

06 – Navy CYMS Training Guide – Hourly Care

(10.3 - Updated October 2014)

NOTE: Don't get confused by the term "court" used in this guide. The CYMS Hourly Care reservation system uses the Court Module.

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Creating Reserved Slots

Court Slot Generator

Before any reservations can be made, **time slots** must be generated with the Court Slot Generator program.

Note: Prior to generating slots, all of your hourly care age groups per site must be specifically set up in CYMS using Facility ID Maintenance.

If you need assistance in establishing or changing any of your HRLY type “facilities” – please contact your CYMS SME.

- 1 Calculate the number of slots available for the next 30 days using the **Navy Hourly Care Available Space Tool**.
- 2 Navigate to the My Hourly Care sub-menu and click on the **Hourly Care Slot Creator** button or go to **Period End → Court → Court Slot Generator**.

The screenshot shows the 'Court Slot Generator' application window. It features several input fields and checkboxes. At the top, there are dropdown menus for 'Beginning Court' and 'Ending Court', both set to 'HRLY', '1317', and 'INF'. Below these are date and time fields: 'Beginning Date' (06/01/2011), 'Ending Date' (12/31/2011), 'Beginning Time' (06:00), and 'Ending Time' (17:30). There are also fields for 'Rsv'n Hrs/Min' (set to / 30) and 'Max Booking Count' (set to 4). A 'Reservation Days' section has checkboxes for Mo, Tu, We, Th, Fr, Sa, and Su, with Mo-Fr checked. A 'Skip Dates' section contains a grid of date pickers, with the first one set to 12/25/2011. At the bottom, there are 'Generate' and 'Exit' buttons.

- 3 Right-click in the **Beginning** and **Ending Court** fields and select the same court from the picklist. Each ‘court’ should represent an age group (e.g., Infants, Pre-Tods, Toddlers, etc.). You will need to run the generator once for each age group.
- 4 Enter the **Beginning Date**, **Ending Date**, **Beginning Time**, and **Ending Time** to reflect 12 months in the future and the applicable Hourly Care beginning and ending times for your center.
- 5 In the **Reservation Hrs/Min** fields, leave the first block blank (that’s the hour block) and enter 30 in the second block (that’s the minute block). These are the times you will see on the Express Court Reservation screen when making reservations. Using 30 minutes, the system will create blocks every half hour: 6:00, 6:30, 7:00, etc.
- 6 In the **Max Booking Count** field, enter the maximum number of hourly children you can take at any one time for the specific age group you are creating slots for.

NOTE: This number will come from the **Navy Hourly Care Available Space Tool** mentioned above and will be a placeholder for availability for the next 12 months. See the **Navy Hourly Care Available Space Tool** section below for updating these numbers at least weekly or as needed.

- 7 In the **Reservation Days** field, deselect any day you don’t want slots created for (typically Saturday and Sunday).
- 8 Enter any **Skip Dates** you don’t want slots created for (typically holidays that fall within the begin/end date range).

- 9 Click **Generate**. Read the message and click **Yes** to continue.
- 10 Repeat for each Age Group.

Making Hourly Reservations

Express Court Reservation

The Express Court Reservation program is used to make hourly reservations.

- The mix of children you take reservations for determines how many columns of buttons you will have on this screen.
- Each column represents an age grouping. Each age grouping should have buttons for Monday – Friday. It is possible to create age ranges on the buttons to restrict say a 2 year old from being booked in the infant column. If you choose this option and you are trying to book time for a child who is beyond the age range linked to the button, the end user is given the chance to override and continue with the reservation.

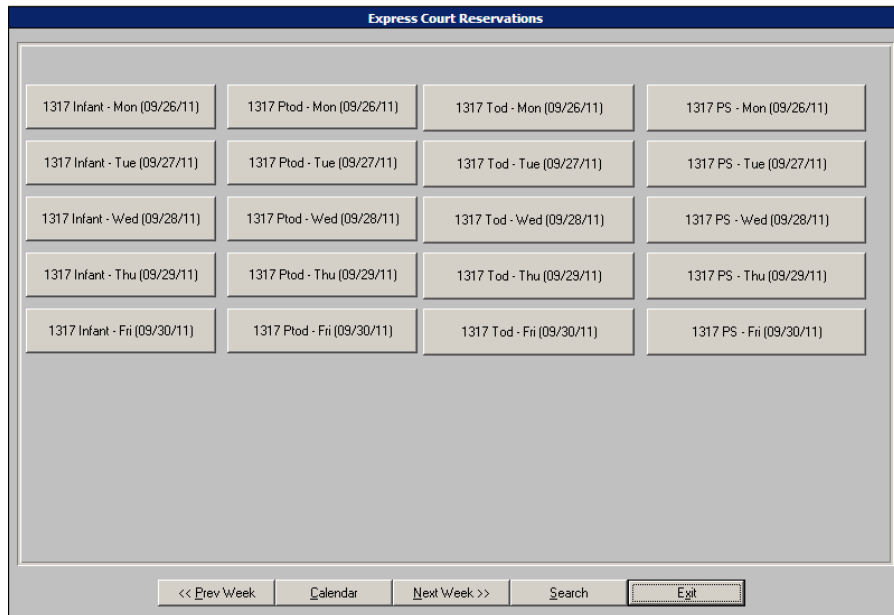
- **The button format to allow age restrictions is as follows:**

