WEALTH STAKR

HOW-TO GUIDE

Uploading your commission transactions

Import a commission or remittance statement into Financials › Transactions, check what it produced, and make sure every line can be paid to the right adviser.

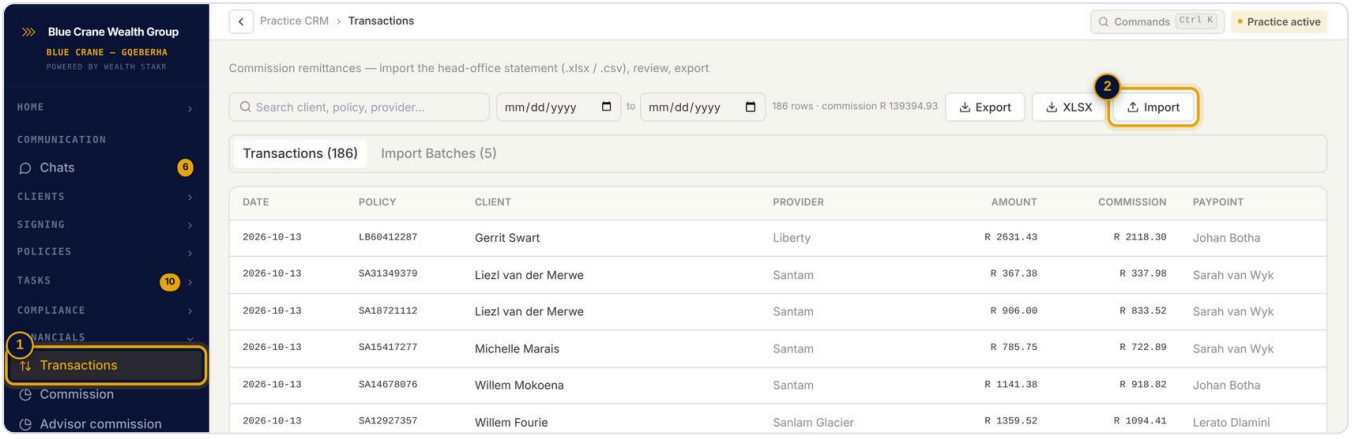
For: Practice MDs and the staff who process commission statements **Time:** About 15 minutes per statement

Before you start

- You need the Transactions permission to import, and practice-wide Commissions access to use the Commission, Advisor commission and Commission pipeline screens. By default only the Practice MD role has these; an MD can grant them to another role under Admin › Roles.
- Have the statement as an .xlsx, .xls or .csv file. Do not retype or reshape it — the importer is built to read the statement as you received it.
- Import your policies first, with their advisor splits. A transaction is paid out by matching its policy number to a policy and multiplying the adviser share by that policy's split. No policy or no split means nobody is paid for that line.
- One import can hold at most 5,000 rows. Split a bigger file into two.

1. Open the import

If your practice belongs to a group, head office uploads provider statements on its own Commission Received screen and sees the commission for every practice in the group. This guide covers the practice's own import, which you do on the Transactions screen.



