Confirmed
9.5 Is the software available as multi-company? If Yes:- 9.5.1 How many companies are supported?	Yes Unlimited	Confirmed Confirmed
9.6 Is a group consolidation facility available?	No	Confirmed
9.7 Can the software consolidate entities with different charts of accounts?	No	Confirmed

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Question		Supplier Response	Evaluator's Comment
9.8	How many levels of nominal analysis can be handled by the software?	3 - Department; Cost Centre; Job No.	Confirmed
9.9	How does the software handle cost centres, departments, divisions?	Available on header and split detail levels	Confirmed
9.10	How are periods handled by the software?	Period Accounting set up during the Accounts Activation Wizard	Confirmed
9.11	How many:-		
	9.11.1 Accounting periods can be set up?	Variable periods can be created including weekly, monthly, 4 weekly, quarterly, multiple years etc.	Confirmed
	9.11.2 Years can be set up?	Current and Future	Confirmed
9.12	Can the length/ number of periods be adjusted to suit different customer requirements?	Yes	Confirmed
9.13	How many accounting periods can be open at any one time?	Between 1 and max periods in year (customisable by user)	Confirmed
9.14	How many years can be open at any one time?	Current and Future	Confirmed
9.15	Can a period or year be re-opened after it has been closed?	No	Confirmed
	If Yes:- 9.15.1 What controls are in place over this function?	N/A	N/A
	If No:- 9.15.2 Is the data archived on the server?	No - Historic Data remains available within the software	Confirmed
	9.15.3 Is this accessible for reporting purposes?	Yes	Confirmed
	9.15.4 Can a previous year be restored from backup?	Not needed as data is never removed	Confirmed

Question	Supplier Response	Evaluator's Comment
9.16 Can data from all accounting periods and years be accessed at any one time?	Yes Filters in each grid allow easy access	Confirmed
9.17 Can previous months and years be accessed for enquiries or reports?	Yes	Confirmed
9.18 Does the software handle posting date as well as document date? If Yes:-	Yes	Confirmed
9.18.1 Are transactions analysed by posting date or document date?	Document date	Confirmed
9.19 Can transactions be posted to more than one accounting period at any point in time?	Yes – only if open.	Confirmed
9.20 Does this cover:-		
9.20.1 General ledger?	Yes	Confirmed
9.20.2 Sales ledger?	Yes	Confirmed
9.20.3 Purchase ledger?	Yes	Confirmed
9.21 Is it possible to allocate transactions to:		
9.21.1 Future periods?	Yes	Confirmed
9.21.2 Previous closed periods?	No	Confirmed
9.21.3 A previously closed year?	No	Confirmed
If Yes:- 9.21.4 What controls are in place e.g. level of authorisation and on screen warnings?	On screen warnings of posting into a future period	Confirmed
9.21.5 Will the software revise subsequent periods accordingly?	N/A	N/A
9.22 How will transactions outside the current period be:-		

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Question	Supplier Response	Evaluator's Comment
9.22.1 Reported	Future transactions are shown in a "future" debit and credit column in nominal section.	Confirmed
9.22.2 Accounted for in the VAT return?	Unreconciled Transactions - user is warned to include in next available return	Confirmed
9.23 Does the software permit use of budgets and provide comparisons between budgets and actuals? If Yes:-	Yes	Confirmed
9.23.1 How many versions of budgets/forecasts can be maintained on the system?	One budget per each Chart of Accounts, but unlimited number of Charts of Accounts can be set up.	Confirmed
9.24 Are budgets available for:		
9.24.1 General ledger?	Yes	Confirmed
9.24.2 Sales ledger?	No	Confirmed
9.24.3 Purchase ledger?	No	Confirmed
9.24.4 Overheads?	Yes	Confirmed
9.24.5 Balance sheet?	Yes	Confirmed
9.25 Can budgets be set by: 9.25.1 Period?	Yes	Confirmed
9.25.2 Annually?	Yes	Confirmed
9.26 Can the software automatically generate budgets? Please state how this is achieved.	Yes	Confirmed
	By Current Values, Previous Years Values, Increments based on a starting value	Confirmed
9.27 What is the maximum value of transactions and of totals that can be handled by the software?	999,999,999.99	Confirmed
9.28 What is the maximum number of transactions that can be handled by the software?	Industry standard limits of Microsoft SQL, linked to storage capacity	Confirmed

Question	Supplier Response	Evaluator's Comment
9.29 What is the maximum number of accounts on each ledger: 9.29.1 Sales ledger?	Industry standard limits of Microsoft SQL, linked to storage capacity	Confirmed
9.29.2 Purchase ledger?	Industry standard limits of Microsoft SQL, linked to storage capacity	Confirmed
9.29.3 General ledger?	Industry standard limits of Microsoft SQL, linked to storage capacity	Confirmed

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Question		Supplier Response	Evaluator's Comment
10	**Reports**		
10.1	Are all reports adequately titled and dated? (E.g. report name, client name, data, period, batch, last entry number, period end, pages, numbers etc.)	Yes	Confirmed
10.2	Do the reports provide totals where applicable?	Yes	Confirmed
10.3	Are these totals calculated or taken from a control file?	Calculated	Confirmed
	Please state the reports that do not feature calculated totals.	None	Confirmed
10.4	Is it clear when the report has ended? (totals or end markers)	Yes – Totals & page X of Y	Confirmed
10.5	Can reports be saved in electronic format (as distinct from just printing)?	Yes Excel PDF HTML CSV Image	Confirmed
	10.5.1 Are such files adequately protected from deletion or amendment?	Yes	Confirmed
10.6	Is a report writer provided as part of the software or as an add on?	Provided as an integral part of the standard software	Confirmed
	Please state the name of any third party package.	None	Confirmed
10.7	What level of knowledge is required to use the report writer e.g. beginner, regular user, expert?	Super user once trained	Confirmed
10.8	Can the report writer make use of user-defined fields (including external fields)?	Yes	Confirmed

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Question		Supplier Response	Evaluator's Comment
10.9	Does the report writer enable:- 10.9.1 Separate access to each system area?	Yes	Confirmed
	10.9.2 Reports to be prepared which combines related data from a number of system areas (e.g. Customers – Sales – Stock items) in the same report?	Yes	Confirmed
10.10	Can users define the parameters, columns, fields and selection criteria used on reports reported?	Yes	Confirmed
10.11	Are standard reports always produced, even when they are nil returns?	Yes	Confirmed
10.12	Is there an option for reports to exclude nil balances, this year or where there are nil balances this year and last year, to enable a comparative report to be produced with the completeness of both years' being maintained?	Reports such as Aged Analysis exclude nil balances as standard. No user option.	Confirmed
10.13	Can screen layouts, reports and transaction formats be easily adapted to users' requirements?	Yes	Confirmed
10.14	Can a hard copy be produced of all screen enquiries?	Yes Export to Excel	Confirmed
10.15	Can transaction files for all previous periods of the year be retained in the software to permit enquiries and reports?	Yes – never deleted	Confirmed
10.16	Are reports of all changes to standing data on customers,	Yes, stored in audit trail.	Confirmed

