



ICE Business System

Fixed Connections – Payment 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 provide detail on work instructions for processing payments for fixed connections in the ICE Business System.

III : Target Audience

Back of house administrators and accounts staff required to receive and allocate payments for fixed connections.

IV : Prerequisites

- Fixed Connections Payments Processing Activities
- Learning Unit - Fixed Connections Processing
- Learning Unit – Adjustments Processing

V : Scenarios

V.1 : Receiving Fixed Payments



Workflow

Workflow :	Receiving Fixed Payments
Scenario 1:	<p>When you connect fixed services the ICE Business System will generate entries for the appropriate flag fall and other payments where applicable. When your carrier pays you for these services, the payments need to be reconciled against these entries.</p> <p>This is done using the Payment Processing area of ICE and is a two-step process. The first step, detailed here, is to receive lump sum payments in to your system.</p>

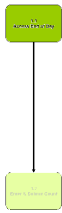
Inputs	Activities / Stages	Outcomes
	<div>1.1 Access Connections Module</div> <div>1.2 Enter/Edit Banking Advices</div>	<ul style="list-style-type: none"> The Payment Processing screen is now activated and payments can be processed. An entry for this payment is saved in the Fixed Connections Module, and can now have payments for individual services allocated against it. An entry to the general ledger is created, increasing the amount of money in your chosen account and decreasing the amount outstanding as recorded in the debtor account for your carrier.

Scenario 1: Receiving Fixed Payments

When you connect fixed services the ICE Business System will generate entries for the appropriate flag fall and other payments where applicable.

When your carrier pays you for these services, the payments need to be reconciled against these entries.

This is done using the **Payment Processing** area of ICE and is a two-step process. The first step, detailed here, is to receive lump sum payments in to your system.

**1.1: Access Connections Module****Objectives:**

- Log in to the Connections Module in order to process Payments.

SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities > Payments.

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: Connections Main

3. Click the **Payment Processing** icon on the left of screen.

Outcomes:

- The Payment Processing screen is now activated and payments can be processed.

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/Edit Banking Advices

Objectives:

- To enter total payment amounts from your carrier in to the ICE payments processing system.

SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities > Payments.

Work Instructions

Screen: Payment Processing - Main

- In the top third of the screen, labeled **Banking Advices**, click the **New** button.

Screen: Banking Advice

- In the **Advice Date** field, enter the date the payment was made to your account.
- In the field labeled **Amount (inc tax)**, enter the total amount paid to your account, including GST.
- In the field labeled **Year – Month**, enter the year and month that the payment relates to.

Note:

This is the period that the connections were processed in, not the period the payment is made to you.

- In the field labeled **Bank Account**, select the bank account that this payment has been made to.
- Click the **OK** button.

Outcomes:

- An entry for this payment is saved in the Fixed Connections Module, and can now have payments for individual services allocated against it.
- An entry to the general ledger is created, increasing the amount of money in your chosen account and decreasing the amount outstanding as recorded in the debtor account for your carrier.

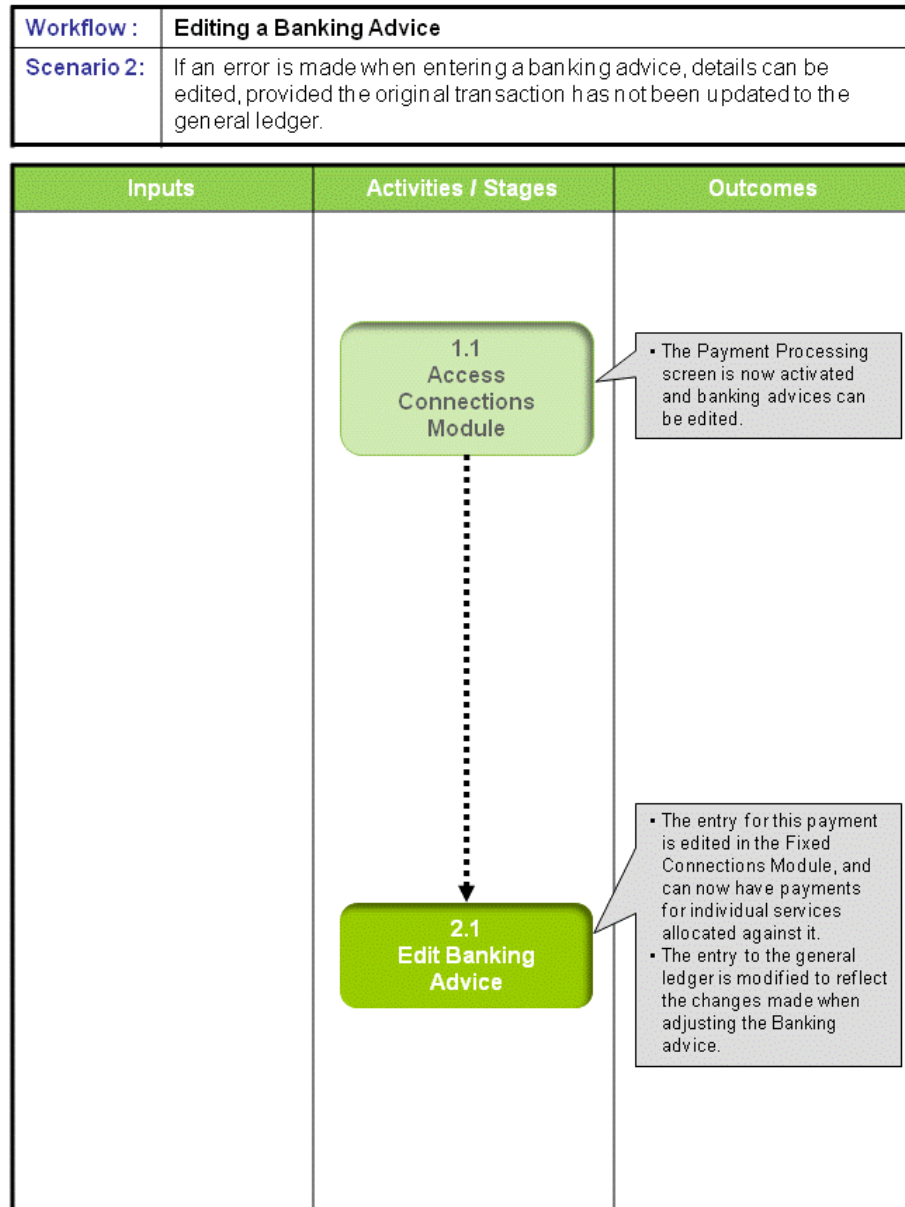
Notes:

- N/A

V.2 : Editing a Banking Advice



Workflow



Scenario 2: Editing a Banking Advice

If an error is made when entering a banking advice, details can be edited, provided the original transaction has not been updated to the general ledger.

**1.1: Access Connections Module****Objectives:**

- Log in to the Connections Module in order to adjust a banking advice.

SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities > Payments.

Work Instructions**Action: Log in to Connections Module**

1. Complete Scenario “**Receiving Fixed Payments**” Stage 1.1.

Outcomes:

- The Payment Processing screen is now activated and banking advices can be edited.

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.

**2.1: Edit Banking Advice****Objectives:**

- To edit a payment advice for fixed services in the ICE Payment Processing system.

SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities > Payments.

Work Instructions**Screen: Payment Processing**

1. Select the year that the existing payment advice relates to in the **Calendar Year** drop down box at the top of the screen.





2. Select the month that the existing banking advice relates to in the **Month** drop down box at the top of the screen.
3. From the list of banking advices displayed in the top third of the screen, highlight the advice that requires editing.
4. Click the button labeled **Edit**.

Screen: Banking Advice

5. Make the necessary changes to the details of the banking advice, as per scenario **Receiving Fixed Payments** Stage 1.2 steps 2-6.
6. Click the **OK** button.

