



### How to Update Your Card Online

1. Visit: [www.ymcadallas.org/Summer](http://www.ymcadallas.org/Summer)
2. Click the "Sign In" link in the header of the webpage, then sign into, activate, or create your account
3. Once Logged In, Click the Unpaid Tab
4. Click on "All" and select the "Pay Selected" button (leave it set to the default "Later", if it is not defaulted, then click on "Later")
5. Leave "Select the Schedule Type" as the defaulted "On the Due Date" (if "Select the Schedule Type" is not defaulted as "On the Due Date", select this option from the drop down)
6. Click the blue arrow to continue
7. For the Payment Method, select Credit Card and manually add your new card number, make sure the "Save this card for future use" check box is marked
8. Click blue Continue button
9. Click the blue Submit button
  - a. Please be aware that this **does not** charge the card, but changes and saves the payment method for future drafts.

### How to Add Additional Pick-up/Emergency Contacts

1. Visit: [www.ymcadallas.org/childcare](http://www.ymcadallas.org/childcare)
2. Click the "Sign In" link in the header of the web page, then sign into, activate, or create your account
3. Once Logged In, Click the "Account" Tab
4. Under your child, Click the "Authorized Pickups" button.
5. Click the blue Add button to add the additional pick-ups.
6. Lastly, when you are finished, please email your designated **Customer Support Representative** (listed at the bottom of this page) to let them know you have added the additional authorized pick-up and so we can provide the updated forms to your child's Summer Camp site.


### How to Pull an Invoice/Tax Statement

1. Visit: [www.ymcadallas.org/childcare](http://www.ymcadallas.org/childcare)
2. Click the "Sign In" link in the header of the webpage, then sign into, activate, or create your account
3. Once Logged In, click the Invoice Tab
4. Next to the payment made click the print button followed by "Email Invoice"
5. If you are in need of multiple weeks at once, scroll to the bottom of the page and set the date range to what you need, click the "Print" button and either click "Print" to print your statement or click "Email" to have it emailed to yourself.

### How to Submit a Cancellation

To Cancel, you must submit a [YMCA Cancellation](http://www.ymcadallas.org/summer) or visit our website: [www.ymcadallas.org/summer](http://www.ymcadallas.org/summer) and follow the steps below:

#### From a Cell Phone:

- a. In the upper left corner, click on the  symbol
- b. Click Parent Forms & Resources
- c. Click Day Camp Forms & Resources

#### From a Computer:

- a. In the blue header, click Parent Forms & Resources
  - b. Under Day Camp Forms & Resources click Cancellation
2. Complete the required fields
  3. Click the blue "Submit" button

If you are cancelling multiple weeks, you only need to submit one cancellation. Please list dates in "Session Cancel Date(s)" field.

Once we process your cancellation, we will send you a confirmation email.

**To avoid being charged the \$30 cancellation fee, a two weeks' written notice of cancellation must be received by your designated Customer Support Rep.**

### Contact Info

#### Childcare Customer Support Representatives

**Emellie Veloz:** [Eveloz@ymcadallas.org](mailto:Eveloz@ymcadallas.org) or 469-902-9580  
(Anna, Coppell, Denton, Flower Mound, Frisco (all locations),  
Plano, Richardson, Rockwall, and Royse City)

**Laura Ortiz:** [Lortiz@ymcadallas.org](mailto:Lortiz@ymcadallas.org) or 469-722-7329 (Dallas  
(all locations), Grand Prairie, Irving, Midlothian, and  
Waxahachie)

**For billing concerns or issues contact:**  
**ResourceOperationCenter@ymcadallas.org**

**Business Services Director:** Tirzah Anderson - [tirzah.anderson@ymcadallas.org](mailto:tirzah.anderson@ymcadallas.org)

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