DemandFlow E-Signature

DEMANDFLOW®

Agreements prepared, sent, signed, sealed and filed from the record they belong to

DATA SHEET

Most e-signature tools live outside the business system. The wayleave, the quote, the offer letter or the supplier NDA is exported, uploaded somewhere else, sent, chased, and when the signed copy comes back somebody has to find the record it belongs to, update its status and file the PDF. The signature service knows nothing about the agreement, and the business system knows nothing about the signature.

DemandFlow® puts e-signature inside the platform. A request is raised from the wayleave, quote, offer, licence application or onboarding plan it concerns, the signer gets a secure link and signs in the browser without an account, and on completion the record moves itself: the wayleave is granted, the quote accepted, the offer accepted, the onboarding task signed. The signed PDF carries a PAdES seal and a trusted timestamp, a Certificate of Completion is built from a hash chained audit trail, and a copy is written to write-once storage for seven years.

What it is

A complete e-signature service built into DemandFlow: a requests cockpit, a prepare screen with drag and drop signature, initials, date, text and checkbox fields on a live PDF render, signer, approver and CC roles with parallel or sequential routing, templates, a public signing gateway, access code challenge, email invitations, reminders and completion notices, a sealed PDF per document, a Certificate of Completion, an append-only audit trail and a document library on the portal for the people who signed.

It is also available as a signing-only product for teams that want DemandFlow e-signature without the rest of the platform.

What you get

- **Signature from the record.** Send for signature sits on the wayleave, quote, offer letter and colocation licence; the envelope is stamped back on the record and the record changes state when the signer acts.
- **No account for the signer.** Landowners, contractors, candidates, suppliers and clients sign from a single-use link in the browser, with an optional access code.
- **Routing that matches the agreement.** Everyone at once, or in signing order with each cohort released as the previous one signs; approvers and CC parties alongside the signers.
- **Evidence that stands up.** Every event is hash chained and printed on a Certificate of Completion with IP address, consent, authentication and routing order per signer.
- **A sealed document.** PAdES signature with an organisation certificate and an RFC 3161 timestamp, so a completed PDF proves what was signed and when.
- **Write-once retention.** Sealed PDFs are written to an Object Lock bucket and kept for seven years as well as to your tenant storage.
- **Templates for the recurring agreements.** Save any request as a template with its documents, roles and field layout; use it to raise the next one in seconds.
- **Everything in view.** The cockpit shows what is out for signature, what needs action and what is complete, with live updates as signers open and sign.

