



Sending documents for signature via SMS

Modern mobile devices are used to gather and stay on top of information. This is why it's important for companies to communicate via multiple channels, such as email and SMS, to collect signatures on important documents such as sales agreements, offer letters, or educational forms quickly.

To support the changing consumer behaviour, Zoho Sign now offers delivery via SMS to reach signers faster, apart from the standard email delivery. Some of the key benefits of enabling SMS delivery include:

- Reach signers who prefer SMS over email
- Faster document turnaround time
- High success rates

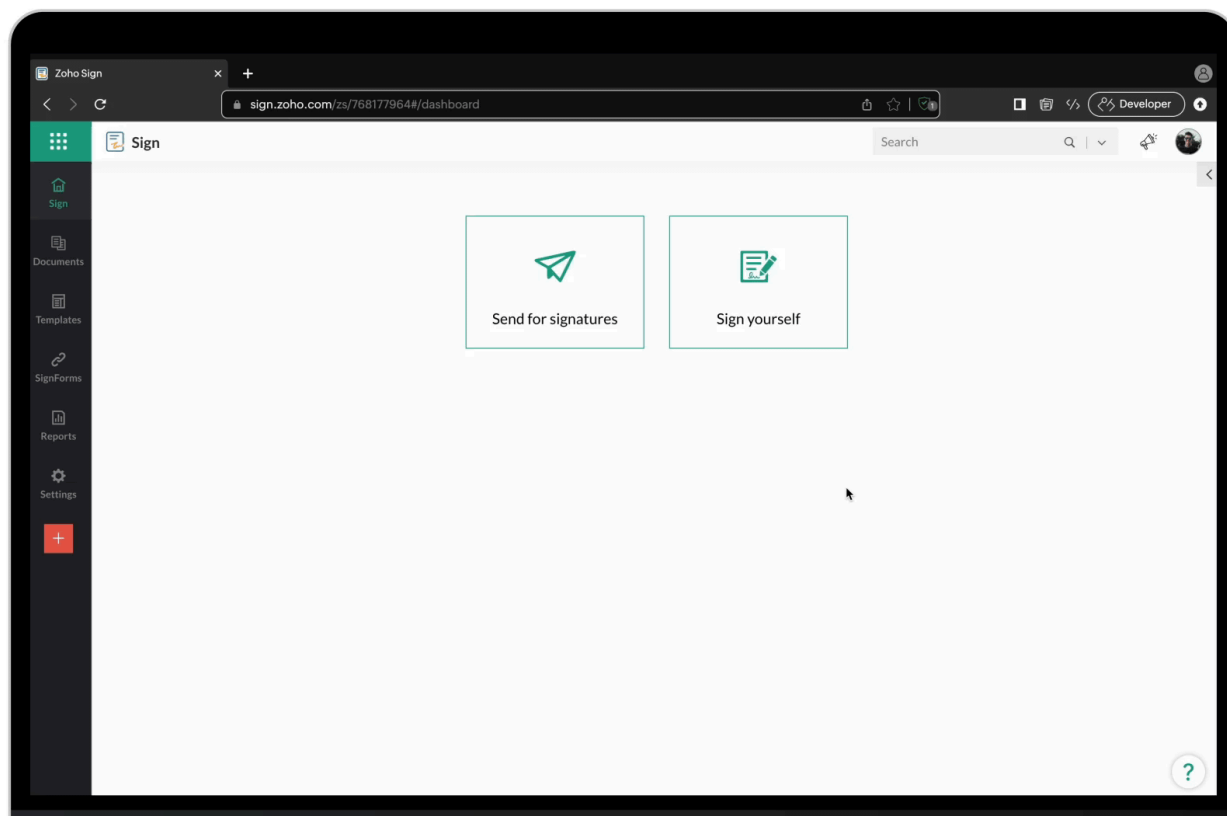
Pre-requisites

- A paid Zoho Sign account
- Adequate Zoho Sign credits (\$0.05/SMS)



By default, both the modes (Email and Email+SMS) will be enabled. However, you can follow these steps to change the delivery modes:

