SIGNATURE SOFTWARE

Release Notes – ICE2021R1/2
Version - Build 602022 DB 0252 Connections 6.2.0.16
November 2021

Overview

Welcome to Signature Software's full release for 2021 - Version ICE2021R1/R2. Signature Software's focus in 2021 has been data automation, transformation, and greater integration with 3rd Party Products.

This latest release is a testament to our focus delivering our highly anticipated data import and creation integration with Canon Australia. This exciting development does not benefit only Canon Partners - but any client who has a need to reduce manual and repetitious data entry functions by way of using APIs to automate the data process into ICE, CRM, TicketPoint and OCR

Firebird V4.00 Please be aware that this release of ICE will also require an upgrade to your Firebird Service. This upgrade will require creating a new database and the copying of all existing data. Please refer to the supporting release note for further information.

Featured items with this new release include:

- Auto Creation of Customer, Equipment, Billing Contracts and Service Jobs with use of API's.
- RCTI Accounts Payable Transaction Adjustment Entries.
- Ability to Assign and Modify Equipment ID's at any time in AP Invoicing and Receipting and AR Sales Orders & Invoices.
- New Option to Assign additional Non-Stock AP Charges against AR Invoices and Sales Orders.
- Purchase Order Reference Lookup and integration to Accounts Payable.
- After pay and Open Pay Payment Types use in AR & POS.
- Stock Depletion Email Alerts.
- New Email Resend Options.
- User Password Creation and Maintenance and Improved Security Settings.
- DropShip default Equipment for Non-Invoice Supplies.
- Connections Telstra Enterprise Remuneration Construct Changes.
- Connections Handset Mapping automation in Master Control Systems.
- Sales Force Integration with POS.
- New AB Invoice Display Options for Appendix Report.
- Current Month Dated GL Financier Payments.

Should you wish to gain a better understanding on how any ICE features can be adopted in your business we have a team of Business Consultants who are not only skilled in ICE but more importantly understand your business.

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Major Enhancements included this version

Accounts Receivable Master File

Job no:10200 - *NEW*: **Ability to view new Customers created via an API for review and data confirmation.** A new 'New/Modified' filter radio button filter has been added to the header of the Customer Masterfile Form. When selected, this will display new customer records created from ICE Service API (DJ 9892) and CRM. This will allow the user to review all data imported and confirm all is as required for business process' etc.
Where customer records are created directly within ICE > Customer Masterfile or are imported via the AR Customer Import method, these will continue to default to a status of confirmed.

When new customer records via API or CRM are detected, the Customer Masterfile icon will also 'flash'. This feature will allow users to work BAU and need only to review the new/modified customers as they are created/imported when the icon begins flashing.

A new 'Confirmed' filter is added to the Accounts Tab and all new records will be flagged as 'New'. Only after the user has reviewed and flagged as 'Confirmed' will the icon will revert to its standard look and cease flashing.

This new feature is an integral component with our Canon API Install Service Job Creations development and CRM development, though will also be utilized with other importing type development.

Automatic Billing Contract Setup

Job no:10202 - *NEW*: **Ability to view new Billing Contracts created via an API for review and data confirmation.** A new 'Show New/Modified Equipment Only' selection filter has been added to the header of the Automatic Billing Form. When selected, this will display only contracts that contain equipment with a status of New/Unconfirmed (IE: being created from an API import).

When new equipment records are automatically created via the import/use of API (DJ 9982), simultaneously the billing contract will create for the equipment against the applicable customer and are the contracts that will be displayed under this filter option. This will allow the user to review all data imported and confirm all is as required for business process' etc. A new 'Confirmed' checkbox is displayed on the 'General Tab' below the 'Equipment Status – Active' checkbox. All new records will default to not flagged at 'Confirmed' and only once a user has flagged to confirmed will the record be moved from the 'New/Modified' filter to 'Active'.

The equipment billing record within the Equipment > Browse tab grid will also display as a highlighted/bold light green colour if the related equipment billing is new/unconfirmed. As part of this introduction of filter feature, the Billing Contract Masterfile icon will also 'flash' to a showing a red circle with a white minus symbol. This feature will allow users to work BAU and need only to review the new/modified items as they are created/imported as the icon begins flashing. Once all new/modified items have been confirmed/approved the icon will revert to its standard look and cease flashing.

This new feature is an integral component with our Canon API Install Service Job Creations development but will also be utilized with other importing type development

Major Enhancements Continued:

Equipment Master - General

Job no:10201 - *NEW*: **Ability to view new equipment created via an API for review and data confirmation** A new 'New/Modified' radio button has been added to the Equipment Enquiry filter within the header of the Equipment Masterfile form.