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Question	Supplier Response	Evaluator's Comment
suppliers, tax rates etc automatically generated or stored for later printing? If Yes:- 10.16.1 Is the report able to capture the nature of the change, user id and data and time of the change?	N/A	N/A
10.17 Are all transactions on all reports individually identifiable?	Yes	Confirmed
10.18 Do the reports show whether items are debit or credit?	DR/CR or +/-	Confirmed
10.19 Do reports give sufficient narrative and coding to enable cross referencing?	Yes	Confirmed
10.20 Is it possible to drill down from reports to the ledgers and original transactions?	No	Confirmed
10.21 Can the software produce all requisite reports:-		
10.21.1 Day books	Yes	Confirmed
10.21.2 Trial balance	Yes	Confirmed
10.21.3 Profit and loss account	Yes	Confirmed
10.21.4 Balance sheet	Yes	Confirmed
10.21.5 Aged debtors	Yes	Confirmed
10.21.6 Aged creditors	Yes	Confirmed
10.21.7 Aged stock	Yes – using slow, old and older than X days reports	Confirmed
10.21.8 Aged unallocated cash (debtors)	Not as a specific report, but grid view queries can provide information very easily.	Confirmed
10.21.9 Aged unallocated cash (creditors)	Not as a specific report, but grid view queries can provide information very easily.	Confirmed
10.21.10 Budgets	Yes	Confirmed

Question	Supplier Response	Evaluator's Comment
10.21.11 Cash flow statement	No	Confirmed
10.21.12 VAT reports	Yes	Confirmed
10.21.13 VAT form 100	Yes	Confirmed
10.21.14 EC Sales Listings	Yes	Confirmed
10.21.15 Intrastat returns (SSD)	Yes	Confirmed
10.22 Are the above reports standard within the software or do they have to be written?	Standard	Confirmed
10.23 Is the age criteria fixed or user definable?	User definable (for debtors and creditors combined)	Confirmed
10.24 Can the aged analysis and day book reports be in summary and detail?	Yes	Confirmed
10.25 Do standard reporting options give sufficient flexibility to tailor individual reports?	Yes	Confirmed
10.26 Can all reports be reproduced after the period end but at the month end date:-	Yes	Confirmed
10.26.1 Transaction listings?	Date range can be user defined	Confirmed
10.26.2 Day books?	Date range can be user defined	Confirmed
10.26.3 Trial balance?	Date range can be user defined	Confirmed
10.27 Is it possible to print out retrospective month end aged sales and purchase ledger reports that agree back to the month end trial balance control account figures as at the month end?	Yes	Confirmed
10.28 Do the standard budget reports provide sufficient analysis of variances?	Yes	Confirmed
10.29 Do such reports provide exception reporting, percentage analysis and	Differences and variances available on standard reports,	Confirmed

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Question	Supplier Response	Evaluator's Comment
comparatives?	together with departmental and cost centre analysis.	
10.30 Do standard reports show sufficient analysis of trading results? (E.g. sales analysis by region)?	Yes	Confirmed
10.31 Are all movements during each accounting period shown on sales, purchase, general, stock ledger detail reports?	Yes	Confirmed
10.32 Do the sales and purchase ledger reports show how all partial payments or allocations (unallocated cash) have been treated?	Only via payment allocation history screens	Confirmed
10.33 Is there a general ledger report that shows balances brought forward and carried forward plus all posted transactions in the period?	Yes	Confirmed
10.34 Is a trial balance available?	Yes	Confirmed
10.34.1 Is this in summary or detailed format?	Both Summary and Detailed (DR/Cr per period and cost centres & departments)	Confirmed
10.35 Can the management accounts, profit and loss account and balance sheet be sufficiently analysed by:		
10.35.1 Project/job	No, but available as a custom report, written on request	Confirmed
10.35.2 Cost centres	Yes	Confirmed
10.35.3 Department	Yes	Confirmed
10.35.4 Division	No	Confirmed
10.35.5 Company	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
10.35.6 Group (if applicable)	No	Confirmed
10.35.7 Can the above be user defined by Period and/or range?	Yes	Confirmed
10.36 What controls are there in place so that the user is aware of partly processed transactions:- 10.36.1 Unposted invoices	"View Records to post" in invoicing module and data check as part of the VAT Return	Confirmed
10.36.2 Uninvoiced dispatches	Order status is available in sales activity grid and a standard 'Shipped but not Invoiced' report available	Confirmed
10.36.3 Payments	N/A – cannot have partly processed payments/receipts	N/A
10.36.4 Receipts	N/A – cannot have partly processed payments/receipts	N/A
10.37 State the controls that are in place to ensure that the correct price/discount has been applied to invoices/credit notes? (e.g. Gross Margin reports)	Margin Analysis on Sales Order and Margin reports	Confirmed
10.38 Detail all automatically generated documents for external use. (E.g. sales invoices and statements, remittance advices.)	Quote, Pro Forma, Acknowledgement, Purchase Order, Purchase Order - Direct Delivery, Purchase Order - Goods Labels, Purchase Order - Single Goods Label, Delivery Note, Picking Delivery Note, Order Address Label, Pick Address Label, Payment On Account Receipt, Payment Receipt, Invoice, Invoice Copy Credit, Credit Copy, Delivery Note Copy, Credit Note, Sales Goods Label, Pack Address Label, Packing List, Ship Address Label, Fulfilment Picking Note, Fulfilment	Confirmed (majority of documents)

