ICE Business System

Customers - Debt Management

(Version – 1.1)

Learning Unit Guide

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I : Introduction

This Learning Unit Guide is reference-based, in that most of the information for the tasks can be found in the **Signature Learning Centre**.

This guide is designed as a workbook to be used during facilitator led learning.

It includes instructional materials, descriptions of business processes and details of demonstrations to be undertaken by the facilitator.

There are references to **menu paths** for accessing the functions within **ICE** application and **SLC References** for locating additional information in the **Signature Learning Centre**.

II : Objectives

Customers have unpaid Invoices and require debt management and credit control.

III : Target Audience

Administration staff or debt controllers responsible for debt management.

IV : Prerequisites

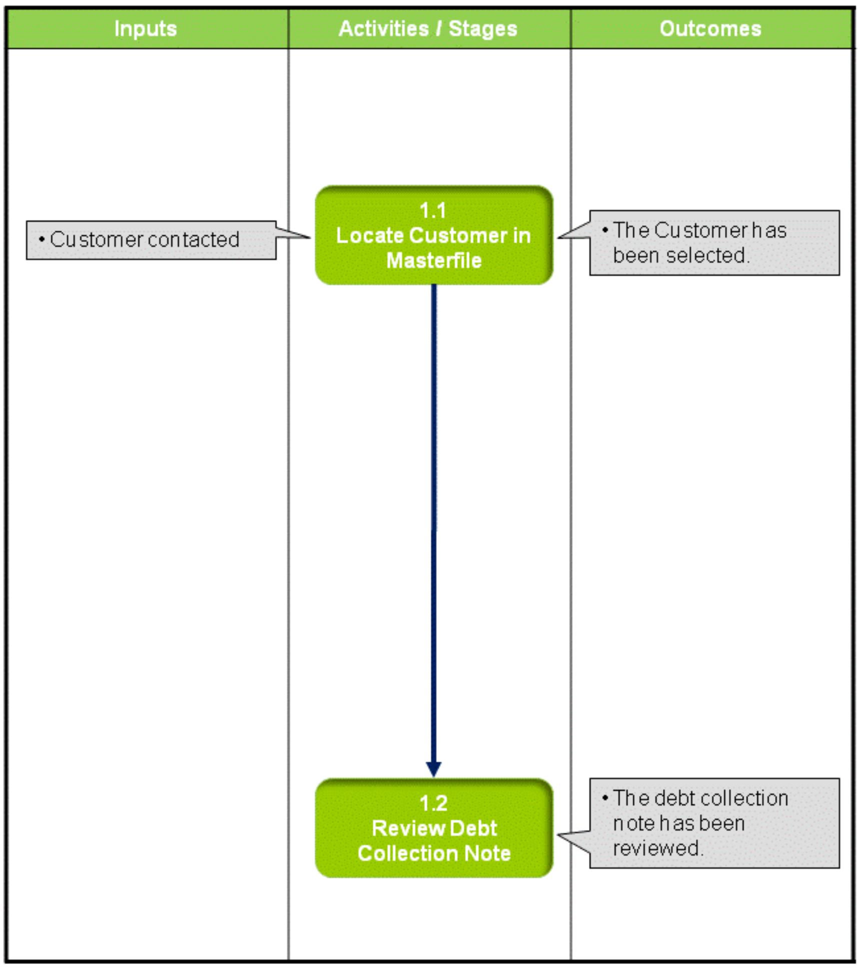
- Customers Processing Activities
- Customer Reporting Activities

V : Scenarios

V.1 : Customer Debt Management - Standard

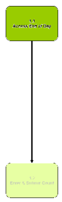
Workflow

Workflow :	Debt Management - Standard
Scenario 1:	A Customer has as an overdue balance and the administrator records the details resulting from contacting the Customer.



Scenario 1: Debt Management - Standard

A Customer has as an overdue balance and the administrator records the details resulting from contacting the Customer.



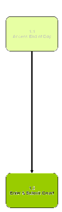
1.1: Locate Customer in Master File

Objectives:
• *View the Customer's Master File.*
SLC Reference:
• *ICE Business Systems > Customers > Setup Activities*

Work Instructions

Screen: ICE Main
1. Access **Customer Master File.** Select menu path: **Admin > Customer** or The [**Customer**] icon.
Screen: Customer Masterfile > Browse tab
2. Select the **Browse** tab. 3. Search for the **Customer,** by typing in any of the searchable fields. 4. Press **F12** to retrieve the search results. 5. Select the **Customer** required.

