



ICE Business System

Customers - Invoices & Credits

(Version – 1.2)

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

To understand and appropriately process Invoices and Credits for Customers.

III : Target Audience

Administration or sales staff responsible for raising Invoices & Credits to Customer's Accounts.

IV : Prerequisites

- Customers Setup Activities
- Customers Processing Activities

V : Scenarios

V.1 : Customer Invoices - Standard



Workflow

Workflow :	Customer Invoices – Standard
Scenario 1 :	An administration or sales staff member wants to create an Invoice to a Customer's account in the ICE Business Systems.

Inputs	Activities / Stages	Outcomes
	<div style="border: 1px solid black; background-color: #92d050; padding: 5px; text-align: center;"> 1.1 Create a Customer Invoice </div>	<div style="border: 1px solid gray; padding: 5px;"> • The Customer Invoice is ready to be entered </div>
	↓	
	<div style="border: 1px solid black; background-color: #92d050; padding: 5px; text-align: center;"> 1.2 Enter Customer Invoice Details </div>	<div style="border: 1px solid gray; padding: 5px;"> • The details of the Customer has been recorded </div>
	↓	
	<div style="border: 1px solid black; background-color: #92d050; padding: 5px; text-align: center;"> 1.3 Enter Customer Invoice Lines </div>	<div style="border: 1px solid gray; padding: 5px;"> • The lines of the Invoice have been entered </div>
	↓	
	<div style="border: 1px solid black; background-color: #92d050; padding: 5px; text-align: center;"> 1.4 Enter Additional Details </div>	<div style="border: 1px solid gray; padding: 5px;"> • The additional details of the Invoice have been recorded </div>
	↓	
	<div style="border: 1px solid black; background-color: #92d050; padding: 5px; text-align: center;"> 1.5 Update Invoice </div>	<div style="border: 1px solid gray; padding: 5px;"> • The Invoice has been updated </div>

Scenario 1: Customer Invoices - Standard

An administration or sales staff member wants to create an Invoice to a Customer's account in the ICE Business Systems.



1.1: Create a Customer Invoice

Objectives:

- Create a new Invoice for a Customer.

SLC Reference:

- ICE Business Systems > Accounts Receivable > Processing Activities

Work Instructions

Screen: ICE Main

1. Access **Accounts Receivable Invoices/Credits**.

Select menu path:

Accounting > Accounts Receivable > Invoices/Credits

or

The **[AR Invoicing]** icon

Screen: Invoice/Credit Notes

2. Insert a new **Customer Invoice**.

Press **F9** or the **Green “+”** speed button to insert a new Invoice.

Outcomes:

- The Customer Invoice is ready to be entered.

Notes:

- N/A

1.2: Enter Customer Invoice Details

Objectives:

- Record the details of the Customer Invoice.

SLC Reference:

- ICE Business Systems > Accounts Receivable > Processing Activities

Work Instructions

Screen: Invoice/Credit Notes

1. Select the **Customer search arrow**.

Screen: Customer Search

2. Search for the **Customer**, the Invoice is for, by typing in any of the searchable fields.
3. Press **F12** to retrieve the search results.
4. Select the **Customer** required.
5. Press **OK** to select the **Customer** and close the Customer search.

Screen: Invoice/Credit Notes

6. If applicable, select the **Equipment search arrow**.

Screen: Equipment Search

7. Search for the **Equipment**, the Invoice relates to, by typing in any of the searchable fields.
8. Press **F12** to retrieve the search results.
9. Select the **Equipment** required.
10. Press **OK** to select the **Equipment** and close the Equipment search.

Screen: Invoice/Credit Notes

11. Select the **Address** of the Customer.
12. If applicable, enter the Purchase **Order Number** of the Customer.
13. If the Customer is exempt from tax, enter their **Tax Exemption** details.
14. Select the **Sales Staff** member responsible for the sale.
15. Select the **Date** of the Invoice.
16. Select the Customer's **Terms** of payment for the Invoice.
17. If required, select the **Branch search arrow**.

Screen: Branch Search

18. Search for the **Branch**, by typing in any of the searchable fields.
19. Press **F12** to retrieve the search results.
20. Select the **Branch** required.
21. Press **OK** to select the **Branch** and close the Branch search.

Screen: Invoice/Credit Notes

22. If required, select the **Default Location search arrow**.

Screen: Location Search

23. Search for the **Location**, by typing in any of the searchable fields.
24. Press **F12** to retrieve the search results.
25. Select the **Location** required.
26. Press **OK** to select the **Location** and close the Location search.