Type, Loc, ID, Day Adv, Beg Hr, End Hr, **Beg Age, End Age**

Sample: Hrly,1234,tod,1w2,6,18,2,2.99

NOTE: If you don't see buttons on your screen, and/or need to make adjustments to the buttons that are there, contact your CYMS SME for assistance.

- 1 Navigate to the My Hourly Care sub-menu and click on the **Hourly Care Reservations** button or go to **Daily → Court → Express Court Reservations**.



- Clicking **Next Week>>** will display next week's dates. Clicking **Next Week>>** again will advance the dates another week.
- Clicking **<<Prev Week** will display last week's dates. Clicking **<<Prev Week** again will change the dates another week back.

- Clicking Search will allow you to search a court for specific dates/times. For instance, I need care from 8:00-10:00 sometime in the next 2 weeks. The system will search based on your criteria and allow you to book from the search results screen.
- Clicking **Calendar** allows you to select any day. That week's buttons will display.

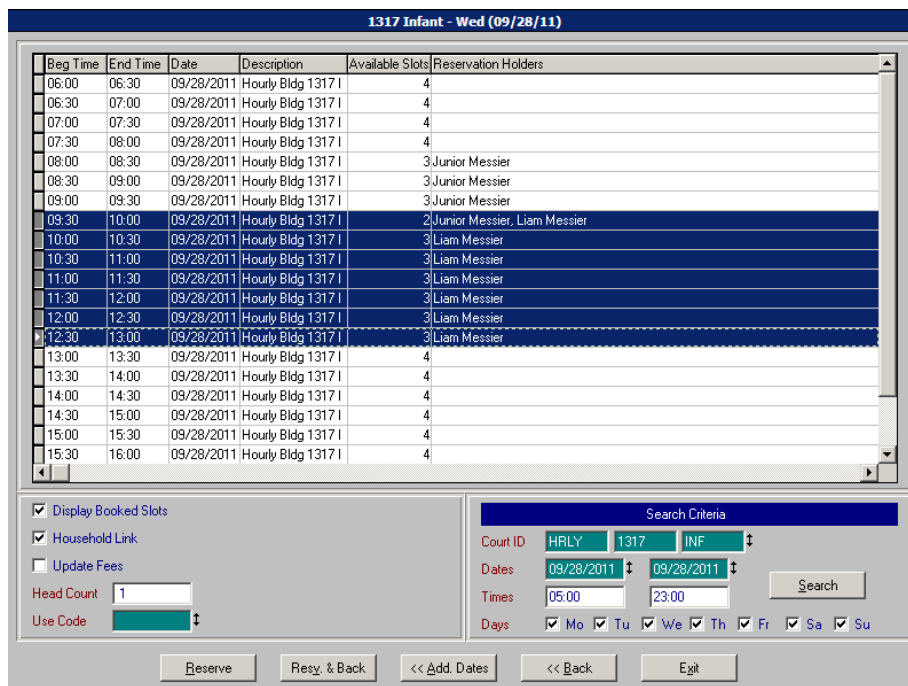
2 Click the button for the day and age group you wish to book time for.

- Make sure **Display Booked Slots** and **Household Link** are both selected.
- Never toggle to **Update Fees** and never change the **Head Count** unless directed by VSI.
- Reservations are booked by each individual child even if they are in the same family and want a reservation for the same day/time.

