

Sales Commissions and Spiv's

Overview

NCompass Advanced Retail can track and calculate sales commission, this can be based on a percentage of the sale value, or a percentage of the profit on a sale, you can also add Spivs to products

NCompass will calculate the total commission and Spiv's for any given period, point of commission is when the sale is invoiced.

There is a configuration to claw back commission if a sale is cancelled, by default the commission will not be taken back if the sale is older than 90 days

Note: Commission is not earned on sundry item sales

Configuration

CONFIG: 'Refund Commission for Refunds Up to Days' Default 90days

CONFIG: 'Default Commission Multiplier for Product' Default x 1

CONFIG: 'Apply Spiv's to Discounted Items ' Default No

CONFIG: 'Include Margin Support in Commission Calculation' Default No

Setting up Salesperson Commission

Administration > Salesperson / Engineers > Edit

Salesperson / Engineer Administration

Salespeople / Engineers

Salesperson Engineer

Group:

Carrier Type:

Ben Barter
Carrier 24 Hour Service
Carrier 48 Hour Service
Customer Collection
Customer Taken
David Pinder
Delivery Van 1 - SOUTH
Delivery Van 2 - SOUTH
Delivery Van 3 - NORTH
DPD Next Day
DPD Standard
Duncan Shaw
Jordan Lane
Rupert Woolger
Sam Newsome
Service Van 1 - SOUTH
Service Van 2 - NORTH
Website

Edit >
Create Using
Create New >
Delete

Print Label
Show GPS Location

Close Show Expired

Sales Person Details

Screen Name: David Pinder Print Name: David

Job Title / Carrier Service Level Description: DIRECTOR

Contact/Settings Salesperson Engineer Costings Carrier Costings Carrier Car

Commission

Sales - % of profit: 2.00 % of retail ex: 1.00

Agreements - % of monthly rate for:

New Rentals: 20.00 Rerents: 20.00
Maintenance: 20.00 Service Contracts: 20.00

Email this salesperson when stock arrives for their customers
 Text this salesperson when stock arrives for their customers

Refund authorisation to: 999999.99 Auth Password:

Max Discount %: 100.00

Minimum Markup

Fully-Tracked %:
 Count Only %:
 Non-Controlled %:
 Total Sale %:

Reduce SPIV with discount % limit: 10.00

Commission by renewal:

Expired To Do list Private

Cancel Save

On this screen you can set up the commissions for product sales and agreements

Product Sales

You can enter a percentage of the profit on the sale, calculated at the time the sale is invoiced, Or a percentage of the total of the sale

Reduce SPIV with discount % limit: 10.00

Commission by renewal:

This option will apply globally to all sales, it will reduce the amount of the spiv based on the percentage show here

Example

Item has a price of £1000.00 and a £10.00 spiv, the Spiv is earned when the item is sold at full price

If this option is set (along with config 'Apply Spiv's to Discounted Items'=yes) then

Item sold at full Price, Spiv would be £10

Item is sold at £950.00 (5% off) the spiv would be £5.00

Item sold at £900.00 or less, no spiv is earned

Agreements

You can also set the commission percentage for the first agreement payment (excludes HP which is handled by the sales commission)

Setting up Product commission

Product commission is automatically set with a default commission of X1

The screenshot shows the 'Product Details' window for a 'Standard Product'. The 'General' tab is active. The 'Commission Multiplier' field is highlighted with a red box and contains the value '1'. Other fields include Depreciation (Standard 60 months default), VAT Rate (T1 - Standard (Default)), Purc. Nom Acc (Inherited - Purchases: Stock), Stock Nom Acc (Inherited - Stock), Sale Nom Acc (Inherited - Sales), Commodity Code ([Not set]), Country of origin ([Not set]), Analysis (Stock), Cost Centre, Prices (Retail [1.00+]: 115.00), and a checkbox for 'Reduce SPIV with discount % limit'. The 'Standardise Case' checkbox is checked. Navigation buttons '<< Back' and 'Next >>' are visible, along with 'Save' and 'Cancel' buttons at the bottom right.

