

December 2013

# Getting started in our customer portal [mijn.bakertilly.nl](http://mijn.bakertilly.nl)

User manual

Now, for tomorrow


In the customer portal of Baker Tilly you can interact easily with your account manager. It optimises our communication and lets us work together online.

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In the mijn.bakertilly.nl online environment, our customers and personnel can smoothly and easily manage administrative matters. This yields efficiency, for you and for us.

# Log in

Once your access has been gained, you can start using the customer portal in three ways:

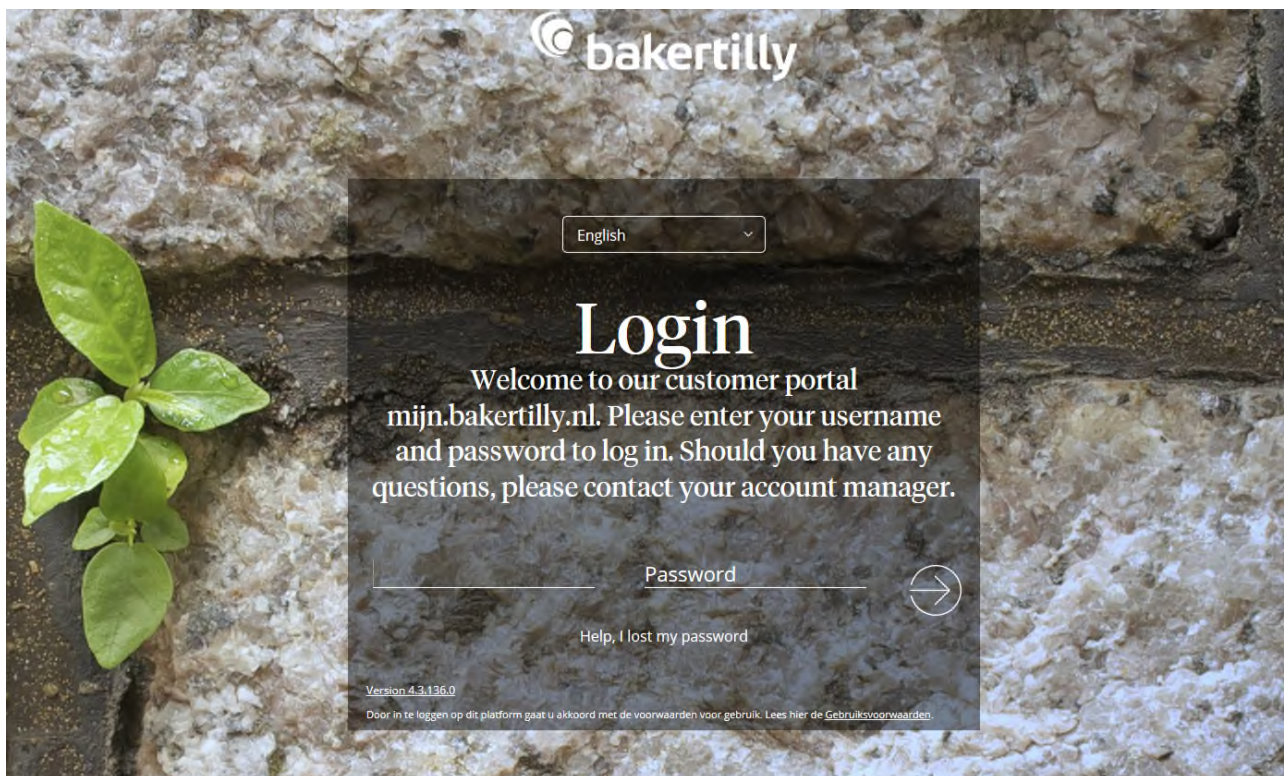
1. Via de log-in page on the website of bakertilly.nl.

Choose the 'people'-icon in the menu



2. Directly via mijn.bakertilly.nl and
3. Through the free Mijn Baker Tilly app (available in iOS and Android).

In the log-in screen, we ask you to enter your username and password. Then you will receive an SMS code on the mobile number you have provided. Entering the SMS code completes the second step of log-in and you enter the customer portal.



# Main screen

## Home - Dashboard

This is the dashboard of our customer portal.

- **Menu bar** (top left). Click on the name of the subject for more options in the menu.
- **My data** (top right). This is the name under which you are logged in. Here, you can also change the language of the portal and your settings, such as your password.
- **Client** (top right). If you are registered as a user at multiple organisations, you can switch between organisations here.
- **Notifications** (top left under menu bar). This is a list of outstanding tasks, information concerning documents to be approved, new documents for review and forms to be filled in.
- **Apps** (bottom centre). Here, you have direct access to the various online tools such as Exact Online, DizzyData (NewViews), VisionPlanner and Nmbrs.

Here, you have immediate access to the online products and services you use without needing to remember several passwords. You must enter your log-in data once via the blue button 'Admin' at the top left in the app dashboard. Then, you will be 'known' and can click directly on the icon on your next visit to log-in to the online tool of your choice. Which online services are available to you depends on the agreements we have made with you.

- **Widgets** (the other blocks), namely Social, Messages, News, Contacts and the Twitter feed are supportive in nature. You can place widgets at a desired position on the dashboard.

The screenshot shows the Baker Tilly customer portal dashboard. At the top, there is a navigation bar with the Baker Tilly logo, a search icon, and the user name 'Klant A Klant'. Below the navigation bar, there is a menu bar with options: Home, News, Approval, Dossier, Form, and Portal management. The dashboard is divided into several sections:

- Notifications:** Documents to approve (2), Recent documents (No documents have been posted recently), and Forms to be filled in (9).
- Social:** LinkedIn and Twitter icons.
- Announcements:** Welkom op het hoofdscherm van ons klantportaal mijn.bakertilly.nl. In deze online omgeving kan uw relatiebeheerder administratieve zaken eenvoudig en overzichtelijk met u regelen. Dat levert efficiency op voor u en voor ons. Een greep uit de mogelijkheden van het klantportaal mijn.bakertilly.nl:
  - Direct toegang tot uw andere online tools zoals Exact Online, Newviews (DizzyData) en VisionPlanner (als u hier gebruik van maakt).
  - Documenten eenvoudig en veilig uploaden naar Baker Tilly Berk.
  - Publicatiestukken en aangiffes online accorderen én doorsturen naar de uitragende instanties.
  - Documenten en publicatiestukken op één centrale plek beheren voor al uw organisaties/bv's.
  - Vragen stellen aan uw relatiebeheerder en vice versa.
  - Op de hoogte blijven van relevant nieuws.
- News:** Nieuwe spelregels voor de tijd-voor-tijd-regeling.
- Apps:** DizzyData, Exact Online (E), and VisionPlanner.
- Tweets:** Tweets by @bakertilly\_nl.

