ICE Business System

Mobile Connections - Adjustments

(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 adjustments to mobile Connections in the ICE system.

III :   Target Audience

Back of house administrators and front of house managers required to adjust mobile Connections.

IV :   Prerequisites

- Mobile Connections Processing Activities – Adjustments & Claims

V : Scenarios

V.1 : Processing a Mobile Adjustment – Zero Balance Adjustments

Workflow

Workflow :	Processing a Mobile Adjustment – Zero Balance Adjustments
Scenario 1:	An existing Connection has income outstanding that needs to be written off without adjusting the details of the Connection. A Zero Balance Adjustment is required.

Inputs	Activities / Stages	Outcomes
	1.1 Access Connections Module	• The adjustments screen is now activated and adjustments can be processed.
	1.2 Search for the Service to be adjusted	• Connections matching your search criteria are now listed and can be selected for adjustment.
	1.3 Select Adjustment Type	• The adjustment type is now set to be a Zero Balance Adjustment.
	1.4 Select Connections to be adjusted	• The Connections to be adjusted have now been selected.
		• Any revenue associated with the service, including rebate, reimbursement, incentive and bonus information is updated to reflect the adjustment. • A General Ledger transaction is automatically created to reflect this adjustment in the General Ledger.
	1.5 Process Adjustment	• The entered adjustment reason, the type of adjustment, the date of the adjustment and the adjustment amount are entered in to the transaction history of the Connection.

Scenario 1: Processing a Mobile Adjustment – Zero Balance Adjustments

An existing Connection has income outstanding that needs to be written off without adjusting the details of the Connection.

A Zero Balance Adjustment is required.

1.1: Access Connections Module

Objectives:
• *Log in to the Connections Module in order to process adjustments.*
SLC Reference:
• *ICE Business Systems > Mobile Connections > Processing Activities > Adjustments and Claims*

Work Instructions

Screen: ICE Main
1. Access **Connections.**   Select menu path: **Operations > Connections > Mobile Connections** or The **Mobile 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 **Adjustments** icon on the left of screen.

Outcomes:
• *The adjustments screen is now activated and adjustments 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: Search for the Service to be adjusted

Objectives:
• *Select a Connection from your database to be adjusted*

SLC Reference:
• *ICE Business Systems > Mobile Connections > Processing Activities > Adjustments and Claims*

Work Instructions

Screen: Adjustments

1. From the drop down box labeled **Show Items Where,** select from the following:
   - o **All Outstanding Connections** will show any services where the outstanding balance for that service is less than or greater than $0.
   - o **Outstanding with Clawbacks** will show any services that have had payments clawed back and have an outstanding balance less than or greater than $0.
   - o **Retrospective Adjustments** will show any services that have had a retrospective adjustment applied to them.
   - o **Claimed** will show any services that have been included on a claim for outstanding payments that has been lodged through the ICE claims function.
   - o **Claim Period Expires in** will show any services where the claim period expires in the nominated number of days.
   - o **Not Already Claimed** will show any services that have not been included on a claim for outstanding payments that has been lodged through the ICE claims function.
   - o **Any** will show all Connections in your database, regardless of their status.

2. From the drop down box labeled **Payment Program,** select the payment program that applies to you.

   Note:
   Typically Mobile Program 1 is for ORM and Mobile Program 2 for NRM.

3. Enter the **Date Range** by selecting a range of dates that the desired service was connected within, or tick the box labeled **All** to include all Connection dates in your search.

4. Enter the **Service Number** of the service you wish to adjust, or select a **Customer** to search on, by selecting the **Find** button.

Screen: Customer Search

5. Search for the **Customer** the Connection is for, by typing in any of the searchable fields.

6. Press **F12** to retrieve the search results.

7. Select the **Customer** required.

8. Press **OK** to select the **Customer** and close the Customer search.

Outcomes:
• Connections matching your search criteria are now listed and can be selected for adjustment.
Notes:
• N/A

1.3: Select Adjustment Type

Objectives:
• Identify what type of adjustment you wish to perform.
SLC Reference:
• ICE Business Systems > Mobile Connections > Processing Activities > Adjustments and Claims

Work Instructions

Screen: Adjustments
1. On the left hand side of the screen, select the **Zero Balance** adjustment type.

Outcomes:
• The adjustment type is now set to be a *Zero Balance Adjustment.*
Notes:
• Any lines that display with a green highlight cannot be adjusted using this adjustment type.

