

**ICAEW Accredited Product Scheme**

**E-Procurement Evaluation**

**Seamless Europe Limited**

**Seamless.com – as at 22 August 2016**



**seamless**

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**Evaluation carried out by: John Oates**

**Date completed: 28 November 2016**

**Signed: John Oates**

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# The Prologue

## 1. Summary

### 1.1 Introduction

eProcurement is the term used to describe the use of electronic methods in every stage of the purchasing process from identification of requirement through to payment, and potentially to contract management. Electronic enablement of the purchasing process can be more specifically identified as:

- eSourcing - for contractual processes. Tools include eTendering, eRFQs (Request for quotations and evaluations) and eAuctions
- eProcurement - for transactional processes. Tools include marketplaces using techniques such as eCatalogues and punch out
- ePayment - Tools include virtual or embedded GPC (Government Procurement Card), eInvoicing and self-billing.

### 1.2 Concept of software under evaluation

Fundamentally, an eProcurement solution should:

- Drive efficiency and cost savings for users and suppliers
- Improve commercial relationships with suppliers
- Reduce costs for suppliers dealing with the organisation/government
- Improve supply chain management
- Have a full electronic purchase to pay facility with order tracking, budget control and authorisation capability
- Be capable of supporting the functions for which it was designed
- Be effectively supported and maintained
- Be easy to learn, understand and operate.
- Provide tools to quickly find products or solutions to match the user's needs
- Provide tools to create a targeted user experience

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

This evaluation document concentrates on eProcurement for web food ordering.

### 1.3 The Product

Seamless is a web based food ordering system with business system controls and reporting.

## 2. Approach to evaluation

### 2.1 Objective

This evaluation is intended to provide potential users of Seamless with an independent guide to the features of the system in order that they may assess its suitability for their use.

### 2.2 Approach, including work performed

In order to assist in the evaluation of the Seamless web based ordering system, Seamless completed the detailed questionnaire. The evaluator had previously attended the offices of Seamless to discuss

various aspects of the system with a product specialist and to inspect the systems and infrastructure upon which the system is based. The evaluator tested operation of the system via the internet.

The questions were individually reviewed and the majority of assessments were confirmed. The evaluator discussed the assessments with members of Seamless staff in order to clarify certain points.

### **2.3 Software/hardware utilised**

The system was tested via a network connection using Google Chrome on a Dell Latitude E7440 laptop with 8Gb of RAM, 256Gb disk space and using Microsoft Windows 7 Professional.

## **3. Matters to consider before purchase**

### **3.1 General overview**

Seamless is a web based food ordering and billing platform. It was founded with businesses in mind rather than the consumer market. Specifically, it is a business system to order lunch or overtime (out of normal hours) meals for delivery from restaurants or corporate caterers and to eliminate costs through better control of spend and more efficient process. Clients range in size from large enterprises with thousands of employees to small organisations with 5 employees and less.

When considering a business case for this type of system, Seamless have found that clients can identify hard cost savings through reducing excessive or out of policy spend, increasing VAT reclaim or through faster and more accurate reclaim of billable costs. In addition, there are time savings gained through streamlining ordering processes and eradicating the review and processing of expense claims. Finally, as the system is used for ordering food and vendors have been added over time following client requests, Seamless helps to play a part in food programmes focussed on employee satisfaction as the UK service is entirely focussed on delivering for corporate clients.

### **3.2 Supplier background**

Seamless was founded in New York in 1999 and is now part of GrubHub Inc., which is a New York Stock Exchange listed technology company headquartered in Chicago. The companies merged in 2013 and floated in August 2014. GrubHub employs over 1100 staff across the US and London and processed approximately \$2.4 billion worth of food orders in 2015.

Seamless Europe is a wholly owned subsidiary which has had a physical presence in London since 2006. The UK operation is solely focused on serving corporate clients and there is no consumer ordering site. The service is used by over 4000 businesses across London and the US with clients ranging from large global multinationals to an ever increasing number of SME's. Currently, the service is only available in London.

### **3.3 Product background and Suitability for user**

Placing orders on Seamless is a simple step-by-step process allowing users to order lunch meals, overtime meals or catering from a range of vendors that deliver to the client's office. In order for restaurants to be available within Seamless they must sign up for their menu to be present on the platform. Corporate clients also have to sign up to use the service. Once a client's system is set up, their staff place orders through the site, Seamless pay the vendors on the client's behalf and then invoice the client's business for their total spend during that billing period.

When users login, they can order within pre-approved policy rules which are set by their company's system administrator. Those rules can be controlled by the client using the admin portal. Unique user profiles means spend can be tracked by departments. Additionally, the checkout page is customisable and acts like an expense form where expense code and other information can be collected. The checkout page will automatically and consistently apply ordering rules associated with the user.

Hence, rather than paying for each order and expensing the costs, all spend is consolidated onto one monthly invoice tracked by departments and/or checkout information. The aim of the invoice feature is to save employees time and eliminate redundant tasks within the expense process by removing the need for management approval and reducing the number of processing or reporting tasks for accounting teams. There are specific ordering features for individuals, groups or catering which simplify and standardise each ordering process.

The system is accessed via the web using a laptop or desktop device. By consolidating all office food spend into a single system and with a reporting module which comes as standard, organisations can simplify reporting and gain greater insight to help make better informed decisions about policy and practises. Seamless also offer a number of support services which includes dedicated account management based in London for all UK clients, 24/7 user support for end users as well as other administrative and reporting assistance.

The system has undergone many iterations based on client feedback and is currently a standardised version which is sufficient for clients of all sizes. Seamless customise each client's site during set-up according to the client's food spend policy. The ordering platform undergoes regular updates which are available to clients as and when they are delivered to the live site.

### **3.4 Typical implementation**

Seamless has been optimised over 16 years in response to the feedback from over 4000 corporate clients. The current system is a standardised version which has been developed to enable clients to have access to a live site as quickly as possible. Seamless requires minimal involvement from an IT department. Once a client has provided user details and ordering rule information, it takes 3 working days for the site to be set up and available for use.

Where desired, Seamless can be integrated with the client's relevant systems of record to automate the upload of user details and available expense codes. This is done via secure file transfer protocols (SFTP's). SFTP's are not mandatory and do not affect the implementation described above but when included can take 4-6 weeks.

### **3.5 Minimum recommended hardware specification**

Not applicable as the system is accessed via the web. Access is available using the most recent versions of most web browsers.

