QUICK REFERENCE GUIDE

New functionality and Fixes for Electronic Signature Process

May 15, 2015

New Functionality and Fixes Related to Electronic Document Signature Process

Several updates and fixes have been made related to the electronic document signature process. Below is a list of the updates:

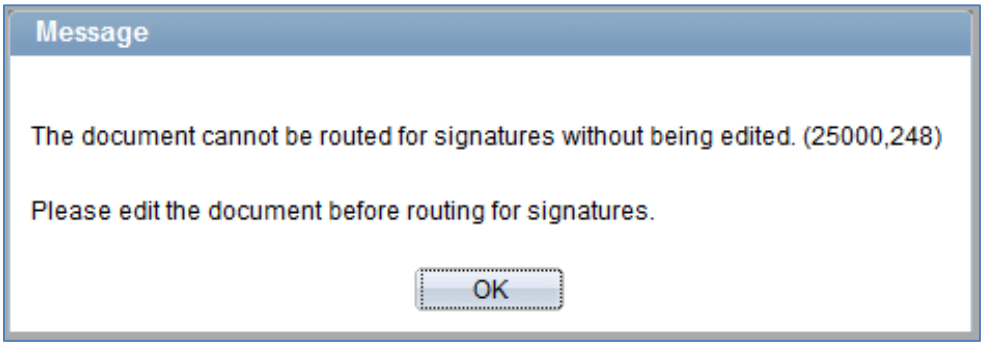
1. Ensured that the document is edited at least once before allowing it to be routed for signatures.
2. Ensured that the document is Dispatched before allowing it to be routed for signatures.
3. Enabled functionality to allow multiple vendor (external) signers.
4. Ensured that the Word contract document is updated correctly during the signature process.
5. Enabled functionality to require Internal Electronic Signatures per Document Type.
6. Enabled Electronic Signature Workflow functionality for Central Procurement Staff.
7. Ensured that Ad Hoc documents can only be routed for signatures via User Id.

See below for more detailed information related to each of the updated areas.

1. Ensured that Document is Edited before Routing for Electronic Signatures

For documents (including amendments) that will be routed for electronic signatures, a new edit has been created to ensure that the document is edited (checked out and checked in) at least once before it can be routed for signatures.

If the document is not edited before being routed, the following error message displays:



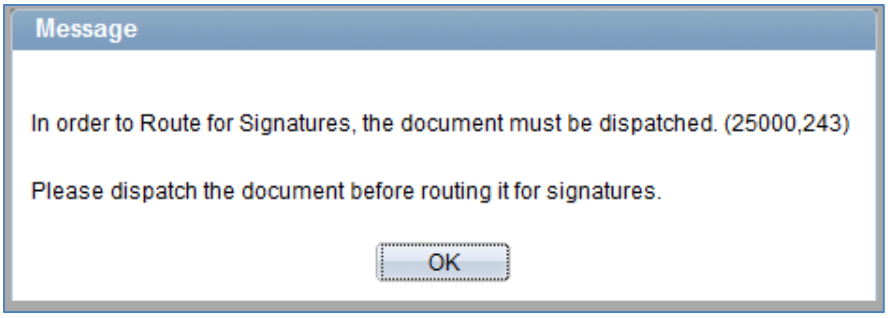
Address the error message by:

- Checking out document and make applicable updates.
- Save the document.
- Check in document.

2. **Ensured that the document is Dispatched before allowing it to be routed for signatures**

In order for a document to be visible to vendor (external) users on the Supplier Portal, the document must be in a Dispatched status. In order to prevent situations where a document is routed to the vendor for signatures without being dispatched and therefore not being visible to the vendor user, a new edit has been created to ensure that the document is dispatched before being routed for signatures.

If the document is not dispatched before being routed, the following error message displays:



Address the error message by:

