# Pay if Unused 🔗

This option is rare. Leave this option blank unless your business has a multilevel payout system and wants to pay extra commissions to referral partners who are not associated with a referral partner parent.

## How **Pay If Unused** referral commissions are calculated

In this example, the referral partner program has two levels. The referral partner who makes a sale is eligible for a commission and the partner who recruited that referral partner (the referral partner parent) is also eligible for a commission. This program has the Pay If Unused option turned on and has a value entered into the Pay If Unused commissions.

Level 1 Commission = 20%. This commission is paid to the partner who makes the sale (child partner).

Level 2 Commission = 10%. This commission is paid to the partner who recruited the child partner.

Pay if Unused = 25%. This commission overrides the Level 1 commission when there is only a level 1 referral partner.

### Scenario 1
Referral partner Bob makes a $1,000 sale and no other partner was involved in recruiting him. Since there is no Level 2 partner (parent), Bob will receive the Pay If Unused commission - a 25% payout, even though the Level 1 Commission is only 20%. Bob will receive $250. If the Pay If Unused field was not used, he would receive $200 or 20% of the sale as commission.
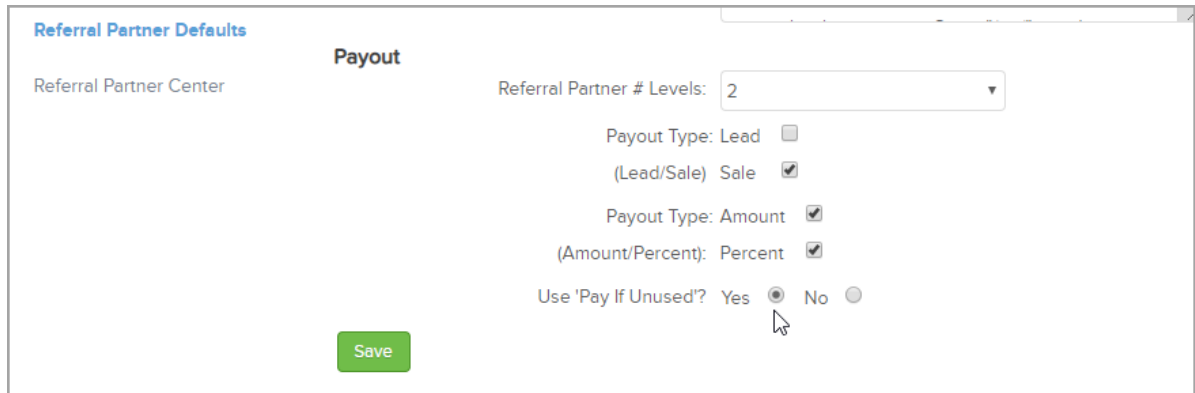
### Scenario 2

Referral partner Jim makes a $1,000 sale. Jim was recruited to your program by referral partner Bob; i.e., Jim's referral parent. The Pay If Unused feature does not apply in this scenario. The payout for scenario 2:

- Level 1 commission of 20% or $200 is paid to Jim who made the sale.
- Level 2 commission of 10% or $100 is paid to Bob who is Jim's referral parent.
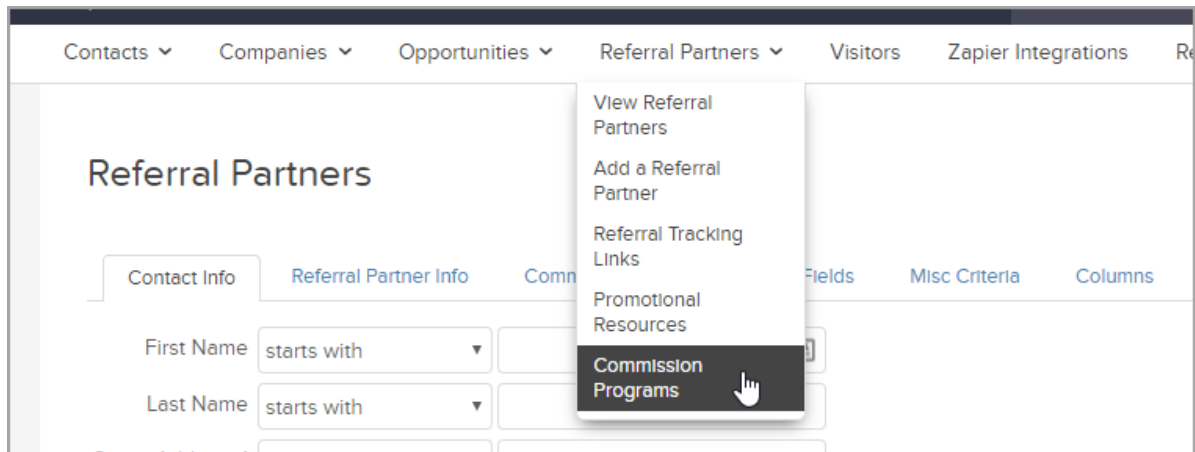
# Turn the Pay If Unused option on or off

