



Civil Enforcement

course content

ICON WebPay Staff

➤ Who will the course benefit?

This training course is for users of the Civil Enforcement System (CE) who will be dealing with all aspects of payment/refunds/returned payments using the ICON WebPay Staff interface.

➤ Pre-requisites

Attendees should have basic keyboard skills and Windows knowledge.

➤ Course reference

7TCE048

➤ Duration

One day.

➤ Further information

For additional information on this course or any other training issue please e-mail training@civica.co.uk

➤ Course objectives

By the end of the course attendees will have an understanding of:

Civil Enforcement

- **Notice Payments**
 - Single Payments
 - Cheque
 - Cash
 - Credit Card
 - Debit Card
 - Multiple Payments
- **Permit Payments**
 - Residents
 - Multiple payments
- **Payment Refunds**
 - Notices
 - Permits
- **Suspense Account**

ICON PayLink Interface

- Cheque - ICON
- Cash - ICON
- Credit Card - ICON
- Debit Cards - ICON
- **Dealing with Refunds**
 - Fully refunding card payment taken in CE
 - Part refunding card payment taken in CE
 - Refunding a cash payment taken in CE
 - Refunding a cheque payment taken in CE
- **Searching for Received Payments**
 - Payment (Card) Tracker
 - Cheque Tracker