

Cancelling an Event Registration

20 Steps [View most recent version](#) 

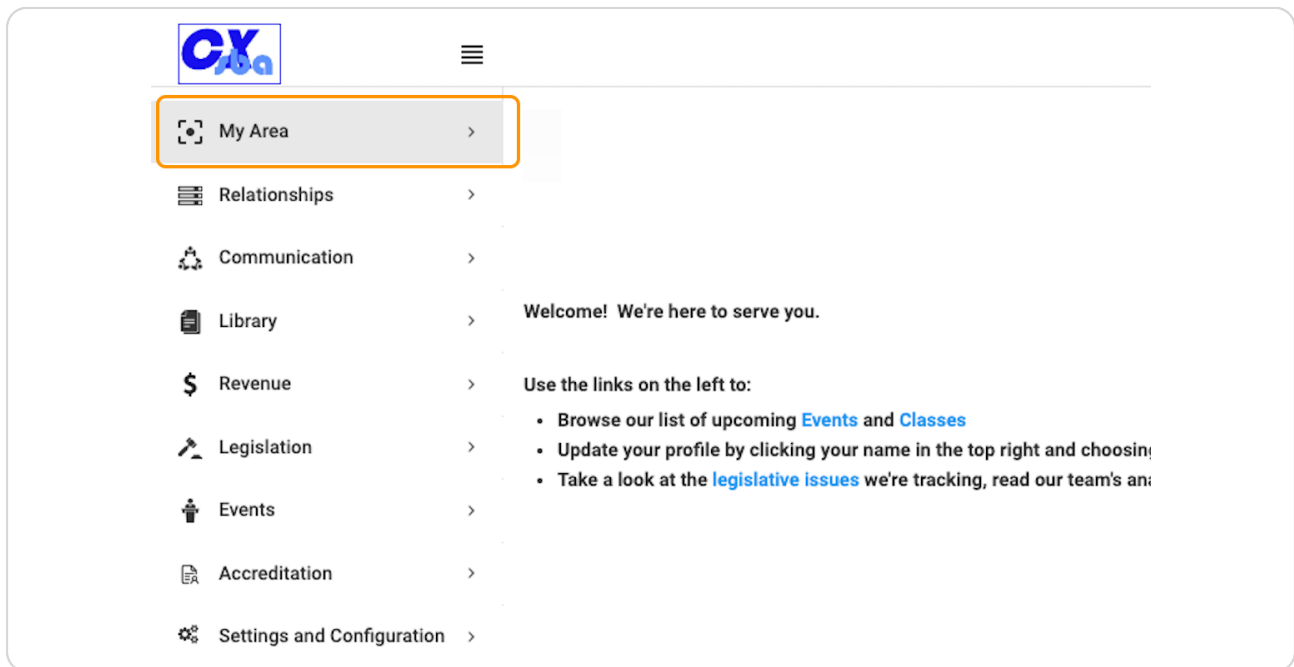
Created by
Engagifii Inc.

Creation Date
November 6, 2023

Last Updated
November 6, 2023

STEP 1

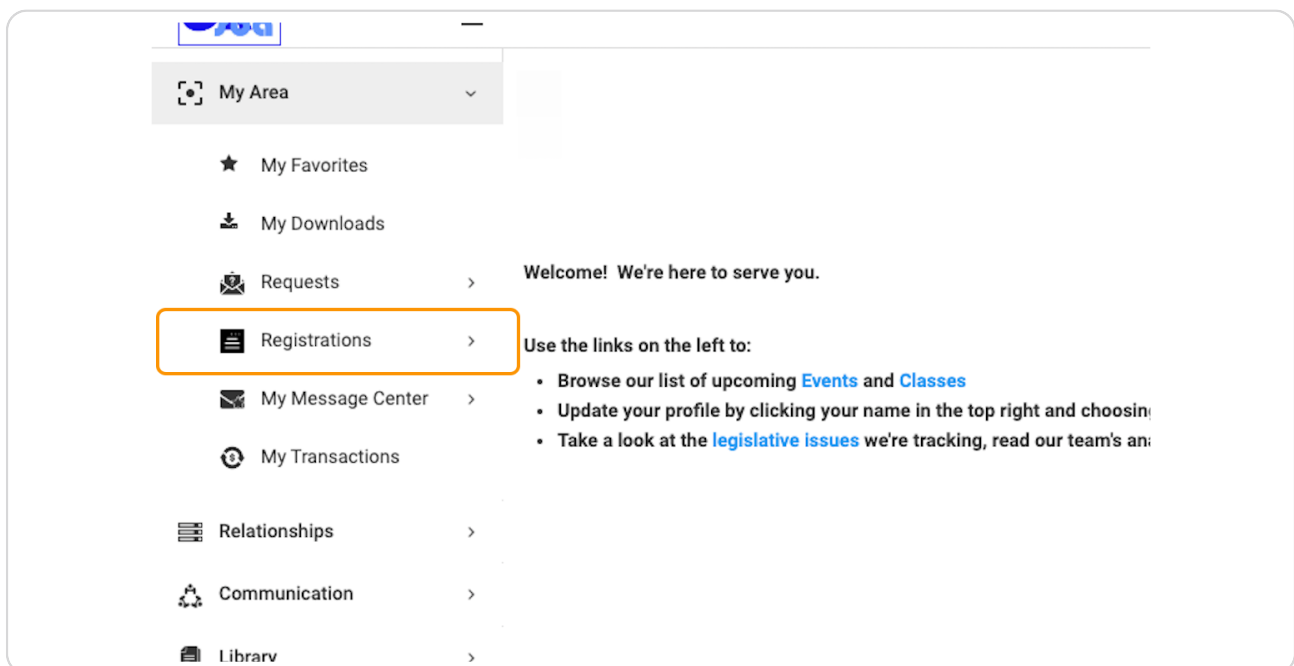
Click on My Area



The screenshot shows a web application interface. At the top left is the 'CY' logo. To its right is a hamburger menu icon. Below the logo and menu is a navigation menu with the following items: 'My Area', 'Relationships', 'Communication', 'Library', 'Revenue', 'Legislation', 'Events', 'Accreditation', and 'Settings and Configuration'. The 'My Area' item is highlighted with an orange border. To the right of the navigation menu, there is a welcome message: 'Welcome! We're here to serve you.' Below this message, there is a section titled 'Use the links on the left to:' followed by a list of three bullet points: 'Browse our list of upcoming Events and Classes', 'Update your profile by clicking your name in the top right and choosing', and 'Take a look at the legislative issues we're tracking, read our team's an:'.

