

Frequently Asked Questions

Answers to the most common questions about SalesExchange

General Questions

Q: What is SalesExchange?

A: SalesExchange is a platform that connects companies with independent sales reps who work opportunities for commission.

Q: Is SalesExchange a staffing agency?

A: No. SalesExchange is a sales opportunity marketplace — not a staffing agency. Sales reps are independent contractors.

Q: Is there a free version?

A: Yes, but paid plans unlock more features including additional opportunities and increased visibility.

Q: How do I get started?

A: Download the app from the App Store or Google Play, create your account, complete your profile, and wait for approval.

Questions for Sales Reps

Q: How do I earn commission?

A: Claim opportunities, create deals, and move them through the pipeline. When the company marks the deal Closed Won, your commission is generated automatically.

Q: When do I get paid?

A: Payment timing is determined by the company's commission payment terms, which are agreed upon when you claim the opportunity.

Q: Can I work multiple opportunities?

A: Yes, depending on your subscription tier.

Q: What if I can't work an opportunity anymore?

A: Release the opportunity from your account so another rep can claim it. Don't hold opportunities you aren't actively working.

Q: Where do I track my commissions?

A: Go to My Commissions → Upcoming Payments in the app.

Q: What if a company doesn't pay?

A: SalesExchange provides tracking and documentation of all commissions. Disputes are resolved between you and the company.

Questions for Companies

Q: How do I post an opportunity?

A: Create a company account, tap Post Opportunity, complete all required fields including commission structure, and publish.

Q: When do I pay commission?

A: Based on the commission agreement you establish with the rep.

Q: Can multiple reps work the same opportunity?

A: No. Opportunities are claimed by one rep at a time to ensure accountability and prevent duplication.

Q: How do I know reps are legitimate?

A: All reps go through an account approval process before they can claim opportunities.

Q: Can I remove a rep from an opportunity?

A: Yes. Companies can manage opportunity assignments within the platform.

Q: Can I post multiple opportunities?

A: Yes, depending on your subscription tier.

Q: What if a rep isn't performing?

A: You can reassign the opportunity. Communicate with the rep or release the opportunity for another rep to claim.

Have a question not answered here? [Contact us at support@insidesalesmanager.app](mailto:support@insidesalesmanager.app)