

Manual Adjustments App



What is the Manual Adjustments App?

The Manual Adjustments app is designed to streamline the process of changing order information within the Incent system. This app enables administrators to directly add assignments or adjust order amounts without managerial review. Unlike the Dispute Workflow app, which is tailored for representatives to request changes, the Manual Adjustments app provides administrators with the autonomy to make immediate corrections. This includes adding representatives to specific orders or modifying the order values, thereby ensuring quicker resolution of errors and updates. This direct intervention capability expedites the correction process.



Pricing:

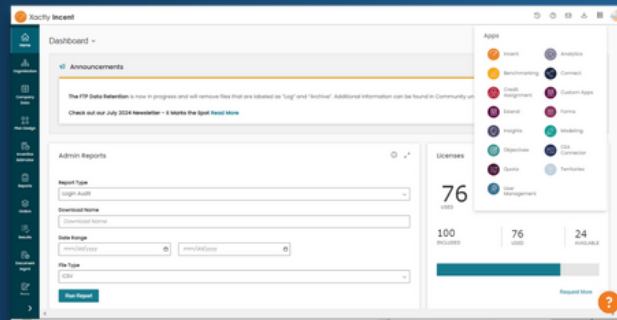
Manual Adjustments App implementation is offered under a fixed fee contract which does not include Xactly's licensing fees:

- **Pricing: \$17K**

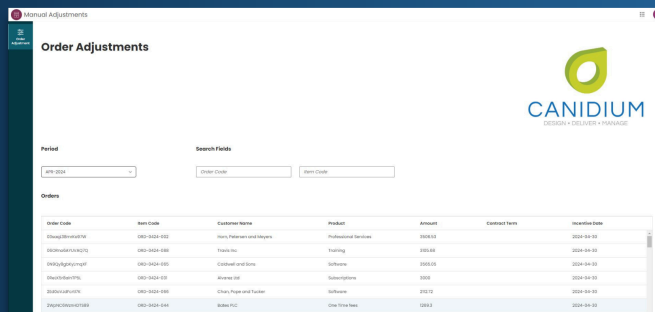
Alternatively, If you have an existing managed service contract you can utilize your unallocated hours to implement this app.

Clients in need of extensive custom configurations should consult their implementation team to determine additional costs.

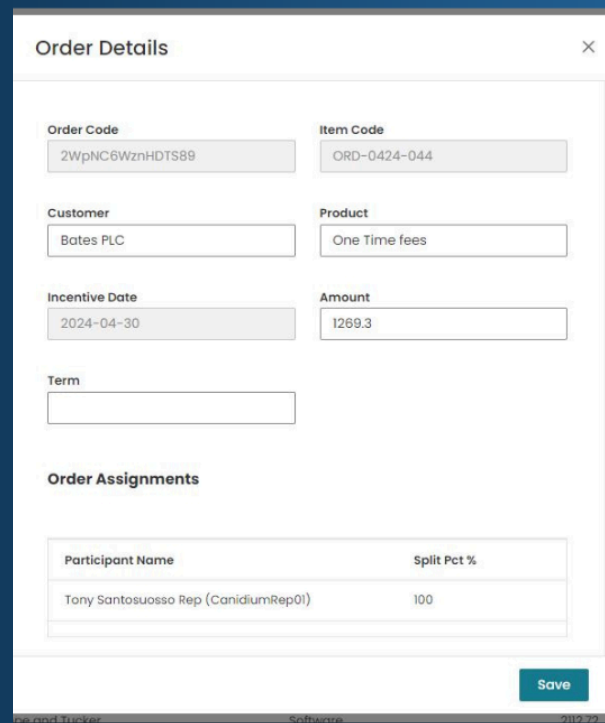
Step-By-Step Guide to Using the Manual Adjustments App



Log into the Manual Adjustments app via the "Custom Apps" option on the dropdown menu in the top right corner of your Incent Dashboard.



Use the search function to locate the specific order that requires adjustment. You can filter orders by various criteria such as date, order number, or representative associated with the order.



If a representative needs to be added to an order, select the option to add an assignment and choose the appropriate representative from a dropdown list or by entering their name.

To modify the order amount, enter the new amount in the designated field. Confirm that the new amount is correct and justified based on the order details.

Once all adjustments are confirmed, save the changes. The app will automatically update the order details in the Incent system.