Due Diligence
Version 22.6

User Guide

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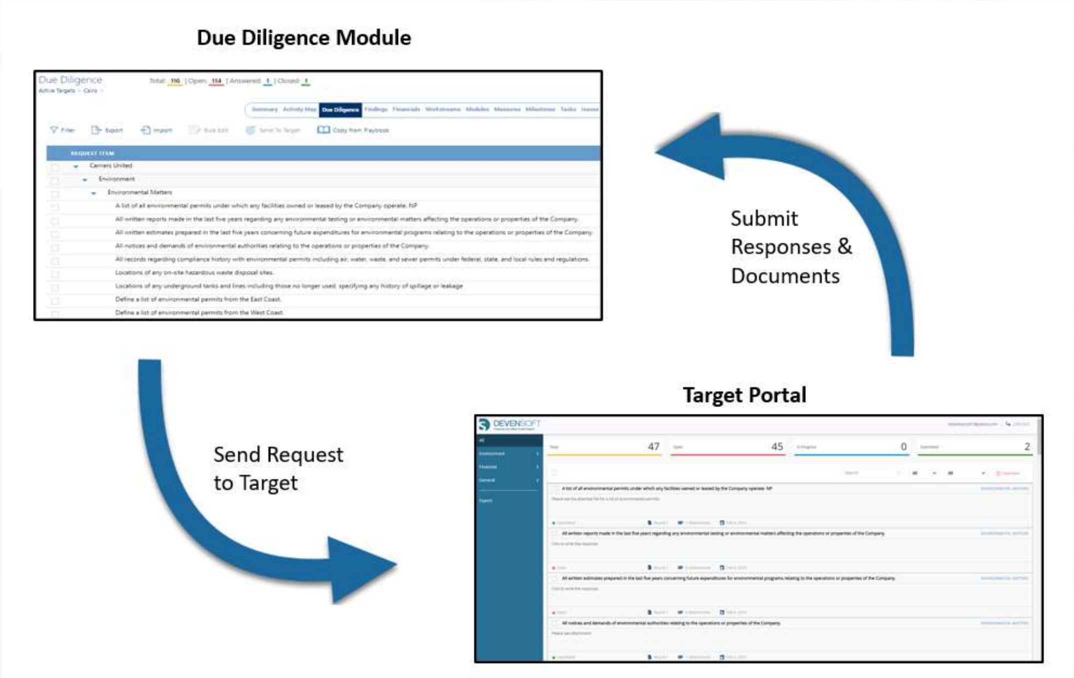
About Due Diligence

The Due Diligence module is designed to capture a list of Request Items to be sent to the Target. These questions will be leveraged out of the Diligence Request List and need to be tailored, depending on the type of business and acquisition strategy. Through a secure login, these questions are sent to the Target to answer and when submitted will synch in real time in the Due Diligence module. The Devensoft user can see what Requests have been answered, review attachments, add comments and findings.

The diagram below illustrates the workflow between the Due Diligence module and the Target Portal.



Purpose of this Document

The purpose of this document is to illustrate the process of having the Devensoft User (Buyer) generate Request Items via the Due Diligence Playbook, send the Items to the Target through a secure login, followed by having the Target send the responses back to the Devensoft User. Understanding this lifecycle ensures that all parties involved in the transaction can perform their expected tasks in an efficient and effective manner.

Due Diligence Module

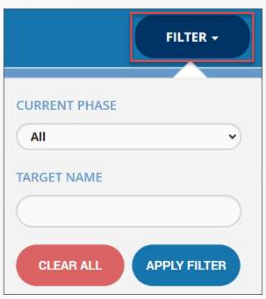
Accessing Due Diligence

Once you have successfully logged into Devensoft's M&A Tool, open your Target to navigate to the Due Diligence tab. To do this:

1. From the Main Menu bar, select **Home**.
2. From the Dashboard tab, select the **Due Diligence** dashboard.

All Targets are listed and categorized by Code Name/Target Name, Current Phase, Deal Lead, Due Diligence Date, Status and Findings.

Tip: Use the Filter button to search by Current Phase or Target Name.



3. To open the Target, click on the title.
4. If necessary, select the **Due Diligence** tab.
5. If the Request List has been loaded, expand the Playbook by clicking on the blue triangle to the left of the Playbook, as indicated below.

6. Understanding the Request Item hierarchy is important and is explained in the next section.

Understanding the Request Item Hierarchy

The Due Diligence Request List hierarchy is described below.

1. **Function** – the highest level represents the functional area of the organization, e.g., Environment.
2. **Category** – is the middle level, e.g., Environment Matters.
3. **Request Item** – the lowest level in the view, which is the Due Diligence question.

   Note: The highest level known as the Playbook is simply a placeholder.

About the Playbook

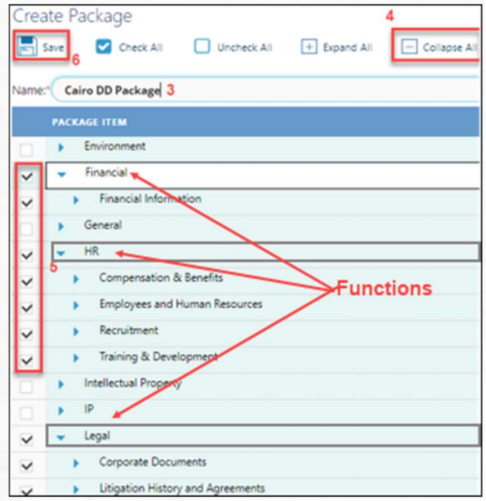
The Playbook allows you to create your own pre-defined Request List followed by a set of Packages. Defining your Request List is critical as the Playbook covers 80% of the questions that will potentially be sent to the Target. Once most of the questions have been reviewed and/or edited, you can easily create packages for small deals, large deals, or any deal that meets your organizations requirements.

Creating a Package

Now that your Request List is configured to meet the Target's needs, it's time to create a package. A package is usually a subset of several functional areas of the Playbook and allows you to select those questions within certain Functions to include. To create a package:

1. From the Main Menu select **Playbook/Due Diligence/Packages**. There may be several packages already created.
2. Select the 

 button.
3. In the Name field, enter the name of your package, e.g. Your Organization's Name DD Package.

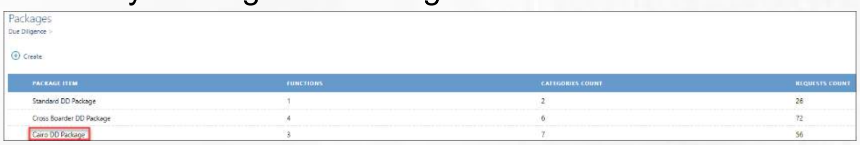


4. Press the Collapse All button to determine which function(s) you want to copy. In this example, we will copy several functions depicted in the screen capture to the right.

5. You can expand several functions, e.g., Financial, HR and Legal by clicking on the blue triangle or select the checkbox to the left of the function's name. All categories under the function are automatically selected.

6. Press Save.

7. The package is added to the Packages view and can be added to your Targets Due Diligence.



Adding a Due Diligence Package to a Target

Adding a Due Diligence package to a Target is extremely easy and is outlined in the below steps:

1. From the Main Menu, select **Home/Due Diligence** tab.

2. Navigate to the Target and select the Target's name.

3. Select the **Due Diligence** tab.

4. Select **Copy from Package** button.

5. In the Select package field, single-left click to display the list of available packages.

6. Click on your package which will be inserted in the field.

7. Press **Submit**.

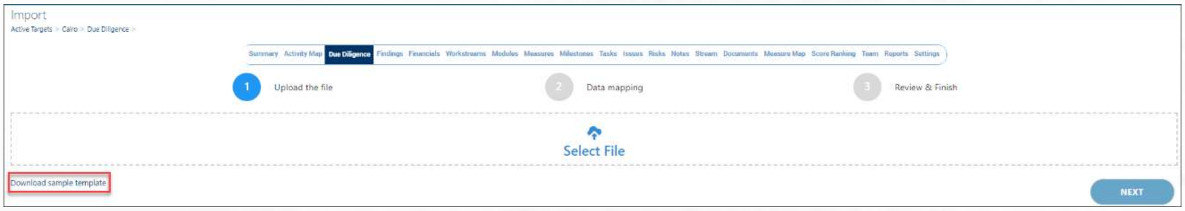
8. The Due Diligence package has been loaded into your Target.

Importing Your Own Due Diligence Checklist

If an organization has their own Due Diligence checklist, best practice is to download Devensoft's checklist template to Excel, add the organization's checklist items, followed by exporting it back into the Devensoft's M&A tool.

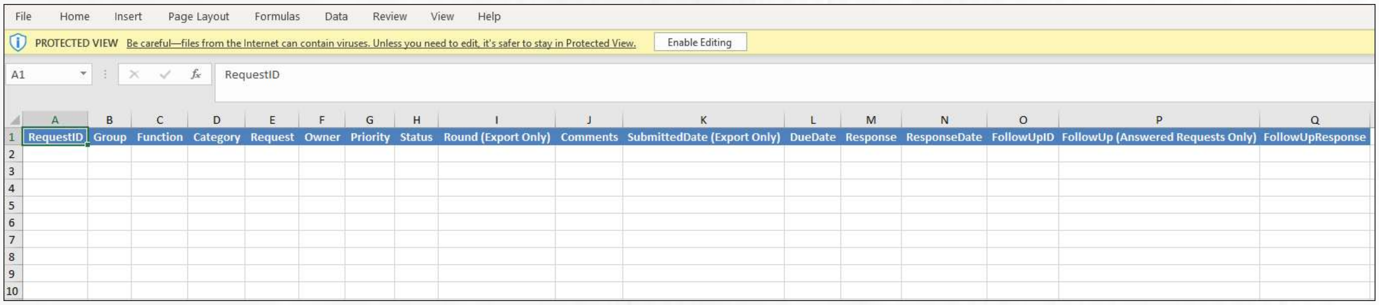
1. From the Target's Due Diligence tab, press the **Import** button.

