

# ClickPOS Reconciliation Import Quick Start

(Alliance Only - Telstra)

This is quick start guide and is only a basic indication of overall process.

Please view ClickPOS Reconciliation Import V4.pdf if you require further information

## TOC

### Preparation

#### Navigate

#### Upload

#### Analyse

- Applying leading zero's to service numbers
- Records found matching payments
- Records found – Expected amount is not equal to received amount
- No records found in the system for the following

### Preparation

1. Download Telstra Remittance spread sheet via Retallive and save to a safe location on your PC.

*Ignore this step if you have saved your remittance already*

2. Open the remittance spread sheet, then save as an excel workbook

Currently it will be in .CSV format. **This step will only be temporary\***

NOTE: You may have more than one sheet in a single excel workbook.

3. No further steps required

### Navigate

1. Proceed to Maintain → Tariff Plan → Reconcile Revenue

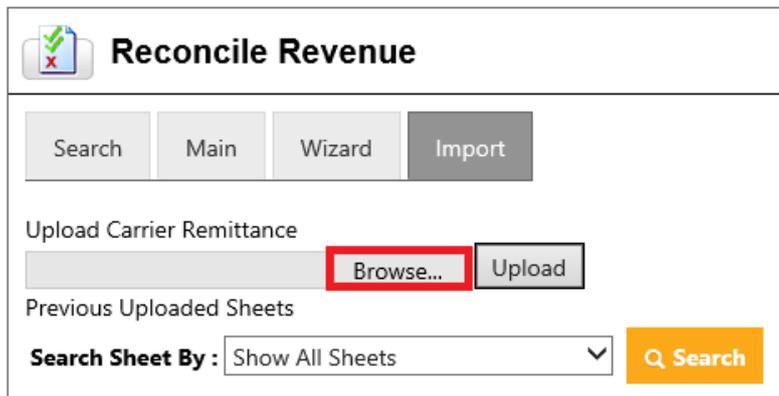
The screenshot shows the ClickPOS navigation menu. The 'Maintain' tab is highlighted with a red box. Below it, the 'Tariff Plan' sub-menu is open, and the 'Reconcile Revenue' option is highlighted with a red box. Other options in the 'Tariff Plan' sub-menu include Plan Template, Additions & Deductions, Loan Phones, and System Admin.

2. Then to the 'Import' tab

The screenshot shows the 'Reconcile Revenue' screen. The 'Import' tab is highlighted with a red box. Other tabs include Search, Main, and Wizard.

