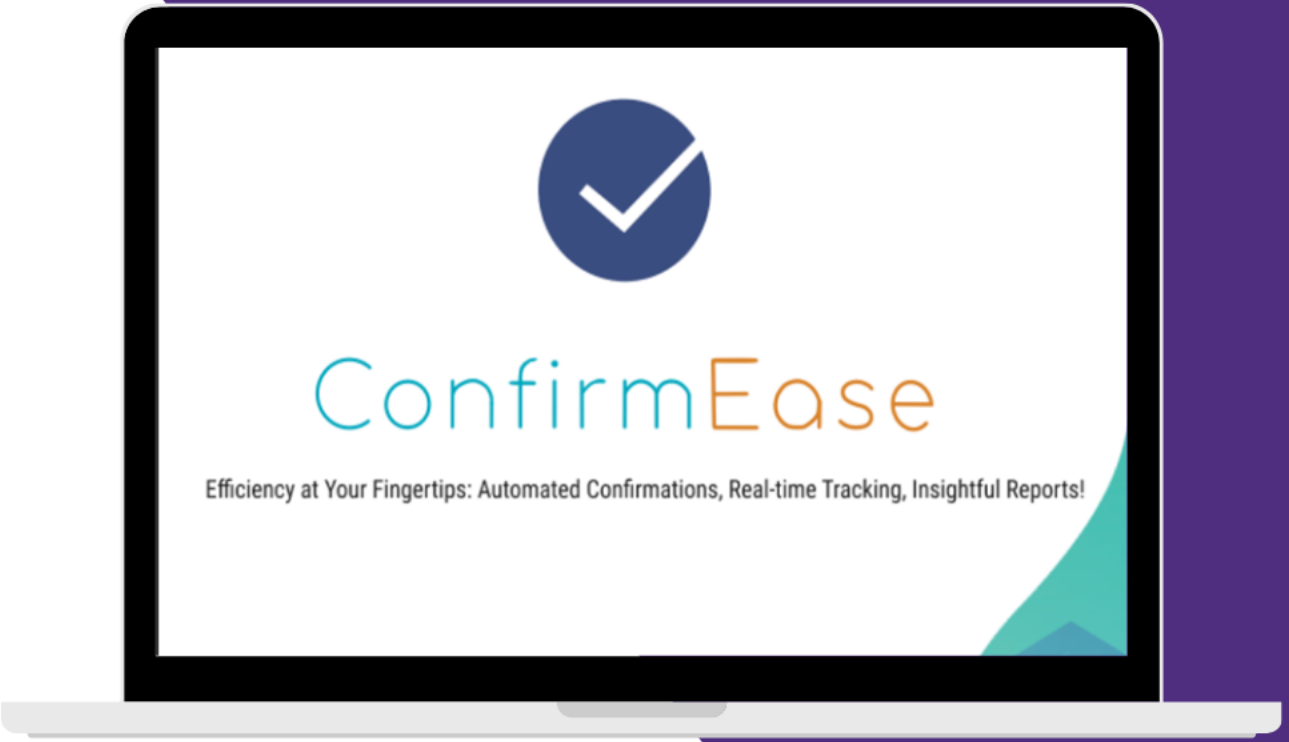
User Manual

ConfirmEase

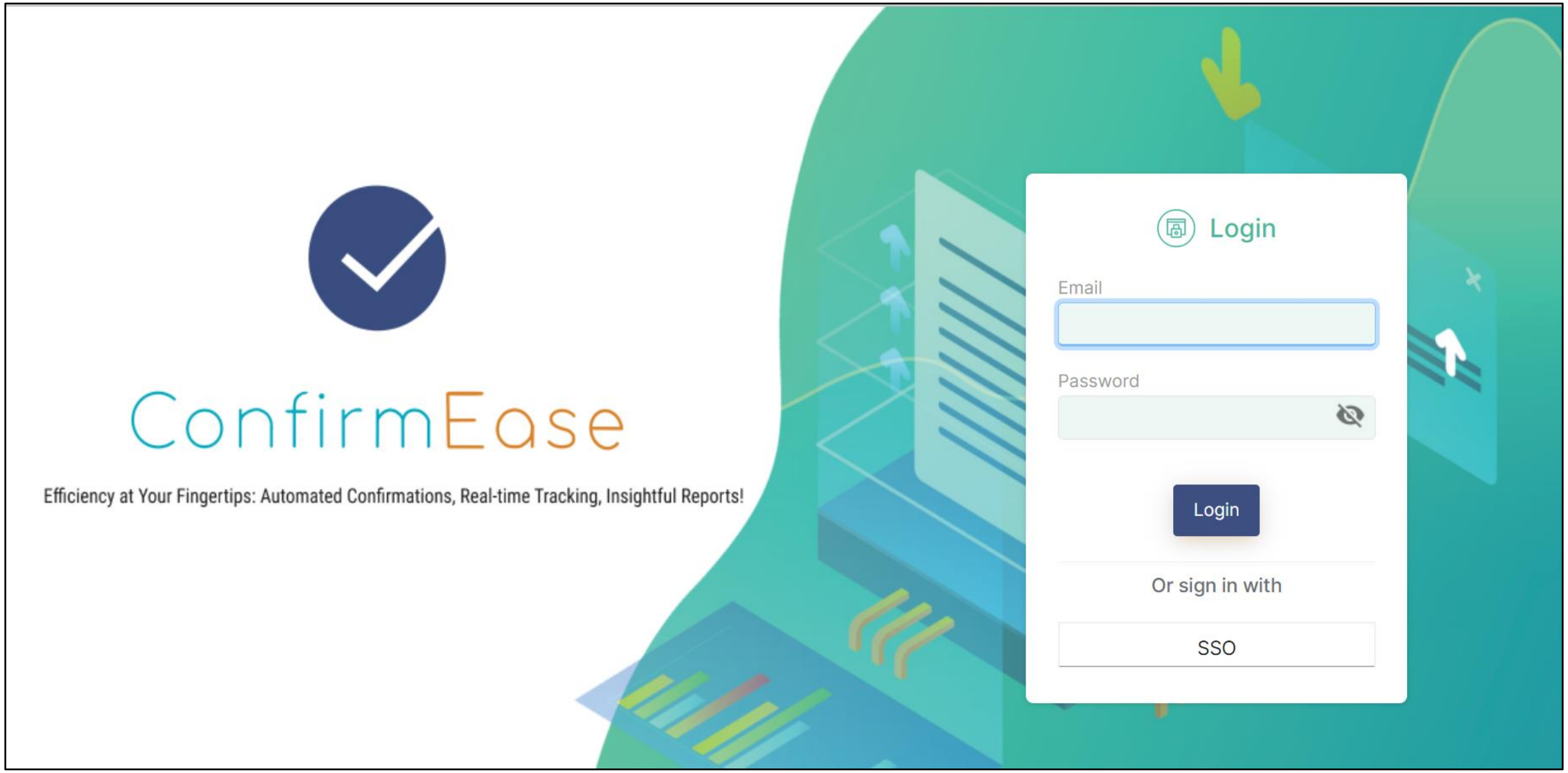


Agenda

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