1.4: Select Connections to be adjusted

Objectives:
• To select Connections that require the selected adjustment type.
SLC Reference:
• ICE Business Systems > Mobile Connections > Processing Activities > Adjustments and Claims

Work Instructions

Screen: Adjustments
1. Select the checkbox next to the service that requires adjusting. **Note:** *For some adjustment types, multiple Connections can be ticked at once.*

Outcomes:
• *The Connections to be adjusted have now been selected.*
Notes:
• *N/A*

1.5: Process Adjustment

Objectives:
• *To process the adjustment and adjust any associated income.*
SLC Reference:
• *ICE Business Systems > Mobile Connections > Processing Activities > Adjustments and Claims*

Work Instructions

Screen: Adjustments
1. Click the **Process Adjustments** or **Adjust** button.

Screen: Adjustment Details
2. Type a **Reason** for processing the adjustment.
3. Select the **Adjustment Date** for this Connection.   **Note:**   *The date selected will be the date that the financial impact of this adjustment appears in your General Ledger. It is recommended that adjustments be posted in to the current accounting period, except under specific instruction.*
4. Click the **Process** button.

Screen: Process Adjustments?
5. Review the effects of this adjustment as outlined in the dialogue box that appears.
6. Click **Yes** to process the adjustment, or **No** to cancel the adjustment.

Outcomes:
• *Any revenue associated with the service, including rebate, reimbursement, incentive and bonus information is updated to reflect the adjustment.*
• *A General Ledger transaction is automatically created to reflect this adjustment in the General Ledger.*
• *The entered adjustment reason, the type of adjustment, the date of the adjustment and the adjustment amount are entered in to the transaction history of the Connection.*
Notes:
• *N/A*

V.2 : Processing a Mobile Adjustment – Connection Adjustment

Workflow

Workflow :	Processing a Mobile Adjustment – Connection Adjustment
Scenario 2:	Details of a Connection have been entered incorrectly and a POS end of day has been performed. These details need to be corrected.

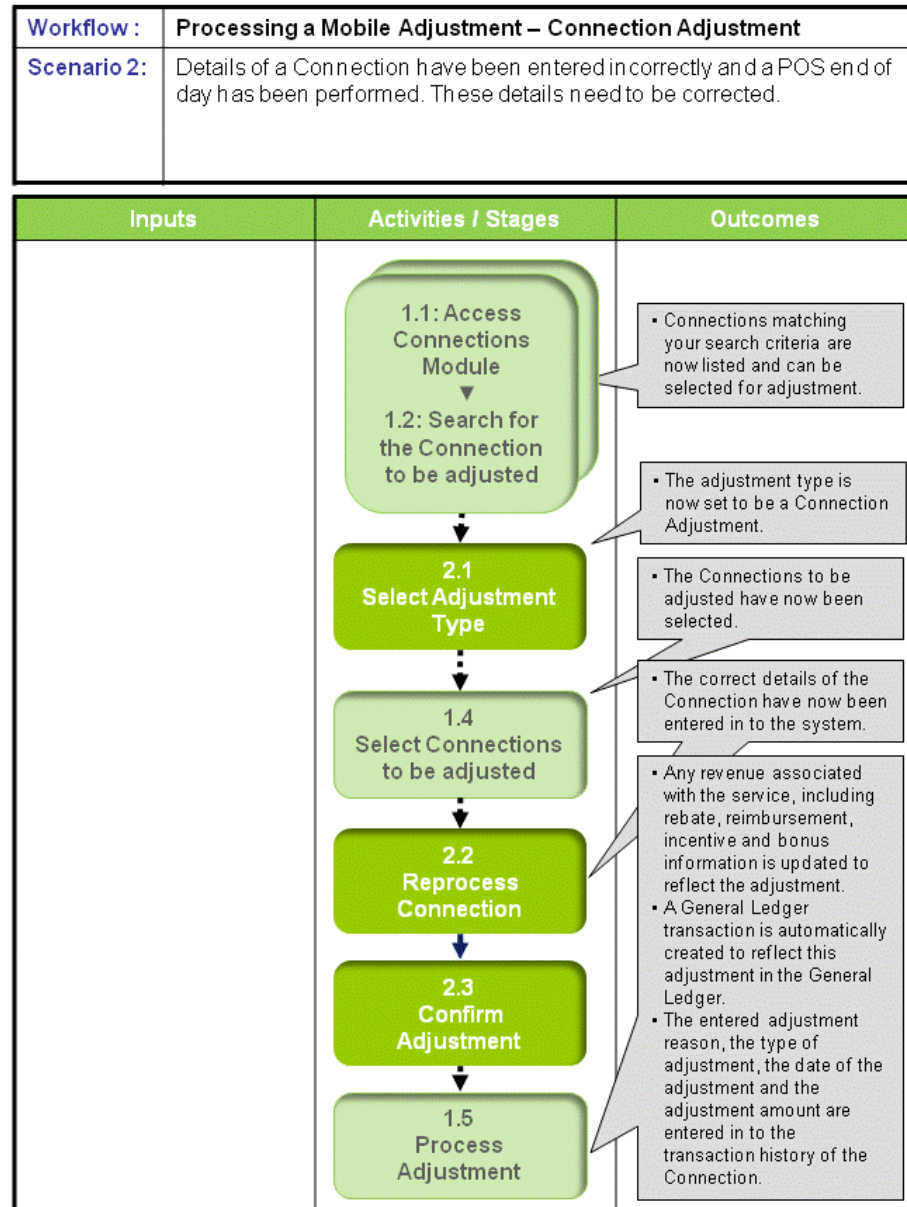| Inputs	Activities / Stages	Outcomes
	1.1: Access Connections Module ▼ **1.2: Search for the Connection to be adjusted**	▪ Connections matching your search criteria are now listed and can be selected for adjustment.
	2.1 Select Adjustment Type	▪ The adjustment type is now set to be a Connection Adjustment.
	1.4 Select Connections to be adjusted	▪ The Connections to be adjusted have now been selected.
	2.2 Reprocess Connection	▪ The correct details of the Connection have now been entered in to the system.
	2.3 Confirm Adjustment	▪ Any revenue associated with the service, including rebate, reimbursement, incentive and bonus information is updated to reflect the adjustment. ▪ A General Ledger transaction is automatically created to reflect this adjustment in the General Ledger.
	1.5 Process Adjustment	▪ The entered adjustment reason, the type of adjustment, the date of the adjustment and the adjustment amount are entered in to the transaction history of the Connection.

