

## # 22 - CYMS Training Guide – Updating Household Charges (10.3 – Updated June 2011)

**Daily Processing Device Assumption: Global Sales Default = Clerk's Payment Screen**  
(For guidance on *Daily Processing Device Assumption*, See CQG #01c – Daily Processing Device)

The **Update Charges** program is used to increase or decrease a household's fees:

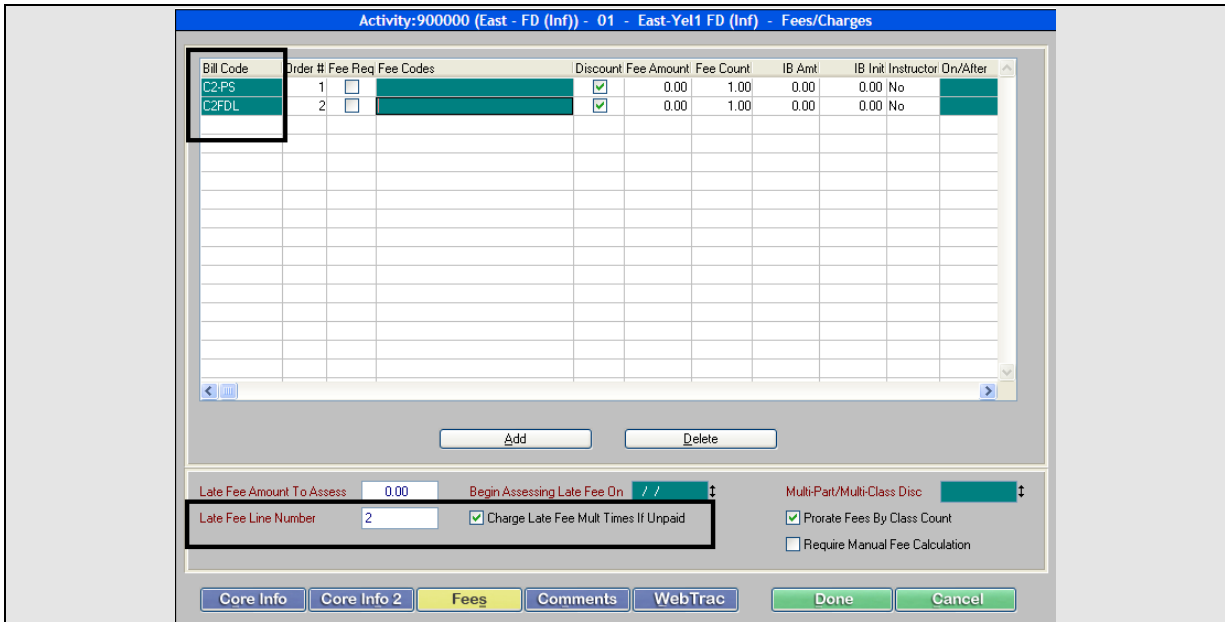
- In **Global/Cancel Change** this process is used to:
  - Increase or Decrease **Program/Activity Fees**
  - Increase or Decrease Hourly Care **No Show Fees** (See CTG-06 for more information on this process).
  - Apply a **Late Payment Fee** (As of 10.1, there is a new **Activity Late Fee Calculator** that will do this for a class range, but just in case you need to process one manually Update Charges is where you would do it. For more on the Activity Late Fee Calculator see the section in this document entitled **Updating Charges – Adding Late Payment Fees in Bulk.**)
- **Pass Visit Update is the Pass Visit equivalent of Update Charges and is used to:**
  - Increase or decrease **Hourly Fees**
  - Increase or decrease **Late Pickup Fees**
  - If Army, update AFC Free/Reduced Hours used on a swipe and/or Free/Reduced Amount Charged on a swipe.
    - Reminder: Hourly Visit Fees and Late Pickup Fees can also be adjusted at the time of the swipe out.

### **Updating Charges - Adding Late Payment Fees in Bulk**

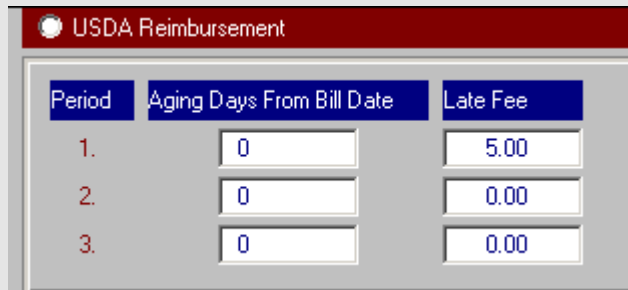
**Example:** *You allow parents three (3) business days to pay their bills without penalty. On the fourth business day after billing, you apply a \$5.00 late payment fee to any household in your center with an outstanding balance in one (or more) of your rooms.*

**IMPORTANT SET UP Note:** There are three (3) important items that must be set up in order for the Late Fee Calculator to work:

- In **Files/Activity/Activity Maintenance/Sections/Fees**, identify the **Late Fee Line Number** of **ALL CDC/SA** programs that you wish to charge Late Payment fees against. **Typically you would enter 2** as your Late Fee Line Number, however, please double check your setup. 2 would indicate that your Late Payment Bill Code is in the second Row on the Fees screen. See screen shot below: The Late Fee Bill Code (in this example, C2FDL) is in Row 2 so 2 is the **Late Fee Line Number**. Repeat for all CDC and SA programs that you wish to charge a Late Payment Fee on.
- Enable the **Charge Late Fee Mult Times If Unpaid** toggle on same **Fees** screen.



