

Audit Suite

Complete User Guide

— for Indian Chartered Accountancy firms —

auditsuite.in

Operated by Swaptions Advisory LLP, Hyderabad

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1. Welcome to Audit Suite

Audit Suite is a multi-tenant SaaS purpose-built for Indian Chartered Accountancy firms whose primary practice is audit — statutory, tax, GST, and internal. It replaces the patchwork of Tally, Excel templates, Google Drive folders, and WhatsApp groups that most CA firms juggle today, with a single workspace that is aligned with ICAI Standards on Auditing.

This guide walks you through every screen, every feature, and every workflow. The first six chapters cover signing up and first-day setup — if you are a brand-new customer, start there. Later chapters serve as a reference manual for individual features once your firm is up and running.

Who Audit Suite is for

Audit Suite is designed for CA firms in India with 1 to 50 staff. It is most valuable for firms whose annual revenue mix is at least 40% from audit engagements — statutory audits under the Companies Act 2013, tax audits under section 44AB, GST audits, internal audits, and SOC-style engagements.

The product assumes you are operating under Indian regulatory frameworks — the Companies Act 2013, the Income-tax Act 1961, the CGST/SGST Acts, CARO 2020, the ICAI Code of Ethics, and the full set of Standards on Auditing (SA 200 through SA 810).

What you can do with Audit Suite

- Run statutory audits end-to-end through a 100-item checklist covering planning, risk assessment, vouching, ledger scrutiny, balance sheet & P&L verification, all 21 CARO 2020 clauses, completion procedures, and reporting.
- Import Tally trial balances directly from Excel or CSV, with auto-header detection and journal voucher import.
- Send bulk external confirmations under SA 505 to debtors, creditors, banks, lawyers, and related parties — with optional client-letterhead mode where confirmations go out on the auditee's letterhead.
- Generate audit reports, engagement letters, management representation letters (MRLs), independence declarations, and net-worth certificates on your firm's letterhead as DOCX files.
- Track compliance dates (GST returns, TDS, ROC filings, Form 3CD, ITR-6, DIR-3 KYC) across all your clients in one calendar.
- Invite your clients to a branded portal where they can upload documents, see audit status, and download letters and invoices.
- Track staff time and attendance with check-in/out, engagement timers, and weekly/monthly hour reports.
- Bill clients and track invoices with status pipelines (sent → paid / overdue).

How to read this guide

Each chapter is self-contained. The first time a feature is mentioned it is described in full; later chapters reference it briefly. Cross-references are written as "see Chapter X". Where a step requires you to navigate, the path appears as "Settings → Email → SMTP", reading left to right through the sidebar.

Tip: if you are reading this digitally, the table of contents on the previous page is clickable. Each chapter heading takes you straight there.

2. Signing up and your first sign-in

How to sign up

You can request an Audit Suite workspace in one of two ways.

Option A — via the marketing site

1. Open <https://auditsuite.in> in any modern browser (Chrome, Edge, Firefox, Safari).
2. Scroll to the "Get your workspace" section, or click any "Get Pro" / "Get Starter" / "Get Enterprise" button.
3. Fill in the form: firm name, your name, email address, phone number, plan of interest, and an estimate of how many staff will use the system.
4. Click "Request my workspace". A confirmation message will appear and your request goes to our inbox.

Option B — direct email

If you prefer, send an email directly to info@swaptionsadvisory.com with the same details. This is useful if your firm name has unusual characters or you want to discuss volume / multi-firm pricing first.

What happens next

We review your request within one business day. Once approved, we provision your workspace and email you the credentials. The provisioning includes:

- A dedicated subdomain — typically `yourfirm.auditsuite.in`, where "yourfirm" is a short slug derived from your firm name. For example, "Vanga & Associates" → `vanga.auditsuite.in`.
- An admin user account on that subdomain, with a temporary password.
- A separate per-firm database — your data is fully isolated from every other customer.
- A 14-day free trial of Pro features, unless you specifically requested Starter or Enterprise from day one.

Your welcome email

The welcome email you receive contains four key pieces of information:

Workspace URL	<code>https://yourfirm.auditsuite.in</code>
Username	admin (or a customised value)
Password	A one-time auto-generated password — change it immediately
Plan	Starter, Pro, or Enterprise

Your first sign-in

Click the workspace URL in the welcome email — or paste it into your browser. You will land on a sign-in screen branded for your firm.

5. Enter the username and temporary password from the welcome email.
6. Click "Sign in".
7. You land on the Dashboard. Welcome to Audit Suite.

SECURITY — change your password before you do anything else. Click your name in the lower-left of the sidebar → Profile → "Change password". Pick something only you know, at least 12 characters, mixing letters, numbers, and symbols.

Recovering a forgotten password

If you ever forget your password, click "Forgot your password?" on the sign-in screen. Enter your email address; you will receive a reset link valid for one hour. Click the link and choose a new password.

If your email is no longer accessible, contact Swaptions Advisory at info@swaptionsadvisory.com or +91 94924 24150 and we will reset your admin password directly. We will require proof of identity — typically a copy of your firm's ICAI registration certificate or a video call with the registered admin.

3. Configuring your firm identity

Before you do anything else, set up your firm's identity. Everything Audit Suite generates — engagement letters, MRLs, audit reports, invoices, the portal your clients see — pulls from these settings. Spending 10 minutes here will save you from regenerating documents later.

Navigating to Settings

In the left sidebar, click "Settings" (the ⚙ icon, usually near the bottom). Settings is admin-only — staff with the Senior, Auditor, or Article role will not see this entry.

Brand identity

The top section of Settings is "Brand identity". This is where everything customer-facing about your firm gets configured.

Firm name

This is the legal name of your firm as it should appear on letterheads, audit reports, and invoices. For example: "Vanga & Associates, Chartered Accountants" or "Shriram Narayan Associates LLP". Type it exactly as you want it printed.

Registered address

Your firm's registered address as per ICAI records. Use line breaks for a clean multi-line address. For example:

```
1st Floor, 1-2-6 Gaganmahal Road Liberty Circle, Himayatnagar Hyderabad — 500029  
Telangana, India
```

Contact details

Phone, email, and website. These appear on every outbound document. Use your firm's general email (e.g. office@yourfirm.in) rather than a personal one — easier to migrate later if a partner leaves.

Firm Registration Number (FRN)

Your ICAI Firm Registration Number, in the format NNNNNNNS (e.g., 012345S for southern region). Required for audit reports and on the official audit signing page.

Membership number of signing partner

The ICAI membership number of the partner who signs audit reports. Format: M.No. NNNNNN. If multiple partners can sign, enter each in their respective user profile (see Chapter 5).

Logo and monogram

Two layers of branding: a logo (image file) and a monogram (text fallback).

