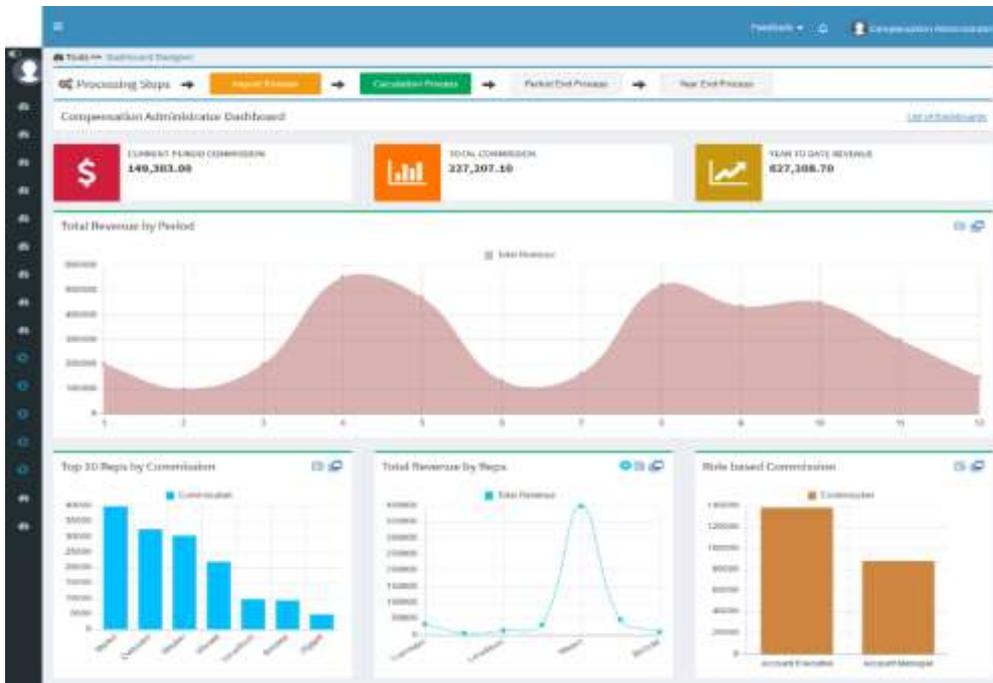# QCommission

Pay People Properly

Overview

QCommission enables you to quickly calculate commission, draw and bonuses, verify results and distribute this information to your Sales Rep, Sales Manager, Services Manager and Solutions Architect. Present the commission information in such a way that your staff clearly understands what they are being paid and why they are being paid at a very detailed level. Excel and manual calculations can introduce a lot of errors into your calculations and cause your staff to lose trust in you. QCommission can help avoid that by calculating all commissions systematically and reliably.

Calculate Accurately with Flexible Rules

QCommission provides a lot of flexibility to set up commission plans that are unique to your company and your payees.

- Pay Commissions by various types of services such as Roles, product categories, solution types, etc.
- Calculate commissions-based sales revenue or profit.
- Pay commissions at time of invoicing, at time of payment or when job is complete.
- Pay commissions on one-time payments or on multiple payments for a payment plan.
- Pay different commission rates for different services
- Pay different commission rates by payment plan
- Pay different commission rates for sales reps
- Split commission rates between sales reps
- Pay overrides to managers and principals
- Deduct service fees prior to calculating commissions
- Pay referral commissions
- Pay commissions as a portion of results, flat amounts, tier rate with thresholds, etc.
- Calculate incentives weekly, bi-weekly, monthly and other Chargeback commissions for cancelled contracts.
- Handle negative payouts.
- Pay draws or guaranteed payouts.

Import/Export

QCommission is designed to integrate with Salesforce.com, Sage Peachtree, Sage Intacct, MS Dynamics GP, MS Dynamics Axapta, QuickBooks, SugarCRM, Xero, NetSuite, and many others. QCommission can also accept Excel, fixed file, and delimited format files. QCommission can process some PDF format files too. QCommission can also operate stand-alone.

- Import data from accounting system including Invoices, Expenses, Payees, Customers and Products.
- Import from Excel, PDF and fixed or text-delimited files
- Restrict Transaction import using a date range.
- Export Commissions payouts for accounts payable and payroll
- Export data to Excel, and fixed or text-delimited file formats.
- Eliminate shipping, tax charges from calculations.

Reporting
- Produce detailed commission statements by payee.
- Reproduce commission statements for prior periods.
- Report on split credits and uncredited transactions
- Analyze historical transaction and payment information
- Email commission statements to payees.
- View commission statements through the web.