Signature Software

Scenario 2: Processing a Mobile Adjustment – Connection Adjustments

Details of a Connection have been entered incorrectly and a POS end of day has been performed. These details need to be corrected.

1.1: Access Connections Module

▼

1.2: Search for the Connection to be adjusted

Objectives:
• *Log in to the Connections Module and search for Connections that require adjusting.*
SLC Reference:
• *ICE Business Systems > Mobile Connections > Processing Activities > Adjustments and Claims*

Work Instructions

Action: Log in to Connections Module
1. Complete Scenario "**Processing a Mobile Adjustment – Zero Balance Adjustments**" from Stage 1.1 to end of Stage 1.2.

Outcomes:
• *Connections matching your search criteria are now listed and can be selected for adjustment.*
Notes:
• *N/A*

2.1: Select Adjustment Type

Objectives:
• *Identify what type of adjustment you wish to perform.*
SLC Reference:
• *ICE Business Systems > Mobile Connections > Processing Activities > Adjustments and Claims*

Work Instructions

Screen: Adjustments
1. On the left hand side of the screen, select the **Connection Adjustment**

Outcomes:
• *The adjustment type is now set to be a Connection Adjustment.*
Notes:
• *Any lines that display with a green highlight cannot be adjusted using this adjustment type.*

1.4: Select Connections to be adjusted

Objectives:
• *To select connections that require the selected adjustment type.*
SLC Reference:
• *ICE Business Systems > Mobile Connections > Processing Activities > Adjustments and Claims*

Work Instructions

Screen: Adjustments
1. Complete scenario **Processing a Mobile Adjustment – Zero Balance Adjustments** Stage 1.4.

Outcomes:
• *The Connections to be adjusted have now been selected.*
Notes:
• *N/A*

2.2: Reprocess Connection

Objectives:
• *To reprocess the original Connection, selecting the correct details as per the Customer contract.*
SLC Reference:
• *ICE Business Systems > Mobile Connections > Processing Activities > Adjustments and Claims*

Work Instructions

Screen: Connection Adjustment
Note: *Any parameters previously entered, will be removed when an amendment is input. All Connection details will need to be completed in full. If required, details previously entered will be displayed on the*

left hand side of the screen.

1. Ensure the correct type of **Connection** is selected, to indicate whether the sale involved a Connection of services or simply an outright sale.

2. Ensure the correct type of **Network** is selected. This should be the Network the service was connected to.

3. Ensure the correct type of **Service Contract** is selected.

4. If applicable, ensure correct **Previous Contract Expiry Date** entered.

5. Ensure **Handset Contract** is selected, if applicable.

   Note:
   *Selecting **Yes,** indicates the mobile equipment being sold is under a contract.*

6. Ensure correct **Handset Contract Type** for this service is selected.

7. Ensure the correct **Handset Promotion** under which the handset has been connected is selected.

   Note:
   This will be either the type of MRO that has been processed or the name of the subsidised promotion that has been processed (e.g. Business Mobile Plan, 3G Cap Plan etc.).

8. For **subsidised** Connections, ensure the Model of **Handset** that has been sold to the Customer is selected.

   or

   For **MRO** Connections, ensure the **MRO amount,** that has been agreed with the Customer within the **Repayment** field, is correct.

