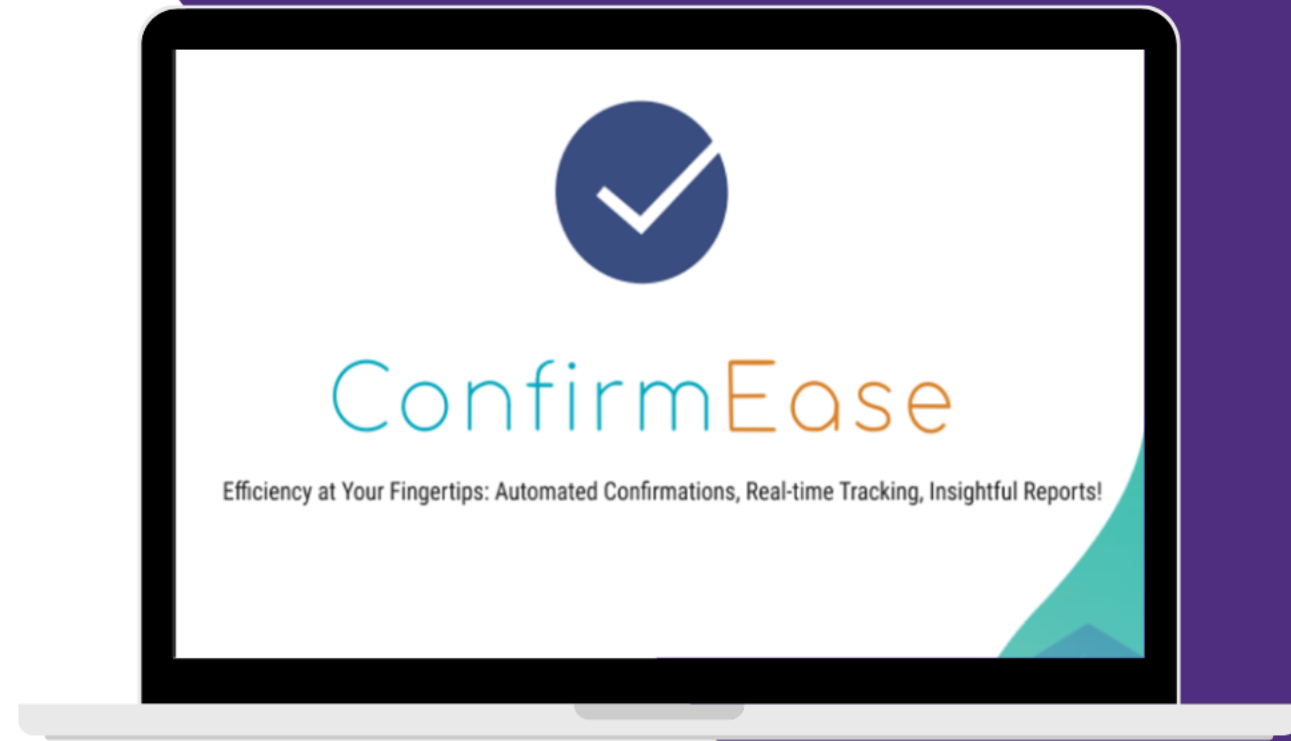


User Manual

ConfirmEase

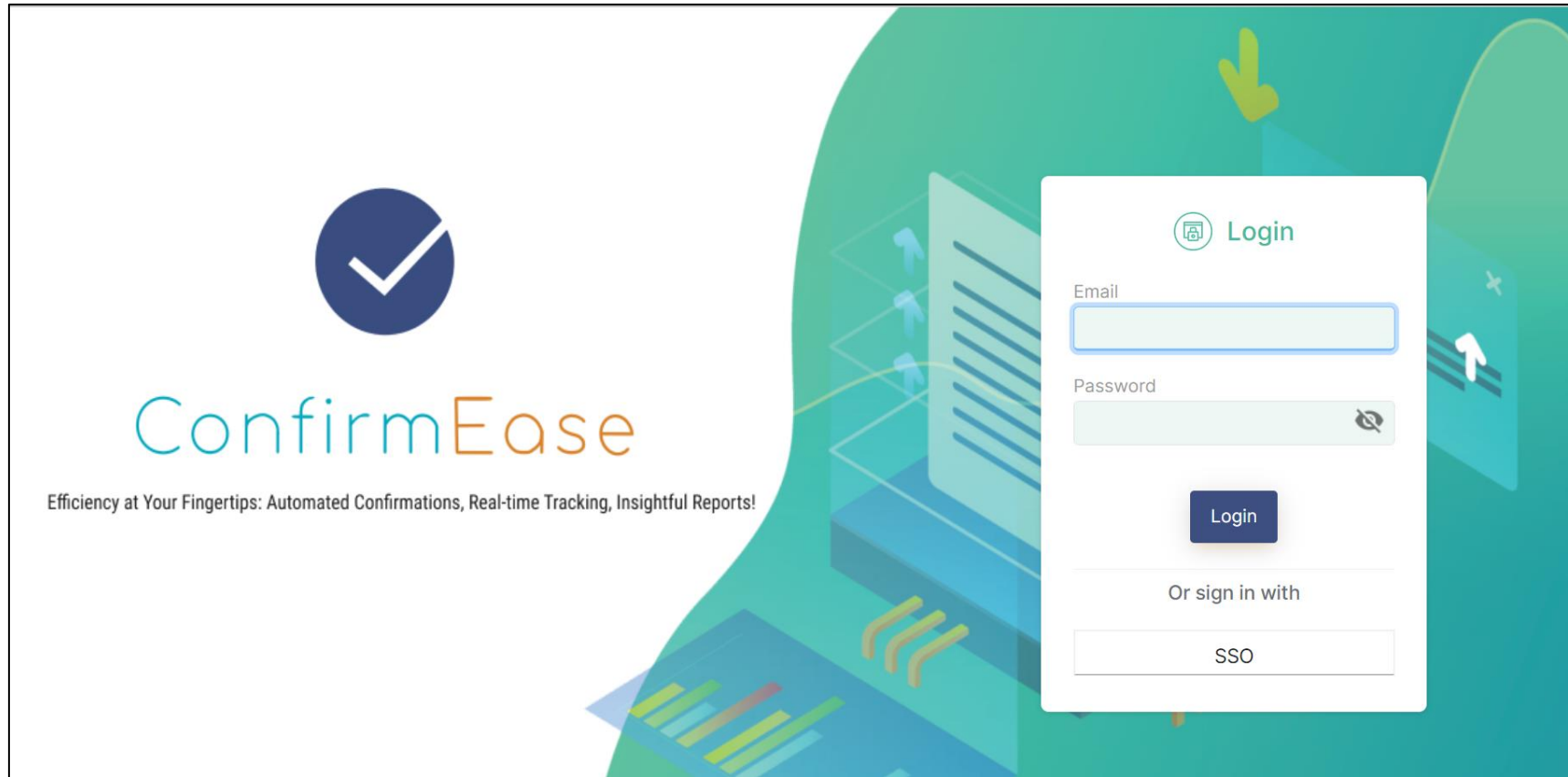


Agenda

1	Login Page
2	Modules
3	User – Role Access Matrix
4	Client Onboarding
5	Email Batch Creation
6	Other Features and Utilities