2. The Import screen opens.



3. Click on the **Download sample template** link.

4. The template opens in Excel.



5. Click the **Enable Editing** button at the top of the spreadsheet.

6. Before adding your Request Items, please read these guidelines:
    a. Leave row 1 alone. Do not edit or remove the column headings as it will disrupt the import process.
    b. Beginning on Row 3, insert the number of rows needed.
    c. Enter data for the following columns:
        i. **RequestID**: Leave this cell empty as this is an autogenerated number that occurs during import.
        ii. **Group**: Enter the value “External Admin” which allows external contracts to be added. The default permissions are set to Read, Update and Submit responses, as well as import and export all Request Items.
        iii. **Function**: Enter the required function. For a complete list of functions return to the system for the function you want to add. Examples include, Environment, Financial, General, HR, IP, etc.
        iv. **Category:** Enter the category, e.g., Financial Information, Corporate Agreements, General Company Data, etc.
        v. **Request**: Type in your Request Item.
        vi. **Owner**: Use the down arrow to select an Owner.
        vii. **Priority**: Use the down arrow to select a Priority. True = Priority, False = Not a Priority.
        viii. **Status**: Select “Open” or leave field empty as it will auto calculate to “Open.”
        ix. **Round (Export Only)**: Leave this field empty as data is auto calculated.
        x. **Comments:** Add comments in the Comment pop-up window.
        xi. **Submitted Date (Export Only)**: Leave this field empty as data is auto calculated.
        xii. **Due Date**: Enter the date that the Request Item is due. If unknown, leave the

field empty.

xiii. **Response**: Leave empty as the Seller will complete this field through the Portal.

xiv. **Response Date**: Leave empty, as this date will be auto populated once the Seller completes the Response.

xv. **Follow Up ID**: Leave empty, as this field will be auto populated once a follow-up is created.

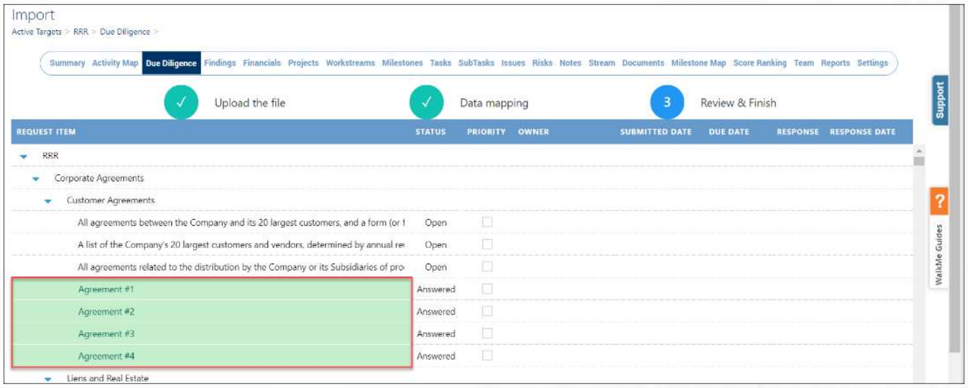
xvi. **Follow Up (Answered Requests Only)**: Displays the internal vendor resubmitting a request to the external vendor.

xvii. **Follow Up Response**: Displays that the external follow-up response from internal vendor.

7. Save the spreadsheet.
8. To import the Due Diligence Checklist:
   a. Go to the Target's Due Diligence tab.
   b. Press the **Import** Button
   c. Click 

.
   d. Locate the file on your computer's hard drive
   e. Single-click on the file and click **Open**. The file was successfully added and is displayed in the Select File box.
   f. Select **Next**.
   g. Review the mapping columns as the Property and Column label should be the same.
   h. Select **Preview**.

i. The newly added text is highlighted in green as shown in the below screen capture.



j. Scroll to the end of the screen and select **Save**.

k. The Due Diligence tab is displayed with the newly added items.

Updating Request Items

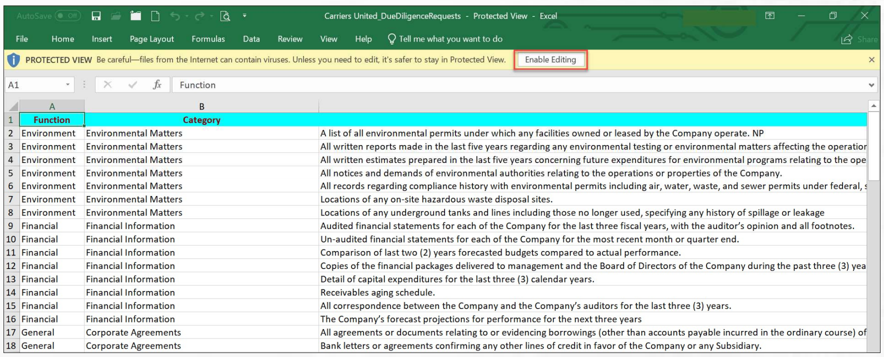
Updating request items or Status can be made by exporting the Request Items to Excel, making the necessary edits followed by importing the changes back to the Devensoft tool.

1. Navigate to the Target.

2. Select the **Due Diligence** tab.

3. Select the **Export** button.

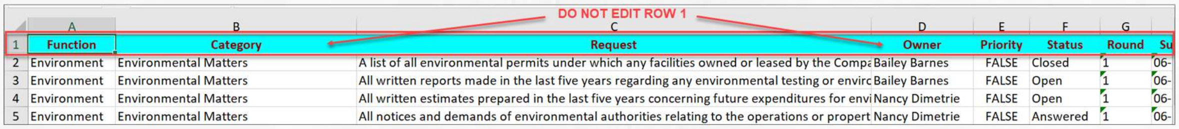
4. Excel opens in a Protected view.



5. Select the **Enable Editing** button.

6. Adjust the cell width of column C to 75 so that horizontal navigation is easier.

7. Please do not edit any data in row 1.



8. Working below row 1, insert the number of rows needed for the data that will be entered in the spreadsheet.

9. Add your text by updating Requests or adding new Functions and Categories.

10. To update a Request Items Status:

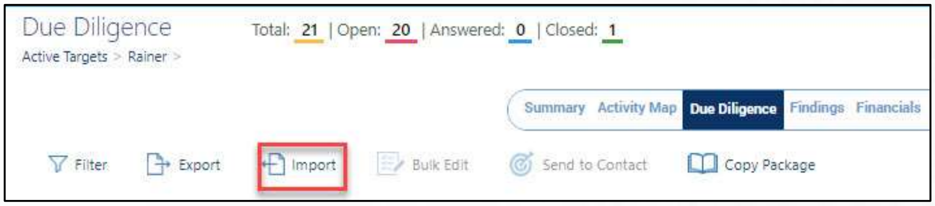
    a. Navigate to the Status column (F).

    b. All status can be changed except “Reopened” due to follow-ups and other workflow that must happen if a submitted response is reopened. There is currently no way to add follow-up messages to the Export template.

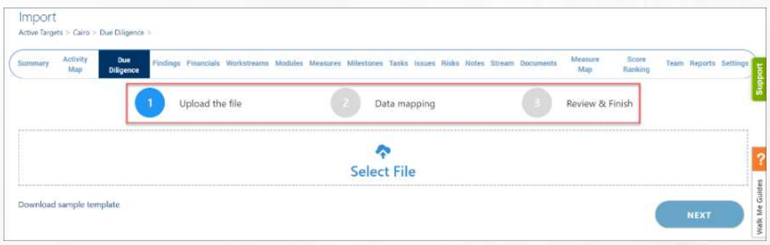
11. **Save** your Excel spreadsheet. You can close or keep the file open.

12. Return to the **Target** and if necessary, navigate to the **Due Diligence** tab.

13. Select **Import**.

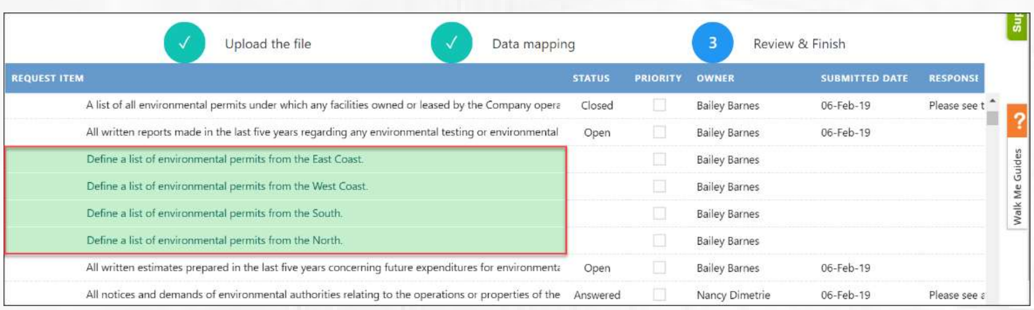


a. The Import wizard displays.



Step 1: Upload the file – click on **Select File** to upload the template that you updated in Steps 8 – 10 on the previous page. Select **Next**.

b. **Step 2:** Data Mapping – Compare the “Property” column against the “Column label from xls.” They should match.
    i. Select **Preview**. The new text that was added is highlighted in green.

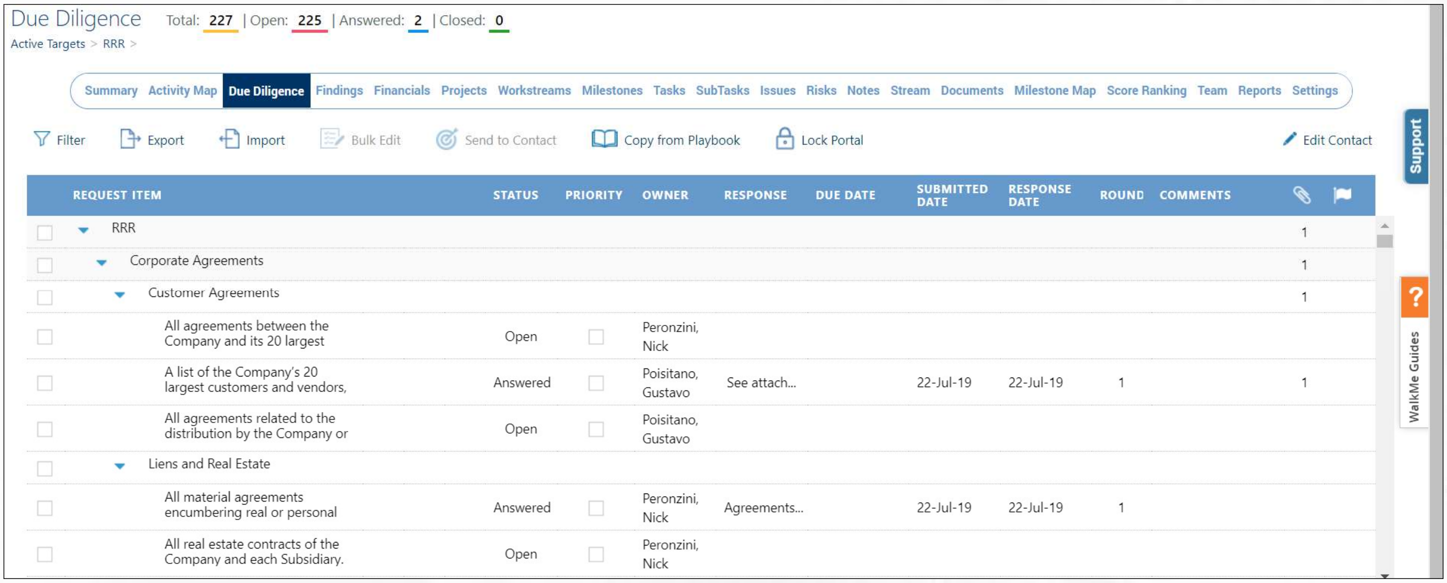


c. **Step 3**: Review & Finish – After reviewing the new text, scroll to the end of the Import view and press **Save**.
    i. A confirmation that the import was successful is displayed on the screen

14. The screen returns to the Target/Due Diligence tab where the edited Request Items are displayed.

Managing Request Items

As you review the Request Items there are several features that you may find helpful and are described in the below matrix.