3 Click and drag in the small gray boxes on the left and highlight the slots you want to book.

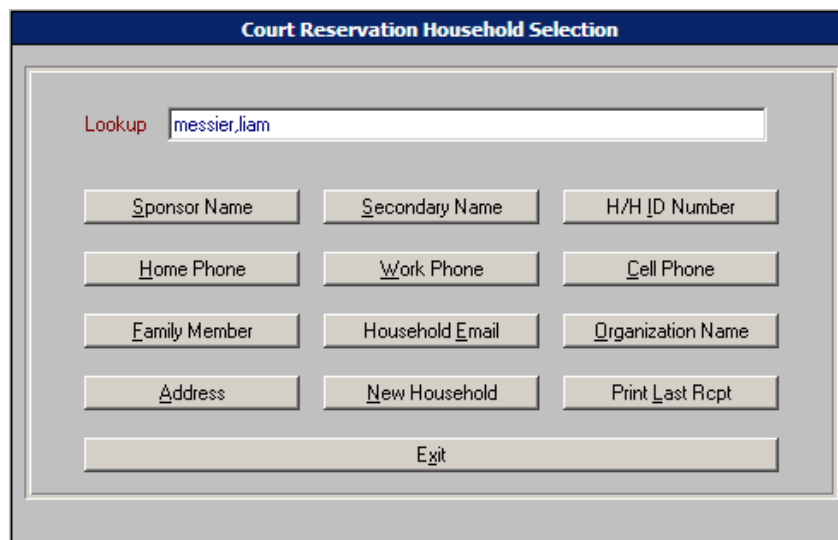
Example:

- For a reservation from 0930–1300, highlight the 09:30 - 10:00 block up to and including the 12:30 -13:00 block.
- Do NOT highlight the 13:00 - 13:30 block – that would book time through 13:30.



- 4 If the slots you were looking for were all booked, you may elect to use the **Search Criteria** to find the next available time that slot is open. Enter the **Court ID, Date Range, Times** and **Days** to search, then click **Search**. The search results will filter the browser accordingly and then you can book right from the browser. Be careful – if you search for a date range and multiple days have the times you are looking for, they will all be displayed/bookable in the browser.
- 5 To book additional dates/times for this child, click **<<Add. Dates** and repeat steps 2 and 3.
- 6 Once all your dates and times have been selected, click **Reserve** or **Resv. & Back**.

Reserve returns you to the main screen. **Reserve & Back** returns you to the main reservation screen so you are ready to book another.



- 7 The Browser screen will appear. Find the **Family Member** and link the reservation to the **Child**.

Caution! The reservation must always be linked to the child!

When the family member is selected, CYMS automatically checks for an active Pass, overdue shots, reservations already made for that child for that day, household ticklers and, if you are

employing age restrictions on your hourly buttons, the child's age to see if they are too old to have a reservation in that room.

- 8 Once the child is selected you will be returned to either the Express Court Reservation screen or the Main Menu (depending on whether you clicked **Resv & Back** or **Reserve**).

Viewing Reservations – By Room

Monthly Overview

- 1 Navigate to the My Hourly Care sub-menu and click on the **Hourly Reservation Inq. Button** or go to **Inquiry → Court → Court Reservation Inquiry**. Highlight the court where you made the reservation(s).
- 2 Click **List Schedule**.

HRLY-7885-INF (7885 Hourly (Inf)) Schedule For ==> June, 2007						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1 UNSCHED	2 UNSCHED
3 UNSCHED	4 UNSCHED	5 OPEN	6 PARTIAL	7 OPEN	8 OPEN	9 UNSCHED
10 UNSCHED	11 OPEN	12 OPEN	13 PARTIAL	14 OPEN	15 OPEN	16 UNSCHED
17 UNSCHED	18 OPEN	19 OPEN	20 OPEN	21 OPEN	22 OPEN	23 UNSCHED
24 UNSCHED	25 OPEN	26 OPEN	27 PARTIAL	28 OPEN	29 OPEN	30 UNSCHED

<< Prev Crt < Prev Year << Prev Mo New Date Next Mo >> Next Year > Next Crt >>

<< Court Listing Exit

- 2 On the Calendar screen, you can get a “big picture” overview of scheduled and unscheduled days for the month:
 - **Unscheduled** – No slots have been created for that day.
 - **Open** – Slots have been created, but no one has booked any time yet.
 - **Partial** – Slots have been created; some are booked.
- 3 To view reservations for a particular day, click the **number** for that day.

2 This screen shot reflects running the report for the center’s Toddler hourly age group.

Note: Allergies, Medical Info, and Identified Needs (Special Needs) can be printed on this report. You may also choose to print the report as an Attendance Sheet for sign-in/out purposes.

3 On the **Details** screen you may choose to print a variety of **Phone Options** – including No Phone and a space for the parent to enter their Emergency Phone for the day, link a **Comment Code** (this is especially useful if you are printing as an attendance sheet – you can print important information at the top of the sheet), and/or elect to print **x number of Sign In lines** for last minute Drop Ins.

Details Screen:

Viewing / Printing Reservation Lists – Multiple Rooms at a Time

Reservation Grid Report

- This is a great report that shows your time slots and how many of each age group you have at any given time.
- It is most effective when run for all age groups/courts.

