State of Delaware
Notary Technology Service Provider (NTSP) Guide

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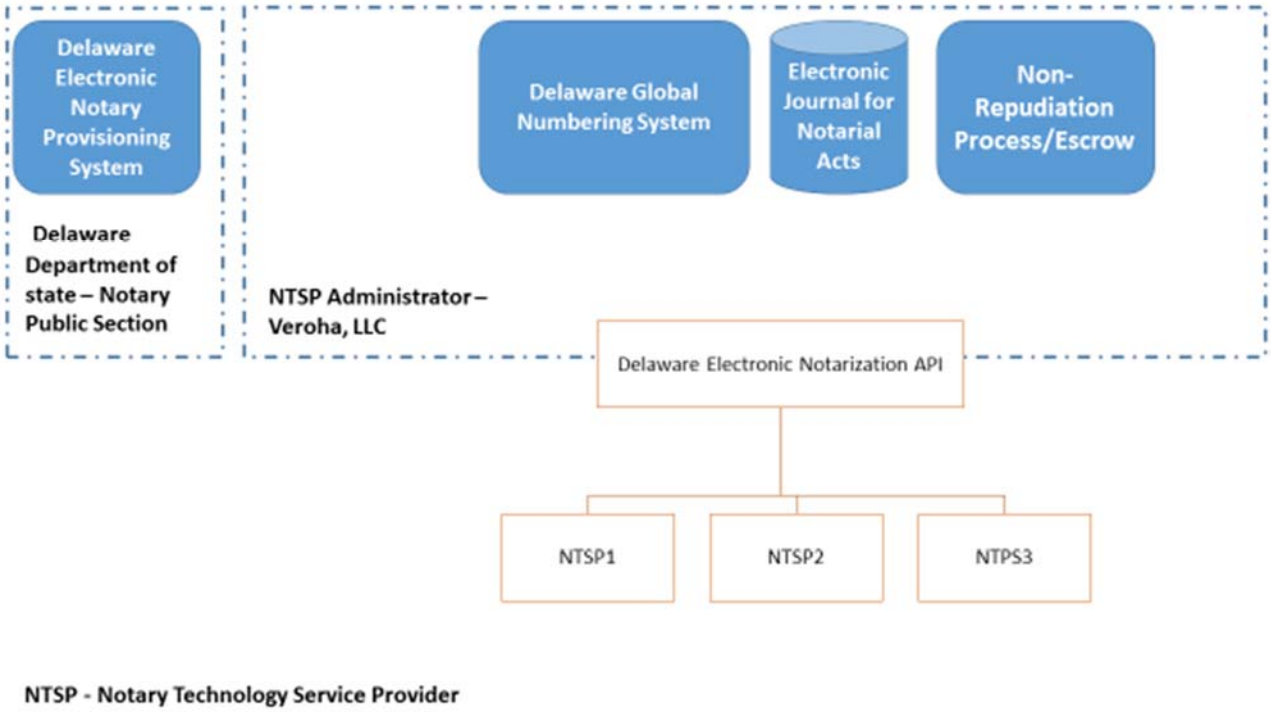
Notary Technology Service Provider Overview



NTSP - Notary Technology Service Provider

The Delaware Electronic Notarization Service is based on an "open" and extensible NTSP (Notary Technology Service Provider) model. The above diagram depicts all the major constituents of the NTSP model as defined by the Delaware Department of State – Notary Public Section.

Notary Administrator system abstracts the functioning of multiple subsystems that are used for the purpose of an electronic notarization and journal management. These subsystems comprise the Delaware GNS, Journal Management and NRP system. It also provides an easy to utilize API interface for NTSP providers. Journal records management is provided by the NTSP Administrator system.

NTSP is an end user system that will be used by electronic notaries for electronic notarization. NTSPs integrate with NTSP Administrator system by utilizing the APIs provided by it. Notarization package returned by the NTSP Administrator system is further dispensed by the NTSP system.

Delaware Electronic Notary Provisioning System: This is a publicly available website available to submit an application to become an electronic Notary.

Delaware Global Numbering System: This is the unique number generation system that is used for notarial acts and for the provisioning of electronic notaries.

Delaware Electronic Journal for Notarial Acts: This contains the required information of every notarial act as set out in the Delaware Notary Law and any existing or subsequent guidelines established by the Delaware Secretary of State.

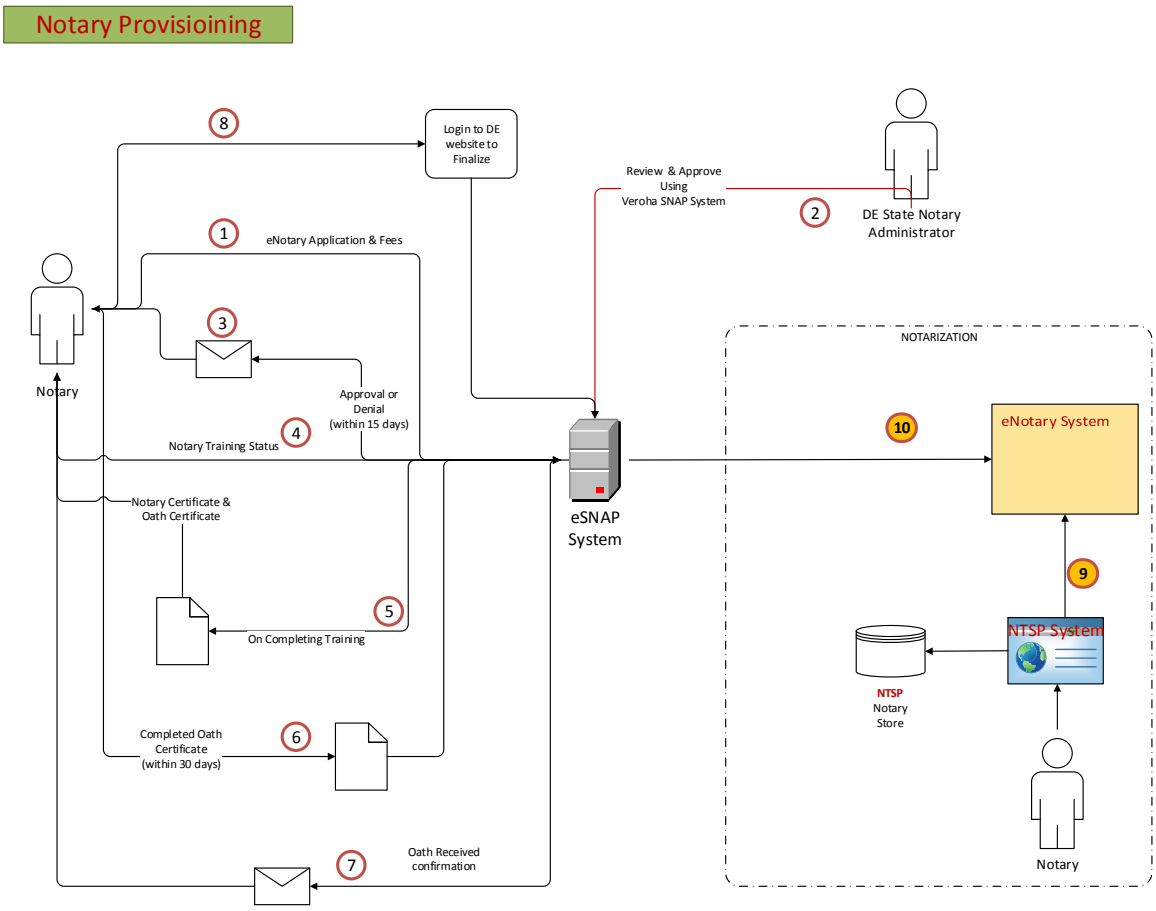
Delaware Non-Repudiation Process / Escrow: This is the process of verifying the authenticity of an electronic notarized document. Verification is achieved with the help of NRP utility.

