



Siebel Incentive Compensation Management Administration Guide

Version 7.5.3
December 2003

Siebel Systems, Inc., 2207 Bridgepointe Parkway, San Mateo, CA 94404

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Printed in the United States of America

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Contents

Chapter 1: Overview of Siebel Incentive Compensation Management

About This Book	13
About Siebel Incentive Compensation Management	16
Components of Siebel Incentive Compensation Management	16
Master Data	17
Rules	17
Formulas	17
Services	17
Processing Steps	17

Chapter 2: Getting Started with Siebel Incentive Compensation Management

Logging In	21
Navigation	22
Account Management	22
Main Navigation Bar	22
Browser Navigation	23
Working with Records	23
Searching for Records	24
Editing Records	24
Deactivating Records	25
Deleting Records	26
Adding Records	27
Copying Records	27
The Working Period	28
Changing Working Periods	29

Chapter 3: Participants

Employees	31
Setting Up New Employees	31
Editing Job History	35

Channel Partners	36
Setting Up New Channel Partners	36
Customers	38
Setting Up New Customers	38
Participant Snapshot	41

Chapter 4: Participant Components

Jobs	43
Setting Up a New Job	43
Salary Grades	44
Setting Up a New Salary Grade	44
Cost Centers	45
Setting Up a New Cost Center	45
Payroll Systems	46
Setting Up a Payroll System	46
Locations	46
Setting Up a New Location	46
Channel Segments	47
Setting Up a New Channel Segment	47

Chapter 5: Organizations

About Organizations	49
Setting Up Organizations	49
Constructing an Organization Hierarchy	50
Setting Up the Root Element	50
Adding Child Organizations	51

Chapter 6: Territories

About Territories	53
Setting Up Territories	53
Setting Up Regions	55
Constructing the Territory Hierarchy	56
Setting Up the Root Element	56
Adding Child Regions or Territories	56

Chapter 7: Draws and Caps

Draw Recovery Over Several Calendar Years	61
---	----

Draw Examples	61
Adjustable Draw with Automatic Recovery, No Recovery Guarantee	61
Adjustable Draw with Beginning Period Recovery and Recovery Guarantee	62
Adjustable Draw with Beginning Period Recovery, Draw Ceiling and Recovery Guarantee	63
Fixed Draw with Incentive Calculated YTD Recovery and Recovery Guarantee	64
Caps	65
Cap Examples	66
Absolute Cap Amount, Not Carried Forward	66
Percentage Cap Amount, Carry-Forward	66
Combining Draws and Caps	67
Adjustable Draw with Ceiling, Recovery at a Specified Period with a Recovery Guarantee, Combined with a Carry-Forward Cap	67

Chapter 8: Products

Setting Up Products	69
Product Measures	70
Product Measure Type Example	70
Product Rates and Rate Groups	71
Setting Up Rate Groups	72
Product Hierarchy	72
Setting Up the Root Element	72
Adding Child Products	73

Chapter 9: Performance Data

Goals	75
Goal Types	75
Creating Base Goals	76
View All Goals	77
Credits	77
Credit Types	77
Creating Primary Credits	78

Chapter 10: Measures

About Measures	81
Profiles and Measures	81
Cumulations	81
Rollups	94
Rollup Examples	94

Defining a Measure 95

Frequency Groups 97

Chapter 11: Transactions

How Transactions Are Used 99

How Transactions Are Created 99

 Headers and Detail Lines 100

 Transaction Events 100

 Transaction Events Processing 101

 Full Batch Processing 101

 Incremental-Batch Processing 102

Searching for Transactions 102

Creating New Transactions Manually 102

 Creating Transaction Lines 104

Chapter 12: Credit Rules and Rule Sets

Credit Rule Processing 107

Planning Out Credit Rules 108

Setting Up a Credit Rule Set 108

 Attaching a Supporting Document to a Credit Rule Set 109

 Copying a Credit Rule Set 110

Effects of Choosing Transaction Profiles 110

 Effects Of Event Eligibility Conditions 111

Adding a Credit Rule to a Set 111

Adding Conditions 112

Distributing Credits 112

Copying a Credit Rule 114

Credit Rule and Rule Set Example 114

Chapter 13: Plan Setup

About Plans 117

 How Plans Are Used 117

About Qualifying for Multiple Plans 118

Setting Up Plans 118

Adding Eligibility Rules 119

Adding Calculation Formulas	119
Creating Summary Formulas	120
Plan Options	121
Attaching a Supporting Document to a Plan	123
Copying a Plan	123
Quick Calculation	124

Chapter 14: Calculation Formulas

Creating a New Formula	127
Attaching a Supporting Document to a Formula	131
Copying a Formula	131
Identifying Where a Formula Is Used	132
Defining Variables	132
Goals and Credits	133
Defining Components	134
Calculation Formula Setup Example	140

Chapter 15: Matrix Calculations

How Matrix Calculations Are Used	143
Row and Column Types	143
Three-Dimensional Matrix Calculations	144
Setting Up a Matrix Calculation	144
Copying a Matrix Calculation	146
Identifying Where a Matrix Calculation Is Used	146
Matrix Setup Example	147

Chapter 16: Step Calculations

How Step Calculations Are Used	149
Three-Dimensional Step Calculations	149
Copying A Step Calculation	152
Identifying Where A Step Calculation Is Used	152
Step Calculation Setup Example	153

Chapter 17: Threshold Calculations

How Thresholds Are Used	155
Three-Dimensional Thresholds	156
Setting Up a Threshold Calculation	156
Copying a Threshold Calculation	157
Identifying Where a Threshold Calculation Is Used	158

Threshold Setup Example 158

Chapter 18: Rounding Rules

Setting Up Rounding Rules 159

Chapter 19: The Service Manager

Launching Services 163

Reviewing Services 165

Calendar Year Status 165

Correcting Errors 165

Chapter 20: Adjusting Transactions

Adjusting Transaction Headers 167

Adding Transaction Lines 168

Adjusting Transaction Lines 169

Returning Transaction Lines 170

Canceling Transaction Lines 171

Canceling Transactions 171

Canceling Line Events 173

Chapter 21: Adjusting Credits

Reviewing Credits 175

Adjusting Credits 176

Chapter 22: Calculation and Payout Results

Reviewing Calculation Results 179

Reviewing Summarized Payouts 179

Adjusting Payouts 179

Chapter 23: Process History

Versioning and Effective Dating 181

Process History Rules 181

Process History Example 182

Chapter 24: Dashboards

Accessing Dashboards 183

Dashboard Navigation 183

Chapter 25: Modeling

Exporting Existing Operating Unit Data 185

Create a Scenario and Scenario Calendar 187

Standard Calendar Years 188

Custom Calendar Years 189

Import the Operating Unit Seed Data 190

Import the Supporting Base Data 191

Adjusting the Configuration 191

Services 191

Reset Scenario Service 192

Planning Dashboard 192

Exporting Updated Configurations 192

Import Updated Configuration Data 193

Chapter 26: Workflow

Assigning Workflow Privileges 195

Accessing and Disputing Payouts 196

Taking Approval Action on a Dispute 197

Chapter 27: Glossary

Index

1

Overview of Siebel Incentive Compensation Management

About This Book

Welcome to Siebel Incentive Compensation Management (ICM), the Internet's premier solution for designing and administering incentive compensation plans. This User's Guide is designed for plan administrators and will help you navigate through Siebel Incentive Compensation Management and use it to create and process your company's incentive plans once the system has been installed and configured on your company's server systems. If you are new to Siebel Incentive Compensation Management, this is the book you should begin with to learn the system.

The companion to this book, *Siebel Incentive Compensation Management Configuration Guide*, covers many of the configuration and customization functions of Siebel Incentive Compensation Management. It is intended for system administrators or high-level plan designers that need to access the core components of the Siebel databases in order to configure Siebel Incentive Compensation Management to fit your company's business practices. Most users will not need to read this guide, and any terms that are detailed in that guide can also be found in the glossary at the end of this book. However, any user wishing to better understand the ins and outs of how Siebel Incentive Compensation Management works should refer to that guide.

To help you get started with Siebel Incentive Compensation Management, follow one of the reading paths below, according to your role or your experience level.

If you are a brand new Siebel Incentive Compensation Management user:

The following chapters will get you started navigating through Siebel Incentive Compensation Management and introduce you to some of the key concepts in Siebel Incentive Compensation Management and compensation plans.

- Chapter 1, "Overview of Siebel Incentive Compensation Management"
- Chapter 2, "Getting Started with Siebel Incentive Compensation Management"
- Chapter 3, "Participants"
- Chapter 9, "Performance Data"
- Chapter 13, "Plan Setup"
- Chapter 24, "Dashboards"

If you are responsible for maintaining master plan data:

The following chapters cover master data that is usually updated in every processing period:

- Chapter 3, "Participants"
- Chapter 4, "Participant Components"
- Chapter 5, "Organizations"
- Chapter 6, "Territories"

- Chapter 8, "Products"
- Chapter 11, "Transactions"
- Chapter 25, "Reports"

If you are responsible for processing incentive plan payouts:

The following chapters cover important concepts in the plan payout process, although you may not need to read the detailed setup procedures for each:

- Chapter 3, "Participants"
- Chapter 8, "Products"
- Chapter 9, "Performance Data"
- Chapter 11, "Transactions"
- Chapter 12, "Credit Rules and Rule Sets"
- Chapter 13, "Plan Setup"
- Chapter 14, "Calculation Formulas"
- Chapter 19, "The Service Manager"
- Chapter 20, "Adjusting Transactions"
- Chapter 21, "Adjusting Credits"
- Chapter 22, "Calculation and Payout Results"
- Chapter 23, "Process History"
- Chapter 25, "Reports"

If you are responsible for designing your company's incentive plans:

The following chapters cover most of the plan design instructions you will need to create and update compensation plans:

- Chapter 3, "Participants"
- Chapter 6, "Territories"
- Chapter 8, "Products"
- Chapter 10, "Measures"
- Chapter 12, "Credit Rules and Rule Sets"
- Chapter 13, "Plan Setup"
- Chapter 14, "Calculation Formulas"
- Chapter 4, "Participant Components"
- Chapter 5, "Organizations"
- Chapter 7, "Draws and Caps"
- Chapter 9, "Performance Data"

- Chapter 15, "Matrix Calculations"
- Chapter 16, "Step Calculations"
- Chapter 17, "Threshold Calculations"

If you are the system administrator or a unit administrator:

Read the following chapters, from both this guide and from *Siebel Incentive Compensation Management Configuration Guide*, to get the best understanding of how Siebel Incentive Compensation Management works:

- Chapter 2 (*Siebel Incentive Compensation Management Configuration Guide*), Enterprise Units and Operating Units
- Chapter 3 (*Siebel Incentive Compensation Management Configuration Guide*), Calendars
- Chapter 4 (*Siebel Incentive Compensation Management Configuration Guide*), Security Settings
- Chapter 3, "Participants"
- Chapter 8 (*Siebel Incentive Compensation Management Configuration Guide*), Hierarchy Levels
- Chapter 5, "Organizations"
- Chapter 6, "Territories"
- Chapter 8, "Products"
- Chapter 10 (*Siebel Incentive Compensation Management Configuration Guide*), Extended Attributes
- Chapter 6 (*Siebel Incentive Compensation Management Configuration Guide*), Custom Fields
- Chapter 7 (*Siebel Incentive Compensation Management Configuration Guide*), Profiles
- Chapter 9, "Performance Data"
- Chapter 10, "Measures"
- Chapter 8 (*Siebel Incentive Compensation Management Configuration Guide*), Types
- Chapter 11, "Transactions"
- Chapter 12 (*Siebel Incentive Compensation Management Configuration Guide*), Context Attributes
- Chapter 13 (*Siebel Incentive Compensation Management Configuration Guide*), Templates
- Chapter 12, "Credit Rules and Rule Sets"
- Chapter 13, "Plan Setup"
- Chapter 14, "Calculation Formulas"
- Chapter 19, "The Service Manager"
- Chapter 14 (*Siebel Incentive Compensation Management Configuration Guide*), Services Overview
- Chapter 15 (*Siebel Incentive Compensation Management Configuration Guide*), XML Interfaces
- Chapter 23, "Process History"

■ Chapter 25, "Reports"

About Siebel Incentive Compensation Management

Welcome to Siebel Incentive Compensation Management (ICM), the premier system for designing and administering incentive compensation plans. Siebel Incentive Compensation Management has been designed to be easy and intuitive to use, while at the same time providing plan administrators the flexibility to design complex and unique incentive plans. It has been developed such that end users do not need any software other than a standard Web browser, either Microsoft Internet Explorer or Netscape Navigator. All of Siebel Incentive Compensation Management's components reside on a company's Web servers and database servers, and users access these components through the Web browser.

Siebel Incentive Compensation Management may be used to administer any type of incentive plan in which payouts are variable and generally based on some measure of performance. Common applications of Siebel Incentive Compensation Management include: administering sales commissions, quarterly and annual bonus plans, Management By Objective (MBO) plans, executive incentive plans, channel incentives, customer rewards and loyalty programs, and supplier incentive plans. Siebel Incentive Compensation Management is also capable of handling compensation plans for channel partners or customers, such as a channel rewards incentive plan. A single installation of Siebel Incentive Compensation Management can be installed and configured to handle multiple plans of all types, providing administrators with a single system for processing all of a company's compensation plans.

The system of integrating plan administration with plan reporting ensures not only that participants are accurately paid in a timely manner, but also allows them to see how their individual performance affects the company's objectives. This clear link between individual goals and corporate goals provides further incentive to participants to exceed their objectives and boost the overall performance of your company.

Components of Siebel Incentive Compensation Management

There are four basic types of components in Siebel Incentive Compensation Management. Master data, rules, and formulas must all be set up prior to processing any compensation plans. Services are part of the Siebel Incentive Compensation Management program itself and are generally ready to run once the other three components have been set up.

Master Data

A large part of Siebel Incentive Compensation Management is simply data: participant statistics, performance data, account information, invoices, calendars, commission rates and rate groups, units and organizations, product data, organization and product hierarchies, and so on. Many types of data will be required for all compensation plans; for example, calendars, enterprise units, and participants are essential to any Siebel Incentive Compensation Management implementation. Some data, such as customers or rate groups, will only be required by specific types of plans. In all cases, the master data will generally be referenced during one or more processing services, especially the Crediting and Plan Calculation services.

Rules

Rules are used to determine eligibility. Plan rules, for example, are used to determine which participants can qualify for payouts according to that plan, and which formulas are to be used to calculate those payouts. Credit rules are used to determine whether a participant can receive credit for a transaction, and thus ultimately receive payouts on that transaction. A rule is constructed by stringing a series of conditions together. Each condition compares a particular type of data against a pre-set value, such as comparing an employee's job code to the value "Sales Rep." Any number of conditions may be part of a rule, and in order to qualify for that rule all conditions must be matched.

Formulas

Calculation formulas perform the task of calculating payout results for individual credits earned by participants. Summarization formulas perform the task of adding together these results into a single amount to be paid to each participant. Each formula uses a series of components that pull data from various parts of the system and perform individual steps of the formula. These components are generally algebraic expressions, conditional tests, matrices, step calculations, and threshold calculations.

Services

Services are the actions that users initiate to perform specific processing tasks or to exchange information between Siebel Incentive Compensation Management and external systems. Import services, for example, are used to extract data from external XML data files and store the data in the appropriate tables within the database. Calculation services, on the other hand, run participants through plan rules, run calculation formulas for each plan, and summarize the calculation results.

Processing Steps

Processing services should generally be run in the following order:

■ Import Organizations

This will import organization data for the current period. This process may also update the organization hierarchy.

■ Import Territories

This will import territory data for the current period. This process may also update the Territory hierarchy.

■ Import Jobs

This imports all job codes that will be associated with the employee participants.

■ Import Employees

This imports new employee records and updates existing records, based on data in an external import file. The association of job codes to employees requires that the job codes exist in the system; thus, this import service should be run after the import job code service.

To associate an employee with a supervisor, the supervisor record must exist in the database. It is recommended that you create separate import files for each group of participants (that is, employees, supervisors, managers, and executives) and import them from the top of the hierarchy down (that is, executives first, then managers, and so on).

■ Import Customers

This imports new customer records and updates existing records, based on data in an external import file.

■ Import Channel Partners

This imports new channel partner records and updates existing records, based on data in an external import file.

■ Import Products

This imports new products and updates existing product records. This process may also update the product hierarchy.

■ Import Rule Sets

This imports required credit rule sets, associated credit rules, and distributions for each credit rule.

■ Import Transactions

This imports sales transactions into the system. This service is only necessary if you are going to use credit rules to generate credits based on transactions. If you are importing credits directly into the system, do not run this service.

■ Import Goals

This process imports goal record data from an external file. This service may be skipped if your plans do not require goal data for calculating payout results.

■ Import Components – Matrix, and/or Step

This process will import the required matrix calcs and or step calcs that will be referenced in formulas used to calculate payouts.

■ Import Formulas

This process will import all required formula components and variables. The association of a component requires that the component exist in the system, thus, this import service should be run after the import component service.

■ Import Plans

This process will import plans that will be used to calculate final payout amounts for participants. The association of formulas to plans requires that the formulas exist in the system, thus, this import service should be run after the import formula service.

■ Import Credits

This process imports credit record data from an external file. This service is only necessary if you are not using credit rules to generate credits from transactions. If you are using transactions and credit rules, skip this service.

■ Import Exchange Rates

This imports new currency exchange rates for the current period, if your company uses multiple currencies.

■ Sales Crediting Service

The Crediting services processes transactions through credit rules to generate credit records for participant. If you do not use credit rules to generate credit records, skip this step.

■ Rollup Service

This service rolls up credit data from lower organization or territory levels to higher levels, according to the rollup settings defined for each measure. If no rollups have been specified for any measures, skip this service.

■ Cumulate Service

This service cumulates all credit data according to the cumulation settings specified for each measure. If cumulation settings have not been specified for any measures, skip this service.

■ Plan Eligibility

Matches participants to plans according to plan eligibility rules.

■ Plan Calculation

This service must be run for all plans, regardless of what types of plans are being processed. This service performs the following tasks:

■ For each participant in a particular plan, runs the calculation formulas specified for that plan.

■ Plan Summary Calculation

Summarizes calculation formula results into payout amounts, including any automatic adjustments such as draws or caps.

■ Close Period

This service should be run only after all prior processes have been successfully run and payout results have been verified and approved. The Close Period service will close out the period by updating each participant's balance records, deleting temporary data tables, and archiving the period's data for future reference.

NOTE: All periods must be closed in sequential order.

■ Update Analytics

This service transfers data from the main transactional database to the analytics database. This allows the analytics functions to access data for the current period without referring directly to the main database.

■ Close Year

This service will post all final data to the employee record and close the year. Once the year is closed, no additional processing can be performed in that calendar year. Additionally, this service will reset all posted results and cumulations to 0 starting in the first fiscal period of the year.

2

Getting Started with Siebel Incentive Compensation Management

Online help introduces you to Siebel Incentive Compensation Management (ICM) and provides you with instructions to perform some basic procedures. To review a topic, click one of these links:

- [“Logging In” on page 21](#)
- [“Navigation” on page 22](#)
- [“Working with Records” on page 23](#)
- [“The Working Period” on page 28](#)

Logging In

Use the following procedure to log in to Siebel ICM.

To log in to Siebel ICM

- 1** Open your Web browser (either Internet Explorer or Netscape Navigator) and navigate to the URL for your company’s Siebel ICM implementation.

This Web address is unique for each installation. A typical web address might look like this:
<http://bigcompany:8080/Siebel/mainIndex.do>.

- 2** Select the display language, if necessary.

- 3** Enter your Username and Password.

Your user name and password are assigned to you by your system administrator.

- 4** Click the Login button.

Related Topics

[“Navigation” on page 22](#)

[“Working with Records” on page 23](#)

Navigation

After you have successfully logged in to Siebel ICM, you are taken to the System Dashboard.

In the center of the screen, links to key objects within the application are provided for quick and easy access.

- **Transactions Audit & Adjust.** Displays the transaction search screen.
- **Plan Creation.** Displays the first screen of the plan setup process.
- **Services.** Displays the Service manager screen, providing access to all available services.
- **Credits Audit & Adjust.** Displays the credit search screen.
- **Plan Maintenance.** Displays the Plan search screen.
- **Participant Snapshot.** Displays the Participant Snapshot search screen.

At the top right corner of the screen, you can click these links.

- **User Name.** Provides access to account management.
- **Operating Unit Name.** Allows you to change the operating unit you are logged into.

NOTE: If you have not been given access to more than one operating unit by the operating unit administrator, you cannot access any other operating units.

- **Logout.** Logs you out of the application and directs you back to the login screen.

Related Topics

[“Working with Records” on page 23](#)

Account Management

Clicking the user name link at the top of the screen opens the account management console. Through this console, you can make the following changes:

- **Reset Password.** Click this link to change your Siebel ICM password. To complete the change, you must enter your old password, and then enter your new password twice to confirm the change.
- **Change Locale.** Your locale determines which language is used to generate the labels and text displayed in the application. The default is English (United States) for your locale when you first start working. You can change your locale setting by clicking this link; the application uses the new locale whenever you log in.

Main Navigation Bar

At the top of the screen is the Main Navigation bar, which allows you to navigate to specific setup and processing functions:

- **Siebel eBusiness ICM logo (System Dashboard).** Returns you to the main page, the starting point to access all menus, user information, and accounts.
- **Configure.** Contains functions for setting up “behind-the-scenes” data that affects all other parts of the system, such as custom fields, profiles, and templates.
- **Company.** Contains functions for setting up company specific data used to create a custom environment for your organization, such as job codes, users, roles, and currencies.
- **Hierarchies.** Contains functions for setting up level sets, products, organizations, and territories, which are then used to create hierarchies.
- **Participants.** Contains functions for setting up participants, employees, channel partners, and customers, as well as import services for these records.
- **Performance.** Contains functions for setting up performance data used by your compensation system, such as measures, goals, and credits, as well as import services for these records.
- **Transactions.** Contains functions for creating, importing, and adjusting transactions as well as setting up credit rules and rule sets. This menu also provides quick access to the services associated with crediting.
- **Plans.** Contains functions for setting up incentive plans themselves, such as plan rules, calculation formulas, and formula components. This menu also provides quick access to run the services associated with plan calculation, and displays the calculated results once the services are complete.
- **Payout.** Contains functions for displaying, adjusting, and posting calculated payouts for all participant types.
- **Services.** Contains links to the Service Manager, which allows you to launch services (such as importing, crediting, calculating plans) and to review services that you have already run.

Browser Navigation

Because Siebel ICM is entirely web-based, you can use all the standard browser navigation buttons (Back, Forward, and so forth) to go to screens you have visited.

CAUTION: If you are in the middle of setting up a record (such as an employee record or a credit rule), clicking the browser’s Back button does *not* save any changes or additions you have made on the current screen; those changes are lost when you navigate backwards through a process. To make sure that your data changes are retained, use the Back button within the Siebel ICM interface, not the browser’s buttons.

Working with Records

Click these topics to see instructions for performing some basic record tasks:

- [“Searching for Records” on page 24](#)
- [“Editing Records” on page 24](#)
- [“Deactivating Records” on page 25](#)

- [“Deleting Records” on page 26](#)
- [“Adding Records” on page 27](#)
- [“Copying Records” on page 27](#)

Searching for Records

When you open most items from a menu, such as Employees or Formulas, the first screen you see is a Search screen.

The Search screen helps you find records for reviewing or editing, according to specific criteria. You can enter values in any or all of the text fields and drop-down lists shown in the Search screen to help narrow your search.

If a Search icon appears next to a field, you can click that button to search for a specific value to enter in that field, in addition to directly entering text. After you have entered all of your parameters, click the Search button to execute your search. The results of your search are displayed in the Found screen below the Search screen.

For example, suppose you want to search for an organization based on organization level codes. You would select the appropriate level in the Level Code field to find a specific level code, and then click the Search button to retrieve all organization records that match that level code.


Partial text entered in a search field acts as a “like” search. For example, entering sh in the Employee First Name search field returns all employees whose first name contains this combination of letters, including, Marshal, Mahesh, and Sheila.

Often the system returns more results than can be displayed on the screen at one time. At the bottom of the results list are links to the next series of results and/or the previous series of results. Click one of those links to navigate forward or backward through the search results list. If your search returns too many results, you may want to further refine your search criteria to reduce the results list to a more manageable size.

Related Topics

- [“Adding Records” on page 27](#)
- [“Editing Records” on page 24](#)
- [“Copying Records” on page 27](#)

Editing Records

Most records can be edited at any time and for any reason. To find the items you want to edit, you usually search for them (see [“Searching for Records” on page 24](#)). After the search function has retrieved the records you want, click any record’s View icon  to open the View screen.

From the View screen, click any of the Edit icons to modify data shown in that section. For example, clicking the Edit icon allows you to modify any basic information for the organization shown. After modifying data, click the Save button to return to the View screen; you may continue editing data in this way, or you may click the navigation links at the top of the screen to return to your search results.

The following are some general guidelines and rules about modifying records:

- The system allows you to modify any record's ID or code. These are unique identifiers that are used to differentiate one record from another. If you find a record that has an incorrect code, such as an employee assigned to the wrong Employee ID, you should first create a new record using the correct code, and then deactivate the old record with the incorrect code.
- The system does not allow you to modify most of the data on transaction records. Instead, you need to enter the changes as an adjustment, return or cancellation. Using one of these functions preserves the original record and creates a new record that effectively modifies the original. This process allows users in the future to properly trace payouts back to transactions, and keeps records consistent between Siebel ICM and the external system in which the transaction was originally created.
- Credit records that have been generated by the Sales Crediting service (by passing transaction records through credit rules) cannot be modified. Credits that have been imported into the system or created in the system directly can be modified freely. As with transaction records, however, it is not recommended that credits be modified once payouts on those credits have been made. If payouts have not been made, modifications may be safely made because the calculation and summarization processes can be re-initiated to recalculate payouts according to the modified credits.
- If modifications to any records are made after processing functions have been run, but before the processing period has ended, remember to run your processing functions again to properly capture your changes. Failure to do so may result in incorrect payouts or unpredictable results.
- If you are modifying the primary characteristics of a record on its Information screen, the system displays Effective Start Period and Effective End Period fields:
 - The Effective Start Period is displayed when a record is initially created, and always corresponds to the period in which the record was created. When you open the same record to edit it, the Effective Start Period is displayed as the Working Period and cannot be changed.
 - The Effective End Period fields are not shown during record creation, but are displayed any time the record is opened for editing. Entering a year and period in the Effective End Period fields indicates when the system should stop referring to the record as actively part of your incentive plans. For example, if a calculation formula has been given an effective end date and the current processing period follows that date, then the system treats that formula as no longer active and does not use it during the calculation process.

Deactivating Records

Most records and plan components contain an Effective End Period field. When records are initially created in Siebel ICM, the effective start period is the Working Period and no effective end period is set (it is effective indefinitely). The format for the Effective Start and End Period fields is Calendar year, Period.

Any record that has been given an effective end period before the current working period is no longer considered in plan processing services for that period.

NOTE: Records should usually be deactivated before crediting or calculation services are run. If some services have already been run and you later find you need to deactivate certain records, you will have to rerun all processing services after deactivating those records.

To set the Effective End Period on a record

- Click the Edit icon to open the record, select the calendar year and period from the drop-down lists, and then save the record.

Related Topics

[“Deleting Records” on page 26](#)

Deleting Records

Several records in the application provide access to a Delete icon. Deleting records does not always remove the records from the database; however, it does remove the record from the User Interface (UI). Deletes are available primarily on attributes of an object record. Deletes are available on the following list of records:

- Locations and contacts within a customer record
- Certifications and contacts within a channel partner record
- Cumulation settings for a measure
- Qualifiers, employees, and channel partners within a territory record
- Custom fields
- Custom fields from a profile
- Nodes from a hierarchy
- Rate groups on products
- Credit rule sets
- Credit rules
- Distributions within a credit rule
- Manually entered or imported credits
- Goals
- Variables within a formula
- Variables within a summary formula
- Components within a formula
- Components within a summary formula

- Formulas within a plan
- Plan

NOTE: Once a plan has been deleted, the code of the deleted plan cannot be reused in the system.


Related Topics

[“Deactivating Records” on page 25](#)

Adding Records

Many types of records, such as employees and transactions and products, are commonly imported into Siebel ICM from external software systems. However, you can also create new records at any time from within the application. To do so, click the New link, such as New Employee or New Formula, and then enter the basic and required information.

After this step is completed, your record is saved to the database. A summary screen is displayed, enabling you to add any additional, pertinent data to this record. You can also come back to this record later and update the information.

Every record contains one or more required fields, indicated by a  symbol. These fields must be filled in before the system allows you to proceed with the next step. If you fail to enter a value in these fields, the system prompts you to complete those fields before proceeding with record creation.

NOTE: This principle also applies to any records imported into the system. If an imported record is missing data in a required data field, the system rejects that record and records an error in the error log for that import process.

When creating any type of record, you can click the Cancel button on the first screen to cancel creating the record; no data is saved to the system. After you have passed the first screen, the record is saved to the database. Clicking the Exit button on any subsequent screen allows you to quit the record update process; you may then go back later to that record and continue adding or editing data.

Related Topics

[“Copying Records” on page 27](#)

[“Editing Records” on page 24](#)

Copying Records

You can copy the following record types:

- Formula components (Matrix calculations, Step calculations, Threshold calculations)
- Formulas
- Plans
- Credit rule sets

■ Credit rules

Copying records provides a simple way to create new records without having to enter the data that already exists in the system. To copy existing records, first search for records to find the one you want to copy. After the search function has retrieved the record you want, click the Copy icon to rename the record and provide a new description for this copied information.

Related Topics

["Adding Records" on page 27](#)

["Editing Records" on page 24](#)

The Working Period

The system displays the current working period near the top left corner of the Siebel ICM screen.

The *working period* is the current calendar period in which you are working. This may be the current processing period or a prior period in the calendar that has already been processed. When you log in to Siebel ICM, the system automatically makes the current working period the period you worked in last. You can switch to another working period at any time. If you exit the system, you will start with the period you worked in last when you log in again.

You may find it necessary to switch your working period for one of the following reasons:

■ To review records from prior periods.

At the end of every processing period, Siebel ICM stores a version of every record in the database for that period. These records can be modified in later periods, but the version of each record is preserved for older periods. Therefore, when you switch working periods to an earlier period in the calendar, you see data records as they were in that period, not as they appear in the actual current period.

■ To enter transactions or credits for a prior period.

If transactions or credits that should apply to an earlier period are entered late in the system, they can be entered into the earlier period by switching back to that period. In many compensation plans, payouts depend very heavily on when transactions are entered or active in the system, and a single missing transaction can significantly alter a participant's payout.

■ To enter other data records in a prior period.

Whenever a data record is created in the system, its effective start date is automatically counted as the current working period. If you find that a record should have been created in a prior period but was not, you can switch back to that earlier period and create the record.

■ To enter any record for future use.

When you enter data in a future period, the system ignores that new data until the effective period—the period that the record was created.

Related Topics

["Changing Working Periods" on page 29](#)

Changing Working Periods

Use the following procedure to change working periods.

To change working periods

- 1** On any screen, click the year and period link.
- 2** Select a calendar year in the Working Period drop-down list.
- 3** Select a period number in the second drop-down list.
- 4** Click the Change button.

Related Topics

["The Working Period" on page 28](#)

3

Participants

Participants are the individuals, businesses, or other entities that are part of an incentive plan. There are three types of participants: employees, channel partners, and customers. Each incentive plan can only calculate payouts for one type of participant. If a particular entity should be treated as two types of participants (such as a business that acts as a channel partner and is also a customer), then you must set that entity up twice, once for each participant type. This will allow the entity to be compensated under both types of participant plans, although payouts under each plan will not be consolidated (that is, payouts under a channel incentive plan cannot be reported together with payouts under a customer plan, and so on).

Employees

Employees include any members of your company that have some or all of their pay determined by incentive plans. Not every employee in your company or department needs to be entered into the Siebel Incentive Compensation Management database, only those employees that will participate in one or more incentive plans.

For most Siebel Incentive Compensation Management implementations, employee data will be imported from an external system, such as a Human Resources Management program. Employees may also be entered and edited directly through Siebel Incentive Compensation Management's interface.

Before employees can be set up or imported into the system, locations must already be set up (see [Chapter 4, "Participant Components"](#)). The following items should also be set up prior to setting up employees:

- Organizations and the organization hierarchy (for more information, see [Chapter 5, "Organizations"](#))
- Jobs, Salary Grades, Cost Centers, Payroll Systems (for more information, see [Chapter 4, "Participant Components"](#))
- Rate Groups (for more information, see [Chapter 7, "Draws and Caps"](#))

Note, however, that if any of these has not been set up yet, you may still enter employee records and save them; once these items have been set up, you may return to the employee records and enter the missing information as appropriate.

Setting Up New Employees

Use the following procedure to set up new employees.

To set up new employees

- 1** Click Participants on the Main Navigation bar, then click Employees.
- 2** In the Employee ID field, enter a unique identifying code for the employee.
- 3** Use the other Identity section fields to enter the employee's full name and social security number.
- 4** Use the fields in the Contact Information section to enter address information for the employee.
- 5** The Additional Information section contains data fields that have been customized according to the needs of your company or department for employees. Generally, if data fields appear here they should always be filled in with appropriate data, as they will likely be referenced by calculation formulas.
- 6** Click Next to continue.
- 7** Use the other fields in the Company Directory section to track phone numbers and email addresses for this employee.
- 8** In the Location Code field, enter the location code that corresponds to where the employee works, or click the button to search for an existing location code.
- 9** If this employee will also be a user in the Siebel Incentive Compensation Management system, you may set up the employee's user profile in the User Details section.
- 10** Enter the employee's unique User Name. This may be different from the employee's actual name or code.
- 11** Enter a password for the employee in the Password field, then enter the same password in the Retype Password field.
- 12** Select a Role for the employee. This determines what screens and functions the user will be allowed to access.
- 13** Enter the date the employee was hired in the Hire Date field.
- 14** The Termination Date will be left blank until the employee leaves the company.
- 15** Select the Pay Eligible check box to mark the employee as eligible to receive payouts.
- 16** If this box is not selected, the employee will still receive credits and calculation results will still be computed, but the system will not generate summarized payouts for this employee until this box has been selected.
- 17** You may associate a Payroll System with the employee.
- 18** Payroll systems can be used in credit rule or plan rule selection formulas.
- 19** Select a currency code for this participant from the Currency Code drop-down list. The currencies available in this list are determined by the operating unit administrator when the Operating Unit is created (See *Siebel Incentive Compensation Management Configuration Guide*, Chapter 5)

NOTE: The participant will be paid in the currency selected from this list. If this participant currency is different than the operating unit currency, currency conversion must be defined (See *Siebel Incentive Compensation Management Configuration Guide*, Chapter 5).
- 20** If you are using rate groups in conjunction with product rates to determine commission rates (see [Chapter 7, "Draws and Caps,"](#) for details on rate groups), select the appropriate Rate Group Code for the employee.

- 21 If you want the rate group associated with the employee's job code to apply to this employee, then leave this field blank, and click Next.
- 22 In the Job Code field, select a job function for the employee.
- 23 In the Status field enter Active to indicate that this is the employee's current, active job function.
- 24 Enter the Start Date for this job; this should correspond to when the employee first took on this job function.
- 25 Also mark the Full Time check box if this is a full time job function, and mark the Exempt check box if the employee is in a non-union position.
- 26 If this employee has a supervisor, enter the supervisor's employee code in the Supervisor ID field.

NOTE: If the employee's supervisor's records have not been set up yet, you can finish setting up this employee, and then enter the supervisor's employee record, and come back later to this employee to assign the supervisor.
- 27 In the Organization Code field, select the organization to which this employee reports directly.
- 28 Select the cost center that this employees' variable pay is charged against (optional) from the Cost Center Code drop-down list.
- 29 Use the fields in the Salary section to define the employee's annual salary, salary grade code, and so on, and click Next to continue.
- 30 Under Draw Options you may choose what kind of draw the employee will receive. (See Chapter 6 for complete details on what draws are and how they work.)
- 31 Use Draw Defined in Plan – This option applies whatever draw options have been set up for the plan that the employee qualifies for. Click Next and skip to step 34.
- 32 No Draw – No draw will be applied to the employee, regardless of any settings made for the employee's plan. Click Next and skip to step 34.
- 33 Specify Draw for Employee – This option allows you to specify individual draw settings for the employee. Click Next and continue with step 24.
- 34 Enter a description of the draw in the Description field.
- 35 Choose the draw profile's Draw Type:
 - Adjustable. Select this option if the draw specifies the minimum amount that the employee will be paid in a period, and the exact draw adjustment amount will depend on what the employee earns in a period.
 - Fixed. Select this option if the draw is a fixed amount to be added to the employee's earnings, regardless of how much the employee earns each period.
- 36 Select the profile's Draw Start period and year, as well as the Draw End period and year.
- 37 These periods define the beginning and ending periods of the draw. Within this range, draw adjustments will be made; after the draw end period has been passed, no further draw adjustments will be made and draw balances may be recovered.
- 38 Choose how the draw amount will be calculated:
 - Absolute Amount. Enter the dollar amount of the draw.

