## we Merchant

Demo date: Nov 14, 2024  
Scoping start date: Nov 14, 2024

MSA Signature Date: Nov 14, 2024  
Onboarding Kick Off Date: Nov 14, 2024

[If Exists] Opt Out Date: Oct  
Go Live Date: Nov 14, 2024

GTM POC: Rebecca  
Implementation POC: Jeff

ERP: NS7

Tax Integration: QBO Hard Coded Taxes

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### Key people at Merchant

### Accountant:

### CFO:

### Customer service rep who is really involved:

* Account Receivable POC
* Billing POC

### Etc.

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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)*

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)*

1. Steps to process
   1. Service Start Date: Default to "License Start Date". Use “Effective Date” if other dates aren’t available.
   2. Months of Service: Look for the contract term, which is often stated in months (e.g., 9-month co-term).
   3. Item Name: Locate the product name (e.g., "Bolster Dark Web Module" or "Bolster Platform Access").
   4. Item Description: **remove tier from description. Leave blank**
   5. Integration Item:
      1. **Platform > Enterprise Platform**
      2. **Social Media > Social Media**
      3. **Dark Web > Darkweb**
      4. **Discount > Discount**
   6. Billing Type: Usually Flat.
   7. Total Price: Locate the gross price prior to any applicable discounts
      1. Process discounts as a separate BT. **All discounts lump summed together regardless of name (ie legacy discount, CEO discount, reseller discount, etc)**
   8. Quantity: Identify if there is a mention of the number of licenses or units covered under the agreement.
      1. Default to 1 if nothing else is mentioned
   9. Start Date: Identify the "Effective Date" which is usually the last signature date.
      1. Default to "License Start Date" if “Effective Date” isn’t available.
   10. Periods: Verify whether the contract is a one-time purchase or an ongoing subscription.
   11. Frequency: Determine how often invoices are issued
   12. Payment Terms: Mentioned in the contract under “Terms of Use”
   13. **Billing Timing: Bill first of period**
   14. **Example contract:** [**Arlo**](https://garage.tabsplatform.com/prod/contracts/1cd9fab0-5352-4635-b422-478d38c96b1c/terms/revenue)
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 30
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)*

* Rewatch by dates