

Commissions SOP

Guidelines

- **Who is included:** Commissions are awarded to current / past account team members (inclusive of specialists).
 - If someone has joined the account as a team as a result of someone leaving the company, it is recommended at *your discretion* to offer up a portion of their commission to the new team member coming on and the rest can be distributed to the existing team.
 - **Contractors, Part Time Employees, and interns do not receive commissions**
- **Who is NOT included:**
 - If new leads are added to support future channels via service expansions these leads are not included in the commissions until the next renewal
 - GDs or ADs
- **Lookback timeline:** based on the current term
 - Ex.: if the renewal or Service expansion is for 12 months then you will look at the team over the last 12 months.
 - Note: If the client has only been a client for the past 6 months then you would just use that timeframe.
- **Team member commission guidelines**
 - **AM:** awarded the highest amount usually 20-40% (varies based on how many channels we are supporting)
 - **Channel leads:**
 - Assign similar value per channel that are included on weekly calls (channels that are excluded from all calls or only join monthlys/quarterlys will have lower %)
 - If the channel allocation is 10% this is the total per channel so if there are two leads on the account (one lead and one support) they would split the 10%.
 - If there was a transition, then you will look at the lookback window (i.e. last 12 months) and determine how many months the current lead vs previous lead were managing to divide the channel lead %. Ex: 10% per channel and each lead was on for 6 months each means that each is awarded 5%.