

COMMUNITY SURVEY ON ICT USAGE AND E-COMMERCE IN ENTERPRISES

2015

Questionnaire

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

Module A: Use of computers (Scope: all enterprises)		
A1.	Does your enterprise use computers? (Filter question) Computers include Personal Computers, portable computers, tablets, other portable devices such as Smartphones.	<div style="display: flex; justify-content: space-around;"> Yes <input type="checkbox"/> No <input type="checkbox"/> ->go to X1 </div>
A2.	How many persons employed use computers for business purposes? - Optional If you can't provide this value, Please indicate an estimate of the percentage of the total number of persons employed who use computers for business purposes. - Optional	<div style="border: 1px solid black; width: 150px; height: 30px; margin: 0 auto; text-align: center; padding: 2px;">(Number)</div> <div style="margin-top: 20px;"> <div style="border: 1px solid black; width: 100px; height: 20px; display: flex; justify-content: space-between;"> </div> % </div>

Module B: ICT specialists and skills (Scope: enterprises with computers)			
B1.	Does your enterprise employ ICT specialists? ICT specialists are employees for whom ICT is the main job . For example, to develop, operate or maintain ICT systems or applications.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
B2.	Did your enterprise provide any type of training to develop ICT related skills of the persons employed, during 2014?	Yes	No
	a) Training for ICT specialists <i>Tick "No" if your enterprise didn't employ ICT specialists during 2014.</i>	<input type="checkbox"/>	<input type="checkbox"/>
	b) Training for other persons employed	<input type="checkbox"/>	<input type="checkbox"/>
B3.	Did your enterprise recruit or try to recruit ICT specialists, during 2014? (Filter question)	Yes <input type="checkbox"/>	No <input type="checkbox"/> ->go to B5
B4.	During 2014, did your enterprise have vacancies for ICT specialists that were difficult to fill?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
B5.	Please indicate who mainly performed the following ICT functions of your enterprise in 2014:	Mainly own employees incl. those employed in parent or affiliate enterprises	Mainly external supplier
	a) Maintenance of ICT infrastructure (servers, computers, printers, networks)	<input type="checkbox"/>	<input type="checkbox"/>
	b) Support for office software (e.g. word processors, spreadsheets, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
	c) Development of business management software/systems (e.g. ERP - Enterprise Resource planning used to	<input type="checkbox"/>	<input type="checkbox"/>

manage resources by sharing information among different functional areas such as accounting, planning, production, marketing; CRM software application for managing information about customers; Human Resources information management, databases)			
d) Support for business management software/systems (e.g. ERP, CRM, HR, databases)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Development of web solutions (e.g. websites, e-commerce solutions)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Support for web solutions (e.g. websites, e-commerce solutions)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Security and data protection (e.g. security testing, security software)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Module C: Access and use of the internet	
(Scope: enterprises with computers)	
C1. (Filter question)	<div>Does your enterprise have access to the internet?</div> <div>Yes <input type="checkbox"/> No <input type="checkbox"/></div> <div>->go to E1¹</div>
C2. *2 <div>How many persons employed use computers with access to the internet for business purposes?</div> <div>(Number)</div> <div>If you can't provide this value,</div> <div>Please indicate an estimate of the percentage of the total number of persons employed who use computers with access to the internet for business purposes.</div> <div>Computers include Personal Computers, portable computers, tablets, other portable devices such as Smartphones.</div>	<div><input type="text"/></div> <div><input type="text"/><input type="text"/><input type="text"/> %</div>

Use of a fixed broadband connection to the internet for business purposes											
C3. *3	<div>Does your enterprise use DSL or any other type of fixed broadband connection to the internet? (e.g. ADSL, SDSL, VDSL, fiber optics technology (FTTH), cable technology, etc.)</div> <div>(add national examples for public Wi-Fi, WiMax, etc)</div> <div>(Filter question)</div> <div>Yes <input type="checkbox"/> No <input type="checkbox"/></div> <div>->go to C5</div>										
C4.	<div>What is the maximum contracted download speed of the fastest fixed internet connection of your enterprise?</div> <div>(Tick only one)</div> <table border="1"> <tr> <td>a) less than 2 Mbit/s</td> <td><input type="checkbox"/></td> </tr> <tr> <td>b) at least 2 but less than 10 Mbit/s</td> <td><input type="checkbox"/></td> </tr> <tr> <td>c) at least 10 but less than 30 Mbit/s</td> <td><input type="checkbox"/></td> </tr> <tr> <td>d) at least 30 but less than 100 Mbit/s</td> <td><input type="checkbox"/></td> </tr> <tr> <td>e) at least 100 Mbit/s</td> <td><input type="checkbox"/></td> </tr> </table>	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"/>
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"/>										

¹ Routing to E1. Module D: Use of cloud computing services is only for enterprises with C1=Yes i.e. enterprises with access to the internet. Module D is optional.

