Confirmation.com

Auditor User Guide

Auditor User Guide

Step 1: Adding a new client

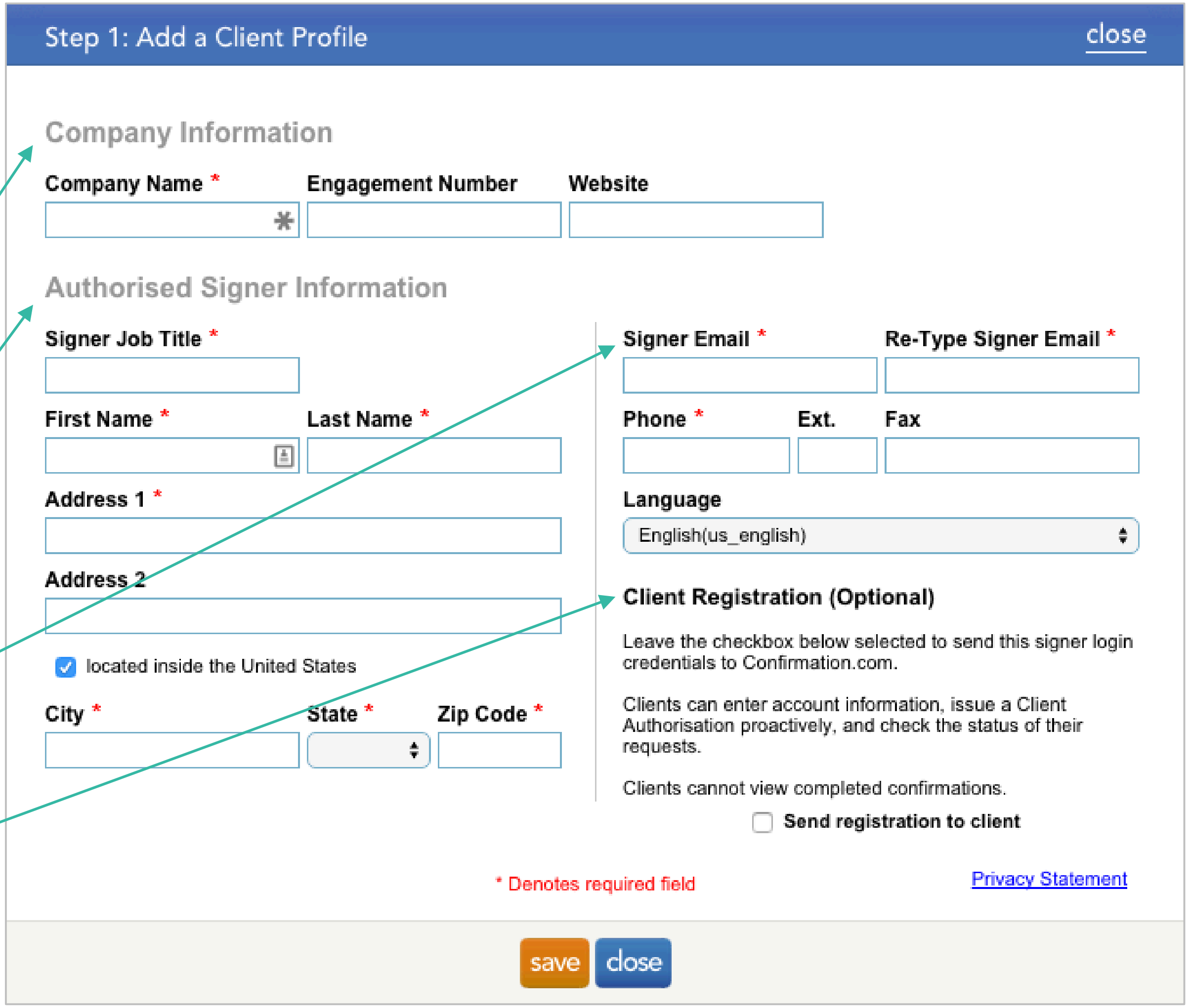
Once you have logged into your confirmation dashboard, select ‘Add New Client’ from the Quick Links section.

