



Camp & Class Manager 13.13 Release Notes

Release Date	Tuesday, September 19, 2023
Release Overview	Self-cancellations
Market/Strategic Goals	Product milestones and usability enhancements
Target Customers	Lite and Plus Customers

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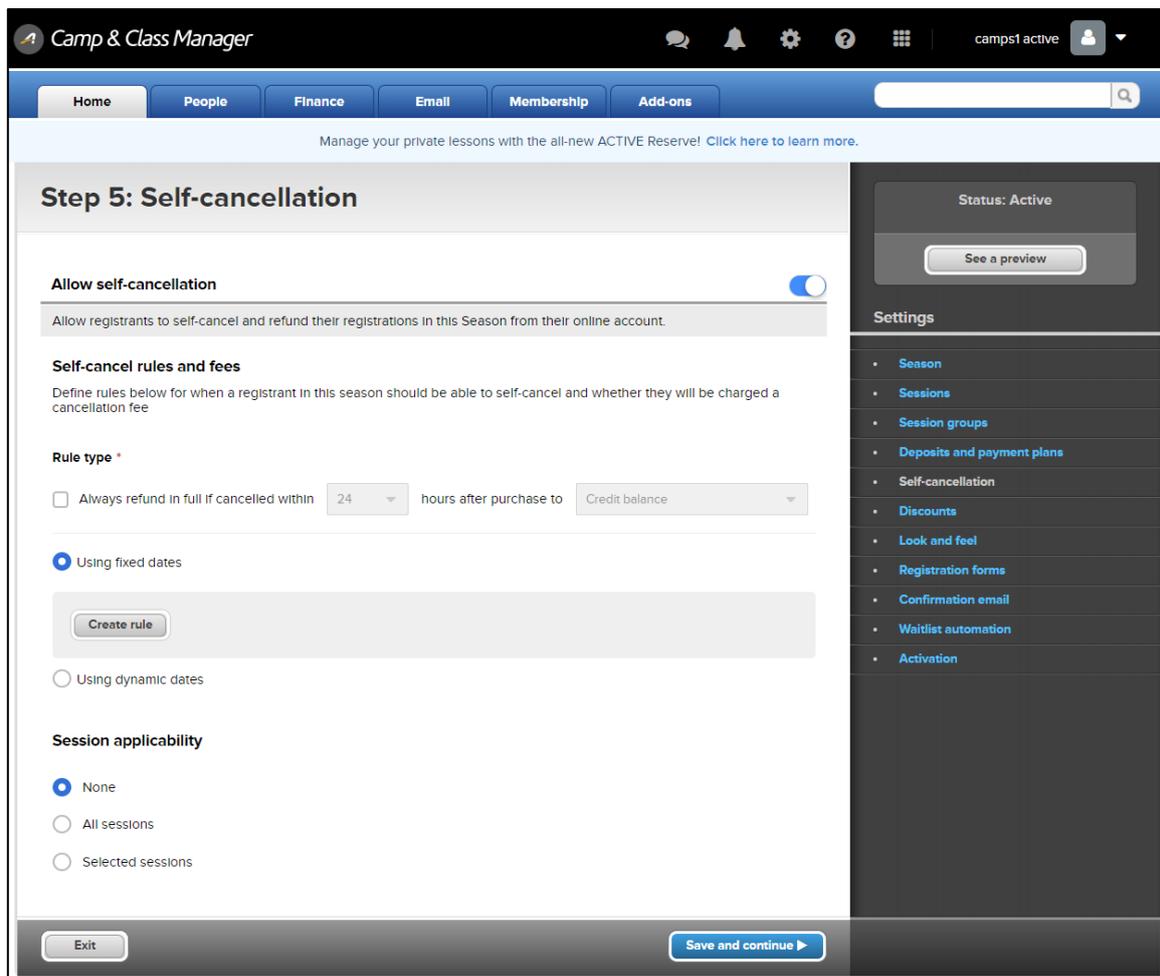
New features

Self-cancellations

Camp and Class Manager can now be configured to allow consumers to cancel their tuitions in the SSUI. Agencies can configure cancellation refund policies to automatically apply refund amounts to cancellations based on when the cancellation occurred.

- To enable the self-cancellation feature, please contact your account manager.