² For indicator B10 of the benchmarking framework – annual

³ For indicator B11 of the benchmarking framework - annual

Use of a mobile connection to the internet for business purposes			
<p>A mobile connection to the internet means the usage of portable devices connecting to the internet through mobile telephone networks for business purposes. Enterprises provide portable devices and pay for all or at least up to a limit, the subscription and the use costs.</p>			
C5. *4	<p>Does your enterprise use a <u>mobile broadband</u> connection to the internet <u>via a portable device</u> using mobile telephone networks (3G or 4G)?</p> <p>e.g. via portable computers or other portable devices such as Smartphones</p>	<p>Yes <input type="checkbox"/></p>	<p>No <input type="checkbox"/></p>
C6. *5	<p>Does your enterprise use a <u>mobile broadband</u> connection to the internet via the following <u>portable devices</u>?</p> <p>- Optional</p>	<p>Yes</p>	<p>No</p>
	<p>a) via portable computer using mobile telephone networks (3G or 4G) e.g. notebook, netbook, laptop, tablet, etc.</p> <p>- Optional</p>	<p><input type="checkbox"/></p>	<p><input type="checkbox"/></p>
	<p>b) via other portable devices such as Smartphones, using mobile telephone networks (3G or 4G)</p> <p>- Optional</p>	<p><input type="checkbox"/></p>	<p><input type="checkbox"/></p>
C7. *6*7	<p>How many persons employed use a <u>portable device</u> provided by the enterprise, that allows internet connection via mobile telephone networks, for business purposes? (e.g. portable computers, tablets or other portable devices such as Smartphones)</p> <p>If you can't provide this value,</p> <p>Please indicate an estimate of the percentage of the total number of persons employed who use a <u>portable device</u> provided by the enterprise, that allows internet connection via mobile telephone networks, for business purposes? (e.g. portable computers, tablets or other portable devices such as Smartphones)</p>	<p>(Number)</p> <p><input type="text"/></p> <p><input type="text"/><input type="text"/><input type="text"/><input type="text"/> %</p>	
Use of a Website			
C8.	<p>Does your enterprise have a Website? (Filter question)</p>	<p>Yes <input type="checkbox"/></p>	<p>No <input type="checkbox"/> ->go to C10</p>
C9.	<p>Does the Website have any of the following?</p>	<p>Yes</p>	<p>No</p>
	a) Description of goods or services, price lists	<input type="checkbox"/>	<input type="checkbox"/>
	*8 b) Online ordering or reservation or booking, e.g. shopping cart	<input type="checkbox"/>	<input type="checkbox"/>
	c) Possibility for visitors to customise or design online goods or services	<input type="checkbox"/>	<input type="checkbox"/>
	d) Tracking or status of orders placed	<input type="checkbox"/>	<input type="checkbox"/>
	e) Personalised content in the website for regular/recurrent visitors	<input type="checkbox"/>	<input type="checkbox"/>
	f) Links or references to the enterprise's social media profiles	<input type="checkbox"/>	<input type="checkbox"/>
	g) A privacy policy statement, a privacy seal or a website safety certificate - Optional	<input type="checkbox"/>	<input type="checkbox"/>
	h) Advertisement of open job positions or online job application - Optional	<input type="checkbox"/>	<input type="checkbox"/>

⁴ For indicator B11 of the benchmarking framework - annual

⁵ For indicator B11 of the benchmarking framework - annual

⁶ For indicator B12 of the benchmarking framework - annual

⁷ For indicator B13 of the benchmarking framework - annual

⁸ For indicator D7 of the benchmarking framework - annual

Use of Social Media		
Enterprises using social media are considered those that have a user profile, an account or a user licence depending on the requirements and the type of the social media.		
C10. Does your enterprise use any of the following social media? (not solely used for paid adverts) <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, Picasa, SlideShare, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
d) Wiki based knowledge sharing tools	<input type="checkbox"/>	<input type="checkbox"/>

The following question (C11) should only be answered if any of the above social media is used (i.e. C10 has at least one "Yes").

