Complete Vizibility to your Incentive Plans

ACCOUNTING

USER GUIDE

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ABOUT THIS GUIDE

This document contains the definition of terms and the general use of IncentViz for the accounting, finance, human resources, or those responsible for maintaining Sales Plans, reviewing/maintaining Quota Credits or Payments, reviewing/maintain Bonuses & Draws, and processing Payments (Payroll). The *Accounting Dashboard* within IncentViz is the primary user interface for this role and provides the ability for the user to perform the tasks described above.

NOTE: It's important to understand that only qualifying transactions from the host-ERP system that meet the conditions defined within a Sales Plan as "commissionable" and have been booked or invoiced, will be available for quota credit and payment reporting for a salesperson.

Intended Audience

This document is for users assigned to the *Accounting* role within IncentViz.

Required Knowledge / Pre-requisites

The following content should be reviewed prior to proceeding with the material in this guide:

- IncentViz User Guide – User Interface
- IncentViz User Guide – Understanding a Sales Plan
- IncentViz User Guide – How it Works

Contacting Single Source Systems

If you have questions about IncentViz submit an email and send to Success@singlesrc.com. A support ticket will be created, and a support resource will contact you.

For the latest documentation, select the Help option from the main menu in IncentViz. We recommend that you check this website periodically for updated documentation. If you have comments about the documentation, contact Success@singlesrc.com.

START HERE -- DEFINITIONS

The following terms are used within the IncentViz application. Please review for understanding and reference as you work through this user guide.

Sales Plan: Sales Plans are configured within IncentViz and align with the organization's sales goal for a salesperson or entity that will receive some type of payment (Commission, Bonus, Rebate, Royalty). Sales Plans are composed of an Effective Date, one or more Quota assignments, Quota Credit definition(s), and Payment definition(s). Definitions for these terms are described below.

Credit Record: a record created and stored in IncentViz that represents the "credit" earned for a Qualified Transaction. Accumulated credits can represent the percentage of attainment (actual) when compared to an assigned Quota (planned).

Effective Date: Represents the Start and End Dates of a Sales Plan.

Host-ERP System: the ERP system your company uses to process orders and invoices.

Qualified Transaction*:* any order or invoice that meets the conditions set forth in a Sales Plan to make the transaction eligible for a commission, bonus, rebate, or royalty credit and/or payment.

Quota: The dollar amount (goal) a salesperson or entity is expected to transact (sell, write, buy, or work) during the Effective Date as defined within a Sales Plan.

Quota Credit: The individual or aggregate amount of quota or credit earned based on the order or invoice value for a Qualified Transaction.

Quota Credit Record: A single record generated and stored in IncentViz that reflects the Quota Credit earned for a Qualified Transaction.

Payments Earned: The individual or aggregate value of *all* Payment Records that have been calculated for all Qualified Transactions.

Payments Due: The individual or aggregate value of *all* Payment Records that have been calculated, but not paid, for all Qualified Transactions.

Payment Record: a record created and stored in IncentViz that represents the payment amount earned for a Qualified Transaction. In addition to the amount and other details related to the transaction, Payment Records have a status of earned, due, and paid.

Release Condition: a configurable condition that must be met before a Payment Record is release for payment. *(See also IncentViz User Guide – How It Works)*

Payee: a party (department, sales manager, customer, vendor, etc...) other than the Salesperson that receives a payment (commission, bonus, rebate, royalty) based on a Qualified Transaction.

Payments Paid: The individual or aggregate value of *all* Payment Records that have been calculated, and have been paid, for all Qualified Transactions.

Period: Typically represents the Effective Date of a Sales Plan but can also represent a Timeframe.

Salesperson: person identified on an order or invoice responsible for a sales transaction.

Timeframe: Start and End Dates that may be specified in a Sales Plan or filtering criteria used in the View Quota or View Payments dashboard views.

CHAPTER 1: UNDERSTANDING INCENTVIZ

Your Sales Plan

Sales Plans are typically defined and assigned by the company's executive and/or sales management. Sales Plans are the key component of how IncentViz behaves and are assigned to any person or entity that will receive some type of compensation or payment and be managed within IncentViz. IncentViz uses the Sales Plan to track order and invoice transactions then accumulates quota credits (attainment amounts) and calculates compensation (commissions, bonuses, spiffs, rebates, or royalties) related to transactions that meet the condition(s) (qualify) according to the Sales Plan definition.

A Salesperson or entity is assigned at least one (1) Sales Plan but could be assigned *multiple* Sales Plans as defined by the company's sales or accounting department.

Within a Sales Plan, a Salesperson may have more than one Quota assignment(s). An example might be a separate quota for selling Machines, one for selling Accessories, and another for selling Consumables.

A **Quota Credit** definition of the Sales Plan specifies the business rule (conditional logic) that must be met for an order or invoice to be considered a Qualified Transaction.

A **Quota Payment** definition of the Sales Plan specifies the structure and calculation method for payments earned for an order or invoice that meets the Quota Credit criteria.

Multiple Quota Credits and Quota Payments can be defined within a single Sales Plan to generate different payments for different salespeople or payees.

All questions related to the definition, structure, and calculations of a Sales Plan should be directed to your company's sales management or accounting department.

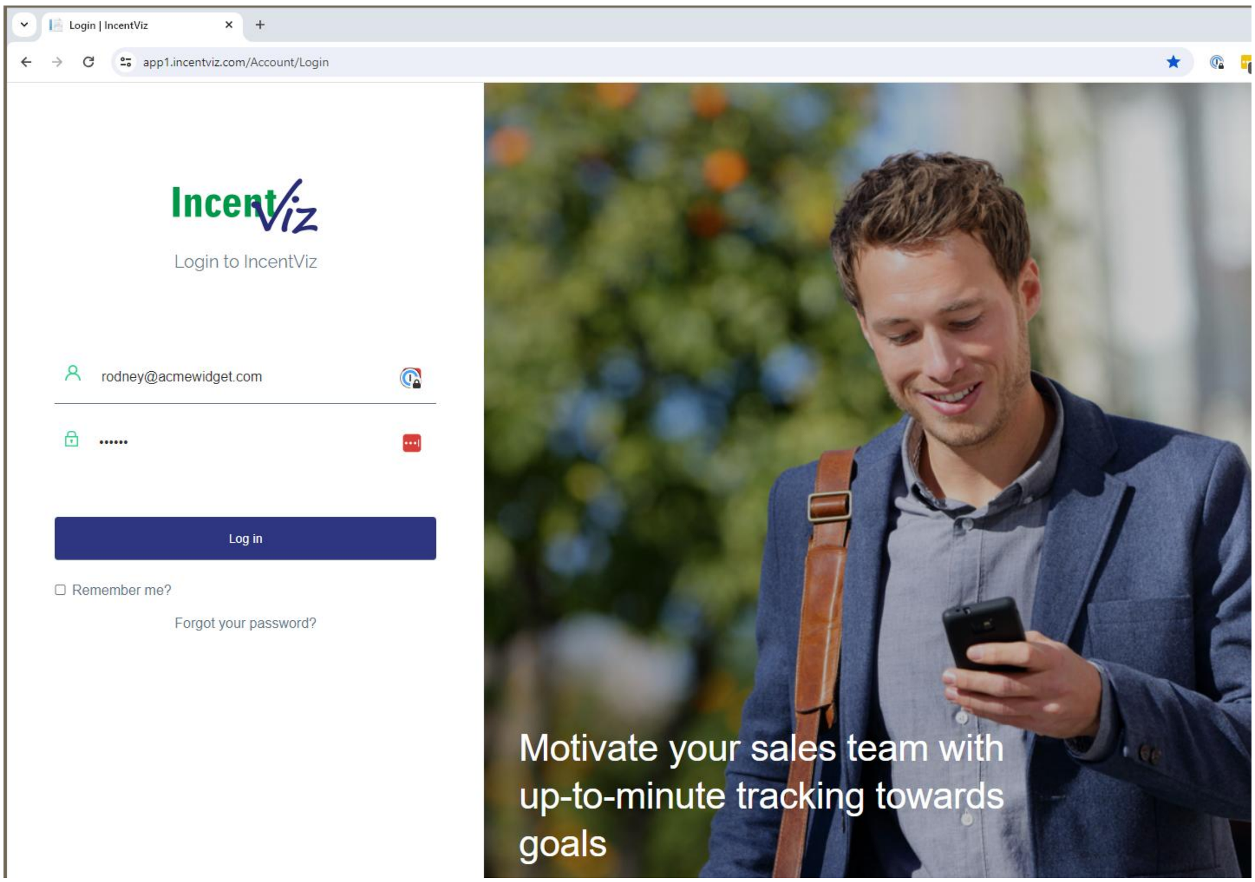
Qualified Transactions Only!

As a reminder, it's important to understand that only Qualified Transactions from the host-ERP system, are eligible for Quota Credit and Payment reporting. Non-qualified transactions will not appear in IncentViz.

CHAPTER 2: LET'S GET STARTED – LOGIN TO INCENTVIZ

IncentViz is a software-as-a-service (SaaS) application hosted in the cloud. To access the IncentViz login panel, open a web-browser and copy/paste or enter the IncentViz link provided by your sales or accounting department. A user ID and password will also been provided.

Once you have entered the web address for IncentViz, you will be prompted with a screen that looks like the following....



In the first field, enter your USER-ID

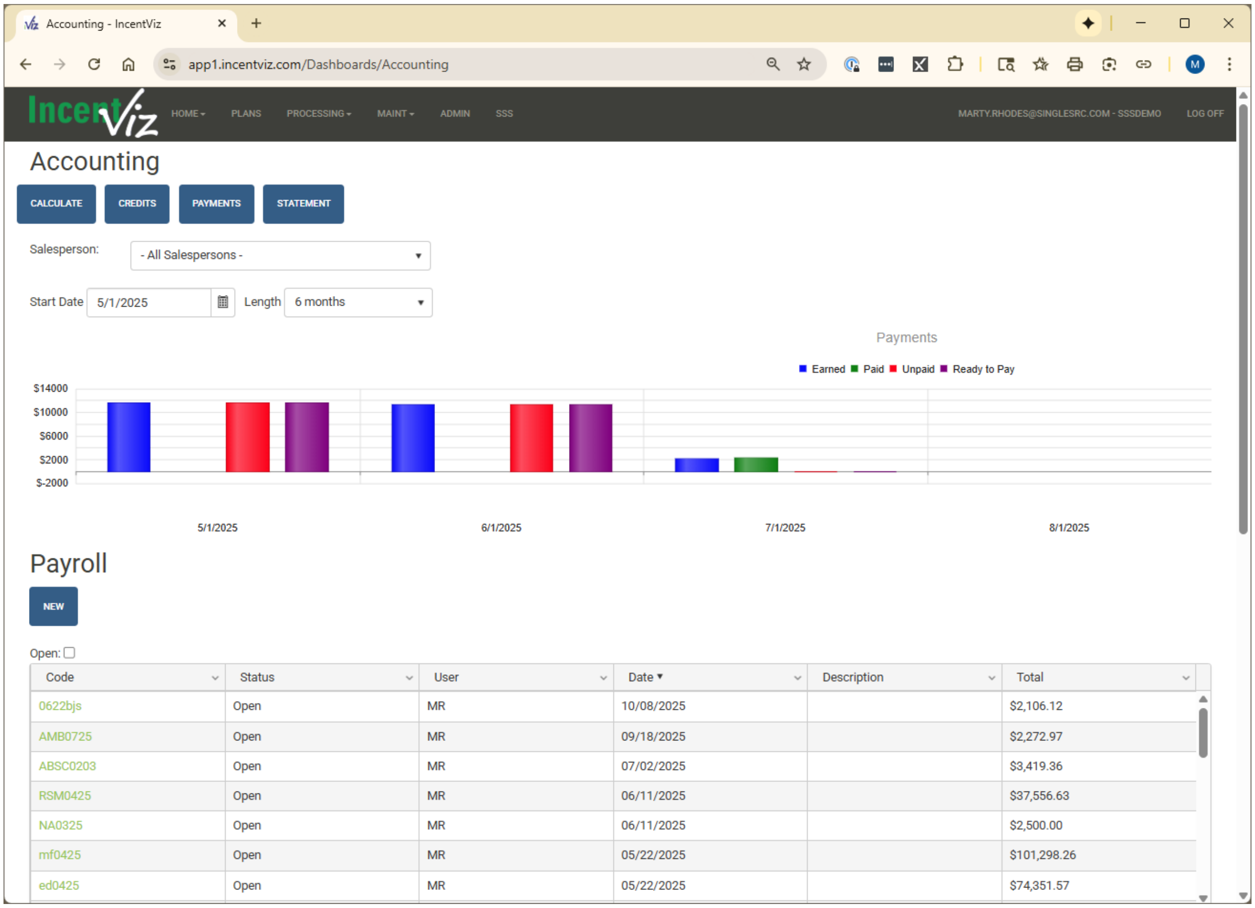
In the second field, enter your PASSWORD.

Click the LOGIN button to proceed into the application.

If you have forgotten your password, click the "Forgot your password?" link to reset your password. You will receive an email with instructions to perform the reset.

If you encounter any other problems with your login, please contact the person responsible for administering IncentViz.

Upon successful login, you will be presented with the Accounting Dashboard that looks similar to the following:

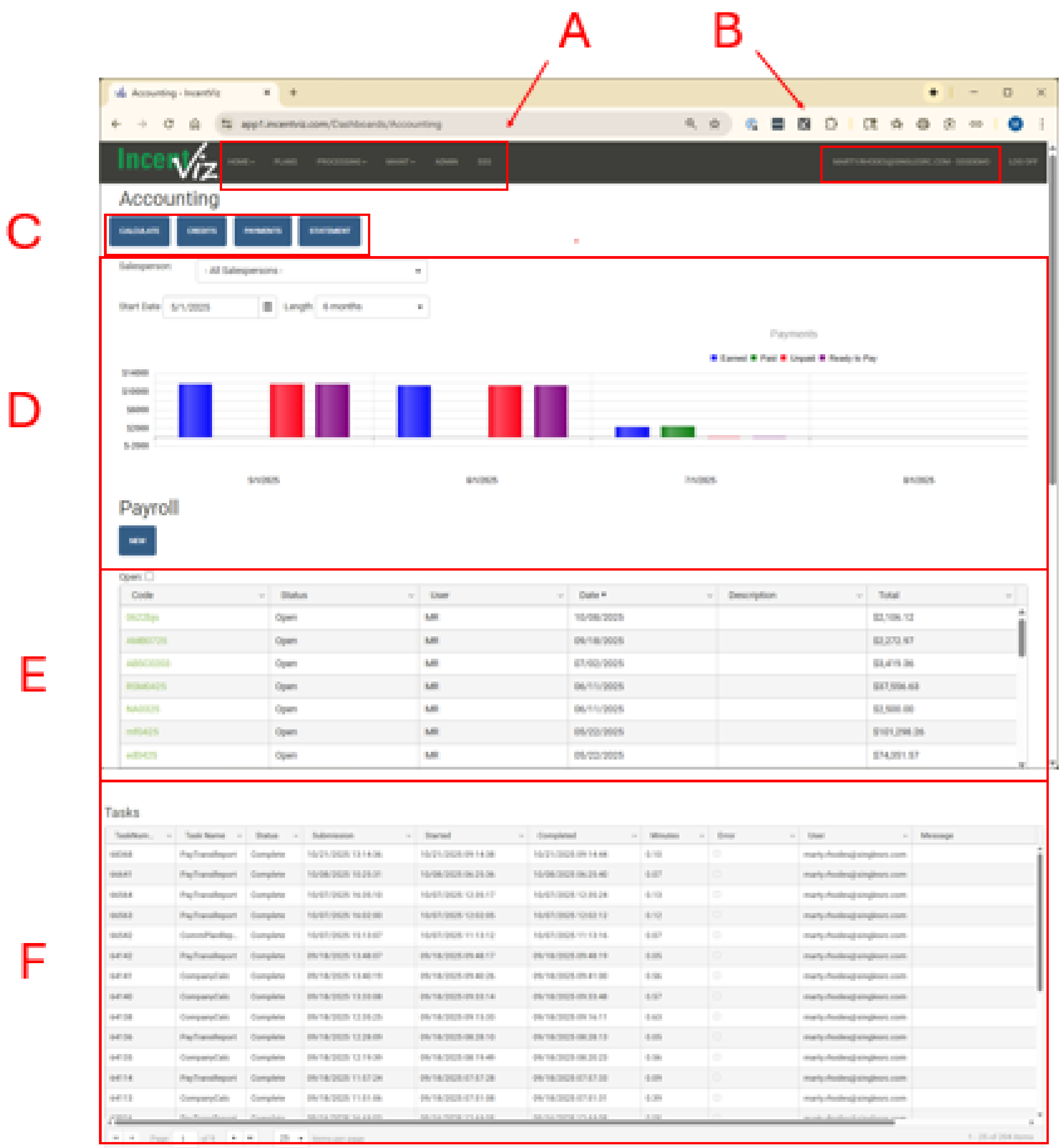


Your screen will look a bit different depending on your data that has been loaded into IncentViz.

