Simplifying the SCM contract document electronic signature process requirements for internal and external contract document signatories with the DocuSign solution.

Setup external/internal signers and route your contract for signature

Before we get started

THINGS YOU SHOULD KNOW

- Only the procedures for setting up signers, routing documents for signature, and electronically signing contract has changed with the implementation of DocuSign; everything else stays the same.
- Signers no longer need to be registered as bidders or designated as a contact under a registered bidder. "Yah-hoo."
- You need a valid email address to setup a signatory. (That goes for external AND internal.)

 There's an alternate procedure that allows you to setup signers the old way using the bidder contact (external) and the PS user ID (internal), but it's more complicated and requires more steps. It's your option, but we're going to focus on teaching you the new way because it's SO much easier!
- You need a valid phone number (no extensions) for the EXTERNAL signer when using the Text Message Identity Authentication.

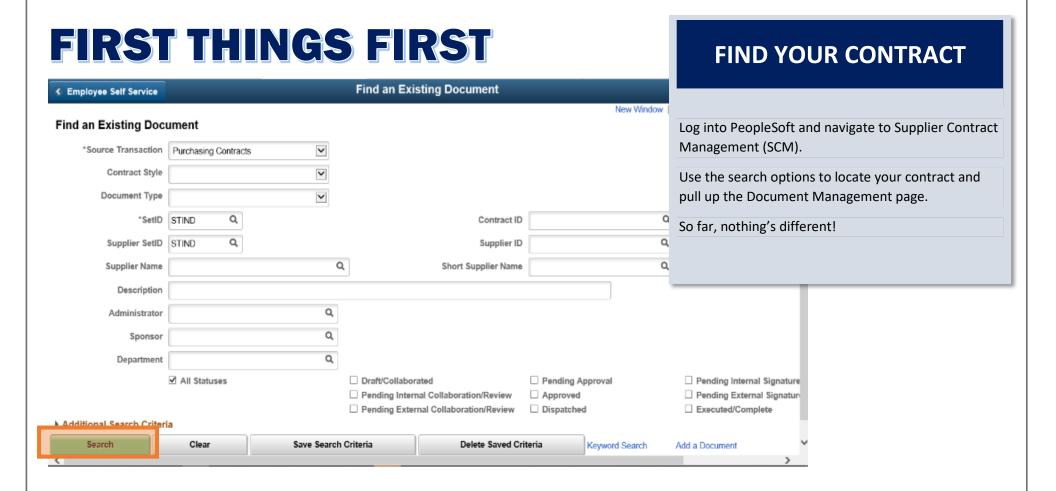
 The preferred method is to use DocuSign functionality requiring authentication of the *external* signer by text. It's simple and verifies the signatory's identity. The alternate method is to create an access code and send it to the signer so that it can be entered during authentication. In case you're wondering, we don't need to authenticate State (internal) signers.
- As the document author/administrator, you designate the signing order; it should still ALWAYS BE external (supplier) first, then internal (the State). All SCM templates have been updated to provide yellow "sign here" tags (invisible from within SCM) in the signature blocks. They'll require signers to provide a signature, a title, and the date.
 - External signers will be the first tags visible to a signer, so you've got to get the signing order right! Again, supplier first, then the State.