- 1 Navigate to the My Hourly Care sub-menu and click on the **Reservation Grid Report** button or go to **Reports → CYMS → Admin Reports → Reservation Grid Report**

Type	Location	Facility	Description
HRLY	6058	INF	Hily Infant 60
HRLY	6058	PS	Hily Pre-Schc
HRLY	6058	PTOD	Hily Pre-Tod
HRLY	6058	TOD	Hily Toddler

- 2 This screen shot reflects running the report for Infant, Pre-Tod, Tod and PS reservations. Depending how long your center is open for hourly reservations will determine the **Space Between Time Block** setting. So, don't be afraid to play with this setting. The less space between blocks the more slots you will be able to see on one report and remember you can always run multiple times for specific time ranges.

Finally, check out the **Totals** section at the bottom of the report – priceless!

Location: East CDC, Room: Hrly Infant 6058 Date: 08/10/2011																			
Name	07:30	08:00	08:30	09:00	09:30	10:00	10:30	11:00	11:30	12:00	12:30	13:00	13:30	14:00	14:30	15:00	15:30	16:00	16:30
Abalos, Savion																			
Jackson, Anesha																			
Reneau, Justin																			
Total INF	1	1	1	1	1	2	2	2	1	1	1	1	1	2	2	1	1	1	0

Location: East CDC, Room: Hrly Pre-School 6058 Date: 08/10/2011																			
Name	07:30	08:00	08:30	09:00	09:30	10:00	10:30	11:00	11:30	12:00	12:30	13:00	13:30	14:00	14:30	15:00	15:30	16:00	16:30
Glasspoole, Tonya																			
Osborn, Megan																			
Young, Elizabeth																			
Total PS	0	1	1	1	1	1	1	2	2	1	1	2	2	2	2	1	1	0	0

Location: East CDC, Room: Hrly Pre-Tod 6058 Date: 08/10/2011																			
Name	07:30	08:00	08:30	09:00	09:30	10:00	10:30	11:00	11:30	12:00	12:30	13:00	13:30	14:00	14:30	15:00	15:30	16:00	16:30
Abella, Jamarus																			
Messier, Tara																			
Sadiemeyer, Alyssa																			
Total PTOD	1	1	1	2	2	2	2	2	2	1	1	1	2	1	1	1	1	0	0

Location: East CDC, Room: Hrly Toddler 6058 Date: 08/10/2011																			
Name	07:30	08:00	08:30	09:00	09:30	10:00	10:30	11:00	11:30	12:00	12:30	13:00	13:30	14:00	14:30	15:00	15:30	16:00	16:30
Davis, Jasmine																			
Wilson, Destiny																			
Total TOD	0	0	0	0	0	1	1	1	1	1	2	2	1	1	1	0	0	0	0

Totals for 08/10/2011	07:30	08:00	08:30	09:00	09:30	10:00	10:30	11:00	11:30	12:00	12:30	13:00	13:30	14:00	14:30	15:00	15:30	16:00	16:30
HRLY-6058-INF	1	1	1	1	1	2	2	2	1	1	1	1	1	2	2	1	1	1	0
HRLY-6058-PS	0	1	1	1	1	1	1	2	2	1	1	2	2	2	2	1	1	0	0
HRLY-6058-PTOD	1	1	1	2	2	2	2	2	2	1	1	1	2	1	1	1	1	0	0
HRLY-6058-TOD	0	0	0	0	0	1	1	1	1	1	2	2	1	1	1	0	0	0	0
GRAND TOTALS	2	3	3	4	4	6	6	7	6	4	5	6	6	6	6	3	3	1	0

Viewing Reservations – By Household

- 1 Click on the **Household Inquiry** button on the right side of the screen or go to **Inquiry → Global → Global Household Inquiry**. Look up the household and select it.

Messier -- Family Member Listing

FMem	Family Member	Gender	Birthday	Status	Grade	Features (May Be Partial)
1	Messier, John	Female		Active	0.00	
2	Messier, Kathy	Male		Active	0.00	
3	Messier, Liam	Male	08/24/2005	Active	0.00	
4	Messier, Sara	Female	01/01/2010	Active	0.00	
5	Messier, Unborn	Female		Active	0.00	
6	Messier, Tara	Female	05/01/2011	Active	0.00	

Buttons: Actv Req, Persopal Trainer, Credit Book, Med Record, Reward Points, RecConnect, RecConnect History, **Crt Rsv**, Fam Memb, Scholarships, Control Account, Fac Rsv, Gift Certificates, Fam Memb, Household Payment History, Passes, Lockers, Billing, Member Links, Txn History, PASSES, POS Sales, Trips, Profile Pnt, H/H Info, Waiver Hist, Rentals, Tee Times, AAFES Tickets, Web Info, Incidents, View Previous, << Name Lookup, Emergency Contacts, Facility Contacts, Exit

- 2 Click the **Crt Rsv** button to view all reservations for this household.