Feature	Description
Filter	Can filter on status of Request Items.
Export	Exports the Due Diligence checklist to Excel.
Import	Adds changes from the Excel template to the Due Diligence checklist within the M&A tool.
Bulk Edit	When multiple items are selected, select Bulk Edit to update the Owner, Priority, Status, and Due Date.
Send to Contact (Formally known as Send to Target)	Sends selected Request Items to the Seller.
Copy from Playbook	Allows packages from the Playbook to be copied into the Target.
Lock Portal	Disable/enable access to the Due Diligence Portal by locking out the Target from modifying Request Items.

Editing Request Items

There are several ways that data can be edited – reopen a request, inline editing, bulk edit and exporting data to Excel. All four methods are described below.

1. ***Reopen a Request Item***

   Within the Request Item view a user can reopen a request, view responses, add a due date and add comments.

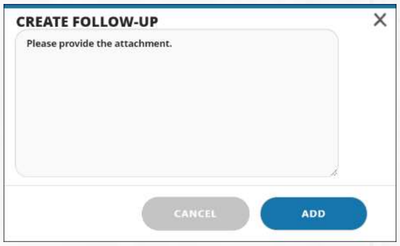
   a. ***Reopen a Request****:* When a Status has been **Answered**, a user can Reopen a Request and create a follow-up.

      i. Navigate to a Request Item that has a Status of **Answered**.

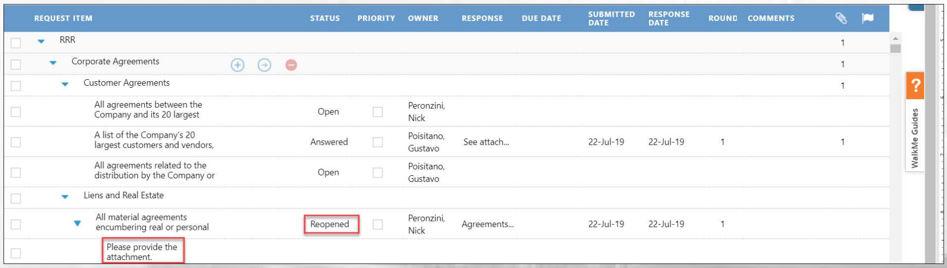
      ii. To the left of the Status column, click on the "+" icon which displays a popup – "Reopen the request."

      iii. In the Create Follow-up window, type in a follow-up, e.g. Please provide the attachment.

      iv. Click **Add**.



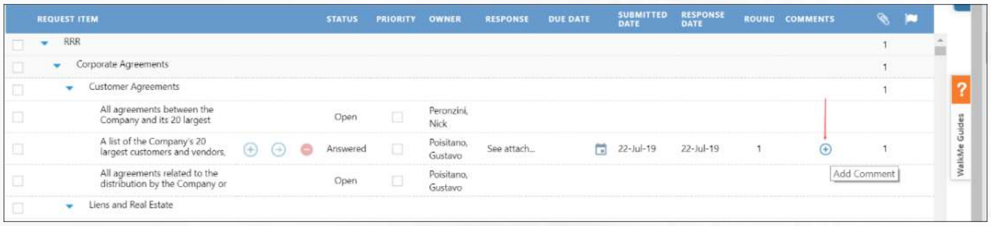
      v. The Status changes to **Reopened** and the Follow-up is added below the Request Item.



b. ***View Responses****:* In the Response column the user can view the Target's responses that were added in the Target Portal.

c. ***Due Date****:* Use the calendar icon to add a Due Date for the Open Request Items. The Target will see this when they log into the Portal.

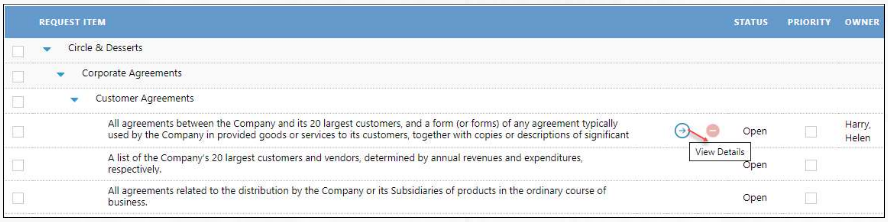
d. ***Comments****:* Use the "+" to add a comment that will only be seen by the user and not the Target.



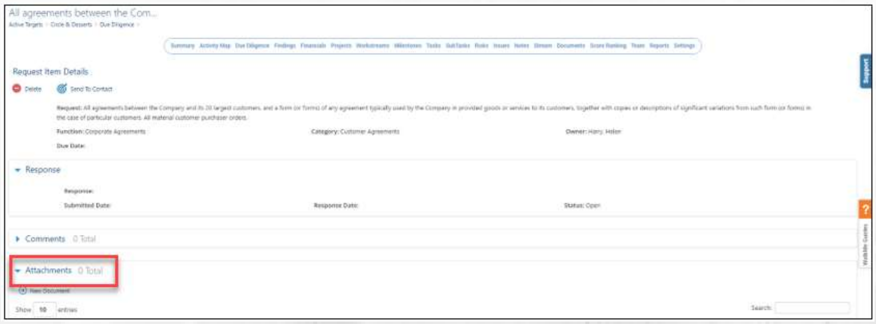
2. ***Adding Attachments***

Internal users can attach documents to Request Items and send to a Target to fill the details via the dedicated Diligence Portal. To add an attachment:

a. Open a Request Item by clicking on the View Details icon.

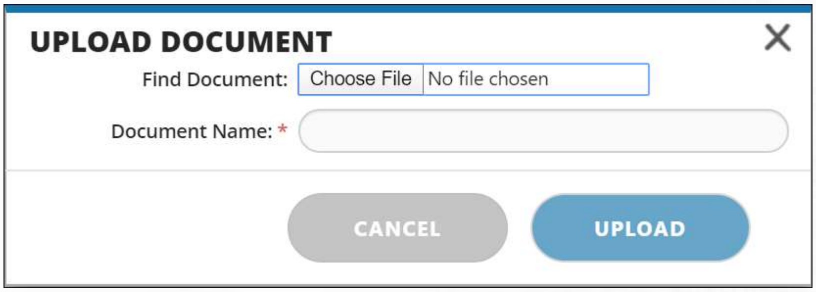


b. In the Request Item Details window, scroll to the Attachments section.



c. Click on the **+New Document** icon.

d. In the Upload Document window.



e. Select the **Choose File** button to select your file.

f. Click **Open**. The file is added to the Document Name field.

g. Click **Upload**. The file is uploaded to the Attachments section.

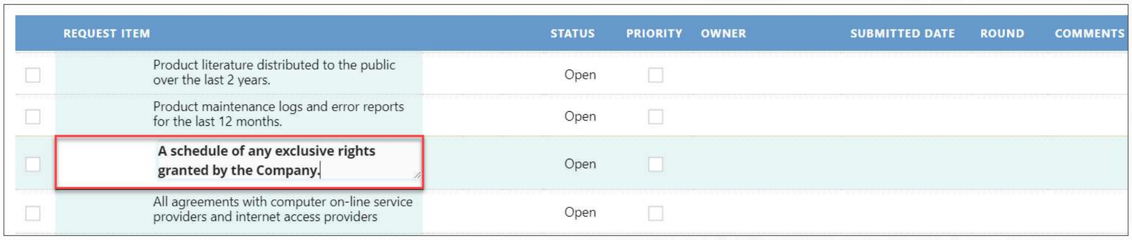
h. Repeat steps c – g to upload additional documents.

3. ***Inline Editing***

Inline editing allows the Devensoft User to edit the text directly on the screen. Please note that Request Items can be edited on those that have a status of Open and have not been submitted, meaning the Submitted Date field is empty. To edit an Item:

a. Navigate to a Request Item that has a status of Open and an empty Submitted Date field.

b. Double-click on the text and begin typing.



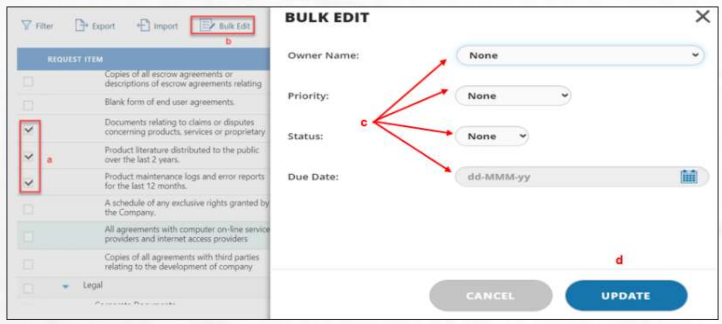
c. When done, press **Enter**.

d. The changes have been saved.

4. ***Bulk Edit***

Allows the user to edit several items as a group vs. individually.

