



Rux Software (Open Door Technology Inc.)	mario@ruxsoftware.com
	December 29, 2025
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1. Commission Management Overview

Commission Matrix

The core of the app where rules are defined based on various criteria such as salesperson, customer group, state/country, dimensions, item categories/posting groups and more. This matrix determines the who/what/when of commissions. You can have unlimited rules applied to each sales document line, allowing you unlimited combinations of commissions in each line. Each rule contains:

- **Business Fields:** Fields on the sales document header such as salesperson, state/country, customer/bus. posting group can be defined.
- **Product Fields:** Fields on the sales document line such as No., item category, prod. posting group can be defined.
- **Calculation:** Fields on the rule can define start and end dates for the rule, as well as min/max amounts for tiered commissions. Rules can also be grouped to include in the min/max amount calculation. Also, each rule you can define basis of commissions (revenue, adjusted revenue, profit, adjusted profit)
- **Pay To/When:** This allows you to indicate if the pay to will be an employee or vendor, and if the commission is payable on invoicing or payment receipt from the customer.
- **Sales Teams:** The ability to split commissions on a single document between multiple people on a team with user defined percentage splits.
- **Sales Groups:** The ability to help with creating Commission Tiers without having to have a single rule for each salesperson. Each salesperson can be assigned to one sales group.
- **Manual Commission Entries:** The ability to create one off commissions entries that are not generated from a rule above.

Commission Journals

For each sales document line, the app can create unlimited commission journals based on the commission matrix rules. Those commission journals are dynamically created/updated as data on the sales document/line are updated. Commission Journals can then be manually added/overridden with permissions. They then become the basis for our Pending Commission reports and analytics.

Commission Ledgers

Upon posting a sales document, the app generates commission ledger entries for each commission journal,



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similar to other ledger entries in Business Central. This includes remaining amount on the ledger (to be paid).

Auto Calculation

As sales document details are updated, the app automatically recalculates the pending (or expected) commission amount on the working/open document.

Commission Payment Journal

Like other ledger entries in Business Central, each commission ledger uses remaining amount to track what has been paid. The Commission Payment Journal (like vendor payment journals) allows you to pay employees or vendors for commissions. Commission Payment Journals are generated, reviewed/updated, and then posted like you would for vendor Payments. Pay-to an employee will generate employee ledger entry (for payroll processing) and pay-to a vendor will generate a vendor invoice to be processed through normal AP.

Line Level Calculations

In order to expand the Commissions functionality, we have brought the Salesperson Code field down to the line level. This field will default from the header, but is able to be edited at the line level in order to have different salespeople tagged within a single Sales Order or Sales Invoice and can be defined at the line level.

2. Configuration Checklist

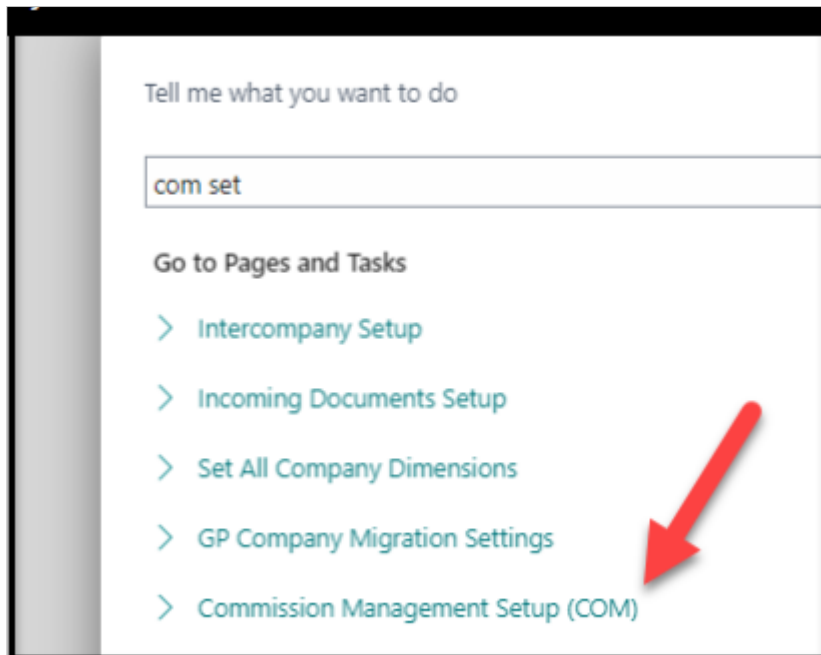
This configuration checklist is a quick spot check to ensure you have gone through all necessary configuration steps. For step-by-step instructions on each configuration checklist, please reference the full setup guide below.

- Generate Demo Key or Enter Activation Key
 - Video with instructions: [How to Activate Extension](#)
- Setup User Permissions
 - Video with instructions: [How to Setup User Permissions](#)
- Setup Commission Management
 - General Setup

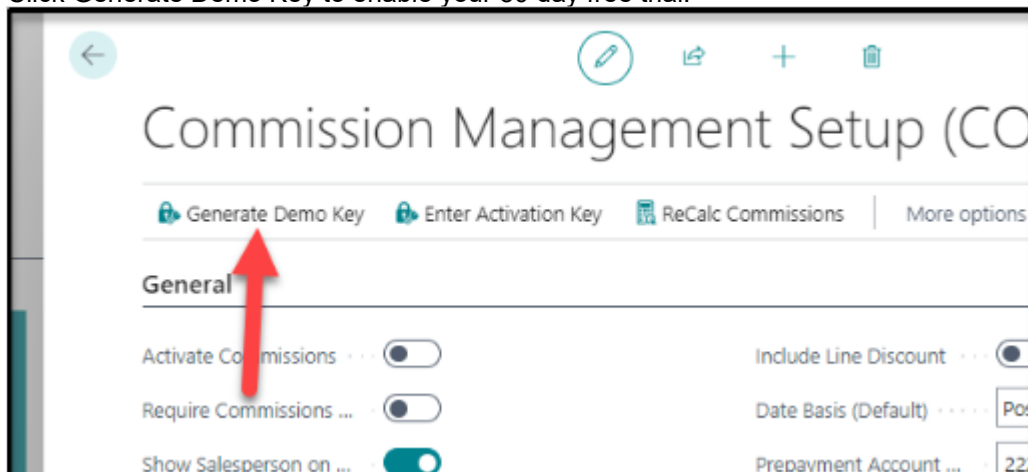
3. Licensing Setup

Search for Commission Management Setup.

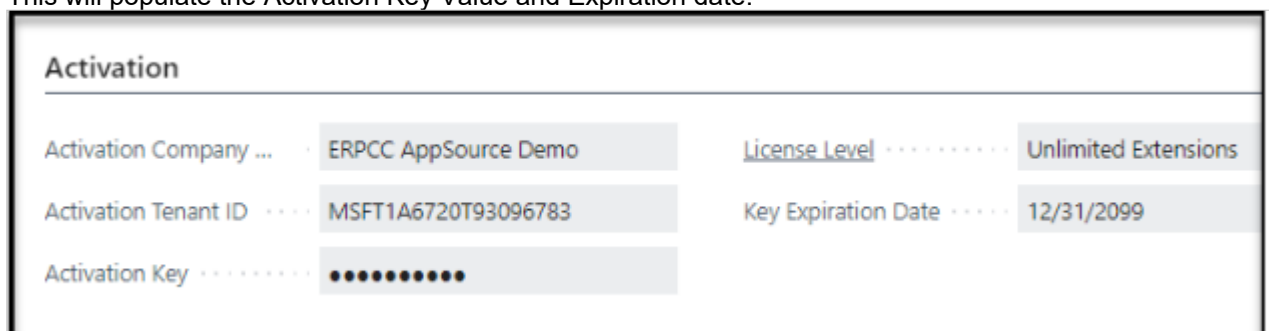
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Click Generate Demo Key to enable your 30 day free trial.



This will populate the Activation Key Value and Expiration date.



After the 30 day trial has concluded, reach out to ERP Connect Consulting for your Activation Key.

You are now ready to setup the Commission Management extension.



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4. Permissions

The following permission sets are associated with this extension:

- ERC COMMON OBJECTS
 - ALL system users must be assigned this permission set.
- ERC COM USER
 - ALL system users must be assigned this permission set. This is a read only permission for the extension.
- ERC COM SETUP
 - This provides access to the COM setup tables. Users who should have access to the setup tables must be assigned this permission set in addition to the ERC COM USER permission set.

