

#20 - CYMS Training Guide – Installment Billing - EOS (10.3 – Updated June 2013)

BACKGROUND / RULES

- The Installment Billing program charges households for **regularly scheduled full day/part day care, camp** and/or for **sports/instructional classes set up for installment billing**.
 - If you bill **monthly**, this program is run on the **1st** of every month.
 - If you bill **semi-monthly**, it is run twice per month—on the **1st** and **15th**.
 - If you bill **weekly**, it is run with **Monday's date** as the **Bill Date**.
 - For Spring, Winter, Fall and Summer **camp** weeks you will continue to run your regular Installment Billing for the 1st and 15th and then run a second time for **Monday's date** of the camp week being billed.
- This program can be run multiple times for the same **Bill Date** without duplicate charges.
- **IMPORTANT:** If you allow patrons to sign up for Auto Debit on their credit card, Installment Billing **MUST** be run on a machine that is linked to a working MX830!

If Auto Debit and **Army** or **Marines**, one person would run this process on behalf of the entire CYS program.

If Auto Debit and **Navy**, each site will need to run their billing process and each site will have their own billing user. The NAVY cannot run billing once for all sites. If a Navy region has 10 merchant accounts they will need to run billing 10 times – once per merchant/site.

- VSI recommends that while billing is running people should not be doing daily processes like making payments, updating charges or going into HH Member Update. You may, however, run reports, inquiries and even swipe in families.

This recommendation is the result of seeing some **Household Balance Errors** on the Installment Billing output journal at some of the larger garrisons who were doing these kinds of processes while billing was running.

Please make sure to review that section of the Installment Billing Journal after every billing. If any households show up, contact VSI immediately.

- You should establish a reliable backup (or backups) in case the primary person is unavailable. Suggestion: If billing semi-monthly, allow a backup to run the billing process at least once a month to keep skills current.
- **Billing Packet for Finance:** The person who runs Installment Billing must send a billing packet to finance. The billing packet must include:

Cash Journal, GL Report, DAR II, Credit Card Report (these will print during the Cash Out Process) Global Trial Balance II for Credits and the Installment Billing Log. The GTB II for credits will come from your email or the **Rectrac File Explorer** and represent a close of business/dark of night look at your credit balances.

- The other reports will show finance the **movement of funds out of the Control Account** and into revenue accounts.
- It will also show any **Agency/Discount Auto-Payments** made toward households and any Household Payments made via **auto-debit to a Credit Card**. These payments and movement of money occur **during** the billing process.
- **Do not run billing early!! For instance, on the 30th for the 1st.** The reason you should not run billing early is related to the Credit Balance Control account and Auto Debit agreements (if your base uses Auto Debit).
You must run installment billing on the exact day (1st or 15th or Monday) **or later**. For instance, on the 3rd for the 1st.

Please note that the Army has some unique **Camp Billing** practices where they do run billing early for camp but this is covered in their fee policy.

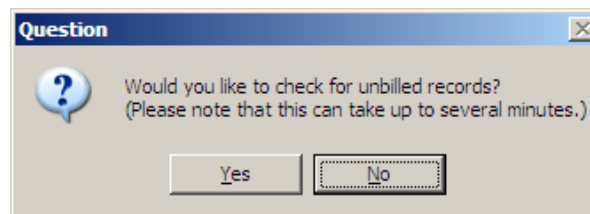
INSTALLMENT BILLING PROCESS

Step 1 – Login As Billing User

- **Important:** If you allow patrons to sign up for Auto Debit on their Credit Card, you must run Installment Billing from a workstation that is linked to a working MX830.
- Log in using your special **Installment Billing User** (995, 996, 997, etc). Billing is the **ONLY** action you will do with this login!

Step 2: Run the Installment Billing Program

- 1 Go to **Period End → Global → Global Auto Dr/Install Billing**.



