



# Instructions for signing electronic documents

<https://econtract.fpt.com.vn/app>



Hanoi | 03-2021

# Content

**BASIS FOR CHANGING METHOD OF SIGNING**

**IMPLEMENTATION GUIDE**

**LEGAL CHECK**

# Basis for changing the signing method



**ELECTRONIC DOCUMENTS** have full legal validity as paper documents - recognized by Law

**Save time - increase business efficiency** between the units (FPT sellers) and customers



## **PURPOSE**

Changing the traditional method of signing – building a paperless operation process with customers

Support customers in signing multi-platform contracts

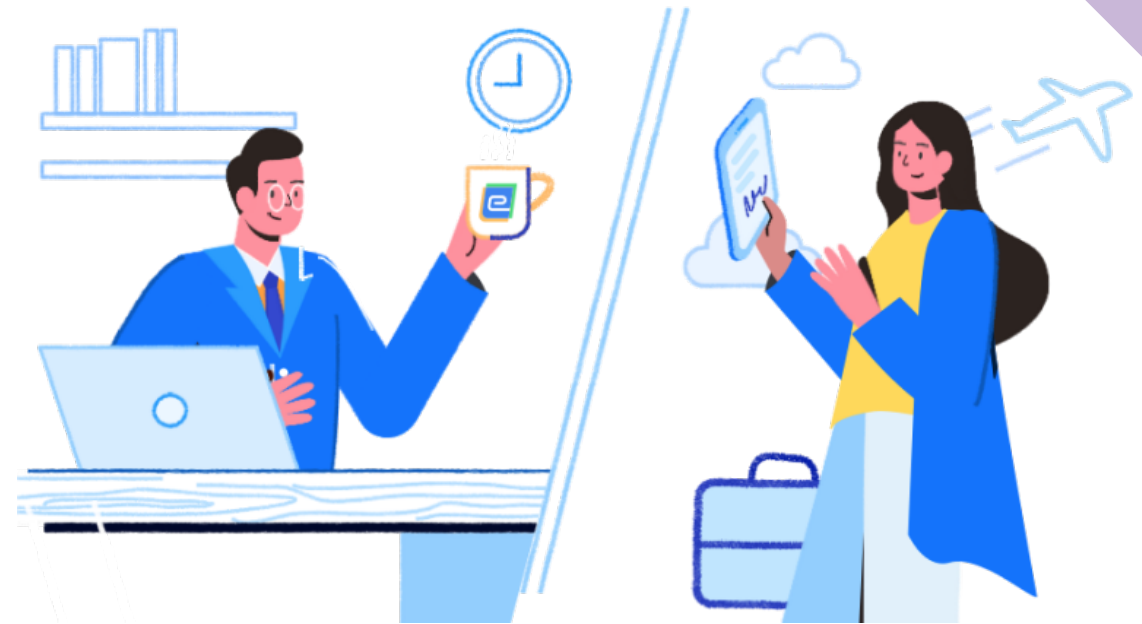
No distance – no interruption

# What to prepare to sign electronic documents?



**EMAIL ADDRESS:** For receiving notifications when there is a document to sign

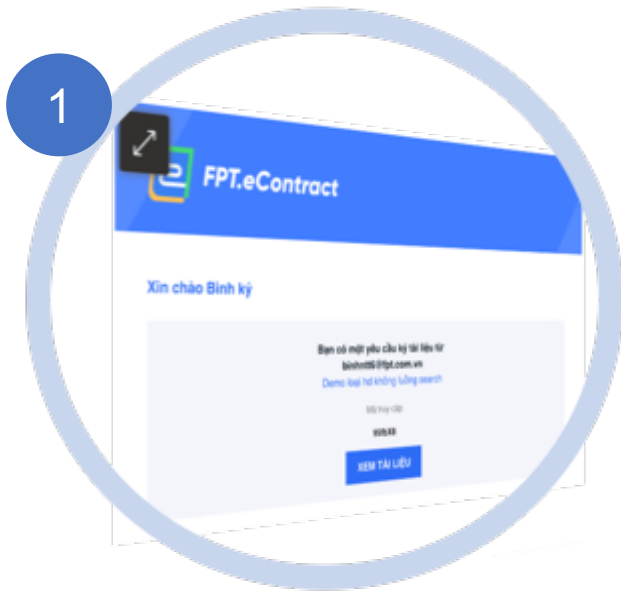
**DIGITAL CERTIFICATE:** Use DC USB token, which the company use for tax declaration. Accept DC of all CA providers in Vietnam



