

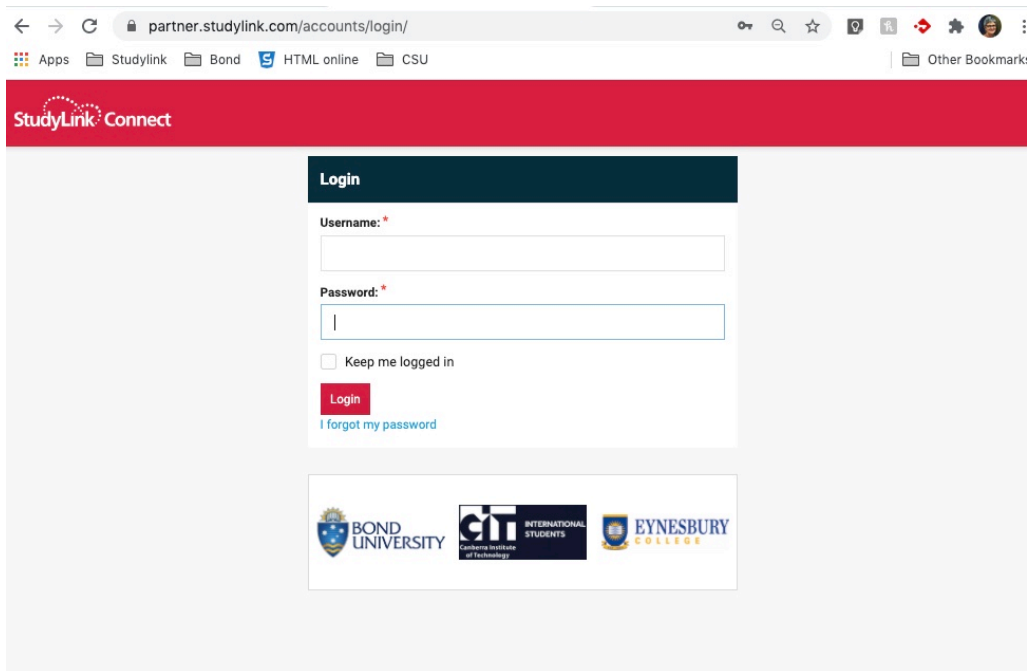
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Logging in

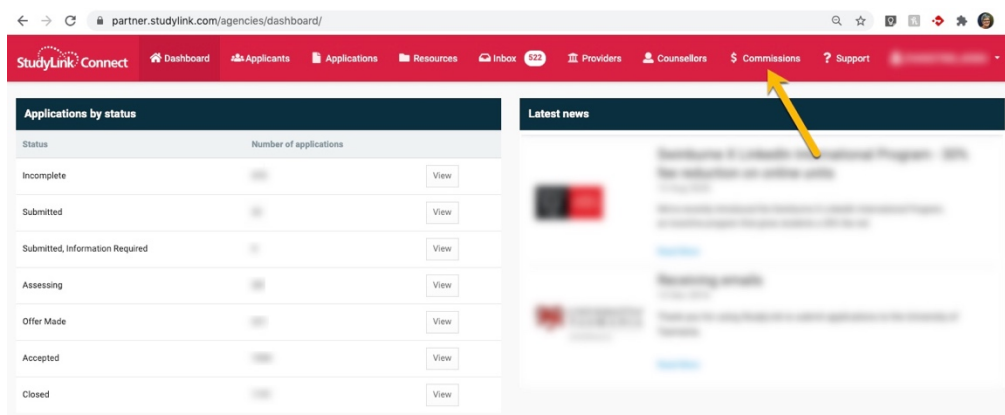
The system can be accessed from any internet enabled computer or device through the following URL:

<https://partner.studylink.com/>



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.



Need support?

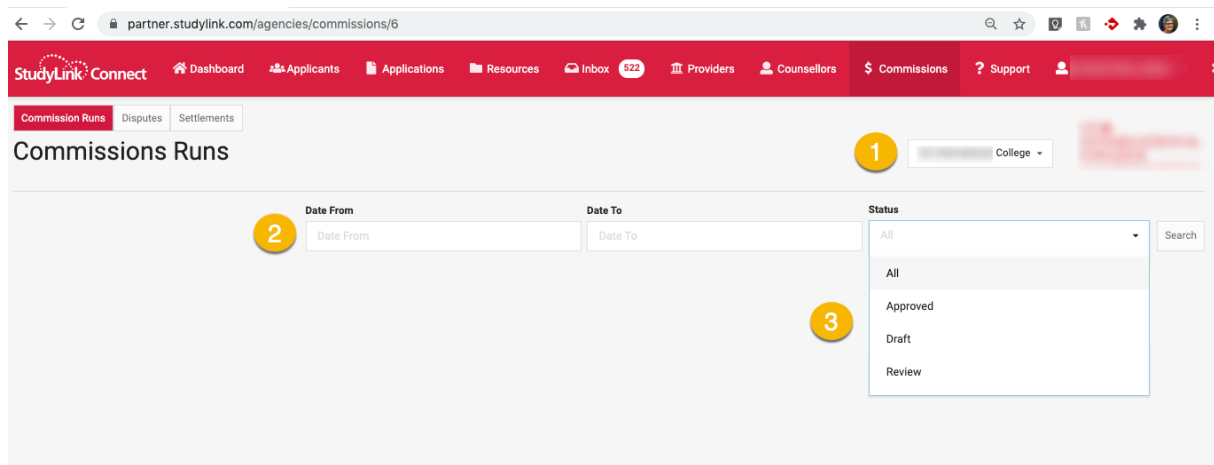
Please contact StudyLink at support@studylink.com