Logo upload (Pro and Enterprise only)

If you have a logo image, upload it via Settings → Brand identity → Logo. PNG with transparent background works best. Recommended size: 400×400 pixels. The logo

appears on the sign-in screen, the sidebar, and in the top-left of every generated letter/report.

Monogram

Used as a fallback when no logo is uploaded (Starter customers and Pro/Enterprise customers who choose not to upload an image). Pick two letters that represent your firm — for "Vanga & Associates" the monogram is "VA"; for "Shriram Narayan Associates" it would be "SN". The monogram appears as white text on a brand-blue rounded square.

Brand colours

You can set a primary colour (used for headers, buttons, accents) and a secondary/accent colour (used for highlights and call-to-action elements). Defaults are Audit Suite blue and gold. Enter colour hex codes without the leading "#".

Most firms keep the defaults. If you want your firm's own palette, pick colours that have enough contrast against white to be readable. Test by viewing your sign-in page after saving.

Letterhead clauses (Enterprise only)

Optional custom clauses that appear in the footer of every letter and report. Use this for partnership-level statements, UDIN footers, or registration confirmations.

Why this matters: many firms hand-edit DOCX letters because the auto-generated version "doesn't look quite right". Almost always, the fix is a 30-second tweak to Brand identity — not editing every letter. Get this right once.

4. Setting up email (SMTP)

Audit Suite sends emails on your firm's behalf for engagement letters, MRLs, invoices, client portal invitations, password resets, external confirmation requests, and platform notifications. To do this, you need to configure an SMTP server — typically your Gmail or G Suite account, or a transactional email provider.

Why you need SMTP

Audit Suite does not have its own email infrastructure. Every email you send through the product is actually sent from your firm's SMTP account. This means:

- Your clients see emails coming from your firm's email address — not from "no-reply@auditsuite.in".
- Replies to those emails go to your inbox, not to ours.
- You retain full ownership of your client communication.
- Emails count against your provider's sending limits (Gmail: 500/day for free accounts; 2,000/day for Workspace).

Setting up Gmail / Google Workspace

The most common setup. Steps:

8. Ensure 2-factor authentication is enabled on your Google account. Without 2FA, you cannot generate an App Password.
9. Visit <https://myaccount.google.com/apppasswords>. Sign in.
10. Under "Select app", choose "Mail". Under "Select device", choose "Other" and type "Audit Suite". Click Generate.
11. Copy the 16-character App Password shown (e.g., "abcd efgh ijkl mnop"). It will not be shown again.
12. In Audit Suite, go to Settings → Email. Fill in:

SMTP host	smtp.gmail.com
SMTP port	587
Use SSL/TLS	STARTTLS (port 587) — leave the "secure" toggle off
Username	Your full Gmail address
Password	The 16-character App Password (with or without spaces)
From name	Your firm name as you want it shown to recipients

Other providers

If you use a different email provider, the SMTP settings will be similar. Common providers:

Provider	SMTP host	Port	Notes
Microsoft 365 /	smtp.office365.com	587	Use STARTTLS. May

Provider	SMTP host	Port	Notes
Outlook			require app password if 2FA is on.
Zoho Mail	smtp.zoho.in	587	Use STARTTLS. Indian Zoho accounts use .in TLD.
Rediffmail Pro	smtp.rediffmailpro.com	587	Older provider but still used by some firms.
Custom IMAP/SMTP	Ask your provider	587 or 465	Some providers require port 465 with full SSL.

Test your settings

After saving SMTP settings, click "Send test email". Audit Suite sends a test message to your contact email and shows the result inline. If it fails, check the error message — common issues are:

- Authentication failure → wrong password or App Password not generated correctly.
- Connection timeout → the SMTP host/port is wrong, or your network is blocking port 587.
- TLS handshake error → toggle the "secure" setting and try again.

Platform notification email

Settings → Email → Platform notify email. This is the address where Audit Suite sends operational alerts: backup failures, plan-limit warnings, customer signups (for the operator), trial expiry reminders. Use a real, monitored mailbox — not a "no-reply" alias.

Security note: Audit Suite encrypts your SMTP password before storing it. It is decrypted only when sending email, and never written to logs. Even so, use an App Password rather than your main Gmail password so you can revoke it independently if you ever need to.

5. Adding your team (staff and roles)

Once your firm identity and email are set up, add your team. Each staff member needs their own login — Audit Suite does not support shared accounts, and the audit trail depends on knowing who did what.

Roles explained

Audit Suite has five staff roles, each with progressively more access. Pick the role that matches the person's responsibility, not their seniority — a senior partner who only signs off may be Manager, while a junior who runs entire engagements may be Senior.

Role	What they can do	Typical fit
Admin	Everything — settings, billing, all engagements, all clients, all users.	Managing partner / firm owner
Manager	All engagements, all clients, time reports for all staff. Cannot change firm settings or invite users.	Audit manager / senior partner
Senior	All engagements they are assigned to, plus client list (read-only). Can mark engagement tasks complete.	Senior auditor / qualified CA in the team
Auditor	Engagements they are assigned to. Cannot see other engagements unless explicitly added.	Mid-level auditor
Article	Only the engagement tasks specifically assigned to them. Cannot edit checklists they are not assigned to.	Articled assistant / intern


Adding a user

13. Sidebar → Staff → "+ New staff member" (admin only).
14. Fill in: full name, username (lowercase, no spaces), email, role.
15. Optionally set the user as "Platform admin" — only do this for trusted partners; platform admins can switch tenants.
16. Click "Create". A temporary password is shown — copy it and share with the user securely.
17. On their first sign-in, the user is prompted to change the password.

Best practice: never email passwords. Share via WhatsApp/Signal in a one-time-view mode, or hand over in person. The temporary password is intentionally one-time-shown — once you close the modal, you cannot view it again.

Resetting a user's password

If a user forgets their password, two paths:

- They click "Forgot password" on the sign-in screen and receive an email reset link (requires SMTP to be configured — see Chapter 4).
- You (admin) reset it from Staff → click the user → "Reset password"  icon. A new temporary password is shown.

Deactivating users

When a staff member leaves, do not delete their account — deactivate it. Their historical work (time logs, checklist sign-offs, comments) stays attached for audit-trail purposes.

Staff → click the user → toggle "Active" off. Their login is blocked immediately; they cannot sign in. To reactivate, toggle back on.

Permission overrides

In rare cases you may want a specific user to access an engagement their role would otherwise hide. Open the engagement → "Assign staff" → add them with a role-override (e.g., add an Article to an engagement they are not normally assigned to). The override applies only to that engagement.

6. Adding your clients

Clients are the audit subjects — the companies whose books you audit. Each engagement (audit, tax filing, GST, internal review) is attached to exactly one client. Set up clients first, then create engagements from them.