Delaware NTSP API: This API enables registered NTSPs to perform notarial acts and retrieve journal entries.

NTSP: NTSP is the end user system that would be used by an electronic notary for performing electronic notarial acts.

Delaware Electronic Notary Provisioning System

As depicted in the below diagram, an electronic notary applicant submits an application to become an electronic notary. The submitted application is evaluated by the State and, if approved, an electronic notary has to undertake online training, submit the oath and select the NTSP provider. As soon as the notary is commissioned, he/she can start with electronic notarizations.



Delaware Global Numbering System & Global Serial Number

In order to ensure the long-term viability of electronic notarizations completed under Delaware Notary laws and guidelines, Delaware has established the *Delaware Global Numbering System* that must be used with all electronic notarizations.

1. The Delaware Global Numbering System ensures that all notarizations completed under Delaware law are capable of non-repudiation on a long-term basis. The NTSP Administrator System is required to request a Delaware *Global Serial Number* (GSN) electronically for each electronic notarization completed within their system.
2. The GSN must be stored in the electronic notary's Journal of Electronic Notarial Acts. It also must be stored within each notarized document as a means for the State to request non-repudiation information from the electronic notary (or their NTSP).
3. A GSN Fee is charged for each GSN issued for an electronic notarial act.

Journal of Electronic Notarial Acts

An NTSP solution must provide the electronic notary the ability to retrieve a Journal of Electronic Notarial Acts (Journal records management is provided by the NTSP Administrator System, and NTSP is provided with APIs to retrieve the required journal entries). This Journal will store all required information as set out in the Delaware Law and Notary Guidelines.

1. The NTSP solution must ensure that the Journal information is available only to the applicable electronic notary.
2. According to Delaware Notary law, the notary shall record in the Journal the time of notarization for each electronic notarial act the following information:

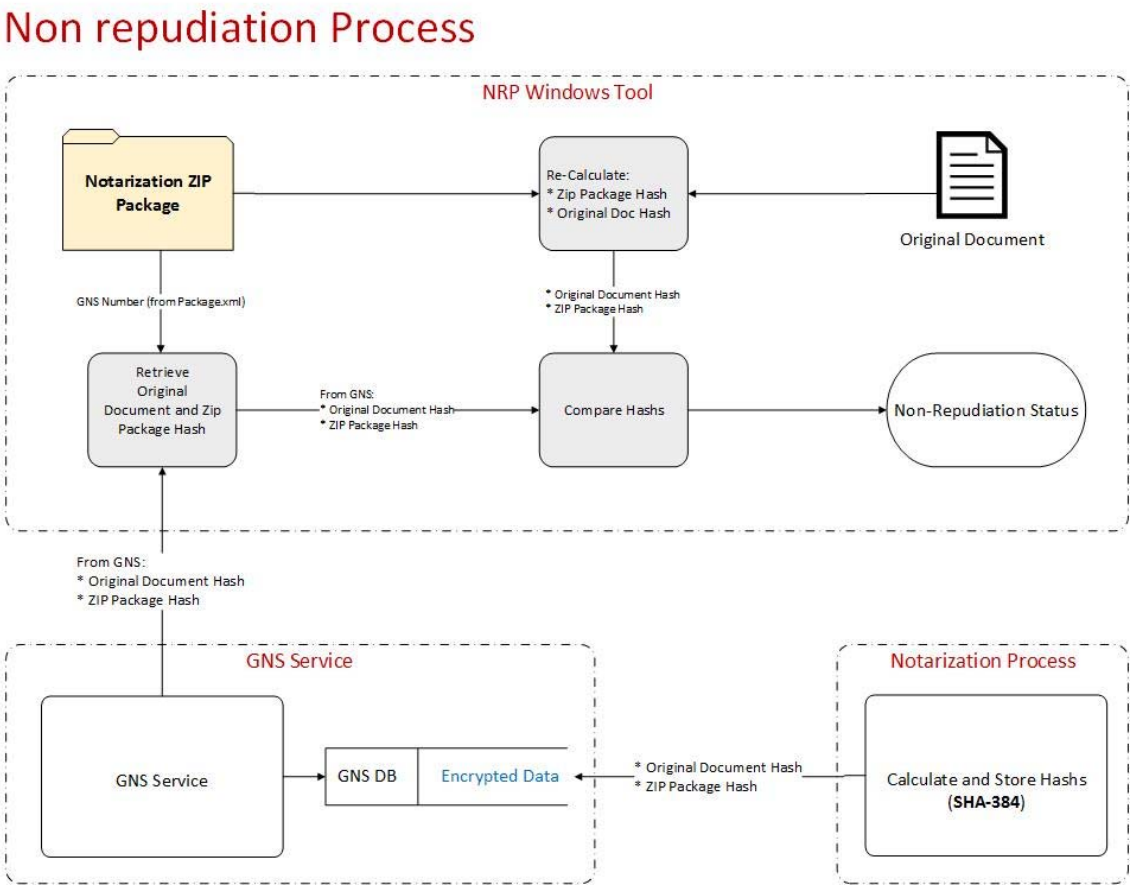
    - The date and time of day of the notarial act;
    - The type of notarial act;
    - The type, title or a description of the document or proceeding;
    - The name and address of each person whose signature is notarized or who is requesting a notarial act;
    - The evidence of identity of each principal, in the form of either: a statement that the person is "personally known" to the notary; a notation of the type of identification document and the identification number on such identification document; or the printed name and address of the credible witness swearing or affirming to the person's identity;

- The fee, if any, charged for the notarial act; and,
- Such other information as the notary may deem to be necessary and appropriate.

IMPORTANT: Recording Social Security Numbers or credit card numbers is expressly prohibited under 29 Del.C. §4314(c).

3. The NTSP Solution must be able to produce a complete electronic copy of the Journal for submission to the State upon request.
4. The NTSP Solution must be able to provide a printable copy of the Journal.
5. The NTSP Administrator System must be able to create a document providing the Journal information for a single notarial act. The document must be produced either in electronic form and/or on paper.

Non-Repudiation Process/Escrow



Non-repudiation is the concept of ensuring that a party in a dispute cannot "repudiate", or refute the validity of a statement or contract. A notary provides a witness whose job is to verify the identity of an individual by checking other credentials and affixing his/her certification that the party signing is who they claim to be. Further, a notary provides the

extra benefit of maintaining independent logs of their transactions, complete with the type of credential checked and (in some cases) additional signature(s) that can independently be verified.[1]

Fundamental to Non-Repudiation of trusted business transactions and an electronic notary is the role of the *Trusted Third Party*. The State of Delaware acts as the Trusted Third Party for an electronic notary by maintaining an escrow repository of the basic notary transaction data to ensure that the non-repudiation data is available to the client(s).