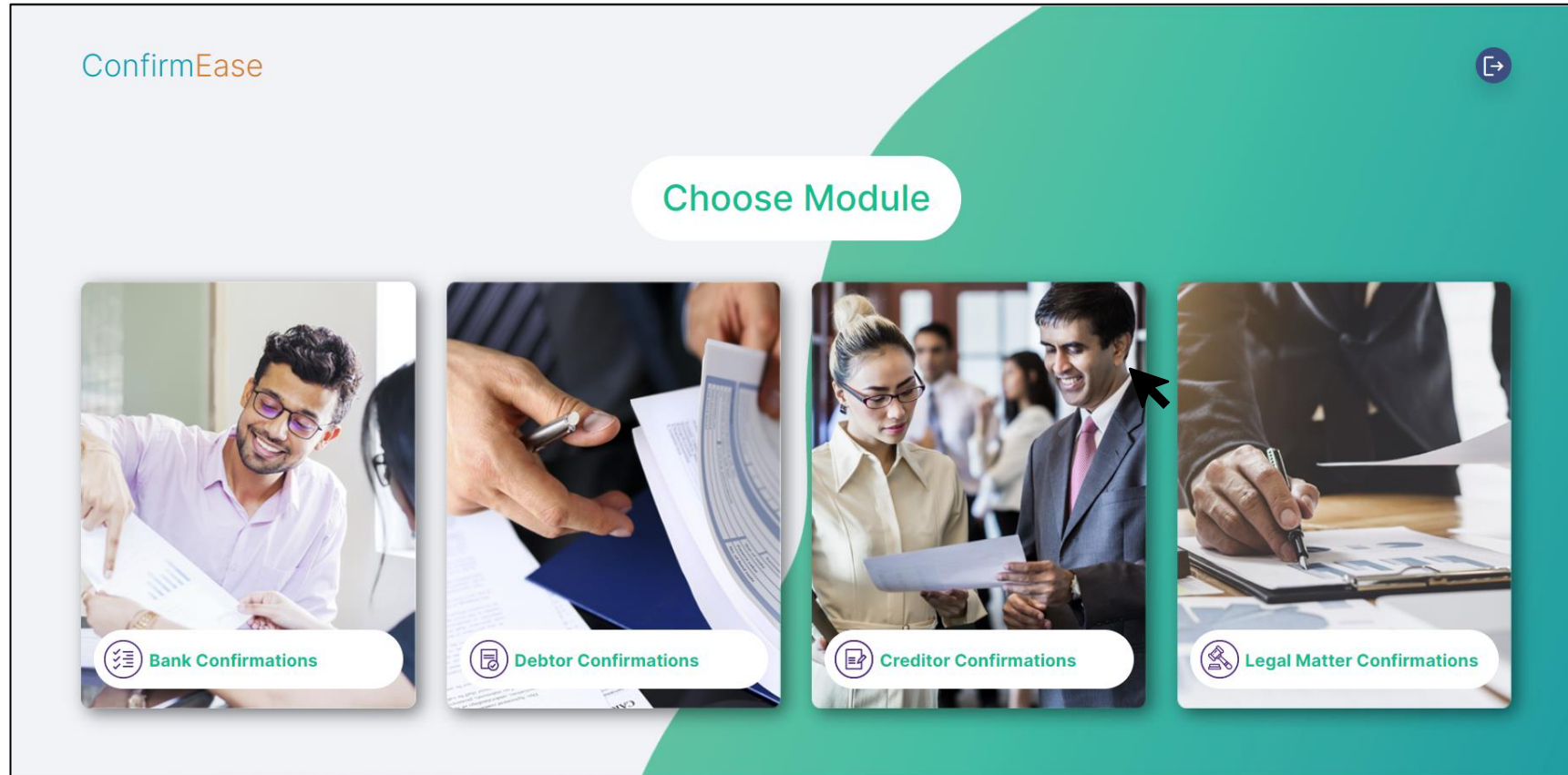
Login Page

This is the main login page.



Modules Screen

Click on any of the modules to access it.



Clients Screen

This is the landing page after module selection. It is common across all modules.

From this screen you can add 'New Clients'. Client on-boarding form is Module specific.

ConfirmEase

Walker Chandiok & Co LLP

Bank Confirmations

2023-2024

Adminuser1
ADMIN

Clients

Email Batches

Unprocessed Received Emails

Show 10 Records

Search

+ New Client

Client Name	Engagement Partner	Engagement Manager	Auditor Name	Processed By	Confirmation Date	Period Ended	Act
sb_test_bank23t	sb_test_bank23t	sb_test_bank23t	sb_test_bank23	coepuser2	May 9, 2023	May 11, 2023	View Update
Bank_Testing_coepuse r1	Abhi_Eng_Partner	Abhi_Eng_Manager	Abhi_Auditor	coepuser1	May 4, 2023	May 4, 2023	View Update
Bank_Testing_Adminus er1	Abhi_Eng_Partner	Abhi_Eng_Manager	Abhi_Auditor	adminuser1	May 4, 2023	May 4, 2023	View Update

User – Role Access Matrix

Below is the matrix of actions allowed to various roles in the application.