# Menu

## News and approval

### News

Here you will find the latest current news from bakertilly.nl. You can enter your preferences under 'More', so that you are shown only the news that interests you.

### Approval

Before we send certain documents to requesting parties on your behalf, such as the Tax Office, Chambers of Commerce or the bank, we would like you to view the relevant document and approve its contents. The menu looks like this:

- **Approve.** Here, you can provide your approval online and sent it directly to the relevant agency. Under this menu option, you may also be shown other types of documents to approve that are not forwarded to other agencies. This might involve a quotation, for example.
- **Overview.** All documents to be approved and already approved/processed are visible here. If you wish, you can filter according to years and status.

The screenshot shows the Baker Tilly portal interface. At the top, there is a navigation menu with options: Home, News, Approval (selected), Dossier, Form, and Portal management. The user is logged in as 'Klant A Klant'. Below the navigation, there is a sub-menu with 'Approve' and 'Overview'. The main content area is titled 'Approval Overview' and features a search bar with the text 'Search in review'. To the right of the search bar are filters for 'From 2017 until 2019' and 'Status All statuses'. There is also a 'More' button and a 'Reset applied filters' link. Below the filters, it says '5 Documents for Klant A' and 'Sort By: Posted (descending)'. The table below shows the following data:

<input type="checkbox"/>	Document	Client	Status	Posted	Reminder	Accorderen voor	ID
<input type="checkbox"/>	VAT Return 2nd quarter 2018, version 1	Klant A	To approve	08-01-2019	None	09-01-2019	85
<input type="checkbox"/>	Public statement Jan 1 2017 until Dec 31 2017, version 1	Klant A	To approve	08-01-2019	None	15-01-2019	84

# Menu

## Documents to approve

On the screen, you will see an overview of all documents that require your approval. To approve a document, such as a tax return or annual accounts, proceed as follows:

- **Step 1:** Choose a document and click on the document to view it. Everything correct? Return to the screen by closing the box at the top right.
- **Step 2:** Click on the green 'Agreed' button. You will be asked to confirm that you wish to approve the document. Then, click on the green 'Agreed' button again. You can only approve a document if you have viewed it first.
- **Step 3:** Go through steps 1 and 2 for all documents to be approved.
- **Step 4:** Go to 'Confirmation & shipping' and click on the button 'Send SMS code'.

- **Step 5:** You will receive the SMS code on your mobile phone. Enter this SMS code on your screen and click on the 'Send Document' button. The screen will then show a message that the document has been successfully approved and sent to Baker Tilly and the relevant requesting agencies.

Do you not approve of the document? Then, there are two options.

- **Option 1:** Choose 'Question?' if you have an additional question. You will then see a screen where you can ask your question and state how you wish us to contact you. Then, click on the button 'Send' to submit your question.
- **Option 2:** If you do not approve, click on the button 'Not Agreed'. You can then state in a comment field why you do not approve. Then, click on the button 'Send'.

**Approval Approve**

**1 Approve documents**  
Approve the documents here. Afterwards you can send them in step 2.

Document	Client	Approve before	Agreed	Not agreed	Question?	Log
Public statement Jan 1 2017 until Dec 31 2017	Klant A	Jan 15 2019	Agreed	Not agreed	Question?	Log
VAT Return 2nd quarter 2018	Klant A	Jan 9 2019	Agreed	Not agreed	Question?	Log

**2 Confirmation & shipping**  
You should confirm and send the 'Approval' or 'Non-approval' of the above documents. The document you approve will be provided with a digital signature.

I declare that I am the following person with the following email address and that I am authorised on behalf of the following client to view and approve the documents, tax declaration(s) and/or financial statements above. I have examined and approved the documents to be approved. I give permission for the declaration(s) to be sent (electronically) to the Tax and Customs Administration where applicable. I am authorised to approve the financial statements and I am, if chosen to do so, authorised to file them. I have entered the information truthfully and correctly. I agree with this electronic method of specifying agreement (approval) and consider this a fully fledged electronic alternative to the placement of a signature.