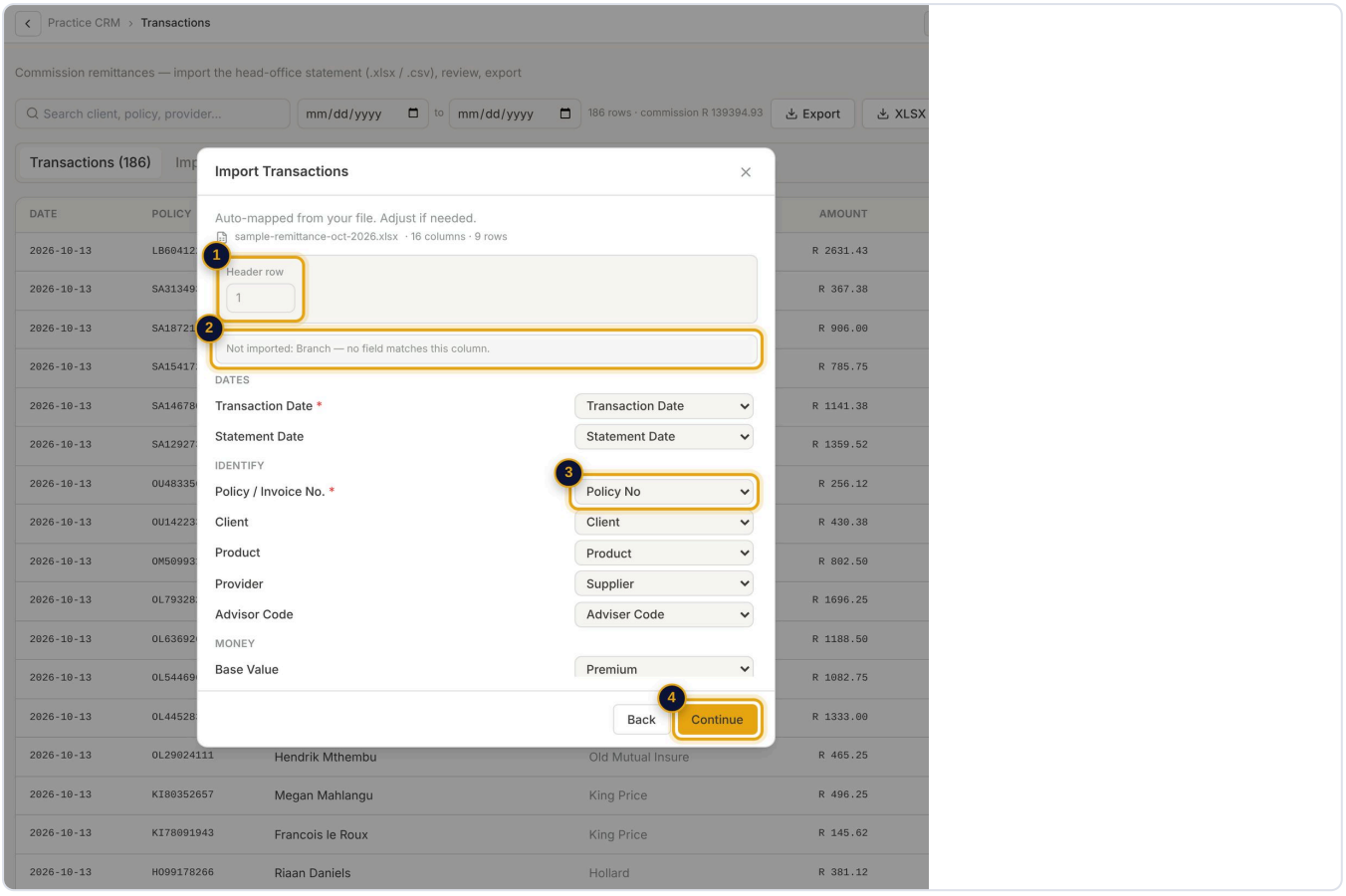
Financials › Transactions, with the Import button top right.

1. In the sidebar, open **Financials › Transactions**.
2. Click **Import**. The **Import Transactions** window opens.
3. Drag your file onto the box, or click it to choose the file. It accepts .csv, .xlsx and .xls.

TIP There is no way to type a transaction in by hand. Every line must come from a statement so that it reconciles to that statement.

2. Check the column mapping

The file is read in your browser and each column is matched to a Wealth Stakr field automatically. The match is exact, not a guess: a column called Policy No, Policy Number or Invoice No finds Policy / Invoice No.; Supplier finds Provider; Premium finds Base Value; Revenue Type finds Transaction Type. Anything it cannot match is left for you to choose.



The mapping step, opened already filled in from the file's headings.

1. If your headings are not on the first line of the sheet, change **Header row** to the line they are on. If the workbook has more than one sheet, a **Sheet** box appears beside it — choose the right sheet. Either change re-runs the auto-mapping.
2. Read the **Not imported** note. It lists the columns in your file that no field uses, so nothing is dropped without you knowing.
3. Check each field's drop-down and correct any that point at the wrong column. Choose **— skip —** to leave a field out.
4. Make sure the two required fields (marked with a red star) are mapped: **Transaction Date** and **Policy / Invoice No.** Until they are, a yellow **Still to map** note shows and **Continue** stays greyed out. Then click **Continue**.

