

Army Auto-Debit Setup Using MX925 RecTrac/CYMS 10.3



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System Setup Checklist for 10.3 Garrisons

See details below.

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- Contact IMCOM G-9 Business Programs for MOTO (Mail Order/Telephone Order) Account and Dedicated MX925 Pin Pad for Credit Card Auto-debit (CC Auto-debit)
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System Setup Checklist

Obtain Local / Region Command Approval

Before you can start the Auto-debit process, you must first **seek permission** from your command (garrison and region). A garrison team effort is required to make this initiative a success.

- We recommend making CC Auto-debit available to Community Recreation and Child & Youth operations simultaneously.
- Identify local programs where this service would be applicable (childcare fees, rental fees, other recurring MWR charges, etc.).
- Establish an **implementation team** that includes key players from your ISO, Financial Management, Recreation Division and CYS staff.
- Your database server must be on Progress 11. We highly recommend that RecTrac/CYMS version 10.3y04 is running (with patch files).

Contact IMCOM G-9 for MOTO Account

Once approval from your Command has been granted and your local implementation team established, you must obtain a **special merchant account** called a MOTO (Mail Order/Telephone Order) account. The MOTO account is necessary to perform recurring billing transactions on patron accounts.

Your Garrison Financial Management or Business Programs POC should contact the IMCOM G-9 Business Operations Division, **Mr. Thomas Barclay** via email (thomas.barclay.naf@mail.mil) to request MOTO account(s) for your Garrison – or to confirm that previously created MOTO is active. Be sure to cc **Linda Shiles** (linda.j.shiles.naf@mail.mil) and **Deb Uhler** (deborah.k.uhler.naf@mail.mil) on the email.

- VeriFone POINT moves the merchant info out of RecTrac/CYMS and into the pin pad. Each pin pad is unique to the merchant account number and terminal ID. You need a dedicated Pin Pad for adding credit cards to accounts and running the billing.
- Confirm with ASP that the pin pad is configured as MOTO, not Retail.

Create a VeriFone Credit Card Device

Refer to the **Army MX925 Field Setup Steps v8** documentation for the proper configuration settings of the Credit Card Device **Point Settings**. The steps that follow pertain to setting up the device to process credit card auto-debit.

- 1 In RecTrac/CYMS, go to Files • System • Device Maintenance • Printer/Device Maintenance
- 2 Log into RecTrac/CYMS on the POS terminal. Go into Printer Device Maintenance to create Credit Card Devices. Finance prefers the six-digit Chase TD number to be part of the code so the accounts are easy to match up with the Chase merchant reports. See Example V501301, below. *That said; the CYMS ID standard has traditionally been IBILL.*
- 3 In Printer Device Maintenance, click the **Add** button. Select **CreditCard** as the New Type. Name the new device in a manner that Finance will recognize, for example, V501301. Select New Sub-Type as **Verifone**. When you click **OK** on the New Device Add screen, the configuration screen for the new device will open.

On the Verifone Core screen:

- Set the Payment Engine as **PAYwareConnect-Point** and the Account Type as **MOTO**.
- Edit **Desc** field to describe the new device, indicating it is the Billing Auto Debit account
- FYI – once your database is running 10.3y04 with patches, you will see the Merchant ID field (outlined in red below) as an active field. You will insert the VeriFone Client ID Value as specified in the patches documentation.

The screenshot shows the 'New Device' configuration window for a VeriFone Core device. The window has four tabs: 'Verifone Core' (selected), 'Other Settings', 'E-Commerce', and 'Point Settings'. The 'Verifone Core' tab contains the following fields and controls:

- Type:** CreditCard
- ID:** V501301
- Sub-Type:** Verifone
- Desc:** CDC Billing Auto Debit POINT
- Status:** Active (selected), Inactive
- Payment Engine:** PAYwareConnect-Point
- Account Type:** MOTO
- Tip TranCode:** [dropdown]
- Server ID:** [text field]
- Require Signature Amount:** 0.00
- Cash Back Limit:** [text field]
- Auth Copies:** 0
- Auth Printer:** [dropdown]
- Host Name:** [text field]
- Port:** [text field]
- Merchant #:** [text field]
- Processor:** [text field]
- Merchant ID:** [text field, highlighted with a red box]
- User ID:** [text field]
- Password:** [text field]
- Authorization Key:** [text field]
- IPCharge URL:** [text field]
- SAP Merch (Normal CC):** [text field]
- SAP Merch (Private Label):** [text field]
- IB Device Name:** [text field]

Buttons at the bottom: Next, Done, Cancel.

- 4 Click **Next** to go to the Other Settings screen.

- 5 Confirm that all credit card types your base accepts are added to the **Cards Accepted** list.
- 6 The E-Commerce screen is not part of the set-up for CC Auto-debit.
- 7 The Point Settings screen is covered in the Army Point set-up doc.
- 6 Click **Done**.

Link the VeriFone Credit Card Device to Installment Billing User(s)

Each garrison should have **dedicated Installment Billing User IDs** (and Pin Pad) for both RecTrac and CYMS along with several back up IDs. (Examples: CYMS databases generally have user IDs 995, 996, 997 and 998 reserved as the billing IDs with 995 as the primary. RecTrac databases may have unique billing user IDs per program that installment bills patron fees – vehicle storage, golf memberships, stable/boarding, etc. – or one central location such as FM may run billing for recreation division.) However your operation runs billing, remember:

- These IDs should only be used to process installment billing/credit card auto-debit.
- These IDs are never used to process a cash, check, or credit card transaction.

To link the VeriFone credit card device to your installment billing users:

- 1 Go to Files • System • Device Maintenance • Device Assignments.
- 2 Expand the User IDs section of Device Assignment tree.
- 3 Highlight the dedicated Installment Billing User ID.

Device Assignment

Device by Workstation Build W/S List Reset

702 (### Carver, Peter (PC/OS Ops/Admin))
800 (Brown, Cathie (CYS Coordinator))
850 (Fields, Jennie (FMD))
899 (Jones, Andrea (MWR IT))
995 (Queue, Suzi (CYMS Billing))
996 (Samuels, Hannah (Billing))
997 (James, Martin (CYMS Billing))
998 (Venable, Ella (CYMS Billing))
999 (### CYS Void All Drawers (999))
9FM-DAJ (Jenkins, Delia A (FMD))
CLEANUP01 (Balance Cleanup01 (Fields, A))
CLEANUP02 (Balance Cleanup02 (Shelton, A))
CLEANUP03 (Balance Cleanup03 (Goren, R))

SUPT-MS10 (Version 10.3y04, Last Logon 08/02/18 08:31)

Device Type: CREDITCARD

Device to Add: VS123456

PURGE Selected Add To Linked Devs

Modify My 'CREDITC' Device Remove Selected

Rename/Clone WorkSt. Modify Device

CREDITCARD=VS123456
DRAWER=D-CYSIB
END-OF-SHIFT=EOS-BILL

CREDITCARD = VSI Test Account Auto-debit POINT

- 4 Under Device Type select Credit Card.
- 5 Under Device to Add select the newly created Installment Billing Credit Card device
- 6 Click **Add to Linked Devs**.
- 7 Repeat for each backup billing User ID for the activity/program. Remember – RecTrac may have billing users for several activities/programs – use caution when linking their devices!

