

CYMS TRAINING GUIDE

CTG-F04 – TAKING PAYMENTS

Updated Apr 04

The recommended method for taking payments is through *Global Sales*.

Global Payments

Global Sales can be used for a variety of reasons, including making payments. With *Global Sales*, you can pay and see any balance in any module—*Activity*, *Facility*, *Pass*, etc.

Go to *Daily* → *Global* → *Global Sales*.

Key Points

- 1 When you look up a household by sponsor, the current balance displayed at the bottom of the Household Listing screen is the **total** household balance—this includes money owed in any module (activity, pass, etc.).
- 2 When you select the household and click **Continue With Payment**, you will see each module's balance in the Net Amount Due or Dep/Visit Due column.
- 3 Each module carries its own balance/credit. You must be careful here—you cannot pay for hourly care in the Actv Reg row or for full/part day care in the Dep/Visit Paid field of the Pass Mgt row. Failure to make payments in the proper row will cause balances to go unpaid in one module and credits to appear in another.
- 4 It is possible to have a credit balance in one module and a debit balance (an amount due) in another.
- 5 The **New Amount Paid** and the **Total Paid** should always be the same unless you want the system to make change for you.
 - For example, the customer wants to pay \$20 towards their child care and gives you a \$50 bill. \$20 would go in the **New Amount Paid** field and \$50 would go in the **Total Paid** field.
 - During the Print/No Print process, the Change Due screen will show that \$30 is due the customer.
- 6 You can always click **Cancel** to exit a payment screen. Clicking **Cancel** allows you to start over and does not save your changes.
- 7 You **CANNOT** cancel out of the Manual Apply screen. At this point, it is too late to cancel. Do not panic—simply finish the transaction and refer to the Payment Reversal Q&A section on page 18.
- 8 Pre-Payments/Overpayments: All money paid against a zero balance or a credit balance created as a result of an over-payment will reside as a credit in the advance payment general ledger account and cost center. In the CYMS system, this is the Control Account.
In regards to Pre-Payments/Overpayments:
 - A clerk cannot direct or flag the money as belonging to the CDC or SA. It is the household that has the credit, not the center.

- Once the household is charged, the money is debited from (taken out of) the Control Account and credited to the proper revenue account.
 - Clerks can only direct monies to particular programs if the household owes a balance. This is done on the Manual Apply Screen.
- 9 To pre-pay or pay for hourly care, refer to the Hourly Care Payments/Pre-Payments section below.

Example 1: Payment In Full

The customer has a \$250 program balance and is paying \$250 with a check.

- 1 From the Main Menu, click **Global Sales**. Lookup the household and select it. Click **Continue with Payment**.

Module	Prev Balance	New Fees	Net Amt Due	New Amt Paid	Auto	Dep/Visit Due	Dep/Visit Paid	Auto
Actv Reg:	250.00	0.00	250.00	0.00	<input type="checkbox"/>	0.00	0.00	<input type="checkbox"/>
Fac Rsvn:	0.00	0.00	0.00	0.00	<input type="checkbox"/>	0.00	0.00	<input type="checkbox"/>
Pass Mgt:	0.00	0.00	0.00	0.00	<input type="checkbox"/>	0.00	0.00	<input type="checkbox"/>
POS:	0.00	0.00	0.00	0.00	<input type="checkbox"/>			
Rentals:	0.00	0.00	0.00	0.00	<input type="checkbox"/>	0.00	0.00	<input type="checkbox"/>
Lockers:	0.00	0.00	0.00	0.00	<input type="checkbox"/>	0.00	0.00	<input type="checkbox"/>
Trips:	0.00	0.00	0.00	0.00	<input type="checkbox"/>			
Courts:	0.00	0.00	0.00	0.00	<input type="checkbox"/>			
Trainers:	0.00	0.00	0.00	0.00	<input type="checkbox"/>			
Total:	250.00	0.00	250.00	0.00		0.00	0.00	

Pay Code: 1 Tot Pd: 0.00 Auto Balance Modules/Deposits/Visits
 Pay Ref 1: User: CYS Drwr: 10 Date: 12/19/2003

Buttons: Print, Print Options, No Print, Split Pmt, View Current, View Prev, Cancel

- 2 In the **New Amount Paid** field on the Actv Reg row, enter the amount the customer is paying towards their program. For this example, *250.00*.
- 3 Right-click in the **Pay Code** field and select the correct payment method. For this example, use *1* (check).

Note: If the customer is paying with multiple pay types (cash and check, etc) or is eligible for a co-payment from an agency, or wishes to use a vacation credit or Employee Discount, refer to the **Split Payments** section for either Activity/Program or Global payments below.

- 4 The **Pay Ref 1** field can be used to reference the check # or, if the customer is paying cash, the month/billing the customer is paying for. Anything entered here (e.g., *ck # 123*) will display on the Cash Journal, General Ledger, and Transaction History reports.

Your screen should look similar to the following:

Module	Prev Balance	New Fees	Net Amt Due	New Amt Paid	Auto	Dep/Visit Due	Dep/Visit Paid	Auto
Actv Reg:	250.00	0.00	250.00	250.00	<input type="checkbox"/>	0.00	0.00	<input type="checkbox"/>
Fac Rsvn:	0.00	0.00	0.00	0.00	<input type="checkbox"/>	0.00	0.00	<input type="checkbox"/>
Pass Mgt:	0.00	0.00	0.00	0.00	<input type="checkbox"/>	0.00	0.00	<input type="checkbox"/>
PDS:	0.00	0.00	0.00	0.00	<input type="checkbox"/>			
Rentals:	0.00	0.00	0.00	0.00	<input type="checkbox"/>	0.00	0.00	<input type="checkbox"/>
Lockers:	0.00	0.00	0.00	0.00	<input type="checkbox"/>	0.00	0.00	<input type="checkbox"/>
Trips:	0.00	0.00	0.00	0.00	<input type="checkbox"/>			
Courts:	0.00	0.00	0.00	0.00	<input type="checkbox"/>			
Trainers:	0.00	0.00	0.00	0.00	<input type="checkbox"/>			
Total:	250.00	0.00	250.00	250.00		0.00	0.00	

