# **Cancelling an Event Registration**

20 Steps <u>View most recent version</u>

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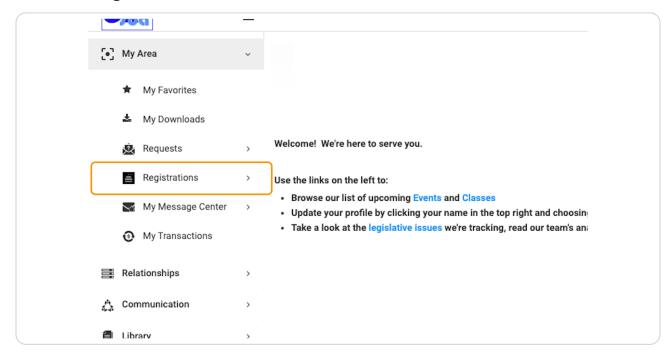


## **Click on My Area**

CXa	≡	
[•] My Area	>	
Relationships	>	
🖧 Communication	>	
E Library	>	Welcome! We're here to serve you.
\$ Revenue	>	Use the links on the left to:
▶ Legislation	>	<ul> <li>Browse our list of upcoming Events and Classes</li> <li>Update your profile by clicking your name in the top right and choosin</li> <li>Take a look at the legislative issues we're tracking, read our team's an</li> </ul>
🚔 Events	>	
Accreditation	>	
Settings and Configuration	>	

#### STEP 2

## **Click on Registrations**





# **Click on All Registrations**

L <sup>e</sup> j Wy Area	Ŷ	
🖈 My F	avorites	
📥 My [	Downloads	
🙇 Requ	uests >	Welcome! We're here to serve you.
🛎 Regi	strations ~	Use the links on the left to:
🔳 All	Registrations	<ul> <li>Browse our list of upcoming Events and Classes</li> <li>Update your profile by clicking your name in the top right and choosing</li> <li>Take a look at the legislative issues we're tracking, read our team's and</li> </ul>
≞ My	Registrations	
My M	Message Center >	
🕑 My T	Fransactions	
🚆 Relations	hips >	
<u>م</u>	• ••	

#### STEP 4

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

CXa	≡						$\mathbf{\Omega}$ Crescerance Admin ~
[•] My Area	~	🏶 Home / 💽 My Area / 🖪 All Registration	5				
★ My Favorites		Event 21 Classes 25 Aw	vards 0				
📩 My Downloads		C 🕺 All Registrations			Page [1/3]	10 v of 21 Records < >	X T & ~
Requests	>	Search Registration ID Q	Search Group ID Q	Search Event	Q Event Type	Search Registrant	Actions
Registrations	Ý	C RG-E-014175	GR-R-005844	2 day event	Conference	Ally McBeal	Pay Now
All Registrations		G RG-E-014174	GR-R-005844	2 day event	Conference	Aladeen sdf	Pay Now
My Registrations		0 102014774	0111-003044		comence		r ay now
My Message Center	>	C RG-E-013839	GR-R-005654	Crime Scene Response in Child Abduction Cases (CSR CAC)	Workshop	Elicia Hawkins	Pay Now
Relationships	>	□ RG-E-012722	GR-R-003134	Crime Scene Response in Child Abduction Cases (CSR CAC)	Workshop	Pamela Jackson	Pay Now
Communication	) )	C RG-E-012586	GR-R-005114	Example AASB Conference	Conference	Howard Hughes	Pay Now
\$ Revenue	>	□ RG-E-012585	GR-R-004885	Example AASB Conference	Conference	Howard Hughes	Pay Now
▶ Legislation	>	C RG-E-012192	GR-R-004804	Three Day Conference	Conference	Michael Coors	Pay Now
Events     Accreditation	> >	G RG-E-012081	GR-R-004649	Example AASB Conference	Conference	Mike Katz	Pay Now
O <sup>0</sup> Settings and Configuration	n >	G RG-E-012082	GR-R-004649	Example AASB Conference	Conference	Carla Nichols	Pay Now
		□ RG-E-012080	GR-R-004649	Example AASB Conference	Conference	Jessica Night	Pay Now
				« < <mark>1</mark> 2 3 >	>		0



