

FAQ - Signing MEA Letters of Agreement (LOAs) via DocuSign

1. I opted to sign my new construction LOA via DocuSign however, I have not seen an email yet.

The email could have been redirected to your spam/junk folder. Please check your spam/junk mail folder for an email from one of the email addresses listed below. If you anticipate signing future MEA forms via DocuSign, it is highly recommended to add the below email addresses as Safe Senders (aka Trusted Senders) in your email account:

- dse@docusign.net
- dse_na2@docusign.net
- dse_na3@docusign.net
- dse_na4@docusign.net

2. Do I have to sign and pay my LOA using DocuSign?

If you prefer not to use DocuSign please let your Engineering Technician know and they can assist you with other signature and payment options.


3. Why isn't there an option for me to pay via credit card?

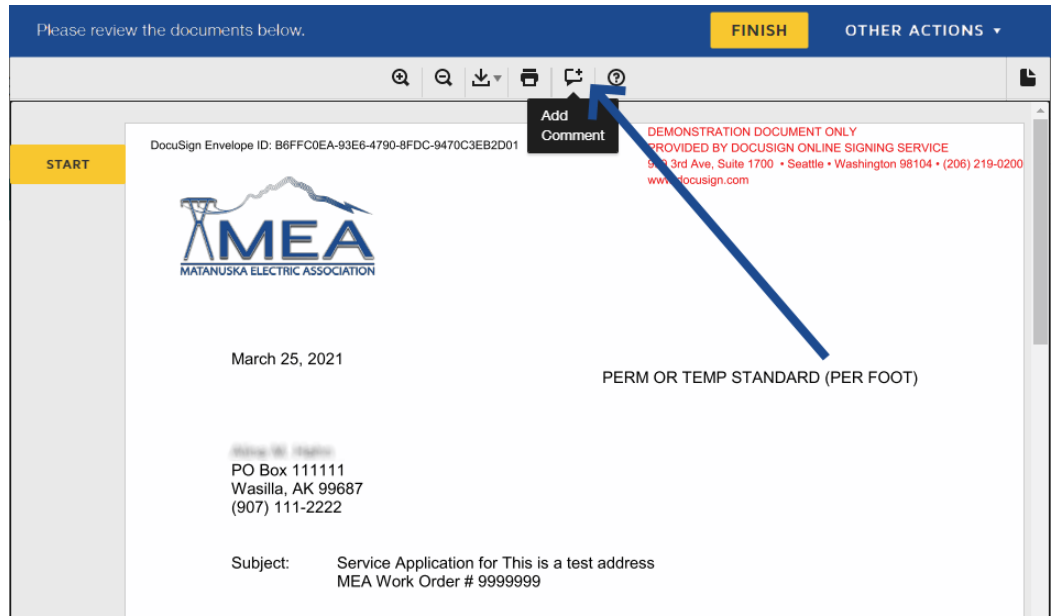
Currently only payments of \$10,000 or less can be made via credit card.

4. I have some questions about the Letter of Agreement (LOA) and/or the payment amount.

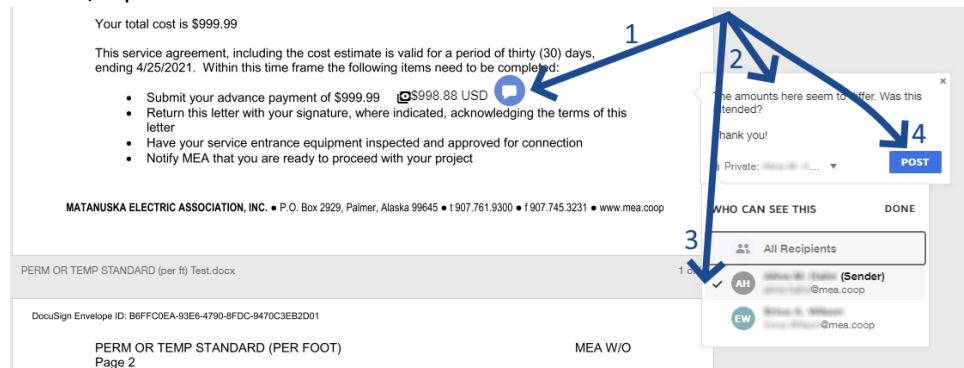
Who should I contact?