C11. Does your enterprise use any of the above mentioned 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"/>

Other use of the internet		
C12. Do any persons employed have remote access to the enterprise's e-mail system, documents or applications? <i>- Optional</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
C13. Does your enterprise pay to advertise on the internet? (e.g. adverts on search engines, on social media, on other websites, etc.) <i>- Optional</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Module D: Use of cloud computing services

(Scope: enterprises with access to the internet)

- Optional

Cloud computing refers to **ICT services** that are used **over the internet** to access software, computing power, storage capacity etc.;

where the services have all of the following characteristics:

- are delivered from **servers** of service providers
- can be easily **scaled** up or down (e.g. number of users or change of storage capacity)
- can be used **on-demand by the user**, at least after the initial set up (without human interaction with the service provider)
- are **paid** for, either per user, by capacity used, or they are pre-paid

Cloud computing may include connections via Virtual Private Networks (VPN).

D1.	Does your enterprise buy any cloud computing services used over the internet? (Please refer to the definition of cloud computing above, exclude free of charge services.) (Filter question) – Optional	Yes <input type="checkbox"/>	No <input type="checkbox"/> ->go to E1
D2.	Does your enterprise buy any of the following cloud computing services used over the internet? (Please refer to the definition of cloud computing above, exclude free of charge services.) - Optional	Yes	No
	a) E-mail (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>
	b) Office software (e.g. word processors, spreadsheets, etc.) (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>
	c) Hosting the enterprise's database(s) (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>
	d) Storage of files (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>
	e) Finance or accounting software applications (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>
	f) Customer Relationship Management (CRM, software application for managing information about customers) (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>
	g) Computing power to run the enterprise's own software (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>
D3.	Does your enterprise buy any cloud computing services delivered from: (Please refer to the definition of cloud computing above, exclude free of charge services.) - Optional	Yes	No
	a) shared servers of service providers	<input type="checkbox"/>	<input type="checkbox"/>
	b) servers of service providers exclusively reserved for your enterprise	<input type="checkbox"/>	<input type="checkbox"/>

Module E: Sharing of information electronically 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.)		
E1. *9	Does 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 customers		
E2. *10	Does your enterprise use CRM software to manage:	Yes No
	a) the collection, storing and making available information on customers to various business functions	<input type="checkbox"/> <input type="checkbox"/>
	(*) b) the analysis of information on customers for marketing purposes. (e.g. setting prices, sales promotion, choosing distribution channels, etc.)	<input type="checkbox"/> <input type="checkbox"/>

Module F: Sharing Supply Chain Management Information electronically		
(Scope: enterprises with computers)		
Sharing information electronically on Supply Chain Management means exchanging all types of information with suppliers and/or customers about the availability, production, development and distribution of goods or services. This information may be exchanged via websites, networks or other means of electronic data transfer, but it excludes manually typed e-mail messages.		
F1.*11	Does your enterprise share supply chain management information electronically with its suppliers or customers? (e.g. information on inventory levels, production plans, planning or progress in the provision of services, demand forecasts or progress of deliveries, etc.). (Filter question)	Yes <input type="checkbox"/> No <input type="checkbox"/> ->go to G1
F2.	How does your enterprise share supply chain management information electronically?	Yes No
	a) via websites (yours, those of your business partners) or web portals	<input type="checkbox"/> <input type="checkbox"/>
	b) via electronic transmission suitable for automated processing (e.g. EDI-type systems, XML, EDIFACT, etc.)	<input type="checkbox"/> <input type="checkbox"/>

⁹ For indicator D1 of the benchmarking framework

¹⁰ For indicator D8 of the benchmarking framework (biennial 2014, included in 2015)

¹¹ For indicator D4 benchmarking framework (annual)

