

# COMMUNITY SURVEY ON ICT USAGE AND E-COMMERCE IN ENTERPRISES

## 2013

### Questionnaire

(Questions relating to the Benchmarking Framework 2011-2015 are marked with an asterisk \*)

<b>Module A: Use of computers and computer networks</b> (Scope: all enterprises)								
<b>A1.</b>	<b>Did your enterprise use computers, in January 2013?</b> (Filter question)  Computers include Personal Computers, nettops, portable computers (e.g. laptops, notebooks, netbooks, tablets), other portable devices like Smartphones, Personal Digital Assistants (PDA)	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; text-align: center; padding: 5px;">Yes <input type="checkbox"/></td> <td style="width: 50%; text-align: center; padding: 5px;">No <input type="checkbox"/> -&gt; go to X1</td> </tr> </table>	Yes <input type="checkbox"/>	No <input type="checkbox"/> -> go to X1				
Yes <input type="checkbox"/>	No <input type="checkbox"/> -> go to X1							
<b>A2.</b>	<b>How many persons employed used computers at least once a week, in January 2013?</b> <b>- Optional</b>  If you can't provide this value, <b>Please indicate an estimate of the percentage of the total number of persons employed who used computers at least once a week, in January 2013. – Optional</b>	<table style="width: 100%; border: none;"> <tr> <td style="border: 1px solid black; text-align: center; padding: 5px; width: 150px;">(Number)</td> </tr> <tr> <td style="border: none; padding: 5px;"> <table style="width: 100%; border: none;"> <tr> <td style="border: 1px solid black; width: 30px; height: 20px; display: inline-block;"></td> <td style="border: 1px solid black; width: 30px; height: 20px; display: inline-block;"></td> <td style="border: 1px solid black; width: 30px; height: 20px; display: inline-block;"></td> <td style="border: none; padding: 0 5px;">%</td> </tr> </table> </td> </tr> </table>	(Number)	<table style="width: 100%; border: none;"> <tr> <td style="border: 1px solid black; width: 30px; height: 20px; display: inline-block;"></td> <td style="border: 1px solid black; width: 30px; height: 20px; display: inline-block;"></td> <td style="border: 1px solid black; width: 30px; height: 20px; display: inline-block;"></td> <td style="border: none; padding: 0 5px;">%</td> </tr> </table>				%
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			%					
<b>A3.</b>	<b>In January 2013, did any persons employed have remote access to the enterprise's e-mail system, documents or applications (via fixed, mobile or wireless connection to the Internet)?</b> <b>-Optional</b>	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; text-align: center; padding: 5px;">Yes <input type="checkbox"/></td> <td style="width: 50%; text-align: center; padding: 5px;">No <input type="checkbox"/></td> </tr> </table>	Yes <input type="checkbox"/>	No <input type="checkbox"/>				
Yes <input type="checkbox"/>	No <input type="checkbox"/>							