Changing Hourly Reservations

Express Court Cancel

The **Express Court Cancel** program is used to cancel or shorten an hourly reservation.

- 1 Navigate to the My Hourly Care sub-menu and click on the **Hourly Cancel/Change** button or go to **Daily → Court → Express Court Cancel**.
- 2 In the **Lookup** field, enter the last name of the **child**. Highlight the **child** and click **Select**.

If you lookup by Sponsor or Spouse you will not see reservations for the household.

If you lookup by a particular child you will see reservations for just that child.

Regardless of how you lookup a household you can filter the reservations accordingly once you get to the Express Court Cancel screen.

The Screen shot below shows the default view for search made for a particular child in the household. If you picked a child that did not have a reservation you would see nothing in the browser.

Lastly, the date range always defaults to 30 days out. You can change the Date Range to expand or narrow your focus if needed.

Last Name	First Name	Mem #	Date	Beg Time	End Time	Location	Court ID	Resv #
Allen	Travis		3/11/28/2006	12:30	13:00	247	IN/HR	28
Allen	Travis		3/11/28/2006	13:00	13:30	247	IN/HR	28
Allen	Travis		3/11/28/2006	13:30	14:00	247	IN/HR	28
Allen	Travis		3/11/28/2006	14:00	14:30	247	IN/HR	28
Allen	Travis		3/11/28/2006	14:30	15:00	247	IN/HR	28
Allen	Travis		3/11/29/2006	08:00	08:30	247	IN/HR	29
Allen	Travis		3/11/29/2006	08:30	09:00	247	IN/HR	29
Allen	Travis		3/11/29/2006	09:00	09:30	247	IN/HR	29
Allen	Travis		3/11/29/2006	09:30	10:00	247	IN/HR	29
Allen	Travis		3/11/29/2006	10:00	10:30	247	IN/HR	29
Allen	Travis		3/11/29/2006	10:30	11:00	247	IN/HR	29
Allen	Travis		3/11/29/2006	11:00	11:30	247	IN/HR	29
Allen	Travis		3/11/29/2006	11:30	12:00	247	IN/HR	29
Allen	Travis		3/11/29/2006	12:00	12:30	247	IN/HR	29
Allen	Travis		3/11/29/2006	12:30	13:00	247	IN/HR	29

- 3 To isolate one child's reservations vs. another, click on the appropriate family member in the browser at the top. This will make it more difficult to cancel the wrong reservation. To see **any** reservation linked to **any** family member, click **Clear FM**.
- 4 In my example, I wish to cancel Travis' reservation for 11/29. You can do this in several ways: Click and drag in the grey box to highlight the times you wish to cancel.

OR click the **first** time block, hold your **Shift** key and click the **last** time block – this will highlight all the reservations in between.

OR hold your **Ctrl** Key and click the appropriate time blocks.

Express Court Cancel (No Fee)

Date Rng: 11/28/2006 Thru 12/28/2006 F/M Select-Entries: 1

Filter Clear FM

Last Name	First Name	BirthDay
Allen	Ethan	
Allen	Susie	
Allen	Travis	08/03/2000

Reservation Details Clear Entries

Last Name	First Name	Mem #	Date	Beg Time	End Time	Location	Court ID	Resv #
Allen	Travis		3/11/28/2006	12:30	13:00	247	IN/HR	28
Allen	Travis		3/11/28/2006	13:00	13:30	247	IN/HR	28
Allen	Travis		3/11/28/2006	13:30	14:00	247	IN/HR	28
Allen	Travis		3/11/28/2006	14:00	14:30	247	IN/HR	28
Allen	Travis		3/11/28/2006	14:30	15:00	247	IN/HR	28
Allen	Travis		3/11/29/2006	08:00	08:30	247	IN/HR	29
Allen	Travis		3/11/29/2006	08:30	09:00	247	IN/HR	29
Allen	Travis		3/11/29/2006	09:00	09:30	247	IN/HR	29
Allen	Travis		3/11/29/2006	09:30	10:00	247	IN/HR	29
Allen	Travis		3/11/29/2006	10:00	10:30	247	IN/HR	29
Allen	Travis		3/11/29/2006	10:30	11:00	247	IN/HR	29
Allen	Travis		3/11/29/2006	11:00	11:30	247	IN/HR	29
Allen	Travis		3/11/29/2006	11:30	12:00	247	IN/HR	29
Allen	Travis		3/11/29/2006	12:00	12:30	247	IN/HR	29
Allen	Travis		3/11/29/2006	12:30	13:00	247	IN/HR	29

Print Cancel Log

Cancel Selected Reservations Cancel All Reservations In Browser << HH/FM Lookup

5 Then click **Cancel Selected Reservations** and **Yes** to continue. The browser will update immediately.

Note: Do not click Cancel All Reservations in Browser as it will cancel **all** reservations for the entered date range for the child selected **regardless** of whether the time blocks are selected. See the **Additional Cancellation Notes** below as well.