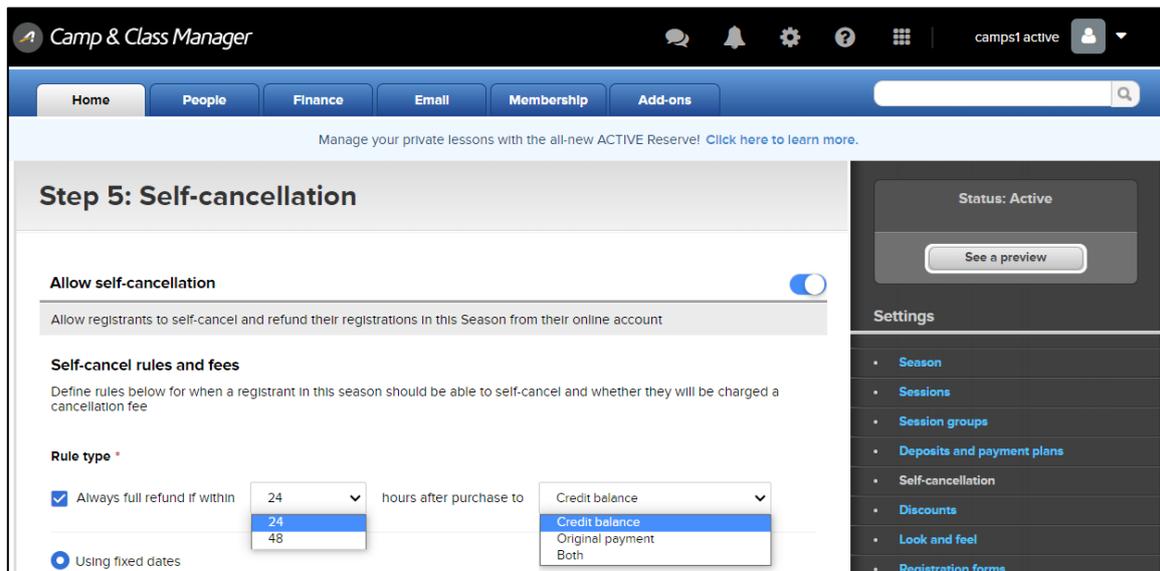
After the self-cancellation feature is enable for an agency, agency users can enable and configure self-cancellation for a specific season in the **Home** tab > **Seasons** > a season > **Setup** link > **Settings** > **Self-cancellation** step by turning on the **Allow self-cancellation** switch:



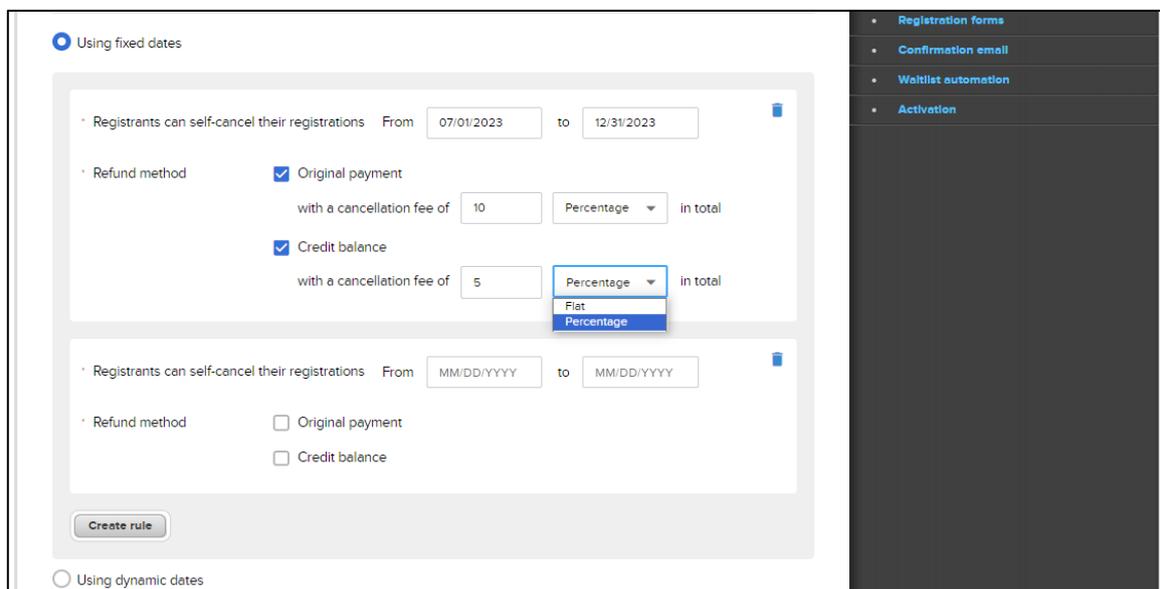
Agency users can configure refund rules for self-cancellations:

