

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 authorised signers.

Signer Email - This must be the email of the authorised signer. Authorisation cannot be delegated to another party.

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

Step 1: Add a Client Profile close

Company Information

Company Name * * **Engagement Number** **Website**

Authorised Signer Information

Signer Job Title *

First Name * **Last Name ***

Address 1 *

Address 2

located inside the United States

City * **State *** **Zip Code ***

Signer Email *

Re-Type Signer Email *

Phone * **Ext.** **Fax**

Language
English(us_english)

Client Registration (Optional)

Leave the checkbox below selected to send this signer login credentials to Confirmation.com.

Clients can enter account information, issue a Client Authorisation proactively, and check the status of their requests.

Clients cannot view completed confirmations.

Send registration to client

* Denotes required field [Privacy Statement](#)

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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.



Account Type	Count
Financial	12
Accounts Receivable	0
Accounts Payable	0
Employee Benefits	0
Legal	3

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



Financial
Choose this for bank confirmations

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

Search

search

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.

Review the selected responder details below and select next to continue:

 Citibank - Accounts Domiciled in Europe
100 Main Street,
Nashville, TN 37210
United States
FDIC: 100934789

Responder Instructions:

This is where the bank can insert special instructions for submitting confirmation requests to this location.

Accepted Forms:

Consolidated
Line of Credit

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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 USD, pricing may vary based on your region.

Example Asset form

Authorized Signers * (select up to 4) [add new]

- Doe, Frank
- Doe, Franklin

Tax ID

Account ID * [batch import]

Account Name

Currency *

United States of America, Dollars - USD ▼

Balance

\$

Interest

 %

Account Description

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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 USD, pricing may vary based on your region.

Select your confirmation form type from the drop down list:

Form *

-- select confirmation type --
Asset
Consolidated
Liability

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

Example Consolidated form

Authorized Signers * (select up to 4) [add new]

- Doe, Frank
- Doe, Franklin
- Doe, Jack

Tax ID

Account ID *

Account Name

Product Type

Branch Location

Include a list of authorized signers for all associated accounts: *

Yes No

Account Description

Attachments Files are purged from the account 120 days after their upload date.

File Name	Date	Size	User Name
-----------	------	------	-----------

browse/upload delete selected

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Step 3: Requesting client authorisation

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

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

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

The process takes less than 30 seconds to complete.



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Step 4: Initiating your confirmations

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



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

As of Date *

12/31/17 

December 2017 

Mo	Tu	We	Th	Fr	Sa	Su
1	2	3	4	5	6	7

Select which accounts/forms you wish to confirm.

<input checked="" type="checkbox"/> Responder 	Account ID
<input checked="" type="checkbox"/> Bank name	234523423

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

Engagement Number

General Questions for all Responders (optional)



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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](#)

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Need help? Contact one of our customer support centres

Region

Global & United States

Australia & New Zealand

Europe

Hong Kong

India

Singapore

Sub-Saharan Africa

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confirmations@cqs.co.za

**Thank you for using
Confirmation.com**

