

# Cancel Class Registrations in Engagifii

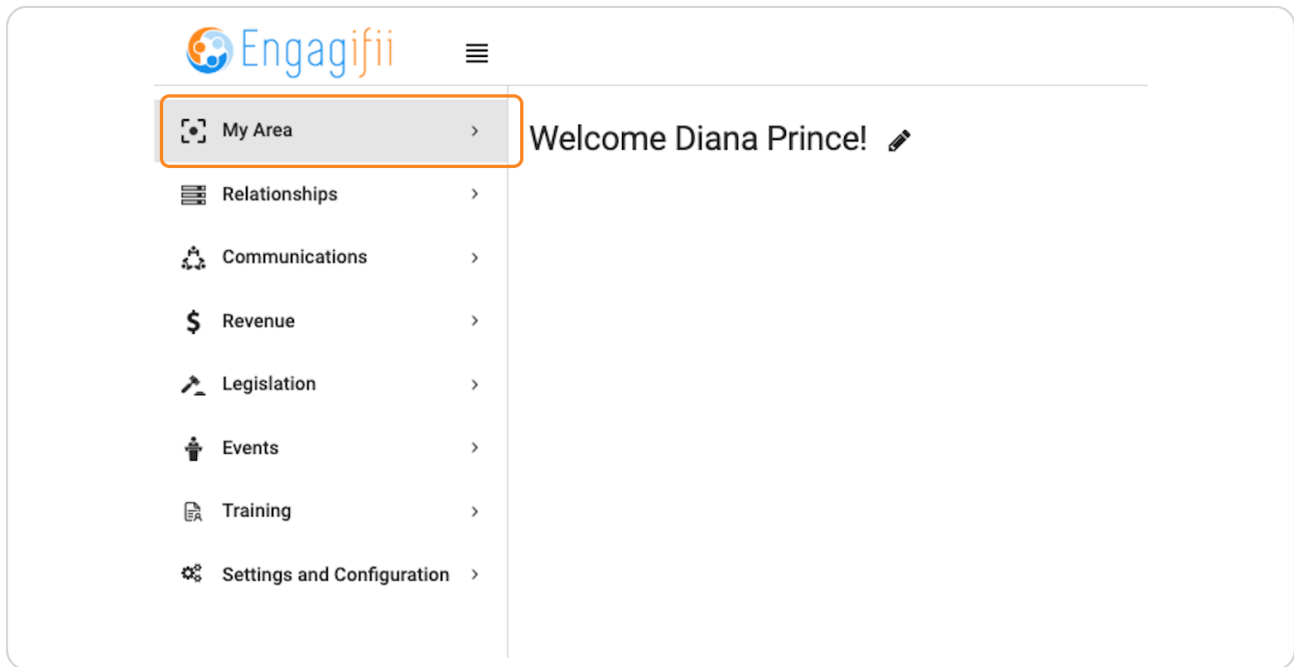
33 Steps    [View most recent version](#) 

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Created by	Creation Date	Last Updated
Engagifii Inc.	May 20, 2025	May 27, 2025

