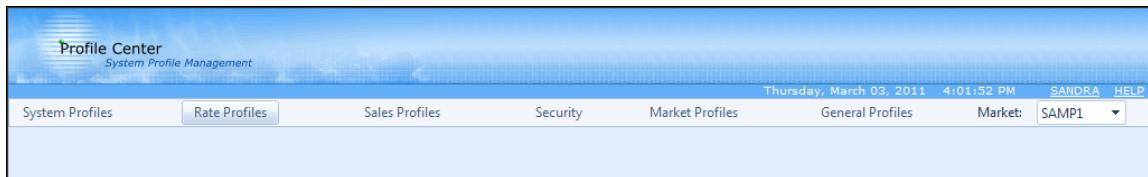


# Profile Center



## Sales Profiles



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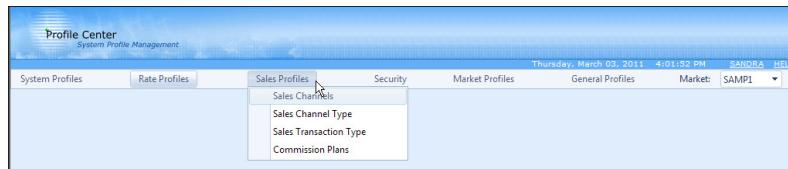


## CONTENTS

|   |           |
|---|-----------|
| <b>PROFILE CENTER .....</b>   | <b>1</b>  |
| COMMON PROFILE BUTTONS.....   | 2         |
| COMMON PROFILE CENTER FEATURES .....                                  | 3         |
| <b>SALES PROFILES.....</b>  | <b>4</b>  |
| SALES TRANSACTION TYPE.....   | 7         |
| SALES CHANNELS .....  | 10        |
| <i>Creating a Single Channel .....</i>                                | <i>11</i> |
| <i>Transactions Tab.....</i>  | <i>14</i> |
| <i>Messages Tab.....</i>  | <i>18</i> |
| <i>Web Controls Tab (OmniAgent).....</i>                              | <i>18</i> |
| <i>Creating a Structure .....</i>                                     | <i>19</i> |
| <i>Structure Tab.....</i>   | <i>20</i> |
| <i>Changing an Existing Structure .....</i>                           | <i>23</i> |
| COMMISSION PLANS .....  | 24        |
| <i>Creating a Single Rate Type Relationship Commission Plan .....</i> | <i>25</i> |
| <i>Creating a Combined Rate Type Commission Plan.....</i>             | <i>32</i> |

## Profile Center

This document describes the components of the **SALES PROFILE** module found in the Profile Center.



The **PROFILE CENTER** is divided into six modules.

These five modules are used to create profile codes used throughout your database:

- The **SYSTEM PROFILES** module is used to create:
  1. Discounts and Non-Usage Charges
  2. Additional Profile Codes, such as Equipment, Features, Monthly Recurring Changes, and other Profiles that are used throughout the system
  3. Carrier Information codes
  4. And Track Financial Activity
- The **RATES** module is used to create rate tables used to calculate:
  1. Terminating rates
  2. Recurring and Non-Recurring Fees
- The **SALES PROFILES** module is used to create:
  1. Codes representing your Sales Agents
  2. Commission Plans used during production to calculate commissions for your agents
  3. Reports that will assist in paying your agents commissions
- The **SECURITY PROFILES** module is used to create user ids and passwords for your users to access various areas of the system.
- The **MARKET PROFILES** module is used to setup default information used throughout your database. These items include:
  1. System wide messages
  2. State messages
  3. General Market Defaults
  4. Cycle End Dates
  5. Market Settlements
- The **GENERAL PROFILES** module is used to perform various tasks within the system.

## Common Profile Buttons

The following buttons are used throughout the Profile center.



The binoculars are used as the **SEARCH** button.



The eraser is used as the **CLEAR SEARCH CRITERIA** button.



The green circular plus is used as the **ADD** button.



The red circular white X is used as the **CLEAR ERROR MESSAGE** button that appears only when an error is encountered and trapped.



The small blue arrow right is used as the **SELECT** button in grids throughout System Profiles. Clicking this button only selects a row; clicking the blue underlined link-description to the right of the arrow does both a select and a go that displays detail for the selected summary record.



The small circular red circular white X is the used as the **DELETE** button in grids throughout System Profiles.



The large green check is used as the **OK** button on pages throughout the Profile Center.



The large red X is used as the **CANCEL** button on pages throughout the Profile Center.



The ‘sign forbidden’ is used as the ‘No’ button in popup message boxes where the question ‘One or more data fields has changed. Do you wish to save these changes now?’ is displayed.



The floppy disk is used as the **SAVE** button. This is the enabled image.



The grayed out floppy disk is used as the **SAVE** button to create a disabled appearance.



The two cylinders are used as the **DUPLICATE** selected Row button to create an exact duplicate of the item selected.



The add button is used where it's permissible to **ADD A NEW ROW** to a grid.

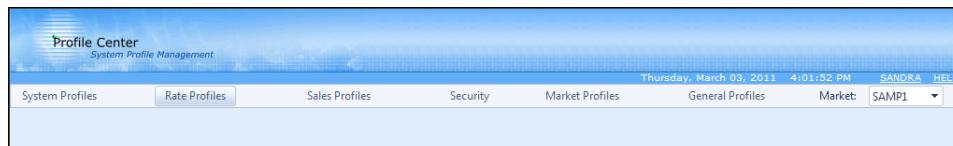
Icons used throughout the Profile Center include a tooltip or a short description specific to the button as you mouse over the item.





## Common Profile Center Features

Many areas of the Profile Center include tooltips or short descriptions specific to the Profile Center as you mouse over items.



1. **MOUSING over / CLICKING** the words **PROFILE CENTER** in the Profile Center banner displays information about the Profile Center. Build Version as well as Build Date display.

The screenshot shows the 'Profile Center' banner with a tooltip 'Click for About Profile Center' pointing to the 'HELP' link. A blue arrow points from the banner to the 'About PROFILE CENTER' window, which contains build information and a 'Close About' button.

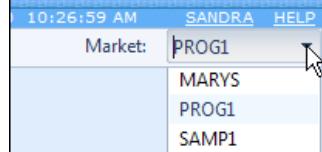
2. **MOUSING over / CLICKING** your **LOGIN NAME** is used to logon as a different user or change databases as shown below.

The screenshot shows the 'Profile Center' banner with a tooltip 'Click to Logon as different user/database' pointing to the 'SANDRA' link. A blue arrow points from the banner to the 'Profile Center Login' window, which includes fields for Market, Login ID, Password, and a Login button.

3. **MOUSING over / CLICKING** **HELP** displays the Profile Center Help menu. Each module in the Profile center includes a help document as seen below.

The screenshot shows the 'Profile Center' banner with a tooltip 'Click for Help' pointing to the 'HELP' link. A blue arrow points from the banner to the 'PROFILE CENTER HELP' window, which lists System Profiles, Rate Profiles, Sales Profiles, System Security, and Market Profiles, along with a 'Close Help' button.

4. The down arrow next to the current Market is used to switch to another market within your database.





## Sales Profiles

The **SALES PROFILE** module is used to create Sales Channel profiles, create commission plans, and view and report on commission activity.

The following terms are used throughout the **SALES PROFILE** module.

- **SALES CHANNELS**

Sales Channels identify individuals or groups who earn commissions.

Two types of **SALES CHANNELS** are available within OmniBill:

1. **SINGLE CHANNEL**

A Single Channel represents a single agent who receives all of the earned commission.

2. **STRUCTURE**

A structure is two or more Single Channels sharing the earned commission.

- **HOUSE CHANNEL**

House Channel is the default **SALES CHANNEL** that comes with the database. **SALES CHANNEL** is a required field at the account and service levels. Using **HOUSE CHANNEL** satisfies this system requirement.

- **DEFAULTCOMM**

Defaultcomm is the default Commission Plan that comes with the database. **COMMISSION PLAN** is a required field at the service levels. Using **DEFAULTCOMM** satisfies this system requirement.

A decision must be made and coordinated with your Billing Analyst as to how OmniBill will calculate commissions for Sales Channels. Two options exist: “**AS PAID**” or “**AS BILLED**.”

- If the selection is “**AS PAID**,” commissions are released to the Sales Channel’s profile in OmniBill® when the **CUSTOMER PAYS** their invoice in full.
- If the selection is “**AS BILLED**,” commissions are calculated and released to the Sales Channel’s profile when the **INVOICE IS CREATED** during the bill production process.

The **SALES CHANNEL TYPE** code can be used to identify broad types of agents within your system and is purely informational. The system ships with two default **CHANNEL TYPE CODES** as shown below:

Default  
Sales  
Channel  
Types



| Sales Channel Profiles: Channel Type Summary |                                 |                                 |                                 |
|--|---------------------------------|---------------------------------|---------------------------------|
| Search                                       |                                 | Code                            | Description                     |
| <input type="text"/>                         | <input type="button" value=""/> | <input type="button" value=""/> | <input type="button" value=""/> |
|  |                                 | 001                             | Single Channels                 |
|  |                                 | 002                             | Structure                       |

✓ ✘

To view and/or edit a **SALES CHANNEL TYPE** code, click the code in the **CHANNEL TYPE SUMMARY** screen. The **CHANNEL TYPE DETAIL** screen displays. The **DESCRIPTION** field is the only field that can be edited. The **CODE** cannot be changed.

| Sales Channel Profiles: Channel Type Detail |                                 |
|---|---------------------------------|
| Code  | 001                             |
| Description                                 | Single Channels                 |
|   | <input type="button" value=""/> |
|   | <input type="button" value=""/> |
|   | <input type="button" value=""/> |

## Creating a Sales Channel Type Code

| Action | Description |
|--------|-------------|
|--------|-------------|

1. Click **SALES CHANNEL TYPE** from the Sales Profiles drop down list.

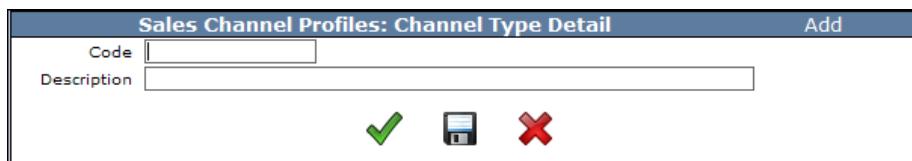
The **CHANNEL TYPE SUMMARY** screen displays.



|   | Code | Description     |   |
|---|------|-----------------|---|
| ➡ | 001  | Single Channels | ✖ |
| ➡ | 002  | Structure       | ✖ |

2. Click the **GREEN PLUS** button.

The **CHANNEL TYPE DETAIL** screen displays.



| Sales Channel Profiles: Channel Type Detail                                     |                   | Add |
|---|-------------------|-----|
| Code  | HAR               |     |
| Description   | Hartford Partners |     |
| <input checked="" type="button"/> <input type="button"/> <input type="button"/> |                   |     |

3. Enter a **CODE** and a **DESCRIPTION**.

The **CODE** is an alphanumeric field that can be a maximum of three characters. Once saved the code cannot be changed.

The **DESCRIPTION** is an explanation of the code that can be a maximum of 30 characters.



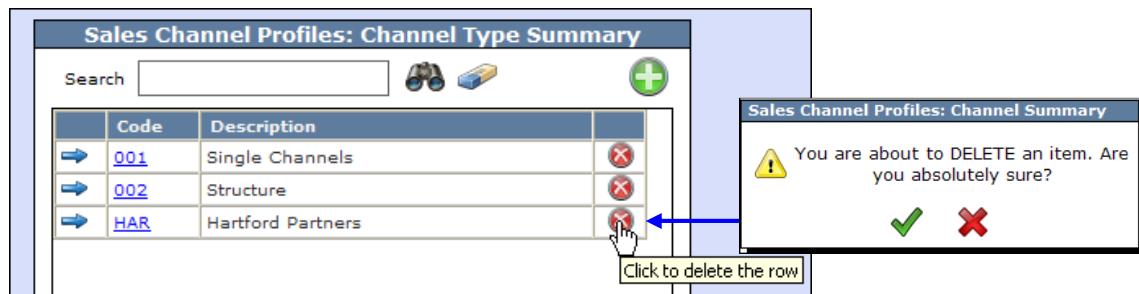
| Sales Channel Profiles: Channel Type Detail                                     |                   | Add |
|---|-------------------|-----|
| Code  | HAR               |     |
| Description   | Hartford Partners |     |
| <input checked="" type="button"/> <input type="button"/> <input type="button"/> |                   |     |

4. Click the **DISC** to save and remain on the **CHANNEL TYPE DETAIL** screen; or click the **CHECKMARK** to save the new code and exit the screen; Click **X** to cancel the action.

The code is added to the **CHANNEL TYPE SUMMARY** screen.

## DELETING A CHANNEL TYPE SUMMARY CODE

To delete a **CHANNEL TYPE CODE**, click the X next to the code you want deleted. The following message displays. Click the Checkmark to delete the code or the X to cancel the action.



If the code is applied to a Sales Channel, the following message displays indicating the code cannot be deleted.



## Sales Transaction Type

**CHANNEL TRANSACTION TYPE** codes are used to apply credits or debits to Sales Channel profiles. Two default **CHANNEL TRANSACTION TYPE** codes ship with the system:

- **COMPY** – The **COMMISSION PAYMENT** code is a debit transaction used by the system to post earned commission amounts to Sales Channel profiles. This code can also be used to manually post commissions to Sales Channel profiles.
- **COMRV** – The **COMMISSION REVERSAL** code is a credit transaction used by the system to reverse earned commission amounts as a result of a credit. This code can also be used to manually reverse commissions to Sales Channel profiles.



Additional codes can be added to your database. The **BONUS** code is an example of an added code.

## Creating a Channel Transaction Type Code

| Action | Description |
|--------|-------------|
|--------|-------------|

1. Click SALES TRANSACTION TYPE from SALES PROFILES drop down list.

The CHANNEL TRANSACTION TYPE SUMMARY screen display

| Code  | Description         | Sign |
|-------|---------------------|------|
| BONUS | Performance Bonus   | +    |
| COMPY | Commission Payment  | +    |
| COMRV | Commission Reversal | -    |

2. Click the GREEN PLUS button.

The CHANNEL TRANSACTION TYPE DETAIL screen displays.

### ASSIGN START

The ASSIGN START date is the first date the CHANNEL TRANSACTION TYPE code is available for assignment. The current date defaults in the ASSIGN START field, but it can be changed.

### ASSIGN END

The ASSIGN END date is the date the CHANNEL TRANSACTION TYPE code is no longer available for assignment. The ASSIGN END date does not affect any profile currently using this code.

3. Enter a CODE and a DESCRIPTION.

The CODE is an alphanumeric field that can be a maximum of five characters. Once saved the code cannot be changed.

The DESCRIPTION is an explanation of the code that can be a maximum of 30 characters.

4. Select a SIGN.

The choices are + (Debit) or – (Credit). The choice selected defines the type of code created.

| Action  | Description |
|---|-------------|
| <ul style="list-style-type: none"> <li>- (CREDIT) reduces commission amounts on a Sales Channel Profile.</li> <li>+ (DEBIT) increases commission amounts on a Sales Channel Profile.</li> </ul> |             |

Sales Channel Profiles: Channel Transaction Type Detail

|             |   |   |           |
|-------------|---|---|-----------|
| Code        | REF   | Assign Start  | 8/31/2010 |
| Description | New Code  | Assign End  |           |
| Sign        | <input type="radio"/> + <input type="radio"/> - | <input checked="" type="checkbox"/> <input type="button" value="Save"/> <input type="button" value="Cancel"/> |           |

5. Click the **DISC** to save the code and remain in the **CHANNEL TRANSACTION TYPE DETAIL** screen; or click the **CHECKMARK** to save the code and exit the screen. Click **X** to cancel the action.