Send SMS code



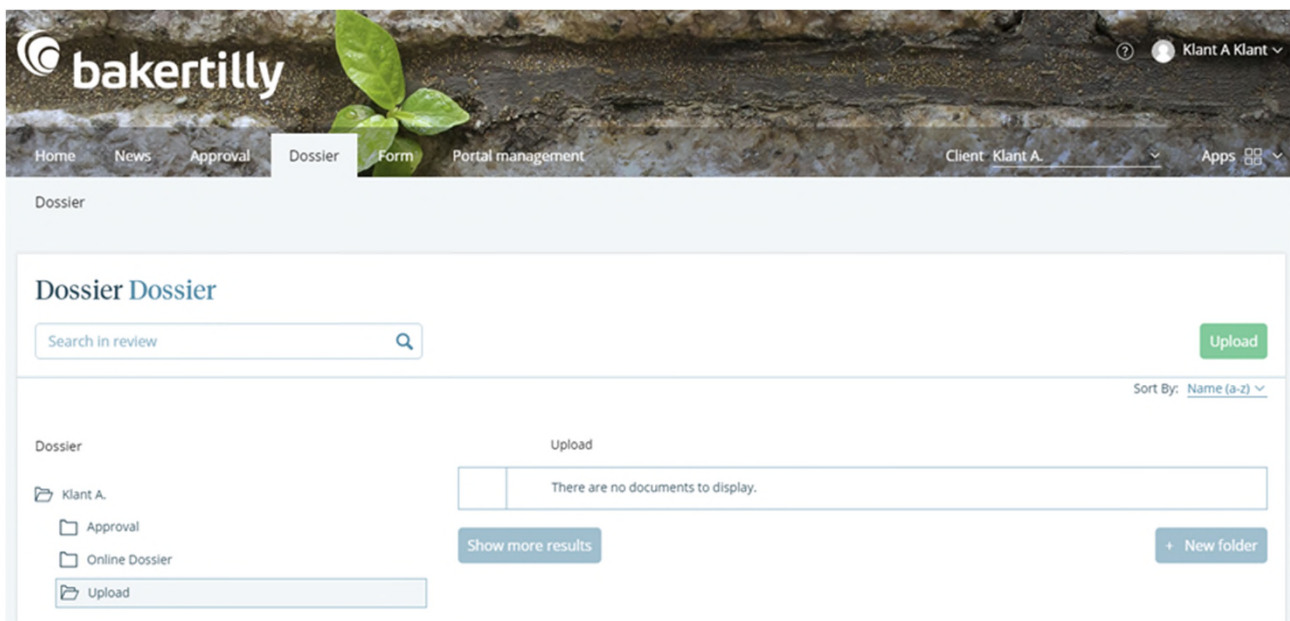
# Menu

## File

### File

The online file contains a handy archive of important documents. These are stored in a safe location and always available to you. Topics are subdivided per organisation. The menu 'File' menu is divided into:

- **Folder 'Approval'**. Here, you will see all the documents that you have approved.
- **Folder 'File'**. This folder contains other documents that we have placed in your file.
- **Folder 'Upload'**. Click on this folder to upload a file. Then, click on the green 'Upload' button at the top right. In the screen that appears, you can select one or more files and send them via the 'Upload' button. As stated on the screen, your contact at Baker Tilly will automatically receive your message.



# Menu

## Portal management

Here you can revise data, set a new password, create users for personnel and authorise them to carry out actions in the customer portal. The menu looks like this:


- **My Account.** If you wish to revise your personal and/or contact data, you can do this here.
- **My Users.** All users for your organisation are shown here. If you wish to revise user data of existing users, click on the name of the user. You can also revise personal data and rights here and make changes in which modules will send this user email notifications. Do you wish to add additional users? Click on the 'Create new client user' button. See the appendix for instructions on making new users.
- **My Clients.** Here, you see the organisations to which you are linked as user. Here, you can revise the organisational data. You can also change the password and change the mobile numbers and/or rights of existing users.

### Please note:

- Logging in to the customer portal and approving documents is well secured by Baker Tilly through double authentication. You need a username, email address, password and mobile phone number. When logging in and when approving, after entering your log-in data, you will receive an SMS code on your mobile phone that you must then type in to complete the desired action.
- The menu options under Admin that are visible to you as user depend on the rights your organisation's manager have granted you.
- Your organisation's manager can grant approval right to users. For these actions a pin code is required. The pin code will be issued to your organization's manager by your account manager upon request.
- The mobile number and email address may only be modified for reasons of security by a user with administrator privileges.
- If you make changes here, they will be submitted to your contact at Baker Tilly Berk. Once he/she has processed these, your changes will become visible in the customer portal.

The screenshot shows the Baker Tilly customer portal interface. At the top, there is a navigation bar with the Baker Tilly logo and a user profile 'Klant A Klant'. Below the navigation bar, there is a menu with options: Home, News, Approval, Dossier, Form, and Portal management. The 'Portal management' menu is selected, and the 'My account' sub-menu is active. The main content area is titled 'Portal management My account' and contains a form for user data. The form has the following fields and options:

User data	User data
Username	<input type="text" value="klanta"/>
Change password?	<input type="button" value="No"/> <input type="button" value="Yes"/>
Gender	<input type="text" value="Unknown"/>
First name	<input type="text" value="Klant A"/>



# Appendices

Create new user

Modify user's approval rights

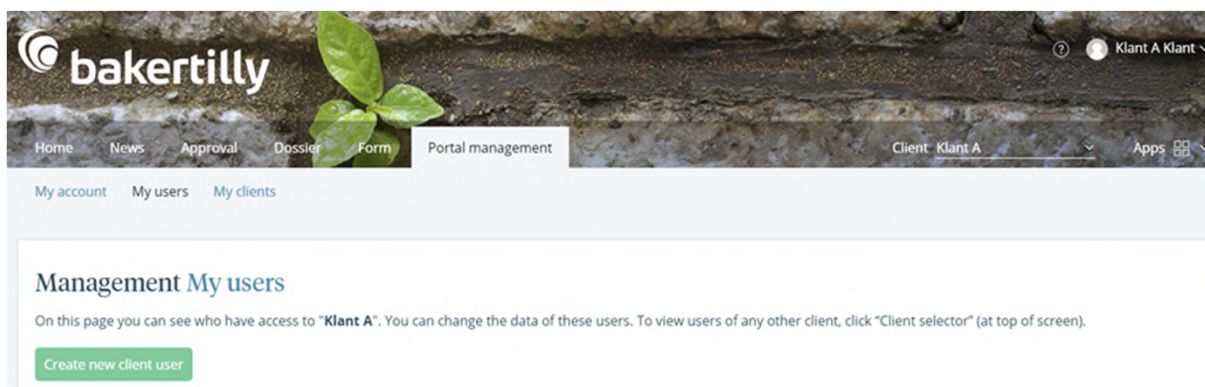
Instructions for approving documents for publication

