

Quota Relief FAQ

Who is eligible for Quota Relief?

Any individual who has a variable compensation plan and is a full-time employee.

Are sales managers eligible for Quota Relief? Does it differ from an individual contributor's plan? Sales managers are eligible for Quota Relief; it does not differ from an individual contributor plan.

Is Quota Relief different for different sales levels? (e.g., Account Manager, SMB, Enterprise, Manager) No, all sales employees receive the same Quota Relief plan.

What happens to my accounts while I'm on leave? Accounts will be monitored by your manager or a designated sales representative determined prior to your leave starting.

Why can't I keep up with my accounts while on leave? At Relias, employees are not allowed to work while on leave and will not have Relias system access during the leave period.

What information do I need to provide Sales Ops for Quota Relief? The Quota Relief Policy and process is outlined in the Sales Compensation Policy document 0004.03

Who is the designated point of contact in Sales Ops? VP of Sales Operations

Is Quota Relief required? Yes, if you are on a leave of absence that is 4 weeks or more, you will automatically be required to use Quota Relief.

Can I take PTO instead of Parental Leave? No, PTO cannot be taken in lieu of Parental Leave. If you only take 2 weeks of the 4-week Parental Leave allowance, you will forfeit the last 2 weeks of Parental Leave not taken.

What if my expected leave is 3 weeks and my leave is extended to 4 weeks, will I be eligible for Quota Relief?

Yes, Quota Relief will be processed once a leave extension is received.

What happens if I don't notify HR for the need of a leave prior to going out on leave? You could be at risk for not earning commissions on closed deals during your leave. Proper planning is key. If it is an emergency (e.g., emergency c-section, medical emergency), these will be

handled on a one-off basis with your manager, who upon notification of your leave, will work with Sales Ops to determine the deals that may close in your absence.

Am I still eligible to earn the same total compensation I would earn if I didn't take a leave?

You will still have the opportunity to achieve against your revised quota and be compensated based on the associated variable compensation component(s) outlined in your SCP.

When should I expect to receive my new sales compensation plan? Within a week of returning from leave.

What if my leave bridges two years (i.e. 2020 & 2021), will I receive additional sales compensation plans?

Leaves bridging two years will require a revised sales compensation plan for the first year and a pro-rated compensation plan for the subsequent year.

If my leave begins September 2, when will I receive my commission check for August?

You will receive your August commission payment on the September commission pay date.

Will I receive commissions earned while on leave? Will I receive credit for opportunities that close while on leave? You will receive commissions for all the opportunities closed prior to your Leave period starting per the normal process. Opportunities that close while you are leave need to be identified and approved for credit by the VP of Sales Ops prior to your leave period beginning.

How is Payroll looped in/how does information get communicated to Payroll? Payroll, Sales Ops, and HR all work in conjunction when an employee goes on leave.

Will I still be eligible for President's Club if I use Quota Relief? Yes, Quota Relief does not prevent you from being eligible for President's Club. Your qualification will be measured against your revised annual quota.