9. For a **subsidised** Connection, proceed to Step 10.

   or

   For an **MRO** Connection, ensure the correct **Promotion** that the service aspect of the Connection has been contracted to (e.g. Business Mobile Plan, 3G Cap Plan etc) within the **Service Program** field is selected.

10. For a **subsidised** Connection, ensure the **Service Promotion** that the service has been connected to, is correct.

    or

    For an **MRO** Connection, ensure the correct **Service Program** that the service has been connected to is correct, generally the monthly payment tier for the service promotion you have selected in step 9.

11. Click the **Finish** button.

Outcomes:
• *The correct details of the Connection have now been entered in to the system.*
Notes:
• *N/A*

2.3: Confirm Adjustment

Objectives:
• *To confirm changes to the Connection that has been adjusted and any associated revenue changes.*
SLC Reference:
• *ICE Business Systems > Mobile Connections > Processing Activities > Adjustments and Claims*

Work Instructions

Screen: Connection Comparison
1. Review the changes that are going to be made to the selected Connection, including any changes in revenue. **Note:** *The Connection Comparison screen displays the details of the Connection before and after the adjustment being processed. Details of the Connection that will change upon confirmation of the adjustment are displayed in red.* 2. Click the **Adjust** button.

Outcomes:
• *N/A*
Notes:
• *N/A*

1.5: Process Adjustment

Objectives:
• *To complete the adjustment being processed.*
SLC Reference:
• *ICE Business Systems > Mobile Connections > Processing Activities > Adjustments and Claims*

Work Instructions

Screen: Adjustments
1. Complete scenario **Processing a Mobile Adjustment – Zero Balance Adjustments** Stage 1.5.

Outcomes:
• *Any revenue associated with the service, including rebate, reimbursement, incentive and bonus information is updated to reflect the adjustment.* • *A General Ledger transaction is automatically created to reflect this adjustment in the General Ledger.* • *The entered adjustment reason, the type of adjustment, the date of the adjustment and the adjustment amount are entered in to the transaction history of the Connection.*
Notes:
• *N/A*

V.3 : Processing a Mobile Adjustment – Full Connection Withdrawal

Workflow

Workflow :	Processing a Mobile Adjustment – Full Connection Withdrawal
Scenario 3:	If a Connection has been processed in ICE and subsequently cancelled, one way of removing it and all associated revenue from the ICE Business System is to process a Full Connection Withdrawal.

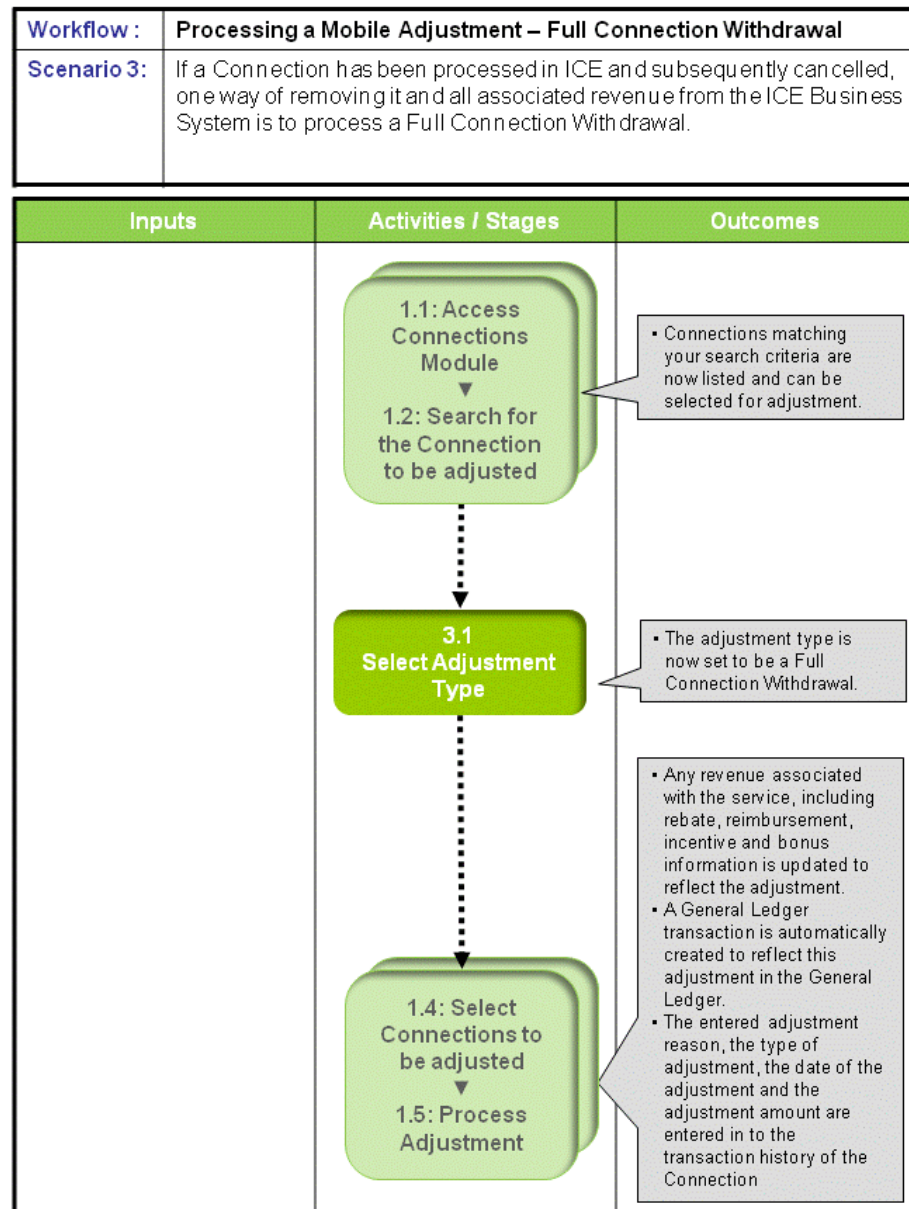| Inputs	Activities / Stages	Outcomes
	1.1: Access Connections Module ▼ **1.2: Search for the Connection to be adjusted**	• Connections matching your search criteria are now listed and can be selected for adjustment.
	3.1 Select Adjustment Type	• The adjustment type is now set to be a Full Connection Withdrawal.
	1.4: Select Connections to be adjusted ▼ **1.5: Process Adjustment**	• Any revenue associated with the service, including rebate, reimbursement, incentive and bonus information is updated to reflect the adjustment. • A General Ledger transaction is automatically created to reflect this adjustment in the General Ledger. • The entered adjustment reason, the type of adjustment, the date of the adjustment and the adjustment amount are entered in to the transaction history of the Connection

