



# 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

# Camp and Class Manager Release Notes

## Contents

New features .....	3
Self-cancellations .....	3

# Camp and Class Manager Release Notes

## 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:

The screenshot shows the 'Step 5: Self-cancellation' configuration screen in the Camp & Class Manager interface. The top navigation bar includes 'Home', 'People', 'Finance', 'Email', 'Membership', and 'Add-ons'. A search bar is on the right. Below the navigation bar, a message states: 'Manage your private lessons with the all-new ACTIVE Reserve! [Click here to learn more.](#)'

The main content area is titled 'Step 5: Self-cancellation'. It features a toggle switch for 'Allow self-cancellation' which is currently turned on. Below this, a section titled 'Self-cancel rules and fees' explains that users can define rules for when a registrant can self-cancel and whether they will be charged a cancellation fee.

The 'Rule type' section has two options: 'Always refund in full if cancelled within' (unchecked) and 'Using fixed dates' (checked). The 'Always refund' option includes a dropdown for '24' hours and a dropdown for 'Credit balance'. The 'Using fixed dates' option has a 'Create rule' button.

The 'Session applicability' section has three options: 'None' (checked), 'All sessions', and 'Selected sessions'.


At the bottom, there are 'Exit' and 'Save and continue' buttons.

On the right side, there is a sidebar with a 'Status: Active' indicator and a 'See a preview' button. Below this is a 'Settings' menu with the following items: Season, Sessions, Session groups, Deposits and payment plans, Self-cancellation, Discounts, Look and feel, Registration forms, Confirmation email, Waitlist automation, and Activation.

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):

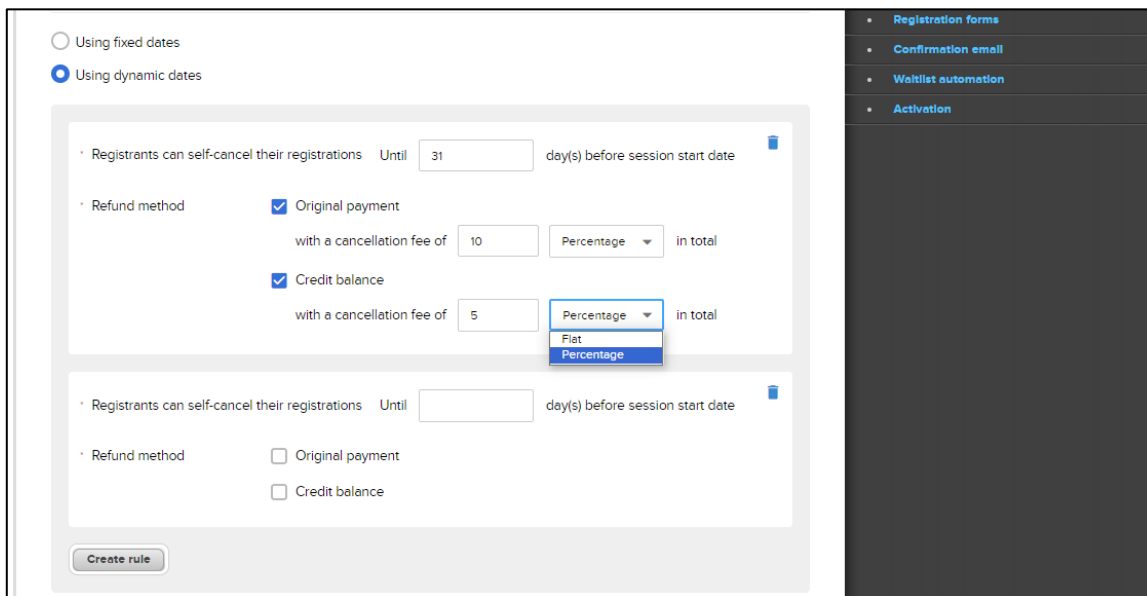
# Camp and Class Manager Release Notes

- 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**).