- **Percentage Amount.** Enter the percentage value and then select what the draw will be a percentage of (Annual Salary, Pay Period Salary, Salary Paid To Date, or Salary for Last Job).

You can specify a Draw Ceiling amount to place a limit on how much the employee can receive in draw adjustments over the course of the draw period.

You may also specify no draw ceiling, in which case there is no limit to how much the employee can be paid in draw adjustments.

39 Choose one of the Recovery Options:

- **Automatic –** Draw balances will be recovered in any period that the employee has an outstanding draw balance, if possible. If the employee receives a draw adjustment in a period, then the system will only recover as much of the outstanding balance as possible without reducing the payout below the draw amount. If the draw is set up to pay out a guaranteed amount during recovery, the system will only recover draw balances down to this guaranteed level. Otherwise, the system will recover the full balance in any period if possible, or carry over remaining balances to subsequent periods.
- **Beginning Period –** Draw balances will not be recovered until the specified period. The chosen period should be later than the last period of the draw period range. If the draw is set up to pay out a guaranteed amount during recovery, the system will only recover draw balances down to this guaranteed level. Otherwise, the system will recover the full balance in the chosen period if possible, or carry over remaining balances to subsequent periods.
- **Incentive Calculated YTD –** Draw balances will be recovered when the employee's net incentive payout to date for the calendar year passes a specified level. Enter the payout threshold level in the adjoining field.
- **Non-Recoverable –** Draw amounts are not recovered.

40 Click Next to continue.

41 Under Employee Recovery Guarantee specify the minimum amount that will be paid to the employee while draw balances are being recovered:

- **None –** No minimum is guaranteed. If the employee's earned payout in a period is equal to or less than the outstanding draw balance, the payout is reduced to zero and that full amount is applied toward the draw balance; this continues until the full amount is repaid.
- **Absolute Amount –** Specify a dollar amount that will be paid to the employee regardless of the outstanding draw balance. Anything the employee earns over this amount may be used to pay back outstanding draw balances.
- **Percentage Amount –** Specify the percentage value and then select what the guarantee amount will be a percentage of (Annual Salary, Pay Period Salary, Salary Paid To Date, or Salary for Last Job). Anything the employee earns over this computed amount may be used to pay back outstanding draw balances.

42 Choose a Forgivability option:

- **Forgive At Year End –** With this option selected, any outstanding draw balances remaining at the end of the calendar year will be reset to zero before the first period of the next calendar year.
- **Non-forgivable –** With this option selected, outstanding draw balances are carried over from one calendar year to the next and draw recovery may continue into the next year.

- 43** Click Next to continue.
- 44** Under Cap Options you may choose what kind of cap the employee will receive. (See Chapter 6 for complete details on what draws are and how they work.)
- Plan Default – This option applies whatever cap options have been set up for the plan that the employee qualifies for. Click Next and skip to step 40.
 - No Cap – No cap will be applied to the employee, regardless of any settings made for the employee's plan. Click Next and skip to step 40.
 - Specify Cap for Employee – This option allows you to specify individual cap settings for the employee. Click Next and continue with step 35.
- 45** Enter a description of the cap in the Description field
- 46** Enter a Cap Start year and period for the cap, as well as a Cap End year and period.
- 47** This indicates when the cap will start being applied to the employee and when the cap will end, so that the employee's payouts are no longer capped. Leave the Cap End fields blank if the cap has no end date.
- 48** Choose how the cap amount will be calculated:
- Absolute Amount - Enter the dollar amount of the cap.
 - Percentage Amount - Enter the percentage value and then select what the cap will be a percentage of (Annual Salary, Pay Period Salary, Salary Paid To Date, or Salary for Last Job).
- 49** Select the Apply carry-forward Cap option to allow payouts that exceed the cap to be carried forward into future periods for potential payout.
- 50** Leave this check box blank if payouts that exceed the cap are not to be carried from one period to the next.
- 51** Click Finish to complete the employee's record.
- 52** Review the employee information you have just set up. If there is anything that must be changed, click the appropriate Edit button.

Editing Job History

You may add job history records to an employee's master record during initial setup of the employee, or you can add job changes whenever the employee switches positions, leaves the company, and so on. If you are adding additional history records during initial setup, skip steps 1 and 2 in the following procedure, as you will already have the review screen open.

To edit an employee's job history

- 1** On the Employees screen, use the search function to locate the employee you want to edit.
- 2** On the search results list, lick the View icon to open the View screen.
- 3** In the Job section, click the Edit button to view the employee's complete job history.
- 4** In the Status field, enter Inactive.

- 5 Enter an End Date for the employee's old job.
- 6 Click the Save button.
- 7 This returns you to the View screen.
- 8 Click the New Job button to create the employee's new job function.
- 9 In the Job Code field, select the employee's new job function.
- 10 Also enter the Start Date for this job; this should correspond to when the employee first took on this job function.
- 11 Mark this job as Active in the Status field.
- 12 If this employee's supervisor has already been set up as an employee, enter the supervisor's employee code in the Supervisor ID field, or click the button to search for the employee code.
- 13 In the Organization Code field, select the organization to which this employee reports directly.
 - If you are using rate groups in conjunction with product rates to determine commission rates (see [Chapter 7, "Draws and Caps,"](#) for details on rate groups), select the appropriate Rate Group for the employee.
 - If you want the rate group of the employee's job code or organization to be used for this employee, then leave this field blank.
- 14 Use the fields in the Salary section to define the employee's annual salary, salary grade code, and so on.
- 15 Click the Save button to complete the new job function record.
- 16 To view an employees complete job history, click the Job History button in the Job section of the View Employee screen.

Channel Partners

Channel partners represent individuals or businesses through which your company sells its products or otherwise partners with in a collaborative business venture. Incentive plans can be created to reward channel partners for promoting and selling your products, for bringing in new customers, and so on.

In most implementations, channel partner data will be imported from an external database or channel partner software system. Channel partners may also be added and edited directly through the Siebel Incentive Compensation Management interface.

Setting Up New Channel Partners

Use the following procedure to set up new channel partners.

To set up new channel partners

- 1 Click Participants on the Main Navigation bar, then click Channel Partners.

- 2 Click the New Channel Partner button.
- 3 In the Channel Partner ID field, enter a unique identifying code for the channel partner.
- 4 Use the Channel Partner Name field to enter a unique name for the channel partner.
- 5 Enter the channel's federal tax ID number in the Channel Partner Tax ID field.
- 6 In the Address section, enter the channel partner's business address information.
- 7 The Extended Attributes section contains data fields that have been customized according to the needs of your company or department. Generally, if data fields appear here they should be filled in with appropriate data, as the system will refer to these fields in rules and calculation formulas.
- 8 Click Save to continue.

The View screen will display.

At this time, you can edit the record to add additional information or use the navigation links at the top of the page to return to the search screen.

Note that you can add or edit data on this record at any time.

- 9 Click the Edit button in the Attributes section.
- 10 In the Channel Segment Type drop-down list, indicate the channel's segment type.
- 11 Enter the channel's level in the Tier field.
- 12 Channel partner levels or tiers are often used as selection criteria for plan or credit rule eligibility.
- 13 In the Status field, enter Active.
- 14 You may enter a Partner Rank for the channel partner.
- 15 Channel partner rankings are often used as a way of selecting partners for plan eligibility.
- 16 Select a currency type in the Participant Currency field.
- 17 This is the currency in which payouts should be made to the channel partner.
- 18 If this partner is a branch of a national or regional channel partner, enter the Parent Channel Partner ID.

NOTE: The parent channel must already be set up in the system in order to enter a value here. If the parent channel is not set up, you may complete the current channel partner setup, and then set up the parent channel partner, and finally return to this channel and enter the parent channel's code.

- 19 In the Channel Manager ID field, enter the code of the employee that acts as the internal manager for this channel partner.
- 20 Click Save to continue.
- 21 In the Certifications section, you may indicate what types of certifications the channel partner has earned and how many users of that type are certified. Certifications are generally used if your company sells products or services that require a certain level of certification in order for a person to be considered a "qualified user" or "qualified re-seller."
 - Click the Add Certification button.

- Enter the corresponding Certification Code. This code indicates the type of certification the partner has earned.
- Enter the channel's Level of Certification.
- Enter the Number of Certified Users at this level.
- Click the Save button.

22 To add contact information for this channel partner:

- Click the Add Contact button.
- Enter a Contact ID and Title for this contact.
- Also enter the contact's full name in the appropriate fields.
- Indicate whether this is the Primary Contact for the partner.

CAUTION: Only one contact may be the primary contact. If another contact name is already the primary contact, marking this check box for the current contact will automatically deselect the check box for the other contact.

- Enter the appropriate address information for this contact.
- Click the Save button.

23 Use the navigation links at the top of the page to return to the search screen.

Customers

Customers are the people or businesses that buy your company's products or services. Customers are often referenced in credit rules as selection criteria for transactions, allowing sales people to earn payouts based on which customer account a product or service was sold to.

Customers can also be participants, similar to employees or channel partners. Customer incentive plans may be set up to reward customers based on their purchase history or loyalty to particular products.

Before customers are set up or imported, employee records for those employees that will serve as account managers or national account representatives for this customer account (see the preceding section) should already be set up.

Setting Up New Customers

Use the following procedure to set up new customers.

To set up new customers

- 1** Click Participants on the Main Navigation bar, then click Customers.
- 2** Click the New Customer button.
- 3** In the Customer ID field, enter a unique identifying code for the customer.

- 4 Use the Name field to enter a name for the customer. Note that on the next screen you will be able to enter more detailed name information for the customer, if needed.
- 5 Indicate whether this customer is a Company or an Individual.
- 6 Both types of customers are treated the same way in Siebel Incentive Compensation Management, but your choice will determine what data fields appear on the next screen for recording customer identity data.
- 7 Select the Eligible for Pay check box to indicate that the customer may receive payouts from a customer incentive plan. If the customer is not yet eligible for payouts, leave this check box blank.

NOTE: This check box can be ignored if you are only setting up customer accounts for use in employee compensation plans and not for customer incentive plans.

- 8 Use the fields in the Address section to enter address information for the customer.
The Extended Attributes section contains data fields that have been customized according to the needs of your company or department. Generally, if data fields appear here they should be filled in with appropriate data, as the system will refer to these fields in rules and calculation formulas.

- 9 Click Save to continue.

The View screen will display.

At this time you can edit the record to add additional information or use the navigation links at the top of the page to return to the search screen.

Note that you can add or edit data on this record at any time.

- 10 Click the Edit button in the Details section.
- 11 If this customer is a company, you may enter that company's Customer Tax ID, Industry Code, D&B Code, and/or Yearly Revenue as appropriate.
- 12 If this customer is an individual, enter that person's Last Name, First Name, and Middle Name.
- 13 Also enter the customer's email address and social security number, if needed.
- 14 The remaining fields on this page are the same whether the customer is an individual or a company.
- 15 Under Customer Type indicate what type of customer this is.
- 16 Enter the customer's level in the Level Code field.
- 17 Customer levels are often used in credit rule and plan rule selection criteria. They are usually used to indicate internally how favored a customer is.
NOTE: Note that a customer's level is *not* related to the levels assigned to organizations, and customers are not part of a hierarchy.
- 18 In the Status field, enter Active.
- 19 Choose a Channel Segment Code for the customer.
- 20 The channel segment indicates the channel through which sales are made to the customer (for example, Direct Sales or VAR Sales).

- 21 You may enter a Rank for the customer.
- 22 Customer rankings are often used as a way of selecting customers for plan eligibility.
- 23 If appropriate, select the Good Credit Standing for this customer.
- 24 This check box indicates that the customer has consistently paid its bills on time and is often used to determine which customers are eligible for incentive plan participation.
- 25 In the Currency Code drop-down list, select the currency in which the customer does business or in which the customer should be paid (for customer incentive plans).
- 26 If this customer is a local branch of a national or regional customer account, enter that customer's code in the Parent Customer ID field.

NOTE: If the parent customer is not set up, you may complete the current customer setup, and then set up the parent customer, and finally return to this customer and enter the parent customer's code.
- 27 In the Account Manager ID field, enter the code of the employee that acts as the internal account manager for this customer. Use the National Account Rep ID field to indicate which employee acts as the representative for the corresponding national account (these may be the same employee).
- 28 In the Lead Source field, indicate whether the lead that brought in this customer's business was a Channel Partner or another Customer. If a lead type is chosen, enter that lead's code (customer or channel partner) in the Lead Source ID field.
- 29 Click Save to continue.
- 30 To add locations for the customer:
 - Click the Add Location button.
 - Enter a Location ID to identify the location.
 - Also enter the Location Name.
 - Enter a Business Purpose for this location.
 - Enter the appropriate address data for this location.
- 31 Click Save to continue.
- 32 To add contact information for this customer:
 - Click the Add Contact button.
 - Enter a Contact ID and Title for this contact.
 - Also enter the contact's full name in the appropriate fields.
 - Indicate whether this is the Primary Contact for the customer.
CAUTION: Only one contact may be the primary contact. If another contact name is already the primary contact, marking this check box for the current contact will automatically deselect the check box for the other contact.
 - Enter the appropriate address information for this contact.
- 33 Click Save to complete the record creation.

Participant Snapshot

It is critical to the success of your incentive plans to easily isolate the supporting records for each participant, identify the plans the participant is eligible for, and monitor the payouts received by the participant. While this information is readily available through the administrative dashboard, the analyst is provided with "at-a-glance" capabilities within the application. Siebel Incentive Compensation Management provides the ability to see all aspects of a Participant; Employee, Customer, or Channel Partner from a single screen called the Participant Snapshot. This screen provides a single interface to monitor details about each participant including the participant record, transactions, credits, goals, payouts, and plans associated with that particular participant.

To access the participant snapshot

- 1** Click Participants on the Main Navigation bar, then click Participant Snapshot.
- 2** Click the Snapshot button to the left of a participant.
- 3** Select the appropriate view by clicking the text link.
NOTE: Each line is a text link and will trigger a search within that area of the application with the selected participant inserted as the search criteria.
- 4** Review individual records that correspond to this participant by clicking the view buttons to the left of each record.
- 5** Click the Close Window button to close the window.

4

Participant Components

Jobs

Siebel Incentive Compensation Management (ICM) job codes correspond to the codes used by your company to identify roles within your organization; for example, CSR might be a code for Customer Service Representative, or ACCEX a code for Account Executive. Each employee must be assigned a job code.

Job codes are commonly used in employee eligibility selection criteria, as well as in calculations; for example, you can set up a plan rule that selects only employees with a job code of ACCEX. A calculation formula, on the other hand, might reference the salary or incentive values set up for the job code in order to generate payout amounts.

A Rate Group can be set up and associated with job codes. If your compensation plan does not make use of the rate groups feature there is no need to create this object. For more information about Rate Groups, see Chapter 7.

Setting Up a New Job

Use the following procedure to set up a new job.

To set up a new job

- 1** Click Company on the Main Navigation bar, and then click Jobs.
- 2** Click the New Job button.
- 3** In the Code field, enter a unique identifying code for the job function.
- 4** Use the Name field to enter the full name of the job function.
- 5** In the Rate Group field, select the appropriate rate group for this job function.
- 6** This rate group is referenced by calculation formulas to determine commission rates to be paid on product sales, based on the employee's job function.
- 7** Enter a description of this job code in the Description field.
- 8** In the Salary Amount section you may enter salary range data for this job function. This data can be referenced through calculation formulas and is not required for all plans:
 - Minimum – This represents the minimum salary an employee can earn in this particular job function.
 - Midpoint – Generally, this represents either the average salary or median salary for this job function.
 - Maximum – The maximum salary an employee can earn in this job function.

- 9** In the Incentive section you may enter incentive range data for this job function. This data can be referenced through calculation formulas and is not required for all plans:
- **Threshold** – Generally represents the minimum performance level that must be attained in order to earn payouts, but may be used in any context for the purposes of plan calculations.
 - **Target** – Can be used to represent a target level of achievement for a period. This value is not connected to goals or credits, and thus may be used independently of those values.
 - **Maximum** – Usually used to represent the maximum amount that an employee can earn through incentives. This data is separate from cap data for employees and plans, and unlike caps may be referenced in calculation formulas.
- 10** In the Payout section, you may enter payout range data for the job function. This data can be referenced through calculation formulas and is not required for all plans:
- **Maximum Upside** – Generally represents the maximum difference between salary and incentive payouts for this job function.
 - **Variable Target %** - This represents the ideal percentage of an employee's total pay that comes from incentive payouts.
 - **Guarantee %** - This represents the ideal percentage of an employee's total pay that comes from a guaranteed salary.
- 11** The Extended Attributes section contains data fields that have been customized according to the needs of your company or department. Generally, if data fields appear here they should be filled in with appropriate data, as the system may refer to these fields in rules and calculation formulas.
- 12** Click the Finish button to complete the job and review it.

Salary Grades

Salary grades define pay ranges for job functions. A salary grade is expressed as a minimum salary and a maximum salary that may be paid to an employee in a job; optionally, a midpoint or average salary can also be defined. Salary grades may be used to determine how payouts are calculated and applied. It is recommended that Salary Grades be created in the first working period of your fiscal year, as they are versioned entities.

Setting Up a New Salary Grade

Use the following procedure to set up a new salary grade.

To set up a new salary grade

- 1** Click Company on the Main Navigation bar, then click Salary Grades.
- 2** Click the New Salary Grade button.
- 3** In the Code field, enter a unique identifying code for the salary grade.

- 4 Use the Name field to enter the full name of the salary grade.
- 5 Enter a description of the use of this salary grade in the Description field.
- 6 Enter a Modifier for the salary grade. The modifier may be any numeric value and can be used to represent any aspect of a salary grade that is not specifically covered in another field.
NOTE: Modifiers are often referenced by calculation formulas and may also be used in credit rule conditions.
- 7 The remaining fields contain the salary grade's salary range data:
 - Minimum Amount – This represents the minimum salary an employee can earn if assigned to this salary grade.
 - Midpoint Amount – Generally, this represents either the average salary or median salary for this salary grade.
 - Maximum Amount – The maximum salary an employee can earn if assigned to this salary grade.
- 8 The Extended Attributes section contains data fields that have been customized according to the needs of your company or department. Generally, if data fields appear here they should be filled in with appropriate data, as the system may refer to these fields in rules and calculation formulas.
- 9 Click the Finish button to complete the salary grade.

Cost Centers

Cost centers are used by most accounting systems to track expenditures across the extended enterprise. Cost centers set up in Siebel Incentive Compensation Management will generally correspond to cost centers that have been set up in payroll and general ledger systems.

Setting Up a New Cost Center

Use the following procedure to set up a new cost center.

To set up a new cost center

- 1 Click Company on the Main Navigation bar, then click Cost Centers.
- 2 Click the New Cost Center button.
- 3 In the Code field, enter a unique identifying code for the cost center.
- 4 Use the Name field to enter the full name of the cost center.

The Extended Attributes section contains data fields that have been customized according to the needs of your company or department. Generally, if data fields appear here they should be filled in with appropriate data, as the system may refer to these fields in rules and calculation formulas.

- 5 Click the Save button to complete the cost center.

Payroll Systems

Payroll systems identify the external software systems used to pay employees. This information is necessary for interfacing with different payroll software systems and is important for employees paid by multiple systems, such as in merger or acquisition situations.

Setting Up a Payroll System

Use the following procedure to set up a payroll system.

To set up a payroll system

- 1 Click Company on the Main Navigation bar, then click Payroll Systems.
- 2 Click the New Payroll System button.
- 3 In the Code field, enter a unique identifying code for the payroll system.
- 4 Use the Name field to enter the full name of the system.
- 5 Use the Contact field to record the name of the employee, contractor, or other person responsible for administering this payroll system.
- 6 Use the remaining address fields on the screen to record the contact's address, phone, and email information.
- 7 The Extended Attributes section contains data fields that have been customized according to the needs of your company or department. Generally, if data fields appear here they should be filled in with appropriate data, as the system may refer to these fields in rules and calculation formulas.
- 8 Click the Finish button to complete the payroll system.

Locations

Locations describe the physical geographic addresses of other Siebel Incentive Compensation Management elements such as employees, organizations, customers, and channel partners. They are primarily used by transactions to identify where goods were shipped to or sold to, and to credit the sales accordingly.

Locations must be set up prior to entering or importing employee records.

Setting Up a New Location

Use the following procedure to set up a new location

To set up a new location

- 1** Click Company on the Main Navigation bar, then click Locations.
- 2** Click the New Location button.
- 3** In the Code field, enter a unique identifying code for the location.
- 4** Use the Name field to enter the full name of the location.
- 5** Use the Type field to indicate what type of location (employee address, organization location, ship-to address, and so on) this is.

NOTE: The location type is available mainly for the user's convenience; the system will otherwise permit all locations of all types to be shared (for example, so that employees can use the same address at an organization).
- 6** Use the address fields to record the location's physical address.
- 7** The Extended Attributes section contains data fields that have been customized according to the needs of your company or department. Generally, if data fields appear here they should be filled in with appropriate data, as the system may refer to these fields in rules and calculation formulas.
- 8** Click the Finish button to complete the location.

Channel Segments

Channel segments represent the various channels through which your company sells its products, such as through direct sales, channel partner or VAR sales, inside sales, and so on. Customers are assigned a channel segment to indicate how products are normally sold to that customer. Channel partners are also assigned a channel segment, which usually indicates the type of business relationship between the partner and the company for re-selling products.

Setting Up a New Channel Segment

Use the following procedure to set up a new channel segment.

To set up a new channel segment

- 1** Click Company on the Main Navigation bar, then click Channel Segments.
- 2** Click the New Channel Segment button.
- 3** In the Code field, enter a unique identifying code for the channel segment.
- 4** Use the Name field to enter the full name of the channel segment.

The Extended Attributes section contains data fields that have been customized according to the needs of your company or department. Generally, if data fields appear here they should be filled in with appropriate data, as the system may refer to these fields in rules and calculation formulas.

- 5 Click the Finish button to complete the channel segment.

5 Organizations

About Organizations

Organizations generally represent the divisions and departments within a company. Individual organizations are put together into an organization hierarchy, which establishes the reporting relationships between departments. This hierarchy is used primarily by the system's rules: plan rules, for example, may be set up to select participants based on which organization the participants report to; credit rules may be set up to generate credit records for a specific participant, for the organization that participant reports to directly, and for another organization higher up in the hierarchy. Hierarchies are also required if the performance records of lower level organizations must be rolled up into higher level organizations.

Each organization is assigned to a level when it is created, so levels must be set up by the system administrator before specific organizations can be created. Only one organization within a hierarchy may be assigned to level 1; all other hierarchy levels may have any number of organizations assigned to them.

Organizations and hierarchies are specific to one operating unit within Siebel Incentive Compensation Management; if there are multiple operating units within the system, the organizations and hierarchy of one unit cannot be shared with another operating unit (although it is possible to copy organizations and hierarchies from one operating unit to another, but the system will still treat the copied organizations as distinct and separate from the original organizations). Also, only one organization hierarchy may be constructed for each operating unit. The organization at level 1 within the hierarchy reports to the operating unit itself.

Organizations may have goals and credits assigned to them, just as participants do, if organization performance is necessary in determining participants' eligibility and payout amounts. For example, many bonus plans are set up to pay out bonuses to employees if the employees' department reaches a certain sales or performance level; in these types of plans, the performance of each employee is added to the organization's overall performance, and this overall performance determines the payout eligibility. Note that while organizations may have goals and credits, organizations themselves do not receive payouts; only participants can receive payouts.

Setting Up Organizations


Use the following procedure to set up organizations


To set up organizations

- 1** Click Hierarchies on the Main Navigation bar, then click Organizations.
- 2** Click the New Organization button.
- 3** Enter a unique identifier for the organization in the Code field.

- 4 Click the Level Code drop-down list to assign the organization to a level.

NOTE: Assigning a location to an organization is optional; if locations have not yet been set up, you may set up the organization now and add the location code later.

- 5 In the Location Code field, enter a location code or click the  button to search for a location code to assign to this organization.

- 6 In the Manager ID field, enter an employee's code or click the  button to search for the employee that manages this organization.

NOTE: Assigning managers to an organization is optional. If you are setting up organizations for a new system, then employees will probably not be set up yet. You may complete the setup of the organizations now and add the manager later after employees have been set up or imported.

- 7 If cost centers have been defined, use the Cost Center Code drop-down list to select the correct code.

- 8 Leave the Status field marked as Active.

- 9 Choose the organization's operating Currency from the drop-down list.

- 10 In the Modifier field, enter an appropriate number for this organization.

NOTE: Modifiers are often referenced by calculation formulas and may also be used in credit rule conditions.

- 11 You may enter a long text description or comment about the organization in the Description field.

The Extended Attributes section contains data fields that have been customized according to the needs of your company or department. Generally, if data fields appear here they should be filled in with appropriate data, as the system may refer to these fields in rules and calculation formulas.

- 12 Click the Finish button to complete the organization record.

Constructing an Organization Hierarchy

The organization hierarchy can be constructed once organizations have been created. The hierarchy is created by assigning one organization to be the top-most organization in the hierarchy, then adding more organizations as "children" of the top-most organization. These organizations can in turn be the "parents" of lower level "child" organizations.

If you are setting up the organization hierarchy for the first time, start with step 1 under Setting Up the Root Element below. If you are modifying the existing hierarchy, skip to step 6 under Adding Child Organizations.

Setting Up the Root Element

Use the following procedure to set up a root element.

To set up a root element

- 1 Click Hierarchies on the Main Navigation bar, then click Organization Hierarchy.
- 2 At this point there is no organization hierarchy and there is no *root element*, or top-level to the hierarchy. Click the Add Root Element link.
- 3 To add the top-most organization in the hierarchy, select the organization or search for the organization's code.

Adding Child Organizations

Use the following procedure to add child organizations.

To add child organizations

- 1 Click the Add Child button for the top-most level.
- 2 Select the organization or search for the organization's code.
- 3 Repeat steps 4 and 5 for every child organization of the top-level parent organization.
- 4 To add a child organization to any other organization:
- 5 Click the Add Child button to the right of the target parent organization.
- 6 Follow steps 4 and 5 above for this organization.
- 7 To view the children that have already been added to any parent organization, click the plus sign to the left of the parent organization within the Edit screen.

6 Territories

About Territories

Territories represent the various sales territories and regions within a company's sales division. They are generally used in conjunction with credit rules to determine how transaction credits are to be distributed amongst one or more employees within a sales territory, based on location data from the transaction (such as city, state, or zip code).

Like organizations, territories are arranged in a hierarchy. The territories at the bottom of this hierarchy represent the company's base sales territories. These territories report to regions, which are similar in many respects to territories, that encompass one or more territories. Regions report to higher level regions, ultimately up to a single region that represents the company's entire sales area. Like organizations, employees report to territories, territories have managers, and territories may receive credits from transactions. Unlike organizations, however, it is possible for an employee to be a part of multiple territories, as well as for multiple employees to report to a single territory. This allows a salesperson to work in multiple territories, share territories with other salespeople, and so on.

A major part of every territory's definition is its *qualifiers*. Qualifiers determine whether or not any specific transaction qualifies for that territory; when a transaction does qualify for a territory, the system can generate credits for the territory and for any or all employees that share that territory. Each qualifier is made up of one or more conditions, which simply test certain data fields on a transaction against specific criteria. If a transaction matches all of the conditions within a qualifier, then the transaction qualifies for the territory. If a transaction fails one condition then it fails that qualifier. If there are multiple qualifiers set up for a territory, then the transaction only has to match any one qualifier; thus, a transaction may fail to match conditions in one qualifier but meet all the conditions in a second qualifier, and the transaction would then qualify for the territory.

Once a transaction has qualified for one or more territories, those territories are used by a credit rule to distribute credits for the transaction. Credits can be given directly to the territories, to employees that report to the territories, to territory managers, or any combination of these. How credits are distributed are determined specifically by the recipient templates chosen for the credit rule.

Regions are different from territories in that they do not have any qualifiers; thus, a transaction can only qualify for a territory, not for any regions that the territory reports to. Regions can still receive credits, however, if credits are rolled up from the territories to the regions.

Setting Up Territories

Use the following procedure to set up territories.

To set up territories

- 1 Click Hierarchies on the Main Navigation bar, then click Territories.

- 2 Click the New Territory button.
- 3 Enter a unique identifier for the territory in the Code field.
- 4 Click the Channel Segment Code drop-down list to assign a channel segment to the territory.
- 5 In the Manager ID field, enter an employee's code or click the button to search for the employee that manages this territory.

NOTE: Assigning managers to a territory is optional. If you are setting up territories for a new system, then employees may not be set up yet. You may complete the setup of the territory now and add the manager later after employees have been set up or imported.

- 6 You may enter a long text description or comment about the territory in the Description field.
- 7 Click Save to continue.
- 8 Click the Add Qualifier button to add the first qualifier.
- 9 Click the Add Condition button for this qualifier.
- 10 In the Attribute drop-down list, select one transaction attribute.
- 11 Choose a comparison operator in the Operator field.
- 12 In the Value field, enter the value that the attribute will be tested against.
- 13 Click the Add button to add the condition.
- 14 Repeat steps 9 through 13 for each condition for this qualifier.
- 15 Repeat steps 8 through 14 for each qualifier for this territory.
- 16 To add employees to the territory, click the Add Employee button.
- 17 Enter the employee's code in the Employee ID field.
- 18 In the Role in Territory field, select the employee's role within this territory.
- 19 Enter the date on which the employee became part of this territory in the Start Date field.

NOTE: Note that regardless of the date entered in this field, the effective start period for the employee in the territory will always correspond to the working period in which the employee is added to the territory. This start period is shown in the dialog box and cannot be modified.

- 20 If the date on which the employee will no longer be part of the territory is known, enter that future date in the End Date field.
- 21 Click the Add button.
- 22 Repeat steps 16 through 21 for each territory employee.
- 23 To add channel partners to the territory, click the Add Channel Partner button.
- 24 Enter the channel partner's code in the Channel Partner ID field.
- 25 In the Role in Territory field, select the channel's role within this territory.
- 26 Enter the date on which the channel partner became part of this territory in the Start Date field.


NOTE: Note that regardless of the date entered in this field, the effective start period for the channel in the territory will always correspond to the working period in which the channel is added to the territory. This start period is shown in the dialog box and cannot be modified.

- 27 If the date on which the channel partner will no longer be part of the territory is known, enter that future date in the End Date field.
- 28 Click the Add button.
- 29 Repeat steps 23 through 28 for each territory channel partner.

Setting Up Regions

Use the following procedure to set up regions.

To set up regions

- 1 Click Hierarchies on the Main Navigation bar, then click Regions.
- 2 Click the New Region button.
- 3 Enter a unique identifier for the region in the Code field.
- 4 You may enter a long text description or comment about the region in the Description field.
- 5 Click the Channel Segment Code drop-down list to assign a channel segment to the region.
- 6 Assign the region to a hierarchy level in the Level Code field.
- 7 In the Manager ID field, enter an employee's code or click the  button to search for the employee that manages this region.

NOTE: Assigning managers to a region is optional. If you are setting up regions for a new system, then employees may not be set up yet. You may complete the setup of the region now and add the manager later after employees have been set up or imported.

- 8 Click Save to continue.
 - 9 To add employees to the region, click the Add Employee button.
 - 10 Enter the employee's code in the Employee ID field.
 - 11 In the Role in Region field, select the employee's position within this region.
 - 12 Enter the date on which the employee became part of this region in the Start Date field.
- NOTE:** Note that regardless of the date entered in this field, the effective start period for the employee in the region will always correspond to the working period in which the employee is added to the region. This start period is shown in the dialog box and cannot be modified.
- 13 If the date on which the employee will no longer be part of the region is known, enter that future date in the End Date field.
 - 14 Click the Add button.
 - 15 Repeat steps 9 through 14 for each region employee.
 - 16 To add channel partners to the region, click the Add Channel Partner button.
 - 17 Enter the channel partner's code in the Channel Partner ID field.
 - 18 In the Role in Region field, select the channel's position within this region.

19 Enter the date on which the channel partner became part of this region in the Start Date field.

NOTE: Note that regardless of the date entered in this field, the effective start period for the channel in the region will always correspond to the working period in which the region is added to the region. This start period is shown in the dialog box and cannot be modified.

20 If the date on which the channel partner will no longer be part of the region is known, enter that future date in the End Date field.

21 Click the Add button.

22 Repeat steps 16 through 21 for each region channel partner.

Constructing the Territory Hierarchy

The territory hierarchy can be constructed once territories and regions have been created. The hierarchy is created by assigning one region to be the top-most region in the hierarchy, then adding more regions as “children” of the top-most region. These regions can in turn be the “parents” of lower level “child” regions. Territories are always added as the lowest level of the territory hierarchy; they always report to a region, and no territory can report to another territory, nor can a region report to a territory.

If you are setting up the territory hierarchy for the first time, start with step 1 under Setting Up the Root Element below. If you are modifying the existing hierarchy, skip to step 6 under Adding Child Regions and Territories

Setting Up the Root Element

Use the following procedure to set up the root element.

To set up the root element

- 1** Click Hierarchies on the Main Navigation bar, then click Territory/Region Hierarchy.
- 2** At this point there is no territory/region hierarchy and there is no root element, or top-level to the hierarchy. Click the Add Root Element link. **Note:** Only regions appear in the list of available entities for the root element because only regions can be parents to other regions or territories.
- 3** To add the top-most region in the hierarchy, select the region or search for the region’s code.

Adding Child Regions or Territories

Use the following procedure to add child regions or territories.

To add child regions or territories

- 1** Click the Add Child button for the top-most level.

- 2 Select the region or territory or search for the entity's code.

NOTE: Both regions and territories will appear in the list of available entities because both regions and territories can be children of other regions. Territories will not have a value in the Level Order field as they are always the lowest level of the hierarchy.

- 3 Repeat steps 4 and 5 for every child region or territory of the top-level parent region.
- 4 To add a child region to any other region:
- 5 Click the Add Child button to the right of the target parent region.
- 6 Follow steps 4 and 5 above for this region.
- 7 To view the children that have already been added to any parent region, click the plus sign to the left of the parent region within the Edit screen.

7

Draws and Caps

A draw is a special financial arrangement made between the company and an employee or group of employees to give employees an advance on future earnings. Such an advance might be given, for example, to new sales personnel to help them meet expenses while establishing themselves in a sales territory.

Draws may be set up for individual employees and/or draw profiles may be set up for plans. If a draw profile is assigned to a plan, then all employees that qualify for that plan will receive draw adjustments according to that profile; the exceptions will be any employees that have individual draw options set up, which will always override a plan's draw settings. Refer to Chapter 3 for instructions on setting up draws for individual employees, and see Chapter 13 for instructions on applying draw settings to a plan.

Draws may be either *adjustable* or *fixed*.

- A fixed draw is simply an amount that is added to the employee's earned payout for the period, no matter what the employee has earned. Thus, if the fixed draw amount is \$3000 and the employee earns \$2000, then the employee receives a net payout of \$5000.
- An adjustable draw specifies the minimum amount the employee will be paid in a processing period. Draw adjustments are made only if the employee's earnings fall below this amount. Thus, if the adjustable draw amount is \$3000 and the employee earns \$2000, then a draw adjustment of \$1000 is made and the employee receives a total payout of \$3000. Note that if the employee had earned \$3000 or more, no draw adjustment would be made for that period.

Adjustable draws are typically assigned a draw ceiling amount. This value specifies the absolute maximum amount that an employee can be paid out in draw adjustments within a calendar year (in other words, the maximum amount that the employee's draw balance can reach). If a draw adjustment would put the employee's draw balance over this limit, then the adjustment is cut off at the limit and no further draw adjustments will be made for that employee. Note that once some or all of the draw balance has been paid back to the company, or has been reset at the end of the calendar year, the employee may once again receive draws.