Screen: Invoice/Credit Notes

27. Select the **Update Period** of the Invoice.
28. Press **F10**, **Apply** or the **Green** "✓" speed button to save the Invoice.

Note:

Depending on your system defaults, an Account Status, Credit



Warning or Credit Stop window may be displayed.

Outcomes:

- The details of the Customer has been recorded.

Notes:

- N/A



1.3: Enter Customer Invoice Lines



Objectives:

- To record the Items and General Ledger postings for the Invoice.

SLC Reference:

- ICE Business Systems > Accounts Receivable > Processing Activities

Work Instructions

Screen: Invoice/Credit Notes

1. If using a barcode scanner, select **Barcode reader in use**, click in the **Barcode Entry** field and scan the item.

Proceed to step 9.
2. If not using a barcode scanner, select the **Product** box, to place the cursor there.
3. Press **F9** to insert a new line.
4. Select the **Product Search Arrow**.

Screen: Product Search

5. Search for the **Product** to be invoiced, by typing in any of the searchable fields.
6. Press **F12** to retrieve the search results.
7. Select the **Product** required.
8. Press **OK** to select the **Product** and close the Product search.

Screen: Invoice/Credit Notes

9. Enter the **Quantity** sold.

Note:
For serialised stock, a quantity cannot be entered, as it is automatically calculated from the number of serial numbers entered and items back ordered. Serial numbers are entered once the line has been saved.
10. Enter the Quantity **Supplied**.

- Note:**
For serialised, stock a quantity cannot be entered, as it is automatically calculated from the number of serial numbers entered. Serial numbers are entered once the line has been saved.

11. Enter the quantity of any items to be **Back Ordered**.
12. Confirm the **Price** of the Item sold.
13. If applicable, confirm the **Tax%** amount.

Note:

For serialised stock, the Tax% will not be generated until after the line has been saved and serial numbers have been entered.

14. Confirm the **Total** amount.

Note:

For serialised stock, the Total will not be generated until after the line has been saved and serial numbers have been entered.

15. Within the **BAS** box, select the **search arrow**.

Screen: BAS Code Search

16. Select the **BAS Code**, the Supplier's item relates to.
17. Press **OK**, to select the **code** and close the BAS code search.

Screen: Invoice/Credit Notes

18. The **GL Set Code** will default from the Item when the line is saved, or select the **GL Set Code search arrow** to manually select.

Screen: GL Account Set Search

19. Search for the **GL Set Code** required by typing in any of the searchable fields.
20. Press **F12** to retrieve the search results.
21. Select the **GL Set Code** required.
22. Press **OK** to select the **GL Set Code** and close the GL Set Code search.

Screen: Invoice/Credit Notes

23. Press **F10** to save the line.

Screen: Stock Location (Serialised Stock)

24. If using a barcode scanner, select **Barcode reader in use**, click in the **Barcode Entry** field and scan the item.

Proceed to step 31.

25. If not using a barcode scanner, select the **Serial Number** box to place the cursor there.
26. Press **F9** to insert a new line.
27. In the **Serial Number** field select the ... (ellipsis) button.

Screen: Select Product Serial No

28. Select the **Serial Number** of the Stock Item sold.
29. Select **OK** to save and close the window.

Screen: Stock Location

30. Press **F10** to save the line.
31. If multiple quantities of the same Item have been sold, repeat steps 24 – 30.

32. Select **OK** to save and close the window.

Screen: Invoice/Credit Notes

33. If additional Items sold, repeat steps 1 – 32.

Screen: Invoice/Credit Notes

34. If a text only line is required to be added, press **F9** to insert a new line.

35. Place the cursor in the **Description** field and enter the text required.

36. Press **F10** to save the line.

Screen: Invoice/Credit Notes

37. If the Invoice is required to be rounded, right-click on the blue title bar and select **Round Invoice**.

Note:

*Invoices can be rounded automatically by selecting the System Default "Use Rounding" (**Admin > System Defaults > Branches tab > Invoice tab > Invoice options**).*

When rounded, a line will be created for the amount rounded to the Non-Stock Code nominated in System Defaults.



Outcomes:

- The lines of the Invoice have been entered.

Notes:

- N/A



1.4: Enter additional details

Objectives:

- To record additional items such as Delivery Details, Finance Companies and Print Format for the Invoice.