When new equipment records are automatically created via the import/use of API, these records will be displayed under this filter option. This will allow the user to review all data imported and confirm all is as required for business process' etc. A new 'Confirmed' checkbox is displayed on the 'General Tab' below the 'Equipment Status – Active' checkbox. All new records will default to not flagged at 'Confirmed' and only once a user has flagged to confirmed will the record be moved from the 'New/Modified' filter to 'Active'.

As part of this introduction of filter feature, the Equipment Masterfile icon will also 'flash' to a blue book with red circle showing white minus symbol. This feature will allow users to work BAU and need only to review the new/modified items as they are created/imported as the icon begins flashing. Once all new/modified items have been confirmed/approved the icon will revert to its standard look and cease flashing.

This new feature is an integral component with our Canon API Install Service Job Creations development but will also be utilized with other importing type development.

Integrated Modules

Job no:9943 - *NEW*: **and** Job no: 10015 - *NEW:* **'After pay' and 'Open pay' Payment Options.** These payment methods are now introduced for use within both the POS and Accounts Receivable modules.
Both Payment Types (Admin > Setup > General > Payment Types) post upgrade have basic setup complete and are ready for use/selection within AR Invoicing, AR Banking and POS Transactions.

When processing a POS transaction, the user will enter in the value of the transaction into the 'After pay' or 'Open pay' field and complete the sale in normal business process.

Processing an Accounts Receivable Invoice with either terms, the 'After pay' or 'Open pay' payment type is selected in the header of the Invoice followed by normal business process to complete the invoice.

Processing an 'After pay' or 'Open pay' Banking Receipt (Accounting > Accounts Receivable > Banking), the required tender type is selected within the banking header and transaction completion occurring in normal business process .

If a user updates a range of banking receipts across multiple days, the 'After pay' and 'Open pay' transactions for each date will sum each type together and display on the Bank Reconciliation as one lump sum payment for each type on settlement date, with the reference of 'After pay' &/or 'Open pay' and the assigned Batch ID.

For stores accepting either payment type through POS, when processing End of Day (Admin > End of Day > POS End of Day), there are new fields to enter in the total value of 'After pay' &/or 'Open pay' transactions in the same method that EFPOS and AMEX transactions are accounted for. If a user chooses to print the Transaction by Tender report from the Reconcile tab, this report will now list applicable transactions under DEPOSITTYPE in a new column titled After pay and Open pay, allowing for easy reconciliation.

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Major Enhancements Continued:

Once the End of Day process has been completed by the user, 'After pay' and 'Open pay' transactions will display on the Bank Reconciliation (Accounting > General Ledger > Bank Reconciliation) as lump sum payment for each type on settlement date, with the reference of After pay &/or Open pay and include the assigned Batch ID.

System Security
Job no:10020 - *MOD*: **User Password Creation and Maintenance –** ICE now allows users to change their own password when signing into ICE. Any password change will need to follow the *'Password Rules'* established from within the Utility File (Utility > Security > Password Rules). The password rule requirements can be set up using the latest Utility 1_1_1_52.exe. These rules allow for setting the minimum number of characters required, number of different types of characters as well as how long a password remains valid.
Post upgrade to ICE2021R1, no 'rules' will be initially enforced. This will allow for Business Owners/Managers time to setup and implement this new feature and also allow time for staff to change/manage their password if required.
A future release will then see both the 'rules' become enabled and also auto setting of any rules if not set. Signature Software will communicate this change time via release notes prior to the cutover.

Third Party Software
Job no:10152 - *NEW*: **Firebird V4.00 - Please be aware this release of ICE (Version ICE2021R2B2) will also require an upgrade to your Firebird Service.**
The process of upgrading ICE will include the creation of a new database and the copying of all existing data. Any unofficial or 3rd party connections to the database or operational environment should be closely monitored and planned with your IT Provision-er prior to upgrade. Both versions of Firebird can still be run though.

Signature Software have completed extensive testing within our environment; however it is not possible to test every process, 3rd Party Product etc. Therefore, we strongly recommend that you complete in depth testing within your own environment and requirements and consult with any third parties that connect to your ICE database also.

A complete process/installation document is also available for those wishing to complete the upgrade themselves.

For your technical reference this below link provides more details about the features and benefits of Firebird 4.0 Firebird: Visit Firebird 4.0 Release Notes

Third Party Software
Job no:9982 - *NEW*: **Canon API Creation of new Customers, Equipment, Billing agreements and Install Jobs** - This exciting development in conjunction with Canon Australia will now see all 'Installation' jobs auto create via the API within ICE.

Users will now process via a portal newly received data creation associated with the Canon Install Job.