Module B: Access and use of the Internet		
(Scope: enterprises with Computers)		
<b>B1.</b>	<b>Did your enterprise have access to the Internet, in January 2013?</b> (Filter question)	Yes <input type="checkbox"/> No <input type="checkbox"/> -> go to C1
<b>B2.</b>	<b>Did your enterprise have the following types of external connection to the Internet, in January 2013?</b>	
		Yes      No
* <sup>1</sup>	a) DSL connection e.g. xDSL, ADSL, SDSL, VDSL etc	<input type="checkbox"/> <input type="checkbox"/>
*	b) Other fixed broadband Internet connection e.g. fiber optics technology (FTTH), cable technology, etc (add national examples for public Wi-Fi, WiMax, etc)	<input type="checkbox"/> <input type="checkbox"/>
	c) ISDN connection or dial-up access over normal telephone line	<input type="checkbox"/> <input type="checkbox"/>
*	d) <sup>(2)</sup> <b>Mobile broadband</b> connection via a portable device using mobile telephone networks (so called 3G or 4G) e.g. via a portable computer or other portable devices like Smartphone, PDA phone	<input type="checkbox"/> <input type="checkbox"/>
	d1) via <b>portable computer</b> using mobile telephone networks (so called 3G or 4G) e.g. notebook, netbook, laptop, Ultra Mobile PC-UMPC, tablet, etc <b>- Optional</b>	<input type="checkbox"/> <input type="checkbox"/>
	d2) via <b>other portable devices</b> like Smartphone, PDA phone using mobile telephone networks (so called 3G or 4G) <b>- Optional</b>	<input type="checkbox"/> <input type="checkbox"/>
	e) Other <b>mobile</b> connection using e.g. analogue mobile phone, GSM, GPRS, EDGE	<input type="checkbox"/> <input type="checkbox"/>
<b>B3.</b>	<b>What was the maximum contracted download speed of the fastest Internet connection of your enterprise, in January 2013?</b> (Tick only one)	
	a) less than 2 Mbit/s	<input type="checkbox"/>
	b) at least 2 but less than 10 Mbit/s	<input type="checkbox"/>
	c) at least 10 but less than 30 Mbit/s	<input type="checkbox"/>
	d) at least 30 but less than 100 Mbit/s	<input type="checkbox"/>
	e) at least 100 Mbit/s	<input type="checkbox"/>
<b>B4.</b> <sup>*3</sup>	<b>How many persons employed used computers with access to the World Wide Web at least once a week, in January 2013?</b>  If you can't provide this value, <b>Please indicate an estimate of the percentage of the total number of persons employed who used computers with access to the World Wide Web at least once a week, during January 2013.</b>  Computers include Personal Computers, nettops, portable computers (e.g. laptops, notebooks, netbooks, tablets), other portable devices like Smartphone, PDA phone.	<div style="border: 1px solid black; padding: 5px; width: 100px; margin-bottom: 10px;">(Number)</div> <div style="display: flex; align-items: center;"> <div style="border: 1px solid black; width: 30px; height: 30px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 30px; height: 30px; margin-right: 5px;"></div> <div style="border: 1px solid black; width: 30px; height: 30px; margin-right: 5px;"></div> <div style="margin-left: 5px;">%</div> </div>

<sup>1</sup> For indicator B11 of the benchmarking framework - annual

<sup>2</sup> Optional questions B2 d1), B2 d2) should start with "Mobile connection via ..." when used without B2d)

<sup>3</sup> For indicator B10 of the benchmarking framework – annual

Mobile connection to the Internet for business use		
<p>A mobile connection to the Internet means the usage of portable devices connecting to the Internet for business use through mobile telephone networks. Enterprises provide portable devices and pay for all or at least up to a limit, the subscription and the use costs.</p>		
<p><b>B5.</b> *4</p> <p><b>In January 2013, did any persons employed have <u>portable devices</u> provided by the enterprise, that allowed a mobile connection to the Internet for business use?</b></p> <p><i>Tick 'No' if the devices allowed Internet connection <u>only</u> via wireless networks (i.e. local wireless networks or public hotspots such as [add national examples of Wi-Fi hotspots, hotzones e.g. HotCity for Luxembourg]) and not via mobile telephone networks</i> (filter question) (e.g. portable computers or other portable devices like Smartphone, PDA phone)</p>	<p>Yes <input type="checkbox"/></p>	<p>No <input type="checkbox"/> -&gt; go to B7</p>
<p><b>B6.</b> *5</p> <p><b>In January 2013, how many persons employed had a <u>portable device</u> provided by the enterprise, that allowed a mobile connection to the Internet for business use?</b> (e.g. portable computers or other portable devices like Smartphone, PDA phone)</p> <p>If you can't provide this value, <b>Please indicate an estimate of the percentage of the total number of persons employed who had a <u>portable device</u> provided by the enterprise, that allowed a mobile connection to the Internet for business use, in January 2013?</b> (e.g. portable computers or other portable devices like Smartphone, PDA phone)</p>	<p>(Number)</p> <p><input type="text"/> <input type="text"/> <input type="text"/> %</p>	

