

22 - CYMS Quick Guide – Payments (Updating Charges) (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)

When to Use: To increase or decrease the amount a family has already been charged for services or to charge late payment fees.

Reasons for updating **activity** charges include:

- Fixing a household that was **accidentally over or under charged**
- Adding a late payment fee (although this can also be done in bulk)
- Adjusting fees on a household for a child who will be **leaving care** and has already been billed

Reasons for updating **pass/visit** charges include:

- Adjusting **hourly or late pickup fees** that have already been charged
- Charging **hourly fees** (if you swiped someone in and out as full day when they should have been hourly)

Updating Activity Charges:



1. Click the **Global Cancel/Change** button.
 2. Select the sponsor or child
 3. Highlight the activity/enrollment that needs to be changed.
 4. Click **Update Charges**.
 5. Right click in the **Fee Amt** column next to the correct **Activity Bill Code**.
 6. A **Fee Adjustment** box will pop up. Type in the amount you wish to add to or subtract from the account. (Note: To subtract, include a minus sign, such as **200.00-**.)
 7. Click **OK** (the system will do the math for you).
 - **** Remember:** The value you see displayed in the **Fee Amt** field is the **cumulative total** of everything the Sponsor has ever been charged for this enrollment. **For example:** If the Sponsor is charged \$100 per month on this enrollment and has already been charged for six months, the **Fee Amt** field will display \$600. If the Sponsor was overcharged one month by \$25 you would right-click in the **Fee Amt** column and enter **25.00-** in the **Fee Adjustment** box. When you click OK, the **Fee Amt** field should show \$575.
- ** If you are manually charging someone a late payment fee (realize this can be done in bulk):**
- Go to the **Fee Amount** field in the **second row** – across from the **Late Payment Bill Code**. Right-click in the **Fee Amt** column, type the amount you wish to add in the **Fee Adjustment** box. Click **OK**. The system will do the math for you.
 - If the original amount was \$0 and your late fee is \$10, \$10 will appear in the column after you click OK.
 - If the original amount was \$20, it should show \$30 after you click OK.

NOTE: You can also highlight and overwrite the amount in the field. This was the previous method for doing this process. If the Fee Amt field says \$600, you could highlight the \$600 and type in the \$575. **HOWEVER**, to minimize math errors, we recommend using the **Fee Adjustment** box and letting the system automatically add or subtract the adjustment.

8. To finish the transaction, click **OK**.

9. Repeat **Steps 1-8** to Update Charges on additional line items, if necessary.
10. Click **Payment** (or **Refund** if the adjustment resulted in a negative balance.)
11. You will receive a message detailing the changes you've made. Review them and, if correct, click **Yes**.
12. If you are **not** making a Payment at this time, click **OK** and then **Process**.
13. If you are making a payment, enter the amount paid in the **New Amt Paid** field where it meets the **Actv Reg:** row, and click **OK**.
14. Choose the **Pay Code**.
15. Always enter a **Pay Ref** that indicates why you are changing this household's fees. This is very important for your audit trail!
16. Click **Process** or **No Print** to complete the transaction.

Updating Pass/Visit Charges (for Hourly Fees and Late Pickup Fees):



1. Click the **Pass Visit Update** button.
2. Click **Continue**.
3. Select the sponsor or child.
4. Highlight the visit that needs to be changed and click **Update Visit**.
5. Right click in either the **Visit Fee** field (to adjust and Hourly fee) or the **Late/Guest** field (to adjust a Late Pickup fee).
6. A **Fee Adjustment** box will pop up. Enter the amount you wish to add or subtract and click OK – the system will do the math for you! **Note:** To subtract, include a minus sign, such as **10.00-**. Also, the **Count** should always be left at 1 and never be greater than 1. If you add a fee on the Late/Guest side, you may need to change the value to 1 (from 0) but again, the value should never be more than 1.
NOTE: You can also highlight and overwrite the amount in the field. This was the previous method for doing this process. If the Visit Fee amount field says \$10 you could simply type over it and make it 20.00. HOWEVER, to minimize math errors, we recommend using the **Right Click/Fee Adjustment** method.
7. Repeat **Steps 1-6** to adjust fees on other visits as necessary.
8. Click **OK**.
9. Click **Payment** (or **Refund** if the adjustment resulted in a negative balance).
 - If you ended up on a payment screen and **no payment** is being made at this time, leave all **Paid** fields at “0.00” and click **OK**. Go to **Step 10** below.
 - If the parent is making a **payment**, enter the amount paid in the **Visit Paid** field, located on the **RIGHT-HAND SIDE** of the screen and click **OK**.
 - If you ended up on a refund screen, choose a Refund Type:
 - **Apply to Household (Pay Code 99)**. This is usually the default code.
 - **Refund Now (be sure to select the appropriate Refund Code – cash, check, etc)** – this means you are giving the customer a refund *directly out of your cash drawer*. This method is rarely used.
 - **Refund Finance (Pay Code 98)**. Process through CYMS, then prepare your paperwork for Finance (or use the Free Form toggle in the Reference Address box at the right of the screen to add the refund address to the receipt).
10. Enter a **Pay Code if paying** or a **Ref Code if you chose Refund Now** from the Refund screen.
11. Enter a **Pay Ref** explaining why the adjustment is being made. This is very important for your audit trail!
12. Click **Process** or **No Print**.

