

Using EDI Questionnaire

My name is _____ and I'm calling from INPUT, a Market Research Firm in California. We have a special research program in Electronic Data Interchange, and I understand you are using EDI. Is that correct?

If you have a few minutes, I'd like to ask you some questions which are designed to help improve EDI services and software. The results of our survey will be read by the companies offering EDI products. By the way, we won't be identifying you or your company in this survey, only the aggregate results. In exchange for your help, I'll send you a summary of our survey. Fair enough?

1. Can you tell me **when you started using EDI?**

- a. _____ this year (1988) b. _____ LAST year (1987)
c. _____ 1986 d. _____ 1985 or earlier

2. About **how long did it take to you implement** your EDI, once you got started?

_____ 3 months _____ 6 months
_____ longer—how long?: _____

3. Where there any particular **problems** that stick out in your mind regarding getting your EDI system up and running?

4. How did you go about **IMPLEMENTING EDI?** Did you:

- a. Contract with a **THIRD PARTY** to help implement your EDI system?

yes no

(IF YES ASK:) Why did you take this approach?

[IF YES] Since you used a third party to help you implement EDI, was that third party:
[READ OPTIONS]

- (i) _____ An independent consultant?
(ii) _____ A professional services firm?
(iii) _____ An industry association? [IF YES:]
WHO? _____

(iv) _____ A communications company, such as a value added network?

(v) _____ A Remote Computing Service?

(vi) _____ A financial services organization?

[IF NO] Based on your answer, I assume your staff implemented the system TOTALLY YOURSELF? Is that correct?

yes no

5. Was your EDI **IMPLEMENTATION MANAGED BY THE FUNCTIONAL DEPARTMENT** (such as marketing or order entry), or did **INFORMATION SERVICES (IS) MANAGE** its implementation?
- a. ____ IS b. ____ functional dept. c. ____ committee
d. ____ d/k e. ____ other answer: _____
6. Did you start using EDI in response to a major customer or customers, or did you do it for your own reasons?

____ customers ____ own reasons:

What were those reasons? _____

Communications & Hardware Environment

7. What **TYPE OF COMPUTER** are you using for EDI? Is it a
- a. ____ micro b. ____ a mini or c. ____ a mainframe?
d. ____ other
specify: _____

- 8a. Do you think that the computer equipment you're now using for EDI might **change** in the foreseeable future, say the next two or three years?
- yes no

b. **WHY** would it change?

Comments: _____

- 9a. Are you doing EDI ____ **DIRECTLY WITH YOUR TRADING PARTNERS** or do you go through ____ **A THIRD PARTY DATA NETWORK**?
- b. [IF THIRD PARTY NETWORK] Which network are your primarily using for EDI?
- ____ AT&T
____ GEISCO
____ McDonnell Douglas' Tymnet
____ Sterling Software's ORDERNET
____ IBM Information Network
____ Kleinschmidt
____ other: _____

the 1990s, the number of people in the world who are under 15 years of age has increased from 1.1 billion to 1.5 billion. The number of people aged 65 and over has increased from 200 million to 350 million. The number of people aged 75 and over has increased from 50 million to 100 million.

There are a number of reasons for the increase in the number of people aged 65 and over. One reason is that the number of people who are surviving to age 65 has increased. Another reason is that the number of people who are surviving to age 75 has increased.

The increase in the number of people aged 65 and over has a number of implications. One implication is that there will be a need for more health care services for the elderly. Another implication is that there will be a need for more social services for the elderly.

The increase in the number of people aged 65 and over has also led to a number of changes in the way that we think about the elderly. In the past, the elderly were often seen as a burden on society. Now, the elderly are often seen as a valuable resource.

There are a number of ways that we can help to meet the needs of the elderly. One way is to provide more health care services. Another way is to provide more social services.

It is important that we take action now to meet the needs of the elderly. If we do not, the number of people who are unable to care for themselves will increase, and the cost of health care will increase.

There are a number of things that we can do to help to meet the needs of the elderly. One thing is to provide more health care services. Another thing is to provide more social services.

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10a. On a scale of 1 -5 with five being "HIGHLY LIKELY," HOW LIKELY is it that you would **CHANGE YOUR CHOICE OF NETWORKS FOR EDI?**

1 2 3 4 5

b. WHY that rating? _____

11. On a scale of 1 -5 with five being "HIGHLY RATED," how would you rate the third party network in terms of:

a. Overall technical quality 1 2 3 4 5

b. Customer support 1 2 3 4 5

c. Price 1 2 3 4 5

d. Clearness of the bill 1 2 3 4 5

e. Do you have **any specific complaints** about the network you are now using?

