

CYMS TRAINING GUIDE

CTG-A11 - MISC QUESTIONS & ANSWERS

Updated Apr 04

How do I fix change back on my Cash Journal?

Example: Your Cash Journal shows a *debit* to cash with a **Pay Reference** of "Change Back." Here's how that happens:

CYMS has the ability to make change. On the payment screen, if the **New Amount Paid** field is \$50 and **Total Paid** field is \$100, the system will give \$50 change. This results in a debit to cash with "Change Back" as the reference. The **New Amount Paid** field is the amount of money the customer wishes to pay against his fees. The **Total Paid** field is the amount of money the customer is handing you.

To Fix: If the Change Back entry is a mistake, go to Global Sales and make a Cash payment for the amount of the debit on your Cash Journal. For example, if the Change Back entry was a \$100 (debit), make a \$100 cash payment. This creates a \$100 credit on the Cash Journal and offsets the debit.

How do I extend someone's pass expiration date?

In rare cases, you may need to extend someone's expiration date on their pass. For example, a child's pass is expiring on June 4, 2004 and the HH is PCSing on June 15, 2004. Rather than force the parents to re-register and charge them a \$15 re-registration fee through the Pass Renewal program, you decide to extend their pass through June 15 at no charge.

Go to Files → Pass → Pass Member Maintenance. Look up and select the child.

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

The screenshot shows a software window titled "CYMS Rel 9.5a3i" with a menu bar including "File Maintenance", "12/31/2003", and "CYS". Below the menu bar is a navigation bar with "Func", "Global", "Activity", "Facility", "Pass", "League", "POS", "Rental", "Court", "Locker", "Trip", "System", "Golf", "CYS", and "PT". The main window title is "Miranda Mestas - Detail For Pass ==> 4159". There are four tabs: "Core Info", "Finance/Features", "Fees/Charges", and "Golfer Info". The "Core Info" tab is selected. The form contains several fields: "Type" (CY-SAS), "School-Age Pass", "Current Pass Status" (Active), "Original Membership Date" (05/24/2002), "Current Membership Date" (06/04/2003), "Current Expiration Date" (06/04/2004), "Last Visit Date" (12/04/2003), "Last Visit Check-In Time" (09:35), "Last Visit Check-Out Time" (Not Applic), "Beginning Suspension Date" (//), "Ending Suspension Date" (//), "Current Visits" (1.00), "Pnch Vst Left" (0.00), "Lifetime Visits" (1.00), "Membership In Months" (12), "Current Renewal Count" (0), "Free Hrs Left" (0.00), "User Id That Sold Pass" (CYS), "Associated Guest Visits" (0.00), and "Prch Hrs Left" (0.00). There is a "Comment" box at the bottom. At the bottom of the window are buttons for "Next", "Done", and "Cancel". A status bar at the very bottom reads "Enter the EXPIRATION DATE for this pass membership".

In the **Current Expiration Date** field, enter the new expiration date. You should also make a note of why you are extending this person's pass in the **Comment** box. Then click **Done**. If applicable, repeat the above steps for the child's CY-MZZ pass.

This same process can be used in the event that the Current Membership Date was entered incorrectly during the Pass Registration. On the Pass Detail screen, you would adjust the **Current Membership Date** field and the **Current Expiration Date** field.

Note: The Pass Member Maintenance program should NOT be used in place of the Pass Renewals program. Pass Renewals **must** be used for re-registration.

How do I suspend an installment bill?

Sometimes it is necessary to suspend billing on a program. For example, when school is done for the year, the before and after school children typically sign up for summer camp. While summer camp is taking place, you want to stop billing households for their before and after enrollments.

Note: This process should be run *after* the last valid billing for the program being suspended. For example, camp starts on July 8. The before and after billing will be run on July 1. *After* the July 1 billing, you would run the suspend process on the before and after classes.

For more information on the entire summer camp process, refer to the **Camp** document.

To suspend billing on a program, go to Period End → System → Install Billing Status Update.