Signer Setup and Route for Signature

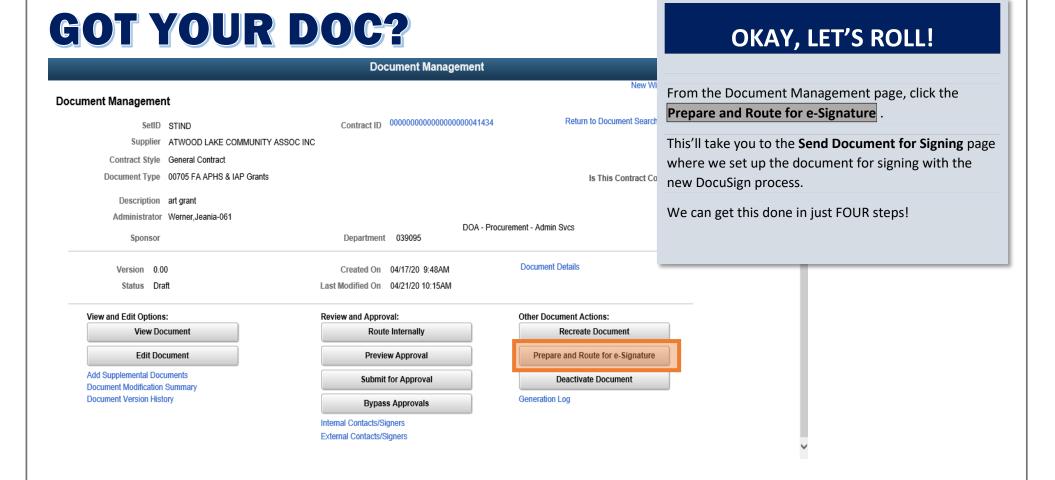
| Contents |
|---|
| FIRST THINGS FIRST |
| FIND YOUR CONTRACT |
| GOT YOUR DOC? |
| OKAY, LET'S ROLL! |
| S TEP 1 |
| Setup signers and signing order |
| STEP 2 |
| Setup external signer authentication |
| STEP 3 |
| Prepare the email notification to signers |
| STEP 4 |
| Send for signature |
| DOC CAN'T BE SENT |
| GOT AN ERROR?7 |
| TRACK THE STATUS |
| SIGNING DETAILS |
| DOCS NOT DELIVERED |
| YOU'LL GET A MESSAGE9 |
| SIGN PROCESS VOIDED |
| YOU'LL GET A MESSAGE |
| CANCEL SIGNATURES |
| STOP THE PROCESS11 |

| SIGNING CANCELLED |
|-----------------------|
| YOU'LL GET A MESSAGE |
| SIGNING INSTRUCTION |
| VISIT THE WEBPAGE |
| DOCUMENT VIEWED |
| YOU'LL GET A MESSAGE |
| AUTHENTICATION FAILED |
| YOU'LL GET A MESSAGE |
| AUTHENTICATION REPAIR |
| HERE'S THE DRILL |
| SIGNING COMPLETE |
| YOU'LL GET A MESSAGE |
| DETAILS IN SCM |
| UPDATE THE INFO |
| CHECK THE SCM DOC |
| SIGNATURES ALL SET |
| DOCUMENT HISTORY |
| HERE'S THE STORY20 |

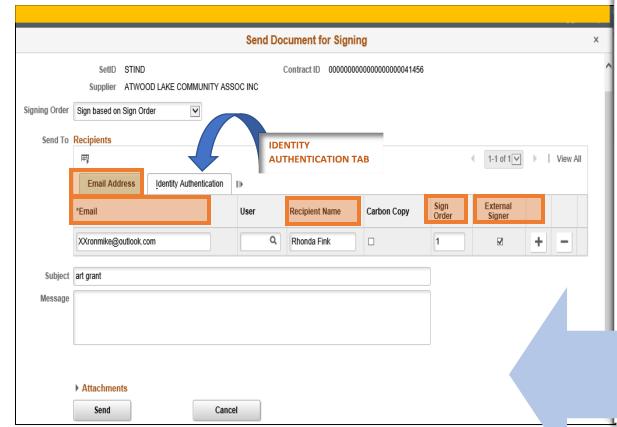
Okay, here we go!



On your mark. Get set.



Signer Setup and Route for Signature



STEP 1

Setup signers and the signing order on the **Email Address** tab.

• Email

Enter the signer's valid email address.

• Recipient Name

Enter the signer's name as it must appear on the contract.

Sign Order

Enter a number to define the order in which the document should be signed.

