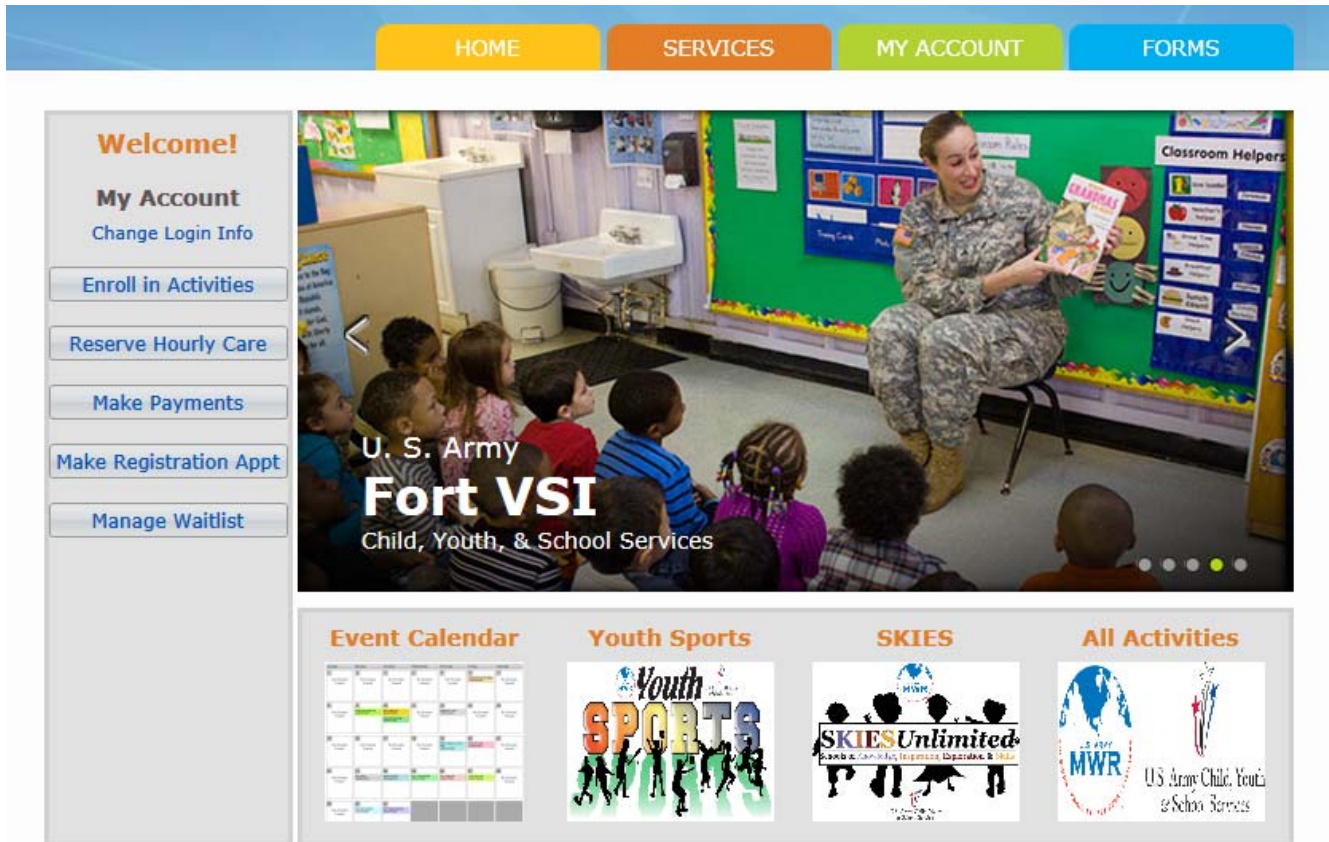


#95c - CYMS Training Guide – Customer Web Transactions

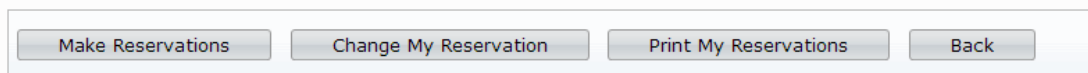
(Updated April 2013)