Question	Supplier Response	Evaluator's Comment
	Delivery Note, Credit Requested, Invoice Requested, Delivery Note Requested, Payment Receipt, Copy Payment Receipt Requested, Payment On Account Receipt Copy, Payment On Account Receipt Requested, Variant Label, Goods Received Note, Confirmed Fulfilment Note, Customer Goods Label, VAT 100, EC Sales List, Intrastat Returns, Customer Statement, Credit Control Letters, Remittance Advice **Documents available with additional "paid for" modules in use** POS A4 Receipt, POS Till Receipt, POS Refund A4 Receipt, POS Refund Till Receipt, POS A4 Receipt Copy, POS Till Receipt Copy, POS Refund A4 Receipt Copy, POS Refund Till Receipt Copy, POS A4 Receipt Requested, POS Till Receipt Requested, POS Refund A4 Receipt, Requested, POS Refund Till Receipt Requested, EPOS Till Receipt, EPOS Till Receipt Copy, Courier Labels, Customer Return Acknowledgement, Customer Return Confirmation Supplier Return Request, Supplier Return Address Label, Customer Return Repair Note Customer Return Collection Note, Returns Label	
10.39 Can the software reproduce source documents?	Yes	Confirmed

Question	Supplier Response	Evaluator's Comment
[E.g. sales invoices; POs, Remittance advices……]		
10.40 Are the duplicates an exact replica of the relevant financial and VAT accounting information as stored on original documents [i.e. they do not take account of any subsequent changes to the standing data?	Yes	Confirmed
10.41 Are these clearly identified as duplicates?	Yes	Confirmed
10.42 Does the software force the production of month-end reports?	No Month-end reports can be generated at a later date	Confirmed
10.43 Can the reporting function make use of external data files?	No, only via import of data into the product and then report on that data	Confirmed
10.44 Does the report writer have the facility to scroll up and down when output to screen?	Print Preview before export to file type	Confirmed
10.45 Can all reports be run without the need for period-end procedures to be initiated?	Yes	Confirmed
10.46 Does the report writer allow print previews of all reports?	Yes	Confirmed
10.47 Can transactions and standing data be output directly to other formats e.g. CSV, txt, XML, PDF etc. for any period of time required?	Yes Export to Excel, PDF	Confirmed

Question	Supplier Response	Evaluator's Comment

11 Value Added Tax

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

Question	Supplier Response	Evaluator's Comment
11.1 Does the software have the facility to hold the following VAT information:-		
11.1.1 UK VAT registration number?	Yes - System; Company Info	Confirmed
11.1.2 Intrastat code?	Yes - Commodity code on products and variants	Confirmed
11.1.3 EC Code?	Yes	Confirmed
11.1.4 EC VAT registration numbers (10)?	Yes	Confirmed
11.1.5 VAT rates (please specify number available)	Yes - no limit	Confirmed
11.2 How does the software handle roundings?	Rounds up/down depending on amount	Confirmed
11.3 Is this applied consistently?	Yes	Confirmed
11.4 Does the software handle VAT Scale charges with automatic double entry processing?	No Although there is a default journal for Vehicle Scale Charges, which will auto-populate the nominal codes etc.,	Confirmed

Question	Supplier Response	Evaluator's Comment
11.5 Does the software handle VAT calculation tolerances? If Yes do any discrepancies produce:- 11.5.1 Warning?	Yes	Confirmed
11.5.2 Appear in the audit trail?	Yes, in commercials audit trail	Confirmed
11.5.3 Appear in the VAT exception report?	Yes	Confirmed
11.6 What security features (password/ audit trail) are in place to control changes made to: 11.6.1 General ledger VAT control accounts?	User group settings can restrict edit of C of A and nominal codes. 'System'; 'Security'; 'User Groups; 'Accounts'. Any changes made to any control accounts show up on the Audit Trail.	Confirmed
11.6.2 VAT tables set up and change?	User group settings can restrict access to 'System'; 'Accounts', which is the only place to change default VAT codes. If a user is allowed access and adds/edits/deletes a VAT code, this shows up in the Audit Trail.	Confirmed
11.6.3 Tolerance levels?	User group settings can restrict access to 'System'; 'System Settings'; 'Accounts', which is where VAT Tolerances are managed.	Confirmed
11.6.4 Invoice sales number table?	User group settings can restrict access to 'System'; 'System Utilities'; 'Current	Confirmed

Question	Supplier Response	Evaluator's Comment
	IDs', where invoice numbers are managed.	
11.6.5 Changes on VAT code on customer files?	User group settings can restrict edit of customer details, including VAT code. If user is authorised to make changes, the Audit Trail will show an edit to a customer record, and if the detailed audit trail is enabled, it will show that the VAT code has been amended.	Confirmed
11.6.6 Changes on VAT code on stock files?	User group settings can restrict edit of variant details, including VAT code. Again if a user has this authorisation, a change will be allowed and show on Audit Trail as an edit to a variant, and if the detailed audit trail is enabled, it will show that the VAT code has been amended.	Confirmed
11.6.7 VAT calculated on sales invoices or credit notes?	No, only during batch entry iof user has appropriate rights and is controlled, overall, by system set vat tolerances	Confirmed
11.7 Does the software store and report a VAT return identifier [VRI]?	System generated unique and sequential ID number for every return	Confirmed
11.8 How does the software ensure that that each eligible posting is reported only once in a VAT return?	VAT Return Reconciliation flag	Confirmed

Question	Supplier Response	Evaluator's Comment
Method of operation		
11.9 VAT basis. Can the software handle: 11.9.1 Invoice (standard) accounting?	Yes	Confirmed
11.9.2 Cash accounting?	Yes	Confirmed
11.10 If the software can handle both invoice (standard) and cash methods of accounting for VAT is the basis clearly identified during set up?	Yes	Confirmed
11.11 Does the software allow for a switching between methods? If Yes:-	Yes	Confirmed
11.11.1 Is the change fully supported by audit trails to ensure proper VAT treatment of all transactions?	Yes	Confirmed
11.11.2 Is this ability to change a basis of accounting clearly flagged, i.e. users warned etc.	Yes - System warning that change can only take place when all outstanding transactions are reconciled	Confirmed
11.11.3 Does the software alert the user that they require HMRC authorisation if they attempt to apply, retrospectively, the 'Cash Accounting Scheme' for VAT accounting?	System will not allow retrospective application of cash accounting, once unreconciled transactions exist in VAT system.	Confirmed

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Question	Supplier Response	Evaluator's Comment
11.11.4 Does the software provide useful and relevant information on switching in the software help section?	No	Confirmed
11.12 Can the software handle the following VAT schemes:-		
11.12.1 Annual accounting scheme?	No	Confirmed
11.12.2 Flat rate scheme?	No	Confirmed
11.12.3 Retail schemes?	No	Confirmed
11.12.4 Account for VAT on the margin?	No	Confirmed
11.13 Can the software be configured to handle partial exemption methods?	Yes, using customised VAT codes	Confirmed
11.14 Please state the number of VAT codes available for VAT analysis.	Unlimited	Confirmed
11.15 How does the software handle:- 11.15.1 Outside scope?	Tax code set in System Settings/accounts and Tax rates	Confirmed
11.15.2 Distance selling (supply to an unregistered EC customer)?	Tax code set in System Settings/accounts and Tax rates	Confirmed
11.16 How the software handle EC VAT:- 11.16.1 Goods and related service?	Tax code set in System Settings/accounts and Tax rates	Confirmed
11.16.2 Services only?	Tax code set in System Settings/accounts and Tax	Confirmed

