**ICAEW Accredited Products Scheme [Practice Management Software Evaluation]**

**[Company Name]**

**[Product Name Version number]**

**[Company /Product logo]**

**Evaluation carried out by: [Name of Evaluator]**

**Date completed:**

**Signed:**

PM Questionnaire V1.0

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1. **Summary**

**1.1 Introduction**

A practice management software system is a tool used to help manage an accounting practice. The intention is to streamline daily processes, and automating as much as possible whilst not losing any important information.

The practice management software should not only work towards providing an efficient, profit making day to day business but should contribute towards the growth of the business. Using the central information held within the system means better management of clients and helps provide improved services and the ability to target clients appropriately for new services.

**1.2 Good practice management 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.

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**Question Supplier Response Evaluation confirmation 5.1 Security**

| 1.) Are different levels of privileges  provided to control  access? |  |  |
| --- | --- | --- |
| 2.) Can this level of security be made  appropriate for each  expected level of  user/practice using  the software? |  |  |
| 3.) Can each user have a personal password? |  |  |
| 4.) Can a report be  produced detailing  all current users and  their authority  levels? |  |  |
| 5.) Do the security  features cover:  5.1) System access?  5.2) Feature access?  5.3) Database field  access?  5.4) Master file changes? 5.6) Standing data? |  |  |
| 6.) Does security allow for read and  read/write access to  be specified  separately? |  |  |
| 7.) Can the menus be tailored by the  software house or an  educated user so that  an individual user  can only access  those functions they  are authorised to  access? |  |  |
| 8.) Are there specific security procedures  (by passwords or  warnings) over the: |  |  |

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| 8.1) Update of ledgers? 8.2) Closing of  accounting periods?  8.3) Closing of timesheet periods?  8.4) Deletion or archiving data? |  |  |
| --- | --- | --- |
| 9.) Is there a clear  indication in the  system or manuals as  to how the data is  backed-up and  recovered? |  |  |
| 10.) How is this  provided: -  10.1) Within the software application?  10.2) Within the operating system?  10.3) Are any of these procedures  automatic?  10.4) Is the user forced or prompted to back-up  at certain intervals?  10.5) Can the intervals be customised?  10.6) Do the recovery procedures work? |  |  |
| 11.) Does the system facilitate recovery  procedures in the  event of system  failure? (For  example, roll back to  the last completed  transaction). |  |  |
| 12.) If system failure occurs part way  through a batch or  transaction, will the  operator have to re  input the batch or  only the transaction |  |  |

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| being input at the  time of the failure? |  |  |
| --- | --- | --- |
| 13.) Are there any  features provided  with the software to  help track down  processing  problems? |  |  |
| 14.) Are system messages clear and are user  responses properly  structured to ensure  that erroneous key  strikes do not lead to  inappropriate  actions? |  |  |
| 15.) Is there a system log which details:  15.1) User activity?  15.2) Error messages?  15.3) Security violations? |  |  |
| 16.1) How does the system handle dates - (e.g. 2  digits, 4 digits)?  16.2) Are dates handled consistently  throughout the  software? |  |  |
| 17.) What approach will the Software House  take towards  handling the EURO? |  |  |
| 18.) Web based products: -  18.1) What web based security  features apply when  the user passes data  to the host?  18.2.)What levels of  encryption can be \  are required to be  pened when  transactions \ data |  |  |

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| are passed across  the www (40 bit,  128 bit)?  18.3) What forms of www addresses are used  and what area of the  product is used  (HTTP, HTPS)? |  |  |
| --- | --- | --- |

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**Question Supplier Response Evaluation confirmation 5.2 File maintenance**

| 1.) Does the system provide input  validation checks?  (E.g. account number  validation by  displaying the  underlying  information relating  to the account codes  such as the  description,  completeness checks  and format checks,  i.e. checking that the  information has been  keyed in correctly). |  |  |
| --- | --- | --- |
| 2.1) Are input errors  highlighted?  Are they:  2.2) Rejected and reported on screen?  2.3) Rejected and error reports generated?  2.4) Accepted and posted to suspense? |  |  |
| 3.) Does the system prevent an account from  being deleted whilst  it is still active? |  |  |
| 4.) Are there other constraints over the  deletion of accounts?  (E.g. movement  during the year,  associated sub  accounts). |  |  |
| 5.) What is the length and scope of  reference numbers  Time Ledger, Fees  Ledger, Workflow? |  |  |
| 6.) Are reports available for users to identify |  |  |

