

You are now partnered with ExpertVoice. ExpertVoice is sending our experts to your brand website to place orders. Per your contract, ExpertVoice will expect a percentage of all orders. This document should be able to answer all of your finance related questions. And if it doesn't, please contact the appropriate department in the Contact Us section. We're excited to be working with you!

Collecting Payment (How You Pay Us) - Pixel VS Manual Reporting

With a redirect store, brands will need to install a pixel to track ExpertVoice orders on their sites. The ExpertVoice team is happy to help implement this. When the pixel is installed and working properly, ExpertVoice will download order details monthly and invoice brands for the commission due on ExpertVoice sales. Commission percentage is found on your contract.

Note that when the pixel is installed initially, we need to test it in order to ensure that it is working properly before we rely on it for invoicing purposes. To test, brands must submit self-reporting for the first few months to ExpertVoice. We will reach out for this reporting from the email address redirect.reporting@expertvoice.com, and that email is where you should send your reporting. Please note that it is important for us to receive reporting by the third business day of the month for the prior month's sales in order to issue invoices and close our books. For your initial reporting, we have a template to assist you with what information we need. Please see the attached redirect reporting template. ExpertVoice will inform brands once the pixel has been validated, and there is no longer a need to provide self-reporting.

Invoice Process

ExpertVoice invoices based on the terms in the SOW, which has a paragraph titled "Invoices." Timing of invoices and payment terms can be found there. Generally, we issue invoices for content/promotional media throughout the month as contracts are signed and products launch. Edu-game, service & support, and commission invoices are issued in the first week of each month for the month prior. Any questions about non-commission invoices can be directed to accounts.receivable@expertvoice.com. Redirect commission invoice questions should be directed to redirect.reporting@expertvoice.com.

Financial Hold

Occasionally a brand has outstanding invoices past 60 days overdue, which means the brand will be placed on financial hold. This means that new content and/or promotional media which is scheduled to launch may be delayed until the past-due balance is paid. If the brand is a hosted store with ExpertVoice, we may hold reseller payments to the brand until the past-due balance is paid. Questions about this may be directed to accounts.receivable@expertvoice.com.

Contact Us

Redirect self-reporting and questions about redirect commission invoices:

redirect.reporting@expertvoice.com

All other invoicing: accounts.receivable@expertvoice.com