

ICAEW Accreditation Scheme
Financial Accounting Software Evaluation

SAP SE

SAP Business One Version 9.2



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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 SAP Business One version 9.2 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 SAP Business One version 9.2, a product specialist from SAP completed the detailed questionnaire and provided it to the evaluator to examine. The evaluator then visited the SAP office in Feltham, Middlesex and in conjunction with the operation of the various aspects of the software assisted by members of SAP's technical staff checked the answers to confirm their validity. The questions were individually reviewed and commented on and the majority of assessments were confirmed.

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

SAP Business One version 9.2 was used throughout the evaluation. The evaluation covered the fully integrated sales, purchase and general ledgers and where appropriate sales order processing, sales invoicing, purchase order processing and stock software, separate reports have not been prepared for each ledger. Instead a composite report has been prepared with references made to the appropriate ledger as necessary.

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

2.3 Online accounting software

This evaluation covers the accounting system but not the method by which it is delivered and/or contracted for. Potential users need to satisfy themselves on the security and disaster recovery aspects and licensing of the online system and any data protection issues of their own and customer/supplier information, contained therein, being held on the system.

2.4 Software/hardware utilised

SAP recommend the use of Mozilla Firefox, though all common browsers are supported.

2.5 Report structure

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

3 Matters to consider before purchase

3.1 General overview

Used by tens of thousands of small and midsize businesses worldwide, SAP Business One offers an affordable way to manage an entire business – from sales and customer relationships to financials and operations. It is sold exclusively through SAP partners, it helps companies streamline processes, act on timely information, and drive profitable growth. SAP Business One is designed with flexibility in mind and can be deployed on premise or in a cloud delivered in a ‘Partner Managed Cloud’ (PMC) or directly by SAP themselves. It can be accessed any time and from any place using the mobile app.

3.2 Supplier background

SAP is one of the largest providers of enterprise applications in terms of software and software-related service revenue. Based on market capitalization, SAP is the world’s third largest independent software manufacturer. From pioneering ERP

software to new offerings like the SAP HANA in-memory computing platform, SAP state their innovation goes beyond software – SAP are developing breakthrough technologies that shape IT and business trends.

3.3 Product background and Suitability for user

SAP Business One includes all common business functions (accounting, customer relationship management, operations, sales, marketing, service, warehousing, and more) in one package, all easy to set up and use. This delivers complete visibility and better control to assist with running end-to-end business processes.

SAP Business One delivers operational reporting through advanced analysis to self-service business intelligence, supports intelligent decision making everywhere via browser-based access and real-time mobile analytics, all combined with latest technologies such as in-memory computing.

SAP Business One's platform supports growth and change. 43 local country versions and 27 languages are built-in, and more than 500+ industry-specific and horizontal solutions are available from SAP partners. The integration framework provides predefined scenarios and supports customized integration. For extensions, various options and technologies can be used, such as the new REST API with the SAP Business One service layer based on OData. *(Note: Only the UK version has been considered in this review, and add-ons available from SAP Partners have also not been considered).*

SAP Business One's delivers implementation options for on premise or cloud, or via cloud deployment service offerings from SAP and partners. SAP states all options require low investments and have low running costs.

SAP Business One is an SME/SMB targeted solution and can be offered On Premise, Hosted or in the Cloud. It can be used as a SaaS (Software as a Service) product. This makes it an unusual product as it can be deployed in a mixed status for larger implementations. For example, for countries that have an unreliable cloud infrastructure, SAP Business One can be deployed on premise. This installation can then sync with the cloud or hosted solution at an optimum time from the cloud infrastructure perspective.

The licence can be purchased via Partners and licensed by:

- Perpetual basis and installed via on premise or hosted via partner,
- Cloud licence (subscription) and by private or public cloud via the Partner,
- or Cloud licence (subscription) and SaaS via SAP. (The licence and service must be purchased via a partner but is provided by SAP).

Potential customers for SAP Business One should note that although SAP offers a hosting service it is provided via the Partner channel. Thus the service contract will be between the Partner and customer (end user). SAP gives SLAs to Partners, but does not control the Partners' SLAs to their end users as the Partner may add additional services. The customer should thus select their preferred Partner carefully, including taking note of the service level agreement offered and deciding whether this meets their requirements.

3.4 Typical implementation

SAP Business One can quickly and easily be implemented with the "SAP Business One Accelerated Implementation Program" (AIP), a comprehensive implementation methodology created by SAP. The methodology has been designed to serve as a guideline for the system setup and implementation process. It includes a set of templates, checklists, tools and other supporting information that divides the implementation process into five phases. Each phase breaks down the relevant tasks that have to be completed and suggests roles, responsibilities and time frames required to successfully complete the implementation

3.5 Vertical applications

The standard product verticals include Wholesale Distribution, Professional Services, Manufacturing, Automotive, Banking, Chemicals, Consumer Products, Engineering, Healthcare, High Tech, Industrial Machinery, Life Sciences, Media, Oil and Gas, Retail, Telecommunications, Transportation, Utilities and Waste. Only the standard product, not the verticals, has been considered in this review.

SAP Business One Partners and Software Solution Partners (SSP) have developed and integrated add-on solutions for SAP Business One, SAP's business management application for small businesses. As businesses around the world require a broad catalogue of integrated functionalities to remain competitive, SAP PartnerEdge P2P Network allows SSPs and resellers to collaborate and meet specialised customer needs while expanding their global business reach. SAP Business One SSPs currently offer more than 500+ innovative solution add-ons featuring vertical-specific business management capabilities that enhance the SAP Business One application.

A large case study repository of this verticals can be found here <https://www.sapb1repository.com/login> - this list is not exhaustive, though includes 1300 case studies from around the world.

3.6 Software and hardware specifications

3.6.1 Development environment

Custom development (called Add-ons) are done using the SAP Business One SDK. It is COM-based development done in Microsoft Visual Studio with C# or VB.NET. With the advent of SAP Business One Version for SAP HANA an additional technology for development has been introduced called the "Service

Layer”. Service Layer for SAP HANA allows the use of ODATA technology to create business objects.

3.6.2 Server platforms

9.0 / 9.1 / 9.2
1x Intel® Xeon® E3 (or equivalent)
4 GB (minimum) 16 ~ 32 GB (recommended)
System partition 5 GB Data partition 15 GB
DVD-ROM
800 x 600 with 16-bit colors or higher

SAP Business One Version for SAP HANA
Certified SUSE Linux servers only as specified within the SAP HANA Platform Support Matrix document.

3.6.3 Databases

Microsoft SQL
SAP HANA

3.6.4 Operating software

SAP Business One – MSSQL version
Microsoft Windows Server 2008 upwards subject to version of SAP Business One

SAP Business One version for SAP HANA
SUSE Linux Enterprise server 11 upwards subject to version of SAP Business One

3.6.5 Protocols

Microsoft SQL version of SAP Business One - TCP/IP
Cloud version of SAP Business One - HTTPS
SAP Business One for SAP HANA – ODATA/HTTP

3.6.6 Minimum client PC specification

Microsoft® Windows 7 ^(2, 4, 14) – 32 Bit (x86) / 64 Bit (x64) – Professional, Enterprise & Ultimate Edition	1x Intel® Core® i3 (or equivalent)
Microsoft® Windows 8 ^(4, 14) – 32 Bit (x86) / 64 Bit (x64) – Core, Pro & Enterprise Edition	2 GB (minimum) 4 ~ 8 GB (recommended)
Microsoft® Windows 8.1 ^(4, 14) – 32 Bit (x86) / 64 Bit (x64) – Core, Pro & Enterprise Edition	System partition 2 GB Data partition 1 GB
Microsoft® Windows 10 ⁽⁴⁾ – 32 Bit (x86) / 64 Bit (x64) – Home, Pro & Enterprise Edition	DVD-ROM
	1024 x 768 with 24-bit colors or higher (minimum) 1280 x 800 with 24-bit colors or higher (recommended)

3.6.7 Support and maintenance

1st line support and maintenance is only available via the SAP Business One Partner Eco System

3.7 Software installation and support

Installation and support is only available via the SAP Business One Partner Eco System.

3.8 Partner network and related accreditation process

SAP Business One is delivered through its global partner network (SAP PartnerEdge) consisting of the following partner types:

- **Value Added Resellers (VAR)**, an SAP partner that sells, implements and supports the product to end customers
- **Software Solution Partners (SSP)**, an SAP partner that creates horizontal or vertical standard solutions on top of the SAP Business One platform with the SAP Business One SDK and sells them via the VAR partners
- **Open Eco System Member**, a smaller partner that sells SAP Business One via a VAR Partner instead of direct partnership with SAP.

3.9 Limitations

SAP Business One, like all products, has some limitations. While these limitations do not adversely impact upon the performance of the product, they may be of importance to some organisations.

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

- VAT calculation tolerances are not handled
- Budgeting is available for the general ledger only (i.e. at GL account level), although an add-on is available for sales and purchase ledger budgets
- Cash accounting is not handled, but a report can be created to document the transactions and respective VAT
- The software does not store or report VAT returns, but fields and simple customisation can be created to provide this feature. Extra information is available in extended tax reporting
- There are a number of specialised VAT schemes which the system cannot handle by default, although SAP report that queries of add-on enhancements could be used here
- Some elements of VAT reporting are not covered as standard
- Whilst the software does not produce a VAT 100 form as standard there are supplementary reports that support the completion of this
- SAP does not provide a warranty in respect of the specification of the software

4 Evaluation conclusion

There were no areas in the evaluation that gave concern. SAP Business One is a well-designed product for producing sets of accounts that will be supported directly by SAP through its partners.

In terms of the functionality that is present in the current version and the target markets for the product, the product has been adequately specified.

Disclaimer

Any organisation considering the purchase of SAP Business One version 9.2 should consider their requirements in the light of representations from SAP or its partners and potential suppliers of other similarly specified products. Whilst the contents of this document are presented in good faith, neither ICAEW, RSM UK nor John Oates, Consultant can accept any liability for actions taken as a result of comments made herein.

Functional requirements questionnaire
Product SAP Business One
Version 9.2

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?	-SAP Business One User management, authorisation and authentication -Database Authentication -Database credentials are hidden from the end user -Using 3DES encryption algorithm -For mobile and browser access certificates	Confirmed
5.2 Can access to application functions be managed so users can only see (in menus and other links) and access those functions they are authorised to access?	Yes. Access can be managed: No access, full access, read-only	Noted. The Super user (Administrator) is in charge of this
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?	Yes and can be defined by super users by user or role Yes, Groups are handled by roles within the administration	Confirmed. Unlimited numbers of groups, e.g. purchasing, and user profiles are allowed. A user profile is best set up by copying another, then adapting as appropriate
5.4 If menus can be tailored would this override the application access control?	Menus can be defined by user or super user and do not override access control	Confirmed
5.5 Passwords 5.5.1 Is access to the software controlled by password?	Yes, password management has comprehensive administration if required	The super user sets this up, providing a "one time use" password for the user, who then logs in and sets their own password
5.5.2 Please state the basis of control available (e.g., role based etc).	User can change their own password. Only so the super user can change/reset other users passwords	Noted

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Question	Supplier Response	Evaluator's Comment
5.5.3 If there is no password facility please state how confidentiality and accessibility control can be maintained within the software?	Not applicable (N/A). A password is required	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?	Yes, each user can have viewed or reported logs	Confirmed. Each user has their own ID. Where a "group user" is used, only one person can log in using that ID at any time
5.5.6 Is each user required to have a personal password?	Yes, passwords can be set by the user and are not viewable by the super user	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?]	Passwords are encrypted. Even the user cannot see his/her password in a readable format. Users cannot have access to other user's passwords. Only the super user can reset passwords	Confirmed
5.5.8 Are passwords masked when entered by any user logging in?	Yes	Confirmed. There is just a line of *s on the screen
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.]	Yes. 5.5.9.1. The following password security parameters can be set based on company policy: -expiration after x days -minimum length in characters -minimum number of upper case characters -minimum number of lower case characters	Confirmed Confirmed

