

FRM Solutions, LLC

Sending, Receiving and Tracking Franchise Disclosure Documents (FDDs) in FRM

Updated 11/01/19



Franchisors can send, receive and track FDDs directly from within FRM, through a partnership with global document e-signature provider, RightSignature, a subsidiary of Citrix Systems. FRM's FDD e-signature process is in maximum compliance with Federal Trade Commission (FTC) regulations regarding franchise disclosures.

To Send an FDD

Start with an Opportunity record. Scroll down to the “Key Dates” section to see if an FDD has been sent or received. If not, these dates will be blank. At the top of the Opportunity record, hit “Send Document” to initiate the send of the FDD.

FRM Solutions

Franchise Sales Opportunities Skylar Moore

SAVE SAVE & CLOSE CLOSE AS WON CLOSE AS LOST **SEND DOCUMENT** INVITE TO CANDIDATE GAL... ASSIGN EMAIL A LINK DELETE

SEARCH FRM data Cassidy Ford Demo 16

OPPORTUNITY - OPPORTUNITY 2015

Skylar Moore

Stage: 4 - FDD Sent Potential Customer: Skylar Moore Est. Revenue: \$25,000.00 Est. Close Date: 3/29/2019

Summary

Opportunity Information

Topic: Skylar Moore

Potential Customer: Skylar Moore

Brand: Anderson Roth

Type: New Location

Stage: 4 - FDD Sent

Status Reason: In Progress

Territory of Interest 1: Charleston, SC

Territory of Interest 2: Savannah, GA

Territory of Interest 3: --

Description: --

ACTIVITIES NOTES

All Add Phone Call Add Task

Skylar Moore
2nd Phone Call
Completed by Cassidy Ford Today

2nd Phone Call
Due Date: 1/17/2019 1:30 PM
Completed by Cassidy Ford Today

Cassidy Ford
Follow-up to initial phone call
Today

Skylar Moore
Initial Phone Call
Completed by Cassidy Ford Today

Partners

Full Name Email Mobile Phone

No Contact records found.