- 2 Decide if you would like the system to check for unbilled records and click **Yes** or **No**.
If you choose Yes, the system will print a list of names and billing records prior to today that remain Unbilled. This could mean that a child was enrolled after billing was done and therefore possibly never billed. Unfortunately this list could be very long and there is no quick way to shrink it. VSI recommends that you print this list now or after billing and at least 'work/troubleshoot' the last 2-4 months worth of unbilled bills. To do so will involve looking in transaction history and possibly talking to your clerks.
Again, the main idea here is if you are about to run billing for 11/1 – why would you have children with unbilled records for 10/15, 10/1, etc?
Contact VSI for assistance if necessary.
- 2 The **Begin Name** and **End Name** fields should be *<blank>* through **ZZZZZZ** with **Range and Browser** selected.
- 3 The **Begin Activity/Sec** and **End Activity/Sec** should be 0 through 999999. If **Navy**, VSI recommends that you enter the exact site's range that you are billing for.
- 4 Enable the **Process Installment Bills** and **Debit Credit Cards** options.
- 5 Enter the correct **Bill Date**:

- If your billing cycle is monthly, the **Bill Date** will *always* be the **1st**, even if this day falls on a weekend or holiday.
 - If your billing cycle is semi-monthly, the **Bill Date** will *always* be the **1st** or the **15th**, even if these days fall on a weekend or holiday.
 - If your billing cycle is weekly, the **Bill Date** will always be “**Monday’s**” date of the week being billed, even if “Monday” is a holiday.
 - When billing for CDC or SA Camps, the **Bill Date** will be “**Monday’s**” date of the week being billed, even if “Monday” is a holiday.
- 6** The **Post Date** should always be left as the current/today’s date. The **Post Date** controls the date that:
- Pre-payments move from the Control Account to the Revenue Account
 - Auto-Payments are reflected on the household
 - If running billing on April 1st for April 1st, the Post Date would be April 1st.
 - If you are running billing on April 3rd for April 1st, the Post Date would be April 3rd.
 - **Do not run billing early** (on the 30th for the 1st). Credit Cards are charged during the billing process, regardless of the post date.

- 7** Select the **Journal Only** toggle to **SEE** which households will get charged and how much.

Note: Journal Only does NOT charge your households.

It is used as a tool to spot check households and billing amounts *before* you charge them using the **Process and Journal Option**.

Always run Journal Only immediately before actual billing just to make sure all settings are correct!

You can also run the Journal Only a few days before the actual billing and have the program managers review and validate the accuracy of the “proposed” billings.

- 8** Click **Process**. Click **OK** to choose a printer.
- 9** Print or preview the report.
- 10** Once you are comfortable with what will be charged repeat **Steps 1–9** above but in **Step 7** select **Process and Journal** rather than Journal Only.

CYMS Installment Billing

Household Add Entries Clear Entries

Last Name	First Name	Primary Address

Begin Name

End Name

Range And Browser Browser Only

Beg Actv/Sec Wildcard Selection

End Actv/Sec Wildcard Selection

Wildcard

[...3.' Gets Codes w/3 @ Post4]

Installment Billing Options:

Process Installment Bills Debit Credit Cards

Bill Date

Post Date

Pay User

Prt Pause

Journal Only Process and Journal Process Only

Process Exit

Process and Journal shows you how much each household will be charged **and charges them**. Any household that gets over or under charged must be fixed using the **Update Charges** option in **Global Cancel/Changes**.

- 11 Print a hard copy** when asked. This is the only chance you will have to print this report. This copy shows additional audit details: Receipt #, Class Description, New Fees, Credits Used, Auto Pay, Bill Amount and HH Previous Balance. A copy of this report should be included in your end of day packet to finance.

The **Installment Billing Log** will also show which customers received Auto Payments (Bill/Auto) or have their bills paid via auto-debit to a Credit Card (CC) or had their credit card reject for some reason or other (CC-Rej) – See the **Bill Type** column below:

This document conforms to the privacy act of 1974: 10 USC 30 31

Ft Irwin Web

Installment Billing Log

FL Irwin CER Office

11/02/11 08:21 User: CYS

Page: 1 of 9

Name	HH ID	Receipt#	Mod	Description	Type	New Fees	Cred Used	AutoPay	Bill Amt	HH Prev Bal
Abdul-Haqq,Hasan	0	174220	AR	901163-02 -> 1322-A	Bill	104.00	0.00	0.00	104.00	68.00
Abdul-Haqq,Hasan	0	174220	AR	901173-02 -> 1322 - P	Bill	70.00	0.00	0.00	70.00	68.00
Abdullah,Abdurrahmaan	0	174221	AR	900008-06 -> 1317-11	Bill	181.00	0.00	0.00	181.00	644.00
Akers,Annette	0	174222	AR	910025-01 -> 1315-Be	Bill	97.00	0.00	0.00	97.00	696.00
Akers,Annette	0	174222	AR	910035-05 -> 1315 - A	Bill	77.00	0.00	0.00	77.00	696.00
Ala,Nifo	0	174223	AR	910035-06 -> 1315 - A	Bill	97.00	0.00	0.00	97.00	668.00
Ala,Nifo	0	174223	AR	910025-01 -> 1315-Be	Bill	77.00	0.00	0.00	77.00	668.00
Aldridge, Tommy	0	174224	AR	900007-06 -> 1317-4	Bill	272.00	0.00	0.00	272.00	1,716.00
Aldridge, Tommy	0	174224	AR	910025-01 -> 1315-Be	Bill	87.00	0.00	0.00	87.00	1,716.00
Aldridge, Tommy	0	174224	AR	910035-04 -> 1315-Alt	Bill	70.00	0.00	0.00	70.00	1,716.00
Anaya,Victor	0	174225	AR	910035-05 -> 1315 - A	Bill	97.00	0.00	0.00	97.00	171.00
Anderson,Kwon	0	174226	AR	910035-03 -> 1315 - A	Bill	97.00	0.00	0.00	97.00	948.00
Anderson,Kwon	0	174226	AR	910035-04 -> 1315-Alt	Bill	87.00	0.00	0.00	87.00	948.00
Andrews,Craig	0	174227	AR	910035-03 -> 1315 - A	Bill	78.00	0.00	0.00	78.00	321.00
Bell,Deno	0	174235	AR	900003-01 -> 1317-8	Bill/Auto	245.00	0.00	20.00	245.00	1,040.00
Messy,John	0	174408	AR	910025-01 -> 1315-Be	CC-REJ	14.00	0.00	0.00	14.00	20.00
Messy,John	0	174408	AR	910035-02 -> 1315 - A	CC-REJ	21.00	20.00	0.00	1.00	20.00
Silverhammer,M	0	3206	AR	910120-01 -> 560 201 B	CC	20.00	0.00	0.00	20.00	0.00
Silverhammer,M	0	3206	AR	910120-01 -> 560 201 B	CC	15.00	0.00	0.00	15.00	0.00

And, at the bottom of the report it will tally several important pieces of information including, how many Auto Payments were done, how many Approved Credit Card Auto Debits and Rejected Credit Cards.

Households that show in the **Credit Card Declines** section should be researched and contacted for payment. It is also possible that the credit card information you have on file has expired, so

you may need to update their Installment Billing Auto Debit information. For a proactive approach to identifying cards that are due to expire see **Step 4** in this section below.

Households that show in the **Household Balance Errors** section should be researched and fixed. These households have a household balance problem. This should be a rare occurrence that you see households in this section. Please call VSI immediately for assistance.

TOTAL RECORDS INCLUDED IN SELECTED RANGE: 505		
Total Checking/Savings Auto-Debit:	0	Amount: \$0.00
Total Anticipated Credit Card Auto-Debit:	4	Amount: \$50.00
Total Approved Credit Card Auto-Debit:	2	Amount: \$35.00
Total Rejected Credit Card Auto-Debit:	2	Amount: \$15.00
Total Installment Bills:	503	Amount: \$57,543.00
Total AutoPayments:	2	Amount: \$120.00
Total Billcode Level Errors:	0	
Total Non-Prenoted Errors:	0	
Total Missing CC/ACH Info Errors:	1	

CREDIT CARD DECLINES

Messy, John	0	910035-02	
Messy, John	0	910025-01	
Total Credit Card Declines: 2, Total Decline Amount\$:			\$15.00

HOUSEHOLD BALANCE ERRORS

Step 3 – Find/Print Global HH Trial Balance II (Credit Balances Only)

For Army, after every 1st of the month billing, you should find and print your Global Trial Balance II for Credits and include in your paperwork to finance. The Global Trial Balance II for credits should be scheduled on the app server to print at least once per month on the last day of the month after all payments have been taken.

You can schedule CYMS reports to be emailed directly to the person needing it and/or find it in the Rectrac File Explorer.

