

# User Manual Commissions (Agent Portal)

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## Logging in

The system can be accessed from any internet enabled computer or device through the following URL:

#### https://partner.studylink.com/

$\leftrightarrow$ $\rightarrow$ C $\cong$ partner.studylink.com	n/accounts/login/	07	Q	☆	Q.	R 💠	* 🎒
🗰 Apps 🗎 Studylink 🗎 Bond 😏 H	ITML online 🗎 CSU						)ther Bookmar
StudyLink Connect							
	Login						
	Username:*						
	Password: *						
	Keep me logged in						
	Login I forgot my password						
		RY					

Use the login that you have been provided from Studylink. Your role will determine what buttons are available on the Header. The example below is an Agency Administrator.

Only Agency Administrators and Finance Users have access to the Commissions link.

$\leftrightarrow$ $\rightarrow$ C $$ partn	er.studylink.com/	agencies/dashbo	ard/							Q ☆	0 1	* (	<b>()</b> :
StudyLink Connect	😭 Dashboard	Applicants	Applications	Resources	🕰 Inbox	522	1 Providers		\$ Commissions	? Support	-	•••	•
Applications by status						Lates	t news						
Status		Number of a	pplications					in the second second				-	
Incomplete		100		View			_	for other	ton or other o	-			
Submitted				View				*****					
Submitted, Information Requir	ed			View									
Assessing				View		_							
Offer Made				View									
Accepted		-		View									
Closed		-		View									



#### **Commissions management**

You can filter the list of commission runs by

- 1. selecting an institution
- 2. entering a date range
- 3. selecting the status of the run

and clicking 'Search':

$\leftrightarrow$ $\rightarrow$ C $$ partne	er.studylink.com/	/agencies/commi	ssions/6						Q \$	Q,	R 🔸	*	<b>()</b> :
StudyLink Connect	💣 Dashboard	Applicants	Applications	Resources	Inbox 522	1 Providers	L Counsellors	\$ Commissions	? Support	2			•
Commission Runs Disputes	s Settlements										-		
Commissions	s Runs							1	College	•			
		Date From			Date To			Status					
	(	2 Date Fi	rom		Date To							•	Search
		-						All					
							3	Approved					
							<u> </u>	Draft					
								Review					

#### Viewing details of a commission run

You can view the details of a commission run by selecting 'Details against the record that you wish to view.

StudyLink Connect	😭 Dashboard	Applicants	Applications	Resource	es 🕒 Inbox	🏛 Providers	\$ Commissions	? Support	L TESTAC	Gento2 -
Commission Runs Disputes	Settlements Runs						100110000	¥	<b>9</b> :	
		Date From		Date T	<b>)</b> 9/2020		Status		•	Search
						Filtering by:	Date From: 01/06/2020	X Date To: 30/	09/2020 ×	clear all ≍
Date	Title		Number of Payments		Total Tax	Total Value of Pa	yments	Status	Details	
17 Sep 2020, 5:14 pm	test 1		2		\$0.00	\$4,420.00		review	Details	
22 Jul 2020, 1:17 pm	PG 3 test st	andard	7		\$0.00	\$35,165.95		approved	Details	



A list of the individual applications for which you are receiving commission will be displayed:

StudyL	ink Connect	😭 Dashboar	rd 斗 🚢 Applic	cants 📑 Appl	ications 🖿	Resources	🗠 Inbox	1 Provider	s <b>\$</b> Col	mmissions	? Support	💄 TES	TAGENT02 🝷
Commiss Com	sion Runs Dispu	settlements	nts:tes	t 1								•	
Run Date 17/09/202	10	Run revie	ew		Number of P 2	ayments		Total Value \$4,420.00			Total Tax \$0.00		
			Application	ID		Student ID			Name	•			
🖾 Expo	rt 🛕 Dispute M	issing Payment							Na	me			Search
1 Payr Status	ment in this cor Application ID	mmission run Student ID Ap	oplicant Name	Course	Inta	ke A	lgent	Pay to	Split %	Annual Fee	Commission	Tax	
review			-	-	202	0_C_SEP	Agent 2	Agent 2	Full 25%	\$15,680.00	\$3,920.00	\$0.00	Dispute
Totals											\$3,920.00	\$0.00	
1 Adju	stment to add	to this commis	sion run										
Status	Applicat	ion ID App	plicant Name	Course	Intake	Rea	son Age	nt	Pay to	Comm	ents Cor	nmission	Tax
review			-		2020_S	EP		Agent 2	Agent 2		\$50	00.00	\$0.00
Totals											\$50	00.00	\$0.00
Grand To	tal										\$4,	420.00	

You can filter this list by application ID, student ID or name if you'd like to find a specific record to verify. Enter the search term and click 'Search':

