

Frequently Asked Questions about DocuSign for Springer Licensing Contracts

What is DocuSign and why did Springer introduce DocuSign as a standard workflow for signing Licensing Contracts?

DocuSign is the leading eSignature platform on the market, allowing easy, efficient and secure electronic contract execution. It offers our customers a faster, more convenient way to sign and send contracts in comparison to manual, paper-based methods and without any additional costs. DocuSign also provides enhanced security features to protect sensitive contract data and enables transparency for all steps of the signing process. For more information about DocuSign, please visit www.docusign.com.

What are the main advantages of processing and signing contracts electronically?

Electronic contract execution offers many advantages for all parties involved:

- **Saves Time:** Licensing contracts can be executed in a short amount of time compared to manual, paper-based methods and signed anywhere, anytime, from any device.
- **Reduces Costs:** Paper contracts do not have to be printed and sent via mail. In addition, using DocuSign to sign your contracts is free and not linked to any additional costs.
- **Provides Security:** Contracts contain sensitive information. Springer selected the DocuSign e-signing platform because it offers the highest standards in regard to protecting, encrypting and securing your contracts.
- **Enhances Transparency:** Processing contracts electronically involves a high level of transparency at all process steps. The current status of a contract can be easily tracked by all parties involved and missing contracts or data will no longer be an issue.
- **Increases Productivity:** Contracts can be easily processed and stored without requiring additional manual steps. This will help free up resources so you can focus on more important tasks.

For which contracts can DocuSign eSignatures be used?

DocuSign can be used for all contracts for which the applicable law is either German, Dutch, American, English, Japanese, Swiss, Danish, Spanish, or Swedish. More applicable laws (countries) will be checked later this year. The location of the customer is not relevant, the applicable contract law is decisive.

Are electronic signatures legally binding?

DocuSign electronic signatures are valid and legally binding around the world, with documents being signed in 188 countries today. Most countries have adopted an electronic signature law, and the vast majority recognize DocuSign's form of electronic signature as meeting the definition of a valid electronic signature. The legitimacy of electronic signatures does not depend on the country where the parties are located, but on the applicable law under which the contract is entered into. For more information, please visit www.docusign.com/how-it-works/legality.

Are electronic signatures secure?

Springer selected the DocuSign platform because it offers the most trusted, reliable and secure digital evidence of any electronic signature company. Each electronic signature that is placed via DocuSign is unique, documentable, encrypted, and tamper-evident. In addition, DocuSign creates a Certificate of Completion which provides a rigorous audit trail of your DocuSign transaction including who signed and when. For more information, please visit www.docusign.com/how-it-works/security.

Does the DocuSign signing process require the installation of software?

DocuSign does not require the installation of any additional software. You can use standard internet browsers (e.g. Internet Explorer, Firefox, Chrome) to review the contract in DocuSign and process it. In addition, DocuSign also offers a mobile app which will allow you to review and sign contracts from your mobile device.

Is a personal DocuSign account required to sign contracts?

You are not required to have or create a personal DocuSign account to sign contracts electronically. In the email notification from DocuSign, you will receive a link to the contract. Via the link, you can review the contract and also sign it electronically.

How will I be informed when a contract has been uploaded to DocuSign?

You will receive an automatic notification via email from DocuSign with a link to the contract as soon as the contract draft has been approved internally. With this link, you can open and review the contract and also sign it electronically. Additionally, you will receive an email reminder from DocuSign every three days until you have signed the contract.

Why haven't I received a notification email from DocuSign?

If you did not receive an email notification from DocuSign, please check your spam filter. If the email was indeed blocked, change your settings to allow emails from DocuSign.

What alternatives does DocuSign offer if I cannot sign the contract electronically?

DocuSign offers two alternative workflows which will be accepted by Springer if you are unable to sign electronically:

- Print the contract from the DocuSign page, hand-sign it and fax it back to DocuSign.
- Print the contract from the DocuSign page, hand-sign it and upload a scanned copy to DocuSign.

In both scenarios described above, the contract is fed back into the DocuSign workflow to allow your Springer Representative to countersign and fully execute the contract in DocuSign.

I have received the DocuSign email, but I am not the actual signee. Can I forward the signing privileges to the signee?

Yes, it is possible to forward signing privileges to another person if you are not the signee of the contract. When you open the contract, you can use the button “Change Signer” to hand-over the signing privileges to the correct person.

How will I be informed when the contract has been countersigned by Springer?

As soon as the contract has been countersigned by your Springer Representative, you will receive an email notification from DocuSign informing you that the contract has been fully executed. The email will also contain a PDF file of the signed contract. You can either save it electronically or print out the signed contract for your files.

How do I make changes to a contract that I am supposed to sign?

When reviewing the contract in DocuSign, you have the option to decline the contract if changes are required. You will be prompted to state a reason for declining the contract. Please note all required changes or reason why you cannot sign the contract. An email will be sent to your Springer Representative who will address the required changes.

I have never used DocuSign before. Is there a user guide available?

A user guide explaining the DocuSign workflow is available at www.springer.com/docusign.

Who can I contact if I have additional questions?

If you have additional questions or concerns regarding the use of DocuSign, please visit www.springer.com/docusign or contact your Springer Licensing Manager.