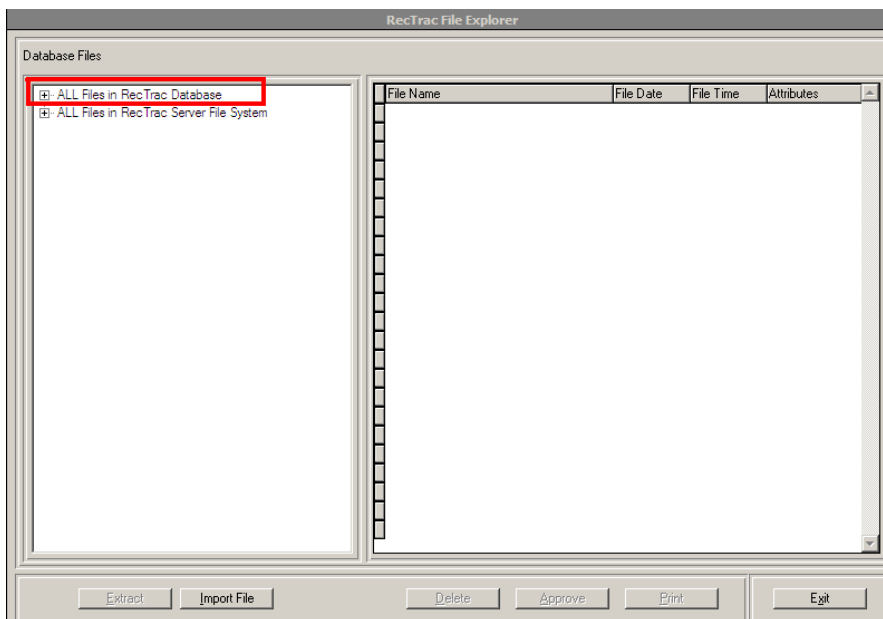
If the GTB II for credits was not emailed to you and is not in your File Explorer, it will do you no good to print one for credits now. Finance needs this to be a clean close of business/dark of night look – anything else will not be beneficial.

This shows the status of your Control Account (the pre-payment account) at the end of the month.

You do not need to send the GTB II for credits on camp or 15th of the month billings.

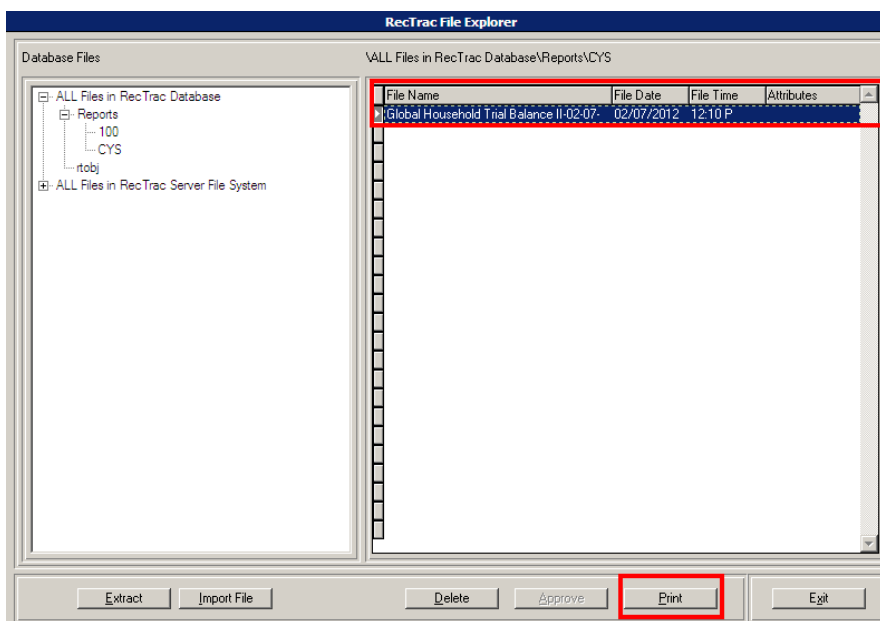
Navy requires GTB II for credits on 1st of the month, 15th of the month and all camp billings. They only need one GTB II for credits per database.

- If the GTB II for credits was emailed to you, find/print it from your email and simply include it in your Billing Packet for Finance.
- If it was not emailed to you, go to **Utilities, System, Rectrac File Explorer**

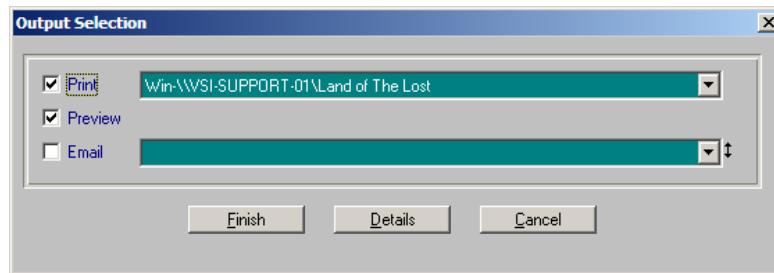


- Expand the + symbol to the left of **All Files in Rectrac Database**
- Expand the + symbol to the left of **Reports**.
- Click on the **User** that created the schedule.
- On the **right** side you will see the file name. If you see multiple files for the same report, make sure you select the one that was done on the last day of the month, after close of business.

