

## INTRODUCTION

Use this document to answer questions about the contract process with Onbe. If you have any additional questions or concerns, contact your Sales Representative, Client Success Team, or Procurement Director.

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## Contracts FAQs

### GENERAL QUESTIONS

#### How does Onbe manage the contracting process?

Onbe manages all contracts using Agiloft's and DocuSign's suite of software and products to ensure all documents are reviewed in a secure, trackable environment:

- Onbe will email you with a copy to the document attached for your review.
- Simply reply all to the email chain with your approval and Agiloft will track all communications.
- If you have any edits, questions, or feedback, please attach an updated version of the document to your reply email for Onbe review/agreement.
- Once both parties are in agreement on the document, Onbe will send out the final, execution version via DocuSign E-Signature for your electronic signature.
- Once fully executed, you receive an email with a link to the executed document via DocuSign E-Signature for your records.

#### Why does Onbe use Agiloft and DocuSign for contracts?

Agiloft and DocuSign provide security, trackability, and timely responsiveness for both parties. Additionally, execution is made easier since your document can be reviewed and signed from any smart device.

#### I have questions about pricing, products, and/or other aspects of the document or program; who should I contact?

You can share any edits, questions, or feedback as comments or redlines in the updated version of the document, or you can email the Contracts Team at [contracts@onbe.com](mailto:contracts@onbe.com). We can loop in your Sales Representative, Client Success Team, or Procurement Director.

#### Do I need a login for Agiloft or DocuSign E-Signature?

No, there is no login or password required for either system. The notification emails provide necessary access.

### AGILOFT

#### What email address will the document come from?

The email address is [contracts@onbe.com](mailto:contracts@onbe.com). The subject line will be "Onbe {Your Company Name} {Document Description} is available for review ID:[abc12/3456/7890]".

#### I'm not the person to review the document, but it was sent to me; what should I do?

We understand that sometimes your document may need several different people or teams to review it before the reviewing process can be completed. Please feel free to reply all to the email and add anyone who needs to provide input. Agiloft will automatically track all communications and attachments so long as [contracts@onbe.com](mailto:contracts@onbe.com) is included as a recipient of the email and there is no change to the email's subject/title.

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If you'd prefer the emails be sent directly to someone else, feel free to send an update to [contracts@onbe.com](mailto:contracts@onbe.com).

## After receiving the email, how do I communicate comments or questions?

Comments and questions are all managed by Agiloft via email. Simply reply all to the original email chain and Agiloft will automatically track all communications and attachments so long as [contracts@onbe.com](mailto:contracts@onbe.com) is include as a recipient of the email and there is no change to the email's subject/title.

## I emailed my new version of the document; now what?

Once received, Onbe will review and provide feedback via email.

## What if I have no comments?

Simply reply all to the email chain saying the document is approved. Agiloft will automatically track all communications and attachments so long as [contracts@onbe.com](mailto:contracts@onbe.com) is include as a recipient of the email and there is no change to the email's subject/title.

## The document has been approved and we're ready to sign; now what?

Once you have approved the latest version of the document, Onbe will send a clean, execution version of the document back for e-signature via automated DocuSign E-Signature email.

## DOCUSIGN E-SIGNATURE

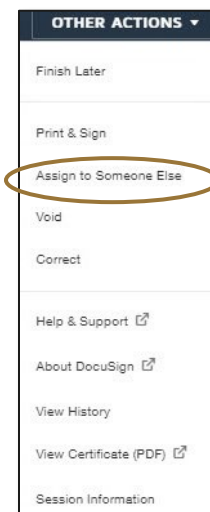
### What email address will the document come from once the contract is ready for signature?

The email address is [dse\\_na2@docusign.net](mailto:dse_na2@docusign.net). Please add this domain (@docusign.net) to your safe senders list. The subject line will be "Action Required | {Document Description} is Awaiting E-Signature".

### I'm not the person who will sign the document, but it was sent to me; what should I do?

You will need to reassign the document from within DocuSign E-Signature:

- Follow the link within the automated DocuSign E-Signature email into the DocuSign E-Signature system.
- Select the "Other Actions" dropdown on the right hand side.
- Select "Assign to Someone Else" to send the document to the correct person. You will be asked to enter the new signer's name and email address.

