



## Camp & Class Manager REFUND FAQ

What you need to know about the refund limit.

Customers who use Camp & Class Manager as their Merchant of Record, please review the following FAQs

### What does this mean for you?

This means an organization will have a cap to the amount of credit/debit card refunds it can issue equal to the amount of unpaid revenue.

### Why are we doing this?

Without this measure in place, ACTIVE Network is placing itself in a position of using its own funds to ensure credit card refunds go through on behalf of our customers. In other words, ACTIVE Network is fronting the cash for every customer that issues credit card refunds that are greater than the unpaid remittance.

### What if I need to refund to debit/credit card?

If you do not have enough unpaid remittance balance to offset the amount of refunds, you are able to proactively wire funds to ACTIVE to be able to process refunds to your customers' debit/credit cards.

### What's going to happen moving forward when this thing goes into effect?

Below are some example scenarios of what will happen after this measure goes into effect:

#### SCENARIO ONE

##### **Not enough funds to cover credit card refunds despite positive balance**

Customer A is on a 2x a month remittance schedule. The current remittance schedule is from 3/16 – 3/21. On 3/27, Org A has a balance of \$1,200.00 [verified by running the ACTIVE Account Statement for 3/16 through 3/31]. On 3/28, Customer A wishes to issue refunds to credit cards totaling \$3,500.00. Customer A will receive an error message in Camp & Class Manager stating the refunds cannot go through. Customer A is only able to refund up to \$1,200 back to credit/debit cards.



---

## SCENARIO TWO

### **Not enough funds to cover credit card refunds due to negative balance**

Org B is on a 4x a month remittance schedule. The current remittance schedule is from 3/23 – 3/231.

On 3/26, Customer B has a balance of -\$687.00 [verified by running the ACTIVE Account Statement for 3/23 through 3/31].

On 3/27, Customer B wishes to issue a mass refund to credit cards totaling \$100.00.

Customer B will receive an error message in Camp & Class Manager stating the refunds cannot go through.

## SCENARIO THREE

### **Enough funds to cover credit card refunds due to positive balance**

Customer A is on a 2x a month remittance schedule. The current remittance schedule is from 3/16 – 3/31.

On 3/27, Customer A has a positive balance of \$9,700.00 [verified by running the ACTIVE Account Statement for 3/16 through 3/31].

On 3/28, Customer A wishes to issue refunds to credit cards totaling \$3,500.00.

Customer A's credit card refunds will process normally, and the remaining balance is adjusted down from \$9,700 to \$6,200.

**If you have any additional questions, please connect with your Account Manager or contact Camp & Class Manager Support to walk you through refund options.**