

DocuSign CLM:

Legal Workflow Enhancements

In response to requests from the Legal Department, DocuSign CLM (Contract Life Management) legal workflow has been enhanced since going live in November 2023. Below illustrates what has changed and what to expect as the City Contract Person (CCP), Department Assistant City Attorney (DAC), or Purchasing Assistant City Attorney (PAC).

REMINDER - There are five workflows from beginning to end on a PT agreement:

1. Approval to Proceed
2. Contract Draft – Departmental Workflow (Fiscal, Risk, Director)
3. Contract Draft – Legal Workflow (Department Assistant City Attorney (DAC) and Purchasing Assistant City Attorney (PAC))
4. Contract Draft – External Review (Vendor)
5. Execution – eSignature Signing in DocuSign

For the purpose of this job aid, we are only focusing on workflow #3, the Legal workflow which will also include workflow #4, External Review.

DAC APPROVER STEP

Original DAC Workflow Step

The original workflow gave the DAC the following options:

1. Approve – this meant it would proceed to the PAC.
2. Return – this meant it went back to the CCP.
3. Request Ad-Hoc Reviewer

The screenshot shows a sidebar with icons for Info, Attributes, Tasks, Activity, Comments, and Edit PDF. The main content area is titled "Tasks" and contains the following text: "Please Make a Choice", "Instructions TBD", "6 Documents in this Task" with a "SHOW" link, and a dropdown menu labeled "Choose one of these options". The dropdown menu is open, showing the following options: "Unselected", "Approve", "Return", and "Request Ad-Hoc Reviewer".

Enhanced DAC Workflow Step

The button names are clearer in the enhanced workflow. They basically do the same as before, but you are no longer “approving” a document.

The screenshot shows a sidebar with icons for Info, Attributes, Tasks, Activity, Comments, and Obligations. The main content area is titled "Tasks" and contains the following text: "Please Make a Choice", "Instructions TBD", "2 Documents in this Task" with a "SHOW" link, and a dropdown menu labeled "Choose one of these options". The dropdown menu is open, showing the following options: "Unselected", "Proceed to PAC", "Return to CCP for Changes", and "Ad-Hoc Reviewer".

PAC APPROVER STEPS

Original PAC Workflow Step

The original workflow gave the PAC the following options:

4. Approve – this meant it would proceed to the CCP.
5. Return – this meant it went back to the DAC.
6. Request Ad-Hoc Reviewer

The screenshot shows a task interface with a sidebar on the left containing icons for Info, Attributes, Tasks, Activity, Comments, and Edit PDF. The main content area is titled 'Tasks' and includes the following elements: 'Please Make a Choice', 'Instructions TBD', '6 Documents in this Task' with a 'SHOW' link, and a dropdown menu labeled 'Choose one of these options'. The dropdown menu is open, showing the following options: 'Unselected', 'Approve', 'Return', and 'Request Ad-Hoc Reviewer'.

Enhanced PAC Workflow Step

The PAC now has the option to choose who they need to communicate with. They are no longer approving a document, just simply moving it along in the workflow, with clarity on whether changes, collaboration, or final formatting needs to happen.

The screenshot shows an updated task interface with a sidebar on the left containing icons for Info, Attributes, Tasks, Activity, Comments, and Obligations. The main content area is titled 'Tasks' and includes the following elements: 'Please Make a Choice', 'Instructions TBD', '2 Documents in this Task' with a 'SHOW' link, and a dropdown menu labeled 'Choose one of these options'. The dropdown menu is open, showing the following options: 'Unselected', 'Send to CCP for Final Formatting', 'Return to DAC', 'Ad-Hoc Reviewer', and 'Return to CCP for Changes'.

CCP APPROVER STEPS

CCP Original Workflow for when an Attorney Returns to CCP for Changes

This step has not been enhanced. Anytime the DAC or PAC returns to the CCP for changes, they have the option to make the changes and “Resubmit” or “Cancel” which will kill the workflow.

The screenshot shows a sidebar with navigation icons for Info, Attributes, Tasks, Activity, Comments, and Obligations. The main content area is titled 'Tasks' and contains the following sections: 'Please Review' with instructions 'TBD' and '2 Documents in this Task' (with a 'SHOW' link); 'Your Response' with 'Resubmit' and 'Cancel' buttons; 'Comments' with a text input field; and 'History' with a 'VIEW ACTIVITY' link.