Transactions Available on the Web

A customer can conduct a wide range of transactions on the web:

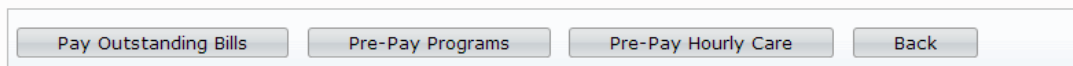


- **Enroll in Activities:** When a customer uses the web to enroll in a class or sport that has a fee attached, full payment must be made for that class at the time of enrollment
- **Reserve Hourly Care:** Customers will be able to make Hourly Care reservations, change existing reservations or print their reservations



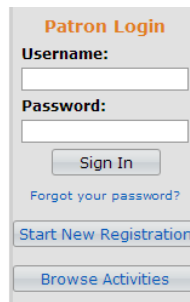
- **Make Payments:** Customers can Pay Outstanding Bills for CYMS activities (such as their installment billed CDC, SAS and SKIES fees), Pre-Pay Programs or Pre-Pay Hourly Care on the web. They **cannot** pay Previous Year balances on the web
 - When they click the Make Payments button, they are taken to these options

Select the type of payment you wish to make.



- Selecting Pay Outstanding Bills will allow the customer to individually select each of the classes they wish to pay for into their shopping cart
 - If there is a current balance for Programs that must be paid prior to making a pre-payment for programs
 - If there is a current balance for Hourly Care that must be paid prior to making a pre-payment for hourly care
- **Run Inquiries and Print 'Reports':** Using the drop down menus, customers can look up or print out a wide range of information about their household transactions. Some examples include:
 - **Household Calendar.** Customers can view/print a report in a calendar format showing all activities their children are enrolled in. In detail mode, it displays time and location as well.
 - **Reprinting Receipts.** If your receipts are stored in a proper centralized location, a customer can view/reprint any receipt for reference or tax purposes.
 - **Child Care Tax Statement.** Customers can run their own Tax Statement. The report is set up behind the scenes to automatically include/exclude the proper pay types.
 - **Shopping History.** Customers can see the items they have purchase or programs enrolled in for a period of time they specify
 - **Current Enrollments.** Customers can see a listing of all of the classes/activities their children are signed up for
- **Print Forms Needed for Re-Registration:** Under the Forms tab there are fillable registration documents (DOD Fee Application, Health Assessment/Sports Physical, Health Screening Tool, Registration Instructions, etc.) are available for them to complete and/or print out prior to their registration appointment.
- **Contact CYSS for Comments/Assistance:** There are multiple locations where a customer can generate an email to CYSS to provide comments or to request assistance.
 - **Contact Us** (at the bottom of the home page) sends a specially formatted email to a locally defined generic email address that must be regularly monitored by designated CYSS staff members.
 - **Apply for Waitlist** (used by current customers) sends an email to Central Registration notifying them this customer is interested in regularly scheduled full or part day care.
 - **Help** connects the patron with password or login assistance.
 - **Contacts** (at the bottom of the home page) generates an email to the Webmaster or to any other address designated by the garrison.

Using the Guest Account a customer that is new to your garrison can access a small set of functions:



- **Start New Registration:** Customers new to your garrison can start their registration process on line by providing names, addresses, phone numbers, birthdates, contacts, etc.
 - This information is saved in a “holding area” until someone from Parent Central Services reviews it and accepts it into the CYMS database. At this same time, Parent Central Services would contact the parent to clarify any information, answer any questions and set up an appointment to complete the registration process.
 - We “highly encourage” patrons relocating from another Army location to use the data transfer process instead of completing this “new” registration – data transfer will save them a lot of typing and also allows their children’s shot and health information recorded in CYMS to be carried forward.
- **Browse Activities:** Customers can look to see what is being offered at your garrison prior to their arrival using a Guest Account
- **Other Buttons:** More Buttons can be visible, but require an Annual Registration to access, depending on your setup
- **Services Tab:** Guests can search and browse your activities, sign up for a registration appointment, inquire about hourly care, view the event calendar, and more depending on your settings
- **Forms Tab:** Forms Tab on the Menu Bar can connect customers with key forms needed for completion of enrollment or renewal (such as Registration Checklist, Health Screening Tool, USDA Application, etc.)

