

A group of children are holding hands in a circle, smiling and looking up. The scene is outdoors, possibly in a schoolyard or playground, with a red safety mat on the ground. The children are wearing various casual clothing, including a light blue shirt, a red and white checkered shirt, and a blue plaid shirt. The background shows a white fence and some greenery.

Financial Reports User Guide



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The Camp & Class Manager system is an all-in-one online registration, participant management and marketing software solution. We recognize the need for effective reporting and that your organization’s finances ultimately reflect the sustainability of your programs. The following information will provide an overview of what each of our financial reports includes and frequently asked questions on how to perform common tasks.

Camp & Class Manager was built as a cash-based accounting solution. The system recognizes transactions at the time they occur.



A Closer Look at our Financial Reports

1. Custom Financial Report

- Can be saved in the system and accessed later.
- Cannot report on more than 95 days at a time.
- [Click here](#) for additional details on this report.

2. Accounts Receivable

- Displays outstanding payments for each customer who has not paid in full.
- Outstanding payment amounts are categorized by the number of days the payment is past due.
- The **Customer** name is the parent guardian on the account.
 - All orders that aren't on a payment plan will always display in the **Current** column.
 - Example: Participant A registers for Session A. Session A costs \$150.00 and has a \$50.00 deposit option. Participant A pays the \$50 deposit ends up with a \$100.00 balance after registering. Participant A will display in the **Current** column until the \$100.00 balance is paid.
 - Orders that are on a payment plan can be listed in the other columns based on how many days have passed their payment plan due date.
 - Example: Participant B registers for Session B. Session B's tuition is \$175 and has a deposit option of \$25 with a payment plan of 3 installments. Participant B pays the \$25 deposit and ends up with a balance of \$150 after registration. The \$150 will be paid in 3 installments. The automatic payment is initiated May 1st and the payment fails. If the Accounts Receivable report is exported on June 1st, participant B will display in the **31-60 days** column. If the balance isn't paid as time goes on participant B will end up in the **91+ days** column.
 - a. Check **Failed Installment Payment report for Reason for Failure**.
- [Click here](#) for additional details on this report.

3. Active Account Statement

- Administrative fees/credits and past due balances are added or deducted.
 - **Payment Activity** - All processed Credit Card/eCheck payments/refunds for a selected time.
 - If applicable, data will include Credit Card processing fees charged for each Credit Card/eCheck payment ACTIVE processed.
 - If you're on a Flat Fee Rate the **Processing Fee** column will display as \$0.
 - a. Organizations on a Flat Rate will show up in the **Registration Activity** and **Additional Purchase Activity** tabs only.



- **Registration Activity** – Reports on all processed registrations for a selected time-period.
 - Includes Registration Fees charged for each session.
 - The report also accounts for transferred registrations.
 - a. **Transfer Out** – The session the participant is no longer registered for.
 - b. **Transfer In** – The session the participant is registered for.
 - If you have questions about your registration fees, contact your Account Manager.
 - **Additional Purchases Activity** - Gives a breakdown of purchased Session Options and Merchandise.
 - Includes the Processing Fee charged for each purchased Session Option and/or Merchandise.
- The Active Account statement doesn't report on financial activity that's not processed by Active (cash or check payments/refunds)
- [Click here](#) for additional details on this report.

Other reports in the Active Account Statement

1. Session Summary Report

- Provides a detailed report on all financial activity for a selected time-period per session.
 - External payments
 - Discount activity
 - Active Advantage discounts
 - Waitlist activity
 - Cancellations and Refunds
 - Purchases and Payments
- Calculates **Total Revenue** and **Distributed amount from Active** per session.
- [Click here](#) for steps to view and export the Session Summary Report.

2. Session Type Summary Report

- Gives details on all financial activity for a selected time-period per session type (similar to Session Summary Report).
- [Click here](#) for steps to view and export the Session Type Summary Report.

3. Allocation Report

- Reports on payments in a selected time-period and gives details of where the payment was allocated.
- [Click here](#) for steps to view and export the Allocation Report.

To access the above reports, click the blue tab that says **Run Report** within your **Active Account Statement**.



4. **Credit Balance Report**

- Provides a list of accounts who have a current credit balance available for use.
- Credit Balances aren't transferrable between accounts.
 - It also cannot be used in the account it's linked to.
- Credit Balances never expire.
- [Click here](#) for more details on the Credit Balance report.

5. **Customer Payments/Refunds**

- Includes all payments (cash, check, credit card and eCheck).
 - Payments made from the credit balance aren't included.
- Includes all refunds (cash, check, credit card, eCheck and credit).
 - Refunds made to the participant from their credit balance are included.
- Totals are calculated before Active fees and applicable deductions.
- [Click here](#) for steps to export the Customer Payments/Refunds report.

6. **Deferred Revenue Report**

- This report includes customers on a payment plan with a balance and future scheduled payments.
 - Customers who were on payment plan with a \$0 balance won't display.
- Excludes orders with a balance that aren't on a current payment plan.
- [Click here](#) for steps to view and export the Deferred Revenue Report.

