VERMONT SYSTEMS

CYMS– Billing

Vermont Systems CYMS 3.1 Training

07/7/2022

12 Market Place, Essex Junction, VT 05452 | 877-883-8757

Vermont Systems
12 Market Place
Essex Junction, VT 05452

www.vermontsystems.com

Contents

Logging In and Navigation

Signing in to the RecTrac 3.1 CYMS

The newest version of CYMS is a module within the web-based RecTrac 3.1 platform. Vermont Systems recommends using the Chrome or Firefox browser to access RecTrac 3.1.

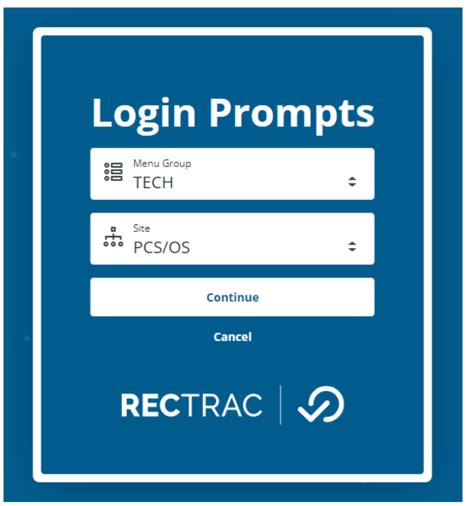
Username: Your Army email alias*

*The alias is everything before the @army.mil

Password: password

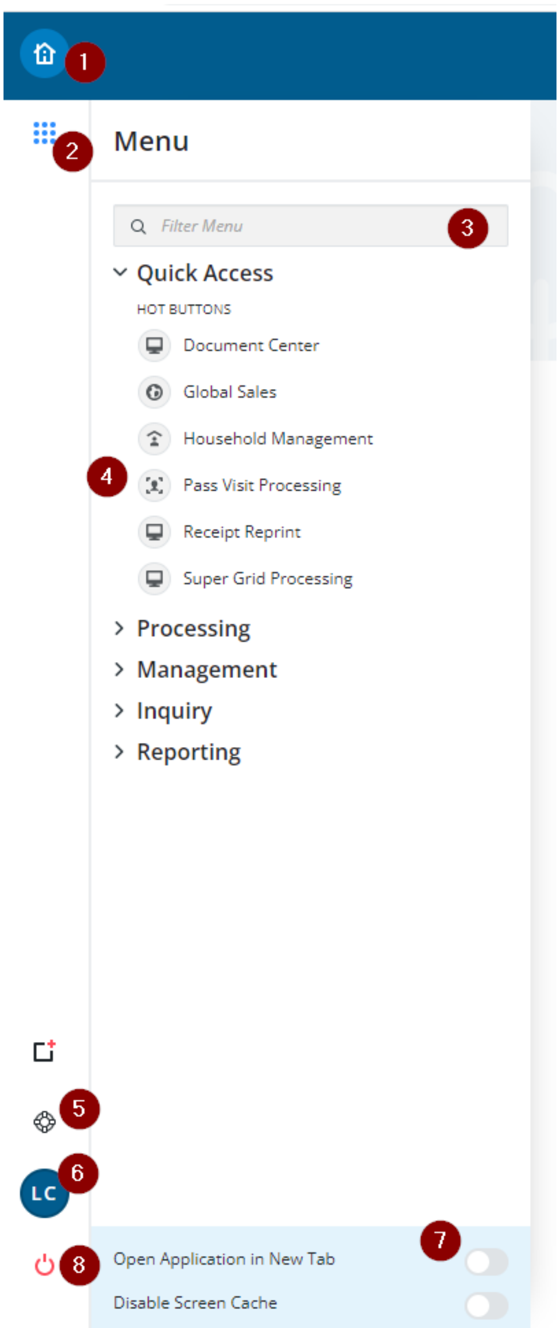
Please Note: *You're welcome to change your password. You'll be able to do this by clicking on the User Details section of the sidebar menu.*

For this training, please sign in using the **Tech** user group and **PCS/OS** site.



The RecTrac Menu

Access to all RecTrac 3.1 programs and components is done through the menu on the left side of the screen. To open your RecTrac menu, click on the waffle (2) in the upper left.



Menu Components

1 – **Home Button**: Use this button to take you back to the home screen where you can see all of your favorites.

2 – **Waffle**: Use this button to expand the menu and see the menu buttons.

3 – **Menu Search**: Type in the name, or partial name, of any menu button and it will pop up below.