Module G: ICT Security		
(Scope: enterprises with computers)		
ICT security means: Measures, controls and procedures applied on ICT systems in order to ensure integrity, authenticity, availability and confidentiality of data and systems.		
G1. Does your enterprise have a formally defined ICT security policy?	Yes <input type="checkbox"/>	No <input type="checkbox"/> ->go to H1
G2. Are the following risks addressed in the ICT security policy?	Yes	No
a) Destruction or corruption of data due to attack or by unexpected incident	<input type="checkbox"/>	<input type="checkbox"/>
b) Disclosure of confidential data due to intrusion, pharming, phishing attacks or by accident	<input type="checkbox"/>	<input type="checkbox"/>
c) Unavailability of ICT services due to attack from outside (e.g. Denial of Service attack)	<input type="checkbox"/>	<input type="checkbox"/>
G3. When was your enterprise's ICT security policy defined or most recently reviewed? (e.g. risk assessment, evaluation of ICT security incidents, etc.) <i>(Tick only one)</i>		
¹² a) within the last 12 months	<input type="checkbox"/>	
b) more than 12 months and up to 24 months ago	<input type="checkbox"/>	
c) more than 24 months ago	<input type="checkbox"/>	

Module H: Electronic invoicing					
(Scope: enterprises with computers)					
- Optional					
There are invoices in paper form and electronic form . Invoices in electronic form are of two types: - eInvoices in a standard structure suitable for automated processing . (EDI (e.g. EDIFACT), XML (e.g. UBL), <i>[please add national examples]</i>). They are exchanged either directly or via service operators or via an electronic banking system. - Invoices in electronic form not suitable for automated processing . (e.g. e-mails, e-mail attachment as pdf, images in TIF, JPEG or other format) <i>If you cannot provide the exact percentages an approximation will suffice.</i>					
H1. Did your enterprise send invoices to other enterprises or public authorities during 2014? (Filter question) - Optional	Yes <input type="checkbox"/>	No <input type="checkbox"/> ->go to H3			
H2. Of all invoices your enterprise sent to other enterprises or public authorities during 2014, what percentage was sent as: - Optional	(%)				
a) eInvoices in a standard structure suitable for automated processing? (EDI (e.g. EDIFACT), XML (e.g. UBL), <i>[please add national examples]</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	%
b) Invoices in electronic form not suitable for automated processing? (e.g. e-mails, e-mail attachment as pdf, images in TIF, JPEG or other format)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	%
c) Invoices only in paper form?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	%
TOTAL	1	0	0	0	%

¹² Formulation in the national questionnaires should correspond to: a) <= 12 months; b) > 12 months and <= 24 months; and c) more than 24 months

H3.	Of all invoices your enterprise <u>received</u> during 2014, what percentage was <u>received</u> as: - Optional	(%)			
	a) Invoices in a standard structure suitable for automated processing? (EDI (e.g. EDIFACT), XML (e.g. UBL), <i>[please add national examples]</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	%
	b) Invoices in paper form or in electronic form not suitable for automated processing? (e.g. e-mails, e-mail attachment as pdf, images in TIF, JPEG or other format)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	%
	TOTAL	1	0	0	%

Module I: e-Commerce

(Scope: enterprises with computers)

e-Commerce 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 payment and the delivery of the goods or services do not have to be conducted online.

e-Commerce transactions **exclude** orders made by manually typed e-mail messages.

e-Commerce Sales

In the following questions please report separately for web sales and EDI-type sales.

Web sales

Web sales are sales made via an online store (web shop), via web forms on a website or extranet, or via "apps".

I1. *13	During 2014, did your enterprise <i>receive</i> orders for goods or services placed via a website or "apps"? (excluding manually typed e-mails) (Filter question)	Yes <input type="checkbox"/>	No <input type="checkbox"/> -> go to I6 ¹⁴
I2. *15	Please state the value of the turnover resulting from orders <i>received</i> that were placed via a website or "apps" (in monetary terms, excluding VAT), in 2014. 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 2014.	(National currency) _____ ____ %	

I3.	Please provide a percentage breakdown of the turnover from orders <i>received</i> that were placed via a website or "apps" in 2014 by type of customer. (estimates in percentage of the monetary values, excluding VAT)		
	a) B2C (Sales to private consumers)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> %	
	b) B2B (Sales to other enterprises) and B2G (Sales to public authorities)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> %	
	c) TOTAL	1 0 0 %	
I4. *16	During 2014, did your enterprise <i>receive</i> orders placed via a website or "apps" 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"/>