SLC Reference:

- ICE Business Systems > Accounts Receivable > Processing Activities

Work Instructions

Screen: Invoice/Credit Notes

1. Select the **Delivery** button to record the delivery details of the Invoice.

Screen: Invoice Setup > Delivery Address tab

2. Select the **Delivery Address** for the Invoice.

Note:

To insert a new delivery address, select the pull-down option for the Delivery Address field and press F7. Record and save the details to make them available for selection.

3. Select the **Freight Company** for the Invoice.



Note:

To insert a new freight company, select the pull down option for the Freight Company field and press F7. Record and save the details to make them available for selection.

4. If given, enter a **Promised Date** of delivery.
5. Select the **OK** button to save and close the window.

Note:

If Finance details are to be recorded, you can select the **Finance Company** tab and proceed to step 7 rather than press the **OK** button.

Screen: Invoice/Credit Notes

6. Select the **Finance** button, to record the finance details of the Invoice.

Screen: Invoice Setup > Finance Company tab

7. Select the **Finance Company** search arrow.

Screen: Finance Company Search

8. Search for the **Finance Company** required, by typing in any of the searchable fields.
9. Press **F12** to retrieve the search results.
10. Select the **Finance Company** required.
11. Press **OK** to select the **Finance Company** and close the Finance Company search.

Screen: Invoice Setup > Finance Company tab

12. Select the **OK** button, to save and close the window.

Note:

If the print format is to be modified, select the **Print Style** tab and proceed to step 14 rather than pressing the **OK** button.

Screen: Invoice/Credit Notes

13. Select the **Print Format** button, to modify the print format of the Invoice.

Screen: Invoice Setup > Print Style tab

14. Select the **Print Format** required.
15. Select whether **cents per copy** is to be displayed on autobilling Invoices.
16. Select the **OK** button to save and close the window.

Outcomes:

- The additional details of the Invoice have been recorded.

Notes:

- N/A





1.5: Update Invoice

Objectives:

- To update the Invoice to the General Ledger.

SLC Reference:

- ICE Business Systems > Accounts Receivable > Processing Activities

Work Instructions

Screen: Invoice/Credit Notes

- Select **Inv/Credit** Complete.
- Update the **Customer Invoice** by right-clicking on the blue title bar.
- Select the menu option:
Processes > Update this Transaction

Note:

*If entering multiple Invoices, they can be updated once by selecting **Update a range of Transaction** once they have all been entered.*

Screen: Confirm

- Select whether this Invoice is to be **printed**, if it has not previously been printed.

Screen: Print Preview

- Review** the Checklist.
- If required, select the **Print** icon.

Note:

*Either the Checklist or Audit Trail is required to be printed, as they contain the same information.
It is recommended that the Audit Trail be printed, as this is printed on confirmation of Updating the transaction.
It is suggested that a Checklist only be printed if the transactions entered, need to be reviewed further than can be done on the screen.*

- Select the **Close** button to proceed with the update.

Screen: Confirm

- After reviewing the Checklist, if no further changes are required, select the **Yes** button to continue with the update.

If changes are required, select the **No** button, to not continue with the update.

Screen: Print

- If a copy of the Audit Trail is required, select the **Print** button.

Note:

*If a copy of the Audit Trail is not required, select the **Cancel** button. Selecting to cancel the print does not cancel the update. Audit Trails can be reprinted at any time.*



Screen: Invoice/Credit Notes

10. Select the **OK** button to close the Window.

Outcomes:

