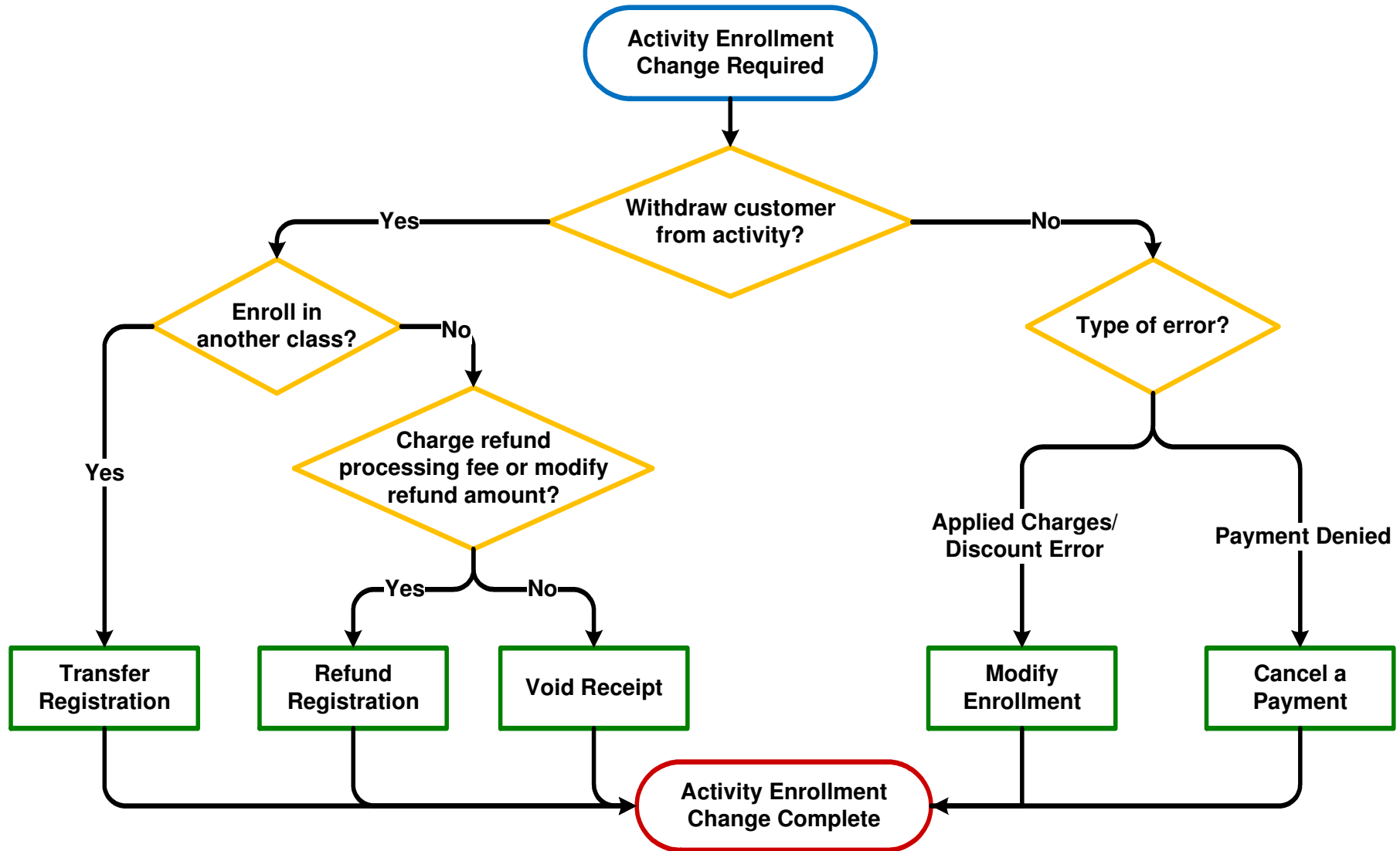


## ActiveNet Transaction Flowchart – Activity Enrollment Changes



	<b>Transfer Registration</b>	<b>Refund Transaction</b>	<b>Modify Enrollment</b>	<b>Cancel a Payment</b>	<b>Void Receipt</b>
<b>Use when:</b>	Transferring from one activity to another	Refunding amount charged, payment plan created and/or withdraw from activity	No enrollment changes required, only charge modification or discount application on a completed receipt	Payment was denied, e.g., a check bounced, and customer still owes the amount	Enrollment error, error in payment details, and/or payer/payment type requires modification
<b>What it does:</b>	System will “refund transaction” (withdraw and refund original enrollment) then enroll the customer into new activity. If there is a fee difference, system will proceed to payment or refund.	Refund payment, cancel payment plan and/or withdraws customer from the activity and refund the payment. Payment refund will be shown in the refund report.	Allows you to modify charges that have been applied to this transaction (e.g. adjust amount charged, apply new charge or apply discount).	Cancels payment entered and creates a payment plan for the amount owed. If credit card payment, will refund the credit card but customer will still owe amount on receipt.	Cancels everything (un-enrolls and cancels payment) as if no transaction happened. If payment was made by credit card on original receipt, will refund credit card. Affects revenue.
<b>Benefits:</b>	Saves user a step if you know the customer will be enrolling in another class after withdrawal instead of refund then enroll (one transaction instead of two).	Can set up a processing charge/administration fee for refunds. Option to select which charge to refund and whether to withdraw customer from class.	Saves user a step if no enrollment modifications are required and only charges need to be modified. If there is a fee differences, user will be prompt for payment or refund.	Cancelling the payment will put the amount owed to the customer account. Cancelled credit card payments will not show on refund or cash receipts report.	Reverse all transactions on receipt including payment in one action, rather than doing multiple refund transactions if there are multiple errors on receipt.
<b>Pathway:</b>	Front Desk> Registration> Transfer	Front Desk> Registration> Refund> Refund Transaction	Front Desk> Registration> Modify Enrollment	Front Desk> Receipts> Lookup Receipt> Payments – Cancel this payment	Front Desk> Receipts> Lookup Receipt> Void Receipt