Outcomes:

- *The entry for this payment is edited in the Fixed Connections Module, and can now have payments for individual services allocated against it.*
- *The entry to the general ledger is modified to reflect the changes made when adjusting the Banking advice.*

Notes:

- *If the banking advice you wish to edit has been updated to the general ledger, you will need to reverse it and re-enter the details correctly.*

V.3 : Deleting a Banking Advice



Workflow

Workflow :	Deleting a Banking Advice
Scenario 3:	If an error is made when entering a banking advice, details can be deleted, provided the original transaction has not been updated to the general ledger.

Inputs	Activities / Stages	Outcomes
	<div>1.1 Access Connections Module</div> <div>3.1 Delete Banking Advice</div>	<ul style="list-style-type: none"> The Payment Processing screen is now activated and banking advices can be deleted. The entry for this payment is deleted from the Fixed Connections Module. The entry to the general ledger relating to this receipt is deleted.

Scenario 3: Deleting a Banking Advice

If an error is made when entering a banking advice, details can be deleted, provided the original transaction has not been updated to the general ledger.



1.1: Access Connections Module

Objectives:

- Log in to the Connections Module in order to delete a banking advice.

SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities > Payments

Work Instructions

Action: Log in to Connections Module

1. Complete Scenario “Receiving Fixed Payments” Stage 1.1.

Outcomes:

- The Payment Processing screen is now activated and banking advices can be deleted.

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.



3.1: Delete Banking Advice

Objectives:

- To delete a payment advice for fixed services in the ICE Payment Processing.

SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities > Payments.

Work Instructions

Screen: Payment Processing

1. Select the year that the existing payment advice relates to in the **Calendar Year** drop down box at the top of the screen.
2. Select the month that the existing banking advice relates to in the **Month** drop down box at the top of the screen.



3. From the list of banking advices displayed in the top third of the screen, highlight the advice that requires deleting.
4. Click the button labeled **Delete**.

Screen: Confirm

5. Click the **Yes** button to delete the banking advice.

Outcomes:

- *The entry for this payment is deleted from the Fixed Connections Module.*
- *The entry to the general ledger relating to this receipt is deleted.*

Notes:

- *If the banking advice you wish to delete has been updated to the general ledger, you will need to reverse it and re-enter the details correctly.*
- *Any payment details advices assigned to the deleted banking advice will now become "Unassigned".*

V.4 : Reversing a Banking Advice



Workflow

Workflow :	Reversing a Banking Advice
Scenario 4:	If an error is made when entering a banking advice and that banking advice has been updated to the general ledger, the banking advice must be reversed and then re-entered.

Inputs	Activities / Stages	Outcomes
	<div>1.1 Access Connections Module</div> <div>4.1 Reverse Banking Advice</div>	<ul style="list-style-type: none"> The Payment Processing screen is now activated and banking advices can be reversed. The entry for this payment is deleted from the Fixed Connections Module. A new entry is sent to the general ledger reversing the GL impact of the original banking advice.

Scenario 4: Reversing a Banking Advice

If an error is made when entering a banking advice and that banking advice has been updated to the general ledger, the banking advice must be reversed and then re-entered.



1.1: Access Connections Module

Objectives:

- Log in to the Connections Module in order to reverse a banking advice.

SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities > Payments

Work Instructions

Action: Log in to Connections Module

1. Complete Scenario "Receiving Fixed Payments" Stage 1.1.

Outcomes:

- The Payment Processing screen is now activated and banking advices can be reversed.

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.



4.1: Reverse Banking Advice

Objectives:

- To reverse a payment advice for fixed services in the ICE Payment Processing system.

SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities > Payments.

Work Instructions

Screen: Payment Processing

1. Select the year that the existing payment advice relates to in the **Calendar Year** drop down box at the top of the screen.
2. Select the month that the existing banking advice relates to in the **Month** drop down box at the top of the screen.



3. From the list of banking advices displayed in the top third of the screen, highlight the advice that requires reversing.
4. Click the button labeled **Reverse**.

Screen: Confirm

5. Click the **Yes** button to reverse the banking advice.

Outcomes:

- *The entry for this payment is deleted from the Fixed Connections Module.*
- *A new entry is sent to the general ledger reversing the GL impact of the original banking advice.*

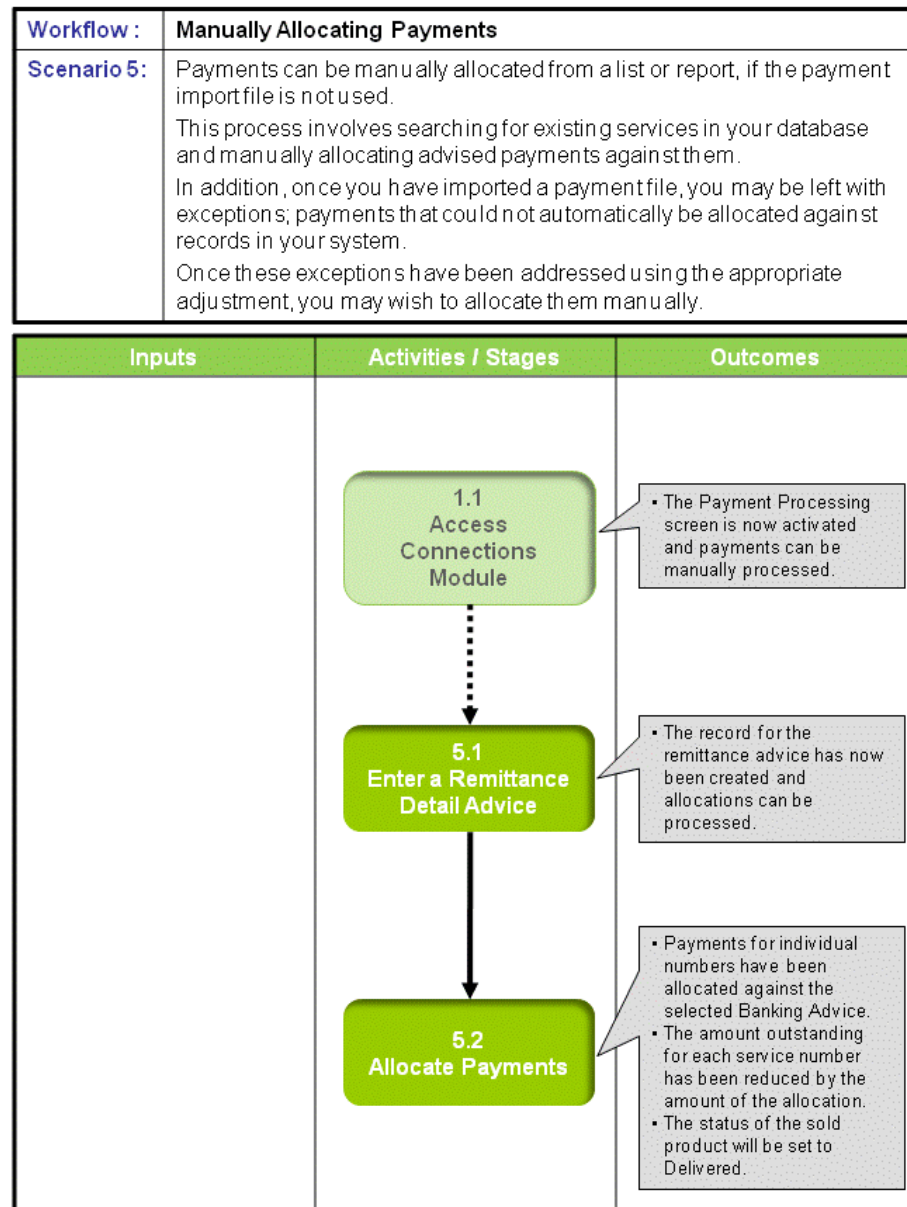
Notes:

- *Any payment details advices assigned to the reversed banking advice will now become "Unassigned".*

V.5 : Manually Allocating Payments



Workflow



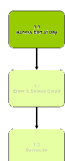
Scenario 5: Manually Allocating Payments

Payments can be manually allocated from a list or report, if the payment import file is not used.

This process involves searching for existing services in your database and manually allocating advised payments against them.

In addition, once you have imported a payment file, you may be left with exceptions; payments that could not automatically be allocated against records in your system.

