Oracle Fusion Cloud Sales Automation

Using Incentive Compensation

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Using Incentive Compensation

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1 About This Guide

Audience and Scope

This guide describes how compensation participants, analysts, and managers manage compensation plans. It describes the user tasks for the incentive compensation business process, from creating and managing compensation plans to reviewing and monitoring incentive plans and performance data.

Related Guides

You can refer to these related guides to understand more about the business flows and functionality covered in this guide.

Title	Description
Oracle Fusion Cloud Sales Automation: Implementing Incentive Compensation	Describes tasks to configure and set up Incentive Compensation.

Related Topics

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2 Overview

Overview of Incentive Compensation

Use the Manage Incentive Compensation business process activities to effectively link participant performance to earnings. The delivered activities are secured so that specific incentive compensation job roles can perform tasks within each activity.

The following figure shows the high-level flow of the main Manage Incentive Compensation business activities by incentive compensation job role.

1. The plan administrator plans the compensation strategy and creates incentive plans.
2. The compensation manager configures credit and rollup rules for the plan and assigns plans to participants.
3. The compensation analyst does these actions:
   a. Collects data on participant performance and applicable transactions.
   b. Credits participants.
   c. Calculates earnings for participants.
   d. Determines payments to participants.
   e. Manages any disputes about compensation.
4. The participant accepts compensation plans and monitors performance and results.

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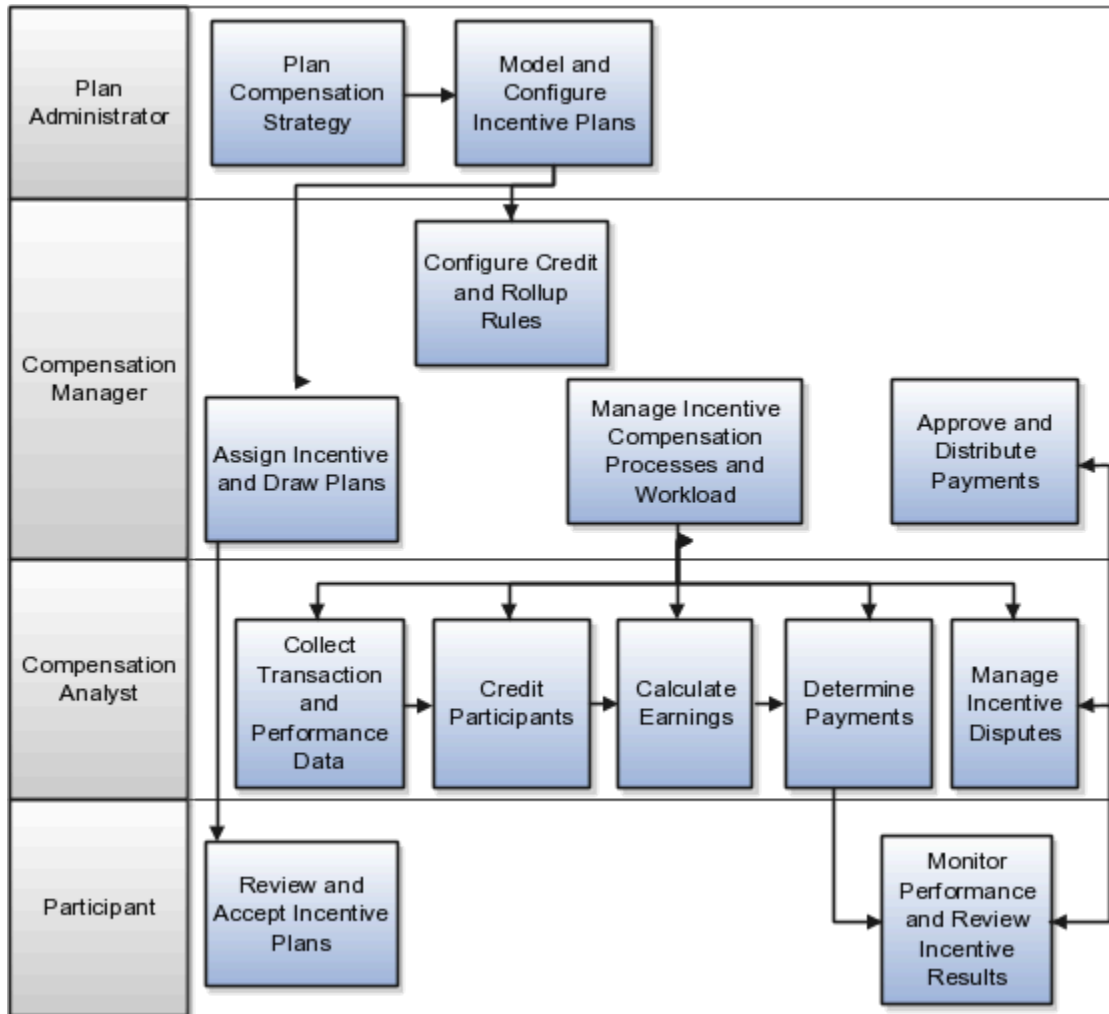
Incentive Compensation Plan Administrator

Plan administrators use the Compensation Plans work area to create and manage compensation plans, classification rules, and credit categories.

Incentive Compensation Manager

Compensation managers use the Participant Assignment work area to do these actions:

- Manage date-effective rules to determine who receives credit for each business transaction and how much credit to allocate.
- Manage and assign incentive payment plans and roles.
- Assign participants to analysts and balance analyst workload.

In the Credits and Earnings work area, compensation managers submit and monitor transaction processes:

- Collect, adjust, hold, and maintain transactions as well as collect performance data
- Credit participants

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- Calculate earnings

In the Payments work area, compensation managers create and approve payment batches as well as submit and monitor transaction processes:

- Determine payments and adjustments
- Export payment data

Incentive Compensation Analyst

Compensation analysts perform many of the same tasks as the compensation manager, but don't have permission to make assignments or create or pay payment batches. In addition, analysts use the Participant Snapshot work area to do these actions:

- Manage participant details
- Individualize participant compensation and payment plans

Analysts use the Credits and Earnings and Participant Snapshot work areas to research and resolve incentive disputes.

Incentive Compensation Participant and Incentive Compensation Participant Manager

Participants and participant managers use dashboards and reports in the Sales Compensation work area:

- Review and accept incentive plans
- Monitor personal performance data
- Monitor team performance data (participant managers only)
- Review incentive earnings and payments
- Create incentive disputes

Incentive Compensation Application Administrator

The application administrator maintains incentive compensation business units and objects, such as calendars, currency, and table attributes in the Setup and Maintenance work area:

- Offering: Sales
- Functional Area: Incentives

Job Roles and User Guide Chapters

This table identifies the chapters in this guide that are relevant for each job role.

Job Role	Relevant Chapters
Plan administrators	3 Incentive Plans Overview

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Job Role	Relevant Chapters
	4 Expressions
	5 Plans and Plan Components
	6 Performance Measures
	7 Rate Tables
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	9 Plan Validation, Approval, Export, and Import
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	16 Credit, Rollup, and Classification Parameters
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Compensation Managers	11 Participant Imports
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	15 Credit, Rollup, and Classification Overview
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	22 Earnings
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	25 Payment Processing
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	27 Dispute Management

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3 Incentive Plans Overview

Incentive Plans

An incentive compensation plan defines how to measure a participant's progress and calculate compensation earnings.

Compensating salespeople correctly to motivate them and support your business objectives can be complex. But you can design incentive plans that apply to groups of people. For example, design a plan for new salespeople and another for sales managers.

You model a plan by assembling pieces:

- Performance measures and credit categories to determine the attainment toward goals
- Expressions and rate tables to accurately compute earnings for each level of attainment
- Plan components by combining performance measures, expressions, and rate tables

In this figure, you combine performance measures, expressions, and rate tables to form plan components. Then assemble the plan components to support the incentive requirements of participant types and roles.
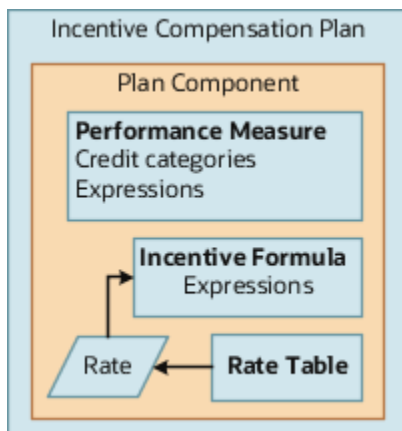
Per this flow chart, plan administrators configure incentive plans after planning the compensation strategy and then managers assign the plans to participants.

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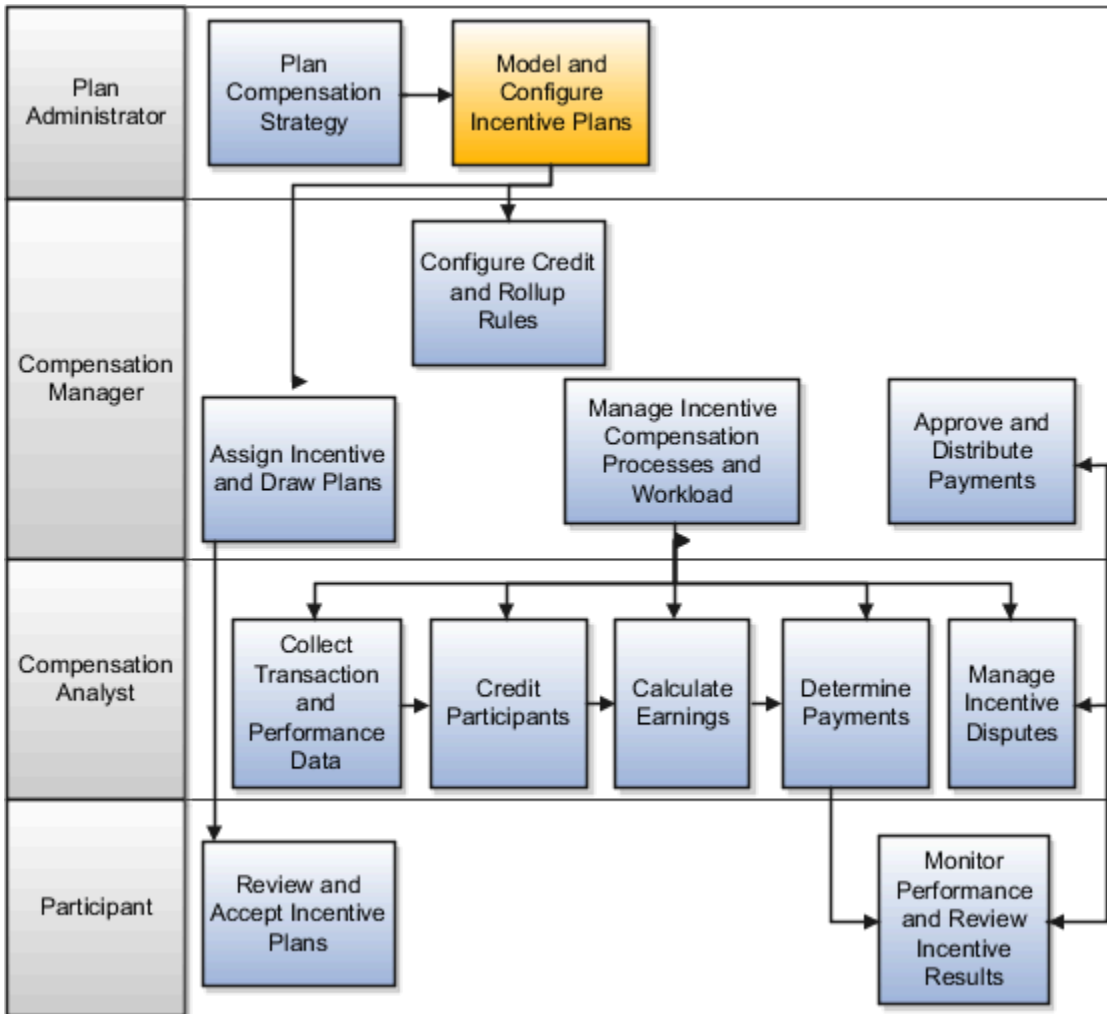
Incentive Compensation Plans, Plan Components, and Performance Measures

Plans contain plan components. Plan components contain performance measures, incentive formulas, and rate tables that together determine how to calculate incentive compensation, when to calculate it, and what attainment to use.

These objects form incentive compensation plans and calculate the attainment and earnings. Plan components, performance measures, expressions, and rate tables are modular and reusable.

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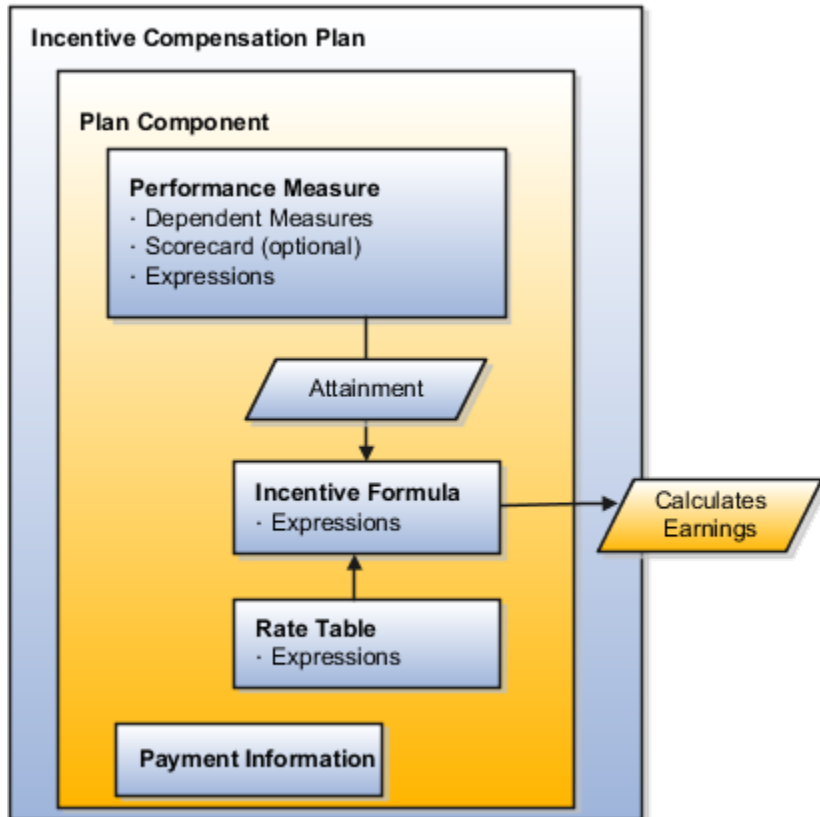
Create and manage plans, plan components, and performance measures in the Compensation Plans work area.

Plan Components

Plan components indicate variations of incentive, such as bonus or commission. From a small library of plan components, you can configure many incentive compensation plans, simplifying plan setup and administration. A component assignment is a many-to-many relationship:

- Assign multiple plan components to a single plan.
- Assign a single plan component to multiple plans.

Performance Measures

Use performance measures to track participant attainment and progress toward a defined organizational goal. An assignment is a many-to-many relationship:

- Assign multiple performance measures to a single plan component.
- Assign a single performance measure to multiple plan components.

A plan component includes:

- The performance measures used in the incentive formula expressions
- Any dependent measures used by other measures associated with the plan component

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Incentive Formula

The formula part of a plan component specifies how to calculate incentives and contains an expression that computes the earnings during the calculation process. The expression usually includes the calculated results of one or more performance measures. The incentive formula can include a rate table result.

Rate Table

The plan component rate table or performance measure scorecard determines the compensation rate for the attainment and earnings calculations.

Payment Information

Use payment information to allocate payment adjustments from participant payment plans among plan components. You can also designate a third-party payee.

Expressions

Use these interchangeable, reusable groupings of numeric operators and SQL functions as incentive formulas and measure formulas, as well as in expression-based rate dimensions. Expressions can include:

- Plan component attributes, such as target incentive or measure weights

- Incentive compensation transaction or credit attributes, such as credit amount or margin

- Calculated values of plan component earnings or measure attainment

Related Topics
- Overview of Performance Measures
- Overview of Compensation Plans
- Considerations for Rate Tables
- Incentive Compensation Expressions

4 Expressions

Incentive Compensation Expressions

Expressions are interchangeable, reusable SQL-like parts that you use to create incentive calculation formulas and dynamic expression-based rate tables. Create and manage expressions in the Compensation Plans work area.

Use expressions:

- In the performance measure formula to calculate attainment
- In the component incentive formula to calculate earnings for the component
- As rate dimension inputs if the incentive formula uses a rate table

This diagram shows where you can use expressions:In measure formulas used in performance measuresIn incentive formulasAs input expressions for rate tables
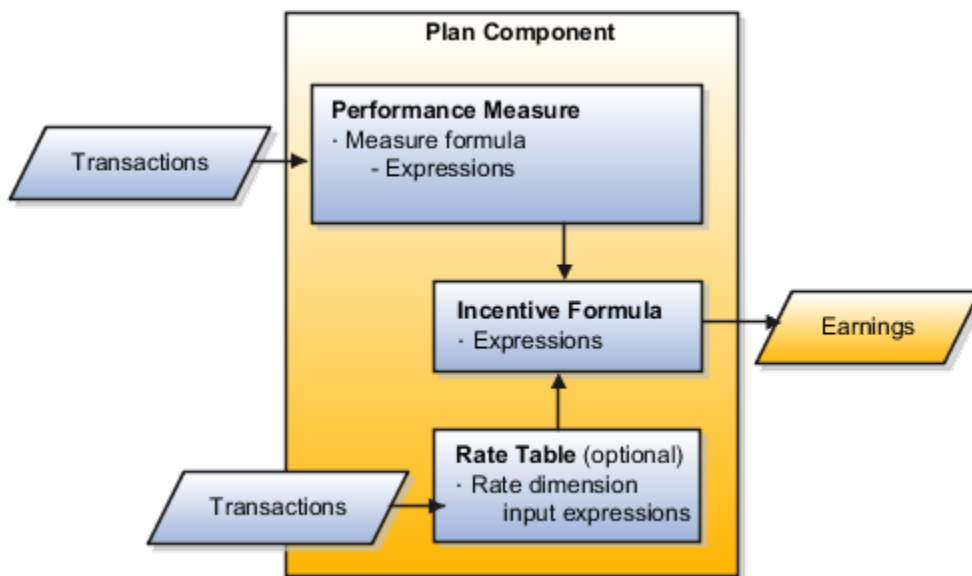
Expressions tell the calculation process:

- What to evaluate from the transactions.
- How to compute the result for the measure or incentive formula.
- How to match transaction results to the corresponding rate table.

Expression Examples

Expression attributes appear in expressions using the convention table name.column name, for example, Credit.Credit Amount. The following table provides the type and purpose for each example expression.

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Expression Type	Purpose	Expression
Attainment	To calculate the YTD revenue attainment	SUM(Credit.Credit Amount)
Rate dimension input	To determine the revenue attainment percentage by rate table	Measure.ITD Output Achieved
Earnings	To calculate the YTD trued-up bonus	Measure.ITD Output Achieved * RTR The RTR selection means rate table result.

When you enter percentages in a rate table you enter whole numbers, for example 25 percent, but the number is stored as a decimal: 0.25. When you add a rate table result to an expression and the rate type is percent, the decimal number is used.

Add Comments to Your Expression

Add user-friendly comments to any part of your expression using the Label field. Write your labels while configuring the expression, or add them later in the Edit Expression region. When you review the expression in the Formatted tab, your labels appear as comments beside the display values. Here's an example:

```
SUM /* Attainment when type - Revenue */
```

Create labels that help anyone to understand what each part of the expression and the overall expression are doing. A well-labeled portion can be copied to use in a new expression without studying every attribute and operator first.

Troubleshoot Your Expressions

If the expression you created is Invalid, the status of the expression displays as Invalid and a View Log link appears. Click the View Log link to look at the log messages that were generated while creating the expression. Plan administrators can use the log messages to troubleshoot problems with expressions. Export the log to Excel for better viewing.

Related Topics

- Overview of Performance Measures
- Use Dynamic Tier Expressions for a Rate Table
- Examples of Expressions to Calculate Incentive Compensation Attainment
- Examples of Expressions to Calculate Earnings

Create Generic Plan Component and Performance Measure References in Expressions

In certain expressions like predefined functions or user-defined queries, you refer to an attribute of a plan component or performance measure.

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Instead of choosing a specific component or a measure before choosing its attributes like Period ID or Participant ID, make the expression generic by choosing the same attributes from the generic section under Attributes. Enable these attributes in Configure Tables and Columns, and they appear under Attributes in these groups:

Group	Attribute
Participant	Participant Plan ID
Participant	Participant ID
Measure	Formula ID (refers to the formula ID of the measure)
Measure	Period ID
Plan Component	Plan Component ID
Plan Component	Formula ID (refers to the formula ID of the plan component)
Plan Component	Period ID

You can create generic expressions using these attributes, which makes the expressions reusable and reduces plan configuration effort. Here's an example expression:

```
Plan.Target_Incentive * Prorated Plan Component Participation (Participant.Participant Plan ID, Plan
Component.Plan Component ID, Plan Component.Period ID)
```

This expression can be used in any plan component since all the attributes are generic. Calculation uses the IDs of the participant, plan component, or measure being calculated.

> **Tip:** If your expression with generic attributes refers to a measure, it can't be used as an input or output expression of a plan component.

Enable Attributes for the Expression Builder

Enable attributes in Tables and Columns so they appear in the incentive compensation expression builder.

Go to the Configure Tables and Columns task in the Incentives functional area of the Sales offering. Enable the attribute for calculation and select the appropriate level 2 expression grouping. Also add a user-friendly name for the attribute, which the application displays in the expression builder.

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Research an Invalid Expression

In the Credits and Earnings work area you can use the View Process Logs task to research an invalid expression.

The process name is Validate Expression. Select the business unit. You can order the search by Request ID or Audit ID. The latest expression you created is at the top of the list. Review the log to find the problem.

Predefined Functions

Incentive Compensation Predefined Functions

Predefined functions are PL/SQL functions that give more freedom in expression building. Here are the predefined functions including use case examples. Add predefined functions to an expression using the expression builder in the Compensation Plans work area.

Predefined Function	Description	Use Case Example
Credit Category Name	Name associated with the credit category identifier. Use the result for a rate table lookup.	Determine the commission rate based on the credit category.
Date Difference	Difference between two dates in terms of days, weeks, months, or quarters. The return value could be days, weeks, months, quarters, and so on, based on the Period Type input parameter.	None
Previous Interval Attainment	Measure the attainment for the previous time interval. The calculation doesn't round or truncate results. Also, if the previous interval has no attainment record for the measure, then the return value is zero.	Pay participant based on growth, defined as current interval attainment over previous interval attainment.
Product Name	Name associated with the product identifier. The calculation returns the results in upper case. Use the result for a rate table lookup.	Determine commission rate based on the product.
Prorated Measure Participation	Proportion of the number of participated days in the performance measure interval.	Adjust the measure attainment based on plan participation. Typical in quota-based calculations.

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Predefined Function	Description	Use Case Example
	The actual calculation is (Number of Participation Days in Performance Measure) divided by (Number of Days in Calendar Interval). • The calendar interval is the formula interval for the period ID. • The calculation assumes that the proration is based on calendar days and not on workdays. • The calculation doesn't round or truncate results.	
Prorated Plan Component Participation	Proportion of the number of participated days in the plan component interval. The actual calculation is (Number of Participation Days in Plan Component) divided by (Number of Days in Calendar Interval). • The calendar interval is the formula interval for the period ID. • The calculation assumes that the proration is based on calendar days and not on workdays. • The calculation doesn't round or truncate results.	Adjust earnings based on plan participation. Typical in bonus and MBO plans.
Rank Participant Metrics	The ranking function ranks measures and earnings data in the cn_srp_per_form_metrics_all table and accepts these inputs: • Rank type (required): Indicates whether it's a regular rank (RANK) or Dense Rank (DENSE_RANK) • Participant ID (required) • Period ID (required) • Attribute to be ranked (required): Attribute of the measure of a component that you want to rank. For example, OUTPUT_ACHIEVED_PTD, OUTPUT_ACHIEVED_ITD, INPUT_ACHIEVED_PTD, INPUT_ACHIEVED_ITD. • Performance Measure ID or Formula ID (conditionally required): Either Formula ID or Plan Component ID is required. • Plan Component ID (conditionally required): Either Formula ID or Plan Component ID is required. If you're ranking an attribute of a performance measure, you only need to pass plan component ID or salesperson compensation plan ID if you want to restrict the ranking within a component or plan.	Employees get a bonus based on the ranking of their quota attainment with a plan.

Predefined Function	Description	Use Case Example
	If you're ranking an attribute of a plan component, you only need to pass a salesperson compensation plan ID if you want to restrict the ranking within a plan.	
Accumulate by Any Interval	The Accumulate by Any Interval function will accumulate any metric of a performance measure or plan component by any interval irrespective of the measure's or component's own interval. It accumulates the metrics from the CN_SRP_PER_FORM_METRICS_ALL table and takes the following as inputs: • Participant Plan ID (required) • Plan Component ID (required) • Formula ID (required) • Interval Type (required): This could be any of the interval types defined for the business unit, such as Quarter or Period. • Period ID (required) • Metric to be accumulated (optional): The metric of the measure of a component that you want to accumulate. Examples: OUTPUT_ACHIEVED_PTD, INPUT_ACHIEVED_PTD, COMMISSION_PAID_PTD If you're accumulating a metric of a performance measure and don't pass the final metric parameter, the default metric accumulated is OUTPUT_ACHIEVED_PTD. If you're accumulating a metric of a plan component and don't pass the final metric parameter, the default metric accumulated is COMMISSION_PAID_PTD.	A measure M1 has an interval of period. Another measure M2 with an interval of Quarter depends on M1, but needs the accumulated output value of M1 for the entire quarter.
Rolling Average Attainment	Average attainment for the measure for a specified number of time intervals. The calculation starts from the current interval. Example: Assume that the interval is monthly, the period passed is May, and the number of intervals passed is 4. The calculation returns average attainment for February, March, April, and May (the current period). If previous intervals have no or insufficient attainment records for the measure, then the average attainment calculation: 1. Sums the attainment for the available intervals 2. Divides the sum by the number of available intervals For example. if only two records are available and three month rolling is required, then the	Pay participant based on rolling average attainment.

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Predefined Function	Description	Use Case Example
	calculation sums the two months and divides by two.	
YTD Target Incentive	Year-to-date target incentive for the plan component. The actual calculation is (Target Incentive of Plan Component) multiplied by (Ratio of Current Interval Number to Number of Intervals Passed). • The returned value is in the calculation currency. • The calculation assumes that the plan component is for the calendar year.	Support true-up for bonuses.

> **CAUTION:** You can't import plans with expressions containing one or more predefined functions or user-defined queries that use the participant plan, plan component, formula, and measure IDs because the IDs don't exist yet in the destination environment. Or, if they do exist, then they don't reference the same attributes as the source environment. The import will fail.

For details about enabling attributes to pass to incentive compensation predefined functions, see the Enable Attributes to Pass as Input Parameters for Predefined Functions topic.

Related Topics
- Enable Attributes to Pass as Input Parameters for Predefined Functions
- Create Incentive Expressions with Predefined Functions

Enable Attributes to Pass as Input Parameters for Predefined Functions

Enable a column to be the attribute the input parameter passes to the predefined function. Use the Configure Tables and Columns task in the Setup and Maintenance to enable the columns for calculation.

Here are the predefined functions:

- Credit Category Name
- Date Difference
- Prorated Plan Component Participation and YTD Target Incentive
- Prorated Measure Participation, Previous Interval Attainment, and Rolling Average Attainment

Each function section contains:

- The columns that you must enable for each function
- A suggested user name for each column as these columns don't have standard user names

Each column that you enable for calculation must have a corresponding user name, because the user name appears in the expression builder choice lists. You use the choice lists to select the attribute that each input parameter passes

to the function. On the Tables and Columns toolbar View menus, select **Query By Example** to more quickly isolate the relevant table or columns.

Additional Information:

- For descriptions and use case examples of each predefined function, see the Incentive Compensation Predefined Functions topic.
- For details about creating predefined expressions with these attributes, see the Create Incentive Expressions with Predefined Functions topic.

Enable the Credit Category Name Attribute

Select the CN_TP_CREDITS_ALL table to enable this column and enter the suggested user name, if one isn't already present.

Column to Enable for Calculation	Suggested User or Attribute Name
ELIGIBLE_CAT_ID	Credit category ID

Enable Date Difference Attributes

Select the CN_TP_CREDITS_ALL table to enable these columns and enter the suggested user names, if they aren't already present.

Tip: Enable for calculation only the date columns that you want users to select.

Column to Enable for Calculation	Suggested User or Attribute Name
CREDIT_DATE	Credit date
ROLLUP_DATE	Rollup date

Enable Prorated Plan Component Participation and YTD Target Incentive Attributes

These two predefined functions use the same attributes.

Select the CN_SRP_PER_FORM_METRICS_ALL table to enable these columns and enter the suggested user names, if they aren't already present.

Column to Enable for Calculation	Suggested User or Attribute Name
SRP_COMP_PLAN_ID	Participant plan ID
PLAN_COMPONENT_ID	Plan component ID
PERIOD_ID	Period ID

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Enable Prorated Measure Participation, Previous Interval Attainment, and Rolling Average Attainment Attributes

These three predefined functions use the same attributes.

Select the CN_SRP_PER_FORM_METRICS_ALL table to enable these columns and enter the suggested user names, if they aren't already present.

Column to Enable for Calculation	Suggested User or Attribute Name
SRP_COMP_PLAN_ID	Participant plan ID
PLAN_COMPONENT_ID	Plan component ID
PERIOD_ID	Period ID
FORMULA_ID	Measure ID

Enable the Product Name Attribute

Select the CN_TP_TRANSACTIONS_ALL table to enable this column and enter the suggested user name, if one isn't already present.

Column to Enable for Calculation	Suggested User or Attribute Name
INVENTORY_ITEM_ID	Product ID

Enable Accumulate by Any Interval Attributes

Select the CN_SRP_PER_FORM_METRICS_ALL table to enable these columns and enter the suggested user names if they aren't already present.

Column to Enable for Calculation	Suggested User or Attribute Name
SRP_COMP_PLAN_ID	Participant plan ID
PLAN_COMPONENT_ID	Plan component ID
PERIOD_ID	Period ID
FORMULA_ID	Formula ID

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Enable Rank Participant Metrics Attributes

Select the CN_SRP_PER_FORM_METRICS_ALL table to enable these columns and enter the suggested user names if they aren't already present.

Column to Enable for Calculation	Suggested User or Attribute Name
SRP_COMP_PLAN_ID	Participant plan ID
PLAN_COMPONENT_ID	Plan component ID
PERIOD_ID	Period ID
FORMULA_ID	Formula ID
PARTICIPANT_ID	Participant ID

Related Topics
- Create Incentive Expressions with Predefined Functions
- Incentive Compensation Predefined Functions

Create Incentive Expressions with Predefined Functions

You can create predefined function expressions using Manage Expressions in the Compensation Plans work area.

Create Expressions with Predefined Functions

In most cases, you select plan component result attributes to pass to the predefined function.

1. On the Attributes menu, select **Predefined functions** in Functions.
2. Select the predefined function.
3. Click **Add to Expression**.
4. Click the left parenthesis **(**.
5. On the User Defined Objects menu, select **Plan component result**.
6. Search for and select the appropriate plan component.
7. In the Select an Attribute list, scroll to and select the attribute to pass to the function.

    If you select **Plan Component Measure**, then complete these steps before continuing to step 8.

    a. Search for and select the relevant performance measure.
    b. In the Select an Attribute list, scroll to and select the attribute to pass as the measure ID to the function.
8. Click **Add to Expression**.
9. Click ,.
10. Repeat steps 7 -- 9 as required.
11. Click the right parenthesis **)**.

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In some cases, you enter a constant to pass to the predefined function.

1. On the Attributes menu, select **Constant**.
2. In the Add Constant field, enter the constant according to this table.

Parameter	Constant to Enter
Date 1 or Date 2	Date in the format dd/mm/yyyy Example: 01/06/2015
Number of Intervals	Number of intervals you want the results for Example: If you want the rolling average attainment for the last three months, then enter 3.
Period Type	D, W, M, Q for Days, Weeks, Months, or Quarters, respectively

To add the Credit category ID attribute to the Credit Category Name function or the Product ID attribute to the Product Name function, do these steps:

1. On the Attributes menu, select Credit and then the category or product ID, or your organization's user name for the column.
2. Click **Add to Expression**.

Identify Attributes Passed to Predefined Functions

This table identifies the attributes passed as input parameters by predefined function. The attribute names are the suggested user names to enter when enabling the attributes for calculation. The table also provides the table column name for each attribute as these attribute names might be different than those used by your organization.

Predefined Function	Column Name	Attributes
Credit Category Name	• ELIGIBLE_CAT_ID	• Credit category ID
Date Difference	• CREDIT_DATE • ROLLUP_DATE	• Date 1 • Date 2 • Period Type Example expression: Date Difference(Date 1, Date 2,'D') 'D' is the constant entered for the period type Days.
Previous Interval Attainment and Prorated Measure Participation	• SRP_COMP_PLAN_ID • PLAN_COMPONENT_ID • PERIOD_ID	• Participant plan ID • Plan component ID • Period ID

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Predefined Function	Column Name	Attributes
	• FORMULA_ID	• Measure ID
Product Name	• INVENTORY_ITEM_ID	• Product ID
Prorated Plan Component Participation	• SRP_COMP_PLAN_ID • PLAN_COMPONENT_ID • PERIOD_ID	• Participant plan ID • Plan component ID • Period ID
Rolling Average Attainment	• SRP_COMP_PLAN_ID • PLAN_COMPONENT_ID • PERIOD_ID • FORMULA_ID	• Participant plan ID • Plan component ID • Period ID • Measure ID • Number of intervals Example expression: Rolling Average Attainment(Participant plan ID,Plan component ID,Period ID,Measure ID,4) 4 is the constant entered to specify for how many intervals, starting with the most recent, to provide the rolling average attainment.
YTD Target Incentive	• SRP_COMP_PLAN_ID • PLAN_COMPONENT_ID • PERIOD_ID	• Participant plan ID • Plan component ID • Period ID • Number of intervals Example expression: YTD Target Incentive(Participant plan ID,Plan component ID,Period ID,4) 4 is the constant entered to specify quarterly payout frequency to provide the year-to-date target incentive. If the payout frequency is monthly, then you specify 12.

Related Topics

- Enable Attributes to Pass as Input Parameters for Predefined Functions
- Incentive Compensation Predefined Functions
- Manage Explicit Plan Component and Performance Measure References in Predefined Function Expressions

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Manage Explicit Plan Component and Performance Measure References in Predefined Function Expressions

Some delivered incentive compensation predefined functions reference a plan component or performance measure. Since you can't reference a plan component or measure that doesn't exist, creating or duplicating plan components or measures with formulas containing these predefined functions requires special handling.

Create Plan Components and Performance Measures that Include Predefined Functions

Here's how to create a plan component that uses one or both of the Prorated Plan Component Participation and the YTD Target Incentive functions:

1. Add a placeholder expression for the incentive formula.
2. Replace the placeholder incentive formula with the appropriate predefined function.

The same applies when you create a measure formula that uses one or more of the Previous Interval Attainment, Prorated Measure Participation, and Rolling Average Attainment functions. The two-step process is required because until you create the plan component or measure, you can't select it as part of adding the relevant input attributes.

Use these recommended names and expressions for each placeholder expression, so that you create valid objects and can quickly locate the placeholder for easy replacement.

Recommended Expression Name	Recommended Expression
PC Predefined Function Placeholder	Measure result.ITD Output Achieved After selecting **Measure result**, you must select an existing performance measure and then **ITD Output Achieved**.
PM Predefined Function Placeholder	SUM(Credit.Credit Amount)

If you use either the measure result or the plan component result user-defined object, then you also choose an attribute. Here are a few definitions of terms in the attributes selection:

- PTD is period to date. The period is defined in your calendar.

- ITD is interval to date. An interval is defined with a number of periods, such as a quarter contains 3 periods which are months.

- Input Achieved is the per event expression result which was the input to the rate table.

- ITD Input Achieved is the per interval expression result used as an input to the rate table.

- Output Achieved is the result of a measure or incentive formula expression for per event.

- ITD Output Achieved is the result of a measure or incentive formula expression for per interval.

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Duplicate Plans, Plan Components, and Performance Measures that Include Predefined Functions

When you duplicate plans, plan components, or measures that include any of these predefined functions, edit the expression to replace the original plan component or measure with the new object.

- Previous Interval Attainment
- Prorated Measure Participation
- Prorated Plan Component Participation
- Rolling Average Attainment
- YTD Target Incentive

User-Defined Queries

Overview of User-Defined Queries

If the existing capabilities of the expression builder aren't enough, use user-defined queries to retrieve data for use in expressions. User-defined queries are Select SQL queries run directly on your database.

The Administrator creates a table-validated value set that includes a Select SQL query. The administrator then adds this new value set to a lookup that displays in the expression builder menu as a user-defined query.

Related Topics
- Add Select SQL Queries to the Expression Builder Using the User-Defined Queries Menu

Create Expressions with User-Defined Queries

You can create expressions with user-defined queries using the Manage Expressions task in the Compensation Plans work area. User-defined queries appear under the User Defined Objects menu when you click the User-Defined Queries menu item.

You can select and add user-defined queries just like any other attribute within the Expressions menu. However, it's advisable to look at the description before doing so. Since user-defined queries are created using SQL queries, you should test the earnings calculated and performance on your test environment thoroughly before using the query in production.

Pass Arguments or Inputs to User-Defined Queries

Some user-defined queries need arguments or inputs to be passed to them to work. You can pass plan component results, measure results, other user-defined queries, constants, or attributes enabled in the expression builder menu. The data types and order must match what's expected by the user-defined query. To pass arguments, enter a left parenthesis after the user-defined query name, add the arguments in the right order separated by commas, and follow with the right parenthesis. Here's an example: `UserDefinedQuery (1000, 'US', Measure result.Product Sales.ITD Output Achieved)`

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Create an Expression with a User-Defined Query

Be sure you read the administrator's descriptions of user-defined queries. Here are some things you should understand before adding a user-defined query to an expression.

Data	Example
Behavior of the user-defined query	None
The return data type of the user-defined query to avoid the wrong usage	Credit.Credit Amount + UserDefinedQuery () will go invalid if the user-defined query returns a string
Number and order of arguments passed	UserDefinedQuery (Credit.Credit Amount, Participant.Currency Code, Measure result.Product Sales.ITD Output Achieved) will go invalid if UserDefinedQuery expects only two inputs.
Whether a value set aggregate function is needed to avoid calculation errors	COUNT_VALUE_SET (UserDefinedQuery ())
Whether an **NVL** function is needed in case of no values returned	NVL (UserDefinedQuery () , -1)

1. On the User Defined Objects menu, click **User defined query**.
2. In the User Defined Functions list, select a user-defined query.
3. Click **Add to Expression**.
4. If the query requires inputs, then do these steps to add them:
   a. Click the left parenthesis **(**.
   b. Add items from the Attributes menu or the User Defined Objects menu, separated by commas.
   c. Click the right parenthesis **)**.
5. Save.

Create a User Defined Query

This example shows how to create a user defined query to get a participant's detail attribute value and avoid associating a credit category to the measure.

⊙ **Watch video**

The plan administrator wants to use an expression to get a participant detail attribute defined as Position and stored in ATTRIBUTE_CHAR8. But to use the expression requires associating a credit category to the performance measure. This approach causes unnecessary calculation time and many measure results if a participant has many transactions.

This is the query you're going to create:

```
select d.ATTRIBUTE_CHAR8
 from cn_srp_participant_details_all d,
 cn_period_statuses_v p
where d.participant_id = p_participant_id
```

