INDITION COMMERCE

Sales Commissions

Frequently Asked Questions

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Find answers to common questions about commission schedules, targets, incentives and integrations. Use these examples to plan a commission program that fits your sales, service and payroll teams.

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Payment schedules and targets

How do we pay salespeople every week

Create a Weekly schedule in Payroll Payments for your published plan. Set the starting weekday and days from cutoff to planned payday. Each week, prepare a completed cutoff, review and approve the batch, export it to your payroll process and record the actual payments.

Can weekly pay use a monthly or quarterly goal

Yes. Payment frequency and target windows are separate. Sales continue to build cumulative attainment throughout the target window while weekly batches allocate the earnings available for payout.

Which other schedules can we use

Every two weeks, twice monthly, monthly, quarterly, annual and custom schedules are available. Twice monthly follows the 1st to the 15th and the 16th to month end. Quarter and year schedules can align to a fiscal starting month.

How does Commission fit our payroll process

Approve a payroll batch and export the Excel workbook for your existing payroll process. After completing payment through that process, record the amount, actual date and reference in Commission. This connects the earning calculation with your payment record.

Can we record a payment in parts

Yes. Record each payment with its own amount, date and reference. Outstanding balances carry through the continuing payroll workflow, making the remaining amount easy to follow.

How are joiners and year end handled

Active dates define participation, and optional calendar-day proration can adjust default targets within the window. Individually specified quotas remain under your control. Paid-year reporting follows actual payment dates, and calendar windows accommodate varying month lengths and year transitions.

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Plans incentives and connected modules

Can each store or sales channel use different rates

Yes. Plan rules can vary by location and by web, POS or quote channel. Category and product-specific rules let you target the right merchandise. Assignments, quotas and spiffs can also reflect each store's goals.

Can we pay commission only on serialized products

Yes. Open the draft plan, switch on Serialized products and select Pay only on serialized products: products without a serial number then pay nothing. A product counts as serialized when serial numbers are switched on for it, or when a real serial number was sold on that order line. A placeholder such as "Placeholder", "TBD", "N/A", all zeros or dashes is not a serial number and never makes a sale serialized. A product override still pays its own rate, and a spiff still pays.

How do shared sales and converted quotes earn

Commission uses the named salespeople and their applicable credit shares. POS and quote attribution carry into the resulting sale, while authorized managers can maintain credit through the Attribution workflow. Cashier and house-account settings support your chosen fallback policy.

Can we reward technicians as well as salespeople

Yes. With Service and Repair enabled, sold-by, performed-by and inspection roles can earn independently. Labor logs can determine technician shares. Plans can distinguish labor, parts and flat-rate work, and repair eligibility follows closure and full payment, including warranty settlement where applicable.

Can a promotion have a budget

Yes. A spiff can use a unit cap or monetary cap. Choose a flat-per-unit or percentage amount, product/category/vendor scope, dates and an optional location. Company and vendor funding choices support both internal promotions and supplier campaigns.

Can product managers maintain SKU rates

Yes. The Inventory SKU Commission tab provides draft plan controls for inheritance, eligibility, rate, method and quota weighting. The plan review and publication workflow then makes those choices effective.

Can we load targets from Excel

Yes. Quota imports accept XLSX and CSV, with a field-mapping step before application. Import history links the original file and importing user to the date, count and resulting quota records.

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Visibility and ongoing administration

What can a salesperson see

My Statements provides the linked participant's personal earning history. Statements explain the transaction, rate, attainment and adjustments behind the amount. Managers and payroll staff receive access appropriate to their responsibilities.

What happens when activity arrives in a later pay cycle

The next payroll preparation can allocate later eligible earnings and adjustments while retaining the approved history. The source and payroll references keep the explanation connected across cycles.

How are refunds reflected in commission

Refund-related adjustments follow the original earning and reverse its proportionate award. This includes base commission, accelerator amounts and incentives, including awards subject to a spiff cap.

How far back can we process activity

Automatic reconciliation uses the configured recent lookback, saved progress and follow-up processing. Settings Recovery lets an authorized user select an explicit historical date range, preview its scope and apply it. Use the range that matches your rollout or reconciliation task.

Which reports help managers

Period liability and performance, attainment trends, commission cost and attribution reporting provide complementary views. Quote pipeline and vendor spiff figures add commercial context. Filters and Excel exports help share the relevant figures with finance and store managers.

How do I give someone their statement

Open their statement and select Export to PDF at the top right for a branded statement from their store. For everyone at once, open the period, select Download and choose one PDF per person (a ZIP) or all in one file. People with their own login can also see My Statements.

Why did amounts change by a few cents after recalculating

Each job is rounded to the cent and the totals add those lines up, so a statement, the screen and the export always agree. A $99.99 job at 25% pays $25.00. Approved periods do not change.

What if someone is already paid by another plan

Choosing a new plan for that work asks first. Yes, switch ends the current plan the day before the new one starts, and commission already earned is kept; No leaves everything as it was. When paying a whole team at once, the people on another plan are listed in one question and everyone else is paid straight away.

How do we see who is not paid on anything

The Paid on column on Salespeople & Technicians marks unpaid work with an amber chip. Each person's page also says why nothing pays a kind of work, such as a plan that does not pay repairs or has no rate for it.

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How do we introduce a new compensation plan

Prepare a draft version with its effective dates, review the rates and simulator, then publish it. Align assignments and earning periods with the new dates. A guided split helps an open earning window follow a mid-window plan change.

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