Create a CC-Redirect Device

A CC-Redirect Device must be created and linked to **all** workstations at sites using Auto Debit. The CC-Redirect device allows normal credit card sales to process through your normal retail merchant account while redirecting auto-debit setup to the MOTO merchant account.

- 1 Go to Files • System • Device Maintenance • Printer/Device Maintenance.

The screenshot shows a web-based form titled "Installment Billing ReDirect Core" with a red header bar. The form is divided into several sections:

- Type:** A dropdown menu with "CC-Redirect" selected.
- ID:** A text field containing "CCAUTODR".
- Sub-Type:** A dropdown menu with "RDInstBill" selected.
- Desc:** A text field containing "CYS Credit Card Auto-debit".
- Status:** Two radio buttons, "Active" (selected) and "Inactive".
- Primary IB Device:** A dropdown menu with "VS123456" selected.
- Use Secondary PNP Device:** A dropdown menu that is currently empty.

- 2 Click **Add**.
 - From the Type list, choose **CC-Redirect**.
 - Enter an ID of AUTODBT (or similar – my example shows CCAUTODR).
 - From the Subtype list, choose **RDInstBill**.
- 3 Click **Next**.
 - For **Desc**, type in Credit Card Auto-debit.
 - In the **Primary IB Device** field, choose the new Installment Billing Credit Card device you created in the [previous section](#). For Example: VS123456 (or IBILL).
 - Ignore the Use Secondary PNP Device field – it does not pertain to your operations.
- 4 Click **Done**.

Link CC-Redirect Device to ALL Sites using Auto Debit at the Workstation

A CC-Redirect Device must be created and linked to **all** workstations at sites using Auto Debit.

Note: You should not remove the existing Credit Card device. Link the CC-Redirect device in addition to what is already linked.

- 1 Go to Files • System • Device Maintenance • Device Assignments.
- 2 Expand the Work Stations section of the Device Assignment tree.
- 3 Link the CC-Redirect device to **ALL** POS Workstations that will set-up Credit Card Auto-debit.

Reminder: Do not remove existing Credit Card device. CC-Redirect device is an **additional** linked device.

Verify the ACH Device

You must verify four things on your ACH device:

- 1 Go to Files • System • Device Maintenance • Device Assignments.
- 2 Find the ACH device linked to your Installment Billing User(s). Remember your ACH device could be linked at any level of the Device Hierarchy and not necessarily at the User level.

ACH File Header

ACH Pay Code: 1

ACH File: c:\temp\auto.txt

CC Pay Code List: 3,5

Hash: ☐ Unique Routing #s ☒ All Routing #s

Pay Drawer: 995

☐ CR/LF After Last Record?

☒ Charge New Fees

☐ Apply Cred Bal to Auto-Debit

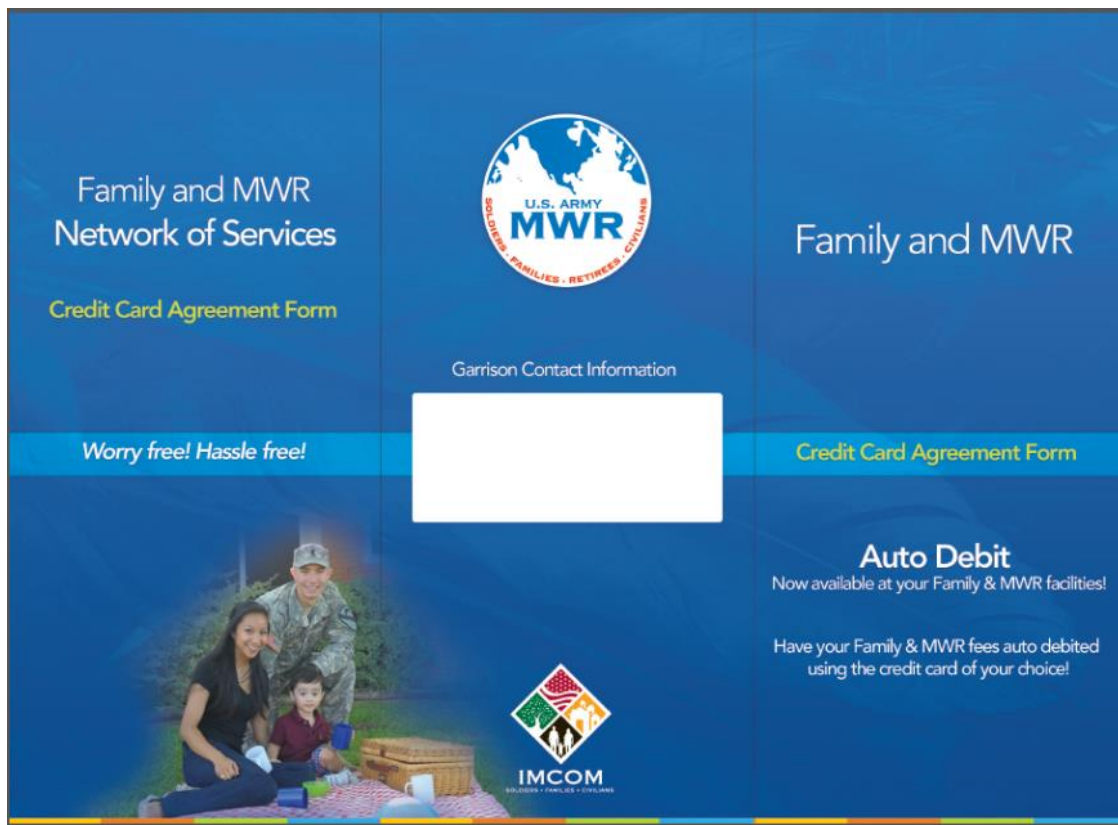
- 3 Verify the Pay Codes listed in the CC Pay Code List are valid Credit Card Pay Codes. If you allow only Auto-debit with Visa and MasterCard, then make sure only those Pay Codes are selected here. Press and hold down <CTRL> key to multi-select.