Once these exceptions have been addressed using the appropriate adjustment, you may wish to allocate them manually.



1.1: Access Connections Module

Objectives:

- Log in to the Connections Module in order to process payments.

SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities > Payments

Work Instructions

Action: Log in to Connections Module

1. Complete Scenario "Receiving Fixed Payments" Stage 1.1.

Outcomes:

- The Payment Processing screen is now activated and payments can be manually processed.

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.



5.1: Enter a Remittance Detail Advice

Objectives:

- To create in the ICE system, a record for a Remittance advice.

SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities > Payments



Work Instructions

Screen: Payment Processing - Main

1. In the top third of the screen, highlight the **Banking Advice** (deposit) that the remittance details advice relates to.
2. In the middle third of the screen marked **Remittance Invoice Details (For Selected Deposit)**, click the button labeled **New**.

Screen: New Assigned Details Advice

3. Select the **Year and Month** that the remittance advice relates to.
4. Select the **Date** that the advice was received.
5. Enter the total amount to be allocated (including GST) in the field labeled **Total Payments**.
6. Enter the **Remittance Invoice Number**.
7. Click the **OK** button.

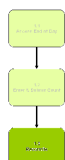


Outcomes:

- The record for the remittance advice has now been created and allocations can be processed.

Notes:

- N/A



5.2: Allocate Payments

Objectives:

- To allocate the payments detailed in a remittance advice against outstanding amounts in the ICE system.

SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities > Payments



Work Instructions

Screen: Payment Processing - Main

1. In the top third of the screen, highlight the **Banking Advice** (deposit) that the remittance details advice you wish to allocate against relates to.
2. In the middle third of the screen marked **Remittance Invoice Details (For Selected Deposit)**, highlight the Remittance advice you wish to allocate payments against.
3. In the middle third of the screen, click the button labeled **Allocations**.

Screen: Payments for Detail Advice – Allocated Payments Tab

4. Click on the tab labeled **Select Connections from sales**



Screen: Payments for Detail Advice – Select Connections from Sales Tab

5. In the field labeled **Service No.**, type the fixed number that the payment you are allocating relates to.
 6. Outstanding revenue components for the entered service number will be displayed.
- Note:**
*Changing the dates in the **Contracts From** and **Contracts To** date fields will determine the date range for connections displayed.*
7. Highlight the outstanding component you wish to allocate payment against.
 8. Click the button labeled **Populate Details Advice**.

Screen: Edit [Payment Type] Payment

9. Enter the exc. tax amount of the payment to be allocated in the field labeled **Commission Due**.
10. The amount of GST will automatically calculate in the field labeled **Tax Due**.
11. Enter a comment if required.
12. Click the **OK** button.

Screen: Payments for Detail Advice – Select Connections from Sales Tab

13. Repeat steps 5 – 12 for all payments to be allocated.

Outcomes:

- *Payments for individual numbers have been allocated against the selected Banking Advice.*
- *The amount outstanding for each service number has been reduced by the amount of the allocation.*
- *The status of the sold product will be set to **Delivered**.*

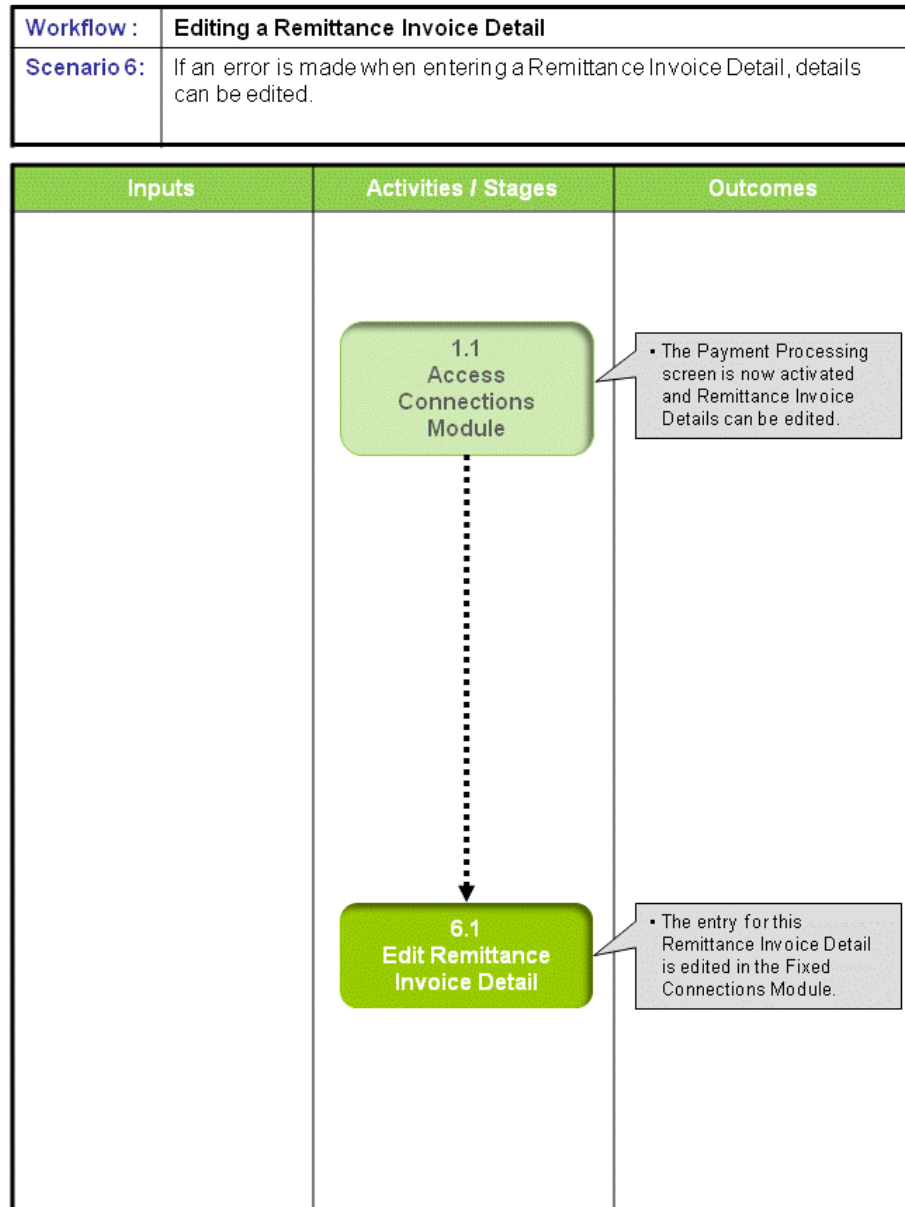
Notes:

- *If you have ticked the system default to create income journals when processing payments, income for these connections may be generated to the general ledger.*

V.6 : Editing a Remittance Invoice Detail



Workflow



Scenario 6: Editing a Remittance Invoice Detail

If an error is made when entering a Remittance Invoice Detail, details can be edited.



1.1: Access Connections Module

Objectives:

- Log in to the Connections Module in order to adjust a Remittance Invoice Detail.

SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities > Payments

Work Instructions

Action: Log in to Connections Module

1. Complete Scenario “Receiving Fixed Payments” Stage 1.1.

Outcomes:

- The Payment Processing screen is now activated and Remittance Invoice Details can be edited.

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.



6.1: Edit Remittance Invoice Detail

Objectives:

- To edit a Remittance Invoice Detail for fixed services in the ICE Payment Processing system.

SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities > Payments.

Work Instructions

Screen: Payment Processing

1. Select the year that the existing Remittance Invoice Detail relates to in the **Calendar Year** drop down box at the top of the screen.
2. Select the month that the existing Remittance Invoice Detail relates to in the **Month** drop down box at the top of the screen.
3. From the list of banking advices displayed in the top third of the screen, highlight the advice that the Remittance Invoice Detail



relates to.

4. In the middle third of the screen, highlight the Remittance Invoice Detail that requires editing.
5. Click the button labeled **Edit**.

