



## Rank FAQ

v1.0

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## Rank FAQ

The purpose of this document is to outline the different rank designations that are stored in Exigo and how they are used in the features of Exigo.

### WHAT IS A RANK?

A title designation achieved by the distributor based in increasing participation in the company compensation plan based on qualification rules established for each rank level.

### WHAT IS THE DIFFERENCE BETWEEN ACHIEVED OR MAINTAINED RANK?

Your compensation plan may have qualification rules that outline the performance criteria that must be met in order to achieve a rank level for the first time. **This is Rank Achievement.** Some compensation plans may have different qualification rules that outline what is necessary to keep the rank you have achieved and continue to get paid at that rank level after the initial requirements have already been met. This is Rank Maintenance.

**Please note** that the real time Rank Report Card feature (**listed as GetRankQualifications in the API**) in Exigo will **always be based on Rank Achievement**, what the Distributor needs to do in order to advance to the next rank level.

### WHAT IS THE DIFFERENCE BETWEEN RANK AND PAID RANK?

The **Rank value** represents the highest rank achieved. As performance increases and a new rank level is achieved **based on the qualification rules**, the rank value will change to the higher rank level as promotions occur.

Traditionally, this value will never go down or demote **unless a company has specific 'reset' rules** for the highest rank.

The **Paid Rank value** represents the rank that the distributor is getting paid as in the current commission period (week/month). It is **based on current performance** for the period and will fluctuate over time as your commissions are processed and accepted.

### WHAT IS THE DIFFERENCE BETWEEN CUSTOMER RANKS AND PERIOD RANKS?

In the **customer record for the Distributor**, the **rank** and **paidrank** are updated each time a commission run is processed and accepted.

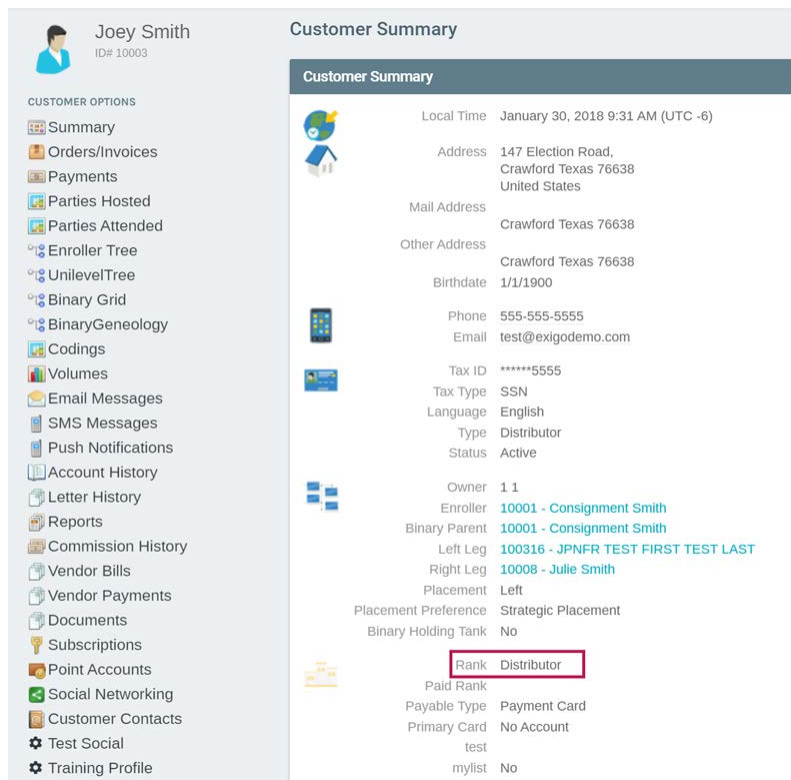
**Once the run is accepted**, the commission program will update the rank if the new rank achieved is higher than the rank stored for the customer. This will always represent the highest rank ever achieved and can be used for recognition purposes. The commission program will also update the

**paidrank value** in the customer record and this value will represent the rank that the distributor was paid as last time they earned commissions.

There is a **period volume table** that is used to store real time volume bucket values and real time rank values. These values are **updated real time** every time an **Accepted order** is created that has volume or information that would cause the ranks or volumes to increase. These values will change over time and will only be locked in once the commissions for that period (week or month) have been processed and accepted.

### WHERE CAN I SEE THE CUSTOMER RANK VALUES?

You can go to **Customer>>Customer Search** for any distributor and view the information on their customer screen. This will show their Customer Rank which is the highest rank ever achieved:



**Joey Smith**  
ID# 10003

**CUSTOMER OPTIONS**

- Summary
- Orders/Invoices
- Payments
- Parties Hosted
- Parties Attended
- Enroller Tree
- UnilevelTree
- Binary Grid
- BinaryGeneology
- Codings
- Volumes
- Email Messages
- SMS Messages
- Push Notifications
- Account History
- Letter History
- Reports
- Commission History
- Vendor Bills
- Vendor Payments
- Documents
- Subscriptions
- Point Accounts
- Social Networking
- Customer Contacts
- Test Social
- Training Profile