User terms and conditions customer portal

# Create new user

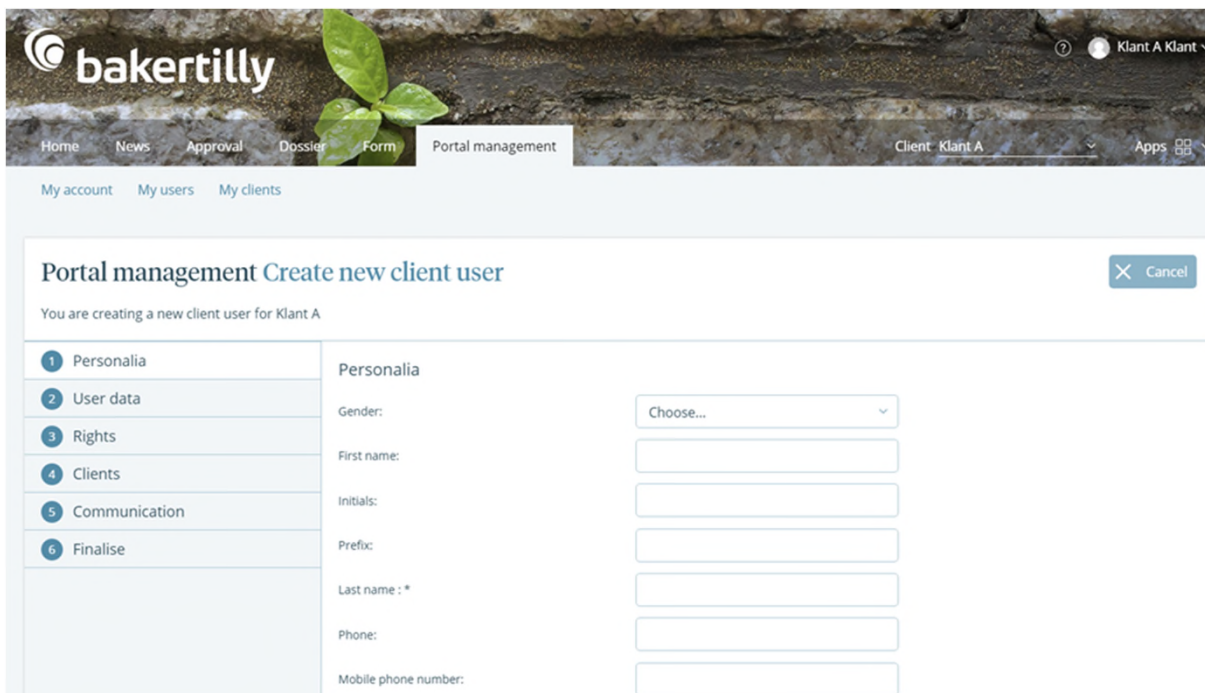
Would you like to add or assign rights to a colleague as a user in the customer portal? Choose 'My users' in the menu under 'Portal management'.

Click on the green button 'Create new client user'. Follow the steps below:



## Step 2: User information

Enter a username and an e-mail address. Click on the 'Next' button to go to Step 3.



# Create new user

## Step 2: User information

Enter a username and an e-mail address.

Click on the 'Next' button to go to Step 3.

The screenshot shows the 'Create new client user' form in the 'Portal management' section. The breadcrumb trail is 'Home > News > Approval > Dossier > Form > Portal management'. The user is logged in as 'Klant A Klant'. The form title is 'Portal management Create new client user' with a 'Cancel' button. Below the title, it says 'You are creating a new client user for Klant A'. On the left, there is a vertical navigation menu with steps: 1 Personalia, 2 User data, 3 Rights, 4 Clients, 5 Communication, and 6 Finalise. The 'User data' section contains the following fields: 'Username: \*' with the value 'klanta2138', 'Password' with the value 'Automatically created', and 'Email: \*' which is empty. A note below the fields states 'Fields with an \* are required'. At the bottom of the form, there are 'Previous' and 'Next' buttons.

## Step 3: Rights

Configure the desired rights for the user. The default value is full rights. If you wish to specify them, click on the blue 'Specify' button.

It will open a list where you can modify the rights for each module on the customer portal. Click on the 'Next' button to go to Step 4.

The screenshot shows the 'Create new client user' form in the 'Portal management' section, now on the 'Rights' step. The breadcrumb trail is 'Home > News > Approval > Dossier > Form > Portal management'. The user is logged in as 'Klant A Klant'. The form title is 'Portal management Create new client user' with a 'Cancel' button. Below the title, it says 'You are creating a new client user for Klant A'. On the left, the vertical navigation menu is the same as in Step 2, but 'Rights' is now selected. The 'Rights' section contains two buttons: 'All rights' (blue) and 'Specified' (green). Below this is the 'Module Access' section, which lists modules with their access levels: Desktop (all, nothing, specified), News (all, nothing, specified), Approval (all, nothing, specified), Dossier (all, nothing, specified), and Form (all, nothing, specified). Each module has three buttons: 'all' (green with a checkmark), 'nothing' (blue with an 'x'), and 'specified' (blue with a lock icon).

# Create new user

## Step 4: Communication

Specify here which e-mail alerts the user will receive for each module in the customer portal. E-mail alerts for all modules is the default value.

However, you can turn off alerts for a module by clicking on the checkmark next to that module. Click on the 'Next' button to go to Step 5.

The screenshot shows the 'Create new client user' interface for 'Klant A'. The left sidebar lists steps: 1 Personalia, 2 User data, 3 Rights, 4 Clients, 5 Communication (selected), and 6 Finalise. The main content area is titled 'Communication' and 'Receive e-mail of the modules:'. It features five green buttons with checkmarks: 'All modules', 'News', 'Approval', and 'Dossier'. A 'Cancel' button is visible in the top right corner.

## Step 5: Finish

This screen will show you how you have configured the user. The request for the new user will be activated by clicking on the green 'Save' button. The username and password will be e-mailed to the user. The user will then be able to log into the customer

portal. The system will ask for a mobile phone number the first time the user logs in. The user will then receive the SMS codes at this mobile number for logging in and approving any documents.

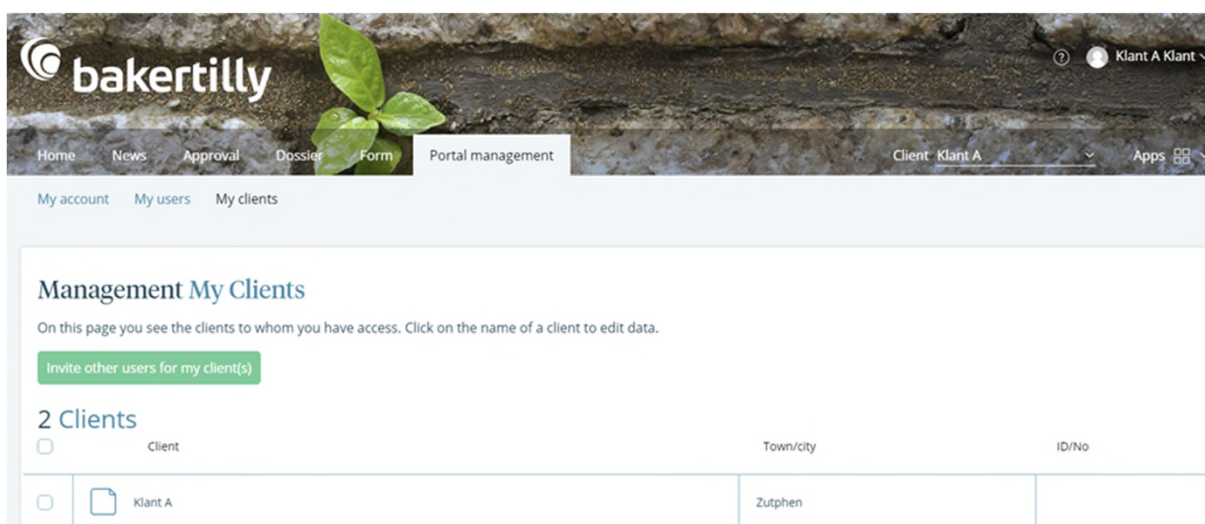
The screenshot shows the 'Create new client user' interface for 'Klant A' at the 'Finalise' step. The left sidebar lists steps: 1 Personalia, 2 User data, 3 Rights, 4 Clients, 5 Communication, and 6 Finalise (selected). The main content area is titled 'Finalise' and 'Personal Info'. It displays the email address 'Klant klantB, test@bakertilly.nl, klanta2138', access to 'Klant A', and a note: 'The user will receive his username and password by e-mail.' A 'Cancel' button is visible in the top right corner.

