This form is to gather feedback on technical issues encountered using the BizFinx Preparation Tool / Multi Upload Tool.

Fields marked with “ \* ” are compulsory.

|  |  |  |  |
| --- | --- | --- | --- |
| \* **Name** |  | \* **Date** |  |
| \* **Email** |  | \* **Phone** |  |
| \* **BizFinx Preparation Tool** | **Please fill in this section if the issue was encountered using Preparation Tool.**Enter the version of Preparation Tool (e.g. v3.3.0, 3.4.0, 2.8.0, 2.9.0) [*Enter version here*]  |
| *Note: To check the version of Preparation Tool installed, either:** *Go to* ***Filing information*** *section in the Preparation Tool, scroll down to look for* ***Name and version of software used to generate the XBRL file*** *or* ***Version of software used to generate the XBRL file****; or*
* *Go to* ***Programs and Features*** *in the Control Panel, search for* ***BizFinx Preparation Tool v3*** *or* ***BizFinx Preparation Tool*** *in the Name column, and provide the number in the Version column.*
 |
| \* **BizFinx Multi Upload Tool** | **Please fill in this section if the issue was encountered using Multi Upload Tool.**Are you using the latest version of the Multi Upload Tool (v3.4.0) **Yes** [ ] **No** [ ] |
| *Note: To check the version of BizFinx Multi Upload Tool installed, go to* ***Programs and Features*** *in the Control Panel, search for* ***BizFinx Multi Upload Tool*** *in the Name column, and provide the number in the Version column.* |
| \* **Operating system installed** | **Please select one answer.** |
| Windows 7 (32 bit) | [ ] |  Windows 7 (64 bit)  |  [ ] |
| Windows 8 (32 bit) | [ ] |  Windows 8 (64 bit) |  [ ] |
| Windows 10 (32 bit) [ ] Windows 10 (64 bit) [ ]Enter version of Windows 10 installed (e.g. Version 1607): [*Enter version here*]*Note: To check the version of Windows 10 installed, click the* ***Start*** *button, type* ***winver*** *into the Search box, and press* ***Enter****.* |
| Windows Vista [ ] | Other operating system [*Enter version here*] |  [ ] |
| *Note: To check the version of operating system installed, refer to* [*https://support.microsoft.com/en-sg/help/13443/windows-which-version-am-i-running*](https://support.microsoft.com/en-sg/help/13443/windows-which-version-am-i-running) |
| \* **MS Office installed** | **Please fill in this section if the issue was encountered using Preparation Tool. You may select one or more answers.** |
|  |  |  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 [*Enter version here*] | [ ] |
| *Note: To check the version of Microsoft Office installed, 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: To check the version of browser installed, 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** |  |
| \* **Do 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** |  |
| **Other supporting materials** | 1. Please provide the list of all other applications running on your system when using Preparation Tool or Multi Upload Tool.

[*Attach list here*]1. If the issue was encountered using BizFinx Preparation Tool, please provide the:
* Excel workbook or XBRL zip file (saved from the tool); and
* Source document (i.e. Word / Excel copy of the AGM financial statements used as source document inside the XBRL file).
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