You can change the commission for any individual products for example, if you enter 2 in the commission multiplier or 2 the salesperson would get double commission, this can be useful for higher profit, lower value items, like connecting leads and accessories

Setting up the Spiv

On the product info > Financial > Retail Prices

The screenshot shows the 'Product Retail Pricing' window for 'AUDIO PRO 14205 Wireless 14205 Speaker - Grey'. It features a table of retail prices and a 'Price Settings' section. The 'SPIV' field in the 'Price Settings' section is highlighted with a red box, and the 'SPIV' column in the table is highlighted with a green box.

Retail Price	Category	Min Qty	From Date Time	To Date Time	Branch	SPIV
115.00	Retail	1	24/03/2025 00:00	31/12/9998 23:59		10.00
150.00	Retail	1	26/11/2025 00:00	31/12/9998 23:59		20.00

Price Settings

Trade: 71.90 Cost Price: 71.90

Mark-up: 33.29 % 23.94

Retail ex VAT: 95.83

Retail inc VAT: 115.00

VAT: 20.00 % 19.17

Margin: 24.98%

SPIV: 10.00

Spivs are connected to retail prices, this way if the preset price is not used the spiv is not earned, it also means you can have different preset prices with different spiv's

You can edit an existing price to add the spiv's or generate a new price with a spiv

Extended warranty Spiv's

Extended warranty sales are not included in the normal commission system, but you can have spiv's

Administration > Extended Warranties > Templates

Extended Warranties - Administration

Extended Warranty Template Details

Name: Washing Machine <500 1YM
Company: Domestic and General

	Labour (months)	Parts	Retail Price Inc	Cost Price Ex	SPIV	Reference
Type 1:	1	1	5.69	0.0000	10.00	SMZ
Type 2:	60	60	229	0.0000	0.0000	SMZ
Type 3:	0	0	0.0000	0.0000	0.0000	
Type 4:	0	0	0.0000	0.0000	0.0000	
Type 5:	0	0	0.0000	0.0000	0.0000	

VAT Rate: T1 - Standard (Default)
Warranty Provider: Domestic and General
Max days from purchase: 0
 Warranty provided in-house
Product Category: AW
Retail price up to: 499
Mant Warranty (months): 12

Enter the Total durations with the scheme - e.g. 24 months means you are purchasing an extra 12 months on top of the standard 12 months. Expired

Durations include Manufacturers Guarantee

Changes made to an Extended Warranty will update all products using that Extended Warranty.

Cancel Save

Reducing Spiv's

If you do not want to set the 'Reduce Spiv with Percentage Discount' on a salesperson level, you can do it at product level

Product Details

Standard Product

EPI+PIM Not Linked Link ...

General Stock Control Financial Warranty Rental EPI Labels Ordering Web Associated Products Kits/Bundles Notes Quotations Change Tracking

Depreciation: Standard 60 months default +

VAT Rate: T1 - Standard (Default) + Block Override

Purc. Nom Acc: Inherited - Purchases: Stock +

Stock Nom Acc: Inherited - Stock +

Sale Nom Acc: Inherited - Sales +

Commodity Code: [Not set] +

Country of origin: [Not set] +

Analysis: Stock +

Cost Centre:

Prices: Retail [1.00+]: 115.00 +

Cost Prices... Select Suppliers and Cost Prices

Retail Prices... Set selling prices for this Product

Commission Multiplier: 1

Prompt for Cost Price

Reduce SPIV with discount % limit: 10

<< Back Next >>

Standardise Case

Save Cancel

Commission examples

A sale of £100 with a £30 Profit, Commission is set to 1% turnover, Commission = £1

A sale of £100 with a £30 Profit, Commission is set to 1% Profit, Commission = 30p

