Thomson Reuters Confirmation New Version Internal Overview

Contents

Audit - Next Gen - Overview 1
Accounting Firm User Key Info 4
Bank/Responder User Key Info 6
Confirmation Next Gen Sandbox Access 8
Confirmation Audit NextGen - Frequently Asked Questions 10

Audit - Next Gen - Overview

Vision

Develop the Next Gen Confirmation product that can capitalize on future market opportunities with speed & reliability.

Customer Problems to Solve

Key Problems to be addressed with the Next Gen platform

- Poor performance
- Outdated, confusing UX/UI (not intuitive)
- Not easy to use with a large distributed audit team
- Slow to deliver changes/improvements
- Integration options should be easier/modernized

Success Metrics

- Increase pNPS from to 40+
- Decrease error rate of the application by 50%
- Decrease form creation to production time by 50%
- Decrease time it takes to send first confirmation by new users by 50%

- Decrease abandoned self-registrations by 50%
- Decrease portion of customer support cases about Status issues by 20%
- Decrease portion of customer support cases about Navigation/Training issues by 20%

Project Goals

Relevant
Integrate existing auditor tools to extend the audit workflow to our application rather than define it

Collaborative
Empower teammates from across the office or across the world to work with the same clients and accounts

Modern
Improve user satisfaction and adoption through efficient, modern design concepts and workflows reflective of our brand/position

Intuitive Design
Guided workflows reduce the need for user training by simplifying key workflows

Flexible & Scalable
Lay a flexible framework (and referenceable style-guide) for expediting future product development

Comprehensive Service
Increase adoption of all product offerings and Confirmation types in mature and emerging markets

Launch Readiness Criteria

- Quality:
    - All Critical Bugs Resolved.
    - QA sign-off.
    - Clean end-to-end runs of Data Migration in multiple environments.
- Reliability & Performance:
    - Performance testing for each main component will exceed anticipated user loads for full migration of users, and will meet or exceed tech/product

defined expectations for each area. There are defined Service Level Objectives for each testable area. The Product will sign off on acceptable performance by area for launch. Also ensures there are no timeout errors in application. Each area is measured in seconds of data return.

- User Experience:
  - Core workflow to send and receive confirmations is streamlined and intuitive.
  - New look and feel creates continuity with Thomson Reuters brand.
  - Historical data, feature function and bank network remain available to customers that are upgraded. Thus all Migrated users can access all their historic data/confirmations that they would have access to today in CurrentGen.
- Supportability**:**
  - Production support is in place, including an escalation plan.
  - Internal stakeholders have been trained and provided with Key Messaging / FAQ documentation.
  - End user notifications, help content and on-demand training are available.
  - Customer support have the Next Gen and Current Gen designations available in Salesforce to assist with customer needs.

Accounting Firm User Key Info

Video Demo

[Confirmation Accounting Firm - New Version Overview - Product Training - US | Thomson Reuters]

Accounting New Version Benefits

- **Automation of client authorization requests:** no need to wait for authorization to complete the initial workflow. Authorization will be obtained, if not already active, as part of the Confirmation tracking process.
- **My assigned clients:** Easily access, manage, and track statuses for all of your assigned clients in one place.
- **All requests:** Track confirmation statuses and monitor recent updates across all clients in one view for a given time frame or As-of date; enhanced filtering, sorting, and exporting
  Streamlines the process of adding and editing new requests, saving time and reducing customer friction.
- **Client page:** Allows users to view/add/edit and manage confirmation requests, client accounts, authorized signers, and engagement team members for a given client within a focused single-client view
- **Access more clients:** Allows users to search a list of clients within their firm and request access if needed (approval required by another team member). This prevents duplicate records and allows more self-service within the application.
- **Manage staff:** Allows supervisors to easily provide access to their team members in a single, streamlined location, enhancing efficiency and simplifying administrative processes
- **Reports:** User can run reports with real-time data related to confirmations, user activity, transactions, and responders in-network
- **Confirmation details:** Forms tailored for sending confirmations feature a clear and intuitive layout, enhancing user efficiency and accuracy in communication. Clear and intuitive layout for view confirmations enhances clarity and understanding, allowing users to quickly verify details with confidence and efficiency.