### **3.6 Limitations**

- Seamless is a web based on-line ordering system not an ASP hosted full purchase order processing system.
- No integration is provided with customers' other systems such as purchasing or financial systems. Whilst Seamless is aimed at corporate customers rather than individuals no integration with stock or back to back ordering systems is provided.

- Access to underlying transactional records and access logs is not provided as standard to the customer.
- Currently, native mobile apps do not support corporate ordering in the UK. Users can place corporate orders on the mobile website but Group Ordering is not supported on the mobile site.
- On the current platform, employees can enter expense codes in a field on the checkout page. Once they have placed their order they can view their personal 'order history' within Seamless but cannot retrospectively alter the code that the order was allocated to. Only designated administrators with the relevant system access can view the entire company order history and have the ability to retrospectively alter expense codes that orders were charged to.
- Currently there is no web log or audit trail of these changes when they happen or which user made the change.
- Personal data is held outside the UK. Users should consider this in relation to the Data Protection Act. Seamless state their agreements contain 'model clauses' which is the interim requirement until a new Data Protection provision is agreed between US and UK/EU.
- Seamless does not integrate with customers' existing purchase ordering systems as it does not operate in this way, but rather by applying pre-approved rules at the point of purchase.
- Seamless does integrate with supplier stock management systems.
- Orders cannot be tracked by the system by integration with suppliers' systems, and consequently no alert is provided to users for pending deliveries or delays.
- No warranty is offered in respect of the specification of the system.

#### **4. Evaluation conclusion**

There were no areas of concern. Seamless is a strong web based niche ordering system supported by the supplier.

In terms of the functionality that is available in the current version and the target market for this solution, the product has been adequately specified and is easy to use.

#### **Disclaimer**

*Any organisation considering using the Seamless technology from Seamless Europe should consider their requirements in the light of proposals from Seamless and potential suppliers of other similarly specified products. Whilst the contents of this document are presented in good faith, neither ICAEW, RSM nor John Oates, Consultant can accept liability for actions taken as a result of comments made herein.*

## Functional requirements questionnaire

Product: Seamless.com - as at 22<sup>nd</sup> August 2016.

Question	Supplier Response	Evaluation confirmation
<b>5.1 Security and continuity of processing</b>		
1. Are different levels of security provided to control user access?	Yes, there are different types of logins (e.g. administrator or employee) that provide different levels of access. Users are tagged to a security level at the time of account set-up and can be changed by an account administrator or Seamless	Confirmed
2. What forms of user authentication are supported e.g. username/password, certificates, tokens, kerberos etc.	Username/Password, Identity Provider Initiated Single Sign On (SSO)	Confirmed
3. Is each user required to have a unique user account?	We advise each user having a unique account for security and cost tracking purposes. Where credit card overage will be used, each user must have a unique user account. Every site set up is unique to the respective client and can only be accessed by users set up within that instance. User accounts and rules can be set and administered by the client as required.	Noted
4. What is the maximum number of users that can set-up on the system?	There is no defined maximum user limit.	Noted
5. What is the maximum number of concurrent users using the system?	There is no defined maximum concurrent user limit.	Noted
6. Can users be grouped for security access, management and control purposes?	Yes, as per 5.1.1, users can be grouped to allow access to order, administer or for billing purposes (i.e. to retrieve invoices) or a combination of the above. Each level access allows for or prohibits user actions.	Confirmed

## Functional requirements questionnaire

Product: Seamless.com - as at 22<sup>nd</sup> August 2016.

Question	Supplier Response	Evaluation confirmation
7. What security process is in place to ensure users are profiled into the correct groups?	User access to the application is fully managed by the client; any groups created by Seamless are based on data provided by the client.	Confirmed. This is carried out by the client's administrator
8. Can the system be configured to present relevant information to a user based on their profiling?	Yes, please refer back to 5.1.6. As per 5.1.6 user profiling will present or hide relevant areas of the system (e.g. the Admin portal is only visible to designated administrators).	Confirmed
9. Can users be delegated specific administrative tasks? If so, briefly describe how delegation works.	<p>There is a specific ordering feature for organising orders for groups. An administrator sets a delivery time and chooses a small selection of restaurants. Users are then delegated a task to place an order before the order cut off time.</p> <p>At the time of set-up, administrators are assigned to the system based on the company's needs and roles. Administrators have access to invoices, rules, budgets and can control when users are added and deleted from the company's site.</p>	<p>Confirmed.</p> <p>Corporate Admin can set up "standard orders" for regular meetings, events, etc., place them in the diary and leave the system to run on its own accord until this is amended</p>
10. What is the lowest level at which access permissions can be set? e.g. system level, menu level, field level, file level?	Menu level	Confirmed
11. Can account policies be set for:		
1. Password complexity	Yes. We will provide more detail on request.	Confirmed and noted
2. Periodic forced change of password	Yes. We will provide more detail on request.	Confirmed and noted
3. Lockout policy for failed logins	Yes. We will provide more detail on request.	Confirmed and noted



## Functional requirements questionnaire

Product: Seamless.com - as at 22<sup>nd</sup> August 2016.

Question	Supplier Response	Evaluation confirmation
12. Can users be granted administrative rights over the system?	Designated users can be granted administrative access.	Users would normally only be granted admin rights where they carried out both overall administration and ordering roles. Admin users are not necessarily allowed “ordinary user” ordering rights
13. Do the systems access controls integrate or refer to the underlining operating system access controls?	No.	Confirmed and noted
14. Can system navigability be configured or personalised by or for users? How is this controlled?	Navigability is determined by the level of access granted to the system. This can be used to allow certain types of ordering or administrative access and can be applied to individual users, user groups or locations. This is controlled by designated administrators.	Confirmed. This is set up within “Account Settings”. Admin access can only be provided by formal request to Seamless. The Administrator can allocate users to departments and budget groups
15. What procedures and warnings exist within the system in order to validate user actions?	<p>Actions can potentially prompt warning messages to users on screen if the action breaks a rule set for the user. Email confirmations are sent users to notify them when an order is placed on their behalf.</p> <p>Validation is done through javascript and any additional code as needed before data is pushed to the database.</p>	<p>Confirmed.</p> <p>For example, the system is set up with a “soft budget” for a user, say £10 and a “hard budget”, say £13.</p> <p>Where a “hard budget” is exceeded, the excess is charged to the user’s personal credit card. There are clear messages requesting the user confirms the excess to be charged to their personal card. If no card is available, the order must be reduced within the acceptable limits before it can be processed</p>
16. Are there any logging facilities provided by the system? If so, what events are logged? Is the level of logging configurable?	Order History is logged in two ways. 1 - Individual users can view their personal order history. 2 - Administrators can view the entire company’s order history. This includes a log of who placed the order and any allocations to other users or expense codes.	<p>Confirmed.</p> <p>The logs are clear showing who ordered, what, when and when accepted by the supplier (often a restaurant). The user has their own log, and the administrator an overall log</p>

## Functional requirements questionnaire

Product: Seamless.com - as at 22<sup>nd</sup> August 2016.