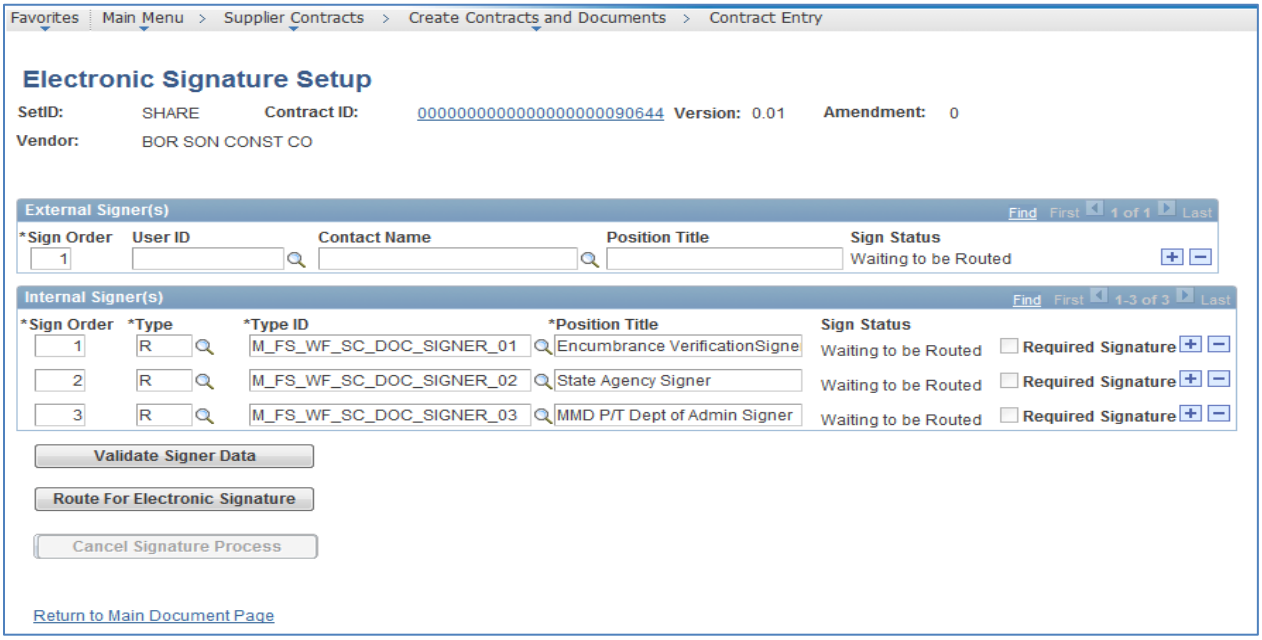
- Dispatching the document.

Note that the document must first be approved before it can be dispatched.

3. **Enabled functionality to allow multiple vendor (external) signers**

There are business scenarios where multiple vendor (external) signatures on documents are required (certain vendor requirements, interagency agreements, etc.) Previously, these contract documents had to be signed on paper since the electronic signature functionality only allowed one vendor signature.

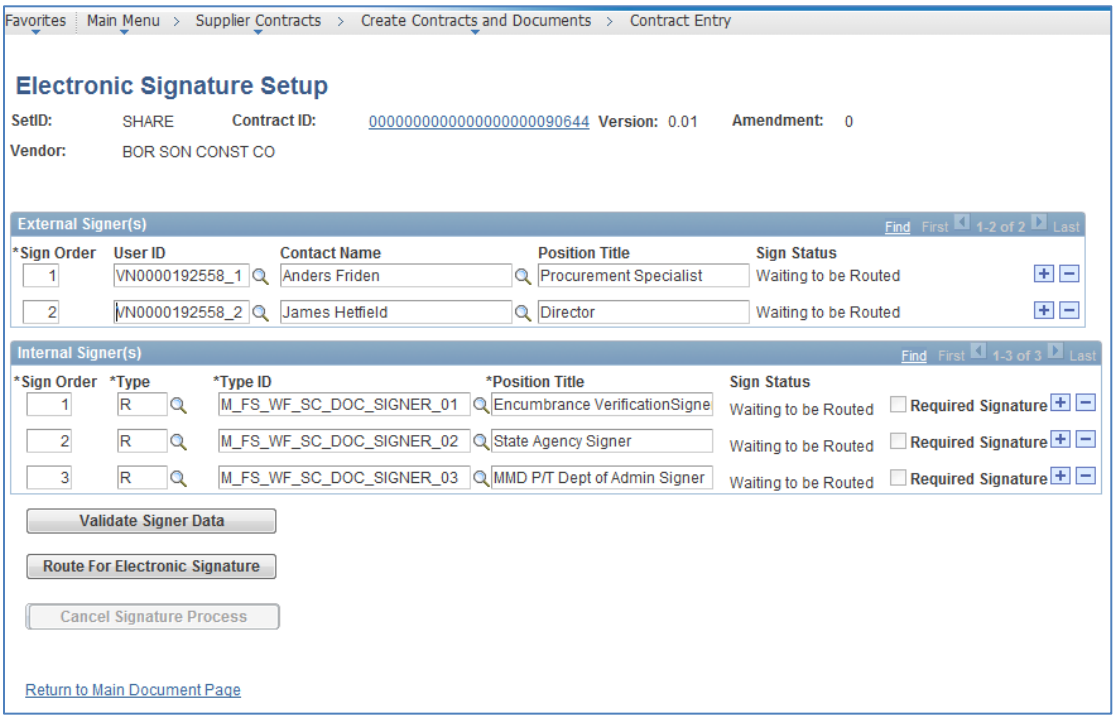
There is now new functionality that allows multiple vendor signers for documents and amendments.