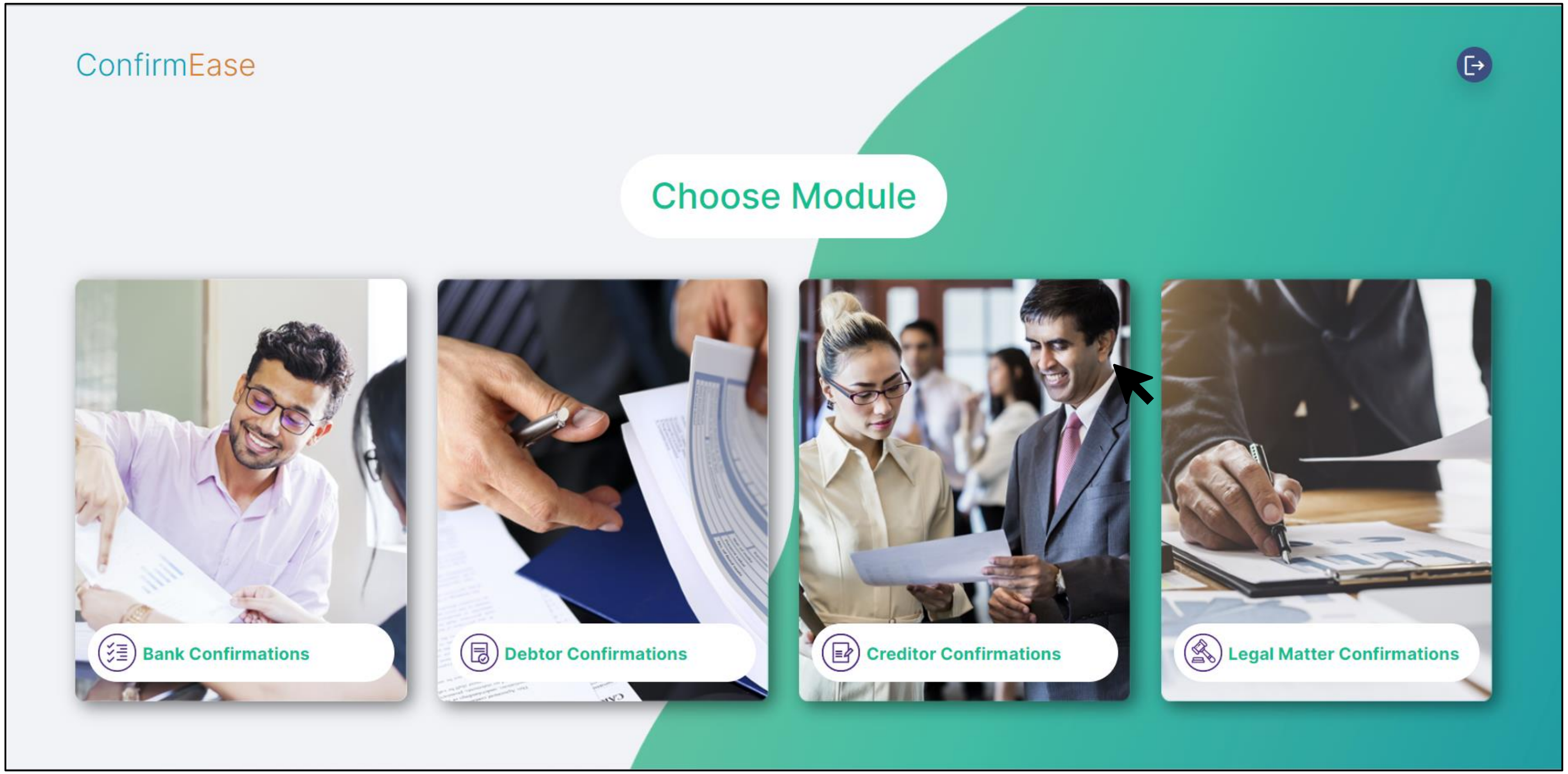
Login Page

This is the main login page.



Modules Screen

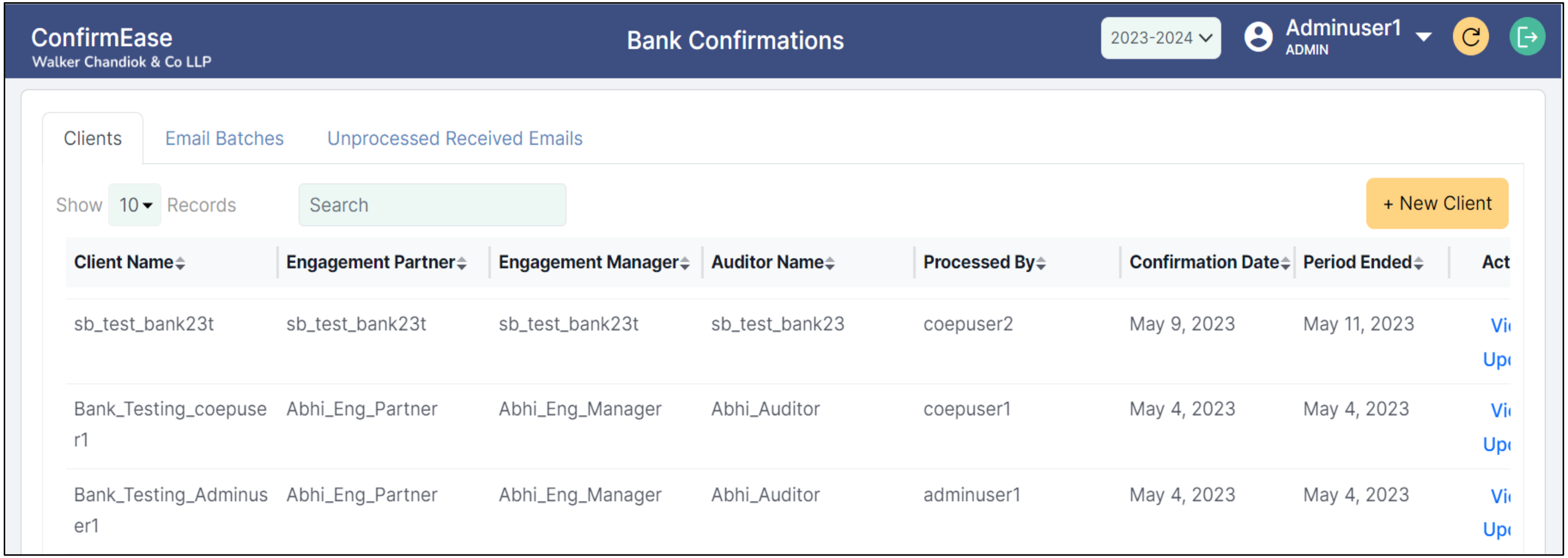
Click on any of the modules to access it.