TIP Map **Adviser Share Excl**. It is the figure adviser payouts are calculated from. A file imported without it produces transactions that pay nothing.

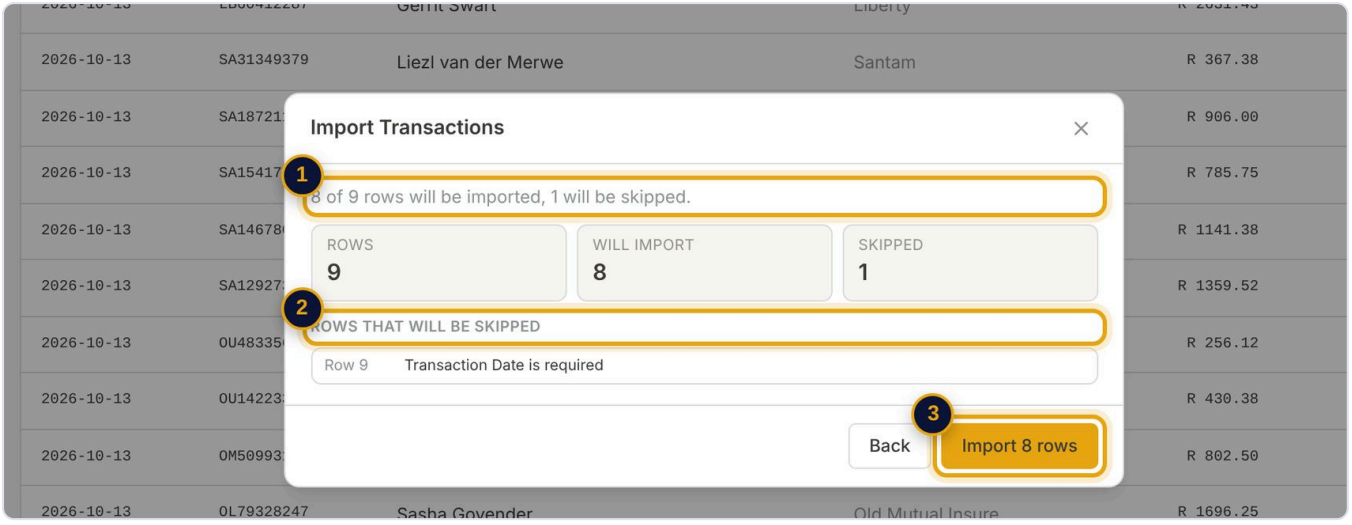
TIP **Adviser Split** may be written as a fraction (0.9) or a percentage (90 or 90%). Both are read correctly. A value above 100% is rejected.

TIP Dates are read day first, so 05/10/2026 is 5 October 2026. Text dates and real Excel date cells both work.

TIP There is no field for the adviser's name. Who gets paid comes from the policy's advisor splits, not from the statement.

3. Preview and import

Before anything is saved, the preview shows how many rows will import and which will be skipped, and why.



The preview: 8 of 9 rows will import; row 9 has no readable transaction date.

1. Read the summary line and the **Rows**, **Will import** and **Skipped** counts.
2. Check **Rows that will be skipped**. Each row number (counted from the first row under the headings) shows its problem — for example a required field that is empty or unreadable, an amount that is not a number, or a split that is not a fraction or percentage. To fix them, correct the file and start the import again, or click **Back** to change the mapping.
3. Click **Import N rows**. Only the rows that passed the preview are sent.
4. When you see **Imported N transactions**, click **Done**. If any rows failed on the server, they are listed by row number with the reason.

