

CICCC

Cornerstone International Community College of Canada


Streamlining Agency Management,
Commission Tracking and
Financial Workflows





Case Study: CICC


Streamlining agency management, commissions, reporting, and financial workflows across international recruitment operations

 **CLIENT:** CICC

 **MODEL:** International recruitment with agency workflows

 **CHALLENGE:** Managing agency commissions, payments, and reporting at scale

 **SOLUTION:** Centralized agency management, configurable commission rules, integrated reporting, Agent Portal access, and payment workflows

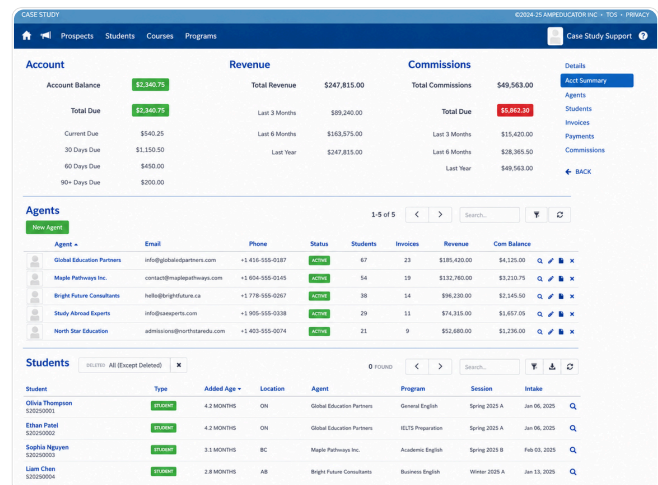
 **RESULT:** Improved visibility, streamlined financial and reporting processes, reduced manual administrative work, and more scalable agency operations

OVERVIEW

CICC manages agency-related workflows involving commissions, invoicing, payments, and reporting.

As operations expanded, workflows became harder to manage. They needed a way to support:

- Flexible commission structures for different agencies and agents
- Integrated commission, invoicing, payment, and reporting workflows
- Different student and institution invoice views
- Reduced manual tracking, reconciliation, and spreadsheet management
- Scalable agency and recruitment operations



The screenshot displays the ampEducator software interface with several key sections:

- Account Summary:** Shows Account Balance at \$2,360.75 and Total Due at \$2,360.75.
- Revenue:** Total Revenue is \$247,815.00, with breakdowns for Last 3 Months (\$99,240.00), Last 6 Months (\$163,575.00), and Last Year (\$247,815.00).
- Commissions:** Total Commissions are \$49,563.00, with Total Due at \$5,862.30. Breakdowns include Last 3 Months (\$15,420.00), Last 6 Months (\$28,365.50), and Last Year (\$49,563.00).
- Agents Table:** Lists agents with columns for Agent, Email, Phone, Status, Students, Invoices, Revenue, and Com Balance. Agents include Global Education Partners, Maple Pathways Inc., Bright Future Consultants, Study Abroad Experts, and North Star Education.
- Students Table:** Lists students with columns for Student, Type, Added Age, Location, Agent, Program, Session, and Intake. Students include Olivia Thompson, Ethan Patel, Sophia Nguyen, and Liam Chen.

Managing agencies, commissions, invoicing, reporting, and student workflows in one system

THE CHALLENGE

CICC managed agency and commission workflows across spreadsheets and manual processes.

Key challenges included:

Multiple Commission Structures

Different agencies required flexible commission handling, including:

- Varying commission rates
- Different payment structures
- Manual spreadsheet tracking and adjustments

Disconnected Financial Workflows

Commissions, invoices, and payments were managed separately, leading to:

- Time-consuming reconciliation
- Reduced financial visibility
- Increased administrative work

Scaling Recruitment Operations

As recruitment activity increased, existing workflows became harder to manage efficiently:

- Manual processes slowed operations
- Reporting and forecasting became more difficult
- Inconsistent operational workflows

Limited Agency Visibility

Agency information was manually managed across workflows, leading to:

- Inconsistent agency and agent records
- Limited reporting visibility
- Difficult data reconciliation

THE SOLUTION

We centralized CICC’s agency, commission, invoicing, payment, and reporting workflows within ampEducator, improving visibility, reducing manual administration, and supporting scalable recruitment operations.

Agency Management

Centralized agency profiles, student assignments, communication history and recruitment tracking in one system

Commission Structures

Configured flexible commission structures by agency, agreement type, and recruitment arrangement

Financial Workflows

Connected commissions, invoicing, payments, and balances within unified operational workflows

Invoice Visibility

Implemented separate student-facing and institution-facing invoice views while maintaining shared financial records

Agent Portal Access

Provided agencies with visibility into applications, enrollments, invoices, payments, and commission balances

Payment Tracking

Improved reconciliation, payment coordination, and financial tracking through centralized commission and invoice workflows

Operational Scalability

Standardized workflows to support scalable recruitment operations

THE OUTCOME

CICC now operates with a centralized system for managing agency relationships, commissions, invoicing, payments, and reporting.

Improved agency and commission visibility

Staff and agencies can clearly track balances, invoices, payments, and commission activity

Reduced manual administrative work

Commission calculations, reconciliation, and financial tracking became more efficient

Centralized invoicing and payment workflows

Student, institution, and agency financial processes are connected within one system

Better operational consistency

Standardized workflows improved operational accuracy across recruitment and financial processes

Scalable agency management

New agencies, commission structures, and workflows can be added more easily

Clearer reporting and tracking

Staff gained better visibility into recruitment activity, commission forecasting, and financial reporting

“The greatest advantage is having organized data that allows us to generate accurate reports for forecasting commission payments and revenue per agency.”

WHY THIS MATTERS

Many institutions manage agency commissions and recruitment workflows across disconnected systems and spreadsheets. CICC needed a more centralized approach that could support:

- Flexible commission management
- Integrated invoicing and payments
- Better reporting and operational visibility

This project demonstrates how connected workflows can improve visibility, reduce manual work, and support scalable recruitment operations.

Before	vs	After
Disconnected agency information across multiple systems	→	Centralized agency profiles and recruitment tracking
Manual commission calculations and spreadsheet tracking	→	Configurable commission rules and automated calculation
Invoices created manually in different places	→	Integrated invoicing for students, institutions, and agencies
Limited reporting visibility and inconsistent agency data	→	Centralized reporting and operational visibility
Payments tracked manually with limited reconciliation	→	Centralized payment tracking and easier reconciliation

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