



ICE Business System

Service Contracts - Automatic Billing

(Version – 1.1)

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

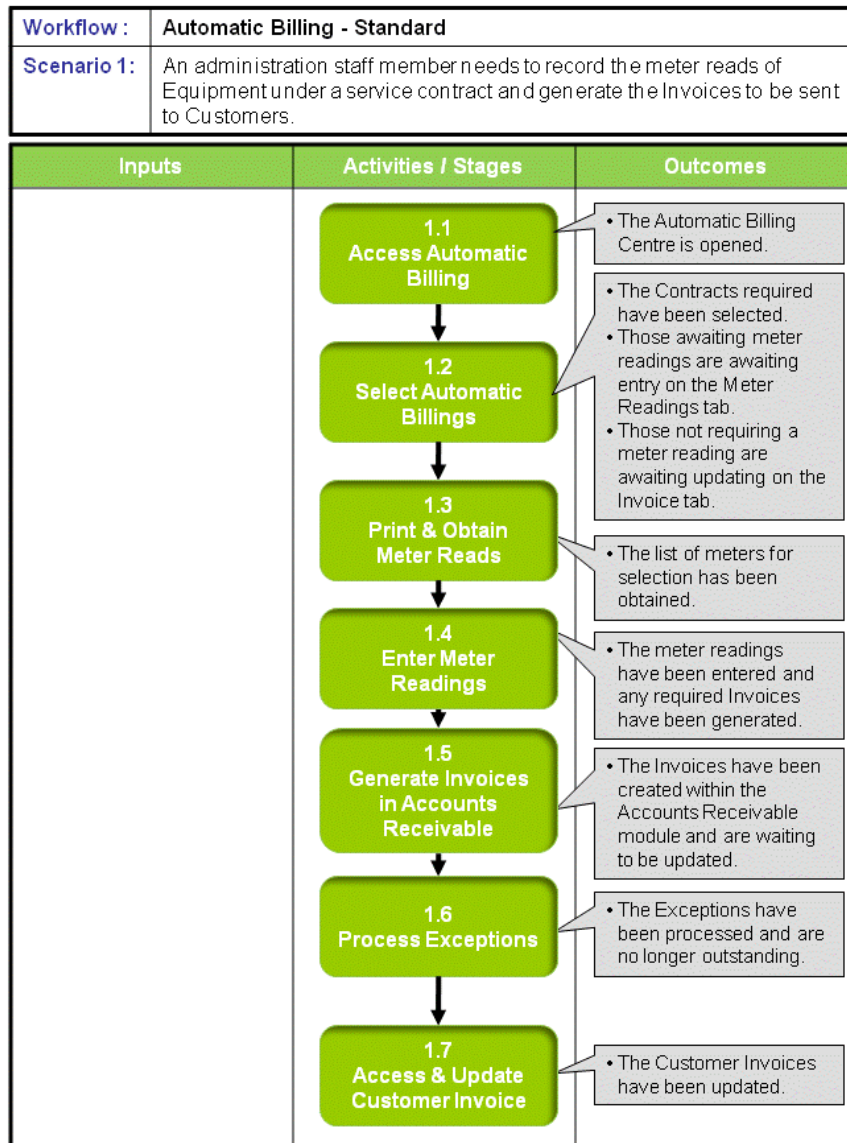
To understand and appropriately utilise the Automatic Billing module within the ICE Business System.

III : Target Audience

Administration staff responsible for recording Equipment meter readings and generating Invoices to Customers.

IV : Prerequisites

- Automatic Billing Setup Activities
- Automatic Billing Processing Activities
- Accounts Receivable Processing Activities

V : Scenarios**V.1 : Automatic Billing - Standard**

Scenario 1: Automatic Billing - Standard

An administration staff member needs to record the meter reads of Equipment under a service contract and generate the Invoices to be sent to Customers.

**1.1: Access Automatic Billing****Objectives:**

- Access the Automatic Billing Centre.

SLC Reference:

- ICE Business Systems > Service Call Management > Automatic Billing > Processing Activities

Work Instructions**Screen: ICE Main**

1. Access **Automatic Billing Centre**.

Select menu path:
Operations > Service > Selections.

Outcomes:

- The Automatic Billing Centre is opened.