When a new install call is received into ICE, the system will look to see if the device does not already exist within the system and create a record if not (driven by serial number). Simultaneously where the device is attached to a customer that does not exist in ICE a customer record will also be created. Lastly where the device does not currently sit within a billing contract, a new billing contract will also be created.

This is where DJ 10200, 10201 & 10202 will be integrated. Initially, all Canon partner clients should closely review.
These exciting new data automation processing will flow through to any API data importing in future releases also.

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24Hr Office

24 Hr Office
Job no:10044 - *MOD*: **Auto Creation of Toshiba and Ricoh Service Jobs and Tickets**** - With use of Signature Software Email Parser, new service jobs within ICE and new tickets within TicketPoint can now auto create when used with the supported email templates from Toshiba and Ricoh and the current version of the Email Parser running with ICE.
If you would like to know more about this licenced premium feature contact our support team today!

Accounts Payable

Accounts Payable Invoices
Job no:10133 - *MOD*: **OCR Creditor Importing – Blank Stock Code and Description Fields** - When importing invoices which contain one or more lines with empty/blank Stock Code and Description fields, the ICE system will allow for 2 options to proceed.
Selecting 'Yes' the system will remove the pending invoice and the user will remain within the 'Import List Page'. Where 'No' is selected, the system will abort the process and no removal of invoice from the import list will occur (and the user will remain on the 'Import List Page' {Current BAU}).

Job no:10157 - *MOD*: **Exported AR Invoice XML Modification** - The XML export from the source company has been modified to now not include/contain 'Summated' invoice lines from the originating source when importing the XML into the destination company (RE: Dev Job #10014)

Job no:10026 - *NEW*: **Creation of Supplier Invoices for Intercompany Sales Orders processed through to different working companies within ICE.** This new feature works on from the development of 'Creation of matching inter company sales orders within a multi company database {DJ 10014}. When used it will enable the Supplier Invoice to be automatically generated within the working company that sent the Sales Order internally.

A new COGS GL field has been added to Non-Stock GL Set Codes for the purpose of GL posting used only for importing of AP Non Stock Line purpose.

A new 'Create XML' button is added to the bottom of AR Invoice form and will be enabled when the customer selected in the AR Invoice is an internal customer with intercompany Supplier configured and the invoice has been updated.

Upon clicking the 'Create XML' button, an XML for AP Invoice Import with header and lines information is created and inserted into the ICE Storage Database.

The AP Invoice is imported within the company who generated the original inter company sales order (AP Invoice Import Function). The invoice lines will populate as follows:-

> If the stock code for the non-stock line exists within the destination company, the GL used from the GL Set Code for COGS will be used.

> If the stock code does not exist in the destination company, the system will look to the GL Alias' as set for that supplier (current system workings for importing of supplier invoices).

Accounts Payable Continued:

Job no:9695 - *NEW*: **New Option to Assign additional Non-Stock AP Charges against AR Invoices and Sales Orders** - Additional expenses associated with sales outside stock costs can now be assigned to either un-updated or updated AR Invoices and open Sales Orders. These assigned costs can also be set to show on the invoice/sales order to the customer or not shown and simply added to the expense of the transaction (and calculated as part of the sale GP).

Within the AP Invoice form a new 'AR Ref No' field is displayed to the right of the Job No field. This new field can be populated after the original line has been saved (IE: within yellow edit mode within the line). Only Non Stock Items can be assigned at line level.
Post entering the non-stock entry description, GL Posting etc to the AP Invoice, the AR transaction to be assigned to is selected via the search within the AP Ref No field. Post selecting the AR transaction to be used, the user will be presented with the Non-Stock selection filter to locate the required non stock item to be used for this assigning. Users will have the option to make visible the non-stock cost entry on the AR transaction. When 'Yes' is selected the cost will display and print on the AR invoice. Selecting 'No' will append the costs to the expense of the AR Transaction but not display nor print on the AR Transaction. Any assigned costs will display as Teal to the ICE user when viewing the AR Transaction.

When an AP assignment of cost is being applied to an already updated AR Invoice, the user will only have the option of assigning the Non-Stock item to be used.

Once a cost has been assigned both transactions (AP and AR) will behave autonomously of each other as unique transactions.

Both the Inventory > Sales History Report and the Inventory > KPI Sales History Report will display any assigned costs also.

Job no:9788 - *MOD*: **RCTI AP Transaction Adjustments** Vendor Expense Offset (RCTI) and Vendor Offset transactions now allow for the insert of additional lines within the supplier AP Transaction. This allows the operator to process minor adjustments due to different rounding rules etc used between different systems.

