

CYMS TRAINING GUIDE

CTG-A02 - TRANSITIONING CHILDREN

Updated Apr 04

THE PROCESS:

There are many reasons for transitioning children. Different "moves" require different steps in CYMS. This guide contains four representative scenarios and the steps that need to be taken in CYMS to successfully transition a child:

- 1) A child is leaving post (PCS)
- 2) A child is moving from an FCC home to a CDC
- 3) A child is changing locations (where the cost center changes):
 - a. From CDC to SAS
 - b. From one CDC or SAS to another CDC or SAS
- 4) A child is moving from one FCC home to another FCC home (or from one 'like' CDC class to another 'like' CDC class)

SCENARIO 1 - A CHILD IS LEAVING POST (PCS)

Overview

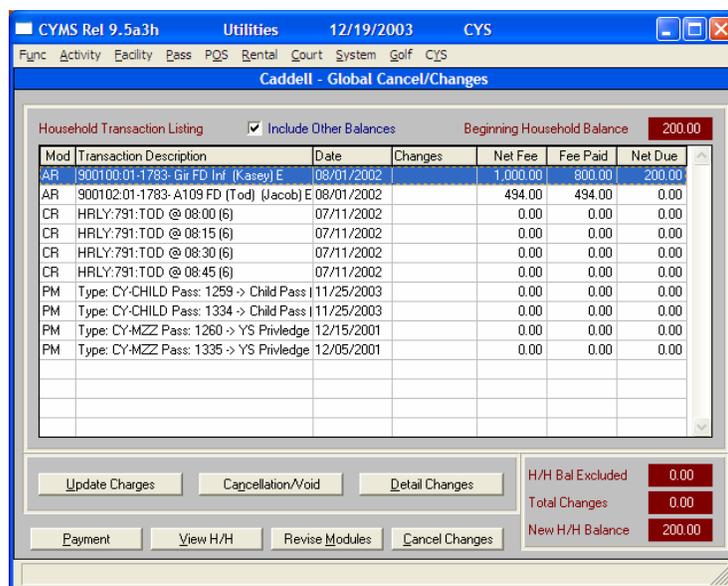
- 1 Go to Daily → Global → Global Cancel/Changes (Indiv). This process is used to adjust fees. See the Detail section below to determine if this step applies.
- 2 Go to Period End → Activity → Activity Roster Maintenance → Roster Transfer To History (Indiv). This process moves the child from the current roster to the previous roster (history).
- 3 Go to Files → Pass → Pass Member Maintenance. Expire the Child's pass(es). This will help keep them from showing on certain reports (e.g., Shot Report, Health Assessment/Physical Report, etc.).

Details

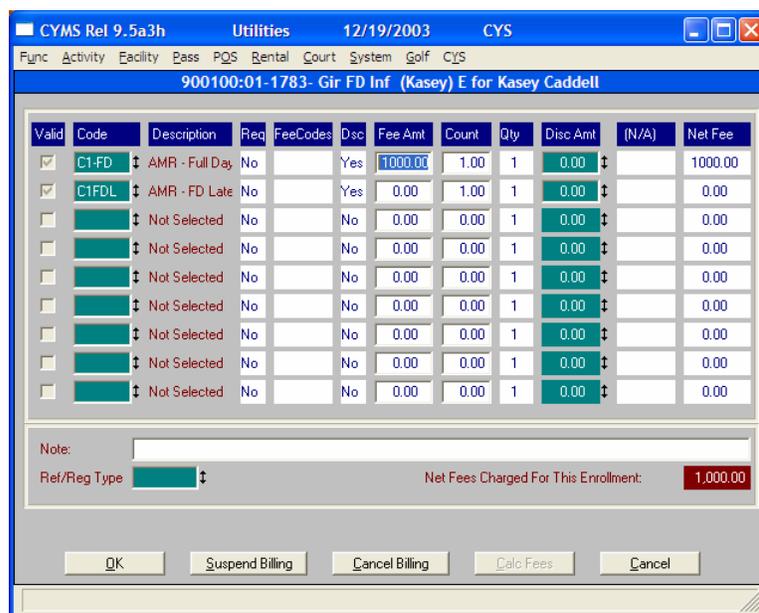
When someone is leaving post, you may have to adjust the person's fees before removing him or her from the current roster. Failure to adjust the fees will cause invalid previous balances and/or inflated revenue figures.

