Creating a Settlement and Release Document (CSM)

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Overview

The Settlement & Release (S&R) document is used when Bold Group formally releases a customer from a portion of their financial or contractual obligations. These documents originate from Legal, and Customer Success is responsible for reviewing, preparing, and sending them for signatures via DocuSign. This process ensures proper approvals, correct customer details, and legal documentation before closure of any refund, cancellation, or release-related case.

Prerequisites

Before initiating an S&R document, confirm the following:

- The need for a release or settlement has been approved by Legal and Accounting.
- The customer name, contract details, and balance/terms are confirmed in Salesforce and match the intended release.
- The document has been downloaded from the Legal-provided template or email.

Step-by-Step Process

1. Download and Review the Document

   Download the file provided by Legal (typically named Customer Settlement and Mutual Release). Open the document and verify the customer name, effective date, and terms around waived fees or refunds. If the content does not align with your case context, contact Legal for clarification before proceeding.

2. Prepare the DocuSign Envelope
   1. Log into DocuSign.
   2. Click Send an Envelope.
   3. Upload the reviewed S&R document.
   4. Verify that you are using the correct document version (check file name and contents).
3. Add Recipients and Signing Order

   Add the following recipients in order:
   1. Customer – Needs to Sign
   2. EVP, Legal (EverCommerce) – Needs to Sign
   3. Legal Department (Copy) – Receives a Copy

   Tip: Verify that Amy Nuss receives a copy only and the customer always signs first.

4. Configure Envelope Settings

   Use this email subject line format: Customer Settlement and Mutual Release – [Customer Name]. Envelope type should be set to Settlement and Release (or Other if unavailable, pending Legal confirmation).

5. Add Signature Fields

   Ensure signature, full name, title, and date fields are aligned neatly under each signer's section. The first signer's fields (Customer) must match their designated signature block, and the same applies for Larry Gloss.

6. Send for Signature

   Review recipient details and signature fields before sending. DocuSign will route the document in sequence: Customer → Legal (Larry Gloss) → CC (Amy Nuss).

7. Monitor Progress

   Track progress in DocuSign. You'll receive a completion email when all signatures are complete, which includes the final executed document.

8. Attach Completed S&R to Salesforce Case

   Download the completed document from the DocuSign completion email and attach it to the related Salesforce case. Add a case comment confirming completion, date, and attached file details.

   Example Case Note:
   "Settlement & Release fully executed on Nov 8, 2025. Customer Della Jennings and EVP Larry Gloss signatures completed via DocuSign. Document attached."

Best Practices & Notes

- Always verify company name and effective date before sending.
- Never alter Legal's document text without approval.
- Maintain consistent file naming: S&R_[CustomerName]_MMDDYYYY.pdf
- Use color-coding in DocuSign to verify signer fields.
- Retain copies of all completed S&R documents for audit trail.