Question	Supplier Response	Evaluation confirmation
17. What processes and procedures are in place by the service provider to ensure that data is backed up and can be recovered in emergency?	Routine backups are scheduled to take place every 24 hours with some systems occur more frequently.	Noted
18. Can backups be scheduled to run automatically?	Yes. Routine backups are scheduled to take place every 24 hours with some systems occur more frequently.	Noted
19. Is there a facility for alerting Administrators to failure of these backup services?	Issues concerning backups are handled internally.	Noted
20. What controls are provided to ensure the integrity of data in storage and during transmission? e.g. encryption	Seamless utilises industry standard encryption protocols for data in transit including Transport Layer Security (TLS). Depending on data classification level, encryption may be used to protect the data elements while at rest.	Noted
21. What controls are provided to ensure the confidentiality of data in storage and during transmission? e.g. encryption	Seamless uses a combination of VPN, firewall and encryption to protect the confidentiality of transmitted information.	Noted
22. Does the system require the use of any technologies that <u>may</u> be considered as a security risk? e.g. ActiveX, JavaScript, Cookies	Seamless uses industry standard technologies which may include ActiveX, JavaScript, Cookies, etc. Security risk is addressed through secure development training, vulnerability monitoring/patching, and adherence to best practice for system hardening/configuration.	Noted

## Functional requirements questionnaire

Product: Seamless.com - as at 22<sup>nd</sup> August 2016.

Question	Supplier Response	Evaluation confirmation
23. Where the system is provided by an ASP:	The system is not provided by an ASP.	Noted
1. What are the implications of the Data Protection Act over information held by the ASP?	The UK Data Protection Act ("DPA") is implicated to the extent that we use, process and store personal data in the U.S. that belongs to U.K. data subjects. That information includes name, email, address, phone number and other information that can be used to identify a unique person. Users are asked to agree to our Terms of Use ("TOU") and U.K. Privacy Policy before placing their first order.	Noted. Seamless state their agreements contain 'model clauses' which is the interim requirement until a new DP provision is agreed between US and UK/EU
2. What security controls are in place over <ul style="list-style-type: none"><li>• systems, server,</li><li>• applications, and</li><li>• data, within the ASP?</li></ul>	Seamless uses a combination of industry standard logical and physical controls to secure systems, servers, applications, and data. They include but are not limited to least privilege principle for access, VPN connection, multi-factor authentication, firewall, and encryption.	Noted
3. What are the Business Continuity plans in place?	Seamless' parent company (Grubhub) has a business continuity plan. This is reserved for on-site review to clients with current contracts upon reasonable advance notice.	Noted

## Functional requirements questionnaire

Product: Seamless.com - as at 22<sup>nd</sup> August 2016.

Question	Supplier Response	Evaluation confirmation
4. How often are Business Continuity plans tested?	The business continuity plan is tested at least annually.	Noted.
5. What is the proposed systems availability percentage?	The service is intended to be available 24/7. However, there are planned periods of scheduled maintenance.	Noted
6. Is the service available 24x7 or are there downtime periods for maintenance?	The service is intended to be available 24/7. However, there are planned periods of scheduled maintenance.	Noted
7. Is the customer made aware of maintenance periods in advance?	These do not affect availability for client use of Seamless. In the unlikely event it was envisaged it would do so all communications to client administrators would be handled by our marketing team. Messages about system performance will be sent via email or posted in the admin portal of the system.	Noted
8. What are the implications if the ASP ceases to exist?	N/A: The system is not provided by an ASP.	Noted
9. Is a system log maintained by the ASP that details user activity, error messages and security violations?	Yes. Logs are maintained by Seamless.	Noted
10. Is this log available to the customer?	These are reserved for internal use only. Clients are encouraged to work with their account manager for specific requests.	Noted
11. Are there any features provided with the system to help track down processing problems?	Yes. Logs are maintained by Seamless.	Noted
12. Are system messages clear and are user responses properly structured to ensure that erroneous key strikes do not lead to inappropriate actions?	Yes, Seamless is a simple web based system with an intuitive step-by-step process as well as prompts and flags to direct users where applicable.	Confirmed

## Functional requirements questionnaire

Product: Seamless.com - as at 22<sup>nd</sup> August 2016.

Question	Supplier Response	Evaluation confirmation
<b>5.2 Supplier Relationship Management</b>		
1. Describe briefly how Suppliers are added to the system.	Food suppliers are vetted for relevant certificates to ensure ability to operate within relevant industry standards. Menus available to users are added by Seamless through internal system tools.	Confirmed. The system set up includes delivery areas, menu updates and price updates
2. Is there a maximum number of suppliers that can be maintained on the system?	The is no limit per se, however, the service is focussed on providing for corporate clients and therefore the available supplier network is controlled to ensure quality of suppliers rather than a certain number of, or unlimited, suppliers	Noted
3. What sort of criteria can be used to narrow searches?	Users can narrow searches by filtering suppliers based on cuisine type, dietary requirement or searching by supplier name. This is done using filter buttons or a search bar in the site.	Confirmed – very easy to use
4. Can or have interfaces been built between this system and suppliers stock/SOP systems to provide online stock availability and delivery lead times.	The system is used for ordering items which are made as required, therefore such interfaces are not required.	Agreed and noted
5. Can the system integrate with customers' existing logistics, delivery scheduling and back office systems?	There are no such integrations.	Noted

## Functional requirements questionnaire

**Product: Seamless.com - as at 22<sup>nd</sup> August 2016.**

<b>Question</b>	<b>Supplier Response</b>	<b>Evaluation confirmation</b>
6. Are supplier products/services recorded as catalogues in the system? If so,	Supplier 'products' are recorded as menus.	
1. How are these catalogues maintained?	Changes are sent to Seamless by the vendor and updated by Seamless on the site.	Noted
2. Can catalogues be imported from supplier systems or files (please briefly outline file formats accepted)?	Seamless manually update restaurant menus in our UK office.	Noted; update team visited
3. Are facilities provided to maintain price changes?	Price changes are updated by Seamless when provided by vendors with changes to menu items.	Noted
4. Are all changes logged by the system?	No. Changes are not visible within a log. Only the most current prices are visible within the site.	Noted
5. Are validity/integrity checks performed by the system?	Checks are performed manually	Confirmed
6. Will imports fail if part of the data fails validation?	Not applicable	N/A
7. Are price changes applied to orders awaiting authorisation or final processing?	Total price is always the price visible when placing orders.	Noted. The price cannot change once an order is placed. This is appropriate for this type of application
8. Are tools provided to assist with the import and validation of supplier catalogues?	Not applicable	N/A
9. Does the system facilitate the identification of Government approved suppliers and indicate the applicable framework agreement and the categories of goods and services for which each is approved?	Not applicable	N/A

Product: Seamless.com - as at 22<sup>nd</sup> August 2016.

