



ICE Business System

Fixed Connections - Maintenance

(Version – v2.0)

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 provide detail on setup required in the Data Maintenance section of the ICE Fixed Connections Module.

III : Target Audience

Back of house administrators responsible for the default setup and ongoing maintenance of the ICE Fixed Connections Module.

IV : Prerequisites

- Fixed Connections Setup Activities

V : Scenarios

V.1 : Adding a new Premise Code



Workflow

Workflow :	Adding a New Premise Code
Scenario 1:	<p>A Premise Code is used to identify the participation of a dealer in a given "payment Program" at a given time.</p> <p>It is often referred to as a Dealer Code and is integral to the reconciliation of fixed revenue.</p> <p>There are setup activities required to register a Premise Code in the ICE Connections module.</p>

Inputs	Activities / Stages	Outcomes
	<div style="border: 1px solid black; border-radius: 10px; background-color: #92d050; padding: 5px; width: fit-content; margin: 0 auto;">1.1 Access Connections Module</div> <div style="text-align: center; margin: 5px 0;">↓</div> <div style="border: 1px solid black; border-radius: 10px; background-color: #92d050; padding: 5px; width: fit-content; margin: 0 auto;">1.2 Enter Premise Code Details</div> <div style="text-align: center; margin: 5px 0;">↓</div> <div style="border: 1px solid black; border-radius: 10px; background-color: #92d050; padding: 5px; width: fit-content; margin: 0 auto;">1.3 Assign Revenue Accounts</div>	<div style="border: 1px solid gray; padding: 5px; margin-bottom: 10px;"> <ul style="list-style-type: none"> • The Data Maintenance screen is now activated and a new Premise Code can be created </div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 10px;"> <ul style="list-style-type: none"> • The new Premise Code is set up in the system. • Revenue accounts can now be assigned to the new Premise Code. </div> <div style="border: 1px solid gray; padding: 5px;"> <ul style="list-style-type: none"> • Revenue accounts are assigned to the new Premise Code. • Connections can now be performed using this Premise Code. </div>

Scenario 1: Adding a New Premise Code

A Premise Code is used to identify the participation of a dealer in a given “payment Program” at a given time.

It is often referred to as a Dealer Code and is integral to the reconciliation of fixed revenue.

There are setup activities required to register a Premise Code in the ICE Connections module.



1.1: Access Connections Module

Objectives:

- Log in to the Connections module in order to set up a new Premise Code.

SLC Reference:

- ICE Business Systems > Fixed Connections > Setup Activities > Setup.

Work Instructions

Screen: ICE Main

1. Access **CONNECTIONS**.

Select menu path:

Operations > Connections > Fixed Connections

or

The **Fixed Connections** icon.

Screen: Enter Access Code

2. Enter your **Access Code** and press **OK**.

Screen: Select Branch

3. Select the appropriate Branch from the drop-down menu.
4. Press **OK**.

Note:

If your system has only one Branch set up you will not be required to select a Branch.

Screen: Connections Main

5. Click the **Data Maintenance** icon on the left of screen.

Outcomes:

- The Data Maintenance screen is now activated and a new Premise Code can be created

Notes:

- Access to areas within the Connections module is set by your system administrator. If you do not have access to required areas see your system administrator.



1.2: Enter Premise Code Details

Objectives:

- Enter details of a new Premise Code in to the ICE Connections Module.

SLC Reference:

- ICE Business Systems > Fixed Connections > Setup Activities > Setup.

Work Instructions

Screen: Data Maintenance - Main

1. On the left of screen, click the **Premise Code** icon.

Screen: Maintenance – Premise Code

2. Click the **New** button.
3. From the **Funds Provider** drop-down box, select the carrier that this Premise Code will be connecting to.

Note:

This field will usually default to your sole funds provider or “carrier”.

4. From the **Branch** drop-down box, select the Branch that will be performing connections using the new Premise Code.
5. From the drop-down box labeled **Remuneration Model**, select the payment arrangement that this Premise Code will operate under.
6. Enter your Premise Code in the **Premise Code** field.

Note:

Entry of your Premise Code must be exact. Errors in this field will prevent successful importing of payments made to this Premise Code.

7. Enter the date you will start performing connections using this Premise Code in the **Start Date** field.
8. Enter the last date you will perform connections using this Premise Code in the **End Date** field.

Note:

If the Premise Code has no end date, enter 31/12/2999.

9. Click the **Accept** button.
10. Click the **Accept All Changes** button.
11. Click **Close**.



Outcomes:
<ul style="list-style-type: none"> The new Premise Code is set up in the system. Revenue accounts can now be assigned to the new Premise Code.
Notes:
<ul style="list-style-type: none"> N/A



1.3: Assign Revenue Accounts

Objectives:
<ul style="list-style-type: none"> Assign GL Accounts to record revenue raised, using the new Premise Code.
SLC Reference:
<ul style="list-style-type: none"> ICE Business Systems > Fixed Connections > Setup Activities > Setup.



Work Instructions

Screen: Data Maintenance - Main
<ol style="list-style-type: none"> On the left of screen, click the Revenue Accounts icon.
Screen: Maintenance – Revenue Accounts
<ol style="list-style-type: none"> Select the Premise Code to assign revenue accounts to, from the Premise Code drop-down box. From the Remuneration type drop-down box, select the type of revenue to assign to a GL Account. From the Revenue account drop-down box, select the GL Account that you wish revenue for this remuneration type to be recorded against. Click the Accept button. Repeat steps 3 – 5 for each type of remuneration. Click the Accept all changes button. Click Close.