User Card

ERPCC Team Member

Effective Permissions

Send Email

Sent Emails

More options

General >

User Group Memberships >

User Permission Sets

New Line

5. Commission Management Setup

To View all pages related to Commission Management, search “Commission Management (COM)”. This will open up the Commission Management Menu.



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To complete the following setup, select 'Setup' or search for "Commission Management Setup (COM)".

1. Commission Management Setup (COM)

- General
 - Activate Commissions – Turning this on will activate all commissions management related fields in Business Central.
 - Require Commissions Approval – Turning this on will require approval of all commissions journals before posting and paying.
 - Show Salesperson on Line – Turning this on will allow for the Salesperson to be shown on the line of Sales Documents. Keeping it off will keep the Salesperson at the header level of Sales Documents.
 - Include Invoice Discount – Turning this on will deduct the invoice on the sales document header from the commission base amount.
 - Include line discount – Turning this on will deduct the invoice on the sales document line(s) from the commission base amount.
 - Date basis (default) – Indicates whether the commission ledger will be based on the Posting Date or the Document Date. Posting Date is the default but can be changed on each commission rule.
 - Check Paid Date on Pay Journal – Specifies if the Paid Date on the Invoice will be checked prior to Generating Payment Journals. This will only pull in Commission Payments that have been Paid before the Thru Date.
 - Prepayment Account No. – Commissions will be ignored on G/L lines with this Account No.
 - Do Not Auto Calculate – Specifies if you want to prevent Commissions from being calculated as sales document fields are updated.
 - Calculate on Release – Specifies if you want to calculate Commissions when the document is released.
 - You should turn this on if the Do Not Auto Calculate toggle is turned on.



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- Delete Comm Ledger on Document Delete – Specifies if Commission Ledger Entries will be deleted when the Document is deleted.
 - Do No Delete
 - Prompt For Delete
 - Always Delete
- Use Ship-to Address Territory Code – Specifies if Commissions will be calculated based on the Ship-to Address Territory Code instead of the Customer Territory Code.
- Use New Filter System on Commission Matrix – Allows users to apply Flat Rate Commission rules. It works similarly to percentage commissions in terms of filtering and application, but the calculation for Flat Rate Commissions is based on the quantity invoiced.
- Accounting
 - Activate GL Posting – Turning this on will automate posting of General Ledger entries at the time that Commission Ledgers are created. This will occur on both initial entry and on payment of commissions.
 - GL Batch Name – This is the batch used for posting General Ledger entries.
 - Default Credit Account No. – This is the default GL Account that the Credit transaction will post to, it is normally a Commissions Payable Account.
 - Default Debit Account No. – This is the default GL Account that the Debit transaction will post to, it is normally a Commissions Expense Account.

Commission Management Setup (COM)

[Home](#) [Export](#) [Import](#) [More options](#)

[Generate Demo Key](#) [Enter Activation Key](#) [ReCalc Commissions \(Open\)](#) [ReCalc Commissions \(Posted\)](#) [Delete Orphaned Comm Journals](#) [Update Salesperson](#)

General

Activate Commissions

Require Commissions Approval

Show Salesperson on Line

Include Invoice Discount

Include Line Discount

Date Basis (Default)

Check Paid Date on Pay Journal

Prepayment Account No.

Do Not Auto Calculate

Calculate on Release

Delete Comm Ledger on Document Delete

Use Ship-to Address Territory Code

Use New Filter System on Commission Matrix

Accounting

Activate GL Posting

GL Batch Name

Default Credit Account No.

Default Debit Account No.

- Notifications
 - Notify on Low Net Profit – Specifies if you would like to receive notification emails for Low Net Profit.



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- Low Net Profit Percent – Specifies the percent threshold at which the notification emails would get generated.
 - Example: If Net Profit Percent is set to 5.00, then it will send a notification email when the Net Profit Percent is within 5%.
- Low Net Profit Email – Specifies the email address to which the notification will be sent to.

Notifications

Low Net Profit Notification

Notify on Low Net Profit ☒

Low Net Profit Percent

Low Net Profit Email

2. Search for Commission Management (COM) and select the related link. Click on User Setup

- User ID – Specifies User ID in Business Central.
- Permission level – Specifies the permission level of the user.
 - None – No access
 - My Commissions – commissions for that user only
 - All Commissions – commissions for everyone
 - Admin – All access
- Can view commission dashboard – If checked, the user will be able to view the commission dashboard.
- Can override commission – If checked, the user will be able to override commissions.

Can approve commission – If checked and approval turned on, the user will be able to approve commissions.

User Setup (COM)				
User ID ↑	Permission Level	Can View Commission Dashboard	Can Override Commissions	Can Approve Commissions
→ ADMIN	Admin	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
BEN	Admin	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
JOE	My Commissions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Sales Team – If commissions are split between team members, create a Sales Team for them. Screenshot example below: Preston and Pat each receive 50% of the commission amount.

- Setup
 - Team No. – Specifies the unique name of the Sales Team for Commission splits.
 - Description – Specifies the description of the Sales Team for reference.



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- Pay-To Type – Employee or Vendor.
- Pay-To No. – Employee or Vendor No. that will be paid.
- Pay-To Date – Specifies if the commission will be paid out On Invoicing or On Payment Receipt.
- Split Percent – Specifies the percentage split for each Employee/Vendor in the Sales Team.

Team No. ↑	Description
→ PRESTONPAT5050	Preston 50 50









Pay-To Type	Pay-to No.	Pay-To Date	Split Percent
→ Employee	E0030	On Invoicing	50.00
Employee	E0040	On Invoicing	50.00

4. Sales Group: If a group of employees have the same commission percentages/amounts, create a Sales Group for them. Screenshot example below: External Salespeople receive 50% commission whereas Internal Salespeople receive 25% commission.

- Setup
 - Group No. – Specifies the unique code of the Sales Group that will be assigned on the Salesperson card.
 - Group Name – Specifies the Name of the Sales Group.











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ERC COM Sales Groups		 
   + New Edit List Delete   		
	Group No. ↑	Group Name
→	EXTERNAL	External Salespeople
	INTERNAL	Internal Salespeople

5. Territory Setup: If your Salespeople or Vendors have commissions based on Territory, create Territories for them. Screenshot example below: Salespeople commissions are based on whether the Customer is from North, South, East, or West territories.

- Territory Code – Specifies the unique code of the Territory that will be assigned to the Customer card.
- Territory Name – Specifies the Name of the Territory.

Territories (COM)		✓ Saved	 
   + New Edit List Delete   			
	Territory Code ↑		Territory Name
→	NORTH	:	North
	SOUTH		South
	EAST		East
	WEST		West

6. Commission Matrix

- Entry No. – Unique rule number that will be tagged in the Commission Journal.
- Description – Description for the specific type of commission, this will pull into the Commission Journal for visibility.
- Include on quote order/invoice/return order/credit memo – If checked, each of these documents will use commissions. Note: Quote commissions are estimated commission predictions.

<ul style="list-style-type:disc"><li value="1" class="li_4B8E7B84">The following filters indicate the commission will ONLY be calculated if it has the following filters. NO filter means everything will be included. Filters now support exclusions and ranges. Use "." to allow for a range of values and "<>" to exclude values.