- Within 24 or 48 hours of purchase by selecting the **Always refund in full if cancelled within [24 / 48] hours after purchase to [Original payment / Credit balance / Both]** checkbox, then selecting **24** or **48** hours and refund to consumer's **Credit balance**, **Original payment** method or **Both** (this rule takes precedence over any subsequent rules):

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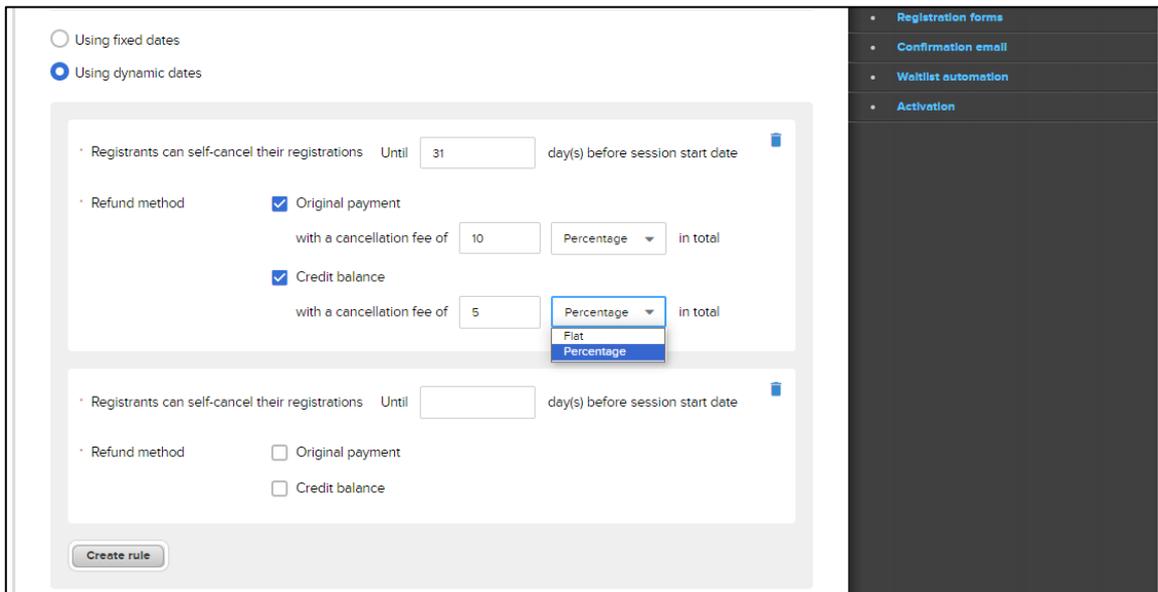
- Within a fixed date range by:
 1. Selecting the **Using fixed dates** option.
 2. Clicking the **Create rule** button.
 3. Selecting the applicable date range (**Registrants can self-cancel From [] to []**)
 4. Selecting to refund to the **Original payment** method and/or the consumer's **Credit balance**.
 5. In the **with a cancellation fee of** field, entering a cancellation fee that is either a **Flat** amount or **Percentage** of the purchase amount to deduct from the refund amount.
 - To create another cancellation rule for another non-overlapping date range, click the **Create rule** button.
 - To delete a cancellation rule, click the corresponding  icon.



- Before a specified number of days prior to the session start date by:
 1. Selecting **Using dynamic dates** option.
 2. Clicking the **Create rule** button.
 3. Entering the number of days before the session start date (**Registrants can self-cancel their registrations Until [] day(s) before sessions start date**).

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4. Selecting to refund to the **Original payment** method and/or the consumer's **Credit balance**.
5. In the **with a cancellation fee of** field, entering a cancellation fee that is either a **Flat** amount or **Percentage** of the purchase amount to deduct from the refund amount.
 - To create another cancellation rule for another number of days prior to the session start date, click the **Create rule** button.
 - To delete a cancellation rule, click the corresponding  icon.