Question	Supplier Response	Evaluation confirmation
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### 5.3 Data Input and Management

#### 1. User interface:

- |   |  |           |
|---|--|-----------|
| 1. Describe the functionality of the user interface and how the user navigates their way around the system. | The ordering processes require users to navigate through a series of steps to place their orders (specific steps depend on the type of order being placed). Generally, users select a delivery time, choose a restaurant, select menu items and checkout to submit the order. The checkout page acts as an expense form which allows costs to be allocated to client / project codes, events or attendees and business purpose to be entered. If policy rules are broken this triggers flags / prompts to be presented to the user on the checkout page. Administrators also have access to an admin tool which contains a series of tabs that allows administrators to maintain rules and users and to run reports / download invoices. | Confirmed |
| 2. Can users access all areas of the system from a centralised/personalised location?                       | System access is role driven - users can access areas based on levels of access granted by their company's administrator. Each individual can access the areas relevant to them within their unique profile.   | Confirmed |

## Functional requirements questionnaire

Product: Seamless.com - as at 22<sup>nd</sup> August 2016.

Question	Supplier Response	Evaluation confirmation
2. 1. Is the user required to complete all compulsory fields at each stage of data input before processing?	<p>On the checkout page users must enter any expense information that is mandatory according to the rules set by their administrator.</p> <p>When placing orders, a user must add items to their cart that meet the restaurant minimum (where applicable), and provide relevant delivery information before processing.</p>	<p>Confirmed.</p> <p>Error messages are clear where fields are not completed and require correction</p>
2. Does the system provide input validation checks and validity checks?	Yes	Confirmed
3. What is being validated?	Validation ensures a selected restaurant is open during the user's selected delivery window and any required expense information fields are filled out on the checkout page.	Confirmed
4. How is the data validated?	See above	Confirmed
5. Can the validation process be automated?	The validation process is fully automated. Rules can be added to accept or reject certain tolerance levels.	Confirmed
6. Can the user abort data input at any stage?	Yes. The user can abort making an order. N.B. where mandatory expense information is required, on checkout, users cannot progress through the ordering process without entering required information.	Confirmed
7. Can the user return to a previous stage of data input to make amendments?	Yes. Before an order is processed users can go back to any stage of data input to make changes.	Confirmed



## Functional requirements questionnaire

Product: Seamless.com - as at 22<sup>nd</sup> August 2016.

Question	Supplier Response	Evaluation confirmation
3. Are input errors by the user highlighted? Are they rejected or reported on screen? If validation of user input occurs, how is this implemented and why?	Yes. User errors are reported on screen to the user as a warning message indicating that a change needs to be made to proceed. Validation of entry of expense information on the checkout page will depend on the rules set by the company's administrator, is checked against tolerance levels and available codes and happens to ensure compliance to company policy.	Confirmed
4. Does the system create a detailed audit trail of all user activity, which can be accessed by the user?	Administrators can view a history of orders placed by any user, the expense codes entered and any allocations to other users. Users can access their personal order history, only.	Confirmed
1. Are input sessions allocated a unique reference by the system?	Yes.	Noted.
2. Where is this audit trail held?	Within a log management system which is only accessible to Seamless.	Noted
3. Is this trail adequately protected from deletion?	Yes.	Noted
4. Can previous session details be amended or extended by the user?	No, the purpose of the history is to provide a genuine reflection of activity within the client's site	Confirmed. Once an order has been confirmed / placed, it cannot be amended
5. Once input, how is the data maintained up to date?	Restaurant and client data is provided by respective parties, the onus is on them to ensure correctness. Seamless manually intervene when requested by the restaurant or client.	Noted. Where restaurants require changes to be made to menus within the site, Seamless can manually make those changes when requested by the restaurant. Likewise, if clients require changes to be made pertaining to users, user groups, rules, available expense codes etc, Seamless can manually administer those changes on behalf of the client, if requested.

## Functional requirements questionnaire

Product: Seamless.com - as at 22<sup>nd</sup> August 2016.

Question	Supplier Response	Evaluation confirmation
6. How is the data used and how can it be reported on?		
a. Can the data be edited or manipulated, e.g. by customer or user type?	Once an order is placed the only data that can be edited is the expense code entered by a user. This can only be altered by an administrator within the company order history. Users cannot retrospectively alter the expense code which an order was allocated to.	Confirmed
b. What reporting capabilities are available?	Administrators can run real time reports with a reporting tool within the admin suite. This allows reports to be generated against a range of criteria (e.g expense codes / billable numbers, individual users or groups or departments).	Confirmed
c. What data can be reported on?	All and any data relating to user orders, spend by vendors, spend amounts of departments or groups and expense fields can be reported on and as far back as the account has been live for the client.	Confirmed
d. How can data be exported from the system?	Reports and invoices can be downloaded to flat file.	Confirmed
e. What formats / outputs are supported?	xls, csv and pdf	Noted

Product: Seamless.com - as at 22<sup>nd</sup> August 2016.

Question	Supplier Response	Evaluation confirmation
<b>5.4 Purchase Requisitions and Order Processing</b>		
1. Does the system provide for the raising of purchase requisitions by users?	Users do not raise a requisition to place an order. Seamless aims to make the process of ordering food for businesses more efficient – the system allows for pre-approved rules to be built in so that users can only purchase within the company’s policy.	Confirmed
2. Are authorisation levels applied to limit requisitions? If so,	Limits are set and controlled as stated below.	
1. What are the limiting parameters that can be set? e.g. monetary, quantity, type of good/service.	<p>Time restrictions and spend limits can be set.</p> <p><i>Time</i> Clients can set meal periods to restrict time of food delivery to that window (e.g. breakfast = 8am – 11am, lunch = 11am – 2pm)</p> <p><i>Spend limit</i> Spend limits can then be set per meal period. There are 3 spend limit types which either present an error message to users to amend their order to reduce cost to be within policy or require them to cover excess spend on a personal card.</p>	Confirmed
2. Can authorisation levels be applied per user and/or group of users	Yes. Rules can be applied to individuals or groups. Multiple ‘budget groups’ can be created which users can be assigned to. Each budget group can have different spend limits and budget type.	Confirmed
3. Are requisitions for the same good/service combined by the system, e.g. to take advantage of quantity discounts.	Not applicable to this kind of system.	N/A
1. How is this process controlled?		
2. Can an authorised user override this process?		