Use the following steps to select multiple vendor (external) users as document signers:

1. For the first row, select the following:
    a. User ID – The Contact Name will populate based on the User Id selection.
    b. Position Title – If available, the Position Title will default from the vendor contact information. If nothing populates, manually enter a position title.
2. Click the + Sign to add a second row in the External Signer(s) grid.

Repeat steps 1 and 2 for the required number of external signers.



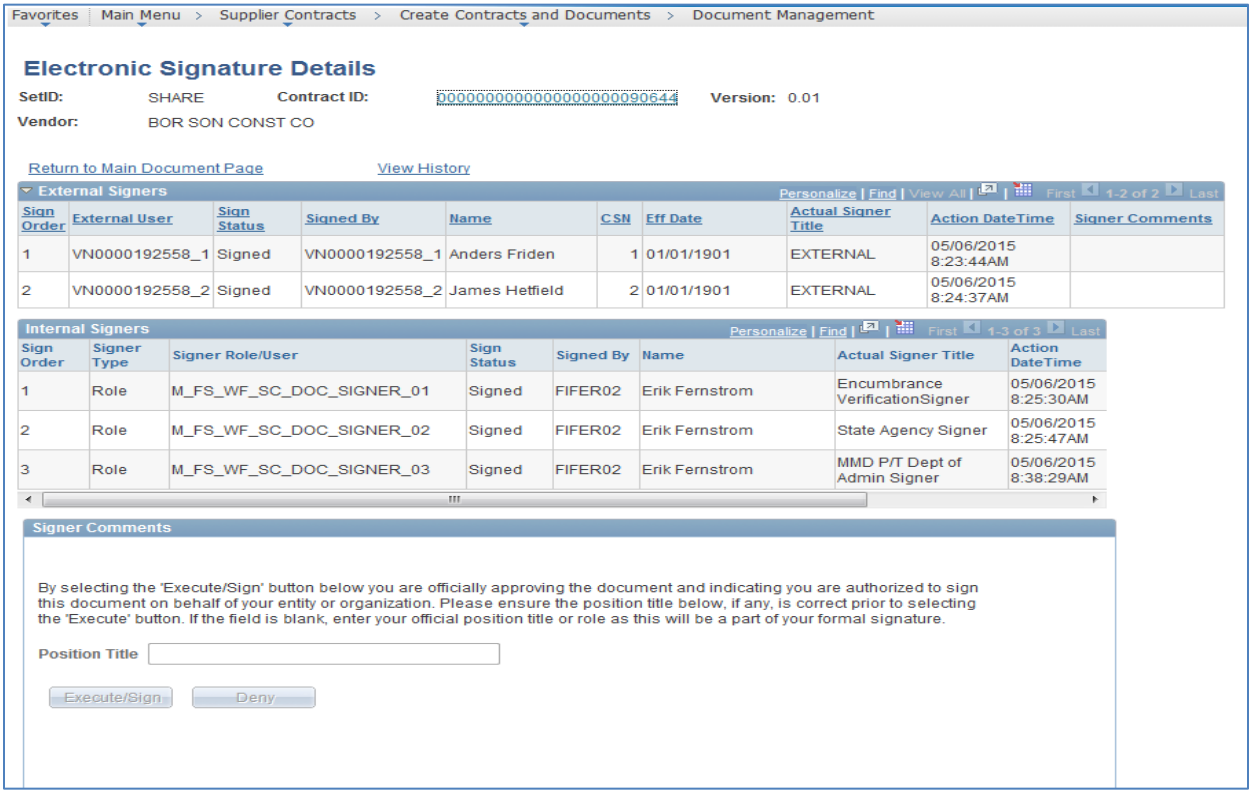
Note the following regarding the setup of the external vendor signers:

- There is no limit to the number of external signers. However, each selected User ID must be unique, duplicate User ID's are not allowed.
- If a vendor requires multiple signatures on documents but currently only have one Vendor User ID enabled for signing, the vendor should create additional vendor user id(s). Once the User Id(s) is approved and available, the vendor can create new contacts or update existing contacts with the new User Id.
- The sign order must be sequential and duplicate sign order numbers are not allowed.