#### DELETING A CHANNEL TRANSACTION TYPE CODE

1. From the Channel Transaction Type Summary screen, click the **X** to delete a code. The following message appears.

Sales Channel Profiles: Channel Transaction Type Summary

|                                      |                                       |                                      |                                    |
|--------------------------------------|---------------------------------------|--------------------------------------|------------------------------------|
| Search                               | <input type="button" value="Search"/> | <input type="button" value="Print"/> | <input type="button" value="New"/> |
| Code                                 | Description                           | Sign                                 |                                    |
| <input type="button" value="BONUS"/> | Performance Bonus                     | +                                    | <input type="checkbox"/>           |
| <input type="button" value="COMPY"/> | Commission Payment                    | +                                    | <input type="checkbox"/>           |
| <input type="button" value="COMRV"/> | Commission Reversal                   | -                                    | <input type="checkbox"/>           |
| <input type="button" value="NEW"/>   |                                       |                                      | <input type="checkbox"/>           |

Sales Channel Profiles: Channel Summary

**!** You are about to DELETE an item. Are you absolutely sure?

2. Click the Green Checkmark to delete; X to cancel.

**NOTE:** The following message displays if the code is used in your database; the code cannot be deleted.

Sales Channel Profiles: Channel Transaction Type Summary

Item cannot be deleted because it is referenced in another part of the system

|                                      |                                       |                                      |                                    |
|--------------------------------------|---------------------------------------|--------------------------------------|------------------------------------|
| Search                               | <input type="button" value="Search"/> | <input type="button" value="Print"/> | <input type="button" value="New"/> |
| Code                                 | Description                           | Sign                                 |                                    |
| <input type="button" value="BONUS"/> | Performance Bonus                     | +                                    | <input type="checkbox"/>           |
| <input type="button" value="COMPY"/> | Commission Payment                    | +                                    | <input type="checkbox"/>           |
| <input type="button" value="COMRV"/> | Commission Reversal                   | -                                    | <input type="checkbox"/>           |
| <input type="button" value="NEW"/>   | New Transaction Code                  | +                                    | <input type="checkbox"/>           |

## Sales Channels

The **SALES CHANNELS** module is used to create and manage Single Channel and Sales Structures Profiles.

- A **SINGLE CHANNEL** represents a single agent who receives all of the earned commission.
- A **STRUCTURE** is two or more Single Channels sharing the calculated earned commission.

**HOUSE CHANNEL** is the default **SALES CHANNEL** that ships with the database. A **SALES CHANNEL** code is required at the account and service levels. The **HOUSE** code satisfies this system requirement and can be used if individual **SALES CHANNELS** are not created in the database.

| Sales Channel Profiles: Channel Information Summary   |          |                     |             |       |            |          |      |           |   |
|---|----------|---------------------|-------------|-------|------------|----------|------|-----------|---|
| <input type="text" value="Search"/>   |          |                     |             |       |            |          |      |           |   |
|   | Code     | Description         | City        | State | Start Date | End Date | Type | Structure |   |
|    | ABC      | ABC Sales Agency    | Hartford    | CT    | 10/04/2001 |          | 001  | N         |    |
|   | BILBBUX  | Bill Bigbux         | Wallingford | CT    | 02/11/2003 |          | 001  | N         |   |
|    | COMMJNCT | Commission Junction | Wallingford | CO    | 11/19/2002 |          | 001  | N         |  |
|    | HOUSE    | House Channel       | City        |       | 12/01/1997 |          | 001  | N         |  |

## Creating a Single Channel

| Action | Description |
|--------|-------------|
|--------|-------------|

1. Select SALES CHANNELS from the Sales Profile drop down list.

The CHANNEL INFORMATION SUMMARY screen displays with the default code.

- 2 Click the GREEN ADD button.

The CHANNEL INFORMATION DETAIL screen appears.

The CHANNEL ORIENTATION defaults to SINGLE CHANNEL. The Channel Orientation identifies what type of Channel ID is being created – SINGLE CHANNEL or a STRUCTURE. The tabs that display are based on your Channel Orientation – Single or Structure.

### SINGLE CHANNEL

Selecting SINGLE CHANNEL orientation displays four tabs as seen above.

3. Enter the CHANNEL ID.

The CHANNEL ID is an, alphanumeric code that identifies the SALES CHANNEL in your database. This code can be a maximum of eight characters. Once the Channel ID is saved, it cannot be changed.



| Action | Description |
|--------|-------------|
|--------|-------------|

4. Enter the **CHANNEL NAME**.  
The **CHANNEL NAME** field is a maximum of 30 characters and identifies the Sales Channel.
5. Select the **CHANNEL TYPE** from the drop down list box.  
Two default **CHANNEL TYPE** codes ship with the database. This field is informational only. Additional Channel Types can be created.

### CHANNEL LOGO

The **LOGO** of an agent can appear on the customer's invoice along with the primary company logo. Logos are available for selection if coordinated with your assigned Billing Analyst. Once coordinated, the logo appears in the **CHANNEL LOGO FIELD**. This field works in conjunction with the Logo Description Maintenance Utility. Refer to the System Utilities document for additional information.

### ASSIGN DATE

The **ASSIGN DATE** is the first date the **CHANNEL ID** is available for assignment. The current date defaults in the **ASSIGN DATE** field, but it can be changed.

### TERMINATION DATE

The **TERMINATION DATE** is the date the **CHANNEL ID** is no longer available for assignment. The termination date does not affect any accounts currently assigned this code.

### CYCLE TOLERATION

The **CYCLE TOLERATION** field is currently not functioning. This field defaults to 99.

### SINGLE CHANNEL TAB

The screenshot shows the 'Single Channel' tab selected in a software application. The interface is divided into several sections:

- Left Side Fields:** Company Name, Address 1, Address 2, City, State (dropdown menu), Zip Code, Contact, Title, Email, Channel File Path, and two checkboxes for "Report Output Enable".
- Right Side Fields:** Social Security #, Federal #, Phone Number, Fax Number, Unpaid Comm. (\$0.00), and YTD Earned Comm. (\$0.00).
- Bottom Icons:** A green checkmark, a blue floppy disk, and a red X.

**NOTE:** If **STRUCTURE** is selected as the **CHANNEL ORIENTATION**, The Transactions and Messages tabs are not displayed. Transactions are always added to the individual Channel profiles.



| Action | Description |
|--------|-------------|
|--------|-------------|

6. Complete required fields in the **SINGLE CHANNEL** tab.

- Enter details for Address 1, City, State, and Zip Code.
- Complete either the **SOCIAL SECURITY #** or the **FEDERAL ID #**. At least one of these fields **MUST** be filled in to save the Channel Profile.

The following fields are optional in the Single Channel tab:

- **CONTACT** – Identifies the Contact information for the Sales Agent. For example, this field could be used to represent an assistant, office manager, or the agent themselves.
- **TITLE** – Used to identify a title of the contact, if applicable.

The **E-MAIL** and **CHANNEL FILE PATH** fields are informational and can be used to supply reports to individual sales channels. Selected reports in OmniBill have an option to output report results to a **CHANNEL**. Refer to Section 20 – Reports in the User Manual for more information on which reports have this option.

In order for a Sales Channel to receive reports, an **E-MAIL ADDRESS** and/or a **CHANNEL FILE PATH** must be entered and the **REPORT OUTPUT ENABLE** boxes must also be checked on the **SINGLE CHANNEL** tab. If the **REPORT OUTPUT ENABLE** box(s) are not checked, then **E-MAIL** and/or **CHANNEL FILE PATH** options are purely informational.

|  |                 |                   |                |
|--|-----------------|-------------------|----------------|
| Company Name   | 100 Main Street | Social Security # | 111-11-1111    |
| Address 1  |                 | Federal #         |                |
| Address 2  |                 | Phone Number      | (203) 679-1085 |
| City   | Bristol         | Fax Number        |                |
| State  | CT              | Unpaid Comm.      | \$0.00         |
| Contact  | Tom Jones       | YTD Earned Comm.  | \$0.00         |
| Title  |                 |                   |                |
| Email  | tom@p.com       |                   |                |
| <input checked="" type="checkbox"/> Report Output Enable |                 |                   |                |
| Channel File Path  | C:\             |                   |                |
| <input checked="" type="checkbox"/> Report Output Enable |                 |                   |                |

**UNPAID COMM.** and **YTD EARNED COMM.** are both system-generated fields.

Commission transactions are posted in the **TRANSACTIONS** tab. If the transaction Paid column displays an N, the commission is **UNPAID**. If the Paid column displays a Y, the commission is **PAID**.

The **Year To Date EARNED** commission field displays the total dollar amount for all commission transactions posted to the Sales Channel profile for the calendar year.

7. Click the **DISC** to save the channel information and remain in the **CHANNEL INFORMATION DISPLAY** screen; or click the **CHECKMARK** to save the channel information and exit the screen.



## Transactions Tab

The **TRANSACTIONS** tab is used to display commission transactions for a Single Channel. Commission Transactions can be manually entered or system generated.

### SYSTEM GENERATED COMMISSION TRANSACTIONS

OmniBill calculates earned commissions for each Sales Channel during the bill production process. The commission transactions are posted to the Sales Channel profile based on the database commission setting: **AS PAID** or **AS BILLED**.

- If the database setting is **AS PAID**, commissions are posted to the **TRANSACTIONS** tab when a **CUSTOMER PAYS** their invoice in full.
- If the database setting is **AS BILLED**, commissions are posted immediately on the **TRANSACTIONS** tab when the bill run files are imported to **PERM**.

The **TRANSACTIONS** tab is initially empty.

- Click **SELECT DATES** to display transactions that fall within the Dates selected. The date range defaults to the latest four months worth of transactions.
- If there have been no recent commission transactions for the selected sales channel, the **TRANSACTIONS** tab remains blank.

To view commission transactions older than four months, change either the **TRANS FROM DATE** and/or the **TRANS END DATE** fields.



## SELECTING A TRANSACTION DATE RANGE

The **TRANS FROM DATE** and **TRANS END DATE** fields are used to select a date range of **COMMISSION TRANSACTIONS** to view. The system automatically displays one hundred and twenty days of transaction activity.

| Action  | Description  |
|---|--|
| 1. Click the <b>CALENDAR</b> icon next to the <b>TRANS FROM DATE</b> .                |  |
| 2. Select a <b>DATE</b> .   | The selected date appears in the <b>TRANS FROM DATE</b> field. |
| 3. Click the calendar icon next to the <b>TRANS END DATE</b> ; select a <b>DATE</b> . | The selected date appears in the <b>TRANS END DATE</b> field.  |
| 4. Click <b>SELECT DATE</b> to update the transaction grid.                           |  |

The screenshot shows the PROFITEC software interface. At the top, there are tabs: Single Channel, Structure, Transactions (which is selected), Messages, and Web Controls (OmniAgent). Below the tabs is a grid of commission transactions with the following columns: Date, Code, Amount (+/-), Description, From Acct#, Invoice#, Inv Date, Comm Bill\$, Paid, Paid Date, and Operator. The transactions listed are:

| Date       | Code  | Amount   | Description        | From Acct# | Invoice# | Inv Date | Comm Bill\$ | Paid | Paid Date | Operator |
|------------|-------|----------|--------------------|------------|----------|----------|-------------|------|-----------|----------|
| 02/05/2010 | COMPY | \$0.06 + | Commission Payment |            |          |          | \$1.20      | N    |           | SYSTEM   |
| 02/05/2010 | COMPY | \$0.06 + | Commission Payment |            |          |          | \$1.20      | N    |           | SYSTEM   |
| 02/04/2010 | COMPY | \$0.60 + | Commission Payment |            |          |          | \$0.60      | N    |           | SYSTEM   |
| 02/04/2010 | COMPY | \$0.06 + | Commission Payment |            |          |          | \$1.20      | N    |           | SYSTEM   |
| 09/04/2008 | COMPY | \$0.03 + | Commission Payment |            |          |          | \$0.50      | Y    |           | SYSTEM   |
| 11/01/2007 | COMPY | \$0.60 + | Commission Payment |            |          |          | \$0.60      | Y    |           | SYSTEM   |

Below the grid, there are two date selection fields: "Trans From Date" set to 2/1/2007 and "Trans To Date" set to 9/29/2010. A "Select Dates" button is located between them. At the bottom, there is a modal dialog titled "ENABLE Transaction Panel" with fields for "Code" (dropdown), "Date" (set to 09/29/2010), "Amount" (\$0.00), "Operator" (SANDRA), and "Description" (empty). There are "Ok" and "Cancel" buttons at the bottom of the dialog.

**DATE** – The Date column displays the date the commission transaction was posted by the system or manually. If the database is set-up AS PAID, the DATE represents the date the account balance was paid in full. If the database is set-up AS BILLED, the DATE represents the date the bill production files were imported.

**CODE** – The Code column displays the Sales Transaction Type Code, used to identify what type of Commission Transaction was posted.

**AMOUNT (+/-)** – The amount column displays the earned commission amount. The plus and minus signs indicate if the channel received a commission payment (+) or a commission reversal (-).

**DESCRIPTION** – The description column displays the description of the Sales Transaction Type Code.

**FROM ACCT#** - This column identifies which account the agent received their commission from. This field is blank if the commission transaction was posted manually.



**INVOICE#** - This column identifies which invoice the commission amount was calculated in. This field is blank if the commission transaction was posted manually.

**INV DATE** – This column identifies the bill run date the invoice was generated for. This field is blank if the commission transaction was posted manually.

**COMM BILL \$** - The commission bill amount column represents the eligible commission amount that was used to calculate the earned commission. This field is blank if the commission transaction was posted manually.

**PAID** – The Paid column displays either an **N** (not released, meaning the Sales Channel has not been paid by the company) or **Y** (released, the Sales Channel has been paid by the company). The PD indicator is a system-generated field. All commission transactions posted by the system or posted manually are an N. The N in the **PD** column can only be changed to a Y if the **REPORT AND POST ALL UNPAID COMMISSION TRANSACTIONS** report is run. See page \_\_ for more information.

**PAID DATE** – The Paid Date column displays the date the **REPORT AND POST ALL UNPAID COMMISSION TRANSACTIONS** report was run. This indicates the Sales Agent was paid their earned commission. The Paid Date column is blank for commission transactions that have not been paid to the sales channel.

**OPERATOR – SYSTEM** displays in the operator column for system-generated commission transactions. If the transaction was posted manually, the **USER ID** of the user who posted the transaction displays in the Operator column.



## MANUALLY ENTERING COMMISSION TRANSACTIONS

| Action | Description |
|--------|-------------|
|--------|-------------|

1. Click the **TRANSACTIONS** tab.

The screenshot shows a grid of transaction data with columns: Date, Code, Amount, +/-, Description, From Acct#, Invoice#, Inv Date, Comm Bill\$, Paid, Paid Date, and Operator. The grid contains several rows of commission payment entries. Below the grid is a search bar with 'Trans From Date' set to 2/1/2007 and 'Trans To Date' set to 9/29/2010, along with a 'Select Dates' button. At the bottom is an 'ENABLE Transaction Panel' with fields for Date (09/29/2010), Operator (SANDRA), Code (dropdown), Amount (\$0.00), and Description (empty). Buttons for 'Ok' and 'Cancel' are at the bottom right.

2. Click **ENABLE TRANSACTION TABLE**. The **add** fields become available.

The screenshot shows the 'ENABLE Transaction Panel' dialog box with fields for Date (09/29/2010), Operator (SANDRA), Code (dropdown), Amount (\$0.00), and Description (empty). Buttons for 'Ok' and 'Cancel' are at the bottom right.

3. Select the appropriate Transaction **CODE** from the drop down list. The Description field fills in with the default description from the Transaction Type Code once the code is selected. The Description can be changed if needed.
4. Enter the commission amount in the **AMOUNT** field.
5. Click **OK** to save the transaction to the grid.