## Camp and Class Manager Release Notes

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  Percentage  in total

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

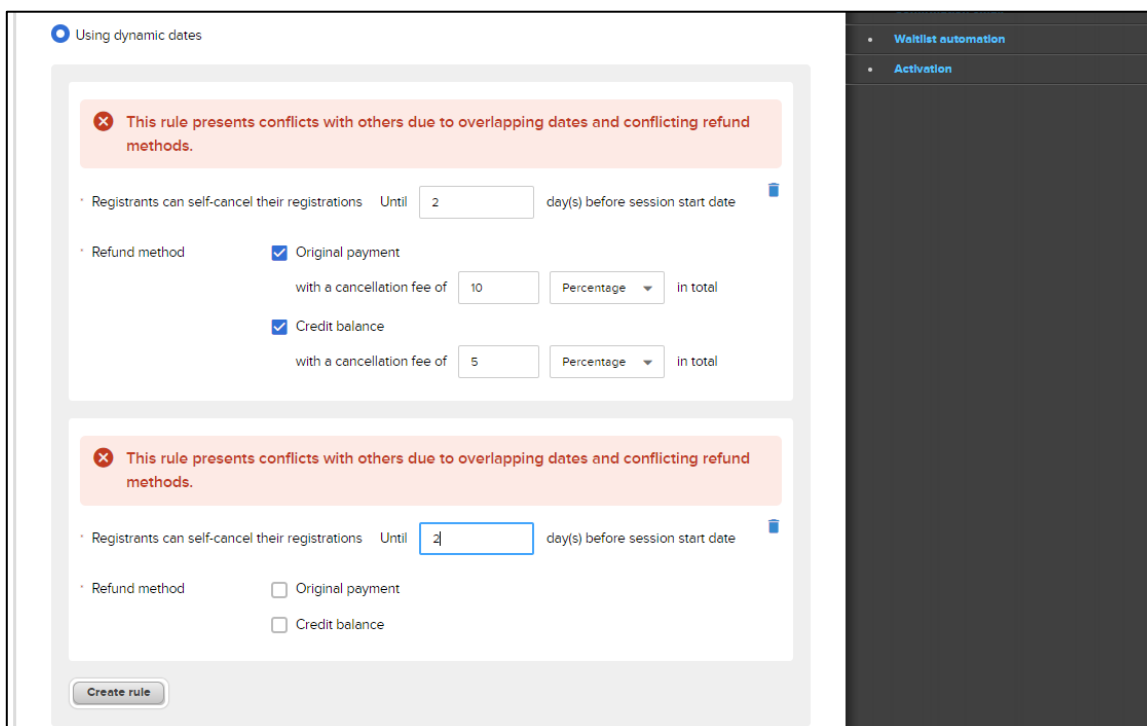
Refund method

☐ 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**):

# Camp and Class Manager Release Notes

**Step 5: Self-cancellation**

**Allow self-cancellation** ☒

Allow registrants to self-cancel and refund their registrations in this Season from their online account.

**Self-cancel rules and fees**

Define rules below for when a registrant in this season should be able to self-cancel and whether they will be charged a cancellation fee

**Rule type \***

☒ Always refund in full if cancelled within  hours after purchase to

☒ Using fixed dates

☐ Using dynamic dates

**Session applicability**

☐ None

☐ All sessions

☒ Selected sessions

1 selected [Edit](#)

[Exit](#) [Save and continue](#)

**Select sessions**

Select session(s) to which apply this self-cancellation rule

<input type="checkbox"/>	Name	Date	Location
<input checked="" type="checkbox"/>	MS Office	06/01/2021 - 09/30/2023	Community Center
<input type="checkbox"/>	Winter Sessions	11/01/2021 - 01/31/2023	Community Center
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			

[Cancel](#) [Save](#)

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

## Camp and Class Manager Release Notes

- **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 dashboard for SATTVIC RETREATS CAMP CENTER. The top navigation bar includes the user's name (WELCOME, JACK), a SIGN OUT button, and a language selector (English (United States)).

**ACCOUNT BALANCE**

Credit Balance	Balance Due
\$0.00	\$0.00

Buttons: Current & Upcoming, Past

**FASHION 101**

**BALANCE DUE \$0.00 PAID IN FULL**

[View Bill Details](#)

**REGISTRANTS**

**John Doe** (Edit Registration Form | Cancel)

Fashion me now part - Meet Fabrics

09/16/2020 - 11/10/2022  
TU, TH, SA, 10:00 AM - 4:00 PM

Sydney Park

Kate Willson  
1234567890 | two@one.com

**SESSION OPTIONS**  
Pickup: x 1

**MERCHANDISE**  
Tote Bag x 1

Fashion Me now part 7 - morning session

03/31/2022 - 12/31/2024  
SU, 10:00 AM - Midnight

Community Building

Arts Course Administrator  
5095551212 | john@doe.com

**ADD PURCHASE** (Cancel)

**MERCHANDISE**  
Box x 1

**CONTACT INFORMATION**

**the Life**

[Visit Website](#)  
[1-800-123-1234](#)  
[public@public.com](#)

[f](#) [t](#)

**REGISTER FOR MORE PROGRAMS**

**FAMILY MEMBERS**

- Jack Doe (Primary parent)
- Eleven Yearold
- Fourteen Yearold
- Jane Doe
- John Doe

**MANAGE AUTHORIZED PICKUP**

- 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 displayed.

Two options are available for selection:

- ☐ **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.

## Camp and Class Manager Release Notes

- 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, JACKSIGN OUTEnglish (United States)

< Cancel registration

Cancelled items

ITEM	SUBTOTAL
<b>Fashion Me now part 7 - morning session</b>	<b>1 x -\$100.00</b>
<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
<hr/>	
Box	1 x -\$10.00

Refund method

Credit balance

\$104.50

Order summary

Subtotal	-\$110.00
Cancellation fee	\$5.50
<hr/>	
Total	-\$104.50
Remaining balance	\$0.00
Total refund	-\$104.50

Confirm

Cancel

SATTVIC RETREATS CAMP CENTER

WELCOME, JACKSIGN OUTEnglish (United States)

The session has been successfully cancelled!

Back home

8