4. Ensured that the Word contract document is updated correctly during the signature process

Updates have been made to ensure that the electronic signature details on the actual Word document is always current and contains the same information as the Electronic Signature Details page in SWIFT.

Electronic Signature Details page



Favorites | Main Menu > Supplier Contracts > Create Contracts and Documents > Document Management

Electronic Signature Details

SetID: SHARE **Contract ID:** 0000000000000000000090644 **Version:** 0.01
Vendor: BOR SON CONST CO

Return to Main Document Page View History

External Signers Personalize | Find | View All | First 1-2 of 2 Last

Sign Order	External User	Sign Status	Signed By	Name	CSN	Eff Date	Actual Signer Title	Action DateTime	Signer Comments
1	VN0000192558_1	Signed	VN0000192558_1	Anders Friden	1	01/01/1901	EXTERNAL	05/06/2015 8:23:44AM	
2	VN0000192558_2	Signed	VN0000192558_2	James Hetfield	2	01/01/1901	EXTERNAL	05/06/2015 8:24:37AM	

Internal Signers Personalize | Find | First 1-3 of 3 Last

Sign Order	Signer Type	Signer Role/User	Sign Status	Signed By	Name	Actual Signer Title	Action DateTime
1	Role	M_FS_WF_SC_DOC_SIGNER_01	Signed	FIFER02	Erik Fernstrom	Encumbrance VerificationSigner	05/06/2015 8:25:30AM
2	Role	M_FS_WF_SC_DOC_SIGNER_02	Signed	FIFER02	Erik Fernstrom	State Agency Signer	05/06/2015 8:25:47AM
3	Role	M_FS_WF_SC_DOC_SIGNER_03	Signed	FIFER02	Erik Fernstrom	MMD P/T Dept of Admin Signer	05/06/2015 8:38:29AM

Signer Comments

By selecting the 'Execute/Sign' button below you are officially approving the document and indicating you are authorized to sign this document on behalf of your entity or organization. Please ensure the position title below, if any, is correct prior to selecting the 'Execute' button. If the field is blank, enter your official position title or role as this will be a part of your formal signature.

Position Title

Execute/Sign Deny

Signature Details on the related Word document

Signatures

Document Signature Details -- External User

Order	Ext. User	Status	Actual Singer	Name	Title	Date/Time	Comments
1	VN0000192558_1	Signed	VN0000192558_1	Anders Friden	EXTERNAL	05/06/2015 at 08:23 AM	
2	VN0000192558_2	Signed	VN0000192558_2	James Hetfield	EXTERNAL	05/06/2015 at 08:24 AM	

Document Signature Details -- Internal Users

Order	Type	Role/User	Status	Actual Signer	Name	Title	Date/Time	Comments
1	Role	M_FS_WF_SC_DOC_SIGNER_01	Signed	FIFER02	Erik Fernstrom	Encumbrance VerificationSigner	May 06, 2015 at 08:25 AM	
2	Role	M_FS_WF_SC_DOC_SIGNER_02	Signed	FIFER02	Erik Fernstrom	State Agency Signer	May 06, 2015 at 08:25 AM	
3	Role	M_FS_WF_SC_DOC_SIGNER_03	Signed	FIFER02	Erik Fernstrom	MMD P/T Dept of Admin Signer	May 06, 2015 at 08:38 AM	

Below are additional details regarding the signature information on the Word document:

- If a signature process is cancelled, the previous signature data on the Word document is deleted and all signature statuses are set to Waiting until the document is routed again.
- If the signature process is denied by any of the signers, the Word document is updated with the Denied status for the signer that denied the document and the document is not routed to the next signer. An email regarding the denial is sent to the Document Administrator and the business process is to cancel the signature process, address the reason for the denial, and route the document for signatures again.

