ICE Business System

Mobile Connections – Payment Processing

(Version – 2.0)

Learning Unit Guide

Signature Software

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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 work instructions for processing payments for mobile connections in the ICE Business System.

III : Target Audience

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

IV : Prerequisites

- Learning Unit MCX – Mobile Connections in POS
- Learning Unit MCX – ADJ - Adjustments

V : Scenarios

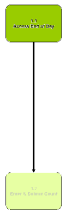## V.1 : Receiving Payments - Standard

Workflow

Workflow :	Receiving Payments - Standard
Scenario 1:	The ICE Business System generates entries for the appropriate rebates, reimbursements, incentives and other payments where applicable when a connection is entered for a mobile service.
	A payment has been received from a carrier for these services and needs to be reconciled against these entries using the Payment Processing area of ICE.
	This is a two-step process, the first step detailed here, is to receive lump sum payments in to your system.

Inputs	Activities / Stages	Outcomes
	1.1 Access Connections Module	• The Payment Processing screen is now activated and payments can be processed.
	1.2 Enter Banking Advices	• An entry for this payment is saved in the Mobile 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 Payments - Standard

The ICE Business System generates entries for the appropriate rebates, reimbursements, incentives and other payments where applicable when a connection is entered for a mobile service.

A payment has been received from a carrier for these services and needs to be reconciled against these entries using the Payment Processing area of ICE.

This 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 > Mobile Connections > Processing Activities > Payments.*

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 **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 Banking Advices

Objectives:
• *To enter total payment amounts from your carrier in to the ICE payments processing system*

SLC Reference:
• *ICE Business Systems > Mobile Connections > Processing Activities > Payments.*

Work Instructions

Screen: Payment Processing - Main
1. In the top third of the screen, labeled **Banking Advices,** click the **New** button.

Screen: Banking Advice
2. In the **Advice Date** field, enter the date the payment was made to your account. **Note:** *For Telstra Mobile Payments, this will usually be the date labeled as* **Release Date** *on your Telstra Remittance Advice.* 3. In the field labeled **Amount (inc tax),** enter the total amount paid to your account, including GST. 4. 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.* 5. In the field labeled **Bank Account,** select the bank account that this payment has been made to. 6. Click the **OK** button.

Outcomes:
• *An entry for this payment is saved in the Mobile 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 : Allocating Payment Details against Banking Advices

Workflow

Workflow :	Allocating Payment Details against Banking Advices
Scenario 2:	Details of individual payments for Rebates, Reimbursements, Incentives and other payments are provided to you by Telstra in a format that can be imported.
	This is the second step of Payment Processing and matches details of payments made for individual services against the details of those services held in your system.

Inputs	Activities / Stages	Outcomes
	1.1 Access Connections Module	• The Payment Processing screen is now activated and payments can be processed.
	2.1 Import Payment File	• 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 "Mobile Connections – Adjustments" for further detail.

Scenario 2: Allocating Payment Details against Banking Advices

Details of individual payments for Rebates, Reimbursements, Incentives and other payments are provided to you by Telstra in a format that can be imported.

This is the second step of Payment Processing and matches 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 > Payment Processing*

Work Instructions

Action: Log in to Connections Module
1. Complete Scenario "**Receiving Payments - Standard**" 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.*

2.1: Import Payment File

Objectives:
• *To import details of payments for mobile services in to the ICE Payment Processing system.*
SLC Reference:
• *ICE Business Systems > Mobile Connections > Processing Activities > Payments.*

Work Instructions

Screen: Payment Processing
1. On the left of screen, click **Payment Import.**

Screen: Payment Import

2. From the drop-down boxes labeled **Payment Period,** select the **Year** and **Month** that the import file relates to.

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

3. Click the **Browse** button to search for the payment file to import.

Screen: Payment Import File Name

4. Browse to the folder containing the payment file for the selected period.

5. Click **Open.**

    Note:
    The format of the import file is as follows:
    "Mobile_Dealers_FullCommissionDetail_(Month)_(Year).csv"

Screen: Payment Import

6. Click the button labeled **Validate File.** The system will verify that the payment file is in the correct format and relates to your dealer code.

7. Click the **Next** button.

8. Select a remittance invoice to import by ticking the checkbox next to it. All remittance invoices detailed in the import file will appear for selection, displaying the **Remittance Invoice Number** from the original Banking Advice, as well as the total payment amount.

9. Click the **Next** button.

10. In the top half of the screen, select an **Existing Banking Advice** to allocate payments against by highlighting the line containing details of that banking advice.

11. Confirm the **Detail Advice Date** for the Payment.

12. Click the **Pre-Process** button.

13. Click **Next**.

Screen: Payment Import – Exception Listing

Note:
This screen displays a list of services where the details held in the ICE system do not match exactly the details in the payment import file. Some exceptions can be dealt with during the import process. Refer to the chart at the end of this scenario for details of exception types and recommended adjustment types for each one.

14. Select the type of exception you wish to view from the dropdown box labeled **Filter Selection.**

15. From the resulting list of exceptions, mark all of those you wish to adjust by ticking the checkbox to the left of that service.

16. From the drop-down box labeled **Adjustment Type**, select the type of adjustment you wish to apply to the selected services.

17. Click the **Apply Adjustment** button**.**

18. Repeat this process from step 14 to 17 for each exception type you wish to view and adjust.

19. Click the **Next** button**.**

Screen: Payment Import – Confirm Payment Import.
20. Review the allocations that are about to be made against the selected Banking Advice.
21. Click the **Do Import** button.

Screen: Payment Import – Payment Report
22. Review the summary of allocations and adjustments that have been made, as well as details of outstanding payments.
23. To print this report, click the button labeled **Print** in the top right hand corner.
24. Click the **Finished** button.