## Upload

1. Click the 'browse' button



**Reconcile Revenue**

Search Main Wizard **Import**

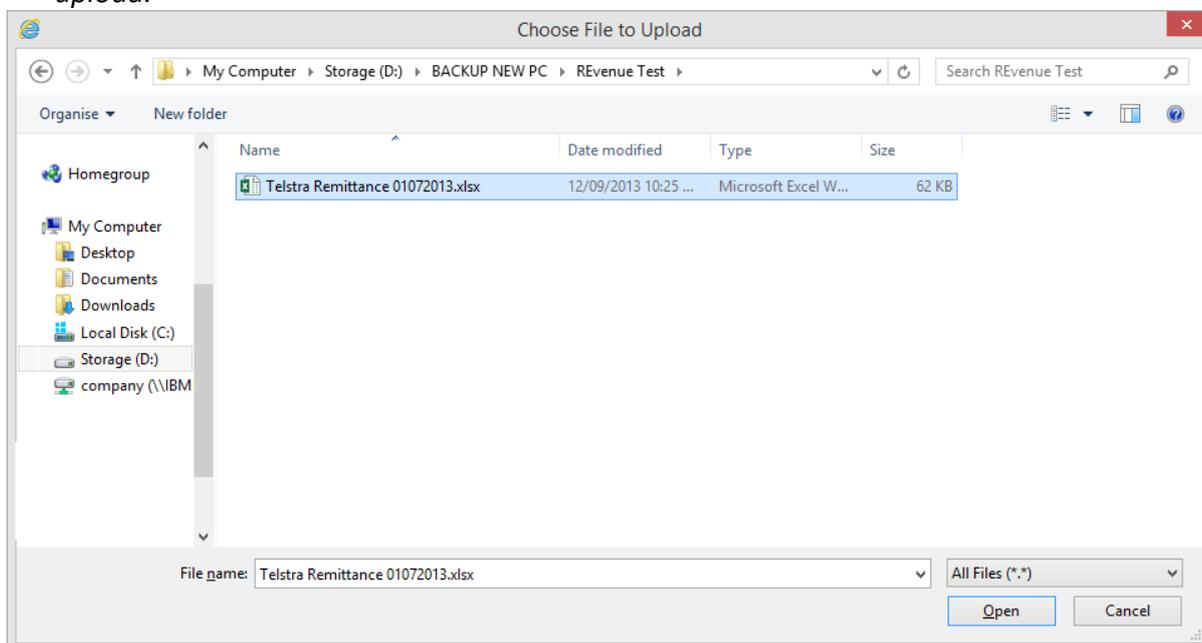
Upload Carrier Remittance

**Browse...** Upload

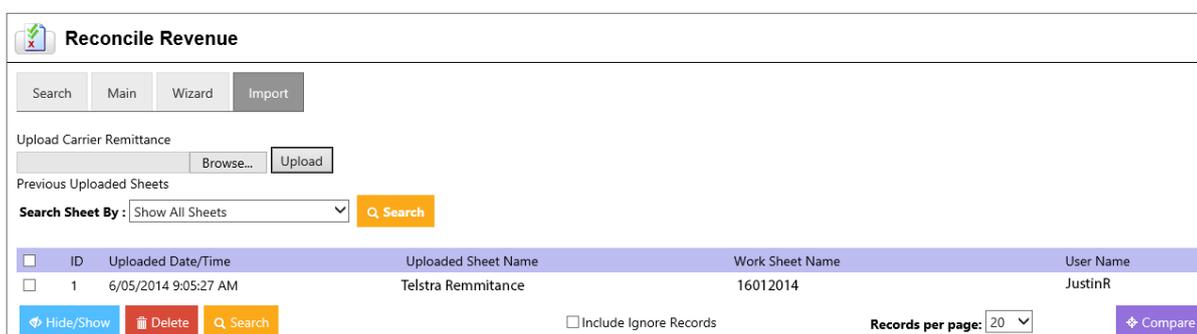
Previous Uploaded Sheets

Search Sheet By: Show All Sheets **Search**

2. Navigate to the location where your remittance spread sheet is saved and select the spread sheet for upload.



3. Click the upload button to start the upload process.



**Reconcile Revenue**

Search Main Wizard **Import**

Upload Carrier Remittance

Browse... Upload

Previous Uploaded Sheets

Search Sheet By: Show All Sheets **Search**

ID	Uploaded Date/Time	Uploaded Sheet Name	Work Sheet Name	User Name	
<input type="checkbox"/>	1	6/05/2014 9:05:27 AM	Telstra Remittance	16012014	JustinR

Hide/Show Delete Search Include Ignore Records Records per page: 20 Compare

4. Once complete it will prompt you with a successful message

## Analyse

1. Ensure the correct sheet/s have been uploaded
2. Select the sheet or multiple sheets to analyse by ticking the adjacent box
3. Click search

ID	Uploaded Date/Time	Uploaded Sheet Name	Work Sheet Name	User Name
1	6/05/2014 9:05:27 AM	Telstra Remittance	16012014	JustinR

Hide/Show     Delete     Search     Include Ignore Records    Records per page: 20   

The Import will automatically cross check to provide instant results

Note: You are not limited to selecting only one sheet at a time; you can select many at once.

ClickPOS will automatically identify the payment period based on the provision dates from all sheets and analyse all sales records from within that date range.

Your results will currently be separated into three (3) key areas:

1. Records Found Matching Payments
2. Records Found – Expect Amount is Not Equal to Receive Amount
3. No records found in the system for the following

### Applying the leading zero to service numbers

Before starting to reconcile you will be required to apply the leading Zero (0) to service numbers if the upload remittance. This can be quickly achieved within this area

1. Expand the no records found area by clicking on the arrow to the left of No records found
2. Tick the top left checkbox which will automatically tick all in the list
3. Scroll through and verify the correct numbers have been ticked
4. Click OK to add zero's to all ticked records
5. Search the sheet again to ensure the system is correctly reanalysing the new results