7. **Failed Installment Payment Report**

- Reports on failed payments from orders on a payment plan.
- The system doesn't send notifications for failed payments. Please run report as needed.
- [Click here](#) for steps to view and export Failed Installment Payment Report

8. **Financial Activity**

- Financial Activity is broken into 2 categories, Summary and Revenue.
- Active fees aren't accounted for in Financial Activity.
- Totals do not include money allocated to a customer's credit balance.
 - **Summary** – Broken into 3 different categories.
 - **Net Revenue** = Accounts for sales - Cancellations - Discounts +/- Transfers for selected time-period.
 - **Net Payments** = Total payments received for a selected time-period per season.
 - **Change in balance**
 - a. The difference in Net Revenue and Net Payments.
 - b. This amount can be negative or positive.
 - If Net Revenue is more than Net Payments the Change in Balance will be positive.
 - If Net Revenue is less than Net Payments the Change in Balance will be negative.
 - c. Doesn't include unpaid registration balances.



- d. Includes all payment types (credit card, eCheck, cash and check)

- o **Revenue**

- Net revenue is a combination of Sales, Cancellations, Transfers and Discounts.
- Doesn't include payments.
- [Click here](#) for more details on Financial Activity reporting.

9. Internal Discount Report

- Only **Custom Discounts** are included in this report.
- It won't include coupon codes applied internally or multi-session/multi-sibling discounts applied during registration.
- [Click here](#) for steps to view and export the Internal Discount Report.

10. Payment plan report

- Displays all orders for a selected season(s).
- The **On Payment Plan** column identifies which orders are or aren't on a payment plan,
- The report gives auto-billing, order total and balance details for orders on a payment plan.
 - o When a payment plan is setup there's an option to make Auto-Billing Required or Optional. If It's set to Optional, the Auto-billing column will say No. If it's set to Required, the column will say Yes.
- [Click here](#) for steps to view and export Payment Plan Report.

11. Transaction Report

- Provides individual transactions for all seasons based on selected time-period.
- All transactions include sales (registrations), cancellations, discounts and transfers.
- This report does not include customer payments or Active fees (registration/processing fees).
- [Click here](#) for steps to view and export the Transaction Report.

12. Scheduled Reports

- The ability to schedule Financial and Season reports to automatically send to selected system users.
 - o Excluded reports are Merchandise Fulfillment Report, Participant Notes and Season Setup Auditing Report.
 - o Click the following links for [Release Notes](#) and a [User Guide](#).



Frequently Asked Questions: Common Accounting Questions/Requests:

1. How do I reconcile my Active payment?
 - We suggest the Active Account statement. It reports on data that specifically makes up your Active payment.
 - Payments from Active are based on payments you've collected minus Refunds and Active Fees.
 - Payments/Refunds – Credit Card and eCheck
 - Active fees – Registration Fees, Credit Card Processing fees, Chargebacks, Carryover Balance and Admin Fees.
 - Organizations on a Flat Fee will notice they only have fees in their Registration Activity and Additional Purchases tabs not the Payment Activity tab.
 - [Click here](#) for steps to reconcile your payment.
 - You can also utilize our Session Summary or Session Type Summary reports. These reports sort the Active Account Statement data by each session or session type.
 - Please note that Other Payments Entered and Other Refunds Entered aren't included in Active Payments.
 - Click the following links for steps to view and export reports. [Session-Summary-Report](#) and [Session-Type-Summary-Report](#)
 - If your Active Account Statement doesn't reconcile with your payment, it could be due to past due balances or other administrative fees/credits. Please contact Support for additional help.

2. What is the best way to report on my season/year financials?
 - Depending on what data is important to you, below are suggested reports.
 - **Transaction Report** – Total net revenue. This report is recommended if you want to know what you have sold, discounted and canceled. It doesn't include payments.
 - [Click here](#) for steps to view and export this report.
 - **Financial Activity** - The Summary tab within the Financial Activity report will give you the difference between what customers purchased and what customers paid per season.
 - [Click here](#) for steps to access this report.
 - **Active Account Statement** – If you want to be able to export a summary of sales and payments, use this report.
 - Active fees (registration fees, credit card processing fees and Admin Fees) are included.
 - If you're on a Flat Fee, your fee's will be listed under **Registration Activity** and **Additional Purchase Activity** only.
 - You can report on a **Single Pay Period** or **Multiple Pay Periods**.
 - [Click here](#) to view export the Active Account Statement.



