

21 - CYMS Training Guide – Taking Payments (10.3 – Updated May 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 recommended method for taking payments is through **Global Sales**. This allows you to see and pay any balance in **any** module — Activity, Facility, Pass, etc. Go to **Daily → Global → Global Sales** (or click the Global Sales button on your Main Menu screen).

This guide contains:

Background Information On

- Basic Concepts
- Payment Screen
- Pay Codes
- Manual Apply Screen
- Manual Reversal Screen

Types of Payments

- Full Payments
- Partial Payments
- Split Payments
- Vacation Credits
- Agency Payments
- Pre-Payments
- Over Payments
- Payment Reversals
- Hourly Pre-Payments
- Outstanding Hourly Visits
- Outstanding Registration Fees

Questions and Answers On

- Payments
- Payment Reversals
- Hourly Care

Background – Basic Concepts:

- 1 When you look up a household, the Current Balance at the bottom of the Family Member Listing screen is the **total** household balance. This total includes money owed by the household in *any* module (activity, pass, etc.) for *any* family member at *any* Center. **NOTE:** If you see information in the **Previous Balance** field, these are discussed in detail in CTG-4-Transitioning.

Household ==> John Messier

Current Bal: 39.00 Previous Bal: 0.00

Select Update HH Manl New HH Auto New HH Details <<Name Lookup

- 2 Upon selecting the household or family member, you will be brought to the **Global Payment Update for → <household> screen** where you will see each module's balance in the **Net Amount Due** or **Dep/Visit Due** column. Each module (activity, pass, etc) carries its own balance/credit. **You must be extremely careful here** —

- For instance, you cannot pay for hourly care in the Actv Reg/New Amt Paid field or for full/part day care in the PassMgt/Dep/Visit Paid field. So, knowing which module and where different fees hit (Late payments vs Late Pickups, Reg Fees vs Hourly Fees, etc) is critical to knowing where your payment should be made. This is especially important when a customer is making a pre-payment since there is no fee to pay/see. You will simply need to know what they are pre-paying (childcare or hourly, etc) and pay accordingly.
 - Failure to make payments in the proper module/row will cause balances to go 'unpaid' and, at the same time, cause 'credits' to appear in another.
 - You can have a credit balance in one module and a debit (an amount due) in another. Because of this, a \$0 Current Balance might not tell the entire story. For instance a \$5 balance in activity and a \$5 credit in Pass Visit.
 - You *cannot* have a credit and debit within the same module.
- 3 Payment amounts are always entered in the white **New Amt Paid** or **Dep/Visit Paid** field, where the field coming down meets the module row going across. The **Total** row at the bottom will do the addition automatically. You *cannot* update this field directly. Click **OK** when done to proceed to the final **Payment Update Screen** where you enter **Pay Code** and **Pay Reference** information.

Module	Prev Balance	New Fees	Net Amt Due	New Amt Paid	Auto	Dep/Visit Bal	Dep/Visit Fees	Dep/Visit Due	Dep/Visit Paid	Auto
Actv Reg:	100.00	0.00	100.00	100.00	<input type="checkbox"/>	0.00	0.00	0.00	0.00	<input checked="" type="checkbox"/>
Fac Rsvn:	0.00	0.00	0.00	0.00	<input checked="" type="checkbox"/>	0.00	0.00	0.00	0.00	<input checked="" type="checkbox"/>
Pass Mgt:	0.00	0.00	0.00	0.00	<input checked="" type="checkbox"/>	10.00-	0.00	10.00-	0.00	<input type="checkbox"/>
POS:	0.00	0.00	0.00	0.00	<input checked="" type="checkbox"/>					
Rentals:	0.00	0.00	0.00	0.00	<input checked="" type="checkbox"/>	0.00	0.00	0.00	0.00	<input checked="" type="checkbox"/>
Lockers:	0.00	0.00	0.00	0.00	<input checked="" type="checkbox"/>	0.00	0.00	0.00	0.00	<input checked="" type="checkbox"/>
Trips:	0.00	0.00	0.00	0.00	<input checked="" type="checkbox"/>					
Courts:	0.00	0.00	0.00	0.00	<input checked="" type="checkbox"/>					
Trainers:	0.00	0.00	0.00	0.00	<input checked="" type="checkbox"/>					
League:	0.00	0.00	0.00	0.00	<input checked="" type="checkbox"/>					
Total:	100.00	0.00	100.00	100.00		10.00-	0.00	10.00-	0.00	

Figure 1: The Global Payment Update, Module Details Screen

Note: If a customer wants to pay \$20 for child care and gives you a \$50 bill, \$20 would go in the **New Amount Paid** field on the first screen mentioned (the **Module Details** screen) and \$50 would go in the **Pay Amt** field on the main Payment screen. When you click **Process** or **No Print** to finish, the Change Due screen will show \$30 due to the customer.

- 4 You can always click **Cancel** to exit a Payment screen. This allows you to start over and does not save your changes.
- You CANNOT cancel out of the **Manual Apply screen**. You will visit a **Manual Apply Screen** when a customer pays **less** than what is due. Once there, it is *too late* to cancel. Do not panic!! Finish the transaction and refer to the **Payment Reversal Q&A** section of this document.
- 5 **Pre-Payments/Overpayments:** If a customer pays more than is due, the over-payment appears as a credit in the advance payment general ledger account and cost center. In CYMS this is known as the **Control Account**.

- A clerk cannot flag advance payment money for the CDC or SA. Just because a payment was taken across the CDC's counter does not mean it belongs to the CDC. It is a **household** credit not a center credit.
- Once the household is charged for a program, the money is debited from (taken out of) the Control Account and credited to the proper program revenue account.
- Clerks can only direct monies to specific programs if the household owes a balance. This is done on the Manual Apply Screen.

