

Requestor User Manual

Getting Started

Step 1: Sign Up

Go to www.confirmation.com and select the Sign up link located within the login area or click here to sign up.



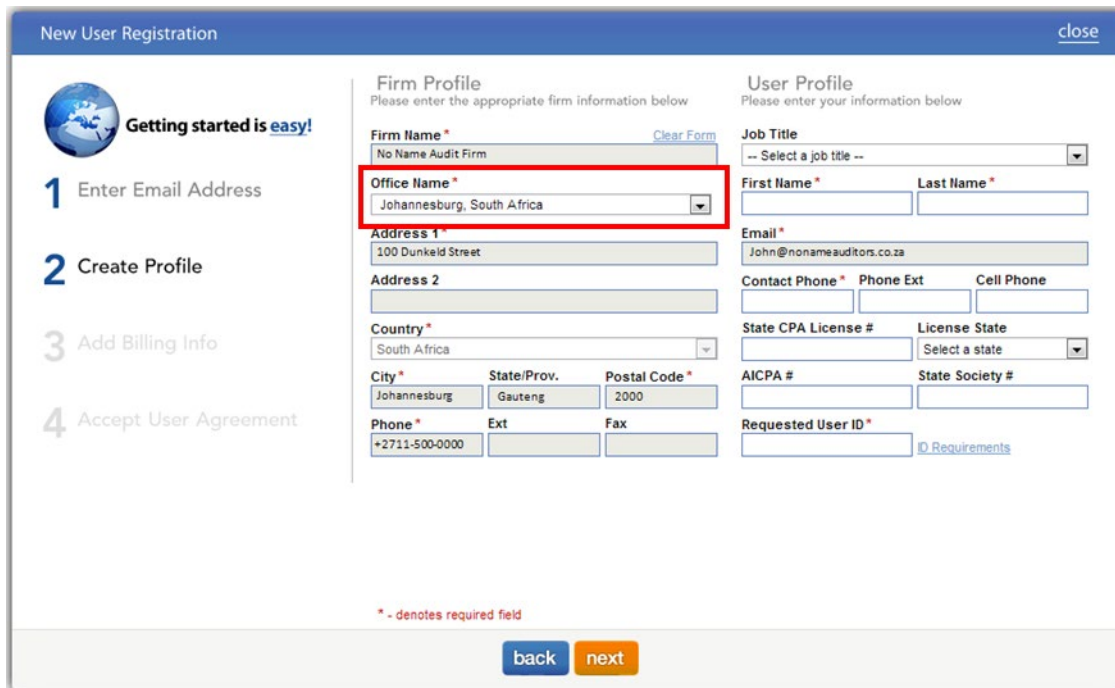
Step 2: Email Address

Enter your email address in the required fields and click next.

The image shows a "New User Registration" form. On the left is a progress indicator with five steps: 1 Enter Email Address (active), 2 Select Type of User, 3 Create Profile, 4 Add Billing Info, and 5 Accept User Agreement. The main content area is titled "Email Address" and contains two input fields: "Enter your email address:*" and "Please re-enter your email address:*". Both fields are enclosed in a red rectangular box. At the bottom of the form, there is a legend: "* - denotes required field". At the very bottom are "close" and "next" buttons.

Step 3: Firm Profile

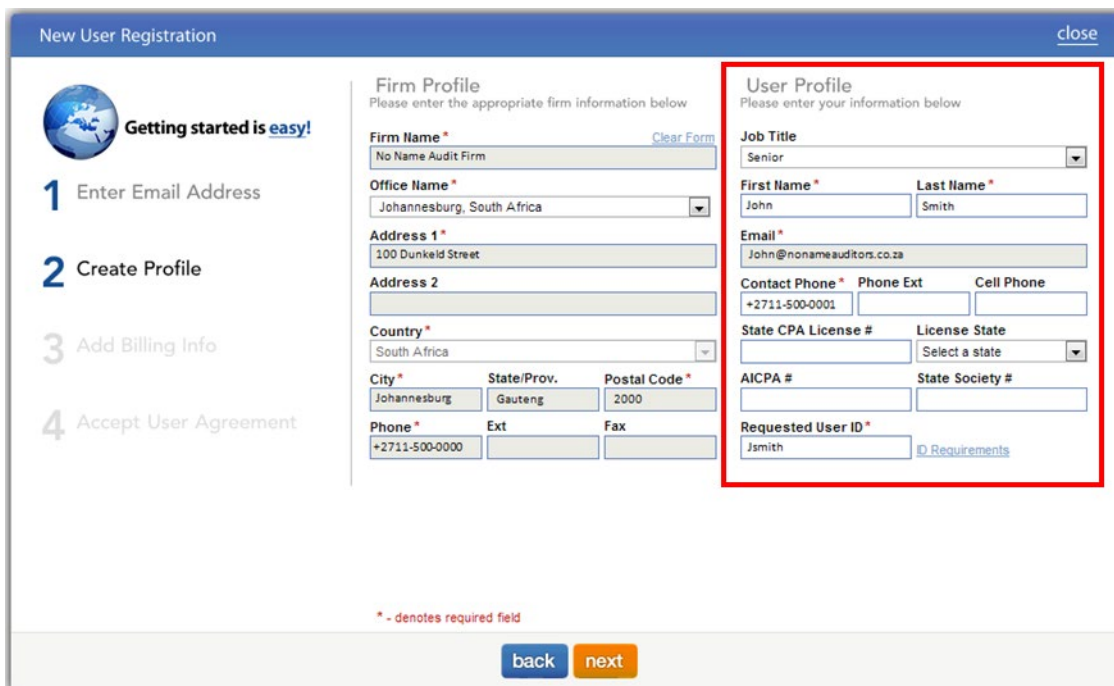
Select the firm office from the dropdown box. The Firm Profile fields will auto populate with the office details when the office is selected. To add a new office select “—Add New Office—”.



The screenshot shows the 'New User Registration' form. On the left, there is a sidebar with a globe icon and the text 'Getting started is easy!' followed by a numbered list: 1 Enter Email Address, 2 Create Profile, 3 Add Billing Info, and 4 Accept User Agreement. The main form is divided into two sections: 'Firm Profile' and 'User Profile'. The 'Firm Profile' section is highlighted with a red box. It contains the following fields: Firm Name (No Name Audit Firm), Office Name (Johannesburg, South Africa), Address 1 (100 Dunkeld Street), Address 2, Country (South Africa), City (Johannesburg), State/Prov. (Gauteng), Postal Code (2000), Phone (+2711-500-0000), Ext, and Fax. The 'User Profile' section contains: Job Title (-- Select a job title --), First Name, Last Name, Email (John@nonameauditors.co.za), Contact Phone, Phone Ext, Cell Phone, State CPA License #, License State (Select a state), AICPA #, State Society #, and Requested User ID. A legend at the bottom indicates '* - denotes required field'. At the bottom of the form are 'back' and 'next' buttons.

