indition™

INDITION COMMERCE

Sales Commissions

Frequently Asked Questions

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The questions that come up in the first month of running commission, and their answers.

Getting started

We already pay commission on a spreadsheet. What changes?

The arithmetic stops being yours to do. Sales, repairs and refunds are recorded as they happen, and at month end the plan is applied to them. What you gain over a spreadsheet is that every figure can be traced back to the sale that produced it, months later, and that a refund automatically finds the commission it needs to claw back.

How long does setup take?

An hour for a simple plan — one rate, a handful of people. Longer if you pay different rates by category, run accelerators above quota, or pay technicians separately. Follow the Setup Guide in order; each step unlocks the next.

Do we have to pay commission on everything?

No. You can exclude a category or an individual product entirely, skip lines under or over a value, and decide separately whether website orders earn at all.

Can we run different plans for different people?

Yes. As many plans as you need, and one person can be on different plans for selling and for repair work.

Day to day

A salesperson says their commission is short.

Open their statement for the period. Every line shows the sale, the rate used and any multiplier applied. Nine times out of ten it is one of three things: a sale sitting in Exceptions with nobody credited, an excluded product, or a line under the plan's minimum value.

A sale is missing entirely.

Check Exceptions first. If it is not there, the order may not have reached its completed status, or the repair may not be closed and fully paid — neither earns until then.

Two people worked one sale.

If they were both named at the register or on the quote, it is already split. Otherwise open **Source Attribution**, load the order, and set the shares. Each role must total 100%.

Somebody rang a sale up under the wrong name.

Correct it in Source Attribution. The original figures are reversed and the sale re-worked, so the trail shows both what was paid and what it was corrected to. If the period has already been approved, the fix is an adjustment in the current period instead.

What is the difference between ending and deleting?

Ending stops future earning and keeps history. Deleting is only possible while nothing references the record, and is refused otherwise. Use End for anything that has ever paid.

Rates and plans

We changed our rates mid-month.

Clone the plan, edit the copy, and publish it with the date it takes effect. The old version closes off the day before automatically, and each sale is paid at the rate in force on its own day.

Why can I not edit a published plan?

Because past payroll has to stay provable. If a published rate could be edited, a statement from six months ago could no longer be reproduced. Clone and publish a new version instead — it takes seconds.

Which rate wins when several could apply?

The most specific: an individual product beats its category, which beats the plan default. Location and sales channel cut across all three — at any level, a rate set for this store beats the one that is not, and a rate set for both the store and the channel beats either on its own.

Can we pay a different rate at one shop?

Yes. Add it under **Rate by location** on the plan. Category rates and product overrides can be set per store too, so "sewing machines at the downtown shop pay 12%" is a rate you can actually write.

Two of our shops share one online store. Will they get the same rate?

No. A rate is scoped to the shop the sale happened in, not to the online store it is grouped under. Two locations sharing a catalogue keep their own rates, their own spiffs and their own on/off switch.

We have a shop that should not earn commission at all.

Switch it off on **Commissions → Location Rules**. Sales there are still recorded, so if you change your mind they are paid from the next calculation — nothing is lost in the meantime.

A quoted order was paid at the register. Which rate applies?

The quoted rate. A quote names the person who made the sale happen, so it pays the quoted rate wherever the customer eventually settles.

Spiffs

We excluded a product but it is still paying.

Check whether it has a spiff on it. A spiff is deliberately independent of the plan — it pays even on excluded products and on lines outside the plan's value limits, which is what makes it useful for shifting stock you do not otherwise pay on. If you want something excluded from everything, remove the spiff.

A spiff line shows commission but no rate.

That is a non-stacking spiff: it pays *instead of* the usual commission on that line. The sale still counts in full toward quota, which is why the line shows quota credit with no commission of its own.

Can a vendor fund a spiff?

Yes. Mark it vendor-funded and the module totals what each vendor owes by period — the figure your rebate claim comes from.

Quotas and bonuses

Do we need quotas?

Only if you pay a bonus above target. Without accelerator tiers a quota changes nobody's pay; it only feeds the attainment report.

How does the above-quota bonus work?

Only the part above quota is uplifted. Someone at $900 against a $1,000 quota who rings up $400 earns their normal rate on the first $100 and the accelerated rate on the remaining $300 — one sale, split across two tiers, both shown on the statement.

Someone is on two plans. Which quota applies?

By default one target covers everything they sell. If you need a separate target per plan, pin the quota to that plan assignment when you create it.

Month end

Approval was refused.

Something affecting the numbers arrived after you calculated — a late sale, a refund, an adjustment. The message says what and when. Recalculate and approve again. It is refusing to let you approve figures that are already out of date.

Why can I not approve a period that has not finished?

Because a sale completing on the last afternoon would land inside a locked period and become unpayable. The period must end before it can be frozen.

I approved by mistake.

An administrator can unlock it, as long as it has not been marked paid. The unlock is recorded.

A refund arrived for a period we already paid.

It comes off the period you are paying now — the only one you can still change. If the sale had earned a spiff, the clawback is valued at what that spiff was worth on the day of the original sale.

Can we re-run a period after paying it?

No, and deliberately. Correct it with an adjustment in the current period, which leaves a record of what was corrected and why.

Access and reporting

Can salespeople see their own commission?

Yes — tick *can view own statements* on their record. They see their own figures and nobody else's.

Who can approve payroll?

Only the payroll and administrator roles. Managers can work plans, people, attribution and reports without being able to approve or pay.

Can we get the figures into our payroll system?

Every report exports to a spreadsheet, and the payroll export carries the run number and timestamp so the file can always be matched back to the run that produced it. There is no direct connection into an external payroll system.

The exception queue has hundreds of items.

Filter to one kind using the chips at the top, then use **Resolve all** — it states exactly how many it will clear and records your note against each. Then fix the cause: **Attribution hygiene** shows whether salespeople are being recorded at the till.