Commissions management

You can filter the list of commission runs by

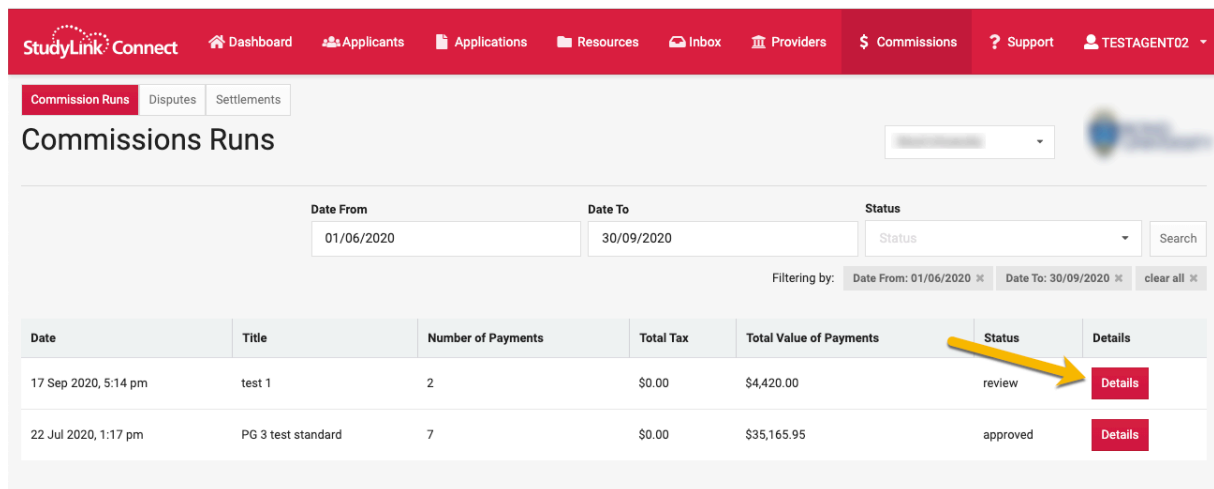
1. selecting an institution
2. entering a date range
3. selecting the status of the run

and clicking 'Search':



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.

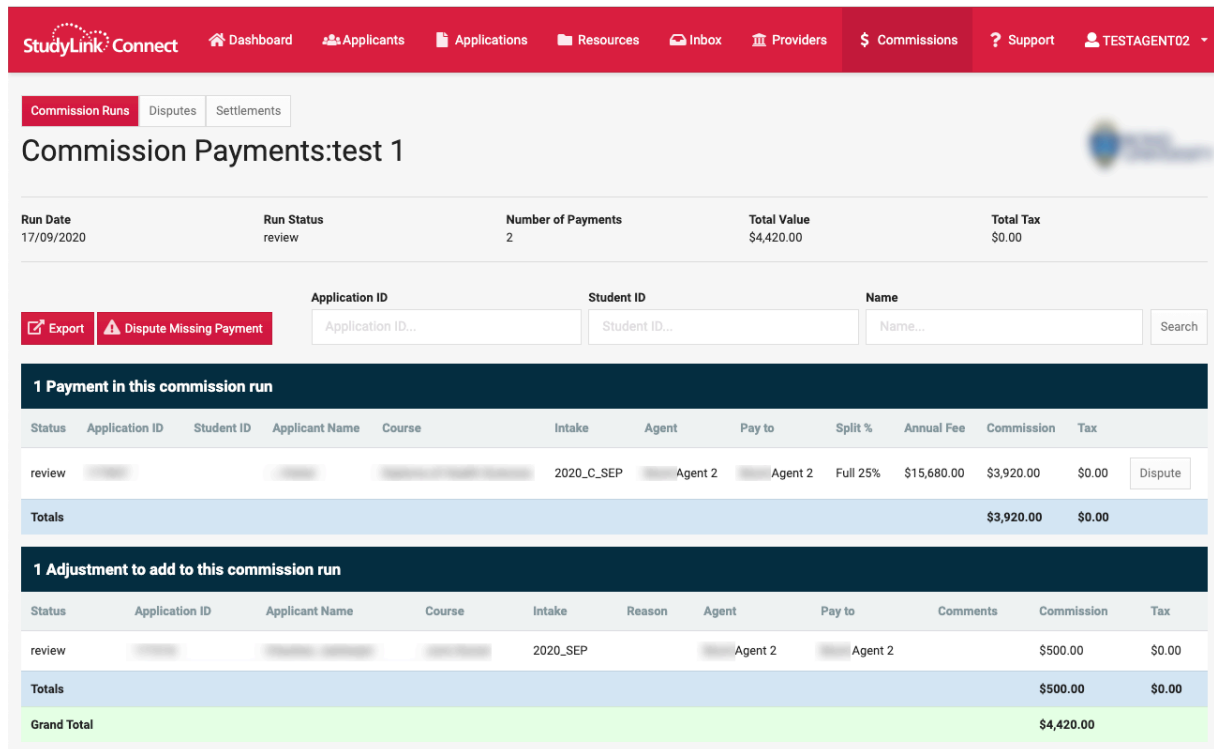


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A list of the individual applications for which you are receiving commission will be displayed:



Commission Payments:test 1

Run Date	Run Status	Number of Payments	Total Value	Total Tax
17/09/2020	review	2	\$4,420.00	\$0.00