- *The Invoice has been updated.*

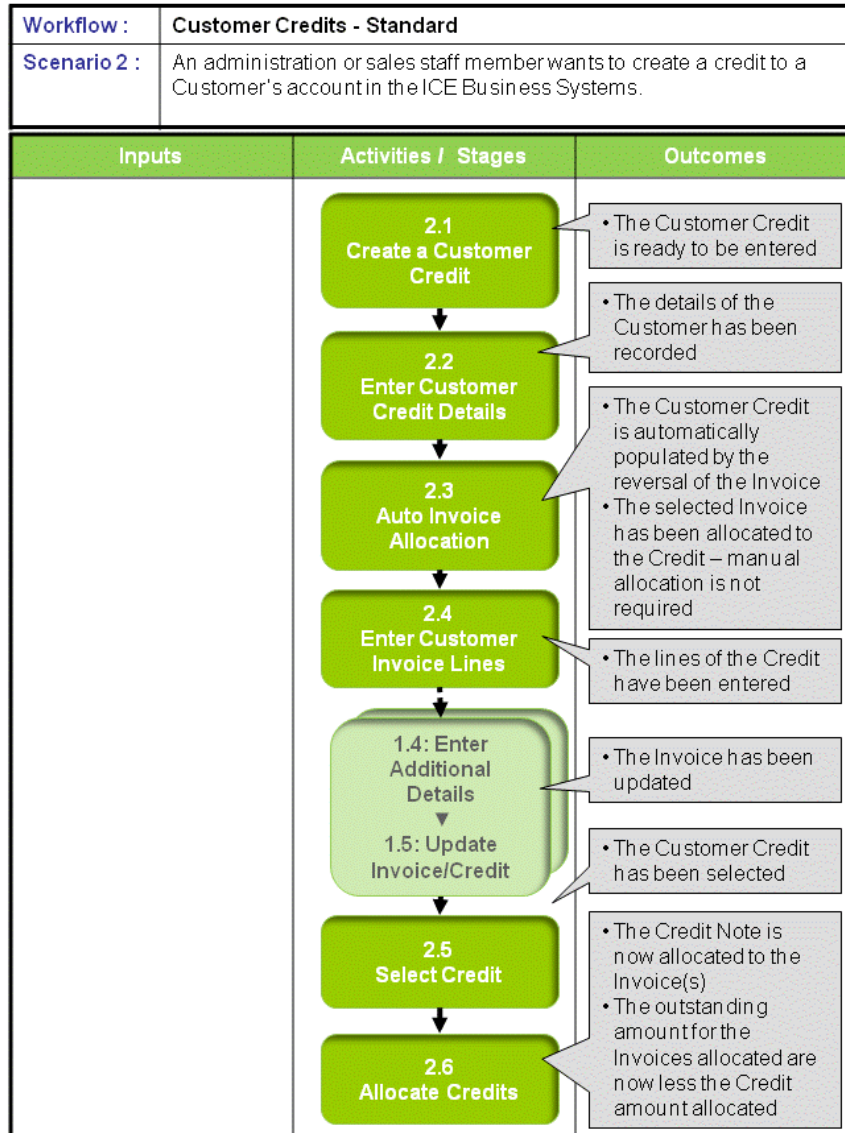
Notes:

- *N/A*



V.2 : Customer Credits - Standard

Workflow



Scenario 2: Customer Credits - Standard

An administration or sales staff member wants to create a credit to a Customer's account in the ICE Business Systems.



2.1: Create a Customer Credit

Objectives:

- Create a new Credit for a Customer.

SLC Reference:

- ICE Business Systems > Accounts Receivable > Processing Activities

Work Instructions

Screen: ICE Main

1. Access **Accounts Receivable Invoices/Credits**.

Select menu path:

Accounting > Accounts Receivable > Invoices/Credits

or

The **[AR Invoicing]** icon.

Screen: Invoice/Credit Notes

2. Insert a new **Customer Credit**.

Press **F9** or the **Green “+”** speed button to insert a new Invoice.

Outcomes:

- The Customer Credit is ready to be entered.

Notes:

- N/A

2.2: Enter Customer Credit Details

Objectives:

- Record the details of the Customer Credit.

SLC Reference:

- ICE Business Systems > Accounts Receivable > Processing Activities

Work Instructions

Screen: Invoice/Credit Notes

1. Select the **Customer search arrow**.

Screen: Customer Search

2. Search for the **Customer** the Credit is for, by typing in any of the searchable fields.
3. Press **F12** to retrieve the search results.
4. Select the **Customer** required.
5. Press **OK** to select the **Customer** and close the Customer search.

Screen: Invoice/Credit Notes

6. If applicable, select the **Equipment search arrow**.

Screen: Equipment Search

7. Search for the **Equipment** the Credit relates to, by typing in any of the searchable fields.
8. Press **F12** to retrieve the search results.
9. Select the **Equipment** required.
10. Press **OK** to select the **Equipment** and close the Equipment search.

Screen: Invoice/Credit Notes

11. Select the **Address** of the Customer.
12. If the Customer is exempt from tax, enter their **Tax Exemption** details.
13. Select the **Sales Staff** member responsible for the Credit.
14. Select the **Date** of the Credit.
15. Select the Customer's **Terms**.
16. If required, select the **Branch search arrow**.

Screen: Branch Search

17. Search for the **Branch** by typing in any of the searchable fields.
18. Press **F12** to retrieve the search results.
19. Select the **Branch** required.
20. Press **OK** to select the **Branch** and close the Branch search.