The screenshot shows the same Transactions grid as before, but now it includes a new row for a 'BONUS' transaction on 09/29/2010 with an amount of \$50.00. The 'Paid' column for this row shows an 'N'. The rest of the grid remains the same.

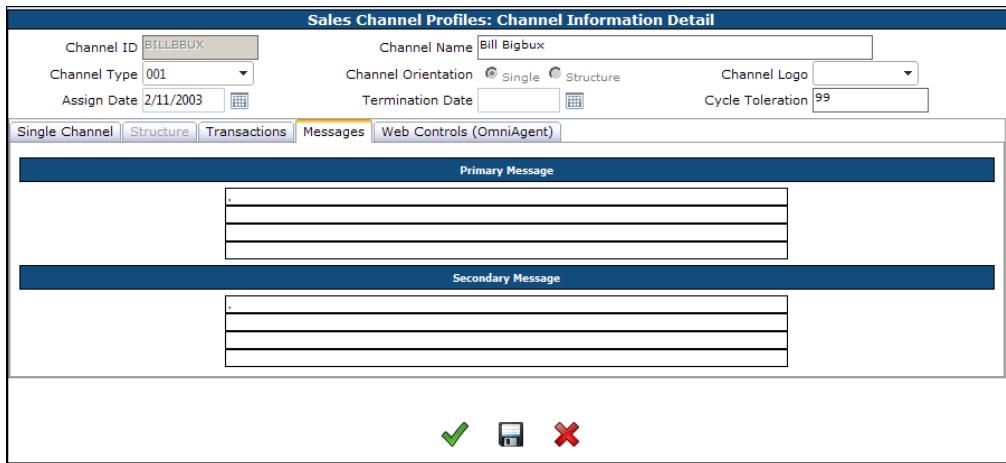
When transactions are posted, initially they appear in the grid with an **N** in the **Paid** column indicating the Sales Channel has not physically received their commission payment from your company.

A **Y** appears in the **Paid** column when the **REPORT AND POST ALL UNPAID COMMISSION TRANSACTIONS** option is run.

## Messages Tab

The **MESSAGES** tab is used to create messages for Sales Channels. The message prints on the **NEWS AND INFORMATION PAGE** on the customer invoice. The messages can be four lines each with 70 characters per line. There is no spell check or word wrap available on the Messages tab.

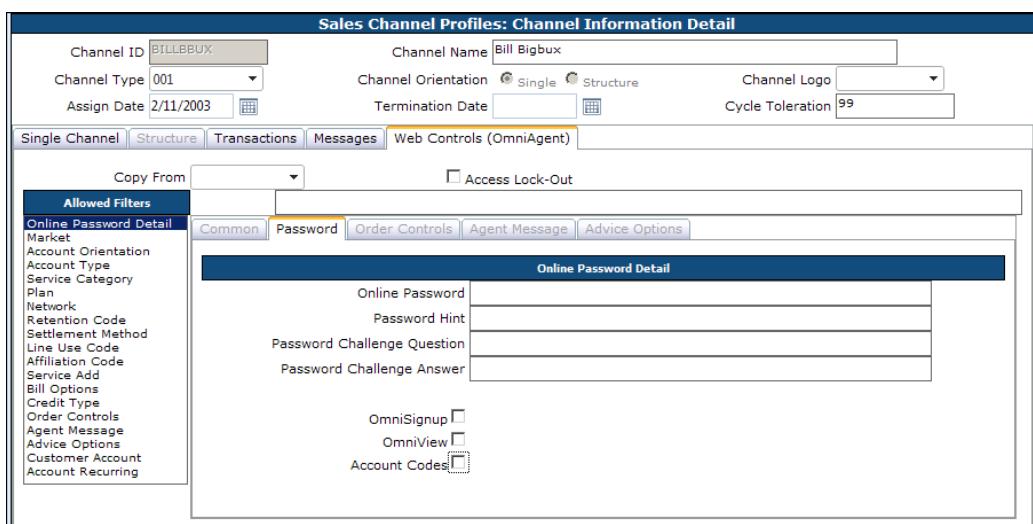
- **PRIMARY MESSAGE** appears on invoices of customers the Sales Channel is the Master Channel.
- **SECONDARY MESSAGE** appears on invoices of customers when a structure is applied to the account, and the Single Channel is a member of the structure.



This screenshot shows the 'Messages' tab of the 'Sales Channel Profiles: Channel Information Detail' window. At the top, there are fields for Channel ID (BILLBBUX), Channel Name (Bill Bigbux), Channel Type (001), Assign Date (2/11/2003), Channel Orientation (Single selected), Termination Date, Channel Logo, and Cycle Tolerance (99). Below these are tabs for Single Channel, Structure, Transactions, Messages (selected), and Web Controls (OmniAgent). The 'Messages' section contains two text areas: 'Primary Message' and 'Secondary Message', each with four lines for input. At the bottom are three buttons: a green checkmark, a blue square, and a red X.

## Web Controls Tab (OmniAgent)

The **WEB CONTROLS** tab is used for OmniAgent only. The information in this tab is discussed in the **OMNIAGENT ADMINISTRATORS** Guide.



This screenshot shows the 'Web Controls (OmniAgent)' tab of the 'Sales Channel Profiles: Channel Information Detail' window. It includes fields for Channel ID (BILLBBUX), Channel Name (Bill Bigbux), Channel Type (001), Assign Date (2/11/2003), Channel Orientation (Single selected), Termination Date, Channel Logo, and Cycle Tolerance (99). The 'Web Controls (OmniAgent)' tab is selected. On the left, there is a sidebar titled 'Allowed Filters' with options like Online Password Detail, Market, Account Orientation, Account Type, Service Category, Plan, Network, Retention Code, Settlement Method, Line Use Code, Affiliation Code, Service Add, Bill Options, Credit Type, Order Controls, Agent Message, Advice Options, Customer Account, and Account Recurring. A 'Copy From' dropdown is also present. The main area contains tabs for Common, Password, Order Controls, Agent Message, and Advice Options. The 'Password' tab is selected, showing fields for Online Password, Password Hint, Password Challenge Question, Password Challenge Answer, OmniSignup, OmniView, and Account Codes.



# Creating a Structure

A **STRUCTURE** is two or more Single Channels sharing earned commissions. Before a **STRUCTURE** can be created, Single Sales Channels must exist in the database.

| Action | Description |
|--------|-------------|
|--------|-------------|

1. Select **SALES CHANNELS** from the Sales Profile drop down list.  
The **CHANNEL INFORMATION SUMMARY** screen displays with the default code.

| Sales Channel Profiles: Channel Information Summary |                          |                     |             |       |            |          |      |           |        |
|---|--------------------------|---------------------|-------------|-------|------------|----------|------|-----------|--------|
| Search  |                          |                     |             |       |            |          |      |           |        |
|   | Code                     | Description         | City        | State | Start Date | End Date | Type | Structure | Action |
|   | <a href="#">11111118</a> | My Test Channel     | Bristol     | CT    | 12/11/2008 |          | 001  | N         |        |
|   | <a href="#">ABC</a>      | ABC Sales Agency    | Hartford    | CT    | 10/04/2001 |          | 001  | N         |        |
|   | <a href="#">BILLBUX</a>  | Bill Bigbux         | Wallingford | CT    | 02/11/2003 |          | 001  | N         |        |
|   | <a href="#">COMMJNCT</a> | Commission Junction | Wallingford | CO    | 11/19/2002 |          | 001  | N         |        |
|   | <a href="#">HOUSE</a>    | House Channel       | City        |       | 12/01/1997 |          | 001  | N         |        |

- 2 Click the **GREEN ADD** button.

The **CHANNEL INFORMATION DETAIL** screen appears.

**Sales Channel Profiles: Channel Information Detail**

|   |  |   |
|---|--|---|
| Channel ID  | Channel Name   | Add   |
| Channel Type  | Channel Orientation                                      | <input checked="" type="radio"/> Single <input type="radio"/> Structure |
| Assign Date 8/31/2010 <input type="button" value="Calendar"/>   | Termination Date <input type="button" value="Calendar"/> | Channel Logo <input type="button" value="Image"/>                       |
| Cycle Toleration 99   |  |   |
| <input type="radio"/> Single Channel <input type="radio"/> Structure <input type="radio"/> Transactions <input type="radio"/> Messages <input type="radio"/> Web Controls (OmniAgent) |  |   |
| Company Name  | Social Security #  |   |
| Address 1   | Federal #  |   |
| Address 2   | Phone Number   |   |
| City  | Fax Number   |   |
| State <input type="button" value="List"/>   | Zip Code   | \$0.00  |
| Contact   | Unpaid Comm.   |   |
| Title   | \$0.00   |   |
| Email   | YTD Earned Comm.   |   |
| <input type="checkbox"/> Report Output Enable   |  |   |
| Channel File Path   | <input type="checkbox"/> Report Output Enable            |   |

The **CHANNEL ORIENTATION** defaults to **SINGLE CHANNEL**. The Channel Orientation identifies what type of Channel ID is being created – **SINGLE CHANNEL** or a **STRUCTURE**.

3. Enter the **STRUCTURE CHANNEL ID** and **CHANNEL NAME**

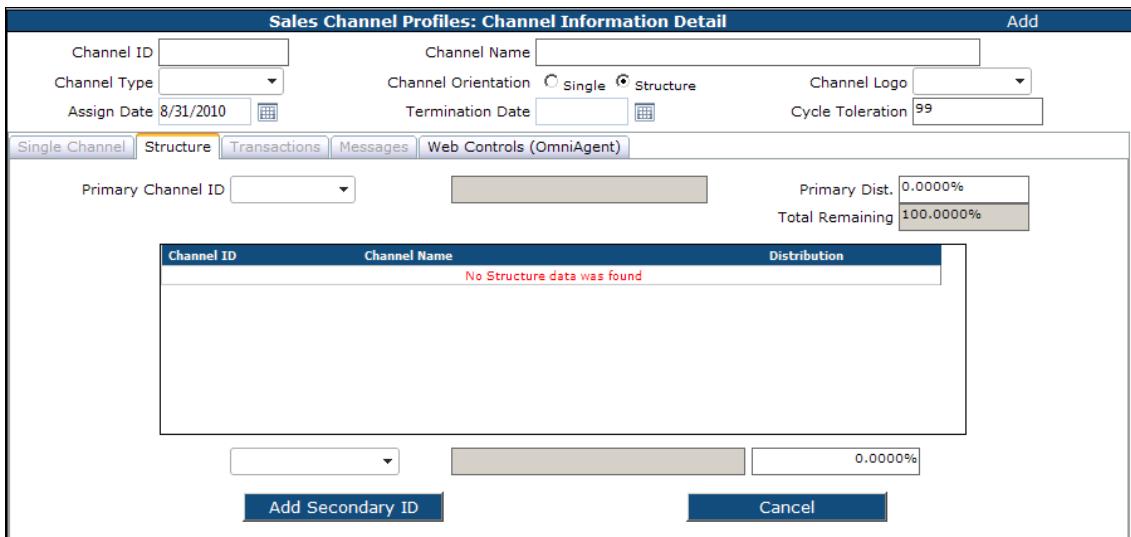
The **CHANNEL ID** is an eight character, alphanumeric code that identifies the **STRUCTURE** in your database. Once the Channel ID code is saved, it cannot be changed.

The **CHANNEL NAME** field is a maximum of 30 characters and identifies the Sales Structure.

| Action | Description |
|--------|-------------|
|--------|-------------|

4. Select **STRUCTURE** for the **CHANNEL ORIENTATION**.

The Channel Information Detail screen changes to display only two available tabs: **STRUCTURE** and **WEB CONTROLS**.



The screenshot shows the 'Sales Channel Profiles: Channel Information Detail' window. At the top, there are fields for Channel ID, Channel Name, Channel Type (set to 'Structure'), Assign Date (8/31/2010), Termination Date, and Cycle Tolerance (99). Below these are tabs: Single Channel (selected), Structure, Transactions, Messages, and Web Controls (OmniAgent). The main area displays a table titled 'Distribution' with columns for Channel ID, Channel Name, and Distribution. A message 'No Structure data was found' is displayed. At the bottom are buttons for Add Secondary ID and Cancel.

5. Select a **CHANNEL TYPE** from the drop down list box.

The **CHANNEL TYPE** Code **002** – Structure comes with the system.

Other Channel Types are available if created using the Sales Channel Type option discussed earlier in this document and be selected.

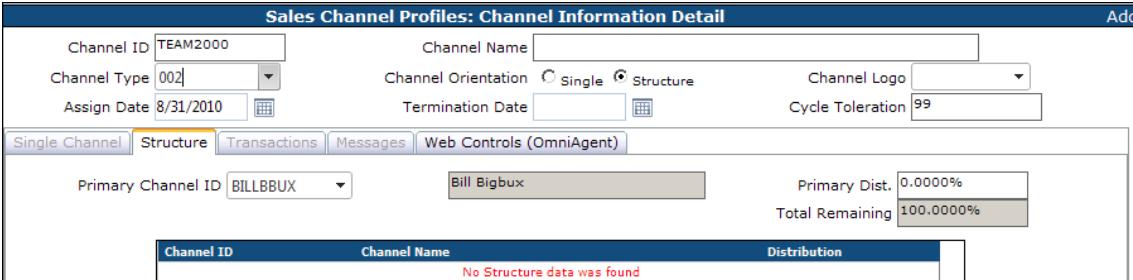
## Structure Tab

Sales channels selected in the structure share the earned commission calculated for any account where the **STRUCTURE CHANNEL ID** is selected as the agent of record.

| Action | Description |
|--------|-------------|
|--------|-------------|

- Select the **PRIMARY CHANNEL ID** from the drop down list.
- Enter the **COMMISSION PERCENTAGE** for the Primary Channel.

The **TOTAL REMAINING** percentage reflects the remaining amount that can be distributed among secondary channels selected. The system will not allow more or less than 100% to be distributed.

| Action   | Description |
|--|-------------|
|  |             |

3. Select a **SINGLE CHANNEL** from Channel ID drop down list.
4. Enter the **COMMISSION PERCENTAGE** for the selected agent in the **DISTRIBUTION** field.
5. Click the **ADD SECONDARY ID** button to commit the **SALES CHANNEL** to the grid. Continue selecting Sales Channels until the **TOTAL REMAINING** percentage is zero.



The total remaining percentage must equal zero before you can save the Sales Structure. The system will not allow more or less than 100% to be assigned to the structure. If you attempt to save the structure and the Total Distributions don't equal 100%, a message displays:



**NOTE:** The **TRANSACTIONS** tab is not visible in the Structure Channel Information Display screen because commission transactions for members of a **STRUCTURE** display on their **SINGLE SALES CHANNEL** profile.

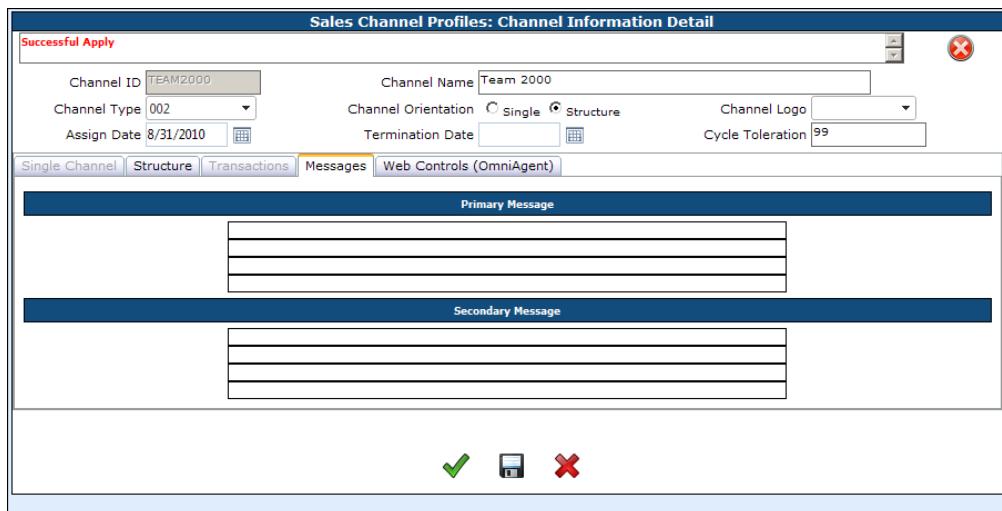
#### MESSAGES TAB

Once the Structure is saved, the Message tab displays. The message prints on the **NEWS AND INFORMATION PAGE** on the customer invoice. The messages can be four lines each with 70 characters per line. There is no spell check or word wrap available on the Messages tab.