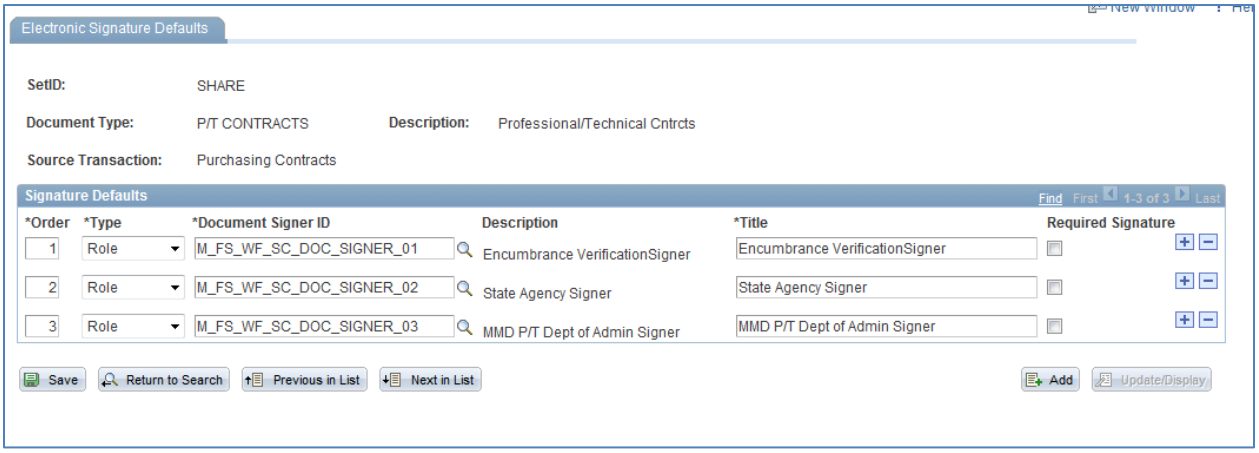
5. Enabled functionality to require Internal Electronic Signatures per Document Type

Currently the following document types have default internal signature steps configured:

- Grant Contracts
- P/T Contracts
- P/T PO Documents

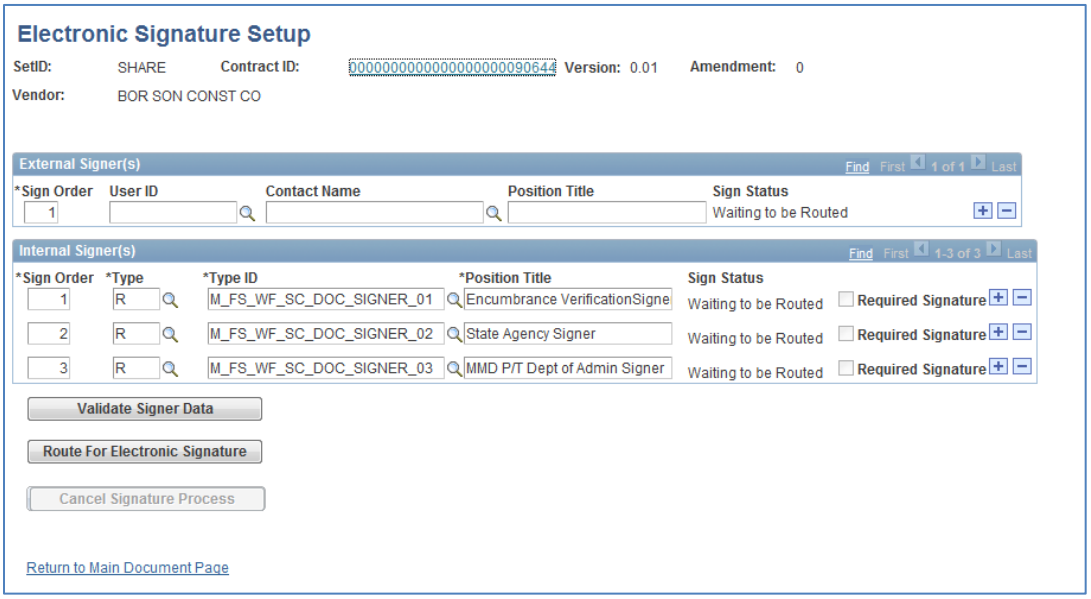
Note: The configuration of default internal signature roles is restricted to Central Procurement staff users.

Example of Electronic Signature Defaults for P/T Contracts



When a document type that is configured with default internal signature rows is used to create a document (including amendments), the internal signature rows from the Electronic Signature Defaults page default on the Electronic Signature Setup page.