Scenario 3: Processing Mobile Adjustments – Full Connection Withdrawal

If a Connection has been processed in ICE and subsequently cancelled, one way of removing it and all associated revenue from the ICE Business System is to process a Full Connection Withdrawal**.**

Note:

This type of Connection adjustment can only be performed where there is no mobile hardware associated with the Connection.

1.1: Access Connections Module
▼
1.2: Search for the Connection to be adjusted

Objectives:
• *Log in to the Connections Module and search for Connections that require adjusting.*
SLC Reference:
• *ICE Business Systems > Mobile Connections > Processing Activities > Adjustments and Claims*

Work Instructions

Action: Log in to Connections Module
1. Complete Scenario "**Processing a Mobile Adjustment – Zero Balance Adjustments**" from Stage 1.1 to Stage 1.2.

Outcomes:
• *Connections matching your search criteria are now listed and can be selected for adjustment.*
Notes:
• *N/A*

3.1: Select Adjustment Type

Objectives:
• *Identify what type of adjustment you wish to perform.*
SLC Reference:
• *ICE Business Systems > Mobile Connections > Processing Activities > Adjustments and Claims*

Work Instructions

Screen: Adjustments
1. On the left hand side of the screen, select the **Full Connection Withdrawal** button.

Outcomes:
•   *The adjustment type is now set to be a Full Connection Withdrawal.*
Notes:
•   *Any lines that display with a green highlight cannot be adjusted using this adjustment type.*

1.4: Select Connections to be adjusted
▼
1.5: Process Adjustment

Objectives:
•   *To select connections that require the selected adjustment type.*
SLC Reference:
•   *ICE Business Systems > Mobile Connections > Processing Activities > Adjustments and Claims.*

Work Instructions

Screen: Adjustments
1. Complete scenario **Processing a Mobile Adjustment – Zero Balance Adjustments** Stage 1.4 through to 1.5.

Outcomes:
•   *Any revenue associated with the service, including rebate, reimbursement, incentive and bonus information is updated to reflect the adjustment.*
•   *A General Ledger transaction is automatically created to reflect this adjustment in the General Ledger.*
•   *The entered adjustment reason, the type of adjustment, the date of the adjustment and the adjustment amount are entered in to the transaction history of the Connection.*
Notes:
•   *N/A*

V.4 :   Processing a Mobile Adjustment – Service Adjustment

Workflow

Workflow :	Processing Mobile Adjustments – Service Adjustment
Scenario 4:	If a Connection has been processed and the details of the service type are incorrect, they can be changed without having to alter any other details of the contract.