If Navy, you will need to select the one that is appropriate for your billing. For instance, if you ran billing for the 15th you will need to find the GTB II that represents credit balances at the end of the 14th, etc.



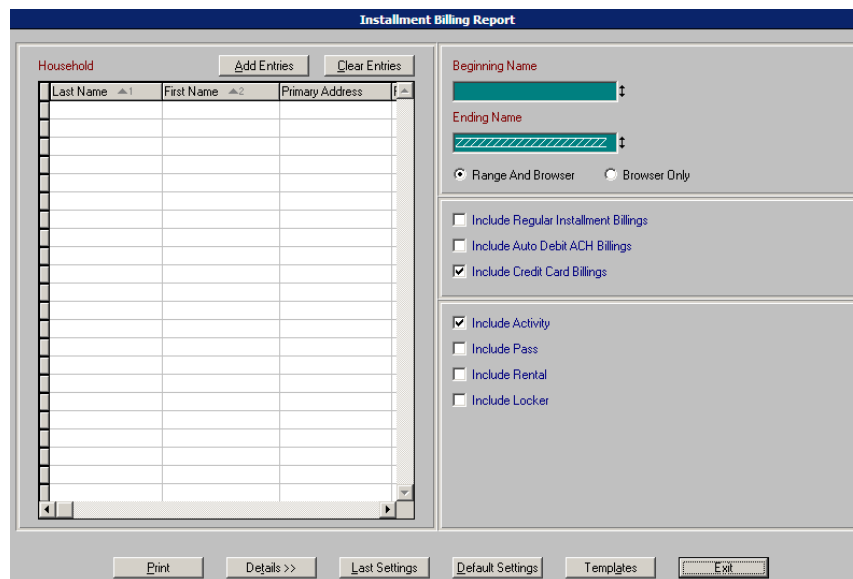
- Select the file and click **Print**



- **Print** the report and include in the billing packet that goes forward to finance.

Step 4 – Installment Billing Report to Identify Auto Debit Patrons W/Expiring Credit Cards

- This step only needs to be completed if you are using Auto Debit to charge patron’s credit cards.
- The purpose of this step is to identify patron’s who are being auto debited and who have a credit card expiring in the near future. For instance, in April 2011 you may want to run to show patrons whose card is expiring in May or June of 2011.
- Anyone who shows on this report will need to be notified so you can update their billing information. Patrons may also be required to complete new Recurring Billing paperwork based on the new information.
- Go to **Reports, Global, Global Financial, Installment Billing Reports**
- Select to **Include Credit Card Billings**
- Select to **Include Activity**



- Click **Details**
- Select to **Only include C’Cards Expiring On/Before** and enter the **Month** and **Year**. Example in October I might run to look at people expiring in November or December. Month and Year format are **MM** and **YY** respectively.
- Decide if you wish to **Print Credit Card Info**. This will print the masked credit card information along with the Expiration Date.
- Select to **Print Home Phone**.

