Incent Viz

Complete Vizibility to your Incentive Plans

USER GUIDE UNDERSTANDING SALES PLANS

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ABOUT THIS GUIDE

This document contains the definition of terms and a general explanation of an IncentViz Sales Plan. This guide is useful for anyone using IncentViz and has the need or desire to understand a Sales Plan.   The Sales Manager or Accounting Dashboard within IncentViz provides the proper permission to access Sales Plan(s) and provides the ability for the user to view, create, and maintain Sales Plan(s) within IncentViz.   A Sales Plan provides the framework to define the conditions used to determine if a transaction (order or invoice) meets the requirements for a commission, bonus, rebate, or royalty to be paid. A Sales Plan also includes the formula to calculate the payment (commission, bonus, rebate, or royalty) to be paid.

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

Intended Audience

This document is intended for any user of IncentViz that wants or needs to understand how Sales Plans are configured and deployed for use.   For more advanced information on creating or maintaining Sales Plans, see the *IncentViz User Guide – Managing Sales Plans*.

Required Knowledge / Pre-requisites

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

- IncentViz – User Interface Guide
- IncentViz – How it Works

Contacting Single Source Systems

If you have questions about IncentViz submit an email 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.

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 and receives Quota Credit.

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.

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 managed within IncentViz.   IncentViz uses the Sales Plan to track order and invoice transactions and accumulates quota credits (attainment amounts) and calculates compensation (commissions, bonuses, spiffs, rebates, or royalties) related to transactions that meet the condition(s) defined in the Sales Plan.

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 party (sales agent, customer, vendor) may have more than one Quota assignment(s).   An example for commissions might be a separate quota for selling Machines, one for selling Accessories, and another for selling Consumables.   An example for rebates might be a target purchase amount for a particular product line or SKU.

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 salespersons (commission or bonus) or payees (rebate or royalty).

All questions related to the definition, structure, and calculations of a Sales Plan should be directed at 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.

SALES PLAN FRAMEWORK AND SECTIONS

Sales Plans are established for a compensation period (yearly, quarterly, monthly), define the conditions necessary for a transaction (order or invoice) to earn a commission/rebate/royalty, and contain the formula of how the commission payment will be calculated.

The image below provides a graphical representation of the sections of a Sales Plan:

Sales Plan Name
- o Header (General)
- o People
- o Quotas
- o Quota Credits
- o Quota Payments
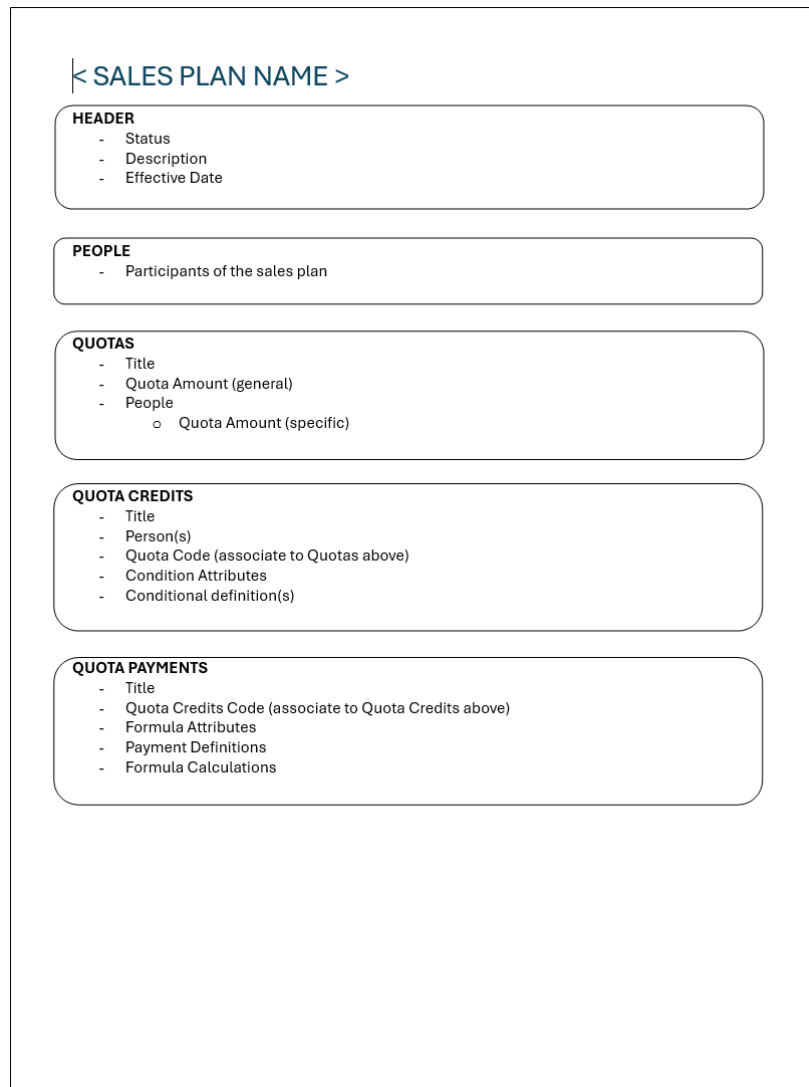
Sales Plan Sections