Note: Do not include WebTrac Credit Card Pay Codes here.

- Verify the Pay Drawer is valid. This should match your Installment Bill User's Drawer.
- Verify the Charge New Fees option is enabled/turned ON.
- Verify the Apply Cred Bal to Auto-Debit option is disabled/turned OFF.

- 1 Customers wishing to initiate Credit Card Auto-debit must complete the **Credit Card Agreement** giving the local MWR activity permission to process the recurring charges.





- This formal Agreement is a **standard Army format**, approved by **IMCOM Legal Office**, to be used at all garrisons. Local changes/adaptations/additions to this Agreement are not authorized except for the following:
 - There is a space on the back of the cover of the tri-fold (in the white block) for the Garrison to **add Contact Information** prior to printing.
 - If your Garrison does not process **Discover and/or American Express cards**, you can mask off these choices on the form prior to printing.
 - Because this form contains sensitive information such as cardholder name, partial card number and expiration dates, it must be handled in an extremely sensitive manner.
 - It cannot be **emailed, faxed, or 'shot-gunned'** within the local system by any of our staff.
 - It cannot be left unsecured in general office locations.
 - MWR program locations are permitted to hand out blank forms to interested patrons, but are not permitted to collect, transport, store, or process forms.
- 3** Each garrison must identify a central collection location (or locations) where patrons can personally return their completed Agreements and get set-up in the system (RecTrac and/or CYMS) for Credit Card Auto-debit. The patron is needed in person, card in-hand, in order to set-up Credit Card Auto-debit.

- Staff at these locations must be **trained in handling sensitive material** and in **setting up the actual recurring bills in CYMS/RecTrac**. See Setting Up a Patron for Credit Card Auto-Debit below. Possible locations include:
 - Financial Management Office
 - Central Processing Office
 - Parent Central Services
 - Another centrally located/easily accessible destination
- 4 Please carefully select where you will allow this sensitive information to be collected and processed on your garrison. **Coordinate** this selection **with your local Financial Management Office** to ensure all **PII and Banking safeguards** are in place.

Setting Up a Patron for Credit Card Auto-Debit

- 1 From a POS Workstation that is linked to the Billing MX925 CC-Redirect device go to Files • Global • HH Installment Billing Update. Look up the household account you wish to update and select it.
- 2 Highlight the appropriate Class/Item bill to set-up credit card auto-debit and click the **Change Bill** button at the bottom of the screen.

3 A screen similar to the following will appear:

Billing Schedule For Stephanie: 910005-02

| Date | Status | Bill Amt | Disc Amt | AutoPay | Net Bill Amt |
|------------|----------|----------|----------|---------|--------------|
| 06/15/2014 | Unbilled | 30.00 | 0.00 | 0.00 | 30.00 |
| 07/01/2014 | Unbilled | 30.00 | 0.00 | 0.00 | 30.00 |
| 07/15/2014 | Unbilled | 30.00 | 0.00 | 0.00 | 30.00 |
| 08/01/2014 | Unbilled | 30.00 | 0.00 | 0.00 | 30.00 |
| 08/15/2014 | Unbilled | 30.00 | 0.00 | 0.00 | 30.00 |
| 09/01/2014 | Unbilled | 30.00 | 0.00 | 0.00 | 30.00 |
| 09/15/2014 | Unbilled | 30.00 | 0.00 | 0.00 | 30.00 |
| 10/01/2014 | Unbilled | 30.00 | 0.00 | 0.00 | 30.00 |
| 10/15/2014 | Unbilled | 30.00 | 0.00 | 0.00 | 30.00 |
| 11/01/2014 | Unbilled | 30.00 | 0.00 | 0.00 | 30.00 |
| 11/15/2014 | Unbilled | 30.00 | 0.00 | 0.00 | 30.00 |
| 12/01/2014 | Unbilled | 30.00 | 0.00 | 0.00 | 30.00 |
| 12/15/2014 | Unbilled | 30.00 | 0.00 | 0.00 | 30.00 |
| 01/01/2015 | Unbilled | 30.00 | 0.00 | 0.00 | 30.00 |
| 01/15/2015 | Unbilled | 30.00 | 0.00 | 0.00 | 30.00 |
| 02/01/2015 | Unbilled | 30.00 | 0.00 | 0.00 | 30.00 |
| 02/15/2015 | Unbilled | 30.00 | 0.00 | 0.00 | 30.00 |
| 03/01/2015 | Unbilled | 30.00 | 0.00 | 0.00 | 30.00 |

You Have More Than 100 Bills.
Number of Bills and Total Amount Will Not be Calculated.

- 4 Highlight the next Unbilled Status bill, and click on **Click Here To Set Up Auto-Debiting**. The following screen will appear:

Auto-Debit Setup

Auto-Debit Payment Method:

☐ Banking
 ☒ **Credit Card**
☐ No Auto-Debit - Installment Billing Only

Get/Add Bank Info

Auto-Debit Routing #

Auto-Debit Account #

Description

Clear Bank Info

Get/Add Credit Card Info

Card number

Card Brand

Description

Clear Credit Card Info

☐ PreNoted

- 5 In the top block, change the Auto-Debit Payment Method to **Credit Card**.
- 6 In the middle right hand block, select **Get/Add Credit Card Info**.

7 You will be presented with the Stored Credit Card Info table, as below:

| Card Brand | Card Number | ExpDate | Description |
|------------|-------------|---------|-------------|
| | | | |
| | | | |
| | | | |
| | | | |

☒ Card Present?

Select Add Remove Edit Cancel

- If you see the **card number already listed** in the browser, **do not** select it. There is no way to know if the card that is listed in the browser was added using a credit card device linked to a MOTO account. Instead you must click **Add** to add the card.
- Check the Card Present? box if the set-up is being processed via chip-read or swipe.
- At this point, the MX925 will be activated, and the patron will now insert the chip card into the new reader to link the CC information to the bill.
- When linking a card to a bill and doing a chip read (inserting the card), the reader will now prompt the customer to either sign or enter their PIN during this process.
 - If the card is swiped but has a chip, the patron will be prompted to insert card.



Patron card inserted into chip reader.

- 8 You will be returned to the **Auto-Debit Setup** screen with the masked credit card info noted, as below.

The screenshot shows the 'Auto-Debit Setup' window. At the top, the title bar reads 'Auto-Debit Setup'. Below it, the 'Auto-Debit Payment Method:' section has three radio buttons: 'Banking' (unselected), 'Credit Card' (selected), and 'No Auto-Debit - Installment Billing Only' (unselected). The window is split into two main sections. The left section contains a 'Get/Add Bank Info' button at the top, followed by labels for 'Auto-Debit Routing #', 'Auto-Debit Account #', and 'Description', and a 'Clear Bank Info' button at the bottom. The right section contains a 'Get/Add Credit Card Info' button at the top, followed by a red-bordered box containing the text 'Card number xxxx1111', 'Card Brand VI', and 'Description Visa', and a 'Clear Credit Card Info' button at the bottom.