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Question	Supplier Response	Evaluator's Comment
	-minimum number of digits -minimum number of non-alphanumeric characters -password cannot match x previous passwords -authentications before user account is locked	
5.5.10 Is there a facility to enforce password changes after a chosen period of time?	Yes	Confirmed. The super user sets this up in the password policy
5.5.11 Is there a facility to specify a minimum age for passwords (e.g. 1 day)?	Yes, by number of days	Confirmed
5.5.12 How many previous passwords are retained by the system to limit users recycling passwords (e.g. 24 or 32)?	This would be subject to company policy and can be as many as required	Noted. Single sign in is also available using Microsoft sign in
5.6 Please state how security allows for access to be specified separately for :- 5.6.1 Read?	Only display data. Data fields are not accessible for modifications	Confirmed and tested
5.6.2 Read and write?	Data fields are accessible for modifications	Confirmed and tested
5.6.3 Delete and amend?	For master data, if it is not linked to any transactions it can be deleted. Transactions can only be cancelled/closed, not deleted. Also user has to have authorisation for this	Confirmed and tested
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. Importing data is done via API interface and all same controls and business logic are in place than if user is entering data.	Confirmed. References can be amended, but not values. The system keeps a transaction log, including before and after values for all standing and transaction data

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Question	Supplier Response	Evaluator's Comment
5.8 Does the software require higher or specific levels of user access for changes to sensitive data, such as customer credit limits?	Yes – user would require authorisation to amend values in the customer master record including sensitive data	Noted
5.9 Please specify the specific security procedures (by passwords or warnings) over the:- 5.9.1 Update of ledgers	The software itself makes postings to ledgers based on transactions (e.g. AR/AP invoices) and the user cannot manually change these. With appropriate authorisation, the user can also make manual postings	Noted
5.9.2 Closing of accounting periods	A user authorised for period closing can do this	Noted
5.9.3 Deletion of transactions	This is not possible. Transactions can only be cancelled or closed, not deleted	Confirmed
5.9.4 Archiving of transactions.	This can be done using the specific data archiving utility	Confirmed. This would be done to reduce the number of transactions in a system with a large number of users
5.10 Is it impossible to delete a transaction? If No:- 5.10.1 How are deletions controlled by the system?	Yes. Transactions cannot be deleted, but can be set as cancelled or closed. Master data can be deleted if there are no transactions associated. For deleting/archiving master data and closed transactions there is separate archiving functionality	Confirmed
5.11 Are deleted transactions retained in the audit trail and denoted as such?	N/A. Transactions cannot be deleted	Confirmed
5.12 Can a report be produced detailing all current users, via user groups, if relevant, and their	Yes, via administration options. Rights to view or print via authorisations	Confirmed. There is a fully detailed report which is tailorable by the user

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Question	Supplier Response	Evaluator's Comment
authority levels and/or access rights?		
<p>5.13 If data can be accessed by separate reporting facilities, such as ODBC or separate report writer, is the user access security control applied?</p> <p>If No:-</p> <p>5.14 Please explain any other protection in place to prevent unauthorised access to data with such facilities.</p>	<p>If data is retrieved by the SAP B1 API interface, SAP Business One user authorisation is required. If it is directly retrieved from database tables, the database user authorisation is required</p> <p>N/A</p>	<p>Noted</p> <p>N/A</p>
<p>5.15 Is the level of security (described with this section) appropriate for the expected size of business using the software?</p>	<p>Yes</p>	<p>Confirmed</p>
<p>5.16 Is there a clear indication in the software or manuals as to how the data is:-</p> <p>5.16.1 Backed-up?</p> <p>5.16.2 Recovered?</p>	<p>Yes, through the administrator guide and database administration documents, together with online help</p>	<p>Confirmed</p>
<p>5.17 Back ups</p> <p>How are back ups provided:-</p> <p>5.17.1 Within the software application?</p> <p>5.17.2 Within the operating software?</p>	<p>Backups can be taken manually or automatically using tool called Remote Support Platform</p> <p>Backups can be also taken using operating system/database backup utilities</p>	<p>Confirmed</p> <p>Confirmed</p>
<p>5.17.3 Are backup procedures automatic?</p>	<p>Yes, subject to the end users infrastructure backup policy</p>	<p>Confirmed, so long as the users are set up to do this</p>
<p>5.17.4 Is the user forced or prompted to back-up at certain intervals?</p>	<p>Yes, subject to the end users infrastructure backup policy. Data can be backed up while being accessed</p>	<p>Confirmed, so long as the users are set up to do this</p>

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Question	Supplier Response	Evaluator's Comment
5.17.5 Can the intervals be customised?	Yes, subject to end users infrastructure backup policy	Confirmed, so long as the users are set up to do this
5.18 Recovery 5.18.1 Please state how the software facilitates recovery procedures in the event of software failure? (E.g. roll back to the last completed transaction).	If a transaction is not committed to the database, in case of failure roll-back is done automatically. Using database backup/recovery utilities, recovery can be achieved based on certain points, e.g. time.	Noted
5.18.2 If software failure occurs part way through a batch or transaction, will the operator have to re-input the batch or only the transaction being input at the time of the failure?	Either way depending how input logic is defined. Records are committed to the database record-by-record or by committing all records after checking there are no errors. It is also possible to simulate input to check a result without saving transactions to database	Noted
5.18.3 Are these automated?	Yes, these are automated	Noted. This can be automated from within the database
5.18.4 Do the recovery procedures work?	Yes	Noted
5.19 What features are available within the software to help track down processing problems?	Drill-down, relationship map, functionality and change history log. Transactions and master data are linked to each other i.e. a user can for example track document flow and see postings made in accounting, seeing which customer/vendors were related, etc. Also a field specific change history log is available	Confirmed
5.20 Are software messages clear?	Yes	Confirmed. Software message are displayed at the base of the screen in use

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Question	Supplier Response	Evaluator's Comment
5.21 Are user responses properly structured to ensure that erroneous key strikes do not lead to inappropriate actions?	Yes	Confirmed. Very clear
5.22 Is there a software log which details:-		
5.22.1 Error messages?	Yes	Confirmed
5.22.2 Security violations?	Yes	Confirmed
5.23 Audit trail		
5.23.1 Does the software have a detailed audit trail?	Yes (see 5.19)	Confirmed. There is a very comprehensive audit trail
5.23.2 Is it <u>im</u> possible to turn off or delete the audit trail?	Yes	Confirmed – it can neither be turned off, nor deleted
5.23.3 Does the software allocate a system generated sequential unique reference number to each transaction?	Yes	Confirmed
5.23.4 Is this stamped with a user id?	Yes, the user id is stored in a separate field.	Confirmed
5.23.5 Is this unique reference number presented to the user at time of input?	Yes	Confirmed
5.23.6 Is this unique reference number available to view, by the end user and by way of a report?	Yes	Confirmed
5.23.7 Is the transaction date and time stamped?	Yes	Confirmed
5.23.8 Are all master file changes recorded in the audit trail?	Yes	Confirmed
If Yes:-		
5.23.8.1 Does each change have a system generated reference allocated?	Yes, throughout the system	Confirmed
5.23.8.2 Are the originator and authoriser	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
identified?		
5.23.8.3 Is the change date and time stamped?	Yes, via the change log user interface	Confirmed
5.23.9 Are all standing data changes recorded in the audit trail?	Yes, via the change log user interface	Confirmed
If Yes:-		
5.23.9.1 Does each change have a system generated reference allocated?	Yes, via the change log user interface	Confirmed
5.23.9.2 Are the originator and authoriser identified?	Yes	Confirmed
5.23.9.3 Is the change date and time stamped?	Yes	Confirmed
5.23.10 Is all input data included within the audit trail, including amendments, deletions, journals, etc.?	Yes. Transactions cannot be deleted. They can be closed or cancelled.	Confirmed
5.23.11 Does the software allocate a system generated unique reference number to each amendment, deletions journal?	Yes. Note, journals can only be reversed, not deleted	Confirmed
5.23.11.1 Is this stamped with a user id?	Yes	Confirmed
5.23.11.2 Is this unique reference number presented to the user at time of input?	Yes and this is used for drill down from a master document to journals created during a transaction	Confirmed
5.23.11.3 Is the transaction date and time	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
5.23.11.4 stamped? How is it linked to the original transaction?	A journal has a link to the transaction to which it is related. The user can see this relationship	Confirmed
5.23.12 Are imported /interfaced transactions detailed in the audit trail?	Yes. Transactions imported via SAP Business One API are considered as user actions, and as such the audit trail is updated	Confirmed
5.23.12.1 Is each stamped with a user id?	Yes, a user-id used for import	Confirmed
5.23.12.2 Is this unique reference number presented to the user at time of input?	Yes, if the import is carried out through the user interface. For batch imports, this data can be found in the log or report after import	Confirmed
5.23.12.3 Is the transaction date and time stamped?	Yes	Confirmed
5.23.13 How are transactions differentiated within the audit trail?	See 5.23.12.	Noted
5.24 What are the procedures for handling dates? (E.g. 2 digit years, 4 digit years).	Dates are 4 digits. The date and time is stored in the database in long format. Business One handles the format for the display of data	Confirmed
5.24.1 In the case of two digits what is the break point for the century?	N/A	N/A
5.24.2 Are dates handled consistently throughout the software?	Yes. The consistency of the format can be changed through administration	Noted

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Question	Supplier Response	Evaluator's Comment
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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	Confirmed. At any stage a user can press F1 for help
6.2	Are these menus application-specific?	Yes. SAP Business One has menu entries based on modules (Financial, Sales, and Purchasing etc.)	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, also the software has the ability to hold SQL scripts in individual fields for unique data filtering	Confirmed, all input is validated
6.4	Can the user amend data on an input screen prior to update?	Yes, until they accept the screen record	Confirmed
6.5	What control features are within the software to ensure completeness and accuracy of data input?	Mandatory values are required and validity checks are carried out, e.g. format of data, master data used in transactions has to exist like account code, item code, etc	Confirmed
6.6	Are all input transactions subject to this control?	Yes. See 6.5	Confirmed
6.7	How does the software ensure uniqueness of the input transactions? (i.e. to avoid duplicate transactions)	The software covers all of this. For example, if a purchase invoice was entered with a reference previously used, Business One will warn the user there is already an invoice with that reference number. Transaction numbers are unique	Confirmed

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Question	Supplier Response	Evaluator's Comment
6.8 Does the software allow for batch control totals? If Yes:- 6.8.1 Are batches automatically numbered?	SAP Business One is an integrated solution and therefore does not transact in batches. Batch control totals are therefore not required.	Noted
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)	N/A. Note, documents can be saved as draft and journals can be held for later posting	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	Confirmed. The system will not process journals that do not balance
6.10 Are input errors highlighted? If Yes are they:- 6.10.1 Rejected and reported on screen?	Yes Input errors are highlighted when a user tries to add the transaction to the system. Input errors are rejected and a system message displayed	Confirmed Confirmed
6.10.2 Rejected and error reports generated?	Yes	Confirmed
6.10.3 Accepted and posted to suspense?	N/A	N/A
6.11 Does the software have an automatic facility to correct/reverse/delete transactions?	Yes, for reverse and correct. Transactions cannot be deleted, only reversed and cancelled	Confirmed

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Question	Supplier Response	Evaluator's Comment
If Yes:- 6.11.1 Are all the double entry transactions documented in the audit trail?	Yes	Confirmed
6.12 What are the controls to ensure the internal integrity of the ledger(s) or the accounting information, e.g., control of accounts.	SAP Business One is an integrated solution and therefore does not transact in batches. Batch control totals are therefore not required	Confirmed
6.13 Is it possible to allocate input values directly to ledger control accounts?	No. Control accounts are locked	Confirmed
If Yes:- 6.13.1 Please note the mechanisms available to allow the user to establish why the total balances on individual accounts do not agree to a respective control account?	N/A	
6.14 Can automatic accruals or prepayments be generated? If Yes:-	Yes. Automatic accruals and prepayments can be prepared upfront, but execution needs to be approved by the user. These can be set to reverse automatically after the period end	Confirmed
6.14.1 Will these automatically be reversed after the period end? (G/L)	Yes, at period end or by a specified date	Confirmed
6.15 Does the software have a purchase invoice register?	Yes	Confirmed. Invoices can be registered against deliveries and purchase orders