- 1 **Adjust the household balance using Global Cancel/Changes, Update Charges.** This step should be performed immediately after the billing process so when the household comes in to pay, the balance is correct. To know how much to adjust the balance, you first need to gather some information. If you need help figuring how much to reduce the customer's balance, please refer to the To Figure How Much To Reduce The Customer's Balance section at the end of this document.

To adjust the household balance, go to Daily → Global → Global Cancel → Changes (Indiv). Click **Name Lookup**, find the household and select it.

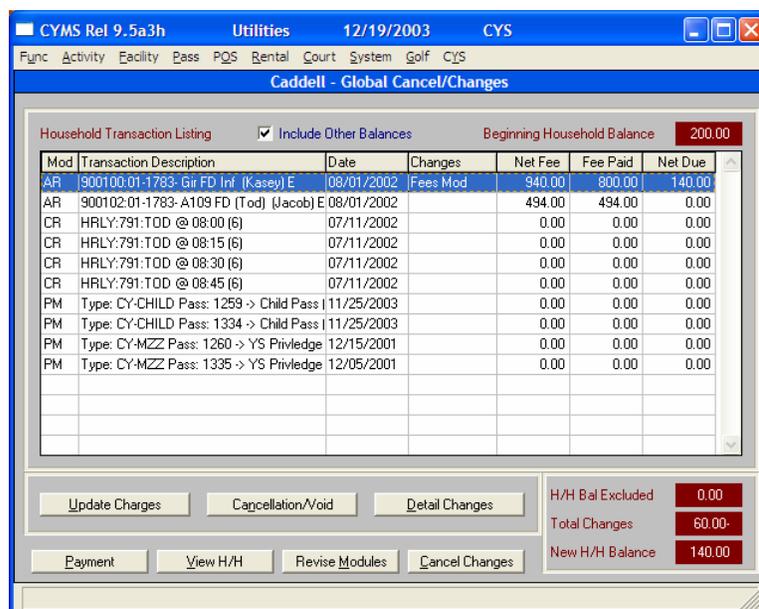


Highlight the enrollment you want to work with and click **Update Charges**.



Press **Tab** to move to the **Fee Amount** column. The dollar amount in this column reflects the **total cumulative amount billed** on this enrollment, not just one billing's worth.

If the household was overcharged by \$60, you need to change \$1,000 to \$940 (\$1,000 minus \$60), then click **OK**.

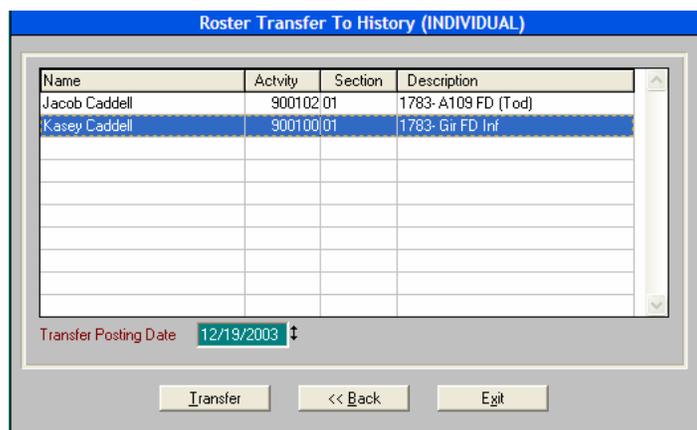


Repeat the above steps for any other CDC or SA enrollments the household may have.

To finish, click **Payment**. Respond to any screen messages. In Pay Ref 1 indicate why you are changing this customer's fees. Example: PCSing 4/10.

Then click **Print** or **No Print**.

- 2 **Transfer to history**. This step should be done on the evening of the child's last day or the morning after. This process moves the child to 'history' and frees up a place on the roster. Failure to move children will cause them to be charged for a program they are no longer in. Go to Period End → Activity → Activity Roster Maintenance → Roster Transfer To History (Indiv). Lookup the household and select it.



Click on the roster\child that is PCSing, then **Transfer** and **Yes** to continue.

Note: The transfer to history process moves the child from the current roster to the previous roster (history). Any balance still owed on that enrollment will become a previous balance on the household. To verify the child was successfully moved to history, refer to the To Verify the Child was Moved from the Current Roster to the Previous Roster (History) section of this document.

