Industrious Software Solutions	**Business Operations** **Questionnaire**

Company: _____   Name:_____

Phone No. (____)_____   Fax No. (____)_____

GENERAL FUNCTIONS: How important are they to your business? *Put an 'X' in the most appropriate column, then copy to fax-back sheet.* ↘	Vital	Very Useful	Nice To Have	Unnecessary
1. **Accounts Receivable** - to invoice, and to keep track of what people owe you.				
2. **Sales Order Processing** - to enter, track, and ship orders.				
3. **Inventory Control** - to maintain information on your merchandise, and know what you have in stock.				
4. **Purchase Order Processing** - to create and track purchase orders.				
5. **Bill of Materials** - to track the component inventory of a manufacturer.				
6. **Accounts Payable** - to know what you owe, and to print checks to vendors.				
7. **General Ledger** - to get financial reports, and perform accountant-type functions.				
8. **Bank Reconciliation** - to computerize your bank statement balancing.				
9. **Contact Manager** - to track prospect and customer calls, and to schedule 'reminders'.				

SALES ORDERS, INVOICING, AND SHIPPING:

Put an 'X' in the most appropriate column, then copy to fax-back sheet. ↘

	Always	Often	Sometimes	Rarely	Never
10. Do you ship on the same (or next) day that the order is received?					
11. Do you take orders for future shipments?					
11a. - Do your customers specify cancel dates as well as request dates?					
11b. - Do you group items ordered for filling by either cancel or request dates?					
11c. - Do items on the same order have different ship dates?					
12. Do you have 'over-the-counter' sales?					
13. Do you prepare one order or invoice at a time, and then pack it?					
14. Do you prepare orders and invoices in batches?					
15. Do you backorder?					
15a. - Are less than half the items backordered?					
15b. - Do you require that your customers reorder items on backorder?					
15c. - Do you omit backordered items from your invoice?					
15d. - Do you have customers who do *not* accept backorders?					
16. Do you have a warehouse that is *not* connected to your office?	Yes			No	
17. Does an invoice go with the box being shipped?					
18. Does a packing list go with the box being shipped?					
19. Do customers pre-pay orders?					
20. Do you take credit card orders?					
21. Do you ship orders on consignment?					
22. Do customers reorder similarly enough to repeat their past order?					

	Always	Often	Sometimes	Rarely	Never
While entering orders, what *customer* information should be instantaneously Accessible? *(Imagine taking orders while on the phone.)*:					
23a. - Payment history?					
23b. - Current open invoices?					
23c. - Current open orders?					
23d. - Notes you've maintained about the customer?					
23e. - Previous phone conversation notes?					
23f. - Order history (line item detail)?					
23g. - Past prices paid per each item?					
23h. - Quotation prices?					
While entering orders, what *item* information should be instantaneously Accessible? *(Imagine taking orders while on the phone)*:					
24a. - Availability of each item being ordered?					
24b. - Supplier purchase orders for out-of-stock items your customer is ordering?					
24c. - Substitutions for any out-of-stock item?					
24d. - Costs paid on each shipment for the item being ordered?					
Other than invoices, which documents would you use?					
25a. - Packing List?					
25b. - Order Acknowledgment?					
25c. - Sales Order?					
25d. - Quotation?					
25e. - Bill of Lading?					
25f. - Pick Ticket? (i.e. a copy of the order used in the warehouse to 'pull' the items)					

	Always	Often	Sometimes	Rarely	Never
26. Does each order you ship fit in just one box?					
27. Do you ship orders C.O.D. ?					
28. Do you have a set formula for either handling or box charges?	Yes			No	
29. Do you ship by U.P.S. ?					
29a. - Is the freight charge to your customer the same as what U.P.S. would charge?					
29b. - Do you use MAXISHIP or UPS ON LINE to ship?					
30. Do you ship by R.P.S. ?					
31. Do you ship by FedEx ?					

Pricing

	Always	Often	Sometimes	Rarely	Never
32. Do different types of customers get different sets of prices?					
33. Do you have special pricing on some items for certain customers?					
34. Do you give customers a discount on the whole order?					
35. Do you give a different discount % for different items on the same order?					
36. Do you have 'set' discounts for volume orders of certain items?					
36a. - Can certain items be grouped to qualify for the volume discount?					
37. Do you have sales promotion pricing for a specific time period?					
38. Do you use a 2 or 3 tiered discount percentages like 50/10/5 ?					

Chain Store requirements

Do you need...

	Always	Often	Sometimes	Rarely	Never
39. ..one central billing location for two or more ship-to locations?					
40. ..one invoice for an order that was shipped to multiple store locations?					
41. ..a single order shipped to multiple store locations (but with separate invoices created for each shipping location)?					
42. ..to enter a single check amount...even though you have separate invoices for the individual chain store locations?					
43. ..E.D.I. (Electronic transmission of orders and invoices) ?					
44 ...Bar Code Labels?					
45. ..assignment of UPC codes?					
46. ..to print Store # and Department # on invoices?					
47 ...to print the store's own SKU #s on invoices?					
48. ..to print, and keep (on file), a distribution center address?					

Miscellaneous sales functions:

How often...

	Always	Often	Sometimes	Rarely	Never
49. ..do you require kits or assortments to display their components on the invoice?					
50. ..do you require that kits or assortments *not* display components on the invoice?					
51. ..do you stock items in a unit of measure that differs from the unit of measure which is used when they're purchased or sold?					
52...is the same item available to sell in different units of measure?					
53. ..would you put a couple of orders to the same customer on one invoice?					
54. ..do your items come in variations (i.e. by color, style, size etc.) ?					