Application ID: Student ID: Name: Search

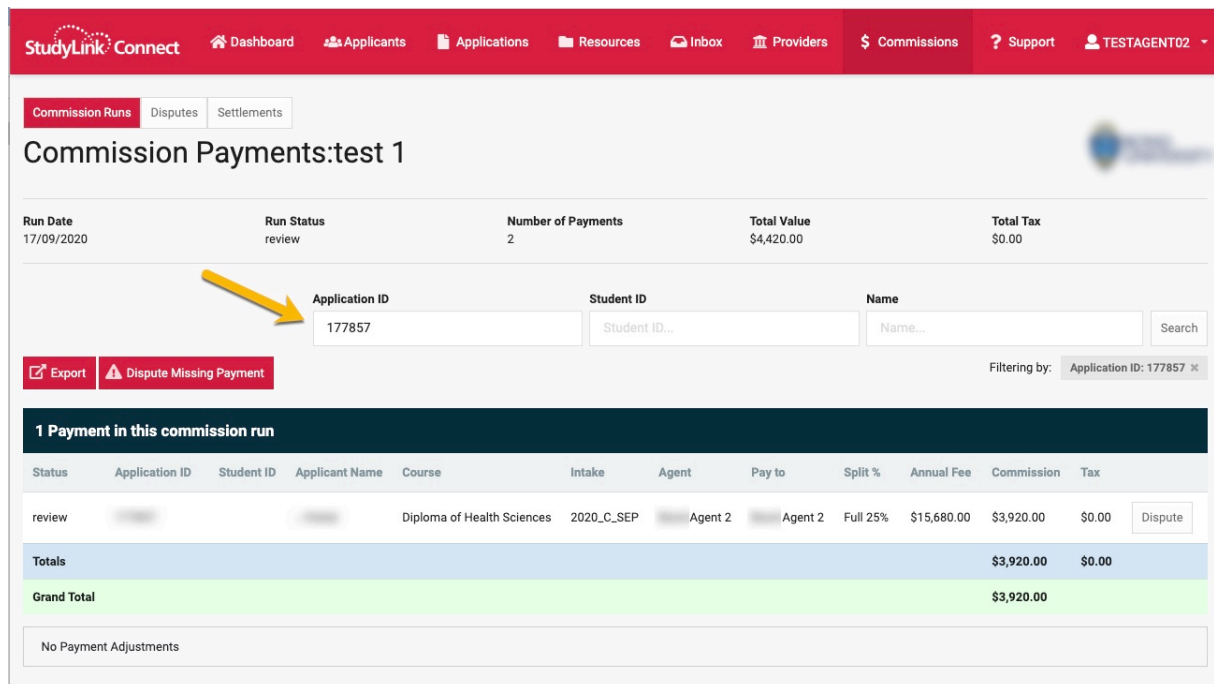
1 Payment in this commission run

Status	Application ID	Student ID	Applicant Name	Course	Intake	Agent	Pay to	Split %	Annual Fee	Commission	Tax
review					2020_C_SEP	Agent 2	Agent 2	Full 25%	\$15,680.00	\$3,920.00	\$0.00
Totals										\$3,920.00	\$0.00

1 Adjustment to add to this commission run

Status	Application ID	Applicant Name	Course	Intake	Reason	Agent	Pay to	Comments	Commission	Tax
review				2020_SEP		Agent 2	Agent 2		\$500.00	\$0.00
Totals									\$500.00	\$0.00
Grand Total									\$4,420.00	\$0.00

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':



Commission Payments:test 1

Run Date	Run Status	Number of Payments	Total Value	Total Tax
17/09/2020	review	2	\$4,420.00	\$0.00

Application ID: Student ID: Name: Search

Filtering by: Application ID: 177857 ✕

1 Payment in this commission 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
Totals										\$3,920.00	\$0.00
Grand Total										\$3,920.00	\$0.00

