

## Topic Doc – Reading Transaction Histories (Updated 10 May 2013)

Knowing how to read a patron's transaction history is extremely important. Following are tips are sure to make that process easier. The first section gives **General Information and Definitions** related to Transaction Histories. The second section gives detailed **Hints for Troubleshooting Transaction Histories**.

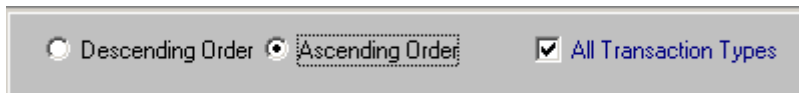
### SECTION I - GENERAL INFORMATION / DEFINITIONS

- **WHERE TO LOOK.** Use **HH Inquiry** instead of printing the **Transaction History Report**. In the old days using the report seemed easier than using HH Inquiry. Since VSI added the Begin and End Balance logic, HH Inquiry is the way to go.

**Path: HH Inquiry Hot Button** or go to: **Inquiry — Global — Global HH Inquiry**

After selecting a household, click the **Txn History** button.

- **SORT**. Sort in **Ascending Order**. Older receipts appear at the top/newer receipts at the bottom – the way it should be! **Ascending order is much simpler to follow!** Unless you are doing a special focus lookup, toggle on **All Transaction Types**.



**Screen shot showing Ascending Order – A Thing of Beauty Indeed!**

Parris -- Transaction History									
Txn Date	Txn #	Txn Type	Rcpt Numb	Transaction Description and Details	Begin Bal	Net Fee	Paid Amt	End Bal	Fee Amt
06/16/2008	789339	Fee	166743	Pass# 15842 Type - CY-CHILD (Aubri)	0.00	0.00	0.00	0.00	0.00
06/16/2008	789340	Fee	166743	Pass# 15843 Type - CY-MZZ (Aubri)	0.00	0.00	0.00	0.00	0.00
07/02/2008		0 Pmt	167897	Cash	0.00	0.00	20.00	20.00	0.00
07/02/2008	794028	Cr Used	167899	Pmt From Cred Bal	20.00	0.00	0.00	20.00	0.00
07/02/2008	794028	Fee	167899	Actv# 900003-01 (E) (Aubri)	20.00	363.00	0.00	343.00	363.00
07/09/2008	794028	Pmt	168526	Visa	343.00	0.00	98.00	245.00	0.00
07/09/2008	794028	Rev	168570	Visa	245.00	0.00	98.00	343.00	0.00
07/09/2008	794028	Pmt	168571	Cash	343.00	0.00	98.00	245.00	0.00
07/16/2008	794028	Pmt	169307	Visa	245.00	0.00	245.00	0.00	0.00
07/31/2008	794028	Fee	171104	Actv# 900003-01 - Bill (Aubri)	0.00	245.00	0.00	245.00	245.00
08/04/2008	794028	Pmt	171435	Visa	245.00	0.00	245.00	0.00	0.00
08/13/2008	794028	Fee	172275	Actv# 900003-01 - Bill (Aubri)	0.00	245.00	0.00	245.00	245.00
06/24/2009	794028	Bill Fee	172644	Actv# 900003-01 - Bill	245.00	245.00	0.00	490.00	245.00

Print Options     Mailer     Running Balance

- **BEGINNING BALANCE**. Just prior to a transaction taking place, CYMS looks at the **TOTAL BALANCE** on the household and stamps it here as the **Begin Balance** for that transaction (think of the Global Sales Payment screen with all the balance buckets – we are looking in every one of them, doing the math and stamping it here)

**Example:** If a household has an Activity balance of **\$200** and a Pass Visit credit of **\$10** the **beginning balance** column would show **\$190**.

- **ENDING BALANCE:** The **End Balance** is simply a calculated field – it is not a stamped value that looks at the household balance. This is extremely important to understand.

**How CYMS Calculates the End Balance:**

- The **Begin Balance** says **\$190**
- The customer is making a **\$190** payment
- The **End Balance** for that transaction would say **\$0** regardless of whether the Household balance says \$0.

It thinks like this: If I owe \$190 and then pay \$190 my balance *must* be zero.

