

ICAEW Accreditation Scheme

Financial Accounting Software Evaluation

Microsoft

Microsoft Dynamics AX 2009

Microsoft[®] Business Solutions



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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 Microsoft Dynamics AX 2009 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 Microsoft Dynamics AX 2009, a product specialist from Microsoft completed the detailed questionnaire and provided it to the evaluator to examine. The evaluator then visited the Microsoft office in Reading. In conjunction with Microsoft technical staff, he checked the answers to confirm their validity. The questions were individually reviewed and commented on and the majority of assessments were confirmed through live demonstration and testing.

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

Microsoft Dynamics AX 2009 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 Microsoft and the ICAEW for review before completion of the final report.

2.3 Software/hardware utilised

The review was performed using a Dell Latitude D630 Dual Core with 4 Gb memory running a 28 Gb Virtual PC image.

2.4 Report structure

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

3 Matters to consider before purchase

3.1 General overview

Microsoft Dynamics is a suite of Enterprise Resource Planning (ERP) software acquired, owned and developed by Microsoft Business Solutions, although the individual products were originally created and owned by other companies and were known by other names.

Microsoft Dynamics consists of financial, customer relationship and supply chain management solutions that help businesses work more effectively. These are delivered through a network of channel partners.

Dynamics AX 2009 is one stream of this suite of products.

3.2 Supplier background

Microsoft Business Solutions, was consolidated from the businesses of Great Plains, Microsoft® bCentral™ and Navision a/s. Navision and Microsoft Great Plains have a long history of providing business management software and services. On July 11, 2002 Microsoft acquired Navision.

Microsoft Dynamics AX itself was originally developed as Axapta in Denmark by Damgaard before this was merged with Navision Software A/S in 2000. The combined company, initially called Navision Damgaard, later Navision A/S, was then acquired by Microsoft.

More information about Microsoft Business Solutions is available on the internet at <http://www.microsoft.com/uk/dynamics/default.aspx>

This evaluation is for the Dynamics AX 2009 product.

3.3 Product background and Suitability for user

Microsoft Dynamics solutions include applications and services for retailers, manufacturers, wholesale distributors and service companies, either doing business domestically or in multiple countries

Microsoft Dynamics AX 2009 is a multi-language, multi-currency ERP solution. With core strengths in manufacturing and e-business, there is an additional strong functionality for the wholesale and services industries.

It is a comprehensive business management solution designed for mid-sized and larger organizations that works with familiar Microsoft software. Microsoft Dynamics AX 2009 consolidates and standardises business processes, providing visibility across organisations. The product is used to streamline business processes, reduce operational costs, manage compliance and drive informed decision-making.

The latest release is Dynamics AX 2009 (released in June 2008). Originally named AX 4.1, later renamed to AX 5.0, this is the eighth major release of Axapta.

There are 2 basic editions – Business Essentials and Advanced Management. These are available with additional components.

Business Essentials is marketed at those customers who need core financial management and trade functionality with integrated financial, supply chain, businesses intelligence, and reporting processes.

Advanced Management is aimed at growing organisations that need an adaptable solution with complex, highly functional financial, accounting, business intelligence, and reporting functionality. Advanced Management also includes all Business Essentials functionality.

Advanced Management Enterprise is a set of additional components that extend supply chain management, field service, manufacturing, business intelligence and reporting, and development capabilities. These are available to Advanced Management customers only.

See appendix 1 for a breakdown of the features included in each edition.

Please note that this evaluation covers the core Financial Management element of the software only.

3.4 Typical implementation

Microsoft Dynamics AX 2009 is designed specifically for the demands of medium size to corporate companies who are looking for one solution that can help them gain an immediate competitive advantage and then adapt and grow as their strategy changes. They typically require responsiveness and agility in their business processes, whilst preserving the full discipline and integration of a robust global solution. Current Microsoft Dynamics AX 2009 customers include manufacturing, wholesale, retail and service businesses.

3.5 Vertical applications

The review identified that Microsoft Dynamics AX 2009 is suitable for use in a wide range of markets and sectors.

3.6 Software and hardware specifications

Microsoft recommends that the following system requirements be met for Microsoft Dynamics AX 2009:

3.6.1 Client operating system

Windows Vista Business Edition, Ultimate Edition, or Enterprise Edition, Service Pack 1
-or- Windows XP Professional Edition, Service Pack 2

3.6.2 Server platforms

Windows Server 2003 with Service Pack 2, Standard Edition, Web Edition, Enterprise Edition, or Datacenter Edition-or- Windows Server 2008 Standard Edition, Enterprise Edition, Web Edition, or Datacenter Edition

3.6.3 Databases

Microsoft SQL Server 2008, Standard or Enterprise editions -or- Microsoft SQL Server 2005, Standard or Enterprise editions, with Service Pack 2 or later -or- Oracle Database 10g R2, Enterprise and Standard

3.6.4 Browser

Internet Explorer 6.0, Service Pack 2 -or- Internet Explorer 7.0-or- Mozilla Firefox 2.0

3.6.5 Role Centres or Enterprise Portal

Microsoft Windows SharePoint Services 3.0, Service Pack 1-or- Microsoft Office SharePoint Server 2007, Service Pack 1

3.6.6 Microsoft Office System

Microsoft Office 2003, Service Pack 3 -or- 2007 Microsoft Office release, Service Pack 1

3.6.7 Hardware

The minimum hardware required to install and run Microsoft Dynamics AX includes:

Intel Pentium/Celeron family or compatible Pentium III Xeon or higher processor minimum;
1.1 GHz or higher recommended

512 MB RAM or more recommended

Super VGA (1024x768) or higher resolution monitor

DVD drive (required for installation from DVD)

3.7 Software installation and support

There are several key steps to implementing any Microsoft Dynamics product as with any software solutions. These are as follows:

- Identify your needs and match them to an appropriate product
- Choose the desired components
- Arrange financing options
- Choose licensing options
- Choose an implementation partner (if not already done so)
- Implement your solution
- Arrange continuous support

Valued added Resellers (VARs) should also use the Sure Step Methodology. This includes tools and services designed to help ensure reliable implementation, migration, and upgrades.

There are a number of standard support options. Typically, Microsoft provides third or second line support, new releases and service packs as required. The implementation partner normally provides first or second line support.

On-line support is also available. CustomerSource is an on-line knowledge centre that is dedicated to Dynamics AX customers who purchase particular support options. It provides access to technical resources, including both self-help and assisted support services. If enrolled in a Microsoft Dynamics service plan, electronic support requests have the same guaranteed response time as telephone support incidents.

With Business Ready Customer Care, Microsoft has extended support for the Microsoft Dynamics line of business management solutions beyond industry practices to a full 10 years of extended product support.

Training is provided by VAR's and other implementation partners. This is typically customised for each customer.

3.8 Partner network and related accreditation process

Certified Microsoft partners are available worldwide to help companies of all sizes and industries select and implement the right business technology. They can also provide support through future business change. To become certified as MS Dynamics Vendors, they must prove expertise in Microsoft technology and in specific business areas, such as financial, supply chain, or customer relationship management.

Certified for Microsoft Dynamics is a solution certification achieved by Microsoft Dynamics software partners whose solutions have met Microsoft's highest standard for partner developed solutions. Certified for Microsoft Dynamics solutions are developed to connect, integrate or operate with Microsoft Dynamics business solutions, including

- Microsoft Dynamics AX,
- Microsoft Dynamics GP,
- Microsoft Dynamics NAV,
- Microsoft Dynamics SL
- Microsoft Dynamics CRM

Certified for Microsoft Dynamics is a worldwide programme.

3.9 Limitations

It is important that any business contemplating the purchase of this software reviews the functionality described and refers to the reselling consultant and publishing vendor for any detailed requirements. Attention is drawn in particular to the following areas where the product is commonly enhanced by resellers or additional procedures are used to provide additional control:

- Bank reconciliation is a manual process that can be enhanced by VARs if required;
- There is no formal requirement for customers to do a month end procedure;
- Dimensions can be used to provide additional identifiers for transactions and accounts if required;
- A new transaction archiving system will be released in 2009. Otherwise, third party archiving solutions are available;
- Edit reports showing changes to standing data are not typically included as standard but can be configured as required;
- The additional Management Report module is recommended if detailed management reporting packs are required;
- Country specific proforma invoices would need to be configured as required;
- The ability to produce invoice level reports that enable every value on an EC Sales List to be traced to source documents would have to be configured;

- The software does not check sales credit limits as standard when orders are accepted. However, business processes can be built to do this; and
- There are no printed manuals for AX as standard. However, on-line help can be printed.

4 Evaluation conclusion

There were no areas in the evaluation that gave cause for concern. Microsoft Dynamics AX 2009 is a well designed and presented accounting package that is supported by Microsoft Business Solutions and its network of Value Added Resellers. In terms of the functionality that is available in the current 2009 version and the target market for this product, the product has been adequately specified. It is comparatively easy to use and relatively flexible in its approach through its configuration options.

Disclaimer

John Oates is a Partner in Baker Tilly Tax and Accounting Limited. Any organisation considering the purchase of Microsoft Dynamics AX 2009 should consider their requirements in the light of proposals from Microsoft or its dealers and potential suppliers of other similarly specified products. Whilst the contents of this document are presented in good faith, neither the ICAEW or Baker Tilly Tax and Accounting Limited can accept liability for actions taken as a result of comments made herein.

Key components of the Business Essentials and Advanced Management editions

The key components of the Business Essentials edition are as follows:

Financial Management and Compliance Management:

- Financial management role centres
- General ledger
- Accounts receivable
- Accounts payable
- Bank management
- Fixed assets
- Country and region specific functionality
- Dimensions
- Reporting
- Shared services support

Project Accounting:

- Project accounting role centres

Supply Chain Management:

- Supply chain management role centres
- Order management
- Trade agreements
- RFID support
- Logistic and inventory management
- Multi-site capabilities

Sales and Marketing:

- Unified communications
- Global address book

Business Intelligence and Reporting:

- Business analysis
- Data Cubes
- Integration with Microsoft SQL Server Reporting Services
- Integration with Microsoft PerformancePoint Server 2007

Additional functionality available through the Advanced Management edition is as follows:

Collaborative Workspace:

- Web based expense management

Financial Management and Compliance Management:

- Compliance management
- Advanced financial support

Manufacturing:

- Manufacturing role centres

Key components of the Business Essentials and Advanced Management editions

- Production order management
- Production BOM
- Production tracking and reporting
- Forecast scheduling and master planning

Project Accounting:

- Project accounting role centres
- Project hierarchies
- Project control
- Expense management
- Streamlined billing
- Project accounting reporting

Sales and Marketing:

- Sales and marketing role centres
- Lead management
- Opportunity management
- Hierarchical process templates
- Web enabled CRM data
- Microsoft Virtual Earth integration
- Sales management
- Sales force automation
- Marketing automation
- Telemarketing

Supply Chain Management:

- Supply chain management role centres
- Master planning
- Quality management
- Warehouse management

Additional functionality for Advanced Management customers is available through Advanced Management Enterprise is as follows:

Collaborative Workspace:

- Enterprise portal roles
- Collaborative workspaces and document management

Financial Management and Compliance Management:

- Cost accounting

Human Resource Management:

- Employee development
- Competency management
- Course administration

Manufacturing:

- Manufacturing role centres

Key components of the Business Essentials and Advanced Management editions

- Routing management
- Scheduling
- Cost tracking
- Job monitoring
- Product builder
- Shop floor management

Project Accounting:

- Multiple project types
- Revenue recognition and WIP
- Project supply chain
- Integration with Microsoft Office Project Server 2007

Service Management:

- Service management role centres
- Service agreements
- Service orders
- Repair management
- Integration with project accounting modules
- Service subscriptions

Supply Chain Management:

- Supply chain management role centres
- Warehouse management
- Demand planning
- Inter-company
- Product builder

There is also an additional add-on Human Resources component available to both Business Essentials and Advanced Management customers. This provides the following:

- Human resource management role centres
- Integrated organisational and workforce management
- Recruitment
- Absence management
- Performance management
- Compensation management
- Integration with Microsoft Office Visio 2007

