

## ICMS Frequently Asked Questions

### Invalid Usage Records Maintenance

**Question:**

How do I fix a record containing an incorrect Service Number?

**Answer:**

On the Invalid Usage Records Maintenance screen (Menu Path 3-24-7-17-4), use option 2=Change to update the Service Number in the usage record.

**Question:**

A record was put in the invalid file with an error code of 'DE'. The data in the record looks OK. Investigation showed the call was made on the first day that the customer's service was started. This customer applied for service on a Monday; the line was physically connected and working the same day. In ICMS, the connection date is shown as the following day, Tuesday. What should I do to get the record accepted as valid?

**Answer:**

Use option 6=Force to Bill. This option should only be used when you need to bill usage to a phone number that the system shows as inactive at the time the call was made.

**Question:**

A record was rejected with an error code of 'RP'. The data in the record looks good. What do I do?

**Answer:**

You need set up or update the parameter used to specify the rate period. Then use option 7=Recycle to recycle the record through the rating process without any updates to the usage record.