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| all master file  changes? |  |  |
| --- | --- | --- |
| 7.) Can reports be invoked which  identify the fields  which have been  modified? |  |  |
| 8.) Would it be possible to show that these  reports provide a  complete record of  all such changes? |  |  |
| 9.) Do the reports show how the fields have  been modified? (E.g.  before and after). |  |  |
| 10.1) If the system uses a lot of standing  information which  changes frequently or  regularly, does the  system allow for such  changes to be  effected through the  use of parameters or  tables?  10.2) If so, is the use of such parameters or  tables adequately  reported? |  |  |
| 11.) Is proper control to be exercised over  changes to such  parameters? |  |  |
| 12.) If so, how (e.g. through the use of  system facilities such  as passwords or by  inspection of  appropriate reports)? |  |  |
| 13.) Does the system allow selective  archiving of old data  on a user-defined  basis? |  |  |

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| 14.) Can this data still be used by the report  generator? |  |  |
| --- | --- | --- |
| 15.) Can archived data be restored? |  |  |
| 16.) Are there password controls over the  handling  (retrieval/saving etc)  of archived data? |  |  |
| 17.1) Does the system include routines for  recovery from  abnormal  termination (e.g.  power cuts)?  17.2) Are these automated? 17.3) Do they put the system into a  consistent state?  17.4) How does it cope with any data loss? |  |  |

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**Question Supplier Response Evaluation confirmation 5.3 Performance**

| 1.) Can the same function (e.g. Posting  timesheets) be used  by more than one  person at the same  time? |  |  |
| --- | --- | --- |
| 2.1) Can the software support groups of  companies,  departments or  branches?  2.2) How many such groups can be  supported?  2.3) Can they be consolidated? |  |  |
| 3.) Can the time ledger periods be different  to the fees ledger  periods? |  |  |
| 4.) If they can be different are they  controlled to ensure  accurate  reconciliation? |  |  |
| 5.1) For the time ledger - what number of  accounting periods  are provided by the  system?  5.2) What is the minimum?  5.3) Can the length/ number of periods be  adjusted to suit  different user  requirements?  5.4) How many accounting periods  can be open at any  one time?  5.5) How many years can be open? |  |  |

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| 5.6) Can a period or year be re-opened after it  has been closed? |  |  |
| --- | --- | --- |
| 6.1) For the fees ledger - what number of  accounting periods  are provided by the  system?  6.2) What is the minimum?  6.3) Can the length/ number of periods be  adjusted to suit  different user  requirements?  6.4) How many accounting periods  can be open at any  one time?  6.5) How many years can be open?  6.6) Can a period or year be re-opened after it  has been closed? |  |  |
| 7.) Are the ends of accounting periods  determined by the  user rather than being  set by the system? |  |  |
| 8.) Can data from all accounting periods  be accessed at any  given moment? |  |  |
| 9.) Can previous months be accessed for  enquiries or reports? |  |  |
| 10.) Does the system allow posting to more  than one accounting  period at a time? |  |  |
| 11.) Is it possible to allocate transactions  to:  11.1) Future periods? |  |  |

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| 11.2) Previous closed periods?  11.3) A previously closed year? |  |  |
| --- | --- | --- |
| 12.) If the system allows posting to previous or  future accounting  periods or years, does  it:  12.1) Flag/warn the user that it is occurring?  12.2) Revise subsequent periods accordingly?  12.3) Will transactions outside the current  period be adequately  reported and  accounted for (e.g. on  the VAT return)?  12.4) Can the user post to a future year from the  current year.  12.5) Do previous year Journals  automatically update  next year’s accounts? |  |  |
| 13.) What is the maximum value of  transactions and of  totals that can be  handled by the  system? |  |  |
| 14.) What is the maximum number of  transactions that can  be handled by the  system? |  |  |
| 15.) What is the maximum number of  accounts (clients)  that can be  registered? |  |  |
| 16.) What is the size and format of account  numbers? |  |  |

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| 17.1) Are the control features provided by  the software  adequate to support  effective user  controls?  17.2) Automatic dating of posting transactions?  17.3) Identification of user id or program  generating (i.e. the  source) the  transactions? |  |  |
| --- | --- | --- |
| 18.) Are the various functions of the  system menu-driven,  or otherwise easy to  initiate? Is there a  good response time  in the initiation of  functions? |  |  |
| 19.) Is data entry easily repeated if similar to  previous entry? |  |  |
| 20.) Does the system prevent access to a  record while it is  being updated? |  |  |
| 21.) Does the system allow for the running  of reports whilst  records are being  updated? |  |  |
| 22.) Does the system retain a log of file  updates until the next  occasion on which  the relevant  information is  reported or the  relevant file used in a  regular control  procedure? |  |  |
| 23.) Does the system warn the user when |  |  |

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| space is becoming  short? |  |  |
| --- | --- | --- |
| 24.) Does the system automatically  download updates for  the system from the  Internet? |  |  |
| 25.) How easy are updates to the software to  install? |  |  |
| 26.) For the time consuming  operations is the time  adequate?  For example, month  end reports, updating  time ledger with  timesheets? |  |  |