# Create new user

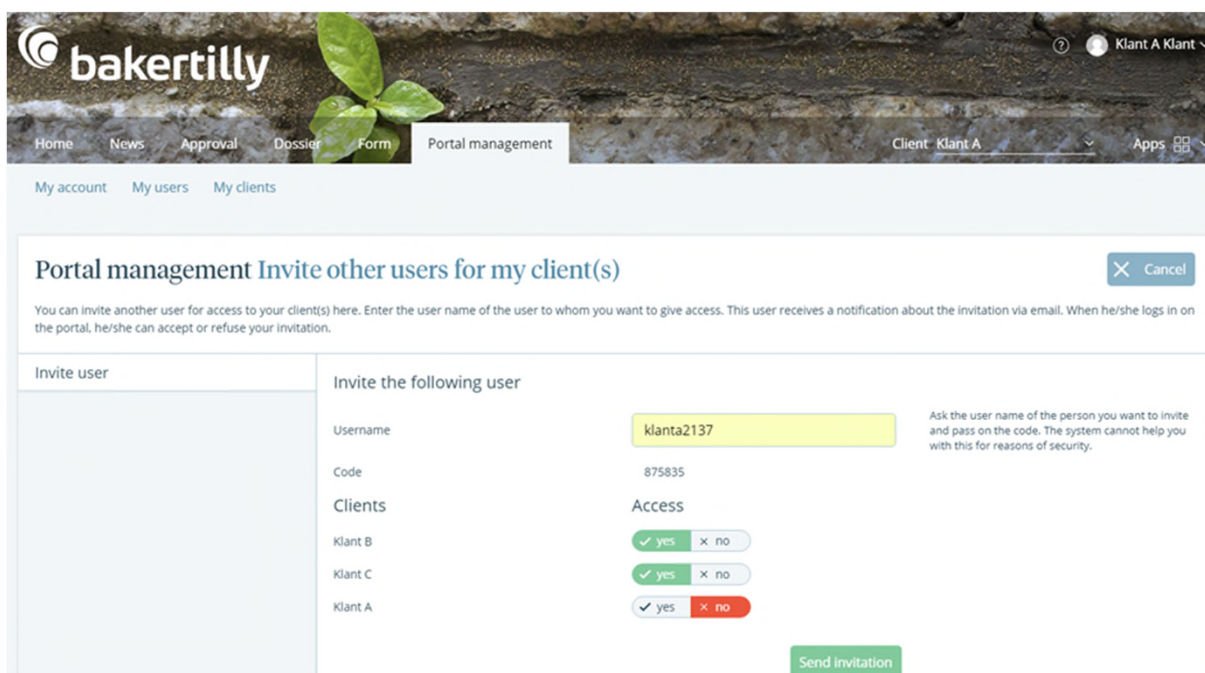
## Step 6: Add user to multiple clients

Do you have multiple clients (entities) on the portal and will the new user be given access to multiple clients? If so, the user can be linked to multiple clients by following the steps below.

- Select 'My Clients' In the Portal management menu.
- Click on the green button 'Invite other users for my client(s)'.



- Enter the person's username and give him/her access to the desired clients.
- A code is displayed on the screen. Make a note of this code and send the invitation to the user.



# Create new user

## Step 7: Added user accepts access

- The user receives an e-mail with the request to log into the customer portal.
- After logging in, the user will see the screen below. The user is to enter the code that the administrator received and noted upon adding the user.
- The user will have access to the configured clients after 'accepting' access to those clients and saving changes.

## Please note:

You can configure the approval rights for the user per client. Follow the steps in the attachment 'Modify user's approval rights'.

### Toegang tot cliënten

✕ Annuleren

Gebruiker Klant A Klant wil u toegang geven tot onderstaande cliënten.  
Gaat u daarmee akkoord?  
User Klant A Klant wants to give you access to the clients below. Do you agree?  
Kent u gebruiker Klant A Klant niet, ga dan niet akkoord.  
If you don't know the user, do not agree.

Klant B	<input checked="" type="checkbox"/> Accepteren <input type="checkbox"/> Afwijzen
Klant C	<input checked="" type="checkbox"/> Accepteren <input type="checkbox"/> Afwijzen