- To expire the child's pass(es), go to Files → Pass → Pass Member Maintenance. Look up the child and select him or her.

Pass Num	Pass Type	Member Date	Expire Date	Status	Vst Left	Renewals	Last Vst Date	Last Vst Time	Partial
1259	CY-CHILD	11/25/2003	11/25/2004	Actv	N'App	1	07/11/2002	12:16	No Fe
1260	CY-MZZ	12/15/2001	11/25/2004	Actv	N'App	0		00:00	No Fe

Highlight the pass you wish to expire and click **Select**.

Kasey Caddell - Detail For Pass ==> 1259

Core Info Finance/Features Fees/Charges Golfer Info

Type: **CY-CHILD** Child Pass Current Pass Status: **Active**

Original Membership Date: 05/20/2002 Last Visit Date: 07/11/2002

Current Membership Date: 11/25/2003 Last Visit Check-In Time: 12:16

Current Expiration Date: 11/25/2004 Last Visit Check-Out Time: Not Apply

Beginning Suspension Date: / / Current Visits: 0.00 Prch Vst Left: 0.00

Ending Suspension Date: / / Lifetime Visits: 0.00

Membership In Months: 12 Current Renewal Count: 1 Free Hrs Left: 0.00

User Id That Sold Pass: CYS Associated Guest Visits: 0.00 Prch Hrs Left: 0.00

Comment: [Redacted]

Next Done Cancel

In the **Current Expiration Date** field, select yesterday's date and change the **Current Pass Status** to Expired. In the **Comment** field, enter a note explaining why you are expiring the pass.

Click **Done**. Repeat steps for all active passes for this child.

SCENARIO 2 - A CHILD IS TRANSITIONING FROM AN FCC HOME TO A CENTER

Overview

- 1 Go to Period End → Activity → Activity Roster Maintenance → Roster Transfer To History (Indiv). This process moves the child from the current roster to the previous roster (history).
- 2 Go to Daily → Activity → Activity Registrations. This process is used to enroll the child into his new program.

Details

A child is transitioning from an FCC home to a center slot. Since no money is transacted through CYMS for FCC, you don't need to adjust any fees before transferring the child to history.

In this example, Joey Smith is moving from Ms. Jeffries home to a center-based infant class. The child will be leaving the provider on 4/8 and starting in the infant room on 4/12.

- 1 On 4/8, you will move the child to history to free up a place on the FCC roster.
Go to Period End → Activity → Activity Roster Maintenance → Roster Transfer To History (Indiv). Look up the household and select it. Click on the child's enrollment for Ms. Jeffries and click **Transfer**, and click **Yes** to continue.

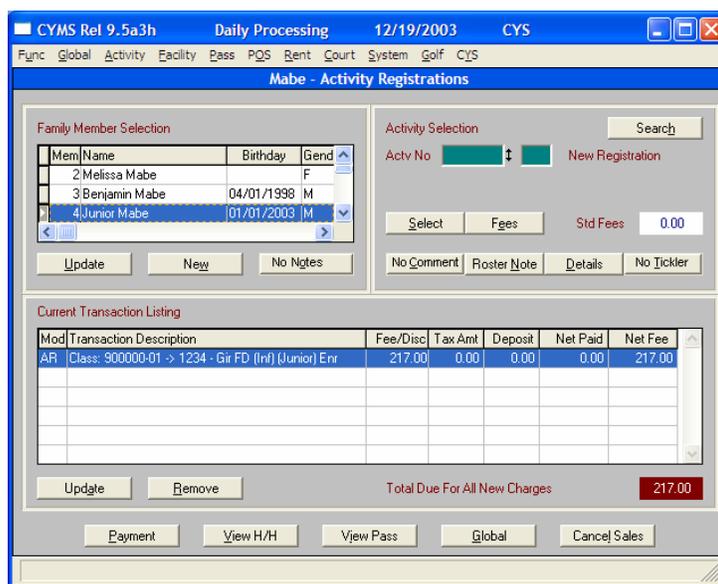
Note: Refer to Scenario 1 for a Transfer to History screen shot.

- 2 To enroll the child into their new program at the center, go to Daily → Global → Global Sales. Look up the household and select it. Click **Program Registrations**.