Functional requirements questionnaire
Product Microsoft Dynamics AX
Version 2009

Question	Supplier Response	Evaluator's Comment
5 Security and continuity of processing		
5.1 What security features are included to control access to the application?	<p>Microsoft Dynamics AX infrastructure security is built on the following:</p> <ul style="list-style-type: none"> • Microsoft Dynamics AX user accounts. Users must first be in Active Directory services. Microsoft Dynamics AX relies on users who are already in Active Directory. • Active Directory directory services are configured in native mode. • Integrated Windows authentication. • A perimeter network that has a firewall for Internet-facing Enterprise Portal. <p>The application security architecture of Microsoft Dynamics AX includes the following features:</p> <ul style="list-style-type: none"> • Domains that are groups of company accounts. Domains make it easier to maintain user group security if several companies use the same Microsoft Dynamics AX system, and have unique security needs. Domains enable you to restrict permissions to user groups to a single company, or to set up user groups that have permissions to data across companies. • Microsoft Dynamics AX user groups that are granted permissions. By adding a user 	<p>Confirmed.</p> <p>Users need to be set up in Active Directory to access Dynamics AX.</p> <p>Imports from Active Directory via a wizard can be performed.</p> <p>Confirmed.</p> <p>Dynamics AX provides standard groups and these can customised.</p> <p>Security can be defined down to field and record level.</p>

Functional requirements questionnaire
Product Microsoft Dynamics AX
Version 2009

Question	Supplier Response	Evaluator's Comment
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	Confirmed.
5.3 Is this access to the application managed by:- 5.3.1 Individual user profiles? 5.3.2 User groups based on their job roles?	<p>The application security architecture of Microsoft Dynamics AX includes the following features:</p> <ul style="list-style-type: none"> • Domains that are groups of company accounts. Domains make it easier to maintain user group security if several companies use the same Microsoft Dynamics AX system, and have unique security needs. Domains enable you to restrict permissions to user groups to a single company, or to set up user groups that have permissions to data across companies. • Microsoft Dynamics AX user groups that are granted permissions. By adding a user to a group, you grant that user all the permissions assigned to that group. Users who are not assigned to groups cannot access Microsoft Dynamics AX. A user can be a part of more than one group; that user inherits the highest permissions level of the two groups. 	Confirmed.

Functional requirements questionnaire
Product Microsoft Dynamics AX
Version 2009

Question	Supplier Response	Evaluator's Comment
	groups.	
5.4 If menus can be tailored would this override the application access control?	No	Confirmed.
5.5 Passwords	Yes via Active Directory	Confirmed.
5.5.1 Is access to the software controlled by password?	See above.	Confirmed.
5.5.2 Please state the basis of control available (e.g., role based etc).	N/A	N/A
5.5.3 If there is no password facility please state how confidentiality and accessibility control can be maintained within the software?	Yes	Confirmed.
5.5.4 Are single user systems access controlled by password?	Yes	Confirmed.
5.5.5 Does the software allow for each user to have separate log on (user ids)?	If No:- 5.5.5.1 How does the software track user activity?	N/A
5.5.6 Is each user required to have a personal password?	Yes. This is determined by the security policy defined by Active Directory.	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. Password encryption is handled by Active Directory.	Confirmed.
5.5.8 Are passwords masked when entered by any user logging in?	Yes – this handled by the Windows operating system since Dynamics AX utilises single sign-on technology.	Confirmed.

Functional requirements questionnaire
Product Microsoft Dynamics AX
Version 2009

Question	Supplier Response	Evaluator's Comment
5.5.9 Is password complexity available at application level? If Yes:- 5.5.9.1 Please specify [e.g. Number of digits, requirement for special characters, numeric, upper/lower case etc.]	No. This is defined by Active Directory.	Confirmed. This is controlled by Active Directory.
5.5.10 Is there a facility to enforce password changes after a chosen period of time?	Yes – this is defined by Active Directory	Confirmed. This is controlled by Active Directory.
5.5.11 Is there a facility to specify a minimum age for passwords (e.g. 1 day)?	Yes – this is defined by Active Directory	Confirmed. This is controlled by Active Directory.
5.5.12 How many previous passwords are retained by the system to limit users recycling passwords (e.g. 24 or 32)?	Yes – this is defined by Active Directory	Confirmed. This is controlled by Active Directory.
5.6 Please state how security allows for access to be specified separately for :- 5.6.1 Read? 5.6.2 Read and write? 5.6.3 Delete and amend?	Yes, the security will allow: No Access, Read, Change, and Full Control – which can be specified for each Configuration Key and Table.	Confirmed. This is set at table level and record level.
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?	Yes.	Confirmed. Data imports are treated in the same manner as direct input – the logic remains the same.
5.8 Does the software require higher or specific levels of user access for changes to sensitive data, such as customer credit limits?	No. Ability to change designated data elements is defined and configured as part of the implementation and will defer for each customer.	Confirmed. This can be configured if required.
5.9 Please specify the specific security procedures (by passwords or warnings) over the:- 5.9.1 Update of ledgers	i. Yes, you can define in the journal set up a user group that would be allowed to enter a journal as opposed to posting a journal or use	Confirmed. There is multi-lingual workflow that can be used to build specific processes and procedures for these activities.

Functional requirements questionnaire
Product Microsoft Dynamics AX
Version 2009

Question	Supplier Response	Evaluator's Comment
5.9.2 Closing of accounting periods	<p>workflow to define and control the approval procedures</p> <p>ii. Yes, there are 3 levels for Accounting periods stopped, open or closed. A stopped period can be re opened but a closed period cannot. Microsoft Dynamics AX 2009, Edition does not have a definite month end procedure, if has a "soft closing". Microsoft Dynamics AX 2009 will allow certain user groups to be assigned to periods which will prohibit the users from posting into prior periods or you can stop the period, but then no user will have access to posting to the period, until it is opened again.</p> <p>iii. You cannot archive or delete records in Microsoft Dynamics AX 2009. However if this is required it can be done through SQL or Oracle</p>	A workflow history / audit trail is maintained
5.9.3 Deletion of transactions		
5.9.4 Archiving of transactions.		
5.10 Is it impossible to delete a transaction? If No:	Once posted, no.	Confirmed.
5.11 How are deletions controlled by the system?	N/A	Deletion is possible before the transaction is posted.
5.12 Are deleted transactions retained in the audit trail and denoted as such?	N/A	N/A
5.13 Can a report be produced detailing all current users, via user groups if relevant, and their authority levels and/or access rights?	Yes. User/Object permission reports can be run to identify current access and potential segregation of duty issues.	Confirmed. New functionality allows segregation of duty analysis.
5.14 If data can be accessed by separate reporting facilities, such as ODBC or separate report writer, is the user	Yes.	Confirmed.

Functional requirements questionnaire
Product Microsoft Dynamics AX
Version 2009

Question	Supplier Response	Evaluator's Comment
access security control applied?		
If No:-		
5.15 Please explain any other protection in place to prevent unauthorised access to data with such facilities.		
5.16 Is the level of security (described with this section) appropriate for the expected size of business using the software?	Yes.	Confirmed.
5.17 Is there a clear indication in the software or manuals as to how the data is:- 5.17.1 Backed-up? 5.17.2 Recovered?	Yes. This is detailed in the Server and Database Administration guide which sets out the how to plan for the backups. The actual process of creating a backup is detailed in SQL Server/Oracle Administration guides.	Confirmed.
5.18 Back ups How are back ups provided:- 5.18.1.1 Within the software application? 5.18.1.2 Within the operating software?	Neither. Backups are created via the RDMS – in this case either SQL Server or Oracle.	Confirmed.
5.18.2 Are backup procedures automatic?	This would be determined by the RDMS choice. Certainly you can schedule automatic backups within SQL Server.	Confirmed.
5.18.3 Is the user forced or prompted to back-up at certain intervals?	Again – this is determined by the back up plan defined in SQL Server.	Confirmed.
5.18.4 Can the intervals be customised?	Yes.	Confirmed.
5.19 Recovery 5.19.1 Please state how the software facilitates recovery procedures in the event of software failure? (E.g. roll back to the last completed transaction).	Yes, through the Microsoft SQL roll back feature.	Confirmed.

Functional requirements questionnaire
Product Microsoft Dynamics AX
Version 2009

Question	Supplier Response	Evaluator's Comment
5.19.2 If software failure occurs part way through a batch or transaction, will the operator have to re-input the batch or only the transaction being input at the time of the failure?	Microsoft Dynamics AX 2009 is a real time system.	Confirmed.
5.19.3 Are these automated?	Yes	Confirmed.
5.19.4 Do the recovery procedures work?	Yes	Confirmed.
5.20 What features are available within the software to help track down processing problems?	Yes, Microsoft Dynamics AX 2009 has a Debugging feature that can help track down processing problems line by line. This would be typically be used by the VAR for support purposes	Confirmed. This is accessed via the 'Tools' menu.
5.21 Are software messages clear?	There are three stages of messages the initial stage the user should be able to solve as there is an "infolog" which will provide some information. The second stage may require a little more detailed knowledge of the system. In the third stage a VAR may be required to assist the end user.	Confirmed.
5.22 Are user responses properly structured to ensure that erroneous key strikes do not lead to inappropriate actions?	See above.	See above.
5.23 Is there a software log which details:- 5.23.1 Error messages?	Yes, you have the choice to trace by All, Current user only, SQL statement, Statements exceeding query time limit, errors, Deadlocks and warnings.	Confirmed. There are several logging levels: - Application transaction audit log - SQL or Oracle database log - Active Directory logs - Workflow logs (new in this release)
5.23.2 Security violations?	Yes. This would be covered by Active Directory.	
5.24 Audit trail (transactions) 5.24.1 Does the software have a	Yes, each time a transaction is posted the audit trail is populated	Confirmed.

Functional requirements questionnaire
Product Microsoft Dynamics AX
Version 2009

Question	Supplier Response	Evaluator's Comment
	detailed audit trail?	with information like the journal no, vouched no etc.
5.24.2	Is it impossible to turn off or delete the audit trail?	For transactions at the application level. Confirmed. The logs are read only
5.24.3	'Are all master file changes recorded in the audit trail?	Confirmed.
If Yes:-		It is possible to set up alerts to advise if data changes via the 'create alert' menu. It is also possible to build alerts into workflow.
5.24.3.1	Does each change have a system generated reference allocated?	Confirmed.
5.24.3.2	Are the originator and authoriser identified?	Confirmed.
5.24.3.3	Is the change date and time stamped?	Confirmed.
5.24.4	Are all standing data changes recorded in the audit trail?	See above. Confirmed.
If Yes:-		Every transaction in the audit log has a unique number that is in sequence.
5.24.4.1	Does each change have a system generated reference allocated?	Confirmed.
5.24.4.2	Are the originator and authoriser identified?	Confirmed.
5.24.4.3	Is the change date and time stamped?	Confirmed.
5.24.5	Is all input data included within the audit trail, including amendments, deletions, journals etc?	Yes. Confirmed.
5.24.6	Does the software allocate a system generated unique reference number to each transaction?	Confirmed. Every transaction has a unique number that is in sequence.
5.24.6.1	Is this stamped with a user id?	User IDs are recorded on the posting line. Confirmed.

Functional requirements questionnaire
Product Microsoft Dynamics AX
Version 2009

Question	Supplier Response	Evaluator's Comment
5.24.6.2 Is this unique reference number presented to the user at time of input?	Generally No.	Confirmed.
5.24.6.3 Is the transaction date and time stamped?	Yes.	Confirmed.
5.24.7 Are all imported /interfaced transactions allocated a software generated reference number?	Yes – all transactions where manually entered or electronically fed are allocated a number sequence.	Confirmed. All transactions, whether imported or input directly, are subject to the same input controls.
5.24.8 How are transactions differentiated within the audit trail?	Journal type.	Confirmed.
5.25 What are the procedures for handling dates? (E.g. 2 digit years, 4 digit years).	All date (specifically year fields) are 4 digits.	Confirmed. The break point for 2 digit inputs is 23 as the system looks 15 years into the future. 23 will be interpreted as 2032. 24 and above will be prefixed with 19 e.g. 1924. All dates are stored as 4 digits though.
5.25.1 In the case of two digits what is the break point for the century?	N/A	N/A
5.25.2 Are dates handled consistently throughout the software?	Yes	Confirmed.

