



# **ICE Business System**

**End of Month - Connections 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

Outline the items to be reviewed regularly to maintain accuracy of the Connections Module in the ICE Business System.

## III : Target Audience

Sales and administration staff responsible for the Connections Management within the ICE Business System.

## IV : Prerequisites

- Mobile Connections Setup Activities
- Mobile Connections Reporting Activities
- Fixed Connections Setup Activities
- Fixed Connections Reporting Activities

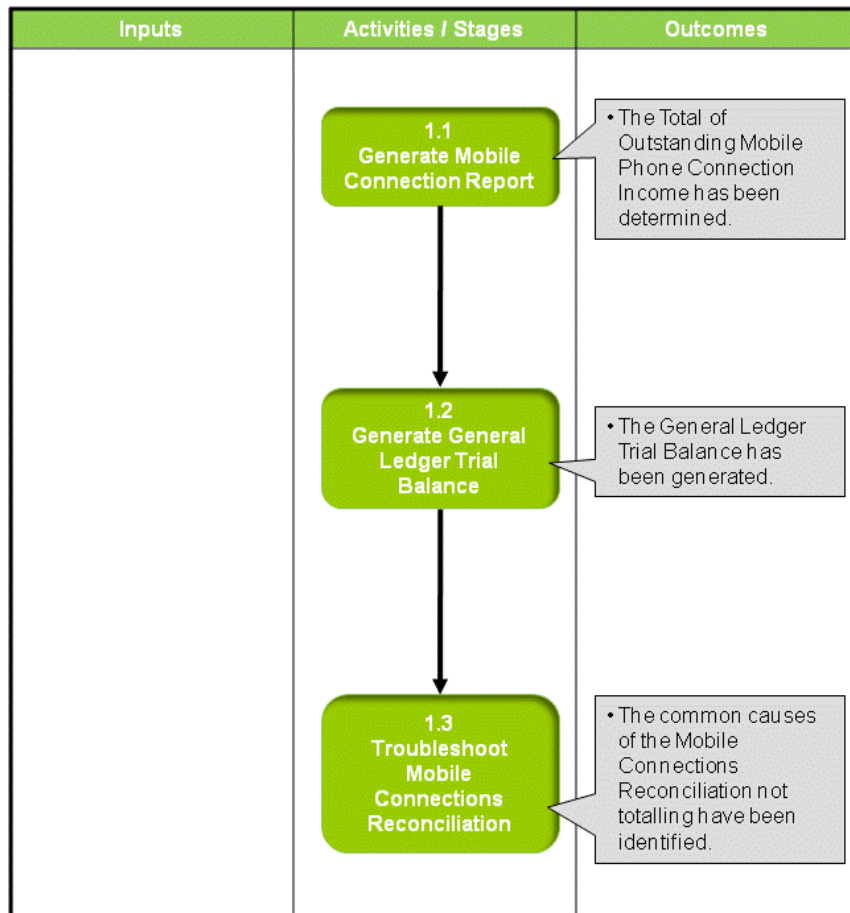
**V : Scenarios**

**V.1 : Reconciling Mobile Connections to the GL**



**Workflow**

<b>Workflow :</b>	<b>Reconciling Mobile Connections to the GL</b>
<b>Scenario 1 :</b>	The Outstanding Mobile Phone Connection Report is a breakdown of outstanding income for each Connection created. Every Mobile Connection transaction is posted to a nominated Mobile Debtor General Ledger Account resulting in the two reconciling. As such , ensure all Mobile Connection transactions are updated before reconciling.



**Scenario 1: Reconciling Mobile Connections to the GL**

The Outstanding Mobile Phone Connection Report is a breakdown of outstanding income for each Connection created.

Every Mobile Connection transaction is posted to a nominated Mobile Debtor General Ledger Account resulting in the two reconciling.

As such, ensure all Mobile Connection transactions are updated before reconciling.



**1.1: Generate Mobile Connection Report**

**Objectives:**

- Create a Mobile Connection Details Report.