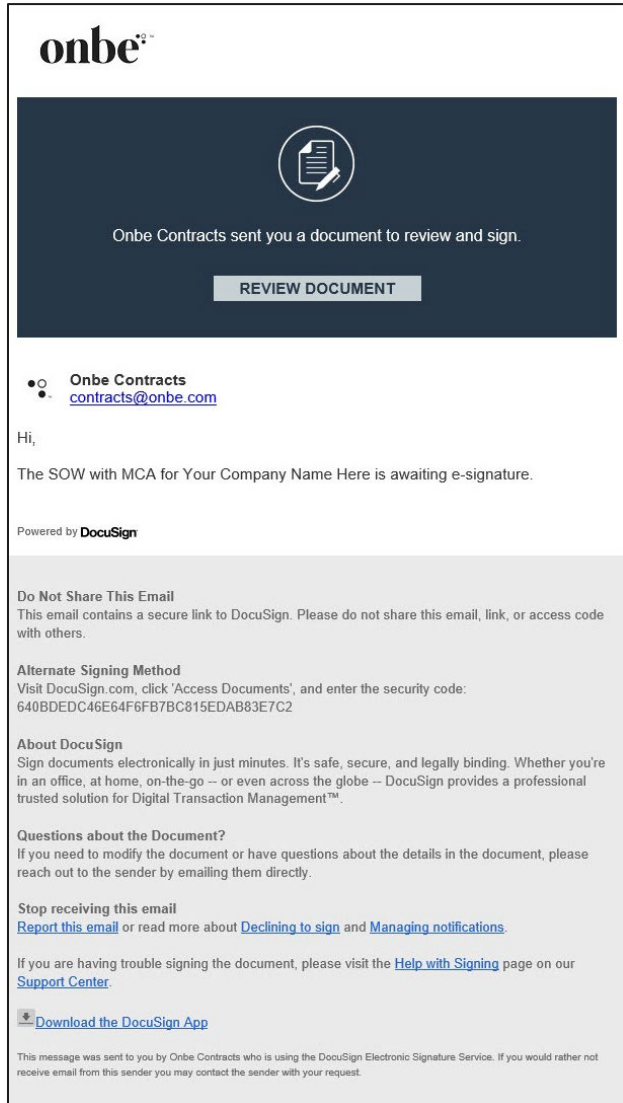


# Contracts FAQs



## How do I electronically sign?

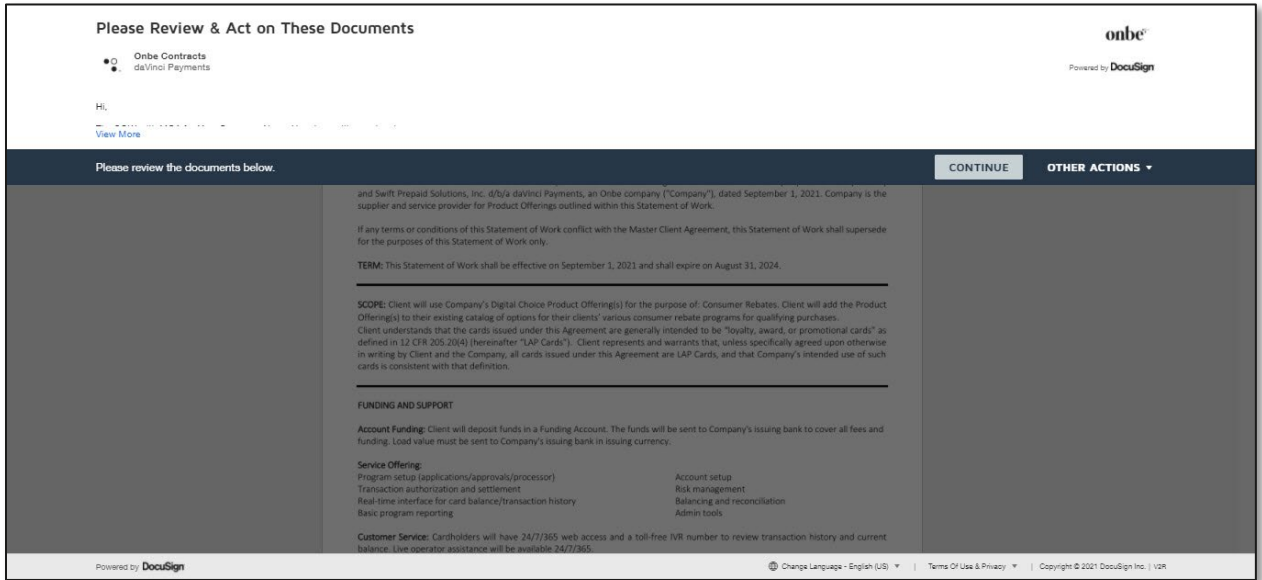
1. Follow the “Review Document” link within the DocuSign E-Signature email into the DocuSign E-Signature system.