Screen: Payment Import Exceptions
25. Review payments that could not be automatically allocated. In the top half of the screen is the details of all unallocated payments. Highlight the record you wish to review.
26. In the field marked **Resolution,** check the possible solution for this non-allocation.
27. Click the **Exception Report** button**.**

Screen: Exception Report
28. Click the **Print** button to print the exception report.

Screen: Print
29. Select the printer you wish to use from the drop down box.
30. Click the **print** button.

Screen: Exception Report
31. 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 "**Mobile Connections – Adjustments**" for further detail.*
Notes:
• *The following chart outlines details of exception types that can be raised during the import process and recommended adjustment types for each one.*

Exception Types

Exception	Reasons for the exception	Recommended Auto Adjustment Option

Overpayment	Connection Entry Error	**Investigate with Allocation** - to allocate the payment and report in a separate section of the final import report. Manually adjust the connection details outside of the payment process to ensure connection activity reporting is also correct. or **Zero Balance Adjustment** – to allocate the payment and adjust remaining balance to zero. Financials and GST will be increased with and overpayment adjustment. Connection details will not be altered and connection activity reporting may not be accurate.
	Incorrect payment by Telstra	**Allocate without Adjustment** – to allocate payment and wait for clawback. or **Zero Balance Adjustment** – to allocate the payment and adjust remaining balance to zero. When clawback is received another adjustment will be required.
Underpayment	Connection Entry Error	**Investigate with allocation** - to allocate the payment and report in a separate section of the final import report. Manually adjust the connection details outside of the payment process to ensure connection activity reporting is also correct. or **Zero Balance Adjustment** – to allocate the payment and adjust remaining balance to zero. Financials and GST will be reduced with an underpayment adjustment. Connection details will not be altered and connection activity reporting may not be accurate.
	Separate payment amounts for additional services	**Allocate without Adjustment** – to allocate payment, any differences should be resolved outside the payment import process in the Adjustments menu option.
	Incorrect payment by Telstra	**Allocate without Adjustment** – to allocate payment and claim outstanding balance.

		or
		Zero Balance Adjustment – to allocate the payment and adjust remaining balance to zero. Financials and GST will be reduced with an underpayment adjustment. The outstanding balance will be zero and not available for inclusion in a claim submission.
Pre-Expiry Recontract	No paperwork to verify the expiry date was outside the contract expiry period.	**Zero Balance Adjustment** – to allocate the payment and adjust remaining balance to zero. Financials and GST will be reduced.
	Paperwork available to verify the incorrect expiry date was entered in ICE.	**Zero Balance Adjustment** – to allocate the payment and adjust remaining balance to zero. Financials and GST will be reduced.
	Paperwork available to verify the correct expiry date was entered in ICE.	**Allocate without Adjustment** – to allocate payment and claim outstanding balance.
Missing Component	Connection Entry Error	**Add component without Adjustment** - to create the missing revenue component, allocate the payment to the component, leaving a balance outstanding as an overpayment. Once the import has finished, adjust the Connection Details to reflect the correct connection information from the paperwork. or **Add Component and Adjust to Zero"**- to create the missing revenue component, allocate the payment to the component and adjust the balance to zero. Creates a revenue journal increasing income in the financial reports and GST. It does NOT fix the connection details that were entered incorrectly.
	Incorrect payment by Telstra	**Add component without Adjustment** - to create the missing revenue component, allocate the payment to the component, leaving a balance outstanding as an overpayment to wait for clawback.
No Connection	Connection Entry Error - Service number entered incorrectly.	**Allocate without Adjustment** - This will not allocate during the final import due to the unknown service number. It will remain an exception and be reported in the final import report. After the import edit non-financial

		details using Connection Adjustments. The payment allocation will then need to be made manually through Payment Processing – Allocations.
	Connection Entry Error - Contract not entered	**Allocate without Adjustment** - This will not allocate during the final import due to the unknown service number. It will remain an exception and be reported in the final import report. After the import, enter the contract normally through POS. The payment allocation will then need to be made manually through Payment Processing – Allocations.
	Incorrect payment by Telstra	**No Connection without Adjustment** - to create revenue components with a zero balance for each revenue component type, allocate the payment to the appropriate revenue component and leave a balance outstanding, similar to an overpayment waiting for a clawback. or **No Connection with Adjustment** - to create revenue components with a zero balance for each revenue component type, allocate payment to the appropriate revenue component, adjust the balance to zero. This will create a revenue journal increasing income in the financial reports and GST.
Clawbacks	Deactivation	**Zero Balance Adjustment** - to allocate the clawback to the connection, adjust the remaining balance (difference) to zero. Creates revenue journal decreasing income in financial reports and GST. or **Investigate with Allocation** - this will allocate the clawback to the connection, however in the final import report the allocation will be listed in a separate section for easy identification of the connections that need to be investigated after the import has finished. Once the import has finished, it is recommended that the connection be investigated and if the clawback is valid, a Zero Balance adjustment will be required using Connection Adjustments (from the main menu outside the payment

		import process). If the clawback is not valid, it should be included in a claim submission.
	Clawback of Previous Payment error	**Zero Balance Adjustment** - to allocate the clawback to the connection, adjust the remaining balance (difference) to zero. Creates revenue journal decreasing income in financial reports and GST.
Retrospective	Connection Date Entry Error - ICE connection date does not match the paperwork.	**Zero Balance Adjustment** - to allocate the payment and adjust the balance to zero. Creates a revenue journal reducing income in the financial reports and GST. Whilst the balance outstanding will now be correct, the contract date in ICE will NOT be altered by this adjustment option; or **Investigate with Allocation** - to allocate the payment to the connection, final import report will list the allocation separately. After the import, change the contract date using Connection Adjustments. The connection adjustment should resolve the difference between the payment and the expected balance as well as fixing the connection details for accurate connection reporting.
	Schedule Import Timing Issue - typically for rebates	**Zero Balance Adjustment** - to allocate the payment to the connection, adjust the remaining balance to zero. Creates revenue journal either increasing or decreasing income in the financial reports and GST.
Product Not Found For Service Number	Connection Plan Entry Error	**Investigate with Allocation** - to allocate the payment, the allocation will be listed separately in the final import report. After the import, use Connection Adjustments to change the connection details to match the paperwork. The connection adjustment should resolve the difference between the payment and the expected balance; or **Zero Balance Adjustment** - to allocate the payment and adjust the balance to zero. This will create a revenue journal increasing or decreasing income in the financial