The *Delaware Global Numbering System* ensures that all notarizations completed under Delaware law are capable of non-repudiation on a long-term basis. See the *Delaware Global Numbering System & Global Serial Number* section for more details.

1. An NTSP Admin must submit an electronic GSN request for each electronic notarial act conducted by an electronic notary. The NTSP must demonstrate the ability to submit the data below to the *Delaware Global Numbering System*:

    - The date and time of day of the notarial act;
    - The type of notarial act;
    - The type, title or a description of the document of proceeding;
    - The printed name and address of each person whose signature is notarized or who requests a notarial act;
    - The evidence of identity of each principal, in the form of either a statement that the person is "personally known" to the notary; a notation of the type of identification document and the identification number on such identification document; or the printed name and address of the credible witness swearing or affirming to the person's identity;
    - The fee, if any, charged for the notarial act;
    - Such other information as the notary may deem to be necessary and appropriate.
    - Delaware Electronic Notary Commission Number / DGNS ID
    - Transaction Hash
    - Requester / Signers

2. Following each notarization, the NTSP Administrator System must submit the data request to the *Delaware Global Numbering System* containing the above elements (including payment) to receive a GSN.

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3. A *GSN Fee* is collected for each GSN issued by the *Delaware Global Numbering System* as a result of a notarial act. The NTSP solution must provide a mechanism to pay the *GSN Fee* either in advance of or upon requesting a GSN. See the *Fees & Payment* section for further details.

4. The State of Delaware may request a complete copy of the Electronic Notary Journal to be transmitted from the *Delaware Global Numbering System* as necessary to comply with court orders, Delaware law, law enforcement investigations, or upon the death, revocation, expiration or resignation of the electronic notary.

NTSP Technology Requirements

All NTSPs must meet NIST security standards.

This section highlights additional technology requirements for certification of a Notary Technology Service Provider in order to integrate with the State's NTSP infrastructure and comply with the Delaware law. A Delaware-approved NTSP electronic notarization product must provide the capabilities listed below:

1. An approved product will validate the notary's identity credential in real time prior to each Notarial Act – no act shall be performed without a positive successful identity check of the Delaware Electronic Notary.

2. An approved product will ensure the long-term viability of electronic notarizations performed under Delaware Notary law by use of the NTSP Administrator System.

3. An approved product will provide a mechanism to produce a copy of the notarized content. This may take the form of an electronic and/or paper copy as appropriate for the notarized content.

4. The notary elements of a notarized document/file must be readily identifiable through external analysis. Technologies might be included but are not limited to viewers, print methods or players (i.e., audio). This does not mean that the original document/file must be viewable. Instead, the notary elements, including the signer signatures, the notary certificate, the seal/notary signature, the Delaware GSN or other elements must be readily identifiable through some means. If an NTSP uses a proprietary technology to create notarized documents, the technology must be provided at no cost to the State of Delaware if it provides the means to identify the notary elements of the document/file.

5. Several of the capabilities required under this guideline require the NTSP solution to have access to the Internet. An approved solution must be able to incorporate Internet access to enable the capabilities required under this guideline.

Additional details regarding the above requirements are provided in the sections below. Appendix A1 and Appendix A2 also provide more detailed information regarding the application programming interface and the NTSP process flow.

Notary Seals & Security Methods

The State of Delaware has standardized the electronic mechanism that is used for the Electronic Notary process. The Delaware Electronic Notary digital certificate registered for signature, and access to the system(s) provided by an approved NTSP. An approved solution must meet the following requirements:

1. The digital certificate securely stored with NTSP must be validated using an Online Certificate Status Protocol to authenticate the credential of the notary. This must be completed in real-time prior to any electronic notarization performed by the NTSP solution.

   If the certificate has been revoked, the solution must prevent the notary from electronically notarizing the document. An approved solution must demonstrate the ability to recognize a revoked certificate and prevent a notarization from occurring based on the revoked certificate.
2. The electronic seal shall contain the notary's name exactly as it appears on the commission, the words "My Commission expires on" and the commission expiration date and the words "Notary Public" and "State of Delaware." This information (or a facsimile maintained within the NTSP's solution) must be applied to electronic notarial certificate(s). An approved solution must demonstrate the application of the required notary information to the notarial certificate.
3. The NTSP solution must provide for authentication of the notary via some form of secured sign-in process. This might include a username/password, biometric authentication, or other methods. An approved solution must demonstrate the use of secured sign-in mechanism(s).

Electronic Signatures

Electronic signatures are integral to the notarization process. While there are many forms of electronic signature technologies, all approved NTSP solutions will adhere to the following requirements:

1. If an NTSP solution provides for the ability of transacting parties to sign documents electronically within the solution, the NTSP must provide a technology mechanism that enables document signers to sign a document in compliance with **6 Del.C §12A-102(9) The Delaware Uniform Electronics Transactions Act and** the E-Sign Act of 2002. According to both of these Acts, the term *electronic signature* is defined as "an electronic sound, symbol, or process, attached to or logically associated with a contract or other record and executed or adopted by a person with the intent to sign the record." Therefore, the requirement can be met as long as proof of the signature is affixed to the document record.
2. An approved solution must demonstrate that the document signer(s) consented to conduct electronic commerce as required under the E-Sign Act. The solution must provide the notary with some means to attest that the signer(s) consented to conduct e-Sign transactions.

3. All Delaware Electronic Notary Electronic Signatures must be completed in conjunction with the Digital Certificate securely stored with the NTSP. See the *Notary Seals & Security Methods* section for additional details.

4. Access to Electronic Notary Signatures and Electronic Notary Seals must be protected by the use of a password, token, biometric, or other forms of authentication generally accepted by NIST standards.

Electronic Notary Identity Validation

NTSP Electronic Notary product users must first validate their right to access the NTSP solution as a Delaware Electronic Notary:

1. User Authentication must be implemented to determine the authenticated user's current rights to access the NTSP system.

2. An Electronic Notary's identity is validated upon real-time authentication of the Digital Certificate using an Online Certificate Status Protocol.

Fees & Payment

NTSPs are required to pay and/or facilitate payment of fees to the State of Delaware and/or its NTSP Administrator for notary-related business activities. There are three forms of fees.

1. An NTSP Application Fee is charged to the NTSP applicant for the purpose of administering the required NTSP approval process. This non-refundable fee is payable to the NTSP Administrator and must be submitted with the NTSP application form provided to the NTSP upon their request. Payment of the NTSP Application Fee in no way guarantees that an NTSP applicant will be certified to provide a solution to Delaware Electronic Notaries. Initial approval term is for two years. A renewal application and fee are required to renew the approval. The renewal period is four years. The current NTSP Application and Renewal fees are listed in the Notary Technology Service Provider (NTSP) Application and Approval Instructions attached as Appendix A3.
2. If applicable, a NTSP Audit Fee is charged to the NTSP in order to cover the cost of administering the third party audit of the NTSP's technology.
3. A Transaction Fee is charged for each notarial act requested by the NTSP. This fee is either payable in advance or must be paid at the time the request is made. The State has assigned the NTSP Administrator as a third party for collection of fees and assignment of GSNs. The State reserves the right to reassign collection to another party or itself.
4. All GSN Fee payments will be facilitated through one of the following processes:

    - An NTSP may pay for each transaction completed via a credit card. The credit card information is provided to a merchant bank and is fully confidential. Neither the State of Delaware nor the *Delaware Global Numbering System* has access to this credit card information. The credit

card will be charged each time a transaction is requested for a notarial act by the NTSP solution.