Adding a client

18. Sidebar → Clients → "+ New client".
19. Fill in the client's core details (see below).
20. Click "Save". The client appears in your list and can now host engagements.

Required fields

Name	The auditee's legal name as per Certificate of Incorporation / partnership deed.
Type	Company / LLP / Partnership / Proprietorship / Trust / Society / HUF.
Financial year	The default FY you audit them for (e.g., "2025-26"). Can be overridden per engagement.
PAN	10-character PAN of the entity.

Optional but recommended fields

- GSTIN — required if the client is GST-registered. Used in tax-audit reports and GST audit working papers.
- CIN / LLPIN — Corporate Identification Number for companies / LLPs. Appears on engagement letters.
- Address — used on engagement letters, MRLs, and the audit report header.
- Industry — helps Audit Suite suggest CARO 2020 clause applicability (e.g., NBFCs get clause xvi applicability marked automatically).
- Year of incorporation — used for "first audit since incorporation" disclosures.
- Paid-up capital, turnover, borrowings (latest year) — auto-checks CARO 2020 applicability under Section 143(11).

Signatory details (for client-letterhead mode)

For external confirmations under SA 505 sent on the client's letterhead, you need the client's authorised signatory details:

- Signatory name (e.g., "Ramesh Kumar Sharma, CFO").
- Signatory designation.
- Authorised signature (image upload, PNG with transparent background).
- Authorised seal (image upload, optional).
- Letterhead email / phone / website (for the letterhead footer if different from registered address).

Signature consent text

When you upload a signature image on behalf of a client, Audit Suite records the consent text you (or the client) confirmed at upload. This is a legal safeguard — if a confirmation reply is ever disputed, you can show that the client authorised electronic use of their signature for SA 505 confirmations.

Editing and deleting clients

Click any client in the list to edit. Changes flow to all future engagements; existing engagement letters and reports keep their original snapshot of client details (Audit Suite stores the client snapshot at the time of letter generation).

Deleting a client is a soft delete — the row is marked deleted, but engagement and audit-trail data is preserved. To permanently purge a client, contact Swaptions Advisory.

7. Engagements — the audit workflow

Engagements are the unit of work in Audit Suite. Each engagement represents one audit (or tax filing, GST audit, internal review) of one client for one financial year. This is where you spend most of your time in the product.

Creating an engagement

21. Sidebar → Engagements → "+ New engagement".
22. Pick a client from the dropdown.
23. Pick the type (Statutory audit, Tax audit, GST audit, Internal audit, Review, Other).
24. Pick the financial year (defaults to the client's default FY).
25. Set the planned signing date — typically 30 September for statutory + tax audits of companies, 31 October for ITR-6 deadlines.
26. Optionally assign staff and set budget hours.
27. Click "Create".

Engagement phases

Every statutory audit engagement is broken into eight phases, each with its own checklist tab. Phases are designed to follow ICAI Standards on Auditing, so completing them gives you an audit trail aligned with peer-review expectations.

Phase	Standards	What you do
1. Planning	SA 300, 315	Risk register, materiality, engagement letter, audit strategy.
2. Risk assessment	SA 315, 320	Inherent / control risk per assertion, fraud risk factors.
3. Vouching	SA 500, 505, 530	Cash, bank, journal vouchers; trial-balance import; sampling.
4. Ledger scrutiny	SA 500	Walkthroughs, journal scrutiny, related-party transactions.
5. Balance sheet	SA 500, 540	PPE, investments, debtors, creditors, inventory, statutory dues.
6. P&L	SA 500	Revenue cut-off, expense classification, salary, depreciation.
7. CARO 2020	CARO 2020	All 21 clauses, applicability check, draft observations.
8. Completion	SA 580, 220, 700-706	MRL, EQCR, subsequent events, final audit report.

The 100-item checklist

Each engagement has a 100-item checklist covering all eight phases. Items are tagged by phase and by the standard they support. Click any item to:

- Mark it complete (or reopen).
- Add notes (gets stored in the working paper).
- Attach supporting documents.
- Assign to a specific staff member.
- Add sub-tasks (for items that require multiple steps).

Bulk assignment

At engagement kick-off, assign checklist items to staff in bulk. Select multiple items (use Shift-click to select a range), then click "Assign" → pick a staff member. The assignee will see those items on their dashboard.

Pro tip: assign vouching items to Articles, ledger scrutiny to Auditors, B/S and P&L items to Seniors, and Completion to the signing Partner. This mirrors a typical firm hierarchy and helps the Partner focus only on what they need to sign off.

Tracking progress

The engagement detail page shows a phase-by-phase progress bar — % of checklist items completed per phase. Filter by "assigned to me" to see only your own items. The Dashboard surfaces overdue items prominently.

8. Working papers, letters, and reports

Audit Suite generates DOCX files on your firm letterhead for every standard audit document. These are editable Word files you can review, tweak, and save back. You never type a letter from scratch.

Engagement letter

Generated at the start of an engagement (SA 210). Includes scope, fees, deliverables, terms, and signature blocks. Open Engagement → Letters → "Engagement letter" → "Generate". The DOCX downloads — review and edit if needed, then email it to the client through Audit Suite (so the email is logged in your audit trail).

Management Representation Letter (MRL)

Generated at completion (SA 580). Pre-fills with the management representations you need for the audit type — Companies Act + IND-AS for company audits, partnership-specific for partnership audits. Engagement → Letters → "MRL" → "Generate".

Independence declaration

Generated under SA 220 — confirms the engagement team is independent of the client. Auto-includes any related-party flags from the firm-staff register.

Audit report

The final deliverable. Engagement → Reports → "Audit Report" → "Generate". The report draws together:

- Engagement letter and MRL references.
- Independence and EQCR sign-offs.
- Opinion paragraph — unmodified by default; switch to modified (qualified / adverse / disclaimer) via the dropdown.
- Basis for opinion section.
- Emphasis of matter / other matter paragraphs (if added).
- Key audit matters (for listed companies).
- Annexure A — CARO 2020 report (auto-pulled from the CARO module).
- Annexure B — Internal Financial Controls report (Companies Act 2013 Section 143(3)(i)).
- UDIN footer.

Net-worth certificate

A separate letter generator for net-worth certificates often requested for visa applications, loan documentation, or partnership admissions. Settings → Templates → "Net Worth Certificate" → fill in client + amount + as-on-date → generate.

Customising templates

Out of the box, Audit Suite uses ICAI-recommended templates. Enterprise customers can upload custom DOCX templates with merge-field placeholders — contact us if you have a strict in-house template you must use.

9. Tally trial balance import (Pro and Enterprise)

Audit Suite imports trial balances exported from Tally Prime / Tally ERP 9 / Tally.NET — either as Excel or CSV. The importer is designed to handle real-world Tally exports, including the messy multi-row headers Tally produces by default.