Contact Info

Open

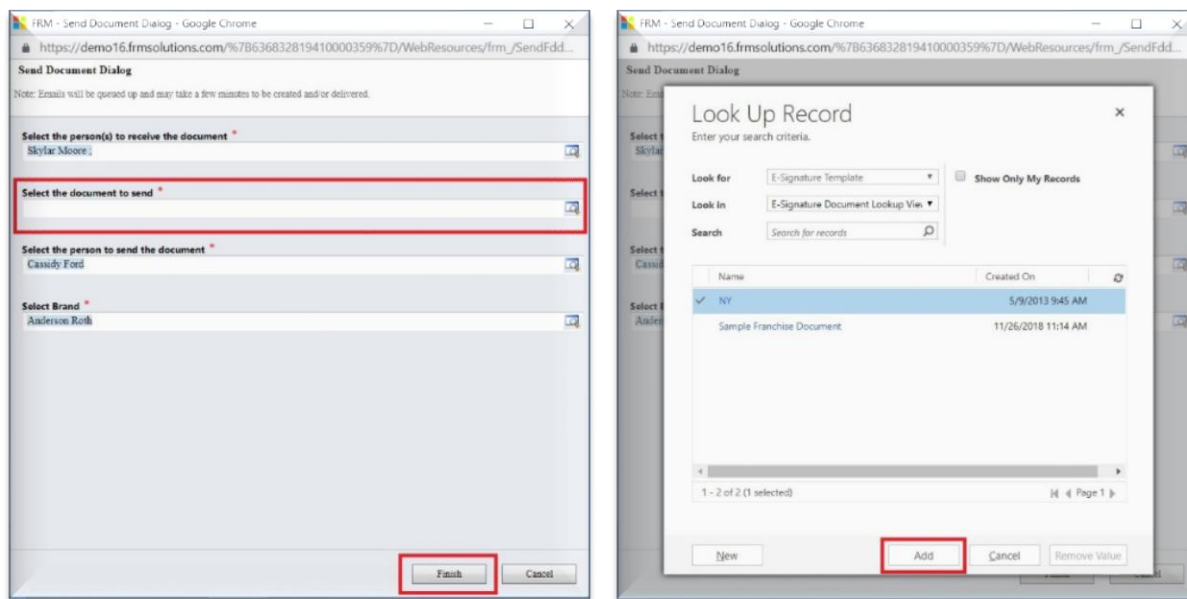
Key Dates

Dates

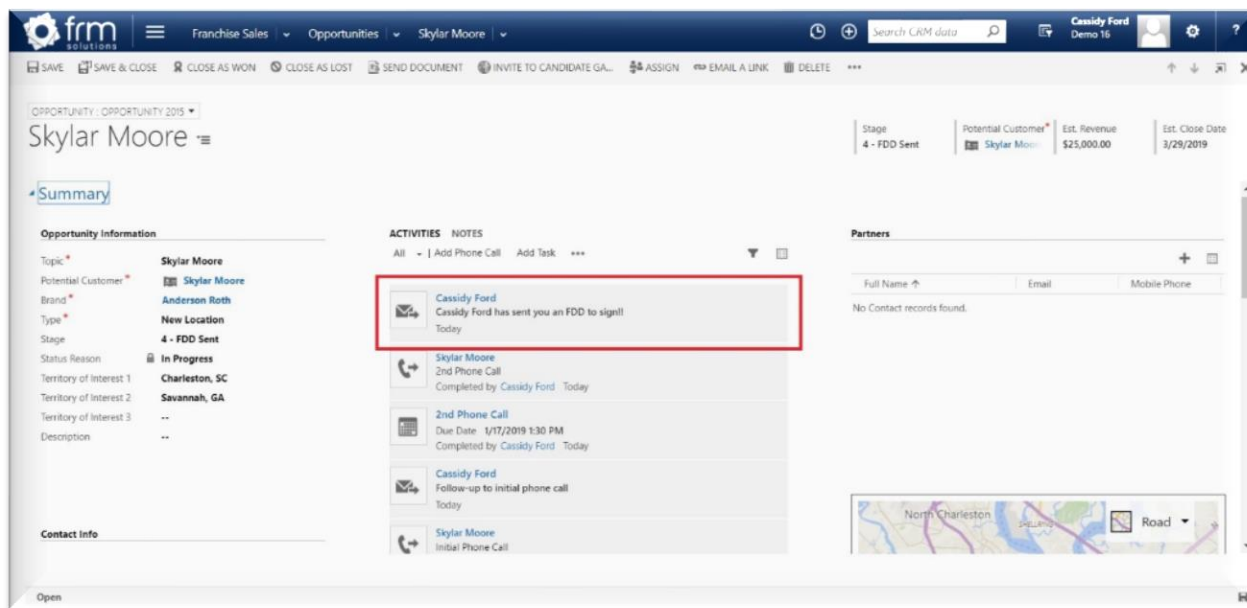
Last Contact Date	1/17/2019	Next Contact Date	--
Application Date	1/15/2019	Lead Date	--
Application Received Date	1/15/2019	Created On	1/17/2019 12:41 PM
FDD Sent Date	--	Actual Close Date	--
FDD Signed Date	--	Develop Proposal	No
Holding Expiration Date	--	Business Plan	No
Background Check Start Date	--	Store Visit	No
Background Check Completed Date	--	Corporate Documents Received	No
Background Check Passed Date	--		
Discovery Date	--		



FRM is designed to accommodate multiple brands and multiple FDDs, for instance, state-specific disclosures. When you hit “Send Document,” a window will pop up prompting you to verify the details of the document you want to send, and also choose which FDD will be sent. Clicking on the field to select the desired document leads to a Look Up Record with various documents to choose from. Once you hit “Add” in this window, it will disappear. Now click “Finish” in the original dialog box.