Job no:10077 - *MOD*: **AP Templates > Restricting Inactive Devices Use -** A warning now displays before the confirmation dialog when using a template that does contain an inactive equipment record (Accounting > Accounts Payable > Invoice/Credit > Template Creation/Copy).
The alert advice of 'Warning – assigned Equipment Number to Template is no longer active', allows users to either select 'Yes' and proceed with the template use into AP Invoice creation or 'No' to close the form and not create an AP Invoice from the template.

Job no:10123 - *MOD*: **Modifying and Assigning Equipment ID's at any time on AP Invoice and AP Invoice Stock Receipting** - Users can now assign, modify or assign default equipment to both non-updated and updated transactions.
When changes to the default equipment occur, the system will perform as follows and users will receive confirmation warning alerts before being able to confirm the change.
> * If the default equipment was already populated, only lines that match the original value will be updated.
> * If all lines do not contain an EquipID, all lines will update to the new EquipID entered within the header of the transaction.
> * If all lines are for a single EquipID (with some blanks), only those stock line with the Equip ID will be updated.
> * When multiple Equip ID's are assigned across invoice lines, only the blank Equip ID lines will be updated when the header is added or modified for default equipment.

Accounts Receivable

Accounts Receivable

Job no:9665 - *MOD*: **AR Customer Quotes** - Quotes can now be marked as 'Lost' post converting to an invoice or sales order. When the converted quote to transaction (invoice, Sales Order or Service Job) has not been updated to the GL, the system will now remove the transaction.
In the case that the Invoice, Sales Order, or Service Job have been updated to GL or completed, the quote can still be marked as 'Lost', however in this instance the updated transactions will remain as is.

Job no:9800 - *MOD*: **Modifying and Assigning Equipment ID's at any time on AR Sales Orders & Invoices -** Users can now assign, modify or assign default equipment to both non-updated and updated transactions (excluding Auto Billing and Service transactions).
When changes to the default equipment occur, the system will perform as follows and users will receive confirmation warning alerts before being able to confirm the change.

> * If the default equipment was already populated, only lines that match the original value will be updated.
>
> * If all lines do not contain an EquipID, all lines will update to the new EquipID entered within the header of the transaction.
>
> * If all lines are for a single EquipID (with some blanks), only those stock line with the Equip ID will be updated.
>
> * When multiple Equip ID's are assigned across invoice lines, only the blank Equip ID lines will be updated when the header is added or modified for default equipment.

Accounts Receivable Invoice/Credits

Job no:10065 - *MOD*: **Sales Order Embedded Date Field -** Newly created 'Sales Orders' now auto populate the creation date within the header of AR Invoice/Credits/Sales Order form in 'Sales Order Date' (Accounting > Accounts Receivable > Invoice/Credit/Sales Order).
Likewise, using 'Auto Create Sales Order' option, this also populates and carry over when converted to an AR Invoice.
This field cannot be modified by a user and will have no bearing on GL Periods.

Job no:10111 - *MOD*: **Summated Minimum Charging Invoice Display Option** - Aggregate contracts can now be further summated to show only the combined total of the inventory builds for the minimums across all meter types.
The Aggregate Billing contract will require 'Do not show agreed volume on invoice' option selected/checked and likewise the newly introduced selection option 'Summate Minimums on Invoice' also selected/checked. This new option to summate minimums is located within the Control Setup > Meter Details > Details and must be set for each meter type when this option is being used.
By default, all aggregate contracts will default to 'No'.
Once setup to summate, the invoice will display at the end of lines the makeup of this summated value.

Job no:10127 - *MOD*: **AR RCTI Transactions** -RCTI AR transactions to internal customers will no longer populate the BAS line posting to G3 as long as the associated Inventory Masterfile item is also flagged as 'Non-Taxable'. Note this does not change the correct system setup for these particular types of auto billing contracts and as such will remain unchanged as flagging to 'No' for charging GST.
This change will also see the BAS Reports calculate and display accordingly.

Accounts Receivable Continued:

Job no:10014 - *NEW*: **Creation of Matching Inter-Company Sales Orders in Multi Company Databases -** Business' that transact between 2 working companies for the sale and manufacture of stock/goods can now raise Sales Orders within Company A and automatically create a matching Sales Order in Company B easily via a new option at the bottom of the AR Invoice form.

The Customer record within the destination company will requires flagging as an 'Inter-company Customer' and the Supplier record within the source company will require flagging as 'Internal Supplier'. This will enable the supplier to be linked to the customer in the destination company who was flagged as the inter-company customer.

An 'InterCOY SO' button is made enabled at the bottom of the AR Invoice form when a Sales Order is created. When used, the matching SO is created in the destination company according to the supplier settings for the stock item within the Inventory Masterfile.

