



# CTR JOB AID

## Using Adobe Acrobat Sign for W-9s-Vendor

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## OVERVIEW

This job aid provides details on how to:

- Electronically fill out, sign, and submit W-9s

## BEFORE YOU BEGIN

Adobe Acrobat Sign is a cloud-based application for the electronic signature and submission of select CTR forms. This creates efficiencies for both departments and CTR. The W-9 form can be used both for new vendors as well as for changes to existing vendors. The use of Adobe Acrobat Sign for W-9s must follow the guidelines included in the [Contract and ISA Execution after the COVID-19 State of Emergency](#) memo, issued June 14, 2021. If Departments or Vendors fail to comply with these guidelines, the Office of the Comptroller, reserves the right to reject documents that have been submitted.

### Adobe Acrobat Sign Key Terms

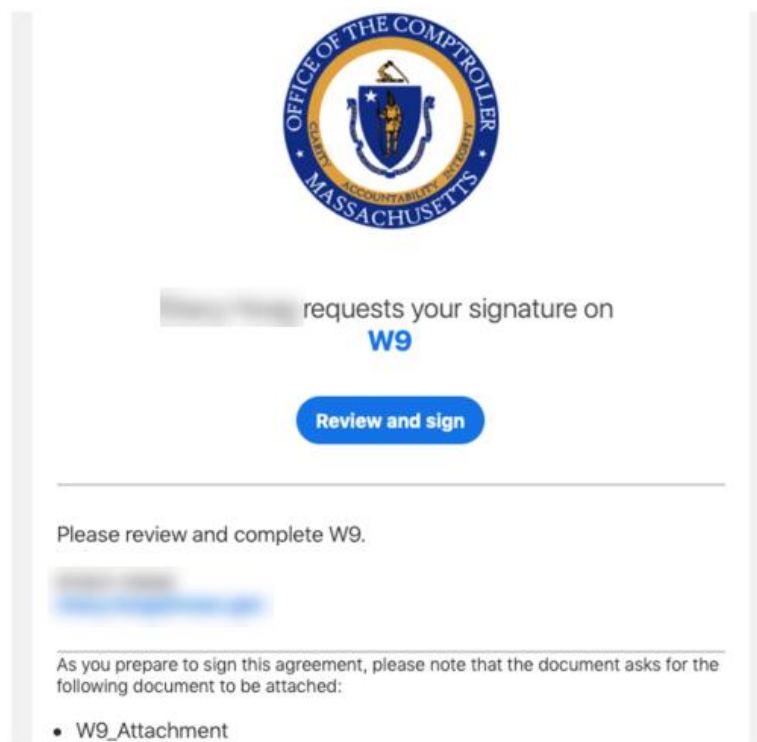
- **Transaction:** a container of “package” that is used to send documents to recipients and manage transactions.
- **Workflow:** a pre-set transaction with official CTR forms, set recipient roles, tabs, and other business logic. Workflows are reusable blueprints for any Adobe Acrobat Sign workflow you do repeatedly.

All that is needed to fill out a Workflow is access to a web browser and a valid email address. Workflows can be filled out using either a PC or mobile device.


## DIRECTIONS

### Step 1: For the Vendor Filling Out the Form

1. An email from the person at the Department you are doing business with via Adobe Acrobat Sign with the subject **Signature requested on “W9”** will arrive in the email box the Department provided for the Vendor.
2. Open the email and select **Review and sign**.



3. The W-9 form will open in a new page. To begin filling out the form, select **Start**.



Form <b>W-9</b> (Massachusetts Substitute W-9 Form) Rev. March 2020		<b>Request for Taxpayer Identification Number and Certification</b>		Completed form should be given to the requesting department or the department you are currently doing business with.	
Company/Taxpayer Name (as shown on your income tax return). Name is required on this line, do not leave this line blank. *					
DBA Name if different from above:					
Check the appropriate box: <input type="radio"/> Individual/Sole proprietor or single-member LLC <input type="radio"/> C Corporation <input type="radio"/> S Corporation <input type="radio"/> Partnership <input type="radio"/> Trust/ Estate <input type="radio"/> Other					
Legal Address: number, street, and apt. or suite no. *		City: *	State: *	Zip code: *	
Remittance Address: if different from legal address number, street, apt. or suite no.		City:	State:	Zip code:	
Phone: *	Fax:		Email address: *		
<b>Part I Taxpayer Identification Number (TIN)</b> Enter your TIN in the appropriate box. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instruction on page 2. For other entities, it is your employer identification number (EIN). If you do not have a number, see How to get a TIN on page 2. Note: If the account is in more than one name, see the chart on page 2 for guidelines on whose number to enter.					
Company/Taxpayer Tax Identification Number (9 digits EIN or SSN) Vendors: Dunn and Bradstreet Universal Numbering System (DUNS) All vendors that receive federal grant funds must submit their DUNS number. Please confirm with the state agency if this is required.		EIN: *	SSN: *	DUNS:	
<b>Part II Certification</b>					
Under penalties of perjury, I certify that: 1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and 2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Services (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and					

4. You will now be able to begin filling out the form. You can either choose **Start** to be guided through filling out the form or you can select the fields you wish to start with.



5. All fields that are required fields to be filled out by the Vendor are asterisked in **RED**.
6. If you need to attach a document, scroll down to bottom of page 1 and select **Click to Attach W9\_Attachment**. A pop-up box will appear, select **Upload a File** and navigate to and select the file you wish to select. Once the file has been uploaded select **Choose for Upload**. *Note: This is optional, please only attach documents that are required as part of the submission to CTR.*

Click to Attach W9\_Attachment

7. If you need to come back to the form to finish filling it out later, you can close the browser window. In order to access the form again, go back to the original email and select Review Document again.

