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## Happier customers, simplified operations

New entrants, business models, and technology are rapidly changing the way the retail industry engages with customers, vendors, partners, and employees. Nowhere is this more true than with contracts, a process that impacts every department and is at the core of how business is done. A modern agreement process using DocuSign drives more efficient operations, lowers costs, and offers a superior customer experience for retail.

### Exceed expectations

With today's on-demand culture, expectations are higher than ever. Deliver a frictionless experience for service contracts, vendor agreements, employee onboarding, and more.

### Operate lean and mean

Retailers need the front and back office to run super efficiently. Remove paper from the equation to stop chasing down contracts and working on tedious, manual tasks.

### Do more in less time

Automate post-signature workflows as well as contract generation, execution, and management. Gain visibility into bottlenecks to reduce contracting time from weeks to days or hours.

### Fast ROI

With lower integration costs, faster results, and greater efficiency, you'll see a return on investment in weeks to months.

## Results

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**20% more**  
in-store sales

**Zero contract errors**  
down from 70%

**Millions saved**  
with more efficient vendor  
contract execution

**50% reduction**  
in employee onboarding time

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**“Contracting is a process that impacts a retailer’s ability to purchase and sell effectively, hire and onboard, and create an agreeable customer experience. Contracting is at the foundation of what a company is. At Office Depot, it’s absolutely critical.”**

**Steve Schmidt**  
Former President  
Office Depot International

## The DocuSign Agreement Cloud for Retail

Tracking down I-9s, completing MSAs, agreeing to service terms with a customer, and similar tasks all involve manual processes that are prone to errors, time consuming, and dull your competitive edge. With the DocuSign Agreement Cloud, retailers of all sizes can quickly automate the entire contract process and integrate with systems they already use.

### eSignature

Complete agreements in minutes with beautiful mobile forms that work on virtually any device.

### SpringCM

Manage the full agreement lifecycle for complex contracts with automated generation, real-time negotiation, drag-and-drop workflows and powerful search.

### Guided Forms by Intelledox

Generate personalized contracts with intuitive “wizard-style” interviews that ensure the capture of complete signer information in-store or online.

### Click

Stay in compliance with GDPR, CCPA, and other privacy legislation by capturing legally binding consent to standard agreement terms with a single click and managing those terms for large audiences with no code required.

### Integrations

Easily embed DocuSign into your existing tools with 350+ pre-built integrations, like Salesforce, SAP Ariba, Oracle, Workday, and many point-of-sales systems.

To learn more, go to [docusign.com/retail](https://docusign.com/retail)



**5 out of the top 6  
U.S. retailers use DocuSign**

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## Use case examples

### Consumer sales

Service contracts  
Financing agreements  
Memberships

### Sourcing

Master service agreements  
Purchase orders  
Vendor agreements

### HR

Onboarding paperwork  
Performance management  
Offer letters

### Legal

Nondisclosure agreements  
Internal compliance  
Franchising contracts

### Marketing

Event waivers  
Instant redeemable coupons  
Terms and conditions

### IT

Asset tracking  
Service tickets  
Incident reporting

### Facilities

Construction contracts  
Rental agreements  
Title transfers

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#### About DocuSign

DocuSign helps organizations connect and automate how they prepare, sign, act on, and manage agreements. As part of the DocuSign Agreement Cloud, DocuSign offers eSignature: the world's #1 way to sign electronically on practically any device, from almost anywhere, at any time. Today, more than 537,000 customers and hundreds of millions of users in over 180 countries use DocuSign to accelerate the process of doing business and to simplify people's lives.

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