Job no:9801 - *MOD*: **Requested Customer and Supplier Purchase Detail display within Inventory Search/Look Up** These 2 fields now display within the Inventory Search Look Up to assist users with quick identification of which stock item/s (serialized) are required for which customers when invoicing or creating sales orders.

When a customer is assigned to a standard purchase order header or at line level of the order, this customer will be as what is shown when completing the AR Invoice or Sales Order.

Post opening out the 'Serial Number' form to make serial number selection, both 'Customer' and 'Supplier' fields have been added to the end of the form. These 2 fields can be moved around for preferred custom view also.

Customer – This will display as the customer specified on the standard Purchase Order header or line that resulted in this serial number being received into stock.
Supplier – This will display as the supplier used from the source transaction created to receipt this stock (AP Invoice or Operation > Stock Receipting).

This information is also displayed within the Inventory Masterfile Enquiry Tab. The Customer selection criteria is also introduced into both the Outstanding Orders Report and Purchase History Report.

Job no:9549 - *MOD*: **Dropship Default Equipment Use for Non-Invoice Supplies** - Creating Non-Invoiced transactions for Drop Ship dispatchment can now have the default equipment and dropship information automatically populate.
New 'Drop Ship Location', 'Active' and 'Freight Company' selection options have been added to the Equipment Masterfile General (Cont)Tab. When populated, the NIPD transaction header will automatically default to this information when 'Non-Invoice' Document Type is selected post entering the 'Default Equipment'.
Note - where an 'Alternate Address' is also set for the device on the General (Cont) Tab, this is the address which will be used for the NIPD Drop Ship supply.
Using this new option will not change the dropship process through to fulfilment.

Accounts Receivable Reports

Accounts Receivable Reports

Job no:10161 - *MOD*: **Customer Order Number Display within Customer Statements** - The POS Reference column is now labelled as 'POS Ref/Order No' to allow for either a POS Reference number or a customer order number reference. (Reports > Customer Reports > Customer Statements)

POS Transaction Ref # will be used on Customer Statements when the Order No field is left blank when processing a POS Transaction to a customer account.

Where a POS Transaction does have a Customer Order Number entered, this reference number will display instead on the customer statement.

When an Order No is entered within an AR Transaction, this reference number will be used on the customer statement.

Job no:9611 - *MOD*: **Aged Trial Balance Inc. Invoices Report Modifications -** Last Payment Date & Email Address information is added to the report display (Reports > Customer Reports > Aged Trial Balance Inc. Invoices).

The email address used will be taken from the Customer Masterfile Account Tab 'Contact' field that is populated. Where no account contact is populated, the email address as set on the 'General' tab will be used instead.

Should both fields be populated with an email address, the 'Account' tab will take precedence (Admin > Customer).

The last entered payment date (AR Banking) is included in report display now to the right of the Customer name field.

Automatic Billing

Automatic Billing Contract Setup

Job no:10058 - *MOD*: **New AB Invoice Display Options for Appendix Report -** Three new display options are added to the Billing Contract Form (Admin > Equipment > Billing Details > Contract Details Tab) at 'Appendix in Use' option.

1. Volume, Cost of Copies and Click Rate
2. Volume, Cost of Copies.
3. Volume.

These filter options are still reliant on the System Default (Admin > System Defaults > Company's > Billing) 'Show Cents per Copy on Appendix Report'.

The 3 new options will only be enabled when this default is set to 'Yes'.

Where 'No' is set at System Defaults, the user will have the option to still flag the Billing Contract as 'Yes' for 'Appendix in Use', though the 3 options of display will not be available and the appendix will report as historically done with volume only.

Job no:10036 - *NEW*: **Meters Tab added to Phones and Computer Working Modules** - Any meter type (non-cumulative and cumulative) can now be added and used for billing purpose from both these working modules. The setup and billing process remains un-changed as to how it is configured and processed within the Machines Working Module.

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Automatic Billing Continued:

Job no:10070 - *MOD*: **Auto Balancing Billing Contracts > Invoice Display** - New System Default and Billing Contract invoice display options.

> System Default: Admin > System Default > Company > Billing > Billing Defaults - 'Do Not Display Copies on Auto Balancing Agreements'. By default, this field will be 'No' post upgrade.
> Billing Contract: Admin > Equipment > Billing Details > Control Setup > Volume – 'Display Auto Balance Copies'. By default, this field will be ticked/flagged (as Yes) post upgrade.

When both settings are left un-changed post upgrade, the user will see no difference to system output/display on all invoices/credits processed against an Auto Balancing Agreement.