## Functional requirements questionnaire

Product: Seamless.com - as at 22<sup>nd</sup> August 2016.

Question	Supplier Response	Evaluation confirmation
4. Are requisitions held by the system until minimum order quantities have been achieved?	Orders cannot progress unless minimum order values are met.	Confirmed
1. How is this process controlled?	These are set by the restaurants and the same as when ordering direct, Seamless does not set the value. The system is automated so orders cannot progress until they meet a certain value	Noted
2. Can an authorised user override this process?	No	Noted
5. Is a workflow system utilised to streamline the authorisation process?	Not applicable. As above, Seamless aims to make the process more efficient by eradicating the need for approvals by applying pre-approved policy rules at the point of purchase.	N/A for this use of such an application
6. Can the requisitioning system be integrated with customers' existing Purchase Ordering Systems?	Not applicable	N/A
7. Can the workflow system cater for more than one authoriser being required for particular type of requisition e.g. capital goods, high value orders?	Not applicable	N/A
8. Are orders raised automatically upon authorisation of requisitions?	Not applicable	N/A
9. Are orders automatically combined by supplier?	Yes. There is a specific feature (Group Order) which allows individuals to order from a small choice of restaurants during a time window ahead of a pre-set delivery time. When the order window closes Seamless aggregates the orders and send a combined order to each restaurant.	Noted. A nice feature

## Functional requirements questionnaire

Product: Seamless.com - as at 22<sup>nd</sup> August 2016.

Question	Supplier Response	Evaluation confirmation
10. Can orders be amended or cancelled after authorisation? Is a log of all such amendments maintained?	Orders can be cancelled once they have been placed. All orders, including cancelled orders, will appear in individual users' order history and administrators can view the entire company's order history.	It is at the restaurant's discretion to charge if an order is cancelled after it has been made up. Restaurants would discuss this directly with the customer
11. Are orders submitted electronically to supplier's systems?	Yes	Confirmed
12. Does the system perform budget tracking?	Yes	Confirmed
13. Where an order will result in a budget being exceeded, what additional alerting and authorisation process is initiated by the system?	As above, exceeding spend limits will present an error message to users explaining they have exceeded their limit and either prevent the order until the cost is reduced or require users to cover excess spend on a personal card	Confirmed
14. Can submitted orders be tracked by the system by integration with supplier's systems order tracking facilities?	No	Confirmed
15. Does the system provide a delivery scheduling system to enable the planning of the logistics of large deliveries?	In effect, yes. Orders can be scheduled for a delivery time requested by the user. Large orders could be staggered by placing multiple orders for different delivery times.	Confirmed
16. Can the system integrate with Customers existing delivery-scheduling system.	No	Noted – not really applicable to an application used this way
17. Does the system provide alerts to key users for impending deliveries or delays?	No	Noted
18. Does the system provide for input of delivered quantities against ordered quantity via hand held wireless devices?	No	Noted

## Functional requirements questionnaire

Product: Seamless.com - as at 22<sup>nd</sup> August 2016.

Question	Supplier Response	Evaluation confirmation
19. 1. Are purchase invoices received and registered on the system electronically? 2. What file formats are accepted for this purpose?	Purchase invoices are not received, Seamless self-bill and pay the restaurants. Not applicable.	Confirmed N/A
20. Are purchase order, goods received and purchase invoices matched automatically by the system.	Not applicable	N/A
21. Does the workflow system enable the authorisation of purchase invoices by appropriate personnel? Briefly explain how this is achieved.	Not applicable. There is no workflow.	N/A
22. Does the system automatically flag discrepancies in the matching process to appropriate personnel?	Not applicable	N/A
23. Does the system provide purchase ledger facilities?	Not applicable	N/A
24. Can the system integrate with customers' existing purchase ledger systems?	Not applicable	N/A

## Functional requirements questionnaire

Product: Seamless.com - as at 22<sup>nd</sup> August 2016.

Question	Supplier Response	Evaluation confirmation
<b>5.5 Customer Payments</b>		
1. Does the system provide for the payment of Invoices and generation of Remittance advices	Each month Seamless send a notification to a designated user to notify them an invoice has been posted on their site. Invoices are paid using BACS, CHAPS or cheque but not directly through the system.	Clients place orders and Seamless pay the restaurants on the clients' behalf. Seamless effectively extend credit to the client, hence, as far as the client is concerned, they place their orders through Seamless and at the end of each month, Seamless will provide the client with a single invoice for all orders. The client pays Seamless. There is no payment interaction between restaurants and clients
2. Does the system produce a suggested payments schedule?	All invoices are to be settled within the agreed payment terms.	Noted
3. Is the payments list passed for authorisation using electronic workflow?	Not applicable	N/A
4. Can the list be amended for additions and deletions?	Not applicable	N/A
5. Once authorised how are payments made:		Noted
i) Electronically by BACS	Invoices can be paid using BACS, CHAPS or cheque.	
ii) Integration with Online banking system		
iii) Printed cheques		
iv) Via Merchant bank services		
v) Other (please specify)		
6. How is this process controlled?	These procedures would be within the clients' financial system.	Noted

**Note: If the system under evaluation contains an integrated financial accounting suite the full accounting evaluation questionnaire will need to be completed.**

## Functional requirements questionnaire

Product: Seamless.com - as at 22<sup>nd</sup> August 2016.