Express Court Cancel (No Fee)

Date Rng: 11/28/2006 Thru 12/28/2006 F/M Select-Entries: 1

Filter Clear FM

Last Name	First Name	BirthDay
Allen	Ethan	
Allen	Susie	
Allen	Travis	08/03/2000

Reservation Details Clear Entries

Last Name	First Name	Mem #	Date	Beg Time	End Time	Location	Court ID	Resv #
Allen	Travis		3/11/28/2006	12:30	13:00	247	IN/HR	28
Allen	Travis		3/11/28/2006	13:00	13:30	247	IN/HR	28
Allen	Travis		3/11/28/2006	13:30	14:00	247	IN/HR	28
Allen	Travis		3/11/28/2006	14:00	14:30	247	IN/HR	28
Allen	Travis		3/11/28/2006	14:30	15:00	247	IN/HR	28

Print Cancel Log

Cancel Selected Reservations Cancel All Reservations In Browser << HH/FM Lookup

- 6 If you wish to print a report to show the cancellation, click **Print Cancel Log**. This is the only chance you will have to print a record of this cancellation. If you click **HH/FM Lookup** without printing the log, you will be reminded of this and prompted to print it.

Additional Cancellation Notes:

To further isolate reservations for a child or children in a household, you can multi-select them in the Family Member browser and/or narrow the date range. This is handy if you have multiple reservations to cancel for multiple children for a particular household. Once you narrow it down, the **Cancel All Reservations in Browser** button can be used to quickly remove all appropriate reservations.

In Step 4 you could also cancel Travis' reservations for 11/29 by doing the following:

Change the Date Range to 11/29/2006 thru 11/29/2006. This will change your **Reservation Detail Browser** to just reservations on that day for Travis. Then click **Cancel All Reservations in Browser**. Any reservation you can see or scroll to in the browser will be cancelled so be careful.

Clicking on the correct **Family Member** and narrowing your **Date Range** is an efficient way to cancel reservations.

Navy Hourly Care Available Space Tool

The **Hourly Care Available Space Tool** should be used at least **weekly** to ensure the availability of Hourly care is accurate at all times.

Changing the # of Hourly Slots

Court Max Count Adjustment

This program is used to **increase** or **decrease** the number of hourly slots (max booking count) created during the **Court Slot Generator** process. This could be due to changes in staffing, a parent taking vacation or the **Navy Hourly Care Available Space Tool** showing reduced or increased availability.

- Example:
 - Patrons may make a reservation 30 days in advance. 12 months of Hourly Care slots have been generated previously.
 - If you initially created 4 infant slots but then on a particular day you will only be able to offer care for 3 infants the **Max Count Adjustment** program allows you to adjust as necessary.
 - In this case you would use the Max Count Adjustment program to lower your Max Count from 4 to 3.
- If more than 3 children have already reserved time for that day, the system does NOT remove those reservations; however, you won't be allowed to continue overbooking.
- **Note:** The Court Slot Generator **cannot** be used to change max counts since it skips time slots that have already been created.

- 1 Navigate to the My Hourly Care sub-menu and click on the Hourly Res Max Count Bump +/- or go to **Utilities → Court → Court Max Count Adjustment**.
- 2 The following screen shot reflects changing the infant room at this center to accept 3 infants:

- 3 **Note:** The Max Head Count field represents the total number of children that can be accommodated for that age group. It does not represent the number of spaces you are adding or subtracting
- 4 Click **Process** to finish.

Charging No-Show Fees at the End of the Day

This program will be used to print a list of households that had hourly reservations, but did not show up. It will also be used to actually charge those households a no-show fee, not to exceed \$15. The resulting list of patrons charged a no-show fee will be used in the steps below to notate the CYMS Household record for tracking each no-show per the **Hourly Care Parent Fee Agreement**.

