

Registration Management and Refunds in Ultracamp

View or Edit Reservations

https://help.ultracamp.com/hc/en-us/articles/7260339252628-Reservation-Detail#reservation-detail-0-0

The Reservation Detail page provides details of an existing registration along with the ability to edit or adjust these details. You can view details or edit a reservation from a report, the Account Detail, Finance Detail, or the Person Detail pages.

Account Detail #2761440								Reservation De	etail					
Account Summary	Account Information							Reservation Sum	mary	Reserva	ation Information			
Primary Contact: Primary Test	Primary Contact / Organization Inf	ormation						Attendee:	Primary Test		Bern		Cost	
Account Balance: \$0.00	Account Members							Session:	TEST SESSION	\bigcirc	Basic Fee		\$	0.00
Payments Scheduled: \$0.00	Name	Roles	Ape	Grade	Gender				A TEST LOCATION (11/5/2023 - 11/10/2023)	-	Non-refundable Fee:		\$	50.00
Current Reservations: 1	Primary Test	Primary Contact Parent/Guardian	27		P	/) III	Account Balance:	\$0.00	~	7/24/2023	Delete	\$50.00	
Common Tasks	Secondary Test	Secondary Contact	30		м	1		Reservation Balance:	\$0.00	Ø	Options		\$	0.00
	occontaily rear	Parent/Guardian				/ L	J ≕0	Experience:	First time attendee		Payment Plans		\$	0.00
Make / Record a Payment >>	Another Test		42		F	/ [Made by:	Bramley, Kirsten		TEST PLAN Delete		0.00	
	Teengirl Test	Child	15	8th	(F*)	1	1 110	Made On:	7/24/2023 2:28:19 PM				Total Fees: \$	50.00
Make a Reservation >>	Youngboy Test	Child	10	5th	М	/ [) III	Arrival Status:	Not Arrived Change Status				Reservation Balance: \$	\$0.00
	Otis Bramley	Child	8	7th	М	1) III							
View Financial History >>	Luna Bramley	Child	4	Pre-K	F	/ [1 18	Common Tasks		Tasks				38
Print Financial Statement >>					Add a person to	this accou	int >>	Make / Re	cord a Payment >>	Comme	ents			Ħ
9 _								Y	-	Forms				Œ
Add a Person to this Account >>	Reservations							Print Rese	ervation Detail >>	Alternat	te Contacts			92
	Current Reservations						*	Y						
Send an Email via UltraCamp >>	Offering	Begin Date		Balan	08	_		Cancal thi	Reservation >>	Pickup /	Authorization			38
	TEST SESSION	11/5/2023		\$0.00		ø [Addition	nal Information			\oplus
Send an Email (External) >>	Primary Test							Move this	Reservation >>	Confirm	nation Information			H
					Make New R	Reservatio	ns »							

Cancel Registration

https://help.ultracamp.com/hc/en-us/articles/7260091525524-How-to-Cancel-a-Reservation#cancel-thisreservation-0-1

1. Go to the reservation that is getting cancelled.

Reconvertion Detail

2. Choose Cancel Reservation at the bottom left side of the Reservation Detail page.

Reservation De	etall					
Reservation Sum	mary	Reservation Information				
Attendee:	Secondary Test	Item				
Session:	TEST SESSION A TEST LOCATION (11/5/2023 - 11/10/2023)	Basic Fee Non-refundable Fee:				
Account Balance:	\$0.00	7/21/2023 Delete				
Reservation Balance:	\$0.00	Ø Options				
Experience:	First time attendee	Payment Plans				
Made by:	Bramley, Kirsten					
Made On:	7/21/2023 7:40:16 PM					
Arrival Status:	Not Arrived Change Status					
Common Tasks		Tasks				
		Comments				
Make / Re	cord a Payment >>	Forms				
Print Ress	arvation Detail >>	Alternate Contacts Pickup Authorization				
	sivation betain PP					
Cancel thi	is Reservation >>	Additional Information				
		Confirmation Information				
Move this	Reservation >>					

- 3. Choose Reason and any comments you would like to add *these will be visible to the account holder and in reporting.*
- 4. Choose Refund Action will not provide them a refund but decide whether or not we keep the non-refundable/deposit fee.
 - a. Refund all non-refundable fees this will put the entire amount the have paid and the deposit amount back on their account as a credit.
 - b. Apply the following non-refundable fees choose how much does not return to the customer. This can include the deposit and program fees if it is past a refund policy.

Example 1: Program was \$250 with \$50 of that being a deposit that you are not returning. Choose Apply the following non-refundable fees. Click box below and put in the non-refundable amount.

	-	
Non-ro	fundable	Foos
NOTHE	Iuliuable	1663

Refund	Action:

Refund all non-refundable fees
 Apply the following non-refundable fees

Example 2: Programs was \$250 and you have no deposit. Choose Refund all non-refundable fees.

Non-refundable Fees			
Refund Action:	0	Refund all non-refundable fees Apply the following non-refundable fees	
		\$ 50.00	Non refundable deposit

- 5. Click Reallocate Funds if you would like the money that goes back on their account as credit to be applied to other debits on the account.
- 6. Click Cancel Reservation and Okay. The reservation has now been cancelled and the account balance adjusted.

