

# The basics

## A guide to getting started





# Introduction

Welcome to Confirmation.com!

Confirmation.com is the world's leading global provider of online audit confirmations and a trusted service provider to over 3,000 banks and 13,000 audit firms. Confirmation.com is widely endorsed by the international banking and auditing industry, having helped fulfil millions of audit requests over the past decade.

Confirmation.com is one platform for all your audit confirmations, offering auditors and firms a single, convenient platform to effectively manage every aspect of the audit confirmation process.

There are five basic steps for adding a client and sending a confirmation. In **Step 1**, you will be asked to create a standard profile for your client. In **Step 2** you will add your client's accounts. In **Step 3** you will request and receive client authorisation and in **Step 4** you will initiate confirmations. The status of your confirmations can be viewed at any time. Finally, you can download your confirmations in **Step 5**.

In addition to this guide, tutorials are available for each step. Please refer to the link at the bottom of each page.

We warmly welcome you to the Confirmation.com network. We are here to support you so please visit our website [www.confirmation.com](http://www.confirmation.com) or contact our Asia Pacific Customer Support at [support@apac.confirmation.com](mailto:support@apac.confirmation.com).

Kind regards,

Confirmation.com Asia Pacific team

# Register

To register, go to [www.confirmation.com](http://www.confirmation.com) and click the 'Sign up' button at the top of the page. Complete the required fields. All you need is an email address and your firm contact details.

## New firm registration

If you are the first employee of your firm to sign up, the firm will be validated by our Customer Support team. If required, we may contact you for further information to assist us complete this process. During the validation period, you may log into Confirmation.com and setup a client profile, however any initiated confirmations will be held for release until your firm or office profile is activated.



**Tip:** For validation purposes, you may be required to enter firm credit card details.

# Checklist

Make sure you have the following information available prior to starting:

- ☐ Internet access
- ☐ Client company name
- ☐ Client signer information including email address
- ☐ Minimum of one account number per bank

We also recommend generating the 'In Network Responder' list from the Reports section on the Dashboard which provides a list of all financial institutions on the platform.

# Step 1: Add a client profile

To get started select 'Add New Client' from the Quick Links section and complete the required information fields.

last login: 20/09/2016 (dmm/yyyy)

**DASHBOARD** CLIENT INFORMATION REPORTS ADMINISTRATION

Your Confirmation. Dashboard

### CLIENT LIST

Search By:  
Client Name

Recently Viewed:

- China Mobile
- Noble Group
- Wesfarmers Ltd

[View Client List](#)

### STATUSES

Confirmations: *	Client Authorization:
<span>Pending</span> 2	<span>Pending</span> 1
<span>Completed</span> 0	<span>Received</span> 4
<span>Need More Info</span> 0	
<span>Denied</span> 0	
<span>Future Dated</span> 0	

\* - represents activity for As of Date 31/08/2016

### REPORTS

- Download Completed Confirmations
- List available In-Network Responders
- Generate a Billing Summary
- Export the Confirmation Control Log
- View a summary of Daily Statuses

### QUICK LINKS

- Add New Client
- Add Client Accounts
- Request Client Authorization
- Reassign Client
- Recall Confirmation
- Manage Out-of-Network Responders

### STATISTICS

Confirmation Types  Last 3 Months

Confirmation Type	Percentage
Financial	100.00%
Legal	0.00%
AR	0.00%
AP	0.00%

### UPDATES

- 22/12/2015 Important Notice: New Exclusive Bank Responders... [view](#)
- 1/07/2015 Introducing our new Legal Confirmation Service - FREE through August 31, 2015... [view](#)
- 10/04/2015 Introducing our enhanced Employee Benefit Plan participant confirmation

[more updates](#)

## Company Information

Company Name: This is the specific entity name as per the bank records. Please note: if the entity is part of a group, input the specific subsidiary name, not the parent entity.

## Authorised Signer Information

Input one authorised account signer as per the bank records. This is for initial identification purposes and additional signers can be added later. Please note: authority cannot be delegated to another party.

## Client Registration (optional)

Client registration allows the nominated signer to log in and track the confirmation process. We recommend you keep this box unchecked until you have had a conversation with your client.

# Step 2: Add accounts

Add the Financial Responder (Bank) and accounts to your client profile. To do this click 'add' from your Client Information tab.

The screenshot shows the Confirmation.com web application interface. At the top, there's a header with the logo, navigation links (USER PROFILE, NEED HELP?, LOGOUT), and the user name ALYSON STARK. Below the header is a navigation bar with tabs: DASHBOARD, CLIENT INFORMATION (selected), REPORTS, and ADMINISTRATION. The main content area is titled 'Puppers Pty Ltd [client search]' and is divided into four steps: STEP 1 CLIENT PROFILE, STEP 2 ACCOUNTS (highlighted with an orange box), STEP 3 CLIENT AUTHORIZATION, and STEP 4 INITIATE. The 'ACCOUNTS' step shows a table with columns for account type and a count. The table lists: Financial (0), Accounts Receivable (0), Accounts Payable (0), Employee Benefits (0), and Legal (0). There are 'add' and 'view all' buttons at the bottom of the table. The 'CLIENT AUTHORIZATION' step shows a message: 'Add an account to request client authorization.' The 'INITIATE' step shows a message: 'Request a client authorization to initiate confirmations.'