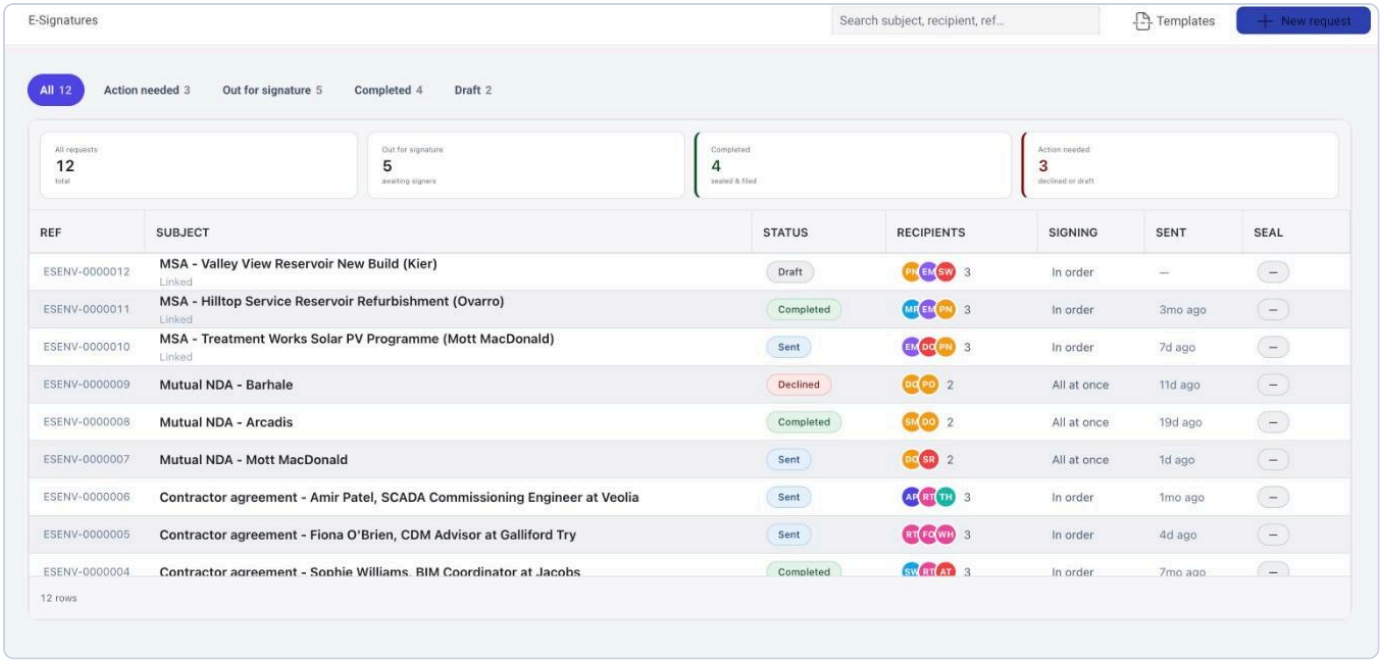


FIGURE 1. THE REQUESTS COCKPIT: TILES FOR ALL REQUESTS, OUT FOR SIGNATURE, COMPLETED AND ACTION NEEDED; FILTER TABS; AND THE REQUEST GRID WITH SUBJECT, STATUS, RECIPIENTS, SIGNING ORDER, TIME SINCE SENDING AND SEAL STATE FOR MASTER SERVICES AGREEMENTS, MUTUAL NDAS AND CONTRACTOR AGREEMENTS

Prepare and send

Documents. Upload one or more PDFs. Each document keeps its source file, page count and SHA-256, so the certificate can later prove exactly which file was signed.

Recipients. Add signers, approvers and CC parties with a signing order and an authentication method of email link or email link plus access code. Each recipient has a colour; their fields are drawn in it on the page.

Fields. The prepare screen renders the PDF live. Drag signature, initials, date, text and checkbox fields onto any page and resize them; positions are stored as fractions of the page so they land in the same place however the document is viewed. Validation checks the request before it goes: at least one document, one signer and a placed field for every signer.

Save draft, review and send. A draft stays in the cockpit under Action needed until it is sent. Review and send flips the request to sent, stamps the time and emails the invitations.

Routing. Parallel routing notifies everyone at once. Sequential routing notifies the lowest signing order first and releases the next cohort after each signature; CC parties are notified immediately. Resend the link to one recipient or to all, remind a recipient who has not acted from the tracking view, or void the request with a mandatory reason that goes to every party.

Templates. Save as template captures the documents, the roles and the field geometry. Use template creates a draft request, binds names and email addresses to the roles and copies every field into place. Templates record how often they have been used.

Internal signing. A DemandFlow user named as a recipient signs or declines inside the application, after a consent dialogue naming ESIGN, UETA and eIDAS and a typed signature. Only the user whose email matches the recipient may act.

Emails. Invitation, reminder, completion, declined and voided emails are sent from app@demandflow.com, with a link to the portal library when downloads are enabled.

Signing, completion and evidence

The signer link. Each recipient receives a single-use link at sign.demandflow.com built on a 32 byte token. Only a SHA-256 hash of the token is stored, and the link lives for

The seal. Each completed document is signed with a PAdES signature using the TOCLOCO organisation certificate issued by SSL.com, with an RFC 3161

the request's expiry or 30 days. Opening it marks the recipient viewed. When an access code is set, the signer has five attempts inside a 30 minute window before the link locks, and every challenge and failure is written to the audit trail.

The signing page. Documents are served through short-lived presigned URLs. The signer gives consent, signs by typing or drawing, and date and checkbox fields are filled. Submission records the signer's IP address and user agent, rejects a used link or a request that has already completed, declined or been voided, and is rate limited per IP address. Declining captures a reason.