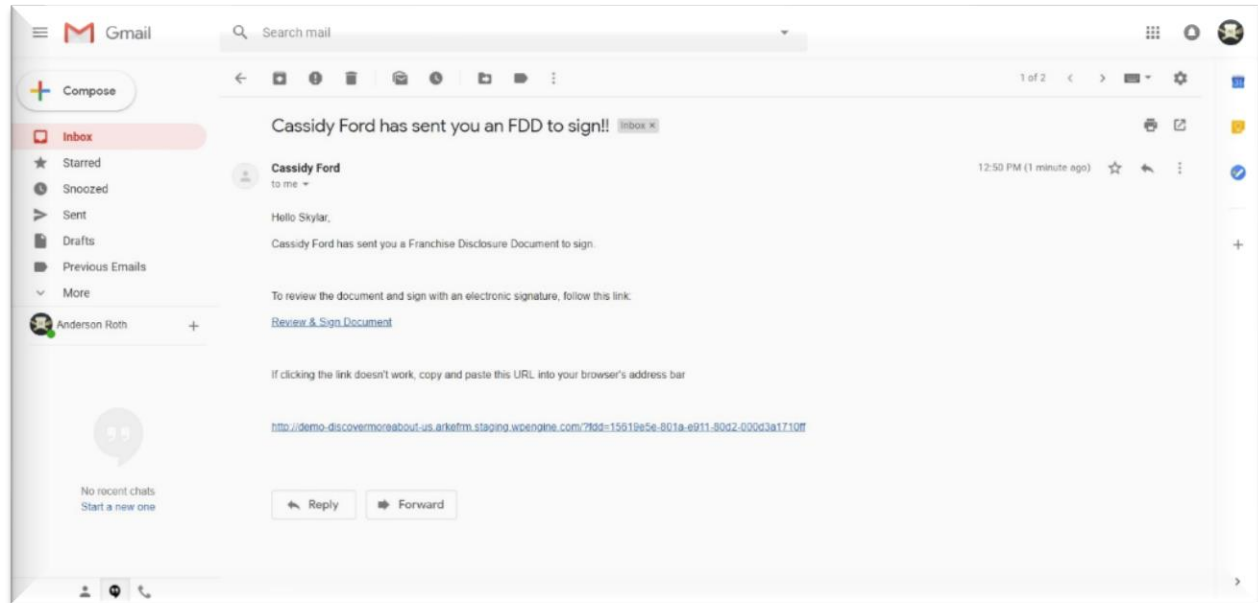


When you hit “Finish,” an automated email is sent to the candidate containing instructions on how to sign the FDD. On the Opportunity record, notice this email is recorded in the Activity Feed. The same email is delivered every time an FDD is sent, based on a standard email template. You can customize the template to your brand.



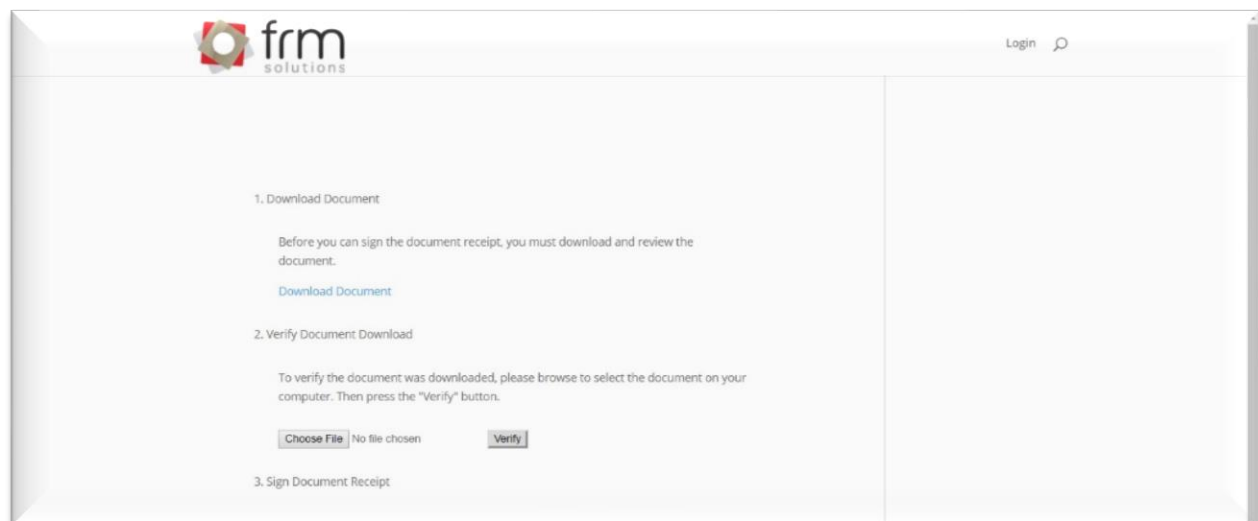


The candidate immediately receives an email inviting her to sign the FDD you have specified.