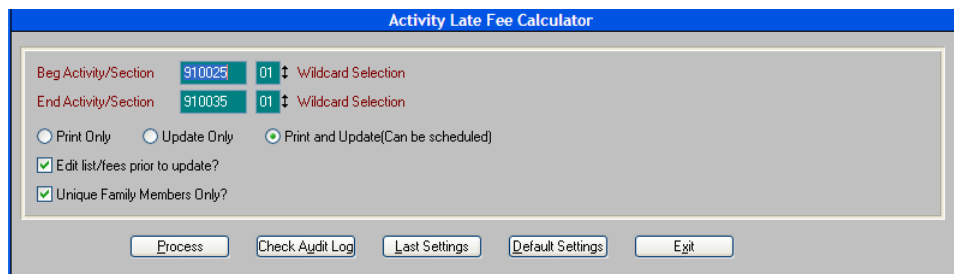
- Next, go to Files → CY5 → CY5 Financial Maintenance → USDA Reimb Rate Maintenance → Late Payment Fee Parameters screen and enter a **Late Fee** amount in the **Period 1** line. See screen shot below:



These are **one time** setup steps. If any of them are not done the process will either fail entirely or assess the Late Fee against the wrong bill code. Call VSI for assistance or press **F1** on your keyboard from within any screen for field level help.

### Assessing Late Payment Fees in Bulk:

- 1 On the first day that Late Payment Fees are due: Go to **Period End → Activity → Activity Late Fee Calculation**
- 2 Enter a **Beginning** and **Ending Activity/Section Range**
  - To apply late fees to any household with a balance at your center, enter your entire range of Activities.



**Figure 1: The Activity Late Fee Calculator selection screen**

- 3 Select the **Print and Update** radio button. This option will provide you with a report showing the households/children to whom the late fees were applied. Note that you may schedule this process to run automatically. If it is scheduled you do not have the ability to edit the list of people who will get charged. If this does not pose a problem for your base, call VSI for setup assistance.
- 4 Enable the **Edit list/fees prior to update** toggle. Selecting this option allows you to **review the children/households on the list and remove them** or adjust the amount of late fee prior to posting, if appropriate.
- 5 Toggle **Unique Family Members Only**. This is handy when you have a child in both a before and after program and they owe money on both. If your policy dictates that you would only charge one late payment fee even though the child owes money on both programs you would want to turn this toggle on.
- 6 **Check Audit Log** is a way to see if **anyone** has already run this process **today**. This will only show the **last** time the process was run. To get a full accounting of other times the process may have been run, you can run the Audit Log Listing (under Reports, System, Other Reports) for program ar0460.

If you are in Update mode the Late Fee Calculator will assess a Late Fee every time you run it so you want to make sure this does not get run multiple times for the **same Activity Range for the same billing period**.

7 Click **Process** to run the Late Fee Calculator. You will receive a challenge message asking whether you want to continue. You may also see a message indicating the process has already been run today - this actually represents the *first* time it was run. To get a full accounting of other times the process may have been run, you can run the Audit Log Listing (under Reports, System, Other Reports) for program ar0460.

Click **Yes** if you wish to continue.

Name	House #	Actv #	Section	Enrolled Status	Enrolled Date	Description	Late Fee
Alcala, Levi	372	910025	03	Enrolled	09/27/2007	Bef Sch CC - (1-4)	5.00
Ali, Catherine	858	910025	11	Enrolled	09/27/2007	Bef Sch CY - (1-4)	5.00
Amushev, Verzasha	692	910035	01	Enrolled	08/16/2007	Alt Sch DM - (1-4)	5.00
Arana, Devantre	3080	910025	06	Enrolled	09/28/2007	Bef Sch MT - (1-4)	5.00
Bandel, Lorenzo	6833	910025	05	Enrolled	09/28/2007	Bef Sch HC - (1-4)	5.00
Berry, Ania	862	910025	02	Enrolled	01/01/2008	Bef Sch EN - (1-4)	5.00
Berry, Yamile	862	910025	05	Enrolled	01/01/2008	Bef Sch HC - (1-4)	5.00
Bielz, John	5170	910035	01	Enrolled	08/09/2007	Alt Sch DM - (1-4)	5.00
Black, Joseph	2648	910025	02	Enrolled	12/19/2007	Bef Sch EN - (1-4)	5.00
Boria, Ann-Maie	8856	910025	03	Enrolled	09/27/2007	Bef Sch CC - (1-4)	5.00
Bradsher, Alexis	2218	910025	05	Enrolled	09/28/2007	Bef Sch HC - (1-4)	5.00
Brown, Quanisha	2345	910025	02	Enrolled	09/28/2007	Bef Sch EN - (1-4)	5.00
Brownlee, Morghan	8567	910025	11	Enrolled	03/01/2008	Bef Sch CY - (1-4)	5.00
Bussie, Joslyn	2698	910025	05	Enrolled	09/28/2007	Bef Sch HC - (1-4)	5.00
Caldwell, Mia Faye	5751	910025	02	Enrolled	09/28/2007	Bef Sch EN - (1-4)	5.00
Cantu, Elyse	8075	910025	02	Enrolled	09/28/2007	Bef Sch EN - (1-4)	5.00
Carmichael, William	2957	910025	04	Enrolled	09/28/2007	Bef Sch RR - (1-4)	5.00
Choate, Daiveon	4888	910025	05	Enrolled	09/28/2007	Bef Sch HC - (1-4)	5.00
Choate, Mekiya	4888	910025	02	Enrolled	09/28/2007	Bef Sch EN - (1-4)	5.00
Dennison, Kayla	3535	910035	01	Enrolled	08/09/2007	Alt Sch DM - (1-4)	5.00

Note: To edit an individual late fee, click in the "Late Fee" column on the appropriate row and change the late fee amount.