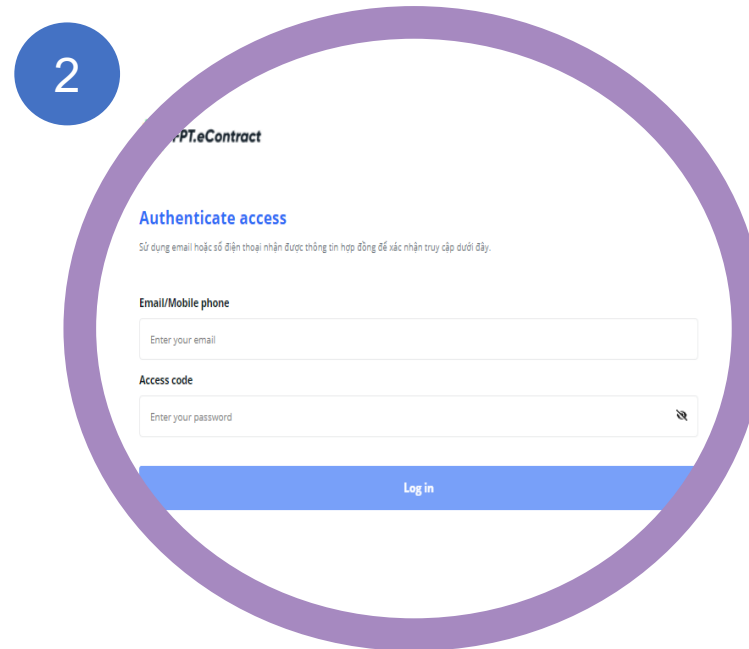
**DEVICE:** Computer (if digitally signed with USB token)/ tablet/ smart phone

# 03 Steps for Signing

Receive email notifying about signing.



Click the “ View Document” link from the email and **confirm the access** by typing the email and the attached security code



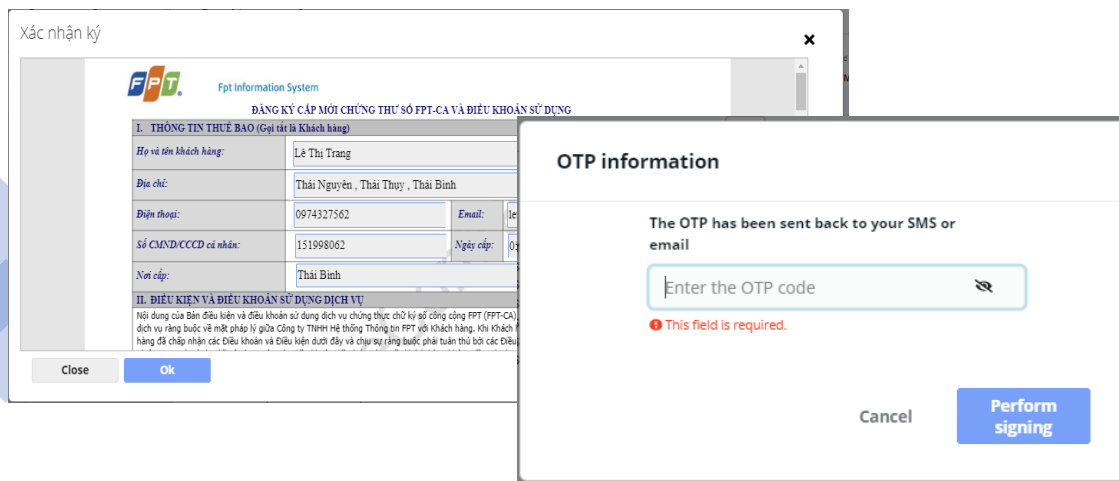
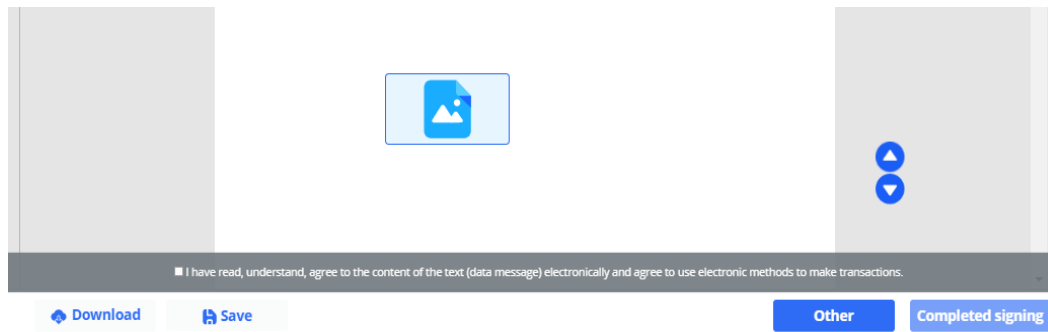
**View** document content and **sign** (detailed instructions on the following pages):