Using fixed dates

Using dynamic dates

Registrants can self-cancel their registrations Until day(s) before session start date 

Refund method

Original payment
with a cancellation fee of Percentage in total

Credit balance
with a cancellation fee of in total

Registrants can self-cancel their registrations Until day(s) before session start date 

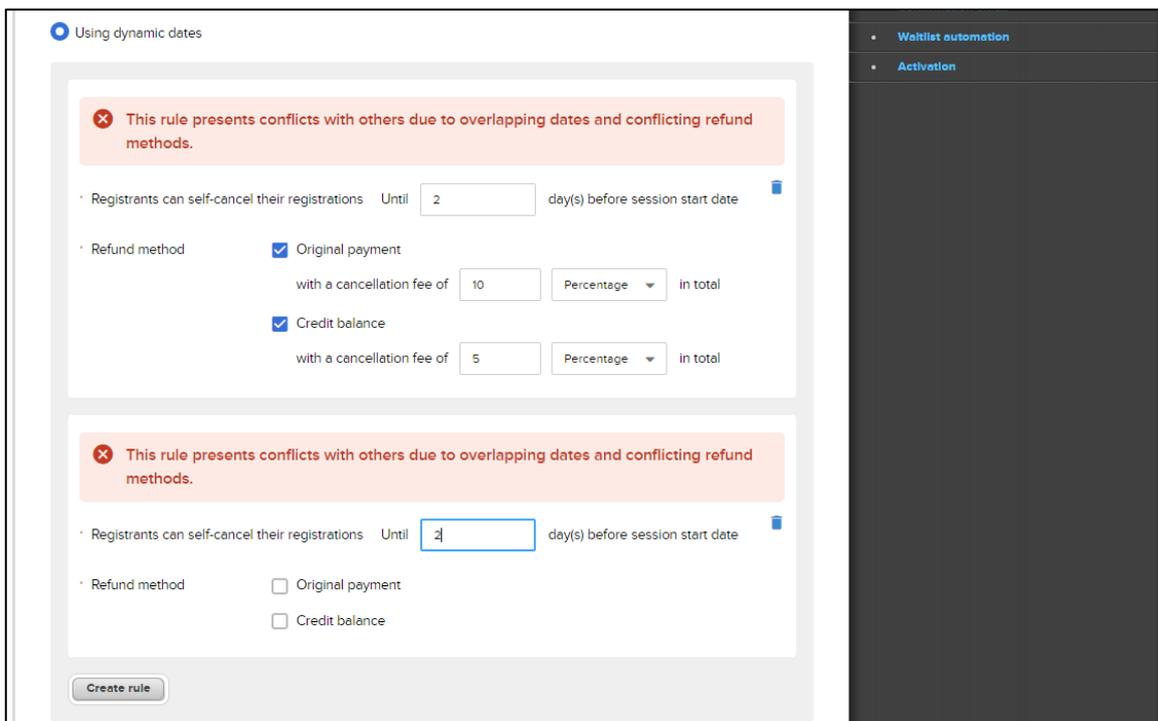
Refund method

Original payment

Credit balance

Create rule

If agency users configure conflicting cancellation rules with overlapping date ranges, then an error message is displayed:



Using dynamic dates

 This rule presents conflicts with others due to overlapping dates and conflicting refund methods.

Registrants can self-cancel their registrations Until day(s) before session start date 

Refund method

Original payment
with a cancellation fee of Percentage in total

Credit balance
with a cancellation fee of Percentage in total

 This rule presents conflicts with others due to overlapping dates and conflicting refund methods.

Registrants can self-cancel their registrations Until day(s) before session start date 