For bank confirmations always select 'Financial' as the type of confirmation.

You have access to over 3,000 Financial Responders on the platform. Search and select the bank you wish to send a confirmation to.

Take note of the Responder Instructions and Accepted Forms:

**Responder Instructions:** Defines information required by the bank to submit a confirmation. Instructions are specific to each branch.

**Accepted Forms:** There are a number of form types available. The bank nominates which form type it offers. Form types include:

- **Consolidated:** A consolidated request **per entity** to be confirmed. All applicable accounts and products held by the entity will be confirmed.
- **Individual:** A single request **for each account** to be confirmed. Only the single account submitted will be confirmed.



# Step 3: Client authorisation

To request client authorisation, click 'request' and select which authorised signer(s) and the company(s) you would like to request authorisation for.

Once requested, the authorised signer(s) receives an email with a unique link allowing them to securely provide their digital signature online.

The screenshot shows the Confirmation.com dashboard for 'Pupperts Pty Ltd'. The dashboard is divided into several sections:


- CLIENT PROFILE (STEP 1):** Includes fields for Company Name (Pupperts Pty Ltd), Lead Auditor (Stark, Alyson), and Authorized Signers (1). A button 'add signer' is visible.
- ACCOUNTS (STEP 2):** A table with columns for account type and count. The 'Financial' account has a count of 1. Other accounts include Accounts Receivable (0), Accounts Payable (0), Employee Benefits (0), and Legal (0). Buttons 'add' and 'view all' are present.
- CLIENT AUTHORIZATION (STEP 3):** This section is highlighted with an orange border. It shows 'Received (0)' and 'Pending (0)' counts, both with '[ no active client authorizations ]' and '[ no pending client authorizations ]' respectively. A 'request' button is visible.
- INITIATE (STEP 4):** A button 'initiate confirmations' is shown, with a note '[ no received client authorizations ]'.
- CONFIRMATION STATUSES:** A table showing counts for Pending (0), Completed (0), Need More Info (0), Denied (0), and Future Dated (0).
- DOWNLOAD (STEP 5):** A note states '[ Once completed, confirmations can be downloaded. ]'.

## How does my client provide authorisation?

Your client is not required to register or log in to Confirmation.com to provide their authority. Your client will receive an email from [systems.administrator@confirmation.com](mailto:systems.administrator@confirmation.com) with a secure link allowing them to provide digital authorisation.

Please note your client has two options to provide authorisation:

- Draw signature: this is where the client will use a smart device or mouse pad to provide their signature. The bank will reconcile signature to their records.
- Typed signature: this is where the client will simply type their name to provide their authorisation. Please note the typed name must be exactly as per bank records. Therefore, if your client uses a middle name, or any additional names on their banking records, this must also be included.

 **Tip:** We recommend you advise your client that your audit firm now processes confirmations electronically and to expect to receive an email requesting authorisation

# Step 4: Initiate

Once client authorisation is received, you are able to continue to Step 4 and send your request to the bank.

Initiate Confirmations for: Pupperts Pty Ltd close

Choose As of Date and filter criteria then select search.

As of Date  Field Name  Responder Type  Search Criteria   3 results found

<input checked="" type="checkbox"/>	Responder	Type	Account ID	Name	Form	Signers	Additions
<input checked="" type="checkbox"/>		Financial	123456789	Main Account	AU - Client Conso...	DeGroot, Camella	[ add ]
<input checked="" type="checkbox"/>		Financial	123-456 789 123	-	Client Consolidated	DeGroot, Camella	[ add ]
<input checked="" type="checkbox"/>		Financial	123-456 789 987	-	HK - Client Conso...	DeGroot, Camella	[ edit ]

Engagement Number

General Questions for all Responders (optional)

\* Denotes required field In-Network Out-of-Network Paper

To send your request:

- ✓ Select your authorised signer
- ✓ Select your desired 'As of Date' (balance date)
- ✓ Select responder
- ✓ Complete required fields

If your firm has not set up a central billing method, you will be required to input credit card details. Speak to our Customer Support [support@apac.confirmation.com](mailto:support@apac.confirmation.com) to set up a central billing method for your office.

**Tip:** Confirmations can be initiated up to 90 days in advance. Banks process confirmations 'first in first out' so submit your requests early!



# Step 5: Download

Click 'download confirmations' from Step 5.

Click 'export' to download all confirmations in one document. Click 'download attachments' to download attachments in individual documents.