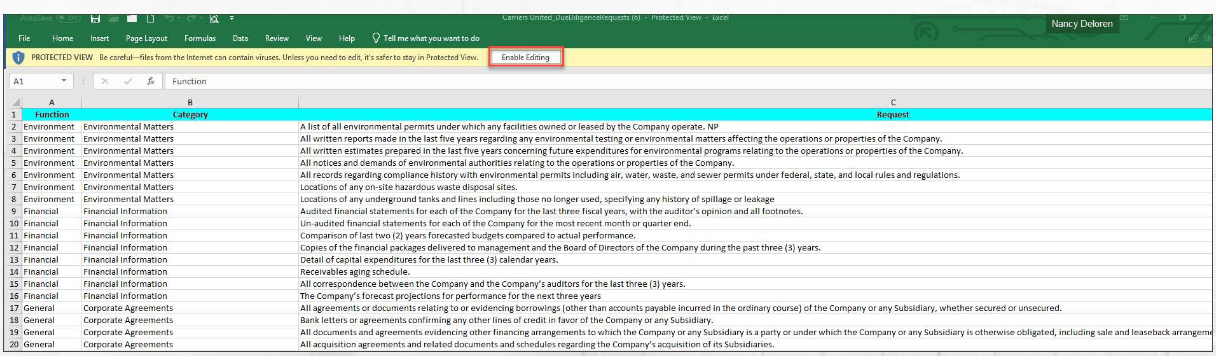
a. In the left margin select several Request Items that have a Status of **Open** and **no Submitted Date**.
b. Select the **Bulk Edit** button.
c. With the Bulk Edit window open, update the fields.
d. Press **Update**.



5. ***Export*** – If you have several Request Items that will be added to the existing Due Diligence list, it is best to export the list to Excel, add your Request Items and import the changes back to the Devensoft Tool.

a. From the Target's Due Diligence tab, press the **Export** button.

b. Excel opens with the Export template and data. Your screen will look like the below screen capture.

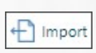


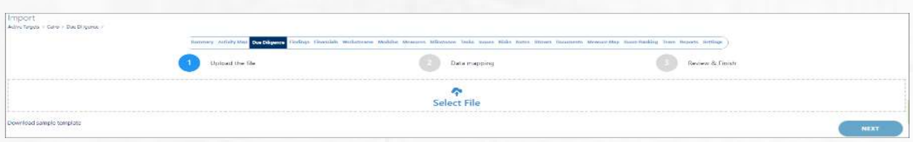
c. Click on **Enable Editing** button at the top of the spreadsheet.

d. To add new Request Items, follow these guidelines:

   i. Leave row 1 alone. Editing this row will disrupt the import process.
   ii. Do not edit or delete the column headings.
   iii. Do not delete rows of data. This can only be done within the Devensoft Tool.
   iv. Insert rows and enter data for the following columns:
      1. **Function**: Enter the required function. For a complete list of functions return to the system for the function you want to add. Examples include, Environment, Financial, General, HR, IP, etc.
      2. **Category**: Enter the category, e.g., Financial Information, Corporate Agreements, General Company Data, etc.
      3. **Request**: Type in your Request Item.
      4. **Owner**: Use the down arrow to select an Owner.
      5. **Priority**: Use the down arrow to select a Priority. True = Priority, False = Not a Priority.
      6. **Status**: Can be updated, except for those items that have a status of "Reopened."
      7. **Round**: Leave field empty as data is auto calculated.
      8. **Submitted Date**: Leave field empty as data is auto calculated.
      9. **Due Date**: Add a Due Date for Open Request Items.
      10. **Response**: Enter a response.
      11. **Response Date**: enter the date that a response was made by the Target.
   v. Once the Request Items have been added, save the spreadsheet.
   vi. Return to the Target to begin the import process.

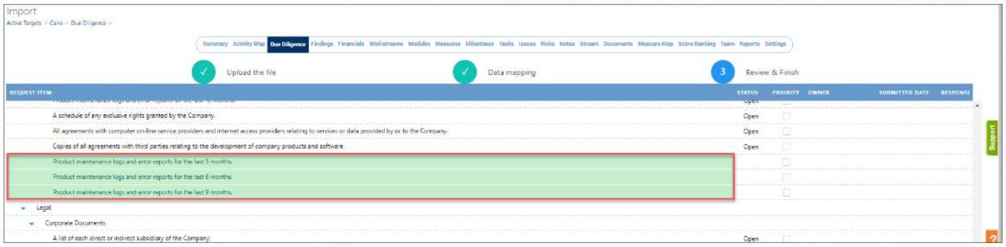
e. Open the Target and select the **Due Diligence** tab.

   i. Select the  button where the below screen is displayed



      1. **Step 1**: Select File – Click on **Select File** to locate the file that you edited on the previous page.
      2. Click **Next** to proceed to the next step.
      3. **Step 2**: Data Mapping – compare the column labels on the left with the column labels on the right and ensure that the match up.
      4. Click **Preview**.

5. **Step 3**: Review & Finish – scroll to the data that you added which is highlighted in green. See below screen capture for an example.



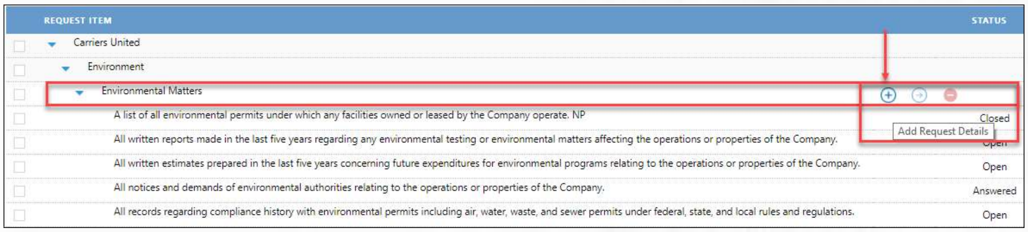
6. Scroll to the end of the Due Diligence view and press **Save**.
7. A Successful Alert prompt flashes on the screen and you are returned to the Due Diligence tab.
8. Scroll down the view to find the text that you added above.
9. Continue working in the Due Diligence tab.

Adding Request Items

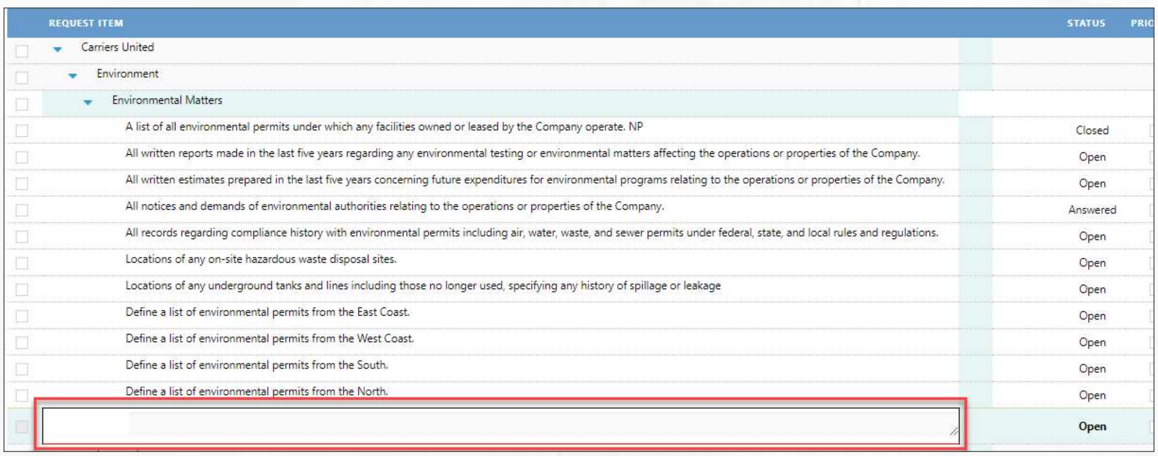
Adding Request Items is done at the Category level. To add an item:

1. Navigate to the Category, e.g., Environment Matters.

2. Click on the “+” icon.



3. The inline editing cell appears at the end of the Category list.



4. Enter your Request Item.

5. Press **Enter** to save your Item.

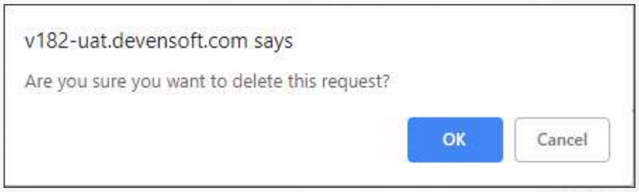
6. Your Item appears at the end of the Category list.

Deleting Request Items

If you decide there is a Request Item that is not needed, you can delete it by following the below steps.

1. Navigate to **the Due Diligence** tab within a Target.
2. Scroll to the Request Item that you want to delete.
3. To the left of the Status column, there is the delete icon.

4. Press the **Delete** icon.
5. A confirmation window appears at the top of the screen.



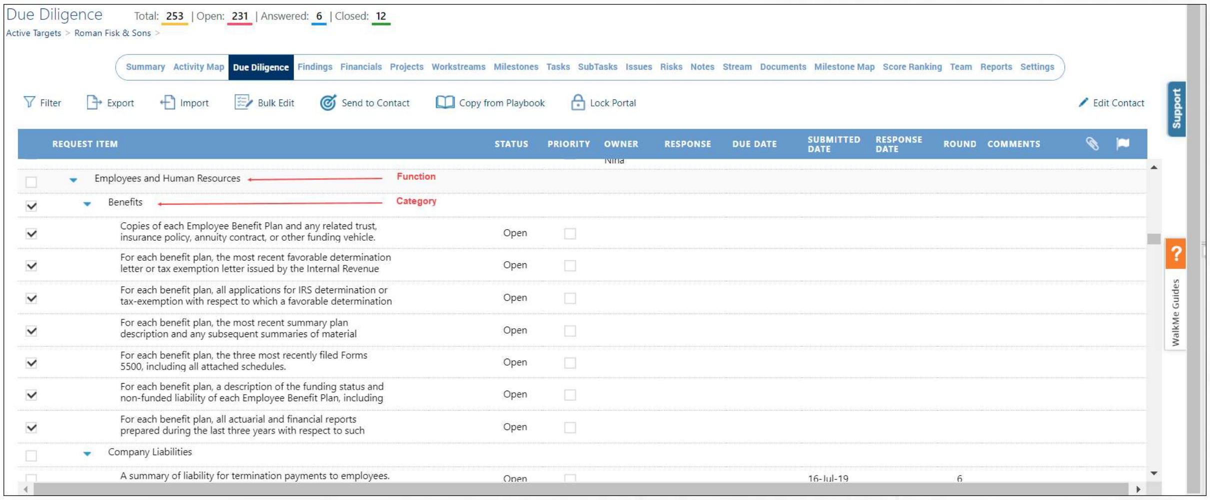
6. Click **OK**.
7. The Request Item has been deleted.
8. When you are ready to send these Items to the Target, proceed to the next page.

