

E-Signature Integration Flow

Representative sequence showing the leasing product, e-signature service, signer, and recovery paths. Portfolio sample - reconstructed and anonymized.

Leasing User	Leasing & Rents	E-Signature Service	Resident / Signer
1. Generate lease	Create current lease document		
2. Send for signature	Validate document, signer data and active-request rules		
	Create signature request + store correlation/reference	Create envelope / signature request	
	Set product status to Awaiting signatures	Deliver request to required signer(s)	Receive signature request
		Track signer activity	Review and sign
	Receive callback / retrieve latest status	Return status update	
	Map external status to product-facing status		
	If all required signatures complete: store executed document + continue workflow	Return completed document	

Exception paths that need explicit requirements

A. Validation fails before send Do not create an external request. Identify the missing or invalid data and keep the lease available for correction.	B. External request created, local save fails Recover using the external reference/correlation before allowing a new request. Avoid duplicate envelopes.	C. Lease changes after send Require a controlled void/replacement path so residents do not sign an outdated lease.	D. Status callback is delayed Retain the last known status and use an agreed reconciliation strategy rather than silently treating the request as complete.
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BA focus: The integration is not complete when the API call succeeds. The requirements also need to define data ownership, correlation, duplicate prevention, status meaning, signer-level behaviour, recovery, void/resend, document availability, permissions, and audit history.