**Customer Summary**

**Customer Summary**

Local Time	January 30, 2018 9:31 AM (UTC -6)
Address	147 Election Road, Crawford Texas 76638 United States
Mail Address	Crawford Texas 76638
Other Address	Crawford Texas 76638
Birthdate	1/1/1900
Phone	555-555-5555
Email	test@exigodemo.com
Tax ID	*****5555
Tax Type	SSN
Language	English
Type	Distributor
Status	Active
Owner	1 1
Enroller	10001 - Consignment Smith
Binary Parent	10001 - Consignment Smith
Left Leg	100316 - JPNFR TEST FIRST TEST LAST
Right Leg	10008 - Julie Smith
Placement	Left
Placement Preference	Strategic Placement
Binary Holding Tank	No
<b>Rank</b>	<b>Distributor</b>
Paid Rank	
Payable Type	Payment Card
Primary Card	No Account
test	
mylist	No

From the customer screen, you can click on the **Commission History** menu link under **Customer Options** and **view the Paid Rank** for each commission run:

**Joey Smith**  
ID# 10003

CUSTOMER OPTIONS

- Summary
- Orders/Invoices
- Payments
- Parties Hosted
- Parties Attended
- Enroller Tree
- UnilevelTree
- Binary Grid
- BinaryGenealogy
- Codings
- Volumes
- Email Messages
- SMS Messages
- Push Notifications
- Account History
- Letter History
- Commission History**
- Vendor Bills
- Vendor Payments
- Documents
- Subscriptions

### Commission History

RUN ID	TYPE	DESCRIPTION	ACCEPTED DATE	COMMISSION TOTAL	RANK	
327	Weekly	Week 6 4/11-4/17	4/29/2011	\$54.19	Distributor	<a href="#">VIEW</a>
80	*Monthly	Dec - Jan 2011	2/4/2011	\$63.69	Star	<a href="#">VIEW</a>

## WHERE CAN I SEE THE PERIOD RANK VALUES?

While you are still on the **customer screen**, you can click on the **Volumes** link and **select the different period types** from the drop downs to view current ranks or previous ranks.

**Joey Smith**  
ID# 10003

CUSTOMER OPTIONS

- Summary
- Orders/Invoices
- Payments
- Parties Hosted
- Parties Attended
- Enroller Tree
- UnilevelTree
- Binary Grid
- BinaryGenealogy
- Codings
- Volumes**
- Email Messages
- SMS Messages
- Push Notifications
- Account History
- Letter History
- Reports
- Commission History
- Vendor Bills
- Vendor Payments
- Documents
- Subscriptions
- Point Accounts
- Social Networking
- Customer Contacts

### Volumes

Period Type: **Weekly**

Period ID: **Week 401**

[CLICK TO VIEW OVERRIDES](#)   [VOLUME TYPE](#)

ID	DESCRIPTION	VOLUME
	RANK:	Distributor
	PAID RANK:	Distributor
1	PCV	0.00
2	PBV	0.00
3	OCV	0.00
4	OBV	0.00
5	Active	0.00
6	Binary Qualified	0.00
7	Binary Bankable	1.00
8	Binary Flush	0.00
9	Binary Matches	0.00
10	Left Group Volume	0.00
11	Right Group Volume	0.00
12	Carry Forward Left Group Volume	0.00
13	Carry Forward Right Group Volume	0.00
14	New Left Group Volume	0.00
15	New Right Group Volume	0.00
16	Lesser Log Volume	0.00
17	Lesser Log Volume Added	0.00
18	Period PCV	0.00
19	Personally Enrolled Active Distributors	0.00
20	Active Autoship	0.00
21	Credit Card Total	0.00
22	Retail Customer PV	0.00
23	High Performance Item Purchased	0.00
24	FE Active Left Leg	0.00

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## HOW ARE RANK VALUES VIEWED IN THE DISTRIBUTOR BACK OFFICE?

You can use any of these rank values in the back office. You can use the **GetRealTimeCommissions web service** found at [api.exigo.com](http://api.exigo.com) or use oData to pull this information. You can also use **GetRankQualifications web service from the API** if you want to show a report card of the qualification rules for the rank.

## CAN I CHANGE THE RANK VALUES AND TITLE DESCRIPTIONS?

Since rank and the qualification rules are an integral part of your commission program, **only your Exigo Commission Programmer will be able to modify these values**. The impacts of any changes would need to be evaluated. Description changes can be made easily by the programmer.