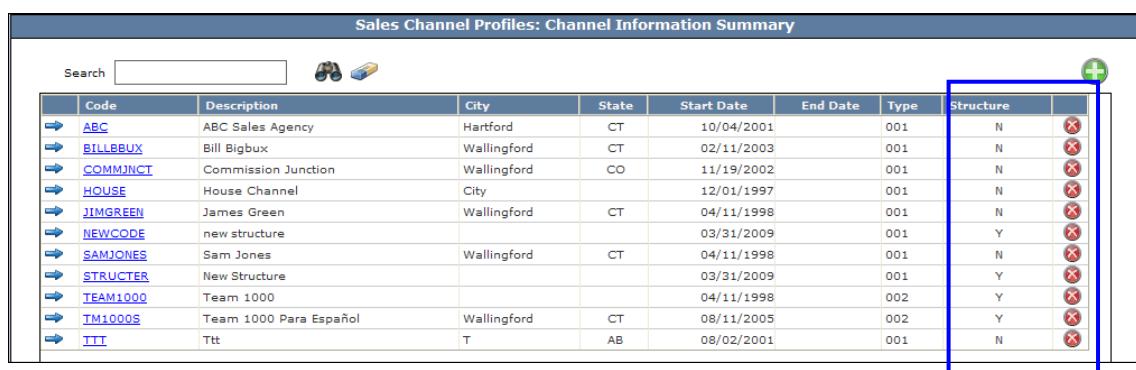
Messages entered here print on the invoices of accounts where the Structure is the Master Channel.

| Action | Description |
|--------|-------------|
|--------|-------------|

6. Click the **DISC** to save the Structure information and remain in the **CHANNEL INFORMATION DISPLAY** screen; or click the **CHECKMARK** to save the Structure information and exit the screen.



The **CHANNEL INFORMATION SUMMARY** screen displays a **Y** in the **STRUCTURE** column to indicate which Channel ID's are structures.



|   | Code     | Description            | City        | State | Start Date | End Date | Type | Structure |
|---|----------|------------------------|-------------|-------|------------|----------|------|-----------|
| ➡ | ABC      | ABC Sales Agency       | Hartford    | CT    | 10/04/2001 |          | 001  | N         |
| ➡ | BILBBUX  | Bill Bigbux            | Wallingford | CT    | 02/11/2003 |          | 001  | N         |
| ➡ | COMMJNCT | Commission Junction    | Wallingford | CO    | 11/19/2002 |          | 001  | N         |
| ➡ | HOUSE    | House Channel          | City        |       | 12/01/1997 |          | 001  | N         |
| ➡ | JIMGREEN | James Green            | Wallingford | CT    | 04/11/1998 |          | 001  | N         |
| ➡ | NEWCODE  | new structure          |             |       | 03/31/2009 |          | 001  | Y         |
| ➡ | SAMJONES | Sam Jones              | Wallingford | CT    | 04/11/1998 |          | 001  | N         |
| ➡ | STRUCTER | New Structure          |             |       | 03/31/2009 |          | 001  | Y         |
| ➡ | TEAM1000 | Team 1000              |             |       | 04/11/1998 |          | 002  | Y         |
| ➡ | TM1000S  | Team 1000 Para Español | Wallingford | CT    | 08/11/2005 |          | 002  | Y         |
| ➡ | TTT      | Ttt                    | T           | AB    | 08/02/2001 |          | 001  | N         |



## Changing an Existing Structure

An existing **STRUCTURE** can be edited any time before production by changing existing members, adding new members, and changing percentage amounts. Prior earned commission transactions are not effected by these changes.

| Action | Description |
|--------|-------------|
|--------|-------------|

1. Select **SALES CHANNEL** from the Sales Profiles drop down list.

The **CHANNEL INFORMATION SUMMARY** screen displays.

| Code       | Description            | City        | State | Start Date | End Date | Type | Structure |
|------------|------------------------|-------------|-------|------------|----------|------|-----------|
| 1111111111 | My Test Channel        | Bristol     | CT    | 12/1/2008  | 001      | N    | X         |
| ABC        | ABC Sales Agency       | Hartford    | CT    | 10/04/2001 | 001      | N    | X         |
| BILLBIGBOX | Bill Bigbox            | Wallingford | CT    | 02/11/2003 | 001      | N    | X         |
| COMMISSION | Commission Junction    | Wallingford | CO    | 11/19/2002 | 001      | N    | X         |
| HOUSE      | House Channel          | City        |       | 12/01/1997 | 001      | N    | X         |
| JIMGREEN   | James Green            | Wallingford | CT    | 04/11/1998 | 001      | N    | X         |
| JAMJONES   | Sam Jones              | Wallingford | CT    | 04/11/1998 | 001      | N    | X         |
| TEAM1000   | Team 1000              |             |       | 04/11/1998 | 002      | N    | X         |
| TEAM2000   | Description            |             |       | 12/11/2008 | 002      | N    | X         |
| TEST       | Test                   | wallingford | CT    | 10/29/2008 | 001      | N    | X         |
| TM1000S    | Team 1000 Para Español | Wallingford | CT    | 08/11/2005 | 002      | N    | X         |
| TIT        | Ttt                    | T           | AB    | 08/02/2001 | 001      | N    | X         |

2. Click a **STRUCTURE CHANNEL** from the **CHANNEL INFORMATION SUMMARY** screen.

The **CHANNEL INFORMATION DISPLAY** screen appears.

- Replacing an existing **PRIMARY CHANNEL**:
  1. Select the new **PRIMARY CHANNEL** from the **PRIMARY CHANNEL ID** drop down list.
  2. Enter the **PRIMARY DISTRIBUTION PERCENTAGE** amount.

In order for your changes to take effect, remember to click **OK** or **APPLY**.

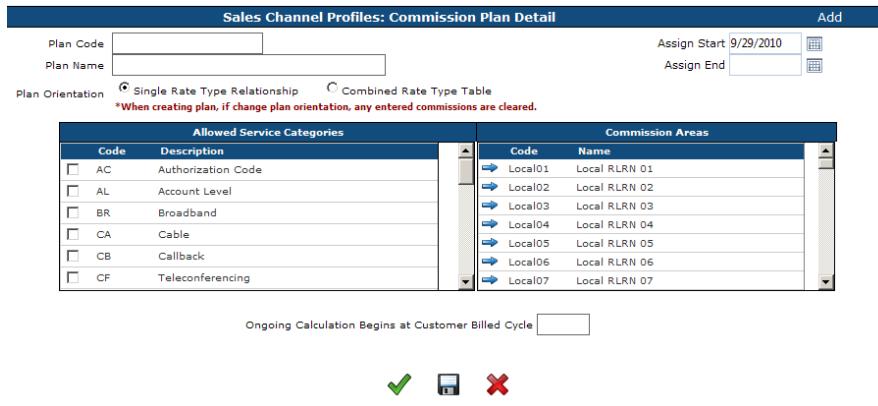
- Adding a **NEW SECONDARY CHANNEL**:
  1. Select the Single Channel from the drop down list.
  2. Enter the **DISTRIBUTION PERCENTAGE**.
  3. Click **ADD SECONDARY ID**.
- Deleting a **SECONDARY CHANNEL**:
  1. Highlight the **SECONDARY CHANNEL** in the grid you want to delete.
  2. Press the **DELETE KEY** on your keyboard.

### CHANGING EXISTING PERCENTAGES

- Changing the Primary Distribution Percentage:
  1. Enter the new Primary Distribution Percentage in the **PRIMARY DIST. %** field.
- Changing the Secondary Channel Distribution Percentage:
  1. Click the **SECONDARY CHANNEL**, change the distribution percentage, and then click **UPDATE SECONDARY ID**.

## Commission Plans

Commission plans are created to calculate commission on **TRAFFIC** and **NON-TRAFFIC** revenue. The revenue codes are known as **RATE TYPE CODES** and are found in the **COMMISSION AREAS** grid when creating a commission plan.



| Code                        | Description        |
|-----------------------------|--------------------|
| <input type="checkbox"/> AC | Authorization Code |
| <input type="checkbox"/> AL | Account Level      |
| <input type="checkbox"/> BR | Broadband          |
| <input type="checkbox"/> CA | Cable              |
| <input type="checkbox"/> CB | Callback           |
| <input type="checkbox"/> CF | Teleconferencing   |

| Code    | Name          |
|---------|---------------|
| Local01 | Local RLRN 01 |
| Local02 | Local RLRN 02 |
| Local03 | Local RLRN 03 |
| Local04 | Local RLRN 04 |
| Local05 | Local RLRN 05 |
| Local06 | Local RLRN 06 |
| Local07 | Local RLRN 07 |

The Plan Orientation indicator determines the type of commission plan being created.

1. **SINGLE RATE TYPE RELATIONSHIP:** This type of commission plan allows you to define unique commission structures for each **RATE TYPE CODE** within a single commission plan. This reduces the number of commission plans needed.
2. **COMBINED RATE TYPE TABLE:** This type of commission plan allows you to group multiple **RATE TYPE CODES** and define one commission structure for the group.

Based on the **COMMISSION AREA** selected, up to four options are available to calculate commissions:

1. **PERCENTAGE** (% value applied directly against billed amount): The commission billed amount is multiplied by the defined percentage to determine commission amounts paid to a Sales Channel.
2. **CPM** (value represents PER MINUTE payout): The amount entered is used to determine the per minute cost that should be paid to a Sales Channel. The duration is multiplied by the duration of usage generated by an account. This selection is only available for **TRAFFIC** based items.
3. **DELTA** (Payout equals Delta amount between entered value and billed amount): The commission calculated is the difference between the billed amount and the amount entered on the plan.
4. **FLAT** (flat entered value paid for each type appearance): The **FLAT** pay out type should be used with caution. The amount paid to a sales channel can exceed the amount an item is sold for.



## Creating a Single Rate Type Relationship Commission Plan

This type of commission plan allows you to define unique commission structures for each **RATE TYPE CODE** within a single commission plan. This reduces the number of commission plans needed.

| Action | Description |
|--------|-------------|
|--------|-------------|

1. Select **COMMISSION PLANS** from the Sales Profile drop down list.

The **COMMISSION PLAN SUMMARY** screen displays with **DEFAULTCOMM**, the default Commission Plan.

The screenshot shows a table with columns: Code, Description, and In-Service Date. The rows contain:

| Code        | Description                | In-Service Date |
|-------------|----------------------------|-----------------|
| DEFAULTCOMM | Default Commission Plan    | 01/01/1997      |
| STANDARD100 | Standard Comm Plan 100     | 04/11/1998      |
| TESTFORCE   | Test Force Commission Plan | 12/05/2002      |

2. Click the **GREEN ADD** button.

**THE COMMISSION PLAN DETAIL** screen displays.

The screenshot shows the **Sales Channel Profiles: Commission Plan Detail** screen. It includes fields for Plan Code, Plan Name, Assign Start Date, and Assign End Date. It also has radio buttons for Plan Orientation: **Single Rate Type Relationship** (selected) and **Combined Rate Type Table**. A note states: **\*When creating plan, if change plan orientation, any entered commissions are cleared.**

Below these are two tables: **Allowed Service Categories** and **Commission Areas**.

**Allowed Service Categories:**

| Code | Description        |
|------|--------------------|
| AC   | Authorization Code |
| AL   | Account Level      |
| BR   | Broadband          |
| CA   | Cable              |
| CB   | Callback           |
| CF   | Teleconferencing   |

**Commission Areas:**

| Code    | Name          |
|---------|---------------|
| Local01 | Local RLRN 01 |
| Local02 | Local RLRN 02 |
| Local03 | Local RLRN 03 |
| Local04 | Local RLRN 04 |
| Local05 | Local RLRN 05 |
| Local06 | Local RLRN 06 |
| Local07 | Local RLRN 07 |

At the bottom are buttons for **Ongoing Calculation Begins at Customer Billed Cycle**, **✓**, **✖**, and **X**.

3. Enter a **PLAN CODE**.

The **CODE** is an alphanumeric field that can be a maximum of 12 characters. Once saved the code cannot be changed.

4. Enter a **PLAN NAME**.

The **PLAN NAME** is an explanation of the code that can be a maximum of 30 characters.

### ASSIGN START DATE

The **ASSIGN START DATE** is the first date the **COMMISSION PLAN** is available for assignment. The current date defaults in the **ASSIGN START DATE** field, but it can be changed.

| Action | Description |
|--------|-------------|
|--------|-------------|

#### ASSIGN END DATE

The **ASSIGN END DATE** is the date the **COMMISSION PLAN** is no longer available for assignment. The **ASSIGN END DATE** does not affect any profile currently using this code.

5. Select a **PLAN ORIENTATION** – Single Rate Type

6. Select from the **ALLOWED SCATS** list each service category the commission plan can be assigned to when adding a line or service.

7. Select a **RATE TYPE CODE** from the **COMMISSION AREAS** grid.

Selecting a **TRAFFIC** rate type code displays the following commission structures.

The **RATE TYPE CODE** selected determines the available commission structures

Selecting a Non-Traffic rate type code displays the following commission structures.

When **SINGLE RATE TYPE RELATIONSHIP PLAN ORIENTATION** is selected, only one Rate Type can be selected from the **COMMISSION AREAS** grid at a time.

- Each Rate Type Code selected from the Commission Areas grid can have a different commission rate

When **COMBINED RATE TYPE TABLE** is selected, multiple commission areas can be selected by holding down the CTRL key on your keyboard and selecting multiple Rate Type Codes.

- All Rate Type Codes highlighted must have the same commission rate assigned.

8. Select a **TYPE** – Percentage, CPM, Delta or Flat.

Percentage is selected as the system default.

9. Enter commission payment amounts to calculate earned commission in the grid provided.

| Action | Description |
|--------|-------------|
|--------|-------------|

- First Field is the **TO DOLLAR** field and is used to indicate the threshold dollar amount an account must reach in order for the agent to receive the defined commission. Entering \$100 as the first entry indicates the defined commission amount will be calculated on all charges from \$0.01 to \$100.00.
- Entering 999999, indicates the threshold is unlimited.

| Traffic Related Detail - Initial |          |          |          |          | Traffic Related Detail - Ongoing |          |          |          |
|----------------------------------|----------|----------|----------|----------|----------------------------------|----------|----------|----------|
| To Dollar                        | Period 1 | Period 2 | Period 3 | Period 4 | Period 1                         | Period 2 | Period 3 | Period 4 |
| \$0                              | 0.00 %   | 0.00 %   | 0.00 %   | 0.00 %   | 0.00 %                           | 0.00 %   | 0.00 %   | 0.00 %   |

Add Step    **\*\*MAKE sure you have selected desired TYPE of Commission PRIOR to add. CANNOT CHANGE TYPE AFTER ADD.**

Ongoing Calculation Begins at Customer Billed Cycle

- **INITIAL** and **ONGOING** fields work in conjunction with the number you enter in the **ONGOING CALCULATION BEGINS AT CUSTOMER BILLED CYCLE** field.
- Entering a number in the **ONGOING CALCULATION BEGINS AT CUSTOMER BILLED CYCLE** activates the **ONGOING** values. Leave this field blank and the **ONGOING** fields are not used.
- Periods 1 through 4 correspond to your Time of Day tables (Period 4 does not function). If you use a 24 hour Time of Day table, you need only be concerned with Period 1.