Functional requirements questionnaire
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Question	Supplier Response	Evaluator's Comment
6 Input of transactions		
The following sections in Input of transactions, File maintenance, Processing and Reports are primarily aimed at the three main accounting ledgers and where applicable Sales Order Processing, Sales Invoicing, Purchase Order Processing and Stock Control.		
6.1	Is data input controlled by self-explanatory menu options?	Yes. In this release we have also introduced the concept of role centres and standardised the general navigation approach to be the same as other MS technology.
		Confirmed. There are a number of data input routes. Role centres can be tailored to suit specific user requirements.
6.2	Are these menus application-specific?	Yes.
		Confirmed.
6.3	Does the software provide input validation checks such as account code validation, reasonableness (limits, VAT or discount checking) and validity checks (VAT check-digit calculations)?	Yes, you can choose as to whether you want to only do a credit check or do a check including the balance of the invoice that is to be posted etc. The VAT is automatically calculated and the discount will be calculated automatically.
		Confirmed.
6.4	Can the user amend data on an input screen prior to update?	Yes, the user can modify the input prior to posting / update.
		Confirmed.
6.5	What control features are within the software to ensure completeness and accuracy of data input?	If a transaction is entered into the system and posted – firstly you cannot post an unbalanced journal. Once the journal has been posted in the Ledger one can review right to the original document.
		Confirmed. Input controls can be set at several levels, including field and document level.
6.6	Are all input transactions subject to this control?	Yes.
		Confirmed. This depends upon the software configuration.
6.7	How does the software ensure uniqueness of the input transactions? (i.e. to avoid duplicate transactions)	Yes, all transactions will contain a unique record id – which the user will not normally be able to see. However, it will be in underlying logs and records. In addition you can prevent duplicate purchase invoices via the parameters setting.
		Confirmed.

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Question	Supplier Response	Evaluator's Comment
6.8 Does the software allow for batch control totals? If Yes:-	No.	Confirmed. The software does not have batching functionality.
6.8.1 Are batches automatically numbered?		
6.8.2 Are batches forced to balance before ledger update?	N/A	N/A
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)	Microsoft AX 2009 is a real time system. However if you are in the process of entering a journal and you discover that you need another account that does not exist you can create the account and then continue with the journal.	Confirmed.
6.8.4 Is the user forced to confirm batch totals?	N/A	N/A
6.9 Is attempted posting of unbalanced journals rejected? (G/L).	Yes, Microsoft Dynamics AX 2009 will never post an unbalanced journal.	Confirmed.
6.10 Are input errors highlighted?	Yes.	Confirmed.
6.11 If Yes are they:-	Should the user enter something that is incorrect the system will display a message on screen in the form of an "infolog".	
6.11.1 Rejected and reported on screen?		
6.11.2 Rejected and error reports generated?	You can run a validation, which will give you a warning on screen.	Confirmed.
6.11.3 Accepted and posted to suspense?	No, Microsoft Dynamics AX 2009 will not post anything to a suspense account. The message would need to be sorted out manually.	Confirmed. Items are not posted – they are held for correction.
6.12 Does the software have an automatic facility to correct/reverse/delete transactions? If Yes:-	Yes. The transaction reversal process reverses the original transaction and all related transactions that were created when the original transaction was posted	Confirmed. This is performed upon user demand.
6.12.1 Are all the double entry transactions documented in the audit trail?	Yes	
6.13 What are the controls to ensure the internal integrity of the ledger(s) or the	This is protected by the application. For example	Confirmed.

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Question	Supplier Response	Evaluator's Comment
accounting information, e.g., control of accounts.	You must perform the reversal where the transaction originated. For example, you cannot reverse from General ledger if the transaction originated in Accounts payable.	
	You must reverse transactions in proper sequential order. For example, if you applied a cash receipt to a Disposal - sale transaction, you must reverse the receipt settlement before you reverse the Disposal - sale transaction.	
6.14 Is it possible to allocate input values directly to ledger control accounts?	No. You would need to allow the users access to post directly to the ledger control accounts.	Confirmed. Companies are advised not to do this but it is technically possible.
If Yes:- 6.14.1 Please note the mechanisms available to allow the user to establish why the total balances on individual accounts do not agree to a respective control account?		
6.15 Can automatic accruals or prepayments be generated?	Once you have defined your accrual scheme, the system can then generate the posting lines based on that scheme.	Confirmed. Accrual schemes can be set up.
6.16 Will these automatically be reversed after the period end? (G/L)	Yes if marked on the journal line as auto reversal	Confirmed.
6.17 Does the software have a purchase invoice register?	Yes	Confirmed.
6.18 Does the software permit multi debit/credit journals?	Yes, each journal can have as many entries as required.	Confirmed. This is based upon journal lines.
6.19 How are transactions identified on screen/reports as to:- 6.19.1 Type? 6.19.2 Debit or credit?	By journal type and there is a Debit/Credit column for all entries.	Confirmed.
6.20 Can separate nominal analysis codes be input for each invoice line?	Yes – you can have up to 10 analysis codes per posting live.	Confirmed. Standard 'out of the box' functionality provides 3 analysis codes per posting.

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Question	Supplier Response	Evaluator's Comment
If Yes:- 6.21 Does this cover:- 6.21.1 Sales ledger? 6.21.2 Purchase ledger? 6.21.3 Stock?	Yes	Additional analysis codes can be configured by agreement. Dimensions is used to achieve this. Confirmed.
6.22 Can receipts and payments be matched to specific invoices? If Yes:- Is this 6.22.1 Automatic or manual?	Yes, this can be done in the customer/vendor table through open-transactions editing. Also, when completing a payment run, the system automatically allocate payment to invoice. In the case of cash receipts, the user chooses which invoices to allocate to a given receipt.	Confirmed.
6.23 Will the software permit part payments?	Yes, the system will allow part payments. The system will also allow one payment to be split over multiple invoices.	Confirmed.
6.24 Will the software allow:- 6.24.1 Payments to be made to customers? 6.24.2 Receipts to be received from suppliers?	Yes. Manual payments in either direction can be made.	Confirmed.
6.25 Does the software handle purchase credit notes?	Yes, Microsoft Dynamics AX 2009 has the facility to create credit notes in the purchase ledger.	Confirmed.
6.26 Is there an ability to automatically amend stock if applicable?	Yes – profit/loss journals allow this.	Confirmed.
6.27 Can the software generate sales credit notes?	Yes, Microsoft Dynamics AX 2009 can create credit notes in the sales ledger from invoices that have been sent.	Confirmed.
6.28 Does the software handle discounts and promotions?	Yes	Confirmed.
6.29 Does the software provide for early settlement discounts?	Yes, settlement discounts can be used for either money received or paid. The terms need to be set up and then	Confirmed.

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Question	Supplier Response	Evaluator's Comment
6.30 Can early settlement discounts be automatically generated?	applied to the customer and vendor cards.	Confirmed.
6.31 Are there controls over accepting settlement discounts (e.g. time limits)?	Yes, it will take the discount into consideration when the line discount is to be paid. This occurs in both the sales and purchase payments / receipts.	Confirmed.
6.32 Is VAT treated correctly on early settlement discounts?	Yes	Confirmed.
6.33 `Will the software permit the posting of unallocated cash to the ledgers?	Yes, receipts and payments can be posted unallocated and then at a later stage allocated against a sales invoice or purchase invoice.	Confirmed.
Does this apply to:-		
6.33.1 Sales ledger?		
6.33.2 Purchase ledger?		
6.34 Are unallocated cash/credit notes specifically reported for follow up?	You can set up a cue on the role centre to highlight unallocated cash. You can see any open transactions through the open transaction editing where you can see the items that have not been allocated. In addition, a report detailing unallocated cash can be produced automatically and emailed to designated users.	Confirmed. There is a standard report called ' Open Ledger Transactions'
6.35 Are outstanding transactions displayed for allocation?	Yes, if you do a settlement on S/L and P/L then outstanding transactions will be displayed.	Confirmed.
If Yes does this apply to:-		
6.35.1 Sales ledger?		
6.35.2 Purchase ledger?		
6.36 Is it possible for new accounts to be created during input?	Yes, whilst creating an invoice you would need to associate a debtor or creditor. You can go from the invoice to the main table and create the customer or vendor.	Confirmed. This depends upon given security rights. It is also possible to create free text documents as one-offs.

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Question	Supplier Response	Evaluator's Comment
6.37 Does this cover the following ledgers:- 6.37.1 Sales? 6.37.2 Purchases? 6.37.3 General? 6.37.4 Stock?	Yes –see above.	Confirmed.
6.38 What controls are there over the creation of new accounts?	Yes, through the security you can allow certain users to create / modify customer accounts. Should there be any changes one could track the changes through the database log.	Confirmed.
6.39 Is the originator and/or authoriser identification logged by the software?	Yes if database logging used	Confirmed. This is because it is a master data change.
6.40 Is the user prevented or warned from overriding credit limits or discounts? (S/L).	Yes, there are controls when you invoice but this would need to be set up with security. You can set up credit limits with a mandatory warning.	Confirmed. This depends upon the software configuration – it is set through parameters.
6.41 Does the software have a bank reconciliation facility?	Yes	Confirmed. This is manual, not automatic. Some partners provide automatic reconciliation facilities.
6.42 Does the software enable transactions to be posted to the ledgers whilst performing a bank reconciliation (e.g. standing charges, bank charges etc)?	Yes, In bank management while performing bank reconciliation you can post transactions. You can then print the bank account reconciliation report which will show you the transactions.	Confirmed.
6.43 Are these adequately reported?	Yes	Confirmed.
6.44 Does the software accept input files from other computer packages? If Yes:- 6.44.1 What formats are accepted?	Yes, Microsoft Dynamics AX 2009 can accept input files from other systems provided that the import files are set up. The file formats that Microsoft Dynamics AX 2009 can accept are Excel spreadsheets, CSV files and XML	Confirmed. XML is used for web service calls. There are standard connections for BizTalk also.
6.44.2 What controls are in place over the interface?	Once the data has been imported into a journal then normal business rules	Confirmed.

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Question	Supplier Response	Evaluator's Comment
6.45 Does the software have a facility for calculating interest on late payments?	and logic will apply. Yes	Confirmed.

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Question	Supplier Response	Evaluator's Comment
7 File maintenance		
7.1 Are ledgers:- 7.1.1 Open item? 7.1.2 Balance forward?	Microsoft Dynamics AX 2009, is an "open item" system on all S/L, P/L and G/L	Confirmed.
7.2 Does the above cover:- 7.2.1 Sales ledger? 7.2.2 Purchase ledger? 7.2.3 General ledger?		
7.3 Is a month end routine required to be undertaken?	No. Microsoft Dynamics AX 2009 does not have a definite month end procedure, if has a "soft closing". Microsoft Dynamics AX 2009 will allow certain user groups to be assigned to periods which will prohibit the users from posting into prior periods or you can stop the period, but then no user will have access to posting to the period, until it is opened again.	Confirmed. Dynamics AX is date driven – users are not forced to do a month end close as a result.
7.4 Is the creation or amendment of standing data (e.g. customer account details) controlled by menu options?	Yes but you also restrict amendments to certain elements via record level security.	Confirmed.
7.5 Are menus:- 7.5.1 Application specific? 7.5.2 User specific?	Can be both.	Confirmed.
7.6 Is it <u>im</u> possible to delete accounts if the balance is Nil but transactions have been recorded against the code. Does this apply to:- 7.6.1 General Ledger? 7.6.2 Sales Ledger? 7.6.3 Purchase Ledger? 7.6.4 Stock?	Yes.	Confirmed. It is not possible to delete accounts if there is any relevant history.
7.7 Are there any other constraints over the deletion of accounts?	If the account has open entries in an open period then you will not be allowed to delete the account.	Confirmed.