Records Found Matching Payments										
Records Found - Expected Amount Is Not Equal To Received Amount										
No Records Found In System For The Following										
<input type="checkbox"/>	Con Ref	Invoice	Service No	Provision Date	Order Number	Product Desc	Cust Name	Class Rec	Amt Rec	Ignore <input type="checkbox"/>
<input type="checkbox"/>			0400112233	20/01/2014	1-1191160723	Apple iPhone 4S 16GB	KYLIE PEARCE	Reimbursement	288.00	<input type="checkbox"/>
<input type="checkbox"/>			0411223300	20/01/2014	1-1193726685	HTC One XL	ROBERT KELLI	Reimbursement	240.00	<input type="checkbox"/>
<input type="checkbox"/>			0400114422	20/01/2014	1-1163080761	Telstra HomeLine Light	MAREE FARTHING	Sales Incentive	82.50	<input type="checkbox"/>
<input type="checkbox"/>			0411665522	20/01/2014	1-1166449426	Telstra HomeLine Local	RAYLENE KELLI	Sales Incentive	82.50	<input type="checkbox"/>

Page [1 of 2] first previous next last

### Records found matching payments

Records Found Matching Payments										
-Sort By: <input type="button" value="Sort"/> Apply as reconciled date : (DD/MM/YYYY) <input type="text"/>										
<input type="checkbox"/>	Con Ref	Service No	Sale Date	Invoice	Plan Name	Device	Class Exp	Amt Exp	Class Rec	Amt Rec
<input type="checkbox"/>		0400111222	16/02/2013	3008644	Mobile Repayment Option - 24 Months	Samsung Galaxy S III 4G	Mobile Repayment Option	768.00	Reimbursement	768.00
<input type="checkbox"/>		0400333111	16/02/2013	3008727	Mobile Repayment Option - 24 Months	Samsung Galaxy S III 4G	Mobile Repayment Option	768.00	Reimbursement	768.00
<input type="checkbox"/>		0400011122	20/02/2013	3008731	Mobile Repayment Option - 24 Months	Apple iPhone 4S 16GB	Mobile Repayment Option	768.00	Reimbursement	768.00

Page [1 of 1] first previous next last

#### Apply to all

1. Tick the master checkbox
2. Click OK to apply payment
3. You have successfully reconciled these payments

#### Apply to selected records

1. Tick the left checkbox next to each record that you wish to apply payment to

2. Click OK to apply the payment to selected records  
You have successfully reconciled the selected payments

## Records found – Expected amount is not equal to received amount

Records Found - Expected Amount is Not Equal To Received Amount									
-Sort By:		Sort							
Con Ref	Service No	Sale Date	Invoice	Plan Name	Device	Class Exp	Amt Exp	Class Rec	Amt Rec
0390925300	23/01/2013	2003818	Telstra T-Bundle Connector Freestyle 24month	Contract Only	Bonus1	0.00	Sales Incentive	82.50	
0390925300	23/01/2013	2003818	ByFond Liberty Elite ADSL 200GB 24Mths SK	Contract Only	Hardware Replacement Option	0.00	Sales Incentive	82.50	

Investigate by matching ClickPOS with the Telstra rate card and not the payment remittance. This allows you to quickly identify where the issue arose.

You can remap the payment into another class if required. But the important area to focus on is the reason why the payment didn't match.

If Received Payment matches Telstra Rates and ClickPOS expected payment doesn't match – **Verify correct plan is sold and if so, notify ClickPOS**

If Received Payment doesn't match and ClickPOS expected payment matches Telstra rates – **Verify correct plan is sold and if so, process Telstra claim**

If none match – **Verify correct plan is sold and notify Telstra/ClickPOS where applicable**

**Please Note:** No bulk update is allowed in these cases.

### Manual Adjustment of expected amount

You may manually adjust the expected amount within ClickPOS

1. Click on the invoice number within the record line

We advise that you do not apply the payment manually when adjusting the expected amount. Instead use the Import process to correctly line up the payment.

## No records found in the system for the following

Records Found Matching Payments											
Records Found - Expected Amount is Not Equal To Received Amount											
-Sort By:		Sort									
Con Ref	Service No	Sale Date	Invoice	Plan Name	Device	Class Exp	Amt Rec	Amt Exp	Class Rec	Amt Rec	Ignore

Mistyped service numbers, Ad-hoc payments, clawbacks, etc. will fall into this area.