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**Question Supplier Response Evaluation confirmation 5.4 Ease of use (input of transactions)**

| 1.) Is data input  controlled by:  1.1) Self-explanatory menu options?  1.2) Are these menus application-specific? |  |  |
| --- | --- | --- |
| 2.) Does the system provide input  validation checks  such as client code  validation,  reasonableness (total  time, job codes,  VAT or discount  checking) and  validity checks? |  |  |
| 3.) Can the user amend data on an input  screen prior to  update? |  |  |
| 4.) Can users abort a transaction/process  at any stage? |  |  |
| 5.) Can users return to previous stage in  transactions/process  to make  amendments? |  |  |
| 6.1) Can more than one user use the same  function at the same  time For example,  time sheet entry?  6.2) If so is there a limit to the number of  concurrent users the  system can handle? |  |  |
| 7.) What are the control features which  ensure completeness  and accuracy of data  input? For example,  not let you leaving a |  |  |

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| screen until all areas  are completed. |  |  |
| --- | --- | --- |
| 8.1) Does the system generate a detailed  audit trail of all  inputted data?  8.2) Does the system generate a unique  reference number for  each transaction?  8.3) Is it impossible to switch off the audit  trail? |  |  |
| 9.) What controls are in place so that the user  is aware of partly  processed  transactions? For  example, unposted  invoices. |  |  |
| 10.) Is there an audit trail of changes that are  made, so later it is  possible to see and  when changes were  made? |  |  |
| 11.1) Where applicable does the system  allow batch control  (timesheets,  invoices, receipts  etc):  11.2) Are batches  automatically  numbered with some  sort of  identification?  11.3) Are batches forced to be  complete/balance  before ledger  update?  11.4) Does the system allow the temporary  halting of  input/batches for |  |  |

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| queries or other  activities to take  priority (e.g. set up a  new account)?  11.5) Is the user forced to confirm the  input/batch totals? |  |  |
| --- | --- | --- |
| 12.) Where the input is not valid is it:  12.1) Rejected and  reported on the  screen?  12.2) Rejected and error reports generated?  12.3) Accepted and posted to a safe area for  further consultation? |  |  |
| 13.) Is the information easy to access  throughout the  system? |  |  |
| 14.1) If mistakes are made are these easily  rectified?  14.2) If so how is this done? |  |  |
| 15.) What are the drill down features  available on the  system? |  |  |
| 16.) Can the central client view of the client  provide easy access  to all client  information?  For example, the  jobs in progress for  the client, where the  jobs are at, how  much the client  owes? |  |  |

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**Question Supplier Response Evaluation confirmation 5.5 Standing data**

| 1.) Can charge out rates be set automatically  by staff category and  can they be edited  manually? |  |  |
| --- | --- | --- |
| 2.) Are multiple charge out rates per staff  member possible? |  |  |
| 3.) Can a charge out rate multiplier be used  for specific work  types? |  |  |
| 4.) Does the system store rate history for  each employee? |  |  |
| 5.) Does the system store skill types /  grades of  employees? |  |  |
| 6.) How many set up levels are available  for each client (e.g.  region, office,  partner, manager,  etc)? |  |  |
| 7.1) How many levels of work can be set of  for each client e.g.  audit, general,  consultancy, tax etc?  7.2) Can the above be user defined?  7.3) Are subsets possible e.g. planning, fixed  asset work etc.  within audit. |  |  |
| 8.) At each level what is the limit that can be  assigned to a client? |  |  |
| 9.) At each level what are the code  formats? For  example, job types |  |  |

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| with a max of 6  alpha numeric? |  |  |
| --- | --- | --- |
| 10.) Can clients be  grouped together?  For example,  directors, companies  etc |  |  |
| 11.) Can clients be linked to one mailing  address? |  |  |
| 12.) How many addresses can be stored for  each client? |  |  |
| 13.) Can non-chargeable codes be set up for  time to be posted to? |  |  |
| 14.) Is it possible to  distinguish between  accountable (for  example, admin) and  non accountable non  chargeable (for  example, holidays)? |  |  |
| 15.) Is there a limit to the number of clients  that can be registered  on the system? |  |  |
| 16.) Is there a limit to the number of staff that  can be registered on  the system? |  |  |
| 17.) Can they type of services (work)  provided for the  system be easily set  up? |  |  |
| 18.) Is there a limit to the number of services  (types of work For  example Audit, Tax,  Accounts,  Consultancy) that  can be provided for  each client? |  |  |

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**Question Supplier Response Evaluation confirmation 5.6 Time recording**

| 1.) What units does the system record time  in (for example,  units of 1 hour,  decimals, hours and  minutes)? |  |  |
| --- | --- | --- |
| 2.) Can more than one unit be used in the  system? |  |  |
| 3.) What timesheet  lengths exist (daily,  weekly, monthly)? |  |  |
| 4.1) Is a narrative field available for each  entry?  4.2) If so how long is the field?  4.3) Is it optional or can it be made  mandatory? |  |  |
| 5.) Can the system be set to ensure users  input time sheets on  a regular basis (e.g.  weekly)? |  |  |
| 6.1) Is the user alerted when their time  sheet is missing and  flagged as to which  period is missing?  6.2) How is the user  alerted?  6.3) Is a missing  timesheet report  available? If so is  this sent by e-mail to  a designated  individual? |  |  |
| 7.1) Are time entries posted immediately  or held pending  update? |  |  |