- Salesperson filter
- Sales Group filter
- Customer filter
- Customer Posting Group filter
- Gen. Bus. Posting Group filter



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- Customer State Filter
- Customer Country Filter
- Territory Filter
- Type Filter
- Item No. Filter
- Item Category Filter
- Gen. Prod. Posting Group Filter
- Dimension Filters
- Rule Group No. – Specifies the Group No. for Rules which are used to group rules together for the totaling of Monthly, Quarterly, or Yearly Commissions.
- Apply Sales Team – Indicates if the commission matrix rule can be split based on the sales team specified on the sales document.
- Start Date – Starting date for the commission rule to take effect.
- End Date – Ending date for the commission rule to end.
- Recurring Expire Data Formula – If you are using ERP Connect Recurring Invoicing, and you want to have commissions expire at some point, this is the date formula used to do that calculation.
 - The commission rule will continue until that date formula has been reached.
- Commission Period Basis – 4 options
 - Document – Defaulted option and most used. Commissions are based on the document alone.
 - Monthly – Accrues for the month based on posting date for the calendar month and uses a minimum revenue amount to generate commissions. If it is over the minimum amount then commissions will be paid out, otherwise it will be ignored.
 - Quarterly – Accrues for the quarter based on posting date for calendar months and uses a minimum revenue amount to generate commissions. If it is over the minimum amount then commissions will be paid out, otherwise it will be ignored.
 - Yearly – Accrues for the year based on posting date for the calendar year and uses a minimum revenue amount to generate commissions. If it is over the minimum amount then commissions will be paid out, otherwise it will be ignored.
- Minimum Amount – Specifies the minimum amount for the value of the document to be to use the rule. If document value is below the minimum amount, the rule will be ignored. If above, the rule will be used.
 - Example: Minimum Amount is set to \$1,000 for the rule and a Sales Order comes in for \$999. The rule will be ignored.
- Maximum Amount – Specifies the maximum amount for the value of the document to be to use the rule. If the document value is above the maximum amount, the rule will be ignored. If below, the rule will be used.
 - Example: Maximum Amount is set to \$10,000 for the rule and a Sales Order comes in for \$8,000. The rule will be used.



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- Percent Commission - % to pay the Employee/Vendor.
- Commission Amount Basis – 5 options
 - Revenue – Commission based on the Amount of the document line.
 - Adjusted Revenue – Commission based on the Amount of the document line multiplied by a percentage. (i.e. if you have a fee from a service for selling an item that you want to adjust the revenue for).
 - Example: Microsoft takes 10% of revenue for all apps sold, so Commission Amount Basis would be set to Adjusted Revenue and Adjusted Revenue Multiplier would be 0.90.
 - Profit – Commission based on the Amount of the document line minus the unit cost times quantity on the document line.
 - Adjusted Profit – Commission based on the Amount of the document line minus the adjusted unit cost on the item card times quantity on document line. Useful to account for costs not included in inventory cost, as a fixed amount per quantity.
 - Profit (Cost Plus) - Commission based on the Amount of the document line minus the unit cost times quantity on the document line plus a percent of the cost. Useful to account for costs not included in inventory cost, as a percent of cost.
 - Profit (Actual Cost) - Commission based on the Amount of the document line minus the ACTUAL inventory cost for that document line. Useful when you have special order items or purchases linked to the sales document.
 - Custom – Custom code to do the commission amount calculation.
 - Adjusted Revenue Multiplier – If the Commission Amount Basis is Adjusted Revenue, then this multiplier is used to determine actual amount from the amount on the sales line.
 - Example: Microsoft takes 10% of revenue for all apps sold, so Commission Amount Basis would be set to Adjusted Revenue and Adjusted Revenue Multiplier would be 0.90.
 - Cost Plus Multiplier – If Commission Amount Basis is Profit (Cost Plus), then this multiplier is used to determine actual basis amount from the unit cost plus percentage on the sales line.
 - Get Pay-to from – Indicates to get the Pay-to information from the salesperson code on the document rather than from the rule.
 - Pay-to Type – Specifies whether you will pay an Employee or Vendor.
 - Pay-to No. – Specifies the exact Employee or Vendor No. you will pay.
 - Note: You will need to turn on the 'Commissionable' toggle on each Employee and Vendor that requires commissions. This can be found under the Payments FastTab for Employees and Invoicing FastTab for Vendors.



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E0030 · Preston · Stebel

[Home](#) | [Employee](#) | [More options](#) ⓘ

[✉ Send Email](#) | [💰 Pay Employee](#) ⓘ

General >

Preston

Address & Contact >

7607107781

Administration >

Active

Personal >

Payments

Show more

Employee Posting Gro... EMPLEXP

Bank Account No.

Commissionable ☒

IBAN

Application Method Manual

SWIFT Code

Bank Branch No.



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V00010 · Patagonia

[Home](#) [Request Approval](#) [New Document](#) [Vendor](#) [Prices & Discounts](#) [Report](#) [More options](#)

History/Statistics

Add PopUp Note

Merge With...

Send Email

Adv. Prepayment...

Contact

Apply Template

Pay Vendor

General >

Patagonia

Address & Contact >

Invoicing

Show less

Tax Registration No.

Registration No.

GLN

Posting Details

Tax Liab... ..

Gen. Bus. Posting Gro... DOMESTIC

Tax Area Code

Commissionable

Vendor No.

Vendor Posting Group ... DOMESTIC

Bank Communication ... E English

Foreign Trade

Invoice Disc. Code

Currency Code

- Pay-To Date – Specifies whether to pay the Employee or Vendor On Invoicing or On Payment Receipt.
 - On Invoicing is the default.
- Default Credit Account No. – Defaults from the Commissions Management Setup page but can be changed on a rule-by-rule basis.
- Default Debit Account No. – Defaults from the Commissions Management Setup page but can be changed on a rule-by-rule basis.

Commission Matrix (COM)														
<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>														
Entry No. ↑	Description	Include on Quote/Order	Include on Invoice	Incl... on Ret... Order	Incl... on Crd... Order	Salesperson Filter	Sales Group Filter	Customer Filter	Customer Posting Group Filter	Gen. Bus. Posting Group Filter	Customer State Filter	Customer Country Filter	Type Filter	Item No. Filter
→ 1	Preston Item Commission	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	PRESTON								1000 1001 1002
2	Preston/Pat Item Commission	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>									
3	Pat Item Commission	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	PAT								1000 1001 1002
4	Preston Service Commission	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	PRESTON								1003 1004
5	Pat Service Commission	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	PAT								1003 1004

6. Journals and Reporting Review

1. Pending Commissions – Drills down to the Commission Journal which contains all open commission lines



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from open Sales Orders. This will only show you pending commissions that have not been posted yet.

- Override in the top ribbon allows for the user to change values and quantities for an individual commission line.

Document Type	Document No.	Document Line No.	Description	Percent Commission	Pending Commission Amount	Amount Based On
→ Order	S-ORD1010...	10000	Preston Commission	50.00	62,500.00	Revenue
Order	S-ORD1010...	10000	Preston/Pat Commission	10.00	12,500.00	Revenue
Order	S-ORD1010...	10000	Preston Item Commission	50.00	25,000.00	Revenue
Order	S-ORD1010...	10000	Preston/Pat Item Commission	10.00	5,000.00	Revenue

2. Commission Payment Journal – Opens up the Commission Payment Journal so the user can Generate Payment Journals to bring in all commission lines. After posting the payment journal, it will generate an Employee Ledger if Pay-to is an employee and Vendor Invoice if Pay-to is a vendor.

- If Pay-to Type is Vendor, users will need to post the purchase invoice.
- Vendor Invoice No. (External Document No.) can be updated line-by-line in this journal before posting.

Pay-To Type	Description	Payment Amount	Percent Commission	Commission Amount	Amount Based On	Commission Base Amount	Document Type
→ Employee	Preston Item Commission	62,500.00	50.00	62,500.00	Revenue	125,000.00	Posted
Employee	Preston/Pat Item Commission	12,500.00	10.00	12,500.00	Revenue	125,000.00	Posted

3. Commission Ledger – Drills down to the Commission Ledger which contains all posted commission lines from Sales Orders. All commission lines will appear here after the Sales Order has been shipped and invoiced or after the Sales Invoice has been posted. After payment has been posted, the payment will be applied to the commission line in the Commission Ledger.

- Edit Ledger
 - Allows the user to edit the selected ledger entry
- Approve Ledger
 - Allows the users with approval access to approve individual or multiple entries
- Add Misc Ledger
 - Allows for random commissions to be added to the ledger
- Add Comm. Credit
 - Allows for commissions to be offset by an amount
 - Example: A company wants to credit the commission amount by the fixed salary for an employee. If salary is \$75,000 and commission is \$150,000, the user can Add Comm. Credit



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for \$75,000.