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```
and d.org_id = p.org_id
and p.period_id = p_period_id
and ( p.start_date between d.start_date and nvl(d.end_date, sysdate )
or p.end_date between d.start_date and nvl(d.end_date, sysdate ) ) ;
```

Here are the tasks to be done:

1. Create a value set.
2. Add the value set to a lookup code.
3. Enable inputs for the expression.
4. Create the expression.

Create a Value Set

A value set defines the actual query.

1. Create a value set that will get the value from the ATTRIBUTE_CHAR8 column for a participant:

    a. In the Setup and Maintenance work area, go to the **Manage Incentive Value Sets** task:

        - Offering: Sales
        - Functional Area: Incentives

    b. Click **Create**.

    c. In the Create Value Set page, enter or select these fields:

Field	Value
Value Set Code	`GetPartDetailAttr8`
Description	Get Participant Details ATTRIBUTE_CHAR8 value
Module	Incentive Compensation
Validation Type	Table
Value Data Type	Character
FROM Clause	`CN_SRP_PARTICIPANT_DETAILS_ALL d, CN_PERIOD_STATUSES_V p`
Value Column Name	ATTRIBUTE_CHAR8

WHERE Clause	`d.participant_id = :1 /* NUMBER */`
	`AND d.org_id = p.org_id`
	`AND p.period_id = :2 /* NUMBER */`

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Field	Value
Note: This clause forms the filter the query will use. Participant ID and Period ID are the two parameters this value set expects. The numbers 1 and 2 indicate the order to pass the parameters in.	`AND ( p.start_date between d.start_date and nvl(d.end_date, sysdate )` `OR p.end_date between d.start_date and nvl(d.end_date, sysdate ) )`

     d. Save and close.

2. Click **Cancel**.

Add the Value Set to a Lookup Code

You're back to the Incentives functional area in Setup and Maintenance. Add your new value set to the table value sets list you can select while you build an expression.

1. Go to the **Manage Incentive Lookups** task.
2. Search for the lookup type **ORA_CN_USR_DEFN_EXPRSN_VLE_SET**.
3. In the Lookup Codes region click **New**.
4. Enter the value set as a lookup code `GetPartDetailAttr8`.
5. Enter the meaning **Get Position**.
6. Click **Save and Close**.

Enable Expression Inputs

Enable Participant ID and Period ID so you can choose these parameters in the expression builder.

1. Go to the **Configure Tables and Columns** task.
2. Use the query by example under **View** to search for the table **CN_SRP_PER_FORM_METRICS_ALL**.
3. Use Query by Example to search for the column **PARTICIPANT_ID**.
4. Enter the user name **MSRParticipantID**.
5. Select **Enable for Calculation**.
6. Click **Save**.
7. Search for the column **PERIOD_ID**.
8. Enter the user name **MSRPeriodID**
9. Select **Enable for Calculation**.
10. Click **Save and Close**.

Create the Expression

Create the expression that gets the Position attribute value from Participant Detail using the user defined query.

1. Navigate to **Incentive Compensation** > **Compensation Plans** > **Manage Expressions**.
2. Click **Create**.
3. Name the expression **Get Position**.
4. Create the expression:
       a. Select **User Defined Objects** > **User defined queries** > **Get Position**.
       b. Click **Add to Expression**.

    c. Click the left parenthesis.

    d. Select **User Defined Objects** > **Measure result** and your performance measure (for example, `Servers Attainment`), then the attribute **MSRParticipantID**.

    e. Click **Add to Expression**.

    f. Click comma.

    g. Select **User Defined Objects** > **Measure result** and your performance measure (for example, `Servers Attainment`), then the attribute **MSRPeriodID**.

    h. Click **Add to Expression**.

    i. Click the right parenthesis.

       The expression is `Position (Measure result.Servers Attainment.MSRParticipantID, Measure result.Servers Attainment.MSR Period ID)`

    j. Save and close.

Related Topics

- How Role is Used in Direct Credit, Rollup, and Team Rules

Value Set Aggregate Functions in the Expression Builder

Use value set aggregate functions when you want to aggregate a list of values provided by the select SQL query of the user-defined query into a single value.

The expression causes an error in the calculation process if the user-defined query provides a list of values without using a value set aggregate function. If a user-defined query returns a list of values and you don't use a value set aggregation function around it, then the expression will remain valid but the earnings calculation will fail. The description of a user-defined query includes whether it needs an aggregate function.This table provides details about value set aggregate functions.

Detail	Description
Syntax	SUM_VALUE_SET (User Defined Query()*) COUNT_VALUE_SET (User Defined Query()*) MAX_VALUE_SET (User Defined Query()*) MIN_VALUE_SET (User Defined Query()*) AVG_VALUE_SET (User Defined Query()*) COUNT_DISTINCT_VALUE_SET (User Defined Query()*)
Inputs	User-defined query (required) which returns a list of values
Description	It will work similar to the SQL Aggregate Functions SUM, COUNT, MAX, MIN, AVG, and 'COUNT DISTINCT' and will perform the aggregation on the list of values provided by the user-defined query. During calculation, this will add the aggregate function to the Value Column Name text box (within the SELECT clause of the SQL query) of the associated table validated value set.

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Detail	Description
Example	Target query to add to a user-defined query: `SELECT SUM(output_achieved_ptd) FROM cn_ srp_per_form_metrics_all` Perform the following setup steps: 1. Create this query in the table validated value set of the user defined query called UDQ 1: `SELECT output_achieved_ptd FROM cn_srp_per_form_metrics_all` 2. Add the following expression using the expression builder (Manage Expressions in Manage Compensation Plans) : `SUM_VALUE_SET ( UDQ 1 () )` UDQ 1 () could return: 1000, 2000, 3000 while SUM_VALUE_SET (UDQ 1 ()) would return 6000.
Expression Usage	Unlike existing aggregate functions, value set aggregate functions don't change the usage of the expression to a per interval or a group-by scenario. Add an existing aggregation function to the user-defined query to do so.
Exceptions	In cases where the user-defined query doesn't return any records, its output will be null. In such cases COUNT_VALUE_SET and COUNT_DISTINCT_VALUE_SET will return 0 while SUM_VALUE_SET, MAX_VALUE_SET, MIN_VALUE_SET, and AVG_VALUE_SET will return null. To avoid these scenarios, it's advisable to use the NVL function around the user-defined query.

This table shows examples of expressions and their usage.

Expression	Usage
`Credit.Credit Amount * COUNT_ VALUE_SET ( UserDefinedQuery () )`	This is a valid expression which can be used in a per event or individual scenario.
`SUM (Credit.Credit Amount) - SUM (UserDefinedQuery ())`	This is a valid expression. The SUM around the User Defined Query was added to make the expression valid for a per interval or group-by scenario. In this case, the user-defined query returns only one value, otherwise the earnings calculation will produce an error.
`SUM (Credit.Credit Amount) + MAX ( SUM_VALUE_SET ( UserDefinedQuery () ) )`	This is a valid expression. The SUM_VALUE_SET is added to total the list of values provided by the user-defined query. The MAX around SUM_VALUE_SET is added to make the expression valid for a per interval or group-by scenario

Troubleshooting User-Defined Queries

When you create user-defined queries, you may have an issue like no records in the results or an invalid expression. Here are some things to check if you run into trouble.

The User-Defined Query Returns No Records

When the user-defined query doesn't return any records, its output will be null. An expression that returns null defaults to the value 0. To avoid this, use the NVL function with the User Defined Query. Here are examples of earnings

calculation output results from expressions that include the user-defined query `UserDefinedQuery()` that returns no values.

Expression	Earnings Calculation Output
`5 + UserDefinedQuery ()`	0 (The user-defined query returns null, but the expression defaults to 0)

`SUM_VALUE_SET`
`( UserDefinedQuery() )`
 	
`MAX_VALUE_SET`
`( UserDefinedQuery() )`
 	
`MIN_VALUE_SET`
`( UserDefinedQuery() )`
 	
`AVG_VALUE_SET`
`( UserDefinedQuery() )`
	0 (This expression returns null but the earnings amount defaults to 0)

`COUNT_VALUE_SET`
`( UserDefinedQuery() )`
 	
`COUNT_DISTINCT_VALUE_SET`
`( UserDefinedQuery () )`
	0

`5 + NVL (UserDefinedQuery () ,` `-1)`	4
`IS_NULL (UserDefinedQuery () )`	TRUE

The Expression is Invalid

You have an expression that contains a user-defined query, and the expression is invalid. Check these possible causes.

- Have you used mathematical operations on different data types? For example, a user-defined query returning a number can't be added to `Participant.Currency Code` which is a string.

- Check whether you need to use or remove the aggregation function around the user-defined query to match the rest of the expression components. For example, the MAX aggregation function needs to be added to this expression `SUM (Credit.Credit Amount) + MAX ( SUM_VALUE_SET ( UserDefinedQuery () ) ).`

- Do the number, order, and data type of the inputs passed to the user-defined query match the SQL query used in its value set?

- Check with the administrator whether the SQL query used in its value set has consecutive natural numbers as the sequence for its inputs (:1, :2).

- Check if the Value Set Aggregated functions only have user-defined queries as inputs. Not even User-defined functions can be passed to these.

- Have any Boolean returning logical operators been used outside the CHOICE function?

- Check the number or data type of the inputs passed to the logical operations.

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Logical Operations

Logical Operations Best Practices and Quick Reference

You can include logical operations when you build expressions. Here are best practices and a quick reference table of available logical operations.

Best Practices

Follow these best practices when you use logical operations in expressions.

- Calculated dates may include the entire time stamp and calculated numbers may return a number with decimals. For a calculated number, use the ROUND function, and for calculated dates use TRUNC when appropriate.

- While comparing strings, ensure their case matches to prevent incorrect responses. Use the UPPER or LOWER function as needed.

- To avoid possible null values use the NVL function.

- Usage of all Logical operations (which only have a Boolean output) is restricted to within the input condition of the CHOICE statement. This includes IS_GREATER, IS_LESS, IS_EQUAL, IS_NULL, NOT, IS_IN, IS_BETWEEN, AND, OR, and IS_LIKE.

- Strings are compared in lexical orders when used in comparison functions. Use them appropriately.

- While comparing multiple inputs, match the types. Use TO_NUMBER or TO_CHAR or TO_DATE functions as needed.

Quick Reference

This table lists the syntax, inputs, return data type, and examples for logical operations.

Syntax	Inputs	Return Data Type	Example
CHOICE (Condition 1*, Value 1*, Condition 2, Value 2, ...Condition n, Value n, Value Z*)	1. Condition 1*: Boolean 2. Value 1*: String or date or number 3. Condition 2 ...n: Boolean 4. Values 2 ...n: String or date or number 5. Value Z*: String or date or number	String, Number or Date (Same as Value)	1. `CHOICE (IS_GREATER (Credit.Credit Amount, Measure.Target), Credit.Credit Amount, Measure.Target)` 2. `CHOICE (IS_GREATER (Credit.Credit Amount, 1000), 1, IS_EQUAL (Credit.Credit Amount, TO_NUMBER(Measure result.All Product Sales.ITD Output Achieved)), 2, 3)`
IS_EQUAL (Value 1*, Value 2*)	1. Value 1*: String or date or number 2. Value 2*: String or date or number	Boolean	1. `IS_EQUAL (Credit Category Name (12313331333), 'Servers')2. IS_EQUAL`

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Syntax	Inputs	Return Data Type	Example
			`(Credit.Credit Amount, Measure.Target)` 2. `IS_EQUAL (TO_DATE('1-Dec-2017'), TO_DATE('2-Dec-2017'))`
IS_NULL (Value*)	Value*: String or date or number or Boolean	Boolean	`IS_NULL (Credit Category Name (12313331333)`
IS_GREATER (Value 1*, Value 2*)	1. Value 1*: Date or number 2. Value 2*: Date or number	Boolean	1. `IS_GREATER (Credit.Credit Amount, Measure.Target)` 2. `IS_GREATER (TO_DATE('11-Dec-2017'), TO_DATE('2-Dec-2017'))`
IS_LESS (Value 1*, Value 2*)	1. Value 1*: Date or number 2. Value 2*: Date or number	Boolean	1. `IS_LESS (Credit.Credit Amount, Measure.Target)` 2. `IS_LESS (TO_DATE('11-Dec-2017'), TO_DATE('2-Dec-2017'))`
IS_BETWEEN (Value to evaluate*, Minimum Value*, Maximum Value*)	1. Value to evaluate*: Date or number 2. Minimum Value*: Date or number 3. Maximum Value*: Date or number	Boolean	1. `IS_BETWEEN (Credit.Credit Amount, TO_NUMBER(Plan component result.Management Bonus.PTD Output Achieved), Measure.Target)` 2. `IS_BETWEEN (TO_DATE('11-Dec-2017'), TO_DATE('2-Dec-2017'), TO_DATE('22-Dec-2017'))`
AND (Condition 1*, Condition 2, ...Condition n)	1. Condition 1*: Boolean 2. Condition 2*: Boolean 3. Condition 3 to n: Boolean	Boolean	`AND (IS_GREATER (Credit.Credit Amount, Measure.Target), IS_EQUAL (Credit Category Name (12313331333), 'Servers'))`
OR (Condition 1*, Condition 2, ...Condition n)	1. Condition 1*: Boolean 2. Condition 2*: Boolean 3. Condition 3 to n: Boolean	Boolean	`OR (IS_GREATER (Credit.Credit Amount, Measure.Target), IS_EQUAL (Credit Category Name (12313331333), 'Servers'))`
NOT (Condition*)	Condition*: Boolean	Boolean	1. `NOT (IS_LESS (2000, TO_NUMBER (Measure result.All Product Sales.ITD Output Achieved))))` 2. `NOT (IS_EQUAL (Credit Category`

Syntax	Inputs	Return Data Type	Example
			`Name (12313331333),` `'Servers'))`

IS_LIKE (Value 1*, Value 2*)	1. Value 1*: String or number
	2. Value 2*: String or number
		Boolean	1. `IS_LIKE (Credit`
			`Category Name`
			`(12313331333),`
			`'Servers')`
			2. `IS_LIKE (120, '12%')`
			3. `IS_LIKE`
			`(UPPER(Participant.Currency`
			`Code), 'U%')`

IS_IN (Value*, In Value 1*, ...In Value n)	1. Value*: String or date or number
	2. In Value 1*: String or date or number
	3. In Value 3 to n: String or date or number
		Boolean	1. `IS_IN (Credit Category`
			`Name (12313331333),`
			`'Servers', 'Laptops',`
			`'Desktops')`
			2. `IS_IN (Credit.Credit`
			`Amount, TO_`
			`NUMBER(Measure`
			`result.All`
			`Product Sales.ITD`
			`Output Achieved),`
			`Measure.Target,`
			`Measure.ITD Target)`

Related Topics

- Logical Operations in the Expression Builder

Logical Operations in the Expression Builder

You can mimic your complex business rules using logical operations in the expression builder. This table provides descriptions, rules, and examples of available expression terms for logical operations.

Expression Term	Details
CHOICE	**Syntax**: (Condition 1*, Value 1*, Condition 2, Value 2, ...Condition n, Value n, Value Z*) **Inputs**: The following list includes required and optional inputs: • Condition 1 (Required): Boolean (TRUE or FALSE) • Value 1 (Required): Can be a string or date or number • Condition 2...n (Optional): Boolean (TRUE or FALSE) • Value 2...n (Optional): Can be a string or date or number • Value z (Required): Can be a string or date or number **Return data type**: String, Number or Date depending on value entered. **Description**: Allows users to use the equivalent of the IF, THEN, ELSE logic. Allows users to select different results based on different conditions.

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Expression Term	Details

	It evaluates the conditions from first to last, so if Condition 1 is TRUE, then it will give Value 1. However, if Condition 1 isn't TRUE, then it will check if Condition 2 is TRUE. If it's true, then it will give Value 2, and so on. If no earlier condition is TRUE, then it will give the final value, Value z.
	
	Examples: The following examples show the use of CHOICE.
	
	`CHOICE (IS_GREATER (Credit.Credit Amount, Measure.Target), Credit.Credit Amount, Measure.Target)`
	
	`CHOICE (IS_GREATER (Credit.Credit Amount, 1000), 1, IS_EQUAL (Credit.Credit Amount, TO_NUMBER(Measure result.All Product Sales.ITD Output Achieved)), 2, 3)`
	
	Exceptions: If any of the input conditions aren't Boolean, then an error occurs.

IS_EQUAL	**Syntax**: IS_EQUAL (Value 1*, Value 2*)
	
	Inputs: The following is a list of required inputs:
	
	• Value 1 (Required): Can be a string or date or number
	• Value 2 (Required): Can be a string or date or number
	Return data type: Boolean (TRUE or FALSE)
	
	Description: If Value 1 is equal to Value 2, then it returns TRUE. Otherwise, it returns FALSE. It's used within the input conditions of the CHOICE function.
	
	Examples: The following examples show the use of IS_EQUAL.
	
	`IS_EQUAL (Credit Category Name (12313331333), 'Servers')`
	
	`IS_EQUAL (Credit.Credit Amount, Measure.Target)`
	
	`IS_EQUAL (TO_DATE('1-Dec-2017'), TO_DATE('2-Dec-2017'))`
	
	Exceptions: The following is a list of exceptions:
	
	• If any or both inputs are null, then it will return FALSE.
	• If any or both inputs cause an error, then it will cause an error.

IS_NULL	**Syntax**: IS_NULL (Value*) **Input**: Value (Required): Can be a string or date or number or Boolean **Return data type**: Boolean (TRUE or FALSE) **Description**: If the value is null, then it returns TRUE. Otherwise, it returns FALSE. It's used within the input conditions of the CHOICE function. **Example**: `IS_NULL (Credit Category Name (12313331333))` **Exception**: If the input causes an error, then it will cause an error.
IS_GREATER	**Syntax**: IS_GREATER (Value 1*, Value 2*) **Inputs**: The following is a list of required inputs: • Value 1 (Required): Can be a date or number

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Expression Term	Details
	• Value 2 (Required): Can be a date or number
	Return data type: Boolean (TRUE or FALSE)
	Description: If Value 1 is greater than Value 2 (or later in the case of dates), then it returns TRUE. Otherwise, it returns FALSE. It's used within the input conditions of the CHOICE function.
	Examples: The following examples show the use of IS GREATER.
	• `IS_GREATER (Credit.Credit Amount, Measure.Target)`
	• `IS_GREATER (TO_DATE('11-Dec-2017'), TO_DATE('2-Dec-2017'))`
	Exception: If any inputs are null, then it returns FALSE.
IS_LESS	**Syntax**: IS_LESS (Value 1*, Value 2*)
	Inputs: The following is a list of required inputs:
	• Value 1 (Required): Can be a date or number
	• Value 2 (Required): Can be a date or number
	Return data type: Boolean (TRUE or FALSE)
	Description: If Value 1 is less than Value 2 (or earlier in the case of dates), then it returns TRUE. Otherwise, it returns FALSE. It's used within the input conditions of the CHOICE function.
	Examples: The following examples show the use of IS_LESS:
	• `IS_LESS (Credit.Credit Amount, Measure.Target)`
	• `IS_LESS (TO_DATE('11-Dec-2017'), TO_DATE('2-Dec-2017'))`
	Exceptions: If any inputs are null, then it returns FALSE.
IS_BETWEEN	**Syntax**: IS_BETWEEN (Value to evaluate*, Minimum Value*, Maximum Value*)
	Inputs: The following is a list of required and optional inputs:
	• Value to evaluate (Required): Can be a date or number
	• Minimum Value (Required): Can be a date or number
	• Maximum Value (Required): Can be a date or number
	Return data type: Boolean (TRUE or FALSE)
	Description: If the value to evaluate falls between the minimum value and the maximum value, or is equal to either of them, then it returns TRUE. Otherwise, it returns FALSE. It's used within the input conditions of the CHOICE function.
	Examples: The following examples show the use of IS_BETWEEN:
	• `IS_BETWEEN (Credit.Credit Amount, TO_NUMBER(Plan component result.Management Bonus.PTD Output Achieved), Measure.Target)`
	• `IS_BETWEEN (TO_DATE('11-Dec-2017'), TO_DATE('2-Dec-2017'), TO_DATE('22-Dec-2017'))`
	Exceptions: If any inputs are null, then it returns FALSE.
AND	**Syntax**: AND (Condition 1*, Condition 2*, ...Condition n)
	Inputs: The following is a list of required and optional inputs:

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Expression Term	Details
	• Condition 1 (Required): Boolean (TRUE or FALSE) • Condition 2 (Required): Boolean (TRUE or FALSE) • Condition 3 to n (Optional): Boolean (TRUE or FALSE) **Return data type**: Boolean (TRUE or FALSE) **Description**: If all conditions are TRUE, then it returns TRUE. Otherwise, it returns FALSE. It's used within the input conditions of the CHOICE function. **Example**: `AND (IS_GREATER (Credit.Credit Amount, Measure.Target), IS_EQUAL (Credit Category Name (12313331333), 'Servers'))` **Exception**: If any inputs are null or not Boolean or cause an error, then it will cause an error.
OR	**Syntax**: OR (Condition 1*, Condition 2*, ...Condition n) **Inputs**: The following is a list of required and optional inputs: • Condition 1 (Required): Boolean (TRUE or FALSE) • Condition 2 (Required): Boolean (TRUE or FALSE) • Condition 3 to n (Optional): Boolean (TRUE or FALSE) **Return data type**: Boolean (TRUE or FALSE) **Description**: If any of the conditions are TRUE, then it returns TRUE. Otherwise, if all conditions are FALSE, then it returns FALSE. Its used within the input conditions of the CHOICE function. **Example**: `OR (IS_GREATER (Credit.Credit Amount, Measure.Target), IS_EQUAL (Credit Category Name (12313331333),'Servers'))` **Exception**: If any inputs are null or not Boolean or cause an error, then it will cause an error.
NOT	**Syntax**: NOT (Condition*) **Input**: Condition (Required): Boolean (TRUE or FALSE) **Return data type**: Boolean (TRUE or FALSE) **Description**: It reverses the Boolean value of the input so that it returns TRUE if the input condition is false, and FALSE if the input condition is true. It's used within the input conditions of the CHOICE function. **Examples**: The following examples show the use of NOT: • `NOT (IS_LESS (2000, TO_NUMBER (Measure result.All Product Sales.ITD Output Achieved)))` • `NOT (IS_EQUAL (Credit Category Name (12313331333), 'Servers'))` **Exception**: If the input is null or not Boolean or causes an error, then it will cause an error.
IS_LIKE	**Syntax**: IS_LIKE (Value 1*, Value 2*) **Inputs**: The following is a list of required inputs: • Value 1 (Required): String or number

Expression Term	Details
	• Value 2 (Required): String or number. Here we use the percentage value (%) as a wildcard. Here % represents zero, one, or multiple characters.
	Return data type: Boolean (TRUE or FALSE)
	Description: If Value 1 matches a portion of Value 2, then it returns TRUE. Otherwise, it returns FALSE. The wildcard (%) determines which portion to match. It's used within the input conditions of the CHOICE function
	Note: While creating the inputs and arguments add the percent sign (%) as part of the constant instead of entering it as an Operator button provided.
	Examples: The following examples show the use of IS_LIKE.
	• `IS_LIKE (UPPER(Participant.Currency Code), 'U%')`
	• `IS_LIKE ('apple', 'a%')` will return TRUE
	• `IS_LIKE ('apple', '%e')` will return TRUE
	• `IS_LIKE ('apple', '%pl%')` will return TRUE
	Exception: If any inputs are null, then it returns FALSE.
IS_IN	**Syntax**: IS_IN (Value*, In Value 1*,...In Value n)
	Inputs: The following is a list of required and optional inputs:
	• Value (Required): Can be a string or date or number
	• In Value 1 (Required): Can be a string or date or number
	• In Value 3 to n (Optional): Can be a string or date or number
	Return data type: Boolean (TRUE or FALSE)
	Description: If Value is equal to any of the In Values, then it returns TRUE. Otherwise, it returns FALSE. It's used within the input conditions of the CHOICE function.
	Examples: The following examples show the use of IS_IN:
	• `IS_IN (Credit Category Name (12313331333), 'Servers', 'Laptops', 'Desktops')`
	• `IS_IN (Credit.Credit Amount, TO_NUMBER(Measure result.All Product Sales.ITD Output Achieved), Measure.Target, Measure.ITD Target)`
	Exception: If any or all inputs cause an error, then it will cause an error.

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5 Plans and Plan Components

Overview of Compensation Plans

Incentive compensation plans calculate participant earnings based on individual or group production. They include the target incentive and combinations of bonus, commission, and standard plan components. You have two methods for creating plans in the Compensation Plans work area.

- A top-down guided process where you associate existing components or create and automatically associate components as you create the plan
- A bottom-up process where you create components first and then assemble them to create a plan

End date your compensation plans for the fiscal year. You can copy plans for the new year.

After you create your compensation plans, you associate one or more participants with a plan directly or using roles. To prevent conflicts of interest, only participants or participant managers can be assigned to a compensation plan and be compensated. Administrators such as the application administrator, the compensation analyst, the compensation manager, and the compensation plan administrator can make changes to compensation plans and participant assignments, but can't be assigned to a compensation plan themselves.

After assignment, you can further individualize the target incentive and the target incentive percentages for a participant in the Participant Snapshot work area.

> **Tip:** It's better to create more than one compensation plan and assign specific participants to each plan rather than to create one plan and assign all participants to that plan.

Related Topics
- Incentive Compensation Plans, Plan Components, and Performance Measures
- Considerations for Adding Plan Components to Incentive Plans
- Incentive Compensation Plan Options for Primary Details
- Options for Individualizing Compensation Plans and Plan Components

Incentive Compensation Plan Options for Primary Details

When you create and edit plans in the Compensation Plans work area, you enter a target incentive, specify whether credit categories can overlap, and specify start and end dates.

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Target Incentive

The target incentive, or on target earnings, is the expected earnings when the participant achieves 100 percent of the goals set in the associated performance measures. Set the target incentive percentage for each plan component until the total is 100 percent.

Allow Credit Category Overlap

Your Allow Credit Category Overlap selection determines how plans use credit categories.

Selection	Description
Yes	Use the same credit category across multiple plan components within a plan.
No	Use nonoverlapping credit categories across the plan components within a plan. If credit categories overlap, then the calculation process evaluates the credit categories associated with only the performance measures where the Earning Basis is Yes.

Examples of Not Allowing Overlap

Your plan consists of two plan components configured with the performance measures, earning basis, and credit categories shown in this table. Also, you selected **No** for Allow Credit Category Overlap.

Earning basis determines whether performance measure attainment calculations and incentive earning calculations use the same credit categories.

Plan Component	Performance Measures	Measure Earning Basis	Credit Categories
Product bonus	Communication	Yes	CC1, CC2, and CC3
Product bonus	Network	No	CC3, CC4, and CC5
Annual bonus	Revenue	Yes	CC4, CC5, and CC6

The Product and Annual bonus plan components can exist in the same plan because the communication and revenue performance measures don't share credit categories.

Example Variations and Results

- If the Revenue measure includes CC1, CC2, or CC3, then a plan can't contain both bonus plan components because the Communication and Revenue measure credit categories overlap.

- If Annual bonus has another measure, Service, that includes CC1, CC2, or CC3 and **Earning Basis** is **No**, then a plan can contain both bonus plan components.

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Start and End Dates

When you create plans, you must specify a start date. While optional, you should also always end date your plans for easy maintenance and better reporting on interval-to-date and year-to-date numbers.

Related Topics

- How Credit Categories Work with the Classification and Calculation Processes
- Overview of Performance Measures

Copy a Compensation Plan for the New Year

It's recommended to create new plans for a new year instead of extending the prior year plan. Copy your current plans for the new year.

You can also copy plans within the same year which are similar in structure but have minor differences like rate tables.

To copy a plan, export a prior year plan and import it using the import option to add a prefix or suffix, or use the Replace option to change a string during import. The Replace option changes the string everywhere, including all child objects of the plan.

For example, export the US Sales plan that contains US plan components A and B. Import and select Replace US With Europe. The plan imports as the Europe Sales plan with Europe plan components A and B. Use the Start Date and End Date import option for the new dates.

Related Topics

- Incentive Compensation Plan Export
- Import an Incentive Compensation Plan

Create Terms and Conditions for Compensation Plans

You can create terms and conditions and then associate them to compensation plans. The three available text fields are Contract Text, Pay Component Description, and Optional Text.

Plan documents are created from a plan document template that includes the terms and conditions text for a plan. You can modify the optional text for an individual participant. You send plan documents to participants to review and accept their compensation plans.

Creating Terms and Conditions

To create or edit terms and conditions:

1. Sign in as an Incentive Compensation Plan Administrator.
2. Navigate to the Participant Assignments work area.
3. Click the Manage Plan Terms and Conditions task.
4. Select a business unit.
5. Give each set of terms and conditions a name and start date.

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6. If compensation analysts want the ability to individualize optional text for individual participants, then select the **Individualize optional text** check box.

7. Select and add compensation plans to the named terms and conditions.

When you deselect Individualize optional text you see a warning if any existing compensation plan contains individualized text. If you have created more than one Terms and Conditions for a compensation plan, then the one that was active the day the participant joined the compensation plan is applied.

Compensation Plan Assignments

Another way to assign terms and conditions text to compensation plans is to open a compensation plan and go to Assignments. Use the Terms and Conditions tab to select and add one or more named terms and conditions to the open plan.

If you remove the terms and conditions from a compensation plan, then all individualized text is also removed for all participants associated with that plan. If you add the terms and conditions back to the plan, then any individualized text doesn't exist until you recreate it for individual participants.

Modifying Optional Text for a Participant

To modify the text for a participant's plan:

1. Sign in as an Incentive Compensation Analyst.
2. Navigate to Participant Snapshot.
3. Search for and select the participant.
4. Click the task **Individualize Plan Terms and Conditions**.
5. Select the compensation plan.
6. In the Individualize Optional Text region, make your changes to the text. To remove existing individualized text, click **Reset Text**.
7. Click **Save**.

Plan Document Templates

You set the default plan document template when you configure the plan approval parameters. You can change the plan document template when you edit a compensation plan. To add a new RTF template:

1. Navigate to Reports and Analytics.
2. Go to the folder `Shared Folders/Incentive Compensation/Participant Compensation Plans.`
3. Find the Participant Plan Report and click **Edit**.
4. Click **Add New Layout**.
5. Click **Upload**.
6. Select your modified template file.
7. Select **RTF** for the file type.
8. Choose the correct locale.
9. Click **Upload**.
10. Bounce the BI domain.

Related Topics
- Incentive Compensation Plan Document Approval and Acceptance Process

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Plan Components

Create Incentive Compensation Plan Components

Incentive compensation plans contain plan components, which the calculation process uses to compute earnings.

1. Enter primary details.
2. Add performance measures.
3. Define an incentive formula.
4. Add rate tables.
5. Provide payment information.

As shown in this diagram, plan components use the attainment information from associated performance measures in their incentive formula expressions. They also use attainment in the rate dimension input expressions for any associated rate tables.
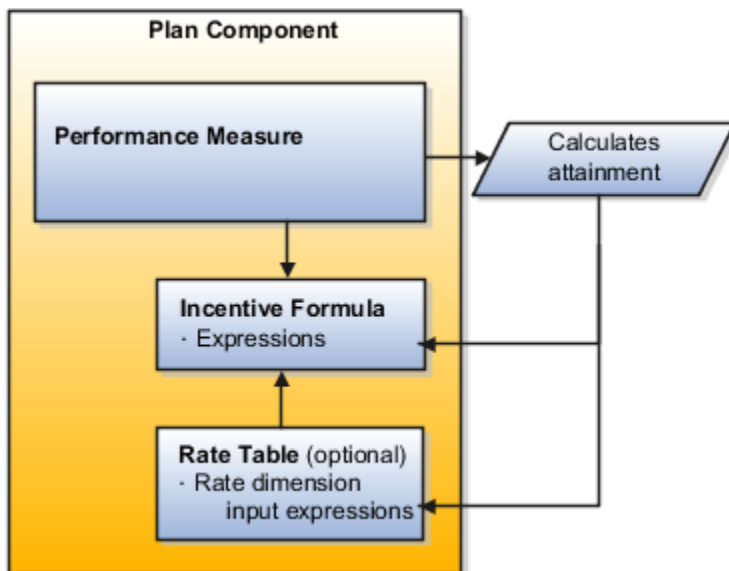
Related Topics
- Incentive Compensation Plan Options for Primary Details
- Plan Component Incentive Formulas
- Considerations for Rate Tables
- Considerations for Adding Performance Measures to Plan Components

Options for Calculating Incentives

When you create a plan component in the Compensation Plans work area, you must specify whether to calculate the incentive for each event or summed for the time interval.

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Your selection in the Calculate Incentive field also constrains the performance measures that you can associate with a plan component. After you set Calculate Incentive and move to the next step in the create process, you can't edit the selection. You must cancel the create process and start again.

Per Event

Select **Per event** to calculate and report the incentive earnings for each credited transaction. Consider the transaction volume and performance against the policy and reporting procedures, to decide whether to calculate earnings for each transaction or summarized transactions.

For example, you want to calculate the earnings for each and every credit transaction based on the quantity sold or credit amount for that transaction.

This figure shows when transactions are calculated when you choose per event.
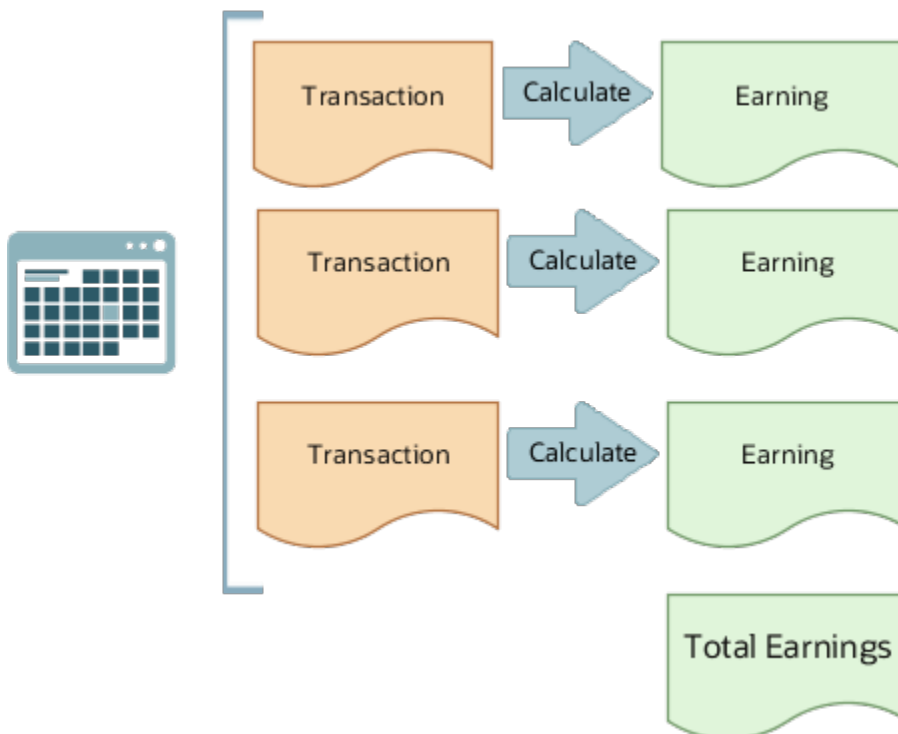
Per Interval

Select **Per interval** to calculate and report the incentive earnings for summarized transactions. The calculation process aggregates the revenue or quantity for an interval before calculating the earnings for that interval. Since the calculation process aggregates, or summarizes, the transactions for the entire interval, you can't report the earnings for each transaction or credit. If you don't need to pay for each credit separately, then use the Per Interval selection.

For example, you want to calculate the earning based on the revenue attainment for a month, aggregating all of the transaction credit amounts.

This figure shows transactions totaled for the interval and then the earning is calculated.
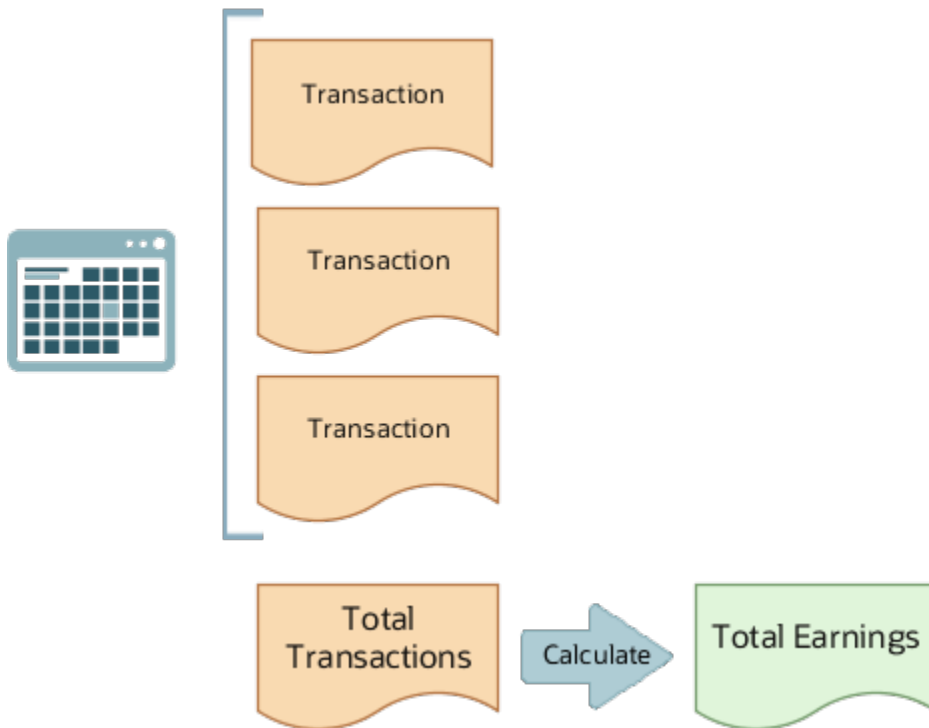
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Related Topics

- Incentive Compensation Plans, Plan Components, and Performance Measures
- Options for Using Individual or Grouped Transactions in Attainment Calculations
- Calculate Monthly Bonuses Based on Quota Attainment
- Calculate Monthly Commissions Based on Percentages of Generated Revenue

Incentive Compensation Calculation Phase Options

The calculation phase determines the sequence when the calculation process computes plan component results. For each participant, the calculation process computes the results for all Phase 1 plan components first, then Phase 2.

Set the calculation phase when creating and managing plan components in the Compensation Plans work area.

Phase 1

Phase 1 is the default value and you use it for most situations.

Phase 2

Select Phase 2 for plan components that meet these conditions:

- The dependent plan component uses the results of any other base plan component calculation, such as Input Achieved.
- The calculation process must compute the base plan component first, for all of the participants associated with this plan.

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Phase 1 components are calculated first, then phase 2.
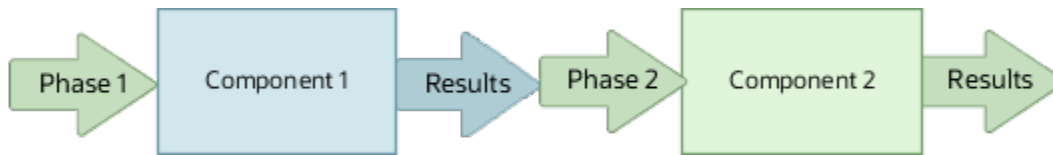
Example

You want to calculate the earnings for managers, based on the earnings of their direct reports. Use two plan components.

- A base plan component set to Phase 1, to calculate the earnings of the direct reports
- A dependent plan component, set to Phase 2, to calculate the earnings of the managers

  For the performance measure of the second plan component, you use a formula to aggregate the earnings for the managers.

When to change the default calculation sequence of components associated with a plan

Change the sequence if a dependent plan component refers to the calculated result of another, base, plan component. The dependent plan component must have a higher calculation sequence than the base plan component.

Related Topics
- Calculate Quarterly Bonuses Using a User-Defined Query to Find Ranking

Considerations for Adding Plan Components to Incentive Plans

You can build your plan components incrementally from the bottom up and test frequently as you build. Limit the number of plan components for a plan to reduce the number of earnings records.

When you add plan components to plans in the Compensation Plans work area, you can adjust the association start and end dates. You can also set a calculation sequence and target incentive percentage.

Association Start and End Dates

When you add plan components to compensation plans, the association start and end dates automatically populate with the plan component start and end dates. Change the association dates for special performance incentive funds (SPIFs) or for promotional bonuses, which are valid for a short duration.

For example, you have a promotional bonus that applies only to the third quarter. Modify the plan component association dates accordingly. If you want to provide the same bonus in the second and fourth quarters, then you must duplicate the relevant plan component. Then, associate one plan component for the first date range and the other plan component for the second date range. You can only associate a plan component with a plan once, even if the association dates differ.

Calculation Sequence

When the output of one plan component is used as input for another plan component, then you must sequence them. Set calculation sequences when dependent plan components refer to the calculated results of other, base

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plan components. The dependent plan components must have a higher calculation sequence than the base plan components. Whenever you associate a dependent plan component with a compensation plan, also associate the base plan component to complete the compensation plan setup.

For example, you have two plan components, Service Bonus and Product Bonus. The calculation process computes the Product Bonus earning at a higher percentage when salespeople attain 100 percent on their service quotas. Because the product bonus depends on the service bonus calculation, set the calculation sequence of the plan components this way:

- Service Bonus: 1
- Product Bonus: 2

Target Incentive Percent

The target incentive percent is the percentage of the plan target incentive amount that applies to the calculated earnings of that plan component. You can include the target percent and target earnings in expressions. If you enter target incentive percents, then the total percentages for all added plan components must equal 100 percent.

Add the Same Plan Component to a Plan

Add the same plan component, but with different dates, to a plan in the Compensation Plans work area.

Before you start

Here's what to do

1. Use the Manage Plan Components task to find and duplicate the plan component. Make sure you enter a new name for the duplicate plan component.
2. Use the Manage Compensation Plans task to add the new plan component to the compensation plan.

Payment Made Through Third Party

An option indicates whether to pay any incentive earnings calculated for a specific participant to another person.

The option is on the Payment Information UI for a plan component. For example, you can add the name of the brokerage or channel company for agents with calculated earnings. While individualizing a plan component in the Participant Snapshot work area, enter the payee detail for the participant.

Related Topics
- Pay a Third Party

Plan Component Deletion

If you delete a plan component, it can't be used or reactivated. You can't find it in a search for plan components.

It still exists in the background if it has related subledgers. In this case, you may see it if you check Where Used for an expression used by that plan component. It appears in Where Used with a status of Inactive.

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Import Plan Components in Bulk Using Import Management

Using Import Management, you can create, update, or delete plan components by importing .csv files with data in the specified format.

Create the Source CSV File

There are 6 objects available for importing plan components.

- • The Plan Component object is used to import the primary information of the plan component like name, description, start date, and end date. This is the parent object. Export this object to get the Plan Component ID which is needed for child objects.

- • The Plan Components Flex object is used to import any flexfield information for a plan component. This is a child to the plan component object. It needs the plan component unique identifier for a successful import.

- • The Plan Component Incentive Formula object is used to import the output expression assigned to the plan component. This is a child to the Plan Component object. It needs the Incentive Formula unique identifier for a successful import, which can be obtained by exporting the Plan Component Incentive Formula object first. This import can be considered an update to the Incentive Formula object which is created when the plan component is created.

- • The Plan Component Rate Table object is used to import any rate tables assigned to a plan component. This is a child to the Plan Component object. It needs the Incentive Formula unique identifier for a successful import.

- • The Plan Component Rate Dimensional Input object is used to import any input expressions assigned to a plan component which has rate tables assigned. This is a child to the Plan Component object. It needs the plan component input expression record unique identifier for a successful import, which can be obtained by exporting the Plan Component Rate Dimensional Input object first. This import can be considered an update to the Plan Component Rate Dimensional Input object which is created when a rate table is assigned to the plan component as part of its incentive formula.

- • The Plan Component Performance Measure object is used to import any performance measures assigned to a plan component. This is a child to the Plan Component object. It needs the Plan Component unique identifier and the performance measure unique identifier for a successful import, which can both be obtained using exports.

You can download the templates by going to **Navigator** > **Tools** > **Import Management** > **Import Objects**. Select the object you want to download the template for and click **Download**. Edit the downloaded file and provide valid values for the required attributes.

Create the Import Activity

After entering data in the .csv files, import the data using Create Import Activity under Import Management by going to **Navigator** > **Tools** > **Import Management** > **Create Import Activity**. You can either create a mapping before you import the files or use automatic mapping if the column headers in the template you downloaded are unchanged. Refer to the Understanding Import and Export Management for CX Sales and Fusion Service guide.

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Tips for Plans and Components

Best Practices for Configuring Compensation Plans

The way a plan is configured can affect downstream processes like the performance of calculations and plan deployment. It can also affect the maintenance effort of analysts who have to run day-to-day operations on participants assigned to these plans.

Reporting is also an important aspect to consider on how a plan should be configured. You have a lot of flexibility to configure plans in different ways. Though the final results of a calculation could be the same irrespective of how a plan is configured, there are good plan configurations and bad plan configurations.

Plan Calculation Per Event or Per Interval

If you don't need to report the earnings per transaction, for better calculation performance always consider defining a plan component with Calculate Incentive Per Interval. If you need to report the earnings per transaction, define the plan component Per Event.

Number of Performance Measures

Assigning a large number of performance measures to a component can negatively affect calculation performance. Calculation must create the measure results for all those measures. So restrict the number of measures per plan component to only those that are necessary.

This figure shows the difference in calculation time when your plan component contains less performance measures.
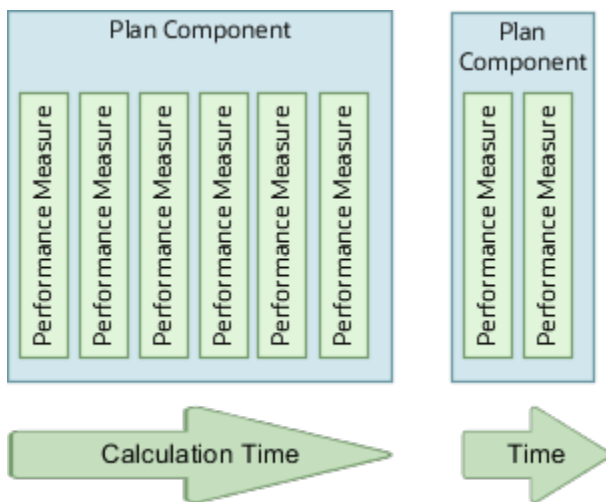
Credit Categories Assigned to Performance Measures

Only assign credit categories to a performance measure if its formula refers to a transaction attribute. If the formula (input or output expressions) doesn't refer to any transaction attribute, there's no need to assign a credit category. This enhances calculation performance.

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The Same Performance Measure Used in Multiple Components

When you save your changes to a performance measure, it's validated. Any plans and plan components that use that performance measure are also validated. You experience a longer delay when you save that measure if it's assigned to too many components and plans.

Plan Configuration for the New Compensation Year

Create new plans for the new compensation year even if you have no changes to the plans. This avoids the risk of inadvertently changing prior year plans in the case of midyear changes in the current year. It also improves overall performance such as plan deployment and improves the ease of use in plan documents. Use the Manage Compensation Plan Import Process to copy plans from one year to the next and configure them with minimal effort.

Generic Display Name Field

Enter a value in the Display Name field that's generic enough to apply to future years. For example, your plan component is FY20 Green Server Commissions. Make the display name Green Server Commissions. Then when you copy the plan to FY21, your name will be FY21 Green Server Commissions. But the display name remains Green Server Commissions and your reports aren't affected.

Storing Personally Identifiable Information

It's a best practice to not store PII data in transaction tables. This is especially important for General Data Protection Regulation rules.

6 Performance Measures

Overview of Performance Measures

Use performance measures to track participant progress, or attainment, toward a defined organizational goal.

Here are some examples of what to base performance measures on:

- Volume production, such as dollars or sales units

  You can use sales volume, revenues, market share, or profits as part of this type of measure.

- Sales effectiveness, such as product mix sold, customer retention, price management, and order size

- Customer impact, including customer satisfaction survey data and loyalty

- Resource usage, including productivity and use of partners

As this chart shows, performance measures consist of goals, credit categories, a measure formula, and scorecards. The resulting attainments serve as input to expressions or rate tables.
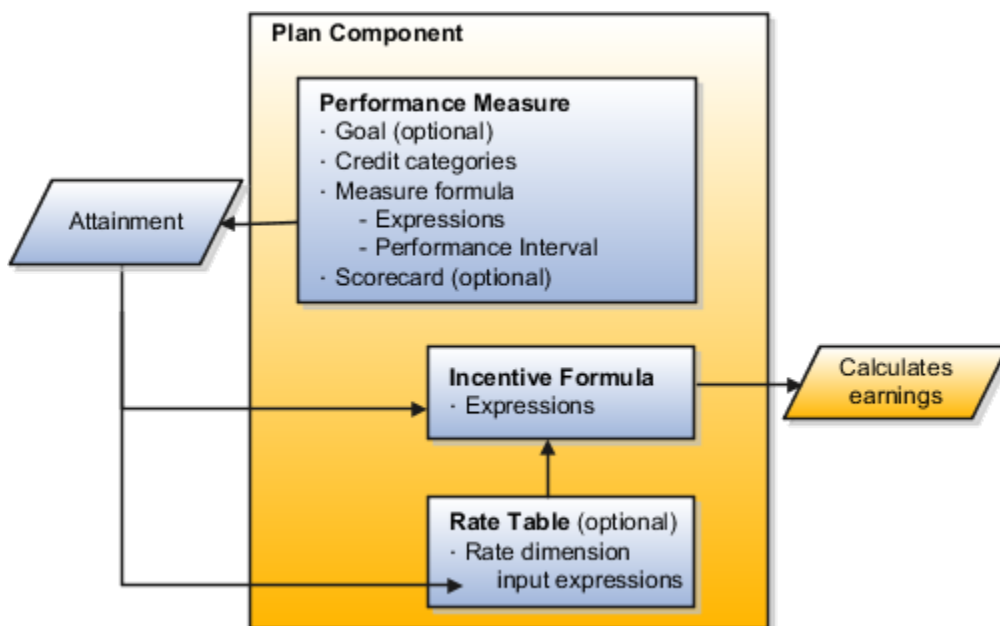
Create and manage performance measures in the Compensation Plans work area.

Goal

You can optionally define a goal to use to evaluate participant attainment: You can use any of the goal numbers (target, interval target, period target, and interval-to-date (ITD) target) in expressions, as they're available for attainment calculation. Use measures without goals when you want to pay based on management by objectives (MBO) or percentages of revenue or quantity. For example, the percentage of all real estate or insurance sales by the salesperson.

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Credit Category

If a performance measure uses a transaction, credit attribute (such as margin), or participant attribute, then associate the appropriate credit category with it. When associating a credit category with a performance measure, you can optionally set these factors:

- Credit factors to provide increased credits, such as requiring 125 percent attainment for the first quarter

- Transaction factors to provide different weights for different transaction types, such as orders count as 60 percent of attainment while invoices count as 40 percent

Do not assign a credit category to a performance measure if you're only referencing the output of another performance measure in its measure formula. It creates unnecessary records in the calculation tables and can cause a calculation error. If a per-event plan component has multiple process-individually measures, then the measures must have the same credit categories. Group-by measures for a per-event plan component can have different credit categories. A per-interval plan component with multiple measures can have different credit categories.

If you include one or more credit categories for a measure, then either the input expression or the measure output expression must include a transaction or credit attribute. You don't need to include a credit category for a Group By measure, if that measure expression doesn't include a transaction or credit attribute. For example if a Group by Measure GBM1 expression simply refers the ITD Output of another Measure GBM2, Measure.GBM2.ITD Output, then you don't need to include a credit category for Measure GBM1.

Measure Formula

The formula contains an expression that the calculation process uses to compute the attainment for a set of credit categories. It also has the period of measurement, called performance interval, such as **Month**, **Quarter**, and **Year**.

The measure formula is where you:

- Specify attainment as revenue, units sold, percentage of attainment, score, and so on.

- Optionally, specify to use a rate table as a scorecard to look up and transform the calculated result into a score or points.

Scorecard

The scorecard determines the compensation score for attainment calculations, such as when you want to use customer satisfaction scores to calculate bonuses.

Related Topics
- Credit and Transaction Factors for a Credit Category
- Performance Measure Goals
- Performance Measure Invalid for Calculation

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Goals

Performance Measure Goals

You optionally define a goal, or performance objective, for a performance measure in the Compensation Plans work area and individualize goals for a participant in the Participant Snapshot work area.

Target Number Amount or Quantity

You can provide a target number and the unit of measure, either amount or quantity. Optionally, distribute the target number across the performance measure intervals to support seasonality and year-to-date calculations

Any edits you make in the Compensation Plans work area affect only participants added to the plan afterward. Edits don't affect existing participants associated with plan components and with the individualize option set to All or Goals.

You can provide up to five alternate targets for a measure. The delivered application hides these alternate target fields by default. Expose them using the Edit Current Page... personalization task on the Settings and Actions menu.

Individualizing Goals

In the Participant Snapshot work area, select the participant and then use the Manage Goals task to individualize the goals. Alternatively, you can use the Manage Compensation Plans task to individualize the goal within the compensation plan. Or use the Participant Goal Import task in the Participant Assignments work area.

Related Topics
- Personalization

Incentive Compensation Goal Distribution Options

Define the incentive goal by entering a target value for the performance measure duration. Optionally, distribute the target value, manually or evenly, across the goal intervals and recalculate the goal.

Define goals and goal distributions on the Create Performance Measure: Define Goal page or the Goal tab of the Edit Performance Measure page.

Distribute Goal

Distribute the target across goal intervals if you plan to calculate attainment for each interval, rather than calculating once for the entire duration of the measure.

The distribute goal process also calculates and stores the interval-to-date (ITD) target value against each period, in this instance, for each month. You can expose the hidden ITD Target field through personalization.

Evenly Distribute Goal

To evenly distribute the goal across the intervals, enter the goal in the **Target** field and click **Distribute Evenly**.

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Manually Distribute Goal

You can manually distribute the target by amount or percentage, as shown here. Monetary values are in US dollars.

Distribute By	Description
Amount	In the Target Amount column, enter the interval and period amounts. Example: Assuming that the period is Month, manually distribute the annual target number of 120,000 as: • 30,000 for each quarter • 10,000 for each month The distribute goal process derives the ITD values based on the period target value. In the amount example, the ITD value is: • 10,000 for January • 20,000 for February • 30,000 for March • 10,000 in April, as April starts the new interval
Percent	In the Target Percent column enter the percentage of distribution across the quarterly intervals and periods, or months. • 5 for January • 8 for February • 12 for March The period percentages sum to a quarterly interval percentage of 25 percent. • The sum of the period target numbers must equal the corresponding interval target number • The sum of the Interval target numbers don't have to equal the annual, or header level, target

Recalculate Goal

If you manually adjust the period targets, then click **Recalculate** to recalculate the interval and header level targets. The recalculation process adds:

- Period target numbers to calculate the interval target
- Interval target numbers to the header target number

You can change the period numbers, rather than the interval numbers, and use Recalculate to overwrite the interval numbers.

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Related Topics

- Overview of Performance Measures
- What happens if I edit an individualized incentive compensation goal?
- What happens if I deselect an individualize check box?
- Override Attributes for a Performance Measure
- Provide Alternate Targets

Provide Alternate Targets

You can provide up to five alternate targets for a performance measure. You can distribute these targets across intervals and periods, just like the primary target.

Here's what to do

- To expose these hidden attributes, use the Edit Current Page... personalization task.
- Use the attribute values in expressions for attainment calculation. Enable these attributes for calculations using the Configure Tables and Columns task in the Incentives functional area.

Related Topics

- Personalization

Credit Categories

Credit and Transaction Factors for a Credit Category

When you associate a credit category to a performance measure, you can set a credit factor percentage to increase the required credit attainment. Set transaction factor percentages if you want to weight different transaction types.

In the Compensation Plans work area, add and edit factors in these locations:

- Create Performance Measure: Add Credit Categories page
- Edit Performance Measure page, Credit Categories tab

  You can add and edit individualized factors in the same location of the Participant Snapshot work area.

Credit Factors

Credit factors are useful, for example, if you run a promotion and want to provide increased credits to salespeople for selling a particular product. You can't overlap credit factor date ranges.

Explicitly include the credit or earning factor in the expressions that the measure formula uses to calculate attainment, such as Measure.Credit Factor * Credit.Credit Amount.

Example: Use 125 percent as the credit factor for the first quarter, January to March. Here's how the attainment changes:

- During the first quarter the attainment is 125 percent of the credit amount.
- For the remaining quarters the attainment is 100 percent of the credit amount.

Transaction (Event) Factors

Transaction, or event, factors are useful, for example, to provide different weights for different transaction types. This helps calculate the attainment and the earnings based on the sales cycle.

Explicitly include the event factor in the expressions that the measure formula uses to calculate attainment, such as Measure.Event Factor * Credit.Credit Amount.

Continuing the example in the preceding Credit Factors section, set 50 percent as the event factor for order and for invoice. Here's how the factors change the attainment:

- The attainment for an order is 50 percent of the credit amount.
- The attainment for the invoice is the remaining 50 percent.
- Attainment for all other types is 100 percent of the credit amount.

Related Topics
- Overview of Performance Measures
- How Credit Categories Work with the Classification and Calculation Processes

Measure Formula

Options for Using Individual or Grouped Transactions in Attainment Calculations

The calculation process uses performance measures and either individual or grouped transactions to determine participant incentive attainments. Choose to process transactions individually or grouped by interval on the Create Performance Measure: Define Measure Formula page of the Compensation Plans work area.

Individually

Calculate attainment for the performance measure on a per event basis, transaction by transaction.

For example, process transactions individually for these attainments:

- Credit amount
- Running total of quantity

If the attainment is a running total, then also select **Running total**. The calculation process resets the running total to zero when it moves to the next interval.

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Grouped by Interval

Calculate attainment once for a set of transactions that fall within the performance measure interval. Also, use grouped by interval if you're calculating earnings for the aggregated amount or aggregated volume of a set of transactions. For example, process transactions using group by interval to calculate the revenue or quota attainment for an interval.

Though the calculation process summarizes the transaction value for the performance measure interval, it calculates the performance measure attainment in the calendar period. If the interval is other than the calendar period, then the interval-to-date (ITD) attainment values are also available. In addition, you can use them in incentive compensation earning calculations. For example, the performance measure interval is Quarter and the calendar period is Month. The calculation process computes attainment each month for the set of transactions, for that quarter.

Related Topics

- Overview of Performance Measures
- Examples of Calculating Attainment by Individual Transaction
- Examples of Calculating Attainment by Grouped Transactions
- What happens if I edit interval numbers after using them in incentive compensation processing?
- Calculate Quarterly Bonuses Using a User-Defined Query to Find Ranking

Examples of Calculating Attainment by Individual Transaction

You can calculate attainment using performance measures that process transactions individually. Create and manage performance measures in the Compensation Plans work area.

This table shows the configuration on the Define Measure Formula page for both examples:

Field	Value
Expression Name	The name for the expression **Credit.Credit Amount**
Process Transactions	Individually

Calculate the Credit Amount for Each Transaction

Scenario: The measure gives the credit amount for each transaction as the output, or measure attainment. The Running total check box isn't selected on the Define Measure Formula page.

This table shows sample interval and credit amount data that the calculation process uses to compute the measure attainment in the last column.

Interval	Transaction	Credit Amount	Measure Attainment
I1	T1	1,000.00	1,000.00
I1	T2	1,500.00	1,500.00

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Interval	Transaction	Credit Amount	Measure Attainment
I1	T3	500.00	500.00
I2	T4	1,500.00	1,500.00
I2	T5	500.00	500.00

Calculate Running Total of the Credit Amount

Scenario: The measure gives the credit amounts for the interval as the output, or measure attainment. The Running total check box is selected on the Define Measure Formula page.

This table shows sample interval and credit amount data that the calculation process uses to compute the measure attainment in the last column.

Interval	Transaction	Credit Amount	Measure Attainment (Running Total)
I1	T1	1,000.00	1,000.00
I1	T2	1,500.00	2,500.00
I1	T3	500.00	3,000.00
I2	T4	1,500.00	1,500.00 (start of new interval)
I2	T5	500.00	2,000.00

Related Topics

- Overview of Performance Measures
- Examples of Calculating Attainment by Grouped Transactions
- Examples of Expressions to Calculate Incentive Compensation Attainment

Examples of Calculating Attainment by Grouped Transactions

You can calculate revenue attainment and quota attainment using performance measures that process transactions grouped by interval. These examples calculate the earnings based on the attainment for the interval, which is period.

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Create and manage measures in the Compensation Plans work area. You can use these expressions in incentive formulas to calculate earnings.

Calculate the Revenue Attainment for the Interval

Scenario: The measure gives the aggregate of the credit amount for the measure, for the period as the output, or measure attainment.

This table shows the configuration on the Define Measure Formula page for this example:

Field	Value
Expression Name	The name for the expression, such as Total Credit Amount for the expression **SUM(Credit.Credit Amount)**
Process Transactions	Group by Interval

Using the sample interval and credit amount data in this table, the expression calculates measure attainment for interval I1 as 3,000.00 and I2 as 2,000.00.

Interval	Transaction	Credit Amount	Calculated Attainment
I1	T1	1,000.00	1,000.00
I1	T2	1,500.00	2,500.00
I1	T3	500.00	3,000.00
I2	T4	1,500.00	1,500.00
I2	T5	500.00	2,000.00

Calculate Quota Attainment for the Interval

Scenario: The measure gives the percentage of revenue attainment against the quota for the period as the output, or measure attainment.

The following table shows the configuration on the Define Measure Formula page for this example:

Field	Value
Expression Name	The name for the expression **SUM(Credit.Credit Amount / Measure.Interval Goal)**
Process Transactions	Group by Interval
Target	36,000

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Field	Value
	The target is evenly distributed so that each month has a target amount of 3,000.
Unit of Measure	Amount

Using the sample interval, credit, and attainment data in this table, the expression calculates the quota attainment for the interval:

- I1 as 100 percent (3,000.00 / 3,000.00)
- I2 as 66.67 percent (2,000.00 / 3,000.00)

Interval	Transaction	Credit Amount	Measure Attainment (Running Total)
I1	T1	1,000.00	1,000.00
I1	T2	1,500.00	2,500.00
I1	T3	500.00	3,000.00
I2	T4	1,500.00	1,500.00
I2	T5	500.00	2,000.00

Related Topics
- Overview of Performance Measures
- Examples of Calculating Attainment by Individual Transaction
- Examples of Expressions to Calculate Incentive Compensation Attainment

Examples of Expressions to Calculate Incentive Compensation Attainment

You can create attainment calculations for performance measures. Add performance measure formulas on the Define Measure Formula page in the Compensation Plans work area.

Sample Attainment Calculations

Use the **Expression Name** field to create and associate an expression with the performance measure.

This table describes sample attainment calculations and provides the corresponding expressions.

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Calculation Description	Expression
Calculate the volume attainment for each transaction and provide the quantity as the output using the expression.	Credit.Quantity
Calculate the attainment for each transaction and provide the amount as the output. Also, adjust the attainment for different credit categories using percentage credit factors.	Credit.Credit Amount * Measure.Credit Factor
Calculate the revenue attainment for each interval. You can use this calculation to compute earnings as a percentage of this attainment.	SUM(Credit.Credit Amount)
Calculate the target incentive, or quota attainment, for each quarter. You can use this calculation to compute earnings as a percentage of the eligible target incentive for the quarter.	SUM(Credit.Credit Amount / Measure.Interval Quota)

Related Topics

- Overview of Performance Measures
- Options for Using Individual or Grouped Transactions in Attainment Calculations
- Credit and Transaction Factors for a Credit Category
- Incentive Compensation Expressions
- Examples of Expressions to Calculate Earnings

Scorecard

Convert Measure Attainment to a Score

Use this procedure to convert the measure attainment, for example, to a score, and use that in earning calculations.

All of the validation rules for associating a rate table as a scorecard with a performance measure are the same as those for plan component association. In the Compensation Plans work area:

1. Create an attainment expression that includes the rate table result.
2. Associate a rate table as a scorecard when you create or edit the performance measure.

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Related Topics
- Overview of Performance Measures
- Calculate Monthly Bonuses Using a Weighted Score

Calculate Monthly Product Bonuses with a Scorecard

This example shows how to create a performance measure that uses weighted scores to calculate monthly product bonuses.

The incentive plan calculates a monthly bonus using the dollar value of the product that the sales force sells for that period.

- Attainment is a weighted score that could range from 0 to 100
- A score for each product line is based on the period revenue for three product lines

Here are key decisions for the performance measure in this scenario.

Decisions to Consider	In This Example
How should the application process the transactions?	Grouped by interval
What is the unit of measure?	Score
What is the performance interval?	Monthly
Does the calculation involve quota?	No
Does the calculation involve a scorecard?	Yes

Summary of the Tasks

In the Compensation Plans work area, create a performance measure by creating the parts first, and then associating them with the performance measure.

1. Create the attainment and rate dimension input expressions.
2. Create the scorecard.
3. Create one performance measure, associating the attainment expression, scorecard, and rate dimension input expression.

Use default values for fields unless the steps specify other values.

Create the Expressions

Create these two expressions:

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Type of Expression	Purpose
Attainment	Calculate period revenue attainment
Rate dimension input	Calculate the period weighted score for a product line

1. Click **Create** in Manage Expressions.
2. In the Configure Expression section, create the rate dimension input expression **SUM(Credit.Credit Amount)** and the attainment expression **RTR * Measure.Weight Attainment**.
    a. On the **Attributes** menu, select **Functions** > **Aggregate Functions** > **SUM**.
    b. Click the left parenthesis **(**.
    c. On the **Attributes** menu, select **Credit** > **Credit Amount**.
    d. Click the right parenthesis **)**.
    e. Click **Save and Create Another**.
    Attainment Expression
    a. On the **Attributes** menu, select **Rate Table Rate**.
    b. Click the asterisk *****.
    c. On the **Attributes** menu, select **Measure** > **Weight**.
3. Click **Save and Close** to return to the Manage Expressions page.

Create a Scorecard

Create a scorecard for the performance measure to use to find the score to apply based on generated revenue. You create rate tables and associate them with performance measures to create scorecards.

1. Click **Create** in Manage Rate Tables.
2. On the Rate Dimensions section toolbar, click **Create**.
    a. In the Tiers section, add the From and To values for each tier, such as 0 -- 10,000, 10,000 -- 50,000, 50,000 -- 100,000, and 100,000 -- 9,999,999.
    Make the final To value much larger than you would ever conceivably use.
    b. Click **Save and Close** to return to the Create Rate Table page.
3. Click **Edit Rates**.
    a. Edit the rate for each tier, such as 25, 50, 75, and 100.
    b. Click **Save and Close** to return to the Create Rate Table page.
4. Click **Save and Close** to return to the Manage Rate Tables page.

Create a Performance Measure

Create a performance measure that determines revenue attainment for the period based on sales credits, such as desktop.

1. Click **Create** in Manage Performance Measures.
2. In the **Unit of Measure** field, select **Score**.
3. Click **Next** to open the Define Goal page.
    a. In the **Target** field, enter the goal, such as 1,200,000.

4. Click **Next** to open the Add Credit Categories page.

    a. Add the credit category, such as Desktop.

       If a credit category doesn't exist, then click the **Create** icon button to create it and add it to the measure.

5. Click **Next** to open the Define Measure Formula page.

    a. In the **Process Transactions** field, select **Grouped by interval**.

    b. In the **Expression Name** field, search for and select the expression that calculates the period weighted score for a product line.

6. Click **Next** to open the Add Scorecard page.

    a. Complete the fields, as shown in this table.

Field	Value
Rate Table Dimensions	1
Split Attainment Across Tiers	Yes
Apply Split	Fixed within a tier

    b. In the Scorecard section, add a row.

    c. In the **Name** field, search for and select the rate table that finds the score to apply based on generated revenue.

    d. In the Rate Dimensional Inputs section **Expression Name** field, search for and select the expression that calculates the period revenue attainment.

7. Click **Save and Close** to return to the Manage Performance Measures page.

Related Topics
- Considerations for Rate Tables
- Overview of Performance Measures
- Options for Splitting Attainment Numbers Across Rate Tiers

Add Measures to Plan Components

Considerations for Adding Performance Measures to Plan Components

Avoid assigning the same performance measure to multiple plan components in the same plan. Limit the number of performance measures because measure result records always equal or exceed the number of credit records.

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Avoid creating multiple measures that have the same credit categories and formula within the same plan. When you add a performance measure to plan components in the Compensation Plans work area, you can set a weight, calculation sequence, and earning basis.

Weight

The weight is the percentage of influence that the measure has in calculation expressions. If you enter weights, then the total weights for all added performance measures must equal 100 percent.

Calculation Sequence

Set calculation sequences when dependent measures refer to the calculated results of other, base measures. Dependent measures must have a higher calculation sequence than base measures. Whenever you associate a dependent measure with a plan component, also add the base measure to complete the plan component setup.

For example, calculate the weighted attainment for two measures, weighted at 70 and 30 percent. Use that attainment to calculate the earnings for the plan component.

The table describes the measures in this example and shows the weight and calculation sequence settings when adding these measures to the plan component.

Measure	Description	Relationship	Weight	Calculation Sequence
Desktop Revenue	Calculates desktop revenue attainment	Base	70	1
Laptop Revenue	Calculates laptop revenue attainment	Base	30	1
Weighted Revenue Attainment	Calculates the weighted attainment score of the base revenue attainment measures	Dependent	0	2

Earning Basis

Earning Basis specifies whether attainment and earnings calculations use the same credit categories and if the incentive formula uses the measure attainment in calculations.

This table describes each earning basis selection.

Selection	Description
Yes	Yes is the default selection. Keep this selection if you reference the performance measure attainment in the incentive formula expression of the plan component. The expression calculates the incentive earnings. Earning basis must be Yes when you associate a performance measure that processes transactions individually with plan components that calculate incentive for each event.

Selection	Description
No	Select No if the measure formula result is an input to a rate table rather than part of an earning calculation. In this case, the performance measure is a hurdle or multiplier, whose objective participants must meet to start earning or to get to a higher tier.

Earning Basis Selection Examples

This table lists two measures, identifies the use for each and the corresponding earning basis selection, and explains the reason for each selection.

Measure	Use	Earning Basis	Reason
Service quota attainment	One factor to determine the rate table rate.	No	Attainment is part of a rate dimension input expression.