The screenshot displays the Confirmation.com interface for a client named Pupperts Pty Ltd. The dashboard is organized into several sections:

- CLIENT PROFILE (STEP 1):** Includes fields for Company Name (Pupperts Pty Ltd), Lead Auditor (Stark, Alyson), and Authorized Signers (1). A button labeled 'add signer' is present.
- ACCOUNTS (STEP 2):** A table listing various accounts with their respective counts: Financial (1), Accounts Receivable (0), Accounts Payable (0), Employee Benefits (0), and Legal (0). Buttons for 'add' and 'view all' are shown.
- CLIENT AUTHORIZATION (STEP 3):** Shows 'Received (1)' with details for DeGroot, Camella (364 days remaining) and 'Pending (0)' with a note '[ no pending client authorizations ]'. Buttons for 'request' and 'view log' are available.
- INITIATE (STEP 4):** Features a button labeled 'initiate confirmations'.
- CONFIRMATION STATUSES:** A central section showing the status of confirmations: Pending (1), Completed (1), Need More Info (0), Denied (0), and Future Dated (0). A 'view log' button is located at the bottom.
- DOWNLOAD (STEP 5):** A section with a button labeled 'download confirmations'.

The top navigation bar includes links for 'USER PROFILE', 'NEED HELP?', and 'LOGOUT'. The bottom section shows the 'last login' timestamp (19/09/2016 10:00:00) and a 'view log' button.

## View individual responses

To view individual confirmation responses, you can go directly to the Client Information tab for a specific client and review the status log, or select the 'Completed' status from the main dashboard.

- ☐ By selecting the 'Completed' status, a list of completed confirmations will be displayed.
- ☐ Click 'View' to review each confirmation.



**Tip:** If it appears some confirmations are missing, check the 'As of Date' in the Confirmation Statuses area

# Frequently asked questions

## Step 1: Add a client profile

**My client has multiple entities, how do I set up the client profile?** Each unique legal entity should be set up as a separate Client Profile. If the legal entities have a single client signer, you can utilise the Multiple Entities, Single Signer functionality. Contact Customer Support for further details.

**Can I reassign a client profile to a new auditor?** Yes. Each client profile can have lead and shared auditors assigned. Select the 'Reassign client' link in the Quick Links section.

## Step 2: Add accounts

**What if I select the wrong form?** If an incorrect form is submitted to the bank, the bank will deny the request and the auditor is required to resubmit with the correct form.

**My client has multiple accounts. Can I upload a batch of accounts?** Yes. If you have multiple individual forms you need to add for your client, you can use the Batch Import tool to add up to 250 accounts at once. Contact Customer Support for further details.

## Step 3: Client authorization

**What if I don't know who the signer is?** It is the Auditor's responsibility to communicate with the client to identify the correct signers, per the bank's records. The bank will reject the request if authorisation is from an incorrect signer.

**How should I explain Confirmation.com to my client?** Confirmation.com is a platform that benefits auditors, banks and clients. Clients can now feel comfort that their confidential information and their authorisation is securely transmitted between parties. Clients can complete digital authorisation in seconds. No more chasing them to sign and mail authorisation letters.

## Step 4: Initiate

**Can I cancel a request?** You can cancel a request provided it is still pending and not being actively processed by the bank. To cancel a request, from the main dashboard select 'Recall Confirmation' from the Quick Links area. Locate the client name in the list and click on the request. Select Recall from the Action List (bottom left hand corner) and click submit.

**Can I submit confirmations in advance?** Yes. As long as client authorisation is active you can initiate requests for an 'As of Date' up to 90 days in advance. The requests will be held in the queue to automatically release on your requested 'As of Date'.

**What are the fees?** There are no license or sign up fees for using Confirmation.com. Fees are based on number of forms initiated per customer profile (legal entity). The fee charged reflects improvements to the overall audit confirmation process, which includes improved productivity and risk management Confirmation.com delivers. Contact Customer Support to obtain fee details for your country.

**What billing options do I have?** All payments are made via credit card. Auditors can input details each time they initiate a request or a central single credit card can be implemented for an entire office. Contact Customer Support to set up a central card.

**Step 5: Download**

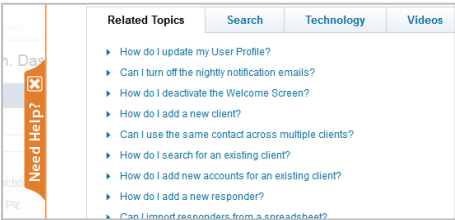
**What if my completed confirmation has errors?** You can request additional information from the bank by clicking the 'Re-confirm' button at the bottom of the confirmation and enter appropriate details. The confirmation will be sent back to the bank for review and further processing.

**What if I can't find my completed confirmations?** If you believe you have completed confirmations but cannot view them, check the "As of Date" in the Confirmations Statuses area. The platform defaults to the last 'As of Date' submission. Click on the date and select 'Last 90 days' to broaden the search.

Need help?

Online

Helpful information can be found by clicking the 'Need Help?' tab on the right-hand side of the screen. In this section, you will find FAQs and step-by-step training videos.



Email

If you have further questions or need assistance, contact Customer Support at [support@apac.confirmation.com](mailto:support@apac.confirmation.com).