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Question	Supplier Response	Evaluator's Comment
7.8 What is the size and format of reference numbers and descriptions within:- 7.8.1 General Ledger? 7.8.2 Sales Ledger? 7.8.3 Purchase Ledger? 7.8.4 Stock?	Standard 10 alphanumeric characters, but can be amended up to 1000 characters.	Confirmed. It is 10 by default.
7.9 Is the scope of the reference number adequate to permit sufficient depth of analysis?	Absolutely. In addition to the reference numbers you can also attach up to 10 analysis dimensions (customer defined) as well as reason codes and other fields on each posting line.	Confirmed. Using Dimensions, it is possible to have up to 10 identifiers to a posting or account. These can be used as the basis of management accounting.
7.10 How does the software guard against/warn about, duplicate account numbers on set up?	An "infolog" message is displayed.	Confirmed.
7.11 How does the software enable the traceability - from, to and through the accounting records - of any source document or interfaced transaction?	On all transaction forms, you can drill down to underlying or source transactions.	Confirmed. From the account level, you can drill down. This works across all areas.
7.12 What drill down/around functionality is available within the software?	See above.	Confirmed.
7.13 Can reports be invoked which identify all the fields which have been modified?	You can see this on the database log form, and you can create a report using the print function on the database log to see a log of when updates have been made.	Confirmed. This works across all fields – input, custom etc.
7.14 If the software uses a lot of standing information which changes frequently or regularly, does the software allow for such changes to be effected through the use of parameters or tables? If Yes: – 7.14.1 Is the use of such parameters or tables adequately reported?	Yes most of the system parameters are frequently defined in tables therefore it is easy to change parameters once. Can create a database log for the table and this will log any updates.	Confirmed. 'Mass' up-dates and changes are possible as follows: - There is some standard functionality e.g trade agreements - Exports and imports via Excel can be performed - New functionality allows multiple change on costs - The 'Fill Utility' allows mass changes.

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Question	Supplier Response	Evaluator's Comment
7.15 What controls are within the software over changes to parameters and tables e.g. reporting, password etc?	Yes, you set up users groups and set up which areas users can have access to. This can be set up to field level using the configuration key functionality. Which is assigned to tables, fields etc and then you can enable or disable the Configuration key for each user group	Confirmed. This is standard system security.
7.16 Does the software allow selective archiving of old data on a user-defined basis?	Not directly from AX2009. This is achieved through the RDBMS	Confirmed. RDBMS is the database. A new archiving system will be released in 2009. Otherwise, third party solutions are available.
7.17 What controls are in place over the handling of archived data?	See above	Confirmed.
7.18 Can archived data be used for reporting purposes?	Yes via the SQL reporting tools	Confirmed.
7.19 Does the software allow for the restoration of achieved data for audit without affecting current accounting data?	Yes but would need to be undertaken out of hours since this is a database restoration controlled via RDBMS	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)?	No, it would be up to the user to define local procedures and set up accordingly. However, it is possible to set up custom menus, favourites and "places" to guide the end user.	Confirmed. Standard processing logic applies. Certain things have to be performed in a certain order.
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, there's is an audit trail so every time something is posted the register will be updated. You can drill down from here to see the transactions.	Confirmed. This is the Transaction Audit Log.
8.4 Can the software calculate prices or values by reference to master file data?	Microsoft Dynamics AX 2009 is a fully integrated system and specific customer prices are automatically shown when order lines are entered based on the master file.	Confirmed.
8.5 Does the software provide automatic recalculation, where appropriate, of data input? (e.g. VAT)	Yes, It looks at the combination of the vat group and item vat group, which has been set-up.	Confirmed.
8.6 Does the software warn the user when the ledger is out of balance?	The system does not allow the journal to go out of balance when posting.	Confirmed.
8.7 How is this done e.g. when the software is switching on or on ledger update?	N/A	N/A

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Question	Supplier Response	Evaluator's Comment	
9	Performance of requisite accounting functions		
9.1	What control features are provided by the software to support effective user controls?	See below	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?	Every time a transaction is posted a unique entry number is generated. Postings are automatically stamped with date of posting along with user id. In addition with Document Handling, you can link source documents to a posting line – such as scanned invoice	Confirmed.
9.3	Is the software available as multi user?	Yes, it is a multi user client/server system	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, users can change a record at the same time but only the first change will be stored.	Confirmed. Changes are recorded at the record level.
9.5	Is the software available as multi-company? If Yes:- How many companies are supported?	Yes In a single instance AX2009 can support up to 1,679,616. This is based on a 4 digit alphanumeric code (36^4)	Confirmed.
9.6	Is a group consolidation facility available?	Yes	Confirmed. It is possible to set one company as the consolidation company using the 'parameters' option. Data would then be consolidated into this company.
9.7	Can the software consolidate entities with different charts of accounts?	Yes, The user needs to set up debit and credit fields on each GL account in the chart of accounts. This in turn is linked to the appropriate account number in the consolidation company.	Confirmed.
9.8	How many levels of nominal analysis can be handled by the software?	You can have up to 10 different nominal analysis codes but through the reporting tools also use reason codes and any additional fields as the basis	Confirmed.

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Question	Supplier Response	Evaluator's Comment
	for analysis	
9.9 How does the software handle cost centres, departments, divisions?	Analysis dimensions	Confirmed.
9.10 How are periods handled by the software?	User specifies accounting period. User can define a start and end date and a desired length which can be in terms of days, months, or years.	Confirmed. This is set via GL options.
9.11 How many:- 9.11.1 Accounting periods can be set up? 9.11.2 Years can be set up?	Unlimited	Confirmed.
9.12 Can the length/ number of periods be adjusted to suit different user requirements?	Yes	Confirmed.
9.13 How many accounting periods can be open at any one time?	As many as the user requires. You do not need to close a period to do a year End.	Confirmed.
9.14 How many years can be open at any one time?	As many as the user requires. You do not need to close a period to do a year End.	Confirmed.
9.15 Can a period or year be re-opened after it has been closed?	In Microsoft Dynamics AX 2009 you have open, stopped, and closed. You can stop a period and this will stop any posting into the period, this can be re-opened. However once you select closed then the period cannot be re-opened.	Confirmed. There is a functional difference between 'stopped' and 'closed'
If Yes:- 9.15.1 What controls are in place over this function?		
If No:- 9.15.2 Is the data archived on the server?	Data remains available for reporting unless the data has been archived via SQL	
9.15.3 Is this accessible for reporting purposes?		
9.15.4 Can a previous year be restored from backup?		
9.16 Can data from all accounting periods and years be accessed at any one time?	Yes, All data can be accessed.	Confirmed.

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Question	Supplier Response	Evaluator's Comment
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?	Yes. User choice.	Confirmed.
If Yes:- 9.18.1 Are transactions analysed by posting date or document date?		
9.19 Can transactions be posted to more than one accounting period at any point in time?	Yes as the period is open and not stopped or closed.	Confirmed.
9.20 Does this cover:- 9.20.1 General ledger? 9.20.2 Sales ledger? 9.20.3 Purchase ledger?	Yes Yes Yes	Confirmed.
9.21 Is it possible to allocate transactions to: 9.21.1 Future periods? 9.21.2 Previous closed periods? 9.21.3 A previously closed year?	Yes, as long as the period has been created and there is no restrictions set up	Confirmed.
If Yes:- 9.21.4 What controls are in place e.g. level of authorisation and on screen warnings?	No, only a stopped month, which can be re-opened.	
9.21.5 Will the software revise subsequent periods accordingly?	Yes, if all months have been stopped in the previous year then you can re-open and post however if you have closed each period in the previous year then this will not be possible.	
9.22 How will transactions outside the current period be:-	However to post to these periods the user would need security access to do so.	
9.22.1 Reported	It will update all balances of the accounts and the user can reprint all the reports that they may need	
9.22.2 Accounted for in the VAT return?	Yes it will include entries from previous period on the next vat return.	Confirmed.

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Question	Supplier Response	Evaluator's Comment
9.23 Does the software permit use of budgets and provide comparisons between budgets and actuals?	Yes, The system allows you to set up budgets and then the user can define a report to show budgets and actual.	Confirmed. A budget model can be created. In this release, budget revisions are possible.
If Yes:- 9.23.1 How many versions of budgets/forecasts can be maintained on the system?	Unlimited	
9.24 Are budgets available for:	Yes. You define which accounts to allocate budgets.	Confirmed.
9.24.1 General ledger? 9.24.2 Sales ledger? 9.24.3 Purchase ledger? 9.24.4 Overheads? 9.24.5 Balance sheet?		
9.25 Can budgets be set by: 9.25.1 Period? 9.25.2 Annually?	Yes	Confirmed.
9.26 Can the software automatically generate budgets? If Yes:- Please state how this is achieved.	Yes. You can either adopt a zero based budget approach and use period allocation keys to apportion values or historical based budget and use Transfer Balances which will copy from actual to budget applying any uplift defined	Confirmed. There is an option to take last year's actuals and make them into a future budget. Budgets are set up via GL options.
9.27 What is the maximum value of transactions and of totals that can be handled by the software?	Hold up to 16 digits, i.e. 9,999,999,999,999,999	Confirmed.
9.28 What is the maximum number of transactions that can be handled by the software?	No max limit	Confirmed. This depends upon the size of the database though.
9.29 What is the maximum number of accounts on each ledger: 9.29.1 Sales ledger? 9.29.2 Purchase ledger? 9.29.3 General ledger?	No max limit	Confirmed. This depends upon the size of the database though.

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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, the reports are detailed in terms of dates, title, date and time printed, page numbers etc. The amount and vat amount if applicable.	Confirmed.
10.2	Do the reports provide totals where applicable?	Yes, the reports do provide sub-totals where applicable such as Customer / Ledger Reconciliation Report	Confirmed.
10.3	Are these totals calculated or taken from a control file?	The reports are calculated.	Confirmed.
	Please state the reports that do not feature calculated totals.		
10.4	Is it clear when the report has ended? (totals or end markers)	Yes, there are total on reports, to show the report has ended.	Confirmed.
10.5	Can reports be saved in electronic format (as distinct from just printing)?	Yes, you can print to file and save in ASCII, RTF or HTML format and those generated by SQL Reporting Services can be output to PDF	Confirmed. This is driven by reporting services functions.
10.6	Are such files adequately protected from deletion or amendment?	You would need to put access rights on the report as it is held externally. For X++ reports this would provided by the file system for SRS based reports this would be covered by Reporting Services if published to RS.	Confirmed. This also depends upon security rights over the saved data.
10.7	Is a report writer provided as part of the software or as an add on? Please state the name of any third party package.	Provided with the solution. In this release there is both the internal X++ report writer and SQL reporting services and report builder. In addition we also provide 10 pre-built analysis service cubes which can be tailored through SQL Analysis Services and used via either the Role Centres or Excel.	Confirmed. At present, X++ report writer, SQL reporting services and SQL analysis services are the main reporting options. However, there are numerous reporting options available.
10.8	What level of knowledge is required to use the report writer e.g. beginner, regular user, expert?	Depends on the type of report required. Basic BI can be achieved by using the export to excel function off all list pages for beginners, report builder for more sophisticated reports by regular users and SRS/SAS for power user. In addition, PerformancePoint can also be used to	Confirmed.

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Question	Supplier Response	Evaluator's Comment
	perform analytical functions off the same cubes.	
10.9 Can the report writer make use of user-defined fields (including external fields)?	Yes	Confirmed.
10.10 Does the report writer enable:- 10.10.1 Separate access to each system area? 10.10.2 Reports to be prepared which combines related data from a number of system areas (e.g. Customers – Sales – Stock items) in the same report?	Yes	Confirmed.
10.11 Can users define the parameters, columns, fields and selection criteria used on reports reported?	Yes.	Confirmed.
10.12 Are standard reports always produced, even when they are nil returns?	Yes	Confirmed.
10.13 Is there an option for reports to exclude nil balances, this year or where there are nil balances this year and last year, to enable a comparative report to be produced with the completeness of both years' being maintained?	Yes – this would depend on each report and would need to be included in report set up	Confirmed. Parameter choice on each report differs depending upon which report you are attempting to run.
10.14 Can screen layouts, reports and transaction formats be easily adapted to users' requirements?	Yes, a user can create User menus simply by using Drag and Drop functionality. Also reports can be adjusted by using drag and drop. And there is functionality in Microsoft Dynamics AX 2009 called INTELLIMORPH, which allows users to hide field on the form.	Confirmed.
10.15 Can a hard copy be produced of all screen enquiries?	Yes, You can use the Print Functionality and produce a report on the fly on the existing form.	Confirmed.
10.16 Can transaction files for all previous periods of the year be retained in the software to permit enquiries and reports?	Yes, Microsoft Dynamics AX 2009 does not delete anything during a year end therefore can gain access to prior year transactions is not a problem. You can create reports based on prior year	Confirmed.

