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# Auditor User Guide

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## Step 1: Adding a new client

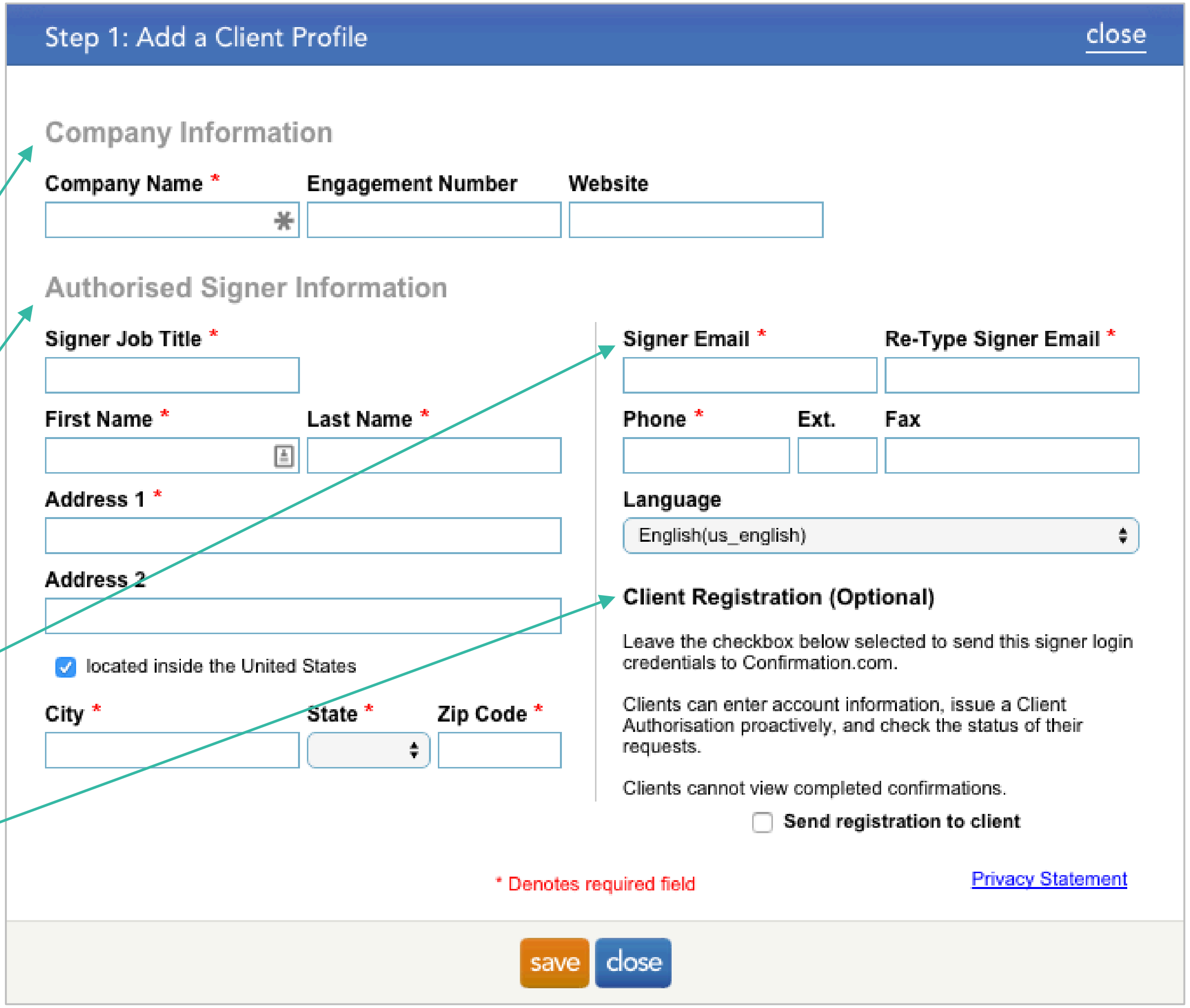
Once you have logged into your confirmation dashboard, select ‘Add New Client’ from the Quick Links section.


**Company Name** - This is the legal entity / registered company name.

**Signer Information** - If you are sending bank confirmations, this signer must match the bank’s authorized signers.

**Signer Email** - This must be the email of the authorized signer. Authorization cannot be delegated to another party.

**Client Registration** - We suggest that you only provide access to the client if they have specifically requested this.