Code



# Modify user's approval rights

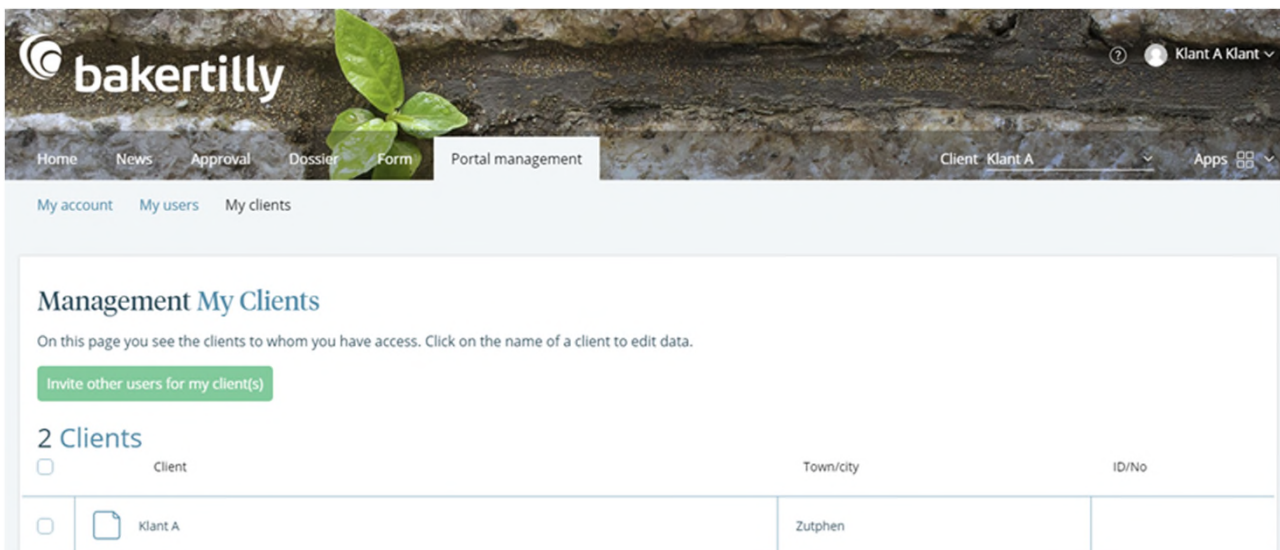
If the administrator of an organisation adds a new user, the approval rights for the new user are added by default. The approval rights can be modified by the administrator of the organisation. A pin code is required for that purpose.

- **Step 1: Request pin code.** This pin code is issued by your relationship manager to the administrator of your organisation.
- **Step 2: Open the relevant client.** Choose 'My Clients' under the Portal Management menu and click on the client for which the user's rights must be modified.
- **Step 3: Open approval rights.** After opening the client you will see the 'Approval Rights' tab on the left side. This is a list of all users that have access to the client and how their approval rights are configured. The first user is always the administrator of the organisation. You will see the other user(s) by scrolling down.

## Step 4: Modify the approval rights

The authorisation can be modified for each document type. You can modify the user's rights by selecting 'View', 'Optional', 'Required' or 'None'.

- **View:** the user can open and view documents.
- **Optional:** the user can approve documents. This user is authorised to approve documents and send them directly to the recipient.
- **Required:** approval by the user is required. When selecting this option for multiple users, all users must first have given approval before a document can be sent to the recipient.
- **None:** no rights have been configured for the user.



The screenshot shows the Baker Tilly portal interface. At the top, there is a navigation bar with the Baker Tilly logo and a user profile for 'Klant A Klant'. Below the navigation bar, there are tabs for 'Home', 'News', 'Approval', 'Dossier', 'Form', and 'Portal management'. The 'Portal management' tab is active, and the 'Client: Klant A' is selected. The main content area is titled 'Management My Clients' and includes a sub-header '2 Clients'. Below this, there is a table with the following data:

<input type="checkbox"/>	Client	Town/city	ID/No
<input type="checkbox"/>	Klant A	Zutphen	

# Modify user's approval rights

## Step 5: Save changes

Save the changes at the bottom of the page. You are required to enter a pin code. Enter the pin code here that was requested in Step 1.

## Step 6: Repeat (optional)

Repeat steps 1-5 when configuring for multiple clients in the portal.

## Please note:

- Approval rights can be modified for each client.
- You can configure user rights for each client.
- A unique pin code is required for each client.

The screenshot displays the 'Portal management edit Klant A' page in the Baker Tilly portal. The page is divided into a left sidebar with navigation options like 'Client data', 'PIN code', 'Mobile numbers', and 'Approval rights'. The main content area is titled 'Approval rights' and includes a sub-header 'Document type' and 'Rights for approval'. Under 'Document type', there are two sections: 'Roos R Brugman' and 'Test Klant A'. Each section lists various document types such as 'VAT Return', 'VAT Return supplementation', 'Notulen', 'ICP Statement', 'Income tax (profit)', 'Income tax (private)', 'Corporate tax', 'Payroll tax', 'Public statement / draft financial statements / final financial statements', 'Other document', 'Request change income tax (IB) preliminary assessment', 'Request change corporate tax (VPB) preliminary assessment', and 'DBN Accounts'. For each document type, there are radio buttons for 'View', 'Optional', 'Required', and 'None', and a 'Specified' checkbox. The 'Optional' button is selected for most items, while 'Required' is selected for 'Test Klant A' items. At the bottom, there is a 'Save changed approval rights' button and a field to 'Enter your PIN code'.

# Instructions for approving documents for publication

This annex is attached in order to clarify the steps you, the client, must take when filing a document for publication. We make a distinction between a preliminary filing and a definitive filing of an adopted financial statement.

You will always receive an automatically generated email when the document is ready for approval in the client portal. Before you receive the email, the accountant approves the file. After your approval, the document will be sent directly to the Chamber of Commerce and will be filed.

## Please note:

provisional filing of your document does not constitute a fulfilment of the legal filing obligations.

## Step 1: Start

In the menu, go to the tab "Approval - Approving".

## Step 2: View document

Select the document and click on the document to view it. Is the data correct? Go back by clicking on the cross in the top-right corner to close the screen. You can only approve a document after you have viewed it. If you try to approve a document without viewing it first, a message will appear in a pop-up screen during the next step.

The screenshot displays the Baker Tilly client portal interface. At the top, the Baker Tilly logo is visible on the left, and the user's name "Klant B Klant B" is on the right. The navigation menu includes "Home", "News", "Approval", "Dossier", "Form", and "Portal management". The "Approval" tab is selected, and the sub-menu shows "Approve" and "Overview".

The main content area is titled "Approval Approve" and contains two steps:

- 1 Approve documents**  
Approve the documents here. Afterwards you can send them in step 2.

Document	Client	Approve before	Agreed	Not agreed	Question?	Log
Public statement Jan 1 2017 until Dec 31 2017	Klant B	Jan 10 2019	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 2 Confirmation & shipping**  
You should confirm and send the 'Approval' or 'Non-approval' of the above documents. The document you approve will be provided with a digital signature.

