QCommission

Pay People Properly

Overview

The calculation of commissions is a very complex problem, yet the majority of companies use highly manual processes to do the work. With the QCommission for AppExchange application, that is no longer a problem.

For sales people, nothing is more important than the commission check they get on a regular basis. Sales people work hard to close their sales and expect to get their sales commissions correctly and on a timely basis. They expect the calculations to be accurate based upon the agreed upon compensation plans. They need clear and detailed statements that explain the basis of every calculation.

The majority of sales people would agree they do not get a clear and correct commission statement. Compensation plans are by their nature complex. The data needed to calculate the plans is not always available, the plans change on a regular basis and there are exceptions to the exceptions. Sales people get their sales commissions typically weeks after the period is over. Frequently the crediting and calculations are incorrect. As a result, the commission statements are not clear and obvious. They have no idea how they are getting paid, or waste time trying to figure out what they should get paid.

With the advent of CRM systems, companies are attempting to automate the sales process and customer interactions. More and more sales people access CRM systems to get their job done. But there have been challenges in CRM adoption as sales people resist the solutions. If salespeople have to access the CRM system to get access to their commission statements, they are more likely to use the CRM system for its intended purpose. If a salesperson knows they can help get paid accurately, they will make sure to keep the systems accurate and thus help keep the system up to date.

A commission solution that can accurately establish and calculate commissions and can seamlessly provide the commission statements for viewing by sales people can be a great advantage to firms. In addition to reducing commission errors, reducing time taken to administer and increasing sales people productivity, the solution can increase Salesforce.com adoption.

QCommission is a powerful, flexible sales commission software tool. It calculates sales people's compensation, accurately, quickly and professionally. QCommission is integrated with Salesforce.com CRM systems as well as accounting systems such as Microsoft Dynamics Great Plains, Microsoft Dynamics AX, and QuickBooks.

Salesforce.com is the worldwide leader in on-demand customer relationship management (CRM) services. More companies trust their vital customer and sales data to Salesforce.com than any other CRM company in the world. Currently more than 1,000,000 subscribers at more than 100,000 companies use Salesforce.com.Salesforce.com also offers Force.com/AppExchange, a hosted platform for 3rd party applications.

Technology

Salesforce.com, supplies Force.com, a services platform for building applications and integrating with Salesforce.com's offerings. The Force.com platform allows you to customize standard objects and build custom objects, tabs, and s-controls. The technology also includes a Web Services API that allows integration between apps on the platform and other applications. Use of the Force.com tools make sure that the integration works well with the various versions and models of Salesforce.com. The platform also ensures that the thirdparty product is properly authenticated prior to getting access to the Salesforce.com data. All access to Salesforce.com data is through the Force.com platform.

QCommission utilizes a technology called QXchange to integrate to other applications including Force.com. Specific data access plug-ins (DAP) for different systems can be added to QXchange to integrate with various different data sources. A special DAP for Salesforce.com allows QCommission to exchange data with Salesforce.com. A unique ability of QXchange is that QCommission can access any data object in Salesforce.com including custom objects. This allows very flexible integrations.
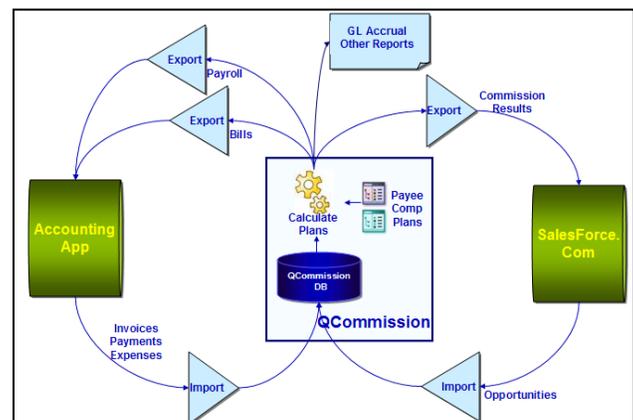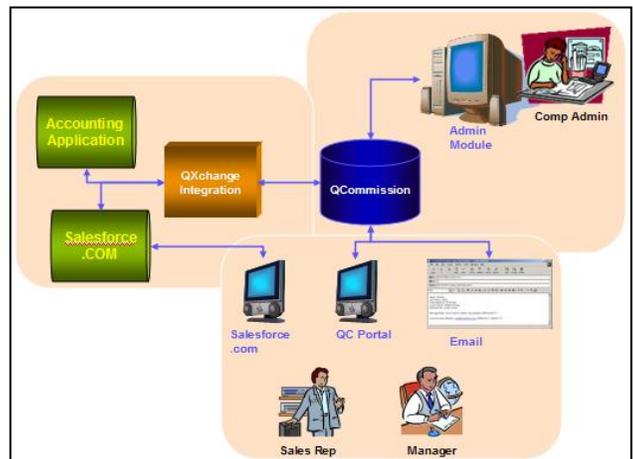
Data Objects

The QXchange layer loads data from the administrative module into the presentation module within Force.com. The data is loaded into specific objects that conform to all standards for Force.com. The following data objects are provided as part of the presentation module.