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.

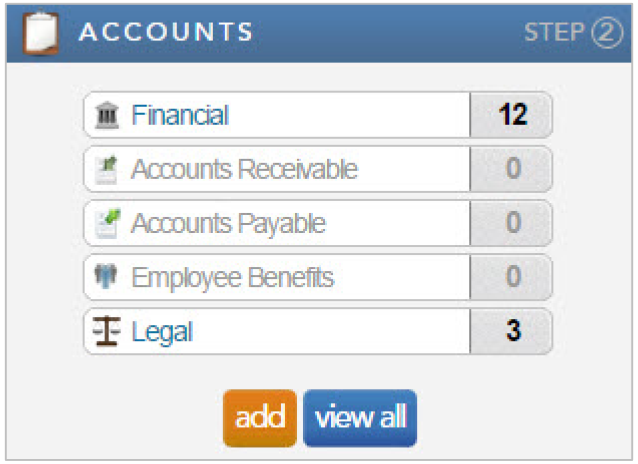
Client Registration - We suggest that you only provide access to the client if they have specifically requested this.



Auditor User Guide

Step 2: Add accounts – choosing the request type

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

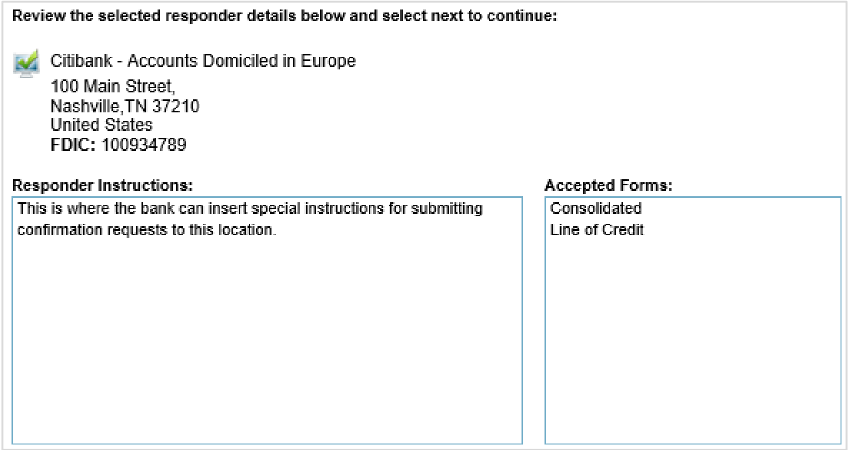


To send bank confirmations, select the 'Financial' confirmation type:

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.



