## Merchant Name *(AE to fill) : Teleskope (https://www.teleskope.ai/)* 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   Annual upfront payments for annual or multiyear contracts. Flat Subscription Fee for 100% of their contracts. A few customers have simple usage, the event is # of integrations times a price per integration.  They are currently manually billing in QBO and reporting in Excel. They bought Tabs because they need a flexible platform as they scale to support reporting for fundraising. They currently have a ton of pain around midcontract amendments and tracking cash forecasting and collections.  1) What is the merchant temperament?  Super chill. Adam is VP of Operations and part of the founding team. Runs finances and wants to automate it to take it off of his plate. Lizzy is CEO and knows Ali and Rebecca through Primary. Great personality and very bubbly.  3) What are the Tabs features that the key POC cares about?  Automated Collections to have visibility into DSO Payment reconciliation to invoices to sync to QBO QBO integration to match contracts and products to customers Cash Forecasting based on future invoices Revenue recognition and ARR reporting to report to boards with confident data |
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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)*

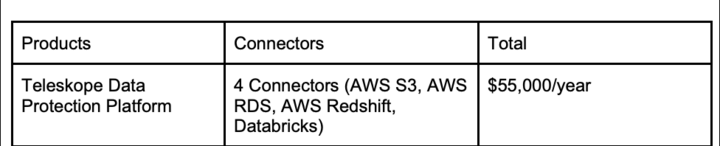
1. Steps to process

**Creating Customers:**

* Billing email should always be in the contract under “Customer Email for Invoices”
  + **^ please make sure you are including the billing email when creating a customer!!! This is very important for the merchant**
* Please flag in processing requests if missing

**Service Start Date**: Use the Effective Date of the contract

**Locate billing terms** in the "License Terms" section of the contract. Each offering (e.g., "Teleskope Data Protection Platform") should be processed as a separate BT.



**Item Name**: Use the product name from the "Products" column (e.g., "Teleskope Data Protection Platform").

**Item Description**: Optional; use only if it helps distinguish offerings

* Exception: list the connectors for “Teleskope Data Protection Platform” products
  + For the example above - Description: AWS S3, AWS RDS, AWS Redshift, Databricks

**Quantity**: For the “Teleskope Data Protection Platform”, list the number of connectors (e.g. 4)

* Default to 1 if no quantities are listed

**Total Price**: Use the annual amount listed for each offering

**Billing Start Date**: If there is an opt-out / “Evaluation” period - use the number of days + the Service Start Date

* E.g. agreement terms state that they can opt-in after 30 days so billing will start on the effective date (service start date) + 30
  + Some of Teleskope's contracts have a 60 day opt out. This 60 day trial period adjusts their billing start date and net terms: instead of billing on contract start date with 90 day net terms, the first billing date becomes 60 days after contract start date and the original 90 day net terms becomes 30 days



* Otherwise, Match the Service Start Date

**Months of Service**: Use [x] months based on the number of years of the subscription term; default to 12 if none mentioned

**Frequency**: Set to Annual, based on the annual price and no mention of sub-annual billing

**Net Terms**: use what is explicitly stated, default 30 days if nothing is mentioned

* **Exception:** if there is an opt-out or opt-in clause, the net terms should be original payment terms *minus* the number of days in the evaluation/opt-in/opt-out period

**Integration Item**:

* Cloud Data Store Connector for Teleskope Data Protection Platform products
* Enterprise Support for products of that name
* User Management & SSO for products of that name

**Ignore**:

* 1. "User Management & SSO" and "Enterprise 24/7 Support" — these are bundled and listed as "Included".
  2. Legal, invoicing, and contact info sections — not relevant for 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)  
   We don't have any examples of this yet, but Teleskope flagged that occasionally they have an Enterprise deal that has to be on the other company's paper. In this case, they'll send two documents:
   1. Teleskope proposal: this will have all billing terms and prices
   2. Purchase Order: we'll need to take the PO number and start date from this document
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) *(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)*

* None

### 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)*

* Original calls from May ‘24 not recorded because of rewatch migration