		reports and GST. Whilst the balance outstanding will now be correct, the connection details will NOT be altered by this adjustment option.
	Similar Products	**Allocate without Adjustment** - If the there is no difference between the payment and the amount outstanding. To allocate the payment to the connection there will be no balance outstanding after the allocation. or **Zero Balance Adjustment** - If the there is a difference between the payment and the outstanding amount. To allocate the payment to the connection and after the allocation adjust the balance to zero. Creates a revenue journal either increasing or reducing income in the financial reports and GST.
Manual Payments & Usage		Manual Payments and Usage will be listed in the Import Exception list, however there is no action required for these items.

V.3 : Reprocessing Import Exceptions

Workflow

Workflow :	Reprocessing Import Exceptions
Scenario 3:	Once you have imported a payment file, you may be left with exceptions. These are payments that could not automatically be allocated against records in your system. These exceptions need to be corrected using the appropriate adjustment before being reprocessed.

Inputs	Activities / Stages	Outcomes
	1.1 Access Connections Module	• The Payment Processing screen is now activated and payments can be processed.
	3.1 Re-import Payment Exceptions	• 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 3: Reprocessing Import Exceptions

Once you have imported a payment file, you may be left with exceptions.

These are payments that could not automatically be allocated against records in your system.

These exceptions need to be corrected using the appropriate adjustment before being reprocessed.

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 > Payment Processing*

Work Instructions

Action: Log in to Connections Module
1.   Complete Scenario "**Receiving Payments - Standard**" 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.*

3.1: Re-import Payment Exceptions

Objectives:
• *To reprocess payment exceptions that have been corrected using adjustments.*
SLC Reference:
• *ICE Business Systems > Mobile Connections > Processing Activities > Payment Processing.*
• *ICE Business Systems > Mobile Connections > Processing Activities > Adjustments and Claims.*

Work Instructions

Screen: Payment Processing - Main
1. Click the **Import Exceptions** button**.**
Screen: Payment Import Exceptions
2. In the top section of the screen, highlight the exception that you wish to re-import.
3. Click the **Re-Import** button**.**
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 adjustment before reprocessing.   5. Click the **Close** button.
Screen: Payment Import Exceptions
6. Repeat steps 2-5 for each exception listed.   **Note:**   *To re-import all exceptions at once, click the **Re-Import All** button.*   7. Once all exceptions have been dealt with, click the **Close** button**.**

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.*

V.4 :   Manually Allocating Payments

Workflow

Workflow :	Manually Allocating Payments
Scenario 4:	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.

Inputs	Activities / Stages	Outcomes
	1.1 Access Connections Module	• The Payment Processing screen is now activated and payments can be manually processed.
	4.1 Enter a Remittance Detail Advice	• The record for the remittance advice has now been created and allocations can be processed.
	4.2 Allocate Payments	• 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.

Scenario 4: 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 > Mobile Connections > Processing Activities > Payment Processing*

Work Instructions

Action: Log in to Connections Module
1.   Complete Scenario "**Receiving Payments - Standard**" 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.*

4.1: Enter a Remittance Detail Advice

Objectives:
• *To create in the ICE system a record for a Remittance advice.*
SLC Reference:
• *ICE Business Systems > Mobile Connections > Processing Activities > Payment Processing*

Work Instructions

Screen: Payment Processing - Main
1. In the top third of the screen, highlight the **Banking Advice** (deposit) that the remittance advice relates to.
2. In the middle third of the screen marked **Remittance Invoice Details (For Selected Deposit)**, click the **New** button.
Screen: New Assigned Details Advice
3. For the **Payment Period,** select the **Year and Month** that the remittance advice relates to. **Note:** *This is the period that the connections were processed in, not the period the payment is made to you.*
4. Select the **Details Advice Date** indicating the date 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*
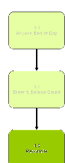
4.2: Allocate Payments

Objectives:
• *To allocate the payments detailed in a remittance advice against outstanding amounts in the ICE system.*
SLC Reference:
• *ICE Business Systems > Mobile Connections > Processing Activities > Payment Processing*

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 **Allocations** button**.**

Screen: Payments for Detail Advice – Allocated Payments Tab

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

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

5. In the field labeled **Service No.** enter the mobile number that the payment you are allocating relates to.

   Note:
   Outstanding revenue components for the entered service number (Rebate, reimbursement, incentive etc) will be displayed. Changing the dates in the Contracts From and Contracts To date fields will determine the date range for connections displayed.

   .

6. Select the outstanding **Payment** that you wish to allocate against.

7. Click the **Populate Details Advice** button**.**

Screen: Edit (Payment Type) Payment

8. Enter the Ex Tax amount of the payment to be allocated in the field labeled **Commission Due.**

9. The amount of GST will automatically calculate in the field labeled **Tax Due.**

10. Enter a comment if required.

11. Click the **OK** button.

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

12. Repeat steps 5 – 11 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.*
Notes:
• *N/A*

V.5 : Processing Clawbacks

Workflow

Workflow :	Processing Clawbacks
Scenario 5:	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.

Inputs	Activities / Stages	Outcomes
	1.1 Access Connections Module	• The Payment Processing screen is now activated and clawbacks can be manually processed.
	5.1 Select Remittance Details Advice	• The remittance Invoice Details entry that the clawback is to be allocated against has now been selected.
	5.2 Allocate Clawback	• 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.

