
Answering your eDocs Express questions

eDocs Express is powered by DocuSign® – the global standard for digital transaction management

Do I need a DocuSign account to use eDocs Express?

No. Your DLL Account Executive will package the documents and send them to the customer on your behalf. You will have access to view the documents without creating a DocuSign account.

Does my customer need a DocuSign account?

No. The customer will receive an email asking them to sign a document. It will include a link to the documents. Signing is always free.

What information do I need to collect to start the DocuSign process?

Three (3) key items are required:

- Valid authorized signer's email address
- Authorized signer's name
- Authorized signer's official title

Who does the email come from?

DLL will send documents to the customer via DocuSign (Ex. John Smith via DocuSign). Vendors should let customers know to expect this email. If the customer replies to the DocuSign envelope email, the reply will be delivered to the Sender's email mailbox.

How can the customer view and print the disclosures?

When the customer receives the email, the Request for Signature page will include the disclosures. The customer can view the disclosures and accept, or they can select "[ELECTRONIC RECORDS AND SIGNATURE DISCLOSURE](#)," which will give them the option to print.

The disclosure is the customer's consent to sign electronically. The lease documents are unenforceable until the customer actually signs the lease documents and confirms the signing.

Why does my customer need to enter a DocuSign password to access the documents? Where do they find it?

If the customer's email address is a registered DocuSign user, they will be required to enter a password. The customer can select "[FORGOT PASSWORD](#)" if they don't remember it or call DocuSign directly at +1 800 379 9973 for a password reset.

How does my customer sign electronically?

The DocuSign process is very user-friendly and straightforward. After clicking the email link, the customer will automatically be prompted to follow the steps below:

- 1 Review the consumer disclosure and select the checkbox [I AGREE TO USE ELECTRONIC RECORDS AND SIGNATURES](#). This box must be checked to conduct business electronically.
- 2 Verify that the name and initials are correct. If not, change them as needed. Click [CONTINUE](#) to begin the signing process.
- 3 Click the [SIGN](#) tag. Adopt Your Signature by doing one of the following:
 - [ACCEPT](#) the default signature and initial style, and go to the next step.
 - Click [CHANGE STYLE](#), and select a different signature option.
 - Click [DRAW](#). Draw your signature/initials using a mouse, or your finger or a stylus on a touchscreen.

Once you have created your signature stamp it is always available and associated with your email address. If you have created a signature stamp previously for a separate transaction, you will not need create a new one. To view of a demo of the signing process, visit: www.secure.docusign.com/demo.

What if the customer doesn't want to sign via eDocs Express?

The customer can print or download a hard copy and return them to the Sales Representative.

What if the deal changes after docs have been sent to the customer for eDocs Express?

Only the sender can change or void the original DocuSign envelope. Sender can then upload the revised document package to be sent to the customer(s).

How do I know when a document package has been e-signed by the customer?

If vendor's signature is required on the document package you will receive an email notification. You will continue to receive scheduled email reminders until your stage of the signing process is complete. If only the customer's signature is required on the document package, documents will not be available to view until all required customer parties have signed them. At this time, you will receive an email letting you know that the complete document package is ready to view.

Once all customer signatures are complete, the Sender will receive a DocuSign notification. Vendor will always have the option to receive a copy of the customer's signed documents.

If customer is leasing equipment, should they sign the Delivery & Acceptance (D&A) through DocuSign?

The customer will be given the option to sign the D&A through DocuSign. They should only sign this portion when the equipment is available.

What is considered a DocuSign eligible transaction?

Contact your Sales Support Representative for details on program eligibility.

Can the customer e-sign on a mobile device?

Yes, DocuSign is compatible with mobile devices, including tablets. The customer can access DocuSign on any device they are able to access their email.

Does the customer have to accept the disclosures prior to signing the documents?

Yes. They will not have an option to sign until they accept the disclosures.

Contact

For further questions regarding eDocs Express, powered by DocuSign, please contact your DLL Account Executive.

<http://dllgroup.com/us/en-us/solutions/digital-solutions/edocs-express>

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