4 – **Menu Buttons**: All the components a user has access to will show as menu buttons. Click the menu button to open the target program.

5 – **Support Button**: Access the in-application help from here.

6 – **Session Information Button**: This button should show your own initials. Click on it to see the Username, User Group, Site, Drawer Number, and Batch you are currently logged into. This is also where you change your password.

7 – **New Tab Slider**: Turn on the slider before clicking a menu button if you already have that program open and you want to open a second instance.

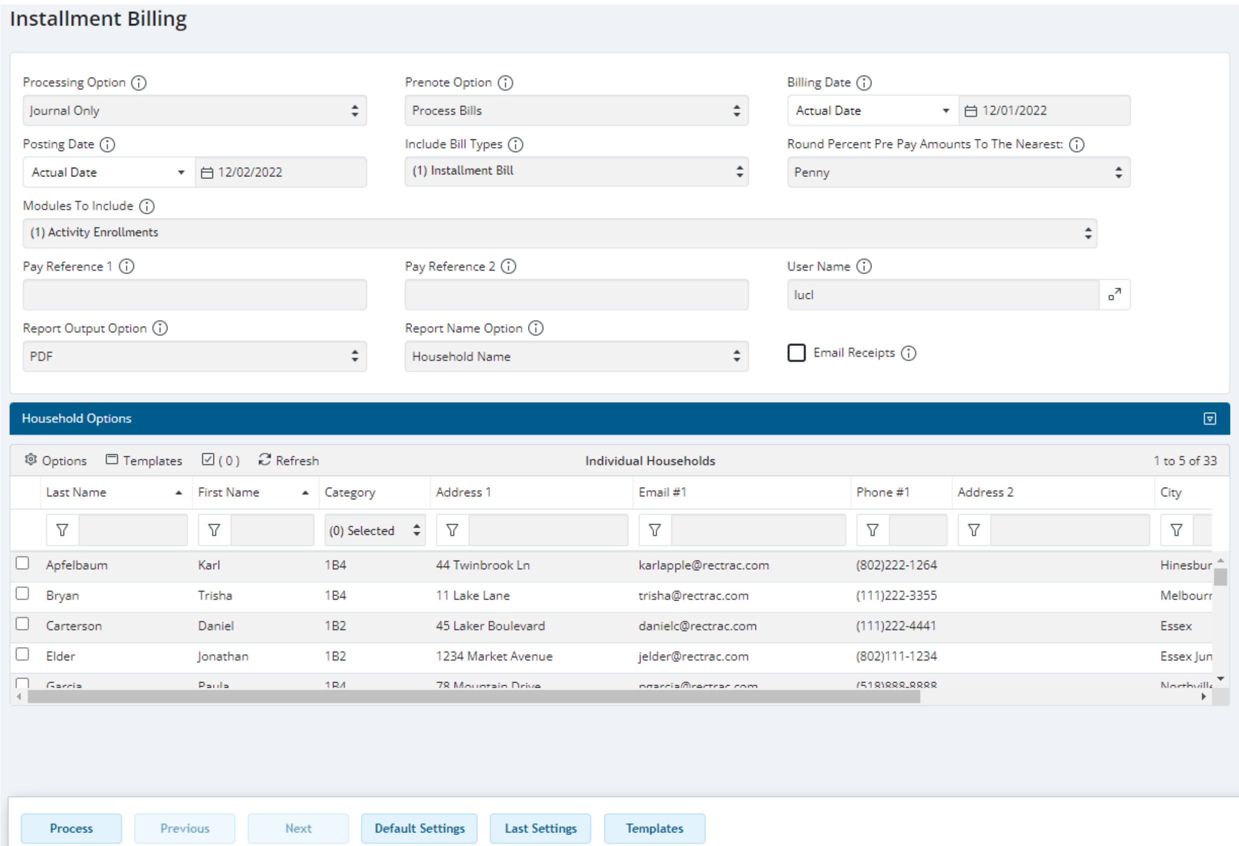
> ***For Example:*** *A user can have Household Management open, and using this slider, open a second tab of Household Management so they can work on two households at once.*

8 – **Logout Button**: Click this button to log out. When you do, the system will prompt you to close your batch.

Running Installment Billing

Installment Billing Fields

Click on **Installment Billing** in the RecTrac menu. Use the Menu Search to help locate the button if desired. The Installment Billing button will launch the Installment Billing Program in a new panel.



The Installment Billing Screen will retain the settings from the last time billing was run, you can reset the field parameters by clicking Default Settings at the bottom of the screen. Below are the different fields that you will need to fill in.

