## Merchant

Demo date:   
Scoping start date:

MSA Signature Date: Aug 18, 2024  
Onboarding Kick Off Date: Aug 21, 2024

[If Exists] Opt Out Date:   
Go Live Date: Feb 16, 2024

GTM POC: Aga  
Implementation POC: Ariel

ERP: QBO

Tax Integration: None will not do anytime soon

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### Key people at Merchant

### VP Finance: Tina Cui

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| AE/ Implementation Notes Sections [Ops International Team to Ignore]   * Info on how merchant bills   + Half of contracts have implementation, flat fee for total implementation, specified when billed in contract and upfront   + Some contracts have small saas fees on top. Standard fee is for enterprise. Extra one is maintenance fee sometimes broken out   + SaaS fee - up front annually or quarterly… some legacy still monthly. Want to move everything to annual * 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?)   + VP Finance - Tina Cui   3) What are the Tabs features that the key POC cares about?   * Automation from contracts to invoicing * Centralized reporting for AR Aging, Cash Forecasting, Days to Pay, Revenue |
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### Company summary

* Regard (formerly HealthTensor) amplifies the inherent abilities of a physician, allowing them to focus on the more conceptual and human aspects of medicine rather than trudging through tables of data on their computer screen. It allows physicians to spend more time with patients and improve care, while also increasing revenue for the physician and hospital.

Goals (North star)

* Current billing process is on sheets
* Small volume, high value. Would like to have a foundation for AR before growth
* Reporting  
    
  Is there an opt out clause? If so, what is the merchant looking for so they do not exercise it?
  + Yes, was put in there to get the deal done quickly

### Billing model

* Half of contracts have implementation, flat fee for total implementation, specified when billed in contract and upfront
* Some contracts have small saas fees on top. Standard fee is for enterprise. Extra one is maintenance fee sometimes broken out
* SaaS fee - up front annually or quarterly… some legacy still monthly. Want to move everything to annual

### Contract Processing Steps

1. Steps to process
   1. Flat fee billing
      1. Mostly annual going forward
      2. Some are quarterly
      3. Legacy contracts are monthly (but likely no more going forward)
         1. If the language says “monthly billing, payable upfront” this still means billing frequency is monthly
      4. If multiple years are broken out in the contract, put “Year 1” and “Year 2” in the description of the BT
         1. If multiple payments are outlined within a specific year, they can be noted in the description as “Year 1, Traunch 1”, “Year 1, Traunch 2” etc.
   2. Implementation Fees
      1. Flat fee for implementation
      2. Usually billed up front, but date billed should be in the contract
   3. Some contracts have an extra SaaS see on top of the standard fee, this should be broken out as a separate BT but billed at the same cadence as the standard fee
      1. Period and invoice date are often different, which is identified in the contract
   4. Additional users:
      1. Some contracts will outline additional users - **DO NOT process these**
      2. If additional users are added in the future, this will be done through an amendment. When this happens, use the price outlined in the original contract to add the additional users to the amendment record.
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 0
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)

* None

Integration Items Processing (if necessary)

* What are the instructions for assigning integration items?
  + Integration services or implementation: Commercial: Implementation
  + SaaS: Commercial: SaaS solutions
  + Regard Care: Commercial: Regard Care

Post Processing Communications (if necessary)

* Does the Ops Team need to notify anyone on the team re: completion of processing batches in Implementation or Active phase?
  + No

### Customer Information

* Any important information on specifics customers of this merchant
  + Special memo’s certain invoices require
  + Invoice changes due to merchant/customer relationship

### Feature Requests

* FR 1
  + What is it
  + Why it's important
  + Urgency

### Rewatch Calls

* [Rewatch Link](https://tabs.rewatch.com/video/csf2rygont0am6wi-intro-to-tabs-august-8-2024) 8/8 Call