Process Remove Cancel

**Figure 2: The Activity Late Fee Calculator Edit screen, showing names of children who will be charged a Late Payment Fee**

- The **Late Fee Calculator** will present a list of all children who have a balance in your program.
  - If you wish to **Remove** a name(s) from the list
    - Highlight the child's name and **then click 'Remove.'** You can also multi-select names by pressing and holding the <Ctrl> key and clicking with each child.
    - If you notice there are duplicate names it might mean that you did not toggle to run for **Unique Family Members Only**. You should click Cancel and re-select this option. Any child still showing on the list when **Process** is selected will be assessed a late fee.
  - If you wish to adjust the Late Fee to be applied
    - Click in the **Late Fee** column and change the amount. You CANNOT use multi-select with this process.
- 8** Once the list has been edited appropriately, click **Process** to apply the Late Payment Fee and click **Print** or **Preview** to receive and/or review the report.

**WARNING:**

- There is **NO LIMIT** to the number of times this program can be run. If you attempt to run this process twice in the same day you will receive a challenge message stating that the "Activity Late Fee Calculator has already been run in update mode!" Click **NO** when asked if you want to continue or you will apply Late Payment Fees for the second time.
- Every time you run this process in Update mode CYMS will be looking to assess Late Payment Fees so please use with caution.

**In the customer's Transaction History the Late Fee Calculator will make the following entry:**

Txn Date	Txn #	Txn Type	Rcpt Numb	Transaction Description and Details	Begin Bal	Net Fee	Paid Amt	End Bal	Fee Amt
10/19/2007	3942	Fee	2746	Actv 910025-01[LATE] [Myranda]	249.00	5.00	0.00	254.00	5.00

## Updating Charges - Adding a Late Payment Fee Manually/One Enrollment at a Time

**Example:** You want to apply a \$5.00 Late Payment Fee to a household.

- 1 Go to Daily → Global → Global Cancel/Changes.
- 2 Look up the household or child and select.

Mod	Transaction Description	Date	Changes	Net Fee	Fee Paid	Net Due
AR	900007.02-East-Ye2 FD (PT1) (Sara) F	05/28/2011		300.00	168.00	132.00
AR	910025.01-Bef Sch DM - (1-4) (Liam) F	05/28/2011		282.00	282.00	0.00
AR	920001.01-Bash (Liam) E	04/22/2010		360.00	360.00	0.00
CR	HRLY:6058:TOD @ 07:30 (67908 - Liam)	05/27/2011		0.00	0.00	0.00
CR	HRLY:6058:TOD @ 08:00 (67908 - Liam)	05/27/2011		0.00	0.00	0.00
CR	HRLY:6058:TOD @ 08:30 (67908 - Liam)	05/27/2011		0.00	0.00	0.00
CR	HRLY:6058:TOD @ 09:00 (67908 - Liam)	05/27/2011		0.00	0.00	0.00
CR	HRLY:6058:TOD @ 09:30 (67908 - Liam)	05/27/2011		0.00	0.00	0.00
CR	HRLY:6058:TOD @ 10:00 (67908 - Liam)	05/27/2011		0.00	0.00	0.00
CR	HRLY:6058:TOD @ 07:30 (67907 - Liam)	05/25/2011		0.00	0.00	0.00
CR	HRLY:6058:TOD @ 08:00 (67907 - Liam)	05/25/2011		0.00	0.00	0.00
CR	HRLY:6058:TOD @ 08:30 (67907 - Liam)	05/25/2011		0.00	0.00	0.00
CR	HRLY:6058:TOD @ 09:00 (67907 - Liam)	05/25/2011		0.00	0.00	0.00
CR	HRLY:6058:TOD @ 09:30 (67907 - Liam)	05/25/2011		0.00	0.00	0.00
CR	HRLY:6058:TOD @ 10:00 (67907 - Liam)	05/25/2011		0.00	0.00	0.00
CR	HRLY:6058:TOD @ 10:30 (67907 - Liam)	05/25/2011		0.00	0.00	0.00
CR	HRLY:6058:TOD @ 11:00 (67907 - Liam)	05/25/2011		0.00	0.00	0.00
CR	HRLY:6058:TOD @ 11:30 (67907 - Liam)	05/25/2011		0.00	0.00	0.00
CR	HRLY:6058:TOD @ 12:00 (67907 - Liam)	05/25/2011		0.00	0.00	0.00
CR	HRLY:6058:TOD @ 12:30 (67907 - Liam)	05/25/2011		0.00	0.00	0.00

Buttons: Update Charges, Cancellation/Void, Detail Changes, Payment, HH Inquiry, Revise Modules, Cancel Changes