CHAPTER 3: USING THE ACCOUNTING DASHBOARD

OVERVIEW

The Accounting Dashboard is the main user interface for users with the Accounting role enabled on their profile.



A. Main Menu Options

The Main Menu provides primary navigation options to access other forms and features of IncentViz.

HOME
Click Home on the Main Menu to change role and access either Accounting, Salesperson or Sales Manager Dashboard.

PLANS
Select Plans to view the list of Sales Plans for your organization.

PROCESSING
Select Processing to open the Quota Credit, Payments, Bonus, or Payroll forms.
MAINT(ENANCE)
Select Maint to open the following forms: People, Draws/Burdens, Item, Customer, Opportunity, Order, Invoice, Codes, Imports.

ADMIN
If enabled for your user, this will open the Administration form.

B. Username

Click the Username to access the My Settings form.

C. Action Buttons

The Action Buttons provide quick click access to certain forms and functions commonly used by the Accounting Role. Click any of the following buttons…

CALCULATE : launches the *Calculation* wizard.
CREDITS : opens the *Credits* form
PAYMENTS : opens the *Payments* form
PAYROLL: opens the *Payroll List* form

D. Histogram

The Histogram displays payment related data for All Salespersons in the current period and five prior periods. The bars in the graph display the following accumulated amounts:

Earned (blue): The total amount of payments earned for the period.
Paid (green): The total amount of payments made for the period.

Unpaid (red): The total amount earned in the period but unpaid.
Ready to Pay (purple): The total amount that is eligible to be paid for the period.
To view the actual value for any of the bars, simply hover over the desired bar for the amount to be displayed.

FILTERS
The data displayed on the histogram can be changed by manipulating the filters.

Salesperson: Use the pulldown box to select the desired salesperson.
Start Date: Use the calendar to select the desired start date of the histogram.
Length: Select the number of months to be displayed on the histogram.

E. Payroll Log

The Payroll Log is a Grid View listing all Payroll / Payment batches that have been processed and are ordered by the most recent batches first and descending into the past.

- A new Payroll / Payment batch can be created by clicking the NEW button.
- Open an existing Payroll / Payment batch by clicking the desired batch name in the Code column. This will open the Payroll form and make that tab active in the browser.

F. Tasks Log

The Tasks Log is list of all background tasks that have been submitted for IncentViz to process. Possible background tasks include the following...

CompanyCalc: task submitted to IncentViz to recalculate Credits & Payments
CommPlanReport: task submitted to generate a Commission Report
PayTransReport: task submitted to generate a Payroll Report

CHAPTER 4: VIEW, EDIT, AND CREATE QUOTA CREDIT RECORDS

Use the QUOTA CREDITS form to view, maintain, or create Quota Credit records. The Quota Credits form can be opened using the CREDITS Action Button on the Accounting Dashboard or by selecting PROCESSING/QUOTA CREDIT from the main menu.

Once the form has been opened, the End Date will reflect the current period, and the Start Date will be three periods prior. All data within this date range will be displayed in the Grid View.

QUOTA CREDIT RECORDS GRID VIEW - COLUMN DEFINITIONS

FIELD NAME	DEFINITION
DETAILS BUTTON	Click to see a form view of all data associated with the current Payment record. In addition to the column data displayed on the form, any associated Payroll records, the Credit Filter associated with the Payment record and the Payment Setup definition is displayed
PLAN	Sales Plan used as the basis for the Payment record
PERSON	Salesperson ID
NAME	Salesperson Name
INVOICE DATE	Date of invoice from host-ERP
STATEMENT DATE	Date of transaction (Order or Invoice) used to generate the Payment record
INVOICE	Invoice # from host-ERP
INVOICE LINE	The Invoice Line number related to the Payment record. If the number is 0, then IncentViz calculates the Payment based on the Invoice or Order header rather than the Line.
QUOTA CODE	The Quota Code associated to the transaction based on the Credit Filter definition for the record.
CREDIT CODE	Name of the *Quota Credit* record in the Sales Plan used to calculate the credit earned for the transaction.
EARNED AMOUNT	The Credit (dollar amount) earned from the transaction based on the *Credit Filter* definition for the record.
EARNED QTY	The Credit (quantity) based on the total quantity value of the Order or Line based on the *Credit Filter* definition for the record.
INVOICE DATE	Create Date of the Invoice
STATEMENT DATE	Statement Date of either the Invoice or the Order based on the *Credit Filter* definition for the record.
ORDER	Order # from host-ERP
ORDER LINE	The Order Line number related to the Payment record. If the number is 0, then IncentViz calculates the Payment based on the Invoice or Order header rather than the

	Line as defined by the CREDIT DETAIL field of the *Credit Filter* definition.
CUSTOMER	Customer ID from host-ERP
NAME	Customer Name
BASE AMOUNT	Represents either the Revenue or Margin amount for the transaction based on contents of the VALUE field in the *Credit Filter* definition related to the record. This is the basis for which all Payment calculations will be performed. (Ie. [Revenue, Margin, or Class] * Comm%
SPLIT PERCENT	The percentage received when a split occurs. 100% reflects that no split occurred and the Person for this record received 100% Quota Credit of the Base Amount.
SPLIT AMOUNT	The dollar amount received when a split occurs. If no split occurred, the Person for this record received 100% of the Base Amount.
CREDIT PERCENT	The percentage of credit earned on the transaction as defined by the CREDIT PERCENT field in the *Quota Filter* definition.
EXT PRICE	Extended price of the transaction
EXT COST	Extended cost of the transaction
MARGIN	Margin of the transaction
NOTES	Used to capture notes as an audit log if for any manual changes, such as an override, has occurred on the record.
(ACTION)	Displays NEW to create duplicate Credit Record using the same information for the selected line. Also, provides EDIT and DELETE options for entries that have been manually created.

VIEW

Use the Search Filters and the Column filters to generate the desired data set. *(See User Interface Tips – IncentViz Features for information on filtering data)*

EDIT

Override the Earned Amount or Earned Quantity value of a Quota Credit

This method should only be used if the following conditions are true:

1. The Payment record has not been processed, paid, or finalized for the Salesperson.

2. No change to the designated Salesperson will be made. Only the dollar amount will be changed. (If Salesperson needs to be changed, see *Create Quota Credits and Payments* chapter below)

To manually override/change one of these values…

1. Find the desired record using Search and/or Grid View filtering
2. Click the box in the desired cell of the Earned Amount or Earned Quantity column
3. Type in the Override Amount
4. Scroll right, click EDIT NOTES, and document the change.
5. Click Save

Recalculate the new Payment (due) record related to the change…
See Step 3: Generate Quota Payment in the CREATE section below to recalculate using one of the following methods…

- Automatically: when the IncentViz CompanyCalc background task runs at the next scheduled interval.
- Manually: by using the Recalculate wizard on the Accounting Dashboard.

Override the Earned Rebate/Royalty Amount or Earned Quantity

This method should only be used if the following conditions are true:

1. The Payment record has not been processed, paid, and finalized for the Payee.
2. No change to the designated Payee will be made. Only the dollar amount will be changed. (If Payee needs to be changed, see *Create Quota Credits and Payments* chapter below)

To manually override/change one of these values…

1. Find the desired record using Search and/or Grid View filtering
2. Click the box in the desired cell of the Earned Amount or Earned Quantity column
3. Type in the Override Amount
4. Scroll right, click EDIT NOTES, and document the change.
5. Click Save

Recalculate the new Payment (due) record related to the change…
See *Step 3: Generate Quota Payment* in the CREATE section below to recalculate the new payment using one of the following methods…

- Automatically: when the IncentViz CompanyCalc background task runs at the next scheduled interval.
- Manually: by using the Recalculate wizard on the Accounting Dashboard.

CREATE & ADJUST QUOTA CREDIT RECORDS

There are certain scenarios that require new/offsetting Quota Credit records to be created rather than adjusting the Earned Amount of an existing Quota Credit Record. These scenarios include…

- Wrong Salesperson applied to the Order/Invoice (Adjustment)
- Incorrect Salesperson Split on an Invoice (Adjustment)
- Add a Credit and Payment for Salesperson, Manager, or a party other than the Salesperson for an Order/Invoice (New Credit)
- Wrong Rebate/Royalty Payee applied to the Order/Invoice (Adjustment)
- Adding a new Rebate/Royalty credit and payment for a Payee related to an Order or Invoice (New Credit)

The steps for each of these scenarios are detailed below.

Wrong Salesperson earned Quota Credit

On occasion, the wrong salesperson may have been entered into a sales order or invoice in the host-ERP system. When this occurs, and a different salesperson needs to receive credit for the sales order/Invoice, follow these steps to remove the credit from one salesperson and assign it to another.

Use the table below to determine the Correction Method to be followed based on the Sales Plan configuration based on whether or not the Payment has been Paid (received by the incorrect Salesperson)

PAYMENT GENERATION: this reflects the moment in time when the Quota Credit and Payment records are generated based on the Sales Plan configuration. Options are at time of Order Booking or at time of Invoicing. *(See the value of the SOURCE field on the Quota Credit Details form to determine if Bookings or Invoicing is being used)*

PAYMENT PAID: IMPORTANT: this reflects whether the commission Payment has been paid (exists in a Finalized P/R batch) and received by a Salesperson.

CORRECTION METHOD: references the enumerated correction method to be used.

PAYMENT GENERATION	PAYMENT PAID	CORRECTION METHOD
At time of Order Booking	Yes	1
At time of Order Booking	No	2*
At time of Invoicing	Yes	1
At time of Invoicing	No	3*

Use the above table to determine if the Payment Record has been paid/finalized to determine which Correction Method (below) should be used.

CORRECTION METHOD #1

STEP 1: CREATE REVERSING ENTRY FOR THE INCORRECT QUOTA CREDIT

In this set of instructions, we will be creating a Quota Credit record (reversing entry) to offset the amount that was originally assigned to the incorrect Salesperson.

1. Find the Quota Credit record of the incorrect Salesperson using Search Filters and/or Grid View filtering for the order or invoice.
2. Scroll to the far right of the Quota Credits form and click the NEW button on the desired record.
3. Upon clicking the NEW button, the CREATE QUOTA CREDIT panel will be populated with the data from the Quota Credit record.
4. In the panel, scroll down to the AMOUNT section
5. Update the AMOUNT field with an amount that will offset the original credit received based on the BASE AMOUNT field.
    a. Example: if BASE AMOUNT = $100 then set AMOUNT= -$100.
6. Update the QTY field with an amount that will offset the original amount
    a. Example: if QTY=10 then override and set QTY= -10
7. Click SAVE and a new Quota Credit record will be created with the offsetting amount.
8. *Recommendation*: use the EDIT NOTES button on the original and offsetting records to annotate the updates.

STEP 2: CREATE NEW QUOTA CREDIT RECORD FOR THE CORRECT SALESPERSON

1. Using the same incorrect Quota Credit record as above in Step #1, scroll to the right of the form and click the NEW button again.
2. Upon clicking the NEW button, the CREATE QUOTA CREDIT panel will be populated with the data from the Quota Credit record.
3. In the PLAN section of the Create Quota Credit panel, select the Salesperson that *should have received* the order or invoice credit.
4. Scroll down to the AMOUNT section
5. Update the AMOUNT field with an amount equal to the original credit received based on the BASE AMOUNT field.
    a. Example: if BASE AMOUNT=$100 then set AMOUNT=$100
6. Click SAVE and a new Quota Credit record will be created for the correct Salesperson.
7. *Recommendation*: use the EDIT NOTES button on this new record to annotate the update.
8. Continue with Step 3: Generate Quota Payment section below

STEP 3: GENERATE QUOTA PAYMENT

Once the above actions have been taken, there are two options to 1) generate the offsetting Payment record for the incorrect Salesperson and 2) generate the Payment due record for the correct Salesperson.

OPTION	METHOD	EXPLANATION
1	Auto-generate	This method uses the IncentViz calculation service that runs in the background at the configured frequency (usually every 2-4hrs). No further action is needed if the Auto-generate option is chosen.
2	Manual Recalculation (Full generation)	This method uses the Recalculate feature on the Accounting Dashboard and will immediately create the corresponding Payment records for any and all credit adjustments that may have been made. Follow the steps in CHAPTER 7: PROCESS CHANGES – MANUAL PAYMENT CALCULATION in this document.

In both cases, each method will create the offsetting/claw back payment for the incorrect Salesperson *and* create a separate payment due record for the correct Salesperson.

CORRECTION METHOD #2*

No host-ERP allows the Salesperson value to be change on an Invoice in the host-ERP system. The method defined here only applies if your company is generating the Credit and Payment records at time of order entry *(Booking)*.

The easiest way to correct an order with the wrong salesperson for which the commission payment has *not* already *been processed* by IncentViz and received by the wrong salesperson is to make the change to the Order Header in the host-ERP system.

Changing the Salesperson value on the Order Header will trigger a change event in IncentViz. IncentViz will recognize a new Salesperson value exists on the order and re-calculate the order removing the credit and payment from the wrong salesperson and assigning both to the correct salesperson.

NOTE: Changes to the host-ERP will not synchronize immediately and make take 2-4hrs for IncentViz to perform the recalculation based on the IncentViz Synchronization Timing Frequency setting for your system.

CORRECTION METHOD #3*

No host-ERP allows the Salesperson value to be change on an Invoice. The method defined here only applies if your company is generating the Credit and Payment records at time of *Invoicing*, not at time of *Booking* (order entry).

STEP 1: CHANGE THE INVOICE SPLIT

The easiest way to correct an invoice with the wrong salesperson for which the commission payment has *not yet been processed and paid* by IncentViz is to change the Invoice Split record on the Invoice in IncentViz.

Although the Salesperson field can be edited on the Invoice Header, the Salesperson value should not be changed in IncentViz. If it is changed, the synchronization process will eventually overwrite the change with the Salesperson value on the Invoice Header from the host-ERP system so

To make the assignment to the correct salesperson, you will manipulate the *Invoice Split* record(s) on the Invoice.

1. Open the Invoice form by selecting MAINT/INVOICE from the main menu.
2. Use the Search Filter to locate the desired Invoice and click the Invoice # in the far-left hand column. (This will open the Invoice form and populate the fields with the data from the selected invoice)
3. Click the EDIT button at the top left of the form.
4. Scroll to the Invoice Split section within the Invoice.
5. Click the DELETE button in the Invoice Split panel to remove the incorrect salesperson.
6. Click the ADD NEW RECORD button in the Invoice Split panel and select the desired salesperson.
7. Scroll up to locate the SAVE / CANCEL buttons and click SAVE.

STEP 2: RECALCULATE THE INVOICE

If you have more changes to make on other invoices, you may consider making those changes then using the Calculate method in the *PROCESSING CHANGES – RECALCULATE PAYMENTS* chapter below. If you use this method, you will not continue with the below steps.

If this is the only invoice to be corrected, you have two options as your next step.

1) Allow the system to recalculate the invoice with the correct salesperson assigned
    a. *No further action is required*, and you may exit out of the Invoice form.
2) Perform an *immediate* calculation manually
    a. Click the CLEAR & RECALCULATE button at the top right of the form
    b. A warning panel will appear asking you to verify your action. Click YES to perform the recalculation or NO to cancel.
    c. If you pressed YES, the recalculation will begin and may take a few minutes to complete.

d. Once the recalculation completes, scroll to the bottom of the form and new entries should be displayed in the Quota Credit and Payment panels for the correct Salesperson.

In both cases (1 and 2 above), the credit and payment will be removed from the wrong salesperson and assigned to the correct salesperson.