- Commission History Report
 - Shows all posted commissions for each employee
 - Includes Document No., Customer No., and Customer Name for easy filtering
- Delete Ledger
 - Allows users to delete individual or multiple entries from the Commission Ledger
- Commission Ledger Columns
 - Invoice Paid
 - Specifies if the Invoice has been Paid
 - Invoice Paid Date
 - Specific when the Invoice was Paid
 - Cr. Memo Paid
 - Specifies if the Credit Memo has been Paid
 - Cr. Memo Paid Date
 - Specifies when the Credit Memo was Paid

Commission Ledger (COM)								
<div><div><div><div></div></div><div><div></div></div><div><div></div></div></div><div><div>Edit Ledger</div><div>Approve Ledger(s)</div><div>Add Misc Ledger</div><div>Add Comm. Credit</div><div>Commission History Report</div><div>Delete Ledger(s)</div><div>Automate</div></div></div>								
Entry No. ↓	Entry Type	Document Type	Document No.	Document Line No.	Posted Line - Type	Posted Line - No.	Posted Line - Description	Commission Description
95	Initial Entry	Posted Sales Invoice	PS-INV103231	20000	Item	SHAMPOO	Shampoo	Preston Commission
94	Initial Entry	Posted Sales Invoice	PS-INV103231	20000	Item	SHAMPOO	Shampoo	Eleanor Product
93	Initial Entry	Posted Sales Invoice	PS-INV103231	20000	Item	SHAMPOO	Shampoo	Base Commission
92	Initial Entry	Posted Sales Invoice	PS-INV103231	20000	Item	SHAMPOO	Shampoo	Base Commission
91	Initial Entry	Posted Sales Invoice	PS-INV103231	10000	Item	HAIRCUT	Haircut	Preston Commission

4. Commission Dashboard – Opens up the dashboard to display commissions by Employee or Vendor. The Pay-to No. can be filtered for Pending and Posted commissions for easy visibility and sorting.
- Settings – Commission Dashboard Settings



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Commission Dashboard Settings (COM) - ADMIN

Page

General

User ID ADMIN

Dashboard Settings

Dashboard ViewPosted

Dashboard Date RangeMonth to Date

Start Timer

Custom Start Date

Dashboard Refresh (M...0

Custom End Date

Close

- Refresh – Refreshes the data in the dashboard
- Pending
 - Shows all open commissions by Employee or Vendor
- Posted
 - Shows all posted commissions by Employee or Vendor
- Paid Only
 - Enables users to filter records to show only Paid Posted Invoices
- Date Filters
 - Shows all posted commissions Today, Week to Date, Month to Date, etc.

Commission Dashboard (COM)

Settings Refresh Pending Posted Paid Only Today Week to Date Month To Date Last 30 Days Last Month Quarter To Date Last 3 Months Year to Date Fiscal YTD Last 12 Months

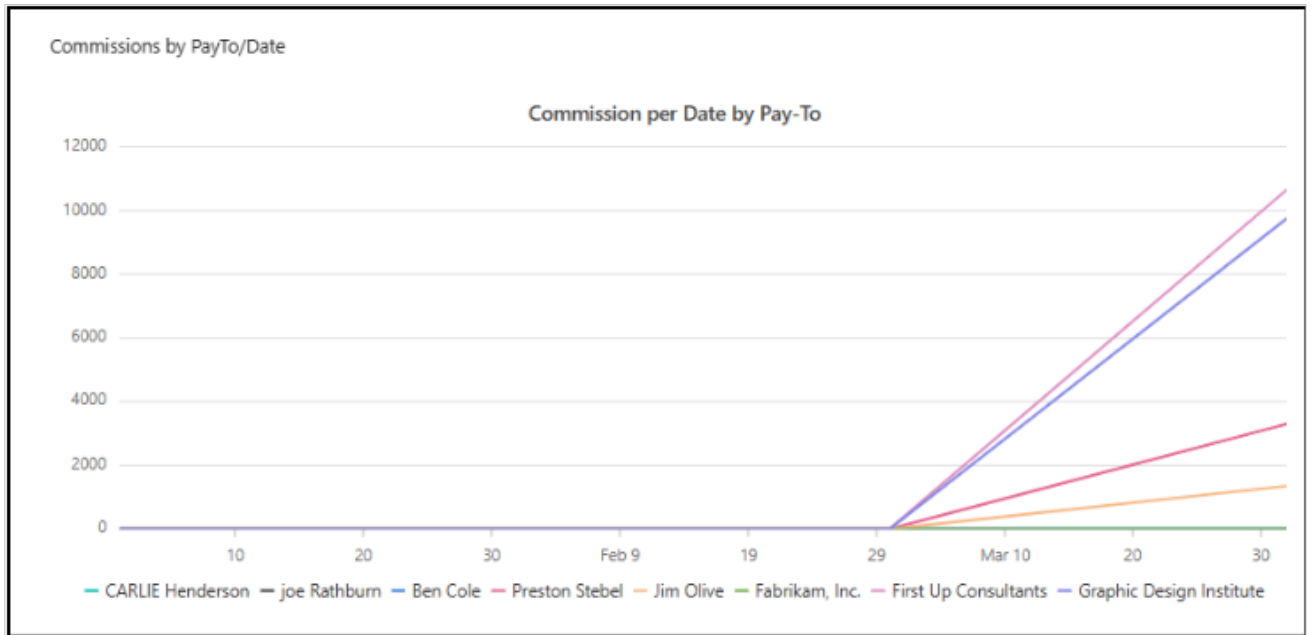
Commissions by Date

Pay-to No. 1	Pay-to Name	Total Commissions Due	12/26/25	Totals
→ 10	Jim Olive	44,643.79	1,148.25	1,148.25

- Commissions by Pay-to/Date – Shows all Posted Commissions by the Pay-to No. and the Date.



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- Top Pay-to Commissions – Shows the Top Commissions by Pay-to No.



- Posted Sales with Commissions – Shows all Posted Sales Documents with Commissions attached.

Posted Sales with Commissions																
Posted Sales with Commissions - Shows all Posted Sales Documents with Commissions Attached																
Document Type	No. 1	Bill-to Customer No.	Sell-to Customer Name	Posting Date	Gen. Bus. Posting Group	Department Code	Customer Group Code	Fulfillment Days	Pre-Inv.	Amount	Amount Including VAT	Product Sales	Product Cost	Product Gross Margin	Product Gross Margin Percent	Non-Product Sales
Invoice	PS-INV103223	20000	Trey Research	4/1/2024	DOMESTIC	SALES	MEDIUM	0	<input type="checkbox"/>	1,000.00	1,000.00	1,000.00	0.00	1,000.00	100.00	0.00
Invoice	PS-INV103224	20000	Trey Research	4/1/2024	DOMESTIC	SALES	MEDIUM	0	<input type="checkbox"/>	100.00	100.00	100.00	50.00	50.00	50.00	0.00
Invoice	PS-INV103225	20000	Trey Research	4/1/2024	DOMESTIC	SALES	MEDIUM	0	<input type="checkbox"/>	100.00	100.00	100.00	100.00	0.00	0.00	0.00
Invoice	PS-INV103226	40000	Alpine Ski House	4/1/2024	DOMESTIC	SALES	SMALL	0	<input type="checkbox"/>	1,000.00	1,070.00	1,000.00	780.70	220.10	21.99	0.00
Invoice	PS-INV103227	20000	Trey Research	4/1/2024	DOMESTIC	SALES	MEDIUM	0	<input type="checkbox"/>	1,000.00	1,000.00	1,000.00	0.00	1,000.00	100.00	0.00
Invoice	PS-INV103228	20000	Trey Research	4/1/2024	DOMESTIC	SALES	MEDIUM	0	<input type="checkbox"/>	2,000.00	2,100.00	2,000.00	780.70	1,219.30	60.97	0.00
Invoice	PS-INV103229	40000	Alpine Ski House	4/1/2024	DOMESTIC	SALES	SMALL	0	<input type="checkbox"/>	200.00	200.00	200.00	100.00	100.00	50.00	0.00
Invoice	PS-INV103230	20000	Trey Research	4/1/2024	DOMESTIC	SALES	MEDIUM	0	<input type="checkbox"/>	1,000.00	1,000.00	1,000.00	100.00	900.00	90.00	0.00
Invoice	PS-INV103231	20000	Trey Research	4/1/2024	DOMESTIC	SALES	MEDIUM	0	<input type="checkbox"/>	10,000.00	10,000.00	10,000.00	5,000.00	5,000.00	50.00	0.00
→ Credit Memo	PS-CR104001	20000	Trey Research	4/1/2024	DOMESTIC	SALES	MEDIUM	0	<input type="checkbox"/>	-2,001.60	-2,101.60	-2,001.60	1,561.40	-440.20	21.99	0.00