To Sign an FDD

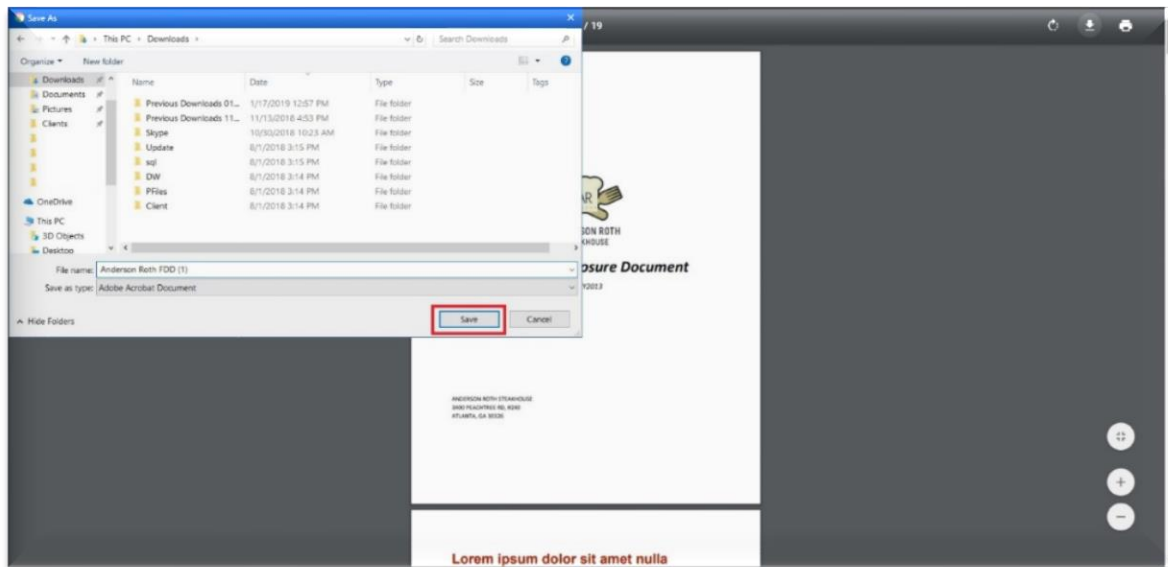
Candidates are required to follow a 3-step process to ensure full compliance with FTC regulations. When a candidate clicks the link provided in her email invitation, she's led directly to a site containing the 3-step instructions. She cannot proceed from step to step until the previous task has been completed.





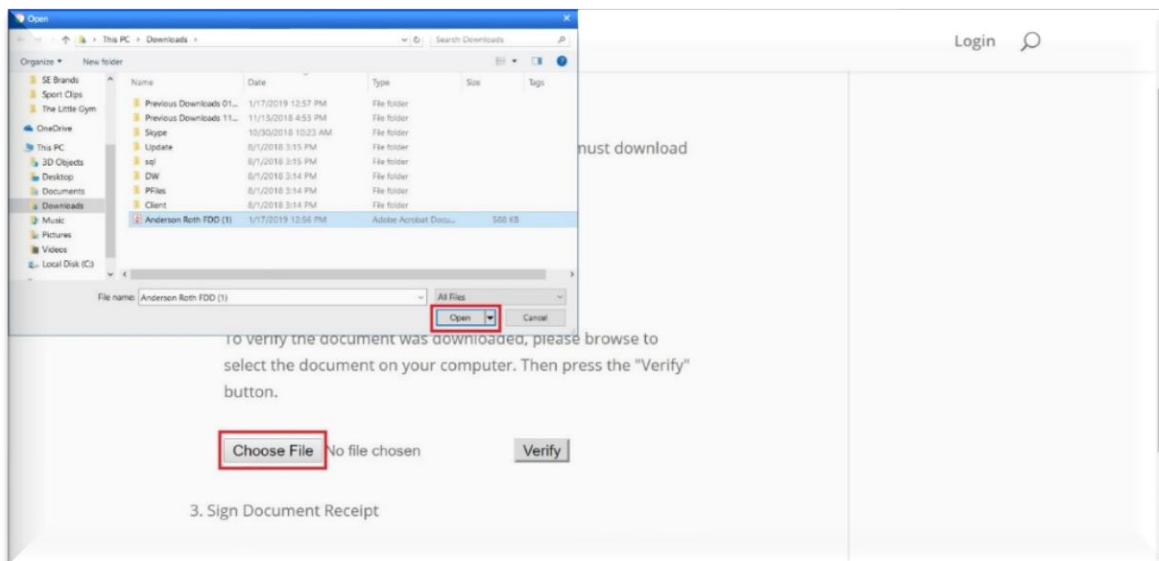
Step 1: Download the FDD

A candidate must download the disclosure document prior to signing by clicking “Download Document.” Different browsers and operating systems download and manage files in different ways. For browser instructions refer to the following links: [Chrome](#), [Firefox](#), [Internet Explorer](#).



Step 2: Verify the Download

The next step is to verify the candidate has actually received the document. After downloading the FDD, the candidate must upload the same document to be verified. She clicks “Choose File,” navigates to the recently-downloaded FDD and selects it for upload.





Once the file is uploaded, the candidate clicks “Verify.” A message will appear indicating the document is verified, and a RightSignature window will be generated under the section below to allow her to sign the FDD. If an incorrect file is uploaded, a message saying “Document Not Verified” will pop up and the candidate will not be able to proceed. Verification is necessary to maintain the highest level of compliance with FTC regulations, providing electronic proof that a candidate has had a chance to review the FDD.