Auditor User Guide

Step 2: Add accounts – choosing the request type

Individual forms

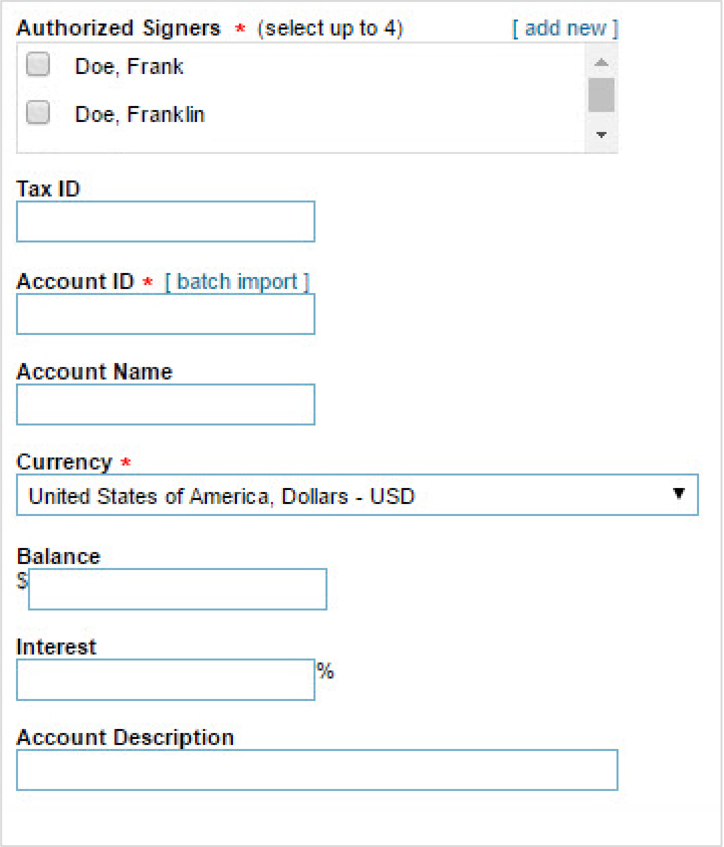
- An individual form confirms the details of an individual balance or arrangement.
- Common individual forms include:

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

Auditor User Guide

Step 2: Add accounts – choosing the request type

Consolidated forms

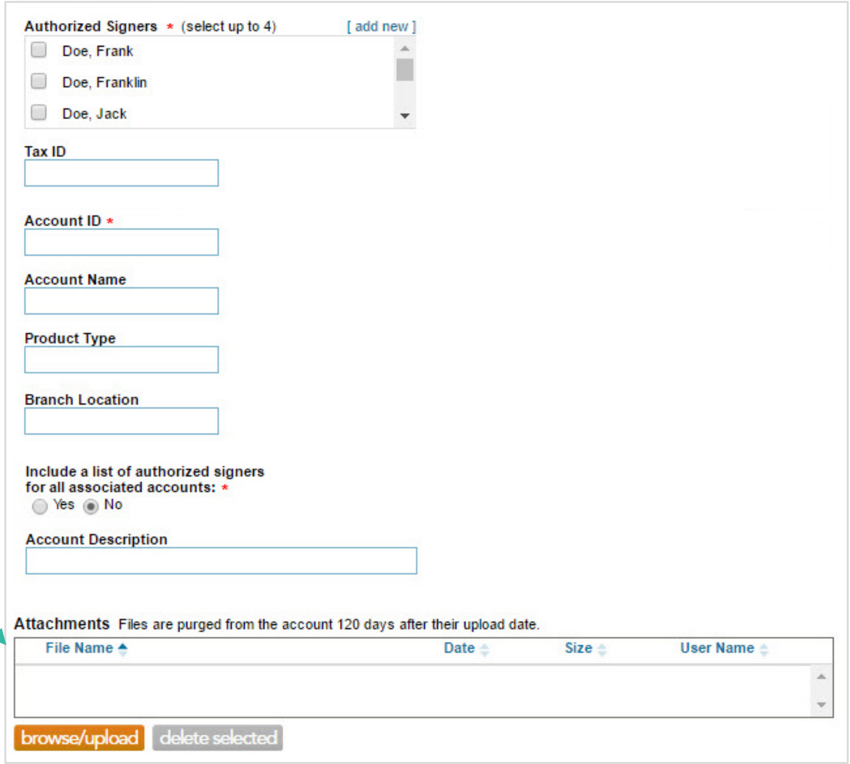
- A consolidated form is a full entity search of bank records.
- Provide a single account number (or reference) for an entity and the bank will use it to locate the client in their system.
- The bank will run a full statement of balances and arrangements and provide this as their response.

Cost

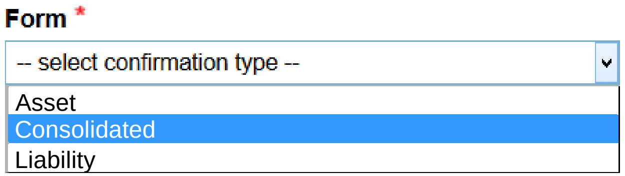
$99 USD, pricing may vary based on your region.