Figure 2: The Global Payment Main Screen

Background – Module Details Screen (Figure 1 above)

- **Column Headings:**
 - **Module** – The two key modules used in CYMS are Activity and Pass. At some locations, there may be an occasional charge in POS or Rental.
 - **We will focus on the LEFT side of the Screen:**
 - The **Activity Row**, contain charges for activity fees (Sports, Camps, Fullday, Instructional), late payment fees, and deposits.
 - The **Pass Row**, contains hourly no-show fees and pass registration fees
 - Other columns on this side of the screen include:
 - **Prev Balance** – outstanding unpaid household charges for the items described above (these charges do not include hourly or late pickup fees)
 - **New Fees** – fees for services generated from the transaction you are currently doing
 - **Net Amt Due** – the total now due for these services (previous balance + new fees for the left side columns)
 - **New Amt Paid** – where you put what the patron is paying today for these services.
 - **It is CRITICAL to place payments in the boxes next to the correct module – either where the charges appear or where you want to make an advance payment if there are no charges due!**
 - **Auto** - Do not enable these toggles unless directed by VSI.
 - **Columns on the RIGHT Side of the Screen:**
 - Columns in the **Pass Row**, on the right side of the screen contain charges for hourly and late pickup fees.

- **Dep/Visit Due (in the Pass row)** – outstanding charges for hourly care or late pickup fees
 - **Dep/Visit Paid (in the Pass row)** – this field relates solely to hourly care and late pickup fees. If that is the kind of fee you are attempting to pay, this is where you would make the payment.
 - ***It is CRITICAL to place payments in the boxes next to the correct module!***
 - **Auto** - Do not select this toggle unless directed by VSI.
- **Box** at the bottom of the screen:
 - **Auto Balance Between Modules/Deposits/Visits** – Allows you take a credit from one module and use it as a payment against another module.
 - **Example:** A customer has a \$100 pass visit credit balance and a \$100 debit balance in the activity module. When toggled, the pass visit credit will pay off the activity balance.
 - Auto Balance should only be used if there is a credit in one module that the **customer** wishes to move to pay a balance in another module.
- **Buttons** at the bottom of the screen:
 - **OK** – Allows you to accept the amounts entered and proceed to the **Global Sales Payment Update, main screen** where you may select how you are paying (cash, check, etc).
 - **Cancel** – Takes you to the main Payment screen. From there, you can:
 - Make a payment by entering a number in the **Pay Amount** field
 - Return to the Payment Modules screen by clicking **Module Details**
 - Cancel the payment by clicking **Exit**
 - Process a Program Registration, Pass Membership, Pass Renewal or Pass Transfer for the selected household by clicking the appropriate **Hot Button**.

Background – Payment Main Screen (Figure 2 Above)

- **Important Fields/Button:**
 - **Pay Code** – how the customer is electing to pay. See Detailed Information below.
 - **Pay Amt** – By default, this will be the total amount entered on the Payment Module screen as described above.
 - You can override this amount by overwriting the data as it's displayed.
 - **Add Split Pmt** – Used when a customer's bill is being paid using two or more payment methods (check, cash, credit card, agency co-payments, employee discounts, vacation credits, etc.).
 - **Delete Split Pmt** – Removes a split payment from the Split Payment Browser
 - **Pay Refs 1 & 2** – Provides space to make notes about the transaction (the check number, etc). Information entered here will be displayed on the Cash Journal, GL Distribution report and Transaction History. Put notes that will help you audit, research or explain transactions or problems at a later date.
 - **Pay User/ Pay Drwr** – Defaults to whoever is logged in. Do not change these fields unless directed by VSI.
 - **Date** – Displays the current processing date. Do not change this field unless directed by VSI. Installations using End of Shift processing should *NEVER* back date a payment.
 - **Process/No Print** – Allows you to finish the transaction and print a receipt or finish the transaction without printing.
 - **Print Options** – Allows you to manipulate how detailed the receipt will be, number of copies, etc.

- **Module Details** – Returns you to the **Payment Modules Screen** described above.
- **Exit** – Exits you from Global Sales and back to your main menu. Exiting without Processing or clicking No Print will **not** save your current transactions.
- **Payment** – Takes you to the **Payment Modules Screen**.

Background - Pay Codes

Pay Codes are your methods of payment (tender types). Correct setup and use of Pay Codes is critical to having your financial paperwork balance at the end of the day. CYMS has 4 basic Pay Code groupings:

- **Patron-Related Codes**: These are the common payment methods you must account for on your bank deposit. They include: Cash, check, credit card, money order, etc...
- **Agency Codes**: If an agency (Wives Club, State Social Services, Exceptional Family Member, or any other outside source) is going to pay for all or part of a patron's fees, VSI recommends that these payments get posted to the qualifying households automatically at the time of billing. Using the Auto Pay process, (refer to CTG-28 FIN Setting up Auto Pay) the household balance is reduced by the amount of the Agency payment, during billing – the remaining balance is the household's portion. When the Agency payment is made to the household, the money hits your revenue account and (because the Agency hasn't reimbursed the center yet) a receivable is set up for the amount of the payment. When the agency does reimburse the center (typically 4-12 weeks later) a CYS Misc Income Posting is made to reduce the amount of the receivable. This is found under Period End → CYS.

See the **CYMS Quick Guide on Agency Billing & Payments (CQG-25)** for more information how to bill the agency, and how to process the reimbursement checks.

- CYMS will not let you overpay using an Agency Pay Code. This is by design and necessary.
- **Discount Codes**: CYMS always bills 100% of what is due. If you give discounts for such things as Parent Participation, Coach's Discount, Vacation Credits, Employee Discount, GWOT, Hardship Discount and etc... CYMS can automatically apply the discount at the time billing is run, so that the household is left with only it's portion of the balance (if any) to pay. Discounts reduce revenue at your Centers, but by using Discount Codes to make payments, you can track the amount of 'income you lost due to the discounts.'
 - The Navy is not allowed to use Discount Pay Codes per HQ. A Navy clerk looking to give a patron a vacation credit would simply adjust the Billing Amount prior to billing or update charges if the fee has already been charged.
 - CYMS will not let you overpay with a Discount Pay Code. This is by design and necessary.
- **System Codes**: These codes (Journal, Refund, System, etc) are used for administrative actions within CYMS.