When the System Default is changed to 'Yes', all newly created Auto Balancing billing contracts will then default as not ticked/flagged (no) – IE: All existing auto balancing contracts will require manual change if this selection option is required.

By setting the Billing Contract to 'No' (un-ticked) at 'Display Auto Balance Copies' , all future autobill invoices generated will no longer display both the ''XXX Copies have been recorded as Under Minimum Volume for this Cycle' and 'XXX Minimum Copies not Utilised have been offset against Overs Charge' line messages.

Job no:10025 - *MOD*: **Current Month Dated GL Financier Payments**
When creating a new Financed Aggregate Contract, by default, the pay period will default to 1. This value can now be changed to zero. When changed to zero, this will allow for the Automated GL Financier Payment to be dated within the current month to correspond to the Financier's invoice date (Admin > Equipment > Billing Details > Control Setup > Setup Tab, 'Finance Pay Period').

Job no:10130 - *MOD*: **New 'Combined Billing Summary' for Standard Billing Contracts** - This new feature will display all billing financial information as a summated summary within the first lines of the Auto Bill Invoice.
At Billing Contract level (Non Aggregate Only) a selection option is found on the Contract Details tab to 'Show a Combined Summary on the Invoice'. Only when checked/selected will this summary information display. By default, post upgrade, all standard billing contracts will not be flagged.

Automatic Billing Reports

Automatic Billing Reports
Job no:9564 - *MOD*: **Unders/Overs Report** - A new 'Unders and Overs' Yes/No option has been introduced to AR Invoicing which will allow for the equipment used within the line/s of the invoice to display within the 'Maintenance' section of the Overs / Unders ICE Report.
By default, invoices will create as 'No' and can be changed as required via Formatting > 'Unders and Overs' Yes/No selection.

Job no:10096 - *MOD*: **Full Month Average Reporting on Copies** - A new 'Full Month Averages' selection filter has been added to the Meter Reading Details Report (Reports > Autobilling Reports > Meter Reading Details Rpt). By default, this option will not be selected, and the ICE Business System will continue to calculate averages in its current way (Total Copies / (Number of Days between first and last read date).

When choosing to use this new 'Full Month Averages' option, the average calculations/display will now be monthly averages rather than daily averages.

IE: If the date range selected is from May to August, the total number of copies will be divided by 4 and rounded to nearest number for monthly average value.

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Connections

Fixed Connections Processing

Job no:10085 - *MOD*: **Fixed connections - Global Parameter at Category Level**: These settings can now be assigned for fixed connections. Users are now able to assign a multiplier value for each Product Category under New Activation/Transition Type setup. This new feature will give greater flexibility in assigning multiplier rates per Service Promotion.

Mobile Connections Processing

Job no:10170 - *MOD*: **Core Transition and Port-In Connections** - Mobile Connections now allow for the creation of these new activation types. Before being functional, the appropriate multiplier will require setup in Data Maintenance > Connection Parameters to allow for the correct incentive to be calculated.

Job no:9120 - *NEW*: **Connections Handset Mapping** - Handset Mapping (Mobile Connections > Data Maintenance > Handset Mapping) can now be replicated to Child companies within Head Office Controlled Inventory Databases.
When a handset is mapped in a Master Control company, the handset mapping record will be populated to all child companies which have 'Master Controlled Inventory' active. The option for handset mapping within the child company is now also disabled where a parent master control company exists.

Job no:10013 - *NEW*: **Sales Force Integration with POS** - Mobile Connections now allows for creation of a connection using the new Salesforce Console. Any eligible items connected via this will be sold for $0 and a Buyback component for the RRP value (supplied in the SIF) will be created. The items will contain a note on the docket indicating that Telstra will be supplying the items.

*****IMPORTANT Information*****

"In acting as our agent when supplying the Eligible Items via Console to customers as Telstra's agent, take notice that Subdivision 153-B of the GST Act does not apply to those supplies. You agree that, in relation to the Eligible Items, you will not issue the customer with a Tax Invoice or Adjustment Note in your own name . You will act as our agent for GST purposes and we (Telstra) will issue the customer with a Tax Invoice or Adjustment Note via Console for the supply of the Eligible Item and remit the GST to the Australian Taxation Office. Instead of issuing a Tax Invoice, you may issue the customer with a Sales Receipt or Proof of Purchase.

If there is a circumstance where you must issue a Tax Invoice, Eligible Items sold via Console as our agent that are listed on a Tax Invoice issued by you must be listed as $0 items with $0 GST listed against them. The Tax Invoice should also note that we (Telstra) and not you are supplying the Eligible Item."

Job no:10120 - *FIX*: **Salesforce Console Connection Processing** - The correct RRP sell price is now being applied when processing these type transactions.

