

Please find a legend that has to be used when filling in the questions in the different Module sheets provided in this document.

Because high-level questions are more difficult to evaluate, we kept the level of these questions rather low. Therefore, this document contains more than 1800 low-level questions.

Legend	
<i>Details on the columns provided in the different module sheets</i>	
Column Title	Explanation
line N°	used for sorting
Level N°	the level of importance - see (★) for more information (for now all have been set to importance '1')
Subdomain Code	the functional subdomain the question belongs to (see sheet Modules & Subdomains for an overview)
Subdomain	the functional subdomain the question belongs to (see sheet Modules & Subdomains for an overview)
Question	the question itself
Answer code	see (■) for more information on the different possible answer codes
Answer explanation / comment	here, you can provide some more information on the given answer (answer code) or on the functionality provided by your system
(★) Level of Importance	
(1) The questions have to be answered in the correct sequence (according to the assigned level of importance). Please sort the questions on the Line N° column.	
(2) Fill in all the questions that have a level of importance equal to '1' (e.g. via filter on Level N° column)	
(3) Check the Score of the level of importance '1' in sheet 'Statistics'.	
If the Score < 60%, then there is no use continuing the questionnaire for this module => go to the next module	
If the Score >= 60%, then the questions assigned to level of importance '2' can be answered => go to the next step (4) in this module sheet	
(4) Fill in all the questions that have a level of importance equal to '2'.	
(5) Check the Score of the level of importance '2' in sheet 'Statistics'.	
If the Score < 60%, then there is no use continuing the questionnaire for this module => go to the next module	
If the Score >= 60%, then the questions assigned to level of importance '3' can be answered => go to the next step (6) in this module sheet	
(6) Repeat step (5) for the next levels of importance.	
etc.	
(■) Answer Codes	
5	Fully supported (without configuration)
4	Fully supported (with configuration)
3	Requires some additional development
2	Needs to be developed
1	Possible via third party supplier (interface development required)
0	Not supported

A lot of formulas are included in these sheets. Therefore, please watch carefully when deleting or moving rows or columns.

Please find some more information on the different modules and domains used in this document:

Module Code	Module	Subdomain Code	Subdomain	Module Code	Module	Subdomain Code	Subdomain
1	General	1.1	Modules offered	10	Vehicle Procurement	10.1	Purchase Management
		1.2	Search criteria			10.2	Supplier Management
2	Relation Management	2.1	CRM General			10.3	Driver Contribution
		2.2	Sales Management	11	Vehicle Registration	11.1	General
		2.3	Campaign Management			11.2	Contract creation
		2.4	Business Partner			11.3	Vehicle delivery
		2.5	Customer	12	Third Party Services Management	12.1	General
		2.6	Supplier			12.2	Insurance Management
		2.7	Driver			12.3	Fuel Management
		2.8	Retail			12.4	Car Parking Management
		2.9	Complaints Management			12.5	Lawyers Management
3	Product Setup	3.1	Products			12.6	Output Management
		3.2	Product specifics	13	Vehicle Delivery	13.1	Vehicle delivery Management
		3.3	Product setup	14	RMT Management	14.1	Maintenance Management
		3.4	Buffer			14.2	Inspection Management
4	Vehicle catalog	4.1	Asset Management			14.3	Tyre Management
		4.2	Asset data	15	Incident Management	15.1	Claim Management
		4.3	Asset pricing			15.2	Fine Management
		4.4	Asset interface	16	Relief Vehicle Management	16.1	General
5	Workflow Management	5.1	Workflow definition and Maintenance			16.2	Pool vehicle
		5.2	Workflow features	17	Vehicle Take in	17.1	Contract Termination Management
6	Framework Agreement Management	6.1	General			17.2	Contract Termination
		6.2	Asset eligibility			17.3	Early termination
		6.3	Customer eligibility	18	Vehicle Disposal & Remarketing	18.1	Vehicle disposal Management
7	Quotation Management	7.1	General			18.2	Buy back management
		7.2	Maintenance Management			18.3	Vehicle sale management
		7.3	Bulk quotations	19	Accounting & Customer Billing	19.1	General Ledger
		7.4	Quotation reporting			19.2	Asset Accounting
		7.5	Interface management			19.3	Accounts Receivable
		7.6	Sales Channel Support			19.4	Outgoing invoices
8	Credit Management	8.1	General			19.5	Arrears Management
		8.2	Credit approval			19.6	Accounts Payable
		8.3	Asset			19.7	Incoming invoices
		8.4	Credit limit	20	Short Term Rental	20.1	Short term rental agreement
		8.5	Risk management			20.2	Short term rental management
		8.6	Scorecard	21	Commercial Vehicles and Trucks	21.1	Dealer Management
		8.7	Supplier risk assessment			21.2	Consumer Financing
		8.8	Interface			21.3	Wholesale Management
9	Contract Management	9.1	Contract Activation				
		9.2	Contract Management				
		9.3	Contract Changes				
		9.4	Buffer Management				
		9.5	Contract End				
		9.6	Contract Settlement				