4. Head-office "Adviser Rec Detailed" statements

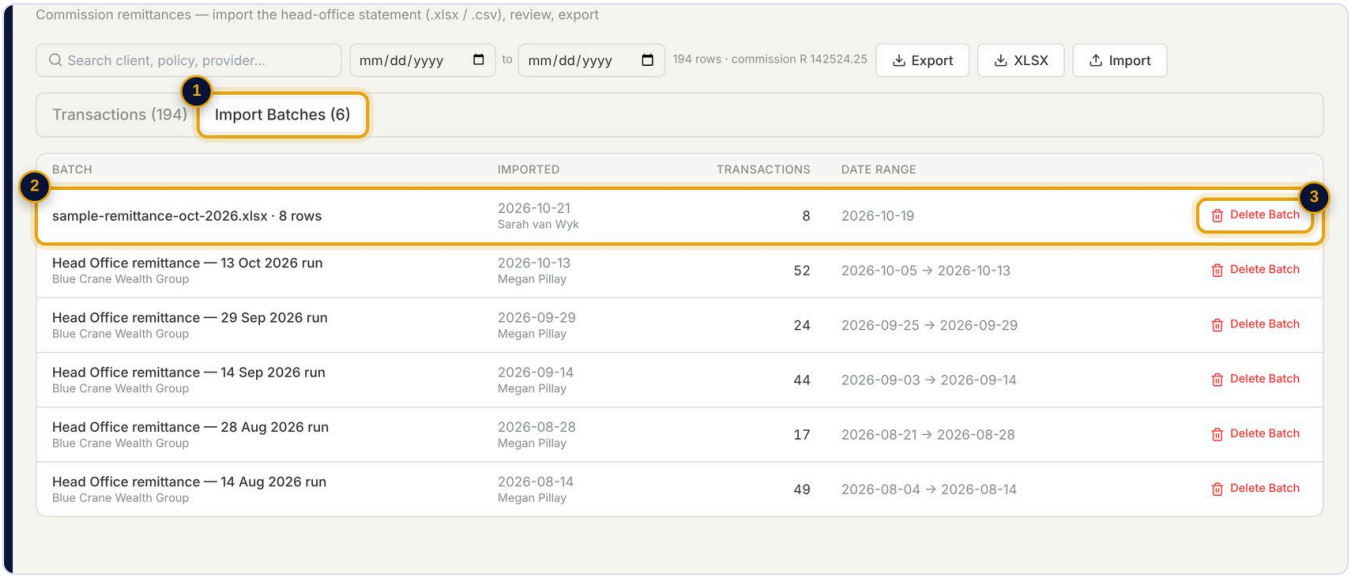
A head-office Adviser Reconciliation statement is not a flat table: the provider and revenue type are section headings, and the adviser or entity name sits in the title block. The import recognises this layout by itself and skips the mapping step.

1. Choose the statement in the import window as usual. Instead of the mapping grid you see the party's name and code, the number of **Lines**, **Providers** and the **Adviser share (excl)** total, and a breakdown **By revenue type**.
2. Check the reconciliation message. A green note means the lines add up, to the cent, to the statement's own adviser-share and supplier-amount totals.
3. Click **Import N statement lines**. If the lines do not reconcile, a red note explains the difference and the import button stays disabled — nothing can be imported until the statement reads correctly.

TIP The batch is labelled with the party's name, the payment-run date and the number of lines, so you can find it later on the Import Batches tab.

5. Check or undo an upload

Every import becomes one batch, so a wrong file can be taken back in one action.



Import Batches lists every upload, newest first.

1. On **Financials › Transactions**, click the **Import Batches** tab.
2. Find your upload. Each row shows the batch name (the file name and row count, or the statement's party and date), who imported it and when, the number of transactions and the date range of the lines. Check that the date range matches the statement.
3. To take back a wrong upload, click **Delete Batch** and confirm. All the transactions in that batch leave the transactions list and every total.