If you have questions about your LOA sent via DocuSign you can add a comment to the LOA. The Engineering Tech that sent the LOA will receive an email and will be able to reply to your comment or question. Please follow the steps below to add a comment to your DocuSign document(s):

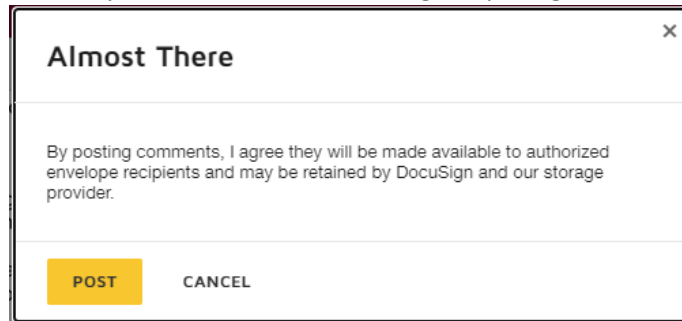
- a. Click/tap the **REVIEW DOCUMENT** in the email received
- b. Click/tap the **CONTINUE** button to open the document
- c. Click/tap the **Add Comment**  icon in the top menu:



- d. A comment icon will become available:
- e. Click a spot within the document where you want the comment/question added to. This will add the comment icon on the document and will allow you to add your comment and select the recipient you would like to send the message to.
 - i. Enter your comment/question in the space provided
 - ii. Click/tap the **All Recipients** drop-down and select the **Sender** recipient (the first recipient in the list)
 - iii. Click/tap the **POST** button



- iv. You may receive the below message. If you agree, click the POST button:



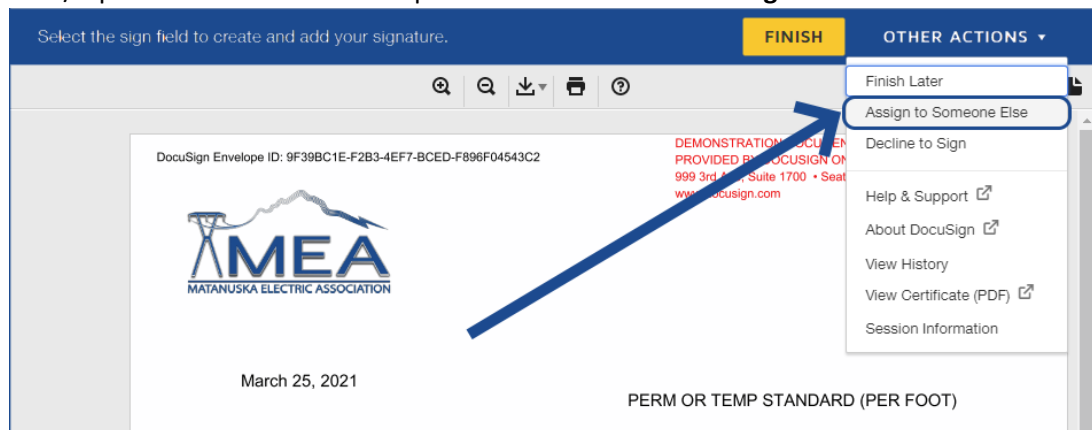
A dialog box titled "Almost There" with a close button (X) in the top right corner. The text inside reads: "By posting comments, I agree they will be made available to authorized envelope recipients and may be retained by DocuSign and our storage provider." At the bottom, there are two buttons: "POST" (highlighted in yellow) and "CANCEL".

- v. This will send an email to the Sender (the Engineering Technician assigned to your new construction project), allowing them to respond. You will receive an email once the sender replies. Depending on the question and answer, you could receive a corrected document.

5. Can I forward the LOA to someone else to sign (and pay) it?

Yes, you can have another authorized person on the electric account sign (and pay when applicable). Please follow these steps:

- Click/tap the **REVIEW DOCUMENT** in the email received
- Click/tap the **OTHER ACTIONS** drop-down menu and select **Assign to Someone Else**:



- Please remember that the new signer MUST be an authorized person on the electric account. If they are not yet an authorized person on the electric account please contact Member Services to fill out the MEA Authorized Person Form. If the new signer is already an authorized person on the account then enter their email address, full legal name, and a reason and then click/tap the **ASSIGN TO SOMEONE ELSE** button:

×

Assign to Someone Else

* Required

Email Address for the New Signer *

New Signer's Name *

Please provide a reason for changing signing responsibility

250 characters remaining

Selecting the Assign to Someone Else button will send a notification to the person to whom you assigned this envelope. The original sender will also receive a notification. You will be added as a Carbon Copy (CC) recipient.