Question	Supplier Response	Evaluation confirmation
<b>5.6 Performance of requisite functions</b>		
1. 1. What is the typical availability of the system?	The service is intended to be available 24/7. However, there are planned periods of scheduled maintenance.	Noted
2. How fault tolerant is the system? (Provide details of measurement/service levels)	As 5.6.1.1 above	Noted
3. What systems/processes are in place to monitor the infrastructure and maximise availability?	There are automatic monitoring systems that alert Seamless directly.	Noted
2. What are the main areas of information covered by the product?	Food spend - price of items purchased, associated VAT and expense / billing information associated with the purchase can also be captured. Dependant on the company's needs, broadly two types of data are captured 1) static; such as cost centres, departments associated with the staff member ordering and 2) dynamic such as expense code or attendees / business reason for the order.	Confirmed
3. What are the main sources of the information provided by the system?	Restaurant and caterer menus, prices, user inputs such as expense / department info. Restaurant menu and prices are input by Seamless or restaurants. Expense info is input by user and can be free text or set to match formats or exact match to list of uploaded fields by company.	Confirmed
4. How frequently is the information provided updated or verified?	As regularly as menus change or companies update mandatory expense information	Noted
5. How does the seller/service provider	Menu items are maintained by	Noted. The client has a choice



## Functional requirements questionnaire

Product: Seamless.com - as at 22<sup>nd</sup> August 2016.

Question	Supplier Response	Evaluation confirmation
verify that the information provided is accurate?	the restaurant. Seamless manually intervenes where discrepancies are identified. For client information the onus is on the client to ensure validity of employee information and expense codes.	of the level of validation – users can be forced to enter 1) any alphanumeric text, 2) a code matching a standard format, or 3) a code matching an exact code from a list loaded into Seamless via SFTP
6. How are updates verified?	Vendor and client data is provided by respective parties, the onus is on them to ensure correctness. Seamless manually intervene where necessary.	Noted. For clients this is either managed by the client or automated via FTP. Hence the onus is on the client to ensure accuracy of user and expense code data. For restaurants, when Seamless make menu changes, Seamless will check prices against menus available online to ensure prices are the same. Discrepancies will be ironed out with the restaurant, typically by phone conversation to clarify correct pricing.
7. What are the key types of information that can be provided by the product?	Restaurant information and menus. Accounting and expense information. Please refer back to 5.6) 3).	Confirmed
8. What disclaimers are there in respect of the information provided?	Not applicable as information is provided by clients or vendors	Noted
9. How is the user notified if the information in the database is significantly updated?	Via email	Noted
10. Are any other related services provided by the seller/service provider?	Secure File Transfer Protocol (SFTP) can be set up to automate user upload or deactivation and expense code upload. Seamless UK Account Management can assist clients with creating reports where required.	Noted

## Functional requirements questionnaire

Product: Seamless.com - as at 22<sup>nd</sup> August 2016.

Question	Supplier Response	Evaluation confirmation
<b>5.7 User documentation</b>		
1. Is documentation provided in the form of a download and/or by on-screen help files? Does it include interactive elements? E.g. Flash etc.	Yes. Pdf user guides for administrators and sample videos for ordering types (e.g. Group Ordering explanation).	Confirmed
2. Is the documentation clearly laid out and understandable?	Yes	Confirmed
3. Is the documentation comprehensive and accurate?	Yes	Confirmed
4. Is it easy to locate specific topics in the documentation when required?	Yes	Confirmed. The client is sent the pdf documents relevant to their proposed usage
5. Is it easy to follow through all procedures in the documentation?	Yes	Confirmed
6. Does the documentation include:		
1. A tutorial section?	Yes	Confirmed
2. A guide to basic functions?	Yes	Confirmed
3. Pictures of screens?	Yes	Confirmed
4. Completed examples included in the documentation?	Yes	Confirmed
5. Frequently asked questions with answers?	Yes	Confirmed
6. Specific technical support procedures?	Yes	Confirmed
7. Other areas? (List)	Not applicable. User guides are comprehensive covering all functions.	N/A
7. 1. Are help screens available relating to the task in hand? (Context sensitive help).	Seamless is intuitive for placing orders. Prompts also direct users when actions or mandatory information are required.	Confirmed
2. Do they provide on-line instructions on how to use particular features of the software?	There are no online instructions. All user guides are provided in a downloadable format.	Confirmed. On-line instructions are not really necessary in this case, as the processes are so simple
8. Will the seller/service provider make the detailed program documentation available to the user, either directly or by deposit with a third party via	No	Noted. This is usual for a cloud-based system
1. the source code via an		

**Functional requirements questionnaire**

**Product: Seamless.com - as at 22<sup>nd</sup> August 2016.**

Question	Supplier Response	Evaluation confirmation
2. escrow agreement, and/or the detailed program documentation?		

## Functional requirements questionnaire

Product: Seamless.com - as at 22<sup>nd</sup> August 2016.

Question	Supplier Response	Evaluation confirmation
<b>5.8 Efficiency/ User experience</b>		
1. Are the various functions of the system menu-driven, or otherwise is it possible for an inexperienced user to initiate?	An inexperienced user can easily navigate the site since it is a series of steps.	Confirmed
2. Is the system easy to navigate?	Yes	Confirmed
3. Is data entry easily repeated if similar to previous entry?	Yes	Confirmed. The user can save orders to “favourites” and order histories, e.g. a “monthly board meeting”, then select this and amend as required for this month. Recently used expense codes are also shown for quick selection
4. Detail response time:	The Seamless platform strives to have prompt response times. Page loading, searching, rendering and processing of data are dependent on local internet connection speeds.	Confirmed. When the system was demonstrated to me, all loaded quickly
1. opening of screens?	1 – As above	Confirmed
2. in processing data input?	2 – As above	Confirmed
3. in displaying requisite details?	3 – As above	Confirmed
4. in searching for information?	4 – As above	Confirmed

## Functional requirements questionnaire

Product: Seamless.com - as at 22<sup>nd</sup> August 2016.

Question	Supplier Response	Evaluation confirmation
<b>5.9 Integration and Infrastructure</b>		
1. What operating systems is the system able to run on? Please provide details for both server and client components.	Seamless is a web-based service and access is available using the most recent versions of most web browsers (e.g Chrome, Internet Explorer, Firefox, Safari).	Noted
2. If a web server is required, what web servers does the system support?	Not required.	N/A
3. What Database management system (DBMS) or data storage mechanism does the system support?	Not applicable.	Noted
4. Does software need to be installed on the client PC? If so please give details of recommended specification requirements.	No	Noted
5. If the system is accessed via a web browser, what browsers are supported (type and version)?	Access is available using the most recent versions of most web browsers (e.g. Chrome, Internet Explorer, Firefox, Safari).	Noted
6. Are any specific browser-plugins required?	No	Noted
7. Does the application have data driven/interface driven integrations with other databases e.g. accountancy databases?	No	Noted
8. With what other business applications will the system link? e.g. Email, Office applications, Reporting Tools etc.	User details and expense codes can be uploaded from the Seamless secure FTP site. This is optional.	Noted
9. Does the application allow export/download of data files?		
1. What data can be exported/downloaded?	Data pertaining to all/any orders can be downloaded, including spend of each order with a breakout of zero- and full-rated VAT, spend tracked against departments and any expense related information	Confirmed

## Functional requirements questionnaire

Product: Seamless.com - as at 22<sup>nd</sup> August 2016.