Installment Billing Report - Details

Beg Actv <input type="text" value="0"/> <input type="text" value="01"/> † Wildcard Selection End Actv <input type="text" value="999999"/> <input type="text" value="ZZ"/> † Wildcard Selection Wildcard <input type="text" value=""/> <input type="text" value=""/> [...] w/3 @ Post#4 <input checked="" type="checkbox"/> Include Summarized Daycare Bills	Beg Rental <input type="text" value=""/> † Wildcard Selection End Rental <input type="text" value=""/> † Wildcard Selection
Beg Pass Type <input type="text" value=""/> † Wildcard Selection End Pass Type <input type="text" value=""/> † Wildcard Selection <input checked="" type="checkbox"/> Include Expired Memberships?	Beg LK Rm <input type="text" value=""/> † Wildcard Selection End LK Rm <input type="text" value=""/> † Wildcard Selection
<input checked="" type="checkbox"/> Only Incl CCards Expiring On/Before MM <input type="text" value="12"/> YY <input type="text" value="11"/> <input type="checkbox"/> Only Incl Bills Expiring On/Before MM <input type="text" value="06"/> YY <input type="text" value="50"/> <input type="checkbox"/> Print Future Due On/After Bill Date <input type="text" value="11/04/2011"/> <input checked="" type="checkbox"/> Print Credit Card Info <input type="checkbox"/> Print Bank Account Info <input type="checkbox"/> Print Total Current Fee <input type="checkbox"/> Print CYMS DOD Income Category	Expired Bill Option <input checked="" type="radio"/> Exclude Expired Bills <input type="radio"/> Include Expired Bills <input type="radio"/> Include Expired Bills ONLY
	Print Options Sort By: <input type="radio"/> HH ID <input checked="" type="radio"/> HH Name <input type="radio"/> Member Name <input type="checkbox"/> Print Email Address <input type="checkbox"/> Print Household Address <input checked="" type="checkbox"/> Print Home Phone? <input type="checkbox"/> Skip Line Between Records <input type="checkbox"/> Print Member and Primary Name

- Refer to **Topic Doc - Auto Debit Setup** for more information on Updating Credit Card Information.

Step 5 – Run End of Shift Cash Out and Send Billing Packet to Finance

This is a major step that must be completed after every billing – NO EXCEPTIONS!

- The person who runs installment billing **must** cash out. This will generate a Cash Journal, GL, DAR and Credit Card report (if your base is using Credit Card Auto Debit).
- ***In addition to the Cash, GL, DAR and Credit Card Report, the Billing Packet must also contain the GTB II for credit and the Installment Billing Log.***
- The billing packet should be sent to finance.
- The Installment Billing User **must** be linked to a **Drawer Device** that requires **starting cash** (thus starting a batch) **and** an **End of Shift Device**.
 - The **Drawer Device** should allow \$0.00 starting cash. This is appropriate because the person who runs billing typically does not have a physical cash drawer.
 - The **End of Shift Device** should be set to print the End of Shift Report, Cash Journal, G/L Report, Military DAR and, if using credit card auto debit, the Credit Card report.
 - The **End of Shift Device** should be set to auto-count Credit Card payments.
- Failure to submit a Billing Packet will prevent Finance from seeing advance payments moving out of the Control Account and into the proper revenue accounts as well as Auto Payments and Credit Card Auto Debits that are occurring as a by-product of billing.
- To cash out go to: **Daily → System → End of Day Processing → End of Shift Cash Out** and finish accordingly.

ADDITIONAL INSTALLMENT BILLING NOTES / TROUBLESHOOTING HINTS

Auto-Pay and Auto-Debit

Auto-Pay. If households are set up to receive **Discounts or Entitlements** through the **Auto-Pay** logic, the person who runs installment billing will see the Auto-Payments being made under their **billing drawer and User ID**.

- The Installment Billing User will NOT have to enter Auto-Pay amounts during the Cash Out process. Agency/Discount Pay codes will be set to auto-calculate accordingly.

Auto-Debit. If households are set up to have **Credit Cards automatically debited** at billing, the person who runs installment billing will see those payments being made under their **billing drawer and User ID** as well.

- The Installment Billing User will NOT have to enter Auto-Debit Credit Card amounts during the cash out process. The EOS Device will be set to auto-calculate the credit card total.
- Please be sure to review the last page or two of the Installment Billing report that prints as a by-product of billing for any **Credit Card Declines** or **HH Balance Errors**.

Checking Installment Billing (For an Individual Household)

Viewing a household's **Transaction History Listing** allows you to confirm that a household actually got billed.

- 1 Go to **Inquiry → Global → Global Household Inquiry**.
- 2 Find the household and **Select** it.
- 3 On the Family Member listing screen click **Txn History**.
- 4 Click **History**.

Note: Installment Bills will show as a transaction type **IBill Fee**.

Txn Date	Txn #	Txn Type	Rcpt Num	Transaction Description and Details	Begin Bal	Net Fee	Paid Amt	End Bal	Fee Amt
06/27/2007	3704	IBill Fee	2155	Actv# 900000-01 - Bill	117.00	98.00	0.00	19.00	98.00

- 5 Click **Exit** to return to the Main Menu.
- 6 To print a household transaction history, go to **Reports → Global → Global Financial Reports → Global HH Transaction History Listing**. For help with this report, refer to CTG-11 CORE-Reports-System.