Sending Request Items to Target

Once the Devensoft User have reviewed the Request Items, they can send the Items to the Target by selecting a function(s) or category(ies). To send Request Items, please follow these steps:

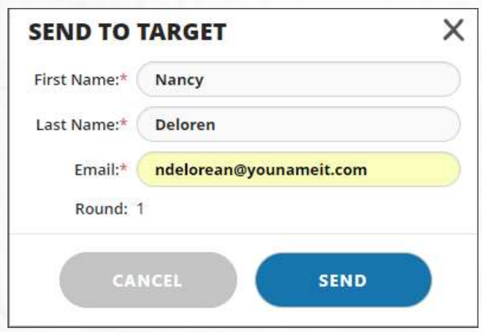
1. Open a Target.
2. Navigate to the **Due Diligence** tab.

3. Select the check boxes in the left margin. Selecting a Function or Category automatically selects all the children document.

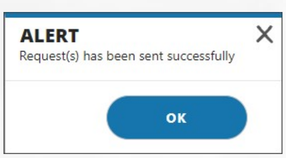


4. Select the **Send to Contact** button.

5. The Send to Contact window is displayed. Complete all fields.



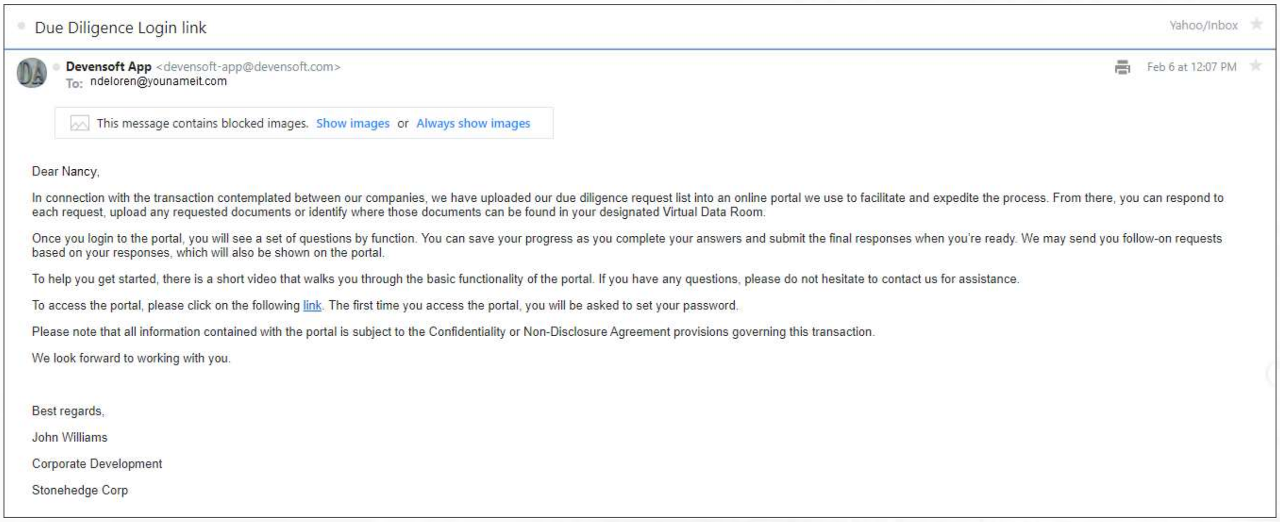
6. When done, press **Send**.
7. The Alert window displays indicating that the request(s) has been sent successfully.



8. Press **OK**.

Accessing the Target's Portal

Once the Devensoft User submits the list of questions to the Target user, they will receive an email from the Devensoft App with a link to log into the Target Portal. Below is an example of the email that the Target user will receive.



Due Diligence Login link — Yahoo/Inbox

Devensoft App <devensoft-app@devensoft.com>
To: ndeloren@younameit.com — Feb 6 at 12:07 PM

This message contains blocked images. Show images or Always show images

Dear Nancy,

In connection with the transaction contemplated between our companies, we have uploaded our due diligence request list into an online portal we use to facilitate and expedite the process. From there, you can respond to each request, upload any requested documents or identify where those documents can be found in your designated Virtual Data Room.

Once you login to the portal, you will see a set of questions by function. You can save your progress as you complete your answers and submit the final responses when you're ready. We may send you follow-on requests based on your responses, which will also be shown on the portal.

To help you get started, there is a short video that walks you through the basic functionality of the portal. If you have any questions, please do not hesitate to contact us for assistance.

To access the portal, please click on the following link. The first time you access the portal, you will be asked to set your password.

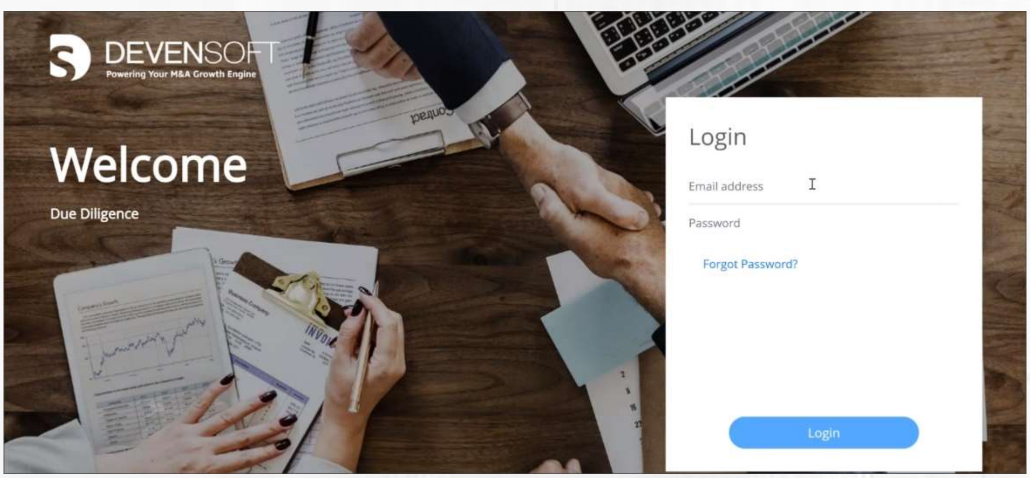
Please note that all information contained with the portal is subject to the Confidentiality or Non-Disclosure Agreement provisions governing this transaction.

We look forward to working with you.

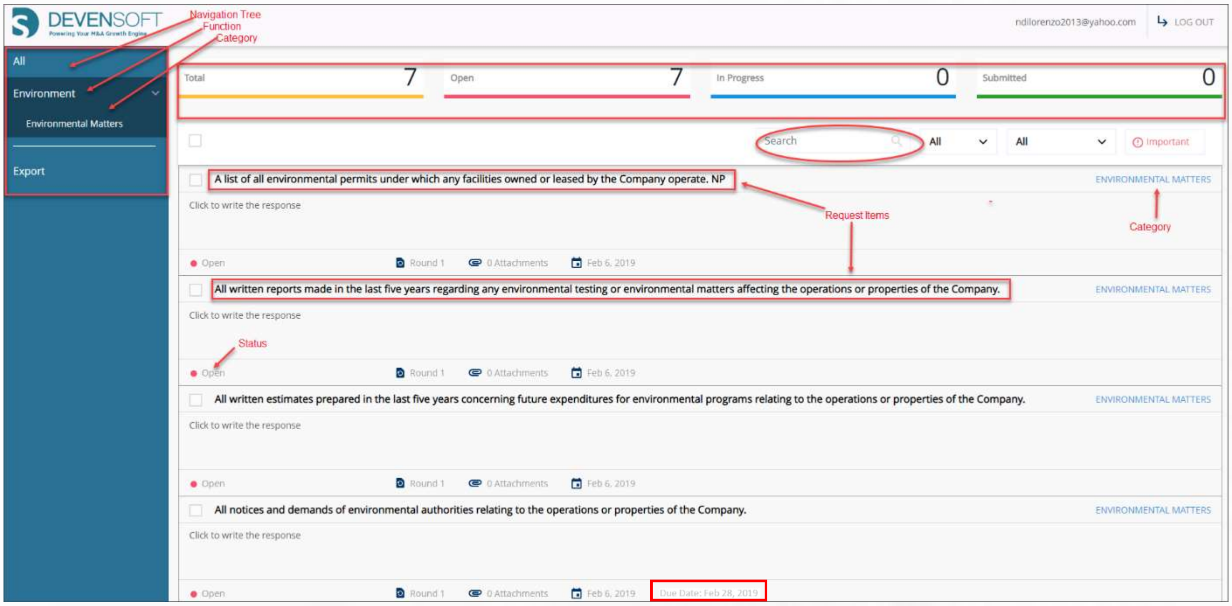
Best regards,
John Williams
Corporate Development
Stonehedge Corp

Note: After the initial email, future emails will have the subject listed as "Round Notification."

To access the Target Portal, click on the link in the email that you received. The first time you log into the Portal, you will need to enter your email address and create a password. The Target user's screen will look like the one below:



Once you have successfully logged in, your screen will display your Request Items by category, plus quantitative information displayed horizontally across the top of your screen. The next page describes what appears on your screen.



a. **Navigation Tree**: Displayed on the left side of your screen is organized by function, e.g., Environment, then category, e.g., Environmental Matters.

b. **Quantitative Information**: Displayed horizontally, list the total number of Items within the Function, # of Open, In Progress and Submitted Items.

c. **Request Items**: Displayed in bold text, its status, what round it was answered in, any attachments and the date it was submitted.

d. **Search**: Can search and filter your questions based on rounds, text or status.

e. **Status**: Defines the state of the Request Item as being Open, Answered, Closed.

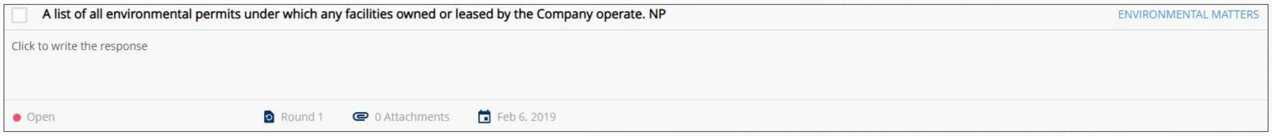
f. **Due Date**: Defines when the Request Items are due.