Both adjustable and fixed draws may be specified as a fixed dollar amount or as a percentage of the employee's salary.

- When setting up fixed dollar amount draws, the user only has to specify the dollar amount; the system uses this amount for all draw calculations. Fixed dollar draws are typically set up for individual employees rather than for all employees within a plan.
- When setting up draws as a percentage of an employee's salary, the user specifies the percentage amount and then must choose one of the following salary options:
 - Annual Salary – The draw amount is calculated as a percentage of the employee's annual salary for his or her current job.
 - Pay Period Salary – The draw amount is calculated as a percentage of the employee's salary paid per period.

- **Salary Paid To Date** – The draw amount is calculated as a percentage of the employee's annual salary that has been paid through the current processing period.
- **Salary For Last Job** – The draw amount is calculated as a percentage of the employee's salary paid from the last job that the employee held.

Percentage draw amounts are typically used when setting up draws for a plan rather than for individual employees.

A draw is usually set up to last through a specific number of periods, after which the draw amount must usually be repaid to the company; this is typically accomplished by subtracting the accumulated draw balance from the employee's earned payouts until the full amount is paid back. The following options are available for draw recovery:

- **Automatic** – In any period that the employee does not receive a draw adjustment (whether because earnings exceeded the draw amount or the draw period range has ended), the system will recover as much of the outstanding draw balance as possible. If the current period is still within the draw period range, then the system will recover as much as possible without reducing the employee's payout below the specified draw amount. Otherwise, the system will recover as much of the draw balance as possible. If this reduces the employee's payout to zero but there is still an outstanding draw balance, then that draw balance is carried into the next period and the system will again attempt to recover the balance in that period.
- **Beginning Period** – This option specifies a specific number of periods after the draw period range has ended, in which the system will attempt to recover draw balances. In this period and any subsequent periods, the system will attempt to recover as much of the draw balance as possible. If this reduces the employee's payout to zero but there is still an outstanding draw balance, then that draw balance is carried into the next period and the system will again attempt to recover the balance in that period.
- **Incentive Calculated Year To Date** – With this recovery option, the system will not attempt to recover draw balances until the employee's total incentive amount paid to date (not including any draw adjustments that have been made) reaches a specified threshold. Once the employee's earnings before adjustments has reached this threshold, the system will attempt to recover as much of the draw balance as possible. If this reduces the employee's payout to zero but there is still an outstanding draw balance, then that draw balance is carried into the next period and the system will again attempt to recover the balance in that period.
- **No Recovery** – This option prevents the system from ever recovering draw balances. With this option, draws essentially become "gifts" to the employee that does not have to be repaid.

For individual employees, draw recovery can be set up such that the employee receives a guaranteed minimum payout amount. This prevents the system from reducing an employee's payout to zero during a recovery period, ensuring that the employee still is paid in every period. Guaranteed amounts may be fixed amounts or they may be a percentage of the employee's salary. Note that guaranteed recovery amounts are not applicable to draw settings for a plan.

Draw Recovery Over Several Calendar Years

In many situations, it will be necessary to mix standard calendars and custom calendars either in the same calendar year or across calendar years. If the number of periods in a calendar year changes from one year to the next, Draw Recovery period options will be affected.

EXAMPLE – Draw Recovery:

FY2002 has 12 segments in the calendar matching a standard monthly calendar. A draw program for all new participants is in place that pays a \$2000 draw in periods 1-3 and begins draw recovery in period 4 (Effectively April 2002). FY2003 has been updated to reflect 24 segments in the calendar beginning January 2003 and ending December 2003. The draw recovery settings will need to be adjusted to reflect the new segments in the calendar. Unadjusted draw recovery will begin draw recovery in February 2003 (Effectively period 4 in the new calendar).

Draw Examples

Adjustable Draw with Automatic Recovery, No Recovery Guarantee

For this draw, the employee is set to receive draw adjustments from periods 3 through 6. The adjustable draw amount is \$2000, with no draw ceiling set. Recovery is automatic and no recovery guarantee amount is set. Notice in this example that in period 5, the employee earns enough to exceed the draw amount, thus the system begins recovering the employee's draw balance; in period 6, however, the employee's earnings again require a draw adjustment, so no recovery is made in that period. [Table 1](#) shows an example of this type of draw.

Table 1. Adjustable Draw with Automatic Recovery, No Recovery Guarantee

Period	Amount Earned	Draw Adjustment (or Recovery)	Cumulative Draw Balance	Net Payout for Period
3	500	1500	1500	2000
4	1000	1000	2500	2000
5	2800	-800	1700	2000
6	1800	200	1900	2000
7	2300	-1900	0	400
8	2500	0	0	2500

Adjustable Draw with Beginning Period Recovery and Recovery Guarantee

For this draw, the employee is set to receive draw adjustments from periods 1 through 3, with recovery of draw amounts beginning two periods after the draw ends (that is, beginning period is set to 2 and recovery begins in period 5). The adjustable draw amount is \$2500, with no draw ceiling set. The recovery guarantee amount is set at \$1000. Note that in period 4 no draw is made (the draw range has ended) but no amounts are recovered in this period. Also note that the recovery guarantee of \$1000 makes sure that in period 5 the system does not reduce the employee's payout to zero; without this guarantee, the employee's payout would have been reduced to zero and there would still be a \$400 draw balance. [Table 2](#) shows this type of draw.

Table 2. Adjustable Draw with Beginning Period Recovery and Recovery Guarantee

Period	Amount Earned	Draw Adjustment (or Recovery)	Cumulative Draw Balance	Net Payout for Period
1	1000	1500	1500	2500
2	1800	700	2200	2500
3	2300	200	2400	2500
4	1500	0	2400	1500
5	2100	-1100	1300	1000
6	3000	-1300	0	1700
7	3000	0	0	3000

Adjustable Draw with Beginning Period Recovery, Draw Ceiling and Recovery Guarantee

This draw is similar to the previous example, except that a ceiling of \$4000 is placed on the draw. Note that in this example, this draw ceiling affects the draw adjustment made in period 3. Without the ceiling the employee would have received the full draw adjustment; the draw ceiling limits the amount the employee can receive in that period, so that her draw balance does not exceed this \$4000 limit. [Table 3](#) shows this type of draw.

Table 3. Adjustable Draw with Beginning Period Recovery, Draw Ceiling and Recovery Guarantee

Period	Amount Earned	Draw Adjustment (or Recovery)	Cumulative	Net Payout for Period
1	500	2000	2000	2500
2	1000	1500	3500	2500
3	1500	500	4000	2000
4	2200	-1200	2800	1000
5	2500	-1500	1300	1000
6	3000	-1300	0	1700
7	3200	0	0	3200

Fixed Draw with Incentive Calculated YTD Recovery and Recovery Guarantee

For this draw, the employee is set to receive a fixed draw adjustment of \$1000 every period from periods 1 through 4, regardless of what the employee earns. The system is set to recover draw balance amounts when the employee's incentive calculated year-to-date reaches \$10000, and the employee is guaranteed a minimum payout of \$1000 during this recovery period. Note that in period 4 no draw adjustment is made (the draw period range has ended) but the employee's incentive calculated to date is under the \$10000 minimum, so no recovery is made either. Also note that the incentive calculated to date values only include earned amounts, not draw adjustment amounts. [Table 4](#) shows an example of this type of draw.

Table 4. Fixed Draw with Incentive Calculated YTD Recovery and Recovery Guarantee

Period	Amount Earned	Incentive Calculated YTD	Draw Adjustment (or Recovery)	Cumulative	Net Payout for Period
1	1000	1000	1000	1000	2000
2	2000	3000	1000	2000	3000
3	2500	5500	1000	3000	3500
4	2000	7500	1000	4000	3000
5	2000	9500	0	4000	2000
6	3000	12500	-2000	2000	1000
7	4000	16500	-2000	0	2000

Caps

[Table 5](#) lists caps.

Table 5. Caps

Period	Amount Earned	Incentive Calculated YTD	Draw Adjustment (or Recovery)	Cumulative	Net Payout for Period
1	1000	1000	1000	1000	2000
2	2000	3000	1000	2000	3000
3	2500	5500	1000	3000	3500
4	2000	7500	1000	4000	3000

Table 5. Caps

Period	Amount Earned	Incentive Calculated YTD	Draw Adjustment (or Recovery)	Cumulative	Net Payout for Period
5	2000	9500	0	4000	2000
6	3000	12500	-2000	2000	1000
7	4000	16500	-2000	0	2000

Caps are limits on how much an employee can earn from incentive payouts in any one period. Caps are often necessary when certain employees might otherwise receive payouts that exceed budgeted payout amounts. If a cap is set for an employee, and that employee earns more in incentive payouts than is allowed by the cap, then the employee will receive only the amount allowed by the cap.

Caps may be set up for individual employees and/or cap profiles may be set up for plans. If a cap profile is assigned to a plan, then all employees that qualify for that plan will receive cap adjustments according to that profile; the exceptions will be any employees that have individual cap options set up, which will always override a plan's draw settings. Refer to Chapter 3 for instructions on setting up caps for individual employees, and see Chapter 12 for instructions on applying cap settings to a plan.

Caps may be set to carry forward to future periods. This means that if the employee exceeds the cap amount in one period, then any amount that exceeded the cap is "carried forward" to the next processing period and will be included in that period's payout (provided, of course, that the employee does not exceed the cap again in that period!). If a cap is not set up to carry forward, then any amounts that exceed the cap in a period are lost and will not be paid to the employee in any future period.

Cap Examples

Absolute Cap Amount, Not Carried Forward

This straight-forward cap simply limits the employee to a maximum \$10000 payout per period. Any amount that is earned over this limit is lost and not paid out to the employee in subsequent periods. [Table 6](#) shows an example of this type of draw.

Table 6. Absolute Cap Amount, Not Carried Forward

Period	Amount Earned	Cap Adjustment	Net Payout for Period
1	8000	0	8000
2	11000	-1000	10000

Table 6. Absolute Cap Amount, Not Carried Forward

Period	Amount Earned	Cap Adjustment	Net Payout for Period
3	14000	-4000	10000
4	7000	0	7000

Percentage Cap Amount, Carry-Forward

This cap has been set up for a plan and limits employees to earn a maximum of 35% of their regular pay period salary in any individual period. Any amounts lost to this cap are carried forward to the next period and applied there, assuming that the amount earned in that period does not exceed the 35% maximum. For this example, the employee in question earns \$10,000 per period in regular pay, and is thus limited to earning \$3500 in incentive payouts in any given period. [Table 7](#) shows an example of this type of cap.

Table 7. Percentage Cap Amount, Carry-Forward

Period	Amount Earned	Cap Adjustment	Balance Carried Forward	Net Payout for Period
1	5000	-1500	1500	3500
2	4000	-500	2000	3500
3	2800	700	1300	3500
4	2000	1300	0	3300
5	4000	-500	500	3500
6	2000	500	0	2500

Combining Draws and Caps

It is of course possible to assign both a draw and a cap to an employee or plan, and for an employee with a draw to qualify for a plan that assigns a cap and vice versa. When processing draws and caps, the system performs adjustment steps in the following order:

- Calculate Draw Amount – If the employee's earnings fall below the specified or calculated draw level, or if a fixed draw is specified, the system calculates a draw adjustment for the period.
- Apply Draw Ceiling – If the calculated draw adjustment would put the employee's draw balance over the ceiling (if specified), then the system reduces the draw adjustment so that the ceiling will not be exceeded.

- **Process Draw Recovery** – If no draw is applied to the employee’s payout (either because earnings have exceeded the draw level or the draw period has ended), then the system may recover some or all of the outstanding draw balance. The system calculates a negative draw adjustment and applies it to the employee’s earned payout.
- **Process Recovery Guarantee** – If a recovery guarantee is specified for the employee, then the system applies that guarantee to the draw recovery adjustment before applying the adjustment to the employee’s payout. This reduces the amount of the outstanding draw balance that is recovered.
- **Compute Cap** – If, after applying the above steps for draws the employee’s payout still exceeds a specified cap level, then the system applies a cap adjustment to reduce the payout to that level. If the cap was specified as a carry-forward cap, then the amount lost to the cap is carried over to the cap balance amount for the next period.
- **Compute Carry-Forward Cap** – If the employee’s payout after applying draws does not exceed the cap amount, and there is an outstanding cap balance from prior periods, the system enters a positive cap adjustment to reduce the cap balance and raise the employee’s payout for that period. The adjustment will be calculated so that the resulting adjusted payout does not exceed the cap.
- **Update Payout** – In this final step, all calculated draw and cap adjustments will be finalized and entered as adjustments to the employee’s payout.

The following example illustrates how draw and cap adjustments may work together for an employee.

Adjustable Draw with Ceiling, Recovery at a Specified Period with a Recovery Guarantee, Combined with a Carry-Forward Cap

For this example, assume that an employee is assigned an adjustable draw amount of \$5000 per period for periods 1 through 6 of a standard calendar year. The draw is assigned a ceiling of \$10,000, and recovery begins in period 7 if possible. During draw recovery the employee is guaranteed a payout of \$5000. According to the incentive plan that the employee qualifies for, the employee’s payouts are also capped at \$12,000 for any one period. Any amounts that are lost to this cap are carried forward to the next period and may be recovered by the employee in that period, assuming earnings do not again exceed the cap. This cap applies to all periods within the calendar year.

Table 8 illustrates one way this draw and cap combination could work. Note the following significant periods:

- In period 4, the employee’s earnings are zero, but the system only applies a draw adjustment of \$3000 because any larger adjustment would exceed the draw ceiling.
- In period 7, the employee’s earnings are large enough to recover some of the outstanding draw balance. At the same time, because the resulting adjusted payout is below the cap amount, the employee can recover all of the cap balance that was lost in period 6.

In period 9, the system applies the draw recovery process first to reduce the employee's payout to \$13,000. Since this still exceeds the cap, the system must apply a second adjustment to reduce the payout further to \$12,000.

Table 8. Adjustable Draw with Ceiling, Recovery at a Specified Period, with a Recovery Guarantee, Combined with a Carry-Forward Cap

Period	Amount Earned	Draw Adjustment	Draw Balance	Cap Adjustment	Cap Balance	Net Payout for Period
1	2000	3000	3000	0	0	5000
2	4000	1000	4000	0	0	5000
3	2000	3000	7000	0	0	5000
4	0	3000	10000	0	0	3000
5	7000	0	10000	0	0	7000
6	14000	0	10000	-2000	2000	12000
7	8000	-3000	7000	2000	0	7000
8	9000	-4000	3000	0	0	5000
9	16000	-3000	0	-1000	1000	12000
10	14000	0	0	-2000	3000	12000
11	10000	0	0	2000	1000	12000
12	8000	0	0	1000	0	9000

8

Products

Products generally represent the products and categories of products your company sells, but they may also represent any other kind of output, such as customer services or contracts. Like organizations, products can be ordered together into a product hierarchy; generic classifications of products occupy the highest levels of the hierarchy, with more specific classifications lower down and specific products at the lowest levels.

A product may have multiple rates and rate groups associated with it, which usually represent the commission rates that different employees earn by selling that product; these rates are then referenced within calculation formulas when determining payout amounts. Products can also be associated with measures; credit rule distributions can then be set up to credit the measure associated with the product sold on an individual transaction, rather than crediting one measure regardless of product.

Setting Up Products

Use the following procedure to set up products.

To set up products

- 1** Click Hierarchies on the Main Navigation bar, then click Products.
- 2** Click the New Product button.
- 3** Enter a unique identifier for the product in the Code field.
- 4** Use the Name field to enter the full name of the product or product category.
- 5** In the Type field you may assign the product to a specific type or category of products.
- 6** If the product's type does not yet exist, enter a new value in this field instead of selecting one.
- 7** Assign the product to a level in the Level Code drop-down.
- 8** Use the Unit Cost, Unit Price, Unit Margin, and Unit of Measure fields to associate sales pricing and cost data with the product, as well as the product's unit of measure.
- 9** You may enter a long text description or comment about the product in the Description field.
- 10** The Extended Attributes section contains customized attributes of your company's products. In general, any text fields that appear in this section should be filled in with the appropriate values, as these attributes may be referenced by rules or formulas.
- 11** Click Save to continue.
- 12** The new product record will be saved to the database and the View Product screen will display.
- 13** Note that you can continue to enter additional data on this record or you can come back to complete this information at a later time.

- 14** Click the Edit button in the rate section of the product record.
- 15** In the Default Rate group field, enter the base or default commission rate that participants may earn on sales of this product. This is the commission rate that will be used if a calculation formula needs to find a product's commission rate but cannot find the appropriate rate group for a participant.
- 16** To associate one or more rate groups with the product:
- 17** Click the Add Rate Group Rate button.
- 18** Select the desired rate group in the Rate Group drop-down list.
- 19** In the Rate field, enter the appropriate commission rate.
- 20** Click the Add button
- 21** See below for complete details on setting up rate groups and product rates.
- 22** Click Save to continue.
- 23** The Measures section is used to associate performance measures with the product for the purposes of credit rule distributions.
 - Click the Add Measure Type button.
 - Select New Type to add a new product measure type, then enter the new type, or select Existing Type and select one of the product measure types that have already been created for other products.
 - If you selected New Type, choose a Measure Code to associate with the new product measure type.
 - Click the Add button.
- 24** Use the navigation links at the top of the page to return to the search screen

Product Measures

Siebel Incentive Compensation Management allows one or more performance measures to be associated with each product or product category. This association can be used by credit rule distributions to determine the credited measure according to the product sold on a transaction.

When setting up measure associations with a product, you must enter or choose a Product Measure Type before choosing a specific measure (see the preceding section). This Type is referenced by the credit rule distribution and allows the distribution to choose the correct measure, if multiple measures have been associated with products. Product measure types are usable by all products across all operating units.

Product Measure Type Example

Different products can have different measures assigned to them using the same Product Measure Type, as shown in [Table 9](#).

Table 9. Product Measure Types

Product	Measure	Measure Type
Hourly Consulting	CSG	Type1
Enterprise Software	Quota	Type1
Computer Monitor	Non-Quota	Type1

When the credit rule distribution is configured, the Distribution Measure will be set to Product's Measure and the Measure Type will be Type1. When the crediting service creates the distribution, the product on the transaction line will determine which measure will be used.

Product Rates and Rate Groups

In many sales organizations commission rates are determined according to what product or type of product a participant has sold; for example, selling brand new equipment systems might carry a higher commission rate than selling replacement parts for those systems. Additionally, the exact commission rate earned for a product sale may be further determined according to who sells it; direct sales representatives, for example, generally earn higher commission rates than inside sales representatives for sales of the same product.

Siebel Incentive Compensation Management uses rate groups and product rates to determine, at the time of plan calculation, what commission rate a participant should earn for the sale of a product. A rate group itself simply consists of a unique code and name. Employees may then be assigned to a specific rate group when they are entered or updated in the system; rate groups can also be associated with job codes if the same rate group applies to all employees that fall within that job. Products are also associated with one or more rate groups, and for each rate group association a specific rate for that product is assigned (see the preceding section for this procedure). Thus, two employees that belong to different rate groups will earn different commission rates for the sale of the same product, according to the product's rate settings.

When the system needs to find a product's commission rate, it goes through the following steps:

- 1 First the system looks for the employee's assigned rate group; if it finds one, it then looks for the same rate group in the product's rate group list. If it finds that rate group there, then it uses the associated commission rate.
- 2 If either of the conditions in step 1 failed, the system then looks at the employee's assigned job and looks for a rate group there. If it finds one, it looks for the same rate group in the product's rate group list. If it finds that rate group there, then it uses the associated commission rate.
- 3 If either of the conditions in step 2 failed, the system uses the product's assigned Default Rate as the commission rate.

- 4 If no Default Rate was defined for the product, then the commission rate is considered undefined and the calculation formula will not return a useful result.

Setting Up Rate Groups

Use the following procedure to set up rate groups.

To set up rate groups

- 1 Click Hierarchies on the Main Navigation bar, then click Rate Groups.
- 2 Click the New Rate Group button.
- 3 Enter a unique identifier for the rate group in the Code field.
- 4 You may enter a description of the rate group, such as which jobs or employees the rate group applies to, in the Description field.
- 5 The Extended Attributes section contains customized attributes of your company's rate groups. In general, any text fields that appear in this section should be filled in with the appropriate values, as these attributes may be referenced by rules or formulas.
- 6 Click Finish to add the rate group.

Product Hierarchy

The product hierarchy can be constructed once products have been created. The hierarchy is created by assigning one product to be the top-most product in the hierarchy, then adding more products as "children" or sub-categories of the top-most product. These products can in turn be the "parents" of lower level "child" products. The products at the lowest level generally represent the most specific products, while higher level products usually denote categories and sub-categories of products.

If you are setting up the product hierarchy for the first time, start with step 1 under Setting Up the Root Element below. If you are adding products to the hierarchy or modifying the hierarchy, skip ahead to step 5 under Adding Child Products below.

Setting Up the Root Element

Use the following procedure to set up the root element.

To set up the root element

- 1 Click Hierarchies on the Main Navigation bar, then click Product Hierarchy.
- 2 At this point there is no product hierarchy and there is no *root element*, or top-level to the hierarchy. Click the Add Root Element link.
- 3 To add the top-most region in the hierarchy, select the region or search for the region's code.

Adding Child Products

Use the following procedure to add child products.

To set up child products

- 1** Click the Add Child button for the top-most level.
- 2** Select the product or search for the product's code.
- 3** Repeat steps 4 and 5 for every child product of the top-level parent product.
- 4** To add a child Product to any other Product:
- 5** Click the Add Child button to the right of the target parent Product.
- 6** Follow steps 4 and 5 above for this product.
- 7** To view the children that have already been added to any parent organization, click the plus sign to the left of the parent organization within the Edit screen.

9

Performance Data

Performance data is essential to calculating payouts in Siebel Incentive Compensation Management. Credit data is required for nearly all calculation formulas, and goal data is required if a comparison of credits to goals is necessary for calculating payouts.

Goals

Goals represent the targets that participants must achieve, in part or in full, in order to receive incentive payouts. Goals are not required for all compensation plans; a plan can be set up to pay participants based solely on their actual performance (credits) and not on whether or not they have met a goal. For any plan that pays participants based on how closely they reach or exceed their targets, goal data will be critical.

Goal Types

There are three different types of Goals in Siebel Incentive Compensation Management. Each can be used in formulas to compute how closely a participant or organization has met their pre-established targets.

- **Base Goal** – A base goal is a single goal, assigned to a single participant, organization, or territory for a particular period. Each base goal can only have one participant, one measure, and one amount assigned to it for each period. The amount of time covered by a single goal is determined by the calendar segment assigned to a period. (See *Siebel Incentive Compensation Management Configuration Guide*, Chapter 3). Goals can be manually entered or imported into the system.
- **Cumulated Goal** – A cumulated goal is the aggregation of base goals over a specified calendar segment. The aggregation of the fields on the goal profile is determined when the custom fields are created (See *Siebel Incentive Compensation Management Configuration Guide*, Chapter 6), and the calendar segment is specified when the cumulation setting is set on the measure (See *User Guide*, Chapter 10). Cumulated goals are unique records in the system created by the Cumulation service.
- **Rollup Goals** – A rollup goal is the aggregation of organization or territory base goals rolled up along either the Organization or territory hierarchy. The aggregation of the fields on the goal profile is determined when the custom fields are created (See *Siebel Incentive Compensation Management Configuration Guide*, Chapter 6), and the organizations or territories included in the rollup is determined when the rollup setting are set on the measure (See *User Guide*, Chapter 10). Rollup goals are unique records in the system created by the Rollup service.

See [Chapter 10, "Measures,"](#) for more information on how to set up measures for cumulation and rollup purposes.

How goals are used in a compensation plan will be determined by the calculation formulas and formula components. Some examples:

- A common use of goals is to compare credits to goals to see if the goal has been met or exceeded; if the goal is exceeded, the formula executes one calculation, and if it has not been met then it executes another calculation or returns a fixed value (such as zero).
- Another common use is to calculate the ratio of total credits (for the period, to date, and so on) to a quarterly or annual goal value. The result of this ratio is passed into a matrix or step calculation to determine another value, such as a commission rate or payout percentage, which can then be used by other components to determine the final payout amount.


Goals may be set up for participants, for organizations, and for territories. Participant goals represent targets that individual employees or other participants must achieve; organization and territory goals represent targets that a particular branch or division must achieve. Participant goals are generally used when calculating payouts based on an individual's performance (such as commission payouts), and organization and territory goals are used when calculating payouts to participants based on the overall performance of all participants within an organization or territory (such as quarterly regional bonuses).

Goals for participants, organizations, and territories may either be entered directly into Siebel Incentive Compensation Management or they may be imported from another system. If they have been imported, they may be reviewed by clicking Goals on the Performance menu.

Creating Base Goals

Use the following procedure to create base goals.

To create base goals

- 1** Select the correct period from the Working Period link at the top left of the screen.
- 2** Note that goals are specific to each working period.
- 3** Click Performance on the Main Navigation bar, then click Goals.
- 4** Click the New Base Goal(s) button.
- 5** Click the Recipient Type drop-down list to choose one of the available participant types (Employee, Channel Partner, or Customer) or choose Organization, Territory, or Region to set up goals for these entities.
- 6** Enter the specific participant's or organization's code in the Recipient ID field, or click the  button to search for the appropriate code.
- 7** Enter the performance measure that will be associated with this goal record in the Measure Code field. You may also click the button to search for the appropriate code.
- 8** Note that the choice of measure determines which data fields will appear on the next screen, and ultimately determines what data is associated with the goal record.
You may enter a description or comment about this goal record in the Description field.
- 9** Click the Next button to proceed.

- 10 The data fields that appear on this screen will be customized to meet your company's needs and depend on which measure code was chosen in step 5. Fill in these fields with the appropriate values or data.
- 11 Click Finish to save the goal record.

View All Goals

When maintaining Siebel Incentive Compensation Management, or changing plans from one year to the next, it can be helpful to see all goals associated with a participant, organization, territory, or region for the entire year. The View all goals feature provides access to all goal information for each object for the year, in a single screen.

To use the View All Goals feature

- 1 Click Performance on the Main Navigation bar, then click Goals.
- 2 Search for the appropriate goal.
- 3 Click the View All icon to the right of the found goal.
 - The goal details are displayed on the left of the screen
 - Each individual goal is detailed on the right of the screen.

Credits

Credits represent the actual records of performance achieved by a participant or organization. Credit records are essential for all compensation plans, regardless of their type. How credit records get used will be determined by calculation formulas.

Credits are usually generated through the Crediting service. This process runs transaction data through credit rules to determine credit distributions, and generates credit records for participants and organizations based on the credit rule's settings. Credits may also be set up manually or imported into the system. In general, any plan that bases credits on transaction data, such as a sales commission plan, will use credit rules to generate credit records. Any plan that is not based on transaction data, such as an annual bonus plan, will have credits imported or entered manually.

NOTE: Credits entered manually can be edited. Credits that are generated through the Crediting service cannot be edited.

Credit Types

There are three different types of credits in Siebel Incentive Compensation Management. Any combination of the credit types can be used to compute a participants payout.

- **Primary Credits** – A primary is a single credit, assigned to a single participant, organization, or territory. Each primary can only have one participant, one measure, and one amount assigned to it although each transaction line can become multiple credits. Primary credits will be created by the Crediting service but can also be manually entered or imported into the system.
- **Cumulated Credits** – A cumulated credit is the aggregation of primary credits over a specified calendar segment. The aggregation of the fields on the credit profile is determined when the custom fields are created (See *Siebel Incentive Compensation Management Configuration Guide*, Chapter 6), and the calendar segment is specified when the cumulation setting is set on the measure (See User Guide, Chapter 10). Cumulated credits are unique records in the system created by the Cumulate service. The details of which credits make up a particular cumulated credit are available in the Source Credits section of the cumulated credit screen. (Performance/Cumulated Credits)
- **Rollup Credit** – A rollup credit is the aggregation of organization or territory primary credits rolled up along either the Organization or territory hierarchy. The aggregation of the fields on the credit profile is determined when the custom fields are created (See *Siebel Incentive Compensation Management Configuration Guide*, Chapter 6), and the organizations or territories included in the rollup is determined when the rollup setting are set on the measure (See User Guide, Chapter 10). Rollup credits are unique records in the system created by the Rollup service. The details of which credits make up a particular rollup credit are available in the Source credits section of the rollup credit screen. (Performance/Credits – then select Rollup from the Credit Type drop-down list)

Refer to Chapter 10 for more information on how to set up measures for cumulation and rollup purposes.

Creating Primary Credits

Use the following procedure to create primary credits.

To create primary credits

- 1** Click Performance on the Main Navigation bar, then click Credits.
- 2** Enter the date the credit was actually earned in the Earned Date field.
- 3** The earned date does not necessarily correspond to the assigned Creation Date for the credit record. The effective period of a credit will always be the year and period in which the credit was created, not when it was earned.
- 4** Enter the performance measure that will be associated with this credit record in the Measure Code field. You may also click the button to search for the appropriate code.
- 5** Note that the choice of measure determines which data fields will appear on the next screen and ultimately determines what data is associated with the credit record.
- 6** Click the Recipient Type drop-down list to choose one of the available participant types (Employee, Channel Partner, or Customer) or choose Organization, Territory, or Region to set up a credit record for these entities.

- 7** Enter the specific participant's or organization's code in the Recipient ID field, or click the button to search for the appropriate code.
- 8** Leave the Pay When Type field value as *None*.
- 9** This field is only used for modifying credits that have been generated from transaction lines.
- 10** You may enter a description of the credit record in the Description field.
- 11** Click the Next button to proceed.
- 12** Enter values in each of the fields displayed in the Details section to complete the credit record.
- 13** The fields displayed on this screen will depend on the measure code chosen in step 3 and will generally be customized to fit your company's specific incentive plans.
- 14** Click Finish to save the credit record.

10 Measures

About Measures

Measures serve to categorize goals and credits into the types of performance that are tracked for compensation plans. This keeps different types of performance records separated according to how they will be used by plans; for example, a *Sales* measure might be referenced by a sales commission plan, while a *Service Rating* measure might be referenced by a plan for technical support personnel. As another example, a commission plan may need to use separate measures for each type of sale made, such as *New System Sales*, *Replacement Part Sales*, and so on.

Profiles and Measures

Every measure has one credit profile and one goal profile associated with it. These profiles determine the data fields that appear for any goal or credit record that is associated with this measure. Thus, if a particular goal record is associated with the *Sales* measure, then the goal profile associated with the *Sales* measure determines the data field set for that goal record.

Any number of measures may share the same profiles. Profiles and their associated custom fields are generally set up by a compensation administrator or system administrator as part of the initial implementation of Siebel Incentive Compensation Management.

Cumulations

Siebel Incentive Compensation Management can keep track of cumulated performance data for one or more periods for each measure. Cumulated data is often used in incentive plans to determine payout amounts. Some examples:

- Many sales commission plans determine commission rates for each sale based on each sales representative's total sales performance throughout the month, quarter, or year.
- Bonus plans are frequently based on overall performance of individuals or departments throughout the year or for each quarter.
- Most plans that make use of goals (monthly or annual or otherwise) will also make use of cumulated credits to determine whether or not a participant's total performance over a month or year meets the targets that have been set.

Every measure may have one or more cumulation settings associated with it, and may have separate cumulation settings for goals and credits. These cumulation settings are referenced by the Cumulate service; during this process, the system examines the measure associated with each goal and credit record to determine how (if at all) to generate cumulated records. Cumulation considers only Primary Credits and Base Goals for participants and Primary Credits, Base Goals, Rollup Credits, and Rollup Goals for organizations and territories.

The first step in setting up a measure for cumulation is choosing a frequency group, or deciding how many periods worth of data need to be accumulated. For example, you might need to keep cumulative totals for each month, in which case you must accumulate data monthly; or, you might need to keep cumulative totals for the last three periods, and you would thus choose to accumulate data quarterly. The standard frequency groups are:

- 2 Weeks
- Half Month
- Half Year
- Month
- Quarter
- Week Year

The next step is to decide which periods' data needs to be accumulated within the selected frequency group. For example, if you are using a monthly calendar and are cumulating quarterly, you could cumulate all data for all months in each quarter, or only cumulate data for past periods within the quarter. The standard data groups are:

- All – All data for all periods within the frequency group are cumulated.
- To Date – All data for all periods up to and including the current period, within the chosen frequency group, are cumulated.
- Rolling – All data from the current period plus the appropriate past number of periods are accumulated. The number of periods depends on the frequency group chosen
- Open Bal – Same as To Date, but excludes the current period's data.

[Table 10](#), [Table 11](#), [Table 12](#), and [Table 13](#) show examples of 12-period calendar years and the data that will be accumulated according to each of these choices when using a standard twelve period (monthly) calendar. To read the matrix, locate the frequency group on the top, then find the data group on the left. In most cells two columns will appear. The *Period* column shows each of the periods of the twelve-month calendar; the *Data* column shows which periods' data will be accumulated in each of those periods, according to the chosen data group. If *N/A* appears in a column, then that combination of frequency and data will not work for cumulations.

Table 10. One 12-Period Calendar Year-All

Monthly		Quarterly		Half-Year		Year	
Period	Data	Period	Data	Period	Data	Period	Data
1	1	1	1-3	1	1-6	1	1-12
2	2	2	1-3	2	1-6	2	1-12
3	3	3	1-3	3	1-6	3	1-12
4	4	4	4-6	4	1-6	4	1-12
5	5	5	4-6	5	1-6	5	1-12
6	6	6	4-6	6	1-6	6	1-12
7	7	7	7-9	7	7-12	7	1-12
8	8	8	7-9	8	7-12	8	1-12
9	9	9	7-9	9	7-12	9	1-12
10	10	10	10-12	10	7-12	10	1-12
11	11	11	10-12	11	7-12	11	1-12
12	12	12	10-12	12	7-12	12	1-12

Table 11. One 12-Period Calendar Year-To Date

Monthly		Quarterly		Half-Year		Year	
Period	Data	Period	Data	Period	Data	Period	Data
1	1	1	1	1	1	1	1
2	2	2	1-2	2	1-2	2	1-2
3	3	3	1-3	3	1-3	3	1-3
4	4	4	4	4	1-4	4	1-4
5	5	5	4-5	5	1-5	5	1-5
6	6	6	4-6	6	1-6	6	1-6
7	7	7	7	7	7	7	1-7
8	8	8	7-8	8	7-8	8	1-8
9	9	9	7-9	9	7-9	9	1-9
10	10	10	10	10	7-10	10	1-10
11	11	11	10-11	11	7-11	11	1-11
12	12	12	10-12	12	7-12	12	1-12

Table 12. One 12-Period Calendar Year-Rolling

Monthly		Quarterly		Half-Year		Year	
Period	Data	Period	Data	Period	Data	Period	Data
N/A	N/A	1	1	1	1	N/A	N/A
N/A	N/A	2	1-2	2	1-2	N/A	N/A
N/A	N/A	3	1-3	3	1-3	N/A	N/A
N/A	N/A	4	2-4	4	1-4	N/A	N/A
N/A	N/A	5	3-5	5	1-5	N/A	N/A
N/A	N/A	6	4-6	6	1-6	N/A	N/A
N/A	N/A	7	5-7	7	2-7	N/A	N/A
N/A	N/A	8	6-8	8	3-8	N/A	N/A
N/A	N/A	9	7-9	9	4-9	N/A	N/A
N/A	N/A	10	8-10	10	5-10	N/A	N/A
N/A	N/A	11	9-11	11	6-11	N/A	N/A
N/A	N/A	12	10-12	12	7-12	N/A	N/A

Table 13. One 12-Period Calendar Year-Open Bal

Monthly		Quarterly		Half-Year		Year	
Period	Data	Period	Data	Period	Data	Period	Data
N/A	N/A	1	0	1	0	1	0
N/A	N/A	2	1	2	1	2	1
N/A	N/A	3	1-2	3	1-2	3	1-2
N/A	N/A	4	0	4	1-3	4	1-3
N/A	N/A	5	4	5	1-4	5	1-4
N/A	N/A	6	4-5	6	1-5	6	1-5
N/A	N/A	7	0	7	0	7	1-6
N/A	N/A	8	7	8	7	8	1-7
N/A	N/A	9	7-8	9	7-8	9	1-8
N/A	N/A	10	0	10	7-9	10	1-9
N/A	N/A	11	10	11	7-10	11	1-10
N/A	N/A	12	10-11	12	7-11	12	1-11

Siebel Incentive Compensation Management will also allow for customized cumulations to be set up for each measure. A custom cumulation allows you to set a period range, starting and ending on any period within your calendar, as the frequency group. All of the standard data groups may then be used with this frequency group for cumulations. Custom cumulations are defined individually for each measure and are not shared between different measures.