Scenario 5: 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 > Mobile Connections > Processing Activities > Payment Processing*

Work Instructions

Action: Log in to Connections Module
1. Complete Scenario "**Receiving Payments - Standard**" 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 > Mobile Connections > Processing Activities > Payment Processing*

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),** highlight the **Remittance Invoice Details** entry that the clawback relates to.

Note:
If you have not yet created the remittance invoice details entry, refer to Scenario stage 4.1:" Adding a Remittance Details Advice".

Outcomes:
• *The remittance Invoice Details entry that the clawback is to be allocated against has now been selected.*
Notes:
• *N/A*

5.2: Allocate Clawback

Objectives:
• *To allocate the clawback against the selected Remittance Invoice Detail.*
SLC Reference:
• *ICE Business Systems > Mobile Connections > Processing Activities > Payment Processing*

Work Instructions

Screen: Payment Processing - Main
1. In the middle third of the screen, click the **Allocations** button**.**
Screen: Payments for Details Advice
2. Click the **Clawback** button**.**
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 components, select the **Component** that the clawback relates to (incentive, rebate etc.).
6. Click the **OK** button.
Screen: Add Clawback Payment
7. Review the **Clawback Amount** and change if necessary. **Note:** *Product details including the amount to be clawed back will be populated using data for the existing connection.*

8. Enter a **Comment** 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.6 : Processing Usage Payments

Workflow

Workflow :	Processing Usage Payments
Scenario 6:	Monthly remuneration payments for your customers' usage are processed through the Payments Processing module.

Inputs	Activities / Stages	Outcomes
	1.1 Access Connections Module	▪ The Payment Processing screen is now activated and usage payments can be manually processed.
	5.1 Select Remittance Details Advice	▪ The Remittance Invoice Details entry that the usage payment is to be allocated against, has now been selected.
	6.1 Allocate Usage	▪ 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.

Scenario 6: Processing Usage Payments

Monthly remuneration payments for your customers' usage 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 > Mobile Connections > Processing Activities > Payment Processing*

Work Instructions

Action: Log in to Connections Module
1.   Complete Scenario "**Receiving Payments - Stadard**" 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 > Mobile Connections > Processing Activities > Payment Processing*

Work Instructions

Screen: Payment Processing - Main
1.   Complete scenario "**Processing Clawbacks**" stage 5.1.

Outcomes:
• *The Remittance Invoice Details entry that the usage payment is to be allocated against, has now been selected.*
Notes:
• *N/A*

6.1: Allocate Usage

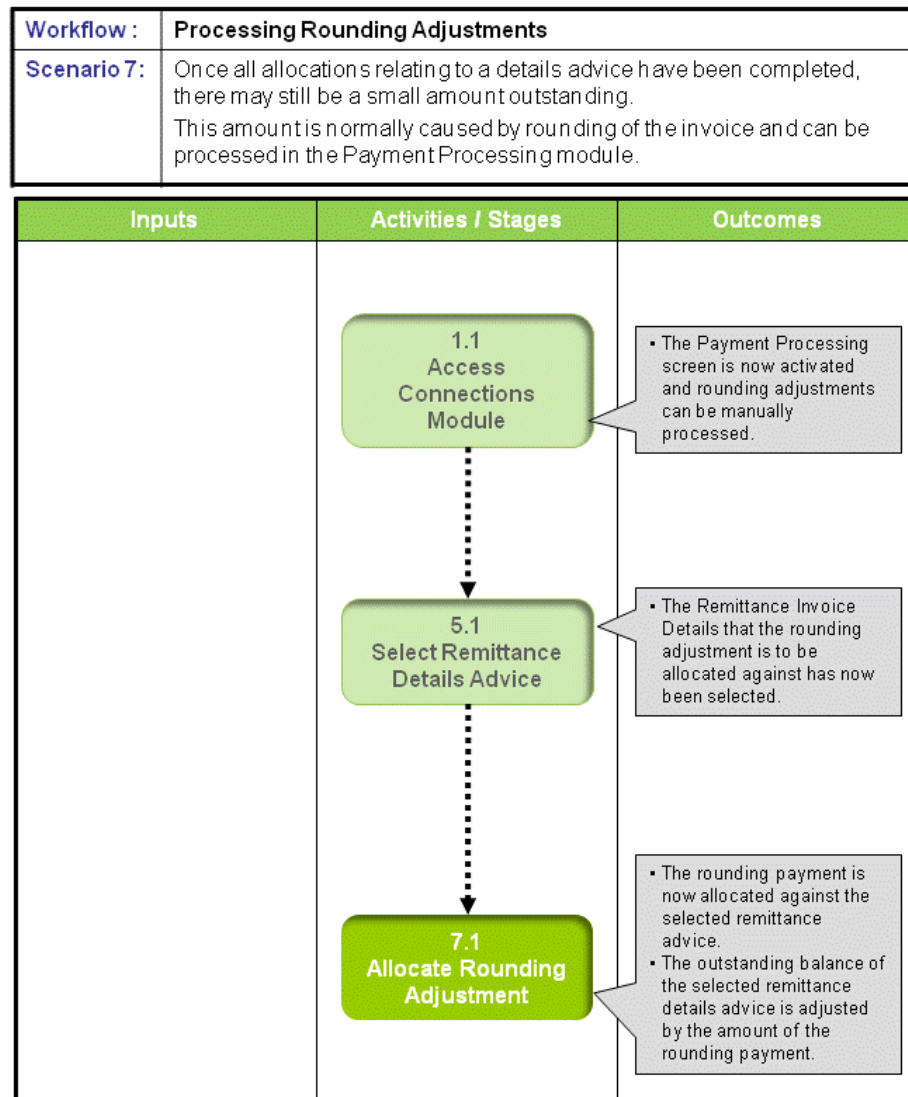| Objectives: |
|---|
| • *To allocate the usage payment against the selected Remittance Invoice Detail.* |
| **SLC Reference:** |
| • *ICE Business Systems > Mobile Connections > Processing Activities > Payment Processing* |

Work Instructions

Screen: Payment Processing - Main
1. In the middle third of the screen, click the **Allocations** button**.**
Screen: Payments for Details Advice
2. Click the **Usage** button**.**
Screen: Add Usage Payment
3. Select the **Premise Code** that the usage payment relates to.
4. Enter the Ex GST amount of the usage payment in the field labeled **Usage Payment**.
5. The tax component will be automatically entered in the **Tax on Payment** field.
6. Enter any applicable comments in the **Comment** field.
7. 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.*
Notes:
• *N/A*

V.7 :   Processing Rounding Adjustments

Workflow

Workflow :	Processing Rounding Adjustments
Scenario 7:	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.