¹³ For indicators D10, D11 of the benchmarking framework

¹⁴ Routing to Question I6 that is optional or I7 if I6 is not asked

¹⁵ For indicator D9 of the benchmarking framework

¹⁶ For indicator D12 of the benchmarking framework (biennial - 2015)

15.	Which of the following means of payment are accepted for sales via a website or “apps”? <i>-Optional</i>	Yes	No
	a) Online payment, i.e. payment integrated in the ordering transaction (e.g. credit, debit card, direct debit authorisation, via 3rd party accounts)	<input type="checkbox"/>	<input type="checkbox"/>
	b) Offline payment, i.e. payment process is not included in the ordering transaction (e.g. cash on delivery, bank transfer, cheque payment, other not online payment)	<input type="checkbox"/>	<input type="checkbox"/>

16.	Did any of the following obstacles limit or prevent your enterprise from selling via a website or “apps”? (17) <i>-Optional</i>	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"/>

EDI-type sales EDI-type sales are sales made via EDI-type messages (EDI: Electronic Data interchange) meaning: <ul style="list-style-type: none"> – in an agreed or standard format suitable for automated processing (e.g. (EDI (e.g. EDIFACT), XML (e.g. UBL), <i>[please add national examples]</i>) – without the individual messages being typed manually 			
17. *18	During 2014, did your enterprise receive orders for goods or services placed via EDI-type messages? (Filter question)	Yes <input type="checkbox"/>	No <input type="checkbox"/> -> go to I10
18. *19	Please state the value of the turnover resulting from orders received that were placed via EDI-type messages (in monetary terms, excluding VAT), in 2014. (National currency) _____ If you can't provide this value, Please indicate an estimate of the percentage of the total turnover resulting from orders received that were placed via EDI-type messages, in 2014. ____ ____ ____ %		
19. *20	In 2014, did your enterprise receive orders placed via EDI-type messages 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"/>

¹⁷ Please note that respondents go through I6 by responding either "Yes" or "No" to I1

¹⁸ For indicator D10, D11, D3 of the benchmarking framework

¹⁹ For indicator D9 of the benchmarking framework

²⁰ For indicator D12 of the benchmarking framework (biennial - 2015)

e-Commerce purchases		
<p>e-Commerce purchases are purchases made via any of the following ways:</p> <ul style="list-style-type: none"> – via an online store (web shop) or via web forms on a website or an extranet of another enterprise, via “apps”, or – via EDI-type messages (EDI: Electronic Data Interchange) which means messages in an agreed or standard format suitable for automated processing (e.g. (EDI (e.g. EDIFACT), XML (e.g. UBL), <i>[please add national examples]</i>), – without the individual messages being typed manually. <p><i>[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.]</i></p>		
I10. *21	During 2014, did your enterprise place orders for goods or services via a website, “apps”, or EDI-type messages? (Excluding manually typed e-mails)	Yes <input type="checkbox"/> No <input type="checkbox"/> -> go to X1
I11.	During 2014, did your enterprise place orders for goods or services via a website or “apps”? <i>-Optional</i>	Yes <input type="checkbox"/> No <input type="checkbox"/>
I12. *22	During 2014, did your enterprise place orders for goods or services via EDI-type messages? <i>-Optional</i>	Yes <input type="checkbox"/> No <input type="checkbox"/>
I13 *23	During 2014, was the value of the orders that your enterprise placed electronically <u>equal or more than 1%</u> of the total purchases' value? (in monetary terms, excluding VAT)	Yes <input type="checkbox"/> No <input type="checkbox"/> -> go to X1
I14. *24	In 2014, did your enterprise place orders via a website, “apps” or EDI-type messages to suppliers located in the following geographic areas? <i>-Optional</i>	Yes <input type="checkbox"/> No <input type="checkbox"/>
	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"/>

Module X: Background information*25	
(X1-X3) available in some countries from SBS, the business register or administrative data and thus not to be included; latest available information should be provided	
X1.	Main economic activity of the enterprise, during 2014
X2.	Average number of persons employed, during 2014
X3.	Total turnover (in monetary terms, excluding VAT), for 2014

²¹ For indicator D11 of the benchmarking framework

²² For indicators D3 and D4 of the benchmarking framework

²³ For indicator D11 of the benchmarking framework

²⁴ For indicator D12 of the benchmarking framework (optional biennial - 2015)

²⁵ For background information of the benchmarking framework