Exporting from Tally

28. In Tally, navigate to: Gateway of Tally → Display More Reports → Trial Balance.
29. Set the date range to your audit period (e.g., 1 April 2025 to 31 March 2026).
30. Press Alt+E (Export) → select Excel (.xlsx) format → save the file.

Uploading to Audit Suite

31. Engagement → Fieldwork → Trial Balance → "Upload TB".
32. Drag the Excel file into the upload zone (or click and browse).
33. Audit Suite scans the file, finds the header row automatically (the first row with at least 2 non-blank text cells where the next row has at least 1 numeric cell), and presents a preview.
34. Review the column mapping — Audit Suite guesses Account Name, Dr / Cr columns. Override if needed.
35. Click "Import". Trailing rows that look like Grand Totals are skipped automatically.

Group totals reconciliation

After import, Audit Suite groups your TB rows by ledger group (Sundry Debtors, Sundry Creditors, Bank Accounts, Cash, etc.) and reconciles the sums against the totals row from your Tally export. Any imbalance is flagged in red.

Using the imported TB

- Generate external confirmation letters in bulk (Chapter 10).
- Auto-populate balance-sheet and P&L working papers.
- Reconcile against your prior-year audited TB to spot unusual movements.
- Drill into any account to see its underlying ledger entries (also imported, optionally).

10. Risk register, Materiality and Sampling (SA 315/320/530)

Three closely-related working papers that sit at the heart of any audit done to ICAI Standards on Auditing. Audit Suite ships all three as structured forms so the auditor does not have to remember the layout — and every entry is recorded into the engagement file with timestamp, preparer, and reviewer.

The risk register (SA 315 / SA 330)

Open Engagement → Risk register. Each row records one identified risk of material misstatement (RMM):

- Cycle / account area (revenue, payroll, fixed assets, etc.)
- Risk description — what could go wrong (e.g. revenue cut-off across year-end)
- Assertions affected — existence, completeness, accuracy, cut-off, classification, presentation
- Significant risk? — yes / no flag per SA 315 paragraph 27
- Risk of fraud? — yes / no flag per SA 240
- Risk response — design of substantive procedures + reliance on controls (SA 330)
- Status — identified → addressed → concluded

Each row links to the working papers and sample selections that test it. When you generate the audit summary at completion, the risk register feeds directly into the SA 315 and SA 330 sections.

Materiality (SA 320)

Engagement → Materiality. Audit Suite computes three values you need at planning:

Overall materiality (OM)	A percentage of a benchmark — typically 5% of profit before tax, 1% of revenue, 1-2% of total assets, or 1-5% of equity. The auditor picks the benchmark; Audit Suite pulls the figure from the imported trial balance.
Performance materiality (PM)	Usually 50-75% of OM. The cushion that allows for aggregation of individually small misstatements. Audit Suite defaults to 75% — you can override.
Clearly trivial threshold (CT)	Usually 5% of OM. Misstatements below this size do not need to be accumulated.

Audit Suite saves the materiality computation with the rationale ("Why this benchmark?"). It is exported as part of the working papers and printed on the cover page of the misstatement schedule at completion.

Materiality is set once at planning, then revisited at completion. If the actual results differ materially from the planning figure (e.g. revenue ended up double

the budget), Audit Suite prompts you to re-run materiality and re-evaluate the substantive procedure scope.

Statistical sampling (SA 530)

Audit Suite ships four sampling methods, each reproducible from a stored random seed so a peer reviewer can verify your selection later:

Method	When to use	How it works
Random	Population is homogeneous, every item has equal audit interest.	Plain random selection using a stored seed.
Systematic	Population is sorted by some attribute (date, amount).	Fixed interval; first item picked at random within the first interval.
Monetary Unit Sampling (MUS)	Larger items deserve more audit attention. Best for revenue, receivables, payables.	Probability proportional to size — large items have a higher chance of selection.
Haphazard	Quick walkthrough sampling where statistical projection is not required.	Auditor picks without a structured method; size capped at SA 530 guidance.

Running a sample

- 36.Engagement → Confirmations & Sampling → New sample.
- 37.Upload the population — Excel or CSV with one row per item, columns auto-detected.
- 38.Pick the sampling method.
- 39.Set the sample size — Audit Suite suggests one based on population and risk, but you decide.
- 40.Click "Select sample" — output is a list of selected items with the random seed displayed.

The selected items, the random seed, the population total, and the sample size are all stored. Re-running the same selection later (different machine, different day) with the same seed produces the same items — which is what peer reviewers require under SA 230.

Where these working papers end up

All three working papers (risk register, materiality, sample selections) are written to disk under `data/working-papers/<engagement_id>/` and surface in:

- The engagement's Working papers tab.
- The completion-stage audit summary export.

- The engagement-file ZIP archive at sign-off.

11. External confirmations (SA 505)

SA 505 confirmations are letters sent to debtors, creditors, banks, lawyers, and related parties asking them to confirm the balance shown in your client's books. Audit Suite generates and tracks these at scale.

Creating confirmations from the trial balance

After importing a TB (Chapter 9):

41. Engagement → Fieldwork → External Confirmations → "Bulk from TB".
42. Pick a ledger group: Debtors / Creditors / Bank / Loans.
43. Audit Suite lists every account in that group with its balance. Tick the ones to confirm.
44. For each ticked account, enter the party's contact email and phone (Audit Suite remembers from prior years).
45. Click "Generate confirmations". One row is created per party, each with a unique reply token.

Generating and sending letters

For each confirmation row:

- Click "Generate letter" → produces a DOCX on your firm letterhead (or the client's, in client-letterhead mode).
- Click "Email" → sends the DOCX as an attachment plus a click-to-reply link to the party.
- Click "WhatsApp" (Pro+) → sends a short message with the reply link.

How parties respond

The reply link takes the party to a public web page (no login required) showing the balance you have on your books, with three options:

- Confirm — the balance matches our records.
- Dispute — and enter their own balance + reason.
- Cannot confirm — and enter a reason.

They type their name and designation, click Submit. The response is recorded against the confirmation, time-stamped, and an audit trail is preserved (IP, user agent).

Client-letterhead mode

Some auditees prefer confirmations to go out on their own letterhead rather than yours. Set this up per client (see Chapter 6) — upload their signature image, configure their letterhead text. When you generate confirmations, pick "Client letterhead" from the dropdown.

Tracking responses

External Confirmations → "Status" view → see at a glance which parties have responded, which are pending, and which have disputed. Filter by status. For non-responses past your cut-off date, follow up with a second request or fall back to alternate audit procedures.