Actions	ADMIN	COE Executive	COE POD <u>Lead</u>	Business User
Login	✓	✓	✓	✓
Selection of Modules	✓	✓	✓	✓
View Client	✓	✓	✓	✓
Download Reports	✓	✓	✓	✓
View Email Batch	✓	✓	✓	✓
Filter Data	✓	✓	✓	✓
Download Reports	✓	✓	✓	✓
View Email Template Button	✓	✓	✓	✓
View Debit/Credit Details	✓	✓	✓	✓
Download Attachments	✓	✓	✓	✓
Add Client	✓	✓	✓	✗
Update Client	✓	✓	✓	✗
Add Email Batch	✓	✓	✓	✗
Submit Email Template Changes	✓	✗	✓	✗
Activate/Deactivate Records (Bulk or record level)	✓	✓	✓	✗
Send Email Button (Bulk or record level)	✓	✓	✓	✗
Send Reminder (Bulk or record level)	✓	✓	✓	✗
Edit Engagement Closure Date	✓	✗	✗	✗


Client Onboarding


Add Client



After providing all the details, click on 'Submit'

ConfirmEase
Walker Chandok & Co LLP

Bank Confirmations

2023-2024 

 Geetha Meduri
CoE Executive


[← Clients](#) / Add Client

Add Client

Client Name

Client Address (Optional)

Period Ended

dd-mm-yyyy 

Name of Engagement Partner

Name of Engagement Director (Optional)


Name of Engagement Manager

Contact Detail of Engagement Manager


Enter 10 digit mobile number

Email Id of Engagement Manager

Confirmation Date

dd-mm-yyyy 

Engagement Closure Date

dd-mm-yyyy 

Is the Name and Designation of an Authorised Person needed to be mentioned in the Confirmations (Y/N)?

☐ Yes ☐ No

Name of Auditor

Auditor Address (Optional)

Email Reminder Frequency (In Days)

Max no. of Reminders

Submit

Client Onboarding

Add Client

Once a client is on-boarded, you can view or update the record.

View : This will allow the user to view the details of on-boarded client.

Update : This will allow the user to update the details of on-boarded client.

ConfirmEase
Walker Chandiok & Co LLP

Bank Confirmations

2023-2024

Adminuser1
ADMIN

Clients

Email Batches

Unprocessed Received Emails

Show

10

Records

Search

+ New Client

Client Name	Engagement Partner	Engagement Manager	Auditor Name	Processed By	Confirmation Date	Period Ended	Action
sb_test_bank23t	sb_test_bank23t	sb_test_bank23t	sb_test_bank23	coepuser2	May 9, 2023	May 11, 2023	View Update
Bank_Testing_coepuser1	Abhi_Eng_Partner	Abhi_Eng_Manager	Abhi_Auditor	coepuser1	May 4, 2023	May 4, 2023	View Update
Bank_Testing_Adminuser1	Abhi_Eng_Partner	Abhi_Eng_Manager	Abhi_Auditor	adminuser1	May 4, 2023	May 4, 2023	View Update

Email Batches

Add New Batch

This is the email batches screen.

The list of batches which are already created will be shown on this screen. To create a batch, click on '+ New Batch'

ConfirmEase
Walker Chandiok & Co LLP

Bank Confirmations

2023-2024

Adminuser1
ADMIN

Clients

Email Batches

Unprocessed Received Emails

Mail Responded

☐ Yes ☐ No

Undelivered Email

☐ Yes ☐ No

Mail Responded Date

Start Date

End Date

Download Report

Reset

Show 10 Records

Search

+ New Batch

<input type="checkbox"/>	Client Name	Total Records	Processed Records	Error Records	Business User	CoE POD Lead	Created On	Batch File
<input type="checkbox"/>	sb_test_bank23t	4	2	2	etuser4	coepuser4	May 9, 2023	Download
<input type="checkbox"/>	Bank_Testing_coepu ser1	5	3	2	etuser1	coepuser1	May 4, 2023	Download
<input type="checkbox"/>	Bank_Testing_Admin user1	5	3	2	etuser1	coepuser1	May 4, 2023	Download

Email Batches

Add New Batch

After clicking on '+ New Batch' user will be shown below screen.

Fill all the relevant details & click on 'Submit'

The screenshot shows the 'New Batch' form in the ConfirmEase application. The form is titled 'New Batch' and is part of the 'Bank Confirmations' section. It includes the following fields and buttons:

- Select Client:** A dropdown menu with 'select' as the placeholder. An annotation points to it with the text 'Select client from already on-boarded clients'.
- Tag Business User:** A dropdown menu with 'Select User' as the placeholder. An annotation points to it with the text 'Tag Business user'.
- Tag CoE POD Lead:** A dropdown menu with 'Select User' as the placeholder. An annotation points to it with the text 'Tag CoE POD Lead'.
- Download Template:** A yellow button with a download icon and the text 'Download Template'. An annotation points to it with the text 'Batch Creation Template'.
- Upload Authorisation Letter(PDF File Only):** A section with a 'Choose File' button and 'No file chosen' text. An annotation points to it with the text 'Upload Authorisation Letter'.
- Upload Template:** A yellow button with an upload icon and the text 'Upload Template'. An annotation points to it with the text 'Upload Batch Creation Template'.
- Add Any Other Docs:** A yellow button with an upload icon and the text 'Add Any Other Docs'. An annotation points to it with the text 'Add any other document'.
- Submit:** A green button with the text 'Submit'.

