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 withFederal 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.

solutions = Franchise Sales - Opp	ortunities 🔍 Skylar Moore 🛛 🗸	٩		🖙 Cassidy Ford 🎦 🗘	?
SAVE SAVE & CLOSE & CLOSE AS WON O CLOSE AS	LOST 🗟 SEND DOCUMENT 🚳 INVITE TO CANDIDATE GA 🎄	ASSIGN 🚥 EMAIL A LINK 🍵 DELETE	•••	τ.ψ	XE
Skylar Moore =			Stape Potential Cuttome 4 - FDD Sent Skylar Moc-	er* Est. Revenue Est. Clos \$25,000.00 3/29/20	
* Summary					î.
Opportunity Information	ACTIVITIES NOTES		Partners		
Topic* Skylar Moore	All - Add Phone Call Add Task ***	T		+	
Potential Customer * Em Skylar Moore			Full Name 🛧 Err	nail Mobile Phone	
Brand * Anderson Roth Type * New Location Stage 4 - FDD Sent	Skylar Moore 2nd Phone Call Completed by Cassidy Ford Today		No Contact records found.		
Status Reason in Progress Tenttory of Interest 1 Charleston, SC Tenttory of Interest 2 Savannah, GA	2nd Phone Call Due Date 1/17/2019 1:30 PM Completed by Cassidy Ford Today				
Territory of Interest 3 Description	Cassidy Ford Follow-up to initial phone call Toclay				
	Skylar Moore Initial Phone Call Completed by Cassidy Ford Today		North Charleston		
Contact Info			R	load standard road map	
Open					н

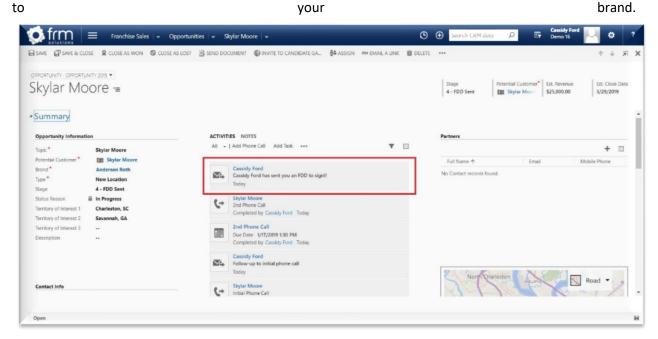
Dates		
Last Contact Date	iii 1/17/2019	Next Contact Date
Application Date	1/15/2019	Lead Date 🔒
Application Received Date	1/15/2019	Created On 🔒 1/17/2019 12:41 PM
FDD Sent Date	₽	Actual Close Date 🔒
FDD Signed Date	₽	Develop Proposal No
Holding Expiration Date	A	Business Plan No
Background Check Start 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.

https://demo16.frmsolutions.com/%7B636832819410000359%7D/WebResources/frm_	/Senarad		://demo16.frmsolutions.com/%786368328194100	00333767D/Webkesources/frm_/SendF
end Document Dialog		Send Docu	ument Dialog	
er: Ernails will be govied up and may take a few minutes to be created and/or delivered.		Note: Ente	Look Up Record	×
elect the person(s) to receive the document * Skyfar Moore :		Select t Skylar	Enter your search criteria.	
elect the document to send *		Select t	Look for E-Signature Template *	Show Only My Records
sect the document to send	a	Select	Look in E-Signature Document Lookup Viev •	
elect the person to send the document *		Select t	Search for records D	
Cassidy Ford	1	Cassid	Name	Created On Ø
ect Brand		Select I	V NY	5/9/2013 9:45 AM
Anderson Roth		Ander	Sample Franchise Document	11/26/2018 11:14 AM
			۲.	
			1-2 of 2 (1 selected)	14 4 Page 1 1-
			1 - 2 of 2 (1 selected)	

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



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

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+ Compose	~		1 of 2 <	> =	•	٥	-
Inbox		Cassidy Ford has sent you an FDD to sign!! Inter *			ø	Ø	
StarredSnoozed	(1)	Cassidy Ford to me ~	12:50 PM (1 minute ago)	☆	4	÷	0
> Sent		Hello Skylar,					-
Previous Emails		Cassidy Ford has sent you a Franchise Disclosure Document to sign.					+
More Anderson Roth +		To review the document and sign with an electronic signature, follow this link: Review & Sign Document					
		If clicking the link doesn't work, copy and paste this URL into your browser's address bar					
		http://demo-discovermoneabout-us.arkefm:staping.wpengine.com/?kd=15619e5e-801a-e911-80d2-000d3a1710ff					
No recent chats Start a new one		◆ Reply III Forward					
± • •							>

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.