Table 14, Table 15, Table 16, and Table 17 show the data that will be accumulated according to each of these choices when using a custom 24 period (bimonthly) calendar.

NOTE: Since the calendar is setup for bimonthly segments, and the frequency group for the cumulations is set to month, each period that is being cumulated is comprised of two segments.

EXAMPLE: Period 1 and Period 2 make up 2 segments of a monthly frequency group.

Table 14. Two 24-Period Calendar Years-All

Monthly		Quarterly		Half-Year		Year	
Period	Data	Period	Data	Period	Data	Period	Data
1	1-2	1	1-6	1	1-12	1	1-24
2	1-2	2	1-6	2	1-12	2	1-24
3	3-4	3	1-6	3	1-12	3	1-24
4	3-4	4	1-6	4	1-12	4	1-24
5	5-6	5	1-6	5	1-12	5	1-24
6	5-6	6	1-6	6	1-12	6	1-24
7	7-8	7	7-12	7	1-12	7	1-24
8	7-8	8	7-12	8	1-12	8	1-24
9	9-10	9	7-12	9	1-12	9	1-24
10	9-10	10	7-12	10	1-12	10	1-24
11	11-12	11	7-12	11	1-12	11	1-24
12	11-12	12	7-12	12	1-12	12	1-24
13	13-14	13	13-18	13	13-24	13	1-24
14	13-14	14	13-18	14	13-24	14	1-24
15	15-16	15	13-18	15	13-24	15	1-24
16	15-16	16	13-18	16	13-24	16	1-24
17	17-18	17	13-18	17	13-24	17	1-24
18	17-18	18	13-18	18	13-24	18	1-24
19	19-20	19	19-24	19	13-24	19	1-24
20	19-20	20	19-24	20	13-24	20	1-24
21	21-22	21	19-24	21	13-24	21	1-24
22	21-22	22	19-24	22	13-24	22	1-24
23	23-24	23	19-24	23	13-24	23	1-24
24	23-24	24	19-24	24	13-24	24	1-24
25	25-26	25	25-30	25	25-36	25	25-48
26	25-26	26	25-30	26	25-36	26	25-48
27	27-28	27	25-30	27	25-36	27	25-48
28	27-28	28	25-30	28	25-36	28	25-48
29	29-30	29	25-30	29	25-36	29	25-48

Monthly		Quarterly		Half-Year		Year	
30	29-30	30	25-30	30	25-36	30	25-48
31	31-32	31	31-36	31	25-36	31	25-48
32	31-32	32	31-36	32	25-36	32	25-48
33	33-34	33	31-36	33	25-36	33	25-48
34	33-34	34	31-36	34	25-36	34	25-48
35	35-36	35	31-36	35	25-36	35	25-48
36	35-36	36	31-36	36	25-36	36	25-48
37	37-38	37	37-42	37	37-48	37	25-48
38	37-38	38	37-42	38	37-48	38	25-48
39	39-40	39	37-42	39	37-48	39	25-48
40	39-40	40	37-42	40	37-48	40	25-48
41	41-42	41	37-42	41	37-48	41	25-48
42	41-42	42	37-42	42	37-48	42	25-48
43	43-44	43	43-48	43	37-48	43	25-48
44	43-44	44	43-48	44	37-48	44	25-48
45	45-46	45	43-48	45	37-48	45	25-48
46	45-46	46	43-48	46	37-48	46	25-48
47	47-48	47	43-48	47	37-48	47	25-48
48	47-48	48	43-48	48	37-48	48	25-48

Table 15. Two 24-Period Calendar Years-To Date

Monthly		Quarterly		Half-Year		Year	
Period	Data	Period	Data	Period	Data	Period	Data
1	1	1	1	1	1-12	1	1
2	1-2	2	1-2	2	1-12	2	1-2
3	3	3	1-3	3	1-12	3	1-3
4	3-4	4	1-4	4	1-12	4	1-4
5	5	5	1-5	5	1-12	5	1-5
6	5-6	6	1-6	6	1-12	6	1-6
7	7	7	7	7	1-12	7	1-7
8	7-8	8	7-8	8	1-12	8	1-8

Monthly		Quarterly		Half-Year		Year	
9	9	9	7-9	9	1-12	9	1-9
10	9-10	10	7-10	10	1-12	10	1-10
11	11	11	7-11	11	1-12	11	1-11
12	11-12	12	7-12	12	1-12	12	1-12
13	13	13	13	13	13-24	13	1-13
14	13-14	14	13-14	14	13-24	14	1-14
15	15	15	13-15	15	13-24	15	1-15
16	15-16	16	13-16	16	13-24	16	1-16
17	17	17	13-17	17	13-24	17	1-17
18	17-18	18	13-18	18	13-24	18	1-18
19	19	19	19	19	13-24	19	1-19
20	19-20	20	19-20	20	13-24	20	1-20
21	21	21	19-21	21	13-24	21	1-21
22	21-22	22	19-22	22	13-24	22	1-22
23	23	23	19-23	23	13-24	23	1-23
24	23-24	24	19-24	24	13-24	24	1-24
25	25	25	25	25	25-36	25	25
26	25-26	26	25-26	26	25-36	26	25-26
27	27	27	25-27	27	25-36	27	25-27
28	27-28	28	25-28	28	25-36	28	25-28
29	29	29	25-29	29	25-36	29	25-29
30	29-30	30	25-30	30	25-36	30	25-30
31	31	31	31	31	25-36	31	25-31
32	31-32	32	31-32	32	25-36	32	25-32
33	33	33	31-33	33	25-36	33	25-33
34	33-34	34	31-34	34	25-36	34	25-34
35	35	35	31-35	35	25-36	35	25-35
36	35-36	36	31-36	36	25-36	36	25-36
37	37	37	37-	37	37-48	37	25-37
38	37-38	38	37-38	38	37-48	38	25-38
39	39	39	37-39	39	37-48	39	25-39
40	39-40	40	37-40	40	37-48	40	25-40

Monthly		Quarterly		Half-Year		Year	
41	41	41	37-41	41	37-48	41	25-41
42	41-42	42	37-42	42	37-48	42	25-42
43	43	43	43	43	37-48	43	25-43
44	43-44	44	43-44	44	37-48	44	25-44
45	45	45	43-45	45	37-48	45	25-45
46	45-46	46	43-46	46	37-48	46	25-46
47	47	47	43-47	47	37-48	47	25-47
48	47-48	48	43-48	48	37-48	48	25-48

Table 16. Two 24-Period Calendar Years-Rolling

Monthly		Quarterly		Half-Year		Year	
Period	Data	Period	Data	Period	Data	Period	Data
1	1	1	1	1	1	1	1
2	1-2	2	1-2	2	1-2	2	1-2
3	2-3	3	1-3	3	1-3	3	1-3
4	3-4	4	1-4	4	1-4	4	1-4
5	4-5	5	1-5	5	1-5	5	1-5
6	5-6	6	1-6	6	1-6	6	1-6
7	6-7	7	2-7	7	1-7	7	1-7
8	7-8	8	3-8	8	1-8	8	1-8
9	8-9	9	4-9	9	1-9	9	1-9
10	9-10	10	5-10	10	1-10	10	1-10
11	10-11	11	6-11	11	1-11	11	1-11
12	11-12	12	7-12	12	1-12	12	1-12
13	12-13	13	8-13	13	2-13	13	1-13
14	13-14	14	9-14	14	3-14	14	1-14
15	14-15	15	10-15	15	4-15	15	1-15
16	15-16	16	11-16	16	5-16	16	1-16
17	16-17	17	12-17	17	6-17	17	1-17
18	17-18	18	13-18	18	7-18	18	1-18
19	18-19	19	14-19	19	8-19	19	1-19
20	19-20	20	15-20	20	9-20	20	1-20
21	20-21	21	16-21	21	10-21	21	1-21
22	21-22	22	17-22	22	11-22	22	1-22
23	22-23	23	18-23	23	12-23	23	1-23
24	23-24	24	19-24	24	13-24	24	1-24
25	24-25	25	20-25	25	14-25	25	2-25
26	25-26	26	21-26	26	15-26	26	3-26
27	26-27	27	22-27	27	16-27	27	4-27
28	27-28	28	23-28	28	17-28	28	5-28
29	28-29	29	24-29	29	18-29	29	6-29

Monthly		Quarterly		Half-Year		Year	
30	29-30	30	25-30	30	19-30	30	7-30
31	30-31	31	26-31	31	20-31	31	8-31
32	31-32	32	27-32	32	21-32	32	9-32
33	32-33	33	28-33	33	22-33	33	10-33
34	33-34	34	29-34	34	23-34	34	11-34
35	34-35	35	30-35	35	24-35	35	12-35
36	35-36	36	31-36	36	25-36	36	13-36
37	36-37	37	32-33	37	26-37	37	14-37
38	37-38	38	33-34	38	27-38	38	15-38
39	38-39	39	34-35	39	28-39	39	16-39
40	39-40	40	35-36	40	29-40	40	17-40
41	40-41	41	36-37	41	30-41	41	18-41
42	41-42	42	37-38	42	31-42	42	19-42
43	42-43	43	38-39	43	32-43	43	20-43
44	43-44	44	39-40	44	33-44	44	21-44
45	44-45	45	40-41	45	34-45	45	22-45
46	45-46	46	41-42	46	35-46	46	23-46
47	46-47	47	42-43	47	36-47	47	24-47
48	47-48	48	43-44	48	37-48	48	25-48

Table 17. Two 24-Period Calendar Years-Open Bal

Monthly		Quarterly		Half-Year		Year	
Period	Data	Period	Data	Period	Data	Period	Data
1		1		1		1	
2	1	2	1	2	1	2	1
3		3	1-2	3	1-2	3	1-2
4	3	4	1-3	4	1-3	4	1-3
5		5	1-4	5	1-4	5	1-4
6	5	6	1-5	6	1-5	6	1-5
7		7		7	1-6	7	1-6
8	7	8	7	8	1-7	8	1-7

Monthly		Quarterly		Half-Year		Year	
9		9	7-8	9	1-8	9	1-8
10	9	10	7-9	10	1-9	10	1-9
11		11	7-10	11	1-10	11	1-10
12	11	12	7-11	12	1-11	12	1-11
13		13		13		13	1-12
14	13	14	13	14	13	14	1-13
15		15	13-14	15	13-14	15	1-14
16	15	16	13-15	16	13-15	16	1-15
17		17	13-16	17	13-16	17	1-16
18	17	18	13-17	18	13-17	18	1-17
19		19		19	13-18	19	1-18
20	19	20	19	20	13-19	20	1-19
21		21	19-20	21	13-20	21	1-20
22	21	22	19-21	22	13-21	22	1-21
23		23	19-22	23	13-22	23	1-22
24	23	24	19-23	24	13-23	24	1-23
25		25		25		25	
26	25	26	25	26	25	26	25
27		27	25-26	27	25-26	27	25-26
28	27	28	25-27	28	25-27	28	25-27
29		29	25-28	29	25-28	29	25-28
30	29	30	25-29	30	25-29	30	25-29
31		31		31	25-30	31	25-30
32	31	32	31	32	25-31	32	25-31
33		33	31-32	33	25-32	33	25-32
34	33	34	31-33	34	25-33	34	25-33
35		35	31-34	35	25-34	35	25-34
36	35	36	31-35	36	25-35	36	25-35
37		37		37		37	25-36
38	37	38	37	38	37	38	25-37
39		39	37-38	39	37-38	39	25-38
40	39	40	37-39	40	37-39	40	25-39

Monthly		Quarterly		Half-Year		Year	
41		41	37-40	41	37-40	41	25-40
42	41	42	37-41	42	37-41	42	25-41
43		43		43	37-42	43	25-42
44	43	44	43	44	37-43	44	25-43
45		45	43-44	45	37-44	45	25-44
46	45	46	43-45	46	37-45	46	25-45
47		47	43-46	47	37-46	47	25-46
48	47	48	43-47	48	37-47	48	25-47

Rollups

Measures may also be set up to roll data up through the organization hierarchy or through a territory hierarchy. Performance data rollups are performed as part of the Rollup service and are processed before cumulations are run. The rollup service will create rollup credits and goals (See Chapter 9 for definitions) for organizations and/or territories but not for participants.

Defining a rollup for a measure involves specifying the organization or territory level up to which you want credit and goal data to roll. The level is determined by the level sets associated with the organization or territory hierarchy (See *Siebel Incentive Compensation Management Configuration Guide*, Chapter 9). When the Rollup service is run, the system will take performance data from the lowest level organizations or territories in the hierarchy and roll that data up to the organizations or territories at the next highest level. Data for these organizations and territories is then rolled up to the next highest level, and so on up to the highest level specified for the measure. Credits and goal records *must* be associated with an organization or a territory and not a participant to be eligible for rollup.

Rollup Examples

EXAMPLE 1: Each participant in Region 2 receives credit for all the sales made in all offices and all states.

- A credit distribution would be created for each participant in each office.
- A credit distribution would be created for each organization that the participant reports to.
- The measure associated with these credit distributions would be set to roll credits to the Organizations at level set Region.
- When the rollup service is run, the credits for all organizations at level Office will be rolled up to the parent organization at level State; and all credits for all organizations at level State (including the newly rolled up credits) will be rolled up to the parent organization at level Region.

EXAMPLE 2:

The company goal is the total of all organization goals in the hierarchy. The company credit is the total of all organization credits in the hierarchy. These amounts are compared to each other to determine the Total Company Attainment.

- A credit distribution would be created for each participant.
- A credit distribution would be created for each organization that the participant reports to.
- The measure associated with these credit distributions would be set to roll credits and goals to the Organization at level set Company.
- When the rollup service is run the following will happen:
 - All credits and goals for all organizations at level Office will be rolled up to the parent organization at level State
 - All credits and goals for all organizations at level State (including the newly rolled up credits and goals) will be rolled up to the parent organization at level Region
 - All credits and goals for all organizations at level Region (including the newly rolled up credits and goals) would be rolled up to the parent organization at level Company.

EXAMPLE 3: The manager of the Company organization receives credit for all sales sold in the Region 1 and Region 3 organizations.

- A credit distribution would be created for each participant in Region 1 and Region 3.
- A credit distribution would be created for each organization that the participant reports to.
- The measure associated with these credit distributions would be set to roll credits to the Organization at level set Company.

NOTE: A different measure would be required for transaction lines processed in Region 2 because these credits do not roll to the Company organization.

- When the rollup service is run, the credits for organizations Region 1 and Region 3 at level Region will be rolled up to the parent organization at level Company.

Defining a Measure

Use the following procedure to define a measure.

To define a measure

- 1** Click Performance on the Main Navigation bar, then click Measures.
- 2** Click the New Measure button.
- 3** Enter a unique identifier for the measure in the Code field.
- 4** Use the Description field to enter the full name of the measure.
- 5** Use the Credit Profile and Goal Profile drop-down lists to associate existing credit and goal profiles with this measure.

- 6 Use the Search button to identify the Reversal Measure in the Reversal Measure Code field.

NOTE: A reversal measure is used when the reversing credit for a canceled transaction event should be stored in a measure different from the one the initial credit is stored in. The reversal measure must have the same credit profile as the initial measure. If a reversal measure is not defined, reversing credits will use the same measure as the original credit. If the flag is not checked, reversing credits will not be generated for a canceled transaction event.

- 7 Click Save to continue.

The View Measure screen will display.

- 8 To add a standard cumulation setting:

- Click the Add Standard Cumulation button.
- Choose a Frequency Group and a Data Group.
- Choose to apply the cumulation to either Credits or Goals or to both. You cannot leave both the Credits and Goals check boxes blank.
- Click the Save button to add the cumulation.

- 9 To add a custom cumulation setting:

- Click the Add Custom Cumulation button.
- Enter a code and name for the custom frequency group in the Code and Name fields.
- Choose a Data Group.
- In the From Period and To Period fields, select the calendar year and periods that will define the start and end periods of the custom frequency group.
- Choose to apply the cumulation to either Credits or Goals or to both. You cannot leave both the Credits and Goals check boxes blank.
- Click the Save button to add the cumulation.

- 10 To set up credits to roll up through the organization and/or territory hierarchy, select the Edit button in the Rollups section of the measure.

- 11 Select the highest level for credits to roll up to in the Organization Level for Credits drop-down list.

- 12 Repeat this step to roll up goals through the organization hierarchy. Note that goals and credits do not have to be rolled up to the same level.

- 13 Select the highest level for credits to roll up to in the Territory Level for Credits drop-down list.

- 14 Repeat this step to roll up goals through the territory hierarchy. Note that goals and credits do not have to be rolled up to the same level.

- 15 Click Save to add the rollups.

- 16 Use the navigation links at the top of the page to return to the search screen.

Frequency Groups

Custom frequency groups can be created at the same time measures are set up, or they may be set up separately. When they are set up separately from measures, they become available as a frequency group for *standard cumulations* for any measure. This is typically done when the calendar uses customized segments and segment types, and your incentive plans require cumulating data across these customized calendar segments.

Custom frequency groups may be set up to cumulate data across specific calendar segment types or across a specific set of periods. If it is set up to cumulate across calendar segments, then cumulations will be made for every such segment in a calendar year. For a specific set of periods, the cumulation will be performed only for the specified period range and will not be applied to any other part of the calendar year.

To create a new frequency group without creating a new measure

- 1** Click Company on the Main Navigation bar, then select Frequency Groups.
- 2** Click the New Frequency Group button.
- 3** Enter a unique Code for this new frequency group.
- 4** If your frequency group is being set up for a customized calendar segment, choose the segment type in the Calendar Segment Type field.
CAUTION: If the frequency group is set up to apply to a specific period range, then skip this step and leave this field blank.
- 5** You may also enter a description of the group in the Description field.
- 6** If your frequency group is being set up for a specific period range, enter the start and end periods of the range in the From Period and To Period fields.
CAUTION: If the frequency group is set up to apply to custom calendar segments, skip this step and do not enter values in these fields.
- 7** Click Finish to complete the frequency group.

11 Transactions

How Transactions Are Used

Transactions represent any kind of action, such as a sale or a contract signing, that contributes to a participant's performance. Commonly they correspond to invoices from order entry or sales tracking systems, but they may be used in any context. For example, a transaction may indicate the signing of a legal contract, such as a lease agreement or a partnership contract. In this context, the transaction represents what contract was signed, when it was finalized, which participants were responsible for drafting and finalizing the contract, and so on.

Any incentive plan that makes use of credit rules will require transactions. During the crediting process, the system feeds transaction data through the credit rules and matches transactions to credit rule conditions. For every transaction that matches a particular rule, the system uses the credit rule's distribution settings to determine which participants and organizations get credit for that transaction and how much credit they get. These credits are mainly based on the data found on each transaction.

How Transactions Are Created

Most Siebel Incentive Compensation Management implementations that use transactions will import transaction data from an external source, such as order entry systems, SFA and ERP systems, and so on. Transaction data can be imported into Siebel Incentive Compensation Management as often as necessary in order to add new transactions to the database or to update existing transactions with current data.

It is possible to enter transactions directly into the system, although it is not recommended that this be done regularly. If your system imports transactions from an external source and some transaction records are missing from the file, it is generally better to re-import the transactions using a corrected or updated file rather than enter the missing transactions directly; this keeps the audit trail from one system to another intact and prevents future problems in tracking down the source of errors.

On the other hand, for some types of transactions there may be no external system from which transaction data can be pulled. In this case transaction data could be entered directly into Siebel Incentive Compensation Management, but it is far more likely for credits to be created or imported directly into the system, rather than taking the extra steps of entering transactions and setting up credit rules to process them.

The procedure below details how to add a transaction manually in Siebel Incentive Compensation Management. Refer to Chapter 19 for details on adjusting transaction header and line data.

Headers and Detail Lines

For each transaction in the system there will be two sets of data: header information and line information. Every transaction has one header and one or more lines, generally following the model of a paper invoice that represents a sale of multiple items (lines) to a single customer.

Header data generally includes anything that applies to all lines within the transaction, such as:

- The transaction ID code
- The transaction type
- Currency information
- The account or customer
- Sold to and Shipped to locations
- The channel through which the transaction was made

Line data typically includes anything that applies to a particular detail of a transaction, such as:

- The type of transaction line (original, adjustment, cancellation, and so on)
- The entry date of the line
- The participant(s) responsible for the transaction line
- Product or service sold
- Sales amounts (price, profit margin, margin percentage, and so on)
- Transaction events (when the item was sold, when it was shipped, and so on)

(Note that the above examples of transaction data do not necessarily reflect how transactions are used in your specific implementation of Siebel Incentive Compensation Management. The system is designed to accommodate any type of transaction, and thus any types of data required for those transactions. Thus, the data your company tracks on each transaction record may be similar to the above examples or vary widely from these examples.)

In general, when transactions are passed through credit rules during the crediting process, the credit rules match transaction lines against the rule conditions and create credit distributions for each transaction line (*not* for each transaction). However, the rule conditions may reference data found either in the transaction header or in the transaction line itself to determine if a line qualifies for that rule. If a Line Profile is associated with a Transaction Line Type, the system uses the Line Date as the effective date to determine which version of the Transaction Line Type and which Line Profile, to use. If a Line Profile is not associated with a Transaction Line Type, the system uses the Line Date as the effective date to determine which version of the Transaction Type, and which Line Profile, to use.

Transaction Events

Every transaction line has one or more events associated with it. An event simply marks when something significant happens for a transaction, such as when the original order was placed, when the ordered item is shipped, or when the customer pays the full amount billed.

Events determine when participants may receive credits from their transactions. In many incentive plans, credits are earned only when one or more events on a transaction have occurred, and in these types of plans only partial credit is earned at each event, so that all required events must occur before a participant receives the full credit for the transaction line. Credit rule sets are generally set up to handle event processing for transaction lines. A transaction line can have credits generated on it if it contains one or more “open” events, that is, an event for which credits have not already been generated. “Closed” events, events on a line for which credits have been generated, cannot generate any further credits. Transaction lines themselves are never considered “closed,” even if they only contain closed events, because at any time a user may add another event to the transaction line and this event will always start in an “open” state and may have credits generated for it.

Transaction Events Processing

Transaction line events are processed systematically to make sure that all transaction lines are accounted for in the current working period as well as in all other working periods. It is possible for a transaction from a previous working period to have an open event that is eligible for crediting in the current working period or even a future period. The Sales Crediting Service can be run as a Full-Batch or Incremental-Batch. The manner in which the system determines event eligibility is different for each type of crediting batch run.

Three criteria are reviewed for each transaction event when the Sales Crediting Service is run:

- The calendar is reviewed to determine if the service is being run in absolute period number one.
- The event date is reviewed to verify that it is on or before the current working periods’ end date. Future events will not be processed.
- The calendar period is reviewed to determine if this period is open and if previous periods are open.

Full Batch Processing

The full batch process considers eligible events differently if previous working periods are open or closed. When any previous working period is open, the full batch processing will consider transaction line events whose dates fall between the current working periods’ start and end dates. Additionally, if the event has been previously processed in this period, the full batch process will reprocess this line and create new credits as defined in the credit distributions.

If all previous working periods are closed, the full batch process will consider all open events in all working periods. Additionally, if the event has been previously processed in this or any other period, the full batch process will reprocess this line and create new credits as defined in the credit distributions.

This process applies to new, canceled, and adjusted events that meet the date range criteria.

Incremental-Batch Processing

The incremental batch process considers eligible events differently if previous working periods are open or closed. When any previous working period is open, the incremental batch processing will consider only those transaction line events that do not have credits generated against them, and, whose dates fall between the current working periods' start and end dates. Events with generated credits will not be reprocessed during incremental batch processing.

If all previous working periods are closed, the incremental batch process will consider all open events in all working periods that do not have credits generated against them. Events with generated credits will not be reprocessed during incremental batch processing.

This process applies to new, canceled, and adjusted events that meet the date range criteria and do not have any credits generated against them.

Searching for Transactions

Most implementations of Siebel Incentive Compensation Management will have large numbers of transactions in the database for each working period. In order to easily and quickly find a specific transaction or set of transactions, search criteria fields are provided to limit the number of records returned in any given search.

- **Transaction Number** – Enter all or part of the transaction number. Entering "1" will return all transactions whose transaction number contains the number 1. Entering "123" will return all transactions whose transaction number contains the sequence of numbers 123.
- **Customer ID** – Select the Search button to identify a specific customer from the existing database records.
- **Transaction Type** – Select the transaction type associated with the transaction or transaction set you wish to retrieve.
- **Participant Type** – Select Employee, Customer, or Channel Partner.
- **Participant ID** – Select an individual participant based on the select in the Participant Type field.
- **Search Header Reps/Search Line Reps** – This drop-down list will direct the search of the specific Participant Type and Participant ID to either the header or the lines of the transactions.
- **Include Canceled Headers** – Will include canceled transactions in the search result set.
- **Transaction Date** – Enter the beginning date of a date range for which you want transactions returned.
- **...To** – Enter the end date of a date range for which you want transactions returned.

Each of these search criteria can be used individually to return search result sets, however, combining search criteria will significantly reduce the number of transactions returned in the search result set.

Creating New Transactions Manually

Use the following procedures to create new transactions manually.

To create the transaction header

- 1** Click Transactions on the Main Navigation bar, then click Transactions.
- 2** Click New Transaction.
- 3** In the Transaction Number field, enter a unique identifying code for the transaction.
- 4** Choose a Transaction Type.
The system chooses the header profile and line profile based on this choice.
NOTE: The selection of the transaction type, and thus the header and line profiles, determines which specific custom data fields will appear in Step 11 for the header, as well as the fields for individual lines in Step 20.
- 5** Enter the transaction's date in the Transaction Date field.
This typically is the date the transaction is entered into the system, although it may also reflect when the transaction was originally entered in a separate system.
- 6** If applicable, enter the Customer ID, Channel Segment, Sold to Location, and Ship To Location codes.
- 7** You may choose a Currency Code for the transaction, if the transaction was conducted in a currency other than the functional currency for the current operating unit.
- 8** If you select a currency code, you may also need to:
 - Select the Currency Conversion check box to automatically convert transaction currency amounts to amounts in the functional currency.
NOTE: The currency conversion settings must be set to use the transaction currency conversion settings (See Advanced Setup, Chapter 5).
 - Enter the proper Currency Conversion Factor to be used for the currency conversion.
- 9** Enter a description of the transaction or a comment about it in the Description field.
- 10** Click Next to continue.
- 11** In the Header Participants section, you may add header participants to the transaction.
- 12** Participants listed on a transaction header are often referenced by credit rules (see Chapter 11) to determine which participants should receive credit distributions from the transaction.
- 13** Click the Add Participant button.
- 14** In the Rank field, assign a numerical rank to the participant.
This rank is referenced by many credit rules to determine which participant gets credit according to distribution settings. Ranks must be whole numbers larger than 0.
- 15** In the Type field, choose the appropriate type of participant (employee, channel partner, or customer).
 - In the Participant ID field, enter or search for the specific participant's code.

- You may enter a Split percentage.

This percentage reflects the participant's "share" in the transaction. The system will calculate the appropriate percentage of the sale for each participant based on the percentage entered in this field when the Use Split Percentage check box is checked (See Chapter 12).

- Click the Add button.

- 16** Under Header Details, enter data as appropriate for each field.

The labels and related data for each of these fields are customized according to the needs of your company. Entering values in these fields is optional, but in general they should always be filled in with relevant data.

- 17** Click the Finish button to complete the transaction header.

- 18** This opens the View screen for the transaction header. You may click the navigation links at the top of the page to return to the search screen, or continue with the next section to add transaction detail lines.

Creating Transaction Lines

Use the following procedure to create transaction lines.

To create transaction lines

- 1** In the View screen for the transaction header, click the Add Line button.
- 2** In the Line Number field, enter a number to identify this line.
- 3** This identifies the line only within the transaction; there may be many transaction headers with lines that use the same numbering system.
- 4** If line types have been defined, choose the appropriate type in the Line Type drop-down list.
- 5** Enter the transaction line's date in the Line Date field.

This typically is the date the transaction line is entered into the system, and does not have to match the date of the transaction header.
- 6** You may enter or search for a Product Code for this line.
- 7** The product or service sold in a transaction is often referenced by credit rules to not only determine credit rule eligibility but to determine which measure gets credited by the rule when generating distributions.
- 8** You may associate a Measure Code with the transaction.

A transaction line's measure code may be referenced by credit rules to determine which measure gets credited by the rule when generating distributions from this line.
- 9** You can enter a long description of the transaction line in the Line Description field.
- 10** Click Next to continue.
- 11** In the Line Participants section, you may add line participants to the transaction line.

12 Participants listed on a transaction line are often referenced by credit rules (see Chapter 12) to determine which participants should receive credit distributions from the transaction.

- Click the Add Participant button.
- In the Rank field, assign a numerical rank to the participant.
This rank is referenced by many credit rules to determine which participant gets credit according to distribution settings. Ranks must be whole numbers larger than 0.
- In the Type field, choose the appropriate type of participant (employee, channel partner, or customer).
- In the Participant ID field, enter or search for the specific participant's code.
- You may enter a Split percentage.
- This percentage reflects the participant's "share" in the transaction. The system will calculate the appropriate percentage of the sale for each participant based on the percentage entered in this field when the Use Split Percentage check box is checked (See Chapter 12).
- Click the Add button.

13 Under Line Value Fields, enter data as appropriate for each field.

The labels and related data for each of these fields is customized according to the needs of your company. Entering values in these fields may be optional, but in general they should always be filled in with relevant data.

14 Click Finish to continue.

15 You may click the navigation links at the top of the page to return to the View Transaction screen, or you may add line events. To add a line event:

- Click the Add Event button.
- Under Event Type select the desired line event.
- Enter the date the event occurred in the Event Date field.
- Click Save and Add Another if you want to continue adding line events. Repeat this procedure for each additional line.
- Click Save and Finish when you have added all necessary events.

16 Use the navigation links at the top of the page to return to the View Transaction screen.

17 Repeat steps 13 through 24 for each additional transaction line. When you have added and completed all transaction lines, use the navigation links at the top of the page to return to the search screen.

12 Credit Rules and Rule Sets

Credit rules are one of the key aspects of the Siebel Incentive Compensation Management system. Credit rules are used to filter through transaction lines to find those lines that match the rules, and to generate credit records for participants and organizations based on the transaction data. These credit records are later passed on to the calculation formulas to determine payout amounts for each participant.

Credit rules are grouped into credit rule sets. Each credit rule set generally performs a particular type of crediting function; for example, one rule set may generate credit records based on the account or customer found on each transaction record, while a separate set may generate additional or separate credit records based on the territory in which a transaction took place. Within each rule set, a transaction may qualify for only one rule, whichever rule it qualifies for first. However, a transaction may qualify for a rule in each existing rule set, and may have credits generated according to each of those rules in separate sets. Thus, if you want multiple sets of credit records generated for a single transaction, you will need to set up multiple rule sets and rules within those sets.

Credit Rule Processing

- 1** When the Create Credits process is run, the system goes through the following procedure to generate credit records:
- 2** The system opens the first credit rule set, according to the credit rule set codes. Note that it does not matter in what order the system processes rule sets.
- 3** Each transaction's type is checked against the valid transaction types for the rule set (according to the header and line profiles of each). If the transaction matches one of the valid types it gets passed to the next step, otherwise it will not be passed into the rule set.
- 4** Each transaction line's events are checked against the event eligibility conditions of the rule set for that transaction type. If the transaction contains any open events that match the event conditions of the rule set, then the transaction line is passed into the rule set. If all events on the transaction are closed, or if there are open events on the transaction line that are not valid according to the event eligibility criteria, then the line is not passed into the rule set.
- 5** Any transaction lines with events that qualified for the rule set are passed on to the first rule within the rule set, according to the credit rule codes.
 - The first available transaction line is tested against the conditions of the credit rule. If the transaction line fails to match any one condition, it does not qualify for that rule; such transactions are set aside to be passed on to the next rule (step 7).
 - If the transaction line that does qualify for the credit rule, the system generates credit records according to the distributions set up for that rule. Distribution records are generated in this manner for each open event on the transaction line. This transaction line is then set aside and not passed on to any more rules within the rule set. The system then gets the next available transaction line and returns to step 5 for that line.

- 6 Once all transaction lines have been tested against the rule's conditions and distributions made as appropriate, the system goes to the next credit rule in the set and returns to step 5. Any transaction lines that did not qualify for the previous rule are now tested against the new rule according to steps 5 and 6.
- 7 Steps 5 through 7 continue until either all transaction lines have been credited or until no more rules are left in the set. Either condition signals the end of the rule set.
- 8 The system goes on to the next rule set and repeats steps 2 through 8 for that set. This continues until all rule sets have been processed.

Planning Out Credit Rules

Before setting up any credit rules, planning out your general crediting scheme will help immensely in speeding up implementations and avoiding errors. Follow these guidelines when planning credit rules:

- Using multiple credit rule sets is not necessary for all compensation plans; many plans can adequately accomplish transaction crediting with one credit rule set. Using a single rule set with multiple rules can speed up the crediting process greatly over using multiple rule sets.
- Multiple rule sets should only be utilized if a plan allows for more than one set of credits to be generated for each transaction record. For example, if an employee can earn two separate credits for a sale, one based on the product sold and the other on the account sold to, then two separate rule sets should be set up; the first program would generate a credit based on accounts, the other based on products.
- Credit rule codes should generally be restricted to numbers, so that the system always processes rules in numeric order; this can help immensely in the future if another user needs to add or remove rules from a set and needs to know in what order rules are being processed. Always leave plenty of space between rule numbers to allow for additional rules to be inserted later on, if necessary. Some good ways to number rules are by tens (0010, 0020, and so on) or by fifties (0050, 0100, and so on).
- When using multiple rule sets, it is often helpful to set up the first rule in each set to be a "filtering" rule; that is, it should be set up with criteria that will automatically generate zero credits for transaction lines that cannot qualify for any of the other rules within that rule set. For example, suppose a program is being set up with rules that generate credits based on one specific product. The first rule of this program would be set up to search for transaction lines that do *not* contain that product, and would generate zero credits for those lines. Using filtering rules like this will speed up the crediting process.

Setting Up a Credit Rule Set

Use the following procedure to set up a credit rule set.

To set up a credit rule set

- 1 Click Transactions on the Main Navigation bar, then click Credit Rules & Rule Sets.

- 2 Click the New Credit Rule Set button.
- 3 Enter a unique identifier for the rule set in the Code field.
- 4 Enter a description or comment about the rule set in the Description field.
- 5 In the Transaction Header Profile and Transaction Line Profile drop-down lists, choose the transaction header and line profiles that will be associated with this rule set.

NOTE: The choices of header and line profiles determine which transaction types may qualify for the rule set. Only those transaction types that use both of the chosen profiles may qualify for the rule set; thus any transaction that uses one of these qualifying transaction types may be passed into the set's rules.
- 6 Click Next to proceed to the next screen.
- 7 For each transaction type that can qualify for the rule set (according to the profiles chosen in step 5), you may define event eligibility conditions and event-based credit splitting (see the section that follows for details on the effects these settings have on credit generation).
 - Click the Transaction Type drop-down list to select a transaction type.
 - Click the Add Transaction Type button.
 - Click the Event drop-down list to select the first event that is eligible for crediting.
 - Enter an Earned Credit percentage. This may be any value. The sum of all earned credit percentages does *not* have to equal 100%.
- 8 In the Pay When drop-down, choose the event that must occur before payouts on the earned credit will be made. The pay event should either be the same as the eligibility event or should always follow that event.
 - Click Add Event. Repeat steps a through d for each eligibility event for this transaction type.
 - Click Close Window to add the event eligibility conditions for the chosen transaction type. Repeat this procedure for each transaction type.
- 9 Click Add Credit Rule to add a credit rule to the rule set (see the section that follows for procedures on [creating credit rules](#)). You may enter as many rules as you need now, or you may choose to enter no rules for now and return later to this rule set to add rules.
- 10 Click Add Attachment to add supporting documentation to this credit rule set (see the section that follows for procedures on [adding attachments to a credit rule set](#)).
- 11 Click Done to complete the credit rule set.

Attaching a Supporting Document to a Credit Rule Set

Attachments can be used as supporting documentation for Credit Rule Sets. Attachments are simply links to a web site or server where the attached file is stored and accessed by authorized users. Multiple files can be attached to each Credit Rule Set.