Notes:

- N/A

**1.2: Select Automatic Billings****Objectives:**

- Select the Automatic Billing Contracts due for a meter read.

SLC Reference:

- ICE Business Systems > Service Call Management > Automatic Billing > Processing Activities

Work Instructions**Screen: Automatic Billing Centre > Selection tab**

1. Enter a **Next Billing Date**.

Note:

The date entered has to be in advance of the date shown in the Next Selection Date on the individual Automatic Billing contract for the contract to become available for selection.

The use of Next Billing Date as a single selection criteria will retrieve

ALL billing contracts that have a Next Selection Date prior to the nominated Next Billing Date.

2. If required, further specify Automatic Billing contract required by entering an **Agreement Number**, **Billing Type** or **Branch**.

Note:

There is no facility to select a range of Agreement No's, they can only be processed individually.

Using the Billing Type, as a selection criteria, will retrieve ALL billing contracts that contain the same Billing Type.

If a contract contains two Billing Types, (Minimum Charge and Meter Charge), then only the nominated Billing Type will appear for processing.

Using the Branch, as a selection criteria for Automatic Billing, will retrieve ALL billing contracts that are assigned to that nominated Branch.

If there is only one Branch in the database, then ALL contracts with a Next Selection Date prior to the Next Billing Date will be selected for processing.

Auto billing contracts are most effectively set up around next selection date and selected in this manner as an entire group for the main monthly auto bill run.

Next billing date cycles can be setup to enable billing to be selected each week of the month by collection method if desired.

3. Select the **Select** button to retrieve contract matching the selection requirements entered.

Note:

The contracts matching the selection criteria will be displayed within the top window labeled 'Available Billing Records'.

4. Using the down arrows, transfer the contracts required to be included from the Available Billing Records area to the Selected Billing Records area.

Note:

The red arrow will transfer individual records, whilst the blue arrow will transfers all records in the window. Selecting the up arrows will transfer the contracts from the Selected Billing Records area to the Available Billing Records area.

5. Confirm the **Invoice Date** for the Invoices to be created. This will appear on the header of all Invoices created. The date of the invoice will set the general ledger period in which your billing income will be posted on update.
6. Select the **Auto Create Invoices** button to process any Billing Types that are billed in advance, such as Minimum Charge and Rental invoices.

Note:

These invoices will then transfer to the Invoice tab of the Automatic Billing Centre awaiting a Meter Charge Invoice relating to the same equipment or the acceptance of an individual Invoice through to the Accounts Receivable module for updating.

OR



Select the **Invoice Current** button to process the selected contract only.

Note:

The selected record will transfer to the next data entry point. Charges in advance will go to the Invoice tab and Meter Charges will go to the Meter Readings tab.

7. Select the **Meter Readings** tab.

Screen: Automatic Billing Centre > Meter Readings tab

8. Meters requiring a reading will be displayed. Add any additional Equipment not currently displayed by using the **Equipment Locator** search arrow.

Screen: Machine Search

9. Search for the **Equipment** by typing in any of the searchable fields.
10. Press **F12** to retrieve the search results.
11. Select the **Equipment** required.
12. Press **OK** to select the **Equipment** and close the Machine search.

Outcomes:

- *The Contracts required have been selected.*
- *Those awaiting meter readings are awaiting entry on the Meter Readings tab.*
- *Those not requiring a meter reading are awaiting updating on the Invoice tab.*

Notes:

- N/A



1.3: Print & Obtain Meter Reads

Objectives:

- *Print the list of meters requiring a reading to manually record the read on.*

SLC Reference:

- *ICE Business Systems > Service Call Management > Automatic Billing > Processing Activities*

Work Instructions

Screen: Automatic Billing Centre > Meter Readings tab

1. If required, right-click on the blue title bar and select **Reports > Print Selection List**.
2. Obtain meter readings.



**Outcomes:**

- The list of meters for selection has been obtained.

Notes:

- N/A

**1.4: Enter Meter Readings****Objectives:**

- Enter the meter readings for the selections.

SLC Reference:

- ICE Business Systems > Service Call Management > Automatic Billing > Processing Activities

Work Instructions**Screen: Automatic Billing Centre > Meter Readings tab**

1. Select the **Equipment ID** the meter is to be entered for.
2. If Customer supplied Order Number, enter an **Order No.**
3. Within the Equipment Meters section, enter the **Read Date**.