- **Upload attachments:** By consolidating attachments into a single field, users can easily add all related documents in one place, saving time, minimizing errors, and ensuring a seamless user experience
- **Import account:** Upload up to 250 client accounts at once -- significantly reducing manual data entry time.
- **Cart & Checkout:** Simplified e-commerce-style cart/checkout and confirmation initiation process -- ensures customers can quickly and securely complete their purchase.
- **Undeliverable tracking:** User is updated with new status detail when emails are undeliverable and can easily update them with a new quick action from the home page.
- **Download in bulk:** User can use bulk action to download completed confirmations in bulk from the request grids.
- **Remind your authorizer:** User can use new quick action within the app to resend authorization request email -- helping to increase response rates and reducing the need for external follow-up.
- **Update and send again after Denied:** Users can quickly create a new confirmation request by automatically transferring details from a previously denied request. This feature eliminates the need for manual re-entry of data, allowing users to focus only on the information that needs to be updated when resending a confirmation request with updated information.
- **See NMI detail right away:** Users can quickly identify and respond to confirmations marked as "Needs more information" directly from the home page grids, streamlining the process and enabling quicker communication back to the bank on outstanding requests.

Bank/Responder User Key Info

Video Demo

[Confirmation Bank - New Version Overview - Product Training - US | Thomson Reuters]

Bank New Version Benefits

- **New look:** Modern, intuitive design with streamlined workflow.
- **Flexible forms:** For all form types, you will be able to customize the form type for bank specific requirements. Forms offer easy customization for each bank responder, allowing for field adjustments and label modifications, eliminating the need to develop new forms from scratch and saving time and resources while ensuring adaptability and precision. The turn around on an update is as fast one sprint. Supported in the APIs as well.
    - Examples of form modifications that can be applied individual banks/departments to existing forms:
        - Form specific instructions
        - Field Label changes
        - Field Help text
        - Making a field optional
        - Making a field required
        - Custom validation rules (specific format, character limit, etc)
        - Showing or Hiding Attachment upload option for Requesters
- **Centralized queue, stats & notifications:** Bank user notifications and home page will include all departments that the user has access to.
- **Improved attachment upload:** Responders can upload multiple files a time, drag and drop, and can upload larger files.
- **Customize your view:** tailor your queue by showing and hiding columns, filter and sort by any data point, and search by keyword across your entire table
- **Combined reporting:** Allow bank users to run the same current gen reports and include Next Gen audit confirmation data in the results, along-side current gen confirmation data.

- **Confirmation details:** Clear and intuitive layout for view confirmations enhances clarity and understanding, allowing responders to quickly verify details with confidence and efficiency.
- **Manage staff:** The Manage Staff feature allows User Admins/Supervisors to add/edit users to specific banks and departments. Additionally, it provides the flexibility to assign departments to users and the capability to activate or deactivate their access as needed.
- **Learned routing:** Route confirmations automatically to the department that last responded to that same request. Learned routing can be turned off at the department level by customer support if needed. Learned routing will *NOT* follow denials.
- **Accessibility Compliance:** WCAG 2.1 AA level compliance by end of 2025
- **API customer upgrades**
    - **Autoprocess queue:** API specific queue in the UI with the benefits of the new bank grid and bulk actions
    - **Developer friendly documentation:** we are OpenAPI compliant with plans to onboard all of our APIs to the brand-new TR Developer Experience Portal. Our Customer's will have a much easier time integrating with our APIs with less reliance on our internal teams

Confirmation Next Gen Sandbox Access

Sandbox Registration Instructions

Register as an Audit user in the Sandbox Next Gen Audit application

- Go to https://sandbox.selfregistration.confirmation.com/audit
- Follow the registration workflow with email account that you can access
    - Enter name & email
    - **To join an existing firm and be automatically validated, use your TR email address with @tr.com as the domain**

This will still send emails to your Thomson Reuters email account
Example: "john.doe@tr.com"

- Check email account for verification email, and click link
- Enter/select company/office info
- Create password & agree to User Agreement
- Follow the link to Log In

Log in to Sandbox Next Gen Audit Application

- Go to https://sandbox.audit.confirmation.com
- Enter email used during registration process
- Note: as recommended above it will be your @tr.com address
- Enter password used during registration process
- If unknown, use reset password process
- NOTE: Two-factor authentication is required in Sandbox
  NOTE: For checkout please use a test credit card