# Click on the three dots

Crescerance Admin 🗸
Inv 10000020 More 💭 × \$300.00 Unpaid
~

## STEP 6

# **Click on Cancel Registration**

Crescerance Admin ~
Inv 10000020 (···) × Cancel Registration Download
~



## A cancellation window pops up with the registration details

Select the registrant you wish to cancel

CY =		Crescerance Admin
Registration Cancellation Info	prmation for Registration (Registration ID: EV-R-014175)	×
EV-R-014175 Event: 2 day event Event Type: Conference Registered By: Crea Event Schedule: Day 1:		1 Inv 1000020 \$300.00 Upputs
SELECT: Select registrant	(s) whose registrations you want to cancel and provide cancellation fee/refund details.	~ <b>•</b>
Ally McBeal		Cancellation Fee: \$0.00   Refund Amount: \$0.00 >
(2) REVIEW: Please review the	e overall financial impact of your selected cancellations on the accounting metrics.	· · · · ·
O DETAIL IMPACT REVIEW:	Here is specifically what will happen as a result of this cancellation.	>
NOTIFICATIONS: Please re	eview who all will be notified as a result of these cancellations.	>
\$ *		Cancel Cancel Registration
Accreditation >	2. Bay 2 Day 2 Man, Oct 2, 2023,12:00 PM to 9:00 PM	Bay 2 training Tue, Oct 1, 2023, 9 00 AM to 9 00 PM

#### STEP 8

# Click on the dropdown arrrow to select the cancellation reason

	Event Schedule:         Day 1: Sun, Oct 1, 2023         Day 2: Mon, Oct 2, 2023
	(1) SELECT: Select registrant(s) whose registrations you want to cancel and provide cancellation fee/refund
	O NII McBeal
	Registration Cancellation Reason*
	Select ~
	Comment
۵.	Enter comment here
<b>a</b>	
\$	
P	



# 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
C	Iliness
ŵ	No Documentation
a	Unauthorized Participant
s	Wrong Participant
	Manage Cancellation Reasons
÷	
<b>\$</b>	/IEW: Please review the overall financial impact of your selected cancellations on the accord
3 DET	All IMDACT DEVIEW: Hara is spacifically what will be page a result of this cancellation

#### **STEP 10**

# Enter a cancellation fee (if applicable)

ei anu provide cancellation ree/refund detailo.	
	Cancellation F
Original Registration Amount \$200.00 Cancellation Fee (Optional) \$ 50 What would you like to do the remaining registration Refund Amount \$ 0.00 Amount applied to new credit note automatically \$200.00	n amount?



### 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.

EVR.014175 Event 2 say sent Event Type Conference Registered By: O Crescerance Admin Event Schedula: Day 1 San, Oct 1, 2023 Day 2: Men, Oct 2, 2023	
SELECT: Select registrant(s) whose registrations you want to cancel an     Ally McBeal	nd provide cancellation fee/refund details. V Cancellation Fee: \$50.00   Refund Amount: \$0.00 V
Registration Cancellation Reason*       Bitess       Comment       Enter comment here       \$       \$	Original Registration Amount 5200.00 Cancellation Ree (Optional) S 61 What would you like to do the remaining registration amount? Refund Amount S 0.00 Amount applied to new credit note automatically 5200.00
REVIEW: Please review the overall financial impact of your selected can     (7) REVIEW: Please review the overall financial impact of your selected can	Save and Proceed
REVIEW: Please review the overall transcial impact of your selected car     DETAIL IMPACT REVIEW: Here is specifically what will happen as a resi	

#### **STEP 12**

## **Click on Save and Proceed**

ning registration amount?	
utomatically	
Save and Proceed	

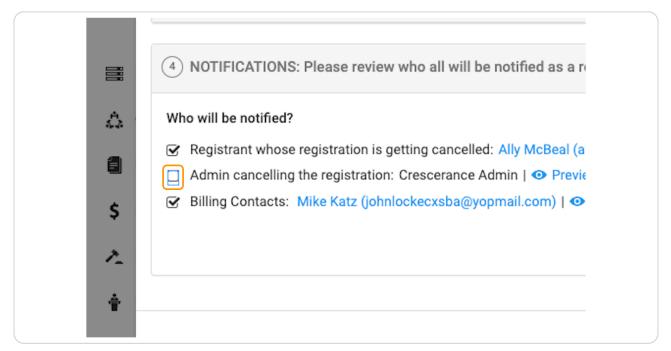


You will now see the steps of what the cancellation will do

C	=	Crescerance Admin ~
	Registration Cancellation Information for Registration (Registration ID: EV-R-014175)	×
	EVent. 2 day event         Event. 7 per - Conference         Registered By: Crescerance Admin         Event Schedule:       Day 1: Sam, Oct 1, 2023         Day 2: Mon, Oct 2, 2023	WY 1000020
	SELECT: Select registrant(s) whose registrations you want to cancel and provide cancellation fee/refund details.	> .
	REVIEW: Please review the overall financial impact of your selected cancellations on the accounting metrics. Ally McBeal (allymcbeal@yopmail.com)	>
	(3) DETAIL IMPACT REVIEW: Here is specifically what will happen as a result of this cancellation.	~
=	Ally McBeal	~
∴ ■ \$	What will happen when this registration is cancelled?         • Event Registration will be cancelled.         • Event Participants list will be updated.         • A credit note of \$200.00 will be generated.         • A \$50.00 cancellation fee invoice will be generated.         • The Credit note generated would be used to offset the unpaid invoice.	
<b>*</b> ®		Previous Step Proceed
05	( ) NOTIFICATIONS: Please review who all will be notified as a result of these cancellations.	>
		Cancel Cancel Registration