Outcomes:
• *The Customer has been selected.*
Notes:
• *N/A*



1.2: Review Debt Collection Note

Objectives:
• *Record the details of the debt collection update.*
SLC Reference:
• *ICE Business Systems > Customers > Setup Activities*

Work Instructions

Screen: Customer Masterfile > Debt Collection tab

1. Select the **Debt Collection** tab.
2. Within **Debt Collection** section press the **Green "+"** speed button to insert a new note.
3. Select the **Staff** member responsible for the note.
4. Select the Customer contact **spoken to.**

   Note:
   *A new Customer Contact can be added by selecting the **Spoken To** field and pressing **F7**.*

5. Select the **Date of the Call.**
6. Enter the **Time** of the Call.
7. Enter the **Due Date** of the outstanding amount.
8. Select whether a **Copy Sent** to the Customer.
9. Enter a **Fax/Mail Date.**
10. Enter the **Amount Due.**
11. Enter a **Comment** of the follow up.
12. Press **F10**, **Apply** or within Debt Collection section the **Green "✓"**speed button to save the note.

Outcomes:

- *The debt collection note has been entered.*

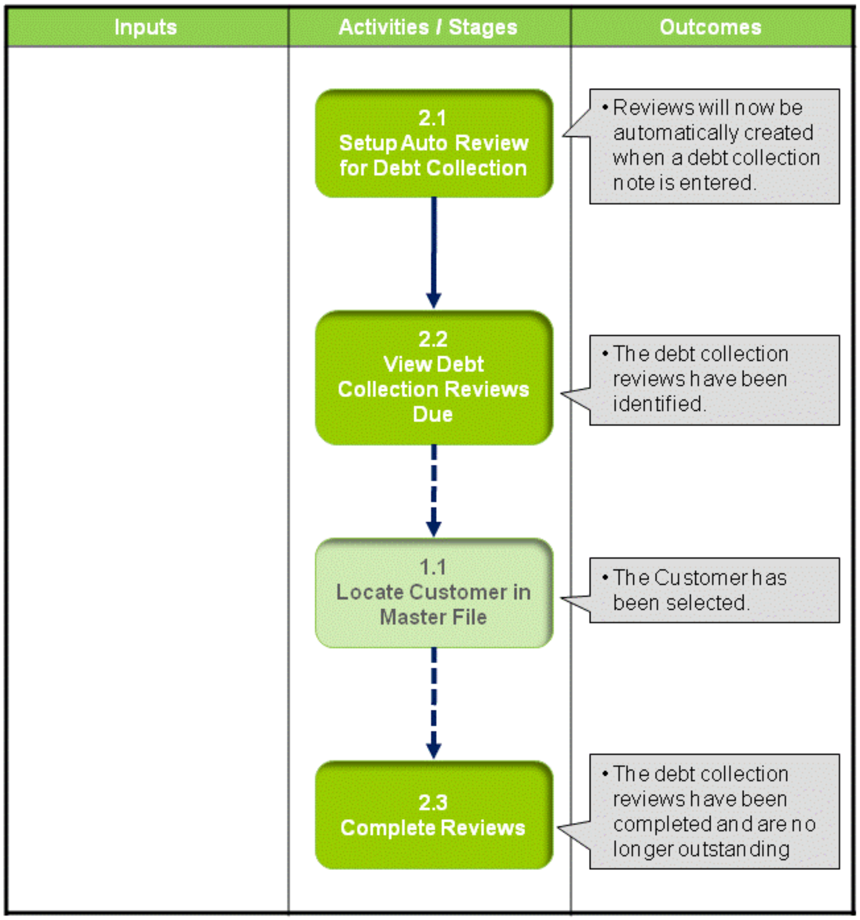
Notes:

- *N/A*

V.2 : Review for Follow Up

Workflow

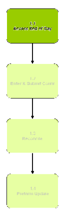
Workflow :	**Review for follow up**
Scenario 2:	To assist with debt management, an administrator requires a review to be created automatically to be reminded to follow up on the outstanding debt amount. Any reviews created for debt collection will be displayed upon entering new customer receipts to confirm whether the review is still required or the debt is no longer outstanding.



Scenario 2: Debt Management – Review for follow up

To assist with debt management, an administrator requires a review to be created automatically to be reminded to follow up on the outstanding debt amount.

Any reviews created for debt collection will be displayed upon entering new customer receipts to confirm whether the review is still required or the debt is no longer outstanding.