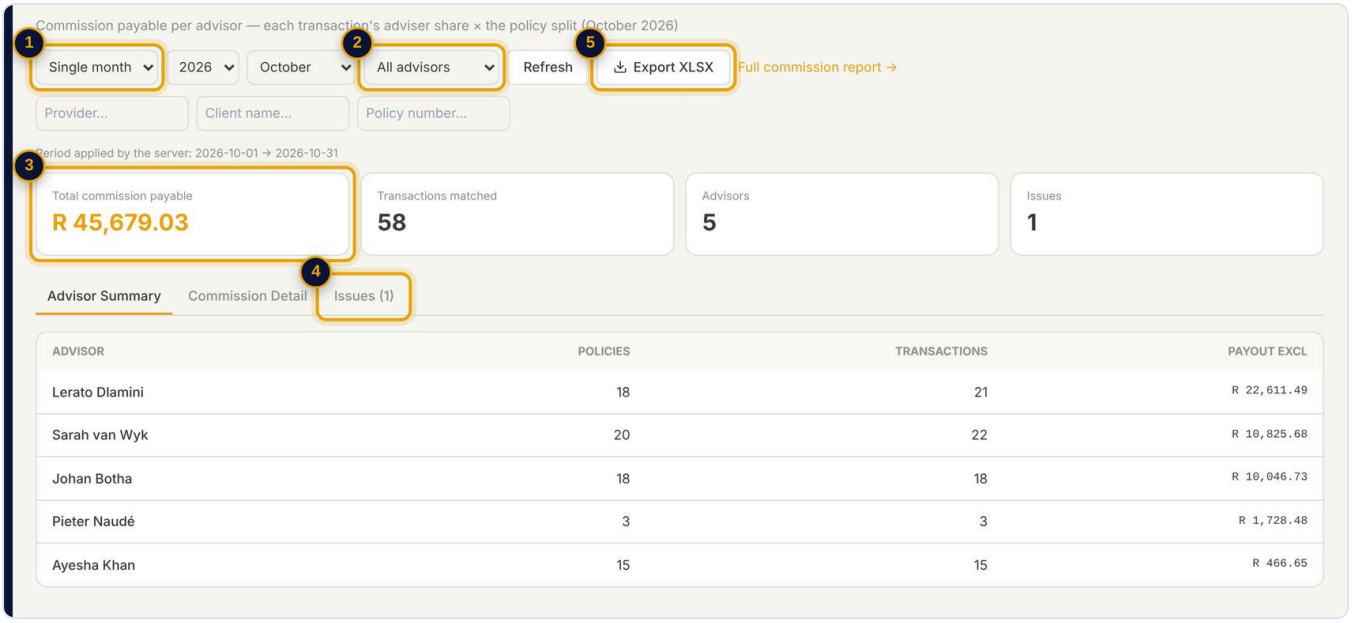
TIP Deleting a batch needs delete rights on Transactions. The rows are hidden, not destroyed, and support can recover them.

TIP Commission pipeline lines already raised from a deleted batch stay on the Commission pipeline screen.

TIP A batch called **Untitled batch** with an amber note holds every transaction that arrived before import batches existed. Deleting it removes all of those rows.

6. See what each adviser is owed

Once the transactions are in, two reports show the money. Both are for the Practice MD; an adviser sees only their own figures under Financials › My earnings.



Financials › Advisor commission for October 2026.