10. Click the **ADD STEP** to commit the commission plan to the grid.

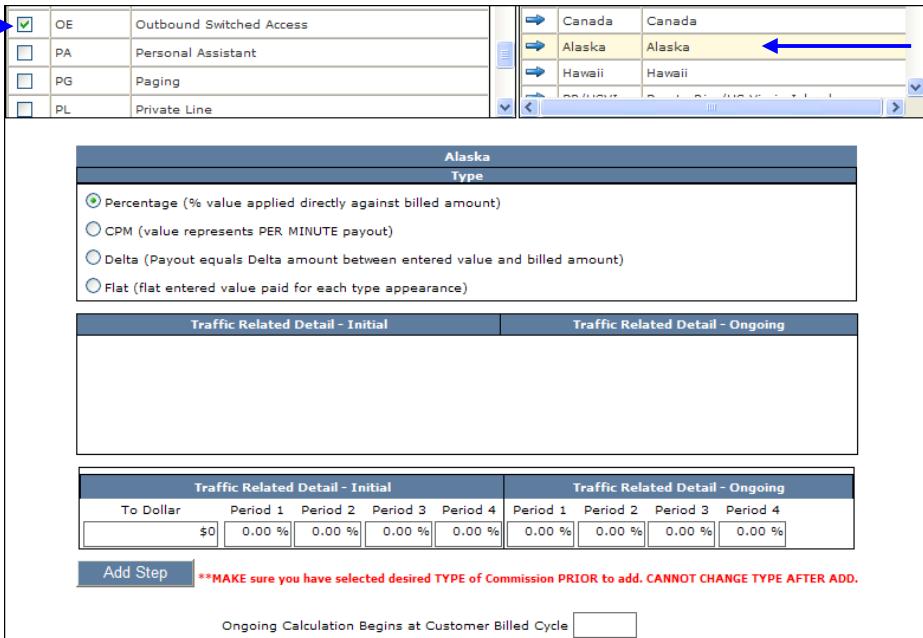
11. Click the **GREEN CHECKMARK** to save the commission plan.

Various Commission examples are shown below.

**SINGLE RATE TYPE - TRAFFIC RATE TYPE CODE SELECTED**

| Action | Description |
|--------|-------------|
|--------|-------------|

1. Select one **TRAFFIC RATE TYPE CODE**. All four **TYPE** options are available when a **TRAFFIC RATE TYPE** is selected.

Service Category →  Traffic Rate Type

The screenshot shows the commission setup interface. On the left, a list of service categories includes OE (Outbound Switched Access) with a checked checkbox, PA (Personal Assistant), PG (Paging), and PL (Private Line). On the right, a traffic rate type selection window shows Canada, Alaska, Hawaii, and other options. Below these are sections for 'Alaska Type' (with radio button options for Percentage, CPM, Delta, or Flat), 'Traffic Related Detail - Initial' and 'Traffic Related Detail - Ongoing' tables, and a note about selecting the desired TYPE before adding a step. At the bottom is an 'Add Step' button and a note about ensuring the correct type is selected before adding.

2. Enter an amount in the **TO DOLLAR** field.

The **TO DOLLAR** field defines the spending level the customer must achieve before the commission amount will be applied. Entering **99999999** in this field indicates that the system will apply the commission amount to an unlimited dollar amount.

3. Enter commission payment amounts in Periods 1, 2 and 3.

Periods 1, 2, and 3 correspond to the Time of Day tables defined in your database. Period 4 does not function. If you are using 1 time of day period (24 Hour time of day), then Period 1 is the only field that needs to be defined.

4. Click the **ADD STEP** button.

When **PERCENTAGE** is selected as the **TYPE**, the commission amounts are entered as a percentage. If **CPM**, **DELTA**, or **FLAT** is selected as the **TYPE**, then a dollar amount is entered.

The rates display in the Commission Grid.

| Action   | Description                         |   |                          |                          |                          |                          |                          |                          |                          |                          |    |                          |    |                    |    |        |    |              |  |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |        |        |        |        |        |        |  |  |  |  |        |  |      |  |   |  |   |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |           |          |          |          |          |          |          |          |          |  |     |      |      |      |      |      |      |      |      |  |     |      |      |      |      |      |      |      |      |  |          |      |      |      |      |      |      |      |      |  |   |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |           |          |          |          |          |          |          |          |          |  |     |        |        |        |        |        |        |        |        |  |                 |  |   |  |  |  |  |  |  |   |  |  |  |  |  |  |  |  |  |   |
|--|-------------------------------------|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|----|--------------------------|----|--------------------|----|--------|----|--------------|--|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------|--------|--------|--------|--------|--------|--|--|--|--|--------|--|------|--|---|--|---|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-----------|----------|----------|----------|----------|----------|----------|----------|----------|--|-----|------|------|------|------|------|------|------|------|--|-----|------|------|------|------|------|------|------|------|--|----------|------|------|------|------|------|------|------|------|--|---|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-----------|----------|----------|----------|----------|----------|----------|----------|----------|--|-----|--------|--------|--------|--------|--------|--------|--------|--------|--|-----------------|--|---|--|--|--|--|--|--|---|--|--|--|--|--|--|--|--|--|---|
| <div style="border: 1px solid #ccc; padding: 5px; width: 100%;"> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15px; text-align: center;"><input checked="" type="checkbox"/></td> <td style="width: 15px; text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>OE</td> <td>Outbound Switched Access</td> <td>PA</td> <td>Personal Assistant</td> <td>PG</td> <td>Paging</td> <td>PL</td> <td>Private Line</td> <td></td> <td></td> </tr> </table> <br/> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15px; text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Canada</td> <td>Canada</td> <td>Alaska</td> <td>Alaska</td> <td>Hawaii</td> <td>Hawaii</td> <td></td> <td></td> <td></td> <td></td> </tr> </table> <br/> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2" style="text-align: center; padding: 5px;">Alaska</td> </tr> <tr> <td colspan="2" style="text-align: center; padding: 5px;">Type</td> </tr> <tr> <td colspan="2" style="text-align: center; padding: 5px;"> <input checked="" type="radio"/> Percentage (% value applied directly against billed amount)<br/> <input type="radio"/> CPM (value represents PER MINUTE payout)<br/> <input type="radio"/> Delta (Payout equals Delta amount between entered value and billed amount)<br/> <input type="radio"/> Flat (flat entered value paid for each type appearance)         </td> </tr> <tr> <td colspan="2" style="text-align: right; padding: 5px;"> <b>Traffic Related Detail - Initial</b> </td> </tr> <tr> <td style="width: 15px; text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>To Dollar</td> <td>Period 1</td> <td>Period 2</td> <td>Period 3</td> <td>Period 4</td> <td>Period 1</td> <td>Period 2</td> <td>Period 3</td> <td>Period 4</td> <td></td> </tr> <tr> <td>100</td> <td>1.00</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td></td> </tr> <tr> <td>500</td> <td>3.00</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td></td> </tr> <tr> <td>99999999</td> <td>5.00</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td></td> </tr> <tr> <td colspan="2" style="text-align: right; padding: 5px;"> <b>Traffic Related Detail - Ongoing</b> </td> </tr> <tr> <td style="width: 15px; text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>To Dollar</td> <td>Period 1</td> <td>Period 2</td> <td>Period 3</td> <td>Period 4</td> <td>Period 1</td> <td>Period 2</td> <td>Period 3</td> <td>Period 4</td> <td></td> </tr> <tr> <td>\$0</td> <td>0.00 %</td> <td></td> </tr> <tr> <td colspan="2" style="text-align: right; padding: 5px;"> <b>Add Step</b> </td> <td colspan="7" style="text-align: center; padding: 5px;"> <small>**MAKE sure you have selected desired TYPE of Commission PRIOR to add. CANNOT CHANGE TYPE AFTER ADD.</small> </td> </tr> <tr> <td colspan="10" style="text-align: center; padding: 5px;"> <small>Ongoing Calculation Begins at Customer Billed Cycle <input type="text"/></small> </td> </tr> </table> </div> | <input checked="" type="checkbox"/> | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | OE | Outbound Switched Access | PA | Personal Assistant | PG | Paging | PL | Private Line |  |  | <input type="checkbox"/> | Canada | Canada | Alaska | Alaska | Hawaii | Hawaii |  |  |  |  | Alaska |  | Type |  | <input checked="" type="radio"/> Percentage (% value applied directly against billed amount)<br><input type="radio"/> CPM (value represents PER MINUTE payout)<br><input type="radio"/> Delta (Payout equals Delta amount between entered value and billed amount)<br><input type="radio"/> Flat (flat entered value paid for each type appearance) |  | <b>Traffic Related Detail - Initial</b> |  | <input type="checkbox"/> | To Dollar | Period 1 | Period 2 | Period 3 | Period 4 | Period 1 | Period 2 | Period 3 | Period 4 |  | 100 | 1.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |  | 500 | 3.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |  | 99999999 | 5.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |  | <b>Traffic Related Detail - Ongoing</b> |  | <input type="checkbox"/> | To Dollar | Period 1 | Period 2 | Period 3 | Period 4 | Period 1 | Period 2 | Period 3 | Period 4 |  | \$0 | 0.00 % | 0.00 % | 0.00 % | 0.00 % | 0.00 % | 0.00 % | 0.00 % | 0.00 % |  | <b>Add Step</b> |  | <small>**MAKE sure you have selected desired TYPE of Commission PRIOR to add. CANNOT CHANGE TYPE AFTER ADD.</small> |  |  |  |  |  |  | <small>Ongoing Calculation Begins at Customer Billed Cycle <input type="text"/></small> |  |  |  |  |  |  |  |  |  | <ul style="list-style-type: none"> <li>• Click the <b>RED X</b> icon to delete a row.</li> <li>• Click the <b>NOTEPAD AND PENCIL</b> icon to edit a row.</li> </ul> |
| <input checked="" type="checkbox"/>  | <input type="checkbox"/>            | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                          |    |                          |    |                    |    |        |    |              |  |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |        |        |        |        |        |        |  |  |  |  |        |  |      |  |   |  |   |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |           |          |          |          |          |          |          |          |          |  |     |      |      |      |      |      |      |      |      |  |     |      |      |      |      |      |      |      |      |  |          |      |      |      |      |      |      |      |      |  |   |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |           |          |          |          |          |          |          |          |          |  |     |        |        |        |        |        |        |        |        |  |                 |  |   |  |  |  |  |  |  |   |  |  |  |  |  |  |  |  |  |   |
| OE   | Outbound Switched Access            | PA  | Personal Assistant       | PG                       | Paging                   | PL                       | Private Line             |                          |                          |                          |    |                          |    |                    |    |        |    |              |  |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |        |        |        |        |        |        |  |  |  |  |        |  |      |  |   |  |   |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |           |          |          |          |          |          |          |          |          |  |     |      |      |      |      |      |      |      |      |  |     |      |      |      |      |      |      |      |      |  |          |      |      |      |      |      |      |      |      |  |   |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |           |          |          |          |          |          |          |          |          |  |     |        |        |        |        |        |        |        |        |  |                 |  |   |  |  |  |  |  |  |   |  |  |  |  |  |  |  |  |  |   |
| <input type="checkbox"/>   | <input type="checkbox"/>            | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                          |    |                          |    |                    |    |        |    |              |  |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |        |        |        |        |        |        |  |  |  |  |        |  |      |  |   |  |   |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |           |          |          |          |          |          |          |          |          |  |     |      |      |      |      |      |      |      |      |  |     |      |      |      |      |      |      |      |      |  |          |      |      |      |      |      |      |      |      |  |   |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |           |          |          |          |          |          |          |          |          |  |     |        |        |        |        |        |        |        |        |  |                 |  |   |  |  |  |  |  |  |   |  |  |  |  |  |  |  |  |  |   |
| Canada   | Canada                              | Alaska  | Alaska                   | Hawaii                   | Hawaii                   |                          |                          |                          |                          |                          |    |                          |    |                    |    |        |    |              |  |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |        |        |        |        |        |        |  |  |  |  |        |  |      |  |   |  |   |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |           |          |          |          |          |          |          |          |          |  |     |      |      |      |      |      |      |      |      |  |     |      |      |      |      |      |      |      |      |  |          |      |      |      |      |      |      |      |      |  |   |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |           |          |          |          |          |          |          |          |          |  |     |        |        |        |        |        |        |        |        |  |                 |  |   |  |  |  |  |  |  |   |  |  |  |  |  |  |  |  |  |   |
| Alaska   |                                     |   |                          |                          |                          |                          |                          |                          |                          |                          |    |                          |    |                    |    |        |    |              |  |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |        |        |        |        |        |        |  |  |  |  |        |  |      |  |   |  |   |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |           |          |          |          |          |          |          |          |          |  |     |      |      |      |      |      |      |      |      |  |     |      |      |      |      |      |      |      |      |  |          |      |      |      |      |      |      |      |      |  |   |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |           |          |          |          |          |          |          |          |          |  |     |        |        |        |        |        |        |        |        |  |                 |  |   |  |  |  |  |  |  |   |  |  |  |  |  |  |  |  |  |   |
| Type   |                                     |   |                          |                          |                          |                          |                          |                          |                          |                          |    |                          |    |                    |    |        |    |              |  |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |        |        |        |        |        |        |  |  |  |  |        |  |      |  |   |  |   |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |           |          |          |          |          |          |          |          |          |  |     |      |      |      |      |      |      |      |      |  |     |      |      |      |      |      |      |      |      |  |          |      |      |      |      |      |      |      |      |  |   |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |           |          |          |          |          |          |          |          |          |  |     |        |        |        |        |        |        |        |        |  |                 |  |   |  |  |  |  |  |  |   |  |  |  |  |  |  |  |  |  |   |
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| <b>Traffic Related Detail - Initial</b>  |                                     |   |                          |                          |                          |                          |                          |                          |                          |                          |    |                          |    |                    |    |        |    |              |  |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |        |        |        |        |        |        |  |  |  |  |        |  |      |  |   |  |   |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |           |          |          |          |          |          |          |          |          |  |     |      |      |      |      |      |      |      |      |  |     |      |      |      |      |      |      |      |      |  |          |      |      |      |      |      |      |      |      |  |   |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |           |          |          |          |          |          |          |          |          |  |     |        |        |        |        |        |        |        |        |  |                 |  |   |  |  |  |  |  |  |   |  |  |  |  |  |  |  |  |  |   |
| <input type="checkbox"/>   | <input type="checkbox"/>            | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                          |    |                          |    |                    |    |        |    |              |  |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |        |        |        |        |        |        |  |  |  |  |        |  |      |  |   |  |   |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |           |          |          |          |          |          |          |          |          |  |     |      |      |      |      |      |      |      |      |  |     |      |      |      |      |      |      |      |      |  |          |      |      |      |      |      |      |      |      |  |   |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |           |          |          |          |          |          |          |          |          |  |     |        |        |        |        |        |        |        |        |  |                 |  |   |  |  |  |  |  |  |   |  |  |  |  |  |  |  |  |  |   |
| To Dollar  | Period 1                            | Period 2  | Period 3                 | Period 4                 | Period 1                 | Period 2                 | Period 3                 | Period 4                 |                          |                          |    |                          |    |                    |    |        |    |              |  |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |        |        |        |        |        |        |  |  |  |  |        |  |      |  |   |  |   |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |           |          |          |          |          |          |          |          |          |  |     |      |      |      |      |      |      |      |      |  |     |      |      |      |      |      |      |      |      |  |          |      |      |      |      |      |      |      |      |  |   |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |           |          |          |          |          |          |          |          |          |  |     |        |        |        |        |        |        |        |        |  |                 |  |   |  |  |  |  |  |  |   |  |  |  |  |  |  |  |  |  |   |
| 100  | 1.00                                | 0.00  | 0.00                     | 0.00                     | 0.00                     | 0.00                     | 0.00                     | 0.00                     |                          |                          |    |                          |    |                    |    |        |    |              |  |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |        |        |        |        |        |        |  |  |  |  |        |  |      |  |   |  |   |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |           |          |          |          |          |          |          |          |          |  |     |      |      |      |      |      |      |      |      |  |     |      |      |      |      |      |      |      |      |  |          |      |      |      |      |      |      |      |      |  |   |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |           |          |          |          |          |          |          |          |          |  |     |        |        |        |        |        |        |        |        |  |                 |  |   |  |  |  |  |  |  |   |  |  |  |  |  |  |  |  |  |   |
| 500  | 3.00                                | 0.00  | 0.00                     | 0.00                     | 0.00                     | 0.00                     | 0.00                     | 0.00                     |                          |                          |    |                          |    |                    |    |        |    |              |  |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |        |        |        |        |        |        |  |  |  |  |        |  |      |  |   |  |   |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |           |          |          |          |          |          |          |          |          |  |     |      |      |      |      |      |      |      |      |  |     |      |      |      |      |      |      |      |      |  |          |      |      |      |      |      |      |      |      |  |   |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |           |          |          |          |          |          |          |          |          |  |     |        |        |        |        |        |        |        |        |  |                 |  |   |  |  |  |  |  |  |   |  |  |  |  |  |  |  |  |  |   |
| 99999999   | 5.00                                | 0.00  | 0.00                     | 0.00                     | 0.00                     | 0.00                     | 0.00                     | 0.00                     |                          |                          |    |                          |    |                    |    |        |    |              |  |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |        |        |        |        |        |        |  |  |  |  |        |  |      |  |   |  |   |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |           |          |          |          |          |          |          |          |          |  |     |      |      |      |      |      |      |      |      |  |     |      |      |      |      |      |      |      |      |  |          |      |      |      |      |      |      |      |      |  |   |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |           |          |          |          |          |          |          |          |          |  |     |        |        |        |        |        |        |        |        |  |                 |  |   |  |  |  |  |  |  |   |  |  |  |  |  |  |  |  |  |   |
| <b>Traffic Related Detail - Ongoing</b>  |                                     |   |                          |                          |                          |                          |                          |                          |                          |                          |    |                          |    |                    |    |        |    |              |  |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |        |        |        |        |        |        |  |  |  |  |        |  |      |  |   |  |   |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |           |          |          |          |          |          |          |          |          |  |     |      |      |      |      |      |      |      |      |  |     |      |      |      |      |      |      |      |      |  |          |      |      |      |      |      |      |      |      |  |   |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |           |          |          |          |          |          |          |          |          |  |     |        |        |        |        |        |        |        |        |  |                 |  |   |  |  |  |  |  |  |   |  |  |  |  |  |  |  |  |  |   |
| <input type="checkbox"/>   | <input type="checkbox"/>            | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                          |    |                          |    |                    |    |        |    |              |  |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |        |        |        |        |        |        |  |  |  |  |        |  |      |  |   |  |   |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |           |          |          |          |          |          |          |          |          |  |     |      |      |      |      |      |      |      |      |  |     |      |      |      |      |      |      |      |      |  |          |      |      |      |      |      |      |      |      |  |   |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |           |          |          |          |          |          |          |          |          |  |     |        |        |        |        |        |        |        |        |  |                 |  |   |  |  |  |  |  |  |   |  |  |  |  |  |  |  |  |  |   |
| To Dollar  | Period 1                            | Period 2  | Period 3                 | Period 4                 | Period 1                 | Period 2                 | Period 3                 | Period 4                 |                          |                          |    |                          |    |                    |    |        |    |              |  |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |        |        |        |        |        |        |  |  |  |  |        |  |      |  |   |  |   |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |           |          |          |          |          |          |          |          |          |  |     |      |      |      |      |      |      |      |      |  |     |      |      |      |      |      |      |      |      |  |          |      |      |      |      |      |      |      |      |  |   |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |           |          |          |          |          |          |          |          |          |  |     |        |        |        |        |        |        |        |        |  |                 |  |   |  |  |  |  |  |  |   |  |  |  |  |  |  |  |  |  |   |
| \$0  | 0.00 %                              | 0.00 %  | 0.00 %                   | 0.00 %                   | 0.00 %                   | 0.00 %                   | 0.00 %                   | 0.00 %                   |                          |                          |    |                          |    |                    |    |        |    |              |  |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |        |        |        |        |        |        |  |  |  |  |        |  |      |  |   |  |   |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |           |          |          |          |          |          |          |          |          |  |     |      |      |      |      |      |      |      |      |  |     |      |      |      |      |      |      |      |      |  |          |      |      |      |      |      |      |      |      |  |   |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |           |          |          |          |          |          |          |          |          |  |     |        |        |        |        |        |        |        |        |  |                 |  |   |  |  |  |  |  |  |   |  |  |  |  |  |  |  |  |  |   |
| <b>Add Step</b>  |                                     | <small>**MAKE sure you have selected desired TYPE of Commission PRIOR to add. CANNOT CHANGE TYPE AFTER ADD.</small> |                          |                          |                          |                          |                          |                          |                          |                          |    |                          |    |                    |    |        |    |              |  |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |        |        |        |        |        |        |  |  |  |  |        |  |      |  |   |  |   |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |           |          |          |          |          |          |          |          |          |  |     |      |      |      |      |      |      |      |      |  |     |      |      |      |      |      |      |      |      |  |          |      |      |      |      |      |      |      |      |  |   |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |           |          |          |          |          |          |          |          |          |  |     |        |        |        |        |        |        |        |        |  |                 |  |   |  |  |  |  |  |  |   |  |  |  |  |  |  |  |  |  |   |
| <small>Ongoing Calculation Begins at Customer Billed Cycle <input type="text"/></small>  |                                     |   |                          |                          |                          |                          |                          |                          |                          |                          |    |                          |    |                    |    |        |    |              |  |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |        |        |        |        |        |        |  |  |  |  |        |  |      |  |   |  |   |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |           |          |          |          |          |          |          |          |          |  |     |      |      |      |      |      |      |      |      |  |     |      |      |      |      |      |      |      |      |  |          |      |      |      |      |      |      |      |      |  |   |  |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |           |          |          |          |          |          |          |          |          |  |     |        |        |        |        |        |        |        |        |  |                 |  |   |  |  |  |  |  |  |   |  |  |  |  |  |  |  |  |  |   |