Example of Electronic Signature Setup page for document using the P/T Contract Document Type

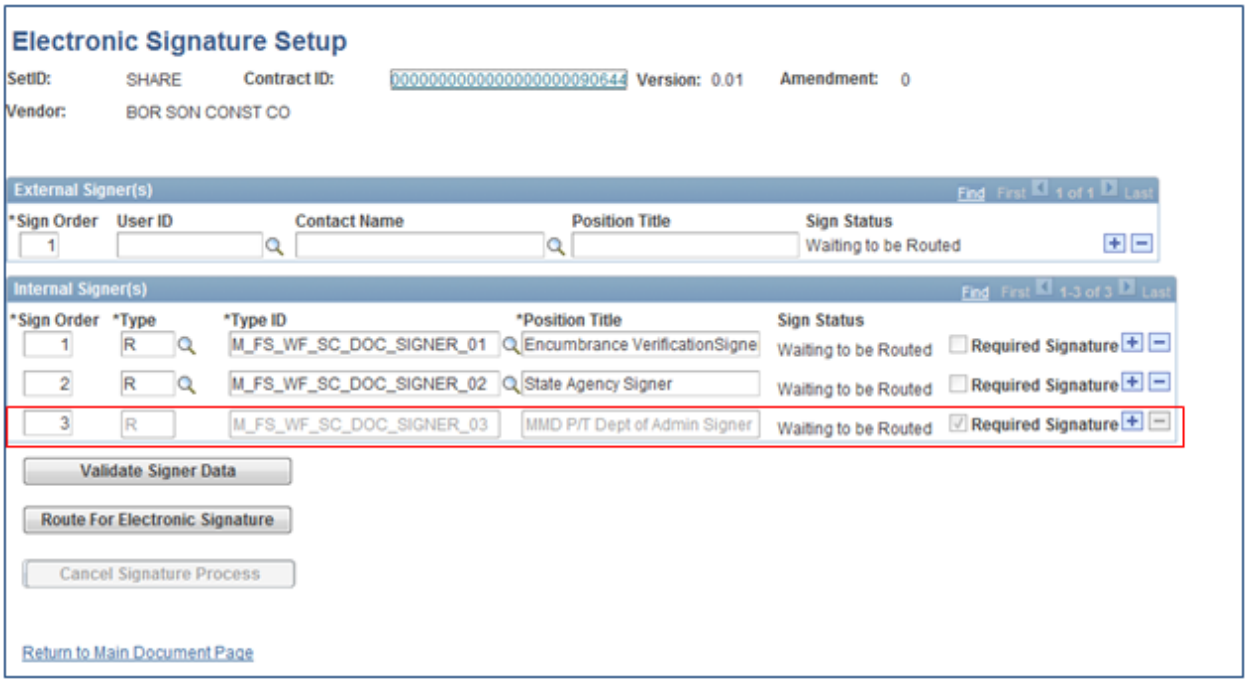


The three default internal signature rows defaults on the setup page. Currently these rows can be removed from the setup page by clicking the minus (-) sign.

New functionality now allows Central Procurement staff users to mark a given signature row (user or role) as required. Rows that are marked as required cannot be removed from the signature process on the individual documents.

Example of Electronic Signature Defaults for P/T Contracts with Required Row

Example of Electronic Signature Setup page for document using the P/T Contract Document Type when a row is marked as required