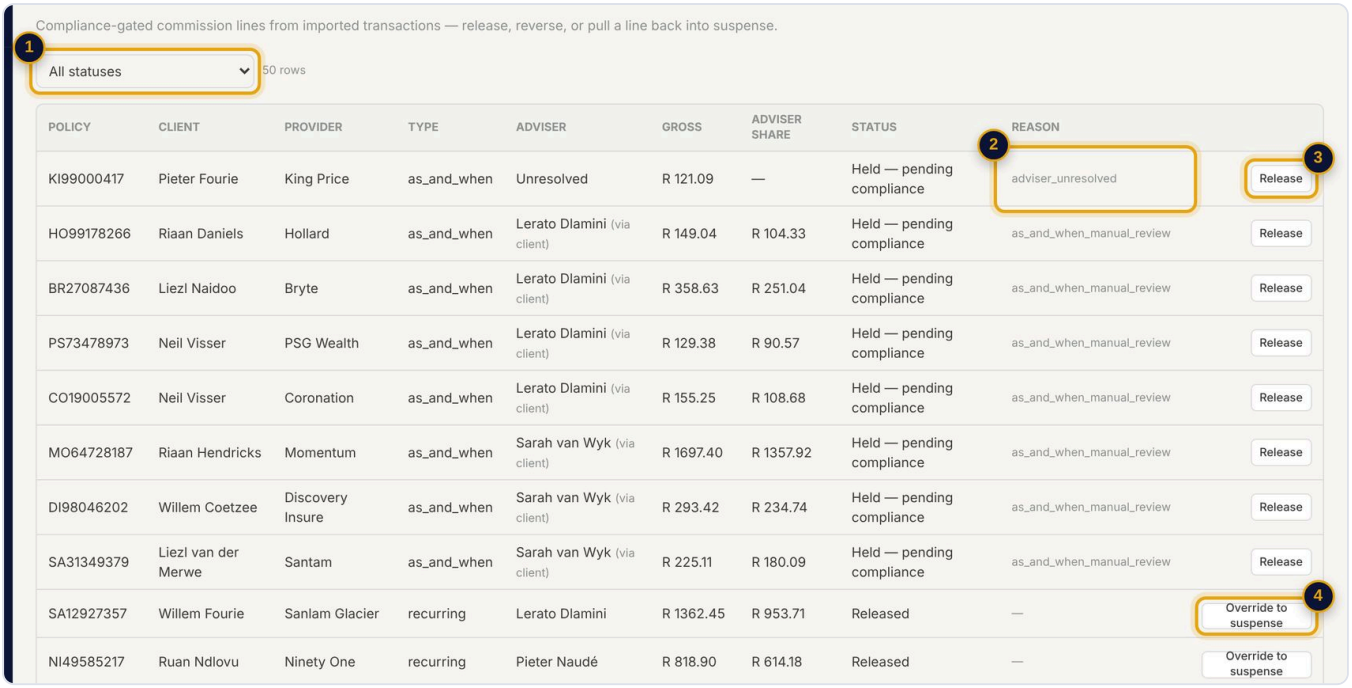
1. Open **Financials › Advisor commission**. Choose **Single month** and pick the year and month, or choose **Date range**, set the dates and click **Apply range**. The period is the transaction date on each line.
2. Leave **All advisors** selected to see everyone, or pick one adviser. You can also narrow by provider, client name or policy number.
3. Read **Total commission payable**. Each line pays its **Adviser Share Excl** multiplied by the policy's split for that adviser on the transaction date.
4. Open the **Issues** tab. It lists lines that cannot be paid properly: **No policy found**, **Policy has no advisor splits** and **Zero-percent split**. Fix these before you pay (see sections 8 and 9).
5. Click **Export XLSX** for the payment run. The workbook holds the summary, the detail and the issues for what is on screen.

TIP For a view by provider, client, category or adviser, open **Financials › Commission** (the Commission Report). Choose the year and month (or **All months**), then use the **By policy**, **By provider**, **By client**, **By category** and **By advisor** tabs. **Export CSV** saves the tab you are on; **Export XLSX** saves all five.

TIP A policy number with a suffix such as .1 or *2 on the statement still matches the policy without the suffix.

7. Clear held lines on the Commission pipeline

Every imported line that carries an Adviser Share Incl amount also lands on the Commission pipeline, where it is held until someone with practice-wide Commissions access releases it.



Financials › Commission pipeline. The first line could not be matched to an adviser.