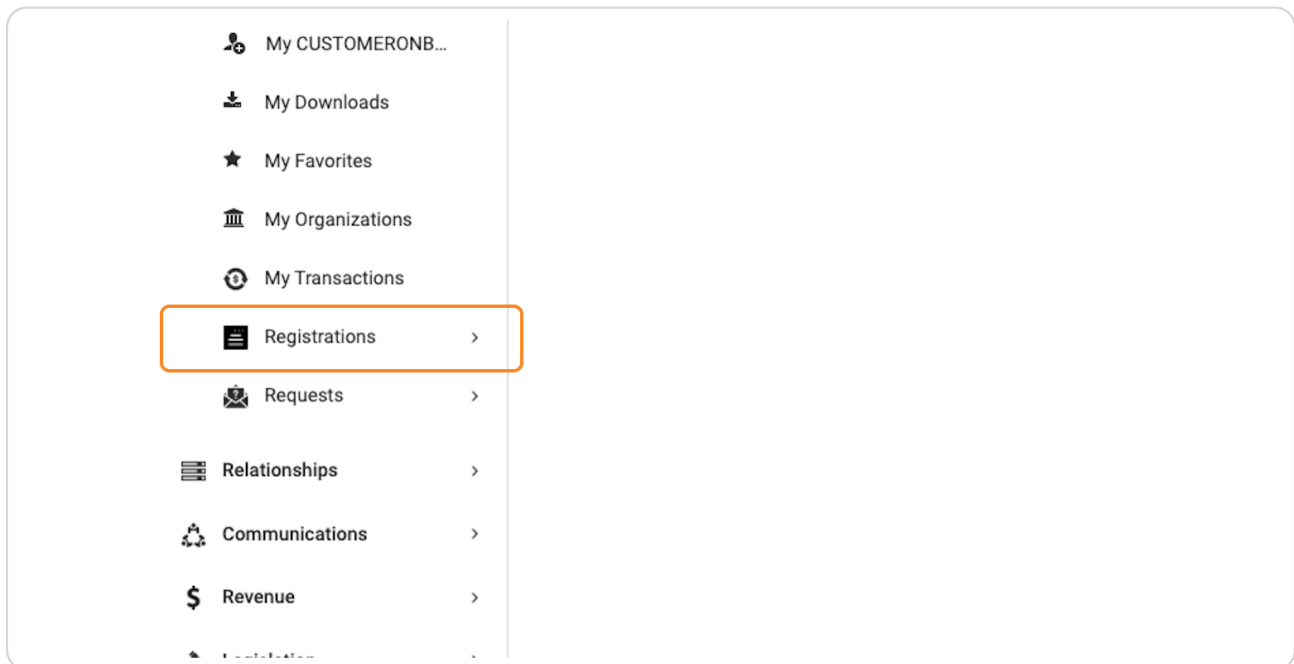
## STEP 1

### Click on My Area



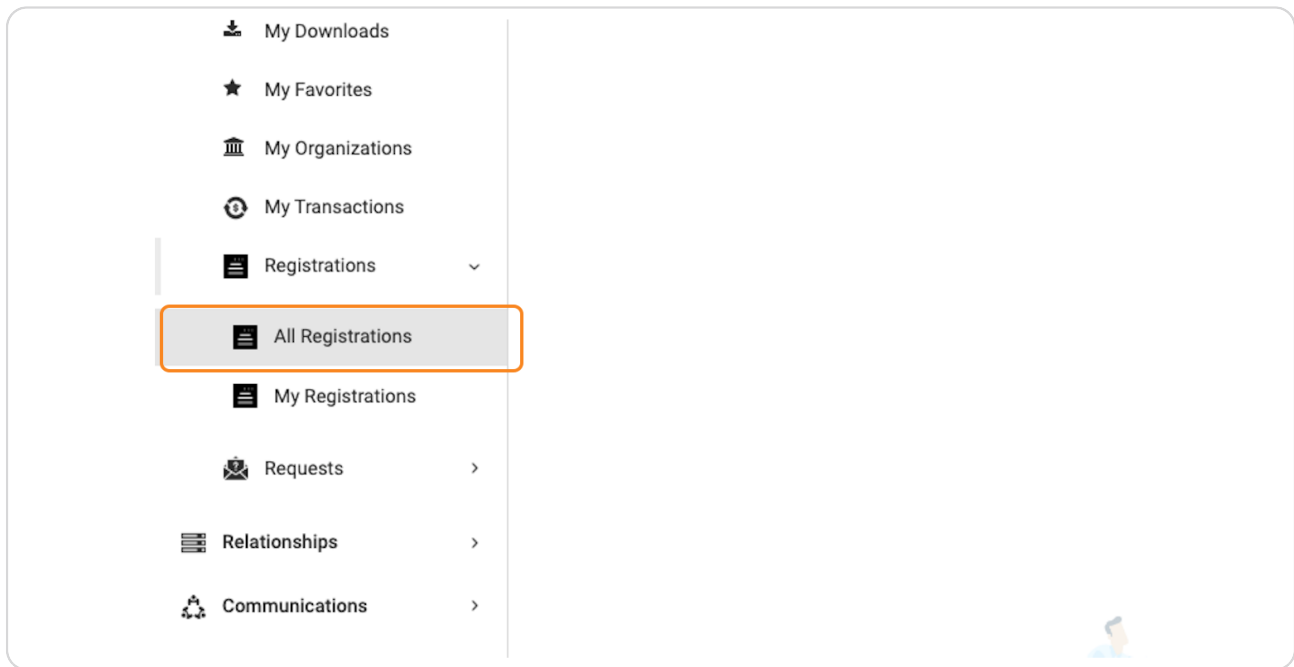
## STEP 2

### Click on