Publisher Payment Process

When do publishers get paid for their earned commissions?

Every time a customer makes a purchase through an affiliate link, several steps occur before payment occurs for that transaction. Review the steps below to understand how transactions process and to understand when a publisher will be paid.

1. Transaction Posts to the CJ servers and displays a status of new
2. Transaction can be extended by the advertiser
3. Transaction locks on the 11th of next month
4. Review period takes place
5. Transaction closes around the 13th of the month
6. Payout occurs around the 20th of the month

Transaction Posts

There’s a difference between when a commissionable transaction occurs and when it will show up within the CJ Account Manager. The event date is the date and time that the order confirmation page displays to the customer. The posting date is the date and time that was recorded by the CJ tracking servers. The difference between these two events can be as short as a couple of hours or as long as days, depending on how the advertiser is sending CJ the data.

When a transaction posts, it appears in reports with a status of new and will remain so until either the advertiser corrects or extends it, or until it moves into a status of locked on the 11th of the next calendar month. For example, assuming that a transaction posted on March 16th, and it was neither corrected nor extended, then it would be payable in April.

When a transaction appears in the new status, the publisher will see their account balance increase by the amount of commissions they earned for that referral.
Transaction Can Be Extended
An advertiser also has the right to extend any transaction for an additional month. Applying an extension is available a single time for each transaction. The most common reason for advertisers to do this is to accommodate their regular product return periods or policies.

An advertiser will only be able to extend commissions if they have a standard locking cycle. Advertisers with a custom locking cycle will not be able to extend commissions.

Transaction Locks
Early morning PST on the 11th of the month, transactions from the prior calendar month that were not extended or reversed move out of New and into a status of Locked.

When a transaction is locked, that just means that the review period for advertisers has ended and that they can no longer modify those transactions. Locked does not guarantee payout that month, as there are additional procedures that need to take place before payment releases.

Review period
Two significant events take place during the review period: an initial review of the publisher and their promotional practices and a check of the advertiser's account balance for funding the payment.

Publisher Review
If you have not received an initial payment from CJ, your first payment could be delayed until the following billing cycle while our Network Quality group reviews your account to make sure your practices are in check with the Publisher Service Agreement and Code of Conduct.

If you have received contact from our Program Compliance or Network Quality departments regarding any issue, your payment may have been placed on hold until you reply to their inquiry. Please refer to the communication you received from them in your email or the Mail section of your CJ Account Manager.
Advertiser Balance
Advertisers can only pay their publishers for the commissions they have earned if they have a sufficient balance in their account. CJ monitors advertiser accounts and reminds those advertisers that are below their required balances to make the necessary deposits, so all their publishers receive payment promptly. While most advertisers in the CJ network are very conscientious about keeping their accounts current, occasionally a few are not able to make a deposit on time to cover these obligations.

Unfortunately, CJ cannot pay publishers until the necessary funds are deposited. We indicate this specifically in the Publisher Service Agreement that all publishers agree to when signing up for their CJ publisher account. PSA Section 3(e) states: “CJ shall have no obligation to make payment of any Payouts for which CJ has not received payment from the relevant Advertiser of all monies due to CJ (including for all Payouts owed by such Advertiser to all of such Advertiser's Publishers)."

We certainly understand that this can create an inconvenience for our publishers. CJ takes steps to contact advertisers about these issues and, in some cases, we take action to temporarily deactivate an advertiser until they make the appropriate deposit.

If the advertiser brings their account current by next month’s payout, publishers should see these commissions move from Locked to Closed and payment will be issued with the next available payment cycle.

Transaction Closes
Around the 13th of the month, if the publisher's account received approval for payout and their advertisers had sufficient funds to cover payments, their locked transactions will move to a status of closed. Once transactions have moved into this status, you can safely assume that publishers should get a payment this month.

If a publisher has multiple advertisers and any of them did not have sufficient funds in their account, then commissions for those advertisers would remain locked and would be reconsidered in next month's payment cycle.
You can view closed transactions in transaction summary and transaction detail reports, as well as within the commissions line of the main reports interface.

**Payout Occurs**

Payout occurs on or around the 20th of the month. Publishers get payment if they have enough closed commissions to meet their minimum payment threshold. Review and change your minimum payment level by navigating to *Account > Administrative Settings*.

If a publisher does not meet their minimum payment amount, the unpaid earnings are rolled over to the next month and appear as part of their *Balance forward from last month* in their *Balance Details*. Review your balance details report by navigating to *Reports > Balance Details*.

Earnings can include unpaid earnings from previous months, earnings from last month, extensions from two months ago, and performance incentives from two months ago.

When a payment is issued, publishers will see their account balance go down by the amount included in the payment.

Direct deposits are processed first, followed by the printing and mailing of physical checks.