Step 4: User Profile

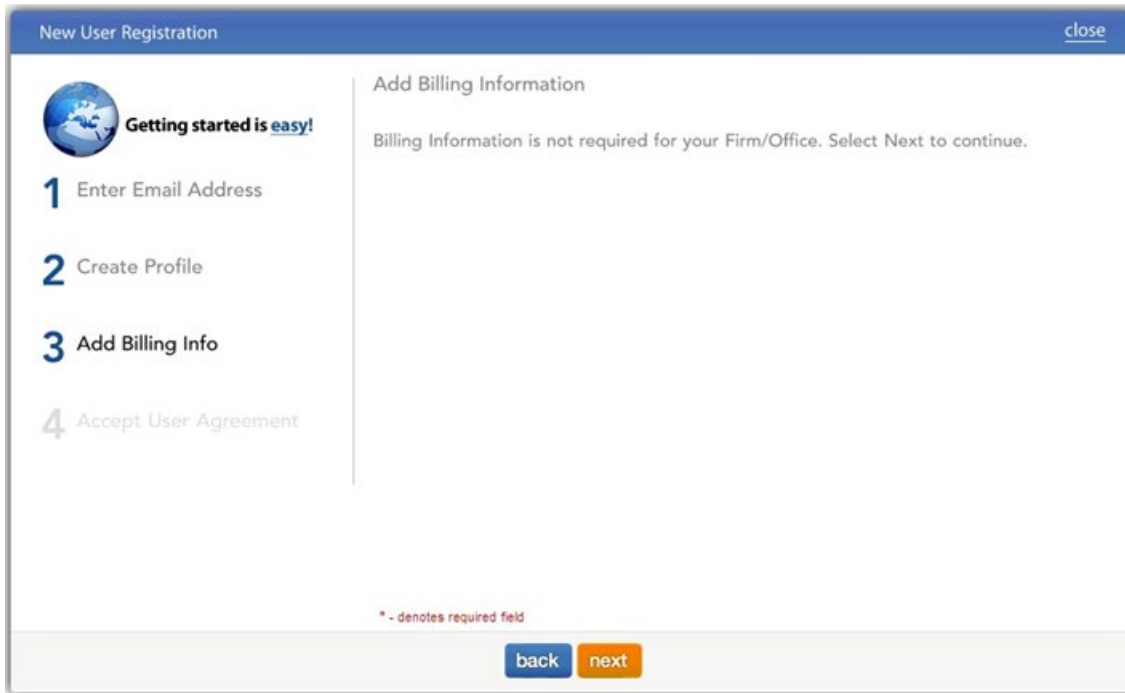
When a new audit staff member registers with Confirmation.com, the user who is signing up is required to enter his/her appropriate information under the User Profile section. This new user will be registered under the firm profile. (Please note that the User ID is the username that is required when logging into Confirmation.com. The User ID must be at least 6 characters and no more than 15 characters long and may contain numbers and letters. Once a UserID is set, it cannot be changed.)



The screenshot shows the 'New User Registration' form, similar to the previous one, but with the 'User Profile' section highlighted by a red box. The 'Firm Profile' section remains the same. The 'User Profile' section now contains: Job Title (Senior), First Name (John), Last Name (Smith), Email (John@nonameauditors.co.za), Contact Phone (+2711-500-0001), Phone Ext, Cell Phone, State CPA License #, License State (Select a state), AICPA #, State Society #, and Requested User ID (Jsmith). The legend and 'back'/'next' buttons are also present.

Step 5: Add Billing Information

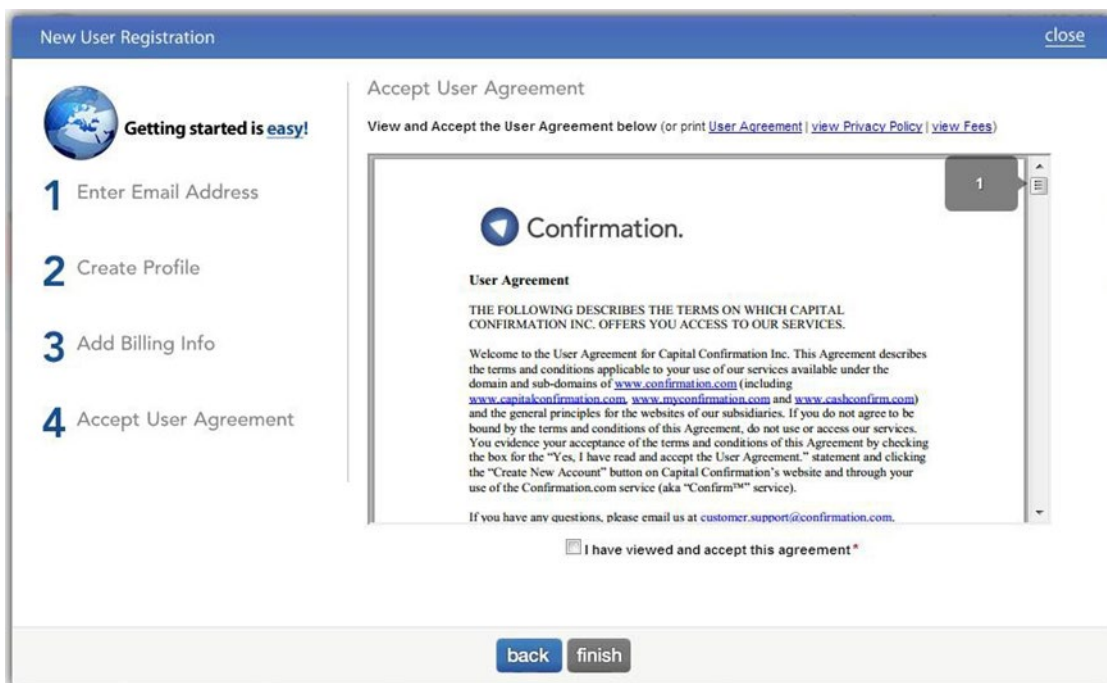
Please note: The individual requestor is going to be required to input credit card details when initiating a confirmation request. When initiating a confirmation request the system will prompt the user for credit card details. (Refer to Step 4 of "Initiate a Request" below)



The screenshot shows the 'New User Registration' window with the 'Add Billing Information' step active. On the left, a progress indicator shows four steps: 1. Enter Email Address, 2. Create Profile, 3. Add Billing Info (highlighted), and 4. Accept User Agreement. The main content area is titled 'Add Billing Information' and contains the text: 'Billing Information is not required for your Firm/Office. Select Next to continue.' At the bottom, there are 'back' and 'next' buttons. A small note at the bottom center states '* - denotes required field'.

Step 6: Finish

Once a user clicks Finish, an email from **systems.administrator@confirmation.com** will be sent to the user to set up a password. (Please note this email sometimes lands up in the Spam / Junk email box).



The screenshot shows the 'New User Registration' window with the 'Accept User Agreement' step active. On the left, the progress indicator shows four steps: 1. Enter Email Address, 2. Create Profile, 3. Add Billing Info, and 4. Accept User Agreement (highlighted). The main content area is titled 'Accept User Agreement' and contains the text: 'View and Accept the User Agreement below (or print [User Agreement](#) | [view Privacy Policy](#) | [view Fees](#))'. Below this is a preview of the 'Confirmation. User Agreement' document. The document text includes: 'Confirmation. User Agreement THE FOLLOWING DESCRIBES THE TERMS ON WHICH CAPITAL CONFIRMATION INC. OFFERS YOU ACCESS TO OUR SERVICES. Welcome to the User Agreement for Capital Confirmation Inc. This Agreement describes the terms and conditions applicable to your use of our services available under the domain and sub-domains of [www.confirmation.com](#) (including [www.capitalconfirmation.com](#), [www.myconfirmation.com](#) and [www.cashconfirm.com](#)) and the general principles for the websites of our subsidiaries. If you do not agree to be bound by the terms and conditions of this Agreement, do not use or access our services. You evidence your acceptance of the terms and conditions of this Agreement by checking the box for the "Yes, I have read and accept the User Agreement." statement and clicking the "Create New Account" button on Capital Confirmation's website and through your use of the Confirmation.com service (aka "Confirm™" service). If you have any questions, please email us at customer.support@confirmation.com.' Below the preview is a checkbox labeled 'I have viewed and accept this agreement *'. At the bottom, there are 'back' and 'finish' buttons.

