



## Efalia Sign

**Sign and get signed online in total security!**

Have you ever needed to get a document signed quickly?

Have you ever found it long when you had to wait for the signed document to return by mail?

Have you ever taken the risk of settling for an agreement by email or a scanned document which have no legal value?

**With Efalia Sign, save time while eliminating risks.**

## Electronic signature

**Sign and get signed online in total security!**

Efalia Sign is an electronic signature solution that lets you easily share and sign all sorts of documents.

Whether you're a small business or a large corporation – in any industry – Efalia Sign integrates into existing tools without requiring any changes.



**Integrated**  
Business tools  
and mailboxes



**100% Open**



**Customizable**



**100% Safe**  
ISO 27001 certified



An intuitive, easy-to-use  
electronic signature solution



Open software that integrates  
easily with existing tools



A platform that ensures data  
confidentiality and reliability

# Efalia Sign

## Business Excellence



### Improve customer satisfaction

Give your customers and partners a modern, efficient image of your company, and they'll benefit from a fast, seamless service.



### Make progress towards your "paperless" objective

Digital contracts will also enable you to significantly reduce your printing costs and paper consumption.

# Efalia Sign



### Improve your productivity

Automate the processing of signatures and manage pending contracts (dashboard, reminders).



### Shorten your sales cycles

By eliminating logistical problems and parasitic delays.



# Efalia Sign

## How does it work?



### Submit your contract

- ✓ Submit your documents
- ✓ Identify the signatories (surname, first name, mobile number and email address)



### The signatories sign the contract

- ✓ The signatories are alerted by email.
- ✓ They access Efalia Sign and see the documents
- ✓ They sign using a unique code received by SMS.



### Everyone collects the signed contract

- ✓ The signatories are informed by email that they can collect the contract.
- ✓ These documents are signed and time-stamped electronically: they are self-sufficient and verification of their reliability is possible for anyone who has the document and a PDF reader.



### Shorten your sales cycles

by removing logistical problems and eliminating parasitic delays



### Improve your productivity

by managing your pending contracts (dashboard, reminder)



### Move towards the “zero paper” objective:

adopting digital contracts will also allow you to significantly reduce your printing costs and paper consumption