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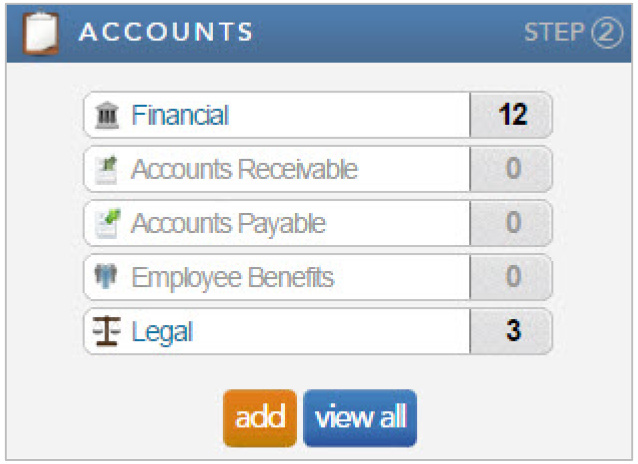
## Step 2: Add accounts – choosing the request type

Once you've created your client's profile, select 'add' from the 'Accounts' section.

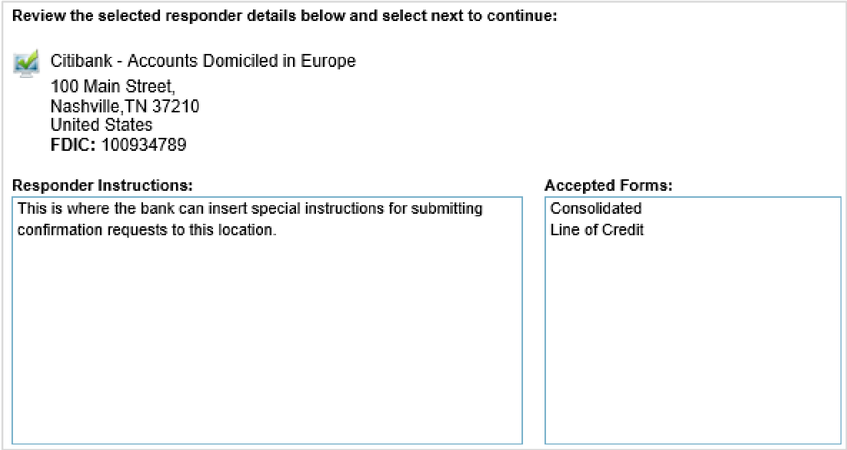



To send bank confirmations, select the 'Financial' confirmation type:


Then, search for your responding financial institution. Once found, select them.


On the next screen, make sure you read the 'Responder Instructions' issued by the bank and take note of the 'Accepted Forms'.

*These are the types of confirmations requests the selected bank will respond to.*



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## Step 2: Add accounts – choosing the request type

### Individual forms

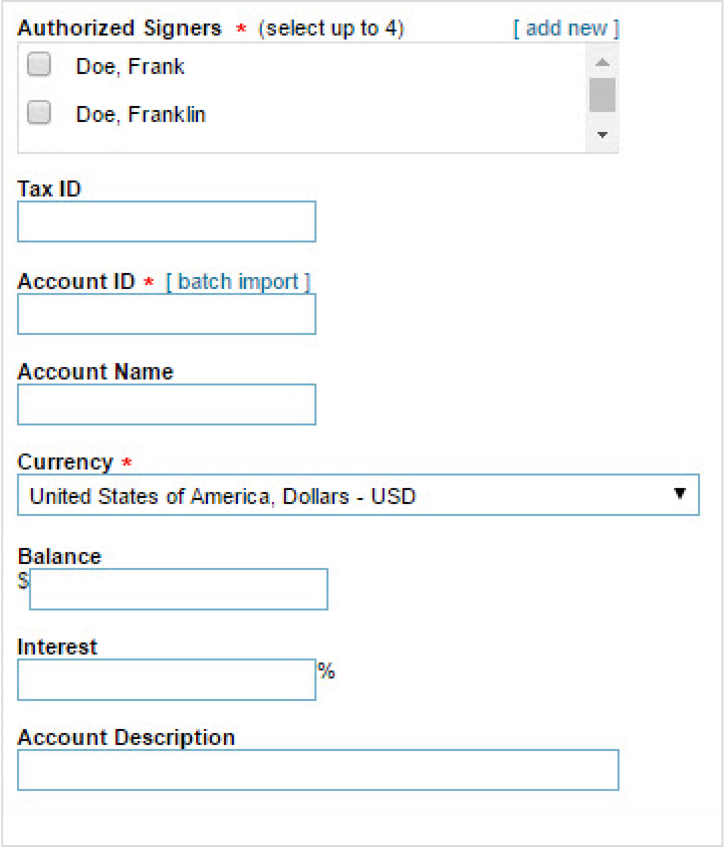
- An individual form confirms the details of an individual balance or arrangement.
- Common individual forms include:

| | |
|---|---|
| Asset | Escrow Account |
| Liability | Line of Credit |
| Bond Issue | Money Market Fund |
| Contingent Liability | Mortgage Debt |
| Derivatives | Securities |

### Cost

- $23 per account capped at five.