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, accounting, or IT department.   A user ID and password will also be provided with the login link.

Once you have entered the web address for IncentViz, you will be prompted with a screen that looks like the following....
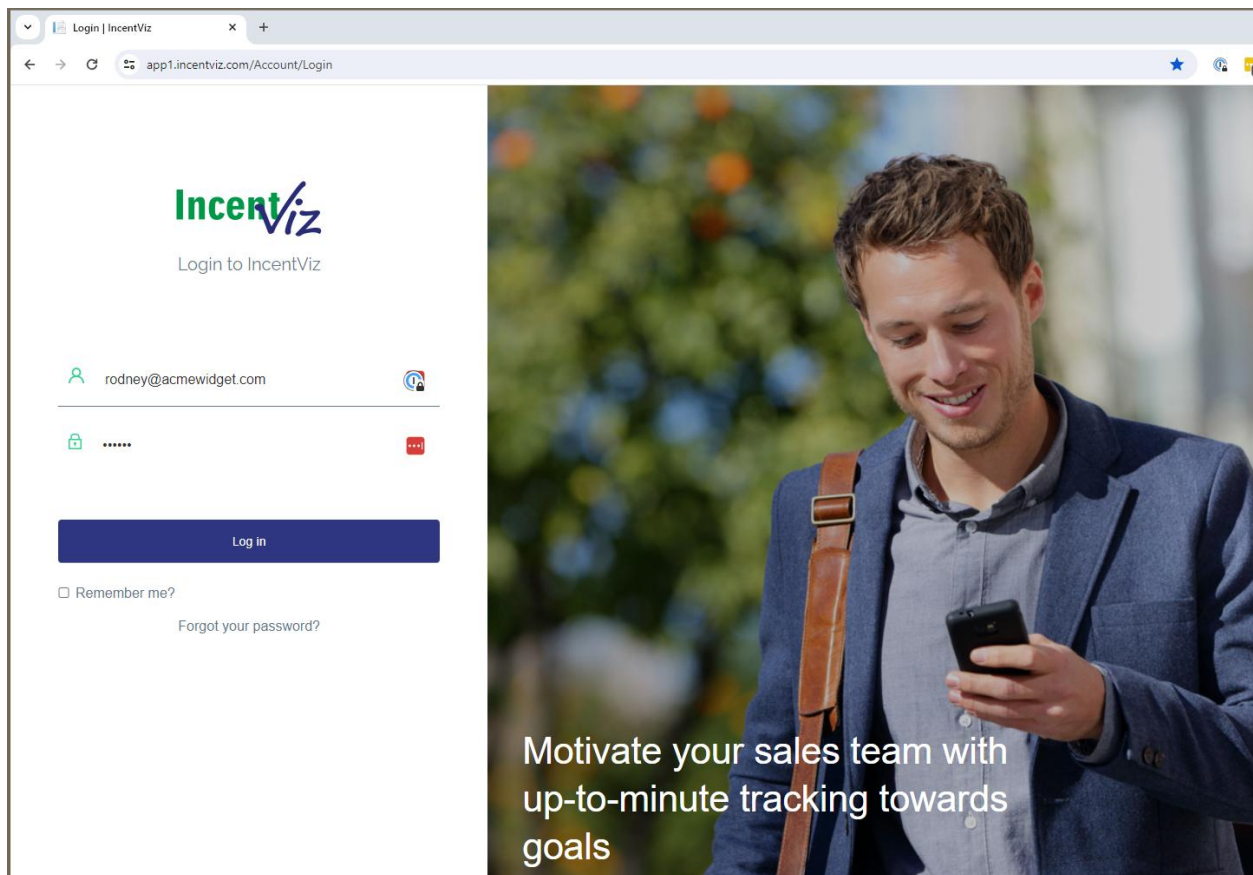
In the first field, enter your USER-ID