	Login D
1. Download Document	
Before you can sign the document receipt, you must download and review the document.	
Download Document 2. Verify Document Download	
To verify the document was downloaded, please browse to select the document on your computer. Then press the "Verify" button.	
Choose File No file chosen Verify	
3. Sign Document Receipt	



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: <u>Chrome</u>, <u>Firefox</u>, <u>Internet Explorer</u>.

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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.

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SE Brands ^	Name	Date	Type		Size	Tops		
Sport Clips	Previous Downloads 01	1/17/2019 12:57 PM	File folder					
The Little Gym	Previous Downloads 11		File folder					
ConeDrive	Skype	10/30/2018 10:23 AM	File folder					
This PC	1 Update	8/1/2018 3:15 PM	File folder				nust download	
SD Objects	a sol	8/1/2018 2:15 PM	File folder				ilust download	
E Desktop	DW DW	8/1/2018 3:14 PM	File folder					
la Documents	PFiles	8/1/2018 3:14 PM	File folder					
a Downloads	I Client	8/1/2018 3:14 PM	File folder					
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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.

1	Logout D
	To verify the FDD document was downloaded, please browse to select the FDD document on your computer. Then press the "Verify" button.
	St Verified FDD Document
	3. Sign FDD Receipt
	Once you have downloaded the Franchise Disclosure Document, please sign the receipt acknowledging that you have received the document.
	Sign Document research an Regist Stignature Your Process
	www.r to execut: Read then scroll to Page 19 v KED HLU?
	ANDERSON ROTH STEAKHOUSE
	Eranchica Disclosura Document
	I agree to the Terms of Use, Consumer Disciosure, 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.

4	solutions Logout D	
	To verify the FDD document was downloaded, please browse to select the FDD document on your computer. Then press the "Verify" button.	
	Sterified FDD Document	
	3. Sign FDD Receipt	
	Once you have downloaded the Franchise Disclosure Document, please sign the receipt acknowledging that you have received the document. Sign Document - sources as reight Stageature Your Moderns	
	what he politicity You have 2 (terms to fill-in on Page 19 view Heave	
	Receipt *** This Disclosure Document summarises certain provisions of the franchise agreement and other information in plain Inspigue, fred this Disclosure Document and all agreements carefully.	
	mano N	
	Protect Name Signature Alere	
	Squature	
	Date of Receipt	
	I agree to the Terms of Use, Consumer Disclosure, and all pages above.	

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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.

ign Document	ED BY RightSignature	YOUR PROGRESS	34%
HAT TO DO NEXT:	You have <u>1 item</u> to fill-in on <u>I</u>	Page 19	V NEED HELP
Signature	ore oopen Signature Pad		
dignature:	Other Signature Option How TO SIGN: Click and drag your n 'X' to sign your name. See an example	mouse at the	
Х			
l agree to the Ter	ms of Use, Consumer Disclosure, and all pages a		

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.

890↑↓1	5- 4		FDD has been si	gned by Skylar Moore - Mes	sage (HTML)			10 - 0 X
File Message He	Ip 💡 Tell me what you want to d	io						
Signore	Reply Reply Forward to More -	Ger Li 🖸 Team E	Delete 🦻 Create New 🔻	Move OneNote	Mark Categorite Follow nread - Up - Tags G	Translate	Al) Q Read Zoom Aloud Speech Zoom	
Carridy Ford		Cassidy Ford	COUCH SHEPS	AL MOVE	ngs	Eating	sprech / 200m /	509 PM
	signed by Skylar Moore							
FDD has been signed by	Skylar Moore for opportunity name	d Skylar Moore.						
https://demo16.frmsolu	tions.com:443/main.aspx?etc=3&id=	e29eef1b-7f1a-e911-80e2-000d3	17b51e&histKey=9938742768	knewWindow=true&pagety	pe=entityrecord			
V								

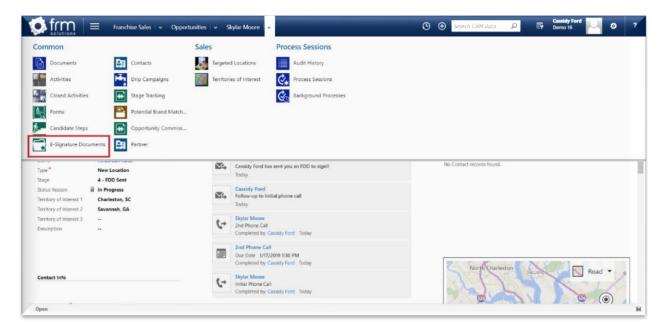


At the bottom of the Opportunity record, under the "Key Dates" section, the FDD tracking fields have now been auto-populated with the corresponding dates. The "Holding Expiration Date" is calculated based on 15 days, including the day the FDD was sent.