Processing Option

Expand the Drop-down list for Processing Option and make your selection. The options are:

Journal Only - Print an Installment Billing Journal of pending installment without processing installment bills. VSI recommends running this option first to preview installment billing results prior to using the Process Bills option.

Journal Only Check for Unbilled Records- Print an Installment Billing Journal of unbilled records with a date equal to or before the date in the Billing Date field. These are installment billing records from the past that, for whatever reason, were never billed. This is a Journal Only option; no actual bills are processed.

Process Bills - Process installment and print a journal/report as a byproduct. This is the option you will select when you wish to process the bills.

Pre-Note Option

Expand the Drop-down list for Processing Option and make your selection. The options are:

Process Bills - Skip the Prenote Option and run process Billing based on your selection in the Processing Options field. This is the option you will select when you wish to process the bills.

Run Prenote - Run a prenote for all ACH records that will be included in your billing. A prenote (preauthorization) is a zero-dollar transaction created and sent through the ACH network to test the validity of bank account information (account number and bank routing number) that was provided at the time of enrollment into the Auto-Debit program or if an account is subsequently changed. If opting to run a prenote, VSI recommends using the Process Bills Billing Option, since you want to Process the prenote.

Billing Date

Billing date is going to coincide with the date of the Bill that you are running for. For example, if bills are set to the 1st and 15th of every month, you would select that as your billing date. If you are running billing manually it is always safe to pick an actual date for this field. However, if you opt to run this program as a Scheduled Event, you will want to use a dynamic date such as "Today".

Posting Date

Posting date is going to coincide with the date that the date on which bills are posted, household debits are created for bills, credit cards are charged, and bank accounts are debited. The posting date does not need to be the same as the billing date. For example, if the 15th falls on a Sunday and you opt to run billing the following Monday, the posting date would be the 16th.

Include Bill Types

Click the Combo Box icon for Include Bill Types and select the Bill Types you wish to include in your Installment Billing run

ACH - Automated Clearing House (ACH) records. The billing process will create an ACH file. Files will be sent to your bank to have fees be paid by automatic deduction from the patron's bank account.

Installment Bill - The billing process will charge fees. The fees will be applied to the patron's household, and the patron will remit in person

Credit Card - The billing process will charge fees. Fees will be paid by an automatic charge to the patron's credit card.

Round Percent Pre Pay Amounts To The Nearest:

Click the Combo Box icon to change the rounding option for pre pay amounts.

Dollar - In the event a pre-pay by percentage results in a dollars and cents amount (or dollars and partial cents amount), the system will round the percentage up to the nearest whole dollar.

Penny - In the event a pre-pay by percentage results in a dollars and cents amount (or dollars and partial cents amount), the system will round the percentage up to the nearest whole penny.

Modules to Include:

Click the combo box icon to select the modules to include in your billing run. For CYMS, the only module that needs to be selected is "Activity Enrollments"

Pay Reference 1 and 2:

The Pay Reference fields work the same as they would on an individual transaction. Payment reference is an optional field that does not need to be filled in. The payment reference will be shown on a customer receipt and will also be shown on some financial reports. An example of a payment reference could be "December Billing" or something similar.

Household Options:

By default, installment billing will be run for all households. If you would like to filter the billing to run for specific households, you can click on the household options ribbon. You can choose individual households from the DataGrid to just run billing for one or a handful of people. You can also turn on the household range to split billing by last name. For example, household last name range may be used to split billing for children with last names that fall A-L and M-Z.

Installment Billing Settings:

On the right-hand side of the screen under the Installment Billing Settings, you will want to select a due date for these bills. Often it is the same as the posting date but can be any date.

Receipt Options:

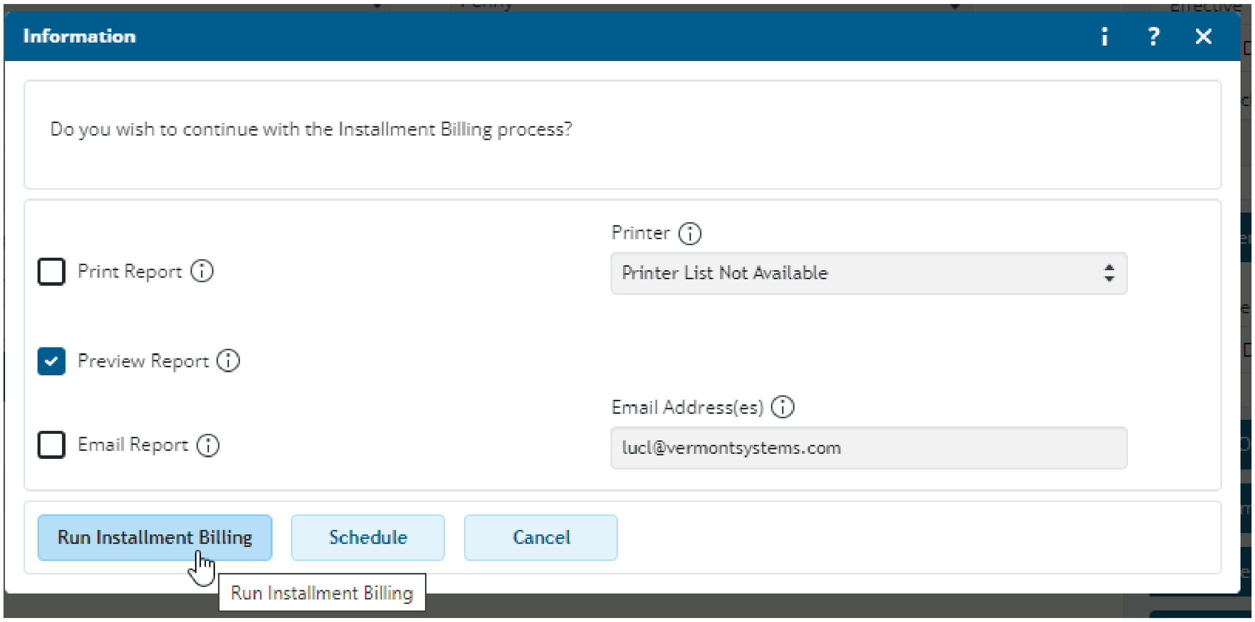
Under the receipt option ribbon, you can write in any comment codes that you would like to appear on customer receipts.

Activity Settings:

Under the Activity Settings ribbon, you can filter down which activities you run billing for. By default, the system will include every activity, but if you wanted to run billing for a specific class or range of classes you can check on the "Use Section Range" toggle.

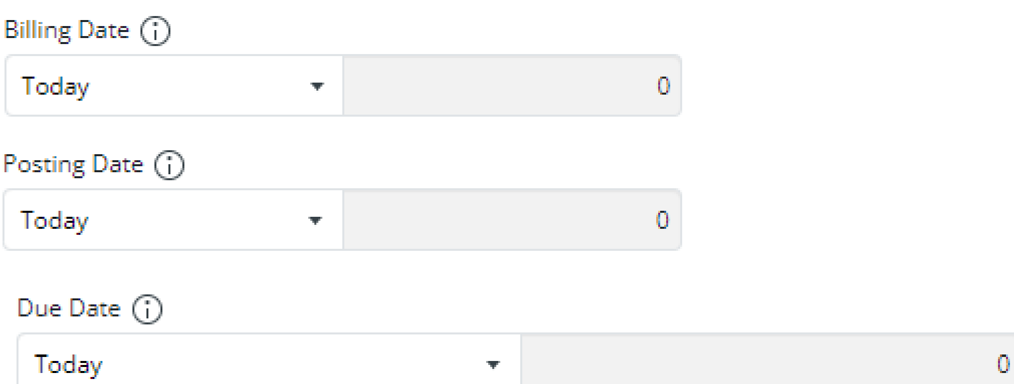
Running Billing

Now that you are familiar with the different fields for billing, we can walk through how to run billing. It is recommended that you run billing in Journal Only first, to produce a report of the billing results. To do that you would set your processing option to Journal Only and your Prenote option to Process Bills. You would then set the rest of the fields with the correct dates, bill types, modules, and due date. Then click process in the bottom left. When you are prompted with the information screen, you will want to select the output type for the report and then select Run Installment Billing. The report will then be processed. If the results are what you expected, you can then change the billing option from Journal Only to Process Bills and re run billing, actually charging the families. If the results are not what you expected, it is likely that you have a filter that is stopping you from seeing everything you need. You can always select default settings in the bottom right corner to reset the screen and re pick your filters.



