USER GUIDE · VERSION 1

Staff incentive

Pay outlet staff commission on what they sell. Staff see every ringgit they earned on their phone and withdraw it to their own bank account; head office sets the rules, prizes and payouts.

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What it is for

For: Everyone

Staff incentive works out the commission each outlet staff member earns on their sales, keeps it in their own balance, and pays it to their bank account when they ask. Every figure can be traced back to the sale and the rule that paid it, so a staff member can explain their own balance to their manager from the statement alone.

It has two sides:

- **The staff app**, opened on a phone. Staff see their balance, statement, ranking and prizes, and withdraw their money.
- **The admin panel**, opened on a computer. Head office imports sales, sets the commission rules and prizes, checks unusual sales, pays out and runs reports.

How money moves

1. A sale is imported. Each line is matched to the staff member who made it.
2. The commission rules decide what each line earns. The amount shows as **Pending**.
3. After a few days (in case the customer returns the item), it becomes **Available**.
4. The staff member withdraws it. While the payment is on its way it is **On hold**; then it is paid into their bank account.

Who does what

These are the roles as **Roles** in the admin panel names them:

Role	What they do
Staff	Uses the staff app only
Outlet Manager	Answers staff queries about their own outlet's sales
Finance	Pays out commission, reviews unusual sales, runs reports
Hq Commercial	Writes commission rules, campaigns and prizes
Hr Administrator	Looks after staff records and accounts
Auditor	Looks at records without changing them

Anything that changes how money is worked out needs a second person to approve it. Nobody can approve their own change.

What it needs from other modules

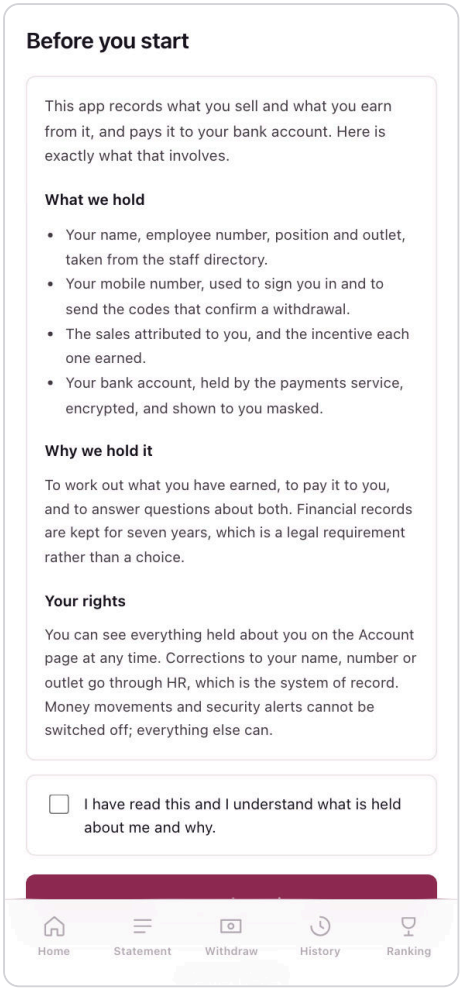
Staff, outlets and products come from your company's staff directory and product list; they are not typed in here. Sales come from your point-of-sale reports. The balances themselves are kept by the separate e-wallet module.

STAFF INCENTIVE

Your first time in the staff app

For: Staff

1. Open the staff app on your phone and sign in with your company account.
2. The first screen is **Before you start**: what the app holds about you, why, and for how long. Read it.
3. Tick **I have read this and I understand what is held about me and why**, then press **Agree and continue**.



If you press **I do not agree**, you are signed out. You can still be paid: speak to HR, who will arrange it outside the app. If the wording of the notice changes, everyone is asked again.

Put it on your home screen

In your phone's browser menu, choose **Add to Home Screen**. The app then opens like any other app.

The menu at the bottom has **Home**, **Statement**, **Withdraw**, **History** and **Ranking**, plus **Awards** while a prize is running for you. Press the circle with your initials on **Home** to open your **Account**.

STAFF INCENTIVE

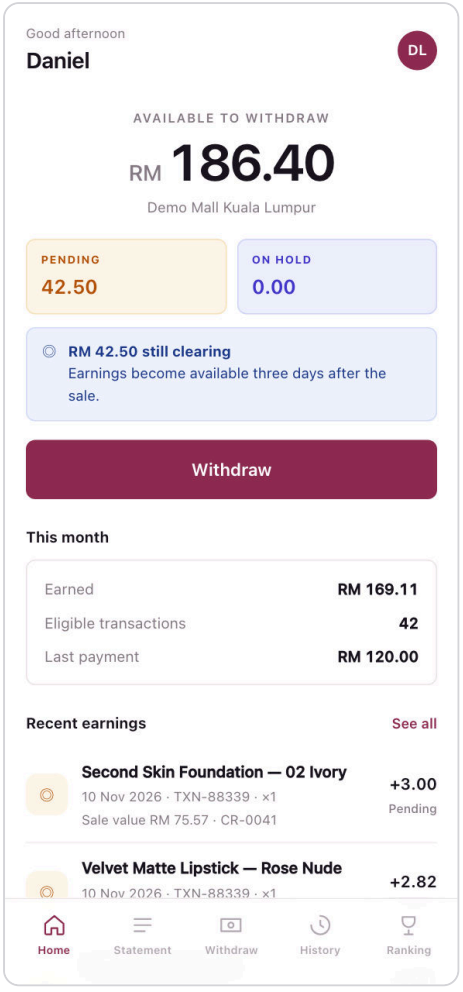
Check your balance

For: Staff

Home shows **Available to withdraw** in large figures: money you can take out today. Beside it:

- **Pending**: money still clearing. It becomes available a few days after the sale, once the customer can no longer return the item.
- **On hold**: withdrawals you asked for that are still on their way to your bank.

Below that, **This month** shows what you **Earned**, your **Eligible transactions** and your **Last payment**. **Recent earnings** lists your latest commission lines; press **See all** for the full statement.



STAFF INCENTIVE

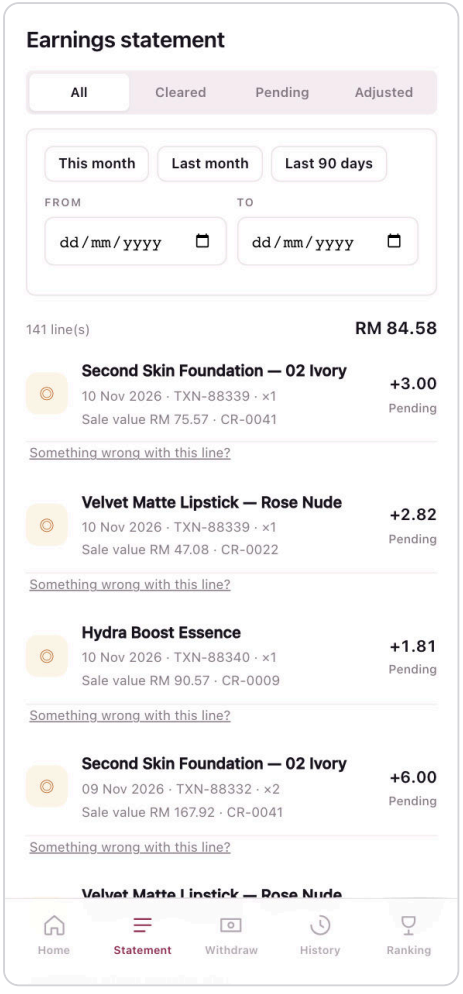
Read your statement

For: Staff

Statement lists every commission line you earned. Each line shows the product, the date, the sale reference, how many you sold, the sale value, the code of the rule that paid it, and the amount.

- Press **Cleared**, **Pending** or **Adjusted** to see only those lines, or **All** for everything.
- Press **This month**, **Last month** or **Last 90 days**, or pick your own **From** and **To** dates.

A line that was reversed or did not qualify stays on the list, so your statement always adds up to your balance.

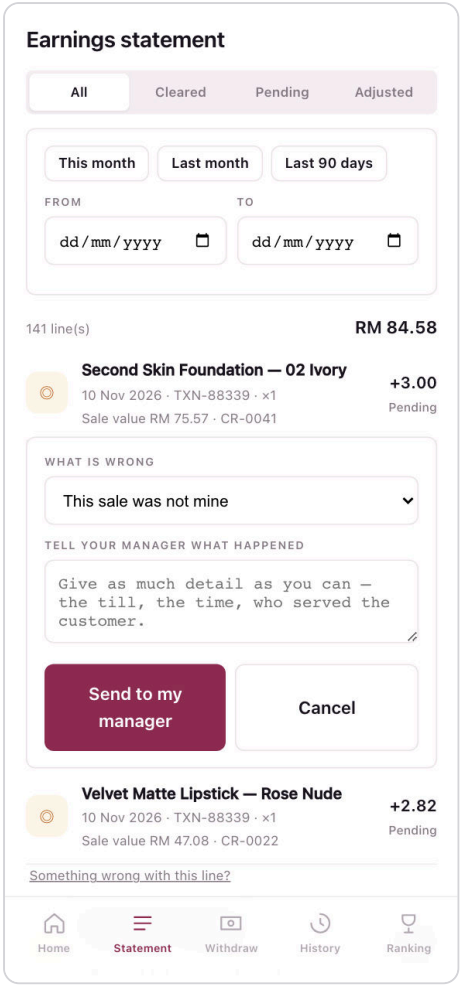


Something looks wrong

1. Under the line, press **Something wrong with this line?**

2. In **What is wrong**, pick **This sale was not mine**, **A sale of mine is missing** or **The amount looks wrong**.
3. Under **Tell your manager what happened**, give the till, the time and who served the customer.
4. Press **Send to my manager**.

Your outlet manager looks into it and you are told the outcome. Do it soon: a sale that came in without a name can only be given to someone for a limited time.



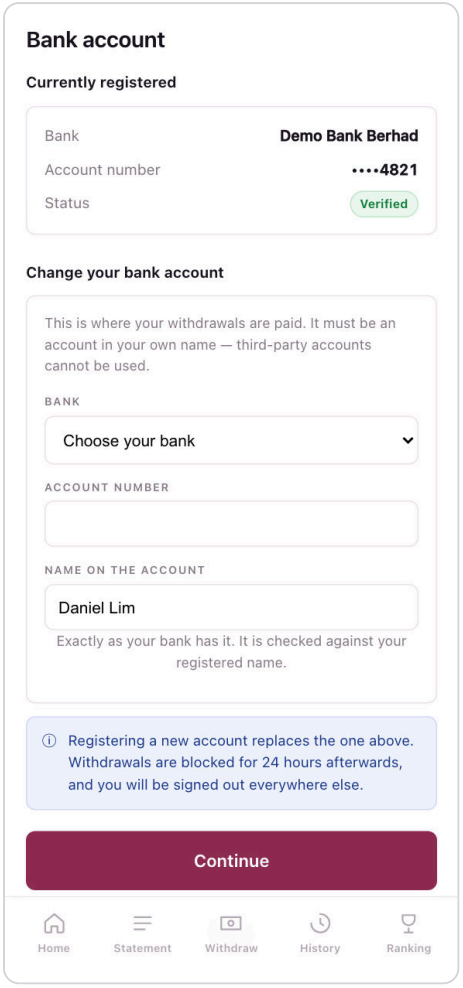
STAFF INCENTIVE

Register your bank account

For: Staff

You need a bank account in your own name before you can withdraw. Accounts in someone else's name cannot be used; this is a legal rule.

1. Press the circle with your initials on **Home** to open **Account**, then press the button under **Bank account**.
2. **Choose your bank** from the list.
3. Type the **Account number**: digits only, no spaces or dashes.
4. Type the **Name on the account** exactly as your bank has it. It is checked against your registered name.
5. Press **Continue** and confirm with the code sent to your phone.



The account is checked with a RM 1 transfer and a name check. Until that passes, it shows **Awaiting verification** and you cannot withdraw to it.

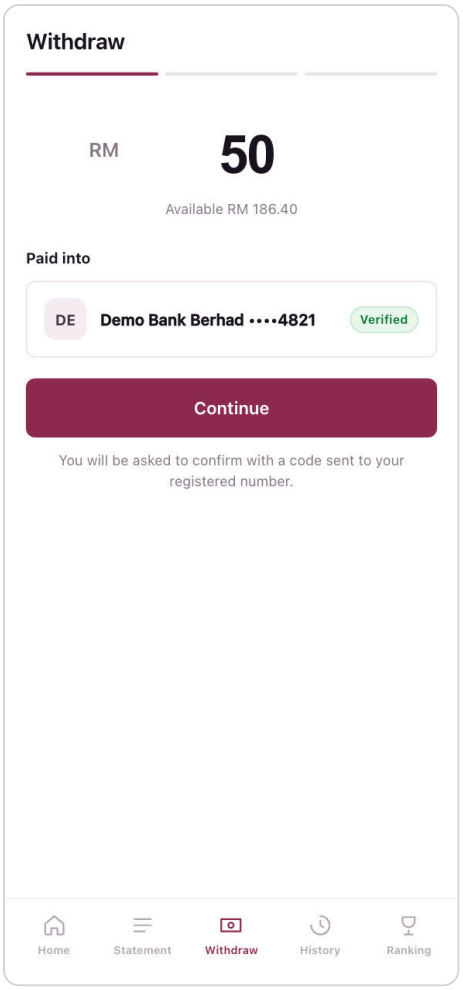
Registering a new account replaces the old one. Withdrawals are then blocked for 24 hours, and you are signed out on your other devices. This protects your money if someone changes your account without your knowledge.