Pre-Initiation Checklist

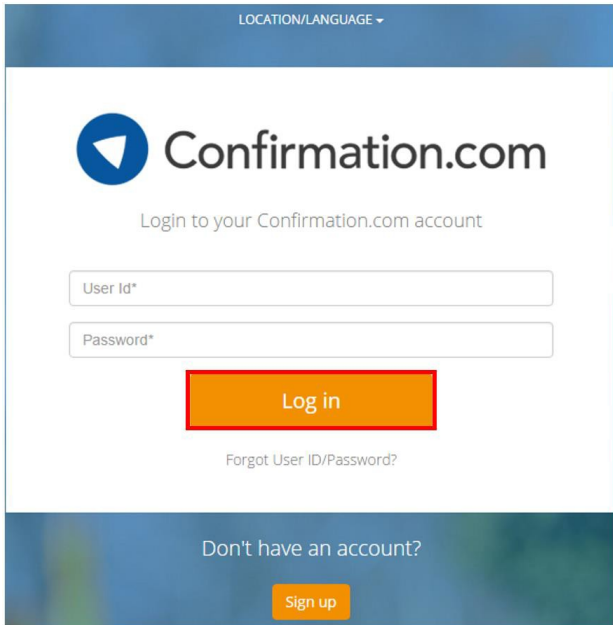
Information required before initiating a request

<input type="checkbox"/>	Step 1: New Client Profile
<input type="checkbox"/>	Obtain details of client: Client name, Office address, Website address, Engagement number/firm code
<input type="checkbox"/>	Obtain details of client Authorised Signatory/ies for the various accounts to be requested: Name, Surname, Email address, Contact number
	Step 2: Obtain Accounts / Assess Client Risk
<input type="checkbox"/>	Obtain from client, list of all bank accounts/lending facilities/derivatives(incl. FECs)
<input type="checkbox"/>	Partner/Manager assess risk of client and determine which SAAPS 6 forms/accounts need to be confirmed ie: Asset; Liability; Contingent Liabilities (includes Guarantees); Derivatives (includes FECs); Signatories; Securities (ie: instruments); Letter of Credit; Cash Management; Bills. Refer to the confirmations webpage for bank instructions and a guide on SAAPS 6 Forms for additional help.
	(Note: Per SAAPS 6, you will need to send all the accounts you want confirmed, the bank will confirm what the auditor has sent)
<input type="checkbox"/>	Step 3: Client Authorisation
	Inform client Authorised Signatory/ies to lookout for the authorisation email from systems.administrator@confirmation.com .
<input type="checkbox"/>	Step 4: Initiate Confirmation
	Billing is done on a transactional basis ie: when requests are sent, therefore either a company credit card should be set up (request this to be set up by Confirmations) or the individual user will need to input credit card details.

Initiating Requests

Login

Go to www.confirmation.com, enter user id and password and click Login



Initiating confirmations for a client is a 4 step process. 1) A Client Profile must be established, 2) Accounts must be added, and 3) Authorisation must be received from the Client Signer. Once these steps are complete, the Initiate function will become available for this client. Clicking the Initiate button will allow you to select the desired accounts and input the desired As of Date. Once complete, review and accept the associated charges and select Initiate. For more information, see the how to video's under the guides section of the Help tab.

Step 1: Add New Client

- To set up a new client profile, click Add New Client link located in the dashboard's Quick links area.

Your Confirmation. Dashboard

Confirmation Types	Count
Pending	19
Completed	1
Need More Info	0
Denied	0
Future Dated	0

Authorization Codes	Count
Pending	0
Received	2

Date	Update Title
24/09/2012	Confirmation.com Fall Release Notes... [view]
21/09/2012	Sign-up for Print Fulfillment AR/AP Webinar - October 12, 2012... [view]
01/09/2012	BNY Mellon requires certain foreign accounts be submitted via Confirmation.com... [view]



- Enter the Client's Company Information and Authorised Signer Information in the fields provided.

(Please note the Authorised Signer Information relates to the clients authorised signatory that is mandated to give the bank permission to release the company information to the auditor. Confirmation.com makes use of an electronic authorisation process, which replaces the old paper based physical client signature. Refer below to Step 3: Obtain Client Authorisation)

Step 1: Add a Client Profile close

Company Information

Company Name *	Engagement Number	Website
<input type="text" value="Demo Client"/>	<input type="text" value="222"/>	<input type="text" value="www.demo.co.za"/>

Authorized Signer Information

Signer Title *	Signer Email *	Re-Type Signer Email *		
<input type="text" value="Director"/>	<input type="text" value="brett@noemail.co.za"/>	<input type="text" value="brett@noemail.co.za"/>		
First Name *	Last Name *	Phone *	Ext.	Fax
<input type="text" value="Brett"/>	<input type="text" value="Chait"/>	<input type="text" value="011-507-0000"/>	<input type="text"/>	<input type="text"/>
Address 1 *	Language			
<input type="text" value="100 Dunkeld Street"/>	<input type="text" value="English(us_english)"/>			
Address 2	Client Registration (Optional)			
<input type="text"/>	Leave the checkbox below selected to send this signer login credentials to Confirmation.com.			
<input type="checkbox"/> located inside the United States	Clients can enter account information, issue Authorization Codes proactively, and check the status of their requests.			
Country *	Clients cannot view completed confirmations.			
<input type="text" value="South Africa"/>	<input type="checkbox"/> Send registration to client			
City *	Prov./Region	Postal Code *		
<input type="text" value="Johannesburg"/>	<input type="text" value="Gauteng"/>	<input type="text" value="2010"/>		

* Denotes required field

NB!!! Make sure this box is NOT ticked.

This option allows you send login credentials to your client's authorised signer. The client will only be able to enter account information, issue authorisation proactively, and check the status of requests. The client will not be able to initiate requests or view completed confirmations. **It is not recommended to rely on clients for this and therefore it recommended leaving this un-ticked.**

Step 2: Add Accounts

- Select the Add button located in the Accounts block.

ABC Holdings (Pty) Ltd [\[client search \]](#)






CLIENT PROFILE STEP ① Company Name [modify] ABC Holdings (Pty) Ltd Engagement # ENG000145 Lead Auditor [modify/share] joseph, jebby Authorized Signers (2) [show all] Smith, Anthony Smith, John add signer	ACCOUNTS STEP ② Financial 11 Accounts Receivable 0 Accounts Payable 0 Employee Benefits 0 Legal 0 add view all	CLIENT AUTHORIZATION STEP ③ Received (1) Smith, Anthony: 328 days remaining Pending (0) [no pending client authorizations] request view log
INITIATE STEP ④ initiate confirmations	CONFIRMATION STATUSES Pending 0 Completed 8 Need More Info 0 Denied 3 Future Dated 0 view log * - represents activity for the Last 90 Days	DOWNLOAD STEP ⑤ download confirmations

- Select the “Financial” option.