Question	Supplier Response	Evaluator's Comment
	rates	
11.16.3 Process?	Tax code set in System Settings/accounts and Tax rates	Confirmed
11.16.4 Triangulation?	Tax code set in System Settings/accounts and Tax rates	Confirmed
11.17 Does the software include the functionality to identify EU acquisitions?	Yes - the relevant tax codes can be set up against EU suppliers.	Confirmed
If Yes:- 11.17.1 Can the software generate acquisition tax?	Yes – EC Acquisition Tax report and VAT calculated in VAT Return.	Confirmed
11.18 Can a report be generated of all EU acquisitions and the amounts of acquisition tax generated?	Yes	Confirmed
11.19 Does the software include the functionality to identify transactions liable to reverse charge VAT?	Yes - Tax code set in System Settings/accounts and Tax rates	Confirmed
If Yes:- 11.19.1 Can the software generate reverse charge VAT?	Yes	Confirmed
11.20 Can a report be generated of all transactions liable to reverse charge VAT, and the amounts of tax where so generated?	Yes – report shows transaction net amounts, but not VAT amounts. The total VAT can be seen from the drill down in the VAT return view screens.	Confirmed
11.21 Does the software have a facility to reconcile the VAT returns amounts for input,	Nothing automatic, this must be done manually, using available reports.	Confirmed

Question	Supplier Response	Evaluator's Comment
output and net VAT payable/recoverable to the General ledger control account?		
11.22 How does the software handle late transactions posted outside the closed VAT return period?	Unreconciled transactions are included in following return	Confirmed
Input VAT (purchases)		
11.23 Can the software handle VAT inclusive amounts and automatically calculate the input VAT?	Yes	Confirmed
11.24 Does the software require the following to be entered:- 11.24.1 Supplier reference?	Optional entry of 'Supplier Order Reference'	Confirmed
11.24.2 Supplier document reference?	Optional entry of 'Supplier Invoice Number'	Confirmed
11.24.3 Internal document reference?	Optional entry of 'Accounts Reference'	Confirmed
11.24.4 Invoice tax point date?	Mandatory Invoice Date	Confirmed
11.24.5 Invoice posting period date?	Defined by invoice tax point date.	Confirmed
11.24.6 Invoice gross total?	Yes	Confirmed
11.24.7 Invoice VAT amount?	Yes	Confirmed
11.24.8 Individual invoice lines:- 11.24.8.1 Net amount?	Individual invoice lines on detailed supplier invoice entry, not summarised invoice entry.	Confirmed
11.24.8.2 VAT rate?	Not required as VAT rate is fixed by VAT code	Confirmed

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Question	Supplier Response	Evaluator's Comment
11.24.8.3 VAT code?	Individual invoice lines on detailed supplier invoice entry, not summarised invoice entry.	Confirmed
11.25 Does the software validate individual invoice line VAT amounts against the total invoice of VAT (less early settlement at discount) and accept or reject the amount subject to the software tolerance?	Invoices are entered line by line without batch controls, so no "invoice of VAT" to match against.	N/A
11.26 Can the user override the software derived input VAT amount and input VAT as shown on the supplier invoice?	Yes – subject to security settings	Confirmed
11.27 Does the software allow VAT to be reclaimed on the basis of registered but unposted invoices?	No	Confirmed
If Yes:- Does the software flag the status as:- 11.27.1 VAT not yet reclaimed?	N/A	N/A
11.27.2 VAT claimed?	N/A	N/A
Output VAT (sales)		
11.28 Does the software generate sales invoices?	Yes	Confirmed

Question	Supplier Response	Evaluator's Comment
11.29 For each invoice generated is the following information included on the sales invoice:-		
11.29.1 Unique software generated invoice sequential reference?	Yes	Confirmed
11.29.2 Company name, address, EC country code and VAT number?	Yes	Confirmed
11.29.3 The time of supply (tax point)	Yes - Document Date	Confirmed
11.29.4 Date of issue (if different to the time of supply)	N/A – date of issue is time of supply, due to automated invoice creation setting	Confirmed
11.29.5 Customer's name (or trading name) and address, EC country code and VAT number (if applicable)	Yes - If 'EU Customer' option is selected within Customer Delivery Address	Confirmed
11.29.6 The unit price [applies to countable goods or services. E.g. an hourly rate; or a price for standard services.]	Yes	Confirmed
11.29.7 A description which identifies the goods or services supplied?	Yes	Confirmed
11.30 Does the software identify supplies that are zero-rated, exempt, no VAT applicable?	Yes	Confirmed
11.30.1 Is this on the face of the invoice?	Yes	Confirmed
11.31 Does the software handle	Yes	Confirmed

Question	Supplier Response	Evaluator's Comment
Proforma invoices?		
If Yes:- 11.31.1 Are the invoices clearly identified as "this is not a tax invoice"?	Yes	Confirmed
VAT Reporting		
11.32 Does the software produce a VAT 100 form as standard?	Yes	Confirmed
If No:- 11.32.1 Does the software have a means of producing reports that support the completion of the VAT return?	Yes – VAT transactions report, alongside drilldowns in VAT Return and VAT Return Data Checks.	Confirmed
11.33 Is the VAT return information available by report on a three monthly basis or any other specified period?	User Defined on Input	Confirmed
11.34 Is there a detailed and summary analysis of all transactions included in each return sorted by VAT code and transaction type making up the total in each of the boxes on the VAT 100 Form?	No – summary report of all items + user can print the content of each box on VAT return	Confirmed
11.35 Can the VAT return be recreated showing all the transactions which were included in the original VAT return?	Yes, stored on system permanently	Confirmed

