ICE Business System

Mobile Connections - Maintenance

(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 the setup required in the Data Maintenance section of the ICE Mobile Connections Module.

III :   Target Audience

Back of House Administrators responsible for the default setup and ongoing maintenance of the ICE Mobile Connections Module.

IV :   Prerequisites

- Mobile Connections Setup Activities

V : Scenarios

V.1 : Adding a new Premise Code

Workflow

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

Inputs	Activities / Stages	Outcomes
	1.1 **Access Connections Module**	• The Data Maintenance screen is now activated and a new Premise Code can be created.
	1.2 **Enter Premise Code Details**	• The new Premise Code is set up in the system. • Connections can now be performed using this Premise Code.
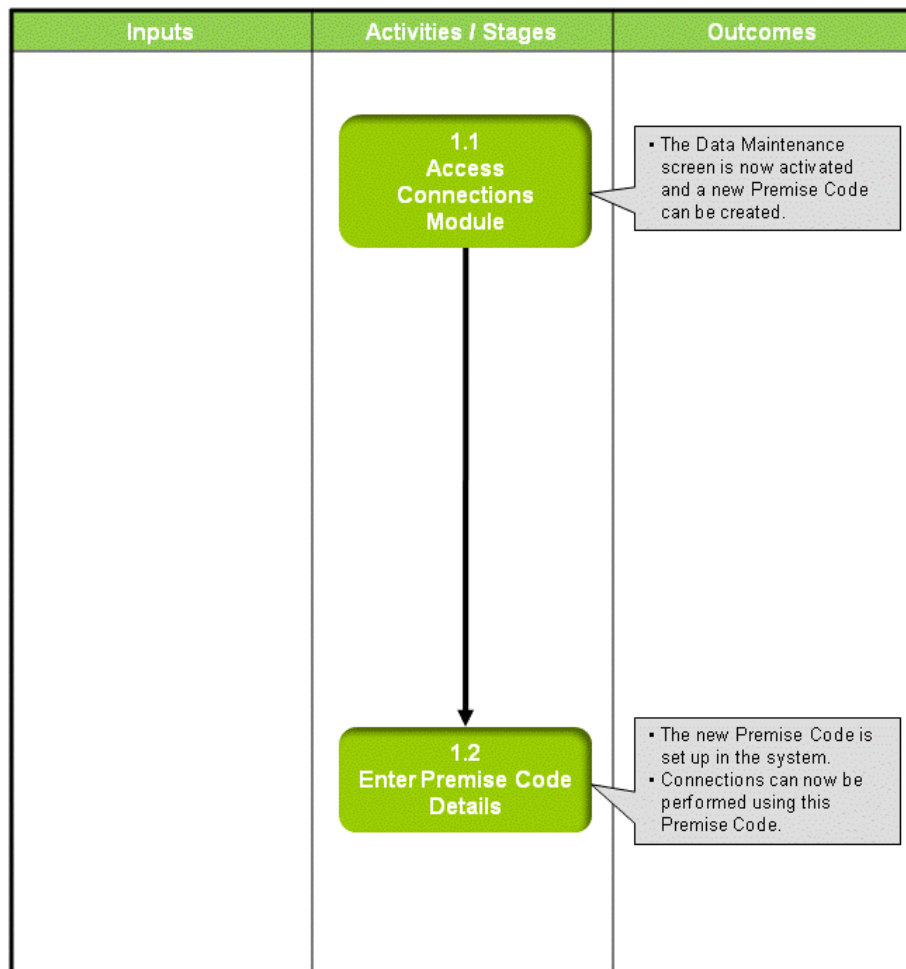
Scenario 1: Adding a New Premise Code

A Premise Code is used to identify the participation of a dealer in a "Payment Program" at a given time.

It is often referred to as a Dealer Code and is integral to the reconciliation of mobile 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 > Mobile Connections > Setup Activities > Setup.*

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 **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 > Mobile 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 Dealer Code.
5. From the drop down box labeled **Remuneration Model**, select the payment arrangement that this Premise Code will operate under.
6. Type 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.**