- An NTSP may set up a "sweep" ACH account at an accredited financial institution for withdrawal of Transaction Fees. The ACH account information is provided to a merchant bank and is fully confidential. Neither the State of Delaware nor the *Delaware Global Numbering System* has access to this information. The Transaction Fee will be withdrawn from the named account each time a Transaction is requested from the *Delaware Global Numbering System*. A Transaction report will be issued by the *Delaware Global Numbering System* to reconcile on a weekly basis.

5. The State of Delaware does not accept "push" payment transactions. One of the two above methods must be selected. Transactions must be paid for before or upon issuance by the State.
6. Delaware is a sovereign entity, and shall not be liable for the payment of federal, state and local sales, use and excise taxes, including any interest and penalties from any related deficiency, which may become due and payable as a consequence of NTSP processing activities.

NTSP Legal Requirements

Any proposed NTSPs technology must provide Delaware Electronic Notaries with the means to perform Electronic Notarial Acts that comply with Delaware state law.

Title 29, Chapter 43, Subchapters 1 and 2, provides the specifics of the Delaware Notary Laws. To access a complete version of the Delaware Notary Law, go to the Delaware Notary website: http://notary.delaware.gov

As part of the application and certification process, prospective NTSPs must demonstrate that their technology solutions are in compliance Delaware's Notary Laws. Application instructions are contained in Appendix A3. New and Renewal application forms are contained in Appendix A4 and A5 respectively.

The section highlights certain specific legal requirements of Delaware NTSPs and their technologies as well as references to the corresponding legislation. NTSPs are, however, required to understand all requirements of the latest Delaware Notary Laws and remain in compliance with them.

§ **4302. Appointment of electronic notaries; term**

1. § **4302.(a) -** Any person who acts as an electronic notary under Delaware law shall register and be commissioned and otherwise be in compliance with the provisions of this title. (*A notary must be commissioned and possess a valid Digital Certificate issued by a trusted provider, and registered with an NTSP.)*

2. § **4302.(d)(2) -** A description of the technology or technologies the registrant will use for electronic identification, electronic signatures and such other aspects involved in performing each electronic notarial transaction**.** *(A Notary must identify in their profile the specific NTSP they intend to use for electronic notarizations.)*
3. § **4302.(d)(3) -** If the digital certificate used to create the registrant's electronic signature is issued or registered through a licensed authority, the name of that authority, the source of the license, the starting and expiration dates of the certificate's term of registration, and any revocations, annulments, or other premature terminations of any certificate of the registrant that were due to misuse or compromise of the certificate, with the date, cause, and nature of each termination explained in detail. *(Certified NTSP technologies must utilize the digital certificate of an electronic notary, which is linked with his registered state profile, to apply the notary's electronic signature. Authorized notarizations should be dependent on a valid certificate.)*
4. § **4302.(d)(5) -** The electronic signature of the notary which shall be unique to the notary.

§ 4307. Term of office; fees; resignation

1. **§ 4307.(e)** Every notary who is registered to perform electronic notarizations who wishes to resign or who no longer meets the qualifications for a commission or whose term of office shall have expired would be disabled by the NTSP Admin System and would not be able to perform any further Notarial Acts. *(The NTSP Admin System must be able to demonstrate that their technology disables a notary's ability to perform notarizations upon revocation or expiration of a notary's credentials.)*

§ 4309. Seal and powers

1. **§ 4309.(b) -** A notary who has registered with the Secretary to perform electronic notarizations as required by § 4302 of this title shall have an electronic seal and may perform a notarial act by electronic means. The electronic notary must ensure, either from personal knowledge of identity or from satisfactory evidence of identity as defined in § 4321 of this title, that the individual whose presence and signature is being certified is in fact the person he or she claims to be. *(NTSP solutions must demonstrate that the notary has captured satisfactory evidence of identity. See also § 4314 below)*

§ 4310. Engraving of seal; effect of use of nonconforming seal; electronic notarial seal; notary's official signature; electronic signature

1. **§ 4310.(c) -** The electronic seal required by § 4309 of this title shall be used in the transaction of all official electronic notarial acts and shall contain the notary's name exactly as it appears on the commission, the words "My Commission

expires on" and the commission expiration date and the words "Notary Public" and "State of Delaware."

2. **§ 4310.(d) -** In acting as a notary public, a notary shall sign the notary's name exactly and only as it appears on the commission, or otherwise execute the notary's electronic signature in a manner that attributes such a signature to the notary public identified on the commission.
3. **§ 4310.(e) -** The notary's official electronic seal and signature shall be attached to an electronic document in a manner that is capable of independent verification and prevents any subsequent changes or modifications to the electronic document.
4. **§ 4310.(f) -** A notary performing electronic notarial acts shall:

    (1) Use an electronic seal and signature that conforms to generally accepted standards for secure electronic notarization;

    (2) Use the notary's electronic seal and signature only for the purpose of performing electronic notarial acts;

    (3) Take reasonable steps to ensure that an electronic signature is current and has not been revoked or terminated by its issuing or registering authority;

    (4) Keep the electronic seal and signature secure under the notary's exclusive control and shall not allow them to be used by any other person; and

    (5) Take reasonable steps to ensure the integrity, security and authenticity of electronic notarizations.

    (The NTSP must demonstrate the means by which electronic seals and signatures are secured internally to their solution; and demonstrate use of the Online Certificate Status Protocol *to certify the digital certificate.)*

5. **§ 4310.(g)** – Immediately upon discovering that the notary's physical or electronic seal, electronic signature, or official journal required under § 4314 of this title has been lost, stolen or may be otherwise used by a person other than the notary, the notary shall immediately notify the Secretary who shall disable use of the missing technology on any electronic system of the Secretary. Upon request of the electronic notary and completion of a new registration form:

    (1) Signed by the applicant using the electronic signature described in the form; and

    (2) Including any decrypting instructions, codes, keys, or software that allow the registration to be read.

    (An NTSP applicant must have the capability to inform the State of any information that indicates the notary's seal, signature has been lost, stolen or otherwise may have been used by a person other than the Notary.)

§ 4314. Official electronic journal of notarial acts

1. **§ 4314.(a) -** A notary performing electronic notarial acts shall keep, maintain, protect and provide for lawful inspection an electronic journal of notarial acts. The Secretary shall establish standards for the maintenance of electronic journals.
2. **§ 4314.(b) -** For every electronic notarial act, the notary shall record in the journal at the time of notarization the following:

    (1) The date and time of day of the notarial act;

    (2) The type of notarial act;

    (3) The type, title or a description of the document or proceeding;

    (4) The printed name and address of each person whose signature is notarized or who requests a notarial act;

    (5) The evidence of identity of each principal, in the form of either: a statement that the person is "personally known" to the notary; a notation of the type of identification document and the identification number on such identification document; or the printed name and address of the credible witness swearing or affirming to the person's identity;

    (6) The fee, if any, charged for the notarial act; and,

    (7) Such other information as the notary may deem to be necessary and appropriate.

