



Understanding Your Monthly Commission Statement: Questions & Answers

The following summary outlines the most common questions we receive from Affiliates while reviewing their commission statements.

Commissions are mailed on the 15th of each month. Why was it mailed late this month?

If the 15th falls on a Saturday or Sunday, commission statements are mailed on Monday.

The bonus total on new accounts seems small. Why is that?

There are three possible reasons. In most cases, it is because your introductory offer did not require an initial payment (First Month Free, for example). Bonuses are paid when the first payment is posted in our system. The other two explanations are related to penalties. If completed rental agreements are forwarded to VIR more than 30 days after the date of execution or not completed properly (missing information or not meeting credit criteria), per-new-contract bonuses are waived.

As of today, we've sent over 100 agreements to VIR. Why are there only 45 showing?

The commission window extends from the beginning to the end of each month (August 1-31, for example). Statements & checks are prepared and mailed on the 15th of the following month (September 15th). Depending on the date of your inquiry, recent activity most likely missed the window and will be credited on the following statement.

But according to date signed, we did rent 100 instruments in August. Why are some missing?

The commission window is based on the date WE RECEIVED the agreement from you, not the date the agreement was executed. In rare instances during the heat of the rental season, we may close the statement window 2-3 days early.

Why do some accounts disappear for a month or two before showing up again?

There are several reasons. Commissions are paid based on activity during the stated window. A customer may make double payments in July and not be due for a payment in August. Most other reasons are related to collections such as returned checks and/or declined credit cards.

Is it possible to obtain a list of my customers that are NOT paying and/or are in collections?

Yes. We can send you a separate summary of delinquent accounts at any time.

I don't see any activity from my Sub-Affiliate. Is that coming on a separate statement?

Yes. Those statements are usually forwarded the day after standard commission are paid (16th-17th). The layout of the sub statement is similar to the standard with the addition of your override or commission paid to you for your sub's activity. The Sub-Affiliate will receive a separate statement that will NOT disclose commissions paid to you.

I don't understand the abbreviated codes. Where can I find a glossary of terms?

Look no further than the next page! We've outlined a complete chart to help you better understand your statement.

If you have any questions, concerns or needs in regard to your statement that have not been addressed here, please contact us toll free at 800-578-9724



Understanding Your Monthly Commission Statement: A Glossary of Terms

Active
CC Charge
Ck Draft

Active account
Monthly credit card charge
Monthly check draft

Paid-in-Full
Returned
Ret'd
PNL
P&L (Itr sent)
PD PNL

Customer has paid off the account and owns the instrument
Customer has returned the instrument
Instrument returned; Return Form not completely processed
Instrument returned; Customer still owes money
Instrument returned; Customer still owes money
Instrument returned; No money owed

PAS/NPY
CK NPY
CR NPY

Customer made payment with Affiliate; VIR has not received money
Check by phone, not posted yet
Charge by phone; not posted yet

Declined

Monthly credit card charge declined

Hold (says Retd)
Hold

Customer stated return to Affiliate; VIR waiting for Return Form
Customer account on hold; VIR waiting for paperwork

Closed
Stolen
Scholarship

Account closed; sent to VIR in error
Instrument stolen; have police report
School or VIR is paying for the instrument rental

A&L
A&L Retd
A&L P&L
A&L PIF
Pd P&L/A&L

Delinquent account turned over to collection agency
A&L account that is returned
A&L account that is returned, but still owes money
A&L account that is paid-in-full
A&L account; instrument returned; no money owed

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