12a. On our scale of 1-5, with 5 being HIGHLY IMPORTANT, how important is it for your network vendor to connect with another network. In other words, how important is it for you to send EDI documents to someone who subscribes to another network?

1 2 3 4 5

b. Why that rating?

13a. On a scale of 1-5, how important is it for you to be able to send a **hard-copy** of your EDI document to a trading partner, **THROUGH THE NETWORK...** in other words, have it printed and mailed to the recipient.

1 2 3 4 5

b. How about sending a document to a **FAX** machine... how important is this on the scale of 1-5.

1 2 3 4 5

c. Why did you rate these two, hardcopy and FAX, this way:

the 1990s, the number of people in the world who are under 15 years of age has increased from 1.1 billion to 1.3 billion. The number of people aged 15 and over has increased from 3.5 billion to 4.5 billion. The total population of the world has increased from 4.6 billion to 5.8 billion.

As a result of the increase in the number of people in the world, the number of people in the labor force has also increased. The number of people in the labor force has increased from 2.5 billion to 3.5 billion. The number of people in the labor force has increased from 2.5 billion to 3.5 billion. The number of people in the labor force has increased from 2.5 billion to 3.5 billion.

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14. Could you tell me approximately how much you figure you've spent on EDI services last year? In other words, for using the network you described above?
\$_____.
-
-

15. As part of your **INTERNAL EDI development** work, I presume you directed some of your people to the project, correct?

yes no

- a. Could you estimate the amount of effort this **internal development** work cost, in a dollar amount? An approximation would be fine. I will be asking about development work in systems linked to EDI, but first, I'd like to get a sense of the work associated with developing **ONLY your EDI capabilities**. \$_____ [IF CAN'T ESTIMATE DOLLAR AMOUNT] How about in terms of "man-days" or months of effort? _____(day/months/years - circle which).
- b. Now, we know that EDI can **stimulate** other development work, for example, on your purchasing system, order entry or accounts receivable systems. Has EDI "**stimulated**" any other internal development work? Y/N. [IF YES] Could you tell me a little bit about these projects? What systems were involved? _____
-
-

Can you estimate the dollar or "man-day" effort associated with these EDI "Stimulated" Projects: \$_____ or _____days/months/years.

the 1990s, the number of people in the world who are under 15 years of age has increased from 1.1 billion to 1.5 billion, and the number of people aged 65 and over has increased from 0.5 billion to 0.7 billion (United Nations 2002).

As a result of the demographic changes, the number of people in the world who are aged 15–64 years has increased from 3.4 billion in 1990 to 4.5 billion in 2000. The number of people aged 15–64 years in the world is projected to increase to 5.1 billion by 2015, and to 5.5 billion by 2025 (United Nations 2002).

As a result of the demographic changes, the number of people in the world who are aged 65 and over has increased from 0.5 billion in 1990 to 0.7 billion in 2000. The number of people aged 65 and over in the world is projected to increase to 0.9 billion by 2015, and to 1.2 billion by 2025 (United Nations 2002).

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Software

Next, I have a few questions about EDI Software.

- 16a. Did you WRITE THE EDI SOFTWARE yourself, did you PURCHASE it, OR did you BUY A PACKAGE AND CUSTOMIZE IT?
(i) _____ Write (ii) _____ Purchase (iii) _____ Buy and Customize
- b. Why did you take this approach? _____

- c. If you purchased software, what vendor did you choose?

- d. Why did you choose this particular company?

17. Could we rate the importance of software features? On a scale of 1-5, with 5 being very important, how important is it for EDI software to:
- a. BE INTEGRATED with other business applications such as accounting, inventory, etc.
1 2 3 4 5
- b. Support GRAPHICS
1 2 3 4 5
- c. Be EASILY USED by non-computer users
1 2 3 4 5
- d. Have ENCRYPTION capabilities
1 2 3 4 5
- e. Be EASILY UPGRADED to new standards
1 2 3 4 5
- f. ACKNOWLEDGE successful transmission
1 2 3 4 5
- g. Report EXCEPTIONS clearly
1 2 3 4 5
- h. Have a MAINTENANCE AGREEMENT for updates/fixes
1 2 3 4 5

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There are a number of reasons for the increase in the number of people in the world. One of the main reasons is the increase in life expectancy. People are living longer than ever before. This is due to a number of factors, including improvements in medical care, better nutrition, and a more stable environment. Another reason for the increase in the number of people in the world is the increase in the birth rate. People are having more children than ever before. This is due to a number of factors, including the availability of contraception, the desire for larger families, and the need for labor.