3. **§ 4314.(c) -** A notary shall not record a Social Security or credit card number in the journal.
4. **§ 4314.(d) -** A notary shall keep the official journal secure under the notary's exclusive control and shall not allow it to be used by any other person.
5. **§ 4314.(e) -** A notary shall maintain a backup record of an electronic journal and ensure protection of such backup record from unauthorized use.

§ 4321. Definitions

1. **§ 4321.(9) -** "Electronic notarial certificate" means the portion of a notarized electronic document that is completed by the notary public, bears the notary public's signature, title, commission expiration date, and other required information concerning the date and place of the electronic notarization, and states the facts attested to or certified by the notary public in a particular notarization.
2. **§ 4321.(11) -** "Electronic notary seal" or "electronic seal" means information within a notarized electronic document that confirms the notary's name,

jurisdiction, and commission expiration date and generally corresponds to data in notary seals used on paper documents.

3. **§ 4321.(12) -** "Electronic signature" means an electronic sound, symbol, or process attached to or logically associated with an electronic document and executed or adopted by a person with the intent to sign the document.

§ 4322. Notarial acts

1. **§ 4322.(f) -** An electronic notarial act performed by a notary public or other person authorized in this title shall constitute a notarial act under the laws of this State, provided that the official signature and seal of an electronic notary:

    (1) Shall be attached to or logically associated with the document;

    (2) Shall be independently verifiable; and

    (3) Will be invalidated if the underlying document is modified.

§ 4327. Certificate of notarial acts

1. **§ 4327.(a) -** A notarial act must be evidenced by a certificate physically or electronically signed and dated by a notarial officer. The certificate must include identification of the jurisdiction in which the notarial act is performed and the title of the office that the notarial officer holds and may include the official stamp or seal of office, or the electronic notary's electronic seal. If the officer is a notary public, the certificate must also indicate the date of expiration, if any, of the commission of office, but omission of that information may subsequently be corrected. If the officer is a commissioned officer on active duty with the military services of the United States, it must also include the officer's rank.

Other NTSP Requirements

Confidentiality

NTSPs may be given access to information (in hardcopy and/or electronic form) that is non-public and non-disclosable pursuant to Delaware law ("Confidential Information"). NTSPs must agree to hold all such confidential or proprietary information in the strictest confidence and not to disclose it to any person, firm or corporation or to use it except as necessary in connection with services performed under their certification as a Delaware NTSP.

NTSPs must agree to protect the confidentiality of Confidential Information in the same manner that they protect the confidentiality of their own proprietary and confidential information. Access to the Confidential Information will be restricted to the NTSP and personnel engaged in a uses permitted under their service agreement with the NTSP Administrator.

NTSP Applicants must sign a full Non-Disclosure agreement with the NTSP Administrator at the time of their application. Further details are provided in the NTSP Application and Approval Instructions attached as Appendix A3.

Marketing

NTSPs must adhere to the following marketing guidelines:

1. The Delaware Department of State or the Notary Public Section cannot be advertised or represented to support one NTSP over another.
2. NTSPs may not advertise or represent to be the exclusive provider of Delaware notary technology products and services.
3. All marketing materials related guidelines for the Delaware electronic notarization will be provided by the state.

Appendix A1

NTSP Application Programming Interface (API)

The NTSP Admin System is a set of services that provide easy to utilize API interface to NTSP service providers for performing the notarial acts and journal retrieval for the state of DE.

Available APIs

Method	URI	Description
POST	/api/v2/eNotary/notarize	Accepts the base64 string of the PDF document to be notarized and notary certificate (PFX file) with the meta data and returns the notarization package (zip package).
GET	/api/v2/eNotary/journals?sn=<S/N OF CERT>&gunsNumber=<GUNS NUMBER>	Returns the Journal details filtered on the GUNS number.
GET	/api/v2/eNotary/journals?sn=<S/N OF CERT>&from=<YYYY-MM-DD>&to=<YYYY-MM-DD>	Returns the list of Journals based on the date range.
GET	/api/v2/eNotary/journals?sn=<S/N OF CERT>&page=<Page Number>&items=<Num Of Items Per Page>	Returns the Journals in paged manner and the index of the page number provided in the URI is zero based.

Input and Output parameters

/api/v2/eNotary/notarize

Input parameters (Request Content)

Field	Comment
ConsumerSecret	Identifier of the consumer
DocumentHashHexString	Hash of the document to be notarized
CertBase64String	Base64 string of the cert file
CertPassword	Cert password
Status	Document status
Title	Document title
Description	Document description
SubmittedBy	
RequestedBy	

NotaryCertificationType	Type of certificate to be generated
ClientName	
ClientCity	
ClientCounty	
ClientState	
FeeCharged	
BillingMemo	
SubmitterAddress	
SubmitterCity	
SubmitterState	
SubmitterZipcode	
NotaryComments	
TypeOfAuthority	
PartyOnBehalf	
RequireElectronicSignature	
RequireStateCoa	Certificate of Authority required
CopyCreated	
IdentificationType	
IdentificationNumber	
AuthorizingEntity	
FirstName	
MiddleName	
LastName	
Salutation	
Company	
JobTitle	
Email	
Phone	
Fax	
Address1	
Address2	
Zip	
State	
City	
County	
Comments	
ConsentCheck	
WitnessName	Name of witness
WitnessAddress1	Address of witness
WitnessState	State of witness
WitnessCity	City of witness
WitnessCounty	County of witness
WitnessZipCode	Zipcode of witness

Output (Response Content)

Field	Comment

PackageBase64String	Base64 string of zip package

/api/v2/eNotary/journals?sn=<S/N OF CERTIFICATE>&gunsNumber=<GUNS NUMBER>

Input (Query parameter)

Field	Comment
gunsNumber	

Output (Response Content)

Please see Journal output below.

/api/v2/eNotary/journals?sn=<S/N OF CERTIFICATE>&from=<YYYY-MM-DD>&to=<YYYY-MM-DD>

Input (Query parameter)

Field	Comment
from	From date
to	To Date

Output (Response Content)

Please see Journal output below.

/**api/v2/eNotary/journals?sn=<S/N OF CERT>&page=<PAGE NUMBER>&items=<NUM OF ITEMS PER PAGE>**

Input (Query parameter)