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.



User – Role Access Matrix

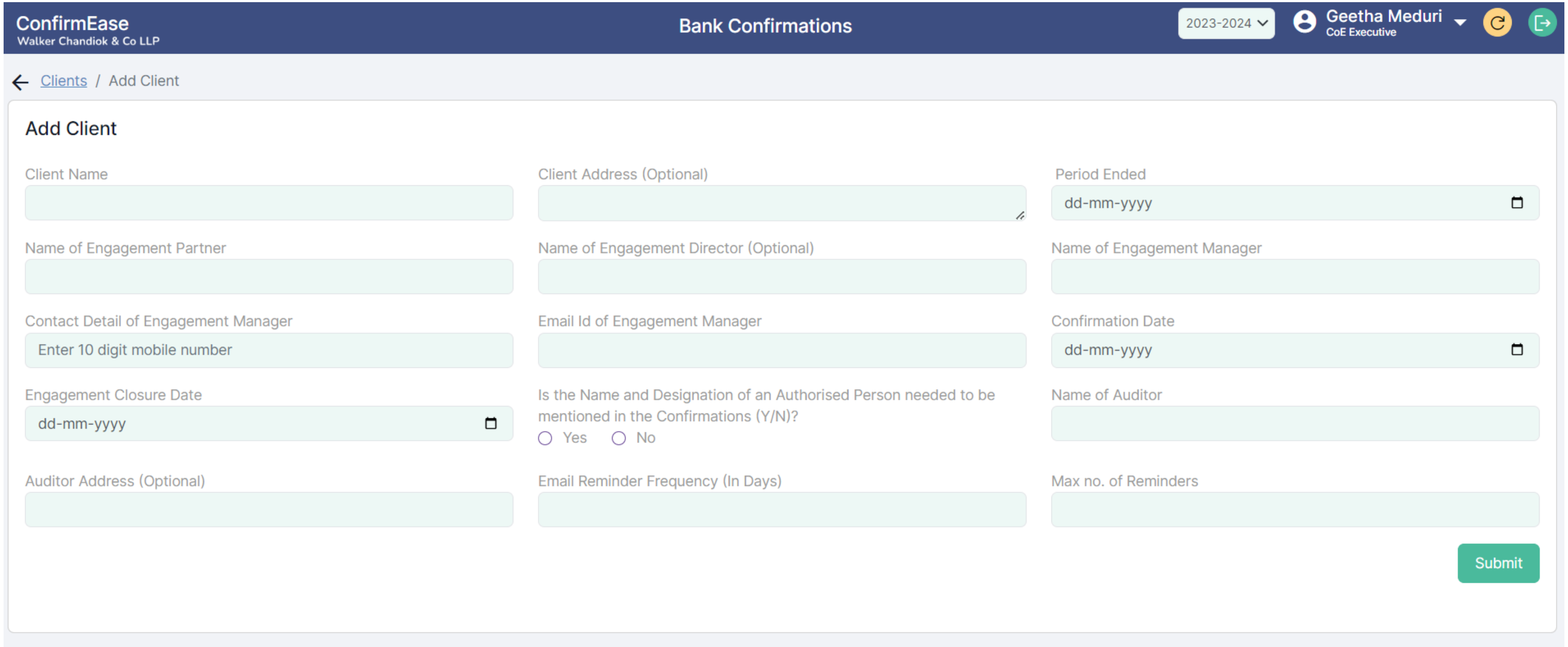
Below is the matrix of actions allowed to various roles in the application.

Actions	ADMIN	COE Executive	COE POD Lead	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'



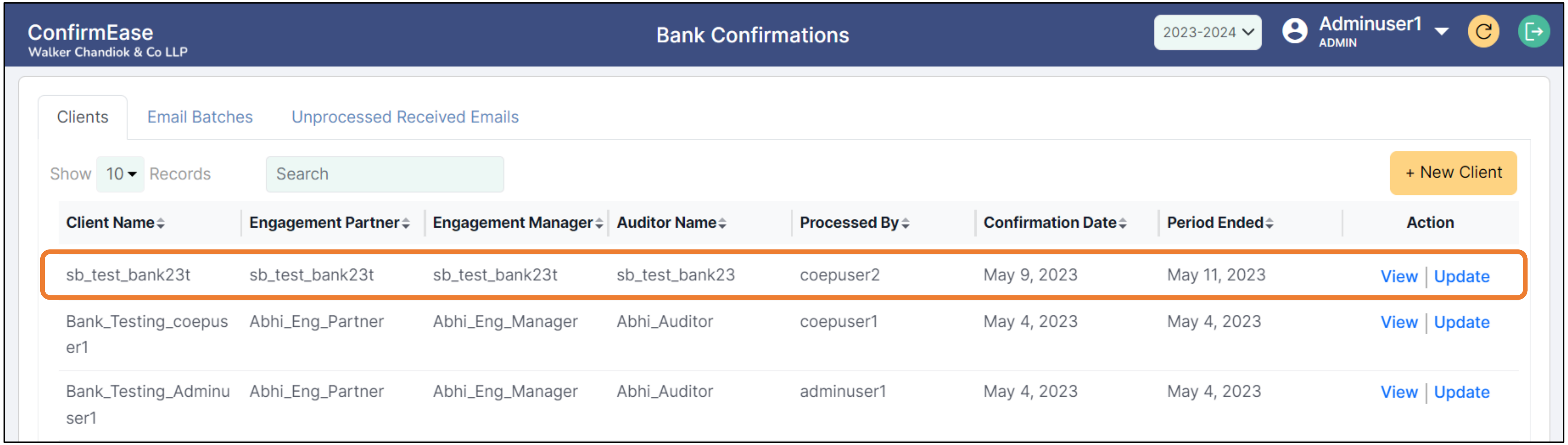
Client Onboarding

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.