**Screen Shot Showing \$0 Begin Balance, \$20 Payment and End Balance of \$20 Credit**

Txn Date	Txn #	Txn Type	Rcpt Num	Transaction Description and Details	Begin Bal	Net Fee	Paid Amt	End Bal	Fee Amt
07/02/2008		0 Pmt	167897	Cash	0.00	0.00	20.00	20.00-	0.00

**Screen Shot Showing End Balance of One Receipt EQUAL to the Begin Balance of the Next Receipt**

Txn Date	Txn #	Txn Type	Rcpt Num	Transaction Description and Details	Begin Bal	Net Fee	Paid Amt	End Bal	Fee Amt
07/09/2008	794028	Pmt	168526	Visa	343.00	0.00	98.00	245.00	0.00
07/09/2008	794028	Rev	168570	Visa	→245.00	0.00	98.00-	343.00	0.00

- **OUT OF BALANCE:** In a perfect CYMS world, the **End Balance of one receipt should match the Begin Balance of the next receipt**. However . . . there are things (like power outages) that can prevent transactions from finishing properly.
  - When a clerk clicks Print or No Print at the end of most transactions, CYMS updates the HH balance accordingly. It updates the **Cash**, then the **GL**, then the **Transaction History**, and then the **Household Balance**. So, if something hit the Cash side but didn't hit the GL, there is a good chance the Transaction History and Household Balance did not update properly!
  - For those of you who have ever had a Cash and GL out of balance problem, those receipts typically fail to update the household balance accordingly – that is the reason the **Household Balance Recalc (Utilities – System – HH Balance Recalc)** exists.
  - See the **Troubleshooting Section** later in this document for detailed assistance in working with a **Cash/GL Out of Balance** problem!

**Screen Shot Showing End Balance of One Receipt NOT EQUAL to Begin Balance of the Next Receipt**

Txn Date	Txn #	Txn Type	Rcpt Num	Transaction Description and Details	Begin Bal	Net Fee	Paid Amt	End Bal	Fee Amt
09/30/2009	819068	Visit	172714	Pass# 13418 Type - CY-CHILD	181.00	15.00	0.00	196.00	15.00
09/30/2009	620267	Pmt	172715	Cash	→181.00	0.00	50.00	131.00	0.00

The **End Balance** of **Receipt 172714 (\$196.00)** does not match the **Begin Balance** of **Receipt 172715 (\$181.00)**

- **RECEIPT NUMBERS:** A **Receipt Number** captures all actions that take place within a certain processing time frame. When the clerk selects **Print** or **No Print** when working in **Global Sales**, the receipt number and

associated transactions are closed out and recorded. A **single receipt number** can contain **multiple line items** (enrollments, visits, payments, cancellations, credits, etc).

- **TRANSACTION NUMBERS:** Transaction Numbers are only generated when a fee is charged.
  - Subsequent actions related to this 'fee' (payments/refunds, etc.) will show up on the receipt with the same **original transaction number** – even if these actions happen days or weeks after the original fee/transaction number is generated. This makes it easy for you to see what class a particular payment was made on.


**Screen Shot Showing Two Different Receipt Numbers Related to the Same Transaction Number (Fee Posted on 4/15; Payment Made on 4/18)**

Txn Date	Txn #	Txn Type	Rcpt Numb	Transaction Description and Details	Begin Bal	Net Fee	Paid Amt	End Bal	Fee Amt
04/15/2008	664179	Fee	160941	Actv# 900003-01 - Bill (Ignacio Jr.)	0.00	272.00	0.00	272.00	272.00
04/18/2008	664179	Pmt	161622	Check	272.00	0.00	272.00	0.00	0.00

- **TRANSACTION TYPES:** Transaction Types further explain actions taken by the clerk, customer or system:

Fee	Pmt	Visit	Fee	Rev	Adj Dec	Cr Used	P'Renew
IBill Fee	Canc	Note	Rev	Rfd App	Adj Inc	Cr Added	Etc . . .

- **MEMO AMOUNT FIELDS.** On the Transaction History, if you **scroll further to the right**, you will see the Memo Amount fields. Even though they show a dollar amount, they are strictly informational. They do not affect the Beg/End Balance – but they can help you better understand what happened in the transaction -- like the amount of a **Credit Added** after a cancellation (\$45.00 and \$34.00) in the screen shot below or a **Credit Used** after a new enrollment (\$79.00).



