

A group of diverse young children are standing in a circle on a red rubber playground mat, holding hands and raising their arms in the air. They are smiling and appear to be participating in a group activity. The background shows a blurred outdoor setting with trees and a building.

 *Camp & Class Manager*

# RELEASE NOTES 10.4

Tuesday, April 7, 2020



## Contents

<a href="#"><u>Supplemental Forms</u></a> .....	<b>3</b>
<a href="#"><u>Automatic Email Reminders</u></a> .....	3
<a href="#"><u>Submission After Due Date</u></a> .....	5
<a href="#"><u>Automated Group Assignment</u></a> .....	<b>8</b>
<a href="#"><u>Indirect Sales Tax</u></a> .....	<b>10</b>
<a href="#"><u>Miscellaneous Enhancements</u></a> .....	<b>12</b>



## Supplemental Forms


### Automatic Email Reminders

Previously, agency users could only set a single date on which to automatically send email reminders to participants who failed to submit the required forms (if additional reminders were required, then agency users had to manually change the date for each reminder).

Now, agency users can schedule reminders to be sent on multiple dates by checking the Admin Site > **Home** > a season > **Setup** > **Registration forms** > **Participant photo and supplemental forms** section > **Automatic email reminders** checkbox and then selecting up to three additional dates:

## Step 6: Registration forms

Set up the questions and forms you need to get a participant ready for camp.



### Online registration form and waivers

Information required to complete initial registration.

#### Registration form

Participant questions ?  
Form questions: 7 questions [View](#)


Parent questions ?  
These questions will only appear when registering a minor  
Form questions: 9 questions [View](#)

[Customize registration form](#)

#### Electronic waivers ?

No custom electronic waivers added.  
Examples: Photo/Video permissions, Liability waivers.

[Add](#)



### Participant photo and supplemental forms

Collected after initial registration through the online account.

#### Participant photos

☐ Require registrants to upload a photo

#### Supplemental forms

[Add supplemental form](#)

Information you're comfortable collecting after registration.

waiver [Edit](#) [Delete](#)  
Sessions: All | Due: Rolling | Optional

\* Please note that supplemental forms will expire 3 years after submission.

#### Automatic email reminders

☒ Automatically email customers a reminder to complete forms before their first session

[Customize email reminder](#)

\* Delivery date

(Optional)  
 (Optional)  
 (Optional)

Status: Active

[See a preview](#)

### Settings

- [Season](#)
- [Sessions](#)
- [Deposits and payment plans](#)
- [Discounts](#)
- [Look and feel](#)
- [Registration forms](#)
- [Confirmation email](#)
- [Activation](#)

### Frequently asked questions

- [What is a report label, and how do I use it?](#)
- [Am I required to have a waiver?](#)
- [How do supplemental forms work?](#)

Note:

- Duplicate dates are allowed.
- Users can set the dates in a random order, but the reminder emails will be sent in chronological order, for example, setting:
  - Required: 03/30/2020
  - Optional: 04/22/2020
  - Optional: 03/23/2020