Question	Supplier Response	Evaluation confirmation
	entered on the checkout page.	
2. In what format(s) is the data exported/downloaded?	csv, xls or pdf	Noted
10. Is the application compatible with XML standards? If so in what respect? (input/ output/ other)?	Not applicable	Not applicable for this application used in this way
11. What industry-standard design techniques does the system use? (i.e. J2EE, .NET, SQL, UML, XML/XSL/XSD, COM(+), client-server, n-Tier)	Seamless is a web-based service using modern technologies and highly available architecture.	Noted
12. Does the system offer "white labelling", co-branding or re-styling capabilities?	No	Noted

## Functional requirements questionnaire

Product: Seamless.com - as at 22<sup>nd</sup> August 2016.

Question	Supplier Response	Evaluation confirmation
<b>5.10 Support, maintenance and service level</b>		
1. Will the seller/service provider provide regular updates?	Yes. As a web service clients always have access to the latest version.	Noted
2. How much downtime is typical for the system?	Downtime is minimised and is scheduled to occur outside of peak times. We will provide more detail on request.	Noted
3. Will client or user “hot line” support be provided to assist with immediate problem solving? If so, at what cost? At what times will this support be available?	Customer Care Support is provided 24/7 for users. Clients have account management and client relations support available in London during UK business hours (9am to 6pm) and are automatically diverted to the US outside of UK hours where support is on hand 24/7. Contact information for these teams is available on the website. There is no additional cost for this.	Noted
4. Is the seller/service provider capable of giving sufficient ongoing education and training and technical support?	Yes	Noted
5. How is training provided?	On site at the client’s office or over the phone.	Noted
6. Is there seller/service provider support provided by: 1. Telephone	UK support available on telephone 9am to 6pm. The support line routes to the US when the UK is not available. Phone support is available 24/7.	Noted
2. Email/Online system	UK client relations receive and attend to queries via email during UK working hours (9am-6pm). Email support queries are attended to by US Customer Care outside of UK	Noted

**Functional requirements questionnaire**

**Product: Seamless.com - as at 22<sup>nd</sup> August 2016.**

Question	Supplier Response	Evaluation confirmation
3. Local dealers	hours. Not applicable	N/A - Local dealers are not used by Seamless
4. Remote connection	Not applicable. If clients require technical support Seamless can access the client's site using internal tools.	Noted
7. If remote connection is used, what method/technology is used and how is this connection controlled and secured at the providers end and at the customers end?	Not applicable. See 5.10.6.4 above	N/A
8. If support is provided by a dealer network is there a method of accreditation and how is this undertaken and renewed?	Not applicable	N/A – a dealer network is not used
9. What is the typical response time for support?	<p>During UK business hours (9am-6pm): UK Client Relations and Care: Phones are attended throughout UK business hours and queries are answered as and when clients call. Emails are attended to within 2 hours.</p> <p>Outside of UK business hours: - US Client Relations: Phone queries are answered as and when clients call. A first response to emails is made within 30 minutes.</p> <p>- US Corporate Care: There is an SLA to answer 70% of calls within 30 seconds. Email queries are to be resolved within 8 hours.</p>	Noted
10. How is training provided?	All client relations teams and new staff receive ongoing training.	Noted
11. What are the average training needs of an average user?	Regular users need minimal training. Administrators typically need 30-60 minutes	Noted – the system is very easy to use



## Functional requirements questionnaire

Product: Seamless.com - as at 22<sup>nd</sup> August 2016.

Question	Supplier Response	Evaluation confirmation
	training.	
12. Is a warranty offered in respect of specification of the system?	No	Noted
13. Are there any unduly restrictive conditions in the licence for the software?	No	Noted
14. Would the seller/service provider be prepared to accept the Institute of Purchasing and Supply model contract?	Not applicable to the goods being purchased.	Noted

## Functional requirements questionnaire

Product: Seamless.com - as at 22<sup>nd</sup> August 2016.

Question	Supplier Response	Evaluation confirmation
<b>6 Supplementary questions if applicable</b>		
<b>6.1 Sales Order Processing and Invoice Production</b>		
1 Does the system start with a quotation or the sales order?	Not as such. Prices are given on menus as they would be ordering direct to restaurants or caterers, those prices are the same as ordering direct.  All orders relate to an order ID which is given to the user when the order is confirmed, can be found in the user and company order history and is shown on each order of the itemised invoice.	Confirmed
2 Are recurring or schedule orders handled?	Yes, by using the Group Order tool.	Confirmed
3 At quotation or initial order state how does the system:		
i) check stock availability	Not applicable	N/A
ii) highlight alternative stock	Not applicable. Users can view full menus available at each restaurant or caterer when ordering.	N/A
iii) check credit status of customer - is this:	Seamless credit check clients to ensure ability to extend credit to their business prior to creating accounts.	Noted
a) on receipt of order		
b) prior to dispatch		
4 Can the system block		
i) customer orders	Yes. Administrators can set and control rules for who can use the system at what time and how much can be spent. Orders cannot progress for completion if they are outside of these rules.	Confirmed
ii) deliveries	Yes, as above. Deliveries are only made for completed orders.	Noted

**Functional requirements questionnaire****Product: Seamless.com - as at 22<sup>nd</sup> August 2016.**

<b>Question</b>	<b>Supplier Response</b>	<b>Evaluation confirmation</b>
iii) invoice production	Yes. Only designated users with access to generate invoices can download invoices from the site.	Noted
5 Where stock is not available is a “back order” raised and a purchase order issued?	Not applicable.	N/A
6 Does the system handle forward orders?		
i) only when stock is now available	Yes. Seamless allows catering orders to be made a month in advance. Caterers will stock to ensure these orders can be fulfilled. Restaurants will stock according to forecasting of orders.	Noted
ii to be allocated from future planned stock		
7 Can multiple addresses be held for each customer (invoice and delivery address).	Yes, clients can have multiple locations added to their site if they have multiple office locations.	Confirmed
8 Are the following documents produced:		
i) Quotations	No. Clients should view menus for pricing.	Noted
ii) Order confirmation	Yes. Order confirmations are sent to each user that has placed an order. These can also be found as digital receipts within the order history.	Confirmed
iii) Picking lists	Not applicable	N/A
iv) Labels	Not applicable	N/A
v) Dispatch/Delivery note	Not applicable	N/A
vi) Invoices	Yes.	Confirmed
9 Are the following reports available:		
i) Quotes for which orders not received	Not applicable	N/A
ii) Orders received	Yes	Confirmed