Product license revenue	The bonus is a percentage of product license revenue.	Yes	Attainment is part of the incentive formula expression.

Examples of Measure Weights in Calculations

This topic provides examples of using measure weights in incentive calculations to calculate plan component earnings or weighted score.

Calculating Plan Component Earnings

Include measure weights when creating an expression to calculate the earnings for a plan component.

For example, your plan component has two performance measures, Product Quota Attainment and Service Quota Attainment.

- Define your incentive formula earning expression as **((Measure.Weight * Product Quota Attainment.Output) + (Measure.Weight * Service Quota Attainment.Output Target Incentive))**.
- The calculation process substitutes the respective weight that you entered for each measure when you associated it with a plan component, and calculates the result.

Calculating Weighted Score

Include measure weights when creating an expression to calculate the weighted score using another performance measure.

For example, your earning calculation uses two performance measures, Desktop Revenue and Laptop Revenue.

- The calculation process computes the output, or attainment, as a score.
- Define a third performance measure with the attainment expression **((Measure.Weight * Desktop Revenue.Output) + (Measure.Weight * Laptop Revenue.Output))**, which calculates the weighted score.

Related Topics
- Incentive Compensation Expressions
- Calculate Monthly Bonuses Using Blended Attainment
- Calculate Monthly Bonuses Using a Weighted Score
- Calculate Quarterly Bonuses Using a Multidimensional Rate Table

Override Attributes for a Performance Measure

You can override attributes for a performance measure.

In the Participant Snapshot work area, after you select the individualize option All for the plan component, you can override these attributes.

- The target values at the base goal, interval, and period levels
- Credit category uplift factors values
- Commission rates within the performance measure

To reset individualized values to the original values, select None as the individualization option for the plan component that has the performance measure.

Note: You can't override the business unit, goal name, start and end date, unit of measure (UOM) values, or rate tiers and dimensions.

Related Topics
- What happens if I edit an individualized incentive compensation goal?
- What happens if I edit individualized incentive compensation rate table rates?
- Provide Alternate Targets

Import Performance Measures

Import Performance Measures in Bulk Using Import Management

Using Import Management, you can create, update, or delete performance measures by importing .csv files with data in the specified format.

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Create the Source CSV File

There are 5 objects available for importing performance measures.

- • The Performance Measure object is used to import the primary information of the performance measure like name, description, start date, end date, and output expression. This is the parent object. Export this object to get the Performance Measure ID which is needed for child objects.

- The Performance Measure Flex object is used to import any flexfield information for a performance measure. This is a child to the performance measure object. It needs the performance measure unique identifier for a successful import

- • The Performance Measure Credit Category object is used to import any credit categories assigned to a performance measure. This is a child to the Performance measure object. It needs the performance measure unique identifier for a successful import.

- • The Performance Measure Scorecard object is used to import any rate tables (scorecards) assigned to a performance measure. This is a child to the Performance measure object. It needs the performance measure unique identifier for a successful import.

- • The Performance Measure Rate Dimensional Input object is used to import any input expressions assigned to a performance measure which has rate tables assigned. This is a child to the Performance measure object. It needs the performance measure input expression record unique identifier for a successful import. The ID can be obtained by exporting the Performance Measure Rate Dimensional Input first before running the import.

You can download the templates by going to **Navigator** > **Tools** > **Import Management** > **Import Objects**. Select the object you want to download the template for and click **Download**. Edit the downloaded file and provide valid values for the required attributes.

Create the Import Activity

After entering data in the .csv files, import the data using Create Import Activity under Import Management by going to **Navigator** > **Tools** > **Import Management** > **Create Import Activity**. You can either create a mapping before you import the files or use automatic mapping if the column headers in the template you downloaded are unchanged. Refer to the Understanding Import and Export Management for CX Sales and Fusion Service guide.

FAQs for Performance Measures

Why can't I enter a date range for a performance measure or plan component?

One or both of these conditions exist.

- You have undefined periods for the duration of the performance measure or plan component. Define periods using the Manage Periods task in the Participant Assignments work area.

- You have undefined intervals for the calendar for the performance measure or plan component interval type. Define intervals using the Manage Intervals task in the Incentives functional area of the Sales offering. For example, if the performance measure or plan component interval is Quarter, then for the corresponding calendar, define quarterly intervals.

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7 Rate Tables

Considerations for Rate Tables

Use rate tables to establish percentage rates or fixed amounts for different performance levels.

Rate dimension input expressions determine the attainment information used to identify the performance level tier on the rate table. Incentive formulas determine how to use the resulting rate in the earnings calculation.

When creating rate tables In the Compensation Plans work area, specify the rate table type and create rate dimensions and tiers. Don't associate a rate table with a performance measure or incentive formula if the rate table rate attribute isn't used in the associated expressions.

Rate Table Types

You have two types of rate tables.

Rate Table Type	Description
Percent	The calculation process treats the rates that you enter as a percentage when it uses the rate in an expression. You enter whole numbers in the table (for example, 25). The numbers are stored as decimal numbers (for example, 0.25) and calculations use the decimal number.
Amount	The calculation process treats the rate that you enter as a number.

Rate Dimensions

Rate tables contain one or more dimensions. Rate dimensions define the nature of the tiers that you use in a rate table. Tiers contain the from and to values that compose the ranges the calculation process calculates incentive compensation from. The rate table input depends on the type of dimensions that you use:

- Percent
- Amount
- Expression
- String

Here are some things to know about rate dimensions:

- A multidimensional rate table can use a mix of dimensions types.
- If you delete a rate dimension, then the delete process also removes the rates for that dimension from the rate table.

  For example, if you delete the second dimension in a two-dimensional rate table, only the rates for the first dimension remain.
- If you don't provide rates, then the save process assumes that they're zero.

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| **Tip:** Specify as many input expressions as the number of rate table dimensions.

Rate Dimension Input Expressions

Rate dimension input expressions can include these items:

- Attainment of one or more measures
- Credit amount, quantity, margin, or a combination of these transaction attributes

In odd cases, the dimension input can be other transaction attributes that aren't quantifiable, like these examples:

- Region name
- Customer type

In these cases, the rate varies depending on the location of the sale or the customer.

Related Topics
- Options for Splitting Attainment Numbers Across Rate Tiers
- Calculate Quarterly Bonuses Using a Multidimensional Rate Table

Guidelines for Rate Dimensions

Rate dimensions define the nature of the tiers that you use in a rate table. Tiers contain the from and to values that compose the ranges from which the calculation process calculates incentive compensation within a rate table.

Here are some guidelines for creating dimensions for rate tables:

- A dimension must have at least one tier for use in a rate table, and can have as many as you require.
- If you base a rate on multiple criteria, then you can create a multidimensional rate table to reflect all criteria using one dimension per criterion.

Rate Dimension Types

Four types of rate dimensions indicate the nature of tier values. The tier values compose the ranges the calculation process computes compensation from using the rate table rate. These are the rate dimension types.

Rate Dimension Type	Description
Amount	The rate tiers are amounts, such as credit amount or credit quantity.
Percent	The rate tiers are percentages, such as quota attainment.
Expression	The rate dimensions reference calculation expressions. Use them to create more complex rate tiers.
	Example: Create a calculation expression rather than a static set of rate percentage tiers such as:

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Rate Dimension Type	Description
	• 0 to 25 • 25 to 50 • And so on Configure the expression rate dimension as: • 10 percent * Quota • 25 percent * Quota • And so on
String	The rate tiers are alphanumeric, such as product codes or the state codes. 30 character limit. Strings aren't validated using UPPER, so you can have values that include both **a** and **A**.

If the type is amount or percent, then the minimum value of the current tier must equal the maximum value of the previous tier. To avoid calculation errors, follow these tips:

- Start the first tier with zero, even if the expected input value can be greater than zero.
- End the last tier with an excessively high number, such as 9999999.

If the type is String and there is no exact match, then a calculation error results. Be sure to define tiers for all of the possible values.

Related Topics
- Incentive Compensation Plans, Plan Components, and Performance Measures
- Considerations for Rate Tables
- Incentive Compensation Expressions
- Use Dynamic Tier Expressions for a Rate Table
- Equal Tier Values

Equal Tier Values

If a transaction amount or percentage matches the To value of one tier and From value of the next higher tier, then the rate calculation uses the higher tier.

In this example percentage rate table, the calculation process pays a transaction that matches exactly 50,000 at the 3 percent rate.

Transaction Amount	Commission Percentage
0 -- 25,000	1
25,000 -- 50,000	2

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Transaction Amount	Commission Percentage
50,000 -- 75,000	3
75,000 -- 100,000	4

Use Dynamic Tier Expressions for a Rate Table

This example shows how to use an expression to create rate dimension tiers dynamically.

Scenario

You want to pay bonus amounts using percentage of quota attainment.

Solution

Instead of creating a static set of rate tiers to determine the amount, such as 0 to 25 percent, 25 to 50 percent, and so on, in the Compensation Plans work area do these steps:

1. Create a rate dimension of type Expression.
2. Define the tiers using calculation expressions as shown in the following table.

From Value	To Value
0 percent * Quota	25 percent * Quota
25 percent * Quota	50 percent * Quota
50 percent * Quota	75 percent * Quota
75 percent * Quota	100 percent * Quota
100 percent * Quota	9,999,999 percent * Quota

Related Topics

- Guidelines for Rate Dimensions
- Incentive Compensation Expressions

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Change the Decimal Precision in Rate Tables

Enter the number of decimal places to be used when entering rates in a rate table using the Manage Parameters task in setup and Maintenance.

The task is in the Sales offering, Incentives functional area. The parameter name is Numeric Precision for Rates in the Compensation Plan Parameters section.

Related Topics
- Compensation Plan Parameters

Add Rate Tables and Scorecards

Considerations for Adding Rate Tables to Plan Components

Add a rate table to one or more plan components if the earning expression of the incentive formula uses the rate table result.

Use the Add Rate Table step on the Create and Edit Plan Component pages in the Compensation Plans work area.

Rules and Restrictions

Keep in mind these rules and restrictions about adding rate tables to plan components:

- Ensure that the number of rate dimensions and number of rate dimension types for each calculation sequence are the same.

- Add multiple rate tables to a plan component as long as the dates don't overlap.

  For example, a plan component uses two rate tables:

  - The first rate table in one quarter

  - A different rate table in the next quarter

- After you add the rate table to a plan component, use the split attainment across tiers options to specify how to apply splits for a single dimension.

  For more details about splitting attainment, see the Options for Splitting Input Numbers Across Rate Tiers topic.

- When you add a rate table to a plan component, you must provide an input expression.

  For the plan component to be valid, the number of input expressions must equal the number of rate table dimensions. There's a 1:1 ratio between input expressions and rate dimensions.

- For the incentive earning expression, include the Rate Table Result attribute so that the earning calculation uses the rates from the added rate table.

- To view the rendered expression, hover over the expression name.

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- You can't delete the rate table, edit the type, or add or delete rate dimension associations after adding the rate table to one or more plan components.

Related Topics
- Options for Splitting Attainment Numbers Across Rate Tiers
- Incentive Compensation Plans, Plan Components, and Performance Measures
- Create Incentive Compensation Plan Components
- Calculate Quarterly Bonuses Using a Multidimensional Rate Table

Options for Splitting Attainment Numbers Across Rate Tiers

When associating a rate table with a plan component or incentive formula in the Compensation Plans work area, you specify whether to split the rate across tiers.

When the rate spans multiple tiers, you also specify whether rates are fixed or varied within a tier. The Split option applies to only one rate dimension input expression or dimension.

Rate Not Split (Flat Commission)

The application applies a single fixed rate based on the highest tier attained.

In this example: the application uses the transaction amount to get the rates from this rate table.

Sequence	Tier Range (USD)	Rate (Percent)
1	0 -- 10,000	1
2	10,000 -- 50,000	2
2	50,000 -- 100,000	3
4	100,000 -- 9,999,999 Always ensure that the final range covers all possible values.	4

Here is the resulting rate table rate for specific transaction amounts.

Transaction Amount (USD)	Rate Table Rate (Percent)
5,000	1
15,000	2
60,000	3

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Transaction Amount (USD)	Rate Table Rate (Percent)

Rate Is Split (Ramp Commission)

When the transaction value spans more than one rate tier, the application splits the attainment units, such as amount and quantity, across the appropriate tiers.

Two additional selections appear when you elect to split a rate:

- Fixed, or nonproportional, the most common selection
- Varied, or interpolated

Split Rates Are Fixed for the Tier (Step Rate)

The application applies a fixed rate to the transaction units within each rate table tier range.

Using the rate table from the first example, this table shows the resulting fixed rates for the same transaction amounts using step rate.

Transaction Amount (USD)	Rate Table Rate (Percent)
5,000	1
15,000	1 for the first 10,000 2 for the remaining 5,000
60,000	1 for the first 10,000 2 for the next 40,000 3 for the remaining 10,000

Split Rates Vary and are Proportional Within a Tier (Interpolated Rate)

The application uses interpolation to determine the proportional rate when the transaction value spans more than one rate tier and the split attainment value doesn't cover the full range of the final tier. Typically, for this choice, the rate is an amount.

In this example, the application uses the attainment percentage to get the rates from this rate table.

Sequence	Tier Range (Percent)	Rate (USD)
1	0 -- 25	1,000
2	25 -- 50	2,000
3	50 -- 100	5,000

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Sequence	Tier Range (Percent)	Rate (USD)
4	100 -- 999*	6,000

* Always ensure that the final range covers all possible values.

Calculation Formula: ((Percent Value / (Upper Bound of Tier Range - Lower Bound of Tier Range)) * Rate)

If the percent value is 12, then use 12 in the calculation. Don't convert it to .12. This table shows the resulting rate table rate for specific attainments.

Attainment (Percent)	Rate Table Rate (USD)
25	1,000
40	1,000 for the first 25 percent 1,200 for the remaining 15 percent Calculation: ((15 / (50 - 25)) x 2000)
80	1,000 for the first 25 percent 2,000 for the next 25 percent 3,000 for the remaining 30 Calculation: ((30 / (100 - 50)) x 5000)

Proportional Rates with First Tier as a Threshold

This option is the same as the proportional rates within a tier, except the first (lowest) tier isn't proportional. It serves as a threshold to meet first before commission rates apply. Then the tiers from two on are proportional. The lowest tier can have negative or positive from and to values. Here's an example of a 0 percent rate threshold.

Attainment (Percent)	Rate Table Rate (Percent)
-50	0
-50 to 25	3
25 to 50	6
50 to 100	9
100 to 9,999,999	9

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Related Topics

- Incentive Compensation Plans, Plan Components, and Performance Measures
- Examples of Calculating Earnings Using Interpolated Rates
- Examples of Calculating Earnings Using Step Rates

Examples of Calculating Earnings Using Interpolated Rates

These examples show incentive earnings calculations using an interpolated rate, also known as a proportional split, across rate tiers. Create and manage expressions and rate tables in the Compensation Plans work area.

Here's the amount rate table, which consists of the Tier and Rate values. The third column isn't part of the actual rate table. It's included here to show you the calculation that derives the resulting rate table rate for each tier.

Tier	Rate	Calculation to Derive Rate Table Rate
0 -- 000	10	(Amount / (Tier 1 Upper Value - Lower Value)) * Tier 1 Rate)
1,000 -- 3,000	40	(Tier 1 Rate + (Amount / (Tier 2 Upper Value - Lower Value)) * Tier 2 Rate)
3,000 -- 8,000	100	(Tier 1 Rate + Tier 2 Rate + (Amount / (Tier 3 Upper Value - Lower Value) * Tier 3 Rate)
8,000 -- 20,000	2,000	(Tier 1 Rate + Tier 2 Rate + Tier 3 Rate + (Amount / (Tier 4 Upper Value - Lower Value) * Tier 4 Rate)

Transactions Processed Individually and Split Proportionally Across Rate Tiers

Here's the scenario:

- The calculation process processes all transactions individually against the rate table.
- A proportional split occurs when a transaction crosses rate table tiers.
- The total amount of the earning is 149 USD.

This table shows transactions over time and the corresponding commission amount calculations using the rate table amounts.

Transaction	Date	Amount (USD)	Commission Calculation	Commission Amount	Description of Amount
T1	01-Jan-2015	200	((200 / 1000) * 10)	2	20 percent of tier 1
T2	02-Jan-2015	300	((300 / 1000) * 10)	3	30 percent of tier 1

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Transaction	Date	Amount (USD)	Commission Calculation	Commission Amount	Description of Amount
T3	15-Jan-2015	1,500	(10 + (500 / 2,000) * 40)	20	All of tier 1 plus 25 percent of tier 2
T4	01-Feb-2015	1,200	(10 + (200 / 2,000) * 40)	14	All of tier 1 plus 10 percent of tier 2
T5	15-Feb-2015	2,000	(10 + (1,000 / 2,000) * 40)	30	All of tier 1 plus 50 percent of tier 2
T6	01-Mar-2015	4,500	10 + 40 + (1,500 / 5, 000) * 100)	80	All of tiers 1 and 2 plus 30 percent of tier 3

Calculation at End of Interval and Proportional Split for Accumulated Transactions

Here's another scenario:

- Calculation occurs at the end of the interval, month in this case.

- Because calculation is grouped by interval, the calculation process creates only a single earning record for each interval.

- When you split the monthly attainment across rate table tiers, the total amount of compensation earned is 164 USD.

This table shows monthly transactions and the corresponding commission amount calculations using the rate table amounts.

Month	Amount (USD)	Earning Calculation	Earning Amount (USD)	Description of Amount
January	2,000	(10 + (1,000 / 2,000) * 40)	30	All of tier 1 plus 50 percent of tier 2
February	3,200	(10 + 40 + (200 / 5,000) * 100)	54	All of tiers 1 and 2 plus 4 percent of tier 3
March	4,500	(10 + 40 + (1500 / 5000) * 100)	80	All of tiers 1 and 2 plus 30 percent of tier 3

Related Topics
- Examples of Calculating Earnings Using Step Rates
- Calculate Monthly Product Bonuses with a Scorecard

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Examples of Calculating Earnings Using Step Rates

These examples show how to calculate incentive earnings calculations using a step rate, or nonproportional split, across rate tiers. Create and manage expressions and rate tables in the Compensation Plans work area. This table shows the percentage rates for the tiers.

Tier	Rate (Percent)	Calculation to Derive Rate Table Rate
0 -- 1,000	1	(Amount * Tier 1 Rate)
1,000 -- 3,000	2	((Amount in Tier 1 * Tier 1 Rate) + (Amount in Tier 2 * Tier 2 Rate))
3,000 -- 8,000	3	((Amount in Tier 1 * Tier 1 Rate) + (Amount in Tier 2 * Tier 2 Rate) + (Amount in Tier 3 * Tier 3 Rate))
8,000 -- 20,000	5	((Amount in Tier 1 * Tier 1 Rate) + (Amount in Tier 2 * Tier 2 Rate) + (Amount in Tier 3 x Tier 3 Rate) + (Amount in Tier 4 * Tier 4 Rate))

The third column isn't part of the actual rate table. It's included here to show you the calculation that the application uses to derive the resulting rate table rate for each tier.

Transactions Processed Individually and Split Nonproportionally Across Rate Tiers

In this scenario, the calculation process does these actions:

- Processes all incentive compensation transactions individually against the rate table
- Can split each transaction amount nonproportionally across rate tiers

The total amount of compensation earned for the quarter is 164 USD.

Here are transactions and the corresponding commission amount calculations using the percentage rate table.

Transaction	Date	Amount (USD)	Commission Rate (Percent)	Commission Calculation	Commission Amount	Description of Amount
T1	01-Jan-2015	200	1	(200 * .01)	2	Uses only tier 1
T2	02-Jan-2015	300	1	(300 * .01)	3	Uses only tier 1
T3	15-Jan-2015	1,500	1.33	((1,000 * .01) + (500 * .02))	20	Uses all of tier 1 and part of tier 2

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Transaction	Date	Amount (USD)	Commission Rate (Percent)	Commission Calculation	Commission Amount	Description of Amount
T4	01-Feb-2015	1,200	1.167	((1,000 * .01) + (200 * .02))	14	Uses all of tier 1 and part of tier 2
T5	15-Feb-2015	2,000	1.5	((1,000 * .01) + (1000 * .02))	30	Uses all of tier 1 and part of tier 2
T6	01-Mar-2015	4,500	2.11	((1,000 * .01) + (2,000 *.02) + (1,500 * .03))	95	Uses all of tiers 1 and 2 and part of tier 3

Calculation at End of Interval, Nonproportional Split, Interval-to-Date

In this scenario, the calculation process does these actions:

- Processes at the end of the interval, month in this case

- Creates only a single earning record for each interval because calculation is grouped by interval

- Splits monthly attainment across rate table tiers

Here are monthly intervals and the corresponding compensation earnings calculations using the percentage rate table.

Month	Revenue Attainment (USD)	Effective Rate (Percent)	Earning Calculation	Earnings (USD)	Description of Earnings
January	2,000	1.5	((1,000 * .01) + (1,000 * .02))	30	Uses all of tier 1 and part of tier 2
February	3,200	1.75	((1,000 * .01) + (2,000 *.02) + (200 * .03))	56	Uses all of tiers 1 and 2 and part of tier 3
March	4,500	2.11	((1,000 * .01) + (2,000 * .02) + (1500 * .03))	95	Uses all of tiers 1 and 2 and part of tier 3

Related Topics

- Examples of Calculating Earnings Using Interpolated Rates
- How Participant Earnings Are Calculated
- Calculate Monthly Product Bonuses with a Scorecard

FAQs for Rate Tables

What happens if I edit individualized incentive compensation rate table rates?

When you change the rates at the plan component level, participants' individualized rates aren't changed. For participants without an individualized version of the plan component, or for any participant associated later, the calculation process uses the modified rates.

Related Topics
- Can I override attributes for a participant's incentive compensation or payment plan?
- What happens if I deselect an individualize check box?

8 Incentive Formula and Earnings Calculation

Plan Component Incentive Formulas

The formula part of a plan component specifies how to calculate incentives and contains an expression that computes the earnings during the calculation process.

In this figure, earnings are calculated using an expression.
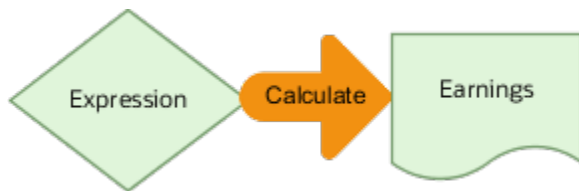
The expression usually includes the calculated results of one or more performance measures. Optionally, the incentive formula can include a rate table result.

Typically, formulas access these attributes:

- Quantifiable attributes through the performance measure attainment
- Nonquantifiable attributes directly from the transaction or credit

The **Payout Frequency** value indicates how frequently--at what intervals--the calculation process computes the earning, such as Period or Quarter.

The **Include Indirect Credits** selection indicates whether to use rollup credits for managers, teams, both, or neither in attainment calculations.

Select the **True Up** check box to have the calculation process automatically subtract previous earnings from current calculated earnings.

The **Calculate End-Dated Participants** selection indicates whether you want to calculate earnings for a participant at the end of the payout frequency you set. The earnings are calculated even if the participant isn't assigned to the plan component until the end of the payout frequency. The Calculate End-Dated Participants selection is only applicable to components where Calculate Incentive is set to Per Interval. For example, the payout frequency of a bonus component is set to Quarter and the first quarter is January through March. If a participant is end-dated or moves to another plan in February, this bonus component is calculated at the end of March for the participant, if you selected Calculate End-Dated Participants.

If you make changes to an incentive formula, then you may need to recalculate. You don't need to rerun Deploy Compensation Plans.

Related Topics
- Indirect Credit Options

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Examples of Expressions to Calculate Earnings

This topic provides sample incentive compensation earning calculations for plan components. Add incentive formulas to plan components on the Define Incentive Formula page in the Compensation Plans work area.

Sample Earnings Calculations

Use the **Expression Name** field to create and associate an expression with the plan component.

Here are sample earnings calculations and corresponding expressions.

Calculation Description	Expression
Calculate the incentive earnings for each transaction using a performance measure that provides the credit amount as output.	Measure Name.ITD Output Achieved * Rate Table Rate
Calculate incentive earnings as a percentage of revenue attainment for each interval.	Measure Name.ITD Output Achieved * Rate Table Rate
Calculate incentive earnings as a percentage of the eligible target incentive, or quota attainment, for each quarter. Assumption: The plan specifies the target incentive for the entire year.	Measure Name.ITD Output Achieved * Target Incentive / 4

Related Topics

- Incentive Compensation Plans, Plan Components, and Performance Measures
- Incentive Compensation Expressions
- Examples of Expressions to Calculate Incentive Compensation Attainment
- Examples of Measure Weights in Calculations

Calculate Quarterly Earnings Using Measure Formula Output as a Hurdle

This example demonstrates how to create a plan component that calculates quarterly incentive compensation earnings for license sales using the output of one performance measure as a hurdle. Participants must meet the objectives of the measure acting as the hurdle to receive compensation.

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- Calculate the incentive as a dollar amount. This calculation is based on the quarterly license attainment of participants against their goals

- Provide an accelerated rate for participants when they help a services group to close deals

Also, participants must meet these goals:

- Meet annual goals for service revenue before the incentive rate increases

- Meet or surpass 75 percent of their service target incentives (quotas) for the interval (quarter)

Here are the key decisions for the plan component in this scenario.

Decision to Consider	In This Example
What is the payout frequency?	Quarter
What type is the calculation?	Interval-based
How many measures do you require and what are their weights?	Two measures, weight of 100 percent for the license measure
Are any of these measures linked?	One measure is a hurdle
How many rate tables do you require, and how many dimensions for each table?	One rate table, with two dimensions
How do you want to apply the rate?	Use a single rate for the entire attainment

Here are the key decisions for performance measures in this scenario.

Decisions to Consider	In This Example
How should the application process the transaction?	Group by interval
What is the unit of measure?	Percent
What is the performance interval?	Quarter
Does the calculation involve quota?	Yes
Does the calculation involve a scorecard?	No

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Summary of the Tasks to Create the Plan Component

In the Compensation Plans work area, create a plan component by creating the parts first, and then associating them with the plan component.

1. Create the quota attainment expression.
2. Create the quota attainment rate table.
3. Create the two performance measures, one for the license attainment and one for the service attainment hurdle, associating the attainment expression in the measure formula for each.
4. Create two rate dimension input expressions and one earnings expression.
5. Create the plan component, associating the earnings expression, the rate table, and the rate dimension input expressions that you created earlier.

Use default values for fields unless the steps specify other values.

Create the Quota Attainment Expression

Create an expression to calculate the interval quota attainment, which both performance measures use in their measure formulas.

1. Click **Create** in Manage Expressions.
2. Name the expression **Quarterly Quota Attainment**.
3. In the Configure Expression section, create the expression **SUM(Credit.Credit Amount / Measure.Interval Target)**.
   a. For Attributes, click **Functions** > **Aggregate Functions** > **SUM**.
   b. Click the left parenthesis **(**.
   c. For Attributes, click **Credit** > **Credit Amount**.
   d. Click the slash **/**.
   e. For Attributes, click **Measure** > **Interval Target**.
   f. Click the right parenthesis **)**.
4. Click **Save and Close** to return to the Manage Expressions page.
5. Click **Done**.

Create the Rate Table

Create a rate table that uses quota attainment to find the rate to apply when calculating commission earnings. You associate it with the plan component that you create later.

1. Click **Create** in Manage Rate Tables.
2. Name the table **Quota Attainment Earnings**.
3. Create two rate dimensions that determine the percentage rate for the provided license and service quota attainments, respectively.
   a. On the Rate Dimensions section toolbar, click **Create**.
      i. Name one dimension **License Quota Attainment**.
      ii. In the **Type** field, select **Percent**.
      iii. In the Tiers section, add the From and To values for each tier, such as:
         o 0 -- 30, 30 --50, 50 -- 75, 75 -- 100, and 100 -- 9,999 for license quota attainment
         o 0 -- 75 and 75 -- 999 for service quota attainment

> **Tip:** Make the final To value much larger than you would ever conceivably use.

    iv. Click **Save and Create Another** to create the second rate dimension, named **Service Quota Attainment**.

    Click **Save and Close** after creating the second rate dimension to return to the Create Rate Table page.

  b. If both dimensions aren't in the Rate Dimensions region, then add the missing one.

  c. Click **Edit Rates**.

    i. Edit the rates for the intersections of the tiers, such as:

- 1,000, 1,200, 1,500, 2,000, and 3,000 for tier 1 of dimension 2

- 1,200, 1,500, 2,000, 3,000, and 5,000 for tier 2 of dimension 2, and so on

    ii. Click **Save and Close** to return to the Create Rate Table page.

4. Click **Save and Close** to return to the Manage Rate Tables page.

Create the Performance Measures

Create two performance measures:

- One that uses the attainment expression created earlier to determine the license interval attainment

- One that determines the service interval attainment and functions as a hurdle to higher rates

Create the first measure using the guided process and the second one by duplicating the first measure.

1. Click **Create** in Manage Performance Measures.
2. Name the measure **License Interval Attainment**.
3. In the **Performance Interval** field, select **Quarter**.
4. In the **Unit of Measure** field, select **Percent**.
5. Enter start and end dates for the year.
6. Click **Next** to open the Define Goal page.

    a. In the **Target** field, enter the goal, such as 100,000.
    b. Manually distribute the target numbers if they aren't identical from quarter to quarter. Otherwise, click **Distribute Evenly**.

7. Click **Next** to open the Add Credit Categories page.

    a. Add the product license credit category.

    If the credit category doesn't exist, then click **Create** to create it and add it to the measure.

8. Click **Next** to open the Define Measure Formula page.

    a. In the **Process Transactions** field, select **Grouped by interval**.
    b. In the **Expression Name** field, search for and select the expression that calculates the interval quota attainment, **Quarterly Quota Attainment**.

9. Click **Save and Close** to return to the Manage Performance Measures page.
10. Create the second performance measure:

    a. Search for and select the license measure that you just created, **License Interval Attainment**.
    b. On the Search Results section toolbar, click **Duplicate**.

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    c. Edit the name, display name, and description. Name it **Service Interval Attainment**.

    d. Save your changes.

    e. In the Goal tab, edit the target.

    f. Click the Credit Categories tab.

    g. Delete the existing license credit category.

    h. Add the service credit category.

    i. Click **Save and Close** to return to the Manage Performance Measures page.

11. Click **Done**.

Create the Rate Dimension Input and Earnings Expressions

Create three expressions as shown in this table.

Type of Expression	Purpose
License rate dimension input	Calculate the license interval revenue attainment.
Service rate dimension input	Calculate the service interval revenue attainment.
Earnings	Calculate the bonus amount based on the product quota attainment.

1. Click **Create** in Manage Expressions.

2. Name the first expression **License Interval Revenue**.

3. In the Configure Expression section, create the rate dimension input expressions **Measure result.License Interval Attainment.ITD Output Achieved** and **Measure result.Service Interval Attainment.ITD Output Achieved** and the earnings expression **Rate Table Rate**.

License Rate Dimension Input

    a. On the **User Defined Objects** menu, select **Measure result**.

    b. In the **Measure** field, select license performance measure, **License Interval Attainment**.

    c. Select **ITD Output Achieved**.

    d. Click **Add to Expression**.

    e. Click **Save and Create Another**.

Service Rate Dimension Input

    a. Name the expression **Service Interval Revenue**.

    b. On the **User Defined Objects** menu, select **Measure result**.

    c. In the **Measure** field, select the service performance measure, **Service Interval Attainment**.

    d. Select **ITD Output Achieved**.

    e. Click **Add to Expression**.

    f. Click **Save and Create Another**.

Earnings

    a. Name the expression **Quota Attainment Earnings**.

    b. On the **Attributes** menu, select **Rate Table Rate**.

      c. Click **Add to Expression**.

4. Click **Save and Close**.

5. Click **Done**.

Create the Plan Component

Create a bonus plan component that calculates earnings using license attainment.

1. Click **Create** in Manage Plan Components.

2. Name the component **License and Service Bonus**.

3. Enter start and end dates for the year.

4. In the **Calculate Incentive** field, select **Per interval**.

5. In the **Incentive Type** field, select **Bonus**.

6. Click **Next** to open the Create Plan Component: Add Performance Measure page.

    a. Add the performance measures, as shown in this table.

Measure	Weight Percentage	Earning Basis
License Interval Attainment	100	Yes
Service Interval Attainment	0	No

7. Click **Next** to open the Create Plan Component: Define Incentive Formula page.

    a. Complete the fields, as shown in this table.

Field	Value
Payout Frequency	**Quarter**
Expression Name	Search for and select the earnings expression that calculates the bonus amount based on the license quota attainment, **License Interval Revenue**.
Include Indirect Credits	**All**

8. Click **Next** to open the Create Plan Component: Add Rate Table page.

    a. In the Rate Table Parameters section **Rate Table Dimensions** field, enter **2**.

    b. In the Rate Table section, add a row.

    c. In the **Name** field, search for and select the rate table that uses quota attainment to find the rate to apply when calculating commission earnings, **Quota Attainment Earnings**.

    d. In the Rate Dimensional Inputs section **Expression Name** field of the License row, search for and select the expression that calculates the license interval revenue attainment, **License Interval Revenue**.

    e. In the Rate Dimensional Inputs section **Expression Name** field of the Service row, search for and select the expression that calculates the service interval revenue attainment, **Service Interval Revenue**.

9. Click **Save and Close**.

Related Topics

- Incentive Compensation Plans, Plan Components, and Performance Measures
- Overview of Performance Measures

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9 Plan Validation, Approval, Export, and Import

Plan Invalid for Calculation

Your incentive compensation plan can be invalid as a result of one or several of these listed causes.

- No plan component is associated.

- One or more associated plan components aren't valid.

- One of the dependent plan components isn't associated.

- **Allow Credit Category Overlap** isn't selected and the validation process detects the same credit categories present across the associated plan components and performance measures. The validation process considers only the measures where the earning basis is Yes.

Related Topics
- What happens if an incentive compensation plan status changes after I create the calculation request, and before I submit the request?

Component Invalid for Calculation

If you use a plan component that isn't valid for calculation in an incentive compensation plan, the plan is invalid. You can't associate participants with the plan, or include it in the calculation process.

The component can be invalid a result of one or more of these listed causes.

- No performance measure is associated with the plan component.

- At least one of the associated performance measures has a status of Not valid for calculation.

  All associated performance measures must have a status of Valid for calculation.

- One of the dependent performance measures isn't associated with the plan component.

- The rate table isn't associated with the plan component and the incentive formula output expression refers to rate table results.

- The entire range of the plan component isn't covered by the associated rate tables. You can provide multiple rate tables with date ranges that don't overlap.

- At least one of the rate dimensions is missing an input expression.

Performance Measure Invalid for Calculation

If you use a performance measure that isn't valid for calculation in a plan component, the plan component and the plan become invalid. You can't associate participants with the compensation plan, or include it for the calculation process.

An invalid performance measure can be a result of one or more of the listed causes.

- The performance measure formula expression includes a goal attribute, such as interval target, and there is no target value.
- The formula expression includes one or more transactions, credit attributes, or participant attributes and there is no associated credit category.
- The formula expression includes RTR (rate table result) and there is no associated scorecard.
- Scorecards don't cover the entire range of the performance measure. Provide either a single scorecard for the entire date range or multiple scorecards with date ranges that don't overlap.
- Input expressions are missing for one or more rate dimensions.
- The performance measure processes grouped transactions, so all of the formula expressions must use aggregate functions such as `SUM`, `MAX`, `AVG`, and `MIN`.
- You selected Running total for the performance measure, but didn't select Accumulate for any expression. Select Accumulate for at least one expression.
- You selected Running total for a performance measure that processes transactions individually. Select Running total for at least one rate dimension input expression or dimension.

Incentive Compensation Plan Document Approval and Acceptance Process

Typically, your compensation plan isn't valid until it has approvals, and then participants accept or reject their plans. This topic covers the approval and acceptance process activities for participant plan documents.

These activities include when and what types of actionable and informational notifications the process sends to incentive compensation (IC) analysts, managers, participant managers, and participants. Here's the sequence of approvals:

1. Analyst and analyst's management hierarchy
2. Participant's manager and management hierarchy
3. Participant acceptance

Settings That Affect Plan Document Approval and Acceptance

You can configure the plan approval parameters.

1. Use the Manage Parameters task in the Setup and Maintenance work area:
   - Offering: Sales
   - Functional Area: Incentives

2. Set Enable Plan Approval and Acceptance Workflow to **Yes**.
3. Enter the analyst approval hierarchy levels and supervisor approval hierarchy levels.

   The values that you enter specify how many levels to include in the approval part of the process. The default value is 1 for both fields.

   Analyst approval uses the Manage Analyst Hierarchy. It's possible to have more than one person on a single level of this hierarchy. The supervisor hierarchy is derived by setting the Manager option when creating a user. The Analyst assigned to the participant as-on date (the date the plan document is published) routes the approval notification. The effective dates from the Analyst Hierarchy aren't used.

   This table shows examples of setting approval hierarchy levels.

Approval Hierarchy	Level	Sequence
Analyst	0	No approval. Participant is notified and accepts.
Analyst Analyst 2	1	Analyst's Manager approves
Analyst Analyst 2	2	a. Analyst's Manager approves b. Analyst's Manager's Manager, and an administrator on this level approve
Supervisor	1	a. Participant's supervisor approves.
Supervisor	2	a. Participant's supervisor approves. b. Supervisor's manager approves.
Supervisor	0	No supervisor approval. Participant is notified and accepts.

   The Refresh Manager Hierarchy process updates the supervisor hierarchy information. Someone with the job role Human Resource Specialist can run the process in the Scheduled Processes work area.
4. Select the default template to be used when publishing a plan document. You can change the template for a compensation plan when editing the plan.

Also, the participant must be assigned an incentive compensation analyst and participant manager. Don't edit the standard workflow for the Plan Document Approval and Acceptance workflow. Editing the task configuration leads to incorrect workflows.

How Plan Documents Are Approved and Accepted

You submit a plan document for approval and acceptance for each participant compensation plan assignment within a fiscal year. If one participant is assigned to multiple plans, you submit each plan for approval.

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Here are the job roles at each sequential step in the process with the corresponding human and workflow tasks.

Job Role	Human Task	Workflow Task

Incentive Compensation Analysts	In the Participant Snapshot work area:
	
	1. Individualize plans.
	2. Submit the plan documents for approval, which initiates the approval process.
	
	    You can also withdraw plan documents, as required if the plan status isn't Accepted. If accepted, the analyst can submit the plan again for approval and acceptance.
	
	    You submit or withdraw on the Edit Compensation Plan page.
	You can also initiate the plan document approval and acceptance process by going to Manage Plan Document Distribution Requests. This task is available in the Participant Assignment work area.
	
	1. Click Create to create a new request.
	2. The date range you enter in the participant search is for compensation plan assignment dates.
	3. In the Included participants region, click Add.
	4. Enter at least one value to search. The search finds participants that match your criteria and who have compensation plans assigned within the date range. It doesn't include plans in the In Progress or Submitted status. To exclude plans that are accepted or rejected, go to Advanced Search and add the Approval Status field. For criteria, use Approval Status Does not equal Accepted (or Rejected).
	5. Submit your request.
		Sends plan documents submitted by reporting analysts to IC managers' worklists for review and approval or rejection.

Incentive Compensation Managers	In their Worklist: Notifications and Approvals section, review submitted plan documents and approve or reject them.	For approved plan documents, sends actionable notifications with attached plan documents to the participants' managers. For rejected plan documents, sends information notifications to the initiating IC analysts.
Participant Managers	Review plan documents and approve or reject them.	For approved plan documents, sends actionable notifications with attached plan documents to the participants. For rejected plan documents, sends information notifications to the initiating IC analysts.
Participants	Review plan documents and accept or reject them.	For accepted plan documents, sends participant managers, IC analysts, and IC managers information notifications.

Job Role	Human Task	Workflow Task
		For rejected plan documents, sends information notifications to the initiating IC analysts.

Participant managers and participants can view their plan documents on the My Compensation Plans tab of the Sales Compensation work area. Participants see all versions of accepted and rejected plan documents for a given compensation plan. Analysts can review plan documents in the Participant Snapshot Manage Compensation Plan task. Work with all your notifications in your Worklist, found under Tools in the Navigator.

Related Topics
- Edit the Plan Document
- The Manager Hierarchy: How It's Maintained

Approve and Accept a Plan

This example shows an incentive compensation plan document approval using both an analyst hierarchy and an HCM hierarchy.

The Setup

The Plan Parameters and Plan Approval Parameters have these settings that affect the approval workflow.

Parameter	Setting
Enable Plan Approval and Acceptance Workflow	Yes
Analyst Approval Hierarchy Levels	2
Supervisor Approval Hierarchy Levels	3
Default Participant Plan Approval status	Ready to publish

Approvals go to two levels in the analyst hierarchy. Here's the hierarchy for this example.

The analyst supervisor is at the top level. Next is the analyst manager who has two analysts. The participant is assigned to Analyst 1.

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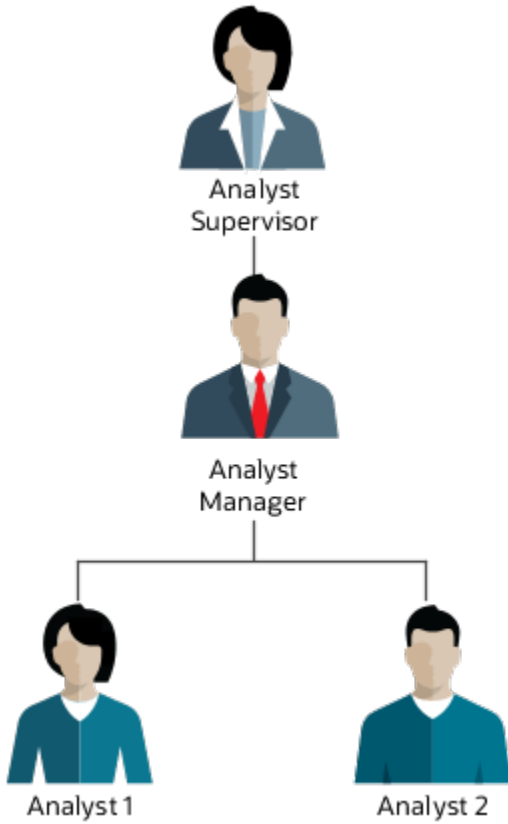
The supervisor, or HCM, hierarchy has three levels.

The participant is the salesperson and reports to a manager. Her manager reports to a supervisor, and a director is at the top level.

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Director

Supervisor

Manager

Salesperson
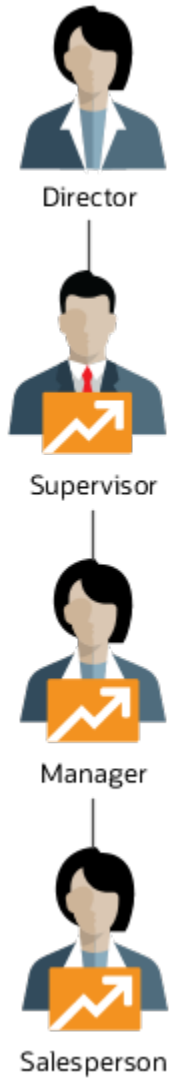
The Approval Flow

The compensation manager creates a compensation plan and assigns it to the participant ether by role or directly.

1. Submit the plan for approval.

   o The analyst uses Participant Snapshot > Manage Compensation Plans to submit the plan for approval.

   o The compensation manager goes to Participant Assignments > Manage Plan Document Distribution Requests to create and submit a request. He can filter on compensation plan, analyst, and participant to get a list of participants to include in the request. Their compensation plans approval status must be ready to publish.

2. The document goes out for approvals. The analyst can withdraw approval as long as the acceptance status of the plan is in progress. If withdrawn, the status returns to the default set in the parameters (Ready to publish in this example).

   o The two levels of the analyst hierarchy approve.

      i. The analyst manager receives a notification and approves.
      ii. The analyst supervisor receives notification and approves.

   o The three levels of the HCM supervisor hierarchy approve.

      i. The manager receives a notification and approves.
      ii. The supervisor receives notification and approves.
      iii. The director receives notification and approves.

3. After all approvals, the salesperson receives notification and can accept or reject the plan.
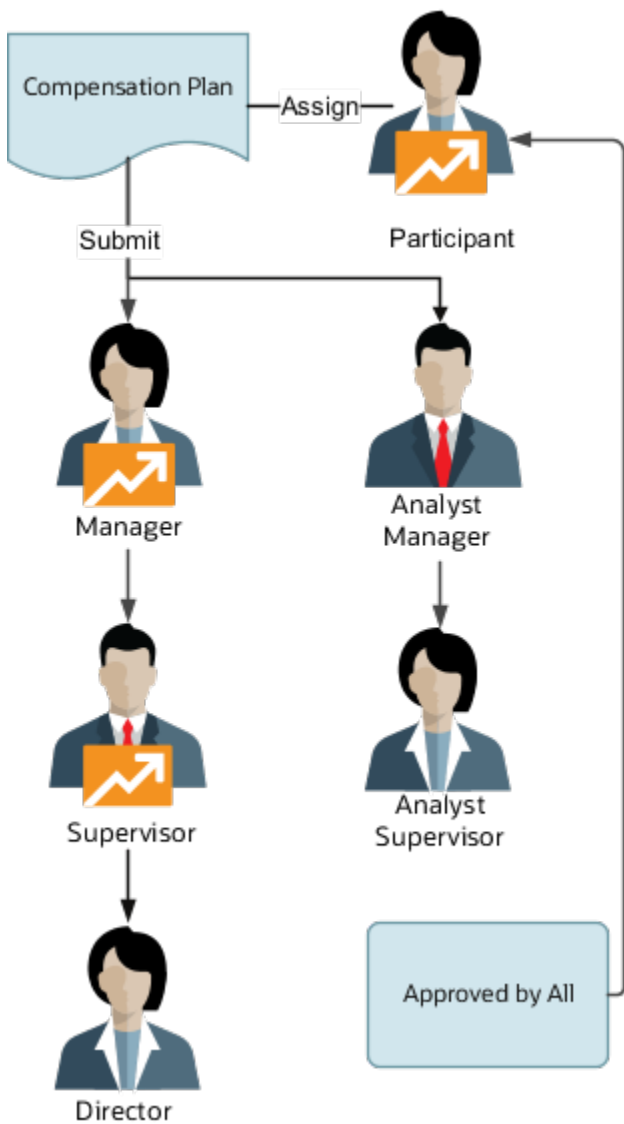
Edit the Plan Document

There are several ways you can make changes to the compensation plan document.

Before you start

Here's what to do

- Edit the plan terms and conditions using the Manage Plan Terms and Conditions task in the Participant Assignments work area.
- Edit the general compensation plan using the Manage Compensation Plans task in the Compensation Plans work area.
- Edit the individualized compensation plan using the Manage Compensation Plans task in the Participant Snapshot work area.
- A report administrator or implementation consultant can edit the ParticipantPlanReport template in the Reports and Analytics work area using BI Publisher. The template is located in the **Shared Folders** > **Incentive Compensation** > **Participant Compensation Plans** subfolder.

What to do next

After you make your changes, you must submit the revised plan document for approval.

Reassign Plan Approval to Another User

A workflow controls who approves incentive plans. You can designate someone as your delegate to approve your plans for you.

If you're unable to approve plans, such as when you're on vacation, you must designate someone else as your delegate. Don't reassign the approval task because that moves it to the reassigned person's hierarchy. When you delegate, the approval stays in your hierarchy and the approval list is unchanged.

If you're the assignee, you can delegate your approval task. Your supervisor can also do it for you. A BPM administrator can create a rule to automatically delegate the approval task to another user for a date range.

1. In your worklist, find the task and click **Reassign Task**.
2. Select **Delegate**.
3. Search for and select the user to be the delegate.
4. Save your change.

Troubleshoot Plan Approvals

When plan approval notifications aren't immediately acted upon, they become stale and you can't take any action, even withdrawal.

When you try to withdraw the notification, it remains in progress. To solve this, manually set the plan document status and trigger the approval process:

1. In the Steup and Maintenance work area, go to the **Manage Parameters** task:

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> ◦ Offering: Sales

> ◦ Functional Area: Incentives

2. Set **Enable Plan Approval and Acceptance Workflow** to no.

3. Note down the values for Analyst Approval Hierarchy Levels and for Supervisor Approval Hierarchy Levels.

4. Save.

5. Navigate to **Participant Snapshot** > **Select the participant** > **Manage Compensation Plans**.

6. In the compensation plan, set the acceptance status to **Ready to publish** and save.

7. In the Setup and Maintenance work area go to the **Manage Parameters** task.

8. Set **Enable Plan Approval and Acceptance Workflow** to yes.

9. Set the two approval hierarchy levels to the values you noted and save.

10. In the Participant Snapshot work area, find the participant and the compensation plan.

11. Click **Submit for Approval** and save.

Incentive Compensation Plan Export

You can export a valid incentive compensation plan from one environment for import into other environments and to the same or different enterprises in the same environment.

Use the Export button on the Manage Compensation Plans search results toolbar or the Export button on the Edit Compensation Plan page. The export process includes all of the descendant objects associated with the valid incentive compensation plan that you select:

- Plan components

- Performance measures

- Rate tables

- Rate dimensions

- Expressions

- Credit categories

CAUTION: Don't edit the export file after you save it locally. The Import Compensation Plan process detects edits to an exported file. Depending on the nature of the edit, the import process might fail or import incorrect data.

Import an Incentive Compensation Plan

You can import a valid exported incentive compensation plan. This is the preferred way to copy a plan for the new year or to create similar plans with minor changes.

You can import the plan into other environments, different business units in the same environment, and the same business unit in the same environment. Use the Manage Compensation Plan Import Processes task in the Compensation Plan work area.

During the import, you can create all objects or reuse objects that exist in the destination environments. Running the import process imports the plan and all descendant objects into the business unit in which you run the import process.

1. Set up the destination environment.
2. Import the valid plan.
3. Review the results of the import plan process.

Set Up the Destination Environment

Here are some things to check before you import an incentive compensation plan:

- All calendar periods spanned by any new start and end dates exist.

  To define and edit periods, use the Manage Incentive Calendars task in the Setup and Maintenance work area.

- Any lookups, value sets, and global segments created for source descriptive flexfields exist in the destination environment.

- All plan component reference data exist for the payment plan category, incentive type, payout frequency, and earning type.

- All performance measure reference data exist for the units of measure and performance intervals.

- All attributes, functions, and user-defined queries that the imported expressions reference exist in the destination environment.

- The table validated value set and matching lookup exist.

CAUTION: You can't import plans with expressions containing one or more predefined functions or user-defined queries that use the participant plan, plan component, formula, and measure IDs because the IDs don't exist yet in the destination environment. Or, if they do exist, they don't reference the same attributes as the source environment. You can't import plans with expressions containing user-defined queries if the value set codes and enabled lookup codes of these user-defined queries aren't in the destination environment.

Import the Valid Plan

Import your exported plan.

1. Navigate to **Incentive compensation** > **Compensation Plans** > **Manage Compensation Plan Import Processes**.
2. Click **Create**.
3. Enter a name for your request.
4. Select the correct business unit.
5. Select the file that you exported.
6. The **In Case of Conflict** option is required. You handle conflicts by selecting one of these methods:
   - Reuse destination named objects that match the source objects that you're importing. The import process creates any objects that don't already exist in the destination environment. It doesn't make changes to the matching source objects.

     For example, your import includes plan component A which contains performance measures 1 and 2. Plan Component A exists but includes only performance measure 1. The import doesn't change the plan component A definition to include performance measure 2. Performance measure 2 is new, so the import creates it, but doesn't add it to plan component A.
   - Always create named objects when importing a plan. If an object already exists, then a new duplicate is created with a suffix added to the name.

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7. You can tell the import to replace a string with a different string, and it applies to fields for the plan (Name, Display Name, Description) and all child objects like plan components. For example, for a new fiscal year, replace FY22 with FY23.

8. Submit your import.

9. Another way you can differentiate new objects from existing ones in the destination environment is to specify a prefix or suffix. The import process adds the string to the start or end of all named objects created during the import.

10. You can enter new start and end dates for all named objects created during the import (plan and child objects). This includes plans, plan components, performance measures, and credit factors.

Review the Import Plan Process Results

View the import log file in the Search Results section on the Manage Compensation Plan Import Processes page.

- General information, such as when the process started and ended

- Name of the user who submitted the import request

- Status of the overall process

- List of imported plan objects

- List of reused and overwritten plan objects

- List of excluded plan objects along with the reason for the exclusion

Import Incentive Plans in Bulk Using Import Management

Using Import Management, you can create, update, or delete plans by importing .csv files with data in the specified format.

Create the Source CSV File

There are 3 objects available for importing plans.

- • The Compensation Plan object is used to import the primary information of the plan like name, description, start date, end date. This is the parent object. Export this object to get the Compensation Plan ID which is needed for child objects.

- • The Compensation Plan Flex object is used to import any flexfield information for a plan. This is a child to the compensation plan object. It needs the plan unique identifier for a successful import,

- • The Compensation Plan Component object is used to import any plan components assigned to a compensation plan. This is a child to the Compensation Plan object. It needs the Compensation Plan unique identifier and Plan Component unique identifier for a successful import, which can both be obtained using exports

You can download the templates by going to **Navigator** > **Tools** > **Import Management** > **Import Objects**. Select the object you want to download the template for and click **Download**. Edit the downloaded file and provide valid values for the required attributes.

Create the Import Activity

After entering data in the .csv files, import the data using Create Import Activity under Import Management by going to **Navigator** > **Tools** > **Import Management** > **Create Import Activity**. You can either create a mapping before you import the files or use automatic mapping if the column headers in the template you downloaded are unchanged. Refer to the Understanding Import and Export Management for CX Sales and Fusion Service guide.

10 Examples of Incentive Plans

Calculate Monthly Bonuses Based on Quota Attainment

This incentive plan example demonstrates how to create a new annual plan that provides participants with monthly bonuses as they meet their sales quotas.

This table summarizes the key decisions for the plan component in this scenario.

Decision to Consider	In This Example
What's the payout frequency?	Monthly
What type is the calculation?	Interval-based
How many measures do you require and what are their weights?	One measure with no weight
How many rate tables do you require, and how many dimensions for each table?	None
How do you want to apply the rate?	Earnings are calculated using target incentive

Here's a summary of key decisions for the performance measure in this scenario.

Decisions to Consider	In This Example
How should calculations process the transaction?	Group by interval
What's the unit of measure?	Percent
What's the performance interval?	Monthly
Does the calculation involve quota?	Yes
Does the calculation involve a scorecard?	No

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Summary of the Tasks

In the Compensation Plans work area, create a plan by creating the parts first, and then associate them with the plan. To create a compensation plan:

1. Create the attainment expression.
2. Create the performance measure, associating the attainment expression in the measure formula.
3. Create the earnings expression, which uses the results from the performance measure that you created in step 2.
4. Create the plan component, associating the earnings expression in the incentive formula.
5. Create the incentive compensation plan, associating the plan component.

Use the default values for fields unless the steps specify other values.

Create the Attainment Expression

Create the attainment expression that calculates the percentage of quota attainment for the period:

1. Click **Create** in Manage Expressions.
2. Name the expression **Percentage of Quota**.
3. Select the business unit.
4. In the Configure Expression section, create the attainment expression **SUM(Credits.Credit Amount / Measure.Interval Target)**.

   a. On the **Attributes** menu, select **Functions** > **Aggregate functions** > **SUM**.
   b. Click the left parenthesis **(**.
   c. On the **Attributes** menu, select **Credit,** > **Credit Amount**.
   d. Click the slash **/**.
   e. On the **Attributes** menu, select **Measure** > **Interval Target**.
   f. Click the right parenthesis **)**.
5. Click **Save and Close** to return to the Manage Expressions page.
6. Click **Done**.

Create the Performance Measure

Create the performance measure that calculates the percentage of period quota attainment, using the attainment expression that you just created:

1. Click **Create** in Manage Performance Measures.
2. Name it **Percentage of Period Quota**.
3. In the **Unit of Measure** field, select **Percent**.
4. The performance interval is Period and the business unit is selected. Enter start and end dates for the quarter.
5. Click **Next** to open the Define Goal page.

   a. In the **Target** field, enter the goal, such as 1,200,000.
   b. In the **Unit of Measure** field, select **Amount**.
   c. Click **Distribute Evenly**.
6. Click **Next** to open the Add Credit Categories page.

   a. Add the credit categories.

      If a credit category doesn't exist, then click **Create** to create it and add it to the measure.

7. Click **Next** to open the Define Measure Formula page.

   a. In the **Process Transactions** field, select **Grouped by interval**.
   b. In the **Expression Name** field, search for and select the attainment expression you created, **Percentage of Quota**.
8. Click **Save and Close** to return to the Manage Performance Measures page.
9. Click **Done**.

Create the Earnings Expression

Create the earnings expressions to calculate the bonus payment for the period:

1. Click **Create** in Manage Expressions.
2. Name the expression **Monthly Bonus for Quota Attainment**.
3. In the Configure Expression section, create the earnings expression **Measure results.ITD Output Achieved * Plan.Target Incentive / 12**.

   a. On the **User Defined Objects** menu, select the attribute **Measure result**.
   b. Search for and select the performance measure that calculates the percentage of the period quota attainment **Percentage of Period Quota**.
   c. Select the attribute **ITD Output Achieved**.
   d. Click **Add to Expression**.
   e. Click the asterisk *****.
   f. On the **Attributes** menu, select **Plan** > **Target Incentive**.
   g. Click the slash **/**.
   h. On the **Attributes** menu, select **Constant**.
   i. Enter **12** in the **Add Constant** field.
   j. Click **Add to Expression**.
4. Click **Save and Close** to return to the Manage Expressions page.
5. Click **Done**.

Create the Plan Component

Create the plan component that calculates the period bonuses using the performance measure and earnings expression that you just created:

1. Click **Create** in Manage Plan Components.
2. Name your plan component **Period Bonus from Quota Attainment**.
3. In the **Calculate Incentive** field, select **Per interval**.
4. In the **Incentive Type** field, select **Bonus**.
5. Enter start and end dates for the quarter.
6. Click **Next** to open the Add Performance Measure page.

   a. Add the measure that calculates the percentage of the period quota attainment, **Percentage of Period Quota**.
7. Click **Next** to open the Define Incentive Formula page.

   a. In the **Expression Name** field, search for and select the earnings expression that calculates the period bonus payment, **Monthly Bonus for Quota Attainment**.
8. Click **Save and Close** to return to the Manage Plan Components page.

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Create the Incentive Compensation Plan

Create an incentive compensation plan that provides period bonuses that are based on quota attainment:

1. Click **Create** in Manage Compensation Plans.
2. Name the compensation plan **Monthly Bonus for Quota Attainment**.
3. Enter start and end dates for the quarter.

   > **Tip:** Always end date your compensation plans.

4. Click **Next** to open the Add Plan Component page.

   a. Add the plan component that calculates period bonuses, **Period Bonus from Quota Attainment**.
5. Click **Save and Close** to return to the Manage Compensation Plans page.

Related Topics
- Incentive Compensation Plans, Plan Components, and Performance Measures
- Examples of Calculating Attainment by Grouped Transactions
- Calculate Monthly Commissions Based on Percentages of Generated Revenue

Calculate Monthly Bonuses Using Blended Attainment

This incentive plan example demonstrates how to create a blended attainment plan component.

Scenario: A sales executive incentive plan provides a monthly product bonus based on weighted revenue attainment. The bonus calculation has these requirements:

- Attainment for each product line as the total revenue that the executives' salespeople sell each period
- Bonus as a percentage of the weighted period revenue attainment, using a simple rate table

Here are the key decisions for the plan component in this scenario:

Decision to Consider	In This Example
What is the payout frequency?	Monthly
What type is the calculation?	Interval-based
How many measures do you required and what are their weights?	Two measures, weighted 60 and 40 percent respectively
Are any of these measures linked?	Measures aren't linked
How many rate tables do you require, and how many dimensions for each table?	One rate table, with one dimension
How do you want to apply the rate?	Use a single rate for the entire attainment

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Decision to Consider	In This Example

Here are the key decisions for performance measures in this scenario:

Decisions to Consider	In This Example
How should the calculations process the transactions?	Grouped by interval
What is the unit of measure?	Amount
What is the performance interval?	Monthly
Does the calculation involve quota?	No
Does the calculation involve a scorecard?	No

Summary of the Tasks

In the Compensation Plans work area, create a plan component by creating the parts first, and then associating them with the plan component.

1. Create the weighted revenue attainment expression.
2. Create the bonus rate table.
3. Create two performance measures with different credit categories, associating the attainment expression in the measure formula for each.
4. Create the rate dimension input and earnings expressions.
5. Create the plan component, associating the two performance measures, earnings expression, rate table, and rate dimension input expression that you just created.

Use default values for fields unless the steps specify other values.

Create the Weighted Revenue Attainment Expression

Create an expression that determines the weighted revenue attainment for the period. Both performance measures use the expression in their measure formulas.

1. Click **Create** in Manage Expressions.
2. Name the expression **Weighted Revenue Attainment**.
3. In the Configure Expression section, create the weighted revenue attainment expression **SUM(Credit.Credit Amount * Measure.Weight)**.
   a. On the **Attributes** menu, select **Functions** > **Aggregate Functions** > **SUM**.
   b. Click the left parenthesis **(**.
   c. On the **Attributes** menu, select **Credit** > **Credit Amount**.
   d. Click the asterisk *****.
   e. On the **Attributes** menu, select **Measure** > **Weight**.

    f. Click the right parenthesis **)**.

4. Click **Save and Close**.
5. Click **Done**.

Create the Bonus Rate Table

Create a rate table that uses the weighted attainment to find the bonus amount. You associate it with the plan component later.

1. Click **Create** in Manage Rate Tables.
2. Name the table **Weighted Attainment Bonus**.
3. In the **Type** field, select **Percent**.
4. On the Rate Dimensions section toolbar, click **Create**.

    a. Name the dimension **Revenue Attainment**.

    b. In the Tiers section, add the From and To values for each tier, such as 0 -- 10,000, 10,000 -- 20,000, and 20,000 -- 9,999,999. Make the final To value much larger than you would ever conceivably use.

    c. Click **Save and Close** to return to the Create Rate Table page

5. Click **Edit Rates**.

    a. Edit the rate for each tier, such as 2.5, 4, and 6.

    b. Click **Save and Close** to return to the Create Rate Table page

6. Click **Save and Close**.
7. Click **Done**.

Create the Performance Measures

Create two performance measures that use the weighted revenue attainment expression:

- Determine revenue attainment for the primary product, such as green servers

- Calculate the sum of the period weighted attainment for both products, such as green servers and ultra power servers

Create the first measure using the guided process and the second one by duplicating the first measure.

1. Click **Create** in Manage Performance Measures.
2. Name the measure **Primary Product Revenue**.
3. Enter start and end dates for the year.
4. Click **Next** to open the Define Goal page.

    a. In the **Target** field, enter the goal, such as **120,000**.

5. Click **Next** to open the Add Credit Categories page.

    a. Add the credit category, such as Green Servers.

    If the credit category doesn't exist, then click **Create** to create it and add it to the measure.

6. Click **Next** to open the Define Measure Formula page.

    a. In the **Process Transactions** field, select **Grouped by interval**.

    b. In the **Expression Name** field, search for and select the expression that calculates the sum of the weighted revenue period attainment, **Weighted Revenue Attainment**.

7. Click **Save and Close** to return to the Manage Performance Measures page.
8. Create the second performance measure.
   a. Search for and select the primary product measure that you just created, **Primary Product Revenue**.
   b. On the Search Results section toolbar, click **Duplicate**.
   c. Edit the name and display name. Name it **Second Product Revenue**.
   d. In the Goal section, edit the target to **200,000**.
   e. Select the **Credit Categories** tab.
   f. Delete the existing credit category.
   g. Add the secondary credit category, such as **Ultra Power Servers**.
   h. Click **Save and Close**.
9. Click **Done**.

Create the Rate Dimension Input and Earnings Expressions

Create two expressions shown in this table.

Type of Expression	Purpose
Rate Dimension Input	Calculate the sum of the weighted period revenue attainment, for both products
Earnings	Calculate the bonus amount using weighted attainment and the rate table associated with the plan component

1. Click **Create** in Manage Expressions.
2. Name it **Revenue Attainment for Products**.
3. In the Configure Expression section, create the rate dimension expression **Measure result.Primary Product Revenue.ITD Output Achieved + Measure result.Second Product Revenue.ITD Output Achieved** and the earnings expression **(Measure result.Primary Product Revenue.ITD Output Achieved + Measure result.Second Product Revenue.ITD Output Achieved) * RTR**.
   Rate Dimension Input
   a. Name the expression **Primary and Second Attainment**.
   b. On the **User Defined Objects** menu, select **Measure result**.
   c. Search for and select the measure that determines revenue attainment for the primary product, **Primary Product Revenue**.