Registrations



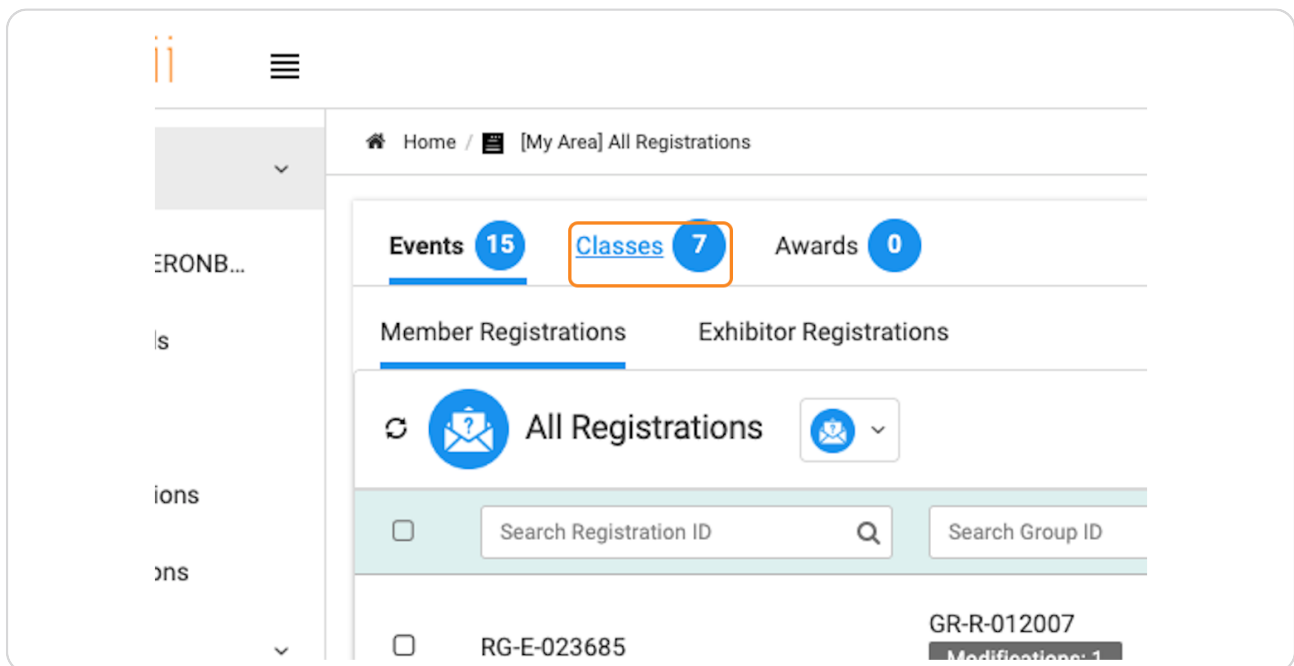
### STEP 3

#### Click on All Registrations



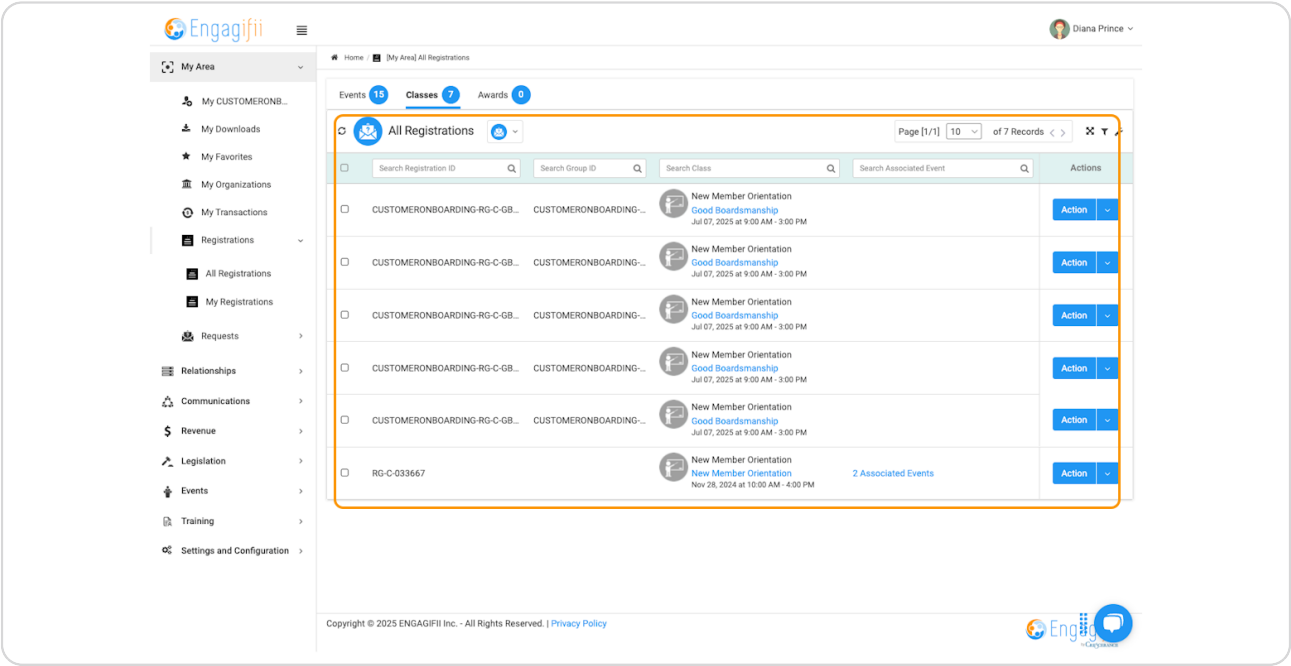