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 department member responsible for administering IncentViz.

Upon successful login, you will be presented with the Sales Manager or Accounting Dashboard that looks like the following:

Sales Manager Dashboard

Your screen will look a bit different depending on the role associated with your login and the amount of data that has been loaded into IncentViz.
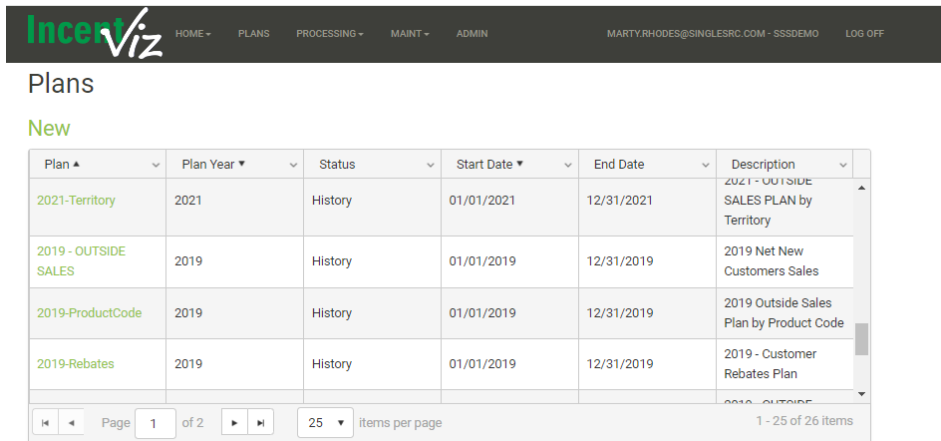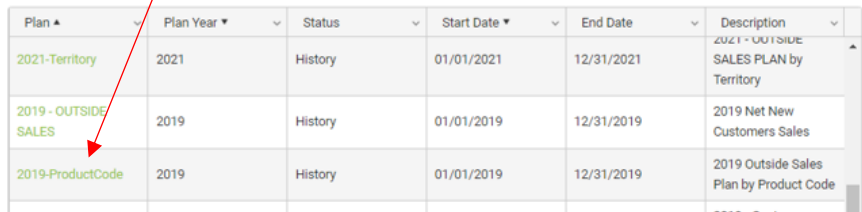
REQUIREMENT

The person responsible for managing the Sales Plans must have the ACCOUNTING role enabled on their PEOPLE record in IncentViz.   See your IncentViz administrator to enable this permission.

