

## MARKETPLACE APP · IT-SERVICES

# Contracts

Contract lifecycle management with renewal tracking.

Updated July 2026

| MODEL                    | TIER         | CAPABILITIES | INTELLIGENCE      |
|--------------------------|--------------|--------------|-------------------|
| <b>Licensed · opt-in</b> | <b>Suite</b> | <b>37+</b>   | <b>AI-powered</b> |

## OVERVIEW

Generating a customer's order form in Mango GTM automatically creates a matching contract record in Contracts, and once that contract is signed through the built-in e-signature workflow, the source sales proposal is marked won and linked to the buyer's Mango CS account without anyone updating either app by hand. The same contract record carries direct links to Procurement purchase orders, RFQs, and Asset Pro assets.

AI reads every uploaded contract to produce a summary and a 0–100 risk score, flags anything above your configured threshold for review, and can check the text against an admin-defined playbook of required clauses — a reviewer still decides what happens next.

Approvals route by role and contract value with legal-review thresholds; renewal alerts fire at 30, 60, 90 and 180 days out; and a contract scoped to one location is visible only to users with access there, while corporate roles see the full portfolio.

## WHY TEAMS CHOOSE IT

- Track the full contract lifecycle — draft, approval, active, expiring, renewed or terminated — with status transitions driven automatically by contract dates.
- Score every contract for risk (0–100) and summarize its key terms with AI, then auto-flag high-risk agreements above a configurable threshold.
- Send for signature through the built-in E-Signature app or a connected DocuSign or HelloSign (Dropbox Sign) account, placing signature fields directly on the PDF.
- Stay ahead of renewals with configurable expiry warnings, multi-tier renewal-risk alerts (30 / 60 / 90 / 180 days), a subscribable .ics calendar, and auto-renewal that clones the contract with new dates.
- Route approvals by role and contract value with delegation, escalation timeouts, one-click email approve/reject, and an automatic legal-review step above a value threshold.
- Ask the Contracts Admin Agent portfolio questions in plain language — semantic search over contract text plus vendor spend roll-ups, scoped to what each user is allowed to see.

## CAPABILITIES

### AI Contract Intelligence

- ✓ AI summary generated automatically from the uploaded contract file
- ✓ Risk scoring 0–100 with low / medium / high / critical bands and a risk-factor breakdown
- ✓ Key-terms and clause extraction with actionable recommendations
- ✓ Auto-flag high-risk contracts above a configurable risk threshold
- ✓ AI playbook scan checks each contract against a library of required clauses per document type
- ✓ AI-drafted first-version contract generated from a structured intake questionnaire
- ✓ Conversational portfolio Q&A with semantic vector search and vendor spend roll-ups (Contracts Admin Agent)

### Lifecycle, Expiry & Renewals

- ✓ Create contracts with type, start/end dates, value and currency; auto-numbered IDs with a configurable prefix
- ✓ Auto-renewal that clones the contract with a new term, dates and value
- ✓ Notice-period deadline tracking with configurable expiration warnings and renewal reminders
- ✓ Multi-tier renewal-risk alerts (contracts due within 30 / 60 / 90 / 180 days) plus a subscribable .ics renewal calendar
- ✓ Obligation tracking — one-time, recurring (auto-spawns the next occurrence), and milestone — with due-date reminders

### E-Signature & Document Packages

- ✓ Native built-in signing via the E-Signature app
- ✓ External signing through a connected DocuSign or HelloSign (Dropbox Sign) account
- ✓ Drag-and-drop placement of signature, initial, date, text and checkbox fields on the PDF
- ✓ Multiple signers with a configurable signing order; the vendor contact is pre-filled as the first signer
- ✓ Reusable e-signature templates, bundled document packages, and manual "mark as signed" for offline signing
- ✓ External signing through a connected SignRequest account (standard send only — no drag-and-drop field placement)

### Approvals, Amendments & Compliance

- ✓ Role-based approval routing across manager / admin / super\_admin
- ✓ Value-tier thresholds with auto-approve below a configurable amount
- ✓ Require-all-approvers or first-to-approve, with approval delegation and escalation timeouts
- ✓ One-click approve / reject directly from the approver's email
- ✓ Automatic legal-review step and compliance-review flag above configurable value thresholds; amendments with optional approval

## Vendors, Custom Fields & Location Scoping

- ✓ Admin-defined custom fields per document type across 9 field types (text, textarea, number, date, select, multiselect, checkbox, url, email)
- ✓ Vendor certification tracking for SOC 2, COI, W-9, security audit and insurance
- ✓ Daily vendor-certification expiry reminders at the 30-, 7- and 1-day marks
- ✓ Vendor 360 scorecards rolling up contracts, spend, certifications and risk
- ✓ Primary community plus multi-location agreements with per-location terms, and community-scoped visibility for location-restricted users

## Collaboration & Integrations

- ✓ Link contracts to Procurement purchase orders & RFQs and to Asset Pro assets
- ✓ Auto-link signed Mango GTM order forms (billing proposals) and Mango CS customer accounts
- ✓ Counterparty magic-link portal for no-login view, upload and comment
- ✓ Inbound email-in (attachments become new versions), full version history, and internal comments
- ✓ Bulk multi-PDF OCR upload (AWS Textract / Google Document AI), bulk mail-merge, due-diligence ZIP export and streaming CSV export