## Step 2: For the Vendor Electronically Signing the Form


1. Once all required fields have been filled out, the **Authorized Signatory for the Vendor can electronically sign** the document. If the person who was sent the form as the Vendor role is not an Authorized Signatory, then the form will need to be delegated to the Authorized Signatory. There are three options when signing the form:

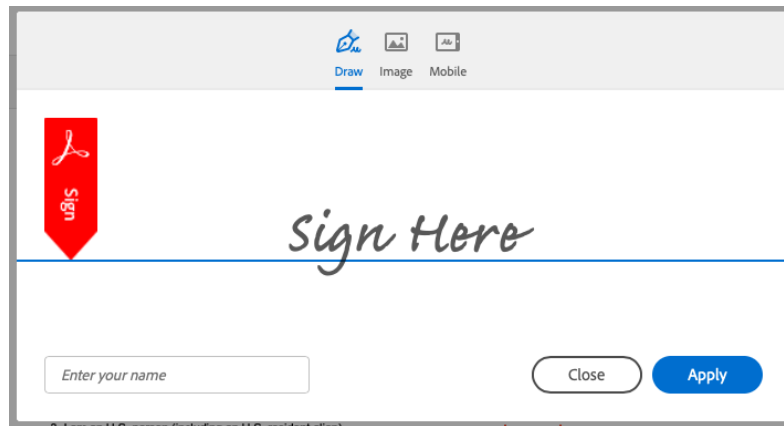
- i. **Vendor Role to Sign**

- a. If the person who was sent the form as the Vendor role and who has filled out the form is an Authorized Signatory, then select the **Sign** button on the Authorized Signature line. The **Date** field is automatically prefilled with today's date and cannot be edited.

Date ► Mar 9, 2021

- b. The Office of the Comptroller has elected to accept two forms of electronic signature via Adobe Acrobat Sign. You can either draw your signature using your mouse or finger (if working from a touch screen device); or you can upload a picture of your wet signature. The typed text of a signature is NOT an acceptable form of electronic signature.
- c. Verify your First and Last Name are typed into the **Enter your name** box. Then choose either to **Draw**, **Image**, or **Mobile** for your signature, confirm it is legible, then select **Apply**.

Sign Here	Authorized Signature ►  Click here to sign
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- d. Select **Apply** in the lower right corner. The transaction has now been routed to the **Commonwealth Department Reviewer** for review.



- e. You will receive a confirmation notice from Office of the Comptroller that you have successfully completed the document.

Thank you for using electronic signatures.

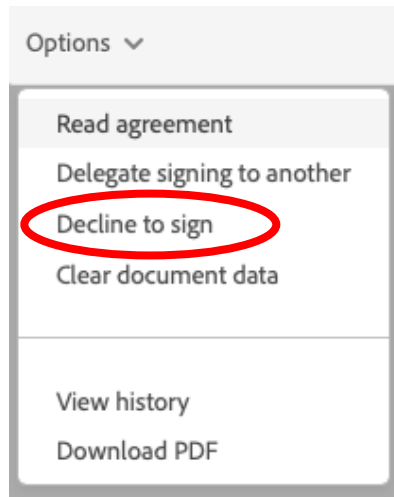
CTR will process your documents.

If you have any questions about this process please contact the CTR Solution Desk at [comptroller.info@mass.gov](mailto:comptroller.info@mass.gov).

HOME

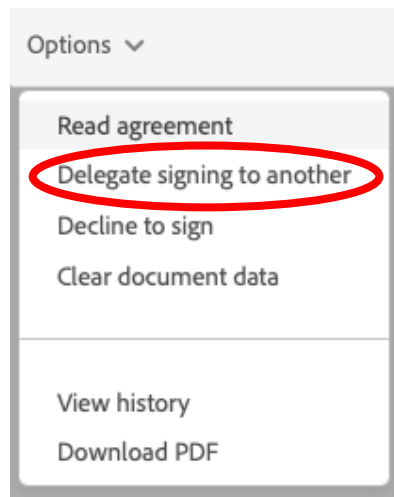
## ii. Decline to Sign

- a. If the Vendor does not want this process to continue and wishes to void the transaction, they can select **Decline to Sign**. Select **Options** in the upper left corner, then select **Decline to Sign** from the Drop-down menu then select **Continue**. Then provide a reason for declining. A Notification will be sent to the Commonwealth Department Sender that the Vendor has declined to sign and the transaction is void.



### iii. Delegate signing to another

- a. To delegate to someone else, select **Options** in the upper left corner, then select **Delegate signing to another** from the Drop-down menu.



- b. Fill in the required information in the Delegate this document box. Fill in the **email address** of the **Authorized Signatory for the Vendor (New Signer)**. To reduce the likelihood of errors, please copy and paste the email address into the correct field. Please also provide a reason for changing signing responsibility. Select **Delegate**. An email will now be sent to the Authorized Signatory with a link to open for them to review and sign the form.

The screenshot shows a dialog box titled "Delegate this document" with a close button (X) in the top right corner. Below the title, there is a line of text: "To send this document to another individual for signature, enter their email address and a message below." Below this text are two input fields: the first is labeled "Email Address" and the second is labeled "Enter your message". At the bottom right of the dialog box are two buttons: a "Cancel" button and a blue "Delegate" button.

- c. The Authorized Signatory should now follow the direction in **Vendor Role to Sign** section (2.1.i) above, steps a through e.

## DISCLOSURE

Warning: You are responsible for actions made under your signature.