VIEW SALES PLANS

ACCESSING A SALES PLAN

To access a Sales Plan, *click* **PLANS** in the main menu of IncentViz.   Follow these steps to locate and open the details of a Sales Plan.

STEP	ACTION
1	*Click* **PLANS** in the main menu of IncentViz
2	This will present you will a List of *all* Sales Plans configured within IncentViz. This includes all past, current, and even future sales plans.
3	Use the scroll bar on the right side of the table and locate the desired Sales Plan. **To open, click the name of the plan in the PLAN column.** This will open the Sales Plan form and display all components of the sales plan selected.

UNDERSTANDING A SALES PLAN

Each IncentViz Sales Plan is divided into sections.   This chapter describes the sections to help you understand how Sales Plans are defined and configured.   (To create or maintain a Sales Plan, see *IncentViz User Guide – Managing Sales Plans.pdf*)

General & Effective Date Sections

Once a Sales Plan has been selected and opened, the screen should look like the image below. The General and Effective Date sections can be considered the "header" of a Sales Plan and contains high level configuration information such as the PlanID, Status, Group Category, Description, and the Start and End Dates of the plan.   As reflected in the *View Sales Plans* section above, multiple Sales Plans can be simultaneously active for an organization.

General & Effective Date Sections

People Section

The PEOPLE section contains a list of all parties that are included in the Sales Plan.   A party could be a sales agent that earns a commission or bonus. A party could also be a customer that earns a rebate or a vendor that earns a royalty.   This section allows PEOPLE to be added or deleted from the Sales Plan.   To be added to a Sales Plan, a record for the party must exist in the PEOPLE table. (During the initial connection to the host-ERP, all records in the host-ERP Salesperson table are automatically synchronized and stored in the IncentViz PEOPLE table).
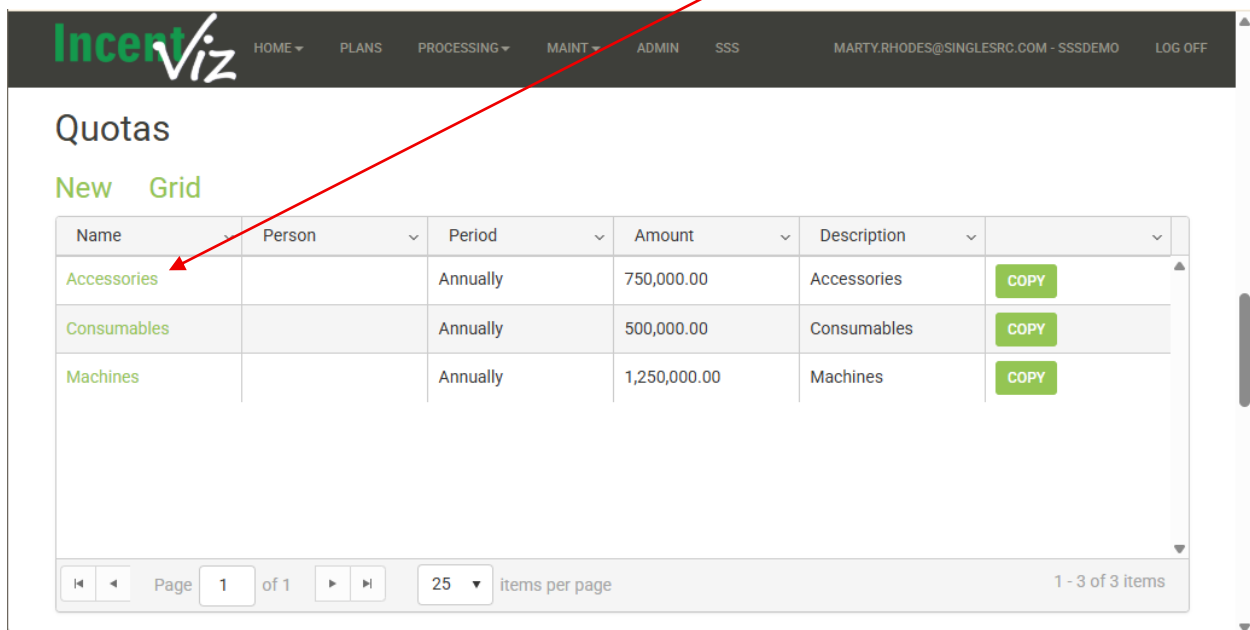