Highlight the child and right-click in the **Activity No** field. Highlight the activity and click **Select**. On the Activity Registrations screen, click **Select** and respond to any messages.



When the **Enrollment Start Date** appears, enter 4/12. The system will prorate the enrollment for the rest of the month (not just until the 15th) and move the enrollment into the Current Transaction Listing browser box ("shopping cart") at the bottom of the screen. Behind the scenes, the system will set up an installment bill with a billing start date of 5/1/04.



To finish the enrollment, click **Payment**. On the Payment screen, click **Print** or **No Print**.

SCENARIO 3 - A CHILD IS TRANSITIONING FROM CDC TO SAS OR FROM ONE CDC TO ANOTHER

A child is transitioning from CDC to SA, or from one CDC to a different CDC (one cost center to another), or from one SA to a different SA (one cost center to another).

Overview

- 1 Go to Daily → Global → Global Cancel/Changes. This process is used to adjust fees. See the Detail section below to determine if this step applies.
- 2 Go to Period End → Activity → Activity Roster Maintenance → Roster Transfer To History (Indiv). This process moves the child from the current roster to the previous roster (history).
- 3 Go to Daily → Activity → Activity Registrations. This process is used to enroll the child into his new program.
- 4 Go to Daily → Pass → Pass Transfers. If the child is moving from CDC to SA, you will need to use this process to issue the child a SA pass.

Note: Do NOT use Pass Registration to issue the SA pass. If you do, the child will then have a CDC and a SA pass. No one should have both a CDC and a SA pass.

Details

In this example, the child is transitioning from CDC to SA. The child's last day in the center will be 4/10 and he will be starting in the other center on 4/12. On 4/1 the installment billing process was run and the household was charged \$200 for their kinder program. Their billing frequency is bi-weekly.

Note: When the billing is run it bills forward. So, on 4/1 it charged the household through the 14th. If the household's last day at the CDC is 4/10, their household balance needs to be adjusted before transferring the child to history.

- 1 Adjust the household balance using Global Cancel/Changes, Update Charges. This step should be performed immediately after the billing process so when the household comes in to pay, the balance is correct. To know how much to adjust the balance, you need to gather some information. If you need help figuring how much to reduce the customer's balance, please refer to the To Figure How Much To Reduce The Customer's Balance section at the end of this document.

To adjust the household balance, go to Daily → Global → Global Cancel Changes. Click **Name Lookup**, find the household and select it.

Click Update Charges and reduce the Fee Amount by \$60. For example, if the fee amount = \$1,000, make it \$940. Click **OK**, then click **Payment**. Click **Yes** to screen messages, make a Pay Reference as to why you changed the fees and click **Print** or **No Print** to finish.

Note: Refer to Scenario 1 for Global Cancel/Change Update Charge screen shots.

- 2 At the end of 4/10 or early 4/11, you will move the child to history to free up a place on the CDC roster. Failure to remove the child from the roster will cause the household to be charged for a program they are no longer in.

Go to Period End → Activity → Activity Roster Maintenance → Roster Transfer To History (Indiv). Look up the household and select it. Click on the enrollment that the child is transferring from and click **Transfer**, then click **Yes** to continue.

Note: Refer to Scenario 1 for Transfer to History screen shots.

Note: The transfer to history process moves the child from the current roster to the previous roster (history). Any balance still owed on that enrollment will become a Previous Balance on the household. To make a payment against a Previous Balance, go to Daily → Global → Prev Year Payments.

To verify that the child went from the current roster to the previous roster, go to Inquiry → Activity → Section Inquiry. Highlight the program and click **Roster**. The roster Year Option defaults to the Current Year. The child you just transferred should not appear here. Change the Year Option to Prev Year and you should see the child. If needed, refer to the screen shots of this process in the To Verify That the Child Moved From the Current Roster to the Previous Roster section of this document.

- 3 To enroll the child into the new program at the other center, go to Daily → Global → Global Sales. Look up the household and select it. Click **Program Registrations**.

Highlight the child and right-click in the **Activity No** field. Highlight the activity and click **Select**.