Pay Code: 1 Tot Pd: 250.00 Auto Balance Modules/Deposits/Visits

Pay Ref 1: ck 123 User: CYS Drwr: 10 Date: 12/19/2003

Buttons: Print, Print Options, No Print, Split Pmt, View Current, View Prev, Cancel

- To print a receipt, click **Print**. You will be taken to a **Print Option Selection** screen. If you think you made a mistake, click **Cancel**. Click **Print** to print the receipt, or **Preview** to show the receipt on the screen.
- If you do NOT want to print a receipt, click **No Print**.

Note: When paying in full the system doesn't allow you to choose where to put the money. So, it is possible that part of the payment went against a different center's balance. For this reason, you cannot keep paper balances outside the system. Balances must be maintained and quoted from CYMS. Failure to do this will cause many financial issues down the road.

Example 2: Partial Payment

The customer has a program balance of \$376 and is paying \$275 with a check.

- From the Main Menu, click **Global Sales**. Lookup the household and select it. Click **Continue with Payment**.
- In the **New Amount Paid** field on the Actv Reg row, enter the amount the customer is paying towards their program. For this example, *275.00*.
- Right-click in the **Pay Code** field and select the correct payment method. For this example, *1* (check).
- The **Pay Ref 1** field can be used to reference the check # or, if the customer is paying cash, the month/billing the customer is paying for. Anything entered here (e.g., *ck # 123*) will display on the Cash Journal, General Ledger, and Transaction History reports.

Your screen should look similar to the following:

CYMS Rel 9.5a3h Daily Processing 12/19/2003 CYS

Global Payment Update For ==> Daniel Caddell

Module	Prev Balance	New Fees	Net Amt Due	New Amt Paid	Auto	Dep/Visit Due	Dep/Visit Paid	Auto
Actv Reg:	376.00	0.00	376.00	275.00	<input type="checkbox"/>	0.00	0.00	<input type="checkbox"/>
Fac Rsvn:	0.00	0.00	0.00	0.00	<input type="checkbox"/>	0.00	0.00	<input type="checkbox"/>
Pass Mgt:	0.00	0.00	0.00	0.00	<input type="checkbox"/>	0.00	0.00	<input type="checkbox"/>
PDS:	0.00	0.00	0.00	0.00	<input type="checkbox"/>			
Rentals:	0.00	0.00	0.00	0.00	<input type="checkbox"/>	0.00	0.00	<input type="checkbox"/>
Lockers:	0.00	0.00	0.00	0.00	<input type="checkbox"/>	0.00	0.00	<input type="checkbox"/>
Trips:	0.00	0.00	0.00	0.00	<input type="checkbox"/>			
Courts:	0.00	0.00	0.00	0.00	<input type="checkbox"/>			
Trainers:	0.00	0.00	0.00	0.00	<input type="checkbox"/>			
Total:	376.00	0.00	376.00	275.00		0.00	0.00	

Pay Code: 1 Tot Pd: 275.00 Auto Balance Modules/Deposits/Visits

Pay Ref 1: ck 123 User: CYS Drwr: 10 Date: 12/19/2003

Print Print Options No Print Split Pmt View Current View Prev Cancel

5 To print a receipt, click **Print**. You will be taken to a **Print Option Selection** screen. If you think you made a mistake, click **Cancel**. Click **Print** to print the receipt, or **Preview** to show the receipt on the screen.

OR

6 If you do NOT want to print a receipt, click **No Print**.

7 You will then be taken to the **Manual Apply Screen** where the clerk must apply the money against one or more enrollments with an outstanding balance.

CYMS Rel 9.5a3h Daily Processing 12/19/2003 CYS

Caddell - Manual Apply Activity Registrations With Balances

Actv Numb	Sec	Description	Enrollee	Fees/Taxes	Prev Amt Pd	New Amt Pd	Net Amt Due	Begin Date
900102	01	1783- A109 FD (Tod)	Jacob	744.00	494.00	0.00	250.00	05/13/2002
911125	01	1782 - Bef (SA)	Jacob	126.00	0.00	0.00	126.00	05/13/2002

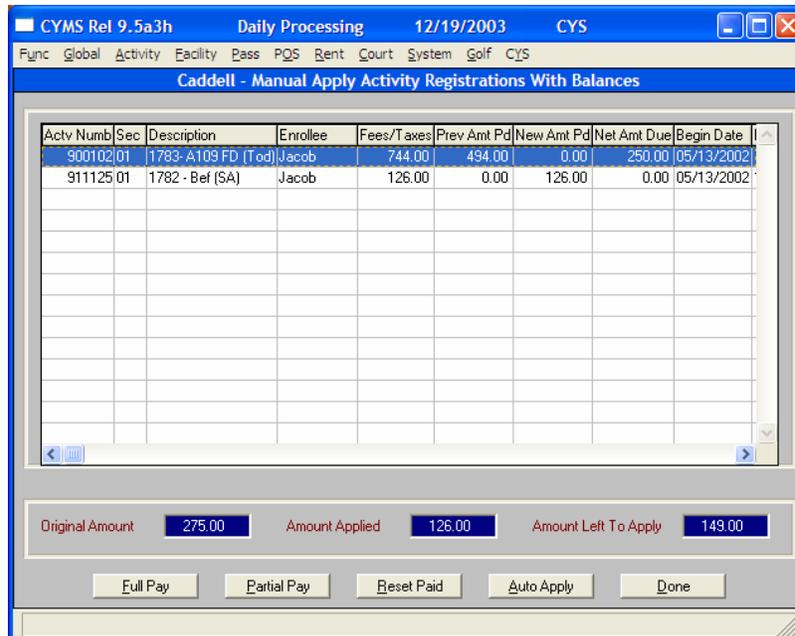
Original Amount: 275.00 Amount Applied: 0.00 Amount Left To Apply: 275.00

Full Pay Partial Pay Reset Paid Auto Apply Done

- Once a clerk gets to this screen there is no way to exit without finishing the payment process.
- Do NOT panic. Do NOT turn off the PC, etc.—this can cause the system to become out of balance.