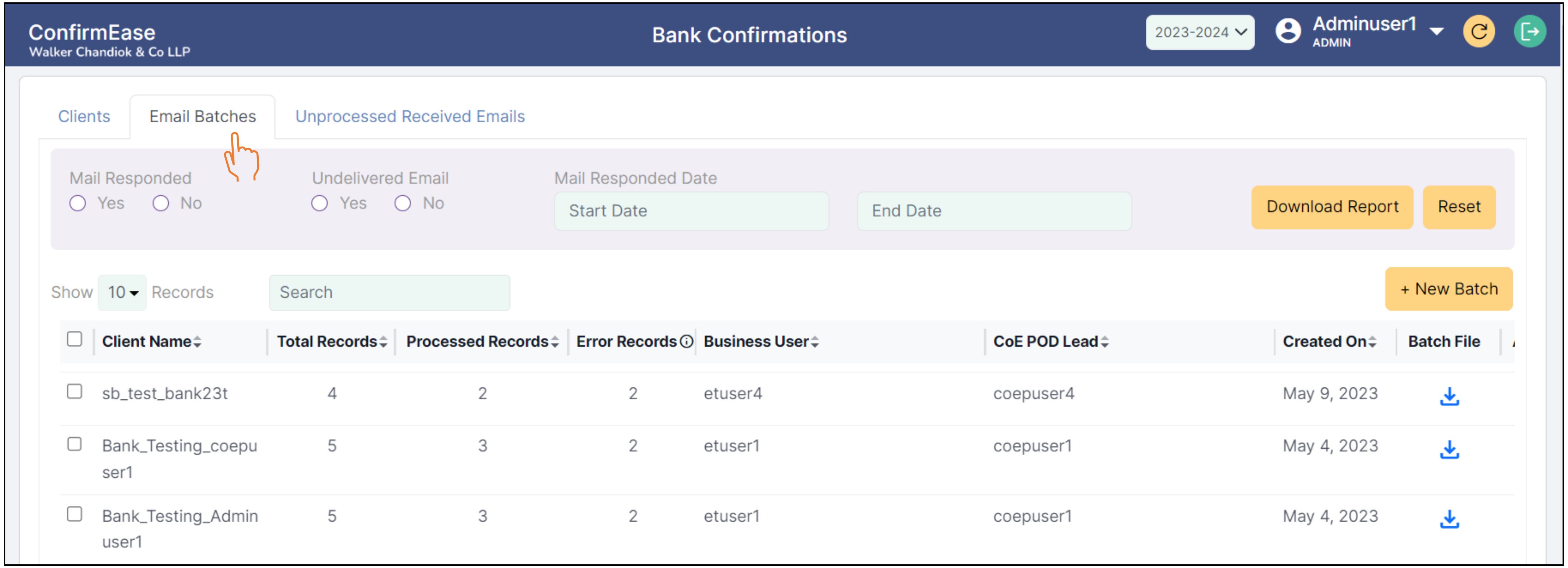
Client Name	Engagement Partner	Engagement Manager	Auditor Name	Processed By	Confirmation Date	Period Ended	Action
sb_test_bank23t	sb_test_bank23t	sb_test_bank23t	sb_test_bank23	coepuser2	May 9, 2023	May 11, 2023	View | Update
Bank_Testing_coepuser1	Abhi_Eng_Partner	Abhi_Eng_Manager	Abhi_Auditor	coepuser1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

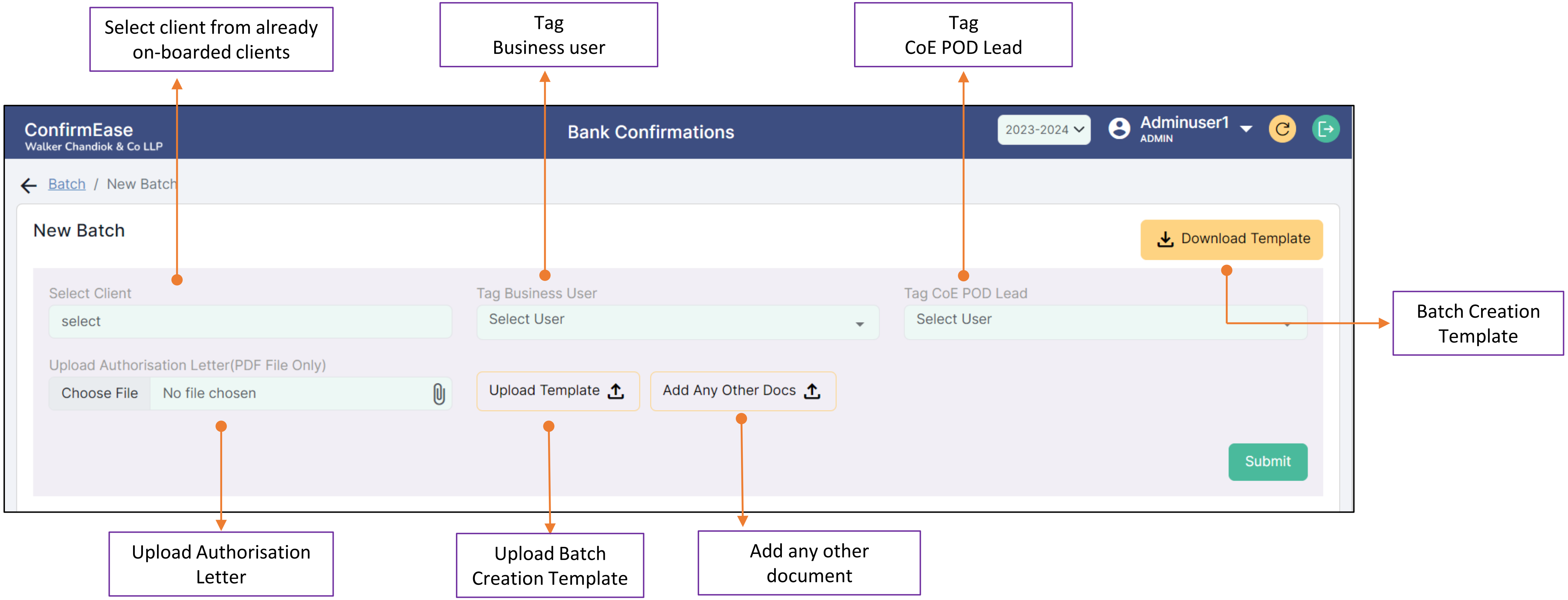


Email Batches

Add New Batch

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

Fill all the relevant details & click on ‘Submit’