- **Begin Name** – Should be <blank>.
- **End Name** – Should be .
- **Range and Browser** – Should be selected.
- **Billing Status Option** – Suspend should be selected.
- **Date to Restart Billing** – Leave this Blank. This is only relevant if using the Restart Billing Option.
- **Modules to Include** – Select Activity Registrations. De-select all others.
- **Print a Billing Change Log** – Select this option to print a listing of all the people you whose billing you suspended.

Your screen should look similar to the following screen shot. Do NOT click **Process** yet.

CYMS Rel 9.5a3i **Period End** **12/31/2003** **CYS**

Func Global Activity Facility Pass League POS Rent Court Lock Trip Accgnt System Golf CYS PT

Installment Billing Status Update

Individual Selections

| Name | Household ID | Ac |
|-------------------------|--------------|--------|
| Abas, Summer | 575089176 | 95-11 |
| Abbott, Dannie | 497728030 | 9100-I |
| Abdussalaam, Mustafa E. | 410131647 | 1977-I |
| Abrams, Joseph | 160666263 | 95-95 |
| Absher, Douglas | 566837291 | 87-95 |
| Acosta, Kevin | 582198049 | 404-B |
| Acosta, Salvador N. | 576025398 | 637C |
| Adames, Ricky | 459411330 | 1814 |
| Adams, Charles | 14362412 | 94-111 |
| Adams, Douglas L. | 227216881 | p.o. b |
| Adams, James E | 41706917 | 2107-I |
| Adams, Thia | 127884364 | C-Co |
| Adams, Thomas P. | 247337887 | 2194-I |
| Adams, Timothy S. | 493863046 | 1202-I |

Begin Name []

End Name []

Range And Browser Browser Only

Billing Status Option Restart Suspend

Date To Restart Monthly Billing [/ /]

Date To Restart Biweekly Billing [/ /]

Modules To Include

Activity Registrations Pass Management

Rental Reservations Locker Reservations

Print Billing Change Log?

Before processing, you must go to the details screen. Click **Details>>**.

In the **Beg Actv/Sec** field, enter the program you wish to suspend. In the **End Actv/Sec** field, enter the last section you wish to suspend. All activities between the beginning and ending section will have their billing suspended. If there are programs between the beginning and ending section you don't want included, you must run this process for each class separately.

Your screen should look similar to the following:

Click **Process**. Click **Yes** to continue. Click **Print**. This will suspend billing on the program(s) you selected. Households will not be billed for this/these programs until the Restart Billing process is run. As a result of running this process, a memo will be generated in the affected households' Transaction History indicating that installment billing was suspended.

| Caddell -- Transaction History | | | | | | |
|--------------------------------|----------|-------------------------------------|---------|----------|---------|----------|
| Txn Date | Txn Type | Transaction Description and Details | Fee Amt | Disc Amt | Net Fee | Paid Amt |
| 12/31/2003 | Note | Misc Cmmt: Susp Bill | 0.00 | 0.00 | 0.00 | 0.00 |
| 12/19/2003 | Adj Inc | Actv# 900100-01 | 418.00 | 0.00 | 418.00 | 0.00 |
| 12/19/2003 | Pmt | Check | 0.00 | 0.00 | 0.00 | 218.00 |
| 12/19/2003 | DC | 1259 | 0.00 | 0.00 | 0.00 | 0.00 |

How do I restart an installment bill?

If you suspend billing on a program, at some point you will probably want to restart it.

To restart billing on a program, go to Period End → System → Install Billing Status Update.

- **Begin Name** – Should be <blank>.
- **End Name** – Should be ////////////////////.
- **Range and Browser** – Should be selected.
- **Billing Status Option** – Restart should be selected.
- **Date to Restart Billing** – Be careful here. If, for example, camp ends on 8/19, we recommend restarting the billing on the before and after classes on 8/15, with the idea that you will need to adjust fees after the 8/15 billing. If you don't adjust the fees, you will be overcharging those children on their before and after classes. If camp ends on 8/7, we recommend restarting the billing 8/1. Again, you will need to adjust fees. *The Restart Billing Date must always be the 1st or 15th of the month.*
- **Modules to Include** – Select Activity Registrations. De-select all others.