Name on the Card: any name
Credit Card Number: **5555 5555 5555 4444**
Exp. Date: any date in the future
Security Code: any 3 numbers

Log in to Current Gen Bank Application

- If you already have access to a **qa.confirmation.com** bank, please contact cci_product@thomsonreuters.com to have that bank enabled to respond to Next Gen confirmations from accounting firms
- If you do not have a bank login to a qa.confirmation.com bank, then please contact cci_product@thomsonreuters.com to have a user added to a general use test bank.
- Once you have your bank login enabled or created, Go to https://iqa1.confirmation.com and log in as the bank user
- Go to the Confirmation tab
- Go to the "Enhanced requests" tab to see confirmations sent by Next Gen accounting firms

Share Issues & Suggestions

Please submit issues/suggestions that you observed during Sandbox testing to the Product/Technology team via this form (linked below) instead of reaching out via email or other methods

or copy and paste the link below

https://forms.office.com/Pages/ResponsePage.aspx?id=ZLjMYhpqXUuOHDl97BqCWPO40YeDyrhDpKR2YkW3mHtUOUtCQlFXQTdMVlg1QjcyVEdQ

Confirmation Audit NextGen - Frequently Asked Questions

⚠️ **This FAQ is expected to be used by Confirmation Sales and Customer Support agents to learn about Confirmation's Next Gen product and answer key questions from customers with a shared, consistent response.**

General

- **What is Confirmation Next Gen?**
    - **Internal Only Answer:**
      Next Gen is a multi-phase project to create the new Confirmation product platform. In June 2022, the Asset Verification requester portion of the Confirmation product was launched and all customers for AV are now using the Next Gen solution. In 2023 we conducted a beta test in Q2 with the Audit requester portion of the Confirmation product offering. A small number of Accounting Firms were migrated to the Next Gen platform near the end of 2023 for full time use. Additional firms will adopt the Next Gen platform after 2025 busy season.

- **What are the benefits of the New Version of Confirmation?**
    - **Customer-facing Answers:**
        - See Accounting Firm Benefits & Bank/Responder Benefits sections above
- **How can I (internal staff) start trying out the Next Gen Audit experience?**
    - **Internal Only Answer:**
      Please follow the Confirmation Next Gen Sandbox Access guide (above) to learn how to gain access to the Sandbox and how to submit feedback to the Product team.
- **What happens if a customer replies to a marketing email?**

- **Customer-facing Answer:**
  If you have replied to an announcement email, the Confirmation support team is processing those inquiries along side other support requests.
- **Internal Only Answer:**
  A shared inbox will receive any replies to these emails. Support will track any inquiries that come in from with a specific case reason. Escalation plans will determine how inquires will be processed/forwarded onto appropriate teams.

Security & Compliance

- **Will the New Version of Confirmation have SOC reports?**
    - **Customer-facing Answer:**
      Yes, the same SOC reports for Confirmation that are published currently apply to both the current and new version of the product.
- **Will the New Version of Confirmation have ISO27001 certificate?**
    - **Customer-facing Answer:**
      Yes, the same ISO27001 certificate for Confirmation applies to both the current and new version of the product.
- **When will security information for the new TR managed data center be available including SOC 2 report?**
    - **Customer-facing Answer:**
      The new datacenters should be included in the SOC1/SOC2 reports which will be available in Q1 2026.

Accessibility

- **Will the new version of Confirmation be accessible?**
    - **Customer-facing Answer:**
      Yes, the new version of Confirmation will be WCAG 2.1 AA compliant by end of 2025.

Pricing

- **Will pricing be changing for the New Version of Confirmation?**

- **Customer-facing Answer**:
  The New Version of Confirmation will not have any price changes upon upgrade.

- **Internal Only Answer:**
  At this time, there are no plans to change Confirmation's pricing model in the Next Gen experience. Any changes to price are anticipated to be applied across the board to both Current Gen and Next Gen customers alike.