People Section

Quotas Section

The QUOTA section represents one or more quotas ("quota bucket") that may be assigned to a party for planned versus actual reporting. The quota Amount is considered the target or planned sales activity (sales agents "sell", customers "buy"). As orders and invoices are processed, the value of the transactions is accumulated to represent the actual amount of sales for the party.

A default amount (Amount column) can be assigned to each Quota, but the quota amount can be unique to each party (PEOPLE) on the plan. (see next page)

To view the individual quota amounts for each party assigned to a plan, click a value in the Name column.

Quotas Section

Quota Details Form

When a Quota is selected from the QUOTAS SECTION (see above), the below form is displayed.

This section displays the details about the individual quota selected. Details are configurable by the Sales Plan administrator and include the name of the Quota, the Quota Amount, the timeframe or duration of the quota (Annually, Quarterly, Monthly), display options (Ignore Total Payments/Credits), the name of all PEOPLE assigned a Quota, each party's assigned Quota Amount, and their period to date Earned Quota Amount.
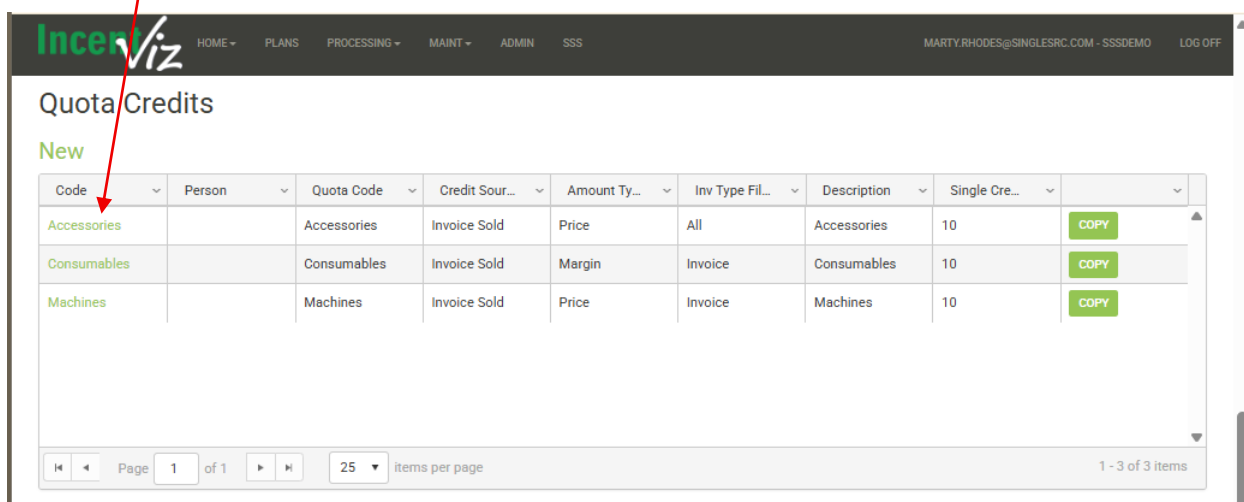
Quota Details Form

Quota Credits Section

The Quota Credits section is used to organize the rules of the Sales Plan that define when a transaction meets the condition to earn a commission, rebate, or royalty such that the responsible party (sales agent, customer) earns "credit" for the sales transaction. To view or maintain a Quota Credit, click the desired value in the Code column.