- **Print a Billing Change Log** – Select this option to print a listing of all the people you whose billing you restarted.

Do NOT click **Process** yet. Your screen should look similar to the following:

| Name | Household ID | Ac |
|-------------------------|--------------|--------|
| Abas, Summer | 575089176 | 95-11 |
| Abbott, Dannie | 497728030 | 9100-I |
| Abdussalaam, Mustafa E. | 410131647 | 1977-I |
| Abrams, Joseph | 160666263 | 95-95 |
| Absher, Douglas | 566837291 | 87-95 |
| Acosta, Kevin | 582198049 | 404-B |
| Acosta, Salvador N. | 576025398 | 637C |
| Adames, Ricky | 459411330 | 1814 |
| Adams, Charles | 14362412 | 94-11 |
| Adams, Douglas L. | 227216881 | p.o. b |
| Adams, James E | 41706917 | 2107-I |
| Adams, Thia | 127884364 | C-Co |
| Adams, Thomas P. | 247337887 | 2194-I |
| Adams, Timothy S. | 493863046 | 1202-I |

Before processing, you must go to the details screen. Click **Details>>**.

In the **Beg Actv/Sec** field, enter the program you wish to restart billing on. In the **End Actv/Sec** field, enter the last section you wish to restart billing on. All activities between the beginning and ending section will have their billing restarted. If there are programs between the beginning and ending section you don't want included, you must run this process for each class separately.

Your screen should look similar to the following:

The screenshot shows a software window titled "CYMS Rel 9.5a3i" with a menu bar containing "Func", "Global", "Activity", "Facility", "Pass", "League", "POS", "Rent", "Court", "Lock", "Trip", "Accgnt", "System", "Golf", "CYS", and "PT". The window title bar also displays "Period End 12/31/2003" and "CYS". The main content area is titled "Installment Billing/Auto Debit - Details" and contains several input fields and a checkbox. The fields are: "Beg Actv/Sec" (911125 01), "End Actv/Sec" (911125 01), "Wildcard Selection" (twice), "Wildcard" (empty), "Beg Pass Type" (empty), "End Pass Type" (diagonal lines), "Beg Rental Item" (empty), "End Rental Item" (diagonal lines), "Beg Locker Rm" (empty), and "End Locker Rm" (diagonal lines). A checkbox labeled "Include Regular Installment Bills" is checked. At the bottom of the window, there are four buttons: "<< Back", "Process", "PreNote", and "Exit". A status bar at the very bottom contains the text "Enter the BEGINNING ACTIVITY to process...".

Click **Process**. Click **Yes** to continue. Click **Print**. This will restart billing on the program(s) you selected. As a result of running this process, a memo will be generated in the affected households' Transaction History indicating that installment billing was restarted.

How do I change a household ID?

For example, the household ID (which should be the sponsor's SSN), was entered as 123456789, but it is actually 123456798.

Go to Utilities → System → Household Utilities → Household Transfer/Merge.

CYMS Rel 9.5a31 Utilities 12/31/2003 CYS

Func Activity Facility Pass League PQS Rental Court Lock Trip System Golf CYS RT

Household Merge

From Household

| Last Name | First Name | House Num | Ad |
|-------------|-------------|-----------|-----|
| Abas | Summer | 123456789 | 95 |
| Abbott | Dannie | 234567890 | 910 |
| Abdussalaam | Mustafa E. | 345678901 | 19 |
| Abrams | Joseph | 456789012 | 95 |
| Absher | Douglas | 567890123 | 87 |
| Acosta | Kevin | 678901234 | 40 |
| Acosta | Salvador N. | 789012345 | 63 |
| Adames | Ricky | 890123456 | 18 |
| Adams | Charles | 901234567 | 94 |
| Adams | Douglas L. | 012345678 | p.o |
| Adams | James E | 123456789 | 210 |
| Adams | Thia | 234567890 | C-C |