STEP 2

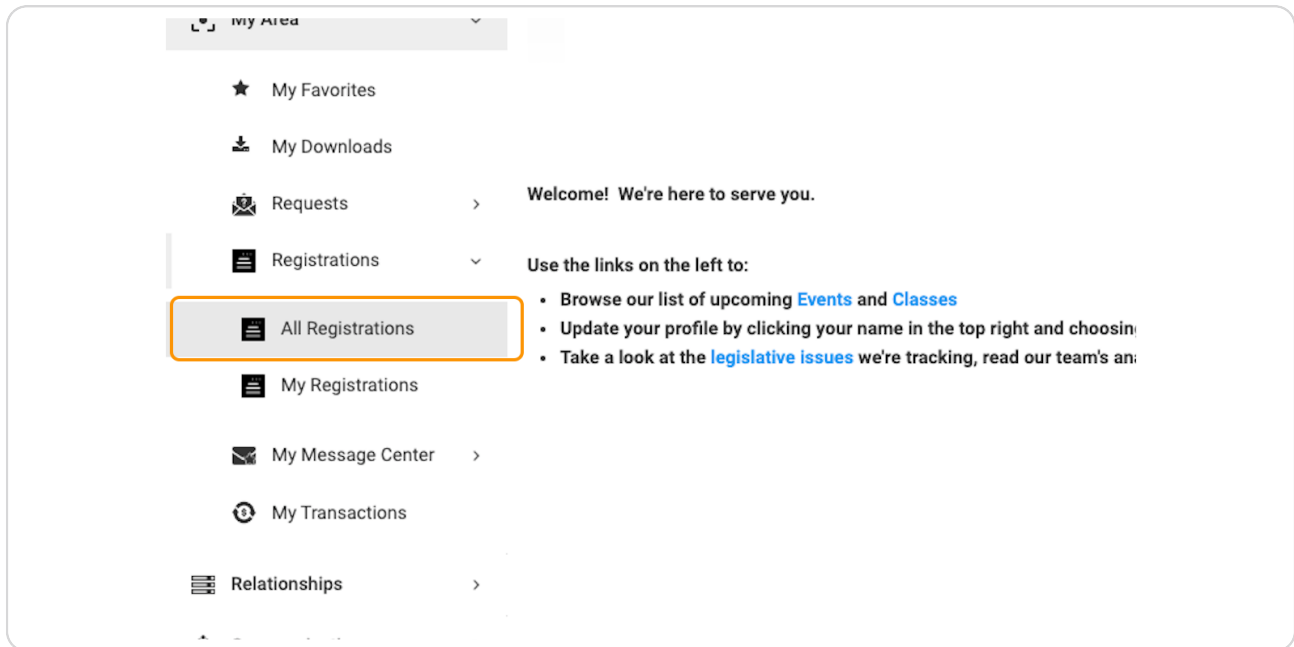
Click on Registrations



The screenshot shows a web application interface. At the top left is the 'CY' logo. To its right is a hamburger menu icon. Below the logo and menu is a navigation menu with the following items: 'My Area', 'My Favorites', 'My Downloads', 'Requests', 'Registrations', 'My Message Center', 'My Transactions', 'Relationships', 'Communication', and 'Library'. The 'Registrations' item is highlighted with an orange border. To the right of the navigation menu, there is a welcome message: 'Welcome! We're here to serve you.' Below this message, there is a section titled 'Use the links on the left to:' followed by a list of three bullet points: 'Browse our list of upcoming Events and Classes', 'Update your profile by clicking your name in the top right and choosing', and 'Take a look at the legislative issues we're tracking, read our team's an:'.