Incorrect Salesperson Split

In the event split commission payments were calculated incorrectly, the following conditions *must be met* to use the method below:

1) IncentViz is configured to calculate the Payment record at time of Invoicing.
2) The Payment Record has *not* been processed, paid, or finalized. If the Payment Record has been processed, use *Credit Adjustment: Wrong Salesperson Applied to Order/Invoice instructions above.*

STEP 1: CHANGE THE INVOICE SPLIT

To make the split changes to two or more Salespersons, you will manipulate the *Invoice Split* record(s) on the Invoice.

1. Open the Invoice form by selecting MAINT/INVOICE from the main menu.
2. Use the Search Filter to locate the desired Invoice and click the Invoice # in the far-left hand column. (This will open the Invoice form and populate the fields with the data from the selected invoice)
3. Click the EDIT button at the top left of the form.
4. Scroll to the Invoice Split section within the Invoice.
5. Click the EDIT button in the Invoice Split panel and apply the correct split value for each Salesperson. Note: the total split value must equal 100%.
6. Scroll up to locate the SAVE / CANCEL buttons and click SAVE.

STEP 2: RECALCULATE THE INVOICE

If this is the only invoice to be corrected, you have two options as your next step.

1. Allow the system to recalculate the invoice with the correct salesperson assigned
   a. *No further action is required*, and you may exit out of the Invoice form.

2. Perform an *immediate* calculation manually
   a. Click the CLEAR & RECALCULATE button at the top right of the form
   b. A warning panel will appear asking you to verify your action. Click YES to perform the recalculation or NO to cancel.
   c. If you pressed YES, the recalculation will begin and may take a few minutes to complete.
   d. Once the recalculation is completed, scroll to the bottom of the form and new entries should be displayed in the Quota Credit and Payment panels for the correct Salesperson.

In both cases (1 and 2 above), the Credit and Payment records will be corrected for all salespersons on the order.

Missing Credit and Payment for Salesperson, Manager, or other Person

In the event Quota Credit and Payment records for an order/invoice transaction were not created for a party (Salesperson, Manager, other individual, etc...), use the following instructions to manually create these records. NOTE: these instructions can be used for any of the following scenarios...

- An Executive or Sales Manager did not receive Credit and/or Payment for an eligible order/invoice transaction.
- A Rebate/Royalty Payee did not receive Credit and/or Payment for an eligible order/invoice transaction.
- A one-time, special Payment to be processed for an individual (NOTE: this individual must exist as a Salesperson on the Sales Plan)

Use the QUOTA CREDITS form to create the Quota Credit Record. The Quota Credits form can be opened using the CREDITS Action Button on the Accounting Dashboard or by selecting PROCESSING/QUOTA CREDITS from the main menu.

STEP 1: CREATE THE QUOTA CREDIT RECORD

In this set of instructions, we will be creating a Quota Credit Record for the amount of Quota Credit to be earned by the party (Salesperson, Manager, Payee, individual, etc...)

1. Find the Quota Credit record related to the order or invoice using Search Filters and/or Grid View filtering.
2. Scroll to the far right of the Quota Credits form and click the NEW button on the desired record.
3. Upon clicking the NEW button, the CREATE QUOTA CREDIT panel will be populated with the data from the Quota Credit record.
4. Click the Salesperson pulldown box and select the correct party (Salesperson, Manager, Payee, individual, etc...) that will receive the Credit. NOTE: the receiving party must exist in the PEOPLE table in IncentViz.
5. Next, scroll down to the AMOUNT section
6. Update the AMOUNT field with the desired amount.
    a. Example: if BASE AMOUNT = $100 and desired amount = $50, then set AMOUNT= $50.
7. Update the QTY field with an amount that is equivalent to the AMOUNT set in step 5.
    a. Example: if QTY=10 then override and set QTY=5
8. Click SAVE and a new Quota Credit record will be created.
9. *Recommendation*: use the EDIT NOTES button on the new record to annotate the added record.
10. Continue with *Generate Quota Payment* on the next page.

STEP 2: GENERATE QUOTA PAYMENT

Once the above actions have been taken, there are two options to generate a new Payment record associated with the new Credit.

OPTION	METHOD	EXPLANATION
1	Auto-generate	This method uses the IncentViz calculation service that runs in the background at the configured frequency (usually every 2-4hrs). No further action is needed if the Auto-generate option is chosen.
2	Manual Recalculation (Full generation)	This method uses the Recalculate feature on the Accounting Dashboard and will immediately create the corresponding Payment records for any and all credit adjustments that may have been made. Follow the steps in CHAPTER 7: PROCESS CHANGES – MANUAL PAYMENT CALCULATION in this document.

In both cases, each method will create the new Payment (due) Record for the party (Salesperson, Payee, individual, etc…)

Wrong Pay earned Rebate or Royalty Credit

On occasion, the wrong Rebate or Royalty Payee may have been configured on a sales order or invoice in the host-ERP system. When this occurs, and a different Payee needs to receive credit for the sales order/Invoice, follow these steps to remove the credit from one payee and assign it to another.

BEST PRACTICE NOTICE: Do not attempt to change the Payee value(s) on the host-ERP order or invoice or change any of the similar values on the order or invoice in IncentViz. The following instructions provide best-practice approach to make Payee adjustments. These steps provide for the original Payee (rebate/royalty group / subgroup, etc...) to be retained on the order or invoice and also provides an audit trail for the adjustments that will be made.

STEP 1: CREATE OFFSETING RECORD FOR INCORRECT QUOTA CREDIT

In this set of instructions, we will be creating a *negative* Quota Credit record to offset the amount that was originally assigned to the incorrect Payee.

1. Find the Quota Credit record of the incorrect Payee using Search Filters and/or Grid View filtering for the order or invoice.
2. Scroll to the far right of the Quota Credits form and click the NEW button on the desired record.
3. Upon clicking the NEW button, the CREATE QUOTA CREDIT panel will be populated with the data from the Quota Credit record.
4. In the panel, scroll down to the AMOUNT section
5. Update the AMOUNT field with an amount that will offset the original credit received based on the BASE AMOUNT field.

a. Example: if BASE AMOUNT = $100 then set AMOUNT= (-$100).

6. Update the QTY field with an amount that will offset the original amount

a. Example: if QTY=10 then override and set QTY= (-10)

7. Click SAVE and a new Quota Credit record will be created with the offsetting amount.
8. *Recommendation*: use the EDIT NOTES button on the original Quota Credit record as well as the new offsetting record to annotate the updates. This will provide an audit trail.

STEP 2: CREATE NEW QUOTA CREDIT RECORD FOR THE CORRECT PAYEE

1. Using the same incorrect Quota Credit record as above in Step #1, scroll to the right of the form and click the NEW button again.
2. Upon clicking the NEW button, the CREATE QUOTA CREDIT panel will be populated with the data from the Quota Credit record.
3. In the PLAN section of the Create Quota Credit panel, select the Payee that *should have received* the order or invoice credit.
4. Scroll down to the AMOUNT section
5. Update the AMOUNT field with an amount equal to the original credit received based on the BASE AMOUNT field.

a. Example: if BASE AMOUNT=$100 then set AMOUNT=$100

6. Click SAVE and a new Quota Credit record will be created for the correct Payee.

7. *Recommendation*: use the EDIT NOTES button on this new record to annotate the update.
8. Continue with Step 3: Generate Quota Payment section below

STEP 3: GENERATE QUOTA PAYMENT

Once the above actions have been taken, there are two options to 1) auto-generate the offsetting Payment record for the incorrect Payee and 2) manually generate the Payment due record for the correct Payee.

OPTION	METHOD	EXPLANATION
1	Auto-generate	This method uses the IncentViz calculation service that runs in the background at the configured frequency (usually every 2-4hrs). *No further action is needed* if the Auto-generate option is chosen.
2	Manual Recalculation (Full generation)	This method uses the Recalculate feature on the Accounting Dashboard and will immediately create the corresponding Payment records for any and all credit adjustments that may have been made. Follow the steps in CHAPTER 7: PROCESS CHANGES – MANUAL PAYMENT CALCULATION later in this document.

In both cases, each method will create the offsetting/claw back payment for the incorrect Payee *and* create a separate Payment (due) record for the correct Payee.

Missing Rebate/Royalty Credit and Payment for a Payee

In the event Rebate/Royalty Credit and Payment records for an order/invoice transaction were not created for a Payee, use the following instructions to manually create these records.

Use the QUOTA CREDITS form to create a Quota Credit Record. The Quota Credits form can be opened using the CREDITS Action Button on the Accounting Dashboard or by selecting PROCESSING/QUOTA CREDITS from the main menu.

STEP 1: CREATE THE QUOTA CREDIT RECORD

In this set of instructions, we will be creating a Quota Credit Record for the amount of Quota Credit to be earned by the Payee.

1. Find an existing Quota Credit record related to the order or invoice using Search Filters and/or Grid View filtering.
2. Scroll to the far right of the Quota Credits form and click the NEW button on the desired record.
3. Upon clicking the NEW button, the CREATE QUOTA CREDIT panel will be populated with the data from the Quota Credit record.
4. Click the Salesperson pulldown box and select the Payee that will receive the Credit. NOTE: the Payee must exist in the PEOPLE table in IncentViz.
5. Next, scroll down to the AMOUNT section
6. Update the AMOUNT field with the desired amount.
    a. Example: if BASE AMOUNT = $100 and desired amount = $50, then set AMOUNT= $50.
7. Update the QTY field with an amount that is equivalent to the AMOUNT set in step 5.
    a. Example: if QTY=10 then override and set QTY=5
8. Click SAVE and a new Quota Credit record will be created.
9. *Recommendation*: use the EDIT NOTES button on the new record to annotate the added record.
10. Continue with *Generate Quota Payment* below on the next page.

STEP 2: GENERATE QUOTA PAYMENT

Once the above actions have been taken, there are two options to generate a new Payment record associated with the new Credit.

OPTION	METHOD	EXPLANATION
1	Auto-generate	This method uses the IncentViz calculation service that runs in the background at the configured frequency (usually every 2-4hrs). No further action is needed if the Auto-generate option is chosen.
2	Manual Recalculation (Full generation)	This method uses the Calculate feature on the Accounting Dashboard and will immediately create the corresponding Payment records for any and all credit adjustments that may have been made. Follow the steps in CHAPTER 7: PROCESS CHANGES – MANUAL PAYMENT CALCULATION of this document. Note that you do NOT need to do recalculate, just click calculate and have the background task run.

In both cases, each method will create the new Payment (due) Record for the Payee.

CHAPTER 5: VIEW, EDIT, AND CREATE PAYMENT RECORDS

Use the PAYMENTS form to view, maintain, or create Payment Records. The Payments form can be opened using the PAYMENTS Action Button on the Accounting Dashboard or by selecting PROCESSING/PAYMENTS from the main menu.

Once the form has been opened, the End Stmt Date will reflect the current period, and the Start Date will be three periods prior. All data within this date range will be displayed in the Grid View.

PAYMENT RECORDS GRID VIEW - COLUMN DEFINITIONS

FIELD NAME	DEFINITION
DETAILS BUTTON	Click to see a form view of all data associated with the current Payment record. In addition to the column data displayed on the form, any associated Payroll records, the Credit Filter associated with the Payment record and the Payment Setup definition is displayed
PLAN	Sales Plan used as the basis for the Payment record
PERSON	Salesperson ID
NAME	Salesperson Name
INVOICE DATE	Date of invoice from host-ERP
STATEMENT DATE	Date of transaction (Order or Invoice) used to generate the Payment record
INVOICE	Invoice # from host-ERP
INVOICE LINE	The Invoice Line number related to the Payment record. If the number is 0, then IncentViz calculates the Payment based on the Invoice or Order header rather than the Line.
PAY AMOUNT	Calculated Amount to Pay
PAYMENT CODE	Name of the *Payment Setup* record in the Sales Plan used to calculate the payment amount.
BONUS CODE	Name of the Bonus record in the Sales Plan used to calculate the bonus amount.
PAID AMOUNT	Amount already paid
REMAINING TO PAY	Remaining amount to be paid
INV PCT PAID	Percent of the A/R invoice that has been paid. (Used if Pay When Paid feature is configured)
READY TO PAY	Amount that has met the release condition to be paid in the next payment batch.
READY TO PAY [ADD PAYROLL]	Use this button to add the Payment record to an existing Payment (Payroll) Batch.
HOLD	Select “On hold” to place the payment on-hold. Requires manual update [remove hold] to release for payment.
ORDER	Order # from host-ERP

ORDER LINE	The Order Line number related to the Payment record. If the number is 0, then IncentViz calculates the Payment based on the Invoice or Order header rather than the Line.
CUSTOMER	Customer ID from host-ERP
NAME	Customer Name
CREDIT CODE	Name of the *Quota Credit* record in the Sales Plan used to calculate the credit earned for the transaction.
PAY DATE	<Blank. This column is no longer active.> Use the Details Button to view Pay Dates
EARNED AMOUNT	The Credit earned from the transaction based on the *Credit Filter* definition for this record.
PAY PERCENT	The percentage of the Earned Amount used to calculate the Pay Amount and Calculated Pay Amount.
CALCULATED PAY AMOUNT	The amount to be paid based on the Quota Payment definition for the Sales Plan.
OVERRIDE	Checkbox to indicate if an override has occurred.
NOTES	Used to capture notes as an audit log if for any manual changes, such as an override, has occurred on the record.
EXT PRICE	Extended price of the transaction
EXT COST	Extended cost of the transaction
MARGIN	Margin of the transaction
DRAW CODE	Name of the *Draw Code* record in the Salesperson profile used to calculate the Draw Amount.
DRAW TYPE	Type of Draw being transacted
DRAW AMOUNT	The amount of the Draw used on the Payment
DRAW CARRYOVER	The variance value of the Draw not met and to be carried to the next period.
INV ACTIVE	This field is valid for the Infor Service Management connector and indicates if the invoice is in/active.

VIEW

Use the Search Filters and the Column filters to generate the desired data set to be displayed in the grid view. *(See User Interface Tips – IncentViz Features for information on filtering data)*

EDIT

Overriding the Calculated Payment Amount

IncentViz allows the ability to edit an existing Payment Record using the Payments form. Some consideration must first be given before editing this record.

1) If Quotas are configured in IncentViz and used by your organization and you want to adjust *both* the Credit Record and the Payment Record, you should use one of the methods described in CHAPTER 4: VIEW, EDIT, AND CREATE QUOTA CREDIT RECORDS.
2) If Quotas are configured in IncentViz and used by your organization but you just want to change the Payment Record, you can continue with this section.
3) If your organization does not track Quotas, you can continue in this section.

To manually override/change the *Calculated Pay Amount,* use the PAYMENTS form. The Payments form can be opened using the PAYMENTS Action Button on the Accounting Dashboard or by selecting PROCESSING/PAYMENTS from the main menu.

Once the form has been opened, the End Stmt Date will reflect the current period, and the Start Date will be three periods prior. All data within this date range will be displayed in the Grid View.

1. Find the desired record using Search Filters and/or Grid View filtering
2. Scroll to the right to find the *Calculated Pay Amount* column
3. Click the box in the *Override* column
4. The *Override Amount* panel will appear. Enter the desired value in the Override Amount field.

ACTION	
$0	Entering $0 will completely negate the payment and $0 will be processed for payment.
Incorrect Amount Entered	If the entry was saved and an incorrect amount was entered, click to Override box again and enter the correct amount.
Disable / Reverse Amount	To disable or reverse the Override Amount, click the box again and click Save. The Override box in the grid should now be *unchecked*.
Abort Override	To abort the override action, click the “X” in the upper right corner of the entry panel to close without saving.

5. After entering an amount in step 4, click Save
6. Recommendation: use the EDIT NOTES button on the record to annotate the override change.

When the Payment Record meets the release condition and is included in a payroll, the amount specified in the Override field will be the amount paid.

Forcing a Payment Record to be Processed: Release & Add to Payroll

The *Release* and *Add to Payroll* functions are used to set the Release Condition to true and force a Payment record to be included in a non-Finalized Payment (Payroll) batch. Under normal circumstances, when the Release Condition has been met, IncentViz will automatically mark the Payment Record to be included in the next payment processing. The feature described below allows you to *manually* Release the Payment Record and include in an active Payment (Payroll) batch.

Ready to Pay Column Definition
This column reflects the *amount* that is *ready to pay* as well as the Ready to Pay *status*.