Line N°	Module Code	Module	Level N°	N° Questions	Total Score	Max. Score	Score %
1		Total for level	1	1884	0	9420	0%
2		Total for level	2	0	0	0	0%
3		Total for level	3	0	0	0	0%
4		Total for level	4	0	0	0	0%
5		OVERALL	TOTAL	1884	0	9420	0%
6	1	General	Total	29	0	145	0%
7	1	General	1	29	0	145	0,00%
8	1	General	2	0	0	0	0,00%
9	1	General	3	0	0	0	0,00%
10	1	General	4	0	0	0	0,00%
11	2	Relation Management	Total	167	0	835	0%
12	2	Relation Management	1	167	0	835	0,00%
13	2	Relation Management	2	0	0	0	0,00%
14	2	Relation Management	3	0	0	0	0,00%
15	2	Relation Management	4	0	0	0	0,00%
16	3	Product Setup	Total	168	0	840	0%
17	3	Product Setup	1	168	0	840	0,00%
18	3	Product Setup	2	0	0	0	0,00%
19	3	Product Setup	3	0	0	0	0,00%
20	3	Product Setup	4	0	0	0	0,00%
21	4	Vehicle catalog	Total	70	0	350	0%
22	4	Vehicle catalog	1	70	0	350	0,00%
23	4	Vehicle catalog	2	0	0	0	0,00%
24	4	Vehicle catalog	3	0	0	0	0,00%
25	4	Vehicle catalog	4	0	0	0	0,00%
26	5	Workflow Management	Total	31	0	155	0%
27	5	Workflow Management	1	31	0	155	0,00%
28	5	Workflow Management	2	0	0	0	0,00%
29	5	Workflow Management	3	0	0	0	0,00%
30	5	Workflow Management	4	0	0	0	0,00%
31	6	Framework Agreement Management	Total	26	0	130	0%
32	6	Framework Agreement Management	1	26	0	130	0,00%
33	6	Framework Agreement Management	2	0	0	0	0,00%
34	6	Framework Agreement Management	3	0	0	0	0,00%
35	6	Framework Agreement Management	4	0	0	0	0,00%
36	7	Quotation Management	Total	126	0	630	0%
37	7	Quotation Management	1	126	0	630	0,00%
38	7	Quotation Management	2	0	0	0	0,00%
39	7	Quotation Management	3	0	0	0	0,00%

Line N°	Module Code	Module	Level N°	N° Questions	Total Score	Max. Score	Score %
1		Total for level	1	1884	0	9420	0%
2		Total for level	2	0	0	0	0%
3		Total for level	3	0	0	0	0%
4		Total for level	4	0	0	0	0%
5		OVERALL TOTAL		1884	0	9420	0%
40	7	Quotation Management	4	0	0	0	0,00%
41	8	Credit Management	Total	79	0	395	0%
42	8	Credit Management	1	79	0	395	0,00%
43	8	Credit Management	2	0	0	0	0,00%
44	8	Credit Management	3	0	0	0	0,00%
45	8	Credit Management	4	0	0	0	0,00%
46	9	Contract Management	Total	149	0	745	0%
47	9	Contract Management	1	149	0	745	0,00%
48	9	Contract Management	2	0	0	0	0,00%
49	9	Contract Management	3	0	0	0	0,00%
50	9	Contract Management	4	0	0	0	0,00%
51	10	Vehicle Procurement	Total	31	0	155	0%
52	10	Vehicle Procurement	1	31	0	155	0,00%
53	10	Vehicle Procurement	2	0	0	0	0,00%
54	10	Vehicle Procurement	3	0	0	0	0,00%
55	10	Vehicle Procurement	4	0	0	0	0,00%
56	11	Vehicle Registration	Total	20	0	100	0%
57	11	Vehicle Registration	1	20	0	100	0,00%
58	11	Vehicle Registration	2	0	0	0	0,00%
59	11	Vehicle Registration	3	0	0	0	0,00%
60	11	Vehicle Registration	4	0	0	0	0,00%
61	12	Third Party Services Management	Total	117	0	585	0%
62	12	Third Party Services Management	1	117	0	585	0,00%
63	12	Third Party Services Management	2	0	0	0	0,00%
64	12	Third Party Services Management	3	0	0	0	0,00%
65	12	Third Party Services Management	4	0	0	0	0,00%
66	13	Vehicle Delivery	Total	11	0	55	0%
67	13	Vehicle Delivery	1	11	0	55	0,00%
68	13	Vehicle Delivery	2	0	0	0	0,00%
69	13	Vehicle Delivery	3	0	0	0	0,00%
70	13	Vehicle Delivery	4	0	0	0	0,00%
71	14	RMT Management	Total	72	0	360	0%
72	14	RMT Management	1	72	0	360	0,00%
73	14	RMT Management	2	0	0	0	0,00%

