ICE Business System

Billpoint – Bill Refunds

(Version – V2.0)

Learning Unit Guide

Signature Software

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Table of Contents

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 a BillPoint Bill Refund.

III :   Target Audience

Staff responsible for processing the BillPoint Bill Refunds.

IV :   Prerequisites
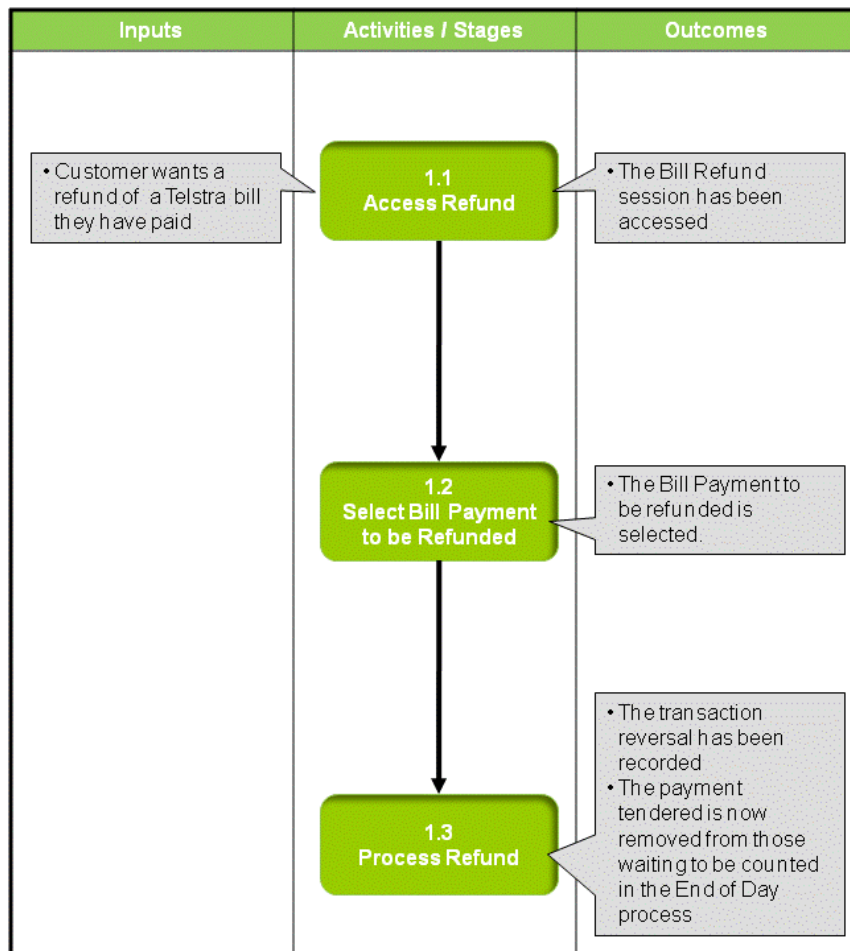
- BillPoint Processing Activities

V : Scenarios

Scenario 1: Bill Refunds – Standard

Workflow

Workflow :	Bill Refunds : Standard
Scenario 1:	A staff member processes a BillPoint refund with multiple payment types. This is done before the End of Day is processed.

Inputs	Activities / Stages	Outcomes
• Customer wants a refund of a Telstra bill they have paid	**1.1 Access Refund**	• The Bill Refund session has been accessed
	1.2 Select Bill Payment to be Refunded	• The Bill Payment to be refunded is selected.
	1.3 Process Refund	• The transaction reversal has been recorded • The payment tendered is now removed from those waiting to be counted in the End of Day process

Scenario 1: Bill Refund – Standard

A staff member processes a BillPoint refund with multiple payment types.
This is done before the End of Day is processed.

1.1: *Access Refund*

Objectives:
• Access Refund screen.
SLC Reference:
• Signature BillPoint > Processing Activities

Work Instructions

Screen: Home
1. Access Bill Refund Screen: **Bill > Refund.**

Outcomes:
• The Refund screen has been accessed.
Notes:
• N/A

1.2: Select Bill Payment to be Refunded

Objectives:
• To select Bill Payment to be refunded.
SLC Reference:
• Signature BillPoint > Processing Activities

Work Instructions

Screen: Refund/Reprint Docket

1. Click **Search** button.
 	
   Note:
     ▪ *Search Criteria can be entered into fields (e.g. Date).*
       This will narrow the search.

Screen: Browse

2. Select radio button of required Bill Payment.
 	
   Note:
     ▪ *Select **Detail** button to display details of Bill Payment.*

Outcomes:
• The Bill Payment to be refunded is selected.
Notes:
• N/A

1.3: Process Refund

Objectives:
• To process the refund.
SLC Reference:
• Signature BillPoint > Processing Activities

Work Instructions

Screen: Browse
1. Click **Refund** button, to begin process of refunding of nominated Bill Payment.
Screen: Refund

2. Review transaction details of Bill Payment to be refunded.
    Note:
    ▪ *It is possible to cancel the refund by clicking **Cancel** button.*
 	
3. Click **Complete** button to complete process of refunding the nominated Bill Payment.
4. Refund the payment to the customer.
    Note:
    If EFT (Debit/Credit) was used:
    ▪ *A credit should be processed on the relevant card/account.*
    If Cash was used:
    ▪ *The **Cash Tendered** window is displayed.*
    ▪ *Review **Cash Tendered** amount and click **OK** button.*
 	
5. The **Home** screen is displayed.

Outcomes:
• The transaction reversal has been recorded.
• The payment tendered is now removed from those waiting to be counted in the End of Day process.
Notes:
• N/A