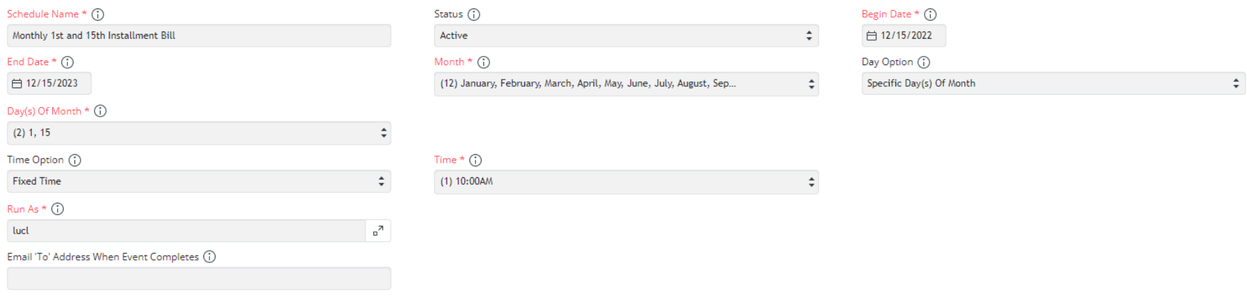
Scheduling Billing

Another option for billing is to schedule it, and have the system run billing for you. The big difference when you schedule billing is to change the dates from actual dates to dynamic dates, such as today.



After your dates are set, you will want the processing option to be “Process Bills” and the Prenote Option to be “Process Bills”.

Click Process in the bottom left corner to bring up the Information screen. Then, click the schedule option. This will bring up the schedule generator screen.



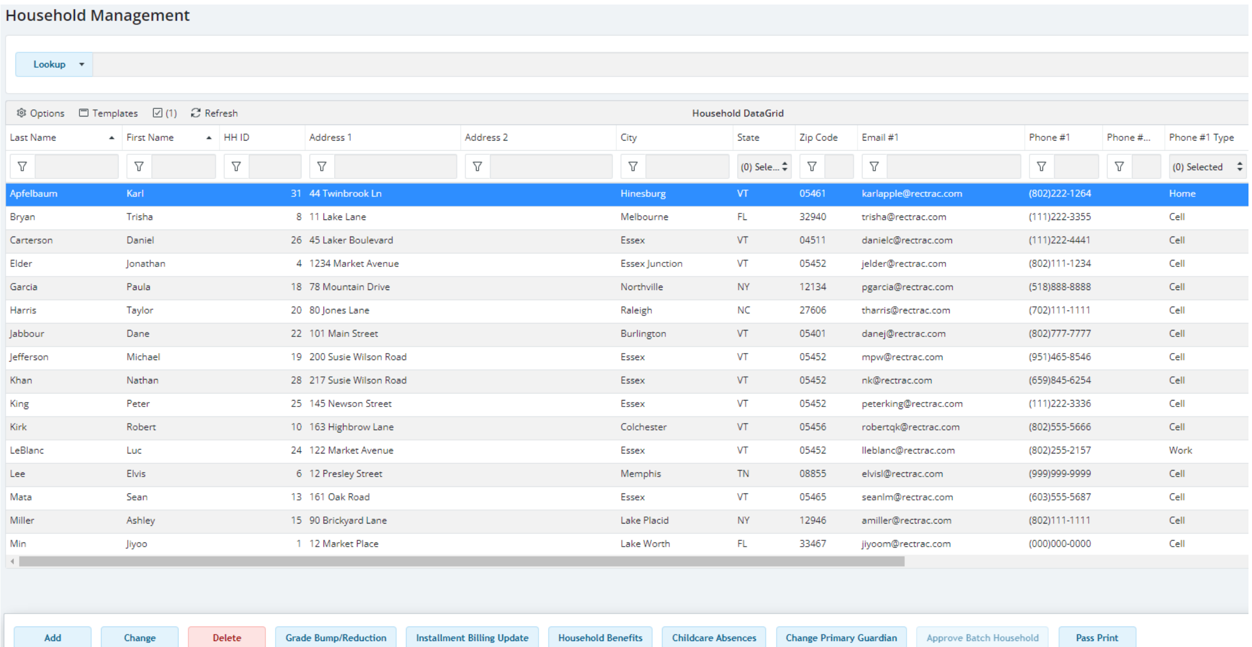
For the schedule name, you will want to be specific, so you easily find the event to edit later if needed. Fill out the begin date as the first date you want to run billing and the end date as the last date you want to run billing. Leave all months selected unless there are months you would NOT like to run billing. Change the day option to specific days of the month, and then choose the 1st and the 15th. Lastly pick the time you would like to bill.

Choosing the 1st and the 15th for the schedule corresponds with me choosing “Today:” for the billing and posting dates.