Add New Account for ABC Holdings (Pty) Ltd [close](#)

- Choose Type**
- Select Responder
- Add Account
- Review

Select the type of confirmation you would like to create:

-  **Financial**
Choose this for bank confirmations or similar. Examples include asset confirmations, liability confirmations, and other instruments held by financial institutions.
-  **Accounts Receivable**
Choose this for Accounts Receivable confirmations.
-  **Accounts Payable**
Choose this for Accounts Payable confirmations.
-  **Employee Benefits**
Choose this for Employee Benefits confirmations. Examples include 401k, 403b, ESOP, Health and other benefit types.
-  **Legal**
Choose this for Legal confirmations.

[close](#)

- Search for the financial institution name.

The screenshot shows the 'Add New Account for ABC Holdings (Pty) Ltd' interface. On the left, a sidebar lists four steps: 1 Choose Type, 2 Select Responder, 3 Add Account, and 4 Review. The main area is titled 'Search and select a Financial responder:'. It features a search input field with the placeholder text 'type in bank name here' and a 'search' button. Below the search field, there are three icons: 'In-Network', 'Out-of-Network', and 'Paper'. At the bottom, there is a 'back' button.

- Select form type and complete required fields. To add only 1 form click “save” or to add another form for the same bank click “save & add new”.

In terms of the new SAAPS 6 released by IRBA, there are 9 separate forms that an auditor can select to send to a Financial Institution in relation to an audit client: Asset, Liability, Securities, Contingent Liability/Guarantee’s, Derivatives, Bills, Letter of Credit, Cash Management Systems, Authorised Transactors / Signatories. SAAPS 6 suggests auditors now follow a risk- based approach for sending external confirmation requests. This allows auditors to assess the client’s risk and to select form types based on this risk.

NB!! Each client Asset and Liability account required for request would need to be added individually, therefore more than one Asset/Liability form would be required if a client has multiple Asset/Liability accounts. (For clients with a large number of accounts, multiple asset or liability forms can be created using the batch import feature, refer below.)

The screenshot shows the 'Add New Account for ABC Holdings (Pty) Ltd' interface at the 'Add Account' step. The sidebar shows steps 1-4. The main area is titled 'Add Account' and contains the following fields:

- Financial Responder:** SA Training Bank Corporate, 36 Hans Strijdom Ave., Cape Town, 8001, South Africa, FDIC #: na
- Form *:** A dropdown menu with options: ZA - Asset, -- select confirmation type --, ZA - Asset (highlighted), ZA - Bills, ZA - Cash Management, ZA - Contingent Liabilities, ZA - Derivative, ZA - Derivatives, ZA - Letter of Credit, ZA - Liability, ZA - Securities, ZA - Signatories.
- Authorised Signer *:** Chait Brett
- Client Registration Number :** (empty field)
- Account Number * batch import:** (empty field)
- Account Name:** (empty field)
- Currency *:** South Africa, Rand - ZAR
- Balance:** ZAR

 At the bottom, there are 'back', 'save', and 'save & add new' buttons. A red arrow points from the 'Form' dropdown to a red-bordered box containing the text:

I.e. Company = Company Reg #
 Individual = ID #
 Non Profit = NPO #

- After clicking “save” you will review forms added. You have the option at this point to add forms for a different bank by selecting “add more accounts” or click “close” if done.

- To view a list of all forms added to client profile click on “Financial” under accounts block.

ABC Holdings (Pty) Ltd [client search]

Category	Count
Financial	11
Accounts Receivable	0
Accounts Payable	0
Employee Benefits	0
Legal	0

Status	Count
Pending	0
Completed	8
Need More Info	0
Denied	3
Future Dated	0

* - represents activity for the Last 90 Days

Batch Import Functionality:

To batch import a number of accounts, you can select the “batch import” link within the Asset or Liability form being created. This will batch create the form type you have selected, for the bank you have selected. (I.e. if you use the link within the asset form, this will create all asset forms for the bank selected.) If your client is multi banked, you would need to batch import per bank.

The screenshot shows a web form titled "Add New Account for ABC Holdings (Pty) Ltd". The form is divided into a left sidebar with steps: 1 Choose Type, 2 Select Responder, 3 Add Account, and 4 Review. The main content area is titled "Add Account". It includes a "Financial Responder" section with details for "SA Training Bank Corporate". A "Form" dropdown menu is set to "ZA - Asset". The "Account Number" field is highlighted with a red circle and a tooltip that says "* batch import" and "Use batch import to upload up to 250 accounts simultaneously". Other fields include "Authorised Signer" (Chait Brett), "Client Registration Number", "Account Name", "Currency" (South Africa, Rand - ZAR), and "Balance". A "save & add new" button is at the bottom right, and "back" and "save" buttons are at the bottom center.

Setup up an excel spreadsheet (save to computer) with a listing of all the account numbers to be uploaded for this form. The sample excel spreadsheet provided will assist with format to be used.

Setup of excel spreadsheet must be as follows:

- 1) Use headings listed below in first three columns of spreadsheet
- 2) Account ID is the account number
- 3) Balance can be left **blank**

[Make sure there are no empty rows or columns in the listing]

	A	B	C	D
1	Account ID	Account Name	Balance	
2	1234567	Money Market		
3	8901234	Checking		
4	5678901	current		
5	23432423	Investment		
6				
7				
8				

Click "browse/upload", and upload the saved excel spreadsheet.

Import Accounts - Upload [close](#)

Upload Accounts

Select an Excel spreadsheet or comma delimited CSV text file of the accounts to upload. View [sample](#) .csv layout.

- * The file may not exceed 5MB
- * The file may not exceed 250 Accounts
- * .CSV, .XLS, .XLSX files accepted
- * Only mapped fields will be imported

[browse/upload](#)

[back](#) [next](#)

Select the default currency (South African Rand), link the column headings to the excel column heading and click next.

Import Accounts for - Map Fields [close](#)

Upload Accounts

Select an Excel spreadsheet or comma delimited CSV text file of the accounts to upload. View [sample](#) .csv layout.

- * The file may not exceed 5MB
- * The file may not exceed 250 Accounts
- * .CSV, .XLS, .XLSX files accepted
- * Only mapped fields will be imported

Currently Uploaded File
AccountsImportSample.csv [[remove](#)] - 93B - 20/06/2014 10:27 AM

Select the default currency for this file:

Match your columns to the corresponding fields:

Confirmation.com Columns	Your upload (AccountsImportSample.csv) Columns
Account ID *	<input type="text" value="Account ID"/>
Account Name	<input type="text" value="Account Name"/>
Balance	<input type="text" value="Balance"/>

* Denotes required field

[back](#) [next](#)

Step 3: Obtain Client Authorisation

The Client Authorisation is the mechanism by which the client bank mandated signatory can provide electronic approval to the auditor to initiate confirmations. Without this approval, confirmations cannot be initiated using Confirmation.com. Once requested by the auditor, the Client Signer will receive an email containing information about: the auditor details, what companies the auditor wants authorisation for. The client signer can give the authorisation by clicking on a link within the email.