Note:

Select the *Ellipsis [...]* button to select the date from the Calendar. The date entered will become the **End Date** in the **Billing Range** on the Customer's Invoice and the **Start Date** for the **Billing Range** on the next cycle.

4. Enter the meter's **Reading** supplied by the Customer.

Note:

The **Meter Reading history** for both **Auto Billing** and **Service** appears within the **Last Reading Information** section. If sufficient history exists, click on the **Avg** button to produce a system generated average reading for the Equipment.

5. The **Daily Avg** field within the **Last Reading Information** section will automatically be calculated. If entered meter read was outside the daily average for the Equipment this field will turn red.
6. Repeat steps 1 – 5 until all meter reads have been entered.
7. Select the **Invoice All Readings** button.

Note:

Alternatively, selecting "Update Meter Only" updates the meter reading on the piece of Equipment, but will not produce an Invoice. Selecting "Invoice Avg Reads" allows the user to average all contracts that have averaging set up and have sufficient history to process. Selecting "Invoice Reading" will create an Invoice for each reading individually.



Outcomes:

- The meter readings have been entered and any required Invoices have been generated.

Notes:

- N/A



1.5: Generate Invoices in Accounts Receivable

Objectives:

- Finalise Invoices required for Contracts and raise them within Accounts Receivable.

SLC Reference:

- ICE Business Systems > Service Call Management > Automatic Billing > Processing Activities



Work Instructions

Screen: Automatic Billing Centre > Invoice tab

1. Select the **Invoice** tab.
2. All Invoices generated appear within the top section. Select the Invoice required to display the Invoice's details within the bottom section.
3. If required, select the **Preview Invoice** button to view details and identify any inaccuracies.
4. For any incorrect Invoices, select the **Remove Invoice** button to send the invoice back to the **Meter Reading** tab for correction.

Repeat step 1.4 "**Enter Meter Readings**" before returning to this step.

5. Select the **Accept All Invoices** button.

Note:

Alternatively select "Accept Invoice" to process individual invoices only.



Outcomes:

- The Invoices have been created within the Accounts Receivable module and are waiting to be updated.

Notes:

- N/A



1.6: Process Exceptions

Objectives:

- Identify the way to proceed with selections that were raised as Exceptions.

SLC Reference:

- ICE Business Systems > Service Call Management > Automatic Billing > Processing Activities

Work Instructions

Screen: Automatic Billing Centre > Exceptions tab

- Select the **Exceptions** tab. This tab only appears if Exceptions were generated. If no Exception proceed to step 1.7 Access & Update Customer Invoices.

Note:

Invoices appear on the **Exceptions** tab when something outside the parameters set for the Automatic Billing Centre occurs. This could be a meter reading that is less than the previous meter reading or the Customer being on Stop Credit due to other outstanding accounts.

- Depending on why the Exception occurred, select either the **Accept Invoice** button or **Remove Invoice** button.

Note:

If the meter reading is correct but an Invoice is not required, select the **Update Billing Date** button to update the Billing Date only and not produce an Invoice.

If all Exceptions have been checked and those not required removed, the **Accept All Invoice** button may be used.

Outcomes:

- The Exceptions have been processed and are no longer outstanding.

Notes:

- N/A



1.7: Access & Update Customer Invoice

Objectives:

- View and Update the Invoices for the Customer.

SLC Reference:

- ICE Business Systems > Accounts Receivable > Processing Activities



Work Instructions

Screen: ICE Main

1. Access **Accounts Receivable Invoices/Credits**.

Select menu path:

Accounting > Accounts Receivable > Invoices/Credits.

or

The **[AR Invoicing]** icon.

Screen: Invoice/Credit Notes > Browse tab

2. Select the generated Invoice required.
3. Select the **Details** tab.

Screen: Invoice/Credit Notes > Details tab

4. View Invoice details.
5. If Invoice created incorrectly, uncheck the **Inv/Credit Complete** box to send the invoice back to the Automatic Billing Centre for correction.
6. Update the Customer Invoice by right-clicking on the blue title bar.
7. Select the menu option of **Processes > Update this Transaction**.

Note:

*If a multiple Invoices require updating, complete this once by selecting **Update a range of Transactions**.*

Screen: Confirm

8. Select whether this Invoice is to be **printed**, if it has not previously been printed.

Screen: Print Preview

9. **Review** the Checklist.
10. If required select the **Print** icon.