STAFF INCENTIVE

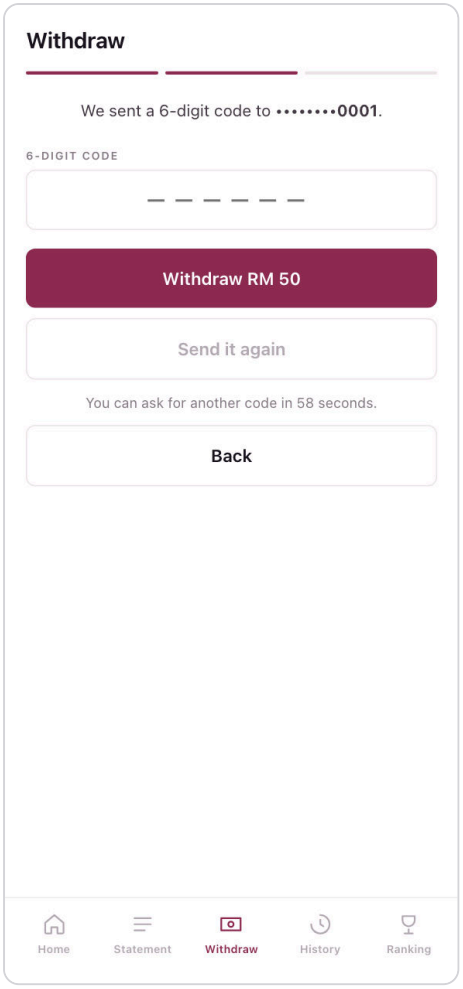
Withdraw your money

For: Staff

1. Press **Withdraw** in the menu.
2. Type the amount, up to your available balance.
3. Check the bank account under **Paid into**.
4. Press **Continue**.



5. A 6-digit code is sent to your registered phone number. Type it in.
6. Press the button that confirms the amount, for example **Withdraw RM 50**.



The code expires after a few minutes. If it does not arrive, wait for the countdown, then press **Send it again**. If you type it wrongly, the screen tells you how many tries are left.

Every withdrawal asks for a code. There is no setting that turns this off. Large withdrawals may be checked by Finance before they are paid.

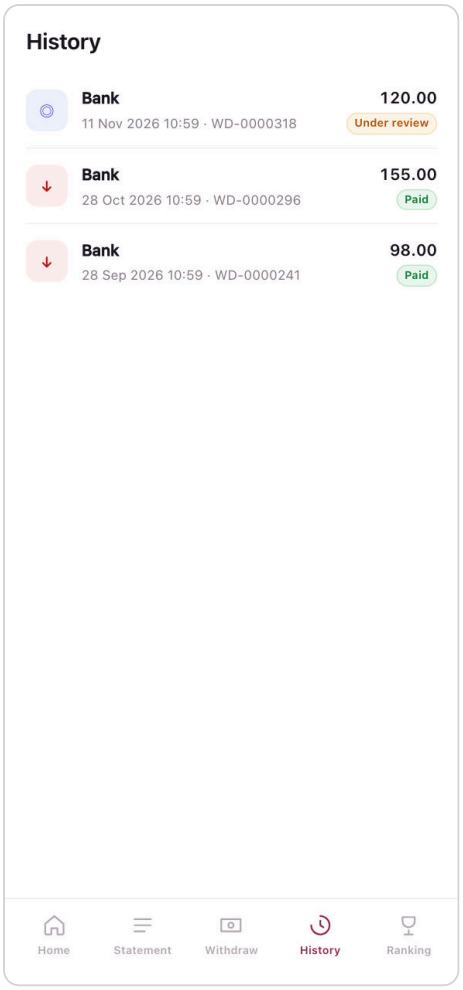
STAFF INCENTIVE

Track a payment

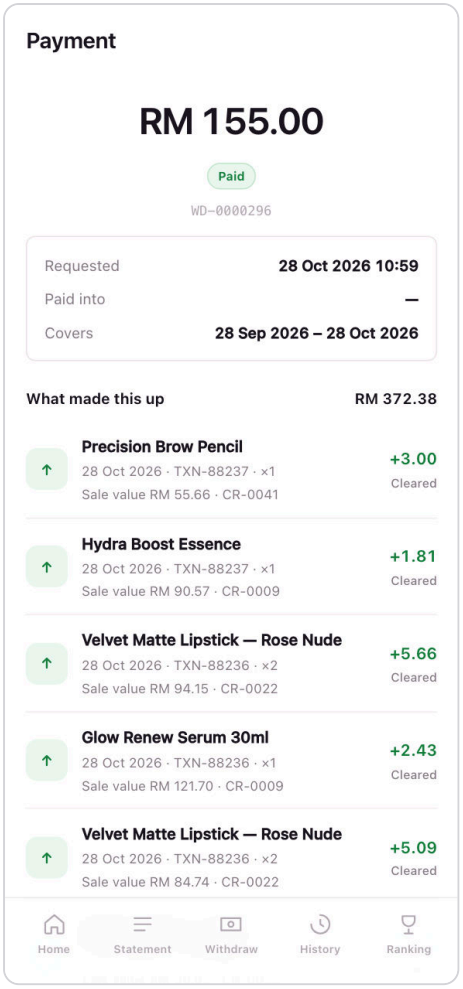
For: Staff

History lists every withdrawal, newest first, with its reference number and status:

- **Under review**: being checked before it is sent.
- **Released**: on its way to your bank.
- **Paid**: in your bank account.



Press a withdrawal to see when you asked for it, where it was paid, the dates it covers, and every commission line earned in that time under **What made this up**. Open this screen when someone asks you to explain a figure.


Payment
RM 155.00
Paid
WD-0000296
Requested
28 Oct 2026 10:59
Paid into
—
Covers
28 Sep 2026 – 28 Oct 2026
What made this up
RM 372.38
Precision Brow Pencil
28 Oct 2026 · TXN-88237 · ×1
Sale value RM 55.66 · CR-0041
+3.00
Cleared
Hydra Boost Essence
28 Oct 2026 · TXN-88237 · ×1
Sale value RM 90.57 · CR-0009
+1.81
Cleared
Velvet Matte Lipstick — Rose Nude
28 Oct 2026 · TXN-88236 · ×2
Sale value RM 94.15 · CR-0022
+5.66
Cleared
Glow Renew Serum 30ml
28 Oct 2026 · TXN-88236 · ×1
Sale value RM 121.70 · CR-0009
+2.43
Cleared
Velvet Matte Lipstick — Rose Nude
28 Oct 2026 · TXN-88236 · ×2
Sale value RM 84.74 · CR-0022
+5.09
Cleared
Home
Statement
Withdraw
History
Ranking

STAFF INCENTIVE

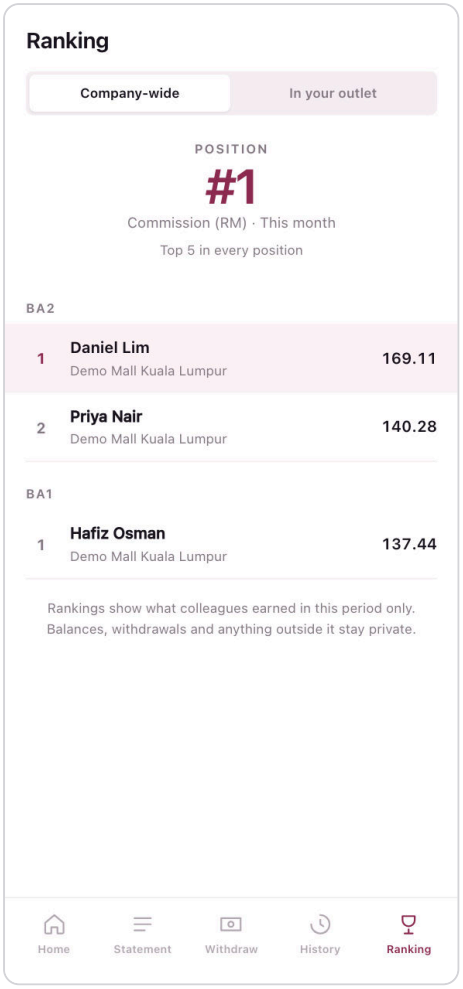
See your ranking and prizes

For: Staff

Ranking

Ranking shows where you stand this period. Switch between **Company-wide** and **In your outlet**. People are ranked against others in the same position, and the top five of each position are listed. Your own row is marked.

The heading says what is ranked (for example commission earned) and for which period. Only that figure is shared. Balances and withdrawals stay private.



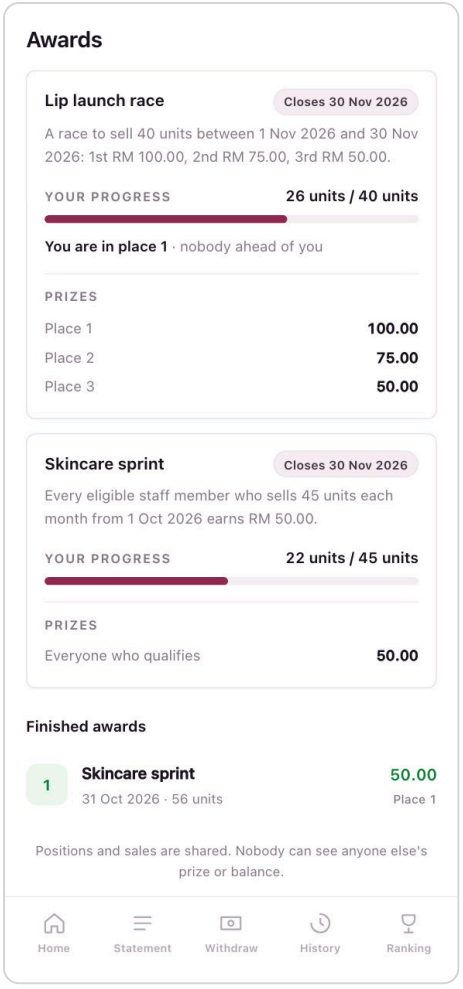
Awards

An award is a prize for a whole period, paid on top of your commission, for example "sell 45 skincare units this month" or "first three to 40 lip units win". When an award is running for you, an **Awards** tab appears in the menu at the bottom. It shows:

- what each running award asks for, when it closes, and the prize for each place;

- **Your progress**: how far you are, and for a race or ranking, your place and the gap to the person above;
- **Finished awards**: what you won. The prize lands in your balance like commission.

Your place can move on a day you sold nothing, because head office imports sales in batches. The result is final only when the award closes and is settled.



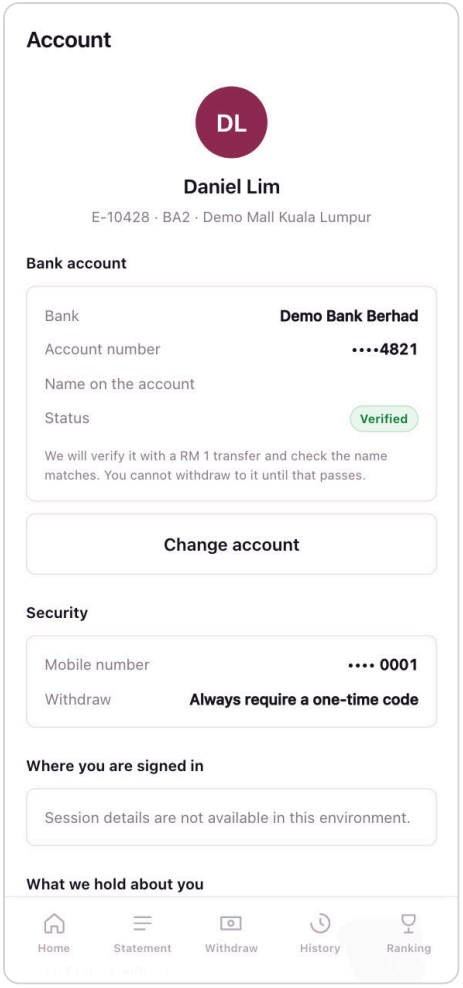
STAFF INCENTIVE

Your account, alerts and language

For: Staff

Account keeps your details in one place:

- **Bank account**: where withdrawals are paid, shown with only the last digits, and **Change account**.
- **Security**: your registered mobile number. Withdrawals always need a one-time code.
- **Where you are signed in**: sign out of a phone you do not recognise.
- **What we hold about you**: every piece of personal information the app stores. To correct your name, number or outlet, speak to HR.
- **Language**: **English**, **Bahasa Malaysia** or **中文**.