"Release": If the Release Condition has NOT been met, the Ready to Pay amount will be $0 and the button label is set to "Release." To force the release…

1. Click the "Release" button
2. A confirmation panel will be displayed asking to confirm the release action. Click Yes to release, click No to abort.
3. If Yes was selected, the Ready to Pay column will now display a non-zero amount and the button label is "Add Payroll"
4. The Payment Record is now marked and automatically included in the next Payment (Payroll) Batch OR perform the steps below in the *Add Payroll* section to manually force the Payment record onto an active/open Payment (Payroll) Batch.

Requirements
Two conditions must be met before a Payment Record can be added to a Payment (Payroll) Batch:

1) A Payment (Payroll) Batch must exist.
2) The Payment (Payroll) Batch must be active and non-Finalized (non-Finalized means the Finalize button has NOT been clicked and the Payment Batch has not been locked from further activity)

"Add to Payroll": If the Release Condition has been automatically met or forced using the above Release feature, the Ready to Pay amount will be non-zero and the button label is "Add to Payroll."

1. Click the "Add Payroll" button
2. Use the pull-down list to locate an active, non-Finalized Payment Batch and select.
3. Click Save

The record will be marked for payment and will be included in the Payment (Payroll) Batch.

CREATE & ADJUST PAYMENT RECORDS

There are certain scenarios that require new/offsetting Payment Records to be created rather than editing (Overriding) the payment amount of an existing Payment Record. These scenarios include...

- Wrong Salesperson, other Party, or Payee received payment AND the payment has been processed
- Incorrect Salesperson Split on an Invoice AND the payment has been processed
- Add a Payment for Salesperson, Manager, other Party, or Payee (New Payment)
- Perform a "claw back" of a payment because the payment has been processed.

Requirements

IncentViz allows the ability to manually create a Payment record using the Payments form. However, some consideration must first be given before creating a new Payment Record.

1) If Quotas are configured in IncentViz, used by your company, and you want to adjust or create *both* the Credit and Payment Records, you should use one of the methods described in CHAPTER 4: VIEW, EDIT, AND CREATE QUOTA CREDIT RECORDS.
2) If your organization does not track Quotas, you can continue in this section if you want or need to perform any of the following activities:

   - Remove a Payment Record created for a wrong party and assign to the correct party.
   - Adjust a Payment that has been *fully processed* and exists on a *Finalized* Payment (Payroll) Batch.
   - Create a Payment Record for a Salesperson, Manager, other Party, or Rebate/Royalty Payee.
   - Perform a "claw back" for a previous payment that has been fully process.

Create Payments Form – Field Definitions

FIELD NAME	DEFINITION
PLAN *(Required field)*	Sales Plan used as the basis for the Payment Record
PERSON *(Required field)*	ID of the salesperson, manager, or payee to be assigned to the Payment Record.
QUOTA CODE *(Optional field)*	Name of the *Quota* in the Sales Plan used to calculate the credit earned for the transaction. *If Quotas are not configured in IncentViz, leave this field as default ("Select Quota")*
CREDIT CODE *(Optional field)*	Name of the *Quota Credit* record in the Sales Plan used to calculate the original credit earned for the transaction. *If Quotas are not configured in IncentViz, leave this field as default ("Select Credit Code")*
PAYMENT CODE *(Required field)*	Name of the Quota Payment record in the Sales Plan used to calculate the original payment earned for the transaction.
BONUS CODE *(Optional field)*	Name of the Bonus record in the Sales Plan used to calculate the bonus amount. *If this Payment Record is not related to a bonus, leave this field as default ("Select Bonus Code")*
NOTES	Used to capture notes as an audit log if for any manual changes, such as an override, has occurred on the record.
INVOICE *(Optional field)*	Specify the Invoice # from the original transaction. *If no invoice exists, this field can be left blank.*
INVOICE LINE	Specify the Invoice Line from the original transaction. *If no invoice exists, this field can be left blank.*
INVOICE DATE	Date of invoice from host-ERP
STATEMENT DATE	Date of transaction to be used when processing the Payment Record.

ORDER TYPE	Will auto-populate with the order type of the Order associated with the Invoice. *This field may be left blank.*
ORDER	Will auto-populate with the Order # of the Order associated with the Invoice. *This field may be left blank.*
ORDER LINE	Will auto-populate with the Order Line of the Order associated with the Invoice. *This field may be left blank.*
HOLD	Specify the Hold Code if this payment is to be placed on hold, otherwise leave the default value *Select Hold Code*.
EARNED AMOUNT	This field is for reporting purposes only and has no effect on the Quota Earned. This field represents the basis amount for which a payment would be calculated and Credit earned for the original transaction based on the *Credit Filter* definition for this record. If there is no need to reflect the Earned Amount for reporting or if this new Payment Record is not related to any previous transaction, set the value to $0.00.
PAY PERCENT	Accept the default value of 100%.
PAY AMOUNT	Specify the amount to be paid (positive amount) or collected for a claw back (negative amount).
READY TO PAY	If ready to pay, enter the amount to be included in the next Payment (Payroll) Processing batch. Positive amount for a payment. Negative amount for a claw back. If $0 is entered, the payment will not be released until the release condition is met by pressing the Release button.

Wrong Salesperson, other Party, or Payee received Payment

On occasion, the wrong salesperson, party, or payee may have been entered into a sales order or invoice in the host-ERP system, and a Payment Record was created but for the wrong party. A Payment Record automatically generated by IncentViz *cannot* be deleted therefore a multistep process is required. Below is a three-step method to 1) create an offsetting Payment Record for the incorrect party, 2) create a new Payment Record for the correct party, and 3) Process the Payment Record

STEP 1: CREATE AN REVERSING ENTRY FOR THE INCORRECT PAYMENT

In this set of instructions, we will be creating a negative Payment Record (reversing entry) to offset the amount that was originally generated for the incorrect party (salesperson, manager, payee, etc…).

1. Click the NEW button (upper left of the Payments form). The *Create Payments* form will be displayed.
2. Use the *Payments Form – Field Definitions* table above as reference to populate the fields on the *Create Payments* form. NOTE: additional instruction provided below:

FIELD	ACTION
Salesperson	Select from the pull-down list the party that incorrectly received the original payment.
Pay Amount	Enter a negative amount in this field
Ready to Pay	Enter a negative amount in this field If $0 is entered, the payment will not be released until the release condition is met by pressing the Release button (see *Step 3: Process the Payment Records* below.)

3. Once all fields have been populated, click SAVE (or click CANCEL to abort the addition)
4. You will be returned to the PAYMENTS form and the new offsetting record should now exist. (Use search/filter to locate and confirm record creation)

STEP 2: CREATE A NEW RECORD FOR CORRECT PAYMENT/PARTY

Next we will create a positive Payment for the correct party (salesperson, manager, payee, etc...).

1. Click the NEW button (upper left of the Payments form). The *Create Payments* form will be displayed.
2. Use the *Payments Form – Field Definitions* table above as reference to populate the fields on the *Create Payments* form. NOTE: additional instruction provided below:

FIELD	ACTION
Salesperson	Select from the pull-down list the party that should receive the payment.
Pay Amount	Enter a positive amount in this field
Ready to Pay	Enter a positive amount in this field If $0 is entered, the payment will not be released until the release condition is met by pressing the Release button (see *Step 3: Process the Payment Records* below.)

3. Once all fields have been populated, click SAVE (or click CANCEL to abort the addition)
4. You will be returned to the PAYMENTS form and a new record with a positive amount for the correct party should now exist. (Use search/filter to locate and confirm record creation).

STEP 3: PROCESS THE PAYMENT RECORDS

Follow the steps defined in the *Forcing a Payment Record to be Processed: Release & Add to Payroll* above in the EDIT section of this chapter *for both records.*

Incorrect Payment Amount processed

In the event a Payment Record was generated for the incorrect amount AND it has already been fully processed for payment, an "adjustment" record can be created. NOTE: if the original Payment Record has not yet been fully processed (Payment/Payroll Processing), follow the steps in the *Overriding the Calculated Payment Amount* in the EDIT section above in this chapter.

The below steps provide instruction to create a new "adjustment" Payment Record that represents the positive (additional amount) or negative (claw back / collection amount) to be processed.

CREATE A NEW RECORD FOR THE ADJUSTMENT AMOUNT

Here we will create either a positive or negative Payment Record ("adjustment") for the same party (salesperson, manager, payee, etc…) as the original payment.

1. Click the NEW button (upper left of the Payments form). The *Create Payments* form will be displayed.
2. Use the *Payments Form – Field Definitions* table above as reference to populate the fields on the *Create Payments* form. NOTE: additional instruction provided below:

FIELD	ACTION
Salesperson	Select from the pull-down list the party that received the original payment.
Pay Amount	*Positive Amount*: enter a positive amount if making an additional payment to the party. *Negative Amount*: enter a negative amount if performing a claw back/collecting an amount paid to the party.
Ready to Pay	*Positive Amount*: enter a positive amount if making an additional payment to the party. *Negative Amount*: enter a negative amount if performing a claw back/collecting an amount paid to the party. If $0 is entered, the payment will not be released until the release condition is met by pressing the Release button (see *Process the Payment Record* below.)

3. Once all fields have been populated, click SAVE (or click CANCEL to abort the addition)
4. You will be returned to the PAYMENTS form and a new record with a positive or negative amount should now exist. (Use search/filter to locate and confirm record creation).

PROCESS THE PAYMENT RECORD

Follow the steps defined in the *Forcing a Payment Record to be Processed: Release & Add to Payroll* above in the EDIT section of this chapter for the new record.

Additional Payment needed for Salesperson, other Party, or Payee

In the event an *additional* payment is needed for a party (Salesperson, manager, other Party, or Payee), follow these steps to create a new Payment Record that represents the additional amount.

CREATE A NEW RECORD FOR THE ADDITIONAL AMOUNT

Here we will create a Payment Record for the additional amount to be paid to a party (Salesperson, manager, other Party, or Payee).

1. Click the NEW button (upper left of the Payments form). The *Create Payments* form will be displayed.
2. Use the *Payments Form – Field Definitions* table above as reference to populate the fields on the *Create Payments* form. NOTE: additional instruction provided below:

FIELD	ACTION
Salesperson	Select from the pull-down list the party that will receive the new/additional payment amount.
Pay Amount	Enter a positive amount.
Ready to Pay	Enter a positive amount. If $0 is entered, the payment will not be released until the release condition is met by pressing the Release button (see *Process the Payment Record* below)

3. Once all fields have been populated, click SAVE (or click CANCEL to abort the addition)
4. You will be returned to the PAYMENTS form and a new record with a positive amount should now exist. (Use search/filter to locate and confirm record creation).

PROCESS THE PAYMENT RECORD

Follow the steps defined in the *Forcing a Payment Record to be Processed: Release & Add to Payroll* above in the EDIT section of this chapter for the new record.

Process a “Claw Back” (Collect) for a Previous Payment

When a previous Payment Record has been fully processed (Finalized Payment (Payroll) Processing) and the paid amount needs to be collected (“claw back”) from the salesperson, other party, or payee, a Payment Record can be created to perform this action.

CREATE A NEW RECORD FOR THE CLAW BACK (COLLECTION) AMOUNT
Here we will create a Payment Record for the amount to be collected from a party (Salesperson, manager, other Party, or Payee).

1. Click the NEW button (upper left of the Payments form). The *Create Payments* form will be displayed.
2. Use the *Payments Form – Field Definitions* table above as reference to populate the fields on the *Create Payments* form. NOTE: additional instruction provided below:

FIELD	ACTION
Salesperson	Select from the pull-down list the party that will receive the new/additional payment amount.
Pay Amount	Enter a negative amount.
Ready to Pay	Enter a negative amount. If $0 is entered, the payment will not be released until the release condition is met by pressing the Release button (see *Process the Payment Record* below)

3. Once all fields have been populated, click SAVE (or click CANCEL to abort the addition)
4. You will be returned to the PAYMENTS form and a new record with a negative amount should now exist. (Use search/filter to locate and confirm record creation).

PROCESS THE PAYMENT RECORD

Follow the steps defined in the *Forcing a Payment Record to be Processed: Release & Add to Payroll* above in the EDIT section of this chapter for the new record.

CHAPTER 6: HOLD PAYMENTS & REMOVE HOLD

Occasionally a payment record comes under scrutiny and further research may be required before the payment record is released for payment. When this situation occurs, IncentViz allows the payment record to be put on-hold.

There are two methods to place Payment record(s) on hold.

- Individual
- Multiple

Placing a Single Payment Record On-Hold

To place a single Payment Record On-Hold...

1. Find the desired record using Search and/or Grid View filtering
2. Scroll to the right and click pull-down in the HOLD column and select the hold value.

Placing Multiple Payment Records On-Hold

To place multiple Payment Records on-hold at the same time...

1. Find the desired records using Search and/or Grid View filtering
2. Click the HOLD ALL button at the upper left of the grid.

This will place all records in the filtered data set on-hold.

NOTE: Once a Payment Record has been placed on-hold, the Hold status must be manually removed, individually or as a group before the record(s) will be included in a Payment Processing batch.

Removing a Single Payment Record from Hold

To remove a single Payment Record from Hold...

1. Find the desired record using Search and/or Grid View filtering
2. Scroll to the right and click pull-down in the HOLD column and remove the On-Hold setting.

Removing Multiple Payment Records from Hold

To remove multiple Payment Records from Hold at the same time...

1. Find the desired records using Search and/or Grid View filtering
2. Click the REMOVE HOLDS button at the upper left of the grid.

NOTE: All released Payment Records will be included in the next Payment Processing batch for which each individual record has met the Release Condition.

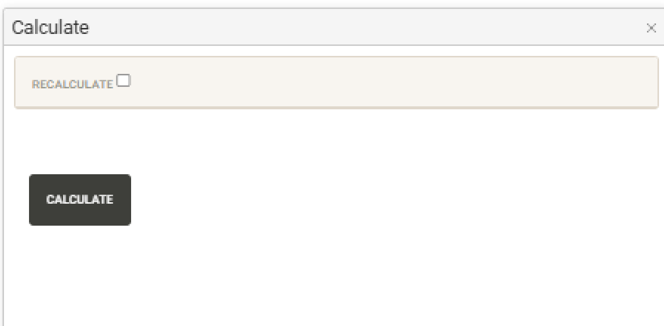
CHAPTER 7: PERFORM/FORCE PAYMENT CALCULATIONS

Using the CALCULATE Wizard

The CALCULATE button is used to perform or force the calculation of new data or recalculation of existing records rather than waiting for the automated IncentViz background process to perform the calculations.   You may want to perform a manual calculation to immediately validate a change made to an order, invoice, Credit, or Payment record or the addition of new Credit or Payment Record(s).

Calculate and Recalculate

Once you've determined that you want or need to CALCULATE or RECALCULATE, simply click the CALCULATE Action Button at the upper left-hand corner of the Accounting Dashboard and the Calculate panel (below) will display.



There are two methods that can be used to perform the calculation.

CALCULATE

Using the standard CALCULATE feature forces calculate any/all invoices or Credit records that are *marked* for calculation.   An invoice or Credit record is marked for calculation anytime a change is made that may impact an existing Payment record.   Using this method is advantageous...

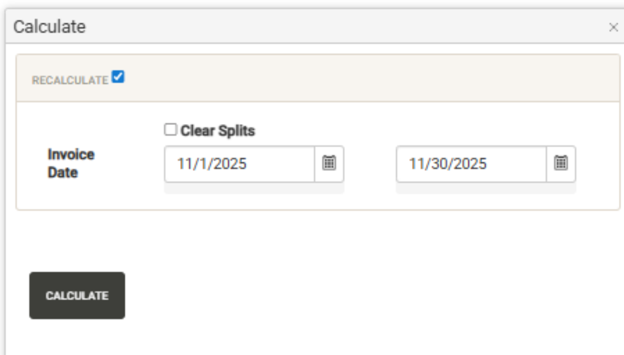
- after updating multiple Invoices (ie Splits)
- after making multiple Credit record changes

...because it allows to you perform the calculation and validate any changes you made immediately.

RECALCULATE

The second method requires the user to check the RECALCUATE box on the Calculate panel. The panel will be re-displayed with START and END INVOICE DATE fields as well as a CLEAR SPLITS checkbox.

Using this method forces a FULL calculation on ALL invoices and Payment records *regardless* if the records are marked for calculation. Every transaction in the data range will have the Credit and Payment records re-generated.



