

Frequently Asked Questions – Completing DocuSign Paperwork

- What documents must be completed by DocuSign
- How to identify the DocuSign request
- How to open the DocuSign paperwork
- Advice for completing your grant paperwork
- What to expect after your DocuSign paperwork has been completed?

WHICH DOCUMENTS MUST BE COMPLETED BY DOCUSIGN

The Rhode Island Small Business Relief Grant processor will be sending three documents to Applicants to fill out and sign via DocuSign. These three documents are the W-9, Grant Certification, and Grant Agreement.

If you would like to preview this paperwork in advance of receiving the DocuSign emails, you may review the templates here:

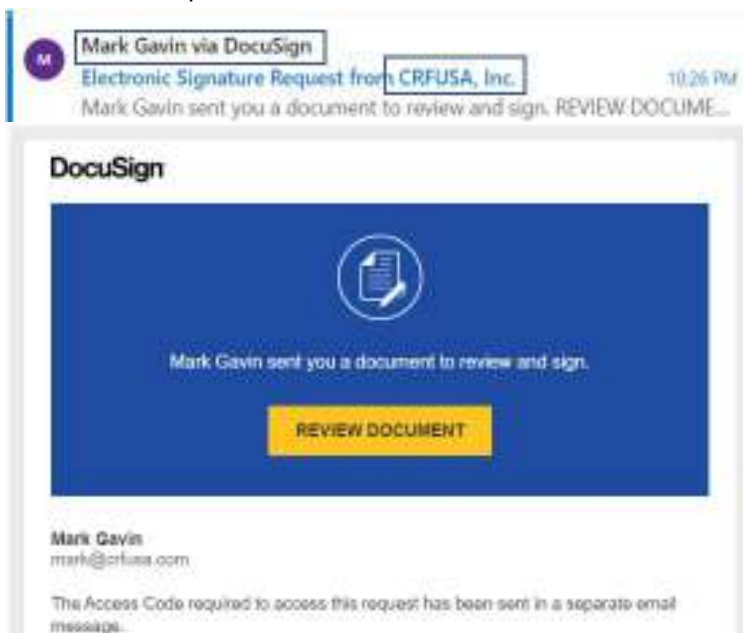
- [W-9](#)
- Grant Certification (Coming soon)
- Grant Agreement (Coming soon)

HOW TO IDENTIFY THE DOCUSIGN REQUEST

You should have received **two** emails about your DocuSign package.

Email 1: DocuSign Email Notification Request. One email will be from an @docusign.net email address and will have the subject line: “Electronic Signature Request from CRFUSA, Inc.” Note: the name on the email will be different, but will have the same structure.

Here is an example of what this will look like:



Email 2: SPARK Access Code Notification. The second email will be from

crfcustomer@crfusa.com and have a subject line with the phrase “Electronic Signature Access Code”. The access code email provides you with a unique code to log in and complete a grant agreement, grant attestation, and [W-9](#) tax form through DocuSign.

Here is an example of what this will look like:



HOW TO OPEN THE PAPERWORK VIA DOCUSIGN:

1. Click on the “REVIEW DOCUMENT” link (the yellow button) in the DocuSign email (email 1 above). Once you do this, you’ll begin the DocuSign login process.
2. You’ll be shown a DocuSign pop-up window. Here is an example of what this will look like



3. Enter the access code you received (in email 2 described above) then click “VALIDATE.” Clicking Validate will pass you to DocuSign where you will be able to complete, sign and submit your DocuSign request.

ADVICE FOR COMPLETING YOUR GRANT PAPERWORK VIA DOCUSIGN

Please completely fill out and sign all three documents. To avoid processing delays, we ask that you verify your information is correct. For your grant award to be processed:

- **The grant agreement must be in the legal name of your business.** The legal name of your business is the name of your business as registered with the Secretary of State or the name you file taxes under. For example, if you are a sole proprietor this is your first and last name, not a DBA or other alias.
- **The W-9 must include the address where your grant award will be mailed.** It is very important to make sure the business’ correct mailing address is entered here. This must match an address included in your initial application for the grant program.

If for any reason, your completed W-9 includes information does not match your application, this will

cause delays in receiving your grant. You will be contacted by Commerce or our partners at the Community Reinvestment Fund to correct the W-9 and/or Grant Agreement.

If you would like help completing your W-9 or grant agreement, you can request assistance by filling out this form [<https://commerceri.com/your-business-advisor/>].

WHAT TO EXPECT AFTER YOU SUBMIT YOUR DOCUSIGN PAPERWORK

Once you complete your DocuSign paperwork, you will receive an email with a “View Completed Document” link that you can use to view and download your signed documents. Here is an example of what this will look like:



How long will it take to receive my check after I complete the DocuSign paperwork? Once you complete the DocuSign package of documents, it will be reviewed for accuracy. If everything is in order, we will then process your grant award for payment. Please note we have received a tremendous volume of applications. We expect the majority of checks should be mailed within approximately 7 days of the time you submit your completed DocuSign package. We appreciate your patience. Someone from Commerce or a processor from CRF-USA will contact you if there are any issues with the paperwork. Checks are mailed to the mailing address provided in your grant application and confirmed on your W-9.