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Question	Supplier Response	Evaluator's Comment
	transactions.	
10.17 Are reports of all changes to standing data on customers, suppliers, tax rates etc automatically generated or stored for later printing?	This can be viewed through a database log form, but a report can be easily created.	Confirmed.
If Yes:-		
10.17.1 Is the report able to capture the nature of the change, user id and data and time of the change?	N/A	N/A
10.18 Are all transactions on all reports individually identifiable?	Yes	Confirmed.
10.19 Do the reports show whether items are debit or credit?	Depending on report i.e. Trial Balance report.	Confirmed.
10.20 Do reports give sufficient narrative and coding to enable cross referencing?	Yes but can be extended if required.	Confirmed. Reports give hot links to source data where appropriate.
10.21 Is it possible to drill down from reports to the ledgers and original transactions?	Yes	Confirmed. Reports give hot links to source data where appropriate.
10.22 Can the software produce all requisite reports:-	Yes.	Confirmed. The software ships with 824 standard reports.
10.22.1 Day books		
10.22.2 Trial balance		
10.22.3 Profit and loss account		
10.22.4 Balance sheet		
10.22.5 Aged debtors		
10.22.6 Aged creditors		
10.22.7 Aged stock		
10.22.8 Aged unallocated cash (debtors)		
10.22.9 Aged unallocated cash (creditors)		
10.22.10 Budgets		
10.22.11 Cash flow statement		
10.22.12 VAT reports		
10.22.13 VAT form 100		
10.22.14 EC Sales Listings		
10.22.15 Intrastat returns (SSD)		

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Question	Supplier Response	Evaluator's Comment
10.23 Are the above reports standard within the software or do they have to be written?	Examples are provided for each but it is standard practice to tailor as part of the implementation.	Confirmed.
10.24 Is the age criteria fixed or user definable?	User Definable, You can interval by days or month.	Confirmed.
10.25 Can the aged analysis and day book reports be in summary and detail?	Yes, the reports can be summary or detail.	Confirmed. These can be run in both forms on screen.
10.26 Do standard reporting options give sufficient flexibility to tailor individual reports?	Yes	Confirmed.
10.27 Can all reports be reproduced after the period end but @ the month end date:- 10.27.1 Transaction listings? 10.27.2 Day books? 10.27.3 Trial balance?	Yes	Confirmed.
10.28 Is it possible to print out retrospective month end aged sales and purchase ledger reports that agree back to the month end trial balance control account figures as at the month end?	Yes since AX2009 is date not period driven.	Confirmed.
10.29 Do the standard budget reports provide sufficient analysis of variances?	Yes, the user can set this up using financial statements and then using a formula to calculate the variance.	Confirmed. This is standard Actual V Budget analysis.
10.30 Do such reports provide exception reporting, percentage analysis and comparatives?	Yes, key budget reports include variance and percentage and comparatives can be added through report wizard.	
10.31 Do standard reports show sufficient analysis of trading results? (E.g. sales analysis by region)?	Yes, the user can set this up when printing the report.	Confirmed.
10.32 Are all movements during each accounting period shown on sales, purchase, general, stock ledger detail reports?	Yes, If the detail is there it can be printed. You can print a detailed trial balance and all the transactions for the specified period will be printed.	Confirmed.

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Question	Supplier Response	Evaluator's Comment
10.33 Do the sales and purchase ledger reports show how all partial payments or allocations (unallocated cash) have been treated?	You can view this on the closed transactions editing form and from this you can create a report using the print function.	Confirmed.
10.34 Is there a general ledger report that shows balances brought forward and carried forward plus all posted transactions in the period?	Yes.	Confirmed.
10.35 Can the management accounts, profit and loss account and balance sheet be sufficiently analysed by: 10.35.1 Project/job 10.35.2 Cost centres 10.35.3 Department 10.35.4 Division 10.35.5 Company 10.35.6 Group (if applicable) 10.35.7 Can the above be user defined by Period and/or range?	Yes, User needs to set this up using the Financial Statements or Management Reporter	Confirmed. Dimensions covers this. Management Reporter allows the creation of management reporting packs. This is a module that can be purchased.
10.36 What controls are there in place so that the user is aware of partly processed transactions:- 10.36.1 Unposted invoices 10.36.2 Uninvoiced dispatches 10.36.3 Payments 10.36.4 Receipts	There is a report Orders not Invoiced in the sales ledger module. Or you can select the order lines report to see what has been despatched.	Confirmed.
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)	Data is pulled from the master file depending on the customer set up. You can look at the customer/Item statistics to see the gross margin.	Confirmed.
10.38 Detail all automatically generated documents for external use. (E.g. sales invoices and statements, remittance advices.)	Dynamics AX 2009 provides a comprehensive list of standard documents as related to standard business processes.	Confirmed. A comprehensive list can be provided but they relate to standard business processes and operations.
10.39 Can the software reproduce source documents?	Yes	Confirmed.

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Product Microsoft Dynamics AX
Version 2009

Question	Supplier Response	Evaluator's Comment
<p>[E.g. sales invoices; POs, Remittance advices.....]</p> <p>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?</p>	Yes,	<p>Confirmed.</p> <p>Documents are a snapshot in time in that once they are posted, they are not generated again.</p>
10.41 Are these clearly identified as duplicates?	Yes.	<p>Confirmed.</p> <p>It is possible to print originals or copies.</p> <p>If multiple copies are printed, all but the first one are marked as duplicates.</p>
10.42 Does the software force the production of month-end reports?	No, As Microsoft Dynamics AX 2009 does not have strict month end.	Confirmed.
10.43 Can the reporting function make use of external data files?	Yes – particularly with the use of SRS	<p>Confirmed.</p> <p>SRS is SQL Reporting Services.</p>
10.44 Does the report writer have the facility to scroll up and down when output to screen?	Yes, you can use the keyboard and mouse to scroll up and down the report.	Confirmed.
10.45 Can all reports be run without the need for period-end procedures to be initiated?	All reports can be run without the need for a period end to be run.	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	Confirmed.

Functional requirements questionnaire
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Version 2009

Question	Supplier Response	Evaluator's Comment
11 Value Added Tax		
<p>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.</p>		
Software features		
11.1 Does the software have the facility to hold the following VAT information:-	Yes, the VAT number can be added under the company information, as well as on the customer and vendor records	Confirmed. Key data is set through 'Company Information'.
11.1.1 UK VAT registration number?		
11.1.2 Intrastat code?	This is set in 'Company Information'	Confirmed.
11.1.3 EC Code?	This is set in 'Company Information'	Confirmed.
11.1.4 EC VAT registration numbers (10)?	Yes, the VAT number is added on the customer and vendor records	Confirmed.
11.1.5 VAT rates (please specify number available)	Yes, all the VAT rates are 2 decimal places nn.nn%, but should you require it you can have more than 10	Confirmed. This is set within the 'Tax Codes' table.
11.2 How does the software handle roundings?	Parameter driven – can round up, down or allow system to decide, and can decide how much it should round to	Confirmed. This is set within the 'Tax Codes' table.
11.3 Is this applied consistently?	Yes	Confirmed.
11.4 Does the software handle VAT Scale charges with automatic double entry processing?	Yes	Confirmed.

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Question	Supplier Response	Evaluator's Comment
<p>11.5 Does the software handle VAT calculation tolerances?</p> <p>If Yes do any discrepancies produce:-</p> <p>11.5.1 Warning?</p> <p>11.5.2 Appear in the audit trail</p> <p>11.5.3 Appear in the VAT exception report?</p>	<p>Yes – this can be defined by the user.</p> <p>Would result in warning (Infolog) message.</p>	<p>Confirmed.</p> <p>This can be set to specific tolerances through the 'Tax Code' table if required. Otherwise, tolerances are set to zero by default.</p>
<p>11.6 What security features (password/ audit trail) are in place to control changes made to:</p>	<p>Yes, you would need to set up security to stop access to the control accounts. You can add an audit trail in the database log which can trail deletions, changes etc.</p>	<p>Confirmed.</p> <p>This covered via user security and standard logging.</p>
<p>11.6.1 General ledger VAT control accounts?</p>	<p>Access to the VAT set up tables is restricted in the security that is set up. You will have to set up the Database log and Configuration keys in order to track the changes for audit trail.</p>	<p>Confirmed.</p> <p>This covered via user security and standard logging.</p>
<p>11.6.2 VAT tables set up and change?</p>	<p>Access to the VAT set up tables is restricted in the security that is set up. You will have to set up the Database log and Configuration keys in order to track the changes for audit trail.</p>	<p>Confirmed.</p> <p>This covered via user security and standard logging.</p>
<p>11.6.3 Tolerance levels?</p> <p>11.6.4 Invoice sales number table?</p>	<p>Yes, the ability to change the VAT can be done on the invoice line and there is no security. You can see the differences by printing a vat deviations report.</p>	<p>Confirmed.</p> <p>This covered via user security and standard logging.</p>
<p>11.6.5 Changes on VAT code on customer files?</p>	<p>Yes, you would need to set up the security to access the VAT code on the product and customer table and the audit trail would be the log system. This would need to be set up and then you would have the possibility to see the changes that would take place.</p>	<p>Confirmed.</p> <p>This covered via user security and standard logging.</p>
<p>11.6.6 Changes on VAT code on stock files?</p>	<p>See above.</p>	<p>Confirmed.</p> <p>This covered via user security and standard logging.</p>

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Question	Supplier Response	Evaluator's Comment
11.6.7 VAT calculated on sales invoices or credit notes?	VAT calculated on the Sales invoices or credit notes is restricted through the user security. Again the audit trail would need to be set up via the log.	Confirmed. This covered via user security and standard logging.
11.7 Does the software store and report a VAT return identifier [VRI]?	Yes	Confirmed.
11.8 How does the software ensure that that each eligible posting is reported only once in a VAT return?	VAT return date driven by the VAT periods so surely a transaction can only fall into one VAT period in AX as VAT periods can't overlap in date	Confirmed. Processing logic uses the date fields to ensure correct allocation.
Method of operation		
11.9 VAT basis. Can the software handle: 11.9.1 Invoice (standard) accounting?	Yes, the system handles the standard invoice VAT accounting.	Confirmed.
11.9.2 Cash accounting?	N/A	N/A
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?	N/A	N/A
11.11 Does the software allow for a switching between methods?	N/A	N/A
11.11.1 If Yes:- Is the change fully supported by audit trails to ensure proper VAT treatment of all transactions?	N/A	N/A
11.11.2 Is this ability to change a basis of accounting clearly flagged, i.e. users warned etc.	N/A	N/A

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Question	Supplier Response	Evaluator's Comment
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?	N/A	N/A
11.11.4 Does the software provide useful and relevant information on switching in the software help section?	N/A	N/A
11.12 Can the software handle the following VAT schemes:-	Yes	Confirmed.
11.12.1 Annual accounting scheme?		
11.12.2 Flat rate scheme?	Yes	Confirmed.
11.12.3 Retail schemes?	Yes	Confirmed.
11.12.4 Account for VAT on the margin?	Yes	Confirmed.
11.13 Can the software be configured to handle partial exemption methods?	Yes, you can set multiple rates to be applied to the same transaction, one of which can be exempt, while others are not.	Confirmed.
11.14 Please state the number of VAT codes available for VAT analysis.	As many as required	Confirmed.
11.15 How does the software handle:- 11.15.1 Outside scope?	You can exclude items/vendors from VAT processing altogether by failing to assign a VAT group to the item master or vendor record	Confirmed. Alternatively, a group can be created with a VAT rate of zero.

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Question	Supplier Response	Evaluator's Comment
11.15.2 Distance selling (supply to an unregistered EC customer)?	The country code of the customer determines whether VAT is included	Confirmed.
11.16 How the software handle EC VAT:-	This is picked up by Intrastat	Confirmed.
11.16.1 Goods and related service?		
11.16.2 Services only?		Confirmed.
11.16.3 Process?		Confirmed.
11.16.4 Triangulation?		Confirmed.
11.17 Does the software include the functionality to identify EU acquisitions?	Yes	Confirmed.
11.18 If Yes:- Can the software generate acquisition tax?	Reports it in Intrastat and Tax Code Set up	Confirmed. This is covered in the 'Tax Code' table set-up.
11.19 Can a report be generated of all EU acquisitions and the amounts of acquisition tax generated?	Yes	Confirmed. This can be a custom build or a standard report that is filtered.
11.20 Does the software include the functionality to identify transactions liable to reverse charge VAT?	Yes, this is included as localisation for countries where it is required	Confirmed. This information is available via a standard report.
11.21 If Yes:- Can the software generate reverse charge VAT?	As above	Confirmed.
11.22 Can a report be generated of all transactions liable to reverse charge VAT, and the amounts of tax where so generated?	As above	Confirmed.
11.23 Does the software have a facility to	Yes	Confirmed.