The screenshot shows the FRM Solutions website interface. At the top, there's a logo and a 'Logout' link. The main content area has a heading '3. Sign FDD Receipt' and instructions: 'Once you have downloaded the Franchise Disclosure Document, please sign the receipt acknowledging that you have received the document.' Below this is a 'Sign Document' window. The window has a header 'Sign Document' and 'YOUR PROGRESS' bar. It says 'Read then scroll to Page 19'. The document preview shows the Anderson Roth Steakhouse logo and the title 'Franchise Disclosure Document'. At the bottom of the window, there's a 'SUBMIT SIGNATURE' button and a checkbox for 'I agree to the Terms of Use, Consumer Disclosure, and all pages above.'

Step 3: Sign the FDD

After the first two steps are completed, the candidate can access the RightSignature window. She is prompted to read the document she downloaded before signing the Item 23 receipt page.

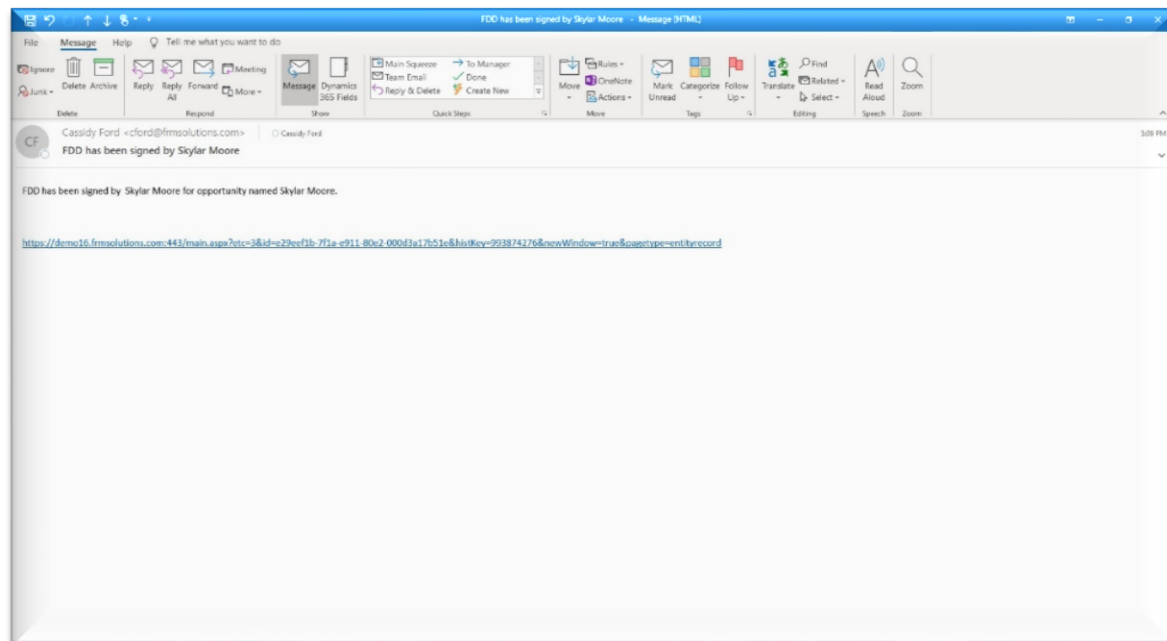
This screenshot is similar to the one above but shows a more detailed 'Sign Document' window. It includes a 'Receipt' section with the text: 'This Disclosure Document summarizes certain provisions of the franchise agreement and other information in plain language. Read this Disclosure Document and all agreements carefully.' Below this, there are input fields for 'Printed Name', 'Signature' (with a sample signature), and 'Date of Receipt'. The 'SUBMIT SIGNATURE' button is still present at the bottom right.



Now the candidate types her name and date of receipt, and can physically sign. This is compatible with desktop, phone or tablet. When she clicks “Submit,” a confirmation message appears.

Tracking and Managing FDDs

Every time an FDD is signed, the owner of the Opportunity receives an immediate email alert. He can click the link to be taken directly to the Opportunity record.