12. Bank reconciliation

Bank reconciliation is the substantive procedure that ties the audited cash balance to the bank statement at year end. Audit Suite automates the matching so an articulated clerk can finish a multi-account reconciliation in an afternoon, and exports the result as a working paper on firm letterhead.

What you upload

- The client's book ledger for the bank account — Excel or CSV from Tally, or any other system. Audit Suite auto-detects the date / cheque number / amount / narration columns.
- The bank statement — PDF, Excel, CSV, or tab-delimited. Most major Indian bank formats are recognised without configuration (HDFC, ICICI, SBI, Axis, Kotak, Yes, IndusInd, plus 25+ others). Scanned PDFs are OCR'd as a fallback.

The three-layer auto-match

After both files are uploaded, Audit Suite reconciles in three passes:

46. Exact amount + cheque number match — catches cheque payments and RTGS receipts where the cheque number appears in both ledger and statement.
47. Exact amount + same-week date match — catches NEFT settlements where the bank credits a day or two after the book entry.
48. Fuzzy match on narration keywords — picks up any items not caught by the first two layers when the wording is similar.

Most clearings match on layer 1 or 2. Layer 3 cleans up the long tail. Whatever remains unmatched is the residual the auditor needs to investigate manually.

What gets flagged automatically

The whole point of a year-end BRS is to identify what needs cleaning up before the financial statements are finalised. Audit Suite raises the items that warrant follow-up:

- Stale cheques — issued more than 90 days before the BS date, still uncleared. May need write-back to creditors.
- Outstanding cheques from earlier years — almost certainly need write-back.
- Suspense items — debits/credits in the bank statement with no matching entry in Tally. Often bank charges, interest, or potential fraud.
- Bouncebacks — cheques credited and then debited within the same month. The receivable has not actually been settled.
- Double-debits / double-credits — same amount, same cheque number, appearing twice in either system.
- Round-trip transactions — equal-and-opposite postings between bank accounts within hours.
- End-of-period clustering — disproportionate entries in the last three days of the FY. Possible window-dressing.

Output — the BRS working paper

Click "Export BRS working paper" to generate a DOCX on your firm's letterhead, in the layout every Indian CA grew up writing:

- Bank name, account number (last four digits), period of reconciliation.
- Balance as per cash book on the BS date.
- Add: cheques issued but not presented (with detailed schedule).
- Less: cheques deposited but not credited (with detailed schedule).
- Add / less: bank charges, interest, errors not booked.
- Balance as per pass book on the BS date.
- Preparer, reviewer, partner sign-off blocks.

Why this matters under SA 240 and SA 500: cash and bank are the easiest accounts to manipulate, so the year-end BRS is the auditor's primary defence against undetected fraud at the cash level. The reconciliation must be complete (every item from both sides classified), preserved as evidence, and the exceptions escalated.

13. Prepare FS — Schedule III draft financial statements

Preparing a Schedule III financial-statements set in India is a 60- to 90-hour exercise — laying out the Balance Sheet, P&L, 28 notes, the indirect-method Cash Flow Statement, the 11 ratios required since the 2021 amendment, and the accounting policies. Audit Suite collapses all of that into a single workflow: upload the trial balance, get a 36- to 40-sheet formula-linked draft FS workbook. No AI tokens, no per-client cost.

Where it lives

Sidebar → Prepare FS. You see a list of any drafts you have started. Click "+ New from Trial Balance" to start a fresh one.

Step 1 — upload the trial balance

In the new-draft modal, fill in:

- Title — anything descriptive, e.g. "ABC Pvt Ltd — FY 2025-26 draft FS".
- Framework — IGAAP (Schedule III Division I, non-Ind AS) or Ind AS (Division II / III).
- Financial year label — "FY 2025-26".
- As-at date — the balance-sheet date.
- Trial balance file — Excel or CSV. Or paste CSV rows directly.

Most TB formats work without configuration — Tally Prime, Zoho Books, QuickBooks Online, BUSY Accounting, Marg ERP, and any plain Excel or CSV with debit/credit columns. Audit Suite auto-detects column layouts in 20+ naming conventions including snake_case, camelCase, and the group/parent/classification column when present.

Step 2 — pick your speed

Two buttons at the bottom of the upload modal:

<input type="checkbox"/> Upload & Generate Excel	The one-click path. Classifies the ledgers, fills any unmatched entries by Dr/Cr balance direction, generates the 36- to 40-sheet workbook, and triggers the download. You never see the review screen unless you choose to.
Upload & review mappings	The classic path. Lands you on the per-ledger override screen so you can fine-tune classifications before generating. Useful if a client has unusual ledger names that the rule engine has not seen before.

The deterministic classifier (how unattended classification works)

Audit Suite uses a deterministic, rule-based engine to map each ledger to a Schedule III line item. It is not an AI model — the same trial balance produces the same draft workbook every single time. The engine layers five levels:

49. Per-tenant override library — any manual classification your firm has made is remembered. Same ledger appears next year? Pre-classified. Confidence: 100.
50. Group / classification column — if the TB has a "Group", "Parent", "Under", "Account Type", or "Classification" column (Tally exports this), the engine reads it and maps Schedule III groups directly. Confidence: 90.
51. Ledger-name keyword match — 446 keyword patterns covering every Schedule III bucket, including industry-specific items. Confidence: 80.
52. Balance-direction fallback — debit balances tentatively flagged as Other Current Assets, credit balances as Other Current Liabilities. Confidence: 30.
53. Manual override — anything still unclassified is shown in the UI for the auditor to map. Mapping it once teaches the system for next time.

No AI tokens at runtime. No client data sent to third-party LLM providers. Same input → same output. That is exactly what an audited financial statement requires.

Step 3 — review (optional)

If you chose the review path, you land on a screen showing every ledger with its assigned Schedule III bucket, the source (rule / group-column / tenant-override / balance-fallback / manual), and a dropdown to change the bucket. Filter by:

- "All ledgers" — full list.
- "Needs review" — unclassified items + balance-guess fallbacks.
- "Unclassified only" — items the engine could not map at all.
- "Manually mapped" — items you have already overridden.

There is also a "Remember my overrides for next time" checkbox (on by default). Each change you save here is added to your firm's per-tenant override library and will be applied to all future drafts.

Step 4 — upload prior-year TB (optional but recommended)

Click "+ Upload prior-year TB" on the draft detail screen. Audit Suite classifies the PY trial balance using the same rules and the same overrides, so identical ledger names get identical classifications across the two years. The PY upload unlocks:

- PY columns on the Balance Sheet, P&L, and every Note.
- Auto-filled working-capital movements in the Cash Flow Statement.
- The 11-ratio Schedule III sheet with CY / PY values and variance percentages.