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Question	Supplier Response	Evaluator's Comment
6.16 Does the software permit multi debit/credit journals?	Yes, via multiple lines	Confirmed
6.17 Can journals be saved as template with GL codes and cost centres and either with or without monetary amounts?	Yes, with or without monetary values. Percentages of values can also be used	Confirmed
6.18 Can journals be set up to distribute amounts in a fixed percentage against GL/Cost centre codes?	Yes, percentages or values	Confirmed
6.19 How are transactions identified on screen/reports as to:- 6.19.1 Type? 6.19.2 Debit or credit?	Transaction type code In the appropriate Debit/Credit column or by the use of brackets.	Confirmed Confirmed
6.20 Can separate nominal analysis codes be input for each invoice line?	Yes, in addition extended to dimensions	Confirmed
If Yes:- 6.20.1 Does this cover:- 6.20.1.1 Sales ledger?	Yes, see 6.2	Confirmed
6.20.1.2 Purchase ledger?	Yes, see 6.2	Confirmed
6.20.1.3 Stock?	Yes, see 6.2	Confirmed
6.21 Can receipts and payments be matched to specific invoices?	Yes or posted on account	Confirmed. Matching can be set up to be automatic or manual
If Yes:- 6.21.1 Automatic?	Yes	Confirmed
6.21.2 Manual?	Yes	Confirmed
6.21.3 Both?	Yes	Confirmed
6.22 Will the software permit part payments?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
6.23 Will the software allow:- 6.23.1 Payments to be made to customers?	Yes, manually posted or cheque generated, and can also be part of an electronic payment run	Confirmed
6.23.2 Receipts to be received from suppliers?	Yes, via cash management module (standard module)	Confirmed
6.24 Does the software handle purchase credit notes?	Yes, it also has a full returns process for tracking credit notes and returned goods	Confirmed
6.24.1 Is there an ability to automatically amend stock, if applicable?	Yes, a credit note will return the goods into stock	Confirmed
6.25 Can the software generate sales credit notes? If yes:-	Yes, and it also has full returns processes for tracking receipted goods against returns and credits	Confirmed
6.25.1 Is there an ability to match to a sales invoice?	Yes	Confirmed
6.25.2 Is there an ability to automatically amend stock, if applicable?	Yes	Confirmed
6.26 Does the software handle discounts and promotions?	Yes, a comprehensive pricelist and discount structure exists, such as unique price list per customer/supplier. Quantity breaks and price setting per date range are available as are many other options	Confirmed. There is no limit to the number of prices that can be set. These can be set up as specific prices, percentages of another prices, special prices or as discounts. The options are very comprehensive
6.27 Does the software provide for early settlement discounts?	Yes, via cash discounts	Confirmed
6.27.1 Can early settlement discounts be automatically generated?	Yes and these can be part of auto payment / receipt runs	Confirmed
6.27.2 Are there controls over accepting settlement discounts (e.g. time limits)?	Yes, during cash posting the user is asked if they wish to accept discounts. This is subject to authorisation	Confirmed
6.27.3 Is VAT treated correctly on early settlement	Yes, as per the local tax office regulations	Confirmed, as per HMRC current regulations

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Question	Supplier Response	Evaluator's Comment
discounts?		
6.28 Will the software permit the posting of unallocated cash to the ledgers? Does this apply to:- 6.28.1 Sales ledger?	Yes, it can then be allocated at a later date Yes. Unallocated cash is posted against the customer, not allocated to any invoice	Confirmed Confirmed
6.28.2 Purchase ledger?	Yes. Unallocated cash is posted against the vendor, not allocated to any invoice	Confirmed
6.29 Are unallocated cash/credit notes specifically reported for follow up?	Yes, via reporting or alternatively alerts can be configured to warn the relevant user/users	Confirmed
6.30 Are outstanding transactions displayed for allocation? If Yes:- Does this apply to:- 6.30.1 Sales ledger?	Yes Yes. Payments/credits can be allocated to an outstanding invoice	Confirmed. The system displays a list of outstanding transactions which the user can then work from to allocate Confirmed
6.30.2 Purchase ledger?	Yes. Payments/credits can be allocated to an outstanding invoice	Confirmed
6.31 Does the system allow the user to post or allocate a payment or receipt with a date prior to the invoice transaction date? If Yes:- 6.31.1 Is the user warned that the aged balance values may not agree to the trial balance values?	Yes, if reconciled via internal reconciliations Yes. A warning is generated and the user can then amend, continue or abandon the posting	Confirmed Confirmed

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Question	Supplier Response	Evaluator's Comment
6.32 Is it possible for new accounts to be created during input?	Yes, from any input screen	Confirmed
If Yes:- Does this cover:-		
6.32.1 Sales?	Yes	Confirmed
6.32.2 Purchases?	Yes	Confirmed
6.32.3 General?	Yes	Confirmed
6.32.4 Stock?	Yes	Confirmed
6.33 What controls are there over the creation of new accounts?	Automatic account number generation (optional) and user authorisation	Confirmed. These can only be created by an authorised user
6.33.1 Is the originator and/or authoriser identification logged by the software?	Yes. It is standard for each record to have an originator and an owner	Confirmed
6.34 Is the user prevented or warned from overriding credit limits or discounts? (S/L).	Yes, both can be done	Confirmed. The system can be set up by the super user to prevent this and/or to warn them
6.35 Does the software have a bank reconciliation facility?	Yes. It also has the ability to import bank statement transactions. The system can do "best fit reconciliation" before the user reviews, then amends and/or confirms	Confirmed
6.36 Does the software enable transactions to be posted to the ledgers whilst performing a bank reconciliation (e.g. standing charges, bank charges, etc)?	Yes, all transaction types can be posted whilst the bank reconciliation is being undertaken	Confirmed
6.37 Are these adequately reported?	Yes, all transaction types can be reported together or filtered via the reporting tools	Confirmed

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Question	Supplier Response	Evaluator's Comment
<p>6.38 Does the software accept input files from other computer packages? If Yes:- 6.38.1 What formats are accepted?</p>	<p>Yes the software accepts input from other computer packages.</p> <p>A predefined csv/xls/xml file can be accepted to be used with the DTW (Data Transfer Warehouse) tool. In addition we have a B1 Integration framework tool. This can push/pull data not only from flat files but SDK integrations such as web services</p>	<p>Confirmed</p> <p>Noted</p>
<p>6.38.2 What controls are in place over the interface?</p>	<p>The tools are provided and maintained by SAP. When data is transferred, it is processed as though the transaction is being input through the system and the standard transactional checks are performed</p>	<p>Noted</p>
<p>6.39 Does the software have a facility for calculating interest on late payments?</p>	<p>Yes, a full warning letters process is available including setting overdue periods with different interest levels. This includes customer letters</p>	<p>Confirmed</p>

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Question	Supplier Response	Evaluator's Comment
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7 File maintenance

7.1 Are ledgers:- 7.1.1 Open item?	All ledgers are open, even in previous years. These can be locked and unlocked	Confirmed
7.1.2 Balance forward?	Only at year end close down and for balance sheet items. Profit and loss item balances are cleared to zero but all transactions from previous years can be viewed or reported even after a year end	Confirmed
Does the above cover:- 7.1.3 Sales ledger?	Yes, all open item until archived	Confirmed
7.1.4 Purchase ledger?	Yes, all open item until archived	Confirmed
7.1.5 General ledger?	Yes, all open item until archived	Confirmed
7.2 Is a month end routine required to be undertaken?	No, but periods can be locked	Confirmed
7.3 Is the creation or amendment of standing data (e.g. customer account details) controlled by menu options?	Yes, but short cuts can be created. These are still controlled by the authorisation process	Confirmed
7.4 Are menus:- 7.4.1 Application specific?	Yes, but short cuts can be created via the short cut widget or the function keys	Confirmed
7.4.2 User specific?	Yes, users may be restricted to various transactions to cover the role that the user is assigned within the organisation	Confirmed

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Question	Supplier Response	Evaluator's Comment
7.5 Is it <u>impossible</u> to delete accounts if the balance is Nil but transactions have been recorded against the code. Does this apply to:- 7.5.1 General Ledger?	Yes. Only via Data Archiving utility accounts with no open transactions can be removed/archived with related closed transactions Yes	Confirmed, any accounts with transactions within them cannot be deleted, or closed Confirmed
7.5.2 Sales Ledger?	Yes	Confirmed
7.5.3 Purchase Ledger?	Yes	Confirmed
7.5.4 Stock?	Yes	Confirmed
7.6 Are there any other constraints over the deletion of accounts?	No. An account without any related transaction(s) can be deleted so long as the user has the relevant authorisation for maintaining accounts	Confirmed
7.7 What is the size and format of reference numbers and descriptions within:-	Alphanumeric	Confirmed
7.7.1 General Ledger?	Can have 9 segments of 20 characters each	Confirmed
7.7.2 Sales Ledger?	15, any character	Confirmed
7.7.3 Purchase Ledger?	15, any character	Confirmed
7.7.4 Stock?	50, any character	Confirmed
7.8 Is the scope of the reference number adequate to permit sufficient depth of analysis?	Yes, the reference number is 100 characters, but the user can define additional fields for extra references	Confirmed
7.9 How does the software guard against/warn about, duplicate account numbers on set up?	Duplicate account numbers are not permitted. Warnings are given	Confirmed
7.10 How does the software enable the traceability - from, to and through the accounting records - of any source document or interfaced transaction?	The application automatically creates accounting postings from the relevant business transactions. Drill down links exist between transactions and journals. User can drill-down and see linked documents using	Confirmed

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Question	Supplier Response	Evaluator's Comment
	the Relation Map view	
7.11 What drill down/around functionality is available within the software?	Drill down and graphical presentation of relationship of linked transactions and master data	Confirmed, full drill down / drill around is available
7.12 Can reports be invoked which identify all the fields which have been modified?	Yes, through the Status History	Confirmed
7.13 If the software uses a lot of standing information which changes frequently or regularly, does the software allow for such changes to be effected through the use of parameters or tables?	Global updates can be done to data such as price changes or some situations where costing methods need changing. This can also be handled by importing external data	Confirmed, very comprehensive
If Yes: – 7.13.1 Is the use of such parameters or tables adequately reported?	Data changes and tables can be reported	Confirmed
7.14 What controls are within the software over changes to parameters and tables, e.g. reporting, password etc?	The authorisation is based on user or by role	Confirmed
7.15 Does the software allow selective archiving of old data on a user-defined basis?	Yes, but all related transactions have to be closed. The user requires authorisation to use this utility	Confirmed
7.16 What controls are in place over the handling of archived data?	User authorisation set up limits the data access and selection of archiving process	Confirmed
7.17 Can archived data be used for reporting purposes?	Yes. It can be restored as a read-only database into a separate company database	Confirmed

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Question	Supplier Response	Evaluator's Comment
7.18 Does the software allow for the restoration of achieved data for audit without affecting current accounting data?	Yes. It can be restored as read-only database into a separate company database	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)?	Yes. The sequence is definable as different organisations require different processes	Confirmed
8.2 After an external document (e.g. sales invoice or cheque payment) has been generated and posted to the accounts is it impossible to amend this data?	Yes. Only a few informative free text fields can be changed.	Confirmed
8.3 Is there an audit trail of all changes to transactions which have updated the ledgers?	Yes. There is a change log audit view that allows all changes to be monitored	Confirmed
8.4 Can the software calculate prices or values by reference to master file data?	Yes. Prices are selected from master price lists that are linked to customer or supplier. In addition, the customer/supplier can have discounts or be included in special promotions	Confirmed
8.5 Does the software provide automatic recalculation, where appropriate, of data input? (e.g. VAT)	Yes, all screens would recalculate, VAT, pricing, discounts, etc.	Noted
8.6 Does the software warn the user when the ledger is out of balance?	As SAP Business One is an integrated system, there is no possibility to have a ledger out of balance	Noted
8.7 How is this done, e.g. when the software is switching on or on ledger update?	N/A	N/A – the software ensures that the ledger is always in balance

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Question	Supplier Response	Evaluator's Comment
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9 Performance of requisite accounting functions