**SLC Reference:**

- ICE Business Systems > Mobile Connection > Reporting Activities

**Work Instructions**

**Screen: ICE Main**

1. Access **Mobile Connection Details Report**.

Select menu path:  
**Reports > Mobile Phone Reports > Connection Details**

**Screen: Connection Details Report Criteria**

2. Select to view **amounts outstanding** only.
3. Select **Preview** to view the report.

**Off Screen**

4. Note the total amount and reconcile to the Customer's balance.

**Outcomes:**

- The Total of Outstanding Mobile Phone Connection Income has been determined.

**Notes:**

- N/A

**1.2: Generate General Ledger Trial Balance**

**Objectives:**

- Create a General Ledger Trial Balance Report to view the Mobile Connections Debtor Account balance.

**SLC Reference:**

- ICE Business Systems > General Ledger > Reporting Activities



**Work Instructions**

<b>Screen: ICE Main</b>
<ol style="list-style-type: none"> <li>1. Access <b>General Ledger Trial Balance</b>.  Select menu path: <b>Reports &gt; General Ledger &gt; Trial Balance</b></li> </ol>
<b>Screen: Trial Balance Report</b>
<ol style="list-style-type: none"> <li>2. Select the <b>Mobile Connections Debtor Account</b> in the <b>From</b> and <b>To</b>.</li> <li>3. Ensure the <b>Year</b> and <b>Period</b> is extended to include all transactions that have been posted.</li> <li>4. Select <b>Preview</b> to view the report.</li> </ol>
<b>Off Screen</b>
<ol style="list-style-type: none"> <li>5. Note the total amount and reconcile to the Outstanding Connections Report.</li> </ol>



<b>Outcomes:</b>
<ul style="list-style-type: none"> <li>• <i>The General Ledger Trial Balance has been generated.</i></li> </ul>
<b>Notes:</b>
<ul style="list-style-type: none"> <li>• <i>N/A</i></li> </ul>



**1.3: Troubleshoot Mobile Connections Reconciliation**

<b>Objectives:</b>
<ul style="list-style-type: none"> <li>• <i>Outline the common causes of discrepancies within the Mobile Connection Reconciliation</i></li> </ul>
<b>SLC Reference:</b>
<ul style="list-style-type: none"> <li>• <i>ICE Business Systems &gt; Mobile Connections &gt; Processing Activities</i></li> </ul>



**Work Instructions**

<b>Screen: Customer Statement</b>
<ol style="list-style-type: none"> <li>1. Ensure all <b>GL &amp; POS Transactions</b> related to Mobile Connections have been updated.</li> <li>2. Ensure all <b>Banking Advices</b> relating to Mobile Connections have been fully allocated and updated.</li> </ol>



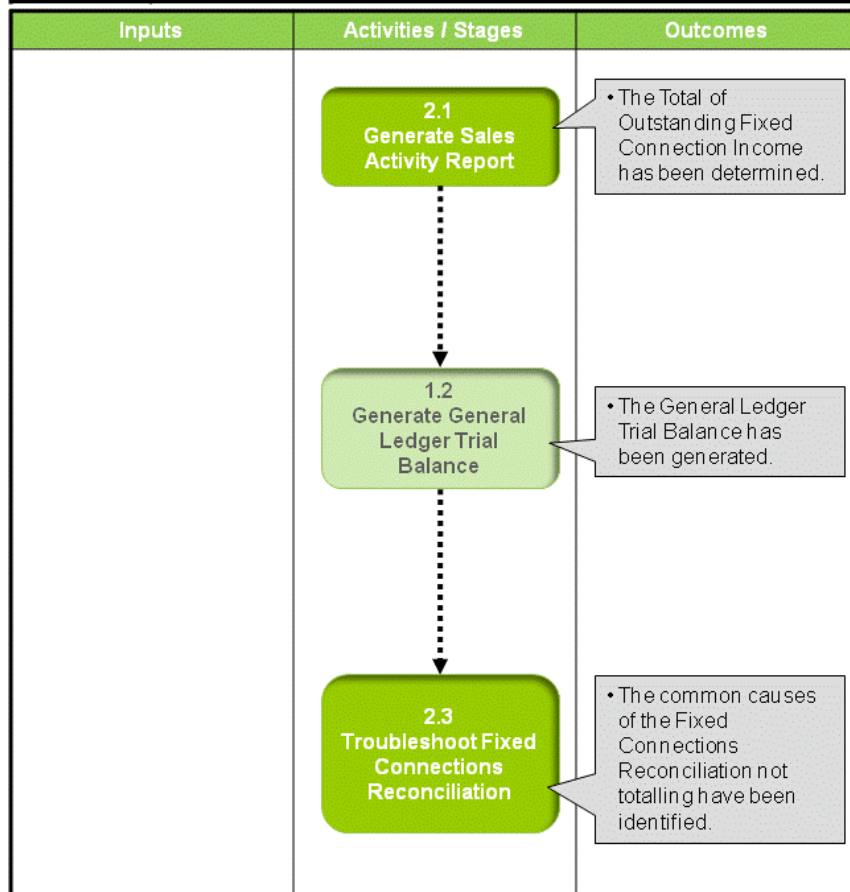
<b>Outcomes:</b>
<ul style="list-style-type: none"> <li>• <i>The common causes of the Mobile Connections Reconciliation not totalling have been identified.</i></li> </ul>
<b>Notes:</b>
<ul style="list-style-type: none"> <li>• <i>N/A</i></li> </ul>