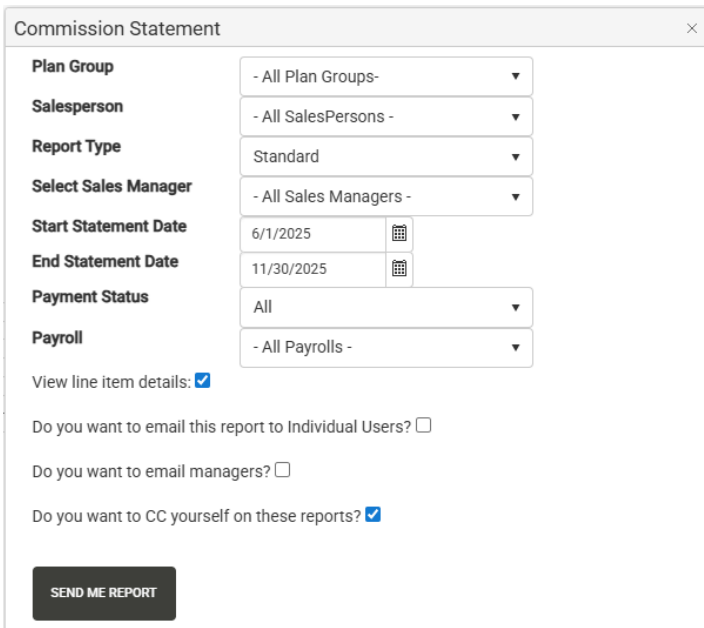
FIELD NAME	DEFINITION
START DATE	Specify the desired Start Date of the range of Invoices to be included in the calculation.
END DATE	Specify the desired End Date of the range of Invoices to be included in the calculation.
CLEAR SPLITS	CHECKED: check this box if you desire to clear existing payment splits related to the invoices in the date range and recalculate the payments for the splits. NOTE: ORDER splits are only copied to the INVOICE during the initial creation of the Invoice in IncentViz. This option CLEARS ALL SPLITS on the INVOICE and copies (new) values from ORDER assuming the Split values have been changed on the Order record. UNCHECKED: uncheck this box if you desire to leave the existing payment splits and do not perform a recalculation.

CHAPTER 8: PRINT STATEMENTS

At any moment in time, a salesperson Commission Statement can be generated, emailed (multiple recipients), and opened for review. This section provides the steps to perform these actions.

Generating Commission Statement

While in the Accounting Dashboard, a Commission Statement can be generated by clicking the STATEMENT Action button at the top left of the screen. When the STATEMENT button is clicked, the Commission Statement input panel will be displayed…



Commission Statement Input Panel

Update the fields on this panel to generate and email report for viewing. See the table below for details.

FIELD NAME	OPTIONS	OUTCOME
Plan Group	If multiple Plan Groups have been defined, select the desired Plan Group which	The selected Plan Group will apply a filter to the Salesperson list (below) and only display Salespersons in the Plan Group.
Salesperson	Select the desired Salesperson from the list	A Commission Report will be generated for the selected Salesperson
Report Type	Standard or Simple	Standard report includes subtotal and report total by Quota Credit, Department, and other values Simple report does not include subtotals or report totals.
Sales Manager	Select the desired Sales Manager	A copy of the Commission Report can be delivered to the selected Sales Manager if desired (see Email option below)
Start Statement Date	Specify the Start Date	This date is used as the beginning date of the filter when comparing to the Order or Invoice date
End Statement Date	Specify the End Date	This date is used as the end date of the filter when comparing to the Order or Invoice date
Payment Status	All, Paid, Unpaid	**All** – the report will include all Payment records (Paid & Unpaid) **Paid** – the report will only include Payment records that have been paid. **Unpaid** – the report will only include Payment records that have not been paid.
Payroll	All, <Specific P/R>	**All** – the report will include all Payment records for all Payrolls. **<Specific P/R>** only Payments that were processed on the specified P/R batch will appear on the report
View Line Item Details	Check, Uncheck	**Check/Yes:** Line Item details will appear on the report. **Uncheck/No:** No Line Item details will appear on the report.
Do you want to email this report to the Individual User?	Check, Uncheck	**Check/Yes:** A copy of the Commission Statement will be sent to the Salesperson. **Uncheck/No:** No copy of the Commission Statement will be sent to the Salesperson.
Do you want to email managers?	Check, Uncheck	**Check/Yes:** A copy of the Commission Statement will be sent to the Sales Manager. **Uncheck/No:** No copy of the Commission Statement will be sent to the Sales Manager.
Do you want to CC yourself on this report?	Check, Uncheck	**Check/Yes:** If sending to the Salesperson or Sales Manager, a copy of the Commission Statement will be sent to yourself. **Uncheck/No:** If sending to the Salesperson or Sales Manager, no copy of the Commission Statement will be sent to yourself.
Send Me Report	Click to generate report	The report will be generated and emailed to the specified parties.

Once the above fields have been populated, click SEND ME REPORT and the report will be generated and emailed to the specified parties.

CHAPTER 9: DRAWS AND BURDENS

IncentViz supports multiple combinations of Recoverable, Nonrecoverable, Draws and Burdens. This section provides the definition of these terms and explains how IncentViz behaves based on the combination of each. These combinations are reflected as the Draw/Burden *Type* when configuring for use.

DEFINITIONS

General

DRAW: A guaranteed minimum amount of money paid during a period.

BURDEN: An amount subtracted from the current payment amount earned.

Recoverable Draw

A recoverable draw is an advance on future commission that a company pays to a sales representative and is dependent on current and future commission earnings. It's essentially an interest-free loan that the salesperson *must repay* once their commission earnings exceed the draw amount.

Key points:

- **Advance payment:** The company provides the salesperson with a predetermined amount of money upfront.
- **Repayment:** The salesperson is obligated to pay back the draw amount from their current/future commission earnings.
- **Overage:** If the salesperson's commission exceeds the draw, they keep the difference.
- **Shortfall:** If the salesperson's commission is less than the draw, they owe the company the difference (carry over)

Purpose of a recoverable draw:

- **Income stability:** Provides sales reps with a consistent income during slower sales periods or while they're building their pipeline.
- **Cash flow management:** Helps the company manage cash flow by ensuring that sales reps have funds to cover expenses.
- **Risk mitigation:** Protects the company from potential losses if a sales rep doesn't perform as expected.

Non-Recoverable Draw

A non-recoverable draw is a guaranteed minimum payment made to a sales representative, separate from base salary and dependent on current commission earnings. Unlike a recoverable draw, the salesperson *does not have to repay* the amount, even if their commission doesn't cover it.

Key points:

- **Guaranteed payment:** The salesperson receives a set amount regardless of sales performance.
- **No repayment**: The draw is not deducted from future commissions.
- **Income stability:** Provides a safety net for sales representatives.

Purpose of a non-recoverable draw:

- **Attracting and retaining talent**: Offers a more stable income compared to commission-only structures.
- **Motivating sales performance**: Can incentivize sales reps to exceed the draw amount and earn additional commission.
- **Employee satisfaction**: Improves morale and job satisfaction

Recoverable Burden

A recoverable burden is an amount that is assessed against the payment amount the salesperson or payee earned and is separate from base salary, draws, and dependent on current and future commission earnings. The burden is an amount the salesperson *must pay upfront or repay* once their commission earnings exceed the carryover amount.

Key points:

- **Assessment:** The company charges the salesperson or payee with a predetermined amount of money upfront. May also be known as a charge back or an overhead cost.
- **Repayment:** The salesperson is obligated to cover or pay back the burden amount from their current or future commission earnings.
- **Overage:** If the salesperson's commission exceeds the burden, they keep the difference.
- **Shortfall:** If the salesperson's commission is less than the burden, they owe the company the difference (carryover)

Purpose of a recoverable burden:

- **Fixed cost:** Companies may consider certain factors in the sales model a fixed cost and recover this cost from the salesperson during the pay period.

- **Cost of sales management:** Helps the company manage or maintain an accurate cost of sales by period.
- **Risk mitigation:** Protects the company from potential losses if a sales rep doesn't perform as expected.

Non-Recoverable Burden

A non-recoverable burden is an amount that is assessed against the payment amount the salesperson or payee earned and is separate from base salary, draws, and dependent on current commission earnings. The burden is the amount the salesperson *must pay upfront* but is not responsible for any carryover amount if the current commission doesn't cover it.

Key points:

- **Assessment:** The company charges the salesperson or payee with a predetermined amount of money upfront. May also be known as a charge back or an overhead cost.
- **Repayment:** The salesperson is obligated to cover the burden amount from their current commission earnings.
- **Overage:** If the salesperson's commission exceeds the burden, they keep the difference.
- **Shortfall:** If the salesperson's commission is less than the burden they receive no payment but are not expected to repay the variance (carryover) using future commissions.

Purpose of a recoverable burden:

- **Fixed cost:** Companies may consider certain factors in the sales model a fixed cost and recover this cost from the salesperson during the pay period.
- **Cost of sales management:** Helps the company manage or maintain an accurate cost of sales by period but puts less burden on the salesperson.
- **Risk mitigation:** Protects the company from potential losses if a sales rep doesn't perform as expected.

IncentViz Recoverable, Non-recoverable, Draw and Burden Behavior

The tables below represent examples of the different combinations of recoverable/non-recoverable draws & burdens for both positive and negative variances. The tables also reflect the carryover outcomes based on the IncentViz behavior for each example.

Draw

Negative Variance

TYPE	DRAW AMOUNT	COMMISSION AMOUNT	INCENTVIZ BEHAVIOR	CARRY OVER
Recoverable	$1,000	$700	Payout = $1,000 Recorded as… $700 covered $300 recoverable	Add $300 to current carryover amount to be re-paid with future commissions.
Non-Recoverable	$1,000	$700	Payout = $1,000 Recorded as… $700 covered $300 non-recoverable	N/A – no carryover amount accumulated

Positive Variance

TYPE	DRAW AMOUNT	COMMISSION AMOUNT	INCENTVIZ BEHAVIOR	CARRY OVER
Recoverable	$1,000	$1,300	Payout = $1,300 $1,000 covered $0 draw (no record created)	If current carryover is greater than $300, the subtract $300 from carryover else set carryover = $0.
Non-Recoverable	$1,000	$1,300	Payout = $1,300 $1,000 covered $0 draw (no record created)	N/A – no carryover amount accumulated

Burden

Negative Variance

TYPE	BURDEN AMOUNT	COMMISSION AMOUNT	INCENTVIZ BEHAVIOR	CARRY OVER
Recoverable	$1,000	$700	Payout = $0 Recorded as… ($700) assessment $300 recoverable	Add $300 to current carryover amount to be re-paid with future commissions.
Non-Recoverable	$1,000	$700	Payout = $0 Recorded as… ($700) assessment $300 non-recoverable	N/A – no carryover amount accumulated

Positive Variance

TYPE	BURDEN AMOUNT	COMMISSION AMOUNT	INCENTVIZ BEHAVIOR	CARRY OVER
Recoverable	$1,000	$1,300	Payout = $300 $1,000 covered $0 burden (no record created)	If current carryover is greater than $300, the subtract $300 from carryover else set carryover = $0.
Non-Recoverable	$1,000	$1,300	Payout = $300 $1,000 covered $0 draw (no record created)	N/A – no carryover amount accumulated

CONFIGURING DRAW CODES

Draw Codes are user-defined codes and setup is a pre-requisite to using Draws and Burdens.

Follow these steps to access the maintenance screen to create and maintain Draw Codes.

1. *Click Admin* on the main menu
2. In the COMPANIES grid, *click the Tenant button* in the Name column.
3. Scroll the Draw Codes grid.

Add Draw Code

1. To add a Draw Code, click the + *Add new record* button in the header of the table.
2. Populate the fields in the grid

Column	
Draw Code	Specify the desired name / Draw Code ID for this field. (This field must be unique for each Draw Code to be added)
Type	Use the pull down arrow and select one of the following: • Recoverable Draw • Nonrecoverable Draw • Recoverable Burden • Nonrecoverable Burden • None See Definition section above for explanation of these options.
Seq	Specify a sequence number. If using multiple Draw Codes, this field is used to sort the display of the draw code options when setting up a Draw / Burden on the Person form.

3. Click Update to save.

Edit Draw Code

1. To Edit a Draw Code, click Edit button on the desired row.
2. Make changes to the fields.
3. *Click Update* to save.

Delete Draw Code

1. *Click Delete* button on the desired row.
2. *Click "OK"* on the browser panel to confirm deletion OR *click "Cancel"* to abort

VIEW, CREATE, AND MAINTAIN DRAWS & BURDENS

Draws and Burdens are unique to each person or party for which they are assigned. Draws and Burdens are viewed, assigned, and maintained using the PEOPLE form.

To access a person or party's PEOPLE record…

1. Select MAINT / PEOPLE from the main menu
2. Search/filter to locate the desired record in the PEOPLE list and click the link in the Person column of the table.
3. Scroll to the bottom of the PEOPLE form to view the DRAWS grid view.

Add a Draw or Burden

1. To add a Draw or Burden, click the + *Add new record* button in the header of the table.
2. Populate the fields in the grid

Column	
Start Date	Enter the date in which the Amount specified below will be in effect. NOTE: To change a Draw/Burden Amount that has been in effect, it is best practice to *create* a new Draw record with a Start Date in the future. This will provide a history of Draw/Burden records and the dates for which they were/are in effect.
Draw Code	Select from list of previously defined Draw Codes
Type	The Type associated with the Draw Code will auto populate. This value can be overridden. See above table in the *Add Draw Code* section for explanation of Types.
Amount	Specify the Draw or Burden Amount

3. *Click Update* to save.

Edit a Draw or Burden

1. To Edit a Draw record, *click Edit button* on the desired row.
2. Make changes to the fields (See Start Date above if Amount to be changed)
3. *Click Update* to save.

Delete a Draw or Burden

1. *Click Delete button* on the desired row.
2. *Click "OK"* on the browser panel to confirm deletion OR click "Cancel" to abort

CHAPTER 10: BONUSES

IncentViz provides the ability to define a bonus as an additional incentive to offer in a Sales Plan for the sales force or members of a rebate/royalty program. A bonus is an **additional payment** made to a salesperson, other person, or (rebate/royalty) payee who meets or exceeds a sales goal established by the company. It is a performance-based incentive designed to reward sales activity and/or achievement beyond regular earnings.

Key Points

- **Performance-based:** The bonus is only paid when the salesperson or payee achieves predefined targets or milestones.
- **Variable amount:** Bonus amounts may vary based on the level of attainment or specific program rules.
- **Timing:** Bonuses are typically a one-time payment and paid at the end of a period (monthly, quarterly, annually) after results are verified.
- **Eligibility:** Only individuals, teams, or payees included in the company's bonus program and meeting the criteria qualify.

Purpose of a Sales Bonus

- **Motivation:** Encourages salespeople, customers (rebate programs) to strive for higher performance and exceed sales targets.
- **Retention:** Helps retain top talent by offering competitive compensation opportunities or expand market share by offering a rebate program to customers.
- **Alignment:** Aligns individual efforts with company objectives and revenue targets.

DEFINITIONS

Bonus Processing *form*: the IncentViz form used to review and approve Payment Nominations. This form is accessed by selecting *Processing then Bonus* from the main menu.

Bonus Definition: the bonus amount and the condition required for Payment Nomination.

Bonus Definition Record: a record in the *Payment Bonuses* table (located in the *Quota Payments* form) that contains the Bonus Definition.

Bonus Payment Record: the Payment Record generated once the bonus has been nominated and approved.

Payment Nomination: when the condition has been met for a Bonus Payment to be paid, the status of the Bonus Payment Record is set to *nominated for payment* and will be paid after it receives approval using the *Bonus Processing* form.

Quota Payments *form*: Quota Payments are a component of a Sales Plan, and the form is accessed by creating a *new* Quota Payment or by selecting an existing Quota Payment record in the Quota Payments section of the Sales Plan. (See the *IncentViz – Understanding Sales Plans* document for more information)

VIEW BONUS DEFINITIONS

Bonuses are performance-based incentives typically paid at the end of a period and are defined by a Bonus Definition. The below sections provide details to view and/or update Bonus Definitions using the Quota Payment form.

Assumptions

Instructions to view or update Bonus Definitions as defined in the sections below assume the following components of the Sales Plan have already been created:

- Header
- Quotas
- Quota Filter(s)
- Quota Payment(s) [for bonuses]

If these components have not been created, see the *IncentViz – Managing Sales Plans Administrators Guide* for detailed instructions to create Bonus Definitions.