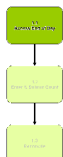| Inputs	Activities / Stages	Outcomes
	1.1 Access Connections Module	• The Payment Processing screen is now activated and rounding adjustments can be manually processed.
	5.1 Select Remittance Details Advice	• The Remittance Invoice Details that the rounding adjustment is to be allocated against has now been selected.
	7.1 Allocate Rounding Adjustment	• 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.

Scenario 7: 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 > Mobile Connections > Processing Activities > Payment Processing*

Work Instructions

Action: Log in to Connections Module
1. Complete Scenario "**Receiving Payments - Standard**" 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 > Mobile Connections > Processing Activities > Payment Processing*

Work Instructions

Screen: Payment Processing - Main
1. Complete scenario "**Processing Clawbacks**" stage 5.1.

Outcomes:
• The Remittance Invoice Details that the rounding adjustment is to be allocated against has now been selected.
Notes:
• N/A

7.1: Allocate Rounding Adjustment

Objectives:
• To allocate a rounding adjustment against the selected Remittance Invoice Detail.
SLC Reference:
• ICE Business Systems > Mobile Connections > Processing Activities > Payment Processing

Work Instructions

Screen: Payment Processing - Main
1. In the middle third of the screen, click the **Allocations** button**.**
Screen: Payments for Details Advice
2. Click the **Rounding** button**.**
Screen: Add Rounding Payment
3. Select the **Premise Code** that the rounding relates to.
4. Enter the Ex GST amount to be rounded in the field labeled **Rounding Payment.**
5. 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*.
6. You can enter any comments for this rounding adjustment in the **Comment** field.
7. Click the **OK** button.

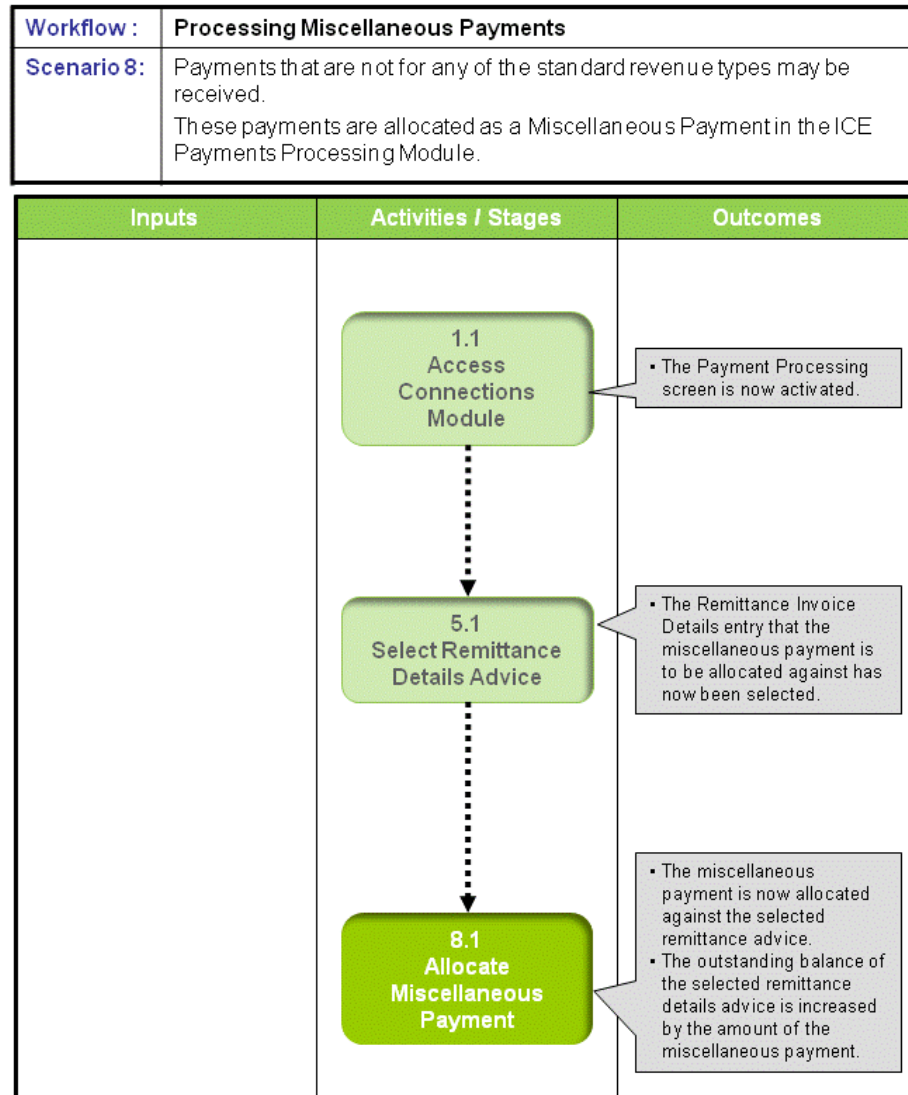| Outcomes: |
|---|
| • The rounding payment is now allocated against the selected remittance advice. |
| • The outstanding balance of the selected remittance details advice is adjusted by the amount of the rounding payment. |
| **Notes:** |
| • N/A |

V.8 :   Processing Miscellaneous Payments

Workflow

Workflow :	Processing Miscellaneous Payments
Scenario 8:	Payments that are not for any of the standard revenue types may be received. These payments are allocated as a Miscellaneous Payment in the ICE Payments Processing Module.