Screen: Edit Assigned Detail Advice

6. Make the necessary changes to the details of the banking advice, as per scenario **Manually Allocating Payments** Stage 5.1 steps 3-7.

Outcomes:

- *The entry for this Remittance Invoice Detail is edited in the Fixed Connections Module.*

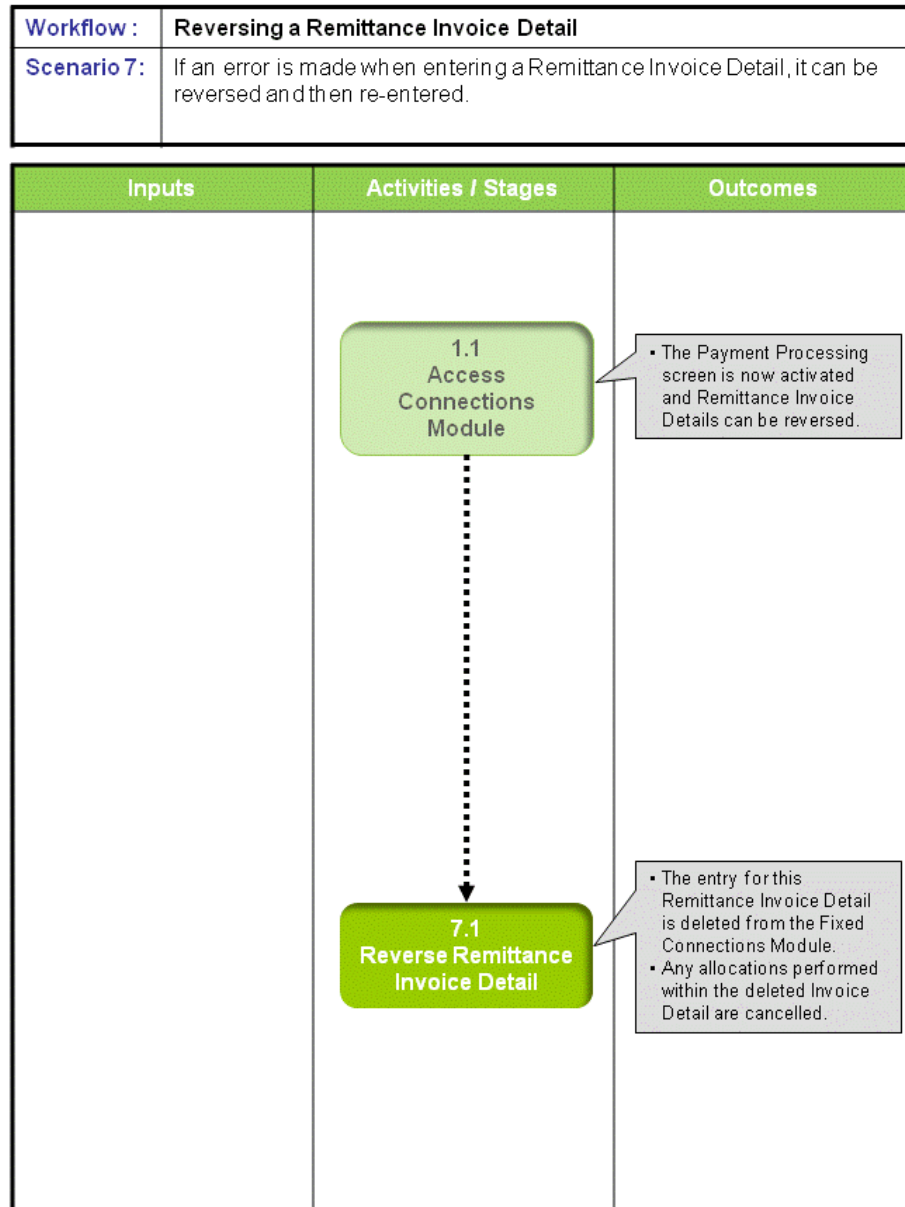
Notes:

- N/A

V.7 : Reversing a Remittance Invoice Detail



Workflow



Scenario 7: Reversing a Remittance Invoice Detail

If an error is made when entering a Remittance Invoice Detail, it can be reversed and then re-entered.



1.1: Access Connections Module

Objectives:

- Log in to the Connections Module in order to reverse a Remittance Invoice Detail.

SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities > Payments

Work Instructions

Action: Log in to Connections Module

1. Complete Scenario "Receiving Fixed Payments" Stage 1.1.

Outcomes:

- The Payment Processing screen is now activated and Remittance Invoice Details can be reversed.

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.



7.1: Reverse Remittance Invoice Detail

Objectives:

- To reverse a Remittance Invoice Detail for fixed services in the ICE Payment Processing system.

SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities > Payments.

Work Instructions

Screen: Payment Processing

1. Select the year that the existing Remittance Invoice Detail relates to in the **Calendar Year** drop down box at the top of the screen.
2. Select the month that the existing Remittance Invoice Detail relates to in the **Month** drop down box at the top of the screen.



3. From the list of banking advices displayed in the top third of the screen, highlight the advice that the Remittance Invoice Detail relates to.
4. In the middle third of the screen, highlight the Remittance Invoice Detail that requires editing.
5. Click the button labeled **Reverse**.

Screen: Confirm

6. Click **Yes** to remove the Remittance Invoice Detail from the system.

Note:

Reversing a Remittance Invoice Detail will remove all allocations that you have processed within it. This option should only be used on erroneous entries.

Outcomes:

- *The entry for this Remittance Invoice Detail is deleted from the Fixed Connections Module.*
- *Any allocations performed within the deleted Invoice Detail are cancelled.*

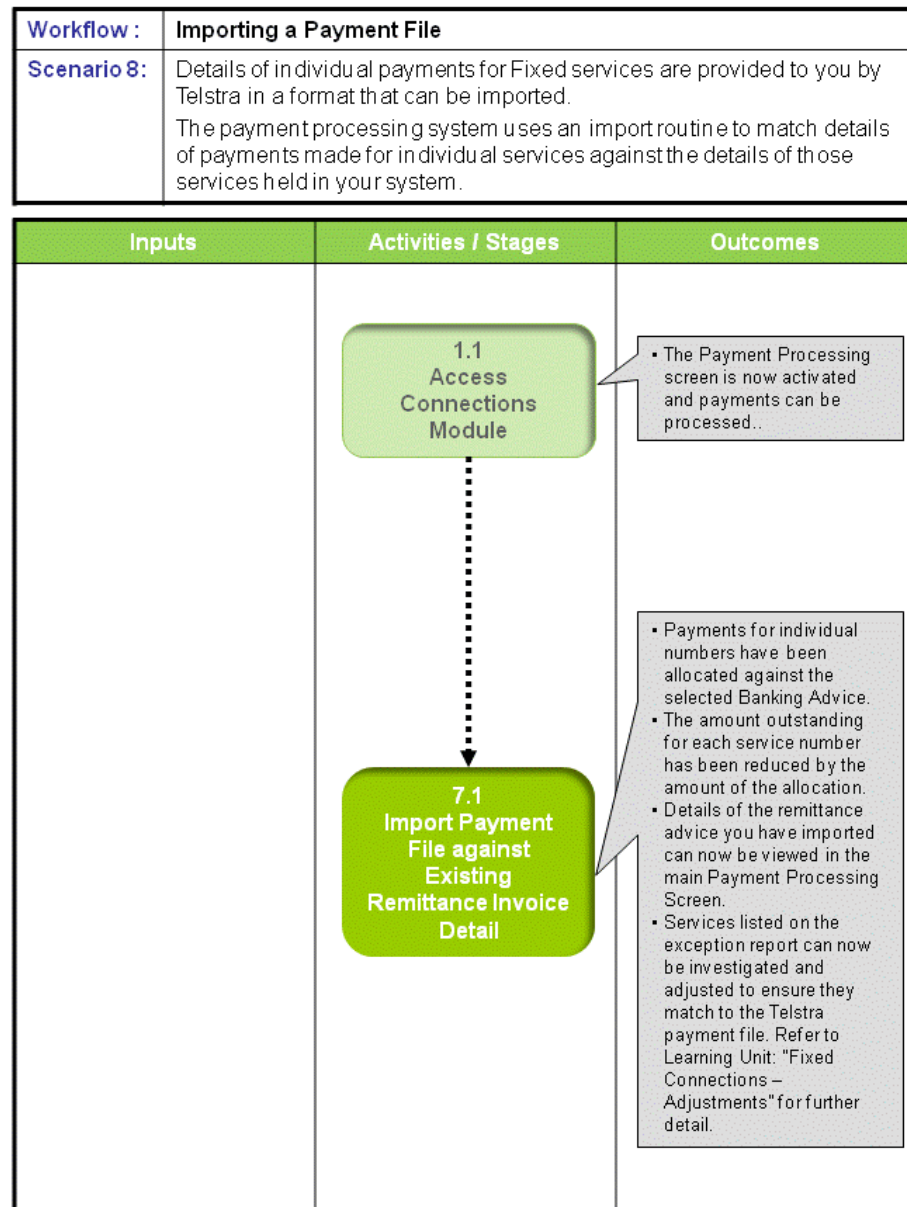
Notes:

- N/A

V.8 : Importing a Payment File



Workflow



Scenario 8: Importing a Payment File

Details of individual payments for Fixed services are provided to you by Telstra in a format that can be imported.

The payment processing system uses an import routine to match details of payments made for individual services against the details of those services held in your system.



1.1: Access Connections Module

Objectives:

- Log in to the Connections Module in order to process Payments.

SLC Reference:

- ICE Business Systems > Mobile Connections > Processing Activities > Payments

Work Instructions

Action: Log in to Connections Module

- Complete Scenario "Receiving Payments" Stage 1.1.

Outcomes:

- The Payment Processing screen is now activated and payments can be processed.

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.



8.1: Import Payment File against Existing Remittance Invoice Detail

Objectives:

- To import a payment file against an existing Remittance Invoice Detail in the ICE system.

SLC Reference:

- ICE Business Systems > Mobile Connections > Processing Activities > Payments.

Work Instructions

Screen: Payment Processing

- Select the year that the Remittance Invoice Detail relates to in the **Calendar Year** drop down box at the top of the screen.
- Select the month that the Remittance Invoice Detail relates to in the **Month** drop down box at the top of the screen.

3. From the list of banking advices displayed in the top third of the screen, highlight the advice that the Remittance Invoice Detail relates to.
4. In the middle third of the screen, highlight the Remittance Invoice Detail that the import relates to.
5. Click the button labeled Import Payments .
Screen: Details Advice Payments Import
6. Click the Browse button to search for the import file.
Screen: Import File
7. Navigate to the folder that the import file has been saved to.
8. Highlight the file to import
9. Click the Open button.
Screen: Details Advice Payments Import
10. Click the Check Format Only button.
Screen: Details Advice Payment Summary
11. The system checks the selected payment file for correct format, premise code and payment period and displays the total payments contained in the file. Review this information.
12. Click the Close button.
Screen: Details Advice Payment Import
13. Click the Import Payments button.
Screen: Details Advice Payments Summary
14. Details of successful allocations and a list of payments that were unable to be allocated are presented.
15. Click the Close button.
Screen: Payment Import Exceptions
16. Any payments that were not able to be automatically allocated are displayed in an Exception Report . Review these exceptions and the possible solutions for each one. More detail on possible solutions for import exceptions is contained at the end of this scenario.
17. For exceptions where the system reports that the product is unknown, it is possible to match the product in the import file to a product in your database by assigning an Alias . To do this, click the button labeled Match Alias .
Screen: Import Product Type Match
18. The system will display a list of unknown products and a list of possible matches for the imported product from your existing database. If you determine that one of the displayed products is a match for the product being imported, highlight it. Note: <i>If you do not find a suitable match for the import product in this screen, you may need to manually create the product or attach the alias in the Data Maintenance area. Refer to Learning Unit "Fixed Connections – Maintenance" for further instruction.</i>



19. Click the button labeled **Match and Re-import**.

This will attach the imported product to the existing product in your database and re-import all instances of that product in the payment file.

20. Repeat steps 17 and 18 for all unknown product types listed.

21. Click the **Close** button.

Outcomes:

- *Payments for individual numbers have been allocated against the selected Banking Advice.*
- *The amount outstanding for each service number has been reduced by the amount of the allocation.*
- *Details of the remittance advice you have imported can now be viewed in the main Payment Processing Screen.*
- *Services listed on the exception report can now be investigated and adjusted to ensure they match to the Telstra payment file. Refer to Learning Unit: “Fixed Connections – Adjustments” for further detail.*

Notes:

- *If you have ticked the system default to create income journals when processing payments, income for these connections may be generated to the general ledger.*



V.9 : Dealing with Import Exceptions

Workflow

N/A

Scenario 9: Dealing with Import Exceptions

Once you have imported a payment file, you may be left with exceptions; payments that could not automatically be allocated against records in your system.

These exceptions need to be corrected before being reprocessed.

Use the following chart as a guide to possible solutions.

Exception	Reason	Resolution
Service Number cannot be matched to withdrawn product.	Service Number on Sales Job XXXX has been withdrawn and a payment cannot be matched against a withdrawn product.	<ol style="list-style-type: none"> 1 Check the Sales Jobs for this customer and verify the correct sold product has been withdrawn. 2 If a product was withdrawn in error or payment has been made on a withdrawn product, the product must be created again for the relevant Sales Job in Connections, before this payment can be processed.
Service Number cannot be found.	Service Number in CSV file cannot be matched to a Sold Product in Connections.	<ol style="list-style-type: none"> 1 Check the Sales Jobs for this customer and ensure the Service Number was entered correctly. 2 Check the Sales Jobs for this customer and ensure the correct sold products were entered. 3 If a product was not previously added to a Sales Job for this customer, the product must be created for the relevant Sales Job in Connections, before this payment can be processed.
Unknown Product Type.	This Product does not exist as an existing Product Type or Product Alias in the Data Maintenance tables.	<ol style="list-style-type: none"> 1 Check the Sales Job for this customer and ensure the correct Product Type was selected for the service number. 2 Attach the Unknown Product Type to an existing product, as an Alias using the Match to Alias function button in the Import Exceptions dialogue.
Payment or Clawback Amount is zero.	The Payment or Clawback amount is zero and there is nothing to process.	<ol style="list-style-type: none"> 1 Remove the exception.
Items not setup correctly in Data Maintenance may prevent a line being imported.	Setup Error (relevant details – e.g. GL revenue account).	Something in the setup is not complete. Please fix the setup in Data Maintenance before this payment can be re-processed.

V.10 : Reprocessing Import Exceptions



Workflow

Workflow :	Reprocessing Import Exceptions
Scenario 10:	Once you have dealt with import exceptions you can re-import these payments.

Inputs	Activities / Stages	Outcomes
	<div>1.1 Access Connections Module</div> <div>10.1 Re-import Payment Exceptions</div>	<ul style="list-style-type: none"> The Payment Processing screen is now activated and payments can be processed. The selected exceptions have now been reprocessed and payments allocated against outstanding services. The allocated totals and outstanding amounts for the selected Remittance Advice have been updated to reflect these new allocations.

Scenario 10: Reprocessing Import Exceptions

Once you have dealt with import exceptions you can re-import these payments.



1.1: Access Connections Module

Objectives:

- Log in to the Connections Module in order to process payments.

SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities > Payments

Work Instructions

Action: Log in to Connections Module

1. Complete Scenario "Receiving Fixed Payments" Stage 1.1.

Outcomes:

- The Payment Processing screen is now activated and payments can be processed.

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.



10.1: Re-import Payment Exceptions

Objectives:

- To reprocess payment exceptions that have been corrected using adjustments.

SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities > Payment Processing.
- ICE Business Systems > Fixed Connections > Processing Activities > Adjustments and Claims.