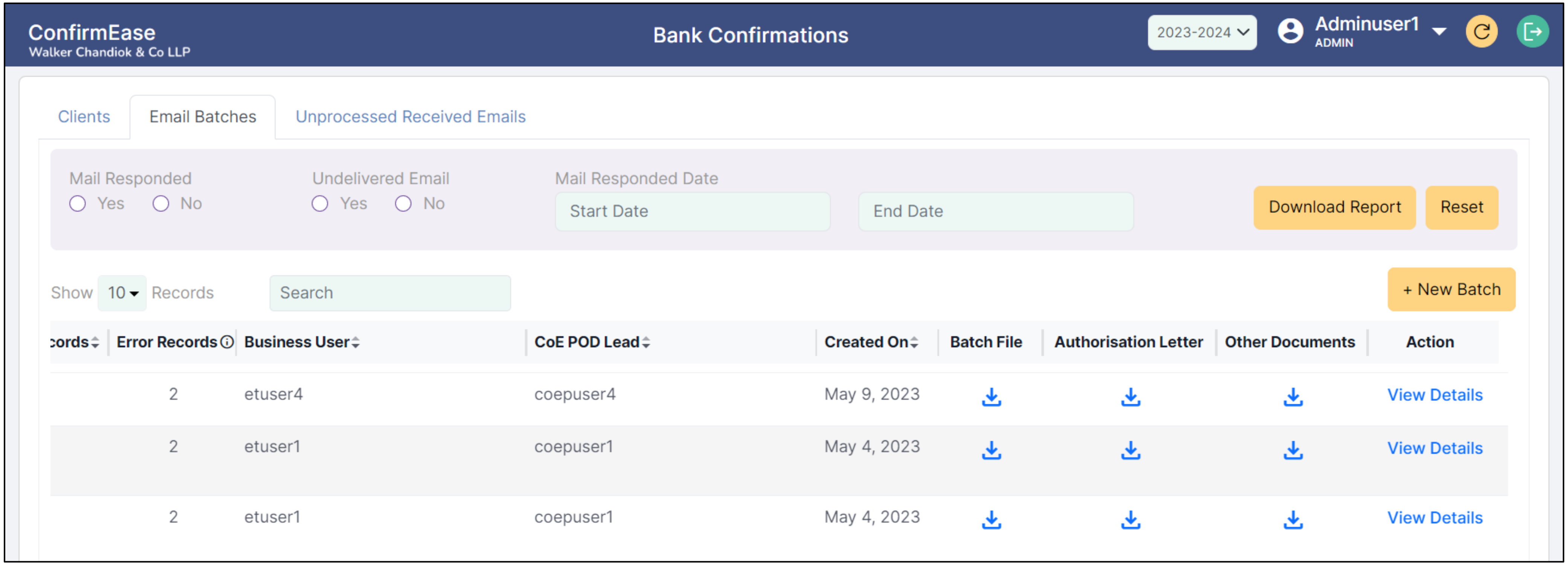
Note: Download the template first and then upload the same template without changing any format.

Email Batches

Home Screen

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

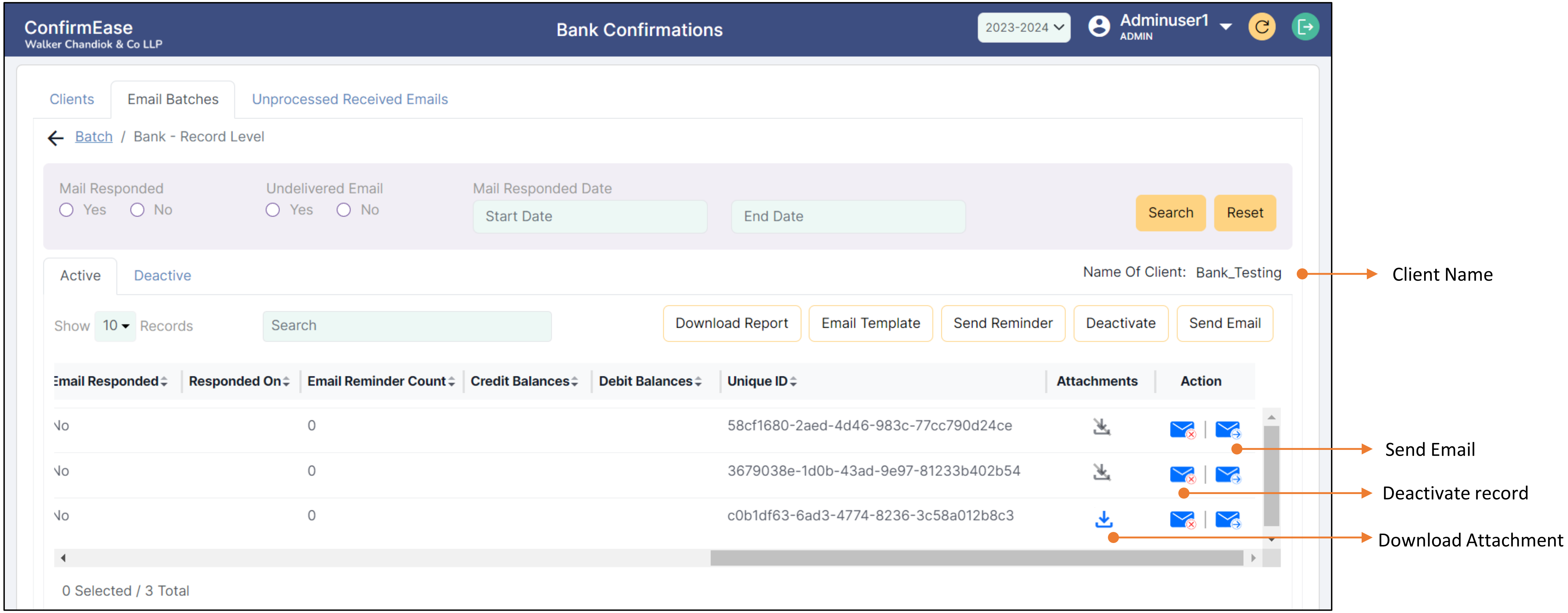
To view record level details, click on **‘View Details’**