Use of a Website or Home Page																										
<p><b>B7.</b></p> <p><b>In January 2013, did your enterprise have a Website or Home Page?</b> (Filter question)</p>	<p>Yes <input type="checkbox"/></p>	<p>No <input type="checkbox"/> -&gt; go to B9</p>																								
<p><b>B8.</b></p> <p><b>In January 2013, did the Website or Home Page have any of the following?</b></p>	<table border="1"> <thead> <tr> <th></th> <th>Yes</th> <th>No</th> </tr> </thead> <tbody> <tr> <td>*6 a) Online ordering or reservation or booking, e.g. shopping cart</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>b) A privacy policy statement, a privacy seal or certification related to website safety</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>c) Product catalogues or price lists</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>d) Order tracking available on line</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>e) Possibility for visitors to customise or design the products</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>f) Personalised content in the website for regular/repeated visitors</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>g) Advertisement of open job positions or online job application</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </tbody> </table>			Yes	No	*6 a) Online ordering or reservation or booking, e.g. shopping cart	<input type="checkbox"/>	<input type="checkbox"/>	b) A privacy policy statement, a privacy seal or certification related to website safety	<input type="checkbox"/>	<input type="checkbox"/>	c) Product catalogues or price lists	<input type="checkbox"/>	<input type="checkbox"/>	d) Order tracking available on line	<input type="checkbox"/>	<input type="checkbox"/>	e) Possibility for visitors to customise or design the products	<input type="checkbox"/>	<input type="checkbox"/>	f) Personalised content in the website for regular/repeated visitors	<input type="checkbox"/>	<input type="checkbox"/>	g) Advertisement of open job positions or online job application	<input type="checkbox"/>	<input type="checkbox"/>
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<p><b>- Optional</b></p>																										

<sup>4</sup> For indicator B12 of the benchmarking framework - annual

<sup>5</sup> For indicator B13 of the benchmarking framework - annual

<sup>6</sup> For indicator D7 of the benchmarking framework - annual

Use of the Internet in contact with public authorities				
<p><b>Public authorities</b> refer to both public services and administration activities, e.g. tax, customs, business registration, social security, public health, environment or commune administrations. <i>(please add national examples).</i></p> <p><b>Public authorities</b> can be at local, regional or national level.</p>				
B9. *7	<p><b>During 2012, did your enterprise use the Internet for interaction with public authorities to:</b> (excluding any interaction via e-mails)</p>		Yes	No
	a) obtain information from public authorities' websites or home pages?	<input type="checkbox"/>	<input type="checkbox"/>	
	b) obtain forms from public authorities' websites or home pages? e.g. tax declaration	<input type="checkbox"/>	<input type="checkbox"/>	
	c) submit completed forms electronically? e.g. forms for customs or VAT declaration	<input type="checkbox"/>	<input type="checkbox"/>	
	d) declare <b>VAT</b> completely electronically without the need for paper work? (including electronic payment, if required)	<input type="checkbox"/>	<input type="checkbox"/>	
	e) declare <b>social contributions</b> completely electronically without the need for paper work? (including electronic payment, if required)	<input type="checkbox"/>	<input type="checkbox"/>	
<p><b>Public electronic Procurement</b> refers to the use of the Internet by enterprises to offer goods or services to public authorities at national level or in other EU countries. The eProcurement process is based on a number of stages from the notification process (online availability of procurement notices and tender specifications) through <b>tendering</b>, awarding, to payment.</p> <p><b>eTendering</b> is the stage of an eProcurement process dealing with the preparation and submission of tenders or proposals online; this includes bids submitted through open, restricted, or negotiated procedures, as well as Framework Agreements and Dynamic Purchasing Systems (DPS). <b>Submission of bids by e-mail is excluded.</b></p>				
B10. *8	<p><b>During 2012, did your enterprise use the Internet for accessing tender documents and specifications in electronic procurement systems of public authorities?</b></p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
B11. *	<p><b>During 2012, did your enterprise use the Internet for offering goods or services in public authorities' electronic procurement systems (eTendering)?</b></p>		Yes	No
	a) in your own country	<input type="checkbox"/>	<input type="checkbox"/>	
	b) in other EU countries	<input type="checkbox"/>	<input type="checkbox"/>	

