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[LOGO PLACEMENT]

Three-Day Audit Response Template

What to do in the first hours of a Dassault compliance verification. Start by checking which clock you are on, because two versions of CLOSA Section 13.2 are in circulation and they set different deadlines.

01 Find out which clause governs you

The version is on the cover page of your executed agreement

THE THREE-DAY CLOCK

CLOSA V13.1.1

Published for the US, Canada and ANZ

Access to records, from request	**3 business days**
Machine access and execution of tools generating audit records	**2 business days**
Unauthorised use at which you pay for the audit	**5% or greater**

THE FIVE-DAY CLOCK

CLOSA V13.2.1

Published for EMEA

Appoint a single contact, comply with the requests, attend a kick-off meeting	**5 business days**
Data collection begins	**10 business days**
Unauthorised use at which you pay for the assessment	**Any amount**

02 The first three days, on the tighter clock

Every deadline runs from the date of the notification, so record it

Hour 0

LOG AND ROUTE

Record the exact date the notification was issued. Name one point of contact. Put legal and the license administrator on the same thread. Do not let separate replies go out.

Day 1

ACKNOWLEDGE AND SCOPE

Send the acknowledgement below. Confirm the offerings in scope, the period, the record formats and whether an Auditor has been appointed. Then assemble from records you already hold.

Day 2

ACCESS WINDOW CLOSES

Machine access and tool execution are due. Know in advance which hosts are in scope, how access is granted, and who signs off running a third party's tool on a production license server.

Day 3

RECORDS WINDOW CLOSES

Deliver through the single point of contact, with a covering note itemising exactly what was provided and for which period. Keep your own copy of the same package.

03 Your day-one acknowledgement

Cooperative, prompt, and it gets you the scope in writing

Subject: Acknowledgement of compliance verification notification, _____[reference]

_____[Company] acknowledges receipt of your notification dated _____, issued under Section 13.2 of our agreement.

Our single point of contact for this matter is _____[name, role, email, direct line]. Please route all requests and correspondence through them.

So that we provide what you need in the form you need it, and within the period the agreement sets, please confirm: (1) the 3DS Offerings in scope, (2) the period to be covered, (3) the record formats and delivery method you require, and (4) the name of the Auditor, if one has been appointed.

We are assembling the records described in your notification and will respond within the applicable period. We will treat this matter as confidential on both sides.

Do

- ✓ Answer inside the window. Failure to comply with Section 13.2 is stated to be a material breach.
- ✓ Give exactly what the notification asks for, for the period it names.
- ✓ Log what you sent, when, and to whom.
- ✓ Involve legal before the first substantive reply, not after.

Do not

- ✗ Miss the window assembling a perfect answer. On time and partial beats late and complete.
- ✗ Volunteer records for periods or products outside the stated scope.
- ✗ Let administrators answer directly from their own inboxes.
- ✗ Change license server configuration after the notification arrives.

What makes this ordinary rather than an emergency

Three years of history

Section 13.2 requires records with at least three years of history, covering usage logs, machines and users. Retention started today is worth more than a reconstruction later.

Concurrency and denials already collected

If usage is metered continuously, a records request is a report. If it is not, it is a manual reconstruction against a deadline you did not choose.

A named contact and an access path

One contact, an inventory of every license server and its administrator, and pre-agreed change control for running an external tool in production.

This template is operational guidance for preparedness. It is not legal advice, and Open iT is not your lawyer. Your executed agreement governs, and its terms may differ from the published versions cited below. Involve your legal or contracts team before responding.

Sources. Dassault Systèmes Customer License and Online Services Agreement, Section 13.2 Compliance Verification, as published by 3DS. The three and two business day windows and the five percent threshold are quoted from CLOSA (Indirect) V13.1.1, US and ANZ. The five and ten business day structure, and reimbursement on any unauthorised use, are quoted from CLOSA (Indirect) EMEA V13.2.1. Both retrieved from agreements.3ds.com on 18 September 2026.