ICE Business System

Non-Invoiced Parts

(Version – 2.1)

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 understand and appropriately utilise the Non-Invoiced Parts module within the ICE Business System.

III : Target Audience

Administration and Service Works Control staff responsible for recording Inventory Parts used and not required to be Invoiced to a Customer.
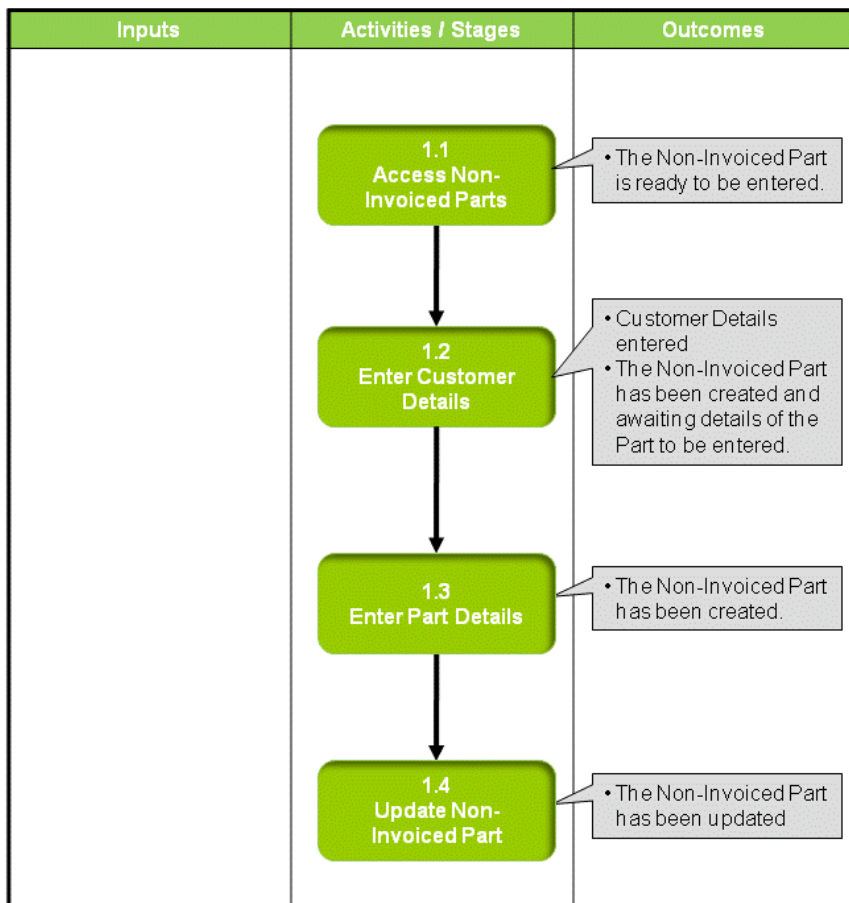
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Workflow :	Non-Invoiced Parts - Standard
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Inputs	Activities / Stages	Outcomes
	1.1 Access Non-Invoiced Parts	• The Non-Invoiced Part is ready to be entered.
	1.2 Enter Customer Details	• Customer Details entered • The Non-Invoiced Part has been created and awaiting details of the Part to be entered.
	1.3 Enter Part Details	• The Non-Invoiced Part has been created.
	1.4 Update Non-Invoiced Part	• The Non-Invoiced Part has been updated

Scenario 1: Non-Invoiced Parts - Standard

An administration staff member / service works controller needs to record the use of Inventory Parts that will not be charged to a Customer.

These non-invoiced Inventory items are supplied at no cost as they are included as part of the clients service contract for that equipment.

A Non-Invoiced Part transaction is to be created and allocated to a piece of Equipment from the Equipment Master File. The cost of the stock transacted in this manner is allocated to the Equipment and will appear in all associated performance reports. The update of the Non-invoiced parts post the relative cost of goods and stock on hand to the linked general ledger accounts.

Nil value transactions through the Accounts Receivable (AR) can have the same impact as processing a Non-Invoiced Part, however processing through AR does not ensure a piece of Equipment is assigned as it is not mandatory. If the piece of Equipment is not selected, the integrity of machine performance reports can be affected.

If the Inventory Part was for the supply of toners for a number of different machines, multiple Non-Invoiced Parts are required to create separate Delivery Dockets. This ensures the cost of the toners is correctly allocated to the correct machines. Failure to do this will adversely affect machine performance reports

1.1: Access Non-Invoiced Parts

Objectives:
• *Create a Non-Invoiced Part for a Customer.*
SLC Reference:
• *ICE Business Systems > Service Management > Processing Activities*

Work Instructions

Screen: ICE Main

1. Access **Non-Invoiced Parts.**
 	
    Select menu path:
    Operations > Service > Non-Invoiced Parts

Outcomes:
• *The Non-Invoiced Part is ready to be entered.*
Notes:
• *N/A*

1.2: Enter Customer Details

Objectives:
• *Record the details of the Customer.*
SLC Reference:
• *ICE Business Systems > Service Management > Processing Activities*

Work Instructions

Screen: Non-Invoiced Parts
1. Select the **Customer Code** search arrow**.**
Screen: Customer Search
2. Search for the **Customer** by typing in any of the searchable fields.
3. Press **F12** to retrieve the search results.
4. Select the **Customer** required.
5. Press **OK** to select the **Customer** and close the Customer search.
Screen: Non-Invoiced Parts
6. If Part relates to an Equipment Item, select the **Equipment** search arrow**.**
Screen: Equipment Search
7. Search for the **Equipment** by typing in any of the searchable fields.
8. Press **F12** to retrieve the search results.
9. Select the **Equipment** required.
10. Press **OK** to select the **Equipment** and close the Equipment search.
Screen: Non-Invoiced Parts
11. Confirm the **Date** of the Non-Invoiced Part**.**
12. Confirm a **Reference** for the Non-Invoiced Part.
13. If applicable, enter an **Order Number** for the Part.
14. Select an **Authorised By** representative for the Part.
15. Confirm the **Branch** for the Part.
16. Confirm the **Default Location** for the Part.
17. Select **F10** or the **Green "✔"** speed button to save the record.