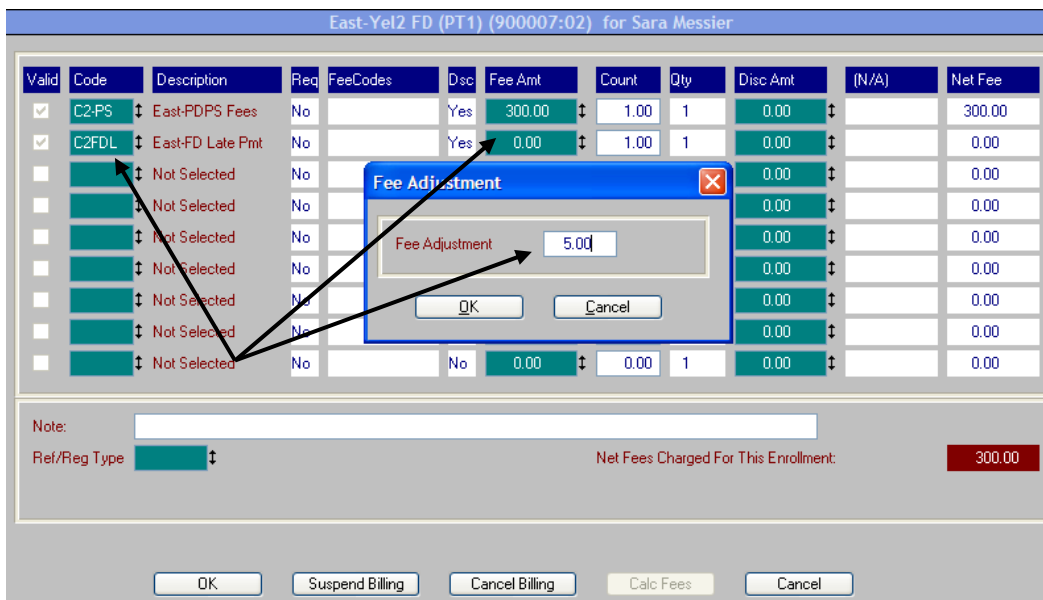
Summary: H/H Bal Excluded 0.00, Total Changes 0.00, New H/H Balance 132.00

**Figure 3:** The Global Cancel/Changes screen

- 3 On the **Global Cancel/Changes** screen, highlight the enrollment you want to charge the late payment fee on and click **Update Charges**.
- 4 On the **Update Charges** screen, right click in the **Fee Amount** column on the **Late Fee Bill Code** row. The Late Fee Bill Code will probably be in the **second row**—if in doubt, check the Description on the bill code.

**NOTE:** The **Fee Amount** column on the **Late Payment Fee Bill Code** row shows the **total cumulative amount of late fees** you have charged this customer for this enrollment.

- If this is the first time you've ever had to charge this household a late payment fee for this enrollment, the Fee Amount will be \$0.
- If you have charged this household a \$5 late fee twice in the past for this enrollment the Fee Amount will be \$10.



**Figure 4: The Update Charges screen, showing the Fee Adjustment tool.**

- 5 A **Fee Adjustment** box will appear which allows you to enter either a positive (\$5.00) or negative (\$5.00-) number in the **Fee Adjustment** field. In our example, assuming the late payment fee is \$5, you would enter \$5.00.
  - Click **OK** and the system will automatically add or subtract appropriately.
  - You can also manually change the total in the Fee Amt field (however, we recommend letting CYMS do the math for you – less room for error). If you **were** to manually change the **Fee Amount** field:
    - If the **Fee Amount** is 0.00, change it to 5.00
    - If the **Fee Amount** is 10.00, change it to 15.00, and so on.
- 6 Next, click **OK**.
- 7 On the Global Cancel/Changes screen, the enrollment now says **Fees Mod** in the **Changes** column. The **Total Changes** at the bottom of the screen should equal your adjustment.
- 8 Click **Payment** and respond to any screen messages. If you wish to start over without saving your changes click **Cancel Changes**.
- 9 Click **OK** on the **Global Payment Update** screen, make a **Pay Ref 1** (in this case, explain why you increased this person's fees)
- 10 To finish, click **Process** or **No Print**.

**Messier - Global Cancel/Changes**

Household Transaction Listing             Include Other Balances      Beginning Household Balance      **132.00**

Mod	Transaction Description	Date	Changes	Net Fee	Fee Paid	Net Due
AR	900007:02-East-Yel2.FD (PT1) (Sara) F	05/28/2011	Fees Mod	305.00	168.00	137.00
AR	910025:01-Bef Sch DM - (1-4) (Liam) F	05/28/2011		282.00	282.00	0.00
AR	920001:01-Bash (Liam) E	04/22/2010		360.00	360.00	0.00
CR	HRLY:6058:TOD @ 07:30 (67908 - Liam)	05/27/2011		0.00	0.00	0.00
CR	HRLY:6058:TOD @ 08:00 (67908 - Liam)	05/27/2011		0.00	0.00	0.00
CR	HRLY:6058:TOD @ 08:30 (67908 - Liam)	05/27/2011		0.00	0.00	0.00
CR	HRLY:6058:TOD @ 09:00 (67908 - Liam)	05/27/2011		0.00	0.00	0.00
CR	HRLY:6058:TOD @ 09:30 (67908 - Liam)	05/27/2011		0.00	0.00	0.00
CR	HRLY:6058:TOD @ 10:00 (67908 - Liam)	05/27/2011		0.00	0.00	0.00
CR	HRLY:6058:TOD @ 07:30 (67907 - Liam)	05/25/2011		0.00	0.00	0.00
CR	HRLY:6058:TOD @ 08:00 (67907 - Liam)	05/25/2011		0.00	0.00	0.00
CR	HRLY:6058:TOD @ 08:30 (67907 - Liam)	05/25/2011		0.00	0.00	0.00
CR	HRLY:6058:TOD @ 09:00 (67907 - Liam)	05/25/2011		0.00	0.00	0.00
CR	HRLY:6058:TOD @ 09:30 (67907 - Liam)	05/25/2011		0.00	0.00	0.00
CR	HRLY:6058:TOD @ 10:00 (67907 - Liam)	05/25/2011		0.00	0.00	0.00
CR	HRLY:6058:TOD @ 10:30 (67907 - Liam)	05/25/2011		0.00	0.00	0.00
CR	HRLY:6058:TOD @ 11:00 (67907 - Liam)	05/25/2011		0.00	0.00	0.00
CR	HRLY:6058:TOD @ 11:30 (67907 - Liam)	05/25/2011		0.00	0.00	0.00
CR	HRLY:6058:TOD @ 12:00 (67907 - Liam)	05/25/2011		0.00	0.00	0.00
CR	HRLY:6058:TOD @ 12:30 (67907 - Liam)	05/25/2011		0.00	0.00	0.00

