## Merchant

Demo date:   
Scoping start date: Nov 6, 2023

MSA Signature Date: Feb 7, 2024  
Onboarding Kick Off Date: Feb 7, 2024

[If Exists] Opt Out Date: Oct  
Go Live Date: Feb 7, 2024

GTM POC: Rebecca  
Implementation POC: Royce

ERP: QBO

Tax Integration: No Tax

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### Key people at Merchant

### Genevieve du Lac - Head of Finance

* CTO will be involved at some point to help figure out how to push / export all their current data from homegrown system

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| Notes Sections [Ops International Team to Ignore] *(AE/ Implementation to fill)*   * Info on how merchant bills   + Spreadsheets related to implementation * Is there any important merchant relationship information?  1) What is the merchant temperament? 2) Is there a key POC: (i.e.: who is the buyer/decision maker?) 3) What are the Tabs features that the key POC cares about? |
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### Company summary *(AE to fill)*

LuxSci is a leading provider of secure communication solutions tailored for the healthcare industry. The company offers a suite of HIPAA-compliant products, including email, marketing, forms, and text services, designed to enhance patient and customer engagement while ensuring data security.

Goals (North star)  
*(AE/ Implementation to fill)*

What is the merchant's goal? What pain are we solving? Why are they buying Tabs?

* Move out of homegrown system being used for billing (often described as “black box”)
* Move from cash to accrual accounting to have a clean ASC 606 compliant rev rec model
* Enable better reporting
* Excited for Tabs data to push to SFDC (doesn’t have to happen day 1)!
* Excited to leverage Tabs API (but plans to start with CSV import/export)
* Will look to migrate current cc auto charge customers over to Stripe

Is there an opt out clause? If so, what is the merchant looking for so they do not exercise it?  
N/A

### Billing model *(AE/ Implementation to fill)*

* They are moving to use more annual contracts, but many current customers do not have a contract. They’ll have an export from their internal system to serve as “documentation” to kick off customer relationships in Tabs
* Billing is sometimes month to month but increasingly moving to annual
* Billing involves both usage in arrears as well as following month’s platform fee, but they may evolve this over time

### Contract Processing Steps - 2024 Historicals *(Implementation/Success to fill)*

1. Steps to process
   1. All billing terms come from [LuxSci\_Master.xlsx](https://docs.google.com/spreadsheets/d/1RoRtnBcQYRdJq2LiR4csNr7PB5wwfWdf/edit?usp=drive_web&ouid=109505981674984244091&rtpof=true)
      1. Aggregate all line items that are *not* **payments** and **sales tax** into one billing term where Product Name = 2024 Historicals and Category = 2024 Historicals
      2. Use “For Period” for rev rec dates and first of month after “Invoice Date”for billing start date
      3. Do not configure payments in Garage, these are applied in QB
   2. Applying payments
      1. Within QB, apply payment amounts manually to invoices once they are sent and synced over to Quickbooks
      2. Use FIFO methodology - if there is an outstanding balance it will come from latest invoices for AR Aging purposes

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### Contract Processing Steps *(Implementation/Success to fill)*

1. Steps to process
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) *(Implementation/Success to fill)*

* Any important information on events billing

Integration Items Processing (if necessary)  
*(Implementation/Success to fill)*

* 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)  
*(Implementation/Success to fill)*

* 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 *(Implementation/Success to fill)*

* 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/Implementation/Success to fill)*

* FR 1
  + What is it
  + Why it's important
  + Urgency

### Rewatch Calls *(AE/Implementation/Success to fill)*

<https://tabs.rewatch.com/video/zvfq5v0kue9806t3-genevieve-aga-meeting-september-18-2024>

<https://tabs.rewatch.com/video/a61brzx6f1fhmpkg-luxsci-tabs-proposal-september-19-2024>

<https://tabs.rewatch.com/video/4fpkodjtl4wonmlr-genevieve-rebecca-tabs-october-22-2024>

<https://tabs.rewatch.com/video/p4cn9ck1tyc1xp39-genevieve-rebecca-tabs-october-25-2024>