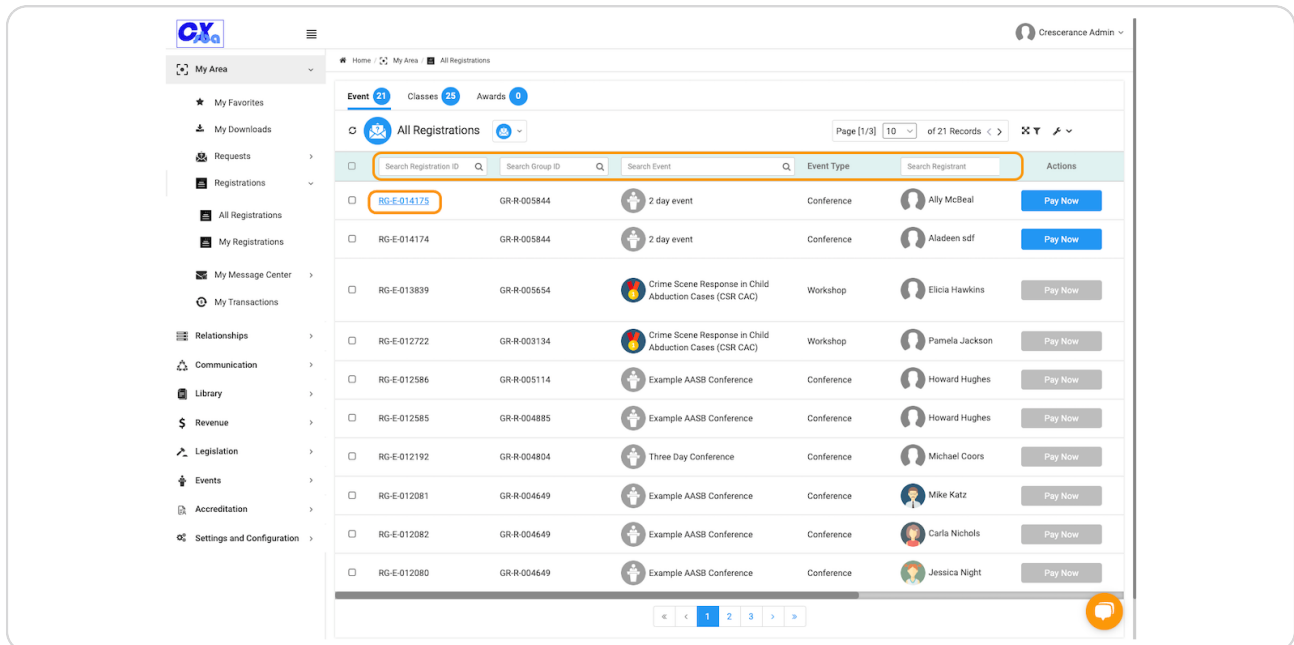
STEP 3

Click on All Registrations



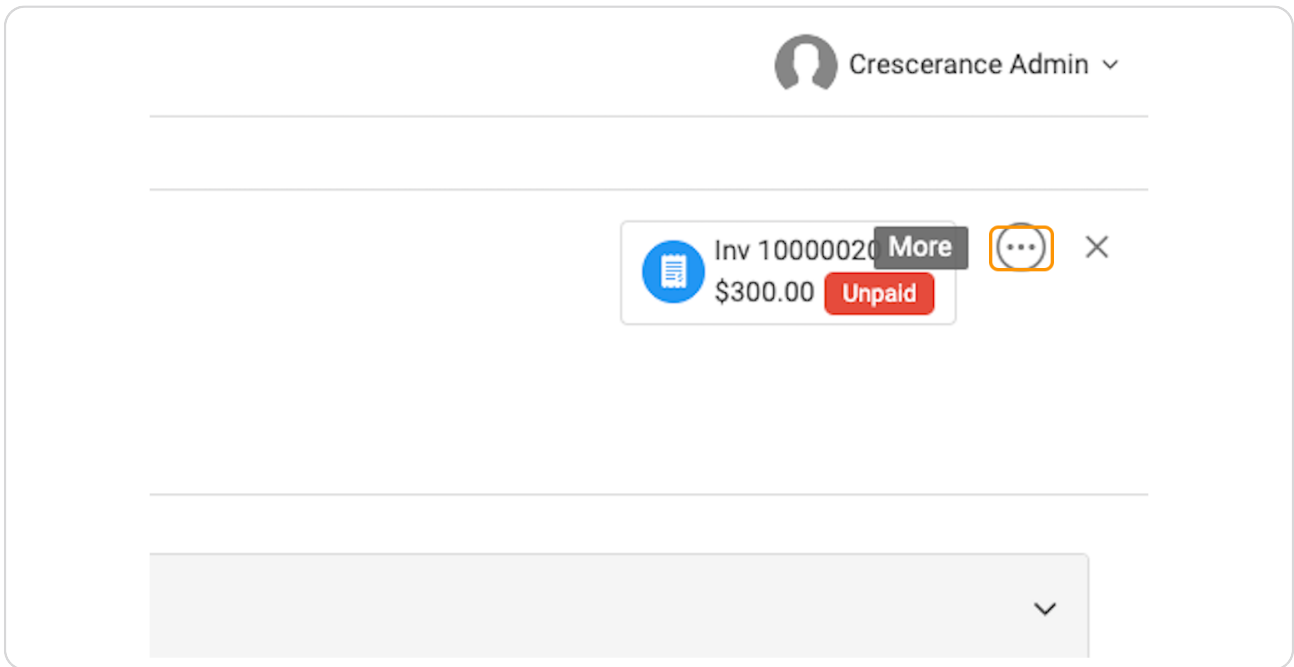
STEP 4

You can search by the registration id, group id, event name or registrant's name



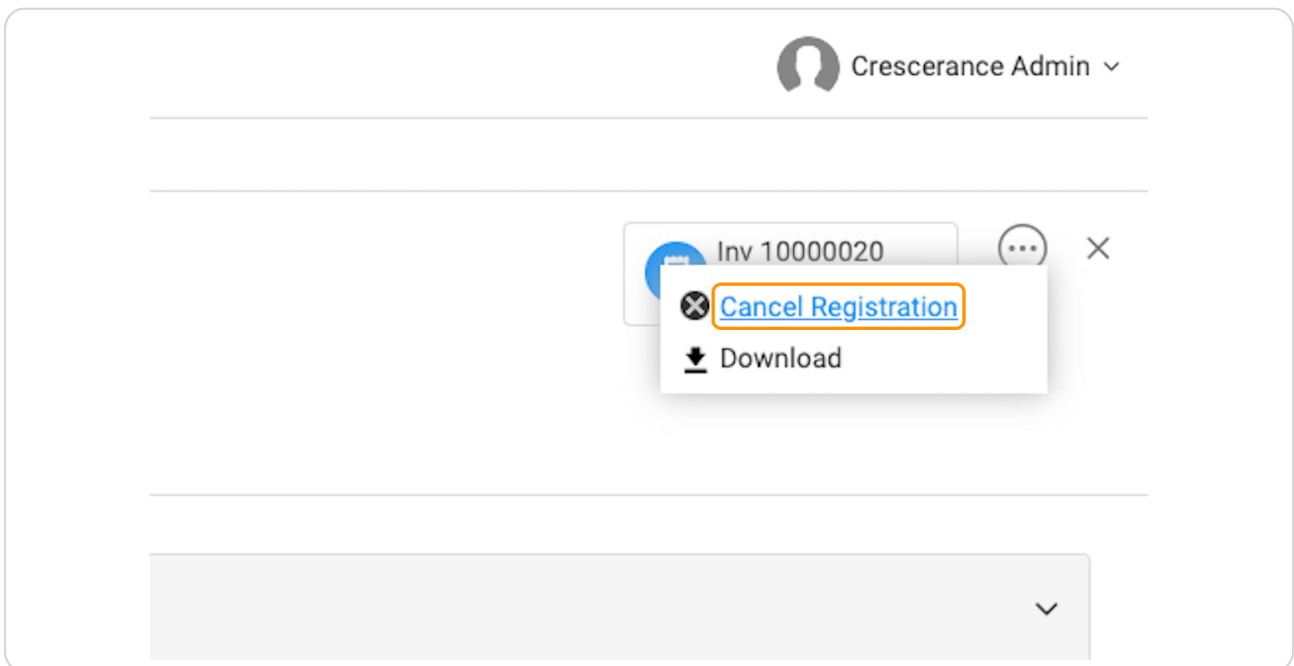