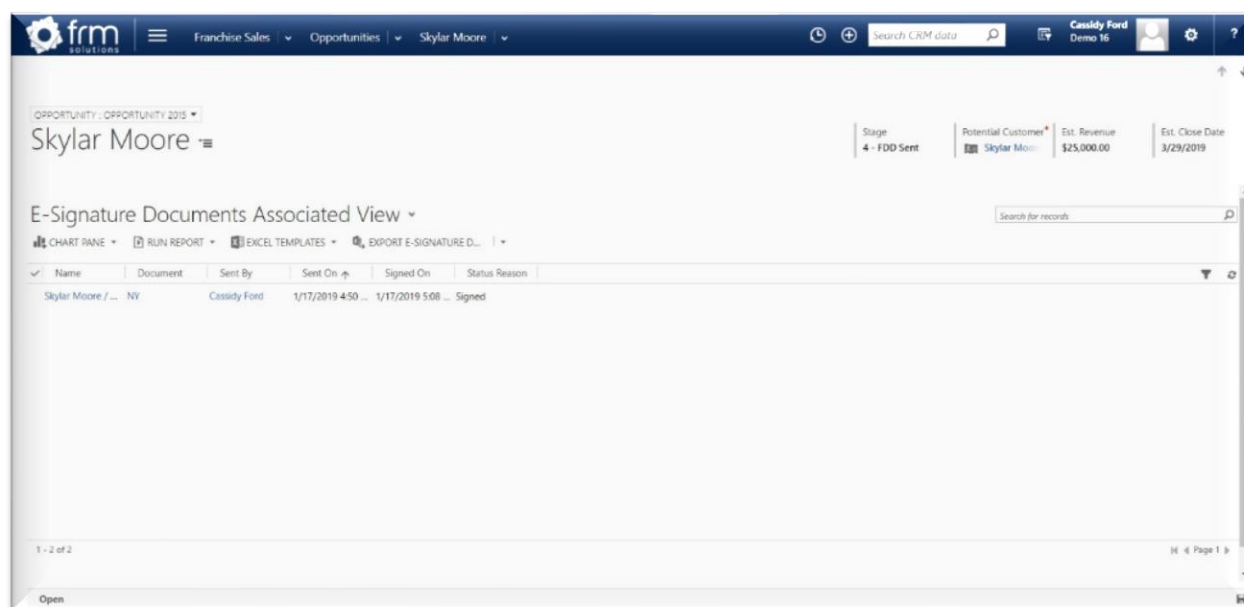
At the bottom of the Opportunity record, under the “Key Dates” section, the FDD tracking fields have now been auto-populated with the corresponding dates. The “Holding Expiration Date” is calculated based on 15 days, including the day the FDD was sent.

Dates	
Last Contact Date	1/17/2019
Application Date	1/15/2019
Application Received Date	1/15/2019
FDD Sent Date	1/17/2019
FDD Signed Date	1/17/2019
Holding Expiration Date	1/31/2019
Background Check Start Date	--
Background Check Completed Date	--
Background Check Passed Date	--
Discovery Date	--
Next Contact Date	--
Lead Date	--
Created On	1/17/2019 12:41 PM
Actual Close Date	--
Develop Proposal	No
Business Plan	No
Store Visit	No
Corporate Documents Received	No

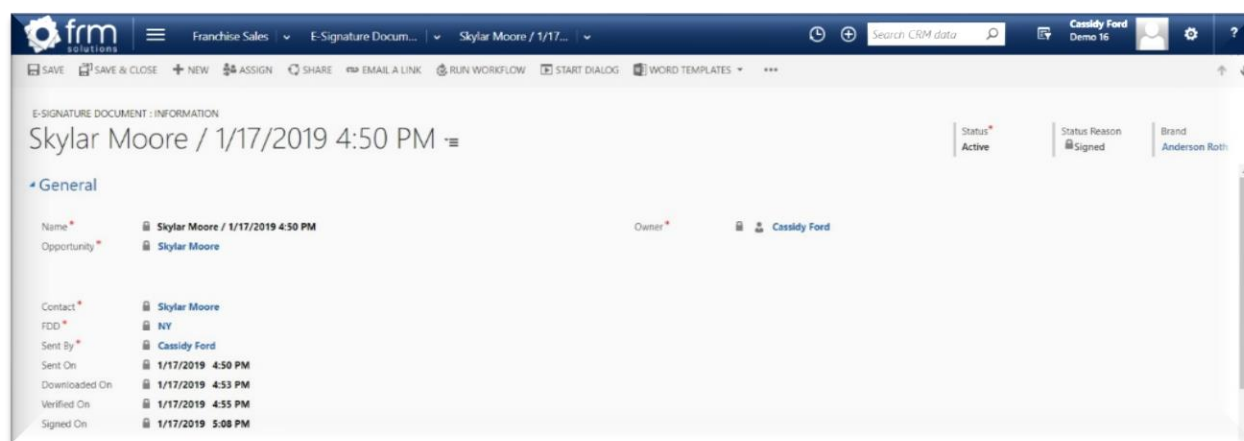
More detailed tracking information can be found in the FRM E-Signature Document section, which can be accessed two ways: via the individual Opportunity record, which brings you to an individual document record, or the main Franchise Sales menu, which leads to a pipeline view.