Alerts

The app has a **Notifications** page that lists every message it sent you, whatever your settings. Under **Preferences** you can switch off the optional ones; messages about security and money cannot be switched off. There is no button to reach this page in the app yet: ask your administrator for the link.

STAFF INCENTIVE

The head office dashboard

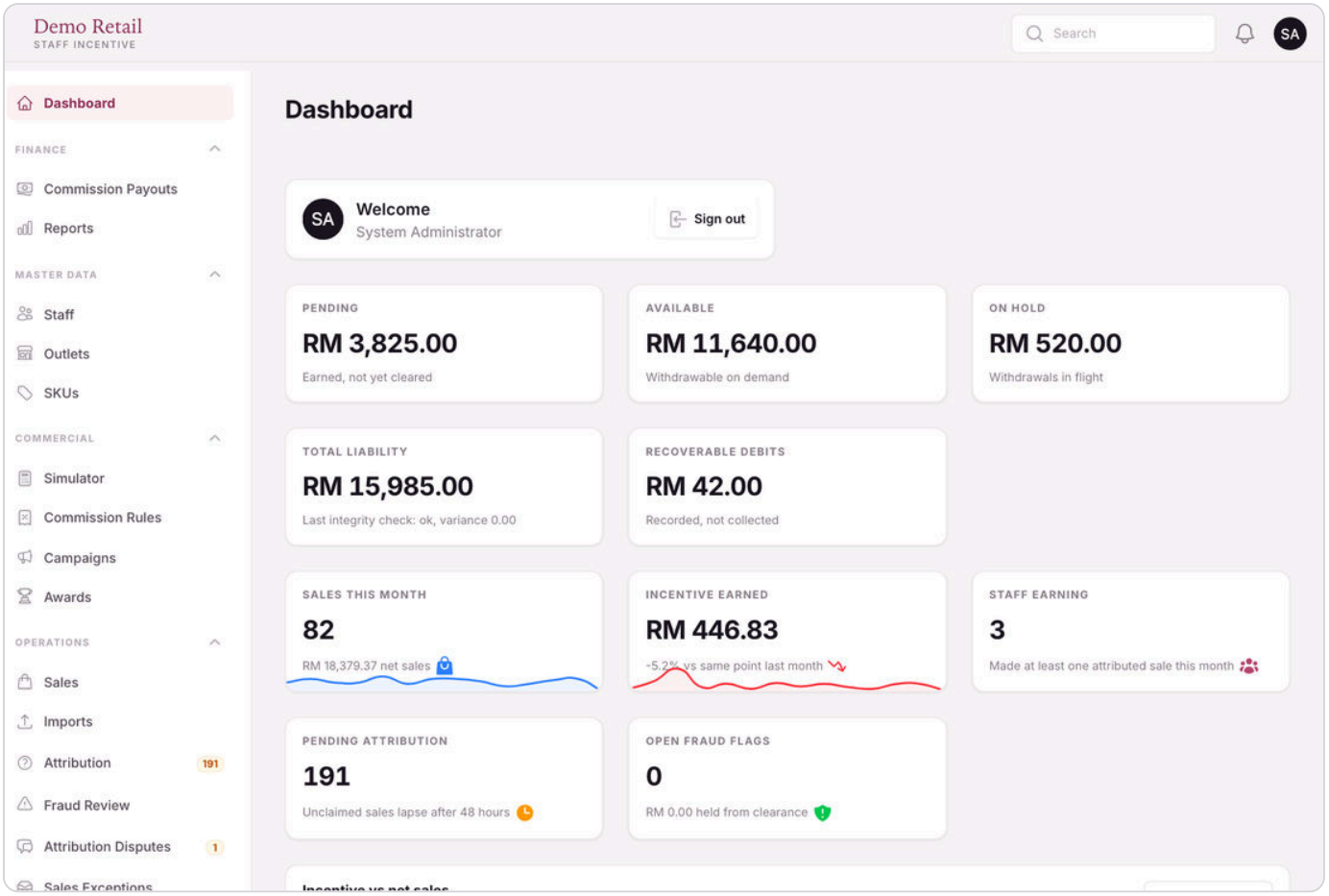
For: Head office

The admin panel opens on **Dashboard**. Your menu on the left shows only the pages your role can use.

The boxes at the top show the money position across all staff:

- **Pending**: earned but not yet cleared.
- **Available**: staff can withdraw it now.
- **On hold**: withdrawals on their way.
- **Total liability**: everything owed to staff, with the result of the last nightly check.
- **Recoverable debits**: money owed back by staff, recorded but not collected.

Below are this month's **Sales this month**, **Incentive earned** and **Staff earning**, a chart of incentive against net sales, and the top earners.



Two boxes need daily attention:

- **Pending attribution**: sales with no staff name. They lapse without commission when the time runs out. See **Assign sales that have no name**.
- **Open fraud flags**: money held back until someone reviews it.

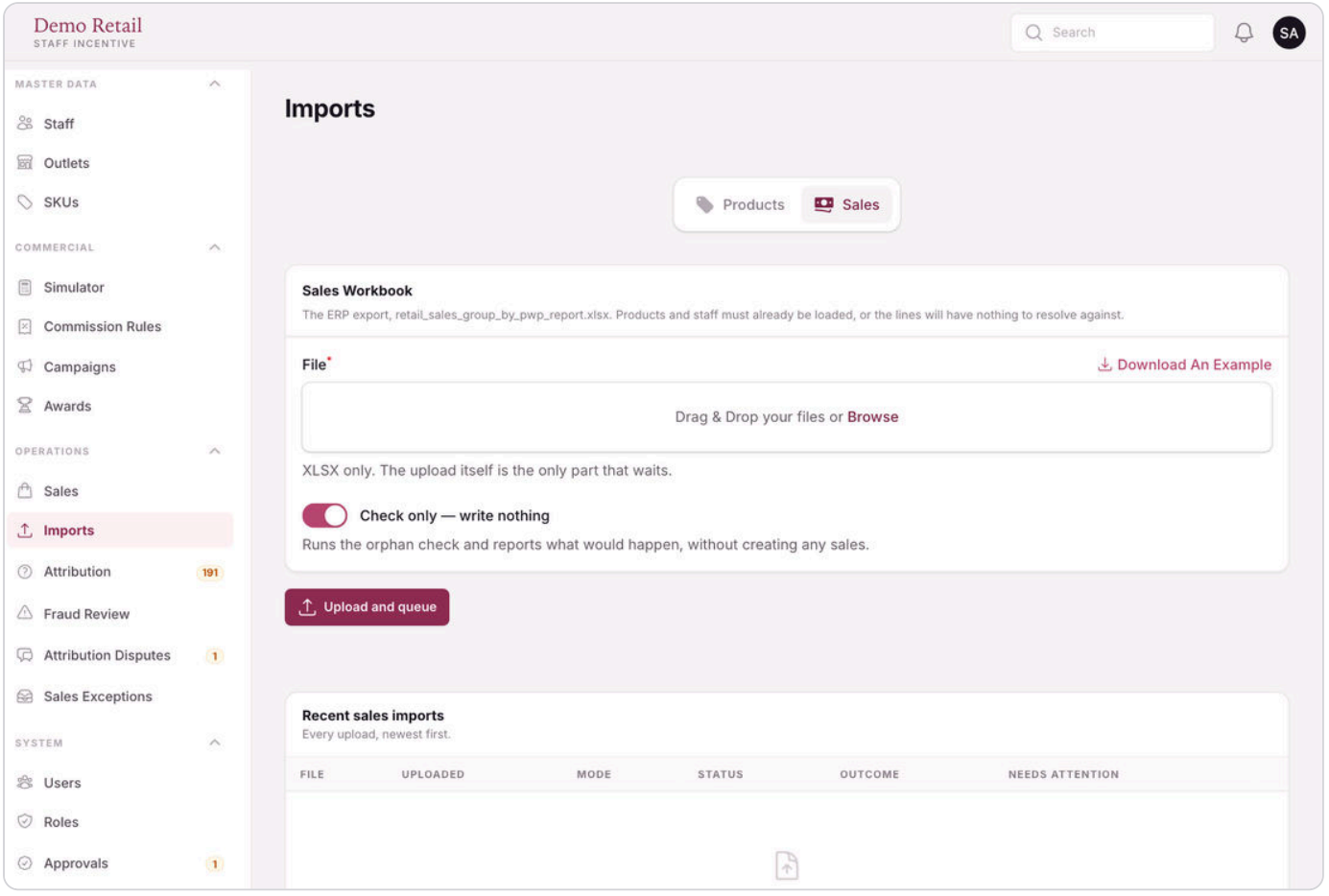
STAFF INCENTIVE

Import sales

For: Operations

Sales come in as a daily workbook exported from your point-of-sale reports. Each bill becomes one transaction. Products and staff must already exist, or the lines have nothing to match.

1. Open **Imports** and pick the **Sales** tab (or **Products** for the product list).
2. Press **Download An Example** if you need to see the exact layout the import reads.
3. Drag the XLSX file onto **File**, or press **Browse**.
4. To test a file first, keep **Check only — write nothing** switched on. It reports what would happen without creating any sales.
5. Press **Upload and queue**. The file is processed in the background.



Every upload appears under **Recent sales imports** with its outcome. Rows that could not be matched are listed with the name the file gave them, so you can fix the product or staff record and import again.

A sale that arrives late still counts towards a prize that has not been settled yet. Once a prize round is settled, late sales no longer change it.

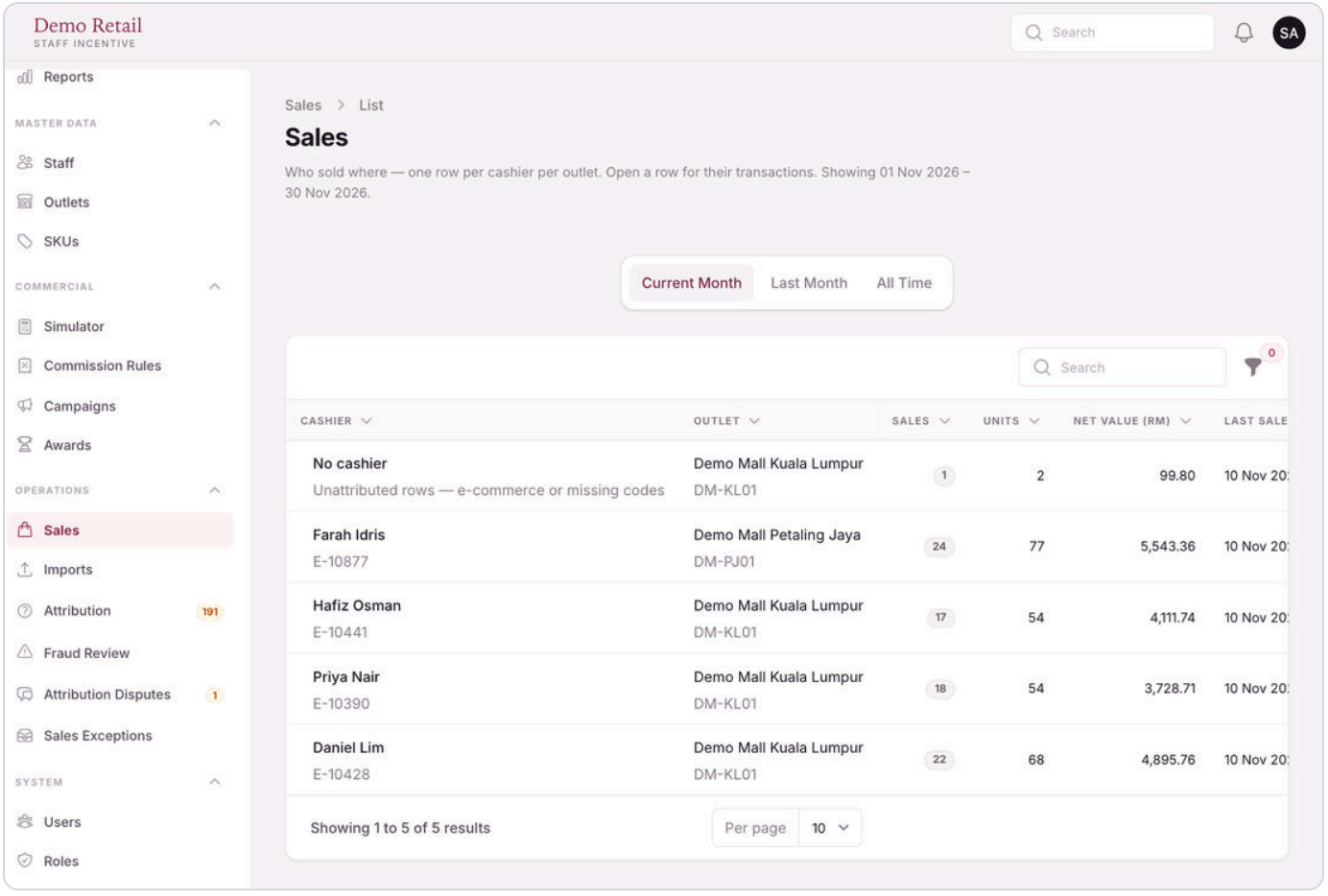
STAFF INCENTIVE

Look up who sold what

For: Operations

Sales shows one row per cashier per outlet, with their number of sales, units, net value and last sale. Sales with no staff code (for example online orders) are grouped under **No cashier**.