Hosting

- **How is the new version of Confirmation hosted?**
  - **Customer-facing Answer**:
    Confirmation will be transitioning its hosting provider from Equinix to Centersquare. This transition will only apply to customers using our USA data centers (with no change for data centers in EU) and take place gradually, starting as early as September 2025. Moving from on-premises Equinix-operated colocation data centers to on-premises Centersquare-operated colocation data centers is a key part of Thomson Reuters' ongoing strategy to enhance efficiency for our customers.

Hosting	Current Provider/Location	New Provider/Location
Primary Hosting	Equinix Miami, Florida, USA	Centersquare Dallas/Fort Worth, Texas, USA
Disaster Recovery Hosting	Equinix Culpepper, Virginia, USA	Centersquare Minneapolis, Minnesota, USA
EU Hosting	Equinix Dublin, Ireland	NO CHANGE

- **Who is Equinix?**
  - **Customer-facing Answer**:
    Equinix is our legacy colocation data center provider for Confirmation

- **Who is Centersquare?**
  - **Customer-facing Answer**:
    Centerquare is a strategic hosting provider for Thomson Reuters data center

hosted products. As early as September 2025, Confirmation will gradually begin using Centersquare for hosting as well.

- **Where is Centersquare located?**
    - **Customer-facing Answer**:

      Confirmation Primary Hosting Centersquare Location:
      14901 FAA Blvd, Fort Worth, TX 76155

      Confirmation Disaster Recovery Hosting Centersquare Location:
      4450 Dean Lakes Blvd, Shakopee, MN 55379

      Centersquare Data Centers Headquarters
      3100 Olympus Blvd
      Suite 510
      Coppell, TX 75019
- **What is Amazon Web Services (AWS) Outpost?**
    - **Customer-facing Answer**:
      Amazon Web Services (AWS) Outpost is AWS infrastructure and services on premises.
- **Is Confirmation's AWS Outpost data shared with AWS?**
    - **Customer-facing Answer**: No
- **Is AWS Outpost access to the data is owned, controlled, and managed by Confirmation?**
    - **Customer-facing Answer**: Yes
- **How will Centersquare work with Amazon Web Services (AWS) Outpost?**
    - **Customer-facing Answer**:
      Centersquare is a data center that houses Confirmation's Thomson Reuters managed hardware and infrastructure. AWS Outpost is part of the New Version of Confirmation's hardware and infrastructure housed in Centersquare's data center.
- **Why did you select Centresquare as your new hosting provider?**
    - **Customer-facing Answer**:
      Centerquare is a strategic data center provider for Thomson Reuters.

- **How will I be informed when my company will make the transition?**
  - **Customer-facing Answer**:
    Users of the Confirmation platform will receive email notifications and in-app notifications in advance up the transition to the new version. These notifications will include highlights about what to expect in the updates and how to learn more about the new features and functionality.
- **Who should I speak to if I have any questions?**
  - **Customer-facing Answer**:
    Please email ConfirmationUpdates@thomsonreuters.com

Migration

- **Will customers have to reregister or have their settings configured again after they are upgraded?**
  - **Customer-facing Answer**:
    No, all users should be able to access the platform without re-registration and all settings will be intact after upgrade. Users will be required to reset their password upon first login and follow steps complete two-factor authentication (unless using SSO). Other than that, they can expect all of their historical data and settings to be carried over.
    Note: Centralized Office Credit Cards will be migrated without any effort from Customer Support team or the customers required.
- **Will customers be able to switch back if they don't want to use the New Version?**
  - **Customer-facing Answer**:
    This new version is the go forward platform for all customers. After upgrading all customers the older confirmation platform will be retired and no longer available.

Data Localization

- **How will Data Localization be supported in Next Gen?**
  - **Customer-facing Answer**:
    Banks that require EU Data Localization will continue to have all completed confirmations and attachments stored in the Dublin data center in the new version of confirmation in the same way the current version does.

Authentication

- **Is two-factor required for everyone who logs in?**
    - **Customer-facing Answer**:
      Yes, all users will need to use two-factor authentication to log in to Confirmation.com after they are updated to the new version, **unless the organization requires login via Single Sign On (SSO).**
- **Where can I learn more about two-factor authentication?**
    - **Customer-facing Answer**:
      Please review these Two-factor authentication Help Articles to learn about how to start using multi-factor authentication:
        - What is a Thomson Reuters Account?
        - What options are available with two-factor authentication?