No money is refunded automatically.

Refunds

https://help.ultracamp.com/hc/en-us/articles/7260094830100-Payment-Refunds-and-Voids

- 1. Go to the account you want to provide the refund.
- 2. Go to Financial History

Account Detail #2761440



- 3. Go to Payments/Credits under Finance Detail
- 4. Find the payment you need to refund, click the binocular image at the end on the right

Fees and Payments					
2022 - 2023 Season	~ Timeline Focus	~ ?			
Reservation Fees					
7/21/2023 🕂 📫 TEST SI	ESSION (Secondary)		\$	50.00	v 👼
Sponsorship Charges					
		То	otal: \$	50.00	
Payments / Credits		Te	otal: \$	50.00	
Payments / Credits 7/21/2023 Check Paym	nent#0	Τα	otal: \$ S	50.00	(*
Payments / Credits 7/21/2023	nent #0	Ta	stal: \$	50.00 50.00 50.00	(*
Payments / Credits 7/21/2023 💿 Check Payn	nent #0	τα	s sotal: \$	50.00 50.00 50.00	(*

5. Choose Refund Transaction

View Transaction

Common Tasks		Transaction Details				
ß	Edit this Transaction >>	Basic Information				
0		Amount:	\$90.00			
0	Refund this Transaction >>)	Date:	7/11/2023 12:01:47 PM			
	Print Receipt >>	Туре:	Credit Card Payment			
		Status:	succeeded			
	Fmail Receint >>	Transaction ID:	7627155			
\simeq		Payment Account ID:	1913519			
6	Move to Another Account >>	Gateway ID:	txn_3NSj0N4RU3YUtiQR0TmHeZmw			

- 6. Fill out Refund Amount based on how much you are providing. Add any comments needed. This will be visible to the public.
 - a. Original Amount How much was charged to the card on this transaction
 - b. Available Refund Amount Is how much is available to refund

c. Refund Amount - How much you are providing in the refund

Enter the amount you would like to refund		
Refund a Credit Card Transaction		
Original Amount:	\$90.00	
Date:	7/11/2023 12:01:47 PM	
Card Details:	Visa **** **** ****	
Available Refund Amount:	\$90.00	
Refund Amount:		
Comments:		
	Note: Comments made in this field WILL be visible to the public.	
		Issue Refund >>

- 7. Confirm that refund amount is the right amount you want to provide as a refund.
- 8. Click Issue Refund.

Move Registration

https://help.ultracamp.com/hc/en-us/articles/7260339252628-Reservation-Detail#reservation-detail-0-0

- 1. Go to the reservation that is getting cancelled.
- 2. Choose Move this Reservation at the bottom left side of the Reservation Detail page.

Reservation Detail

Reservation Sumr	nary	Reservation Information		
Attendee:	Primary Test		Item	
Session:	TEST SESSION A TEST LOCATION (11/5/2023 - 11/10/2023)	ſ	Basic Fee Non-refundable Fee:	
Account Balance:	\$0.00		7/24/2023	
Reservation Balance:	\$0.00	<i>G</i>	Options	
Experience:	First time attendee		Payment Plans	
Made by:	Bramley, Kirsten		TEST PLAN Delete	
Made On:	7/24/2023 2:28:19 PM			
Arrival Status:	Not Arrived Change Status			
Common Tasks		Tasks		
Make / Per	ord a Payment	Comments		
CO_ Make / Ket		Forms		
Print Rese	Print Reservation Detail >>		ate Contacts	
		Pickup Authorization		
Cancel this	s Reservation >>	Additional Information		
Move this	Reservation >>	Confir	mation Information	

- 3. Choose which session the reservation is moving to.
- 4. Click Next

Move a Reservation

Move Summary	
Name:	Primary Test
Move From:	TEST SESSION 11/5/2023 - 11/10/2023
Move Into:	?
Previous Cost:	\$50.00
New Cost:	?

Select a session to move to

A TEST LOCATION

Select	Offering
Educato	rs Professional Development
0	TEST 11/19/2023 - 11/30/2023

Community Arts School

Offering

- 5. Two options:
 - a. Transfer, reschedule, or remove payment plan that matches the session this reservation is moving to.
 - b. Move new reservation to cart to process options and discounts.

Confirm the transfer. If modifications or additions are needed to the new reservation, add the reservation to the cart instead of processing immediately.							
Transferable Items							
Payment Plans							
Plan Name	Previous Cost		New Cost				
TEST PLAN	\$0.00		\$0.00				
Move Options							
Move new reservation to cart instead of immediately processing.							
Scheduled Payments							
Transfer the following scheduled payments to the new reservation:							
9/1/2023 \$12.50							
10/1/2023 \$12.50							
11/1/2023 \$12.50 12/1/2023 Balance							
-							
Reschedule payments using the payment plan Remove all acheduled payments							
C remove an scheduled payments.							
				Move Reservation >			

6. Move Reservation/Complete Checkout