2.1: Setup Auto Review for Debt Collection

Objectives:
• *Setup an automatic review when a debt collection note is entered.*
SLC Reference:
• *ICE Business Systems > Customers > Setup Activities*

Work Instructions

Screen: ICE Main
1. Access **Auto Review Reason.** Select menu path: **Admin > Setup > General > Auto Review Reasons**
Screen: Automatic System Review Reasons > Browse tab
2. Select the **Browse** tab. 3. Select the **Debt Collection Due Date** review name. 4. Select the **Details** tab.
Screen: Automatic System Review Reasons > Details tab
5. Ensure **Auto Create** is ticked. 6. Select the **Default Staff** search arrow.
Screen: Staff Search Dialog
7. Search for the **staff member** responsible for completing debt collection reviews, by typing in any of the searchable fields. 8. Press **F12** to retrieve the search results. 9. Select the staff member required. 10. Press **OK** to select the staff member and close the **Staff** search.
Screen: Automatic System Review Reasons > Details tab
11. Select the **Review Reason search arrow**.
Screen: Review Reason Search
12. Search for the **review reason** by typing in any of the searchable fields.

Note:
If no review reason appears, a review reason with the type of Debt Collection is required to be created.

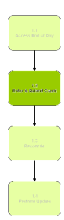
13. Press **F12** to retrieve the search results.
14. Select the review reason required.
15. Press **OK** to select the review reason and close the review reason search.

Screen: Automatic System Review Reasons > Details tab

16. Enter the number of days before the review is due in **Reminder Days**.
17. If required, modify the Default Review Comments.
18. Press **F10**, **Apply** or the **Green "✓"**speed button to save the review reason.

    Note:
    An option is available to create reviews for all existing debt collection notes entered. Doing so will create reviews regardless of whether the debt is no longer outstanding. Create the back-dated reviews by selecting the Populate Reviews button.

Outcomes:
• *Reviews will now be automatically created when a debt collection note is entered.*
Notes:
• *N/A*



2.2: View Debt Collection Reviews Due

Objectives:
• *View the details of the debt collection reviews due.*
SLC Reference:
• *ICE Business Systems > Customers > Processing Activities*

Work Instructions

Screen: ICE Main

1. Access **Reviews:**

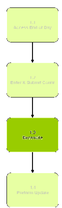
   Select menu path:
   Operations > Reviews > Create/Edit Reviews

Screen: Reviews > Details tab

2. Select the **Details** tab.
3. Press **F3** to start a search.
4. Select the **Date Range** for reviews required.
5. Select the **Review Reason** created for Debt Collection reviews.

6. Press **F12** to retrieve the search results.
7. Select the **Browse** tab to view all reviews.

Outcomes:
• *The debt collection reviews have been identified.*
Notes:
• *N/A*



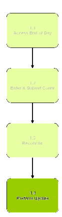
1.1: Locate Customer in Master File

Objectives:
• *View the Customer's Master File.*
SLC Reference:
• *ICE Business Systems > Customers > Setup Activities*

Work Instructions

Screen: ICE Main
1. Complete Scenario "**Debt Management – Standard**" Stage 1.1.

Outcomes:
• *The Customer has been selected.*
Notes:
• *N/A*



2.3: Complete Reviews

Objectives:
• *Complete the debt collection review.*
SLC Reference:
• *ICE Business Systems > Customers > Processing Activities*

Work Instructions

Screen: Customer Masterfile > Debt Collection tab
1. Select the **Debt Collection** tab. 2. Within the **Browse** section, select the debt collection note to be updated. 3. Tick the **Review Completed** box.