Step 5 — generate the Excel workbook

Click "Generate Excel". The result is a single .xlsx file with every Schedule III statement, schedule, and disclosure laid out and cross-linked via SUMIF formulas.

What is in the workbook

Category	Sheets
Core statements (IGAAP)	Balance Sheet · Profit & Loss · Cash Flow Statement (indirect method)
Core (Ind AS only)	+ Statement of Changes in Equity
Notes — standard	28 notes covering Share Capital, Reserves, Borrowings, Trade Payables (with MSME + ageing), Trade Receivables (with ageing + ECL), PPE, and the rest of Schedule III
Notes — Ind AS only	+ 4 notes — Leases (Ind AS 116, ROU + lease liability), Financial Instruments (Ind AS 109), ECL provision matrix, Actuarial (Ind AS 19)
Disclosure	Ratios sheet (11 ratios required by 2021 Schedule III amendment, CY / PY / variance), Trade Receivables ageing, Trade Payables ageing
Support	Trial Balance (read-only, with classification column appended) · Index

Formula linking

Every figure in the Balance Sheet, P&L, Notes, Cash Flow, and Ratios is driven by a SUMIF on the TB sheet. Reclassify a single ledger — change a sundry creditor to MSME, for instance — and every dependent line updates: the BS line, Note 5, the Trade-Payables ageing schedule, the MSME disclosure. All driven by formulas. No macros, no add-ins.

The 11 ratios — 2021 Schedule III amendment

Each ratio is computed using SUMIF formulas on the TB, with CY / PY columns and variance percentage. The variance column flags any movement above 25%, which is the threshold at which Schedule III requires an explanation.

- Current Ratio · Debt-Equity Ratio · Debt Service Coverage Ratio
- Return on Equity · Inventory Turnover · Trade Receivables Turnover
- Trade Payables Turnover · Net Capital Turnover · Net Profit Ratio
- Return on Capital Employed · Return on Investment

It is a DRAFT

The output Excel carries a "DRAFT" watermark until you remove it. Audit Suite is not a substitute for professional judgement on disclosure — it is a substitute for the manual labour of laying out 36 to 40 sheets of Schedule III compliance from

scratch. The audit team reviews, the engagement partner finalises, management adopts.

14. Disclosure check (Schedule III + Ind AS)

The Disclosure check is a clause-by-clause working paper that walks the auditor through every Schedule III and Ind AS disclosure requirement applicable to the engagement. It generates as a structured checklist tied to the engagement file, with evidence references and reviewer sign-off on each clause.

Where it lives

Engagement → Disclosure check. Pick the framework:

- IGAAP — Companies Act Schedule III Division I disclosures.
- Ind AS — Schedule III Division II / III plus the Ind AS-specific disclosures (Ind AS 1, 7, 12, 16, 19, 109, 113, 116 etc.).
- NBFC — Schedule III Division III, applicable to Non-Banking Financial Companies.

What you see

Once a framework is selected, the page lists every disclosure clause, grouped by topic. Each row shows:

- Clause code (e.g. "Sch III I.6(O)" for Schedule III Division I clause 6 sub-clause O).
- Clause text — the actual disclosure requirement.
- Status — pending / done / N/A / issue (with colour coding).
- Evidence reference — link to the working paper or note number that addresses the clause (e.g. "Note 5.3" or "WP-PPE-12").
- Notes — free-text auditor comment.
- Reviewed-by — the user who last set the status, with timestamp.

Workflow

54. Tick "done" once you confirm the disclosure is present in the draft FS.
55. Tick "N/A" if the clause does not apply (with a brief note explaining why).
56. Tick "issue" if you have flagged a missing or weak disclosure — this appears in the audit summary.
57. Use the search box to find a specific clause; use the bulk-update dropdown to mark several rows N/A at once.

Output — the disclosure-check working paper

Click "Export DOCX" to generate the disclosure-check working paper for the engagement file. It carries:

- Framework + engagement reference.
- Full list of clauses with status + evidence + auditor notes.

- Summary statistics — done / N/A / issue / pending counts.
- Preparer, reviewer, partner sign-off lines.

15. CARO 2020 auto-reporting

The Companies (Auditor's Report) Order, 2020 requires auditors of most companies to report on 21 specific clauses. Audit Suite walks you through each clause with a question-and-answer flow, then composes the CARO report in DOCX automatically.

Applicability check

Not every company needs a CARO report. Engagement → CARO 2020 → "Check applicability". Audit Suite asks:

- Is the entity a one-person company, small company, banking, insurance, or Section 8 company? If yes — exempt.
- What is the paid-up capital and reserves at year end?
- What is the borrowings figure at any point during the year?
- What is the turnover for the year?

If paid-up + reserves \leq ₹1 crore AND borrowings \leq ₹1 crore at all times AND turnover \leq ₹10 crore, the company is exempt. Audit Suite stamps the engagement "CARO not applicable" and you can skip this module entirely.

Working through the 21 clauses

For applicable companies, Audit Suite presents one clause at a time. Each clause has:

- The clause text.
- Sub-questions to evaluate the clause.
- A "Reporting required?" toggle — most clauses only need a paragraph in CARO if there is something to report.
- A free-text observations field.
- Document upload — attach the underlying working paper.

Generating the CARO report

After working through all 21 clauses, click "Generate CARO Report". The output is a DOCX section ready to append to your main audit report as Annexure A. Boilerplate language is auto-composed; you finalise the language for clauses with observations.

Holding-company subsidiaries (clause xxi)

If the company you are auditing is a holding company, clause xxi requires reporting any qualifications, adverse remarks, or matters-of-emphasis in CARO reports of subsidiaries, joint ventures, and associates. Audit Suite tracks component auditor inputs:

- Add each subsidiary / JV / associate as a sub-row under the parent engagement.
- For each, record any CARO qualifications from the component auditor.

- When the parent CARO is generated, clause xxi automatically rolls up these observations.

16. Statutory Compliance Data Card

The Statutory Compliance Data Card is a structured working paper that captures, per engagement, what each Indian regulatory portal shows for the client — MCA21, Income Tax e-Filing, GST, and TRACES. The data is entered manually (Audit Suite does not currently scrape these portals), and you upload evidence files (PDF downloads or screenshots) as proof.

Where it lives

Engagement → Statutory data. The page is organised as five tabs:

- MCA21 / ROC — company master data, charges, director KYC, disqualifications, recent filings.
- Income Tax — PAN, TAN, return-filing status, refund position, outstanding demand, scrutiny status.
- GST — GSTIN, registration date, return-filing status, GSTR-9 / 9C status, e-invoicing status.
- TRACES (TDS/TCS) — TAN, quarterly statements, default notices, conso file status.
- Other (EPFO / ESI / RBI / RERA / FEMA) — free-form section for any other regulatory portal relevant to the client.