Taking Payments – Full Payment

Example: *The customer has a \$250 Activity balance and is paying \$250 with a check.*

- 1 From the Main Menu, click **Global Sales**. Lookup the household or child and select it. You may also swipe the child's card or key fob on the lookup screen. You will be taken to the **Global Payment Update for → <Household>** screen.
- 2 Enter the amount being paid in the appropriate **New Amt Paid** field (Enter 250.00 in the Activity row), and click **OK** at the bottom of the screen. You will proceed to the **Global Sales Update Main** screen.

- 5 If you made a mistake, click the **Module Details** button to return to the **Payment Modules** screen.
- 6 Click **Process** if you want a receipt. You will be taken to an **Output Selection** screen. Toggle to **Print** and/or **Preview** (to show the receipt on the screen). Then click **Finish**.
- 7 If you do NOT want to print a receipt, click **No Print**.

NOTES

- When paying in full, the system doesn't allow you to choose where to put the money. So, it is possible that part of the payment went against a different center's balance.
- For this reason, **you cannot keep paper balances outside the system**. Balances must be maintained and quoted from CYMS!
- Failure to keep CYMS current and have it serve as your master "accounting record" for patron payments will cause many financial issues down the road.

Taking Payments – Partial Payments

Example: *The customer has an activity balance of \$268 and is paying \$200 with cash.*

- 1 From the Main Menu, click **Global Sales**. Lookup the household or child and select it. You may also swipe the child's card or key fob on the lookup screen. You will be taken to the **Global Payment Update for → <Household>** screen.
- 2 Enter the amount being paid in the appropriate **New Amt Paid** field (Enter 200.00 in the Activity row), and click **OK** at the bottom of the screen. You will proceed to the **Global Sales Update Main** screen.
- 3 Right-click in the **Pay Code** field and select the correct payment method (2 for cash).

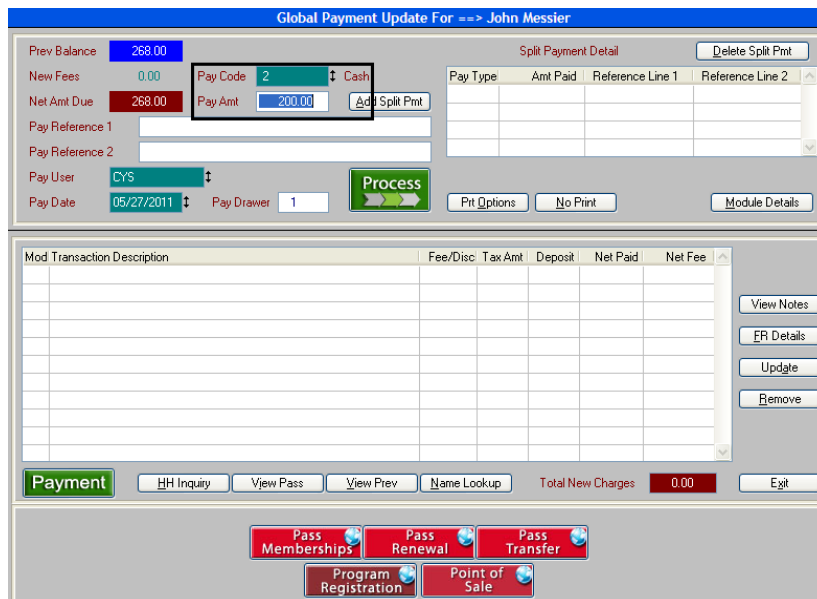


Figure 5: The Global Payment Update, Main screen showing a \$200.00 payment and Pay Code '2' for cash.'

- 4 Click **Process** if you want a receipt or **No Print** if you do not want a receipt. A message will pop indicating you will be taken to the Manual Apply screen. Once there you will not be able to cancel out of the transaction. Click **Yes** to continue.

- 5 On the **Output Selection** screen, toggle to **Print** and/or **Preview** (to show the receipt on the screen). Then click **Finish**.
- 6 On the **Manual Apply Screen** the clerk must apply the money against one or more enrollments with an outstanding balance. See below for Manual Apply screen help.

Background - Manual Apply Screen (Figure 6 Below)

- **Original Amount** – What the customer is paying. This field does not change once you are on this screen.
- **Amount Applied** – As you apply money to the household's enrollments, this field increases accordingly.
- **Amount Left To Apply** – As you apply money to the household's enrollments, this field decreases accordingly.

The *ONLY* way you can leave the Manual Apply screen is to apply *ALL* the money.
In other words, the Amount Left To Apply *MUST* = 0.00.

- **Full Pay** – You are telling the system to take whatever dollar amount is in the **Amount Left To Apply** field and apply as much of it as possible toward the activity that is highlighted at the top of the screen. CYMS will only allow you to pay up to what is owed for the selected class. For example: The customer has paid \$200.00. The amount due on the first activity is \$168.00. You will highlight that activity and click "Full Pay." CYMS will apply \$168.00 of the \$200.00 toward that activity, leaving you with \$32.00 in the "Amount Left to Apply" field.
- **Partial Pay** – You are telling the system you wish to apply a portion of what is left in the **Amount Left to Apply** field to the activity that is highlighted at the top of the screen. For example: The customer paid \$200.00. The amount due on the first activity is \$168.00 but the customer only wants to pay \$75.00 toward that balance. You will highlight that activity and click "Partial Pay." On the next screen, you will enter \$75.00 in the **New Amt Paid** field. Then **Done**.
- **Reset Paid** – If you misapply a payment (or *think* you misapplied the payment), click **Reset Paid** to reset the **Amount Applied** field to *0.00*; the **Amount Left to Apply** will be reset to match the **Original Amount**, and you can start the process from the beginning.
- **Distribute Evenly (Selected Items)** – Allows you to multi-select items at the top of the screen and split your payment between them accordingly. For instance, if you were paying \$200 and you selected two programs it would try to apply \$100 to each program. This is probably not something CYS would use.
- **Distribute Evenly (All Items)** – If 4 programs owe money and you are paying \$200 and you choose this option, the system will try to apply \$50 to each program. This is probably not something CYS would use.
- **Auto Apply** – Clerks should *never* use this option. You want to maintain control of where the money is distributed!
- **Done** – Once all the money has been applied (the **Amount Left to Apply** field = *0.00*) the clerk must click **Done** to finish the payment process.
- **Cancel** – You *cannot* cancel from the manual apply screen. The purpose of this button is to launch a cautionary pop-up message.