           **H/H Bal Excluded 0.00**  
                **Total Changes 5.00**  
**New H/H Balance 137.00**

**Figure 5: The Global Cancel/Changes screen showing Fees Modified and Total Changes.**

### Updating Charges - Correcting Activity Fees (HH Overcharged)

**Example:** During one semi-monthly billing, a household was charged the Cat 2 full day rate when it should have been charged the Cat 1 rate.

The Cat 2 rate = \$136 semi-monthly. The Cat 1 rate = \$91 semi-monthly. So, the household was overcharged by \$45.

- 1 Go to **Daily** → **Global** → **Global Cancel/Changes**. Lookup the household or child and select.
- 2 On the Global Cancel/Change screen, highlight the enrollment you wish to correct fees on and click **Update Charges**.
- 3 On the Update Charges screen, click in the **Fee Amount** column on the Full Day bill code, which is generally in the first row.

**Note:** The Fee Amount column reflects the **total cumulative amount** that this household has been billed for this enrollment.

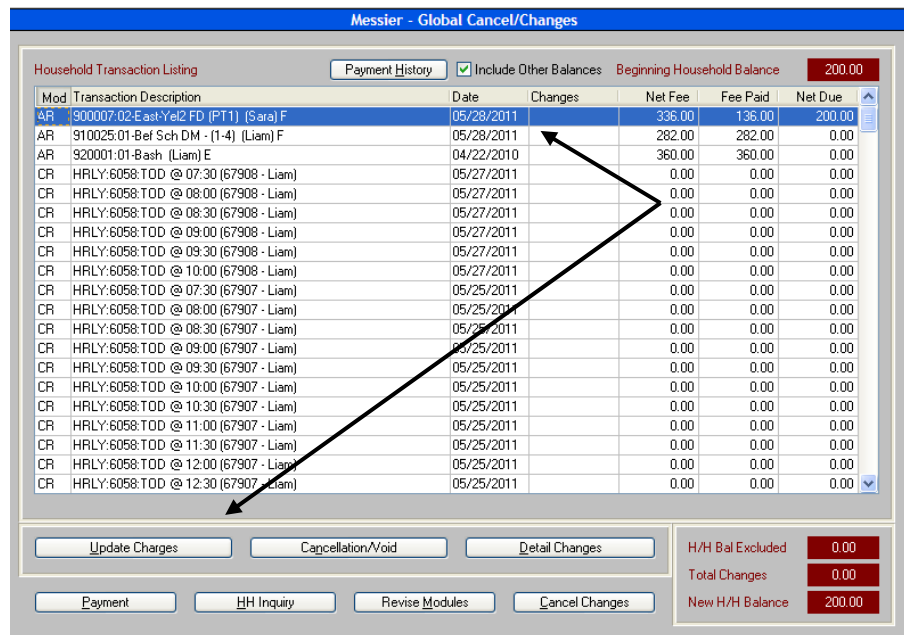


Figure 6: The Global Cancel/Changes screen.

- 4 To correct the billing error, decrease this customer's Fee Amount by \$45.
  - Right click in the **Fee Amt** field and enter a negative \$45 (45.00-) in the **Fee Adjustment** field
  - Click **OK** and the system will automatically subtract from the fee amount appropriately.
  - You could also manually overwrite the Fee Amt. In our example, we would make the Fee Amount \$291.00 (\$336- \$45=\$291). Note: We recommend letting CYMS do the math for you, as there is much less room for error!
  - NOTE: It is not recommended that you make a note in the **Note** field regarding this transaction. This is a roster note field and has nothing to do with this transaction. Roster notes can be added and printed on the **Activity Roster**. If you wish to make a note regarding this transaction, we recommend that you use the **Payment Reference** on the Payment screen.