Tip: Search on important questions first.

Answering Questions

To answer a question:

1. Click in the space labeled “Click to write a response.”



2. Sample response is displayed below

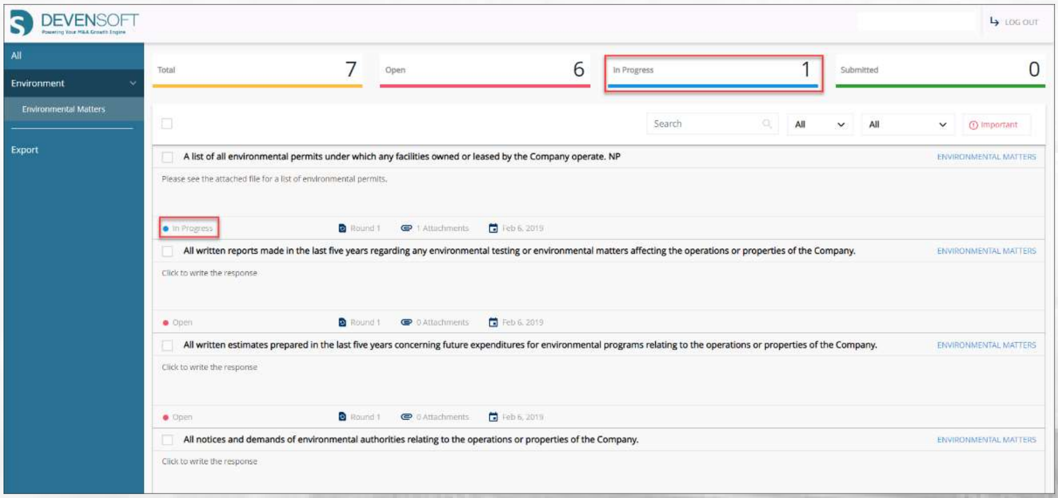
3. When done, press **Save**. A notification indicating that your answer was saved is displayed in a green box in the upper right corner of your screen.

   To navigate to the next question, click on the arrow 

displayed in the upper right corner of the question window or click on the Category, Environmental Matters.

   Note: Pressing **Save** does not submit the response to the requesting party. Only, when the response is submitted, will the requesting party see the response.

4. The question that you responded to has a status of “In Progress” and is identified in the question and across the top of your screen, under “In Progress.”



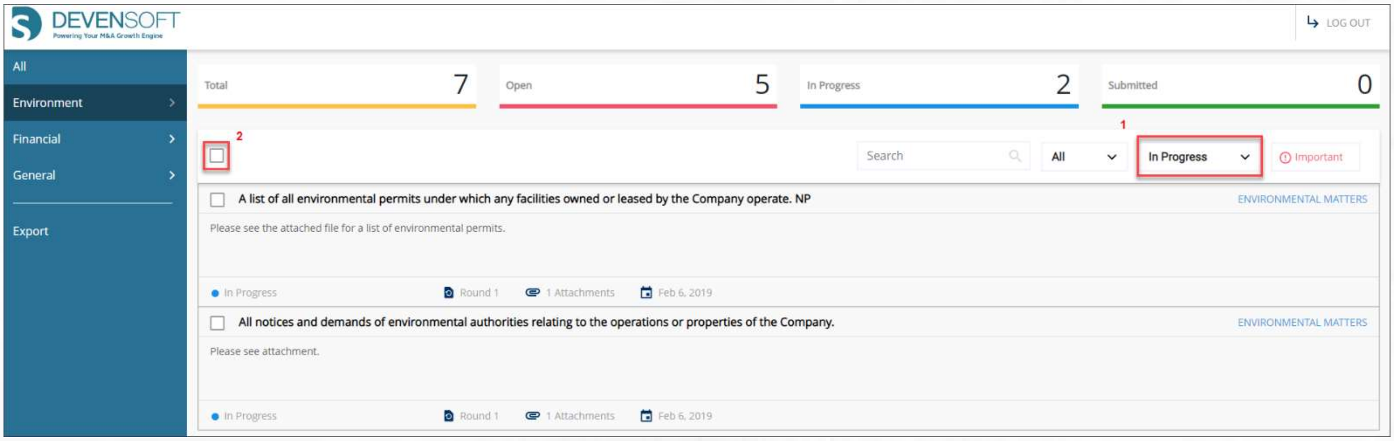
5. When the Target/Seller has answered their question(s), they can submit their responses to the potential Buyer which is explained in the next section.

Submitting Responses

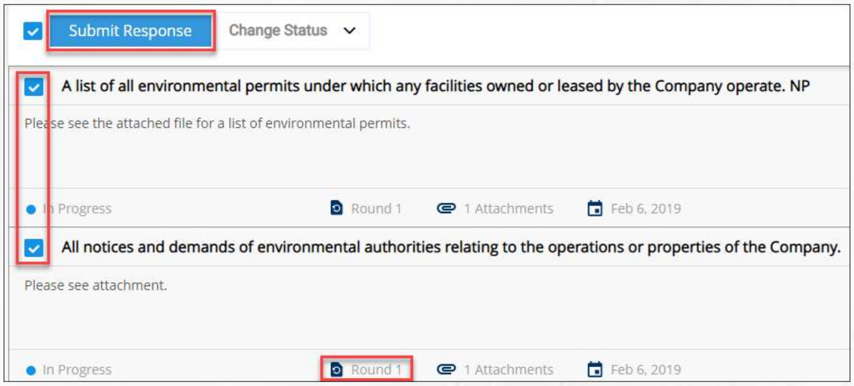
When the Target is ready to submit their responses, the following steps are performed:

1. Navigate to the "In Progress" questions, by filtering on its status.

2. Click on the **Select All** checkbox.



3. Once selected, the **Submit Response** button appears with checkmarks next to the questions that have been answered. The Round is indicated at the bottom of each question.



4. Press the **Submit Responses** button.

   A confirmation window displays confirming that you want to submit the responses.

5. Click **Yes**.

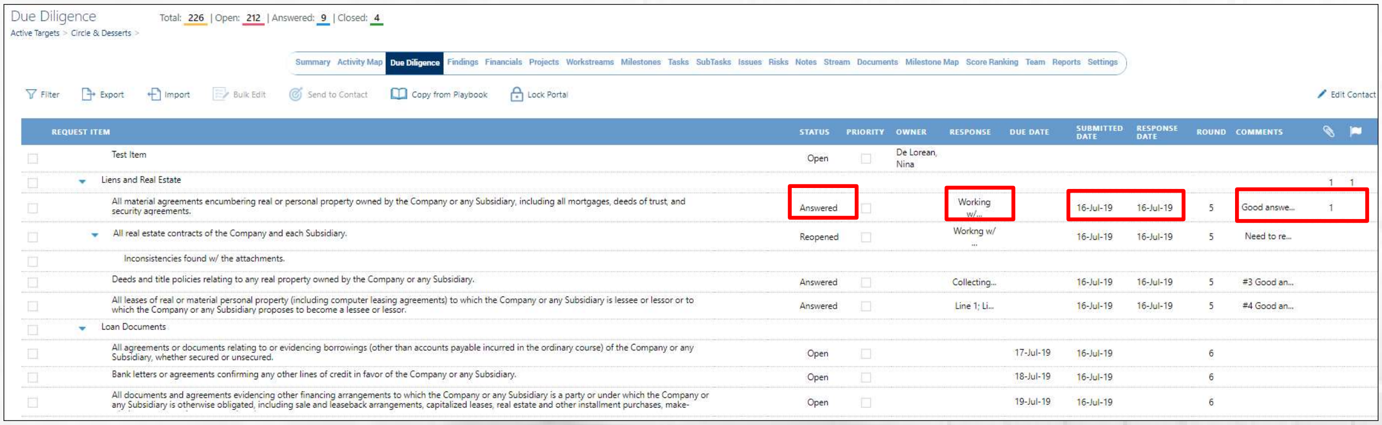
Your question tally is updated to reflect those two (2) questions, per the above screen capture, have been submitted.

6. Proceed to answer additional questions or log out of the Portal.

Reviewing Responses

Using the Due Diligence tab within a Target, the Devensoft customer can see those questions that have been ***Answered*** and those that are ***Open***. To review the answered questions:

1. From the Main Menu, select **Home**.
2. Navigate to the **Due Diligence** tab.
3. Open the Target and proceed to the **Due Diligence** tab.
4. The questions that have been answered have a status of **Answered** and need to be reviewed.
5. If the Target gives a response, it will be displayed in the **Response** column. Hovering over the response will display more text.
6. To add a Due Date, navigate
7. **Submitted Date** and **Response Date** are also displayed in the Request Item view.
8. **Comments**, **Attachments** and **Findings** are displayed on the far right of the view. To add a Comment or Finding navigate to the applicable column and click on the + icon, which is context sensitive. This means that you must navigate to the applicable area in order for the icon to appear.



Exporting Request Items

For those of you that would like to export Request Items to review status, responses etc. in an Excel format vs. within the platform, please keep the following scenarios in mind:

If the **Status** is Open and the **Response** and **Follow Up** (Answered Requests Only) columns are completed, upon import, the Status will change to Reopen. The trigger for a status to be “Reopened” is when these columns are completed

If the **Status** is Open and the **Response**, **Follow Up** (Answered Requests Only) and **Follow Up Response** columns are complete, upon import, the Status will be Answered

Adding Attachments

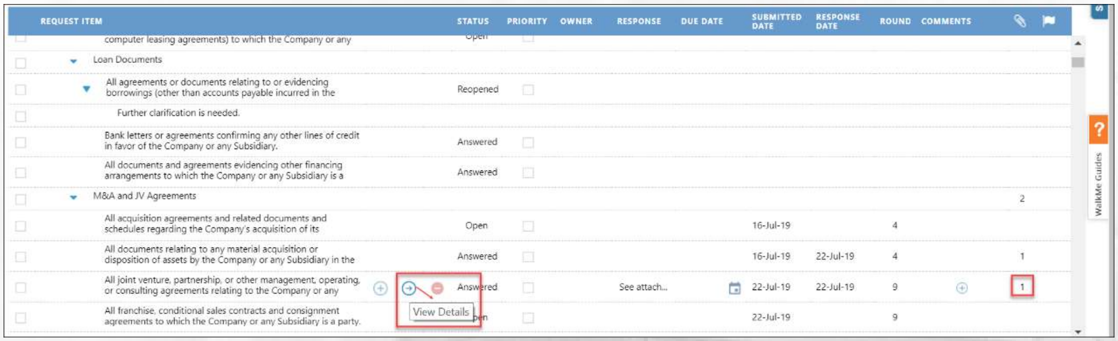
Adding attachments are available in the Due Diligence module for the Devensoft user to upload and to send to contact. To add these documents:

1. From the Due Diligence tab, hover over one of the request items. View Details tooltip appears.
2. Click on the arrow. This will take you to the Request Items Details page.
3. Navigate to the Attachments section.
4. Select **New Document.** The Upload Document pop-up window appears. Select **Choose File** to upload the document.
5. Select the **Upload** button.

