

CYMS TRAINING GUIDE

CTG-F03 - UPDATING CHARGES

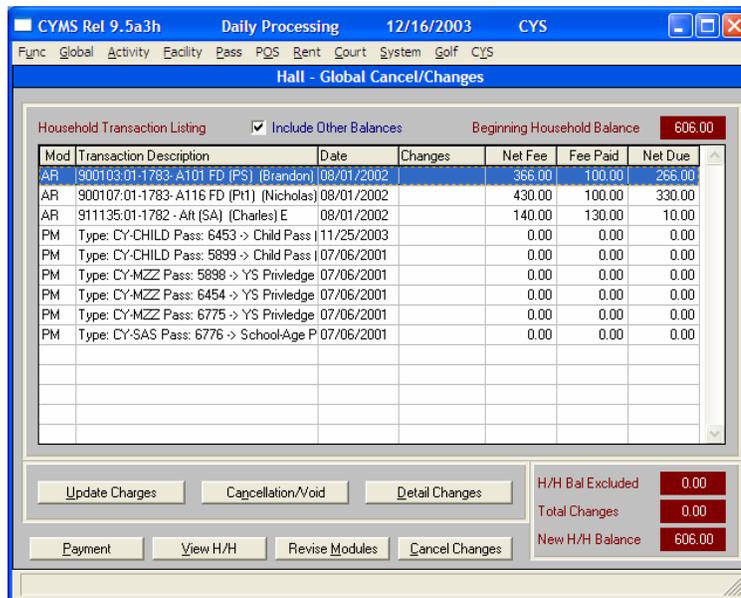
Updated Apr 04

Updating Charges is used to increase or decrease someone's program fees or to charge a Late Payment Fee.

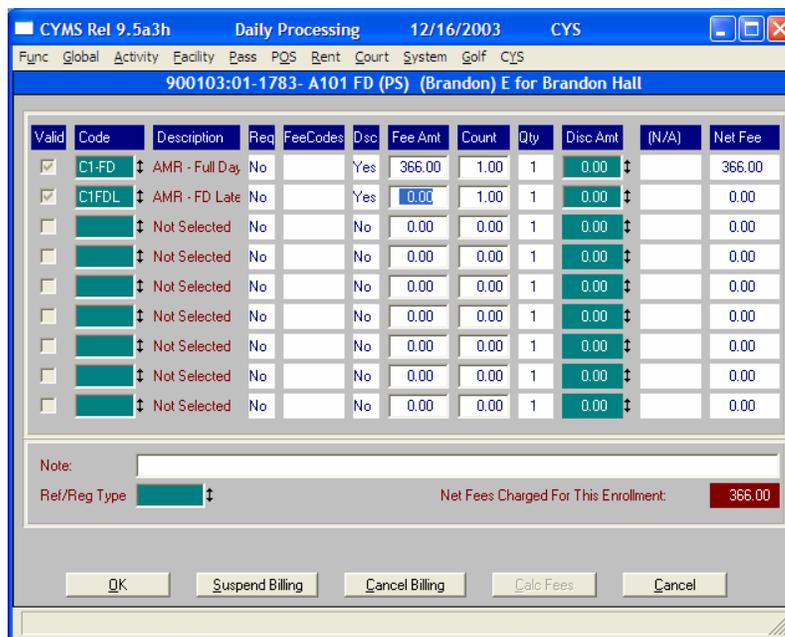
Example 1

You want to charge a household a \$5 late payment fee.

- 1 Go to Daily → Global → Global Cancel/Changes.
- 2 Look up the household and select it.