1. Navigate to **CRM** and click **Settings.**
2. Under the **Referral Partner Settings** heading at the left, click **Referral Partner Defaults.**
3. Under Payout, select the Yes or No radio button to turn the Pay If Unused option on or off.
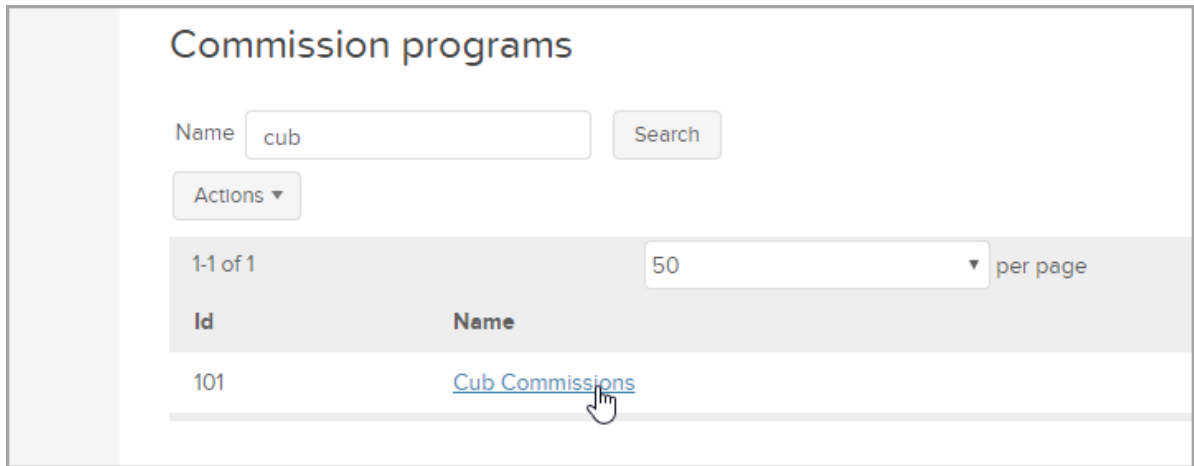4. Click **Save.**
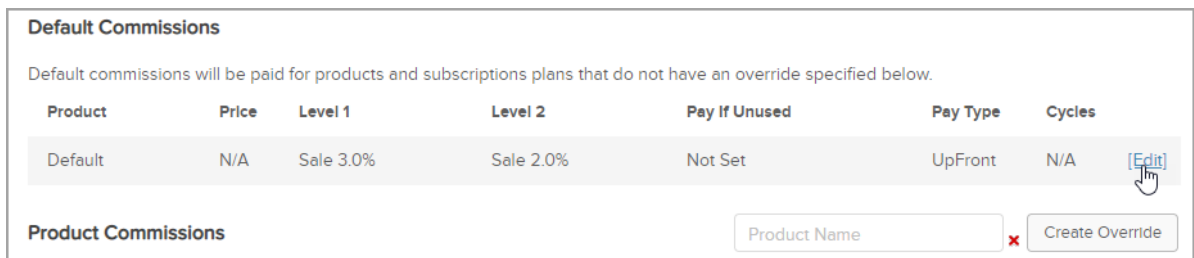


# Enter the commission for the Pay If Unused option

1. Navigate to **CRM** and click **Referral Partners.**
2. Ope the **Referral Partners** menu and click **Commission Programs.**



3. Either search for the commission program that you want to edit, or select it from the list.

4. Under Default Commissions, click **Edit**.



5. Enter either a set monetary amount or a percentage of sale commission rate.
6. Save.