STEP 5

Click on the three dots



STEP 6

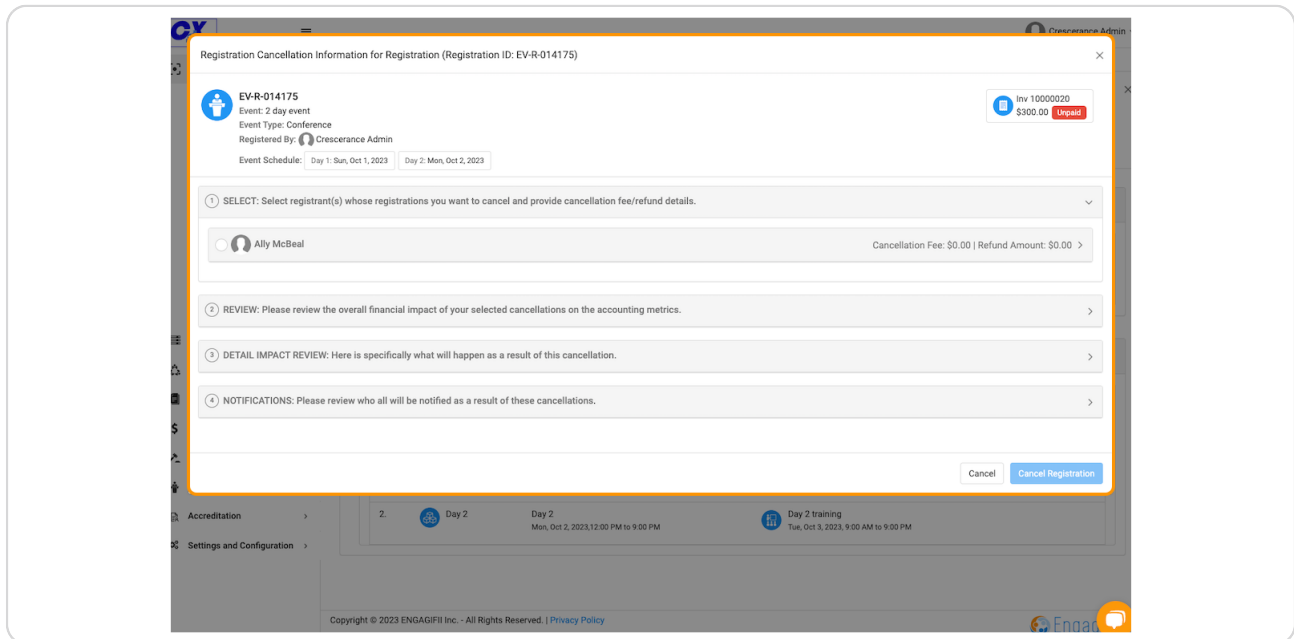
Click on Cancel Registration



STEP 7

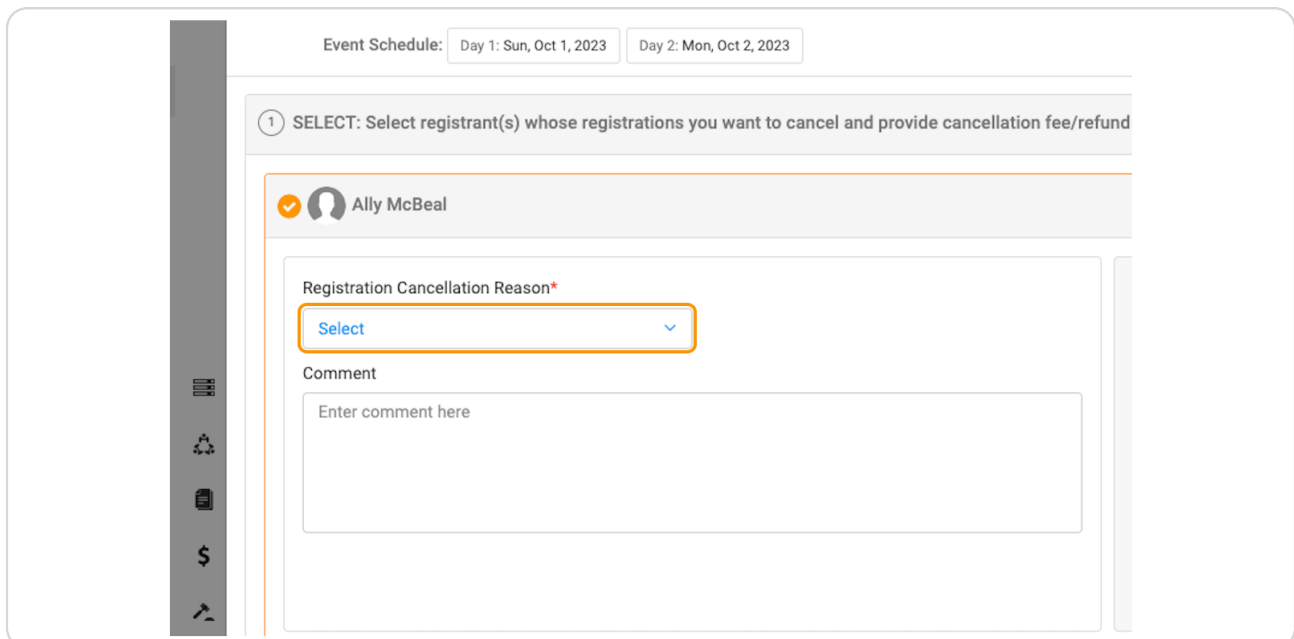
A cancellation window pops up with the registration details

Select the registrant you wish to cancel



STEP 8

Click on the dropdown arrow to select the cancellation reason



STEP 9

You can also click on Manage Cancellation Reasons if you need to add a new reason

But note, adding a new reason here will take you off this page and you will have to start from the beginning again.

Select

- Illness
- No Documentation
- Unauthorized Participant
- Wrong Participant

Manage Cancellation Reasons

2 REVIEW: Please review the overall financial impact of your selected cancellations on the account

3 DETAIL IMPACT REVIEW: Here is specifically what will happen as a result of this cancellation

STEP 10

Enter a cancellation fee (if applicable)

and provide cancellation fee/refund details.

Cancellation Fee

Original Registration Amount
\$200.00

Cancellation Fee (Optional)
\$ 50

What would you like to do the remaining registration amount?
Refund Amount
\$ 0.00

Amount applied to new credit note automatically
\$200.00

STEP 11

Since this invoice is unpaid, a credit note will be generated to offset invoice.

If a paid invoice, and paid by Credit Card, you would be able to enter a refund amount, less the cancellation fee (if any). If paid by check, a credit note will be generated for the organization to use at a later date.

The screenshot shows a web form titled "Registration Cancellation Information for Registration (Registration ID: EV-R-014175)". At the top, it displays event details: "Event: 2 day event", "Event Type: Conference", "Registered By: Crescance Admin", and "Event Schedule: Day 1: Sun, Oct 1, 2023 | Day 2: Mon, Oct 2, 2023". A status indicator shows "Inv 10000020 \$300.00 Unpaid". Below this, a step indicator says "1 SELECT: Select registrant(s) whose registrations you want to cancel and provide cancellation fee/refund details." A dropdown menu shows "Ally McBeal" selected, with "Cancellation Fee: \$50.00 | Refund Amount: \$0.00". The form has two main sections: "Registration Cancellation Reason*" with a dropdown menu set to "Illness" and a "Comment" field with the placeholder "Enter comment here"; and a financial summary section with "Original Registration Amount: \$200.00", "Cancellation Fee (Optional): \$ 50", "Refund Amount: \$ 0.00", and "Amount applied to new credit note automatically: \$200.00". A blue "Save and Proceed" button is at the bottom right. Below the form, there are two review steps: "2 REVIEW: Please review the overall financial impact of your selected cancellations on the accounting metrics." and "3 DETAIL IMPACT REVIEW: Here is specifically what will happen as a result of this cancellation."

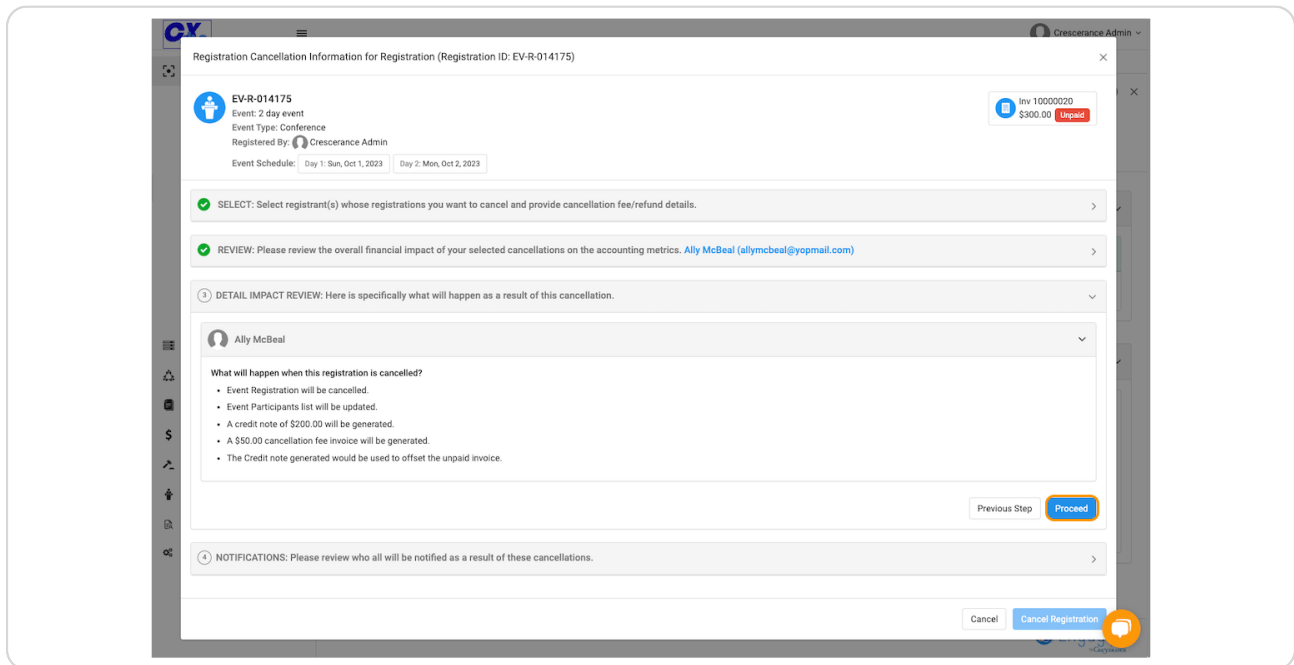
STEP 12

Click on Save and Proceed

This is a close-up view of the bottom right portion of the form from Step 11. It shows the text "ning registration amount?" and "utomatically" from the previous section. A blue button with the text "Save and Proceed" is highlighted with an orange border. Below the button is a horizontal line and a grey bar with a right-pointing arrow.

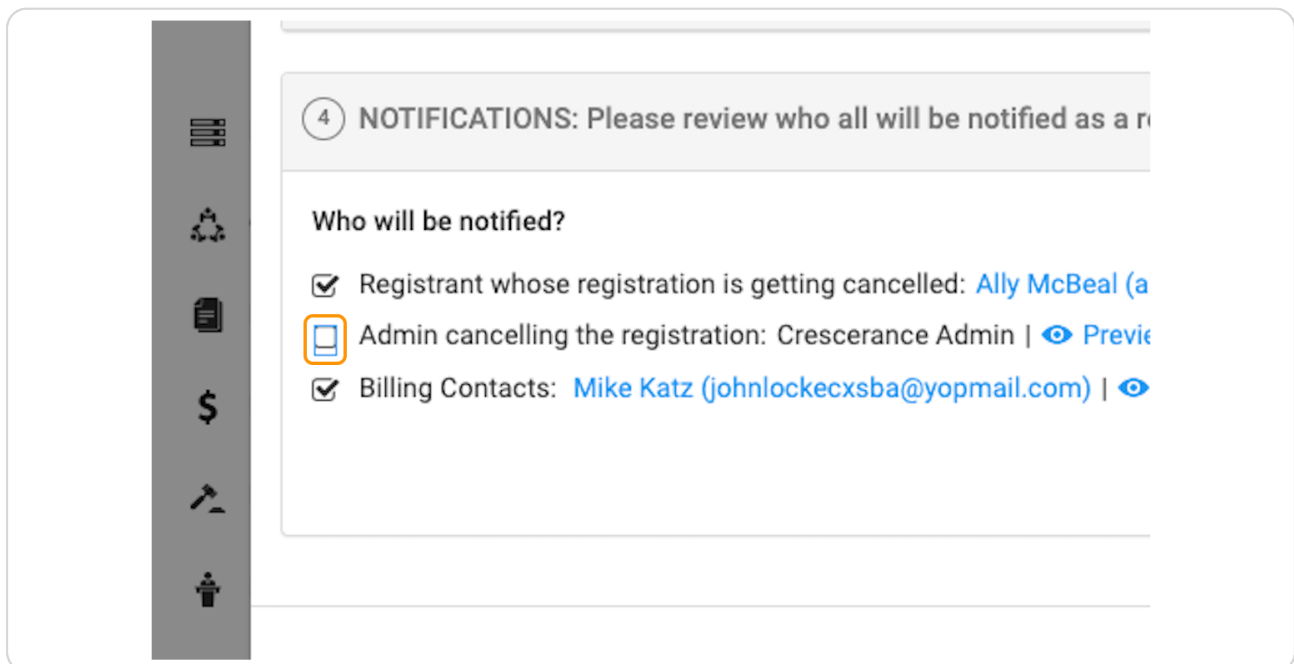
STEP 13

You will now see the steps of what the cancellation will do



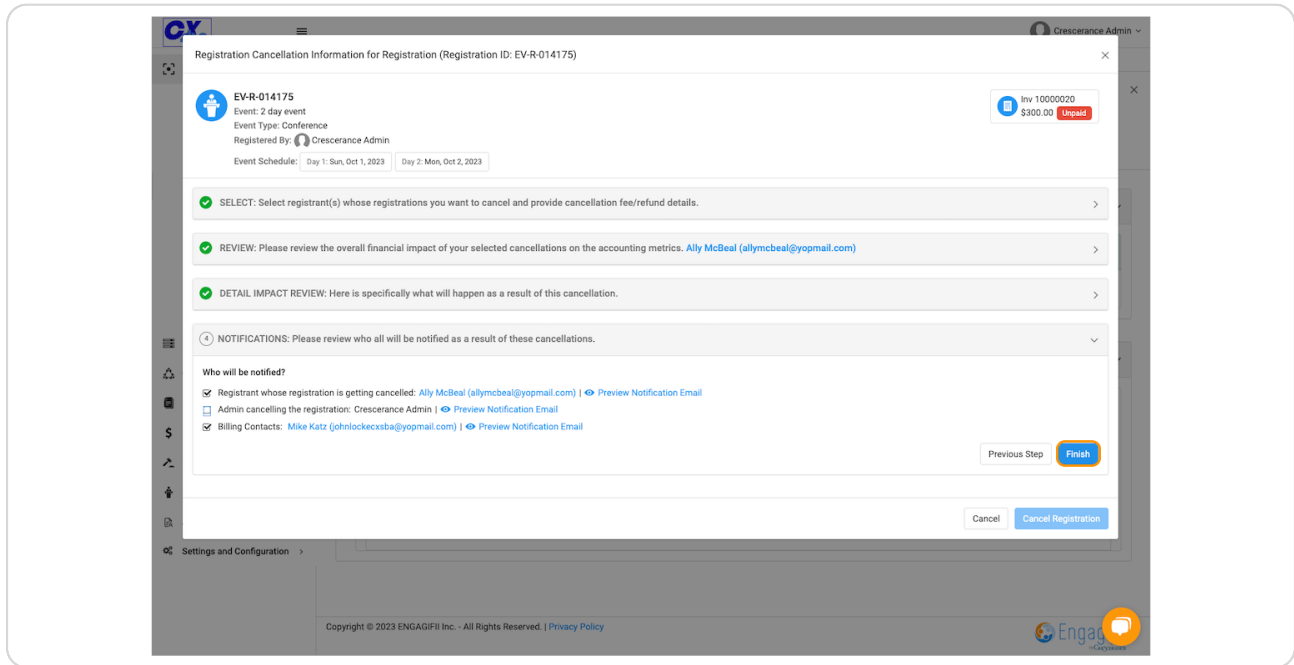
STEP 14

You can select who you'd like to receive the cancellation notifications.



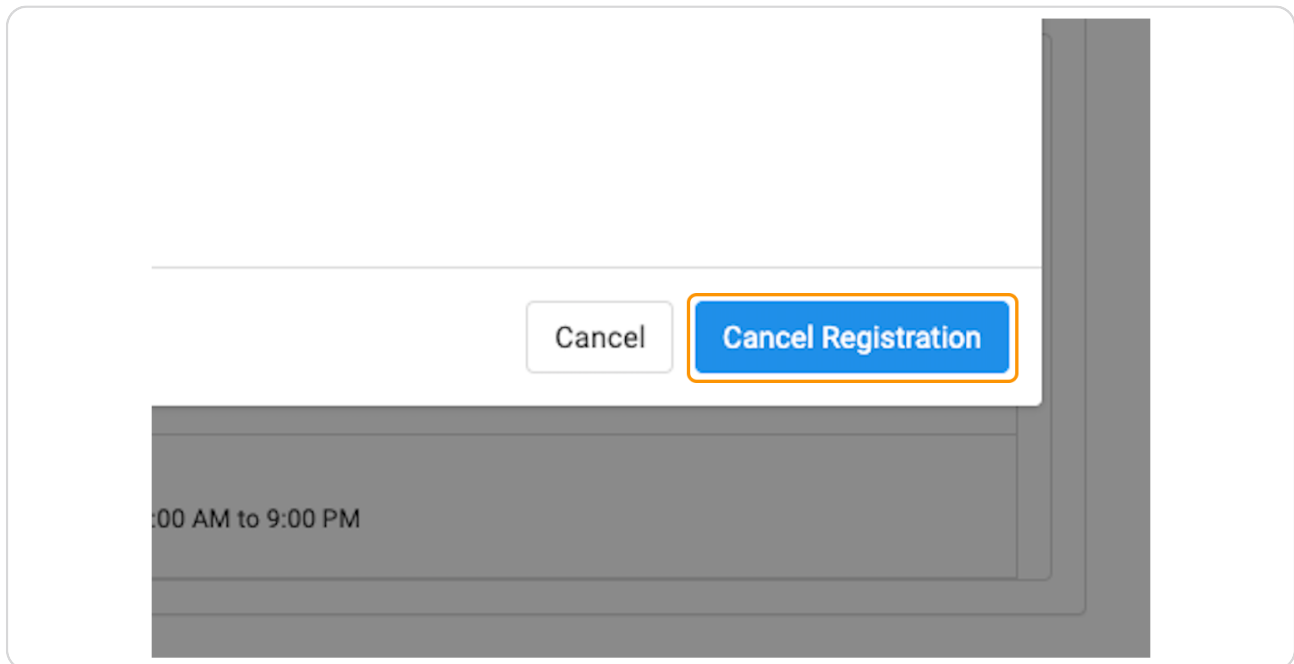
STEP 15

Click on Finish



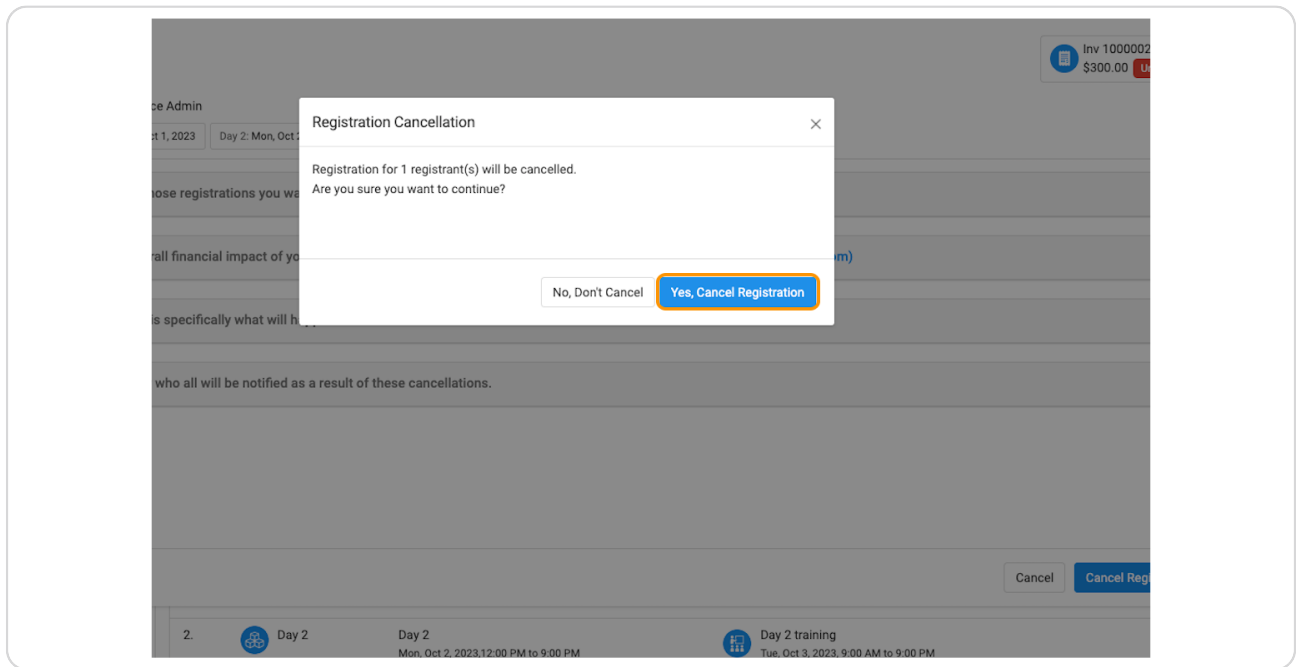
STEP 16

Click on Cancel Registration



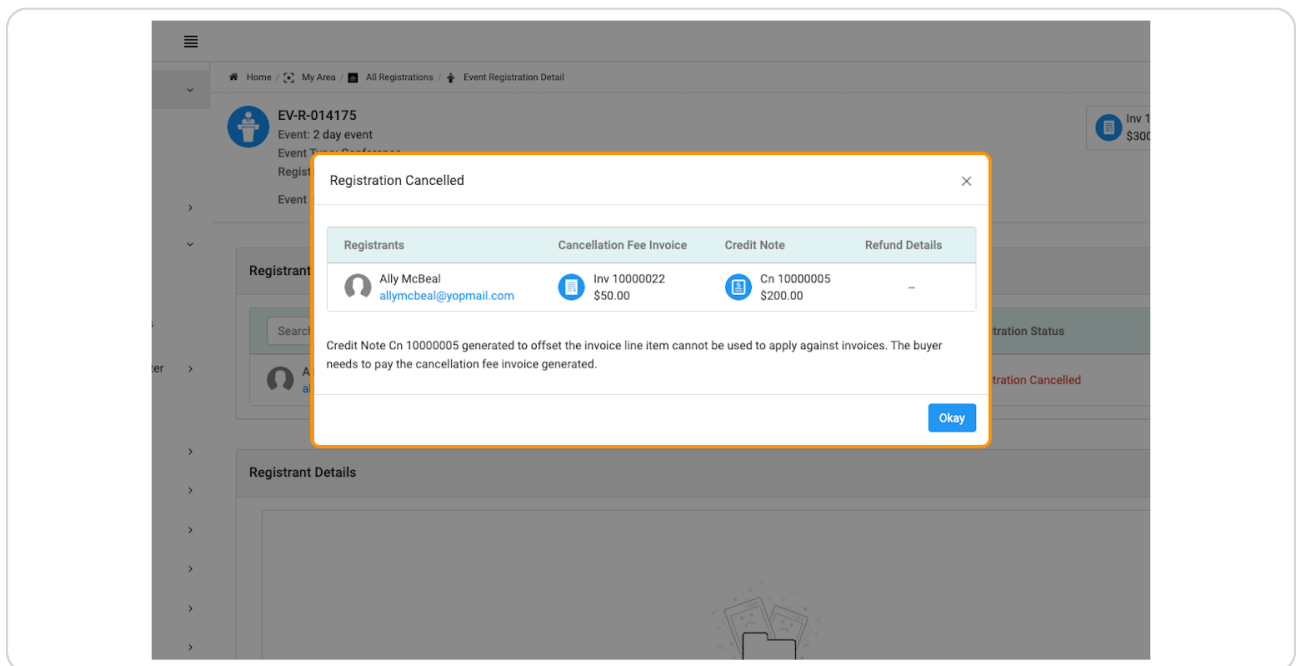
STEP 17

Click on Yes, Cancel Registration



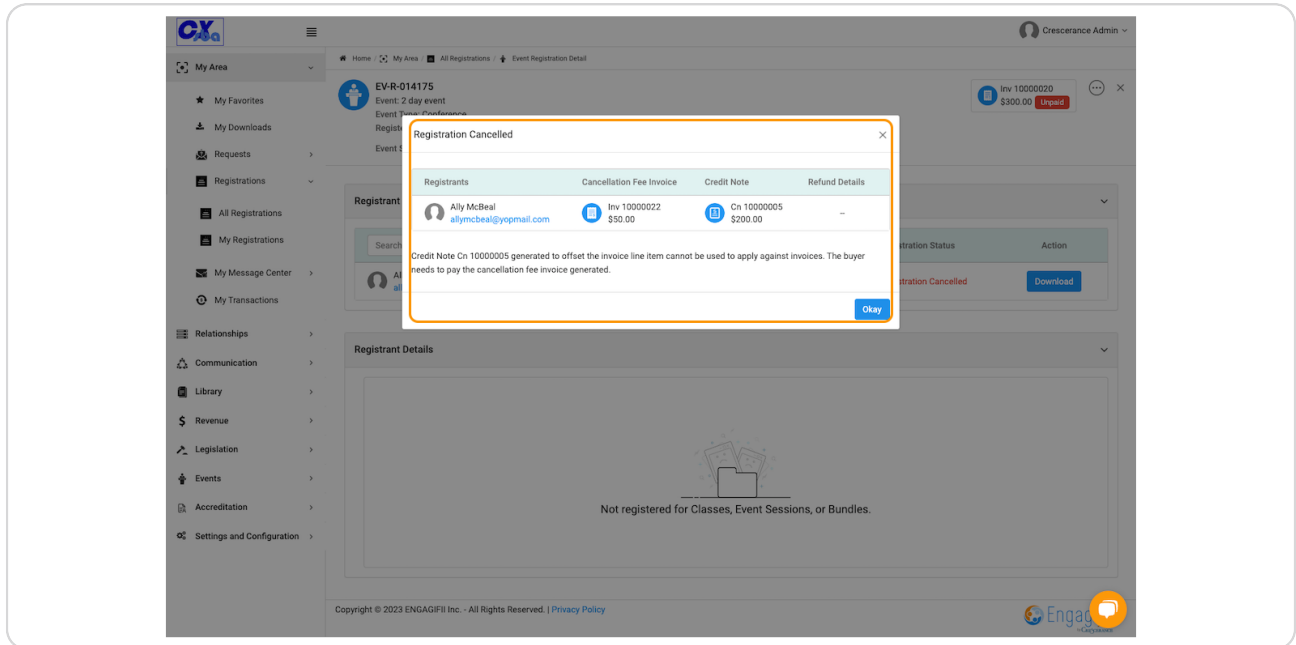
STEP 18

Click on Okay



STEP 19

Confirmation window pops up with cancellation details



STEP 20

Registration status is now cancelled and registrant is removed from the event list.