In this example, this household owes money on more than one class. The clerk must work with the customer to decide which enrollment(s) to pay for and how much they wish to pay against them. *The customer cannot over pay at one center if there is a balance at another.* Since the household owes \$250 for one class and \$126 for another, and is paying \$275, regardless of the center where the payment is made, the other center's balance will be decreased.

- 8 The sponsor wishes to pay \$126 against one class and the difference against the other. Highlight, the \$126 class and click **Full Pay**. This will apply \$126 (since that is all that is owed) towards that class and pay off the balance. The **Amount Left To Apply** becomes *149.00*.



- 9 There is only one enrollment left at the top of the screen. Highlight it and click **Full Pay** again. This will take the rest of the money (\$149) and apply it as a payment against that class. The **Amount Left to Apply** will change to 0.00.

Date - If you need a payment to show up on a prior day's DAR, enter a prior date in the **Date** field. This field is password protected, and is not typically changed unless you are trying to fix a problem from a prior day. *Customers with financial interfaces should never back date a payment.*

User/Drwr - These fields default to whoever is logged in. Do not use unless directed by VSI.

Cancel - Allows you to restart the payment process. Whatever is on the screen at the time you cancel is not saved.

Print/No Print - Allows you to print a receipt or process the payment without printing.

Split Pmt - Used when a customer is paying with multiple pay types (agency co-payments, employee discounts, vacation credits, etc.). Refer to the Split Payments sections below.

Auto - Each Module/Row has a box labeled *Auto*. Do not select this option unless directed by VSI.

Auto Balance Between Modules/Deposits/Visits - When this option is selected, the clerk is allowed to take a credit from one module and use it as a payment against another module. For example, the customer has a \$100 pass credit balance and a \$100 debit balance in the activity module.

Auto Apply - Do not use unless directed by VSI.

Split Payments

The **Split Pmt** button is found at the bottom of the Payment Update screen. Split payments are used when a customer is paying with multiple payments types. Most often a customer may want to pay with cash and a check or a credit card or all three. However, split payments are also used for the following scenarios: customers who are eligible for co-payments from an Agency; customers wishing to use their Vacation Credit; Employee Discounts, etc.

Split Payment Example 1: Cash and Check

The customer has a **Net Amount Due** of \$250 and is paying \$200 with a check and \$50 in cash.

- 1 From the Main Menu, click **Global Sales**. Lookup the household and select it. Click **Continue with Payment**. You will proceed to the Payment Update screen.
- 2 In the **New Amount Paid** field on the Actv Reg line, enter *250.00*—the amount the customer is paying towards their program(s).

Note: Be sure to make your payment in the **New Amount Paid** field on the correct line.

CYMS Rel 9.5a3h Daily Processing 12/19/2003 CYS

Global Payment Update For ==> Daniel Caddell

Module	Prev Balance	New Fees	Net Amt Due	New Amt Paid	Auto	Dep/Visit Due	Dep/Visit Paid	Auto
Actv Reg:	250.00	0.00	250.00	250.00	<input type="checkbox"/>	0.00	0.00	<input type="checkbox"/>
Fac Rsvn:	0.00	0.00	0.00	0.00	<input type="checkbox"/>	0.00	0.00	<input type="checkbox"/>
Pass Mgt:	0.00	0.00	0.00	0.00	<input type="checkbox"/>	0.00	0.00	<input type="checkbox"/>
PDS:	0.00	0.00	0.00	0.00	<input type="checkbox"/>			
Rentals:	0.00	0.00	0.00	0.00	<input type="checkbox"/>	0.00	0.00	<input type="checkbox"/>
Lockers:	0.00	0.00	0.00	0.00	<input type="checkbox"/>	0.00	0.00	<input type="checkbox"/>
Trips:	0.00	0.00	0.00	0.00	<input type="checkbox"/>			
Courts:	0.00	0.00	0.00	0.00	<input type="checkbox"/>			
Trainers:	0.00	0.00	0.00	0.00	<input type="checkbox"/>			
Total:	250.00	0.00	250.00	250.00		0.00	0.00	

Pay Code 1 ↑ Tot Pd 250.00 Auto Balance Modules/Deposits/Visits
 Pay Ref 1 User CYS ↓ Drwr 10 Date 12/19/2003 ↓

Print Print Options No Print Split Pmt View Current View Prev Cancel

3 Click Split Pmt.

Split Payment Detail For ==> Daniel Caddell

Pay Code 2 ↓ Cash
 Amount 250.00 Split Pmt
 Pay Ref 1 Del Dist
 Pay Ref 2

Pay Type	Amt Paid	Reference Line 1	Reference Line 2

Total Amount Paid Against All Module Balances 250.00
 Total Amount Distributed On This Screen 0.00
 Amount Left To Distribute On This Screen 250.00
 Amount Given Back as Change Cash 0.00

Print Print Opt No Print << Previous Exit

- 4 On the Split Payment Detail screen, right-click in the **Pay Code** field and select 2 (Cash).
- 5 Tab to the **Amount** field and enter 50.00.

