

MSA & Document Field Changes

05/31/2024 5:54 pm EDT

Field changes

Object	Label	Change
Opportunity	Project Description	Rich text field from standard text field
New Quote	Subscription Term Years	Default value as 3
New Quote	Renewal Term Years	Default value as 1
New Quote	Payment Terms	Default value as Net 30

New additions

Object	Label	Use this for...
New Quote	Accounts Payable Contact	To identify the Accounts Payable contact
New Quote	Recurring Fee Start Date	To identify the wording for the Recurring field on the OAF

MSA FAQs

1. Where in the MSA is rate increase addressed?

Reference to indexing increases is found in section 7.2 of the MSA (see below). If the customer requests a cap or specific language around indexing, any negotiations regarding a cap will need to go through legal and the deal desk.

Company, upon notice to Customer, which notice may be in the form of an invoice, will have the right to change Fees effective any time after the first year from the Effective Date as defined below, which right will include without limitation the right to charge a Fee for new features or functions of the Services or for features or functions that have previously been offered at no charge. Unless otherwise noted in the Order Acknowledgment, all Fees are payable in United States Dollars, and non-refundable.

2. Where do we address rate lock for the 1st year and if we get into a negotiation what is the process for submitting a rate lock for x period?

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- 3. If we are providing a discount on reoccurring services what is the best what to identify when the discount will be valid until (for now should we just add an agreed upon sentence in the notes section in the quote record?) or will this need to be added (later phase) as a selection in CPQ that populates on the OAF?**

Discount end dates for recurring fees can be manually entered into the notes section in the quote in CPQ, which will populate the additional terms and conditions section on the order form. The language to use is as follows:

"Recurring Fee discounts are valid until 'X' date."