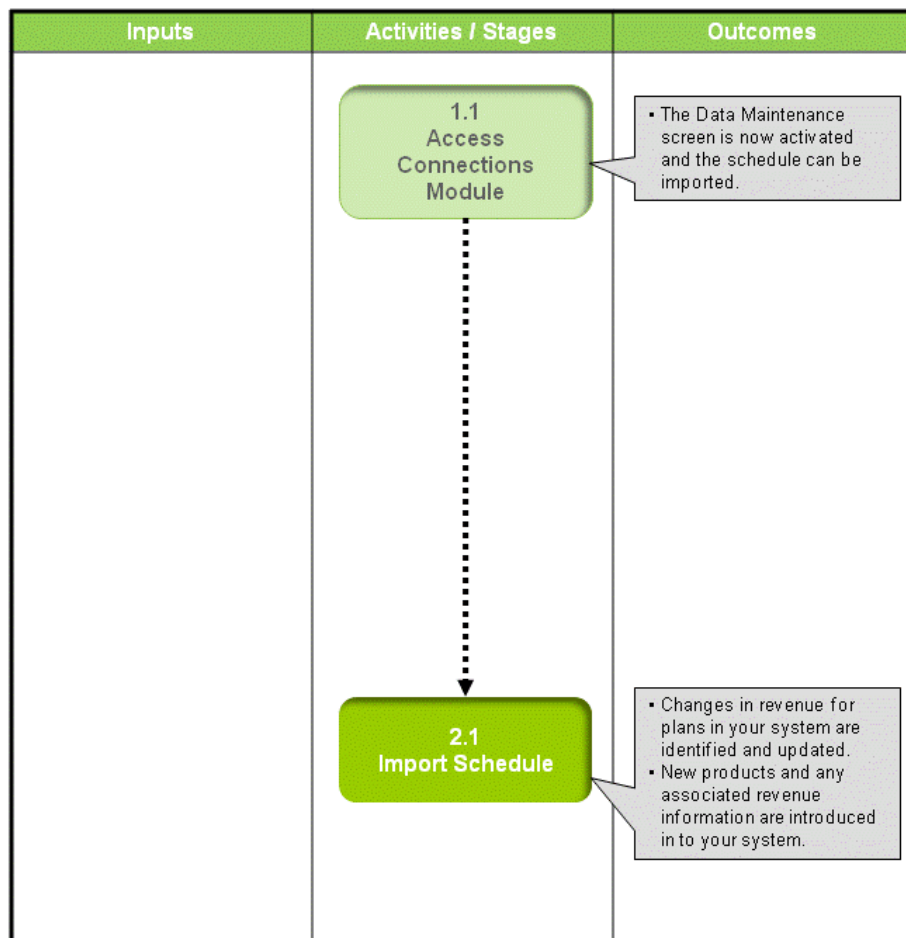| Outcomes: |
| --- |
| • *The new Premise Code is set up in the system.*
• *Connections can now be performed using this Premise Code.* |
| **Notes:** |
| • *N/A* |

V.2 : Maintaining the Product Schedule

Workflow

Workflow :	Maintaining the Product Schedule
Scenario 2:	The product schedule in the ICE Mobile Connections Module contains details of rebates, reimbursements, incentives etc. that you are entitled to when you sell mobile services.
	Updates to this schedule are emailed to dealers as they become available, and must be imported immediately to keep the schedule current.
	The file format used for these updates is .SIF.

Inputs	Activities / Stages	Outcomes
	1.1 Access Connections Module	• The Data Maintenance screen is now activated and the schedule can be imported.
	2.1 Import Schedule	• Changes in revenue for plans in your system are identified and updated. • New products and any associated revenue information are introduced in to your system.

Scenario 2: Maintaining the Product Schedule

The product schedule in the ICE Mobile Connections Module contains details of rebates, reimbursements, incentives etc. that you are entitled to when you sell mobile services.

Updates to this schedule are emailed to dealers as they become available, and must be imported immediately to keep the schedule current.

The file format used for these updates is .SIF.

1.1: Access Connections Module

Objectives:
• *Log in to the Connections Module in order to import schedule updates.*
SLC Reference:
• *ICE Business Systems > Mobile Connections > Setup Activities > Setup.*

Work Instructions

Action: Log in to Connections Module
1. Complete Scenario "**Adding a new Premise Code**" Stage 1.1.

Outcomes:
• *The Data Maintenance screen is now activated and the schedule can be imported.*
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: Import Schedule

Objectives:
• *Import a schedule update in to the ICE Mobile Connections Module.*
SLC Reference:
• *ICE Business Systems > Mobile Connections > Setup Activities > Setup.*

Work Instructions

Screen: Data Maintenance - Main
1. Click the icon labeled **Import Schedule**.

Screen: Maintenance – Import Schedule
2. Click the **Ellipses** button (…) to locate the .SIF Import file.

Screen: Select Schedule File
3. Browse to the location that you have previously saved the .SIF file.   **Note:**   *Detailed instructions for saving .SIF files accompany the email notification of updates. If you are not receiving email updates of product schedules contact Signature Software to register your email address.*   4. Click the .SIF file you wish to import.   5. Click the **Open** button.

Screen: Maintenance – Import Schedule
6. Click the **Load** button.

Screen: Confirm
7. Check that the date of the .SIF file you are about to import is correct.   8. Click the **Yes** button.

Screen: Maintenance – Import Schedule
9. The system will compare the data in the .SIF file to the data currently in the system and identify any changes.   When you see the message: **>>> Review the listed changes for REM Model ID x and select Save,** click the **Save** button.   10. The system will now save the changes identified at step 9.   When you see the message: **Schedule save is complete,** click the **Close** button.

Outcomes:
• *Changes in revenue for plans in your system are identified and updated.*   • *New products and any associated revenue information are introduced in to your system.*
Notes:
• *N/A*