



ICE Business System

Fixed Connections - Adjustment Processing

(Version – 2.0)

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 demonstrate steps required to process adjustments to existing connections in the ICE Fixed Connections module.

III : Target Audience

Sales and Administration staff responsible for adjusting Fixed Connections.

IV : Prerequisites

Fixed Connections Adjustments & Claims Processing Activities

V : Scenarios

V.1 : Adjusting Fixed Connections - Standard



Workflow

Workflow :	Adjusting a Fixed Connection - Standard	
Scenario 1 :	<p>Once products have been sold in the Fixed Line module they will usually have revenue associated with them.</p> <p>From time to time this revenue may need to be removed or written off, usually in the case of incorrect sales processing or discrepancies discovered during payment processing.</p> <p>This is done using the Adjustments functionality in the ICE Fixed Connections Module.</p>	
Inputs	Activities / Stages	Outcomes
	<p>1.1 Access Connections Module</p> <p>↓</p> <p>1.2 Access Adjustments Area</p> <p>↓</p> <p>1.3 List Required Connections</p> <p>↓</p> <p>1.4 Select Connections to be Adjusted</p> <p>↓</p> <p>1.5 Process Adjustments</p>	<ul style="list-style-type: none"> • The Fixed Connections module is now activated and Fixed Connection functions can be accessed. • Adjustments screen is activated and fixed connections can now be adjusted. • Connections matching your search criteria are now listed and can be selected for adjustment. • The connections to be adjusted have now been selected. • The outstanding amount for the adjusted connection is reduced to zero. • If income has previously been received to the general ledger for the adjusted connection, a general ledger adjustment is created to reduce this income and balance the fixed line debtor GL account.

Scenario 1: Adjusting a Fixed Connection - Standard

Once products have been sold in the Fixed Line module they will usually have revenue associated with them.

From time to time this revenue may need to be removed or written off, usually in the case of incorrect sales processing or discrepancies discovered during payment processing.

This is done using the Adjustments functionality in the ICE Fixed Connections Module.



1.1: Access Connections Module

Objectives:

- Log in to Fixed Connections module to adjust Fixed Line services.

SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities > Adjustments & Claims

Work Instructions

Screen: ICE Main

1. Access **Fixed Connections**.

Select menu path:

Operations > Connections > Fixed Connections

or

The **Fixed Connections** icon.

Screen: Enter Access Code

2. Enter your **Access Code**
3. Press **OK**.

Outcomes:

- The Fixed Connections module is now activated and Fixed Connection functions can be accessed.

Notes:

- Access to areas within the Fixed Connection module is dependent on user security setup. See your system administrator if additional access is required.



1.2: Access Adjustments Area

Objectives:

- Access the Adjustments area of the Fixed Line Connection module.

SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities > Adjustments & Claims

Work Instructions

Screen: Fixed Connections Main

1. On the left of screen, click the **Adjustments** icon.

Outcomes:

- Adjustments screen is activated and fixed connections can now be adjusted.

Notes:

- N/A



1.3: List Required Connections

Objectives:

- To list existing fixed line connections by required criteria.

SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities > Adjustments & Claims

Work Instructions

Screen: Fixed Connection Adjustments

1. In the drop down box labeled **Show items where**, select from the following:
 - **Delivered and claimable:** Commission is claimable, the status of the product sold is **Delivered** (as per advice from Telstra).
 - **Not Delivered and claimable:** Product has not been delivered, commission is claimable and amounts are out of balance.
 - **Outstanding with Clawbacks:** Show any services that have had payments clawed back and have an outstanding balance less than or greater than \$0.





- **Retrospective Adjustments:** Show any services that have had a retrospective adjustment applied to them.
 - **Claimed:** Show any services that have been included on a claim for outstanding payments that has been lodged through the ICE claims function.
 - **Claim Period Expires in:** Show any services where the claim period expires in the nominated number of days.
 - **Not Already Claimed:** Show any services that have not been included on a claim for outstanding payments that has been lodged through the ICE claims function.
 - **Any:** Show all connections in your database, regardless of their status.
2. Enter a range of dates within the **From** and **To** fields that the desired service was connected within, or tick the box labeled **All** to include all connection dates in your search.
 3. Enter the **Service Number** of the service you wish to adjust, or select a customer to search on by:
 - Clicking the button labeled **Find**.
 - In the **Customer Search** screen, type the customer's individual or trading name in to the box labeled **Trading Name**.
 - Select the desired customer from the list presented and click **OK**.
 4. Tick the **Show Out of Balance Items only** box.

Outcomes:
<ul style="list-style-type: none"> • <i>Connections matching your search criteria are now listed and can be selected for adjustment.</i>
Notes:
<ul style="list-style-type: none"> • N/A



1.4: Select Connections to be Adjusted

Objectives:
<ul style="list-style-type: none"> • <i>To select connections that require adjustments from those listed.</i>
SLC Reference:
<ul style="list-style-type: none"> • <i>ICE Business Systems > Fixed Connections > Processing Activities > Adjustments and Claims.</i>

Work Instructions

Screen: Fixed Connection Adjustments
<ol style="list-style-type: none"> 1. Click the checkbox next to the service(s) that requires adjusting.





Outcomes:
<ul style="list-style-type: none"> The connections to be adjusted have now been selected.
Notes:
<ul style="list-style-type: none"> N/A



1.5: Process Adjustments

Objectives:
<ul style="list-style-type: none"> To Process the adjustment and adjust any outstanding income amounts to \$0.
SLC Reference:
<ul style="list-style-type: none"> ICE Business Systems > Fixed Connections > Processing Activities > Adjustments & Claims.



Work Instructions

Screen: Fixed Connection Adjustments
1. Click the Process Adjustments button.
Screen: Adjustment Details
2. Type a Reason for processing the adjustment.
3. Select the Adjustment Date applicable.
<p>Note: The date selected will be the date that the financial impact of this adjustment (if applicable) appears in your General Ledger. It is recommended that adjustments be posted to a date within the current accounting period, except under specific instruction.</p>
4. Click the Process button.
Screen: Process Adjustments?
5. Click Yes to confirm the adjustment.



Outcomes:
<ul style="list-style-type: none"> The outstanding amount for the adjusted connection is reduced to zero. If income has previously been received to the general ledger for the adjusted connection, a general ledger adjustment is created to reduce this income and balance the fixed line debtor GL account.
Notes:
<ul style="list-style-type: none"> N/A