Refund method

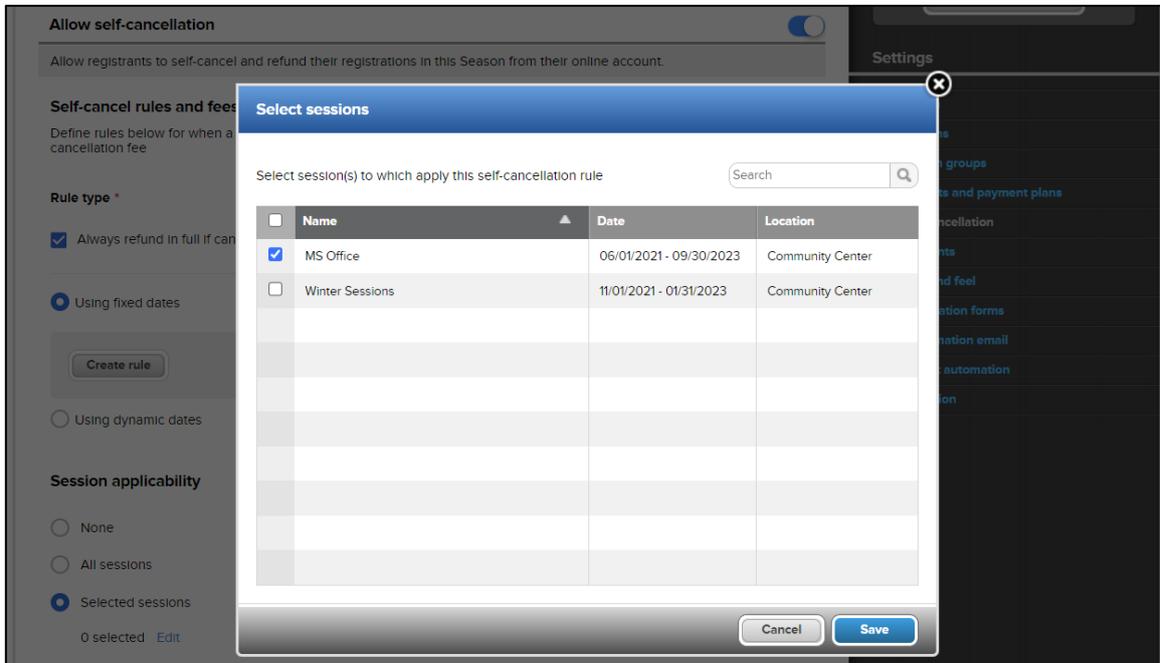
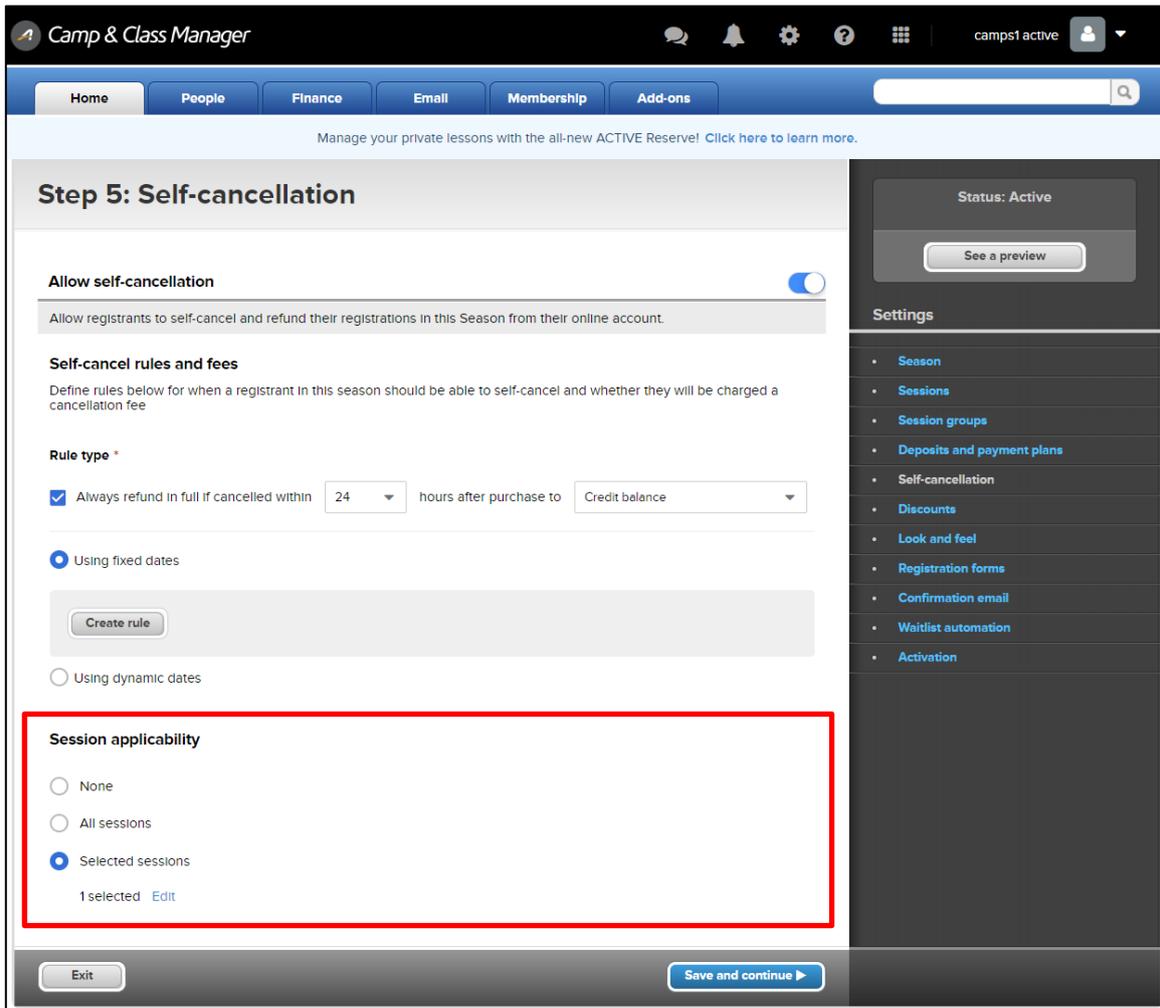
Original payment