The form is annotated with several callouts in purple boxes with orange arrows pointing to the relevant fields:

- Select client from already on-boarded clients
- Tag Business user
- Tag CoE POD Lead
- Batch Creation Template
- Upload Authorisation Letter
- Upload Batch Creation Template
- Add any other document

Note: Download the template first and then upload the same template without changing any format.

Email Batches

Home Screen

Once a batch is created, user can access the 'Batch Creation Template', 'Authorisation Letter' & Any other document.

To view record level details, click on '**View Details**'

ConfirmEase
Walker Chandok & Co LLP

Bank Confirmations

2023-2024

Adminuser1
ADMIN

Clients

Email Batches

Unprocessed Received Emails

Mail Responded

☐ Yes ☐ No

Undelivered Email

☐ Yes ☐ No

Mail Responded Date

Start Date

End Date

Download Report

Reset

Show 10 Records

Search

+ New Batch

Records	Error Records	Business User	CoE POD Lead	Created On	Batch File	Authorisation Letter	Other Documents	Action
2		etuser4	coepuser4	May 9, 2023	↓	↓	↓	View Details
2		etuser1	coepuser1	May 4, 2023	↓	↓	↓	View Details
2		etuser1	coepuser1	May 4, 2023	↓	↓	↓	View Details

Email Batches

Batch-Record Level Screen

After clicking on “View Details”, user will be navigated to ‘Batch-Record Level’ screen.

ConfirmEase
Walker Chandio & Co LLP

Bank Confirmations

2023-2024

Adminuser1
ADMIN

Clients

Email Batches

Unprocessed Received Emails

←

Batch

/ Bank - Record Level

Mail Responded

☐ Yes ☐ No

Undelivered Email

☐ Yes ☐ No

Mail Responded Date

Start Date

End Date

Search

Reset

Active

Deactive

Name Of Client: Bank_Testing

Show 10 Records

Search

Download Report

Email Template

Send Reminder

Deactivate

Send Email

Email Responded	Responded On	Email Reminder Count	Credit Balances	Debit Balances	Unique ID	Attachments	Action
No		0			58cf1680-2aed-4d46-983c-77cc790d24ce		
No		0			3679038e-1d0b-43ad-9e97-81233b402b54		
No		0			c0b1df63-6ad3-4774-8236-3c58a012b8c3		

0 Selected / 3 Total

Client Name

Send Email

Deactivate record

Download Attachment

Email Batches

Download Report (Batch Level)

User can download the report for a particular batch or for multiple batches.

The screenshot shows the 'Bank Confirmations' page in the ConfirmEase application. The top navigation bar includes the company name 'ConfirmEase Walker Chandio & Co LLP', the year '2023-2024', and the user 'Adminuser1 ADMIN'. Below the navigation bar, there are three tabs: 'Clients', 'Email Batches' (selected), and 'Unprocessed Received Emails'. The 'Email Batches' tab contains a filter section with the following options:

- Mail Responded: ☐ Yes ☐ No
- Undelivered Email: ☐ Yes ☐ No
- Mail Responded Date: Start Date (text input) and End Date (text input)

Below the filters, there is a 'Download Report' button and a 'Reset' button. A '+ New Batch' button is also present. Below these buttons is a table with the following columns: Client Name, Total Records, Processed Records, Error Records, Business User, CoE POD Lead, Created On, and Batch File. The table contains two rows of data:

<input type="checkbox"/>	Client Name	Total Records	Processed Records	Error Records	Business User	CoE POD Lead	Created On	Batch File
<input checked="" type="checkbox"/>	sb_test_bank23t	4	2	2	etuser4	coepuser4	May 9, 2023	Download
<input checked="" type="checkbox"/>	Bank_Testing_coepuser1	5	3	2	etuser1	coepuser1	May 4, 2023	Download

These filters can be applied for the report.