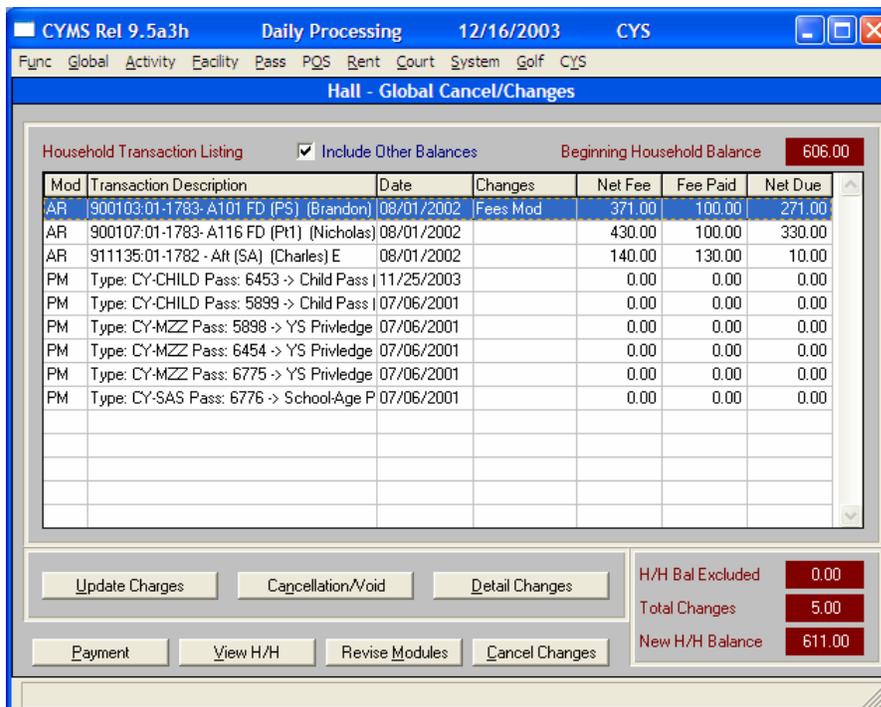
- 3 On the Global Cancel/Changes screen, highlight the enrollment you want to charge the late payment fee on and click **Update Charges**.



- On the Update Charges screen, press Tab to go to the **Fee Amount** column on the **Late Fee Bill Code** row. The **Late Fee Bill Code** will *probably* be in the second row—if in doubt, check the **Description** on the bill code.

Note: The Fee Amount column on the late fee bill code row reflects the total cumulative amount of late fees you have charged this customer for this enrollment. For example, if this is the first time you've ever had to charge this household a late payment fee for this enrollment, the Fee Amount will be \$0. If however, you have charged this household a \$5 late fee twice in the past for this enrollment the Fee Amount will be \$10.

- To charge this customer a \$5 late payment fee: If the Fee Amount is 0.00, change it to 5.00, if the Fee Amount is 10.00, change it to 15.00, and so on. Next, click OK.

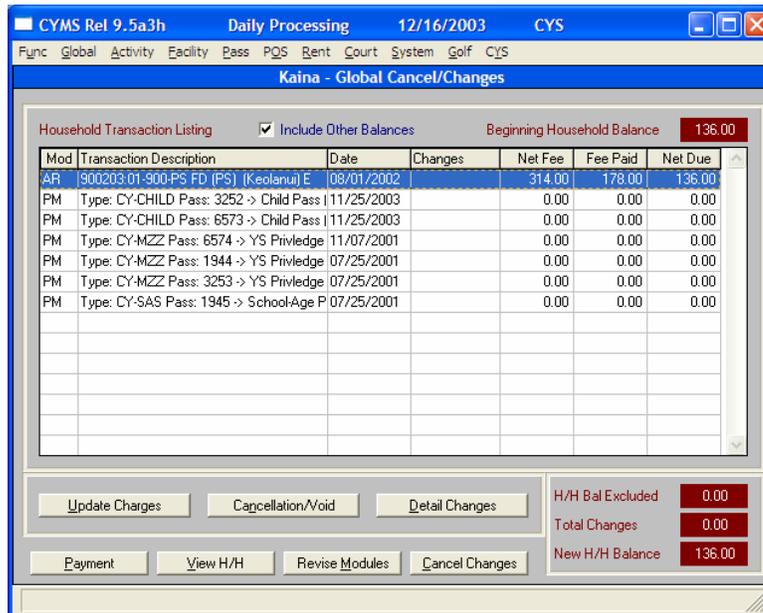


- 6 On the Global Cancel/Changes screen, the enrollment now says *Fees Mod* in the **Changes** column. To finish, click **Payment** and respond to any screen messages. To start over without accepting your changes, click **Cancel Changes**.
- 7 On the Payment Update screen, use the Pay Ref 1 field to explain why you are increasing this customer's fees. Example: late pay fee
- 8 To finish, click **Print** or **No Print**.