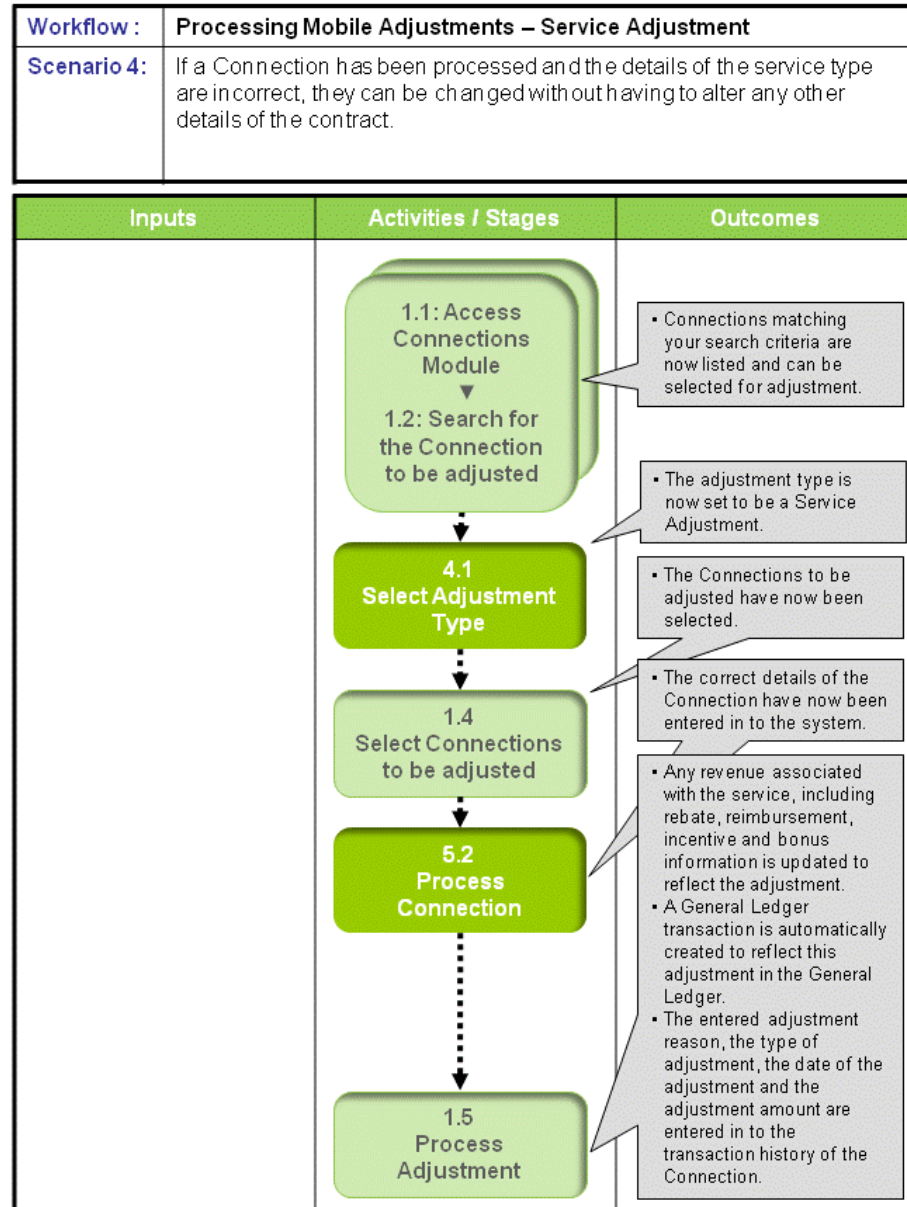| Inputs	Activities / Stages	Outcomes
	1.1: Access Connections Module ▼ **1.2: Search for the Connection to be adjusted**	• Connections matching your search criteria are now listed and can be selected for adjustment.
		• The adjustment type is now set to be a Service Adjustment.
	4.1 Select Adjustment Type	• The Connections to be adjusted have now been selected.
	1.4 Select Connections to be adjusted	• The correct details of the Connection have now been entered in to the system.
	5.2 Process Connection	• Any revenue associated with the service, including rebate, reimbursement, incentive and bonus information is updated to reflect the adjustment. • A General Ledger transaction is automatically created to reflect this adjustment in the General Ledger. • The entered adjustment reason, the type of adjustment, the date of the adjustment and the adjustment amount are entered in to the transaction history of the Connection.
	1.5 Process Adjustment	

Scenario 4: Processing Mobile Adjustments – Service Adjustment

If a Connection has been processed and the details of the service type are incorrect, they can be changed without having to alter any other details of the contract.

1.1: Access Connections Module

▼

1.2: Search for the Connection to be adjusted

Objectives:
• *Log in to the Connections Module and search for Connections that require adjusting.*
SLC Reference:
• *ICE Business Systems > Mobile Connections > Processing Activities > Adjustments and Claims*

Work Instructions

Action: Log in to Connections Module
1. Complete Scenario "**Processing a Mobile Adjustment – Zero Balance Adjustments**" from Stage 1.1 to Stage 1.2.

