indition™

INDITION COMMERCE

Sales Commissions

Stop paying commission from a spreadsheet

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Every shop that pays commission has the same week each month: exporting sales, pasting them into a spreadsheet, arguing about a refund from six weeks ago, and hoping the totals are right. Sales Commissions removes that week.

The spreadsheet always breaks in the same three places

Refunds. A machine sold in March comes back in May. Somebody has to remember it was commissioned, find what was paid, and take it off this month. Miss it and you have overpaid. Catch it late and you are clawing money back from someone who has already spent it.

Split sales. Two people worked the customer. The spreadsheet has one column for a salesperson, so somebody gets the sale and somebody gets a conversation.

"That's not what I earned." Six weeks later, nobody can reconstruct which rate applied on which day, and the rates changed at the start of the quarter. The argument is unwinnable because the evidence no longer exists.

What changes

Sales Commissions records who earned what at the moment the sale happens — at the register, on the website, or on the service bench — and works out the month against the plan that was in force on each day.

Refunds handle themselves

A refund automatically finds the commission it needs to reverse, at the rate that was actually paid, and takes it off the period you are paying now. A partial refund claws back only its share. Nobody has to remember anything.

Splits are ordinary

Two people on a sale is a normal case, not a workaround. Everyone named on a quote is credited when it converts. A specialist who supports a colleague's sale can be paid through a spiff without touching the salesperson's share. And a technician earning on a repair never reduces the person who wrote it up — each role carries its own full share.

Every figure can be proved

Each line on a statement shows the sale, the rate, the rule that supplied it and any multiplier applied. Published rates are locked, so the plan that paid March can still be shown in December. The conversation stops being an argument and becomes a five-second look at a screen.

The parts people do not expect

It tells you when attribution is going wrong

The attribution hygiene report shows how credit is actually being decided across the business — named at the till, fallen back to the cashier, or corrected by hand afterwards. A rising fallback share is an early warning that salespeople are not being recorded at the point of sale. That is a training problem, and you find out in week two rather than at month end.

It knows what commission costs you

Not the total — the rate. Commission as a percentage of the revenue that earned it, broken down by category, by store and by channel. That is the number that tells you whether a category is worth promoting.

It will not let you approve figures that have gone stale

If anything lands between calculating and approving — a late sale, a refund, an adjustment — approval is refused and tells you exactly what changed and when. It is a small thing that prevents the most expensive mistake in payroll: paying a number that was correct an hour ago.

It catches what it missed

A nightly pass re-checks recent sales and repairs and picks up anything that slipped — during an outage, or before you switched the module on. Backdate a rate change and the affected open periods re-work themselves in the background and report what the change was worth.

Built for how shops actually pay

One rate for everything, or a different rate per category. A higher rate at the register than on the website. Nothing at all on accessories under twenty dollars. A bonus above quota that applies only to the part above quota. A vendor-funded spiff on slow stock, capped at a budget, with the rebate figure totalled for your claim. Technicians paid on labour, and on parts too if that is your arrangement.

All of it versioned, so changing next quarter's rates never disturbs what has already been paid.

What it does not do

It does not send money. It produces a payroll-ready export carrying the run number and timestamp, so the file in your finance folder can always be matched back to the run that produced it. Your payroll system stays your payroll system.

Getting started

Install it, import your staff from the people the system already knows, write one plan, and calculate a month that has already finished. Nothing is committed until you approve, so the first run costs nothing but the time to read it.

Most shops find the first calculation tells them something they did not know — usually how many sales are going out of the door with nobody's name on them.