Note:

Either the Checklist or Audit Trail is 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.

11. Select the **Close** button to proceed with the update.

Screen: Confirm

12. 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

13. 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 Trails can be reprinted at any time.*

Screen: Invoice/Credit Notes

14. Select the **OK** button to close the Window.

Outcomes:

- *The Customer Invoices have been updated.*

Notes:

- *N/A*

**V.2 : Automatic Billing - Credits**

Workflow :	Automatic Billing - Credits	
Scenario 2:	A meter reading was entered into the Automatic Billing Centre. The reading is less than the previous recorded Auto Billing meter reading.	
Inputs	Activities / Stages	Outcomes
	<div>1.1: Access Automatic Billing ▼ 1.4: Enter Meter Readings</div> <div>2.1 Proceed with reading less than previous</div> <div>1.4: Enter Meter Readings ▼ 1.7: Access & Update Customer Invoice</div>	<div>• The meter reading less than the previous reading has been entered.</div> <div>• The reading has been processed and awaiting to be Credited.</div> <div>• The meter reading less than the previous reading has been credited.</div>

Scenario 2: Automatic Billing - Credits

A meter reading was entered into the Automatic Billing Centre.

The reading is less than the previous recorded Auto Billing meter reading.

**1.1: Access Automatic Billing****1.4: Enter Meter Readings****Objectives:**

- Access the Automatic Billing Centre and enter a meter reading.

SLC Reference:

- ICE Business Systems > Service Call Management > Automatic Billing > Processing Activities

Work Instructions**Screen: ICE Main**

1. Complete Scenario “Automatic Billing – Standard” from Stage 1.1 to 1.4 - step 4.

Outcomes:

- The meter reading less than the previous reading has been entered.

Notes:

- N/A

**2.1: Proceed with reading less than previous****Objectives:**

- Process a reading less than a previous reading.

SLC Reference:

- ICE Business Systems > Service Call Management > Automatic Billing > Processing Activities

Work Instructions**Screen: Confirm**

1. Select **Yes** to continue with a reading less than the previous reading.

Screen: Automatic Billing Centre Password

2. If the System Default requires it, enter the **password** to process Automatic Billing Credits.

Screen: Credit Meter Value



3. Select the method to calculate the credit by selecting one of the **Reading Value** options.

Initial Tier Select allows you to credit against a particular billing tier and rate set against that tier for the copies being credited.

Cents per copy allows you to credit part of the copy cost set per copy or vary the cost per copy rate for the copies to be credited.

Actual Value allows you to enter a set dollar amount to be credited for the copies that are being credited.

4. Confirm the factor to determine the credit based on the method selected and the correct Credit Total has been calculated.
5. Select **OK** to proceed.

Screen: Automatic Billing Centre > Meter Readings tab

6. Confirm the Actual Copies displayed is negative.

Outcomes:

- The reading has been processed and awaiting to be Credited.

Notes:

- N/A



1.4: Enter Meter Readings



1.7: Access & Update Customer Invoice



Objectives:

- Credit the meter reading and update the Customer Credit.

SLC Reference:

- ICE Business Systems > Service Call Management > Automatic Billing > Processing Activities

Work Instructions

Screen: ICE Main

1. Complete Scenario "**Automatic Billing – Standard**" from Stage 1.4, step 7 to Stage 1.7 end, updating the Credit rather than Invoice.

Outcomes:

- The meter reading less than the previous reading has been credited.

Notes:

- It is important that the user processing a credit via the Automatic Billing Centre check that the Last Meter Reading details have automatically been updated as a result of the posted transaction on the Meters tab within the Equipment Master File.



V.3 : Automatic Billing – Troubleshooting

Workflow :	Automatic Billing – Troubleshooting
Scenario 3:	Common questions relating to the use of the Automatic Billing Centre are addressed below.

Inputs	Activities / Stages	Outcomes
	<div>3.1 Troubleshooting</div>	<ul style="list-style-type: none">• The common questions relating to the use of the Automatic Billing Centre have been addressed.

Scenario 3: Automatic Billing – Troubleshooting

Common questions relating to the use of the Automatic Billing Centre are addressed below.