Split Payment Detail For ==> Daniel Caddell

Pay Code: 2 ↓ Cash

Amount: 50.00 Split Pmt

Pay Ref 1: Del Dist

Pay Ref 2:

Pay Type	Amt Paid	Reference Line 1	Reference Line 2

Total Amount Paid Against All Module Balances: 250.00

Total Amount Distributed On This Screen: 0.00

Amount Left To Distribute On This Screen: 250.00

Amount Given Back as Change Cash: 0.00

Print Print Opt No Print << Previous Exit

- 6 If you wish to enter a payment reference, tab to the **Pay Ref 1** field. Whatever you enter here will display on the Cash Journal, GL Distribution report, and Transaction History reports.
- 7 Next, click **Split Pmt**.

Split Payment Detail For ==> Daniel Caddell

Pay Code: 2 ↓ Cash

Amount: 200.00 Split Pmt

Pay Ref 1: Del Dist

Pay Ref 2:

Pay Type	Amt Paid	Reference Line 1	Reference Line 2
2	50.00		

Total Amount Paid Against All Module Balances: 250.00

Total Amount Distributed On This Screen: 50.00

Amount Left To Distribute On This Screen: 200.00

Amount Given Back as Change Cash: 0.00

Print Print Opt No Print << Previous Exit

Note the following:

- Your payment distribution is entered into the browser.
- The **Total Amount Distributed On This Screen** is updated. For our example, it will say *50.00*.
- The **Amount Left To Distribute On This Screen** is updated. For our example, it will say *200.00*.

Note: You cannot leave this screen unless the Amount Left to Distribute is zero.

- 8 To make the \$200 check distribution, right-click in the **Pay Code** field and select *1* (Check). The **Amount Field** should say *200.00*.
- 9 If you wish to enter a payment reference, tab to the **Pay Ref 1** field. Whatever you enter here will display on the Cash Journal, GL Distribution, and Transaction History reports.
- 10 Click **Split Pmt.**

Split Payment Detail For ==> Daniel Caddell

Pay Code: 2 ↓ Cash

Amount: 0.00 Split Pmt

Pay Ref 1: Del Dist

Pay Ref 2:

Pay Type	Amt Paid	Reference Line 1	Reference Line 2
1	200.00	ck 345	
2	50.00		

Total Amount Paid Against All Module Balances: 250.00

Total Amount Distributed On This Screen: 250.00

Amount Left To Distribute On This Screen: 0.00

Amount Given Back as Change (Cash): 0.00

Print Print Opt No Print << Previous Exit

Note the following:

- Your payment distribution is entered into the browser.
 - The **Total Amount Distributed On This Screen** is updated. For our example, it will say *250.00*.
 - The **Amount Left To Distribute On This Screen** is updated. For our example, it will say *0.00*.
- 11 If you don't like the way things look, you have several options:
 - If one or all of the distributions in the browser are incorrect (e.g., they have the wrong pay code), you can click on each line item and click **Del Dist**. This will change the **Amount Left To Distribute On This Screen** and you will need to redo the distributions.
 - If the **Total Amount Paid Against All Module Balances** is incorrect, click **<<Previous**. You will return to the Global Payment Update screen where you can change the amount of your payment and redo the split payment.
 - If you want to cancel out of the Split Payment screen altogether, click **Exit**. Select the appropriate choice on the Cancel Update box.
 - 12 To print a receipt, click **Print**. When asked if you are happy with the payment distributions, click **Yes**. You will proceed to the Print Option Selection screen, where you can print or preview the receipt. If you think you made a mistake, click **Cancel**.
 - 13 If you choose not to print a receipt, click **No Print**.

Split Payment Example 2: Vacation Credit

The customer has a **Net Amount Due** of \$250, and wishes to use 1 week of their vacation credit, and pay the balance in cash.

- 1 In this example, the same basic split payment steps are used to complete the transaction. However, it may be necessary to gather information on what the household's portion of the payment is going to be.
- 2 For instance, if the household is using 1 week's worth of vacation credit, you need to know what their normal bi-weekly amount is to process the transaction. Remember, just because the household balance is \$250 does not mean you would take half of that. That balance represents any activity/program balance this household has, not just CDC or SA.
- 3 Prior to performing the Split Payment, go to Files → Global → HH Installment Billing Update. Lookup the household and select it.
- 4 On the Family Installment Billing Listing screen, find the enrollment that the vacation credit is being used for. Highlight it and click **Bill Update**.

Code	Description	Current Net Fee	Bill Amount	Bill Disc	Net Bill Amount
C1-FD	AMR - Full Day Care	744.00	100.00	0.00	100.00
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

- 5 Make a note of the amount in the **Bill Amount** field and click <<**Back**. For SA or kinder before and after enrollments, you may need to do this more than once.
- 6 Once the Household's portion is determined, go to Global Sales and make your split payment using the appropriate pay codes/distributions.

Note: When paying with a vacation credit (or any customer discount pay code) it is extremely important that you do not overpay or prepay with it. It is highly recommended that vacation credit payments get made immediately after the billing is run so that the updated parent's portion is already there when the parent comes in to pay. Overpaying or pre-paying with a vacation credit will cause a discount to show against the Control Account—this should never happen

- 7 To track that the household/child has used 1 week of their vacation credit, go to Files → Activity → Household Maintenance. Select the household, click **Members**, and change the child. Link the *V-Wk1* or *V-Wk2* code and make a comment on the child. Click **Done** to save.

