

Partner FAQ

Common questions on getting started, referral tracking, commission, payouts, refunds, and how to reach support.

GETTING STARTED

? How do I become a partner?

Apply from the partner landing page — the signup form asks for your contact details, then verifies your phone number by OTP, then asks a few account details (Individual or Business, location, and for Indian partners, GST/PAN and bank details). Most applications are reviewed within 2 business days.

? What's the difference between an Individual and Business account?

Individuals are people referring on their own behalf — educators, counsellors, alumni, creators. Business accounts are for institutions, coaching centres, colleges or agencies. Both get identical commission slabs and lifetime attribution; the account type only changes what details we ask for at signup.

? What happens while my application is pending?

You can log in and see your application status, and update your profile details, but your referral code and commission tracking only activate once you're approved. You'll get an email the moment a decision is made.

? Do I need a GST registration to become a partner?

No. GST registration is optional — the signup form asks whether you're GST registered, and only asks for a GST number and certificate if you say yes. PAN is required for Indian partners regardless.

REFERRAL TRACKING

? How does my referral code work?

Every partner gets a unique code (e.g. `NSA-2026-0114`) and a matching link. Share either one — when someone signs up through it, they're linked to your account.

? Do I only get paid for a student's first purchase?

No. Once a student enrolls through your code, they stay linked to your account permanently. Every future purchase they make — another course, an internship, a subscription, next month or three years from now — earns you commission too, with no need to refer them again.

? Can I see who I've referred?

Yes — your Referrals page lists every student tracked to your account, with contact details, join date, and status (Signup, Lead, or Paid). Clicking into a student shows their full purchase history and how much you've earned from them, broken down by category.

? What if someone clicks my link but doesn't sign up right away?

A click alone doesn't earn commission — only a completed signup and, eventually, a paid enrollment. There's no commission for leads or enquiries that don't convert.

COMMISSION & EARNINGS**? How is my commission calculated?**

Commission is a percentage of the **net eligible amount** — the program fee after coupon/discount, GST and payment gateway charges — not the advertised gross fee. See the Commission Calculation Guide for the full worked example.

? What are the commission slabs?

15% for 1–100 paid students/month, 20% for 101–500, 25% for 501–1,000, and 30% for 1,001+. Your dashboard always shows your current rate.

? Is the slab progressive within a month?

No. One rate applies to your **entire** month's volume. If you cross into a higher tier partway through the month, every paid student that month is paid at the higher rate — not just the ones past the threshold.

? Can I get a custom commission rate?

Some partners are on a negotiated custom slab instead of the default table, usually for high-volume or strategic partnerships. This is set individually by the EasyShiksha team — if you think you qualify, contact support.

? Is there a cap on how much I can earn?

No cap, and no expiry — see "Do I only get paid for a student's first purchase?" above.

PAYOUTS**? When do I get paid?**

Commission is settled monthly. Each month's commission is typically paid by the 7th of the following month, once the settlement period closes and any refunds are accounted for.

? How do I get paid?

By bank transfer (Indian partners) or PayPal (international partners) — whichever you set up during signup. You can update these details anytime from Profile & Settings.

? What if my payout fails?

Your money isn't lost — a failed payout (usually a bank detail mismatch or a closed PayPal account) is held safely and paid out as soon as you correct your payout details. You'll get an email explaining what went wrong.

? Can I see my full payout history?

Yes — your Payouts page lists every settlement: period, amount, method, reference/transaction ID, and status.

REFUNDS & REVERSALS**? What happens if a student I referred gets a refund?**

The commission on that enrollment is reversed. If it was already paid to you, the amount is deducted from a future settlement rather than clawed back directly — you'll be notified when this happens.

? Does a refund affect my commission tier?

Your tier for a given month is based on paid, non-refunded students for that month. A refund that's processed after the month closes doesn't retroactively change a tier you've already been paid at — the adjustment happens on the commission amount, not by recalculating your rate.

? Will a student's refund affect their lifetime attribution?

No — the student stays linked to your account. Only the commission on the specific refunded purchase is reversed; any other purchases they've made, or make in future, are unaffected.

ACCOUNT & SUPPORT**? Can I change my registered phone number?**

Not directly from Profile & Settings, since it's also your login method — contact support to change it securely.

? Can I switch between Individual and Business account types?

Yes, from Profile & Settings — switching to Business will ask for your business/institution name if you haven't provided one.

? What happens if my account is suspended?

Your referral link stops earning new commission immediately, but commission already earned isn't affected and is still paid out on schedule. Students already referred to you stay linked to your account. You'll receive an email explaining why, and can be reactivated once the issue is resolved.

? How do I reach support?

Reply to any system email, or reach out directly using the contact details below.

Still stuck?

Our partner support team typically responds within 1 business day.

Email
support@easyshiksha.com