3.1: Troubleshooting**Objectives:**

- Outline the common questions and answers relating to the use of the Automatic Billing Centre.

SLC Reference:

- ICE Business Systems > Service Call Management > Processing Activities

Work Instructions**Screen: ICE Main**

1. Can I **import meter reads** into ICE?

Meter readings can be imported into ICE. For full setup, processing, review and resolution details refer SLC Section 2.8.4.

2. How do I raise a **Credit** for an Automatic Billing Invoice that has been updated?

Raising a Credit for an Automatic Billing Invoice that has been updated is completed in the same manner as creating the Automatic Billing Invoice in the Automatic Billing Centre. Refer to Scenario 2 “**Automatic Billing – Credits**” for further details selecting and pulling through the required billing contract, setting the Invoice Date to the date of the Credit and entering a meter read lower than the current billed meter on the Meter tab.

The Credit Date should equal the date that the meter read that is being adjusted was actually taken to maintain accurate records and ensure the integrity of your reporting.

It is recommended that a Credit password be set by your System Administrator to tightly control the raising of Credits for updated Automatic Billing Invoices. This will make the password mandatory.

3. When should I **add a new agreement** or attach a new charge to an **existing agreement**?

Separate Auto Billing Agreements/Forms can be set up for each piece of Equipment that is to be charged. Alternatively multiple Equipment files or charges can be attached to one Auto Billing Agreement/Form for optimisation of administration.

Multiple Equipment files are usually combined on an Auto Billing Agreement/Form for the one Customer and can be selected to be invoiced all together on one Invoice. Billing in this way still allows the individual Equipment history and copy costs to be recorded at the

same time as allowing for increased accounting efficiencies due to having a reduced number of Auto Billing contracts to manage. It also allows for one Invoice to be produced to a Customer that has a multiple machines.

The Auto Billing Agreement/Form allows the selection of whether to combine all Equipment charges on the Contract on one Invoice. If required, separate Invoices can be raised for each piece of Equipment even though they may all be attached to one Auto Billing Agreement for that Customer.

4. How do I process **free copies** sold with a machine?

Free copies sold with a machine may be a one-off set number of free copies or may be structured as a set number of copies that are included free each month. Each of these sales scenarios can be accommodated in the ICE Business System to provide the Customer with free copies and either have your sales or service departments carry this cost to your business.

For a one-off number of free copies, adjust the start Billing meter so that the Customer is not charged until the meter reaches the number of free copies. In this situation service will in effect wear the cost of these included copies. To transfer this cost to the Sales division internally, an AR Invoice is completed from the Service department to the Sales department to in effect pay service for these sales including copies, recording this income against the machine service history.

With monthly free copy inclusions, set up a minimum monthly charge in your Auto Billing file calculated on the copy charge for the number of included copies and charge this to the sales department - not the Customer for internal Cost Of Goods Sold (COGS) allocation. The Customer meter billing tiers are then adjusted to reflect the free monthly copies by adding a billing tier for the included copies at no charge. Each month the invoices for the included copies raised would then need to be credited to the Sales COGS general ledger account.

Be sure to follow internal charge policies when Invoicing from one department to another. When raising credits to COGS accounts, ensure that consideration is made for what you do and do not want to record against machine history. If the service department is billing the COGS account for the included copies to the sales department, the Invoice should go to the machine history as it is service income for that Equipment. However the credit to COGS should not affect service financial history on a machine. Setup of the Sales COGS non-stock code to save a general history record for the on charging of free copies is recommended.

5. What is **Aggregate Billing** & when should this option be used?

Aggregate Billing is a fixed duration service contract, with an agreed copy volume per billing period, as well as a total agreed contracted volume put in place across multiple machines. Meters are collected and recorded for each machine (created within the ICE Equipment Master File) but billed against the agreed copy volume per billing period.

Setup of the contract involves an arrangement on how meter unders

and overs will be handled within each billing period and at what rate they will be invoiced, credited or recorded. Aggregate Billing should be used when you wish to bill your client for a total copy volume per billing period, at one agreed rate/tier structure per meter type, across multiple machines. Aggregate Billing should not be used if you wish to charge different meter rates for each piece of Equipment that the client has on a service contract.

Aggregate Billing does allow for different meter rates to be set up for each machine against the contract for reporting purposes only. To charge separate meter rates, for each Equipment, you need to set up independent not Aggregate contracts.