Txn Date	Rcpt Numb	Transaction Description and Details	Begin Bal	Net Fee	Paid Amt	End Bal	Fee Amt	Disc Amt	Memo Amt
06/24/2009	172628	Actv# 900003-01 - Bill	272.00	272.00	0.00	544.00	272.00	0.00	0.00
09/29/2009	172711	Actv# 920101:01	544.00	0.00	0.00	544.00	0.00	0.00	45.00-
09/29/2009	172711	Actv# 920108:01	544.00	0.00	0.00	544.00	0.00	0.00	34.00-
09/29/2009	172711	Pmt From Cred Bal	544.00	0.00	0.00	544.00	0.00	0.00	79.00
09/29/2009	172711	Actv# 920101-01 (Natalie)	544.00	45.00-	0.00	499.00	45.00-	0.00	0.00
09/29/2009	172711	Actv# 920108-01 (Kristy)	499.00	34.00-	0.00	465.00	34.00-	0.00	0.00

## SECTION II -- HINTS FOR TROUBLESHOOTING TRANSACTION HISTORIES

### 1. FOCUS ON ONE RECEIPT AT A TIME.

When there are multiple line items for the same receipt number it can get very confusing. Take the entire receipt into account when analyzing your issue. Don't worry up front about the other receipts that come before or after – **focus on one receipt at a time** – if it appears to have posted fine, then go to the next one.

### 2. FIND A ZERO BEGINNING BALANCE RECEIPT.

- When possible, it is helpful to analyze a few receipts **prior to the one in question** and picking a receipt that has a **Begin Bal of \$0** is smart.

- Follow the receipts down through to the possible problem transaction making sure your **End Bal** of one transaction equals the **Begin Bal** of the next transaction, etc.

### 3. CHECK FOR 'OUT OF BALANCE' CASH AND GL.

- **Did the Cash and GL post appropriately?** Many times you will spot the problem immediately.
- While the household balance should say \$0, there are things like power outages that can prevent transactions from finishing properly.
  - One of the last things CYMS does on most transactions when a clerk clicks Print or No Print is update the HH balance accordingly.
  - Generally speaking CYMS updates the **Cash**, then **GL**, then **Transaction History** and then the **Household Balance**.
  - So, if something hit the Cash side but didn't hit the GL, there is a good chance the Transaction History and Household Balance did not update properly!

#### Screen Shot Showing End Balance of One Receipt NOT EQUAL to Begin Balance of the Next Receipt

Txn Date	Txn #	Txn Type	Rcpt Numb	Transaction Description and Details	Begin Bal	Net Fee	Paid Amt	End Bal	Fee Amt
09/30/2009	819068	Visit	172714	Pass# 13418 Type - CY-CHILD	181.00	15.00	0.00	196.00 ←	15.00
09/30/2009	620267	Pmt	172715	Cash	→ 181.00	0.00	50.00	131.00	0.00

**Clue #1:** End Balance of Receipt # 172714 (\$196.00) does not match the Begin Bal of Receipt # 172715 (\$181.00). This tells me there is probably an issue with Receipt # 172714!

**Clue #2:** Receipt # 172714 shows only a visit occurred. The visit was for \$15.00, but the clerk actually did pay \$15 (if you click Detail Info/Cash/GL for Receipt # 172714 there is no GL, but there is a Cash side to receipt 172714).

This is suspicious because you wouldn't see Cash or GL entries if all that occurred was a visit with no payment. And there was no prior credit since I don't see a credit balance used for payment entry and there is no debit to the control account.

#### Course of Action:

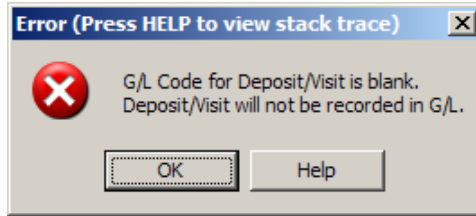
**PROBLEM:** You have a **Cash and GL Out of Balance problem**.

**SOLUTION:** **You need to call VSI** – we will help you add the missing portion of the transaction as well as the transaction history entry.

**PLEASE DON'T TRY TO FIX THIS PROBLEM ON YOUR OWN !!!**

**FYI:** To break the transaction for this example I made a visit on a visit device that is not accounted for in **Pass Visit Fees Maintenance**. Swiped in as hourly then out and made a payment. During the payment process the clerk would have received the below error but the clerk's batch would have appeared to be in balance/exact.