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

Example Consolidated form



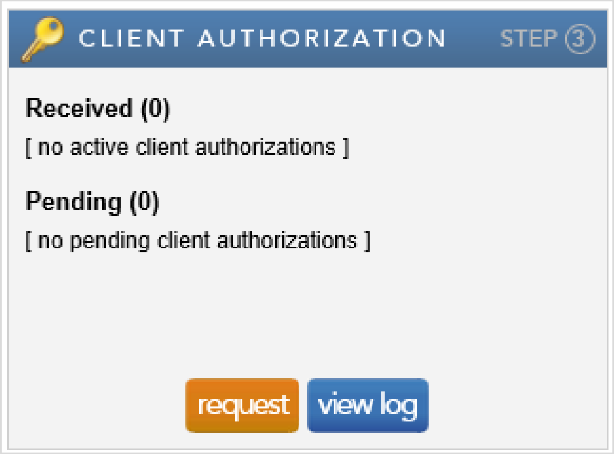
Select your confirmation form type from the drop down list:



Auditor User Guide

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.

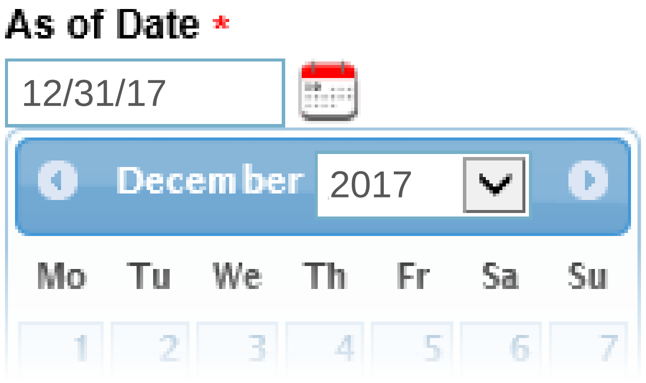
The process takes less than 30 seconds to complete.

Auditor User Guide

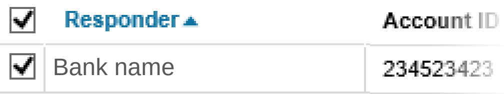
Step 4: Initiating your confirmations

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

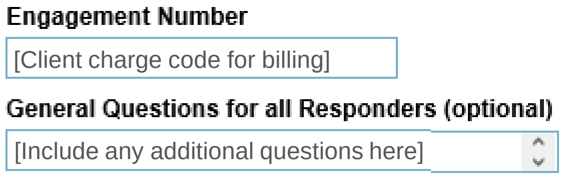
Select your 'As of Date' – this is the balance sheet date of your audit.



Select which accounts/forms you wish to confirm.



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



Auditor User Guide

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.

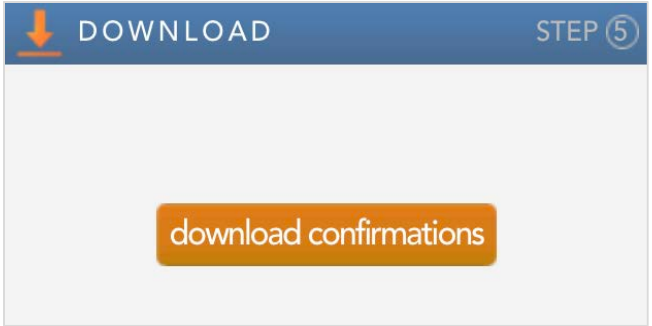
Responders ▲	Type	Quantity	Total
Bank name	Financial	1	$99.00 USD
Totals		1	$99.00 USD

Auditor User Guide

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 & New Zealand	+61 3 7000 6080	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

Confirmation.com

Thank you for using Confirmation.com