9.1 What control features are provided by the software to support effective user controls?	SAP Business One posts directly to accounting ledger from the relevant business transactions. User cannot change these automatically made postings	Confirmed
9.2 Is there:		
9.2.1 Transaction sequencing?	Yes, transactions are sequenced	Confirmed
9.2.2 Automatic dating of posting transactions?	All transactions are offered today's date, but this can be overridden	Confirmed
9.2.3 Identification of user id or source of document?	All transactions are identified with the user and drilldown to source document	Confirmed
9.3 Is the software available as multi user?	Yes, SAP Business One is multi-user; from one to hundreds of users are catered for.	Confirmed, it allows an unlimited number of users. I'm told there are many single user systems, and a few with in excess of 500 users
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 all transactions can be accessed by more than one user at the same time	Confirmed
9.5 Is the software available as multi-company?	Yes, unlimited companies – no additional licence cost	Confirmed
If Yes:-		
9.5.1 How many companies are supported?	As many as needed, no limit for company databases	Confirmed
9.6 Is a group consolidation facility available?	Yes, via integrating separate companies to one consolidation company	Confirmed. There is also a consolidation (inter-company) module
9.7 Can the software consolidate entities with different charts of accounts?	Yes, each company can have a different chart of accounts	Confirmed

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Question	Supplier Response	Evaluator's Comment
9.8 How many levels of nominal analysis can be handled by the software?	9 segments and 5 dimensions	Confirmed
9.9 How does the software handle cost centres, departments, divisions?	These can be set up on company level with default relationships. When posting transactions, the assignment is done automatically and / or manually where allowed	Confirmed
9.10 How are periods handled by the software?	The number of periods can be set up as needed. Postings can only be made where a period is open for posting and posting date range is within date range specified for the period	Confirmed
9.11 How many:- 9.11.1 Accounting periods can be set up?	As many needed	Confirmed
9.11.2 Years can be set up?	Multiple years can be set up.	Confirmed
9.12 Can the length/number of periods be adjusted to suit different customer requirements?	Yes, by day if needed	Confirmed, any date range can be set up
9.13 How many accounting periods can be open at any one time?	Based on company rules as many as needed/wanted	Confirmed
9.14 How many years can be open at any one time?	Based on company rules as many as needed/wanted	Confirmed
9.15 Can a period or year be re-opened after it has been closed?	Yes, where a user has specific authorisation	Confirmed
If Yes:- 9.15.1 What controls are in place over this function?	Authorisation is required, then postings can only be made for open periods/years and using the dates specified within the permitted date range for any	Confirmed

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Question	Supplier Response	Evaluator's Comment
	period	
If No:- 9.15.2 Is the data archived on the server?	N/A. Data is archived through the archiving feature into separated data tables	Noted
9.15.3 Is this accessible for reporting purposes?	N/A. Note, where archived, data is available for viewing, reporting and user report design	Noted
9.15.4 Can a previous year be restored from backup?	N/A, but note where data has been archived, it can be restored to a "separate company" for the purposes of reporting	Confirmed
9.16 Can data from all accounting periods and years be accessed at any one time?	Yes, data is still stored in company database and not removed by running an archiving utility	Noted
9.17 Can previous months and years be accessed for enquiries or reports?	Yes as standard	Confirmed
9.18 Does the software handle posting date as well as document date?	Yes, as standard	Confirmed
If Yes:- 9.18.1 Are transactions analysed by posting date or document date?	By both. Posting date determines the period posting	Confirmed
9.19 Can transactions be posted to more than one accounting period at any point in time?	Yes. Postings can be made to all open periods. However, each transaction is only ever posted to a single accounting period.	Confirmed
9.20 Does this cover:-		
9.20.1 General ledger?	Yes, see 9.19	Confirmed
9.20.2 Sales ledger?	Yes, see 9.19	Confirmed
9.20.3 Purchase ledger?	Yes, see 9.19	Confirmed
9.21 Is it possible to allocate transactions to:		
9.21.1 Future periods?	Yes. This can be set up by	Confirmed. Note, a user can at

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Question	Supplier Response	Evaluator's Comment
	parameter and authorisation	any stage see transactions that have been posted into future periods
9.21.2 Previous closed periods?	Yes, as standard	Confirmed
9.21.3 A previously closed year?	Yes, as standard	Confirmed, subject to the year being reopened with appropriate authorisation
If Yes:- 9.21.4 What controls are in place e.g. level of authorisation and on screen warnings?	Authorisation is required to use this feature	Confirmed
9.21.5 Will the software revise subsequent periods accordingly?	Yes, as standard	Confirmed
9.22 How will transactions outside the current period be:- 9.22.1 Reported 9.22.2 Accounted for in the VAT return?	Reports can be run based on a given period Postings are made to a period based on posting date. Please see further details in the VAT section below.	Confirmed Confirmed. A posting cannot be reported on more than one VAT return, see the VAT section 11
9.23 Does the software permit use of budgets and provide comparisons between budgets and actuals? If Yes:- 9.23.1 How many versions of budgets/forecasts can be maintained on the system?	Yes, unlimited budgets An unlimited number	Confirmed. This is very comprehensive. Confirmed
9.24 Are budgets available for: 9.24.1 General ledger?	Budgets are created at a GL account level. So they would only be available for the General Ledger and this include dimensions	Confirmed. Budgeting is available for the general ledger only, i.e. not sales or purchase ledger, though a budgeted figure for total sales and purchases can be placed in the general ledger
9.24.2 Sales ledger?	Not as standard but an add-on is available	Confirmed

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Question	Supplier Response	Evaluator's Comment
9.24.3 Purchase ledger?	Not as standard but an add-on available	Confirmed
9.24.4 Overheads?	Budgets are created at a GL account level. So they would only be available for the General Ledger and this includes dimensions	Confirmed
9.24.5 Balance sheet?	Budgets are created at a GL account level. So they would only be available for the General Ledger and this includes dimensions	Confirmed
9.25 Can budgets be set by: 9.25.1 Period?	Yes, any period	Confirmed
9.25.2 Annually?	Yes, then auto apportioned over periods	Confirmed
9.26 Can the software automatically generate budgets? Please state how this is achieved.	Yes. A new budget can be generated based on an existing budget, a previous year, or another dataset. Import of budgets is also available	Confirmed
9.27 What is the maximum value of transactions and of totals that can be handled by the software?	The numeric fields can take 40 characters	Noted
9.28 What is the maximum number of transactions that can be handled by the software?	In general no limit, but assessments would need to be made for individual cases. Assessment – for installations of large data installations (i.e. large transaction counts), partners run a data calculation tool to calculate the impact to transaction entry times, report run times, etc.	Noted
9.29 What is the maximum number of accounts on each ledger: 9.29.1 Sales ledger?	In general no limit, but	Noted

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Question	Supplier Response	Evaluator's Comment
	assessments would need to be made for individual cases. Assessment – for installations of large data installations (i.e. large transaction counts), partners run a data calculation tool to calculate the impact to transaction entry times, report run times, etc.	
9.29.2 Purchase ledger?	As 9.29.1	Noted
9.29.3 General ledger?	As 9.29.1	Noted

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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, as standard. SAP Business One uses SAP Crystal Reports	Confirmed, reports are fully detailed with Crystal as the embedded report writer
10.2 Do the reports provide totals where applicable?	Yes, as standard.	Confirmed
10.3 Are these totals calculated or taken from a control file? Please state the reports that do not feature calculated totals.	Both are possible, depending on the logic of the report All Reports feature calculated totals but in some cases there maybe be fields present in some reports that feature cosmetic elements, (i.e. account balance in a customer print). Account balance inherently is a calculated field but for simple reporting purposes the field maybe taken from the master record field (thus is a snapshot of present balance). These types of total would be too numerous to identify. What should be noted is that all reports are created with SAP Crystal Reports. Thus all standard reports are tailorable and able to be templated. This enables the user to impose their own reporting strategy on reporting in a rapid and easy manner.	Confirmed Confirmed
10.4 Is it clear when the report has ended? (totals or end markers)	Yes, this follows the SAP Business One template	Confirmed
10.5 Can reports be saved in electronic format (as distinct from just printing)?	Yes, as part of SAP Business Objects Crystal Reports	Confirmed
10.5.1 Are such files adequately	Yes, but subject to infrastructure	Confirmed

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Question	Supplier Response	Evaluator's Comment
protected from deletion or amendment?	at installation	
10.6 Is a report writer provided as part of the software or as an add on? Please state the name of any third party package.	SAP Crystal Reports is integrated within SAP Business One. Microsoft Excel is available via the data extract tool and MS Addin for user report creation	Confirmed
10.7 What level of knowledge is required to use the report writer e.g. beginner, regular user, expert?	Creating/editing reports required knowledge depends on complexity of report. Viewing/running the reports does not need any specific knowledge. Excel requires standard spreadsheet skills	Confirmed
10.8 Can the report writer make use of user-defined fields (including external fields)?	Yes, as standard as user defined fields are added to standard SAP Business One tables	Confirmed
10.9 Does the report writer enable:- 10.9.1 Separate access to each system area?	Yes, all data areas are easily accessed for report writing but subject to authorisation	Confirmed
10.9.2 Reports to be prepared which combines related data from a number of system areas (e.g. Customers – Sales – Stock items) in the same report?	Yes. SAP Business One uses in memory data cubes that can combine data from different modules	Confirmed
10.10 Can users define the parameters, columns, fields and selection criteria used on reports reported?	Yes, as standard in SAP Crystal reports	Confirmed
10.11 Are standard reports always produced, even when they are nil returns?	No. If no data is available at all for report, the report is not run/displayed. The user will get	Confirmed

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Question	Supplier Response	Evaluator's Comment
	a message about no matching entries or no data available	
10.12 Is there an option for reports to exclude nil balances, this year or where there are nil balances this year and last year, to enable a comparative report to be produced with the completeness of both years' being maintained?	Yes, as part of SAP Crystal Reports design tools supplied with SAP Business One	Confirmed
10.13 Can screen layouts, reports and transaction formats be easily adapted to users' requirements?	Yes, subject to authorisation	Confirmed
10.14 Can a hard copy be produced of all screen enquiries?	Yes, via reports or screen print. The screen print design is user definable	Confirmed
10.15 Can transaction files for all previous periods of the year be retained in the software to permit enquiries and reports?	Yes, all transactions can be accessed and for data management purposes the data can be silo-ed in archiving	Confirmed
10.16 Are reports of all changes to standing data on customers, suppliers, tax rates etc automatically generated or stored for later printing? If Yes:- 10.16.1 Is the report able to capture the nature of the change, user id and data and time of the change?	Viewable and stored for later printing. Information is stored in the Change History log Yes, as standard	Confirmed. Confirmed
10.17 Are all transactions on all reports individually identifiable?	Yes, as standard, but could be summarised if required	Confirmed
10.18 Do the reports show whether items are debit or credit?	Yes, as standard	Confirmed, this is a user choice

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Question	Supplier Response	Evaluator's Comment
10.19 Do reports give sufficient narrative and coding to enable cross referencing?	Yes, and SAP Crystal Reports allows a drilldown feature to the original transaction	Confirmed
10.20 Is it possible to drill down from reports to the ledgers and original transactions?	Yes, as 10.19	Confirmed
10.21 Can the software produce all requisite reports:-		
10.21.1 Day books	Yes	Confirmed
10.21.2 Trial balance	Yes, through the transaction filter	Confirmed
10.21.3 Profit and loss account	Yes, through the transaction filter	Confirmed
10.21.4 Balance sheet	Yes, through the transaction filter	Confirmed
10.21.5 Aged debtors	Yes, through the transaction filter	Confirmed
10.21.6 Aged creditors	Yes, through the transaction filter	Confirmed
10.21.7 Aged stock	Yes, through the transaction filter	Confirmed
10.21.8 Aged unallocated cash (debtors)	Yes, through the transaction filter	Confirmed
10.21.9 Aged unallocated cash (creditors)	Yes, through the transaction filter	Confirmed
10.21.10 Budgets	Yes, through the transaction filter	Confirmed
10.21.11 Cash flow statement	Yes, through the transaction filter	Confirmed
10.21.12 VAT reports	Yes, through the transaction filter	Confirmed
10.21.13 VAT form 100	A VAT report can be printed with totals relating the boxes on the VAT100 form	Confirmed
10.21.14 EC Sales Listings	Yes, through the transaction filter	Confirmed
10.21.15 Intrastat returns (SSD)	Yes, through the transaction filter	Confirmed