• External Signer

Select the External Signer checkbox so that PeopleSoft knows who it is. Use the plus and minus buttons if you need to add or remove rows.

Select the Identity Authentication tab to move on to the next step!

Other Details

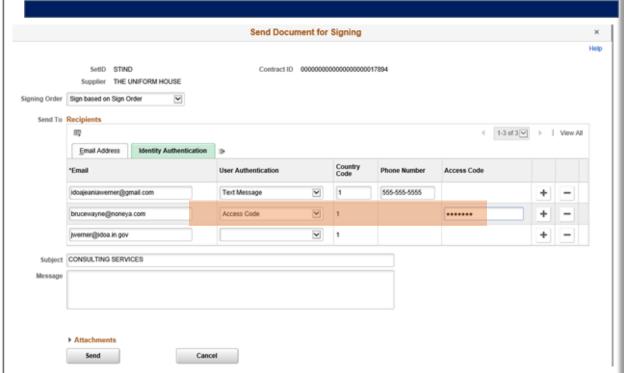
Before you setup signatures, ALWAYS verify that the contract is the correct document and version.

The name entered as the Recipient Name will default as the signature for the signer, so the spelling must be correct. The signer could decline to sign if something isn't right.

Keep these things in mind.

- External signers should always be first; that's the State's requirement.
- DocuSign will send email notifications to signers in the order you specify
- Don't forget and leave the Sign Order blank; because of the embedded Sign Here tags signatures might end up in the wrong places.

Signer Setup and Route for Signature



STEP 2

Set up the External Signer authentication.

User Authentication

From the User Authentication field drop down list, select text message as the authentication method *for the external signer*.

The signer must have a mobile device that can accept text or SMS messages; enter the valid phone number in the field.

If that method can't be used, from the User Authentication field drop down list, select access code.

The access code must be at least six characters (50-character maximum) and include one letter and one number.

You'll need to send the access code you entered to the signer(s) by email, phone or fax right before or right after you click Send.

Other Details

Signer authentication is not system-enforced.

The State's definition of electronic signature requires authentication for *external signers* but not for internal signers.

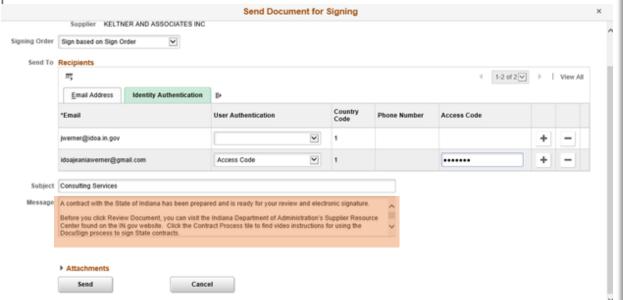
If you're using the access code method, we recommend that you use something simple like your initials and the last

five digits of the Contract ID number. For example, JW99999. Be aware that the code won't be visible to you as you

enter it, so be careful and make a note of it!

Oversight agency approvers may deny your contract if External Signers have not been authenticated.

Signer Setup and Route for Signature



STEP 3

Prepare the email notification.

The DocuSign email notification that is sent to signers will include what's written in the Subject and Message fields at the bottom of the Send Document for Signing page.

1. The Subject Line

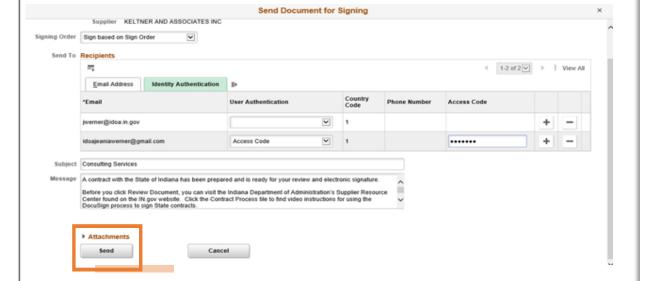
Adjust the wording in the Subject field as you prefer to identify the document to be signed.