Case Study

Getinge Group Streamlines Sales Commission Processes with QCommission

Customer Profile
GETINGE is a global medical technology company, founded in Sweden in 1904. The firm provides equipment and systems within healthcare and life sciences. GETINGE currently is located in 40 countries, has sales in more than 160 countries, and more than 15,500 employees. Further growth is expected on the horizon.

The company was formerly organized in three business areas: 1) Medical Systems (Maquet), 2) Infection Control (Getinge, division); and 3) Extended Care (ArjoHuntleigh). In 2017, the company announced it would begin to operate under a single combined brand "GETINGE".

The QCommission project began with Maquet group, whose plans went live 2nd QTR 2017. In 3rd QTR 2017, the Getinge (division) plans began being phased in, with the balance of plans to be completed by 1st QTR 2018, almost doubling the number of payees coming on to QCommission within one year (from 400+ to almost 800 payees.)

The Challenge
Laura Garbarini, Getinge's former Sales Compensation Analyst, provided an invaluable detailed perspective about the extensive scope of sales commission plans they were looking to further automate, move onto a more scalable platform, add audit trails, and eventually workflow.

According to Laura, Getinge has 60+ complex compensation plans, calculated across almost 800 payees. This was being performed in a combination of Microsoft Access and Excel (60+ Plans x 12 Periods …was over 700+ separate Access db and Excel files.)

The complexity made it difficult to consistently track payees, and movement. Payee movement consists of multiple prorates such as new hires additions, guarantee / floor guarantees periods, draw payments, leaves of absence, terminations, etc. On average, Getinge handles almost 300 payee movements annually.

Due to the separation of data, different formatted sales source files, and payee movements, certain components of the compensation plans were very challenging to track (e.g. catch-up bonuses and accelerators.) Auditing processes required two to

three employee's efforts, which took up an exorbitant amount of time.

The Solution
While their overall payout error rates had been low, much was attributed to the labor-intensive efforts of the compensation team. Leaving them little time to do more proactive tasks, including analysis and planning activities. As well as their current system was not scalable. So, Laura and her team went online to research for a solution. They started with five industry leading software solutions for commission / variable pay systems, which they quickly narrowed down to three after a careful needs analysis.

According to Laura, of the three finalists "We found that QCommission was the most flexible, cost effective solution, and was able to meet all of our requirements, whereas other vendors could not." Here are some of the requirements QCommission needed to meet:

- Credit amount – sales by product, credited on a one to one, or a one to many basis
- Splits – guarantee, floor guarantee, terminations, LOA, prorations, and podding (cross matrix crediting relationship of payee to multiple territories "pods" for multiple products.)
- Overrides
- Draws

For 2017, Getinge had 41 compensation plans, and will increase to 64 compensation plans in 2018. "Due to the nature of sales commissions, there are always tight deadlines, and quarter-ends tend to be the most hectic because it is when we true-up our monthly draw payments. Prior to implementing QCommission, during a non-quarter-end cycle, processing sales commission took approximately three to four days minimum and required three people to audit. During a quarter-end cycle, processing took approximately five to six days minimum and also still required three people to audit. With QCommission fully implemented, processing now takes approximately two to three days minimum and requires one to two people to audit. Even better, now our quarter-end cycles only take approximately four to five days minimum and requires no more than one to two people to audit sales commissions." That's between a 55% to 65% reduction in time required by the compensation team. Freeing them up for other more proactive tasks and analytics.

When asked about her overall experience during the onboarding process, this is what Laura had to say, "The QCommission team's efforts were above and beyond what we would expect from a vendor. Throughout implementation, the QCommission team was consistent and really took the time to understand and try to improve our complex processes. During go-live, the communication was a little sparse, however upon post-discussion, communication has been excellent going forward."
Getinge has been a satisfied QCommission customer for approximately a year now, and they have explicitly stated their plans to renew again next year.

Quote
Improvements:
Greater consistency when fixing problems across divisions and position types

Benefits / Accomplishments:
- The software is very simple, and the processes are completely streamlined; easy to train if there's a new hire as well as cross-train between employees
- Significant time savings due to simple and more efficient audit processes
- Additional reporting / audits that were not available before
- Cloud-based - runs much faster, especially working remote
- One centralized location for all of our needs
- Elimination of errors that we weren't aware of / increased accuracy
- Incentives are calculated with consistency across position types
- Accountability / audit trail
- With Gold Support Plan - it's like having multiple consultants for the price of one"

Laura Garbarini, Analyst, Sales Compensation, Getinge Group.