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Question	Supplier Response	Evaluator's Comment
10.22 Are the above reports standard within the software or do they have to be written?	All in as standard except 10.21.7	Confirmed
10.23 Is the age criteria fixed or user definable?	User definable	Confirmed
10.24 Can the aged analysis and day book reports be in summary and detail?	Yes, as standard	Confirmed
10.25 Do standard reporting options give sufficient flexibility to tailor individual reports?	Yes, reports can be filtered. Previously run reports can be saved and utilised later. All standard reports are tailorable by user	Confirmed, this is very flexible
10.26 Can all reports be reproduced after the period end but at the month end date:- 10.26.1 Transaction listings?	Yes, due to SAP Business One financial/period functionality, all transactions can be reported at any date now, future or historic	Confirmed
10.26.2 Day books?	Yes, due to SAP Business One financial/period functionality all transactions can be reported at any date now, future or historic	Confirmed
10.26.3 Trial balance?	Yes, due to SAP Business One financial/period functionality all transactions can be reported at any date now, future or historic	Confirmed
10.27 Is it possible to print out retrospective month end aged sales and purchase ledger reports that agree back to the month end trial balance control account figures as at the month end?	Yes, due to SAP Business One financial/period functionality all transactions can be reported at any date now, future or historic	Confirmed

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Question	Supplier Response	Evaluator's Comment
10.28 Do the standard budget reports provide sufficient analysis of variances?	Yes	Confirmed
10.29 Do such reports provide exception reporting, percentage analysis and comparatives?	Yes, varied reports offer many options to view information, including selectable comparisons	Confirmed
10.30 Do standard reports show sufficient analysis of trading results? (E.g. sales analysis by region)?	Yes, as comprehensive as the user requires but subject to design of coding structures	Confirmed, the user can decide what comparisons to make
10.31 Are all movements during each accounting period shown on sales, purchase, general, stock ledger detail reports?	Yes, as standard	Confirmed
10.32 Do the sales and purchase ledger reports show how all partial payments or allocations (unallocated cash) have been treated?	Yes, full history and drilldown to related documents	Confirmed
10.33 Is there a general ledger report that shows balances brought forward and carried forward plus all posted transactions in the period?	Yes, as standard	Confirmed
10.34 Is a trail balance available? 10.34.1 Is this in summary or detailed format?	Yes Both, as standard	Confirmed Confirmed
10.35 Can the management accounts, profit and loss account and balance sheet be sufficiently analysed by: 10.35.1 Project/job	Yes, all user definable	Confirmed. A full analysis is available
10.35.2 Cost centres	Yes, subject to Chart of Accounts (COA) design	Confirmed

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Question	Supplier Response	Evaluator's Comment
10.35.3 Department	Yes, subject to COA design	Confirmed
10.35.4 Division	Yes, subject to COA design	Confirmed
10.35.5 Company	Yes, subject to COA design	Confirmed
10.35.6 Group (if applicable)	Yes, subject to COA design	Confirmed
10.35.7 Can the above be user defined by Period and/or range?	Yes, subject to COA design	Confirmed
10.36 What controls are there in place so that the user is aware of partly processed transactions:- 10.36.1 Unposted invoices	All invoices are posted as standard	Confirmed
10.36.2 Uninvoiced dispatches	SAP Business One uses an accrual accounting method, thus unposted despatches have been posted to the financial ledgers	Confirmed
10.36.3 Payments	Payments update financials directly. No control is required other than bank reconciliation	Confirmed
10.36.4 Receipts	Receipts update financials directly. No control is required other than bank reconciliation	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)	Pricelists and discounts can be set in pricing tables and linked to customer or customer type. In addition controls can be defined to allow tolerances within transactions. This is then entered into workflow for approval	Confirmed
10.38 Detail all automatically generated documents for external use. (E.g. sales invoices and statements, remittance advices.)	A/R Invoices A/R Credit Memos Returns Sales Orders A/P Credit Memos Goods Return Purchase Orders Sales Quotations Inventory Transfer Request	Confirmed

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Question	Supplier Response	Evaluator's Comment
	Service Call Production Orders Inventory Posting Inventory Opening Balances Purchase Quotation Sales Blanket Agreement Purchase Blanket Agreement Inventory Counting Purchase Request Outgoing Payment Order	
10.39 Can the software reproduce source documents? [E.g. sales invoices; POs, Remittance advices.....]	Yes, subject to authorisation	Confirmed
10.40 Are the duplicates an exact replica of the relevant financial and VAT accounting information as stored on original documents [i.e. they do not take account of any subsequent changes to the standing data?]	Yes, but new forms can be introduced to display the same data	Confirmed
10.41 Are these clearly identified as duplicates?	Yes – Duplicate/copy is printed on the document	Confirmed
10.42 Does the software force the production of month-end reports?	No, this is not required due to open nature of transactions in SAP Business One	Confirmed
10.43 Can the reporting function make use of external data files?	Yes, if designed within SAP Crystal Reports or imported into user defined tables within SAP Business One	Confirmed
10.44 Does the report writer have the facility to scroll up and down when output to screen?	Yes	Confirmed
10.45 Can all reports be run without the need for period-end procedures to	Yes, due to open nature of transactions in SAP Business	Confirmed

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Question	Supplier Response	Evaluator's Comment
be initiated?	One	
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, as standard	Confirmed

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Question	Supplier Response	Evaluator's Comment
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11 Value Added Tax

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

11.1	Does the software have the facility to hold the following VAT information:-	SAP Business One has the facility to store VAT related information.	Confirmed
	11.1.1 UK VAT registration number?	Yes	Confirmed
	11.1.2 Intrastat code?	Yes	Confirmed
	11.1.3 EC Code?	Yes	Confirmed
	11.1.4 EC VAT registration numbers (10)?	Yes	Confirmed
	11.1.5 VAT rates (please specify number available)	Yes – there is no material maximum number of codes that can be stored	Confirmed
11.2	How does the software handle roundings?	During complex VAT calculations the software would retain multiple decimal places and would finally provide a final answer rounded to 2 decimal places.	Noted
11.3	Is this applied consistently?	This is applied consistently.	Noted
11.4	Does the software handle VAT Scale charges with automatic double entry processing?	As mentioned above, complex transactions retain multiple decimal places and final rounding is to 2 decimal places. There is an automatic double entry process	Confirmed

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Question	Supplier Response	Evaluator's Comment
11.5 Does the software handle VAT calculation tolerances? If Yes do any discrepancies produce:- 11.5.1 Warning?	The software does not handle VAT calculation tolerances. N/A	Confirmed N/A
11.5.2 Appear in the audit trail?	N/A	N/A
11.5.3 Appear in the VAT exception report?	N/A	N/A
11.6 What security features (password/ audit trail) are in place to control changes made to: 11.6.1 General ledger VAT control accounts?	General ledger VAT control accounts can be posted to directly via Journal. The user can lock this account for posting for specific users.	Confirmed
11.6.2 VAT tables set up and change?	SAP Business One has a full authorisation module that allows user restrictions to every transaction and table	Confirmed
11.6.3 Tolerance levels?	The system does not maintain Tolerance Levels	Noted
11.6.4 Invoice sales number table?	SAP Business One has a full authorisation module that allows user restrictions to every transaction and table	Confirmed
11.6.5 Changes on VAT code on customer files?	Only authorised users can make changes to the customer master records	Confirmed
11.6.6 Changes on VAT code on stock files?	Only authorised users can make changes to the stock master records	Confirmed
11.6.7 VAT calculated on sales invoices or credit notes?	This is a system calculated field and can not be amended	Confirmed
11.7 Does the software store and report a VAT return	No, but fields and simple customisation could be	Noted, and see 11.8

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Question	Supplier Response	Evaluator's Comment
identifier [VRI]?	created to provide this feature. Extra information is available in extended tax reporting	
11.8 How does the software ensure that that each eligible posting is reported only once in a VAT return?	The extended tax reporting enables the transactions to be marked as reported and thus preventing them from being picked up in subsequent reports	Confirmed
Method of operation		
11.9 VAT basis. Can the software handle: 11.9.1 Invoice (standard) accounting?	Yes SAP Business One can handle invoice accounting	Confirmed
11.9.2 Cash accounting?	No. SAP Business One cannot handle cash accounting. But a report can be created to document the transactions and respective VAT	Noted
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? If Yes:-	N/A	N/A
11.11.1 Is the change fully supported by audit trails to ensure proper VAT treatment of all transactions?	N/A	N/A

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Question	Supplier Response	Evaluator's Comment
11.11.2 Is this ability to change a basis of accounting clearly flagged, i.e. users warned etc.	N/A	N/A
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:- 11.12.1 Annual accounting scheme?	The software can only handle date based accounting It can handle annual accounting scheme by choosing the correct dates for the year	Confirmed Noted
11.12.2 Flat rate scheme?	It does not handle this by default. A query can be used to calculate the VAT liability	Noted
11.12.3 Retail schemes?	As standard the user can use gross values on sales documents for other schemes. A query can be used to calculate the VAT liability. Add-on enhancements have been written to handle this VAT calculation as per vertical requirement	Noted

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Question	Supplier Response	Evaluator's Comment
11.12.4 Account for VAT on the margin?	It does not handle this by default. A query can be used to calculate the VAT liability. Add-on enhancements have been written to handle this VAT calculation as per vertical requirement	Noted
11.13 Can the software be configured to handle partial exemption methods?	Yes can be configured to handle partial exemption method using the non-deductible % option against a VAT code	Noted
11.14 Please state the number of VAT codes available for VAT analysis.	By default there are 19 VAT codes available for VAT analysis. However, there is no restriction on adding additional codes if required for a specific industry	Confirmed
11.15 How does the software handle:- 11.15.1 Outside scope?	The system has a specific VAT code relating to outside scope	Confirmed
11.15.2 Distance selling (supply to an unregistered EC customer)?	This can be done by setting a specific VAT code and including/not including on intrastat reports. But no specific functionality assigned	Noted
11.16 How the software handle EC VAT:- 11.16.1 Goods and related service?	In SAP Business One you can decide to have a transaction to be a goods and related services transaction or a services only transaction. Based on	Confirmed

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Question	Supplier Response	Evaluator's Comment
	this the system would use a specific VAT code for goods and related services	
11.16.2 Services only?	Similarly the system would use a specific VAT code for services only	Noted
11.16.3 Process?	Similarly the system would use a specific VAT code for process	Noted
11.16.4 Triangulation?	The system allows for a VAT code to be identified as related to Triangulation. Any related transactions to such a VAT code would ensure the correct treatment in GL account postings	Noted
11.17 Does the software include the functionality to identify EU acquisitions?	Yes, the system includes functionality to identify EU acquisitions	Confirmed
If Yes:- 11.17.1 Can the software generate acquisition tax?	Yes, the software generates the acquisition tax	Confirmed
11.18 Can a report be generated of all EU acquisitions and the amounts of acquisition tax generated?	Yes, a report can be generated of all EU acquisitions and the amounts of acquisition tax generated	Confirmed
11.19 Does the software include the functionality to identify transactions liable to reverse charge VAT?	Yes, the software includes the functionality to identify transactions liable to reverse charge VAT	Confirmed
If Yes:- 11.19.1 Can the software generate reverse charge VAT?	Yes, the software generates reverse charge VAT	Noted
11.20 Can a report be generated of all transactions liable to	Yes, a report can be generated of all	Noted