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7. Commission Matrix Rule Creation

1. Search for Commission Management (COM).
2. Select Commission Matrix under the Setup section.

Commission Management (COM)

Setup Setup User Setup Sales Team Setup Sales Group Setup Commission Matrix	Journals Pending Commissions Commission Payment Journal	Reporting Commission Ledger Commission Dashboard
---	--	---

3. Click +New to create a new rule.
4. Enter a Description to describe the commission rule.
 - Example: If an employee named Ben were to get commission for all services, you could enter a description as "Ben Services Commission".
- 5 Under the Business FastTab, turn on all toggles for the documents that your company requires commissions to be calculated for.
 - Quotes/Orders, Invoices, Return Orders, and Credit Memos.
6. Select any of the filters for this commission rule to take effect.
 - Example: If Ben only gets commission on orders he is the Salesperson for, you would select Ben as the Salesperson Filter. That way if he is not the Salesperson on an order, he will not get commission.
7. Under the Product FastTab, specify any item filters for this commission rule to take effect.
8. Under the Dimensions FastTab, specify the Global Dimension filters (if any) for this commission rule to take effect.



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ERC COM Commission Matrix Card ✎ 🔗 + 🗑 ✓ Saved 🔗

18

General

Description Ben Services Commission

Business

Include on Quote/Or... ☒

Include on Invoice ☒

Include on Return Or... ☒

Include on CrMemo ☒

Salesperson Filter BEN COLE ▾

Sales Group Filter ▾

Customer Filter ▾

Customer Posting Gr... ▾

Gen. Bus. Posting Gro... ▾

Customer State Filter ... ▾

Customer Country Fil... ▾

Territory Filter ▾

Product

Type Filter ▾

Item No. Filter ▾

Item Category Filter ▾

Gen. Prod. Posting Gr... SERVICES ▾

Dimensions (Line)

Department Code ▾

Customergroup Code .. ▾

9. Under the Calcs FastTab, enter/change any of the fields for this commission rule to take effect. Each field is described in the documentation above.

10. Under the Pay-to FastTab, enter the Percent Commission and Pay-to information for the Employee or Vendor.

- If the Commission Amount Basis is Adjusted Revenue, enter an Adjusted Revenue Multiplier.
- Turn on the Get Pay-to from Salesperson if you want the Pay-to information to be taken from the Salesperson instead of the Commission Rule.
- Pay-to Date defaults to On Invoicing, but you can change this to On Payment Receipt if that's the case.

11. Under the Accounting FastTab, confirm the Default Credit and Debit accounts are correct.



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These default from the Setup page.

Calcs			
Rule Group No.	PRODUCT	Recurring Expire Date...	3Y
Start Date	1/1/2024	Commission Period B...	Document
End Date	12/31/2024	Minimum Amount	0.00
		Maximum Amount	9,999,999.00
Pay-to			
Percent Commission ...	30.00	Get Pay-to from Sale...	<input type="checkbox"/>
Commission Amount...	Revenue	Pay-To Type	Vendor
Adjusted Revenue M...	0.00	Pay-to No.	20000
Cost Plus Multiplier ...	0.00	Pay-To Date	On Invoicing
Accounting			
Default Credit Accou...	2120	Default Debit Accoun...	50210

12. Repeat these steps for all commission rules.

- Note: You can also enter the commission rules in the Matrix directly, without having to go through each card. Once you setup a single rule, you can add rules on the lines below.

card. Once you setup a single rule, you can add rules on the lines below.

←

Commission Matrix (COM)

✓ Saved

✓

+ New

Edit List

Delete

Edit

View

Entry No. ↑	Description	Include on Quote/Order	Include on Invoice	Incl... on Ret... Order	Incl... on CrM...	Salesperson Filter	Sales Group Filt
→ 16	Ben Services Commission	✓	✓	✓	✓	BEN COLE	
17	Joe Professional Services Commission	✓	✓	✓	✓	JOE	
18	Preston Professional Services Comission	✓	✓	✓	✓	PRESTON	
19	Carlie Professional Service Commission	✓	✓	✓	✓	CARLIE	
20	Ben/Joe BC Toolbox Commission	✓	✓	✓	✓		EXTERNAL SA
29	Preston 5% on C00030	✓	✓	✓	✓	PRESTON	








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8. Commissions Sales Order Creation

1. Search for Sales Orders
2. Click '+New'
3. Enter in a Customer for which commissions would be paid out for
 - In the example below, no customer filters are specified so any customer can be selected
4. Specify the Salesperson in the Header
 - R eBen is the salesperson for our example

Sales Order





✓ Saved 


S-ORD101016 · World of Stereo


✕ Start validating data in documents and journals while you work. Messages are sho... Enable this fo... | Don't show ...


HomePreparePrint/SendRequest ApprovalOrderReportMore options


 Dimensions


 Comments


 Approvals

 Customer

 Statistics

 Attachments

 Invoices

 Shipments

GeneralShow less

Customer No.C00020

Customer NameWorld of Stereo

Sell-to

Address521 6th Street

Address 2

CitySan Francisco

Sell-to StateCA

ZIP Code94103

Country/Region Code ..US

Contact No.CT000025

Phone No.

Mobile Phone No.

Recurring Document ...

Order Date10/9/2024

Due Date11/9/2024

Requested Delivery D... ..

Promised Delivery Da... ..

External Document No. ..

Exempt from PrePay ... ☒

Prepay Amount to A... ..0.00

Your Reference

Salesperson CodeBEN COLE

Campaign No.

Opportunity No.

5. Enter in items for which commissions would be paid out for
 - If it is a specific item, it will need to be added to the Item No. Filter in the Commission Matrix.
 - For our example, we will select an item with Gen Prod. Posting Group = SERVICES.
 - Enter the No., Quantity, and Price (if it doesn't pull in).



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- After you do this, the new field called 'Pending Commission Amount' should populate with the correct commission amount based on your rules from the Commission Matrix.

Lines Manage Line Order											
New Line Delete Line Select items... Features and Options Suggest sales lines											
Type	No.	Description	Location Code	Quant...	Unit of Measure Code	Unit Price Excl. Tax	Line Disco... %	Line Amount Excl. Tax	Amount Including Tax	Salespers... Code (COM)	Pending Commission Amount
→ Item	1005	Professional Services	DC20	1	HOUR	10,000.00		10,000.00	10,000.00	BEN COLE	2,500.00

6. Drill down into the Amount by clicking the blue underlined value

- In the example above, you would click 2,500.00.
- Note: If the Salesperson on the line needs to be different than the Salesperson on the header, you can change it in the 'Salesperson Code (COM)' field on the line. If there are multiple sales lines, you can change it for each individual line assuming that the 'Show Salesperson on Line' field is turned on in the setup page.

7. This will open the Commission Journal for that specific order

Commission Journal (COM)							
New Edit List Delete Override Automate Fewer options							
Document Type	Document No.	Document Line No.	Description	Percent Commission	Pending Commission Amount	Amount Based On	
→ Order	S-ORD101016	10000	Ben Services Commission	25.00	2,500.00	Revenue	

8. The Commission Journal will display all the rules that are being used to calculate the commission

- Note: There is an unlimited number of rules that can be applied to a single order. All rules on the commission matrix are additive and will automatically calculate if all the rules are met.

9. If the commission amount is incorrect, you can override by selecting the 'Override' button on the top ribbon. This will pop up a screen for you to adjust the Percent Commission, Base Amount, and Pay-to information.



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Commission Journal Override (COM) - 36

Manage

General

Description

Ben Services Commission

Commission Base Am...

10,000.00

Percent Commission

25.00

Pay-To Type

Employee

Pending Commission ...

2,500.00

Pay-to No.