### STEP 4

#### Click on Classes



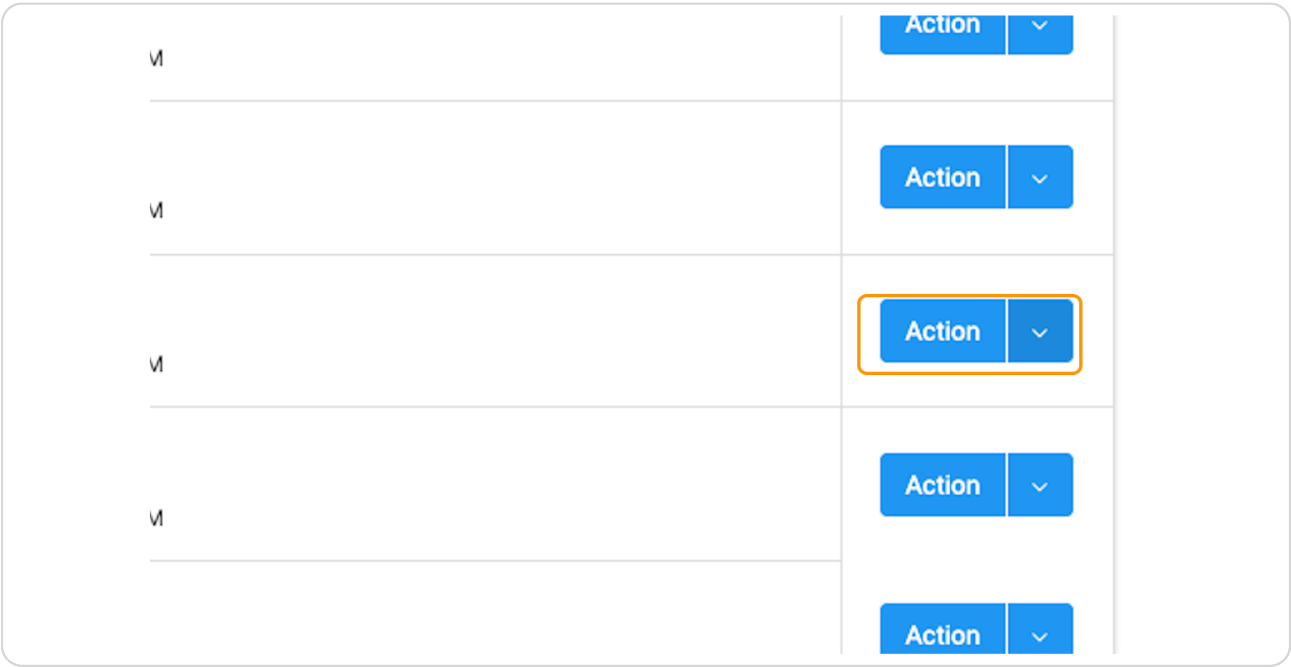
STEP 5

Here you will see a list of all of the class registrations.



