



# Commissions Manager

Scorecard's Commissions Manager application provides telecoms with an easy way to manage complex sales commissions. Commissions Manager stores commission plans and rules, calculates payments, provides reports, and allows sales agents to do their own payment research.

## Capabilities

- **Agent Profile Management:** Manage agent details including contact info, agent code, roles, multiple hierarchies, and quotas.
- **User-Defined Calculations:** Commission rules entered and maintained by users, and supported by a number of available calculation types. Automate spiffs, rerun current and prior months, and change payment frequency.
- **Manual Adjustments/ Overrides:** Apply adjustments, suspend disputed payments, create guaranteed commissions, and set quota relief periods.
- **Self-Directed Payment Research:** Automatically researches, explains, or routes activities in question.
- **Commission Event Reporting:** Summary or detailed reports showing payment detail, chargebacks, and other metrics.

## About Scorecard

Scorecard Systems is the leader in reporting and analysis solutions for telecommunications companies, and has been helping telecom companies produce accurate subscriber metrics since 1996. Scorecard supports landline and wireless carriers, cable, satellite, broadband, and internet providers around the globe.

## Commission Payment Challenges

Most telecoms and other subscriber-based businesses rely on sales agents to sell their products and services, and most of those sales agents are paid on a commission basis.

With multiple payment factors such as tiers, quotas, spiffs, and chargebacks, calculating payments is difficult, time consuming and error-prone. In addition, multiple activations, deactivations, and migrations, further complicate commission calculations.

The launch of more products and services creates new and more complex commission rules, increasing vulnerability to commission fraud.

Commission analysts may spend more time researching payment discrepancies than processing the actual payments.

Sales agents who struggle with payment discrepancies may stop selling, or push competitor products.

## Commissions Manager Solution

Scorecard's Commissions Manager is a web-based application that manages commission plans, sales agent information, calculates commission payments, and automatically researches and responds to payment discrepancies.

A web-based interface allows sales agents to do their own self-directed payment research. Most queries can be solved automatically, and those that cannot are routed to the commission analyst.

Commissions Manager works with existing data sources, but is most effective when combined with Scorecard's Subscriber Analysis Application. Leveraging accurate event activity, Commissions Manager is able to determine which events are commissionable, apply the user-defined commission plans, and produce a commission payment file.

By using Scorecard's Subscriber Analysis Application with Scorecard's Commissions Manager, sales agents can no longer game the



system to produce invalid commissionable events, and these events show up in a number of ways. Commissions Manager can identify non-commissionable events such as:

**Reacts as New Acts**—One wireless company found sales agents coding reactivations as new activations and was able to reduce non-commissionable activations by 5%.

**Value Added Services Fraud**—A fixed-line company found 15% of the value-added service sales were actually non-commissionable sidegrades or swaps, where sales agents would receive a commission as long as the service was active for 60 days. On day 61 they cancelled and reactivated the service on a similar code creating a new activation and commission.

**Deact/React Fraud**—A wireless company saved \$1.9M/year by reducing fraudulent spins. A dealer creates a spin when they ask a customer to change a SIM card, telephone number, and/or account number in return for free merchandise. The dealer receives a new commission on this change activity.

Commissions Manager enables a flexible payment plan, allowing commissions to be processed as often as every day. Plus, it provides the ability rerun processing for current and prior months.

By improving commission accuracy and reducing processing and research time, Commissions Manager allows companies to focus more on activities that drive additional sales.

## How Commissions Manager Works

Sales agents and commissions processors interact with Commissions Manager through an easy to use web interface. Initial setup involves adding dealer profile data including dealer hierarchy structures. This can be done manually or by importing files directly into Commissions Manager.

The next step is to set up the commission plans. Scorecard Systems works with the Commissions team to document existing commission rules and plans. These plans can be based on multiple variables including sales price, channel, region, product, time period, quotas, splits, accelerators, spiffs, chargebacks, and other commissionable variables. New plans can be added any time and existing plans can be changed or disabled. With plans and dealer information in place, Commissions Manager is ready to process commissions.

**Commission plan management**—Plans can be changed and new plans can be added

**Discrepancy Research**—Sales agents can enter any sale they wish to investigate and the system will automatically investigate and re-

**Commissions Reports**— View summary and detailed reports of commission activity available online and exportable to Excel

To learn more about Commissions Manager, contact Scorecard Systems or visit the website at: [www.scorecardsystems.com](http://www.scorecardsystems.com)

Commissions Manager leverages the accurate subscriber activities produced by Scorecard's Subscriber Analysis Application which can be coupled with secondary data sources required to process all commissionable activities. Commissions are calculated by passing the commissionable events through the commission rules engine. Commissions may be calculated as soon as events are available, reducing the lag time between sales and payment.

Store managers can review and manage employee commission payments. Managers may enter quota relief periods for employees on vacation, change employee roles, and verify other commission relevant information. Commissions Manager provides a number of management reports, both summary and detailed, allowing managers to track and analyze sales.

Sales agents then review their commissionable activities online. If necessary, they can report any missing activity through the discrepancy interface and Commissions Manager will automatically research and respond. This frees up time for the Commissions Analyst to work on the few discrepancies that could not be resolved.

Once the commissions have been approved, a file is sent for payment processing. At any time, sales agents are able to view their commissionable activities online. If necessary, they can challenge any discrepancy and Commissions Manager will automatically research and respond, allowing commissions processors to only investigate the few that were unable to be resolved.

Delivery includes documented discrepancy rules that will be used to respond to dealer inquiries, a customized user guide, and a payment file mapping describing the fields needed for the output file for payment processing.

## Satisfied Sales agents Sell More

Many sales agents have a choice in which products to sell. They work harder for those companies they know will pay them accurately and on time. Commissions Manager helps companies easily and quickly produce accurate dealer payments increasing dealer

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