



CompuGroup
Medical

VAR IN THE KNOW

SAP IMPLEMENTATION

– Impact to Renewals, Maintenance, Invoicing & Contracts

November 8, 2023

Synchronizing Healthcare
www.cgm.com

Agenda

- ① SAP Implementation
- ② Renewal Process
- ③ Maintenance
- ④ Invoices
- ⑤ Payment Processing
- ⑥ Contracts
- ⑦ Q & A

01

SAP IMPLEMENTATION (eMDs)



SAP

SAP Implementation & Impact

- eMDs (May 2023)
- All depts impacted
 - Sales: Lead Conversion/Account Request, Quotes
 - VARs: Portal – Account Info & Online Ordering
 - Customer Ops: Order Processing
 - Support / Services: Ticket Management
 - Finance: Invoicing
 - AP: Payment processing



SAP

SAP Implementation & Impact

- Why
 - CGM acquisition of eMDs.
 - eMDs used disparate systems for CRM & Finance
- Benefits
 - Provides CGM access to all customer data across the enterprise on one platform
 - Quicker response times
 - Accurate data
 - Full redesign of the VAR Portal improves our partners' online experience:
 - Dashboards (News/Notices, Product Information & Sales Leaderboard)
 - My Org (VAR / User access, Invoices & Contracts)
 - Support (Create case, manage cases by priority & status, download center)
 - Accounts (Customers & Account requests)
 - Ordering (wholesale, retail, bulk orders & saving carts)
 - Products (filter by family, view if wholesale/retail, one time vs recurring, bundle vs solo, asset allocatable with list pricing)



02

RENEWAL PROCESS



RENEWAL PROCESS

Discontinued

- SAP doesn't have the ability to generate renewal quotes for evergreen contracts.
- "Evergreen" indicates contracts auto-renews unless cancelled/terminated.

Interim Process

- Contact Customer Ops for customer maintenance expiration date and contract details 90-120 days prior to expiration date.
 - "Contracts" in VAR Portal will remove this need in the near future.

03

MAINTENANCE



NOTICE PERIOD

Maintenance Notice (Reductions & Cancellations)

- Renewal dates start the 1st of every month
 - Contracts signed (1-15 = current month; 16-31 = next month)
- Notice of non-renewal is required 60 days prior to End User's maintenance expiration date.
- Any service changes (reductions / cancellations) must be communicated in writing prior to the 60-day notice period.
 - Submit Requests via CGM Portal (Support > Administrative ticket)
 - Include: Type of cancellation (Full or Partial, Customer account name, effective date, and line-item changes)

04

INVOICES



INVOICING

Invoices

Visible today in the CGM Portal under My Org tab.

Invoice Types:

- One-Time Fees (Orders)
 - Upon delivery
- Subscriptions & Maintenance (Monthly, Annual Recurring)
 - 1st week of the month for the billing period
- Transactional Services (eMEDIX, RCM etc)
 - 1st week of the month for the subsequent billing period

Invoices will be generated for each End Customer (possibly subject to change in 2024)

INVOICING

Invoices

CGM Partner Portal
My Organization

eMDs VAR

CONTACT
Accounting@var.com
+1 800-555-1212

ADDRESS
2500 Market Street, Suite 110
Dallas, Texas 75006

CURRENT TIME
5:13 AM UTC

EXTERNAL ID
12345678

Contacts (43) | Invoices (56)

Viewing 10 of 656 Results

VIEW 10 / Page | SORT BY Creation Date (Newest)

INVOICE ID	CREATION DATE	NET VALUE		
9090023249	Oct 17, 2023	\$5342.11	VIEW	DOWNLOAD
9090023250	Oct 17, 2023	\$85.14	VIEW	DOWNLOAD



INVOICING

Invoices

Invoice

CompuGroup Medical - EMDS, Inc
10901 Stonelake Blvd
Suite 200
Austin, TX 78759



Professional Installs LLC
123 Peachtree
Atlanta, GA 30003

Invoice Date: 08/21/2023
Invoice-No.: 9090005379
Customer No.: 13145667
Phone Number: (855) 653-5011
E-mail: AR@emds.com

ABC Pediatrics
1111 Honor Lane
Cumming, GA 30040

Item	Description	Quantity	Price (USD)	Amount (USD)
10	SOW monthly - July 23 (46667x0,039) - or mth min 1250	1 PC	1,820.01	1,820.01
Sub-total				1,820.01
Net Total				1,820.01
Total Amount				1,820.01

Payment terms: Due upon receipt

ePayment Information

Reference Amount in USD
9090005379 1,820.01



<https://paygate.novalnet.de/nn/phi2e79xf6pd9eq9acfiecef>

Please note - If this invoice is not disputed in writing within 10 days, all balances are due in full. Effective September 1, 2023 all Credit Card payments will be subject to a 3.5% processing fee.