Question	Supplier Response	Evaluator's Comment
11.36 Does the software have a separate VAT audit log?	Yes - VAT return transactions grid available	Confirmed
11.37 Note where the software details the following non routine event in the audit trail or VAT audit log etc:-		
11.37.1 Changes to VAT tables.	Shows in Audit Trail	Confirmed
11.37.2 Change from invoice/cash VAT accounting or other Schemes.	Shows in Audit Trail	Confirmed
11.37.3 VAT tolerance.	Yes – changes to tolerances noted in audit trail and VAT return check prompts users with tolerance breaches which are stored historically with returns.	Confirmed
11.37.4 Changes to VAT rates on customer, supplier, product master files. Please specify	Audit Trail shows that these records have been edited, but not specifically that the VAT rate has been changed.	Confirmed
11.38 Are the above changes noted above stamped with a:-		
11.38.1 User id?	Yes	Confirmed
11.38.2 Software generated unique reference number?	Yes	Confirmed
11.38.3 Date and time?	Yes	Confirmed
11.39 VAT postings		
11.39.1 Are all VAT postings recorded in the audit trail or VAT audit log?	Yes - Included in Audit Trail	Confirmed

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Question	Supplier Response	Evaluator's Comment
11.39.2 Does the software denote whether each transaction has been included in a reconciled VAT return?	Yes - In VAT transactions there is a VAT Rec Indicator button	Confirmed
11.39.3 How does it denote which VAT Return the transaction has been included in?	Yes - VAT Rec date and time can be linked to VAT return rec date	Confirmed
11.40 Does the software produce a VAT Exception report detailing such transactions as:- 11.40.1 VAT amounts outside tolerance levels?	VAT Return Data Check and Drill Down - Print and Export to Excel	Confirmed
11.40.2 Manual changes to software generated VAT?	Yes – only if outside Tolerance Levels	Confirmed
11.40.3 Write offs	No	Confirmed
11.40.4 Zero value invoices?	Not allowed, so N/A	N/A
If No for any of the above:- 11.40.5 How does the software document these occurrences?	Manual journal would be needed and displayed in audit trail	Confirmed
11.41 Does the software handle "intra-community" supply of goods?	Yes	Confirmed
11.42 Does the software support production of an EC Sales List?	Yes	Confirmed
If Yes:- 11.42.1 Does the report show the country	Yes	Confirmed

Question	Supplier Response	Evaluator's Comment
code, the customer name, their EC VAT number, the invoice reference and indicators for different types of despatches?		
11.43 Does the software produce invoice level reports that enable every value on each EC Sales List report to be traced to source documents?	EC Sales Transaction Report	Confirmed
11.44 Does the software have a means of ensuring that each eligible posting on the EC Sales List is reported only once? (Please state how this is done within the software).	Included with data checks in VAT return, so any duplicate transactions will show	Confirmed
11.45 How does the software handle triangulation? E.g. a movement of goods without a related invoice transaction.	Direct check Box Option on Sales Orders	Confirmed
11.46 Does the software produce the relevant documents in a format [e.g. CSV or XML] that can be uploaded direct to the HMRC gateway?	Yes	Confirmed
11.47 Can these be electronically transmitted direct from the system?	Yes	Confirmed
11.48 Does the software produce Intrastat reports where applicable?	Yes	Confirmed
11.49 How are errors on VAT	Manual journals and	Confirmed

Question	Supplier Response	Evaluator's Comment
accounts corrected?	adjustments	
11.50 How does the software handle the VAT on purchase and sales ledger contras?	It creates a dummy payment in the background and allocates it an outside the scope tax code.	Confirmed
11.51 How does the software handle partially allowable expenditure, e.g. VAT on petrol invoices where employees are provided with petrol (adjustment required for own use)?	Manual journal or VAT amount override	Confirmed
11.52 Can the software handle cheque refunds to customers? If Yes:-	Yes	Confirmed
11.52.1 How is the VAT accounted for under cash accounting?	Unallocated so accounted for at cash accounting rate.	Confirmed
11.53 Can the software handle invoices with multiple rates of VAT?	Yes	Confirmed
11.54 How does the software handle write off of bad debts and the related VAT?	Yes - There are default journals for write offs on ledgers, but VAT has to reclaimed via manual journal.	Confirmed

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Question	Supplier Response	Evaluator's Comment

12 Currency

Question	Supplier Response	Evaluator's Comment
12.1 Is multi-currency processing available? If Yes:-	Yes	Confirmed
12.1.1 State number of currencies available. Does this cover:-	3 Defaults, but users can add more (Unlimited)	Confirmed
12.1.2 General ledger?	No, all transactions are input in base currency.	Confirmed
12.1.3 Sales ledger?	Yes	Confirmed
12.1.4 Purchase ledger?	Yes	Confirmed
12.1.5 Stock?	Sales and Purchases of stock can be multi-currency, but all stock transactions held in the system in base currency.	Confirmed
12.2 Is conversion to sterling automatic? If Yes:- Does this cover-	Yes - Amounts Held in base and Foreign	Confirmed
12.2.1 General ledger?	No, as transactions are input in base currency only	Confirmed
12.2.2 Sales ledger?	Yes	Confirmed
12.2.3 Purchase ledger?	Yes	Confirmed
12.2.4 Stock?	Where stock is in GBP and purchase orders are made in foreign currency, those transactions are converted to GBP when items are booked in.	Confirmed
12.3 Can the user select which currency to value each of the ledgers? If Yes:- Does this cover:-	No	Confirmed
12.3.1 General ledger?	N/A	N/A
12.3.2 Sales ledger?	N/A	N/A
12.3.3 Purchase ledger?	N/A	N/A
12.3.4 Stock?	N/A	N/A

Question		Supplier Response	Evaluator's Comment
12.4	What are the currency capacities?	0.0000 - 999,999,999.9999	Confirmed
12.5	What are the maximum and minimum exchange rates?	0.0000 - 999,999,999.9999	Confirmed
12.6	What approach will the Software House take towards handling the EURO?	A conversion would be provided	Confirmed
12.7	What currency information is held:		
	12.7.1 Currency code/description?	Yes	Confirmed
	12.7.2 Country?	No	Confirmed
	12.7.3 Currency rate table?	Yes - System; Accounts; Currencies	Confirmed
	12.7.4 Date rates effective from-to?	Yes, via history held in Audit Trail	Confirmed
	12.7.5 Previous rates held?	Yes - History held in Audit Trail	Confirmed
12.8	Can a base currency be selected?	Yes	Confirmed
12.9	Can the user override the exchange rates during a transaction?	Yes	Confirmed
12.10	Can the user change the exchange rates per account?	Yes, if they use multiple exchange rates for particular customers/suppliers	Confirmed
12.11	Is there a restriction on accounts to a single selected currency? If Yes:-	Yes	Confirmed
	12.11.1 What controls are in place over any changes?	Currency cannot be changed once transactions exist	
12.12	Can the user manually override the currency calculation?	The exchange rate can be altered, therefore amending the calculation, but the system calculation & gains/losses calculations remain unchanged.	Confirmed