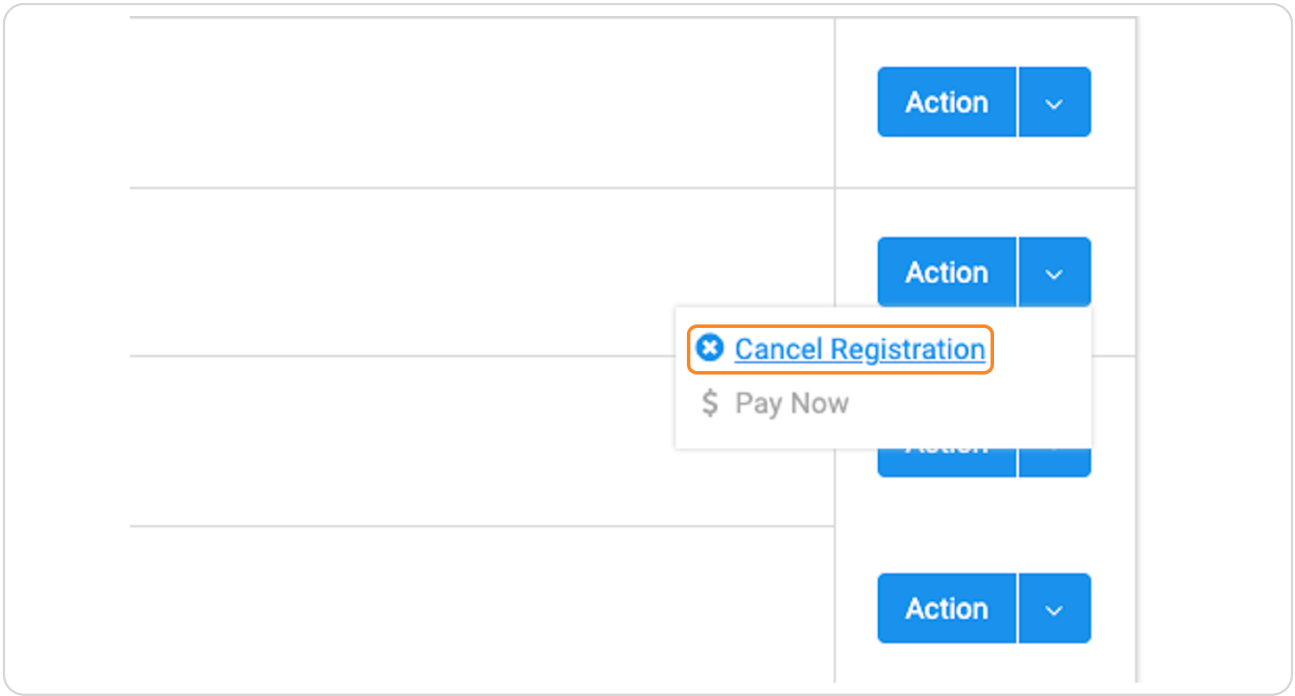
STEP 6

Select the class registration you wish to cancel and click on Action



STEP 7

Click on Cancel Registration



## STEP 8

**Click on Manage Group Registration to cancel everyone or click Cancel this Registration to only cancel an individual from the class.**

The steps to cancel are the same for an individual or a group cancellation.

The screenshot displays a web interface for managing registrations. It features a table with registration details. The first row shows an email address 'yopmail.com' and a time ':29 AM'. To the right of the table is a vertical column of three blue buttons, each labeled 'Action'. Below the table, there are three buttons: 'Go Back', 'Manage Group Registration', and 'Cancel this Registration'. The 'Manage Group Registration' and 'Cancel this Registration' buttons are highlighted with an orange border. Below these buttons, there is a section titled 'at 10:00 AM - 4:00 PM' followed by a large gray rectangular area.

## STEP 9

### Select or Add a Cancellation Reason and an optional comment

★ My Favorite

🏛️ My Organiz

💰 My Transac

📅 Registration

📅 All Registr

📅 My Regist

✉️ Requests

👤 Relationships

👤 Communication

💰 Revenue

Class Schedule: Jul 07, 2025 at 9:00 AM - 3:00 PM

1 SELECT: Select registrant(s) whose class registrations you want to cancel and p

✓ James Evans Registration Amount: \$100.00 | Cancellation Fee: \$0.00 | Refund Am

Registration Cancellation Reason\*

Select

Comment

Enter comment here

## STEP 10

### Enter a Cancellation Fee (if required) and then select Next

red On: May 20, 2025 at 10:29 AM  
chedule: Jul 07, 2025 at 9:00 AM - 3:00 PM

Select registrant(s) whose class registrations you want to cancel and provide cancellation fee/refund details.

James Evans Registration Amount: \$100.00 | Cancellation Fee: \$25.00 | Refund Amount: \$0.00 Copy Cancellation Details From: Select

ion Cancellation Reason\*

red Incorrectly

it

omment here

✓ Decide on Cancellation Fee | Amount: \$25.00

Original Class Registration Amount	Total Payment Received <a href="#">Payment Mode</a>
\$100.00	\$100.00
Cancellation Fee (Optional)	Adjusted Amount
\$ 25.00	\$75.00

Next

2 What would you like to do with the remaining amount of \$75.00 ?

Save

ob Jones Registration Amount: \$100.00 | Cancellation Fee: \$0.00 | Refund Amount: \$0.00 Copy Cancellation Details From: Select

## STEP 11

**Decide if you want to issue a refund, No or Yes. Determine amount of refund and click on Next**

✓ Decide on Cancellation Fee | Amount: \$25.00 >

② What would you like to do with the remaining amount of \$75.00 ? ▾

②.1 Issue a Refund ? | Amount: \$0.00 ▾

☐ No ☒ Yes

What portion of the \$75.00 would you like to refund?