To add an attachment

- 1 Access the view screen for the Credit Rule Set.
- 2 Click the Add an Attachment button.
- 3 Enter the display name of the attachment in the Attachment Label field.
- 4 Enter the URL or path to the file in the Attachment URL field.
- 5 Note that the actual file is not stored in Siebel Incentive Compensation Management. Each user must have security access to the location where the file is stored.
- 6 Click Add to add the attachment link to the record.

Copying a Credit Rule Set

Use the following procedure to copy a credit rule set.

To copy a credit rule set

- 1 Search for the Credit Rule Set you want to copy.
- 2 Click the Copy icon to the right of the record.
- 3 Enter a new code for the copied record in the Code field.
NOTE: Note that the system will use the same code with Copy appended to the end if a new code is not entered into this field. Record codes are limited to 37 characters in length.
- 4 Enter a description for the copied record in the Description field.
- 5 Click the Save to create the new record.

Effects of Choosing Transaction Profiles

The transaction header and line profiles chosen for a credit rule set have two main effects.

First, the profiles act as a filter during the crediting process. Every transaction record must have a transaction type defined for it, and this type is in turn associated with a header profile and a line profile. Any transactions with a transaction type that matches the header and line profiles chosen for a credit rule set can be passed on to the rules within that set. Any transactions with a type that does not match the header and line profiles of the rule set will *not* be passed on to any rules within that set.

Because choosing the transaction header and line profiles determines which transaction types can qualify for the rule set, they also define the list of transaction types that can be set up for event eligibility conditions (see the following section).

Second, the chosen profiles tell the credit rule what data fields to expect to see when it examines each transaction and matches it against the rule's conditions. This is also important when setting up distributions for the credit rule, as the profiles tell the system what transaction data fields are available to be transferred to credit records.

Effects Of Event Eligibility Conditions

Event eligibility conditions are set up for each transaction type that can qualify for a rule set (according to the profiles chosen above). Event eligibility conditions perform two main purposes in credit rule sets.

First, like the header and line profiles, event conditions act to filter out transaction lines during the crediting process. When the system examines a transaction, it looks for its transaction type and matches it against the transaction type list of the credit rule set. It then looks for any events on the transaction line for which credits have not yet been generated; if it finds such an event, it looks for that same event in the event list, and if it finds the event there it will pass the transaction into the rules to determine which rule it qualifies for.

This ties in closely to the second effect that events have on credit rule sets. For each event on a transaction type's event list, an earned credit percentage is defined along with a "pay when" event. This allows for credits to be earned in increments, based on certain transaction events occurring; for example, a sales representative might earn 50% credit when a transaction is entered into the system, an additional 30% when the product is shipped, and the final 20% when the customer pays for the item. The "pay when" event setting determines when the participant can actually receive payouts on credits that have been earned; for example, the employee may earn 50% credit when an order is placed, but does not actually receive payouts on that credit until the item has been shipped.

Participants can only earn credits once for each transaction event. Once credits have been generated for a particular transaction event, no further credits will be generated on that transaction unless another event transpires and the transaction can again qualify for one or more rule sets. Note that if two or more events have occurred for a transaction and credits have not been generated for any of those events, the credit rule set will generate multiple credit records for that one transaction, one credit record for each event that has transpired.

Note that event conditions are set up per transaction type, so if multiple transaction types could qualify for the rule set you may set up separate event eligibility criteria and credit earning rules for each transaction type.

Adding a Credit Rule to a Set

Use the following procedure to add a credit rule to a set.

To add a credit rule to a set

- 1** If you are creating a new rule set, click the Add Credit Rule button on the View Credit Rule Set screen. If you are adding another rule to an existing set, open that rule set to the View Rule Set screen, then click the Add Credit Rule button.
- 2** Enter a unique identifier for the rule in the Code field.
- 3** You may also enter a description or comment about the rule in the Description field.
- 4** Click Next to proceed to the View Credit Rule screen.

Adding Conditions

Use the following procedure to add conditions.

To add conditions

- 1 Click the Conditions drop-down list to select any standard or custom condition template, then click the Add Condition button.
- 2 The system will open a screen for the chosen template. Enter data or choose values in the fields and drop-downs that appear, as appropriate for the template. With many customized templates, you may have to choose multiple values or operators to complete the condition. Two examples are shown below:
 - This template gets the data from a specified data field on a transaction line and compares it to a specific value. To set this template up the user must choose a custom data field found on a transaction line, choose a comparison operator, then enter a value to which the data field will be compared according to the operator.
 - This template gets the date value for a transaction line and compares it to a specified date value. The user must choose the comparison operator and then enter the date value to which the transaction line's date will be compared.
- 3 Click the Add button to complete the condition. Repeat steps 4 through 6 to add more conditions to the credit rule.

NOTE: Remember that in order for a transaction line to qualify for a credit rule, the transaction must be able to meet all of the conditions specified for the rule. If it fails to match any one condition, it will not qualify for the rule.

Distributing Credits

Use the following procedure to distribute credits.

To distribute credits

- 1 Click Add Distribution to add the first credit distribution.
- 2 Under Distribution Measure, choose a method for selecting which measure will be associated with credits generated by this distribution.
 - **Specific Measure** – Enter a specific measure in the Measure Code field. This automatically associates the chosen measure's credit profile with this distribution.
 - **Transaction's Measure** – Choose a credit profile in the Credit Profile drop-down.

- **Product's Measure** – Choose a specific product measure type in the Product Measure Type field, then choose a credit profile in the Credit Profile drop-down.

NOTE: The choice of measure or credit profile determines which credit record data fields will be available in Step 12 through Step 14 below. These are the credit record fields to which transaction header and line data will be copied during the Create Credits process when the system generates distributions.

3 Click Next to continue.

In the Distribute To drop-down, select a standard or custom recipient template. Enter data or choose values in the fields and drop-downs that appear, as appropriate for the template. With many templates, you may have to choose multiple values or operators to complete the condition.

You must specify an Event for this distribution to dictate when payouts may be made on credits that are generated by this distribution setting. The available events correspond to transaction events.

CAUTION: This setting overrides the Pay When setting of the credit rule set. If you do not want to override the rule set's setting, select Do Not Override in this field.

4 Click Next to continue.

5 The Crediting Fields Assignments section lists all of the credit data fields that will be generated for credit records, according to the measure or credit profile specified by Step 9.

6 You will associate a transaction data field or another specific variable with each of these credit data fields. For each credit reading in this section:

- Select a field category from the Field Category drop-down list. These categories will display a targeted list of fields in the Transaction Fields drop-down list. The list of available fields will identify where the data will be taken from when populating the associated field on the credit record.
- In the Transaction Field drop-down list, select one transaction data field. This data will be written to the credit record under the given credit reading type.
- In the % box, enter the percentage of the transaction reading that will be written to the credit record. By default, this value is 100%; entering a smaller or larger value will decrease or increase the transaction reading by that percentage before writing the value to the credit record.
 - Select the Use Earned Event % check box if this value should be modified by the earned credit percentages that have been set up for events (according to the rule set). This multiplier will be applied in addition to the multiplier entered above; thus, if the event percentage for the credit rule set is 50% and the percentage entered above is also 50%, then the value written to the credit record will end up being 25% of the original transaction value.
 - Select the Use Sales Representative Split % check box if this value on the credit should be modified by the sales rep split percentage entered on the participant record of the transaction header or transaction line. This multiplier will be applied in addition to the multiplier entered in the % field; thus, if the sales rep split percentage for the credit rule set is 50% and the percentage entered in the % field is also 50%, then the value written to the credit record will end up being 25% of the original transaction value.

- 7 Click Next to complete the distribution.
- 8 Repeat steps 1 through 8 to add more distributions to the credit rule.
- 9 Click New Credit Rule and repeat all steps to add another rule to the credit rule set. If you are in the process of creating a new rule, clicking the navigation links at the top of the screen will return you to the credit rule and credit rule set view screens.

Copying a Credit Rule

Use the following procedure to copy a credit rule.

To copy a credit rule

- 1 Locate the credit rule within the credit rule set you want to copy.
- 2 Click the Copy icon to the right of the record.
- 3 Enter a new code for the copied record in the Code field.
- 4 Note that the system will use the same code with Copy appended to the end if a new code is not entered into this field. Record codes are limited to 37 characters in length.
- 5 Enter a description for the copied record in the Description field.
- 6 Click Save to create the new record.

Credit Rule and Rule Set Example

A user is setting up a credit rule set to handle the crediting of direct sales transactions. This rule set will be the primary rule set for crediting direct sales; there may be secondary rule sets added in the future, but these will not be set up in this example. To start, the user creates a new rule set and sets up its identifying information:

The only transaction type in the system that uses the chosen header and line profiles is the *DirectSales* type, so the user now must set up event eligibility and crediting percentages for this transaction type. Salespeople will earn 35% of the total credit for a transaction when an item is ordered, and that credit will be paid out in the same period. The remaining 65% of the total credit is earned and paid when the item has been paid for by the customer.

This completes the rule set setup. This rule set will contain two credit rules. For each sales transaction the salesperson typically sells a product and a service package for that product. The transaction lines for product and service sales use the same line profiles but are assigned different line types, and credits for each are determined differently. The first credit rule, then, will generate credits for the product sale's line type, and the second will generate credits for the service package's line type. The user adds the first credit rule and enters its identifying information:

This rule only needs to contain one condition, which will check the line type of a transaction line to see if it is a specified type.

After clicking Add Condition the user selects the specific line type, in this case the line type for product sales:

The user adds this condition and proceeds to set up distributions for this rule. Product sales are credited solely to the salesperson that sold the product to the customer, and credit records for such sales will always be credited to the *Direct Sales* measure. This salesperson will always be listed as a header participant and assigned a rank of 1. The user starts setting up the distribution by choosing a specific measure.

Then the user chooses the recipient template and specifies the appropriate header participant rank.

Now the user must connect transaction line fields to each credit record field. There are two credit record data fields (as specified by the credit profile associated with the *Direct Sales* measure): *Attainment Credit*, *Quantity*. The *Attainment Credit* field will be the same as the *Gross Profit Margin* field from the transaction line, but will be multiplied by the Earned Event Percentage specified by the credit rule set. The *Quantity* will be taken directly from the transaction record.

The distribution setting is now completed.

The second rule, which handles the transaction's service package lines, will also select lines based on line type.

Distributions for this rule, however, will be assigned to the measure code specified on the transaction header.

For service package sales there will be distributions to multiple participants. The salesperson listed on the transaction's header receives a 35% credit on the sales amount of the package. The customer's account representative receives a 45% credit on the sales amount of the package, and the manager of the salesperson's organization receives the other 20% of the sales amount credit. In each case, the *Attainment Credit* field for the credit record is calculated as an appropriate percentage of the transaction line's *Sales Amount* field, and this is further multiplied by the Earned Event Percentage. These credit records must also record the total *Sales Amount* of the transaction line, as well as the *Commission Percent* recorded on the transaction line. The *Gross Profit Margin* field on the credit record will remain blank.

This completes the second rule and the credit rule set is complete. The user can now review the credit rule set (as shown on the following page) and modify the rule set if necessary or add more credit rules, if appropriate.

13 Plan Setup

About Plans

A plan in Siebel Incentive Compensation Management corresponds to the individual compensation plans run by a company or department. Most companies that use incentive-based compensation plans administer separate plans for different types of employees, employees in different divisions, channel partners, and so on. Any number of plans may be created within each operating unit in Siebel Incentive Compensation Management.

How Plans Are Used

Each plan consists of three main components: plan rule conditions, calculation formulas, and summarization options.

When the Plan Calculation service is run, the system uses the plan rule's conditions to determine which participants qualify for the plan. Each condition tests a particular aspect about a participant, such as participant type or job code, against a given value using a specific condition operator. Some examples:

- Many employee compensation plans are based on employee job functions, so these types of plans would test each employee's assigned job code to see if it matches the job code value specified for the plan (for example, Job Code = SalesRep).
- For some plans, it will be important to exclude certain types of participants. For example, a plan may include all sales representatives *except* for employees that belonged to the manager's salary grade (for example, Job Code = SalesRep, Salary Grade <> Manager).

In order to qualify for a plan, a participant must meet all of the given conditions of the plan rule. If a participant does not match one condition, then that participant does not qualify at all.

For every participant that qualifies for the plan according to the conditions, the system computes each calculation formula listed for that plan. Calculation formulas are set up separately from plans and can be re-used in multiple plans. The plan's calculation formula list simply tells the system which formulas are used to calculate payouts for the plan's participants. Formulas are executed in the order displayed on the screen, so when choosing formulas be careful to add them in the correct calculation order. The order is especially important if the results of one calculation formula will be referenced in a formula later in the list.

Once all formulas have been calculated for each participant, the plan refers to the summarization options to determine how calculation formula results are to be combined into a single payout amount for each participant. Calculation results may simply be added together (the most common method of summarization) or the results may be passed into a summarization formula, which allows for more complex handling of calculation results. Summarization options also specify whether or not payout results are to be prorated (based on how long a participant has been active in the system), what currency to use in making payouts (for multiple currency systems), and any draw or cap settings that apply to all plan participants.

About Qualifying for Multiple Plans

Given the nature of how plans are set up, it is entirely possible for participants to qualify for more than one plan within an operating unit (it is *not* possible for a participant to qualify for multiple plans across operating units, since participants are not shared across operating units). If your company allows and intends for participants to qualify for two or more plans the plans must be setup as Calculation Plans. If separate Calculation plans and Summary plans are created, participants can qualify for multiple Calculation plans, and the results from these plans will be summarized in a single Summary plan.

NOTE: Each participant can only qualify for one Summary plan. If you do *not* want participants to qualify for multiple plans, carefully test your plans to make sure that each participant qualifies for only one plan and that no cross-over between plans is possible.

Also note that if you intend to apply draws or caps to participant payouts (see Chapter 6), it is especially important that employees *not* be allowed to qualify for multiple plans. If the employee ends up qualifying for two or more plans, the system will not know which plan it should apply the draw or cap to and your payout results will not be what you intended.

Setting Up Plans

Use the following procedure to set up plans.

To set up plans

- 1** Click Plans on the Main Navigation bar, then click Plans.
- 2** Click the New Plan button.
- 3** Enter a unique identifier for the plan in the Code field.
- 4** Select a Plan Service Type.
 - Select Calculation Plan if the plan you are creating will be used to calculate formula results. Participants can be eligible for more than one *Calculation Plan* type. For this type of plan, follow steps 5 through 12.
 - Select Summary Plan if the plan you are creating will be used to summarize individual calculation results into final payout amounts. Participants can only be eligible for one *Summary Plan* type.

- Note that every participant who will receive a payout must belong to a summary plan type. For this type of plan follow steps 5 through 10 and then skip to step 13.
 - Select Calculation and Summary Plan if the plan you are creating will be used to calculate formula results and summarize those results into final payout amounts. Participants can only be eligible for one *Calculation and Summary Plan* type. For this type of plan, follow all the steps listed below.
- 5 You may enter a long text description or comment about the plan in the Description field.
 - 6 Click Save to proceed.

Adding Eligibility Rules

Use the following procedure to add eligibility rules.

To add eligibility rules

- 1 Click the Edit button in the Eligibility section of the View Plan screen.
- 2 Click the Condition Template drop-down list to select a standard condition template or any custom condition template, then click the Add button.
- 3 The system will open a screen for the chosen template. Enter data or choose values in the fields and drop-downs that appear, as appropriate for the template. With many customized templates, you may have to choose multiple values or operators to complete the condition.
- 4 Click the Add button to complete the condition. Repeat steps 8 through 10 to add more conditions to the plan.

Adding Calculation Formulas

Use the following procedure to add calculation formulas.

To add calculation formulas

- 1 In the Code field, enter the identifying code, or use the search icon to search for the correct formula you want to add to the list, then click the Add button. Repeat this step for each required calculation formula.

NOTE: Formulas must be created before they can be added to a plan (See Chapter 14). Formulas must be added in the order in which you want the system to execute their calculation. Formulas that are executed in the incorrect order will cause errors in process and/or incorrect payout results.
- 2 Under Summary Options, select Add Results of Formulas or Create Summary Formula, select a rounding rule to apply to the summarization.
 - If you choose Add Results of Formulas, the plan will simply add the calculated results of each formula for each plan member together, to generate a summarized payout. Skip to step 16.

- If you choose Create Summary Formula, clicking Refresh will allow you to create a custom summarization formula. See the next section, *Creating Summary Formulas*, for details on how to set up such formulas. Once you have finished setting up the summary formula, proceed to step 16.

Creating Summary Formulas

Use the following procedure to create summary formulas.

To create summary formulas

- 1 For each variable that the formula will use:

- Click the Add Variable button.
- Enter an Alias for this variable.

The alias helps identify a variable when referencing it in formula components. Always use aliases that are distinct and understandable.

- In the Category drop-down field, select a data category for this variable, such as *Constant* or *Formula Result*, or any other custom categories.

NOTE: The available categories for variables in a summary formula are: Constant, Formula Result, Employee, Organization, and Period. Any data required from credits, goals, cumulated credits, and so forth, must be setup as a formula and brought in as a formula result.

- According to the variable type you chose:
 - ☐ For a *Constant*, select the constant's Data Type, and then enter the constant value in the Variable text field.
 - ☐ For a *Formula Result*, select the appropriate formula name in the Variable drop-down list.

NOTE: Selecting the formula name from the Variable drop-down list will populate the Alias field with the formula name.

- ☐ For any other category, select the desired custom context attribute in the Variable drop-down list.

See *Defining Variables* in Chapter 14 for further details on how to use specific types of variables in calculation formulas.

- Select the Save to Formula Result Record check box if you want values for this variable stored in the summary calculation results table. Saving values in this way permits administrators to view detailed reports on every variable value that went into calculating a result. If values are not saved, the system will simply get the appropriate value for the variable during calculation, calculate the result, then discard the value and go on to the next calculation.
- Select the Keep Running Total for This Variable check box if you want this variable to add results together each time the variable is run as part of the plan calculation or plan summary services.

- 2 Click the Add button to add the variable to the summary formula's variable list.
- 3 For each component the formula will use, click the Components drop-down list to select a specific component type (such as matrix or step calc) and click the Add button.
 - For the chosen component, follow the appropriate instructions in the *Defining Components* section of Chapter 14.
 - Note that you cannot add threshold components to a summary formula. You may only use math, matrix, step calc, If/Then/Else, and Advanced components.

Plan Options

- 1 Click the Edit button in the Iteration, Cap and Draw section of the View Plan screen.
- 2 Under Cap you may set up a cap profile for this plan. This cap will apply to all participants that qualify for the plan, except for those participants that have individual cap options set up. If caps do not apply to this plan, leave the No Cap option selected and skip to step 21. Refer to Chapter 7 for further details on what caps are and how they work.
- 3 Choose how the cap amount will be calculated:
 - **Absolute Amount** - Enter the dollar amount of the cap.
 - **Percentage Amount** - Enter the percentage value and then select what the cap will be a percentage of (*Annual Salary*, *Pay Period Salary*, *Salary Paid To Date*, or *Salary for Last Job*). The salary option chosen applies to each employee's individual salary data.
- 4 Select the Apply carry-forward Cap option to allow payouts that exceed the cap to be carried forward into future periods for potential payout.
- 5 Leave this check box blank if payouts that exceed the cap are not to be carried from one period to the next.
- 6 Enter a Cap Start year and period for the cap, as well as a Cap End year and period.
This indicates when the cap will start being applied to the employee and when the cap will end. Leave the Cap End fields blank if the plan's cap profile has no end date.
- 7 Under Draw you may choose to create a draw profile for this plan. This draw will apply to all participants that qualify for the plan except for those participants that have individual draws set up. If draws do not apply to this plan, leave the No Draw option selected, click the Save button to finish the plan. If you want to set up a draw profile for the plan, click Specify Draw for Plan, click Save and continue with step 22 below. Refer to Chapter 7 for further details on what draws are and how they work.
- 8 Choose the draw profile's Draw Type:
 - **Adjustable** – Select this option if the draw specifies the minimum amount that each employee will be paid in a period, and the exact draw adjustment amount will depend on what each employee earns in a period.
 - **Fixed** – Select this option if the draw is a fixed amount to be added to each employee's earnings, regardless of how much the employee earns each period.
- 9 Enter a comment or description of the plan's draw profile in the Description field.

10 Select the profile's Draw Start period and year, as well as the Draw End period and year.

These periods define the beginning and ending periods of the draw. Within this range, draw adjustments will be made; after the draw end period has been passed, no further draw adjustments will be made and draw balances may be recovered.

11 Choose how the draw amount will be calculated:

- **Absolute Amount** - Enter the dollar amount of the draw.
- **Percentage Amount** - Enter the percentage value and then select what the draw will be a percentage of (*Annual Salary, Pay Period Salary, Salary Paid To Date, or Salary for Last Job*).

12 You can specify a Draw Ceiling amount to place a limit on how much each employee can receive in draw adjustments over the course of the draw period.**13** You may also specify no draw ceiling, in which case there is no limit to how much an employee can be paid in draw adjustments.**14** Choose one of the Recovery Options:

- **Automatic** - Draw balances will be recovered every period, if possible. If the employee is still receiving draw adjustments, then the system will only recover as much of the balance as possible without taking away from the employee's draw adjustment for any period. Otherwise the system will attempt to recover the full balance in each period and will carry over balances to future periods.
- **Beginning Period** - Draw balances will not be recovered until the specified period. The chosen period should be later than the last period of the draw period range. The system will attempt to recover the full balance in that period; if a balance still remains, then the system will continue recovering the remaining balance in subsequent periods.
- **Incentive Calculated YTD** - Draw balances will be recovered from an employee when the employee's net incentive payout to date for the calendar year passes a specified level. Enter the payout threshold level in the adjoining field.
- **Non-Recoverable** - Draw amounts are not recovered.

15 Click Save to continue.**16** Under Employee Recovery Guarantee specify the minimum amount that will be paid to the employee while draw balances are being recovered:

- **None** - No minimum is guaranteed.
- **Absolute Amount** - Specify a dollar amount that will be paid to the employee regardless of the outstanding draw balance. Anything the employee earns over this amount may be used to pay back outstanding draw balances.
- **Percentage Amount** - Specify the percentage value and then select what the guarantee amount will be a percentage of (*Annual Salary, Pay Period Salary, Salary Paid To Date, or Salary for Last Job*). Anything the employee earns over this computed amount may be used to pay back outstanding draw balances.

17 Choose a Forgivability option:

- **Forgive At Year End** – With this option selected, any outstanding draw balances remaining at the end of the calendar year will be reset to zero before the first period of the next calendar year.
- **Non-forgivable** – With this option selected, outstanding draw balances are carried over from one calendar year to the next and draw recovery may continue into the next year.

18 Click Save to complete the plan.

Attaching a Supporting Document to a Plan

Attachments can be used as supporting documentation for Plans. Attachments are simply links to a web site or server where the attached file is stored and accessed by authorized users. Multiple files can be attached to each Plan.

To add an attachment

- 1** Access the view screen for the Plan.
- 2** Click the Add an Attachment button.
- 3** Enter the display name of the attachment in the Label field.
- 4** Enter the URL or path to the file in the URL field.
NOTE: The actual file is not stored in Siebel Incentive Compensation Management. Each user must have security access to the location where the file is stored.
- 5** Select the Display on Dashboard check box to display the attachment on the Participant Dashboard.
NOTE: Users must have access to the Participant Dashboard to use this feature.
- 6** Click Add to add the attachment link to the record.

Copying a Plan

Use the following procedure to copy a plan.

To copy a plan

- 1** Search for the Plan you want to copy.
- 2** Click the Copy icon to the right of the record.
- 3** Enter a new code for the copied record in the Code field.
- 4** Note that the system will use the same code with Copy appended to the end if a new code is not entered into this field. Record codes are limited to 37 characters in length.
- 5** Enter a description for the copied record in the Description field.

- 6 Click Save to create the new record.

Quick Calculation

The Quick Calculation feature allows administrators to selectively run any or all of the plan calculation services for a particular plan, participant type, and/or participant. These services include: Plan Eligibility, Plan Calculation, and Plan Summary. It is important for the administrator to make sure that all the appropriate services are run before final payout is processed. This feature will be used during the system design phase, the plan update phase, and can be helpful during a standard processing period when adjustments have been made to transactions, plans, or participants.

NOTE: This feature is not a "test." When the services are run for a plan or a participant, any existing payout result in the system are replaced with the new payouts generated by the services.

To access the Quick Calculation feature

- 1 Click Plans on the Main Navigation bar, then click Quick Calculation.
- 2 Select the service you want to run from the Service Type drop-down list.
 - **Plan Eligibility**
Matches participants to plans according to plan eligibility rules.
 - **Plan Calculation**
This service must be run for all plans, regardless of what types of plans are being processed. This service performs the following task:

For each participant in a particular plan, runs the calculation formulas specified for that plan.
 - **Plan Summary Calculation**
Summarizes calculation formula results into payout amounts, including any automatic adjustments such as draws or caps.
- 3 Select the plan you want to run the services for from the Plan Code drop-down list:
 - **Select All.** Runs the selected service for all plans in the system.
 - **Specific Plan.** From the drop-down list, you can select the individual plan you want to run the selected service for.
- 4 Select the participant type you want to run the selected plan for from the Participant Type drop-down list.
 - **Select All.** Runs the selected service for all participant types in the system.
 - **Employees.** Runs the selected service for all employees who participate in a plan.
 - **Customers.** Runs the selected service for all customers who participate in a plan.
 - **Channel Partners.** Runs the selected service for all Channel Partners who participate in a plan.

- 5 Enter the code for a particular participant in the Participant Code field, based on the selection made in the Participant Type drop-down list, and run the selected services just for that participant.
- 6 Click Launch Service.
- 7 Click the Refresh button at the top right of the screen to view the progress of the service as they are run.

14 Calculation Formulas

Calculation formulas are one of the key components of Siebel Incentive Compensation Management. Calculation formulas combine performance data with other data from the system, manipulate the data through calculation components, and return payouts for each credit record for each participant. Calculation formulas are referenced by plans; each plan contains a list of formulas that will be calculated for each qualifying participant's credit records when the Plan Calculation service is executed. Calculation formulas are set up independently of plans, and so may be used across all plans for an operating unit.

Calculation formulas consist of variables and components. Variables are the various pieces of data that must be passed into the formula to determine payouts, such as credit amounts, goals, results of other formulas, participant attributes, product attributes, and so on. Components are the various types of computations that make up the formula itself; components may be arithmetic calculations, matrices, step calculations, if-then-else, and so on. Components are added to a formula after variables have been defined and must be added in the order in which they will be executed. The order of components is usually very important, as the results of one component are often referenced by later components.

Some components of calculation formulas, such as matrices, must be defined prior to setting up the formulas that will use those components. The remaining chapters in this section deal with setting up these components; this chapter will deal with how to add these components to a calculation formula.

Creating a New Formula

Use the following procedure to create a new formula.

To create a new formula

- 1 Click Plans on the Main Navigation bar, then click Formulas.
- 2 Click the New Formula button.
- 3 Enter a unique identifier for the formula in the Code field.
- 4 In the Measure Code field, enter the identifying code of the measure that will be used in this formula.

The measure selected here determines which goal and/or credit records for each participant can be passed into the formula. Only one measure may be selected for each formula.

- 5 You may enter a long text description or comment about the formula in the Description field.

- 6 Under Incentive Type, you may define the type of incentive payout this formula calculates (bonuses, commissions, gifts, points, stock).

NOTE: If the incentive type selected in this step is marked as non-monetary (the Monetary Flag check box is not checked) then the Plan Summarization services will not run on this formula. Additionally, the payouts associated with this formula will be accessible from the Payouts menu in the Incentive Payouts section of the menu.

- 7 In the Calculate When drop-down list, choose when this formula will be calculated:

- **Always** – The default option; this forces the system to calculate the formula every calendar period.
- **Calculate at Beginning of Calendar Segment** – This option indicates that the formula should calculate at the beginning of the calendar segment selected.

- 8 Select the calendar segment associated with the calculation period selected above.

NOTE: The calendar segment type selected must be a valid segment in your OU calendar.

- **Credit Selection Method** – This option indicates which credits should be processed.
- **Select Credits in Period** – Credits from the current working period are processed.
- **Select Credits in Calendar Segment** – Credits from all the Periods in the Calendar Segment are processed. The Calendar Segment is determined by the current working period and the specified Calculate When/Calendar Segment Type settings.
- **Calculate at End of Calendar Segment** – This option indicates that the formula should calculate at the end of the calendar segment selected.

- 9 Select the calendar segment associated with the calculation period selected above.

NOTE: The calendar segment type selected must be a valid segment in your OU calendar.

- **Credit Selection Method** – This option indicates which credits should be processed.
 - **Select Credits in Period** – Credits from the current working period are processed.
 - **Select Credits in Calendar Segment** – Credits from all the Periods in the Calendar Segment are processed. The Calendar Segment is determined by the current working period and the specified Calculate When/Calendar Segment Type settings.

- 10 In some instances, a credit record may be passed into a formula but the formula result will be zero for that credit. If you want the system to generate a calculation result record of "0" for such credits, select the Create "Zero Result" Record check box. If you do not want to keep these results, leave this check box blank.

- 11 Some participants may not have any credits for the measure specified for the formula. If you still want the formula to execute for these participants, and thus generate a "0" calculation result record for those participants, select the Execute calculation if no credits check box. Leave this box blank if you do not want the formula to run for participants with no qualifying credits.

- 12 Under Pay When, specify when calculation results from this formula may be summarized and paid out to participants:

- **Automatic do not override** – Payouts are generated based on the Pay When setting in either the credit rule distribution or the credit rule set, whichever is encountered by the system last.

For Example: The credit rule set specifies that the payout be generated when a specific event occurs and the credit distribution specifies Do Not Override, the payout will be generated based on the credit rule set setting.

If both the credit rule set and the credit distribution pay when setting is specified, the credit distribution setting will be used.

Note that in order for the system to properly capture a credit rule's pay when setting, the calculation formula *must* be set to calculate for each credit, not once for all credits.

- **Automatic** – Payouts are automatically generated when calculation results are generated.
- **In Period Specified** – Payouts will be made for this formula in the period specified in the Payout Period field.
- **After specified number of periods from calculation period** – Payouts will be made a certain number of periods after the calculated result has been generated. Specify this period interval in the Number of periods field.
- **At end of calendar segment specified** – Payouts are held until the end of a specific segment type; for example, monthly calculations can be held until the end of a quarter or the end of the year. Choose the segment type in the Calendar Segments field.
- **In sales transaction event period** – Payouts are held until a specific event has occurred on the transaction that led to this calculation result. Choose the event type in the Sales Transaction Events drop-down. Note that this option can only work if you chose *For each credit* as the formula's Calculation Frequency.

NOTE: In many situations it will be necessary to mix standard calendars and custom calendars either in the same calendar year or across calendar years. If the number of periods in a calendar year changes from one year to the next, formula Pay When options will be affected.

EXAMPLE – Semi-Annual Bonus:

FY2002 has 12 segments in the calendar matching a standard monthly calendar. A bonus program is in effect to be paid in periods 6 and 12 (effectively June 2002 and December 2002). FY2003 has been updated to reflect 24 segments in the calendar beginning January 2003 and ending December 2003. The formulas designed to calculate the semi-annual bonuses will need to be adjusted to reflect the new Pay When period (s). Unadjusted formulas will pay this bonus in March 2003 and June 2003 (effectively periods 6 and 12 in the new calendar).

- 13 Click Save to continue.
- 14 Click the Edit button in the Attributes section of the screen.
- 15 Under Calculation Frequency select one of the following options:

- **For Each Credit** – This option will force the system to execute the calculation formula once for each credit record for each participant. Use this option if you need to keep a running total of credits during plan calculation, if you want to maintain a continuous audit trail from transactions to credit records to calculation results, or if you want to make sure that the Pay When setting for each credit is maintained and carried through to the calculation results.
- **Once for all credits** – This option sums all of a participant's credit records for the chosen measure and passes the summed result into the calculation formula once to generate a single payout result. Use this option if maintaining a traceable trail from credits to calculation results is not necessary and you want to speed up processing time. Note that using this option will make the system ignore any Pay When settings for individual credit records, and payouts on all credits will be made according to the calculation formula's Pay When setting.

16 Under Get Goals, choose one of the following options:

- **Individual Goals**– This option retrieves goals from each participant's performance records.
- **Goals from Organization at Level** – This option retrieves the goals from an organization that the participant either reports to directly or reports to through a chain of organizations at different levels. The level specified here helps determine which organization's goals will be retrieved.
- **Goals from Organization** – This option retrieves the goals from the organization that the employee reports to directly. This option can only be used with employee participants.
- **No Goals** – Select this if goals will not be used as part of this formula.

17 Repeat this step for the Get Credits section; the options are the same and have similar effects.

18 Click Save.

19 Click Add Variable to proceed.

20 For each variable that the formula will use:

- Enter an Alias for this variable.
The alias helps identify a variable when referencing it in formula components (see the following section) and is a required field. Always use aliases that are distinct and understandable.
- In the Category drop-down field, select a data category for this variable, such as *Credit* or *Cumulated Goal*, or any other custom categories.
- According to the variable type you chose:
 - ☐ For a *Constant*, select the constant's Data Type, and then enter the constant value in the Variable text field.
 - ☐ For a *Formula Result*, select the appropriate formula name in the Variable drop-down list.

NOTE: Only cumulated formula results, that is, formulas set to calculate Once for all Credits can be passed into another formula for use.

 - ☐ For *Credits* or *Goals*, select the desired data field name from the **Variable** drop-down list.
 - ☐ For *Cumulated Credits* or *Cumulated Goals*, select the desired data field name from the Variable drop-down list, then select a specific Frequency Group and a specific Data Group to denote which cumulated records you want to use in the formula.

- ❑ For any other category, select the desired custom context attribute in the Variable drop-down list.

See *Defining Variables* below for further details on how to use specific types of variables in calculation formulas.

- Select the Save to Formula Result Record check box if you want values for this variable stored in the calculation results table. Saving values in this way permits administrators to view detailed reports on every variable value that went into calculating a result. If values are not saved, the system will simply get the appropriate value for the variable during calculation, calculate the result, then discard the value and go on to the next calculation.
- Select the Keep Running Total for This Variable to keep a running total for this variable as records are processed. This allows you, for example, to use the individual sales amount of each transaction in a formula as well as the sum total of all sales amounts up to that transaction for the current period. This option is usually used only in conjunction with Threshold Calculations.
- Click the Add button to add the variable to the formula's variable list.

21 Repeat step 8 for all variables.

22 For each component the formula will use, click the Components drop-down list to select a specific component type (such as matrix or step calc) and click the Add button.

23 For the chosen component, follow the appropriate instructions in the *Defining Components* section below.

Attaching a Supporting Document to a Formula

Attachments can be used as supporting documentation for Formulas. Attachments are simply links to a web site or server where the attached file is stored and accessed by authorized users. Multiple files can be attached to each Formula. To add an attachment:

- 1** Access the View Formula screen.
- 2** Click the Add an Attachment button.
- 3** Enter the display name of the attachment in the Attachment Label field.
- 4** Enter the URL or path to the file in the Attachment URL field.

NOTE: The actual file is not stored in Siebel Incentive Compensation Management. Each user must have security access to the location where the file is stored.

- 5** Click Add to add the attachment link to the record.

Copying a Formula

Use the following procedure to copy a formula.

To copy a formula

- 1** Search for the Formula you want to copy.
- 2** Click the Copy icon to the right of the record.
- 3** Enter a new code for the copied record in the Code field.
- 4** Note that the system will use the same code with Copy appended to the end if a new code is not entered into this field. Record codes are limited to 37 characters in length.
- 5** Enter a description for the copied record in the Description field.
- 6** Click the Save to create the new record.

Identifying Where a Formula Is Used

The ability to easily identify where formula components (Matrix, Step, and Threshold Calculations) and formulas are used in your incentive plans is a critical part of the maintenance of your Siebel Incentive Compensation Management system. When updating an incentive plan, you must know in advance what effect a single change will make to the configuration. The Where Used functionality provides both high-level and detailed information about formulas and formula components on a single screen. This feature allows you to view high-level information such as the formula code and name, as well as detailed information about which plan(s) use that particular formula. Additionally, variations of a formula component are displayed in this same screen. Related Variations are components that have the same code, however, they apply to different participants, jobs or organizations based on the value in the Apply To Type field. This feature provides a text link to the formula(s) where a component is used, as well as to the plan(s) where a formula is used.