On the Activity Registrations screen, click **Select** and respond to any messages. For this example, the child is starting at the other center on 4/12. When the **Enrollment Start Date** box appears, enter 4/12. The system will prorate the enrollment for the rest of the month (not just until the 15th) and move the enrollment into the Current Transaction Listing browser box ("shopping cart") at the bottom of the screen. Behind the scenes, the system will setup an installment bill with a billing start date of 5/1/04. To finish the enrollment, click **Payment**. On the Payment screen, click **Print** or **No Print**.

Note: Refer to Scenario 2 for Program Registration screen shots.

Since this child is moving from CDC to SA, you must process a **Pass Transfer**. Failure to do this will cause swiping problems for this child at the SA building.

Note: Do NOT use Pass Registration to issue the SA pass. If you do, the child will then have a CDC and a SA pass. No one should have both a CDC and a SA pass.

To issue the SA pass, go to Daily → Pass → Pass Transfers. Look up the household and select it.

The screenshot displays the 'Adams - Pass Transfers' window in the CYMS software. The window title is 'CYMS Rel 9.5a3h Daily Processing 12/19/2003 CYS'. The menu bar includes 'Func', 'Global', 'Activity', 'Facility', 'Pass', 'PQS', 'Rent', 'Court', 'System', 'Golf', and 'CYS'. The main area is titled 'Adams - Pass Transfers' and contains several sections:

- Family Member Selection:** A table with columns 'Pass #', 'Name', 'Type', and 'Expire Date'. It lists two entries: '1289 Stephanie Adams' (Type: CY-CHILD, Expire Date: 04/04/2004) and '1290 Stephanie Adams' (Type: CY-MZZ, Expire Date: 04/04/2004).
- Pass Type:** A dropdown menu set to 'New Registration'.
- Pass Details:** Fields for 'Pass No' (1289), 'Mem Date' (12/19/2003), 'Exp Date' (12/19/2003), and 'New Visits' (0). There are also fields for 'New Fees', 'Old Fees', 'Old Paid', and 'Net Fees', all showing 0.00.
- Current Transaction Listing:** A table with columns 'Mod', 'Transaction Description', 'Fee/Disc', 'Tax Amt', 'Deposit', 'Net Paid', and 'Net Fee'. It is currently empty.
- Summary:** At the bottom right, it shows 'Total Due For All New Charges' and 'Net Balance', both at 0.00.
- Buttons:** At the bottom, there are buttons for 'Payment', 'View H/H', 'View Pass', 'Global', and 'Cancel Sales'.

On the Pass Transfers screen, select the child that is linked to the Child pass and right-click in the **Pass Type** field. Select the SA pass.

The screenshot shows the 'Adams - Pass Transfers' window. The 'Family Member Selection' table lists two passes for Stephanie Adams: 1289 (CY-CHILD) and 1290 (CY-MZZ). The 'Pass Type' is set to 'CY-SAS' (School-Age Pass). The 'Pass No' is 1289. The 'Mem Date' is 12/19/2003 and the 'Exp Date' is 12/19/2004. The 'New Fees' are 0.00, 'Old Fees' are 0.00, 'Old Paid' is 15.00, and 'Net Fees' is 15.00. The 'Current Transaction Listing' table is empty. The 'Total Due For All New Charges' and 'Net Balance' are both 0.00.

Pass #	Name	Type	Expire Date
1289	Stephanie Adams	CY-CHILD	04/04/2004
1290	Stephanie Adams	CY-MZZ	04/04/2004

Mod	Transaction Description	Fee/Disc	Tax Amt	Deposit	Net Paid	Net Fee

On the Pass Transfers screen, if the amount in the **Net Fees** field is **NOT** zero, you will need to click **Fees** and change the **Fee Amt** appropriately to make the transaction net to zero.

Click **Select** to move the new pass into the Current Transaction Listing browser box.

The screenshot shows the 'Adams - Pass Transfers' window after the pass transfer. The 'Pass Type' is now 'New Registration'. The 'Pass No' is empty. The 'Mem Date' is 12/19/2003 and the 'Exp Date' is 12/19/2003. The 'New Fees' are 0.00, 'Old Fees' are 0.00, 'Old Paid' is 0.00, and 'Net Fees' is 0.00. The 'Current Transaction Listing' table now contains one entry: PM (Trns) Type: CY-SAS Pass: -> School-Age Pass (Steph) with a Net Fee of 0.00. The 'Total Due For All New Charges' and 'Net Balance' are both 0.00.