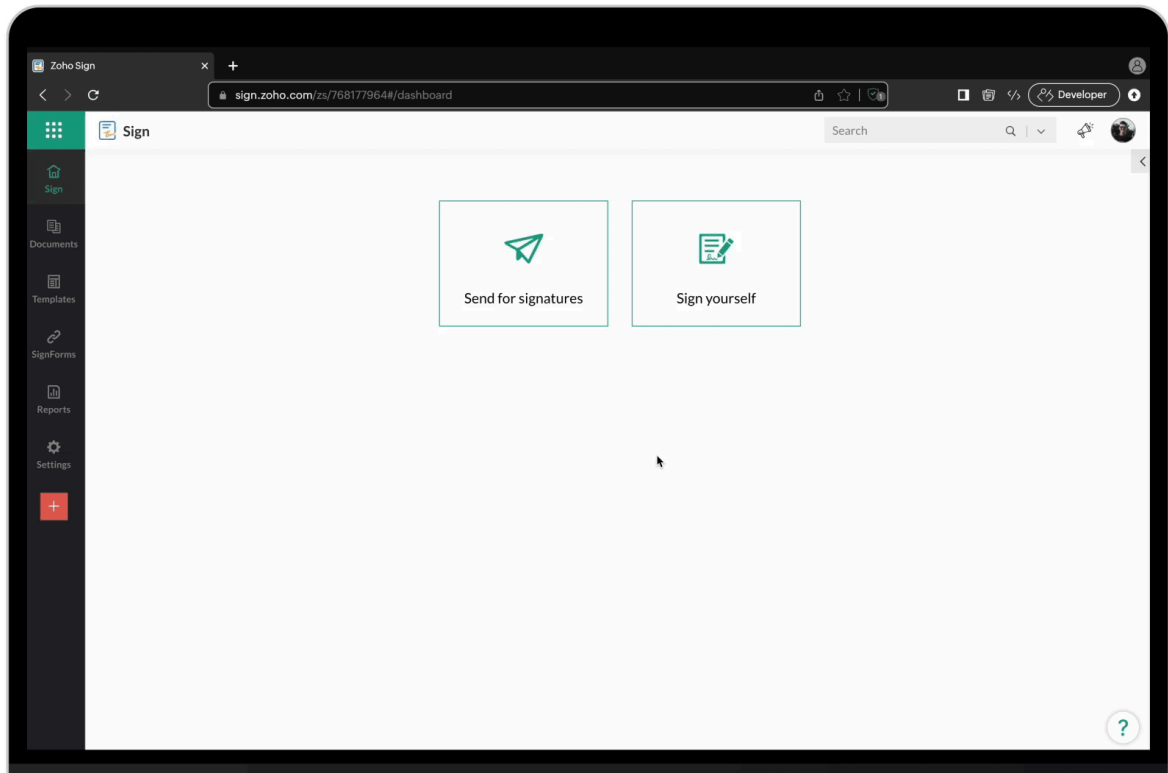
1. From the left navigation pane, click **Settings > Account Settings**.
2. To configure document link delivery mode, check the desired modes allowed for the delivery of document links to recipients.
3. Click **Save**.



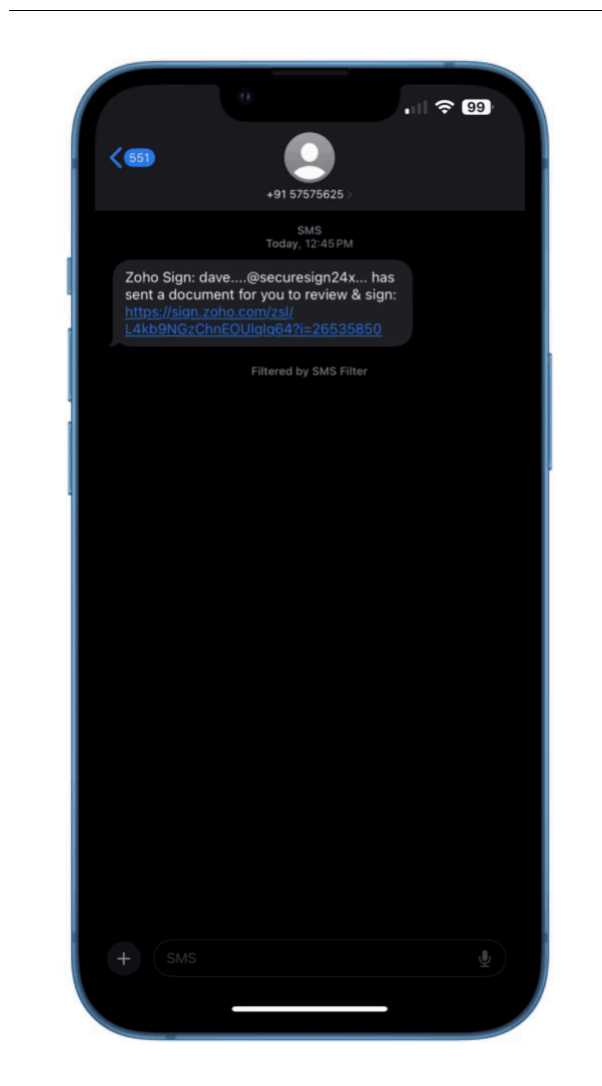
How to choose SMS delivery for a recipient

1. Click **Send for signatures** on your dashboard to upload the document.
2. After all the recipient details are entered, select the delivery mode from the dropdown.
3. If the sender chooses the option Email+SMS, the sender has to enter the recipient's phone number. If the recipient is not in your Zoho Sign contacts, or if the recipient phone number is not present in their contact details, you will have to select the appropriate country code and enter their number in the field provided. [You can find the list of all the countries here.](#)