- **Session Summary Report** – Is within your Active Account Statement and provides finances per session.
 - It will include how much was sold, discounted, canceled and paid to your organization.
 - This report includes cash and check payments/refunds.
 - [Click here](#) for steps to access this report.
 - **Customer Payments/Refunds** – This report provides customer payments and refunds only.
 - Includes all forms of payments and refunds
 - Excludes refunds made from the credit balance.
 - Excludes payments made from the credit balance.
 - Refunds made to the credit balance are included.
 - Active Fees aren't calculated in this report.
 - [Click here](#) for steps to view and export this report.
3. How can I report on how much Active Fees we have paid?
- **Active Account Statement** –
 - **Registration Fee Model** – Fees are calculated by credit card processing fees and registration fees.
 - The Payment Activity tab includes credit card processing fees under the Processing Fee column.
 - The Registration Activity and Additional Purchases Activity tabs includes registration fees under Registration Fee Paid by Organization/Customer columns.
 - **Flat Fee Model** - Active Fees are displayed in the Registration Activity and Additional Purchases Activity tabs only.
 - **Please note:** Rates may appear higher if you have applied coupons/discounts after a registration occurred, cancelled a registration (fees are not refundable), or haven't fully collected on payment plans, etc.
 - **Example:** If a customer registration is \$100 but applies a 10% discount after the original checkout, their total will be \$90. If your Flat Rate fee is 10%, the registration fee will be \$10 because it's calculated based on the \$100 at the time of sale and not the discounted price of \$90.
 - **Example:** When a registration is cancelled there are no additional fees, but original registration/processing fees are kept. If a customer registration cost \$200 and the fee rate is 10% the total will be \$220. When the registration is cancelled the \$20 registration/processing fee will remain.
 - **Example:** At the time of reporting if some accounts have a balance it may seem you have paid extra fees. If there has been \$1000.00 in sales but only \$500 in payments. The registration fee will be based on the \$1000.00 and not the \$500 in payments. If the Flat Rate fee is 10% then there will be \$100 for fees.
 - Active Fees are setup based on what's best for your organization. Feel free to contact your Account Manager with questions.



- **Session Summary** – Fees broken out per session.
 - If you're passing fees onto your customers, look at the Registration processing fees passed to consumer and Additional purchases processing fees passed to consumer.
 - if you're absorbing fees for your customers, look at Registration processing fees absorbed by agency and Additional purchases processing fees absorbed by agency.
 - **Custom Financial Report** – When selecting Transaction Type, include Registration processing fee Paid by agency/consumer, Additional purchases processing fee - paid by organization/consumer, CC processing fee and eCheck processing fee in your report.
4. Why are my financial reports not matching?
- When some reports are compared, they won't match because they don't report on the same data.
 - **Example:** Customer payments/refunds report doesn't match the Active Account Statement
 - This is because Active (Processing/Registration) fees are not included in the Customer payments/refunds report but are included in the Active Account Statement.
 - Also, eCheck payments that are not yet processed will not display in the Active Account statement but will display in the Customer payments/refunds Report.
 - The Customer payment/refunds report includes cash/check payments/refunds and the Active Account Statement does not.
5. Why does the ACTIVE fee still show as a balance after I cancel and refund a registration?
- This happens when Active (registration/processing) fees are being passed to your customers. Active fees are not refundable so, if a registration is canceled the fee will remain.
 - To clear the registration fee, apply a cash payment to zero out the balance.
 - [Click here](#) for steps to make a payment.
 - Or [Click here](#) for steps to a refund workaround.
 - Refunding Active's Registration/Processing fees to a customer will deduct funds from your organization.
 - **Please note:** This fee has already been paid to Active. Entering a cash payment won't affect your financial bottom line.
 - The customer was refunded the difference.
 - **Example:** A customer purchased a session for \$20. The active fee was \$2. The total amount paid by the customer was \$22. The customer's registration is canceled and refunded. The customer will receive a \$20 refund. The \$2 was already paid out to Active and is nonrefundable. A balance of \$2 will remain on the account until cleared by a cash payment.



Things to Consider

- **Chargeback** - A chargeback is a cardholder reporting to their bank that they're unwilling to pay for a transaction.
 - What happens when ACTIVE receives notice of a chargeback?
 - ACTIVE has a committed team of highly trained chargeback responders whose sole focus is to dispute these types of claims, taking the burden off your plate. ACTIVE responds to every chargeback we receive and pushes back with the correct documentation to challenge every dispute, but refunds are not a voluntary action on our part. When we receive a chargeback, our bank automatically removes the funds until the final disposition of the dispute. You will be invoiced for a chargeback that is not disputed successfully. Please note, if we do not receive payment within 60 days, it will be taken out of the following remittance.
 - Please reach out to your account manager to discuss any questions about chargebacks.
- **Carryover balance** – Is a balance owed to ACTIVE if refunds and/or ACTIVE fees exceed incoming payments.
 - They are included in your Active Account Statement Summary.
 - The balance will carry over into the next statement period if incoming payments don't cover the balance.
 - The balance will decrease as payments are processed.
 - If you think the Carryover balance is invalid, contact Support for additional help.
- **eCheck payments**
 - Typically takes 2-5 business days to process.
 - Processing could take up to 2 weeks depending on the customer's financial institution.
 - eChecks that are processing won't show up in the Active Account Statement.
 - The Customer Payments/Refunds report will display the eCheck as Processing.
 - Some eCheck payments made in one pay period can end up in the next pay period because of the processing time.
 - **Example:** If a participant makes a payment on May 29 but the eCheck processes on June 2, the payment will show up in June Active Account Statement.
 - During the process time you will not be able to edit the customer's order. When trying to edit the order the edit options will be grayed out and unclickable.
 - Once the order has processed you will be able to edit the order.