**V.2 : Reconciling Fixed Connections to the GL**



**Workflow**

<b>Workflow :</b>	<b>Reconciling Fixed Connections to the GL</b>
<b>Scenario 2:</b>	<p>The Sales Activity Report is a breakdown of outstanding income for each Connection created.</p> <p>Every Fixed Connection transaction is posted to a nominated Fixed Connection Debtor General Ledger Account, resulting in the two reconciling.</p> <p>As such, ensure all Fixed Connection transactions are updated before reconciling.</p>





**Scenario 2: Reconciling Fixed Connections**

The Sales Activity Report is a breakdown of outstanding income for each Connection created.

Every Fixed Connection transaction is posted to a nominated Fixed Connection Debtor General Ledger Account, resulting in the two reconciling.

As such, ensure all Fixed Connection transactions are updated before reconciling.



**2.1: Generate Sales Activity Report**

**Objectives:**

- Create a Sales Activity Report.

**SLC Reference:**

- ICE Business Systems > Fixed Connection > Reporting Activities

**Work Instructions**

**Screen: ICE Main**

1. Access **Sales Activity Report**.

Select menu path:  
The [**Fixed Connections**] icon.

**Screen: Connections – Mode – Fixed Connections**

2. Select **Reports**.
3. Select **Sales Activity**.
4. Select the **Sales Activity Report** type of **Monthly Summary by Commission Type**.
5. Select the **Report Parameters** required.
6. Select **Run Report** to view the report.

**Off Screen**

7. Note the total amount and reconcile to the Customers balance.

**Outcomes:**

- The Total of Outstanding Fixed Connection Income has been determined.

**Notes:**

- N/A



## 1.2: Generate General Ledger Trial Balance

### Objectives:

- Create a General Ledger Trial Balance Report to view the Fixed Connections Debtor Account balance.

### SLC Reference:

- ICE Business Systems > General Ledger > Reporting Activities

### Work Instructions

#### Screen: ICE Main

1. Complete scenario 1.2 “Generate General Ledger Trial Balance” selecting the **Fixed Connections Debtor Account**.

#### Screen: Trial Balance Report

2. Select the **Mobile Connections Debtor Account** in the **From** and **To**.
3. Reconcile to the Sales Activity Report.

### Outcomes:

- The General Ledger Trial Balance has been generated.

### Notes:

- N/A



## 2.2: Troubleshoot Fixed Connections Reconciliation

### Objectives:

- Outline the common causes of discrepancies within the Fixed Connection Reconciliation.

### SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities

### Work Instructions

#### Screen: Customer Statement

1. Ensure all **Transactions** related to Fixed Connections have been updated.
2. Ensure all **Banking Advices** relating to Fixed Connections have been fully allocated and updated.



**Outcomes:**

- *The common causes of the Fixed Connections Reconciliation not totalling have been identified.*

**Notes:**

- N/A