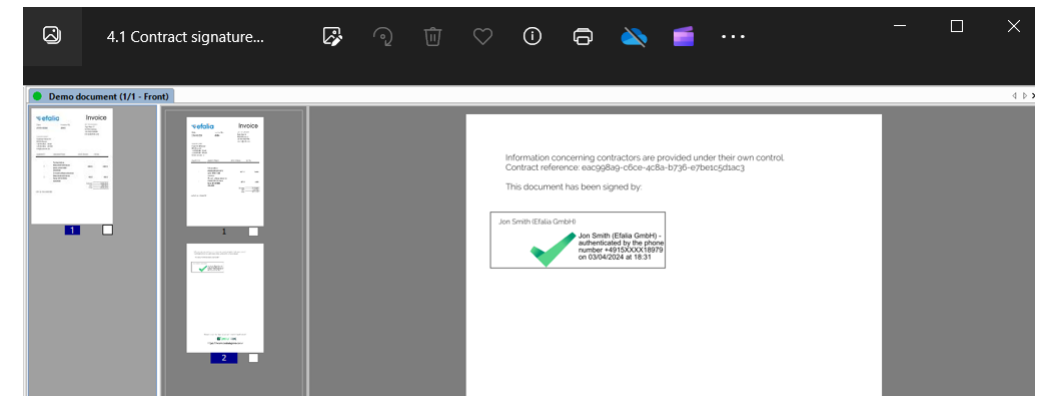
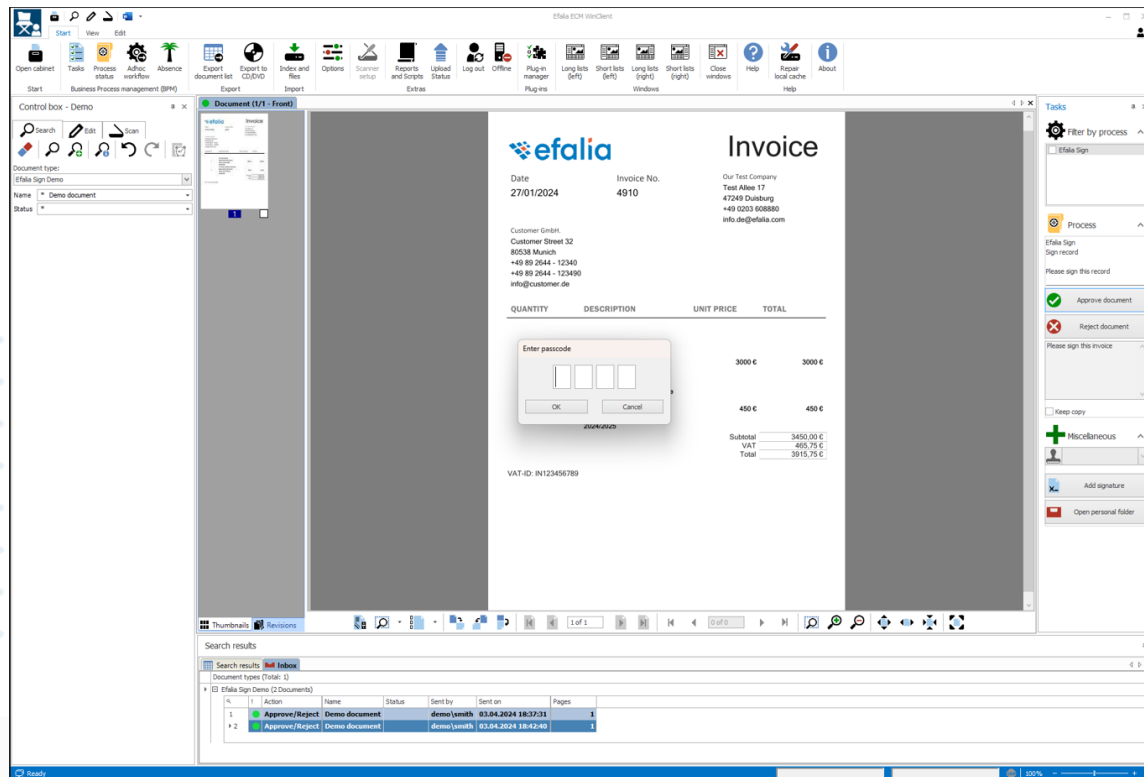


### Give a modern and effective image of your company

to your customers and partners who benefit from a simple, fast and smooth service.

# Efalia Sign Integration in Efalia ECM

The Signature process is fully integrated in Efalia ECM for a smooth signature process, both for internal and external users



Information concerning contractors are provided under their own control.  
Contract reference: eac9g8a9-c6ce-4c8a-b736-e7be1c5d1ac3

This document has been signed by:

Jon Smith (Efalia GmbH)



Jon Smith (Efalia GmbH) -  
authenticated by the phone  
number +4915XXXX18979  
on 03/04/2024 at 18:31

I can recognize an electronically signed document very easily with Efalia Sign

- TRUE

There is a part visible directly in the document: a page is added with all the information on the signature (name of the signatory, time of signing, etc.) and more detailed information which appears in a tab added by Acrobat Reader. In the "Signature Panel" tab, a summary indicates that all signatures are valid. For this Adobe relies on the certificates provided by **ChamberSign**.

As this authority is recognized by Adobe, you see in the certificate details the mention "**Trusted source obtained from: Adobe Approved Trust List (AATL)**". Furthermore, the timestamping being done from an accredited timestamping server **Universign** (Oodrive group), you see in the details of the certificate the mention "The signature includes an incorporated time stamp".

In the PDF I see "Signed by Efalia Sign ". So it's Efalia Sign who signs, not me.