- 9 Click **OK** and then **Exit**. You have now completed the auto-debit setup for the patron.
- 10 Repeat the above steps for **other enrollments, rentals, or bills** the patron wishes to set up for Auto-debit. In the case of summer camp, and assuming weekly billing, you will repeat this process for each week of camp (the only 100% sure way of getting correct card linked).

Checking For Expired Credit Cards (Before You Run Billing)

Run every month, for the following (or further future) month, the **Installment Billing Report** or the **Installment Billing RecConnect Report** to proactively find customers whose credit cards are going to expire during the month and year you specify in the report settings. Contact the customers to let them know what they need to do to update their card information for billing (CYS program fees, long-term storage, golf memberships, etc., depending on your division and program. The RecConnect Report will find patrons with expiring cards and can send an email communication to those patrons with your preformatted instructions.

- For instance, in January you might want to see the cards expiring in February.
- This allows you ample time to contact patron – and – sufficient time for patrons to visit your processing location to update their CC Auto-debit information.

Note: For the Installment Billing Report to work, the person running the report must have View Credit Card Information option enabled/turned ON in their user ID profile under security maintenance (File Maintenance • System • Users/Menus Maintenance • Security Maintenance). Users with this setting enabled will not be able to see full credit card information, as only a mask is stored in the database.

The screenshot shows the user profile settings for 'Queue, Suzi - Install Bill User' (ID: 995). The status is 'Active'. The page is divided into several sections:

- Top Section:** ID (995), Name (Queue, Suzi - Install Bill User), Status (Active/Inactive).
- Left Column:** Password, Confirm Password, Menu Group To Use (2BILL), User Email Address.
- Right Column:** Xref, Win Logon, Login Time Period (0001 Through 2359), Date That Password Last Changed (06/13/2014), User Currently Locked Out checkbox, and Fingerprint Logon button.
- Bottom Section:**
 - Left Column:** CYMS User (checked), Allow Inventory/Ticket Updates.
 - Right Column:** View C/C Info (checked, highlighted with a red arrow), Check For Valid Pass During Quick Rentals?, Hide Family Member XRefs, Allow Instructor Access, Hide Household IDs (checked), Permissions List (EVERY1), Use Permissions for Group Menu Buttons and Global Sales Buttons, and Group/Global Sales Permissions.

- 1 Go to Reports • Global • Global Financial Reports • Installment Billing Reports • Installment Billing Report.

- Select only Include Credit Card Billings.
- Select which Modules to include: Activity, Pass, Rental and/or Locker.

| | | | | | |
|---|--------|-------------------------|---|--|--------------------|
| Beg Actv | 0 | Wildcard Selection | Beg Rental | | Wildcard Selection |
| End Actv | 999999 | Wildcard Selection | End Rental | | Wildcard Selection |
| Wildcard | | [...3...' w/3 @ Post#4] | Beg LK Rm | | Wildcard Selection |
| <input checked="" type="checkbox"/> Include Summarized Daycare Bills | | | End LK Rm | | Wildcard Selection |
| Beg Pass Type | | Wildcard Selection | Expired Bill Option | | |
| End Pass Type | | Wildcard Selection | <input checked="" type="radio"/> Exclude Expired Bills <input type="radio"/> Include Expired Bills <input type="radio"/> Include Expired Bills ONLY | | |
| <input checked="" type="checkbox"/> Include Expired Memberships? | | | | | |
| <input checked="" type="checkbox"/> Only Incl CCards Expiring On/Before MM 10 YY 18 <input type="checkbox"/> Only Incl Bills Expiring On/Before MM 00 YY 00 <input type="checkbox"/> Print Future Due On/After Bill Date 07/30/2018 | | | | | |
| <input checked="" type="checkbox"/> Print Credit Card Info <input type="checkbox"/> Print Bank Account Info <input type="checkbox"/> Print Total Current Fee <input type="checkbox"/> Print CYMS DOD Income Category | | | | | |
| Print Options | | | Sort By: | | |
| <input type="checkbox"/> Print Email Address <input type="checkbox"/> Print Household Address <input checked="" type="checkbox"/> Skip Line Between Records | | | <input type="radio"/> HH ID <input checked="" type="radio"/> HH Name <input type="radio"/> Member Name | | |
| <input checked="" type="checkbox"/> Print Home Phone? <input checked="" type="checkbox"/> Print Member and Primary Name | | | | | |

- 3 In the bottom left block, select Only Incl C'Cards Expiring On/Before and enter a Month and Year for CC expiration date (for example, in July 20xx you might want to see cards that will expire in August 20xx, allowing sufficient time to update bills with new CC info).
- 4 Select Print Credit Card Info (reminder – this is ONLY a mask).
- 5 Use other filters as needed (Home Phone and Primary Name options are useful for this task).
- 6 Click **Print** and complete the process. Contact customers accordingly.

To run the Installment Billing RecConnect Report:

- 1 Go to Reports • Global • Global Miscellaneous Reports • Installment Billing RecConnect.

- Select only Include Credit Card Billings.
 - Select which Modules to include: Activity, Pass, Rental and/or Locker.
- 2 Click **Details**.

| | |
|--|--|
| Beg Actv <input type="text" value="0"/> Wildcard Selection End Actv <input type="text" value="999999"/> Wildcard Selection Wildcard <input type="text" value=""/> [...] w/3 @ Post#4 | Beg Rental <input type="text"/> Wildcard Selection End Rental <input type="text"/> Wildcard Selection |
| Beg Pass Type <input type="text"/> Wildcard Selection End Pass Type <input type="text"/> Wildcard Selection | Beg LK Rm <input type="text"/> Wildcard Selection End LK Rm <input type="text"/> Wildcard Selection |
| <input checked="" type="checkbox"/> Print Credit Card Info <input type="checkbox"/> Print Bank Account Info <input checked="" type="checkbox"/> Check C'Cards Expiring On/Before MM <input type="text" value="09"/> YY <input type="text" value="18"/> <input type="checkbox"/> Check Missing Auto-Debit Info <input type="checkbox"/> Limit Results to Records with Bad Payment Info | Exp Bill Option <input checked="" type="radio"/> Exclude Expired Bills <input type="radio"/> Include Expired Bills <input type="radio"/> Include Expired Bills ONLY Match Option <input type="radio"/> All <input type="radio"/> Unique H/H <input checked="" type="radio"/> Unique F/M |