Credit balance

Create rule

Agency users can select to which sessions the self-cancellation rules are applicable (**None**, **All sessions** or **Selected sessions** > **Edit**):

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In the SSUI > **Current & Upcoming** tab, consumers can now cancel a tuition by clicking/tapping the corresponding **Cancel** link.

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- **Cancel** links are clickable only when the current date is within the date ranges configured in the cancellation rules.
- Cancelled tuitions are tagged **CANCELLED**.

The screenshot displays the user interface for the Sattvic Retreats Camp Center. At the top, it shows the user's name 'WELCOME, JACK', a 'SIGN OUT' button, and the language 'English (United States)'. The main content is divided into several sections:

- ACCOUNT BALANCE:** Shows 'Credit Balance' and 'Balance Due' both at '\$0.00'. Below this are tabs for 'Current & Upcoming' and 'Past'.
- FASHION 101:** A card showing 'BALANCE DUE \$0.00 PAID IN FULL' with a 'View Bill Details' link.
- REGISTRANTS:** A list of registrations for 'John Doe'. The first registration is for 'Fashion me now part - Meet Fabrics' (09/16/2020 - 11/10/2022) with a 'Cancel' button. The second is for 'Fashion Me now part 7 - morning session' (03/31/2022 - 12/31/2024) with an 'ADD PURCHASE' button and a 'Cancel' button.
- CONTACT INFORMATION:** Features the 'the Life' logo, a 'Visit Website' button, phone number '1-800-123-1234', email 'public@public.com', social media icons for Facebook and Twitter, and a 'REGISTER FOR MORE PROGRAMS' button.
- FAMILY MEMBERS:** A list of family members including 'Jack Doe (Primary parent)', 'Eleven Yearold', 'Fourteen Yearold', 'Jane Doe', and 'John Doe', each with a QR code icon.

- If both refunds to the **Original payment** method and the consumer's **Credit balance** were configured for the applicable cancellation rule, then consumers can select their preferred refund method:

The screenshot shows the 'Cancel registration' screen. At the top, there is a back arrow and the title 'Cancel registration'. Below the title, the heading 'Choose your refund method' is followed by two radio button options:

- Account credit** With cancellation charge: **\$5.50**
- Original payment** With cancellation charge: **\$11.00**

Consumers can review the cancellation and refund (including the applicable **Cancellation fee**) and proceed with the cancellation by clicking/tapping the **Confirm** button.

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- If there is any unpaid **Remaining balance** for the purchase, then it is deducted from the **Refund total** and NOT refunded to the consumer.

SATTVIC RETREATS CAMP CENTER WELCOME, JACK SIGN OUT English (United States)

Cancel registration

Cancelled items

ITEM	SUBTOTAL
Fashion Me now part 7 - morning session	1 x -\$100.00
<small>03/31/2022 - 12/31/2024 Su 10:00 AM - Midnight</small>	
<small>Community Building</small>	
<small>Participant: John Doe</small>	
Cancellation fee	\$5.50
Box	1 x -\$10.00

Refund method

Credit balance **\$104.50**

Order summary

Subtotal	-\$110.00
Cancellation fee	\$5.50
Total	-\$104.50
Remaining balance	\$0.00
Total refund	-\$104.50

Confirm

Cancel

SATTVIC RETREATS CAMP CENTER WELCOME, JACK SIGN OUT English (United States)

The session has been successfully cancelled!

Back home