

# Sales and Technical Support FAQ

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## Sales

### **What is DocuSign?**

DocuSign® is the leading eSignature brand. DocuSign accelerates transactions that lead to increased speed results, reduced costs, improved visibility and control, and delighted customers. DocuSign helps you keep business digital with the easy, fast, secure way to send, sign, manage and store documents in the cloud.

### **What documents are supported?**

You can use DocuSign to sign virtually any type of document: .doc, .docx, .pdf, .xls, .xlsx, .txt, and more. DocuSign works with your documents and is integrated into many of the tools and business systems you already use, including salesforce.com, Microsoft Office 365 (including Microsoft Outlook, Word, and SharePoint), Box.com, Dropbox, Google Apps, Google Drive, Microsoft Dynamics CRM, Microsoft OneDrive, NetSuite, SugarCRM. DocuSign is also available for iOS, Android, and Windows devices.

### **Why do customers choose DocuSign?**

For the easy-to-use product, flexible platform, top level security with GDPR compliance, and our 100+ partner integrations like Microsoft, Salesforce, and G-Suite.

### **What is an electronic signature?**

An electronic signature, or eSignature, as defined by the Federal E-SIGN Act, is an "electronic sound, symbol or process, attached to or logically associated with a contract or other record and executed or adopted by a person with the intent to sign the record" (E-SIGN). All 50 states have laws that define electronic signatures in substantially the same way.

### **Are eSignatures legal?**

Yes, electronic signatures are legally binding in the United States. There are two Acts that establish this legality of electronic signatures – the U.S. Electronic Signatures in Global

and National Commerce Act (ESIGN, 2000 ) and the Uniform Electronic Transactions Act(UETA, 1999 ).

## Technical Support

### **Why can't I void my envelope?**

Only in-process envelopes can be voided. Once the envelope is completed it can only be deleted from your account, but your recipients may still access the envelope.

### **I accidentally voided my envelope; can I undo that action?**

No, there is no way to “un-void” an envelope. You can clone a voided envelope which saves you the work from creating a new envelope. All signers will have to re-sign the envelope as it is a new envelope.

### **Why can't I correct my envelope?**

Only in-process envelopes can be corrected. Once the envelope is completed no edits can be made within DocuSign.

### **Why isn't my signer getting the email notification?**

This could be for two different reasons. Email notifications may have gotten filtered to junk and spam; have them check those folders. They could be blocked from their email all together. If you are clicking Remind and no notification is coming through, please contact Customer Support for further help. If there is a routing order on the envelope and there are signers before them that have not signed, then they would not have gotten an email notification.

### **Why is the signer not seeing any tags?**

Templates function properly when set up with Roles. Often users will enter in recipient information and then assign tags to that recipient. When they go to use the template, they delete out the recipient listed and put in a new one. Deleting a recipient will delete all tags assigned to that recipient.

### **How can I update the document used in the template?**

Find the template you need to update and click on the name. Click on the Edit button. Under the Add Documents section click on the down arrow button next to the document name. Select replace document and then browse and choose the new document. Tags will appear in the same place they were for the last document.

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#### **About DocuSign**

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Instagram and Snapchat.

For more sales and technical training, please visit  
DocuSign University Partner Portal at <https://dsu.docebosaas.com/partners>.

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