Screen: Invoice/Credit Notes

21. If required, select the **Default Location search arrow**.

Screen: Location Search

22. Search for the **Location** by typing in any of the searchable fields.
23. Press **F12** to retrieve the search results.
24. Select the **Location** required.
25. Press **OK** to select the **Location** and close the Location search.

Screen: Invoice/Credit Notes

26. Select the **Update Period** of the Credit.
27. Press **F10**, **Apply** or the **Green "✓"** speed button to save the Invoice.

Note:

Depending on your system defaults, an Account Status, Credit Warning or Credit Stop window may be displayed.



Outcomes:
<ul style="list-style-type: none"> The details of the Customer has been recorded.
Notes:
<ul style="list-style-type: none"> N/A



2.3: Auto Invoice Allocation

Objectives:
<ul style="list-style-type: none"> Raise a Credit for a Customer that is automatically populated and allocated to an Invoice.
SLC Reference:
<ul style="list-style-type: none"> ICE Business Systems > Accounts Receivable > Processing Activities



Work Instructions

Screen: ICE Main
<ol style="list-style-type: none"> Select the Invoice Allocation search arrow.
Screen: AR Invoice Search Dialog
<ol style="list-style-type: none"> Search for the Invoice by typing in any of the searchable fields. Press F12 to retrieve the search results. Select the Invoice required. Press OK to select the Invoice and close the Invoice search.
Screen: Confirm
<ol style="list-style-type: none"> If correct Invoice selected, press Yes to populate this Credit Note with details from the selected Invoice.



Outcomes:
<ul style="list-style-type: none"> The Customer Credit is automatically populated by the reversal of the Invoice. The selected Invoice has been allocated to the Credit – manual allocation is not required.
Notes:
<ul style="list-style-type: none"> If total amount of Credit is modified to exceed original Invoice total amount, the Invoice cannot be set to Inv/Credit Complete.



2.4: Enter Customer Invoice Lines

Objectives:

- To record the Items and General Ledger postings for the Credit.

SLC Reference:

- ICE Business Systems > Accounts Receivable > Processing Activities

Work Instructions

Screen: Invoice/Credit Notes

- If using a barcode scanner select, **Barcode reader in use**, click in the **Barcode Entry** field and scan the item.

Proceed to step 9.
- If not using a barcode scanner, select the **Product** box to place the cursor here.
- Press **F9** to insert a new line.
- Select the **Product Search Arrow**.

Screen: Product Search

- Search for the **Product** to be credited by typing in any of the searchable fields.
- Press **F12** to retrieve the search results.
- Select the **Product** required.
- Press **OK** to select the **Product** and close the Product search.

Screen: Invoice/Credit Notes

- Enter the **Quantity** to be credited as a negative value.

Note:

For serialised stock, a quantity cannot be entered, as it is automatically calculated from the number of serial numbers entered. Serial numbers are entered once the line has been saved.

- Enter the Quantity **Supplied** as a negative value.

Note:

For serialised stock, a quantity cannot be entered, as it is automatically calculated from the number of serial numbers entered. Serial numbers are entered once the line has been saved.

- Confirm the **Price** of the Item credited.
- If applicable, confirm the **Tax%** amount.

Note:

For serialised stock, the Tax% will not be generated until after the line has been saved and serial numbers have been entered.

- Confirm the **Total** amount.

Note:

For serialised stock, the Total will not be generated until after the line has been saved and serial numbers have been entered.

14. Within the **BAS** box, select the **search arrow**.

Screen: BAS Code Search

15. Select the **BAS Code** the Supplier's item relates to.
16. Press **OK** to select the **code** and close the BAS code search.

Screen: Invoice/Credit Notes

17. The **GL Set Code** will default from the Item when the line is saved or select the **GL Set Code search arrow** to manually select.

Screen: GL Account Set Search

18. Search for the **GL Set Code** required by typing in any of the searchable fields.
19. Press **F12** to retrieve the search results.
20. Select the **GL Set Code** required.
21. Press **OK** to select the **GL Set Code** and close the GL Set Code search.

Screen: Invoice/Credit Notes

22. Press **F10** to save the line.

Screen: Stock Location (Serialised Stock)

23. Press **F9** to insert a line.
24. Enter a **Quantity** of -1.
25. Select the **Location** search ... (ellipsis) button.