#### **STEP 14**

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





# Click on Finish

	Registration Cancellation Information for Registration (Registration ID: EV-R-014175)	Crescerance Admin ~
8	EVR-014175 Event :2 day event Event Type: Conference Registered By: D Crescenance Admin Event Schedule: Dy 1: San, Oct 1, 2023 Day 2: Mon, Oct 2, 2023	(10000020) ×
	SELECT: Select registrant(s) whose registrations you want to cancel and provide cancellation fee/refund details.	> .
	REVIEW: Please review the overall financial impact of your selected cancellations on the accounting metrics. Ally McBeal (allymcbeal@yopmail.com)	>
	DETAIL IMPACT REVIEW: Here is specifically what will happen as a result of this cancellation.	>
	( NOTIFICATIONS: Please review who all will be notified as a result of these cancellations.	~ ~
۵ ۵	Who will be notified?           @ Registrant whose registration is getting cancelled: Ally McBeal (allymobal@yopmail.com)   @ Preview Notification Email           [] Admin cancelling the registration: Crescerance Admin   @ Preview Notification Email           @ Billing Context: Mike Katz (bunckscessh@yopmail.com)   @ Preview Notification Email	
2		Previous Step Finish
<b>†</b>		Cancel Cancel Registration
08	Settings and Configuration >	
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## STEP 16

# **Click on Cancel Registration**

	Cancel Cancel Registration
:00 AM to 9:00 PM	



# Click on Yes, Cancel Registration

			inv 1000002 \$300.00
ce Admin st 1, 2023 Day 2: Mon, Oct 3	Registration Cancellation	×	
ose registrations you wa	Registration for 1 registrant(s) will be cancelled. Are you sure you want to continue?		
rall financial impact of yo	No, Don't Ca	m)	
is specifically what will h			
who all will be notified a	s a result of these cancellations.		
			Cancel Cancel Reg

#### STEP 18

# Click on Okay

÷	EV-R-01	day event	Detail			Inv 1 \$300
>	Regist Event	Registration Cancelled			×	
~		Registrants	Cancellation Fee Invoice	Credit Note	Refund Details	
	Registrant	Ally McBeal allymcbeal@yopmail.com	Inv 10000022 \$50.00	Cn 10000005 \$200.00	-	
: xer →		Credit Note Cn 10000005 generated to o needs to pay the cancellation fee invoice		be used to apply against i	nvoices. The buyer	on Status
					Okay	
>	Registrant D	etails				
>						
>						



Confirmation window pops up with cancellation details

CXa	≡		Crescerance Admin ~
[•] My Area	~	🕷 Home / 💽 My Area / 📑 All Registrations / 🛉 Event Registration Detail	
* My Favorites		Even: 2 day event Beneti Texes: Tourises Tourises	Inv 10000020 ×
📥 My Downloads		Registration Cancelled	
🙇 Requests	>	Event 5	
Registrations	~	Registrants Cancellation Fee Invoice Credit Note Refund Details	
All Registrations		Registrant         Ally McBeal         Im 10000022         Ch 10000005         -           allymcbeal@yopmail.com         \$\$50.00         \$\$200.00         -	~
My Registrations		Search Credit Note Cn 10000005 generated to offset the invoice line item cannot be used to apply against invoices. The buyer	n Status Action
My Message Center	>	A needs to pay the cancellation fee invoice generated.	Cancelled Download
O My Transactions		Okay	
Relationships	>	Registrant Details	,
🖧 Communication	>	registrant Details	· · ·
Library	>		
\$ Revenue	>		
>_ Legislation	>		
🛉 Events	>		
Accreditation	>	Not registered for Classes, Event Sessions, or Bundles.	
O <sub>0</sub> <sup>®</sup> Settings and Configuratio	n >		
		Copyright © 2023 ENGAGIFII Inc All Rights Reserved.   Privacy Policy	🚱 Engag 🔛

### STEP 20

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

					Crescerance Admin
★ Home / ∑ My Area / ■ All Registrations / ♦ Event Re EV.R-014175 Event 12 day event Event Type: Conference Registered By: C Crescenace Admin Event Schedule: Day 1: Sun, Oct 1, 2023	gistration Detail Day 2: Mon, Oct 2, 2023				Inv 10000020 : \$300.00 Unpaid
Registrant List					~
Search Registrant Q	Registration ID	Current Department	Current Position	Registration Status	Action
Ally McBeal allymcbeal@yopmail.com	EV-R-014175	Executive Staff	Events Coordinator	Registration Cancelled	Download
Registrant Details					~
	Not rec	pistered for Classes Ev	ent Sessions, or Bundler	s	





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