StudyLin	k Connect	😤 Dashboar	d 🌲 Applicar	nts 📄 Applications	Resources	🖙 Inbox	🏦 Providers	\$ Cor	nmissions	? Support	💄 TEST	AGENT02
Commission	n Runs Disputes	Settlements Payme	nts:test	1							٠	
Run Date 17/09/2020		Run revie	Status ew	Number 2	of Payments		Total Value \$4,420.00			<b>Total Tax</b> \$0.00		
			Application ID		Student ID			Name				
			177857					Na				Search
🖸 Export	A Dispute Missir	ng Payment								Filtering by:	Application I	ID: 177857 🛪
1 Payme	ent in this comm	ission run										
Status	Application ID	Student ID	Applicant Name	Course	Intake	Agent	Pay to	Split %	Annual Fee	Commission	Tax	
review				Diploma of Health Sciences	2020_C_SEP	Agent 2	Agent 2	Full 25%	\$15,680.00	\$3,920.00	\$0.00	Dispute
Totals										\$3,920.00	\$0.00	
Grand Total										\$3,920.00		
No Payme	ent Adjustments											



You can also export a full list of payments by clicking the 'Export' button.

StudyLin	k Connect	😭 Dashbo	ard 🌲 Applican	ts 📑 Applications	Resources	s 🖴 Inbo	x 🏦 F	Providers	\$ Commiss	ions	Support	L TESTAGEN	T02 -	
<sup>Commissio</sup>	n Runs Disputes	s Settlemen	⊧ ents:PG 3	test stand	ard									
Run Date 22/07/2020			Run Status approved		Number of Paym 7	ents		<b>Total Va</b> \$35,165	i <b>lue</b> .95		Ta \$0	otal Tax 0.00		
Export	A Dispute Miss	sing Payment	Application Applica	tion ID		Student ID Student ID.				Name Name				Search
7 Payme	ents in this con	nmission ru	n											
Status	Application ID	Student ID	Applicant Name	Course			Intake	Agent	Pay to	Split %	Annual Fee	Commission	Тах	
approved			Sec. 1999	Bachelor of Film and Tel	levision		2020_SEP	Agent 2	d Agent 2	Full 25%	\$20,040.00	\$5,010.00	\$0.00	Dispute
approved				Juris Doctor			2020_SEP	Agent 2	Agent 2	Full 25%	\$20,417.00	\$5,104.25	\$0.00	Dispute
approved				Master of City Planning/ Management	Master of Project		2021_JAN	Agent 2	Agent 2	Full 20%	\$15,039.00	\$4,010.40	\$0.00	Dispute
approved			States and	Master of Business Adm Management	ninistration/Master	r of Project	2020_SEP	Agent 2	Agent 2	Full 25%	\$14,845.00	\$4,948.33	\$0.00	Dispute
approved				Juris Doctor			2021_SEP	Agent 2	Agent 2	Full 30%	\$21,253.00	\$6,375.90	\$0.00	Dispute
approved				Bachelor of Design in Ar	chitecture		2020_SEP	Agent 2	Agent 2	Full 30%	\$20,040.00	\$6,012.00	\$0.00	Dispute
approved			10.000	Master of Business (Pro	fessional)		2020_SEP	Agent 2	Agent 2	Full 20%	\$13,894.00	\$3,705.07	\$0.00	Dispute
Totals												\$35,165.95	\$0.00	
Grand Total												\$35,165.95		

#### **IMPORTANT:**

There is no need to approve payments – they will be automatically approved at the end of the review period nominated by the institution.



#### Disputing a commission amount

There are two ways to dispute commission amounts.

- (a) select the 'Dispute Missing Payments' button above the transaction list
- (b) select the 'dispute' button against a specific transaction.

StudyLi	nk Connect	😭 Dashboa	ard 斗 Appli	cants 📑 Applications	Resource	s 🕞 Inbox	🏛 Providers	\$ Co	mmissions	? Support	💄 TES	TAGENT02 🝷
commiss Com	ion Runs Dispute	es Settlements Payme	ents:tes	t 1								
Run Date 17/09/2020	D	Ru	n Status riew	Num 2	ber of Payments		<b>Total Value</b> \$4,420.00			<b>Total Tax</b> \$0.00		
		a	Application	ID	Student	ID		Nam	e			
Expor	t 🛕 Dispute Mis	ssing Payment							ame			Search
1 Payn	nent in this com	nmission run										
Status	Application ID	Student ID	pplicant Name	Course	Intake	Agent	Pay to	Split %	Annual Fee	Commission	Tax	Ь
review				Diploma of Health Sciences	2020_C_SEP	Agent 2	d Agent 2	Full 25%	\$15,680.00	\$3,920.00	\$0.00	Dispute
Totals										\$3,920.00	\$0.00	