- FALSE

The user of the Efalia Sign service authenticated with both their email address and their mobile phone proceeds to sign the contract which was sent to them by the depositor. Efalia Sign affixes a tamper-proof mark to the document attesting to this time-stamped signature and the reliability of the procedure followed. The certificate being carried by Efalia Sign we have the mention "Signed by Efalia Sign" but we find the identity of the signatory in the "signature details"



**I will continue to depend on Efalia Sign to guarantee the validity of my contract.**

**- FALSE**

Electronically signed documents are self-sufficient and do not depend on the publisher of Efalia Sign: verification of its reliability is possible for anyone with said electronic document, using the PDF reader of their choice.

This is why we do not intend to archive signed contracts beyond 6 months until all signatories receive them. However, we keep technical traces (logs, access, IP addresses, etc.), as a trusted third party for 10 years but these technical traces are also available for download for applicants.

**With Efalia Sign, as long as a contract is not signed, I can cancel it.**

**- TRUE**

Yes, on Efalia Sign, a contract is voidable by the depositor or any signatory as long as all signatories have not signed.

This action is irreversible, and the contract will be considered unsigned by all parties.

**I can set a deadline for signing the contract.**

**- TRUE**

Yes, the applicant can specify a signature deadline.

After this date, if signatures are missing the contract will be canceled and any deposits refunded.

This way, your contacts know the expiry date of your offer, and this allows you to control your signature deadlines.

**I can modify a contract at any time.**

**- TRUE**

To ensure that all signatories are sure to sign the same versions of the document, a contract cannot be modified.

If there is an error on a signatory's mobile number, it can be changed by the depositor.

For changes to the contract, the deposit must be canceled and restarted. To make your task easier, you can use the “duplicate” function provided to you.

### My data will not be used by third parties.

- TRUE

Personal data is used only in the context of the service for which it was provided.

Efalia Sign and its service providers undertake to take all necessary measures to guarantee the security and confidentiality of the information provided by the user.

Efalia Sign and its service providers undertake not to commercialize the information and documents transmitted by the user and not to communicate them to third parties, except in cases provided for by law.

### Efalia Sign helps in the control and execution of contracts.

- FALSE

Efalia Sign never intervenes in the execution or control of contracts.

It is up to the depositors and signatories to ensure that the contracts respect the various legal obligations (compliance with competition law, consumer law, intellectual property law, tax and social obligations, etc.), and the conditions of withdrawal and cancellation provided for by law.

Efalia Sign cannot be held responsible for the content of contracts, of which it is not aware .

# Efalia Sign

## FAQ – Data Privacy

**Efalia sign uses cookies.**

**- TRUE**

A cookie can be used for authentication, session (state maintenance), and to store specific information about the user, such as site preferences or the contents of an electronic shopping cart.

Most recent browsers allow users to decide whether to accept or reject cookies.

Users can also choose how long cookies are stored.

However, the complete rejection of cookies makes certain sites unusable, as is the case for the Efalia Sign portal, since cookies are necessary for connected browsing.

**My mobile number will not appear in signed contracts.**

**- FALSE**

The mobile number is used to authenticate the signatories, but it only appears truncated in the final contract.

This makes it possible to protect this information, which is not necessarily intended to be distributed to all signatories, while guaranteeing that the signing process was carried out correctly.



**Efalia Sign stores all contracts forever.**

**- FALSE**

Efalia Sign is not intended to store contracts because they contain personal data and sensitive commercial data.

This is why we delete signed contracts after 6 months, the time for all the signatories to recover and archive them by their own means, before their physical deletion from our servers.

However, we keep technical traces (logs, access, IP addresses, etc.), as a trusted third party for 10 years, but this data only relates to the act of signing, not to the content of the contracts.

**I can only sign speakers in one language.**

**- FALSE**

When submitting your contract, you choose the language used by default for this contract.

This language will be used for emails sent to signatories, as well as the contract signature summary page (signed PDF).