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| 7.2) Can reports be  generated on both  types of entries? |  |  |
| --- | --- | --- |
| 8.) Can the current and future timesheets for  a staff member be  open at the same  time? |  |  |
| 9.) Can timesheets for more than one staff  member be posted at  the same time? |  |  |
| 10.) Are there validation checks on the input  of time sheets, (e.g.  required hours in a  day / hours in a  week)? |  |  |
| 11.) Is a user prompted if a time sheet falls  outside the valid  parameters? |  |  |
| 12.) Is the user allowed to post time sheets  outside parameters? |  |  |
| 13.1) Can time be posted in advance? If so  how far in advance  (e.g. one week,  within current  financial year, no  limit, etc.)?  13.2) How is future time posted (e.g. as soon  as system date is  reached, when  manually posted,  etc.)? |  |  |
| 14.) Can time be  transferred:  14.1) From one client to another;  14.2) From chargeable codes to non- |  |  |

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| chargeable codes (and vice versa)?  14.3) What controls are there in place over  such transfers? |  |  |
| --- | --- | --- |
| 15.) What controls are there in place to  ensure that the  correct charge out  rate has been applied  to billing? |  |  |
| 16.) How does the system cope with a  timesheet that  crosses two periods  (for example a  weekly timesheet  over a month end?) |  |  |
| 17.) Can premiums be applied to chosen  clients or work?  For example, 10%  on the normal charge  rate for a particular  client or client’s  work? |  |  |

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**Question Supplier Response Evaluation confirmation 5.6.1 Expenses**

| 1.) Is there validation on expense claims (e.g.  mileage, overnight  allowance)? |  |  |
| --- | --- | --- |
| 2.) Is there a facility to mark up certain  categories of  disbursement? |  |  |
| 3.) Is there a facility to mark up all  categories of  disbursement? |  |  |
| 4.) Does the system cater for  standardised  disbursements such  as a cost of a letter,  telephone call,  specific event etc. |  |  |
| 5.) How does the system handle VAT for  expenses? |  |  |
| 6.) Can an expense be posted for a staff  member along with  their timesheet?  For example, this  week the staff  member drove 100  miles for client X? |  |  |
| 7.) Can a general  expense be posted  into the system?  For example, buying  a cash book for the  client? |  |  |
| 8.) Can an expense be set up with a rate or  an amount?  For example, all  mileage is at 52p a  mile, train fare is to |  |  |

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| be posted as an  amount. |  |  |
| --- | --- | --- |

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**Question Supplier Response Evaluation confirmation 5.6.2 Billing and write offs**

| 1.) What methods are available for billing  time.  For example on  tagged by employee,  by value, units, FIFO  etc. |  |  |
| --- | --- | --- |
| 2.) What checks are in place to ensure the  correct chargeout  rate is applied to  billing? | Applicable? |  |
| 2.) If time can be tagged to be no longer part  of the WIP (for  example, billed) can  this be done by  employee, and/or  individual time  entry? |  |  |
| 3.) Can the WIP be reduced to a date and  or value? |  |  |
| 4.) Where both are used, a date and a value,  how is this  controlled? |  |  |
| 5.) How is old time no longer wanted  removed, and how is  this reported on, i.e.  affect on  profitability? |  |  |
| 6.) What happens if the amount of WIP  allocated to the bill  is greater than the  amount of WIP on  the system – does it  create negative WIP?  What effective on  WIP does this have? |  |  |
| 7.) How is a profit or loss calculated when |  |  |

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| generating on  account bills? |  |  |
| --- | --- | --- |
| 8.) How is a profit or loss calculated on  final bills? |  |  |
| 9.) Can WIP provisions be made:  9.1) By value?  9.2) By percentage of the value?  9.3) By percentage of the time?  9.4) On a specific job? 9.5) On all jobs open in relation to a client?  9.6) On a group of clients / jobs? |  |  |
| 10.) What other options are there to reduce  WIP to nil balance? |  |  |
| 11.) Can time be written against the bill for  the client code:  11.1) During the billing stage?  11.2) Does the user have to give reasons for  the write offs and  write-ons before  proceeding?  11.3) Are the reasons  flexible or restricted  to those on a menu  of reasons?  11.4) Can the  administrator set up  these reasons for the  practice? |  |  |
| 12.) How are write ons and write offs  controlled (that is,  how is WIP balanced  before and after  adjustment)? |  |  |