- In the bottom left block, select **Print Credit Card Info** (reminder – the card info is only a mask) and **Check C'Cards Expiring On/Before**, entering a Month and Year for CC expiration date (for example, in August 20xx you might want to see cards expiring in September 20xx, allowing sufficient time to contact patrons and update bills with new CC info).
- Select a **Match Option**.
- Click **Print** and you will be taken to the RecTrac RecConnect Options screen.

| RecTrac RecConnect Options | | | | | | |
|--|------------|--|----------------|----------------------|-------|--------------------------------|
| Total Records Extracted: | | <input type="text" value="36"/> | | Highlighted Records: | | <input type="text" value="0"/> |
| Last Name | First Name | Address1 | City | State | Zip | Email Address |
| Aap | Kody | 99 Hegeman Av | Essex Junction | VT | 05452 | EMAIL=marys@rectrac.com |
| Aap | Betty | 99 Hegeman Av | Essex Junction | VT | 05452 | EMAIL=marys@rectrac.com |
| Aap | Sylvester | 99 Hegeman Av | Essex Junction | VT | 05452 | EMAIL=marys@rectrac.com |
| Aap | Tenner | 99 Hegeman Av | Essex Junction | VT | 05452 | EMAIL=marys@rectrac.com |
| Aap | Kathryn | 99 Hegeman Av | Essex Junction | VT | 05452 | EMAIL=marys@rectrac.com |
| Adkins | Danny | 192 Elm Street | Essex Jct | VT | 05452 | |
| Adkins | Courtney | 192 Elm Street | Essex Jct | VT | 05452 | |
| Agin | Betina | 1234 Main | Essex | VT | 05452 | |
| Alexander | Shaylin | 206 Random Road | Bristol | VT | 05400 | |
| Anderson | Molly | 108 Elm Street | Burlington | VT | 05401 | |
| <input type="button" value="Delete Selected Records"/> Process Option: <input checked="" type="radio"/> All Records <input type="radio"/> Highlighted Records Only | | | | | | |
| <input type="checkbox"/> Process Labels? <input type="button" value="Label Options"/> <input checked="" type="checkbox"/> Process Report? <input type="button" value="Report Options"/> <input checked="" type="checkbox"/> Process Email/Text? <input type="button" value="Email Options"/> <input checked="" type="checkbox"/> Print report for records with invalid/no email | | <input type="checkbox"/> Process Letters? <input type="button" value="Letter Options"/> <input type="checkbox"/> Process Export? <input type="button" value="Export Options"/> <input type="checkbox"/> Process Statistics? <input type="button" value="Stat Options"/> <input checked="" type="checkbox"/> Create RecConnect History Record History Description <input type="text" value="CC Auto-debit Expiry Notice"/> History Category <input type="text" value="CCEXP"/> CC Auto-debit Expiry Notice | | | | |

- Select **Process Report**, **Process Email/Text**, and **Print report for records with invalid/no email**. As with RecConnect in general, select appropriate Report Options and Email Options.

- 7 Other helpful options to consider using: **Create RecConnect History Record** with a **History Description** and **History Category**.
- 8 Click **Process Selections** to complete the process.

Sample email to patron whose card is expiring:

From: FortMaryCYS@mail.com
Sent: August 21, 2018 17:08
To: Mary Scott <MaryS@vermontsystems.com>
Subject: Fort Mary CYS - Billing Information

Dear Parent/Guardian,

The credit card on record for recurring payments of your child's fees will expire next month.

Please visit Fort Mary Child & Youth Services at Bldg 559 to update your credit card information and bring the card with you to complete the update. Our office hours are 0700-1600, M-F. Please contact us with any questions.

Thank you for your prompt attention,

Fort Mary CYS, Bldg 559 - Administration, 8 Market Place, Fort Mary VT (802-879-6993)

Running Credit Card Auto-Debit Installment Billing

In order to process credit card auto-debit, you must be linked to the billing CC-Redirect credit card device. Auto Debit authorizations will process through the MX925 pin pad designated for billing. Ensure other staff members are not using this pin pad to add/update card data for billing while billing/Credit Card Auto-debit is processing.

The only difference between running your normal installment bills and credit card auto-debits is the addition of one toggle – you can see the Debit Credit Cards option outlined in **red** in the screen snips below. Make sure that you are logged into CYMS/RecTrac (as applicable) as the dedicated Installment Billing User.

- Run billing once with Process Installment Bills and Debit Credit Cards options selected.
- Refer to CYMS Training Guide (CTG-20) for further details on CYMS Installment Billing.

The screens for CYMS and RecTrac look slightly different, see screen snips below.

Installment Billing/Auto-Debit

Household

Add Entries Clear Entries

| Last Name ▲1 | First Name ▲2 | Primary Address |
|--------------|---------------|-----------------|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

Begin Name [Field]
End Name [Field]
Range And Browser Browser Only

Bill Date [04/15/2017] Post Date [04/17/2017]
Modules: [X] AR [X] LK [X] PM [X] RN
Prt Pause [1]
Journal Only Process and Journal Process Only
Sched Jml Email [Field]

Installment Billing Options:
[X] Process Installment Bills
Invoice Fee Total Due Bill Amount Only
Due Date [05/01/2017] [] Print Fee Detail
Comment Code [Field] [] Print HH Balance
Min Balance [0.00] [] Print CC Auth on Bill
Bill Copies [1] [] Send Email Receipts
[] Print Receipts for HH's with No Email Address?

Auto-Debit Options:
[] Debit Checking/Savings [X] Debit Credit Cards
Pay User [40B]
ACH File Date [Field] Effective [Field]
Pay Ref 1 [Field]
Pay Ref 2 [Field]
[] Send Email Receipts Rcpt Copies [0]
ACH Batch Desc [Field]
[] Suspend Pass with Credit Card Decline
[] Always Print Receipts with Credit Card Decline

Process Details >> PreNote Schedule Exit

RecTrac Installment Billing Screen

CYMS Installment Billing

Households Entries: 0 Clear Entries

| Name | Address |
|-------------------|------------------|
| Abacan, Lucas | 3407 Random Rd |
| Abalos, Russell | 12161 Random F |
| Abarca, Rose | 8238 Loomis Stre |
| Abazi, Leo | 3023 Random Rd |
| Abdirshin, Robert | 10267 Random F |

Begin Name
End Name
☒ Range And Browser ☐ Browser Only

Beg Actv/Sec 0 ↕ Wildcard Selection
End Actv/Sec 999999 ZZ Wildcard Selection
Wildcard
('...3..' Gets Codes w/3 @ Pos#4)