   d. Select **ITD Output Achieved**.
   e. Click **Add to Expression**.
   f. Click plus **+**.
   g. Search for and select the measure that calculates the sum of the weighted period revenue attainment, for the second product, **Second Product Revenue**.
   h. Select **ITD Output Achieved**.
   i. Click **Add to Expression**.
   j. Click **Save and Create Another**.
   Earnings
   a. Name it **Weighted Attainment Bonus**.

b. Click the left parenthesis **(**.

c. On the **User Defined Objects** menu, select **Measure result**.

d. Search for and select the measure that determines revenue attainment for the primary product, **Primary Product Revenue**.

e. Select **ITD Output Achieved**.

f. Click **Add to Expression**.

g. Click plus **+**.

h. Search for and select the measure that calculates the sum of the weighted period revenue attainment, for the second product, **Second Product Revenue**.

i. Select **ITD Output Achieved**.

j. Click **Add to Expression**.

k. Click the right parenthesis **)**.

l. Click the asterisk *****.

m. For **Attributes**, select **Rate Table Rate**.

4. Click **Save and Close** to return to the Manage Expressions page.

Create the Plan Component

Create a bonus plan component that calculates period earnings using weighted attainment.

1. Click **Create** in Manage Plan Components.
2. Name it **Weighted Attainment Bonus**.
3. In the **Calculate Incentive** field, select **Per interval**.
4. In the **Incentive Type** field, select **Bonus**.
5. Enter start and end dates for the year.
6. Click **Next** to open the Define Performance Measure page

   a. Add the performance measures that you created, as shown in this table.

Measure	Weight Percentage	Earning Basis
Primary Product Revenue	60	Yes
Second Product Revenue	40	Yes

7. Click **Next** to open the Define Incentive Formula page.

   a. In the **Expression Name** field, search for and select the earnings expression that calculates the bonus payment, **Weighted Attainment Bonus**.

8. Click **Next** to open the Add Rate Table page.

   a. Complete the fields in the Rate Table Parameters section. This table lists field names and their respective values.

Field	Value
Number of Dimensions	1

Field	Value
Split Attainment Across Tiers	Yes
Split Option	Fixed within a tier

    b. In the Rate Table section, add a row.

    c. In the **Name** field, search for and select the rate table that uses the weighted attainment to find the bonus amount, **Weighted Attainment Bonus**.

    d. In the Rate Dimensional Inputs section **Expression Name** field, search for and select the expression that calculates the sum of the weighted period revenue attainment. **Primary and Second Attainment**.

9. Click **Save and Close** to return to the Manage Plan Components page.

Related Topics

- Incentive Compensation Plans, Plan Components, and Performance Measures
- Examples of Measure Weights in Calculations
- Examples of Calculating Attainment by Grouped Transactions

Calculate Monthly Bonuses Using a Weighted Score

This incentive plan example demonstrates how to calculate a monthly bonus for three product lines.

- Attainment is a weighted score that ranges from 0 to 100, based on the period revenue for the product lines
- The bonus is based on the weighted score using a simple rate table

Here are the key decisions for the plan component in this scenario.

Decision to Consider	In This Example
What is the payout frequency?	Monthly
What type is the calculation?	Interval-based
How many measures do you require and what are their weights?	Four measures, weights of 30, 30, 40, and 100 percent, respectively
Are any of these measures linked?	The last measure is dependent on the first three
How many rate tables do you require, and how many dimensions for each table?	One rate table, with one dimension
How do you want to apply the rate?	Split the attainment; rates are fixed within a tier

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Decision to Consider	In This Example

Here are the key decisions for performance measures in this scenario.

Decisions to Consider	In This Example
How should the application process the transaction?	Group by interval for all measures
What is the unit of measure?	Score
What is the performance interval?	Monthly
Does the calculation involve quota?	No
Does the calculation involve a scorecard?	Yes, with one rate dimension Split the attainment; rates are fixed within a tier

Summary of the Tasks

In the Compensation Plans work area, create an incentive compensation plan by creating the parts first, and then associating them with the plan component.

1. Create the rate dimension input and weighted score expressions.
2. Create the score and bonus rate tables.
3. Create the three product performance measures with different credit categories, associating the weighted score expression in the measure formula for each.
4. Create a sum weighted score expression and performance measure.
5. Create the bonus payment rate dimension input and earnings expressions.
6. Create the plan component, associating the performance measures, earnings expression, rate tables, and rate dimension input expression that you created earlier.
7. Create the incentive compensation plan and associate the plan component.

Use default values for fields unless the steps specify other values.

Create Rate Dimension Input and Weighted Score Expressions

Create the two types of expressions in the following table used by all three of the product performance measures.

Type of Expression	Purpose
Rate dimension input	Used in the scorecards to calculate period revenue attainment
Weighted score	Used in the measure formula, to calculate the period weighted score for a product line

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1. Click **Create** in Manage Expressions.
2. In the Configure Expression section, create the rate dimension input expression **SUM(Credit.Credit Amount)** and weighted score expression **RTR * MAX(Measure.Weight)**.

   Name the first one **Rate Dimension Input**.

   a. On the **Attributes** menu, select **Functions** > **Aggregate Functions** > **SUM**.
   b. Click the left parenthesis **(**.
   c. On the **Attributes** menu, select **Credit** > **Credit Amount**.
   d. Click the right parenthesis **)**.
   e. Click **Save and Create Another**.

   Name the second one **Weighted Score**.

   a. On the **Attributes** menu, select **Rate Table Rate**.
   b. Click the asterisk *****.
   c. On the **Attributes** menu, select **Functions** > **Aggregate Functions** > **MAX**.
   d. Click the left parenthesis **(**.
   e. On the **Attributes** menu, select **Measure** > **Weight**.
   f. Click the right parenthesis **)**.
3. Click **Save and Close** to return to the Manage Expressions page.
4. Click **Done**.

Create the Scorecard and Rate Table

This table describes the purpose of the two rate tables:

Used By	Where	Purpose
All of the product performance measures	Scorecard page tab	Find the score to apply when calculating bonus earnings, based on revenue attainment
Plan component	Rate Table page or tab	Find the bonus based on the weighted score

Do these steps twice to create the measure scorecard and plan component rate table.

1. Click **Create** in Manage Rate Tables.
2. Name the rate table.

   ○ Name the scorecard **Bonus Earnings**.
   ○ Name the plan component rate table **Bonus Score**.

3. On the Rate Dimensions section toolbar, click **Create**.

    a. Name the rate dimension.

        - Name the scorecard dimension**Revenue Attainment**.
        - Name the rate table dimension **Bonus**.

    b. In the Tiers section, add the From and To values for each tier, such as:

        - 1 -- 10,000, 10,000 -- 50,000, 50,000 -- 100,000, and 100,000 -- 9,999,999 for the scorecard dimension **Revenue Attainment**
        - 0 -- 20, 20 -- 40, 40 -- 60, 60 -- 80, and 80 -- 999 for the rate table dimension **Bonus**

    Make the final To value much larger than you would ever conceivably use.

    c. Click **Save and Close** to return to the Create Rate Table page.

4. Click **Edit Rates**.

    a. Edit the rate for the tier, such as:

        - 25, 50, 75, and 100 for the scorecard
        - 1,000, 2,000, 3,000, 4,000, and 5,000 for the rate table

    b. Click **Save and Close** to return to the Create Rate Table page.

5. After creating the scorecard, click **Save and Create Another**.

    After creating the plan component rate table, click **Save and Close** to return to the Manage Rate Tables page.

6. Click **Done**.

Create Product Score Performance Measures

Create three product score performance measures that use the weighted score expression created earlier to determine revenue attainment amount based on period revenue. Create the first measure using the guided process and the remaining measures by duplicating the first one.

1. Click **Create** in Manage Performance Measures.
2. Name the measures by product.

    a. Product A Score
    b. Product B Score
    c. Product C Score

3. In the **Unit of Measure** field, select **Score**.
4. Enter start and end dates for the year.
5. Click **Next** to open the Define Goal page. In the **Target** field, enter the goal, such as 1,200,000.
6. Click **Next** to open the Add Credit Categories page. Add the credit category for product A, such as **Green Servers**. If the credit category doesn't exist, then click **Create** to create it and add it to the measure.
7. Click **Next** to open the Define Measure Formula page.

    a. In the **Process Transactions** field, select **Grouped by interval**.
    b. In the **Expression Name** field, search for and select the expression that calculates the period weighted score for a product line, named **Weighted Score**.

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8. Click **Next** to open the Add Scorecard page.

    a. Complete the fields, as shown in this table.

Field	Value
Rate Table Dimensions	1
Split Attainment Across Tiers	Yes
Apply Split	Fixed within a tier

    b. In the Scorecard section, add a row.

    c. In the **Name** field, search for and select the scorecard that finds the score to apply when calculating bonus earnings, based on revenue attainment, **Bonus Earnings**.

    d. In the Rate Dimensional Inputs section **Expression Name** field, search for and select the expression that calculates period revenue attainment, **Rate Dimension Input**.

    e. Click **Save and Close** to return to the Manage Performance Measures page.

9. Repeat the following steps twice to create the second and third performance measures.

    a. Search for and select the product A measure that you just created, **Product A Score**.

    b. On the Search Results section toolbar, click **Duplicate**.

    c. Edit the name and display name to be **Product B Score**. The second time, change the name to **Produce C Score**.

    d. Select the **Credit Categories** tab.

    e. Delete the existing credit category.

    f. The first time, add the credit category for product B, such as **Sentinel Power Servers**.

      The second time, add the credit category for product C, such as **Tablets**.

    g. Click Save and Close to return to the Manage Performance Measures page.

    h. Click **Done**.

Create the Sum Weighted Score Expression and Performance Measure

Create an expression to calculate the sum of the weighted period score, for all product lines. Then, to determine the weighted score by summing the individual scores, create a performance measure that uses the expression that you just created.

1. Click **Create** in Manage Expressions.

2. Name it **Sum Weighted Score**.

3. In the Configure Expression section, create the sum weighted score expression **Measure result.Product A Score.ITD Output Achieved + Measure result.Product B Score.ITD Output Achieved + Measure result.Product C Score.ITD Output Achieved**.

    a. On the **User Defined Objects** menu, select **Measure result**.

    b. In the **Measure** field, select **Product A Score**.

    c. Select **ITD Output Achieved**.

    d. Click **Add to Expression**.

  e. Click plus **+**.

  f. In the **Measure** field, select **Product B Score**.

  g. Select **ITD Output Achieved**.

  h. Click **Add to Expression**.

  i. Click plus **+**.

  j. In the **Measure** field, select **Product C Score**.

  k. Select **ITD Output Achieved**.

  l. Click **Add to Expression**.

  m. Click **Save and Close** to return to the Manage Expressions page

  n. Click **Done**.

4. Click the **Create Performance Measure** task.

5. Name it **Product ABC Score**.

6. Enter start and end dates for the year.

7. In the **Unit of Measure** field, select **Score**.

8. Click **Define Measure Formula** in the guided process.

  a. In the **Process Transactions** field, select **Grouped by interval**.

  b. In the **Expression Name** field, search for and select the expression that calculates the sum of the weighted period score for all products lines, **Sum Weighted Score**.

9. Click **Save and Close** to return to the Manage Performance Measures page.

10. Click **Done**.

Create Bonus Payment Expressions

Create the two expressions shown in this table.

Type of Expression	Purpose
Rate dimension input	Calculate the period product bonus
Earnings	Calculate the period product bonus based on the weighted score

1. Click **Create** in Manage Expressions.

2. In the Configure Expression section, create the rate dimension input expression **Measure result.Product ABC Score.ITD Output Achieved** and earnings expression **RTR**.

Name the rate dimension input expression **Product Bonus**.

  a. On the **User Defined Objects** menu, select **Measure result**.

  b. In the **Measure** field, search for and select the measure that you created: **Product ABC Score**.

  c. Select **ITD Output Achieved**.

  d. Click **Add to Expression**.

  e. Click **Save and Create Another**.

Name the earnings expression **Weighted Product Bonus**.

  a. On the **Attributes** menu, select **Rate Table Rate**.

  b. Click **Add to Expression**.

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3. Click **Save and Close** to return to the Manage Expressions page.
4. Click **Done**.

Create the Product Bonus Plan Component

To calculate period earnings using weighted scores, create a product bonus plan component that contains the product and weighted score performance measures.

1. Click **Create** in Manage Plan Components.
2. Name it **Product Bonus**.
3. In the **Calculate Incentive** field, select **Per interval**.
4. In the **Incentive Type** field, select **Bonus**.
5. Enter start and end dates for the year.
6. Click **Next** to open the Add Performance Measure page.

   a. Add the performance measures and set the corresponding weight and earning basis values, as shown in this table.

Measure	Weight Percentage	Calculation Sequence	Earning Basis
Product A Score	30	1	Yes
Product B Score	30	1	Yes
Product C Score	60	1	Yes
Sum Weighted Score	100	2	No

7. Click **Next** to open the Define Incentive Formula page.

   a. In the **Payout Frequency** field, select **Period**.
   b. In the **Expression Name** field, search for and select the earnings expression that calculates the period product bonus based on the weighted score, **Weighted Product Bonus**.
8. Click **Next** to open the Add Rate Table page.

   a. In the **Rate Table Dimensions** field, enter **1**.
   b. In the Rate Table section, add a row.
   c. In the **Name** field, search for and select the rate table that finds the bonus based on the weighted score, **Bonus Score**.
   d. In the Rate Dimensional Inputs section **Expression Name** field, search for and select the expression that calculates the period product bonus, **Product Bonus**.
9. Click **Save and Close** to return to the Manage Performance Measures page.
10. Click **Done**.

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Create the Incentive Compensation Plan

Create an incentive compensation plan that contains the product bonus plan component and calculates period bonuses for three product lines using a scorecard.

1. Click **Create** in Manage Compensation Plans.
2. Name it **Monthly Bonus Using Weighted Score**.
3. Enter start and end dates for the year.

   | **Tip:** Always end date your compensation plans.

4. Click **Next** to open the Add Plan Component page.

   a. Add the plan component that calculates period earnings using weighted scores, **Product Bonus**.
5. Click **Save and Close** to return to the Manage Compensation Plans page.
6. Click **Done**.

Related Topics

- Incentive Compensation Plans, Plan Components, and Performance Measures
- Examples of Calculating Attainment by Grouped Transactions
- Calculate Monthly Product Bonuses with a Scorecard

Calculate Quarterly Bonuses Using a Multidimensional Rate Table

This example demonstrates how to create a plan component to calculate a quarterly incentive bonus that uses the generated revenue attainment for two product lines.

- Attainment for each product line is the summarized revenue that the salespeople generate for each quarter
- The bonus is a percentage of the total quarterly revenue attainment of both product lines, using a two-dimensional rate table

Here are key decisions for the plan component in this scenario.

Decision to Consider	In This Example
What is the payout frequency?	Quarter
What type is the calculation?	Interval-based
How many measures do you require and what are their weights?	Two measures, weight of 100 percent for each
Are any of these measures linked?	The measures are linked

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Decision to Consider	In This Example
How many rate tables do you require, and how many dimensions for each table?	One rate table, with two dimensions
How do you want to apply the rate?	Use a single rate for the entire attainment

Here are key decisions for performance measures in this scenario.

Decisions to Consider	In This Example
How should calculations process the transaction?	Group by interval
What is the unit of measure?	Amount
What is the performance interval?	Quarter
Does the calculation involve quota?	No
Does the calculation involve a scorecard?	No

Summary of the Tasks

In the Compensation Plans work area, create a plan component by creating the parts first, and then associating them with the plan component.

1. Create the attainment expression.
2. Create the bonus rate table.
3. Create the two performance measures with different credit categories, associating the attainment expression as the measure formula for each.
4. Create two rate dimension input expressions, one for each product, and an earnings expression.
5. Create the plan component, associating the performance measures, earnings expression, rate table, and the two rate dimension input expressions that you created earlier.

Create the Attainment Expression

Create an expression to calculate revenue attainment for the interval, Quarter, which both performance measures use in their measure formulas.

1. Click **Create** in Manage Expressions.
2. Name the expression **Quarter Revenue Attainment**.
3. In the Configure Expression section, create the expression **SUM(Credit.Credit Amount)**.

   a. On the **Attributes** menu, select **Functions** > **Aggregate Functions** > **SUM**.
   b. Click the left parenthesis **(**.
   c. On the **Attributes** menu, select **Credit** > **Credit Amount**.

    d. Click the right parenthesis **)**.
4. Click **Save and Close**.
5. Click **Done**.

Create the Rate Table

Create a rate table that uses revenue attainment to find the rate to apply when calculating bonus earnings. You associate it with the plan component that you create later.

1. Click **Create** in Manage Rate Tables.
2. Name the table **Bonus Rate for Revenue Attainment**.
3. In the **Type** field, select **Percent**.

   Perform the following steps twice to create both rate dimensions.
4. On the Rate Dimensions section toolbar, click **Create**.

       a. In the Tiers section, add the From and To values for each tier, such as:
   - 0 -- 10,000, 10,000 -- 20,000, 20,000 -- 9,999,999 for product A
   - 0 -- 5,000 and 5,000 -- 9,999,999 for product B

           Make the final To value much larger than you would ever conceivably use.

       b. After creating the product A rate dimension, click **Save and Create Another**.

           After creating the product B rate dimension, click **Save and Close** to return to the Create Rate Table page.
5. In the Rate Dimensions section, select one of the dimensions.
6. Click **Edit Rates**.
7. Edit the rate for each tier intersection of dimensions A and B. If you have a third dimension C, you select to change the tier for it in the Display Rate Dimensions region.
8. Click **Save and Close** to return to the Create Rate Table page.
9. Click **Save and Close** .
10. Click **Done**.

Create Performance Measures

Create two performance measures that use the attainment expression created earlier to determine the interval revenue attainment for each product line. Create the first measure using the guided process and the remaining measures by duplicating the first one.

1. Click **Create** in Manage Performance Measures.
2. Name it **Product A Quarterly Attainment**.
3. In the **Performance Interval** field, select **Quarter**.
4. Enter start and end dates for the year.
5. Click **Next** to open the Define Goal page.

       a. In the **Target** field, enter the goal, such as 1,200,000.
6. Click **Next** to open the Add Credit Categories page.

       a. Add the credit categories for product A.

           If a credit category doesn't exist, then click the **Create** icon button to create it and add it to the measure.
7. Click **Next** to open the Define Measure Formula page.

       a. In the **Process Transactions** field, select **Grouped by interval**.

      b. In the **Expression Name** field, search for and select the expression that calculates revenue attainment, **Quarter Revenue Attainment**.

8. Click **Save and Close**.
9. Create the second performance measure.
   a. Search for and select the **Product A Quarterly Attainment** measure you created.
   b. On the Search Results section toolbar, click **Duplicate**.
   c. Edit the name and display name to **Product B Quarterly Attainment**.
   d. Select the **Credit Categories** tab.
   e. Delete any existing credit categories.
   f. Add the credit categories for product B.
   g. Click **Save and Close**.
10. Click **Done**.

Create Two Rate Dimension Input Expressions and an Earnings Expressions

Create three expressions.

Type of Expression	Purpose
Product A input	Calculate the product interval revenue attainment for product A
Product B input	Calculate the product interval revenue attainment for product B
Earnings	Calculate the bonus payment

1. Click **Create** in Manage Expressions.
2. In the Configure Expression section, create the two rate dimension input expressions, **Measure result.Product A Quarterly Attainment.ITD Output Achieved** and **Measure result.Product B Quarterly Attainment.ITD Output Achieved** and the earnings expression `(Measure result.Product A Quarterly Attainment.ITD Output Achieved + Measure result.Product B Quarterly Attainment.ITD Output Achieved) * Rate Table Rate.`
   Product A Input. Name it Quarterly Revenue Product A.
   a. On the **User Defined Objects** menu, select **Measure result**.
   b. Search for and select the product A measure that you created, **Product A Quarterly Attainment**.
   c. On the **Attributes** menu, select **ITD Output Achieved**.
   d. Click **Add to Expression**.
   e. Click **Save and Create Another**.
   Product B Input. Name it Quarterly Revenue Product B.
   a. On the **User Defined Objects** menu, select **Measure result**.
   b. Search for and select the product B measure that you created, **Product B Quarterly Attainment**.
   c. Select **ITD Output Achieved**.
   d. Click **Add to Expression**.
   e. Click **Save and Create Another**.

Earnings. Name it Bonus Earnings.

    a. Click the left parenthesis **(**.
    b. On the **User Defined Objects** menu, select **Measure result**.
    c. Search for and select the product A measure that you created, **Product A Quarterly Attainment**.
    d. Select **ITD Output Achieved**.
    e. Click **Add to Expression**.
    f. Click plus **+**.
    g. Search for and select the product B measure that you created.
    h. Select **ITD Output Achieved**.
    i. Click **Add to Expression**.
    j. Click the right parenthesis **)**.
    k. Click the asterisk *****.
    l. Click **Select an Attribute**.
    m. Click **Rate Table Rate**.

3. Click **Save and Close**.
4. Click **Done**.

Create a Plan Component

Create a bonus plan component that calculates earnings for the Quarter interval using total revenue attainment.

1. Click **Create** in Manage Plan Components.
2. Name it **Quarterly Earnings**.
3. In the **Calculate Incentive** field, select **Per interval**.
4. In the **Incentive Type** field, select **Bonus**.
5. Enter start and end dates for the year.
6. Click **Next** to open the Add Performance Measure page.

    a. Add the product A and B measures, both with the following values:

        - **Weight**: 100
        - **Earning Basis**: Yes

7. Click **Next** to open the Define Incentive Formula page.

    a. In the **Payout Frequency** field, select **Quarter**.
    b. In the **Expression Name** field, search for and select the earnings expression that calculates the bonus payment, **Bonus Earnings**.

8. Click **Next** to open the Add Rate Table page.

    a. In the Rate Table Parameters section, complete the fields as shown in this table.

Field	Value
Rate Table Dimensions	1
Split Attainment Across Tiers	Yes

Field	Value
Apply Split	Fixed within a tier

b. In the Rate Table section, add a row.

c. In the **Name** field, search for and select the rate table that uses revenue attainment to find the rate to apply when calculating bonus earnings, **Bonus Rate for Revenue Attainment**.

d. In the Rate Dimensional Inputs section **Expression Name** field of the:

- Product A row, search for and select the expression that calculates product A interval revenue attainment, **Quarterly Revenue Product A**
- Product B row, search for and select the expression that calculates product B interval revenue attainment, **Quarterly Revenue Product B**

9. Click **Save and Close** to return to the Manage Plan Components page.

Related Topics

- Incentive Compensation Plans, Plan Components, and Performance Measures
- Considerations for Rate Tables
- Overview of Performance Measures

Calculate Monthly Commissions Based on Percentages of Generated Revenue

This example demonstrates how to create an annual incentive compensation plan.

- Provide participants with a monthly commission based on a percentage of the generated revenue
- Include no cap

Review key decisions for the plan component in this scenario.

Decision to Consider	In This Example
What is the payout frequency?	Monthly
What type is the calculation?	Interval-based
How many measures do you require and what are their weights?	One measure with no weight
How many rate tables do you require, and how many dimensions for each table?	One rate table with one dimension and four tiers
How do you want to apply the rate?	Split the attainment, rates are fixed within a tier

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Decision to Consider	In This Example

These key decisions are for the performance measure in this scenario.

Decisions to Consider	In This Example
How should the application process the transaction?	Individually
What is the unit of measure?	Amount
What is the performance interval?	Monthly
Does the calculation involve quota?	No
Does the calculation involve a scorecard?	No

Summary of the Tasks

In the Compensation Plans work area, create an incentive compensation plan using a top-down approach:

1. Enter primary details for the plan.
2. Create and add a plan component.
3. Create and add a performance measure that includes a new attainment expression in the measure formula.
4. Define a new earnings expression in the incentive formula for the plan component.
5. Create and add a rate table to the plan component for use with the incentive formula.

Create the Compensation Plan

Create a compensation plan that pays participants a percentage on product revenue, without any cap:

1. Click **Create** in Manage Compensation Plans.
2. Enter the name **Percentage of Generated Revenue**.
3. Enter a start and end date for the quarter.

   Tip: Always end date your compensation plans.

4. Click **Next** to open the Create Compensation Plan: Add Plan Component page.

Step 1: Start creating the plan component within the compensation plan guided process.

Create and add a plan component, rather than adding an existing one. The new plan component calculates earnings using credit amounts and a percentage rate table.

1. Click **Create**.

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    a. Enter the primary details.

        i. Enter the plan component name **Percent Commission**
        ii. In the **Calculate Incentive** field, select **Per event**.
        iii. In the **Incentive Type** field, select **Commission**.

    b. Click **Next** to open the Create Plan Component: Add Performance Measure page.

Step 2: Create and add the performance measure within the plan component guided process.

Create and add a performance measure, rather than adding an existing one. The new measure calculates attainment as the credit amount that the crediting process generates for each transaction.

1. Click **Create**.

    a. Enter the name **Credit Amount Attainment**.
    b. Click **Next**.
    c. In the Define Goal screen, click **Next**.
    d. In the Add Credit Categories screen, add the product credit categories.

       If the credit category doesn't exist, then click Create to create it and add it to the measure.

    e. Click **Next** to open the Create Performance Measure: Define Measure Formula page.

        i. In the **Process Transactions** field, select **Individually**.
        ii. In the **Expression Name** field, select **Create New Expression**.

           a. Name the expression **Credits**.
           b. On the Configure Expression section **Attribute** menu, select **Credit** > **Credit Amount**.
           c. Click **Save and Close** to return to the Create Performance Measure: Define Measure Formula page.

             The **Expression Name** field contains the name of the expression that you just created.

        iii. Select **Running total**.

    f. Click **Save and Close** to return to the Create Plan Component: Add Performance Measure page.

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Step 3: Finish creating the plan component within the compensation plan guided process.

Finish creating the plan component:

1. Click **Next** to open the Create Plan Component: Define Incentive Formula page.

   Create a formula to calculate sales earnings using the performance measure.

   a. In the **Payout Frequency** field, select **Period**.
   b. In the **Expression Name** field, select **Create New Expression**.

      i. Name the expression **Credit Results**.
      ii. In the Configure Expression section, create the earnings expression **Measure result.ITD Output Achieved * RTR**.

         a. On the **User-Defined Objects** menu, select the attribute **Measure result**.
         b. Search for and select the measure that you just created, Credit Amount Attainment.
         c. On the **Attributes** menu, select **ITD Output Achieved**.
         d. Click **Add to Expression**.
         e. Click the asterisk *****.
         f. On the **Attributes** menu, select **Rate Table Rate**.
      iii. Click **Save and Close** to return to the Create Plan Component: Define Incentive Formula page.

         The Expression Name field contains the name of the expression that you just created.
   c. In the **Include Indirect Credits** field, select **All**.

2. Click **Next** to open the Create Plan Component: Add Rate Table page.

   Create and add a rate table. The calculation process uses it to find the rate to apply when calculating sales earning payout based on the running credit amount total.

   a. In the Rate Table Details section, complete these fields.

Field	Value
Number of Dimensions	1
Split Attainment Across Tiers	Yes
Split Option	Fixed within a tier

   b. On the Rate Table section, click **Create** and name it **Running Credit Rates**.

      i. On the Rate Dimensions section toolbar, click **Create** and name it **Running Credit**.

         a. In the Tiers section, add the From and To values for each tier, such as 0 -- 10,000, 10,000 -- 50,000, 50,000 -- 100,000, and 100,000 -- 9,999,999. Make the final To value much larger than you would ever conceivably use.
         b. Click **Save and Close** to return to the Create Rate Table page.

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      ii. Click **Edit Rates**.

          a. Edit the rate for each tier, such as 2.5, 5, 7.5, and 10.

          b. Click **Save and Close** to return to the Create Rate Table page.

      iii. Click **Save and Close** to return to the Create Plan Component: Add Rate Table page.

    c. The name of the rate table you created appears in the Rate Table section.

    d. In the Rate Dimension Inputs section **Expression Name** field, select **Create New Expression** and name it **ITD Output Results**.

      i. In the Configure Expression section, create the rate dimension input expression **Measure result.Credit Amount AttainmentITD Output Achieved**.

          a. On the **User-Defined Objects** menu, select **Measure result**.

          b. Search for and select the measure that calculates attainment as the credit amount, **Credit Amount Attainment**.

          c. On the **Attributes** menu, select **ITD Output Achieved**.

          d. Click **Add to Expression**.

          e. Click **Save and Close** to return to the Add Rate Table page.

      The Rate Dimension Inputs section **Expression Name** field contains the name of the expression that you just created, **IT Output Results**.

    e. Select **Split** for all rate dimension inputs.

3. Click **Save and Close** to return to the Create Compensation Plan page.

4. Click **Save and Close** to return to the Manage Compensation Plans page.

Related Topics

- Incentive Compensation Plans, Plan Components, and Performance Measures
- Examples of Calculating Attainment by Individual Transaction
- Calculate Monthly Commissions Using As-Of Attainments for the Interval (True-Up Calculations)
- Calculate Monthly Bonuses Based on Quota Attainment

Calculate Monthly Commissions Using As-Of Attainments for the Interval (True-Up Calculations)

This example demonstrates how to create an incentive compensation plan that calculates monthly commission earnings based on the as-of attainment for the interval.

- Pay participants a percentage on the revenue amount that they generate, without any cap

- Calculate the running total for the revenue amount from product sales to determine the commission rates

- Calculate the commission amount based on the as-of attainment for an interval, adjusting the previously calculated amount (also known as true up)

Here are key decisions for the plan component in this scenario.

Decision to Consider	In This Example
What is the payout frequency?	Monthly
What type is the calculation?	True up
How many measures do you require and what are their weights?	One measure, no weights
How many rate tables do you require, and how many dimensions for each table?	One rate table, with one dimension
How do you want to apply the rate?	Split the rate, fixed within a tier

These key decisions are for the performance measure in this scenario.

Decisions to Consider	In This Example
How should the application process the transaction?	Individually with Running total
What is the unit of measure?	Amount
What is the performance interval?	Month
Does the calculation involve quota?	No
Does the calculation involve a scorecard?	No

Summary of the Tasks

In the Compensation Plans work area, Create the incentive compensation plan using a top-down approach:

1. Enter the primary details for the plan.
2. Create and add a plan component.
3. Create and add a performance measure that includes a new attainment expression in the measure formula.
4. Define a new earnings expression in the incentive formula for the plan component.
5. Create and add a rate table for the plan component to use with the incentive formula.

Create the Compensation Plan

Create a compensation plan that pays monthly commissions, without any cap, based on a percentage of generated revenue.

1. Click **Create** in Manage Compensation Plans.
2. Name the plan **No Cap Commission**.
3. Enter start and end dates for the quarter.

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> **Tip:** Always end date your compensation plans.

4. Click **Next** to open the Create Compensation Plan: Add Plan Component page.

Step 1: Start creating the plan component within the compensation plan guided process.

Create and add a plan component, rather than adding an existing one. The new plan component calculates incentive earnings using accumulated credit amounts multiplied by a rate table rate.

1. On the Plan Components section toolbar, click **Create**.
   a. Enter the primary details.
      i. Name the component **Earnings by Rate**.
      ii. In the **Calculate Incentive** field, select **Per event**.
      iii. In the **Incentive Type** field, select **Commission**.
   b. Click **Next** to open the Create Plan Component: Add Performance Measure page.

Step 2: Create and add the performance measure within the plan component guided process.

Create and add a performance measure, rather than adding an existing one. The new performance measure determines period incentive attainment as a running total of generated credit amounts.

1. On the Performance Measures section toolbar, click **Create**.
   a. Name the performance measure **Period Attainment Credit**.
   b. Enter the performance interval as Period (Month).
   c. Click **Next** twice.
   d. Add the credit categories. If a credit category doesn't exist, then click Create to create it and add it to the measure.
   e. Click **Next** to open the Create Performance Measure: Define Measure Formula page.
      i. In the **Process Transactions** field, select **Individually**.
      ii. In the **Expression Name** field, select **Create New Expression**.
         a. Name the expression **Credit Amount**.
         b. On the Configure Expression section **Attributes** menu, select **Credit > Credit Amount**.
         c. Click **Save and Close** to return to the Create Performance Measure: Define Measure Formula page.
         The **Expression Name** field contains the name of the expression that you just created.
      iii. Select **Running total**.
   f. Click **Save and Close** to return to the Create Plan Component: Add Performance Measure page.

Step 3: Finish creating the plan component within the compensation plan guided process.

1. Click **Next** to open the Create Plan Component: Define Incentive Formula page.

Create a formula to calculate incentive earnings using the running credit amount total.

    a. In the **Payout Frequency** field, select **Period**.

    b. In the **Expression Name** field, select **Create New Expression**.

        i. Name the expression **Earnings by Rate**.

        ii. In the Configure Expression section, create the earnings expression **Measure result.Period Attainment Credit.ITD Output Achieved * RTR**.

            a. On the **User Defined Objects** menu, select **Measure result**.

            b. Search for and select the measure that you just created to determine period attainment as a running total of generated credit amounts, **Period Attainment Credit**.

            c. Select **ITD Output Achieved**.

            d. Click **Add to Expression**.

            e. Click the asterisk *****.

            f. On the **Attributes** menu, select **Rate Table Rate**.

       iii. Click **Save and Close** to return to the Create Plan Component: Define Incentive Formula page.

    The **Expression Name** field contains the name of the expression that you just created.

    c. Select **True Up**.

    d. The reset interval is the same as the payout frequency.

    If you change the reset interval, then it should be longer than the payout frequency (quarter or year). Typically the reset interval is the same as the measure interval. For example, if you want to accumulate over a year but pay monthly based on year-to-date attainment, then you set the measure interval and reset interval as year.

    e. In the **Include Indirect Credits** field, select **All**.

2. Click **Next** to open the Create Plan Component: Add Rate Table page.

Create a rate table to find the rate to apply, based on the running credit amount total, when calculating commission payout.

    a. Complete the fields, as shown in this table.

Field	Value
Rate Table Dimensions	1
Split Attainment Across Tiers	Yes
Apply Split	Fixed within a tier

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b. On the Rate Table section, click **Create**.

   i. Name the rate table.
   ii. In the **Type** field, select **Percent**.
   iii. On the Rate Dimensions section toolbar, click **Create**.

      a. Name the dimension.
      b. In the **Type** field, select **Percent**.
      c. In the Tiers section, add the From and To values for each tier, such as 0 -- 10,000, 10,000 -- 50,000, 50,000 -- 100,000, and 100,000 to 9,999,999. Make the final To value much larger than you would ever conceivably use.
      d. Click **Save and Close** to return to the Create Rate Table page.
   iv. Click **Edit Rates**.

      a. Edit the rate for each tier, such as 2.5, 5., 7.5, and 10.
      b. Click **Save and Close** to return to the Create Rate Table page.
   v. Click **Save and Close** to return to the Create Plan Component: Add Rate Table page. The rate table you created is in the first row of the Rate Table section.
c. In the Rate Dimension Inputs section **Expression Name** field, select **Create New Expression**.

   i. Name the expression.
   ii. In the Configure Expression section, create the rate dimension input expression **Measure result.Period Attainment Credit.ITD Output Achieved**.

      a. On the **User Defined Objects** menu, select **Measure result**.
      b. Search for and select the measure that you just created to determine period attainment as a running total of generated credit amounts, **Period Attainment Credit**.
      c. Select **ITD Output Achieved**.
      d. Click **Add to Expression**.
   iii. Click **Save and Close** to return to the Create Plan Component: Add Rate Table page.

   The **Expression Name** field contains the name of the expression that you just created.
d. Select **Split** for all rate dimension inputs.
3. Click **Save and Close** to return to the Create Compensation Plan: Add Plan Component page.
4. Click **Save and Close** to return to the Manage Compensation Plans page.

Related Topics
- Incentive Compensation Plans, Plan Components, and Performance Measures
- Examples of Calculating Attainment by Individual Transaction
- Options for Using Individual or Grouped Transactions in Attainment Calculations
- Calculate Monthly Commissions Based on Percentages of Generated Revenue

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Calculate Monthly Bonuses Using True Up

This example demonstrates how to create an annual incentive plan that provides participants with monthly, or period, bonuses as they meet their year-to-date (YTD) attainment. It subtracts, or trues up, any previously paid amount from the current calculated earnings.

Here are key decisions for the plan component in this scenario.

Decision to Consider	In This Example
What is the payout frequency?	Monthly Earnings are trued-up over the plan year.
What is the calculation type?	Interval-based
How many measures do you require and what are their weights?	One measure with no weight
How many rate tables do you require, and how many dimensions for each table?	One rate and one dimension
How do you want to apply the rate?	Nonproportional, or step rate

These key decisions are for the performance measure in this scenario.

Decision to Consider	In This Example
How should calculations process the transaction?	Group by interval
What is the unit of measure?	Amount
What is the performance interval?	Year
Does the calculation involve revenue?	Yes
Does the calculation involve a scorecard?	No

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Summary of the Tasks

In the Compensation Plans work area, create a plan by creating the pieces first, and then associating them with the plan.

1. Create the attainment expression.
2. Create the performance measure and associate the attainment expression with the measure formula.
3. Create the rate dimension input and earnings expressions.
4. Create the payout percentage rate table.
5. Create the plan component and associate the earnings expressions with the incentive formula. Also associate the rate table and the rate dimension input expression.
6. Create the incentive compensation plan and associate the plan component.

Use default values for fields unless the steps specify other values.

Create the Attainment Expression

Create an expression to calculate the YTD revenue attainment. Later, you associate this expression with the performance measure formula.

1. Click **Create** in Manage Expressions in the Compensation Plans work area.
2. Name the expression **YTD Credit Amount**
3.
4. In the Configure Expression section, create the expression **SUM(Credit.Credit Amount)**.

   a. On the **Attributes** menu, select **Functions** - **Aggregate Functions** - **SUM**.
   b. Click the left parenthesis **(**.
   c. On the **Attributes** menu, select **Credit** > **Credit Amount**.
   d. Click the right parenthesis **)**.
5. Click **Save and Close** to return to the Manage Expressions page.
6. Click **Done**.

Create the YTD Revenue Attainment Performance Measure

Create the performance measure that calculates YTD revenue attainment, using the attainment expression that you just created.

1. Click **Create** in Manage Performance Measures.
2. Name it **YTD Revenue**.
3. In the **Performance Interval** field, select **Annual**.
4. Set start and end dates for the year.
5. Click **Next** to open the Define Goal page.

   a. In the **Target** field, enter the amount, for example, 120,000.
   b. Distribute the target evenly.
6. Click **Next** to open the Add Credit Categories page.

   a. Add the credit categories.

      If a credit category doesn't exist, then click **Create** to create it and add it to the measure.
7. Click **Next** to open the Define Measure Formula page.

   a. In the **Process Transactions** field, select **Grouped by interval**.

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    b. In the **Expression Name** field, search for and select the expression that calculates the YTD revenue attainment, **YTD Credit Amount**.

8. Click **Save and Close** to return to the Manage Performance Measures page.
9. Click **Done**.

Create the Rate Dimension Input and Earnings Expressions

Create these two expressions that calculate the bonus payment. Later, you associate these expressions with the plan component.

Expression	Purpose
Rate dimension input	Used by the rate table to determine the revenue attainment percentage
Earnings	Used to calculate the YTD trued-up bonus

1. Click **Create** in Manage Expressions.
2. In the Configure Expression section, create first the rate dimension input expression **Measure.ITD Output Achieved** and then the earnings expression **Measure result.YTD Revenue..ITD Output Achieved * Rate Table Rate**.

    Rate Dimension Input

        a. Name the expression **ITD Output Achieved**.
        b. On the **User Defined Objects** menu, select **Measure result**.
        c. Search for and select the measure that calculates revenue attainment, **YTD Revenue**.
        d. Select **ITD Output Achieved**.
        e. Click **Add to Expression**.
        f. Click **Save and Create Another** to create the earnings expression.

    Earnings

        a. Name the second expression **YTD True Up Bonus**.
        b. On the **User Defined Objects** menu, select **Measure result**.
        c. Search for and select the measure that calculates revenue attainment, **YTD Revenue**.
        d. Select **ITD Output Achieved**.
        e. Click **Add to Expression**.
        f. Click the asterisk *****.
        g. On the **Attributes** menu, select **Rate Table Rate**.
        h. Click **Save and Close** to return to the Manage Expressions page.
        i. Click **Done**.

Create the Payout Percentage Rate Table

Create a one-dimensional rate table that the plan component uses to determine the earnings or payout rate.

1. Click **Create** in Manage Rate Tables.
2. Name it **Earnings Rate**.
3. In the **Type** field, select **Percent**.

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4. On the Rate Dimensions section toolbar, click **Actions** > **Create**.

   a. Name the dimension **Earnings**.
   b. In the Tiers section, add the From and To values for each tier such as 0 -- 25,000, 25,000 -- 50,000, 50, 000 -- 100,000, and 100,000 -- 9,999,999. Make the final To value much larger than you would ever conceivably use, for example, 9,999,999.
   c. Click **Save and Close** to return to the Create Rate Table page.

5. Click **Edit Rates**.

   a. Edit the percentage rate for each tier, such as 2.5, 5, 7.5 and 10.
   b. Click **Save and Close** to return to the Create Rate Table page.

6. Click **Save and Close** to return to the Manage Rate Tables page.
7. Click **Done**.

Create the YTD True-Up Bonus Plan Component

Create the plan component that calculates YTD trued-up bonuses using the bonus input and output expressions that you created, as well as the rate table.

1. Click **Create** in Manage Plan Components.
2. Name it **YTD True Up Bonus**.
3. In the **Calculate Incentive** field, select **Per interval**.
4. In the **Incentive Type** field, select **Bonus**.
5. Enter start and end dates for the year.
6. Click **Next** to open the Add Performance Measure page.

   a. Add the measure that calculates the revenue attainment, **YTD Revenue**.

7. Click **Next** to open the Define Incentive Formula page.

   a. In the **Expression Name** field, search for and select the earnings expression that calculates the YTD Trued-up bonus, **YTD True Up Bonus**.
   b. Select the **True up** check box to have the calculation process automatically subtract previous earnings from current calculated earnings.
   c. In the **Reset Interval** field, select **Annual**.

8. Click **Next** to open the Add Rate Table page.

   a. On the Rate Table section toolbar, click **Add**.
   b. In the **Name** field, search for and select the rate table that determines the payout percentage, **Earnings Rate**.
   c. In the Rate Dimensional Inputs section **Expression Name** field, search for and select the expression that provides the measure ITD output achieved, **ITD Output Achieved**.

9. Click **Save and Close** to return to the Manage Plan Components page.
10. Click **Done**.

Create the Monthly Trued-Up Bonus Incentive Compensation Plan

Create an incentive compensation plan that provides bonuses based on trued-up YTD revenue attainment.

1. Click **Create** in Manage Compensation Plans.
2. Name the plan **Monthly Trued Up Bonus**.
3. Enter start and end dates for the year.

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> **Tip:** Always end date your compensation plans.

4. Click **Next** to open the Add Plan Component page.
5. Add the plan component that calculates YTD trued-up bonuses, **YTD True Up Bonus**.
6. Click **Save and Close** to return to the Manage Compensation Plans page.

Calculate Biweekly Earnings Using a Score with a User-Defined Query to Find Adjustment Factor

This incentive plan example demonstrates how to calculate earnings for participants in the Retail industry. Earnings calculations use a score with a user-defined query to determine participant revenue attainment adjustments based on the number of hours worked.

Here are key decisions for the plan component in this scenario.

Decision to Consider	In This Example
What is the payout frequency?	Biweekly
What type is the calculation?	Interval-based
How many measures do you require and what are their weights?	Two measures, no weights
Are any of these measures linked?	No
How many rate tables do you require, and how many dimensions for each table?	One rate table with one dimension
How do you want to apply the rate?	Don't split the attainment

Here are key decisions for performance measures in this scenario.

Decision to Consider	In This Example
How should the application process the transaction?	Group by interval for all measures
What is the unit of measure?	Percent and Amount
What is the performance interval?	Biweekly
Does the calculation involve quota?	No

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Decision to Consider	In This Example
Does the calculation involve a scorecard?	Yes, with one rate dimension Don't split

Summary of the Tasks

In the Compensation Plans work area, create a plan component by creating the parts first, and then associating them with the plan component.

1. Create a user-defined query.
2. Create a scorecard to associate with a performance measure and a rate table to associate with the plan component.
3. Create a performance measure to calculate attainment.
4. Create measure formula expressions to return the participant's adjustment factor and hours worked.
5. Create the interval adjustment factor performance measure.
6. Create the rate dimension input and earnings expressions.
7. Create the plan component, associating the performance measures, expressions, and the rate table created earlier.

Use default values for fields unless the steps specify other values.

Create the User-Defined Query

Let's assume that the number of hours worked is stored in attribute_number1 in the participant details table. We use the end date of the given accumulation period to find the corresponding participant detail record. If there's no matching record, then we return 80 as the default.

1. In the Setup and Maintenance work area, go to the **Manage Incentive Value Sets** task:
   - Offering: Sales
   - Functional Area: Incentives
2. Click **Create** and create a new value set with these criteria:

Criteria	Value
Value Data Type	Number
Value Set Code	cnvs_get_work_hours
Module	Incentive Compensation
Validation Type	Table
Security Enabled	Deselect

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Criteria	Value
FROM Clause	`cn_srp_participant_details_all spd, cn_periods_b p, cn_repositories_all_b r`
Value Column Name	attribute_number1

WHERE Clause	`spd.participant_id = :1 /*Number*/`
	`and spd.org_id = r.org_id`
	`and p.period_id = :2 /*Number*/`
	`and p.calendar_id = r.calendar_id`
	`and p.end_date between spd.start_date and nvl(spd.end_date, p.end_date)`

3. Save and close the value set.
4. In the Setup and Maintenance work area, go to the **Manage Incentive Lookups** task .
5. Search for the lookup type `ORA_CN_USR_DEFN_EXPRSN_VLE_SET`.
6. In the Lookup Codes region, click **New**.
7. Add and enable a new lookup value with a code that matches the value set code you created, using these field values:

Field	Value
Lookup Code	cnvs_get_work_hours
Meaning	Get Work Hours
Description	Get the working hours for a particular participant and period. Inputs: Participant Id (Number), Period Id (Number)
Display Sequence	1
Enabled	Select

8. Save and close.

Create the Scorecard and Rate Table

Create these two rate tables:

Used By	Where	Purpose
Performance measure	Add Scorecard page or tab	Find the adjustment factor based on the number of hours worked.

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Used By	Where	Purpose
		The plan component with this performance measure uses the adjustment factor in bonus earnings calculations.
Plan component	Add Rate Table page or tab	Calculate bonus earnings based on the revenue attainment.

1. Navigate to **Incentive Compensation** > **Compensation Plans** > **Manage Rate Tables**.
2. Click **Create**.

   Complete these following steps twice to create first the scorecard and then the rate table.
3. Name the rate table.
   a. Name the first one **Work Adjustment**.
   b. Name the second one **Work Bonus Earnings**.
4. In the **Type** field, make the following selection:
   a. **Percent** for the performance measure scorecard
   b. **Amount** for the plan component rate table
5. On the Rate Dimensions section toolbar, click **Create**.
   a. Name the dimension **Hours** for the scorecard, and **Revenue** for the rate table.
   b. In the **Type** field, select **Amount**.
   c. In the Tiers section, add the From and To values for each tier, such as:
      i. For the scorecard: 0 -- 40, 40 -- 60, 60 -- 70, 70 -- 80, and 80 -- 999
      ii. For the rate table: 0 -- 100,000, 100,000 -- 200,000, 200,000 -- 300,000, 300,000 -- 9,999,999

         Make the final To value much larger than you would ever conceivably use.
   d. Click **Save and Close** to return to the Create Rate Table page.
6. Click **Edit Rates**.
   a. Edit the rate for each tier, such as:
      i. 50, 75, 85, 90, and 100 for the scorecard
      ii. 0, 500, 1,000, and 1,500 for the rate table
   b. Click **Save and Close** to return to the Create Rate Table page.
7. After creating the scorecard, click **Save and Create Another**.

   After creating the rate table, click **Save and Close** to return to the Manage Rate Tables page.
8. Click **Done**.

Create the First Performance Measure

1. Click **Create** in Manage Performance Measures. Name it **Interval Revenue Attainment**.
2. In the **Performance Interval** field, select **Biweekly**.

   If this performance interval doesn't exist, then create it using the Manage Intervals task in the Setup and Maintenance work area. Your calendar period must be weekly or daily to create a biweekly interval.

3. In the **Unit of Measure** field, select **Amount**.
4. Enter start and end dates for the year.
5. Click **Next**.
6. Click **Add Credit Categories** in the guided process. Add the credit category. If the credit category doesn't exist, then click **Create** to create it and add it to the measure.
7. Click **Next** to open the Define Measure Formula page.

   a. In the **Process Transactions** field, select **Grouped by interval**.
   b. In the **Expression Name** field, search for and select any existing expression. You will replace it later.

8. Save and close.
9. Navigate to **Manage Expressions**.
10. Click **Create**.
11. Name the expression **Retail Interval Attainment**.
12. In the Configure Expression section, create the rate dimension input expression **Measure result.Interval Revenue Attainment.ITD Output Achieved**.

   Rate Dimension Input

   a. On the **User Defined Objects** menu, select **Measure result**.
   b. In the **Measure** field, search for and select your performance measure that calculates the **Interval Revenue Attainment**.
   c. Select **ITD Output Achieved**.
   d. Click **Add to Expression**.
   e. Save and close.
   f. Click **Done**.

13. Navigate to **Manage Performance Measures**.
14. Search for and open **Interval Revenue Attainment**.
15. On the Measure formula tab, change the expression name to **Interval Revenue Attainment**
16. Save and close.

Create Two Performance Measure Expressions

Create the expressions in this table.

Type of Expression	Purpose
Scorecard rate dimension input	Find the adjustment factor.
Interval adjusted factor	Return the interval adjustment factor for the participant.

1. Click **Create** in Manage Expressions.
2. In the Configure Expression section, create the input expression **NVL (Get Work Hours (Measure result.Interval Revenue Attainment.Participant ID , Measure result.Interval Revenue Attainment.Period ID) , 80)**, and factor expression **Rate Table Rate**.

   Measure Scorecard Rate Dimension Input: name it **Scorecard Adjustment**.

   a. On the **Attributes** menu , select **Functions** > **Null functions** > **NVL**.
   b. Click the left parenthesis **(**.

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    c. On the **User Defined Objects** menu, select **User defined queries**.

    d. In the **User Defined Queries** field, select **Get Work Hours**.

    e. Click **Add to Expression**.

    f. Click the left parenthesis **(**.

    g. On the **User Defined Objects** menu, select **Measure result**.

    h. In the **Measure** field, search for and select the performance measure that calculates the **Interval Revenue Attainment**.

    i. In the **Select an Attribute** field, search for and select **Participant ID**.

    j. Click **Add to Expression**.

    k. Click the comma **,**.

    l. On the **User Defined Objects** menu, select **Measure result**.

    m. In the **Measure** field, search for and select the performance measure that calculates the **Interval Revenue Attainment**.

    n. In the **Select an Attribute** field, search for and select **Period ID**.

> **Tip:** If Participant ID and Period ID aren't available, then enable them for calculation using the Configure Tables and Columns task in the Setup and Maintenance work area. Enable the corresponding columns of the CN_SRP_PER_FORM_METRICS_ALL table.

    o. Click **Add to Expression**.

    p. Click the right parenthesis **)**.

    q. Click the **comma ,**.

    r. On the **Attributes** menu, select **Constant**.

    s. Enter 80.

    t. Click **Add to Expression**.

    u. Click the right parenthesis **)**.

    v. Click **Save and Create Another**.

    w. Name the new expression **Adjustment Factor**.

    x. On the **Attributes** menu , select **Rate Table Rate**.

3. Click **Save and Close** to return to the Manage Expressions page.

4. Click **Done**.

Create the Interval Adjustment Factor Performance Measure

1. Navigate to the **Manage Performance Measures** page.

2. Search for and select the measure that determines the **Interval Revenue Attainment**.

3. On the Search Results section toolbar, click **Duplicate**.

4. Edit the name and display name to **Interval Adjustment Factor**.

5. Select the **Measure Formula** tab. Remove the existing expression name and replace it with **Adjustment Factor**.

6. Select the **Scorecard** tab.

    a. In the **Number of Dimensions** field, enter **1**.

    b. In the **Split Attainment Across Tiers** option, select **No**.

    c. In the Scorecard section, add a row.

    d. In the **Name** field, search for and select the scorecard (rate table) that finds the adjustment factor based on the number of hours worked, named **Work Adjustment**.

    e. In the Rate Dimensional Inputs section **Expression Name** field, search for and select the expression that finds the adjustment factor, named **Scorecard Adjustment**.

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Create the Rate Dimension Input and Earnings Expressions

Create these two expressions:

Type of Expression	Purpose
Rate dimension input	Provide the retail interval revenue attainment.
Earnings	Calculate the interval earnings for the participant.

1. Click **Create** in Manage Expressions.
2. Name it **Retain Revenue Attainment**.
3. In the Configure Expression section, create the rate dimension input expression **Measure result.Interval Revenue Attainment.ITD Output Achieved** and earnings expression **Measure result.Interval Revenue Attainment.ITD Output Achieved * Rate Table Rate * Measure result.Interval Adjustment Factor.ITD Output Achieved**.

   Rate Dimension Input

   a. On the **User Defined Objects** menu, select **Measure result**.
   b. In the **Measure** field, search for and select the performance measure that calculates the interval revenue attainment, named Interval Revenue Attainment.
   c. Select **ITD Output Achieved**.
   d. Click **Add to Expression**.
   e. Click **Save and Create Another**.

   Earnings

   a. Name it **Interval Earnings**.
   b. On the **User Defined Objects** menu, select **Measure result**.
   c. In the **Measure** field, search for and select the performance measure that calculates the interval revenue attainment, named **Interval Revenue Attainment**.
   d. Select **ITD Output Achieved**.
   e. Click **Add to Expression**.
   f. Click the asterisk *****.
   g. On the **Attributes** menu, select **Rate Table Rate**.
   h. Click the asterisk *****.
   i. On the **User Defined Objects** menu, select **Measure result**.
   j. In the **Measure** field, search for and select the performance measure that calculates the adjustment factor, named **Interval Adjustment Factor**
   k. Select **ITD Output Achieved**.
   l. Click **Add to Expression**.
4. Click **Save and Close** to return to the Manage Expressions page.

Create the Plan Component

To calculate retail earnings every two weeks using adjustment factors, create a bonus plan component that contains the revenue attainment and adjustment factor performance measures.

1. Click **Create** in Manage Plan Components.
2. Name it **Retail Earnings Bonus**.
3. In the **Calculate Incentive** field, select **Per interval**.
4. In the **Incentive Type** field, select **Bonus**.
5. Enter start and end dates for the year.
6. Click **Next** to open the Create Plan Component: Add Performance Measure page. Add the performance measures and set the earning basis values, as shown in this table.

Measure	Earning Basis	Sequence
Interval revenue attainment	Yes	1
Interval Adjustment factor	No	2

7. Click **Next** to open the Create Plan Component: Define Incentive Formula page. Complete the fields, as shown in this table.

Field	Value
Expression Name	Search for and select the expression that calculates the interval earnings for the participant, **Interval Earnings**.
Payout Frequency	Biweekly
True up	No
Include Indirect Credits	All

8. Click **Next** to open the Create Plan Component: Add Rate Table page.

   a. In the **Rate Table Dimensions** field, enter **1**.
   b. In the Rate Table section, add a row.
   c. In the **Name** field, search for and select the rate table that calculates bonus earnings based on the interval revenue attainment, **Work Bonus Earnings**.
   d. In the Rate Dimensional Inputs section **Expression Name** field, search for and select the expression that provides the interval revenue attainment, named **Interval Revenue Attainment**.
9. Click **Save and Close** to return to the Manage Plan Component page.

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Related Topics

- Incentive Compensation Plans, Plan Components, and Performance Measures
- Incentive Compensation Expressions
- Overview of Performance Measures

Calculate Quarterly Bonuses Using a User-Defined Query to Find Ranking

This example demonstrates how to create an incentive compensation plan that compensates account managers on revenue billed and collected.

- At the end of each quarter, account managers also get a bonus based on the national level ranking of all of the plan participants.
- To get the ranking, the plan calculates attainment first and then the relative ranking, and pays the bonuses accordingly.

Here are the key decisions for the plan component in this scenario.

Decision to Consider	In This Example
What is the payout frequency?	Quarter
What type is the calculation?	Interval-based
How many measures do you require and what are their weights?	Two measures with no weight
Are any of these measures linked?	No
How many rate tables do you require, and how many dimensions for each table?	One rate table with one dimension and five tiers Do not split

Here are the key decisions for the performance measures in this scenario.

Decisions to Consider	In This Example
How should the application process the transaction?	Group by interval
What is the unit of measure?	Measure 1: Amount Measure 2: Amount

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Decisions to Consider	In This Example
What is the performance interval?	Quarter
Does the calculation involve quota?	No
Does the calculation involve a scorecard?	No

Summary of the Tasks

In the Compensation Plans work area, create the incentive compensation plan using a top-down approach:

1. Create a user-defined query to get the participant's ranking.
2. Create a rate table for the bonus plan component to use with the incentive formula.
3. Create a plan and plan component.
4. Create and add a performance measure that includes a new attainment expression in the measure formula.
5. Create and add a ranking performance measure.
6. Define a new earnings expression in the incentive formula for the bonus plan component and add the rate table.

Use default values for fields unless the steps specify other values.

Step 1. Create the User-Defined Query

1. Create a value set. In the Setup and Maintenance work area, go to the following:
   - Offering: Sales
   - Functional Area: Incentives
   - Task: Manage Incentive Value Sets
2. On the Manage Incentive Value Sets page, create a new value set with these criteria:

Criteria	Value
Value Set Code	**XX_UDQ_GET_RANKING** **Note:** The Value Set Code should only be made up of characters (A-Z, a-z) , numbers (0 - 9) and underscores (_). Do not use a hyphen (-) , ASCII characters, spaces, or pipes (	) . It should also not be more than 30 characters in length.
Description	Get Ranking
Module	Incentive Compensation

Criteria	Value
Validation Type	Table
Value Data Type	Number
Security enabled	Deselected
FROM Clause	`CN_SRP_PER_FORM_METRICS_ALL a, CN_SRP_PER_FORM_METRICS_ALL b`
Value Column Name	`a.srp_per_form_metric_id`

WHERE Clause	`1=1`
	`AND a.plan_component_id = :1 /*N*/`
	`AND a.formula_id = :2 /*N*/`
	`AND a.period_id = :3 /*N*/`
	`AND b.plan_component_id = :1 /*N*/`
	`AND b.formula_id = :2 /*N*/`
	`AND b.period_id = :3 /*N*/`
	`AND a.participant_id= :4 /*N*/`
	`AND ( b.output_achieved_ptd > NVL(a. output_achieved_ptd, 0) )`

3. Save and close twice.
4. Use the Manage Incentive Lookups task to create a matching lookup for the value set.
   a. On the Manage Incentive Lookups page, search for the Lookup type `ORA_CN_USR_DEFN_EXPRSN_VLE_SET`.
   b. Add a new lookup value with the code `XX_UDQ_GET_RANKING`.
   c. The display sequence is 1.
   d. Enter **Get Ranking** in the **Meaning** field. In the Expressions UI, the meaning of this lookup value will display as the name of the new user-defined query. The description displays when you select the user-defined query.
   e. Save the lookup value and close.
5. Use the Configure Tables and Columns task to enable these columns in the CN_SRP_PER_FORM_METRICS_ALL table for calculation and add user names.

Column	User Name
FORMULA_ID	Formula ID
PARTICIPANT_ID	Participant ID
PERIOD_ID	Period ID
PLAN_COMPONENT_ID	Plan Component ID

6. Save and close.

Step 2: Create a Rate Table To Determine Ranking

1. In the Compensation Plans work area go to the **Manage Rate Tables** task.
2. Create a rate table for the calculation process to use to find the ranking to apply when computing bonus payouts. Click **Create**.

   a. Name the rate table **Bonus Ranks**.
   b. In the **Type** field, select **Amount**.
   c. On the Rate Dimensions section toolbar, click **Create**.

      i. In the Create Rate Dimension page, name the dimension **Rank**.
      ii. In the **Type** field, select **Amount**.
      iii. In the Tiers section, click **Add Row** and add the From and To values for each tier: **0 -- 20, 20 -- 50, 50 -- 75, 75 -- 100, and 100 -- 10,000**.
      iv. Click **Save and Close** to return to the Create Rate Table page.
   d. Click **Edit Rates**.

      i. Edit the rate, the incentive earned in USD, for each tier: **25,000, 20,000, 15,000, 10,000, and 0**.
      ii. Click **Save and Close** to return to the Create Rate Table page.
   e. Click **Save and Close**.
3. Click **Done**.

Step 3: Create the Plan and a Plan Component Within the Compensation Plan Guided Process

Create and add a plan component, rather than adding an existing one. The new plan component acts as a base plan component to determine ranking. To create the plan component:

1. Click **Create** in Manage Compensation Plans.
2. Enter the primary details. Name your plan **Quarterly Bonus with User-Defined Query**.
3. Enter the start date **January 1** and end date **December 31** for the current year.

   Tip: Always end date your compensation plans.

4. Click **Next** to open the Create Compensation Plan: Add Plan Component page.
5. On the Plan Components section toolbar, click **Create**.

   a. Complete the primary detail fields, as shown in this table

Field	Value
Name	Quarterly Bonus
Calculate Incentive	Per interval
Incentive Type	Bonus

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Field	Value
Earning Type	Monetary Earnings

    b. Click **Next** to open the Create Plan Component: Add Performance Measure page.

Step 4: Create and Add the Attainment Performance Measure to the Base Plan Component Within the Plan Component Guided Process

Create and add a performance measure, rather than adding an existing one. The measure calculates attainment based on the credit amount of transactions grouped by interval.

1. On the Performance Measures section toolbar, click **Create** in the Actions menu.
2. Name it **Quarterly Attainment**
3. In the **Performance Interval** field, select **Quarter**.
4. The unit of measure is **Amount**.
5. In the guided process, click **Next** to Open Define Goal, and **Next** again to **Add Credit Categories**.
6. In the Credit Categories toolbar, click **Add**. Search for the Green Servers category and click **Apply** and **Done**. If a credit category doesn't exist, then click **Create** to create it and add it to the measure.
7. Click **Next** to open the Create Performance Measure: Define Measure Formula page.

    a. In the **Process Transactions** field, select **Grouped by interval**.
    b. In the **Expression Name** field, select **Create New Expression**.
    c. Name the expression **Sum Quarter**.
    d. In the Configure Expression section, create the attainment expression **SUM(Credits.Credit Amount)**:

        i. On the **Attributes** menu, select **Functions** > **Aggregate Functions** > **SUM**.
        ii. Click the left parenthesis **(**.
        iii. On the **Attributes** menu, select **Credit** > **Credit Amount**.
        iv. Click the right parenthesis **)**.
        v. Click **Save and Close** to return to the Create Performance Measure: Define Measure Formula page.

        The **Expression Name** field contains the name of the expression that you just created.
8. Click **Save and Close** to return to the Create Plan Component: Add Performance Measure page.

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Step 5: Create and Add the Ranking Performance Measure to the Bonus Plan Component Within the Plan Component Guided Process