The above commission structure calculates earned commission based on the following spending levels of the Channel's customer. If the customer spends:

- \$100.00 or less, commissions are calculated at 1%.
- Between \$100.01 and \$500.00, commissions are calculated at 3%.
- Over \$500.00, commissions are calculated at 5%.

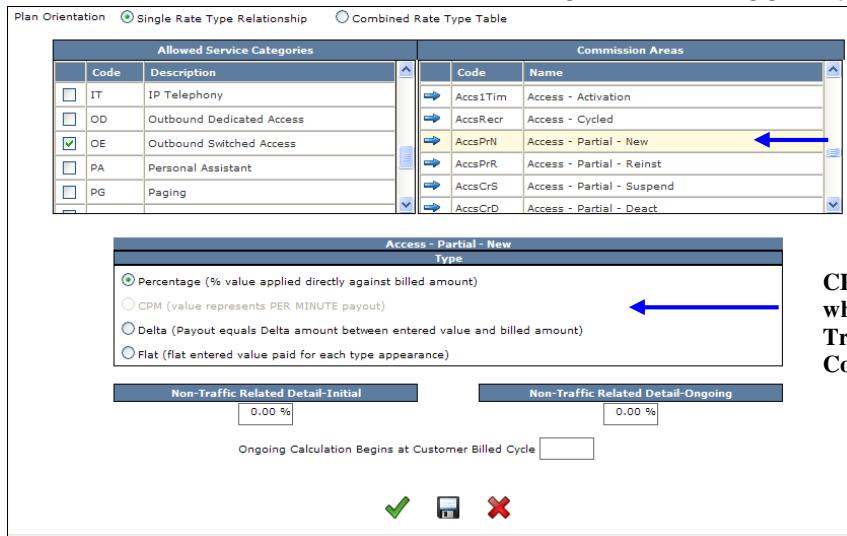
You can now select another **RATE TYPE CODE** from the commission area, complete the commission structure, and apply it to this commission plan.

**SINGLE RATE TYPE – NON-TRAFFIC RATE TYPE CODE SELECTED**

| Action | Description |
|--------|-------------|
|--------|-------------|

1. Select a **NON- TRAFFIC RATE TYPE CODE**.

The **TYPE CPM** is disabled when a **NON-TRAFFIC RATE TYPE CODE** is selected.



The screenshot shows the 'Single Rate Type Relationship' tab of the commission plan setup. In the 'Allowed Service Categories' grid, the 'OE' (Outbound Switched Access) service category is selected. In the 'Commission Areas' grid, the 'Access - Partial - New' commission area is highlighted. A blue arrow points from the 'OE' selection in the first grid to the 'Access - Partial - New' row in the second grid. Below these grids, a section titled 'Access - Partial - New Type' contains four radio button options: 'Percentage (% value applied directly against billed amount)', 'CPM (value represents PER MINUTE payout)', 'Delta (Payout equals Delta amount between entered value and billed amount)', and 'Flat (flat entered value paid for each type appearance)'. The 'Percentage' option is selected. Another blue arrow points from the 'CPM' option in this section to the 'CPM is disabled when a Non-Traffic Rate Type Code is selected.' text on the right. At the bottom of the screen, there are three buttons: a green checkmark, a calculator icon, and a red X.

**Rate Type Code Identified**

**CPM is disabled when a Non-Traffic Rate Type Code is selected.**

2. Select a Type Option.

3. Enter commission payment amount.

When **PERCENTAGE** is selected as the **TYPE**, the commission amounts are entered as a percentage. If **DELTA** or **FLAT** is selected as the **TYPE**, then a dollar amount is entered.

4. Click the **CHECKMARK** or the **DISC** to save the **COMMISSION PLAN**

**ONGOING COMMISSION RATES**

The commission payout grid includes two options: **INITIAL COMMISSION RATES** and **COMMISSION RATES**. Ongoing commission rates allows you to stagger the commission rates paid to a Sales Channel overtime, based on the number of billing cycles generated by an account.

- The **BILLED CYCLE** value field is used during production to calculate when the switch from **INITIAL COMMISSION RATES** to **ONGOING COMMISSION RATES** should occur. Production counts the number of Account Summary records generated for an account to determine if the account has reached the billed cycle value. The switch to the **ONGOING COMMISSION RATES** occurs when the account reaches the value entered in the **BILLED CYCLE** field. The first billing cycle includes any charges for the first month plus the month in advance.
- **FOR EXAMPLE**, if 12 is entered in the **BILLED CYCLE** field, production switches to the ongoing commission rates during the 12<sup>th</sup> cycle. This field can be left blank if commissions are not based on ongoing rates.

**TRAFFIC RELATED RATED TYPE**

| Traffic Related Detail - Initial |          |          |          |          | Traffic Related Detail - Ongoing |          |          |          |     |
|----------------------------------|----------|----------|----------|----------|----------------------------------|----------|----------|----------|-----|
| To Dollar                        | Period 1 | Period 2 | Period 3 | Period 4 | Period 1                         | Period 2 | Period 3 | Period 4 |     |
| 100                              | 1.00     | 0.00     | 0.00     | 0.00     | 2.00                             | 0.00     | 0.00     | 0.00     | X E |
| 500                              | 3.00     | 0.00     | 0.00     | 0.00     | 4.00                             | 0.00     | 0.00     | 0.00     | X E |
| 99999999                         | 6.00     | 0.00     | 0.00     | 0.00     | 0.00                             | 0.00     | 0.00     | 0.00     | X E |

| Traffic Related Detail - Initial |          |          |          |          | Traffic Related Detail - Ongoing |          |          |          |  |
|----------------------------------|----------|----------|----------|----------|----------------------------------|----------|----------|----------|--|
| To Dollar                        | Period 1 | Period 2 | Period 3 | Period 4 | Period 1                         | Period 2 | Period 3 | Period 4 |  |
| \$0                              | 0.00 %   | 0.00 %   | 0.00 %   | 0.00 %   | 0.00 %                           | 0.00 %   | 0.00 %   | 0.00 %   |  |

Add Step    **\*\*MAKE sure you have selected desired TYPE of Commission PRIOR to add. CANNOT CHANGE TYPE AFTER ADD.**

Ongoing Calculation Begins at Customer Billed Cycle

**NON-TRAFFIC RELATED RATED TYPE**

| Acct Recurring - Partial - Reinst.<br>Type  |                                    |
|---|------------------------------------|
| <input checked="" type="radio"/> Percentage (% value applied directly against billed amount)<br><input type="radio"/> CPM (value represents PER MINUTE payout)<br><input type="radio"/> Delta (Payout equals Delta amount between entered value and billed amount)<br><input type="radio"/> Flat (flat entered value paid for each type appearance) |                                    |
| Non-Traffic Related Detail-Initial  | Non-Traffic Related Detail-Ongoing |
| <input type="text" value="10"/>   | <input type="text" value="15"/>    |

Ongoing Calculation Begins at Customer Billed Cycle

✓    E    X

**NOTES:**

- Zero can be used for the **INITIAL COMMISSION RATE(S)**, indicating a delayed start in the calculation of earned commission. Zero can also be used for the **ONGOING COMMISSION RATE(S)**, indicating commission rates will no longer be calculated after the defined number of billing cycles has past.
- Commissions are not calculated for any **SURCHARGES** outlined below. If any of these nine commission areas are highlighted in a commission plan, a commission amount will not be calculated based on the surcharge amount.

| Commission Areas   |
|--|
| OPA (0+/0-) Surcharge<br>OPA Busy Verification<br>OPA Busy Interrupt |

| Commission Areas  |
|---|
| Home OPA (0+/0-) Surcharge<br>Home OPA Busy Verification<br>Home OPA Busy Interrupt |

| Commission Areas  |
|---|
| Roam OPA (0+/0-) Surcharge<br>Roam OPA Busy Verification<br>Roam OPA Busy Interrupt |

- Commissions are not calculated for any of the surcharges found in the **CHARGES** tab in rate tables, except for Directory Assists. Calculations can be calculated for Directory Assistance by highlighting the appropriate commission area in the Commission Plan.

| Commission Areas   |
|--|
| Local Directory Assistance<br>Local Directory Assistance Name/Address<br>Local Directory Assistance Call Completion<br>Long Distance Directory Assistance<br>Long Distance Directory Assistance Name/Add<br>Long Distance Directory Assistance Call Comp |

- When selecting **GROUP FEE** (GroupFe) and/or **PLAN MISCELLANEOUS** fee (MiscFee) Rate Type to receive commissions, the **MASTER RATE PLAN** must have the commission plan selected as the default commission plan or DEFAULTCOMM will be the commission plan that OmniBill uses to calculate commission.

## Creating a Combined Rate Type Commission Plan

A COMBINED RATE TYPE TABLE allows you to GROUP multiple RATE TYPE CODES from the COMMISSION AREAS and define a single commission structure for the group.

| Action | Description |
|--------|-------------|
|--------|-------------|

1. Select COMMISSION PLANS from the Sales Profile drop down list.

The COMMISSION PLAN SUMMARY screen displays with DEFAULTCOMM, the default Commission Plan.

| Sales Channel Profiles: Commission Plan Summary |             |                            |             |                 |
|---|-------------|----------------------------|-------------|-----------------|
| Search  |             | Code                       | Description | In-Service Date |
| ➡   | DEFAULTCOMM | Default Commission Plan    | 01/01/1997  | ✖               |
| ➡   | STANDARD100 | Standard Comm Plan 100     | 04/11/1998  | ✖               |
| ➡   | TESTFORCE   | Test Force Commission Plan | 12/05/2002  | ✖               |

2. Click the GREEN ADD button.

The COMMISSION PLAN DETAIL screen displays.