Mod	Transaction Description	Fee/Disc	Tax Amt	Deposit	Net Paid	Net Fee
PM	(Trns) Type: CY-SAS Pass: -> School-Age Pass (Steph)	15.00	0.00	0.00	15.00	0.00

Click **Payment** to finish. On the Payment screen, click **Print** or **No Print**.

SCENARIO 4 - A CHILD IS TRANSITIONING FROM ONE FCC HOME TO ANOTHER OR FROM ONE 'LIKE' CDC CLASS TO ANOTHER 'LIKE' CDC CLASS

A child is transitioning from one FCC home to another FCC home or from one 'like' CDC class to another 'like' CDC class. For example, the from class is full day and the to class is full day, the transition is taking place in the same center, and the bill code attached to both classes points to the same GL/cost center.

Overview

- 1 Go to Period End → *CYS* → *CYS Roster Reassignment*. This process transfers the child to history on the old program, enrolls the child into the new program, cancels the billing on the old program, and automatically sets up the installment bill on the new program. Misuse of the Roster Reassignment program can cause major financial problems. Use this program only for situations found in Scenario 4.

Details

In this example, a child is transitioning from a full day infant room to a full day pre-toddler room. The transition is taking place in the same center, and the bill code(s) on each class is identical—they point to the same GL and cost center.

- 1 Go to Period End → *CYS* → *CYS Roster Reassignment*. Look up the household and select it.

On the *CYS Roster Reassignment* Screen, highlight the child/enrollment that is being reassigned. In the **New Actv/Sec** field, right-click and highlight the new class this child is being assigned to and click **Select**.

Name	Activity	Section	Description
Nathaniel Grabinski	900100	01	1783- Gir FD Inf

New Actv/Sec: 900107 01 1783- A116 FD (Pt1)

Buttons: Reassign, << Back, Exit

Click **Reassign**. Click **Yes** to continue, or **No** to start over.

Important Note: When Roster Reassignment is used, unpaid balances do NOT go to history, so the household will NOT end up with a Previous Balance. However, misuse of this program can cause major financial problems. You must use this program for situations found only in Scenario 4.

To verify that the child moved from the current roster to the previous roster, go to *Inquiry* → *Activity* → *Section Inquiry*. Highlight the program and click **Roster**. The roster Year Option defaults to the **Current Year**.

CYMS Rel 9.5a3h Period End 12/19/2003 CYS

Func Global Activity Facility Pass PQS Rent Court System Golf CYS

Roster For Activity ==> 900100:01 1783- Gir FD Inf

Last Name	First Name	Enroll Date	Age	Total Due	Res Flag	Status	Total Fees	Total Disc	Total Paid
Gabus	Isarah C.	08/05/2003	3.33	288.00	Yes	Enroll	288.00	0.00	0.00
Grabinski	Nathaniel	08/01/2002	2.50	150.00	Yes	Enroll	580.00	0.00	430.00
Hadley	Sean	08/05/2003	7.92	527.00	Yes	Enroll	527.00	0.00	0.00
Keeler	Demesha	08/01/2002	1.92	582.00	Yes	Enroll	582.00	0.00	0.00
Mabe	Benjamin	07/29/2003	5.67	0.00	Yes	Enroll	49.00	0.00	49.00
Mabe	Junior	10/01/2003	0.92	0.00	Yes	Enroll	0.00	0.00	0.00
Robinson	Al/Ezra	08/01/2002	2.50	314.00	Yes	Enroll	314.00	0.00	0.00
Rodriguez	Kayla	08/01/2002	2.17	374.00	Yes	Enroll	374.00	0.00	0.00

Year Opt Current Year Prev Year Show Cancelled Rosters

Details Lotto Details Visits Questions << Back Exit

The child should not appear here. Change the roster Year Option to **Prev Year** and you should see the child. If there is an amount due, this balance will now show as a Previous Balance.

CYMS Rel 9.5a3h Period End 12/19/2003 CYS

Func Global Activity Facility Pass PQS Rent Court System Golf CYS

Roster For Activity ==> 900100:01 1783- Gir FD Inf

Last Name	First Name	Birthday	Amt Due	Res Flag	Status	Fee Amt	Disc Amt	Fee Paid	Enr
Caddell	Kasey	10/03/2001	140.00	Yes	Enroll	940.00	0.00	800.00	08.
Franklin	John IV	04/16/2001	298.00	Yes	Enroll	298.00	0.00	0.00	08.
McWhite	Mya	09/17/2001	0.00	Yes	Enroll	0.00	0.00	0.00	08.
Scott	William C.	04/21/2001	0.00	Yes	Enroll	0.00	0.00	0.00	08.