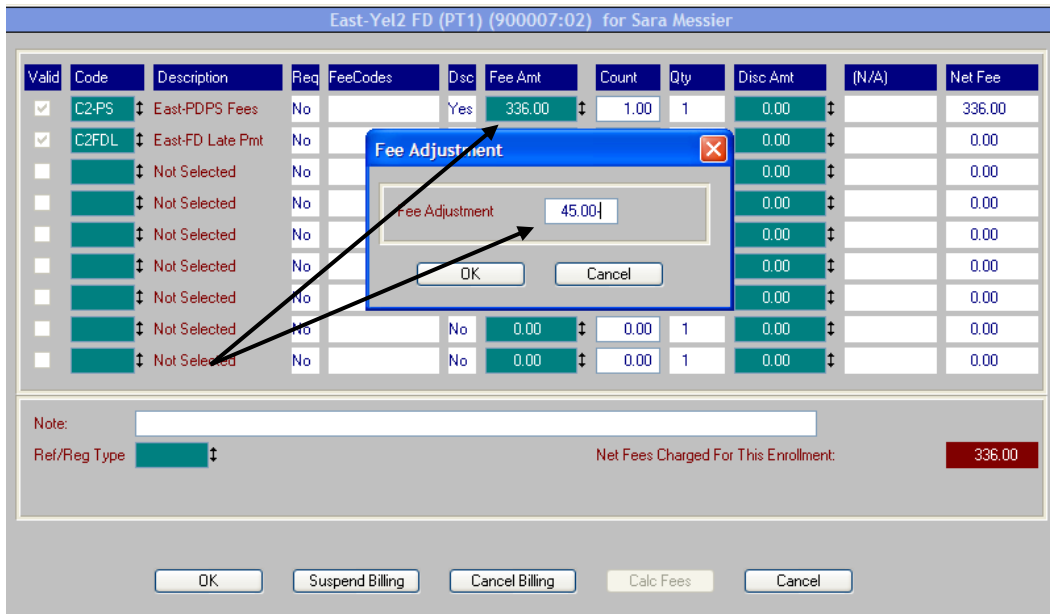


Figure 7: The Update Charges screen with \$45.00- in the Fee Adjustment tool.

5 Next, click OK.

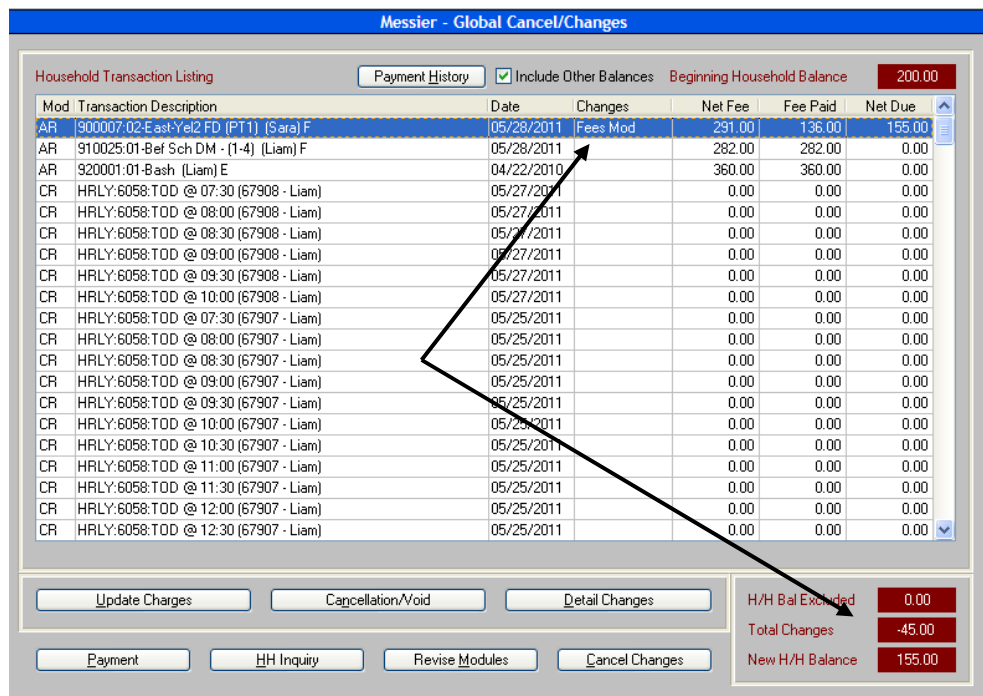


Figure 8: The Global Cancel/Changes screen showing Fees Modified and \$45.00- in new Total Charges.

6 On the Global Cancel/Changes screen, the enrollment now says **Fees Mod** in the **Changes** column.

7 To finish, click **Payment** and respond to any screen messages. To start over without accepting your changes, click **Cancel Changes**.

- 8 Click **OK** on the **Global Payment Update** screen. It is a good idea to use **Pay Ref 1** to document why you decreased this customer's fees. Example: Billing error.
- 9 To finish, click **Process** or **No Print**.

**Note:** In this example, you would also need to change the household's Family Income so future billings will be correct.

To update a household's Family Income Amount, go to **Files → Activity → Household Maintenance**, then go to the **DoD Financial** screen.

## Updating Charges – Adjusting Hourly or Late Pickup Fees

**Example** A child was over or under charged for an hourly care visit or for a late pickup fee.

**Note ARMY ONLY:** If Army and you are attempting to update the AFC Free or Reduced Hours or Fees linked to an Hourly Visit please refer to **CTG-07b-CORE-Deployment Fee Hours (In CYS Facilities)** for detailed instructions.

- 1 Go to **Daily → Pass → Pass Visit Update**.
- 2 Click **Continue** or press enter to get to the lookup screen. Lookup the household and select it.