- Select the Request button located in the Client Authorisation block.

ABC Holdings (Pty) Ltd [\[client search \]](#)

The screenshot displays a multi-step interface for client authorization. It is divided into five main sections:

- CLIENT PROFILE (STEP 1):** Shows company details for ABC Holdings (Pty) Ltd, engagement # ENG000145, lead auditor Joseph Jebby, and two authorized signers: Smith, Anthony and Smith, John. An 'add signer' button is present.
- ACCOUNTS (STEP 2):** Lists account types with counts: Financial (11), Accounts Receivable (0), Accounts Payable (0), Employee Benefits (0), and Legal (0). Includes 'add' and 'view all' buttons.
- CLIENT AUTHORIZATION (STEP 3):** Shows 'Received (0)' and 'Pending (0)' counts. A red circle highlights the 'request' button, with a 'view log' button next to it.
- INITIATE (STEP 4):** Contains a text box: 'Request a client authorization to initiate confirmations.'
- CONFIRMATION STATUSES:** Shows counts for Pending (0), Completed (8), Need More Info (0), Denied (3), and Future Dated (0). Includes a 'view log' button and a note: '* - represents activity for the Last 90 Days'.
- DOWNLOAD (STEP 5):** Features a 'download confirmations' button.

- Tick client signer name and the required entities to obtain authorisation for and click send.

[Note a system generated email from systems.administrator@confirmation.com will be sent to the email address of the selected client signer. Only one email will be sent and this email will reflect on the email all the legal entities selected. The client signer will be able to give authorisation for all selected legal entities at once]

The screenshot shows a 'Client Authorization Request' dialog box with a 'close' button in the top right. It contains the following text:

A request can be sent for the current client, or, for any client in which a signer has accounts assigned.

Clients are disabled if the signer:
- Does not have accounts assigned for that client.
- Already has an active client authorization for that client.

Select All Signers/Clients

Smith, Anthony (smitha@noemail.com)

- ABC Holdings (Pty) Ltd
- Beatenberg
- Demo CCI - TEST
- Justice League
- Kongos
- Life House
- Linken Park

At the bottom, there are 'send' and 'close' buttons.

□ Authorisation Email Sent to Client Signer

[Note: It is suggested for auditors to inform client signer that an email is sent from systems.administrator@confirmation.com. This can land up in the client spam/junk folder]

Ryan Mer at CQS Accounting LLP requires a Client Authorization to complete their audit work on your behalf. This Client Authorization allows your auditor to request information from your financial institutions and other business partners using the [Confirmation.com](https://confirmation.com) application. Without this Client Authorization, your auditor cannot initiate or obtain information from these institutions on your behalf.

This Client Authorization applies to the following companies:

Company Name	Engagement Number
ABC Holdings (Pty) Ltd	ENG000145

[Click here](#) to provide authorization to your auditor, or, copy and paste the link below into your browser's address window. Please note the links in this message will expire 90 days from the date of issue.

<https://confirmation.com/SendAUDToAuditor.aspx?stmc=utojR0vfFo%3d&aid=0%2f1yt8Veql%3d&cid=yf4n6KOPGoc%3d&lid=z77EmAjdJb0%3d&uid=B8hjQs8VL7w%3d>

YOUR AUDITOR INFORMATION:

Name: Ryan Mer of CQS Accounting LLP
Phone: +27 (0)11 444-4444 Ext:
Email: ryan123@noemail.com

AUTHORIZATION:

Client clicks on link in email to sign and give authorisation.

□ Once client clicks on link in email a client signer Webpage will open in the client's browser. Client must sign using a mouse, trackpad, touchscreen device or the option to type name in the block. Once client clicks send the system will update auditors client profile with received authorisation

Client Authorization

Contact Information
Brett Chait
brettc@cqs.co.za

Company Information
ABC Holdings (Pty) Ltd

Firm Information
CQS Accounting LLP
Ryan Mer
ryan123@noemail.com

Agreement
By providing the below Client Authorization, I am agreeing to Confirmation.com's User Agreement which institutions, business partners, and auditors to process and receive confirmations through the Confirmation.com application.

Signature*
Sign It | Type It | Clear | Signature Tutorial



Sign using a mouse, trackpad, touchscreen device or the option to type name in

Provide signature in the space above.

* Denotes required field

[User Agreement](#) | [Privacy Statement](#)

[Customer Support@confirmation.com](#)

[send](#) [close](#)

□ Auditor client profile received view after client signed

ABC Holdings (Pty) Ltd [client search]

CLIENT PROFILE	ACCOUNTS	CLIENT AUTHORIZATION
<p>Company Name [modify] ABC Holdings (Pty) Ltd</p> <p>Engagement # ENG000145</p> <p>Lead Auditor [modify/share] joseph, jebby</p> <p>Authorized Signers (2) [show all] Smith, Anthony Smith, John add signer</p>	<p>Financial 11</p> <p>Accounts Receivable 0</p> <p>Accounts Payable 0</p> <p>Employee Benefits 0</p> <p>Legal 0</p> <p>add view all</p>	<p>Received (1) Smith, Anthony: 365 days remaining</p> <p>Pending (1) Smith, John</p> <p>request view log</p>
INITIATE	CONFIRMATION STATUSES	DOWNLOAD
<p>initiate confirmations</p>	<p>Pending 0</p> <p>Completed 8</p> <p>Need More Info 0</p> <p>Denied 3</p> <p>Future Dated 0</p> <p>view log</p> <p>* - represents activity for the Last 90 Days</p>	<p>download confirmations</p>

Step 4: Initiate Confirmation

- Select the Initiate Confirmations button located in the Initiate block.

ABC Holdings (Pty) Ltd [client search]

The dashboard is divided into six panels:

- CLIENT PROFILE (STEP 1):** Shows Company Name (ABC Holdings (Pty) Ltd), Engagement # (ENG000145), Lead Auditor (joseph, jebby), and Authorized Signers (Smith, Anthony, Smith, John). Includes an "add signer" button.
- ACCOUNTS (STEP 2):** Lists Financial (11), Accounts Receivable (0), Accounts Payable (0), Employee Benefits (0), and Legal (0). Includes "add" and "view all" buttons.
- CLIENT AUTHORIZATION (STEP 3):** Shows Received (1) for Smith, Anthony (328 days remaining) and Pending (0). Includes "request" and "view log" buttons.
- INITIATE (STEP 4):** Features a prominent "initiate confirmations" button circled in red.
- CONFIRMATION STATUSES (STEP 5):** Shows counts for Pending (0), Completed (8), Need More Info (0), Denied (3), and Future Dated (0). Includes a "view log" button and a note: "* - represents activity for the Last 90 Days".
- DOWNLOAD (STEP 6):** Includes a "download confirmations" button.

- Select the "As of Date". The "As of Date" supplied by the auditor when initiating confirmations is the date the responder will use when providing the desired client information back to the auditor. This is the date the auditor wants the confirmation as of ie: Client Y/E Date or Interim Date, **NOT** the date the confirmations were initiated.

Note: The system allows for requests to be **future dated**. Select a future date in the As of Date field, up to 90 days in advance. The system will hold back these requests and only release them to the bank immediately after the As of Date.