The screenshot shows a software window titled 'CYMS Rel 9.5a3h' with a menu bar including 'File Maintenance', '12/22/2003', and 'CYS'. Below the menu is a navigation bar with 'Func', 'Global', 'Activity', 'Facility', 'Pass', 'POS', 'Rental', 'Court', 'System', 'Golf', and 'CYS'. The main window is titled 'Mestas - Family Member Update' and has several tabs: 'Core Info', 'Special Needs', 'Medical', 'Allergies', 'Shots', and 'Illnesses'. The 'Core Info' tab is active. The form contains the following fields and controls:

- Fam Memb:** 3
- Registration/Pass Status:** Type: CY-MZZ -- Numb: 4156 -- ACTIVE
- F/L Name:** Lauren Mestas
- Soc Sec#:** 227-77-4978
- Nick Name:** (empty)
- Relation:** DAUGHTER
- Ethnicity:** (dropdown menu)
- Lst Cards:** 0
- Status:** Active (selected), Inactive
- Gender:** Male, Female (selected)
- Age Group:** School-Age I
- Birthdate:** 07/14/1996
- Age:** 7 Yrs 5 Mos
- School Grade:** 0.50
- Photo ID:** 5528
- Available:** S-HAL, S-SHA, S-SOL, S-WH1, S-WH2, S/ALI
- Features:** Add >>, << Del, New, Desc
- Linked:** V-WK1
- Member Fee Codes:** (dropdown menu)
- Comments:** Vac Week 1 used 12/15/03-12/19/03 --- \$50
- Quick Rental Suspension:** (checkbox)
- Buttons:** Next, Done, Reg/Pass Detail, Q' Passes, Cancel

At the bottom of the window, there is a text area: 'Enter any SPECIAL COMMENTS regarding this family member'.

Split Payment Example 3: Agency Payment

The customer has a **Net Amount Due** of \$250. Because the household's income is low, they qualify for a co-payment from an agency. The customer's portion will be paid by check.

Note: For customers who qualify for co-payments from an agency, we recommend that the agency portion get paid at the same time the customer is paying their portion.

When the split payment is made, the customer's portion is paid with cash, check or credit card, and the Agency portion gets made with the appropriate agency pay code. We realize that the agency portion is being made with 'invisible' money, but there are reports that can be run to determine how much a particular agency owes the center. See the Misc Q&A document for more information regarding agency payments, how to bill the agency, and how to process the reimbursement checks.

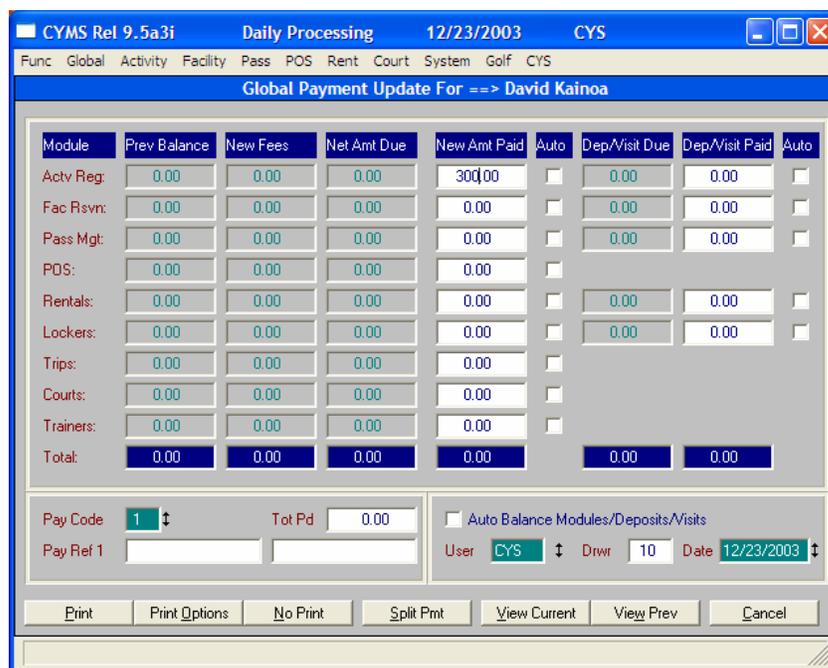
Pre-Payments/Over-Payments

A pre-payment or over-payment is created when the clerk enters an amount in the **New Amount Paid** field that is greater than the **Net Amount Due**.

Example 1

A customer has a zero activity balance and wants to make a \$300 payment.

- 1 Go to Daily → Global → Global Sales.
- 2 Lookup the household and select it. Click **Continue with Payment**.
- 3 In the **New Amount Paid** field on the Actv Reg line, enter 300.00.



- 4 Press **Tab**. The system will display the following message: "You Are Paying More Than Is Due! Do you wish to continue with this overpayment and treat it a credit balance for this module?"
- 5 Click **Yes** to continue.
- 6 Click **Print** or **No Print**.

Example 2

A customer has a \$100 activity balance and wants to make a \$300 payment.

- 1 Go to Daily → Global → Global Sales.
- 2 Lookup the household and select it. Click **Continue with Payment**.
- 3 In the **New Amount Paid** field on the Actv Reg line, enter *300.00*.
- 4 Press **Tab**. The system will display the following message: "You Are Paying More Than Is Due! Do you wish to continue with this overpayment and treat it a credit balance for this module?"
- 5 Click **Yes** to continue.
- 6 Click **Print** or **No Print**.

Payment Reversals

Payment reversals are generally used to correct payment mistakes (e.g. a payment was made by accident against a household, or the payment was valid, but the wrong pay code was used). Example for the steps below: The Clerk received \$50 cash from a customer, but entered it into the system as a check.

Note: You cannot reverse a pass visit payment using this program. Call VSI for assistance.

It's a good idea to run a Transaction History (Reports → Global → Global Financial Reports → Global HH Transaction History Listing) prior to doing a payment reversal. This will help determine your course of action and will show you if there have been other attempts to fix the problem.

- 1 Go to Daily → Global → Global Payment Reversals.
- 2 Lookup the household and select it.
- 3 On the Select Modules To Scan screen, click **OK**. You will proceed to the Payment Reversal screen.