- Sign image/digitally sign FPT.eSign cloud on smart phone or
- Digitally sign USB token on desktop

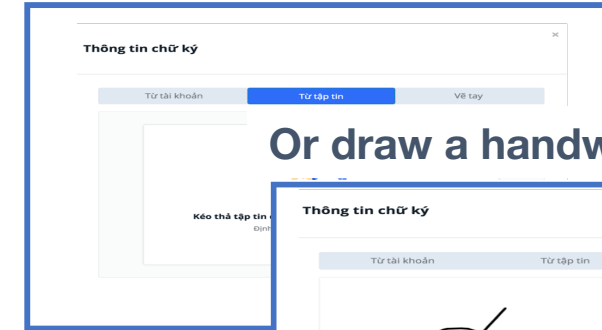


# Instructions for imaging signing on documents

- 1 User presses up/down button  to quickly jump to the page with the photo signature (if any).
- 2 Users click on the Sign image icon to draw signature hand fill signature image in text.



## Insert signature from file



## Or draw a handwritten signature

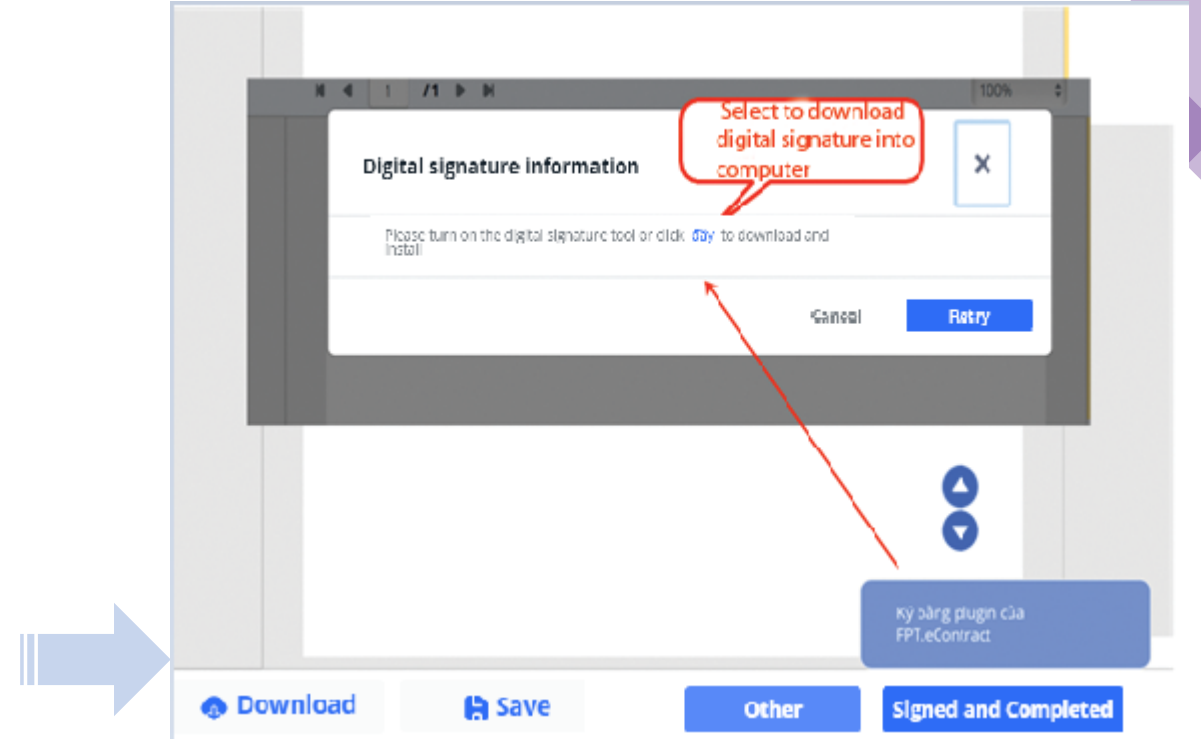
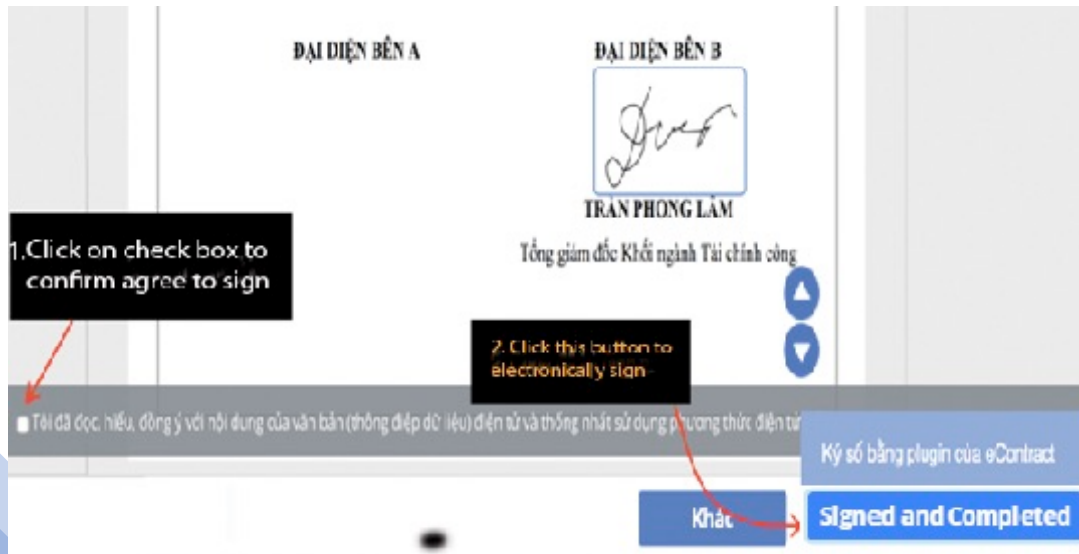