NOTES:

- Once a clerk gets to this Manual Apply screen there is no way to exit without finishing the payment process.

- Do NOT panic. Do NOT turn off the PC, etc. — this will cause the system to become out of balance.

In our example, this household owes money on more than one class.

- The clerk must work with the customer to decide which enrollment(s) to pay for and how much money will be applied to each.
 - *The customer cannot over pay at one center if there is a balance at another.*
 - The household owes \$168 for a Full Day Pre-Tod class at the CDC (900007 02) and \$100 for a Before School class at School Age (910025 01) and is paying \$200. **Regardless of where the payment is made, some portion of the other center's balance will be paid.**
- 7 The sponsor wants to pay the full balance owed on the CDC class (\$168) and apply the rest toward the balances at School Age.
- Highlight the FD PTOD class and click **Full Pay**. This will apply \$168.00 of the \$200 toward that class and pay off the balance.
 - The **Amount Applied** field now reads \$168.00 and the **Amount Left to Apply** becomes 32.00.

Actv Numb	Sec	Description	Enrollee	Fees/Taxes	Prev Amt Pd	New Amt Pd	Net Amt Due	Begin Date	End Date
900007	02	EastYed2 FD (PT1)	Sara	168.00	0.00	168.00	0.00	04/02/2002	12/31/2099
910025	01	Bef Sch DM - (1-4)	Liam	100.00	0.00	0.00	100.00	11/01/2006	12/31/2099

Figure 6: The Manual Apply screen showing \$168.00 being applied to a CDC balance, leaving \$32.00 left to apply toward another activity

- 8 Since there is still money left to apply, highlight the Before School class and click **Full Pay** again. This will take all \$32 of the Amount Left to Apply and pay it against the \$100 balance. The **Amount Left to Apply** will change to 0.00.
- 9 Click **Done** to finish.

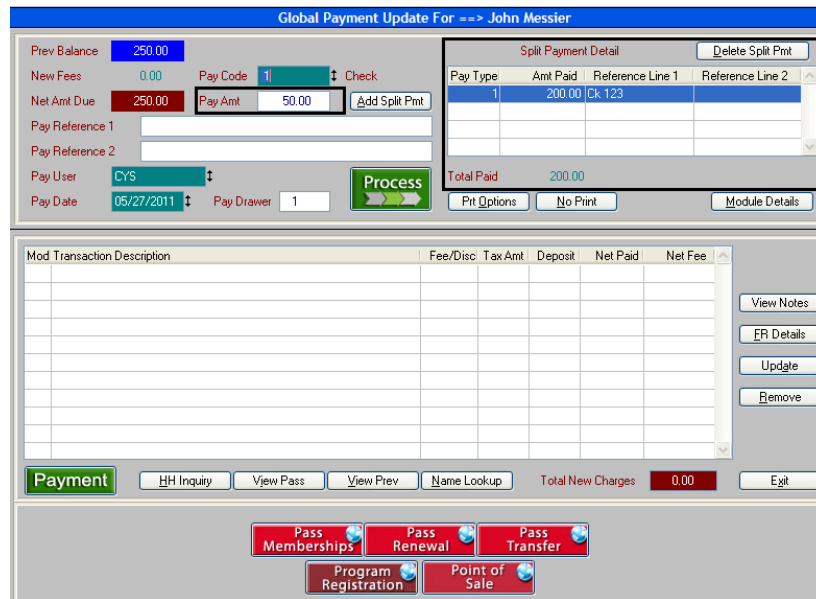


Figure 8: The Global Sales main screen showing a \$200 check in the Split Payment browser and an additional \$50.00 still being owed.

- 4 Right click in the **Pay Code** field, and select the second method of payment (in this case, pay code 2 – Cash). The **Pay Amt** should already be defaulted to \$50, and add a **Payment Reference** if necessary.
- 5 Click **Add Split Pmt**. A line item will appear in the **Split Payment Detail** browser and the **Pay Amt** field will display the amount remaining (in our example it should be 0.00). The **Total Paid** field shows the amount the patron paid (\$250.00).

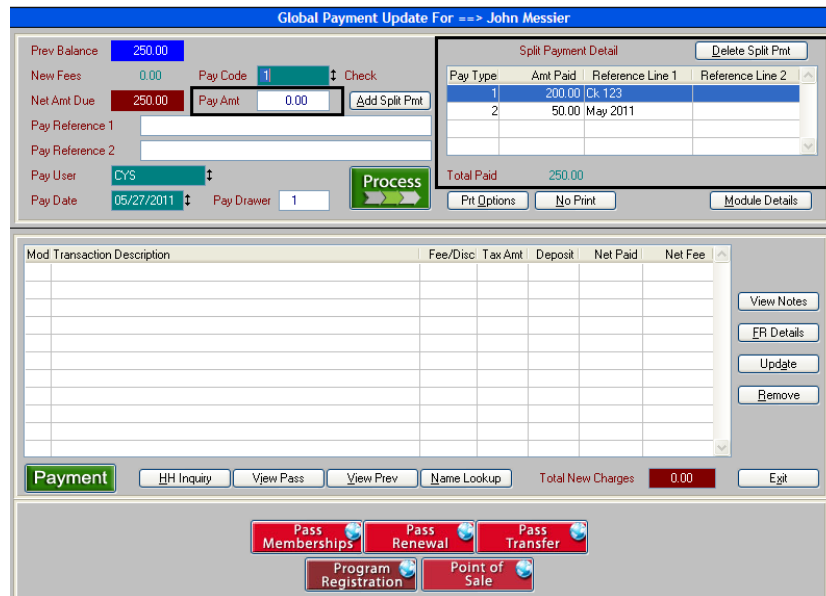


Figure 9: The Global Sales main screen showing a two split payments, \$0.00 in the Pay Amt field and a Total Paid of \$250.00

- 6 If you don't like the way things look, or if you made a mistake with the tender types or amounts, highlight the line item you need to edit and click **Delete Split Pmt**. Then repeat **Steps 4-5**.