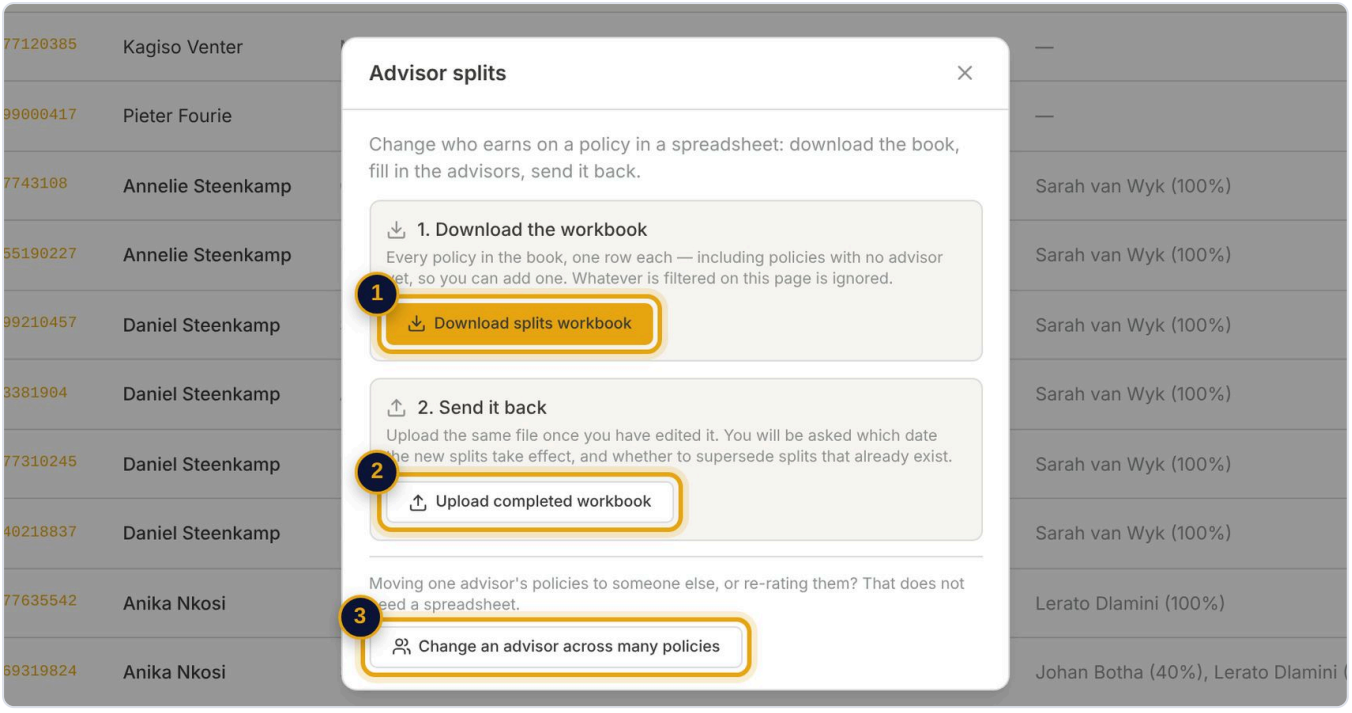
1. Open **Financials › Commission pipeline**. Use the status filter to show **Held — pending compliance**, **Released** or **Reversed** lines.
2. Read the **Reason** for each held line. **as_and_when_manual_review** is a line waiting for a manual check. **compliance_pending_first_year** and **compliance_pending_renewal** wait for the policy's compliance folder to be approved. **adviser_unresolved** means no adviser could be found for the line, and **house_split_missing** means the adviser has no house split set up.
3. When a line is checked, click **Release**. If the line has no adviser, you are asked why you are releasing it anyway; the reason is recorded.
4. To pull a released line back, click **Override to suspense** and give a reason.

TIP The import has no column for commission type, so lines from the Transactions import arrive as as_and_when and are held for manual review.

TIP An adviser can see their own lines here but cannot release them. Releasing needs practice-wide Commissions access.

8. Make sure every policy has advisor splits

Splits are set per policy. For one policy, click its row on **Policies › Policies** to open the editor; under **Advisors (splits → 100%)** pick each adviser, type their percentage, use **+ Add advisor** for a second one, and click **Save**. The splits on a policy cannot add up to more than 100%. For many policies, use the spreadsheet round trip.



Policies › Advisor splits: download, edit in Excel, upload.

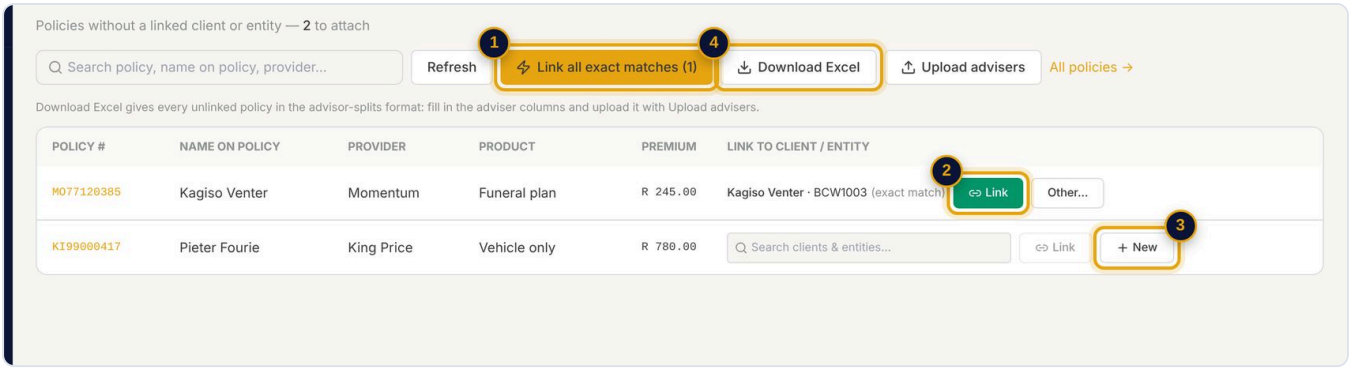
1. On **Policies › Policies**, click **Advisor splits**, then **Download splits workbook**. It holds every policy in the book, one row each, with columns **Policy Number**, **Client**, **Provider** and **Advisor 1–3 Name**, **Split %** and **Start Date**. Page filters are ignored.
2. Fill in the advisers and percentages in Excel and save. Then click **Advisor splits › Upload completed workbook**. The columns map by themselves.
3. On the preview step, set **Effective from** — the date the new splits start. Earlier commission keeps the split it was paid on. Tick **Supersede splits that already exist** only if the file should replace current splits; left off, it only fills in policies with no split. Then import.
4. 3 To move one adviser's policies to someone else, or change their percentage, click **Change an advisor across many policies**. Type the adviser's name (and optionally the split % to match), check the count of matching policies, fill in **Replace with**, set **Effective from** and click **Apply to N policies**.