I declare that I am the following person with the following email address and that I am authorised on behalf of the following client to view and approve the documents, tax declaration(s) and/or financial statements above. I have examined and approved the documents to be approved. I give permission for the declaration(s) to be sent (electronically) to the Tax and Customs Administration where applicable. I am authorised to approve the financial statements and I am, if chosen to do so, authorised to file them. I have entered the information truthfully and correctly. I agree with this electronic method of specifying agreement (approval) and consider this a fully fledged electronic alternative to the placement of a signature.

# Instructions for approving documents for publication

## Step 3: Asking questions and approving

**Question:** If you want to ask the branch a question, you can choose the option: question? An extra pop-up screen will appear in which you can leave message for your adviser.

After the message is sent, the branch will receive an email.

### Ask a question

✕ Cancel

I have a question about the approval document "Public statement Jan 1 2017 until Dec 31 2017" from "10-01-2019"

#### Contact me via:

Phone  E-mail

#### Notes:

Submit

**Not agreed:** Select the red option "Not agreed". An additional pop-up screen will appear in which you can provide a reason for rejecting the document.

After the message is sent, the branch will receive an email.

### Document not agreed

✕ Cancel

#### Specify reason

Please give a reason on why you do not agree to this document.

Submit

# Instructions for approving documents for publication

Approve: Select the option “Approve” if you wish to approve the document and submit it to the Chamber of Commerce. The following pop-up screen will open: “Approving document”. This screen contains an external link to the Chamber of Commerce's website on which the legal obligations are explained. You will also be shown a warning if the document is unopened and be given the option to open the document.

## Step 4: Filing documents

### Provisional filing:

If you answer “no” to the first question: “Was the financial statement adopted at the Annual General Meeting?”, the document will be **filed on a provisional basis**. See the image below with the corresponding message.

## Approve document ✕ Cancel

---

### Declaration

Have the annual accounts been adopted by the shareholders meeting?

---

You have chosen 'No'. This means that the public statement is filed with the status 'provisional'. If you do not file an adopted version in a timely manner then you run the risk of being fined. If you have any questions about this then please contact your contact person.

---

### File

On which date do you want to file the annual accounts?

[🔗 Observe the legal requirements.](#)

### View document

This document can only be approved when you have viewed the file. View the file first and then click "Agree".

# Instructions for approving documents for publication

File an adopted document for publication: Please answer "yes" to the first question: "Was the financial statement adopted at the Annual General Meeting?".

The document will be filed **on a definitive basis**. You must then enter the adoption date and filing date.

## Approve document

✕ Cancel

### Declaration

Have the annual accounts been adopted by the shareholders meeting?

Yes

No

### Declaration

On what date was the annual accounts determined?

Select date

Proposed date: 18-06-2018

### File

On which date do you want to file the annual accounts?

04-02-2019

Observe the legal requirements.

### View document

This document can only be approved when you have viewed the file. View the file first and then click "Agree".

View document

# Instructions for approving documents for publication

Adoption date: The adoption date may already be shown if your accountant has entered an adoption date for the document.

**Please note:** according to the legal requirements, the filing date must be no later than 8 days after the adoption date. See the images below with the corresponding messages.

## Approve document

✕ Cancel

### Declaration

Have the annual accounts been adopted by the shareholders meeting?

Yes

No

### Declaration

On what date was the annual accounts determined?

18-06-2018

Proposed date: 18-06-2018

### File

On which date do you want to file the annual accounts?

04-02-2019

Please note that the chosen date is more than eight days after the specified date of determination. This does not meet the statutory filing requirements.

[Observe the legal requirements.](#)

### View document

This document can only be approved when you have viewed the file. View the file first and then click "Agree".

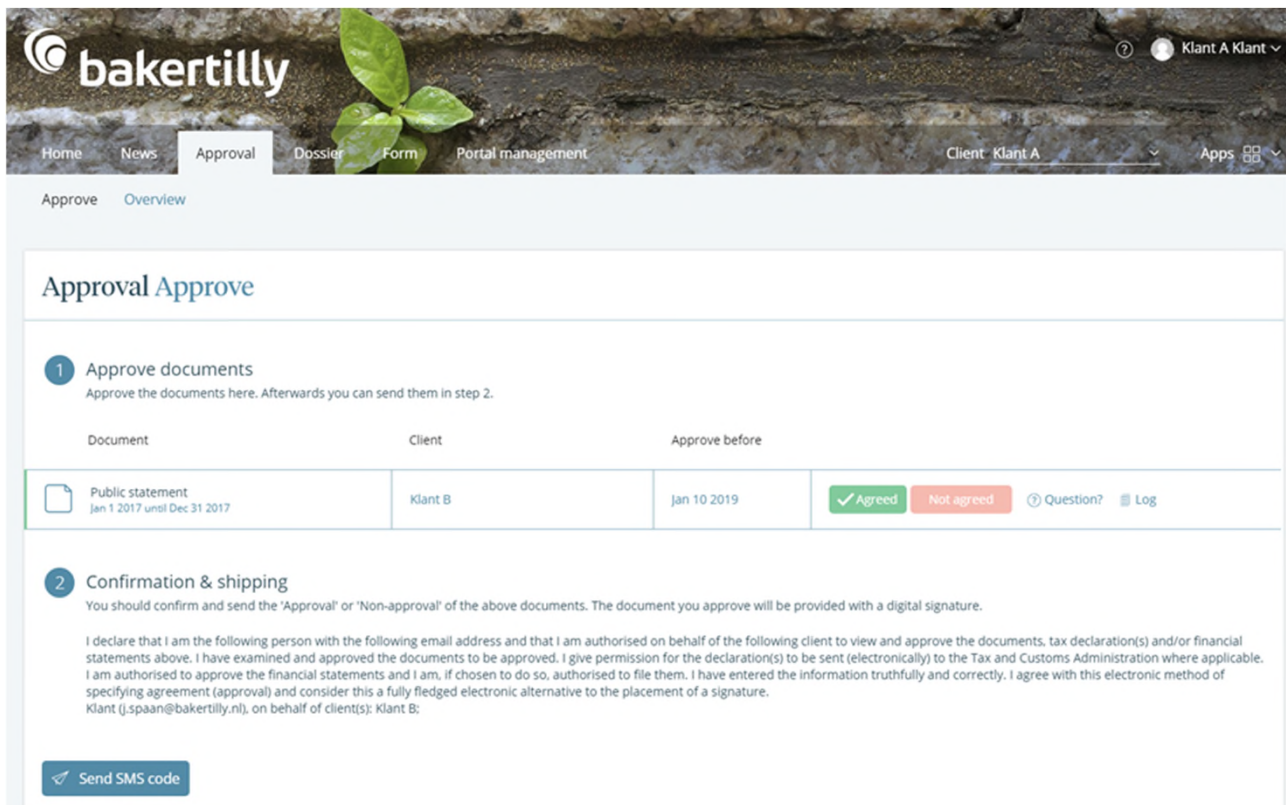
View document

# Instructions for approving documents for publication

## Step 5: Finalise


Go to “Confirm & shipping” and click on the button “Send SMS code”. You will receive a verification code by text on your mobile phone. Enter this verification code in the correct box and click on the button “Send documents”.