- Switch between **Current Month**, **Last Month** and **All Time**. The line under the heading names the exact dates shown.
- Press a row to see that person's transactions at that outlet.
- Press a transaction to see every line and its commission. **Calculation** on a line explains the figure step by step: which rule won, and the sum from the sale price to the ringgit paid.



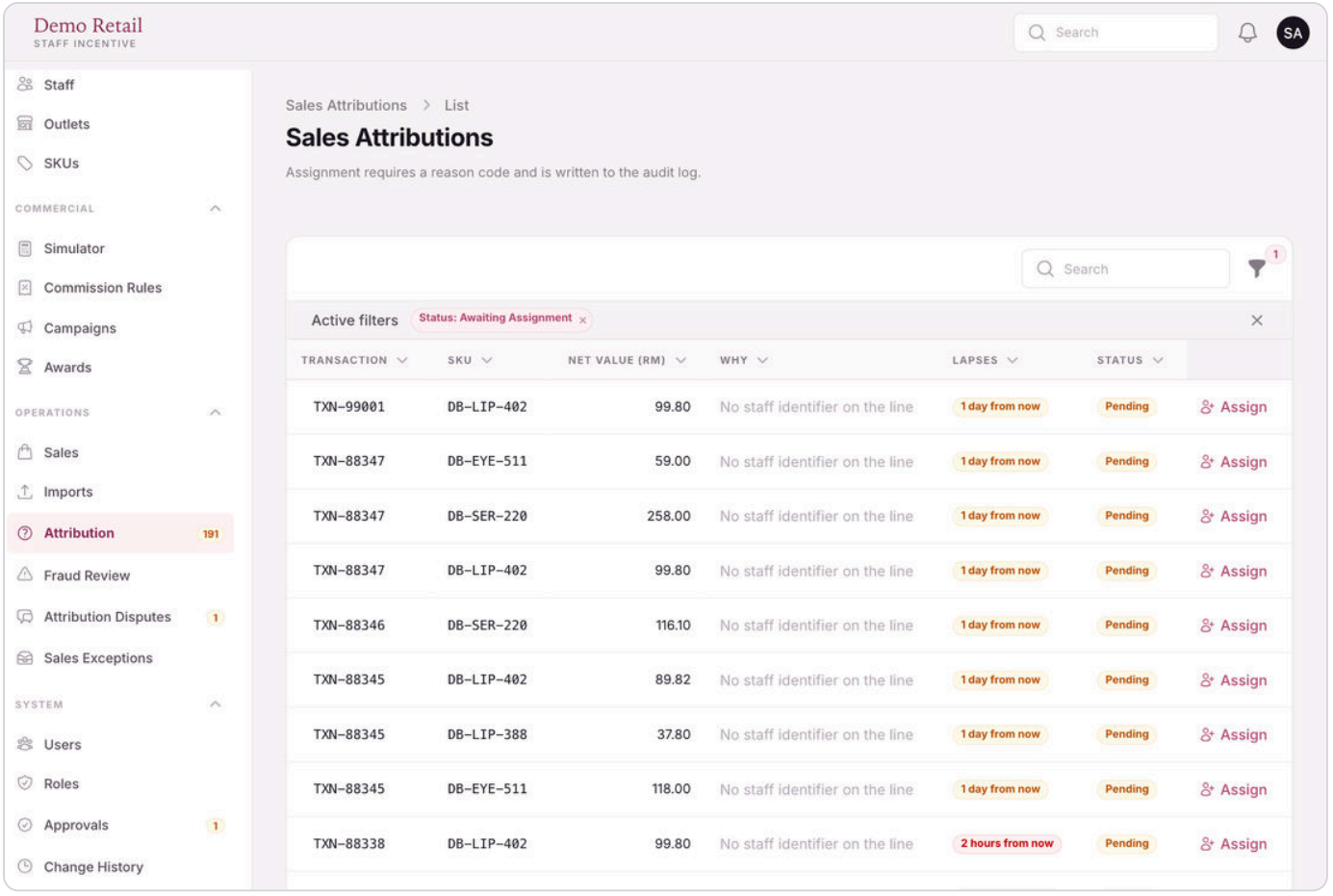
STAFF INCENTIVE

Assign sales that have no name

For: Operations

Some sale lines arrive without a staff code. They wait under **Attribution** until someone gives them to the right person. Each row says why it could not be matched and when it lapses.

1. Open **Attribution**. The number beside it in the menu is how many are waiting.
2. Press **Assign** on a line.
3. In **Attribute To**, pick the staff member.
4. Pick the **Reason Code** and save.



Every assignment is written to the change history. Assign lines before **Lapses** runs out; after that the sale earns no commission.

Answer a staff query

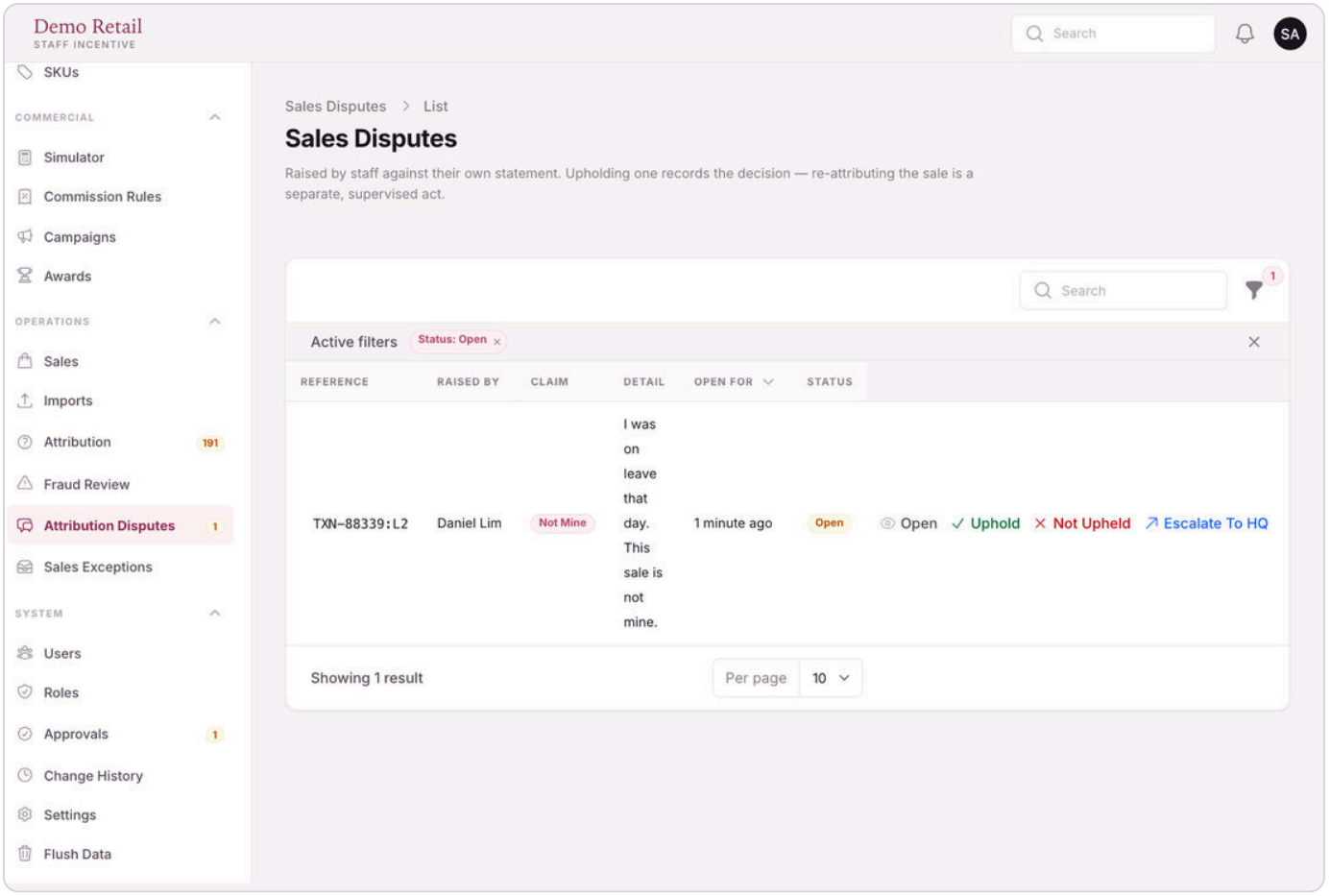
For: Outlet managers

When staff find a line on their statement that is wrong, they send it from the app. It arrives under **Attribution Disputes**. Outlet managers see only their own outlets' cases. The number in the menu counts what is still open.

Each row shows the reference, who raised it, the kind of claim, their words, and how long it has been open.

- **Uphold**: you agree. Write what you found.
- **Not Upheld**: you disagree. Give the reason.
- **Escalate To HQ**: pass it to head office without closing it.

The staff member is told the outcome either way. Upholding a query records the decision only; moving the sale to someone else is a separate step.



STAFF INCENTIVE

Pay out commission

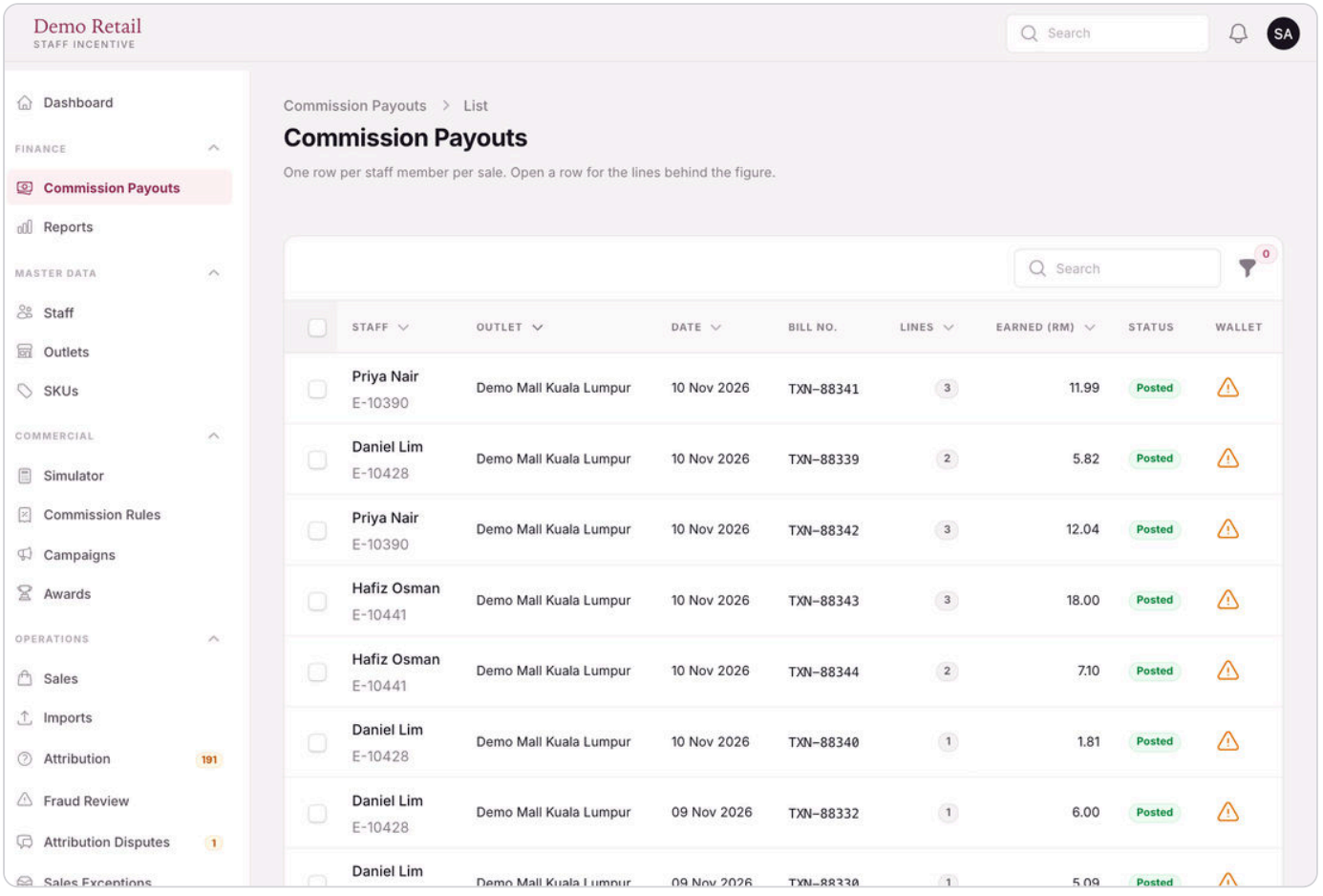
For: Finance

Commission Payouts shows one row per staff member per sale: what was earned, and whether it has reached their balance.