Question	Supplier Response	Evaluator's Comment
12.13 Are gains or losses on currency calculations automatically processed?	Yes, upon payment or receipt	Confirmed
12.14 Can the user over ride the calculation /processing of currency gains and losses?	Exchange rates can be amended for individual transactions (when entering) and with appropriate *user rights*, at system level, but users cannot override the calculation.	Confirmed
12.15 Can a user override an exchange rate on each transaction?	Yes	Confirmed
12.16 Can the user define the treatment of foreign exchange gains/losses i.e. where posted to in the general ledger?	Yes - in System Settings	Confirmed
12.17 Can ledger accounts be defined to take invoices/payments in specified currencies/ multiple currencies?	Yes - Single Currency per account	Confirmed
12.18 Does the software prevent the deletion of the active currency?	Yes - Any active currency used on customers; sales orders or variants cannot be deleted.	Confirmed
12.19 Does the software prevent use of duplicate currency codes?	Multiple versions of the same currency can be set up in order to allow for agreed fixed exchange rates between customer/supplier, however the currency descriptions must be unique despite the currency codes being duplicated	Confirmed
12.20 Can currency transactions be entered in selected currency and/or base currency?	No - Selected Currency Only	Confirmed

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Question	Supplier Response	Evaluator's Comment
12.21 Can transactions be entered in multiple currencies?	Multiple currencies are accommodated by allowing one currency to be set per customer/ supplier, [the exchange rate can be amended during transaction entry].	Confirmed
12.22 How does the software handle exchange differences?	It posts to loss/gain accounts	Confirmed
12.23 How does the currency treat revaluations relating to: 12.23.1 Ledgers (sales/ purchases)	None	Confirmed
12.23.2 Monetary assets/ liabilities	Revaluation of Bank Accounts, allows posting of difference to default revaluation nominal account	Confirmed
12.23.3 General ledger accounts?	None	Confirmed

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Question	Supplier Response	Evaluator's Comment

13 Sales Order Processing and Invoice Production

Question	Supplier Response	Evaluator's Comment
13.1 Does the software start with a quotation or the sales order?	Either can be Selected	Confirmed
13.2 Are recurring or schedule orders handled?	Yes	Confirmed
13.3 At quotation or initial order stage state how does the software: 13.3.1 Checks stock availability? 13.3.2 Highlight alternative stock?	Real Time stock Control System Alternative Items set at Variant level	Confirmed
13.4 How does the software check credit status of customer: 13.4.1 On receipt of order? 13.4.2 Prior to dispatch?	Credit Limit and system calculated 'Available to Spend' figure. Orders that exceed credit limit are not automatically available for despatch, but held for user intervention.	Confirmed Confirmed
13.5 Can the software block: 13.5.1 Customer orders? 13.5.2 Deliveries? 13.5.3 Invoice production?	Yes Yes, at order stage OR manually after order, but before dispatch. No, if despatched, invoice can always be produced	Confirmed Confirmed Confirmed
13.6 Where stock is not available is a "back order" raised and a purchase order issued?	Demand is considered in the 'To Purchase Report' before automatically before creating Purchase Orders	Confirmed
13.7 Does the software handle forward orders? If Yes is this:- 13.7.1 Only when stock is now available? 13.7.2 Allocated from future planned stock?	Using Required Date; Promised Date and Scheduled Orders Yes Yes	Confirmed Confirmed Confirmed

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Question	Supplier Response	Evaluator's Comment
13.8 Can multiple addresses be held for each customer (invoice and delivery address).	Yes	Confirmed
13.9 Are the following documents produced:		
13.9.1 Quotations?	Yes	Confirmed
13.9.2 Order confirmation?	Yes – "Acknowledgment"	Confirmed
13.9.3 Picking lists?	Yes	Confirmed
13.9.4 Labels?	Yes	Confirmed
13.9.5 Dispatch/Delivery note?	Yes	Confirmed
13.9.6 Invoices?	Yes	Confirmed
13.10 Are the following reports available:		
13.10.1 Quotes for which orders not received?	Yes – by filtering views	Confirmed
13.10.2 Orders received (analysis)?	Yes	Confirmed
13.10.3 Items placed on backorder and/or purchase orders raised?	Yes	Confirmed
13.10.4 Items dispatched not invoiced?	Yes	Confirmed
13.10.5 Items ordered but not dispatched due to stock out?	Yes - by filtering the view	Confirmed
13.10.6 Gross margin (by invoice or item)?	Yes	Confirmed
13.11 Are invoice details derived from order input? (e.g. prices, quantity)	Yes	Confirmed
13.12 Can picking lists /dispatch notes be amended for non-availability of stock? If Yes:-	Yes, automatically or from amending the order	Confirmed
13.12.1 Is this reported?	Yes, via audit trail	N/A
13.12.2 Are the items dispatched reflected in final invoice?	Yes	N/A

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Question	Supplier Response	Evaluator's Comment
13.13 Is there one dispatch note and invoice per order?	No - Part deliveries allowed - Invoice Frequency can be set to per dispatch or invoice amalgamation	Confirmed
13.14 How does the software ensure all dispatches are invoiced? E.g. where multiple dispatches are raised per order, or several orders on a single dispatch note.	Generate Invoices function in Invoicing will show all uninvoiced order lines.	Confirmed
13.15 Can manual invoices be raised (i.e. without a sales order)?	Yes	Confirmed
13.16 Does the software produce proforma invoices as required?	Yes	Confirmed
13.17 Can returned goods be processed to produce credit notes?	Yes - Returned stock can be booked back in to stock or quarantined	Confirmed
13.18 Are these referenced to the original order/invoice?	Yes	Confirmed
13.19 Will the product accept orders from the Web? If Yes:-	Yes (from user webshops, amazon ebay etc)	Confirmed
13.19.1 How are web orders integrated with the sales order processing ledgers?	Via customised plug ins and scripts	Confirmed
13.19.2 What control features are available for checking web orders before processing?	eCommerce integration settings dictate the controls and information processed	Confirmed

