ClickPOS Reconciliation Import (Alliance Only - Telstra)

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1. Overview

The new Reconciliation Import function will allow ClickPOS users to quickly and effectively import and reconcile Telstra remuneration payments.

Previously you were required to modify the remittance spread sheet and paste information into columns within the ClickPOS reconciliation wizard screen. This method is still available for clients who would like to continue using the original process.

ClickPOS understands the complexity of remittances and has developed a method to allow direct upload of the Telstra remittance sheets. This method eliminates the need to reconcile each payment class separately. Instead, it now looks at all payments within the provisioning date period and reconciles matching payments based on $ value, irrelevant of payment class.
E.g. If the payment from Telstra comes in as a Rebate and the transaction in ClickPOS is denoted as Commission, it will still match the payment and even allow you to remap the payment in ClickPOS.

In addition, we offer the ability to mark the sheets to hide and retrieve whenever necessary. As records are reconciled it will place an indicator on the uploaded line item and within ClickPOS to

indicate that it has been reconciled. A report can be executed to indicate what has and has not been reconciled from a particular sheet or group of sheets.

Qualification Workflow
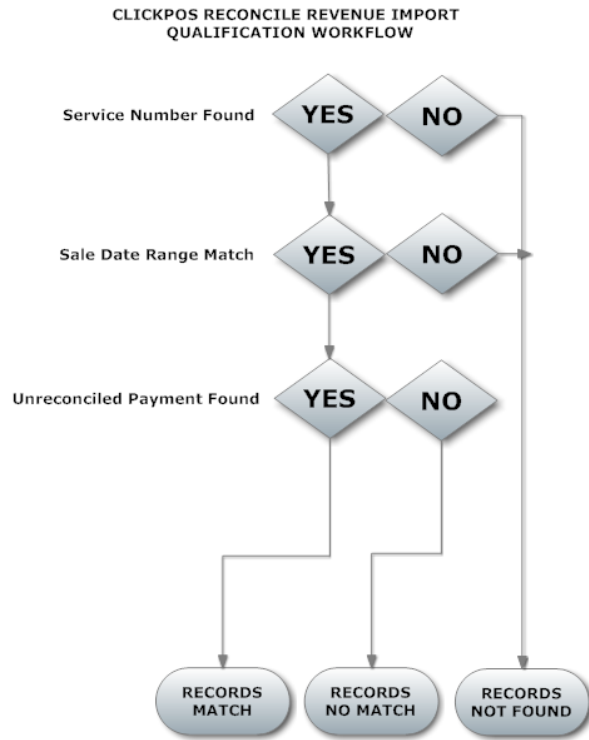
Assumptions
- Telstra remittance spread sheet has been downloaded to an accessible location for upload.
- Users will not upload the <u>same</u> Telstra Remittance spread sheet more than once.
- Revenue discrepancy claims will not be taken on face value and will be investigated using due diligence prior to lodging claims with Telstra. ClickPOS will not be held responsible for claim rejection.
- Accounting logic will be exercised before proceeding to use this area. Call ClickPOS support if you require further information
- Personal responsibility and accountability will be taken by user/s

2. Process

Preparation
1. Download Telstra Remittance spread sheet via Retaillive 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.
           Each sheet will be listed and managed separately within the screen interface.
3. No further steps required

Navigate

1. *Proceed to Maintain → Tariff Plan → Reconcile Revenue*

2. *Then to the 'Import' tab*

Upload

1. *Click the 'browse' button*

2. *Navigate to the location where your remittance spread sheet is saved and select the spread sheet for upload.*
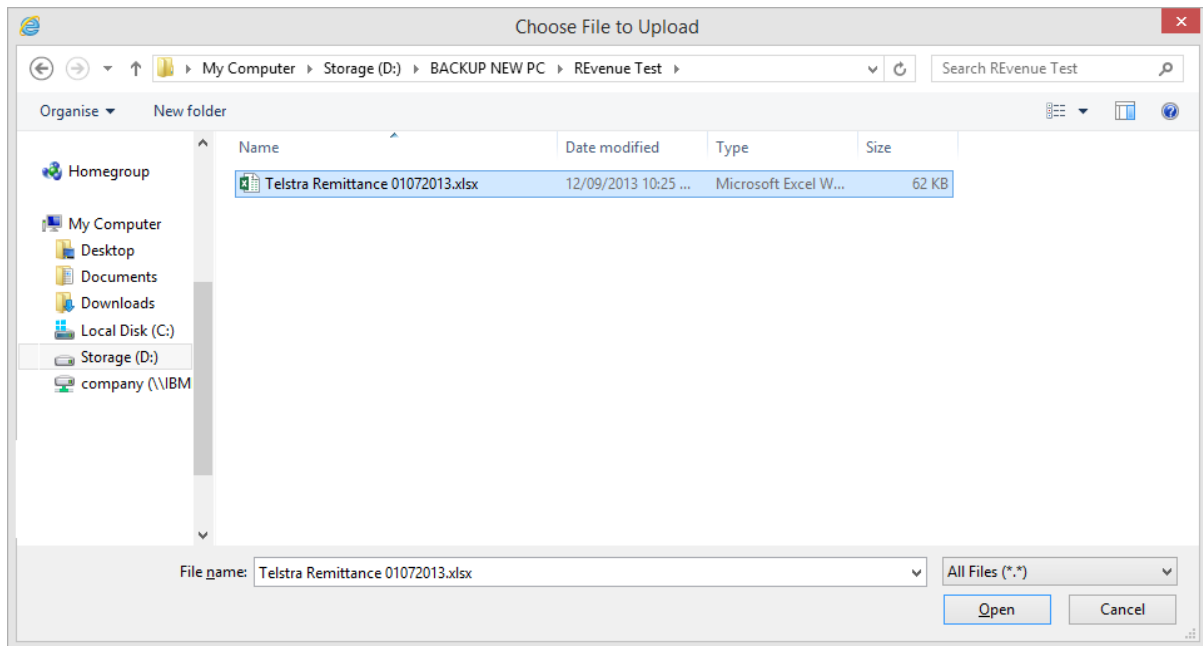
3. *Click the upload button to start the upload process.*