Sending to CCP for Final Formatting

When the PAC sends to the CCP for Final Formatting the CCP now has the following options.

- Resubmit to PAC with Changes: they will use this button if they have any questions on the PACs comments or redlining.
- Request Ad-Hoc Reviewer
- Send for External Review: they will use this button once they’ve formatted the document to send to the supplier for external review.
- Send for Signature: they will use this button only after External Review has happened.
- Cancel: they will use this button when negotiations cannot come to an agreement and the City is no longer moving forward with the agreement.

The screenshot shows the same sidebar as the previous image. The main content area is titled 'Tasks' and contains: 'Please Make a Choice' with instructions 'TBD' and '2 Documents in this Task' (with a 'SHOW' link); a dropdown menu titled 'Choose one of these options' with the following items: 'Unselected', 'Resubmit to PAC With Changes', 'Request Ad-Hoc Reviewer', 'Send for External Review', 'Send for Signature', and 'Cancel'.

EXTERNAL REVIEWER STEPS

There are two outcomes at the External Review step. (1). The External Reviewer will either suggest changes by redlining the document, or (2). approve the version that was sent to them and select approve.

Original External Review Step

When the External Reviewer does either of the above actions, it goes to the CCP and they act as the gatekeeper between the External Reviewer, Legal, and sending for signature. If the External Reviewer:

- Makes Changes > CCP Sends to Legal
- Approves > CCP Sends for Signature

Tasks

Please Make a Choice

Instructions

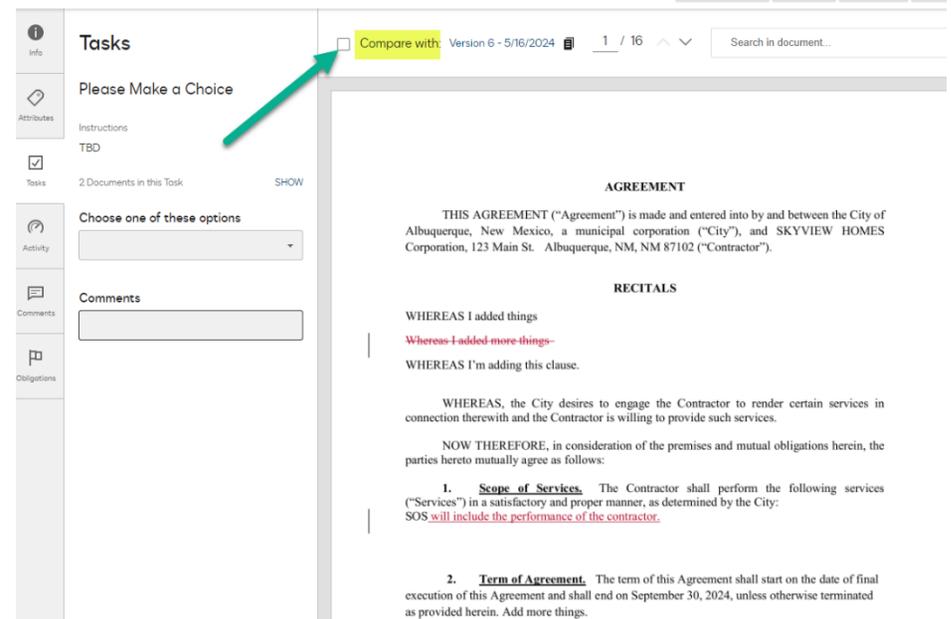
Before sending this contract out for Supplier review or E-Signature, please, review a Supplier Email (Supplier Information group) address in the attributes section on the left. Make sure, that Supplier Email and Signers Emails (Signature Information group) are correct and up to date.

Choose one of these options

- Unselected
- Send to Legal
- Send to Supplier for Review
- Send for Signature
- Cancel

External Reviewer Enhancements

1. Changes from the External Reviewer – if the External Reviewer makes changes, documents will automatically go to the DAC for review. If the External Reviewer used Track Changes, the changes will show in the preview screen. If they did not use Track Changes, you will need to click the compare button on the top of the page:



2. External Reviewer Approves with no changes – if the External Reviewer does not make any changes, document will route to the CCP to Send for Signature. At this point, Legal does not need to review the draft agreement again. CCP will also have the option to Cancel if need be.