Navigating from the Opportunity record, click the down-arrow next to the candidate’s name in the bar at the top of the screen. Find “E-Signature Documents.”

This next view shows the details of any FDDs you may have sent this candidate. The view, like any view in FRM, is customizable. A drop-down menu allows you to choose other types of views for that particular candidate like active, inactive, sent and signed FDDs.



Double-click the desired record to view time and date stamps of various actions. Certain actions are also automatically recorded in the “Notes” section, or you can manually add notes.



A physical copy of the executed FDD is recorded as an attachment in the “Notes” section. This is a PDF file delivered from RightSignature which contains the entire FDD, complete with signature on Item 23 and the Signature Certificate with secure details about the electronic signature. The candidate can receive a fully executed copy of the FDD as well.



Notes

NOTES

Enter a note

FDD signed at 1/17/2019 10:08:26 PM (UTC)
Anderson_Roth_FDD.pdf
Demo Admin - Today 5:09:32 PM

Skylar Moore verified the downloaded FDD document
Demo Admin - Today 4:55:35 PM

Skylar Moore downloaded FDD
Demo Admin - Today 4:53:20 PM

Anderson_Roth_FDD.pdf 19 / 20

Receipt

This Disclosure Document summarizes certain provisions of the franchise agreement and other information in plain language. Read this Disclosure Document and all agreements carefully.

Skylar Moore
Printed Name

Signature

01/17/2019
Date of Receipt

Anderson_Roth_FDD.pdf 20 / 20

Signature Certificate

Document Reference: 823AM319DJ7R7GFH2GR4V2

RightSignature
Easy Online Document Signing

Skylar Moore
Party ID: BUGYX377L6NPAZ4KU4DL2
IP Address: 76.97.211.99

Electronic Signature

Multi-Factor
Digital Fingerprint Checksum: 2E7Ea330827caF1d91b08de564a3beb2ba79d

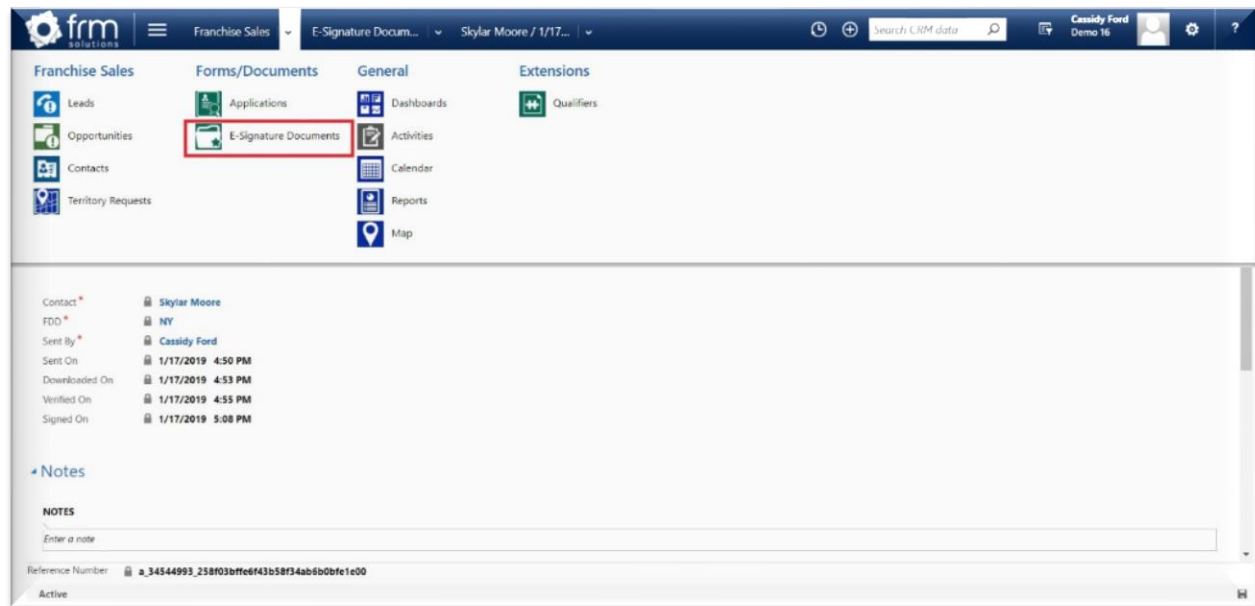
Timestamp

2019-01-17 14:08:04 -0800
2019-01-17 14:08:04 -0800
2019-01-17 13:58:07 -0800
2019-01-17 13:55:41 -0800

Audit

All parties have signed document. Signed copies sent to: Eric Stoll.
Document signed by Skylar Moore (noemail@rightsignature.com) with drawn signature. - 76.97.211.99
Document viewed by Skylar Moore (noemail@rightsignature.com). - 76.97.211.99
Document created via the RightSignature API by Eric Stoll (rightsignature@smasolutions.com). - 148.148.34.142

To manage FDDs at a high level, click the down-arrow next to “Franchise Sales” in the bar at the top of the screen, and find “E-Signature Documents.”