Job no:10046 - *MOD*: **DPC Bonus Update -** DPC Bonus' are now applied to 36-month Tablet and Data Device contracts.
The eligibility threshold for the Tablet and Data Device contracts has now been set to $240inc.
Any device that is assigned the tablet tier DPC bonus will automatically generate if eligible.
DPC bonus values are set in the Mobile Product Schedule (SIF) maintained by Signature Software.

Job no:10100 - *MOD*: **Connections Payment Processing -** The International Prefix Code for Australia (61) has been added into the system to align with the Salesforce Console format.
Previously when importing Telstra remittance files for payment processing of Salesforce console provisioned payments, exceptions were occurring due to the remittance file containing the prefix and the ICE system not.

Connections Continued:

Job no:10243 - *MOD*: **Connections – Service Number Field Modification** - Entries to this field when processing connections will now accommodate alpha numeric data. This change will now enable the use of Telstra Order No. as a substitute order number. This change will impact payment processing and OCR.
As the Order Number can be used to populate as service numbers, when completing 'Payment Processing', the order numbers will need be copied from Order Number Field to the Service Number column in the payment file.

Mobile Connections Reconciliation
Job no:8810 - *MOD*: **Re-Allocation of Payments against Delivered Remuneration Components** - A Closed GL Period will now no longer prohibit a user from re-allocating a payment to another connection record. This change is still restricted to not permitting changes against Usage, Rounding, Misc. Outcome or Bonus Transaction types (Current BAU).

Job no:10146 - *MOD*: **Device Payment Contract Type Modifications** - Restrictions are now introduced to prevent any changes to the 'Device Payment Contract Type' when adjusting mobile connections have been implemented.

Job no:10101 - *MOD*: **Partner Portal Commission Claim Form -** To support the Partner Portal Commission Claim Form V2, Commission Type has been modified to now be Commission Category.

Equipment

Equipment
Job no:10034 - *NEW*: **New option for sending of 'Closed Call' Email Alerts** - Users now have the option to not send the closed call email alert upon completion of a service call.
A new selection option 'Send Closed Call Alert' has been added to the Billing Status Code form (Admin > Setup > Equipment > Billing Status Code). By default, post upgrade this option will be flagged to 'Yes'. Setting the option to 'No', Service Call Closed alerts will not be sent for service jobs with equipment assigned to this billing status code.

Job no:10079 - *MOD*: **Billing Status Code Form Sort Ability** - Sorting ability within the form headers is now possible and as is the use of 'Right Click' sort options.

Equipment Master - General
Job no:10047 - *MOD*: **Working Module Modifications** - The Equipment Masterfile working module populated as part of Equipment record creation can now be changed to another working module and only when there is no financial history associated with the piece of equipment being changed.

General Ledger

General Ledger - BAS Reporting
Job no:6069 - *MOD*: **BAS Transaction Report - Selection Criteria Expansion.** The selection filter/criteria is expanded to now allow users the option of selecting multiple/specific BAS Codes for reporting. The BAS Codes now list within their own selection grid where users can single or multi select (with CTRL Key use).

General Ledger Transactions
Job no:10237 - *MOD*: **Financer Payment Editing** - Reference Numbers assigned to a GL Financier Payment when created via Auto Billing, can now be modified before the transaction is Audit Updated.

SIGNATURE SOFTWARE

Release Notes – ICE2021R1/2
Version - Build 602022 DB 0252 Connections 6.2.0.16
November 2021

Inventory Control (Stock)

Inventory Ordering

Job no:9694 - *MOD*: **Purchase Order Source Data Information** - A new 'Reference Number' field is displayed within the header which can be a source type of Invoice or Service Job. This new field will enable users to look up open sales orders, open invoices and assign to the purchase order. When assigned, during the AP processing stage these items can be automatically assigned. Note this is for Non-Stock items only. When the purchase order is auto created via a back order, the 'Reference No' will be auto populated.

Inventory Control (Stock) Reports

Inventory Reports

Job no:10076 - *MOD*: **Manifest Report Modifications** - The Delivery Manifest Report will now display Consignment 'Pending' transactions that are not flagged to 'Ready to Update' or 'Updated' when the report option of 'Consignment Note Pending' is turned on/ticked. 'Pending' transactions that are not flagged as 'Ready to Update' or already 'Updated' will be displayed in Italics.

Sales Prospecting

Sales Prospecting

Job no:10107 - *MOD*: **ICE and CRM 'Weight' data integration** A new dropdown option 'Weight' has been added to the Sales/ Prospects Enquiries form. This field is mapped to the same field in CRM and will list all 'Weights' as defined in CRM. The introduction of this selection option in ICE will allow an operator to make changes to the 'Weight' in either platform and will be automatically updated and reflected in the other.