The page opens on the rows that need someone to act: **Failed** and **Held**. Remove that filter to see everything.

The **Status** of each row:

- **Held**: earned but not sent. It waits here until someone releases it.
- **Sending**: released, waiting for the e-wallet to confirm.
- **Posted**: in the staff member's balance, as Pending until it clears.
- **Failed**: the e-wallet refused it or could not be reached. Read the reason and retry; nothing is ever paid twice.
- **Blocked**: an open fraud flag is holding it.
- **Nothing earned**: the line qualified for nothing. It is kept so it can be explained.



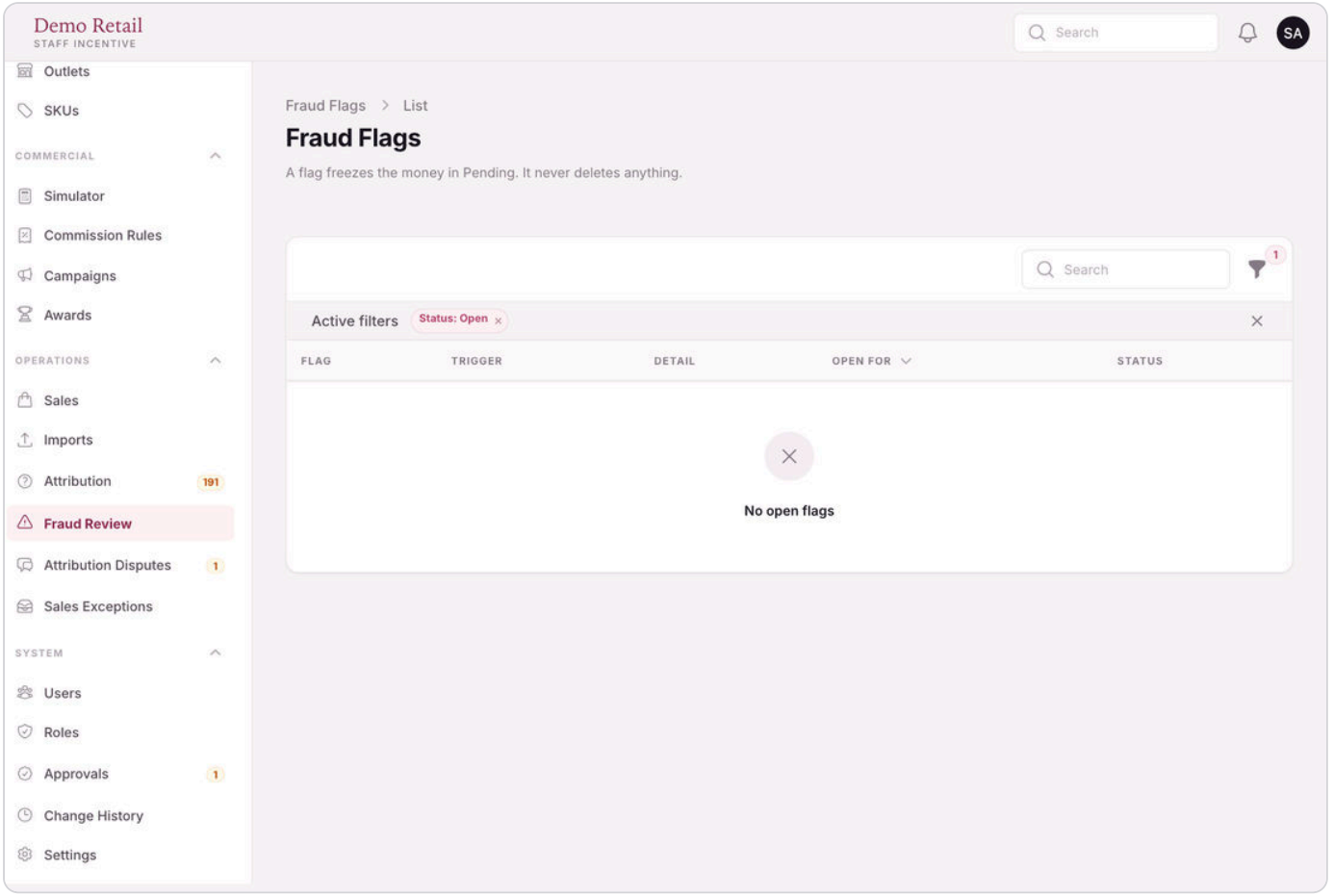
- Tick rows and press **Release Selected**, or **Retry Failed** for refused payouts.

- **Release All Held** sends everything the current filters show, not only the visible page. It tells you how many lines, how many people and the total before you confirm.
- Press a row to see each product line behind the figure, and release or retry single lines.

Whether commission is sent on its own or waits here as **Held** is a setting (**Send commission automatically**). A warning sign in the **Wallet** column means the person's money is kept against their staff record, because they had no sign-in account when they first earned.

Fraud review

Some patterns, such as a sale followed quickly by a return, raise a flag. A flagged amount stays Pending until someone reviews it, so nothing suspicious becomes withdrawable on its own. Open **Fraud Review** and press **Clear Flag** if all is well, or **Uphold** if it is not.



STAFF INCENTIVE

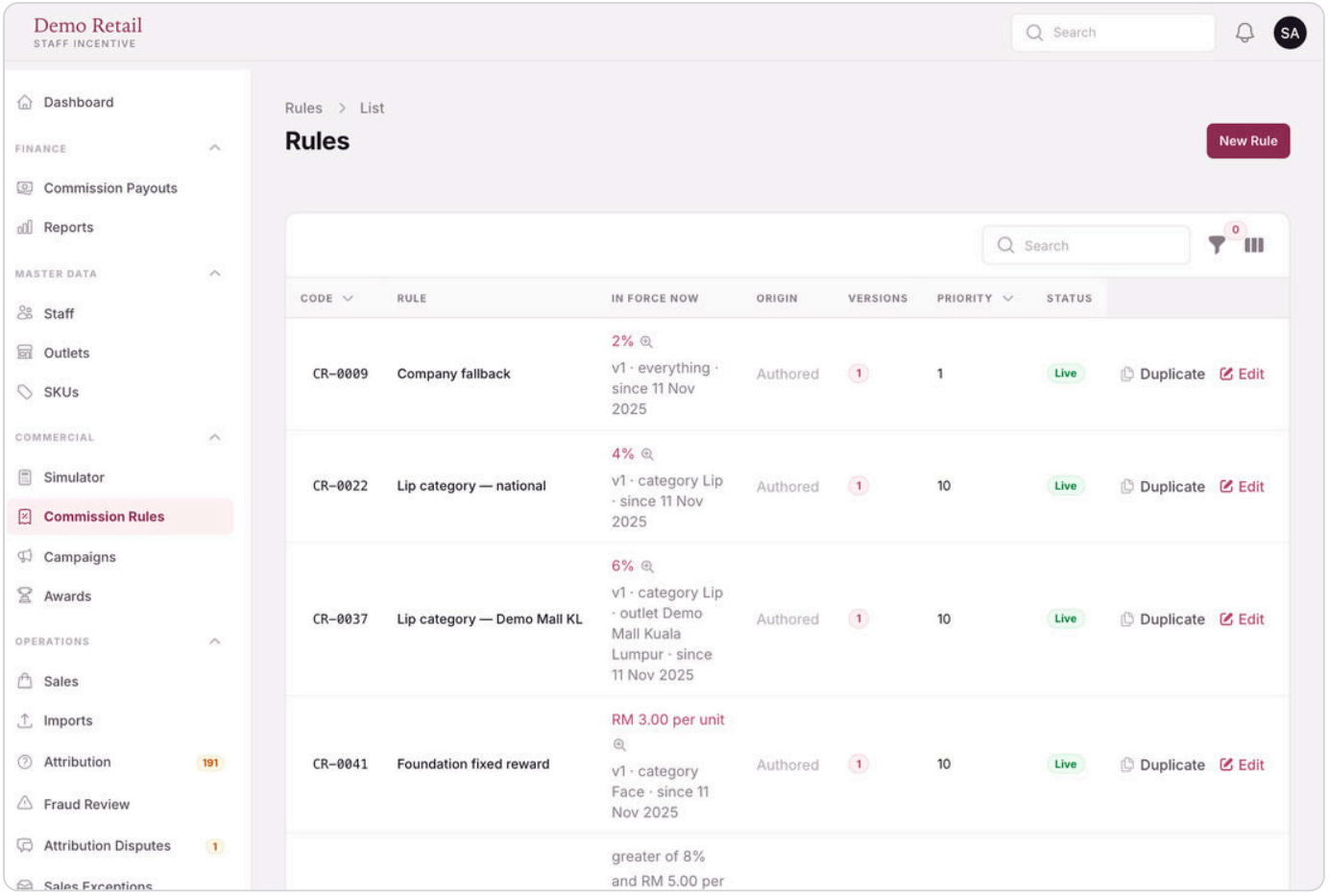
Set commission rules

For: Commercial

Every ringgit of commission comes from a rule. A rule has a code, a scope (which products, outlets, categories or grades it covers), a rate and a priority. A scope left empty covers everything.

When several rules match the same sale line, the one with the highest **Priority** number pays. How narrow a rule is does not matter. Two live rules that overlap at the same priority are flagged so someone can settle it.

1. Open **Commission Rules**. **In force now** shows the rate, scope and start date each rule is paying today. The magnifier opens that version.
2. Press **New Rule** to write one, **Edit** to change one, or **Duplicate** to start from a copy.
3. A change is saved as a new version and goes to **Approvals**. It pays nothing until a second person approves it.

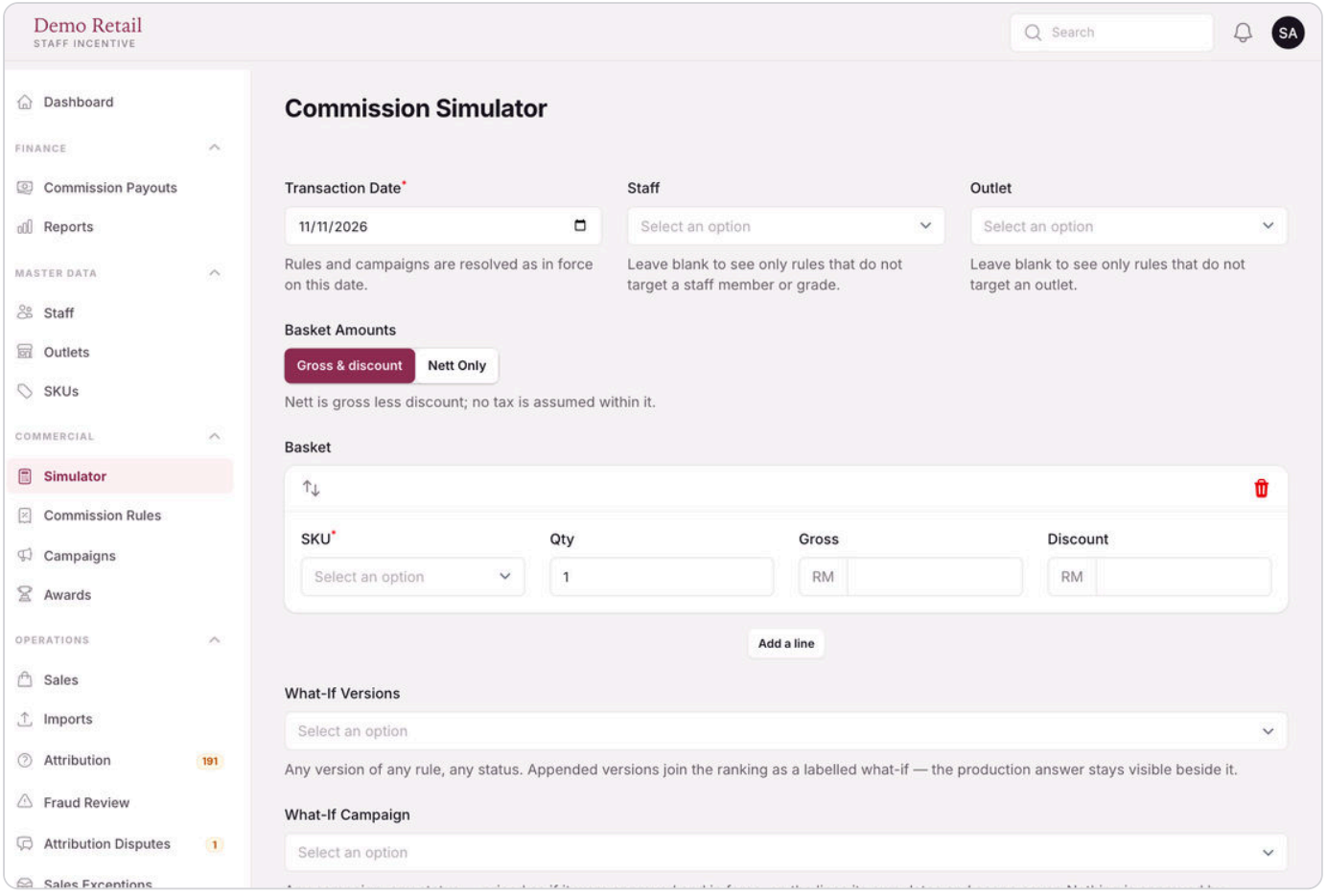


Campaigns add a temporary boost on top of the rules, for example 1.5 times the commission on lip products for two months.