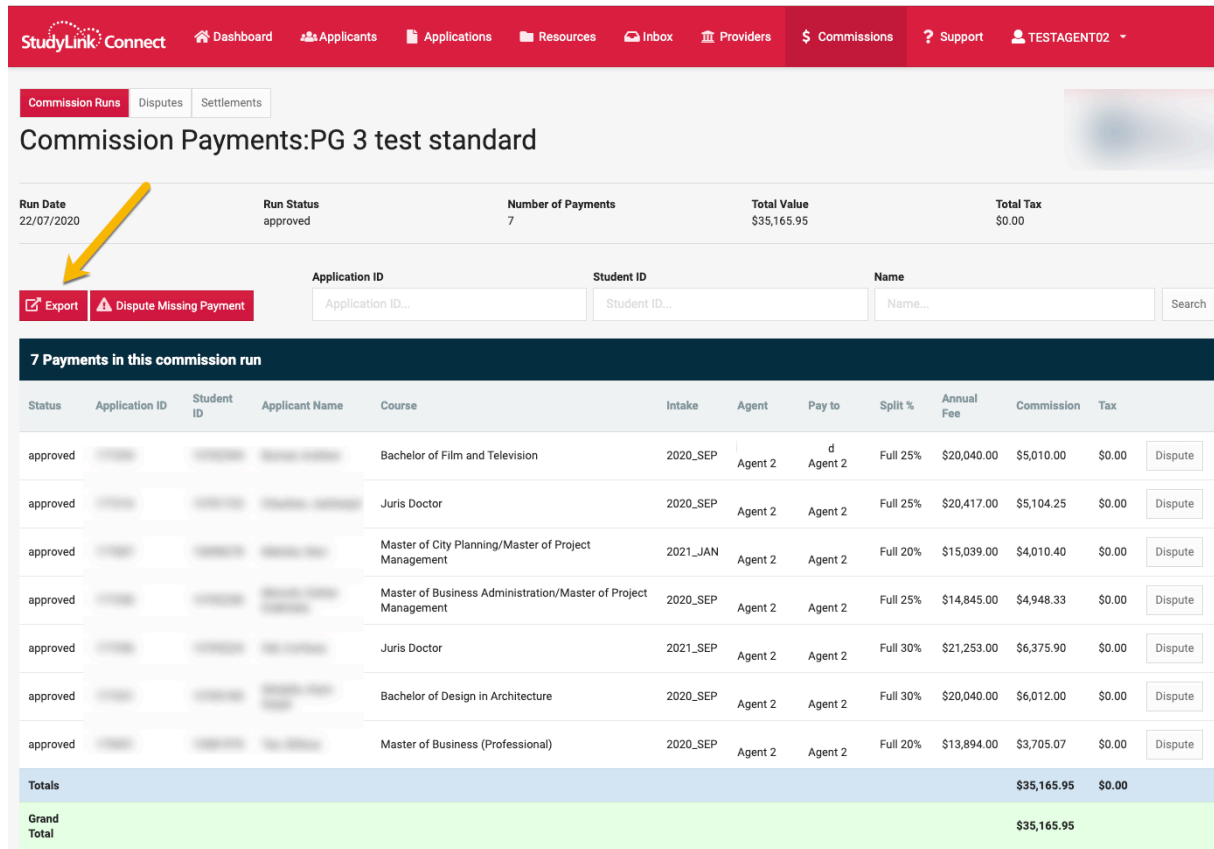
No Payment Adjustments

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



Status	Application ID	Student ID	Applicant Name	Course	Intake	Agent	Pay to	Split %	Annual Fee	Commission	Tax	
approved				Bachelor of Film and Television	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/Master of Project Management	2021_JAN	Agent 2	Agent 2	Full 20%	\$15,039.00	\$4,010.40	\$0.00	Dispute
approved				Master of Business Administration/Master of Project Management	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 Architecture	2020_SEP	Agent 2	Agent 2	Full 30%	\$20,040.00	\$6,012.00	\$0.00	Dispute
approved				Master of Business (Professional)	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.

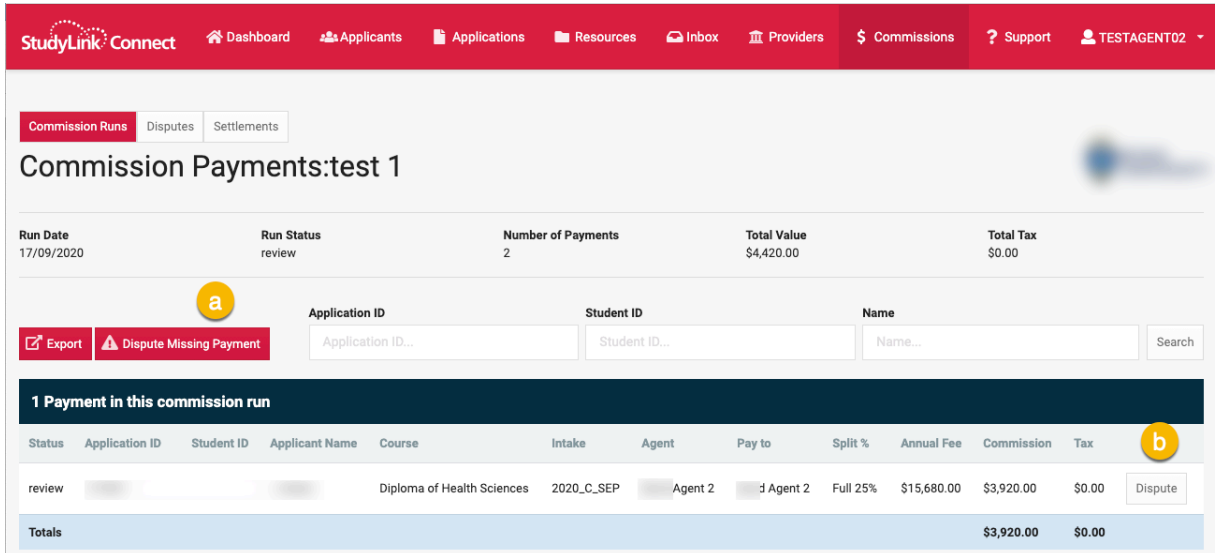
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Disputing a commission amount

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.



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Commission Runs Disputes Settlements

Commission Payments:test 1

Run Date	Run Status	Number of Payments	Total Value	Total Tax
17/09/2020	review	2	\$4,420.00	\$0.00