Transaction Description	Visit Amt	Visit Cnt	Visit Paid	Late Amt	Late Cnt	Late Paid	Visit Due
06/03/11 - (Liam) - 10:59 (CY-CHILD)	0.00	1	0.00	0.00	0	0.00	0.00
05/24/11 - (Liam) - 12:00 (CY-CHILD)	14.00	1	14.00	0.00	0	0.00	0.00
05/19/11 - (Liam) - 10:34 (CY-CHILD)	0.00	1	0.00	0.00	0	0.00	0.00
05/16/11 - (Liam) - 09:30 (CY-CHILD)	20.00	1	20.00	0.00	0	0.00	0.00
05/16/11 - (Liam) - 08:00 (CY-CHILD)	0.00	1	0.00	0.00	0	0.00	0.00
05/09/11 - (Liam) - 12:35 (CY-CHILD)	4.00	1	4.00	0.00	0	0.00	0.00
05/09/11 - (Liam) - 12:34 (CY-CHILD)	4.00	1	4.00	0.00	0	0.00	0.00
05/09/11 - (Liam) - 12:10 (CY-CHILD)	4.00	1	4.00	0.00	0	0.00	0.00
03/04/11 - (Liam) - 13:11 (CY-CHILD)	0.00	1	0.00	0.00	0	0.00	0.00
03/04/11 - (Liam) - 11:46 (CY-CHILD)	6.00	1	6.00	0.00	0	0.00	0.00
03/04/11 - (Liam) - 11:43 (CY-CHILD)	0.00	1	0.00	0.00	0	0.00	0.00
03/04/11 - (Liam) - 11:40 (CY-CHILD)	0.00	1	0.00	0.00	0	0.00	0.00
03/04/11 - (Liam) - 11:24 (CY-CHILD)	0.00	1	0.00	0.00	0	0.00	0.00
01/20/11 - (Liam) - 09:49 (CY-CHILD)	0.00	1	0.00	0.00	0	0.00	0.00
01/20/11 - (Liam) - 09:49 (CY-CHILD)	0.00	1	0.00	0.00	0	0.00	0.00
12/29/10 - (Liam) - 13:42 (CY-CHILD)	0.00	1	0.00	0.00	0	0.00	0.00
12/29/10 - (Liam) - 13:39 (CY-CHILD)	0.00	1	0.00	0.00	0	0.00	0.00
12/29/10 - (Liam) - 13:38 (CY-CHILD)	0.00	1	0.00	0.00	0	0.00	0.00
06/17/10 - (Liam) - 08:59 (CY-CHILD)	0.00	1	0.00	0.00	0	0.00	0.00

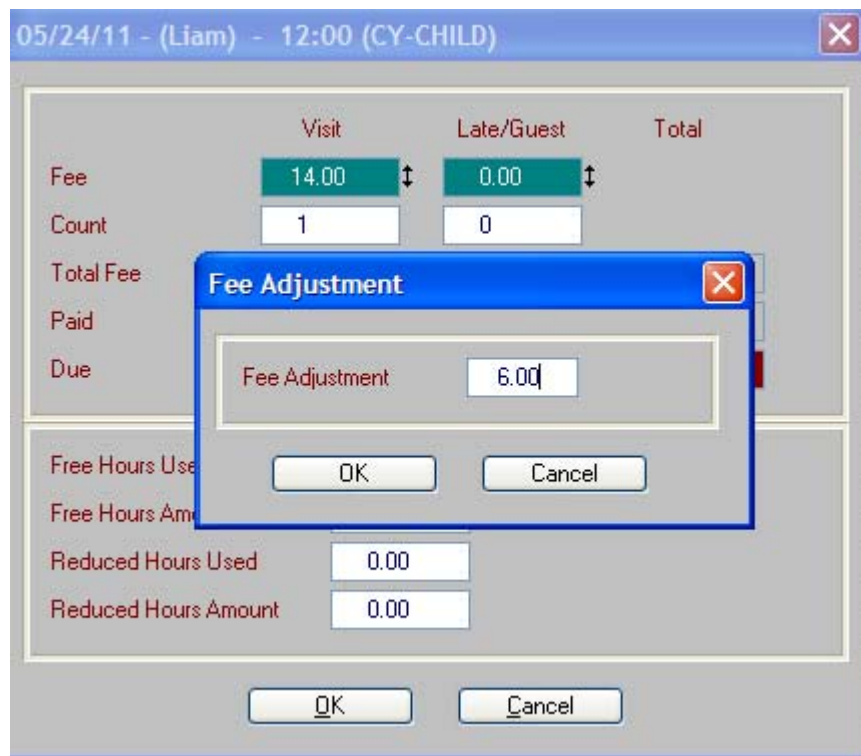
Update Visit

Total Changes: 0.00  
New Mod/Visit Balance: 0.00

Payment View H/H Cancel Changes

**Figure 9:** The <Household> Pass Visit Update screen

- 3 Highlight the line item that needs to be changed and click **Update Visit**.



**Figure 10: The <Child> Pass Visit Update charges screen**

- 4 Right click in the proper **Fee** field. **Visit Fee** = Hourly. **Late/Guest Fee** = Late Pickup. Enter the amount you wish to increase or decrease. For example – if you wish to **increase** the existing hourly fee by \$6, enter 6.00 in the **Fee Adjustment** field. If you wish to **decrease** the fee by \$6, enter 6.00- in the **Fee Adjustment** field and click **OK**.

If you add a **Late/Guest** fee, make sure you change the **Count** to 1. If a Fee is present, the Count should never be less than 1 or more than 1. Always leave the Count at 1.

**Note: Do not** use negative Fees or Counts on this screen. Negative Fee Adjustments, however, are allowed in the Fee Adjustment field.

- 5 On the Pass Visit Update screen, the Total Changes field shows the amount of your changes.
- 6 To finish, click **Payment** and respond to any screen messages. To start over without accepting your changes, click **Cancel Changes**.
- 7 If you are making a Payment at this time, make it on the **RIGHT** side of the screen in the Visit **Paid** field (be careful as the cursor will default to the left side). Then click **OK**. It is a good idea to use **Pay Ref 1** to document why you decreased this customer's fees.
- 8 To finish, click **Process** or **No Print**.

