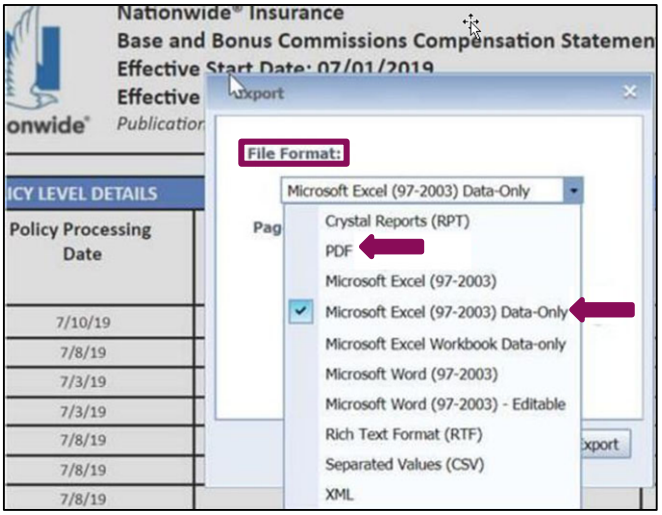
SAP Sales Cloud – Technology Tips, Reminders and FAQs

Personal Lines | Field Sales Leaders

Technology Tips

Action	Screen
• SAP Sales Cloud works best with Google Chrome as your browser but if your portal does not work in Google Chrome, it will also work in Firefox or Internet Explorer. • The download capability offers multiple file format options in Excel – for optimal viewing, select either the Excel 97-2003 Data Only option or the PDF Version.	

Field Sales Leaders Reminders

- All hierarchy alignment changes must be submitted by the 25th of the month to be accounted for in the same calendar month. With SAP Sales Cloud, any changes made after the 25th, including those done before the end of the month, will be processed the following month.
- Many of the validation steps formerly conducted by SODs prior to posting Field Sales statements are now being done by your partners in Compensation Administration. Because of this, the review period for SODs has been shortened. Any corrections identified by SODs during the validation process will be updated in the following pay cycle.
- Agents must “proxy as” the individual code to see any statements, including their own. Sales leaders have access to agency statements using the “proxy as” Agent Statement.

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Agent Reminders

- Access to SAP Sales Cloud is single sign on from Agent Center or access@Harleysville, which means after clicking the “Compensation, awards & recognition” link under Agency, the agent should be directed to the SAP Dashboard and not required to enter a username or password.
- Access to commission statements is managed through Agent Center by the agency administrator. The “Compensation Statements – 2019 Forward” radio button must be selected.
- Commission statements and Variable Compensation statements from June 2019 forward for P&C business are all stored in SAP Sales Cloud.
- Direct deposit updates are self-service via SAP Sales Cloud workflow. Updates must be done for each sub code that earns a commission payment.
- The annual Commercial and Farm Lock-In process is done in SAP Sales Cloud workflow or via DocSign each October. Communication and training materials will be shared beforehand.

Frequently Asked Questions from both field sales and agents

Q: How do I access SAP Sales Cloud?
A: There is a link to SAP Sales Cloud on each agent portal Agent Center titled “Compensation, awards & recognition” or access@Harleysville and SalesNation (for Field Sales) titled “Compensation – 2019 Forward.” The link will provide access to SAP Sales Cloud utilizing a single sign on.

Q: As an administrator, where do I look to see who has access to SAP Sales Cloud in my agency?
A: For independent agents in Agent Center

- Select the “Agency” Tab
- Select “Administration” in the “User & Agency Maintenance” section
- Select the “User management” tile
- “Search” will bring up all your users
- Use the pencil icon to edit the user
- Scroll to find “Compensation Statements – 2019 Forward”

Q: (Agents) When I click on the Compensation – 2019 Forward link in my portal I am prompted with a sign-on screen, what do I do next?
A: If you have access to other Single Sign On applications, your access to SAP Sales Cloud needs to be reviewed by your principal or agency administrator. Reach out to them and validate you have access to base and variable compensation statements. (*SAP Sales Cloud does not allow an administrator to restrict the view in SAP Sales Cloud to one or the other – it only offers an “all or nothing” view*).

If you do NOT have access to other Single Sign On applications, contact ITSD at 1-888-667-3866.

Q: (Agents) Upon opening the link, the dashboard is blank or says, “no reports available.” What should I do?
A: If the “Compensation, awards & recognition” link opens to a blank dashboard or says no reports are available, you need to “Proxy” to see your reports.

- Select the upper right “Profile” icon
- Choose the agent or agency whose reports you want to see
- Select “Proxy” to see the selected agent or agency in the reports section
- Repeat the process for other agents/agencies you wish to view

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Frequently Asked Questions from both field sales and agents (cont.)

Q: What is the difference between a UAC or agency level statement?
A: The UAC level statement will provide a view of all agency codes aligned to the Unified Agency Combo (UAC). The agency level statement is specific to a single agency code.

Q: (Sales leaders or agents) I've reviewed my report and found a discrepancy. What should I do?
A: SAP Sales Cloud has a workflow tool to submit and track inquiries/disputes throughout the resolution process. The workflow tool is outlined on pages 5-6 of the agent job aids. After submitting your inquiry via SAP Sales Cloud, you will receive emails throughout the resolution process. Expected response time for inquiries will be shared as the tool and processes are refined. Keep in mind that a sales leader can submit an inquiry on behalf of one of their agents; however, all correspondence related to that inquiry will be sent back to the sales leader and they will need to share updates directly with the agent.

Q: Why is my deposit amount different from the commission that I earned?
A: Service Center fees like SA360, carryover balances owed from the prior month and adjustments such as defect cleanups can all have an impact on that. Refer to the "Monthly Deposit Statements" section and click on the statement for the month you want to review.

Q: How does a user get access to shell level commission or variable statements?
A: An agent must first have an Agent Center ID and access to SAP statements for at least one code. This ensures the user is created within SAP. Once that is done, the comp team can manually add the shell access to that user. Email the base team at COMACCTG@nationwide.com or the variable team at icmadmin@nationwide.com.

Q: The question I have is not addressed here, who can I ask?
A: If your question is compensation specific, you should submit an email to COMACCTG@nationwide.com.

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