Inputs	Activities / Stages	Outcomes
	1.1 Access Connections Module	• The Payment Processing screen is now activated.
	5.1 Select Remittance Details Advice	• The Remittance Invoice Details entry that the miscellaneous payment is to be allocated against has now been selected.
	8.1 Allocate Miscellaneous Payment	• The miscellaneous payment is now allocated against the selected remittance advice. • The outstanding balance of the selected remittance details advice is increased by the amount of the miscellaneous payment.

Scenario 8: Processing Miscellaneous Payments

Payments that are not for any of the standard revenue types may be received.

These payments are allocated as a Miscellaneous Payment in the ICE Payments Processing Module.

1.1: Access Connections Module

Objectives:
• *Log in to the Connections Module in order to process Miscellaneous Payments.*
SLC Reference:
• *ICE Business Systems > Mobile Connections > Processing Activities > Payment Processing*

Work Instructions

Action: Log in to Connections Module
1.   Complete Scenario "**Receiving Payments - Standard**" Stage 1.1.

Outcomes:
• *The Payment Processing screen is now activated.*
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 miscellaneous payment against.*
SLC Reference:
• *ICE Business Systems > Mobile Connections > Processing Activities > Payment Processing*

Work Instructions

Screen: Payment Processing - Main
1.   Complete scenario "**Processing Clawbacks**" stage 5.1.

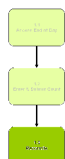| Outcomes: |
|---|
| • *The Remittance Invoice Details entry that the miscellaneous payment is to be allocated against has now been selected.* |
| Notes: |
| • *N/A* |

8.1: Allocate Miscellaneous Payment

Objectives:
• *To allocate the miscellaneous payment against the selected Remittance Invoice Detail.*
SLC Reference:
• *ICE Business Systems > Mobile Connections > Processing Activities > Payment Processing*

Work Instructions

Screen: Payment Processing - Main
1. In the middle third of the screen, click the **Allocations** button**.**
Screen: Payments for Details Advice
2. Click the **Misc** button**.**
Screen: Add Miscellaneous Payment
3. Select the **Premise Code** that the miscellaneous payment relates to.
4. Select the appropriate **Revenue Account** for the miscellaneous payment.   **Note:**   *If you wish to record different types of miscellaneous payments separately, you must set up a revenue account for each type of miscellaneous payment in your General Ledger and associate it with miscellaneous payments in the data maintenance area. For further information refer to* **Mobile Connections – Setup***.*
5. Enter the Ex GST amount of the payment in the field labeled **Miscellaneous Payment.**
6. The system will calculate the GST component and enter it in the field labeled **Tax on Payment.**
7. Enter any applicable notes in the **Comment** field.
8. Click the **OK** button.

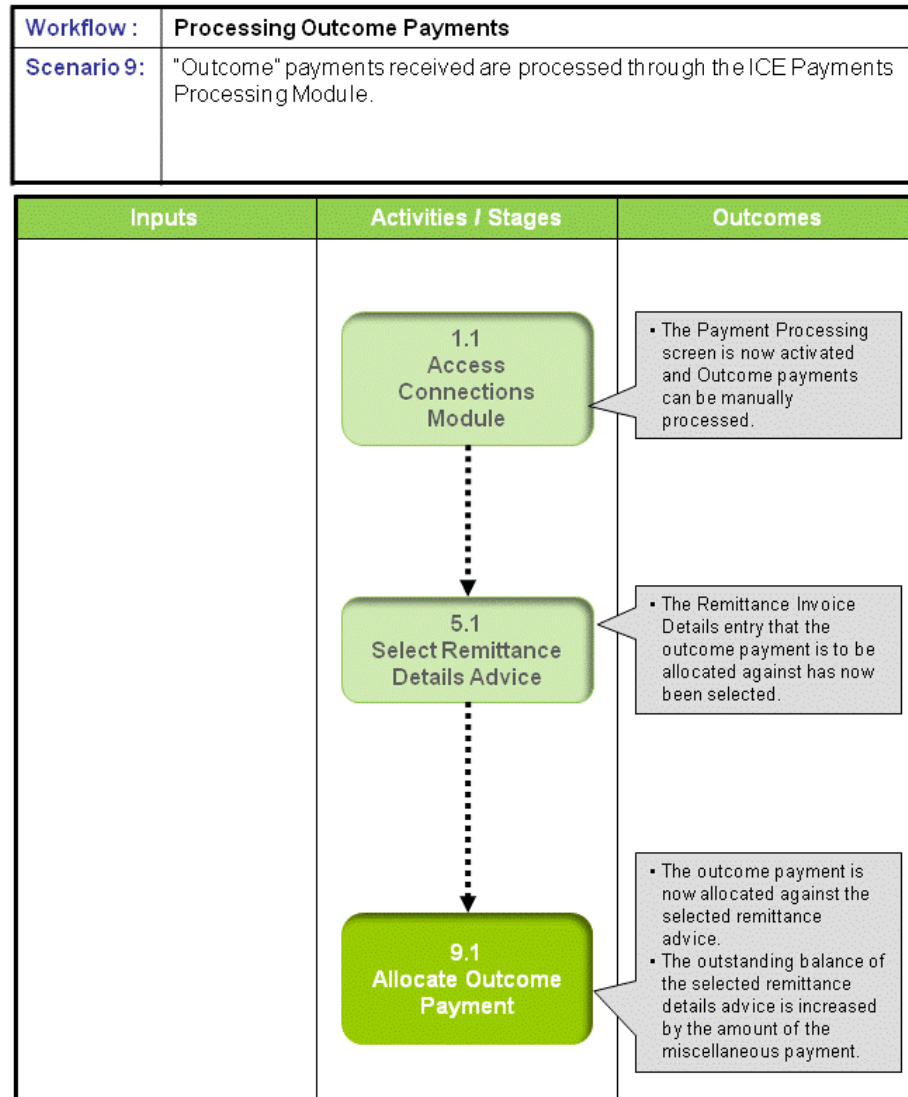| Outcomes: |
|---|
| • *The miscellaneous payment is now allocated against the selected remittance advice.* |
| • *The outstanding balance of the selected remittance details advice is increased by the amount of the miscellaneous payment.* |

Notes:
• *N/A*

V.9 : Processing Outcome Payments

Workflow

Workflow :	Processing Outcome Payments
Scenario 9:	"Outcome" payments received are processed through the ICE Payments Processing Module.