Email Batches

Batch-Record Level Screen

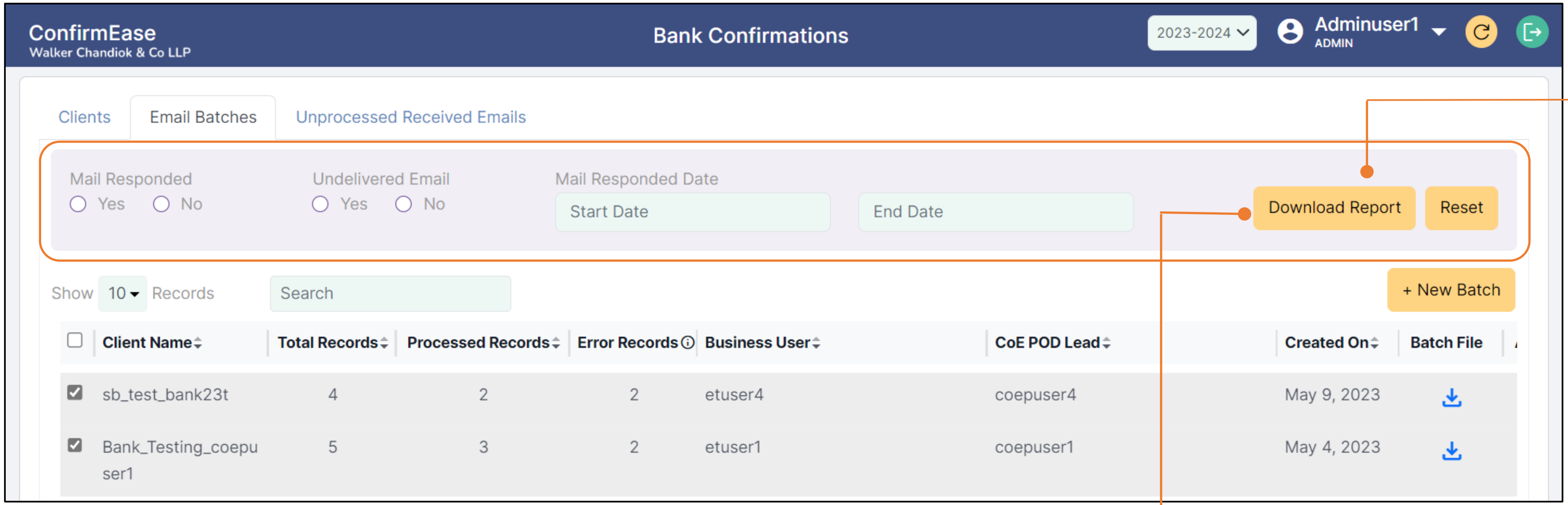
After clicking on “View Details”, user will be navigated to ‘Batch-Record Level’ screen.



Email Batches

Download Report (Batch Level)

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



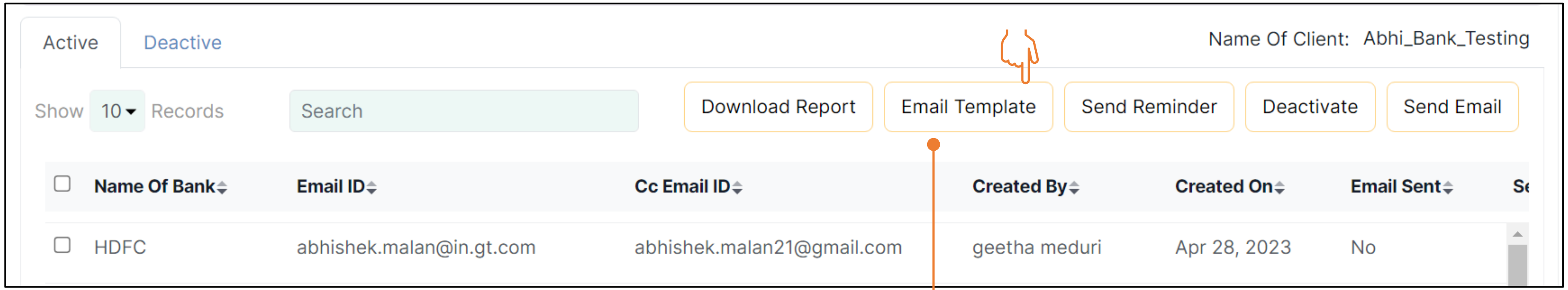
These filters can be applied for the report.

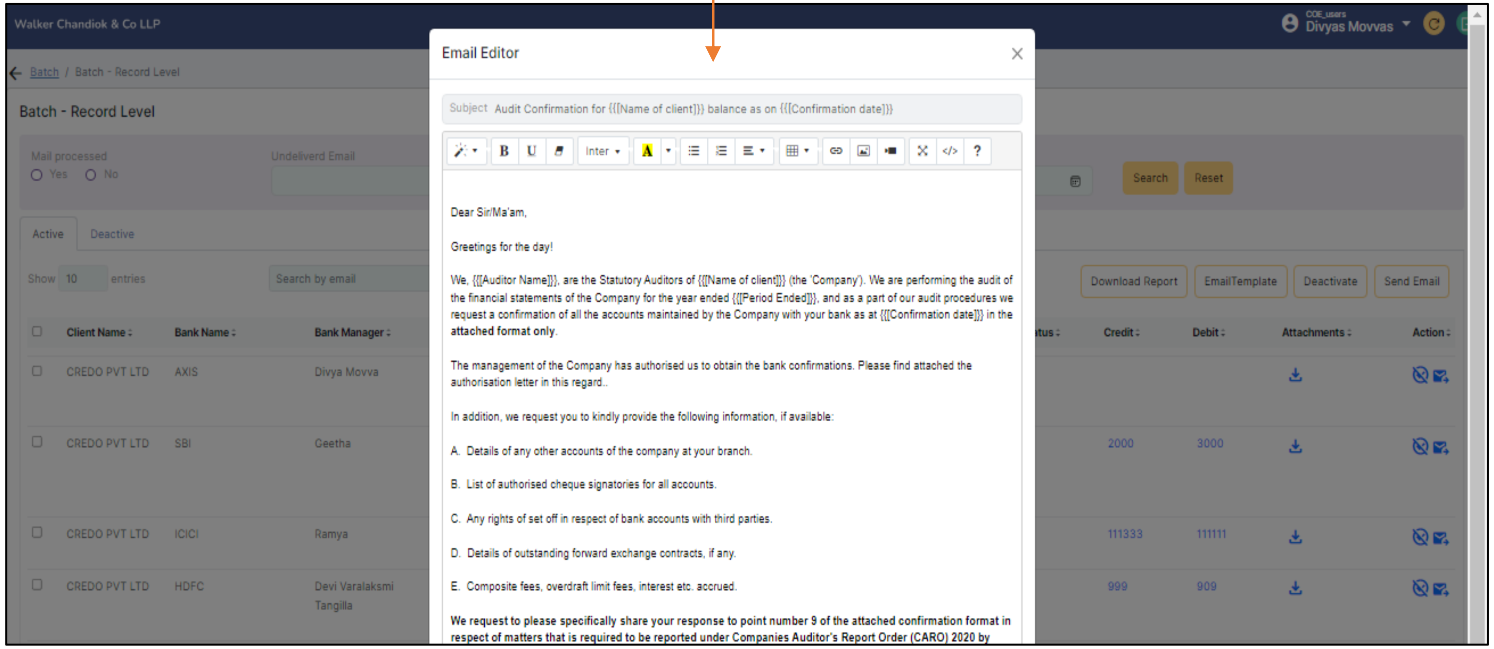
Reports can be downloaded either with Consolidated Data or with Detailed Data.