Reports can be downloaded either with Consolidated Data or with Detailed Data.

The screenshot shows the same 'Bank Confirmations' page, but with a modal dialog box open. The modal has two radio buttons: 'With Consolidated Data' (selected) and 'With Detailed Data'. Below the radio buttons is a 'Download' button. The background of the page is dimmed, showing the same filters and table as the previous screenshot.

Email Batches

Edit Email Template

Before sending out emails a CoE POD user can edit the email template for a particular batch.

The screenshot displays the 'Email Batches' interface. At the top, there are tabs for 'Active' and 'Deactive'. Below these, a 'Show 10 Records' dropdown and a 'Search' input field are visible. A row of action buttons includes 'Download Report', 'Email Template' (highlighted with an orange box and a hand icon), 'Send Reminder', 'Deactivate', and 'Send Email'. The 'Name Of Client' is set to 'Abhi_Bank_Testing'.

Below the buttons is a table with the following columns: **Name Of Bank**, **Email ID**, **Cc Email ID**, **Created By**, **Created On**, **Email Sent**, and **Se**. The first row of data shows: ☐ **HDFC**, **abhishek.malan@in.gt.com**, **abhishek.malan21@gmail.com**, **geetha meduri**, **Apr 28, 2023**, **No**, and a partial 'Se' column.

An orange arrow points from the 'Email Template' button to the 'Email Editor' modal. The modal has a title bar 'Email Editor' and a close button. The subject line is 'Subject: Audit Confirmation for {{{Name of client}}} balance as on {{{Confirmation date}}}'. The body of the email is as follows:

Dear Sir/Ma'am,

Greetings for the day!

We, {{{Auditor Name}}}, are the Statutory Auditors of {{{Name of client}}} (the 'Company'). We are performing the audit of the financial statements of the Company for the year ended {{{Period Ended}}}, and as a part of our audit procedures we request a confirmation of all the accounts maintained by the Company with your bank as at {{{Confirmation date}}} in the attached format only.

The management of the Company has authorised us to obtain the bank confirmations. Please find attached the authorisation letter in this regard.

In addition, we request you to kindly provide the following information, if available:

- A. Details of any other accounts of the company at your branch.
- B. List of authorised cheque signatories for all accounts.
- C. Any rights of set off in respect of bank accounts with third parties.
- D. Details of outstanding forward exchange contracts, if any.
- E. Composite fees, overdraft limit fees, interest etc. accrued.

We request to please specifically share your response to point number 9 of the attached confirmation format in respect of matters that is required to be reported under Companies Auditor's Report Order (CARO) 2020 by

The background interface shows a 'Batch - Record Level' section with a table of records. The table has columns: **Client Name**, **Bank Name**, and **Bank Manager**. The first row shows: ☐ **CREDO PVT LTD**, **AXIS**, **Divya Movva**. The second row shows: ☐ **CREDO PVT LTD**, **SBI**, **Geetha**. The third row shows: ☐ **CREDO PVT LTD**, **ICICI**, **Ramya**. The fourth row shows: ☐ **CREDO PVT LTD**, **HDFC**, **Devi Varalaksmi Tangilla**.

Email Batches Creation

Send Email

Once records are created, user can send email in bulk or individually.

To send bulk emails, select records and click on 'Send Email'

To send individual emails, click on 

Active







Deactive

Name Of Client: Abhi_Bank_Testing

Show 10 Records Search Download Report Email Template Send Reminder Deactivate Send Email

<input type="checkbox"/>	Name Of Bank	Email ID	Cc Email ID	Created By	Created On	Email Sent	Se
<input checked="" type="checkbox"/>	HDFC	abhishek.malan@in.gt.com	abhishek.malan21@gmail.com	geetha meduri	Apr 28, 2023	No	

Show 10 Records Search Download Report Email Template Send Reminder Deactivate Send Email