The information below gives detailed instruction on some key web transactions . It can help staff in assisting customers who may have questions about the web process.

How To Enroll Into An Activity on the Web

1. Click **Enroll In Activities** on the Splash Page.

2. Conduct a **Search**. Enter the **Age** of your child and/or enter a **Keyword** to search by. Example: If you want to sign up for baseball, type baseball. If you are signing up for soccer, type soccer.

- Then click the **Search** button.
- All the programs that met your search criteria will be displayed.

Activity Search Results

Showing: 1 to 1

Total Results: 1


920100 - Baseball




COME AND JOIN THE FUN!

Activity	Description	Fees	Ages	Dates	Days	Time
 920100-02	Grasshopper (Coach Pitch)	\$45	7 years to under 10 years	04/29/13 - 08/16/13	Tu, Th, Sa	17:00 - 19:30

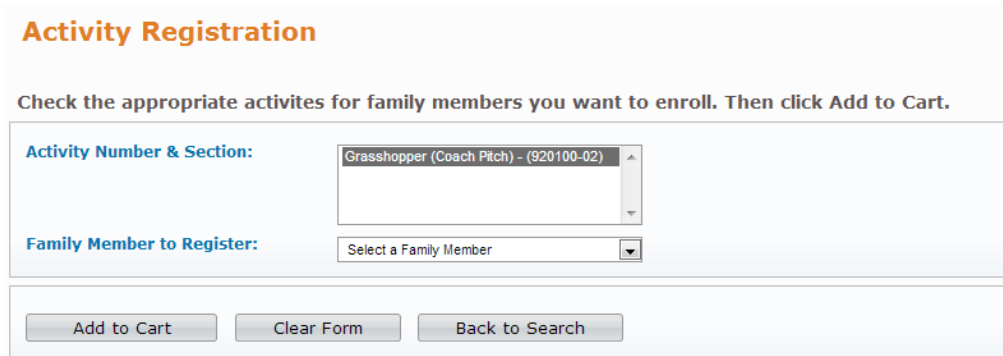
- In our example, we searched for 9 year old Baseball. There was only one match found.
- If we had just searched for Baseball and left the age field blank, baseball programs for all age groups would have displayed.

3. **Read** the Description, Age Ranges, Dates, Days, Times, Fees and Locations carefully to make sure this is really the class you want to sign up for.
4. If you want to enroll, select the **Shopping Cart Icon** (provided it has a green circle ) next to the desired program. A box will appear at the bottom of your browser screen. Click **Enroll Now** if you are pleased with the selection.

NOTE #1: If your search provided multiple results and you wish to enroll the same child into more than one of them, keep selecting the **Shopping Cart Icon** for each one. The additional activities will be added to the blue box.

NOTE #2: If you select an activity you do not want simply click on that activity's **Shopping Cart Icon** that has a red circle on it . This will remove it from the blue box.

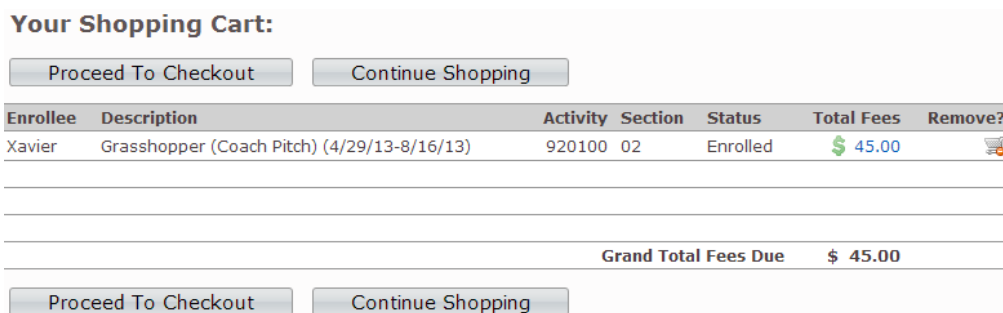
5. You will be taken to the screen below.