From H/H: 0 Not Yet Selected

To Household

| Last Name | First Name | House Num | Ad |
|-------------|-------------|-----------|-----|
| Abas | Summer | 123456798 | 95 |
| Abbott | Dannie | 234567890 | 910 |
| Abdussalaam | Mustafa E. | 345678901 | 19 |
| Abrams | Joseph | 456789012 | 95 |
| Absher | Douglas | 567890123 | 87 |
| Acosta | Kevin | 678901234 | 40 |
| Acosta | Salvador N. | 789012345 | 63 |
| Adames | Ricky | 890123456 | 18 |
| Adams | Charles | 901234567 | 94 |
| Adams | Douglas L. | 012345678 | p.o |
| Adams | James E | 123456798 | 210 |
| Adams | Thia | 234567890 | C-C |

To H/H: 0 Not Yet Selected

Enter the 'FROM' Household to merge

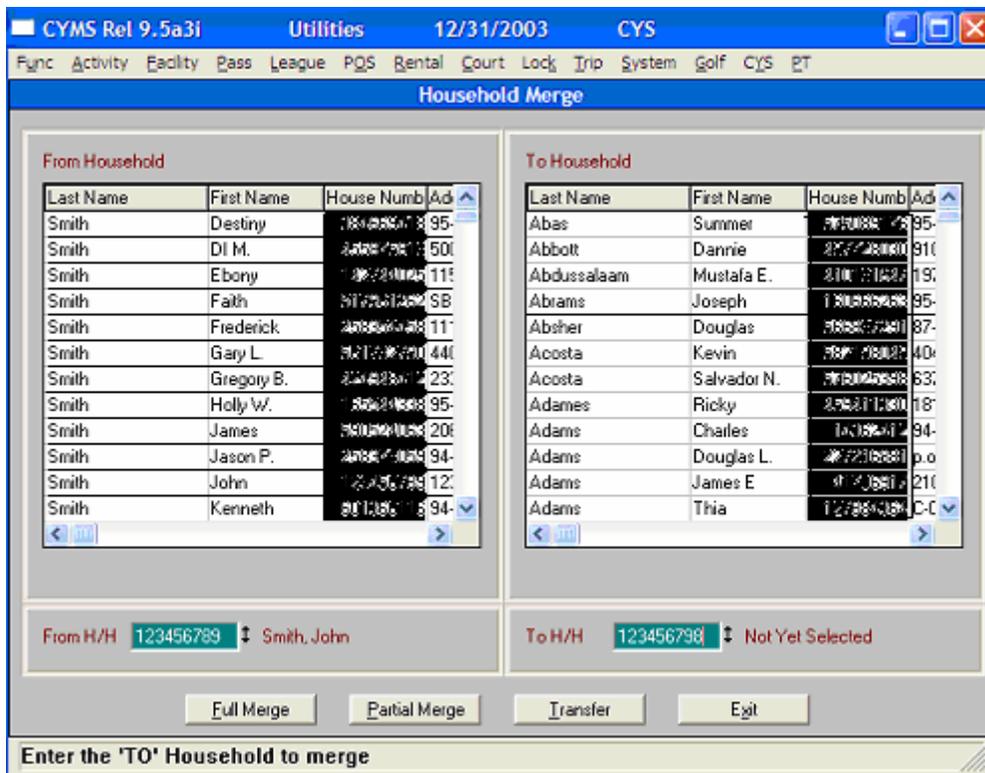
In the **From H/H** field, enter the wrong SSN (123456789)

OR

Click in the **From Household** browser and begin typing the last name of the sponsor. Double click on the sponsor—the **From H/H** field will be updated.

In the **To H/H** field, enter the correct SSN (123456798).

Your screen should look similar to the following:



Click **Transfer**. Click **Yes** to continue. When the process is complete, click **OK**. Click **Exit** to return to the Main Menu.

Do NOT use the Full Merge or Partial Merge options without assistance from VSI.

How do I find out how much an agency should be reimbursing my center?

Go to Reports → System → System Financial Reports → Pay Code Summary Cash Report.

Highlight the agency pay code in the Pay Code browser. Select the **Browser Only** toggle.