- 7 To print a receipt, click **Process**. If you don't want a receipt click **No Print**. You will proceed to the Print Option Selection screen, where you can print or preview the receipt. If you think you made a mistake, click **Cancel**.
- 8 On the **Output Selection** screen, toggle to **Print** and/or **Preview**. Then click **Finish**.

Taking Payments - Vacation Credits/Agency Co-Pays

Example: *The household wishes to use 1 week of vacation credit on their next billing or receives an ongoing Agency co-payment.*

VSI recommends that **program related (Activity)** Agency and discount payments be made using the new **Auto Pay Logic** – see CTG-28 FIN Setting up Auto Pay for more details. For hourly these kinds of discounts would be made manually.

Note: Navy and Marines do not allow their bases to use auto pay.

Navy reason is that they don't allow Discount pay codes to be set up and Agency pay codes must have a pay reference linked to them for the interface.

Marine Reason not sure on the Discount Pay Code side (maybe they don't allow them), but Agency reason is same as Navy.

If you choose to make an Agency or Discount payment **manually**, be aware that CYMS will not let you over-pay. Because of this it is recommended that you use the Auto Pay logic. If you are unable to do so, you should attempt to make these payments right after the billing has occurred as there is a better chance that the household will have a balance.

Regardless of how a discount payment is made the DAR will show a credit to revenue – the offset will be to a customer discount account.

Regardless of how an agency co-pay is made, the DAR will show a credit to revenue and the offset will be to a receivable account. This is important for finance.

For more information on agency payments, see the **CYMS Quick Guide on Agency Payments (CQG-25)**. This guide will help you with how to bill the agency and how to process the reimbursement checks.

Taking Payments - Pre-Payments/Over-Payments

A pre-payment or over-payment is occurs when a Household pays more than is currently due. The result of a pre-payment or over-payment is a **Credit Balance** on the Household. Please note that this is a **Household** credit – not a **Center** credit.

Example: *On September 28, a customer with a zero balance wants to make a \$300 activity payment in advance of the billing that will occur on 01 October.*

- 1 From the Main Menu, click **Global Sales**. Lookup the household or child and select it. You will be taken to the **Global Payment Update for → <Household>** screen.
- 2 Enter the amount being paid (300.00) in the appropriate **New Amt Paid** field (Actv Reg row).
 - Be especially careful here. Since NOTHING is due, you need to make sure you place the advance payment next to the correct module:
 - **Activity New Amt Paid** (left side of screen, Activity Row) = Advance Pmt for Activities/Classes
 - **Pass Dep/Visit Paid** (right side of screen, Pass Row) = Advance Pmt for Hourly Care

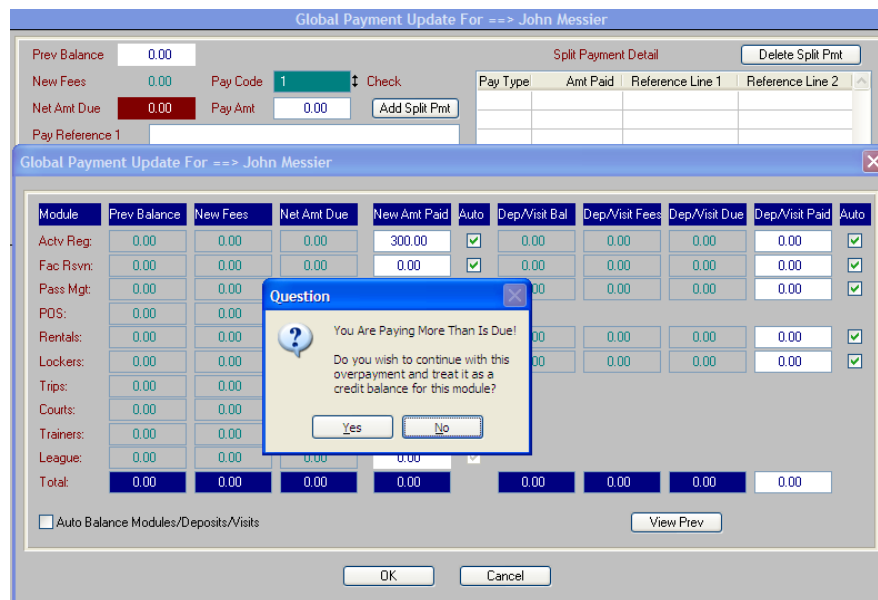


Figure 11: The Payment Modules screen showing the pre-pay/over-pay message

- 3 You will receive a message saying: You are paying more than is due. Do you wish to continue? Click **YES**, and click **OK** at the bottom of the screen. You will proceed to the **Global Sales Update Main** screen.
- 4 Right-click in the **Pay Code** field and select the correct payment method.
- 5 Use the **Pay Ref 1** field for the check # (e.g., *ck # 123*), etc.
- 6 To print a receipt, click **Process**. If you don't want a receipt click **No Print**. You will proceed to the Print Option Selection screen, where you can print or preview the receipt. If you think you made a mistake, click **Cancel**.
- 7 On the **Output Selection** screen, toggle to **Print** and/or **Preview**. Then click **Finish**.

Taking Payments - Payment Reversals

Payment reversals are generally used to correct payment mistakes, the most common of which are:

- A payment was applied to the wrong household, such as John Smith instead of Joe Smith.
- The wrong Pay Code was used, such as Check (1) instead of Cash (2).

Example: *The Clerk received \$50 cash from a customer, but entered it into the system as a check.*

Step 1 Do Some Research

- 1 Go to: **Reports → Global → Global Financial Reports → Global HH Transaction History Listing**
- 2 Run a **Transaction History Report** for a limited date range. This will help determine your course of action and show you if there have been other attempts to fix the problem.

Step 2 Reverse the Incorrect Payment

- 1 Go to **Daily → Global → Global Payment Reversals**. Lookup the household or child and select.
- 2 On the **Payment Reversal Select Modules to Scan** screen, click **OK**. You will proceed to the **Payment Reversal** screen.