The dialog box is titled "Initiate Confirmations for: ABC Holdings (Pty) Ltd" and includes a "close" link. It contains the following elements:

- Instruction: "Choose As of Date and filter criteria then select search."
- As of Date ***: A date selection field with a calendar dropdown. The calendar shows February 2014, with the 28th selected. A red box highlights this area.
- Table headers: Type, Account ID, Name, Form, Signer, Additions.
- Message: "[Choose an As of Date to display available accounts. Note: Accounts previously initiated for the selected As of Date may not appear.]"
- Section: "General Questions for all Responders (optional)" with a text input field.
- Legend: "* Denotes required field", "In-Network", "Out-of-Network", "Paper".
- Buttons: "close" and "next".

- Select the forms, per the client profile, that you would like to confirm with the bank, by checking the tick box located on the left of each account and click next.

[Note: forms that have been sent for the selected “As of Date” already and that is still pending at the bank will not be available for selection.]

Initiate Confirmations for: ABC Holdings (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	Signer	Additions
<input checked="" type="checkbox"/>	SA Training Bank Corpo...	Financial	53454353	Current	ZA - Asset	Chat, Brett	[add]
<input checked="" type="checkbox"/>	SA Training Bank Corpo...	Financial	35265236	Investment	ZA - Asset	Chat, Brett	[add]
<input checked="" type="checkbox"/>	SA Training Bank Corpo...	Financial	5364734654	Current - Guarantee	ZA - Contingent Li...	Chat, Brett	[add]

Engagement Number

General Questions for all Responders (optional)

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

- Enter credit card details and click the initiate button. A notification will appear indicating the transaction was successful and the confirmation request has been sent to the banks.

Billing Summary for ABC Holdings (Pty) Ltd (for As of Date:28/02/2014) close

6 accounts selected.

Responders	Type	Quantity	Price Per	Total
<input checked="" type="checkbox"/> South Africa Demo Bank	Financial	5	R213.00	R1065.00
		1	R0.00	R0.00
Totals		6		R1065.00

Billing Information [edit | delete]

Credit Card	Last 4	Expiration Date	Billing Address	Security Code
Visa	1111	06/2015 (mm/yyyy)	123 Park Place Dunkeld West Johannesburg,Gauteng 2100 South Africa	<input type="text"/>

In-Network Out-of-Network Paper

Confirmations Initiated! close

You have successfully initiated 3 confirmations for ABC Holdings (Pty) Ltd.

Billing Options:

There are 2 credit card options available to a firm for billing purposes:

- Individual user Credit Card Method – At the time of initiating a request, credit card details would need to be entered by a requesting user (This is set as the default method for all newly registered firms)
- Firm/Office Credit Card Method – A firm/office credit card can be set in the system to the firm/office profile. All registered users under the firm/office will be linked to this card. This card will be charged when requests are initiated by the users and the user will not need to enter credit card details. The firm credit card details will not be viewable to firm staff. For this option please contact Confirmations.

[Please note that Confirmation.com only accepts major credit card carriers, Visa and Mastercard for processing Rand based transactions. If a South African Diners Club card is used, the transaction can only be processed in US Dollars, currently set at \$23 per billable transaction.]

Purchase Receipts:

The Billing Summary Report is located in the reports section of the dashboard. This report is used for pulling billing information relating to a selected Client for a selected year end date and includes all associated charges related to the confirmation activity.

[Note: A user can only export a billing summary report for an individual client that the user has been assigned to as either a “lead auditor” or “shared auditor”.]

Your Confirmation. Dashboard

The dashboard is divided into six main sections:

- CLIENT LIST:** Includes a search bar for Client Name and a list of recently viewed clients: ABC Holdings (Pty) Ltd, Test Client, and The A Team (Pty) Ltd.
- STATUSES:** Shows counts for Confirmations (Pending: 5, Completed: 4, Need More Info: 0, Denied: 0, Future Dated: 0) and Client Authorization (Pending: 3, Received: 12).
- REPORTS:** Contains links for Download Completed Confirmations, List available In-Network Responders, **Generate a Billing Summary** (highlighted with a red box), Export the Confirmation Control Log, and View a summary of Daily Statuses.
- QUICK LINKS:** Lists actions like Add New Client, Add Client Accounts, Request Client Authorization, Reassign Client, Recall Confirmation, and Manage Out-of-Network Responders.
- STATISTICS:** Features a pie chart for Confirmation Types (Financial: 100.00%, AR: 0.00%, AP: 0.00%) and a time filter set to Last 3 Months.
- UPDATES:** Displays recent news items with dates and titles, such as 'Confirmation.com enhances client authorizations with Signature Capture feature...' and 'Confirmation.com continues its European expansion with UK acquisition...'

Firm / Office Billing Report:

Confirmations can setup an administrator function for a firm. The administration function of Confirmation.com includes an office activity report, which is a summary report of confirmation activity and billing for an office / firm. For this option please contact Confirmations.

Retrieving Completed Confirmations

There is the option to export either one consolidated pdf report of all the individual completed confirmation forms for a client, or to export each completed confirmation form individually.

- Click on “download confirmations” button in the Download block located under the client profile. (When Confirmations have been completed and returned by the bank, a large orange button will appear in the “Download” block. This button provides a link to the Completed Confirmations report with default report parameters for the selected client.)

ABC Holdings (Pty) Ltd [client search]

The screenshot displays the client profile for ABC Holdings (Pty) Ltd, organized into five steps:

- STEP 1: CLIENT PROFILE**
 - Company Name [modify]: ABC Holdings (Pty) Ltd
 - Engagement #: ENG000145
 - Lead Auditor [modify/share]: joseph, jebby
 - Authorized Signers (2) [show all]: Smith, Anthony; Smith, John
 - Buttons: add signer
- STEP 2: ACCOUNTS**
 - Financial: 11
 - Accounts Receivable: 0
 - Accounts Payable: 0
 - Employee Benefits: 0
 - Legal: 0
 - Buttons: add, view all
- STEP 3: CLIENT AUTHORIZATION**
 - Received (1): Smith, Anthony: 328 days remaining
 - Pending (0): [no pending client authorizations]
 - Buttons: request, view log
- STEP 4: INITIATE**
 - Button: initiate confirmations
- CONFIRMATION STATUSES**
 - Pending: 0
 - Completed: 8
 - Need More Info: 0
 - Denied: 3
 - Future Dated: 0
 - Button: view log
 - Footnote: * - represents activity for the Last 90 Days
- STEP 5: DOWNLOAD**
 - Button: download confirmations (circled in red)

- Complete the required information for each field and click “export” for the confirmation report and “download attachments” for any accompanying schedules the bank may have attached with the report.

The screenshot shows the report generation interface with the following fields and buttons highlighted in a red box:

- last login: 08/07/2013 (dd/mm/yyyy)
- Navigation tabs: DASHBOARD, CLIENT INFORMATION, REPORTS, ADMINISTRATION
- Fields:
 - Select Report: Completed Confirmations
 - Client Search *: Demo Client
 - As of Date*: 03/31/2014
 - Responder Type*: Financial
 - Form: All
 - Report Type: Detail - Consolidated
 - Audit Log: Include
- Buttons: export, download attachments

[Select your report settings above to preview a report.]