- 3 Click on the check box "I have read, understand, agree to the content of the electronic document (data message) and agree to use the electronic method to make the transaction"
- 4 Click on the ["Completed signing"] button and ending of imaging signing if only normal imaging sign
- 5 (Optional if signing multi-layer authentication images). Click the ["Completed"] button. Select the button "Ký ảnh xác thực đã lớp qua email". Confirm register CA OTP, Enter the OTP code and click "Ferform Signing" button to finish signing by imaging signature.

# Instructions to digitally sign documents

1 Click check box "I have read, understand, agree to the content of the electronic document (data message) and agree to use the electronic method to perform the transaction".

2 User click on [" Ký số bằng plugin của eContract"] button.



3 The system notifies the link for users to download the Digital Signing Tool.

4 Users install the tool by themselves by double-clicking on the downloaded file, selecting next through the steps to install the tool.

# Instructions for digitally signing documents – *(continued)*

5

After the user installs and turns on the digital signing tool, select [”Retry”], the system will list Digital Certificates are available on the user's computer.

\* Users need to install the digital signing tool once.

6

User selects the appropriate Digital Certificates, selects [”Sign”] button

Digital signature information

Lựa chọn chứng thư số để thực hiện ký

1 - CÔNG TY TEST

Tên chung: CÔNG TY TEST  
Tổ chức:  
Sử dụng từ ngày: 2021-06-15T15:52:21+07:00  
Sử dụng đến ngày: 2021-09-15T16:00:00+07:00  
Đơn vị cấp: FPT Certification Authority

Cancel Sign

7

User enters PIN code of Digital Certificates USB token

Xác nhận mã PIN:

Mã PIN: \*\*\*\*\*

8

System digitally signing and confirm completed

Successful signing

More

100%

# Instructions for refusing to review/sign

TC

If the User wants to **Reject** review or refuse to sign, select the [Other] button>Select the [Reject] button.

