TrustP / MSP Founders Program led by RackNap

Supplier enquiry routing

Illustrative one-page pilot offer · Example prices in US dollars

The buyer and the job

A manufacturer's finance team forwards supplier emails until one reaches the right owner. Scope a pilot for one inbox. The agent routes enquiries. Finance answers payment questions and approves exceptions.

Questions for the first conversation

How many eligible emails arrive each month? How long does a handoff take today? Who can approve a paid trial? Agree a starting baseline and what a correct first handoff looks like.

What you could quote

One-time setup	US$500. Map the inbox and routing rules, test normal cases and exceptions, and get the finance lead's sign-off.
Monthly service	US$249 includes the first 100 eligible enquiries. Monitor accuracy, review exceptions and update rules. Each extra enquiry is US$1.60.
Usage and consent	Count a unique, in-scope enquiry once. Exclude tests, duplicates and retries. Alert at 80 enquiries. Get written approval before the monthly invoice exceeds US$450. Hand new work to finance while waiting.
Delivery owners	The MSP invoices and takes the first support call. The software partner demonstrates the workflow and fixes product issues. Finance owns payment decisions. Name one contact on each side before starting.

Check what the work earns

At US$249 revenue, US$60 supplier costs and two support hours at US$30/hour, gross profit is US$129. Six support hours at the same revenue leaves US$9. Use actual usage and hours at the monthly review. Figures exclude overhead and tax.

First review date: _____ Finance owner / role: _____

MSP support contact: _____ Software partner contact: _____

Open the RackNap margin check on TrustP