Service Works Control

Service Call Manager

Job no:9913 - *MOD*: **Service Call Manager New Call Alert Options** - 4 new options are added to the current System Alert Advice when raising a new call for against a device that is already booked on an existing open call.

Post entering either the System Number, Equipment Number, Serial Number or Phone Number within the 'New Service Job' form, the form has been expanded to now include the following options:-

* 'Yes' – When selected, the new call will be created using the selected device/equipment.

* 'No' – Will Exit/close the new job creation and return the user to SCM Call Display.

* 'Review Existing Job' – No new call is created, and the user is navigated back to view the existing call in the system for that device/equipment.

* 'Edit Existing Job' – The user is navigated back to the existing job in 'yellow' edit mode.

Service Works Control Continued:

Job no:10012 - *MOD*: **Canon Advised Cancelled Service Job** Canon service jobs that are cancelled by Canon will now update accordingly in ICE via the Canon API.
Where a service job does already have any entries (travel, labour, etc), the service job will be changed to the *'To Be Validated'* status with an automatic comment added into the call off notes section advising the call has been cancelled by Canon.
If a service job has no data/entries, the service job will be automatically set to *'Cancelled'*.

Service Jobs

Job no:9846 - *MOD*: **Invoice Number display on Call Off Tab** - A new invoice number display field has been added to the call off tab below the 'Complete Call' button. Once an invoice has been created for the job/call this field will auto populate. This new display will assist users in being aware that an invoice may have already been sent to a customer and any modifications to the invoice may result in conflicted invoicing.
This display field will only be visible when using the traditional 'older' service form.

Service Setup

Job no:9910 - *MOD*: **Service Calendar Setup -** When adding new calendar months, the calendar year will now list in descending order and default to current GL Financial Year.
A new 'Copy to Another Branch' option is also added and functions as 'Copy to Another Branch' does for either specific GL Period or full GL Year copy.

System Administration & Utilities

System Emailing Facilities

Job no:10115 - *NEW*: **Stock Depletion Email Alert** - A new optional internal email alert to advise when any transaction raised contains a stock item that when fulfilled will result in the stock on hand quantity for that item dropping to below the system set 'Desired Qty'.
The new inventory email template 'Stock Level Alert' will require setup for each Branch as will confirmation that the stock items at Inventory location level do have 'Desired Qty' levels set.
At point of updating stocktakes, this internal email alert will also occur when setup for use.

Job no:10147 - *MOD*: **New Tokens added to 'Service Call Closed Email Template'** - Customer Order Number and Completed Date and Time tokens can now be utilized when sending this email.

Job no:9149 - *NEW*: **New Email Resend Option** User can now resend any previously sent or failed to send email from within the On Line Facilities > Emails form.
A new 'Resend' button is located to the right of the form below the email status selection criteria options. Individual emails can be sent as can a batch by use of the Ctrl key. Where a resend is for a previously sent email, a prompt will display alerting the user with the option to not send again if required.
Re-sending of out going emails will be immediate send out of ICE where as re-sending of email alerts will be through the Email Alert Service as per the pre-set interval/frequency.
Two new columns are also added to the form – 'Resend Attempts' and 'Last Resend Date'. These columns will assist in providing information on how many re-sends have been invoked for a particular email record and when the last resend did occur. Normal ICE functions apply to these new columns in terms of sorting, moving etc.

System Administration & Utilities Continued:

System Security

Job no:10091 - *NEW*: **New Security Settings and Change Log Record for Branch Modifications** - Two new security options have been added to the Utility Security form for Branch Change permissions within Equipment and Customer Masterfile's. A new Change Log Tab is also added to the Customer Masterfile.

Under the 'Miscellaneous' Security Heading section within the Utility File, both Equipment and Customer have a new 'Can modify branch' access rights option. Both will default to 'Yes' (ticked) as part of the upgrade to ICE2021R1.

When security permissions allow for change to Branch settings in the Equipment Masterfile, the change will be recorded within the Equipment History Change Log.
The Customer Masterfile now also contains a History > Change Log Tab. Any changes to basic customer information (including branch change) will now record an entry of changes.

Third Party Software

Third Party Software

Job no:9785 - *NEW*: **OCR Creditor Multi Invoice Importing** Batch importing of supplier invoices is now possible. Users will have the option of selecting 'All' post importing or multi select with use of the Ctrl key.
A new 'Error' column is also added and will be populated with any failed imports awaiting correction and reprocessing. Successful imports will display on the import summary page
This new feature will improve processing times for all users utilizing OCR for Creditors.