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

Sheet Maintenance

Hide/show sheets

1. *Tick the check box next to sheet that you want to hide or show*
2. *Click Hide/Show button*
3. *Repeat the above steps to reverse your actions*

Note: You will be required to utilise the 'search sheet by' option to correctly display the sheet set. Ref - Display sheets for reconciliation

Display sheets for reconciliation

1. *Select requirement from the dropdown list*
2. *Click search*

Delete sheets

1. *Tick the check box next to sheet*
2. *Click Delete*

Warning: Historical values will not be modified if records have been reconciled utilising the sheets marked for deletion.

Compare sheet

This will allow visual measurement of reconciled vs unreconciled for the sheets selected for compare.

1. *Tick the check box next to the sheet or multiple sheets*
2. *Click Compare*

3. *Result screen will appear*

Result Example*

Customer Name	Product Desc	Service Identifier	IMEI	Order Number	Commission Type	Commission Payable	Resolved	Marked Ignore
KYLIE	Samsung Galaxy Note II 4G	0400111222	3549030501942	1-119140767	Reimbursement	408.00	✅	❌

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 Remmitance	16012014	JustinR

[Hide/Show] [Delete] [Search]   ☐ Include Ignore Records   Records per page: 20 ▾   [Compare]

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*

Hiding/retrieving Individual records

All 3 sections will allow you to hide individual records.

1. *Tick the box to the right side of the record*
2. *Click Edit*

The record will be hidden once the sheet has been searched again.

View and unhide the records that were previously hidden

1. *Tick the include Ignore Results checkbox*
2. *Search the sheet*
3. *Remove the tick from the box to the right of the record*
4. *Click Edit to remove ignore status*

Sort Function

You may sort the display anytime to suit you requirements.
Option to sort by Sale date, Invoice number, Service number, Plan Name, Class Rec, Class Amount

1. *Search the required sheet*
2. *Select the preferred sort option*
3. *Click Sort*

Records found matching payments

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
3. You have successfully reconciled the selected payments

Other functions

Moving expected payment from one class to another

You have the ability to move the payment to another class if required. Ensure this is complete prior to saving. If not you will need to search the record and adjust manually.

1. Expand Class Exp by clicking on the field.
2. Select the required class

Con Ref	Service No	Sale Date	Invoice	Plan Name	Device	Class Exp
☐	0488996655	16/02/2013	3008644	Mobile Repayment Option - 24 Months	Samsung Galaxy S III 4G	
☐	0499887755	16/02/2013	3008727	Mobile Repayment Option - 24 Months	Samsung Galaxy S III 4G	

Bonus1
Bonus2
Commission
Rebate
Clawback
Corporate Hardware Rebate
Fixed Repayment Option
Hardware Repayment Option
Mobile Repayment Option
OPD Rebate
TBS Payment

You will be prompted with a verification screen that clearly displays the class transition.

3. *Verify the payment transition is correct*
4. *Click 'Save' if there is no further information required.*

Reconcile Revenue Import Save Dialog

Expected Amounts For Hardware Repayment Option (768.00)

You Are About To Change
Hardware Repayment Option

Amt
768.00

Received Amount
768.00

Save   Cancel

Note:
You can change the received amount if required, but this is not advised

5. *You will also be required to remap the add/ded to either 1,2 or 3 If you are selecting a payment which is considered an addition/deduction*

Reconcile Revenue Import Save Dialog

Expected Amounts For Fixed Repayment Option (768.00)

You Are About To Change
Fixed Repayment Option

AddDed1
AddDed2
AddDed3

Received Amount
768.00

Save   Cancel

Set a different reconciliation date

You may want to change the reconciliation date to match the remittance date.

1. *Click on* Apply as reconciled date : (DD/MM/YYYY)
2. *Select the date that you would like to have applied as your reconciliation date*
3. *Proceed to reconcile payments*

Note: This step must be performed prior to reconciliation. If this is not performed and records are reconciled, ClickPOS will apply the current date as the reconciliation date.

Conflicting records

If the system finds more than 1 identical payments for the same service number it will be flagged with **Conflicting Records Found.**

1. *Click on the invoice number*
2. *Apply the payments manually to at least one of the records*
3. *You can search the sheet again and if there were 2 payments the other payment will be matched if applicable.*

Note: It will not allow remapping or auto reconcile.

Note: We advise that set the payment to ignore if the payment is reconciled manually outside of the import process.

Records found – Expected amount is not equal to received amount

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

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

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*

Legitimate records that could not be found

You will be required to investigate further where required and add or correct these sale and/or identifier values manually. You can then finalise and reconcile once the records have been entered into a ClickPOS invoice.

We currently display Service Identifier, Provision date, Order Number, Prod Description, Customer Name, Class Received and Received amount. This will make life much easier when investigating.