Payment Reversal For ==> John Messier

Module	Tot Amt Paid	Reversal Amt	New Amt Paid	Auto	D/V Amt Paid	D/V Rev Amt	New D/V Paid	Auto
Activ Reg:	810.00	0.00	810.00	<input type="checkbox"/>	0.00	0.00	0.00	<input type="checkbox"/>
Fac Rvsn:	0.00	0.00	0.00	<input type="checkbox"/>	0.00	0.00	0.00	<input type="checkbox"/>
Pass Mgt:	12.00	0.00	12.00	<input type="checkbox"/>	38.00	0.00	38.00	<input type="checkbox"/>
POS:	0.00	0.00	0.00	<input type="checkbox"/>				<input type="checkbox"/>
Rentals:	0.00	0.00	0.00	<input type="checkbox"/>	0.00	0.00	0.00	<input type="checkbox"/>
Lockers:	0.00	0.00	0.00	<input type="checkbox"/>	0.00	0.00	0.00	<input type="checkbox"/>
Trips:	0.00	0.00	0.00	<input type="checkbox"/>				<input type="checkbox"/>
Courts:	0.00	0.00	0.00	<input type="checkbox"/>				<input type="checkbox"/>
Trainer:	0.00	0.00	0.00	<input type="checkbox"/>				<input type="checkbox"/>
Leagues:	0.00	0.00	0.00	<input type="checkbox"/>				<input type="checkbox"/>
Total:	822.00	0.00	822.00		38.00	0.00	38.00	

Rev Code	1 ↓ Check	Rev Tot	0.00	<input type="checkbox"/> Log As Bad Payment In Messier Household	
Rev Ref 1				Current Bad Check Count: 0 Last Bad Payment: N/A	
Rev Ref 2				<input type="checkbox"/> Restrict Household From Using This Paycode Again.	
User ID	CYS	Drawer	1	Date	05/02/2011

Figure 12: The Payment Reversal screen showing amounts paid in Activities, Pass Management (Registrations), and Pass Visits (Hourly Care)

- 3 The cursor will be in the Activity row and Reversal Amount column.
 - If the payment you need to reverse was an Activity payment, enter the amount in this field.
 - If you need to reverse a payment that was made in a different module (Pass, Facility, Rentals, etc) press **Tab** to proceed to the appropriate row. To reverse an hourly payment you must be in the Pass Mgt row on the **right** side in the **D/V Rev Amt** field.
- 4 For this example, enter **50.00** in the Activity row/Reversal Amount column.
- 5 Right-click in the **Rev Code** field. Select how you are reversing the money from the system.
 - For this example, you entered a cash payment into the system as a check, so you need to reverse the payment out as a **check**. Select 1 (Check).
 - Remember: You have to reverse out the bad payment the **SAME** way you put it in.
- 6 In the **Rev Ref 1** field(s), always enter a note to describe why you are doing the reversal. This is very important. These notes will display on the Cash Journal, General Ledger Distribution, and Transaction History reports.

Payment Reversal For ==> John Messier

Module	Tot Amt Paid	Reversal Amt	New Amt Paid	Auto	D/V Amt Paid	D/V Rev Amt	New D/V Paid	Auto
Actv Reg:	810.00	50.00	760.00	<input type="checkbox"/>	0.00	0.00	0.00	<input type="checkbox"/>
Fac Rsvn:	0.00	0.00	0.00	<input type="checkbox"/>	0.00	0.00	0.00	<input type="checkbox"/>
Pass Mgt:	12.00	0.00	12.00	<input type="checkbox"/>	38.00	0.00	38.00	<input type="checkbox"/>
PDS:	0.00	0.00	0.00	<input type="checkbox"/>				<input type="checkbox"/>
Rentals:	0.00	0.00	0.00	<input type="checkbox"/>	0.00	0.00	0.00	<input type="checkbox"/>
Lockers:	0.00	0.00	0.00	<input type="checkbox"/>	0.00	0.00	0.00	<input type="checkbox"/>
Trips:	0.00	0.00	0.00	<input type="checkbox"/>				<input type="checkbox"/>
Courts:	0.00	0.00	0.00	<input type="checkbox"/>				<input type="checkbox"/>
Trainer:	0.00	0.00	0.00	<input type="checkbox"/>				<input type="checkbox"/>
League:	0.00	0.00	0.00	<input type="checkbox"/>				<input type="checkbox"/>
Total:	822.00	50.00	772.00		38.00	0.00	38.00	

Rev Code	1	Check	Rev Tot	50.00	<input type="checkbox"/> Log As Bad Payment In Messier Household
Rev Ref 1	Wrong pay code				Current Bad Check Count: 0 Last Bad Payment: N/A
Rev Ref 2					<input type="checkbox"/> Restrict Household From Using This Paycode Again.
User ID	CYS				
Drawer	1	Date	06/02/2011		

Figure 13: The Payment Reversal screen showing a \$50.00 payment set to be reversed from Checks due to it being taken under the wrong Pay Code

- 8 To print a receipt, click **Print**. On the **Output Selection** screen, toggle to **Print** and/or **Preview**. Then click **Finish**.
- 7 If you choose not to print a receipt, click **No Print**.
- 8 Depending on the situation (if the household has more than one enrollment, pass and/or pass visit), you may be taken to the **Manual Reversal** screen. See below for screen help and screen shots.

Notes:

- The **Manual Reversal** screen is almost identical to the **Manual Apply** screen.
- The **ONLY** way you can leave the Manual Reversal screen is to make the **Amount Left to Rev** equal **0.00**.
- Once you get to this screen, there is no way to cancel the reversal process. Do NOT panic. Do NOT turn off the PC—this will cause the system to become out of balance.

Step 3 Go Back and Make the Correct Payment

Once the incorrect payment has been reversed, you would need to go back in and make the correct payment.

- 1 Go to **Global Sales**.
- 2 Process the payment again using the CORRECT pay type, correct household, etc.

Background - Manual Reversal Screen

- **Original Amount** – The amount you are reversing. This field does not change once you are on this screen.
- **Amount Reversed** – As you start reversing money on the household's enrollments using the **Full Rev** or **Partial Rev** option, this field will change appropriately.
- **Amount Left To Rev** – As you start reversing money on the household's enrollments using the **Full Rev** or **Partial Rev** option, this field will change appropriately.