## Authoring, Library & Analytics

- ✓ Reusable clause library organized by clause type (payment, termination, liability, indemnity, confidentiality, ...)
- ✓ Find similar contracts by semantic similarity to reuse terms and spot duplicates
- ✓ Contract cycle-time analytics from draft to active
- ✓ Spend tracking with utilization reconciled against linked purchase orders

## Limits & Specs

|                             |                                               |
|-----------------------------|-----------------------------------------------|
| Supported upload file types | PDF, DOC, DOCX                                |
| Maximum contract file size  | 10 MB                                         |
| Risk score range            | 0–100 (low / medium / high / critical)        |
| Approval escalation timeout | 1–90 days (configurable)                      |
| Licensing                   | Licensed marketplace app — enabled per tenant |

## USE CASES

### • Vendor renewal management

Get 30 / 60 / 90 / 180-day renewal-risk alerts and notice-period reminders, subscribe to the .ics renewal calendar, and auto-renew a contract by cloning it with a new term and value before it lapses.

### • High-value contract governance

Automatically require a legal-review approval step and raise a compliance-review flag when a contract's value crosses configurable thresholds.

### • Multi-party signing

Place signature, initial, date and text fields on the PDF, add signers with a defined signing order (the vendor contact is pre-filled as the first signer), and send via DocuSign or HelloSign.

- **Digitizing a legacy contract binder**

Bulk-upload scanned PDFs, run OCR through AWS Textract or Google Document AI to extract the text, and let AI smart-field extraction populate metadata and obligations.

- **Counterparty collaboration without a login**

Share a time-limited magic link so the other side can view the contract, upload a revised copy (which becomes a new version), and leave comments.

- **Obligation tracking after signature**

Capture post-signing commitments as one-time, recurring or milestone obligations with due-date reminders; completing a recurring obligation auto-spawns the next occurrence.

## PRICING & LICENSING

License

Required (opt-in per business)

Tier

Suite

Pricing is tailored to your organization — [talk to sales for pricing & a live demo](#). Final commercial terms per your agreement.

## FAQ

### Which e-signature providers can I use?

The built-in E-Signature app provides native signing, and you can connect a DocuSign or HelloSign (Dropbox Sign) account for external signing with drag-and-drop field placement, or a SignRequest account for a standard send without custom field placement. You can also mark a contract signed manually for offline signatures. Adobe Sign, PandaDoc and SignNow appear as connectable integrations too, but their connector code isn't wired to a live API yet, so sending through them fails outside test mode.

### How does AI risk scoring work?

When AI is enabled, uploading a contract file triggers analysis that produces a summary, extracted key terms, and a risk score from 0 to 100 (low / medium / high / critical). Contracts scoring above the configurable threshold are auto-flagged for review, and admins can disable AI features per business.

### What happens as a contract nears expiry?

A daily job sends expiration warnings and renewal-decision reminders at your configured day offsets, and multi-tier renewal-risk alerts surface contracts due within 30, 60, 90 and 180 days. When auto-renewal is enabled, the system clones the contract with a new term before it lapses.

### Can Executive Directors see only their location's contracts?

Yes. Each contract has a primary community (location); community-restricted users see only contracts for locations they can access, plus any they uploaded, while corporate and admin roles see the whole portfolio. Multi-location agreements can also carry per-location terms.

**Can I import or migrate our existing contracts, and does it extract key terms?**

Yes. You can upload PDF, DOC or DOCX files (up to 10 MB each), bulk-upload a whole legacy binder of scanned PDFs through the OCR pipeline (AWS Textract or Google Document AI), forward documents to a per-contract inbound email address, or import a legacy contract register via CSV Smart Import. Contract numbers auto-generate with your configured prefix, and when AI is enabled each uploaded file is analyzed to extract key terms, obligations and a risk score — so a migrated binder becomes searchable, structured data rather than static files.

**Can AI draft a new contract for me?**

Yes. An admin defines an intake questionnaire per document type; a requester answers it, and the first-draft service merges the answers into a base template (or has the LLM generate the free-form sections) to create a draft contract. It's a starting draft you review and edit — there is no in-app rich-text editor for typing contract prose from scratch, so authoring is either an uploaded file or this AI first-draft.

**Can I standardize the clauses my team uses?**

Yes, when the Clause Library is enabled. Admins curate reusable clause templates organized by clause type (payment, termination, liability, indemnity, confidentiality and more). The AI playbook scan can also check each contract against a library of required clauses per document type and flag what's missing or off-standard.

**How does approval routing work?**

Approvals are optional and configurable. You choose which roles can approve (manager / admin / super\_admin), set value-tier thresholds that auto-approve small contracts, and require either all approvers or the first to approve at each level, with delegation and per-level escalation timeouts. Approvers can approve or reject in one click straight from the email, and contracts above the legal-review value threshold automatically add a legal-review step.

**How is Contracts different from the E-Signature app?**

E-Signature is the platform's signing engine — it sends any document for signature with visual field placement and audit certificates, billed per envelope. Contracts is full lifecycle management (authoring, AI risk analysis, approvals, obligations, renewals, spend) that uses E-Signature as its native signing method; you can also route signing through a connected DocuSign or HelloSign account instead. Use E-Signature alone for one-off signatures; use Contracts when you need to manage the agreement over its whole life.