2. Message for Signers

There will be system-generated text in the notification to signers.

If you update it, do not use quotation marks inside the message field!

Signer Setup and Route for Signature



STEP 4

Send for Signature.

Last chance! Before you send it out, check one last time to make sure you've got the bases covered.

- √ email address is good
- ✓ Recipient's name spelled correctly
- ✓ Sign Order designated
- ✓ Checkbox selected for External Signer
- ✓ Identity Authentication set up for External Signer(s)

All set? Okay, let's do this!

Click the **Send** button.

Other Details

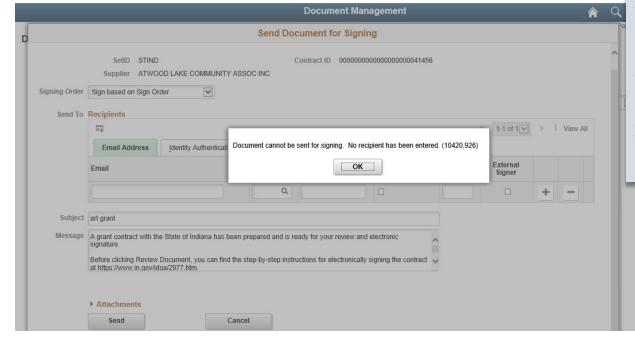
The Review Document email notification will be sent to the first signer.

After the first signer has finished, an email notification will be sent to the next signer in line, and so on.

AWESOME JOB!

Uh-Oh! There's a Problem.

DOC CAN'T BE SENT



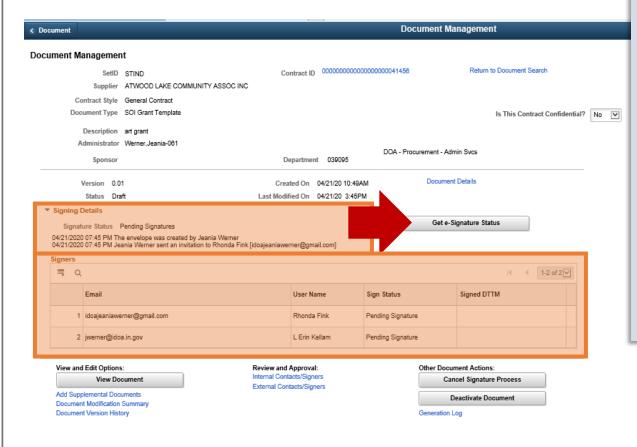
GOT AN ERROR?

If you click Send without setting up signers, you'll get this error message that says, "Document cannot be sent for signing. No recipient has been entered."

Just click the OK button and complete the required steps to set up the signers.

Let the signing begin.

TRACK THE STATUS



SIGNING DETAILS

After you click Send, the Document Management page will update and display info about your actions.

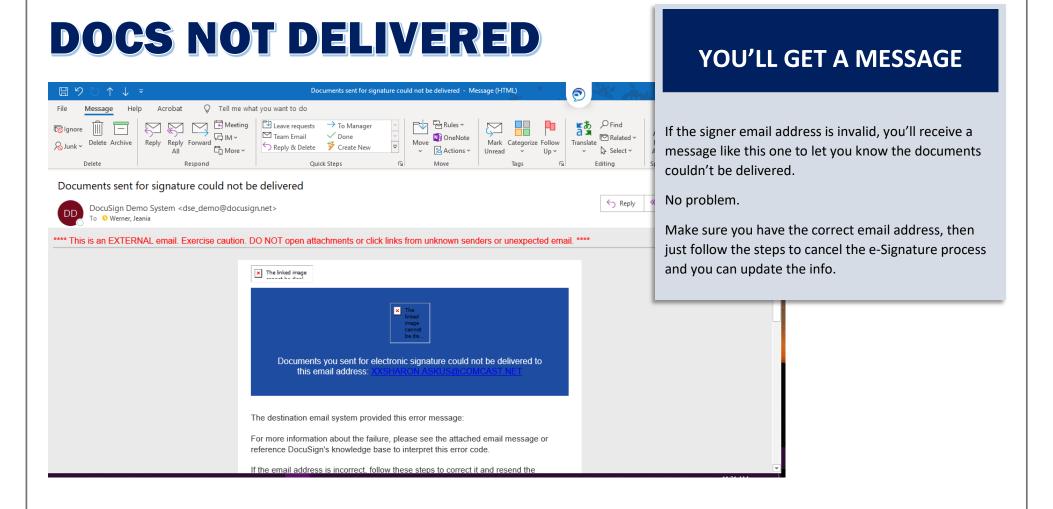
Under **Signing Details** it'll show the date/time you created the DocuSign envelope and sent the invitation (to sign) to the first signer.

