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 place 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
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.

“We had to find a solution that would work for us to ensure that we could continue going forward. So, when DocuSign rolled out the payment solution it really made perfect sense to us to have an all-in-one.”

– Alex Monahan, Executive Director

About DocuSign

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