**Functional requirements questionnaire**

**Product: Seamless.com - as at 22<sup>nd</sup> August 2016.**

<b>Question</b>	<b>Supplier Response</b>	<b>Evaluation confirmation</b>
(analysis)	Not applicable	N/A
iii) Items placed on backorder and/or purchase orders raised	Not applicable	N/A
iv) Items dispatched not invoiced	Items that were ordered, confirmed for delivery by the restaurant but subsequently not delivered due to lack of stock will be credited back to the client. This will appear as a credit on the itemised version of the invoice.	Noted
v) Items ordered but not dispatched due to stock out	Not applicable	N/A
vi) Gross margin (by invoice or item)	Not applicable	N/A
10 Are invoice details derived from order input? (e.g. prices, quantity)	Yes	Confirmed
11 i) Can picking lists /dispatch notes be amended for non availability of stock?	Not applicable	N/A
ii) Is this reported?	Not applicable	N/A
iii) Items dispatched reflect in final invoice?	Yes	Noted
12 Is there one dispatch note and invoice per order?	There are individual or group confirmations sent to users or administrators for orders placed. There is one invoice for all orders per week, fortnight or month	Noted
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.	There is a log of all orders which is aggregated and allocated to an invoice at the end of each invoicing period.	Noted
14 Can manual invoices be raised (i.e. without a sales order)?	Seamless does not raise invoices manually. A consolidated invoice is automatically generated each week, fortnight or month. An itemised version will show Order	Noted

## Functional requirements questionnaire

Product: Seamless.com - as at 22<sup>nd</sup> August 2016.

Question	Supplier Response	Evaluation confirmation
	ID's which relate to each unique order placed during that invoice period.	
15 Does the system produce proforma invoices as required?	Not applicable	N/A
16 i) Can returned goods be processed to produce credit notes?	Credits are recognised on invoices where applicable.	Noted
ii) Are these referenced to the original order/invoice?	Yes	Noted
17 i) Will the product accept orders from the Web?	Seamless only accepts web orders.	Confirmed
ii) How are Web orders integrated with the sales order processing ledgers?	Invoices will contain any relevant coding information relating to departments or cost centres and expense information entered on checkout. Each piece of information comes out in separate fields on the itemised invoice and can be imported to finance systems. There are pre-formatted versions for some finance packages but Seamless does not integrate with these systems.	Confirmed

## Functional requirements questionnaire

Product: Seamless.com - as at 22<sup>nd</sup> August 2016.

Question	Supplier Response	Evaluation confirmation
<b>6.2 Purchase Order Processing</b>		
1 Order generation -		
i) Does the system generate suggested orders?	No	Confirmed
ii) Can orders be generated by the user?	Yes. Provided the rules applied to them allow it (i.e. they must order according to approved delivery times and spend limits).	Confirmed
iii) 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?	Yes	Confirmed
iv) Can more than one supplier be allocated to each product?	No. Users must choose their restaurant or caterer and then the items from that vendor.	Confirmed
v) Does the system hold details of substitute products if applicable?	Not as such. There are a range of vendors available in each postcode. Alternative vendors with similar cuisine types can be used if one vendor does not have certain items.	Confirmed
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?	No. However, users can allocate orders to expense codes on the checkout page. If these are added to Seamless via FTP then users can be required to allocate only to available codes to ensure accuracy. Updates to available codes are real time.	Confirmed
3 Is stock availability updated for stock on order?	Not applicable	N/A
4 Can the system handle partially completed orders and returns?	Not applicable	N/A
5 Are receipts checked to orders and discrepancies reported?	Digital receipts are stored within the order history for every order submitted.	Confirmed

## Functional requirements questionnaire

Product: Seamless.com - as at 22<sup>nd</sup> August 2016.

Question	Supplier Response	Evaluation confirmation
6 Are purchase invoices checked to purchase orders, confirmed receipts and discrepancies reported?	Not applicable	N/A
7 Are the following reports available:		Confirmed – all these types of report are not applicable for an application used in this way
i) Purchase Orders raised (analysis)?	N/A	
ii) Purchase Orders not received?	N/A	
iii) Goods received discrepancies?	N/A	
iv) Invoice to goods received discrepancies?	N/A	
v) Goods received not invoiced?	N/A	
8 Can the system handle “back to back” ordering?	Yes, due to the nature of the service provided.	Confirmed

## Functional requirements questionnaire

Product: Seamless.com - as at 22<sup>nd</sup> August 2016.

Question	Supplier Response	Evaluation confirmation
<b>6.3 Stock Control</b>		
1 What information is held in respect of stock (and are there any limits):	Seamless does not integrate with supplier stock management systems	Confirmed –all not applicable
i) Item numbers/description		
ii) Location(s)		
iii) Quantity, (available, allocated, on order)		
iv) Minimum and maximum stock levels		
v) Reorder lead times		
vi) Supplier(s)		
vii) Prices/cost/discount details		
viii) Other stock information such as batch/serial number, weights, etc.		
2 How is stock updated?	Seamless does not integrate with supplier stock management systems	N/A
i) Dispatch of goods		
ii) Receipt of goods		
iii) Adjustments		
iv) Transfers between locations		
3 Is negative physical stock allowed?	Not applicable	N/A
4 Can the system handle “sale or return” stock?	Not applicable	N/A
5 Can the system handle variations to a standard pack of products?	Not applicable	N/A



## Functional requirements questionnaire

Product: Seamless.com - as at 22<sup>nd</sup> August 2016.

Question	Supplier Response	Evaluation confirmation
6 What methods of stock valuations are allowed? (e.g. average, FIFO, LIFO, standard, etc).	Not applicable	N/A
7 How can stock enquiries be made, i.e. by product code, short name/supplier etc.	Not applicable	N/A
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?	No	Confirmed
9 Does the system facilitate the regular counting/ inspection of physical stock? (e.g. by producing random/defined stock check lists)? Please define.	No	No. N/A
10 Can the system handle more complex situations such as: i) Bill of Materials ii) Links to CAD/CAM systems iii) Job costings to collate and value WIP.	Not applicable	N/A