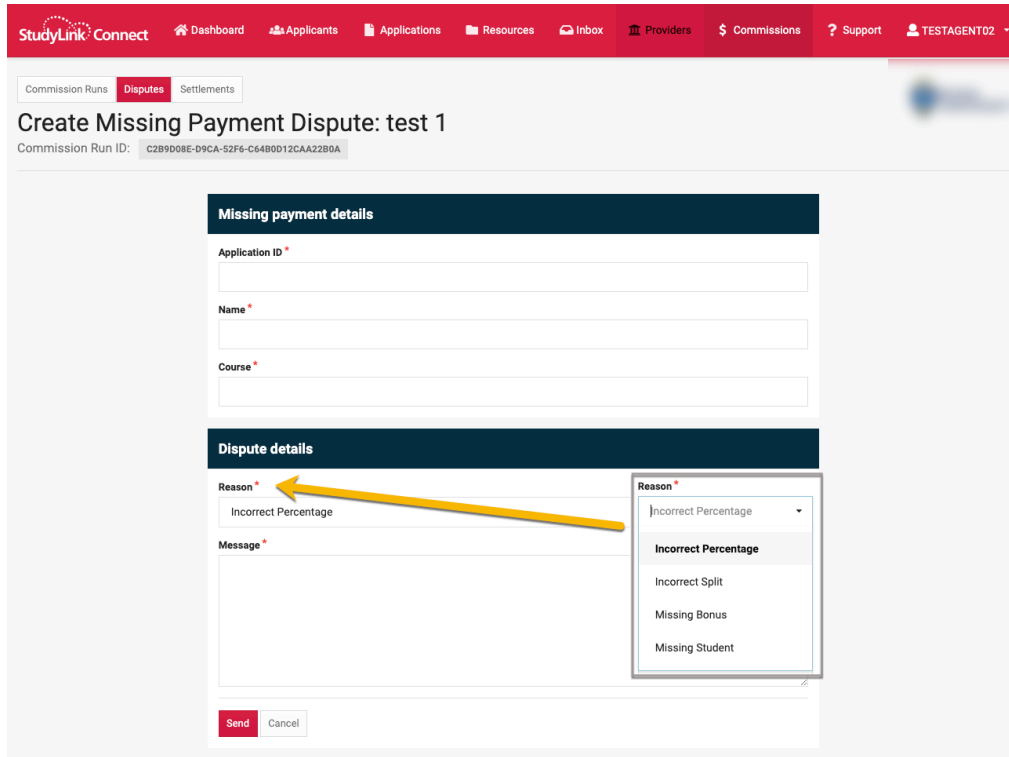
Export Dispute Missing Payment

Application ID Student ID Name

1 Payment in this commission 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
Totals										\$3,920.00	\$0.00

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



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Commission Runs Disputes Settlements

Create Missing Payment Dispute: test 1

Commission Run ID: C2B9D08E-D9CA-52F6-C6480D12CAA22B0A

Missing payment details

Application ID *

Name *

Course *

Dispute details

Reason * Incorrect Percentage

Message *

Send Cancel

Reason * Incorrect Percentage

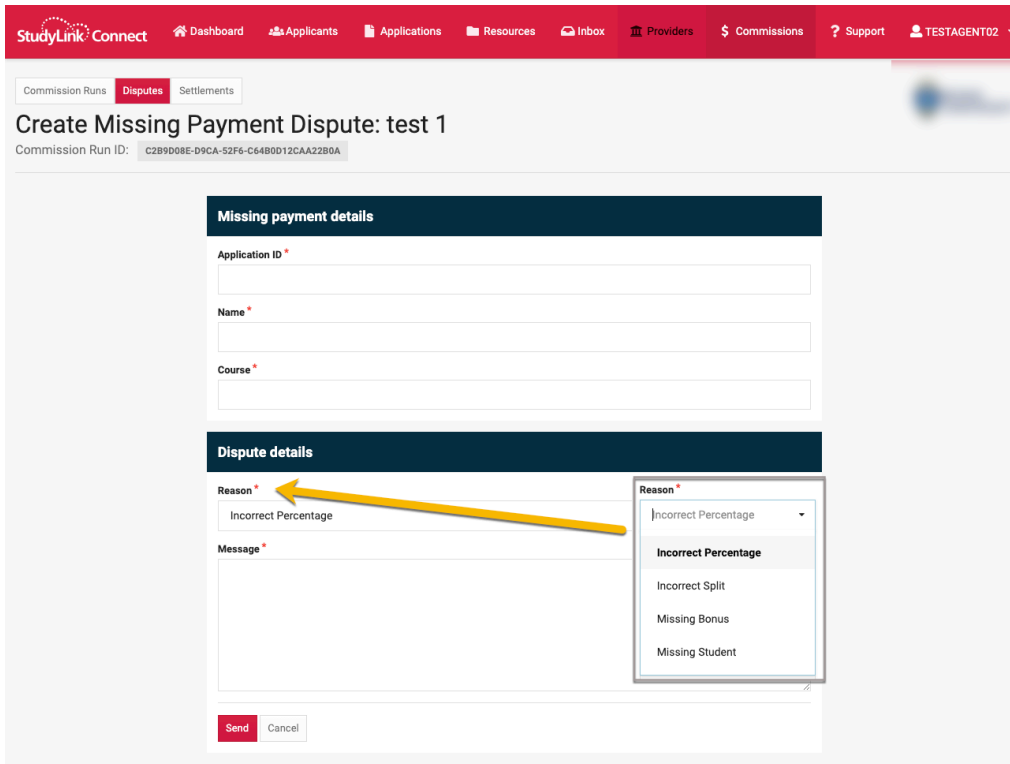
- Incorrect Percentage
- Incorrect Split
- Missing Bonus
- Missing Student

Need support?

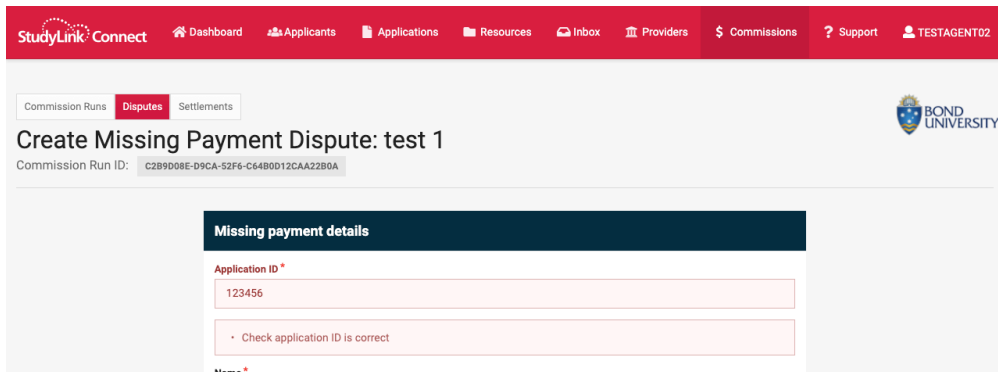
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Complete the details, noting the 'Reason' dropdown.