Installment Billing Update

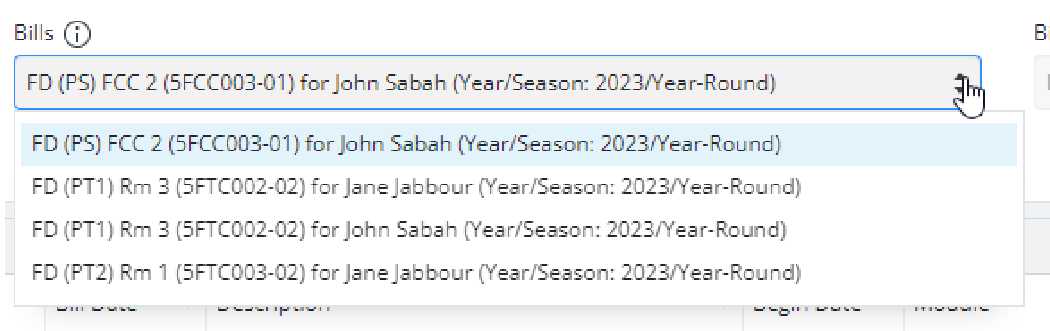
Installment Billing Update

Click on **Household Management** in the RecTrac menu. Use the Menu Search to help locate the button if desired. The Household Management button will launch the Household Management Program in a new panel.

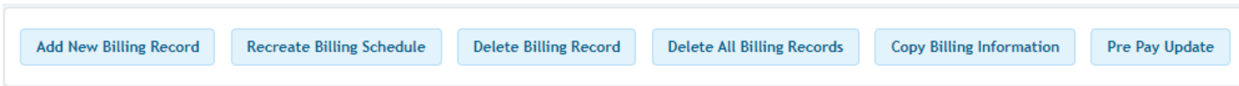


Using the search bar, lookup the household that has bills that need to be updated. Single click on the household so that they are highlighted blue, then select **Installment Billing Update** at the bottom of the screen. This will launch Installment Billing Update in a new tab.

At the top of the screen, you can select different bills if the household has more than one child, under the Bills field. You can also select Edit Bill Details to change the bill from an Installment Bill to a Credit Card.

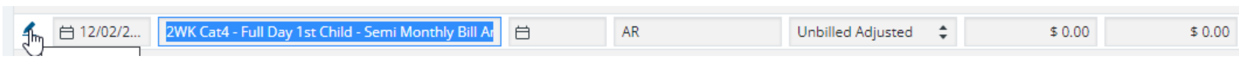


At the bottom of the screen there are multiple different billing functions that you can choose.