**Screen Shot Showing Error Message During Payment Process on a Visit Fee That Has No Pass Visit Fees Associated With It:**



Note – as of late 10.1, you can no longer process a visit if the visit device to which you are linked, is not correctly configured in Pass Visit Fees Maintenance. However, a broken visit payment could still occur on a visit created prior to the programming change. VSI has a topic doc on how to find visits missing GL Flags (and how to systematically correct the issue), so please contact them if you need it.

#### 4. DON'T GET TRICKED BY THE ORDER IN THE TRANSACTION HISTORY.

The *order* you see something posted in the transaction history is **not always the order in which things happened!**

- In the screen shot below (if you are sorting from oldest to newest), it shows the **Credit Balance** (\$20.00) was used for Payment **then** the child was enrolled in a program and charged a **Fee** of \$363.00.
- Of course, logically, we know it could not have happened that way.

Txn Date	Txn #	Txn Type	Rcpt Numb	Transaction Description and Details	Begin Bal	Net Fee	Paid Amt	End Bal	Fee Amt
07/02/2008	794028	Cr Used	← 167899	Pmt From Cred Bal	20.00	0.00	0.00	20.00	0.00
07/02/2008	794028	Fee	← 167899	Actv# 900003-01 (E) (Aubri)	20.00	363.00	0.00	343.00	363.00

- In the next screen shot, it shows the **refund/credits being used** before the children are actually cancelled from the classes.

Txn Date	Txn #	Txn Type	Rcpt Numb	Transaction Description and Details	Begin Bal	Net Fee	Paid Amt	End Bal	Fee Amt
06/24/2009	664179	IBill Fee	172628	Actv# 900003-01 - Bill	272.00	272.00	0.00	544.00	← 272.00
09/29/2009	709112	Cr Added	172711	Actv# 920101-01	→ 544.00	0.00	0.00	544.00	0.00
09/29/2009	709113	Cr Added	172711	Actv# 920108-01	544.00	0.00	0.00	544.00	0.00
09/29/2009	664179	Cr Used	← 172711	Pmt From Cred Bal	544.00	0.00	0.00	544.00	0.00
09/29/2009	709112	Canc	← 172711	Actv# 920101-01 (Natalie)	544.00	45.00	0.00	499.00	45.00
09/29/2009	709113	Canc	← 172711	Actv# 920108-01 (Kristy)	499.00	34.00	0.00	465.00	← 34.00

- In the screen shot above, the **End Balance** of the 6/24/2009 receipt # **172628** (for the Installment Bill for Activity # 900003-01) is **\$544.00**
  - The starting balance for Receipt # **172711** generated on 9/29/2009 is **\$544.00**
  - The actual first transaction on the new Receipt # **172711** is the cancellation of Natalie from Activity 920101-01 – this generates a **\$45.00 credit** that (when applied) brings the End Balance down to **\$499.00**.
  - Then comes the cancellation of Kristy from Activity # 920108-01 – this generates a **\$34.00 credit** that (when applied) brings the End Balance down to **\$465.00**
  - The resulting refund for these 2 cancellations (\$34.00 + \$45.00 = \$79.00) became a Credit Balance and was used to pay part of the existing \$544.00 balance already on the household.

- Ending Balance for Receipt # 172711 is **\$465.00**.
  - The Transaction Types **Cr Used** and **Cr Added** show you **where the credit goes**.
- These are strictly **informational fields**
  - **They don't show any amounts in the Beg Bal/End Balance** (because no new fee was generated and no actual payment was received from the customer)
  - You need to scroll further to the **right** to see the **MEMO AMOUNT FIELDS** (see screen shot below).
    - You can see a **Memo Amount on the Credit Added** lines for each cancellation (\$45.00 and \$34.00) – this shows the amount that was previously paid and is now being refunded on each of these two activities.
      - You will also see a **Memo Amount on the Pmt from Credit Balance** line showing the \$79.00 credit the system is applying to the existing household balance.