Outcomes:
• *Connections matching your search criteria are now listed and can be selected for adjustment.*
Notes:
• *N/A*

4.1: Select Adjustment Type

Objectives:
• *Identify what type of adjustment you wish to perform.*
SLC Reference:
• *ICE Business Systems > Mobile Connections > Processing Activities > Adjustments and Claims*

Work Instructions

Screen: Adjustments
1. On the left hand side of the screen, click the **Service Adjustment** button.

Outcomes:
• *The adjustment type is now set to be a Service Adjustment.*
Notes:
• *Any lines that display with a green highlight cannot be adjusted using this adjustment type.*

1.4: Select Connections to be adjusted

Objectives:
• *To select Connections that require the selected adjustment type*
SLC Reference:
• *ICE Business Systems > Mobile Connections > Processing Activities > Adjustments and Claims*

Work Instructions

Screen: Adjustments
1. Complete scenario **Processing a Mobile Adjustment – Zero Balance Adjustments** Stage 1.4.

Outcomes:
• *The Connections to be adjusted have now been selected.*
Notes:
• *N/A*

5.2: Process Adjustment

Objectives:
• *To reprocess the original Connection, selecting correct Details as per the customer contract.*
SLC Reference:
• *ICE Business Systems > Mobile Connections > Processing Activities > Adjustments and Claims*

Work Instructions

Screen: Connection Adjustment
1. Select the correct **Service Contract** type.

> **Note:**
> *If you are changing to a type of New or New Port-in Contract, you may also be required to select a SIM card to add to the Connection.*

2. Enter the **Previous Contract Expiry Date**, if applicable.
3. Click the **Finish** button.

Outcomes:
• *The correct details of the Connection have now been entered in to the system.*
Notes:
• *N/A*

1.5: Process Adjustment

Objectives:
• *To complete the adjustment being processed.*
SLC Reference:
• *ICE Business Systems > Mobile Connections > Processing Activities > Adjustments and Claims*

Work Instructions

Screen: Adjustments
1. Complete scenario **Processing a Mobile Adjustment – Zero Balance Adjustments** Stage 1.5.

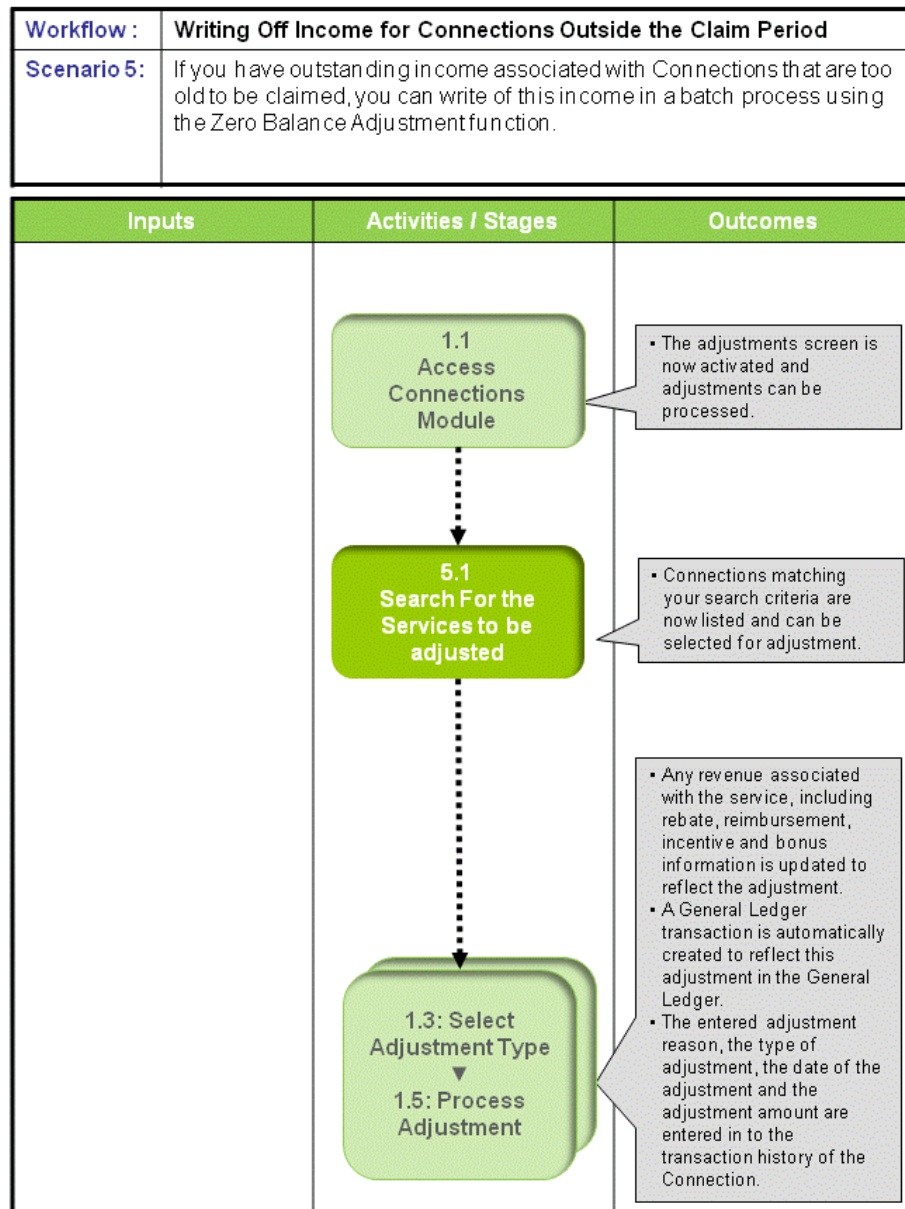| Outcomes: |
| --- |
| • *Any revenue associated with the service, including rebate, reimbursement, incentive and bonus information is updated to reflect the adjustment.* |
| • *A General Ledger transaction is automatically created to reflect this adjustment in the General Ledger.* |
| • *The entered adjustment reason, the type of adjustment, the date of the adjustment and the adjustment amount are entered in to the transaction history of the Connection.* |
| **Notes:** |
| • *N/A* |