Outcomes:
• *Customer Details entered*
• *The Non-Invoiced Part has been created and awaiting details of the Part to be entered.*
Notes:
• *N/A*

1.3: Enter Part Details

Objectives:
• *Enter Part details for a Non-Invoiced Part for a Customer.*
SLC Reference:
• *ICE Business Systems > Service Management > Processing Activities*

Work Instructions

Screen: Non-Invoiced Parts
1. Select the **Stock Code** box to place the cursor here.
2. Press **F9** to insert a new line.
3. Select the **Stock Code Search Arrow.**
Screen: Product Search
4. Search for the **Product** by typing in any of the searchable fields.
5. Press **F12** to retrieve the search results.
6. Select the **Product** required.
7. Press **OK** to select the **Product** and close the Product search.
Screen: Non-Invoiced Parts
8. Enter the quantity **Ordered**.
9. Enter the quantity **Supplied**.
10. Enter the quantity **Back Ordered**.
11. Press **F10** to save the line.
12. If additional Items are required, repeat steps 2 – 11 until all Items have been added.
13. To **Print** the Non-Invoiced Part, right-click on the blue title bar and select **Reports > Print Delivery Docket**.

Outcomes:
• *The Non-Invoiced Part has been created.*
Notes:
• *N/A*

1.4: Update Non-Invoiced Part

Objectives:
• *To update the Non-Invoiced Part to the General Ledger.*
SLC Reference:
• *ICE Business Systems > Service Management > Processing Activities*

Work Instructions

Screen: Non-Invoiced Parts
1. Select the flag **Update Ready**.
2. Update the Non-Invoiced Part by right-clicking on the blue title bar.
3. Select the menu option of **Processes > Update this Transaction**.
Note: *If entering multiple Non-Invoiced parts, they can be updated once by selecting Update a range of Transaction once they have all been entered.*

Screen: Print Preview
4. **Review** the Checklist.
5. If required, select the **Print** icon.
Note: *Either the Checklist or Audit Trail are required to be printed as they contain the same information. It is recommended that the Audit Trail be printed as this is printed on confirmation of updating the transaction. It is suggested that a Checklist only be printed if the transactions entered need to be reviewed further than can be done on the screen.*
6. Select the **Close** button to proceed with the update.

Screen: Confirm
7. After reviewing the Checklist, if no further changes are required, select the **Yes** button to continue with the update.
If changes are required, select the **No** button to not continue with the update.

Screen: Print
8. If a copy of the Audit Trail is required, select the **Print** button.
Note: *If a copy of the Audit Trail is not required, select the Cancel button. Selecting to cancel the print does not cancel the update. Audit Trials can be reprinted at any time.*

Screen: Non-Invoiced Parts
9. Select the **OK** button to close the Window.

Outcomes:
• *The Non-Invoiced Part has been updated*
Notes:
• *N/A*

V.2 : Troubleshooting

Workflow :	Troubleshooting
Scenario 2:	Common questions relating to the use of Non-Invoiced Parts are addressed below.

Inputs	Activities / Stages	Outcomes
	9.1 Troubleshooting	• The common questions relating to the use of Non-Invoiced Parts have been addressed

Scenario 2: Troubleshooting

Common questions relating to the use of Non-Invoiced Parts are addressed below.

2.1: Troubleshooting

Objectives:
• *Outline the common questions and answers relating to the use of Non-Invoiced Parts.*
SLC Reference:
• *ICE Business Systems > Service Call Management > Processing Activities*

Work Instructions

Screen: ICE Main
1. How do I change the **Delivery Location** on the Delivery Docket for Non-Invoice Parts?   The Delivery Location on a Delivery Docket can come from two areas in the ICE Business System, depending upon the selection of a related System Default.   In System Defaults (Admin > System Defaults), if the default option "Delivery address = equipment location" (found on the Branches tab > Invoice tab) is ticked, the Delivery Location displayed on a Delivery Docket will be the same as the Equipment Location within the Equipment Master File. Therefore in order to update the Delivery Location you need to edit the Equipment Location in the Equipment Master File (found on the General tab).   If this default is not selected, the Delivery Location on Delivery Dockets will be set to the Delivery Address nominated against the selected Customer within the Customer Master File. Update this Delivery Address in the Customer Master File (found on the Purchase & Sales tab) by selecting the Delivery Address pull down, pressing F7, amending or inserting additional addresses and saving the changes. Changes made will now be available for selection within Non-Invoiced Parts.   2. Why would I not load a service call for the delivery of a toner or the supply of paper for a particular machine?   Toner can be signed out against a service call if delivered with a Service Job that has been requested on the machine/equipment.   It is however not recommended that you create a service job/call just to deliver the required consumables included in a service contract to a customer's site as this will adversely affect machine performance reports.   Delivery dockets created via the non-invoiced parts program are the recommended method of tracking deliveries / supplies of non-

invoiced consumables.

Paper should be supplied to a client on an invoice, without raising a service job for the same reasons above.

It is recommended you use your own internal processes to coordinate these types of supply deliveries.

Outcomes:
• *The common questions relating to the use of Non-Invoiced Parts have been addressed*
Notes:
• *N/A*