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| 13.) What approval  process is in place in  order to authorise  write ons and write  offs? |  |  |
| --- | --- | --- |
| 14.) How does the system deal with WIP related  to a credit note?  14.1) Can time be written back to the  engagement as a part  of the credit note  process?  14.2) Can be time be  written off the  engagement as a part  of the credit note  process? |  |  |
| 15.) After the decision to reduce the WIP has  been made can this  be changed?  15.1) If so what controls are in place to  produce and audit of  this?  15.2) What reports are in place to assist with  the reconciliation of  such changes? |  |  |
| 16.) Are reports available for: -  16.1) WIP by partner 16.2) Total WIP by client 16.3) Individual WIP per client by subset,  audit, consultancy  etc.  16.4) Recoveries under 80%  16.5) WIP over two months old  16.6) Unposted  timesheets  16.7) Missing timesheets |  |  |

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| 16.8) Chargeable hour targets not met by  month. |  |  |
| --- | --- | --- |

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**Question Supplier Response Evaluation confirmation 5.7 Fees ledger**

| 1.) Can the bill / fee note/RFP formats be  customised? |  |  |
| --- | --- | --- |
| 2.) Do bills have to be approved before  updating  ledgers and printing? |  |  |
| 3.) Can a user reserve bill / fee note  numbers? |  |  |
| 4.) Can bills be issued before time is  entered on the  system? |  |  |
| 5.) How is this time allocated to a bill  once entered? |  |  |
| 6.) Can the bills text be edited in the  approved screens? |  |  |
| 7.) Does the system generate Requests  for Payment  (RFP’s)? If so, is  cash applied by the  system and a tax  invoice  automatically  generated if an  application for  payment is issued? |  |  |
| 10.) Can cash receipts and payments be  matched to specific  invoices? |  |  |
| 11.) Will the system  permit part  payments? |  |  |
| 12.) Will the system  permit the posting of  unallocated cash to  the sales (Fee)  ledger? |  |  |

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| 13.) Are unallocated  cash/credit notes  specifically reported  for follow up? |  |  |
| --- | --- | --- |
| 14.) Are outstanding transactions  displayed for  allocation? |  |  |
| 15.) Does the system link to a full financials  system? If so which  one (s)? |  |  |
| 16.) How is financial data updated (e.g. via  dynamic link, via  periodic update,  etc.)? |  |  |
| 17.) For the input and export (for example  from MS Excel,  what are the controls  in place over the  interface? |  |  |
| 18.) Does the system create credit notes? |  |  |
| 19.) What approval  process is in place to  deal with credit  notes? |  |  |
| 20.) Does the system have profitability,  recoveries, debtor  days, day book and  overhead control  reports? |  |  |
| 21.) Features required for the recording of  VAT:  21.1) Can you set up more than one VAT rate?  21.2) Can the VAT  rounding be applied  consistently (up or  down to the nearest |  |  |

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| penny but not to zero  VAT) |  |  |
| --- | --- | --- |
| 22.) Is the VAT  automatically  calculated on  invoices, credit  notes, payment  requests, VAT  receipts? |  |  |
| 23.) Can postings be made to a nominal  ledger code and  reported on by code? |  |  |
| 24.) Is there an automatic invoice reference  generator? |  |  |
| 25.) Can the system cope with:  25.1) Ordinary VAT  accounting?  25.2) Cash accounting? 25.3) Continuous supply of services? |  |  |
| 26.1) Does the system handle continuous  supply of services:  Does it:  26.2) Generate a Request for payment (RFP)  26.3) Hold details of VAT requested under RFP  as a liability in the  Nominal Ledger  26.4) Generate a VAT invoice based on the  RFP once payment is  received  26.5) Generate VAT calculations based on  standard VAT  invoicing and RFP  invoicing  26.6) Record VAT status of individual clients – |  |  |

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| that is Standard or  RFP  26.7) Does the RFP clearly state it is not a VAT  invoice. |  |  |
| --- | --- | --- |
| 27.) Does the system produce VAT return  by report period  (three monthly,  monthly or by other  month ends if agreed  with the local VAT  office)? |  |  |
| 28.) How are errors on VAT accounts  corrected? |  |  |
| 29.) Can the system handle cheque  refunds to  customers? |  |  |
| 30.) Can the system handle invoices with  multiple rates of  VAT? |  |  |
| 31.) Can the system handle write off of  bad debts and the  VAT consequences? |  |  |
| 32.) Can the system post standing orders?  Is this done  automatically by  setting them up once  only? |  |  |
| 33.) Can the standing orders be checked  before processed? |  |  |
| 34.) Can an invoice be set up to be posted  automatically at  different times  during the year? For  example, invoice |  |  |

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| client X quarterly for  £VYT? |  |  |
| --- | --- | --- |
| 35.) Can these invoices be posted with  instructions to affect  the WIP? |  |  |
| 36.) Can they be checked before becoming part  of the client’s total? |  |  |

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**Functional requirements questionnaire**