Inputs	Activities / Stages	Outcomes
	1.1 Access Connections Module	▪ The Payment Processing screen is now activated and Outcome payments can be manually processed.
	5.1 Select Remittance Details Advice	▪ The Remittance Invoice Details entry that the outcome payment is to be allocated against has now been selected.
	9.1 Allocate Outcome Payment	▪ The outcome payment is now allocated against the selected remittance advice. ▪ The outstanding balance of the selected remittance details advice is increased by the amount of the miscellaneous payment.

Scenario 9: Processing Outcome Payments

"Outcome" payments received are processed through the ICE Payments Processing Module.

1.1: Access Connections Module

Objectives:
• *Log in to the Connections Module in order to record Outcome Payments.*
SLC Reference:
• *ICE Business Systems > Mobile Connections > Processing Activities > Payment Processing*

Work Instructions

Action: Log in to Connections Module
1.   Complete Scenario "**Receiving Payments - Standard**" Stage 1.1.

Outcomes:
• *The Payment Processing screen is now activated and Outcome 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

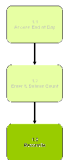| *Objectives:* |
|---|
| • *To select a remittance details advice to allocate the outcome payment against.* |
| *SLC Reference:* |
| • *ICE Business Systems > Mobile Connections > Processing Activities > Payment Processing* |

Work Instructions

Screen: Payment Processing - Main
1.   Complete scenario "**Processing Clawbacks**" stage 5.1.

Outcomes:
• The Remittance Invoice Details entry that the outcome payment is to be allocated against has now been selected.
Notes:
• N/A

9.1: Allocate Outcome Payment

Objectives:
• To allocate the outcome payment against the selected Remittance Invoice Detail.
SLC Reference:
• ICE Business Systems > Mobile Connections > Processing Activities > Payment Processing

Work Instructions

Screen: Payment Processing - Main
1. In the middle third of the screen, click the **Allocations** button**.**
Screen: Payments for Details Advice
2. Click the **Outcome** button**.**
Screen: Add Outcome Payment
3. Select the **Premise Code** that the outcome payment relates to.
4. Enter the Ex GST amount of the payment in the field labeled **Outcome Payment.**
5. The system will calculate the GST component and enter it in the field labeled **Tax on Payment.**
6. Enter any applicable notes in the **Comment** field.
7. Click the **OK** button.

| Outcomes: |
|---|
| • The outcome payment is now allocated against the selected remittance advice. |
| • The outstanding balance of the selected remittance details advice is increased by the amount of the miscellaneous payment. |
| Notes: |
| • N/A |

V.10 : Editing Allocations

Workflow

Workflow :	Editing Allocations
Scenario 10:	If errors occur during allocation of payments, they can be deleted and reallocated.

Inputs	Activities / Stages	Outcomes
	1.1 Access Connections Module	• The Payment Processing screen is now activated and allocations can be corrected.
	5.1 Select Remittance Details Advice	• The remittance Invoice Details entry that contains the incorrect allocations has now been selected.
	10.1 Locate Previous Allocation	• 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.
	4.2 Allocate Payments	• 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.

Scenario 10: Editing Allocations

If errors occur during allocation of payments, they can be deleted and reallocated.
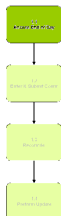
1.1: Access Connections Module

Objectives:
• *Log in to the Connections Module in order to correct allocations.*
SLC Reference:
• *ICE Business Systems > Mobile Connections > Processing Activities > Payment Processing*

Work Instructions

Action: Log in to Connections Module
1. Complete Scenario "**Receiving Payments - Standard**" 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 > Mobile Connections > Processing Activities > Payment Processing*

Work Instructions

Screen: Payment Processing - Main
1. Complete scenario "**Processing Clawbacks**" stage 5.1.

Outcomes:
• *The remittance Invoice Details entry that contains the incorrect allocations has now been selected.*
Notes:
• *N/A*

10.1: Locate Previous Allocation

Objectives:
• *To locate the previous allocation that has been made in error.*
SLC Reference:
• *ICE Business Systems > Mobile Connections > Processing Activities > Payment Processing*

Work Instructions

Screen: Payment Processing - Main
1. In the middle third of the screen, click the **Allocations** button**.**
Screen: Payments for Details Advice
2. Highlight the incorrect **Allocation**.   **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*

4.2: Allocate Payments

Objectives:
• *To reprocess allocations that have been deleted.*
SLC Reference:
• *ICE Business Systems > Mobile Connections > Processing Activities > Payment Processing*

Work Instructions

Screen: Payment Processing - Main
1. Complete Scenario - "**Allocating Payments**" stage 4.2.

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*

V.11 : Payments for Unknown Service Numbers

Workflow

Workflow :	Payments for Unknown Service Numbers
Scenario 11:	For payments received for services that are not recorded in your system, an entry is required to allocate this payment against. These are known in the ICE system as "No Connection Entries".