Viewing Bonus Definitions

Follow these instructions to view the Bonus Definition(s) of a Sales Plan (see Assumptions above before proceeding.)

1. Choose PLANS from the main menu.
2. Locate the desired Sales Plan and click its link to open.
3. The Sales Plan maintenance form will appear in the browser, scroll down to the *Quota Payment* grid.
4. Select the desired entry by clicking the link in the CODE column.
    - The *Quota Payment Details* form will open

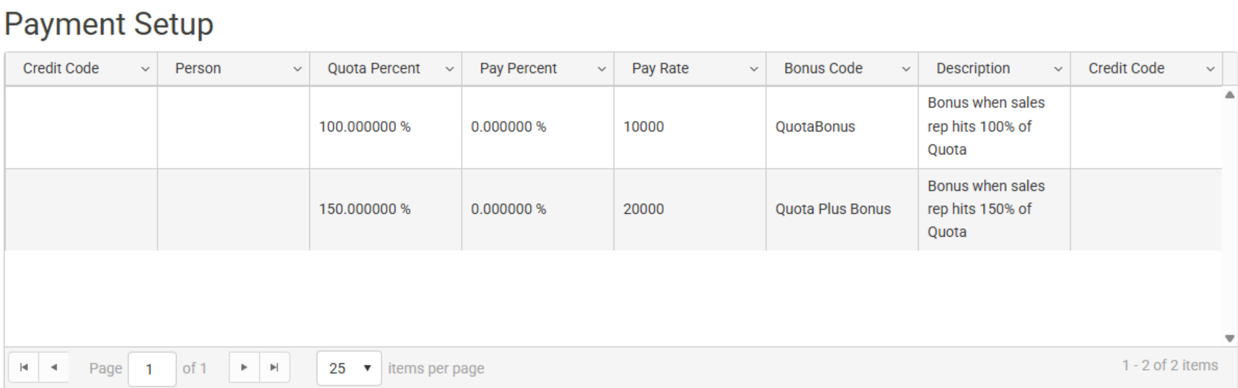
The Quota Payment Details form has three sections:

- Header

- Payment Setup
- Payment Bonuses

Payment Setup

This table contains the condition definition that must be met for a Bonus Payment Record to be marked for Payment Nomination.



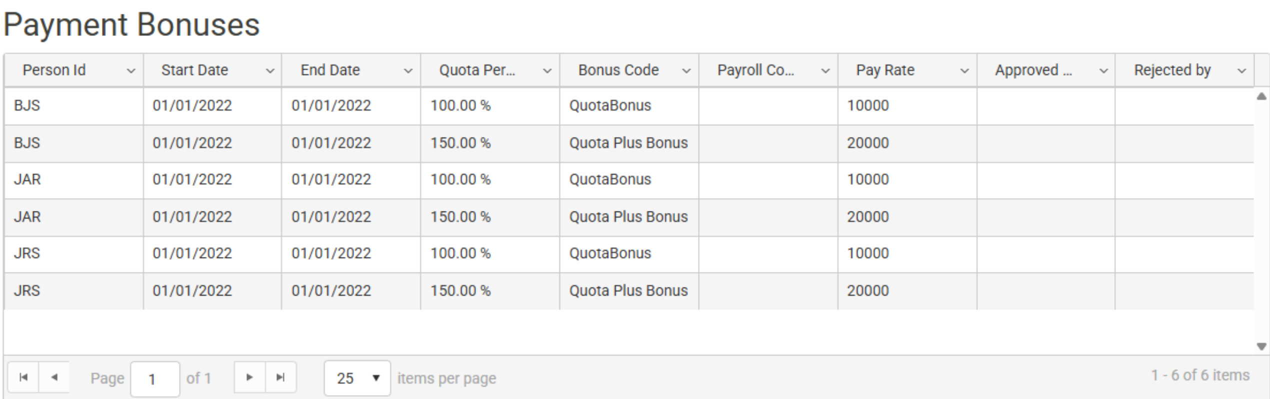
Sample screenshot

Column Definitions

Column	
Credit Code	The specific Credit Filter associated with a Quota to track attainment
Person	Blank – applies to all members of the Sales Plan <Name> - the bonus only applies to the person ID specified
Quota Percent	The minimum percentage of attainment required for the release condition to be met for the bonus to be nominated for payment.
Pay Percent	If the Bonus Payment is based on a formulate using a percentage of quota attained, this field represents the percentage to be multiplied by the total Quota amount attained to calculate the Bonus Payment *amount*.
Pay Rate	If the Bonus Payment is a fixed amount to be paid once the release condition is met, this field represents the Bonus Payment *amount*.
Bonus Code	Short description used in the Payments form for reporting purposes
Description	An extended description / explanation of the bonus payment
Credit Code	Allows for a payment to be driven by a specific Credit Code.

Payment Bonuses

This table contains the Bonus Payment Records eligible for Payment Nomination once the release condition has been met. These records are displayed in the Bonus Processing form



Payment Bonuses

Person Id	Start Date	End Date	Quota Per...	Bonus Code	Payroll Co...	Pay Rate	Approved ...	Rejected by
BJS	01/01/2022	01/01/2022	100.00 %	QuotaBonus		10000		
BJS	01/01/2022	01/01/2022	150.00 %	Quota Plus Bonus		20000		
JAR	01/01/2022	01/01/2022	100.00 %	QuotaBonus		10000		
JAR	01/01/2022	01/01/2022	150.00 %	Quota Plus Bonus		20000		
JRS	01/01/2022	01/01/2022	100.00 %	QuotaBonus		10000		
JRS	01/01/2022	01/01/2022	150.00 %	Quota Plus Bonus		20000		

Page 1 of 1 25 items per page 1 - 6 of 6 items

Sample screenshot

Column Definitions

Column	
Person ID	Person ID
Start Date	Start Date of the bonus eligibility period
End Date	End Date of the bonus eligibility period
Bonus Code	Short description used in the Payments form for reporting purposes
Payroll Code	Payroll batch ID. Blank if not yet paid. Populated with the Payroll batch ID if included in a Finalized Payroll.
Pay Rate	Bonus amount to be paid (or paid if paid in previous payroll batch)
Approved By	Person ID that approved if previously nominated for payment
Rejected By	Person ID that rejected if previously nominated for payment

CREATING & UPDATING BONUS DEFINITIONS

Creating and updating Bonus Definitions is beyond the scope of this user guide. For detailed instructions on managing Bonus Definitions, see the *IncentViz – Managing Sales Plans Administrators Guide* for detailed instructions.

PROCESSING BONUSES

Once Bonus Definition(s) have been defined, Payment Nominations must be reviewed on a regular basis.   Payment Nominations are reviewed, approved, or rejected using the *Bonus Processing* form.

Accessing the Bonus Processing Form

To access the Bonus Processing form, select *Processing* then *Bonus* from the main menu.

Review, Approve, Reject Bonus Records

Based on the period defined for a bonus (monthly, quarterly, annually), a formal review of Payment Nominations should be performed on a regular and recurring basis that coincides with the bonus period   Once the Bonus Processing form has been opened, use the following steps to review, approve, or reject Payment Nominations.

Search Filters

These checkbox fields are used in conjunction with the Start Date, End Date, Plan, Person, and Payment code to provide search results based on the checkbox status.   The combination of check boxes and the fields stated in this paragraph uses AND logic to retrieve records (ie. Unapproved=checked AND Plan=Bonus-Program AND Start-Date=01/01/25 AND End-Date=12/31/2025, etc...)

FIELD	STATE	OUTCOME
Unapproved	Checked	Includes records that have not yet been approved
	Unchecked	Exclude records that have not yet been approved
Ready to Approve	Checked	Includes records that are ready to approve
	Unchecked	Exclude records that are ready to approve
Approved	Checked	Includes records that have been approved
	Unchecked	Exclude records that have been approved
Rejected	Checked	Includes records that have been rejected
	Unchecked	Exclude records that have been rejected

START DATE: specify the Start Date of the range of records to be retrieved

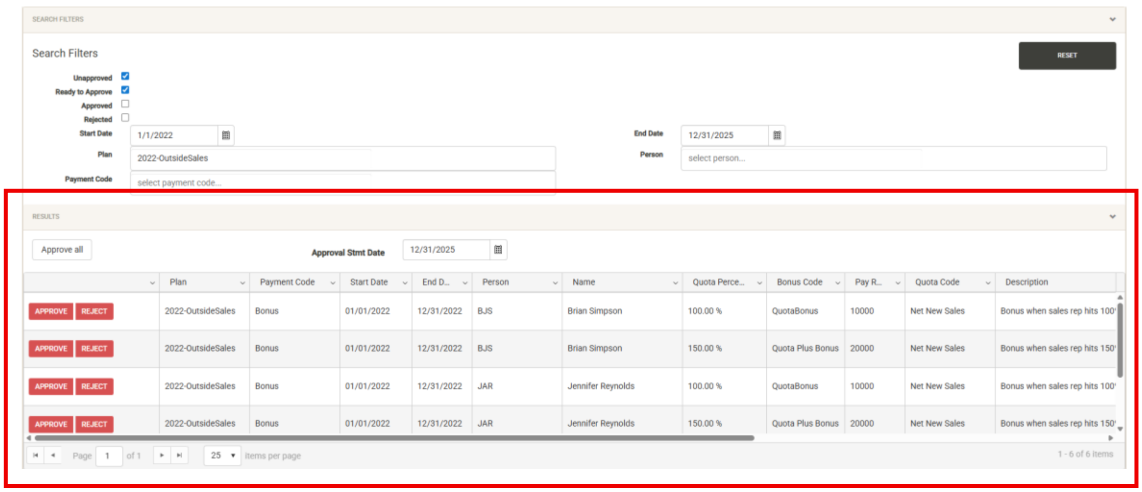
END DATE: specify the End Date of the range of records to be retrieved

PLAN: select the Sales Plan that includes the Bonus Definition(s)

PERSON: select the salesperson or payee included in the bonus program. If no value is specified then all members of the bonus program will be displayed.

PAYMENT CODE: limit the search results by entering a specific Bonus Code

Once the above filter values have been specified, the Bonus Records that meet the defined search criteria will be displayed in the Results table (example below)



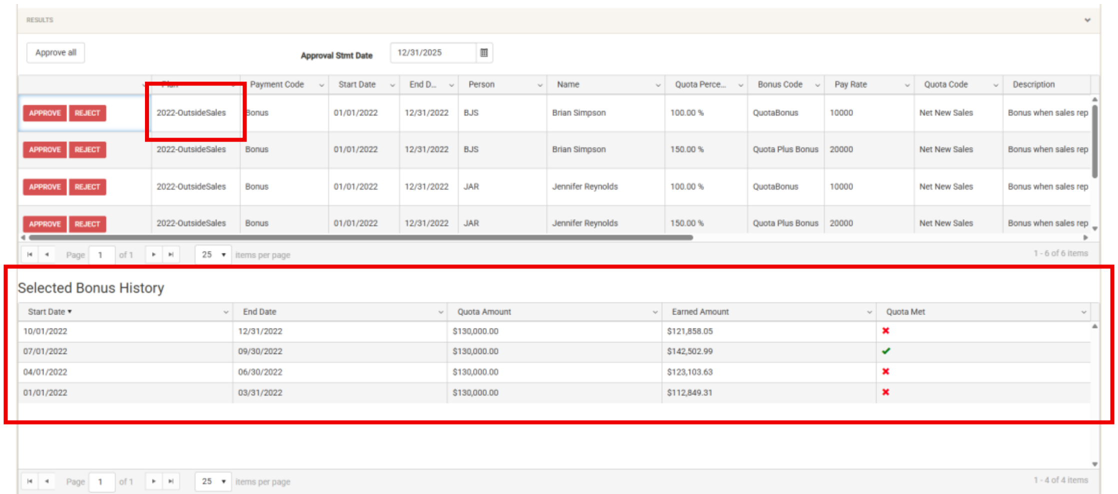
Column Definitions

FIELD	DEFINITION
Approve / Reject (buttons)	Click to Approve or Reject the Bonus Record NOTE: Approving a Bonus record will create a Payment Record and will be included in the next Payment (Payroll) Processing event.
Plan	Sales Plan for which the Bonus is defined.
Payment Code	Code value used in the Bonus Definition.
Start Date	Start Date of the Sales Plan / Bonus incentive
End Date	End Date of the Sales Plan / Bonus incentive
Person	ID of the person or payee eligible for the bonus
Name	Name of the person or payee eligible for the bonus
Quota Percent	Minimum amount of quota attainment required to meet the condition for Payment Nomination
Bonus Code	Code value used in the Bonus Definition
Pay Rate	Bonus amount in dollars
Quota Code	Code value used in the Bonus Definition
Description	Description used in the Bonus Definition
Approved Date	Date of approval (if approved)
Approved By	Email of IncentViz user that approved record
Payroll Code	Payroll batch ID for which payment was processed
Rejected By	Date of rejected (if rejected)
Rejected Date	Email of IncentViz user that rejected record
Edit Notes	Button used to activate text field to record notes

Review

To perform a review…

- **Click the Plan cell** for each row
- **Review the Payment Nomination records** in the *Selected Bonus History* table



Approve

If Payment Nomination record meets the condition for payment and the bonus payment is ready to be paid

- Set the **Approval Stmt Date**
  - NOTE: the date must be within the period that will be processed in the Payment (Payroll) Processing event
- **Click the APPROVE** button
  - The Approved Date and Approved By fields will be updated
  - The Approve/Reject button will display UNAPPROVE

Unapproved

If an Approved Bonus Record needs to be reset to default values and change back to an unapproved state…

- **Click the UNAPPROVE** button
  - The Approved Date and Approved By fields will be cleared
  - The UNAPPROVE button will display Approve / Reject

Reject

If Payment Nomination record should never be paid…

- Set the **Approval Stmt Date**
- **Click the REJECT** button
  - The Rejected Date and Rejected By fields will be updated
  - The Approve/Reject button will display REOPEN

Undo Reject

If a Rejected Bonus Record needs to be reset to default values and change back to an unapproved state…

- **Click the REOPEN** button
  - The Rejected Date and Rejected By fields will be cleared
  - The REOPEN button will display Approve / Reject

Can't Find Bonus Records

Typically, when one or more Bonus Records are not displayed in the Results table, it is due to the Search Filters settings. Try any of the following…

- Click the RESET button in upper right corner to clear the current search values and reset accordingly.
- Set all check boxes to Checked. This will return a result set of *all records* specified within the Start Date, End Date, Plan, Person, or Payment Code specified.
- Verify the Start Date & End Date map to the Effective Date set for the Sales Plan.

CHAPTER 11: PROCESSING PAYMENTS, DRAWS, BURDENS

Commissions, rebates/royalties, draws/burdens, and bonuses are different payment *types* in IncentViz. All types can all be processed in a single batch, but each type must be "activated" individually to be included in the batch. This chapter provides the instruction for processing all payment types.

DEFINITIONS

COMMISSIONS, REBATES, & ROYALTY PAYMENTS: these three payment types are included in the Payment Batch and are considered the primary Payment Records associated with a Sales Plan.

- Commissions are usually for salespeople, or someone associated with an order or invoice.
- Rebates: a payment or credit typically associated with a customer or payee.
- Royalty: a payment or credit typically associated with customer, vendor, or payee.

DRAWS, BURDENS: these payment types require a secondary action during the processing of a payment batch.

BONUS: a payment type that requires approval using the Bonus Processing form to be included in a Payment Batch. Once approved, no additional action required and the Bonus Payment Record will be included when the primary Payment Record generation occurs.

PAYMENT (PAYROLL) BATCH: a collection of Payment Records (Commissions, Rebates/Royalties, Draws/Burdens, and Bonuses) generated by a specific Sales Plan where these Payment Records have met all release conditions, have been nominated for payment for the period, and are paid in a single batch.

A Payment Batch is processed for an individual Sales Plan for a specific pay period, and each collection of Payment Records is assigned a unique batch number (PAYROLL CODE.) Payment (Payroll) Batches are created, maintained, and processed using the PROCESSING / PAYROLL form accessed from the main menu.