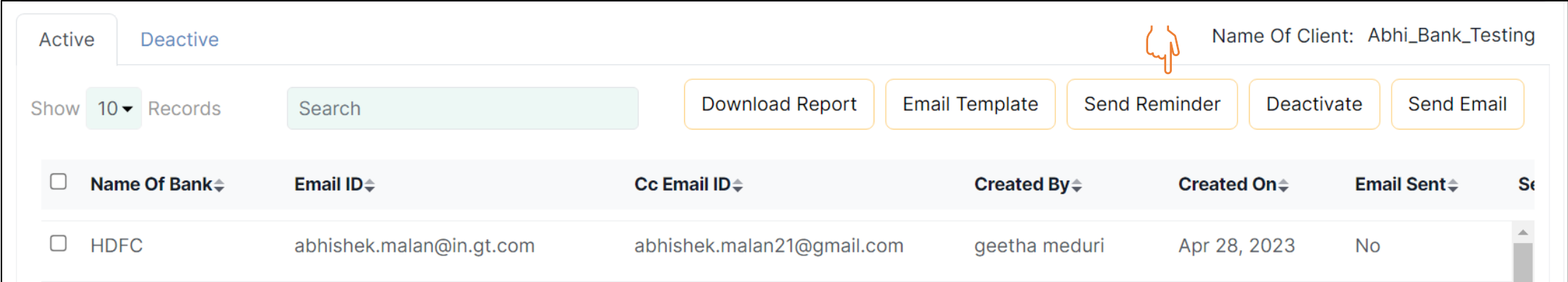
Undelivered Email	Email Responded	Responded On	Email Reminder Co...	Credit Balances	Debit Balances	Unique ID	Attachments	Action
No	No		0			c87c6cbb-6ef7-43...		 
No	No		0			b1362b72-ecf7-45...		 

Email Batches

Send Reminder

User can send bulk email reminders.

To send bulk reminders, select records and click on 'Send Reminder' button.



The screenshot displays the 'Email Batches' interface. At the top, there are tabs for 'Active' and 'Deactive'. Below the tabs, there is a 'Show 10 Records' dropdown and a 'Search' input field. To the right of the search field are five buttons: 'Download Report', 'Email Template', 'Send Reminder' (highlighted with an orange hand icon), 'Deactivate', and 'Send Email'. The 'Name Of Client' is displayed as 'Abhi_Bank_Testing'. Below the buttons is a table with the following columns: 'Name Of Bank', 'Email ID', 'Cc Email ID', 'Created By', 'Created On', 'Email Sent', and 'Se'. The table contains one row with the following data: 'HDFC', 'abhishek.malan@in.gt.com', 'abhishek.malan21@gmail.com', 'geetha meduri', 'Apr 28, 2023', 'No', and 'Se'.

<input type="checkbox"/>	Name Of Bank	Email ID	Cc Email ID	Created By	Created On	Email Sent	Se
<input type="checkbox"/>	HDFC	abhishek.malan@in.gt.com	abhishek.malan21@gmail.com	geetha meduri	Apr 28, 2023	No	Se

Note: Reminders can only be sent to records to which the initial email has already been delivered.

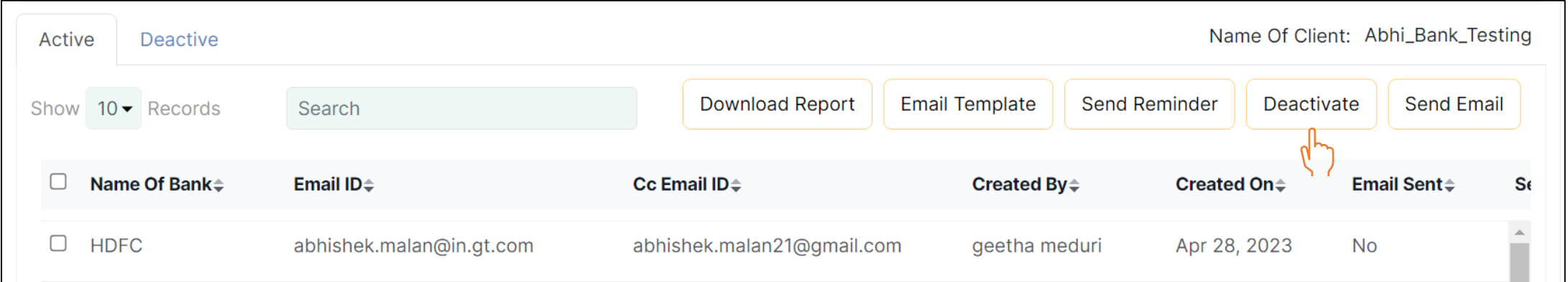
Email Batches

Deactivate Record

User can deactivate any record. Once De-activated, no email or reminders will go for that record.

