

ACTIVE Net Quick Reference Guide: Leagues

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Search for or add customers

- 1) Click the **Customers** banner tab
- 2) Enter customer search criteria and click **Search Now**
- 3) Click the name of the desired customer account
Tip: If the customer is not found, click **Add New Customer** to create a new customer account and then ensure that it is the active tab

Individual/team enrollments

- 1) Follow steps in “Search for add customers”
- 2) In the Detail tab of the Customer Account dashboard, click **New Activity Enrollment**
- 3) Enter the activity search criteria and click **Search**
Tip: If the activity can’t be found, try lessening the search criteria
- 4) Click the name of the activity to be enrolled in
- 5) For team enrollments, enter the team name, enrollee contact type, description, and maximum team members, otherwise, skip to step 6
Tip: If the team contact is allowed to manage team functions online, check the box next to **Administer Online**
- 6) Review fees, check waivers, and answer questions if applicable
Tip: For individual enrollments, assign team if applicable
- 7) Click **Enroll**
- 8) Click **Pay**
- 9) Select, search for, or add a customer for the transaction
- 10) Click the **\$** next to the desired payment type
- 11) Click **Pay and Finish**

Individual/team enrollments onto wait lists

- 1) Follow steps 1-6 in “Individual/team enrollments”
- 2) In the Type of Registration widget, select **Add to Waiting List**
- 3) Click **Enroll**
Tip: No fees are collected for enrolling into a waiting list
- 4) Click **Finish**

Enroll/remove/change position from wait lists

- 1) Follow steps in “Search for or add customers”
- 2) In the Detail tab of the Customer Account dashboard, find the activity and click **Wait Listed**
- 3) Click **Enroll from Waiting List**
Tip: Alternatively, click **Remove from Waiting List** to remove customer from waiting list, or click **Change Position** to change customer’s waiting list position
- 4) Follow steps 5-11 in “Individual/team enrollments”

Transfer enrollments

- 1) Follow the steps in “Search for or add customers”
- 2) In the Detail tab of the Customer Account dashboard, find the activity to be transferred out of and click **Transfer**
- 3) Enter search criteria for the activity to be transferred into and click **Search**
- 4) Click the name of the activity to be transferred into
- 5) Review fees and withdrawal date if applicable and enter a transfer reason
- 6) Click **Refund**
- 7) Follow steps 5-7 in “Individual/team enrollments”
- 8) Click **Pay** if a payment is required or click **Refund** if a refund is being issued
Tip: If there is no monetary transaction, click **Finish** to complete the transaction
- 9) Select, search for, or add a customer for the transaction
- 10) Click the **\$** next to the desired payment/refund type
- 11) Click **Pay and Finish** if a payment is required or click **Refund and Finish** if a refund is being issued

Refund/withdraw enrollments

- 1) Follow the steps in “Search for or add customers”
- 2) In the Detail tab of the Customer Account dashboard, find the activity to be refunded/withdrawn and click **Refund**
- 3) Review fees and withdrawal date if applicable and enter a withdrawal reason

Tip: To provide a refund without withdrawing from the activity, uncheck the box next to **Withdraw from activity?** in the Fees widget

- 4) Click **Refund**
- 5) Click **Refund**

Tip: If there is no monetary transaction, click **Finish** to complete the transaction

- 6) Select, search for, or add a customer for the transaction
- 7) If there is no monetary transaction, click **Finish** to complete the transaction, otherwise, click the **\$** next to the desired payment type
- 8) Click **Refund and Finish**

Enter league scores

- 1) Click the **Front Desk** banner tab
- 2) Select **League** on the left hand side under Front Desk Menu
- 3) In the left navigation bar, click League>**League Score**
- 4) Click the name of the league to have scores entered
- 5) Click the name of the league schedule to have scored entered
- 6) Find the match to have scores entered and click **Edit**
- 7) Enter scores, check boxes for a forfeit, tie, or postponement, and select a postponement reason if applicable.
- 8) Click **Save**