Wolters Kluwer

CCH Signatures

GENERAL

What is the difference between a package and an envelope?
They are the same thing.

What is the difference between and electronic signature and a digital signature?

The electronic signatures is the piece you see. This could be a signature image, a typed name or a check box.

The digital signature is the piece you don't see. It is Adobe certification that is attached to your signed document. You can find the certification information if you open the document in Adobe.

CCH Signatures applies both an electronic and digital signature at the time of signing.

Electronic

Digital

CCH Signatures

How many documents can you put in an envelope?
The maximum envelope size is 30MB.

How many signatories can you have on a document?
As many as you want. If you ever hit a limit let us know.

How do we know how many envelopes we have used?
You can contact us and ask at any time. We will also contact you when we see the numbers get low.

If you are using CCH Signatures via CCH Entities there is an Electronic Signatures Report you can use.

Which documents can/should I sign electronically and how can I tell?
You can find a guide on our training page.

CCH Entities will show/control signature usage to ensure only appropriate documents are signed electronically.

Can I customise my signers experience?

Yes, you can add you own name, address and color scheme to the emails and to the website your customer sees.   Additional fees may apply for this service.

Can a recipient reject a document?

Yes. The recipient can reject a document. They must, however, accept or reject the entire envelope. If there is one contentious document it may pay to use a separate envelope.

Is training available?

You can find more information on our training page.

How long are documents stored in CCH Signatures?

Documents are saved in CCH Signatures for **a maximum of 90 days**. Once a document has been signed by all parties it should be downloaded and saved locally. You will receive a reminder email once the document is completed.

CCH Entities users can see which documents are completed and ready to download on the Electronic Signatures Report.

BILLING

What is the cost?

CCH Signatures is a usage-based subscription which means you only pay for the envelopes you use. There are no hidden fees or per user charges.

Estimate your annual usage and pay in an easy and convenient monthly DD.
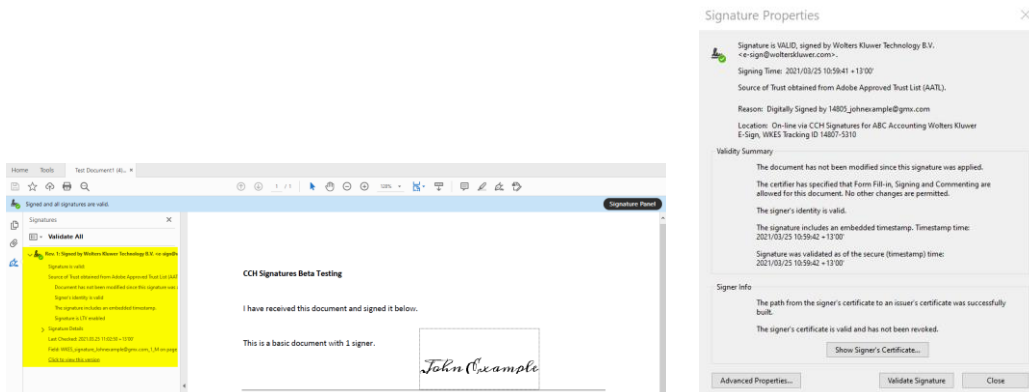
The average cost is around $1.50 per envelope.

COMPLIANCE & SECURITY

Are signatures compatible with IRD, NZCO, ASIC & ATO?

Yes

Where can I find the signing certificate information?

If you open the signed document in the PDF you will find the certificate information. Click on Signature Panel on the top menu or right click into the actual signature.

Is CCH Signatures data encrypted?
Yes, when packages are stored by the Wolters Kluwer CCH Signatures electronic delivery system, they are encrypted using the symmetric cipher Blowfish with a 256-bit key. A public key encryption scheme is used to manage KEKs, which is RSA PKI at 1024-bit strength so that authorized users can gain access to their data. The Wolters Kluwer E-Sign electronic delivery system uses Blowfish by default; however, it has the ability to use other encryption algorithms.

Wolters Kluwer CCH Signatures uses SHA-2 generated SSL certificates with 2048-bit RSA encryption.

128-bit AES is used when serving passwords, challenge questions, usernames (autofill on login page from email notifications) up to the user interface.