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INDITION COMMERCE

Sales Commissions

Feature List

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Sales Commissions — Feature List

Sales Commissions pays your people for the business they bring in and the work they perform — across the shop floor, the website and the service bench — and produces a payroll figure you can prove line by line, months later.

This document is a complete inventory of what the module does. It is organised the way you would set it up: configure, add people, write a plan, then run a month.

> **How a commission is worked out.** Every sale, repair and refund is captured as a permanent record of who earned what. At the end of the period the plan in force on that day is applied to those records to produce each person's statement. The records are never edited — a refund adds a matching reversal rather than changing history — so a payroll run can always be reproduced exactly as it was approved.

1. Getting started

Feature	Summary
Guided setup checklist	The dashboard tells you what is still missing before anyone can be paid — people, a published plan, plan assignments, a period and staff with commission access — and stops prompting once you are ready to run.
Import your staff	Creates commission records in one click from the people the system already knows: everyone who has rung up a sale becomes a salesperson, everyone recorded as a repair technician becomes a technician. Safe to re-run after hiring; existing people are left alone.
Single enable switch	Nothing is captured and nothing is calculated until you turn the module on, so you can install it and configure at your own pace.
Website order policy	Decide once what happens to a website order nobody sold: it earns nothing, it is credited to a house account, or it is queued for someone to attribute by hand.
Register attribution	Optionally credit the cashier automatically when a register sale names no salesperson.
Service & Repair switch	Turn repair commission on or off independently of retail. Switched off automatically when Service & Repair is not installed.
Dashboard	Active people, published plans, open periods, items needing attention, and calculated commission to date — plus the most recent calculation runs.

2. Salespeople, technicians and locations

Feature	Summary
One record per person	Name, employee code, linked login, and a note. The same person can be a salesperson, a technician and an inspector at once — each role earns separately.
House accounts	A non-person account used to absorb unattributed website business so the reporting still balances.

Start and end dates	Someone who joins mid-month earns only from their start date; someone who leaves stops earning without being deleted, so their history stays intact.
Locations	Assign a person to one or more stores, with their own dates. A sale at a store they do not work is flagged rather than silently paid.
Managers	Record who each person reports to.
Statement access	Give a person access to their own commission statements — and only their own.
Plan assignments	Put a person on a plan for a given kind of work, an optional single store, and a date range. One person can be on different plans for sales and for repair work.
Safe corrections	An assignment that has been used in payroll can be ended but not deleted, so a past run can never lose the basis it was calculated on.

3. Compensation plans

Feature	Summary
Named plans	As many as you need — floor staff, specialists, technicians, a trial plan for a new hire.
Versioned rates	A plan is a series of dated versions. Publishing a version locks it, so the rates that paid a past month can always be re-proved.
Clone as a new draft	Change next quarter's rates by copying the current version, editing the copy, and publishing it — without touching what is already paid.
Automatic hand-over	Publishing a new version closes the previous one off the day before, and warns you about any period the change would leave stranded.
Validation before publishing	A plan is checked before it can go live: duplicate rules on the same product, two category rates competing for the same item, a rate set on something that could never match it, and rates pointing at products or categories that no longer exist are all refused with a plain explanation.
Rate summary	A read-only page showing everything the plan pays, with real product and category names, for review or sign-off.
Simulator	Enter a product, an amount and a person's current progress, and see exactly what the plan would pay — including which rule supplied each number.
Version comparison	See what changed between a draft and the version it came from before you publish it.

4. What a sale pays

Rates are set broadest first, and the most specific rule wins: the plan default, then the product's category, then the individual product. **Location and sales channel cut across all of those** — at every level, a rate set for this store, or this channel, or both, beats the one that is not.

Feature	Summary

Five ways to pay	A percentage of the sale, a flat amount per unit, per line, per order, or per billed hour.
Exclusions at every level	Mark the plan default, a sales channel, a category or a single product as earning nothing.
Rates by sales channel	Pay one rate at the register, another on the website, another on quoted business.
Category rates	Pay a different rate on a whole category — machines at one rate, notions at another.
Product overrides	The most specific rate there is: one product, beating whatever its category pays. Also editable from the product record itself.
Rates by location	Pay a different rate at one store — and everything below can be set per store too, so "sewing machines at the downtown shop pay 12%" is a rate you can actually write. A store sharing another store's online catalogue is still its own location.
Switch a location off	Stop one location earning commission entirely. Sales there are still recorded, so switching it back on pays them from the next run — nothing is lost.
Value limits	Skip lines under a set amount, over a set amount, or both — small accessories you do not pay on, or big-ticket items priced too tight to.

