

73 - CYMS Quick Guide – Youth - Canceling From an Activity (Sports / Classes) (10.3 – Updated May 2011)

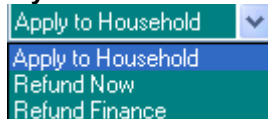
Daily Processing Device Assumption: Global Sales Default = **Clerk's Payment Screen**
(For guidance on *Daily Processing Device Assumption*, See CQG #01c – Daily Processing Device)

When to Use: When cancelling a child from a youth activity, instructional class or School Age Camp with a full refund, a partial refund or no refund.

Cancel -- With a Full Refund:



1. Click the **Global Cancel/Change** button.
2. Select the household.
3. Highlight the activity/enrollment to be cancelled.
4. If Army, click the **Payment History** button. If any portion of the enrollment was paid using AFC Benefits or a Discount/Agency pay code, refer to guide **CTG-07e AFC SKIES-Sports** and section Cancelling a Child from an AFC SKIES/Sports Activity. Click **Back**.
5. Click **Cancellation/Void**.
6. Enter a reason in the blue field if desired.
7. The **Refund Amt** field should show the full amount of the activity fee to be refunded. If it doesn't, zero out the **Surcharge Amt** field.
 - The Surcharge Amount is how much you are keeping. If everything is going to be refunded to the customer, this field should be **\$0**.
8. Click **OK**. Click **Yes**.
9. Click **Payment** or **Refund** and **Yes** to Continue.
10. **If you clicked Payment**, enter a **New Amount Paid** if appropriate, click **OK**, make a **Pay Reference** and click **Process**.
11. **If you clicked Refund**, click **Yes** and choose how you wish to refund the family.



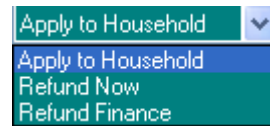
12. **Apply to Household** puts the credit onto the household to be used against future charges. **Refund Now** implies you are going to refund the customer from your cash drawer. **Refund from Finance** implies finance will cut the parent a check. In most cases, apply to household is selected.
13. Click **Print** or **No Print**.

Cancel -- With a Partial Refund:



1. Click the **Global Cancel/Change** button.
2. Select the household.
3. Highlight the activity/enrollment to be cancelled.
4. If Army, click the **Payment History** button. If any portion of the enrollment was paid using AFC Benefits or a Discount/Agency pay code refer to guide **CTG-07e AFC SKIES-Sports** and section Cancelling a Child from an AFC SKIES/Sports Activity. Click **Back**.
5. Click **Cancellation/Void**.
6. Enter a reason in the blue field if desired.
7. In the **Surcharge Amt** field, enter the amount that you are keeping. This will change the **Refund Amt** field appropriately.
8. Click **OK**. Click **Yes**.

9. Click **Payment** or **Refund** and **Yes** to Continue.
10. **If you clicked Payment**, enter a **New Amount Paid** if appropriate, click **OK**, make a **Pay Reference** and click **Process**.

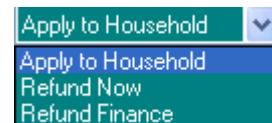


11. **If you clicked Refund**, choose how you wish to refund the family.
12. **Apply to Household** puts the credit onto the household to be used against future charges. **Refund Now** implies you are going to refund the customer from your cash drawer. **Refund from Finance** implies finance will cut the parent a check. In most cases, apply to household is selected.
13. Click **Print** or **No Print**.

Cancel -- With No Refund:



1. Click the **Global Cancel/Change** button.
2. Select the household.
3. Highlight the activity/enrollment to be cancelled.
4. If Army, click the **Payment History** button. If any portion of the enrollment was paid using AFC Benefits or a Discount/Agency pay code refer to guide **CTG-07e AFC SKIES-Sports** and section Cancelling a Child from an AFC SKIES/Sports Activity. Click **Back**.
5. Click **Cancellation/Void**.
6. Enter a reason in the blue field if desired.
7. Enter the amount you are keeping (the amount the customer paid) in the **Surcharge Amt** field.
8. Click **OK**. Click **Yes**.
9. Click **Payment** or **Refund** and **Yes** to Continue
10. **If you clicked Payment**, enter a **New Amount Paid** if appropriate, click **OK**, make a **Pay Reference** and click **Process**.



11. **If you clicked Refund**, choose how you wish to refund the family.
12. **Apply to Household** puts the credit onto the household to be used against future charges. **Refund Now** implies you are going to refund the customer from your cash drawer. **Refund from Finance** implies finance will cut the parent a check. In most cases, apply to household is selected.
13. Click **Print** or **No Print**.