E0050

Amount Based On

Revenue

Pay-To Date

On Invoicing

Close

10. After confirming the commission amount is correct, go back to the Sales Order.
11. If you want to view the specific Commission Rules in the matrix for this order, scroll down to the lines and click Line > Functions > Show Applied Commission Rules

Sales Order
S-ORD101011 · Aero Global

X Start validating data in documents and journals while you work. Messages are sho

Home Prepare Print/Send Request Approval Order Report More

Customer History Calc To Apply Submit Help Desk Ticket...
Adv. Prepayment... Create/Edit Dispatch... Print Change Order

General >

Lines Manage Line Order

Functions Item Availability by Related Information

Get Price...
Get Line Discount...
Explode BOM
Insert Ext. Text
Reserve...
Order Tracking
Select Catalog Items
Show Applied Commission Rules

Location	Location Code	Quantity
Professional Services		10
Toolbox		10
Business Central Lic...		10

12. This will only show you the commission rules used for that specific line on the Sales Order.
13. If you would like to analyze how commissions are affecting your net profit of each sale, you can use our new analysis tool for each Sales Document (Open and Posted). Scroll down to the Invoice Details FastTab and drill down on the Pending Commission Amount.



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Invoice Details Show more

Currency Code	<input type="text"/>	Department Code	SALES
Company Bank Acco...	<input type="text"/>	Customergroup Code	MEDIUM
VAT Bus. Posting Gro...	<input type="text"/>	Payment Discount %	0
Payment Terms Code	14 DAYS	Direct Debit Mandate...	<input type="text"/>
Tax Liabe	<input checked="" type="checkbox"/>	Pending Commission...	800.00
Tax Area Code	CHICAGO, IL	Sales Team (COM)	<input type="text"/>
Payment Service	No payment service is made available.	Territory Code (COM)	<input type="text"/>

14. This will open a Sales Document Commission Summary to show you who is getting commission for this document, along with the details of each rule being used. You can also see the Gross Profit and the Net Profit of this Sales Document, including commissions.

- Note: This can be found on Sales Orders, Sales Invoices, and Posted Sales Invoices under the Invoice Details FastTab.

Sales Document Commission Summary - S-ORD101005 - Trey Research

Manage

Page

General

Document Type	Order	Sell-to Customer Name	Trey Research
No.	S-ORD101005	Amount	1,000.00
Sell-to Customer No.	20000		

Pay-To Summary New Line Delete Line

Pay-To Type	Pay-To No.	Pay-To Name	Pay-To Date	TotalCommissions
Vendor	20000	First Up Consultants	On Invoicing	300.00
→ Vendor	30000	Graphic Design Institute	On Invoicing	500.00

Commission Journals New Line Delete Line Override

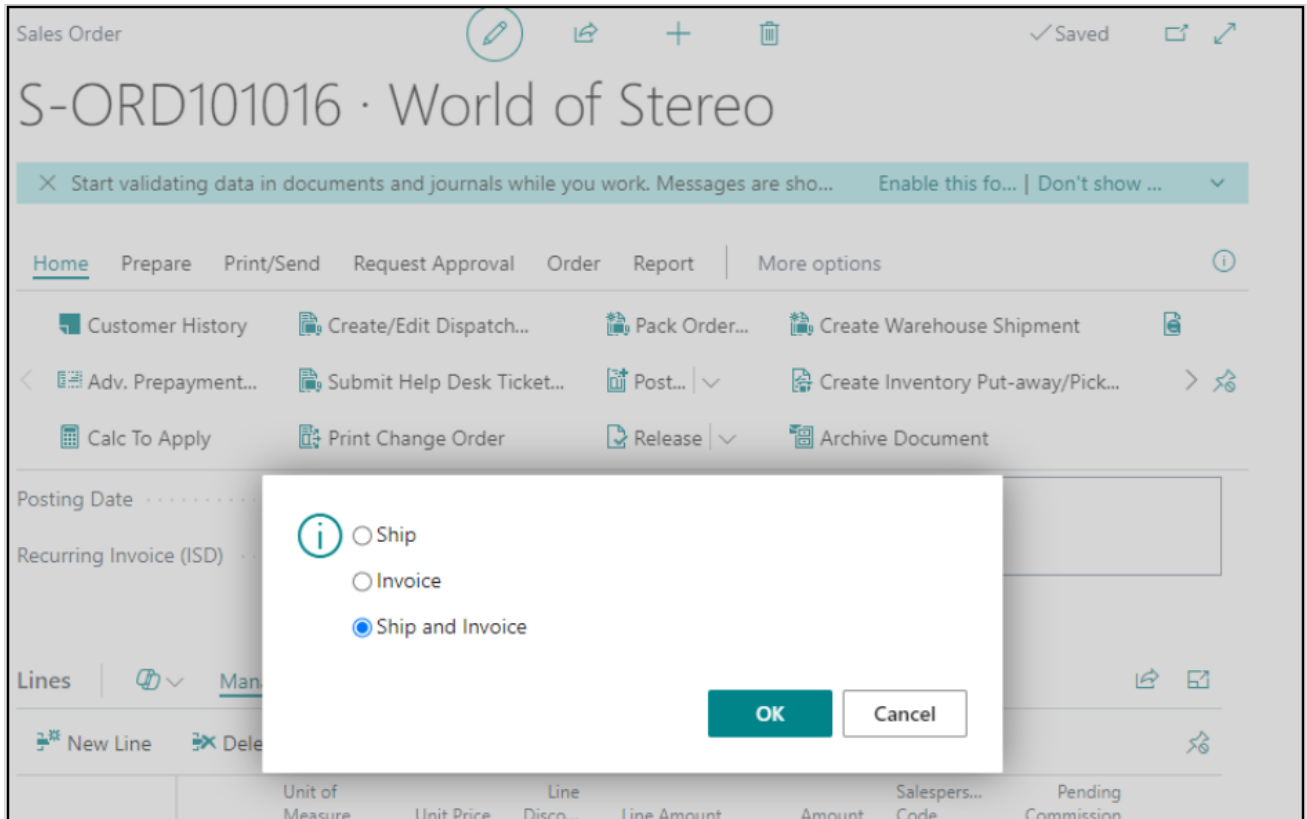
Document Type	Document No.	Document Line No.	Description	Percent Commission	Pending Commission Amount	Amount Based On	Commission Base Amount	Commission Rule Entry No.	Pay-To Type	Pay-To No.	Pay-To Date	Expected Posting Date	Ove...	Overridden By
→ Order	S-ORD1010...	10000	Base Commission	30.00	300.00	Revenue	1,000.00	1	Vendor	20000	On Invoicing		<input type="checkbox"/>	
Order	S-ORD1010...	10000	Base Commission	50.00	500.00	Revenue	1,000.00	3	Vendor	30000	On Invoicing		<input type="checkbox"/>	

Close

15. After confirming the correct rules and commission amounts are being used, we can post the order. In this example, we are going to Ship and Invoice in one step.

16. Select Home > Post > Ship and Invoice

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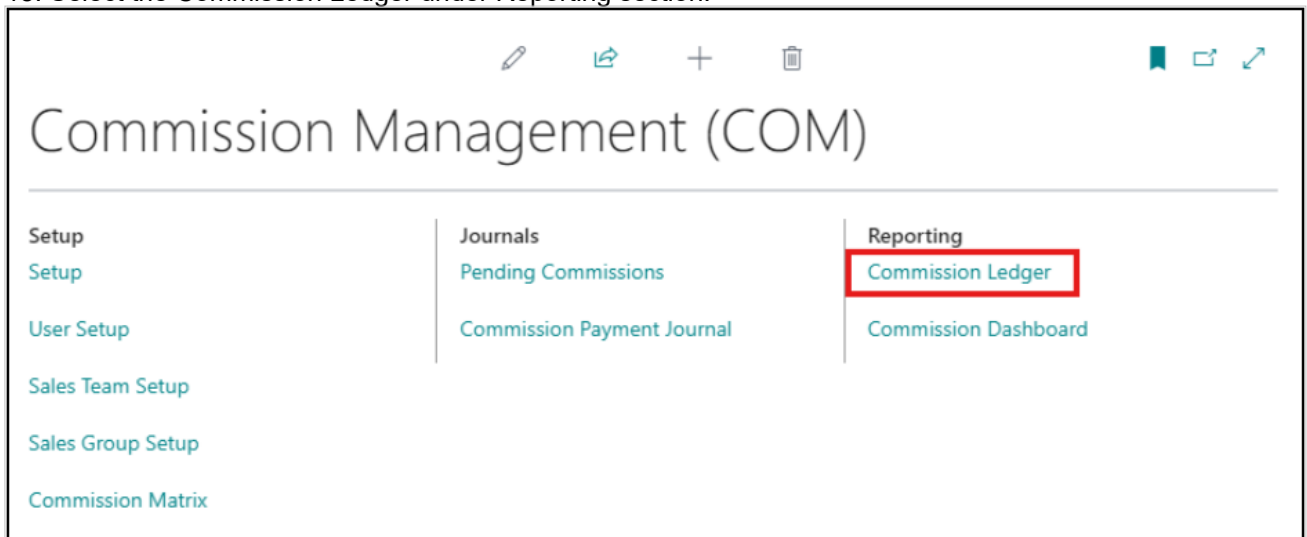


The screenshot shows the 'Sales Order' interface for 'S-ORD101016 · World of Stereo'. A modal dialog is open with the following options:

- ☐ Ship
- ☐ Invoice
- ☒ Ship and Invoice

The dialog has 'OK' and 'Cancel' buttons. The background interface includes a top bar with 'Sales Order', a navigation menu with 'Home', 'Prepare', 'Print/Send', 'Request Approval', 'Order', 'Report', and 'More options', and a list of actions like 'Customer History', 'Create/Edit Dispatch...', 'Pack Order...', 'Create Warehouse Shipment', etc.