User Enters the reason for the rejection and selects the [Reject] button.

\* The document has expired, signed and emailed to the Contract Creator and those who have signed/reviewed before. The contract creator creates a signing flow and re-signs it from scratch.

U/C

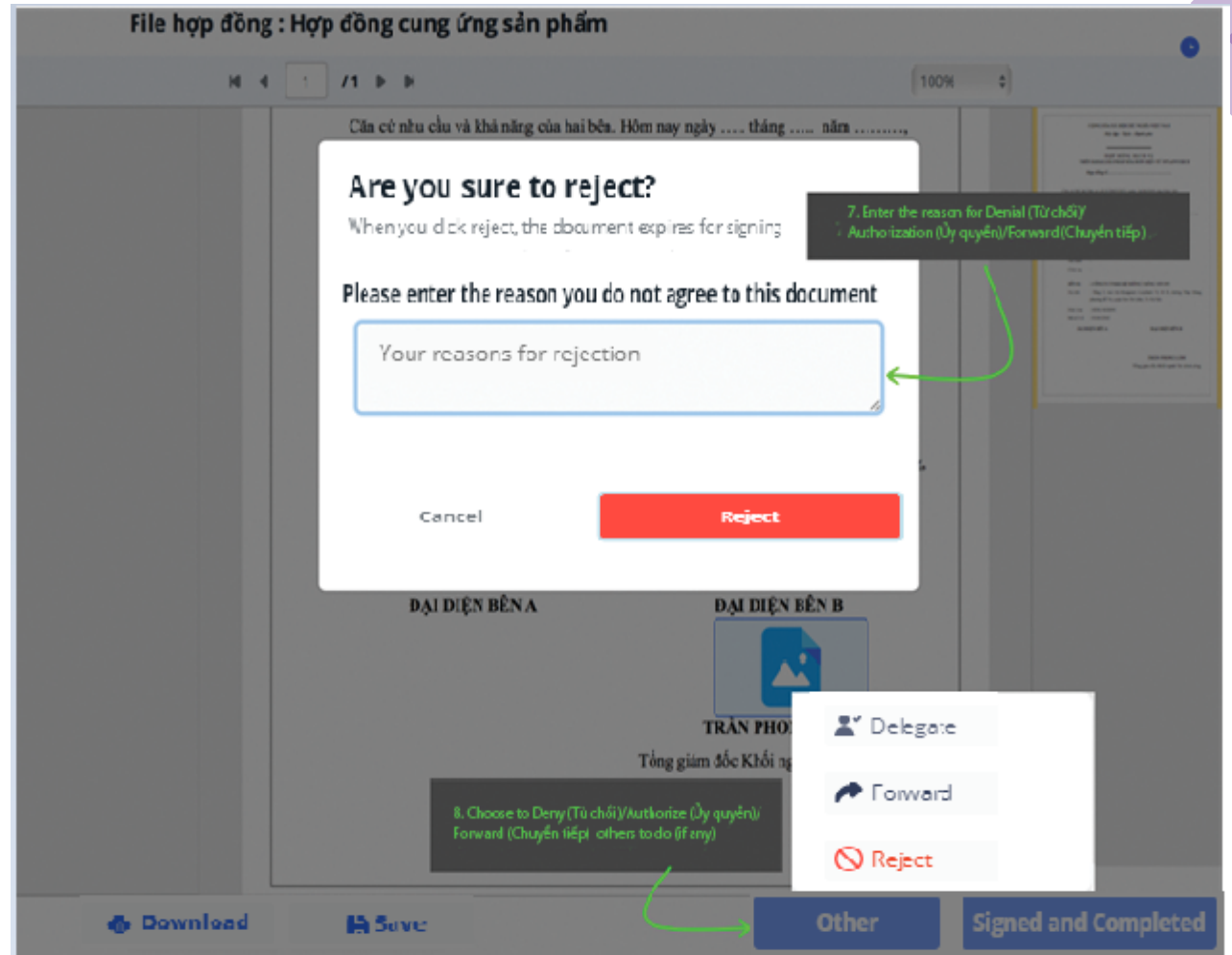
If the User wants to **Delegate/Forward** to someone else to handle, select the [Other] button>Select the [Delegate]/[Forward] button.

The user enters the name and email of the authorized/Forward recipient to sign on his behalf and selects the [Confirmed] button.

