

# Client FAQs

## DocuSign<sup>®</sup>

### 1. What is an electronic signature?

An electronic signature is a legally admissible and enforceable record of authorisation, with the same treatment and effect as a traditional handwritten signature. DocuSign<sup>®</sup> is an online system that uses electronic signatures to enable the sending and execution of contracts electronically.

### 2. Do all signatories need to sign using this method?

Yes, if one party elects to receive their documentation electronically, then all signing parties must sign and execute their documents electronically using DocuSign. However, for single signatory documents, you have the right to elect to not sign digitally. You will need to contact the office for other signing methods.

### 3. How do I sign my documents electronically?

Where you see the 'Sign Here' tags, simply click on the tag. The first time you click, you will be prompted to adopt an electronic signature, this will be your signature on the remaining documents. You are able to sign from your computer, smartphone or tablet. You have the option to choose your signature style.

### 4. What if I don't sign my documents straight away?

Your documents will remain valid for 21 days. If you are unable to execute the documents when you open the email, refer to the email and follow the instructions at a later date. You will receive email reminders until your documents have been executed.

### 5. How do I send the documents back?

Once all signing parties have executed the documents electronically, the documents are automatically emailed to P&L Accountants. All signing parties will receive an email notification confirming the documents have been completed. You will also receive a FINAL PDF copy for your own records.

### 6. Do I need to sign up to DocuSign<sup>®</sup> after executing my documents?

No, there is no need to sign up at any stage and documents can be signed and processed without signing up. However, DocuSign<sup>®</sup> will prompt you to sign up if you would like to save your documents online. Signing up will also allow you to save your signature for streamlining future document signing. This is a feature outside the scope of P&L Accountants and the decision to sign up is yours to make.

### 7. Where is my access code?

Your access code will be sent to you via a separate text message. This is to ensure that only the intended recipient receives the documents for signing and is added for security measures. Documents that require an access code cannot be accessed without the correct code.

### 8. I have more questions...

This is a new system, so questions are welcome as we want you to be comfortable with the system that we use. Please contact our office on 07 3818 1666 or email [accounts@pandla.com.au](mailto:accounts@pandla.com.au) with any questions that you may have.