[Note: for 1 consolidated PDF report consisting of all individual forms – select report type “detail – consolidated”]

Re-confirming/Querying a Completed Confirmation

Please note any completed confirmation can be queried / reconfirmed. There is no charge for a query / re-confirmation as it forms part of the original request. The bank has the ability to correct a queried / re-confirmed request.

- ❑ Select Completed link located under the “Confirmation Statuses” section in the client’s profile dashboard.

ABC Holdings (Pty) Ltd [\[client search \]](#)

CLIENT PROFILE STEP ①

Company Name [modify] ABC Holdings (Pty) Ltd **Engagement #** ENG000145

Lead Auditor [modify/share] joseph, jebby

Authorized Signers (2) [show all]
Smith, Anthony
Smith, John [add signer](#)

ACCOUNTS STEP ②

Financial	11
Accounts Receivable	0
Accounts Payable	0
Employee Benefits	0
Legal	0

[add](#) [view all](#)

CLIENT AUTHORIZATION STEP ③

Received (1)
Smith, Anthony: 328 days remaining

Pending (0)
[no pending client authorizations]

[request](#) [view log](#)

INITIATE STEP ④

[initiate confirmations](#)

CONFIRMATION STATUSES

Pending	0
Completed	8
Need More Info	0
Denied	3
Future Dated	0

[view log](#)

* - represents activity for the Last 90 Days

DOWNLOAD STEP ⑤

[download confirmations](#)

- ❑ Select “view” next to the completed confirmation in query, to open and view the completed confirmation.

Confirmation Log for ABC Holdings (Pty) Ltd [close](#)

Filter [Select a field name from below and then enter your search criteria]

Status	Activity For	Type	Form	Delivery Method	Responder
Completed	Last 90 Days	All	All	All	<input type="text"/>

[search](#)

3 results found 3 account(s) [export](#)

	Status	Account ID	Responder	Type	Form	Sent	Received/Track
<input type="checkbox"/>	[view] Completed	53454353	SA Training Bank Corporate	Financial	ZA - Asset	(1st)02/09/2014	02/09/2014
<input checked="" type="checkbox"/>	[view] Completed	35265236	SA Training Bank Corporate	Financial	ZA - Asset	(1st)02/09/2014	02/09/2014
<input type="checkbox"/>	[view] Completed	5364734654	SA Training Bank Corporate	Financial	ZA - Contingent Li...	(1st)02/09/2014	02/09/2014

Action List (selection will enable available records) << < PAGE 1 OF 1 > >> 25 per page

-- Select an Action -- [submit](#) [In-Network](#) [Out-of-Network](#) [Paper](#)

[close](#)

- Click “re-confirm” to query / re-confirm a request.

Confirmation Details For ABC Holdings (Pty) Ltd close

[Confirmation Detail] Client Authorization export

Client's Statement

Client's Company Information ABC Holdings (Pty) Ltd 100 Dunkeld Gardens - Johannesburg, -2010 South Africa Client Registration Number : 54/99654928/01 Engagement Number: ENG000145	Authorised Signer Director Brett Chait 011-507-0000 brett@cqs.co.za 	Requestor Information CQS Accounting LLP 123 Park Place - Dunkeld West, Q99999 South Africa	Lead Auditor Ryan Mer +27 (0)11 444-4444 ryan123@noemail.com Office: Dunkeld West
---	--	---	--

Responder Information

SA Training Bank Corporate [FDIC # na] 36 Hans Strijdom Ave. - Cape Town, 8001 South Africa	Contact Manager Clark Hamilton +27 11 507 008 *****
---	--

Client's Account Information

re-confirm close

- A dialog box will appear to enter the relevant query for the bank. Once click “send” the confirmation will be resent to the bank as priority and will appear as pending in the confirmation statuses section.

Confirmation. WELCOME RYAN MERI [LOGOUT] USER PROFILE

lead login: 020992014 (dkhmeri@xxx)

ABC Holdings (Pty) Ltd [client search]

CLIENT PROFILE

Company Name [modify] Engagement #
ABC Holdings (Pty) Ltd ENG000145

Lead Auditor [modify/share]
Mer, Ryan

Authorized Signers (2) [show all]
Chait, Brett
Smith, Anthony add signer

CLIENT AUTHORIZATION

Received (1)
Chait, Brett: 365 days remaining

Pending (0)
[no pending client authorizations]

request view log

INITIATE

initiate confirmations

CONFIRMATION STATUSES

Pending	0
Completed	3
Need More Info	0
Denied	0
Future Dated	0

view log

* - represents activity for the Last 90 Days

DOWNLOAD

download confirmations

Recalling Sent Confirmations

Requests sent erroneously can be recalled with an automatic refund issued.

[Note: confirmations sent to the bank can only be recalled if the bank has not started the workflow on the requests. If the box next to a pending request is greyed out, this indicates that the bank has started the workflow on the request and that the request can no longer be selected for recall.]

ABC Holdings (Pty) Ltd [\[client search \]](#)

CLIENT PROFILE STEP ①

Company Name [\[modify \]](#) **Engagement #**
ABC Holdings (Pty) Ltd ENG000145

Lead Auditor [\[modify/share \]](#)
joseph.jebby

Authorized Signers (2) [\[show all \]](#)
Smith, Anthony
Smith, John

[add signer](#)

ACCOUNTS STEP ②

- 11
- 0
- 0
- 0
- 0

[add](#) [view all](#)

CLIENT AUTHORIZATION STEP ③

Received (1)
Smith, Anthony: 328 days remaining

Pending (0)
[no pending client authorizations]

[request](#) [view log](#)

INITIATE STEP ④

[initiate confirmations](#)

CONFIRMATION STATUSES

- Pending 0
- Completed 8
- Need More Info 0
- Denied 3
- Future Dated 0

[view log](#)

* - represents activity for the Last 90 Days

DOWNLOAD STEP ⑤

[download confirmations](#)

- Select "Pending" from the client profile
- Select "Recall" from the "Action List" dropdown
- Tick Boxes next to the requests you want to recall
- Click "submit" next to "Action List" and click "ok"

Confirmation Log for ABC Holdings (Pty) Ltd close

Filter [Select a field name from below and then enter your search criteria]

Status	Activity For	Type	Form	Delivery Method	Responder	
Pending	30/08/2014	All	All	All		search

3 results found 3 account(s) [export](#)

<input type="checkbox"/>	Status	Account ID	Responder	Type	Form	Sent	Received/Track
<input type="checkbox"/>	Pending	53454353	SA Training Bank Corporate	Financial	ZA - Asset	(1st)02/09/2014	-
<input type="checkbox"/>	Pending	35265236	SA Training Bank Corporate	Financial	ZA - Asset	(1st)02/09/2014	-
<input type="checkbox"/>	Pending	5364734654	SA Training Bank Corporate	Financial	ZA - Contingent LI...	(1st)02/09/2014	-

Action List (selection will enable available records)

<< | PAGE 1 OF 1 | >> 25 per page

-- Select an Action --
 -- Select an Action --
 Recall
 Reinitiate Paper
 Send Reminder

[submit](#)

In-Network
 Out-of-Network
 Paper

[close](#)

Deleting Forms on a Profile

Any forms incorrectly added to a client profile can be deleted.