17. Once the Sales Order has been shipped and invoiced, navigate back to the Commission Management Menu.
18. Select the Commission Ledger under Reporting section.



The screenshot shows the 'Commission Management (COM)' interface. The 'Reporting' section is active, and the 'Commission Ledger' option is highlighted with a red box. Other options in the 'Reporting' section include 'Commission Dashboard'. The 'Journals' section shows 'Pending Commissions' and 'Commission Payment Journal'. The 'Setup' section includes 'Setup', 'User Setup', 'Sales Team Setup', 'Sales Group Setup', and 'Commission Matrix'.

19. This will open a ledger of all posted commissions. Filter the Entry No. in descending order to display the most recent commissions at the top.



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Commission Ledger (COM)						
<div><div><div><div></div></div><div><div></div></div><div><div></div></div></div><div><div>Edit Ledger</div><div>✓ Approve Ledger(s)</div><div>Add Misc Ledger</div><div>...</div></div></div> <div><div></div><div></div><div></div></div>						
Entry No. ↓	Posted Line - Description	Commission Description	Posting Date	Commission Amount	Percent Commi...	Amount Based On
41	Professional Services	Ben Services Commission	10/9/2024	2,500.00	25.00	Revenue

20. The screenshot above shows the commissions we just posted, however, it is still remaining to be paid. If you scroll to the right on the ledger, you will see a 'Remaining Balance' column, this will always show the outstanding balance needed to be paid.

Commission Ledger (COM)								
<div><div><div><div></div></div><div><div></div></div><div><div></div></div></div><div><div>Edit Ledger</div><div>✓ Approve Ledger(s)</div><div>Add Misc Ledger</div><div>...</div></div></div> <div><div></div><div></div><div></div></div>								
Entry No. ↓	Commission Rule Entry No.	Pay-To Type	Pay-to No.	Pay-To Date	Applies-to Entry No.	Remaining Balance	Department Code	Ci
41	16	Employee	E0050	On Invoicing	41	2,500.00		

21. In the next section we will go over how to generate payment journals.

9. Commission Payments

1. Search for Commission Management to open the Commission Management Menu and select Commission Payment Journal.

Commission Management (COM)		
<div>Setup</div> <div>Setup</div> <div>User Setup</div> <div>Sales Team Setup</div> <div>Sales Group Setup</div> <div>Commission Matrix</div>	<div>Journals</div> <div>Pending Commissions</div> <div>Commission Payment Journal</div>	<div>Reporting</div> <div>Commission Ledger</div> <div>Commission Dashboard</div>



2. Once opened, click 'Generate Payment Journals' in the top ribbon and put in today's date to generate all entries up to this point.







- This will generate payments lines for all Employees and Vendors that have a remaining balance greater than 0 in the Commission Ledger.

3. After the lines are pulled in, confirm you would like to post payments for all of them. Delete any lines where payments should not be made.





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Commission Payment Journal (COM) ✓ Saved  

  | [Manage](#)  [Generate Payment Journals](#)  [Post Journals](#) ...  

Pay-To Type ↑	Pay-to No.	Description	Payment Amount	Percent Commission	Commission Amount	Amount Based On
Employee	E0050	Ben Services Commission	2,500.00	25.00	2,500.00	Revenue









4. Once you confirm the lines you would like to post, click 'Post Journals' in the top ribbon.

Commission Payment Journal (COM) ✓ Saved  

  | [Manage](#)  [Generate Payment Journals](#)  [Post Journals](#) ...  

Pay-To Type ↑	Pay-to No.	Description	Payment Amount	Percent Commission	Commission Amount	Amount Based On
Employee	E0050	Ben Services Commission	2,500.00	25.00	2,500.00	Revenue

5. The Commission Payment Journal should be empty. Navigate back to the Commission Management Menu and select Commission Ledger.

Commission Management (COM)

Setup Setup User Setup Sales Team Setup Sales Group Setup Commission Matrix	Journals Pending Commissions Commission Payment Journal	Reporting Commission Ledger Commission Dashboard
---	--	---

6. Once open, filter the list by Entry No. in descending order. A new line for Commission Payment has appeared to display the payment of the commission.



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Commission Ledger (COM)						
<div><div> </div><div> ...</div><div> </div></div>						
Entry No. ↓	Posted Line - Description	Commission Description	Posting Date	Commission Amount	Percent Commi...	Amount Based On
42	:		10/9/2024	-2,500.00	0.00	NA
41	Professional Services	Ben Services Commission	10/9/2024	2,500.00	25.00	Revenue

7. Scroll to the right on the original commission entry to confirm the Remaining Balance is now 0.00.

Commission Ledger (COM)							
<div><div> </div><div> ...</div><div> </div></div>							
Entry No. ↓	Pay-To Type	Pay-to No.	Pay-To Date	Applies-to Entry No.	Remaining Balance	Department Code	Customergro... Code
42	Employee	E0050	NA	42	0.00		
41	Employee	E0050	On Invoicing	41	0.00		

8. Repeat these steps to generate and post payments for all posted commissions.

10. Add Misc. Ledger & Comm. Credit

1. Search for 'Commission Management (COM)' and select Commission Ledger.
2. If there is a commission that was missed and you need to add it, go ahead and click 'Add Misc Ledger' in the top ribbon.

Commission Ledger (COM)			
<div><div> </div><div> </div></div>			

3. Enter the Posted Sales Invoice # this commission relates to and the line it should be added to.
4. Continue to manually fill out all the fields for this misc. commission ledger and click close to save. This commission is now added to the bottom of the ledger.



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Misc. Commission Ledger(COM) - 55

Manage Page

General

Entry Type	Initial Entry	Sales Team (COM)	
Description	Preston Additional Commission	Pay-To Type	Employee
Document Type	Posted Sales Invoice	Pay-to No.	E0030
Document No.	PS-INV103002	Pay-To Date	On Invoicing
Document Line No.	10000	Applies-to Entry No.	55
Posting Date	10/29/2024	Remaining Balance	50.00
Amount Based On	Revenue	Rule Group No.	
Commission Base Am...	1,000.00	GL Posted	<input checked="" type="checkbox"/>
Percent Commission	5.00	GD1 Code	
Commission Amount	50.00	GD2 Code	
Commission Rule Entr...	0	Customer No.	

Close

5. If there is a commission that was over-paid and you need to credit it, click 'Add Comm. Credit' in the top ribbon.

Commission Ledger (COM)

6. Same as above, manually fill out all the fields for this commission credit and click closer to save. This is now added to the bottom of the ledger.

11. Recalc for Open & Posted Docs

1. Search for 'Commission Management (COM)' and open the Setup table.
2. If you want to calculate or update commissions all open documents with the commission rules in the matrix, select ReCalc Commissions (Open). This will update the pending commission amount for documents where the rules have been changed since it was last calculated.
3. If you want to calculate or update commissions on all posted documents with the commission rules in the matrix, select ReCalc Commissions. This will update the commission amount for all posted documents within the last work year where the rules have been changed or blank since it was last calculated.