Line N°	Module Code	Module	Level N°	N° Questions	Total Score	Max. Score	Score %
1		Total for level	1	1884	0	9420	0%
2		Total for level	2	0	0	0	0%
3		Total for level	3	0	0	0	0%
4		Total for level	4	0	0	0	0%
5		OVERALL TOTAL		1884	0	9420	0%
74	14	RMT Management	3	0	0	0	0,00%
75	14	RMT Management	4	0	0	0	0,00%
76	15	Incident Management	Total	54	0	270	0%
77	15	Incident Management	1	54	0	270	0,00%
78	15	Incident Management	2	0	0	0	0,00%
79	15	Incident Management	3	0	0	0	0,00%
80	15	Incident Management	4	0	0	0	0,00%
81	16	Relief Vehicle Management	Total	21	0	105	0%
82	16	Relief Vehicle Management	1	21	0	105	0,00%
83	16	Relief Vehicle Management	2	0	0	0	0,00%
84	16	Relief Vehicle Management	3	0	0	0	0,00%
85	16	Relief Vehicle Management	4	0	0	0	0,00%
86	17	Vehicle Take in	Total	74	0	370	0%
87	17	Vehicle Take in	1	74	0	370	0,00%
88	17	Vehicle Take in	2	0	0	0	0,00%
89	17	Vehicle Take in	3	0	0	0	0,00%
90	17	Vehicle Take in	4	0	0	0	0,00%
91	18	Vehicle Disposal & Remarketing	Total	53	0	265	0%
92	18	Vehicle Disposal & Remarketing	1	53	0	265	0,00%
93	18	Vehicle Disposal & Remarketing	2	0	0	0	0,00%
94	18	Vehicle Disposal & Remarketing	3	0	0	0	0,00%
95	18	Vehicle Disposal & Remarketing	4	0	0	0	0,00%
96	19	Accounting & Customer Billing	Total	370	0	1850	0%
97	19	Accounting & Customer Billing	1	370	0	1850	0,00%
98	19	Accounting & Customer Billing	2	0	0	0	0,00%
99	19	Accounting & Customer Billing	3	0	0	0	0,00%
100	19	Accounting & Customer Billing	4	0	0	0	0,00%
101	20	Short Term Rental	Total	60	0	300	0%
102	20	Short Term Rental	1	60	0	300	0,00%
103	20	Short Term Rental	2	0	0	0	0,00%
104	20	Short Term Rental	3	0	0	0	0,00%
105	20	Short Term Rental	4	0	0	0	0,00%
106	21	Commercial Vehicles and Trucks	Total	156	0	780	0%
107	21	Commercial Vehicles and Trucks	1	156	0	780	0,00%

Line N°	Module Code	Module	Level N°	N° Questions	Total Score	Max. Score	Score %
1		Total for level	1	1884	0	9420	0%
2		Total for level	2	0	0	0	0%
3		Total for level	3	0	0	0	0%
4		Total for level	4	0	0	0	0%
5		OVERALL	TOTAL	1884	0	9420	0%
108	21	Commercial Vehicles and Trucks	2	0	0	0	0,00%
109	21	Commercial Vehicles and Trucks	3	0	0	0	0,00%
110	21	Commercial Vehicles and Trucks	4	0	0	0	0,00%

