

DocuSign Payments helps Last Hope K9 Rescue collect signatures and payments in one quick transaction

- Last Hope K9 Rescue reduces contract completion to minutes with DocuSign
- DocuSign Payments helps a 100% volunteer run organization put more of its resources towards doing good

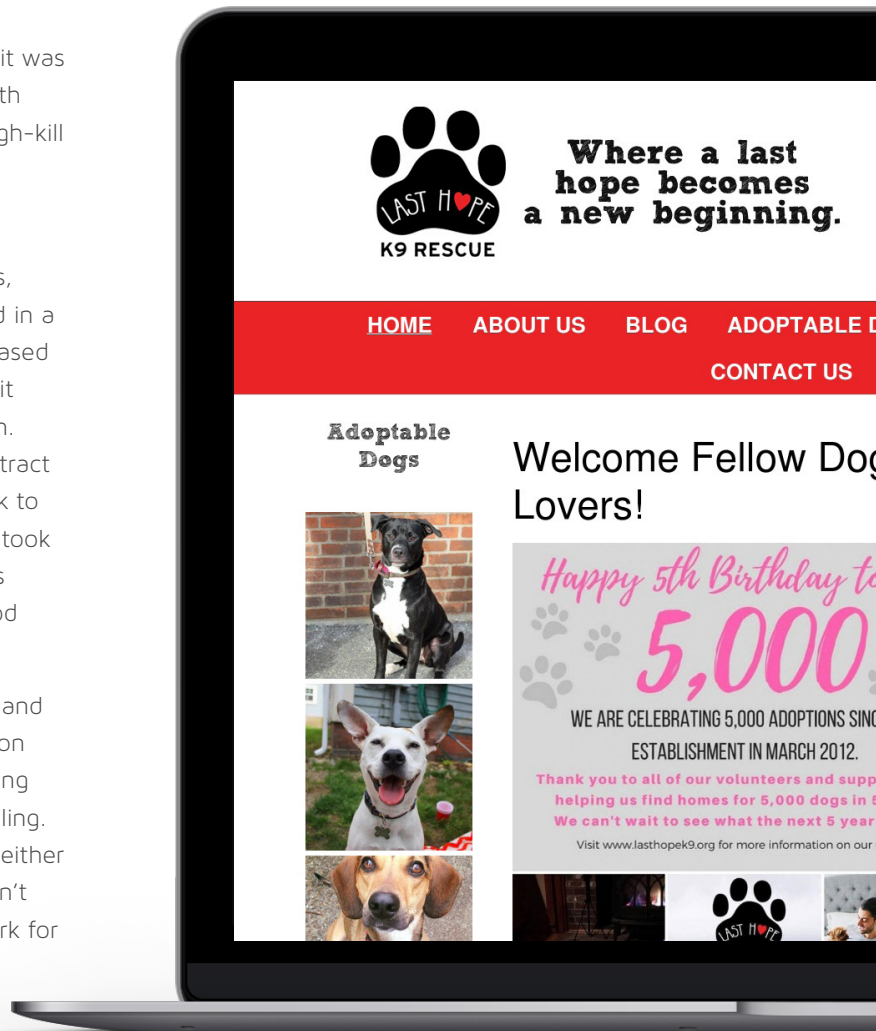
Summary

Last Hope K9 Rescue is a 100% volunteer run dog rescue organization based in Boston, Massachusetts. The non-profit was founded in 2012 and is celebrating five years in business with more than five thousand dogs successfully rescued from high-kill shelters, and placed in loving "forever homes."

The Challenge

Last Hope volunteers act as foster families for rescued dogs, and assist in the adoption process until a dog can be placed in a new "forever home". Previously the non-profit was paper-based and faced challenges – wasted time and resources – when it came to collecting payments in a timely and reliable fashion. "Say we have 100 active fosters. They would process a contract and payment, and then have to mail the contract and check to us. That created a lot of issues. There were delays. It often took weeks, maybe a month to receive payment, and the checks frequently ended up bouncing, so financially it wasn't a good solution for us," says Executive Director Alex Monahan.

As a non-profit, Last Hope survives on a very tight budget, and the paper-based process was literally putting the organization in financial jeopardy. "About a year ago I really started looking at the finances of the business and realized we were struggling. We had thousands of dollars of bad debt expense because either checks bounced or we just never received them. It just wasn't sustainable for us. We had to find a solution that would work for



Results Achieved

- ✓ A digital solution made it financially feasible to stay in business
- ✓ Much faster and reliable way to collect payment
- ✓ Now able to track the payment process

us, that would help us reduce administrative time and hassle while dramatically improving our receivables to ensure that we could continue going forward,” explains Monahan.

Solution

Last Hope began looking for solutions. They came across DocuSign right as the company was launching DocuSign Payments. “When DocuSign rolled out Payments, it really made perfect sense to us to have an all-in-one solution,” recalls Monahan.

DocuSign Payments allows Last Hope to collect signatures and payments for its adoption contracts in just one step. It’s also giving their foster families a simple, efficient, and easy way to sign and pay on the web or their mobile devices.

Last Hope jumped at the chance to be an early adopter of the new feature. “We’ve been part of DocuSign Payments since the beginning, part of the beta team, and working with DocuSign has been amazing. Being a relatively small organization we felt respected throughout the whole process,” explains Monahan. “What’s more, the business benefits of DocuSign Payments have been tremendous for us.”

Results

Last Hope finally has a digital solution – with signatures and payments in one – that works perfectly to meet their needs. They are operating much more efficiently now. The workflow has been significantly transformed, resulting in better satisfaction for adopting families as well as for the people who volunteer their time and homes to make Last Hope a great place to save a dog and make a perfect match with a loving family.

“This was a really welcome solution. Our fosters’ and volunteers’ time is really one of our most important assets,” exclaims Monahan. “From a business perspective, we were able to eliminate the steps involved to write, mail and process checks so that everything is done electronically and remotely. DocuSign Payments is a very warmly welcomed service, and from a financial perspective its actually saving us money on an annual basis – especially considering our historical bad debts. All-around it’s been a great solution that’s helping us

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– Alex Monahan, Executive Director

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be more efficient, and put more of our resources towards saving dogs,” he adds.

Going digital with DocuSign has made the entire process more reliable, trackable, and most notably – faster. “Nowadays, it takes minutes. DocuSign Payments is an extremely smooth process compared to our old ways of manually filling out a paper forms, cutting checks, and then taking weeks for that to arrive, and for us to get record of it, if we got it at all,” describes Monahan.

In fact, DocuSign can help Last Hope with additional use cases in the future. “We don’t have employees. We don’t have a brick and mortar facility. Everything we do is remote, so anyway we can digitize our administrative work and processes to get rid of paper and get rid of any manual involvement is better for us,” he says.

With roughly 25 dogs rescued from high-kill shelters each week, Last Hope K9 hopes to stay in business for many, many more dog years, and place thousands of great dogs with loving families in the years to come.



About DocuSign

DocuSign® is changing how business gets done by empowering anyone to send, sign and manage documents anytime, anywhere, on any device with trust and confidence. DocuSign and Go to keep life and business moving forward.

For U.S. inquiries: toll free 866.219.4318 | DocuSign.com

For EMEA inquiries: phone +44 203 714 4800 | email: emea@docusign.com | docusign.co.uk

For APAC inquiries: phone +61 2 9392 1998 | email: apac@docusign.com | docusign.com.au

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