Question	Supplier Response	Evaluator's Comment
14 **Purchase Order Processing**		
14.1 Does the software generate suggested orders?	Yes	Confirmed
14.2 Can orders be generated by the user?	Yes	Confirmed
14.3 Is the software easy and efficient to use, i.e. scroll backwards and forwards in the product file, tagging more than one item per order?	Yes	Confirmed
14.4 Can more than one supplier be allocated to each product?	Yes	Confirmed
14.5 Does the software hold details of substitute products if applicable?	Yes	Confirmed
14.6 Based on automatic and manual order generation (above) does the software produce a list of proposed purchase orders, if so, can these be easily amended?	Yes	Confirmed
14.7 Is stock availability updated for stock on order?	Yes	Confirmed
14.8 Can the software handle partially completed orders and returns?	Yes	Confirmed
14.9 Are receipts checked to orders and discrepancies reported?	Yes	Confirmed
14.10 Are purchase invoices checked to purchase orders, confirmed receipts and discrepancies reported?	System warns if purchase invoice quantities/values do not agree with purchase order and warns of impact on stock values	Confirmed
14.11 Are the following reports available:		

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Question	Supplier Response	Evaluator's Comment
14.11.1 Purchase Orders raised (analysis)?	Yes	Confirmed
14.11.2 Purchase Orders not received?	Yes	Confirmed
14.11.3 Goods received discrepancies?	Yes	Confirmed
14.11.4 Invoice to goods received discrepancies?	Yes	Confirmed
14.11.5 Goods received not invoiced?	Yes	Confirmed
14.12 Can the software handle "back to back" ordering?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment

15   Stock Control

Question	Supplier Response	Evaluator's Comment
15.1 What information is held in respect of stock (and are there any limits):-		
15.1.1 Item numbers/ description?	Yes – many items included in stock record, no limitations on quantity, but certain field sizes limited to 50	Confirmed
15.1.2 Location(s)?	Yes - Multi Location	Confirmed
15.1.3 Quantity, (available, allocated, on order)?	Yes	Confirmed
15.1.4 Minimum and maximum stock levels?	Yes	Confirmed
15.1.5 Reorder lead times?	Yes	Confirmed
15.1.6 Supplier(s)?	Yes - Multiple	Confirmed
15.1.7 Prices/cost/ discount details?	Yes - Various	Confirmed
15.1.8 Batch/serial number?	Yes	Confirmed
15.1.9 Weights etc?	Yes	Confirmed
15.1.10 Other – please specify?	Numerous including, but not limited to, volume, size, splits, build of materials, kits, variables by product (e.g size, colour etc)	Confirmed
15.2 How is stock updated?		
15.2.1 Dispatch of goods?	Yes	Confirmed
15.2.2 Receipt of goods?	Yes	Confirmed
15.2.3 Adjustments?	Yes	Confirmed
15.2.4 Transfers between locations?	Yes	Confirmed
15.3 Is negative physical stock allowed?	Yes, but only if on backorder	Confirmed
15.4 Can the software handle "sale or return" stock?	Yes - via creation of stock locations (for customer sale or return stock)	Confirmed
15.5 Can the software handle variations to a standard pack of products?	Yes	Confirmed

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Question		Supplier Response	Evaluator's Comment
15.6	What methods of stock valuations are allowed?		
	15.6.1 Average	No	Confirmed
	15.6.2 FIFO	Yes	Confirmed
	15.6.3 LIFO	No	Confirmed
	15.6.4 Standard cost	No	Confirmed
	15.6.5 Other – please specify	Actual Cost, on an individual line by line basis.	Confirmed
15.7	How can stock enquiries be made, i.e. by product code, short name/supplier etc.	By any field	Confirmed
15.8	Does the software track orders and enable enquiries by date, e.g. list of all stock due on a particular day; stock to be dispatched on a set date?	Yes	Confirmed
15.9	Does the software facilitate the regular counting/ inspection of physical stock (e.g. by producing random/defined stock check lists)?	Yes	Confirmed
15.10	Can the software handle more complex situations such as:		
	15.10.1 Bill of materials	Yes – through paid for Manufacturing module	Confirmed
	15.10.2 Links to CAD/CAM systems	No	Confirmed
	15.10.3 Job costings to collate and value WIP.	Yes – through paid for Manufacturing module	Confirmed

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Question	Supplier Response	Evaluator's Comment

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

Question	Supplier Response	Evaluator's Comment
16.1 Is the manual clearly laid out and understandable?	Yes - online	Confirmed
16.2 Is the manual comprehensive and accurate?	Yes	Confirmed
16.3 Is there an index to the manual?	Yes and search facility	Confirmed
16.4 Is it easy to locate specific topics in the manual when required?	Yes and subject specific pages accessed via F1 key from within software screens	Confirmed
16.5 Is it easy to follow through all procedures in the manual?	Yes	Confirmed
16.6 Does the manual include:		
16.6.1 A tutorial section?	Yes – Training videos	Confirmed
16.6.2 A guide to basic functions?	Yes	Confirmed
16.6.3 Pictures of screens?	Yes	Confirmed
16.6.4 Completed examples included in the manual?	Yes	Confirmed
16.6.5 Specific "error correction" procedures?	Yes	Confirmed
16.6.6 VAT information?	Yes – e.g. running VAT return	Confirmed
16.7 Does the documentation clearly specify the actions to be taken by users at each important stage of processing?	Yes	Confirmed
16.8 Are help screens available relating to the task in hand? (context sensitive help).	Yes - Context sensitive Quick Help - F1 function	Confirmed

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Question		Supplier Response	Evaluator's Comment
16.9	Do they provide on-line instructions on how to use particular features of the software?	Yes	Confirmed
16.10	Can they be edited or prepared by the user?	No	Confirmed
16.11	Will the Software House make the detailed program documentation (e.g. file definitions for third party links) available to the user, either directly or by deposit with a third party?	No, although import file specifications are available to allow data import from other products See 19.18 also	Confirmed

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Question		Supplier Response	Evaluator's Comment
17	**Efficiency**		
17.1	Are the various functions of the software menu-driven, or otherwise easy to initiate?	Yes	Confirmed
17.2	Is there a good response time in the initiation of functions?	Yes	Confirmed
17.3	Is data entry easily repeated if similar to previous entry?	Yes	Confirmed
17.4	Does the software prevent access to a record while it is being updated?	Yes – standard SQL record locking	Confirmed
17.5	Is there locking at file or record level?	Yes – standard SQL record locking	Confirmed
17.6	Does the software allow for the running of reports whilst records are being updated?	Yes	Confirmed
17.7	Does the software retain a log of file updates until the next occasion on which the relevant information is reported or the relevant file used in a regular control procedure?	Yes - Most records have a "Last amended by" & "Last amended on" and latest version no.s and upgrades performed from Help About	Confirmed
17.8	Can regular reports be easily duplicated if required?	Yes	Confirmed
17.9	Does the software warn the user when space is becoming short?	No – as there is theoretically no limit to space, but users are expected to check available SQL server space	Confirmed