<sup>7</sup> For indicator E3 of the benchmarking framework

<sup>8</sup> For indicator E3 of the benchmarking framework

Use of Social Media		
<p>Use of Social Media refers to the enterprise's use of applications based on Internet technology or communication platforms for connecting, creating and exchanging content online, with customers, suppliers, or partners, or within the enterprise.</p> <p>- Enterprises <u>using</u> social media are considered those that have a user profile, an account or a user license <i>depending on the requirements and the type of the social media</i>.</p>		
<b>B12.</b> In January 2013, did your enterprise use any of the following social media? <i>(add national examples; replace existing examples if necessary)</i>	Yes	No
a) Social networks (e.g. Facebook, LinkedIn, Xing, Viadeo, Yammer, etc)	<input type="checkbox"/>	<input type="checkbox"/>
b) Enterprise's blog or microblogs (e.g. Twitter, Present.ly, etc)	<input type="checkbox"/>	<input type="checkbox"/>
c) Multimedia content sharing websites (e.g. YouTube, Flickr, Picassa, SlideShare, etc)	<input type="checkbox"/>	<input type="checkbox"/>
d) Wiki based knowledge sharing tools	<input type="checkbox"/>	<input type="checkbox"/>
e) The enterprise <u>did not</u> use any of the above mentioned social media <u>or</u> used them <u>only</u> for posting <u>paid adverts</u>	<input type="checkbox"/> > go to C1	
<b>B13.</b> In January 2013, did your enterprise use social media to:	Yes	No
a) Develop the enterprise's image or market products (e.g. advertising or launching products, etc)	<input type="checkbox"/>	<input type="checkbox"/>
b) Obtain or respond to <u>customer</u> opinions, reviews, questions	<input type="checkbox"/>	<input type="checkbox"/>
c) Involve <u>customers</u> in development or innovation of goods or services	<input type="checkbox"/>	<input type="checkbox"/>
d) Collaborate with <u>business partners</u> (e.g. suppliers, etc.) or <u>other organisations</u> (e.g. public authorities, non governmental organisations, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
e) Recruit employees	<input type="checkbox"/>	<input type="checkbox"/>
f) Exchange views, opinions or knowledge <u>within</u> the enterprise	<input type="checkbox"/>	<input type="checkbox"/>
<b>B14.</b> In January 2013, did your enterprise have a formal policy for using social media? (e.g. objectives, rules, procedures, etc)	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Module C: Electronic invoicing							
(Scope: enterprises with Computers)							
<p>An electronic invoice is an electronic transaction document that contains billing information.</p> <p>Two different types of electronic invoices are distinguished:</p> <ul style="list-style-type: none"> <li>- e-invoices are electronic invoices in a <b>standard structure (suitable for automatic processing) that may be processed automatically</b>. They may be directly exchanged between suppliers and customers, via service operators or via an electronic banking system.</li> <li>- Invoices in electronic format not suitable for automatic processing.</li> </ul>							
C1. *9	In January 2013, did your enterprise <b>send</b> electronic invoices?						
	Yes	No					
	<table border="1"> <tr> <td>a) e-invoices in a standard structure suitable for automatic processing e.g. EDI, UBL, XML, <i>(please add national examples)</i></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>b) Electronic invoices <b>not</b> suitable for automatic processing e.g. emails, email attachment in PDF format</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table>		a) e-invoices in a standard structure suitable for automatic processing e.g. EDI, UBL, XML, <i>(please add national examples)</i>	<input type="checkbox"/>	<input type="checkbox"/>	b) Electronic invoices <b>not</b> suitable for automatic processing e.g. emails, email attachment in PDF format	<input type="checkbox"/>
a) e-invoices in a standard structure suitable for automatic processing e.g. EDI, UBL, XML, <i>(please add national examples)</i>	<input type="checkbox"/>	<input type="checkbox"/>					
b) Electronic invoices <b>not</b> suitable for automatic processing e.g. emails, email attachment in PDF format	<input type="checkbox"/>	<input type="checkbox"/>					
C2. *10	In January 2013, did your enterprise <b>receive</b> e-invoices in a standard structure suitable for automatic processing? e.g. EDI, UBL, XML, <i>(please add national examples)</i>						
	Yes <input type="checkbox"/>	No <input type="checkbox"/>					

Module D: Automatic share of information within the enterprise								
(Scope: enterprises with Computers)								
An ERP (Enterprise Resource Planning) is a software package used to manage resources by sharing information among different functional areas (e.g. accounting, planning, production, marketing, etc)								
D1. *11	In January 2013, did your enterprise use an ERP software package?							
	Yes <input type="checkbox"/>	No <input type="checkbox"/>						
CRM (Customer Relationship Management) refers to any software application for managing information about business' customers								
D2. *12	In January 2013, did your enterprise use CRM software to manage: <b>- Optional</b>							
	Yes	No						
	<table border="1"> <tr> <td>a) the collection, storing and making available information about customers to various business functions</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>(*) b) the analysis of information about customers for marketing purposes. (e.g. setting prices, sales promotion, choosing distribution channels, etc.)</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table>		a) the collection, storing and making available information about customers to various business functions	<input type="checkbox"/>	<input type="checkbox"/>	(*) b) the analysis of information about customers for marketing purposes. (e.g. setting prices, sales promotion, choosing distribution channels, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
a) the collection, storing and making available information about customers to various business functions	<input type="checkbox"/>	<input type="checkbox"/>						
(*) b) the analysis of information about customers for marketing purposes. (e.g. setting prices, sales promotion, choosing distribution channels, etc.)	<input type="checkbox"/>	<input type="checkbox"/>						