Example 2

For one Bi-weekly billing a household was charged a Cat 2 full day rate and should only have been charged the Cat 1 rate. The Cat 2 rate = \$136 Bi-weekly. The Cat 1 rate = \$91 Bi-weekly. So, they were overcharged by \$45.

- 1 Go to Daily → Global → Global Cancel/Changes.
- 2 Lookup the household and select it.



Mod	Transaction Description	Date	Changes	Net Fee	Fee Paid	Net Due
AR	900203:01-900-PS FD (PS) (Keolanui) E	08/01/2002		314.00	178.00	136.00
PM	Type: CY-CHILD Pass: 3252 -> Child Pass I	11/25/2003		0.00	0.00	0.00
PM	Type: CY-CHILD Pass: 6573 -> Child Pass I	11/25/2003		0.00	0.00	0.00
PM	Type: CY-MZZ Pass: 6574 -> YS Privledge	11/07/2001		0.00	0.00	0.00
PM	Type: CY-MZZ Pass: 1944 -> YS Privledge	07/25/2001		0.00	0.00	0.00
PM	Type: CY-MZZ Pass: 3253 -> YS Privledge	07/25/2001		0.00	0.00	0.00
PM	Type: CY-SAS Pass: 1945 -> School-Age P	07/25/2001		0.00	0.00	0.00

Buttons: Update Charges, Cancellation/Void, Detail Changes, Payment, View H/H, Revise Modules, Cancel Changes

Summary: H/H Bal Excluded 0.00, Total Changes 0.00, New H/H Balance 136.00

- 3 On the Global Cancel/Change screen, highlight the enrollment you wish to correct fees on and click **Update Charges**. On the Update Charges screen, press **Tab** to move to the **Fee Amount** column on the Full Day bill code, which is generally in the first row.

CYMS Rel 9.5a3h Daily Processing 12/16/2003 CYS

900203:01-900-PS FD (PS) (Keolanui) E for Keolanui Kaina Jr.

Valid	Code	Description	Req	FeeCodes	Dsc	Fee Amt	Count	Qty	Disc Amt	(N/A)	Net Fee
<input checked="" type="checkbox"/>	C2-FD	FS - Full Day C	No		Yes	314.00	1.00	1	0.00		314.00
<input checked="" type="checkbox"/>	C2FDL	FS - FD Late P	No		Yes	0.00	1.00	1	0.00		0.00
<input type="checkbox"/>		Not Selected	No		No	0.00	0.00	1	0.00		0.00
<input type="checkbox"/>		Not Selected	No		No	0.00	0.00	1	0.00		0.00
<input type="checkbox"/>		Not Selected	No		No	0.00	0.00	1	0.00		0.00
<input type="checkbox"/>		Not Selected	No		No	0.00	0.00	1	0.00		0.00
<input type="checkbox"/>		Not Selected	No		No	0.00	0.00	1	0.00		0.00
<input type="checkbox"/>		Not Selected	No		No	0.00	0.00	1	0.00		0.00
<input type="checkbox"/>		Not Selected	No		No	0.00	0.00	1	0.00		0.00

Note:

Ref/Reg Type Net Fees Charged For This Enrollment: 314.00

OK Suspend Billing Cancel Billing Calc Fees Cancel

Note: The Fee Amount column reflects the total cumulative amount that this household has been billed for this enrollment.

- To correct the billing error, decrease this customer's Fee Amount by \$45. In our example we would make the Fee Amount \$269.00 (\$314 - \$45=\$269). Next, click **OK**.

