This form is to gather feedback on technical issues which you have faced when using the BizFinx Preparation Tool / Multi Upload Tool. Please complete this form in MS Word format. **Fields marked with “ \* ” are compulsory.**

If you are encountering issues when preparing XBRL financial statements in the BizFinx Preparation Tool, please provide copies of the Excel workbook / ZIP file and source document when submitting this form as that might help to expedite the investigation process.

|  |  |  |  |
| --- | --- | --- | --- |
| \* **Name** |  | \* **Submit Date** |  |
| \* **Email** |  | \* **Phone:** |  |
| **\* Tool used** | Please select one:BizFinx Preparation Tool [ ] BizFinx Multi Upload Tool[ ] |
| \* **Version number** |  |
| *Note: To check the version of BizFinx Preparation Tool installed, you may do either of the following:** *Inside the prep tool, go to Filing information page and scroll down to look for “version of software used to generate the XBRL file”; or*
* *Go to Programs and Features in the Control panel. Search for “BizFinx Preparation Tool” and look for version number in the last column*

*Note: To check the version of BizFinx Multi Upload Tool installed, you may do the following:** *Go to Programs and Features in the Control panel. Search for “BizFinx Multi Upload Tool” and look for version number in the last column*
 |
| \* **Operating System version** | Please select your Operating System below: |
| Windows 7 (32 bit) | [ ] |  Windows 7 (64 bit) | [ ] |
| Windows 8 (32 bit) | [ ] |  Windows 8 (64 bit) | [ ] |
| Windows 10 (32 bit) | [ ] |  Windows 10 (64 bit) | [ ] |
| Windows Vista | [ ] |  |  |
| Other Operating System: |
| *Note: For instructions on how to check the version of your operating system, please refer to* [*http://windows.microsoft.com/en-US/windows/which-operating-system*](http://windows.microsoft.com/en-US/windows/which-operating-system) |
| \* **Prep Tool installer** *(If reporting issue for Prep Tool)* | Please select one:Office 2003 [ ] Office 2007 and above[ ] |
| \* **Version of Microsoft Office. If multiple versions are installed then please indicate all** *(If reporting issue for Prep Tool)* | Please select the MS Office version installed on your computer below: |
| MS Office 2003 Professional | [ ]  |  MS Office 2010 Home and Business | [ ] |
| MS Office 2007 Standard | [ ] |  MS Office 2010 Standard | [ ] |
| MS Office 2007 Small Business | [ ] |  MS Office 2010 Professional | [ ] |
| MS Office 2007 Professional | [ ] |  MS Office 2010 Professional Plus | [ ] |
| MS Office 2007 Professional Plus | [ ] |  MS Office 2013 Home and Business | [ ] |
| MS Office 2007 Ultimate | [ ] |  MS Office 2013 Professional | [ ] |
| MS Office 2007 Enterprise | [ ] |  MS Office 2013 Professional Plus | [ ] |
| MS Office 2013 Standard | [ ] |  MS Office 2016 Professional | [ ] |
| MS Office 2016 Standard | [ ] |  MS Office 2016 Professional Plus | [ ] |
| MS Office 2016 Home and Business | [ ] |  MS Office 2019 Professional | [ ] |
| MS Office 2019 Standard | [ ] |  MS Office 2019 Professional Plus | [ ] |
| MS Office 2019 Home and Business | [ ] | Other MS Office version:*<Enter the version here>* | [ ] |
| *Note: For instructions on how to check the specific version of Microsoft Office you are using, please refer to* [*http://office.microsoft.com/en-001/excel-help/what-version-of-office-am-i-using-HA101873769.aspx*](http://office.microsoft.com/en-001/excel-help/what-version-of-office-am-i-using-HA101873769.aspx) |
| **Browser name and version** | *Note: For instructions on how to check the browser and version of your browser, please refer to* [*http://www.webdevelopersnotes.com/how-do-i/check-browser-version.php*](http://www.webdevelopersnotes.com/how-do-i/check-browser-version.php) |
| \* **Amount of RAM on your machine****(E.G: 2GB, 4GB)** |  |
| \* **Summary of issue faced** |   |
| \* **Did you have Administrator Right for installation?** |  **Yes** [ ] **No** [ ] |
| \* **Are you able to reproduce the error?** |  **Yes** [ ] **No** [ ] |
| \* **Exact steps to reproduce the error** |  1. 2. 3. |
| \* **Screenshots of the issue for each step** |  *-> Attach here* |
| **Other supporting materials:** | 1. **List of other applications running when the BizFinx Preparation Tool / BizFinx Multi Upload Tool is running.**
2. **Email us the Excel Workbook (saved from BizFinx preparation tool) and Source document (i.e. word / excel copy of the AGM financial statements) if the issue relates to preparing XBRL financial statements using BizFinx Preparation Tool.**
3. **Additional comments**
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