Bank FAQs

- **As a bank, why do I have to have two tabs?**
    - **Customer-facing Answer**: In an effort to upgrade customers incrementally to the new version of Confirmation and introduce users to the new Enhanced confirmation style over time, we will an transitional period where two tabs can be accessed. Classic requests will include confirmations in the older style, sent by Accounting Firms using the older version of the product. Enhanced requests will include confirmations in the new style, sent by Accounting Firms that have upgraded to the new version of the product. Over a short period of time the staff answering requests can get more familiar with the Enhanced requests updates without changing all requests overnight.
- **Where will Bank users seek help content for the New Version?**
    - **Customer-facing Answer**:
      Please visit this help center page to learn more about the updated bank experience Responders: New version of Confirmation
    - **Internal Only Note:** More articles are being added regularly
- **What impact next gen may have on our current opportunities for new banks, APIs and SSOs**

  - **Customer-facing Answer**: APIs are forward compatible - banks will be asked to make URL updates and perform testing prior to May 2025 but are not expected to re-develop any of their services.

SSO Customers may be asked to verify and test their configuration prior to launch.

- **Will customers need to do anything to move over to next gen?**
  - Integration customers (see above)
  - **Customer-facing Answer**: Non-integration customers - users will need to adopt a few new login practices, otherwise no effort on the bank business is required.
- **What are the new login practices? (*Please note that these apply to non-SSO users)***
  - **Customer-facing Answer**:
    - Login with email address
    - Reset password is required (first time after upgrade only)
    - Two-factor authentication will be required
- **How will notification emails be handled?**
  - **Customer-facing Answer**: Enhanced request nightly notification emails will include all activity (all departments & all confirmations types)
- **How can we demo Next Gen to customers?**
  - **Internal Only Answer:** Please review the Sandbox Access page to learn more about how to start using and demoing the product
- **How will reporting work with two tabs**
  - **Customer-facing Answer**: Bank users will have access to “Audit Confirmations - Classic & Enhanced” tab under “Reports” where all data will be available in one result set (both current gen & next gen combined).
- **How will banks access historical requests?**
  - **Customer-facing Answer**: Confirmations will be converted into the new “Enhanced request” tab format as accounting firms (and their client's confirmations) are upgraded. These historical requests can be found using the “Search all” feature.

- **Will existing responder instructions/pop-ups transition to NG?**
  - **Internal Only Answer:** Yes, Responder instructions and Pendo guides will display in the new experience for auditors to see details of what the bank recommends.
- **Will there be any changes to the Bank reporting functionality in Nextgen? If so, what specific updates can we expect?**

Accounting Firm FAQs

- **Once a firm is updated, why can't we revert them back to the old version?**
  - **Customer-facing Answer**:
- **Will existing accounting firm data (client profiles, users, permissions, confirmations, accounts, etc) be transferred?**
  - **Customer-facing Answer**: Yes, all history will be transitioned
- **How can requesters edit accounts?**
  - **Customer-facing Answer**: After selecting a client from the home page, users can navigate to the “Accounts” area to review a full account list for the client. By selecting “Edit” from the Actions list for an account, the user can modify the form details and authorizers.
- **How can requesters remove/change client signers?**
  - **Customer-facing Answer**: After selecting a client from the home page, users can navigate to the “Accounts” area to review a full account list for the client. By selecting “Edit” from the Actions list for an account, the user can modify the authorizers in the guided workflow. The user can update the selected signer, delete signers, and add new signers from the “Edit” action.

    Note: user can also use the bulk action to reassign authorizers to multiple accounts
- **Will the system require authorization(s) to be Active before releasing confirmations to the Responder?**
  - **Customer-facing Answer**: Yes, the authorization (whether one or many) associated with a confirmation must all be "Active" to release the confirmation to the responder. If authorizations are not provided in a timely manner, the customer can send reminder emails to the signer. If the

confirmation remains in the “Authorization Pending” status and the user would like to cancel the request, they can select “Recall” and receive an automatic refund.

- **Can auditors send a single authorization request email for multiple client companies in the new version?**
    - **Customer-facing Answer**: No, currently only 1 authorization request per client can be included in an email.