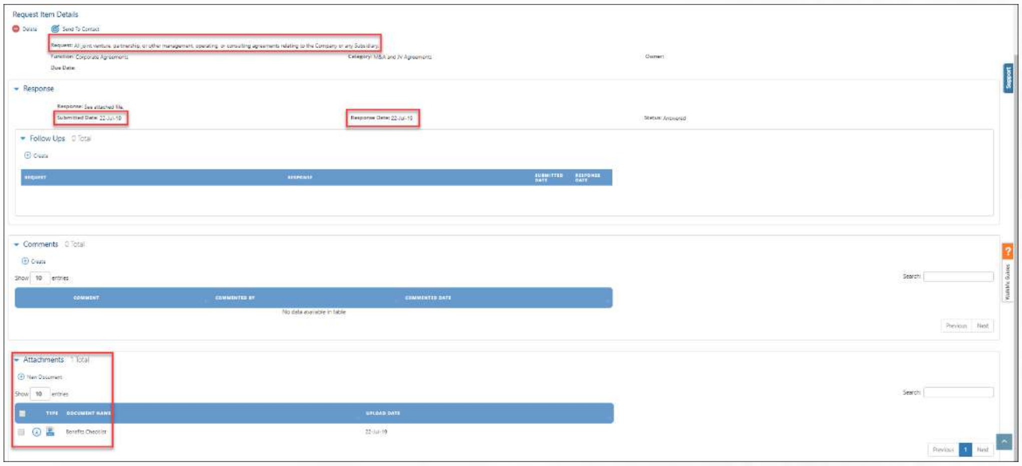
Opening Attachments

Questions that have been answered and have attachments are indicated in the Attachments column with a number. To view the attachment:

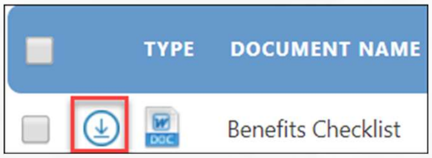
1. From the **Due Diligence** tab, select the View Details arrow.



2. The Request Item Details page opens where you can see key information related to the question, e.g., response, status, submitted date and attachments. Review this page carefully.



3. To download the attachment, navigate to the document's title and the file attachment will display and the download icon.

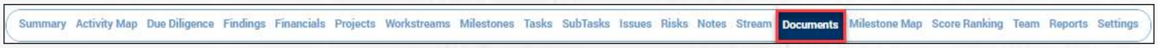


4. Press the download icon to download the file to your computer's local drive.

Viewing Attachments

Viewing attachments that the Target sent is available in the Due Diligence module, Due Diligence folder within the Documents link. To view these documents:

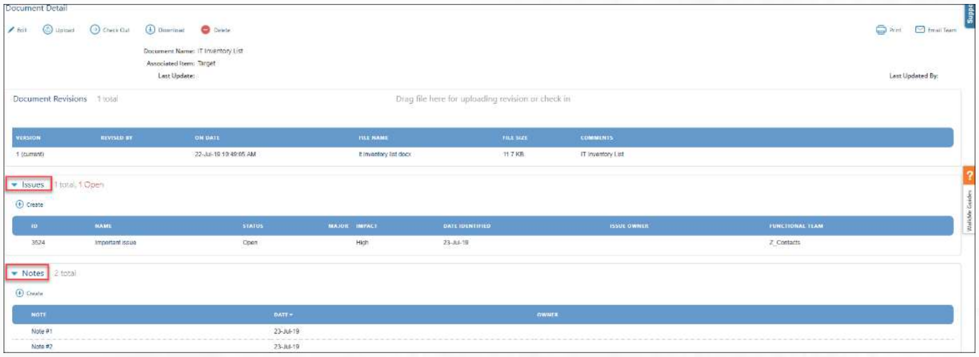
1. Open the Target.
2. Navigate to the **Documents** link where the Due Diligence folder is displayed.



3. Click on the Due Diligence title which displays the Function subfolder.
4. Click on the title of the Function subfolder which opens the Category subfolder(s).
5. Drill down to the document level to view the attached file to download or add information within the Document Detail page.

a. ***Download*** – to the left of the icon, click on the download link where the document will open.

b. ***Document Detail Page*** – Click on the document's title which opens a page similar to the one below. Issues and Notes can be added on this page.

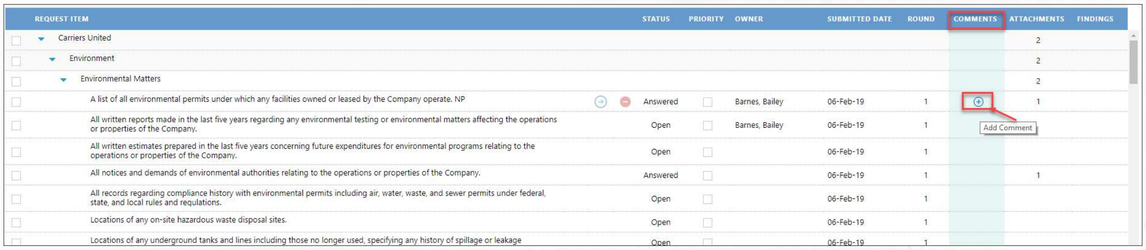


Adding Comments

After reviewing the response, you can add comments, which will be seen by the internal staff and NOT the Target. To add Comments:

1. Navigate to the Due Diligence tab within your Target.

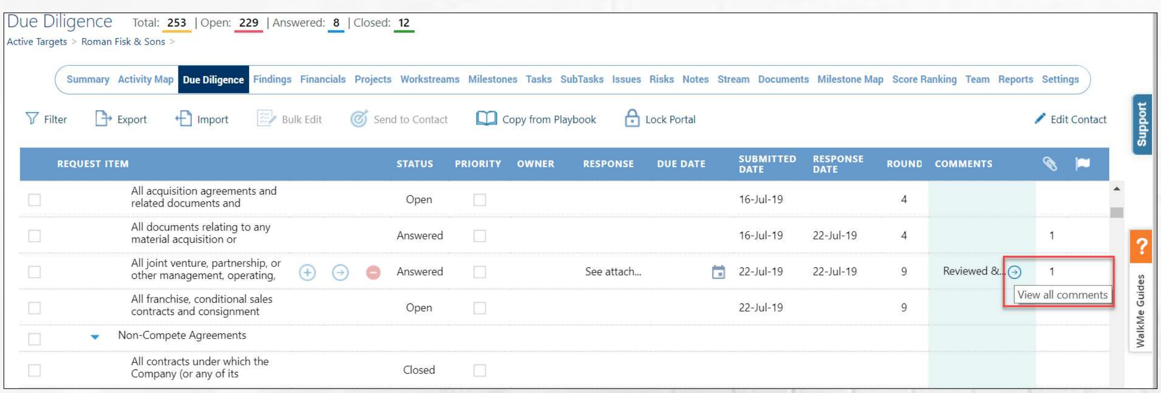
2. Locate the Request Item and click on the "+" icon in the Comments column.

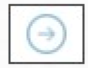


3. The Comment window appears. Enter a comment.

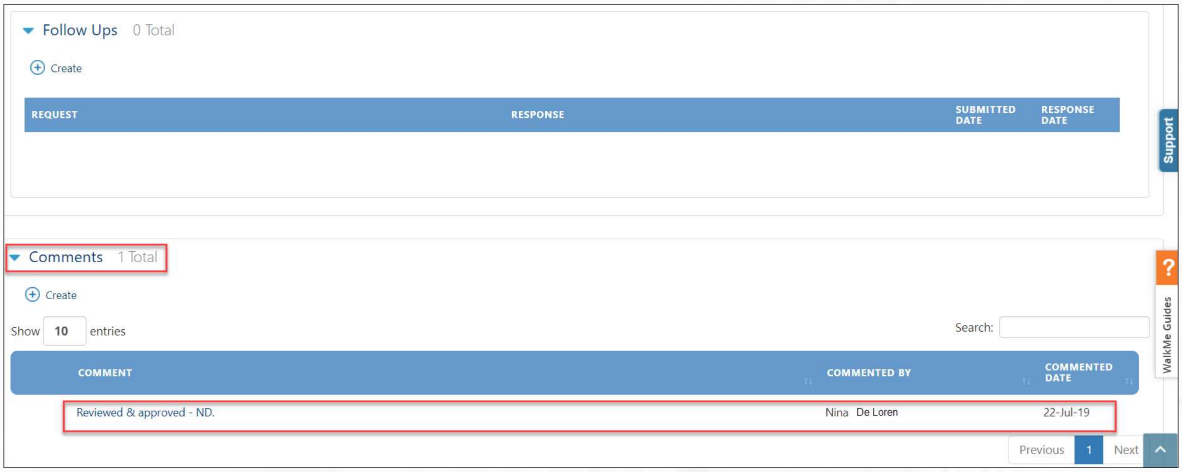
4. When done, press **Create**.

5. The Comments column updates with a number indicating that there is a comment related to the Requested Item.



6. To view the comment, click on the View Details arrow  next to the abbreviated comment displayed in the Comments column.