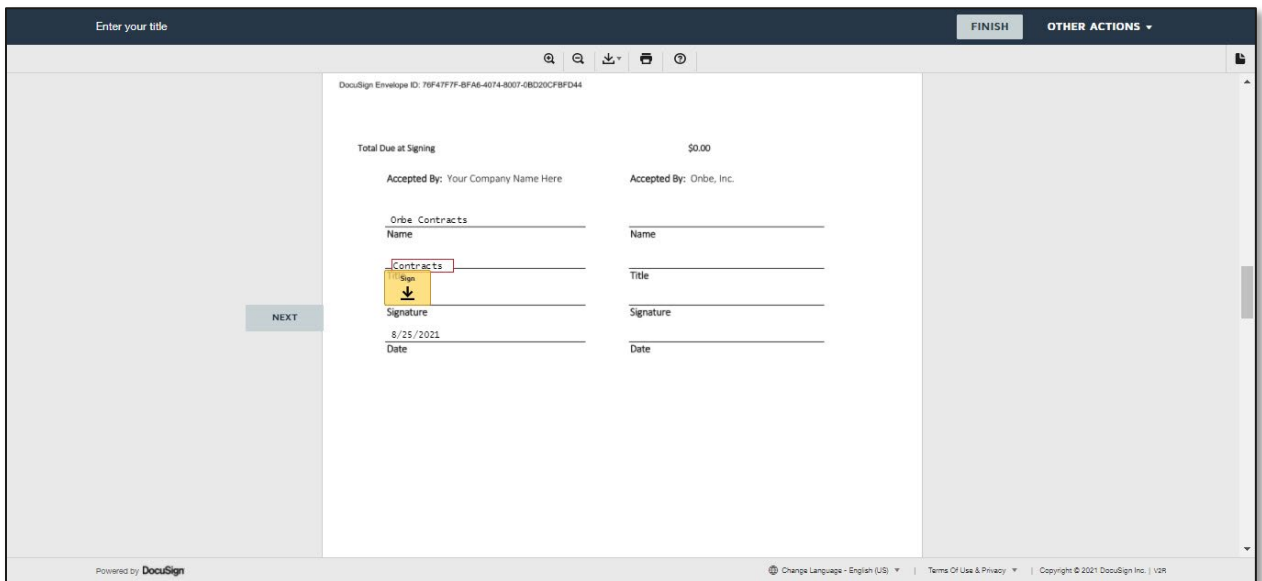
# Contracts FAQs



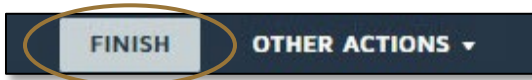
2. Select “Continue” to review the document; no need to download anything. If you are using DocuSign E-Signature for the first time, you will be asked to accept DocuSign’s Terms & Conditions.



3. DocuSign E-Signature will guide you to the locations within the document to sign. Simply click the links provided to electronically sign the document.



4. Once completed, click the “Finish” button, in the upper right hand corner.



# Contracts FAQs

## What if I find an error or have a question about the contract once it's reached the e-signature stage?

Do not e-sign the document. Reach out to your Sales Representative, Client Success Team, Procurement Director and/or the Contracts Team at [contracts@onbe.com](mailto:contracts@onbe.com) ASAP. Please note that updates will require re-approval.

Once you have completed the e-signature, Onbe's Contracts Team will work internally to get the document counter e-signed. Once fully executed, you will receive an email from DocuSign E-Signature stating the document has been fully executed, along with a link to the finalized copy.