– Optional: 05/30/2020

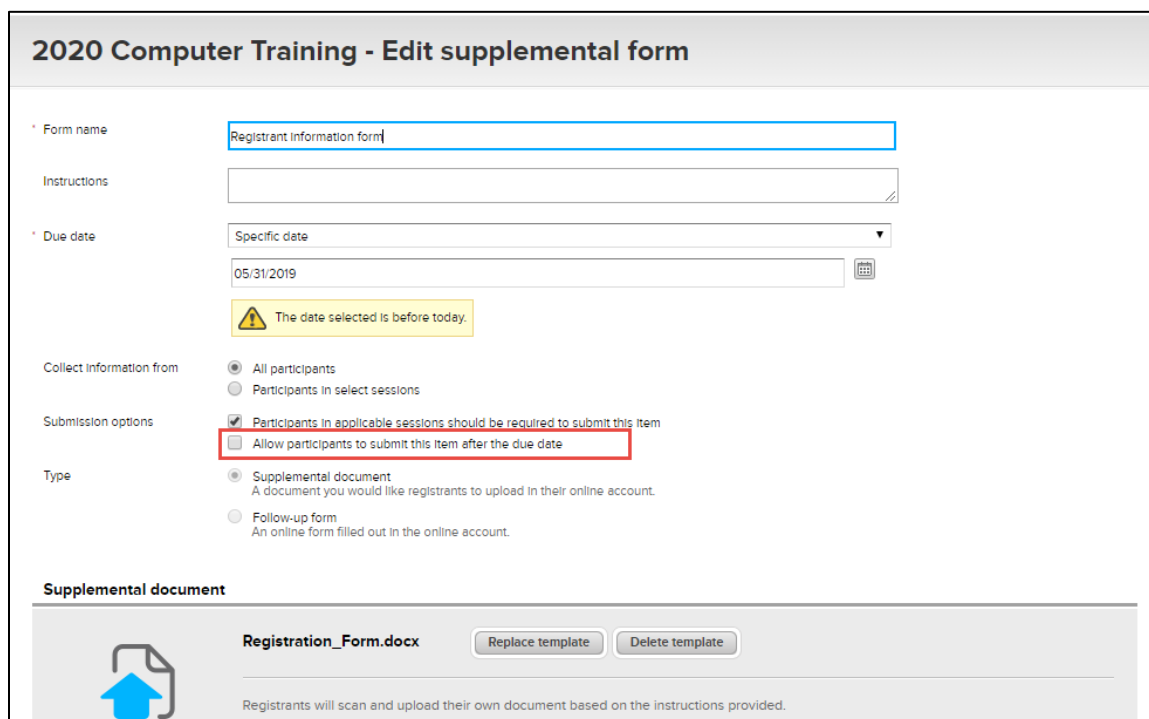
will send reminders on 3/23, 3/30, 4/22 and 5/30.

Once the dates are set, a reminder email will be sent on each scheduled date to the most recent recipient list (if duplicated dates are set, then only a single email reminder will be sent on the duplicated date).

### Submission After Due Date

Previously, consumers could upload a supplemental form even after its due date via the Customer Online Account Page (but could not submit an overdue follow-up form).


Now, agency users can control whether to allow late submissions by setting the Admin Site > **Home** > a season > **Setup** > **Registration forms** > **Participant photo and supplemental forms** section > **Supplemental forms** > **Add** a new form/**Edit** an existing form > **Allow participants to submit this item after the due date** checkbox (unchecked by default):




**2020 Computer Training - Edit supplemental form**

\* Form name:

Instructions:

\* Due date:   


 The date selected is before today.

Collect information from: ☒ All participants ☐ Participants in select sessions

Submission options: ☒ Participants in applicable sessions should be required to submit this item ☐ Allow participants to submit this item after the due date

Type: ☒ Supplemental document: A document you would like registrants to upload in their online account. ☐ Follow-up form: An online form filled out in the online account.

**Supplemental document**

 **Registration\_Form.docx**

Registrants will scan and upload their own document based on the instructions provided.


When this checkbox is unchecked, the Customer Online Account > **UPLOAD FORM** (or **FILL OUT FORM**) button for the form will be disabled after the due date so that consumers can no longer submit the form:






## 2020 COMPUTER TRAINING


**REMAINING BALANCE** **\$0.00** **PAID IN FULL**  
[View Bill Details](#)

 **Pending Waiver**  
You have waivers that require your digital signature before your sessions can start.


**SIGN NOW**


**REGISTRANTS**



**Kathy White** [Edit Registration Form](#) | 

"Engineering, Robotics, Coding & Creative Tech Wednesdays!" - Fall Tuition

 06/01/2021 - 08/24/2021

 Ananda Ashrama

**Registrant information form**  
Overdue **Required**

**UPLOAD FORM**

Why can't I upload the form?

[Download Form](#)

If agency users check the Admin Site > **Allow participants to submit this item after the due date** checkbox, then consumers can upload (or submit) the form after its due date by clicking the Customer Online Account Page > required form > **UPLOAD FORM** (or **FILL OUT FORM**) button.

