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.

Cancel Registration

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

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

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-refundable Fees

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:
- ○ 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

Account Summary

Primary Contact:	Primary Test
Account Balance:	$0.00
Payments Scheduled:	$0.00
Current Reservations:	

Common Tasks

Make / Record a Payment >>

Make a Reservation >>

View Financial History >>

Print Financial Statement >>

Account Inform

Primary Contact

Account Member

Name

Primary Test

Secondary Test

Another Test

Teengirl Test

Youngboy Test

Otis Bramley

Luna Bramley

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

5. Choose Refund Transaction

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 Summary

Attendee:	Primary Test
Session:	TEST SESSION A TEST LOCATION (11/5/2023 - 11/10/2023)
Account Balance:	$0.00
Reservation Balance:	$0.00
Experience:	First time attendee
Made by:	Bramley, Kirsten
Made On:	7/24/2023 2:28:19 PM
Arrival Status:	Not Arrived Change Status

Common Tasks

Make / Record a Payment >>

Print Reservation Detail >>

Cancel this Reservation >>

Move this Reservation >>

Reservation Information

Item

Basic Fee

Non-refundable Fee:
7/24/2023

Options

Payment Plans
TEST PLAN Delete

Tasks

Comments

Forms

Alternate Contacts

Pickup Authorization

Additional Information

Confirmation 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

Educators Professional Development

◉   TEST 11/19/2023 - 11/30/2023

Community Arts School

Select   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 scheduled payments.

Move Reservation >>

6. Move Reservation/Complete Checkout