Create and add a performance measure, rather than adding an existing one. The measure calculates ranking based on revenue attainment using a user-defined query.

1. On the Create Plan Component: Add Performance Measure page, click **Create** in the Actions menu.

    a. Complete the primary detail fields, as shown in this table.

Field	Value
Performance Measure Name	Ranking Measure
Use external formula	No
Performance Interval	Quarter
Unit of Measure	Amount
Dates	Enter dates from January 1 to December 31 this year

2. In the guided process, click **Next** to Open Define Goal, **Next** to Add Credit Categories, and **Next** again to **Define Measure Formula**.
3. In the Process Transactions field, select **Grouped by Interval**.
4. In the Expression Name field, click **Create New Expression**.
5. Name the expression **Rank Performance**.

6. Create the expression:

   a. Select **Select an Attribute** > **Functions** > **Value Set Aggregate functions** > **COUNT_VALUE_SET**.
   b. Select the left parenthesis **(**.
   c. Select the attribute **User Defined Objects** > **User defined queries** > **Get Ranking** and click **Add to Expression**.
   d. Select the left parenthesis **(**.
   e. Go to **User Defined Objects** > **Measure Result** to select the attainment performance measure you created in Step 2 named **Quarterly Attainment**, and the **Plan Component ID** attribute. Click **Add to Expression**.
   f. Select the comma **,**.
   g. Go to **User Defined Objects** > **Measure Result** to select the **Quarterly Attainment** performance measure and the **Formula ID** attribute. Click **Add to Expression**.
   h. Select the comma **,**.
   i. Go to **User Defined Objects** > **Measure Result** to select the **Quarterly Attainment** performance measure and the **Period ID** attribute. Click **Add to Expression**.
   j. Select the comma **,**.
   k. Go to **User Defined Objects** > **Measure Result** to select the **Quarterly Attainment** performance measure and the **Participant ID** attribute. Click **Add to Expression**.
   l. Select the right parenthesis twice**))**.

   You completed expression is:

   ```
   COUNT_VALUE_SET (Get Ranking ( Measure result.Quarterly Attainment.Plan Component ID , Measure
    result.Quarterly Attainment.Formula ID , Measure result.Quarterly Attainment.Period ID , Measure
    result.Quarterly Attainment.Participant ID ))
   ```

7. Save and close.
8. Save and close.
9. For the Performance Measure named Ranking Measure, change the calculation sequence to **2**.

Step 6: Finish Creating and Adding the Bonus Plan Component Within the Compensation Plan Guided Process

To finish creating the plan component:

1. Click **Next** to open the Create Plan Component: Define Incentive Formula page.

   a. In the **Payout Frequency** field, select **Quarter**.
   b. In the **Expression Name** field, select **Create New Expression**.

      i. Name the new expression **Bonus Rate**.
      ii. On the Configure Expression section **Attributes** menu, select **Rate Table Rate**.
      iii. Click **Save and Close** to return to the Create Plan Component: Define Incentive Formula page.

      The **Expression Name** field contains the name of the expression that you just created.

2. Click **Next** to open the Create Plan Component: Add Rate Table page.
3. Click **Add Row**.
4. In the **Name** field, search for a select the **Bonus Ranks** rate table.
5. In the Rate Dimension Inputs section **Expression Name** field, select **Create New Expression**.

   a. Name the new expression **Bonus by Rank**.
   b. In the Configure Expression section, create the expression **Measure result.Ranking Measure.ITD Output Achieved**:

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        i. On the **User Defined Objects** menu, search for and select the attribute **Measure result**.

        ii. Search for and select the performance measure **Ranking Measure**.

        iii. Select the attribute **ITD Output Achieved**.

        iv. Click **Add to Expression**.

    c. Click **Save and Close** to return to the Add Rate table.

The **Expression Name** field contains the name of the expression that you just created, Bonus by Rank.

6. Click **Save and Close** to return to the Create Compensation Plan: Add Plan Component page.
7. Click **Save and Close** to return to the Manage Compensation Plans page.

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11 Participant Imports

Overview of Importing Participants, Details, and Goals

The Assign Incentive and Draw Plans task includes activities to import participants and participant-specific details and goals.

Here are the typical tasks for each incentive compensation role:

- Compensation managers import participants using Import Management. Follow the instructions in the Understanding Import and Export Management for Sales and Fusion Service guide.

- Compensation managers use the Participant Assignments work area to import users as participants. After importing participants, they can import participant-specific details and goals.

  Submit or schedule the Run All Participant Processes to create and update participants, assign incentive compensation roles, and import goals. Using this process, new participants and analysts are created for employees and parties that match your predefined selection rules. Participant updates from source files that you uploaded to Web Center and employee work assignment changes from HCM are also processed. If enabled, employee termination processing includes automatically ending the participant record and assignments to plans, pay groups, and payment plans.

  Incentive compensation roles are used to match plans, pay groups, and payment plans to participants. The Run All Participant Processes uses your role assignment rules to select and assign roles to the eligible participants. In turn, they're indirectly assigned to the plans, pay group, and payment plans with the same role. Participants assigned to plans with plan components set to Goals or All for individualization can have their performance measure goals adjusted. The Run All Participant Process imports participant plan goals from source files that you uploaded to Web Center.

- Compensation analysts use the Participant Snapshot work area to manage participant details and individualize participant plans, including goals or quotas.

- You use the Participant Assignments work area to define incentive compensation roles, participant role assignment rules, pay groups, payment plans, and plan terms and conditions. When not using roles to indirectly assign participants to the plans, pay groups, and payment plans, you can directly assign the participants in this work area.

This diagram shows that the Assign Draws and Incentives task comes after Model and Configure Incentive Plans and before transaction processing within the Manage Incentive Compensation business process flow.

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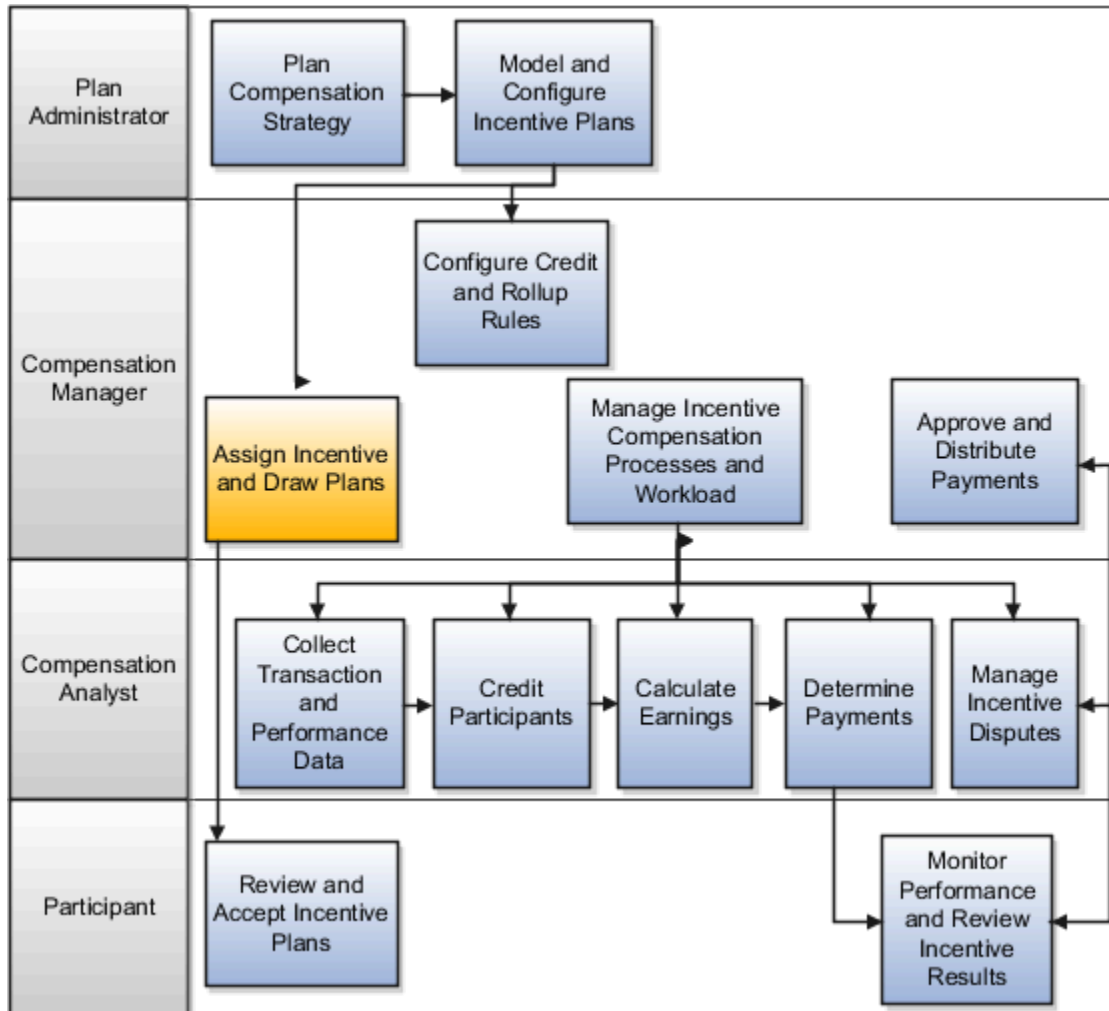
Related Topics

- Options to Manage Participants
- Participant Selection Rules for Importing Participants
- Participant Import Mappings

Import Participants Parameters

The participants import uses two types of parameters: target and filter. Participants are people or parties who participate in the incentive compensation processes.

A person can either be a participant who's eligible to be assigned to incentive compensation plans or an incentive compensation administrator, such as an analyst or compensation manager. You can import participants using the Import Participants task in the Participant Assignment work area. The eligible participant must already exist as a person in Global Human Resources or a party in Trading Community Model.

You can use two types of parameters when using the Import Participants task.

Parameter Type	Description
Target	The set of values that the imported participant inherits. For example, by selecting Vision Operations as the business unit participant value, all participants imported inherit the Vision Operations business unit.
Filter	The criteria used to select persons and parties for incentive compensation participant import.

Target Parameters

Business Unit

Required. Select the destination incentive compensation business unit for the imported participants.

Participant Home Currency

If this target parameter has a value, then the import process uses it to populate the participant currency attribute. If you don't select a target parameter value, then the import process uses the operating currency from the value you provided using the Manage Parameters task in the Setup and Maintenance work area.

Analyst Name

If this target parameter has a value, then the import process uses it to assign the analyst to the imported participants. If you don't provide a target parameter value, then you can assign analysts to participants after they're imported using the Participant Assignments work area, Manage Analyst Assignments task.

Target Country

The import process uses the country defined for the party. For employees, the country is determined from the employee location value. For other parties, the country is determined from the party's identifying (primary) address. If a value isn't defined for the party, then the import process uses the target country parameter value to populate the participant country attribute.

Active Start Date

If this target parameter has a value, then the import process uses it to populate the participant active start date and the participant attributes effective start date. If you don't provide a target parameter value, then the import process uses the employee start date or the party creation date to populate the participant active start date and the participant attributes effective start date.

Participant Type

Use the Compensation Administrator participant type when importing compensation analysts and compensation managers. Use the type Participant when importing persons who are eligible to receive incentive credit. Participants can't be deleted. If you imported participants with the incorrect type, then you can update the value using a source file and the Participant Assignments work area, Import and Update Participant Details task.

Filter Parameters

Note: Use filter parameters whenever possible, to avoid importing extraneous participants because there's no way to delete them after import.

Party Usage

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Required. Select the party usage. Party usages are generally assigned to parties by the application used to enter the party. Typical party usages that are eligible participants are HR Employee, HR Contingent Worker, and Partner Contact.

Party Name

Text input with wildcard support. If you provide a value, then the import process converts the value to upper case and then uses a 'like' comparison to select from the person and party full name value.

HCM Job

Text input with wildcard support. The import process converts the value to upper case and then uses a 'like' comparison to select persons in Global Human Resources who are assigned to the job. The import process searches for job assignments that are in effect using the import process run date.

Country

Text input without wildcard support. If you provide a value, then the import process selects parties where the party country matches. For employees, the country is determined by the employee location value. For other parties, the country is determined by the party's identifying (primary) address.

Start Date

If you provide a value, then the import process selects parties where the party usage effective start date matches. Party usages are generally assigned to parties by the application used to enter the party. The assignment start date is either required by that application or the application enters a default value. For example, the start date for the HR Employee party usage is the hire date. Users assigned to the Party Center Inquiry duty role can view the party usage assignments for all parties.

End Date

If you provide a value, then the import process selects parties where the party usage effective end date matches.

Role

Text input with wildcard support. If you provide a value, then the import process converts the value to upper case and then uses a 'like' comparison to select resources who are assigned to the role. Persons are created as resources when they're assigned a resource role in the Create User page or when importing employee resources. The import process searches for role assignments that are in effect according to the import process run date.

Role Type

Text input without wildcard support. If you provide a value, then the import process selects resources who are assigned to the role associated with the role type. Persons are created as resources when they're assigned a resource role in the Create User page or when importing employee resources. A role is associated with a type when you define the role using the Manage Resource Roles task in the Users and Security function area of the Setup and Maintenance work area.

Person Number

Text input without wildcard support. If you provide a value, then the import process select persons in Global Human Resources with matching person numbers. A person number is the unique identifier generated by Global Human Resources when a person is entered. If you're importing parties from the Trading Community Model, then person number isn't available and isn't populated for the participant during import.

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Import and Update Participant Details into Incentive Compensation

You can import participant details into incentive compensation using a template.

Here are the overall steps:

1. Populate the import file.
2. Import and update the participant details.
3. Resolve any import errors.
4. Verify the import results.

> **Note:** The identified participants must already be registered users and imported into Incentive Compensation.

Populate and Upload the Import File

You can add and update participant details:

1. Obtain the ICParticipantImportTemplate.xlsm file from Support document 2785163.1 to save it locally.
2. Enter the participant details using the instructions and help included in the template.
3. Upload the file using the instructions in the first tab of the file.

> **CAUTION:** The Import and Update Participant Details process fails if you reorder or remove columns in your import file.

Import and Update Participant Details

Use the Import and Update Participant Details task in the Participant Assignments work area. The import consists of two child processes that import the data into these tables:

1. Staging table
2. Base incentive compensation participant tables

Resolve Import Errors

If either of the child processes fails, then the import process does these actions:

- Deletes all rows that were loaded from the source file, even those rows that loaded successfully

- Sets the status for the relevant child process to either Warning or Error and generates two log files:

  - One log contains all of the rows that have an error.

  - One log contains the error messages.

Use the Manage Scheduled Processes task to find and open the logs.

1. Fix any data issues in your import file.

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2. Upload the edited file.
3. Run the import process again.

Verify Import Results

Verify your import In the Participant Snapshot work area.

1. Randomly search for and select various participants you imported new or revised details for.
2. Use the Manage Participant Detail task to verify that the participant's details are as expected.

Related Topics

Use Participant Detail Import to Add Data or Delete Participants

Use the Incentive Compensation Participant Detail Import process to add more details about existing participants or delete participants created by mistake. The process uses an import spreadsheet you download and populate.

The participant must exist before you can add details with this import. You can update or add detail information for participants. To delete a participant, enter `DELETE_PARTICIPANT` in the Delete Participant column.

Import Participant Goals

You can import goals, or quota, for participants from an external data source into incentive compensation using the template stored in the Oracle Enterprise Repository at http://fusionappsoer.oracle.com.

Here's how you import participant goals:

1. Populate and upload the import file.
2. Import the participant goals.
3. Resolve any import errors.
4. Verify the import results.

Note: You must configure, test, and assign compensation plans to the identified participants before you can populate the import file because each participant goal requires a goal (performance measure) name.

Populate and Upload the Import File

You can add and update participant goals.

1. If you're importing the initial allocated goals for the plan year, then refer to Support document 2785163.1.
2. Select the ICGoalImportTemplate.xlsm file to save it locally.
3. Enter the goal data using the instructions and help included in the template.
4. Upload the file using the instructions in the first tab of the template.

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While you enter a single goal as a decimal number, the import process uses the start date, end date, and the goal value to populate three goal values:

- Period
- Interval
- Total target

You can record additional goals, such as hurdle goal amounts, using provided alternate target columns in the import file.

> **CAUTION:** The Import Participant Goals process fails if you reorder or remove columns in your import file. It also fails if the plan containing the measure goal doesn't have **Individualize target incentive** selected.

Import Participant Goals

Import the latest participant goals using the Import Participant Goals task in the Participant Assignments work area. The import consists of two child processes that import the data into the staging table and into base participant goal tables.

The Run All Transaction Processes task includes the Import Participant Goals process. Run All Transaction Processes imports any files uploaded to the `ic/incentiveCompensationParticipantGoal/import` WebCenter folder.

Resolve Import Errors

If either of the child processes fails, then the import process does these actions:

- Deletes all rows that were loaded from the source file, even those rows that loaded successfully
- Sets the status for the relevant child process to either Warning or Error and generates two log files:
    - One log contains all of the rows that have an error.
    - One log contains the error messages.

Use the Manage Scheduled Processes task to find and open the logs.

1. Fix any data issues in your import file.
2. Upload the edited file.
3. Run the import process again.

Verify Import Results

Use the Participant Snapshot work area to verify the data:

1. Randomly search for and select various participants you imported goals for.
2. Use the Manage Goals task to verify that the participant's targets are as expected for the relevant performance measures.

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Related Topics

Import Participant Goals Using Import Management

Import participant goals using .CSV files with data in the specified format in Import Management. You can also export goals. You can export existing goals, make changes, and import the changed goals.

Download the template file and change the data for your import.

1. Navigate to **Tools** > **Import Management** > **Import Objects**.
2. Select the object you plan to import and click **Download** to get the template.
3. Edit the downloaded file and be sure to include valid values for all required attributes.
4. Navigate to **Tools** > **Import Management** > **Create Import Activity**.
5. You can create a mapping before you import your file or use automatic mapping if the column headers are unchanged from the template.

The Enforce Assignment Parameter

Performance measures can span date ranges longer than a participant's assignment to a compensation plan. As a result this means goals can be set for periods when the participant wasn't assigned to a compensation plan. This may be needed in the case of updating a quarterly or annual goal for a participant. When the Enforce Assignment is set to yes, the import ignores such use cases and ensures that goals are only updated for periods that the participant was assigned the plan. The default is yes if it's left blank.

In this example, Goals are being loaded to the performance measure Total Revenue for Lisa Jones. Lisa switched plans mid year and her new assigned plan doesn't include Total Revenue.

Lisa's Assigned Plans and Dates

Plan	Start Date	End Date
Total Revenue	01/01/2022	03/31/2022
Total profit	04/01/2022	12/31/2022

Goals Import for Lisa

Plan	Goal Period	Goal	Enforce Assignment Yes	Enforce Assignment No
Total Revenue	Jan-2022	100	Accepted	Accepted
Total Revenue	Feb-2022	200	Accepted	Accepted
Total Revenue	May-2022	300	Ignored	Accepted

The Update All Occurrences Parameter

Goals are set typically at the performance measure level for a specific period and participant. Performance measures can be reused in different plan components and plans. When setting goals you have the option to set different goals for

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a performance measure based on the associated plan or plan component. When using Update All Occurrences set to Yes, the goal will is imported for all instances of where the performance measure is used for that participant. If it's set to No, you can specify the specific plan or plan component you want to assign the goal to. The deefault is No if the value is blank.

Update All Setting Examples

Update All Setting	Performance Measure	Plan	Component	Goal
Yes	Total Revenue	Plan A	Quarterly Bonus	100
Yes	Total Revenue	Plan A	Monthly Sales	100
No	Total Revenue	Plan A	Quarterly Bonus	200
No	Total Revenue	Plan A	Monthly Sales	100
No	Total Revenue	Plan B	Volume Commission	1000

Related Topics
- Import Your Incentive Participant Goal Data

Import Quota Management Goals for Participants

You can import quota management goals for incentive compensation participants using the import template stored in Oracle Enterprise Repository.

Generate the resource quota or resource period quota data using the instructions in the topic Using Export and Import to Modify Sales Quotas: Procedure. Alternatively, you can create a business intelligence report that contains the same columns, in the same order, as the import template.

Here's how you import participant goals:

1. Populate and upload the import file.
2. Import the participant goals.
3. Resolve any import errors.
4. Verify the import results.

Note: You must configure, test, and assign compensation plans to the identified participants before you can populate the import file because each participant goal requires a goal (performance measure) name.

Populating and Uploading the Import File

You can add and update participant goals.

1. If you're importing the initial allocated goals for the plan year, then obtain the import template from Support document 2785163.1.
2. Select the ICGoalImportTemplate.xlsm file to save it locally.

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3. Copy and paste the resource quota or resource period quota data into the import participant goals file based on the mapping shown in this table.

Resource Quota or Resource Period Quota Export File	Participant Goals Import File
TerritoryName	Territory
ResourceName	Participant
ResourceEmail	Email Address
GoalName	Measure (Goal Name) If the quota management goal name exactly matches the incentive compensation performance measure name, then you can copy and paste the data from the export file to the import file. Otherwise, replace the resource quota or resource period quota goal name with the exact incentive compensation measure name in the import file.
Start Date	Start Date The date format must be YYYY/MM/DD.
End Date	End Date The date format must be YYYY/MM/DD.
ResourceQuota or ResourcePeriodQuota	Goal (Quota) The amount format requires a decimal.
UnitOfMeasure	Unit of Measure

4. Upload the file using the instructions in the first tab of the template.

Alternatively, to use a business intelligence report that contains the same columns, in the same order, as the import template:

1. Run the report.
2. Download the report as an Excel file.
3. Save the report as a CSV file, which you upload instead of the XLSM file.

While you enter a single goal as a decimal number, the import process uses the start date, end date, and the goal value to populate three goal values:

• Period

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- Interval
- Total target

You can record additional goals, such as hurdle goal amounts, using provided alternate target columns in the import file.

> **CAUTION:** The Import Participant Goals process fails if you reorder or remove columns in your import file. It also fails if the plan containing the measure goal doesn't have **Individualize target incentive** selected.

Import Participant Goals

Import the latest participant goals using the Import Participant Goals task in the Participant Assignments work area. The import consists of two child processes that import the data into the staging table and into base participant goal tables.

The Run All Transaction Processes task includes the Import Participant Goals process. Run All Transaction Processes imports any files uploaded to the `ic/incentiveCompensationParticipantGoal/import` WebCenter folder.

Resolve Import Errors

If either of the child processes fails, then the import process does these actions:

- Deletes all rows that were loaded from the source file, even those rows that loaded successfully
- Sets the status for the relevant child process to either Warning or Error and generates two log files:
  - One log contains all of the rows that have an error.
  - One log contains the error messages.

Use the Manage Scheduled Processes task to find and open the logs.

1. Fix any data issues in your import file.
2. Upload the edited file.
3. Run the import process again.

Verify Import Results

Use the Participant Snapshot work area to verify the data:

1. Randomly search for and select various participants you imported goals for.
2. Use the Manage Goals task to verify that the participant's targets are as expected for the relevant performance measures.

Related Topics
- Export Quotas to Incentive Compensation

Participant Goals and Oracle Sales Planning Cloud

Use the Sales Planning Incentive Performance Measures and Participants export to send data to Sales Planning. Use the Participant Goals import to receive targets or quotas from Sales Planning.

You have many tools to generate a synchronization of goals or quotas with Sales Planning. This topic covers a few of the available options. You use three primary tasks:

1. Generate Incentive Compensation information to send to Sales Planning.
2. Load planned targets from Sales Planning to Incentive Compensation.
3. Manage the load of data between the two applications.

Export from Incentive Compensation

To plan quotas in Sales Planning, you need participants and performance measures from Incentive Compensation. Use the export Sales Planning Incentive Performance Measures and Participants found in Export Management. You can select your required attributes and provide the data in a format that is easily consumed by Sales Planning/

Include enough information to be able to later complete the round trip and send goal targets back to Incentive Compensation. Here are suggested minimum fields:

- Business Unit

- Period

- Participant Identifying Information such as Party Number, Participant ID, or Participant Name

- Measure Name or Identifier

Use filtering to select a specific set of performance measures and participants. Filters can be saved and referenced later by users or automated integrations.

Send Targets from Sales Planning

You can set targets in Sales Planning and then send them to Incentive Compensation in a variety of ways. Import targets using the Incentive Participant Goals import. Include the minimum fields in order for the import to be successful. See *Import Your Incentive Participant Goal Data*.

> **Note:** If you're setting goals for a performance measure that's used in multiple plan components or plans, consider setting the Update all occurrences option to Yes so your targets will automatically be loaded for each instance. Else you must specify the compensation plan and plan component to assign the targets to in your import file.

Manage Data Loads Between the Applications

Depending on your needs there are several ways to orchestrate the data transfer. Both applications allow for file-based import and export. This can be done manually or systematically using Sales Planning's integration tools.

Sales Planning offers several tools to configure systematic transfers. These tools also allow for creation of mappings and some transformation rules.

Securing Your salaes Planning Cloud Experience

Sales Planning and Incentive Compensation share separate security models. So when configuring your sync to sales planning, consider how you want to control access across different users and groups who can view the Incentive Compensation data you send to Sales Planning.

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Related Topics

- About Export Management
- Data Integration
- Creating File-Based Integrations
- Exporting Data
- About EPM Automate

Delete Participants from a Business Unit

You can delete participants that have been imported and have initial assignments.

However, you can't delete participants that have participated in incentive activities:

- Transactions
- Credits
- Earnings
- Payments
- Disputes
- Active plan approval
- Rules
- Estimated compensation deals
- Identified as a payee for another participant

1. Create a source file using the `ICParticipantDetailsImportTemplate.xlsm` template available in Support document 2785163.1. A source file must be all or nothing (all rows must indicate delete). In other words, don't mix regular participant updates and the participants that you want to delete in the same source file. Enter this information:

   a. Business unit
   b. Participant identifier or the participant name plus one additional identifier such as person number or email
   c. Participant effective start date
   d. The value `DELETE_PARTICIPANT` in the column **Delete or Mask Participant**.

2. Upload the file to the content repository ic/incentiveCompensationParticipant/import account folder using the Tools, File Import and Export work area.

3. Submit Import and Update Participant Details or the Run All Participant Process using the Incentive Compensation, Participant Assignments work area.

4. Verify the process ends without warnings.

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Related Topics

Mask Participants in the CN_SRP_PARTICIPANTS_ALL Table

Use import to mask participant names and identifiers in Incentive Compensation tables. When you change or mask names in other tables, such as HCM, you need to separately mask the names in the CN_SRP_PARTICIPANTS_ALL table using the Incentive Compensation Participant Detail Import.

Masking names using this import only masks them in the Incentive Compensation table. Masking names from UIs and subject-area reporting must be done in the source data. For example, your participant snapshot search displays the participant's name and person number from Customer Data Management.

1. Obtain the ICParticipantImportTemplate.xlsm file from Support document 2785163.1 to save it locally.
2. Enter the participant details using the instructions and help included in the template. Identification fields are required.

   o Business Unit

   o Participant identifier or participant name plus one additional identifier such as person number or email

3. Use the **Delete or Mask Participant** column. A single import file can contain only one of these choices for all records to be imported.

   o MASK_PARTICIPANT will update these columns with XXXXX

      - Participant Name
      - Participant First Name
      - Participant Last Name
      - HR Person Number

   o MASK_NAMES_ONLY will update these columns with XXXXX

      - Participant Name
      - Participant First Name
      - Participant Last Name

4. Upload the file using the instructions in the first tab of the file.
5. In the Participant Assignments work area, submit either Import and Update Participant Details or Run All Participant Process.

CAUTION: Masked names can't be recovered later.

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Related Topics

Change a Participant's Name

Change a participant's name in HCM by navigating to Navigator Users and Roles. Search for the user and make the change in the Edit User page. The change appears in Incentive Compensation with no need to import.

Import Future-Dated Employees from HCM

Parameters control whether you can import employees with future hire dates from HCM as participants. The parameters apply to Run All Participant Processes.

As a compensation analyst, you want the on-boarding experience for new hires to be smooth. For example, participants can see their compensation packages on the very first day of work. Employees may also be eligible for draws or guarantees as new hires. Employees are paid from Incentive Compensation and there are times that the payroll cut-off date is before the employee's official hire date. Import employees who are future dated several days in advance. Then you can prepare and review their compensation packages before they start.

Before you start

In the Participant Parameters region of Manage Parameters, set the **Enable Import of HCM Future Dated Employees** parameter to Yes. Then enter the number of days in the **Maximum Number of Days Prior to Hire Date** parameter. You can change these settings at a later time to disable it or modify the number of days.

> **Note:** Select a reasonable maximum number of days. More days means more employees are imported, and some may decide not to join.

Run the process **Run All Participant Processes**.

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12 Participant Assignments

Overview of Participant Assignments

To compensate your employees, they must become participants in compensation plans. If you have many participants, then automatic assignment by roles will save you time compared to assigning each participant at a time. Let's discuss both.

Assign One Participant at a Time

You can directly assign one participant at a time to a compensation plan, a pay group, and a payment plan, as shown here.
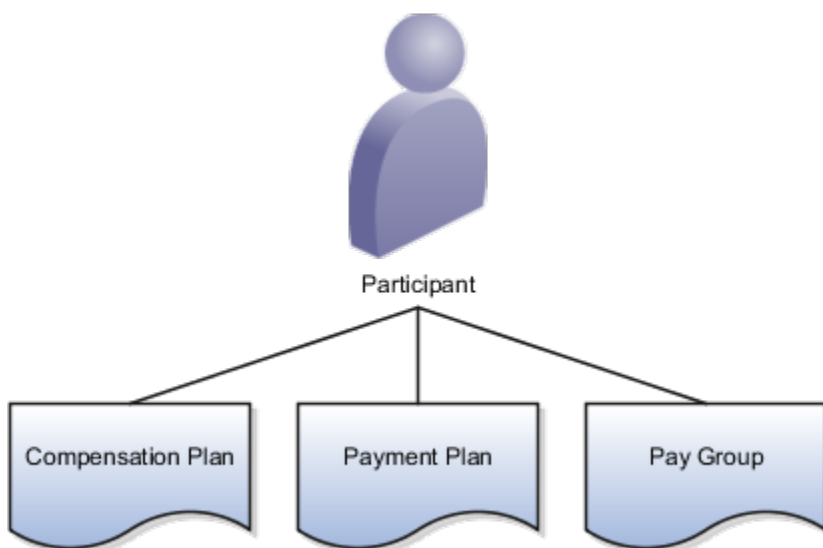
Assign by Role

You can save time by using roles. After you assign roles to compensation plans, payment plans, and pay groups, you only need to assign a role to each participant. The Deploy Incentive Plans process assigns all participants to compensation plans, payment plans, and pay groups with matching roles. Run this process after you make changes to ensure accuracy in assignments and later calculations. In this example, role A is assigned to participant 1, compensation plan 20, payment plan 30, and pay group 40.

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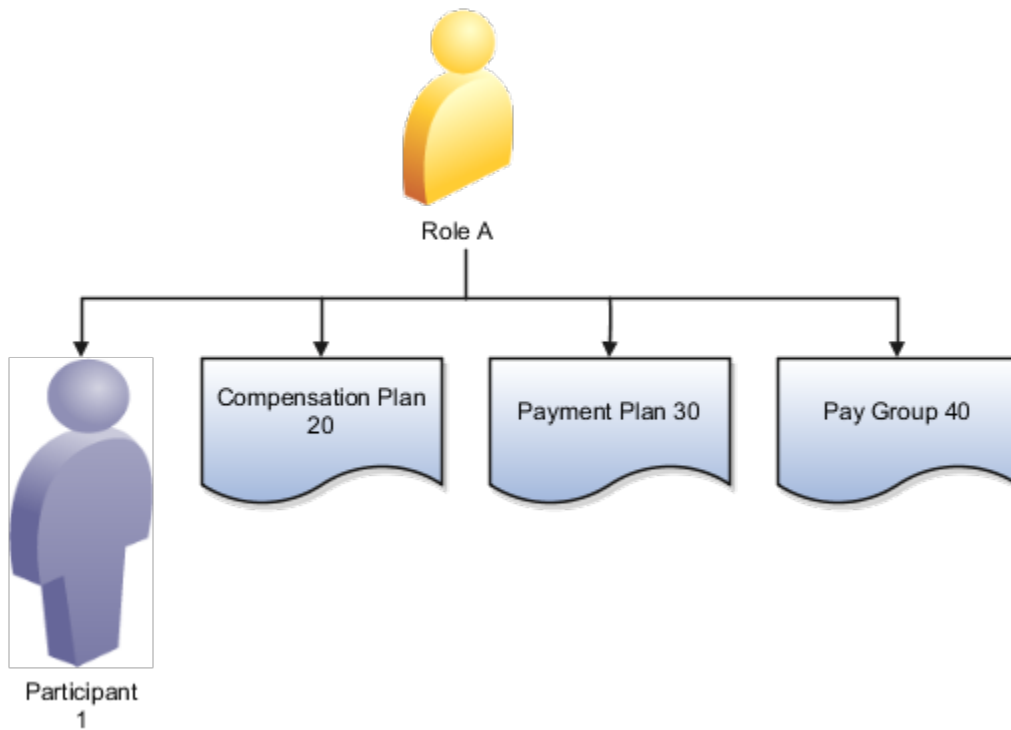
The Deploy Incentive Plans process automatically assigns Participant 1 to:

- Compensation Plan 20

- Payment Plan 30

- Pay Group 40

> **Tip:** A best practice is to use a role to assign compensation plans, a different role to assign payment plans, and a third separate role to assign pay groups. Assign the three roles to your participant. Then you're free to change, for example, the participant's role assignment to change compensation plans without causing unnecessary changes to the other two.

Assign Roles to Participants Using Rules

When you import many new participants, assigning a role to each participant can be a long process. Create assignment rules to do this for you. The rules match attributes of new participants to role attributes during the Participant Assignment process. The process also reassigns participants to roles if rules change or participant attributes change. You must then run the Deploy Incentive Plans process to assign participants to compensation plans, payment plans, and pay groups by matching roles.

You can still individually assign participants to a role in the Participant Snapshot or Participant Assignments work areas. To prevent your assignment from being changed by the Participant Assignment process, select Preserve Assignment.

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Related Topics

- Assignments by Role or Direct Assignment to Individuals
- Participant Role Defined
- Deploy Compensation Plans Process
- Example of Participant Assignment
- Assign Roles to Participants Using Rules

Compensation Managers and Analysts Assign Participants

Compensation managers assign participants to compensation analysts, compensation plans, pay groups, and payment plans in the Participant Assignments work area.

Compensation analysts use the Participant Snapshot work area to make these assignments:

- Assign compensation and payment plans, pay groups, and roles to participants.
- Organize participants into relevant pay groups to support payment processes.

Participant Information You Can See

Whose information you can see depends on your incentive compensation job role.

- Managers can see the information for all participants in their associated business units.
- Analysts can see the information for all of the participants they're assigned to. They can't see the information for participants assigned to other analysts.
  Participant-analyst security is optional. You can configure it using the Manage Parameters task in the Setup and Maintenance work area. The Analyst Security parameter is in Payment Parameters.

In the Participant Assignments Work Area, Assign a Participant to a Compensation Plan Directly

Managers use the Participant Assignments work area to assign a participant to a plan.

Participants can be assigned automatically with a process according to their roles. Here's how to manually assign an individual participant to a plan.

1. As a manager, navigate to the Participant Assignments work area.
2. Open the Manage Compensation Plans task.
3. Search for plans and click the plan name to open it.

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4. In the Direct Assignments tab click **Select and Add.**

5. Search for participants.

6. Click the heading cell before Participant Name to deselect (or select) all participants in the search results. Select one or more participants to assign.

7. Click **Apply**.

8. Click **Done**.

9. Change the assignment start or end dates as needed.

10. Save and close.

In the Participant Snapshot Work Area, Assign a Participant to a Compensation Plan Directly

Analysts use the Participant Snapshot work area to assign a participant to a plan.

Participants can be assigned automatically with a process according to their roles. Here's how to assign an individual participant to a plan.

1. As an analyst, navigate to the Participant Snapshot work area.

2. If the participant is in the Missing Participant Assignments table in the Overview tab, click the icon in the Compensation Plan column for the participant. If not, do these steps:
   a. Search for and click the participant in the Select participant tab.
   b. Click the participant's name.
   c. Click **Manage Compensation Plans** in the tasks menu.

3. In the Plans Assigned Directly region, click **Add**.

4. Select the plan to be assigned.

5. The effective dates for the plan appear. Select the effective start and end dates for the participant to be assigned to that plan. The assignment dates must fall within the plan effective dates.

6. Save.

New Participant Assignment Checklist

Compensation managers and analysts assign new participants to everything required to receive compensation.

Assign the new participant to each of the following objects:

- Compensation plan

  You can assign a participant to more than one compensation plan. Typically, you assign only one plan to cover a date range.

- Pay group

  The participant must belong to a pay group to be included in payment batches that generate the paysheets. Only one pay group can be active for a participant at a time.

- Credit rule

  The credit rule defines how to match transactions the participant receives credit for.

- Payment plan

  A payment plan contains rules for payment draw, recovery, and cap amounts. It's optional.

Avoid Duplicate Plan Assignments

Validate participant assignments in the Participant Assignment and Participant Snapshot work areas. If possible, use a consistent method of assigning plans to participants. Assign them either directly, or indirectly with roles.

Related Topics
- Assignments by Role or Direct Assignment to Individuals

End Dates for Compensation and Participant

The compensation end date supports continued processing for a grace period. A participant can receive adjustments and payments after termination up to the compensation end date. Participant termination processing parameters determine when the compensation end date is set to.

The participant active end date, also called the participant end date, is the same as the termination date from HCM.

Related Topics
- Participant Termination Processing Parameters

End Date or Delete Assignments

End dating an assignment stops the assignment while preserving the record, and therefore history. It also enables you to run retroactive processing against transactions for the assignment date range and preserve the matching credit transactions.

Deleting the assignment removes the record from the database and, if you run retroactive processing, reverses or deletes the original earnings and payments.

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Considerations for Pay Groups

You must assign participants to a pay group, either directly or using a role, for the payment process to include the participants in a payment batch. Typically, you group participants that share a payment cycle and are sent to the same application for payment.
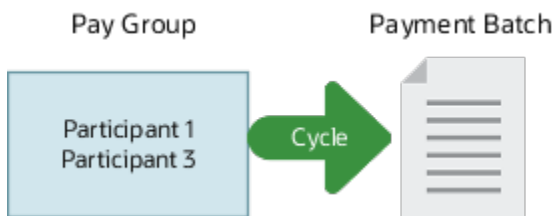
Pay Group Type

Select the type of application that you're using to pay the pay group participants, such as Oracle Accounts Payable, Oracle Payroll, External accounts payable, or External payroll.

Direct and Role Assignments

You can assign multiple pay groups to a participant, but only one pay group assignment can be active at a time. Assign participants to pay groups either directly or using roles.

- Start and end direct pay group assignments at any time within the duration of the pay group.

- Role-based assignments use the participant's role start date as the assignment date if it's later than the assignment date of the role to the pay group.

Dates Conflict Checking

When you assign a pay group to participants, the Save process automatically checks to see if there are any conflicts between the following:

- Pay group start and end dates

- Assignment start and end dates for every participant that you assigned to the pay group

For example, you define a pay group starting January 1 and ending March 31 and you assign it to a participant. The Save process doesn't let you edit the end date for the participant's pay group assignment beyond March 31.

Related Topics
- Incentive Compensation Payment Components

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Options for Individualizing Compensation Plans and Plan Components

Changes in a compensation plan affect all assigned participants. You can personalize or individualize various compensation plan and plan component values for a participant to prevent the changes in that participant's plan.

In the Participant Snapshot work area, use the Manage Compensation Plans task to individualize plans.

After you assign a compensation plan to participants, and then edit the base plan in the Compensation Plans work area, you must run the deploy process. Running this process overwrites base compensation plan values for participant plans not individualized. Parts of the participant plan not individualized are also not overwritten. These include target incentive, target incentive percentage, goals, rates, and event factors.

Individualizing Plans and Plan Components Options

Setting these options determines what plan and plan component data is overwritten.

Individualize Selection	Individualize Values
None	Don't override anything
All	Override event factors, commission rates, and goals (including those defined for intervals and periods)
Rates	Override commission rates
Goals	Override goals (including those defined for intervals and periods)
Individualize target incentive check box	The target incentive and plan component target incentive percentage set at the participant plan override the base plan values.

Enable Individualization by Default

Using the Manage Parameters task in the Setup and Maintenance work area, you can specify which individualization option to apply in the Participant Snapshot work area by default. These default values apply only to new records and don't affect existing records. New records include any new participant assignment to a plan or new plan component added to an existing participant plan. These are the application-level parameters:

- Default State for Individualizing Plan Target Incentive
- Default Individualized Plan Components

You can override these default settings for individual participant plans in the Participant Snapshot work area.

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Edit Main Plans and Plan Components

Enabling individualization affects what happens when you edit base plans and plan components in the Compensation Plans work area, after assigning them to participants.

The next time that the Deploy Incentive Plans process runs, this is what happens:

- The process doesn't overwrite the respective individualized participant values using the edited values on the main plan or plan component.

- For any participant without an individualized version, or any new participant added after saving the edits, the process updates the participant plans with the modified values.

Use the Deploy Compensation Plans task in the Participant Assignments work area to submit the Deploy Incentive Plans process.

Assignment by Role

Participant Role Defined

A role is the function that a participant plays within a group, team, or an organization. A participant can have many roles. Incentive compensation uses roles to assign incentive compensation plans, payment plans, and pay groups to participants.

Assignments by Role or Direct Assignment to Individuals

Use roles or direct assignments to associate individual participants with incentive compensation plans, payment plans, and pay groups. Use role assignment if you have many participants that you can map to roles. You can always perform assignments using both methods.

Direct Assignment of Participants

For direct assignments and changes, the save action in the Participant Assignments or Participant Snapshot work areas immediately creates and updates the records directly in the participant tables.

- The Save action requires participant and effective start date values during the assignment

  You can edit start and end dates.

- Saving enters an event in the Changed Events Log for calculation purposes

  View the log file in the Credits and Earnings work area.

- It also performs the currency validation

When you delete a direct plan assignment, the delete process immediately does these actions:

- Removes the participant assignment record from the database

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- Logs an event in the Changed Events Log

The next time the calculation process runs, it creates corresponding reversal records for the participant whose assignment you deleted from the plan.

You can use the REST web service to create, edit, or delete a direct assignment. Raise a request for your assignment action. When you run the Deploy Compensation Plans process your requests take effect. You can then see your changes in the UI.

Assignment of Participants Using Roles

Assign a role to a participant in the Participant Snapshot work area. Then use Assignment tasks in the Participant Assignments work area to edit a compensation plan, pay group, and payment plan and add the role. The Deploy Compensation Plans process assigns any participant with that role to the plans and pay groups also assigned the role.

When you save edits to a compensation plan, pay group, payment plan, or role, the save process does these actions:

1. Immediately creates, updates, or deletes records in the intersection tables, where it stores the data until you deploy the incentive plans
2. Logs an event in the Changed Events Log

The Deploy Incentive Plans process must run to complete your assignments. You can use the Deploy Compensation Plans menu task to run the process. If the process completes with a warning, then fix the errors given in the log and run it again.

> **CAUTION:** You can assign a role to multiple payment plans during a period or date range. But, a participant can't have more than one payment plan with the same payment plan category at the same time.

You can use rules to automatically assign participants to roles, which speeds the process of assigning new participants to plans and pay groups. Use different roles to separately assign people to compensation plans, pay groups, and payment plans, because it's easier to maintain the assignments over time. For example, a participant receives a new plan assignment or changes jobs, but remains in the same pay group used for payment. While you assign new compensation plans every year, you don't have to assign new pay groups, because the frequency of payment doesn't change.

Related Topics
- What happens if I change an incentive compensation assignment date?
- Participant Role Defined
- What happens if I assign a participant to the same incentive compensation plan directly and also with a role?
- Why can't I delete incentive compensation pay group and payment plan assignments?
- Deploy Compensation Plans Process

How do I import incentive participant role assignments data?

You can use Import Management to create or update Incentive Participant Role Assignments.

To import Incentive Participant Role Assignments records, perform the following tasks:

1. Map your source data to Oracle Applications Cloud object attributes.
2. Create source Comma Separated Values (.csv) file for import.

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3. Create the import activity.
4. Review the import activity.

How You Map Your Source Data to Target Object Attributes

You import Participant Role Assignments data into Oracle Applications Cloud from a CSV file containing your source data that's mapped to target Oracle Applications Cloud object attributes.

You must do the following before creating the .csv file for data import:

- Identify how your source data attributes map to the target object attributes in Oracle Applications Cloud.
- Ensure prerequisite steps are complete, such as understanding what attributes are required for importing your objects.
- Understand your options for uniquely identifying the records.
- Ensure parent records exist before importing child records.
- Identify the target object attributes that are required in the .csv file for a successful import

Before You Start

You must do some basic checks before starting your import. For example, make sure that:

- You have completed all the prerequisites for importing each attribute in your source data.
- You have all parent records in place before importing child records.

Required Attributes and Validations for the Incentive Participant Role Assignments Object

To import data successfully into Oracle Applications Cloud, your CSV file must include the required attributes. Ensure that you provide valid values for the attributes.

This table lists the required attributes for Incentive Participant Role Assignments, prerequisite setup tasks and specific validations, if any

Attribute	Description	Prerequisite Setup Task/ Import Validations	Creating an Incentive Participant Role Assignment record	Updating an Incentive Participant Role Assignment record
ParticipantRoleId	The unique identifier of the participant role assignment.	None	Not Required	Required
ParticipantId	The unique identifier of a specific participant.	It must be a valid participant identifier.	Required	Conditionally Required. Provide a value if ParticipantRoleId isn't provided.
RoleId	The unique identifier of the role to which the participant is being assigned.	It must be a valid role identifier.	Required	Not Required
RoleStartDate	Effective start date of the role assignment.	None	Required	Conditionally Required. Provide a value if you want to change the start date.

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Attribute	Description	Prerequisite Setup Task/ Import Validations	Creating an Incentive Participant Role Assignment record	Updating an Incentive Participant Role Assignment record
RoleEndDate	The end date of the role assignment.	None	Optional. Null signifies open end date.	Optional. Null signifies open end date.
AccessType	This indicates whether the role is a Manager role or Member role.	None	Not Required	Not Required
PreserveAssignment	Preserve the changes done to the participant role assignment and prevent the automatic role assignment from updating or deleting this assignment.	None	Not Required. Default value is Yes.	Not Required

You can view the Incentive Participant Role Assignments object with its attributes in the Manage Import Objects page of the Import Management flow. You can find attribute information like type, length, description, and so on, on this page.

Create the Source CSV File

You include the data that you want to import into Sales and Fusion Service in a source CSV file.

You can use the templates available in the Import Objects UI page to create the source CSV file. To download a template:

1. Go to **Navigator** > **Tools** > **Import Management** > **Import Objects**.
2. Select the **Incentive Participant Role Assignments** object in the table and click **Download**.

You can now edit the downloaded file and provide valid values for the required attributes.

Note: For help in populating the CSV file and to avoid any issues in entering values, see the topic Potential Issues When Opening CSV Files With Excel in Related Topics section.

Create the Import Activity

After you have the CSV file ready, create an import activity to import the Participant Role Assignments information. To create an import activity:

1. Go to **Navigator** > **Tools** > **Import Management** > **Import Queue**.
2. Click **Create Import Activity** in the **Manage Imports** page.
3. In the **Enter Import Options** page, provide a name for the import activity, and select Incentive Participant Role Assignments from the **Object** drop-down list.
4. Select the CSV file in the **File Name** field, and click **Next.**
5. You would see that the source and target attributes are automatically mapped in the **Map Fields** page. Review and edit the mappings if required.
6. Check the file for unmapped columns or data format issues by clicking **Validate Data**. Click **Next.**
7. Review the import details on the **Review and Submit** page, and click **Submit** when you're ready.

Review the Import Results

Check if your import succeeded on the **Manage Imports** page. This page shows the status of all active, completed, and unsuccessful imports. To check the status of the import activity:

1. Go to **Navigator** > **Tools** > **Import Management** > **Import Queue**.
2. Click All Imports and search for the import activity that you created earlier.
3. Check the **Status** column for the import activity. The import is successful if the status displays as **Completed**. You can drill down on the import activity to go to the **Import Status** page which provides the status details of the import activity.

Related Topics
- How do I import data?
- Potential Issues When Opening CSV Files in Excel
- How You Use Alternate Keys to Import Records

Assign Roles to Participants Using Rules

You can use assignment rules to match participant attributes to attributes of roles. Then when you import a number of new participants, you can run the Participant Assignment process to assign them roles. Here's the process.

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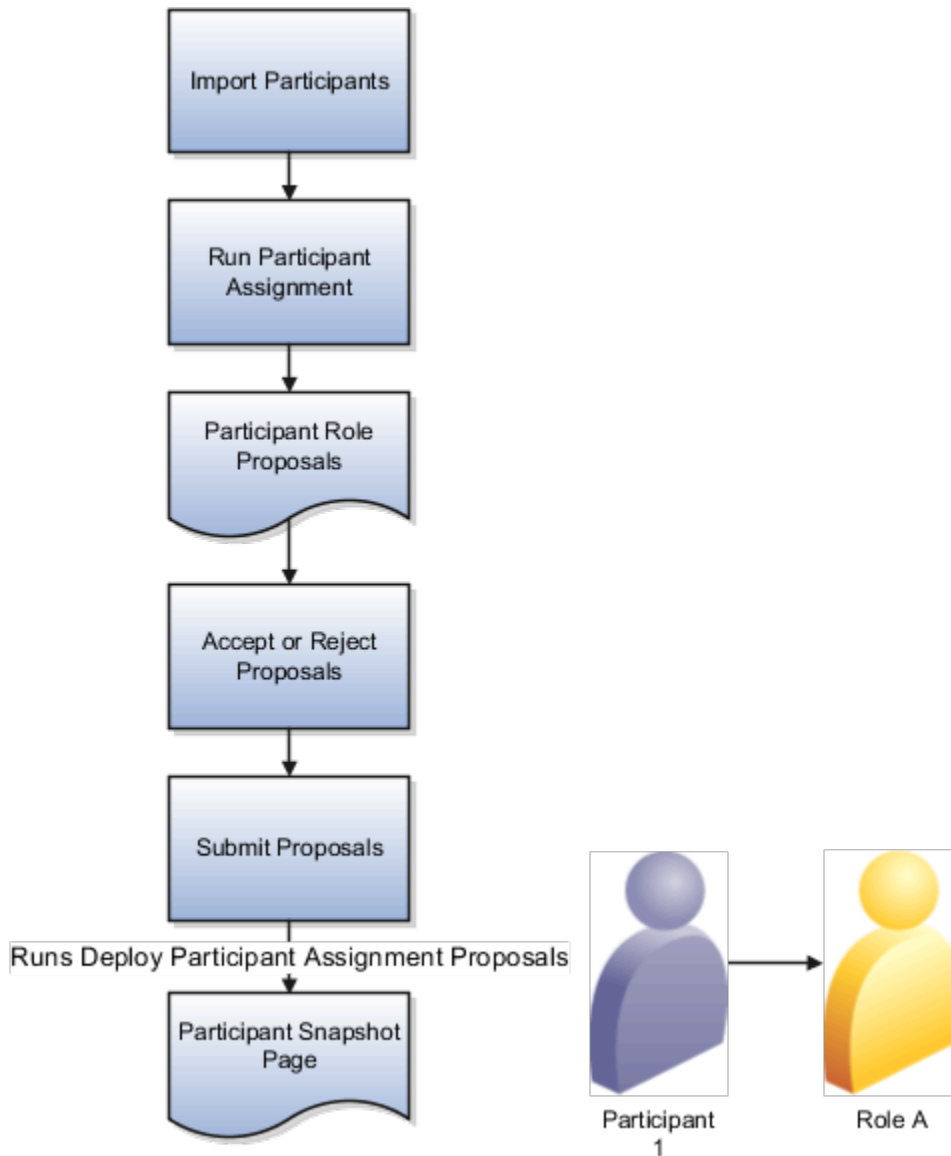
1. An administrator creates participant assignment rules. The rules use participant detail attributes such as currency, cost center, and custom qualifiers.
2. Import participants.
3. Run the Run Participant Assignments process to match participant attributes with the rules. It assigns roles to new participants, and changes role assignments as needed if rules or participant attributes changed.

   Two participant parameters set using Manage Parameters in Setupa nd Maintenance determine whether you do proposal steps 4 and 5:
   - Review and Approval of Role Assignment Proposals for New Participants
   - Review and Approval of Role Assignment Proposals for Existing Participants

   If these parameters are set to Not Required, then the roles become active without a proposal, and you go to step 6. However, if changes in assignment rules will result in the deletion of 50 or more assignments,

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the process doesn't run but gives you a warning. You can prevent this warning by changing the **Prevent Assignment Mass Deletions** process parameter to No.

> **Tip:** You can prevent existing role assignments from being changed or deleted by selecting **Preserve Assignment** when you assign a role in the Participant Assignment or Participant Snapshot work areas.

4. Navigate to **Participant Snapshot** > **Review Role Assignment Proposals** to see a list of all proposed role assignments. Review the proposals and accept or reject the proposed assignments.

5. When the process ends with a warning, you have assignment failures to investigate. The process log file lists messages for each failure to assign a role. Also, the Status column in the Proposed Role Assignments region displays an icon for a failed assignment. Roll over this icon to see the error message. After you fix errors, rerun the Participant Assignment process.

> **Tip:** You can use the advanced search to look for specific error codes.

6. When you have no errors, again accept or reject all proposed assignments.

> **Note:** For any one participant, accept or reject all role assignment proposals before submitting.

Click **Submit**. The Deploy Participant Assignment Proposals process saves your accepted proposals. If the process completes successfully, then participants now have roles assigned. You can review the assigned roles in the Participant Snapshot page.

7. Run the Deploy Incentive Plans process to assign the new participants to compensation plans, payment plans, and pay groups according to their roles. The process is important for accuracy. For this reason, the process is also run as part of the calculation phase of Run All Transaction Processes.

Related Topics

- Role Assignment Errors and How To Fix Them
- How Qualifying Criteria Work With a Rule Hierarchy
- Participant Parameters for Assigning Roles Automatically

Participant Assignment Rule Changes

Changes to assignment rules also change existing and historical role assignments. If rule changes lead to deletion of roles, you can lose historical data such as earnings, goals, and quota.

You see a warning if you save assignment rules with any of these changes:

- Contracting end dates
- A rule is disabled
- The Role is removed from a rule

Role Assignment Errors and How To Fix Them

Automatic role assignment can result in failed assignments. When you review role assignments, errors appear in the Status column. This table provides more details about the errors and instructions to fix them.

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Error Code	Error Message	Details
`CN_PMPLN_ASSGNUPDT_PYSHTS_EX_E`	The assignment end date can't be modified for this role because there are participants with paysheets beyond this date who are assigned to the payment plan.	If a payment plant was used to create a paysheet, then changes to the payment plan assignment that would impact that paysheet are prevented. The proposed role assignment changes the effective dates of a payment plan used in a paysheet for the period listed in the error. Resolution: Confirm participant detail dates are correct. If the role proposed is the intended role assignment, there are two potential resolutions. • If the paysheets aren't submitted for payment and closed, then you can delete the paysheet to assign the intended role. (Changing a role assignment that results in earnings, individualized rate table rates, or goal assignments can drop that data. The earnings may need to be recalculated before adding the paysheet back to the payment batch.) • If the payment batch associated with the paysheet is submitted for payment, then the proposed role assignment must begin after the period referenced in the error. Prevention: This error is often seen because a compensation plan needs to be adjusted after a payment. However, if the role that assigns the compensation plan also is used to assign the payment plan, then both will be updated with the role changes. To prevent or minimize this scenario, use roles specific to only pay groups, payment plans, or compensation plans instead of using a single role to assign all types. This way the compensation plan assignments changes can be made even if a paysheet or payment batch has been created.
`CN_PMRUN_ASSIGN_EDT_PYDT`	The assignment end date must be later than or equal to {LAST_PAYB_PAY_DATE} because this pay group is used to create paysheets for payment batch {PYBTCH_NAME}.	If a pay group was used to create a paysheet, then changes to the pay group assignment that impact that paysheet are prevented. Deleting the proposed role assignment would delete a pay group that's associated with a paysheet for the period listed in the error. Resolution: Confirm participant detail dates to ensure they're correct. If the role proposed is the intended role assignment, then there are two potential resolutions. • If the paysheets aren't submitted for payment and closed, the paysheet can be deleted in order to assign the intended role. (Changing the role assignment that results in earnings or goal assignments can cause dropping that data. The earnings may need to be recalculated before adding the paysheet back to the payment batch.

Error Code	Error Message	Details
		• If the payment batch associated with the paysheet is submitted for payment, then the proposed role assignment must begin after the period referenced in the error. Prevention: This error is often seen because a compensation plan needs to be adjusted after a payment. However, if the role that assigns the plan also is used to assign the paygroup, then both will be updated with the role changes. To prevent or minimize this scenario, a role specific to only a pay group and another that only associates to a compensation plan can be assigned. This way the compensation plan assignments can be made even if a paysheet or pay batch has been created.
`CN_PMRUN_ASSIGN_SDT_PYDT`	The assignment start date must be earlier than or equal to {BATCH_PAY_DATE} because this pay group is used to create paysheets for payment batch {BATCH_NAME}.	Resolution: This error will be cleared next time Run Participant Assignments is run. Because this indicates a manual change, verify and confirm that the role assignment was removed correctly as intended.
`CN_SRP_ROLE_ASGN_PROP_DEL`	The role assignment wasn't deleted because it doesn't exist.	The role assignment associated with a proposed deletion was removed manually prior to accepting and submitting the proposal. Resolution: This error will be cleared next time Run Participant Assignments is run. Because this indicates a manual change, verify and confirm that the role assignment was removed correctly as intended.
`CN_SRP_ROLE_ASGN_PROP_UPD`	The role assignment wasn't updated because it doesn't exist.	This error will appear if a the role assignment associated with a proposed update has been removed manually prior to accepting and submitting the proposal. Resolution: This error will be cleared next time the Run Participant Assignments job is ran. Because this indicative of a manual change, you may want to verify and confirm that the role assignment that has been removed correctly as intended.
`CN_SRP_ROLE_ASSGN_MULTOVLP_XST`	Multiple role assignments exist with an overlapping date range for the participant.	There are multiple contiguous assignments to the same role for a participant and the proposed role overlaps these assignments. The application raises the error for review because it can't determine if the assignments should be merged or remain as is. Resolution: If the manual role assignments are as intended, then ignore the error. To resolve the error, merge the multiple assignments. Merging role assignments for periods with earnings calculated, goals assigned, or individualized rate table rates can result in dropping this data. If a paysheet has already been generated for the effective dates being

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Error Code	Error Message	Details
		modified, then a merge isn't possible. If this is the case, then manual assignments can remain and you can ignore the error.
`CN_SRP_ROLE_ASSGN_PRSRV_ASSGN`	A role assignment exists with an overlapping date range and preserve assignment set to yes for the participant.	The Preserve choice was selected for the participant. Resolution: First, confirm that Preserve was intentionally set. If Preserve was set to yes intentionally, no further action is required. However, if you don't want to preserve the role, Preserve should be deselected. After Preserve is deselected, the error disappears during the next execution of the assignment rules. **Note:** Only remove Preserve if you don't want to preserve that role assignment for the participant.
`CN_SRP_ROLE_DT_ASSGN_CUR_DTL`	You can't save this record because either the detail records don't cover the assignment dates or the currency for the assignment range isn't the same.	The compensation end date is set for the participant, but a participant detail isn't assigned a corresponding end date. As a result, a role proposal based on that participant detail was generated that extends beyond the compensation end date. This isn't allowed. Resolution: Confirm that the participant has a compensation end date assigned and that it's correct. If this is correct and you wanted to end compensation for the participant on the date currently set, then assign an end date in the last participant detail that's on or before the compensation end date. If you use the Participant Detail Import file based process and see this error recurring, then do this: Ensure that when you load compensation end dates that end dates are provided for the participant detail that are on or before the compensation end dates in the same import.
`CN_SRPST_PYGRP_DELETE_EDPSHT_E`	You can't delete this assignment because this participant's pay group is used in a paysheet for the period {PERIOD_NAME}.	If a pay group was used to create a paysheet, then the application prevents changes to the pay group assignment that impacts that paysheet. This error occurs because deleting the proposed role assignment also deletes a pay group that's associated with a paysheet for the period listed in the error. Resolution: Confirm participant detail dates to ensure they're correct. If the role proposed is the intended role assignment, there are two potential resolutions. • If the paysheets weren't submitted for payment and closed, then the paysheet

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Error Code	Error Message	Details
		can be deleted in order to assign the intended role.
		Note: Changing the role assignment that resulted in earnings or goal assignments can result in dropping that data. The earnings may need to be recalculated before adding the paysheet back to the payment batch.
		• If the payment batch associated with the paysheet was submitted for payment, then the proposed role assignment must be end dated after the period referenced in the error.
		Prevention: This error is often seen because a compensation plan needs to be adjusted after a payment. However, if the role that assigns the plan also is used to assign the paygroup, then both will be updated with the role changes. To prevent or minimize this scenario, use roles that are specific to the compensation plan, pay group, or payment plan instead of using a single role to assign all types. This way the compensation plan assignments changes can be made even if a paysheet or pay batch has been created.
`CN_SRPST_ROLE_ASSGN_DTRNG_E`	The role member assignment dates must fall within the participant start and end dates or compensation end date, whichever is greater.	The compensation end date is set for the participant, but a participant detail isn't assigned a corresponding end date. As a result, a role proposal based on that participant detail is generated that extends beyond the compensation end date. This isn't allowed. Resolution: Confirm that the participant has a compensation end date assigned and that it's correct. If this is correct and you wanted to end compensation for the participant on the date currently set, then assign an end date in the last participant detail that's on or before the compensation end date. If you use the Participant Detail Import file based process and see this error recurring, then do this: Ensure that when you load compensation end dates that end dates are provided for the participant detail that are on or before the compensation end dates in the same import.

Related Topics
- Assign Roles to Participants Using Rules

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Deploy Compensation Plans Process

Use the Deploy Compensation Plans process to create role-based participant assignments to compensation plans, payment plans, and pay groups.

Submit the process using the Deploy Compensation Plans task in the Participant Assignments work area. The process must complete before you see assignment changes, unless ou made the assignments directly. Set the Process Only Direct Participant Compensation Plan Assignment Requests parameter to Yes to process only direct participant assignment requests to the plan made through REST web services.

How the Deploy Compensation Plans Process Handles Assignments

After assigning roles to plans, run the Deploy Compensation Plans process, which creates corresponding records in the participant-level plan objects as well. When the submitted Deploy Compensation Plans process runs, the plan assignment code checks for corresponding participant currency records.

The Deploy Compensation Plans process considers these entities and corresponding changes.

Entity	Changes Considered
Compensation plan	Start and end date, overlap option, and target incentive
Assignment	Plan role and role effective interval, alternate payee
Plan component	Plan component, date range, indirect credit
Measure formula	Formula, effective interval, eligible categories, eligible category factors, eligible category factors date range
Rate table	Rates, tiers (if the individualized option isn't Rates or All)
Performance measure	Weights, associating eligible categories
Goal	Period, interval goals are updated if the individualized option isn't Goals or All
Payment plan	Pay group

After you assign a compensation plan to participants, and then edit the base plan in the Compensation Plans work area, you must run the deploy process. Running the process updates any participant plans which aren't individualized. Depending on the individualize option selected, edits to goals and rates are reflected on participant plans.

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Related Topics

- Assignments by Role or Direct Assignment to Individuals
- Why can't I delete incentive compensation pay group and payment plan assignments?
- What happens if I assign a participant to the same incentive compensation plan directly and also with a role?
- Example of Participant Assignment
- Compensation Plan Parameters

Example of Participant Assignment

In this example, you assign a new role to an existing participant and compensation plan. To finalize the role assignments you must run the Deploy Compensation Plans process.

Scenario

This table shows Robert Smith's roles and plan assignments for the field years 2020 and 2021.

Role	Plan Assignments	Start Date	End Date
US Account Manager	US Account Manager 2021 US Bonus Plan 2021	January 1, 2021	None
EMEA Account Manager	EMEA Account Manager 2020	April 1, 2020	December 31, 2020

Here's the detail record of the participant for the current assignment:

- Start date of January 1, 2021
- No end date
- Home currency set to USD

New Role Assignment

You create the NA Account Manager role and assign it to the following:

- Robert with a start date of June 1, 2021
- The US Bonus Plan compensation plan, which has a start date of January 1, 2021

The Deploy Compensation Plans process checks the Changed Event Log, which you can view in the Credit and Earnings work area. Because Robert's home currency is USD as of January 1, 2021, the process assigns the plan to Robert starting June 1 through the new role assignment that both Robert and the plan now share.

FAQs for Participant Assignments

What happens if I assign a participant to the same incentive compensation plan directly and also with a role?

The participant has the same incentive compensation plan twice and the payment process compensates the participant twice.

Why wasn't my incentive compensation assignment created?

If the home currency effective date for a participant doesn't fall within the role-to-plan assignment date, then the Deploy Incentive Plans process doesn't create the assignment.

In the Participant Snapshot work area, select the participant and use the Manage Participant Detail task to manage the home currency effective date. If the participant is assigned a role and is assigned to the compensation plan by the role, then check the compensation plan to role assignment dates. Extend the dates if needed using Manage Compensation Plans and then run Deploy Compensation Plans.

What happens if I change an incentive compensation assignment date?

The paysheet doesn't reflect the change to the start or end date until you recalculate an incentive payment in a prior period or refresh the paysheet for the current period.