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**Question Supplier Response Evaluation confirmation 5.8 Budgets**

| 1.) Can budgets be set for the client overall,  and/or for each work  element done for the  client? |  |  |
| --- | --- | --- |
| 2.) Does the system allow for budgets to  be set for each  employee? |  |  |
| 3.) Can budgets and targets be set for: -  3.1) Chargeable hours by each staff category?  3.2) Certain categories of non-chargeable  hours?  3.2) Non-chargeable hours by each staff  category?  3.3) Recoveries?  3.4) Monthly billings? |  |  |
| 4.) Do the standard budget reports  provide sufficient  analysis of  variances? |  |  |
| 5.) Do such reports provide exception  reporting, percentage  analysis and  comparatives? (Time  Ledger) |  |  |
| 6.) Does the system permit use of  budgets and provide  comparisons  between budgets and  actuals (Time  Ledger, Employee)? |  |  |
| 7.) Can budgets be set by period and  yearly? |  |  |

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| 8.) Can the system  automatically  generate budgets – if  so how (e.g. by %  increase on last  year/period or by  bringing forward  historic data)? |  |  |
| --- | --- | --- |
| 9.) Can the budgets be processed for the  following year  easily?  For example, based  on the previous years  budget plus  percentage. |  |  |
| 10.) Can the budgets be easily amended? |  |  |
| 11.) Are the budgets easy to view on screen? |  |  |

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**Functional requirements questionnaire**

**Product: Version:**

**Question Supplier Response Evaluation confirmation 5.9 Reporting general**

| 1.) Are all reports  adequately titled and  dated? (For  example, report  name, client name,  data, period, batch,  last entry number,  period end, pages,  numbers etc.) |  |  |
| --- | --- | --- |
| 2.1) Do the reports  provide totals where  applicable?  2.2) Are these totals  calculated or taken  from a control file? |  |  |
| 3.) Is it clear when the report has ended?  (Totals or end  markers)? |  |  |
| 4.1) Can reports be saved in electronic format  (as distinct from just  printing)?  4.2) Are such files  adequately protected  from deletion or  amendment? |  |  |
| 5.) Is a report generator provided as part of  the software or as an  option associated  with it? |  |  |
| 6.) What level of  knowledge is  required to use the  report generator (e.g.  beginner, regular  user, expert)? |  |  |
| 7.) Can the report generating facility  make use of user  defined fields  (including external  fields)? |  |  |

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| 8.1) Are all the parameters or  selection criteria  used on reports  reported?  8.2) Where appropriate is there an option for  reports to exclude nil  balances? |  |  |
| --- | --- | --- |
| 9.) Can screen layouts, reports and  transaction formats  be easily adapted to  users’ requirements? |  |  |
| 10.) Can a hard copy be produced of all  screen enquiries? |  |  |
| 11.) Can data for all previous  periods/years be  retained in the system  to permit enquiries  and reports? |  |  |
| 12.) Can all reports be reproduced after the  period/year end? |  |  |
| 13.) Do the numerical reports show whether  items are debit,  credit, negative and  do they give  sufficient narrative  and coding to enable  cross referencing? |  |  |
| 14.) Can the system produce all requisite  reports, (e.g. VAT  reports, sales day  book). |  |  |
| 15.) Do standard reporting options give  sufficient flexibility  to tailor individual  reports? |  |  |

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| 16.) Do these reporting facilities permit  multiple key-sorting,  variable report  intervals and optional  selection  parameters? |  |  |
| --- | --- | --- |
| 17.) Do standard reports show sufficient  analysis of results?  (For example, sales  analysis by office,  department, partner,  fee earner,  chargeable v non  chargeable analysis  per staff member)? |  |  |
| 18.1) Can aged analysis reports be obtained  (e.g. debtors, wip)?  18.2) Are the age criteria fixed or user  definable?  18.3) Can the age analysis reports be in  summary and/or  detail (for credit  control)? |  |  |
| 19.) Can the reporting function make use of  external data files? |  |  |
| 20.) Does the report generator have the  facility to scroll up  and down when  output to screen? |  |  |
| 21.) Can all reports be run without the need for  period-end  procedures to be  initiated? |  |  |
| 22.) Does the report generator allow print  previews of all  reports? |  |  |

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| 23.) Can reports be sent to other programs e.g.:  MS Excel or MS  Word? |  |  |
| --- | --- | --- |
| 24.) Can external programs connect to  the tables through an  ODBC driver or  equivalent? |  |  |
| 25.) Can the system automatically  generate documents  for external use (e.g.  sales invoices,  statements, |  |  |
| 26.1) Can the system control duplicated  documents e.g. sales  invoices?  26.2) Are these clearly identified as  duplicates? |  |  |
| 27.) Does the system force the production  of month-end  reports? |  |  |
| 28.) Following a month end can all the data still  be viewed and can  the reports be rerun  as at a previous  month end? |  |  |
| 29.) Can regular reports be easily duplicated  if required? |  |  |
| 30.) Can reports be published via an  intranet or internet? |  |  |
| 31.) Can users be allocated specific  levels of authority to:  -  31.1) Print reports?  31.2) View of reports? |  |  |