How you fill it

For each tab, Audit Suite presents the standard fields you would record from that portal. Fill in what you see when you log into the portal yourself (or what the client provides as a screenshot). The structured fields ensure you capture the same data every audit and across all team members.

Evidence files

Upload PDFs or screenshots downloaded from each portal as proof. The file is stored in the engagement's audit-trail repository under `data/compliance/<engagement_id>/`, with the upload timestamp, the section it was attached to (MCA / IT / GST / TRACES / Other), an optional label, the uploaded-by user, and the file size.

- Max 10 MB per file.
- Allowed formats: PDF, image (JPG/PNG), Excel, Word, CSV.
- Files appear in a table at the bottom of the page with download + delete buttons.

Notes and conclusion

A free-text section at the bottom of the page for auditor observations and the overall conclusion on regulatory compliance. The conclusion is what flows into the audit summary at completion.

Working paper export

Click "Working paper (DOCX)" at the top of the page. Audit Suite generates a structured DOCX on your firm's letterhead with:

- Engagement + client details.
- All five sections with the data you entered.
- A list of attached evidence files (with file-size totals).
- The auditor's notes and conclusion.
- Sign-off block.

17. Compliance calendar

Beyond audits, your clients have ongoing compliance obligations: GST returns, TDS payments, ROC filings, professional tax, PF, ESI. Audit Suite has a built-in compliance calendar with 27 templates covering the most common Indian compliance obligations.

Setting up compliance per client

58. Sidebar → Compliance → "Setup per client".
59. Pick a client from the dropdown.
60. Tick the obligations applicable to that client: GSTR-1, GSTR-3B, TDS 24Q / 26Q, ROC AOC-4 / MGT-7, Form 3CD, ITR-6, DIR-3 KYC, etc.
61. Save. Each tick instantly subscribes the client; you don't need a separate "Save" button.

Generating the calendar

After subscribing clients to templates, click "Refresh tasks" at the top of the Compliance page. Audit Suite generates 12 months of due-date tasks based on the templates you ticked. The Calendar view shows all tasks across all clients in a month grid; the List view is a sortable table.

Updating task status

Click any task to update: Pending → In progress → Filed (with filing reference number and date) → or Not applicable (if you decide a particular cycle doesn't apply, e.g., a NIL return that wasn't required).

Compliance calendar templates included

- GST: GSTR-1 (monthly + quarterly), GSTR-3B, GSTR-9 (annual), GSTR-9C (reconciliation).
- TDS: 24Q (salary), 26Q (others), 27Q (NR), 27EQ (TCS), TDS payment.
- Income Tax: ITR-3/5/6/7, Form 3CD (tax audit), advance tax instalments.
- ROC: AOC-4 (financials), MGT-7 (annual return), MGT-7A (small company), DIR-3 KYC, BEN-2, DPT-3.
- Labour: PF (ECR), ESI, professional tax.

18. Time tracking and attendance

Tracking hours per engagement is essential for billing, partner-recovery analysis, and ICAI peer review. Audit Suite has two ways to record time: check-in/out (for general attendance) and engagement timers (for billable work).

Check-in and check-out

Top-right of any page → "Check in". Audit Suite records the time and (optionally, with permission) your location. Click "Check out" when you finish the day. Total hours per day are visible on the Time & Attendance page.

Engagement timers

When you start work on a specific engagement: Top-right → "Start timer" → pick the engagement. The timer runs in the background; click "Stop timer" when you switch tasks. Each timer entry creates a billable hour record against the engagement.

Reviewing hours

- Per-staff weekly summary — Time & Attendance → "Staff hours".
- Per-engagement hour totals — Engagement detail → "Hours" tab.
- Articled assistant hours (for ICAI articleship records) — Reports → "Articleship hours report".

Budget vs actual

When you create an engagement (Chapter 7), you can set a budget in hours. As hours are logged against it, Audit Suite shows actual vs budget. If actual exceeds 90% of budget while the engagement is still in Planning or Risk phase, Audit Suite flags it on the Dashboard.

19. Billing and invoicing

Audit Suite generates GST-compliant tax invoices that you can email to clients and track through the payment cycle.

Generating an invoice

62. Engagement → Billing → "New invoice".
63. Fill in: invoice date, due date, line items (fee descriptions + amounts), GST rate (default 18% for professional services).
64. Optionally split GST as CGST+SGST (intra-state) or IGST (inter-state). Audit Suite picks the correct split based on your firm's state vs the client's state.
65. Click "Generate". A DOCX invoice on your firm letterhead is produced.

Status tracking

After generating, the invoice goes into a status pipeline: Draft → Sent → Paid (or Overdue if past due date). Update the status as the invoice progresses. The Billing dashboard shows total outstanding and overdue amounts.

Payment reminders

Pro and Enterprise: Audit Suite can send automated reminder emails when an invoice goes overdue. Settings → Billing → "Reminder schedule". Default schedule: +1 day, +7 days, +14 days after due date.

Generating an invoice when an engagement completes

When you mark an engagement Complete (Chapter 7), Audit Suite offers to generate an invoice immediately. Most firms invoice at engagement kick-off (engagement letter fee) and again at completion (balance fee).

20. Client portal

Your clients can have their own login to Audit Suite where they see only their own engagements, upload documents you have requested, and download letters and invoices.

Inviting a client

66. Settings → Client portal → "+ Invite client user".
67. Pick the client this login belongs to.
68. Enter the client representative's name and email.
69. Click "Send invite". The client receives an email with a setup link.

What the client sees

Client portal lives at <https://yourfirm.auditsuite.in/portal> (separate sign-in from your staff portal). After logging in, the client sees:

- Dashboard — list of their open engagements with progress percentages.
- Engagements — read-only view of each engagement's status, deliverables.
- Letters — all letters you have sent them (engagement letter, MRL, audit report when finalised).
- Invoices — all invoices and their payment status.
- Documents — area to upload documents you have requested (Tally TB exports, bank statements, vendor confirmations).

Document requests

From any engagement, you can request specific documents from the client. Engagement → Documents → "Request from client". The request appears on their portal Dashboard. They upload — you get notified. The document is auto-attached to the engagement.

Status of audit

Optional — enable from Settings → Client portal → "Show audit status to client". When enabled, the client sees high-level audit progress (Planning 100%, Risk 80%, etc.). Useful for transparency; some firms prefer not to show it to avoid micro-management requests.

21. Reports and analytics

Sidebar → Reports (admin / manager / senior only). Pre-built reports for firm management:

- Engagement progress — % complete per engagement, partner / manager / senior breakdown.
- Time analysis — hours per staff member, hours per engagement, hours per client.
- Articleship hours — total CA-Inter / CA-Final articled assistant hours per quarter (for ICAI Form 102/107 records).
- Billing summary — invoices issued, paid, outstanding, overdue per period.
- Profitability — engagement-level revenue vs cost (hours × hourly rate).
- Compliance status — which clients are up to date on which obligations.
- Audit log — every user action for a date range (for ICAI peer review).