The increase in the number of people in the world has a number of implications. One of the main implications is the need for more resources. As the number of people in the world increases, the demand for food, water, and energy increases. This can lead to a number of problems, including food shortages, water scarcity, and environmental degradation. Another implication of the increase in the number of people in the world is the need for more jobs. As the number of people in the world increases, the demand for jobs increases. This can lead to a number of problems, including unemployment and poverty.

There are a number of ways to address the challenges posed by the increase in the number of people in the world. One of the main ways is to improve the efficiency of resource use. This can be done by using less energy, using less water, and using less food. Another way to address the challenges posed by the increase in the number of people in the world is to create more jobs. This can be done by investing in education and training, and by supporting small businesses and entrepreneurs.

The increase in the number of people in the world is a major challenge for the world. It is a challenge that requires the attention of all people. We must work together to find solutions to the problems posed by the increase in the number of people in the world. Only then can we ensure a better future for all people.

2. THE CHALLENGES OF THE 21ST CENTURY

The 21st century is a time of great change and challenge. We are living in a world that is becoming more interconnected and more complex. There are a number of challenges that we face in the 21st century, including the challenges of climate change, the challenges of globalization, and the challenges of aging.

One of the main challenges of the 21st century is climate change. Climate change is a global problem that affects everyone. It is caused by the increase in greenhouse gas emissions, which is leading to a rise in global temperatures. This is leading to a number of problems, including sea level rise, more frequent and severe weather events, and the loss of biodiversity. Climate change is a challenge that requires the attention of all people. We must work together to find solutions to the problems posed by climate change.

Another challenge of the 21st century is globalization. Globalization is the process of increasing interconnectedness between people and countries. This is leading to a number of problems, including the loss of jobs, the loss of culture, and the loss of sovereignty. Globalization is a challenge that requires the attention of all people. We must work together to find solutions to the problems posed by globalization.

A third challenge of the 21st century is aging. The number of people aged 65 and over is increasing rapidly. This is leading to a number of problems, including the need for more social security, the need for more healthcare, and the need for more support services. Aging is a challenge that requires the attention of all people. We must work together to find solutions to the problems posed by aging.

18. With regard to INTEGRATING EDI SOFTWARE with other applications such as accounting, or purchasing, which is more preferable:
- _____ To integrate the EDI software with your other applications YOURSELF.
 - _____ To hire a CONSULTANT OR PROFESSIONAL SERVICES firm to integrate the EDI software with your other applications, OR
 - _____ To buy NEW SOFTWARE for accounting, inventory, etc. with built-in EDI functionality.
19. What do you think is needed to make EDI software work more closely with your other applications?
-
-

20. What transactions are you now doing through EDI, and which do you plan to do via EDI, and in what time frame?

Type of Document	Time Frame			
	now	1989	3yrs	d/k
a. _____ Purchase Orders FROM customers	_____	_____	_____	_____
b. _____ Purchase Orders TO suppliers	_____	_____	_____	_____
c. _____ Invoices	_____	_____	_____	_____
d. _____ Bills of Lading	_____	_____	_____	_____
e. _____ Payments	_____	_____	_____	_____
f. Others _____	_____	_____	_____	_____

- 21a. Do you think there are any additional transactions or information still needed from the EDI standards? Y/N
- b. How about any special needs in your industry that are not being addressed?
- c. Comments:
-
-

22. Could you estimate to be your GROWTH IN THE NUMBER OF EDI TRANSACTIONS, first between the end of 1986 and the end of last year (1987)?
_____ %

The first part of the document discusses the importance of maintaining accurate records of all transactions. It emphasizes that every entry, no matter how small, should be recorded to ensure the integrity of the financial statements. This includes not only sales and purchases but also expenses, income, and any other financial activity. The document also highlights the need for regular reconciliation of accounts to identify any discrepancies early on.

Next, the document covers the process of budgeting and forecasting. It explains how a well-defined budget can help in managing resources effectively and achieving organizational goals. The document provides a step-by-step guide on how to create a budget, starting from identifying the organization's objectives and needs, to allocating resources and monitoring performance against the budget.

The third section of the document focuses on risk management. It discusses various risks that an organization may face, such as market fluctuations, operational challenges, and legal issues. The document provides strategies to identify, assess, and mitigate these risks, ensuring that the organization is prepared to handle any potential threats to its success.