To deactivate records in bulk, select records and click on 'Deactivate' button.

To deactivate individual record, click on 

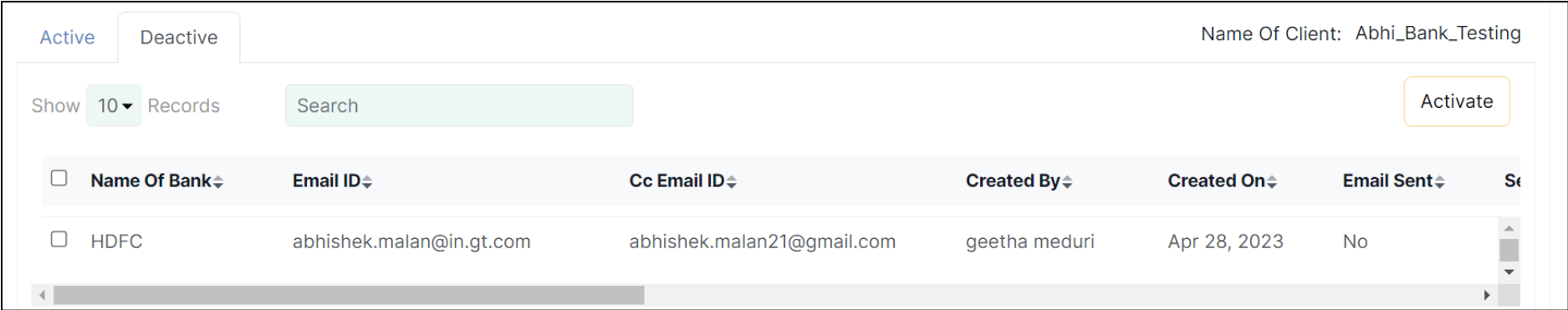


Active Deactive Name Of Client: Abhi_Bank_Testing

Show 10 Records Search Download Report Email Template Send Reminder Deactivate Send Email

<input type="checkbox"/>	Name Of Bank↕	Email ID↕	Cc Email ID↕	Created By↕	Created On↕	Email Sent↕	Se
<input type="checkbox"/>	HDFC	abhishek.malan@in.gt.com	abhishek.malan21@gmail.com	geetha meduri	Apr 28, 2023	No	

Once deactivated, record will move to 'Deactivate' Tab. From this tab, user can again activate any record.



Active Deactive Name Of Client: Abhi_Bank_Testing

Show 10 Records Search Activate

<input type="checkbox"/>	Name Of Bank↕	Email ID↕	Cc Email ID↕	Created By↕	Created On↕	Email Sent↕	Se
<input type="checkbox"/>	HDFC	abhishek.malan@in.gt.com	abhishek.malan21@gmail.com	geetha meduri	Apr 28, 2023	No	

Unprocessed Received Emails

Email responses with subject containing 'Audit Confirmation' BUT ALTERED 'Transaction ID' shall be moved to this screen.

ConfirmEase
Walker Chandio & Co LLP

Legal Matter Confirmations

2023-2024

Adminuser1
ADMIN

Clients

Email Batches

Unprocessed Received Emails

Show 10 Records

Search

Subject	Email From	Received On
Undeliverable: Testing Mail 11th May 11:36 AM	MicrosoftExchange329e71ec88ae4615bbc36ab6ce41109e@expdignetdev.onmicrosoft.com	May 12, 2023
RE: Testing Mail 11th May 11:31 AM	Himal.Reddy@WalkerChandioK.IN	May 11, 2023
Fw: Audit Confirmation for sb_test_bank23t balance as on 09-05-2023 #e61bdfb6-751e-465e-a1f9-58797fbf3175	surekha.dulipalli@scriptbees.com	May 9, 2023
wrong subject 3	surekha.dulipalli@scriptbees.com	May 4, 2023
Audit Confirmation bank report	surekha.dulipalli@scriptbees.com	Apr 28, 2023
RE: Test Mail - #124	Himal.Reddy@WalkerChandioK.IN	Apr 25, 2023
RE: Test Mail - #123	Himal.Reddy@WalkerChandioK.IN	Apr 25, 2023
RE: Test Mail - #123	Himal.Reddy@WalkerChandioK.IN	Apr 25, 2023

Note: Where subject of the email doesn't contain the word 'Audit Confirmation', those records will not appear here.



Thank You