> **Quoted business.** A quote built by a salesperson pays the quoted rate wherever the customer eventually settles it — at the register or through a payment link — because the quote is what made the sale happen.

5. Spiffs and short-term incentives

Feature	Summary
Targeted incentives	A time-boxed bonus on one product, a whole category, or everything from one vendor — optionally at one store only, for clearing local overstock without paying for it everywhere.
Flat or percentage	A fixed amount per unit sold, or a percentage of the line.
Spend caps	Cap a spiff by units or by dollars. The remaining budget is shown against each one, and the last qualifying sale is paid only up to what is left.
Stacking	A spiff normally pays on top of the usual commission; it can instead replace it for that line. Either way the sale still counts toward the person's quota.
Who gets paid	The people who made the sale, or one named person — useful for a product specialist paid for supporting a colleague's sale.
Vendor-funded spiffs	Mark a spiff as funded by the vendor, and the module totals what each vendor owes, by period — the figure the rebate claim comes from.
Retroactive spiffs	Setting up a spiff that has already started re-runs the affected open periods automatically in the background.

> **Spiffs are deliberately independent of the plan.** A spiff pays even on a product the plan excludes, and even on a line

> outside the plan's value limits — that is what makes it usable for clearing slow stock the plan does not otherwise pay on.

6. Quotas and accelerators

Feature	Summary
Quota periods	Monthly, quarterly, or periods you create yourself.
What a quota measures	Net revenue sold, billed labour hours, or completed jobs — whichever fits how that team is judged.
Targets per person	An individual target per person per period, with a plan-level default for anyone without one, a per-assignment target for people on more than one plan, and a per-store target where somebody is expected to do different numbers at different shops. A per-store target is tracked separately at that store, because one running total cannot be measured against two different targets.
Bulk quota setting	Set the same target across many people at once, or import a year of targets from a spreadsheet with a per-row result report.
Draft targets	Prepare next year's targets as drafts; only approved targets affect pay.
Accelerator tiers	Pay a multiplier above quota — and only on the part above it. A person at 90 percent who writes a large sale earns the normal rate up to their quota and the accelerated rate beyond it, in the same transaction.
Attainment tracking	Every statement line records where the person stood before and after that sale, so a tier can always be explained.

7. Service & Repair

Feature	Summary
Three ways to earn	The person who wrote the job up, the technician who did the work, and the inspector who signed it off are paid independently — each on a full share, so paying the technician never reduces the salesperson.
Paid when the work is done and settled	Repair commission is earned when the work order is closed and the repair is fully paid, not when it is booked in.
Warranty work	Warranty jobs wait for the warranty reimbursement to be recorded before they earn.
Technician attribution from labour logs	Where technicians log time against a job, their share is derived from the hours each actually worked — no manual split.
Parts	Technicians are paid for the work they perform. A per-plan switch also pays them on the parts they fit.
Rates by line type	Pay labour, parts, flat-rate jobs, fees and discounts at different rates — or exclude a line type entirely.
Flat-rate job rates	Set a rate against an individual flat-rate job code.

No double payment	A repair settled at the register is recognised as repair money, so it is never also paid as a shop sale.

8. Who gets the credit

Feature	Summary
Named at the register	Salespeople recorded on a POS sale carry through to commission, including split sales.
Named on the quote	Everyone named on a quote is credited when it converts to an order, shared evenly between them.
Fallbacks you control	Where nobody is named, the cashier or a house account can be credited — each a setting, not a silent default.
Manual correction	Reassign credit for any order or repair, with a reason recorded. The original figures are reversed and the sale recalculated, so the audit trail shows both what was paid and what it was corrected to.
Splits always total 100%	A split that does not add up is refused and raised for attention rather than quietly paying the wrong person.
Locked history is protected	Attribution on a sale that is already in approved payroll cannot be rewritten; the correction goes through an adjustment in the current period instead.