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| 31.3) Design reports? |  |  |
| --- | --- | --- |
| 32.) Does the system support graphical  representation of  information within  reports? |  |  |

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**Functional requirements questionnaire**

**Product: Version:**

**Question Supplier Response Evaluation confirmation 5.10 Document, communication management**

| 1.) Can letters be  produced for each  client from the  system? |  |  |
| --- | --- | --- |
| 2.) How much of the letter can be pre  filled with  information from the  database? |  |  |
| 3.) Can the letter be selected and re  viewed at a later  date? |  |  |
| 4.) Is there an  authorisation process  to produce letters? |  |  |
| 5.) Can telephone calls be logged for the  client showing the  date, time, who was  the contact, who in  the business took the  call, and what the  call was about? |  |  |
| 6.) Can emails be  recorded, tracked for  this client? |  |  |
| 7.) Can you see who selected the letter  and when to be  printed? |  |  |
| 8.) Is there an on-screen enquiry process to  easily see what was  communicated to the  client when? |  |  |
| 9.) What Word  Processor does the  system use to  generate letters? |  |  |
| 10.) Does the system integrate with other  systems to allow |  |  |

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| fields to be entered  into letters? |  |  |
| --- | --- | --- |
| 11.) Are letters triggered as a result of an  action in another  product? For  example, producing  a final tax  computation  requesting a letter to  be sent to the client  for confirmation? |  |  |

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**Functional requirements questionnaire**

**Product: Version:**

**Question Supplier Response Evaluation confirmation 5.11 Client workflow (planning, compliance, monitoring)**

| 1.) Is there a tracking system for  workflow? |  |  |
| --- | --- | --- |
| 2.) Can a workflow be set up for each type  of work done for the  client? |  |  |
| 3.) How detailed is the workflow for each  type of work done? |  |  |
| 4.) Does it expect a lot of user intervention,  or are the dates  automatically  updated via a  relationship with  another product? |  |  |
| 5.) How easy is it to update the Work that  is done for the  client? |  |  |
| 6.) Are there reports, on-screen enquiries  to show where you  are for each client,  and stop any work  being missed? |  |  |
| 7.) Can compliance dates be monitored  for:  7.1) Personal tax  7.2) Limited company returns  7.3) Sole trader tax  7.4) Partnership tax  7.5) Accounts |  |  |
| 8.) Can a document be produced to  accompany the any  work or  communication with  the client? |  |  |

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| For example, a cover  letter with an  individual’s tax  return? |  |  |
| --- | --- | --- |
| 9.) What tools are  available for the user  to plan their work? |  |  |
| 10.) Can work be easily assigned to partners,  managers, staff? |  |  |
| 11.) Is there a quick way of sending  information amongst  the staff? What  facilities are  available? |  |  |

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**Functional requirements questionnaire**

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**Question Supplier Response Evaluation confirmation 5.12 Staff workflow (planning, monitoring)**

| 1.) Does the staff  member have a to do  list? |  |  |
| --- | --- | --- |
| 2.) Can a priority be set on the to do list to  show the most  important work (for  example, work that  costs money)? |  |  |
| 3.) Can a staff member see the work  allocated to them  over a future time  frame? |  |  |
| 4.) Is there a staff diary at:  4.1) Staff level?  4.2) Partner level? |  |  |
| 5.) Can the work be easily monitored for  a staff member?  What facilities are  available to do this? |  |  |
| 6.) Can a reminder be set up for a staff  member? |  |  |
| 7.) Can the user  configure the screen  on the to-do list to  suit them? |  |  |
| 8.) Can the user access on-screen enquiries  and reports to show  day to day jobs. |  |  |
| 9.) Is there an exception report / on screen  enquiry to show  those jobs that are  falling behind? |  |  |
| 10.) Does the staff  information update  with integrated  packages to |  |  |

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| automate progress  where it can, and to  what extend? |  |  |
| --- | --- | --- |
| 11.) Can the staff  member easily  update the client  with the progress of  all their work from a  single client view? |  |  |

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**Question Supplier Response Evaluation confirmation 5.13 Contact management, marketing**

| 1.) Does the system incorporate a contact  management or  customer resource  management  system? |  |  |
| --- | --- | --- |
| 2.) Can you see the see the marketing  information you  have provided the  client with?  For example, last  invitation to play  golf, last time some  marketing  information was  sent. |  |  |
| 3.) Can you store in the system features  about the client?  For example, how  many children, what  is the client’s  favourite drink? |  |  |
| 4.) Can you store, who is the clients bank  manager, doctor,  solicitor? |  |  |
| 5.) Can this information be used to send the  contact a letter,  email? |  |  |
| 6.) Can contact  information be  interrogated?  For example, see  how many clients  who have the same  bank manager? |  |  |
| 7.) Can other database fields be used for  finding different  types of clients using |  |  |