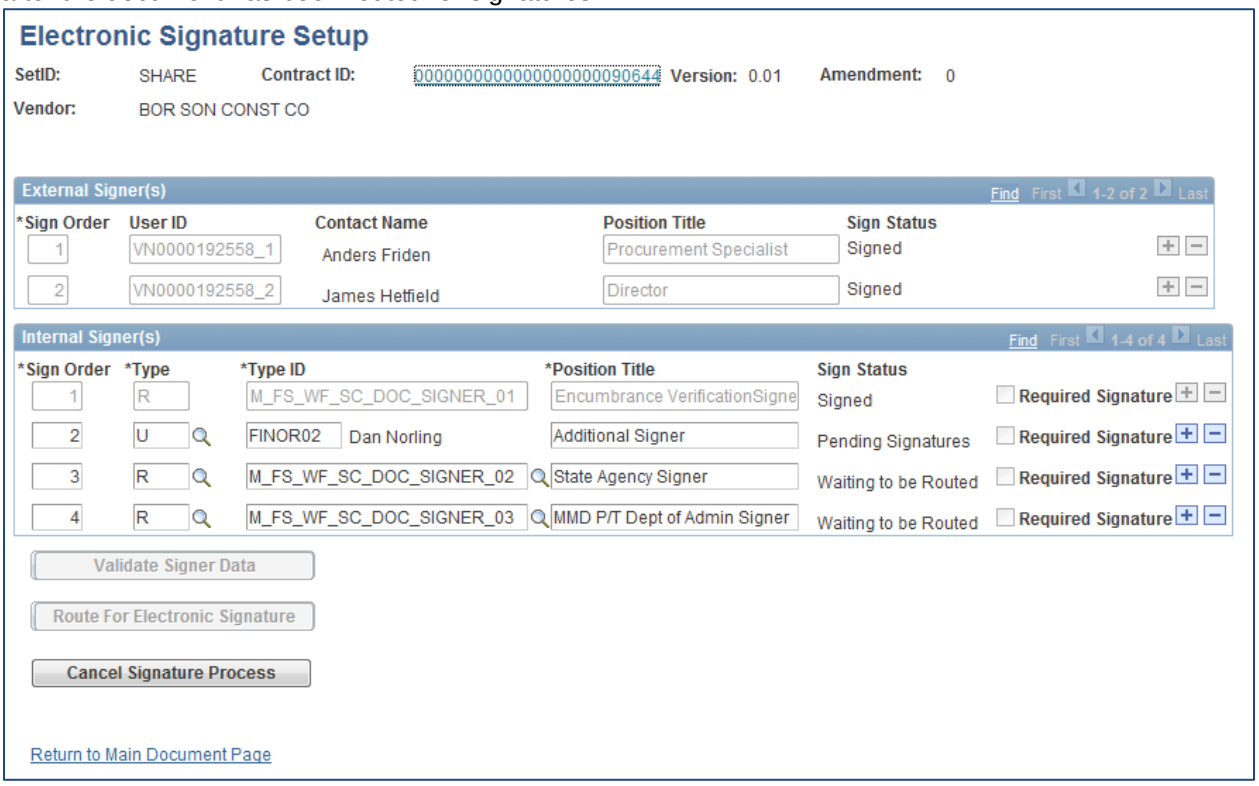
When a signature row is marked as required on the Electronic Signature Default page, it cannot be removed from the Electronic Signature Setup page and will be required to be signed.

Note: For the initial electronic signature update, none of the default signature roles will be marked as required since further decisions need to be made regarding the impact of implementing the functionality and the need for flexibility on certain business scenarios.

6. **Enabled Electronic Signature Workflow functionality for Central Procurement Staff**

There is currently no workflow administrator functionality for the Electronic Signature process. In cases where a change is needed to either the vendor (external) signer or the internal signer(s), the only option has been to cancel the entire signature process and re-route the document again. In the case of a change to the internal signer(s), this requires the vendor (external) signer to sign again even though they already signed the document previously.

New functionality now allows Central Procurement staff users to update the Electronic Signature Setup page even after the document has been routed for signatures.



If any of the signature rows must be changed, contact the SWIFT Help Desk and provide the following:

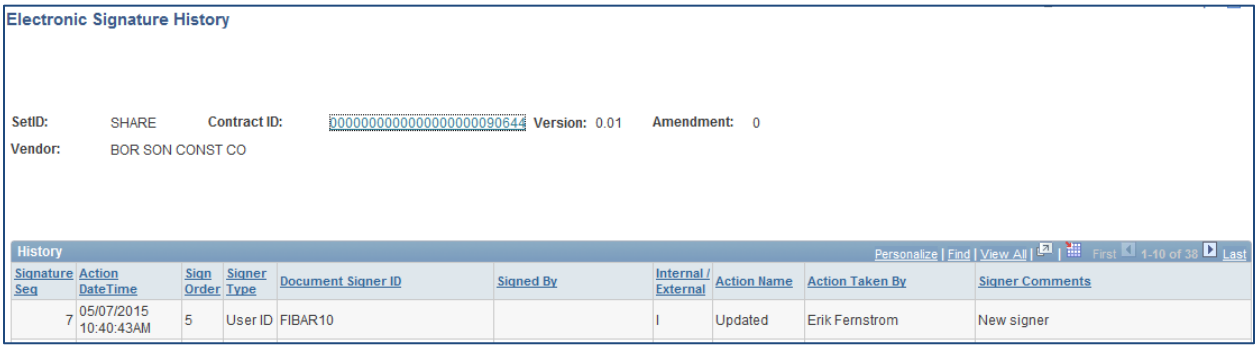
- Reason for the change
- Details of the change

Central Procurement staff can make the following updates:

- Update, change, or delete rows that are in Pending Signature status.
- Update, change, or delete rows that are in Waiting to be Routed status.
- Add additional signature rows.

Note: Changes to an already signed row cannot be updated. If a change is needed for a signed row, the entire signature process must be cancelled and re-routed.