- The **Activity Number & Section** is already selected
- **Family Member to Register** from the drop down list. The default is *Select a Family Member* so you have to change this to the correct family member before you can proceed
- Click **Add to Cart**.

NOTE: : If **Activity Registration Questions** pop up please answer all of them and click **Submit**.

- You will proceed to the following shopping cart screen – **BUT – please note** – you are not officially “enrolled” in the class until you finish “checking out” of the web.



Enrollee	Description	Activity	Section	Status	Total Fees	Remove?
Xavier	Grasshopper (Coach Pitch) (4/29/13-8/16/13)	920100	02	Enrolled	\$ 45.00	
Grand Total Fees Due					\$ 45.00	

- Right now, this item is just sitting in your shopping cart. You are currently holding a spot in the class, but it doesn't completely become yours until after checkout
 - If you fail to check out, the space will be made available for another customer.
6. From here you have three or four options
- **Remove?:** If you change your mind you can remove an item from your **Shopping Cart** – to do so, click the **Shopping Cart Icon** on the **right** side of the screen next to the program you wish to remove

- **Continue Shopping**: If you have another child to enroll into a program click this and you will be returned to the search screen.
 - **Pay Old Balances**: This will only appear if there are other balances to be dealt with. Click it to add existing balances to your shopping cart
 - **Proceed to Check Out**:
7. If you are done adding activities, click **Proceed to Check Out**. The following screen will appear.

Begin Checkout

Summary of Charges	
New Charges In Shopping Cart:	\$ 45.00
Old Balances In Shopping Cart:	\$ 0.00
Total Balance for Household:	\$ 45.00
Minimum Amount Due Today:	\$ 45.00
Maximum Amount Due Today:	\$ 45.00

The Following Information is Required to Complete Your Transaction

Amount To Be Paid Today:

Using This Credit Card:

Billing Information	
First Name:	<input type="text" value="Jerron"/>
Last Name:	<input type="text" value="VSI"/>
Address:	<input type="text" value="3980 Grant Blvd"/>
City:	<input type="text" value="Essex Jct"/>
State:	<input type="text" value="VT"/>
Postal/Zip Code:	<input type="text" value="05443"/>
Home Phone w/area code:	<input type="text" value="(802)555-2728"/>
Email:	<input type="text" value="tims@vermontsystems.com"/>
Re-Enter Email:	<input type="text" value="tims@vermontsystems.com"/>

Click 'Continue' to continue the payment authorization process and generate a confirmation receipt.

8. Confirm the **Amount To Be Paid Today**
9. Select the proper credit card type in the **Using This Credit Card**.
10. Verify the **Billing Information** in the section below

NOTE #1: All new web enrollments must be **paid in full**.

NOTE #2: You **cannot** pay **more than is due** on from this screen. You have to use the **Make Payments** on the Home Screen to add extra payment amounts.

11. Then click **Continue**. You will be taken to the Credit Card processing screen where you will enter your **Credit Card Number** and **Expiration Date** and enter/verify your **Billing Information** if different than what is prefilled for the Credit Card you are using.

Amount to be charged: **\$45.00**

Please Enter Your Billing Information Below:

Required fields are marked with an asterisk (*).

NOTICE: It is the policy of Plug & Pay Technologies, Inc to respect the privacy of its customers and the people doing business through its service. As such all information presented here WILL NOT be sold or distributed to any party other than the merchant you have currently elected to do business with.