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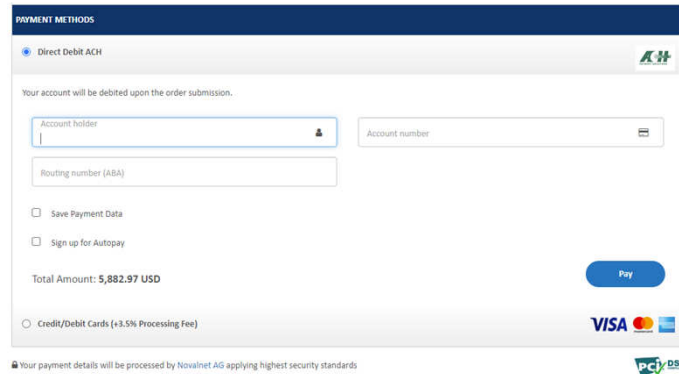
05

PAYMENT PROCESSING



Payment Processing

- Invoices are due upon receipt.
- The VAR can click on link or scan QR code to see payment options
 - If on auto-pay, there will be no payment link on invoice



The screenshot displays a 'PAYMENT METHODS' section with 'Direct Debit ACH' selected. It includes a warning that the account will be debited upon order submission. There are input fields for 'Account holder', 'Account number', and 'Routing number (ABA)'. Below these are checkboxes for 'Save Payment Data' and 'Sign up for Autopay'. The total amount is listed as 5,882.97 USD. A 'Pay' button is visible, along with logos for VISA, Mastercard, and American Express. At the bottom, there is a note about PCI DSS compliance and a small logo.

- If the account becomes delinquent, then the account can be deactivated.

06

CONTRACTS



CONTRACTS

PORTAL INTEGRATION

Contracts in portal will provide visibility to End Users:

- Subscription detail (per line item)
- Renewal dates (per customer)

Release: November 30 (target date)

CONTRACTS

PORTAL INTEGRATION

CGM Partner Portal
My Organization

VAR Contact
VAR Account

Contacts (53) Contact Requests (53) Invoices (0) Contracts (7)

Viewing 7 of 7 Results

Search VIEW 10 / Page Filters

ACTIVE	CUSTOMER ACCOUNT	ACCOUNT STATUS	CONTRACT START	CONTRACT END	TOTAL
	Compliance Billing Specialist	READ ONLY	March 31, 2023	March 30, 2025	1162.34 USD PER MONTH
	MicroNet Systems	ACTIVE	December 31, 2022	December 30, 2026	22646.99 USD PER MONTH
	Jamie MacDougall, MD	ON HOLD	March 31, 2023	October 30, 2023 URGENT: Contract will expire in: 7 days	53.52 USD PER MONTH
	M Hertzell Soumekh, M.D.	IMPLEMENTATION	June 30, 2023	June 29, 2025	43759.04 USD PER MONTH
	Glenmed Billing Services	TERMINATED	August 14, 2023	October 13, 2023	1958.64 USD PER MONTH
	Yvette Paradeza	ACTIVE	July 31, 2023	July 30, 2024	3252.96 USD PER MONTH
	Youth & Family Services	ACTIVE	August 31, 2023	August 30, 2024	3252.96 USD PER MONTH

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CONTRACTS

PORTAL INTEGRATION

CGM Partner Portal
My Organization

Byron Adams
VAB SUPER ADMIN
MedPro Connect Healthcare Te...

Medical Associates LLC

CONTACT ADDRESS CURRENT TIME EXTERNAL ID
Yuma, Arizona, 85264 9:05 AM UTC # 023947908

REQUEST DATA CHANGE

Contacts (0) Support Cases (0) Contracts (3)

Viewing 3 of 3 Results

Active Only Search VIEW 10 / Page Columns Filters 3 ACTIVE CONTRACTS: \$ 3252.96 PER MONTH

ACTIVE	CONTRACT ID	PRODUCT ID / TITLE	QUANTITY	CONTRACT START	STATUS	CONTRACT END	SETTLEMENT PERIOD	AUTOPAY	TOTAL MONTHLY
<input checked="" type="checkbox"/>	60023432	31025502 EMDs - FT Provider Maintenance	1	2023-08-01	RELEASED	July 30, 2024	MONTHLY NEXT DN: 2023-12-02	<input checked="" type="checkbox"/>	\$ 2085.24 PER MONTH
<input checked="" type="checkbox"/>	60023432	31025503 EMDs - PT Provider Maintenance	1	2023-08-01	RELEASED	July 30, 2024	MONTHLY NEXT DN: 2023-12-02	<input checked="" type="checkbox"/>	\$ 1042.92 PER MONTH
<input checked="" type="checkbox"/>	60023432	31025504 EMDs - Other Provider Maintenance	1	2023-08-01	RELEASED	July 30, 2024	MONTHLY NEXT DN: 2023-12-02	<input checked="" type="checkbox"/>	\$ 124.8 PER MONTH

Viewing 3 of 3 Results | Page 1 of 1

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07

Q & A





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Thank you

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