Selecting the 'Dispute Payments button will require you to complete the details:

StudyLink Connect	希 Dashboard 🛛 🦀 Applica	ants 📑 Applications	Resources	🖴 Inbox	1 Providers	\$ Commissions	? Support	STESTAGENT02 -
Commission Runs Disputes	Settlements	spute: test 1						
Commission Run ID: C2B9	D08E-D9CA-52F6-C64B0D12CAA2	2B0A						
	Missing paymer	nt details						
	Application ID *							
	Name *							
	Course *							
	Dispute details							
	Reason*				Reason*			
	Incorrect Percenta	ge			Incorrect F	Percentage •		
	Message *				Incorrect	Percentage		
					Incorrect	Split		
					Missing E	Bonus		
					Missing	Student		
						ĥ		
	Send Cancel							



Complete the details, noting the 'Reason' dropdown.

StudyLink Connect	🗥 Dashboard	📇 Applicants	Applications	Resources	🖴 Inbox	1 Providers	\$ Commissions	? Support	LESTAGENT02 -
Commission Runs Disputes Create Missin Commission Run ID: cza	Settlements	ent Dispu 6480012CAA2280A	ite: test 1						•
	Missi	ng payment det	tails					•	
	Name* Course	•							
	Dispu	te details							
	Reason	* rrect Percentage				Reason *	'ercentage -		
	Messag	e*				Incorrect Incorrect Missing B	Percentage Split ionus		
	Send	Cancel				Missing S	tudent		

Note that if an Application ID does not match an ID that belongs to the agent submitting the dispute, an error will be generated:

StudyLink Connect	Dashboard 斗 Appl	licants 📑 /	Applications	Resources	🖴 Inbox	🏛 Providers	\$ Commissions	? Support	LESTAGENT02 -
Commission Runs Disputes Set Create Missing F Commission Run ID: czepode-	ttlements Payment D -D9CA-52F6-C6480D12CA	ispute:	test 1						
	Missing payme	ent details							
	Application ID * 123456								
	Check application Name*	ation ID is corre	ect						



Selecting the button next to the transaction will display the pre-filled record:

StudyLink Connect	🕈 Dashboard 🦀 Applicants	Applications	Resources	🕞 Inbox	🏦 Providers	🚨 Counsellors	\$ Commissions	? Support	🚨 BOND.TEST1 🝷		
Commission Runs Disputes Create Paymen Payment ID: DD34E283-094E-00	Settlements <b>t Dispute:</b> S6D-ABDD375E9FC03DF4								BOND UNIVERSITY		
Payment Details				Dispu	te details						
Application ID				Reason	*						
Student ID				Amount less than expected -							
Applicant Name				Message*							
Course	Bachelor of Arts			Enter message here							
Intake	2020_MAY										
Agent	IES Sydney Pty LTD - Sydney, Au	ustralia									
Рау То	IES Sydney Pty LTD - Sydney, Au	ustralia									
Split %	Full 30%			Sand	Cancel						
Annual Fee	\$20,040.00			Senu	Gancer						
Commission	\$6,012.00										
Тах	\$601.20										

In both cases, on submission you will be presented with a summary of the dispute:

StudyLink Connect	😭 Dashboard	🕰 Applicants	Applications	🖿 Resou						
Dispute Detai Dispute ID: 0F717AF1-ECD9	IS -8758-45EBE6D5AD7	53EF3								
Dispute Details Commission Run	test 1									
Date	17 Sep 2020, 5:1	17 Sep 2020, 5:14 pm								
Reason	Incorrect Percentage									
Message	This is a message about why it's incorrect. Name: Vishal Course: Bachelor of Health Science									
<b>Resolution Details</b>										
Resolved		Ν	lo							
Back										

Select 'Back' to go back to the commission run. The transaction record is notated with 'Dispute':



StudyLink	Connect	😤 Dashboard	d 🌲 Appli	cants 📑 Applic	ations 🖿 I	Resources	🖴 Inbox	1 Providers	s <b>\$</b> Co	mmissions	? Support	L TES	TAGENT02
Commission Runs         Disputes         Settlements           Commission Payments:test 1         1													
Run Date 17/09/2020		<b>Run</b> revie	Status ew		Number of Pa 2	yments		<b>Total Value</b> \$4,420.00			<b>Total Tax</b> \$0.00		
			Application	ID		Student ID			Nam	e			
Export	A Dispute Miss	ing Payment											Search
1 Paymer	nt in this comr	mission run											
Status Ap	pplication ID	Student ID Ap	plicant Name	Course	Intak	ie Ag	jent	Pay to	Split %	Annual Fee	Commission	Тах	
review				Diploma of Health So	ciences 2020	_C_SEP	Agent 2	Agent 2	Full 25%	\$15,680.00	\$3,920.00	\$0.00	Dispute
Totals											\$3,920.00	\$0.00	
1 Adjustn	ment to add to	this commiss	sion run										
Status	Application	ID App	licant Name	Course	Intake	Reaso	on Agen	t I	Pay to	Comm	ents Con	mission	Тах
review				Juris Doctor	2020_SE	Ρ		Agent 2	d Agent 2		\$50	0.00	\$0.00
Totals											\$50	0.00	\$0.00
Grand Total											\$4,4	20.00	