Installment Billing Options:

☒ Process Installment Bills ☒ Debit Credit Cards

Bill Date 06/01/2014
Post Date 06/02/2014 ↕
Pay User 995 ↕ Suzi Queue - Install Billing

Prt Pause 1
☐ Journal Only ☒ Process and Journal ☐ Process Only

Process
Exit

CYMS Installment Billing Screen

How to Monitor – IB Log and Transaction History

Examples of credit card auto-debit on the **Installment Billing Log** and in **HH Transaction History**:

Run Date: 08/03/18
Run Time: 13:42

Installment Billing Log

User: 995

| Name | HH ID | Receipt# | Mod | Description | Type | New Fees | Cred Used | AutoPay | Bill Amt | HH Prev Bal |
|--|-------|----------|---------|----------------------|------------|----------|-----------|---------|----------|-------------|
| Aap, Frank | 0 | 37057 | AR | 900003-01 -> 559-107 | CC | 1.00 | 0.00 | 0.00 | 1.00 | 1,145.00 |
| Aap, Frank | 0 | 37057 | AR | 910038-01 -> 560 - S | CC | 1.00 | 0.00 | 0.00 | 1.00 | 1,145.00 |
| Aap, Frank | 0 | 37057 | AR | 910038-01 -> 560 - S | CC | 1.00 | 0.00 | 0.00 | 1.00 | 1,145.00 |
| Aap, Frank | 0 | 37057 | AR | 900000-02 -> 559-102 | CC | 1.00 | 0.00 | 0.00 | 1.00 | 1,145.00 |
| Aap, Frank | 0 | 37057 | AR | 900000-02 -> 559-102 | CC | 1.00 | 0.00 | 0.00 | 1.00 | 1,145.00 |
| Adkins, Sherry | 0 | 37058 | AR | 900003-01 -> 559-107 | Bill | 1.00 | 0.00 | 0.00 | 1.00 | 1,134.00 |
| Adkins, Sherry | 0 | 37058 | AR | 900005-01 -> 559-109 | Bill | 1.00 | 0.00 | 0.00 | 1.00 | 1,134.00 |
| Agin, Thom | 0 | 37059 | AR | 900008-02 -> 559-101 | Bill | 199.00 | 0.00 | 0.00 | 199.00 | 358.00 |
| Agin, Thom | 0 | 37059 | AR | 900002-01 -> 559-106 | Bill | 159.00 | 0.00 | 0.00 | 159.00 | 358.00 |
| Alexander, Megan | 0 | 37060 | AR | 910038-01 -> 560 - S | Bill | 1.00 | 0.00 | 0.00 | 1.00 | 72.00 |
| Anderson, Blaine | 0 | 37061 | AR | 910038-01 -> 560 - S | Bill | 116.00 | 0.00 | 0.00 | 116.00 | 82.00 |
| Angeli, Janet | 0 | 37062 | AR | 900005-01 -> 559-109 | Bill | 248.00 | 0.00 | 0.00 | 248.00 | 1,067.00 |
| Angeli, Janet | 0 | 37062 | AR | 900000-02 -> 559-102 | Bill | 310.00 | 0.00 | 0.00 | 310.00 | 1,067.00 |
| Anton, Sponsor | 0 | 37063 | AR | 900008-02 -> 559-101 | Bill | 290.00 | 0.00 | 0.00 | 290.00 | 1,044.00 |
| Anton, Sponsor | 0 | 37063 | AR | 900008-02 -> 559-101 | Bill | 232.00 | 0.00 | 0.00 | 232.00 | 1,044.00 |
| Beck, Rachel | 0 | 37064 | AR | 900005-01 -> 559-109 | Bill | 232.00 | 0.00 | 0.00 | 232.00 | 149.00 |
| Englemen, Sandra | 0 | 37065 | AR | 900003-01 -> 559-107 | Bill | 267.00 | 0.00 | 0.00 | 267.00 | 267.00 |
| Heath, Brittni | 0 | 37066 | AR | 900002-01 -> 559-106 | Bill | 160.00 | 0.00 | 0.00 | 160.00 | 320.00 |
| Mack, Bradley | 0 | 37067 | AR | 900007-02 -> 559-104 | Bill | 1.00 | 0.00 | 0.00 | 1.00 | 835.00 |
| Mack, Bradley | 0 | 37067 | AR | 900007-02 -> 559-104 | Bill | 1.00 | 0.00 | 0.00 | 1.00 | 835.00 |
| Mack, Bradley | 0 | 37067 | AR | 900007-02 -> 559-104 | Bill | 1.00 | 0.00 | 0.00 | 1.00 | 835.00 |
| Preston, Jaime | 0 | 37068 | AR | 910038-01 -> 560 - S | Bill/Auto | 76.00 | 22.00 | 54.00 | 54.00 | 257.34- |
| Vsi-Fam, Sponsor | 0 | 37069 | AR | 910038-01 -> 560 - S | Bill | 64.00 | 0.00 | 0.00 | 64.00 | 737.00 |
| Vsi-Fam, Sponsor | 0 | 37069 | AR | 959999-01 -> SKIES | Bill | 48.00 | 0.00 | 0.00 | 48.00 | 737.00 |
| Ztsth, Marys | 0 | 37070 | AR | 910038-01 -> 560 - S | Bill | 1.00 | 0.00 | 0.00 | 1.00 | 1,144.00 |
| Ztsth, Marys | 0 | 37070 | AR | 910038-01 -> 560 - S | Bill | 1.00 | 0.00 | 0.00 | 1.00 | 1,144.00 |
| Ztsth, Marys | 0 | 37070 | AR | 900000-02 -> 559-102 | Bill | 1.00 | 0.00 | 0.00 | 1.00 | 1,144.00 |
| Ztsth, Marys | 0 | 37070 | AR | 900000-02 -> 559-102 | Bill | 1.00 | 0.00 | 0.00 | 1.00 | 1,144.00 |
| Totals | | | | | | 2,416.00 | 22.00 | 54.00 | 2,394.00 | |
| TOTAL RECORDS INCLUDED IN SELECTED RANGE: 28 | | | | | | | | | | |
| Total Checking/Savings Auto-Debit: | | 0 | Amount: | | \$0.00 | | | | | |
| Total Anticipated Credit Card Auto-Debit: | | 5 | Amount: | | \$5.00 | | | | | |
| Total Approved Credit Card Auto-Debit: | | 5 | Amount: | | \$5.00 | | | | | |
| Total Rejected Credit Card Auto-Debit: | | 0 | Amount: | | \$0.00 | | | | | |
| Total Installment Bills: | | 23 | Amount: | | \$2,335.00 | | | | | |
| Total AutoPayments: | | 1 | Amount: | | \$54.00 | | | | | |
| Total Activity Bills Discounted: | | 0 | Amount: | | \$0.00 | | | | | |
| Total Billcode Level Errors: | | 0 | | | | | | | | |
| Total Non-Prenoted Errors: | | 0 | | | | | | | | |
| Total Missing CC/ACH Info Errors: | | 0 | | | | | | | | |
| CREDIT CARD DECLINES | | | | | | | | | | |
| There were no Credit Card declines. | | | | | | | | | | |
| HOUSEHOLD BALANCE ERRORS | | | | | | | | | | |
| SELECTION CRITERIA: | | | | | | | | | | |
| Bill Date: 08/01/18 | | | | | | | | | | |

Installment Billing Log

- Each credit card auto-debit will show with a Type of CC. Regular installment bills will continue to show as Type Bill.