When a change or update is made to the Electronic Signature Setup by Central Procurement Staff, the system records the change and the user that is making the update is required to enter a comment regarding the reason for the change. In addition to all the regular signature details, all the information pertaining to the signature updates are available on the Electronic Signature History page.



Electronic Signature History

SetID: SHARE Contract ID: 0000000000000000000090644 Version: 0.01 Amendment: 0
Vendor: BOR SON CONST CO

History — Personalize | Find | View All | First 1-10 of 38 Last

Signature Seq	Action DateTime	Sign Order	Signer Type	Document Signer ID	Signed By	Internal / External	Action Name	Action Taken By	Signer Comments
7	05/07/2015 10:40:43AM	5	User ID	FIBAR10		I	Updated	Erik Fernstrom	New signer

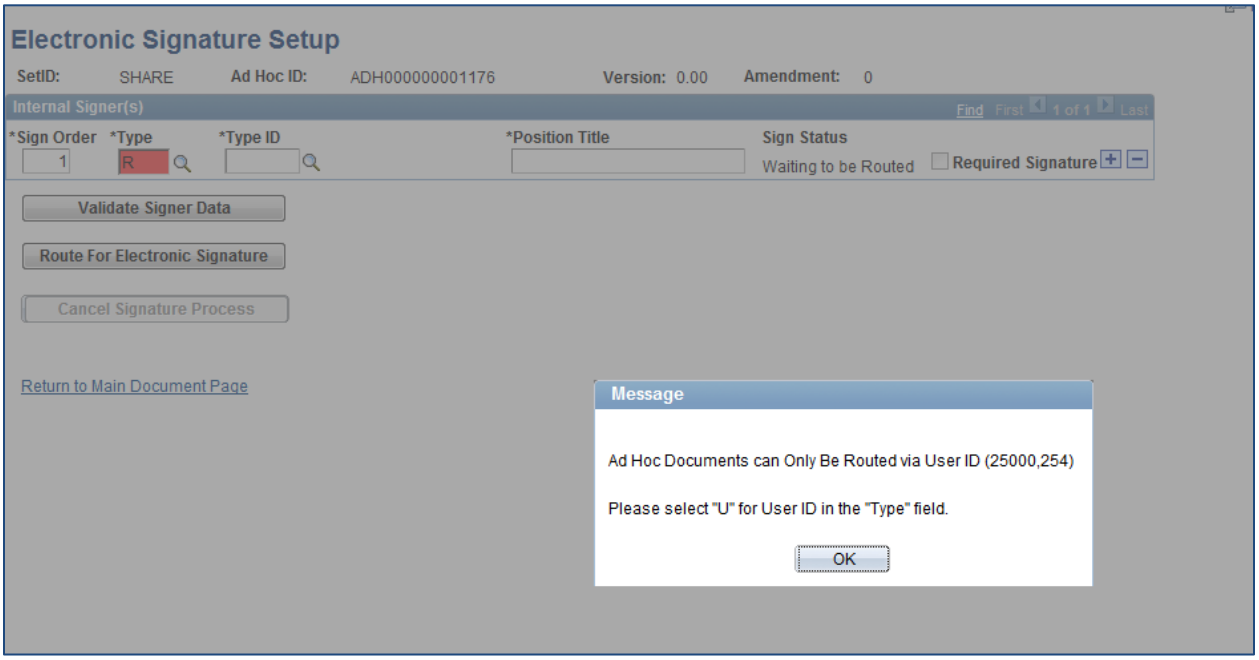
The History page contains the following information:

- Date/Time that the last signature action was taken
- Sign Order related to the action
- Signer Type
    - User
    - Role
- Document Signer ID
- Signed By
- Internal / External
    - I
    - E
- Action Name
    - Routed
    - Signed
    - Denied
    - Cancelled
    - Updated
- Action Taken By
- Signer Comments

7. Ensured that Ad Hoc documents can only be routed for signatures via User Id

Certain ad hoc documents are also routed for electronic signature. The difference between ad hoc documents and contract or PO document is that ad hoc documents are not tied to a SWIFT transaction (Contract or PO). Further, ad hoc documents are internal only and are never sent to a vendor (external) user for signatures.

An update has been made to the Electronic Signature Setup page for Ad Hoc documents to not allow the Route Type of R – Role. This is because routing via role requires certain transactional values (Business Unit and Origin) in order to route properly. Since ad hoc documents do not have any associated transactional values, an edit now prevents users from selecting the Role type when routing ad hoc documents for signatures.



Address the error message by:

- Selecting U in the Type field.