ASSIGN TO SOMEONE ELSE

CANCEL

- d. You should then see the following message, confirming the changed signer:

DocuSign

You've Changed The Signer

We've notified the sender and new signer.
You'll receive an email copy once everyone has signed.

Think Signing was Easy?

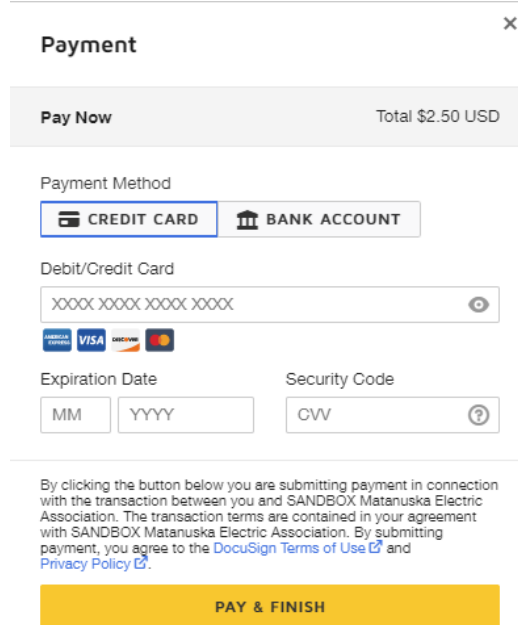
Send out documents for signatures and complete them within minutes.

TRY IT OUT

6. Can I pay with my bank account instead of credit card?

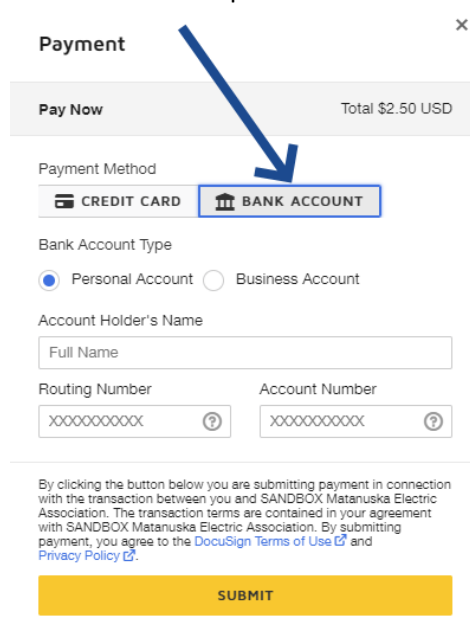
Yes. Follow the steps below to pay with a bank account:

- a. Once you have signed the LOA, click on the **FINISH** button. If there is a payment associated with your LOA, a payment box will appear and, if the amount owed is less than \$10,000, by default the CREDIT CARD option will be selected:



The screenshot shows a 'Payment' modal with a close button (X) in the top right. Below the title, there's a 'Pay Now' button and a 'Total \$2.50 USD' label. Under 'Payment Method', there are two buttons: 'CREDIT CARD' (which is highlighted with a blue border) and 'BANK ACCOUNT'. Below this, there's a 'Debit/Credit Card' section with a masked card number 'XXXX XXXX XXXX XXXX', a card icon, and logos for American Express, Visa, Discover, and Mastercard. There are also fields for 'Expiration Date' (MM and YYYY) and 'Security Code' (CVV). At the bottom, there's a disclaimer about the transaction and a yellow 'PAY & FINISH' button.

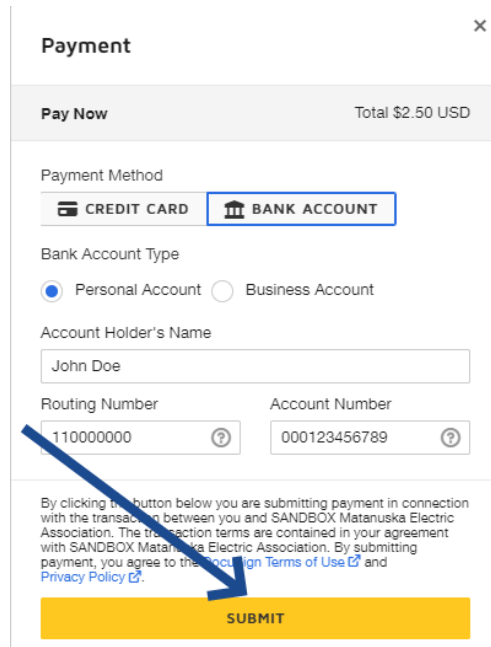
- b. Click/tap on the **BANK ACCOUNT** option:



This screenshot shows the same 'Payment' modal, but now the 'BANK ACCOUNT' button is highlighted with a blue border. A blue arrow points to this button. Below the 'Payment Method' section, there's a 'Bank Account Type' section with two radio buttons: 'Personal Account' (which is selected) and 'Business Account'. Below that is the 'Account Holder's Name' field with a placeholder 'Full Name'. There are also fields for 'Routing Number' and 'Account Number', both with masked placeholders and question mark icons. At the bottom, there's the same disclaimer and a yellow 'SUBMIT' button.

- c. Check the Personal Account or the Business Account button under the “Bank Account Type”
- d. Enter the account holder’s full name

- e. Enter the Routing and Account numbers in the boxes provided
- f. Click the **SUBMIT** button:



The screenshot shows a 'Payment' modal window. At the top, it says 'Pay Now' and 'Total \$2.50 USD'. Under 'Payment Method', 'BANK ACCOUNT' is selected. The 'Bank Account Type' is 'Personal Account'. The 'Account Holder's Name' is 'John Doe'. The 'Routing Number' is '110000000' and the 'Account Number' is '000123456789'. At the bottom, there is a yellow 'SUBMIT' button. A blue arrow points from the top right towards the 'SUBMIT' button.

Payment

Pay Now Total \$2.50 USD

Payment Method

CREDIT CARD BANK ACCOUNT

Bank Account Type

Personal Account Business Account

Account Holder's Name

John Doe

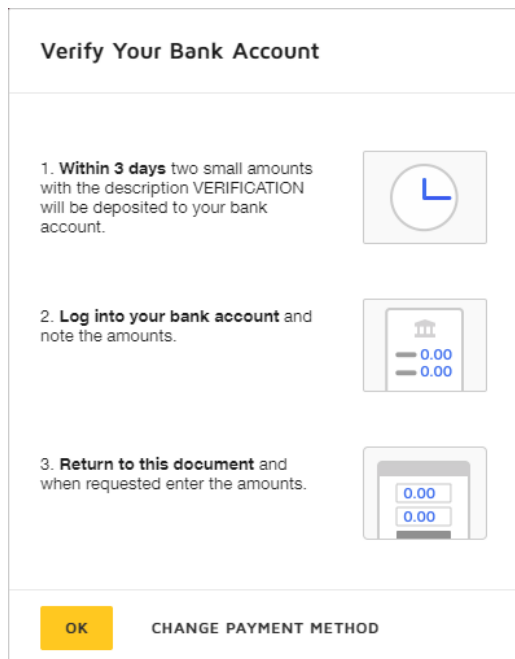
Routing Number Account Number

110000000 000123456789

By clicking the button below you are submitting payment in connection with the transaction between you and SANDBOX Matanuska Electric Association. The transaction terms are contained in your agreement with SANDBOX Matanuska Electric Association. By submitting payment, you agree to the [DocuSign Terms of Use](#) and [Privacy Policy](#).

SUBMIT

- g. **Please note that your bank account will have to go through a verification process.** As shown in the following pop-up, within 3 days, two small amounts will be deposited to your bank account:



The screenshot shows a 'Verify Your Bank Account' pop-up. It contains three steps: 1. Within 3 days two small amounts with the description VERIFICATION will be deposited to your bank account. 2. Log into your bank account and note the amounts. 3. Return to this document and when requested enter the amounts. At the bottom, there are 'OK' and 'CHANGE PAYMENT METHOD' buttons.

Verify Your Bank Account

1. **Within 3 days** two small amounts with the description VERIFICATION will be deposited to your bank account.

2. **Log into your bank account** and note the amounts.

3. **Return to this document** and when requested enter the amounts.

