## Updating and Resetting Commissions on an Order

## **Updating Commission Calculations**

Commission calculations are updated on the server at set intervals, according to your automation schedule preferences (http://aace5.knowledgeowl.com/help/configuring-automation-schedules). Typically, the Update Commissions process runs every 30 minutes during business hours. However, you can manually update an order's commissions at the order's detail view: click Admin Actions ( 📩 ) > Update Commissions.

## **Resetting Commissions on an Existing Order**

Commissions are applied when the order is created. If you have made changes that would affect commissions (e.g. updating line item code (LIC) commission settings, assigning a different sales rep, etc), those changes apply automatically only to new orders. They are not automatically applied retroactively to existing orders; instead, you must manually reset the commissions:

- 1. At the desired order, click Edit. Note: If the order is already closed, in the detail view menu bar, click Actions > Open Order.
- 2. Make any needed changes (e.g. specify the correct Sales Rep), then click Save.
- 3. Click the Admin Actions ( 🚵 ) > Reset Commissions.

Note: You may need to scroll down in the list of Admin Actions. This reset brings in any changes to the commission setup for all LICs in the order.

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4. If you manually re-opened the order, click **Actions** > **Close Order**.

After the order is closed, you can <u>generate a commissions statement for that sales rep</u> (https://aace5.knowledgeowl.com/help/previewing-and-generating-commission-statements), showing the commission information for the modified order.

## **Resetting Commissions on Multiple Orders**

If several existing orders need to be updated, first make any needed changes to each order, then reset the commissions calculations for the batch:

- At the Order Management list view, use the <u>Quick Search (http://aace5.knowledgeowl.com/help/using-the-quick-search-bar)</u> bar to display the orders that need commissions updated. Note: You can also update all orders that include certain LICs by navigating to Menu > Order Management > Details > Order Items.
- 2. Click Admin Actions ( 🔅 ) > Reset Commission Logic for Items in List.

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3. At the confirmation dialog, type **CONTINUE** and click **Reset**.