Module	Tot Amt Paid	Reversal Amt	New Amt Paid	Auto	Dep Amt Paid	Dep Rev Amt	New Dep Paid	Auto
Actv Reg:	769.00	0.00	769.00	<input type="checkbox"/>				
Fac Rsvn:	0.00	0.00	0.00	<input type="checkbox"/>	0.00	0.00		<input type="checkbox"/>
Pass Mgt:	0.00	0.00	0.00	<input type="checkbox"/>				
POS:	0.00	0.00	0.00	<input type="checkbox"/>				
Rentals:	0.00	0.00	0.00	<input type="checkbox"/>	0.00	0.00		<input type="checkbox"/>
Lockers:	0.00	0.00	0.00	<input type="checkbox"/>	0.00	0.00		<input type="checkbox"/>
Trips:	0.00	0.00	0.00	<input type="checkbox"/>				
Courts:	0.00	0.00	0.00	<input type="checkbox"/>				
Trainer:	0.00	0.00	0.00	<input type="checkbox"/>				
Total	769.00	0.00	769.00					

Rev Code: 1 Check Rev Tot: 0.00 Log As Bad Payment In Caddell Household

Rev Ref 1: User: CYS Drwt: 10 Date: 12/19/2003

Buttons: Print, Print Options, No Print, View Prev, Cancel

Enter ACTIVITY Reversal Amount

- 4 The cursor will be in the Activity row/Reversal Amount column.
- 5 If the payment you need to reverse was an Activity payment, enter the amount in this field. If you need to reverse a payment that was made in a different module (Pass, Facility, Rentals, etc) press **Tab** to proceed to the appropriate row. For this example, enter **50.00** in the Activity row/Reversal Amount column.
- 6 Right-click in the **Rev Code** field. Select how you are reversing the money from the system. For this example, you entered a cash payment into the system as a check, so you need to reverse the payment out as a check. Select **1 (Check)**.
- 7 In the **Rev Ref** field, you can enter a note to describe why you are doing the reversal. This will display on the Cash Journal, General Ledger Distribution, and Transaction History reports.

Your screen will look similar to the following:

Module	Tot Amt Paid	Reversal Amt	New Amt Paid	Auto	Dep Amt Paid	Dep Rev Amt	New Dep Paid	Auto
Actv Reg:	769.00	50.00	719.00	<input type="checkbox"/>				
Fac Rsvn:	0.00	0.00	0.00	<input type="checkbox"/>	0.00	0.00		<input type="checkbox"/>
Pass Mgt:	0.00	0.00	0.00	<input type="checkbox"/>				
POS:	0.00	0.00	0.00	<input type="checkbox"/>				
Rentals:	0.00	0.00	0.00	<input type="checkbox"/>	0.00	0.00		<input type="checkbox"/>
Lockers:	0.00	0.00	0.00	<input type="checkbox"/>	0.00	0.00		<input type="checkbox"/>
Trips:	0.00	0.00	0.00	<input type="checkbox"/>				
Courts:	0.00	0.00	0.00	<input type="checkbox"/>				
Trainer:	0.00	0.00	0.00	<input type="checkbox"/>				
Total:	769.00	50.00	719.00					

Rev Code: 1 Check Rev Tot: 50.00 Log As Bad Payment In Caddell Household
 Rev Ref 1: paid with cash User: CYS Drwr: 10 Date: 12/19/2003

Enter a PRIMARY PAY REFERENCE for G/L Posting...

8 To print a receipt, click **Print**. You will be taken to a Print Option Selection screen. If you think you made a mistake, you can click **Cancel**. Click **Print** to print a receipt, or **Preview** to display the receipt on the screen. If you find yourself on a Manual Reversal screen, see below for screen help and Screen Shots.

OR

9 If you choose not to print a receipt, click **No Print**.

10 The reversal process is done, however, you still need to make the correct cash payment. Go to Global Sales to do that.

Note: The Manual Reversal screen is almost identical to the Manual Apply screen. The only way you can leave the Manual Reversal screen is if **Amount Left To Rev** is 0.00. Once you get to this screen, there is no way to cancel the reversal process. Do NOT panic. Do NOT turn off the PC—this can cause the system to become out of balance.

Important Information/Fields on the Manual Reversal Screen

Original Amount - The amount you are reversing. This field does not change once you are on this screen.

Amount Reversed - As you start reversing money on the household's enrollments using the **Full Rev** or **Partial Rev** option, this field will change appropriately.

Amount Left To Rev - As you start reversing money on the household's enrollments using the **Full Rev** or **Partial Rev** option, this field will change appropriately.

Full Rev - This option tells the system to take whatever dollar amount is in the **Amount Left To Rev** field and reverse it from the activity that is highlighted at the top of the screen. It will only allow you to reverse up to what has been paid on the class.

Partial Rev - This option tells the system you wish to reverse a *portion* of what is left in the **Amount Left to Rev** field from the activity that is highlighted at the top of the screen.

Reset Rev - If you think you have reversed the wrong amount on the wrong enrollment, you can always click **Reset Rev**. This will reset the **Amount Reversed** field to zero and the **Amount Left To Rev** will be reset to match the **Original Amount**, allowing you to start the process from the beginning.