Completion. When the last signer has signed, the request completes. Every field value and signature image is burnt onto the PDF, each document is sealed, a Certificate of Completion is built server side, and a completion email goes to all parties. The signed PDF and certificate are stored on the request and, when enabled, offered in the portal library for download.

timestamp from ts.ssl.com (PAdES-B-T). The seal evidence, including the sealed SHA-256, the signature value, the certificate chain and the timestamp token, is kept with the document. Sealing takes about two seconds per document.

The Certificate of Completion. Lists the SHA-256 of every document; every signer with role, status, authentication method, consent, IP address and routing order; and the full event list with the hash and previous hash of each entry.

The audit trail. Created, sent, viewed, signed, declined, completed, voided, reminder, resent, authentication challenge and failure, and seal failure events are appended in sequence and hash chained, so any alteration breaks the chain. Audit events are a browsable list in their own right, and the certificate can also be downloaded from the request toolbar.

Retention. Sealed PDFs are written to the tenant bucket and to an Object Lock write-once bucket with seven year retention.

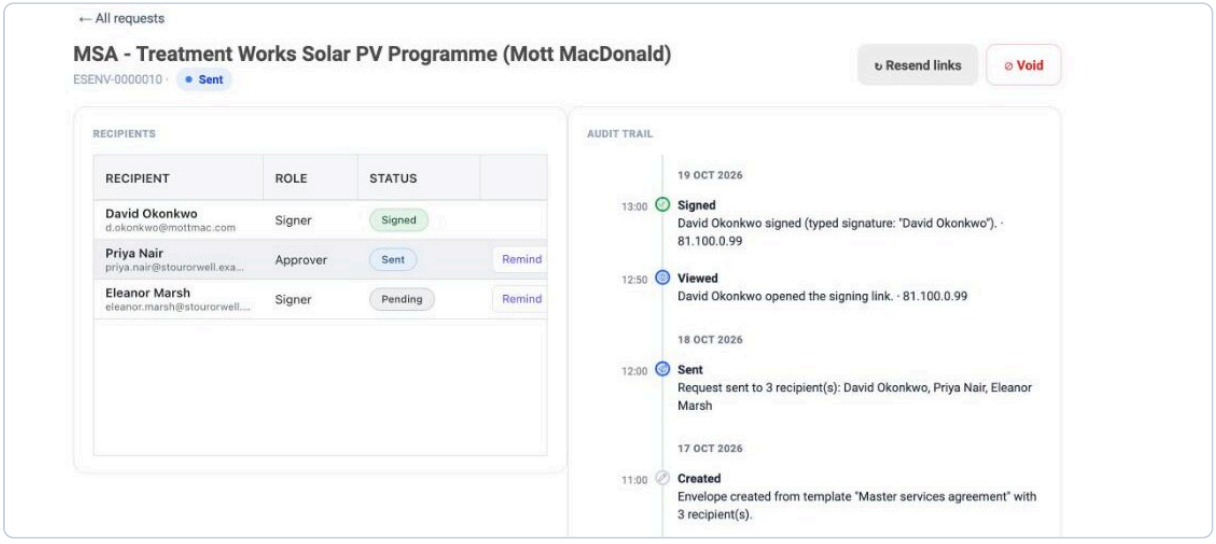


FIGURE 2. TRACKING ONE REQUEST: RECIPIENTS WITH ROLE (SIGNER OR APPROVER) AND STATUS (SIGNED, SENT, PENDING) WITH REMIND BUTTONS, AND THE AUDIT TRAIL OF CREATED FROM TEMPLATE, SENT, VIEWED WITH IP ADDRESS, SIGNED WITH A TYPED SIGNATURE AND THE SEQUENTIAL RELEASE OF THE NEXT SIGNER

Automation in the estate

E-signature is wired into the records across DemandFlow. Each of these flows is a button on the record, the envelope is stamped back on it, and completion moves the record on without anyone re-keying the result.

Wayleave agreement

Trigger. Send for signature on a wayleave in the fibre wayleave register with the agreement attached; the user picks an active template and the chosen agreement file is swapped in.

Document. The wayleave agreement for that route or site.

Who signs. The landowner, as a person or a company.

On completion. Refresh signature reads the envelope; when complete the wayleave becomes Granted with its signed date and the landowner's recurring bill schedule is synchronised into accounting.