\* The document is still valid for signing, the User has no right to review/sign the document.

DL

**Download documents:** Users can download documents to save electronically at personal/unit storage devices.



# Instructions to check the legality of signed documents

OP

The user downloads the file to the computer, opens the electronically signed document file with the **Adobe Acrobat Reader** or **Foxit Reader** application, and then selects the **Signature Panel** button.

\* Adobe Acrobat Reader or Foxit Reader is a universal application; Users download it from the internet for installation.

CT

User selects each digital signature to see the owner of the Digital Certificate and check the integrity of the digital signature (instructions on the following pages).

The screenshot shows the Adobe Reader interface. The title bar reads "Hòa-đơn-điện-tử\_FPT\_eInvoice\_Viên-Đông\_sign.pdf - Adobe Reader". The menu bar includes "File", "Edit", "View", "Window", and "Help". The toolbar shows various icons for file operations and navigation. A status bar at the top indicates "Signed and all signatures are valid." and "Signature Panel".

The **Signatures** panel on the left lists two signatures:

- Rev. 1: Signed by CÔNG TY TNHH HỆ THỐNG THÔNG TIN FPT**
  - Signature is valid:
    - Document has not been modified since this signature was applied
    - Signed by the current user
    - The signature includes an embedded timestamp but it could not be verified.
    - Signature is LTV enabled
  - Signature Details**
    - Certificate Details...
    - Last Checked: 2019.11.20 11:05:14 +07'00'
    - Field: Signature1 (invisible signature)
    - [Click to view this version](#)
- Rev. 2: Signed by CTCP THƯƠNG MẠI VÀ DỊCH VỤ VẬN CHUYỂN QUỐC TẾ NGÔI SAO VIỄN ĐÔNG**
  - Signature is valid:
    - Document has not been modified since this signature was applied
    - Signed by the current user
    - Signing time is from the clock on the signer's computer.
    - Signature is LTV enabled
  - Signature Details**
    - Last Checked: 2019.11.20 11:05:15 +07'00'
    - Field: Signature2 (invisible signature)
    - [Click to view this version](#)

The main document page displays the following text:

CỘNG HÒA XÃ HỘI CHỦ NGHĨA VIỆT NAM  
*Độc lập - Tự do - Hạnh phúc*

HỢP ĐỒNG DỊCH VỤ  
TRIỂN KHAI GIẢI PHÁP HÓA ĐƠN ĐIỆN TỬ FPT.eINVOICE  
*(Hợp đồng số: HDDV/2019/FIS/EINT-VIENDONG)*

Căn cứ Bộ luật Dân sự số 33/2005/QH11 ngày 14/06/2005 của Quốc hội;  
Căn cứ Luật thương mại số 36/2005/QH11 ngày 14/06/2005 của Quốc hội;  
Căn cứ nội dung và khả năng của hai bên. Hôm nay ngày ... tháng ... năm 2019,  
chúng tôi gồm:

**BÊN A** : CÔNG TY CỔ PHẦN THƯƠNG MẠI VÀ DỊCH VỤ VẬN CHUYỂN QUỐC TẾ NGÔI SAO VIỄN ĐÔNG  
Địa chỉ : Số 12 A Hồ Xuân Hương, Phường Nguyễn Du, Quận Hai Bà Trưng, Hà Nội  
Mã số thuế : 0101491636  
Đại diện : Ông PHẠM QUANG ANH  
Chức vụ : Giám đốc

**BÊN B** : CÔNG TY TNHH HỆ THỐNG THÔNG TIN FPT  
Địa chỉ : Tầng 22, toà nhà Keangnam Landmark 72, lô E6, đường Phạm Hùng, phường Mỹ Trì, quận Nam Từ Liêm, Tp. Hà Nội.  
Điện thoại : (024) 35626000  
Mã số thuế : 0104128565  
Tài khoản VNĐ: 001.1.000.506552  
Ngân hàng : Sở Giao dịch Ngân hàng TMCP Ngoại thương Việt Nam  
Đại diện : Ông TRẦN PHONG LÂM  
Chức vụ : Tổng Giám Đốc Khối ngành Tài chính công

*(Theo giấy ủy quyền số 263/2019/UQ-FISHCM ký ngày 06/01/2019 của Chủ tịch Hội đồng thành viên)*