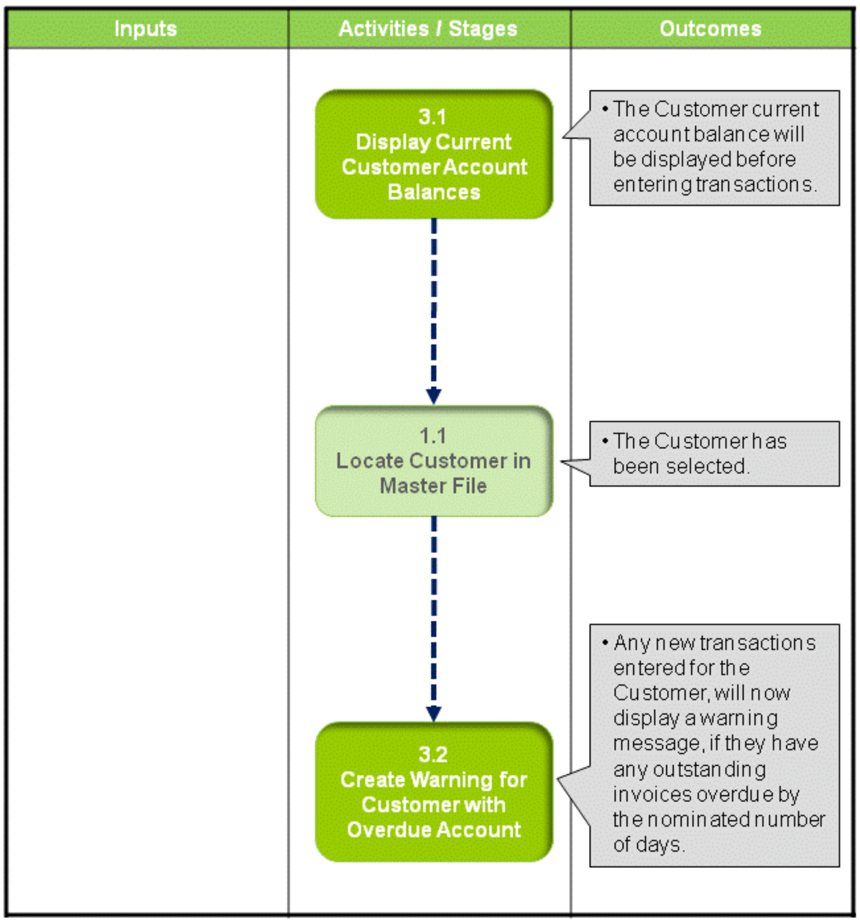
4. Press **F10**, **Apply** or within Debt Collection section the **Yellow "✓"**speed button to save the note.

Outcomes:
• *The debt collection reviews have been completed and are no longer outstanding.*
Notes:
• *N/A*

V.3 : Using Credit Warnings

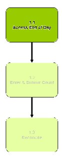
Workflow

Workflow :	**Using Credit Warnings**
Scenario 3:	To manage the credit of Customers within the ICE Business System, the administrator would like the Customer's current Account balance to be displayed before entering transactions for each Customer, and if the account is overdue, to display a warning message.



Scenario 3: Using Credit Warnings

To manage the credit of Customers within the ICE Business System, the administrator would like the Customer's current Account balance to be displayed before entering transactions for each Customer, and if the account is overdue, to display a warning message.



3.1: Display Current Customer Account Balances

Objectives:
• *Turn on the System Default to display a Customer's current Account balance when entering new transactions for a Customer.*
SLC Reference:
• *ICE Business Systems > Customers > Setup Activities*

Work Instructions

Screen: ICE Main
1. Access **System Defaults:** Select menu path: **Admin > System Defaults**
Screen: System Defaults > Branches > Browse tab
2. Select the **Branches** tab. 3. Select the required Branch.
Screen: System Defaults > Invoice > Browse tab
4. Select the **Invoice** tab. 5. Within the **Display Customer Current Account** section, **tick** "**when invoicing**" to display the Customer's current account balance when entering new Accounts Receivable Invoices. 6. Within the **Display Customer Current Account** section, **tick** "**when entering service calls**" to display the Customer's current account balance when entering new service calls. 7. Press **F10**, **Apply** or the **Green "✓"**speed button to save the changes.

Outcomes:
• *The Customer current account balance will be displayed before entering transactions.*
Notes:
• *N/A*

1.1: Locate Customer in Master File

Objectives:

- *View the Customer's Master File.*

SLC Reference:

- *ICE Business Systems > Customers > Setup Activities*

Work Instructions

Screen: ICE Main

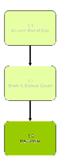
1. Complete Scenario "**Debt Management – Standard**" Stage 1.1.

Outcomes:

- *The Customer has been selected.*

Notes:

- *N/A*



3.2: Create Warning for Customer with Overdue Account

Objectives:

- *Create a warning for Customer's with overdue invoices to be displayed when creating new transactions for the Customer.*

SLC Reference:

- *ICE Business Systems > Customers > Setup Activities*

Work Instructions

Screen: Customer Masterfile > Account tab

1. Select the **Account tab**.
2. Within the **Credit Control** section, select **Yes** to **If account overdue, place warning automatically.**
3. Record the number of **days** the account is to be overdue by, before displaying the warning.
4. Enter the **Warning Message** to be displayed.

   Note:
   An alternative or addition to the Warning Message, is the stop credit function. Complete Scenario 4 to place a Customer on stop credit.

