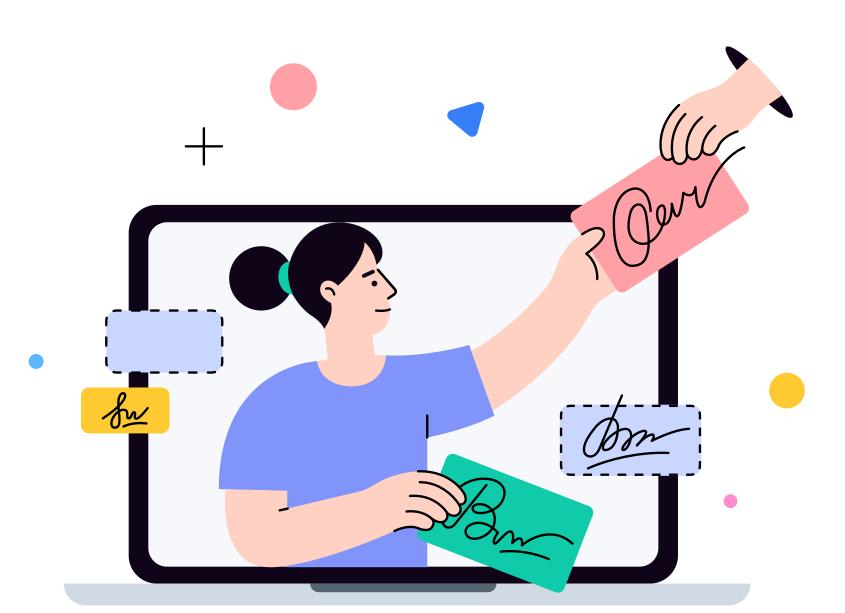# signNow

Notarize any document in less than an hour: signNow for **NotaryPro**

NotaryPro - signNow API solution

From the very beginning, NotaryPro was interested in an API-based eSignature solution that they needed to integrate with their in-house notary platform and web app. This included specific document workflows, a library of templates, and video conferencing.

> "Once we got the API working, it went really smoothly. Now it's working like a well oiled machine. We did have some issues and troubleshooting challenges at the beginning, but the signNow Support was always there to answer them," **says David when describing the implementation process.**

From the early days of this integration implementation, the benefits became clear on both ends — to the notaries and clients.

NotaryPro

Customer profile:

- David Barder, CMO, NotaryPro

- NotaryPro provides online and in-person notary services all over Canada.

- It's a startup with less than ten people in the core team and around 170 notary publics within its in-person network.

History & Background:

NotaryPro was founded by Rob Onley back in 2016. Rob started by simply posting ads about notary services on Kijiji (Canadian equivalent of Craigslist). When the customer base began to snowball, other notaries and partners began joining the network. In 2020, NotaryPro was already strongly relying on its network of trusted notaries, representing different parts of the country and offering highly specific services (services in languages other than English, specializing in certain categories of legal workflows, etc.). In simplified terms, NotaryPro was following the working principles of Uber and matchmakers at the same time — instantly identifying an online or in-person notary per specific case.

In the early, pre-pandemic months of 2020, NotaryPro was already actively using online notarization. They had a remote online notarization (RON) system of their own, and when COVID hit Canada back in 2020, the systems for transitioning to remote notarization were already in place, and the company was well prepared.

> "signNow was part of this journey from the very early days. We looked at different eSigning platforms, but only signNow fit the bill. We got one account and started eSigning online — that was the genesis of our remote online notarization solution," **tells David in the course of his video interview.**

NotaryPro - signNow API: Benefits for notaries

Less manual work thanks to automated tagging

One of the most appreciated signNow features among notaries is auto-tagging for fillable fields. Once uploaded to signNow, the required fields automatically become fillable, with minimal participation on the user's side.This saves time with our notaries, who can focus on client service.

Saving time with templates

The work of the notaries is very much standardized when it comes to document types. There are 15-20 types of documents that constantly go through the pipeline (affidavits, certified true copies, visa invitation letters, travel consent letters, etc.). Using templates and auto tags can be a lifesaver when times get busy. This is how David explained the amount of time saved:

> "Templates and auto tagging may save you about two minutes on each document. If you start to take into consideration the many documents we get per day, per week, or per month; time savings can add to our top line. We are looking at hours of work time saved."

Fewer corrections

Notaries and lawyers are generally the least error-prone group of professionals when it comes to document preparation. Nobody's perfect though: autocorrect may suddenly change the spelling of the last name, the client might get distracted and sign the wrong field, or they skip one of the fillable fields altogether. signNow automated guidance through fillable fields guarantees this won't ever happen in the case of the NotaryPro-signNow integration: fields cannot be skipped or missed, signers may only sign the fields assigned directly to them.

NotaryPro - signNow API: Benefits for clients

Intuitive layout

The most frequently mentioned benefit on the user side is that the interface, every icon, and the overall flow are self-explanatory.

> **Quoting David:** "Not a single time have we heard something like "I don't understand how this works". I think that's because the user interface is quite efficient and clean."

For those who are not tech-savvy or those who might get nervous eSigning important documents, videoconferencing is ready and waiting. Remote notarization is organized as a video call, so the notaries themselves may give pointers to signers in real-time.

Last-minute requests becoming doable

Let's be honest: people hate paperwork, most of us are not great at it, and what makes things even worse — we tend to postpone paperwork until the very last minute. This is when we realize that a grandchild can't travel with grandparents abroad without parental consent, or that we have two hours left to submit an insurance claim. Online / remote notarization with eSigning under the hood resolves all these situations, literally within an hour. Here is how David explains their entire workflow:

"Clients can upload a document or choose a prepaid template. For clients, it's easy and simple. They can pick a preferred time and date, upload their document, and get it notarized or commissioned within an hour. No longer are individuals required to drive to a physical location to get their documents notarized."

Needless to say, the reputation they've gained from delivering such a lightning-fast service is enormous! On Both Google and Trustpilot, NotaryPro's ranking is 4.9 (out of 5).

Authenticity confirmed

Notarization often concerns life-and-death documents. In such situations, the authenticity of documents and signatures on them are of vital importance.

Many clients of NotaryPro have already noted their appreciation of signNow's Audit Log. Once a video session with a notary is ended, every notarized document comes with its final audit log. This log contains complete data on every edit and entry in a document: who opened, who signed, at what time, and where (IP addresses in the log are extremely precise). The Audit Log data is accessible anytime, not only as legal proof but also as court-admissible evidence (if need be).

David is optimistic about the development of online notarization in Canada, and rightly so. His view on how this segment of the e-market is evolving makes total sense to those knowledgeable in SaaS:

"Recall online shopping in the early 2000s. Everybody was scared to use their credit card on the internet, and now we don't even give it a second thought, we just click and pre-order. The same will be happening with online notarization and document signing overall. It might take another ten years, of course, and NotaryPro wants to be on the cusp of that. That's why we are upgrading our online notarization platform all the time. We are adding more features, we are targeting new audiences, trying to convince people to switch from pen-and-paper to eSigning. The future of paperwork is definitely online".