**REMEMBER: Memo Amount lines do not affect the Begin Bal/End Bal information.**

**Screen Shot Showing the Memo Amount Lines for the Above Cancellations**

Txn Date	Rcpt Num	Transaction Description and Details	Begin Bal	Net Fee	Paid Amt	End Bal	Fee Amt	Disc Amt	Memo Amt
06/24/2009	172628	Actv# 900003-01 - Bill	272.00	272.00	0.00	544.00	272.00	0.00	0.00
09/29/2009	172711	Actv# 920101:01	544.00	0.00	0.00	544.00	0.00	0.00	45.00-
09/29/2009	172711	Actv# 920108:01	544.00	0.00	0.00	544.00	0.00	0.00	34.00-
09/29/2009	172711	Pmt From Cred Bal	544.00	0.00	0.00	544.00	0.00	0.00	79.00
09/29/2009	172711	Actv# 920101-01 (Natalie)	544.00	45.00-	0.00	499.00	45.00-	0.00	0.00
09/29/2009	172711	Actv# 920108-01 (Kristy)	499.00	34.00-	0.00	465.00	34.00-	0.00	0.00

**5. MATCH TRANSACTION NUMBERS TO TRACK HISTORY OF A FEE.**

Transaction Numbers are generated **when a fee is charged**. Subsequent payments/refunds, etc. made against that particular fee will have the same transaction number. This is handy to see what class a particular payment was made on.

- In the screen shot below, **Billing generated a fee** to class 900003-01 on Transaction Number 664179.
- **Three days later** the customer paid and the money hit that **same transaction number** – that tells me the customer's check paid for that particular class.

Txn Date	Txn #	Txn Type	Rcpt Num	Transaction Description and Details	Begin Bal	Net Fee	Paid Amt	End Bal	Fee Amt
04/15/2008	664179	Fee	160941	Actv# 900003-01 - Bill (Ignacio Jr.)	0.00	272.00	0.00	272.00	272.00
04/18/2008	664179	Pmt	161622	Check	272.00	0.00	272.00	0.00	0.00

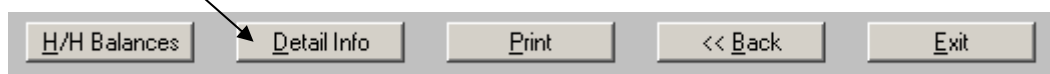
**6. GETTING MORE INFORMATION ON 'ZERO' TRANSACTION NUMBER RECORDS.**

- In some cases you will see that a payment or an enrollment hit **Transaction 0 (Zero)**. Examples of transactions that will hit transaction zero:
  - **Pre-payments**
  - Payments that **paid more than one transaction number**
  - **Enrollments into more than one class** that generated a fee
  - Etc.

### Screen Shot Showing One Payment on Two Enrollments

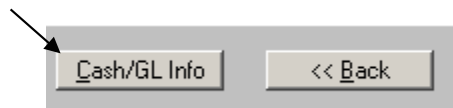
Txn Date	Txn #	Txn Type	Rcpt Num	Transaction Description and Details	Begin Bal	Net Fee	Paid Amt	End Bal	Fee Amt
02/26/2008	709112	Fee	156854	Actv# 920101-01 (E) (Natalie)	0.00	45.00	0.00	45.00	45.00
02/26/2008	709113	Fee	156854	Actv# 920108-01 (E) (Kristy)	45.00	34.00	0.00	79.00	34.00
02/26/2008		Pmt	156854	Check	79.00	0.00	79.00	0.00	0.00

**NOTE:** Where more than one transaction number was involved you can highlight the transaction/receipt in question and click the **Detail Info** button at the bottom of the Transaction History screen to see more information about the transaction.



Txn Date	Txn #	Txn Type	Rcpt Num	Transaction Description and Details	Begin Bal	Net Fee	Paid Amt	End Bal	Fee Amt
02/26/2008	709112	Fee	156854	Actv# 920101-01 (E) (Natalie)	0.00	45.00	0.00	45.00	45.00
02/26/2008	709113	Fee	156854	Actv# 920108-01 (E) (Kristy)	45.00	34.00	0.00	79.00	34.00
02/26/2008	709112	Pmt	156854	Check	79.00	0.00	45.00	34.00	0.00
02/26/2008	709113	Pmt	156854	Check	34.00	0.00	34.00	0.00	0.00

At the bottom of the Detail Information screen, you can even click the **Cash/GL Info** button to see what hit the Cash Journal and GL for that receipt.



Posting Date	G/L Code	Cost Cntr	Amount	DR/CR	Pay Type	Module	User Id	Cash Drawer	Rcpt Num	Time	Module Link
02/26/2008	501	13L7L	45.00	C	1AR	702	702	702	156854	12:21	920101,01,Y1-SP
02/26/2008	501	13L7L	34.00	C	1AR	702	702	702	156854	12:21	920108,01,Y1-SP

The Cash and GL info button holds valuable data!!