Screen: Select Product Location

26. Select the **Location** required.
27. Press **OK** to select the **Location** and close the Location search.

Screen: Stock Location (Serialised Stock)

28. Select the **Serial Number** box to place the cursor there and either scan or enter the credited Serial Number.
29. Confirm the **Cost** of the credited Item.
30. Press **F10** to save the line.
31. If multiple Serial Numbers credited, repeat steps 23 – 30.
32. Select **OK** to save and close the window.

Screen: Invoice/Credit Notes

33. If additional Items credited, repeat steps 1 – 32.

Screen: Invoice/Credit Notes

34. If a text only line is required to be added, press **F9** to insert a new line.
35. Place the cursor in the **Description** field and enter the text required.
36. Press **F10** to save the line.

Screen: Invoice/Credit Notes

38. If the Credited is required to be rounded, right-click on the blue title bar and select **Round Invoice**.



Note:
Credits can be rounded automatically by selecting the System Default "Use Rounding" (**Admin > System Defaults > Branches tab > Invoice tab > Invoice options**).
When rounded, a line will be created for the amount rounded to the Non-Stock Code nominated in System Defaults.

Outcomes:

- The lines of the Credit have been entered.

Notes:

- N/A



1.4: Enter Additional Details



1.5: Update Invoice/Credit

Objectives:

- To record additional items such as Delivery Details, Finance Companies and Print Format for the Credit and update the Credit.

SLC Reference:

- ICE Business Systems > Accounts Receivable > Processing Activities



Work Instructions

Screen: Invoice/Credit Notes

1. Complete Scenario "Customer Invoices – Standard" Stage 1.4 to end.

Outcomes:

- The Invoice has been updated.

Notes:

- N/A



2.5: Select Credit

Objectives:

- Select the Credit Note to allocate to the original Invoice(s) where the Invoice Allocation function was not used.

SLC Reference:

- ICE Business Systems > Accounts Receivable > Processing Activities > Accounts Receivable Allocate/Unallocate Credits



Work Instructions

Screen: ICE Main
<ol style="list-style-type: none"> 1. Access Allocate/Unallocate Credits. Select menu path: Accounting > Accounts Receivable > Allocate/Unallocate Credits
Screen: Allocate Payments/Credits to Invoices
<ol style="list-style-type: none"> 2. Select the Customer Code search arrow.
Screen: Customer Search
<ol style="list-style-type: none"> 3. Search for the Customer, the Credit Note was for, by typing in any of the searchable fields. 4. Press F12 to retrieve the search results. 5. Select the Customer required. 6. Press OK to select the Customer and close the Customer search.
Screen: Allocate Payments/Credits to Invoices > Browse tab
<ol style="list-style-type: none"> 7. Locate and select the Credit Note.
Outcomes:
<ul style="list-style-type: none"> • <i>The Customer Credit has been selected.</i>
Notes:
<ul style="list-style-type: none"> • <i>N/A</i>



2.6: Allocate Credits

Objectives:
<ul style="list-style-type: none"> • <i>Allocate the Credit to the Invoice(s).</i>
SLC Reference:
<ul style="list-style-type: none"> • <i>ICE Business Systems > Accounts Receivable > Processing Activities</i>

Work Instructions

Screen: Allocate Payments/Credits to Invoices > Distribution tab
<ol style="list-style-type: none"> 1. Select the Distribution tab, to view the original Invoice. 2. Locate and double-click on the original Invoice.
Screen: Allocation Amount
<ol style="list-style-type: none"> 3. Enter the amount of the Credit applicable in the Amount to be Allocated. 4. Press OK to close the Allocation Amount box.
Screen: Allocate Payments/Credits to Invoices





5. If applicable, repeat steps 1 – 4 for all Invoices credited.
6. Press **OK** to close the Allocate Payments/Credits to Invoices screen.

Outcomes:

- *The Credit Note is now allocated to the Invoice(s).*
- *The outstanding amounts for the Invoices allocated are now less the Credit amount allocated.*

Notes:

- *N/A*

V.3 : Customer Invoices – Debt Control



Workflow

Workflow :	Customer Invoices – Debt Control
Scenario 3 :	An administrator wants to control debt by implementing a series of warnings available to be displayed when a new Invoice is created for a Customer.