### **Managing disputes**

Disputes can be viewed by clicking on the Disputes menu.

The list of disputes can be filtered by entering a date range and/or selecting a status and clicking 'Search'

StudyLink Conne	ect 😤 Dashboard	🚢 Applicant	s 📑 Appl	ications	Resources	🕰 Inbox	🏛 Providers	\$ Commis	sions <b>?</b> Si	upport 🚨 TES	STAGENT02 -
Commission Runs Dia Disputes	sputes Settlements							Bond	University		
		From Date		To Da	ate	Sta	tus		Reason		
		From Date						•			Search
Date	Dispute Reason	Application ID	Student ID	Applicant Na	ame Course		Intake	Resolved	Date Resolved	Resolutio	n
17 Sep 2020, 6:18 pm	Incorrect Percentage				Diploma	of Health Science	es 2020_C_SEP	No			View
23 Jul 2020, 10:17 am	Missing Student				Master o	of Finance	2020_SEP	Yes	23 Jul 2020, 10:	17 am Resolved	View
22 Jul 2020, 3:47 pm	Incorrect Percentage				Juris Do	ctor	2020_SEP	Yes	23 Jul 2020, 10:	08 am Resolved	View

When a dispute is resolved by the institution you can view the resolution by clicking 'View':

StudyLink Conn	ect 😚 Dashboard	Applicants	Applications	Resources	🖴 Inbox 👖	🗓 Providers	\$ Commi	ssions ? Support	💄 TEST	AGENT02
Commission Runs D	isputes Settlements								-	
Disputes							Bon	d University 👻		
		From Date	т	o Date	Statu	s		Reason		
		From Date		To Date			•		•	Search
Date	Dispute Reason	Application ID	Student Applican	t Name Course		Intake	Resolved	Date Resolved	Resolution	
17 Sep 2020, 6:18 pm	Incorrect Percentage			Diploma	of Health Sciences	2020_C_SEP	Yes	17 Sep 2020, 6:30 pm	Resolved	View
23 Jul 2020, 10:17 am	Missing Student			Master	of Finance	2020_SEP	Yes	23 Jul 2020, 10:17 am	Resolved	View
22 Jul 2020, 3:47 pm	Incorrect Percentage			Juris Do	ctor	2020_SEP	Yes	23 Jul 2020, 10:08 am	Resolved	View



The details of the dispute and resolution will be displayed:

StudyLink Conr	nect 😤 Dashboard 🚢 Applicants 📑 Applications 🖿 Resour							
Dispute D Dispute ID: 0F7174	etails Af1-ECD9-8758-45EBE6D5AD753EF3							
Dispute Details								
Commission Run	test 1							
Date	17 Sep 2020, 5:14 pm							
Reason	Incorrect Percentage							
Message	This is a message about why it's incorrect. Name: Course: Bachelor of Health Science							
Resolution Detai	ls							
Resolved	Yes							
Resolution Date	17 Sep 2020, 6:30 pm							
Reason	Resolved							
Comments	Ph Yes. You were correct! Sorry about that. We'll add the adjustment.							
Back								

#### **Commission settlements**

A commission settlement is the payment transaction that you received for a commission run. Commission settlements can be viewed by clicking on the 'Commission Settlements' menu. The list of commission settlements can be filtered by entering a date range and clicking 'Search':

StudyLink Connect	Dashboard 🔒	Applicants	Applications	Resources	🖴 Inbox	1 Providers	\$ Commissions	? Support 💄 TES	TAGENT02 -
Commission Runs Disputes Commission Se	ettlements	ts					Bond Universit	•	h
	Date	e From				Date To			
	0	1/09/2020				30/09/2020			Search
						Filtering by:	Date From: 01/09/2020	Date To: 30/09/2020 ×	clear all ≍
Title	Dat	te		1	Record Num	ber	Value	Tax	
PG 3 test standard	02 \$	Sep 2020, 11:48 ar	n		1 - 41		\$35,165.95	\$0.00	1
Totals							\$35,165.95	\$0.00	)
Grand Total							\$35,165.95		