What happens if I edit an individualized incentive compensation goal?

The application doesn't overwrite the individualized target numbers for those participants when you change the target number at the plan component level.

For any participant without an individualized version of the plan component, or for any new participant added later, the calculation process uses the modified target number.

Related Topics
- Can I override attributes for a participant's incentive compensation or payment plan?
- What happens if I deselect an individualize check box?

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What happens if I deselect an individualize check box?

The application resets the participant-specific values associated with that individualize check box back to the original values, if any.

Can I individualize details for some participants if default individualization is disabled?

In the Manage Parameters task, the Default Individualized Plan Components option is set to None. But, you can still individualize a participant's compensation plan, plan component, or performance measure in the Participant Snapshot work area. Change the Individualize Target Incentive or the Individualize option.

Related Topics
- Can I override a draw or recovery amount for the participant's incentive payment plan?

Can I edit the overview content for the Participant Snapshot and Sales Compensation work areas?

Yes. Depending on which user is accessing the work areas, in the Oracle Transactional Business Intelligence application edit the content in one or more of these dashboards.

- Incentive Compensation Analyst
- Incentive Compensation Participant
- Incentive Compensation Participant Manager

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13 Processing Currencies

Currency Parameters for Incentive Compensation

You can set the operating currency currency for each business unit, and also specify transaction and payment conversion rate types.

In the Setup and Maintenance work area, use the Manage Parameters task.

- Offering: Sales
- Functional Area: Incentives

Note: After you save the operating currency parameter setting for the business unit, you can't change it.

Operating Currency

Operating currency is the core, default currency for a business unit. You can report across business units only if they use the same currency. Generally, the application uses operating currency for these purposes:

- To report across various transactions within a business unit

  Examples: Cost of compensation across all incentive compensation plans and total incentive payments for the period of January

- For all amount values in compensation plans in the Compensation Plans work area

Processing Currency

Processing currency is the core currency for credit, earnings, and payment transaction amounts. The application maintains participant subledger balances in the processing currency only. The processing currency is always the same as the operating currency.

Multicurrency Support

To support multicurrency processing, the source transaction amount and event date are used to populate all transactions with appropriate values for each relevant attribute:

- Currency
- Conversion rate
- Amount attribute

Base, credit, earnings, and payment transaction amounts are stored in these currencies.

Transaction	Source Currency	Processing Currency	Operating Currency	Participant Home Currency
Base	Yes	No	Yes	No

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Transaction	Source Currency	Processing Currency	Operating Currency	Participant Home Currency
Credit	Yes	Yes	Yes	Yes
Earnings	No	Yes	Yes	Yes
Payment	No	Yes	Yes	Yes

Currencies other than the processing currency are available for transaction traceability and reporting. For example, when you adjust the amount of a base transaction, that adjustment is shown in the source currency while credit and earning amounts are shown in the processing currency.

Conversion Rate Types

Create rate types such as Corporate, Daily, and Period Average, and define rates differently for each one of them to use in different scenarios. For example, you decide to use Daily rates to convert transaction and credit amounts, and Period Average rates to convert payment amounts. Use the Manage Incentive Currency Conversions task in the Setup and Maintenance work area to create company-defined rate types. Here are the conversion rate type parameters and the purpose of each.

Parameter	Purpose
Transaction Conversion Rate Type	Converts base transaction amounts during crediting, rollup, and calculation processing
Collection Conversion Rate Type	Converts transaction amounts during collection processing
Payment Conversion Rate Type in the Payment Parameters region	Converts payment transaction amounts during payment processing. Payments are always made in the participant's home currency. The Payment Conversion Date parameter determines whether the payment process uses the transaction date or the payment batch pay date to look up the corresponding currency rate to use.

Related Topics

- Overview of Incentive Compensation Transaction Processing
- Incentive Payment Parameters

Import Currency Conversion Rates

You can manually import currency conversion rates into Incentive Compensation using the template available in Support document 2785163.1. You can also use the import to update conversion rates.

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Set Currency Parameters

Using the Manage Parameters task in the Setup and Maintenance work area, set these parameters.

Parameter	Purpose
Transaction Conversion Rate Type	Converts base transaction currencies during crediting, rollup, and calculation processing
Collection Conversion Rate Type	Converts transaction amounts from one currency to another during collection
Payment Conversion Rate Type	Converts the payment transactions from one currency to another

Use the Manage Incentive Currency Conversions task in the Setup and Maintenance work area to create any company-defined rate types included in your import workbook.

Add Rates to the Import File

To populate the import files:

1. Find the ICCurrencyConversionRateImportTemplate.xlsm file in Support document 2785163.1 and save it locally.
2. Enter the currency conversion rates using the instructions and help included in the import file.

   The import process uses the default value Incentive Compensation Daily Rate for any empty Conversion Rate Type cell.
3. Upload the file using the instructions in the first tab of the file.

> **CAUTION:** The Import Currency Conversion Rates process fails if you reorder or remove columns in your import file.

Use a Separate File to Update Conversion Rates

You can import to make changes to existing conversion rates. Only the rate can be changed. Updates must be in a separate import file from an import for new conversion rates. Here's how to create your file:

- In the Update Rate column, enter **update** for each row. Your file for adding conversion rates can leave this column blank or enter **insert**. The column is case insensitive.

- Other than rate, the fields must contain the exact values of the existing rate. These include From Currency, To Currency, Conversion Rate Type, and effective dates.

If the rate you're changing has been used, then you need to reprocess any of the following that apply to use the new rate.

- Transactions
- Credits
- Earnings
- Payments
- Transaction Import

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Import the Currency Conversion Rates

Use the Import Currency Conversion Rates task in the Credits and Earnings work area to import the currency conversion rates. The Run All Transaction Processes task includes the Import Currency Conversion Rates process. The Run All Transaction Processes task imports any files uploaded to the `ic/incentiveCompensationCurrencyExchangeRates/import` Web Center folder.

Review Your Import Results

Use the View Process Logs task to search for and view your import results. Click the audit ID for the relevant process to open the Process Details page, which provides the log details for the parent and any related child processes. The details include the number of processed currency conversion rate records, which you can compare with the number of records in the source XLSM file. You can also use the Manage Incentive Currency Conversions task in the Setup and Maintenance work area to confirm that the rates match those of the source XLSM file.

Related Topics

14 Import and Collection Processing

Overview of Importing and Collecting Source Transactions

You must import transactions to the staging table and then collect them into the incentive compensation tables. Most transactions originate in other applications, such as order capture, accounts receivables, and customer relationship management (CRM).

This diagram shows that incentive compensation administrators collect transactions and performance data before they credit participants.

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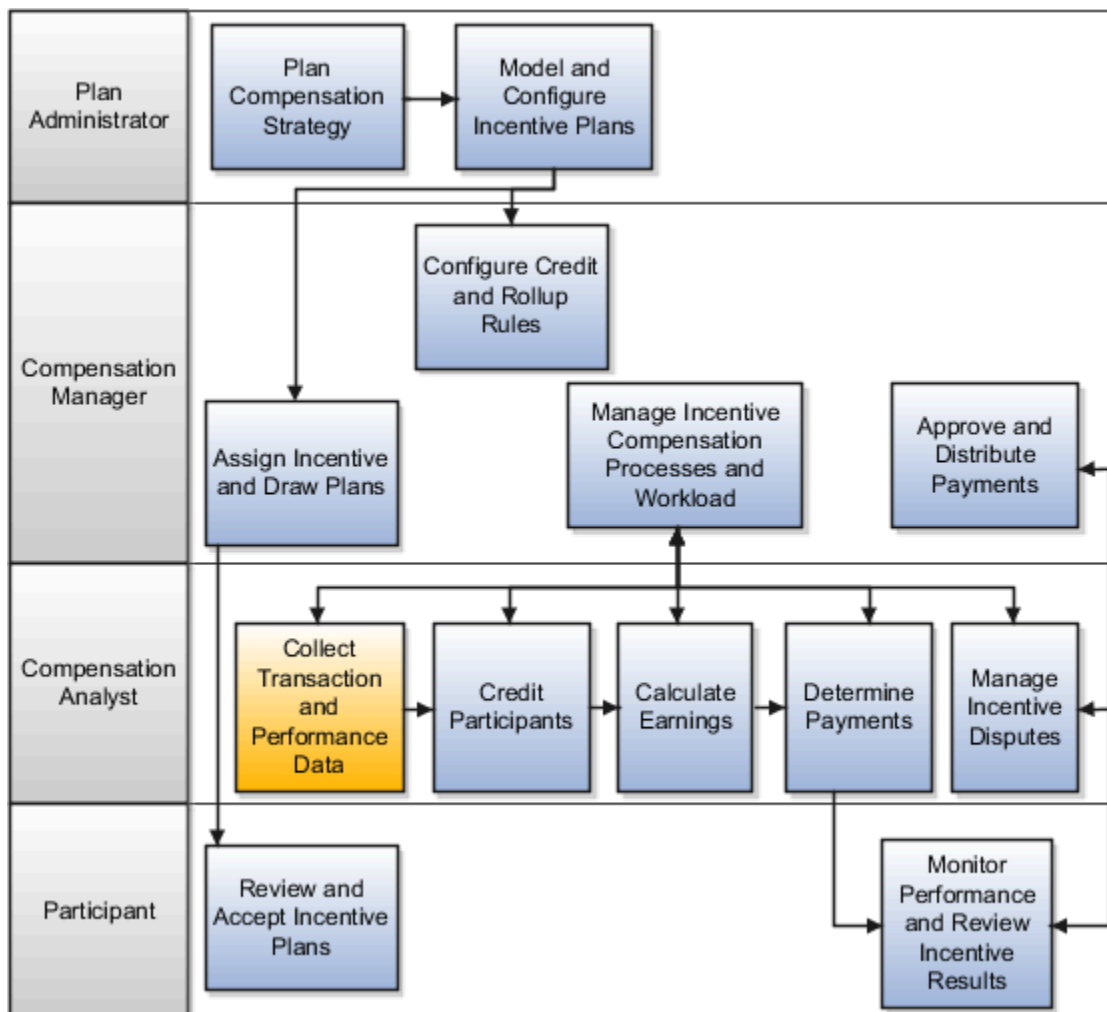
Importing Source Transactions

Import source transactions to the staging table using any of these methods:

- An automated extraction, transformation, and load utility.

- Import Management. Follow the instructions in the Understanding Import and Export Management for Sales and Fusion Service guide.

- The ICTransactionImportTemplate.xlsm file, which is available in Support document 2785163.1, and the Incentive Compensation Transaction Import processes in the Credits and Earnings work area. This table describes the two import processes. Use the ICTransactionImportTemplate.xlsm file to enter and upload your transaction data following the instructions provided in the file. You must retain all columns in the file, as well as the column order, for the transactions to import successfully.

If you don't enable the crediting process, then the import process creates one credit transaction for each base transaction and sets the status to Credited. The application assumes that you created credits in an external application, but credits must exist in the application for use during rollup and calculation processing.

Collecting Source Transactions

The collection process creates base or credit transactions within incentive compensation from the source transactions or credit transactions that you imported to the staging table. Base transactions include amounts in source and operating currencies. Credit transactions include amounts in source, operating, and processing currencies.

Related Topics
- Overview of Incentive Compensation Transaction Processing
- How do I import incentive transaction data?

What To Do Before Importing and Collecting Transactions

Before importing and collecting the first set of transactions, you must define and configure certain incentive compensation entities. You must also maintain the logic for tracking new and changed transactions and map your source data to staging table columns.

Setting Up Prerequisite Entities

Use tasks in the table to complete prerequisite tasks in the Setup and Maintenance work area.

- Offering: Sales
- Functional Area: Incentives

Entity	Setup Description	Task
Calendars	Define your calendars and intervals.	Manage Incentive Calendars

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Entity	Setup Description	Task
	Open the period you want to collect data for.	
Parameters	Determine whether to enable these parameters: • Direct, rollup, or direct and rollup crediting If enabling rollup crediting, also specify whether to use the direct or rollup credit rule hierarchy, or to use both • Classification, and if so, before or after crediting Set up processing and payment currency options.	Manage Parameters
Currency Conversions	You can credit, calculate, and pay in either the participant's home currency or process using a single currency within each business unit. Even if you process in a single operating currency, you can still pay using each participant's home currency. To process transactions without error, you must: • Define currency conversion rates. • Associate home currency to each participant.	Manage Incentive Currency Conversions
Earning Types	Define any unit of measure that you use for processing.	Manage Earning Types
Base Transaction Descriptive Flexfield Global Segments	Use the Base Transaction descriptive flexfield to define up to 200 custom attributes if the standard transaction record doesn't support all of your source data attributes. The custom attributes are divided into two types: • 150 varchar • 50 numeric Configure these global segments for use as your business dictates. For example, you want to include Customer on the transaction, so you define one of the global segments for Customer. Use the Define Incentive Compensation Custom Attributes and Lookup Values task list to configure any custom attributes that you want to include in classification and crediting rules. You can point to a data source other than the Sales Customer Data Model, to provide lookups to use for validation.	Manage Incentive Descriptive Flexfields

Entity	Setup Description	Task
Tables and Columns	Enable any additional attributes to use in crediting or classification processes or the calculation expression builder. You can also disable attributes that you don't want to use.	Configure Tables and Columns

Handling New and Changed Transactions

The CN_TP_TRANSACTIONS_STAGING_T staging table has the same schema as the CN_TP_TRANSACTIONS_ALL transaction table, including the CHANGED_TRX_FLAG column. In staging, the Collect Transaction process compares the composite key transaction number and transaction type with the key in the transaction table. If the transaction is new, then the new transaction is collected. If the key already exists, then the existing transaction is made obsolete and the new transaction is collected from the staging table.

If you collect all transactions every time instead of just new and changed transactions, then you can lessen the collection processing time. Change the value for the profile option ORA_CN_COLLECT_CHANGED_TRX, Collect only new or changed transactions, to Yes. The collection process will then work this way:

- If the composite key of the source transaction number and transaction type is new, then the transaction is collected.

- If the composite key isn't new, then the process compares all the attributes of the transaction in the staging table with the transaction table. If no changes to any attributes, then the transaction isn't collected. If a change is found in the attributes, then the transaction is obsoleted in the transaction table and the new transaction is collected from staging.

Mapping Source Data for Import

Use one of the methods in this table to set up and map source data for import into the CN_TP_TRANSACTIONS_STAGING_T staging table.

Method	Description
Oracle Data Integrator	Use this method to set up the transaction sources and to map the various source columns to those in the incentive compensation staging table. You can't change the Oracle Data Integrator mappings that are delivered with the product and used to load the data from the staging table into the transaction table. You can create your own custom script to use instead.
Manage File Import Mappings task	Implementations can use this method to map CSV data headings to staging table columns. The task is available in the Setup and Maintenance work area, Users and Security functional area. This task is also a task in the Import Transactions Using File Based Data Import process initiated in the Credits and Earnings work area.
Incentive Compensation Transaction Import process	Use this method to populate the staging interface table with the data in your source file. Create your source file using the ICTransactionImportTemplate.xlsm file in the File Based Data Import Guide.
Import Management	Follow the instructions in the Understanding Import and Export Management guide.

Import Transactions for Incentive Compensation

You can import transactions from an external data source into the staging table using a template available from My Oracle Support.

Here's the basic process for importing transactions:

1. Extend transaction attributes.
2. Populate and upload the import file.
3. Import the transactions.
4. Resolve any import errors.
5. Verify the import results.

Extend Transaction Attributes

Use the Base Transaction descriptive flexfield to define up to 200 custom attributes if the standard transaction record doesn't support all of your source data attributes. If you're using these attributes values in crediting and classification, then define Incentive Compensation custom qualifiers and lookups. Your transaction flexfields and rule qualifiers must point to the same source. Edit the flexfield using the Manage Incentive Descriptive Flexfields task in the Setup and Maintenance work area.

You can use data mapped to incentive compensation transaction descriptive flexfields for crediting, classification, calculation, or for reporting purposes. Incentive Compensation doesn't support Application Composer extensible attributes for incentive compensation transaction objects.

Populate and Upload the Import File

Populate and upload your transactions.

1. Obtain the `ICTransactionImportTemplate.xlsm` file from Support document 2785163.1 and save it locally.
2. Enter the transaction data using the instructions and help included in the import file.

   If you're importing credit transactions, then you must provide values for the mandatory fields as well as these additional fields:

   - Credited Participant
   - Credit Amount
   - Split Percent
   - Revenue Type

If you want to override classification, crediting, and rollup processes for a transaction, then you must include a valid process code.

3. Upload the file using the instructions in the first tab of the file.

CAUTION: The Incentive Compensation Transaction Import process fails if you reorder or remove columns in your import file.

Import Transactions

Use the Incentive Compensation Transaction Import task in the Credits and Earnings work area to import the transactions into the staging table. The Run All Transaction Processes task includes the transaction import.

Resolve Import Errors

Use the Manage Scheduled Processes task to find and open the process status report.

1. Fix any data issues in your import file.
2. Upload the edited file to the content repository.
3. Run the Incentive Compensation Transaction Import process again.

Verify Your Imported Data

View the imported transactions on the Manage Transactions page after running the Collect Transactions process. You must have the Incentive Compensation Transaction Management Duty role to run the Collect Transactions process. The delivered Incentive Compensation Manager and Incentive Compensation Analyst job roles already include this duty role.

Related Topics
- Manage Custom Qualifiers and Lookups
- Overview of Descriptive Flexfields

Import ERP Transactions

Import order data from Order Management and invoice data from Accounts Receivable using the process Import ERP Transactions.

The process requires that you first set up the selection rules and import mappings for orders and invoices. Set these parameters when you run the process:

- Business Unit: Choose the BU to import transactions to.

- Source: The source name is either Orders or Invoices.

- Rule Set Name: The name of the rule set you created in Manage Incentive Selection Rules. The rules filter the data to be imported.

- From and To Dates: Define the date range that the source data falls within. The dates used are the ones you mapped to the Source Event Date field in Incentive Compensation.

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Transaction and Credit Collection Process

Most transactions originate in other applications, such as order capture, accounts receivables, and sales. After you import these transactions into the transaction staging table, you gather them using the Collect Transactions process.

The import process treats any credits imported from a source application in the same way as transactions, by populating them in the staging table along with the credit information.

In this figure, transactions are gathered in the transaction staging table to be processed by Collect Transactions.
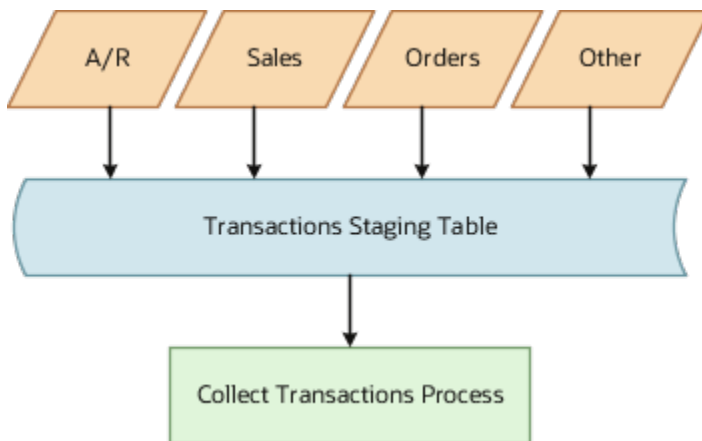
The Collect Transactions process is included in the task Run All Transaction Processes, or you can run it individually. You can find both in the Credits and Earnings work area task menu. Here's what the process does:

- Checks for duplicates
- Validates data
- Converts currencies

Duplicate Transaction Handling

If the collection process detects duplicate transactions, then it checks each staging table record that has the same combination of transaction number and transaction type: the composite key. For credit transactions, the process includes the credited participant ID in the composite key to identify duplicates. The process collects only the record with the most recent, last updated date.

The collection process then checks for duplicates between the staging table records and the original transaction and credit table records by comparing the composite keys. If the profile option ORA_CN_COLLECT_CHANGED_TRX is set to yes, then the process also compares all the attributes for a duplicate transaction to check for any changes. If the process compares just the composite keys, then it sets the status for the original transaction to Obsolete. But if it also checks attributes and finds no attribute change, then it doesn't collect the stage transaction. The status change ensures that

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regular processes, such as Run Crediting and Rollup, don't include the obsolete original transaction before the Revert Transactions process runs.

When the application collects the new transaction in the appropriate table, it sets Change Transaction to yes. This setting notifies the incentive compensation processes that there is a newer, modified transaction to include during processing.

If the original transaction has a status of Paid, then the incentive process reverses the transaction, credit, and earning records and creates a negative offset for these transactions. The next time a paysheet is created with the transaction, the paysheet includes a negative payment based on the earnings. During the next collection run, the incentive process runs the reversal with the new, changed transaction.

Credit Collection Validation

When collecting the transactions from the staging table, the collection process performs these actions:

1. It validates the data to ensure that the mandatory columns are available and reference integrity is maintained.

   If you override the crediting process, then the collection process expects that the gathered transactions include this data:

   - Credit receiver
   - Credit amount
   - Split percentage
   - Revenue type

   If you override the classification process, then the collection process expects that the gathered transactions include a credit category.

   If a participant or credit receiver is included in your imported data, the process validates the participant's active start and end dates and Active setting. If the participant is inactive or the transaction end date is after the participant's end date, then the transaction is collected and identified as containing an error.

2. The process uses the process request parameters to identify the uncollected transactions.
3. It inserts the validated and identified transactions into the transaction table and updates transaction statuses
4. It deletes all records from the staging table after the collection process completes.

During each collection run, the process automatically validates any transactions in the base transaction table and any credit transactions in the base credit table that have an error status. For example, a missing participant was imported after the original collection run. During the next collection run, the process changes the status from Collection error to New or Credited for the relevant transactions.

Currency Conversion

When collecting data from the staging table into the transaction table, the collection process converts transaction table source currency values to operating currency values. If a conversion rate is missing for the transaction event date, then the process sets the transaction status to Collection error. Next, if collecting credit transactions, then the application updates all currencies in the credit table.

Examples of Collecting Transactions and Credits

These two examples use a subset of transaction data to show the results when transactions are imported into the staging table and then collected into the transaction table under two different conditions.

- Condition 1 starts with a transaction that was created in the source application.
- Condition 2 starts with an adjusted version of the same source transaction.

Condition 1: New Transaction Created in a Source Application

This table shows a simplified transaction record created in the source application.

Source Order ID	Source Transaction Line ID	Source Order Date	Source Transaction Amount	Source Item ID
1001	301	01-01-2015	10,000	Sentinel Desktop

The next two tables don't show the source order ID and date or source transaction amount and item ID but the transaction 1001-301 record would include them.

Condition 1: After Importing the Transaction into the Staging Table

This table shows what that simplified transaction record looks like in the staging table, after importing it from the source application.

Staging Order ID	Staging Order Date	Staging Transaction Amount	Transaction Order ID	Transaction Order Date	Transaction Amount	Transaction Object Status	Changed Transaction
1001	01-01-2015	10,000	None	None	None	None	None

Condition 1: After Collecting the Transaction into the Transaction Table

This table shows what that simplified transaction record looks like in the transaction table, after collecting it from the staging table.

Staging Order ID	Staging Order Date	Staging Transaction Amount	Transaction Order ID	Transaction Order Date	Transaction Amount	Transaction Object Status	Changed Transaction
deleted	deleted	deleted	1001	01-01-2015	10,000	New	N

Condition 2: After the Transaction is Modified in the Source Application

This table shows the same transaction in the source application, after the amount is modified from 10,000 to 12,000.

Source Order ID	Source Transaction Line ID	Source Order Date	Source Transaction Amount	Source Item ID
1001	301	01-01-2015	12,000	Sentinel Desktop

While the remaining tables don't show the source order ID and date or source transaction amount and item ID from the previous scenario, the record for transaction 1001-301 would include them.

Condition 2: After Importing the the Modified Transaction into the the Staging Table

This table shows what the modified transaction looks like in the staging table, after importing it from the source application.

Staging Order ID	Staging Order Date	Staging Transaction Amount	Transaction Order ID	Transaction Order Date	Transaction Amount	Transaction Object Status	Transaction Changed Transaction
1001	01-01-2015	12,000	None	None	None	None	None

Condition 2: After Collecting the Modified Transaction into the Transaction Table

This table shows what the original and modified transactions look like in the transaction table, after collecting the modified transaction from the staging table.

Staging Order ID	Staging Order Date	Staging Transaction Amount	Transaction Order ID	Transaction Order Date	Transaction Amount	Transaction Object Status	Transaction Changed Transaction
deleted	deleted	deleted	1001	01-01-2015	12,000	New	Y
deleted	deleted	deleted	1001	01-01-2015	10,000	Obsolete	Y

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Condition 2: After Reversal Based on the Modified Transaction

This table shows what the modified transactions look like in the transaction table, after running the Revert Transactions process to address changes to source transactions collected earlier. The second transaction is a reversal to offset the difference between the original and adjusted source transaction amounts.

Staging Order ID	Staging Order Date	Staging Transaction Amount	Transaction Order ID	Transaction Order Date	Transaction Amount	Transaction Object Status	Changed Transaction
deleted	deleted	deleted	1001	01-01-2015	12,000	New	Y
deleted	deleted	deleted	1001	01-01-2015	-10,000	New	Y

The Revert Transaction process also performs these actions:

1. Moves the original transaction to the history table
2. Deletes the original transaction from the transaction table

Transaction and Credit Collection Errors

This table documents the possible status errors that the collection process can set for transactions, as well as their causes and corrective actions.

Error	Cause	Corrective Action
Error - Invalid Participant	The PARTICIPANT_ID was populated on a particular staging table transaction and it doesn't have a corresponding entry in CN_SRP_PARTICIPANTS_ALL. The CREDITED_PARTICIPANT_ID was populated on a particular staging table transaction and it doesn't have a corresponding entry in CN_SRP_PARTICIPANTS_ALL.	Verify that the PARTICIPANT_ID for this transaction exists in the CN_SRP_PARTICIPANTS_ALL table. Verify that the CREDITED_PARTICIPANT_ID for this transaction exists in the CN_SRP_PARTICIPANTS_ALL table.
Error - Period Not Opened	The transaction Process Date is for an unopened period.	Open the relevant period before collecting the transaction.
Error - Missing Mandatory Data	The staging table transaction has no data for the required fields.	Validate that the transaction has all of these required fields before collecting again: • Business Unit • Process Date • Transaction Amount • Transaction Currency Code • Transaction Type

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Error	Cause	Corrective Action
		• Source Transaction Number
Error - Missing Currency Conversion	The transaction amount is in a currency that's different from the operating currency. The currency conversion code isn't marked on the transaction and no conversion rate exists for the Process Date between the transaction currency and operating currency.	Populate the currency conversion rate at the transaction level. Or define the currency conversions for the Process Date using the Manage Incentive Currency Conversions task in the Setup and Maintenance work area.

Related Topics
- What To Do Before Importing and Collecting Transactions
- Transaction and Credit Collection Process
- What happens if I collect a transaction or credit that was canceled in the source application?

FAQs for Import and Collection Processing

How can I transform the data when it has been collected and then added to the incentive compensation transaction table from staging?

If you have Oracle Data Integration, then you can create a custom mapping to modify the default mapping provided with the application. If you own a different extraction, transformation, and load tool, then you can create your own, new mapping.

Related Topics
- Transaction and Credit Collection Errors

What happens if I collect a transaction or credit that was canceled in the source application?

The collect transaction process changes the status on the original, collected transaction to Obsolete and sets the new, canceled transaction amount to 0.00 if you have these conditions.

- **Collect Cancellations as Zero** parameter is **Yes**

  Set the parameter using the Manage Parameters task in the Setup and Maintenance work area.

- **Status** is **Cancel** on the transaction imported into the staging table

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If a payment process included the original transaction, then the collection process creates a reversal for inclusion in the next payment batch. When you run the revert process, the payment is reversed and the new transaction with a zero amount is processed accordingly, and no payment is made.

Why are the charts for credit and earnings not up to date?

Someone manually created a transaction, someone manually changed the transaction hold value, or the Collect Statistics process is still running even though a parent process completed.

How can I update incentive compensation processing statistics?

Open the Collect Statistics page in the Credits and Earnings work area. Select the parameters that you want to refresh and submit the request.

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15 Credit, Rollup, and Classification Overview

Overview of Incentive Compensation Transaction Processing

Transaction processing for incentive compensation consists of these discrete processes: importing, collecting, crediting, rollup, classifying, calculation, and payment. You can skip any process that you don't require.

You can run the classification process after collection and before crediting if not collecting credits, or after crediting and before calculation. This flow chart shows incentive compensation processing and identifies the transactions created as part of each process, which are used by subsequent processes.
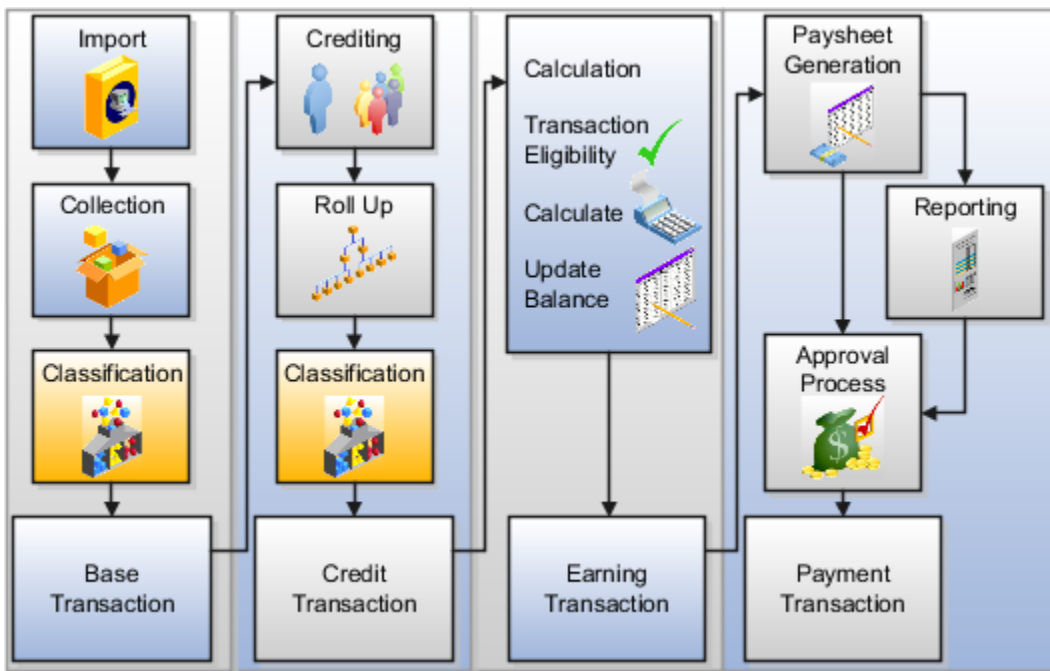
Run All Transaction Processes

Use the Run All Transaction Processes task to sequence and start all the required processes to manage the import to earning flow.

1. Collect transactions from source files and the staging table
2. Classify using the latest classification rules
3. Credit using the latest credit rules
4. Calculate earnings using the latest performance data and plans

Import, Collect, and Classify Transactions

Most transactions originate in other applications, such as order capture, accounts receivables, and sales. Import these source transactions into the staging table and then collect them into the incentive compensation table to create base

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transactions. If you run classification after collection and before crediting, then the final transactions for this set of transaction processes are classified base transactions. All base transactions include amounts in source and operating currencies.

Credit, Rollup, and Classify Transactions

The crediting process uses the base transactions and crediting rules to create direct credit transactions. The rollup process uses the direct credit transactions and direct credit, rollup, and team rules to create rollup and team credit transactions. All credit transactions include amounts in source, operating, and processing currencies. The classification process uses classification rules and credit categories to classify base or credit transactions.:

- If you run the classification process after collection, then the base transactions become classified base.transactions
- If you run it after crediting and rollup, then the credit transactions become classified credit transactions

Calculate Incentives and Pay Participants

The calculation process uses the classified credit transactions to calculate incentives and create earnings transactions. Run calculation processes for specified participants, business unit, and date range. The process uses only those plans and plan components that are valid and active for the specified participants and date range. The payment process uses the earnings transactions and participant payment plans to create paysheets and then payment transactions.

Overview of Credit, Rollup, and Classification

You can use date-effective rules to determine who receives credit for each business transaction and how much credit to allocate. Also use rules to classify base or credit transactions in preparation for calculating incentive attainment and earnings.

Plan administrators model and configure incentive plans, including classification rules, after they finalize plan compensation strategies.Managers configure credit and rollup rules before they assign incentive and draw plans.Analysts credit participants after they collect transactions and performance data and before they calculate earnings.

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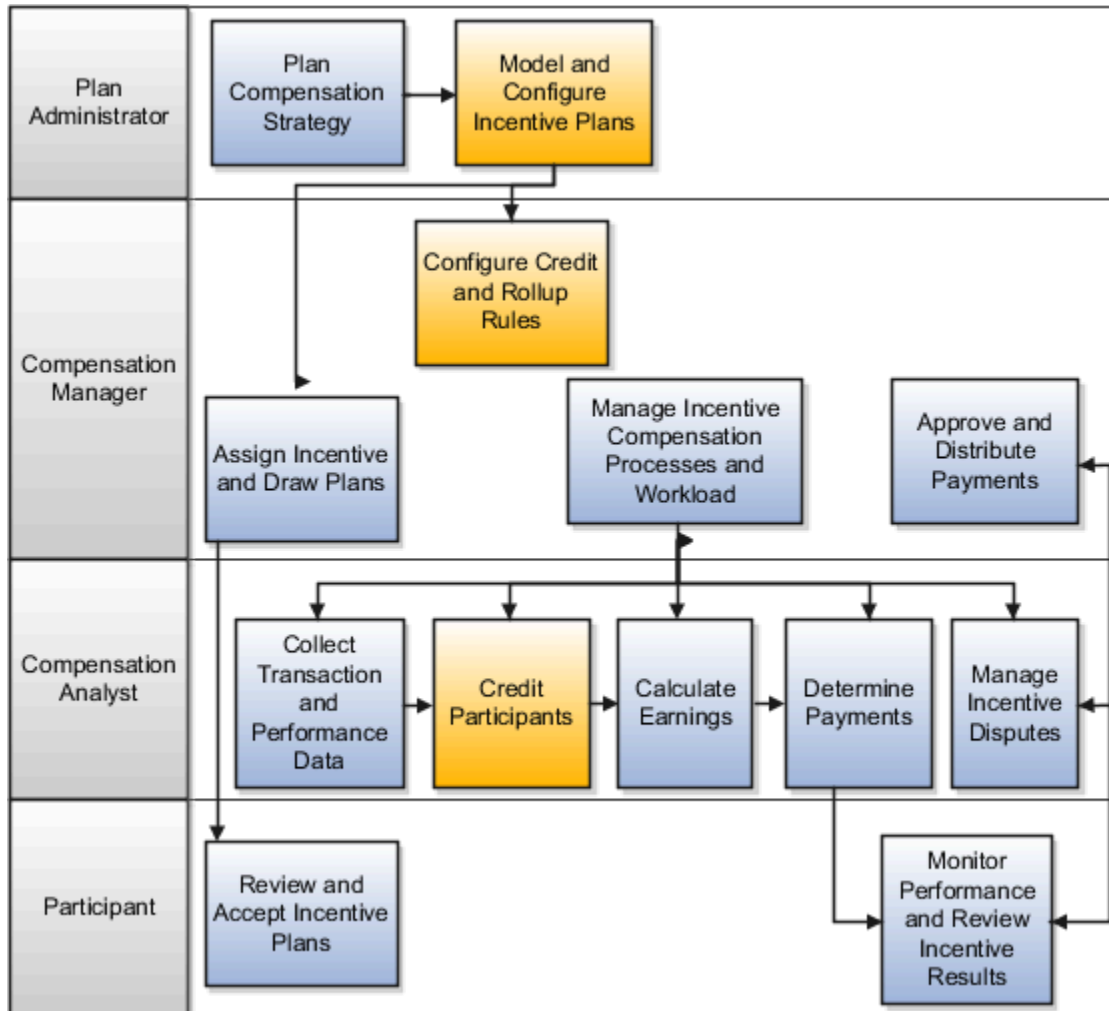
Setup and Maintenance Tasks

Incentive compensation application administrators and managers manage key parameters and enable table columns for use in incentive processes. In the Setup and Maintenance work area, use the following:

- Offering: Sales
- Functional Area: Incentives
- Task: Manage Parameters

Set parameters:

- Whether to enable direct and rollup crediting and if enabling rollup crediting, which rollup hierarchy to use
- Whether to enable classification and if yes, when to run classification processing

Use the Configure Tables and Columns task to enable table columns for use as qualifying criteria for classification and direct credit rules. Use the following tasks to create custom qualifiers with attribute values. Automatically populate choice lists by specifying a lookup or value set for the custom qualifier.

1. Register Custom Qualifier Tables and Views
2. Manage Incentive Lookups

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3. Manage Value Sets for Custom Qualifiers
4. Manage Incentive Descriptive Flexfields
5. Manage Custom Rule Qualifiers

Classification Rules

In the Compensation Plans work area, incentive compensation plan administrators create and manage classification rules and credit categories:

- Classify credit transactions

- Apply different incentives for performance across lines of business

Credit and Rollup Rules

In the Participant Assignments work area, incentive compensation managers do these actions:

- Adapt rules to support credit allocation using multiple criteria.

- Create a hierarchical structure for use in rolling credit up the management chain, or across organizations or other sales distribution entities.

- Define teams as required to support team-based incentives.

Participants who receive direct credit from source transactions are referred to as direct credit receivers. Participants who receive credit through their relationship with direct credit receivers (managers and teammates) are referred to as indirect credit receivers. Rollup and team credits are also referred to as indirect credits.

Transaction Selection Rules for Crediting

An administrator can create transaction selection rules using the Manage Incentive Selection Rules task in Setup and Maintenance. The rule type is Filter Transactions. You can run crediting on only transactions that match the filtering criteria for one of these rules.

> **Tip:** Run crediting again without any selection rules, because running partial crediting could affect the results of downstream processes like calculation.

Crediting, Rollup, and Classification Processing

The crediting and rollup processes use credit and rollup rules to perform these calculations:

- Identify the transactions that qualify for crediting and rollup as well as the direct and rollup credit receivers

- Determine the percentage of credit (revenue or nonrevenue) each receiver gets

The classification process uses classification rules and credit categories to classify base or credit transactions.

Related Topics
- Classification Parameters
- Crediting and Rollup Parameters
- How Credits Roll Up the Credit Hierarchy
- How Qualifying Criteria Work With a Rule Hierarchy

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Run All Transaction Processes

Use the Run All Transaction Processes task to control the various processes that import transactions and end up with calculated earnings. This task is in the Credits and Earnings work area.

1. Navigate to **Incentive Compensation** > **Credits and Earnings**
2. In the Tasks pane, select **Run All Transaction Processes**.
3. Select the business unit.
4. You can choose to process transactions with dates within your specified range. Your dates must be within open periods.
5. If you choose to process by periods, then select the number of periods to process.
6. The selectors show all processes in the flow to be run. You can move the selectors to select one or more processes. This table shows the processes included in each selection.

Selection	Processes Included: Task Menu and Process Names
Collect Transactions	Import Currency Conversion Rates Incentive Compensation Transaction Import (Import Transactions to Staging) Collect Transactions
Credit	Import Currency Conversion Rates (if you didn't run Collect Transactions) Revert Transactions (Revert Incentive Transactions) Deploy Credit Rules (Deploy Incentive Credit Rules) Run Crediting (Generate Direct Incentive Credits, Generate Direct and Indirect Incentive Credits) (Depends on your parameter settings) Run Crediting and Rollup (Depends on your parameter settings) Run Rollup (Generate Incentive Rollup Credits) (Depends on your parameter settings)
Classify	Revert Transactions (Revert Incentive Transactions) (if classification is run before crediting) Deploy Classification Rules (Deploy Incentive Classification Rules) Classify Credits (Classify Incentive Transactions)
Calculate	Import and Update Participant Details (Incentive Compensation Participant Detail Import) Deploy Compensation Plans (Deploy Incentive Plans) Import Participant Goals

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Selection	Processes Included: Task Menu and Process Names
	Calculate All (Calculate Incentive Earnings for All Participants)

7. Click **Submit**.

In the Setup and Maintenance work area, use the Manage Parameters task to control how rollup and crediting are done. Set parameters in the Crediting and Rollup Parameters region. In the Classification Parameters region, you specify whether crediting is done before or after classification, or if classification is done at all.

Related Topics

- Classification Parameters
- Crediting and Rollup Parameters

16 Credit, Rollup, and Classification Parameters

Crediting and Rollup Parameters

Parameters that you set using the Manage Parameters task in the Setup and Maintenance work area affect if and when crediting and rollup processes run. These parameters are application-level parameters that you set up as part of your implementation.

These selections also determine which credit rule hierarchy to use and whether to aggregate transactions during rollup. You create and manage the rule hierarchies and rules in the Participant Assignments work area.

> **Tip:** After implementation, don't change these parameters in the middle of an accounting period. A change can require rerunning processes from the start of the period. Wait until the end of the period when you're sure you don't have transactions.

Enable Direct or Rollup Crediting

You can specify whether to enable both direct and rollup crediting or only one of the two processes. This table describes processing expectations and actions when you enable only one process.

Enabled Process	Processing Expectations and Actions
Direct Crediting only	Set up your credit rules to generate direct, indirect, and rollup credit transactions on transactions that match the rule qualifying criteria.
Rollup Crediting only	You must include credit receiver, credit amount, and credit split data on the transactions. The collection process then validates these transactions and loads them as credit transactions. The rollup process runs using the collected credit transactions. Include direct credit receivers in the rollup hierarchy, on the lowest level rules.

You can set a process code on a transaction to override the results of crediting and rollup processes on that transaction. Your collected transactions must include the credit receiver, credit amount, split percentage, and revenue type. Your override requires these steps:

- Provide the relevant process code on the source transaction

  For details about the valid process codes, see the How You Override Classification, Crediting, and Rollup Process Codes topic.

- Run the collection and crediting processes to ensure credit transactions are picked up for subsequent processing.

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Rollup Hierarchy to Use

If you enable rollup crediting, then you have two more parameters to set:

- Which hierarchy to use to create the rollup credits
- Whether to aggregate transactions during rollup

You can use these hierarchies for rollup processing.

Rollup Hierarchy Option	Description
Credit hierarchy	Manage your rollup hierarchy within the credit hierarchy using the participants who are direct credit receivers associated with the direct credit rule. Participants in parent positions automatically receive all of the credit for direct credit receivers in descendant positions who have Roll Up to Parents selected on the direct credit rule.
Rollup hierarchy	Participants in parent positions automatically receive all of the credit for participants in descendant positions who report to them.
Both	Use both the credit and rollup hierarchies to determine rollup credit.

Summarize Transactions

If you elect to summarize transactions during rollup, then you can also specify whether to summarize based on your company-specific criteria.

You can choose to summarize transactions during rollup. If you want to summarize using company-specific criteria, then you need to modify a procedure to replace the default summary process with your own process. This table lists the procedures you can modify.

Selected Rollup Hierarchy	Procedure to Modify
Credit hierarchy	CN_TP_CUSTOM_SUMMARIZE_CREDITS.summarize_credits_with_rule
Rollup hierarchy	CN_TP_CUSTOM_SUMMARIZE_CREDITS.summarize_credits_without_rule

Use these steps to modify a procedure:

1. Create your code.
2. Create a service request asking the Incentive Compensation product development team to review the code.
3. Create a collaboration service request for the development team to update the package.
4. Enter your rollup procedure name in the Manage Parameters page.

Use Cases for Parameter Settings

To help you figure out which combination of settings to use, review this list of use cases to find one that matches your situation. This table suggests how to set the parameters for each use case.

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Use Case	Enable Direct Crediting	Enable Rollup Crediting	Rollup Hierarchy to Use
Collect credit transactions from another source, such as accounts receivable.	No	Yes	Rollup hierarchy
Collect credit transactions from another source and also create credit transactions within incentive compensation.	Yes	Yes	Credit hierarchy or Both
Create direct credit transactions using direct credit rules.	Yes	No	Not applicable
Create direct and indirect credits without using a reporting structure.	Yes	No	Not applicable
Collect credit transactions from another source. Within incentive compensation, create rollup and team credit transactions using the collected credit transactions.	No	Yes	Rollup hierarchy
Create credit transactions using incentive compensation direct and rollup credit rules. You have more control over which direct credit splits roll up the hierarchy using this option.	Yes	Yes	Credit hierarchy
Collect transactions that include credit receivers. Also create team credits where every team member receives the same attainment based on each others' sales, without a reporting structure.	No Use team credit rules as there is no parameter setting for teams.	No	Not applicable
Create credit transactions using direct credit rules. Also create team credits where every team member receives the same attainment based on each others' sales, without a reporting structure.	Yes Use team credit rules as there is no parameter setting for teams.	No	Not applicable
Create credit transactions using direct credit rules. Create rollup credit transactions using the credit hierarchy. Possibly create overlays using the rollup rule hierarchy. This setup is extremely rare and avoiding duplicate rollups is complex.	Yes	Yes	Both

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Related Topics
- What happens if I edit an incentive compensation team or team member after processing?
- What happens if I roll up incentive compensation credit to a parent?
- How Qualifying Criteria Work With a Rule Hierarchy
- How Credits Roll Up the Credit Hierarchy
- What happens if I edit an incentive compensation rollup credit receiver after processing?

How Credits Roll Up the Credit Hierarchy

If you enable rollup crediting, then you can specify to use the credit hierarchy. You can manage rollup crediting within the direct credit rule hierarchy using two credit receiver settings, Roll Up to Parents and Summarize Rollups.

Create and manage the direct credit rule hierarchy in the Participant Assignment work area. Set these rollup parameters:

- Enable rollup crediting and specify to use the credit hierarchy
- Enable aggregation of transactions during rollup

Roll Up to Parents

For each participant that you associate as a credit receiver, you specify whether to roll up all direct credits to reporting parents in the rule hierarchy.

Summarize Rollups

For each credit receiver where you select **Roll Up to Parent**, you also specify whether to summarize rollups. Summarizing rolled up transactions significantly reduces the number of transactions processed, improving performance substantially.

> **Note:** Check that your aggregated calculations create the same result as when the calculation process calculates direct and rollup, or indirect, credits separately. Some formulas can generate different amounts of compensation if you use summarized rollup transactions.

Scenario for Summarizing Rollups

This scenario is the foundation for answers to the questions asked in the next two sections. A credit hierarchy has five levels with five base participants, and all roll up to the same set of managers. If each of the five credit receivers has ten credit transactions, then the crediting process generates 50 credit transactions.

What Happens When I Don't Summarize Rollups?

After crediting and rollup there are 250 credit transactions: 5 credit receivers x 10 credit transactions x 5 rollup levels. The crediting and rollup processes replicate base transactions to every resource in the rollup hierarchy.

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What Happens When I Summarize Rollups?

After rollup there are 25 summarized credit transactions (5 summarized credit transactions x 5 rollup levels) and 75 credit transactions instead of 250.

The rollup process:

1. Summarizes the credit transactions for each participant
2. Uses the five summary credits, one for each credit receiver, for rollup

Classification Parameters

Settings on the Manage Parameters page of the Setup and Maintenance work area affect if and when the classification process runs. If you choose not to enable classification, then incentive processing assumes that the source transactions include credit categories.

Here's a list of the classification parameters:

- Enable Classification

- When to Classify Transactions

- Collect Cancellations as Zero

Create and manage the classification rule hierarchy and rules in the Compensation Plans work area.

When to Classify Transactions

If you enable classification, then you further specify when to run the process, by selecting from these options:

- After crediting and rollup and before calculation

  Choose this option if you use any values from the crediting process for classification. Classifying after the crediting process runs gives you more flexibility in differentiating the credit category for the credit receiver's transactions. Use this option if you import credit transactions and want to classify them.

- After collection and before crediting

  Choose this option if the crediting process uses values from the classification.

  > **Tip:** You may find it useful to include the identified category in your credit rules to help identify credit assignments.

After you set this parameter in a production application, we recommend that you don't change it. Each process looks for specific status values to determine which transactions to include. If you do change the parameter value, then run all related processes again for all of the currently open periods with transactions that are unprocessed or in process.

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17 Credit, Rollup, Classification, and Assignment Rules

How Qualifying Criteria Work With a Rule Hierarchy

Classification and direct credit rule hierarchies consist of rules that include qualifying criteria. The hierarchies and qualifying criteria work together to match transactions for classification and credit processing.

Classification adds credit categories to matching transactions while crediting generates credit transactions based on the matching transactions, for specified credit receivers or participants. Participant role assignment rules identify eligible roles to assign to participants according to participant detail attributes.

Qualifying Criteria

This table shows how classification, direct credit, or participant role assignment rules identify matching transactions or roles using qualifying criteria consisting of attributes and their values:

Matching Criteria	Description	Example 1	Example 2
Qualifying attribute	Choice list of table columns enabled for crediting. The actual list values are the user-defined name for each enabled table column. Attributes relate using AND logic.	Performance	Transaction Type
Qualifying attribute values	Data values stored in the attribute table column. Depending on the attribute selected, you add the values from a choice list or enter them manually. Attribute values relate using OR logic.	Manually enter a performance value, such as **4.25**	Add one or more transaction type values, such as **Forecast** or **Invoice**

Use the Configure Tables and Columns task in the Setup and Maintenance work area, Sales offering, and Incentives functional area to enable provided table columns for use as qualifying criteria attributes in classification, and direct credit rules. Enabled columns appear in the qualifying criteria selection list. You can also define your own qualifiers.

Rule Hierarchy

You create rules in hierarchies to facilitate inheritance of criteria and reduce rule maintenance.

- Assign common attributes once, to a parent.

- Assign more granular attributes to descendant rules.

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For example, to segregate all transactional data for multiple business units, include business unit as a qualifying criterion at the top level of your hierarchy. If business unit isn't a qualifying criterion at the top of the hierarchy, then transactions from all business units are processed. In descendant rules, specify qualifying criteria such as State or Transaction Type.

> **Tip:** You can view the entire qualifying criteria for a rule including the criteria the rule inherits from its parents in the Rules Hierarchy region of Manage Direct Credit Rules or Manage Participant Assignment Rules.

Qualifying criteria of each hierarchy rule relates by AND logic with the criteria in each descendant rule to form the complete matching criteria.

Qualifying Criteria and Rule Hierarchy Example

The chart shows a partial rule hierarchy and rule qualifying criteria for ERP sales to customers in two industries within a business unit.

Here's how the matching criteria evolves as you descend through the rule hierarchy.

1. Business Unit = EMEA and Customer = BriTeleco or Deutsche HSBC or Zellweger and Industry = Telecommunications and Product Category = ERP Software or ERP 1st Year Support
2. Business Unit = EMEA and Customer = BriTeleco or Deutsche HSBC or Zellweger and Industry = Financial Services and Product Category = ERP Software or ERP 1st Year Support
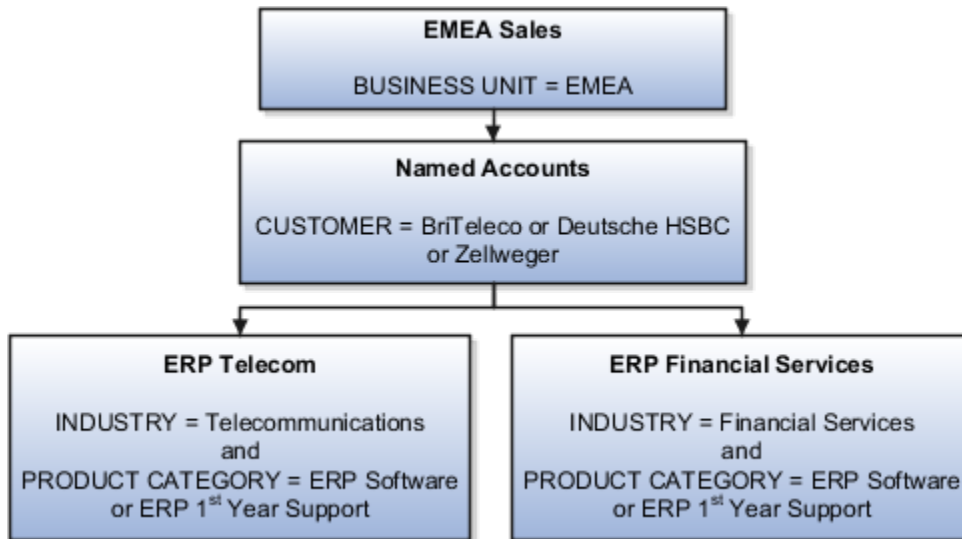
Related Topics

- Rule Ranking and Number of Winners
- Guidelines for Organizing Qualifying Criteria within the Rule Hierarchy
- Enable Table Columns as Attributes for Processing
- Named Account Attributes Delivered with Incentive Compensation
- Create a Classification and Credit Category Hierarchy

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Rule Ranking and Number of Winners

Rule rank, parent's rule rank, and position within the rule hierarchies enable the classification and crediting processes to identify the winning rules when evaluating transactions.

Depending on how you configure direct credit rules, the crediting process might identify multiple winners. In the case of classification, only one rule is selected as the winner for a hierarchy from the list of matching rules. Participant role assignment rules match criteria to assign roles to participants.

Create, manage, and deploy these rules:

- Classification rules in the Compensation Plans work area
- Direct credit rules in the Participant Assignment work area
- Participant role assignment rules in the Manage Participant Assignment Rules work area

Use rank and rule position to specify the priority of a rule among multiple winners.

- Rank should be a positive integer.
- Rules lower (for example, a leaf) in the hierarchy have an inherently higher priority than those higher in the hierarchy.
- If no rank is specified for a rule, then the rank is considered as the highest number (99999999) and hence, the lowest priority.

Related Topics
- Selection of a Winning Rule
- Number of Winners
- Create a Classification and Credit Category Hierarchy

Selection of a Winning Rule

The classification and crediting processes use this method to determine the winning rule:

1. Calculate Scores

   Assign each rule a score, calculated using these attributes of the rule:
   - Rule rank, provided by the user: Rules with a lower rank get a higher score.
   - Position of the rule in the hierarchy: Rules lower in the hierarchy (for example, a leaf) get a higher score.
   - Rank of the parent rule: A rule with a lower rank for the parent rule gets a higher score.
2. Select qualified rules

   Evaluate the deployed rules against the transaction attributes to determine the qualified rules that match.
3. Select winning rules

   Select the winning rules from the qualified rules based on the calculated score. The rule with the highest score wins.

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If there's a contention, meaning there are more winning rules with the same absolute score than the number of winners, then the application selects the winning rules randomly. However, if the hierarchy isn't modified (stays consistent), then the same winning rule is selected every time the process runs.

Example: Multiple Matching Rules with One Winner

Here's an example credit rule hierarchy:

Node Level	Rule Name	Rank	Criteria
Root Node: Level 0	Root Note	None	None
Branch 1: Level 1	Rule 1	2	Transaction Type = Manual
Branch 1: Level 2	Rule 1.1	4	Country = US
Branch 2: Level 1	Rule 2	3	Sales Channel = Direct
Branch 2: Level 2	Rule 2.1	1	Country = US

This table shows the selection process and the calculated score:

Node Level	Rule Name	Rank	Criteria	Score
Root Node: Level 0	Root Note	None	None	10 The rank for the root node is 99999999 to calculate the score, because the rule rank isn't provided.
Branch 1: Level 1	Rule 1	2	Transaction Type = Manual	515
Branch 1: Level 2	Rule 1.1	4	Country = US	600
Branch 2: Level 1	Rule 2	3	Sales Channel = Direct	315
Branch 2: Level 2	Rule 2.1	1	Country = US	400

Winning Rule: All four rules are qualified. Since the calculated rank for Rule 1.1 is the highest, it becomes the winning rule and the transaction is assigned to credit receivers from that rule.

> **Tip:** If multiple classification hierarchies exist, then the winning rule is selected from each hierarchy. This results in a classification error. Use a single classification hierarchy where possible. If multiple crediting hierarchies exist, then credit receivers from the winning rules from each hierarchy are assigned to the transaction.

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Number of Winners

The number of winners specifies how many direct credit rules can win when the crediting process evaluates each transaction.

The number of winners must be a positive integer. You can define the number of winners up to five levels deep in the hierarchy, starting with the root level working down.

Example: Two Direct Credit Rules with One Winner

| **Note:** The number of winners for a classification hierarchy is only one and is hidden on the page.

Scenario: The crediting process uses these direct credit rules to evaluate a transaction where the customer name is EMC, the channel is Direct, country is USA, and the state is California.

Node Level	Rule Name	Rank	Qualifying Criteria and Attribute Value	Number of Winners	Score
Root node: Level 0	Root Node	1	None	1	100
Branch 1: Level 1	Rule 1	1	Country = USA	1	515
Branch 1: Level 2	Rule 1.1	1	State = CA	1	600
Branch 2: Level 1	Rule 2	1	Sales Channel = Direct	1	515
Branch 2: Level 2	Rule 2.1	2	Customer Like EMC	1	400

Result: The transaction matches these leaf level rules:

- Branch 2: Level 2
- Branch 1: Level 2

However, the Branch 1: Level 2 rule wins because it has the higher calculated score and you specified that there is only one winner. The transaction is assigned with credit receivers assigned to the rule Branch 1: Level 2.

Example: Two Rules with Two Winners

Scenario: In the rules for the previous example you updated the number of winners to equal 2 for Root Node: Level 0. The crediting process uses the two rules in the previous example to evaluate the same transaction.

Result: Since there can be two winners, the crediting process selects both the rules Branch 2: Level 2 and Branch 1: Level 2 as winners and credit receivers on both the rules are assigned to the transaction.

How Credit Categories Work with the Classification and Calculation Processes

Incentive compensation classification and calculation processes use credit categories to classify credit transactions and match classified transactions to performance measures. Create credit categories and add them to classification rules and performance measures in the Compensation Plans work area.

This chart shows how credit categories match transactions to performance measures for incentive attainment and earnings calculations.

1. Evaluate credit transactions using the classification rule hierarchy.
2. The rule qualifying criteria matches the transaction attributes.
3. The rule credit category is added to the transaction, classifying the credit transaction.
4. Evaluate classified credit transactions against performance measures to determine transaction eligibility.
5. The credit categories for transactions match the performance measures.
6. Calculate incentive attainment and earnings using eligible credit transactions.

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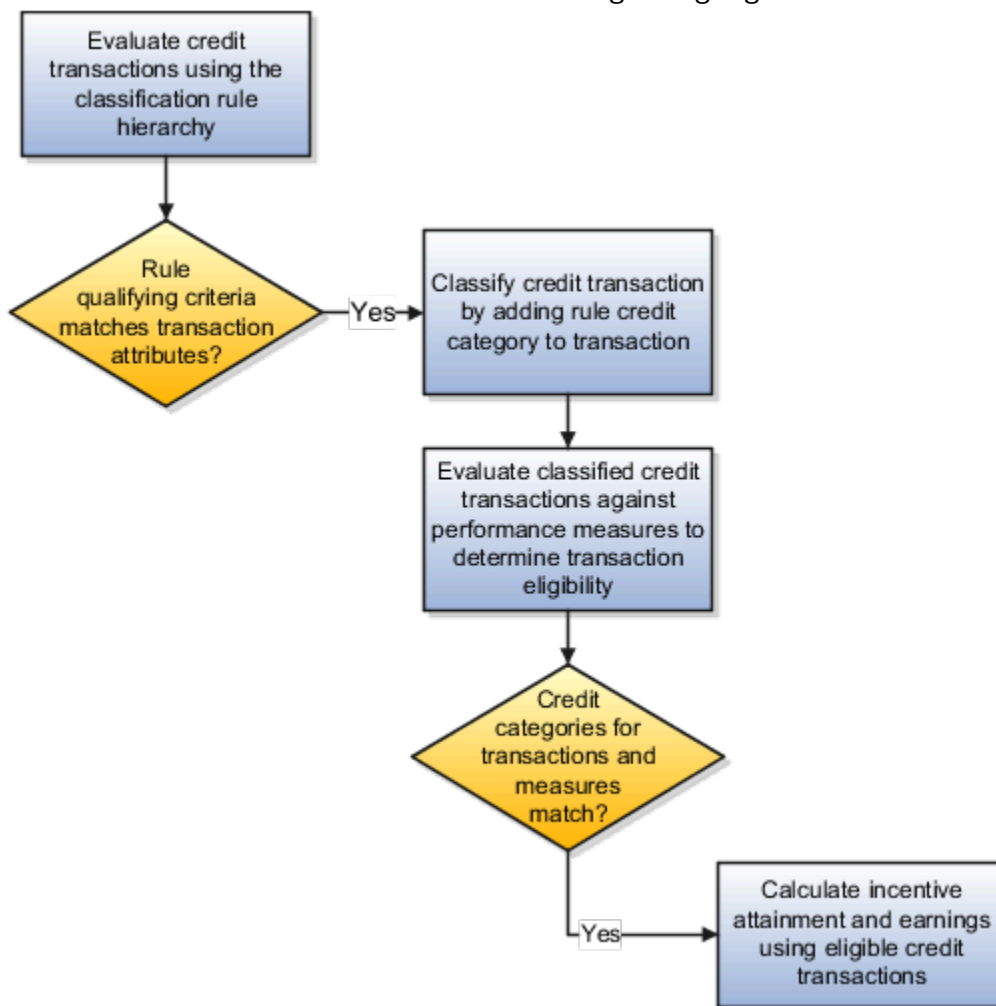
Related Topics

- Create an Independent Credit Category Hierarchy
- Overview of Performance Measures
- Credit Categories in Classification Processing
- Credit Categories in Calculation Processing
- Create a Classification and Credit Category Hierarchy

Credit Categories in Classification Processing

The classification process performs these actions:

1. Matches a classification rule to a credit transaction using the rule qualifying criteria
2. Adds the credit category associated with the matching classification rule to the credit transaction

Credit Categories in Calculation Processing

The calculation process consists of multiple phases.

- The Eligibility phase uses the credit category hierarchy to match classified credit transactions with valid performance measures.

  If multiple performance measures match a credit transaction, then the calculation process creates a duplicate of the transaction for each of the matched performance measures.

- The Calculation phase uses eligible transactions to calculate attainment and earnings.

The calculation process typically derives the credit category hierarchy dynamically from the classification rule hierarchy, but you can create an independent credit category hierarchy.

Create a Classification and Credit Category Hierarchy

This example shows how to create a four-tier classification rule and credit category hierarchy. Use the hierarchy to classify transactions and match those transactions with performance measures, forming the basis for attainment calculation.
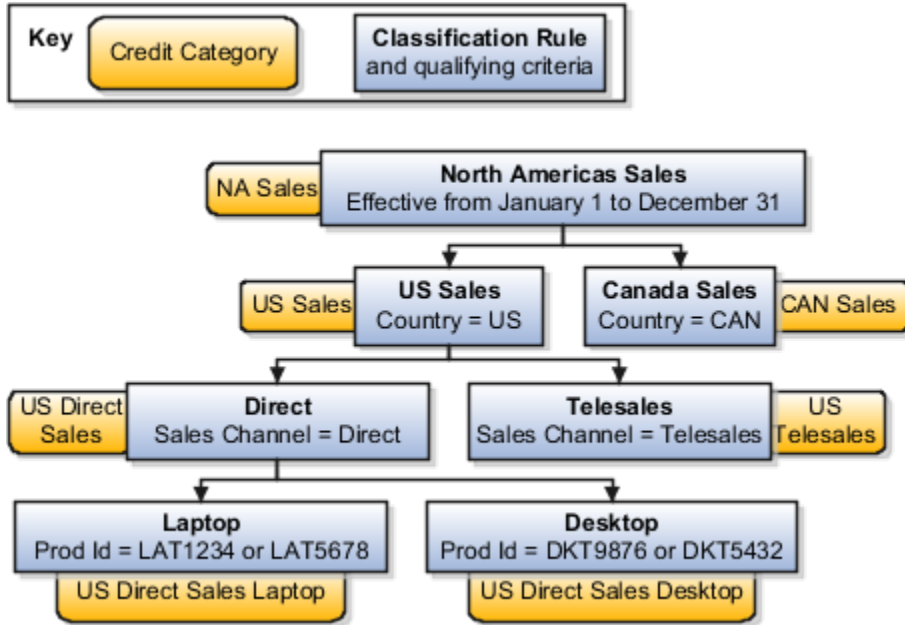
This table describes each rule in the hierarchy. All of the rules in this example hierarchy are effective from January 1 through December 31.

Hierarchy Level	Classification Rule Name	Parent Rule	Rule Qualifying Criteria	Credit Category
1	North Americas Sales	None	None	NA Sales
2	US Sales	North Americas Sales	Country = US	US Sales
2	Canada Sales	North Americas Sales	Country = CAN	CAN Sales
3	Direct	US Sales	Sales Channel = Direct	US Direct Sales
3	Telesales	US Sales	Sales Channel = Telesales	US Telesales
4	Laptop	Direct	Prod Id = LAT1234 or LAT5678	US Direct Sales Laptop
4	Desktop	Direct	Prod Id = DK9876 or DK5432	US Direct Sales Desktop

In the Compensation Plans work area, do these tasks:

- Create credit categories
- Create classification rules, including associating a credit category with each rule

Create Credit Categories

Perform these steps seven times, once for each credit category.

1. Click **Create** in Manage Credit Categories.
2. Enter the **Name**.
   a. NA Sales
   b. US Sales
   c. CAN Sales
   d. US Direct Sales
   e. US Telesales
   f. US Direct Sales Laptop
   g. US Direct Sales Desktop
3. The first six times, click **Save and Create Another** and repeat steps 2 and 3.
   After creating the final category, click **Save and Close** to return to the Manage Credit Categories page.

Create Classification Rules and Hierarchy

1. Create the top-level rule.
2. Create the descendant rules, including credit categories and relevant qualifying criteria.

Step 1: Create the Top-Level Rule

1. Click the **Manage Classification Rules** task.
2. On the Classification Rules Hierarchy section toolbar, click **Create Hierarchy**.
   a. In the **Name** field, enter **North Americas Sales**.
   b. In the **Start Date** field, select **January 1, 2021**.
   c. In the **End Date** field, select **December 31, 2021**.
   d. Click **Save and Close** to return to the Manage Classification rules page.
3. In the Classification Rules Hierarchy section, select the North Americas Sales rule that you just created.
4. In the Details section, select the **Credit Category** tab.
   a. On the toolbar, click **Add Row**.
   b. In the **Name** field, search for and select **NA Sales**.
5. Click **Save**.

Step 2: Create the Descendant Rules

Using the data in the initial diagram and table, perform these steps six times to create two descendant classification rules under North Americas Sales, US Sales, and Direct rules, respectively.

1. In the Classification Rules Hierarchy section, select the appropriate parent rule.
2. On the toolbar, click **Create Node**.
   a. In the **Name** field, enter the appropriate classification rule name.
   b. Click **Save and Close**.
3. In the Classification Rules Hierarchy section, select the descendant rule that you just created.
   a. Select the **Credit Category** tab.

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      i. On the toolbar, click **Add Row**.

      ii. In the **Name** field, search for and select the credit category name that corresponds to this classification rule.

   b. Select the **Qualifying Criteria** tab.

      i. On the toolbar, click **Add Row**.

      ii. In the **Name** field, add the attribute that corresponds to this classification rule.

      iii. In the Qualifying Attribute Values section, click **Add**.

      iv. In the **Values** field, add the value that corresponds to this classification rule.

  4. Click **Save**.

> **Tip:** View the entire qualifying criteria for a credit rule including the criteria the rule inherits from its parents by clicking View Full Qualifying Criteria in the Rules Hierarchy region.

Example of a Catchall Classification Rule

You classify transactions using product groups, and you want to catch transactions that don't match the product groups already specified in classification rules.

Scenario

Create a hierarchy of classification rules to catch all related transactions. This table shows a rule hierarchy.

Rule	Credit Category	Qualifier
Parent Rule 1	Office Machines Catchall	Product Group = Office Machines
Rule 2, child of Rule 1	Copiers Product Group	Product Group = Copiers
Rule 3, child of Rule 1	Printers Product Group	Product Group = Printers

Rule 2 matches transactions for copiers and rule 3 matches transactions for printers. Rule 1 picks up transactions for any other product groups within the office machines product group, such as fax machines, as well as transactions for the office machines product group.

Create an Independent Credit Category Hierarchy

The calculation process typically derives a credit category hierarchy from the classification rule hierarchy. You can create separate credit category and classification rule hierarchies, as required.

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In the Compensation Plans work area, use the Manage Classification Rules task.

1. Create a classification rule hierarchy, adding relevant credit categories and qualifying criteria for only the lowest level rules.

   The classification process uses this hierarchy to assign the credit categories to the transactions.

2. Create another classification rule hierarchy adding credit categories for all rules. Don't add any qualifying criteria.

   The calculation process uses this hierarchy to find the performance measures with directly matching credit categories or by matching the parent credit categories indirectly.

Tip: Typically, the rule name is the same as the credit category name.

Change a Credit Rule for a New Participant Assignment

In this example, change the credit receivers due to a new participant assignment. There's no change in qualifying criteria for the credit rule.

The example credit rule has the qualifying criteria of a territory name. A new participant is assigned to this territory on the first of next month. The current credit receiver is moving to a new job role.

CAUTION: Don't delete the current credit receiver. Deleting the credit receiver can result in their credits and earnings being deleted if crediting is run on dates that included the participant's credits and earnings.

.

1. Navigate to the Participant Assignments work area.
2. In the task menu, click Manage Direct Credit Rules.
3. Search for and select the rule for North America Direct Sales. This rule has the qualifying criteria of Territory Name and the value North America Direct Sales.
4. In the Credit Receivers tab, click Add.
5. Select the type Individual and select the name of the new participant.
6. Enter a start date for the first of next month, and enter an end date that matches the end date of the rule.
7. Change the end date for the previous participant to the end of this month.
8. Save your changes.

Change Criteria in a Credit Rule

Duplicate a credit rule to change transaction matching criteria. End date the original rule with the old qualifying criteria.

1. Navigate to the Participant Assignments work area.
2. In the task menu, click Manage Direct Credit Rules.
3. Search for and select the rule you want to change.
4. In the Actions menu, click **Duplicate**.

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5. Add a prefix or suffix to modify the name for the new rule.

6. Enter the start and end dates for the modified rule. If the rule has a parent, the dates must fall within the parent's start and end dates.

7. Change the check boxes if needed:
   - Enabled
   - Include Child Nodes
   - Included Qualifying Criteria
   - Include Assignments

8. Save and close.

9. Open the original rule and change the end date for the rule and save.

10. Open your new duplicate rule and change the rule criteria.

11. Save and close.

12. Run the Deploy Credit Rules process.

Deploy Incentive Compensation Rules

You must deploy new and edited classification, direct credit, and rollup credit rules before incentive processing includes them. Deployment flattens the rule structure, improving process performance. You must also deploy participant assignment rules to be available for assigning roles to participants.

1. Deploy the rules using these processes:

   - Run the Deploy Classification Rules process in the Compensation Plans work area or include **Classify** when you use the Run All Transaction Processes task.
   - Run the Deploy Credit Rules process in the Participant Assignments work area or include **Credit** when you use the Run All Transaction Processes task.

     The credit rules deployment runs in Incremental mode. If you want to run it in Total mode, then go to Schedule New Process in View Processes to schedule Deploy Credit Rules.
   - Run the Deploy Participant Assignment Rules process in the Participant Assignments work area.

2. Use the Manage Scheduled Processes task in each work area to view process statuses and logs.

3. After deploying the rules, process incentive compensation again to revert and adjust transactions accordingly.

How Role is Used in Direct Credit, Rollup, and Team Rules

When the crediting or rollup process finds the winning rule and assigns credits, it populates the credit records with the role ID of the role chosen in the rules. You can then use this role ID in expressions for further processing.

In this example, the participant John Gorman is assigned to two different roles. The two roles are assigned to two different compensation plans for the same duration and the same component.

Compensation Plan	Role Name	Start Date	End Date
Compensation Plan A	Role A	January 1	December 31
Compensation Plan B	Role B	January 1	December 31

Participant John Gorman is assigned to two roles.

Role Name	Role Start Date	Role End Date
Role A	January 1	March 31
Role B	January 1	blank

These plans are assigned to John Gorman by role.

Compensation Plan	Role Name	Effective Start Date	Effective End Date
Compensation Plan A	Role A	January 1	March 31
Compensation Plan B	Role B	January 1	December 31

The direct credit rule 15 has these credit receivers:

Type	Participant Name	Role	Split Percent	Revenue Type	Effective Start Date	Effective End Date
Individual	John Gorman	Role A	100	Revenue	January 1	March 31
Individual	John Gorman	Role B	75	Nonrevenue	January 1	December 31

If the same plan component or measure exists in both plans, John Gorman can receive credit twice for the same transaction: once for role A and once for role B. To prevent this, the expression needs to filter on Role ID. In this example you create a user-defined query to get the role ID. Then create an expression that credits only the role that matches the role of the credit and disregards other roles. In this example, you create the user-defined query named GET_ROLEID and the expression:

```
SUM ( DECODE ( NVL ( GET_ROLEID (Participant.Participant Plan ID ) , 0 ) , Credit.RoleID , Credit.Credit
  Amount , 0 ) )
```

1. Create the value set:

    a. In the Setup and Maintenance work area, go to the **Manage Incentive Value Sets** task:
        - Offering: Sales
        - Functional Area: Incentives

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    b. Click **Create**.

    c. In the Create Value Set page, enter or select these fields:

Field	Value
Value Set Code	GET_ROLEID
Description	Get the ROLE_ID based on compensation plan assignment SRP_COMP_PLAN_ID
Module	Incentive Compensation
Validation Type	Table
Value Data Type	Number
FROM Clause	`CN_SRP_COMP_PLANS_ALL srp, CN_PARTICIPANT_ROLES pr`
Value Column Name	pr.ROLE_ID
WHERE Clause	`srp.srp_comp_plan_id = :1 /* NUMBER */` `and srp.srp_rule_id = pr.participant_role_id`

2. Add your new value set to the table value sets list you can select while you build an expression.

    a. Go to the **Manage Incentive Lookups** task.

    b. Search for the lookup type **ORA_CN_USR_DEFN_EXPRSN_VLE_SET**.

    c. In the Lookup Codes region click **New**.

    d. Enter the value set as a lookup code `GET_ROLEID`.

3. Enable ROLE_ID to be used in your expression.

    a. Go to the **Configure Tables and Columns** task.

    b. Use the query by example under **View** to search for the table **CN_SRP_PER_FORM_METRICS_ALL**.

    c. Use Query by Example to search for the column **SRP_COMP_PLAN_ID**.

    d. Enter the user name **Participant Plan ID**.

    e. Select **Enable for Calculation**.

    f. Click **Save**.

    g. Search for the table **CN_TP_CREDITS_ALL**.

    h. Search for the column **ROLE_ID**.

    i. Enter the user name **RoleID**

    j. Select **Enable for Calculation**.

4. Create the expression.

    a. Navigate to **Incentive Compensation** > **Compensation Plans** > **Manage Expressions**.

    b. Click **Create**.

      c. Name the expression **Demo Sum Role Credit**.

      d. Create the expression:

```
SUM ( DECODE ( NVL ( GET_ROLEID (Participant.Participant Plan ID ) , 0 ) , Credit.RoleID ,
 Credit.Credit Amount , 0 ) )
```

    5. Set the performance measure's measure formula to Demo Sum Role Credit.

The user-defined query GET_ROLEID will return the ROLE_ID associated to the compensation plan. If the ROLE_ID matches the ROLE_ID on the credited transaction, then return the Credit Amount otherwise the output is zero.

Related Topics

- Create a User Defined Query

FAQs for Credit, Rollup, and Classification Rules

What's the best way to maintain incentive compensation rules?

Use effective dating to make changes to credit rules, such as participant assignment changes or transaction matching criteria changes.

- If matching criteria changes (you must reprocess for this date range) and you want to preserve the original credit transactions, then end date and copy the rule.

  Processing uses the new rule with the modified criteria and new date range for matching.

- If participant assignments change in an existing credit rule rule, then end date the credit receivers and add new participants for the appropriate dates.

Related Topics

- How can I move an incentive compensation rule in the hierarchy?

How can I move an incentive compensation rule in the hierarchy?

You can move a rule in your hierarchy.

1. In the Rule Hierarchy section, select the rule that you want to move.
2. In the Overview subtab **Parent Rule** field, select the new parent rule.
3. Click **Save**.
4. After you make your edits, run the relevant deploy process:

   - Run the Deploy Classification Rules process in the Compensation Plans work area.

   - Run the Deploy Credit Rules process in the Participant Assignments work area.

Related Topics

- What's the best way to maintain incentive compensation rules?

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When do I include incentive compensation business units in, or exclude them from, the credit and rollup hierarchy?

Include business units when you want to prevent crediting and rollups across business units. Exclude them when you want to credit and roll up across business units.

What happens if I select receive direct credit?

Direct credit transactions roll up to rollup credit rule credit receivers with this selection. Indirect credit transactions don't.

Related Topics
- What happens if I edit an incentive compensation rollup credit receiver after processing?
- What happens if I edit an incentive compensation team or team member after processing?

What's a split percent?

It's the percentage of the original transaction amount used to create the direct or indirect credit transaction.

Related Topics
- What happens if I edit an incentive compensation rollup credit receiver after processing?
- What happens if I edit an incentive compensation team or team member after processing?

How can I generate unique rule numbers?

Use the public unique identifier functionality to generate rule numbers or IDs. Rule numbers provide a meaningful reference to identify a rule, rather than using a complex record ID. Rule numbers allow reference information from the source system to be shown in Incentive Compensation.

Rule numbers are available for these rule hierarchies:

- Credit rules
- Classification rules
- Rollup rules
- Team rules
- Role assignment rules
- Analyst hierarchies

Related Topics
- Overview of Public Unique IDs

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How can I change dates for rules and their assignments?

Credit and rollup rules form hierarchies and are assigned to credit receivers. Classification rules form a hierarchy and are assigned credit categories.

You must end date assignments and rules in the correct sequence to avoid errors such as: The assignment start date must be later than or equal to the rule start date. For example, you want to end date the credit rule North American now, June 30. The rule is assigned to Mike Jones. It also has a child rule United States that's assigned to John Smith. The rules and assignments are currently end dated at the end of the year.

Start with the lowest level child rule and change the assignment date, then the date for the rule in the Overview tab. Now you can move to the parent rule and change the assignment date, then the date for the rule. To fix the example, first change credit receiver John Smith's assignment end date to June 30, then the United States credit rule end date. Now you can address North America by end dating credit receiver Mike Jones, then end date North America.

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18 Attributes for Qualifying Criteria

Guidelines for Organizing Qualifying Criteria within the Rule Hierarchy

Use the questions and tips in the following sections to organize your qualifying criteria for classification and direct credit rules more effectively.

Define your rules using these tasks:

- Manage Classification Rules in the Compensation Plans work area

- Manage Direct Credit Rules in the Participant Assignments work area

Number of Named Accounts for the Organization

How many named accounts does the organization have?

If sales management say that named accounts make up more than 20 percent of all territory organizations, then they're likely to have incorrectly implemented named accounts. For example, a telecommunication territory includes 50 standard industrial classification (SIC) codes. Implementing a telecommunication credit hierarchy as 20,000 named accounts requires a minimum of 20,000 customer name range qualifier rules. Instead, implement it as a credit hierarchy with 50 SIC code matching rules.

Number of Named Accounts for a Typical Participant

How many named accounts does a typical participant have?

If sales management say that salespeople have over a hundred named accounts, then it's likely they incorrectly implemented a simple rule using named accounts. Investigate how the business derived the set of named accounts. Typically, salespeople don't have the bandwidth to manage more than 100 named accounts and give the proper attention to critical customers.

Qualifying Criteria Fluctuation and Customer Segmentation

Do your qualifying criteria fluctuate in the context of the credit receivers (participants) you assign transactions to? Do they segment, or group, customers periodically based on a dynamic business matching attribute?

It's important to examine the fluctuation of the dynamic matching attribute in the context of the business object you're assigning. For example, the technology industry might first segment customers by customer category, such as automotive, telecommunications, government, and financial services, and those customers maintain their segmentation even when their customer accounts change. In these cases, the recommended practice is to designate customer categorization at a higher level in the rule hierarchy. Then, further divide them into named customer accounts and products using descendant rules.

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Customer Account and Geographic Rules

Using customer account rules instead of geographic ones can be an ineffective way to assign a participant's credit in terms of scalability, ease of maintenance, and application performance. It can be more effective to apply rules using a mix of qualifying criteria.

- Country
- Region (state, postal code range)
- Industry
- Channel
- Product family

Example: Segment 20,000 customers by these criteria:

1. Country and region
2. Sales channel
3. Product family

With this structure, classification and credit assignments process quickly because there are only a few or several hundred rules. Assignment performance directly correlates to the number of matching rules. Assignment is slower with 20,000 matching rules than with a few hundred.

Related Topics
- How Qualifying Criteria Work With a Rule Hierarchy

Named Account Attributes Delivered with Incentive Compensation

The following are the delivered Customer Data Management qualifying criteria that you can use when defining named account rules.

Define named account rules using these tasks:

- Manage Classification Rules in the Compensation Plans work area
- Manage Direct Credit Rules in the Participant Assignments work area

Customer Name Range

Identify organizations through ranges of names or partial name matches.

Unless you have strict data quality management policies in place and there is only one occurrence of each customer, Oracle recommends that you use these qualifying criteria for named accounts.

Territory Name

From the Oracle Customer Experience Sales application.

Customer ID

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This is the Registry ID in Customer Data Management.

Customer Hierarchy

Select any level of the hierarchy in your rules. If the incentive compensation process finds a match for a descendant on the transaction, then it qualifies as a match to the rule.

Related Topics
- How Qualifying Criteria Work With a Rule Hierarchy

Enable the Product Catalog Hierarchy Attribute for Classification Rules

Enable the column INVENTORY_ITEM_ID and the Product Catalog Hierarchy attribute to use when you create classification rules.

Enable the provided attribute Product Catalog Hierarchy:

1. In the Setup and Maintenance work area, go to the **Configure Tables and Columns** task.

    - Offering: Sales

    - Functional Area: Incentives

2. Select the table **CN_TP_TRANSACTIONS_ALL**.
3. Find the column **INVENTORY_ITEM_ID**.
4. Select **Enable for Classification**.

When you create a classification rule, you can find the Product Catalog Hierarchy attribute in the Qualifying Criteria tab. Then you can select a product group as the value.

Enable Custom Attributes for Qualifying Criteria

When defining the classification rules, direct credit rules, or participant assignment rules, the list of values (LOV) for the qualifying criteria can be set up with custom attributes.

▶ **Watch video**

This example shows how to create a lookup for the Support Level attribute and designate the attribute to use for crediting or classification.

The classification process uses classification rules and credit categories to classify base or credit transactions. The crediting and rollup processes use credit and rollup rules to do the following:

- Identify the transactions that qualify for crediting and rollup as well as the direct and rollup credit receivers.

- Determine the percentage of credit (revenue or non-revenue) each receiver gets.

1. Create the list of values for the attribute field. (Optional)

a. In the Setup and Maintenance work area, go to the **Manage Incentive Lookups** task:

- Offering: Sales
- Functional Area: Incentives

b. Click **New**.

c. Enter the lookup type **SUPT_ACCT_CLASS** with a meaning of **Support Account Classification** and the Shared module.

d. Save

e. In the Lookup Codes region, click **New** and enter these lookup codes:

Code	Sequence	Enabled	Meaning
PREMIER	1	Selected	Premier Support
GOLD	2	Selected	Gold Support
SILVER	3	Selected	Silver Support

f. Click **Save and Close**.

2. Create a value set to apply to the descriptive flexfield segment named Support Level in the next step. This value set restricts the data in Support Level to the three levels in your LOV. (Optional)

a. In the Setup and Maintenance work area, go to the **Manage Incentive Value Sets** task:

b. Click **Create**.

c. In the Create Value Set page, enter or select these fields:

Field	Value
Value Set Code	SUPT_ACCT_CLASS_LOV
Description	Restrict data to SUPT_ACCT_CLASS lookup values
Module	Incentive Compensation
Validation Type	Table
Value Data Type	Character
FROM Clause	FND_LOOKUP_VALUES_VL
Value Column Name	LOOKUP_CODE

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Field	Value
Description Column Name	MEANING
ID Column Name	LOOKUP_CODE
WHERE Clause	LOOKUP_TYPE = 'SUPT_ACCT_CLASS'
ORDER BY Clause	DISPLAY_SEQUENCE

    d. Save and close.

3. Enable the descriptive flexfield segment to be used. (Optional)

    a. Go to the task **Manage Incentive Descriptive Flexfields**.

    b. Search the flexfield code **CN** and select the flexfield name **Base Transaction and Edit**.

    c. Create a new descriptive flexfield global segment.

Field	Value
Name	Support Level
Code	Support_Level
API Name	SupportLevel
Data Type	Character
Table Column	ATTRIBUTE11
Value Set	SUPT_ACCT_CLASS_LOV
BI Enabled	Select if you want to see this field in the BI subject area Incentive Compensation - Transaction Real Time

    d. Save and close.

    e. In the Flexfield Summary page, select the flexfield and click **Deploy Flexfield**.

4. Designate the attribute to be used for crediting and classification.

    a. Go to the task **Manage Custom Rule Qualifiers**.

    b. Click **New**.

    c. Enter these field values:

Field	Value
Name	Support Level
Rule Type	Credit and Classification Rules
Lookup Type	Fixed Choice List Dynamic Choice List allows a user to enter values and it will save to the list. You can also leave this blank if don't want an LOV.
Qualifier Operators	Equal to Only select the qualifier operators that you plan to use. Selecting all (especially Between) has performance impact. However, once you save your custom rule qualifier, you can't edit to enable other qualifier operators. You then must remove it from all rules before being able to delete this custom qualifier.

    d. Save.

5. Enable the attribute for crediting and classification. If you're enabling the attribute for participant assignment rules, then select the table CN_SRP_PARTICIPANT_DETAILS_ALL instead of CN_TP_TRANSACTIONS_ALL..

    a. Go to the task **Configure Tables and Columns**.

    b. Select the table **CN_TP_TRANSACTIONS_ALL**.

    c. Find the ATTRIBUTE11 Support Level column and select **Enable for Classification** or **Enable for Crediting**, or both.

    d. The User Name for the attribute column is blank. You can leave it blank, but if you plan to also use this attribute column in expressions (Calculation), then give it a name.

    e. Save and close.

6. Verify that your attribute is available for classification rules or direct credit rules.

19 Import and Export Rules

Import Credit, Rollup, Classification, and Participant Assignment Rules using Import Management

Using Import Management, you can create, update, or delete rules, rules assignments, and qualifying criteria records by importing .CSV files with data in the specified format.

You can import these types of rules:

- Direct Credit Rules
- Rollup Credit Rules
- Classification Rules
- Participant Assignment Rules
- Team Credit Rules
- Analyst Hierarchy

Create the Source .CSV File and Your Import

Three objects are available for importing rules.

- The Incentive Rules object is used to import just the rule hierarchy. This translates to the Overview tab in the rules UI and applies to all the rule types.

- The Incentive Rule Assignments object is used to import just the objects that are assigned to an existing rule. For example, participants assigned to credit rules, credit categories assigned to a classification rule, and roles assigned to a participant assignment rule. This translates to the Assignments tab in the rules UI and applies to all the rule types.

- The Incentive Rule Attribute Values object is used to import attributes and attribute values applicable to a rule. This translates to the Qualifying Criteria tab in the rules UI and applies only to certain rule types which have qualifying criteria like direct credit rules, classification rules, and participant assignment rules.

Download the template file and change the data for your import. If rules need to be copied from one environment and imported to another using Import Management, create BI reports in the source environment to extract data in the template format and import it into the target environment.

1. Navigate to **Tools** > **Import Management** > **Import Objects**.
2. Select the object you plan to import and click **Download** to get the template.
3. Edit the downloaded file and be sure to include valid values for all required attributes.
4. Navigate to **Tools** > **Import Management** > **Create Import Activity**.
5. You can create a mapping before you import your file or use automatic mapping if the column headers are unchanged from the template.

Rules Import Sample Data and Tips

Here's sample data for importing rules.

Column Headers	Sample Values
OrgName	Vision Operations
UsageName	Crediting
RuleNumber	CR_100001
Name	USA West
Description	West Regions of USA
StartDate	1/1/2020
EndDate	12/31/2020
EnabledFlag	(no entry)
Rank	(no entry)
NumWinners	(no entry)
ParentRuleNumber	CR_100000
ParentName	USA
ActionCode	(no entry)

Follow these tips:

- UsageName is to specify what type of rule you're importing. It's a best practice to keep different rule types in separate files. Here are the valid Usage Names:

  - Crediting
  - Rollup Hierarchy
  - Classification
  - Participant Assignments
  - Team
  - Analyst Hierarchy

- If a RuleNumber isn't provided, the import generates a rule number during the import.
- If not a root node, then either ParentRuleNumber or ParentName should be present.

- Use DELETE for ActionCode to delete a rule. For inserts and updates, ActionCode can be blank. The import uses the rule number or name to determine if you're updating or inserting a record by comparing with existing records.

Rule Assignments Import Sample Data and Tips

Here's sample data for importing rule assignments.

Column Headers	Sample Values
RuleNumber	CR_100001
Name	USA West
AssignedObjectType	INDIVIDUAL
AssignedObjectName	John Smith
EmailAddress	john_smith@test_customer.com
HrPrimaryWorkerNumber	(no entry)
HrPersonNumber	(no entry)
PartyNumber	(no entry)
AssignedObjectId	56001
StartDate	1/1/2020
EndDate	6/30/2021
SplitPct	100
RevenueType	REVENUE
RollupFlag	N
SummaryFlag	(no entry)
GroupMemberCreditFlag	(no entry)
RuleAssignmentId	(no entry)

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Column Headers	Sample Values
ActionCode	(no entry)

Follow these tips:

- Either RuleNumber or Name should be present.

- AssignedObjectType only needs to be populated for Direct Credit rules.

- EmailAddress, HrPrimaryWorkerNumber, HrPersonNumber, and PartyNumber are additional identifiers for participants. They're only applicable to Direct Credit Rules, Rollup Credit Rules, and Team Credit Rules.

- The Assigned Object columns refer to the object assigned to the rule. So for Direct Credit Rules, Rollup Credit Rules, and Team Credit Rules this object is the Participant. For Classification Rules, this is the Credit Category. For Participant Assignment Rules, this is the Role.

- Only populate a column if it's valid for the type of rule assignment you're importing. For example, if you're importing a credit category assignment to a classification rule, then only the rule and object identifying columns need to be populated.

- The ActionCode should be DELETE in case you want to delete a rule assignment. For inserts and updates, ActionCode need not be populated since the import will use the Rule identifier (name or number), the Object identifier (name, ID, or other identifier in case of participants) and StartDate (if applicable) to figure out if you're updating or inserting a record, based on whether the values you pass exist or not.

Rule Attribute Values Sample Data and Tips

Here's sample data for importing rule attribute values.

Rule Number	Name	Attribute Name	Operator name	LowValue	HighValue	RuleAttr ValueID	ActionCode
10101	(no entry)	Postal Code	Between	90210	94568	(no entry)	(no entry)
10101	(no entry)	State	Equal to	CA	(no entry)	(no entry)	(no entry)
10102	(no entry)	State	Equal to	NY	(no entry)	(no entry)	(no entry)
10102	(no entry)	State	Equal to	NJ	(no entry)	(no entry)	(no entry)

Follow these tips:

- Either RuleNumber or Name exist.

- HighValueChar only needs to be present when you're using a Between operator and need to specify a range of From and To values.

- Update can't be done. Delete and insert when you need to update.

- ActionCode should be DELETE in case you want to delete a rule attribute value. If you want to delete an entire qualifying attribute along with all the attribute values, enter one row with the rule identifier (name or number) and the attribute along with an ActionCode of DELETE.

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Import Rules Directly from Microsoft Excel Spreadsheets

You can import rules directly from a spreadsheet by using a macro. The provided spreadsheet contains field selection lists and validations to help you catch any errors while you enter data.

The Import and Populate buttons connect to the environment. Sign in with your user name and password for the correct environment for the import. In the Host Name field, enter the portion of the URL of your environment between **https://** and the forward slash **/**. You can get the correct host name from the URL by signing in to your application. Don't copy the host name from your application sign-in page because the URL is different.

1. Go to My Oracle Support and download the spreadsheet and .jar file.
2. To enable validation and the field selection lists, go to the List of Values tab and click **Populate LOV Values from Server**.
3. Enter your rules definitions.
4. Click the **Create Import Activity** button to start your import. The macro performs some basic validations and then starts the import.
5. To check the status of your import, click **Activity Details**.
6. The **Generate Log** button is enabled if you have errors. Click it to generate log files.
7. Review the errors listed in the error tab. Use the links in the errors to go to the specific record and correct it.
8. Import again to add your corrected records. The import doesn't include records that were successfully imported and display **Imported** in the status column.

Your import is visible in Import Management.

Related Topics

20 Credit, Rollup, and Classification Processing

Run Crediting

The crediting process uses the base transactions and crediting rules to create direct incentive credits.

The Crediting process is included when you perform the Run All Transaction Processes task. You can also run crediting separately.

1. Navigate to **Incentive Compensation** > **Credits and Earnings**.
2. Select **Run crediting** from the tasks menu.
3. Choose the business unit containing the transactions to credit.
4. Enter the date range of transactions to credit.
5. > **Note:** If you choose a transaction selection rule, when crediting runs it selects the transactions which fit the criteria in the selection rule used and only runs crediting for those transactions. Run crediting again without any selection rules soon, because running partial crediting can affect the results of downstream processes like calculation.

   Use the **Select Transactions Using the Rule** field to select a filtering rule.
6. Click **Submit**.

Indirect Credit Options

The rollup process creates indirect credits through rollup or team participation. You must decide whether to include indirect credits in calculations, and if yes, which type of indirect credit to select.

Indirect Credit Types

In the Compensation Plans work area, configure indirect credits when creating or editing the plan component incentive formula. Here are descriptions for each indirect credit type.

Indirect Credit Type	Description
Manager	Include only the indirect credits created through the rollup process. The rollup process generates indirect credit for participants who meet these conditions: • The participant is part of the rollup hierarchy • The crediting process generated direct credit for a descendant participant who has Roll Up to Parent selected on the direct credit rule
Team	Include only the indirect credits created through team participation.

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Indirect Credit Type	Description
	A participant gets team credit if the participant is part of a team and the crediting process generates direct credit for another team member.
All	Include all indirect credits that the rollup process creates.
None	Compensate participants only for direct credits, for this plan component. This is the default value.

Related Topics
- How Team Credit Rules Are Processed
- Incentive Compensation Plans, Plan Components, and Performance Measures
- How You Create Direct and Rollup Credit Transactions

How You Create Direct and Rollup Credit Transactions

You can create direct and rollup credit transactions using discrete or combined crediting and rollup processes and direct and rollup rule hierarchies.

The scheduled process uses the designated rule hierarchy to qualify base transactions. The process matches transactions with rule qualifying criteria to identify the credit receivers.

For each identified credit receiver, the process creates a direct or rollup credit transaction, depending on which process you scheduled, and based on these criteria:

- The split percentage, which is how much credit the participant receives of the original transaction amount
- The revenue type, Revenue or Nonrevenue
- Whether direct credits roll up to parent credit receivers in the rule hierarchy

Here are cross-crediting examples, when your base transaction creates credit transactions in different business units.

- A transaction is collected against BU1. The direct credit receiver (salesperson 1) is assigned from BU2.
- A transaction is collected against BU1 and the direct credit receiver (Salesperson 1) is also assigned from BU1. But Salesperson 1 rolls up to Manager 1, from another business unit, BU2.

Related Topics
- Settings That Affect Credits and Rollups
- Crediting and Rollup Parameters
- How Credits Roll Up the Credit Hierarchy
- How Qualifying Criteria Work With a Rule Hierarchy

View Progress of the Crediting Process

When you submit the crediting process, you can view its progress and the estimated time of completion.

Receive emails at different phases of crediting which mention how many transactions are being processed, how many credits are being created, and the estimated time for completion. The process emails the submitter of the process and any other users that are listed as recipients of the notifications for that process. Typically, you receive an initial estimate based on the number of transactions being processed. and then another more accurate estimate after the number of credits to be created or reversed is calculated.

Settings That Affect Credits and Rollups

You enable either or both direct and rollup crediting processes with parameters set using the Manage Parameters task. If rollup crediting is enabled, then another parameter specifies which credit rule hierarchy to use for processing: direct, rollup, or both.

Set process parameters that constrain the transactions that the process evaluates.

- Transactions must include the specified business unit and a transaction date that falls within the specified date range.
- Process all of the transactions that meet those constraints, or only the new transactions.

Set the preceding parameters when scheduling one of these processes in the Credits and Earnings work area:

- Run Crediting
- Rollup
- Run Crediting and Rollup

Examples of Credits and Rollups

Examples 1-3 use a partial credit and rollup rule hierarchy and a base transaction to illustrate three different processing scenarios.

This table shows the partial credit and rollup rule hierarchy. All rule credit receivers have Roll Up to Parents set to Yes except Robert Rivera, because he's an overlay salesperson.

Hierarchy Level	Rule	Qualifying Criteria	Credit Receivers	Split Percentage	Revenue Type
1	North America	Country = US or CAN or MEX	Richard Barta Lily Cox	100	Nonrevenue
2	Western Region AV	State = WA or OR or CA	Andrew Brown	100	Nonrevenue

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Hierarchy Level	Rule	Qualifying Criteria	Credit Receivers	Split Percentage	Revenue Type
		and Product = Audio Video			
3	Western Region Audio	Product = HomeAudio 321765 or HomeAudio 456123	Alex Anders Haley King Robert Rivera	Alex and Haley: 50 Robert: 100	Alex and Haley: Revenue Robert: Nonrevenue

Example 1: Standard Crediting and Rollup Processing

This table contains key data for the base transaction 56.31.

Source Transaction Amount	Source Transaction Currency	Quantity	Product
50,000	USD	50	HomeAudio 321765

Here are the direct and rollup credit transactions generated from the base transaction by the Run Crediting and Rollup process using the partial credit and rollup hierarchy.

Direct Participant	Credit Receiver	Credit Amount	Credit Percentage	Revenue Type	Credit Type	Rule Used
Alex Anders	Alex Anders	25,000	50	Revenue	Direct	Western Region Audio
Haley King	Haley King	25,000	50	Revenue	Direct	Western Region Audio
Robert Rivera	Robert Rivera	50,000	100	Nonrevenue	Direct	Western Region Audio
Alex Anders	Andrew Brown	25,000	100	Nonrevenue	Rollup	Western Region AV
Haley King	Andrew Brown	25,000	100	Nonrevenue	Rollup	Western Region AV
Alex Anders	Lily Cox	25,000	100	Nonrevenue	Rollup	North America
Haley King	Lily Cox	25,000	100	Nonrevenue	Rollup	North America
Alex Anders	Richard Barta	25,000	100	Nonrevenue	Rollup	North America
Haley King	Richard Barta	25,000	100	Nonrevenue	Rollup	North America

Example 2: Manually Created Direct Credits

This table contains key data for the base transaction 56.32:

Source Transaction Amount	Source Transaction Currency	Quantity	Product
15,000	USD	60	HomeAudio 456123

Here are the direct credit transaction that you manually created from the base transaction 56.32 and the rollup credit transaction created by the rollup process using the base transaction and partial rule hierarchy.

Direct Participant	Credit Receiver	Credit Amount	Credit Percentage	Revenue Type	Credit Type	Rule Used
Haley King	Haley King	25,000	50	Revenue	Direct	Western Region Audio
Haley King	Andrew Brown	25,000	100	Nonrevenue	Rollup	Western Region AV

Because you elected to preserve credits on the base transaction, the crediting process ignored this base transaction, preserving your manually created direct credit.

Example 3: Run Crediting and Rollup Process Error

This table contains key data for the base transaction 56.33:

Source Transaction Amount	Source Transaction Currency	Quantity	Product	Country	State
10,000	USD	48	HomeVideo 987654	US	CA

The partial credit and rollup hierarchy doesn't contain a rule with qualifying criteria for the product on this transaction. As a result, the Run Crediting and Rollup process does two things:

- Doesn't generate any credit transactions
- Sets the status of the base transaction to Credit Error

How Team Credit Rules Are Processed

Define teams of participants that the rollup process uses to create indirect credit transactions. Create and manage team credit rules in the Plan Assignments work area.

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Settings That Affect Team Credit Rules

Plan components that calculate team commissions must have **Include Indirect Credits** set to **All** or **Team**. Create and manage plan components in the Compensation Plans work area.

How Team Credit Rules Are Processed

If the transaction participant is a member of a team, then the rollup process automatically creates an indirect rollup credit for every member of the participant's team. The rollup process creates team credits after processing direct and rollup credits.

> **Note:** Even though all team members receive credit for the transaction, the credit rolls up the hierarchy only from the original transaction.

Team Credit Example

Steve is a member of a team that includes John and Bill. The collection process collects a transaction for 100 USD for which Steve is entitled to 100 percent credit. The rollup process automatically gives 100 percent indirect credit to John and Bill as well.

Credit Roll Up Example

Bob, Steve's manager, receives a 100 USD rollup credit from Steve, because Steve is the direct credit receiver. Regardless of whom John and Bill report to, that manager doesn't receive any rollup credit.

Related Topics
- What happens if I edit an incentive compensation rollup credit receiver after processing?
- Indirect Credit Options
- How You Create Direct and Rollup Credit Transactions

Credit Transaction Adjustments

Transaction adjustments affect credit and earnings transactions as well as transaction history. After you adjust transactions, you must run the Revert Transactions process before running any other transaction processing. View transaction history and process logs in the Credits and Earnings work area.

Save the Adjusted Credit Transaction

When you save your adjustments, this happens:

1. The Save process obsoletes the original credit transaction.

   If calculation and payment processing included the original credit transaction, then the Save process also obsoletes the original earnings transaction.
2. It creates another credit transaction based on the adjustments

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3. It also sets **Preserve Credits** to **Yes** on the base transaction

   This setting ensures that the next time the crediting process runs, it doesn't overwrite your adjustments. If you want to reapply credit rules to your adjusted credit transaction, then edit the base transaction to set **Preserve Credits** to **No**.

Move Transactions to History and Create Reversal Transactions

You run the Revert Transactions process to move any obsolete credit and earnings transactions to their respective history tables. The revert process also creates reversal transactions for use in future calculation and payment processing. Make sure your date range for Revert Transactions includes the date of the obsolete credit and the new credit.

The profile option Archival of Updated Credits Enabled controls what credit records are saved to the credit history table by the Revert Transactions process. You have two settings:

- Yes

  Whenever a credit is changed, the credit is obsoleted and a new credit is created with the changed values. The old credit is always moved to the history table.

- No

  When a credit for which the corresponding earnings is not paid is modified, the original credit is obsoleted and removed. The process moves the credit to the credit history table only if the corresponding earnings for the credit is in the paid status. This is the default setting for a new implementation.

Process Adjusted Transactions

The next time the calculation process runs, it does these actions:

1. Reverses the original earning
2. Calculates earnings using the adjusted credit transaction

Subsequent payment processing includes the reversed earnings transaction as well as any new earnings transactions created during calculation processing.

Cancel Incorrect Credits

You can cancel incorrect credits whether they were created manually or through rules.

Search for the Direct Credit credit type in Manage Credits and use the Cancel action for one or more credits. When the Revert Transactions process next runs, it obsoletes the canceled credit and reverts any related indirect credits and earnings.

Classification

How Base and Credit Transactions are Classified

Incentive compensation calculation processing requires classified credit transactions. Classified transactions include credit categories, which performance measures for incentive compensation plans use to calculate attainment.

The scheduled Classify Credits process uses the classification rule hierarchy to qualify base or credit transactions. The process matches transaction attributes with rule qualifying criteria to identify the credit categories. The process automatically excludes transactions that the collection process identified as filtered, in error, or being obsolete as well as transactions already included by upstream processes.

Note: You must run the Deploy Classification Rules process in the Compensation Plans work area at these times:
- After you create or edit classification rules
- Before you run the Classify Credits process in the Credits and Earnings work area

The process runs automatically when you use the task Run All Transaction Processes

Related Topics
- Settings That Affect Transaction Classification
- Classification Parameters
- Deploy Incentive Compensation Rules
- How Credit Categories Work with the Classification and Calculation Processes
- How You Create Direct and Rollup Credit Transactions

Classification After Crediting and Before Calculation Examples

Examples 1-3 use this partial classification rule hierarchy as well as direct and rollup credit transactions.

Hierarchy Level	Rule	Qualifying Criteria	Credit Category
1	North America	Country = US or CAN or MEX	None
2	Western Region AV	State = WA or OR or CA and Product = Audio Video	None
3	Western Region Audio	Product = HomeAudio 321765 or HomeAudio 456123	Audio

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Example 1: Standard Classification Processing

This table contains direct and rollup credit transactions that include the product HomeAudio 321765 and were generated with no crediting or rollup errors. The classification process sets the credit category for all to Audio and the status to Classified.

Direct Participant	Credit Receiver	Credit Type	Classification Rule Used	Credit Category	Status
Alex Anders	Alex Anders	Direct	Western Region Audio	Audio	Classified
Haley King	Haley King	Direct	Western Region Audio	Audio	Classified
Robert Rivera	Haley King	Direct	Western Region Audio	Audio	Classified
Alex Anders	Andrew Brown	Rollup	Western Region AV	Audio	Classified
Haley King	Andrew Brown	Rollup	Western Region AV	Audio	Classified
Alex Anders	Lily Cox	Rollup	North America	Audio	Classified
Haley King	Lily Cox	Rollup	North America	Audio	Classified
Alex Anders	Richard Barta	Rollup	North America	Audio	Classified
Haley King	Richard Barta	Rollup	North America	Audio	Classified

Example 2: Classification of Manually Created Direct Credit

You manually created the direct credit transaction, and rollup processing created the rollup credit transaction, both of which include the product HomeAudio 456123. Credit processing excluded the base transaction for the direct credit transaction, preserving the manually created transaction. The Classification process sets the credit category for each transaction to Audio and the status to Classified. Here are the credit transactions.

Direct Participant	Credit Receiver	Credit Type	Classification Rule Used	Credit Category	Status
Haley King	Haley King	Direct	Western Region Audio	Audio	Classified
Haley King	Andrew Brown	Rollup	Western Region AV	Audio	Classified

Example 3: Run Classification Process Error

This table contains the key data for the base transaction 56.33 after credit processing. Because the status is Credit error, the classification process excludes this base transaction from processing.

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Source Transaction Amount	Source Transaction Currency	Quantity	Product	Country	State	Status
10,000	USD	48	HomeVideo 987654	US	CA	Credit error

Settings That Affect Transaction Classification

Parameters that you set using the Manage Parameters task in the Setup and Maintenance work area determine if and when you run classification processing.

Schedule the Classify Credits process in the Credits and Earnings work area, or as part of the Run All Transaction Processes task. Set parameters when scheduling the process that constrain the base and credit transactions that the process evaluates:

- Transactions must include the specified business unit and a transaction date that falls within the specified date range.

- Process all of the transactions that meet those constraints or only the new transactions.

How You Override Classification, Crediting, and Rollup Processing Codes

You can override classification, crediting, and rollup processing for one or many source transactions by setting the process code on the source transaction.

The process code contains five letters, each letter representing a process that you can override. Use the code CCREC to use regular processing with no overrides. Replace a letter with N to override the regular processing for one or more letters in the code. This table lists the meaning of each letter in the code.

Letter Position	Meaning	Use Case
First	Override Classification	- C allows regular classification processing. - N overrides regular classification and you must provide a credit category. The Override Classification check box will be selected in the UI.
Second	Preserve Credits	- C allows regular credit determination and reevaluation of imported direct credits, using the direct credit rules hierarchy. - N preserves the imported credits from being changed because of direct credit rules evaluation. The Preserve Credits check box will be selected in the UI.

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Letter Position	Meaning	Use Case
Third	Do Not Roll Up	• R means credit is determined using the rollup credit rules hierarchy and team credit rules. • N prevents the creation of rollup and team credit transactions. The **Do Not Roll Up** check box will be selected in the UI.
Fourth	Earnings Eligibility	• E allows standard earnings calculation. • N in either the fourth or fifth position excludes the credit from calculation processing.
Fifth	Earnings Calculation	• C allows standard earnings calculation. • N in either the fourth or fifth position excludes the credit from calculation processing.

Classification Errors Correction

Use the Research Assistant to troubleshoot transaction classification errors and to test classification rules. Plan administrators can test classification rules before copying them to production. Managers and analysts can analyze any ongoing issues to resolve them quickly.

1. Search for and select credits or transactions that have a classification error.
2. Analyze errors using the Research Assistant diagnosis.
3. Determine the corrective action to resolve the classification issue. Most corrective actions for the rules can be taken within the Research Assistant.

You can analyze and correct these types of errors:

- No matching rules
- Multiple matching rules

Navigate to the Research Assistant from the Credit and Earnings work area:

- Click **Analyze** in Manage Credits.

  Use this navigation if the parameter When to Classify Transactions is set to After crediting and rollup and before calculation.

- Click **Analyze** in Manage Transactions.

  Use this navigation if the parameter When to Classify Transactions is set to After collection and before crediting.

For example, you have a classification error due to no matching rules. Use the Rule Matching Analysis tab to select and analyze the rule that you expected to match. If you have the privileges, then you can correct the rule criteria in the same UI.

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FAQs for Credit and Rollup Processing

What happens if I edit an incentive compensation rollup credit receiver after processing?

The Save process logs your edits as events in the Changed Events Log. calculation uses these log events when calculating incentive earnings.

Related Topics
- What happens if I edit an incentive compensation team or team member after processing?

What happens if I edit an incentive compensation team or team member after processing?

The Save process logs your edits as events in the Changed Events Log. Calculation uses these log events when calculating incentive earnings.

Related Topics
- What happens if I edit an incentive compensation rollup credit receiver after processing?

What happens if I roll up incentive compensation credit to a parent?

If using rollup credit rules, the rollup process creates rollup credit transactions for the reporting parents of the credit receivers in the hierarchy. It creates additional rollup credit transactions for those participants configured to receive direct credit.

If using direct credit rules, the rollup process creates rollup credit transactions for the reporting parents of all credit receivers in the hierarchy who have Roll Up to Parents selected.

Related Topics
- What happens if I edit an incentive compensation rollup credit receiver after processing?

How can I resolve a transaction with a Credit Error status?

Check your direct credit rules to see if there are any credit rules that match the transaction.

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Why is a transaction not classified?

Use the source transaction number to search for the transaction that wasn't classified. Is the status of the transaction or an event record of the transaction obsolete? You can run Revert Transaction for the obsolete transaction for an event date. Then run classification again.

An example of this situation is to import a transaction with one event date, then import it again with a different event date. The transaction with the original event date is obsolete and isn't classified.

Why does a transaction have a New process status after running crediting?

When you change a transaction you have two records: the old transaction with the Obsolete status and the changed transaction with a New status.

You must run the Revert Transactions process for a date range that includes the original transaction date first. Then run the crediting process again.

Related Topics
- Credit Transaction Adjustments

Can I run crediting or classification simultaneously in multiple business units?

Crediting and classification processes are compatible across business units. This means that you can run crediting or classification process in one business unit without being blocked by a crediting or classification process running in another business unit.

If you do cross-BU crediting, don't run crediting or classification simultaneously across the business units you are doing cross-BU crediting in. If you run crediting or classification simultaneously in multiple business units, the number of workers available in an environment is split across those processes in those business units. So there is a trade-off in being able to run processes simultaneously across multiple business units but with fewer workers compared to being completely blocked by a process in another business unit but getting all the available workers when your process runs.

21 Calculation Processing

Methods of Grouping Transactions for Processing

You can group transactions into physical batches to improve performance.

Use any of these methods for grouping transactions:

- Tell the application to determine the most efficient way to process batches according to the number of credits to be processed.

- Import batch information from the source application.

- Set the Number of Batches parameters.

- Specify the batch number by participant.

The Application Determines Batch Processing Method

The application can intelligently determine the calculation batches based on the number of credits to be processed. It determines the optimal number of batches and batch sizes (number of participants) to be included in each calculation batch, based on the volume of credits to be processed and the number of included participants. Here's how to enable this method:

1. In the Setup and Maintenance work area, use the following:

    - Offering: Sales
    - Functional Area: Incentives
    - Task: Manage Parameters

2. In the Manage Parameters page, select **Use number of batches and batch size determined by application** for the **Calculation Batch Processing** parameter.
3. Save your changes.

Importing Batch Information from Source Application

In the Manage Parameters UI, the Batch Processing Parameters region, select the Use batch information provided at the transaction level option for Classification and Crediting Batch Processing and for Rollup and Calculation Batch Processing. The application preserves the batch number as it moves each transaction from one entity to another, for example, from transaction to credit or credit to earning.

Note: Ensure that transactions belonging to the same participant all have the same batch number.

Setting Number of Batches Parameter

Use the Manage Parameters task in the Setup and Maintenance work area to set the Number of Batches parameters. Select the Use batch size determined by the application option for these parameters:

- Classification and Crediting Batch Processing

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- Rollup and Calculation Batch Processing

Participant Batch Configuration

To balance the processing of workloads, administrators can configure classification, crediting, rollup, and calculation processes to group participants by transaction volume into specific numbered batches. This feature maximizes processing performance even with skewed transaction data or large volumes of data. For example, you can put participants who receive hundreds of thousands of credit transactions every week into separate batches, one for each participant, for processing. You can then put other participants who receive fewer transactions together into another batch.

If you provide a batch number for a participant, then the application uses that batch number to group participants. All participants that have the same batch number are grouped together for processing. If you don't provide a batch number for all of the participants, then the application divides the transactions for the remaining unnumbered participants equally into different batches. The Number of Batches value determines the number of those batches.

Here's now to provide a batch number for a participant:

1. In the Setup and Maintenance work area, select the Manage Parameters task.
2. Select the option **Use batch information provided for participant** from the list for either or both of these parameters:

   - Classification and Crediting Batch Processing
   - Rollup and Calculation Batch Processing

3. Save your changes.
4. Navigate to Participant Assignments, Manage Participant Batch Groups.
5. You can use the search to find participants to be assigned to a batch.
6. For each participant, you can enter a batch number for any or all of the applicable processes:

   - Calculation
   - Classification
   - Rollup
   - Crediting

   You can use any number for your batch number, as long as it's a positive integer.

Related Topics
- Overview of Incentive Compensation Transaction Processing

Changed Events Log

The application populates the Changed Events Log with all plan and plan assignment changes. Logging these change events lets you run the calculation process for only the participants that require it.

You can check the log to see the list of events and all participants affected by change events to get an idea of how long a calculation will take. This table shows the four levels the application can track changed events for with descriptions of each.

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Level	Description
1. Participant	If an event causes recalculation for multiple periods, then the event creates an entry for the participant with a null period and specifies the date range.
2. Participant, Period	A participant usually has one entry per period with a status of Incomplete in the log. If the event causes a change to all participants, then the application adds a single, global entry that tracks all participants for a period.
3. Participant, Period, Start Date	If an event causes the change at a specific date within a period, then the log can track at that date range level. The application can then recalculate transactions falling within the specified date range, instead of calculating for the entire period.
4. Participant, Period, Start Date, Plan Component	This level is the most granular level that the application tracks and records, and it makes incremental calculation the most efficient. For the events that cause the REVERT_TO_STATE to skip to the Calculation phase, the calculation process has to run only the Calculation phase again. This makes sense if, for example, calculation is reprocessing the transaction only because of a change in the commission rate of a single plan component.

In the log table, the REVERT_TO_STATE column tells the calculation process what state it must revert transactions to.

- For full calculations, the process completely deletes the earnings transactions and returns the classified credit transactions to the unprocessed state.

- For incremental calculations, which are determined implicitly, the process can selectively skip various phases for individual transactions.

Calculation Request Parameters

When you create a calculation request, you specify process parameters including for which participant to calculate earnings. Make your request at a time when others aren't making changes to compensation plans to be calculated.

Use the Manage Calculation Processes task in the Credits and Earnings work area to create calculation requests. When you submit calculation, it implicitly decides whether to run calculation in incremental or full mode for a specific participant.The process runs for the selected business unit. You can run calculation for more than one business unit at the same time. Doing so splits the number of available workers across all calculation processes.

Specifying the Calculation Participants

If you select calculation for all participants or for participants in a plan, then the calculation not only reverts and re-runs for the participants in the Change Events Log, but it also updates the earnings for the rest of the participants. This ensures that earnings are updated, even for participants who have changes affecting their earnings that aren't recorded in the change log. These two options are recommended as best practice selections. If you select calculation for all participants in notify log, then the calculation only runs for the participants in the Change Events Log.

Use the Calculate For parameter to specify the participants to include.

Selected Participants	Description
All participants	This default selection for full calculations is the best practice selection. Include all of the defined participants for calculation.
Participants in notify log	Calculation processing automatically handles all dependencies among participants. It processes these participants: 1. Participants in the notify log. 2. Participants with new credits. 3. Participants with credits that have resulted in an error in a previous CALC run 4. Participants with a per interval plan component, where the CALC run period matches with the last period of the interval of the plan component
Specific participants	Select the participants using one of these methods. • Specific participants: Directly select and enter resources. • Participants in compensation plan: Select one or more plans to include all of the associated participants in the calculation. The dates for the selected plans must be equal to, or earlier and later than the specified calculation To and From dates, respectively. If a participant picked up by the Participants in Compensation Plan option is assigned to multiple active compensation plans, calculation will process against all compensation plans that apply for the date ranges. The request includes only those plans that are valid for calculation. • Participants in pay group: Select one or more pay groups to include all of the associated participants in the calculation. The dates for the selected pay groups must be equal to, or earlier and later than the specified calculation to and from dates, respectively. If you specify participants who are assigned to compensation plans or pay groups, then the calculation request includes only those participants who are active for the specified request date range. This participant inclusion is a one-time filter. Changing the date range or plan and pay group assignments doesn't refresh the initial request participants for subsequent submissions of the request.

For any participant specified for calculation, you can select **Include Reporting Participants**. For participants with this option selected, the calculation request also includes all of the participants in the participant hierarchy that report up to the specified participant.

Related Topics
- Changed Events Log
- How Participant Earnings Are Calculated

Incremental Calculation Events

Incremental calculation uses all of the change events for the Compensation Plans and Participant Assignments work areas logged in the CN_TP_NOTIFY_LOGS_ALL table.

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Compensation Plan Events That Incremental Calculation Considers

This table lists the logged change events for the Compensation Plans work area, including the involved attributes, operation, and the revert status of the log entry.

Entity Name	Attributes Involved	Operation	Revert State
Compensation Plan	Allow Credit Category Overlap	UPDATE	Rollup
Compensation Plan	Target Incentive	UPDATE	Calculation
Compensation Plan and Plan Component Association	Start and end dates of the association	UPDATE	Rollup
Compensation Plan and Plan Component Association	Target Incentive	UPDATE	Calculation
Compensation Plan and Plan Component Association	Not applicable	ADD and DELETE	Rollup
Plan Component	Indirect Credit and Active End Date	UPDATE	Rollup
Plan Component	Calculation Phase	UPDATE	Rollup
Plan Component	Payment Made Through Third Party	UPDATE	Rollup
Performance Measure and Incentive Formula	Running Total, Split, True Up, Output Expression, Use external formula, and Formula Name	UPDATE	ELIGIBLE
Plan Component and Performance Measure Association	Measure Weight	UPDATE	Eligible
Plan Component and Performance Measure Association	Calculation Sequence	UPDATE	Eligible
Plan Component and Performance Measure Association	Not applicable	ADD and DELETE	Eligible
Performance Measure and Performance Category Association	Not applicable	ADD and DELETE	Rollup
Performance Category, Uplift Factors	Credit Factor, Earning Factor, Start Date, and End Date	UPDATE	Eligible
Performance Category, Uplift Factors	Not applicable	ADD and DELETE	Eligible

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Entity Name	Attributes Involved	Operation	Revert State
Performance Category, Transaction Factor (Event Factor)	Transaction Factor	UPDATE	Eligible
Performance Category, Transaction Factor (Event Factor)	Not applicable	ADD and DELETE	Eligible
Goal, Distribute By	Target columns	UPDATE	Calculation
Incentive formula and rate table association Measure formula and rate table association	Start Date and End Date	UPDATE	Calculation
Incentive formula and rate table association Measure formula and rate table association	Not applicable	ADD and DELETE	Calculation
Incentive formula and expression association Measure formula and expression association	Expression, Accumulate, and Split	UPDATE	Eligible

Participant Assignment Events That Incremental Calculation Considers

This table lists the logged change events for the Participant Assignments work area, including the involved attributes, operation, and the revert status of the log entry.

Entity Name	Attributes Involved	Operation	Revert State
Participant Plan	Not applicable	INSERT and DELETE	Rollup
Participant Plan	Start Date and End Date	UPDATE	Rollup
Participant Plan	Target Incentive	UPDATE	Calculation
Participant Plan, Plan Component	Target Incentive Weight	UPDATE	Calculation
Participant Plan, Performance Category, Uplift Factors	Credit Factor and Earning Factor	UPDATE	Eligible
Participant Plan, Goal	Target	UPDATE	Calculation

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Entity Name	Attributes Involved	Operation	Revert State
Participant Plan, Alternate Payee	Start Date and End Date	INSERT, UPDATE, and DELETE	Eligible
Participant Plan, Alternate Payee	Not applicable	INSERT and DELETE	Eligible

Related Topics
- What happens if an incentive compensation plan status changes after I create the calculation request, and before I submit the request?
- Calculation Request Parameters
- How Participant Earnings Are Calculated

Examples of Why Calculation Runs Too Long

Here are examples of what you can look for if your calculation process runs too long.

- You aren't calculating incrementally.
- Other Calculation processes are running and blocking this process.
- Your data volume increased.
- You are processing a longer date range.
- Your calculation system parameters settings aren't optimum.
- You have expressions that include user-defined queries.
- You have unnecessary credit categories assigned to measures which don't refer to transaction attributes in the formula.
- You have too many performance measures to calculate per event.

FAQs for Calculation Processing

How can I optimize throughput for incentive compensation batch processing?

Ensure that you have at least three times the number of batches as workers (or processing threads) to keep all workers busy simultaneously, most of the time.

- For Classification and Crediting Batch Processing, for **Number of Batches**, enter the results for this expression: 3 x Number of Workers. For Rollup and Calculation Batch Processing, the number of batches and batch size are determined by the application for optimum batching.
- For Participant Batch Size for Payment, for **Participant Batch Size**, enter the result of this expression: (Number of Participants / (3 x Number of Workers))

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Start with the recommended configuration and refine the parameters based on your testing results.

Related Topics
- How can I optimize incentive compensation performance while using attributes?

What happens if an incentive compensation plan status changes after I create the calculation request, and before I submit the request?

You can add only valid plans when creating a calculation request. If a plan later becomes invalid due to changes, then when you submit the calculation request, the request status changes to Failed during validation.

The calculation request process log contains a list of the plans that failed validation, so that you can correct the issues and submit the request again.

Related Topics
- Plan Invalid for Calculation
- Incentive Calculation Failures

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22 **Earnings**

How Participant Earnings Are Calculated

The calculation process uses classified credit transactions and valid incentive compensation plans and plan components to calculate participant earnings transactions.

Settings That Affect Participant Earning Calculations

Compensation plan configurations, such as whether to true up earnings and to calculate incentives for each event or per interval, affect calculation processing. Configure compensation plans, including plan components and performance measures, in the Compensation Plans work area. Parameters that you set when creating the calculation request in the Credits and Earnings work area and transaction status constrain the classified credit transactions used during processing.

How Participant Earnings Are Calculated

The calculation process consists of two phases, Eligibility and Calculation. Before beginning the Eligibility phase, the calculation process updates each entry in the Changed Events Log with these values:

- A status of Incomplete

- The scheduled process ID

The process only runs for the incomplete log records with the corresponding scheduled process ID, ensuring that it doesn't include any changes made during the current run.

Eligibility Phase

The Eligibility phase performs these actions:

1. Identifies all of the credit transactions that meet the specified date range and have a credit receiver that's one of the selected participants

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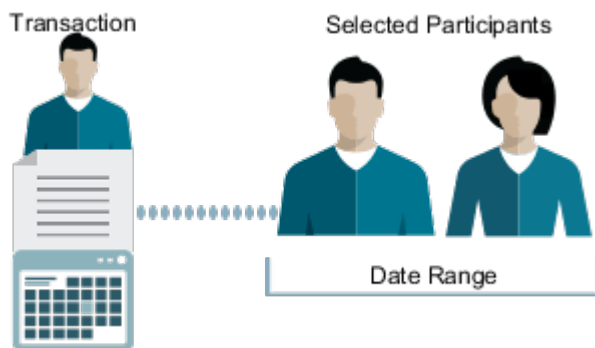
2. Populates the plan, plan component, and performance measure for each transaction based on the transaction credit categories

   Eligibility uses the classification rule hierarchy to find any indirect matches. If a measure has a parent-level credit category, then that measure qualifies for the transaction.

3. References the Include Indirect Credit attribute to identify the eligible plan components
4. Sets the transaction status to one of these values:

   ○ Eligible if it populated the transaction

   ○ Not eligible if it fails to populate the transaction

The Eligibility phase doesn't identify the plan component and measure for any transactions where you elected to skip the Eligibility phase. The process assumes that you provide the plan component name.

Calculation Phase

The Calculation phase computes the measure attainments and plan component earnings for all eligible transactions. It stores the intermediary and final calculation results, such as formula output, attainment or earning, input achieved, rates and rate tiers, for each earnings transaction. This information is essential for transaction-to-payment audits and reporting purposes.

The Calculation phase does these actions:

- Ignores any transaction with a status of Skip calculation, assuming that you already populated the commission attribute

- Assumes that the transaction factor is 100 percent if the expression uses transaction factor and the factor for the transaction type isn't available for the credit category

- Gets the credit and earning factor, if the expression uses them, from the specified date range

  If the values aren't available for the date range, then the calculation assumes that they are 100 percent.

- Uses the individualized values for a participant if the expression uses any goal target values, rate table rates, earning and credit factors, and target incentives

  If they aren't available, then the calculation uses the default values of the relevant plan object.

- Evaluates the plan component True Up check box

  If selected, the process automatically subtracts previous earnings, which it included in the earnings calculated for the current transaction.

- Uses the plan component sequence to calculate the interdependent plan components correctly

- Sets the transaction status to Failed calculation for transactions that failed

This table lists the actions that the Calculation phase performs for plan components based on the Calculate Incentive selection.

Calculate Incentive Selection	Calculation Phase Actions
Per event	1. Sets the same credit category for the incentive formula as for measures of the type Individual All of the plan component measures that evaluate transactions individually associated with a plan component must have the same credit category. Plan component measures that evaluate grouped transactions can have different credit categories.

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Calculate Incentive Selection	Calculation Phase Actions
	2. Creates earning transactions for the credit transactions with the same credit category as any of the individual measures of the plan component
Per interval	1. Creates a summary record measures that evaluate grouped transactions with input and output values for the interval 2. Creates a record in the earnings table, at the end of the payout frequency (earning interval) with the interval amount The payment module uses this record for payment processing.

Calculation doesn't maintain any direct link between earnings and credit transactions. Instead, you use the Earning Basis selections to edit the measures while associating them with the plan component.

The application links the earning and credit records using this logic:

1. Get the plan component from the earning record.
2. Get all plan component measures with Earning Basis set to Yes.
3. List all of the credit transactions associated with those measures.
4. Calculate the per interval plan components.

   Even if the formula interval is Quarter, for example, the process calculates attainment for each period. It calculates interval earnings at the end of the last period.

When calculation processing completes, the process updates all of the log records with the corresponding concurrent request ID and the status to Complete.

Related Topics

- Indirect Credit Options
- Incremental Calculation Events
- Calculation Request Parameters
- Incentive Calculation Failures
- Examples of Calculated Incentive Earnings

Examples of Calculated Incentive Earnings

The calculation process uses classified credit transactions and valid compensation plans specified in the calculation request as well as the classification rule or credit category hierarchy to create participant earnings.

Example Introduction

The examples in this topic illustrate how calculation processing creates earnings. They use the partial classification rule hierarchy shown in this table, as well as classified credit transactions.

Hierarchy Level	Rule	Qualifying Criteria	Credit Category
1	North America	Country = US or CAN or MEX	None

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Hierarchy Level	Rule	Qualifying Criteria	Credit Category
2	Western Region AV	State = WA or OR or CA and Product = Audio Video	None
3	Western Region Audio	Product = HomeAudio 321765 or HomeAudio 456123	Audio

Calculated Earnings

This table shows the earnings generated by the calculation process. The calculation process used the partial classification rule hierarchy and classified credit transactions that all have a credit category of Audio.

Credit Receiver	Credit Amount	Credit Percentage	Plan Component	Earnings Rate	Earnings
Alex Anders	25,000	50	Western Audio	1.00	250
Haley King	25,000	50	Western Audio	1.00	250
Robert Rivera	50,000	100	Western Audio	.25	1.25
Andrew Brown	25,000	100	Western Audio Video	Not applicable	Not applicable
Andrew Brown	25,000	100	Western Audio Video	Not applicable	Not applicable
Lily Cox	25,000	100	NA Audio Video	Not applicable	Not applicable
Lily Cox	25,000	100	NA Audio Video	Not applicable	Not applicable
Richard Barta	25,000	100	NA Audio Video	Not applicable	Not applicable
Richard Barta	25,000	100	NA Audio Video	Not applicable	Not applicable

The plan components for the NA Audio Video plan component use a running total for the period. The process creates extra earnings and uses them for the final calculation. These two grouped earnings are found at the end of the table.

Direct and consulting salespeople have plans that calculate based on individual transactions. This table shows the earnings for two participants.

Original Transaction Amount	Credit Receiver	Credit Amount	Earning Rate	Earnings
50,000	Lily Cox	50,000	110 percent	5,500

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Original Transaction Amount	Credit Receiver	Credit Amount	Earning Rate	Earnings
50,000	Richard Barta	50,000	127.5 percent	6,375

Related Topics
- How Participant Earnings Are Calculated

Calculation Analysis

When you investigate a dispute, review earnings, or get questions about a credit, you require details.

You may have questions about an earning amount. How did it come about? Who was credited? Is the earning from a single transaction or a group of transactions? You can analyze each step of the calculation for an earning in the Calculation Detail UI, available from the Manage Earnings UI.

Here are some questions and where you can find answers.

Question	Calculation Detail Tab
Was the credit split with someone else?	Credits, and in the UI header
What input expression was used for the rate table?	Rate Inputs
Was the transaction changed?	History
Was the correct measure used for the time period?	Measure Details
How was this earning calculated?	Formula and Measure Results
What plan component is the earning from?	UI header
Is there an error in the expressions?	Formula and Measure Results
Did factors play a part in the calculation?	Measure Details
When was it credited and what was the currency conversion rate?	Credits

Calculation Detail shows the most recent calculation, not necessarily the calculation when it was paid.

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Gather Data for Crediting Insights

Run the scheduled process Gather Credit Insights. Then use reports to identify trends and anomalies or other insights.

Sample reports are available in the health dashboard on Cloud Customer Connect.

Results:

The data is placed in these tables:

- Cn_tp_credit_metrics_all: Monitor trends in crediting over time and observe credit growth through credit to transaction ratios

- Cn_tp_txn_metrics_all: Monitor trends in transaction counts, amounts, and review distribution of transactions by size to detect any abnormal increase or decreases in large amount transactions

- Cn_tp_srp_credits_all: Monitor credit distribution across participants to detect abnormal patterns in selling behavior by salespeople

Why can't I see the participant's transaction?

If the participant isn't the direct participant for a transaction, then the transaction isn't in the list in Manage Transactions.

For example, you see a transaction when viewing a participant in Snapshot, but that transaction is gone in Manage Transactions because it's filtered on the direct participant. A direct participant is listed directly on the transaction. Rules use other information on a transaction to credit a participant. That participant isn't a direct participant. Search for the participant under Manage Credits or Manage Earnings to see details on the base transactions where the credited participant isn't the direct participant.

Why are earnings missing for a transaction?

Calculation was run but the earnings you expect to see are missing.

In this scenario, the credits associated to the transaction were calculated. Then either a change was made to the same transaction or to its associated credits. If the Revert Transactions process is run, it either deletes the earning records if not paid, or moves the earnings to history if paid. Either way, the Revert Transactions process clears the earnings. The earnings are only recreated if Calculation is run again after the transaction is changed. If Calculation isn't run, the earnings remain missing for that transaction.

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23 Incentive Calculation Errors

Incentive Calculation Failures

The calculation process can fail for a variety of reasons during either the Eligibility or Calculation phase. The calculation process updates the transaction status based on the reason for the failure.

Before you submit a calculation request, ensure the following:

- Participants are associated with valid compensation plans.
- The calculation compensation period has a period status of Open.
- The credit category, or any of its parent classification rules, is associated with a valid measure for that period.

Eligibility Phase Failures

Eligibility processing links classified credit transactions to the compensation plan components and performance measures assigned to the specified participants. The process tries to validate invalid plans. If it can't do this, then it does the following:

- Sets the transaction status to Failed plan validation
- Lists the invalid plans in the calculation request process log for you to review and correct

Here are some typical reasons for an Eligibility phase error:

- The processed date of the transaction isn't within the range of the plan assignment date for the plan component.
- The participant's plan component or performance measure doesn't include the credit category that's on the transaction.

Calculation Phase Failures

If the Calculation process fails, then it changes the transaction status to **Failed calculation**. Check for any recent changes to the plan components or performance measures of the plan being calculated. Are the plan components and performance measures all valid? Fix what you find and then recalculate. Here are some reasons for a failed calculation:

- An expression uses the wrong field or table.
- A plan component references the result of another plan component, and the base component isn't valid for the entire range of the dependent plan component.
- The rate table doesn't include the value passed to it from the input expression.

  > **Tip:** To prevent this problem, always ensure that the input to the rate dimension is compatible with the corresponding rate dimension type. For example, you can't pass a string value to the rate dimension of the type percent or number. Also, ensure that the rate dimension tiers cover all of the possible values.

- A value in the formula (input or output expression of the measure formula or plan component incentive formula) is divided by zero.

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- All columns used in the formula for calculation aren't populated for the transaction. For example, the input expression uses quantity and the quantity field is empty.

- Someone changed a plan component while calculation was running and happened to be processing that plan. There's nothing to fix. Rerun the calculation.

Related Topics
- How Participant Earnings Are Calculated
- How Credit Categories Work with the Classification and Calculation Processes
- Plan Invalid for Calculation
- Performance Measure Invalid for Calculation
- Component Invalid for Calculation

Eligibility Errors Correction

Credit transactions can fail eligibility validation during processing. The research assistant provides an analysis of eligibility errors and the means to correct errors in the same UI. The Analyze icon in the search results table of the Manage Credits page opens the research assistant.

- The transaction credit category doesn't match a performance measure for the transaction date

- The transaction date doesn't fall within plan component effective dates

- The credit receiver has no compensation plan for the transaction date

- The transaction doesn't match the Include Indirect Credits attribute for the plan component

For example, you can change dates in the Compensation Plan and Plan Components tabs. Use the Performance Measures tab to identify the performance measure that matches the transaction credit category.

Calculate Process Problems and Solutions

The Calculate Incentive Earnings process creates measure attainment records and earnings records for participants. If the process ends with errors or incorrect data, start by checking the prerequisites.

Verify that you have these prerequisites to running Calculate Incentive Earnings:

- The participant is assigned to a valid compensation plan

- The credit category or its ancestor (any credit categories associated to parent classification rules) of the transaction is associated with the measure

- You classified the credits by either running Classify Credits or by manually specifying the credit category of the credit

- You ran Deploy Compensation Plans to denormalize the compensation plan data

Related Topics

Process Results in the Error State

The Calculate Incentive Earnings process creates measure attainment records and earnings records for participants. If the process ends in an Error state, take these steps to resolve the error:

1. In the Manage Scheduled Processes page, check the log file and correct any listed errors.
2. Validate the parameters used to submit the process.

   - The process name is unique in a particular business unit.
   - You must have a from date and to date, and the from date must be earlier or equal to the to date.
   - The from date and to date must be in open periods. If a period isn't open, you can open it in Manage Periods.
   - If it's not an incremental calculation, then the valid values for the parameter Calculate For are All Participants and Specific Participants. For Specific Participants, the valid values for the parameter Select Participants By are Specific Participants, Participants in compensation plan, and Participants in pay group.
   - If it's Incremental Calculation, then the valid values for the parameter Calculate For are Participants in Notify Log and Specific Participants. For Specific Participants, the valid values for the parameter Select Participants By are Specific Participants, Participants in compensation plan, and Participants in pay group.
   - If you specify a value for the parameter Select Participants By, then make sure that at least one participant is selected. This can be verified in the Edit Calculation Process page.
3. Make sure that all of the compensation plans associated to the participants are valid. Check the status of compensation plans in the Manage Compensation Plans page.
4. In the Manage Scheduled Processes page, verify that the child workers Eligibility and Calculate are forked. If you can't see these workers, go to the Weblogic Server Administrator console and verify that ESS applications are up and running.
5. Run the Calculate Incentive Earnings process again with valid parameters. Check earnings records in the Manage Earnings page.

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Credits Not Processed or Have Eligibility Error

The Calculate Incentive Earnings process creates measure attainment records and earnings records for participants. The process succeeded, but the credits are in a state other than Eligible.

1. Check the selections in the Manage Parameters page.

   o If the value of the parameter Classify Transactions is After crediting and rollup and before calculation, then the process status of the credits should be either Classified or Eligibility Error. Check the process status of the credits in the Manage Credits page and if the status isn't Classified or Eligibility Error, then run the Classify Credits process first to classify the credits.
   o If the value of the parameter Classify Transactions is After collection and before crediting and Enable Rollup Crediting is No, then the process status of the credits should be either Credited or Eligibility Error. Check the process status of the credits in the Manage Credits page and if the status isn't Credited or Eligibility Error, then run the Run Crediting process first to generate the credits.
   o If the value of the parameter Classify Transactions is After collection and before crediting, Enable Rollup Crediting is Yes, and Rollup Using is Credit Hierarchy, then the process status of the credits should be either Rollup during Crediting or Roll up or Eligibility Error. Check the process status of the credits in the Manage Credits page and if the status isn't Rollup during Crediting or Roll up or Eligibility Error, then run the Run Crediting and Rollup process first to generate the indirect credits.
   o If the value of the parameter Classify Transactions is After collection and before crediting, Enable Rollup Crediting is Yes, and Rollup Using is Rollup Hierarchy or Both, then the process status of the credits should be either Roll up or Eligibility Error. Check the process status of the credits in the Manage Credits page and if the status isn't Roll up or Eligibility Error, then run the Run Rollup process first to generate the indirect credits.

2. Check the parameters of the Calculate Incentive Earnings process.

   o The source event date of the credit must fall between the From Date and To Date parameters of the process. If it isn't, then submit a new calculation process with the correct date range.
   o The participants of the calculation job must include the credited participant of the credit. If it's not, then resubmit a new calculation process after including the correct participant.

3. In the Participant Snapshot work area, make sure that the participant is assigned to a compensation plan for the source event date of the credit. If not, then assign a compensation plan to the participant for the correct date range, run Deploy Compensation Plans and then run Calculate Incentive Earnings.

4. The status of all the compensation plans associated to the participant must be Complete. If not, then take the necessary action to make it complete in the Compensation Plans work area.

5. The credit category of the compensation plans must match one of these credit categories:

   o The credit category on the credit

   o A credit category that's a parent of the credit category on the credit

   If it's not, then either change the credit category of the compensation plan or change the classification rules and reclassify the credits. You maintain the hierarchy of credit categories in Classification Rules.

6. In the Participant Snapshot work area, check the details of the compensation plans associated to the participant. If you observe any issue, then associate the compensation plan to the participant again after removing the association. Run Deploy Compensation Plans and then rerun the calculation process.

7. Run the Calculate Incentive Earnings process again with valid parameters. Check earnings records in the Manage Earnings page.

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Earnings Have Calculation Errors

The Calculate Incentive Earnings process creates measure attainment records and earnings records for participants. The status of the process request is Succeeded, but the earnings in the Manage Earnings page have the status Calculation Error.

1. In the Participant Snapshot work area, check the tiers of the rate table used in the compensation plan. Then make sure that the input achieved of the measure or the earning falls in one of those tiers. If not, then change the rate tiers so that a rate table rate can be applied to the credit.

2. In the Participant Snapshot work area, determine all the attributes of the transaction used in the expressions of the measure and plan component. Then go to the Manage Transactions page and make sure that these attributes of the transaction are populated correctly. If not, then update the transaction and then run the processes.

3. In the Participant Snapshot work area, check the expressions used in the measure and plan component and make sure that they're correct. If not, then define a new correct expression and replace the old expression with the new one.

4. In the Manage Earning page, query the earning record and check the data in the Measure tab. Verify that the column Output Achieved is what's expected and also the value of the column Process Status is Calculated. If not, then check the measure definition and take the necessary corrective steps.

5. In the Calculation Detail page, check the data in the tab Formula and Measure Results. If the data isn't correct, then check the measure and plan component definition.

6. In the Participant Snapshot work area, check the details of the compensation plans associated to the participant. If you observe any issue, then associate the compensation plan to the participant again after removing the association. Run Deploy Compensation Plans and then run the calculation process.

7. In the Compensation Plans work area, make sure that the plan component is associated to an earning type. If not, then update the plan component with a valid earning type and run calculation.

8. In the Participant Snapshot work area, make sure that the participant is assigned to a compensation plan for the source event date of the credit. If not, then assign a compensation plan to the participant for the correct date range, run Deploy Compensation Plans and then rerun Calculate Incentive Earnings.

9. Run the Calculate Incentive Earnings process again with valid parameters. Check earnings records in the Manage Earnings page.

You Have Incorrect Earnings Amounts

The Calculate Incentive Earnings process creates measure attainment records and earnings records for participants. The process succeeded and the earnings in the Manage Earnings page have the status Calculated. But your earnings amounts are incorrect. Check these possible solutions.

1. In the Participant Snapshot work area, check the tiers of the rate table used in the compensation plan. Then make sure that the input achieved of the measure or the earning falls in the correct tier. If not, then change the rate tiers so that the correct rate table rate can be applied to the credit.

2. In the Participant Snapshot work area, determine all the attributes of the transaction used in the expressions of the measure and plan component. Then go to the Manage Transactions page and make sure that these attributes of the transaction are populated correctly. If not, then update the transaction and run the processes.

3. In the Participant Snapshot work area, check the expressions used in the measure and plan component and make sure that they're correct. If not, then define a new correct expression and replace the old expression with the new one.

4. In the Manage Earning page, query the earning record and check the data in the Measure tab. Verify that the columns Input Achieved and Output Achieved are what's expected. If not, then check the measure definition and take the necessary corrective steps.

5. In the Calculation Detail page, check the data in the tab Formula and Measure Results. If the data isn't correct, then check the measure and plan component definition.

6. In the Participant Snapshot work area, check the details of the compensation plans associated to the participant. If you observe any issue, then associate the compensation plan to the participant again after removing the association. Run Deploy Compensation Plans and then rerun calculation.

7. Run the Calculate Incentive Earnings process again with valid parameters. Check earnings records in the Manage Earnings page.

Earnings Not Calculated for a Plan Component

The Calculate Incentive Earnings process creates measure attainment records and earnings records for participants. The process succeeded, but the earnings aren't calculated for a particular plan component. Check these areas for a solution.

1. The credit category of the compensation plans must match one of these credit categories:

   - The credit category on the credit

   - A credit category that's a parent of the credit category on the credit

   If it's not, then either change the credit category of the compensation plan or change the classification rules and reclassify the credits. You maintain the hierarchy of credit categories in Classification Rules.

2. In the Participant Snapshot work area, make sure that the source event date of the credit falls within the date range of the plan component. If not, then change the date range of the plan component, run Deploy Compensation Plans, and then run calculation.

3. In the Participant Snapshot work area, make sure that the participant is assigned to a compensation plan for the source event date of the credit. If not, then assign a compensation plan to the participant for the correct date range, run Deploy Compensation Plans, and then run calculation.

4. The status of the compensation plan associated to the participant must be Complete. If not, then take the necessary action to make it complete in the Compensation Plans work area.

5. In the Participant Snapshot work area, check the details of the compensation plans associated to the participant. If you observe any issue, then associate the compensation plan to the participant again after removing the association. Run Deploy Compensation Plans and then rerun calculation.

6. Run the Calculate Incentive Earnings process again with valid parameters. Check earnings records in the Manage Earnings page.

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24 Payment Plans

Overview of Managing Pay Groups and Payment Plans

The Assign Incentive and Draw Plans task includes activities to create and manage pay groups and payment plans.

- Compensation managers use the Participant Assignments work area to create and manage pay groups as well as define and assign rule-based incentive payment draw and recovery plans.

- Compensation analysts are responsible for participant-specific plan configuration and processes and use the Participant Snapshot work area to individualize plans. Analysts also define other participant-specific attributes, including the participant's home currency, to support participant-specific incentive agreements.

This diagram shows that the Assign Draws and Incentives task comes after Model and Configure Incentive Plans and before transaction processing within the Manage Incentive Compensation business process flow.

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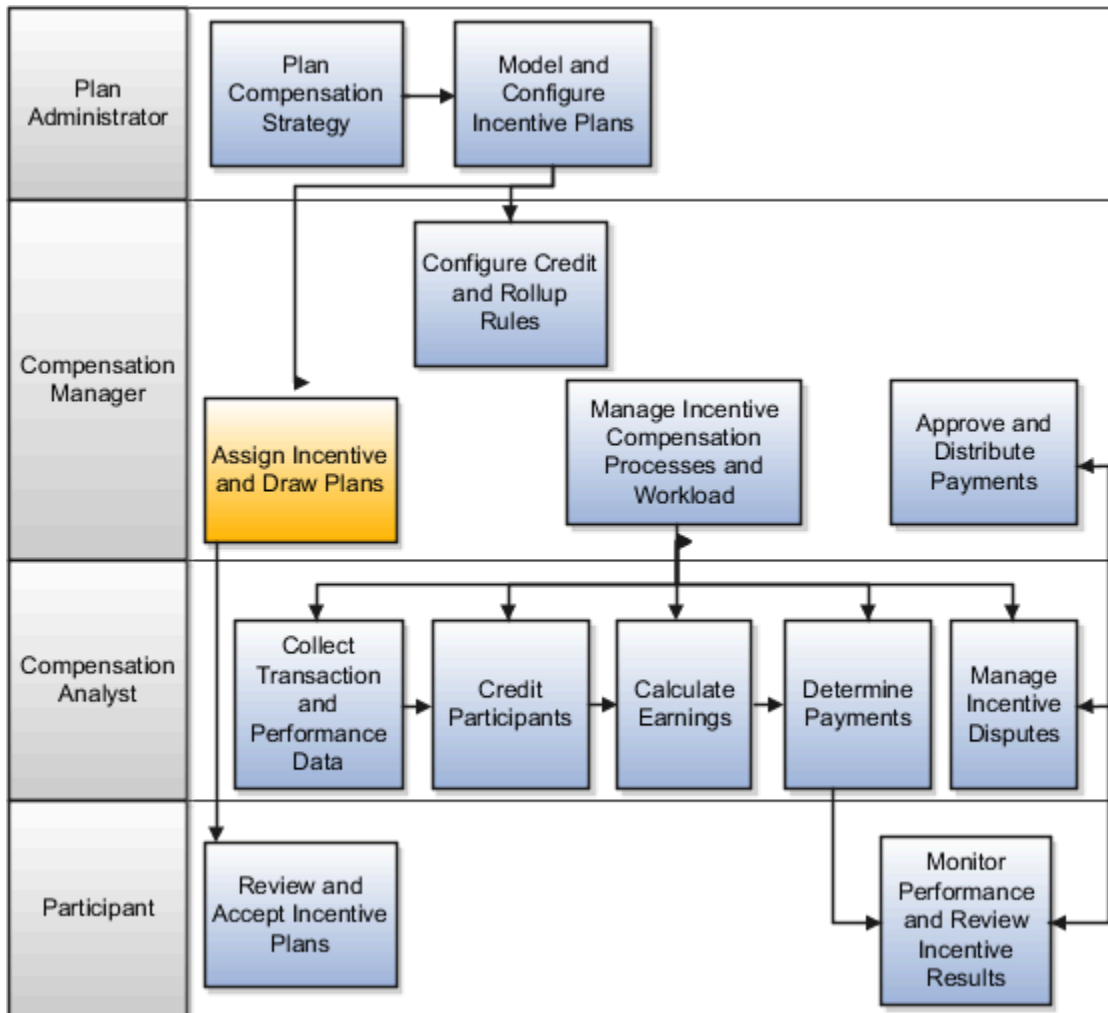
Related Topics

Incentive Compensation Payment Components

The payment business process controls how you pay salespeople, including these aspects.

- Who is paid
- When payment occurs
- Which transactions and adjustments to pay
- Approval and payment processing (if you use approvals)

This chart shows the Determine Incentive Payment business process entities and the relationships between them, whether one-to-many, many-to-one, or many-to-many.
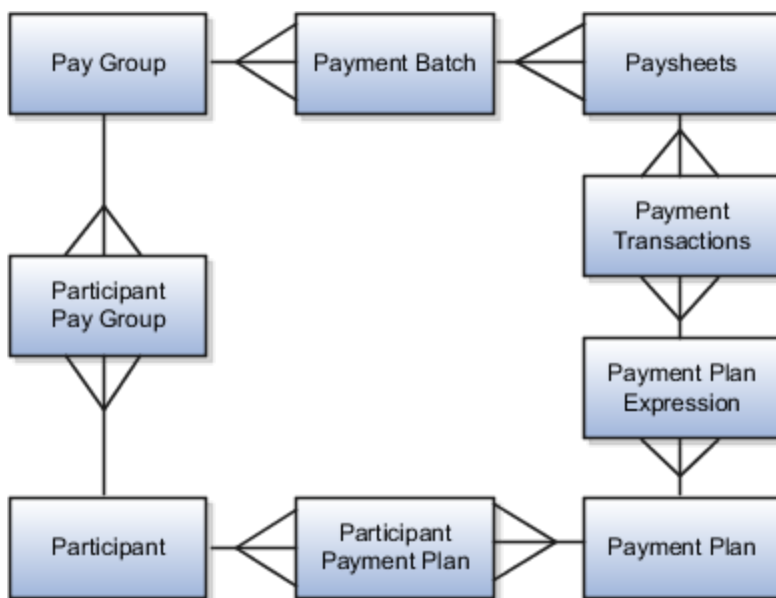
Pay Group

Use pay groups to define the frequency of payments and gather participants who are on the same payment cycle and sent to the same application. For example, group monthly participant payments as Pay Group A for your payables application and Pay Group B for your payroll application.
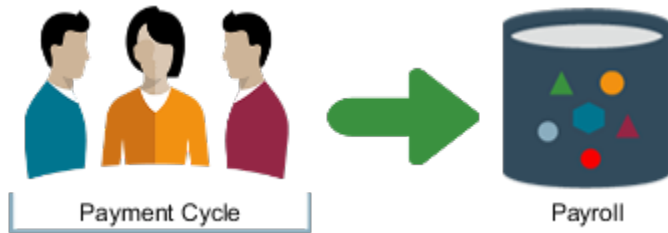
You must assign participants to a pay group to include them in a payment batch when you run the payment process. You can assign multiple pay groups to a participant, but only one pay group assignment can be active at a time. You create and manage pay groups in the Participant Assignment work area.

Payment Batch

You can assign a pay group to one or more payment batches, but a payment batch can have only one pay group assigned.

- Payment batches define the compensation period for which the payment is valid.
- Payment batches determine payment amounts for each eligible participant.

Paysheet

Paysheets are worksheets generated when you create a payment batch. A payment batch contains multiple paysheets, and each paysheet contains this information:

- Multiple payable commissions or payment transactions
- Draw and recovery adjustments
- Payment adjustments for the paysheet participant

Payment Plan

Payment plans contain rules regarding payment draw, draw recovery, and cap amounts to pay to assigned participants. The payment process uses these rules to populate participant paysheets with computed participant payment adjustment amounts against earnings for the period.

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You can assign multiple participants with a payment plan. You can also assign multiple payment plans to a participant, but only one plan assignment can be active at a time.

Related Topics

- How You Allocate Draw and Recovery Amounts Using Incentive Payment Plan Categories
- Payment Batch Statuses and Security Definitions
- Considerations for Pay Groups
- Participant Paysheet Approvals

Create Payment Plans

Incentive compensation managers and analysts create payment plans in the Participant Assignments work area to provide and recover participant draw payments against actual earnings.

Use payment plans to specify when and how much to pay and at what frequency. Prevent negative payments by using a zero minimum amount.

1. On the Create Payment Plan page, select the payment plan category.

   The Payment Information page or tab for plan components has the same field. Payment processing applies the draw and cap configured in the payment plan to those plan components with the same category selected. Create and edit plan components in the Compensation Plans work area.

   Set up multiple payment plans for a participant during a specific time period, as long as the payment plans have different categories.
2. Enter the flat minimum amount to pay the participant.

   Payment processing calculates the difference between the draw and the actual earnings amount and automatically creates a payment adjustment, recoverable or nonrecoverable, as required.
3. Optionally, select when to end the draw, such as after 3, 6, 9, or 12 months.
4. Optionally, enter a maximum payment, or cap.
5. Specify whether to carry forward the maximum.

   If you select **Yes**, then the payment processing issues a negative adjustment to level the final payment to the maximum amount. It also applies the adjustment to future earnings if the participant earns less than the maximum set on the payment plan.
6. Specify whether to recover the minimum, or draw, payment.

   If you select **Yes**, then the payment processing recovers the minimum against all earnings over the minimum amount. Also, specify whether to start recovery immediately or delay it. If you delay recovery, then you can specify whether to start and end recovery after 3, 6, 9, or 12 months.
7. Assign participants using roles and direct assignment.

Tip: Individualize draw amount, recovery amount, cap amount, and assignment start or end dates for participants in the Participant Snapshot work area.

Related Topics
- How You Allocate Draw and Recovery Amounts Using Incentive Payment Plan Categories
- Prevent Negative Payments

Prevent Negative Payments

Do these steps in the Participant Assignments work area to prevent negative payment amounts in payment batches.

1. Create a payment plan with a minimum payment amount of 0.00.

   To recover any adjustments made to offset a negative balance in a payment batch, also make this plan recoverable.
2. Assign the minimum zero plan to participants to prevent a negative payment amount for them in the payment batch.

Tip: This solution might not prevent a negative payment amount on an off-cycle payment batch, because the payment process applies the plan minimum against the participant's period earnings, not payment batch earnings. Prevent a negative payment for off-cycle payment batches with either of these methods:
- Manual hold

- Manual payment adjustment

Paysheet Examples

This table provides two paysheet scenarios that show how the total period earnings determine whether the payment plan sets the paysheet amount to zero. All amounts are in USD.

Scenario	Results
The monetary value of batch 1 is 1,000. The monetary value of batch 2 is -200 USD.	The zero minimum payment plan doesn't set the payment batch 2 amount to 0.00 for any associated participant because the period earnings, 800, are greater than zero.
The monetary value of batch 1 is 1,000. The monetary value of batch 2 is -1,200.	The zero minimum payment plan sets the payment batch 2 amount to 0.00 for associated participants because the period earnings, -200, are less than zero.

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How You Allocate Draw and Recovery Amounts Using Incentive Payment Plan Categories

This example shows how to use payment plan categories to allocate payment adjustments from a participant's payment plan among plan components. Create and manage payment plans in the Participant Assignments work area.

> **Tip:** If you select **Standard** for all of your categories, then the payment processing allocates incentive payment plan draw and recovery amounts equally across plan components.

Scenario

You have a compensation plan for US account executives, which includes commission and bonus components. New hires receive an incentive draw for the first six months of employment. You don't want to include any bonus when giving or recovering a draw against earnings.

Plan Component and Payment Plan Information

The incentive compensation plan contains license, service, and bonus plan components while payment recovery is for all earnings over the specified minimum amount of 4,000 USD.

To exclude bonus earnings when giving or recovering a draw against earnings, do these actions:

- Select one payment plan category on the Payment Information page or tab of the bonus plan component.

- Assign a different payment plan category to the payment plan and other compensation plan components, such as license and service.

This table shows the payment plan category and plan component type for three plan components.

Plan Component	Plan Component Type	Payment Plan Category
PC-1	License Commission	**Commission**
PC-2	Service Commission	**Commission**
PC-3	Bonus	**Bonus**

Configure the new hire commission draw payment plan as shown in this table:

Field	Value
Payment Plan Category	Commission

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Field	Value
Flat Minimum Amount to Pay Participant	4,000.00
Minimum Recovery	Yes
Recovery Start Option	Immediate

Paysheet Summary Information

A new hire receives 5,200 USD in January and 4,875 USD in February, even though the minimum payment for the New Hire Commission Draw payment plan is 4,000 USD.

These two tables provide a paysheet summary for the new hire for January and February.

- The tables show how payment processing uses the payment plan category and recovery rule to allocate and recover draw amounts.

- Recovery starts in February, even though the plan pays a minimum draw through June, excluding any bonuses earned.

Here is the paysheet for January.

Plan Component	Earnings	Draw Adjustment	Recovery Adjustment	Paid	Draw Owed
PC-1	1,000	500	0	1,500	500
PC-2	2,000	500	0	2,500	500
PC-3	1,200	0	0	1,200	0

Here is the paysheet for February.

Plan Component	Earnings	Draw Adjustment	Recovery Adjustment	Paid	Draw Owed
PC-1	4,000	0	500	3,500	0
PC-2	1,000	0	500	500	0
PC-3	875	0	0	875	0

Related Topics
- Example of Incentive Compensation Draw and Recovery

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Example of Incentive Compensation Draw and Recovery

This scenario illustrates how you can pay flat amounts to participants for their draws and recover payments against all earnings.

Payment Plan Configuration

You have the Service Revenue plan component with **Payment Plan Category** set to **Commission**. The draw, or minimum amount, for the participant has these settings:

- 1,000 USD per period
- Stops at the end of the sixth period

Recovery is 100 percent of earnings above the minimum payment per period and starts at the fourth period. Because the draw is in effect through the sixth period, for the fourth, fifth, and sixth periods, payment processing ensures that the recovery amounts don't bring the minimum payment below 1,000 USD.

Earnings and Draw Adjustments

The table shows payment transaction earnings and the draw adjustments for six periods. The beginning draw balance for the first period is 0.00 USD.

The payment process does these actions:

- Sums draw adjustments across periods to determine the balance due from the participant at the end of each period
- Subtracts recovered amounts from the balance due

Period	Earnings	Draw Adjustment	Recovery Adjustment	Paid to Participant	Ending Balance Due from Participant	Balance Calculation
1	500	500	0	1,000	500	0 balance + 500 current draw
2	700	300	0	1000	800	500 balance + 300 current draw
3	400	600	0	1,000	1,400	800 balance + 600 current draw
4	2,000	0	1,000	1,000	400	1,400 balance - 1,000 current recovery
5	1,200	0	200	1,000	200	400 balance - 200 current recovery

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Period	Earnings	Draw Adjustment	Recovery Adjustment	Paid to Participant	Ending Balance Due from Participant	Balance Calculation
6	750	250	0	1,000	450	200 balance + 250 current draw
7	2200	0	450 Waived	2200	0	450 balance waived

FAQs for Payment Plans

Why can't I delete incentive compensation pay group and payment plan assignments?

You can't delete an assignment for any pay group or payment plan that payment processing included in a payment batch or used to create payments. You can end date such assignments.

Can I edit the payment plan category?

Yes, if you didn't assign the incentive payment plan or you first deleted all associated assignments.

Delete assignments to a payment plan as long as no one used the payment plan in processing payments. If no one used the payment plan in the current period and no one paid the payment batch:

1. Delete the batch.
2. Delete the payment plan assignments.
3. Edit the payment plan.

Deleting assignments doesn't affect prior period paysheets or balances. If there are unpaid paysheets for the current period that are affected by deleting the associated assignments, then refresh those paysheets before approving them.

Related Topics

- How You Allocate Draw and Recovery Amounts Using Incentive Payment Plan Categories
- What happens if I edit an incentive payment plan start or end date?

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Can I override attributes for a participant's incentive compensation or payment plan?

Yes. Use the Participant Snapshot work area. Select the plan individualize check box or change the plan component individualize option to enable override or to reset the individualized values to the original values.

You can also change the following:

- **Individualize target incentive** enables you to override target incentive and target incentive percentage.

- **Individualize option** enables you to override combinations of uplift categories, commission rates, and goals, including those defined for intervals and periods.

Use the Manage Payment Plans task to individualize payment plans.

Related Topics
- Can I individualize details for some participants if default individualization is disabled?

Can I override a draw or recovery amount for the participant's incentive payment plan?

Yes. In the Participant Snapshot work area, select the participant and then edit the participant's incentive payment plan.

Related Topics
- How You Allocate Draw and Recovery Amounts Using Incentive Payment Plan Categories

How can I extend or shorten the payment plan period for a participant?

Change the payment plan end date In the Participant Snapshot work area.

1. Search for and select the participant.
2. Select the payment plan.
3. Edit the payment plan end date.

What happens if I edit an incentive payment plan start or end date?

If you edit the date to an earlier one, then you must recalculate the payments to update prior period balances. Refresh the relevant paysheets to reflect your edit in current balances.

You can't edit the start date to a later one if the payment process generated paysheets.

Related Topics
- What happens if I change an incentive compensation assignment date?

Why did the payment plan not apply to all plan components?

Payment processing applies the draw and cap configured in the payment plan to those plan components with the same category selected. Validate the payment plan category in Manage Plan Components.

25 Payment Processing

Pay Incentive Compensation Participants

Incentive compensation managers and analysts process participant payments in the Payments work area. You can change or remove any payment approval step or flow as well as bypass the process altogether.

In the Setup and Maintenance work area, use the following:

- Offering: Sales
- Functional Area: Sales Foundation
- Task: Manage Task Configurations for Incentive Compensation

Here's the procedure to pay participants:

1. Compensation managers or analysts create the payment batches, which contain the paysheets for the participants in the associated pay group.

   The payment process creates payments using participants in a pay group. So, you can only use one pay group per payment batch at any given time, for each pay group or set of participants. When you create a payment batch for all participants, the payment process automatically generates a paysheet for every participant associated with the pay group used by the payment batch. You can search and select individual participants to add to the batch. If searching by role is enabled, the results can contain multiple records for a participant, one for each role the participant has.

   Note: Incentive compensation analysts assigned to participants can only create or edit a paysheet for those participants they manage.

   When you create a payment batch, you can filter what plan components you want to bring over in your payment batch by using the Earnings Calculated and Incentive Type fields. The value you choose in the Incentive Type field in Payment batches is matched exactly with the Incentive Type field in Plan Components.

   The Earnings Calculated field is matched with the Calculate Incentive field from Plan Components. The value you choose in the Earnings Calculated list can be Bonus, Commission, or All. This table shows how corresponding plan components are matched.

Earnings Calculated field in Payment Batch	Calculate Incentive field in Plan Component
Bonus	Per interval
Commission	Per event
All	Per interval and Per event

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2. Compensation analysts review and adjust paysheets, They can verify the payment amount in both processing currency and home currency. When the numbers look correct, they lock the paysheets and submit them for review.

3. Compensation managers verify and approve paysheets and set the batch status to **Frozen**.

> **Tip:** Before a compensation manager can pay a payment batch, all paysheets must have a status of Approved.

4. The payment process does these actions:

   a. Sets the status for the batch and for the paysheets in the batch to **Paid**.

   > **Note:** The payment process saves payment batches and their associated paysheets for audit purposes. After the process sets the status for a payment batch to Paid, you can't do the following:
   >   - Adjust paysheets
   >   - Edit or delete payment batches

   b. Updates participant balances with final payment and adjustment amounts

   > **Tip:** If you process payments again for the same period, after processing earnings again, then the process displays the amount of difference in earnings and adjustments in the new batch.

5. Compensation managers export payments using the Export Payments process.

> **Tip:** Send only paid paysheets to your payroll system. Unpaid paysheets can change and then not match what was paid from payroll.

Related Topics
- Incentive Compensation Payment Components
- Payment Batch Statuses and Security Definitions

Payment Batch

Earnings to Payments Guidance

The calculation process is separate from the payment process. When you run calculation, the earnings get updated every time you run it.

You can run calculations multiple times before you send the payment amounts to the payment system. The payment process is started at the end of the process flow when you're done with calculations for that payment cycle. In the Payment process, you create and pay a payment batch which consolidates the earnings data for participants and lets you review them before you send it over to the payment system.

In this figure several calculations are run before running the payment process and producing the payment batch.
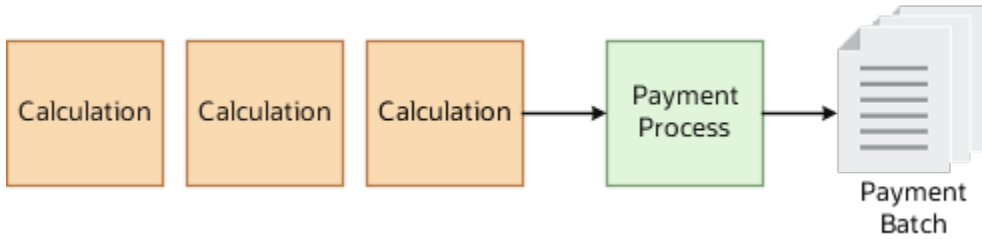
Payment
Batch

Earnings to Payment Batch

When you run calculation, it either creates new earning records or it leaves the older earning records intact if there are no updates. When you create a payment batch for a period, it consolidates these earning records, looks at the amount that's already paid, and figures out the current payment amount to be paid for that period. There are no restrictions on running calculation whether the payment batch is paid or not or whether the payment batch even exists, as long as the period is open. This means that you can create or pay a payment batch and yet recalculate again for the same periods.

In this figure the batch takes the earnings from calculations and subtracts paid amounts for the period to determine the payment amounts for the batc
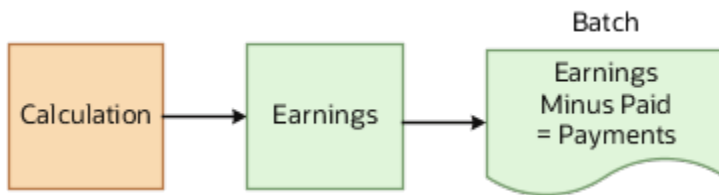
Unpaid Payment Batch

After creating a payment batch, if new earning records are created because of a recalculation and the payment batch is still unpaid, you should run the Refresh Payment Batch process to have the latest earnings reflected in the payment batch. If you don't run this process, the payment data will be based on the older earnings records which were created before you reran calculations. This means that if you pay this unpaid batch without refreshing it, the next payment batch that you create will include the delta between the updated earned amount and already paid amount, whether it's positive or negative.

In this figure Refresh Payment Batch is run because earnings were recalculated while the existing batch was unpaid.
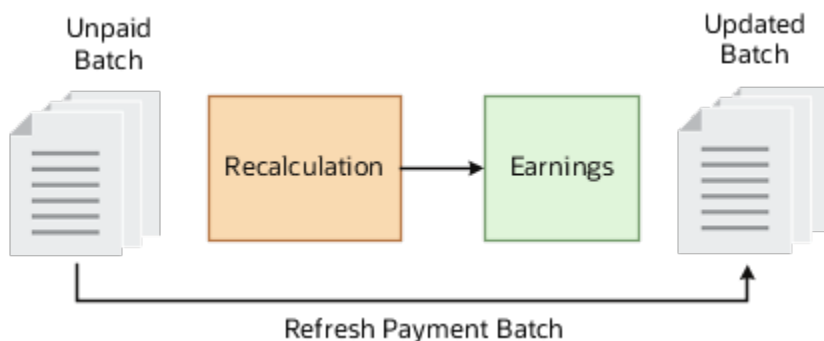
For example, the earnings for a salesperson John Smith for January 2020 are $1000 and you create a payment batch for January 2020. The payment amount reflected in John Smith's unpaid paysheet will be $1000 as well. Now, because of some changes that occur after you create the payment batch, you have had to recalculate. The earnings now for John Smith are $1200 for January 2020. However, the paysheet amount for John Smith will still stay at $1000 unless you run the Refresh Payment Batch process. If you don't refresh the payment batch and pay the batch as is, then the next payment batch that includes John Smith will have the $200 delta that he's owed.

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Paid Payment Batch

After paying a payment batch, if new earning records are created because of a recalculation, they won't be reflected in the already paid payment batch. You can't refresh a paid payment batch. The new amounts will only reflect in the next payment batch that's created. So the next payment batch that you create will include the delta between the updated earned amount and already paid amount, whether it's positive or negative.

For example, the earnings for a salesperson John Smith for January 2020 are $1000 and you create and pay a payment batch for January 2020. The payment amount reflected in John Smith's paid paysheet is $1000 as well. Now because of some changes that occur after you pay the payment batch, you have had to recalculate. The earnings now for John Smith are $700 for January 2020. Since the payment batch for January 2020 is already paid, no changes can be done to that payment batch. However, the next payment batch that's created for John Smith , whether it's for January 2020 again or for a subsequent period like February 2020, will reflect the negative $300 delta that he owes.

Create a Payment Batch

The compensation manager creates a payment batch for participants in a pay group. The payment process will generate paysheets from the earnings table.

The paysheets are a snapshot of the earnings table. They're not correct if a new calculation is done. Use the Refresh Paysheets action in the Manage Payment Batches UI or the Edit Paysheet UI to update the paysheets with the new calculations or adjustments. Or you can run the Refresh Paysheets process.

1. In the Payments work area, Select the **Manage Payment Batches** task.
2. In the Search Results region, click **Create**.
3. Name the batch.
4. Select the paygroup to pay. Paysheets will be generated for the participants in that pay group.
5. Select the pay period.
6. Choose the pay date.
7. You can filter the the plan components to include in your batch with your choice in the **Earnings Calculated** field:Choose whether you want to calculate on commission or bonus earnings, or all earnings.
    - Commission: This matches with per event in the Calculate Incentive field in the plan component.
    - Bonus: This matches with per interval in the Calculate Incentive field in the plan component.
    - All: This matches both per interval and per event in the Calculate eIncentive field in the plan component.
8. You can filter the the plan components to include in your batch with your choice in the **Incentive Type** field. The choice matches exactly with the Incentive Type field in the plan component.
    - Bonus
    - Standard
    - Commission
9. Choose whether to include all participants for the pay group in the batch, or to select participants.
10. If you didn't choose all participants, search and select participants to add include in your batch.
11. Save and close or save and create another batch.

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Delete Multiple Paysheets

You can delete multiple incentive paysheets at the same time.

Use the Manage Payment Batch task in the Payments work area to delete some or all unlocked and unpaid paysheets in your search results.

Related Topics
- Incentive Compensation Payment Components

Paysheet Adjustments

Adjust a Paysheet

Incentive compensation analysts review and adjust paysheets and then lock them and submit them to the manager.

Before you start

Compensation managers create payment batches that contain paysheets for participants in a pay group. You can make changes to paysheets only for participants assigned to you.

Here's what to do

1. Navigate to the Payments work area.
2. Click the **Manage Paysheets** task.
3. Search for paysheets.
4. Click **Paysheet Detail** for a paysheet.
5. Use the Manual Adjustments tab in the Payment Summary region to make any manual adjustments.
6. Save your changes.
7. In the Actions menu, click **Lock**.
8. In the Actions menu, click **Submit** to send the paysheet to the compensation manager.

How You Hold and Release Payment Transactions

You can hold or release payment transactions for a participant on the Edit Paysheet page in the Payments work area. Use the Hold All and Release All buttons to hold or release all payment transactions for the current paysheet.

When you hold a single payment transaction, it stays in a held status until you manually release it, preventing the payment process from paying the transaction.

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Holding Payment Transactions

Here's what happens when you hold a payment transaction:

- The payment amount is subtracted from the appropriate participant incentive balances (payment amount)

- It's added to the participant's held earning balance, or ending balances, when you refresh the paysheet or reapply the payment plan

After the payment process pays the payment batch, all of the batch information becomes static. The paysheet summary retains the held amount, along with the other standard summaries. The paid paysheet doesn't display the held transaction, because the payment process didn't include the transaction in the payment batch. The process does include and display the held transaction in the subsequent paysheet for you to review and possibly release for payment.

Releasing Payment Transactions

Here's what happens when you release a payment transaction:

- The payment amount is added to the appropriate participant balances (payment amount)

- It's subtracted from the participant's held earning balance, or ending balances, when you refresh the paysheet

Related Topics
- Participant Subledger Balances

Hold Payments for a Participant

You can hold all payments for a participant.

Deselect Active in the Participant Detail page. The payment process doesn't create a paysheet for any participant who has Active deselected.

Pay a Third Party

You can give a participant's incentive compensation payments to a third party payee.

In the Participant Snapshot work area select Payment Made Through Third Party and select the payee. Ensure that the payee start and end dates fall within those of the participant.

Waive Draw Recovery

You can waive a participant's draw recovery in a paysheet.

When you edit a paysheet, select Waive recovery to remove the recovery amount from the payment calculation. The paysheet recovery amount is permanently waived and doesn't get added to the next paysheet.

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The Recoverable amount is the amount to recover from the draw advanced to the participant. You only see the Waive recovery check box if the paysheet has an amount in the Recoverable field. If you select Waive recovery by mistake and save it, you need to delete the paysheet and recreate it.

Related Topics
- Example of Incentive Compensation Draw and Recovery
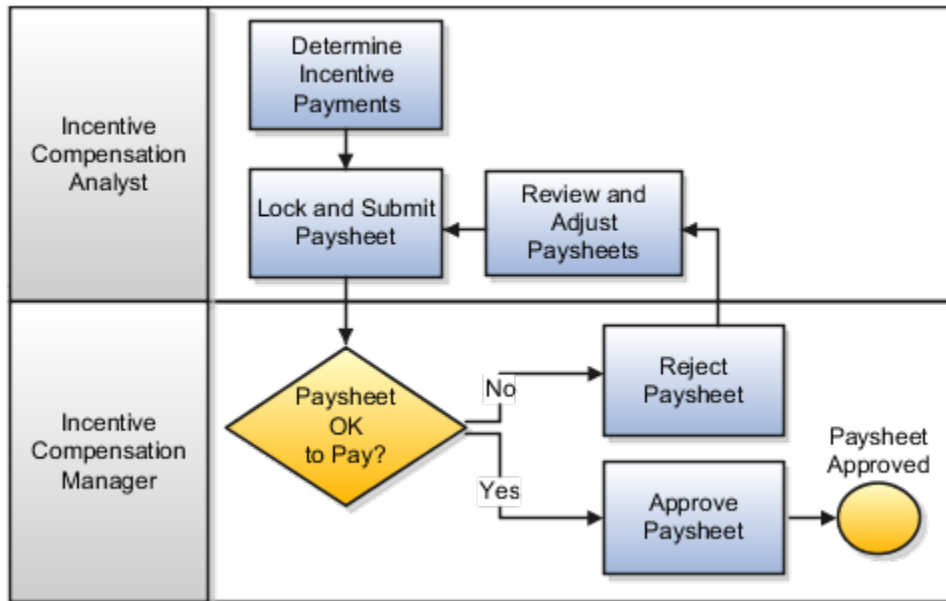
Paysheet Approval

Approve Paysheets

The compensation manager approves or rejects paysheets before running the payment process.

1. Navigate to the **Payments** work area.
2. Click the Manage Payment Batches task.
3. Click the payment batch name to open it.
4. Review paysheet details as needed.
5. Select paysheets to approve. You can use multi-select key commands like Shift-click.
6. From the Actions menu, click **Approve**.
7. Click **Done**.

Participant Paysheet Approvals

Do all of your participant paysheets require manager approval? Or can some be automatically approved? Here's the payment approval process.

Incentive compensation analysts create payment batches of participant paysheets. Paysheets can be automatically approved or routed for approval. Notifications tell managers and analysts what to do and what was done. Work with all your notifications in your Worklist.

Settings for Participant Paysheet Approval

Use the Manage Task Configurations for Incentive Compensation task in the Setup and Maintenance work area to edit the approval workflow. The provided NotificationForPaysheet workflow uses the analyst hierarchy defined using the Manage Analyst Payment Approval Hierarchy task in the Participant Assignments work area. You can configure the approval flow to include the participant supervisory hierarchy. The participant hierarchy is derived from the manager assigned to the participant when importing the employee resource, entering users, or assigning managers using HCM.

How Participant Paysheets Are Approved

Here's the process for Paysheet approval.

1. The incentive compensation analyst or manager creates a payment batch.
2. The payment process uses the associated pay group to create participant paysheets.
3. The process acts according to the settings in Payment Parameters.

   ○ If the default paysheet approval status is Approved, then the process sets the paysheet status to Approved.
   ○ If the paysheet amount falls between or is equal to the minimum and maximum approval amounts, then the process sets the paysheet status to Approved.
   ○ The paysheet status remains Unpaid.

4. The analyst can review, lock, and submit an individual paysheet, or follow these steps to approve multiple paysheets:

   a. Navigate to Manage Paysheets.
   b. Search using the payment batch name and paysheet status.
   c. Use Ctrl-A to select all paysheets, or use Ctrl-click or Shift-click to select multiple paysheets.
   d. From the Actions menu select Lock or Submit as appropriate.

The approval process contains steps, and an approval policy for each step. The provided process includes a step to route the paysheet to compensation managers for approval. Finally, the paysheet approval requester receives an informational notification with the final outcome.

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Related Topics

- Incentive Compensation Payment Components
- Options for Configuring Approval Management in Incentive Compensation

Payment Acknowledgment

A paysheet shows the payment method, payment date, and reference number in a Payment Acknowledgment.

Payment acknowledgment can occur among many players in the payment flow, including between banks and payment systems, between payment systems and payable systems, and between payable systems and payment requesters. The information shared in the payment acknowledgment varies; however, the payment date, payment method, and payment reference number are commonly included. The paysheet payment acknowledgment values can be entered manually or by using the Incentive Compensation Payment Acknowledgment web service.

Payment Export

Export Incentive Compensation Payments

The compensation manager can export participant payments from incentive compensation for payment by creating a Business Intelligence report using the Incentive Compensation, Payments Real Time subject area.

Make sure your data is valid:

- All paysheets for each payment batch that you plan to include in the export have a status of Paid.
- Each payment batch that you plan to include in the export has a status of Paid.

Here are prompts for an example BI report you can use to export.

- Business Unit Name
- Payment Batch
- Payment Batch Status
- Hold Payment
- Pay Date

Here are example columns:

Column Name	Example Data
Participant	Lisa Jones
Person Number	5
Hold Payment	N

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Column Name	Example Data
Payment Batch Status	UNPAID
Pay Date	3/31/2021
Processing Payment Amount	9527.33
Calculation Currency	USD
Payment Amount in Home Currency	9527.33
Home Currency Code	USD
Analyst	Ed Kelly

Related Topics

Payment Process

Participant Subledger Balances

The application tracks the earned commission, payment amount, adjustments, and outstanding balances for each participant, for each period, in a table called Subledger. The subledger creates and stores three types of records, which use unique keys.

The application creates these records for participants after you do these tasks:

1. Import the participants.
2. Assign them to at least one compensation plan.

Transaction processing always retains participant subledger records for audit purposes.

Unique Keys

Here are the unique keys in the subledger:

- Participant Id
- Period Id
- Role Id
- Quota Id
- Credit Type Id

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Record Types

The application creates three types of subledger records:

- Detail records, which store participant details

- Carry forward records, which hold outstanding balances for an inactive plan component

- Summary records, which are an aggregate of the detail records and carry forward plan component records

  The summary record is redundant data storage, which the application uses to enhance performance, as well as for reports.

Related Topics
- Pay Incentive Compensation Participants
- How Participant Earnings Are Calculated
- Create Payment Plans
- How You Hold and Release Payment Transactions

Update Paysheet Statuses in Bulk

Update the statuses of all paysheets together within a payment batch by running the process Update Status of Paysheets in Bulk.

You must have the Compensation Manager role to run the process. All the paysheets in the payment batch must have the same status before you run the process. This table lists the actions you can choose when you run the process and the status all payshesets must have to run the update process.

Status Update Actions and Required Paysheet Statuses

Paysheet Action Parameter	Paysheets Required Status
Unlock	Locked
Lock	Unpaid
Approve	Submitted
Reject	Submitted or Approved
Submit	Locked

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Payment Settings

Incentive Payment Parameters

Settings that you make using the Manage Parameters task in the Setup and Maintenance work area affect payment processing, including paysheet approvals and payment conversions. You also specify whether to reset subledger balances and the level of analyst security.

Payment Approvals

If you don't require the payment approval process, then set **Default Paysheet Approval Status** to **Approved**. Approved is the final status before paying the payment batch. Enter values for these two amount parameters to specify an amount range that the payment process should automatically approve:

- Minimum Payment Automatic Approval Amount

- Maximum Payment Automatic Approval Amount

The provided payment approval process includes an exception rule that uses these values to send actionable notifications to compensation managers if a paysheet amount is less than or equal to the minimum amount and greater than or equal to the maximum amount. If these parameter amounts aren't set, then the payment approval process:

- Doesn't automatically approve any of the paysheets

- Uses the regular approval process that's in place and continues the regular approval process activities for all paysheets

Currency Conversions

Several currencies are involved with payments.

- The primary currency of the paysheet is the processing currency.

- You can view the paysheet detail amounts in the operating and participant home currencies.

- Payments are always made in the participant's home currency.

You created one or more conversion rate types that each contains a set of currency to currency rates for specified dates. Select the payment conversion rate type you want to use to convert payments to the participant's home currency. The payment conversion date is compared with the rate table to choose the effective rate.

The Manage Participant Detail page in the Participant Snapshot work area shows the participant's home currency and effective dates. Moving to another country can change the participant's effective currency. Either the event date or the pay date is matched to the participant's effective home currency dates to determine the correct currency. Use the Home Currency field to select the event date of the payment transaction or the pay date.

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Subledger Balances

Specify whether to reset participant balances back to zero at the start of each year. If you answer no to the Reset Balances Each Year parameter, unpaid balances carry forward normally to be paid as if it's not the end of the year. If you answer yes, then make a selection for the Pay Prior Years Payments parameter.

- All Prior Years is the default. The current year payment batch includes payments due to be recovered from any prior years.

- One Prior Year includes in current year payment batches payments due or to be recovered from only one year prior to the current payment batch year.

- No Prior Years prevents including payments due or to be recovered from any prior years in current year payment batches..

Analyst Security

The Analyst Security parameter controls which participants you can search for in the Select Participant tab of the Participant Snapshot work area. The setting also controls your search for a participant when you create a dispute. Select one of the following for analyst security:

- If you select **By participant**, then analysts can access data and tasks for only their assigned participants.

  > **Note:** This parameter has no effect on the data that compensation managers can access.

- If you select **By business unit**, then all users with the Incentive Compensation Analyst job role can review and edit all participant data in the business units they have access to.

- If you select **By Group**, then analysts can access and perform certain tasks not only for participants associated with them but also for participants associated with other analysts within the group. An analyst group forms when analysts and compensation managers are selected as administrators and share the same node of the analyst hierarchy.

Analyst Paysheet Visibility

Control who can see and perform tasks for paysheets using the Analyst Paysheet Visibility parameter. There are two settings:

- Use the default value **All Paysheets**, and analysts can view all pay sheets for participants in the summary page, but the Analyst Security setting controls their access to paysheet details.

- Set to **Use Analyst Security**, and analysts may not be able to view all paysheets in the summary page since visibility to a paysheet is controlled by the Analyst Security parameter.

Allow Payment Batches in Future Periods

Control whether or not you can create and pay payment batches for a period in the future. The default value is no to prevent the creation of payment batches for future periods. Change it to yes in your test environment to conduct testing on new year compensation plans and payment flows. Change the parameter to yes if you have plan configurations that require creating payment batches for future periods.

Tip: After a payment batch for a specific pay group is paid for a period, you can't create payment batches for that pay group before that period. For example, if you create a payment batch for the paygroup US West in December 2020, then you can only create a new payment batch for the US West paygroup for December 2020 or later. You can't create one for November 2020. To prevent users from mistakenly paying payment batches in the future, set this parameter to No. Set it to Yes only if there is an absolute need to create payment batches in future periods.

Related Topics

- Pay Incentive Compensation Participants
- Participant Subledger Balances
- Currency Parameters for Incentive Compensation

Payment Batch Statuses and Security Definitions

The batch status determines what actions you can perform. Here are the actions you can perform for batches with statuses of Unpaid, Frozen, and Paid.

Action	Unpaid	Frozen	Paid
View payment batch	Yes	Yes	Yes
Delete payment batch	Yes	No	No
Edit payment batch	Yes	No	No
Freeze payment batch	Yes	No	No
Unfreeze payment batch	No	Yes	No
Refresh payment batch (Refreshes the paysheets)	Yes	No	No
Pay payment batch	No	Yes	No
Create paysheets for payment batch	Yes	No	No
Adjust paysheets	Yes	No	No

The application associates payment batch actions with discrete security definitions assigned to duty roles.

- Compensation managers have permission to perform any action to payment batches because of the default duty roles assigned to this job role.

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- Compensation analysts can't perform any action through delivered duty role assignment except to add participant paysheets to existing payment batches.

To edit default permissions for your compensation analysts, assign one or more of the payment batch duty roles to the analyst job role. In the Setup and Maintenance work area, Use the Manage Duties task in the Users and Security functional area of the Sales offering.

Here's an example of how to allow compensation analysts to create and refresh payment batches:

- Assign the duty role Payment Batch Creation Duty to the compensation analyst job role.

- Leave the duty role Payment Batch Payment Duty assigned to only compensation managers.

Related Topics
- Pay Incentive Compensation Participants

FAQs for Payment Processing

What happens if I edit the incentive payment or recovery amount?

Prior period balances and current period paysheets are updated unless you recalculate payments.

Related Topics
- Can I override a draw or recovery amount for the participant's incentive payment plan?
- What happens if I edit an incentive payment plan start or end date?
- Can I override attributes for a participant's incentive compensation or payment plan?

What happens if I edit interval numbers after using them in incentive compensation processing?

You must run the calculation and payment processes again for all of the periods affected by the change in the interval numbers.

Related Topics
- Why can't I delete an incentive compensation interval type?
- Where are incentive compensation interval types used?

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Why are the incentive compensation balances not reflecting my edits?

To see some paysheet balance edits, you must refresh the paysheet. For some final balances, the payment process updates what you see after it pays the paysheet.

What's the difference between creating a payment batch for selected or all participants?

When you create a payment batch for all participants, the payment process automatically generates a paysheet for every participant associated with the pay group used by the payment batch.

When you elect to select participants, the payment process generates paysheets for the chosen individual participants who belong to the pay group. Add to the batch individual participants not originally included after the application creates the batch. If enabled, you can search for participants by role. If a participant has more than one role, you will see a record for each role in the search results. If searching by role is disabled, you see one record per participant.

> **Note:** Incentive compensation analysts assigned to participants can create or edit a paysheet only for those participants they manage.

Related Topics
- How Participant Earnings Are Calculated

What happens if I delete paysheets in an unpaid payment batch?

The payment process also deletes the process-generated payment transactions associated with the deleted paysheets.

Add additional paysheets to the existing payment batch if you plan to recalculate it to pay for the period.

Why does my paysheet refresh put the paysheets in Processing status?

When you refresh paysheets, they remain in the Processing status until a background process completes. You can't change the paysheet during processing. Use View Processes to check the status of the process ID that's on the paysheet.

If the process gets stuck you can cancel it and then reject all the paysheets within the payment batch. Make sure the Reject action is done by a user with access to the action on the paysheet or by a user with the manager role.

Why is a transaction paid in a prior payment batch in this unpaid paysheet?

If the transaction was recalculated since the last payment batch, it's picked up again in the current paysheet.

If the earning amount is the same as that previously paid, the net amount on this paysheet is zero. If it's different, the net amount is included in this paysheet.

Why did the Current Interval Payment Transactions column have a different amount than the Payment Transactions column?

Either there are earnings changes not picked up or the paysheet picked up additional transactions from prior periods. For example, if you imported prior period transactions, you need to run crediting, classification, and calculation before refreshing your paysheets.

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26 Analytics

Overview of Incentive Compensation Analytics

Administrators create, edit, and maintain analytics for your organization. You can get to the analytics work area from Tools > Reports and Analytics.

The Reports and Analytics work area provides tools to build your own analytics, as well as edit the prebuilt analytics. All analytics are built using subject areas. Subject areas are designed for building analytics that can answer key business questions in a particular context, such as transactions, credits, and earnings.

Listing of Prebuilt Subject Areas

There are dozens of standard subject areas that you can use right out of the box to build your analytics. This list includes subject areas for other applications as well.

You can review the subject area in the *Oracle CX Sales and Fusion Service Subject Areas for Transactional Business Intelligence* guide.

Note that you can view the subject area objects and attributes in your application by going to BI, choosing the **New Analysis** wizard which lets you choose a subject area. Then the editor for building a new analytic opens with the subject area dimensions and attributes expandable under the subject area name.

Listing of Prebuilt Analytics

Your CX Sales applications come with a variety of different prebuilt analytics for your sales users. Use the prebuilt analytics right out of the box, or make a copy and modify them however you like.

Listing of prebuilt analytics

Display Analytics in Incentive Compensation

You can create your own analytics reports and display them in infolets, dashboards, and springboards. You can also make them available in Reports and Analytics found in the Tools menu.

Create a Springboard with OTBI Reports

You can create a simplified springboard. Add multiple OTBI reports to it that open from Incentive Compensation.

1. Get the URL for the BI report or dashboard that you want to add.

2. Navigate to **Configuration** > **Sandboxes**, to create and enter a new sandbox.
3. Create a springboard location for your report. Here are some examples:

   - ○ Add a tab to an existing page.

   - ○ Create a new page in an existing group or also create a new group in Structure. Add a tab to the page for a report.

   - ○ Use the Page Composer tool to add the report to your tab. Enter the report URL as your source.

   You can use the Incentive Compensation category to give access to the Incentive Compensation Participant or Participant Manager.
4. Publish your sandbox.

Infolets

You have access to infolets that display information from existing reports. You can also create your own infolets. Here are the existing infolets.

- Credits

- Earnings

- Payment Summary

- Performance

- Year-to-Date Summary

If you don't see Incentive Compensation Infolets, you may not have the correct role to view them or the administrator needs to enable them.

1. Use Application Composer to create a sandbox.
2. Go to structure.
3. In the Home tab, find **Incentive Compensation Infolets**.
4. Select **Yes** to enable them for all users, or write an EL Expression to control access.
5. Publish the sandbox.

Related Topics
- Analytic Interfaces For Your Sales Teams
- Create Infolets

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27 Dispute Management

How You Manage Disputes

Participants, their managers, compensation analysts, and compensation managers can create, track, and resolve disputes as part of incentive compensation processing.

This dispute management includes automated notifications for all involved parties. Work with all your notifications in your Worklist. Click the Notifications icon at the top of your screen, click the Show All button, and then click the Worklist button.

This topic explains the processing, status values, and notifications associated with these dispute actions:

- Create
- Reassign and delegate
- Request more information
- Update information
- Approve and reject
- Escalate
- Withdraw

Dispute processing uses the delivered DisputeNotificationTask approval workflow and the Human Capital Management (HCM) supervisor hierarchy. The My Group selection in your worklist doesn't apply to working with disputes. Use the Manage Task Configurations for Incentive Compensation task in the Setup and Maintenance work area, Sales Foundation functional area, to edit the workflow configuration. The HCM supervisor hierarchy is created as part of the initial application implementation.

Create

In the Sales Compensation work area, open the Disputes tab and click the Create Dispute button. Complete the required fields as well as all fields relevant to expedite the resolution of your dispute.

After you submit the new dispute, the submit process runs:

- It creates the dispute record and sets the task outcome to New.
- It assigns the dispute to the analyst associated with the dispute participant using the delivered DisputeNotificationTask approval workflow.

    o If a compensation analyst or manager creates the dispute, then the dispute process automatically assigns the dispute to that person, the initiator.

- It sets the status to Assigned when the approval workflow finds the analyst associated with the dispute participant. Otherwise, it sets the status to New.
- It sends an actionable notification to the compensation analyst of the new dispute.
- It also sends an informational notification to the dispute participant.

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Reassign and Delegate

Analysts can reassign one or more of their disputes to other analysts to balance the workload.

The process does the following:

- Assigns the dispute to the newly selected analyst
- Sets the status to Assigned
- Sends an actionable notification to the newly assigned analyst

Request More Information

The compensation manager or analyst requests more information from the participant, participant's manager, Sales Operations team, or any incentive compensation user.

The dispute process does the following:

- Sets the status to Information requested
- Sends an actionable notification to the identified user

Update Information

When the participant, participant's manager, or Sales Operations user updates the dispute with the requested information, the dispute process does the following:

- Sets the status to Assigned
- Sends an actionable notification to the user who requested the additional information

Approve and Reject

The compensation analyst views the details of the dispute. If no further information is required, then the analyst approves or rejects the dispute.

The dispute process does the following:

- Sets the task outcome and status values to either Approved or Rejected
- Sends an informational notification to the dispute initiator, which can be the participant, the participant's manager, or the analyst

Escalate

When the resolution wasn't as expected, the analyst can escalate the dispute, even a dispute that was closed.

The dispute process does the following:

- Sets the status to Escalated
- Sends actionable notifications to the analyst assigned to the dispute as well as all of the users with the Incentive Compensation Manager job role
- Sends an informational notification to the participant's manager, if the participant is the one escalating the dispute

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Withdraw

The dispute creator can withdraw the dispute before it's approved or rejected. The process sets the status to Withdrawn.

Related Topics
- Calculation Analysis

Hold a Disputed Earning

Use the Hold Payment selection for the transaction to place a hold on an earning.

1. Find the corresponding payment transaction in the Credits and Earnings work area,
2. Select **Hold payment**.
3. Refresh the paysheet that includes the payment transaction to remove the earning from the total payment.
4. After you settle the earning dispute, deselect **Hold payment** to release the transaction for payment.

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