PROCESSING PAYMENTS

PROCESSING COMMISSIONS, REBATES/ROYALTY, & BONUS PAYMENTS

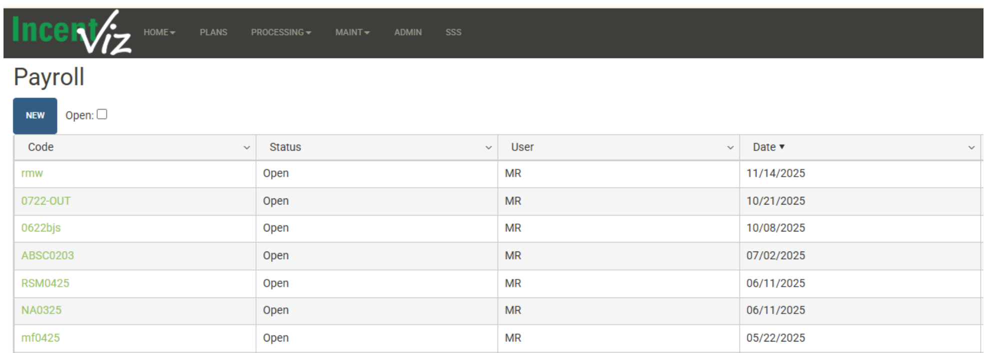
Processing commission, rebate/royalty, and bonus payments can be performed at any time.   Typically, this event is conducted at the end of a period (monthly, quarterly, annually) and given a unique batch name for each collection of records related to their individual Sales Plans.

Generate Primary Payment Records

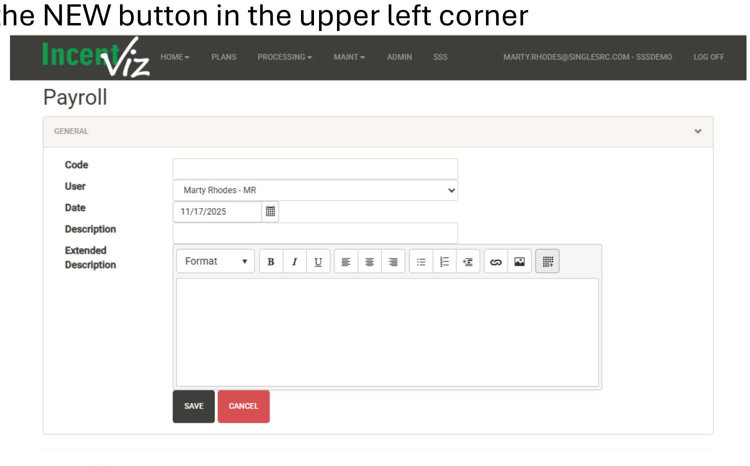
Perform the following steps to process pending payments for any Sales Plan.   A pending payment is a payment that has met its Release Condition and is ready to be paid.

1. **Select PROCESSING / PAYROLL** from the main menu (NOTE: PAYROLL is a generic term and applies to all commissions, rebates, royalty, bonus, and draw/burden payments.)

2. The PAYROLL List form will be displayed



3. Click the NEW button in the upper left corner

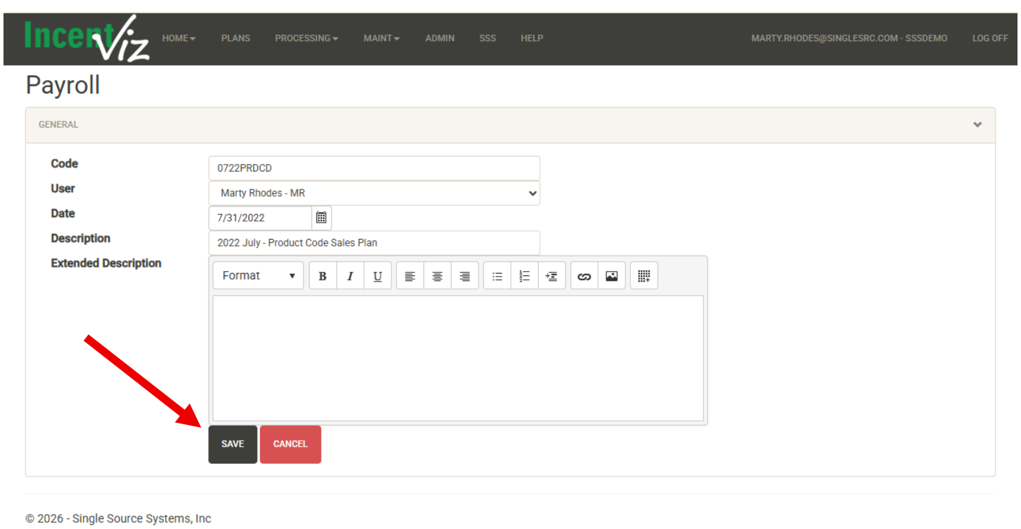


The Payroll form will be displayed.

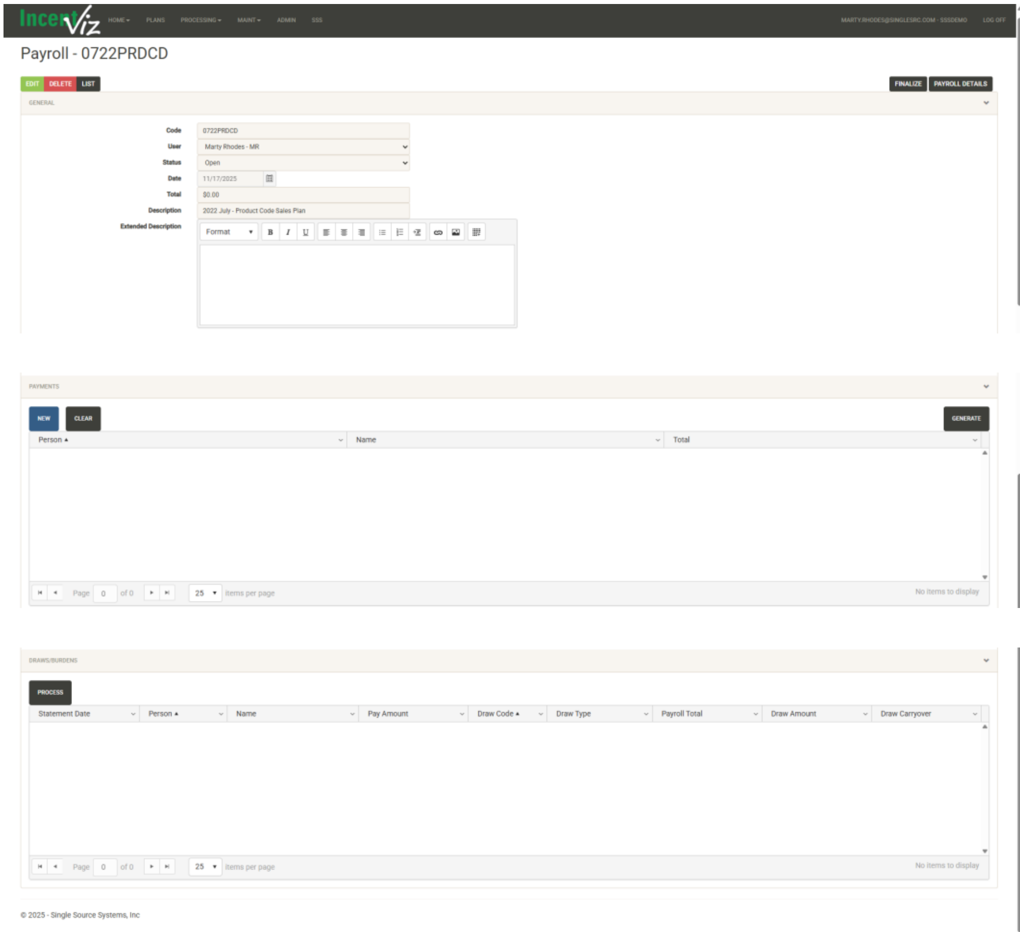
4. Update the fields on this panel to generate and email report for viewing. See the table below for details.

FIELD NAME	OPTIONS	OUTCOME
CODE	Specify a *batch name* for this payment activity. NOTE: this field is limited to 10 characters	RECOMMENDATION: include the month & year plus an abbreviation of the Sales Plan name. This will allow easier use of filtering in the future if searching for a payment batch is desired. Example: You are performing the payment batch for June 2025 Rebate Program #1. The batch name could be *2506RB1*. The batch name for July 2025 would be *2507RB1* and so on.
USER	Specify the User that is processing the payment batch.	
DATE	Specify desired date to be reflected for the batch. NOTE: the date does not have to be the current date.	
DESCRIPTION	Specify a description of the batch. This is useful if the CODE value above is cryptic.	The Description field can be used as a filter in the Payroll List form when searching for a payment event that occurred in the past.
EXTENDED DESCRIPTION	An additional field for describing the payment activity.	

5. **Click SAVE**, once the fields have been populated (or CANCEL to abort and return to the Payroll List form)

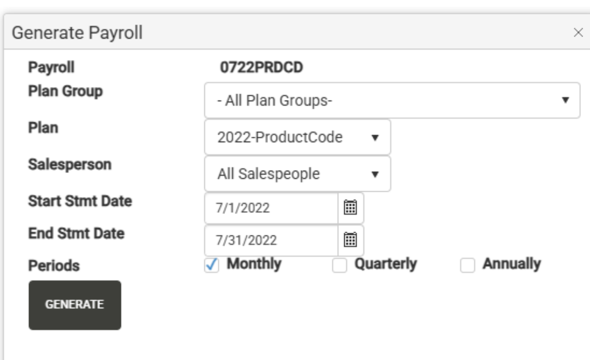


6. The form will re-display with additional grid view panels at the bottom of the form titled PAYMENTS and DRAWS/BURDENS



7. In the Payments subpanel, **click the GENERATE** button at the right.

8. A GENERATE PAYROLL panel will appear.

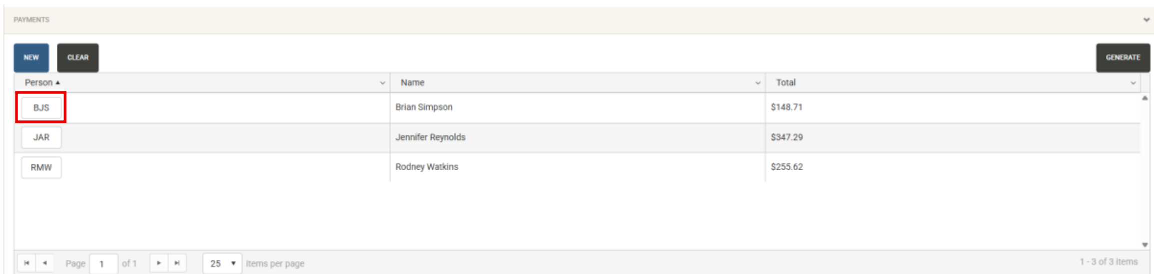


9. Update the fields on this panel to generate and email report for viewing. See the table below for details.

FIELD NAME	OPTIONS	OUTCOME
PAYROLL	This is the name of the payment batch specified earlier and cannot be changed on this form.	To rename a payment batch, click the DELETE button in the upper left corner of the Payroll form and re-add the payment batch with the corrected CODE name.
PLAN GROUP	If Plan Groups have been configured to categorize your Sales Plans, select the desired Plan Group.	If no Plan Groups exist, use the default of "All Plan Groups." Plan Groups are used as a filter on the Plan field. Only Plans within the specified Plan Group will be listed.
PLAN	Select the desired Sales Plan from the pull-down list.	*Only payments of the selected Sales Plan will be processed in this payment batch.* If a Plan Group was specified above, only Sales Plans belonging to the Plan Group will be displayed as choices for selection.
SALESPERSON	**All**: accept the default of "All Salespeople" if all **Single**: Select a specific Salesperson from the pull-down list if payments for a single salesperson are to be processed.	
START STMT DATE	Specify the beginning Statement Date of the timeframe for which payment records may exist that have met the Release Condition.	NOTE: Depending on the configuration of your system, it may be required to specify a Start Statement Date as early as the first day you were live with IncentViz. NOTE: Statement Date represents the date on the transaction (Order or Invoice) that is the basis for the payment calculation. This may be unique between Sales Plans based on the configuration of the Sales Plan.
END STMT DATE	Specify the ending Statement Date of the timeframe for which payment records may exist that have met the Release Condition.	NOTE: Typically, this value is the date reflecting the end of the current period, however, it can be any date given the desired outcome of the payment batch.
PERIODS	**Monthly**: select/check if Monthly payments are to be included in the payment batch. **Quarterly**: select/check if Quarterly payments are to be included in the payment batch. **Annually**: select/check if Annual payments are to be included in the payment batch. Check all that apply	NOTE: some Sales Plans have payment different payment conditions and calculations based on a period definition (Monthly, Quarterly, Annually). This is common for Rebate and Royalty programs where payments are made Monthly, Quarterly, and Annually but have different calculation formulas.

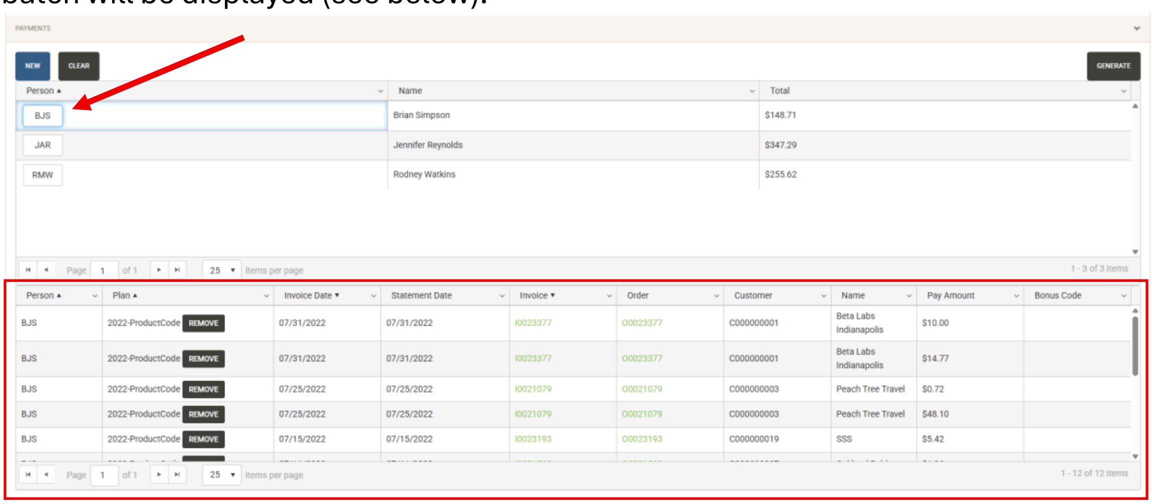
10. Once the fields have been populated **click the GENERATE** button.

11. The total amount for all Payment records that have met the Release Condition and the criteria as defined in the Generate Payroll panel will be accumulated by salesperson (commission) or payee (rebate or royalty) and displayed in the Payment panel.



12. A final review can be performed at this stage by **clicking on a button (see arrow below)** of the desired person or payee in the Person column as highlighted above.

13. A new grid with all Payment records for the specified person/payee included in the batch will be displayed (see below).



14. **Click the REMOVE** button on any record to remove the Payment record from the batch and return it to "Ready to Pay" status. (NOTE: See *Add to Payroll* in the VIEW, EDIT, CREATE, & HOLD PAYMENT RECORDS chapter in this user guide to add the payment back to the payment batch)

15. If your company utilizes Draws or Burdens, proceed to the PROCESSING DRAWS & BURDENS section below. If not, proceed to the FINALIZE PAYMENT BATCH section below.