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Question	Supplier Response	Evaluator's Comment
reverse charge VAT, and the amounts of tax where so generated?	transactions liable to reverse charge VAT, and the amounts of tax where so generated	
11.21 Does the software have a facility to reconcile the VAT returns amounts for input, output and net VAT payable/recoverable to the General ledger control account?	Yes, the software has a report that facilitates the reconciliation of VAT Return amounts for input, output and net VAT payable/recoverable to the General ledger control account	Noted
11.22 How does the software handle late transactions posted outside the closed VAT return period?	SAP Business One allows creation of supplementary tax returns to cover these transactions. This together with the ability to mark transactions as reported ensures that the transactions are not double counted	Confirmed
Input VAT (purchases)		
11.23 Can the software handle VAT inclusive amounts and automatically calculate the input VAT?	Yes. SAP Business One can handle VAT inclusive amounts and automatically calculate the input VAT	Confirmed
11.24 Does the software require the following to be entered:- 11.24.1 Supplier reference?	SAP Business One requires a number of fields to be populated in order to record the purchasing transaction. Supplier reference or code is required	Confirmed
11.24.2 Supplier document reference?	Supplier document reference is not a mandatory field but can be made into one if required	Confirmed

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Question	Supplier Response	Evaluator's Comment
11.24.3 Internal document reference?	An internal document number is automatically generated by the system to maintain the numbering sequence	Confirmed
11.24.4 Invoice tax point date?	Invoice tax point is required	Confirmed
11.24.5 Invoice posting period date?	Invoice posting period date is required.	Confirmed
11.24.6 Invoice gross total?	Invoice gross total is required	
11.24.7 Invoice VAT amount?	Invoice VAT amount is required. However, it can be calculated by the system if not input	Confirmed
11.24.8 Individual invoice lines:- 11.24.8.1 Net amount?	For individual invoice lines the following is required: The Net amount is required	Confirmed
11.24.8.2 VAT rate?	The VAT rate is required which is derived from the VAT code	Confirmed
11.24.8.3 VAT code?	The VAT code is required.	Confirmed
11.25 Does the software validate individual invoice line VAT amounts against the total invoice of VAT (less early settlement at discount) and accept or reject the amount subject to the software tolerance?	SAP Business One validates the individual invoice line VAT amounts against the total VAT of the invoice. The system does not make any adjustment for the early settlement discount on invoice entry. The system does not maintain any tolerances for VAT amounts/calculations	Confirmed
11.26 Can the user override the software derived input VAT amount and input VAT as shown on the supplier invoice?	Yes, the user can override the software derived input VAT amount replace that with the VAT amount as shown on the supplier	Confirmed

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Question	Supplier Response	Evaluator's Comment
	invoice	
11.27 Does the software allow VAT to be reclaimed on the basis of registered but unposted invoices?	Registered invoices are maintained in the system as draft documents which are not included in the VAT return reports	Confirmed
If Yes:- Does the software flag the status as:- 11.27.1 VAT not yet reclaimed?	N/A	N/A
11.27.2 VAT claimed?	N/A	N/A
Output VAT (sales)		
11.28 Does the software generate sales invoices?	Yes, the software generates sales invoices	Confirmed
11.29 For each invoice generated is the following information included on the sales invoice:- 11.29.1 Unique software generated invoice sequential reference?	The following information is required for all sales invoices generated: The system generates a unique sequential reference number for the sales invoice	Confirmed
11.29.2 Company name, address, EC country code and VAT number?	Company name, address, EC country code and VAT number are all required on the sales invoice	Confirmed
11.29.3 The time of supply (tax point)	The tax point is required in the sales invoice	Confirmed
11.29.4 Date of issue (if different to the time of supply)	The posting date is required on the sales invoice	Confirmed
11.29.5 Customer's name (or trading name) and address, EC country code and VAT number (if applicable)	Customer's name (or trading name) and address, EC country code and VAT number (if applicable) are all required on the sales invoice	Confirmed

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Question	Supplier Response	Evaluator's Comment
11.29.6 The unit price [applies to countable goods or services. E.g. an hourly rate; or a price for standard services.]	The unit price related to goods or services is required on the sales invoice	Confirmed
11.29.7 A description which identifies the goods or services supplied?	The item description which identifies the goods or service supplied is required in the sales invoice	Confirmed
11.30 Does the software identify supplies that are zero-rated, exempt, no VAT applicable? 11.30.1 Is this on the face of the invoice?	Yes, the software identifies supplies that are zero-rated. This information is shown/maintained on the face of the invoice	Confirmed
11.31 Does the software handle Proforma invoices?	The system does not record Proforma invoices. However, the system can use the sales order or the AR Down Payment Request Document to print a proforma invoice	Confirmed
If Yes:- 11.31.1 Are the invoices clearly identified as "this is not a tax invoice"?	Based on the above, the printed document is clearly marked as "not a tax invoice"	Confirmed
VAT Reporting		
11.32 Does the software produce a VAT 100 form as standard?	No, the software does not produce a VAT 100 form as standard	Noted
If No:- 11.32.1 Does the software have a means of producing reports that support the completion of the VAT return?	Yes, the software has a VAT declaration report that supports the completion of the VAT return	Confirmed

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Question	Supplier Response	Evaluator's Comment
11.33 Is the VAT return information available by report on a three monthly basis or any other specified period?	Yes, the VAT return information is available by report on a three monthly basis or any other specified period	Confirmed
11.34 Is there a detailed and summary analysis of all transactions included in each return sorted by VAT code and transaction type making up the total in each of the boxes on the VAT 100 Form?	There is a detailed and summary analysis of all transactions included in each return sorted by VAT code and transaction type making up the total in each of the boxes on the VAT 100 Form	Confirmed
11.35 Can the VAT return be recreated showing all the transactions which were included in the original VAT return?	Yes, in the extended tax reporting the VAT return can be recreated showing all the transactions which were included in the original VAT return	Confirmed
11.36 Does the software have a separate VAT audit log?	A VAT audit log is maintained by the system	Confirmed
11.37 Note where the software details the following non routine event in the audit trail or VAT audit log etc:-		
11.37.1 Changes to VAT tables.	The system maintains a table for changes in the VAT tables	Confirmed
11.37.2 Change from invoice/cash VAT accounting or other Schemes.	This is not allowed. Such a change would require reimplementation	Noted
11.37.3 VAT tolerance.	There is no VAT tolerance level setting in the system	Noted
11.37.4 Changes to VAT rates on customer, supplier, product master files. Please specify	The system maintains a table for changes to VAT rates on customer, supplier and product master files	Confirmed

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Question	Supplier Response	Evaluator's Comment
11.38 Are the above changes noted above stamped with a:- 11.38.1 User id?	Yes, the changes are stamped with the user id of the user who made the change	Confirmed
11.38.2 Software generated unique reference number?	A unique reference number is generated for the change	Confirmed
11.38.3 Date and time?	The date and time is captured for the change	Confirmed
11.39 VAT postings 11.39.1 Are all VAT postings recorded in the audit trail or VAT audit log?	All VAT postings are recorded in the list of postings	Confirmed
11.39.2 Does the software denote whether each transaction has been included in a reconciled VAT return?	Using the extended tax reporting, each transaction is denoted as being included or not in a reconciled VAT return	Confirmed
11.39.3 How does it denote which VAT Return the transaction has been included in?	The GL has the ability to mark transactions as allocated. The VAT control transactions for that period would be matched to payment or receipt	Confirmed
11.40 Does the software produce a VAT Exception report detailing such transactions as:- 11.40.1 VAT amounts outside tolerance levels?	VAT tolerance not maintained in the system so this is not applicable	N/A
11.40.2 Manual changes to software generated	No, there is no exception report for manual changes	Noted

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Question	Supplier Response	Evaluator's Comment
VAT?	to the software generated VAT. The only amendments that can be made are via journal or crediting a transaction and reissuing it	
11.40.3 Write offs	No, there is no exception report for write offs. You have the ability to query the database for these type of transactions	Noted
11.40.4 Zero value invoices?	No, there is no exception report for zero value invoices. You have the ability to query the database for these type of transactions	Noted
If No for any of the above:- 11.40.5 How does the software document these occurrences?	SAP Business One has a comprehensive querying tool that can be used to obtain this information	Confirmed
11.41 Does the software handle "intra-community" supply of goods?	Yes, the software handles "intra-community" supply of goods	Confirmed
11.42 Does the software support production of an EC Sales List?	Yes, the software supports production of an EC Sales List.	Confirmed
If Yes:- 11.42.1 Does the report show the country code, the customer name, their EC VAT number, the invoice reference and indicators for different types of despatches?	Yes, the report shows all the necessary data on the report.	Confirmed

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Question	Supplier Response	Evaluator's Comment
11.43 Does the software produce invoice level reports that enable every value on each EC Sales List report to be traced to source documents?	Yes, the software produces invoice level reports that enables every value on each EC Sales List report to be traced to source documents	Confirmed
11.44 Does the software have a means of ensuring that each eligible posting on the EC Sales List is reported only once? (Please state how this is done within the software).	The software applies the same rules for postings for EC Sales List as it does for VAT. These are reported only once	Confirmed
11.45 How does the software handle triangulation? E.g. a movement of goods without a related invoice transaction.	A VAT code would be marked as relevant for triangulation. Where this code is used it automatically posts to the VAT relevant accounts (input and output)	Confirmed
11.46 Does the software produce the relevant documents in a format [e.g. CSV or XML] that can be uploaded direct to the HMRC gateway?	The system has a utility that is used to create the correct format for the relevant documents to be uploaded directly to the HMRC gateway	Confirmed
11.47 Can these be electronically transmitted direct from the system?	Yes, these can be electronically transmitted direct from the system	Confirmed
11.48 Does the software produce Intrastat reports where applicable?	Yes, the software produces Intrastat reports where applicable	Confirmed
11.49 How are errors on VAT accounts corrected?	Any errors on VAT accounts are required to be processed through the corresponding logistics transaction, e.g. credit	Confirmed

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Question	Supplier Response	Evaluator's Comment
	memo. Amendments to the VAT Control account can be made via journals where the user is authorised	
11.50 How does the software handle the VAT on purchase and sales ledger contras?	VAT on purchase and sales ledger contras are handled using the corresponding logistics document, e.g. credit memo	Confirmed
11.51 How does the software handle partially allowable expenditure, e.g. VAT on petrol invoices where employees are provided with petrol (adjustment required for own use)?	This is handled by using the appropriate VAT code where there is a possibility to define a non-allowable percentage which then calculates the correct amount of VAT for reporting purposes	Confirmed
11.52 Can the software handle cheque refunds to customers? If Yes:- 11.52.1 How is the VAT accounted for under cash accounting?	Yes the software can handle cheque refunds to customers. Cash accounting is not provided for as standard. This would require a partner add-on	Confirmed N/A
11.53 Can the software handle invoices with multiple rates of VAT?	Yes, the software can handle invoices with multiple rates of VAT	Confirmed
11.54 How does the software handle write off of bad debts and the related VAT?	Bad debts are manually created but a specific control account can be specified	Confirmed

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Question	Supplier Response	Evaluator's Comment
12 Currency		
12.1 Is multi-currency processing available? If Yes:- 12.1.1 State number of currencies available. Does this cover:- 12.1.2 General ledger?	Yes, multi-currency processing is available. The system maintains a local currency and a system currency as a minimum. The system can transact in a third currency picked from an unlimited number of currencies that can be defined in the currency table. This covers the General ledger	Confirmed Confirmed Confirmed
12.1.3 Sales ledger?	This covers the Sales ledger	Confirmed
12.1.4 Purchase ledger?	This covers the Purchase ledger	Confirmed
12.1.5 Stock?	This covers Stock	Confirmed
12.2 Is conversion to sterling automatic? If Yes:- Does this cover- 12.2.1 General ledger? 12.2.2 Sales ledger? 12.2.3 Purchase ledger? 12.2.4 Stock?	Yes, conversion to sterling is automatic. This covers the General ledger This covers the Sales ledger This covers the Purchase ledger This covers Stock	Confirmed Confirmed Confirmed Confirmed Confirmed
12.3 Can the user select which currency to value each of the ledgers? If Yes:- Does this cover:- 12.3.1 General ledger? 12.3.2 Sales ledger? 12.3.3 Purchase ledger? 12.3.4 Stock?	The system already values each ledger in the local currency and the system currency as a minimum. The system can value the ledgers in a third currency at reporting time. This covers the General ledger This covers the Sales ledger This covers the Purchase ledger This covers Stock	Confirmed Confirmed Confirmed Confirmed
12.4 What are the currency capacities?	There can be an unlimited number of currencies maintained	Confirmed