CYMS Rel 9.5a3h Daily Processing 12/16/2003 CYS

Kaina - Global Cancel/Changes

Household Transaction Listing Include Other Balances Beginning Household Balance 136.00

Mod	Transaction Description	Date	Changes	Net Fee	Fee Paid	Net Due
AR	900203:01-900-PS FD (PS) (Keolanui) E	08/01/2002	Fees Mod	269.00	178.00	91.00
PM	Type: CY-CHILD Pass: 3252 -> Child Pass	11/25/2003		0.00	0.00	0.00
PM	Type: CY-CHILD Pass: 6573 -> Child Pass	11/25/2003		0.00	0.00	0.00
PM	Type: CY-MZZ Pass: 6574 -> YS Privledge	11/07/2001		0.00	0.00	0.00
PM	Type: CY-MZZ Pass: 1944 -> YS Privledge	07/25/2001		0.00	0.00	0.00
PM	Type: CY-MZZ Pass: 3253 -> YS Privledge	07/25/2001		0.00	0.00	0.00
PM	Type: CY-SAS Pass: 1945 -> School-Age P	07/25/2001		0.00	0.00	0.00

Update Charges Cancellation/Void Detail Changes

Payment View H/H Revise Modules Cancel Changes

H/H Bal Excluded 0.00
Total Changes 45.00
New H/H Balance 91.00

- On the Global Cancel/Changes screen, the enrollment now says *Fees Mod* in the **Changes** column. To finish, click **Payment** and respond to any screen messages. To start over without accepting your changes, click **Cancel Changes**.

- 6 It is a good idea to use Pay Ref 1 to document why you decreased this customer's fees.
Example: Billing error.
- 7 To finish, click **Print** or **No Print**.

Note: In this example, you would also need to change the household's Family Income so future billings will be correct. To do this, go to Files → Activity → Household Maintenance, and go to the Financial Info screen.

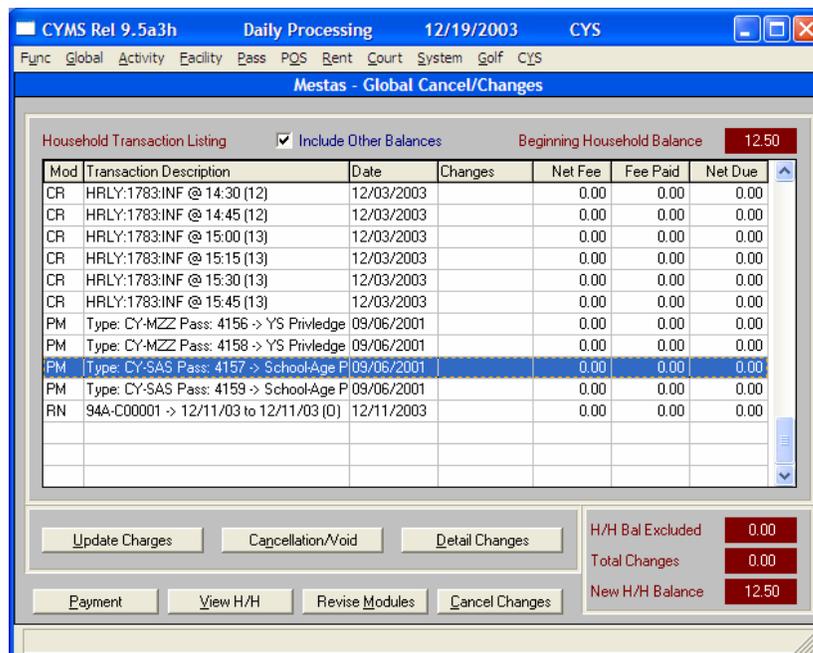
Updating Fees (Pass Visit Fees)

Global Cancel/Change allows you to **adjust visit fees or late pickup Fees**. Reminder: Hourly visit fees and late pickup fees can be changed at the time of the swipe out. It is much easier to fix the fee at that time than after the fact using *Global Cancel/Changes*. *If you must use this method for fixing visit or late pickup fees, it is recommended that you call VSI for help.*