- Select “Financial” from the client profile

ABC Holdings (Pty) Ltd [client search]

The screenshot displays a multi-step interface for managing a client profile. The steps are:

- STEP 1: CLIENT PROFILE** - Shows company name (ABC Holdings (Pty) Ltd), engagement number (ENG000145), lead auditor (Joseph, Jebby), and authorized signers (Smith, Anthony and John).
- STEP 2: ACCOUNTS** - A list of account types with counts: Financial (11), Accounts Receivable (0), Accounts Payable (0), Employee Benefits (0), and Legal (0). The 'Financial' account type is circled in red.
- STEP 3: CLIENT AUTHORIZATION** - Shows received (1) and pending (0) authorizations.
- STEP 4: INITIATE** - A button to 'initiate confirmations'.
- CONFIRMATION STATUSES** - A summary of confirmation statuses: Pending (0), Completed (8), Need More Info (0), Denied (3), and Future Dated (0).
- STEP 5: DOWNLOAD** - A button to 'download confirmations'.

- Select “Delete Selected” from the “Action List” dropdown
- Tick Boxes next to the forms you want to delete
- Click “submit” next to “Action List”

The screenshot shows the 'Accounts for ABC Holdings (Pty) Ltd' interface. It includes a search filter, a table of accounts, and an action list dropdown.

Filter: [Select a field name from below and then enter your search criteria]

Field Name	Search Criteria
Type	Financial

3 results found. Account not listed? Add new account.

Account ID	Name	Responder	Type	Form	Signer	Date Modified
33454353	Current	SA Training Bank Corporate	Financial	ZA - Asset	Chait, Brett	09/02/2014
3364734654	Current - Guarantee	SA Training Bank Corporate	Financial	ZA - Contingent Li...	Chait, Brett	09/02/2014
35265236	Investment	SA Training Bank Corporate	Financial	ZA - Asset	Chait, Brett	09/02/2014

Action List (selection will enable available records)

- Select an Action --
- Select an Action --
- Reassign
- Run Address Lookup
- Download Address Lookup
- Delete Selected

submit In-Network Out-of-Network Paper close

Changing Client Signer on Forms

- First add a new signer by clicking “add signer” under “Client Profile” block
- Select “Financial” from the client profile

ABC Holdings (Pty) Ltd [client search]

CLIENT PROFILE STEP ①

Company Name [modify] Engagement #
ABC Holdings (Pty) Ltd ENG000145

Lead Auditor [modify/share]
joseph, jebby

Authorized Signers (2) [show all]
Smith, Anthony
Smith, John

add signer

ACCOUNTS STEP ②

Financial 11

Accounts Receivable 0

Accounts Payable 0

Employee Benefits 0

Legal 0

add **view all**

CLIENT AUTHORIZATION STEP ③

Received (1)
Smith, Anthony: 328 days remaining

Pending (0)
[no pending client authorizations]

request **view log**

INITIATE STEP ④

initiate confirmations

CONFIRMATION STATUSES

Pending 0

Completed 8

Need More Info 0

Denied 3

Future Dated 0

view log

* - represents activity for the Last 90 Days

DOWNLOAD STEP ⑤

download confirmations

- Select “Reassign” from the “Action List” dropdown
- Select new signer name from the “Action List” dropdown
- Tick Boxes next to the forms to reassign signer
- Click “submit” next to “Action List”

Accounts for ABC Holdings (Pty) Ltd close

Filter [Select a field name from below and then enter your search criteria]

Field Name Search Criteria
Type Financial **search** 3 results found. Account not listed? Add new account

export

<input type="checkbox"/>	Account ID	Name	Responder	Type	Form	Signer	Date Modified
<input type="checkbox"/>	53454353	Current	SA Training Bank Corporate	Financial	ZA - Asset	Chait, Brett	09/02/2014
<input type="checkbox"/>	5364734654	Current - Guarantee	SA Training Bank Corporate	Financial	ZA - Contingent Li...	Chait, Brett	09/02/2014
<input type="checkbox"/>	35265236	Investment	SA Training Bank Corporate	Financial	ZA - Asset	Chait, Brett	09/02/2014

Name of reassigned signer will appear in the signer column next to the selected forms

<< | < | PAGE 1 OF 1 | > | >> 50 per page

Action List (selection will enable available records)

Reassign **submit**

-- select a signer --
-- select a signer --
Anthony Smith
Brett Chait

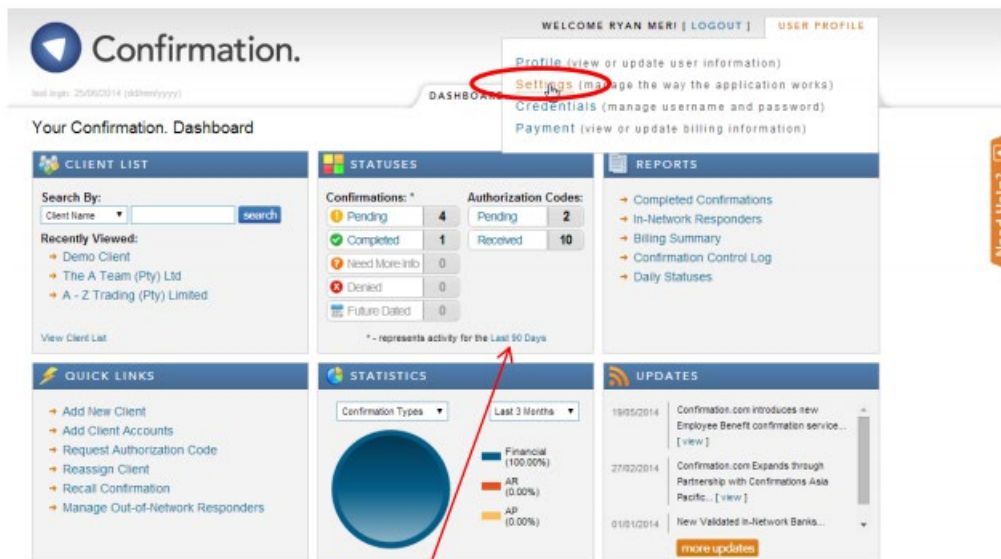
close

In-Network Out-of-Network Paper

Changing User Settings

Individual users can update their settings. This includes notification emails, default date range of the client confirmation status tool and the default confirmation currency used on the forms.

- Select “User Profile” and “Settings” at the top right of the user profile



- Update Details and Click “save”

User Profile - Settings
close

Notification Emails
Receive confirmation messages for:

Types	Lead	Shared
Pending	<input type="checkbox"/>	<input type="checkbox"/>
Completed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Confirmation Status Totals

Include Shared Clients

Default Date Range

Last 90 Days

Localization

Language *
English (us_english)

Time Zone
(GMT-05:00) Eastern Time (US & Canada)

Default Billing Currency
United States of America, Dollars(USD)

Default Confirmation Currency

South Africa, Rand(ZAR)

Date/Time Format **
English (South Africa) dd/MM/yyyy hh:mm tt

* Language is modified using the flag icon located in the header of the login page.
 ** System dates and text are displayed according to the settings above. Manually entered text and dates will display as entered by the user.

Confirmation support details:

Region
 South Africa & Sub Saharan Africa
 Asia Pacific
 UK & Europe
 USA & Global

Call
 +27 10 494 1001 op 3
 +61 402 035 542
 +44 (0)203 757 6312
 +1 866 325 7201

Email
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 customer.support@confirmation.com