**Messier - Pass Visit Update**

Household Transaction Listing  Hide Visits Without A Fee Due Beginning Module and Visit Balance **0.00**

Transaction Description	Visit Amt	Visit Crnt	Visit Paid	Late Amt	Late Crnt	Late Paid	Visit Due
06/03/11 - (Liam) - 10:59 (CY-CHILD)	0.00	1	0.00	0.00	0	0.00	0.00
05/24/11 - (Liam) - 12:00 (CY-CHILD)	X 20.00	1	14.00	0.00	0	0.00	6.00
05/19/11 - (Liam) - 10:34 (CY-CHILD)	0.00	1	0.00	0.00	0	0.00	0.00
05/16/11 - (Liam) - 09:30 (CY-CHILD)	20.00	1	20.00	0.00	0	0.00	0.00
05/16/11 - (Liam) - 08:00 (CY-CHILD)	0.00	1	0.00	0.00	0	0.00	0.00
05/09/11 - (Liam) - 12:35 (CY-CHILD)	4.00	1	4.00	0.00	0	0.00	0.00
05/09/11 - (Liam) - 12:34 (CY-CHILD)	4.00	1	4.00	0.00	0	0.00	0.00
05/09/11 - (Liam) - 12:10 (CY-CHILD)	4.00	1	4.00	0.00	0	0.00	0.00
03/04/11 - (Liam) - 13:11 (CY-CHILD)	0.00	1	0.00	0.00	0	0.00	0.00
03/04/11 - (Liam) - 11:46 (CY-CHILD)	6.00	1	6.00	0.00	0	0.00	0.00
03/04/11 - (Liam) - 11:43 (CY-CHILD)	0.00	1	0.00	0.00	0	0.00	0.00
03/04/11 - (Liam) - 11:40 (CY-CHILD)	0.00	1	0.00	0.00	0	0.00	0.00
03/04/11 - (Liam) - 11:24 (CY-CHILD)	0.00	1	0.00	0.00	0	0.00	0.00
01/20/11 - (Liam) - 09:49 (CY-CHILD)	0.00	1	0.00	0.00	0	0.00	0.00
01/20/11 - (Liam) - 09:49 (CY-CHILD)	0.00	1	0.00	0.00	0	0.00	0.00
12/29/10 - (Liam) - 13:42 (CY-CHILD)	0.00	1	0.00	0.00	0	0.00	0.00
12/29/10 - (Liam) - 13:39 (CY-CHILD)	0.00	1	0.00	0.00	0	0.00	0.00
12/29/10 - (Liam) - 13:38 (CY-CHILD)	0.00	1	0.00	0.00	0	0.00	0.00
06/17/10 - (Liam) - 08:59 (CY-CHILD)	0.00	1	0.00	0.00	0	0.00	0.00

Total Changes **6.00**  
New Mod/Visit Balance **6.00**

Update Visit Payment View H/H Cancel Changes

**Figure 11: The Pass Visit Update screen showing an 'X' in the updated visit and new charges due**

**PM Payment Update For ==> John Messier**

Prev Balance

**PM Payment Update For ==> John Messier**

Prev Balance	<input type="text" value="0.00"/>	Visit Prev Bal	<input type="text" value="0.00"/>
New Fees	<input type="text" value="0.00"/>	New Visit Fees	<input type="text" value="6.00"/>
Net Amt Due	<input type="text" value="0.00"/>	Visit Fees Due	<input type="text" value="6.00"/>
New Amt Paid	<input type="text" value="0.00"/>	Visit Paid	<input type="text" value="6.00"/>

Auto Balance Module/Visits  Vst Auto-Apply  Auto-Apply

Prt Options

**Figure 12: The Pass Visit Update Payment Screen showing fee amounts on the Right Hand Side of the screen.**

## Updating Fees -- Questions & Answers

**Question:** *Can I print a report to show households that might need to be charged a late payment fee?*

**Answer:** Yes. To print a listing of people who owe money on a program enrollment and determine whether to charge them a late payment fee, go to **Reports → Activity → Activity Financial Reports → Activity Trial Balance**.

- In the **Minimum Balance to Show** field, enter **.01**. This will show any household that owes 1 cent or more on an enrollment.

**Question:** *I notice each module (Activity, Pass, Facility, Rentals, etc.) has a Cancel/Change program in Daily Processing. Are they all the same?*

**Answer:** No. You cannot use Rental Cancel/Changes to update fees on someone's program enrollment, or vice versa. Rental Cancel/Changes is used to update fees on a household's rental balance. Pass Cancel/Changes is used to update fees on a household's pass balance. Remember, each module carries its own balance. Global Cancel/Change allows you to see and update charges for any module.

**Note:** Once you know how to update charges or cancel in one module, the process is the same in the rest of the modules.

**Question:** *In Cancel/Changes, on the Update Charges screen, I deleted the bill code (or I changed the wrong Fee Amount). How do I fix this?*

**Answer:** If you didn't finish the process (you are still on the Update Charges screen, the Cancel/Changes screen, or the Payment screen) click **Cancel** (and/or **Cancel Changes**) and start over.

- If you did finish the process, you will need to print a Transaction History Listing for this household and use that to determine what the Net Fee should be on that enrollment/registration.
- There will be an entry there that shows an Adj Dec for a certain dollar amount.
- Once the correct Net Fee is determined, you can update charges appropriately.
- To print a Transaction History Listing report, go to **Reports → Global → Global Financial Reports → Global HH Transaction History Listing**.

**Caution:** If you finished the process and refunded the money using the Refund from Finance (rather than Refund Apply) option, you should call VSI for assistance.  
The Transaction History Status will show how you refunded the money.

**Question:** *Isn't there an automated way to charge late payment fees?*

**Answer:** Yes. See the section in this document titled **Updating Charges - Adding Late Payment Fees in Bulk**