- **Full Rev** – Tells the system to take whatever dollar amount is in the **Amount Left to Rev** field and reverse it from the activity that is highlighted at the top of the screen. It will only allow you to reverse up to what has been paid on the class.
- **Partial Rev** – Tells the system you wish to reverse a *portion* of what is left in the **Amount Left to Rev** field from the activity that is highlighted at the top of the screen.
- **Reset Rev** – If you think you have reversed the wrong amount on the wrong enrollment, you can always click **Reset Rev**.
 - This will reset the **Amount Reversed** field to zero and the **Amount Left to Rev** will be reset to match the **Original Amount**, allowing you to start the process from the beginning.
- **Auto Apply** – Clerks should never use this option.
- **Done** – Once all the money has been applied (the **Amount Left to Rev** field is 0.00) the clerk must click **Done** to finish the reversal process.

On the Manual Reverse screen, highlight the program you wish to reverse the payment on and click **Full Rev**.

- This will take whatever dollar amount is in the **Amount Left to Rev** field (in our example \$50) and reverse it from the activity that is highlighted at the top of the screen.
- The **Amount Left to Rev** will change to 0.00.
- Click **Done** to finish.

Actv No	Sec	Description	Enrollee	Prev Fee Pd	Fee Rev Amt	Prev Tax Pd	Tax Rev Amt	Tot Rev Amt
900007	02	East/Yel2 FD (PT1)	Sara	168.00	50.00	0.00	0.00	50.00
910025	01	Bef Sch DM - (1-4)	Liam	282.00	0.00	0.00	0.00	0.00
920001	01	Bash	Liam	360.00	0.00	0.00	0.00	0.00

Receipt Number: 0

Original Amount: 50.00 Amount Reversed: 50.00 Amount Left To Rev: 0.00

Buttons: Full Rev, Partial Rev, Reset Rev, Auto Apply, Done

Figure 14: The Manual Reversal screen showing \$50.00 reversed from a CDC activity.

Note: If you make a mistake, you can always click **Reset Rev** to start over.

Taking Payments - Hourly Care Pre-Payment

Example: A customer wants to pre-pay \$50 for hourly care

Global Sales can be used to pre-pay for hourly care.

- 1 Go to **Daily** → **Global** → **Global Sales**.
- 2 Look up the household or child and select.

- 3 On the **Global Payment Update For/Module Details** screen, the cursor will default in the **New Amount Paid** field in the **Activity Reg Row**.
 - **CAUTION!!!** You CANNOT pre-pay for hourly care in this field!
- 4 Click in the **Dep/Visit Paid** field in the **Pass Mgt** row. Enter 50.00.
- 5 You will receive a message indicating that you are paying more than is due.
- 6 Click **Yes** to continue and click **OK** at the bottom of the screen.

Module	Prev Balance	New Fees	Net Amt Due	New Amt Paid	Auto	Dep/Visit Bal	Dep/Visit Fees	Dep/Visit Due	Dep/Visit Paid	Auto
Actv Reg:	0.00	0.00	0.00	0.00	<input checked="" type="checkbox"/>	0.00	0.00	0.00	0.00	<input checked="" type="checkbox"/>
Fac Rsvrn:	0.00	0.00	0.00	0.00	<input checked="" type="checkbox"/>	0.00	0.00	0.00	0.00	<input checked="" type="checkbox"/>
Pass Mgt:	0.00	0.00	0.00	0.00	<input checked="" type="checkbox"/>	0.00	0.00	0.00	50.00	<input checked="" type="checkbox"/>
POS:	0.00	0.00	0.00	0.00	<input checked="" type="checkbox"/>					
Rentals:	0.00	0.00	0.00	0.00	<input checked="" type="checkbox"/>	0.00	0.00	0.00	0.00	<input checked="" type="checkbox"/>
Lockers:	0.00	0.00	0.00	0.00	<input checked="" type="checkbox"/>	0.00	0.00	0.00	0.00	<input checked="" type="checkbox"/>
Trips:	0.00	0.00	0.00	0.00	<input checked="" type="checkbox"/>					
Courts:	0.00	0.00	0.00	0.00	<input checked="" type="checkbox"/>					
Trainers:	0.00	0.00	0.00	0.00	<input checked="" type="checkbox"/>					
League:	0.00	0.00	0.00	0.00	<input checked="" type="checkbox"/>					
Total	0.00	0.00	0.00	0.00		0.00	0.00	0.00	0.00	

Figure 14: The Payment Modules screen showing \$50.00 in Pass Visit.

- 7 Right-click in the **Pay Code** field to select the method of payment.
- 8 If appropriate, enter a pay reference in the **Pay Ref 1** field.
- 9 Click **Process** to print a receipt or **No Print**.
- 10 Future hourly visit fees and/or late pickup fees incurred by this household will be automatically deducted from this credit at the time the child is swiped out of the system until such time as the credit balance is used up.

Taking Payments – Outstanding Hourly Care Visit

Example: A customer has an unpaid hourly visit balance of \$50 and wishes to pay it off.

- o Global Sales can be used to pay outstanding visit balances, including late pickup fees.
- o Follow the instructions above for making an hourly pre-payment.

Taking Payments – Outstanding Registration Fees

Example A customer forgot their checkbook and didn't pay their \$18.00 registration fee during re-registration. The customer now wants to pay off the outstanding \$18.00 charge.

- o Procedures are ALMOST the same as above
- o The **DIFFERENCE** is where you find and pay the outstanding fee.
 - Registration fees are recorded in the **Pass Row** on the **LEFT** side of the screen
 - Put the \$18.00 payment in the **Pass Row** under the **New Amt Paid** column

- You should see the \$18.00 charge in the column next to where you record the payment!!
- If you get the “You are paying more than is due” message you are in the WRONG field!
- If you put this payment in the wrong place, the customer will still owe \$18.00 for their registration fee, but will have an \$18.00 credit showing in their activity or hourly care accounts!

