

The DocuSign Agreement Cloud helps freelancers become tax efficient

Temper is a Dutch award-winning scaleup digitising the freelance economy by cutting out paperwork.

Background

The Netherlands has a thriving freelance economy, with recent research showing that 1.1 million people now consider themselves as self-employed, compared to just 600,000 in 2003.

Amsterdam-based **Temper** operates an online platform where companies and freelance professionals can find each other. Integrating eSignature from the DocuSign Agreement Cloud™ is dramatically simplifying the way freelancers make themselves available to the business community via Temper's platform. This includes how they navigate processes like obtaining a VAT number from the Dutch Tax and Customs Administration. The result is an accelerated process and a better user experience for freelancers by digitising offline processes.

Digitising the flexible work model in areas of retail and hospitality has proven so successful for Temper, they're now expanding into logistics.

Identifying the problem

Temper's online platform simplifies the flexible work process in the hospitality and retail sectors by cutting out the middle-man: clients simply post shifts online and freelancers (or FreeFlexers) can apply.

Posting over 10,000 shifts totalling 60k hours a week for 70,000+ FreeFlexers, Temper enables organisations to build a pool of reliable – yet flexible – professionals, that they can work with as needed, while FreeFlexers gain access to an ever changing array of exciting new opportunities.

Temper noticed that many FreeFlexers did not apply for a second shift after completing their first shift for a client because they needed a VAT number. The current application process regarding VAT numbers has not yet been digitised by the Dutch tax authority. It was a time-consuming and environmentally unfriendly process involving downloading, printing, completing, scanning and sending the relevant VAT application form to Temper.

Any mistakes mean the process needs to be repeated. This was the case in more than 35% of the submitted forms.

Company Profile

Recruitment

Industry

51-200

Company Size

Netherlands

Location

eSignature and DocuSign PowerForms

Use Case

35%

of submitted forms had to be repeated due to mistakes

The way forward

To improve efficiency, reduce drop-off and enable FreeFlexers to start working for themselves, Temper turned to the DocuSign Agreement Cloud to automate interactions with FreeFlexers.

Choosing DocuSign's Sign solution, Temper integrated both PowerForms and eSignatures into their website.

PowerForms lets businesses create self-service documents for signature without writing any code. A PowerForm is initiated from a unique, secure URL that you make available to signers, which means documents can be completed on a website for example. They remove the need for the business to know the signer in advance of their form completion. This was ideal for resolving Temper's need for a faster VAT application process that could be easily initiated by FreeFlexers.

"Your ability to operate successfully as a business directly correlates to how easy you make it for people to do business with you," says Bas de Meulemeester, Temper's CRM manager.

Coupled with eSignature, giving individuals the ability to sign forms without printing them, these user-friendly solutions simplified things for FreeFlexers. More importantly, they were easy to for Temper to deploy without the need to invest significant time and resources from their in-house product development team.

Today, FreeFlexers complete and sign their VAT application forms hassle-free, directly through Temper's website, minimising off-putting paperwork. It's enabling them to easily apply for a VAT number.

"Getting a VAT number involved multiple steps, which were obviously putting people off taking a second shift," explains de Meulemeester. "It was important for us to modernise that process in order for our users to succeed. Digitising this process has speeded things up both for us and the freelancers."

As Temper is focused on creating a fully digital experience, DocuSign helped Temper cut out their offline processes.

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Since introducing the DocuSign Agreement Cloud, Temper has seen a sharp increase in the number of FreeFlexers obtaining a VAT number. The average time between a first and second shift is reduced by 44%.

Internally, the DocuSign Agreement Cloud has also cut the time the Temper team spend checking forms by around 40%, freeing them up for other valuable interactions.

“By improving the conversion rate to a second shift, the customer lifetime value of a FreeFlexer has increased significantly and we have more people available on our platform than ever before. This gives clients more flexibility and the peace of mind that they will always be fully staffed, and that there are sufficient FreeFlexers that will apply for their jobs,” says de Meulemeester.

What's next?

Temper has shaken up the employment status quo in the Netherlands. As the first organisation of its type to digitise VAT applications. Temper is now lobbying the tax authorities to create a digital first process for Freeflexers to obtain a VAT number. Creating a solid foundation for the new way of working, FreeFlexing.

40%

decrease in time required to check forms by employees

44%

decrease in time between first and second shift

About DocuSign

DocuSign helps organisations 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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