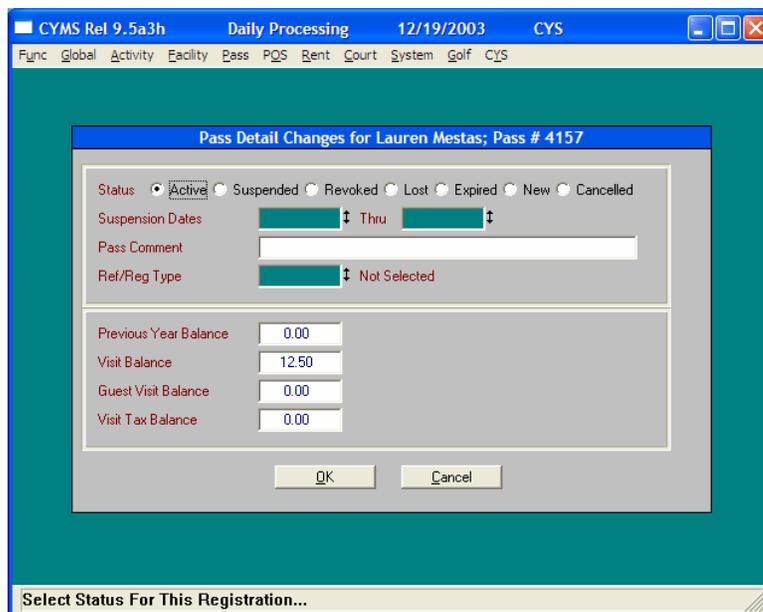
Example

A child was over or under charged for their hourly care or for their late pickup fee.

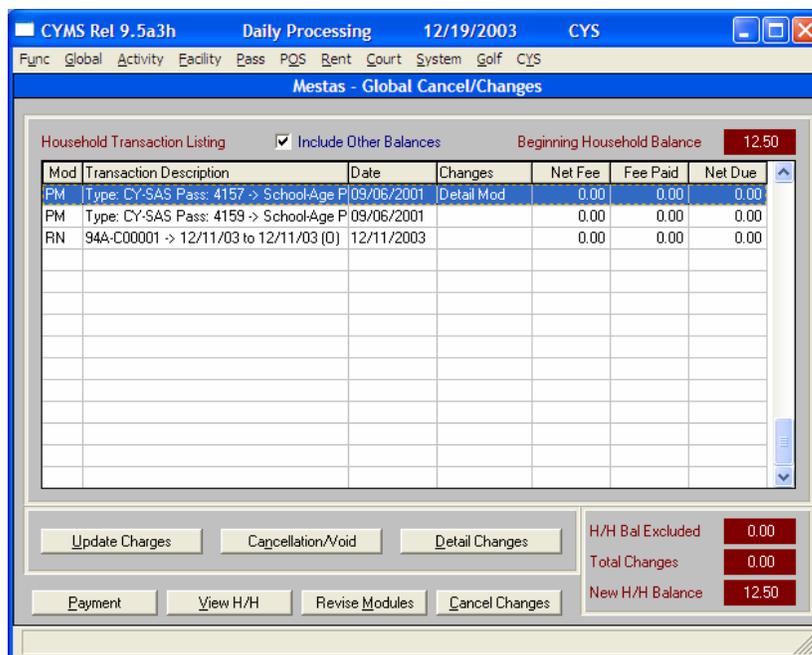
- 1 Go to Daily → Global → Global Cancel/Changes.
- 2 Lookup the household and select it.



- 3 Highlight the pass the charges were incurred on and click **Detail Changes**.



- On the Detail Changes screen, the **Visit Balance** is the current hourly balance for this child. The **Guest Visit Balance** is the current late pickup balance for this child. Increase or decrease the appropriate balance and click **OK**.



- On the Global Cancel/Change screen, the **Changes** column now says *Detail Mod*. To finish, click **Payment** and respond to any screen messages. To start over without accepting your changes, click **Cancel Changes**.

Important Note: The screen messages and the Payment screen will **not** reflect the changes you just made. Your changes are processed when you click **Print** or **No Print**. Once you finish, you can go back into Global Cancel/Changes and go to the Detail Changes screen to see the new visit/late balance.