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| integration with  other modules?  For example, all  clients who have a  turnover > £X, and  the payroll service is  currently not being  used, or show all  clients with UK  interest > £X? |  |  |
| --- | --- | --- |
| 8.) Is there a single view of all the activities  for the client which  requires integration  with another  module? |  |  |
| 9.) Can this single client view be easily  accessed and  information easily  updated? |  |  |
| 10.) Does the system link into other  applications such as  MS Word for the  easy access to  addresses for labels  etc. |  |  |

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**Question Supplier Response Evaluation confirmation 5.14 User documentation**

| 1.) Is the manual clearly laid out and  understandable? |  |  |
| --- | --- | --- |
| 2.) Is the manual  comprehensive and  accurate? |  |  |
| 3.) Is there an index to the manual? |  |  |
| 4.) Is it easy to locate specific topics in the  manual when  required? |  |  |
| 5.) Is it easy to follow through all  procedures in the  manual? |  |  |
| 6.) Does the manual include:  6.1) A tutorial section? 6.2) A guide to basic functions?  6.3) Pictures of screens? 6.4) Completed examples included in the  manual?  6.5) Specific “error  correction”  procedures? |  |  |
| 7.) Does the  documentation  clearly specify the  actions to be taken  by users at each  important stage of  processing? |  |  |
| 8.1) Are help screens available relating to  the task in hand  (context sensitive  help)? |  |  |

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| 8.2) Is this available  throughout the  system? |  |  |
| --- | --- | --- |
| 9.) Do they provide on line instructions on  how to use particular  features of the  software? |  |  |
| 10.) Can they be edited or prepared by the  user? |  |  |
| 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? |  |  |

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**Functional requirements questionnaire**

**Product: Version:**

**Question Supplier Response Evaluation confirmation 5.15 Integration and www facilities**

| 1.) Are they integrated on real time basis or  batch basis? |  |  |
| --- | --- | --- |
| 2.) Can the integration of batches be by  batch, weekly or  monthly? |  |  |
| 3.) Is the ledger  updating process  satisfactorily  controlled by the  production of control  reports? |  |  |
| 4.) What operating  systems does the  system run under? |  |  |
| 5.) Can more than one system function be  performed  concurrently? |  |  |
| 6.) Can the software be linked to other  packages e.g. word  processing, graphics,  financial modelling,  to provide alternative  display and reporting  facilities? |  |  |
| 7.) Can definable links to spreadsheets be  created? |  |  |
| 8.) Does the system integrate with any  web trading  software? External  or Software Houses  own? |  |  |
| 9.) With what other business application  software will the  system link? -  9.1) Payroll.  9.2) Fixed assets. |  |  |

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| 9.3) Document  management system.  9.4) Other – please  specify |  |  |
| --- | --- | --- |
| 10.) Is the software  compatible with  XML standards? If  so in what respect?  (input/ output/  other)? |  |  |

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**Functional requirements questionnaire**

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**Question Supplier Response Evaluation confirmation 5.16 Support and Maintenance**

| 1.) Is the software  provided direct from  the Software House  or via a dealer  network? |  |  |
| --- | --- | --- |
| 2.) If via a dealer  network do dealers  go through an  accreditation process  to ensure they have  the necessary  knowledge and staff  to install and support  the package? |  |  |
| 3.1) Who provides  general  enhancements to the  programs (Software  House or dealer)?  3.2) Will these be  provided  automatically?  3.3) Will they be given free of charge? |  |  |
| 4.1) Who provides “hot line” support to  assist with  immediate problem  solving Software  House or dealer?  4.2) At what cost?  4.3) At what times will this support be  available? |  |  |
| 5.1) Will the Software House/dealer  provide technical  updates when  statutory  requirements  change?  5.2) How quickly does this happen after the  update |  |  |

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| 6.) Is the Software  House or dealer  capable of giving  sufficient ongoing  education and  training and other  support? |  |  |
| --- | --- | --- |
| 7.) Can the supplier, dealer or some other  organisation provide  all the hardware,  software and  maintenance  requirements of the  user? |  |  |
| 8.) Is there nationwide support: -  8.1) Telephone  8.2) Email  8.3) On line knowledge base  8.4) Modem link  8.5) Local dealers |  |  |
| 9.) Is a warranty offered in respect of  specification of the  system? |  |  |
| 10.) Will the Software House/dealer make  the program source  code available to the  user, either directly  or by deposit with a  third party (Escrow)? |  |  |
| 11.) Are there any unduly restrictive conditions  in the license for the  software? |  |  |
| 12.) Would the software house be prepared to  accept the Institute of  Purchasing and  Supply model  contract? |  |  |

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| 12.) Does each update arrive with a  comprehensive list of  changes made to the  software? |  |  |
| --- | --- | --- |
| 13.) How is it possible to find out what future  developments are  going on at the  Software House? |  |  |

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