

## Plan Management Program

Plan Management Program is one of the optional services associated with the QCommission family of products. In general the service supports customers through the process of changing commission programs through the years.

Customers face the following challenges in managing their commission programs.

- Loss of commission administration resources and related skills
- Changes to commissions plans occasionally
- Hiring of new staff under different plan programs
- Identification of past data to be changed in the system
- Training of users on the system

The general support program provided covers bug fixes, maintenance and upgrades and does not cover the more in-depth involvement of our staff for the above business issues.

Plan Management Program includes the following services:

- New Plan Setup - Any new compensation plans used to calculate commissions for payees set in QCommission.
- Change of existing plans - Add/Modify Incentives, credit rules and calculation formulas to an existing plan. Assistance in designing new compensation plans.
- New Data Import/Export Design and setup – setting up of imports for new data. Advice on export of data.
- Fixing of Data Problems -Fixing of data problems that arise due to incorrect processing or other problems, to the extent possible. Internal source data (such as in QuickBooks®).
- Update of existing custom reports - Updates to custom reports to accommodate any required changes resulting from the plan changes or new plans.
- Upgrade services - Help in upgrading data to new versions of the application.
- Retraining of existing users and training of new users.

The Plan Management Program is designed to mitigate these issues for the customer. It provides services coverage to deal with these kinds of issues.

The Plan Management Program is renewable annually. It compares favorably to the potential one-time costs of plan changes, retraining, etc.