## Merchant

Scoping start date: Sep 1, 2023

Implementation Completed Date (Go live date): May 16, 2024

MSA Signature Date: Apr 30, 2024

GTM POC: Rebecca

ERP: Other

Tax Integration: No Tax

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### Key people at Merchant

### Trevor Wade - head of customer ops / business generalist (sort of a GM type) - super friendly, loves Tabs, has been pushing really hard to get us into the org for over a year

### Company summary

Georgia Pacific KOLO is a start-up business unit within GP. KOLO manufactures sensor-enabled (IoT) devices for paper towels and toilet paper, which they sell to high traffic establishments (big offices, stadiums, airports, etc.) alongside a software product (app) that informs janitorial staff when they are out of TP/PT. It’s a cost savings solution (e.g. avoid having janitors check on paper towel machines that are full) as well as a “guest experience” solution (e.g. make sure you have toilet paper in the stalls of your fancy office).  
  
AM Notes

Trevor is our #1 advocate. We have been on a long sales journey here. We signed a contract to “evaluate” Tabs by leveraging exclusively our contract processing capabilities (and any resulting reporting), but they will not be invoicing out of Tabs at this time and we will not integrate with their ERP (SAP). The goal is that this trial period is successful and helps Trevor make the case for the full solution. The alternative on the table is for their SFDC team to try to build this in-house.

### Billing model

* HW/SW use case
* Need to learn more in implementation

### Contract Processing Steps

* ***GP Kolo’s customer names are not obvious from the contracts. They will separately provide an Excel sheet that explains the exact names of the customers as they view them. Do not process until receiving this list.*** Please create a Customer with the provided name if one does not exist and assign the contract to that new customer.
* GP Kolo contracts tend to be written in a very confusing way. Most of the terms can be ignored. The bullets below explain what we should keep.
  + One billing term for “Subscription fee” with a FLAT\_PRICE of the total monthly amount. This billing term should be monthly and billed for the stated number of months. The quantity should be the “total estimated devices”.
* GP Kolo’s projects start months after the initial contract signature date. They will separately provide an Excel sheet that shows the billing start date for the contract. ***For the first 50 contracts, it would be great to use these dates.*** Going forward, GP Kolo will update the dates on their own. In lieu of any stated go-live date, please assume 3 months between contract signing and first billing.
* Ignore taxes
* Ignore all implementation fees
* Ignore all early termination fees
* Ignore all ramp-up terms or other clauses that might change the price mid-term

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### Events Processing (if necessary)

* None

### Customer Information

### Feature Requests

* None

### Rewatch Calls

* Onboarding v1: <https://tabs.rewatch.com/video/b5mq8hxl5k71rc6l-gp-kolo-tabs-kickoff-may-8-2024>
* Onboarding v2: <https://tabs.rewatch.com/video/pgwzat35n5pj10k6-trevor-wade-and-arjun-gopalratnam-may-16-2024>