Work Instructions

Screen: Payment Processing - Main

1. Click the button at the bottom-left of screen labeled **Import Exceptions**.



Screen: Payment Import Exceptions

2. In the top section of the screen, highlight the exception that you wish to re-import.
3. Click the button labeled **Re-Import**.

Note:

*To re-import all exceptions at once, click the button labeled **Re-Import All**.*

Screen: Details Advice Payment Summary

4. The system will attempt to re-import the payment from the original exception. Review the import summary. If the re-import is successful then no further action is required. If the re-import is not successful then you will need to perform further investigation and possibly an adjustment before reprocessing.
5. Click the **Close** button.

Screen: Payment Import Exceptions

6. Repeat steps 2-5 for each exception listed.
7. Once all exceptions have been dealt with, click the button labeled **Close**.

Outcomes:

- *The selected exceptions have now been reprocessed and payments allocated against outstanding services.*
- *The allocated totals and outstanding amounts for the selected Remittance Advice have been updated to reflect these new allocations.*

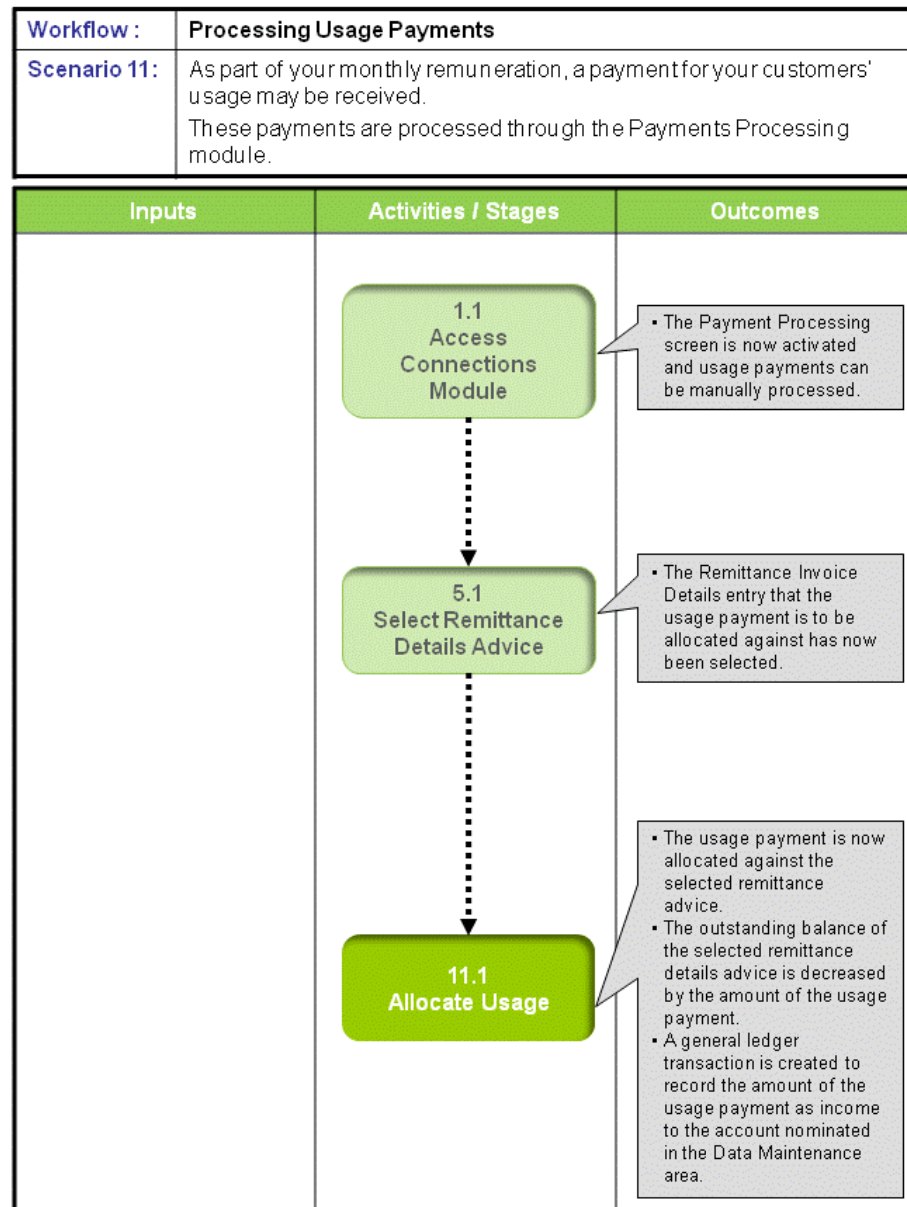
Notes:

- *You cannot process another payment import until all exceptions have been dealt with or deleted from the exception list.*
- *If you have ticked the system default to create income journals when processing payments, income for re-imported connections may be generated to the general ledger.*

V.11 : Processing Usage Payments



Workflow



Scenario 11: Processing Usage Payments

As part of your monthly remuneration, a payment for your customers' usage may be received.

These payments are processed through the Payments Processing module.



1.1: Access Connections Module

Objectives:

- Log in to the Connections Module in order to process payments.

SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities > Payments

Work Instructions

Action: Log in to Connections Module

1. Complete Scenario "Receiving Fixed Payments" Stage 1.1.

Outcomes:

- The Payment Processing screen is now activated and usage payments can be manually processed.

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.



5.1: Select Remittance Details Advice

Objectives:

- To select a remittance details advice to allocate the usage payment against.

SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities > Payments

Work Instructions

Screen: Payment Processing - Main

1. Complete scenario "Manually Allocating Payments" stage 5.1, steps 1 - 4.

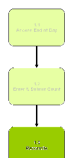


Outcomes:

- The Remittance Invoice Details entry that the usage payment is to be allocated against has now been selected.

Notes:

- N/A



11.1: Allocate Usage

Objectives:

- To allocate the usage payment against the selected Remittance Invoice Detail.

SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities > Payments



Work Instructions

Screen: Payment Processing - Main

1. In the middle third of the screen, click the button labeled **Allocations**.

Screen: Payments for Details Advice

2. Click the button labeled **Usage**.

Screen: Add Usage Payment

3. Select the **Premise Code** that the usage payment relates to.
4. Enter the exc. GST amount of the usage payment in the field labeled **Usage Payment**.

The system will calculate the tax component and enter it in the **Tax on Payment** field.

5. Enter any applicable comments in the **Comment** field.
6. Click the **OK** button.

Outcomes:

- The usage payment is now allocated against the selected remittance advice.
- The outstanding balance of the selected remittance details advice is decreased by the amount of the usage payment.
- A general ledger transaction is created to record the amount of the usage payment as income to the account nominated in the Data Maintenance area.

Notes:

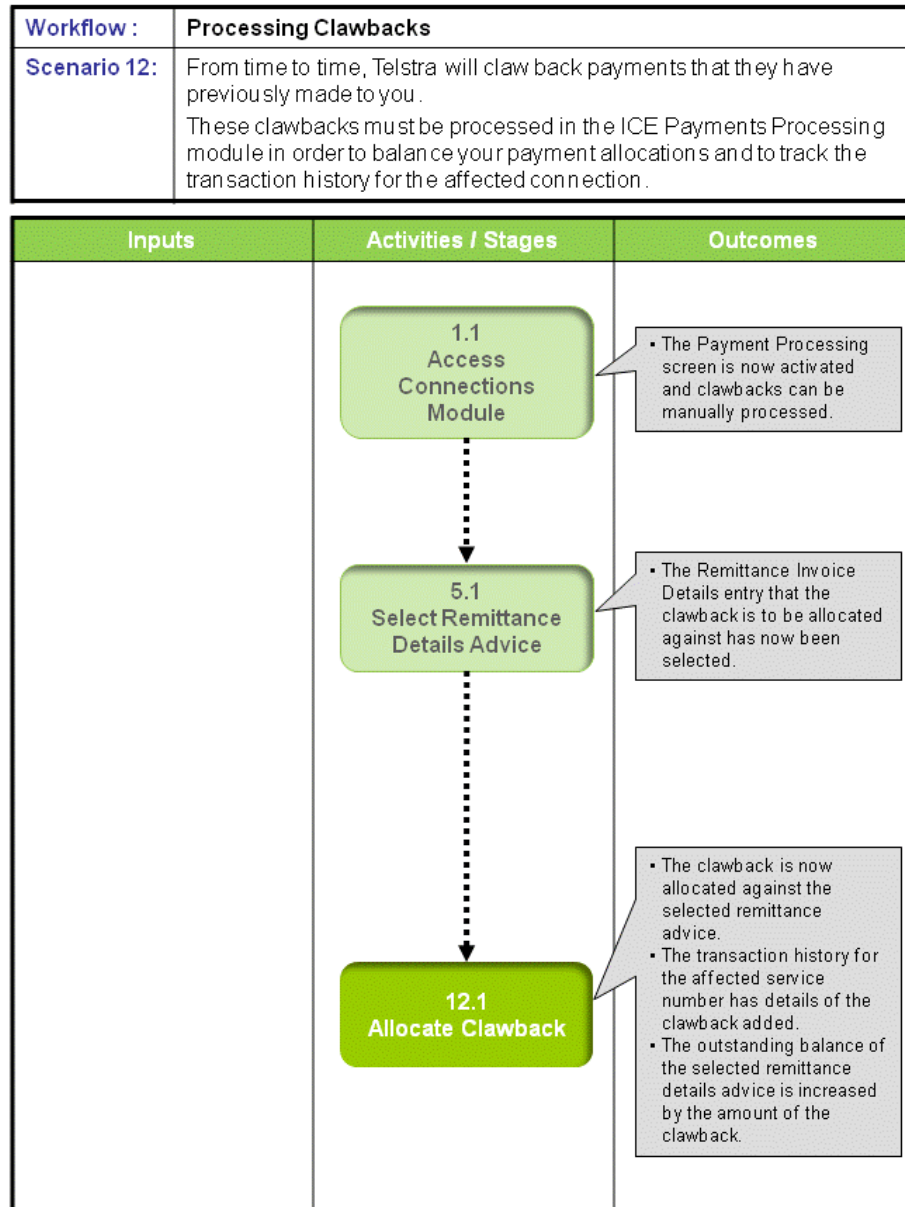
- N/A



V.12 : Processing Clawbacks



Workflow



Scenario 12: Processing Clawbacks

From time to time, Telstra will claw back payments that they have previously made to you.

These clawbacks must be processed in the ICE Payments Processing module in order to balance your payment allocations and to track the transaction history for the affected connection.

**1.1: Access Connections Module****Objectives:**

- Log in to the Connections Module in order to process payments.

SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities > Payments

Work Instructions**Action: Log in to Connections Module**

1. Complete Scenario “**Receiving Fixed Payments**” Stage 1.1.

Outcomes:

- The Payment Processing screen is now activated and clawbacks can be manually processed.

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.

**5.1: Select Remittance Details Advice****Objectives:**

- To select a remittance details advice to allocate the clawback against.

SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities > Payments

Work Instructions**Screen: Payment Processing - Main**

1. Complete scenario “**Manually Allocating Payments**” stage 5.1, steps 1-4.



Outcomes:

- The Remittance Invoice Details entry that the clawback is to be allocated against has now been selected.

Notes:

- N/A



12.1: Allocate Clawback

Objectives:

- To allocate the clawback against the selected Remittance Invoice Detail.

SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities > Payments



Work Instructions

Screen: Payment Processing - Main

1. In the middle third of the screen, click the button labeled **Allocations**.

Screen: Payments for Details Advice

2. Click the button labeled **Clawback**.

Screen: Add Clawback Payment

3. Enter the service number that the clawback relates to.
4. Press the **Tab** key to move to the next field.

Screen: Select Component for Clawback

5. From the list of previously paid products, select the product and component that the clawback relates to (flag fall, bonus etc.).
6. Click the **OK** button.

Screen: Add Clawback Payment

7. Product details including the amount to be clawed back will be populated using data for the existing connection.

Change the amount of the clawback if necessary.

8. Enter **Comments** that relate to this clawback.

Note:

Comments entered here will be visible in the transaction history for the affected service number and can be useful in tracking clawbacks at a later time.

9. Click the **OK** button.

**Outcomes:**

- *The clawback is now allocated against the selected remittance advice.*
- *The transaction history for the affected service number has details of the clawback added.*
- *The outstanding balance of the selected remittance details advice is increased by the amount of the clawback.*

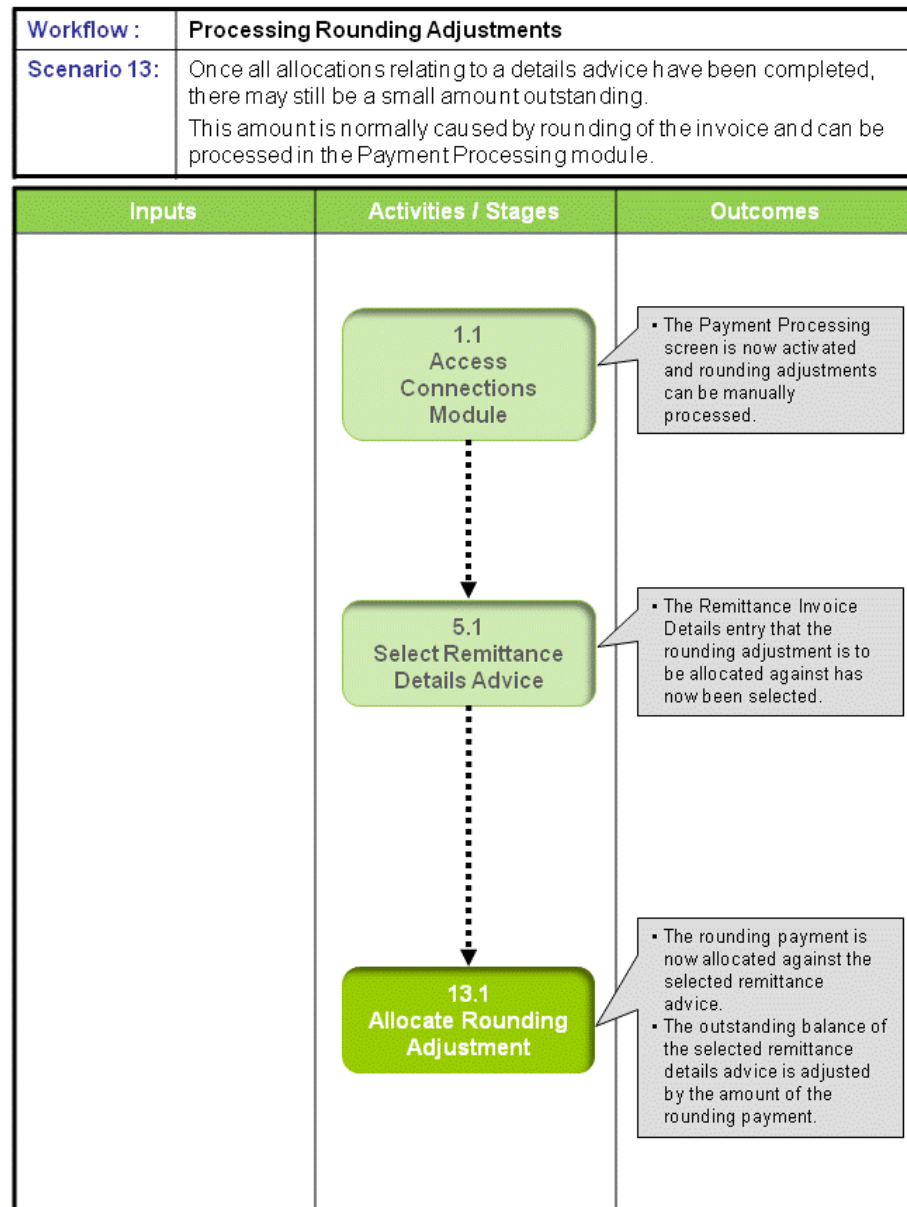
Notes:

- *Clawbacks affect the outstanding balance of the service number they relate to.
You may be required to adjust these services once you have investigated the circumstances of the clawback.*

V.13 : Processing Rounding Adjustments



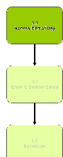
Workflow



Scenario 13: Processing Rounding Adjustments

Once all allocations relating to a details advice have been completed, there may still be a small amount outstanding.

