

Household Credit Balances in CYMS

The purpose of this document is to provide supplemental guidance to the ***CYMS Operating Manual*** to assist experienced users in handling CYMS household credit balances. The following scenarios provide examples of *CYMS Credit Balances* as well as a summary of the processes needed to clear the balance. Please contact the Regional CYMS SME or Vermont Systems (VSI) if you are unfamiliar with any of these steps or need assistance.

Scenario 1: A non-refundable deposit was paid to reserve a space, however, the child did not show and therefore the deposit is forfeited. *Credit Balance* is sitting under *Activity*.

1. Use *Global Sales* to charge the household a POS fee equal to the credit balance using program specific *Misc Income* Trans Code which was added to all CYMS databases:
Trans Code XXXMSC - XXX XXX Misc Income (Example: 701MSC – BAH CDC Misc Income)
2. Use *Global Sales* to run the *Auto Balance Modules/Deposits/Visits* process which uses the *Credit Balance* to pay the POS fee thereby moving the money to *Misc Income* (Other Revenue).

Scenario 2: Payments have been made, however no fees were assessed to the household when running *Installment Billing*. *Credit Balance* is sitting under *Activity*.

a. Child is not enrolled:

1. Use *Global Sales* to enroll the child into the program with their original start date.
2. Use *Global Cancel/Change* to select the enrollment and enter the total amount of missed billings in the Fee Amt field.
3. Use *Installment Billing Update* to change status from 'Unbilled' to 'Billed' for all billings that were included in Step 2

b. Child is enrolled but no *Installment Bills* exist:

1. Contact your CYMS SME or VSI for troubleshooting. CYMS settings must be checked to determine the cause of the missing bills.

Scenario 3: Payment was made for *Hourly Care* however the hourly fee was not charged to the household. Credit balance is sitting under *PM Visit*.

a. A pass visit was processed, however, no fees were added for the date(s) the child used *Hourly Care*:

1. Use *Pass Visit Update* to add fees to the visit record(s).

OR

b. The child was not swiped into CYMS at all:

1. Swipe the child into *Hourly Care*.
2. Immediately swipe the child out of *Hourly Care* adjusting the fees to match what should have been charged originally.
3. This should use up the entire *Credit Balance*, however, if this is not the case research cause of remaining *Credit Balance* and process as applicable.

Scenario 4: A *Credit Balance* shows in one module with an equivalent fee amount due in another module. The Household balance will be zero.

1. In *Global Sales*, run the *Auto Balance Modules/Deposits/Visits* process which will use the *Credit Balance* to pay the fee amount.

Scenario 5: A *Credit Balance* shows in one module with a lower fee amount due in another module.

1. Use *Global Sales* to run the *Auto Balance Modules/Deposits/Visits* process which uses part of the *Credit Balance* to pay the fee amount.
2. Research cause of remaining *Credit Balance* and process as applicable.

Scenario 6: Household has a *Credit Balance* that is confirmed to be an overpayment and needs to be refunded to the parent.

1. Use *Global Credit Balance Refund*.
2. *Refund Type* must be set to *Refund from Cash Drawer Now*.
3. *Ref Code* will be one of the following:
 - 30** - *Refund From Finance SAP* - Submit a payment request to Finance
 - 2** - *Cash* - Provide the patron with the funds from the drawer/change fund
 - 3/ 4/ 5 /6** - Credit card – Customer must be present to swipe their card

Scenario 7: A confirmed *Credit Balance* exists on a household and the customer is unreachable.

1. Use *Global Sales* to charge the household a POS fee equal to the credit balance using program specific *Misc Income* Trans Code which was added to all CYMS databases:
Trans Code XXXMSC - XXX XXX Misc Income (Example: 701MSC – BAH CDC Misc Income)
2. Use *Global Sales* to run the *Auto Balance Modules/Deposits/Visits* process which uses the *Credit Balance* to pay the POS fee thereby moving the money to *Misc Income* (Other Revenue).