V.5 : Writing Off Income for Connections Outside the Claim Period

Workflow

Workflow :	Writing Off Income for Connections Outside the Claim Period
Scenario 5:	If you have outstanding income associated with Connections that are too old to be claimed, you can write of this income in a batch process using the Zero Balance Adjustment function.

Inputs	Activities / Stages	Outcomes
	1.1 Access Connections Module	▪ The adjustments screen is now activated and adjustments can be processed.
	5.1 Search For the Services to be adjusted	▪ Connections matching your search criteria are now listed and can be selected for adjustment.
	1.3: Select Adjustment Type ▼ **1.5: Process Adjustment**	▪ Any revenue associated with the service, including rebate, reimbursement, incentive and bonus information is updated to reflect the adjustment. ▪ A General Ledger transaction is automatically created to reflect this adjustment in the General Ledger. ▪ The entered adjustment reason, the type of adjustment, the date of the adjustment and the adjustment amount are entered in to the transaction history of the Connection.

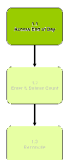*Scenario 5: Writing Off Income for Connections Outside the Claim Period*

If you have outstanding income associated with Connections that are too old to be claimed, you can write of this income in a batch process using the Zero Balance Adjustment function.

1.1: Access Connections Module

Objectives:
• *Log in to the Connections Module.*
SLC Reference:
• *ICE Business Systems > Mobile Connections > Processing Activities > Adjustments and Claims*

Work Instructions

Action: Log in to Connections Module
1. Complete Scenario "**Processing a Mobile Adjustment – Zero Balance Adjustments**" Stage 1.1.

Outcomes:
• *The adjustments screen is now activated and adjustments 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.*

5.1: Search For the Services to be adjusted

Objectives:
• *Select Connections from your database to be adjusted.*
SLC Reference:
• *ICE Business Systems > Mobile Connections > Processing Activities > Adjustments and Claims*

Work Instructions

Screen: Adjustments
1. From the drop down box labeled **Show Items Where,** select **All Outstanding Connections.** This will show any services where the outstanding balance for that service is less than or greater than $0.
2. From the drop down box labeled **Payment Program,** select the

payment program that applies to you.

3. Enter the **Date Range** by selecting a range of dates that covers the period in which the income you wish to write off was generated.
Note:
Ensure that the date chosen in the "To" field is the last date you want to write income off for.

Outcomes:
• *Connections matching your search criteria are now listed and can be selected for adjustment.*
Notes:
• *N/A*

1.3: Select Adjustment Type
▼
1.5: Process Adjustment

Objectives:
• *Identify what type of adjustment you wish to perform and then perform this adjustment on selected Connections.*
SLC Reference:
• *ICE Business Systems > Mobile Connections > Processing Activities > Adjustments and Claims*

Work Instructions

Screen: Adjustments
1. Complete scenario **Processing Mobile Adjustments – Zero Balance Adjustment** stage 1.3 through 1.5.

Outcomes:
• *Any revenue associated with the service, including rebate, reimbursement, incentive and bonus information is updated to reflect the adjustment.*
• *A General Ledger transaction is automatically created to reflect this adjustment in the General Ledger.*
• *The entered adjustment reason, the type of adjustment, the date of the adjustment and the adjustment amount are entered in to the transaction history of the Connection.*
Notes:
• *N/A*