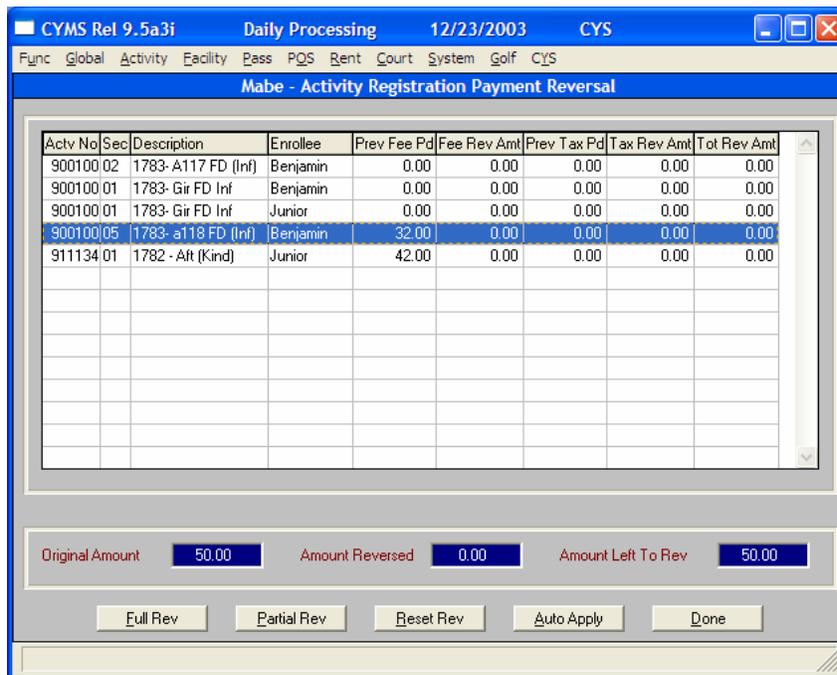
Auto Apply - Clerks should never use this option.

Done - Once all the money has been applied (the **Amount Left To Rev** field is *0.00*) the clerk must click **Done** to finish the reversal process.

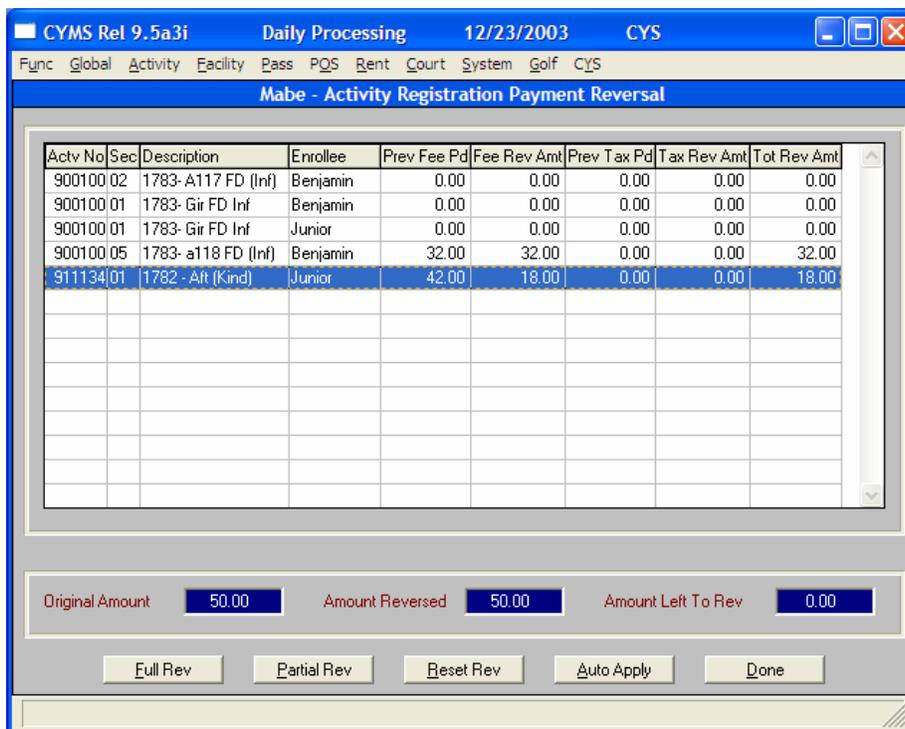
Example 1: Manual Reversal Screen Shots

If only one enrollment shows as having been previously paid, the smartest/quickest option to use is **Full Rev**. Highlight the program to reverse the payment on and click **Full Rev**. This will take whatever dollar amount is in the **Amount Left To Rev** field (in our example \$50) and reverse it from the activity that is highlighted at the top of the screen. The **Amount Left To Rev** will change to *0.00*. Click **Done** to finish.

If more than one enrollment shows as having been previously paid, you must decide which enrollment(s) to reverse from.



If you highlight the program that has \$32 in the **Prev Paid** column and click **Full Rev**, this will only reverse \$32 since that is all that was paid. The **Amount Left To Rev** will still be *18.00*. You can then highlight the class with \$42 in the **Prev Paid** column and click **Full Rev** again. This will take the rest of the money (\$18) and reverse it from that class.



The **Amount Left To Rev** will change to *0.00*. Click **Done** to finish.

Note: You can always click **Reset Rev** to start over.

Payments Q&A

Question: *When I make a payment against a household that has a zero balance, why can't I flag the money as belonging to the CDC or SA?*

Answer: In a network environment it doesn't make sense that a customer could have an activity balance at CDC and an activity credit at SA. When a payment is made against a zero balance, the money will be stored as a credit on the household and as a credit in the advance payment general ledger account and cost center (Control Account). The money will stay there until a charge is incurred in the module that has a credit. At that time, the advance payment account(s) will be debited and the proper revenue account will be credited.

Question: *What do I do if my computer freezes during a payment?*

Answer: This can cause several problems with the system. If your Cash and General Ledger reports are out of balance, call VSI for assistance.

Question: *I needed to make a split payment, but I paid the entire amount as a check. What do I do?*

Example: The customer wanted to pay \$20 in cash and \$50 in check. Instead, you paid \$70 as a check.

Answer: Do a Payment Reversal for \$20 with a reversal code of Check. Then make a \$20 Cash payment.

Question: *What does the Auto Apply option do?*

Answer: Do NOT use the Auto Apply option. Auto Apply pays money against the 'oldest' fees first. Since you have no idea what the oldest fee is, it is best to apply the money to the enrollments yourself using **Full Pay** or **Partial Pay**.