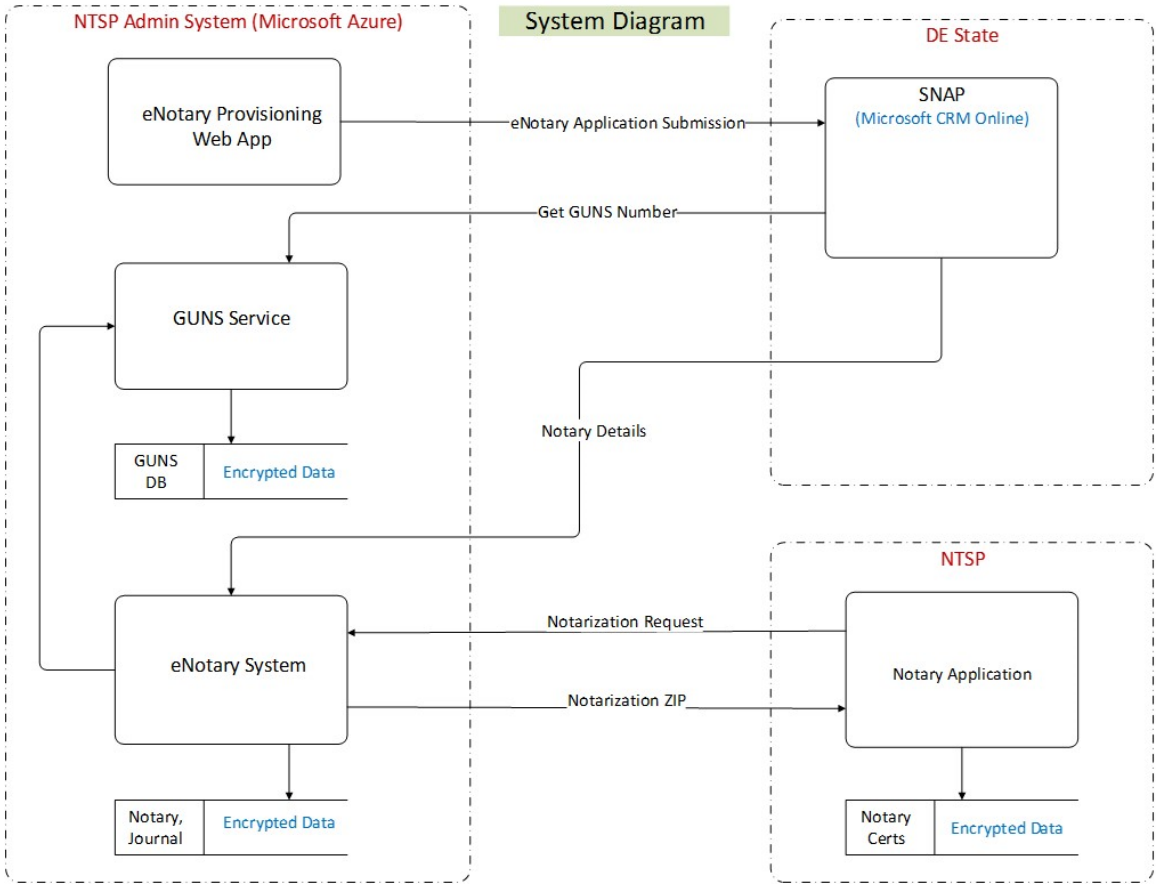
Field	Comment
page	Current page number
items	Number of items on page

Journal Output (Response Content)

Field	Comment
Name	Name of notary
CommissionId	Commission ID assigned to notary
ActCounty	County of Notary
ActState	State of Notary
ExpiryDate	Expiry date of electronic notarization
GunsNumber	Unique number assigned to notarial act
SignerNames	
DocumentTitle	
NotarizationDate	

Appendix A2

Detailed NTSP Process Flow



Appendix A3

State of Delaware

Notary Technology Service Provider (NTSP) Application and Approval

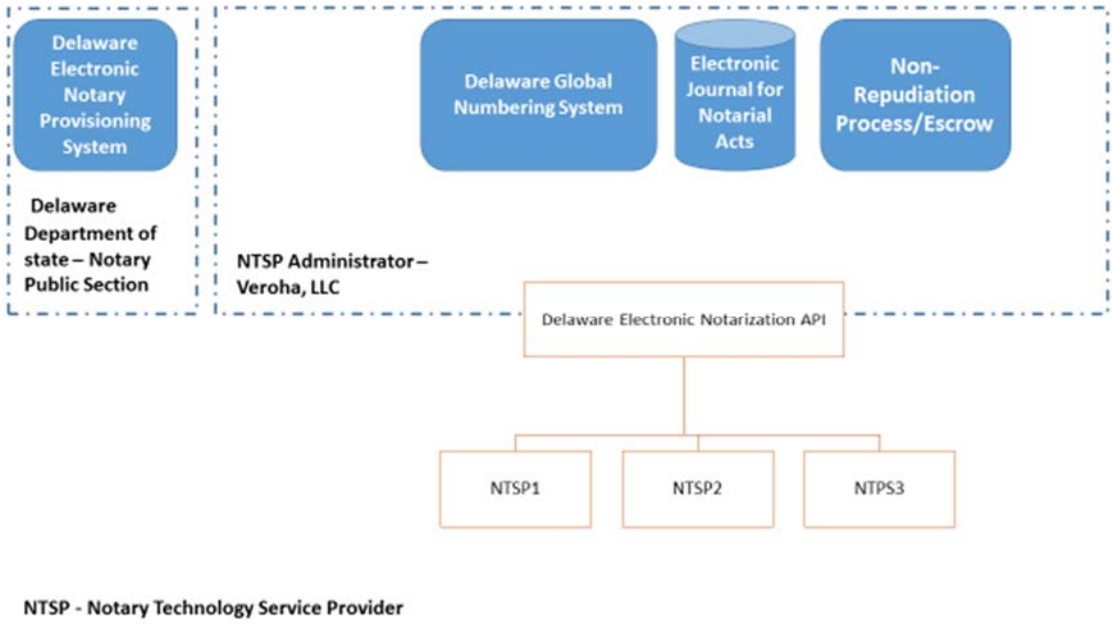
Office Address:
Secretary of State
Notary Public Section
Townsend Building
401 Federal Street, Suite 4
Dover, DE 19901

Mailing Address:
Secretary of State
Notary Public Section
P.O. Box 898
Dover, DE 19903

Website: http://notary.delaware.gov

NTSP Administrator Mailing Address:
Veroha Inc
1105 North Market Street
Suite 1800
Wilmington, DE 19801
Website: www.Veroha.com

Notary Technology Service Provider Overview



NTSP - Notary Technology Service Provider

The Delaware Electronic Notarization Service is based on an "open" and extensible NTSP (Notary Technology Service Provider) model. The above diagram depicts all the major constituents of the NTSP model as defined by the Delaware Department of State – Notary Public Section.

NTSP Administrator system abstracts the functioning of multiple subsystems that are used for the purpose of an electronic notarization and journal management. These subsystems comprise of the Delaware GNS, Journal Management and NRP system. It also provides an easy to utilize API interface for NTSP providers. Journal records management is provided by the NTSP Administrator system.

NTSP is an end user system that will be used by electronic notaries for electronic notarization. NTSPs integrate with NTSP Administrator system by utilizing the APIs provided by it. Notarization package returned by the NTSP Administrator system is further dispensed by the NTSP system.

Delaware Electronic Notary Provisioning System: This is a publicly available website available to submit application to become an electronic Notary.

Delaware Global Numbering System: This is the unique number generation system that is used for notarial acts and for the provisioning of electronic notaries.

Delaware Electronic Journal for Notarial Acts: This contains the required information of every notarial act as set out in the Delaware Notary Law and any existing or subsequent guidelines established by the Delaware Secretary of State.

Delaware Non-Repudiation Process / Escrow: This is the process of verifying the authenticity of an electronic notarized document. Verification is achieved with the help of NRP utility.

Delaware NTSP API: This API enables registered NTSPs to perform notarial acts and retrieval of journal entries.

NTSP: NTSP is the end user system that would be used by an electronic notary for performing electronic notarial acts.

NTSP Application and Approval

The Delaware Secretary of State's Office manages NTSPs through a Third Party NTSP Administrator. The State and the NTSP Administrator have established the following requirements and process for approving NTSPs.