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Question	Supplier Response	Evaluator's Comment
18	**Integration and www facilities**	
18.1 Are the different accounting modules integrated?	Yes - but extra modules are available which, when bought, are fully integrated	Confirmed
18.2 Are they integrated on real time basis or batch basis?	Real-time but Sales invoices are batch posted	Confirmed
18.3 Can the integration of batches be by batch, weekly or monthly?	User defined	Confirmed
18.4 Is the ledger updating process satisfactorily controlled by the production of control reports?	Yes - When posting, log details all posted transactions and details any errors.	Confirmed
18.5 What operating systems does the software run under?	Windows Server 2008, Windows Server 2008 R2, Windows Vista (Home, Professional & Business), Windows 7 (Home & Business), Windows 8, Windows 8.1, Windows 10 (ongoing development will ensure compatibility with all future versions).	Confirmed
18.6 Which databases can be used?	Microsoft SQL Server 2008 R2, Microsoft SQL Server 2008 R2 Express, Microsoft SQL Server 2012, Microsoft SQL Server 2012 Express, Microsoft SQL Server 2014 Express, Microsoft SQL Server 2014 (ongoing development will ensure compatibility with all future versions).	Confirmed
18.7 Can more than one software function be performed concurrently?	Yes	Confirmed
18.8 Can the software be linked to	Yes [e.g. Excel, Ebay, Amazon,	Confirmed

Question	Supplier Response	Evaluator's Comment
other packages e.g. word processing, graphics, financial modelling, to provide alternative display and reporting facilities?	own websites]	
18.9 Can definable links to spreadsheets be created?	Export to Excel function in all grids, Import Data function creates Excel file and then imports data, all reports can be run to Excel. Custom reports can include live data links	Confirmed
18.10 Does the software integrate with any web trading software? 18.10.1 External or	Yes – various shopping carts. New products can be easily and quickly accommodated	Confirmed
18.10.2 Suppliers own?	Yes – OrderWise can create bespoke eCommerce websites which integrate with the software.	Confirmed
18.11 Note which other business application software that can be linked to the software: 18.11.1 Payroll?	No, However there is a payroll import journal facility	Confirmed
18.11.2 Time/fees?	No	Confirmed
18.11.3 MRP?	No	Confirmed
18.11.4 Fixed assets?	Yes – Fixed Asset function provided within the software	Confirmed
18.11.5 Document management software?	Function available to scan in or attach documents against unposted (only) purchase orders and other documentation for electronic storage.	Confirmed
18.11.6 Job costing?	Yes (own)	Confirmed
18.11.7 CIS?	No	Confirmed
18.11.8 Other – please specify?	Stock Control and Order Processing is part of package	Confirmed

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Question	Supplier Response	Evaluator's Comment
18.12 Is the software compatible with XML standards? If so in what respect? (input / output/ other)?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment

19   Support and maintenance

Question	Supplier Response	Evaluator's Comment
19.1 How is the software sold: 19.1.1 Direct from Software House?	Yes	Confirmed
19.1.2 Via Value Added Reseller (VAR)?	No	Confirmed
19.2 How is the product supported:- 19.2.1 Direct by Software House?	Yes	Confirmed
19.2.2 By VAR?	No	Confirmed
19.3 Is the software sold based upon number of users or number of concurrent users?	Yes – by concurrent user, extra modules sold separately.	Confirmed
19.4 Do VARs have to go through an accreditation process?	N/A	N/A
If Yes:- 19.4.1 Please note the process.	N/A	N/A
If No:- 19.4.2 Please explain how organisations are chosen to be VAR?	N/A	N/A
19.5 In the event of a dispute between Supplier and VAR how can the situation be resolved?	N/A	N/A
19.6 Detail the types of cover available.	3 different Service Level Agreements: Standard, Advanced & Premium (as explained in appendix 1)	Confirmed
19.7 Please note all method of support available :- 19.7.1 Telephone.	Yes	Confirmed
19.7.2 Internet.	Yes	Confirmed
19.7.3 Other – specify.	Email, site visits if required	Confirmed
19.8 Please provide an indicative cost	Dependant on SLA, as outlined	Confirmed

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Question	Supplier Response	Evaluator's Comment
of cover and what is included.	in appendix 1)	
19.9 How often are general software enhancements provided?	Monthly; Quarterly or Annually (depending on SLA as outlined in appendix 1)	Confirmed
19.10 Will they be given free of charge?	Included in SLA as outlined in appendix 1	Confirmed
19.11 How are enhancements and bug fixes provided to customers?	High/Critical provided to all clients via next release. Med/Low provided at next Upgrade. All upgrades provided to clients digitally.	Confirmed
19.12 Is "hot line" support to assist with immediate problem solving available?	Yes – for clients with a valid support contract.	Confirmed
19.13 If so, is there an additional cost involved?	No - Included in SLA	Confirmed
19.14 At what times will this support be available?	Mon-Fri during office hours	Confirmed
19.15 Who provides training: 19.15.1 Software House? 19.15.2 VAR?	Yes N/A	Confirmed N/A
19.16 Is hardware and maintenance provided by: 19.16.1 Software House? 19.16.2 VAR?	Yes N/A	Confirmed N/A
19.17 Is a warranty offered in respect of specification of the software?	No	Confirmed
19.18 Will the software supplier/dealer	No	Confirmed

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**Product [OrderWise]**
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Question	Supplier Response	Evaluator's Comment
make the program source code available to the user, either directly or by deposit with a third party (Escrow)?		
19.19 Are there any unduly restrictive conditions in the license for the software?	No	Confirmed

Question	Supplier Response	Evaluator's Comment

Appendix 1

Each OrderWise Software Solution includes 6 months Support & Upgrades which can be renewed annually at the level best suited to meet your operational demands and provide greatest value to your business.

OrderWise Annual Support & Upgrade Options	Standard	Advanced	Premium
Telephone Support	✓	✓	✓
Remote Support	✓	✓	✓
OrderWise Video Library	✗	✓	✓
Pay Monthly Option (Subject to status)	✗	✓	✓
Average Support Response SLA Call Times			
Emergency	1 Hour	30 Minutes	15 Minutes
Urgent	1½ Hours	1 Hour	45 Minutes
Standard	3 Hours	2 Hours	1 Hour
OrderWise Upgrade Frequency			
No of Upgrades	1	4	Up to 12
Upgrade Availability	At Renewal	Quarterly	Monthly

We employ 22 dedicated, trained Support Technicians who provide support from 8.00am to 5.00pm Monday to Friday (Excluding Bank Holidays)