## Merchant

Demo date:   
Scoping start date:

MSA Signature Date: Oct 1, 2024  
Onboarding Kick Off Date: Oct 3, 2024

[If Exists] Opt Out Date:  
Go Live Date:

GTM POC: Ben  
Implementation POC: Ariel

ERP: QBO

Tax Integration: Other

### 

### Key people at Merchant

### Accountant:

### CFO:

### Customer service rep who is really involved:

* Account Receivable POC
* Billing POC

### Etc.

### 

| 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? |
| --- |

### 

### Company summary *(AE to fill)*

Summary of what company does

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

What is the merchant's goal? What pain are we solving? Why are they buying Tabs?  
  
Is there an opt out clause? If so, what is the merchant looking for so they do not exercise it?

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

* 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 *(Implementation/Success to fill)*

**\*\*\*Please send Slack notification after any contract or amendment is processed.**

* Due date = service period start date
* Start date shifts the whole by default, unless specified that service period is also increased

**Bulk Processing Steps for Implementation**

For initial bulk processing, all contracts are found in this sheet. For each contract, a sub-customer must be created. Steps for processing are below:

1. Go to the contract record in garage
2. Create sub-customer
   1. Parent customer: if not automatched, it can be matched by referring to the last name of the doctor, which will be in the file name and in the QBO custom name.
   2. Sub-customer: Study ID - this is found in this sheet mapped to the contract file name
3. Create subscription BT
   1. Rev Schedule/BT Start date = Start Date in sheet
   2. End date for rev schedule/BT = End Date in sheet
   3. Price = From contract (or sheet if easier??)

These contracts will all have at least 2 touch points during processing, carried out by an original document and then subsequent amendments. Each type of processing is detailed below:

**1. Contract Received**

These are laid out as a monthly price, billed monthly. However, for initial processing, we will only process the first invoice. This is because the recurring billing does not start immediately when the contract is signed.

Steps to process:

1. Create 1 non-recurring BT for the monthly amount in the contract
   1. Item Name: BuildClinical Platform
   2. Description: none
   3. Integration item: BuildClinical Platform
   4. **Rev schedule start date: 3 months after signature date, for 1 month duration**
   5. **BT Start date: Date of receipt, non-recurring for 0 months**

**\*\*\*NOTE that the rev schedule start date and BT start dates are different here^**

* 1. Rev schedule start date
  2. # of invoices: 1
  3. Bill on start date
  4. If a discount is mentioned, do not include in BT, only process total

1. There are other possible charges outlined in the contracts, such as extra campaign materials, professional services, pause fee, etc.
   1. Do not process these right now - they will send an amendment that will trigger any of these fees, which is outlined below

**2. IRB Approval Received, Subscription commences**

This is the first type of amendment that will be received. ALL contracts will receive this amendment at some point, usually 1-6 months from the execution of the contract.

Steps to process:

1. Create a new rev schedule/BT for recurring monthly billing. Monthly price is detailed in the contract
2. Processing details:
   1. Item Name: BuildClinical Platform
   2. Description: none
   3. Integration item: BuildClinical Platform
   4. Rev schedule start date and BT Start date: start date + 1 month
      1. Start date in Amendment=Jan 1
      2. Start date in rev sched/BT=Feb 1
      3. This is because the first month was already accounted for in the deposit when the contract was signed.
   5. Rev schedule dates: # of months specified in the contract - 1
      1. If service period is not in the contract, it also might be in a PO at the end of the contract PDF. If the PO specified the # of months, use that as service term - 1
         1. Minus 1 because the first month was already accounted for in the deposit
         2. Ex: 3 months term, recurring for 2 months in this BT and rev schedule
         3. Ex: 12 month term (per default), recurring for 11 months in this BT and rev schedule
      2. Many contracts might not have a specific service term. If not, default to 12 months.
   6. # of invoices: # of months specified in contract or PO, or default to 12 if not specified
   7. **Billing setting: Bill in advance, due on start of period**
   8. If a discount is mentioned, do not include in BT

**3. Pause Study**

The most common form of amendment other than IRB Approval will be to “pause” a study. This will require multiple steps of contract processing in order to properly account for proper revenue recognition.