To access the Where Used functionality:

- 1** Search for the formula or formula component.
- 2** Click the Where Used icon to the left of the record name.
- 3** The Where Used window will display the name and description of the record and a text link to the formulas or plans where it is used. Text links are also provided to Related Variations of the formula component displayed.
- 4** Click Close Window.

Defining Variables

As part of the formula creation process, you must define one or more data variables that will be referenced within the formula's components. Each type of variable is described below, along with guidelines for defining them during the formula creation process (see step 10 above).

Constants

A constant is simply a constant value that you can refer to multiple times throughout components. For example, suppose you need to refer to the tax rate for your state within the formula, and that rate is 7.25%, or 0.0725. Rather than enter this number manually each time you need it, you could set up a constant data variable that holds the value "0.0725" and give it the alias *State Tax Rate*.

Constants have a data type that defines how the system will treat the constant (number, currency, date, Boolean value, or text string) and the value itself. Constants should always be given an alias so that they can easily be referred to in components.

Formula Results

Some formulas may need to refer to the calculated result of a previously calculated formula within a plan. A formula result variable simply calls one of the plan's calculation formula names, and searches for that formula's result during plan calculation. Formula result variables should always be given an alias so that they can easily be referred to in components. Note that the formula result called by the variable must come from a cumulated formula, that is, one that is set to run Once for all Credits. If a formula result is passed in from a non-cumulated formula, the system will ignore all results from this variable and attempt to process the balance of the components without this information.

Goals and Credits

Goals

Many formulas will make use of data found on goal records. Goals are typically used to determine whether a participant has met his or her objectives for the current period or for a particular segment of the calendar year. They can also be used to determine how closely a participant has met objectives, or by how much those objectives were exceeded. How your formulas use goals and goal data fields will largely depend on what your formula needs to accomplish and how goal profiles and measures have been set up in your incentive plan. Goals can be retrieved from individuals and organizations.

Credits

Nearly every calculation formula will make use of the data found in credit records. Credit data is generally what determines how much participants earn in payouts. How your formulas make use of credit data fields will depend on how credit profiles and measures have been set up for your incentive plans. Credits can be retrieved from individuals and organizations.

Cumulated Goals/Credits

Many calculation formulas will use cumulated goals and credits as part of the formula, in addition to individual/organizations credits and goals. Cumulated performance data variables are added separately from non-cumulated performance data variables, so it is inevitable that some goals and cumulated goals (or credits and cumulated credits) will refer to the same Variable Name. For this reason, it is especially important to assign a unique alias to each cumulated goal and cumulated credit variable, as well as non-cumulated goal and credit variables.

When defining a cumulated goal or credit data variable for use in a formula, you must select not only the Variable Name but also the appropriate Frequency Group and Data Group of the cumulated goal/credit. This tells Siebel Incentive Compensation Management which specific cumulation records are to be used, as you may potentially have many different types of cumulations for a single goal or credit. Frequency group and data group options are available in the variables based on the cumulation settings on the measure used in this formula.

Other Categories

All other data variable categories are generally customized as context attributes, according to the needs of your company's incentive plans. These context attributes are set up to refer to other data records in the Siebel Incentive Compensation Management database beyond performance records. Typically context attributes refer to data found on participant records, as this data often determines the end result of incentive calculations, but they may be set up to refer to any other type of data as well, including product or customer records.

Many context attributes are provided with the Siebel Incentive Compensation Management software, however, custom context attributes can be created by the system administrator and are usually set up during initial implementation.

Defining Components

As part of formula definition, you must set up one or more calculation components. The possible component types are described below, with instructions for setting up each one for use in the formula.

Math Components

To define math components

- 1** In the Result Alias field, enter a name or other code that will identify the calculated result of this component throughout the rest of the formula.
- 2** Giving the component's result an alias allows you to feed the result into future components.
- 3** Choose a Rounding Rule.

- 4 This rounding rule applies only to the result of this component; it does not affect the rounding rule selected for the formula itself.

NOTE: To avoid rounding errors, rounding rules are usually placed only on the last component in a formula.

- 5 Enter a detailed description of the component in the Description field.
- 6 In the Calculation field, create the calculation itself.
- 7 You may click the arrow next to a variable name (in the left panel) to add that variable to the calculation. Use the mathematical operators shown at the bottom of the screen to add, subtract, multiply, or divide variable components. You may also type the formula into this box directly.

Siebel Incentive Compensation Management provides many built-in functions that can be used as a condition of this component. Examples of these functions are listed below.

- **dateStringToMilliseconds(String)** - Converts a date string in the format: MM/DD/YYYY to a millisecond value.

Example: `dateStringToMilliseconds("03/05/2003")` would return a double containing the millisecond value of that Date.

- **daysBetweenDates(Double, Double)** - Computes the time difference between two dates in millisecond format and returns a number of days.

Example: Your plan states that all employees must be in their current position for 30 days before they will receive commission payouts for any sales in their territory. The `daysBetweenDates(Double, Double)` function would be used to compare the employees job start date to the event date on the transaction. If the result is greater than or equal to 30, the participant would receive payment for that transaction line.

Typically the **dateStringToMilliseconds(String)** function would be executed in a component, and the results of that component would be passed into the **dayBetweenDates(Double, Double)** function in the next component.

These two functions can be nested in a single component as follows:

- **daysBetweenDates(dateStringToMilliseconds("01/01/2003"), dateStringToMilliseconds("01/05/2003"))**-The resulting value of this component would be 4.

- **stringContains(String1, String2)** - Returns 0 if String2 is not contained in String1, 1 if String2 is contained in String1

Example: `stringContains(v_LOCATION_CODE, "01CA")`

In this case, assume that `v_LOCATION_CODE="A234-01CA"` This function would return 1.

- 8 Click Add to add the component and return to the Components screen.

If-Then-Else Conditions

- 1 In the Result Alias field, enter a name or other code that will identify the calculated result of this component throughout the rest of the formula.
- 2 Giving the component's result an alias allows you to feed the result into future components.

- 3 In the If section, within the Condition text area, enter the *If* condition for the component. This is the condition that must evaluate to *True* in order to execute the *Then* statement, or *False* to execute the *Else* statement.
- 4 You may click the arrow next to a variable name (in the left panel) to add that variable to the Condition field. Use the conditional test operators shown to specify the comparison (less than, equal to, and so on). Variables may be compared to other variables or they may be compared to constant values. Some examples of *If* conditions:

- **If Quota_Goal >= Period_Attainment.** This condition compares two variables; if Quota_Goal is greater than or equal to the Period_Attainment the formula will execute whatever is in the *Then* statement; if not, then it will go to the *Else* statement.
- **If (Sales_Amount > 50,000) || (Sales_Credit > 20,000).** This condition demonstrates how complex conditional tests can get. This condition first examines the Sales_Amount variable to see if it is greater than 50,000. If so, the formula moves on to the *Then* statement. If not, the system then checks the Sales_Credit variable to see if that amount is larger than 20,000. If so, the formula goes to the *Then* statement; otherwise, having failed both conditions, the formula will go on to the *Else* statement.

Siebel Incentive Compensation Management provides many built-in functions that can be used as a condition of this component. Examples of these functions are listed below.

- **dateStringToMilliseconds(String)** - Converts a date string in the format: MM/DD/YYYY to a millisecond value.

Example: dateStringToMilliseconds("03/05/2003") would return a double containing the millisecond value of that Date.

- **daysBetweenDates(Double, Double)** - Computes the time difference between two dates in millisecond format and returns a number of days.

Example: Your plan states that all employees must be in their current position for 30 days before they will receive commission payouts for any sales in their territory. The **daysBetweenDates(Double, Double)** function would be used to compare the employees job start date to the event date on the transaction. If the result is greater than or equal to 30, the participant would receive payment for that transaction line.

- Typically the **dateStringToMilliseconds(String)** function would be executed in a component, and the results of that component would be passed into the **dayBetweenDates(Double, Double)** function in the next component.

These two functions can be nested in a single component as follows:

- **daysBetweenDates(dateStringToMilliseconds("01/01/2003"), dateStringToMilliseconds("01/05/2003")).** The resulting value of this component would be 4.
- **stringContains(String1, String2)** - Returns 0 if String2 is not contained in String1, 1 if String2 is contained in String1.

Example: stringContains(v_LOCATION_CODE, "01CA")
in this case, assume that v_LOCATION_CODE="A234-01CA" This function would return 1.

- 5 Click the Component Type drop-down list in the Then section to choose a calculation component that will execute when the If statement is true, then click the Add button.

- You may choose any of the other component types to execute, other than another conditional test.
- Selecting a component will send you to the appropriate screen in which you can set up that component (such as a matrix calc or an arithmetic calculation).

NOTE: When setting up components in this way, you cannot assign an alias to that component (the result will automatically take the alias of the If-Then-Else component), and clicking the Add button for the component returns you to the If-Then-Else component screen.

- 6 Click the Component Type drop-down list in the Else section to choose a calculation component that will execute when the If statement is false, then click the Add button.

- You may choose any of the other component types to execute, other than another conditional test.
- Selecting a component will send you to the appropriate screen in which you can set up that component (such as a matrix calc or an arithmetic calculation).

NOTE: When setting up components in this way, you cannot assign an alias to that component (the result will automatically take the alias of the If-Then-Else component), and clicking the Add button for the component returns you to the If-Then-Else component screen.

- Adding a component in the Else section is optional; if you want the conditional test to simply evaluate to zero when the If condition fails, do not add components in this section.

- 7 Click the Add button to complete the If-Then-Else component.

Matrix Calculations

- 1 In the Result Alias field, enter an identifying name for the resulting value of this matrix component.

This is the alias that other components of the formula can refer to if the matrix result must be fed into other components for further calculation.

- 2 In the Matrix Calculation Code drop-down list, select the matrix you want to add as a component.
- 3 Click the View button after selecting a matrix if you need to review the matrix and verify that it is the one you want to add.
- 4 Choose a Rounding Rule.
- 5 This rounding rule applies only to the result of this component.
- 6 In the Variable section:
 - In the Row Input Value drop-down list, select one of the data variables defined for the formula or a component result alias for a previously added component. This defines the data source for the matrix rows.
 - In the Column Input Value drop-down list, select one of the data variables defined for the formula or a component result alias for a previously added component. This defines the data source for the matrix columns. If the matrix was defined to use zero columns this field should be left blank.
- 7 Click Add to add the matrix to your formula.

Step Calculations

- 1** In the Step Calculation Code drop-down list, select the step calculation you want to add as a component.
- 2** Click the View button after selecting the step calculation if you need to verify that you have chosen the correct one.
- 3** In the Result Alias field, enter an identifying name for the resulting value of this step calculation component.
- 4** This is the alias that other components of the formula can refer to if the step calc result must be fed into those components for further calculation.
- 5** Choose a Rounding Rule.
- 6** This rounding rule applies only to the result of this component.
- 7** In the Variable section:
 - In the Input Value drop-down list, select one of the data variables defined for the formula or a component result alias for a previously added component. This defines the data source step calculation's primary input value.
 - If the step calculation was defined to treat input values as a percentage, a Secondary Value field will also appear. Select one of the data variables defined for the formula or a component result alias for a previously added component. The primary input value will be divided by the secondary input value, then converted to a percentage value, to determine the actual input value for the step calculation.
- 8** Click Add to add the step calculation to your formula.

Threshold Calculations

- 1** In the Threshold Calculation Code drop-down list, select the threshold calc you want to add as a component.
- 2** Click the View button after selecting the threshold calc if you need to verify that you have chosen the correct threshold calculation.
- 3** In the Result Alias field, enter an identifying name for the resulting value of this threshold calc component.
- 4** This is the alias that other components of the formula can refer to if the threshold calc result must be fed into other components for further calculation.
- 5** Choose a Rounding Rule.
- 6** This rounding rule applies only to the result of this component.
- 7** In the Variable section:
 - In the Prior Periods Cumulated Attainment drop-down list, select a cumulated credit data variable. This is the data that the system interprets as the cumulated attainment for all periods prior to the current processing period.

- In the Current Credit Attainment drop-down, select a credit data variable or an alias for another formula component. The system interprets this data as the source for the current credit being processed through the threshold calculation.
 - In the Period-to-Date Attainment (Running Total) drop-down, select a credit data variable or an alias for another formula component. The system interprets this data as the cumulated attainment credit for all credits up to the current credit being processed.
 - In the Cumulate Goal Amount through Current Period drop-down (if available), select a goal data variable or cumulated goal variable. If the threshold was set up to treat input values as a percentage of goal values, the system will first calculate the ratio of the Period-to-Date Attainment data to the Cumulate Goal Amount through Current Period data, and this value is what gets passed into the threshold for calculation.
- 8 Click Add to add the threshold calculation to your formula.

Advanced Components

- 1 In the Result Alias field, enter an identifying name for the resulting value of this advanced component.
- 2 This is the alias that other components of the formula can refer to if the advanced component result must be fed into other components for further calculation.
- 3 Choose a Rounding Rule.
- 4 This rounding rule applies only to the result of this component.
- 5 Enter a text description or comment regarding this component in the Description field.
- 6 In the Advanced JavaScript Calculation text box, enter the JavaScript code for the advanced calculation.
- 7 You may also copy an existing JavaScript from another file and paste it in this box.
- 8 Click the Add button to add the advanced component to your formula.

WebService Components

- 1 In the Result Alias field, enter an identifying name for the resulting value of this webservice component.
- 2 This is the alias that other components of the formula can refer to if the advanced component result must be fed into other components for further calculation.
- 3 Choose a Rounding Rule.
- 4 This rounding rule applies only to the result of this component.
- 5 Enter a text description or comment regarding this component in the Description field.
- 6 In the WSDL URL field enter the WSDL URL (Web Services Definition Language URL).
NOTE: This URL can be obtained from Web sites like BindingPoint.com
- 7 Once you have entered a WSDL URL, click Get Operations to display a list of available services obtained from the WSDL URL. Select the operation you would like this webservice to perform.

- 8 Click Get Parameters.
- 9 In the Parameters field enter then parameters required to obtain the information from the service selected in the Get Operations drop-down list.
- 10 Note that these parameters should be separated by a space.
- 11 Click Test WebService to test the setup of this webservices component.
- 12 Click the Add button to add the webservices component to your formula.

Calculation Formula Setup Example

This calculation formula is being set up to calculate the commission that salespeople earn on individual transactions. The formula will first look up the proper commission rate on a matrix, using the credit amount earned for the transaction and the employee's job code. This rate is multiplied by the gross profit margin of the transaction to get the commission amount. Then, if the calculated commission amount exceeds a specific cap amount, then the system applies that cap and that is what the employee earns for the transaction; otherwise, the calculated percentage of the gross profit margin is the employee's earnings.

To set this up, the user first has to set up the formula's basic information:

This formula will apply to credit records that use the *CatalogSales* measure, for incentive type of *Commission*, it will calculate in all periods and generate payouts every time the formula is run.

The formula will be calculated once for each credit record. Goals will not be needed in this formula, but credit records will be needed. The formula will require credit records for each individual employee.

This formula will require the use of four variables. First, the system will need to get the *Attain Credit* value from each credit record. This variable will be labeled with the name *Attainment Credit* and each value will be saved to the formula result record.

For the matrix calculation, the formula will also need to know the employee's job code.

The other variables that will be needed are the *Gross Profit Margin* from each credit record, which will be used to calculate the commission payout, and the employee's *Annual Salary*, which will be used to determine the cap level for each transaction.

Now the user is ready to set up the formula components. The first component calls the *CommRate* matrix, which contains the required commission rates. The rows of this matrix will make use of the *Attainment Credit* variable, while the columns will use the *Job* variable.

Next comes the math component that multiplies the result of the matrix by the gross profit margin:

Once this has been calculated, the system determines what 5% of the employee's annual salary is, and compares this value to the result of the previous math component, using the *IF* portion of a conditional component:

If this condition evaluates to true, then the final result is equal to 5% of the employee's salary:

But if the condition evaluates to false, then the final result is the calculated commission amount. Note that in this case, the *Else* component can simply call the result of the math component, *Commission_Payout*:

This completes the calculation formula's components and the creation of the formula.

15 Matrix Calculations

How Matrix Calculations Are Used

A matrix calculation is a simple way to obtain values to be used in calculation formulas. A matrix consists of rows and columns, similar to a spreadsheet table, and at the intersection of each row and column is a cell that contains a result value. When a matrix calculation is called from a formula component, the system feeds the matrix a row input value and a column input value (for matrices with only one column, no column input value is needed), and then looks up the value in the appropriate cell. This value is treated as the matrix calculation result.

Row and Column Types

Siebel Incentive Compensation Management permits several different types of rows and columns to be used in creating a matrix. The row or column type determines how row and column headers may be set up. The type also tells Siebel Incentive Compensation Management what type of data it should expect to pass into a row or column. For example, if rows are set up to hold Text Only then any data passed into the matrix rows should be text strings, not currency or dates. If columns are set up as Numbers Only then the data passed into the matrix columns must be formatted as numeric, not as currency or text.

For both rows and columns, the valid types are:

- Text Only – Each row or column header may contain a single value, and this value may be any alphanumeric text. The system treats these values as strings, not as numbers.
- Text Ranges – Each header will contain two alphanumeric text values to define the beginning and ending points of a range of text values.
- Text with Wildcards – Same as Text Only but each value may contain wildcard characters (*) or ?) to substitute for regular characters.
- Numbers Only – Each row or column header may contain a single value, and this value may be any number. The system treats these values as numbers, not as text or currency.
- Number Ranges – Each header will contain two numeric values to define the beginning and ending points of a range of number values.
- Date Ranges – Each header will contain two date values to define the beginning and ending points of a range of date values.
- Date Only – Each row or column header may contain a single value, and this value may only be a date. The system treats these values as dates, not as text or currency.

When a row or column is set up to hold a range, the two values entered in each header define the start and end points of each range. When a data value is passed into the matrix from the formula, the system will examine each header range to find the appropriate row or column.

Ranges are typically used when the matrix must look up numeric amounts that may be of any size; this allows a single row or column to cover a wide range of numeric values, rather than setting up individual rows for each possible value. Single value headers are typically used when there is a small, specific set of values that may be passed into a matrix, such as product codes or job codes.

When ranges are used and the values are not always whole numbers, a rounding rule should be placed on the matrix input to make sure that each data value will qualify for a row or column.

Example:

Each row covers a range whose end point is .999. To avoid values coming into the matrix and falling between rows, for example 39.9991, a rounding rule is placed on the row. This rounding rule will round each input number to three digits after the decimal.

Three-Dimensional Matrix Calculations

A matrix calculation can be set up to apply to every participant or it may be set up to apply to participants with a specific job code, within a specific organization, or they may be set up for individual participants. Each matrix calculation must have the same identity code and name for it to apply to a different participant, job, or organization. Such matrix calculations are called *three-dimensional* because the *Apply To* choice acts as a third axis, in addition to the matrix's rows and columns.

This system allows you to refer to the matrix by its code within a calculation formula, but have a different matrix calculation be used for each participant. When running a calculation formula for a participant, the system determines which specific matrix calculation is to be used according to the following logic:

- If the matrix calculation has been set up for the specific participant, it uses that matrix.
- If the specific participant matrix is not found, the system will look for a matrix specific to the participant's job code.
- If that matrix cannot be found, the system looks for a matrix specific to the organization that the employee or participant reports to.
- If no other matrix has been found, the system uses the default matrix with the specified code.

Setting Up a Matrix Calculation

Use the following procedure to set up a matrix calculation.

To set up a matrix

- 1** Click Plans on the Main Navigation bar, then click Matrix Calculation.
- 2** Click the New Matrix Calculation button.

- 3 Enter an identifier for the matrix in the Code field.

NOTE: The matrix calculation code does *not* uniquely identify the matrix calculation within Siebel Incentive Compensation Management; it must be combined with the values in the Apply To Type and Apply To Code fields (see the following section) to create a uniquely identifiable matrix.

- 4 Under Type choose either Rows and Columns or Rows Only.
- 5 If you select Rows Only, your matrix will contain multiple rows but only one column of result values. For this type of matrix, you will skip step 9 below.
- 6 In the Apply To Type drop-down list, select one of the following options:
 - **Default** – This matrix is the default matrix that will be used in a calculation formula if no other matrix with the same code can be found for the participant, job code, or organization.
 - **Organization** – This matrix will only apply to participants within a specific organization, and overrides the default matrix with the same code. Specify the organization code in the Apply To Code field.
 - **Job** – This matrix only applies to participants (employees) with a specific job code and overrides the default and organization matrices with the same code. Specify the job code in the Apply To Code field.
 - **Employee** – The matrix applies to one specific employee, and overrides any other matrix with the same code. Specify the employee's code in the Apply To Code field.
- 7 You may enter a long description or comment in the Description field.
- 8 Set up specifications for your matrix rows in the Rows section:
 - **Rows Label** – Enter a text label that indicates what data each row header holds. Note that this is only a label and does not actually connect the rows to that type of data.
 - **Rows Needed** – In this field, specify the total number of rows needed for the matrix.
 - **Row Type** – Use this drop-down list to indicate what type of data the matrix should expect for the rows.
 - **Rounding Rule** – Select a rounding rule from the drop-down list to specify how values that are passed into the matrix should be rounded before being referenced in rows.
- 9 Set up specifications for your matrix columns in the Columns section:
 - **Columns Label** – Enter a text label that indicates what data each column header holds. Note that this is only a label and does not actually connect the columns to that type of data.
 - **Columns Needed** – In this field, specify the total number of columns needed for the matrix.
 - **Columns Type** – Use this drop-down list to indicate what type of data the matrix should expect for the columns. Available options are.
 - **Rounding Rule** – Select a rounding rule from the drop-down list to specify how values that are passed into the matrix should be rounded before being referenced in columns.
- 10 Click Next to continue.
- 11 To edit the values in cells, and row or column headers, type the values in the boxes as needed.
- 12 To add another row or column to the matrix:

- Click the radio button on the row or column header to focus on that header.
 - Click the matrix drop-down list in the top-right corner, select one of the following as appropriate, then click the Submit button:
 - Add Row Above
 - Add Row Below
 - Add Column Left
 - Add Column Right
- 13** To delete a row or column, click the radio button on the row or column header to focus on the header, then select either Delete Current Row or Delete Current Column in the matrix drop-down list in the top-right corner. Click the Submit button to confirm the deletion.
- 14** Click the Done button to complete the matrix.

Copying a Matrix Calculation

Use the following procedure to copy a matrix calculation.

To copy a matrix calculation

- 1** Search for the Matrix Calculation you want to copy.
- 2** Click the Copy icon to the right of the record.
- 3** Enter a new code for the copied record in the Code field.

NOTE: The system will use the same code with Copy appended to the end if a new code is not entered into this field. Record codes are limited to 37 characters in length.
- 4** Enter a description for the copied record in the Description field.
- 5** Click the Save to create the new record.

Identifying Where a Matrix Calculation Is Used

The ability to easily identify where formula components (Matrix, Step, and Threshold Calculations) and formulas are used in your incentive plans is a critical part of the maintenance of your Siebel Incentive Compensation Management instance. When updating an incentive plan, you must know in advance what effect a single change will make to the configuration. The Where Used functionality provides both high-level and detailed information about formulas and formula components on a single screen. This feature allows you to view high-level information such as the formula code and name, as well as detailed information about which plan(s) use that particular formula. Additionally, variations of a formula component are displayed in this same screen. Related Variations are components that have the same code, however, they apply to different participants, jobs or organizations based on the value in the Apply To Type field. This feature provides a text link to the formula(s) where a component is used, as well as to the plan(s) where a formula is used.

To access the Where Used functionality

- 1** Search for the formula or formula component.
- 2** Click the Where Used icon to the left of the record name.
- 3** The Where Used window will display the name and description of the record and a text link to the formulas or plans where it is used. Text links are also provided to Related Variations of the formula component displayed.
- 4** Click Close Window.

Matrix Setup Example

The following matrix is being set up for an MBO (Management By Objective) incentive program. For an MBO program, employees are rated on a quarterly basis on how closely they have achieved their objectives for that quarter; this rating is entered as a percentage value on a credit record for each employee. Each employee then earns a certain percentage of a target bonus amount, based on how closely objectives were met and on which quarter the bonus is being calculated.

This matrix will require seven rows and four columns. The rows will hold numeric ranges that correspond to different goal achievement levels or percentages. The columns will correspond to the four calendar quarters. To start, the matrix is given a code and description and the row and column specifications are set up.

Next, the user must set up values in the matrix row headers and cells. Because the columns were specified as *Number Only* the system automatically numbers the column headers, and they will be numbered 1 through 4. The matrix rows, however, will by default contain number ranges in intervals of five (1-5, 6-10, and so on). These must be changed to reflect the actual percentage ranges that will be used in the matrix. To start, for example, the first row header will contain the range 1 through 25. Currently this header contains the range 1 to 5.

To change these cell values, simply enter the correct values in each cell.

For the first row of the matrix, all cells will contain the value "0" because any employee that achieves 25% or less of his or her goals receives no bonus; thus no values in this row need to be modified, as the default for every cell is zero.

For quarter 1, an employee that achieves 26% to 40% of set goals will receive 10% of the total bonus amount available. The user clicks in this cell and enters the value "10".

In the second quarter, the bonus for this same range will only be 8% of the total bonus amount available for that period.

This continues until all cell values have been entered and the matrix completed.

16 Step Calculations

How Step Calculations Are Used

Step calculations are similar to matrix calculations, in that the system compares an input amount to ranges on a table and finds the appropriate resulting value. Step calculations are much more powerful than matrix calculations, however, because they can be used to:

- Interpolate the resulting value from a range of values
- Assign multiple resulting values to the same range of input values, and add those results
- Perform additional calculations on resulting values

If interpolation is used, the system will calculate the resulting value based on the input amount and the given range of resulting values. For example, suppose the first range of input values is 0-100 and the associated result range is 0-10. If the input number is 20, the resulting value will be 2, if the input is 75, the resulting value will be 7.5.

By entering the same range of input values in multiple rows, you can perform multiple calculations on amounts in the given range and then add those results together. Using the same example above, suppose the second range of input values is also 0-100, but the second range of results is 0-20. A simple calculation would be to just add these two results together to achieve a final result; thus, if the input number is 20, the first range returns 2 and the second range will return 4, so the final result is 6.

For each row of input values, you may specify additional calculations to be performed on the first result. Following the previous example, for the first row of values you might choose to take the resulting value and divide it by 100, then multiply that number by the total sales amount achieved; the resulting number, in this example, would be the total commission the salesperson receives on the sale.

Three-Dimensional Step Calculations

A step calc can be set up to apply to every participant or it may be set up to apply to participants with a specific job code, within a specific organization, or it may be set up for an individual participant. Each step calculation must have the same identity code and name for it to apply to a different participant, job, or organizations. Such step calculations are called *three-dimensional* because the *Apply To* choice acts as a third axis, in addition to the step calculation's rows and column.

This system allows you to refer to the step calculation by its code within a calculation formula, but have a different step calculation be used for each participant. When running a calculation formula for a participant, the system determines which specific step calculation is to be used according to the following logic:

- If the step calculation has been set up for the specific participant, it uses that step calc.

- If the specific participant step calculation isn't found, the system will look for a step calc specific to the participant's job code.
- If that step calculation can't be found, the system looks for a step calculation specific to the organization that the employee or participant reports to.
- If no other step calculation has been found, the system uses the default step calculation with the specified code.

Setting Up A Step Calculation

Use the following procedure to set up a step calculation.

To set up a step calculation

- 1 Click Plans on the Main Navigation bar, then click Step Calculations.
- 2 Click the New Step Calc button.
- 3 Enter an identifier for the step calc in the Code field.
- 4 Note that the step calculation code does *not* uniquely identify the step calculation within Siebel Incentive Compensation Management; it must be combined with the values in the Apply To Type and Apply To Code fields (see the following section) to create a uniquely identifiable step calc.
- 5 In the Apply To Type drop-down list, select one of the following options:
 - **Default** – This step calculation is the default that will be used in a calculation formula if no other step calculation with the same code can be found for the participant, job code, or organization.
 - **Organization** – This step calculation will only apply to participants within a specific organization, and overrides the default step calculation with the same code. Specify the organization code in the Apply To Code field.
 - **Job** – This step calculation only applies to participants with a specific job code and overrides the default and organization step calculations with the same code. Specify the job code in the Apply To Code field.
 - **Employee** – The step calculation applies to one specific employee, and overrides any other step calculation with the same code. Specify the employee's code in the Apply To Code field.
- 6 You may enter a long text description or comment in the Description field.
- 7 Click Next to continue.
- 8 Under Input Value Defined as, indicate whether the primary input value is a pure number or a percentage.
 - Choose Percentage if you intend to use both a primary and secondary value when you use this step calculation in a formula. When two values are referenced, the system will automatically divide the primary value by the secondary value and multiply the result by 100, thus the result is automatically a percentage value. You can also choose this option if you are using just a primary value that is a percentage.

- Choose Number if you are using only a primary value that is a number and not a percentage.
NOTE: The choice made here does *not* affect how the system treats the input value. It is primarily a label for the user's convenience.
- 9 Under Treat Output Value as, indicate whether the primary output value will be treated as a pure number or as a percentage.
- 10 If treated as a percentage, the system will automatically convert the result value (such as 50) to a percentage (50%, or 0.5).
NOTE: Note that unlike the Input Value fields, the choice in this field does affect how the system ultimately treats the output value.
- 11 Select a rounding rule in the Rounding Rule Code drop-down list.
- 12 This rounding rule will be applied to all incoming values for this step calculation.
- 13 Under Result Options, choose one of the following:
 - **First Matching Step** – The result value will be determined by the first step that the input value matches. Any other step rows that would match the input value are not considered.
 - **Last Matching Step** – The result value will be determined by the last step that the input value matches. Any other step rows that would match the input value are not considered.
 - **Sum of all Matching Steps** – The result value is determined by adding together the result values of all steps that the input value matches.
- 14 Click Next to continue.
- 15 Click the Add Step button to create the first step row.
- 16 Under Input Range, enter the starting and ending values of the first step row for input values in the First Endpoint and Second Endpoint fields.
NOTE: Step rows are ordered from lowest range to highest range, regardless of the order in which they are added.
- 17 Under Output Range, enter the starting and ending values of output values for the first step row in the First Endpoint and Second Endpoint fields.
NOTE: If the step calc is not being used to interpolate the output value from a given range, click the Do not Interpolate option and only enter a First Endpoint value.
- 18 In the Calculation field, you may enter an arithmetic calculation that will be used to determine the final result for this step.
 - Use the values in the Key section to properly reference primary input values, output values, secondary input values, and arithmetic operations. Simply click the arrow button for the appropriate value or function to add it to the calculation.
 - If you do not need to perform additional calculations on the output range value, leave this field blank, or simply enter *RS1* in this field to indicate that the value obtained from the output range is the final result for this step.
- 19 Click the Add button to add the step.
- 20 Repeat steps 12 through 16 for each additional step row.

- 21 After adding all step rows, click the Save button to save the step calc and review it.

Copying A Step Calculation

Use the following procedure to copy a step calculation.

To copy a step calculation

- 1 Search for the Step Calculation you want to copy.
- 2 Click the Copy icon to the right of the record.
- 3 Enter a new code for the copied record in the Code field.
- 4 Note that the system will use the same code with Copy appended to the end if a new code is not entered into this field. Record codes are limited to 37 characters in length.
- 5 Enter a description for the copied record in the Description field.
- 6 Click Save to create the new record.

Identifying Where A Step Calculation Is Used

The ability to easily identify where formula components (Matrix, Step, and Threshold Calculations) and formulas are used in your incentive plans is a critical part of the maintenance of your Siebel Incentive Compensation Management instance. When updating an incentive plan, you must know in advance what effect a single change will make to the configuration. The Where Used functionality provides both high-level and detailed information about formulas and formula components on a single screen. This feature allows you to view high-level information such as the formula code and name, as well as detailed information about which plan(s) use that particular formula. Additionally, variations of a formula component are displayed in this same screen. Related Variations are components that have the same code, however, they apply to different participants, jobs or organizations based on the value in the Apply To Type field. This feature provides a text link to the formula(s) where a component is used, as well as to the plan(s) where a formula is used.

To access Where Used functionality

- 1 Search for the formula or formula component.
- 2 Click the Where Used icon to the left of the record name.
- 3 The Where Used window will display the name and description of the record and a text link to the formulas or plans where it is used. Text links are also provided to Related Variations of the formula component displayed.
- 4 Click Close Window.

Step Calculation Setup Example

The following step calculation is being created to automatically calculate the commission that salespeople earn on individual sales. For transactions that exceed a certain sales amount, the system will also add in a special commission “bonus” to the regular commission payout.

The input value for this step calculation is intended to be the sales amount taken from a credit record (which in turn is taken from a source transaction). Based on the sales amount, the step calculation will determine the commission rate as the output value, using interpolation to determine the exact commission rate. Each step will then calculate the commission amount to be paid. For those sales amounts that exceed a certain level, the step calculation will also calculate a straight bonus amount to be added to the regular commission rate.

To start, the user sets up the step calculation’s identity information.

For this calculation, only one input value, the sales amount, is going to be used and it should be treated as a pure number. The output value, on the other hand, will be a commission rate, so we want this value treated as a percentage. The calculation should also sum all matching steps that it finds.

Now the user must add the first step row. For sales amounts up to \$5000, the salesperson will earn upwards of 2% in commission on that sales amount. Once this rate is determined, the input value (IV) is multiplied by the resulting commission rate (RS1) to determine the final calculated commission.

The next few steps are similar in structure to this first step.

The fourth step covers sales larger than \$50,000 but less than \$80,000. The commission rate range for this step ranges from 5.5 to 6.5 percent. In addition, if the sales amount falls within this range, the sales person earns a straight \$1000 bonus, which is added to the commission bonus. This can be handled by adding a fifth step that uses the same input value range as the fourth step.

Note that for this fifth step, the step calculation simply returns a value of 1000 and does not perform any additional calculations and does not use interpolation. When the step calculation is executed, the system will first calculate the result of step 4, then get the result of step 5, and add these two results together. The sum of steps 4 and 5 then becomes the final output of the step calculation.

Additional steps can be added to handle even larger sales amounts.

17 Threshold Calculations

How Thresholds Are Used

Thresholds are a derivative form of step calculations used for a specific purpose. They are used for sales plans in which an employee's total performance is cumulated throughout the year (or quarterly or semi-annually) and as the performance reaches certain levels, or plateaus, the employee receives larger payouts on each new transaction. Thresholds are designed so that a transaction that "crosses a threshold" will have a split payout; the part that falls below the threshold gets the lower rate, the part that goes above the threshold gets the higher rate, as shown in [Table 18](#).

Table 18. Thresholds

ST1	ST2	ST3
0	500	1%
501	1000	3%
1001	2000	5%
2001	5000	7%

During the course of a period, a salesperson makes four sales of \$100 each. The total of these transactions is \$400, and does not cross the \$500 threshold. Thus, each of these transactions receives a 1% commission, as shown in the table for the range 0 to 500. In the next period, the salesperson makes nine sales of \$100 each. The first \$100 transaction receives a payout of 1%, and pushes the total to \$500. The next \$100 transaction puts him over the limit, so that transaction receives a 3% payout, as do the next four transactions that follow. Then, the last three transactions put him over the \$1000 threshold, so each of those sales receives a 5% payout. Now the running total of sales is \$1300. In the next period, the salesperson makes six sales of \$100 each, then a sale for \$200. Each of the first six sales gets a 5% commission, and brings the running total to \$1900. The next transaction for \$200 will put him over the limit, but this transaction straddles that threshold. Thus, the system will credit the first \$100 of the transaction at 5%, and the last \$100 at 7%.

In order to use threshold calculations effectively, the calculation formula that uses the threshold must be set to calculate the formula for each credit, rather than once for all credits. In addition, the measures associated with the cumulated actual attainment credits must be set up to cumulate by open balance. Setting up the measures and formulas in this way will allow thresholds to calculate properly.

Three-Dimensional Thresholds

A threshold can be set up to apply to every participant or it may be set up to apply to participants with a specific job code, within a specific organization, or it may be set up for an individual participant. Each step calculation must have the same identity code and name for it to apply to a different participant, job, or organization. Such threshold calculations are called *three-dimensional* because the *Apply To* choice acts as a third axis, in addition to the threshold calculation's rows and column.