Try a sale before it happens

Simulator shows what a sale would pay, without recording anything.

1. Pick the **Transaction Date**, and the **Staff** and **Outlet** if the rules you are testing are for them.
2. Under **Basket**, pick a **SKU** (product code) and type the quantity and amounts. Press **Add a line** for more products.
3. Choose **Gross & discount** or **Nett Only** for how you type amounts.
4. To compare a proposed change with today's rules, pick it under **What-If Versions** or **What-If Campaign**.
5. Press **Run simulation**. Every matching rule is listed by priority, with the full sum behind its amount.



On the **SKUs** page, the **Rules** column shows what each product pays today. Press it to see every rule that matches the product, side by side.

STAFF INCENTIVE

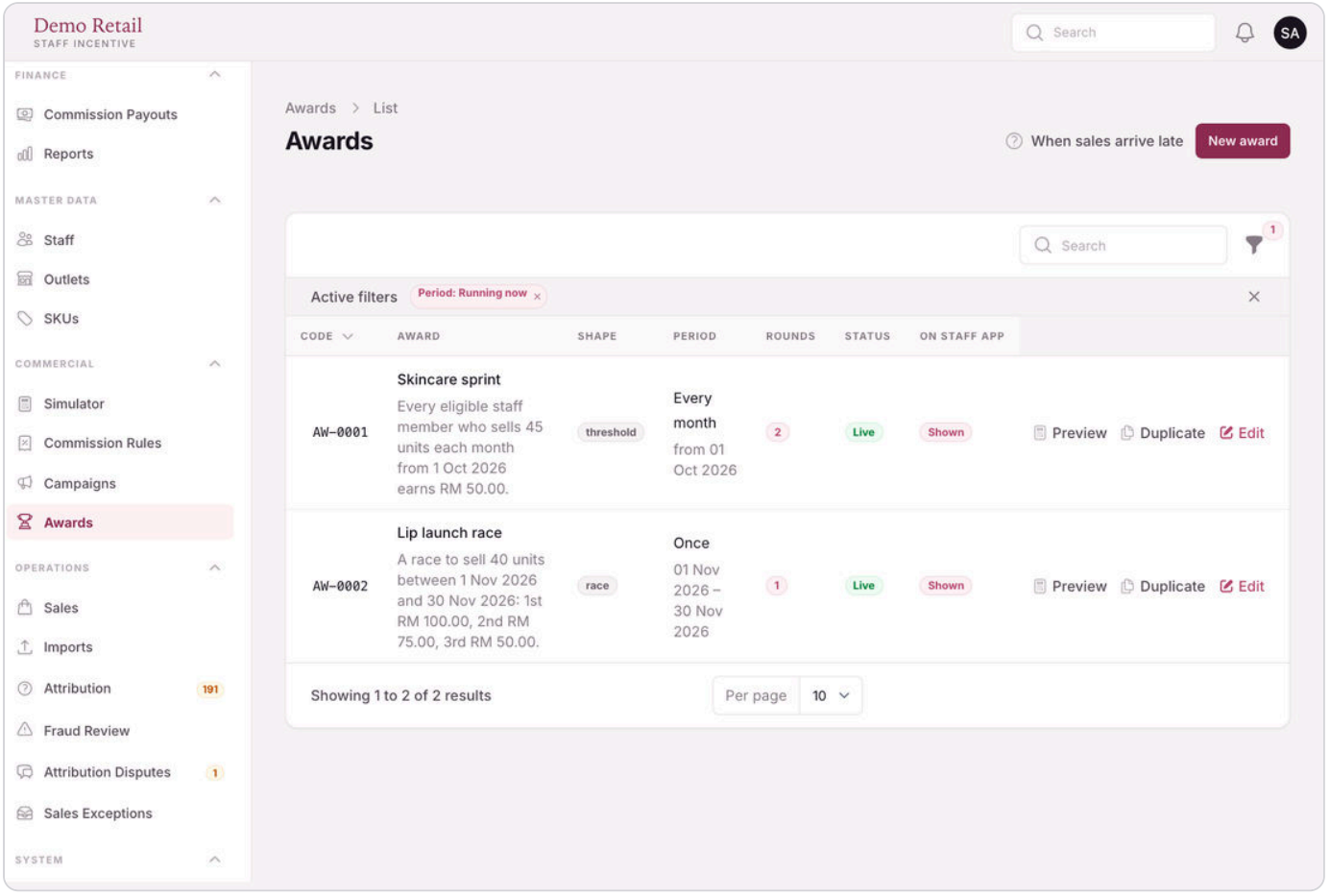
Run awards

For: Commercial

A rule pays a sale line. An award pays a whole period: "sell 45 units this month and earn RM 50", or "first three to 40 units win RM 100, RM 75 and RM 50". Awards are paid on top of commission and never change it.

An award is won in one of four ways:

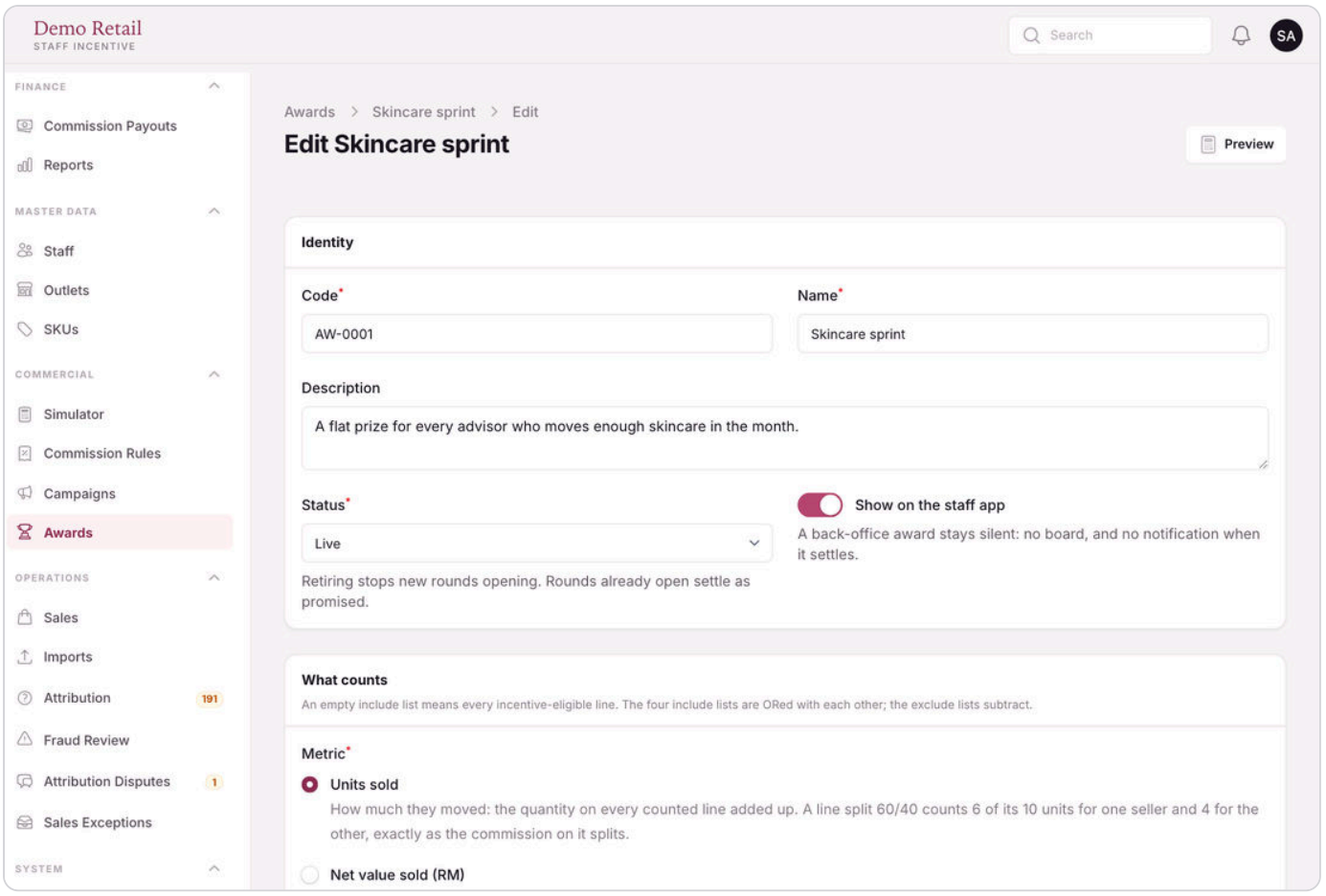
- **Threshold**: everyone who reaches the target is paid. A places limit can cap it to the first few.
- **Race**: the first to reach the target wins, in the order they got there.
- **Rank**: the top few at the end of the period. There is no target.
- **Ladder**: several targets, each with its own prize. The highest one reached pays.



Create or change an award

1. Open **Awards** and press **New award**, or **Duplicate** to copy last period's award, or **Edit**.

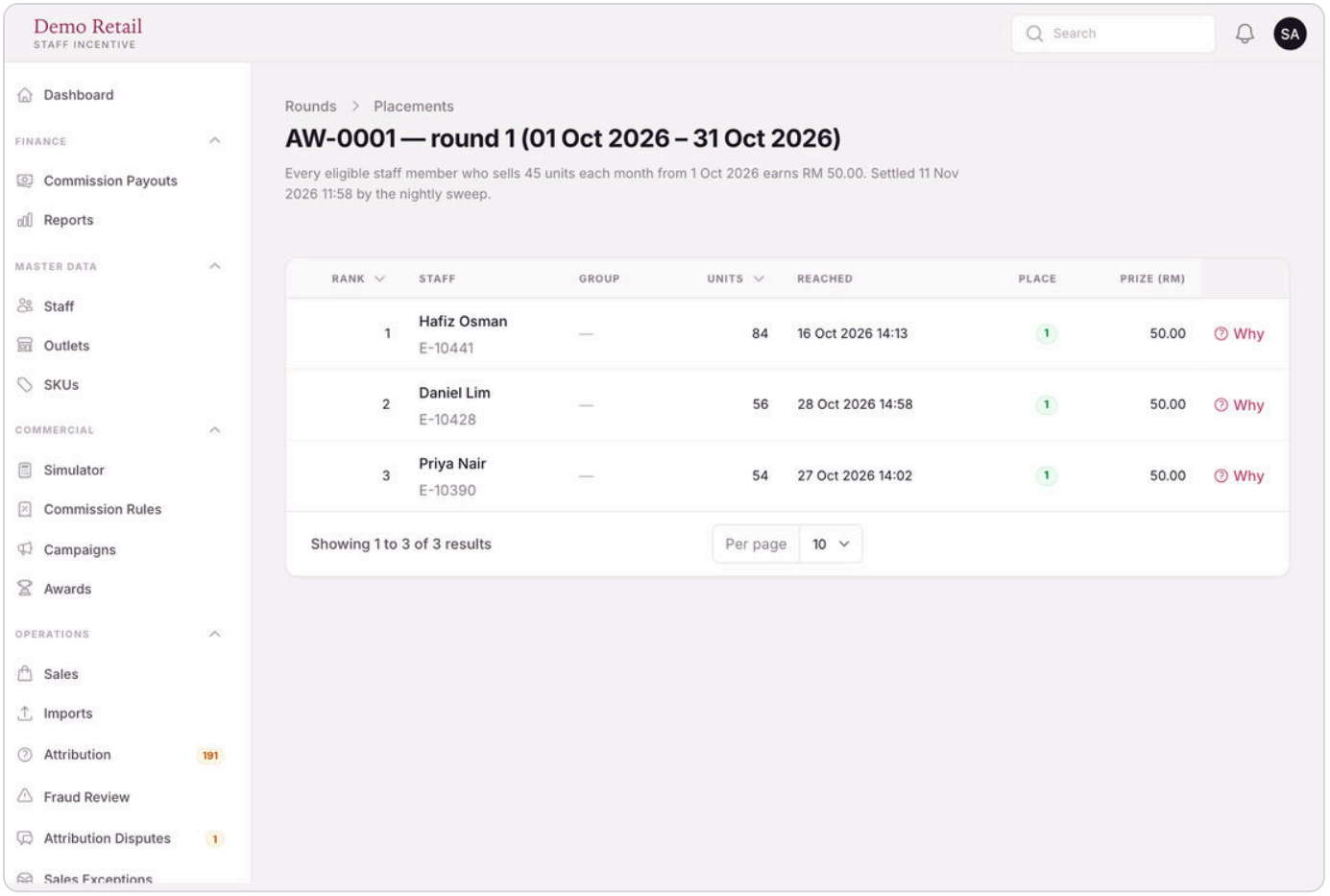
2. Fill the form from top to bottom: identity, what counts, who competes, how it is won, when, and the payout. Under the form, the award is written back as one plain sentence: the same sentence the approver and the staff see.
3. Switch on **Show on the staff app** if staff should see a board and be told when they win.
4. Press **Preview** to see who would have won over a past period and what it would have cost.
5. Save. Publishing goes to **Approvals**; a draft pays nothing.