HERE IS AN EXAMPLE OF ONE THAT HAS BEEN PROCESSED:

[Old BT Update](https://garage.tabsplatform.com/prod/contracts/c3f00242-4076-4f1d-b459-a5046bd453da/terms/revenue)  
[Pause Fee](https://garage.tabsplatform.com/prod/contracts/278eda99-aa6c-46aa-aead-e8f87d568d51/terms/revenue)

[LOOM VIDEO](https://www.loom.com/share/666e2acd322c4306a657883359751219)

Steps to process:

1. The amendment will be sent to Tabs via Email. The amendment will be in the BODY of the email
2. The email will have clear information about the pause: Customer, Study ID (this will be the sub-customer), Pause start date, # of months pause/pause end date and pause fee if different from the standard rate of $300
3. To process this, a few things need to happen
   1. **Extend the existing rev schedule/BT**
      1. *This will go under the current subscription BT, which was processed with the last amendment for the customer, the recurring BT/rev schedule needs to be extended based on the amount of months in the pause*
      2. The amount months that it needs to extend by needs to be equal to the number of invoices mossed by the pause
      3. Examples:
         1. Perfect situation:`
            1. Even 3 months pause = extend rev schedule/BT for 3 months
         2. Imperfect situations:
            1. 2.5 month pause/3 months extension

Pause is June 5-August 20

Invoices go out on 10th of the month

Invoices will be missed on June 10, July 10, and August 10

THEREFORE, BT/Rev schedule should be extended for 3 months

* + - * 1. 2.5 month pause/2 months extension

Pause is June 5-August 20

Invoices go out on 3rd of the month

Invoices will be missed on July 3 and August 3

THEREFORE, BT/Rev schedule should be extended for 2 months

* 1. **IF pause is over 30 days, create BT for pause fee (If pause is under 30 days, then no new rev schedule is needed here)**
     1. *This should go under this latest amendment documenting the pause terms*
     2. For pauses over 30 days, create recurring BT for pause fee for until the pause end date. If pause is for a non whole number of months, always round up to the next whole number when identifying # occurrences.
        1. EXAMPLE: If Pause start date=March 15 and lasts 6 months, there should be 5 $300 invoices
           1. BT start=April 15, 5 occurrences
        2. EXAMPLE: If Pause start date=March 15 and lasts 4.5 months, there should be 4 $400 invoices
           1. BT start=April 15, 4 occurrences
     3. Default fee for all contracts is $300, unless specified otherwise in the amendment
     4. Processing details:
        1. Item name: Pause Fee
        2. Description: none
        3. Integration Item: Pause Fee
        4. Rev Sched/BT: start 30 days from the pause start date and end at the pause end date
        5. Frequency: # of months of pause -1 (including round up rules detailed above)

**4. Update monthly subscription**

This will be sent if the subscription cost changes midway through the contract. If this is received:

1. End the current rev schedule and BT so that no more invoices are scheduled to go out after the effective date of the new price
2. Create a new BT starting on the next month on the same day of the month as the previous cadence, but with the new subscription price for the remaining amount of months in contract
   1. **However, the rev schedule of this BT should be the same as the month of the effective date of the change, which might be the month prior to the BT, and last for 0 months**
3. If the new subscription price is less than the old one
   1. Create a new negative BT that is equal to prorated difference based on how many days from the previous month were included in the old subscription price
   2. Name: Updated subscription price
   3. Integration item: BuildClinical Platform
   4. [Example:](https://garage.tabsplatform.com/prod/contracts/fcb055e6-d736-41c3-9e38-4368e7ed3a34/terms/revenue)
      1. Old price: 3900
      2. New Price: 3500
      3. Last bill: 1/24/25
      4. Next bill: 2/24/25
      5. New price effective date: 1/28/25
      6. New BT:
         1. 1/28/25
         2. 1200
         3. Amount: 346.67
            1. Prorate days between 1/28-2/23 for each price, find the difference

3900 prorated for 26 days: 3380

3500 prorated for 26 days: 3033.33

3380-3033.33=346.67

* + - 1. Rev sched: 1/28/25 for 0 months

1. If the new subscription price is more than the old one
   1. Create new BT that is equal to prorated difference based on how many days from the previous month were included in the old subscription price
   2. Name: Updated subscription price
   3. Integration item: BuildClinical Platform
   4. [Example](https://garage.tabsplatform.com/prod/contracts/7028a00a-1be6-498c-a1d5-2a923092c1bd/terms/revenue):
      1. Old price: 1121
      2. New Price: 1200
      3. Last bill: 12/2/24
      4. Next bill 1/2/25
      5. New price effective date: 12/18/24
      6. New BT:
         1. 1/2/25
         2. 1200
         3. Amount: 42.13
            1. Prorate days between 12/2-12/8 for each price, find the difference

1121 prorated for 16 days: 597.87

1200 prorated for 16 days: 640

640-597.87=42.13

* + - 1. Rev sched: 12/18 for 0 months

**Other possible amendments include:**

These will be less common.