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

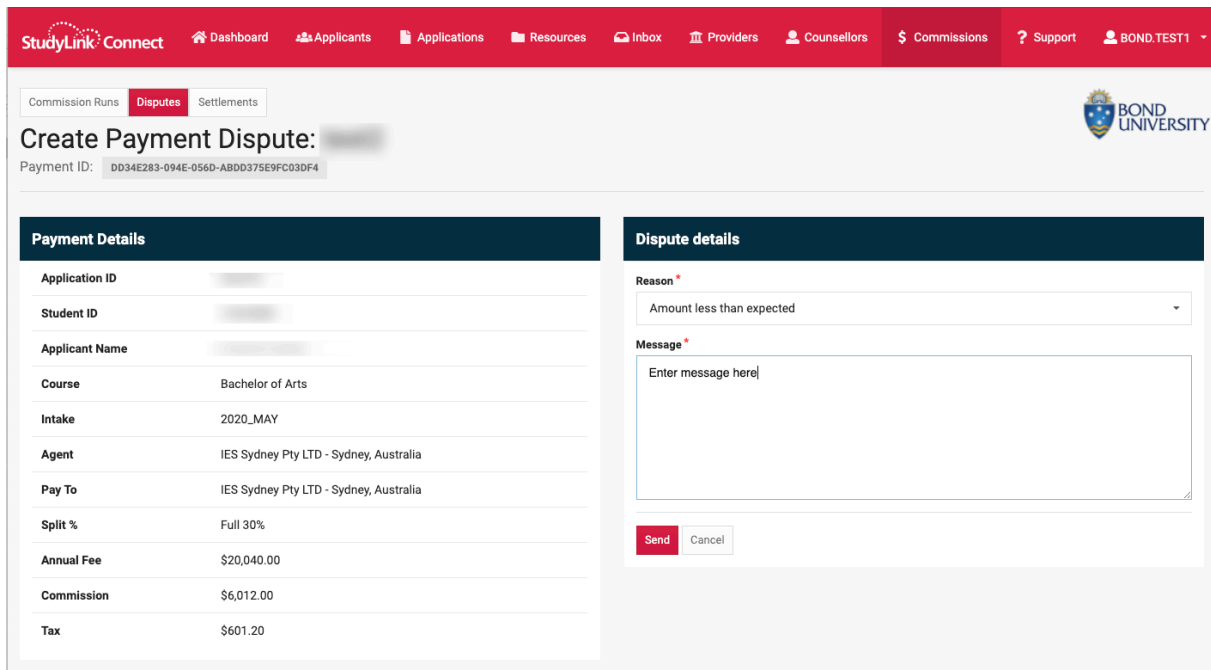


Need support?

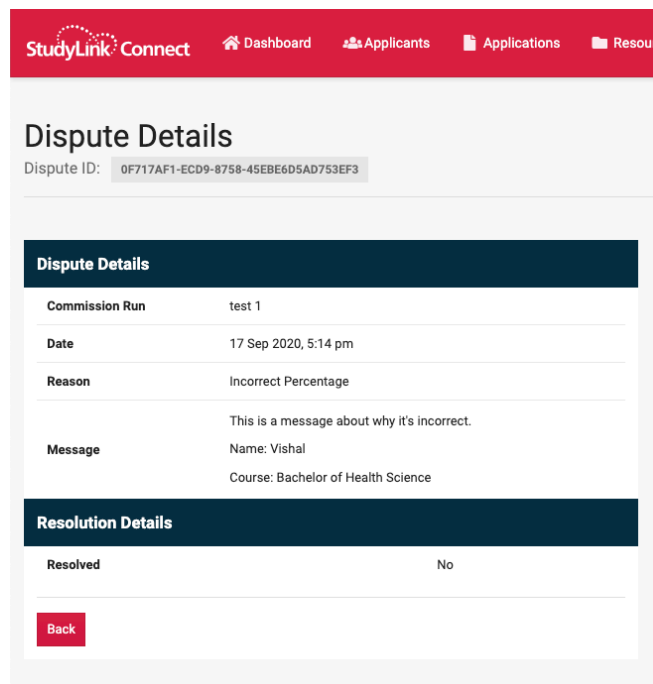
Please contact StudyLink at support@studylink.com

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



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



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

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TESTAGENT02

Commission Runs
Disputes
Settlements

Commission Payments:test 1

Run Date	Run Status	Number of Payments	Total Value	Total Tax
17/09/2020	review	2	\$4,420.00	\$0.00

Export
Dispute Missing Payment

Application ID	Student ID	Name
<input type="text" value="Application ID..."/>	<input type="text" value="Student ID..."/>	<input type="text" value="Name..."/>

1 Payment in this commission 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
Totals										\$3,920.00	\$0.00

1 Adjustment to add to this commission run

Status	Application ID	Applicant Name	Course	Intake	Reason	Agent	Pay to	Comments	Commission	Tax
review			Juris Doctor	2020_SEP		Agent 2	Agent 2		\$500.00	\$0.00
Totals									\$500.00	\$0.00
Grand Total										\$4,420.00

Need support?