- To process this change, click **Print** or **No Print**.

Reminder: 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. Your 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.

Other Important Information/Fields on Cancel/Changes Screens

Include Other Balances - Leave this option selected unless you want to refund money to a customer even though they owe money for something else in the same module. For more information on this option, contact VSI.

Cancellation/Void - Depending on which Cancel/Changes program you are in, **Cancellation/Void** allows you to cancel people out of different things. Some examples: In Pass Cancel/Changes, you can cancel someone's pass, although *you should never cancel a pass that has visits tied to it*; in Activity Cancel/Changes, you can cancel someone out of a class. Activity cancellations are rarely made at CDC and SA—they are more commonly done by the Youth Center. In Court Cancel/Changes, you can cancel hourly reservations.

Note: Cancellations sometimes lead to refunds. For example, if you cancel a child out of a class and they have paid \$40 towards the class, they will be owed a \$40 refund unless the entire amount is taken as a surcharge.

Detail Changes - Depending on which Cancel/Changes program you are in, **Detail Changes** allows you to do different things. Some examples: In Activity Detail Changes, you can add a roster note to a child (roster notes can be linked to enrollees and printed on rosters); in Pass Detail Changes, you can update visit fees or late pickup fees.

View H/H - This will display a few household details: sponsor name, address, home phone/work phone.

Revise Modules - This option allows you to select the modules you want to display on the screen. You probably won't use this option.

Cancel Changes - At any time, in any of the above processes, you can click **Cancel Changes** to start the entire process over without saving your changes.

Updating Fees Questions & Answers

Question: *Can I print a report to show households that might need to be charged a late payment fee?*

Answer: Yes. To print a listing of people who owe money on a program enrollment and determine whether to charge them a late payment fee, go to Reports → Activity → Activity Financial Reports → Activity Trial Balance. In the **Minimum Balance to Show** field, enter *1.00*. You can limit the report to look at children in your programs by using Range and Browser or Browser Only. Click **Print**, and print or preview the report. This will show any household that owes \$1 or more on an enrollment.

Question: *I notice that each module (Activity, Pass, Facility, Rentals, etc.) has a Cancel/Change program in Daily Processing. Are they all the same?*

Answer: No. For example, you cannot use Rental Cancel/Changes to update fees on someone's program enrollment, or vice versa. Rental Cancel/Changes is used to update fees on a household's rental balance. Pass Cancel/Changes is used to update fees on a household's pass balance. Remember, each module carries its own balance. Global Cancel/Change allows you to see and update charges for any module.

Note: Once you know how to update charges or cancel in one module, the process is the same in the rest of the modules.

Question: *In Cancel/Changes, on the Update Charges screen, I deleted the bill code (or I changed the wrong Fee Amount). How do I fix this?*

Answer: If you didn't finish the process (you are still on the Update Charges screen, the Cancel/Changes screen, or the Payment screen) click **Cancel** (and/or **Cancel Changes**) and start over. If you did finish the process, you will need to print a Transaction History Listing for this household and use that to determine what the Net Fee should be on that enrollment/registration. Remember to take into account adjustment increases, decreases, billings, and fees. Once the correct Net Fee is determined, you can update charges appropriately. To print a Transaction History Listing report, go to Reports → Global → Global Financial Reports → Global HH Transaction History Listing.

Caution: If you finished the process and refunded the money using the Refund from Finance (rather than Refund Apply) option, you should call VSI for assistance. The Transaction History Status will show you how you refunded the money.

Question: *Isn't there an automated way to charge someone a late payment fee?*

Answer: There is, but it will charge anyone with a balance in the program range that you select. Also, it will charge the late fee per child per enrollment. For example, if a household has two children with enrollments and both owe money, they will both get charged a late fee. For SA enrollments, a child owing money for before and after care would get charged twice as well. It's always possible that you don't want to charge a particular household a late fee even if the household has a balance. Therefore, if you use the automated method of charging Late Payment Fees, you will still have to go in and update charges on the people who should not have been charged. Running the Trial Balance Report and updating charges manually is safer and puts you in control of who gets charged.