Quota Credits Section

Quota Credit Details (General Section)

The Quota Credit Details form (see below) contains the business rule(s) for a specific Quota Credit. These rules are used to determine if a transaction meets the condition to earn a commission, rebate, or royalty.

The configuration of the Credit Details reflects...
- If the condition applies to all PEOPLE on the plan or just a single individual
- The event that causes the Credit Detail to be evaluated. Options include individual Booking (sales order), individual/team invoice (invoice), or individual/team performed work (service order).
- The basis for which the credit amount will be earned. VALUE field options include Price, Margin, or Class (a Custom value).
- User selected document types (Invoice, Credit, Debits) that generate Credit records.
- Summary or Detail level reporting. Credit records can be created at the Order/Invoice (Header) level, or for each Line (Detail) on the Order/Invoice.
- Pre-defined PEOPLE Split amounts for each transaction that meets the Quota Credit condition(s).
- Pre-defined Credit Amount (0-100%) earned for each transaction that meets the Quota Credit condition(s).
- Multi-level inheritance properties
- Start & End Date of the Quota Credit
- Pre-defined Payment Percentage if unique to a Quota Credit
- Title & extended description

Quota Credit Details (General Section)

Typically, a QUOTA CREDIT definition will have a direct association with a QUOTA definition.   In the example above, the QUOTA CREDIT is associated with QUOTA using the QUOTA CODE field.

SALES PLAN COMPONENT	COMPONENT NAME	DEFINITION
QUOTA	Accessories	Reflects the expected quota / target amount of sales activity
QUOTA CREDIT	Accessories	Defines the conditions used to determine if a transaction meets the criteria to earn credit for a commission, rebate, or royalty. If eligible, credits are accumulated for the associated QUOTA.
QUOTA CODE (field on the above form)	Accessories => Accessories	Makes connection between the QUOTA CREDIT and QUOTA.

Credit Filter Section

The Credit Filter section contains the business rules used to determine if a transaction meets the criteria to earn a commission, rebate, or royalty.   These rules use conditional logic to evaluate the transaction. If all condition(s) (Filter column below) are true, then a Credit record is created in the amount as defined by the Credit Details section (above).   The Credit record reflects the amount of "credit" the party earned for the transaction.   A separate Payment record is also created (see QUOTA PAYMENT SECTION below)

Filters can be based on one or more conditions or rules including but not limited to…
- Customer location
- Specific sales team
- Specific party (sales agent or customer)
- Sales or executive manager
- Department
- Product Code / Category / Line
- Item/Product/SKU #
- Customer Types (House Account, Commercial, Residential, etc…)
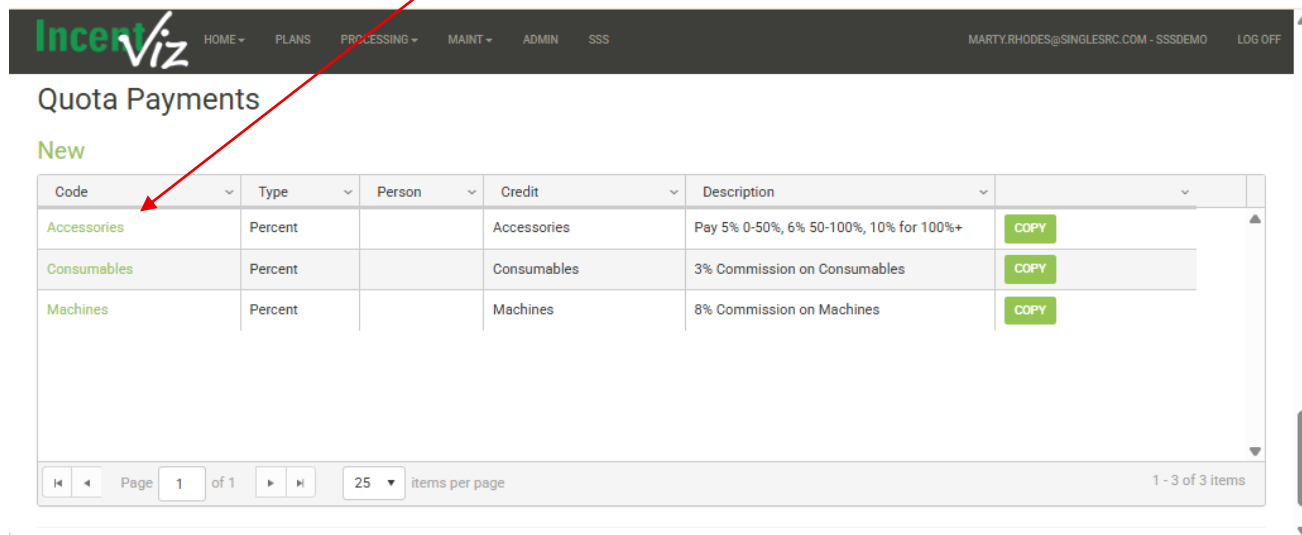- …and many more