Question: *When I got to the Manual Apply screen, my program didn't show as owing money. I only see money that is owed to SA. What do I do?*

Answer: The first thing you need to do is apply the money to SA. Do NOT panic. Do NOT reboot the PC. This will only complicate your problem. Run a Transaction History Listing for the household (Reports → Global → Global Financial Reports → Global HH Transaction History Listing). This will help show what has taken place on this household. The transactions you find here will determine the next course of action. Call VSI for assistance.

Payment Reversal Q&A

Question: *How do I undo a payment reversal?*

Example: The customer paid with cash; the payment was entered into the system as a check. Next, you processed a payment reversal using Cash as the reversal code. Result: You are still out of balance.

Answer: It's a good idea to run a Transaction History Listing prior to doing a payment reversal. This will show you what has already been done to attempt to fix the problem and will help to determine your course of action. Next, reverse the reversal, by making a cash payment. Then, make a payment reversal and use Check as the reversal code. Finally, make a cash payment.

Hourly Care Payments/Pre-payments

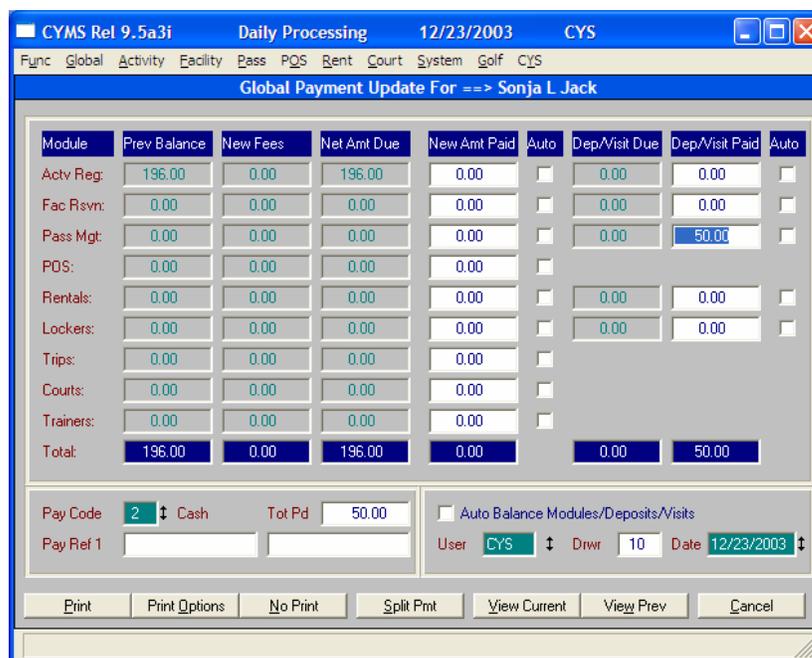
Among other things, Global Sales can be used to pay outstanding annual registration balances, outstanding visit balances (including late pickup fees), or to pre-pay for hourly care.

Example 1

A customer wants to pre-pay \$50 for hourly care.

- 1 Go to Daily → Global → Global Sales.
- 2 Lookup the household and select it. Click **Continue with Payment**.
- 3 On the Global Payment Update screen, the cursor will start in the **New Amount Paid** field in the Activity Reg Row. *You cannot pre-pay for hourly care in this field!* Click in the **Dep/Visit Paid** field in the **Pass Mgt** row. Make sure you are in the correct row—**Pass Mgt**. Enter *50.00*.

Note: You will receive a message indicating that you are paying more than is due. Click **Yes** to continue.



- 4 Right-click in the **Pay Code** field select the method of payment. If appropriate, enter a pay reference in the **Pay Ref 1** field.
- 5 Click **Print** to print a receipt or **No Print** to process the transaction without printing a receipt. All future hourly visit fees or late pickup fees incurred by this household will draw from this credit.

Example 2

A customer has a visit balance of \$50 and wishes to pay it off.

- 1 Repeat steps 1-5 from Example 1.

Hourly Care Payments Q&A

Question: Do I have to use Global Sales to pay for hourly? Why can't I just pay/pre-pay for hourly care when the patron swipes out?

A: When a patron swipes out and incurs a fee (whether it is hourly or a late pickup fee) it is recommended that the customer pay at that time. A customer that swipes out and incurs a fee can pre-pay by overpaying on the swipe-out Payment screen in the **Visit Paid** field (on the right side of the screen).

If, however, the customer does not pay/pre-pay during the swipe out, Global Sales allows you to pay against those outstanding hourly balances or pre-pay for hourly care.

Question: I charged someone too much/not enough for their hourly care or charged someone too much/not enough for their late pickup fee. What do I do?

Answer: During a swipe out, you are in control of the visit fees and late fees. You can change them if you need to. If, however, you swiped the child out and didn't change them, do the following:

Note: For these scenarios, it is highly recommended that you call VSI for assistance.

- Go to Daily → Global → Global Cancel/Changes.
- Lookup the household and select it.
- Highlight the Pass the fee was incurred on and click **Detail Changes**.
- On the Pass Detail Change screen, the **Visit Balance** equals the hourly balance for the selected child's pass. The **Guest Visit Balance** equals the late pickup balance for the selected child's pass. Increase or decrease the appropriate balance and click **OK**. You will return to the Global Cancel/Change screen.
- To finish, click **Payment** (or **Refund** if there is a balance due) and respond to any screen messages.

Note: On the Global Payment screen, the information you see in the **Dep/Visit Fees Due** field will not reflect the changes you just made. Your changes will occur when you click **Print** or **No Print**. Once you finish, you can go back into Global Cancel/Changes, go to the Detail Change screen, and look at the new visit/late balance.

Remember, if you are making a payment against the visit/late pickup fees, you need to make it in the **Dep/Visit Paid** field in the Pass Mgt row. The cursor doesn't default there. If you are unsure of what changes you've made, you can always click **Cancel** from the Payment screen to start over, or call VSI.