Note: for existing seasons that already have supplemental forms set up, if the agency wishes to allow their consumers to submit the forms after the due date, then they must go to the season setup and check this checkbox for each form:



Home

People

Finance

Email

Membership

Add-ons

Summer 2020 Kids Week - Edit supplemental form

\* Form name

waiver

Instructions

\* Due date

Specific date

02/26/2020

The date selected is before today.

Collect information from

☒ All participants

☐ Participants in select sessions

Submission options

☒ Participants in applicable sessions should be required to submit this item

☒ Allow participants to submit this item after the due date

Type

☒ Supplemental document

☐ Follow-up form

A document you would like registrants to upload in their online account.

An online form filled out in the online account.

Supplemental document

waiver.docx

Replace template

Delete template


Registrants will scan and upload their own document based on the instructions provided.



### SUMMER 2020 KIDS WEEK


**BALANCE****\$270.00**[PAY BILL NOW](#)


Remaining balance\$270.00  
[View Bill Details](#)

 **Pending Waiver**  
You have waivers that require your digital signature before your sessions can start.



[SIGN NOW](#)

#### REGISTRANTS





**Jimmy White**[Edit Registration Form](#) | 

**Week 4 - Price**[ADD PURCHASE](#)

 06/22/2020 - 06/28/2020  
 Innovation Tower

**Week 1 - Price**[ADD PURCHASE](#)

 06/01/2020 - 06/07/2020  
 Innovation Tower

SESSION OPTIONS  
Lunch x 1  
Pickup service x 1

**waiver**  
Overdue **Required**

[UPLOAD FORM](#)

[Download Form](#)

## Automated Group Assignment

The following enhancements to the automated group assignment feature (Admin Site > **Home** > a season > **Group assignment** tab) have been implemented:

- Previously, agency users could only export a group type's group assignment report by group (required group type > **Export** button > **by group**). Now, they can also export the report **by sub-group**:



**Summer 2020 Kids Week** View another season

Home > Summer 2020 Kids Week > Group assignments > Group assignment detail

**fun** Manage group registration Auto-assign Export Exit

**Participants (0)** Edit

All participants have been assigned!

**star watching (3)** Edit

by group  
by sub-group

**8-9 pm session** Male 7 spots open

**9-10 pm session** Male 9 spots open 1/10

**10-11 pm session** Male 10 spots open 0/10

**bird watching (3)** Edit Delete Setup

**7-8 am session** Co-ed 5 spots open 5/10

**8-9 am session** Co-ed 9 spots open 1/10

**9-10 am session** Co-ed 10 spots open 0/10

	A	B	C	D	E	F	G	H	I
1	First name	Last name	Session	Gender	Age	Grade	Group	Subgroup	Email
2	Joey	Doe	Week 2	Male	9		star watching	8-9 pm session	test@test.com
3	Jimmy	White	Week 4	Male	14		star watching	8-9 pm session	test@test.com
4	Ben	White	Week 4	Male	8		star watching	8-9 pm session	test@test.com
5									
6	Count: 3								
7									
8									
9									
10									

7-8 am session 8-9 am session **8-9 pm session** 9-10 am session 9-10 pm session Afternoon session ...

- Previously, if group-level **Gender**, **Age restriction** or **Grade restriction** were configured (required group > **Setup** link), then these restrictions applied to all sub-groups (required group > **Edit** link) and could not be overridden. Also, if the **Gender**, **Grade** or **Age** restrictions were configured at the sub-group level, then they were disabled and could not be edited at the group level. Now, agency users can edit sub-group restrictions regardless of the group-level restrictions, and vice versa.
  - Editing group-level or sub-group restrictions will remove all previously assigned participants from their assigned groups/sub-groups.
  - Changes to group-level restrictions apply to both the Online Registration Site group selection and Admin Site group assignment workflows.



- Changes to sub-group restrictions do not affect the Online Registration Site group selection workflow, but only apply to the Admin Site group assignment workflow.