Next

②.2 Issue a Credit? | Amount: \$0.00 >

②.3 Keep the Rest? | Amount: \$75.00 >

Save

Action ▾

Action ▾

Action ▾

Action ▾



## STEP 12

If no refund is being issued, determine a credit amount to use to pay for a future invoice and then select Next

Schedule: Jul 07, 2025 at 9:00 AM - 3:00 PM

Select registrant(s) whose class registrations you want to cancel and provide cancellation fee/refund details.

James Evans Registration Amount: \$100.00 | Cancellation Fee: \$25.00 | Refund Amount: \$75.00 Copy Cancellation Details From:

**Cancel Reason**  
Canceled Incorrectly

Comment here

✓ Decide on Cancellation Fee | Amount: \$25.00 >

② What would you like to do with the remaining amount of \$75.00 ? >

✓ Issue a Refund ⓘ | Amount: \$75.00 >

2.2 Issue a Credit? | Amount: \$0.00 >  
What portion of the \$0.00 would you like to store as Credit?

2.3 Keep the Rest? | Amount: \$0.00 >

## STEP 13

If not issuing a refund or a credit, you can chose to retain the full amount

✓ Decide on Cancellation Fee | Amount: \$25.00 >

② What would you like to do with the remaining amount of \$75.00 ? ▾

✓ Issue a Refund ⓘ | Amount: \$75.00 >

✓ Issue a Credit? | Amount: \$0.00 >

②.3 Keep the Rest? | Amount: \$0.00 ▾

Do nothing and retain the \$0.00 for Engagifii CUSTOMERONBOARDING

Next

Save

Amount: \$0.00 Copy Cancellation Details From: Select ▾ >

Action ▾

Action ▾

Action ▾

Action ▾

## STEP 14

Click on Save

>

>

Save

Select ▾ >

Action ▾

Action ▾

## STEP 15

If you are cancelling multiple registrants from a class, you can copy the cancellation details from the other registrants

The screenshot shows a web interface for managing cancellations. At the top, a grey bar contains the text "cancel and provide cancellation fee/refund details." with a dropdown arrow. Below this, there are two rows of input fields. The first row shows "5.00 | Refund Amount: \$75.00" followed by "Copy Cancellation Details From:" and a dropdown menu currently set to "Select". The second row shows "0 | Refund Amount: \$75.00" followed by "Copy Cancellation Details From:" and a dropdown menu set to "James Evans". This dropdown menu is highlighted with an orange border, and a list of names is visible below it, including "James Evans" (with a blue checkmark icon) and "Sally Ray". Below these rows, a modal window titled "1 Decide on Cancellation Fee | Amount: \$25.00" is open. It contains a table with the following data:

Original Class Registration Amount	Total Payment Received <a href="#">Payment Mode</a>
\$100.00	\$100.00
Cancellation Fee (Optional)	Adjusted Amount
<input type="text" value="\$ 25"/>	\$75.00

## STEP 16

Now the cancellation details from selected registrant will already be filled in and you can click on Next to continue

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Cancel registration from the Good Boardsmanship

Registration ID: CUSTOMERONBOARDING-RG-C-GB25-11-081628 | Group ID: CUSTOMERONBOARDING-GR-GB25-C3-1855

**CUSTOMERONBOARDING-GR-GB25-C3-1855**  
Class: Good Boardsmanship Course: New Member Orientation Class Type: Basic Membership Registered By: Diana Prince  
Registered On: May 20, 2025 at 10:29 AM  
Class Schedule: Jul 07, 2025 at 9:00 AM - 3:00 PM

Inv 10000014  
\$300.00 Paid

1 SELECT: Select registrant(s) whose class registrations you want to cancel and provide cancellation fee/refund details.

James Evans Registration Amount: \$100.00 | Cancellation Fee: \$25.00 | Refund Amount: \$75.00 Copy Cancellation Details From: Select

Bob Jones Registration Amount: \$100.00 | Cancellation Fee: \$25.00 | Refund Amount: \$75.00 Copy Cancellation Details From: James Evans

Registration Cancellation Reason\*  
Registered Incorrectly

Comment  
Enter comment here

1 Decide on Cancellation Fee | Amount: \$25.00

Original Class Registration Amount	Total Payment Received <small>Payment Mode</small>
\$100.00	\$100.00
Cancellation Fee (Optional)	Adjusted Amount
\$ 25	\$75.00

Next

2 What would you like to do with the remaining amount of \$75.00 ?

Save

Sally Ray Registration Amount: \$100.00 | Cancellation Fee: \$0.00 | Refund Amount: \$0.00 Copy Cancellation Details From: Select

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## STEP 17

### Determine refund amount and click on Next

Decide on Cancellation Fee | Amount: \$25.00

② What would you like to do with the remaining amount of \$75.00 ?