This view shows Active E-Signature Documents, but as with any module or section of FRM, you can pin your default view. System Views can be accessed in the drop-down menu, or you can create a personal view. Here you can manage all FDDs sent and see at a glance where each candidate is in the process of signing his or her FDD.

Created On	Document	Contact	Opportunity	Status Reason	Sent On	Downloaded On	Verified On	Signed On
1/17/2019 4:50 PM	NY	Skylar Moore	Skylar Moore	Signed	1/17/2019 4:50 PM	1/17/2019 4:53 PM	1/17/2019 4:55 PM	1/17/2019 5:08 PM
1/17/2019 3:19 PM	NY	Kay Merritt	Kay Merritt	Signed	1/17/2019 3:19 PM	1/17/2019 3:19 PM	1/17/2019 3:20 PM	1/17/2019 3:21 PM
1/17/2019 3:16 PM	NY	Kay Merritt	Kay Merritt	Sent	1/17/2019 3:16 PM			
1/17/2019 12:50 PM	NY	Skylar Moore	Skylar Moore	Sent	1/17/2019 12:50 PM	1/17/2019 2:26 PM	1/17/2019 2:27 PM	
12/17/2018 1:28 PM	NY	Candace Marcel	Candace Marcel	Sent	12/17/2018 1:28 PM	12/17/2018 2:48 PM		
11/27/2018 4:00 PM	NY	Lane Wright	Lane Wright	Signed	11/27/2018 4:00 PM	11/27/2018 4:10 PM	11/27/2018 4:12 PM	11/27/2018 4:12 PM
11/27/2018 8:46 AM	Sample Franchise Document	Sean Ellison		Signed	11/27/2018 8:46 AM	11/27/2018 8:47 AM	11/27/2018 8:48 AM	11/27/2018 8:49 AM
11/27/2018 8:35 AM	Sample Franchise Document	Brett Shelley		Sent	11/27/2018 8:35 AM			
11/27/2018 8:28 AM	Sample Franchise Document	Brett Test		Signed	11/27/2018 8:28 AM	11/27/2018 8:29 AM	11/27/2018 8:30 AM	11/27/2018 8:31 AM
11/27/2018 8:26 AM	Sample Franchise Document	Johnny FRM		Sent	11/27/2018 8:26 AM			
11/26/2018 12:12 PM	Sample Franchise Document	Sean Ellison		Sent	11/26/2018 12:12 PM	11/27/2018 7:40 AM	11/27/2018 8:07 AM	
11/26/2018 12:04 PM	Sample Franchise Document	Phil Drake		Sent	11/26/2018 12:04 PM	11/26/2018 12:05 PM		
11/26/2018 11:16 AM	Sample Franchise Document	Phil Drake		Sent	11/26/2018 11:16 AM	11/26/2018 11:19 AM		
11/14/2018 11:46 AM	NY	Murphy Taylor	Murphy Taylor	Signed	11/14/2018 11:46 AM	11/14/2018 11:50 AM	11/14/2018 11:52 AM	11/14/2018 11:52 AM
11/13/2018 4:51 PM	NY	Lane Wright	Lane Wright	Signed	11/13/2018 4:51 PM	11/13/2018 4:58 PM	11/13/2018 4:59 PM	11/13/2018 5:01 PM
9/6/2018 11:02 AM	NY	Kay Merritt	Kay Merritt	Sent	9/6/2018 11:02 AM			
9/6/2018 11:02 AM	NY	Kay Merritt	Kay Merritt	Sent	9/6/2018 11:02 AM	11/26/2018 10:43 AM		

If you've sent multiple FDDs to a single Opportunity, those FDDs will show up on separate lines, as they are tracked as different records. Clicking a Document name will open the administrative details of that



document. Clicking a Contact or Opportunity name leads you back to those related records. Double-click on a line item to open the E-Signature Document record.

To update Franchise Disclosure Documents, contact the FRM Support Team via the Client Support platform in FRM. Please include the FDD(s) as an attachment and provide explicit instructions about which document(s) to upload and which to remove. To learn more about submitting support tickets through the Client Support system, visit the FRM Support Page.