

FAQs

What is Innovative Business Solutions?

Innovative is a different kind of TSD. We rise to the top of the channel by delivering a selective, partner-first approach backed by relationships built on decades of industry expertise, advanced automation, and a proven track record of operational excellence.

What is innovative about Innovative?

What truly sets us apart is our dedication to understanding and adapting to the unique needs of each partner. At the core of everything we do lies a commitment to building trust, fostering collaboration, and empowering our partners to grow their businesses with confidence. For example, unlike many other TSDs, Innovative doesn't hold carrier payouts for 60 days in arrears. This allows us to pay out each month's commission by the start of the next business month. We also proactively audit each and every commission payment to catch and solve problems before they impact our partners.

Where do I log into RPM?

Log in to RPM [here](#). Reach out to your Partner Enablement Manager to establish credentials.

Where do I log into CableFinder?

Log into CableFinder [here](#). Reach out to your Partner Enablement Manager to establish credentials.

How do I dispute a commission?

You can dispute a commission directly within RPM by following the directions in the disputing user guide [here](#).

Innovative is committed to ensuring that our partners are paid correctly. Each month, our commissions team proactively audits all orders registered in RPM against commissions paid by suppliers and disputes any order that falls into these categories:

- any order that is installed and has not paid a commission
- any order that stopped paying a commission
- any order that paid less than what is booked in RPM

How do I track the progress of my disputes?

You can see the status of each of your disputes and all associated details within RPM. Refer to the disputing guide [here](#) for full details.

How are spiffs paid out?

Spiffs are not paid out separately, they are included in partners' total monthly commission payout.

Where can I find current spiffs? Where do I send current spiffs?

Find all active carrier spiffs at innovative-business.net/carrier-spiffs. Do you have a spiff to share with us? Please email it to spiffs@innovative-business.net.

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How do I sign up for the newsletter and other communications?

Stay up-to-date on news, events, and more by opting into our marketing list [here](#). All newly registered partners are added to this list so you can receive event invitations and our monthly newsletter.

Who do I contact for carrier trainings?

Sr. Manager of Learning and Development Kate Lewicki, at kate@innovative-business.net

Who do I contact for event information?

Events@innovative-business.net

Who do I contact for marketing information?

Marketing@innovative-business.net

Who do I contact for dispute assistance?

Commissions@innovative-business.net

Who do I contact for order placement assistance?

lbsorders@innovative-business.net

Who do I contact for commissions assistance?

Commissions@innovative-business.net

Who do I contact to make changes to my banking information, tax ID, or agency name?

Finance@innovative-business.net

Where can I see my commissions pass-through?

You can view your pass-through on the first page of your partner agreement.