Finally, the document concludes with a summary of the key points discussed. It reiterates the importance of financial discipline, transparency, and proactive management in ensuring the long-term success of any organization. The document also provides a list of resources and references for further reading on the topics discussed.

23. And how about your **EDI EXPECTATIONS FOR THIS YEAR**...what percentage of growth in transactions would you estimate? ____%
comments: _____

24. Have you done any **cost analysis**, on a **per-transaction** basis, of your **PAPER BASED** systems for purchase order processing, invoicing or other routine paperwork of this nature? (If yes: What did you find out?)

25. Have you done any analysis of the cost, on a per transaction basis, of any **EDI** transactions? (If YES: What did you find out?)

26. With approximately how many other companies do you exchange **EDI TRANSACTIONS**:
a. 1-5
b. 6-10
c. 11-20
d. 21-30
e. 31-40
f. 41-50
g. 50+ how many: _____
27. Do you have any estimate of how many additional companies you will be adding to your **EDI THIS COMING YEAR**?
a. 1-5
b. 6-10
c. 11-20
d. 21-30
e. 31-40
f. 41-50
g. 50+ how many: _____

Issues

This Final Part of the Survey Deals with EDI Issues and Concerns. Do you have just a few more moments?

28. Let me read you a list of issues and problems which we believe people may be concerned about, and ask you for a rating, again on a 1-5 scale, with "5" being "a serious concern" and 1 being "not a serious concern" and get your reaction:

How much of a concern are:

- a. The actions of your **COMPETITORS** with regards to EDI
1 2 3 4 5

the 1990s, the number of people in the world who are under 15 years of age has increased from 1.1 billion to 1.3 billion, and the number of people aged 65 and over has increased from 0.2 billion to 0.4 billion (United Nations 2002).

There are a number of reasons for the increase in the number of young people in the world. One of the main reasons is the high birth rate in developing countries. In many of these countries, the birth rate is still high, and this is due to a number of factors, including a high level of infant mortality, a high level of fertility, and a high level of population growth.

Another reason for the increase in the number of young people is the migration of young people from rural areas to urban areas. In many developing countries, there is a high level of unemployment in rural areas, and young people are often forced to migrate to urban areas in search of work. This has led to a large increase in the number of young people in urban areas.

The increase in the number of young people in the world has a number of implications. One of the main implications is the need for more education and training. In order to provide young people with the skills and knowledge they need to find work, there must be a significant investment in education and training. This is particularly true in developing countries, where the level of education is often low.

Another implication of the increase in the number of young people is the need for more jobs. In many developing countries, there is a high level of unemployment, and this is particularly true for young people. In order to provide young people with the opportunity to find work, there must be a significant investment in job creation.

The increase in the number of young people in the world is a challenge for many developing countries. In order to provide young people with the skills and knowledge they need to find work, there must be a significant investment in education and training. This is particularly true in developing countries, where the level of education is often low.

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- b. Concerns about the ENTIRE SYSTEM including hardware and software which you may install
1 2 3 4 5
- c. Concerns about the COST of Using EDI
1 2 3 4 5
- d. Network/Data SECURITY
1 2 3 4 5
- e. Software MAINTENANCE
1 2 3 4 5
- f. INTERNATIONAL EDI capabilities, that is, the ability to do business with people in other countries
1 2 3 4 5
- (e.i.) Are you doing any international trading now?
 yes no
- g. Changing BUSINESS PRACTICES, for example managing the change from paper forms to electronic forms
1 2 3 4 5
- h. RELIANCE on ONE VENDOR or Service
1 2 3 4 5
- i. VENDOR VIABILITY
1 2 3 4 5
- j. EDI STANDARDS and COMPATIBILITY
1 2 3 4 5
- k. OTHER CONCERNS? _____
1 2 3 4 5
- l. _____
1 2 3 4 5

THAT CONCLUDES OUR FORMAL INTERVIEW. Is there anything else you think we should consider in our report on electronic data interchange? Are there any colleagues at other companies we might call?

Name: _____ Phone: _____

Thank you very much for your help. Your comments are appreciated, and will help make our report most informative and valuable. We should have the executive summary out to you within 6-8 weeks. Can I verify your address and a little about your company?

[INTERVIEWER: COMPLETE COVER PAGE REGARDING SALES REVENUES, NUMBER OF EMPLOYEES AND INDUSTRY SECTOR.]

Thanks again.

INTERVIEWER: PLEASE EVALUATE THIS RESPONDENT:

- a. _____ very helpful b. _____ somewhat helpful c. _____ not helpful