7. The Comment(s) are displayed in the Comments section of the Request Item Details page.

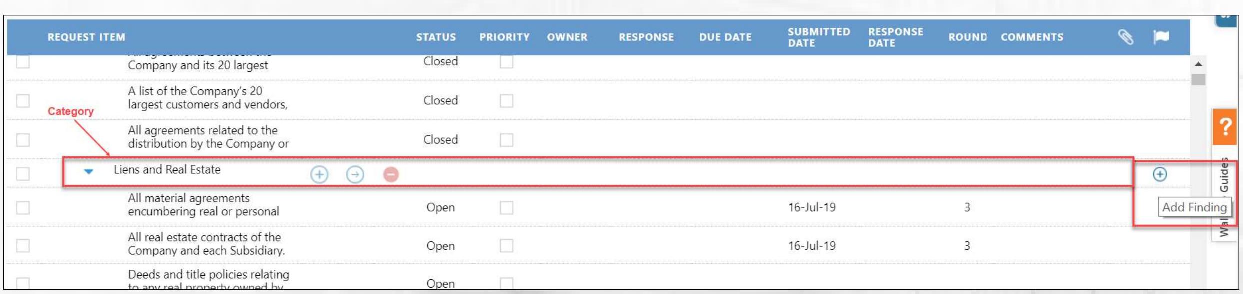


Adding Findings

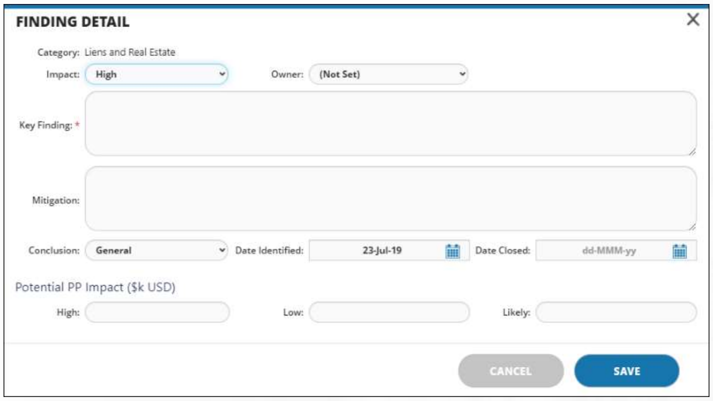
During the Due Diligence process any findings related to financial matters, technology, customer, sales, contracts, etc. can get captured on the Findings tab. Findings are added at the **Category** level.

To add a Finding:

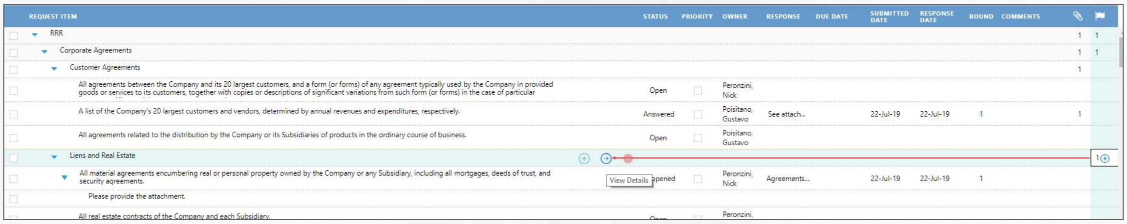
1. From the Main Menu, select **Home**.
2. Navigate to the **Due Diligence** tab.
3. Open the Target and proceed to the Due Diligence tab.
4. Navigate to a Category.



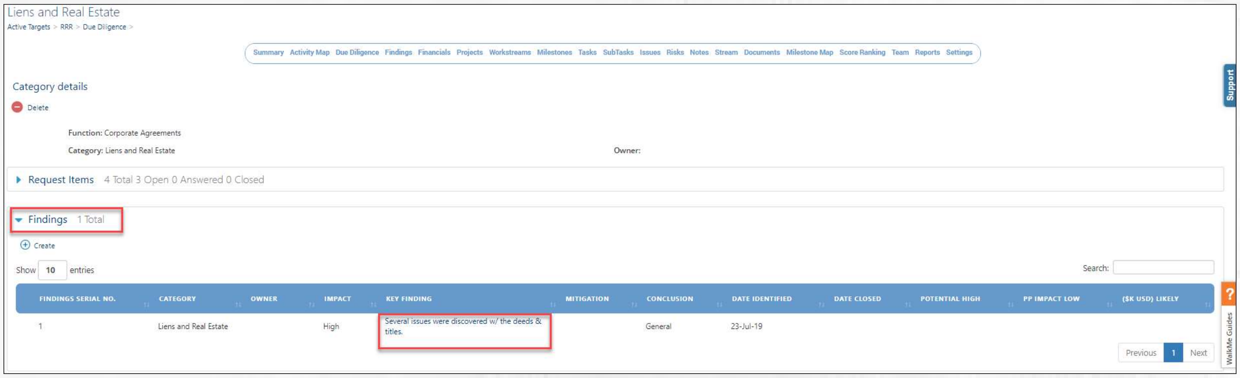
5. Move the mouse horizontally, to the right, to the Findings columns where the "+" sign will appear.
6. Click on the "+" icon and the Finding Detail window opens.
7. Complete the Key Finding field, which is required, plus any other fields.



8. When done, press **Save**.
9. To review the Finding, press the **View Details** icon.



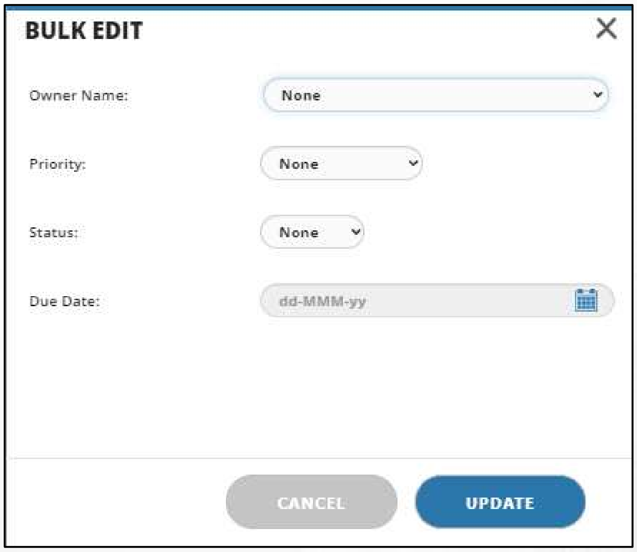
10. Scroll to the Findings section to read the Findings.



Closing Request Items

Only Request Items with a Status of “Answered” can be closed. Once the Devensoft customer has reviewed the Target’s responses, they can use the Bulk Edit feature to close the Items. To do this:

1. Navigate to the Due Diligence tab within your Target.
2. In the left-hand margin, select those Request Items with a status of “Answered
3. Select the **Bulk Edit** icon. The Bulk Edit window opens.



4. In the Status field, select the drop-down arrow and choose **Closed**.
5. Press **Update**.
6. An Alert window appears indicating that your update(s) were successful.
7. Click **OK**.
8. The Request Items now display a status of “Closed.”

Due Diligence Reports

There are two Due Diligence reports that are available in the system, ***Operational*** and ***Analytics***. The report under Operational is Devensoft's standard, out-of-the Due Diligence report, whereas Analytics, produces reports created in Power Business Intelligence (Power PBI), a platform designed by Microsoft.

Please read below for a complete description and access of these reports.

Operational

Capturing data at the Functional level, the user can view questions in a table and graph format. The **table** displays quantitative data for each question based on the total number of questions for the Open (Submitted), Open (Not Submitted), Answered, Reopened and Closed. The **graph** displays the Total Questions, Answered, Reopened and Closed. When the user points the mouse at the end of each bar, total number of questions for that category is displayed.

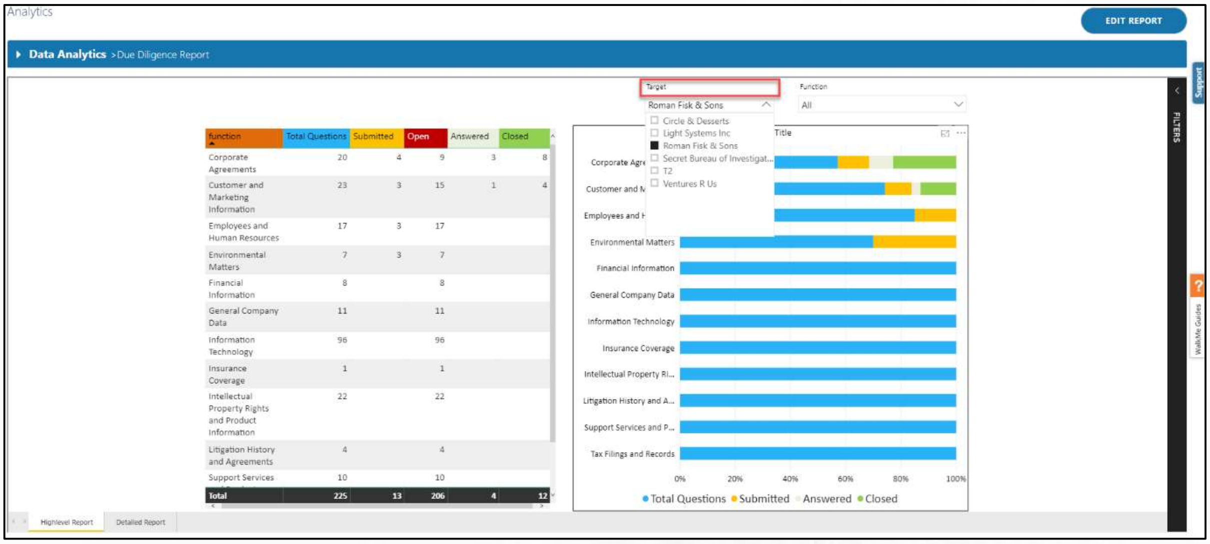
To access the report:

1. From the Menu Bar, navigate to the **Reports/Operational** menu.

2. Select the Due Diligence Report.

Per the below screen capture, the Functional level, Corporate Agreements displays the following information:

- Total Questions = 23
- Answered = 5
- Reopened = 1
- Closed = 1



Analytics

Using the Due Diligence Analytics reports allows the user to display a numerical and graphical chart of questions submitted by the external vendor categorized by function, submitted, open, answered and closed.

To access the report:

1. From the Menu Bar, navigate to the **Reports/Analytics** menu.

2. Under the Data Analytics Report title, select the Due Diligence Report.

3. Numerical and graphical charts are displayed and may display no data. If this happens, select the Target from the drop-down menu. Your screen will appear similar to the below screen capture.

4. Request Items with a Status of “open,” “answered” and “closed,” are summed up in the Total Questions column. Questions that have been “reopened” are not counted AND decrease the number of “answered” requests.