## Merchant Name *(AE to fill): Coworks Coworks is a coworking space management software designed to help flexible workspace operators manage their spaces efficiently. It provides tools for handling memberships, booking conference rooms, processing payments, managing events, and communicating with members. The platform also offers analytics and reporting features to optimize space usage and enhance the coworking experience.* Implementation POC: Dani *(IM to fill)* CX POC: *[IMP to Add]*

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| Notes Sections   *(AE to fill if they have, Implementation to be completion DRI on handoff)*   * Info on how merchant bills Flat SaaS Sometimes a non-profit discount Renewal uplift   1) What is the merchant temperament?  Phil is super easy to work with and is excited about Tabs. He understands the value of proactively getting Tabs in place before Coworks scales   3) What are the Tabs features that the key POC cares about?   * Accurate rev rec and reporting (eliminating spreadsheets) * Passing on stripe credit card fees * Automatic contract data extraction and invoice creation * Automated cash app, dunning, and collections |
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### Billing model *(Entire Section: Implementation to fill section)*

* Are there unique things about the customer creation process for this merchant?
* Information on how merchant bills
* How contract is broken up
* One off things to know about the merchant

### Contract Processing Steps *(Entire Section: Implementation/Success to fill Post-Go Live)*

1. Steps to process
   1. Service Start Date: Use the document signature date as the effective start date.
      1. **For Onboarding: have it set to the start date and 0 months of service**
      2. **For opt out agreements, start 1 month after signature date**
   2. Months of Service: Refer to the term listed in the purchase terms (typically 1 year).
   3. Revenue Category: For Onboarding: "one time fee"
   4. Item Name: Look for the name of the product or service in the "Products & Services" section.
   5. Item Description: Include descriptions and features listed under the item (e.g., member limits, features like billing, integrations, etc.).
   6. Integration Item:
      1. This is dependent on the billing frequency
         1. If billing monthly, use **Monthly Subscription**
         2. If billing quarterly: **Quarterly Subscription**
         3. If billing annually: **Annual Subscription**
      2. For Onboarding: "setup fee"
   7. Billing Type: Usually flat.
   8. Total Price: Use the Total column.
      1. Ignore late fees
      2. New rev schedule for price increases
      3. For Flok Coworking, discount should reoccur at the same percentage in the forward years
   9. Quantity: Use the quantity listed.
   10. Start Date: View on contract what date the period starts.
       1. **For opt out agreements, start 1 month after signature date**
   11. Periods and Frequency: Contracts are usually annual but check for other information. Extend till 2026.
       1. Make BTs always recurring and do not use NONE as frequency
       2. **For Onboarding: 1 every 1 none**
   12. If annual invoice, net 30, if monthly, net 0
2. Anything to ignore in contracts?
3. Specifics processing things the merchant has requested that may differ by contract (e.g. always back-date invoice date to final day of the month)
4. Default Service Term
   1. If None Listed, Ops Default is 1 Year
5. Default Net Payment Terms
   1. If None, Ops Default is 0
6. Default Billing Frequency
   1. If None Listed, Ops Default is Monthly
7. How do we handle taxes as a line item?
   1. If None Listed, Ops Default is every tax line item becomes a BT

### Events Processing (if necessary) *(Entire Section: Implementation/Success to fill Post-Go Live)*

* Any important information on events billing

Integration Items Processing (if necessary)  
*(Entire Section: Implementation/Success to fill Post-Go Live)*

* What are the instructions for assigning integration items?
* Example: All Statsig integrations items should be labeled as “Sales”
* Example: All “Pinata” integration items should be labeled as “Software Subscription Bundle” unless otherwise noted by Merchant

Post Processing Communications (if necessary)  
*(Entire Section: Implementation/Success to fill Post-Go Live)*

* Does the Ops Team need to notify anyone on the team re: completion of processing batches in Implementation or Active phase?
* Who needs to be notified and when?
  + Example:
    - Who: Customer Success [Azmat Aziz] needs to be notified
    - Where: Messari internal merchant channel
    - When: contracts are processed [Merchant Phase: Active]

### Customer Information *(Entire Section: Implementation/Success to fill Post-Go Live)*

* Any important information on specifics customers of this merchant
  + Special memo’s certain invoices require
  + Invoice changes due to merchant/customer relationship

### Feature Requests *(AE to fill for all requests prior to Imp handoff, Imp to fill prior to go-live/Success to fill to fill Post-Go Live)*

* FR 1
  + What is it  
    Automated renewal uplift charge
  + Why it's important  
    Big revenue capture opportunity to auto-charge uplift
  + Urgency  
    Not urgent but a nice to have. I told them we were building this for another client (Luxsci?) so it’s coming but didn’t commit to a timeline. Right now he doesn’t autocharge for this.

### Merchant Calls *(AE to fill for all videos prior to Imp involvement, Imp to fill prior to go-live/Success to fill to fill Post-Go Live)*

* Gongs:

Intro <https://us-56595.app.gong.io/call?id=4745386139491587881&account-id=4433651522798251308>

Demo <https://us-56595.app.gong.io/call?id=7065551662233635702&account-id=4433651522798251308>

Partnership- implementation, cs, pricing

<https://us-56595.app.gong.io/call?id=1553436356100389679&account-id=4433651522798251308>

**Notes:  
- passing on CC fees**

* **Flat fees**
* **Annual recurring fees + monthly**
* **Use stripe as payment rals + connect stripe with Tabs** 
  + **Auto payment**