Outcomes:
<ul style="list-style-type: none"> Revenue accounts are assigned to the new Premise Code. Connections can now be performed using this Premise Code.
Notes:
<ul style="list-style-type: none"> N/A

V.2 : Maintaining the Product Schedule



Workflow

Workflow :	Maintaining the Product Schedule
Scenario 2:	<p>The product schedule in the ICE Fixed Connections Module contains details of payments you are entitled to, when you sell fixed services. These products must be manually maintained as you receive updates to your dealer agreement from your funds provider, or carrier. This includes modifying existing products that are to be paid differently, or adding new products to the system.</p>

Inputs	Activities / Stages	Outcomes
	<p>1.1 Access Connections Module</p>	<ul style="list-style-type: none"> The Data Maintenance screen is now activated and the schedule can be updated.
	<p>2.1 Update Existing Products</p>	<ul style="list-style-type: none"> Changes in revenue for the existing product have been updated.
	<p>2.2 Add New Fixed Products</p>	<ul style="list-style-type: none"> The new product has been added to your Fixed Line Schedule.

Scenario 2: Maintaining the Product Schedule

The product schedule in the ICE Fixed Connections Module contains details of payments you are entitled to, when you sell fixed services. These products must be manually maintained as you receive updates to your dealer agreement from your funds provider, or carrier. This includes modifying existing products that are to be paid differently, or adding new products to the system.



1.1: Access Connections Module

Objectives:
<ul style="list-style-type: none"> Log in to the Connections Module in order to update the fixed product schedule.
SLC Reference:
<ul style="list-style-type: none"> ICE Business Systems > Fixed Connections > Setup Activities > Setup.

Work Instructions

Action: Log in to Connections Module
1. Complete Scenario “Adding a new Premise Code” - Stage 1.1.

Outcomes:
<ul style="list-style-type: none"> The Data Maintenance screen is now activated and the schedule can be updated.
Notes:
<ul style="list-style-type: none"> Access to areas within the connections module is set by your system administrator. If you do not have access to required areas see your system administrator.



2.1: Update Existing Products

Objectives:
<ul style="list-style-type: none"> Update a product in the ICE Fixed Connections module.
SLC Reference:
<ul style="list-style-type: none"> ICE Business Systems > Fixed Connections > Setup Activities > Setup.



Work Instructions

Screen: Data Maintenance - Main

1. Click the icon labeled **FixedNet Service Schedule**.

Screen: Maintenance – FixedNet Service Schedule

2. From the drop-down box labeled **Remuneration program**, select the program that requires updating.
3. In the box labeled **Product code**, type the Product Code that requires updating.
4. If the Product Code is unknown, browse for the product by selecting a particular type from the drop-down box labeled **Product category**.
5. A list of products matching your selections will appear. **Highlight** the product that requires updating.
6. Click the **Edit product** button at the top right of the screen.

Screen: Edit Telstra Fixed Net Service Schedule

7. Details of the selected product, including applicable revenue amounts will be displayed. Click the button labeled **New row**.
Note:
*The **Edit this row** button should not be used to change the remuneration values of a fixed line product. Editing a row will apply the new values to historic transactions and should only be used to modify descriptions.*
8. Select the **Start Date** for the new values for this product. This is the first date the product will be paid at the new rate.
9. Select the **End Date** for the new values for this product. This is the last date the product will be paid at the new rate. If the end date is not known, select 31/12/2999.
10. Enter the applicable **Ex Tax payments** for any **Flagfall, Admin fee, Usage** or **Bonus** payable for this product.
11. If required, select a different **Product Category** for the updated product.
12. If required, modify the **Description** for the updated product.
13. Click the button labeled **Apply row edits**.
14. Click the button labeled **Apply all changes**.



Outcomes:

- *Changes in revenue for the existing product have been updated.*

Notes:

- N/A



2.2: Add New Fixed Products

Objectives:

- Add a product to the ICE Fixed Connections module.

SLC Reference:

- ICE Business Systems > Fixed Connections > Setup Activities > Setup.

Work Instructions

Screen: Maintenance – FixedNet Service Schedule

1. From the drop-down box labeled **Remuneration program**, select the program that the new product relates to.
2. In the box labeled **Product code**, type the Product Code for the new product.
3. If the Product Code is unknown you can now add it to the schedule. Click the **New product** button.

Note:

If the product you are attempting to create already exists in the database, you should edit the product to reflect new payment values. Refer Stage 2.1 - "Update Existing Products".

Screen: Confirm

4. Click **Yes**, to begin creating a new product.

Screen: Edit Telstra Fixed Net Service Schedule

5. Click the button labeled **New Row**.
6. Select the **Start Date** for the new product. This is the first date the product can be sold.
7. Select the **End Date** for the new product. This is the last date the product can be sold. If the end date is not known, select 31/12/2999.
8. Enter the applicable **Ex Tax payments** for any **Flagfall**, **Admin fee**, **Usage** or **Bonus** payable for this product.
9. Select a **Product Category** for the new product.
10. Enter a **Description** for the new product.
11. Click the button labeled **Apply row edits**.
12. Click the button labeled **Apply all changes**.

Outcomes:

- The new product has been added to your Fixed Line Schedule.

Notes:

- N/A