

Software tip: Aconex – Audit Enquiry for Information

The audit enquiry for information process is led by the UNHCR project auditor and utilizes the “Mail” module in Aconex.

Step 1: UNHCR project auditor sends the partner an audit enquiry for information, as follows:

- i. Click “Blank Mail” from the dropdown menu under the “Mail” tab on the modules ribbon.
- ii. Select the Mail type “Enquiry for Information”.
- iii. Include the partnership agreement contract number in the “Subject”.
- iv. Fill out the mandatory fields, including under ‘Details’ and choose either “Transmittal Request” or “Information Request” for the ‘Auditors Request’.

NB: Transmittal Request is used when the auditor is requesting a document to be shared by the partner. Information Request is used when the auditor is requesting information that may not necessarily be shared in the form of a document.

- v. Select “Respond by” from the dropdown menu for the “Response Required” field and enter a desired date.
- vi. Send Mail to the audit focal point(s) in the partner organization.

Step 2: The partner receives and responds to the request, as follows:

- i. Receive an Outlook email notification of the Mail, open the Mail with an “Outstanding” status and review the request.
- ii. If it is a “Transmittal Request”, select “Reply” and attach the required document(s), adding a free text ‘Message’ (as applicable). Send the Mail to the UNHCR project auditor.

OR:

If it is an “Information Request”, select “Reply” and fill in the ‘Response’ field with the requested information, adding a free text ‘Message’ (as applicable). Send the Mail to the UNHCR project auditor.

Step 3: UNHCR project auditor receives and reviews the partner’s response, as follows:

- i. Receive an Outlook email notification of the Mail, open the Mail and download the attached documents (if it is a “Transmittal Request”).
- ii. Review the information/documentation provided by the partner.

- iii. If the information is sufficient and complete, select the original “Enquiry for Information” Mail sent to the partner and click “Mark as Closed-Out”, which completes the process.

OR:

If additional information is required, open the original “Enquiry for Information” Mail sent to the partner and forward it to the partner as a new “Enquiry for Information” Mail. The process is continued until the response is accepted by the UNHCR project auditor.