- You will find a **Total Credit Card Auto-Debit** section in the summary at the bottom to tell you how much in credit cards you have processed.
- Also, pay special attention to the **Credit Card Declines** section. This will alert you of any credit cards that could not be authorized (could be a declined as a result of an expired card, insufficient funds, closed account, incorrect set-up, and so on). Run the Credit Card Report for the MOTO account, selecting the Show Last Response option so you can see decline codes and error messages – for example, 200 indicates a response from the cardholder's bank, and PAN DATA indicates a problem with the patron card set-up.
- If a credit card is declined, CYMS/RecTrac will process the bill as a regular installment bill and assess the fee to the household as an outstanding balance due.
- Patrons noted in this section should be IMMEDIATELY notified that you were unable to attain an authorization for the recurring charge. The patron can pay in person or on WebTrac for this billing period.
- Establish local procedures for **who** will do this task (**how** – phone, email, other; **and when**-NLT XX hours/days after billing).

| Txn Date | Txn # | Txn Type | Rcpt Numb | Transaction Description and Details | Begin Bal | Net Fee | Paid Amt | End Bal | Fee Amt |
|------------|-------|-----------|-----------|---------------------------------------|-----------|---------|----------|----------|---------|
| 10/02/2008 | 4669 | IBill Fee | 3238 | Actv# 900000-01 - Bill | 373.00 | 159.00 | 0.00 | 532.00 | 159.00 |
| 10/02/2008 | 4669 | Fee | 3346 | Actv 900000-01(LATE) (Jonathan) | 532.00 | 10.00 | 0.00 | 542.00 | 10.00 |
| 11/03/2008 | 5465 | Fee | 3368 | Actv# 940001-01 (E) (Jonathan) | 542.00 | 0.00 | 0.00 | 542.00 | 0.00 |
| 01/13/2009 | 4669 | IBill Fee | 3405 | Actv# 900000-01 - Bill | 542.00 | 159.00 | 0.00 | 701.00 | 159.00 |
| 01/13/2009 | 4669 | IBill Fee | 3432 | Actv# 900000-01 - Bill | 701.00 | 159.00 | 0.00 | 860.00 | 159.00 |
| 03/09/2009 | 6913 | Fee | 3488 | Pass# 3711 Type - CY-CHILD (Jonathan) | 860.00 | 18.00 | 0.00 | 878.00 | 18.00 |
| 03/09/2009 | 6914 | Fee | 3488 | Pass# 3712 Type - CY-MZZ (Jonathan) | 878.00 | 0.00 | 0.00 | 878.00 | 0.00 |
| 04/23/2009 | 6965 | P'Renew | 3496 | Pass# 3711 Type - CY-CHILD | 878.00 | 18.00 | 0.00 | 896.00 | 18.00 |
| 04/23/2009 | 6966 | P'Renew | 3496 | Pass# 3712 Type - CY-MZZ | 896.00 | 0.00 | 0.00 | 896.00 | 0.00 |
| 07/09/2009 | 0 | Note | 0 | Misc Cmmt: Bulk Household Number > | 896.00 | 0.00 | 0.00 | 896.00 | 0.00 |
| 09/23/2009 | 4669 | IBill Fee | 3567 | Actv# 900000-01 - Bill | 896.00 | 159.00 | 0.00 | 1,055.00 | 159.00 |
| 01/05/2010 | 4669 | IBill Fee | 3639 | Actv# 900000-01 - Bill | 1,055.00 | 159.00 | 0.00 | 1,214.00 | 159.00 |
| 06/30/2010 | 4669 | IBill Fee | 3679 | Actv# 900000-01 - Bill | 1,214.00 | 159.00 | 0.00 | 1,373.00 | 159.00 |
| 06/30/2010 | 10734 | IBill Fee | 3679 | Actv# 950101-01 - Bill | 1,373.00 | 40.00 | 0.00 | 1,413.00 | 40.00 |
| 03/09/2011 | 4669 | Pmt | 4023 | Vac Credit | 1,373.00 | 0.00 | 25.00 | 1,348.00 | 0.00 |
| 03/09/2011 | 4669 | Pmt | 4025 | Vac Credit | 1,348.00 | 0.00 | 30.00 | 1,318.00 | 0.00 |
| 03/10/2011 | 4669 | Pmt | 4031 | Vac Credit | 1,263.00 | 0.00 | 25.00 | 1,238.00 | 0.00 |
| 03/14/2011 | 4669 | Pmt | 4037 | Vac Credit | 1,278.00 | 0.00 | 5.00 | 1,273.00 | 0.00 |
| 03/14/2011 | 4669 | Pmt | 4038 | Vac Credit | 1,273.00 | 0.00 | 10.00 | 1,263.00 | 0.00 |
| 05/01/2011 | 4669 | IBill Fee | 4033 | Actv# 900000-01 - Bill | 1,238.00 | 188.00 | 0.00 | 1,426.00 | 188.00 |
| 05/01/2011 | 4669 | Pmt | 4033 | Visa | 1,426.00 | 0.00 | 188.00 | 1,238.00 | 0.00 |
| 05/01/2011 | 10734 | IBill Fee | 4034 | Actv# 950101-01 - Bill | 1,238.00 | 40.00 | 0.00 | 1,278.00 | 40.00 |

Transaction History

- Transaction History display of IBill Fee item followed by a credit card payment is a CC Auto-debit transaction – note both transactions have the same **Rcpt Numb**.
- You can match the payment with the item it paid using the **Txn #** linked to it.

Updating Credit Card Information

The steps below in CYMS and/or RecTrac **cannot** be done at the **facility/program level**. The full card number is required even though you are only updating the expiration date so the steps below **must** be done by personnel at the **central collection location**.