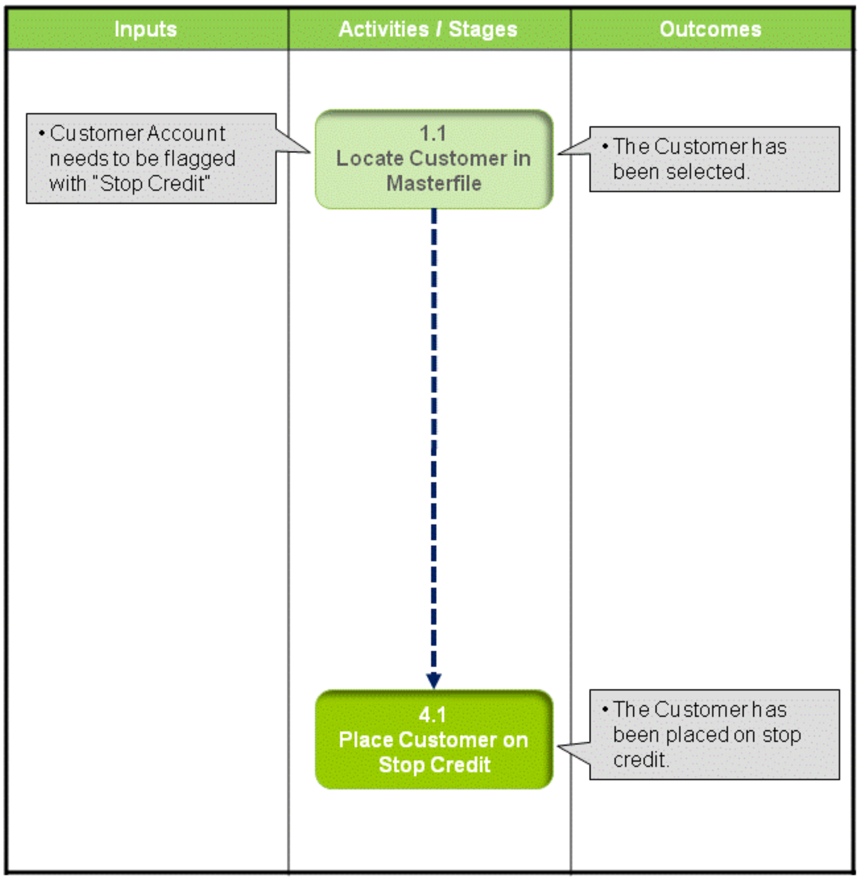
5. Press **F10**, **Apply** or the **Green "✓"**speed button to save the changes.

Outcomes:
• *Any new transactions entered for the Customer, will now display a warning message, if they have any outstanding invoices overdue by the nominated number of days.*
Notes:
• *N/A*

V.4 : Customers on Stop Credit

Workflow

Workflow :	Customers on Stop Credit
Scenario 4:	A Customer has as an overdue balance and the administrator would like to place the Customer on Stop Credit. *Note:* *Whether Invoices are allowed after a Customer has been placed on stop credit is dependent on the System Defaults "Allow Invoicing on Stop Credit" and "Allow Service Calls on Stop Credit"* *(Admin > System Defaults > Company's tab > General tab).*



Scenario 4: Customers on Stop Credit

A Customer has as an overdue balance and the administrator would like to place the Customer on Stop Credit.

Note:
*Whether Invoices are allowed after a Customer has been placed on stop credit is dependent on the System Defaults "**Allow Invoicing on Stop Credit**" and "**Allow Service Calls on Stop Credit**"*
(Admin > System Defaults > Company's tab > General tab).

1.1: Locate Customer in Master File

Objectives:
• *View the Customer's Master File.*
SLC Reference:
• *ICE Business Systems > Customers > Setup Activities*

Work Instructions

Screen: ICE Main
1. Complete Scenario "**Debt Management – Standard**" Stage 1.1.

Outcomes:
• *The Customer has been selected.*
Notes:
• *N/A*

4.1: Place Customer on Stop Credit

Objectives:
• *Place the Customer on Stop Credit.*
SLC Reference:
• *ICE Business Systems > Customers > Setup Activities*

Work Instructions

Screen: Customer Masterfile > Account tab
1. Select the **Account tab**. 2. Within the **Credit Control** section, select **Yes** to **Stop Credit on this Account**.

Note:
An alternative or addition to the Stop Credit flag is the automatic account overdue warning. Complete Scenario 3 to use credit warnings.

3. Press **F10**, **Apply** or the **Green "✓"**speed button to save the changes.

Outcomes:
• *The Customer has been placed on stop credit.*
Notes:
• *Once the Customer no longer has an outstanding balance, repeat this process to take them off stop credit by selecting **No** to **Stop Credit on this Account**.*