Name:* Jerron VSI

Billing Address:* 3980 Grant Blvd

Line 2:

City:* Essex Jct

State/Province:* Vermont

International Province:

ZipCode/Postal Code:* 05443

Country: UNITED STATES

Card Type: Visa

Credit Card #:*

Credit Card CVV/CVC:* Required for Visa/Mastercard. [Click Here For Help](#)

Exp. Date:* Month Year

Email Address:* tims@vermontsystems.com

[Privacy & Security Policy](#)

12. If all looks good, click **Submit Payment** on this screen and your credit card will be authorized and your receipt will be generated.
13. You will be taken to a **"WARNING"** screen. It tells you not to use your Web Browser's Refresh or Back Buttons or you may be double charged on your card for this transaction. Once the authorization process is complete you will come to this screen

Your Online transaction is complete. Please select an option below to continue.

All receipts are in .PDF format and require Adobe Acrobat Reader. Your browser must allow pop-ups to view receipts correctly. [Click here to download free Acrobat Reader software from Adobe.com.](#)

Email confirmation sent to:
tims@vermontsystems.com

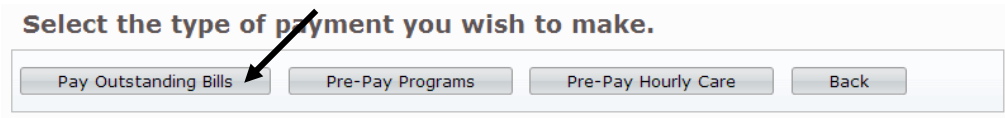
Your Confirmation Receipt was sent to the above email. If you would like to send it to a different address, enter in a new email and click Submit.

- An email confirmation with a .PDF copy of the receipt attached has been sent to the email showing on the right side
- You can view your receipt onscreen by clicking **View Confirmation Receipt**.

14. Buttons below allow you to **Continue Shopping**, **Return to the Home Page**, or **Logout**.

How to Pay An Existing Balance on the Web

1. From the Home Screen click **Make Payments** to go to this screen



2. Click **Pay Outstanding Bills**. A listing of your household's outstanding CYs balances will be displayed.

- For our example below, we want to pay for the program with the \$200.00 balance.

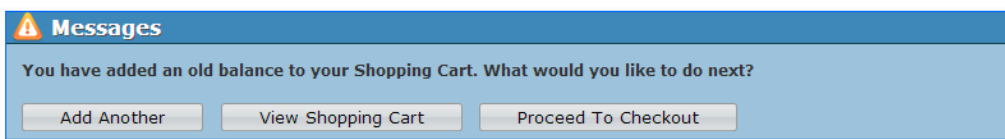
Below are all outstanding balances for your household.

Use the shopping cart icon to select an item for payment.

If you have a question about your balance, please contact the appropriate center

Enrollee	Activity-section	Description	Where	When	Status	As Of	QA	Balance
William	911065-01	CampSA Holiday	Chapel Drive SAS	12/24/2012-12/28/2012 06:00 - 18:00	Enrolled	12/13/2012		10.00
Anne	911065-02	CampSA Holiday	Chapel Drive SAS	12/31/2012-01/04/2013 06:00 - 18:00	Enrolled	12/13/2012		200.00

3. Click on the **Shopping Cart** icon next to the program you wish to pay. The following message will appear:



4. If you wish to select another balance to pay, click **Add Another** and repeat Step 2.
5. If you want to check on your transactions for the day, you can click **View Shopping Cart** to proceed to the **Your Shopping Cart** screen

Your Shopping Cart:

Proceed To Checkout Continue Shopping Pay Old Balances

Enrollee	Description	Activity	Section	Status	Total Fees	Remove?
Anne	CampSA Holiday (12/31/12-1/4/12)	911065	02	Enrolled	\$ 200.00	
Grand Total Fees Due					\$ 200.00	
Total Old Balances Not in Shopping Cart					\$ 10.00	

Proceed To Checkout Continue Shopping Pay Old Balances

6. From here you have three or four options

- **Remove?:** If you change your mind you can remove an item from your **Shopping Cart** – to do so, click the **Shopping Cart Icon** on the **right** side of the screen next to the program you wish to remove.
- **Continue Shopping:** If you have another child to enroll into a program click this and you will be returned to the search screen.
- **Pay Old Balances:** This will only appear if there are other balances to be dealt with. Click it to add existing balances to your shopping cart
- **Proceed to Check Out:**

NOTE: If there is a \$100 CDC balance and a \$50 SA balance and you only want to pay \$100 on the web applying \$50 paid to each class you must do so as two separate transactions.