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Commission Management Setup (COM)

[Home](#) | [Export](#) | [Import](#) | [Automate](#) ▾ | [Fewer options](#)

[Generate Demo Key](#) [Enter Activation Key](#) [ReCalc Commissions \(Open\)](#) [ReCalc Commissions](#)

12. Export & Import Comm Setup

After all your commission rules and setups have been tested and confirmed in Sandbox, follow the steps below to bring them over to Production.

1. Open the Commission Management Menu and select 'Setup' or search for Commission Management Setup and click the related link.

Commission Management (COM)

Setup
[Setup](#)
[User Setup](#)
[Sales Team Setup](#)
[Sales Group Setup](#)
[Commission Matrix](#)

Journals
[Pending Commissions](#)
[Commission Payment Journal](#)

Reporting
[Commission Ledger](#)
[Commission Dashboard](#)

2. Once it opens, click the 'Export' button in the top ribbon. This will display all the setup tables you can export from the company.

Commission Management Setup (COM)

[Home](#) | [Export](#) | [Import](#) | [Automate](#) ▾ | [Fewer options](#)

[Commission Matrix](#) [User Setup](#) [Sales Team](#) [Sales Team Members](#) [Sales Groups](#) [Salesperson](#) [Employee](#) [Vendor](#)

3. From left to right, you will want to export each of the following tables from your current company:

- Commission Matrix
- User Setup
- Sales Team
- Sales Team Members
- Sales Groups
- Salesperson
- Employee
- Vendor

4. After exporting each of these, they will appear in your downloads as a .xml file.



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▼ Today

ERC COM Export Vendor (1).xml

ERC COM Export Employee (1).xml

ERC COM Export Salesperson (1).xml

ERC COM Export Sales Group (2).xml

ERC COM Export Sales Team Mbr (1).xml

ERC COM Export Sales Team (1).xml

ERC COM Export User Setup (1).xml

ERC COM Export Comm Matrix (3).xml

5. Navigate to the company you want to import these setups (Production or another Sandbox).
6. Open the Commission Management Menu and select 'Setup' or search for Commission Management Setup and click the related link.

Commission Management (COM)

Setup

Setup

User Setup

Sales Team Setup

Sales Group Setup

Commission Matrix

Journals

Pending Commissions

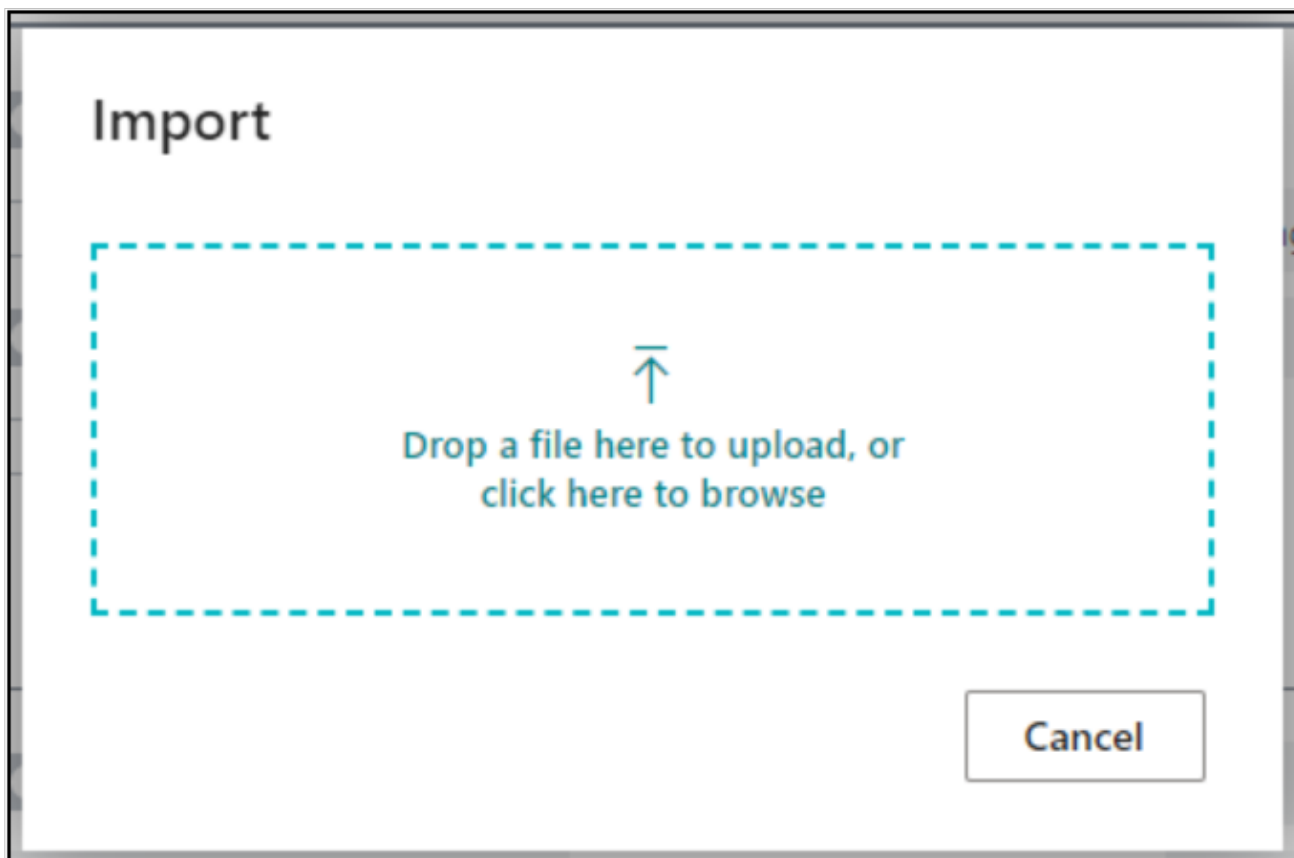
Commission Payment Journal

Reporting

Commission Ledger

Commission Dashboard

7. Once it opens, click the 'Import' button in the top ribbon. This will display all the setup tables you just exported from the other company.
8. In the following order, import the .xml files for each table by selecting them one by one and dragging and dropping the respective file into the import box for each setup table (screenshot below):
- Commission Matrix
 - User Group
 - Sales Team
 - Sales Team Members
 - Sales Groups
 - Salesperson
 - Employee
 - Vendor



9. After importing each of the .xml files above, the new company will be setup exactly like the other company and you can proceed with commissioning as usual.

13. Test Scripts

Populating Commissions On Sales Order

- Navigate to Commissions Management (COM)
- Click into Commissions Matrix and confirm rules have been entered
- Search for Sales Orders and click the related link
- Enter a Customer and Salesperson for the rule being tested
- Navigate down to the lines and enter in an item that fits the rule
- Enter in Quantity and Unit Price (if blank)
- Scroll to the right and confirm Pending Commission Amount is not 0.00
 - If Pending Commission Amount = 0.00, then either the rule has a Percent Commission = 0 or the rule did not get triggered
 - Please confirm all filters on the Commission Matrix rule have been met on the Sales Order
- To check applied commissions rules, click Line > Functions > Show Applied Commissions Rules
- Ship and Invoice the Sales Order

Emailing On Low Net Profit



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- Navigate to Commissions Management Setup (COM)
- Ensure Notify on Low Net Profit is turned on under the Notifications tab
- Ensure Low Net Profit Percent and Email are populated
- Create and post a Sales Order where Net Profit is below the threshold
 - Net Profit is Amount minus Unit Cost minus Commissions
- Confirm an email is sent after the Invoice has been posted notifying the user of Low Net Profit

Approving Commissions

- Navigate to Commissions Management Setup (COM)
- Ensure Require Commissions Approval is turned on under the General tab
- Create and post a Sales Order with a Commission Amount
- Navigate to the Commission Ledger and find the corresponding entry
- Highlight the entry and click 'Approve Ledger' in the top ribbon
- Scroll to the right and confirm the approval fields are populated
 - Approved = Yes
 - Approved By = [User ID]
 - Approved At = Date/Time

Paying Commissions

- Navigate to Commission Management (COM)
- Drill into Commission Payment Journal
- Click Generate Payment Journals
- Enter a Thru Date and click OK
- Confirm the correct entries are populated in the journal
- Click Post Journal
 - For Employees, these payments will be posted in the General Ledger and can be added to Payroll
 - For Vendors, open Purchase Invoices will be created and normal purchasing processes should be followed