## Merchant Name *(AE to fill) : Engaged MD* Implementation POC: Jeff *(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 for platform Subscription Fee Products with P x Q usage Commit consumption with drawdowns 1) What is the merchant temperament?   Carson (controller) is a strong believer in Tabs and our champion. Sees the vision and pulled weight internally to get this done. Main user Adam (VP of Finance) is a nice guy. A little weird and comes from Capital One - much slower and methodical Shane (COO) - super nice and cracking jokes. Cares about process, systems, and integrations Taylor (CEO) cares about vision and top line. Very nice - had awful experience with ChargeBee 3) What are the Tabs features that the key POC cares about?  Phase 1 - Contract Processing. Need to get visibility into all contract terms via an omni output. Specifically - contract dates, key terms, products, and associated pricing by customer. Phase 2 - Billing, collections, and revenue reporting. Contracts are immediate need then billing next for a complex usage model with some commit consumption. Rev Rec and visibility into invoices is very important. Currently managing everything in slack with CSMs and want to remove them from this process. |
| --- |

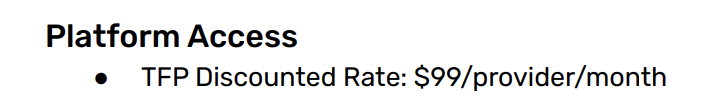
### Billing model *(Entire Section: Implementation to fill section)*

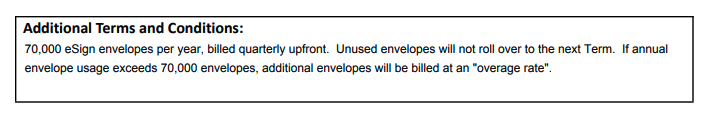
* Are there unique things about the customer creation process for this merchant?
* Information on how merchant bills
* How contract is broken up
* One off things to know about the merchant

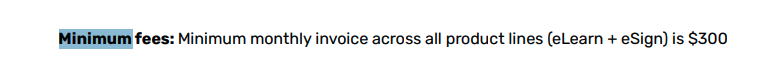
### Contract Processing Steps *(Entire Section: Implementation/Success to fill Post-Go Live)*

* General
  + BTs will mostly be found in the slides at the end of the contract
  + Will need to note the “Number of Provider Seats:” to determine the flat BT
  + **Item names will have a strict mapping** (do not deviate unless explicitly instructed to), listed below.
  + *Ignore any MDC contracts* - these are for their subsidiary and can process with no BTs
* Item Name (command F search the table):
  + Use the below item names. If you can’t figure out what to name something, please flag
  + The only exception is “Bundled” pricing (This is the only exception)
    - If there are multiple products that are bundled together for one fee
    - Can call it what the bundle name is -> make sure to add “Bundle” at the end
      * Can use this name to create the event as well

| **Item Name to Use (MUST BE EXACT)** | **Context / Description / Other names it goes by** |
| --- | --- |
| Becoming an Egg Donor |  |
| COVID | “COVID-19” |
| Diagnostic Testing |  |
| Diminished Ovarian Reserve |  |
| Discontinuing Storage of Frozen Specimens |  |
| Egg Donation |  |
| Egg Freezing |  |
| eLearn & eSign Implementation Fee |  |
| eSign Envelopes | “Electronic Signature Platform” |
| Fertility 101 |  |
| Frozen Embryo Transfer |  |
| Funding Fertility Care |  |
| Genetic Carrier Screening |  |
| Hysteroscopy |  |
| ID Verification |  |
| Implementation Fee |  |
| Inception Essentials Bundle |  |
| INVOcell |  |
| IUI |  |
| IV Sedation |  |
| IVF (or Freeze-All IVF) |  |
| IVF with Donor Eggs |  |
| Low Tech Treatment and IUI |  |
| Meditex Integration Fees |  |
| PCOS |  |
| PGT-A and PGT-M |  |
| Professional Services Fees |  |
| SMS Authentication |  |
| User-Owned Content (<3 min) |  |
| Wellness & Fertility videos (a la carte) |  |
| Wellness and Fertility |  |
| Zika | “Zika Virus” |
| Provider Seats (flat) | “Provider Seats” |
| Additional Provider Seats (usage) |  |
| Discount |  |