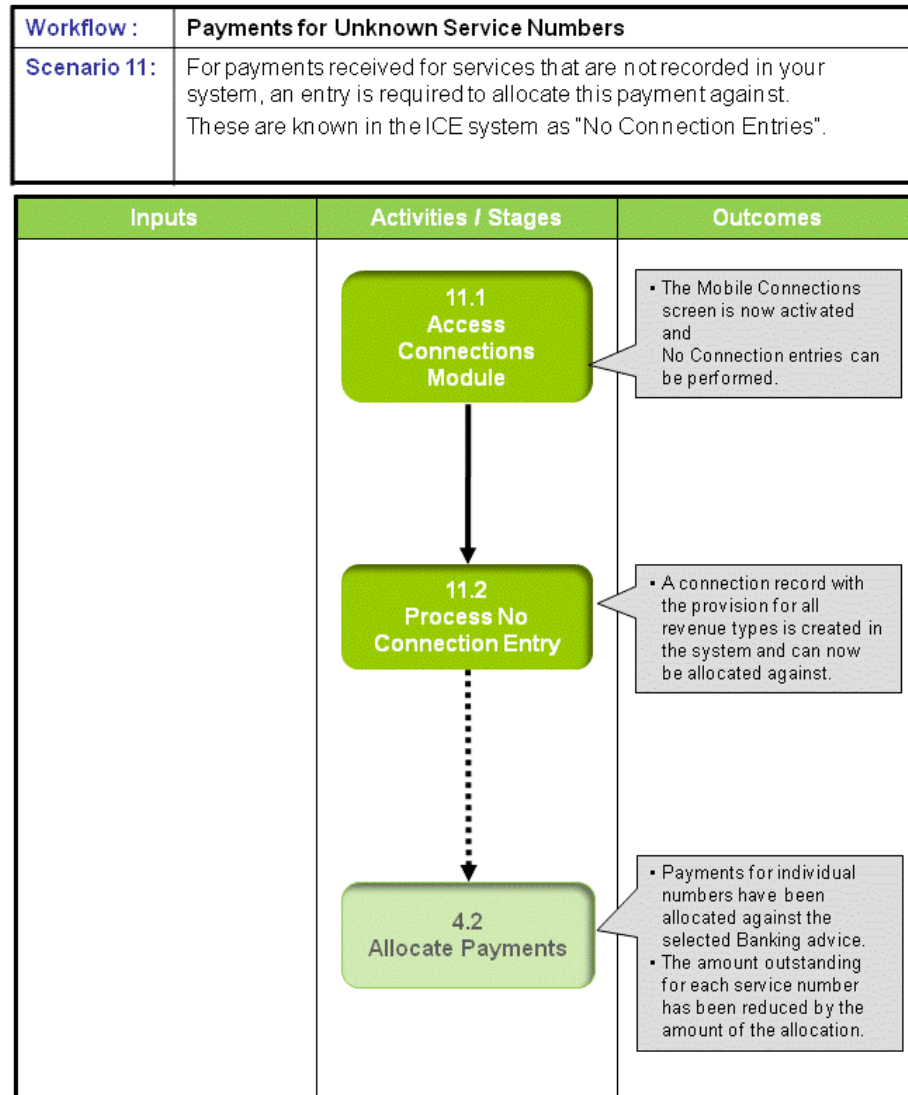| Inputs	Activities / Stages	Outcomes
	11.1 Access Connections Module	• The Mobile Connections screen is now activated and No Connection entries can be performed.
	11.2 Process No Connection Entry	• A connection record with the provision for all revenue types is created in the system and can now be allocated against.
	4.2 Allocate Payments	• 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.

Scenario 11: Payments for Unknown Service Numbers

For payments received for services that are not recorded in your system, an entry is required to allocate this payment against.

These are known in the ICE system as "No Connection Entries".

11.1: Access Connections Module

Objectives:
• *Log in to the Connections Module in order to create No Connection Entries.*
SLC Reference:
• *ICE Business Systems > Mobile Connections > Processing Activities > Payment Processing*

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.** Click **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 **Mobile Connections** icon on the left of screen.

Outcomes:
• *The Mobile Connections screen is now activated and No Connection entries can be performed.*
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.*

11.2: Process No Connection Entry

Objectives:
• *To process a dummy connection for unknown service numbers against which revenue can be allocated.*
SLC Reference:
• *N/A*

Work Instructions

Screen: Mobile Phone Connections – Sale and Customer Details
1. Select the date of the connection in the **Connection Date** field.
2. Select the **Premise Code** that the payment has been made to.
3. Click the **Find/New** button.

Screen: Customer Search
4. In the **Trading Name** field, type the customer relating to this connection.
Note:
The customer's name appears on the remittance advice.
5. Select the customer from the **Search Results**.
6. Click **OK**
Or
7. If no customer is found in your database, click **New** to create one.

Screen: Insert New Customer
8. Enter as many customer details as you have available.
9. Click the **OK** button.

Screen: Mobile Phone Connections – Sale and Customer Details
10. Enter the **Mobile Phone Number** of the unknown connection.
11. Click **Next**.

Screen: Mobile Phone Connections – Connection Details
12. Select the network that the unknown service was connected to.
13. Click **Finish**.

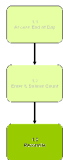| Screen: Confirm |
| --- |
| 14. Note the **Connection ID** for this no connection entry. |
| 15. Click **No** to return to the main Connections screen |
| **Or** |
| 16. Click **Yes** to process another No Connection Entry. |

Outcomes:
• *A connection record with the provision for all revenue types is created in the system and can now be allocated against.*
Notes:
• *N/A*

4.2: Allocate Payments

Objectives:
• *To allocate the payments detailed in a remittance advice against outstanding amounts in the ICE system.*
SLC Reference:
• *ICE Business Systems > Mobile Connections > Processing Activities > Payment Processing*

Work Instructions

Screen: Payment Processing - Main
1. Complete Scenario "**Manually Allocating Payments** ", stage 4.2.

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*