## Merchant

Demo date: Nov 11, 2024  
Scoping start date: Nov 12, 2024

MSA Signature Date: Nov 25, 2024  
Onboarding Kick Off Date: Dec 3, 2024

[If Exists] Opt Out Date: Oct  
Go Live Date: Jan 1, 2025

GTM POC: Nick  
Implementation POC: Jeff

ERP: QBO

Tax Integration: QBO Hard Coded Taxes

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### Key people at Merchant

### Head of Finance and Operations: Serg Zhelezniak - <https://www.linkedin.com/in/sergzhelezniak/>

* Jake Wright - [Director of Accounting and Operations](https://www.linkedin.com/in/jakewright86/)
* Billing POC

### Etc.

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| Notes Sections [Ops International Team to Ignore] *(AE/ Implementation to fill)*   * Software Subscription + Usage Fees for # of users   + Generally Quarterly or Annual * Is there any important merchant relationship information?  1) What is the merchant temperament? * Serg is very easy to work with and sees the vision. Personal relationship with Rebecca - brought us in as his first buy as a new hire 2) Is there a key POC: (i.e.: who is the buyer/decision maker?) * Serg 3) What are the Tabs features that the key POC cares about? * Contract Management, automated invoicing, Rev Rec, and Renewals management |
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### Company summary *(AE to fill)*

Harness Wealth is the next generation wealth management solution created for builders - individuals founding, scaling, and investing in businesses. It is a holistic wealth platform that seeks to make bespoke financial advice accessible, intuitive, and valuable through a combination of innovative technology and exceptional advisory firms.

https://www.harnesswealth.com/

Goals (North star)  
*(AE/ Implementation to fill)*

What is the merchant's goal? What pain are we solving? Why are they buying Tabs?  
Automating revenue workflows without the need to increase headcount. Software business is the main reason for the buy. There is a rev rec component that we aligned on *not* doing to lock in the partnership

Is there an opt out clause? If so, what is the merchant looking for so they do not exercise it?  
No

### Billing model *(AE/ Implementation to fill)*

* Are there unique things about the customer creation process for this merchant?
  + N/A
* Information on how merchant bills
  + Subscription + Usage
* How contract is broken up
  + N/A
* One off things to know about the merchant
  + They have ~40 clients today and doing ~$1.5M in ARR

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### Contract Processing Steps *(Implementation/Success to fill)*

1. Steps to process
   1. All customers coming directly from QBO and should have billing address and email accurately populated
   2. Use Effective Date from top paragraph of contract
   3. In contracts - important information is in **Section 3 - Revenue Share**
   4. Regardless of billing cadence, core charge should be called “Annual Platform Fee”
   5. For ALL Flat Price billing terms, the quantity will be 1.
   6. Assume straight-line billing across all periods
      1. If contract displays different rate for one period - *adjust appropriately using discount*
   7. We are only charging for platform fees in Tabs
   8. See [Alpha Financial](https://garage.tabsplatform.com/prod/contracts/99277afe-faf8-4130-aa13-9d3708182f2d/terms/revenue) for example
   9. CSV instructions only (ignore for garage):
      1. Freq: 1 every 1 none
      2. Qty: 1
      3. Product name = Integration item
      4. Service Period = Rev Rec Start / End Date
      5. Flat Billing
      6. Recurring = No
2. Anything to ignore in contracts?
   1. All sections outside of Effective Date at top of contract and Section 3 - Revenue Share
   2. Within Section 3 - only need BTs for Platform Fee and Additional Taxpayers
      1. Ignore anything pertaining to retained revenue share
      2. See [JBO](https://garage.tabsplatform.com/prod/contracts/d08efb06-a72b-44ae-a875-73d4796becc1/terms/revenue) for example on additional Taxpayers BTs
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. 1 Year
5. Default Net Payment Terms
   1. 30
6. Default Billing Frequency
   1. Stated in section 3a under Revenue Share
7. How do we handle taxes as a line item?
   1. N/A

### Events Processing (if necessary) *(Implementation/Success to fill)*

* Any important information on events billing
  + Ignore events in contract

Integration Items Processing (if necessary)  
*(Implementation/Success to fill)*

* Everything maps to Platform Fee

[Harness | Integration Items](https://docs.google.com/spreadsheets/d/1ESod7H3Hjl83isYeDbPqWToGimIC8LZT5TzR1LWyDYI/edit?gid=0#gid=0)

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?
  + Jeff in #harness during Implementation
* Who needs to be notified and when?

### Customer Information *(Implementation/Success to fill)*

* Any important information on specifics customers of this merchant
  + N/A

### Feature Requests *(AE/Implementation/Success to fill)*

* Rev Share
  + They take a percentage of the invoice for any leads generated through the platform for their advisors
  + This is ~20% of their overall revenue and would love to have it all in once place
  + NOT URGENT. Royce and I scoped this during deal process and aligned that this is not something we can do right now

### Rewatch Calls *(AE/Implementation/Success to fill)*

* 11/11/24 - First Intro Call and custom demo
  + <https://tabs.rewatch.com/video/1xlehs04g5bvhalz-serg-zhelezniak-and-nicholas-gatti-november-11-2024>
* 11/12/24 - Rev Share Scoping
  + <https://tabs.rewatch.com/video/p0zgp8r6ohqew3mv-harness-tabs-rev-share-scoping-november-12-2024>
* 11/19/24 - Proposal Sync
  + <https://tabs.rewatch.com/video/gcvx1ltxyeroclcd-harness-tabs-prosposal-sync-november-19-2024>
* 11/21/24 - Sandbox Walkthrough
  + <https://tabs.rewatch.com/video/cvk6eupblhmru4to-harness-sandbox-walkthrough-november-21-2024>