If both options set commission is combined at £1.30

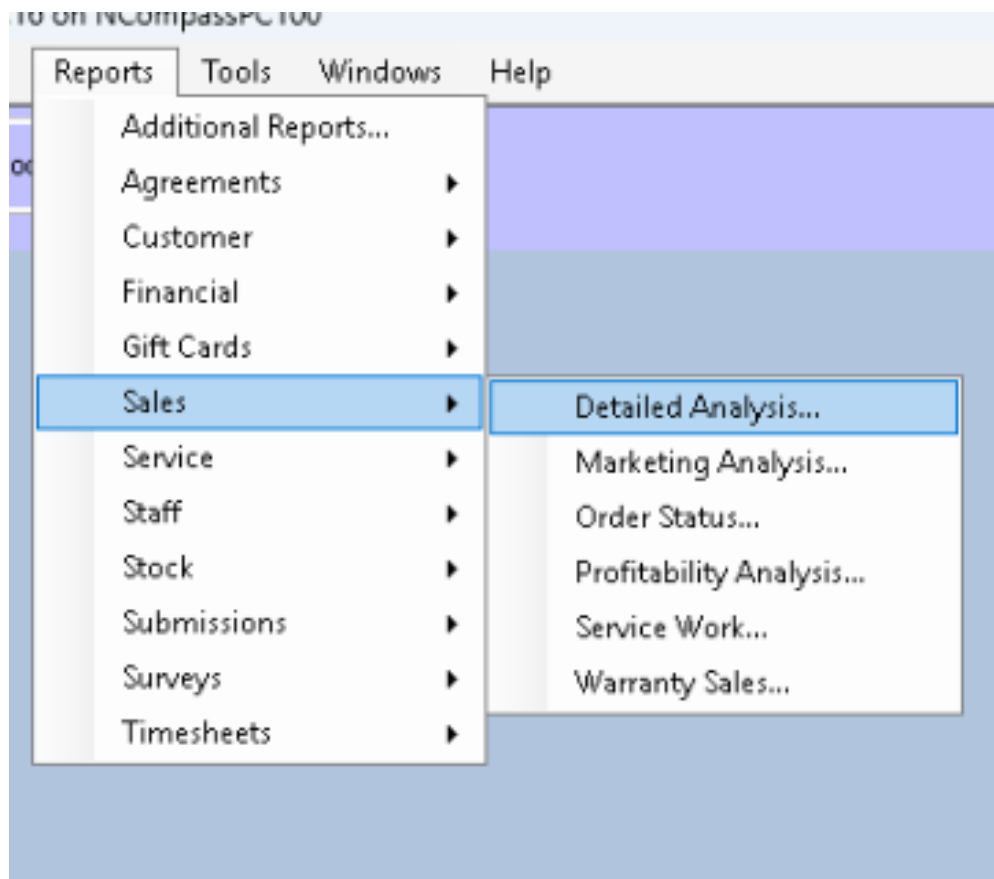
Spiv Examples

A sale of £100 with a £10 spiv, not discounted = full spiv earned and commission if set

A sale of £100 with a £10 spiv, sold at £95 with a 10% spiv limit, sold with a 5% discount which is half the 10% spiv so only £5 spiv earned, and commission if set

A sale of £100 with a £10 spiv, sold at £97.50 with a 10% spiv limit, sold with a 2.5% discount, £7.50 Spiv earned, and commission if set

Reporting



Customer Branch:

Cash / Non-Cash: Cash Customers Non-Cash Customers

Cost Centre:

Customer:

Category:

Date: Dated on or after: and on or before:

Department: Include children

Discount Reason:

Manufacturer:

Marketing Source:

Model Number:

Product: <Please select a Product>

Product Grade:

Item Grade:

Salesperson:

Supplier:

Report against: Orders Order Bank Invoices (recommended) Turnover

Report for: Sales and Parts Sales Only Parts Only

New Sales Second-hand No cost price if on order

Styles

'Summary by salesperson for commission on Product Sales'

'Detailed by salesperson for commission on Product Sales'

The normal filters such as date range, branch etc can be applied

Reports > Sales Warranty Sales

Agreements ▶

Customer ▶

Financial ▶

Gift Cards ▶

Sales ▶

Service ▶

Staff ▶

Stock ▶

Submissions ▶

Surveys ▶

Timesheets ▶

Detailed Analysis...

Marketing Analysis...


Order Status...

Profitability Analysis...

Service Work...

Warranty Sales...

Invoices
 Orders

 Print

Report Filter

Branch:

Customer Category:

Date: Dated on or after: and on or before:

Inhouse/External: In-house External

Salesperson:

Warranty Provider:

Created 2026-01-08 14:41:27 UTC by David Pinder
Updated 2026-01-08 14:48:15 UTC by David Pinder