Auto Billing Forms (contracts) can be set up with multiple Equipment files attached, all with differing meter charges. This is not Aggregate Billing, but a way of optimising the administration of your auto billing by being able to bill the contracted Customer all at once, with the selection of one contract for the multiple machines and combine these separate charges all together on one Invoice, not in an aggregate total.

Refer to Automatic Billing Setup Activities on how to create a new Automatic Billing form (Contract) ensuring it is flagged as an Aggregate and the Control setup tab is activated. Control Setup contains all the relevant information for the Aggregate contract. Meter charges per meter added here are what will be charged against the contract on meter entry against each machine.

An Unders/Overs meter sub-tab is located on the Meter details tab of the Control Setup for Aggregate Contracts. Enter a meter rate and income setcode for processing unders and overs and select the billing method that has been agreed re these charges or credits. Once the Aggregate contract is setup, add the Equipment items that are covered under this agreement. On each Equipment item you can enter different meter rates for reporting only, the charges that apply will be that setup against the Aggregate contract for all Equipment that is linked, part of the Aggregate Agreement.

As you have flagged the Auto Billing Form as Aggregate and completed Control Setup for the Aggregate contract, the majority of the information/settings on the tabs on the Equipment Master File are preset for you. This is due to the collective nature of this type of agreement.

Aggregate contracts can be selected separately in the Automatic Billing Centre and are processed in the same way that a standard Automatic Billing agreement is handled. If you attempt to Invoice an Aggregate Contract and some of the attached Equipment has not had meter reads entered, an exception will be raised to complete the meter reading. An Aggregate contract cannot be billed without all meters being entered against all machines on the Aggregate contract.

6. How can I set up an agreement when the **manufacturer or finance company rebates for service copies?**

A service agreement for copies is set up in exactly the same way whether the manufacturer/finance company pays you for the Invoices you raise or rebates you by providing an Accounts Payable

Credit. As Copier Manufacturers/finance companies can be both Debtors and Creditors sometimes you will invoice the Copier/Finance Company for rebates and installations as well as receiving supplies.

The money that is owed to you from the invoices generated in AR will be paid to you in the form of an AP Credit. These Credits are applied to your account with the Copier/Finance Company. When you pay your account you reduce the amount of the payment by the amount of credits issued. The Credits cannot be used as a normal credit as it would negate the income and expenses and this is incorrect. The only difference is how you then account for the Accounts Payable Credit that was received in lieu of the Accounts Receivable Payment and process this payment across both subsidiary ledgers (Accounts Receivable and Accounts Payable) in the ICE Business System.

The contra entries for both the AR Banking and Supplier Payment must see the bank account changed from default to a dedicated contra account otherwise it will be processed through the normal bank account. Ensure the AR Banking Receipt is unticked from appearing on the bank summary to avoid these receipts being mixed in with you daily banking that needs to be processed at the Bank. Apply this receipt to the Invoice(s) generated to the Copier Company as if it were a normal cheque.

The Supplier Payment will not cover all the Invoices you are paying because the credits are applied to the account. Process the credits as a cheque. Use the credit number in the cheque number field. In the header change the bank account from your normal bank account (the default) to the Copier Company Contra Account. Allocate the credit to the remaining Invoices. Print remittance advice and send to supplier with payment advice.

The credits flow through the contra account on both the AR and AP sides of the ledger (debit & credit) so the Contra Account should always be nil when all transactions are finalised. This is a clearing account only.

7. How do I change the **Delivery Location** on the Automatic Billing Invoice?

In System Defaults (Admin > System Defaults) there are two settings that relate to the Delivery Location being shown on Invoices. Both setting can be found on the Branches tab > Invoice tab within the Include on invoice area. The first setting is whether to Include on Invoice the "Delivery address", the second is whether the "Delivery address = equipment location". With both these options checked the Delivery Location on an Automatic Billing Invoice is the same as the Equipment location on the Equipment Master File. To change the Delivery Location on an Automatic Billing Invoice edit the Equipment Location in the Equipment Master File (Admin > Equipment > General Details), on the General tab.

If "Delivery address = equipment location" 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.

Outcomes:

- *The common questions relating to the use of the Automatic Billing Centre have been addressed.*

Notes:

- N/A