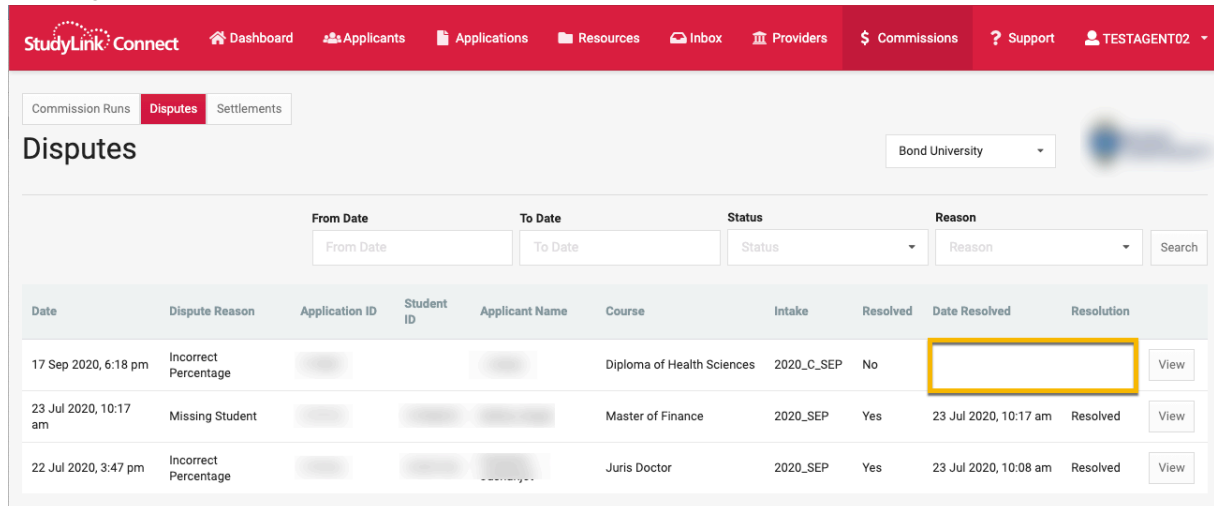
Please contact StudyLink at support@studylink.com

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Managing disputes

Disputes can be viewed by clicking on the Disputes menu.

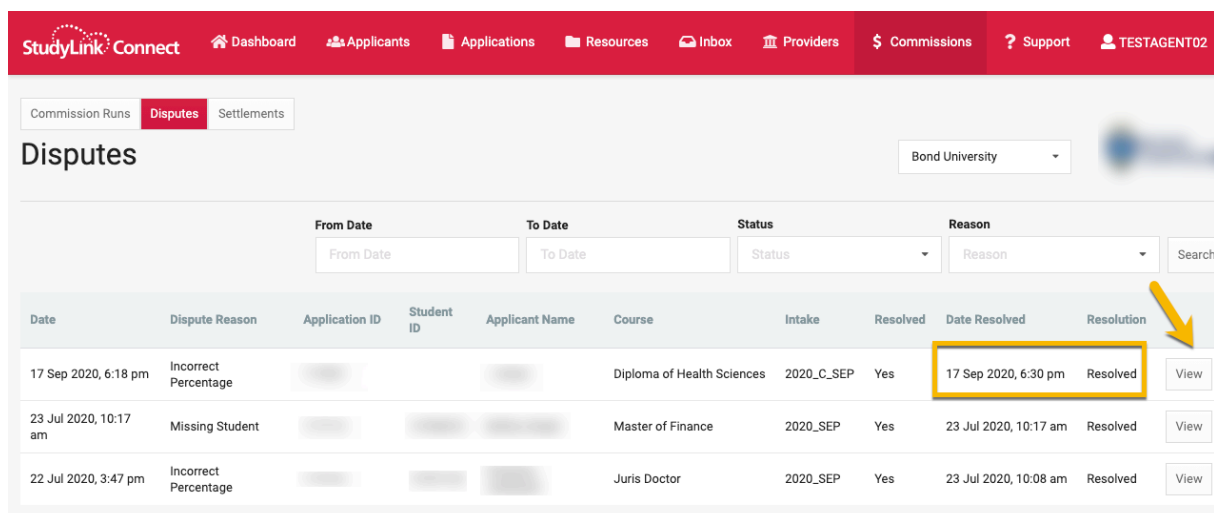
The list of disputes can be filtered by entering a date range and/or selecting a status and clicking 'Search'



The screenshot shows the 'Disputes' page in the StudyLink Connect Agent Portal. The page has a red navigation bar with 'StudyLink Connect' and various menu items. Below the navigation bar, there are tabs for 'Commission Runs', 'Disputes', and 'Settlements'. The 'Disputes' tab is active. The page title is 'Disputes' and there is a dropdown menu for 'Bond University'. Below the title, there are search filters for 'From Date', 'To Date', 'Status', and 'Reason', along with a 'Search' button. The main content is a table with the following columns: Date, Dispute Reason, Application ID, Student ID, Applicant Name, Course, Intake, Resolved, Date Resolved, and Resolution. The first row of the table is highlighted with a yellow box around the 'Date Resolved' column, which is currently empty.

Date	Dispute Reason	Application ID	Student ID	Applicant Name	Course	Intake	Resolved	Date Resolved	Resolution
17 Sep 2020, 6:18 pm	Incorrect Percentage				Diploma of Health Sciences	2020_C_SEP	No		
23 Jul 2020, 10:17 am	Missing Student				Master of Finance	2020_SEP	Yes	23 Jul 2020, 10:17 am	Resolved
22 Jul 2020, 3:47 pm	Incorrect Percentage				Juris Doctor	2020_SEP	Yes	23 Jul 2020, 10:08 am	Resolved

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



The screenshot shows the 'Disputes' page in the StudyLink Connect Agent Portal, similar to the previous one. The first row of the table is highlighted with a yellow box around the 'Date Resolved' and 'Resolution' columns. The 'Date Resolved' is '17 Sep 2020, 6:30 pm' and the 'Resolution' is 'Resolved'. A yellow arrow points to the 'View' button next to this row.