<sup>9</sup> For indicator D5 of the benchmarking framework

<sup>10</sup> For indicator D5 of the benchmarking framework

<sup>11</sup> For indicator D1 of the benchmarking framework

<sup>12</sup> For indicator D8 of the benchmarking framework (biennial 2012, optional in 2013 )

Module E: e-Commerce			
(Scope: enterprises outside the financial sector with Computers)			
An <b>e-Commerce transaction</b> is the sale or purchase of goods or services conducted over computer networks by methods specifically designed for the purpose of receiving or placing of orders. The goods or services are ordered by those methods, but the payment and the ultimate delivery of the goods or services do not have to be conducted online. e-Commerce transactions <b>exclude</b> orders made by manually typed e-mail messages.			
e-Commerce Sales			
Web sales			
Web sales are sales made via an online store (web shop) or via web forms on your enterprise's website or extranet, regardless of how the web is accessed (computer, laptop, mobile phone ...).			
E1. *13	During 2012, did your enterprise <i>receive</i> orders for goods or services placed via a website? (excluding manually typed e-mails) (Filter question)	Yes <input type="checkbox"/>	No <input type="checkbox"/> -> go to E5
E2. *14	Please state the value of the turnover resulting from orders <i>received</i> that were placed via a website (in monetary terms, excluding VAT), in 2012.  If you can't provide this value, Please indicate an estimate of the percentage of the total turnover resulting from orders <i>received</i> that were placed via a website, in 2012.	(National currency) _____  ____ %	
E3. *15	In 2012, did your enterprise <i>receive</i> orders placed via a website by customers located in the following geographic areas?	Yes	No
	a) Own country	<input type="checkbox"/>	<input type="checkbox"/>
	b) Other EU countries	<input type="checkbox"/>	<input type="checkbox"/>
	c) Rest of the world	<input type="checkbox"/>	<input type="checkbox"/>
E4.	Please provide a percentage breakdown of the turnover from orders <i>received</i> that were placed via a website in 2012 by type of customer (estimates in percentage of the monetary values, excluding VAT)		
	a) <b>B2C</b> (Sales to private consumers)	____ %	
	b) <b>B2B</b> (Sales to other enterprises) and <b>B2G</b> (Sales to public authorities)	____ %	
	c) <b>TOTAL</b>	1 0 0 %	
E5.	Did any of the following obstacles limit or prevent your enterprise from selling via a website? (16)		
		Yes, I agree	No, I disagree
	a) The enterprise's goods or services were not suitable for web sales	<input type="checkbox"/>	<input type="checkbox"/>
	b) Problems in web sales related to logistics (shipping of goods or delivery of services)	<input type="checkbox"/>	<input type="checkbox"/>
	c) Problems in web sales related to payments	<input type="checkbox"/>	<input type="checkbox"/>
	d) Problems in web sales related to ICT security or data protection	<input type="checkbox"/>	<input type="checkbox"/>
	e) Problems in web sales related to the legal framework	<input type="checkbox"/>	<input type="checkbox"/>
	f) The cost of introducing web sales was, or would have been, too high compared to the benefits	<input type="checkbox"/>	<input type="checkbox"/>

<sup>13</sup> For indicators D10, D11 of the benchmarking framework

<sup>14</sup> For indicator D9 of the benchmarking framework

<sup>15</sup> For indicator D12 of the benchmarking framework (biennial - 2013)

<sup>16</sup> Please note that respondents go through E5 by responding either "Yes" or "No" to E1

## EDI-type sales

**EDI-type sales** are sales made via EDI-type messages (EDI: Electronic Data interchange) meaning:

- in an agreed or standard format which allows their automatic processing (e.g. EDIFACT, UBL, XML,...)
- without the individual messages being typed manually

<b>E6.</b> *17	<b>During 2012, did your enterprise <i>receive</i> orders for goods or services placed via EDI-type messages?</b> (Filter question)	Yes <input type="checkbox"/>	No <input type="checkbox"/> -> go to E9
<b>E7.</b> *18	<p><b>Please state the value of the turnover resulting from orders <i>received</i> that were placed via EDI-type messages (in monetary terms, excluding VAT), in 2012.</b></p> <p style="text-align: right;">(National currency)</p> <p>_____</p> <p>If you can't provide this value,</p> <p><b>Please indicate an estimate of the percentage of the total turnover resulting from orders <i>received</i> that were placed via EDI-type messages, in 2012.</b></p> <p style="text-align: right;">___ ___ ___ %</p>		