Inputs	Activities / Stages	Outcomes
	<div style="border: 1px solid black; border-radius: 10px; background-color: #92d050; padding: 5px; width: fit-content; margin: 0 auto;"> <p>3.1 Display current Customer Account balances</p> </div> <p style="text-align: center;">↓</p> <div style="border: 1px solid black; border-radius: 10px; background-color: #92d050; padding: 5px; width: fit-content; margin: 0 auto;"> <p>3.2 Locate Customer in Master File</p> </div> <p style="text-align: center;">↓</p> <div style="border: 1px solid black; border-radius: 10px; background-color: #92d050; padding: 5px; width: fit-content; margin: 0 auto;"> <p>3.3 Create warning for Customer with overdue account</p> </div>	<div style="border: 1px solid gray; padding: 5px; margin-bottom: 10px;"> <ul style="list-style-type: none"> • The Customer current account balance will be displayed before entering transactions </div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 10px;"> <ul style="list-style-type: none"> • The Customer has been selected </div> <div style="border: 1px solid gray; padding: 5px;"> <ul style="list-style-type: none"> • 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 </div>

Scenario 3: Customer Invoices – Debt Control

An administrator wants to control debt by implementing a series of warnings available to be displayed when a new Invoice is created for a Customer.



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



3.2: 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



3.3: 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:

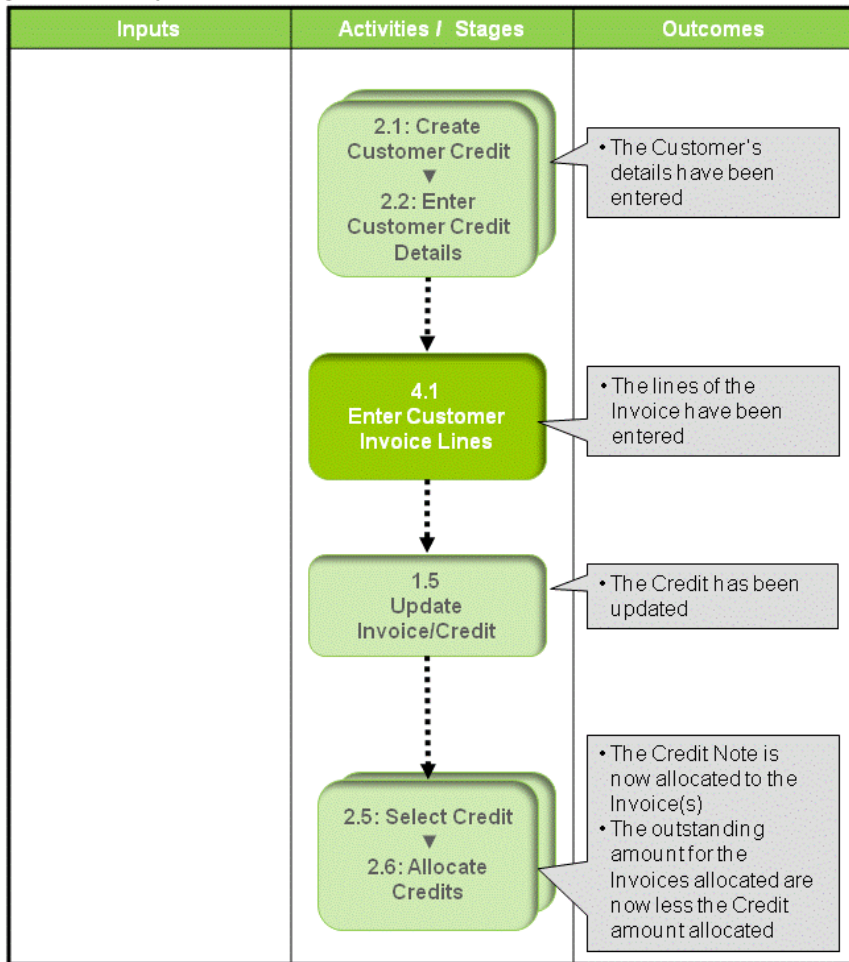
- N/A

V.4 : Customer Credits – Write Off Bad Debt



Workflow

Workflow :	Customer Credits – Write Off Bad Debt
Scenario 4 :	An administrator is required to write off a Customer's outstanding balance as a bad debt.



Scenario 4: Customer Credits – Write Off Bad Debt

An administrator is required to write off a Customer’s outstanding balance as a bad debt.