Payments Q&A

Question: *When I make a payment against a household that has a zero balance, why can't I flag the money as belonging to the CDC or SA?*

Answer: In a network environment it doesn't make sense that a customer could have an activity balance at CDC and an activity credit at SA. When a payment is made against a zero balance, the money will be stored as a credit on the household and as a credit in the advance payment general ledger account and cost center (Control Account). The money will stay there until a charge is incurred in the module that has a credit. At that time, the advance payment account(s) will be debited and the proper revenue account will be credited.

Question: *What do I do if my computer freezes during a payment?*

Answer: This can cause several problems with the system. If your Cash and General Ledger reports are out of balance, call VSI for assistance.

Question: *I needed to make a split payment, but I paid the entire amount as a check. What do I do? The customer wanted to pay \$20 in cash and \$50 in check. I processed all \$70 as a check.*

Answer: Do a Payment Reversal for \$20 with a reversal code of Check. Then make a \$20 Cash payment.

Question: *What does the Auto Apply option do?*

Answer: Do NOT use the Auto Apply option. Auto Apply pays money against the 'oldest' fees first. Since you have no idea what the oldest fee is, it is best to apply the money to the enrollments yourself using **Full Pay** or **Partial Pay**.

Question: *When I got to the Manual Apply screen, my program didn't show as owing money. I only see money that is owed to SA. What do I do?*

Answer: The first thing you need to do is apply the money to SA. Do NOT panic. Do NOT reboot the PC. This will only complicate your problem. Run a Transaction History Listing for the household (Reports → Global → Global Financial Reports → Global HH Transaction History Listing). This will help show what has taken place on this household. The transactions you find here will determine the next course of action. Call VSI for assistance.

Payment Reversal Q&A

Question: *How do I undo a payment reversal? The customer paid with cash; I entered the payment into the system as a check. Then I made a mistake and processed a payment reversal using Cash as the reversal code. Result: I am now even more out of balance!*

Answer: It's a good idea to run a Transaction History Listing for a limited date range prior to doing a payment reversal. This will show you what has already been done to attempt to fix the problem and will help to determine your course of action. If nothing else has been done to fix the problem, to reverse the reversal you would need to make a cash **payment**. Then, do a payment reversal and use Check as the reversal code. Finally, make the correct cash payment.

Hourly Care Payments Q&A

Question: *Do I have to use Global Sales to pay for hourly? Why can't I just pay/pre-pay for hourly care when the patron swipes out?*

A: When a patron swipes out and incurs a fee (whether it is hourly or a late pickup fee) it is recommended that the customer pay at that time. A customer that swipes out and incurs a fee can pay or overpay on the swipe-out Payment screen in the **Visit Paid** field (on the right side of the screen).

If, however, the customer does not pay/pre-pay during the swipe out, Global Sales allows you to pay against those outstanding hourly balances or pre-pay for hourly care.

Question: *I charged someone too much/not enough for their hourly care or for their late pickup fee. What do I do?*

Answer: During a swipe out, you are in control of the visit fees and late fees. You can change them if you need to. If, however, you swiped the child out and didn't change the fees but now you need to, you may do the following:

- Go to **Daily → Pass → Pass Visit Update**.
- Click **Continue/Name Lookup**, lookup the household and select it.
- Highlight the Pass Visit you wish to change click **Update Visit**.
- On the Update Visit screen:
 - The **Visit Balance** equals the hourly balance (make sure the count is 1 – this should never be more than 1).
 - The **Late/Guest Balance** equals the late pickup balance (make sure the count is 1 if there is a fee present – this should never be more than 1).
 - Increase or decrease the appropriate balance and click **OK**.
- You will return to the Pass Visit Update screen.
- To finish, click **Payment** (or **Refund** if there is a balance due) and respond to any screen messages.

Notes

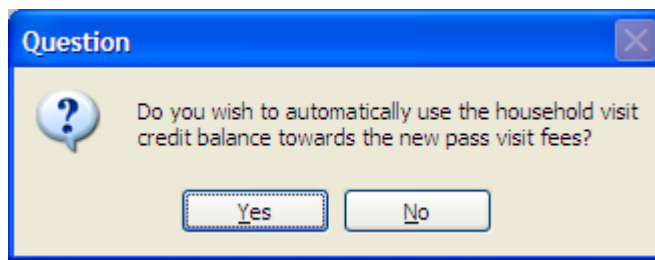
- Remember, if you are making a payment against the visit/late pickup fees, you need to make it in the **Visit Paid** field on the **right side of the screen**.
- The cursor doesn't default there.
- If you are unsure of what changes you've made, you can always click **Cancel** from the Payment screen to start over, or call VSI.

Question: **A household has an existing visit credit of \$20. Mom uses \$14 worth of hourly care and volunteers at the Thrift Shop. When she picks up her child, she wants to pay with Thrift Shop coupons.**

Note: **This example assumes that your visit device is toggled to Ask to Use Household Visit Credit Toward Visit Fees**

A: Steps to handle:

- (1) During the swipe out, the clerk will be asked if they want to use the household visit credit towards the new pass visit fees. They should click **NO**



(2) This will take them to a **Payment Screen**.

PM Payment Update For ==> John Messier

Prev Balance	0.00	Visit Prev Bal	20.00-
New Fees	0.00	New Visit Fees	14.00
Net Amt Due	0.00	Visit Fees Due	6.00-
New Amt Paid	0.00	Visit Paid	14.00

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

OK Cancel

(3) In the example above the clerk should pay \$14 in the **Visit Paid** field and click **OK**.

(4) The system thinks you are paying more than is due (even though all you really want to do is pay for the visit) –click **Yes** to continue with the 'overpayment'.

PM Payment Update For ==> John Messier

Prev Balance	20.00-	Pass Visit Credit Bal	
New Fees	14.00	Pay Code	27 Thrift Shop
Net Amt Due	0.00	Pay Amt	14.00 Add Split Pmt
Pay Reference 1			
Pay Reference 2			
Pay User	CYS		
Pay Date	06/02/2011	Pay Drawer	1 Process

Split Payment Detail Delete Split Pmt

Pay Type	Amt Paid	Reference Line 1	Reference Line 2

Pmt_Options No Print Cancel Module Details

(5) Select your **Pay Code** and enter a **Pay Reference** if appropriate.

(6) Click **Process** to print a receipt or **No Print**.