SAMPLE

Line N°	Level N°	Subdomain Code	Subdomain	Question	Answer code	Answer explanation / comment	Appendix
1	T1	N/A	TOTAL for Subdomain 1		0		
2	T2	N/A	TOTAL for Subdomain 2		0		
3	T3	N/A	TOTAL for Subdomain 3		0		
4	T4	N/A	TOTAL for Subdomain 4		0		
5	1	1.1	Modules offered	What functional modules are included in the tool?			
6	1	1.1	Modules offered	Does the tool include: Relation Management (CRM)?			
7	1	1.1	Modules offered	Does the tool include: Product Setup?			
8	1	1.1	Modules offered	Does the tool include: Vehicle catalogueue (Vehicle data)?			
9	1	1.1	Modules offered	Does the tool include: Work Flow Management?			
10	1	1.1	Modules offered	Does the tool include: Document Management?			
11	1	1.1	Modules offered	Does the tool include: Framework Agreement Management?			
12	1	1.1	Modules offered	Does the tool include: Quotations?			
13	1	1.1	Modules offered	Does the tool include: Credit management / scoring?			
14	1	1.1	Modules offered	Does the tool include: Contract Management?			
15	1	1.1	Modules offered	Does the tool include: Vehicle Procurement?			
16	1	1.1	Modules offered	Does the tool include: Vehicle Registration?			
17	1	1.1	Modules offered	Does the tool include: Third Party Services Management?			
18	1	1.1	Modules offered	Does the tool include: Vehicle Delivery?			
19	1	1.1	Modules offered	Does the tool include: RMT Management?			
20	1	1.1	Modules offered	Does the tool include: Incident Management?			
21	1	1.1	Modules offered	Does the tool include: Relief Vehicle Management?			
22	1	1.1	Modules offered	Does the tool include: Vehicle Take-in?			
23	1	1.1	Modules offered	Does the tool include: Vehicle Disposal & Remarketing?			
24	1	1.1	Modules offered	Does the tool include: Accounting & Customer Billing, Payment integration?			
25	1	1.1	Modules offered	Does the tool include: Short Term Rental?			
26	1	1.1	Modules offered	Does the tool include: Commercial Vehicle & Truck functionality?			
27	1	1.1	Modules offered	How are the modules separated?			
28	1	1.1	Modules offered	Is it possible to re-use these modules or to integrate them with an external system?			
29	1	1.2	Search criteria	Can the user define varying levels of search criteria based on the information they have available?			
30	1	1.2	Search criteria	Is it possible to restrict the minimum data a user can enter to perform a search, as defined by business rules?			
31	1	1.2	Search criteria	Can the search criteria be varied according to previous user selections?			
32	1	1.2	Search criteria	Is it possible to set a maximum number of records that are retrieved by a search?			
33	1	1.2	Search criteria	Can the results displayed be restricted based upon the user type and the user?			

Line N°	Level N°	Subdomain Code	Subdomain	Question	Answer code	Answer explanation / comment	Appendix
1	T1	N/A	TOTAL for Subdomain 1		0		
2	T2	N/A	TOTAL for Subdomain 2		0		
3	T3	N/A	TOTAL for Subdomain 3		0		
4	T4	N/A	TOTAL for Subdomain 4		0		
5	1	11.1	General	The ability to manage the end-to-end Registration process, recording the steps that have been completed and the next step that needs to be carried out.			
6	1	11.1	General	The workflow of the registration activities.			
7	1	11.1	General	Does the system provide one function (one screen) to enter the license plate number, the chassis number, odometer reading, key numbers, date of registration, contract activation date, fuel card pin code etc?			
8	1	11.1	General	Specifics for vehicle licensing authorities.			
9	1	11.1	General	Specific requests from the customer for the last digit of a vehicle order.			
10	1	11.1	General	Which features does your system offer to manage cherished plates?			
11	1	11.1	General	The ability to access and view a scanned copy of the registration documentation via the contract / vehicle record.			
12	1	11.1	General	The ability to store and use customer preferences for registration renewal.			
13	1	11.1	General	The ability to automatically inform the customer, via e-mail or SMS (as preferred), that vehicle registration has been issued to them.			
14	1	11.1	General	The ability to automatically alert users within the Vehicle Services team when the vehicle Registration is due for renewal.			
15	1	11.1	General	The ability to automatically escalate the priority of a vehicle registration renewal where this has not been processed within an acceptable time-frame. This will include escalation prior to the registration renewal date and, in exceptional circumstances, after the registration has expired.			
16	1	11.1	General	The ability to recharge the registration costs to the customer, via the scheduled invoicing process, where registration is processed on an immediate recharge basis.			
17	1	11.2	Contract creation	The ability to allow a member from the settlements team to capture specific and detailed information (i.e. VIN number, odometer reading, etc) about the vehicle that has been financed, where this information has not been previously recorded.			
18	1	11.2	Contract creation	The ability to verify that captured asset details are correct via validation with external facilities.			
19	1	11.2	Contract creation	The ability to change the vehicle registration number prior to settlement. In some cases the registration number may be personalised after the vehicle is delivered.			
20	1	11.3	Vehicle delivery	The leasing company needs to manage the delivery process (distances can be substantial, different ways of transport can be used for one delivery).			
21	1	11.3	Vehicle delivery	Delivery costs vary and are dependent on the place of delivery and specific customer conditions.			
22	1	11.3	Vehicle delivery	In some instances delivery costs are averaged for a series of contracts / a pool of vehicles, in other cases this is not done.			
23	1	11.3	Vehicle delivery	Can an order be linked to a previous agreement and therefore ensure that both are not live at the same time and also allow for the new and old vehicle to be delivered/picked up at the same time? Note: the return vehicle maybe for another fleet company.			
24	1	11.3	Vehicle delivery	Are there any facilities for managing pooled vehicles for customers and what functionality is available? These are vehicles not allocated to a specific driver but available in case of accident, breakdown, theft, etc.			