7. Once you have selected all the balances you wish to pay, click **Proceed to Checkout**. The following screen will appear.

Begin Checkout

Summary of Charges	
New Charges In Shopping Cart:	\$ 0.00
Old Balances In Shopping Cart:	\$ 200.00
Total Balance for Household:	\$ 200.00
Minimum Amount Due Today:	\$ 0.00
Maximum Amount Due Today:	\$ 200.00

The Following Information is Required to Complete Your Transaction

Amount To Be Paid Today:

Using This Credit Card:

Billing Information

First Name:

Last Name:

Address:

City:

State:

Postal/Zip Code:

Home Phone w/area code:

Email:

Re-Enter Email:

Click 'Continue' to complete your transaction and generate a confirmation receipt.

8. Confirm the **Amount To Be Paid Today**

9. Select the proper credit card type in the **Using This Credit Card**.

10. Verify the **Billing Information** in the section below

NOTE: You **cannot** pay **more than is due** on from this screen. You have to use the **Make Payments** on the Home Screen to add extra payment amounts.

11. Then click **Finish**. You will be taken to the Credit Card processing screen where you will enter your **Credit Card Number** and **Expiration Date** and enter/verify your **Billing Information** if different than what is pre-filled for the Credit Card you are using.

Amount to be charged: **\$200.00**

Please Enter Your Billing Information Below:

Required fields are marked with an asterisk (*).

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Name:*

Billing Address:*

Line 2:

City:*

State/Province:*

International Province:

ZipCode/Postal Code:*

Country:

Card Type: Visa

Credit Card #:*

Credit Card CVV/CVC:* Required for Visa/Mastercard. [Click Here For Help](#)

Exp. Date:*

Email Address:*

[Privacy & Security Policy](#)

12. If all looks good, click **Submit Payment** on this screen and your credit card will be authorized and your receipt will be generated.
13. You will be taken to a **"WARNING"** screen. It tells you not to use your Web Browser's Refresh or Back Buttons or you may be double charged on your card for this transaction. Once the authorization process is complete you will come to this screen

Your Online transaction is complete. Please select an option below to continue.

All receipts are in .PDF format and require Adobe Acrobat Reader.
Your browser must allow pop-ups to view receipts correctly.
[Click here to download free Acrobat Reader software from Adobe.com.](#)

Email confirmation sent to:

Your Confirmation Receipt was sent to the above email. If you would like to send it to a different address, enter in a new email and click Submit.

- An email confirmation with a .PDF copy of the receipt attached has been sent to the email showing on the right side
- You can view your receipt onscreen by clicking **View Confirmation Receipt**.

14. Buttons below allow you to **Continue Shopping**, **Return to the Home Page**, or **Logout**.

How to **Pay An Existing Balance** on the Web

1. From the Home Screen click **Make Payments** to go to this screen

Select the type of payment you wish to make.

Pay Outstanding Bills
Pre-Pay Programs
Pre-Pay Hourly Care
Back

2. Click **Pre-Pay Programs** or **Pre-Pay Hourly Care**. A listing of your household's outstanding CYS balances will be displayed.

- For our example below, we want to **Pre-Pay Hourly Care**.

Enter An Amount To Add To Your Hourly Care Account:

Current Hourly Care Balance:

Amount To Add

Add

NOTE: The Current Program or Hourly Care Balance will always be zero or negative (credit) balance. If there is an outstanding balance for area you chose that will need to be paid off first as a separate transaction. You will get the message below if that is the case

Messages

There is a balance on your account and can not continue. Please pay off any previous balance(s) before adding a credit to your account.