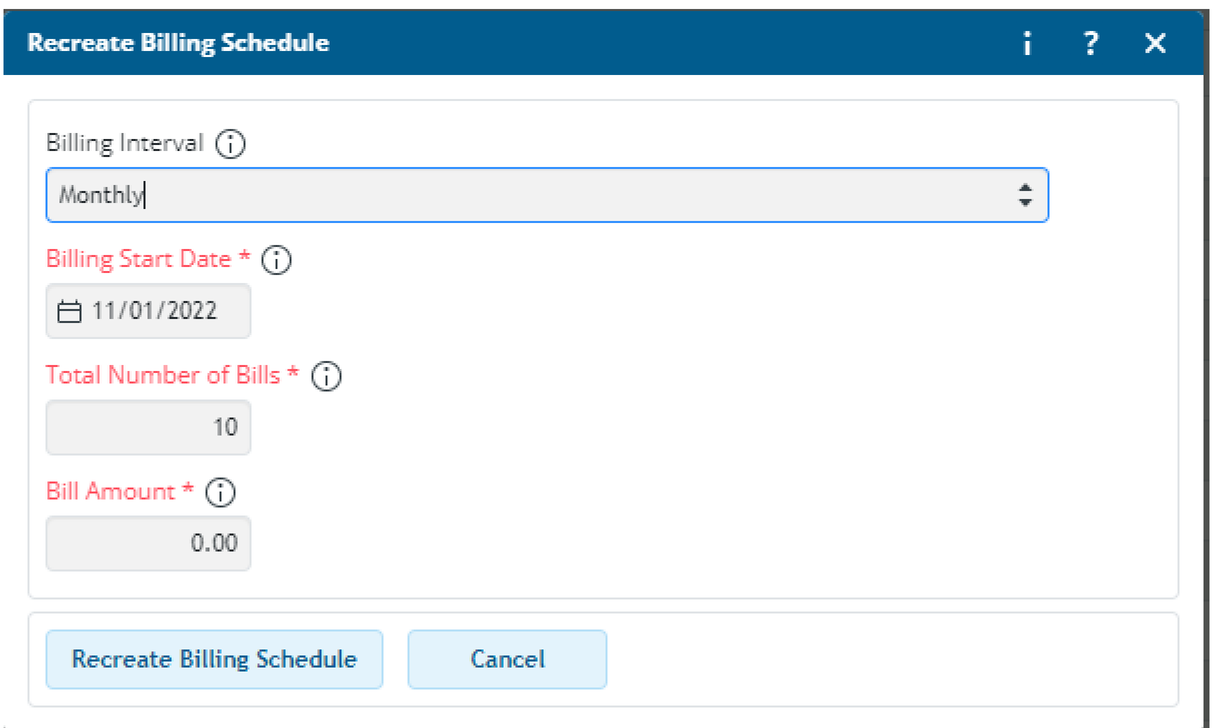
Add New Billing Record

Select this option to add in another bill to the bill schedule. When you select this button, the system will create a bill for today with a status of Unbilled Adjusted. You can locate that bill in the datagrid and select the pencil icon to make any changes to that bill. This is the best option if you need to add one extra bill or squeeze in a bill.



Recreate Billing Schedule

Select delete all the current bills and replace them with a new schedule. This feature is available only for billing schedules that have NOT been billed. Once a bill within the scheduled has been processed, this feature is void and you must adjust each bill individually.



Delete Billing Record

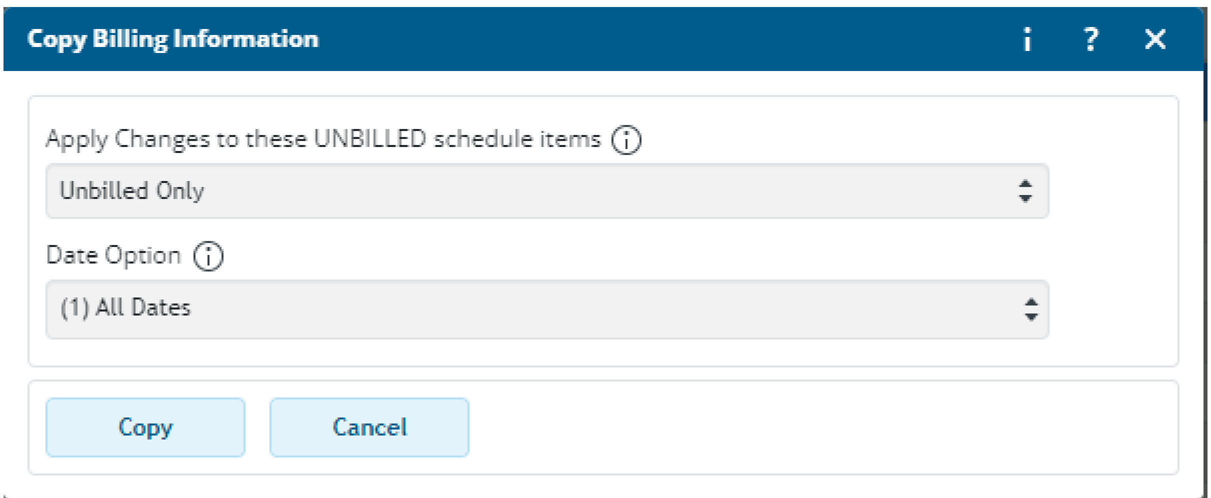
Use this option to delete out an individual bill. You will select the bill that you would like to delete in the datagrid first.

Delete All Billing Records

Click Delete All to purge all billing records from DataGrid. You cannot Delete records with a status of Billed.