- **Key Point:** This process should be run **at the end of every day** at all facilities where CYMS Hourly Care Reservations are being taken.
- These instructions are also found in the End of Day Processes Guides (CTG-24):

- 1 Navigate to the My End of Day sub-menu and click on the **No-Show Fee Posting** button or Go to **Daily → CYMS → Reserv No Show Fee Posting**.
- 2 On the **Reservation No Show Fee Posting** screen:
 - Right click in the **Location** and select your building number.
 - Select the **Date Range** you wish to search for no-shows – typically you would use today's date.
 - **Search Times:** Accept the default times of 00:00 to 24:00.
 - Be sure to select the appropriate **Bill Code** (accounting code) that represents your center's hourly care program.
 - **Fee:** Enter 4.00 and change the toggle to **Hourly**.
 - **Posting Date:** Accept the default (current day). This is the date the entry will be made in the customer's transaction history.

Note: The No Show Fee will become a balance in the Pass Management Row, on the left side of the payment screen. See screen shot below. If, after the No Show Fee has been posted you need to adjust it, you must use Global Cancel/Change and Update Charges on the proper PASS.

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 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:	12.00	0.00	12.00	0.00	<input type="checkbox"/>	0.00	0.00	0.00	0.00	<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:	12.00	0.00	12.00	0.00		0.00	0.00	0.00	0.00	

Charging For the Entire Reservation

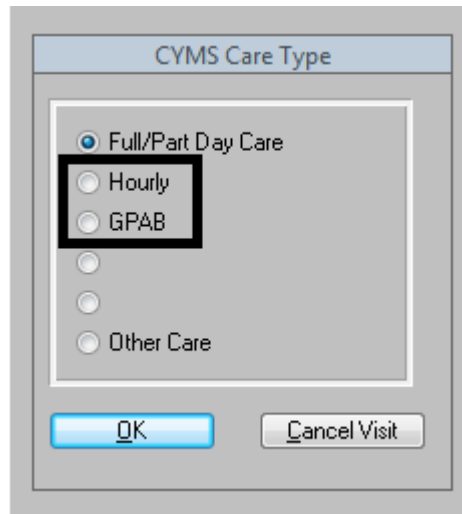
Charging From the Beginning of a Reservation and/or Arrival Time Through Time of Pickup

1. Ensure you are logged into CYMS with your Clerk ID at the POS/Payment workstation.
2. Navigate to the My Home screen and click **Visit Processing**.
3. Click **OK** on the **Pass Visit Options Update** screen.
4. Ensure the button in the top right shows **Hourly & Fullday Visits**. If it shows Fullday Visits Only, click it once to display **Hourly & Fullday Visits**.



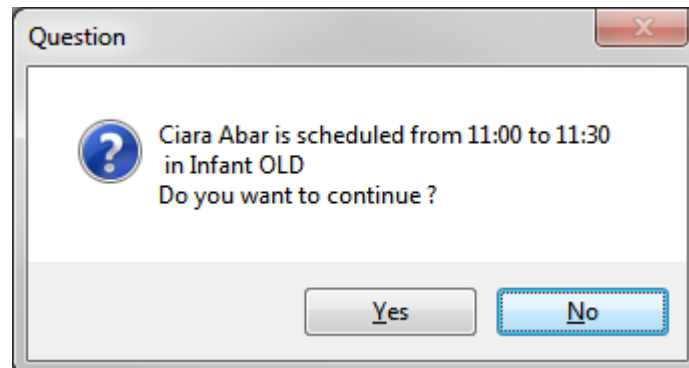
5. Lookup and select the CHILD. Children's records should have a Birthday listed.

6. Select the applicable fee to charge, \$4 (Hourly) for all patrons or \$5 (GPAB) for respite care eligible patrons.

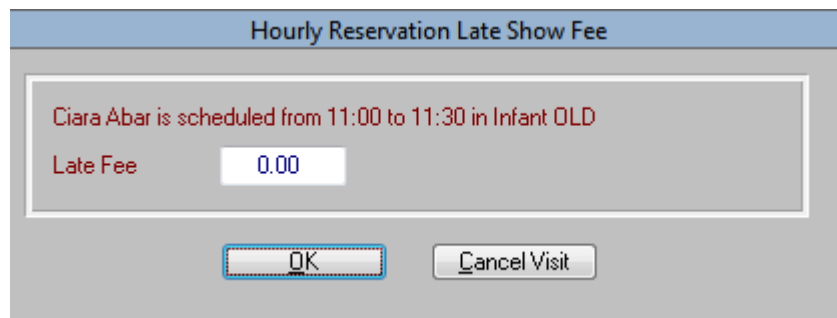


7. Click **OK**.

8. If an Hourly Care Reservation was made through CYMS and the parent is early, you will receive this screen. If space is available, click **Yes**. The child is now swiped in for Hourly Care and the parent will be charged until the child is swiped out through Visit Processing. If space is not available, click **No**, then repeat the steps when their reservation time arrives.