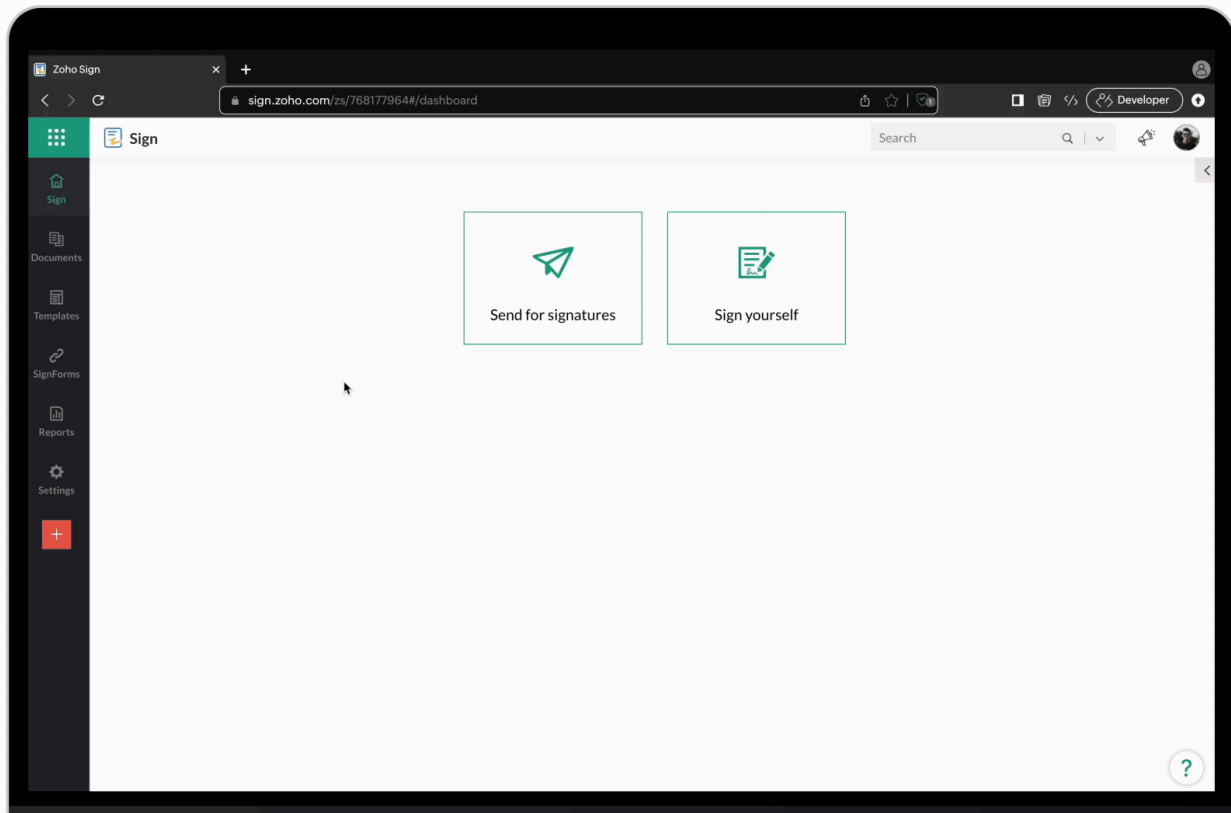
4. Fill in all the necessary fields and send the document out for signature.



5. Your recipient(s) will receive a SMS similar to one that you can see below.



6. You can also check the delivery mode details used, as well as other details, including the date and time when the SMS/Email was delivered from the signed document's completion certificate. To do so:
7. From the left navigation pane, click **Document** > **Completed**.
8. Select the document and click *Completion Certificate* to download.
9. In the downloaded certificate, you can find the similar details as shown below.



Note:

- SMS delivery is available in Send for Signature and Templates.
- This feature is unavailable for *bulk send* and *in-person signing*.
- You cannot disable Email delivery mode.
- In lack of credits, the document link will be delivered only via Email and the sender will be notified about the reason via Email.
- Presently, regardless of the recipient language, the SMS can only be sent in English due to carrier restrictions.

FAQ's

1. *Can I change the delivery mode even after the document is sent out for signature?*

Yes. Delivery mode can be changed even if the document is in-progress. This can be done only for those recipients who are yet to sign the document.

2. *Is it possible to update the email address and the phone number of the recipients even after the document is sent out for signature?*

Yes. You can update the email and phone number even after the document has been sent out for signature. If this is done, the new document link will be re shared and only that link will be valid, and this is applicable

only for those recipients who are yet to sign the document.

3. *I have selected both the modes. If I enable automatic reminders, will the reminder be sent to both email and SMS?*

No. Even if you choose Email+SMS mode, automatic reminder will be sent only to email.