



Commissions

Deal Value can be paid out Residually or Upfront, simply request your preference from your Account Manager!



RESIDUAL

Payment is based on actual usage when available, or based on contracted volume divided by 12 months.

You will need to allow for as much as 120 days AFTER customers goes on flow with supplier for payment.
Example: If a contract has a start date of February 2021, payment could be received on the May 2021 commission run.

UPFRONT

Payment is based on annual volume, so the payment is for the whole year, with payments made once annually.

If the start date falls inside your forward start window, payment will be received on the next commission run. If the start date falls outside of that window, payment will be received two months after the start date.

Commissions FAQ

What is the difference between ACH and Wire?

ACH transfers are typically completed in 1 to 2 business days after the payment is scheduled.

Wire transfers are typically completed the same day payment is scheduled. Depending on the bank, this may require a small fee to retrieve payment.

When can I expect to receive my commission payment?

BOX pays on the 8th of each month! Commission statements are sent 1-2 days before payment is scheduled for your review.

How do True-Ups work?

A true-up is an adjustment, positive or negative, based on actual usage vs. estimated usage. Both residual and upfront commissions are subject to annual volume true-ups.

How do True-Ups affect annual upfront payments?

We use true-ups to adjust the volume for annual payments. After we pay/deduct on usage for the previous year, we use true-ups to calculate volume for the following year.

If the actual usage was less than the estimated usage, the next payment will be less than the previous year.

If the actual usage was more than the estimated usage, the next payment will be more than the previous year.

How do Drops and Reinstatements work?

If a deal drops, there will be a claw back on the upcoming commission run. That amount will be charged against future commissions until paid off.

If a deal gets reinstated, the amount charged back will be reimbursed.

If a deal drops and gets reinstated in the same month, there will be no claw back or repayment.