1. Manually re-activate study
   1. Move pause end date to the date specified in this amendment. This means:
      1. Pause Fee ends (if applicable)
      2. Resumed rev schedule/BT dates are adjusted to start on the new pause end date
      3. Rev sched/BT ends dates are adjusted accordingly
2. Subscription renewal/extension
   1. Extend current recurring BT based on extended months specified in amendment
3. Early termination
   1. End rev schedule and BT per the date of termination. Calculated end date for both rec schedule and BT should be as close to the term date as possible but also AFTER.
   2. Ex:
      1. Early term date = 4/1/24
      2. Current schedule = 9/20/24-9/29/25
      3. New calc end date = 4/19/25 (7 months of service)
4. Apply credit to a study
   1. Add a negative BT with specified amount to the next recurring monthly invoice
5. Increase/decrease monthly subscription amount
   1. Adjust BT for recurring monthly amount to new specified price in amendment

[ALL POSSIBLE AMENDMENTS AND TEMPLATES ARE FOUND HERE](https://docs.google.com/spreadsheets/d/1Jz2E5sAu4fQX0KJpbMxqDWqJvwaZgAYz8l82HcYt9Y4/edit?gid=0#gid=0) **- this is for reference, no need to use this for processing. All instructions should be laid out in the instructions above.**

1. Anything to ignore in contracts?
   1. Initially ignore pause/extra services as outlined above, process when amendment is received
2. 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)
   1. none
3. Default Service Term
   1. If None Listed, Ops Default is 1 Year
4. Default Net Payment Terms
   1. If None, Ops Default is 30
5. Default Billing Frequency
   1. If None Listed, Ops Default is Monthly
6. 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)*

* Rewatch by dates

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### Appendix

Old Pause flow

Steps to process:

1. The amendment will be sent to Tabs via Email. The amendment will be in the BODY of the email
2. The email will have clear information about the pause: Customer, Study ID (this will be the sub-customer), Pause start date, # of months pause/pause end date and pause fee if different from the standard rate of $300
3. To process this, a few things need to happen
   1. **End the existing rev schedule/BT needs**
      1. Reduce the amount of months in the revenue schedule
         1. To calculate this, first refer to the start date of the revenue schedule. Based on this date, you can deduce when the last bill went out, and what service period it was for. The end date of the rev schedule should equal the end date of the service period of the last invoice.
         2. Example:
            1. Rev schedule start 2/4
            2. Pause start 7/26
            3. The last bill before the pause was 7/3, for the service period 8/3-9/3 (*because these are set as bill in advance, due start of period*)
            4. So, the rev schedule should end 9/3.
      2. Reduce the rev schedule to the amount of months of service from the start date to the pause date (round up for partial months)
      3. End BT by changing the number of invoices to the same amount of months of service calculated for the rev schedule
      4. EXAMPLE:
         1. Previous rev schedule=Jan 1-Jun 1 (6 months)
         2. Pause start=March 15
         3. Adjusted rev schedule=Jan 1-March 30 (3 months)
   2. **Create prorated negative BT as a credit for partial month (if pause mid monthly billing period)**
      1. Based on the Pause start date, calculate the prorated amount that will be a negative BT to credit the customer the remaining amount of the month
         1. Calculation: (Monthly rate/30) x # of days left in the month
      2. Create a negative BT for this prorated amount. **REV SCHED/BT WILL HAVE DIFFERENT DATES HERE**
         1. Rev Schedule=Pause Start date, 0 months
         2. BT Start date=Pause End date, non-recurring
      3. Processing details
         1. Item name: Credit
         2. Description: none
         3. Integration item: Credit
         4. Rev sched/BT Dates: detailed above
         5. Price: Prorated amount calculated from above steps
         6. Frequency: none
   3. **IF pause is over 30 days, create BT for pause fee (If pause is under 30 days, then no new rev schedule is needed here)**
      1. For pauses over 30 days, create recurring BT for pause fee for until the pause end date. If pause is for a non whole number of months, always round up to the next whole number when identifying # occurrences.
         1. EXAMPLE: If Pause start date=March 15 and lasts 6 months, there should be 5 $300 invoices
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            1. BT start=April 15, 4 occurrences
      2. Default fee for all contracts is $300, unless specified otherwise in the amendment
      3. Processing details:
         1. Item name: Pause Fee
         2. Description: none:
         3. Integration Item: Pause
         4. Rev Sched/BT: start 30 days from the pause start date and end at the pause end date
         5. Frequency: # of months of pause -1 (including round up rules detailed above)
   4. **Create new BT to resume subscription**
      1. Create new BT resuming the monthly billing after the pause is over
      2. This can be a duplicate of the original recurring monthly BT with updated dates, per below details
      3. Processing details:
         1. Item Name: BuildClinical Platform
         2. Description: none
         3. Integration item: BuildClinical Platform
         4. Rev schedule start date and BT Start date: Pause end date
         5. Rev schedule dates: # of months left of the contract term, either from contract or defaults 12 months
   5. **Create BT for prorated amount at the end of the service term (if a prorated credit was created above)**
      1. Create a new BT for the last partial month of the contract term.
      2. Processing details
         1. Item name: BuildClinical Platform
         2. Description: none
         3. Integration item: BuildClinical Platform
         4. Rev sched: Same as BT
         5. BT Dates: first day of the final month of billing
         6. Frequency: 1 every # of days left in the contract
            1. This is equal to the number of days prorated calculated above
         7. Price: Prorated amount calculated from above steps