Year Opt Current Year Prev Year Roster Date

Details Lotto Details Visits Questions << Back Exit

To see where previous balances show up, go to Global Sales and look up the household by sponsor. At the bottom of the Household Listing screen, you will see a balance in **Previous Bal** field for the selected household.

CYMS Rel 9.5a3j Daily Processing 02/03/2004 CYS

Func Global Activity Facility Pass League PQS Rent Court Lock Trip Acctgt System Golf CYS ET

Household Listing

Primary Guardian	Primary Address	Res	H/H ID No	Prime HM PH	Prime WK PH	Primary City/St/Zip
Caddell, Daniel	1250 A Gold Pl	Yes				Honolulu, HI 96818
Caill, Joseph	745 Anderson Ct	Yes				Honolulu, HI 96818
Cain, Gloria J.	4330-D McCormack F	Yes				Wahiawa, HI 96786
Calabrese, Eugene J.	130 Uluwehi PL	Yes				Wahiawa, HI 96786
Calbreath, Julie S.	4411-D McCormack F	Yes				Wahiawa, HI 96786
Calderas, Eric	2150-C Hall St.	Yes				Wahiawa, HI 96786
Caldwell, William B.	Quarters 10, Palm Ci	Yes				Ft. Shafter, HI 96819
Calhoun, Asia D.	94-1359 Kulewa Lp#	Yes				Waipahu, HI 96797
Calhoun, Matthew K.	701 A, Wright Ave	Yes				Wahiawa, HI 96786
Calixto, Eddy	2141-F Puni Hele Ct	Yes				Wahiawa, HI 96786
Callahan, Charles	212 A Hibiscus St	Yes				Honolulu, HI 96818
Calvetti, Michael	663-C Octopus Pl	Yes				Honolulu, HI 96818
Camacho, Luis	1111 D Macomb Rd	Yes				Honolulu, HI 96819
Camacho, Patricia	94-417 Keaoupua Str	Yes				Milliani, HI 96789
Camden, Chandler S	4210 A Bougainville	Yes				Kapolei, HI 96707
Campbell, Annette	94-207 Waipahu St	Yes				Waipahu, HI 96767
Campbell, Brandon L.	423 B Haley Avenue	Yes				Wahiawa, HI 96786
Campbell, Kenneth L.	94-629 Himeni Pl	Yes				Waipahu, HI 96797

Household ==> Daniel Caddell Current Bal: 0.00 Previous Bal: 140.00

Select Update Manl New Auto New Soundex <<Name Lookup

To make a payment against a Previous Balance, go to Daily → Global → Prev Year Payments.

To Figure How Much To Reduce The Customer's Balance

For example, a household is leaving post (PCSing). Their last day in the center will be 4/10/04. On 4/1/04, the installment billing process was run and the household was charged \$200 for their full day infant program. Their billing frequency is bi-weekly.

Note: When the billing is run it bills forward. So, on 4/1 it charged the household through the 14th. If the household's last day at the center is 4/10, their household balance needs to be adjusted.

To find what a household is being charged for their program(s), go to Files → Global → HH Installment Billing Update. Look up the household and select it. On the Family Installment Billing Listing screen, highlight the record and click **Bill Update**.

CYMS Rel 9.5a3h File Maintenance 12/19/2003 CYS

Func Global Activity Facility Pass PQS Rental Court System Golf CYS

900100-01 ==> 1783- Gir FD Inf - Billing Update For Kasey Caddell

Billing Option: Installment Bill Auto Debit Calculate Dates

Billing Interval: Weekly Bi-Weekly Monthly Quarter

Billing Start Date: 08/01/2002 Billing Exp. Date: 08/06/2003

Last Date Billed: 04/01/2004 Past Bills: 2 PreNote:

Checking Savings Credit Card

AutoDebit Routing No.

AutoDebit Account No.