3. Enter a PLAN CODE.

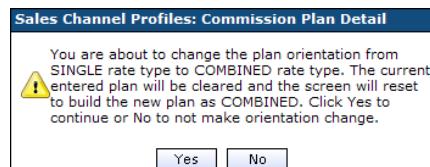
The CODE is an alphanumeric field that can be a maximum of 12 characters. Once saved the code cannot be changed.

4. Enter a PLAN NAME.

The PLAN NAME is an explanation of the code that can be a maximum of 30 characters.

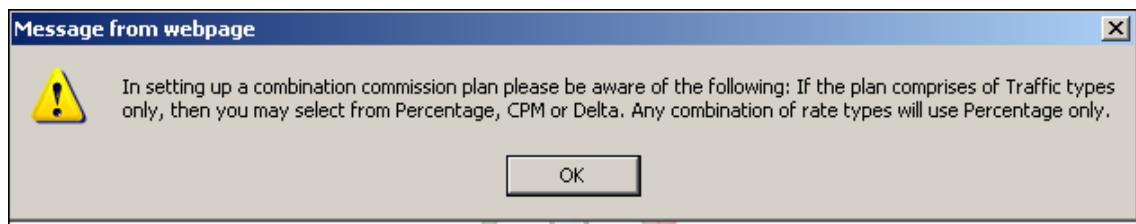
5. Select COMBINED RATE TYPE TABLE.

The following message displays:



6. Click YES to continue.

If you switch TYPES (single to combined or combined to single) all selections are removed and you will need to start your commission plan from scratch.



| Action  | Description                |   |                  |  |      |             |      |      |                             |                    |   |               |                             |               |   |               |                             |           |   |               |                             |       |   |               |                             |          |   |               |                             |                  |   |               |  |  |   |               |   |
|---|----------------------------|---|------------------|--|------|-------------|------|------|-----------------------------|--------------------|---|---------------|-----------------------------|---------------|---|---------------|-----------------------------|-----------|---|---------------|-----------------------------|-------|---|---------------|-----------------------------|----------|---|---------------|-----------------------------|------------------|---|---------------|--|--|---|---------------|---|
| <p><b>Sales Channel Profiles: Commission Plan Detail</b></p> <p>Plan Code: [ ] Plan Name: [ ]</p> <p>Assign Start: 8/31/2010    Assign End: [ ]</p> <p>Plan Orientation: <input checked="" type="radio"/> Single Rate Type Relationship    <input type="radio"/> Combined Rate Type Table<br/>*When creating plan, if change plan orientation, any entered commissions are cleared.</p> <table border="1"> <thead> <tr> <th colspan="2">Allowed Service Categories</th> <th colspan="2">Commission Areas</th> </tr> <tr> <th>Code</th> <th>Description</th> <th>Code</th> <th>Name</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> AC</td> <td>Authorization Code</td> <td><input checked="" type="checkbox"/> Local01</td> <td>Local RLRN 01</td> </tr> <tr> <td><input type="checkbox"/> AL</td> <td>Account Level</td> <td><input checked="" type="checkbox"/> Local02</td> <td>Local RLRN 02</td> </tr> <tr> <td><input type="checkbox"/> BR</td> <td>Broadband</td> <td><input checked="" type="checkbox"/> Local03</td> <td>Local RLRN 03</td> </tr> <tr> <td><input type="checkbox"/> CA</td> <td>Cable</td> <td><input checked="" type="checkbox"/> Local04</td> <td>Local RLRN 04</td> </tr> <tr> <td><input type="checkbox"/> CB</td> <td>Callback</td> <td><input checked="" type="checkbox"/> Local05</td> <td>Local RLRN 05</td> </tr> <tr> <td><input type="checkbox"/> CF</td> <td>Teleconferencing</td> <td><input checked="" type="checkbox"/> Local06</td> <td>Local RLRN 06</td> </tr> <tr> <td></td> <td></td> <td><input checked="" type="checkbox"/> Local07</td> <td>Local RLRN 07</td> </tr> </tbody> </table> <p>Note: Non-Traffic types will be paid out based on Period 1 entry</p> <p><b>Combination Plan - All Areas Selected Included Type</b></p> <p><input checked="" type="radio"/> Percentage (% value applied directly against billed amount)<br/> <input type="radio"/> CPM (value represents PER MINUTE payout)<br/> <input type="radio"/> Delta (Payout equals Delta amount between entered value and billed amount)<br/> <input type="radio"/> Flat (flat entered value paid for each type appearance)</p> <p>Traffic Related Detail - Initial      Traffic Related Detail - Ongoing</p> | Allowed Service Categories |   | Commission Areas |  | Code | Description | Code | Name | <input type="checkbox"/> AC | Authorization Code | <input checked="" type="checkbox"/> Local01 | Local RLRN 01 | <input type="checkbox"/> AL | Account Level | <input checked="" type="checkbox"/> Local02 | Local RLRN 02 | <input type="checkbox"/> BR | Broadband | <input checked="" type="checkbox"/> Local03 | Local RLRN 03 | <input type="checkbox"/> CA | Cable | <input checked="" type="checkbox"/> Local04 | Local RLRN 04 | <input type="checkbox"/> CB | Callback | <input checked="" type="checkbox"/> Local05 | Local RLRN 05 | <input type="checkbox"/> CF | Teleconferencing | <input checked="" type="checkbox"/> Local06 | Local RLRN 06 |  |  | <input checked="" type="checkbox"/> Local07 | Local RLRN 07 | <b>NOTE:</b><br>Non-Traffic Rate types selected will be paid out based on Period 1 entry. |
| Allowed Service Categories  |                            | Commission Areas                            |                  |  |      |             |      |      |                             |                    |   |               |                             |               |   |               |                             |           |   |               |                             |       |   |               |                             |          |   |               |                             |                  |   |               |  |  |   |               |   |
| Code  | Description                | Code  | Name             |  |      |             |      |      |                             |                    |   |               |                             |               |   |               |                             |           |   |               |                             |       |   |               |                             |          |   |               |                             |                  |   |               |  |  |   |               |   |
| <input type="checkbox"/> AC   | Authorization Code         | <input checked="" type="checkbox"/> Local01 | Local RLRN 01    |  |      |             |      |      |                             |                    |   |               |                             |               |   |               |                             |           |   |               |                             |       |   |               |                             |          |   |               |                             |                  |   |               |  |  |   |               |   |
| <input type="checkbox"/> AL   | Account Level              | <input checked="" type="checkbox"/> Local02 | Local RLRN 02    |  |      |             |      |      |                             |                    |   |               |                             |               |   |               |                             |           |   |               |                             |       |   |               |                             |          |   |               |                             |                  |   |               |  |  |   |               |   |
| <input type="checkbox"/> BR   | Broadband                  | <input checked="" type="checkbox"/> Local03 | Local RLRN 03    |  |      |             |      |      |                             |                    |   |               |                             |               |   |               |                             |           |   |               |                             |       |   |               |                             |          |   |               |                             |                  |   |               |  |  |   |               |   |
| <input type="checkbox"/> CA   | Cable                      | <input checked="" type="checkbox"/> Local04 | Local RLRN 04    |  |      |             |      |      |                             |                    |   |               |                             |               |   |               |                             |           |   |               |                             |       |   |               |                             |          |   |               |                             |                  |   |               |  |  |   |               |   |
| <input type="checkbox"/> CB   | Callback                   | <input checked="" type="checkbox"/> Local05 | Local RLRN 05    |  |      |             |      |      |                             |                    |   |               |                             |               |   |               |                             |           |   |               |                             |       |   |               |                             |          |   |               |                             |                  |   |               |  |  |   |               |   |
| <input type="checkbox"/> CF   | Teleconferencing           | <input checked="" type="checkbox"/> Local06 | Local RLRN 06    |  |      |             |      |      |                             |                    |   |               |                             |               |   |               |                             |           |   |               |                             |       |   |               |                             |          |   |               |                             |                  |   |               |  |  |   |               |   |
|   |                            | <input checked="" type="checkbox"/> Local07 | Local RLRN 07    |  |      |             |      |      |                             |                    |   |               |                             |               |   |               |                             |           |   |               |                             |       |   |               |                             |          |   |               |                             |                  |   |               |  |  |   |               |   |

#### ASSIGN START DATE

The **ASSIGN START DATE** is the first date the **COMMISSION PLAN** is available for assignment. The current date defaults in the **ASSIGN START DATE** field, but it can be changed.

#### ASSIGN END DATE

The **ASSIGN END DATE** is the date the **COMMISSION PLAN** is no longer available for assignment. The **ASSIGN END DATE** does not affect any profile currently using this code.

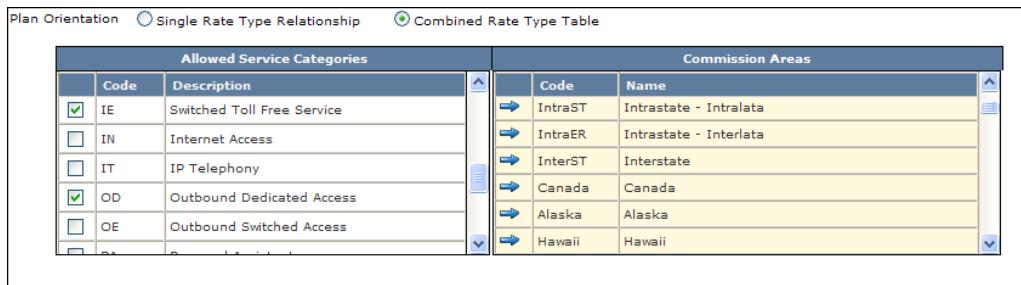
7. Select from the **ALLOWED SCATS** list each service category the commission plan can be assigned to when adding a line or service.
8. Select **RATE TYPE CODES** from the **COMMISSION AREAS** grid. More than one **RATE TYPE CODE** can be selected from the **COMMISSION AREAS** grid at a time.

The Service Categories displayed are based on the database defaults.

| Action | Description |
|--------|-------------|
|--------|-------------|

9. Select a **ALLOWED SERVICE CATEGORIES**

**Example:** In the below commission plan the selected Allowed Scats(s) are **OD** (Outbound Dedicated Access) and **IE** (Inbound Equal Access). This commission plan will only be available when creating **OD** and **IE** lines.



The screenshot shows two tables side-by-side. The left table, titled 'Allowed Service Categories', has columns for Code and Description. It contains five rows: IE (Switched Toll Free Service), IN (Internet Access), IT (IP Telephony), OD (Outbound Dedicated Access), and OE (Outbound Switched Access). The 'IE' and 'OD' rows have checked checkboxes in the first column. The right table, titled 'Commission Areas', has columns for Code and Name. It lists six areas: IntraST (Intrastate - Intralata), IntraER (Intrastate - Interlata), InterST (Interstate), Canada, Alaska, and Hawaii. The 'Hawaii' row is highlighted with a yellow background.

| Allowed Service Categories          |      |                            | Commission Areas                 |                                  |                                |
|-------------------------------------|------|----------------------------|----------------------------------|----------------------------------|--------------------------------|
|                                     | Code | Description                |                                  | Code                             | Name                           |
| <input checked="" type="checkbox"/> | IE   | Switched Toll Free Service | <input type="button" value="↑"/> | <input type="button" value="→"/> | IntraST Intrastate - Intralata |
| <input type="checkbox"/>            | IN   | Internet Access            | <input type="button" value="↑"/> | <input type="button" value="→"/> | IntraER Intrastate - Interlata |
| <input type="checkbox"/>            | IT   | IP Telephony               | <input type="button" value="↑"/> | <input type="button" value="→"/> | InterST Interstate             |
| <input checked="" type="checkbox"/> | OD   | Outbound Dedicated Access  | <input type="button" value="↑"/> | <input type="button" value="→"/> | Canada Canada                  |
| <input type="checkbox"/>            | OE   | Outbound Switched Access   | <input type="button" value="↓"/> | <input type="button" value="→"/> | Alaska Alaska                  |
|                                     |      |                            |                                  | <input type="button" value="↑"/> | Hawaii Hawaii                  |

9. Select the Commission areas.

10. Enter commission payment amounts to calculate earned commission in the grid provided.

The following examples show **COMBINED RATE TYPE COMMISSION PLANS** and how the display screen changes based on the **RATE TYPE CODE** selected.