9. If a parent shows up late for the beginning of their reservation, you will receive this screen:



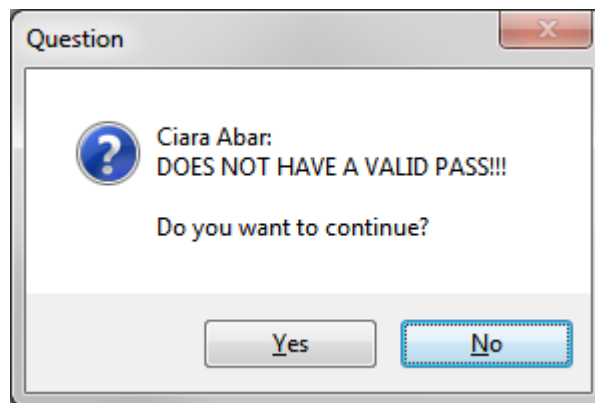
- If the parent is less than one hour late and you have space to accommodate the child, click **OK**.

- If the parent is more than an hour late and you have space to accommodate the child, enter the hourly fee for the number of hours they are late and click OK. For more than one hour enter 4.00, more than two 8.00, etc.
- In either instance above, the parent will be charged for the remaining time automatically by CYMS until the child is swiped out.

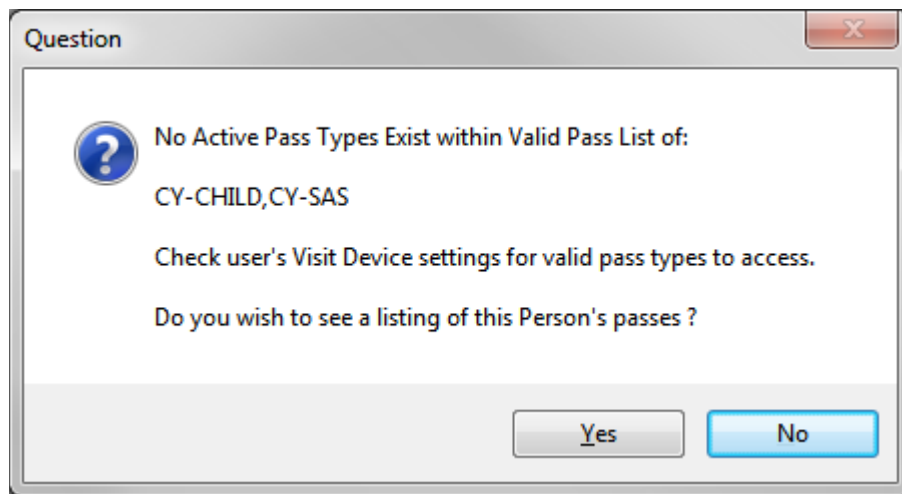
Enforcing the No-Show Fee Policy

If a patron has been a no-show for two Hourly Care Reservations, CYMS can be used to remind staff the Household is not eligible to book Hourly Care for 30 days. The following steps will prevent the patron from booking Hourly Care through CYP Online.

1. Navigate to the My Home menu and click on the **Registered Member Update** button or go to **File Maintenance → Pass → Pass Member Maintenance**.
2. Type the last name of the child in the **Lookup** field then press Enter.
3. Select the child's record. The child's record is the one with the birthday.
4. Select the Active child's pass.
5. In the **Beginning Suspension Date** enter today's date.
6. In the **Ending Suspension Date** select 30 days from today.
7. Ensure the **Current Pass Status** is set to Suspended.
8. In the **Comment** field, enter "30 day suspension for 2 Hourly Care no-shows" followed by your initials and today's date.
9. Click **Done**.
10. If a patron asks staff to book a reservation in CYMS, the following message will appear for staff. Click No and review the Household and/or Pass Comments to verify the no-show notes.



11. If the patron asks staff to use drop-in Hourly Care, staff will receive this message. Click Yes. In the list of passes select the pass with a **Suspended** status and review the Pass Comments as needed.
Note: Pass types listed will vary by installation.



- 12. If the patron attempts to book an Hourly Care reservation online, they will receive this message. Their child's name will take the place of *Little*.

**No Hourly Care times available due to reasons listed below.
(Little)**

Little's reservation is unable to be processed at this time. Please contact your local CYP if you feel you have received this message in error.

- 13. Once the 30 days are up and the CYP management team has determined the parent is eligible to make Hourly Care reservations again, the pass will need to be marked as Active and the comment(s) removed under **Registered Member Update** and in **HH & Member Update**.