Under **Signers** it'll show the Sign Order, email address, User Name and Sign Status for all signers entered.

This is the only place you can verify the signer information after clicking Send.

The info on this page won't update until *you* click the **Get e-Signature Status** button *after* the signers have signed.

Return to sender.



Signing declined.

SIGN PROCESS VOIDED

Voided: consulting contract Trash X



Jeania Werner via DocuSign <dse_demo@docusign.net> to me *

Tue, Apr 2

YOU'LL GET A MESSAGE

If the signer declines the invitation to sign (in the case of an External Signer) or "voids" the contract (when an Internal Signer says no), you'll get a notification like this one. The signers will get it, too.

Maybe the signer's name was wrong, or maybe there's a problem with something in the contract document. You'll have to figure that out, but we can fix this so it can be sent again.

Follow the procedures to cancel signatures, and you're all set.

DocuSign^{*}



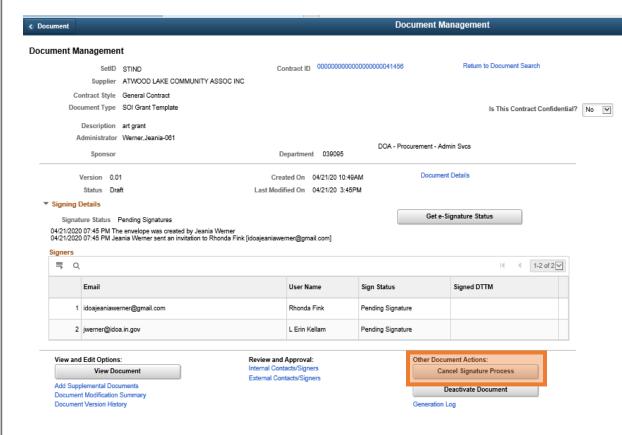
Jeania Werner voided consulting contract.

Jeania Werner JWerner@idoa.IN.gov

consulting contract has been voided for the following reason: Cancel All Signatures:

Need to stop the signing?