Example Asset form



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## Step 2: Add accounts – choosing the request type

### Consolidated forms

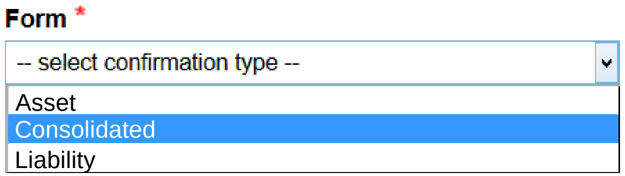
- A consolidated form is a full entity search of bank records.
- Provide a single account number (or reference) for an entity and the bank will use it to locate the client in their system.
- The bank will run a full statement of balances and arrangements and provide this as their response.

### Cost

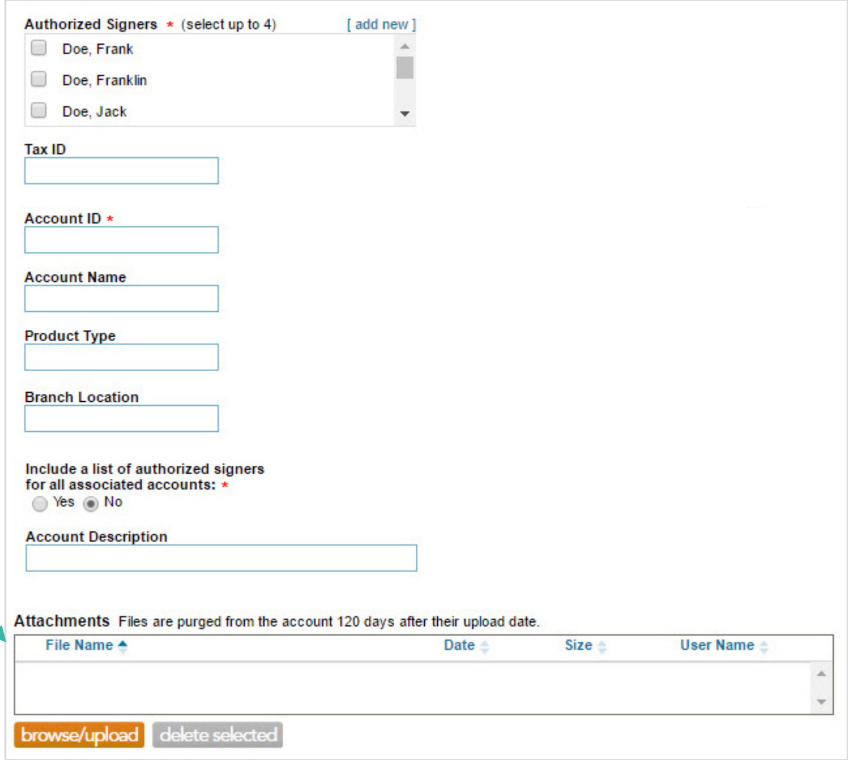
- $99 per full entity search.

***Pro Tip:*** *Providing a spreadsheet of all your audited entity's accounts will assist the bank's search.*

Select your confirmation form type from the drop down list:




Example Consolidated form



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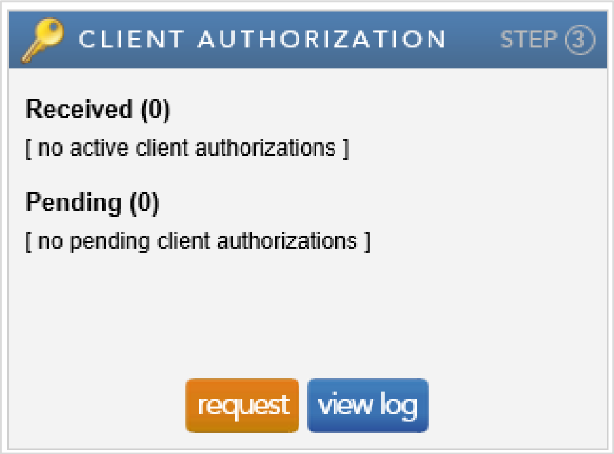
## Step 3: Requesting client authorization

Once you've added all your accounts, you must request client authorization from your client. Do this by clicking the 'request' button.