	Always	Often	Sometimes	Rarely	Never
55. ..do you need to show more than 30 characters of item description on an invoice?					
56. ..do customers want to see suggested retail prices on their invoice?					
57. ..do certain notes or markings *routinely re-appear* on the invoices of certain customers... or do special shipping instructions routinely re-appear on their packing lists.					

Miscellaneous functions:

Would you like to be able to...

	Vital	Very Useful	Nice To Have	Unnecessary
58. ..enter orders at another site? (i.e. at a trade show, at a showroom, at home, etc.)				
59. ..perform targeted mailings to prospects or customers?				
60. ..show the total weight, volume, or pieces of the order on an invoice?				
61. ..look up a customer's order by a customer's PO number?				
62. ..look up customers by telephone number, zip code, or contact name?				
63. ..look up inventory by the product description?				
64. ..have the computer allocate inventory to sales orders automatically?				
65. ..keep your *customer's customers* drop-ship names & addresses on file?				

INVENTORY:

	Always	Often	Sometime	Rarely	Never
66. If you're a manufacturer, do you 'make to order' ?					
67. If you're a distributor, do you reorder to fill a customer's order?					
68. Do you have more than one warehouse?	Yes			No	
69. Do you attach and track serial numbers to your inventory?					
70. Are you required to track lot numbers for your merchandise?					
71. What method do you need for 'costing' your inventory?: Select either: *Average; Standard; LIFO; FIFO, or Not Certain (N/C)*	AVG	STD	LIFO	FIFO	N/C
72. If you're an importer, do you consider your *actual* 'landed cost' when determining the price you charge for an item?					
73. Do you receive returns of both damaged and non-damaged goods?					

SUPPLIER PURCHASE ORDERS:

	Always	Often	Sometime	Rarely	Never
74. Are purchase orders created based upon inventory stock levels?					
75. Are purchase orders created based upon sales orders that were entered?					
76. When you receive merchandise, does it have your P.O. # attached?					
77. Would you have more than 1 outstanding purchase order for the same item?					
78. Do the items on your purchase orders need some further explanation?					
79. Do you purchase the same item from different vendors?					
80. Do you receive more of an item than what you ordered?					

SALES REPS AND COMMISSIONS:	Always	Often	Sometime	Rarely	Never
81. Do you pay salesreps when invoices are shipped?					
81a. - Would you deduct the commission if the invoice is very delinquent?					
82. Do you pay salesreps when invoices are paid?					
82a. - Would you deduct the commission if a check bounced?					
83. Do you split commissions among salesreps?					
84. Does the Sales Manager receive an override?					
85. Do you want to track the performance of subreps or 'road reps'?					

Assigning commission rates:	Always	Often	Sometime	Rarely	Never
86. Do different salesreps get different rates?					
87. Do different customers of the same salesrep get different rates?					
88. Does an order get a different rate if there is a discount?					
89. Do different items on the same order get different rates?					
90. Can the same item get a different rate if its price is discounted?					
91. Do salesreps get different rates by reaching monthly quotas?					

Business Operations Questionnaire Answer Sheet

Your company name:_____ Your name:_____

Your phone # (   ) _____ Your fax # (   ) _____

	Vital	Very Useful	Nice To Have	Unnecessary
1				
2				
3				
4				
5				
6				
7				
8				
9				

	Always	Often	Sometimes	Rarely	Never
10					
11					
11a					
11b					
11c					
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13					
14					
15					
15a					
15b					
15c					
15d					
16	Y			N	
17					
18					
19					
20					
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22					
23a					
23b					
23c					
23d					
23e					
23f					
23g					
23h					
24a					
24b					
24c					
24d					

	Always	Often	Sometimes	Rarely	Never
25a					
25b					
25c					
25d					
25e					
25f					
26					
27					
28	Y			N	
29					
29a					
29b					
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	Vital	Very Useful	Nice To Have	Unnecessary
58				
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60				
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64				
65				

	Always	Often	Sometimes	Rarely	Never
66					
67					
68	Y			N	
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Fax To: (310) 412-2224
Attention: Sales Department
Industrious Software Solutions

Miscellaneous Questions
Fax-Back This Page, Along With Your <u>Business Operations Questionnaire</u>
Answer Sheet (Fax-Back Page 1), To 310-412-2224

1. How many independent workstations do you have now, or plan to have during the next

    year? _____

2. What is the level of computer literacy of the current (or soon to be hired) employee that is
    (or will be) responsible for supervising your computer system?

    ❏ Programmer ❏ Some knowledge of computers and software

    ❏ Beginner ❏ Very computer and software literate

3. Estimate the most typical number of line items that you have on any given sales order. _____

4. Estimate the number of sales orders you receive during a typical week. _____

5. Estimate the number of purchase orders to suppliers that you create during a typical

    week._____

6. What computer hardware (i.e. microprocessor speed) do you have now, definitely plan to have
   within the next year? (Check all that you expect to be part of the accounting system):

    ❏ 286 ❏ 386 ❏ 486 ❏ Pentium ❏ Celeron/Cyrix/AMD K6

    ❏ I will purchase whatever is necessary to efficiently run the software I select.

7. What operating system do you plan to use?

    ❏ MS DOS® ❏ NOVELL® ❏ UNIX®

    ❏ LANtastic® ❏ WINDOWS®

    ❏ WINDOWS NT® ❏ WINDOWS FOR WORKGROUPS®