Credits: This object shows which source transactions were credited to which sales person.

Payout Calculations: Actual detailed commission calculation for each transaction for each sales person is held in this object.

Payout Adjustments: Any adjustments made to the payout calculations are held in this object.

Payout Summary: Final summary information for each period for each person is held in this object.

The data is specific to each sales person and the sales people can access their data in detail. Queries can be executed, and reports can be generated against these data objects.

Reporting Objects

In addition to objects storing the commissions results data, the presentation module also provides some standard screen tabs, dashboards and reports. This allows the sales person to be able to easily and clearly review their calculated results.

The sales person's commissions results are presented in a detailed and comprehensive manner.

The list of reports and dashboards present information unique to each sales rep. Sales rep can also create their own reports, dashboards and views into the data.

Access

Sales people are already familiar with Salesforce.com user interface. We leverage that knowledge, so they do not have to learn a new tool. Sales people already have access privileges to the Salesforce system, authenticated by the base Force.com system. QCommission utilizes the same access to allow access to its functionality.

Victory Distribution and Services, Inc. - Sales Commission Statement   QCommission

Payee ID	: WJovett	Plan ID	: PL03	Gross Payout Amt :	36,100.90	Balance
Payee Name	: Ward Lovett	Period	: 3 [06/01/2006 - 06/30/2006]	Draw/Adv Adjustment :	-599.60	0.00
Territory ID	: TERR03	Position	: Sales Representative	Cap Adjustment :	-13,501.30	13,501.30
Currency	:	Fiscal Year	: 2006	Minimum Pay Adjustment :	0.00	
				Other Adjustment :	0.00	
				Adjustment To Payout :	0.00	
				Recovery From Payout :	0.00	Net Payout Amt : 22,000.00

Txn	Date	Type	Group	Customer	Product ID	Sales Amount	Credit Amount	Comm Rate	Paid Amount
Comments									
Incentive ID : Monthly All Product Revenue Bonus					Goal Amt : 200,000.00				
CC04 - 1	06/15/2006	Invoice		Majors Remodeling	Building Valuation	100,000.00	100,000.00	0.00	1,000.00
CC04 - 2	06/15/2006	Invoice		Majors Remodeling	EIR Reports	100,000.00	100,000.00	0.00	1,000.00
CC05 - 1	06/15/2006	Invoice		Majors Remodeling	Interior Paint	100,000.00	100,000.00	0.00	1,000.00
CC05 - 2	06/15/2006	Invoice		Majors Remodeling	Exterior Paint	100,000.00	100,000.00	0.00	5,000.00
CC05 - 3	06/15/2006	Invoice		Majors Remodeling	Paint Thinner	100,000.00	100,000.00	0.00	5,000.00
					Total :	500,000.00	500,000.00		13,000.00
Incentive ID : Monthly Materials Revenue Commission					Goal Amt : 100,000.00				
CC05 - 1	06/15/2006	Invoice		Majors Remodeling	Interior Paint	100,000.00	100,000.00	2.2002	2,200.20
CC05 - 2	06/15/2006	Invoice		Majors Remodeling	Exterior Paint	100,000.00	100,000.00	4.5001	4,500.10

The QCommission presentation module fully conforms to the standards of Force.com objects such that the Salesforce.com administrator can set access privileges to QCommission using the same functionality used in the underlying Force.com system. But there are two options of access. QCommission can also be accessed directly from within Salesforce.com using Single Sign-on (SSO). This passes through access and still appears seamless. A key value to this method is that, QCommission compensation data can be secured by QCommission security which tends to be more secure than Salesforce.com configuration (in many companies CRM data is shared by sales people and administrators but compensation data should not be shared).

QCommission works with all editions of Salesforce.com with the exception of Group edition. It specifically can work with the Professional edition.

Conclusion

QCommission does a tremendous job calculating individual commissions for the sales person. It brings that calculated data to the salesperson directly within the Salesforce system or passes through to display more securely. With this integration it ties the two systems in such a manner that the complexity to the customer is reduced to a minimal level.