Submission Requirements

Entities interested in becoming a NTSP must submit the following information (NTSP Application Form). Once received this information will be evaluated by the NTSP Administrator who will also utilize a checklist (sample attached as Appendix A6) to ensure the applying company meets the minimum requirements to become an NTSP. Companies meeting the minimum requirements will be provided with additional information and a plan for testing and implementation:

1. Description of the Company's principal and ancillary business lines (See Attached Application)
2. Description of Fiscal Position (See Attached Application)
3. Financial Statements and Tax Returns for the most recent three (3) years.
4. Statement of Good Standing from the jurisdiction in which the applicant company was established
5. Description of the computer hardware and software used in your product and/or service (See Attached Application)
6. Description of the specific underlying technologies used in your product and/or service (See Attached Application)
7. Overview of how you see the notarization process integrating within your product (See Attached Application)
8. Description company's experience with similar (past or present) contracts, partnerships and/or technology integrations. (See Attached Application)
9. Business References (See Attached Application)
10. Description of any Subcontractor Needed (See Attached Application)

In addition, prior to final approval as an NTSP, all applicants must obtain and provide proof of the following:

1. Delaware Business License
2. Entities must comply with Delaware business entity requirements for doing business in Delaware
3. Insurance:
    a. Comprehensive General Liability - $1,000,000 per person/$3,000,000 per occurrence, and
    b. Product Liability - $1,000,000 per person/$3,000,000 per occurrence.
    c. Forty-five (45) days written notice of cancellation or material change of any policies shall be required.

Process

Entities can apply to become NTSPs through the following process:

1. Application: Any entity applying to Delaware for designation as a NTSP must first complete and submit an application form (NTSP Application Form) along with any payment that Veroha may require of a non-refundable NTSP application fee. The fee for an initial application will not exceed $5000. This fee does not guarantee approval of the NTSP's application. The application establishes a base level of information about the proposed NTSP solution including:

    - Applicant corporate and contact information as well as an overview of the system.
    - Hardware and software specifications and user requirements for the provider's electronic notarization system.
    - A description of the type(s) of technology used in the provider's electronic notarization system.
    - A description of how the technology is used to perform an electronic notarization (e.g., type of encryption, hashing, archiving, security, payment security).
    - Any additional information that would be helpful in understanding the functionality of the system.
    - Agreement to the terms and conditions of the NTSP Application Process including execution of a Non-Disclosure Agreement.

2. Initial Review: Once a completed application and application fee has been received by the NTSP Administrator, an initial review will be performed resulting in one of the following actions:
    - Approval – Applicants gaining initial approval of their application will move to the next step in the process, integration of their technology.

- Request for Additional Information – Incomplete or unclear applications may be returned for revision and resubmission. Applicants who haven't resubmitted their application within sixty (60) days of this request will need to start the application process over and submit a new application fee.
- Request for a Phone Interview – The NTSP Administrator may request a phone interview in order to further understand the technology or further evaluate the applicant.
- Denial – Applicants who do not meet the minimum requirements and/or fail to demonstrate the ability to meet the technical requirements may be denied. Denied applicants may address or correct the concerns raised by the NTSP Administrator and submit a new application and fee.

3. Integration: Once a proposed NTSP application has been approved, the NTSP Administrator will provide information detailing the process for integrating the proposed technology into the State's existing NTSP technology infrastructure. The NTSP will be responsible for this integration with basic support from the State of Delaware and its solution partners. Additional integration support may be available if necessary at the expense of the proposed NTSP.

4. Control Group Launch: Following the integration of the NTSP's solution into the State's NTSP Infrastructure and requisite testing by the NTSP Administrator and/or the State of Delaware, the proposed NTSP solution may be required to launch with a predefined control group. This will allow for evaluation of the solution in preparation for a possible third party technology audit.

5. Audit: Once the NTSP Administrator/State of Delaware and the proposed NTSP are comfortable that the technology is ready for full-scale launch, the NTSP solution may be required to perform a technology audit by an outside firm of the State's choice. The NTSP would then be required to cover the cost of the Audit.

6. Final Approval: Upon successful completion of the Audit, (if required), the applicant must enter into a legal contract with the NTSP Administrator. Upon execution of the contract by both parties, the NTSP will be listed as an approved Delaware NTSP on the Delaware Notary Public website. NTSPs will be approved initially for a period of two years. NTSPs must submit an application for renewal no later than 90 days prior to expiration of approval. The fee for a renewal will be $1,000. The renewal application is attached to the end of this document.

Upon approval of a renewal application, the NTSP will be approved for a period of four years. NTSPs are also subject to periodic review by the NTSP Administrator and/or the State of Delaware during their approved term. These reviews are intended to ensure continued compliance with the Guidelines and Delaware law and may be prompted as a result of customer notifications or complaints. The NTSP Administrator shall notify the State of Delaware on any suspicion of abusive behavior or upon any notification of misconduct or complaints. NTSPs may be subject to the cost of such reviews as deemed

necessary by the State of Delaware. The State of Delaware reserves the right to revoke the approval of any NTSP for cause.

In addition, material changes, modifications or updates to previously submitted information by an authorized NTSP must be submitted to and verified by the NTSP Administrator before being released to Delaware Electronic Notaries. Specifically, any changes, modifications, or updates that change the process or functions provided, or impact the solution's ability to maintain secure communications, data management and / or interaction with Delaware should be submitted to the NTSP Administrator. Modifications to the application's "look and feel," application content, or other superficial changes do not require authorization.

Any changes that a NTSP believes could be seen as material should be communicated to the NTSP administrator for evaluation. Material changes will be evaluated and verified through the renewal process. The NTSP administrator will notify the NTSP if the change is material and request a renewal application regardless of the remaining period on the active term.

APPENDIX A4

State of Delaware

Notary Technology Service Provider (NTSP) New Application Form

Office Address:
Secretary of State
Notary Public Section
Townsend Building
401 Federal Street, Suite 4
Dover, DE 19901

Mailing Address:
Secretary of State
Notary Public Section
P.O. Box 898
Dover, DE 19903

Website: http://notary.delaware.gov

NTSP Administrator Mailing Address:
Veroha Inc
1105 North Market Street
Suite 1800
Wilmington, DE 19801
Website: www.Veroha.com

Delaware Notary Technology Service Provider Application

This application allows businesses that wish to provide technology products and services for Delaware Electronic Notary to apply for approval from the Delaware Secretary of State, Notary Public Section.

To be considered as a Delaware Notary Technology Service Provider please:

- Complete all of the application information below and have a company principal sign this form
- Sign and return the NTSP Mutual Non-disclosure agreement
- Return the two documents above along with any required non-refundable NTSP Application Fee not to exceed $5,000

Applicant Corporate Information			
Company Name		Federal ID #	
Company Address	City	State	Zip
State, Type and Year of Business Incorporation			
Primary Contact Name and Title			
Primary Contact Address	City	State	Zip
Primary Contact Phone: Office – Mobile –	Primary Contact Fax Number	Primary Contact E-mail Address	
Primary Contact Fax:	Please provide State, Type and Year of business incorporation:		
Name of electronic notarization solution			
States, jurisdictions, enterprises, agencies or industries currently using your notarization solution			
Business Description: Provide a general overview of your primary and ancillary lines of business. Use a separate page if necessary.			

Description of Fiscal Position

Please provide Financial Statements and Tax returns for the most recent three (3) years. In addition, please provide a qualitative description that provides a context for evaluating the financial results depicted by those statements.