This amount is normally caused by rounding of the invoice and can be processed in the Payment Processing module.



1.1: Access Connections Module

Objectives:

- Log in to the Connections Module in order to process Rounding Adjustments.

SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities > Payments

Work Instructions

Action: Log in to Connections Module

1. Complete Scenario “Receiving Fixed Payments” Stage 1.1.

Outcomes:

- The Payment Processing screen is now activated and rounding adjustments can be manually processed.

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.



5.1: Select Remittance Details Advice

Objectives:

- To select a remittance details advice to allocate the rounding adjustment against.

SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities > Payments

Work Instructions

Screen: Payment Processing - Main

1. Complete scenario “Manually Allocating Payments” stage 5.1, steps 1 - 4.



Outcomes:

- The Remittance Invoice Details entry that the rounding adjustment is to be allocated against has now been selected.

Notes:

- N/A



13.1: Allocate Rounding Adjustment

Objectives:

- To allocate a rounding adjustment against the selected Remittance Invoice Detail.

SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities > Payments



Work Instructions

Screen: Payment Processing - Main

1. In the middle third of the screen, click the button labeled **Allocations**.

Screen: Payments for Details Advice

2. Click the button labeled **Rounding**.

Screen: Add Rounding Payment

3. Select the **Premise Code** that the rounding relates to.
4. Enter the exc. GST amount to be rounded in the field labeled **Rounding Payment**.

When you click away from this field, the system will automatically calculate the GST amount and enter it in the **Tax on Payment** field.

Note:

The amount of the rounding should match the amount left outstanding on the Remittance Invoice Details advice.

5. You can enter any comments for this rounding adjustment in the **Comment** field.
6. Click the **OK** button.

Outcomes:

- The rounding payment is now allocated against the selected remittance advice.
- The outstanding balance of the selected remittance details advice is adjusted by the amount of the rounding payment.

Notes:

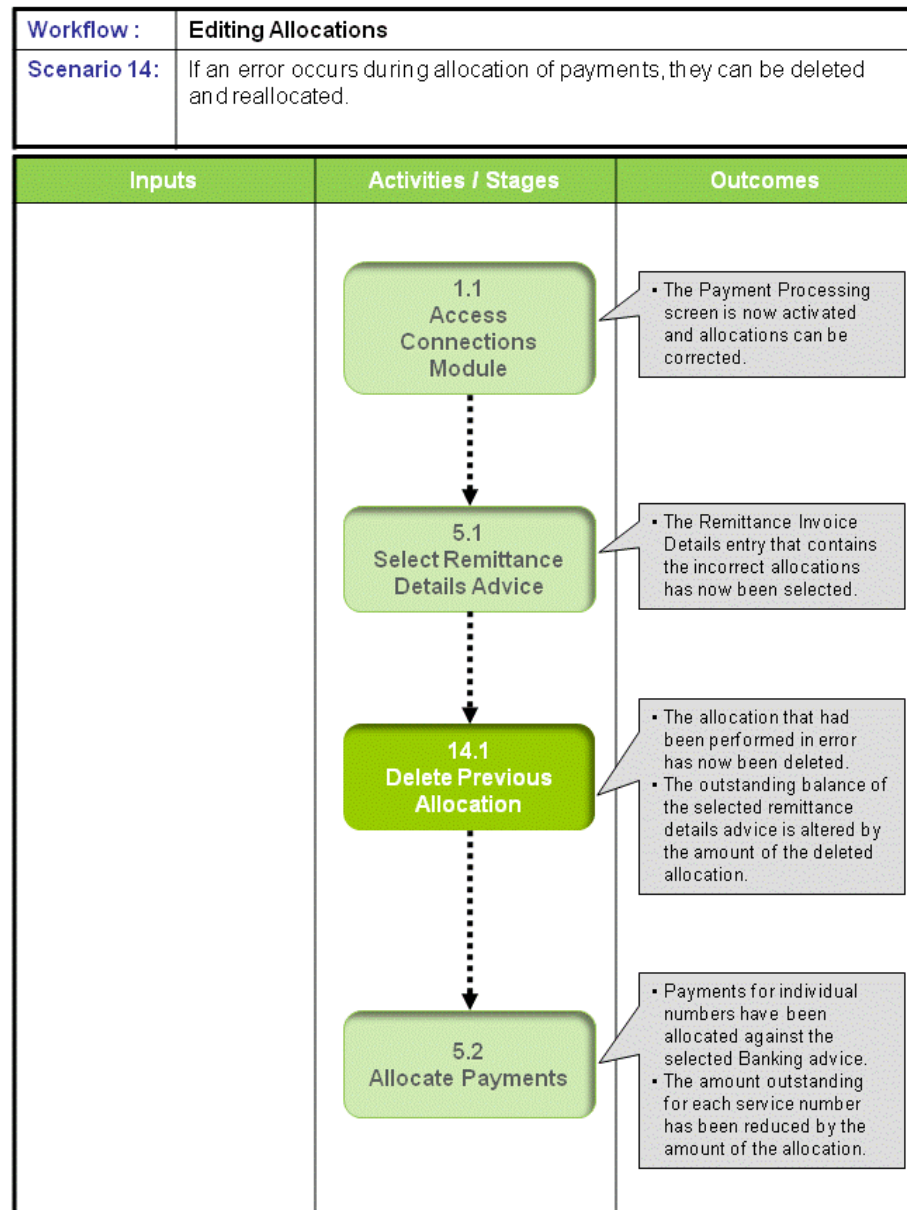
- N/A





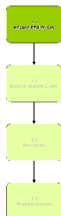
V.14 : Editing Allocations

Workflow



Scenario 14: Editing Allocations

If an error occurs during allocation of payments, they can be deleted and reallocated.



1.1: Access Connections Module

Objectives:

- Log in to the Connections Module in order to edit Allocations of Payments.

SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities > Payments

Work Instructions

Action: Log in to Connections Module

- Complete Scenario “**Receiving Fixed Payments**” Stage 1.1.

Outcomes:

- The Payment Processing screen is now activated and allocations can be corrected.

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.



5.1: Select Remittance Details Advice

Objectives:

- To select a remittance details advice that contains incorrect allocations.

SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities > Payments

Work Instructions

Screen: Payment Processing - Main

- Complete scenario “**Manually Allocating Payments**”, Stage 5.1, Steps 1 - 4.

Outcomes:

- The Remittance Invoice Details entry that contains the incorrect allocations has now been selected.

Notes:

- N/A



14.1: Delete Previous Allocation

Objectives:

- To delete the previous allocation that has been made in error.

SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities > Payments

Work Instructions

Screen: Payment Processing - Main

1. In the middle third of the screen, click the button labeled **Allocations**.

Screen: Payments for Details Advice – Allocated Payments Tab

2. Highlight the allocation you wish to delete.

Note:

You can sort existing allocations by clicking on any of the column headers displayed (Trans type, Service No., Contract Date, etc).

3. Click the **Delete** Button.

Screen: Delete?

4. Click **Yes** to delete the allocation.

Outcomes:

- The allocation that had been performed in error has now been deleted.
- The outstanding balance of the selected remittance details advice is altered by the amount of the deleted allocation.

Notes:

- N/A

5.2: Allocate Payments

Objectives:

- To reprocess allocations that have been deleted.

SLC Reference:

- ICE Business Systems > Fixed Connections > Processing Activities > Payments



Work Instructions

Screen: Payment Processing - Main

1. Complete Scenario “**Manually Allocating Payments**” Stage 5.2 steps 5 – 13.

Outcomes:

- *Payments for individual numbers have been allocated against the selected Banking advice.*
- *The amount outstanding for each service number has been reduced by the amount of the allocation.*

Notes:

- N/A