<b>E8.</b> *19	<b>In 2012, did your enterprise <i>receive</i> orders placed via EDI-type messages by customers located in the following geographic areas?</b>		
		Yes	No
	a) Own country	<input type="checkbox"/>	<input type="checkbox"/>
	b) Other EU countries	<input type="checkbox"/>	<input type="checkbox"/>
	c) Rest of the world	<input type="checkbox"/>	<input type="checkbox"/>

<sup>17</sup> For indicator D10, D11, D3 of the benchmarking framework

<sup>18</sup> For indicator D9 of the benchmarking framework

<sup>19</sup> For indicator D12 of the benchmarking framework (biennial - 2013)



e-Commerce Purchases			
<b>e-Commerce Purchases</b> are purchases made via any of the following ways: <ul style="list-style-type: none"> <li>– via an online store (web shop) or via web forms on a website or an extranet of another enterprise, or</li> <li>– via EDI-type messages (EDI: Electronic Data Interchange) which means messages in an agreed or standard format allowing their automatic processing (e.g. EDIFACT, UBL, XML etc.) without the individual messages being typed manually.</li> <li>– Purchases of goods or services include the value of all goods and services purchased during the accounting period for resale or consumption in the production process, <u>excluding</u> capital goods the consumption of which is registered as consumption of fixed capital.</li> </ul>			
E9. *20	During 2012, did your enterprise send orders for goods or services via a website or EDI-type messages? (Excluding manually typed e-mails)	Yes <input type="checkbox"/>	No <input type="checkbox"/> -> go to X1
E10.	During 2012, did your enterprise <i>place</i> orders for goods or services via a website? <i>-Optional</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
E11. *21	During 2012, did your enterprise <i>place</i> orders for goods or services via EDI-type messages? <i>-Optional</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
E12. *22	Please indicate for 2012 the value of orders that were sent electronically in relation to the total purchases' value (in monetary terms, excluding VAT) <i>-Optional</i>		
	Less than 1%	<input type="checkbox"/>	
	1% or more and less than 5%	<input type="checkbox"/>	
	5% or more and less than 10%	<input type="checkbox"/>	
	10% or more and less than 25%	<input type="checkbox"/>	
	25% or more and less than 50%	<input type="checkbox"/>	
	50% or more and less than 75%	<input type="checkbox"/>	
	75% or more	<input type="checkbox"/>	
<i>Alternative Question</i>  Please state the value of the purchases resulted from orders <i>placed</i> electronically (in monetary terms, excluding VAT), in 2012. <span style="float: right;">(National Currency)</span> <i>-Optional</i>  If you can't provide this value Please provide an estimate of the percentage of the total purchases that resulted from orders <i>placed</i> electronically, in 2012. <span style="float: right;">___ ___ %</span> <i>-Optional</i>			

E13. *23	In 2012, did your enterprise <i>place</i> orders via a website or EDI-type messages to suppliers located in the following geographic areas? <i>-Optional</i>		
		Yes	No
	a) Own country	<input type="checkbox"/>	<input type="checkbox"/>
	b) Other EU countries	<input type="checkbox"/>	<input type="checkbox"/>
	c) Rest of the world	<input type="checkbox"/>	<input type="checkbox"/>

<sup>20</sup> For indicator D11 of the benchmarking framework

<sup>21</sup> For indicators D3 and D4 of the benchmarking framework

<sup>22</sup> For indicator D11 of the benchmarking framework

<sup>23</sup> For indicator D12 of the benchmarking framework (optional biennial - 2013)

<b>Module X: Background information<sup>*24</sup></b> (X1-X4) available in some countries from SBS, the business register or administrative data and thus not to be included; latest available information should be provided		
<b>X1.</b>	<b>Main economic activity of the enterprise, during 2012</b>	
<b>X2.</b>	<b>Average number of persons employed, during 2012</b>	
<b>X3.</b>	<b>Total purchases of goods and services (in value terms, excluding VAT), for 2012</b> <b>- <i>Optional / conditional</i></b>	
<b>X4.</b>	<b>Total turnover (in value terms, excluding VAT), for 2012</b>	

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<sup>24</sup> For background information of the benchmarking framework

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