In the **Drwr Range** fields, enter *your* center's drawer range. In the **Date Range** fields, enter the date range you wish to report on. In the **Time Range** fields, accept the default (00:00 thru 23:59). In the **Rcpt Range** fields, accept the default (0 thru 999999999).

Select the **Print Detail** option to show the household(s) that paid with the Agency Pay Code for the selected ranges. Select the **Beg/End Times Are Fixed** option. Select the **Print Pay Codes as Descriptions** option.

Your screen should look similar to the following:

| Pay Code | Description | Type |
|----------|--------------------|-----------|
| 1 | Check | Check |
| 2 | Cash | Cash |
| 3 | Visa & Master Card | Cred Card |
| 4 | American Express | Cred Card |
| 5 | Discover | Cred Card |
| 7 | Journal Pmt | Journal |
| 10 | Gift Certificates | G'Certif |
| 18 | Alu Like, Inc | Misc |
| 19 | ACS-Volunteers | Misc |
| 20 | ACS-PLDC | Misc |
| 21 | ACS-AFTB | Misc |
| 22 | Hui O Na Wahine | Misc |
| 23 | Chapel Services | Misc |
| 24 | Family Child Care | Misc |
| 25 | 732nd MI Batt | Misc |
| 26 | 39th MP FRG | Misc |

Click **Print** to print the report.

The Pay Code Summary Report shows every time the selected agency code was used as a method of payment and the net amount of those payments. It shows the pay code, date and time the customer made the payment, receipt number, drawer, user, household, pay reference, and the amount. In the Grand Totals section at the bottom of the report, the amount the Agency owes you is listed in the Net Amount column.

Click **Exit** to return to the Main Menu.

How do I process the agency reimbursement check when it comes in?

When the reimbursement check arrives, go to Period End → Global → Global Misc Inc/Exp Postings.

Select the Misc module option and click **Post Details**.

On the Misc Income/Expense Posting screen, click **Add**.

In the **Posting Date**, enter the day you received the check. In the **Amount** field, enter the amount of the reimbursement check. Select the **Income** for the **Posting Type**. In the **Description** field, enter a description (e.g., *Red Cross January Reimbursement*).

In the **G/L Code** field, you will enter the receivables account that offsets the agency pay code that is reimbursing. In the Army, this is the 140 account.

Note: To find the correct GL Code to post to, go to Files → System → Finance Code Maintenance → Payment Code Maintenance, and look in the G/L Code Column—use the G/L code for the appropriate Agency.

Right-click in the **Cost Cntr** field, highlight the appropriate Cost Center, and click **Select**. In the **Notes** field, enter any notes you wish to make about this particular posting.

In the **Pay Code** field, enter the pay type the Agency used to reimburse you—typically, 1 (Check). The **User** field will default to the user that is logged in. The **Drawer** field will default to the user that is logged in.

Your screen should look similar to the following:

CYMS Rel 9.5a3j Period End 01/26/2004 CYS

Func Global Activity Facility Pass PQS Rent Court System CYS

Misc Income/Expense Posting for Miscellaneous

| Posting Date | Prt Desc | Type | Amount | G/L Code | Cost Center | User Id |
|--------------|---------------------------|------|--------|----------|-------------|---------|
| 11/21/2003 | October Hui Reimbursement | I | 30.00 | 140 | 1D673 | CYS |
| | | | | | | |
| | | | | | | |
| | | | | | | |

Add Change Delete Print Log << Back Exit

Posting Date: 11/21/2003 Amount: 30.00 Posting Type: Income Expense

Description: October Hui Reimbursement

G/L Code: 140 Cost Cntr: 1D673

Notes:
 [Redacted]

Pay Code: 1 User: CYS Drawer: 10

Post Cancel

Enter the POSTING DATE for this line item

Click **Post**.

Note: Finance will need to see these transactions, so you **MUST** run a Cash Journal, GL Distribution Report, and DAR at the end of the day.

If you need to make any changes to this posting, highlight it and click **Change**. Make your changes, then click **Post**. If you need to delete this posting, highlight it and click **Delete**.

Click **Exit** to return to the Main Menu.