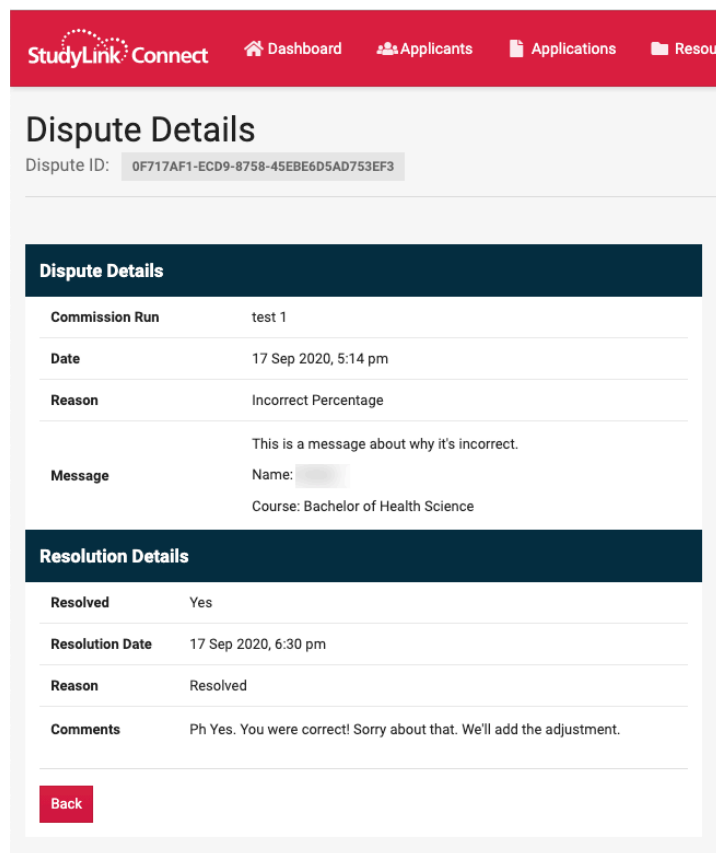
Date	Dispute Reason	Application ID	Student ID	Applicant Name	Course	Intake	Resolved	Date Resolved	Resolution
17 Sep 2020, 6:18 pm	Incorrect Percentage				Diploma of Health Sciences	2020_C_SEP	Yes	17 Sep 2020, 6:30 pm	Resolved
23 Jul 2020, 10:17 am	Missing Student				Master of Finance	2020_SEP	Yes	23 Jul 2020, 10:17 am	Resolved
22 Jul 2020, 3:47 pm	Incorrect Percentage				Juris Doctor	2020_SEP	Yes	23 Jul 2020, 10:08 am	Resolved

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The details of the dispute and resolution will be displayed:



Dispute Details
Dispute ID: 0F717AF1-ECD9-8758-45EBE6D5AD753EF3

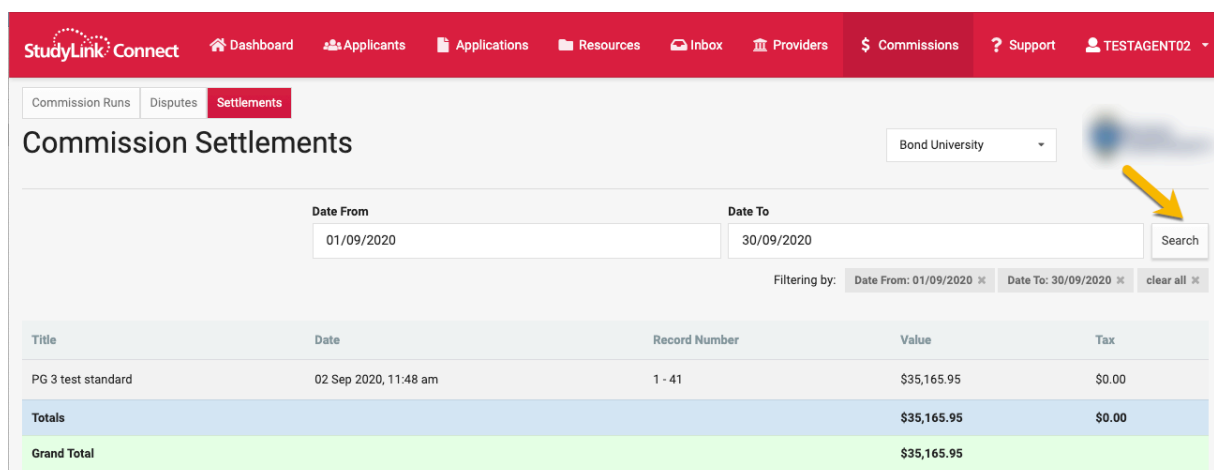
Dispute Details	
Commission Run	test 1
Date	17 Sep 2020, 5:14 pm
Reason	Incorrect Percentage
Message	This is a message about why it's incorrect. Name: [Redacted] Course: Bachelor of Health Science

Resolution Details	
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':



Commission Settlements

Bond University

Date From: 01/09/2020 Date To: 30/09/2020 Search

Filtering by: Date From: 01/09/2020 Date To: 30/09/2020 clear all

Title	Date	Record Number	Value	Tax
PG 3 test standard	02 Sep 2020, 11:48 am	1 - 41	\$35,165.95	\$0.00
Totals			\$35,165.95	\$0.00
Grand Total			\$35,165.95	

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