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Question	Supplier Response	Evaluator's Comment
reconcile the VAT returns amounts for input, output and net VAT payable/recoverable to the General ledger control account?		
11.24 How does the software handle late transactions posted outside the closed VAT return period?	Would be picked up in the next VAT period	Confirmed.
Input VAT (purchases)		
11.25 Can the software handle VAT inclusive amounts and automatically calculate the input VAT?	Yes, this is an option on the GL parameters	Confirmed.
11.26 Does the software require the following to be entered:- 11.26.1 Supplier reference?	You would need to enter a supplier's invoice / reference number prior to posting. The system will not allow the posting to take place without this reference number.	Confirmed.
11.26.2 Supplier document reference?	Yes	Confirmed.
11.26.3 Internal document reference?	No	Confirmed.
11.26.4 Invoice tax point date?	The system defaults this date but also provides a function to change the invoice date.	Confirmed.
11.26.5 Invoice posting period date?	AX is date driven and not period driven. Therefore the accounting period to which any given posting relates is based on the posting date. You define what date range any given accounting period covers (eg calendar month) and therefore AX knows a posting on 1/1/2008 equates to Period 1 (assuming 1/1/08 – 31/1/2008 financial year).	Confirmed.
11.26.6 Invoice gross total?	The system automatically derives the applicable values but the system does allow these to be changed if required.	Confirmed.

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Question	Supplier Response	Evaluator's Comment
11.26.7 Invoice VAT amount?	The system automatically derives the applicable values but the system does allow these to be changed if required.	Confirmed.
11.26.8 Individual invoice lines:- 11.26.8.1 net amount	The system automatically derives the applicable values but the system does allow these to be changed if required.	Confirmed. Tax amounts are calculated based upon the transactions and relevant tax codes.
11.26.8.2 VAT rate (optional from VAT code, product supplier)	The system automatically derives the applicable values but the system does allow these to be changed if required.	Confirmed. Tax amounts are calculated based upon the transactions and relevant tax codes.
11.27 Does the software validate individual invoice line VAT amounts against the total invoice of VAT (less early settlement at discount) and accept or reject the amount subject to the software tolerance?	Yes, if lines do not balance to total, will not post	Confirmed.
11.28 Can the user override the software derived input VAT amount and input VAT as shown on the supplier invoice?	Yes, but this is clearly shown as a corrected amount	Confirmed. This is displayed in a specific table that is linked to the transactions.
11.29 Does the software allow VAT to be reclaimed on the basis of registered but unposted invoices?	No.	Confirmed. Invoices must be posted.
If Yes:- 11.30 Does the software flag the status as:-	N/A	N/A
11.30.1 VAT not yet reclaimed?		
11.30.2 VAT claimed?	N/A	N/A
Output VAT (sales)		

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Question	Supplier Response	Evaluator's Comment
11.31 Does the software generate sales invoices?	Yes	Confirmed.
If Yes:-		
11.32 For each invoice generated is the following information included on the sales invoice:-		
11.32.1 Unique software generated invoice reference	Yes	Confirmed. This information can be added if required – this is the choice of the user.
11.32.2 Your name, address, EC country code and VAT number?	Yes	Confirmed. This information can be added if required – this is the choice of the user.
11.32.3 The time of supply (tax point)	Yes	Confirmed. This information can be added if required – this is the choice of the user.
11.32.4 Date of issue (if different to the time of supply)	Yes	Confirmed. This information can be added if required – this is the choice of the user.
11.32.5 Your customer's name (or trading name) and address, EC country code and VAT number (if applicable)	Yes	Confirmed. This information can be added if required – this is the choice of the user.
11.32.6 The unit price [applies to countable goods or services. E.g. an hourly rate; or a price for standard services.]	Yes if applicable	Confirmed. This information can be added if required – this is the choice of the user.

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Question	Supplier Response	Evaluator's Comment
11.32.7 A description which identifies the goods or services supplied.	Yes if required	Confirmed. This information can be added if required – this is the choice of the user.
11.33 Does the software identify supplies that are zero-rated or exempt on an invoice and that there is no VAT payable?	Yes	Confirmed. This is set via tax codes.
If Yes: 11.34 Is this by way of a report?	Yes	Confirmed. A report can be run if required.
11.35 Does the software handle Proforma invoices?	Yes	Confirmed. Proforma versions can be obtained as required from standard functionality.
If Yes:- 11.36 Are the invoices clearly identified as "this is not a tax invoice"?	No	Confirmed.
VAT Reporting		
11.37 Does the software produce a VAT 100 form as standard?	Yes	Confirmed. This is part of the standard VAT reporting set.
If No:- 11.38 Does the software have a means of producing reports that support the completion of the VAT return?	N/A	N/A
11.39 Is the VAT return information available by report on a three monthly basis or any other specified period?	Yes	Confirmed.
11.40 Is there a detailed and summary analysis of all transactions included in each return sorted by VAT code	Yes	Confirmed.

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Question	Supplier Response	Evaluator's Comment	
		and transaction type making up the total in each of the boxes on the VAT 100 Form?	
11.41	Can the VAT return be recreated showing all the transactions which were included in the original VAT return?	Yes	Confirmed.
11.42	Does the software have a separate VAT audit log?	No – held as part of main audit log	Confirmed.
11.43	Note where the software details the following non routine event in the audit trail or VAT audit log etc:-	As part of implementation set up user security, audit log, database logs and alerts	Confirmed. Specific logging can be configured as required.
	11.43.1 Changes to tables.		
	11.43.2 Change from invoice/cash VAT accounting or other Schemes.	N/A	N/A
	11.43.3 VAT tolerance.	As part of implementation set up user security, audit log, database logs and alerts	Confirmed. Specific logging can be configured as required.
	11.43.4 Changes to VAT rates on customer, supplier, and product master files.	As part of implementation set up user security, audit log, database logs and alerts	Confirmed. Specific logging can be configured as required.
11.44	Are the above changes noted above stamped with a:-	Yes	Confirmed.
	11.44.1 User id?		
	11.44.2 Software generated unique reference number?	Yes – if using audit/database logs	Confirmed.
	11.44.3 Date and time?	Yes	Confirmed.
11.45	VAT postings	Yes – in the main audit log	Confirmed.
	11.45.1 Are all VAT postings recorded in the audit trail or VAT audit log?		

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Question	Supplier Response	Evaluator's Comment
11.45.2 Does the software denote whether each transaction has been included in a reconciled VAT return?	Based on date	Confirmed. It is not possible to have the same transaction recorded in 2 periods.
11.45.3 How does it denote which VAT Return the transaction has been included in?	Based on date	Confirmed. It is not possible to have the same transaction recorded in 2 periods.
11.46 Does the software produce a VAT Exception report detailing such transactions as:-	No standard reports but reports can be configured and drill down to source transactions from VAT payments.	Confirmed. All relevant information is held in the underlying tables and can be accessed via drill down or reporting tools such as SQL Standard Reports.
11.46.1 VAT amounts outside tolerance levels?		It should be noted that processing outside agreed tolerances is not possible.
11.46.2 Manual changes to software generated VAT?		As above
11.46.3 Write offs		As above
11.46.4 Zero value invoices?	As above	As above
If No for any of the above:-	N/A	N/A
11.47 How does the software document these occurrences?		
11.48 Does the software handle "intra-community" supply of goods?	Yes	Confirmed.
11.49 Does the software support production of an EC Sales List?	Yes	Confirmed. This is called the EU Sales List.

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Question	Supplier Response	Evaluator's Comment
<p>If Yes:- 11.50 Does the report show the country code, the customer name, their EC VAT number, the invoice reference and indicators for different types of despatches?</p>	Yes	<p>Confirmed. It is possible to output to CD or print for some countries.</p>
<p>11.51 Does the software produce invoice level reports that enable every value on each EC Sales List report to be traced to source documents?</p>	Yes but would need to configure	<p>Confirmed. This needs to be configured. There is no direct drill though but invoices can be looked up using invoice numbers.</p>
<p>11.52 Does the software have a means of ensuring that each eligible posting on the EC Sales List is reported only once? (Please state how this is done within the software).</p>	Yes.	<p>Confirmed. Date based software functionality is such that only relevant data is included. A reporting flag is applied.</p>
<p>11.53 How does the software handle triangulation? E.g. a movement of goods without a related invoice transaction.</p>	Yes	<p>Confirmed. The concept of having a 'site' was introduced in this version to deal with this issue amongst other things.</p>
<p>11.54 Does the software produce the relevant documents in a format [e.g. CSV or XML] that can be uploaded direct to the HMRC gateway?</p>	Yes. A file is produced that can be uploaded to HMRC	<p>Confirmed. This is the 'Annual Sales Tax' Report.</p>
<p>11.55 Can these be electronically transmitted direct from the system?</p>	Yes	Confirmed.
<p>11.56 Does the software produce Intrastat reports where applicable?</p>	Yes	Confirmed.
<p>11.57 How are errors on VAT accounts corrected?</p>	Reversing journals and credit notes	<p>Confirmed. The transaction must be corrected.</p>

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Question	Supplier Response	Evaluator's Comment
11.58 How does the software handle the VAT on purchase and sales ledger contras?	These would be handled through journal entries with the relevant VAT entries	Confirmed.
11.59 How does the software handle partially allowable expenditure, e.g. VAT on petrol invoices where employees are provided with petrol (adjustment required for own use)?	These would be handled through journal entries with the relevant VAT entries	Confirmed. This is set through the use of VAT codes.
11.60 Can the software handle cheque refunds to customers?	Yes	Confirmed.
If Yes:-		
11.61 How is the VAT accounted for under cash accounting?	N/A	N/A
11.62 Can the software handle invoices with multiple rates of VAT?	Yes multiple vat rates be handled on invoices	Confirmed.
11.63 How does the software handle write off of bad debts and the related VAT?	Through journals	Confirmed. Also through the Chart of Accounts set-up.

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Question	Supplier Response	Evaluator's Comment
12 Currency		
12.1 Is multi-currency processing available?	Multi Currency Processing is available and you can have a number of currencies set up. The conversion to sterling is automatic as long as you set up sterling as your base currency.	Confirmed.
If Yes:-		This is set in the 'Exchange Rate' Table under GL options.
12.1.1 State number of currencies available.	Individual debtors and creditors can be held in a foreign or domestic currency and gains/losses and realised at the time of Payment and Receipt. You can also use a secondary currency to report in.	
12.1.2 Does this cover:-		
12.1.2.1 General ledger		
12.1.2.2 Sales ledger		
12.1.2.3 Purchase ledger		
12.1.2.4 Stock		
12.1.3 Is conversion to sterling automatic?	Yes	Confirmed.
If Yes:-		
12.1.4 Does this cover-		
12.1.4.1 General ledger		Confirmed.
12.1.4.2 Sales ledger		Confirmed.
12.1.4.3 Purchase ledger		Confirmed.
12.1.4.4 Stock		Confirmed.
12.1.5 Can the user select which currency to value each of the ledgers?	Yes	Confirmed.
If Yes:-		A base currency or a second currency can be used.
12.1.6 Does this cover:-		
12.1.6.1 General ledger		
12.1.6.2 Sales ledger		
12.1.6.3 Purchase ledger		
12.1.6.4 Stock		
12.1.7 What are the currency capacities?	Microsoft Dynamics AX 2009 can have as many currency codes as needed	Confirmed.
12.1.8 What are the maximum and minimum exchange rates?	There must be at least one exchange rate per currency code. Each exchange rate is linked to a date (valid from). There is unlimited number of exchange rates per currency code and date combinations. Cannot hold two or more different rates for the same day, would have to be entered as a spot rate on specific transaction.	Confirmed.