2.1: Create a Customer Credit



2.2: Enter Customer Credit Details

Objectives:
<ul style="list-style-type: none"> • Create a new Credit for a Customer.
SLC Reference:
<ul style="list-style-type: none"> • ICE Business Systems > Accounts Receivable > Processing Activities

Work Instructions

Screen: ICE Main
<ol style="list-style-type: none"> 1. Complete Scenario “Customer Invoices – Standard” Stage 2.1 to 2.2.

Outcomes:
<ul style="list-style-type: none"> • The Customer’s details have been entered.
Notes:
<ul style="list-style-type: none"> • N/A



4.1: Enter Customer Invoice Lines

Objectives:
<ul style="list-style-type: none"> • To record the bad debt and post to the General Ledger.
SLC Reference:
<ul style="list-style-type: none"> • ICE Business Systems > Accounts Receivable > Processing Activities

Work Instructions

Screen: Invoice/Credit Notes
<ol style="list-style-type: none"> 1. Press F9 to insert a new line. 2. Select the Product Search Arrow.
Screen: Product Search
<ol style="list-style-type: none"> 3. Search for a non-stock code assigned to a Bad Debt GL Account by typing in any of the searchable fields.
Note:

If no applicable non-stock code exists, create a new non-stock code (see Learning Unit xxx for creating a non-stock code).

4. Press **F12** to retrieve the search results.
5. Select the Product required.
6. Press **OK** to select the Product and close the Product search.

Screen: Invoice/Credit Notes

7. Enter a **Quantity** sold of -1.
8. Enter the Quantity **Supplied** of -1.
9. Enter the amount of debt to be written off in the **Price** field.
10. No **Tax%** amount is applicable.
11. Confirm the **Total** amount.
12. No **BAS** code is required.
13. The GL Set Code will default from the Item when the line is saved.
14. Press **F10** to save the line.

Screen: Invoice/Credit Notes

15. Add a text only line to record reasons for the bad dent by pressing **F9** to insert a new line.
16. Place the cursor in the **Description** field and enter the text required.
17. Press **F10** to save the line.



Outcomes:

- The lines of the Invoice have been entered.

Notes:

- N/A



1.5: Update Invoice/Credit

Objectives:

- To update the bad debt credit.

SLC Reference:

- ICE Business Systems > Accounts Receivable > Processing Activities

Work Instructions

Screen: Invoice/Credit Notes

1. Complete Scenario **"Customer Invoices – Standard"** Stage 1.5.

Outcomes:

- The Credit has been updated.

Notes:

- N/A





2.5: Select Credit



2.6: Allocate Credits

Objectives:

- *Allocate the Bad Debt Credit to the Invoice(s).*

SLC Reference:

- *ICE Business Systems > Accounts Receivable > Processing Activities*

Work Instructions

Screen: Allocate Payments/Credits to Invoices > Distribution tab

1. Complete Scenario **“Customer Credits – Standard”** Stage 2.5 to end.

Outcomes:

- *The Credit Note is now allocated to the Invoice(s).*
- *The outstanding amount for the Invoices allocated are now less the Credit amount allocated.*

Notes:

- *N/A*

V.5 : Customer Invoices – Restricting Updating for Operators



Workflow

Workflow :	Customer Invoices – Restricting Updating for Operators
Scenario 5 :	An administrator is responsible for a Branch and is only allowed to update Customer transactions for their Branch. The administrator's User permissions can be modified to only view their Branches transactions, prohibiting them from updating transactions for any other Branch.

Inputs	Activities / Stages	Outcomes
	<div style="border: 1px solid black; border-radius: 10px; background-color: #92d050; padding: 5px; display: inline-block;"> 5.1 Restrict Updating to default Branch </div>	<div style="border: 1px solid gray; padding: 5px; display: inline-block;"> • The User is unable to update Customer transactions for other Branches </div>

Scenario 5: Customer Invoices – Restricting Updating for Operators

An administrator is responsible for a Branch and is only allowed to update Customer transactions for their Branch.

The administrator’s User permissions can be modified to only view their Branches transactions, prohibiting them from updating transactions for any other Branch.

5.1: Restrict Updating to default Branch



Objectives:

- Restrict the access of a User to only updating Customer transactions for their default Branches.

SLC Reference:

- ICE Business Systems > Database & User Admin > Setup Activities



Work Instructions

Screen: Utility

1. Refer to Learning Unit “**Database & User Admin – User Management**” to select the Group for the User.
2. Ensure “**Can see other Branch Transactions**” under Miscellaneous > AR & AP Transactions is not selected.



Outcomes:

- The User is unable to update Customer transactions for other Branches.

Notes:

- N/A