# Section 1. Summary Information

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| Opportunity Details | |
| **Prospect Name / Website:** | Click here to enter company name and website. |
| **Prospect Budget:** | Choose project budget range (software + implementation). |
| **Timeframe:** | Click to enter deal close and desired implementation times. |
| **Decision Process:** | Click to describe decision making process, include key decision makers. |
| **Pain Point 1:** |  |
| **Pain Point 2:** |  |
| **Pain Point 3:** |  |

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| Sales Process |  |
| **Details of sales process:**  List sales channels.  Describe pricing, shipping, and invoicing processes. |  |

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| Modules and License | | | |  |
| Modules needed: | Financial Suite | CRM Suite | Manufacturing | |
|  | Distribution Suite | CRM Portal | Service/Route Management | |
|  | Project Accounting | Exchange Integration | Ecommerce | |
|  | Inter-Company Accounting | Deferred Revenue | Warehouse Mgmt. / Barcoding | |
|  | Payroll (USA) | Other (Click to specify other needs.) | | |
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| Deployment & license: | SaaS | PCS (Private Cloud Subscription) | PCP (Private Cloud Perpetual) | |
| **Current Environment:**  List accounting, sales/CRM, ecommerce, payroll, HR, and line of business applications. |  | | | |

# Section 2. Discovery Questionnaire

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| General Ledger |  |
| **Corporate Structure**  Describe departments, geographies, branches, inter-company needs. |  |
| **Accounting Overview**  Describe chart of accounts, segmentation, fiscal year, and reporting periods. |  |

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| Accounts Receivable |  |
| **Invoicing**  Describe collection methods, terms, and invoicing process. |  |
| **Contracts**  Describe needs for recurring payments and customer contacts. |  |

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| Accounts Payable |  |
| **Payments**  Describe payment methods, terms, approval processes. |  |

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| Other Financial Info. |  |
| **Deferred Revenue**  Revenue recognition requirements? |  |
| **Fixed Assets:**  Needs to track/depreciate assets? |  |

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| Inventory / Product |  |
| **Inventory Tracking**  Valuation method –  Serial or lot tracking –  Replenishment needs –  Kit requirements – |  |
| **Warehouses**  Describe number of warehouses. What are needs for barcoding, inventory counting, WMS systems? |  |

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| Purchase Orders |  |
| **Purchase Process**  Describe current purchasing, approval, and vendor tracking. |  |

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| Sales Orders |  |
| **Pricing and Discounts**  What pricing and discounting structure is in place? |  |
| **Order Placement**  What systems take orders today (POS, ecommerce, other)? |  |
| **Shipment Process**  What are fulfillment needs (pick, pack, ship)? Are drop shipments required? |  |

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| Customer Management |  |
| **Lead and Sales Process**  How are sales leads acquired and assigned? |  |
| **Customer Support**  How are support issues managed? Is support work billable? |  |
| **Customer Portal**  What are customer self-service needs and requirements? |  |

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| Project Accounting |  |
| **Project/Job Needs**  Does user need to track real-time job costs and profitability? |  |
| **Billing Rules**  Describe billing - are jobs billed by fixed price, time and materials, milestones, work in progress? |  |

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| Employee Portal |  |
| **Expense Reporting**  How are employees reimbursed? Are expenses billable? |  |
| **Timesheets**  What are time tracking requirements? |  |

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| Field Services |  |
| **Service Orders**  How are orders taken?  How are orders scheduled?  Track employee skills?  How long are appointments? |  |
| **Billing**  Flat rate or time/materials?  Bill inventory from field? |  |
| **Advanced Features**  Recurring contracts?  Equipment tracking / warranties? |  |
| **Route Management**  How is scheduling done?  GPS tracking? |  |

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| Reporting |  |
| **Financial Reporting**  Describe how Balance Sheet, P&L, and cash flow reports are produced. |  |
| **Management Reporting**  Describe needs for sales pipeline, order fulfillment, employee productivity, and dashboards. |  |
| **Operational Reporting**  Daily and monthly reports such as AR aging, inventory availability. |  |

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| External Systems |  |
| **Other Systems**  Describe other systems to integrate with ERP such as HR management, payroll, and marketing automation. |  |

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| Implementation Items |  |
| **Data Conversion**  Describe data to convert and format/availability of the data. |  |
| **Training**  Describe training requirements |  |

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| Comments |  |
| **Sales Urgency**  What is impact on business if customer does not move forward with this project? |  |
| **Additional Information**  Other information relevant to the presales process. |  |