If the data resides in the host-ERP system, and a conditional statement can be created and applied to a transaction (order or invoice), one or more Filters can be defined to determine if the transaction meets the requirements to earn a commission, rebate, or royalty.

Credit Filter Section

Quota Payment Section

The Quota Payments section is used to organize the payment definitions of the Sales Plan. Payment definitions include a number of configuration settings and calculation variables related to a Quota Credit (see above sections). To view or maintain a Quota Payment, click the desired value in the Code column.

Quota Payment Section

Quota Payment Details (General Section)

The Quota Payment Details form (see below) contains the configuration settings for a specific Quota Payment. These settings are used to define the calculation method and behavior of a Payment Record.

The settings of the Quota Payment Details reflect...
- The association to a specific Quota Credit (condition). When that condition is met, the Quota Payment settings used to create the Payment Record.
- The method by which the Payment Record will be calculated. Options include...
  - *Percent*: Multiply a percentage times the basis value to determine payment amount
  - *Rate*: Specify a flat rate for the payment amount
  - *Bonus*: Calculate the payment amount based on a bonus structure
  - *Total*: Calculate the payment amount based on the total attainment for a finite period.
- If a company uses steps or tiers to determine the payment percentage based on quota attainment. Options include...
  - Stepped: allows for the payment percentage to be determined by a "stepped" attainment structure based on the "moment in time" the transaction is qualified. Example: pay 5% for 25% attainment, pay 10% for 50% attainment, etc...
  - Tiered: allows for the payment percentage to be determined by a "tiered" attainment structure based on the total attainment amount calculated from the Start Date. Provides for a payment amount to be recalculated from "dollar 1" once a new tier is attained. Example: pay 5% for up to $100,000 in sales. If $100,000 is exceeded and

the rule pays 10%, the recalculate and pay 10% (and additional 5%) on the $100,000.
- o Class: a custom field that reflects a specific percentage to be used in the formula.
- o Quota Credit: indicates the payment percentage is defined by a *Quota Credit* definition.
- That the Payment applies to a single party (sales agent or company) or all PEOPLE on the plan.
- If the Payment is based on the attainment level of a different quota. Example: Payment percentage for a *product* sale is based on the attainment level of all *services* sales.
- The PAY WHEN (Release Condition). Options are...
  - o On Invoice
  - o On Payment
- The percentage of payment required to be received for a customer invoice before the *On Payment* Release Condition is met. [Use when PAY WHEN field is set to *On Payment* above]
- The Payment Record automatically set to "on-hold". Set the HOLD CODE field to automatically put a Payment Record "on-hold" until internal approval and release has been performed
- A "pay on" date.   Use the DATE ADD and DATA ADJUST fields to calculate/define a date in the future for the Payment Record to be paid – assuming other Release Condition(s) have been met.
- The description used in reports and statements.

Quota Payment Details (General Section)

END OF DOCUMENT