Your client will receive an email from Confirmation.com asking them to provide their authorization to their bank and other parties to disclose information through Confirmation.com.

Your client must follow the email link and digitally sign the authorization.


*The process takes less than 30 seconds to complete.*

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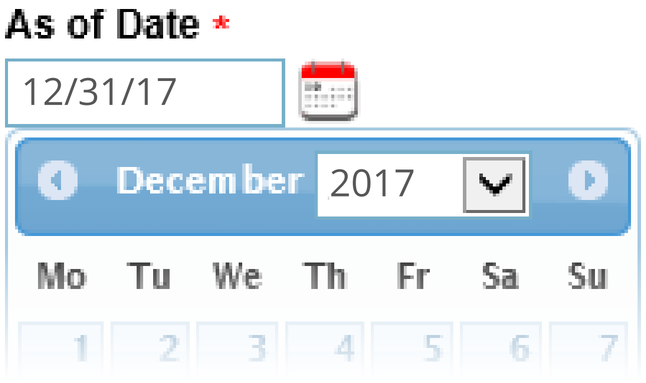
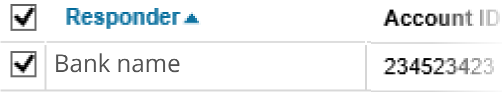
## Step 4: Initiating your confirmations

Once you've received your client authorization, you can initiate your confirmations.

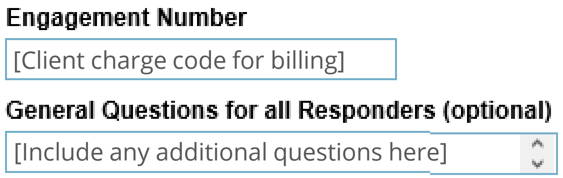

Select your 'As of Date' – this is the balance sheet date of your audit.




Select which accounts/forms you wish to confirm.




Add the Engagement Number (client charge code) and any other questions you may have.



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## Step 4: Initiating your confirmations

Once you are ready to send your confirmations, your total fee is calculated. You will be asked to pay at this point via credit card (unless your office has a central credit card on account).

For more information on billing options, please contact Customer Support.

| Responders ▲ | Type | Quantity | Total |
|---|---|---|---|
| Bank name | Financial | 1 | $99.00 USD |
| Totals | | 1 | $99.00 USD |

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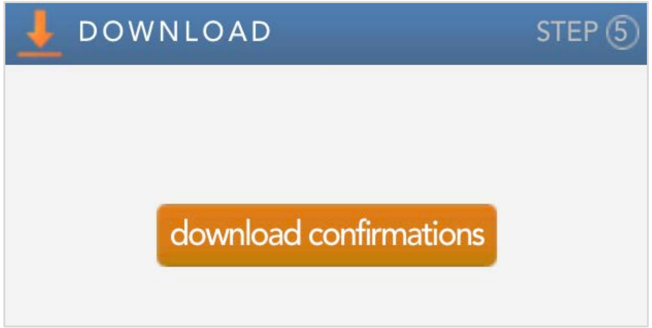
## Step 5: Download your confirmations

When the bank completes your confirmations you'll receive a notification via email.

Log in, navigate to your client and click, 'download confirmations' to download completed confirmations for your work papers.




### Recalling confirmations

Did you make a mistake? If you have sent confirmations to banks with an error, you can 'recall' them provided the bank has not started work on their response.

Watch how to recall a confirmation

### Re-confirmations

Was the response not what you were expect, or missing information? You can send a reconfirmation to the bank with a message attached explaining what information is incorrect or missing. The bank will prioritise responding to re-confirmations.

Watch how to re-confirm

# Auditor User Guide

## Need help? Contact one of our customer support centres

| *Region* | *Phone* | *Email* |
|---|---|---|
| Global & United States | +1 866 325 7201 | customer.support@confirmation.com |
| Australia | +61 3 7000 6080 | support@apac.confirmation.com |
| New Zealand | +64 9 889 6788 | support@apac.confirmation.com |
| Europe | +44 (0) 203 770 5450 | uk.support@confirmation.com |
| Hong Kong | +852 5803 2699 | support@apac.confirmation.com |
| India | +91 22 3304 0687 | india.support@confirmation.com |
| Singapore | +65 3159 1225 | support@apac.confirmation.com |
| Sub-Saharan Africa | +27 11 507 0107 | confirmations@cqs.co.za |

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# Thank you for using Confirmation.com