This system allows you to refer to the threshold calculation by its code within a calculation formula, but have a different threshold be used for each participant. When running a calculation formula for a participant, the system determines which specific threshold is to be used according to the following logic:

- If the threshold has been set up for the specific participant, it uses that threshold.
- If the specific participant threshold is not found, the system will look for a threshold specific to the participant's job code.
- If that threshold cannot be found, the system looks for a threshold specific to the organization that the employee or participant reports to.
- If no other threshold has been found, the system uses the default threshold with the specified code.

Setting Up a Threshold Calculation

Use the following procedure to set up a threshold calculation.

To set up a threshold calculation

- 1** Click Plans on the Main Navigation bar, then click Threshold Calculations.
- 2** Click the New Threshold Calculation button.
- 3** Enter an identifier for the threshold calculation in the Code field.
- 4** You may enter a long text description or comment about the threshold calculation in the Description field.
- 5** In the Apply to Type drop-down list, select one of the following options:
 - **Default** – This threshold is the default that will be used in a calculation formula if no other threshold with the same code can be found for the participant, job code, or organization.
 - **Organization** – This threshold will only apply to participants within a specific organization, and overrides the default threshold with the same code. Specify the organization code in the Apply To Code field.
 - **Job** – This threshold only applies to participants with a specific job code and overrides the default and organization thresholds with the same code. Specify the job code in the Apply To Code field.

- **Employee** – The threshold applies to one specific employee, and overrides any other threshold with the same code. Specify the employee's code in the Apply To Code field.
- 6 Click Next to continue.
- 7 Under Treat Input Amount as, indicate whether the primary input value will be treated as a pure number or as a percentage of a goal value.
- 8 If treated as a percentage, the system will calculate the ratio between the credit input value and the goal input value, convert this to a percentage value, and use that result as the input value. If treated as a pure number, only the credit input value from the formula is used.
- 9 Select a rounding rule in the Rounding Rule Code drop-down list.
- 10 This rounding rule will apply to all incoming values used for this threshold calculation.
- 11 Click Next to continue.
- 12 Click Add Step to add the first row of the threshold calculation.
- 13 Under Input Range, enter the starting and ending values of the first row for input values in the First Endpoint and Second Endpoint fields.
NOTE: Threshold rows are ordered from lowest range to highest range, regardless of the order in which they are added.
- 14 In the Percentage field, enter the resulting percentage value for the row.
- 15 The system will always treat threshold output values as percentages, so "5" is treated as 5%, or 0.05.
- 16 Click the Add button.
- 17 Repeat steps 10 through 13 for each row of the threshold calculation.
- 18 Click Finish to complete the threshold calculation.

Copying a Threshold Calculation

Use the following procedure to copy a threshold calculation.

To copy a threshold calculation

- 1 Search for the Threshold Calculation you want to copy.
- 2 Click the Copy icon to the right of the record.
- 3 Enter a new code for the copied record in the Code field.
- 4 Note that the system will use the same code with Copy appended to the end if a new code is not entered into this field. Record codes are limited to 37 characters in length.
- 5 Enter a description for the copied record in the Description field.
- 6 Click Save to create the new record.

Identifying Where a Threshold Calculation Is Used

The ability to easily identify where formula components (Matrix, Step, and Threshold Calculations) and formulas are used in your incentive plans is a critical part of the maintenance of your Siebel Incentive Compensation Management instance. When updating an incentive plan, you must know in advance what effect a single change will make to the configuration. The Where Used functionality provides both high-level and detailed information about formulas and formula components on a single screen. This feature allows you to view high-level information such as the formula code and name, as well as detailed information about which plan(s) use that particular formula. Additionally, variations of a formula component are displayed in this same screen. Related Variations are components that have the same code, however, they apply to different participants, jobs or organizations based on the value in the Apply To Type field. This feature provides a text link to the formula(s) where a component is used, as well as to the plan(s) where a formula is used.

To access Where Used functionality

- 1** Search for the formula or formula component.
- 2** Click the Where Used icon to the left of the record name.

The Where Used window will display the name and description of the record and a text link to the formulas or plans where it is used. Text links are also provided to Related Variations of the formula component displayed.

- 3** Click Close Window.

Threshold Setup Example

The following threshold is a basic example of a commission rate threshold calculation. The threshold will calculate the input value as a percent of a sales goal; the earned commission rate depends on how close the salesperson is to meeting this goal, or by how much the salesperson has beat the specified goal. The user begins by setting up the threshold's identifying information.

The input values will be treated as a percentage of a goal value (the goals are referenced within a calculation formula, not the threshold itself).

Salespeople must first reach 40% of their goal before they earn higher commission rates. Up to 40% they will earn a 2% commission rate on transactions.

Between 40% and 75% of goal, they will earn a 4% commission on each new transaction; from 75% to 100% of goal they earn a 5.5% commission rate.

Once a salesperson exceeds his or her annual target, they start earning much higher commission rates on each new transaction. For example, if their sales reach 125% of the annual goal, they receive an 8% commission rate; between 125% and 140% of goal, they will earn an 11% commission rate. The remaining lines of the threshold are set up to reflect this structure.

18 Rounding Rules

Rounding rules are referenced by calculation and summary formulas and formula components. They are used to round calculated values up or down, to a specified number of decimal places. Rounding rules are commonly required for calculating summarized payout values to avoid making payouts that include fractions of dollars or fractions of cents. They may also be used in any calculation formula component and by formulas themselves to round results according to any incentive plan's rules.

Most of the rounding rules necessary for your company's incentive plans should have already been set up during initial implementation, but you may create new rules as needed.

Setting Up Rounding Rules

Use the following procedure to set up rounding rules.

To set up rounding rules

- 1** Click Plans on the Main Navigation bar, then select Rounding Rules.
- 2** Click the New Rounding Rule button.
- 3** Enter a unique code for the rounding rule in the Code field.
- 4** The code should clearly indicate what the rounding rule accomplishes so that users can easily choose the correct rule within formulas and components.
- 5** Select the type of rounding this rule should perform from the Type drop-down list.
 - Round Down - Any digits past the defined number of decimals will be truncated.
 - Round Up - The first digit past the defined number of decimals will be rounded up if it is greater than or equal to the rounding digit.
 - Round Floor - A positive number will be rounded up and a negative number will be rounded down using the round up and round down rules.
 - Round Ceiling - A positive number will be rounded down and a negative number rounded up using the round up and round down rules.
 - Do Not Round - no rounding will occur and the number of decimals set will be ignored.
- 6** Enter a description of the rule in the Description field.
- 7** The description should completely describe the rule's function.
- 8** In the Round to Decimal field, select the number of decimal places to which values will be rounded.
- 9** For example, selecting "2" rounds values to two decimal places. Selecting "0" rounds values to the nearest whole number and drops all digits that follow the decimal.

- 10** In the Rounding Digit field, select the number that determines whether values will be rounded up or down.
- 11** The standard rounding digit is usually "5", meaning values are rounded up if the last digit of a value is 5 or larger, and rounded down if that last digit is 4 or lower. You may select any digit (1-9) as the rounding digit.
- 12** Click Finish to complete the rounding rule.

19 The Service Manager

Siebel Incentive Compensation Management's Service Manager acts as the central console for starting all processing services. All import and export processes are launched through this interface, along with crediting and calculation functions. The Service Manager also allows users to review services that are in progress or that have already been run, as well as view error logs and trace logs for each service in each period. Not all aspects of the application can be imported and must be manually configured. For entities that do not appear in the import list below, see the chapters in this documentation for detailed instructions about setting up these entities.

The Service Manager can be opened by clicking Services on the Main Navigation bar, then clicking All Services.

Services should generally be run in the following order:

- Import Cost Centers

This will import the cost centers that can be associated with organizations and employees.

- Import Organizations

This will import organization data for the current period. This process may also update the organization hierarchy.

- Import Territories

This will import territory data for the current period. This process may also update the Territory hierarchy.

- Import Jobs

This imports all job codes that will be associated with the employee participants.

- Import Salary Grades

This imports all salary grades that will be associated with the employee participants.

- Import Employees

This imports new employee records and updates existing records, based on data in an external import file. The association of job codes to employees requires that the job codes exist in the system; thus, this import service should be run after the import job code service.

- Import Locations

This imports the locations that can be associated with the customers.

- Import Customers

This imports new customer records and updates existing records, based on data in an external import file.

■ Import Channel Partners

This imports new channel partner records and updates existing records, based on data in an external import file.

■ Import Products

This imports new products and updates existing product records. This process may also update the product hierarchy.

■ Import Rule Sets

This imports required credit rule sets, associated credit rules, and distributions for each credit rule.

■ Import Transactions

This imports sales transactions into the system. This service is only necessary if you are going to use credit rules to generate credits based on transactions. If you are importing credits directly into the system, do not run this service.

■ Import Goals

This process imports goal record data from an external file. This service may be skipped if your plans do not require goal data for calculating payout results.

■ Import Expressions– Matrix, Step, Threshold

This process will import the required matrix calcs, step calcs, and/or threshold calcs that will be referenced in formulas used to calculate payouts.

■ Import Formulas

This process will import all required formula components and variables. The association of a component requires that the component exist in the system, thus, this import service should be run after the import component service.

■ Import Plans

This process will import plans that will be used to calculate final payout amounts for participants. The association of formulas to plans requires that the formulas exist in the system, thus, this import service should be run after the import formula service.

■ Import Credits

This process imports credit record data from an external file. This service is only necessary if you are not using credit rules to generate credits from transactions. If you are using transactions and credit rules, skip this service.

■ Import Exchange Rates

This imports new currency exchange rates for the current period, if your company uses multiple currencies.

■ Sales Crediting Service

The Crediting services processes transactions through credit rules to generate credit records for participant. If you do not use credit rules to generate credit records, skip this step.

■ Rollup Service

This service rolls up credit data from lower organization or territory levels to higher levels, according to the rollup settings defined for each measure. If no rollups have been specified for any measures, skip this service.

■ Cumulate Service

This service cumulates all credit data according to the cumulation settings specified for each measure. If cumulation settings have not been specified for any measures, skip this service.

■ Plan Eligibility

Matches participants to plans according to plan eligibility rules.

■ Plan Calculation

This service must be run for all plans, regardless of what types of plans are being processed. This service performs the following tasks:

For each participant in a particular plan, runs the calculation formulas specified for that plan.

■ Plan Summary Calculation

Summarizes calculation formula results into payout amounts, including any automatic adjustments such as draws or caps.

■ Close Period

This service should be run only after all prior processes have been successfully run and payout results have been verified and approved. The Close Period service will close out the period by updating each participant's balance records, deleting temporary data tables, and archiving the period's data for future reference.

■ Update Analytics

This service transfers data from the main transactional database to the analytics database. This allows the analytics functions to access data for the current period without referring directly to the main database.

Launching Services

Use the following procedure to launch services.

To launch services

- 1** Click Services on the Main Navigation bar, then click the service you wish to run.
- 2** Note that import services associated with a particular function of the application will also appear in the function specific menu. For example, Import Credits can be found on the Performance menu.
- 3** The service selected from the Services menu will display in the Service Type drop-down list.
- 4** Select the level of logging performed on this service from the Log Level drop-down list.

- 5 The log level determines the amount of information on processing and errors that is displayed in the trace log. The hierarchy of settings from the least amount of information to the most amount of information is listed below:
 - Default – This is the default setting for all services. Provides error messages when errors occur and processing times when no errors are present.
 - Fatal – Provides severe error messages and processing times.
 - Error – Provides all error messages and processing times. Use this setting when reporting issues to Siebel Technical Support.
 - Warn – Provides all error messages, warning messages, and processing times.
 - Info – Provides all error messages, warning messages, information messages and processing times.
 - Debug – Provides all the information from all other settings as well as step-by-step processing information. Use this setting only at the direction of Siebel Technical Support.
- 6 In the Abort section you may specify the error tolerance for the service. This determines how many errors the system can report before the process automatically stops. You may set the service to stop after a certain number of errors of a specific type and/or after a certain number of fatal errors.
 - For a specific type of error:
 - ☐ Select the first After check box.
 - ☐ Enter a number in the adjoining field. This may be a pure number, such as 150, or you may enter a percent value (if so, click the adjoining drop-down list and select the % symbol). If you enter a percentage value, this tells the system what percentage of the total records being processed may have errors before the system stops the process.
 - ☐ In the Error(s) of Type drop-down list, select the desired type of error you want to trap.
 - For fatal errors:
 - ☐ Select the second After check box.
 - ☐ Enter a number in the adjoining field. This may be a pure number or you may enter a percent value (if so, click the adjoining drop-down list and select the % symbol). If you enter a percentage value, this tells the system what percentage of the total records being processed may encounter fatal errors before the system stops the process.

In general, you should allow for a fairly high error tolerance for any type of error other than fatal errors. If you set the tolerance too low, you may end up interrupting the process too frequently for minor problems and delay your processing tasks. On the other hand, if you allow for too high an error tolerance or do not specify any Abort parameters, you may end up allowing a process to run for too long or until the end before you discover the problems. If this happens, you will have to rerun the process after fixing the errors and again delay your period processing.

For fatal errors, you may want to set the error tolerance fairly low. A few fatal errors may indicate relatively isolated problems with specific records, but more fatal errors than this generally indicates serious problems with internal records or with external data files.
- 7 In the Display Latest Service Run Information section select the period for which you want to see service run information.

- 8 Click the Launch Service button.
- 9 If you have chosen one of the import services, you will be prompted to enter the name and location of the import file.
- 10 To review a service while it is processing, click the View Processing Status button.

Reviewing Services

The Services section lists both services that are currently running and services that have already been run. This section lists services by type and allows you to review all services of that type that have been run in this period or in prior periods.

To review services

- 1 Locate the service you need to review in the Service Type column.
- 2 In the Logs column, select one of the following:
 - **Error** – This will display any error logs for the service for the chosen period.
 - **Trace** – This displays the trace logs, which detail how records were processed in this service and whether or not the service was successful.
- 3 You may print logs after reviewing them by right-clicking, and selecting Print. Close the log screen to return to the Service Manager screen.

Calendar Year Status

Over time, it is important to check the status of each working period in the calendar year. Regularly, comp analysts or administrators may be working in several different periods at the same time. To check the status of each working period, select the Calendar Year Status link in the upper right corner of the service manager.

Correcting Errors

The preferred method for correcting service errors is to fix the source of the problem and then run the service again. We rarely recommend directly modifying any service results or import records.

For example, suppose the *Employee Import* service runs into dozens or hundreds of errors during the import process. Rather than try to correct these problems manually (through an XML editor), the best course of action is to correct the problems in the system that generated the import file (whatever HR or other personnel system is the source of employee records). Usually for import files this involves filling in missing data or correcting erroneous data. Once this has been done, the import file should be regenerated and then the *Employee Import* service rerun within Siebel Incentive Compensation Management.

As another example, suppose that you have just run the *Sales Crediting Service* and that process generated several errors. It is possible to examine each credit record that generated an error and correct those problems manually. The best remedy, however, is to modify the source of the problems, in this case the transactions that generated the faulty credits. Once these problems are fixed, rerun the crediting service again.

20 Adjusting Transactions

At any time during a processing period you may make adjustments to transaction data. In general, original transaction header and line data that have been imported into the system should not be directly modified. Doing so will destroy the audit trail between external accounting and invoicing systems and Siebel Incentive Compensation Management. Any changes to original transaction data will usually be taken care of through the import processes, and thus no direct modifications should be necessary. Most adjustments should be made by adjusting, returning, or canceling transaction lines.

Adjusting Transaction Headers

A transaction's header may be adjusted to correct erroneous information and modify the header participants. The original header data should not be modified directly, as this destroys the original data and makes reconciliation with the transaction records in other systems difficult.

Transaction header data can only be adjusted if the transaction header has not been canceled. The previous version of the transaction is not stored in the Siebel Incentive Compensation Management system. The transaction date and the transaction type may not be adjusted.

To adjust a transaction

- 1** Click Transactions on the Main Navigation bar, then click Transactions.
- 2** Use the Search screen to locate the transaction you want to adjust, then click the View icon to open it.
- 3** In the View screen, click the Adjust Header button.
- 4** Modify any or all data fields as necessary for the header.
- 5** The only data fields you cannot modify are the transaction number and the transaction type.
- 6** Click Next to continue.
- 7** To modify header participant data:
 - Click the Edit icon for the desired participant.
 - You may change the participant's Split percentage value. You cannot modify the participant ID, participant type, or participant rank through the Edit screen, but you may delete participants from the transaction (see step 7 below).
 - Click Save.
- 8** To delete a header participant, click the appropriate Delete icon, then click the Delete button to confirm the change.
- 9** Click Finish to complete the adjustment.

Adding Transaction Lines

New transaction lines can be added to a transaction at any time. Normally, the transaction import service will add new lines automatically when they are available, but they can also be added manually. You may, of course, only add lines to transactions that have not been canceled.

The new transaction lines will be credited and processed within the current period, or within future periods if the line's events do not match credit rule event eligibility criteria in the current period.

To add transaction lines

- 1** Click Transactions on the Main Navigation bar, then click Transactions.
- 2** Use the Search screen to locate the transaction you want to adjust, then click the View icon to open it.
- 3** In the View screen for the transaction header, click the Add Line button.
- 4** In the Line Number field, enter a number to identify this line.
- 5** If line types have been defined, choose the appropriate type in the Line Type drop-down list.
- 6** Enter the transaction line's date in the Line Date field.
- 7** This typically is the date the transaction line is entered into the system.
- 8** You may enter or search for a Product Code and a Measure Code for this line.
- 9** You may enter a description of this line in the Description field.
- 10** Click Next to continue.
- 11** You may add line participants to the transaction.
- 12** Participants that are listed in the header are assumed to be the relevant participants for each line in the transaction, unless participants are specified for those lines.
 - Click the Add Participant button.
 - In the Rank field, assign a numerical rank to the participant.
 - This rank is referenced by many credit rules to determine which participant gets credit according to distribution settings. Ranks must be larger than 0.
 - In the Participant Type field, choose the appropriate type of participant (employee, channel partner, or customer).
 - In the Participant ID field, enter or search for the specific participant's code.
 - You may enter a Split percentage.
 - This percentage reflects the participant's "share" in the transaction. It is not used in credit rules or calculation formulas unless those rules and formulas explicitly reference it.
 - Click Add.

- 13** In the Line Details section, enter data as appropriate for each field.

The labels and related data for each of these fields is customized according to the needs of your company. Entering values in these fields is optional, but in general they should always be filled in with relevant data.

- 14** Click Finish to complete the line.

Adjusting Transaction Lines

An adjustment line modifies the data or values on an original transaction line. Adjustment entries may modify any field on a line that has been set up as adjustable, as well as change the participants associated with the line. Transaction line dates cannot be adjusted.

When an adjustment is made, the system first copies the data from the original line to the new adjustment line. It then cancels the original line and its events (see *Canceling Line Events* below) and opens the new line. Fields that cannot be adjusted will not be open for editing, but any fields that can be changed will appear as text fields or drop-downs.

The new adjustment line is credited and processed in the current period, or in a future period if its events do not meet the event eligibility criteria of any credit rule sets in the current period. Any credits generated for the original line in the current period will be deleted. Any credits for the original line from prior periods will be reversed, and the payout adjustments resulting from the reversed credits will be made within the current processing period.

To adjust transaction lines

- 1** Click Transactions on the Main Navigation bar, then click Transactions.
- 2** Use the Search screen to locate the transaction you want to adjust, then click the View icon to open it.
- 3** In the View screen for the transaction header, under Transaction Lines, click the View icon for the desired transaction line.
- 4** Click the Adjust Line button.
- 5** Enter the Adjustment Date.
- 6** The line number of the adjustment line will be the same as the original line that it modifies. The adjustment line will be marked on any View screens as an adjustment to the original.
- 7** Enter a description or reason for the adjustment in the Adjustment Comments field.
- 8** Make any adjustments necessary in the transaction line's data fields.
- 9** In addition to changing numeric data field values, you may change the values in other fields as appropriate.
- 10** Click Next to continue.
- 11** To modify line participant data:
 - Click the Edit icon for the desired participant.

- You may change the participant's Split percentage values. You cannot modify the participant rank, participant ID or participant type.
- Click Save.

12 To delete a line participant, click the appropriate Delete icon, then click the Delete button to confirm the change.

13 Click Save to complete the adjustment.

Returning Transaction Lines

A return line is a special type of adjustment that indicates the product sold on the original line is being returned; either before or after payment on the product has been made. Transaction lines can only be returned if they have not previously been canceled or returned. They can only be used to change certain data values on the original line, and cannot be used to change any of the original line's participants.

When a return is made, the system first copies the data from the original line to the new return line. It then cancels the original line and its events (see *Canceling Line Events* below) and opens the new line. Fields that can be returned will usually already have negating entries made, based on the original values of the originating line; by default, the system assumes that all items sold on a line are being returned. These fields can be altered manually to indicate fewer returned items.

The new return line is credited and processed in the current period, or in a future period if its events do not meet the event eligibility criteria of any credit rule sets in the current period. Any credits generated for the original line in the current period will be deleted. Any credits for the original line from prior periods will be reversed, and the payout adjustments resulting from the reversed credits will be made within the current processing period.

To return a transaction line

- 1** Click Transactions on the Main Navigation bar, then click Transactions.
- 2** Use the Search screen to locate the transaction you want to adjust, then click that transaction's ID to open it.
- 3** In the View screen for the transaction header, under Transaction Lines, click the View icon for the desired transaction line.
- 4** Click the Return Line button.
- 5** Enter the Adjustment Date.
- 6** The line number of the return line will be the same as the original line that it modifies. The return line will be marked on any View screens as an adjustment to the original.
- 7** Enter a description or reason for the return in the Adjustment Comments field.
- 8** Make any adjustments necessary in the transaction line's data fields.
- 9** Any data fields that have been set up as returnable will already have reversing entries made for them. You can change these values, or modify other data fields that did not receive automatic entries.

- 10** Click Save to complete the return line.

Canceling Transaction Lines

A cancellation line is also a special type of adjustment. It indicates that the original transaction is being considered to have never actually occurred, or that a transaction is being canceled before it can be processed. Creating a cancellation line automatically makes appropriate adjustment entries to cancel the original line.

A transaction line can only be canceled if the line has not previously been adjusted, returned, or canceled.

When a line is canceled, the system automatically cancels all line events that were created for that line. Consequently, the system must cancel or reverse any credits that were generated for those events. See ["To cancel a line event" on page 173](#) for specific details on this process.

To cancel transaction lines

- 1** Click Transactions on the Main Navigation bar, then click Transactions.
- 2** Use the Search screen to locate the transaction you want to adjust, then click the View icon to open it.
- 3** In the View screen for the transaction header, under Transaction Lines, click the View icon for the desired transaction line.
- 4** Click the Cancel Line button.
- 5** Enter the Adjustment Date.
- 6** The line number of the cancel line will be the same as the original line that it modifies. The cancel line will be marked on any View screens as an adjustment to the original.
- 7** Enter a description or reason for the cancellation in the Adjustment Comments field.
- 8** Click the Cancel Line button to complete the cancel line.

You may click Do Not Cancel if you wish to undo the cancellation process.

Canceling Transactions

Entire transactions may also be canceled. Canceling a transaction automatically enters cancel lines for every line in the transaction. Consequently, the system cancels every line event for every line of the transaction (for more information, see ["To cancel a line event" on page 173](#)) which may require that the system deletes existing credit records or automatically creates reversing credit entries.

Lines within the transaction may have already been adjusted, returned, or canceled; this will not prevent the entire transaction from being canceled, as each adjustment or return line will also be canceled in the process.

To cancel a transaction

- 1 Click Transactions on the Main Navigation bar, then click Transactions.
- 2 Use the Search screen to locate the transaction you want to cancel, then click the View icon to open it.
- 3 In the View screen for the transaction header, click the Cancel Transaction button.
- 4 Enter the Adjustment Date.
- 5 Enter a description or reason for the cancellation in the Adjustment Comments field.
- 6 Click the Cancel Transaction button to complete the process.

You may click Do Not Cancel if you wish to undo the cancellation process.

Adding Line Events

Frequently it will be necessary to add new events to existing transaction lines. Events may only be added to a line if:

- The line has not been canceled or returned.
- The new event has not already been added to the line.

Credits for the new line event will be generated in the current period or in future periods if the event does not meet the event eligibility criteria of any rule sets. New events cannot be credited and processed as if they were entered in a prior period.

To add a line event

- 1 Click Transactions on the Main Navigation bar, then click Transactions.
- 2 Use the Search screen to locate the transaction you want to adjust, then click the View icon to open it.
- 3 In the View screen for the transaction header, under Transaction Lines, click the View icon for the desired transaction line.
- 4 Click the Add Event button.
- 5 Choose the event to be added in the Event Type drop-down list.
- 6 Enter the Event Date.
- 7 Click Save and Add Another to save the new event and add more events.
- 8 Click Save and Finish once you have added all necessary events.

Canceling Line Events

A line event can also be canceled. If a line event is canceled before credits have been generated for that event, then the cancellation has no other impact on the system. If the system has already generated credits for that event, and the credits were generated in the current (open) period, then the system will delete those credits. Any other services that were run after the crediting service will need to be rerun in order to correctly calculate payouts.

Line events may also be canceled for events that were credited in a prior (or closed) period. If this happens, the system will create a reversing credit to cancel the original credit. The reversing credit will apply to the current period, so that the resulting payout adjustment will also apply in the current period.

To cancel a line event

- 1** Click Transactions on the Main Navigation bar, then click Audit & Adjust.
- 2** Use the Search screen to locate the transaction you want to adjust, then click that transaction's ID to open it.
- 3** In the View screen for the transaction header, under Transaction Lines, click the View icon for the desired transaction line.
- 4** In the View screen for the line, for the appropriate event, click the Cancel Event button.
- 5** Enter the Adjustment Date and enter a reason for the cancellation in the Adjustment Comment field.
- 6** Click the Cancel button to enter the cancellation.

21 Adjusting Credits

Reviewing Credits

After the crediting process has been run, you may review the generated credits before continuing with other processes, or you may review them at any time after other processes have been run. You can search for credits by any of or all of the following criteria; participant, generation method, credit type, transaction, or by date range.

Generally, credits should always be reviewed after they have been generated or imported and before proceeding with other processing services. Reviewing credits for accuracy and consistency will help eliminate errors in other processes further down the line.

Use the following procedure to review credits.

To review credits

- 1** Click Performance on the Main Navigation bar, then click Credits.
- 2** Enter any or all of the following criteria in the Search screen:
 - Credit Recipient Type - Employee, Channel Partner, Organization, Territory, Region, Customer.
 - Credit Recipient ID – An individual participant’s, organization’s, or territory’s identifying code.
 - Recipient Name – Enter some or all of the participant’s first or last name, or the organization, territory or region name.
 - Measure Code - You may enter a measure code to view only credits for a particular measure.
 - Credit Type - Choose the type of credits you want to review.
 - **Base** – This shows the base (non-cumulated) credits for the participant, organization, territory, or region.
 - **Rollup** – This shows only the rollup credits for the participant, organization, territory, or region.
 - **Show All** – Displays both rollup and base credits for the participant, organization, territory, or region.
 - Generation Method – Select the method of generation for the credit you want to review.
 - **Show All** – This will display all credit types.
 - **Crediting or Rollup** – This will display credits that have been created by the Sales Crediting or Rollup services.
 - **Reversal of Credit in Open Period** – This will display credits that have been reversed in an open period.

- ❑ **Import** – This will display credits that were created through the credit import service.
 - ❑ **Manually Adjusted Import Credit** – This will display credits that were created through the credit import service and have been manually adjusted.
 - ❑ **Adjusted Import Credit** – This will display credits that have been created and adjusted by the credit import service.
 - ❑ **Manual** – This will display credits that were created manually through the Siebel Incentive Compensation Management user interface.
 - ❑ **Manually Adjusted Credit** – This will display credits that have been created manually through the Siebel Incentive Compensation Management user interface and have been manually adjusted through the Siebel Incentive Compensation Management user interface.
 - ❑ **Reversal of Credit in Closed Period** – This will display credits that have been reversed in a closed period.
- Transaction Number - You may enter a transaction code in the Transaction Number field if you want to review credits from a specific transaction for a particular participant. Note that you cannot review rollup credits on a per transaction basis.
 - Period Range - Choose an Effective Year and Period in both the From and To fields to review credits for a specified period of time.
- 3** Click the Search button when you have entered all the appropriate search parameters.
- 4** The Credits Found section will list all credit records that match your search criteria. To review a specific credit record, click that record's View icon.

Adjusting Credits

You can directly modify credit records that were created manually or that were imported directly into the system. You cannot directly modify any credit records that were generated from transaction records through the Crediting service.

Modifying Manual or Imported Credits

When modifying credit records, keep the following points in mind:

- You can only modify credit records that were manually entered or imported in an open period. Credit records from closed periods cannot be modified. If you need to modify a credit record from closed period:
 - Within the current period, enter a new credit record that mirrors the original credit record but reverses (negates) all the values in the original record.
 - Also in the current period, enter a new credit record to replace the original credit record.
 - Run all subsequent processing services as normal. The reversing credit record will end up creating a negative payout adjustment, while the new credit record will be processed like any other credit record. The net result will be a positive or negative payout adjustment that accurately reflects the credit adjustment.

- Modifying credit records directly will destroy the original record's values. If records were imported into the system, you will lose a clear audit trail between the original records and the current records in the system. In this case, it is recommended that the credit records be modified in the system that generated the records originally, and that the credit records subsequently be reimported into Siebel Incentive Compensation Management.

Modifying System Generated Credits

Although you cannot directly modify credit records that were generated from transaction records, you can instead make adjustments to the transaction and its detail lines. The system will automatically create the necessary credit adjustment records to reflect the adjusted transaction when the Sales Crediting Service is run again.

If necessary, you can also manually enter credit adjustment records to simulate directly adjusting or reversing credits generated from transactions. To do this:

- Manually enter a new credit record that mirrors the generated credit record, but that reverses (negates) all values of the original credit record.
- Create another new credit record that contains all of the original data from the original credit record, except for those data fields that need to be adjusted. For these fields, enter the modified values instead of the original values. You can also change credit recipients this way.
- Run the Plan Calculation services as normal. The reversing credit record will cancel out the original credit record, and the participant will end up receiving payouts only on the adjusted credit record.

22 Calculation and Payout Results

Reviewing Calculation Results

After the plan calculation service has been completed, you may review the calculated results of each formula. Results may be reviewed by plan, formula, incentive type, participant type, participant, and transaction. To view results, click Plans on the Main Navigation bar, then select Calculated Results. You may then use the Search screen to locate the specific results you want to view.

Note that calculated results cannot be adjusted or otherwise modified. If you find that there are errors in the calculated results, you must run sales crediting and the plan calculation services after making any other adjustments in the system as needed. For example, if you find that a formula used the wrong matrix in calculating payout results, you must both edit the matrix or the formula and then run the plan calculation service again to recalculate all payout results.

Reviewing Summarized Payouts

In addition to reviewing calculation results, you may also review the summarized payouts calculated for each participant. These summarized results take into account all automatic payout adjustments, such as draws or caps.

Adjusting Payouts

Payouts may be adjusted manually through hw. Payouts can only be adjusted for open periods. Once a period is closed and participant balances have been updated, payouts for that period cannot be altered.

Manually adjusting payouts should only be done if the adjustment is not a result of a change to transactions records, credit records, or any element of an incentive plan, such as a modified calculation formula. Manual payout adjustments should be reserved for special cases, such as when an employee has been given a cash advance and must pay back the advance with money earned from the incentive plan.

Normally, if transactions are adjusted or canceled in the current period, the system will automatically generate the appropriate adjusting credit record entries. Once these adjustments have been made, simply run or rerun the Plan Calculation service to recalculate and resummarize payout amounts. Transaction adjustments that affect credits from prior periods will automatically enter adjusting or reversing credit records within the current period, and those records will automatically be included in the Plan Calculation service for the current period.

Use the following procedure to manually adjust a payout record.

To manually adjust a payout record

- 1** Click Payout on the Main Navigation bar, then select the type of payout and the type of participant you want to review payouts for.
- 2** Use the Search screen to locate the payout record you need to adjust.
- 3** Once you have found the appropriate record, click that record's View icon.
- 4** Click the Adjust button.
- 5** Under Type, select either Increase or Decrease.
- 6** This dictates whether the adjustment adds to or subtracts from the participant's net payout amount.
- 7** In the Amount field, enter the amount of the adjustment.
- 8** Adjustments should always be entered as positive amounts. The Type chosen in the previous step will determine whether the adjustment is positive or negative.
- 9** Choose a reason code for the adjustment in the Reason Code field.
- 10** Click Save to complete the payout adjustment.

23 Process History

Versioning and Effective Dating

The Process History uses Siebel Incentive Compensation Management's powerful versioning and effective dating model to accurately display the state of each entity at the time it was created, processed, or adjusted. The Process History is invoked when an entity is accessed from a link within a related entity. For example: When a generated credit is viewed and the associated Measure is accessed from the link on the credit record, the measure is displayed, as it existed in the period the credit was processed. Alternately, if that same measure is accessed from the menu bar (Performance/Measures) the measure will be displayed as it is today.

Process History Rules

- 1 Process History is invoked when navigating from a generated entity to any of its related entities. (From a Credit to the associated Measure).
- 2 Process History is exited when selecting an entity from the main navigation bar. (Performance/Measures)
- 3 The effectiveDate and auditDate used by the Process History is defined in [Table 19](#).

Table 19. Process History effectiveDate and auditDate

Entity	effectiveDate	auditDate
Credits	Period begin date	Transaction date
Cumulated Credits	Cumulated credit's period begin date	Cumulated credit's transaction date
Goals	Period begin date	Activation date
Cumulated Goals	Cumulated goal's period begin date	Cumulated goal's transaction date
Calculated Results	Period begin date	Transaction date
Payouts	Period begin date	Transaction date

NOTE: Note: effectiveDate is the period begin date of the entity. auditDate is the effective date for a particular version of the entity.

- 4 Process History is indicated in the user interface when the Working Period calendar icon is replaced by a Working Period notification.

Process History Example

Measure A is created in period 8 and used to process credits for this period.

In period 10, Measure A is adjusted and is used to process credits for future periods.

In period 11, the credit generated in period 8 is accessed and the Measure A link is selected. The version of Measure A displayed is that of period 8 when the credit was generated.

In period 11, Measure A is accessed directly from the main navigation bar (Performance/Measures). The version of Measure A displayed is that of the current period reflecting the adjustment made in period 10.

24 Dashboards

Dashboards give users quick access to reports or statements that immediately concern them. Four preconfigured dashboards are provided as a standard part of the system.

Accessing Dashboards

Clicking a Dashboard link on the Main Navigation bar always opens the user's default dashboard page. The specific dashboard that a user sees depends on the security privileges that have been granted to the user for the analytics database. The four generic classes of users, for reporting purposes, are:

- **Executive** – The executive's dashboard gives the user a world-wide overview of performance for the whole corporation. The user may review overall performance on a per measure basis for the entire corporation, then drill-down into specific regions and branches to review performance details for participants in those regions.
- **Manager** – The manager's dashboard gives the user an overview of performance for a specific region or territory. The user can review performance and payout records for any participant within that particular area, but not for other branches.
- **Administrator** – The administrator's dashboard allows plan administrators to review the performance and payout records for any participant within an operating unit or enterprise unit.
- **Participant** – The user gets an overview of his or her own performance and payout records to date, but cannot see such records for any other participant.

Users cannot change their dashboard type manually. Only the system administrators can alter a user's access privileges for reports and dashboards.

Dashboard Navigation

Although all four dashboards display different reports, the controls for using and navigating the reports are similar. The example shown will likely be very different from the dashboards you and other users will see.

At the top of the dashboard are buttons that allow you to see different aspects of the dashboard such as your home page, published reports, and plan. If you access the system as a manager or administrator, you may see additional features.

- **Home** - The dashboard home page is designed for your ease of use. The Home link displays a default report or set of reports designed for a category of users such as administrators, managers, participants, and executives. The very first screen shown in any Dashboard report is usually a high-level, general overview. Users can drill down into more specific views by clicking a particular link or button on the dashboard. In some cases, drilling down into more specific report layers will require generating detailed reports rather than generic overviews. When this happens, the system will prompt the user to enter specific parameters for generating that report, usually the start and end periods of the report. Once all parameters are specified, clicking the Run Query button will generate the report. To generate the same report using different parameters, click the Refresh button at the top of the screen. This will take you back to the Prompts screen, where you can enter the new parameters and get a different report.
- **Reports** - The reports link provides a list of available reports. Access to reports is maintained in the configuration files, as described in *Siebel Incentive Compensation Management Configuration Guide*. The reports screen is divided into three sections:
 - List Types - Displays the types of reports available such as Corporate reports and saved ad-hoc reports.
 - Categories - Displays predefined groups of reports such as customer reports, performance reports, and organizations reports.
 - Documents - Displays the associated reports in the category selected in the categories section of the screen.

