

VESIGN EDS SOLUTION

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1. What is VESign?

VESign is the IntelliDealer solution for electronic digital signatures integrated in many areas of the system.

2. Who is IntelliDealer's partner for VESign?

Partnered with OneSpan, a leading global provider of digital signing. They are deemed to have the best balance of features and price in the market.

3. What areas can VESign be used?

- Parts and Service Quotes
- Rental Counter- coming soon
- All Invoicing/Equipment Quotes- coming soon
- Traffic- coming soon

4. Is there a cost for VESign?

Yes, catalog pricing is based on the anticipated annual volume of transactions required by a dealer group for all locations. Contact your Sales Rep for more product information.

5. Does the end customer need an email address?

Yes, and there is a link that can, be opened on a PC, cell phone, or in person at a local dealership to complete the signing process.

6. Where do I find a copy of the signed quote?

All VESign documents for the transaction are stored in the multimedia tab. Users must have the proper security to access multimedia.

7. Can we cancel a signed quote & add to the quote & resend?

If the quote's VESign status is not "Signed", the documents can be cancelled from the VESign Signing Details window. Then the quote can be altered & resent for signing.

8. Can you get a signature captured for parts pick up?

This functionality will be included in the upcoming invoicing module.

9. Is there a notification sent to the dealer once the document has been signed by the customer?

The user who created the VESign document will receive an email from IntelliDealer to notify them whether the signing was successful or expired.

10. What security access is set-up for users?

There is no specific security tied to VESign functionality; however, security settings may be impacted if a user can access, change, or delete a quote. This could impact their ability to view documents.

11. Can dealers use the OneSpan portal & attach additional documents to the VESign request outside of IntelliDealer?

No, a dealer does not have access to a OneSpan portal as it is our organizational account that they are a registered sender within it.

12. Is there any audit or fraud issue when the user sending the VESign request is a different domain than the email received by the customer?

VESign functional legality of the signature obtained & OneSpan audit trail documentation are not dependent on the email address that notifies the customer of the signature request, but the customer's email address, their consent acknowledgement & audit trail data are captured during the signing process.

13. Can I send my document to multiple customer contacts when only one person is required to sign?

The user can email the PDF of the document to multiple email addresses for viewing after sending it to the required signer. Currently, VESign is not available with the status of “quoted” but this enhancement is in development.

14. How would we amend a signed quote & resend to the customer?

As the signed document is legal tender and cannot be amended after signing. The quote can be copied, updated as required, and a new VESign request can be initiated.

15. Can a user directly text the link from IntelliDealer?

Not presently, however, VESign using texting may be considered as a future enhancement.

16. Are there any additional support resources available to Dealerships who purchase this product?

Yes, new dealers can access the VitalEdge Center for Learning and view the new course, VESign Introduction and Overview. This course will walk dealers through the product highlights, access and navigation, and contains step by step Hhow to Vvideos and a brief FAQ section.