9. Running a commission period

Feature	Summary
Create or generate periods	Create one period, or generate a whole year of monthly or quarterly periods at once. Overlapping periods are refused.
Calculate	Produces a full statement for every person, itemised by sale, with the rate, the multiplier and the rule behind each line. Recalculate as often as you like until the period is approved.
Manual adjustments	Add a one-off amount for a person, with a reason and an optional effect on their quota. Removable while the period is open, and recorded either way.
Change detection at approval	If anything that affects the numbers arrives between calculating and approving, approval is refused and the module tells you what changed and when. You cannot approve figures that are already out of date.
Approve and lock	Approval freezes the period. A period cannot be approved before it has finished, so a late sale can never become unpayable.
Unlock a mistake	An approved but unpaid period can be unlocked by an administrator, with the reversal recorded. One mis-click does not dead-end the month.
Mark as paid	Records that the money has gone out, closing the period for good.

Payroll export	A payroll-ready spreadsheet carrying the run number, the run status and the time it was produced, so the file in the finance folder can always be matched back to the run that made it.

10. Reports

Every report exports to a spreadsheet, carrying whatever filters are on screen.

Report	Summary
Period liability & performance	What the period owes, split into base commission, accelerators, adjustments and clawbacks; per-person liability with quota attainment; performance by source and channel; and the quote pipeline. Filter by person, source, event, store, channel, category, product, repair line type, flat-rate code and warranty involvement.
Attainment & trend	Quota against actual for every person across the last six periods, ordered as a leaderboard.
Commission cost	What commission actually costs as a percentage of the revenue that earned it, by category, by store and by channel — where the money is going.
Attribution hygiene	How credit is being decided across the business: declared at the point of sale, fallen back to the cashier, absorbed by the house account, or corrected by hand. A rising fallback share means salespeople are not being recorded at the till.
Participant statement	One person, one period, line by line, with the reasoning behind each figure.
My statements	A salesperson or technician's own history, visible to them and nobody else.

Two further figures sit on the screen they belong to rather than in the report list: the **quote pipeline** (quoted, accepted and converted value per salesperson — business in flight rather than earned) appears on the period liability report, and **vendor spiff receivables** (what each vendor owes for their funded spiffs, by period) appears on the Spiffs screen.

11. Accuracy and self-correction

Feature	Summary
Permanent records	Earnings are recorded as facts and never edited. A refund, void or exchange adds a matching reversal linked to the original, so both the payment and the clawback are visible.
Partial refunds	A part refund claws back only its share, including its share of a flat per-order fee.
Nothing counted twice	Every record carries a unique key, so a hook that fires twice, a retry, or a nightly catch-up cannot pay the same sale again.
Items needing attention	A single queue for anything a person needs to decide: sales with no salesperson, people with no plan, sales at a store someone does not work, splits that do not add up, and anything that arrived after payroll closed. Each is resolved with a note.
Nightly catch-up	A scheduled pass re-checks recent orders, repairs and refunds and captures anything missed — during an outage, or before the module was switched on. Run it on demand

	at any time.
Background re-runs	Backdating a rate change or a spiff automatically re-runs the open periods it affects and reports what the change was worth.
Late arrivals	A sale or refund that surfaces after payroll is closed is queued for a documented adjustment in the next open period rather than being lost.
Commission never blocks a sale	Every connection into ordering, POS, payments and Service & Repair is built to fail safely: if commission cannot record something, the sale, refund or repair still completes and the record is picked up by the nightly pass.

12. Access and audit

Feature	Summary
Four levels of access	Administrator (full control, including unlocking an approved period), Manager (plans, people, attribution, reports), Payroll (periods, adjustments, approval, payment, exports) and Participant (their own statements only).
Statement privacy	A salesperson can see their own statements and export them; they cannot see anyone else's.
Audit trail	Attribution changes, adjustments, deletions, approvals and unlocks are all recorded with who did them and when.

13. Works with

System	Summary
Orders and the website	Website and admin orders earn when the order reaches its completed status.
Point of Sale	Register sales, exchanges, refunds and voids, including the salespeople named on the sale and on the originating quote.
Payments	Refunds processed through payments create the matching clawback automatically.
Service & Repair	Work orders, repair payments, refunds and warranty reimbursements. Optional — Sales Commissions works without it.
Product catalogue	A Commission tab on the product record for per-product rates.
Multi-store	Per-store participation, per-store plan assignment, per-store rates, spiffs, quotas and accelerators, a per-store on/off switch, and store-level reporting throughout.