Rounds and results

A running award opens one round per period. A round settles after its period ends plus a few cooling-off days, so late sales and corrections can still land. Then prizes are either paid on their own, or the round goes to **Approvals** first, depending on the award.

Press **Results** on a round to see everyone who counted, not only the winners. **Why** on a row shows the figure, the target, the place and any tie-break.



A round can be changed with **Settle now** (skip the remaining wait), **Recompute** (after a late import), **Cancel** (end it unpaid) or **Reverse** (take back the prizes of a settled round; it cannot be settled again). All are recorded.

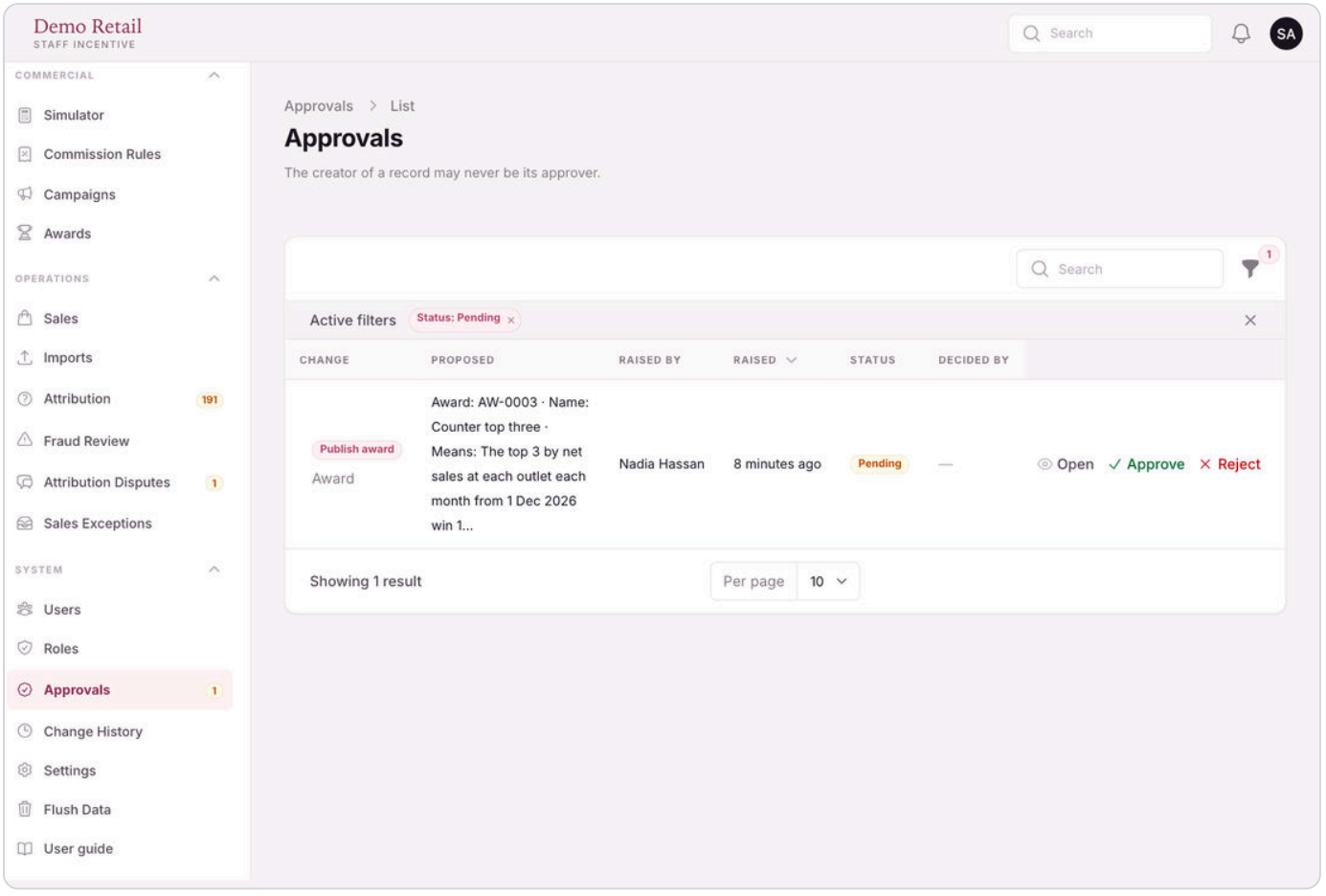
Late sales count only while the round is open. Read **When sales arrive late** on the **Awards** page before importing old sales: once a round is settled, a late import changes nothing, and the only way back is **Reverse**.

Approve a change

For: Approvers

Anything that changes how money is worked out needs a second person: new rule versions, awards, settings and some adjustments. The person who made the change can never approve it.

1. Open **Approvals**. The number in the menu counts what is waiting.
2. Read **Proposed**. Press **Open** for the full detail.
3. Press **Approve** or **Reject**.



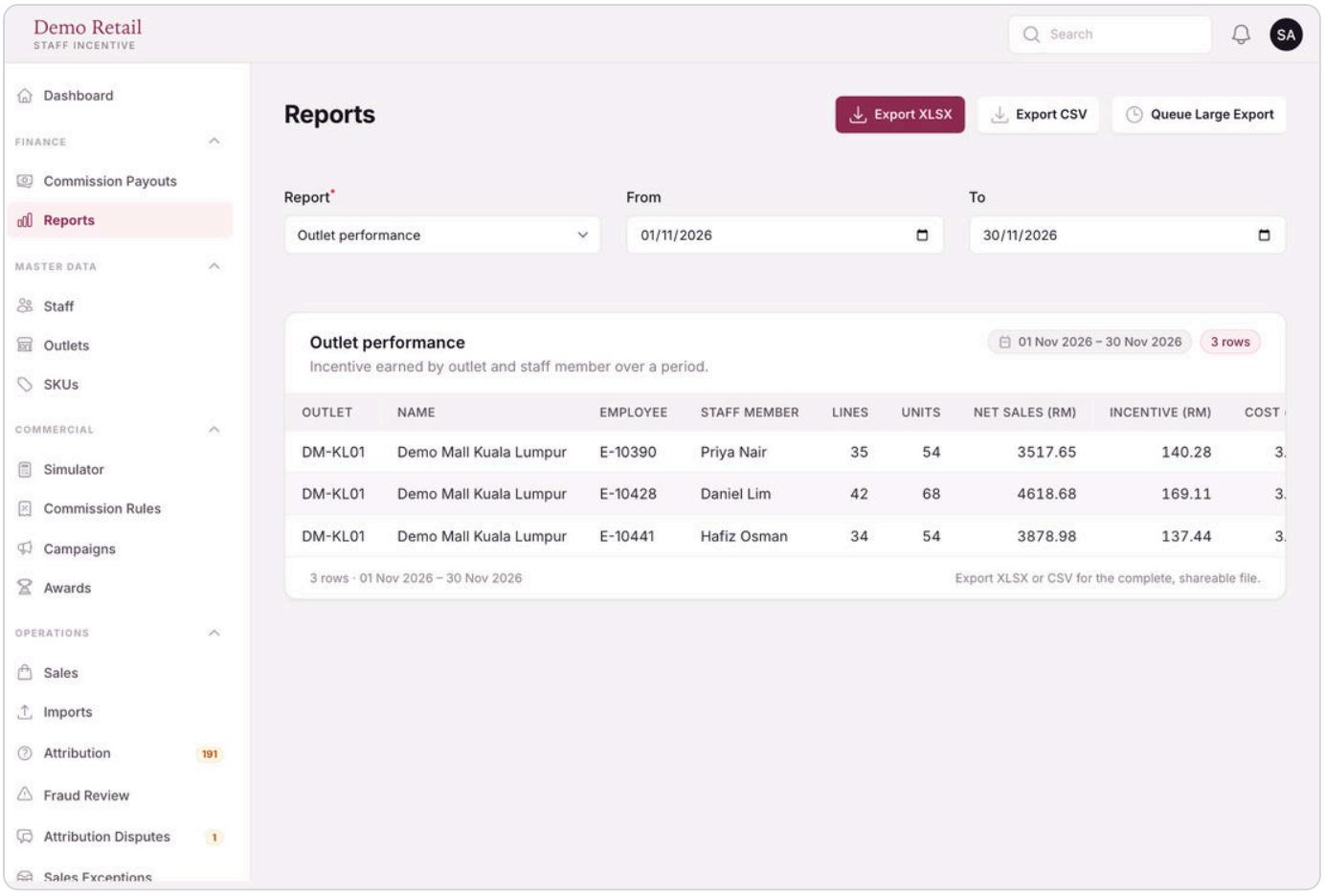
Change History lists every change and action in the admin panel, with who did it and what the record said before.

Get reports

For: Finance

1. Open **Reports**.
2. Pick the **Report**, for example **Outlet performance**, **Staff performance**, **Outstanding liability**, **Payment register** or **Annual earnings summary**.
3. Set **From** and **To**. The first rows appear below.
4. Press **Export XLSX** or **Export CSV** for the full file.

For a very long period, press **Queue Large Export** and collect the file when it is ready.



STAFF INCENTIVE

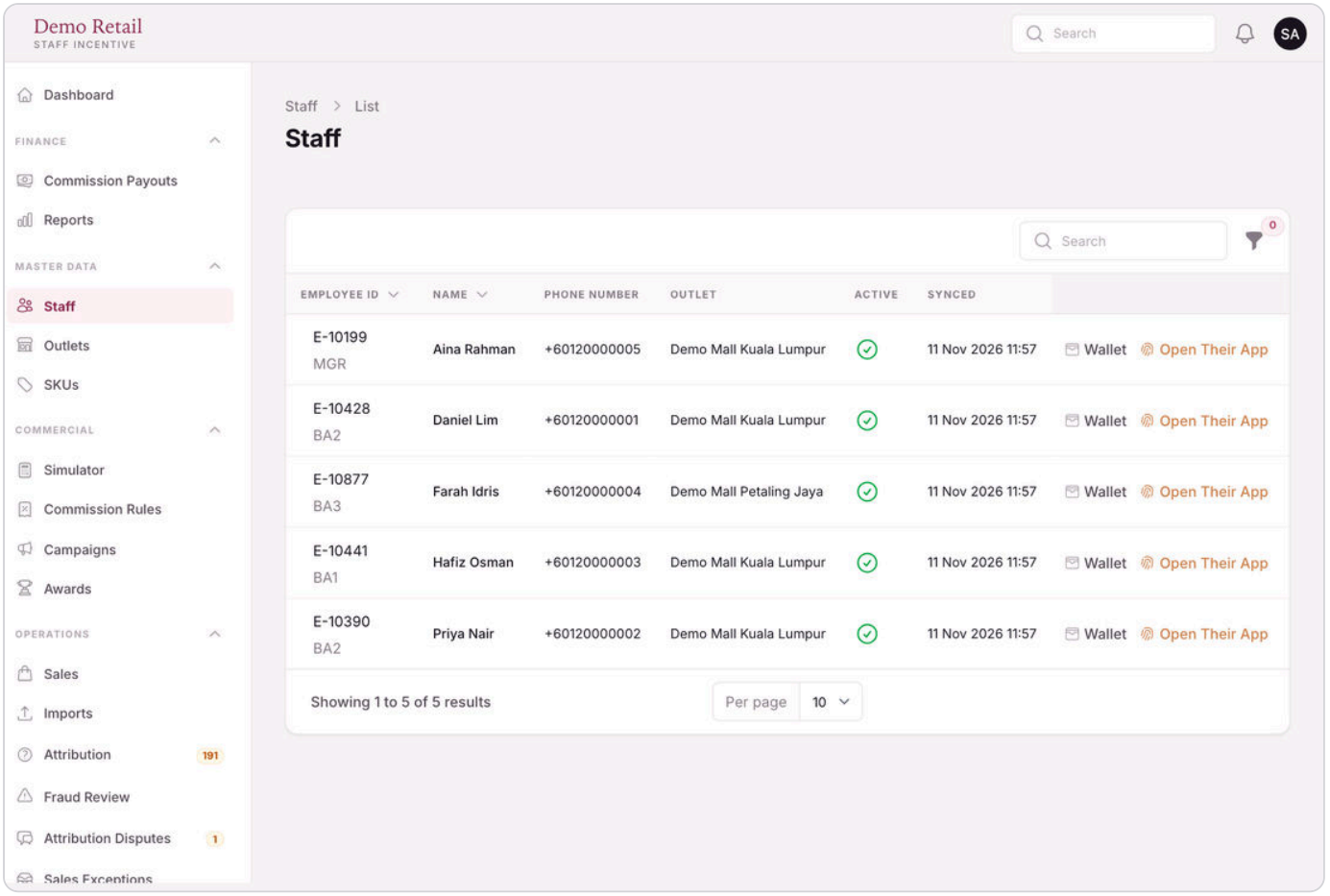
Check staff, outlets and products

For: Administrators

Staff, **Outlets** and **SKUs** (product codes) come from your company's staff directory and product list. They are kept up to date automatically, not typed in here. When an imported sale does not match, check here that the staff code, outlet or product exists.

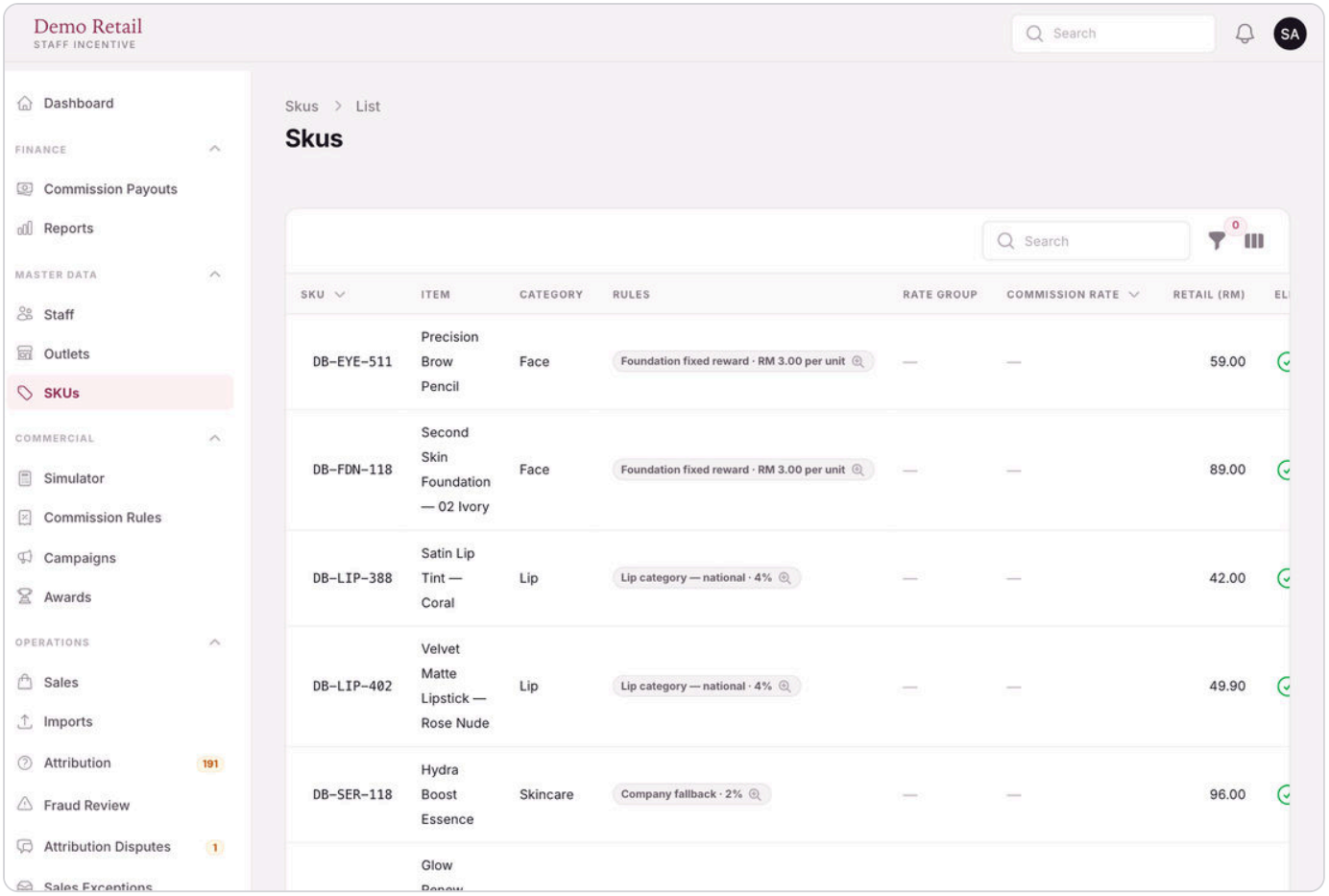
On **Staff**:

- **Wallet** shows that person's balance, read only.
- **Open Their App** shows the staff app exactly as they see it. Only authorised administrators can use it.



On **SKUs**:

- **Rules** shows what each product pays today. Press it to see every rule that matches.
- **Amend** renames a product or switches it off without changing what it has already paid.
- **Eligible** is the master switch. Off means no rule pays on that product.



Outlets sets, for each outlet, how a shared sale is split between staff (**Attribution**).

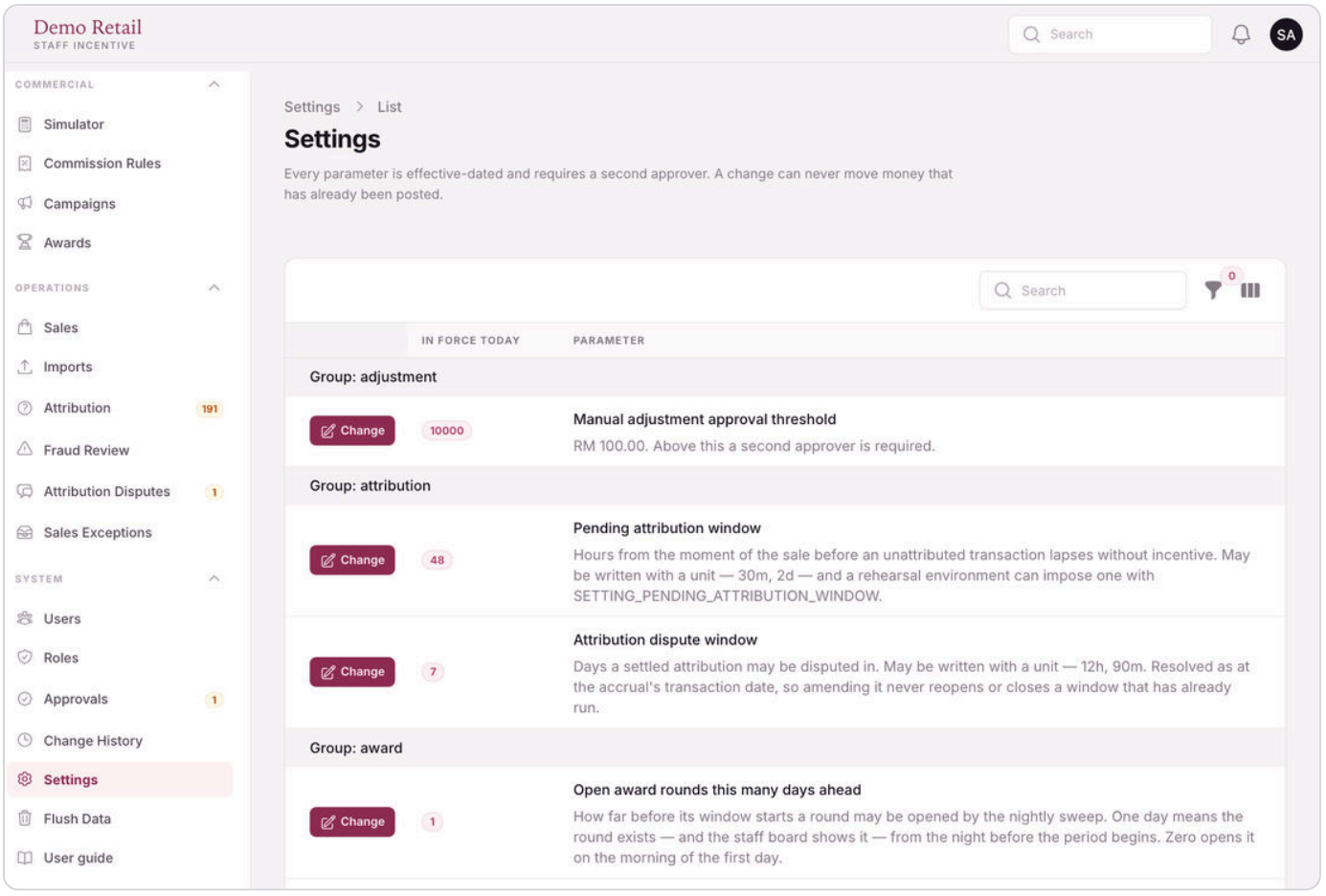
Settings, users and roles

For: Administrators

Settings

Settings holds the numbers the whole module runs on: how long a sale can wait for a name, how long commission stays pending, whether commission is sent automatically, prize settlement, and more. Each one says in plain words what it does.

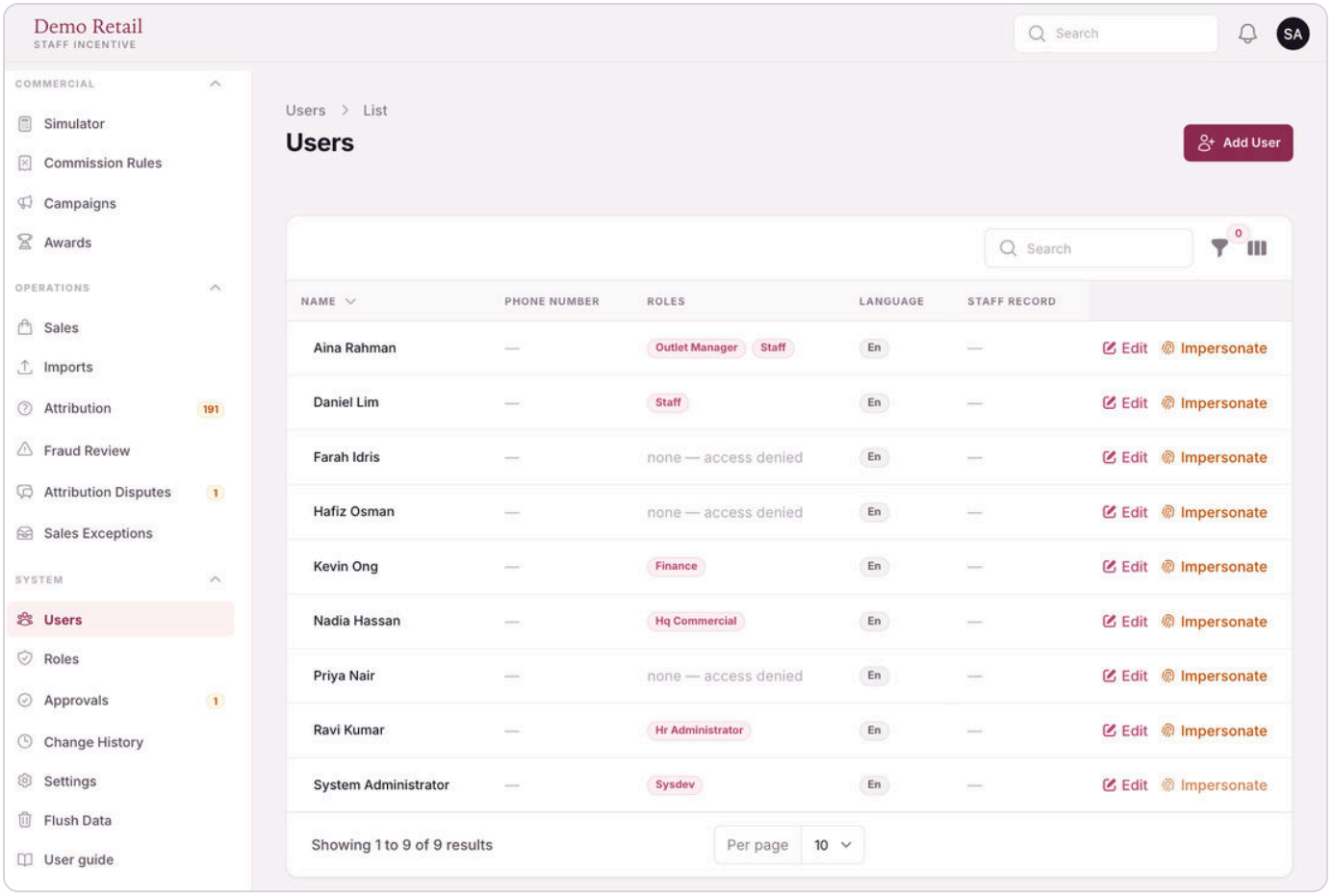
Press **Change** to propose a new value. Every change needs a second approver, and a change never moves money that has already been paid. Where a date matters, you choose when the new value starts.



Users and roles

Users lists who can sign in, with their roles. Press **Add User** to add one or **Edit** to change one. **Impersonate** lets an administrator see the panel as that person, to check what they can reach. A user with no role sees "none — access denied".

Roles sets what each role can reach. Only permissions the module really checks are listed, so ticking a box always changes something.



Flush Data in the menu empties whole groups of data, such as all sales or all payouts, so they can be loaded again. Users, roles, settings and the staff directory are never touched. What it deletes cannot be brought back.