## Indirect Sales Tax

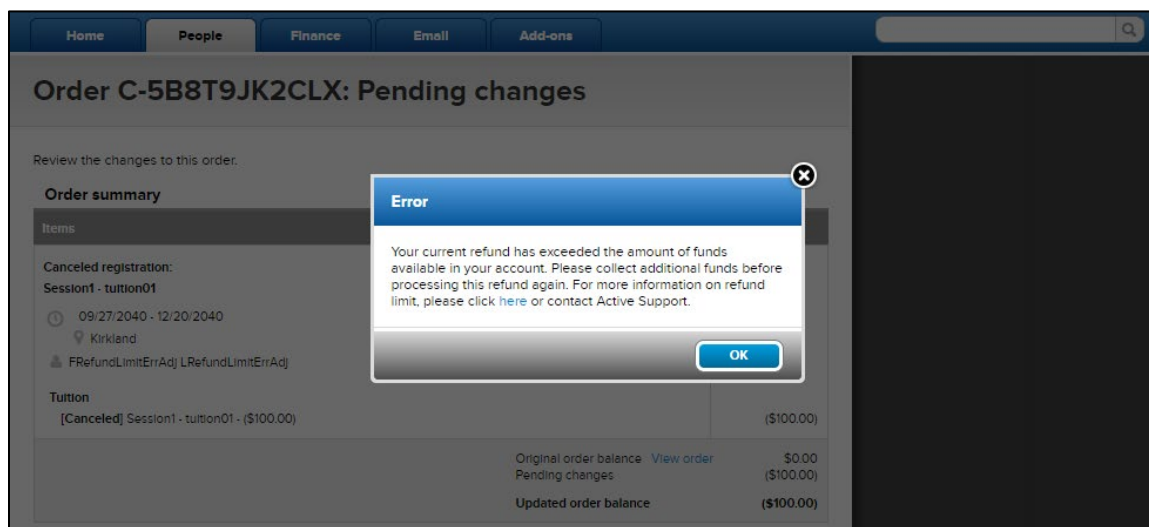
For agencies that are not tax exempt and have configured their processing fees to be absorbed by their customers, an indirect sales tax is charged on orders that have processing fees. In the following Admin Site workflows, fields that include processing fees now correctly include indirect sales taxes passed on to customers:

- Session overview:
  - Session dashboard > **Revenue** section > **Total**
  - Session dashboard > **Registrations** section > **Balance**
  - Session dashboard > **Registrations** section > a registrant > **Season balance**
  - Session dashboard > **Registrations** section > a registrant > **Registrations and attendance** section > **Balance**
- Family view:
  - **Order history** section > **Total/Amount paid/Balance**
  - **Order history** section > an order > **Balance/Remaining balance/Processing fee/Amount paid/Total**
  - **Order history** section > an order > **View transactions** > **Processing fee/Additional processing fee/Total**
  - **Order history** section > an order > **View transactions** > **Adjust payment** popup
- Front-Desk-Registration (FDR) workflow:
  - **Review order and check out** page > **Total/Custom amount** alert message
  - Order details page > **Balance/Remaining balance/Processing fee/Amount paid/Total**
  - **Make a payment** page > **Processing fee/Recommended payment amount**
  - **Make a payment** page > **Manage allocation** popup > **Total price/Balance**
  - Edit purchase **Change registration** page > **Amount paid/Remaining balance/Total**
  - Edit purchase **Pending changes** page > **Processing fee credit/Original order balance/Pending changes/Additional Processing fee/Updated order balance/Total amount due**
  - Edit purchase **Pending changes** page > **View order** popup
  - Edit purchase order details page > **Balance/Remaining balance/Processing fee/Amount paid/Total**
- Membership purchase workflow:

- Membership purchase **Order summary** page > **View order** popup
- **Cancel membership** page
- Order of a membership purchase > **Current state of this order** > **Total**
- Membership order payment workflow
- Membership auto-renewal workflow
- Canceling order workflow
  - **Cancel registration** page > **Total / Amount paid / Remaining balance**
  - Cancel registration **Pending changes** page > **Original order balance / Updated order balance**
  - Cancel registration **Pending changes** page > **View order** popup
  - Canceled-order details page > **Total/Amount paid**
- Transferring order workflow:
  - **Transfer to another session** page > **Total/Amount paid/Remaining balance**
  - Transfer registration **Pending changes** page > **Processing fee credit/Original order balance/Pending changes/Additional Processing fee/Updated order balance/Total amount due**
  - Transfer registration **Pending changes** page > **View order** popup > **Processing fee/Total/Balance**
  - Order details page > **Balance/Remaining balance/Processing fee/Amount paid/Total**
- Applying (or removing) discount/coupon workflow:
  - Apply (or remove) discount/coupon **Pending changes** page > **Original order balance/Updated order balance/Total amount due**
  - Apply (or remove) discount/coupon **Pending changes** page > **View order** popup
  - Apply (or remove) discount/coupon order details page > **Balance/Remaining balance/Processing fee/Amount paid/Total**
- Email workflow:
  - Email **Subject/Design** phase > **{Family balance}/{Registration balance}/{Season balance}** merge fields
- Season-level reports:
  - **Check-In report** > **Reg Balance/Total**
  - **Registration form report** > **Balance**
  - **Participant attendance report** > **Balance**
  - Custom reports > **Balance/Paid/Sold/Active fee paid by registrant**

## Miscellaneous Enhancements

In the Admin Site, when agency users process a refund (such as canceling an order, refunding a credit balance, transferring a registration or canceling a membership package), if the agency has exceeded their refund limit, then an error message is displayed with a link to the new **Refund Limit** help article:



Now, when agency users add a payment plan to an existing FDR order (by clicking the order details page > **Add payment plan** link), if the **Do not enroll this customer in automatic payments** checkbox is checked, then the **Payment information** and **Payer information** sections are hidden so that the order can be completed without entering credit card or other payment information:



Home

People

Finance

Email

Membership

Add-ons

Order #C-5B8TJBB78DL

View other orders

View customer

Resend email

Apply discount

Balance

\$250.00

Make a payment

Please pay immediately

Add payment plan

Current state of this order

	Item	Total	Amount paid	Balance
Actions	<b>Advanced Yoga - Adult tuition</b> 11/01/2019 - 01/30/2021 White Heaven Beach Mark Simpson	\$536.00	(\$286.00)	\$250.00
	<b>Tuition</b> Adult tuition - \$500.00		(\$250.00)	\$250.00
	<b>Merchandise items</b>			
	Tote Bag - \$5.00		(\$5.00)	\$0.00
	yoga block - \$6.00		(\$6.00)	\$0.00
	yoga clothes - \$25.00		(\$25.00)	\$0.00
	<b>Total</b>	\$536.00	(\$286.00)	\$250.00

Home

People

Finance

Email

Membership

Add-ons

Automatic billing information

Payment plan

Select the payment plan used for this enrollment.

Payment plan

☒ 3 Installments of \$83.33, due on 04/30/2020, 05/31/2020 and 06/30/2020

☒ Do not enroll this customer in automatic payments

Cancel

Save



## ACTIVE Network, LLC

© 2016 ACTIVE Network, LLC, and/or its affiliates and licensors. All rights reserved. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any computer language, in any form or by any means, electronic, mechanical, magnetic, optical, chemical, manual, or otherwise, without prior written permission. You have limited permission to make hard copy or other reproductions of any machine-readable documentation for your own use, provided that each such reproduction shall carry this copyright notice. No other rights under copyright are granted without prior written permission. The document is not intended for production and is furnished "as is" without warranty of any kind. All warranties on this document are hereby disclaimed including the warranties of merchantability and fitness for a particular purpose.

## About ACTIVE Network, LLC

ACTIVE Network, LLC is a technology and media company that helps millions of people find and register for things to do and helps organizations increase participation in their activities and events.

For more information about ACTIVE Network, LLC products and services, please visit [ACTIVEnetwork.com](http://ACTIVEnetwork.com).

ACTIVE Network, LLC  
717 North Harwood Street  
Suite 2500  
Dallas, TX 75201