## CAN I CHANGE THE RANK FOR A SPECIFIC CUSTOMER?

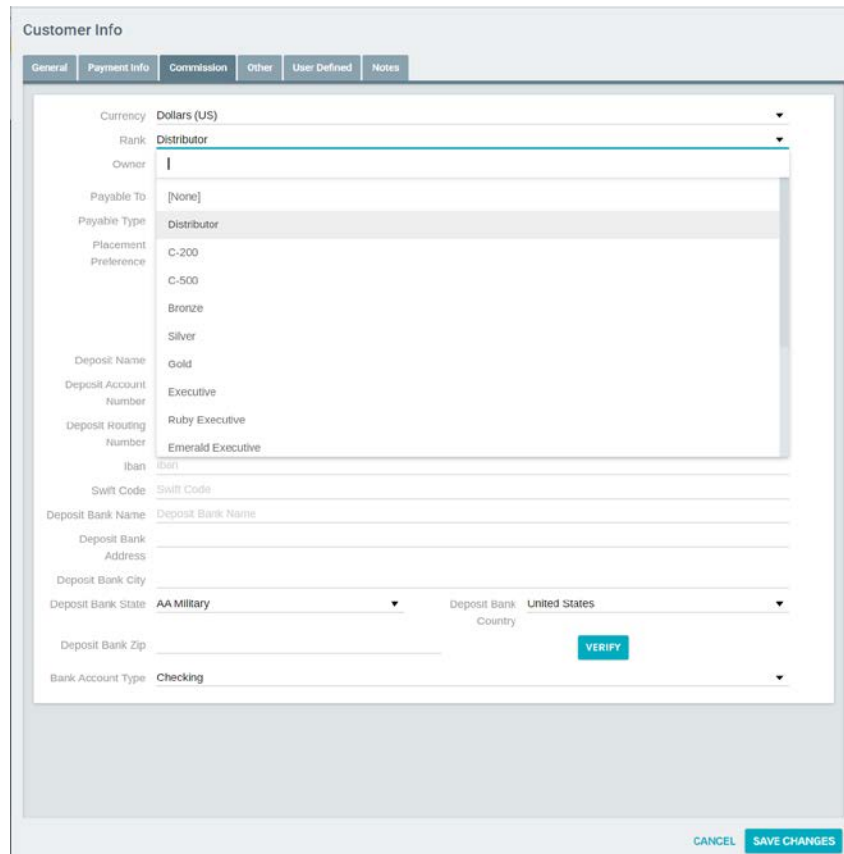
The **rank value** that is stored for the customer and represents the highest rank can be changed if you use the **Edit Customer link** from the **customer screen** and go to the **Commission tab**. **Your user account must have permission to change the rank**.

**Please keep in mind** that whatever value you change the rank to will be regarded by the rank maintenance rules of your commission plan if you have different qualification criteria for achievement vs. maintenance. If the rules are the same, there is no impact.

However, if the rules are different, the new rank you just changed in the customer record will now be used for the highest rank and only maintenance for that rank level will be used. **If you change this rank, you will need to run commissions (but not accept) to trigger the system to do a true up**.

Additionally, the next time you run commissions and accept them, this rank value could be updated by the commission program if there is a **rank promotion**.

Typical reasons for this change could be a temporary fix that you need because you are displaying customer ranks in the back office and you need this level to appear until the next time you run and accept commissions. Or, you want the rank maintenance rules of your commission plan to use the rank level value you just changed.



If you need to change the rank as an override or waiving the qualification rules, then you should do this from the **Commission screen**. The commission program does look at these values and will pay the customer at this rank level **regardless of the current performance** for the current commission period during the next commission run.

Go to **Accounting>>Commissions** and click on the **Qualification Overrides** link.

> Rank Groups	1356	Week 345
> Volume	1323	Week 345
Qualification Overrides	1320	Week 344
RO Distributor	1310	Week 343
RO C200	1308	Week 343
RO C500	1305	Week 343
RO Bronze	1298	Week 343
RO Silver	1296	Week 343
RO Gold	1295	Week 343
RO Executive	1295	Week 343
RO Ruby	1294	Week 343
RO Emerald	1294	Week 343
RO Diamond	1292	Week 343
RO DoubleDiamond	1273	Week 343
RO Platinum	1269	Week 343
RO DoublePlatinum	1183	Week 340
RO TriplePlatinum	1171	Week 341
VB Active	1162	Week 341
VB 120	1156	Week 341
VB 180	1154	Week 341
VB Personally Enrolled Active Left a	1138	Week 341
Retail Sales Override	1138	Week 341
Performance Bonus Override	1137	Week 341
Amount To Payout Performance Boi	1137	Week 341
Matching Bonus Percent ( Apply to I	1136	Week 341
Bulk Order Adjustment	1136	Week 341
Reports	1133	Week 341

Then click on the **Rank Override (RO)** that you want to adjust. The right results pane will refresh and show any customers you have already adjusted for this rank.

You can then **Edit an existing customer** or **add a new one**.

### Qualification Override Settings

Customer ID 1 Amy Wild

Override RO Distributor ▼

Override as Qualified

Optional Amount 1.0000

Limit this override to a period range

Period Type Weekly ▼

Start Period History ▼

End Period History ▼

CANCEL
SAVE CHANGES



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From the popup, enter the **ID number of the customer** that you want to override and **select the override rank**. You would also follow these steps if you need to remove a current override.

Please note that the rank override will also be reflected in the **period volume record for the paid rank only**.

The **period volume rank** will still reflect the highest rank ever achieved from previous accepted commission runs.

The rank override will not change the Rank Report Card because that feature will always show current performance as it relates to the rank level qualification criteria.