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Question	Supplier Response	Evaluator's Comment
	in the system	
12.5 What are the maximum and minimum exchange rates?	There are no maximum and minimum exchange rates	Confirmed
12.6 What approach will the Software House take towards handling the EURO?	The Euro is handled as any other currency in the currency table	Confirmed
12.7 What currency information is held: 12.7.1 Currency Code/description?	The following currency information is held: Currency Code/Description	Confirmed
12.7.2 Country?	Country is not maintained, other than within the transaction customer or supplier. You could create a unique currency/country code	Confirmed
12.7.3 Currency rate table?	Currency rate table is maintained	Confirmed
12.7.4 Date rates effective from-to?	Date rates effective from are maintained	Confirmed
12.7.5 Previous rates held?	Previous rates held are maintained	Confirmed
12.8 Can a base currency be selected?	A base currency has to be selected. This is known as the local currency	Confirmed
12.9 Can the user over ride the exchange rates during a transaction?	The user can override the exchange rates during a transaction	Confirmed
12.10 Can the user change the exchange rates per account?	The exchange rates are maintained per day for the whole system and cannot be maintained per account	Noted
12.11 Is there a restriction on accounts to a single selected currency? If Yes:- 12.11.1 What controls are in place over any changes?	An account can be marked as a single selected currency. Until any transactions are processed the account currency can be changed by an authorised user to	Noted

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Question	Supplier Response	Evaluator's Comment
	any other defined currency in the system or to all currencies. Authorisation to the transaction controls the change and the change log maintains the details of the change made, by whom and when	
12.12 Can the user manually over ride the currency calculation?	The user can manually override the currency calculation by inputting the local currency value which would be different to the calculated value	Noted
12.13 Are gains or losses on currency calculations automatically processed?	Yes, gains or losses on currency calculations are automatically processed	Confirmed
12.14 Can the user over ride the calculation /processing of currency gains and losses?	No the user cannot override the calculation/processing of currency gains and losses	Noted
12.15 Can a user override an exchange rate on each transaction?	Yes, a user can override an exchange rate on each transaction	Confirmed
12.16 Can the user define the treatment of foreign exchange gains/losses i.e. where posted to in the general ledger?	Yes, the user can define the accounts to post to for foreign exchange gains/losses	Confirmed
12.17 Can ledger accounts be defined to take invoices/payments in specified currencies/ multiple currencies?	Yes, ledger accounts can be defined to take invoices/payments in specified currencies/ multiple currencies	Confirmed
12.18 Does the software prevent the deletion of the active currency?	Yes, the software prevents the deletion of the active currency	Noted
12.19 Does the software prevent use of duplicate currency codes?	Yes, the software prevents use of duplicate currency codes	Noted

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Question	Supplier Response	Evaluator's Comment
12.20 Can currency transactions be entered in selected currency and/or base currency?	Yes, currency transactions can be entered in selected currency and/or base currency	Confirmed
12.21 Can transactions be entered in multiple currencies?	Yes, the system can be set to allow transactions to be entered in multiple currencies	Confirmed, i.e. where each line is in a different currency
12.22 How does the software handle exchange differences?	The system automatically calculates exchange differences based on the invoiced amount and the incoming payment amount and posts to the exchange rate difference account (gain/loss)	Confirmed
12.23 How does the currency treat revaluations relating to: 12.23.1 Ledgers (sales/purchases)	The sales/purchase ledger is revalued on demand and will generate the profit or loss for the general ledger automatically. Profit and Loss on exchange is handled when posting the cash against invoices/credits	Confirmed
12.23.2 Monetary assets/liabilities	The trial balance can be revalued on demand. During this process the authorised user will be allowed to select general ledger codes for revaluation	Confirmed
12.23.3 General ledger accounts?	See above	Confirmed

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Question	Supplier Response	Evaluator's Comment
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13 Sales Order Processing and Invoice Production

13.1	Does the software start with a quotation or the sales order?	The software can start with a quotation or a sales order	Confirmed
13.2	Are recurring or schedule orders handled?	Yes, recurring or schedule orders are handled	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?	At the quotation and order stage the availability check can be done directly when the list of items is shown. Right mouse click on the item would also allow an availability check to be performed whereby alternative items (where defined) can be opted to be shown	Confirmed
13.4	How does the software check credit status of customer: 13.4.1 On receipt of order? 13.4.2 Prior to dispatch?	Settings in the system allow for credit checks when creating sales orders, pick lists and deliveries	Confirmed
13.5	Can the software block: 13.5.1 Customer orders? 13.5.2 Deliveries? 13.5.3 Invoice production?	Users can be restricted from creating these documents. Alternatively, an approval process can be set which requires these documents to be approved prior to creation	Confirmed
13.6	Where stock is not available is a "back order" raised and a purchase order issued?	The system can be configured to raise a back order and a purchase order issued where stock is not available	Confirmed
13.7	Does the software handle forward orders? If Yes is this:- 13.7.1 Only when stock is now available?	Yes, the system handles forward orders Forward orders can be handled whether stock available or not. The software also handles	Confirmed Confirmed

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Question	Supplier Response	Evaluator's Comment
13.7.2 Allocated from future planned stock?	<p>scheduled orders and contract based orders. Contract orders are where customers have agreed to order a quantity of stock and call off during a specified period</p> <p>Yes, this feature is called available to promise</p>	Confirmed
13.8 Can multiple addresses be held for each customer (invoice and delivery address).	Yes, multiple addresses can be held for each customer	Confirmed
<p>13.9 Are the following documents produced:</p> <p>13.9.1 Quotations?</p> <p>13.9.2 Order confirmation?</p> <p>13.9.3 Picking lists?</p> <p>13.9.4 Labels?</p> <p>13.9.5 Dispatch/Delivery note?</p> <p>13.9.6 Invoices?</p>	<p>All of these documents are produced.</p> <p>Note: Web orders are accepted via a tool called the "SAP Business One Integration Framework (Bli)". This tool is used for creating integrations in and out of SAP Business One. It can utilise technologies from flat file import to invoking a web services. Bli, as expected utilises the API created for integrating to SAP Business One thus all the logic required for updating required fields is maintained. Part of this logic if required, can be to authorise each document added to the system. This process doesn't require software development, but can be added via document approval process which is a menu driven administration option</p>	Confirmed
<p>13.10 Are the following reports available:</p> <p>13.10.1 Quotes for which orders</p>	<p>All of the reports identified here are available:</p> <p>Open Quotes List</p>	Confirmed for all

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Question	Supplier Response	Evaluator's Comment
<p>not received?</p> <p>13.10.2 Orders received (analysis)?</p> <p>13.10.3 Items placed on backorder and/or purchase orders raised?</p> <p>13.10.4 Items dispatched not invoiced?</p> <p>13.10.5 Items ordered but not dispatched due to stock out?</p> <p>13.10.6 Gross margin (by invoice or item)?</p>	<p>Sales Analysis Report by Order</p> <p>Backorder Report</p> <p>Open Deliveries List</p> <p>Backorder Report</p> <p>Sales Analysis Report by Invoice</p>	
<p>13.11 Are invoice details derived from order input? (e.g. prices, quantity)</p>	<p>Yes, the invoice details are derived from the order input</p>	<p>Confirmed</p>
<p>13.12 Can picking lists /dispatch notes be amended for non-availability of stock? If Yes:- 13.12.1 Is this reported? 13.12.2 Are the items dispatched reflected in final invoice?</p>	<p>Yes, picking lists can be amended for non-availability of stock The picking list records the actual quantity picked. The delivery note created from the picked items reflects only the items in the picking list and the final invoice then reflects only the delivery note quantities</p>	<p>Confirmed</p>
<p>13.13 Is there one dispatch note and invoice per order?</p>	<p>There can be multiple dispatch notes and invoices per order</p>	<p>Confirmed</p>
<p>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.</p>	<p>The open deliveries report provides all the deliveries that have not been closed by an invoice or returns document or cancellation. This report can be run daily to ensure no deliveries remain open. You can also run the document generation wizard to capture all deliveries and create invoices for them</p>	<p>Confirmed</p>

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Question	Supplier Response	Evaluator's Comment
13.15 Can manual invoices be raised (i.e. without a sales order)?	Yes, manual invoices can be raised	Confirmed
13.16 Does the software produce proforma invoices as required?	Proforma invoices are simulated using a special sales order or AR Down Payment Request document	Confirmed
13.17 Can returned goods be processed to produce credit notes?	Yes, returned goods can be processed to produce credit notes	Confirmed
13.18 Are these referenced to the original order/invoice?	Yes, these are referenced to the original order/invoice	Confirmed
13.19 Will the product accept orders from the Web?	Web orders can be accepted using the B1 integration framework. There is no specified function for web orders	Confirmed
If Yes:- 13.19.1 How are web orders integrated with the sales order processing ledgers?	Web orders can be integrated with the sales order processing ledgers just like manually created sales orders	Confirmed
13.19.2 What control features are available for checking web orders before processing?	The web orders can have their own number series as a control feature	Confirmed

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Question	Supplier Response	Evaluator's Comment
14 Purchase Order Processing		
14.1 Does the software generate suggested orders?	Yes, the software generates suggested orders	Confirmed
14.2 Can orders be generated by the user?	Orders can be generated by the user	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, the software is easy and efficient to use, i.e. scroll backwards and forwards in the product file, tagging more than one item per order	Confirmed
14.4 Can more than one supplier be allocated to each product?	Yes, more than one supplier can be allocated to each product	Confirmed
14.5 Does the software hold details of substitute products if applicable?	Yes, the software holds details of substitute products if applicable	Confirmed
14.6 Based on automatic and manual order generation (above) does the software produce a list of proposed purchase orders, if so, can these be easily amended?	The software produces a list of proposed purchase orders and these can easily be amended	Confirmed
14.7 Is stock availability updated for stock on order?	The stock availability considers both the stock on order and any allocations on existing sales orders	Confirmed
14.8 Can the software handle partially completed orders and returns?	Yes, the software can handle partially completed orders and returns	Confirmed
14.9 Are receipts checked to orders and discrepancies reported?	Yes, receipts are checked to orders and the order does not get closed if there are discrepancies. The open orders listing provides information on orders not yet fully fulfilled	Confirmed

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Question	Supplier Response	Evaluator's Comment
14.10 Are purchase invoices checked to purchase orders, confirmed receipts and discrepancies reported?	Due to the integrated nature of the software, a three way check is performed automatically	Confirmed
14.11 Are the following reports available: 14.11.1 Purchase Orders raised (analysis)? 14.11.2 Purchase Orders not received? 14.11.3 Goods received discrepancies? 14.11.4 Invoice to goods received discrepancies? 14.11.5 Goods received not invoiced?	The reports mentioned are available as standard reports or can be generated with the query tool in the software.	Confirmed for all
14.12 Can the software handle "back to back" ordering?	Yes, the software can handle "back to back" ordering	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):- 15.1.1 Item numbers/ description?	Stock management is a very comprehensive module that integrates fully with the other stock dependant components Up to a 50 character item number with a 100 character description as standard. SAP Business One is tailorable as standard thus unlimited fields and tables can be added to the item/stock record	Confirmed Confirmed
15.1.2 Location(s)?	As standard within Stock control. Comprehensive warehouse management including warehouse code, sub-level warehouse, bin locations, bin location properties, for example, aisle, rack, shelf. Definable and unlimited fields including rule based warnings and workflow	Confirmed
15.1.3 Quantity, (available, allocated, on order)?	As standard	Confirmed
15.1.4 Minimum and maximum stock levels?	As standard and can be managed independently per warehouse	Confirmed
15.1.5 Reorder lead times?	Standard feature	Confirmed
15.1.6 Supplier(s)?	Multiple suppliers as standard	Confirmed
15.1.7 Prices/cost/ discount details?	Standard, FIFO, Average, actual costing methods are available and can be set per stock record. There is full sales and purchasing pricing matrix. This can be defined in many methods; by period, volume, discount groups, special prices by percentage or value, qty break can also be included	Confirmed
15.1.8 Batch/serial number?	Standard feature	Confirmed
15.1.9 Weights etc?	The item can maintain length, width, height, volume weight	Confirmed