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Question	Supplier Response	Evaluator's Comment
12.1.9 What approach will the Software House take towards handling the EURO?	It is possible to enter exchange rate (Xrate) for single units, e.g. Xrate * 1 USD = 1 GBP, or 1 USD = Xrate * 1 GBP, or multiple units, e.g. 1 * Xrate * 1000 Lira = 1 GBP, or 1 * Xrate SuperCurrency = 1 * 100 GBP.	Confirmed. The Euro can also be used as a base or secondary currency.
12.2 What currency information is held: 12.2.1 Currency Code/description?	Code, Description, symbol	Confirmed.
12.2.2 Country?	Can be entered as part of the description	Confirmed.
12.2.3 Currency rate table?	This is on one form as you select the currency on the right you can set up the exchange rates	Confirmed.
12.2.4 Date rates effective from-to?	You can put a date effective for each rate defined.	Confirmed.
12.2.5 Previous rates held?	If the user wants to retain the history they would need to enter a new line with a new start date. This will retain past rates.	Confirmed.
12.3 Can a base currency be selected?	Base Currency is set up in Company information. And this needs to be set up.	Confirmed.
12.4 Can the user over ride the exchange rates during a transaction?	Yes and the transaction lines will be updated accordingly.	Confirmed.
12.5 Can the user change the exchange rates per account?	Currency Codes are assigned to customer and master files, when a transaction is raised for the supplier or customer then the currency code will be used as default. You can change the	Confirmed.

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Question	Supplier Response	Evaluator's Comment
	rate on a journal line.	
12.6 Is there a restriction on accounts to a single selected currency?	Yes this can be set up for each general ledger account. You can set the currency up as table which means its restricted to a single currency or you can create list; where you can restrict users to a limited number of currencies, or you can set it as optional.	Confirmed.
If Yes:- 12.6.1 What controls are in place over any changes?		
12.7 Can the user manually over ride the currency calculation?	Yes, you can choose to change the exchange rate during the time of the transactions.	Confirmed.
12.8 Are gains or losses on currency calculations automatically processed?	Once you post and invoice, then adjust the rate the to post unrealised gains/losses a batch job needs to be run. When a payment has been posted it automatically calculates realised gains and losses and posts the amounts and reverses out the unrealised gains and losses.	Confirmed. This is set in the 'Exchange Rate' Table. This is where the collections accounts for exchange rate differences are defined (both realised and unrealised).
12.9 Can the user over ride the calculation /processing of currency gains and losses?	No, this is done automatically when the batch job or a payment transaction is posted. However user can change the amount in Base currency when payment is posted and this can affect the realised gains/losses.	Confirmed. This is an automatic process. The calculations could only be changed with subsequent manual adjustments.
12.10 Can a user override an exchange rate on each transaction?	Yes, you can choose to change the exchange rate during the time of the transactions.	Confirmed.
12.11 Can the user define the treatment of foreign exchange gains/losses i.e. where posted to in the general ledger?	These are defined per currency in the Exchange Rates form	Confirmed. This is a configuration issue.
12.12 Can ledger accounts be defined to take invoices/payments in specified currencies/ multiple currencies?	Yes – you can define the currency for each nominal account in the set up form.	Confirmed. This is set in the Chart of Accounts.

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Question	Supplier Response	Evaluator's Comment
12.13 Does the software prevent the deletion of the active currency?	You cannot delete currency codes once they have been used. You will be given an error message	Confirmed. It can be deleted if not used.
12.14 Does the software prevent use of duplicate currency codes?	Yes, The currency code must be unique and you will be given an error.	Confirmed.
12.15 Can currency transactions be entered in selected currency and/or base currency?	Yes, when entering transaction you can choose the currency code or base currency, By default it picks up what is on the customer/vendor card.	Confirmed.
12.16 Can transactions be entered in multiple currencies?	A user can enter a transaction per currency in a journal. However if the user wishes to raise and invoice then the currency code will be per invoice, not per invoice line.	Confirmed.
12.17 How does the software handle exchange differences?	The posting of exchanges difference is defined in the exchange rate form	Confirmed. This is set in the 'Exchange Rate' Table
12.18 How does the currency treat revaluations relating to: 12.18.1 Ledgers (sales/ purchases) 12.18.2 Monetary assets/ liabilities 12.18.3 General ledger accounts?	To ensure compliance with GAAP you can run periodic exchange adjustment. For example taking AP, by using a new exchange rate, the exchange adjustment job revalues the amounts that were open (not settled) on a specified date. The differences between the original posted amounts and the revalued amounts are posted in the ledger and to vendor accounts as unrealized exchange adjustment transactions.	Confirmed. Periodically, ledger adjustments should be run based upon current exchange rates.

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Question	Supplier Response	Evaluator's Comment
13 Sales Order Processing and Invoice Production		
13.1 Does the software start with a quotation or the sales order?	The user has the option to start with a quote or go directly to a sales order	Confirmed. If CRM is employed, a lead can be created prior to a quote.
13.2 Are recurring or schedule orders handled?	There are blanket orders or Subscription orders, which can be used for this.	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.	In the quote it does not check the stock availability. When an order is placed stock availability is also not checked but the user can use stock on hand to see this, Stock is checked when you post a delivery or invoice. You can set up each item to use alternative items, you can say whether you never want to use the item, always or when there is nothing in stock	Confirmed. 'Available to Promise (ATP)' functionality can be used.
13.4 How does the software check credit status of customer: 13.4.1 On receipt of order? 13.4.2 Prior to dispatch?	Microsoft Dynamics AX 2009 can be set up to give a message When you dispatch the user can select an option to check the credit limit.	Confirmed. Users cannot check the credit limit when accepting the order as standard. However, checks are performed when the order is confirmed and for any subsequent actions.
13.5 Can the software block: 13.5.1 Customer orders? 13.5.2 Deliveries? 13.5.3 Invoice production?	Block is put on the customer you can select: All- all transactions are blocked None- None Invoice –blocked for picking/delivering and invoicing.	Confirmed. This is set via the Customer Master file.
13.6 Where stock is not available is a "back order" raised and a purchase order issued?	Yes, you can do this using the master planning function or you can create a purchase order from the sales order form.	Confirmed. It is possible to click straight through to this functionality.
13.7 Does the software handle forward orders? If Yes is this:-	Yes a sales order can be put on the system for future delivery. It can be allocated against current stock or require future planned stock.	Confirmed. Stock is marked as reserved.

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Question	Supplier Response	Evaluator's Comment
13.7.1 Only when stock is now available?		
13.7.2 Allocated from future planned stock?		
13.8 Can multiple addresses be held for each customer (invoice and delivery address).	Yes you can hold different invoice and delivery addresses against customers	Confirmed.
13.9 Are the following documents produced:	Yes to All	Confirmed.
13.9.1 Quotations?		
13.9.2 Order confirmation?		
13.9.3 Picking lists?		
13.9.4 Labels?		
13.9.5 Dispatch/Delivery note?		
13.9.6 Invoices?		
13.10 Are the following reports available:	Yes using the "Order lines not invoiced" report and changing the filter.	Confirmed.
13.10.1 Quotes for which orders not received?	Yes	Standards reports are available and bespoke ones can also be written.
13.10.2 Orders received (analysis)?	Yes	
13.10.3 Items placed on backorder and/or purchase orders raised?	Yes in the order lines report in the sales order area.	
13.10.4 Items dispatched not invoiced?		
13.10.5 Items ordered but not dispatched due to stock out?	Yes you can use the order lines report and filter to show where status is delivered.	
13.10.6 Gross margin (by invoice or item)?	Again you can see this in order lines if you filter open order it will show you an amount in the back order column. Yes, you can look at item/customer statistics or customer/item statistics In addition you can create an unlimited number of custom reports.	
13.11 Are invoice details derived from order input? (e.g. prices, quantity)	Yes an invoice is generated from an order.	Confirmed.
13.12 Can picking lists /dispatch notes be amended for non availability of stock?	Yes you can amend when producing picking list and despatch notes.	Confirmed.
If Yes:-		
13.12.1 Is this reported?	Yes the missing quantity will be reported as an outstanding order	Confirmed.

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Question	Supplier Response	Evaluator's Comment
13.12.2 Are the items dispatched reflected in final invoice?	Yes	Confirmed.
13.13 Is there one dispatch note and invoice per order?	Yes, but can be more if combined	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.	Uninvoiced Order report	Confirmed. The functionality checks the despatch date and changes the status to allow invoicing.
13.15 Can manual invoices be raised (i.e. without a sales order)?	Yes through Free Text invoices	Confirmed. Access to this can be controlled.
13.16 Does the software produce proforma invoices as required?	Yes.	Confirmed. A new system option gives access to this.
13.17 Can returned goods be processed to produce credit notes?	Yes	Confirmed.
13.18 Are these referenced to the original order/invoice?	Yes, if required.	Confirmed.
13.19 Will the product accept orders from the Web? If Yes:-	Yes – this is integrated with Microsoft Dynamics AX 2009 and uses the same business logic is raising the order through the normal AX client.	Confirmed. Web orders are treated the same as any other order – standard processing logic applies.
13.19.1 How are web orders integrated with the sales order processing ledgers?		
13.19.2 What control features are available for checking web orders before processing?		

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Question	Supplier Response	Evaluator's Comment
14	Purchase Order Processing	
14.1	Does the software generate suggested orders? Yes using the master planning functionality.	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 you can easily find the product by scrolling up and down. You can also use filters.	Confirmed.
14.4	Can more than one supplier be allocated to each product? Yes more than one supplier can be allocated to each product and vendors can store their own item numbers.	Confirmed. This is set through Item Masters.
14.5	Does the software hold details of substitute products if applicable? Yes	Confirmed. This is set through Item Masters.
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, they will be shown in the purchase order form and can be amended.	Confirmed.
14.7	Is stock availability updated for stock on order? Yes, there is a stock on hand function which shows you how much you have in stock and what is on purchase and sales orders.	Confirmed. This shows all stock locations for an item.
14.8	Can the software handle partially completed orders and returns? Yes	Confirmed.
14.9	Are receipts checked to orders and discrepancies reported? Yes, receipts are checked with order; You can set up over and under delivery percentages on items, to allow for difference. So the order will remain the same and any differences can be reported separately. Also shown on the purchase lines report	Confirmed. This is about setting tolerances. Automatic tolerances can be configured. Firstly, tolerances area allowed though configuration and then specific tolerances can be set for items in the Item Masters.
14.10	Are purchase invoices checked to purchase orders, confirmed receipts and discrepancies reported? Yes, you can see this using the purchase lines report.	Confirmed. A three way match is possible if desired.
14.11	Are the following reports available: Yes, there is a purchase lines report,	Confirmed.

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Question	Supplier Response	Evaluator's Comment
14.11.1 Purchase Orders raised (analysis)?	which shows you this information. Filter on status i.e. Open Order, Received, and Invoiced.	Standards reports are available and bespoke ones can also be written.
14.11.2 Purchase Orders not received?	Yes, can be shown in the Purchase lines report. Filter on Open orders	
14.11.3 Goods received discrepancies?	Invoice to goods received discrepancies?	
14.11.4 Invoice to goods received discrepancies?	Yes, purchase lines report in the purchase order module and view discrepancies manually.	
14.11.5 Goods received not invoiced?	Yes, manually check the Purchase lines report.	
	Yes, Check the purchase line report and filter on received status.	
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	
15.1	What information is held in respect of stock (and are there any limits):-	Confirmed. The item table is the Item Master.
15.1.1	Item numbers/ description?	
15.1.2	Location(s)?	The Item Master contains details of the stock item.
15.1.3	Quantity, (available, allocated, on order)?	
15.1.4	Minimum and maximum stock levels?	The 'Stock in Hand' table shows the stock holdings for each item.
15.1.5	Reorder lead times?	
15.1.6	Supplier(s)?	
15.1.7	Prices/cost/ discount details?	
15.1.8	Batch/serial number?	You can enter these on the item table.
15.1.9	Weights etc?	
15.1.10	Other – please specify?	You can enter these on the item table. You can enter these on the item to show vendor for planned purchase order. Sales/purchase Price and cost is held on the item card, You can set-up different trade agreements for special prices, line discounts, multi line discounts, and supplementary items. You can do this for a customer/vendor or a group of customer/vendors. There is batch and serial number tractability You can set up weight/height/default warehouses/unit of measure information on the item card.
15.2	How is stock updated?	Confirmed.
15.2.1	Dispatch of goods?	
15.2.2	Receipt of goods?	As soon as goods are received the quantity is increased.
15.2.3	Adjustments?	
15.2.4	Transfers between locations?	Adjustments can be made through a close and adjust activity. A transfer journal is available

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Question	Supplier Response	Evaluator's Comment
15.3 Is negative physical stock allowed?	Yes, but this can be turned off for each stock model group if required.	Confirmed. Stock items are put in groups – the control is set at the group level.
15.4 Can the software handle “sale or return” stock?	Yes	Confirmed.
15.5 Can the software handle variations to a standard pack of products?	Yes you can change BOMs, and have different variations.	Confirmed.
15.6 What methods of stock valuations are allowed?	FIFO, LIFO, Date LIFO, Weighted average, date weighted average, Standard Cost	Confirmed. This is set at the stock group level.
15.6.1 Average		
15.6.2 FIFO		
15.6.3 LIFO		
15.6.4 Standard cost		
15.6.5 Other – please specify		
15.7 How can stock enquiries be made, i.e. by product code, short name/supplier etc.	You can use the product code/name. You can use various filters on name, item group and any other field on the item table.	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 you can use the sales order report to show delivery dates, and the purchase order report to show expected receipt dates.	Confirmed.
15.9 Does the software facilitate the regular counting/ inspection of physical stock (e.g. by producing random/defined stock check lists)?	Yes it has a counting journal. Physical stock can be entered into the system and discrepancies can be reported and investigated. Consequently a stock adjustment is made.	Confirmed. Items are put into counting groups A record count history is maintained. Stock adjustments are made via a stock counting journal.
15.10 Can the software handle more complex situations such as:	Yes, the system does handle BOM and Product Builder to customise specification	Confirmed.
15.10.1 Bill of materials		
15.10.2 Links to CAD/CAM systems	Would need to create a link to a third party product.	Confirmed.
15.10.3 Job costings to collate and		

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Question

Supplier Response

Evaluator's Comment

value WIP.

