Policy:

2017-2018 Annex B Operation Guidance (Part 2)

A one-time ten percent reduction may be applied to the final payment for full day, and before/after school care programs when a 30-day notification for withdrawal or disenrollment from a program is provided. This reduction is not applied to Families transitioning to other on post CYS Services programs (e.g. transitioning from CDC to SAC, etc.).

Contents:

- **Part I** – Pay Code Setup
  - **STEP 1** – Create New Pay Code
  - **STEP 2** – Add New Pay Code to Authorized Payment Devices
- **Part II** – Setting Up Auto Pay for a Child
- **Part III** – Rules for Applying the One-Time Withdrawal Notice Discount

**Part I should be done by the FTS or someone who is authorized to make system changes.**

1. Go to Files → System → Finance Codes Maintenance → Payment Code Maintenance and click **Add**.
2. Select an “unused” Pay Code – Pay Type is “Disc/Agency”

3. Enter the **Description** and **Screen Description** in the appropriate fields.

<table>
<thead>
<tr>
<th>PC#</th>
<th>Description</th>
<th>Screen Desc</th>
<th>G/L Offset</th>
</tr>
</thead>
<tbody>
<tr>
<td>??</td>
<td>Withdrawal Notification 10%</td>
<td>Withdraw 10%</td>
<td>548</td>
</tr>
</tbody>
</table>

4. Click **More Settings**. Set up this screen **EXACTLY** as seen with “548”, “511” and “739” GLAC codes.

5. Click **Done**. Then **Exit**.
It is important that you add this new Pay Code to relevant Payment Devices.

**CAUTION -- DO NOT add this PAY CODE to the WEB Payment Device!**

1. Go to *Files → System → Device Maintenance → Printer/Device Maintenance.*
2. Click on the **Type** field and type the letter **p** on your keyboard.
3. Highlight the first **Payment Device** in your database and click **Change.**

4. Then click **Next** to get to the **Module Details** screen.

5. In the **Allowed Pay Codes** field, update the list by typing in the new Pay Code. It is **strongly recommended** that you keep the numbers in order.
It is important that the Pay Code list is separated by commas and no spaces. For instance: 76,77,78,79, etc.

6. Repeat for the **Allowed Refund Codes** field.
7. Then click **Done**
8. Repeat Steps 1-7 for all relevant Payment Devices. **Do NOT add this pay code to the WEB Payment Device**
9. **Exit** when completed.

**One-Time Discount**
1. Go to **Files → Global → HH Installment Billing Update**.

2. Find the household and **Select** them.
   
   If you receive the message, **No Installment Bills exist for <name> Household**, make sure the child is enrolled in a program. Check to see if other children in the same activity got billed.

3. If you see a list of activity enrollments, highlight the one you wish to work with and click **Change Bill**.

4. Select the **Unbilled Line Item** for which you wish to apply this one time discount. Click **Change Line Item**

   **Note:** **Do not** select a **Billed Line Item** as the billing has already been run and the Discount will not be applied.
5. Click **Set Up Auto Payments**

6. Click **Add**
7. Make sure the **Bill Line Item** is populated with the **first** bill code. The **1** at the beginning of this line indicates this is the first bill code.

8. Right click in the **Auto Pay Code** field and select the **Pay Code** you wish to use (in this sample, Pay Code **58**).

   Enter the **Amount** or **Percent** of the discount in the **Auto Pay Amount** field

   **For **Semi-Monthly Billing** the **Percent** would be **10%** (enter this as **10.00**). Note: If you have other Auto Pay actions already set up on this account, you may need to calculate a dollar amount (equal to the patron’s usual payment) as your Withdrawal Notice discount.

   (See section below about setting up the discount for **MONTHLY** billed patrons).
9. If entered as a Percent, select the Percent field, otherwise, leave the Percent field de-selected. Click Done.

- If you wish to set up another Auto Pay for this child, click Add and follow the steps above. You may add an unlimited number of auto payments per enrollment.
- If you wish to change the existing Auto Pay record you just set up, click Change and follow the steps above.
- If you wish to finish, select Back.

10. Verify the Auto Payment amount is correct. Then click OK.
**Note:** Leave the bill Status as **Unbilled**. This is especially important when you are giving a **Percent** discount because you would want the discount to change appropriately if the household’s Income Category changes. **Do NOT enter anything in the Bill Disc field.**

11. Accept the default option – **This Schedule Item Only** – and click **OK**. This will apply the discount to one billing ONLY, the 04/15/2018 billing in our example. See **Ongoing Discounts** below if this in an on-going discount that needs to be applied to multiple bills in a date range.

![Schedule Changes](image1)

12. The **Auto Pay** column should reflect the **AMOUNT** of the payment that will be made at the time of billing. Click **Done**.

![Billing Schedule](image2)

1. **SEMI-MONTHLY Billing:**
   
a. For semi-monthly (twice a month) billing, the 30-day Withdrawal Notice Discount should be applied in the following manner:
   
   - Apply the discount to the **LAST FULL** semi-monthly (2-week) bill.
   
b. **Example:** Termination Notice given 9 July. Patron is leaving 30 days later on 9 Aug.
- Monthly Fee = $600. **Patron is billed $300 semi-monthly.**

- Upcoming billings between 9 July and 9 August
  
  o 15 Jul **(LAST FULL semi-monthly bill)**
  
  o 01 Aug (partial - only 9 days - due to PCS)

- Discount would be applied to the **LAST FULL** semi-monthly billing (15-30 Jul).
  
  o This can be set up as an Auto Pay against the 15 Jul bill. Depending on what you already have set up as Auto Payments you can either set it up as a percentage (10%) or you can do the math and set it up as a fixed amount (10% of $300 is $30).

- Allow CYMS to automatically pro-rate the last 1-Aug bill of 9 days at the regular $300 rate when you do the PCS Pro-Rate for the child.

c. **Note** – If the patron gives you more than a 30 day notice, the discount should only be applied to the **LAST FULL** semi-monthly billing. Never apply the discount to more than one semi-monthly billing cycle.

2. **MONTHLY Billing:** **DO NOT** use the percentage option for your monthly billed patrons! You will have to calculate what 10% of the value of a semi-monthly bill for this patron and set up a dollar amount discount.

a. For monthly (1 time a month) billed patrons (i.e., your 4-week leave children), the 30-day Withdrawal Notice Discount should be applied in the following manner:

   - Apply the discount to the **NEXT** monthly bill

b. **Example:** Termination Notice given 9 July. Patron is leaving 30 days later on 9 Aug.

   - Patron is billed monthly for the full $600.

   - You would calculate or look up the 2-week fee ($300) and then calculate 10% of it ($30).

   - Since it is too late to apply the discount to the 1 July bill, you have two options:

     o You could **set up an Auto Pay to apply the set amount discount ($30) to the next billing cycle.** This might actually end up being the final pro-rated bill (in our example, 1 Aug).

     o If you are allowing the patron to pay their monthly bill in two installments, you could go in and **make a payment equal to the discount (in this example $30) to the outstanding amount on the account** using the Withdrawal Notice discount Pay Code.