Dates			
ast Contact Date	₩ 1/17/2019	Next Contact Date	
pplication Date	1/15/2019	Lead Date 🔒	
pplication Received Date	1/15/2019	Created On 📓 1/17/2019 12:41 PM	
DD Sent Date	■ 1/17/2019	Actual Close Date 🔒	
DD Signed Date	■ 1/17/2019	Develop Proposal No	
olding Expiration Date	₩ 1/31/2019	Business Plan No	
ackground Check Start Date		Store Visit No	
ackground Check Completed Date		Corporate Documents Received No	
ackground Check Passed Date			
Discovery Date	-		

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.



	4
OPPORTUNITY : OPPORTUNITY 2015 *	
Skylar Moore ≔	Stage Potential Custome* Est. Revenue Est. Close Date 4 - FDD Sent Iggr Skylar More: \$25,000.00 3/29/2019
-Signature Documents Associated View ~	Search for records
🕼 CHART PANE * 🕑 RUN REPORT * 🗱 EXCEL TEMPLATES * 🔍, EXPORT E-SIGNATURE D *	
r Name Document Sent By Sent On ♠ Signed On Status Reason	Ψ
	H
1-2#2	la a regeri

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.

frm	E-Signature Docum • Skylar Moore / 1/17 •	© (ET Demo 16	Ø ?
SAVE GISAVE 8	CLOSE 🕂 NEW 🍰 ASSIGN 🧔 SHARE 🚥 EMAIL A LINK 🕲 RUN WORKFLOW 🗈 START DIALOG	WORD TEMPLATES * ***			Ŷ
-SIGNATURE DOCU	MENT : INFORMATION				
kylar N	100re / 1/17/2019 4:50 PM =		Status* Active	1 March 1 March 2 Marc	Brand Anderson Roth
General					
Name*	🗑 Skylar Moore / 1/17/2019 4:50 PM	Owner* 🔒 🛔 Cassidy Ford			
Opportunity *	Skylar Moore				
Contact*	Skytar Moore				
FDD *	E NY				
Sent By*	Cassidy Ford				
Sent On	■ 1/17/2019 4:50 PM				
Downloaded On	■ 1/17/2019 4:53 PM				
Verified On	■ 1/17/2019 4:55 PM				
Signed On	₽ 1/17/2019 5:08 PM				

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) If Anderson, Roth //DD pdf Demo Admin - Today 30:032 PM		
Skylar Moore verified the downloaded FDD docu Demo Admin - Today 45535 PM Skylar Moore downloaded FDD Demo Admin - Today 45320 PM	ment	
Anderson_Roth_FDD.pdf	19 / 20	¢ ± ə
	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	•



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."

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	E-Sign	ature Docum 🛛 🖌 Sl	ylar Moore / 1/17 👻	(€ פ	Search CRM data	Q	R	Cassidy Ford Demo 16	<u> </u> (2 ?
Franchise Sales	Forms/Documents	General	Extensions								
Co Leads	Applications	Dashboards	Qualifiers								
Opportunities	E-Signature Documents	Activities	_								
Contacts		Calendar									
Territory Requ	ests	Reports									
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Contact*	Skylar Moore										
FDD*											
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Verified On	₩ 1/17/2019 4:55 PM										
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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.

	RUN REPORT 👻 🚺 EX	CEL TEMPLATES *	Q, EXPORT TO EXCEL	IMPORT DATA	GHART PANE	NEW Co NEW	SYSTEM VIEW 🔓 CU	STOMIZE ENTITY ***		
Active E-Sig	gnature Docu	iments ×					Search for rec	ordi		Q
Created On 🛧	Document	Contact	Opportunity	Status Reason	Sent On	Downloaded On	Verified On	Signed On	Ŧ	0
1/17/2019 4:50 PM	NY	Skylar Moore	Skylar Moore	Signed	1/17/2019 450 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 Marritt	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	Candiace Marcel	Candace Marcel	Sent	12/17/2018 1:28 PM	12/17/2018 2:48 PM				
11/27/2015 4:00 PM	NY	Lane Wright	Lane Wright	Signed	11/27/2018 4:00 PM	11/27/2018 4:10 PM	11/27/2018 4:10 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 Bid7 AM	11/27/2018 8:48 AM	11/27/2018 8:49 AM		1
11/27/2018 8:35 AM	Sample Franchise Document	Brett Sheley		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 7:48 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 11:50 AM	11/14/2018 11:52 AM		
11/13/2018 4:51 PM	NY	Lane Wright	Lane Wright	Signed	11/13/2018 451 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	11/25/2018 10:43 AM				
9/6/2018 11:02 AM		Kay Merritt	Kay Merritt	Sent	9/6/2018 11:02 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.