2.1 Issue a Refund ? | Amount: \$75.00

☐ No ☒ Yes

What portion of the \$75.00 would you like to refund?

\$ 0.00

Next

2.2 Issue a Credit? | Amount: \$0.00

2.3 Keep the Rest? | Amount: \$0.00

Action

Action

Action

Action

Engagifii

## STEP 18

### Determine credit amount and click on Next

Decide on Cancellation Fee | Amount: \$25.00

② What would you like to do with the remaining amount of \$75.00 ?

Issue a Refund ? | Amount: \$0.00

2.2 Issue a Credit? | Amount: \$0.00

What portion of the \$75.00 would you like to store as Credit?

\$ 0.00

Next

2.3 Keep the Rest? | Amount: \$75.00

Save

Action

Action

Action

Action

Engagifii

## STEP 19

### Determine retained amount and click on Next

The screenshot shows a web interface for deciding on a cancellation fee. The main content area has a list of options, each with a green checkmark and a right-pointing arrow. The options are: 'Decide on Cancellation Fee | Amount: \$25.00', 'What would you like to do with the remaining amount of \$75.00 ?' (which is expanded to show 'Issue a Refund | Amount: \$0.00' and 'Issue a Credit? | Amount: \$0.00'), and 'Keep the Rest? | Amount: \$75.00'. The 'Keep the Rest?' option is highlighted with an orange border. Below this option, there is a text field containing 'Do nothing and retain the \$75.00 for Engagifii CUSTOMERONBOARDING' and a blue 'Next' button. At the bottom right of the main content area is a blue 'Save' button. On the right side of the interface, there is a vertical sidebar with a grey background, featuring three 'Action' buttons with dropdown arrows. At the bottom of the sidebar is the Engagifii logo and a blue chat bubble icon. At the bottom of the main content area, there is a grey bar with the text 'Conv Cancellation Details From:' followed by a 'Select' dropdown menu.

## STEP 20

### Click on Save when finished

The screenshot shows a close-up of the 'Save' button, which is a blue rectangle with the word 'Save' in white text. The button is highlighted with an orange border. It is located in the bottom right corner of the main content area. To the right of the main content area is a vertical sidebar with a grey background, featuring a blue 'Action' button with a dropdown arrow. At the bottom of the sidebar is the Engagifii logo and a blue chat bubble icon.

STEP 21

Continue with all registrants you wish to cancel

lation Details From: 

Select

 >

lation Details From: 

James Evans

 >

lation Details From: 

Select

 >

Proceed

>

Action

Action

Action

Action

## STEP 22

### Review cancellation details for selected registrants, and then click Confirm and Proceed

Cancel registration from the **Good Boardsmanship**

Registration ID: CUSTOMERONBOARDING-RG-C-GB25-11-081628 | Group ID: CUSTOMERONBOARDING-GR-GB25-C3-1855

**CUSTOMERONBOARDING-GR-GB25-C3-1855**  
Class: Good Boardsmanship Course: New Member Orientation Class Type: Basic Membership Registered By: Diana Prince  
Registered On: May 20, 2025 at 10:29 AM  
Class Schedule: Jul 07, 2025 at 9:00 AM - 3:00 PM

Inv 10000014  
\$300.00 **Paid**

✓ SELECT: Select registrant(s) whose class registrations you want to cancel and provide cancellation fee/refund details.

2 REVIEW: Please review the cancellations and refund details. [2 Registrants](#)

Search People	Original Class Registration Amount	Total Payment Received	Cancellation Fee	Refund Amount	Retained Amount	Credit Note Issue Amount	New Credit Note Balance
James Evans jamesevans@yopmail.com	\$100.00	\$100.00	\$25.00	\$75.00	–	\$100.00	–
Bob Jones bobjones@yopmail.com	\$100.00	\$100.00	\$25.00	\$75.00	–	\$100.00	–
Grand Total			\$50.00	\$150.00			

Previous Step **Confirm and Proceed**

1 DETAILED IMPACT REVIEW: Here is specifically what will happen as a result of this cancellation.

4 NOTIFICATIONS: Please review who all will be notified as a result of this class cancellations.

Cancel **Cancel Registration**



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## STEP 23


### Review cancellation details for selected registrants, and then click Confirm and Proceed




Registration ID: CUSTOMERONBOARDING-RG-C-GB25-11-081628 | Group ID: CUSTOMERONBOARDING-GR-GB25-C3-1855

 **CUSTOMERONBOARDING-GR-GB25-C3-1855**  
Class: Good Boardsmanship Course: New Member Orientation Class Type: Basic Membership Registered By:  Diana Prince  
Registered On: May 20, 2025 at 10:29 AM  
Class Schedule: Jul 07, 2025 at 9:00 AM - 3:00 PM

 Inv 10000014  
\$300.00 Paid


 SELECT: Select registrant(s) whose class registrations you want to cancel and provide cancellation fee/refund details.