Researching Why a Household Didn't Get Billed (HH Installment Billing Update)

If a household didn't get charged, the **HH Installment Billing Update** program is a very effective troubleshooting tool to find out why.

- 1 Go to **Files → Global → HH Installment Billing Update**.
- 2 Find/Select the household.
- 3 If you receive the message, "**No Installment Bills exist for the <name> Household**":
 - Make sure the child is enrolled in a program.
 - Check to see if other children in the same activity got billed.

- 5 If you see a list of activity enrollments, highlight one and click **Change Bill**.
 - **DO NOT select Add Bill or Delete Bill unless instructed by VSI!!**
 - The Billing Schedule Screen shows how often, how much, and whether a household has been charged for a particular date. It also shows whether this household has an Auto Payment occurring during their billing. For more information on setting up Auto Pay please refer to CTG-28 FIN-Setting Up Auto Pay

You should NEVER change anything on this screen unless directed by VSI!!

Billing Schedule For Junior: 900000-01

Date	Status	Bill Amt	Disc Amt	AutoPay	Net Bill Amt
11/01/2011	Billed	109.00	0.00	0.00	109.00
11/15/2011	Unbilled	107.00	0.00	21.00	86.00
12/01/2011	Unbilled	107.00	0.00	21.00	86.00
12/15/2011	Unbilled	107.00	0.00	21.00	86.00
01/01/2012	Unbilled	107.00	0.00	21.00	86.00
01/15/2012	Unbilled	107.00	0.00	21.00	86.00
02/01/2012	Unbilled	107.00	0.00	21.00	86.00
02/15/2012	Unbilled	107.00	0.00	21.00	86.00
03/01/2012	Unbilled	107.00	0.00	0.00	107.00
03/15/2012	Unbilled	107.00	0.00	0.00	107.00
04/01/2012	Unbilled	107.00	0.00	0.00	107.00
04/15/2012	Unbilled	107.00	0.00	0.00	107.00
05/01/2012	Unbilled	107.00	0.00	0.00	107.00
05/15/2012	Unbilled	107.00	0.00	0.00	107.00
06/01/2012	Unbilled	107.00	0.00	0.00	107.00
06/15/2012	Unbilled	107.00	0.00	0.00	107.00
07/01/2012	Unbilled	107.00	0.00	0.00	107.00
07/15/2012	Unbilled	107.00	0.00	0.00	107.00

You Have More Than 100 Bills.
Number of Bills and Total Amount Will Not be Calculated.

The Buttons at the Bottom of the Billing Schedule Screen:

- **Click Here To Set Up Auto-Debiting** – Allows you to link a Credit Card number to a household and have that credit card auto-debited when billing is run. To add or change Auto Debit information you **MUST** be linked to a workstation with a working MX830 installed. See Topic Doc Auto Debit Setup – Army for more information on adding or changing credit card information.
- **Household Payment History** – Allows you to run an inquiry for all payments made toward programs to which the Family Member selected has been enrolled. Can use this to see whether a household has any vacation credit left to use or whether they have any AFC SKIES/Sports benefits remaining.
 - The Payment Inquiry screen will allow you to search by Pay Code and Date Range.
- **Add Line Item Button** – Allows you to add a date to the billing schedule.
 - In most cases, this **will not** be used since the schedule is generated automatically during the initial program enrollment.
- **Change Line Item Button**–This screen will also allow you to establish a one-time or on-going Auto-Pay for the Bill.
 - If you think you need to change the Bill Amount, call VSI for assistance.
 - If you wish to set up someone for Auto Pay, please refer to **CTG-28 FIN-Setting Up Auto Pay**.
- **Other Facts**

- Billing records with a status of **Billed**, **Suspended**, or **Cancelled** will be skipped during Installment Billing.
- **Cancelled-PCS** means that the CYS PCS Prorate program was used to prorate the customer's last bill and statuses that one as Unbilled-Adj then cancels all remaining bills and statuses those as Cancelled-PCS.
- **Delete Line Item Button**– Allows you to delete the selected date from this household's billing schedule.
 - Once a date is deleted, the household will not be charged during the installment billing process for that date.

You should NEVER delete a date unless instructed by VSI!!

- **Done Button** – Brings you back to a list of the household's installment bills.
- **Start Over Button** – Allows you to recreate the billing schedule for this enrollment only if all the records have an *Unbilled* status.

You should NEVER click Start Over unless instructed by VSI!!