There is a projects module as the job incurs cost and revenue these will get posted to the general ledger.

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.		
16.1 Is the manual clearly laid out and understandable?	There are no application manuals for Microsoft Dynamics AX 2009. Instead there is on-line help which can be printed.	Confirmed Help is available in a number of formats: - On-line help via the F1 key. This can be altered to suit the customer as required - Technical support from the VAR (1 st and 2 nd level) - Microsoft support (3 rd level) - Customer Source : a dedicated website for Dynamics AX customers - Sure Step Methodology – how to properly implement Dynamics AX. VARs have access to this.
16.2 Is the manual comprehensive and accurate?	The online help is comprehensive and accurate	See above
16.3 Is there an index to the manual?	There is a search facility and an index for the online help	See above
16.4 Is it easy to locate specific topics in the manual when required?	Browser based F1 context-sensitive help provided.	See above
16.5 Is it easy to follow through all procedures in the manual?	Yes the online help explains what the fields are being used for thus being comprehensive	See above
16.6 Does the manual include:	If the user goes into help and selects overview there is an introduction on how to use the online help. There is no tutorial.	See above
16.6.1 A tutorial section?		
16.6.2 A guide to basic functions?		
16.6.3 Pictures of screens?		
16.6.4 Completed examples included in the manual?	Yes there is an overview of the function keys and basic functions for entering information on fields.	
16.6.5 Specific "error correction" procedures?		
16.6.6 VAT information?	As this is online help the user will be in front of the screen therefore pictures would not be necessary. There are easy step by step instructions on what the user needs to do to complete the task .i.e. entering a journal.	

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Question	Supplier Response	Evaluator's Comment
16.7 Does the documentation clearly specify the actions to be taken by users at each important stage of processing?	Error messages are self explanatory. Yes, the online help has step by step procedures.	See above
16.8 Are help screens available relating to the task in hand? (context sensitive help).	Yes, all the help is online help.	See above
16.9 Do they provide on-line instructions on how to use particular features of the software?	Yes, the online help in comprehensive.	See above
16.10 Can they be edited or prepared by the user?	Yes There is a built in help editor function to customise the online help	See above
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?	File definitions are produced where data is being imported.	See above

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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?	It is very easy to initiate the menus that the user needs. In fact you can specify what you want the users to see so you can set up a specific menu for each user if required.	Confirmed.
17.2 Is there a good response time in the initiation of functions?	The response time is immediate.	Confirmed.
17.3 Is data entry easily repeated if similar to previous entry?	You can use Copy and Paste Function.	Confirmed.
17.4 Does the software prevent access to a record while it is being updated?	The locking is based on the database technology, i.e. SQL or Oracle. Both have record level locking.	Confirmed.
17.5 Is there locking at file or record level?	See above	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?	You can set up a database log, to show when you update information.	Confirmed.
17.8 Can regular reports be easily duplicated if required?	Yes, If required	Confirmed.
17.9 Does the software warn the user when space is becoming short?	This is a function of the RDMS – either SQL or Oracle warnings can be processed.	Confirmed.

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Question	Supplier Response	Evaluator's Comment	
18	Integration and www facilities		
18.1	Are the different accounting modules integrated?	Microsoft Dynamics AX 2009 is a fully integrated system	Confirmed.
18.2	Are they integrated on real time basis or batch basis?	Real Time basis	Confirmed.
18.3	Can the integration of batches be by batch, weekly or monthly?	N/A	N/A
18.4	Is the ledger updating process satisfactorily controlled by the production of control reports?	Not applicable as Microsoft Dynamics AX 2009 is a real time system.	N/A
18.5	What operating systems does the software run under?	Windows 2003 and above	Confirmed.
18.6	Which databases can be used?	SQL Server and Oracle	Confirmed.
18.7	Can more than one software function be performed concurrently?	Yes	Confirmed.
18.8	Can the software be linked to other packages e.g. word processing, graphics, financial modelling, to provide alternative display and reporting facilities?	Yes. We provide ability to export to Excel or Visio directly from within the application. We publish various snap-ins which allow Excel and Word to extract data. Task Recorder automatically creates process documentation in Word	Confirmed.
18.9	Can definable links to spreadsheets be created?	Yes using the analysis service cubes. In addition, AtlaxXL (partner Excel add-in) provides the ability to extract data from OLTP through custom formulae	Confirmed.
18.10	Does the software integrate with any web trading software?	Enterprise Portal (based on SharePoint) allows external trading over the web. In addition we provide COM/.Net and Web Service connectivity to allow third party applications (both web and windows based) to drive AX 2009	Confirmed.
	18.10.1 External or		
	18.10.2 Suppliers own?		
18.11	Note which other business application software that can be linked to the software:	AX 2009 has a US centric payroll solution within the application. For the RoW, there are partner add-ons such as MiraclePay in the UK	Confirmed.

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Question	Supplier Response	Evaluator's Comment
18.11.1 Payroll? 18.11.2 Time/fees?	This is available in the base application and has been enhanced with the Professional Services Module	Confirmed.
18.11.3 MRP?	This is within the base application	Confirmed.
18.11.4 Fixed assets?	This is within the base application	Confirmed.
18.11.5 Document management software?	RedMaple provide full connectivity to SharePoint based DMS	Confirmed.
18.11.6 Job costing?	There are several partner add-ons that provide this functionality over the base product capability	Confirmed.
18.11.7 CIS?	There are several partner add-ons that provide this functionality	Confirmed.
18.11.8 Other – please specify?	Industry field Service, Lean manufacturing, process manufacturing, Multi-channel retail, construction, professional services, apparel and textiles	Confirmed.
18.12 Is the software compatible with XML standards? If so in what respect? (input/output/ other)?	The exchange of data via web services involves the use of XML file structures. These are different depending on the data being passed.	Confirmed.

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Question	Supplier Response	Evaluator's Comment
19 Support and maintenance		
19.1 How is the software sold:	No	Confirmed.
19.1.1 Direct from Software House?		
19.1.2 Via Value Added Reseller (VAR)?	Yes	Confirmed.
19.2 How is the product supported:-	Yes, Microsoft provides second line support and new releases and service packs as and when. Free	Confirmed.
19.2.1 Direct by Software House?		
19.2.2 By VAR?	Yes, VAR provide first line support. Released through VAR's who will normally charge for be-spoke work and implementation is normally chargeable. Supplier enhancements such as fixes are free to the VAR.	
19.3 Is the software sold based upon number of users or number of concurrent users?	Windows Client is concurrent basis and Web Client (Enterprise Portal) is per named user	Confirmed.
19.4 Do VARs have to go through an accreditation process?	Yes, they need to be certified as MS Dynamics vendors.	Confirmed.
19.4.1 If Yes please note the process.		
19.4.2 If No please explain how organisations are chosen to be VAR?		
19.5 In the event of a dispute between Supplier and VAR how can the situation be resolved?	They have a Product Account Manager and/or Technical Services Account Manager, who would be the first port of call for this kind of issue resolution process	Confirmed.
19.6 Detail the types of cover available.	LEFT BLANK INTENTIONALLY	
19.7 Please note all method of support available :-	Telephone and Internet	Confirmed.
19.7.1 Telephone.		
19.7.2 Modem link.		
19.7.3 Internet.		
19.7.4 Other – specify.		
19.8 Please provide an indicative cost of cover.	Microsoft charges customers 16% of the software cost for support	Confirmed.

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19.8.1 Are bug fixes free of charge?
 19.8.2 For how long?

Yes, according to supported release schedule: Confirmed.

Dynamics AX 2009 Service Pack 1	1-Feb-2009	See Note	Support ends 12 months after the next service pack releases or at the end of the product's support lifecycle, whichever comes first. For more information, please see the service pack support policy at http://support.microsoft.com/lifecycle/Default.aspx#Service%20Pack%20Support .
Dynamics AX 3.0 Service Pack 0	1-Oct-2002	Ended	
Dynamics AX 3.0 Service Pack 2	30-Sep-2003	10-Apr-2005	
Dynamics AX 3.0 Service Pack 3	31-Mar-2004	11-Jul-2006	
Dynamics AX 3.0 Service Pack 4	17-May-2005	10-Apr-2007	
Dynamics AX 3.0 Service Pack 5	28-Feb-2006	8-Jul-2008	
Dynamics AX 3.0 Service Pack 6	1-May-2007	See Note	Support ends 12 months after the next service pack releases or at the end of the

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			product's support lifecycle, whichever comes first. For more information, please see the service pack support policy at http://support.microsoft.com/lifecycle/Default.aspx#Service%20Pack%20Support .
Dynamics AX 4.0 Service Pack 0	12-Jun-2006	8-Jan-2008	
Dynamics AX 4.0 Service Pack 1	20-Dec-2006	14-Oct-2008	
Dynamics AX 4.0 Service Pack 2	27-Jul-2007	See Note	Support ends 12 months after the next service pack releases or at the end of the product's support lifecycle, whichever comes first. For more information, please see the service pack support policy at http://support.microsoft.com/lifecycle/Default.aspx#Service%20Pack%20Support .

- | | | | |
|-------|---|--|------------|
| 19.9 | How often are general software enhancements provided? | As a patch as required | Confirmed. |
| 19.10 | Will they be given free of charge? | Yes | Confirmed. |
| 19.11 | How are enhancements and bug fixes provided to customers? | On the core product these are provided via the download site from Microsoft. On any partner module | Confirmed. |

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Question	Supplier Response	Evaluator's Comment
	these would be direct from the partner concerned.	
19.12 Is "hot line" support to assist with immediate problem solving available?	Yes, via internet	Confirmed.
19.13 If so, is there an additional cost involved?	No	Confirmed.
19.14 At what times will this support be available?	8AM -6 PM	Confirmed.
19.15 Who provides training: 19.15.1 Direct from Software House? 19.15.2 From a VAR?	Training is provided by VAR's and other implementation partners. This is typically customised for each customer and Microsoft provides via SureStep (our implementation methodology) guidance and templates on how to create this material	Confirmed.
19.16 Is hardware and maintenance provided by: 19.16.1 Software House? 19.16.2 VAR?	This is provided by the VAR.	Confirmed.
19.17 Is a warranty offered in respect of specification of the software?	No	Confirmed.
19.18 Will the software supplier/dealer make the program source code available to the user, either directly or by deposit with a third party (Escrow)?	Yes. There is a small one-off fee that provides the customer with access to the source code to allow product enhancement and deep customisation to meet customer requirements.	Confirmed.
19.19 Are there any unduly restrictive conditions in the license for the software?	No. We follow good industry practice.	Confirmed.

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Question

Supplier Response

Evaluator's Comment