Applicant Hardware & Software

Describe the computer hardware and software used in your product and/or service:

Applicant Technologies

Describe the specific underlying technologies used in your product and/or service:

Electronic Notarization Process Description

Provide an overview of how you see the notarization process integrating within your product

Previous Experience

Describe company's experience with similar (past or present) contracts, partnerships and/or technology integrations.

Business References

List at least 3 Business References; include business name and mailing address, contact name and phone number, number of years doing business with and type of work performed

Subcontractor Information

Please provide Name, Contact Information and Role of any subcontractors needed to fulfill your responsibilities as an NTSP.

Additional Comments

Please provide any additional comments that should be considered by the Department in reviewing your application for certification:

Please provide any additional information as attachments that would allow the Department to better consider your application. This might include system diagrams, documentation, etc.

By submitting this application I agree to:
1. Provide a working model, licensed copy or account access to my electronic notarization solution including any applicable media (CD or DVD).
2. Provide a free and readily available viewer/reader so as to enable all parties relying on the electronically notarized record or document to view the electronic notary signature and the electronic notary seal without incurring any cost;
3. Comply with the laws, policies and rules that govern Delaware notaries;
4. Provide an electronic notarization system or solution that complies with the technical specifications and performance standards of the rules and standards that govern electronic notarization processes and procedures in Delaware;
5. Submit changes or modifications or updates to information previously submitted and approved by the Department prior to making any updates or subsequent versions of the provider's electronic notarization system available to Delaware electronic notaries.

APPLICANT AFFIDAVIT: To the best of my knowledge and belief, this application contains no misrepresentations or falsifications, omission or concealments of material fact, and the information given by me is true and complete. I understand that any false statement made may be subject to the penalties of perjury and may result in the suspension, revocation, or denial of my approval to act as an NTSP.

Principal's Signature: _____

Principal's Name and Title: _____

Date: _____

Submit to:
Veroha Inc
1105 North Market Street
Suite 1800
Wilmington, DE 19801

APPENDIX A5

State of Delaware

Notary Technology Service Provider (NTSP) Renewal Application Form

Office Address:
Secretary of State
Notary Public Section
Townsend Building
401 Federal Street, Suite 4
Dover, DE 19901

Mailing Address: *Secretary of State Notary Public Section*
P.O. Box 898
Dover, DE 19903

Website: ***http://notary.delaware.gov***

NTSP Administrator Mailing Address:
Veroha Inc
1105 North Market Street
Suite 1800
Wilmington, DE 19801
Website: www.Veroha.com

Delaware Notary Technology Service Provider Renewal Application

This application allows current NTSPs that wish to continue to provide technology products and services for Delaware Electronic Notary to apply for renewal to the Delaware Secretary of State, Notary Public Section.

To be considered for renewal NTSPs must perform the following no later than 90 days prior to expiration as a Delaware Notary Technology Service Provider:

- Complete all of the application information below and have a company principal sign this form
- Sign and return the NTSP Mutual Non-disclosure agreement
- Return the two documents above along with any required non-refundable NTSP Application Fee not to exceed $1,000

Applicant Corporate Information			
Company Name		Federal ID #	
Company Address	City	State	Zip
State, Type and Year of business incorporation			
Primary Contact Name and Title			
Primary Contact Address	City	State	Zip
Primary Contact Phone: Office – Mobile –	Primary Contact Fax Number	Primary Contact E-mail Address	
Primary Contact Fax:	Please provide State, Type and Year of business incorporation:		
Name of electronic notarization solution			
States, jurisdictions, enterprises, agencies or industries currently using your notarization solution			
Business Description: Please provide any changes to your primary and ancillary lines of business since your last renewal / application. Use a separate page if necessary.			

Description of Fiscal Position

Please provide Financial Statements and Tax returns for the years since your last renewal / application. In addition, please provide a qualitative description that provides a context for evaluating the financial results depicted by those statements.

Applicant Hardware & Software

Describe any changes to the computer hardware and software used in your product and/or service since your last renewal / application:

Applicant Technologies

Describe any changes to the specific underlying technologies used in your product and/or service since your last renewal / application:

Electronic Notarization Process Description

Provide an overview of any changes you see to the notarization process within your product.

Subcontractor Information

Please provide Name, Contact Information and Role of any subcontractors needed to fulfill your responsibilities as an NTSP.

Additional Comments

Please provide any additional comments that should be considered by the Department in reviewing your application for certification:

Please provide any additional information as attachments that would allow the Department to better consider your application. This might include system diagrams, documentation, etc.

By submitting this application I agree to:
1. Provide a working model, licensed copy or account access to my electronic notarization solution including any applicable media (CD or DVD).
2. Provide a free and readily available viewer/reader so as to enable all parties relying on the electronically notarized record or document to view the electronic notary signature and the electronic notary seal without incurring any cost;
3. Comply with the laws, policies and rules that govern Delaware notaries;
4. Provide an electronic notarization system or solution that complies with the technical specifications and performance standards of the rules and standards that govern electronic notarization processes and procedures in Delaware;
5. Submit changes or modifications or updates to information previously submitted and approved by the Department prior to making any updates or subsequent versions of the provider's electronic notarization system available to Delaware electronic notaries.

APPLICANT AFFIDAVIT: To the best of my knowledge and belief, this application contains no misrepresentations or falsifications, omission or concealments of material fact, and the information given by me is true and complete. I understand that any false statement made may be subject to the penalties of perjury and may result in the suspension, revocation, or denial of my approval to act as an NTSP.

Principal's Signature: _____

Principal's Name and Title: _____

Date: _____

Submit to:
Veroha Inc
1105 North Market Street
Suite 1800
Wilmington, DE 19801

APPENDIX A6

NTSP Approval Checklist

(A) – Initial Approval Checklist

#	Item	Status	Comments
1	Is NTSP application complete		
2	Has NTSP applicant paid the fees		Payment Reference:
3	Did NTSP applicant understand and agree to hardware and software requirements for eNotary system integration		
4	Did NTSP applicant sign the NDA		

(B) – Initial Approval Outcome

Initial application review results:

☐Approval ☐ Additional Info ☐ Phone Interview ☐ Denial

NTSP Admin's reviewer name:
Comments:

DE State's reviewer name:
Comments:

(C) – Integration Checklist

#	Item	Status	Comments
1	Are Integration details shared with NTSP		
2	Is Testing completed		
3	Is NTSP ready for Control Group Launch		
4	Is NTSP applicant's 3rd party technical audit required		

(D) – Integration Outcome

Integration results

☐Ready for Control Launch ☐ 3rd Party Audit ☐ Blocked ☐ Rejected

NTSP Admin's reviewer name:
Comments:

DE State's reviewer name:
Comments:

(E) – Final Approval checklist

#	Item	Status	Comments
1	Has NTSP legal contract with NTSP Admin signed		
2	Is NTSP enlisted on DE Notary Public website		
3	Did NTSP agree to periodic audit by NTSP Admin &/or State and bearing of any costs involved in such audits		
4	Did NTSP agree to the right of revoking NTSP status by State		
5	Does NTSP possess Delaware Business License		
6	Does NTSP possess required Insurance		

(F) – Final Approval outcome

Final Approval results

☐Approved ☐ Rejected ☐ Resubmit

NTSP Admin's reviewer name:
Comments:

DE State's reviewer name:
Comments: