

Financial FAQs

We know that tracking and reconciling finances for camp can be time consuming, and for some, long ledgers with hundreds of credits and debits can be quite confusing!

We've put together this FAQ to help answer questions on how finances are tracked in the CampDoc.com system.

As always, please do not hesitate to contact us if you ever have questions. You can contact your account manager, email our general help desk at help@campdoc.com, or call us anytime at 734.636.1000.

Happy camping,

The CampDoc.com Team



What is the difference between a credit and debit?

Credits are funds that you've received (i.e. the total amount paid by participants to your organization). These include payments and coupon line items, as well as positive adjustments. **Debits** are funds owed to you (i.e. the total amount your participants need to pay to your organization). These include tuition and add-on line items, as well as refunds and negative adjustments. By subtracting credits from debits, you will arrive at the total amount still owed to your organization.

For example, if 5 families have each registered their children for a single \$100 session, you would have $100 \times 5 = \$500$ of debits (total amount owed to you). If each family has paid a \$10 deposit, then you would have $10 \times 5 = \$50$ of credits (total amount received). If you subtract $\$500 - \$50 = \$450$, this is the amount still owed to your organization.

At the end of the season, when all families have paid in full, your credits and debits should balance and be equal.

How do I know if a payment is for session one or session two?

By default, the CampDoc.com system tracks payments to an individual profile, and not to a specific session. A family may make a single payment for multiple sessions, and there is no easy way to know how to split that payment. At the end of the season, when all families have paid in full, your credits and debits should balance, and this should not matter since everything will be paid for. However, if you need to track funds throughout the process, you will need to do this by **attributing payments** to specific items.

What is the difference between the participant ledger and the organization ledger?

The **Participant Ledger** shows all transactions and line items for all profiles, and does not include any merchant fees.

The **Organization Ledger** shows only financial transactions, including payments, refunds, and payouts, after merchant fees have been deducted.

How do I filter the participant ledger and organization ledger for a specific session?

You can filter for line items **from a specific registration**. These will include all line items linked directly to the selected group (e.g. tuition, add-on, and coupon line items). Payments will not display with this filter unless they have been attributed to a specific group.

You can also filter for **profiles registered to** a specific group. These will include all line items for any profiles linked to this group. If any profiles are registered to multiple groups, they may contain line items linked to other groups too.

What are payouts and transfers?

A daily **payout** will be initiated to your organization if you have collected over \$500.00 in registration payments. Payouts may take between 5 to 7 business days before they settle in your account. If you have processed more refunds than payments in a single day, a **transfer** may be issued from your bank account to CampDoc.com to cover your refunds. You will receive an email notification for every payout and transfer, along with a confirmation number.

What are chargebacks?

Payments made through CampDoc.com will display as DOCNETWORK LLC, the CampDoc.com parent company name, on the account statements for your families. This information is listed at the time families register and on the email receipts they receive. However, sometimes families do not recognize the name and accidentally dispute these charges. In the event that a family disputes a charge, our team will reach out to them directly to clear up any misunderstanding and help them cancel the dispute ([Credit Card Chargebacks and Disputes](#)). If our attempts to contact the family are not successful, we will reach out to your organization for help contacting the family. If the family does not follow the steps to cancel the dispute, a CHARGEBACK will be listed on their account. At this time, it will be up to the organization to contact the family so they can submit a new payment.

What are ACH returns?

If a family submits an electronic check payment through CampDoc.com and that payment fails for any reason (e.g. Insufficient Funds), the family will be assessed a \$35.00 bounced check fee. This will be listed as an ACH-RETURN on their account. At this time, it will be up to the organization to contact the family so they can submit a new payment and to collect payment for the bounced check fee.