

21c - CYMS Quick Guide – Payments (Reversals) (10.3 – Updated May 2011)

When to Use: There are several reasons to do a payment reversal:

- You entered the wrong payment type at the time of payment
- You made a payment for more than the customer gave you
- You made a payment to the wrong household

A Payment Reversal does two (2) things:

- First, it takes the wrong payment out of your drawer.
- Second, it makes the household owe the money again.

Activity Payment Reversal:



1. Click the **Global Payment Reversal** button.
2. Select the sponsor or child
3. Click **OK**.
4. Enter the amount being reversed in the **Reversal Amt** field where it meets the **Actv Reg:** row at the top of the screen.
5. In the **Rev Code** field, choose the Pay Code to be reversed. For example: If a customer paid with check (Pay Code 1), but you input into CYMS as Cash (Pay Code 2) your Reversal Code would be '2' for Cash. **Your goal is to back out the incorrect payment.**

NOTE: If you have any doubts about what the original Pay Code or circumstances were – please don't guess:

- Click the **View Prev** button (for a quick glance at payment history) OR
- Cancel out of the transaction and click Household Inquiry, look up your family, click Txn History and determine how you took the payment.

6. Enter a **Reversal Ref** explaining why this action was required. This is very important for your audit trail.
7. Click **Print** or **No Print**.
8. If you are reversing less than the **Total Amount Paid**, you will be asked if you wish to be taken to a **Manual Reversal screen**: Click **Yes**.
 - If what you are reversing applies to only one activity, highlight that activity and click **Full Rev**.
 - If you need to reverse the money from more than one activity: highlight the first activity and click **Partial Rev**. Enter the amount to reverse for that activity, then click **OK**, then repeat the process for the next activity.

NOTE: Once you arrive at the Manual Reversal screen, you cannot exit until the **Amount Left to Reverse** is \$0.

9. Click **Done**.

REMEMBER: If you did the reversal because the original payment was made using the wrong pay code, you **now** need to make the correct payment with the proper pay code in Global Sales.

Pass (Hourly or Late Pick-up) Payment Reversals:



1. Click the **Global Payment Reversal** button.
2. Select the sponsor or child
3. Click **OK**.
4. On the **RIGHT-HAND SIDE of the screen**: Enter the amount being reversed in the **D/V Rev Amt** field where it meets the **Pass Mgt**: row a – the **third row down**.
5. In the **Rev Code** column, choose the Pay Code to be reversed. For example: If a customer paid with check (Pay Code 1), but you input into CYMS as Cash (Pay Code 2) your Reversal Code would be '2' for Cash. **Your goal is to back out the incorrect payment.**

NOTE: If you have *any* doubts about what the original Pay Code or circumstances were – please don't guess:

- Click the **View Prev** button (for a quick glance at payment history) OR
 - Cancel out of the transaction, click *Household Inquiry*, look up your family, click *Txn History* and determine how you took the payment.
6. Enter a **Reversal Ref** explaining why this action was required. This is very important for your audit trail.
 7. Click **Print** or **No Print**.
 8. If you are reversing less than the **Total Amount Paid**, you will be asked if you wish to be taken to a **Manual Reversal screen**: Click **Yes**.
 - If what you are reversing applies to only one visit, highlight that visit and click **Full Rev**.
 - If you need to reverse the money from more than one visit – highlight the first visit, click **Partial Rev**. Enter the amount to reverse for that visit under the appropriate section **VST Reversal** (for visit fees) or **Late Reversal** (for late pickup fees). Then click **OK** and repeat the process for the next visit.
 - **NOTE:** Once you arrive at the Manual Reversal Screen you cannot exit until the **Amount Left to Reverse** is \$0.00.
 9. Click **Done**.

REMEMBER: If you did the reversal because the original payment was made using the wrong pay code, you **now** need to **make the correct payment with the proper pay code in Global Sales.**