However, it is possible for signatories to choose the language of the signature interface.

Nothing is more secure than a handwritten signature.

- FALSE

The electronic signature has the same value as the handwritten signature because it provides the same guarantees. Or even more. When you sign a document online with Efalia Sign, technical provisions are put in place and technical components are added to your document to guarantee the same principles as a signature on paper:

➤ **prove that all signatories signed exactly the same document .**

This is called document integrity. It is the RGS\* electronic stamp which proves that the document as well as the contact details of the signatories have not been modified between the different signing acts. Furthermore, the signature date of each signatory is certified by a timestamp with probative value.

- The RGS\* stamp is provided by ChamberSign , a certification authority implemented by the French Chambers of Commerce and Industry and which is part of the European network of Chambers of Commerce under the ChamberSign Europe label. This authority is recognized by Adobe.
- Timestamping is carried out with an accredited timestamping service, Universign (Oodrive group), the European leader in secure online file management.

➤ **prove the identity of each signatory.** That is to say that it is the people supposed to sign the document who have given their agreement. For this we rely on a set of data which constitutes a more robust body of proof than a handwritten signature. This is the name and first name of the signatory, their email address, their IP address and their mobile number to which a code is sent to enter by SMS (this code is only valid once and its validity is only 30 minutes). Most of this information is included, for all signatories, on the last page of the contract pdf file. (See below). All of this information is available to the depositor in the contract monitoring screen.

➤ **Prove the consent of each signatory.** That is to say, they have read the content of the contract and explicitly approve it. It is simply the fact of clicking on the "I sign this contract" button, located below the preview of the documents, which ensures this consent.

**I can be satisfied with an email or a scanned signature to formalize certain documents.**

- **FALSE**

A signature at the bottom of an email, a scanned handwritten signature or a handwritten signature made on a tablet with a stylus have no legal value.

This type of signature offers no guarantee in terms of the identity of the signatory and the integrity of the document and makes identity theft very easy.

Be careful with scanned or faxed signatures! It is in fact very easy to falsify a faxed or scanned document by manually adding the image of a handwritten signature.

**Electronic signatures are gradually replacing handwritten signatures in all sectors.**

- **TRUE**

All sectors take advantage of these new technical and legal provisions to gain efficiency and save money.

Real estate is one of the sectors particularly affected.

Note for example that even the deposit is now permitted in electronic signature. Initially, large companies set up this system and Efalia Sign now offers this possibility to everyone.

**You also need an image of the handwritten signature on the document.**

**- FALSE**

Some electronic signature systems ask their users to sign with a stylus (or with their finger or to upload an image) to maintain a “graphic” signature.

While this may make electronic signatures more widely accepted while maintaining an aspect that people are accustomed to, it has no legal value and makes the signing process more cumbersome, particularly on a small screen.

At Efalia Sign we have chosen to prioritize efficiency and usability on smartphones, by only requesting the necessary information. The final document therefore does not include a signature image, but all the information allowing the people who signed to be identified (surname, first name, email address, telephone number) and especially the signature certificate.





## Efalia Sign

### Cost

Number of signatures	Price
Pack 100	200 euros (2 euros per signature)
1K Pack (1,000 signatures)	1,500 euros (1.5 euros per signature) including access to API
10K Pack (10,000 signatures)	10,000 euros (1 euro per signature) including access to API

**With 1K Pack for example a document signed by 2 people costs 3€.**

Credited signatures are debited whenever a document is uploaded for signature.

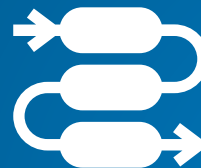
Signatures are reccredited to customer's account if the document is not signed in the end.



### Compliance

Efalia operates its own online service.

The service is **eIDAS certified** and complies with European standards, which are among the strictest in the world.