CANCEL SIGNATURES

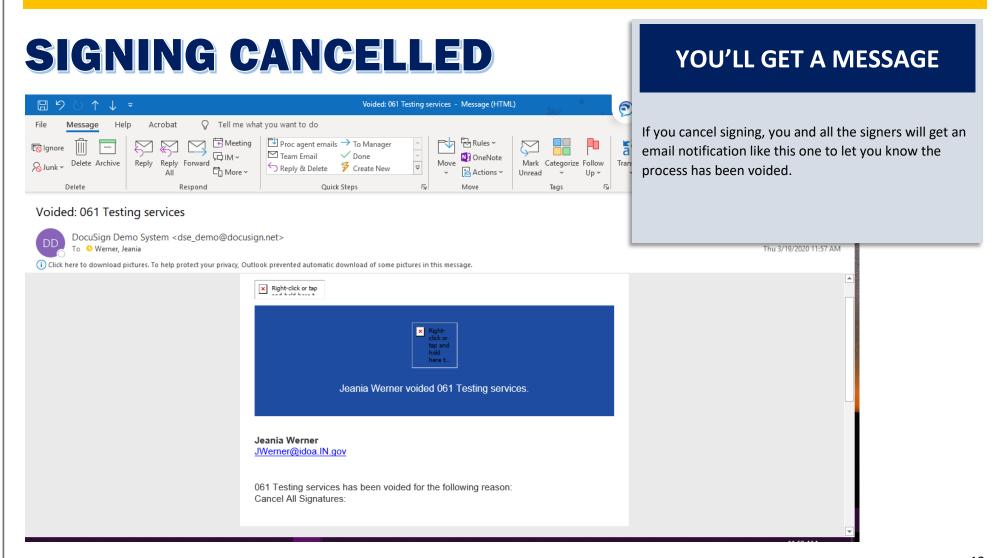


STOP THE PROCESS

If at any time for any reason you need to stop the e-Signature process, just follow these steps.

- 1. Click the Cancel the Signature Process button.
 - Email notifications will be sent to all parties.
- **2.** Clear the info (literally delete the information from the page) on the Internal Contacts/Signers and External Contacts/Signers pages.
- **3.** When you're ready to try again, repeat the steps to setup the signers and send for signature.

It's a done deal.



Signers need some help?

SIGNING INSTRUCTION



VISIT THE WEBPAGE

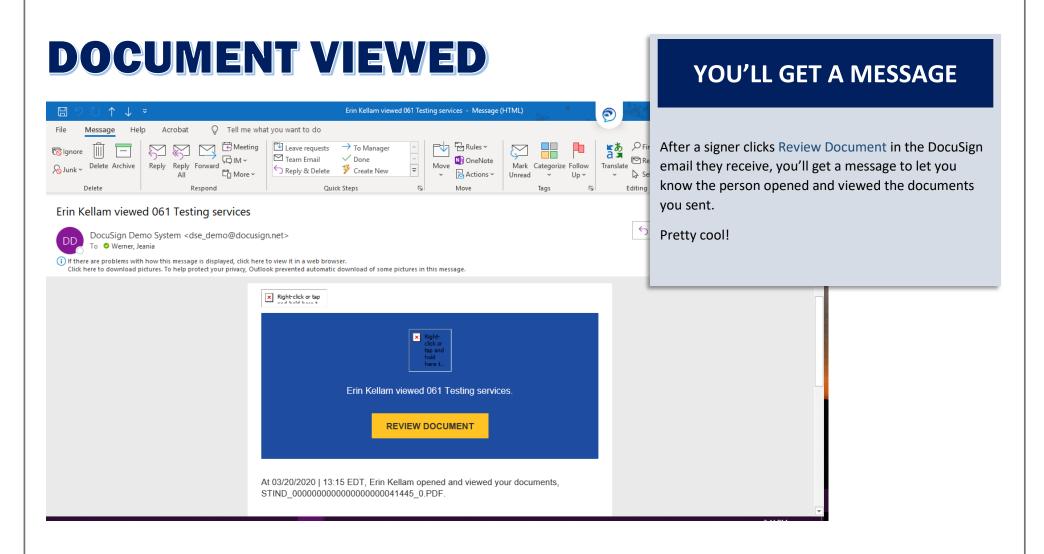
The procedures for signing an SCM document electronically with DocuSign are pretty simple; many signers will likely make their way through the procedure without additional instruction.