Colocation licence variation

Trigger. Send licence on a tower colocation application.

Document. The licence variation for the application.

Who signs. The applicant.

On completion. The envelope is stamped on the application and Refresh licence reports its state to the tower team.

Sales quote

Trigger. Send for signature on a quote; the quote PDF is rendered into the signature template and the envelope is linked to the quote and the deal.

Document. The quote PDF.

Who signs. The deal contact at the customer.

On completion. The quote moves to accepted at the moment of signing, or rejected on decline. Refresh signature does the same in the application and accepts any fibre quote on the same deal.

Offer letter

Trigger. Send offer on a recruitment offer; the offer terms are merged into the letter template's text fields and the offer is marked sent with its date on the application.

Document. The offer letter.

Who signs. The candidate.

On completion. The offer becomes accepted or declined with a dated note as the candidate acts. Check e-sign response does the same in the application, marks a lapsed offer expired and on acceptance hands over to onboarding. Withdraw offer voids the envelope.

Placement onboarding pack

Trigger. Start onboarding on a placement: every onboarding item of type E-sign pack with a template becomes a draft request bound to the candidate, held for the recruiter to review.

Document. The pack documents from the template, such as a contractor agreement.

Who signs. The candidate.

On completion. Send pack from the onboarding workspace sends it; the onboarding gates show the task Out for signature while in flight and Signed when complete.

Any agreement

Trigger. New request in the cockpit, or Use template.

Document. Any PDF: master services agreements, mutual NDAs, contractor agreements.

Who signs. Any mix of signers, approvers and CC parties, internal or external, in any order.

On completion. Sealed PDF, Certificate of Completion, completion email to all parties, copy in write-once storage and in the portal library.

Summary of specifications

Item	Detail
Request	Status draft, sent, completed, declined, voided; routing parallel or sequential; links to contract, candidate, offer, placement, quote and deal; sent, completed and expiry times; seal state; completed PDF and certificate

Item	Detail
Documents	One or more PDFs per request; source file, SHA-256, page count, sealed file and sealed SHA-256
Recipients	Roles signer, approver, CC; routing order; authentication email link or email link plus access code; status pending, sent, viewed, signed, declined; consent, signature, decline reason, IP address and user agent recorded
Fields	Signature, initials, date, text, checkbox; per recipient, per page, fractional position and size; drag and resize on a live PDF render
Send checks	At least one document, one signer and a placed field for every signer
Routing	Parallel notifies all; sequential releases the next signing order after each signature; CC notified on send; resend per recipient or all; remind; void with reason
Signer link	sign.demandflow.com; 32 byte single-use token, hash only stored; life to request expiry or 30 days; access code 5 attempts in 30 minutes then locked
Signing page	Presigned document URLs; consent; typed or drawn signature; date and checkbox fill; IP and user agent captured; used links and finished requests rejected; 30 submissions per IP per minute; decline with reason
Completion	Fields and signatures burnt onto the PDF; seal per document; server side Certificate of Completion; completion email to all parties
Seal	PAdES-B-T: SSL.com organisation certificate via the CSC API, RFC 3161 timestamp from ts.ssl.com; evidence row per document with sealed hash, signature value, certificate chain and timestamp token; about 2 seconds
Audit	Append-only, atomically sequenced, hash chained events: created, sent, viewed, signed, declined, completed, voided, reminder, resent, auth challenge, auth fail, seal failed; hash and previous hash printed on the certificate
Emails	Invite, reminder, completion, declined, voided; sender app@demandflow.com; portal library link when enabled
Templates	Documents, roles and field geometry; Save as template from a request; Use template binds names and emails to roles; usage count
Internal signing	Sign or decline in the application; consent naming ESIGN, UETA and eIDAS; typed signature; recipient email must match the user
Linked records	Wayleave, quote, offer, colocation application, onboarding task; onboarding items name a template
Portal	Signed document downloads for recipients when Enable Downloads is set
Retention	Sealed PDFs in the tenant bucket and an Object Lock write-once bucket for 7 years
Scale of the service	11 entity definitions; 12 serverless functions; 5 field types; 3 recipient roles; 5 email templates

www.demandflow.com

Book a demo: www.demandflow.com/e-signature/

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