**NOTE:** Once a commission plan is saved, you cannot change the Plan Orientation or the Type.

**COMBINED RATE TYPE WITH TRAFFIC RATE TYPE CODES SELECTED ONLY**

| Action   | Description  |          |             |          |                     |          |               |          |           |    |       |    |          |      |      |         |               |         |               |         |               |         |               |         |               |           |          |          |          |          |          |          |          |          |     |        |        |        |        |        |        |        |        |
|--|--|----------|-------------|----------|---------------------|----------|---------------|----------|-----------|----|-------|----|----------|------|------|---------|---------------|---------|---------------|---------|---------------|---------|---------------|---------|---------------|-----------|----------|----------|----------|----------|----------|----------|----------|----------|-----|--------|--------|--------|--------|--------|--------|--------|--------|
| 1. Select TRAFFIC RATE TYPE CODES.                             | All four <b>TYPE</b> options are available when all <b>TRAFFIC RATE TYPES</b> are selected.  |          |             |          |                     |          |               |          |           |    |       |    |          |      |      |         |               |         |               |         |               |         |               |         |               |           |          |          |          |          |          |          |          |          |     |        |        |        |        |        |        |        |        |
| 2. Select the <b>COMMISSION AREAS</b> (Rate Types) to include. | To highlight more than 1 commission type, press your CTRL key while you click the needed rate type.  |          |             |          |                     |          |               |          |           |    |       |    |          |      |      |         |               |         |               |         |               |         |               |         |               |           |          |          |          |          |          |          |          |          |     |        |        |        |        |        |        |        |        |
| 3. Select the <b>TYPE</b> Option.                              | <p><b>Allowed Service Categories</b></p> <table border="1"> <thead> <tr> <th>Code</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>AC</td> <td>Authorization Codes</td> </tr> <tr> <td>AL</td> <td>Account Level</td> </tr> <tr> <td>BR</td> <td>Broadband</td> </tr> <tr> <td>CA</td> <td>Cable</td> </tr> <tr> <td>CB</td> <td>Callback</td> </tr> </tbody> </table> <p><b>Commission Areas</b></p> <table border="1"> <thead> <tr> <th>Code</th> <th>Name</th> </tr> </thead> <tbody> <tr> <td>Local01</td> <td>Local RLRN 01</td> </tr> <tr> <td>Local02</td> <td>Local RLRN 02</td> </tr> <tr> <td>Local03</td> <td>Local RLRN 03</td> </tr> <tr> <td>Local04</td> <td>Local RLRN 04</td> </tr> <tr> <td>Local05</td> <td>Local RLRN 05</td> </tr> </tbody> </table> <p><b>Note:</b> Non-Traffic types will be paid out based on Period 1 entry</p> <p><b>Combination Plan - All Areas Selected Included Type</b></p> <p><input checked="" type="radio"/> Percentage (% value applied directly against billed amount)<br/> <input type="radio"/> CPM (value represents PER MINUTE payout)<br/> <input type="radio"/> Delta (Payout equals Delta amount between entered value and billed amount)<br/> <input type="radio"/> Flat (flat entered value paid for each type appearance)</p> <p><b>Traffic Related Detail - Initial</b>      <b>Traffic Related Detail - Ongoing</b></p> <table border="1"> <thead> <tr> <th>To Dollar</th> <th>Period 1</th> <th>Period 2</th> <th>Period 3</th> <th>Period 4</th> <th>Period 1</th> <th>Period 2</th> <th>Period 3</th> <th>Period 4</th> </tr> </thead> <tbody> <tr> <td>\$0</td> <td>0.00 %</td> </tr> </tbody> </table> <p><b>Add Step</b>      <b>**MAKE sure you have selected desired TYPE of Commission PRIOR to add. CANNOT CHANGE TYPE AFTER ADD.</b></p> | Code     | Description | AC       | Authorization Codes | AL       | Account Level | BR       | Broadband | CA | Cable | CB | Callback | Code | Name | Local01 | Local RLRN 01 | Local02 | Local RLRN 02 | Local03 | Local RLRN 03 | Local04 | Local RLRN 04 | Local05 | Local RLRN 05 | To Dollar | Period 1 | Period 2 | Period 3 | Period 4 | Period 1 | Period 2 | Period 3 | Period 4 | \$0 | 0.00 % | 0.00 % | 0.00 % | 0.00 % | 0.00 % | 0.00 % | 0.00 % | 0.00 % |
| Code   | Description  |          |             |          |                     |          |               |          |           |    |       |    |          |      |      |         |               |         |               |         |               |         |               |         |               |           |          |          |          |          |          |          |          |          |     |        |        |        |        |        |        |        |        |
| AC   | Authorization Codes  |          |             |          |                     |          |               |          |           |    |       |    |          |      |      |         |               |         |               |         |               |         |               |         |               |           |          |          |          |          |          |          |          |          |     |        |        |        |        |        |        |        |        |
| AL   | Account Level  |          |             |          |                     |          |               |          |           |    |       |    |          |      |      |         |               |         |               |         |               |         |               |         |               |           |          |          |          |          |          |          |          |          |     |        |        |        |        |        |        |        |        |
| BR   | Broadband  |          |             |          |                     |          |               |          |           |    |       |    |          |      |      |         |               |         |               |         |               |         |               |         |               |           |          |          |          |          |          |          |          |          |     |        |        |        |        |        |        |        |        |
| CA   | Cable  |          |             |          |                     |          |               |          |           |    |       |    |          |      |      |         |               |         |               |         |               |         |               |         |               |           |          |          |          |          |          |          |          |          |     |        |        |        |        |        |        |        |        |
| CB   | Callback   |          |             |          |                     |          |               |          |           |    |       |    |          |      |      |         |               |         |               |         |               |         |               |         |               |           |          |          |          |          |          |          |          |          |     |        |        |        |        |        |        |        |        |
| Code   | Name   |          |             |          |                     |          |               |          |           |    |       |    |          |      |      |         |               |         |               |         |               |         |               |         |               |           |          |          |          |          |          |          |          |          |     |        |        |        |        |        |        |        |        |
| Local01  | Local RLRN 01  |          |             |          |                     |          |               |          |           |    |       |    |          |      |      |         |               |         |               |         |               |         |               |         |               |           |          |          |          |          |          |          |          |          |     |        |        |        |        |        |        |        |        |
| Local02  | Local RLRN 02  |          |             |          |                     |          |               |          |           |    |       |    |          |      |      |         |               |         |               |         |               |         |               |         |               |           |          |          |          |          |          |          |          |          |     |        |        |        |        |        |        |        |        |
| Local03  | Local RLRN 03  |          |             |          |                     |          |               |          |           |    |       |    |          |      |      |         |               |         |               |         |               |         |               |         |               |           |          |          |          |          |          |          |          |          |     |        |        |        |        |        |        |        |        |
| Local04  | Local RLRN 04  |          |             |          |                     |          |               |          |           |    |       |    |          |      |      |         |               |         |               |         |               |         |               |         |               |           |          |          |          |          |          |          |          |          |     |        |        |        |        |        |        |        |        |
| Local05  | Local RLRN 05  |          |             |          |                     |          |               |          |           |    |       |    |          |      |      |         |               |         |               |         |               |         |               |         |               |           |          |          |          |          |          |          |          |          |     |        |        |        |        |        |        |        |        |
| To Dollar  | Period 1   | Period 2 | Period 3    | Period 4 | Period 1            | Period 2 | Period 3      | Period 4 |           |    |       |    |          |      |      |         |               |         |               |         |               |         |               |         |               |           |          |          |          |          |          |          |          |          |     |        |        |        |        |        |        |        |        |
| \$0  | 0.00 %   | 0.00 %   | 0.00 %      | 0.00 %   | 0.00 %              | 0.00 %   | 0.00 %        | 0.00 %   |           |    |       |    |          |      |      |         |               |         |               |         |               |         |               |         |               |           |          |          |          |          |          |          |          |          |     |        |        |        |        |        |        |        |        |

Once you have selected a type, you will not be able to change your selection.

4. Enter an amount in the **TO DOLLAR** field.

The **TO DOLLAR** field defines the spending level the customer must achieve before the commission amount will be applied. Entering **99999999** in this field indicates that the system will apply the commission amount to an unlimited dollar amount.

| Action | Description |
|--------|-------------|
|--------|-------------|

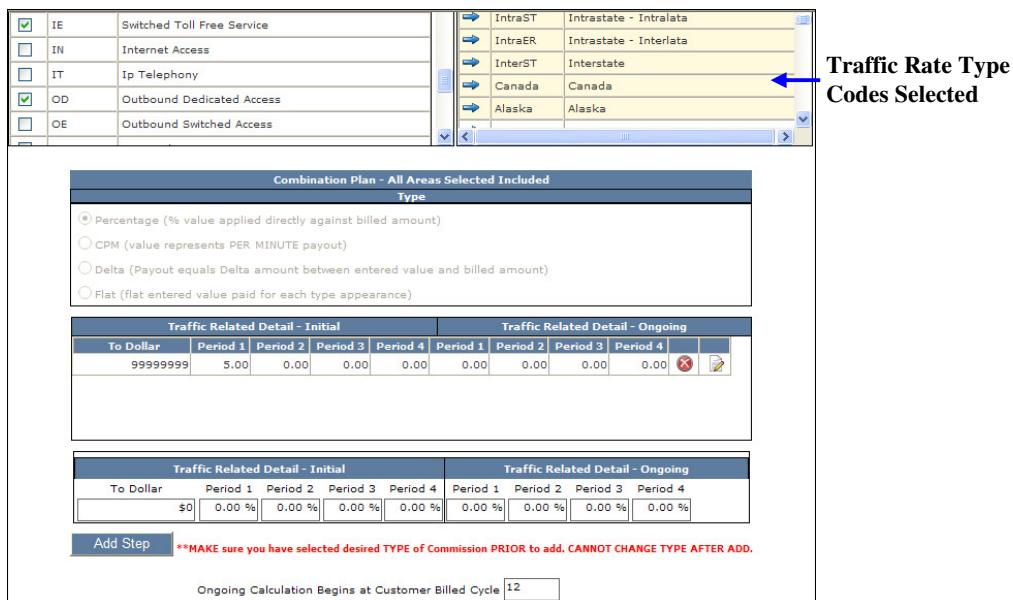
5. Enter commission payment amounts in Periods 1, 2 and 3.

When **PERCENTAGE** is selected as the **TYPE**, the commission amounts are entered as a percentage. If **CPM**, **DELTA**, or **FLAT** is selected as the **TYPE**, then a dollar amount is entered.

Periods 1, 2, and 3 correspond to the Time of Day tables defined in your database. Period 4 does not function.

6. Click the **ADD STEP** button.

The rates display in the Commission Grid.



A screenshot of the PROFITEC software interface for creating a commission plan. The window is titled "Combination Plan - All Areas Selected Included". It shows two main sections: "Traffic Related Detail - Initial" and "Traffic Related Detail - Ongoing".

**Traffic Rate Type Codes Selected:** A blue arrow points to a dropdown menu labeled "Traffic Rate Type Codes Selected" which contains options like IntraST, IntraER, InterST, Interstate, Canada, and Alaska.

**Commission Plan Settings:** The "Type" section includes radio buttons for Percentage (% value applied directly against billed amount), CPM (value represents PER MINUTE payout), Delta (Payout equals Delta amount between entered value and billed amount), and Flat (flat entered value paid for each type appearance). The "Percentage" option is selected.

**Initial Commission Grid:** The "Traffic Related Detail - Initial" grid has columns for "To Dollar" (99999999) and Periods 1 through 4. The values for Period 1 are 5.00, 0.00, 0.00, and 0.00 respectively. There are edit icons for the first three rows.

**Ongoing Commission Grid:** The "Traffic Related Detail - Ongoing" grid has columns for "To Dollar" (\$0) and Periods 1 through 4. The values for Period 1 are 0.00 %, 0.00 %, 0.00 %, and 0.00 % respectively.

**Buttons and Notes:** At the bottom left is a "Add Step" button. A note at the bottom center says "\*MAKE sure you have selected desired TYPE of Commission PRIOR to add. CANNOT CHANGE TYPE AFTER ADD." At the bottom right is a note "Ongoing Calculation Begins at Customer Billed Cycle 12".

After completing the commission structure, the information must be saved:

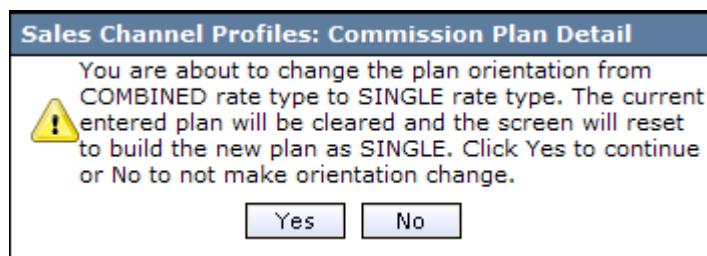
6. Click **DISC** to apply and remain on the **COMMISSION PLAN DISPLAY** screen;

or

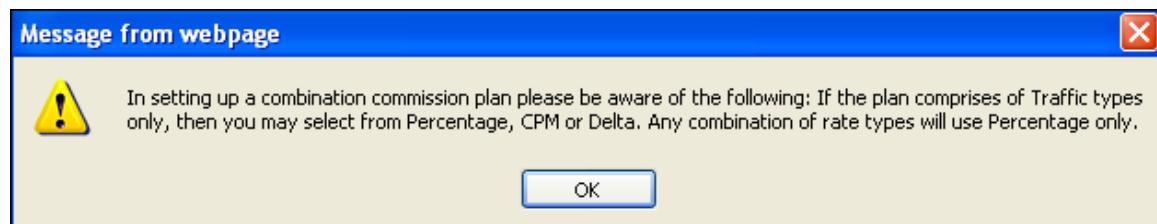
Click **CHECKMARK** to save and exit the screen.

| Action | Description |
|--------|-------------|
|--------|-------------|

If you attempt to change the **PLAN ORIENTATION** to single before the plan is saved, the following message displays.



Additional information displays.



**COMBINATION OF TRAFFIC AND NON-TRAFFIC RATE TYPE CODES SELECTED**

| Action | Description |
|--------|-------------|
|--------|-------------|

1. Select **TRAFFIC** and **NON- TRAFFIC RATE TYPE CODES**. Percentage is the only option available when selecting a combination of **TRAFFIC** and **NON-TRAFFIC RATE TYPE CODES**.

| Allowed Service Categories |                           |  | Commission Areas |                                 |  |
|----------------------------|---------------------------|--|------------------|---------------------------------|--|
| Code                       | Description               |  | Code             | Name                            |  |
| IT                         | Ip Telephony              |  | RptLocU          | Report - Location Usage Summary |  |
| OD                         | Outbound Dedicated Access |  | RptLinU          | Report - Line Usage Summary     |  |
| OE                         | Outbound Switched Access  |  | ActRcrA          | Acct Recurring - Activation     |  |
| PA                         | Personal Assistant        |  | ActRcrC          | Acct Recurring - Cycled         |  |
| PG                         | Paging                    |  | ActRPrN          | Acct Recurring - Partial - New  |  |

**Note: Non-Traffic types will be paid out based on Period 1 entry**

| Combination Plan - All Areas Selected Included   |  |
|--|--|
| Type   |  |
| <input checked="" type="radio"/> Percentage (% value applied directly against billed amount)     |  |
| <input type="radio"/> CPM (value represents PER MINUTE payout)                                   |  |
| <input type="radio"/> Delta (Payout equals Delta amount between entered value and billed amount) |  |
| <input type="radio"/> Flat (flat entered value paid for each type appearance)                    |  |

| Traffic Related Detail - Initial  | Traffic Related Detail - Ongoing |           |          |          |          |          |     |        |        |        |        |
|---|----------------------------------|-----------|----------|----------|----------|----------|-----|--------|--------|--------|--------|
| <table border="1"> <thead> <tr> <th>To Dollar</th> <th>Period 1</th> <th>Period 2</th> <th>Period 3</th> <th>Period 4</th> </tr> </thead> <tbody> <tr> <td>\$0</td> <td>0.00 %</td> <td>0.00 %</td> <td>0.00 %</td> <td>0.00 %</td> </tr> </tbody> </table> |                                  | To Dollar | Period 1 | Period 2 | Period 3 | Period 4 | \$0 | 0.00 % | 0.00 % | 0.00 % | 0.00 % |
| To Dollar   | Period 1                         | Period 2  | Period 3 | Period 4 |          |          |     |        |        |        |        |
| \$0   | 0.00 %                           | 0.00 %    | 0.00 %   | 0.00 %   |          |          |     |        |        |        |        |

| Traffic Related Detail - Initial  | Traffic Related Detail - Ongoing |          |          |          |        |        |        |        |   |          |          |          |          |        |        |        |        |
|---|----------------------------------|----------|----------|----------|--------|--------|--------|--------|---|----------|----------|----------|----------|--------|--------|--------|--------|
| <table border="1"> <thead> <tr> <th>Period 1</th> <th>Period 2</th> <th>Period 3</th> <th>Period 4</th> </tr> </thead> <tbody> <tr> <td>0.00 %</td> <td>0.00 %</td> <td>0.00 %</td> <td>0.00 %</td> </tr> </tbody> </table> | Period 1                         | Period 2 | Period 3 | Period 4 | 0.00 % | 0.00 % | 0.00 % | 0.00 % | <table border="1"> <thead> <tr> <th>Period 1</th> <th>Period 2</th> <th>Period 3</th> <th>Period 4</th> </tr> </thead> <tbody> <tr> <td>0.00 %</td> <td>0.00 %</td> <td>0.00 %</td> <td>0.00 %</td> </tr> </tbody> </table> | Period 1 | Period 2 | Period 3 | Period 4 | 0.00 % | 0.00 % | 0.00 % | 0.00 % |
| Period 1  | Period 2                         | Period 3 | Period 4 |          |        |        |        |        |   |          |          |          |          |        |        |        |        |
| 0.00 %  | 0.00 %                           | 0.00 %   | 0.00 %   |          |        |        |        |        |   |          |          |          |          |        |        |        |        |
| Period 1  | Period 2                         | Period 3 | Period 4 |          |        |        |        |        |   |          |          |          |          |        |        |        |        |
| 0.00 %  | 0.00 %                           | 0.00 %   | 0.00 %   |          |        |        |        |        |   |          |          |          |          |        |        |        |        |

**Add Step    \*\*MAKE sure you have selected desired TYPE of Commission PRIOR to add. CANNOT CHANGE TYPE AFTER ADD.**

2. Enter an amount in the **TO DOLLAR** field.

The **TO DOLLAR** field defines the spending level the customer must achieve before the commission amount will be applied. Entering **99999999** in this field indicates that the system will apply the commission amount to an unlimited dollar amount.

3. Enter the percentage for the commission payment amount in **PERIOD 1** field only.

**Note:** If both **TRAFFIC** and **NON-Traffic RATE TYPE CODES** are selected, commission is calculated on the percentage entered in the **PERIOD 1 FIELD** only and a **NOTE** displays on the screen. If **ONLY TRAFFIC RATE TYPE CODES** or **ONLY NON-TRAFFIC RATE CODES** are selected, the **NOTE** is removed.

4. Click **ADD STEP**.

The rates display in the Commission Grid.