For those who might not be as confident or would just like to make certain they've got it covered, detailed step-by-step instruction is available on IDOA's website at:

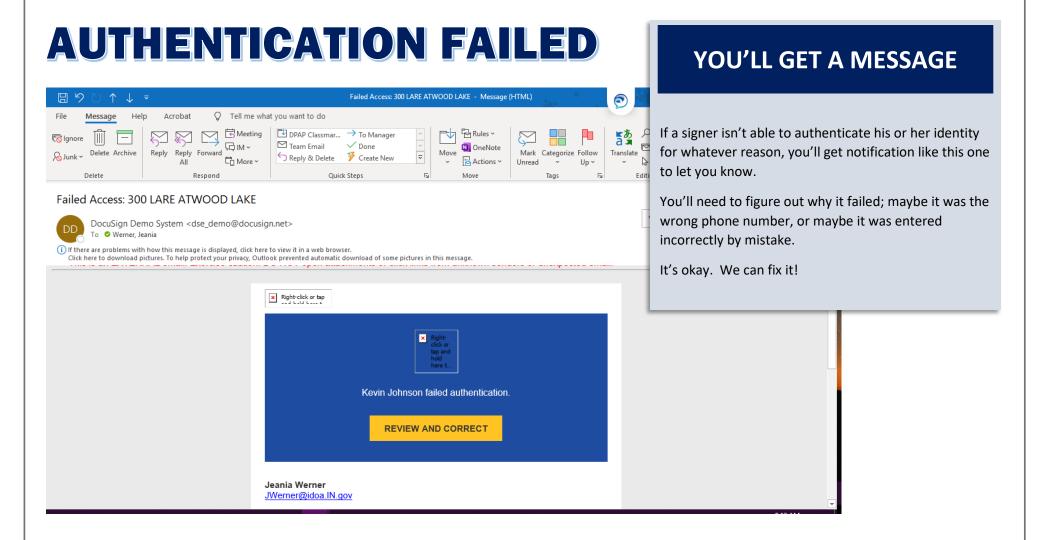
https://www.in.gov/idoa/2977.htm.

The State of Indiana is using the Supplier Contract Management module (SCM)

Inquiring minds want to know.

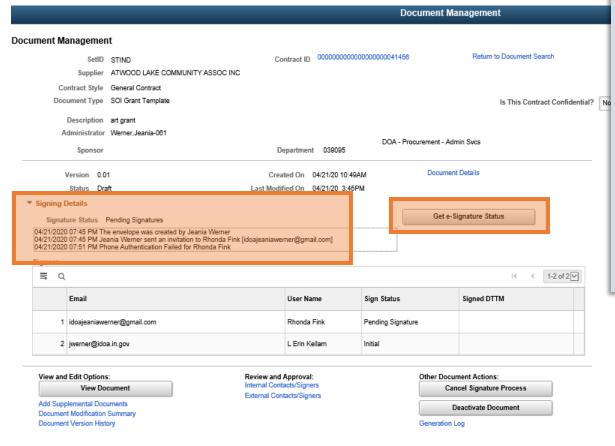


Inquiring minds want to know MORE.



Let's try again.