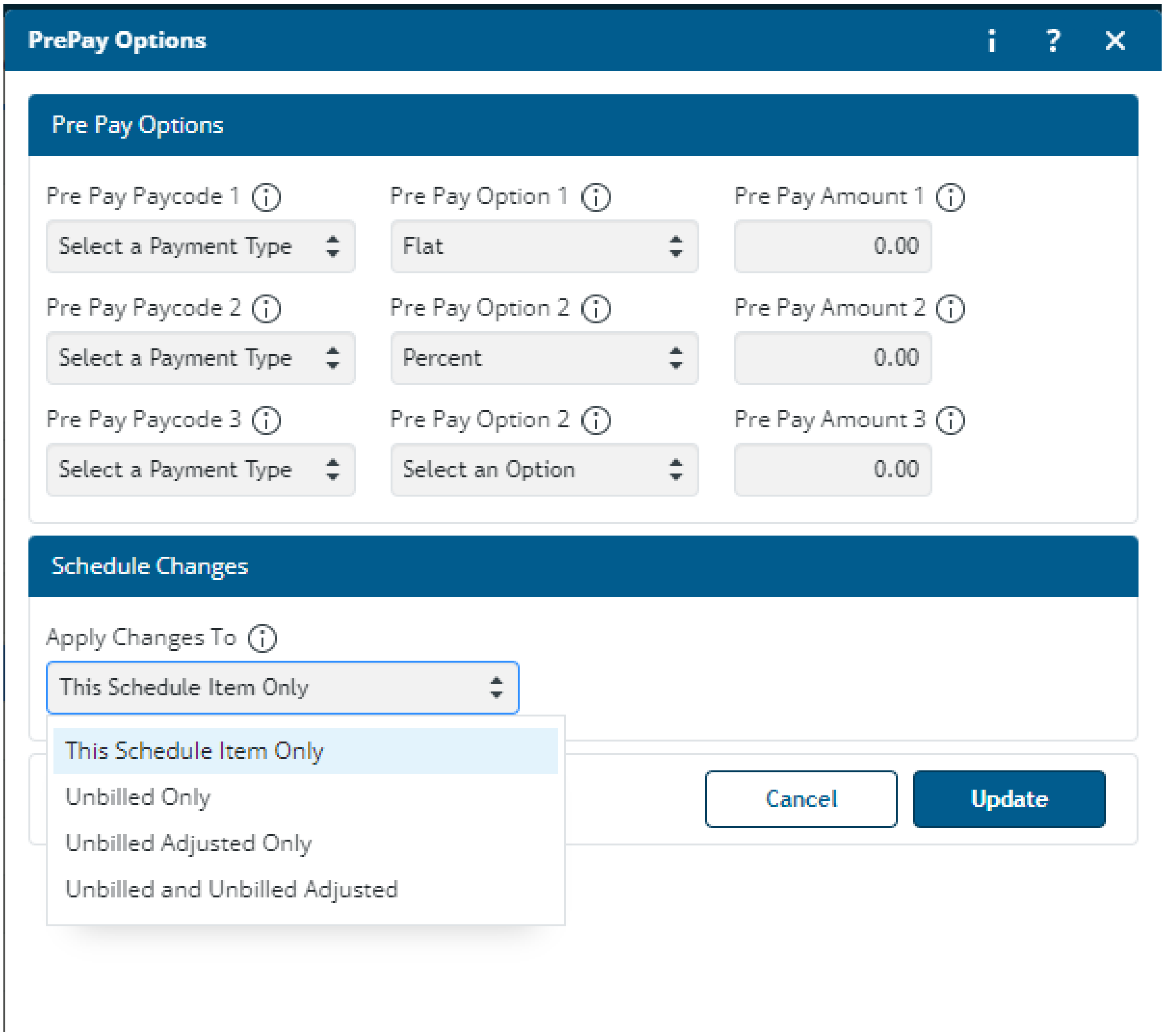
Copy Billing Information

If you make a fee change to one bill and you like to copy that change over to other bills you can use this copy billing information option. This will save you the hassle of having to change the bill amount on each record individually.



Pre Pay Update

The Pre Pay Options screen allows you to establish up to three (3) pre payments for your Installment Bill. Pre Pay allows you to pay all or a portion of the selected bill instantly when billing is run. The Pre Pay amount is applied toward the bill BEFORE the bill is applied to the household, so a household set up for Auto-Debit will be responsible for the portion of the bill that remains AFTER the auto-pay. Pre Pays are recorded on the household's transaction history and also appear on the Installment Billing log. To use pre pay, select a bill from the DataGrid and then click the pre pay update button. You can then put in you pre pay paycodes and amounts and decide which bills to apply the pre pay to.


PrePay Options
Pre Pay Options
Pre Pay Paycode 1
Select a Payment Type
Pre Pay Option 1
Flat
Pre Pay Amount 1
0.00
Pre Pay Paycode 2
Select a Payment Type
Pre Pay Option 2
Percent
Pre Pay Amount 2
0.00
Pre Pay Paycode 3
Select a Payment Type
Pre Pay Option 2
Select an Option
Pre Pay Amount 3
0.00
Schedule Changes
Apply Changes To
This Schedule Item Only
This Schedule Item Only
Unbilled Only
Unbilled Adjusted Only
Unbilled and Unbilled Adjusted
Cancel
Update