Each report in the list most likely has been customized for your implementation. Reports can be published to all user or assigned to a specific group of users such as administrators. To update these reports select the Refresh button at the top of the report. The system will prompt you to enter specific parameters for generating that report, usually the start and end periods of the report. Once all parameters are specified, clicking the Run Query button will generate the report.

- **Plans** - The plans section of the dashboard allows you to view the plans you are eligible for as a participant. This feature is only available if your incentive plan administrator has assigned you the privilege to view this information.

25 Modeling

Siebel Incentive Compensation Management Modeling allows you to look at the impact of incentive plan changes on goal attainment, expenses versus budget and individual payouts. You can incorporate historical, production and forecast data, run multiple “what if” scenarios and simulate real-world performance. Easy-to-use data visualization tools let you see the big picture, drill down on specific plans, teams or people, and map your incentive pay investment against projected sales results. When you have achieved the optimal ratios, Siebel Incentive Compensation Management Modeling allows you to automatically migrate plan data back into the production environment for ongoing management and execution.

To effectively use Siebel Incentive Compensation Management Modeling you must have detailed business knowledge of the current plans and Siebel Incentive Compensation Management configuration as well as knowledge of the goals and objectives triggering changes being made to these plans.

The steps of the modeling process that will be detailed in this module are as follows:

- Export an existing operating unit and all its associated data for a specific working period.
- Create a “Scenario” or modeling environment including the calendar for this scenario.
- Import the operating unit data into the new scenario.
- Import the supporting base data for this operating unit such as participants, products, organizations, and transaction data.
- Make the necessary adjustments to the plans, formulas and components.
- Run your crediting and plan calculation services for the updated plans.
- Compare your new payout information to historical data or other scenario data.
- Edit your scenario as necessary.
- Export your updated configuration.
- Import the updated configuration into the appropriate working period in the production environment.

Exporting Existing Operating Unit Data

Existing operating unit data will become the seed data for your scenarios in modeling. Siebel Incentive Compensation Management provides an export utility that groups all the available data from a specific operating unit, in a specific working period, into a set of individual export/import XML files. The Export Set is placed in the following default location:

```
<INSTALLATION_ROOT>\jboss-3.0.3_tomcat-4.1.12>\migration\exportsets
```

EXAMPLE:

C:\SiebelICM-753\jboss-3.03_tomcat-4.1.12\migration\exportsets\OU1\16\1051108681009.

The entities that are exported with the operating unit are:

- Extended attributes
- Profiles
- Templates
- Organizations
- Organization hierarchy
- Products
- Product hierarchy
- Measures
- Employee participants
- Custom fields
- Frequency groups
- Draw/cap profiles
- Plan type
- Incentive types
- Transaction types
- Transaction line types
- Transaction event types
- Cost center
- Channel segment
- Rate group
- Job code
- Rounding rule
- Payroll system
- Location
- Salary grade
- Credit rule sets
- Step calculations
- Matrix calculations
- Threshold calculations
- Formulas

■ Plans

To export your existing operating unit data

- 1** Change the working period to the period you want to export for your operating unit.
- 2** Click Services on the Main Navigation bar, then click All Services.
- 3** Select Operating Unit Export from the Service Type drop-down list.
- 4** Enter a description of the export in the Comment field.
- 5** Select a logging level from the Log Level drop-down list.
- 6** Click Launch Service.
- 7** Select Refresh in the Export section of the service manager screen to check the status of the export.

Create a Scenario and Scenario Calendar

Before you can import the Operating Unit seed data into your modeling environment, you must create a scenario in which to put the seed data and a calendar for that scenario. A scenario is simply a “sandbox” or separate area in which you can work. Creating different scenarios allows you to import the same data and create multiple variations of a single plan. The period in which you create your scenario will be the beginning period for all modeling changes. When your scenario is created, all previous periods will be closed.

To create a scenario

- 1** Click Modeling on the Main Navigation bar, then click Scenarios.
- 2** Click New Scenario.
- 3** Enter a code for this scenario in the Scenario Code field.
NOTE: This field is limited to 15 characters and must be unique for each scenario. Scenario Codes are held in the database for historical purposes even after the scenario is deleted from the user interface.
- 4** Enter a budget for this scenario that will be used for reporting purposes in the Budget field.
- 5** Enter a description of this scenario in the Description field.
- 6** Click Next. Note that you have now entered the modeling environment and the screen will change to blue.
- 7** Enter a code for the calendar year in the Code field.
- 8** Choose one of the following:
 - **Standard Calendar Year** – Select this if the year will follow a regular 365 or 366 day standard calendar, and all of the periods and segments in the year will be regular. Continue with step 5 under Standard Calendar Years.

- **Custom Calendar Year** – Select this if the year does not follow a standard 365/366 day pattern and/or if you need to set up custom periods or segments. Continue with step 10 under Custom Calendar Years.

Standard Calendar Years

Use the following procedure to create standard calendar years.

To create standard calendar years

- 1** Select a Start Date for the calendar by choosing a month and year to begin the calendar.
The first date of the calendar will be the first day of the chosen month.
- 2** Under Period Segment Type, choose your calendar's period type.
This choice will also determine how many periods are contained in the calendar year.
- 3** Click Next to continue.
The calendar display shows each Relative Period number, its Absolute Period identity, and the associated date ranges with each period. You may modify the Start Date of any period except the first, and the End Date of any period except the last. Note that the end date of a period must always be one day prior to the start date of the next period.
- 4** Click the Next button to continue.
The Segments screen shows the different segments that have been automatically created for your calendar. For regular calendars, the chosen period type is automatically considered a segment. Any segments that are longer than the period segment type will be automatically generated by the system. You may click Save again if your calendar does not require custom segment types to be set up, and skip the remaining steps. Continue with step 15 to create custom segments.
- 5** If custom segment types have already been defined in other calendar years, you may choose that segment type under Custom Segment Types, then click the Add button.
- 6** To create a new segment type for this calendar:
 - Select New Custom Segment Type.
 - In the Segments Per Year field, enter the total number of periods that will appear in the calendar year.
 - Enter an identifying code for this segment in the Segment Type Code field.
 - Click Next. This will return you to the Segments screen. Under Custom Segment Types, select your new segment type and click the Add button.After clicking the Add button, the system will automatically try to fit the chosen segment type into the calendar year and distribute periods to each segment.
- 7** The Define Segments section displays the number of segments for this segment type, and the calendar periods that will be associated with those segments. You may change the First Period for any segment except the first, and the Last Period for any segment except the first.

- 8 Click the Save button to complete adding the segment to the calendar.
- 9 Click Next to complete the calendar.
- 10 Click Next.
- 11 Select the period range that this scenario will encompass by selecting the calendar year and period in both the From and To fields.
- 12 Click Done to complete the calendar creation process.

NOTE: A calendar must be created for each scenario before you can import the operating unit seed data.

Custom Calendar Years

Use the following procedure to create custom calendar years.

To create custom calendar years

- 1 Select a Start Date for the calendar by choosing a month, date, and year to begin the calendar.
- 2 Select the calendar's End Date by choosing the last date, month, and year of the calendar.
- 3 Under Period Segment Type, you may select any existing custom segment type to define the number of periods in the custom year.
- 4 If no custom segments have previously been defined for other calendar years, you may only select *New Custom Segment Type* to define the calendar's segments. Follow this procedure:
 - Click Next to proceed.
 - In the Segments Per Year field, enter the total number of periods that will appear in the calendar year.
 - Enter an identifying code for this segment in the Segment Type Code field.
 - Click Next. This will return you to the first calendar screen in step 9 above. You must then redo steps 10 through 12 to set up the custom calendar, although you may now choose the correct Periods Per Year.
- 5 Click Next to continue.
- 6 The calendar display shows each Relative Period number, its Absolute Period identity, and the associated date ranges with each period. Note that Siebel Incentive Compensation Management automatically tries to calculate an even distribution of days amongst the chosen number of periods.
- 7 You may modify the Start Date of any period except the first, and the End Date of any period except the last. Note that the end date of a period must always be one day prior to the start date of the next period.
- 8 Click the Next button to complete the calendar year and continue with custom segment definition.
- 9 In the Custom Segment Types field, select an existing custom segment type code, then click Add.

10 If you need to add a new segment type:

- Select New Custom Segment Type.
- In the Segments Per Year field, enter the total number of periods that will appear in the calendar year.
- Enter an identifying code for this segment in the Segment Type Code field.
- Click Save. This will return you to the calendar screen for step 14. You may now add the custom segment type.

11 The Define Segments section displays the number of segments for this segment type, and the calendar periods that will be associated with those segments. You may change the First Period for any segment except the first, and the Last Period for any segment except the first.

12 Click Save to add the segment type.

13 Click Next to complete the calendar.

14 Click Next.

15 Select the period range that this scenario will encompass by selecting the calendar year and period in both the From and To fields.

16 Click Done to complete the calendar creation process.

NOTE: A calendar must be created for each scenario before you can import the operating unit seed data.

Import the Operating Unit Seed Data

Once you have created the scenario and setup the calendar, you can import the operating unit seed data.

To do import the operating unit seed data

- 1** Click Modeling on the Main Navigation bar, then click Scenarios.
- 2** Click the Enter Scenario button to the left of the scenario you want to open.
- 3** Click Services on the Main Navigation bar, then click All Services.
- 4** Select Operating Unit Import from the Service Type drop-down list.
- 5** Click the search button to select the operating unit you want to import into this scenario.
- 6** Click Launch Service.
- 7** Click the Refresh button in the Import section of the screen to verify that the import has completed successfully.
- 8** Click Modeling on the Main Navigation bar, then click Scenarios.
- 9** Click the Enter Scenario button to the left of your scenario to verify that your operating unit information is available.

Import the Supporting Base Data

At this point your scenario is not yet complete. The supporting base data such as products, organizations, territories, and participants need to be imported or entered into the system. Assuming that you have utilized the import utilities for these objects in your production environment, you can simply import these objects by re-using your production import files.

Adjusting the Configuration

The objective of Siebel Incentive Compensation Management Modeling is to adjust plans, formulas, and credit rules to meet specific or strategic organization goals. The steps you will take to make these changes are the same steps that you use when initially configuring or updating your configuration in your production environment. For detailed instructions on performing these adjustments see the table of contents for links to specific instructions.

Services

The service manager functionality for modeling mirrors that of production. Once you have made the necessary adjustments to your credit rules, formulas, and plans, you should run all appropriate services for this scenario including:

- Imports
- Sales Crediting
- Rollup
- Cumulation
- Plan Eligibility
- Plan Calculation
- Plan Summary
- Update Analytics

Once these services have completed successfully, you can review your plan adjustments in the Modeling Dashboard.

Reset Scenario Service

The Reset Scenario Service is an additional service available only in Siebel Incentive Compensation Management Modeling. This service purges all calculated data created by running services, resets all service run information in the service manager, and reopens all closed periods in the scenario. Additionally, the scenario working period is set to the initial working period in which you created the scenario. Transaction data is left intact, as well as any participant data that was imported into the scenario. You would use this service when you want to reset your scenario while not having to create a new scenario and re-import your seed data.

Planning Dashboard

The Planning Dashboard resembles all other dashboards available in Siebel Incentive Compensation Management, however, there are some Modeling specific traits associated with this dashboard. When creating the scenario, you were able to select an option that brought all your standard reports into the modeling scenario. In addition to these standard reports, Siebel Incentive Compensation Management provides a scenario comparison feature that allows you to summarize scenario information for several scenarios and display this information on a single screen. To configure the planning dashboard for your specific configuration, see *Siebel Incentive Compensation Management Configuration Guide*, Chapter 19, Customizing Dashboards.

To access the modeling dashboard

- 1 Click the Planning tab from any screen in a modeling scenario.
- 2 At the top of the planning dashboard, several links are provided.
 - **Scenario** – This link will graphically display key features of the scenario you are currently working in.
 - **ScenarioComparison** – This link provides access to all available scenarios and allows you to select which scenarios you want to compare against each other. Once you have selected the scenarios, a report is generated to show the key features of each scenario.
 - **Reports** – This link will display all your standard reports imported from your production environment as well as any additional reports you have created and published for this scenario.
- 3 Click the Scenario Comparison link.
- 4 Click the check boxes next to the scenarios you wish to compare.

Exporting Updated Configurations

Once you have completed the configuration changes in the modeling environment, reviewed your plan changes in the Modeling Dashboard, made any additional changes as necessary, you are now ready to export your updated configuration information out of the modeling environment. The export process is similar to the import process as described above.

To export your scenario

- 1 Click Services on the Main Navigation bar, then click All Services.
- 2 Select Operating Unit Export from the Service Type drop-down list.
- 3 Enter a description or comment about this export in the Comment field.
- 4 Click Launch Service.
- 5 Click the Refresh button in the Export section of the screen to verify that the import has completed successfully.
- 6 Click Exit Scenario at the top of the screen.

Import Updated Configuration Data

Use the following procedure to import the updated configuration.

To import the updated configuration:

- 1** Change the working period to the period you want to import the updated configuration information into.
- 2** Click Services on the Main Navigation bar, then click All Services.
- 3** Select Operating Unit Import from the Service Type drop-down list.
- 4** Click the search button to select the operating unit you want to import into this scenario.
- 5** Click Launch Service.
- 6** Click the Refresh button in the Import section of the screen to verify that the import has completed successfully.
- 7** Review your revised configuration as necessary.

26 Workflow

Siebel Incentive Compensation Management provides dispute resolution for use by participants and approvers. Dispute Resolution allows participants to submit details in writing about a payout that they disagree with. These details are attached to the payout and are forwarded to an approver. The participant has visibility to the status of the dispute through the workflow details screen. Approvers have the following actions available to them:

- Request additional information on the dispute
- Approve the dispute and pass it to another approver
- Reject the dispute and make no changes to the payout

Workflow privileges must be assigned to users in the system. Each operating unit must have a user assigned to both the Approver 1 role and the Approver 2 role.

The participant role should have access to the participant dashboard and the privilege of Payouts:Review.

The privileges associated with the Approver roles are assigned automatically.

Assigning Workflow Privileges

Use the following procedure to assign workflow privileges.

To assign the workflow privileges to a user

- 1** Identify the participants who should be users.
- 2** Click Company on the Main Navigation bar, then click Users.
- 3** Click New User.
- 4** Select the radio button next to Participant User.
- 5** Select Employee from the Type drop-down list.
- 6** Enter the participant id in the Participant ID field or search for the participant by clicking the Search button.
- 7** Click Next to continue.
- 8** Enter the user's User Name.

This is a unique identifier for the user. The user name may contain any combination of letters and numbers, but may not contain spaces (use the underscore _ instead) or any non-alphanumeric characters.

- 9 Enter the user's password in the Password field, then re-enter the password in the Retype Password field.

Like the user name, the user's password may contain only alphanumeric characters or the underscore character, and may not contain spaces. Also, the password must be at least six characters long and contain both numbers and letters.

- 10 Verify that the new user's Status is set to *Active*.

Any users that are put on *Inactive* status will not be able to access the system.

- 11 Click Next to continue.

- 12 Assign the Participant role to this user by selecting the role's name in the Add Roles drop-down list, then clicking the Add Role button.

- 13 Repeat this step if you want to assign more than one role to this user.

- 14 Click the Finish button to save the user and review the record.

- 15 Repeat steps 1-13 for the Approver1 role and the Approver 2 role.

Accessing and Disputing Payouts

Each participant assigned to the participant role will have access to the participant dashboard. The participant dashboard will display reports and payout information to the participants depending on the privileges assigned. The Participant Dashboard also provides a separate area for payouts & disputes.

To dispute a payout

- 1 Log into the application and access the Participants dashboard.
- 2 Click the Payouts and Disputes link at the top of the screen.
- 3 Click the payout you want to dispute.
- 4 Click the Dispute this Payout link at the bottom of the screen.
- 5 Enter the detail regarding this dispute in the Dispute Information field.
- 6 Click Submit.

The Workflow Details will display the current location and status of the dispute.

Taking Approval Action on a Dispute

Once the dispute has been submitted, the approver will have access to the information through the Workflow Inbox.

- 1 Access the application as an approver.
- 2 Click Workflow on the Main Navigation bar, then click Workflow Inbox.

The Workflow Inbox is divided into three sections:

- ❑ **Requiring Attention** – This section will display new and existing workflows that require action from you.
- ❑ **Your Workflows** – This section will display disputes that you have submitted.
- ❑ **Recently Completed** – This section will display the last three workflow disputes that you have completed.

3 Click View Details in the Details column to view the dispute.

4 In the Actions section, select the action you want to take on this dispute.

NOTE: It is important to put comments in the Comments field for each action taken on a dispute.

5 Click Submit.

The Visual Diagram will display the current status of the dispute in all views of the dispute.

The dispute can be moved between approvers and participants until it is either Approved or Rejected. Once this action has occurred, the dispute is only available for reference purposes.

A

Glossary

Active

The status of any record in Siebel Incentive Compensation Management that is currently available and usable in an incentive plan. See also *Inactive*.

Adjustment

1. A modification made to an original transaction record or credit record to correct data on the original. 2. A modification made to a summarized payout amount to either increase or decrease the payout amount, such as a draw or a cap.

Aggregate

See Cumulate.

Aggregate Operator

A mathematical function assigned to a custom field that determines how performance data will be cumulated, if the measure that uses that custom field requires cumulations to be calculated.

Alias

An arbitrary name assigned to a context variable for reference within a calculation formula or a summary formula.

Attribute

Any specific bit of data associated with a record, such as an employee's code in an employee record.

Balance

See Draw Balance.

Calculation

Any process performed during the Plan Calculation service that performs any kind of numeric or conditional computation on input data.

Calculation Formula

A formula used to calculate payout results for a specific part of an incentive plan. See also Formula, Summary Formula.

Calculation Result

The final numeric result value of a calculation formula for an individual participant.

Calendar

A series of related and consecutive calendar years.

Calendar Year

One fiscal year of an incentive plan within Siebel Incentive Compensation Management. A calendar year is comprised of one or more periods, and these periods may be grouped into segments.

Cancel

1. An action that cancels the creation or modification of a record. 2. A specific type of adjustment that completely reverses a transaction, transaction line, or transaction line event.

Cap

A limit placed on an employee or on all employees within a plan that determines that maximum incentive payout an employee can earn in any period.

Carry-Forward

A specific type of cap in which amounts that exceed the cap in one period are carried over to the next period and may be paid out in that period.

Ceiling

A limit placed on a draw that determines the maximum amount that an employee may receive solely through draw adjustments.

Channel Partner

A type of participant. A channel partner is usually any business or other third party with which the company has a partnership and through which the company sells products or services.

Child

A term for any organization in a hierarchy that reports to an organization at a higher level, or for any product in a hierarchy that is a sub-product or sub-category of a higher level product. The organization or product at the higher level is called the "parent" of the lower level organization or product.

Closed

A term for a transaction line event that has been credited and for which payouts have been generated, and that has been marked as "closed" by the Close Period service based on this criteria. See also Open.

Code

A unique string of letters and/or numbers that identifies a record within the Siebel Incentive Compensation Management database.

Component

One specific calculation step within a calculation or summary formula. The result of one component may be fed into a later component or it may be the end result of that formula.

Condition

A component of a rule that tests one attribute or custom field of a record against a specific value or against another attribute of a record. If the test is successful the condition's result is "true," and if the test fails then the condition's result is "false."

Condition Template

A type of template used to build the selection conditions used in credit rules or plan rules.

Context Attribute

An object that represents a specific data field and that may be referenced in a credit rule or a formula. The context attribute specifically refers to one data field associated with a particular type of data record, such as an employee record.

Credit

A performance data record that tracks actual results for participants or organizations.

Credit Rule

A set of conditions that select specific transaction line event records and generate credit records according to distribution settings.

Credit Rule Set

A set of credit rules that are related in how they select and credit transactions. Transaction lines must match the rule set's header and line profile settings and its event eligibility criteria in order to be passed into the set's credit rules.

Cumulate

The process of summarizing performance data for a calendar segment. The summarization may involve adding data records together, finding an average value amongst data records, and so on.

Cumulation

A setting associated with a measure that determines how performance data will be cumulated. A cumulation setting includes a frequency group, which selects a particular calendar segment type, and a data group, which selects the relevant periods' data within the chosen segment type.

Custom Field

Customized data fields that appear on credit, goal, transaction header, and transaction line records. Custom fields build profiles, which in turn determine how these records are structured.

Customer

1. A type of participant in an incentive plan, usually a business or individual that purchases products/services from the company and receives incentives for continued business. 2. A business or individual to which salespeople sell products/services.

Dashboard

The primary screen that users and participants see when they log in to Siebel Incentive Compensation Management; the Dashboard is customized for specific types of users and provides them quick access to crucial performance data and overviews.

Data Group

A cumulation setting that determines which periods within a chosen frequency group are relevant for the purposes of that cumulation.

Detail Line

See Transaction Line.

Distribution

The part of a credit rule that determines how participants and organizations will receive credit for a transaction. The distribution references a recipient template to determine who receives the credit and also specifies how transaction record data is to be transferred to credit records.

Draw

A financial arrangement between an employee and the company in which the company gives the employee an advance on anticipated future earnings, which usually must be repaid at a specified time.

Draw Balance

The total amount in draw adjustments that an employee has received over any number of periods, and which must be repaid to the company at a specific time.

Draw Ceiling

The maximum amount that an employee can earn in draw adjustments over the course of the calendar year.

Earned Credit

The amount of credit earned for a transaction line based on a rule set's event eligibility criteria; this amount of credit may be further modified for specific distributions.

Employee

A type of participant that works for the company and receives at least part of his/her total payout from an incentive plan.

Enterprise Unit

The highest level unit in Siebel Incentive Compensation Management that encompasses the entire company, its subsidiaries or holding companies, and its various departments, regions, branches, and so on.

ERP

Enterprise Resource Planning.

Event

A specific incident in the history of a transaction line. Events are significant because they usually indicate that the transaction is eligible for crediting to participants or organizations.

Event Eligibility

A part of a credit rule set that checks a transaction line's events and allows only those line events that have not been closed to be passed into the set's credit rules.

Event Type

A generic type of event that may apply to any transaction line.

Export

The process of extracting payout data from the Siebel Incentive Compensation Management database and copying the data to an XML file that can be later imported into any payroll or HRMS system.

Extended Attribute

Customized data fields that are set up to extend the data that can be recorded for specific types of data records.

Formula

A set of components that, when processed in order, determine payout results. Formulas make use of performance data and any data that can be referenced through context attributes; this data is processed through each of the formula's components. There are two types of formulas, Calculation Formulas and Summary Formulas.

Frequency Group

A cumulation setting that chooses a specific calendar segment and allows performance data to be cumulated throughout the periods encompassed by those segments. See also Data Group.

Goal

A performance data record that tracks target performance objectives for participants or organizations.

Header

See Transaction Header.

Header Participant

A participant listed on a transaction header. Recipient templates often refer to header participants to determine credit distributions.

Hierarchy

A structure that orders organizations or products according to specific levels and relates lower level organizations or products to higher level organizations or products.

Hierarchy Level

A ranking assigned to an organization or product that determines its place relative to other organizations or products within a hierarchy.

If-Then-Else

A calculation component that tests a specified condition and executes a particular calculation if that condition is true, otherwise it executes a different calculation if the condition is false.

Import

The process of extracting data records from an XML file and copying those records to the relevant Siebel Incentive Compensation Management database tables. The XML file is generated by an external software system.

Inactive

The status of any record in Siebel Incentive Compensation Management that is no longer available and that cannot be referenced in any incentive plan. Inactive records cannot be viewed or modified. See also Active.

Interpolation

A calculation method used only in step calculations to determine a result value. Interpolation involves locating an input value within a specific range of values, then locating the result value at that same location within a specific range of result values.

JavaScript

A scripting language used to get data from specified sources, perform calculations or conditional tests on that data, and execute specific actions based on the calculated results.

Job

An attribute of employee records that indicates the employee's function or role within the company. Jobs are frequently used in plan rules to determine plan eligibility.

Job History

The complete record of job functions that an employee has held during his or her employment with the company. Jobs within a job history may be used in determining plan eligibility.

Label

The text attached to a specific field within the user interface; this text describes what data is found in that field or that should be entered in that field. Labels may be customized.

Levels

See Hierarchy Levels.

Line

See Transaction Line.

Line Event

See Transaction Line Event.

Line Participant

A participant listed on a transaction line. Recipient templates often refer to a line participant or the list of line participants to determine credit distributions.

Line Type

See Transaction Line Type.

Locale

A record that indicates where a user lives or works and the language that user works with.

Matrix

A type of calculation component set up as a table of rows and columns; when used in a formula, the formula uses specific data to look up a row and column and locate the result value where that row and column intersect.

Measure

An object used to track specific types or categories of performance. Measures are associated with every goal and credit record in Siebel Incentive Compensation Management and determine how those records will be cumulated and/or rolled up through the organization.

Open

A term for any transaction line event that has not been “closed” by the Close Period service, meaning that credits and payouts based on that line event have not been finalized.

Open Balance

A specific type of data group in which the performance data from all periods within a frequency group, except the current period’s data, are cumulated.

Operating Unit

The second highest type of unit in Siebel Incentive Compensation Management, usually representing a subsidiary, branch, or other division within the extended enterprise.

Organization

Any division, branch, region, or other department within the company. Organizations in Siebel Incentive Compensation Management usually correspond to the organization units within the company’s organization structure.

Parent

A term for any organization in a hierarchy to which other organizations report, or any product in a hierarchy that acts as a higher level category for other products or sub-categories of products. The organizations or products that “report to” the parent are called “child” products or organizations.

Participant

A term for any employee, channel partner, or customer that receives payouts from an incentive plan.

Pay When

A setting in credit rules and formulas that determines when a participant will actually receive payouts from a credit record. This setting may indicate immediate payout or it may indicate that payout is to be delayed until a specified period or until a certain number of periods have passed.

Payout

A generic term for actual rewards given to participants, usually in the form of cash but payouts may also be given as prizes, stock options, and so on.

Performance Data

A general term for credit records and goal records, which track actual performance and target performance objectives.

Period

A division of a calendar year that defines the beginning and end of one plan processing cycle.

Plan

A Siebel Incentive Compensation Management plan corresponds to a specific incentive plan used by the company. The plan consists of a plan rule, a set of calculation formulas that are executed for participants that match the plan rule, and summarization instructions for determining final payouts based on the calculation formula results.

Plan Rule

A set of conditions that determine which participants are eligible to be paid out according to the specific plan.

Product Measure

Any measure that is associated with a product. A product's measure is often referenced by a credit rule distribution; this assigns the product's measure to the generated credit records.

Product Rate

See Rate.

Profile

A specific set of custom fields that is used to build specific performance and transaction records. Profiles are referenced by transaction types and by measures.

Rate

The commission percentage paid to a sales person or other employee. Specific rates are set up for each product and associated with a rate group.

Rate Group

An attribute that determines which product rate will apply to a particular employee. Rate groups are either assigned directly to employees or they may be assigned indirectly through the employee's assigned job code.

Recipient

Any participant or organization that receives credit from a transaction, according to the distribution settings of credit rules.

Recipient Template

A type of template used to select the participants and/or organizations that will receive credit from a credit rule distribution.

Recovery

The process of retrieving draw balance amounts from an employee, generally by reducing that employee's incentive payout.

Recovery Guarantee

An amount that limits how much of an employee's draw balance may be recovered in any period. The system cannot recover amounts that would reduce the employee's payout below this guaranteed amount.

Return

A specific type of transaction adjustment that reverses specific numeric fields on a transaction line to indicate that the product sold was returned.

Role

A set of privileges that specify which parts of the Siebel Incentive Compensation Management system a user may access and whether the user may create and edit certain types of records or only search for and view such records. Every user is assigned one or more roles.

Rolling Balance

A type of data group that cumulates performance data from the current period and the past x periods, where x is determined by the chosen frequency group.

Rollup

A setting associated with a measure that determines how performance data is rolled up, or copied, from lower level organizations to higher level organizations.

Root Element

The top-most organization or product in a hierarchy to which all other organizations or products report to, either directly or indirectly.

Rounding Rule

A rule assigned to a formula or formula component that dictates how that formula's or component's result should be rounded, if rounding is necessary.

Rule

A general term for credit rules and plan rules. A rule consists of one or more conditions.

Rule Set

See Credit Rule Set.

Segment

A division of a calendar year that encompasses one or more periods. Segments are always longer in length than a period. Performance data is usually cumulated across the periods within a segment, and in some plans payouts are not made until the end of a segment.

Service

A general term for any of the processing functions of Siebel Incentive Compensation Management, including import and export, crediting, plan calculation, and period closing.

SFA

Sales Force Automation.

Step Calculation

A type of calculation component similar to a one-column matrix, with the additional ability to interpolate the result value based on the input value, add multiple result values for the same input value, and perform additional calculations on the result value(s).

Summarization

The process of adding or otherwise summarizing the results of a plan's calculation formulas for the purpose of generating a final payout result for plan participants.

Summary Formula

A formula that specifies how calculation formula results are to be combined to generate final payouts to participants.

Template

A script function written in JavaScript that builds either a selection condition or a credit recipient group. See Condition Template, Recipient Template.

Threshold

A calculation component used mainly in sales commission plans that determines commission rates for individual transactions based on the employee's cumulative sales for the period or calendar segment.

To Date

A type of data group that cumulates performance data for all periods within a segment up through the current processing period.

Transaction

A data record that represents any kind of action, such as a sale or contract signing, that contributes to a participant's performance record. A transaction consists of a header and one or more detail lines.

Transaction Event Type

See Event Type.

Transaction Header

The portion of a transaction record that records data pertinent to all of the transaction's detail lines, such as the transaction type, the transaction's customer, and specific participants.

Transaction Line

The portion of a transaction record that records specific sales data for one part of that transaction, such as a specific product sold, sales amounts, and specific participants.

Transaction Line Event

An event assigned to a transaction line to indicate that event has occurred for that line.

Transaction Line Type

A category assigned to a transaction line, referenced primarily in credit rule conditions.

Transaction Type

A category assigned to a transaction that determines the transaction's header profile and line profile.

Type

See Transaction Event Type, Transaction Line Type, Transaction Type.

Unit

A general term for enterprise units and operating units.

User

Any individual that is authorized to access data within Siebel Incentive Compensation Management. The level of access that a user is permitted is determined by the role or roles assigned to the user.

Variable

See Context Attribute.

Working Period

The period in which a user is viewing or modifying records. This may correspond to the current processing period or to a prior period.

XML

Short for Extended Markup Language, a scripting language that allows programmers to define their own HTML properties and attributes. XML is frequently used to format data records so that data can be transmitted between different applications, especially Web-based applications.

Index

A

- Absolute Period** 188
- Accessing and Disputing Payouts** 196
- Adjusting the Configuration for Modeling** 191
- Adjustments**
 - Credits 176
 - Payouts 179
- Approving Disputes** 196
- Assigning Workflow Privileges** 195

C

- Calculation Formulas**
 - Components 127
- Canceling Lines** 171
- Caps**
 - Carry forward 35, 64
 - Defined 64
- Channel Partners**
 - Definition 36
 - Setup 36
- Channel Segments** 47
- Components** 127
 - Defining 134
- Copying Records** 27
- Cost Centers** 45
- Create a Modeling Calendar** 187
- Create a Modeling Scenario** 187
- Credit Rule Sets**
 - Attachments 109
 - Copy 110
 - Definition 107
 - Setup 108
- Credit Rules**
 - Conditions 107
 - Copy 114
 - Distributions 107, 112
 - Processing 107
 - Setup 111
- Crediting** 99, 100
- Credits**
 - Adjusting 176
 - Generation of 77, 107, 111
 - in Calculation Formulas 133
- Cumulated Performance** 75, 81
 - Data groups 82
 - Frequency groups 82

Setup 81, 96

Customers

- Definition 38
- Setup 38

D

Dashboard

- Navigation 183

Data Groups

82

Dispute Resolution

195

Draws

- Adjustable 33
- Balance 59
- Ceiling 33, 59
- Employee setup 33, 35
- Fixed 33
- Forgivability 34, 122
- Recovering balances 34
- Recovery Guarantee 34, 60, 122

E

Employees

- as Users 32
- Definition 31
- Job history 35
- Setup 32

Event Types

100

Events

- Adding 172
- and Credit Rule Sets 107, 109, 111
- Closed 101
- Open 101
- relation to Credit Rule Sets 101

Exporting Modeling Data

185

Exporting Updated Scenarios

192

F

Formulas

- Attachments 131
- Copy 131
- Summary 120
- Where Used 132

Frequency Groups

82

G

Goals

- Cumulated 75
- Definition 75
- in Calculation Formulas 133
- Organization 76
- Participant 75

H

- Headers** 100
 - Creating 103
 - Participants 103, 104

Hierarchies

- Parents 72

Hierarchies

- and Organizations 49
- and Products 72
- Children 50, 56, 72
- Parents 50, 56
- Root Elements 50, 72
- Root elements 56
- Setup for Organizations 50
- Setup for Products 72
- Setup for Territories 56

I

- If-Then-Else Components** 135
- Import Updated Configuration for Modeling** 193
- Importing Base Data for Modeling** 191
- Importing Operating Unit Data for Modeling Scenario** 190
- Interpolation** 149

J

- Job History** 35
- Jobs**
 - Definition 43
 - Employee setup 33
 - relation to Rate Groups 43

L

- Launching Services** 163
- Levels**
 - and Organizations 49
- Lines** 100
 - Adding 104
 - Creating manually 104
- Locale**
 - Switching 22
- Locations** 46

M

- Main Navigation Bar** 22

- Math Components** 134

- Matrix Calculations** 143
 - Copy 146
 - Creating 144
 - Defining in Formulas 137
 - Three-Dimensional 144
 - Where Used 146

Measures

- Definition 81
- relation to Profiles 81
- Setup 95

Modeling

- Adjusting Configurations 191
- Create Scenario and Calendar 187
- Custom Calendar 189
- Definition 185
- Exporting Existing Data 185
- Exporting Updated Configurations 192
- Import Updated Configurations 193
- Importing Base Data 191
- Importing Operating Unit Data 190
- Running Services 191
- Standard Calendar 188

O

Organizations

- definition of 49
- Employee setup 33
- Hierarchies 49

P

- Participant Snapshot** 41

Participants

- Definition 31
- Employees 31
- relation to Plans 31, 117

Password

- Changing 22
- Logging In 21

Pay Eligibility

- Employees 32

- Pay When** 111, 113

Payouts

- Adjusting 179
- Reviewing 179

- Payroll Systems** 46

- Employee setup 32

Performance

- and Organizations 49
- Cumulated 75

Plans

- and Calculation Formulas 127
- and Participants 117

- Attachments 123
- Conditions 117
- Copy 123
- Definition 117
- Eligibility Rules 119
- Quick Calculation 124
- Relation to Formulas 119
- relation to Formulas 117
- Setup 118
- Summarization options 118, 119

Products

- and Measure Types 70
- Assigning Rate Groups 70
- Hierarchies 72
- relation to Measures 69
- relation to Rate Groups 69
- Types 69

Profiles 109

- and Credit Rule Sets 110

R

Rate Groups

- Definition 71
- relation to jobs 43
- Setup 72

Rates 71

Relative Period 188

Returning Lines 170

Rollups 94

- Setup 96

Running Services for Modeling Scenarios 191

S

Salary Grades 44

Scenario 187

Services

- Launching 163
- Reviewing 165

Status

- Active vs. Inactive 25
- Employee records 33

Step Calculations 149

- Copy 152
- Creating 150
- Defining in Formulas 138

- Where Used 152

Summary Formulas 120

T

Threshold Calculations 155

- Copy 157
- Creating 156
- Defining in Formulas 138
- Where Used 158

Transactions

- Adding Events 172
- Adding Lines 168
- Adjusting 167, 169
- and Crediting 99
- Canceling Lines 171
- Creating manually 102
- Crediting 107
- Definition 99
- Event types 100
- Events 100
- Events Processing 101
- Generation of 99
- Headers 100, 103
- Lines 100, 104
- Returns 170

Transactions

- and Crediting 100

U

Users

- Employees as 32

V

Variables 132

Versioning

- Process History 181

W

Workflow

- Accessing Payouts 196
- Approvals 196
- Privileges 195
- Workflow 195

Working Period 28

- Changing 29