OK CHANGE PAYMENT METHOD

- h. The two amounts may have the description VERIFICATION or, in some instances, will be prefixed by DOCUSIGN AMTS:

Pending Transactions	
Authorized Transactions	
Note: Debit card transaction amounts may change.	
DOCUSIGN AMTS:51,79 ST-A8E0W5U6Q 11/12/20	+ \$0.51
DOCUSIGN AMTS:51,79 ST-U9K8A9S3B 11/12/20	+ \$0.79
+ [blurred]	[blurred]
+ [blurred]	[blurred]

- i. Please monitor your bank account for these two transactions within the following 3 days
- j. Once the two transactions appear in your bank account, return to the DocuSign email for your LOA and click on the **REVIEW DOCUMENT** button as you did the first time.
- k. Click **CONTINUE** to open the document and then click **FINISH** again
- l. The following message will be displayed, allowing you to enter the two small deposit amounts:

Verify Your Bank Account

Pay Now
Total \$2.50 USD

Check your bank account for two deposits with the description VERIFICATION and enter them here.

Deposit 1

Deposit 2

SUBMIT

CHANGE PAYMENT METHOD

- m. Enter the two amounts in the boxes exactly as provided and then click the **SUBMIT** button:

Verify Your Bank Account

Pay Now
Total \$2.50 USD

Check your bank account for two deposits with the description VERIFICATION and enter them here.

Deposit 1

Deposit 2

SUBMIT

CHANGE PAYMENT METHOD

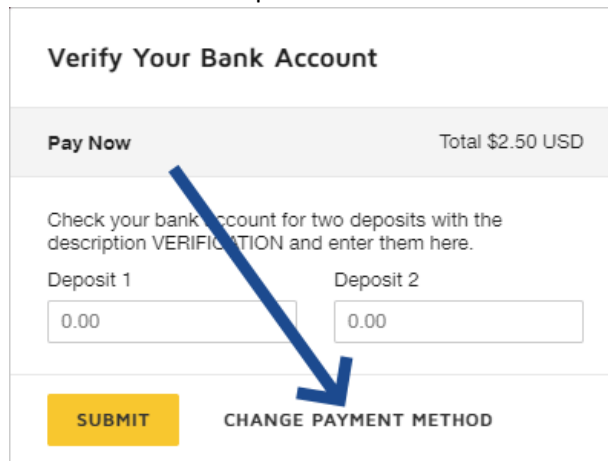
- n. **NOTE: You have 10 tries to enter the correct deposit amounts.**
- o. If you exceed the maximum number of tries you will receive the following **Unable to Verify Your Bank Account** message:

Unable to Verify Your Bank Account

7. I entered the wrong deposit amounts more than 10 times and received the “Unable to Verify Your Bank Account” message. What do I do next?

If you have entered the wrong deposit amounts more than 10 times you will need to change the payment method:

- a. Return to the DocuSign email and click on the **REVIEW DOCUMENT** button
- b. Click the **CONTINUE** button to open the document
- c. Click on the **FINISH** button and, within the **Verify Your Bank Account** window, select the **CHANGE PAYMENT METHOD** option:



The screenshot shows a web interface titled "Verify Your Bank Account". At the top, there is a grey bar with "Pay Now" on the left and "Total \$2.50 USD" on the right. Below this, a message reads: "Check your bank account for two deposits with the description VERIFICATION and enter them here." There are two input fields labeled "Deposit 1" and "Deposit 2", both containing "0.00". At the bottom, there is a yellow "SUBMIT" button and a link that says "CHANGE PAYMENT METHOD". A large blue arrow points from the top of the input fields down to the "CHANGE PAYMENT METHOD" link.

- 8. Will the bank verification be needed every time I want to pay by bank account?**
Yes, the bank verification will be needed every time you opt to pay by bank account.
- 9. Will I get a receipt for the transaction?**
Yes. Upon successful payment you will receive an email similar to the one below:



Matanuska Electric Association, Inc. <receipts+acct_1IMjQzGenm42CtWQ@stripe.com>
Tue 3/16/2021 10:16 AM
To: You



Receipt from Matanuska Electric Association, Inc.

Receipt #1891-8880

AMOUNT PAID	DATE PAID	PAYMENT METHOD
\$1.25	March 16, 2021	VISA - 6614

SUMMARY

Payment to Matanuska Electric Association, Inc.	\$1.25
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Amount charged	\$1.25
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If you have any questions, contact us at meacontact@mea.coop or call at +1 907-761-9300.

Something wrong with the email? [View it in your browser.](#)

You're receiving this email because you made a purchase at Matanuska Electric Association, Inc., which partners with [Stripe](#) to provide invoicing and payment processing.