Every report can be downloaded as Excel or PDF.

22. Team Activity dashboard

A new admin-only section on the Dashboard that surfaces what your team has worked on today — and by whom. Useful for partners and managers who need a quick "what happened today" view without opening the full audit log.

Where it lives

Sidebar → Dashboard. The Team Activity panel sits below the Active Engagements row. Only users with the admin role see it.

The date selector

Top right of the panel — pick the window:

- Today — IST midnight to now (default).
- Yesterday — yesterday's full IST day.
- Last 7 days — rolling 7 IST days including today.

What counts as "work"

Audit Suite filters the audit_log down to actions that represent visible deliverables or setup work. Included:

- Letters generated — engagement, independence, consent, NOC, acceptance, CARO annexure.
- Checklist completions, additions, approvals.
- Compliance toggles, generation, evidence uploads, section saves, conclusion saves, disclosure checks.
- File uploads — evidence, working papers, statutory documents, logos, letterheads, TB files, Tally imports.
- Prepare FS actions — draft create / generate / remap / PY upload.
- Engagement and client setup — create, update, assign staff, rollover, import.
- Risk register, materiality, sampling, bank reconciliation, confirmations.

Excluded: login / logout, check-in / check-out, settings changes, password resets, platform-admin actions, and deletions (we want to show work done, not undone).

The two-column layout

Left column: by team member. Each user with activity in the window appears as a card with their total count and a category breakdown (Letters · Checklist · Compliance · Uploads · FS / Bank rec · Engagements · Clients).

Right column: chronological timeline. The latest 50 actions, each row showing the user name, the action icon, a friendly label (e.g. "Engagement letter"), the context (e.g. "ABC Pvt Ltd"), and a relative timestamp ("12 min ago", "2h ago", "3d ago").

Why it is useful

- Morning check-in — partners can see at a glance what their team finished yesterday.
- Performance reviews — actual deliverable counts per articulated clerk, not just hours.
- Audit trail discovery — quick "who generated that letter at 11pm last night" answer without scrolling the Audit Log.
- Workload pulse — uneven distribution shows up immediately (one person at 25 actions, another at 3).

23. Audit log

Audit Suite logs every meaningful action a user takes — sign-in, password change, engagement creation, checklist item completion, document upload, letter generation, settings change. Use this for:

- Internal control — who signed off what, when.
- ICAI peer review — show the reviewer your audit trail.
- Investigating disputes — "did anyone change this engagement's sign-off date?"

Sidebar → Audit Log (admin only). Filter by user, action type, or date range. Export to Excel.

24. Subscription and renewals

Audit Suite is a subscription product. Your firm pays monthly or annually for one of three plans.

Plan tiers

Plan	Price (ex-GST)	Staff	Clients	Engagements
Starter	₹999/month	3	5	Unlimited
Pro	₹2,999/month	10	50	Unlimited
Enterprise	₹6,999/month	Unlimited	Unlimited	Unlimited

All prices are exclusive of 18% GST, added at invoice. Annual plans are billed pay-for-10-get-12 — you save the cost of two months.

How renewals work

Today, billing is handled manually — we invoice you monthly or annually via email, and you pay by UPI or NEFT to Swaptions Advisory LLP. Once we receive payment we update your subscription expiry date.

Reminders before expiry

Audit Suite sends you two email reminders around each renewal:

- 7 days before your subscription expires — "Your subscription renews in a week".
- 1 day after expiry (if you have not renewed) — "Your subscription expired, please renew".

Plus a banner on your Dashboard and a note on Settings showing the exact renewal date.

What happens if you don't renew

Your workspace stays accessible. We do not auto-suspend. You will see the dashboard banner asking you to renew. We will follow up by WhatsApp / phone. If a subscription stays unpaid for more than 30 days past due, we will manually suspend the workspace — but your data is preserved and is reactivated immediately when payment arrives.

25. Troubleshooting and FAQ

Sign-in issues

- "Invalid credentials" — wrong username or password. Try the password-reset flow.
- "Tenancy not found" — you are visiting the wrong subdomain. Use the URL from your welcome email exactly.
- "Tenancy suspended" — payment overdue. Contact Swaptions Advisory.

Email not sending

- Settings → Email → confirm SMTP settings are saved.
- Click "Send test email" — does it succeed?
- For Gmail: confirm you are using an App Password, not your main password. Confirm 2FA is on.
- Check your firm's outgoing email volume — you may have hit Gmail's 500/day free-account limit.

Tally TB import not parsing correctly

- Tally exports often have a multi-row title section. Audit Suite normally skips these, but if your header is unusually formatted, click "Show preview" before importing to verify the column mapping.
- If columns are mis-mapped, override them manually in the import dialog before clicking Import.

External confirmation link expired

- Reply tokens are valid for 90 days from generation. If a party tries to respond after that, they see a "Link expired" message.
- To re-send: External Confirmations → click the confirmation → "Regenerate link" → new email/WhatsApp goes out with a fresh token.

Browser support

Audit Suite supports the latest two versions of Chrome, Edge, Firefox, and Safari. We do not support Internet Explorer, including IE 11.

Mobile usage

The app is mobile-responsive for the most common workflows (checking dashboard, marking items complete, time tracking). Letter generation and the full Settings page are intentionally desktop-only — these involve forms and DOCX previews that don't fit a phone screen well.

Data export

Want to leave Audit Suite? On request, we will export your entire workspace (all engagements, checklists, documents, audit log) as a ZIP file containing JSON and DOCX. No vendor lock-in. Contact info@swaptionsadvisory.com to initiate.

26. Help and contact

We are a small team. You speak directly to engineering, not a call centre.

How to reach us

Email	info@swaptionsadvisory.com
Phone	+91 94924 24150
Marketing site	https://auditsuite.in
Operator	Swaptions Advisory LLP, Hyderabad
Address	1st Floor, 1-2-6 Gaganmahal Road, Liberty Circle, Himayatnagar, Hyderabad — 500029, Telangana

Response time

- Starter customers: 2 business days.
- Pro customers: 1 business day.
- Enterprise customers: same business day.
- Critical issues (you cannot sign in / data appears missing): call us directly.

Feature requests

We build the product around real customer feedback. If something you need is missing, email us — we read every message. Many features in Audit Suite today came from one customer asking for them in WhatsApp.

Closing

Thank you for choosing Audit Suite. We hope it gives your firm hours back every audit cycle. If you ever feel it is not — tell us, loudly, and we will fix it.

— end of guide —