Email Batches

Edit Email Template

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





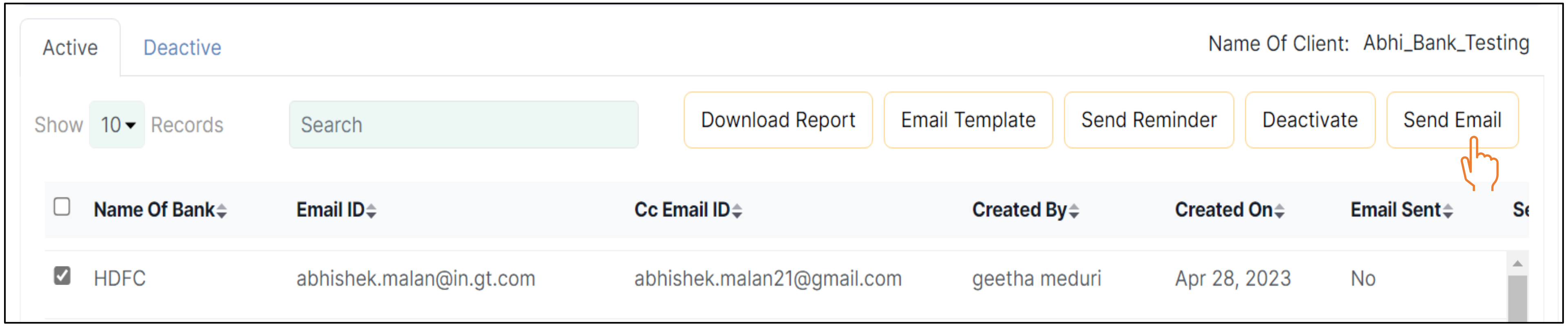
Email Batches Creation

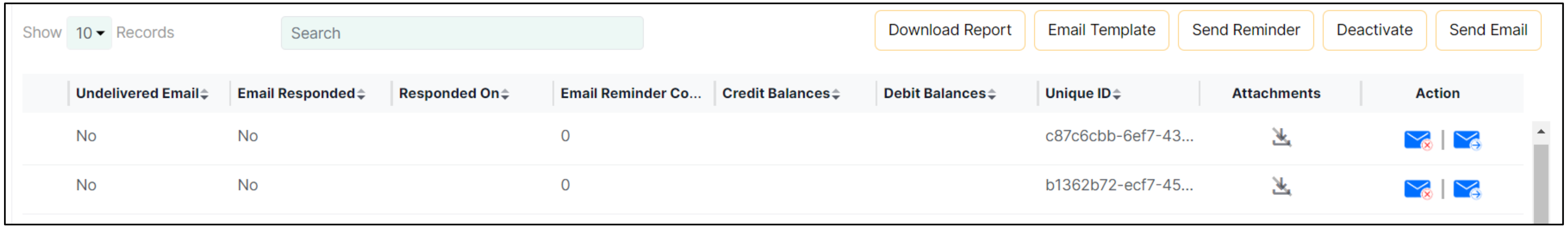
Send Email

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



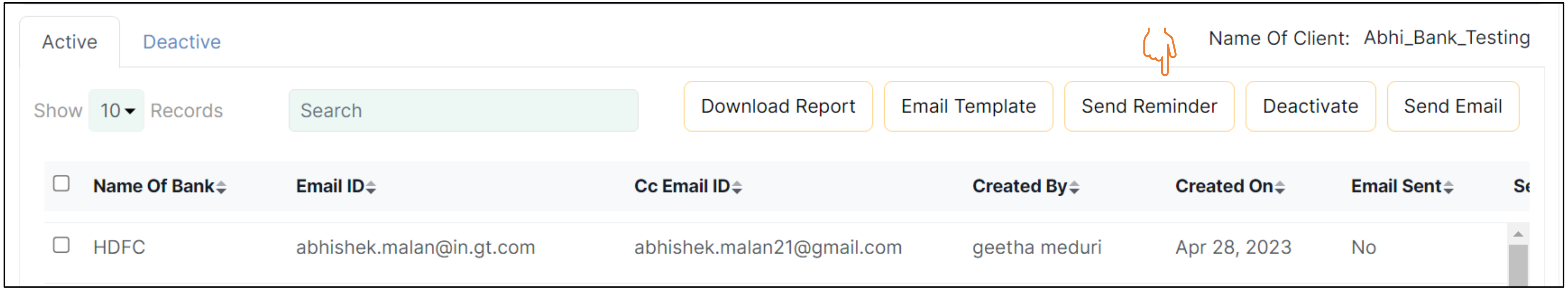


Email Batches

Send Reminder

User can send bulk email reminders.