The screen will then show a message stating that the document has been successfully approved and sent to Baker Tilly and the relevant authorities.



The screenshot displays the Baker Tilly portal interface. At the top, the Baker Tilly logo is visible on the left, and the user's name "Klant A Klant" is on the right. The navigation menu includes "Home", "News", "Approval", "Dossier", "Form", and "Portal management". The "Approval" section is active, showing "Approve" and "Overview" options. The main content area is titled "Approval Approve" and contains two steps:

- 1 Approve documents**  
Approve the documents here. Afterwards you can send them in step 2.

Document	Client	Approve before	Agreed	Not agreed	Question?	Log
 Public statement Jan 1 2017 until Dec 31 2017	Klant B	Jan 10 2019	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 2 Confirmation & shipping**  
You should confirm and send the 'Approval' or 'Non-approval' of the above documents. The document you approve will be provided with a digital signature.

I declare that I am the following person with the following email address and that I am authorised on behalf of the following client to view and approve the documents, tax declaration(s) and/or financial statements above. I have examined and approved the documents to be approved. I give permission for the declaration(s) to be sent (electronically) to the Tax and Customs Administration where applicable. I am authorised to approve the financial statements and I am, if chosen to do so, authorised to file them. I have entered the information truthfully and correctly. I agree with this electronic method of specifying agreement (approval) and consider this a fully fledged electronic alternative to the placement of a signature.  
Klant (j.spaan@bakertilly.nl), on behalf of client(s): Klant B:





# User terms and conditions customer portal

## Access to the Customer Portal and Users

- To be able to use the customer portal, the Client must use their log-in data to gain access to it.
  - The Client accepts and agrees that log-in data (email address and mobile phone number) is stored in order to allow access to the customer portal.
  - The Client themselves are responsible for keeping the log-in data for their account confidential. If the Client knows or suspects that their log-in data have gotten into the hands of unauthorised persons, they must immediately inform Baker Tilly (Netherlands) N.V. (further mentioned as BTN) of this, while remaining obligated to take effective measures themselves such as, for example, changing the log-in data. The Client therefore accepts and agrees that they are responsible and liable at all times for the use of the customer portal by third parties using the former's log-in data. The Client indemnifies BTN for all loss and costs resulting from and/or related to third-party use of the customer portal using the former's log-in data.
  - With the log-in data, the Client has access to an administrative account with which they can manage their personal environment and create accounts for individual users. For example, the Client can set the options and limitations of the users, all of this within limit set by BTN.
- tijde in overeenstemming handelen met hetgeen bepaald is in deze Gebruikersvoorwaarden. De
- The Client ensures that the users act always in accordance with that stipulated in these Terms of Use. The Client is therefore personally liable for the approval of the individual users and all use by the users of the customer portal. The Client will take appropriate measures to detect and, if possible, prevent abuse. The Client indemnifies BTN for all loss due to unauthorised action by or on behalf of the Client or by individual users.
  - The Customer indemnifies BTN for all third-party claims based on the claim that the client's or the users' use of the customer portal is in any way unlawful and all claims of third parties because of the non-fulfilment of the terms of use by the Client or users.
  - Without prejudice to the other provisions of these Terms, the activities in the context of the customer portal, including the use of the customer portal by the Client and users, is not:
    - a. Based on untruths and/or misleading;
    - b. Hurtful, defamatory, offensive, racist, discriminatory or hateful;
    - c. Erotic or pornographic;
    - d. Does not contain hyperlinks, torrents or similar information that the Client knows or ought to know refers to material that infringes third-party rights;
    - e. Does not consist of the dissemination of personal data of third parties without their permission or through necessity or the transmission of unwanted commercial, charitable or idealistic communication;



# User terms and conditions customer portal

f. Does not contain viruses, Trojan horses, worms, bots or other software that may damage or disable or inaccessible computer works or make them inaccessible, could delete them or are meant to circumvent technical protective measures for the service and/or software;

g. Does not consist of the use of any tools and/or solutions (proprietary or from third parties) to the extent that these are intended to take over any content or in any way spider, scrape, scan or otherwise unlawfully use and/or view this;

h. Does not consist of the use of the customer portal for purposes other than those described in the agreement;

i. Does not unreasonably or disproportionately make use of the customer portal or hinder the functionality of the customer portal;

j. Is, in the opinion of BTN, in violation of public decency or good taste;

k. Is in violation of these terms of use, the agreement or any applicable law and/or regulation;

l. Infringes upon rights of BTN and/or third parties, including but not limited to intellectual property rights and privacy rights;

m. Is in any way, otherwise unlawful; or

n. In any way harms the interests and good name of BTN.

- BTN reserves the right to abridge, modify, refuse or delete content from the customer portal if this is necessary in the opinion of BTN, without this in any way leading to any rights to damages and/or liability on the part of BTN.
- If BTN is informed by a third party of unlawful content or if there is potentially criminal content, BTN is also authorised to pass on the personal data of the Client or user to the third party or the competent authorities. In such an instance, BTN will inform the Client of this fact, unless BTN is prohibited by law from doing so.
- Every use of the service is fully for the account and risk of the Client.

Baker Tilly (Netherlands) N.V. trading as Baker Tilly is a member of the global network of Baker Tilly International Ltd., the members of which are separate and independent legal entities.

Baker Tilly (Netherlands) N.V. is a public limited company and is the exclusive contracting party in respect of all commissioned work. The company's general terms and conditions, filed with the registry of the Dutch chamber of commerce under no. 24425560, which include a limitation of liability, are applicable to all work performed and to all legal relationships with third parties.

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