Same Card – New Expiration Date

Patron credit card has **expired** and they wish to update CYMS/RecTrac with the **new expiration date**:

- A new Credit Card Agreement form is not required; however,
- We do recommend that the initial form is updated with the new expiration date and initialed by the patron.

Different Card

If a patron wishes to change the actual card number linked to their CC Auto-debit bill:

- A new Credit Card Agreement **is required**. This form will contain sensitive information such as cardholder name, **partial** card number and expiration.
- Because of this, **the collection location** will be responsible for updating the Auto-debit information in CYMS and/or RecTrac. Facilities/programs are permitted to hand out the blank forms, but are not permitted to collect completed forms.

To Update Credit Card Information

See Setting Up a Patron for Credit Card Auto-Debit above for additional screen shots.

- 1 From a **Workstation that is connected to an MX925**, go to Files • Global • HH Installment Billing Update. Look up the household account you wish to update and select it.
- 2 Highlight the Class/Item you would like to set up for credit card auto-debit and click the **Change Bill** button at the bottom of the screen.
- 3 Click **Click Here To Set Up Auto-debiting** and the next screen will appear.
 - In the top block, change the Auto-Debit Payment Method to Credit Card.
 - In the middle right hand block, select Get/Add Credit Card Info.
- 4 You will be presented with the stored credit card information screen with the current card displayed.
 - You may see multiple entries for the same credit card number. For Example, the HH may have a child at another center. You cannot determine which card is linked to which billing record on this screen.
 - If there is a card linked with an **old expiration date**, you should highlight and **remove it**.

- If there is a card linked with a **valid expiration date** – **DO NOT REMOVE IT**. You should never remove valid credit card information because you do not know the billing record to which it is linked
- 5 You should click **Add** to add the new card information.
 - 6 This will trigger the MX925 for the new card information to be input.
 - 7 Once the credit card information has been entered, you will be returned to the Auto-debit Setup screen with the masked credit card information displayed.

- 8 Click **OK** and **Exit**. You have now completed the auto-debit setup.
- 9 Repeat the above steps for any other enrollments, rentals, or membership bills that need updating. In the case of summer camp (and assuming weekly billing), you would need to do setup for each week of camp.

Cancelling Credit Card Auto-Debit

There are two (2) situations where you may need to **cancel credit card auto-debit** for a patron:

1 Patron Is Leaving the Program or Returning a Rental Item

If a patron is leaving a program or returning an item, the act of **PCSing** the child from an activity, **transferring** them to history, or **returning** a rental item will **automatically 'cancel' their billing**.

No extra steps are required.

2 Patron Staying In Program / Keeping Rental Item, But Wants to Stop Auto-Debit

If the patron no longer wishes to have their credit card auto-debited and would like to go back to regular installment bills and in-person or WebTrac payments, the following steps must be done to cancel their Auto-Debit.

- 1 Go to Files • Global • HH Installment Billing Update. Look up the household and select it.
- 2 Highlight the bill you wish to update and click **Change**.
- 3 Click **Click Here to Setup Auto-debiting**.
- 4 Change the Auto-Debit Payment Method back to No Auto-Debit-Installment Billing Only. This action removes the card information.

Auto-Debit Setup

Auto-Debit Payment Method:

☐ Banking ☐ Credit Card ☒ No Auto-Debit - Installment Billing Only

Get/Add Bank Info

Auto-Debit Routing #

Auto-Debit Account #

Description

Clear Bank Info

Get/Add Credit Card Info

Card number

Card Brand

Description

Clear Credit Card Info

☐ PreNoted

- 5 Click **OK** and **Exit**.

Frequently Asked Questions (FAQs)

Question 1: What happens if my normal semi-monthly amount is \$200 **and** I am set up for a \$40 auto pay in CYMS **and** I am set up for Auto-debit - how much will my credit card get charged?

Answer 1: In the example above the patron's credit card will be charged **\$160**. The system will process the CYMS auto-payment; then charge the remainder of the bill amount to the credit card.

Question 2: What happens if my normal semi-monthly amount is \$200 **and** I am set up for a \$40 auto pay in CYMS **and** I am set up for Auto-debit **and** I qualify for **another** auto pay discount (like a vacation credit - \$80) – how can I ensure that I get credit for my normal discount **and** the vacation credit?

Answer 2: The 10.3 version allows for multiple auto pays (AFC, Vacation, Agency, etc.); so assuming they are all set-up on the bill; the system will apply the auto-pays (vacation, TAS, etc.) prior to charging the credit card. The remainder bill amount after the auto-pays will be charged to the credit card. Fees \$200 minus \$40 auto-pay and minus \$80 auto-pay equals remainder \$80 to be charged on the credit card.

Question 3: What happens if I have **two children** in the same household being charged the same amount on the same credit card? Will these transactions be processed properly or will the second transaction be declined as a 'duplicate transaction'?

Answer 3: Both transactions will be processed properly.

Question 4: What happens if a household has two children – one in a **Full Day** program and another in **Before-and-After School** program – with both set up for Auto-debit and linked to the same card? How many times will the patron's credit card be hit?

Answer 4: The card will be charged once for the combined total of the HH bills set-up on the card.

Question 5: Patrons are being charged \$1 for the credit card setup. Should this be happening?

Answer 5: No, the credit card should be charged \$1 and then immediately voided. This is a known problem on version 10.3y03 and below. Upgrade to 10.3y04 or contact your FMD to log into the Verifone account portal to refund the patron.

Question 6: The Credit card Auto Debit process is failing after X number of bills and the pin pad seems to be frozen. How to correct?

Answer 6: This is a known timing issue with versions 10.3y03 and the pin pad. Upgrade to 10.3y04.

Question 7: Is there a way to check for Credit cards that are going to expire before you run Auto-Debit?

Answer 7: Yes, by running the Installment Billing Report. For details, see page 18.

Question 8: If a charge is denied, what happens on the household?

Answer 8: The household transaction listing will show that the card was DECLINED and the fee will be assessed to the household.

Question 9: Billing stopped after X number of failed bills in a row. I am told to run the billing again. Will this cause the previously successful cards to be charged again?

Answer 9: No, the billing process will only attempt to process bills that have a status of **Unbilled** or **Unbilled-Adj**. The previously attempted bills (successful and failed) will have a status of **Billed**.

Question 10: The patron cancels their item (membership, lot rental, etc.) will their credit card still be charged?

Answer 10: The process of cancelling, returning the item or transferring an activity enrollee to history will automatically cancel the bill and thereby the auto-debit. For details, see page 28.

Questions/Concerns?

Contact VSI Army Support Desk at 800-225-0107 or www.vermont.systems.com to open a support case.