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



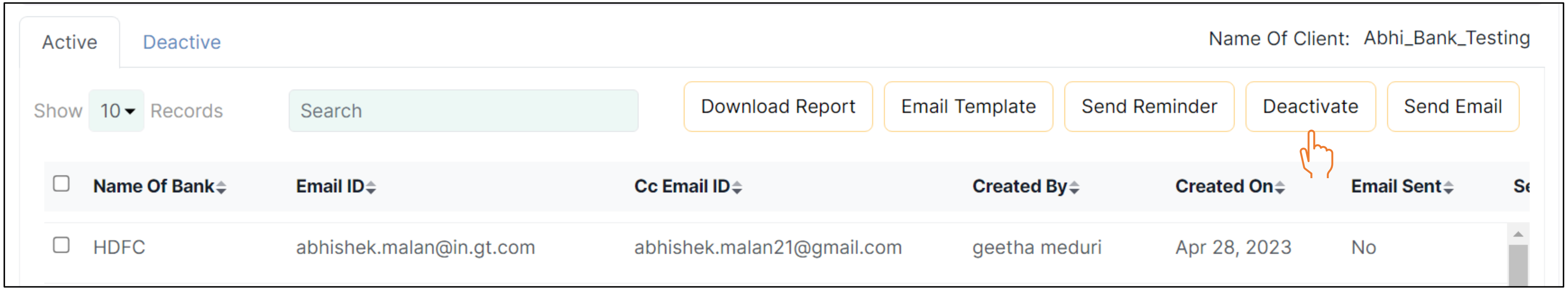
Note: Reminders can only be sent to records to which the initial email has already been delivered.

Email Batches

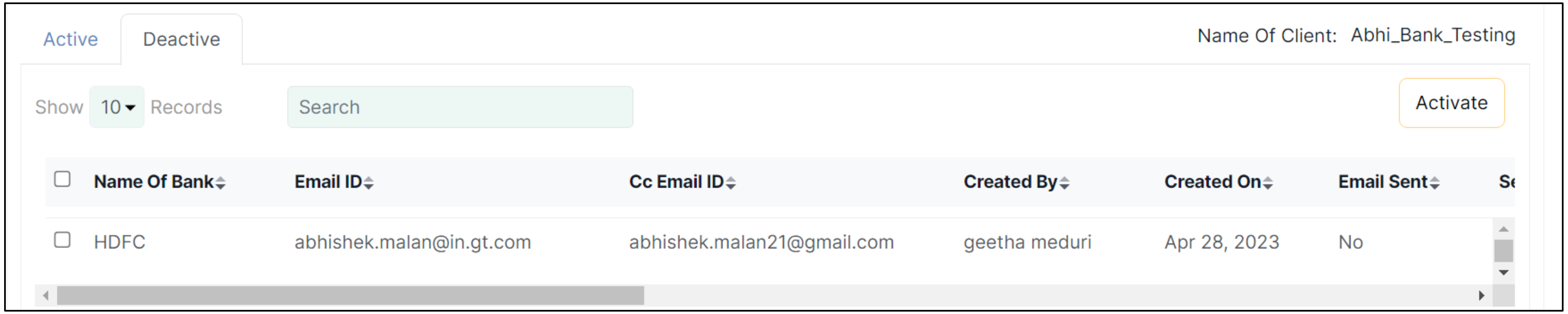
Deactivate Record

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

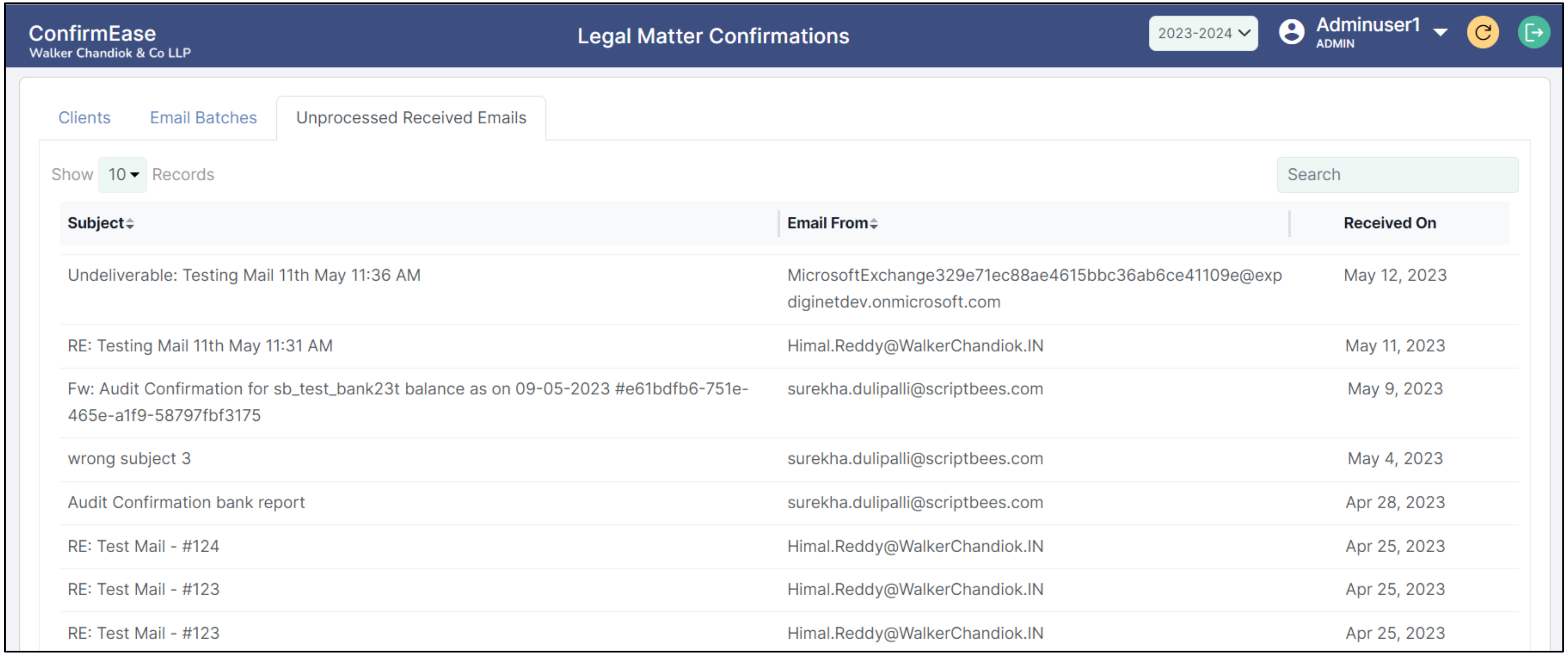


Once deactivated, record will move to 'Deactivate' Tab. From this tab, user can again activate any record.



Unprocessed Received Emails

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



Subject	Email From	Received On
Undeliverable: Testing Mail 11th May 11:36 AM	MicrosoftExchange329e71ec88ae4615bbc36ab6ce41109e@expdiginetdev.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