Back

3. Enter the amount you wish to pay in the **Amount To Add** field
4. Click on the **Add** button to proceed to the **Your Shopping Cart** screen

Your Shopping Cart:

Proceed To Checkout
Continue Shopping
Pay Old Balances

Purchaser	Description	Total Fees	Remove?
Tim	Add To Pass Visit Balance	\$ 25.00	
Grand Total Fees Due		\$ 25.00	
Total Old Balances Not in Shopping Cart		\$ 10.00	

Proceed To Checkout
Continue Shopping
Pay Old Balances

5. From here you have three or four options
 - **Remove?:** If you change your mind you can remove an item from your **Shopping Cart** – to do so, click the **Shopping Cart Icon** on the **right** side of the screen next to the program you wish to remove.
 - **Continue Shopping:** If you have another child to enroll into a program click this and you will be returned to the search screen.
 - **Pay Old Balances:** This will only appear if there are other balances to be dealt with. Click it to add existing balances to your shopping cart
 - **Proceed to Check Out:**
6. Once you have everything that you expect to be in your cart, click **Proceed to Checkout**. The following screen will appear.

Begin Checkout

Summary of Charges	
New Charges In Shopping Cart:	\$ 0.00
Old Balances In Shopping Cart:	\$ 0.00
Total Balance for Household:	\$ 25.00
Minimum Amount Due Today:	\$ 25.00
Maximum Amount Due Today:	\$ 25.00

The Following Information is Required to Complete Your Transaction

Amount To Be Paid Today:

Using This Credit Card:

Billing Information	
First Name:	<input type="text" value="Tim"/>
Last Name:	<input type="text" value="Applegate"/>
Address:	<input type="text" value="12 Marketplace"/>
City:	<input type="text" value="Fort Anywhere"/>
State:	<input type="text" value="NY"/>
Postal/Zip Code:	<input type="text" value="12012"/>
Home Phone w/area code:	<input type="text" value="(877)883-8757"/>
Email:	<input type="text" value="tapplegate@gmail.com"/>
Re-Enter Email:	<input type="text" value="tapplegate@gmail.com"/>

Click 'Continue' to continue the payment authorization process and generate a confirmation receipt.

7. Confirm the **Amount To Be Paid Today**
8. Select the proper credit card type in the **Using This Credit Card**.
9. Verify the **Billing Information** in the section below

NOTE: You **cannot** pay **more than is due** on from this screen. You have to use the **Make Payments** on the Home Screen to add extra payment amounts.

10. Then click **Continue**. You will be taken to the Credit Card processing screen where you will enter your **Credit Card Number** and **Expiration Date** and enter/verify your **Billing Information** if different than what is prefilled for the Credit Card you are using.

Amount to be charged: **\$25.00**

Please Enter Your Billing Information Below:

Required fields are marked with an asterisk (*).

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Name:*

Billing Address:*

Line 2:

City:*

State/Province:*

International Province:

ZipCode/Postal Code:*

Country:

Card Type: Visa

Credit Card #:*

Credit Card CW/CVC:* Required for Visa/Mastercard. [Click Here For Help](#)

Exp. Date:*

Email Address:*

[Privacy & Security Policy](#)

11. If all looks good, click **Submit Payment** on this screen and your credit card will be authorized and your receipt will be generated.
12. You will be taken to a **"WARNING"** screen. It tells you not to use your Web Browser's Refresh or Back Buttons or you may be double charged on your card for this transaction. Once the authorization process is complete you will come to this screen

Your Online transaction is complete. Please select an option below to continue.

[View Confirmation Receipt \(in .PDF format\)](#)

All receipts are in .PDF format and require Adobe Acrobat Reader. Your browser must allow pop-ups to view receipts correctly. [Click here to download free Acrobat Reader software from Adobe.com.](#)

Email confirmation sent to:

Your Confirmation Receipt was sent to the above email. If you would like to send it to a different address, enter in a new email and click Submit.

- An email confirmation with a .PDF copy of the receipt attached has been sent to the email showing on the right side
- You can view your receipt onscreen by clicking **View Confirmation Receipt**.

13. Buttons below allow you to **Continue Shopping**, **Return to the Home Page**, or **Logout**.