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Question	Supplier Response	Evaluator's Comment
15.1.10 Other – please specify?	Duty info for Import/Export Packaging information – pallets, etc Advanced warehouse features such as location, aisle, location capacity, rule based putaway Production data, such as make or buy	Confirmed
15.2 How is stock updated? 15.2.1 Dispatch of goods?	Stock can be updated at pick list confirmation, despatch note or invoice. Manual transactions can also be posted which are fully integrated with financial modules	Confirmed
15.2.2 Receipt of goods?	Stock can be updated at receipt or invoice. Manual transactions can also be posted which are fully integrated with financial modules	Confirmed
15.2.3 Adjustments?	Via goods receipts / issue	Confirmed
15.2.4 Transfers between locations?	Yes, between warehouses, locations and bins	Confirmed
15.3 Is negative physical stock allowed?	Yes, with authorisation	Confirmed
15.4 Can the software handle “sale or return” stock?	Yes, has return notes both on sales and purchase. This can be included into a workflow or authorisation process	Confirmed
15.5 Can the software handle variations to a standard pack of products?	Yes, unlimited pack sizes, including inner and outer and transport packing such as pallets	Confirmed
15.6 What methods of stock valuations are allowed?		
15.6.1 Average	Yes	Confirmed
15.6.2 FIFO	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
15.6.3 LIFO	No	Confirmed
15.6.4 Standard cost	Yes	Confirmed
15.6.5 Other – please specify	Actual cost of product sold	Confirmed
15.7 How can stock enquiries be made, i.e. by product code, short name/supplier etc.	Any field can be searched, SAP Business One version for SAP HANA has a function called Enterprise search. This does a Google like search across all data	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, SAP Business One version for SAP HANA has an App called delivery schedule management. This is a graphical scheduling tool	Confirmed
15.9 Does the software facilitate the regular counting/ inspection of physical stock (e.g. by producing random/defined stock check lists)?	Yes, stock cycles and count determination allows configuration of this process	Confirmed
15.10 Can the software handle more complex situations such as:		
15.10.1 Bill of materials	BOM is a standard module	Confirmed
15.10.2 Links to CAD/CAM systems	Yes, via SAP Business One partner addons or integration tools. There isn't a default configuration	Confirmed
15.10.3 Job costings to collate and value WIP.	Yes, via the projects module	Confirmed

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Question	Supplier Response	Evaluator's Comment
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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?	Yes	Confirmed. There is a full e-learning suite available over the web and this can also be run on premise. This is set up for customers and users based on their unique customer login ID number. There is also an old style manual available
16.2 Is the manual comprehensive and accurate?	Yes	Confirmed
16.3 Is there an index to the manual?	Index no, but full video based learning journey with documentation via customer portal. In addition Youtube demos for most aspects of the product	Confirmed
16.4 Is it easy to locate specific topics in the manual when required?	Yes, contents page detailed. Also online assistance via learning journey searchable	Confirmed
16.5 Is it easy to follow through all procedures in the manual?	Manual written for users, thus designed in a user use method via process and user considerations for data input	Confirmed
16.6 Does the manual include:		
16.6.1 A tutorial section?	Yes, via learning journey	Confirmed
16.6.2 A guide to basic functions?	Yes	Confirmed
16.6.3 Pictures of screens?	Yes	Confirmed

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Question	Supplier Response	Evaluator's Comment
16.6.4 Completed examples included in the manual?	Yes, via learning journey or searchable how to guides from customer portal	Confirmed
16.6.5 Specific “error correction” procedures?	Yes, click error message for guidance on solution	Confirmed
16.6.6 VAT information?	Yes via learning journey or downloadable fact documents	Confirmed
16.7 Does the documentation clearly specify the actions to be taken by users at each important stage of processing?	Yes, learning journey and SAP TO GO manual are user based tools	Confirmed
16.8 Are help screens available relating to the task in hand? (context sensitive help).	F1 help is available for screens, bubble help available for fields where relevant	Confirmed
16.9 Do they provide on-line instructions on how to use particular features of the software?	Yes, YouTube and learning journey via customer portal	Confirmed
16.10 Can they be edited or prepared by the user?	SAP TO GO is a word document thus the customer can edit to personal relevance. In additional all training documentation is word or PPT based thus the end user can use these as a template for internal documents	Confirmed
16.11 Will the Software House make the detailed program documentation (e.g. file definitions for third party links) available to the user, either directly or by deposit with a third party?	SAP Business One has a Software Development Kit (SDK) thus this information is available	Confirmed

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Question	Supplier Response	Evaluator's Comment
17 Efficiency		
17.1 Are the various functions of the software menu-driven, or otherwise easy to initiate?	Functions are menu or shortcut driven. This can be tailored to the user or role within the organisation	Confirmed
17.2 Is there a good response time in the initiation of functions?	The response time is quick	Confirmed
17.3 Is data entry easily repeated if similar to previous entry?	Yes, duplication is available on most transactions	Confirmed
17.4 Does the software prevent access to a record while it is being updated?	The transaction will be locked but not the record	Confirmed
17.5 Is there locking at file or record level?	Record	Confirmed
17.6 Does the software allow for the running of reports whilst records are being updated?	All reports can be run while the system is being updated	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?	No. Not necessary with the architecture of SAP Business One's real-time posting	Confirmed
17.8 Can regular reports be easily duplicated if required?	Duplicated and scheduled	Confirmed
17.9 Does the software warn the user when space is becoming short?	Yes, the system is installed with a solution called "Remote Platform" this tool monitors the health of the database and infrastructure it is hosted on	Confirmed

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Question	Supplier Response	Evaluator's Comment
18 Integration and www facilities		
18.1 Are the different accounting modules integrated?	All modules are integrated with the finance module	Confirmed
18.2 Are they integrated on real time basis or batch basis?	Integration is real-time	Confirmed
18.3 Can the integration of batches be by batch, weekly or monthly?	<p>Yes, where applicable as SAP Business One is a direct posting solution. There is some functionality to allow batch posting.</p> <p>1. Journal vouchers is a facility that allows journals to be created and not posted immediately. These can be posted subsequently as a batch or individually</p> <p>2. Draft documents is an ability to hold purchase and sales for later posting, again this can be done individually or by batch.</p> <p>3. Import from Excel can be carried out as a batch with user intervention or scheduled by date/dates</p>	Confirmed
18.4 Is the ledger updating process satisfactorily controlled by the production of control reports?	As the posting is realtime and all modules are realtime the only control required is manual if preferred	Confirmed
18.5 What operating systems does the software run under?	Windows, SUSE Linux(required for HANA), IOS/Android for mobile apps	Confirmed
18.6 Which databases can be used?	MSSQL and SAP HANA	Confirmed

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Question	Supplier Response	Evaluator's Comment
18.7 Can more than one software function be performed concurrently?	Yes, multi tasking is standard including having more than one company open at a time	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?	MSOutlook, MSExcel, MSWord integration is standard. In addition the reporting and analytics is extensive with SAP BUSINESS ONE version for SAP HANA	Confirmed
18.9 Can definable links to spreadsheets be created?	Yes, with SAP BUSINESS ONE version for SAP HANA or with addons for MS-SQL version	Confirmed
18.10 Does the software integrate with any web trading software? 18.10.1 External or	There are third party add ons that integrate with SAP Business One but in addition SAP Business One has a Integration Framework that allows integration to third party solutions.	Confirmed
18.10.2 Suppliers own?	We have standard integrations to SAP Products such as SAP S4HANA, SAP Concur, SAP Ariba, SAP Anywhere, SAP Customer Checkout	Confirmed
18.11 Note which other business application software that can be linked to the software:	There is a large software solution community of third-party products available for SAP Business One. There are over 500 author vendors creating enhancing solutions for SAP Business One – too numerous to list. One example is given for each question below:	Confirmed
18.11.1 Payroll?	Payroll One	Confirmed
18.11.2 Time/fees?	Standard Module with SAP Business One Project Module	Confirmed
18.11.3 MRP?	BEAS	Confirmed
18.11.4 Fixed assets?	Standard Module within finance	Confirmed

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Question	Supplier Response	Evaluator's Comment
18.11.5 Document management software?	Basic Document management within SAP Business One but more details option; BOYUM	Confirmed
18.11.6 Job costing?	Enprise	Confirmed
18.11.7 CIS?	AdvanceOne	Confirmed
18.11.8 Other – please specify?	Very many options	Noted
18.12 Is the software compatible with XML standards? If so in what respect? (input/ output/ other)?	Yes, XML is standard and inherent within SAP Business One. The user can send any document via XML	Confirmed

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Question	Supplier Response	Evaluator's Comment
19 Support and maintenance		
19.1 How is the software sold: 19.1.1 Direct from Software House?	No - SAP Business One is only sold via SAP Business One Partners	Noted
19.1.2 Via Value Added Reseller (VAR)?	Yes - SAP Business One is only sold via SAP Business One Partners	Noted
19.2 How is the product supported:- 19.2.1 Direct by Software House?	No - SAP Business One is only supported via SAP Business One Partners	Noted
19.2.2 By VAR?	Yes - SAP Business One is only supported via SAP Business One Partners	Noted
19.3 Is the software sold based upon number of users or number of concurrent users?	The software is licensed on a named user basis	Confirmed
19.4 Do VARs have to go through an accreditation process?	Yes, partners are accredited as Open Eco System, Silver or Gold partners	Noted
If Yes:- 19.4.1 Please note the process.	The partner will present a business plan to SAP Directors. This, if accepted will lead to accreditation training and certification for sales, presales and technical personnel	Noted
If No:- 19.4.2 Please explain how organisations are chosen to be VAR?	SAP UK and Ireland appoints SAP Business One partners that are seen as strategic and can add unique skills and or resource to the current partner eco system of SAP Business One partners	Noted
19.5 In the event of a dispute between Supplier and VAR how can the situation be resolved?	SAP are extremely customer and partner focused. Disputes are settled via agreement by all	Noted

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Question	Supplier Response	Evaluator's Comment
	parties that can include SAP, Partner and the customer if necessary. These situations can be escalated to the Global SAP board if necessary	
19.6 Detail the types of cover available.	All support is via SAP Business One Partners – the commercial arrangement between partner and customer can vary. The nature of the SAP Business One Eco System is that the partner will adapt the services and support to fit what is best for the customer. For instance, we have some partners who offer 24/7 support	Noted
19.7 Please note all methods of support available :- 19.7.1 Telephone.	All available via SAP Business One partner	Noted
19.7.2 Internet.	All available via SAP Business One partner	Noted
19.7.3 Other – per call basis	All available via SAP Business One partner	Noted
19.8 Please provide an indicative cost of cover and what is included.	Cost is subject to partner commercial terms, but it is common that support is charged between 15/20% of licence price but includes upgrades. There are many different commercial approaches from the partners so this is a guideline	Noted
19.9 How often are general software enhancements provided?	Throughout the year enhancements are issued via patches. Major enhancements are via new versions and issued every 12/18months approx	Noted
19.10 Will they be given free of charge?	Included in maintenance price	Noted

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Question	Supplier Response	Evaluator's Comment
19.11 How are enhancements and bug fixes provided to customers?	Via new versions and patches supplied via the partner	Noted
19.12 Is "hot line" support to assist with immediate problem solving available? 19.13 If so, is there an additional cost involved? 19.14 At what times will this support be available?	All available via SAP Business One partner and subject to their customer commercial terms	Noted for all
19.15 Who provides training: 19.15.1 Software House? 19.15.2 VAR?	Via the SAP Business One partner	Noted
19.16 Is hardware and maintenance provided by: 19.16.1 Software House? 19.16.2 VAR?	Via SAP Business One partner	Noted
19.17 Is a warranty offered in respect of specification of the software?	As only supplied via partner channel. The Partner may offer some degree of Warranty but SAP do not	Noted
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)?	Source code is not available to customer or partner but is placed in an ESCROW account	Noted
19.19 Are there any unduly restrictive conditions in the licence for the software?	No undue restrictions other than licence usage as per the End User Licence Agreement	Noted

