



CHILD AND YOUTH PROGRAMS
Fleet Activities Sasebo
PSC 476 Box 5
FPO AP 96322

10 Nov 2016

Dear Parents,

As you are probably aware, a computer glitch during a hardware upgrade to Morale, Welfare, and Recreation (MWR) payment servers on September 24, 2016 resulted in duplicate charges for some families who made purchases or payments with their credit/debit cards between January and June 2016 at MWR and Child Youth Programs (CYP) services in Naval Station Monterey, Calif., and Navy installations located in Guam, Japan, Korea and Singapore.

CYP sincerely apologizes for any inconvenience this computer glitch may have caused impacted families. This is not the normal high quality of service we strive to provide to you and your children every day. While we have taken appropriate steps to prevent this type of glitch in the future, we are also extending to families with duplicate CYP charges a child care discount to be taken during the months of November, December 2016, or January 2017.

All impacted families who were enrolled, who made payments, and who had duplicate credit/debit card charges during the affected period in Navy operated Child Development Centers Full-day or Part-day programs or Navy operated School-Age Care Before and/or After School Care or Summer Day camp programs may request up to 2 weeks of free care during the months of November, December 2016, or January 2017 for each child enrolled between January and June 2016 at above mentioned installations. The discount only applies to those individuals with children who are still enrolled in CYP in the equivalent programs and installations described above and no refunds will be provided only discounts to fees for the months of November, December 2016, or January 2017.

To request the discount, impacted families must complete attached Request for Discount and self-certify that they were impacted by the computer glitch and request when they would like to take the discount during the months of November, December 2016, or January 2017. Completed Request for Discounts must be received by the applicable Child Development Center or Youth Center front desk by December 15, 2016.

Again, we sincerely apologize for any inconvenience this event may have caused your family. Please don't hesitate to contact me at Kristina.Moreland@Fe.Navy.Mil or 252-3796 if you have any other additional questions.

Sincerely,

Kristina Moreland

Attachment 1: Request for Discount



NAVY CHILD AND YOUTH PROGRAMS

PARENT REQUEST FOR DISCOUNT FOR MWR BILLING ERRORS

Sponsor Name (Last/First): _____

Child(ren) Names (Last/First): _____

Dollar Amount of Duplicate Charges: _____

Date All Duplicate Charges Were Reversed: _____

Impacted families still enrolled in Navy CYP may request up to 2 weeks (in one week increments per military pay day/CYP parent fee due date) of equivalent free care during the months of November, December 2016, or January 2017 for each child enrolled between January and June 2016 at impacted installations. Discounts for all children within each impacted family must be taken during the same military pay day/CYP parent fee due date. Please indicate the military pay days/CYP parent fee due date you would like to request each of your one week discounts:

Discount Week 1 (select one):

Discount Week 2 (select one):

- _____ November 15, 2016
_____ December 1, 2016
_____ December 15, 2016
_____ January 1, 2016

- _____ December 1, 2016
_____ December 15, 2016
_____ January 1, 2016
_____ January 15, 2016

Sponsor Signature _____ Date: _____

I certify that I did have duplicate debit/credit card charges for my CYP fees and the above mentioned child(ren) were enrolled between January and June 2016 at CYP services in Naval Station Monterey, Calif., and Navy installations located in Guam, Japan, Korea or Singapore. I acknowledge that this requested discount only applies if my child(ren) were utilizing Navy operated Child Development Centers Full-day or Part-day programs or Navy operated School-Age Care Before and/or After School Care or Summer Day camp programs at impacted locations. I understand that the information provided above will determine eligibility for two (1) week periods of free childcare due to the MWR Credit Card Billing errors. I also understand that this information can be verified and that deliberate misrepresentation of this information may subject me to denial of future CYP services and/or prosecution under applicable State and Federal laws. See 10 U.S.C. Section 1001.

Date Received by CYP Front Desk: _____ Initials of CYP Staff Receiving: _____

Signature/Date of CYP Manager Review/Approval: _____