TIP Nothing is deleted when splits change. The old split is closed the day before the effective date and the new one starts on it.

TIP The bulk change replaces the matched adviser; it does not add a second one.

9. Link unlinked policies

A policy that is not linked to a client or entity cannot have commission attributed to a client. **Admin › Unlinked policies** lists them. Linking needs access to the whole book.



Admin › Unlinked policies, with one exact name match and one policy needing a new client.

1. Click **Link all exact matches** to link, in one go, every policy whose name on the policy exactly matches one client or entity (or a saved alias). You are asked to confirm.
2. Or link one at a time: where a match is shown, click the green **Link**. Click **Other...** to choose someone else.
3. Where there is no match, search for the client or entity and click **Link**, or click **New** to create a bare client or entity from the name and link it. Complete their details on the client screen afterwards.
4. To add advisers to these policies, click **Download Excel**, fill in the adviser columns, and send it back with **Upload advisers** (the same splits import as section 8).

10. Optional: compare a provider remittance (Discrepancy Report)

The Discrepancy Report checks a provider's remittance file against your policies and imported transactions. It has no sidebar link; open it at the address ending /financials/discrepancy in your practice. It needs practice-wide Commissions access.

1. Set **Amount threshold (R)** and **Split threshold (fraction)** if the defaults (R0.05 and 0.005) do not suit you.
2. Click **Upload remittance file** and choose an .xlsx, .xls or .csv. It needs columns such as Link (or Policy Number), Sales Rep, RepComExcl and TransDate. Rows with no Link are skipped and counted.
3. Read the counts per status — **Match**, **Split differs**, **Amount differs**, **No policy**, **No split**, **No transaction**, **Advisor missing** — filter by status or **Ambiguous only**, and click **Export CSV** if you need the list.

TIP This report only compares. It does not import anything.

Questions

Which file types can I import?

.xlsx, .xls and .csv. The file is read in your browser, so you can pick the sheet and the header row.

I imported the wrong statement. How do I undo it?

Financials › Transactions › Import Batches, then Delete Batch on that upload. All its transactions leave the lists and totals in one go.

Why does a transaction show no payout for any adviser?

Its policy number does not match a policy, the policy has no advisor splits, the split is 0%, or the Adviser Share Excl column was not mapped. Check the Issues tab on Advisor commission.

Why are all my new lines held on the Commission pipeline?

The import carries no commission type, so lines arrive as as_and_when and are held for a manual check. Release each one once checked.

Can an adviser import or see these reports?

Not by default. Transactions, Commission, Advisor commission and the pipeline actions are Practice MD screens unless the MD grants them to another role. Advisers see their own money under My earnings.

Ask Stakr

Stuck? Open **Ask Stakr** in the sidebar and ask in your own words, for example:

- How do I upload this month's commission statement?
- What columns does the transaction import need?
- How do I delete an import batch I uploaded by mistake?
- Why is a commission line held on the Commission pipeline?
- How do I set advisor splits for lots of policies at once?