AUTHENTICATE REPAIR



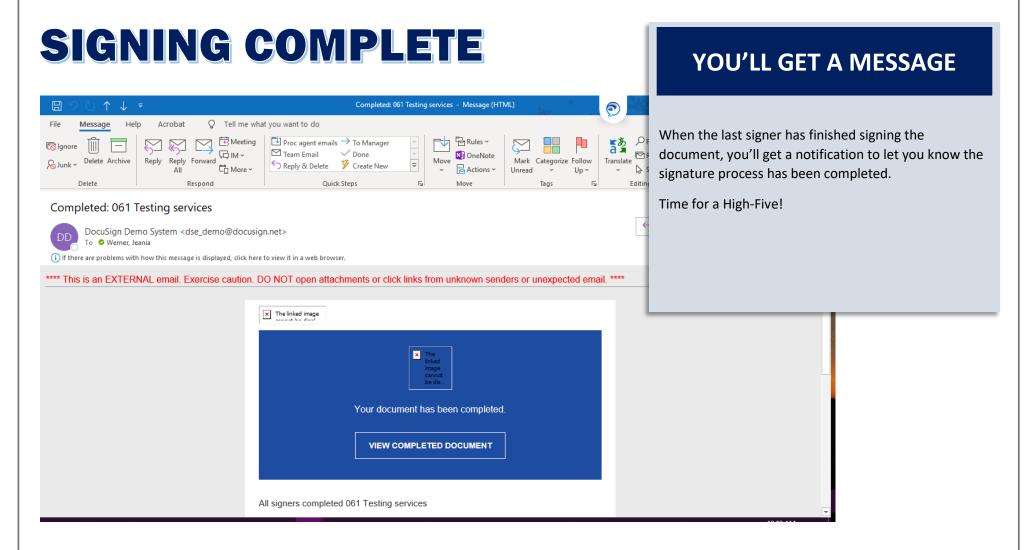
HERE'S THE DRILL

- Make your way back to the Document Management page.
- Click the **Get e-Signature Status** button.

The Signing Details section will update to show **Authentication Failed** for the signer.

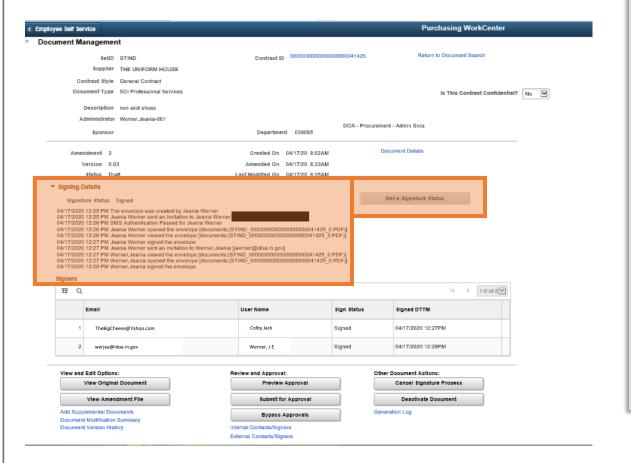
From here, follow the steps to cancel the e-Signature process and you can start again.

The signers are finished.



Let's wrap it up.

DETAILS IN SCM



UPDATE THE INFO

- Make your way back to the Document Management page.
- Click the **Get e-Signature Status** button to refresh the page and update the Signing Details section.

If everything went according to plan, you'll see all the steps completed.

- Each external signer's identity authenticated
- Envelope opened by each signer
- Envelope viewed by each signer
- Envelope signed by each signer

This information will remain on the page until an Amendment is created.

Verify the signing.

CHECK THE SCM DOC

Agreement to Use Electronic Signatures

I agree, and it is my intent, to sign this Contract by accessing State of Indiana Supplier Portal using the secure password assigned to me and by electronically submitting this Contract to the State of Indiana. I understand that my signing and submitting this Contract in this fashion is the legal equivalent of having placed my handwritten signature on the submitted Contract and this affirmation. I understand and agree that by electronically signing and submitting this Contract in this fashion I am affirming to the truth of the information contained therein. I understand that this Contract will not become binding on the State until it has been approved by the Department of Administration, the State Budget Agency, and the Office of the Attorney General, which approvals will be posted on the Active Contracts Database:

https://fs.gmis.in.gov/psp/guest/SUPPLIER/ERP/c/SOI_CUSTOM_APPS.SOI_PUBLIC_CNTRCT_S.GBL

In Witness Whereof, Contractor and the State have, through their duly authorized representatives, entered into this Renewal. The parties, having read and understood the foregoing terms of this Renewal, do by their respective signatures dated below agree to the terms thereof.

THE UNIFORM HOUSE



Title: project Coordinator

Date: 4/17/2020 | 08:27 EDT

Indiana Department of Administration



Title: The Big Cheese

Date: 4/17/2020 | 08:28 EDT

SIGNATURES ALL SET?

Always check your contract's signature page to make sure that the signatures are complete and correct.

If everything looks good, you're ready to Submit for Approval (back to the existing SCM procedures).

If there's a problem, you'll need to follow the steps to cancel the e-Signature process; then you can start again.

The Big Cheese?

Tracking the details.