* Item Description: Ignore
* Flat BTs
  + For Platform access, create a flat BT and use the quantity provided at the top under “Number of Provider Seats”
    - Example: 
      * 
      * Multiply the $99 platform fee by 4.3 = $425.7 flat BT monthly with quantity 4.3
      * Item name: “Provider Seats (flat)”
* Usage BTs
  + Don’t make tiered unit BTs. If there is an overage, make it a unit BT
  + Events should match the item name exactly
  + Most will be set monthly arrears -> check the billing frequency section to confirm
  + Should be able to hit “duplicate” for all of the usage BTs and just need to change the item name, integration item, price, and event
  + \*\*\*for provider seats (already will be a flat BT), you will also need to create a usage BT for additional seats called “Additional Provider Seats (usage)”
* Integration item
  + [Integration Item Mapping](https://docs.google.com/spreadsheets/d/13XhrqO1etjQ_6fJwCYF91fWZvuDYUNfg/edit?usp=sharing&ouid=106574292875115749722&rtpof=true&sd=true)
* Total Price:
  + Use the fee provided
  + For flat provider seats BT: calculate based on per-seat-per-month price × number of seats
* Discounts:
  + If line item has a specific discount, can use in-line discounts
  + If a separate line item, can create a separate negative BT
* Service Start Date:
  + Use the "Order Effective Date" or listed start date or default to signature date if neither is available
* Billing Start Date:
  + Same as service start date
* Months of Service:
  + Use the "Initial Term" listed in the contract (commonly 12 or 24 months).
* Frequency:
  + Almost everything is monthly
  + Check “Billing Frequency” section to confirm
* Net Terms:
  + Use the Net Terms listed in the Payment Terms section (e.g., "Net 30").
  + Default to Net 30 if not stated.
* Special situations:
  + Implementation Fee
    - Should be a flat BT
    - Often will be 3 options: “$1,000 for eLearn only, $1,000 for eSign only, $1,500 for eLearn & eSign combined”
      * Choose the largest number
  + Engaged is billing a parent company with children clinics. Will look like a bunch of flat BTs for individual clinics
    - [Example](https://garage.tabsplatform.com/prod/contracts/167fded3-e996-40af-aefc-f0db60062de1/terms/key)
    - Combine all <https://garage.tabsplatform.com/prod/contracts/167fded3-e996-40af-aefc-f0db60062de1/terms/key>of the clinic tables into individual BTs that equals to total of the table
* Usage AI
  + If you see anything that resembles a minimum commitment or allotment, we will need to turn on Usage AI
  + Examples





* + For minimums
    - [Example](https://garage.tabsplatform.com/prod/contracts/750518fb-d642-48bf-ad6e-d7a94986ace0/usage)
    - Select Has Usage -> Has Minimum
    - If minimum period is monthly, select “Individual Billing Period”
      * IF minimum period is ANNUAL or greater, please select “Full Service Period”
    - Select the included products that the minimum covers
      * In the screenshot above, you would select all products in eLearn + eSign
    - Service period same as contract
    - Select “True up to meet minimum”
    - Name example: “eLearn + eSign minimum” - use best judgement
  + For "allotments” / prepaid usage
    - [Example](https://garage.tabsplatform.com/prod/contracts/31ea95f1-a2c3-413a-8463-5fe4671cf761/usage)
    - Name: Overage
    - “Has Threshold”
    - Full service term for threshold period
      * unless the $ amount covers the billing period of the usage product (i.e. quarterly prepaid amount)
    - Threshold amount = total dollar amount prepaid
    - Same as service period
    - Charges overages
    - Add “(flat)” to the prepaid amount BT
* Ignore:
  + Services labeled "included at no cost" or "covered by pharmacy."
  + “Free” BTs

1. Anything to ignore in contracts?
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)
3. Default Service Term
   1. If None Listed, Ops Default is 1 Year
4. Default Net Payment Terms
   1. If None, Ops Default is 0
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) *(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
  + Want to pull in contracts from HS and send contract data back
  + HS is source of truth for their CSMs and Sales Teams. Want all systems talking
  + High - requirement
* Reporting on products across customers and associated pricing
  + Want to report in app on products by customer and pricing
  + Want granular visibility they do not have in Chargebee
  + Low - Omni export Vanessa sent during sales process works

### 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 2/13
  + <https://us-56595.app.gong.io/call?id=596001280436517846>
* AR heroes Demo 3/14
  + <https://us-56595.app.gong.io/call?id=4343401292629545313>
* Custom Demo 4/8
  + <https://us-56595.app.gong.io/call?id=55071692069188938>
* Custom Demo pt. 2 4/22
  + <https://us-56595.app.gong.io/call?id=417850449197241829>
* Implementation and Commercials 4/24
  + <https://us-56595.app.gong.io/call?id=3720637875091247517>
* Integration call 4/28
  + <https://us-56595.app.gong.io/call?id=4577131967406111666>