### Availability

- Available as an API ready for integration with in-house business processes
- Available now in Efalia Process as a standard API integrated function
- 2024: Available in Efalia ECM (ex FileDirector) as a standard API integrated function



# Efalia Sign

## API Integration

The service is accessible through an online platform or using programming interfaces (API), which allows you to:

- automate mass actions (example: create contracts)
- insert electronic signature and time stamping functions for documents into your own website

## 1. Domain Connection

### **checkConnectionRequest**

Allows you to test the connection with the platform (sandbox or production), and the validity of the user's apiKey and apiUser keys on this platform.

Note that a pair of keys is only valid on one of the two platforms.

## 2. Contract Management Area

### **contractCreateRequest**

Allows you to generate a contract by providing all the required information:

- the description of the contract (wording, language, deadline for signature)
- the contract documents (to be signed and attached)
- the identity of each of the signatories, and for each of them, the amount of any deposit to be paid
- notify.signatory : activates or deactivates notifications for signatories ("stealth" mode)
- notify.owner : enable or disable notifications for the submitter
- notify.submitMessage (optional): customization of possible notification emails (only works with "submit" mode, not "save" mode)
- 2 modes of action :
  - If action.submit is true: proceeds to register the contract and immediately publish it for signature
  - Otherwise: proceed to register the contract as a draft, which must be validated on the website to send it to the signatories



# Efalia Sign

## API Integration

## 2. Contract Management Area (suite)

### **contractListRequest**

Allows you to know the status of all contracts submitted by the user or a subset (filter on status, date range).

### **contractDetailRequest**

Allows you to retrieve all the information from the signed contract, including:

- the status of the contract and the different signatories
- mainDocument.data: the documents submitted
- mainDocument.data.sign: electronically signed and timestamped documents
- log: the audit trail

### **contractCancelRequest**

Allows you to cancel a contract previously submitted and not yet signed by all the intended signatories.





# Efalia Sign

## API Integration

### 3. Domain Connection

#### **signatorySendSmsRequest**

Generates and sends an SMS to a signatory identified on a contract, and who has not yet signed it.

#### **signatorySendAllSmsRequest**

Generates and sends an SMS to all signatories of the contract who have not yet signed it.

#### **signatorySignRequest**

Allows you to request signature of the contract by one of the signatories, by providing the code received by SMS.

Clarification: it is not possible to trigger the payment of a deposit via API. The signatory must use the website to make any payment

**Technical API documentation available upon request**

### Example 1 – Automatically inject contracts into the online platform

This example illustrates a case where contracts are generated from your own information system (HR, CRM, ERP), and are automatically deposited in the platform to allow the recipients of the contracts to access them and sign them online.

Contracts are signed on the online platform.

Your application collects signed contracts and retrieves the final documents for archiving.

1. call to `contractCreateRequest` to create the contracts, with publication ( `action.submit=true` ) notification ( `notify.signatory=true` and `notify.owner=true` and, optionally a custom notification message `notifyMessage` )
2. call once a day (or frequency as desired) of `contractListRequest` , to find out the contracts signed and not yet retrieved
3. call to `contractDetailRequest` to retrieve the signed contract
4. client application update

A variation is to prepare mass contract submissions using the `Save` action instead of `Submit`. This allows for a unit verification of contracts in the web interface and manual completion of missing information in your information system (the signatories' mobile number for example) before sending.

### Example 2 – Integration of the signature process into an extranet

This example illustrates a full, white-label integration of the signature function (without deposit) into a customer extranet.

1. your site presents its users with the documents to sign and a 'Sign My Contract' button
2. call `contractCreateRequest` to create the contract in stealth mode (`action.submit=true` and `notify.signatory=false` and optionally `notify.owner=false` too)
3. call `signatorySendSmsRequest` to send the signer their signature code by SMS
4. the user enters the code on your site
5. call `signatorySignRequest` to sign the contract with the code entered by the user
6. call to `contractDetailRequest` to retrieve the signed contract
7. confirmation is given to the user on your site that the signature was successful, and the information system is updated



Questions?

Drop us a message or give us a call!



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