Sau khi bàn bạc và thỏa thuận, hai Bên đã công nhận nhất trí ký kết Hợp đồng này với các điều khoản dưới đây:

1

# Instructions to check the legality of signed documents – (continued)

CK

Check for signs of digital signatures as shown below

**At least one signature is invalid.**

**Signatures**

- Validate All**
  - Signer's identity is unknown because it has not been i
  - Signing time is from the clock o
  - Signature Details
    - Last Checked: 2020.12.17 15:18:2
    - Field: Signature1 on page 6
    - [Click to view this version](#)
- Rev. 2: Signed by LÊ THỊ TỔ UYÊN**
  - Signature is invalid:
    - Document has been altered or
    - Signer's identity is unknown because it has not been i
    - Signing time is from the clock on the signer's comput
  - Signature Details
    - Last Checked: 2020.12.17 15:18:27 +07'00"
    - Field: Signature2 on page 6
    - [Click to view this version](#)
- Rev. 3: Signed by CÔNG TY TNHH MỀ TƯƠNG TƯƠNG 1**
  - 1 Page(s) Deleted**
  - 1 Page(s) Added**

**Signature Panel**

Search 'Delete Page'

**Export PDF**

**Adobe Export PDF**

Convert PDF Files to Word or Excel Online

**Select PDF File**

bản sửa.pdf

Convert to

Microsoft Word (\*.docx)

Document Language: English (U.S.) [Change](#)

**Convert**

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**Annotations:**

- Click on this link to see the contract content was digitally signed (before it was modified)
- This icon show that digital signature has no legal basis because of changing of the contract document after signed
- Show changing activities after the contract document was digitally signed by sides:
  - 01 page was deleted
  - 01 page was added

# Instructions to check the legality of signed documents – (continued)

CK

Check for signs of digital signatures as shown below

The screenshot shows a PDF viewer interface with a document titled "CỘNG HÒA XÃ HỘI CHỦ NGHĨA VIỆT NAM". A blue banner at the top states "At least one signature has problems." A "Signature Panel" button is highlighted in the top right. The "Signatures" panel on the left lists three signatures:

- Rev. 1: Signed by Công ty TNHH Phân Phối Synnex FPT
- Rev. 2: Signed by LÊ THỊ TỐ UYÊN
- Rev. 3: Signed by CÔNG TY TNHH HỆ THỐNG THÔNG TIN

Each signature has a green checkmark icon. A red box highlights the first signature, with a callout stating: "The digital signatures were signed on the contract file".

The document content includes a contract header: "HỢP ĐỒNG MUA BÁN" and "Số: FIS SRV-20277/HDMB-SYNNEX/2311". It lists legal references and the date "Hôm nay, ngày 23 tháng 11 năm 2020, tại Hà Nội, chúng tôi gồm:".

The "Bên Bán" (Seller) information is:

- CÔNG TY TNHH PHÂN PHỐI SYNNEX FPT**
- Địa chỉ: Tòa nhà FPT Cầu Giấy, Số 17 Phố Duy Tân, P. Dịch Vọng Hậu, Q. Cầu Giấy, Hà Nội
- Điện thoại: (84 -4) 73006666 Fax: (84 - 4) 3795 9051
- Giấy ĐKKD: 0104264818 do Sở KHĐT TP. Hà Nội cấp ngày 20/12/2005
- Mã số thuế: 0104264818
- Số tài khoản: 0591199889988 Tại ngân hàng: TMCP Tiên Phong - CN Hoàn Kiếm
- Đại diện: Ông Lê Thanh Hải
- Chức vụ: GDKD thuộc Phòng KD số 1 - TT KD máy tính và thiết bị ngoại vi HN
- Quyết định uỷ quyền số: 173/QĐ-SFDC ngày 20 tháng 05 năm 2019

A blue box at the bottom left contains instructions in Vietnamese: "Hướng dẫn kiểm tra ký hiệu thông báo chữ ký số trên file có bị chỉnh sửa hay không". It explains that green checkmarks indicate the file content was not changed after signing, while red checkmarks indicate the file content has been modified after signing, which is not legally valid.

# Contact help



Customer support 24/7:  
1900636191 (ext 3)



Customersupport@fpt.com.vn  
(subject "eContract")



Operation instruction video  
Channel "FPT.eContract"

