

Quantitative Email Survey Enquiry and Introduction – SEPA XML GENERATOR

Hi Joan,

I hope you are keeping well. Maybe if you can help.

Wondering if you have a spare couple of minutes to complete an online survey, around your knowledge and experience of SEPA XML Generators, the survey should only take 2 minutes.

I am undertaking a study on a piece of SEPA XML Generator software and looking at the user experience and needs of potential customers.

The analyses/survey is looking at the experience of users who are currently or previously used an SEPA XML Generator system or SEPA XML module of an Accounts package.

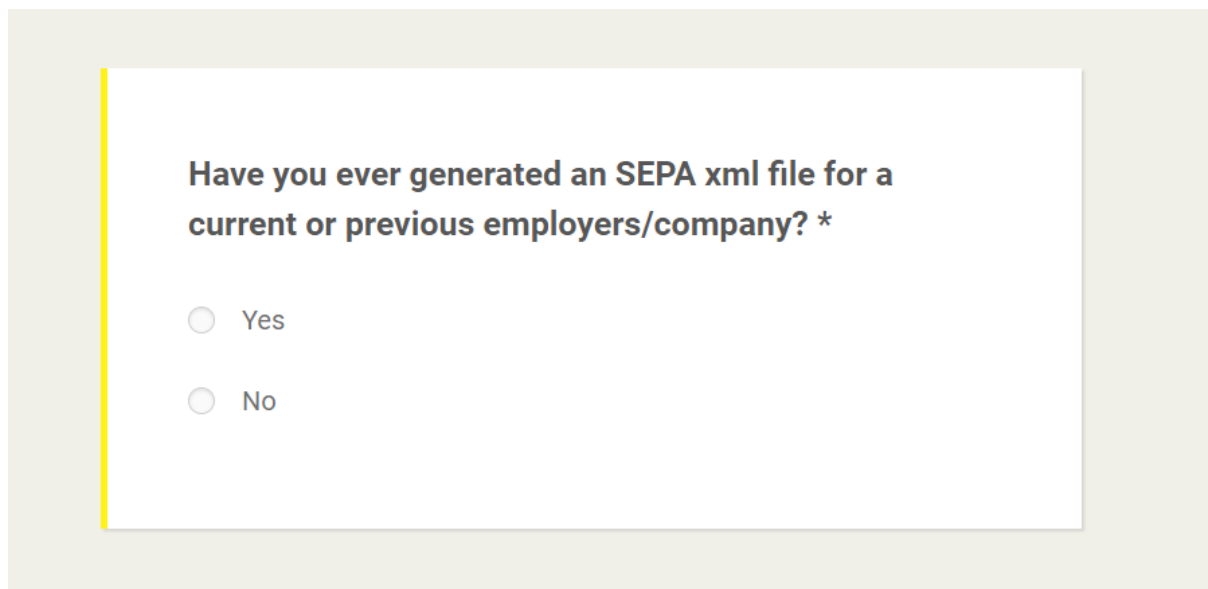
Here is the link to the survey:

<https://diarmuidhaughian.survey.fm/sepa-xml-generator>

Any questions, you can reach me on 086xxxxxx.

Regards,
Diarmuid.
086xxxxxx

Questionnaire Research – SEPA XML GENERATOR



Have you ever generated an SEPA xml file for a current or previous employers/company? *

Yes

No

Your Company Sector or Company Type: *

Your Job Role (or role when you undertook SEPA xml activities):

Company Size by Employee (s): *

- 1-10
- 11-50
- 51-100
- 101 or more

Does/did your company have an Account Package? *

Yes

No

Other:

If Yes, please state the Accounts Package

Is/was your SEPA xml Solution separate to the company Accounts Package *

Yes it was a part of the Accounts Package

No, it was a separate application

If No, please state your separate SEPA xml Solution

**If you use a separate SEPA xml Generator Application
– is it integrated with your company Accounts
Package? ***

- Yes
- No
- Don't know

How often do/did you use your SEPA XML Application or xml feature of your accounts package per month? *

- Once a month
- 2 to 10 times per month
- 11 to 50 times per month
- More than 51 times per month

Is your XML SEPA Generator Tool Web Based, Installed on a Local PC or Other? *

- Web Based
- Local PC
- Don't know

Other:

How did you learn to use the SEPA XML system you currently use or used in the past? *

- Self-Taught or Trial and Error
- Manuals
- Onsite Training
- Remote Training (eLearning)
- Online Videos (Company Videos Online)
- Telephone Support

How often per month does/did your SEPA xml files have errors which required accountancy reconciliation? *

- Never
- 1-5
- 6-10
- Greater than 10

How do you feel errors can be reduced?

How would you rate your experience with your SEPA XML Generator Application? *

- Very Poor
- Poor
- Average
- Good
- Excellent



Why did feel this way toward the application?

How would you rank the importance of security in terms of your banking data and that of your clients data on your SEPA xml system? *

- Not Very Important
- Important
- Very Important
- Extremely Important

Do you currently have any security concerns regarding your banking data and your clients banking data on your SEPA xml system? *

- No concerns
- Some Concerned
- Concerned
- Very Concerned

Where are your SEPA .xml files stored? *

- Locally on a PC
- Within the Application
- Both
- Don't know
- Other:



Are deleted/old SEPA XML files of importance from a security perspective? *

- Not Very Important
- Important
- Very Important
- Extremely Important

Is/was your SEPA XML system backed up? *

- Yes
- No
- Don't know

If yes, are they Onsite or Remotely backed up by you or your provider?

- Onsite
- Remotely
- Don't know



How important would taking a backup of your SEPA xml account be (including client details)? *

- Not Very Important
- Important
- Very Important
- Extremely Important



From an aesthetics perspective, how important would you rate the following - Your company colours used within the backend *

- Not Very Important
- Important
- Very Important
- Extremely Important

From an user experience perspective, how important would you rate the following: User information guides to aid the XML generation process *

- Not Very Important
- Important
- Very Important
- Extremely Important

From a user experience perspective, how important would you rate the following: Verification Popups around debit dates, amount confirmation, debit totals, list of debit companies on an xml file, etc. *

- Not Very Important
- Important
- Very Important
- Extremely Important

What improvements, if any, would you like to see implemented to your current SEPA XML Solution?

FINISH SURVEY