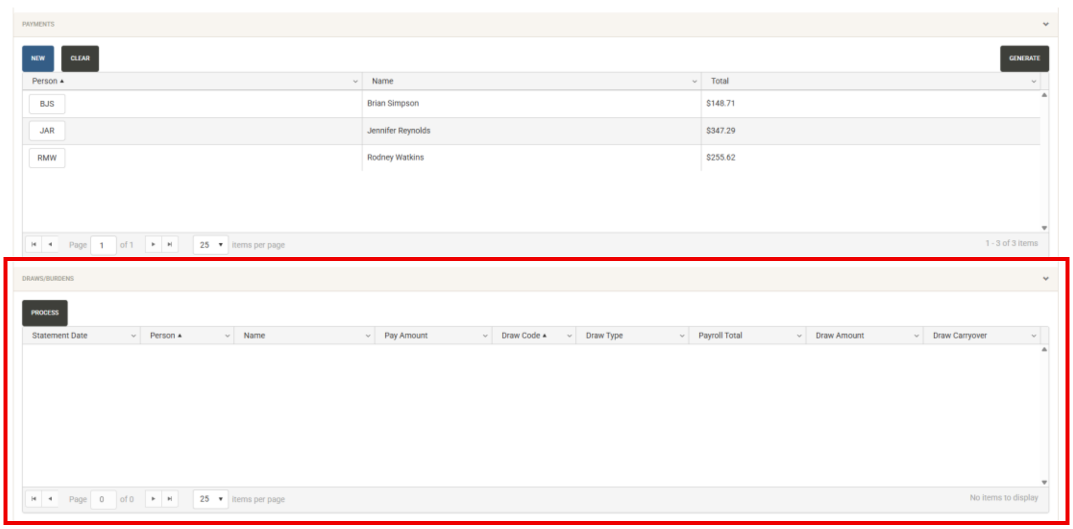
PROCESSING BURDENS & DRAWS

If any salesperson(s) or payee(s) are charged a Burden or receive a Draw, a separate process must be followed to generate these Payment Records.

Generate Draw and/or Burden Payments

After the Primary Payment Records have been generated as defined in the section above, follow these steps to generate and include Draw and/or Burden Payment Records in the Payment Batch.

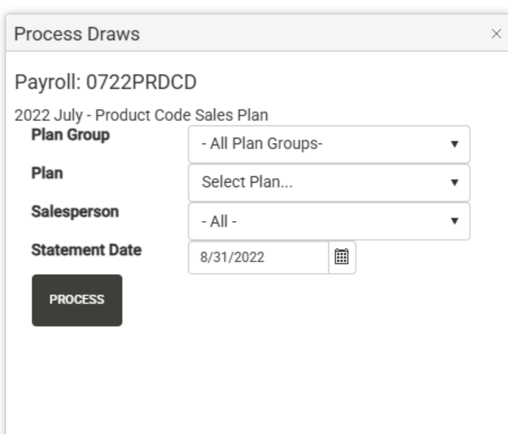
1. Using the current/active Payroll form, scroll down and locate the Draws/Burdens panel.



Draws/Burdens Panel in Process Payroll form

2. **Click the PROCESS** button in upper left corner of this panel.

3. The Process Draws panel will be displayed

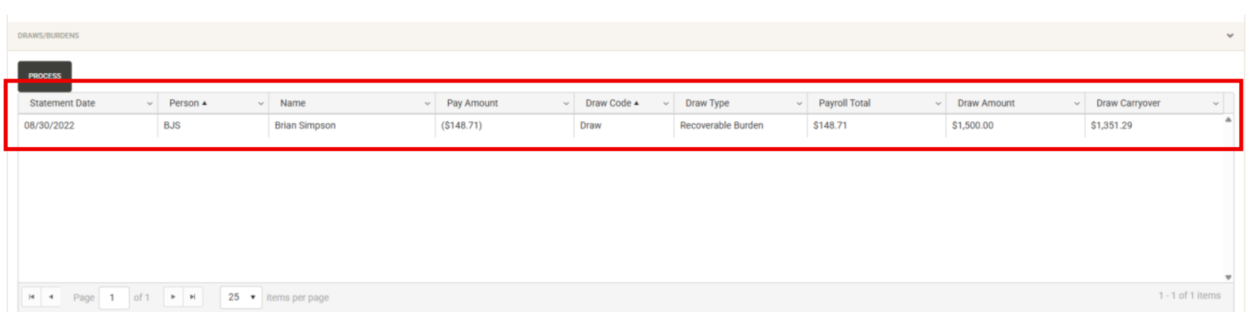


4. Use the drop-down lists to set the criteria to process the Draw(s) and/or Burden(s).

FIELD NAME	OPTIONS	OUTCOME
PLAN GROUP	If Plan Groups have been configured to categorize your Sales Plans, select the desired Plan Group.	If no Plan Groups exist, use the default of "All Plan Groups." Plan Groups are used as a filter on the Plan field. Only Plans within the specified Plan Group will be listed.
PLAN	Select the desired Sales Plan from the pull-down list that contains the salesperson(s) with Draw / Bonus definitions.	*Only Draws and/or Burdens for the selected Sales Plan will be processed in this Payment Batch.* NOTE: If a Plan Group was specified above, only Sales Plans belonging to the Plan Group will be displayed as choices for selection.
SALESPERSON	**All**: accept the default of "All Salespeople" if all **Single**: Select a specific Salesperson from the pull-down list if payments for a single salesperson are to be processed.	*Only salespersons selected with Draws and/or Burdens configured for the selected Sales Plan will be processed in this Payment Batch.*
STMT DATE	Specify the Statement Date of the timeframe for which Draw and/or Burden exist based on the Effective Date of the Draw Definition	The Draw Definition is exists in the PEOPLE record for the respective salesperson or payee. Any Draw record that is eligible for processing based on the Effective Date will be included in the Payment Batch.

5. **Click the PROCESS** button on the panel.

6. If any Draw / Burden records exist based on the criteria specified, a Payment Record will be generated and displayed (see example below).



7. Proceed to the [FINALIZE PAYMENT BATCH](#) section on the next page.

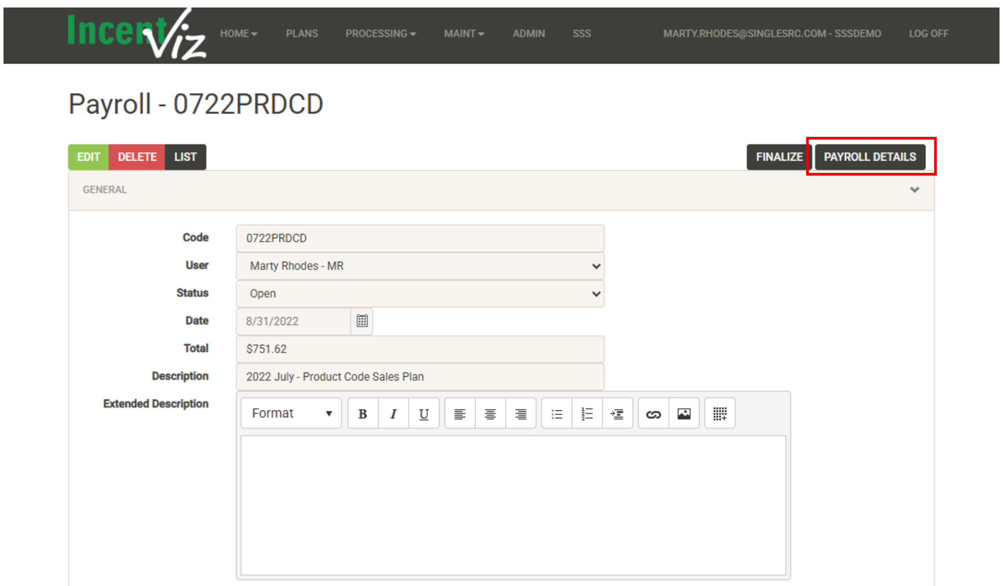
FINALIZE PAYMENT BATCH

Once all primary Payment Records and Draws and Burdens (if applicable to your company) have been processed and reviewed, it's time to Finalize the Payment Batch.   This twostep process involves *generating a Payment Batch Report* and *Finalizing* the batch which locks all Payment records and prohibits changing these records in the future.

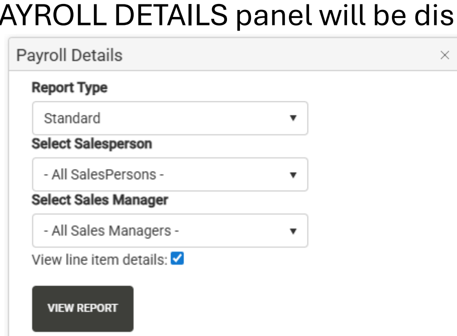
Generate Payment Batch Report

For auditing purposes, it is customary to generate a report or file for the Payment Batch. Follow the instructions below to generate the report/file.

1. **Click the PAYROLL DETAILS** button in the upper right corner of the Payroll form.



2. A PAYROLL DETAILS panel will be displayed



3. Update the fields on this panel to generate and email the report for viewing. See the table below for details.

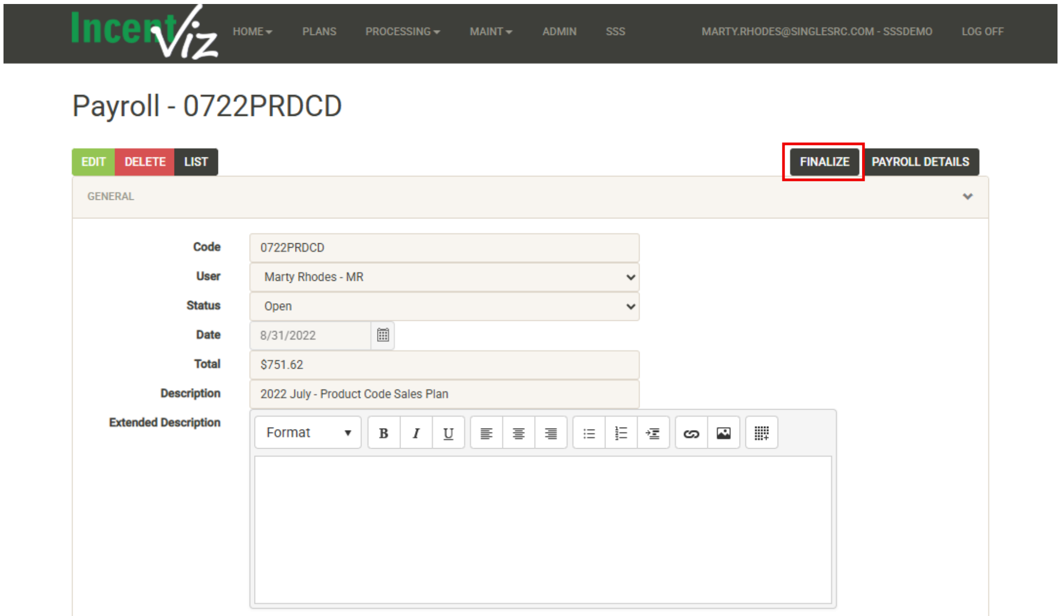
FIELD NAME	OPTIONS	OUTCOME
REPORT TYPE	STANARD SIMPLE	STANDARD: Standard report includes column headings, payment records, subtotals by quota, and report totals by department and all quotas. This can be considered the detailed version of the report. SIMPLE: This version contains only column titles and the payment records grouped by salesperson/payee and NO subtotals or report totals. This version is typically reformatted and used to upload to a third-party payroll service.
SELECT SALESPERSON	ALL SALESPERSONS INDIVIDUAL: Select specific Salesperson/payee	DEFAULT: All Salesperson – select this option if to generate a single report that includes and groups the payment records for all salespeople/payees included in the Payment Batch. INDIVIDUAL: use the pull-down list to specify and generate the report for a single salesperson/payee. This process must be repeated for individual reports to be generated for all parties included in the Payment Batch.
SELECT SALES MANAGER	ALL SALESPERSONS INDIVIDUAL: Select specific Sales Manager	DEFAULT: All Sales Managers – select this option if to generate a single report that includes and groups the payment records for all salespeople included in the Payment Batch. INDIVIDUAL: use the pull-down list to specify and generate the report for a single Sales Manager. When a single Sales Manager is selected only the salespeople that report to the Sales Manager will be included in the report. In this case, This process must be repeated for individual reports to be generated for all parties included in the Payment Batch.
VIEW LINE-ITEM DETAILS	CHECKED UNCHECKED	CHECKED: The report will include all Line Item details for the order/invoices that are included in the payment batch. UNCHECKED: Generates a simpler version of the report without Line Item details for each order/invoice included in the payment batch.

4. **Click VIEW REPORT**
    a. The report will be generated in the background and emailed to you.

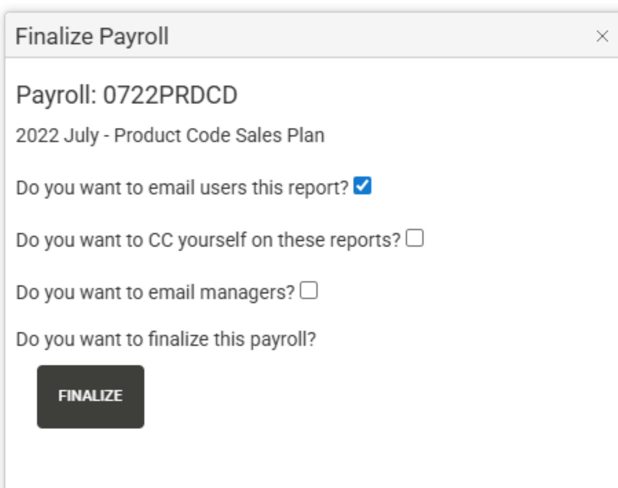
Finalize Payment Batch

After the Payment Batch (payroll) report(s) have been created and emailed, it is time to *Finalize* the Payment Batch.

1. **Click the FINALIZE** button in the upper right corner of the Payroll form.



2. The Finalize Payroll (Payment Batch) panel will be displayed.



3. Update the fields on this panel to generate and email the report for viewing. See the table below for details.

FIELD NAME	OPTIONS	OUTCOME
Do you want to email users this report?	CHECKED UNCHECKED	CHECKED / DEFAULT: A unique Commission Report for each person/payee included in the Payment Batch will receive a copy of their report. UNCHECKED: no Commission/Payment Reports will be generated/emailed.
Do you want to CC yourself on these reports?	CHECKED UNCHECKED	CHECKED: a copy of the full Commission Report (all persons/payees) will be emailed to the user processing the batch UNCHECKED: no Commission/Payment Report will be generated/emailed.
Do you want to email managers?	CHECKED UNCHECKED	CHECKED: a copy of the Commission Report will be generated and emailed to each manager and includes only the persons that directly report to the manager. UNCHECKED: no Commission/Payment Report will be generated/emailed.
Do you want to finalize this report?	FINALIZE CANCEL	FINALIZE: clicking the FINALIZE button will lock the Payment (Payroll) batch and no further changes can be made to this batch. In addition, the Payroll (code) field on all Payment Records will be updated with the CODE (ID) of this payment batch and the PAID AMT field will also be updated signifying the records have been paid. CANCEL: to abort/cancel this action, click the X in the upper right corner of the Finalize Payroll panel. NOTE: once a Payment (Payroll) Batch has been Finalized, it cannot be re-opened and the action cannot be reversed.

4. After completing the Finalize Payroll panel, **click FINALIZE** to complete the process.
    a. NOTE: once a Payment (Payroll) Batch has been Finalized the action cannot be reversed.
    b. CANCEL: to abort/cancel the Finalize action, click the X in the upper right corner of the Finalize Payroll panel.

5. The act of finalizing a Payment (Payroll) Batch results in the update of the following data in IncentViz:
    a. Payroll is marked as Complete
    b. Payment and Draw Records are updated

c. For Infor CSI/SyteLine and Infor Service Management, payment records are optionally exported to the Commissions Due table. NOTE: “Optionally” means the export Commission Due records setting must be enabled.

PAYROLL COMPLETE
The Payroll Batch STATUS is set to COMPLETE (see Status column in Payroll List form) and the batch is locked. The batch cannot be “re-opened”, deleted, or any other changes applied.

PAYMENT & DRAW RECORDS
The Payment and Draw Records included in the batch are updated. These updates can be reviewed in the Payments Form and include the following:

- PAID AMOUNT:
- REMAINING TO PAY:
- READY TO PAY:
- PAY DATE:

DRAW RECORDS ONLY

- DRAW CODE:
- DRAW TYPE:
- DRAW AMOUNT:
- DRAW CARRYOVER:

COMM-DUE RECORDS
For Infor CSI/SyteLine and Infor Service Management, the finalized payroll payments can optionally be exported to the host-ERP comm-due (“*Commissions Due”)* table during the next scheduled synchronization. The Person record is also exported if *Enable Pmt Export* is checked on the respective PEOPLE record and the payroll payment’s dates are after the Person record’s Pmt Exp start Date.

The payment records will be written back to the host-ERP Commissions Due table upon the next scheduled synchronization

6. **Click the LIST button** in upper left corner to close the form and return to the Payroll List form.

7. Repeat all processes and steps beginning with PROCESS PAYMENTS in this Chapter 11 for each active Sales Plan to be processed for the period.

END OF DOCUMENT