Total Cumulative Fees: 32,400.00

Code	Description	Current Net Fee	Bill Amount	Bill Disc	Net Bill Amount
C1-FD	AMR - Full Day Care	1,000.00	200.00	0.00	200.00
C1FDL	AMR - FD Late Pmt Fe	0.00	0.00	0.00	0.00
		0.00	0.00	0.00	0.00
		0.00	0.00	0.00	0.00
		0.00	0.00	0.00	0.00
		0.00	0.00	0.00	0.00
		0.00	0.00	0.00	0.00
		0.00	0.00	0.00	0.00

Credit Card Info OK << Back Cancel Bill Total Net 200.00

Enter the BILL AMOUNT to create

The amount this household gets charged each month appears under the Bill Amount column. You can also see their **Billing Interval** on this screen. Make a note of it. If applicable, repeat this process for all programs.

Calculation Details: You need to get a daily rate to know how much the household was overcharged. In April 2004, there were ten business days in the bi-weekly billing cycle from the 1st-14th.

So, \$200/10=\$20 per day. If the customer's last day is 4/10, the customer should have been charged for 7 days worth of fees and was overcharged by 3 days of fees. Therefore, the customer was overcharged \$60.

Note: The number of business days in each month's bi-weekly billing cycles may change. For example, in April 2004 the number of business days from April 15-April 30 is twelve.

Once the amount of the overcharge is determined you can use Global Cancel/Changes to reduce the customer's balance.

Key Points

Roster Transfer to History (Indiv) - This process moves the child from the current roster to the previous roster. If the child owes a balance on the class he is being transferred from, the balance will move with him and become a Previous Balance. **Before** using Roster Transfer to History (Indiv), you must decide whether you need to adjust fees on the enrollment. Remember that when the billing is run it bills forward. So, on 4/1 it charges the household through the 14th. If the household's last day is 4/10, the household balance needs to be adjusted **before** transferring the child to history.

Roster Reassignment - This program does it all. It transfers the child to history on the old program, enrolls the child into the new program, cancels the billing on the old program and automatically sets up billing on the new program. When Roster Reassignment is used no money goes to history so the household will not end up with a Previous Balance. However, misuse of the Roster Reassignment can cause major financial problems. Only use this program for situations found in Scenario 4.

Previous Balance - There is only one program you can use to pay a previous balance. It is located in Daily → Global → Global Prev Year Payments. To get rid of an invalid Previous Balance, refer to the Q & A section below.

Transitioning Questions & Answers

Question: What happens if I forget to adjust a household's fees and transfer the child to history, so now the household has an inflated Previous Balance?

Answer: Unfortunately, the only way to get rid of an invalid previous balance is to pay it off. We have no process at this time that allows you to adjust a Previous Balance. The invalid portion of the previous balance should be paid with a pay code 7 (Journal Payment). **Current Balances should never be paid with a pay code 7!** Invalid current balances should be fixed using Global Cancel/Changes and Update Charges.

Question: When a child that owes money on a program is reassigned, why doesn't the outstanding balance for that program become a Previous Balance?

Answer: Since the only time you will use the Roster Reassignment program is when you are moving from one 'like' class to another (FCC to FCC, or full day to full day within the same center, cost center, and bill code) we don't have to move the balance to history. We can simply move the balance to the new program. When the customer makes a payment, the money will automatically go to the correct general ledger and cost center accounts.

Question: Is there a report I can run to show kids who are due to transition because of their age?

Answer: Yes.

Go to Reports → CYS → CYS General Reports → Transition Report. This report lists children by age by activity; it helps identify children who may be approaching or beyond the age range for their current activity. These children may be ready to transition to another activity.

Note: It is best to run this report every month for each category of class from oldest to youngest (school age classes, kindergarten classes, preschool, etc.) since the ability to move an infant to a pre-toddler class is dependent on a pre-toddler slot being created by a pre-toddler having moved to a toddler class, and so on.

For example, you wish to print a report of all the kids in the Toddler Rooms who will need to transition on or before September 1st, 2004.

Select the Class Range you wish to run this for using Range and Browser or Browser Only.

Enter 09/01/2004 in the **Future Transition Cutoff Date** field.

Select the **Include Delinquent Transitions** option.

With this setup, the system will look at the age of every child in the Toddler rooms on 9/1/04, compare that to the age range set on the classes (Activity Maintenance, Core 2 screen) and display the children that will be too old for the room. This is a great tool to identify where your future transitions are going to be.