## Merchant Name *(AE to fill):* Trustero Implementation POC: Royce *(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 fee billed quarterly, semi-annually, or annually  1) What is the merchant temperament?  Neil is head of sales at trustero. Johnnie is Rooled Fractional who works with them, Vanessa works under Johnnie and handles all billing, Johnnie and Vanessa will be power users, Neil just wants to send contracts once he signs them. All easy to work with.  3) What are the Tabs features that the key POC cares about?  Contract management. Invoicing and handling no standard billing cadence. Collections and collections tracking  They do not charge Tax  They do not have parent/child  They do not have multicurrency  They do not bill for usage |
| --- |

Goals

* Automatically ingest contracts to extract key term information, generate billing schedules for annual, semi-annual, quarterly, and monthly billing
* AI powered collections to ensure customers are paying on time
* Tracking renewal opportunities
* QBO integration to sync back invoice data

Pain

* The Head of Sales is sending invoices and running collections. Sole focus is closing customer accounts and top line, so wants to offload invoicing.
* Takes 1 hour per day to invoice and track collections
* No visibility into overdue invoices with current customers

### 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

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## **Contract Processing Steps**

## *(Ops to fill)*

### **1. Steps to process**

1. BTs are most commonly found in the *Products and Services* and/or in the *Statement of Work* sections. Will likely be in a table but also check SoW sections to see if any additional BTs
2. If a PO (purchase order), check if a corresponding contract exists. If it doesn't process the PO.
3. Billing start date: Use the Effective Date or the Purchased Date Range start date as the Billing Start Date unless the contract explicitly lists a different invoice start date.
   1. Example language: "Purchased Date Range: Mar 31, 2025 - Mar 30, 2026" → Billing Start Date = Mar 31, 2025
4. Service start date: same as above unless contract logic implies otherwise
5. Months of service: will likely be based on the date range
   1. If not available, keyword search the document for a term length
6. Total price: ignore unit prices and use total amount
7. Frequency: determine from invoice terms or if not available, other contract language
   1. Example language: "Annual Prepaid" → Frequency = Annual
8. Net terms: look for explicit Payment Terms section
   1. Default to 30 if none available
   2. Be aware that “due on receipt” will mean 0 net terms
9. Quantity: use the quantity explicitly listed in the pricing table
   1. If not listed, default to 1
10. Ignore additional usage BTs that appear to be one-time
    1. Example language: “Additional tests are available for purchase - per unit pricing listed below
       1. Audit test - $6
       2. Basic question - $2
       3. Advanced question - $3
11. Ignore audit pricing available per request
    1. Example language: “SOC 2 Type II Audit - Trustero certified US based auditor (Third party Audit firm) - $13,500 - not part of this SOW”
12. Integration item: match language of the item name to integration items available
    1. Example:
       1. Item name: Trustero Compliance as a Service Platform   
          Integration item: Trustero Compliance Service Platform - Annual License
    2. If none available with a clear match, leave blank
13. Ignore late fees
14. 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)
15. Default Service Term
    1. If None Listed, Ops Default is 1 Year
16. Default Billing Frequency
    1. If None Listed, Ops Default is Monthly
17. 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)*

* HS integration
  + Syncing payment status back to HS. Ingesting contracts from HS opp
  + Neil is the Trustero contact and Head of Sales. Wants to use HS as his source of truth and have Rooled run AR through Tabs
  + Not a requirement from Day 1 but will be important

### 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)*

* Disco Call with Neil (3/3)
  + <https://us-56595.app.gong.io/call?id=6756868484796541109>
* Custom demo is set up and their contracts are in Merchant: Trustero
* Demo call on 3/21 did not record because it was on their google meet, not my zoom
* Original Disco with Phillip and Scott (12/16)
  + https://www.loom.com/share/54505eacfd084b5499db4d8fcc076f63?sid=601135d2-53e4-400c-810b-fec9c42240e4