 REVIEW: Please review the cancellations and refund details. **3 Registrants**

	Original Class Registration Amount	Total Payment Received	Cancellation Fee	Refund Amount	Retained Amount	Credit Note Issue Amount	New Credit Note Balance
 James Evans <a href="mailto:jamesevans@yopmail.com">jamesevans@yopmail.com</a>	\$100.00	\$100.00	\$25.00	\$75.00	--	\$100.00	--
 Bob Jones <a href="mailto:bobjones@yopmail.com">bobjones@yopmail.com</a>	\$100.00	\$100.00	\$25.00	\$75.00	--	\$100.00	--
 Sally Ray <a href="mailto:sallyray@yopmail.com">sallyray@yopmail.com</a>	\$100.00	\$100.00	\$25.00	\$75.00	--	\$100.00	--
Grand Total			\$75.00	\$225.00			

Previous Step


Confirm and Proceed

 DETAILED 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 this class cancellations.

Cancel

Cancel Registration

 Engagifii

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## STEP 24

If all looks correct on the Summary, type "Confirm" in the text box and click on Confirm button

**CUSTOMER ONBOARDING-G**  
Class: Good Boardsmanship  
Registered On: May 20, 2025 at 1:00 PM  
Class Schedule: Jul 07, 2025 at 9:00 AM

1. SELECT: Select registrant(s) who you wish to cancel

2. REVIEW: Please review the cancellation details

3. DETAILED IMPACT REVIEW: Here you can see the impact of the cancellation

4. NOTIFICATIONS: Please review the notifications

**Confirm Cancellation Fee/Refund Details**

**Summary**

What will happen when this class registration is cancelled?

- Class Registration will be cancelled.
- Class Participants list will be updated.
- A \$75.00 cancellation fee invoice will be generated.
- \$225.00 will be refunded to the same payment method through which the original payment was made.
- A credit note of \$300.00 will be generated.
- The credit note generated would be used to pay the cancellation fee invoice.

James Evans  
jamesevans@yopmail.com

Bob Jones  
bobjones@yopmail.com

Sally Ray  
sallyray@yopmail.com

Grand Total

Please type 'CONFIRM' in the box below to acknowledge the cancellation fee and refund details.

Confirm

Cancel Confirm

Cancel Cancel Registration

## STEP 25

### Click on Proceed

A screenshot of a navigation bar. It features two buttons: 'Previous Step' and 'Proceed'. The 'Proceed' button is highlighted with an orange border. To the right of the buttons is a vertical sidebar with a blue 'Action' button and a dropdown arrow.

## STEP 26

### Review cancellation notifications

A screenshot of a 'Review cancellation notifications' form. The form is titled 'Registered On: May 20, 2025 at 10:29 AM' and 'Class Schedule: Jul 07, 2025 at 9:00 AM - 3:00 PM'. It contains several sections with checkboxes and links:

- SELECT:** Select registrant(s) whose class registrations you want to cancel and provide cancellation fee/refund details.
- REVIEW:** Please review the cancellations and refund details. [3 Registrants](#)
- DETAILED IMPACT REVIEW:** Here is specifically what will happen as a result of this cancellation.
- 4 NOTIFICATIONS:** Please review who all will be notified as a result of this class cancellations.

Under the '4 NOTIFICATIONS' section, there are two sub-sections:

- (4.1) Who will be notified?** This section contains four checkboxes, all of which are checked:
  - ☒ Registrant whose registration is getting cancelled: [3 Registrants](#) | [View Notification Template](#)
  - ☒ Admin cancelling the registration: [Diana Prince](#) | [View Notification Template](#)
  - ☒ Class Contact: [Prince](#) | [View Notification Template](#)
  - ☒ Billing Contacts: [Patty Jackson \(pattyjackson@yopmail.com\)](#) | [View Notification Template](#)
- (4.2) Notify Additional People** | [View Notification Template](#)

Below the (4.2) section, there is a table with the following columns: #, Email Address, First Name, Last Name, Organization, and Action. The table is currently empty, with a 'Remove' button in the Action column.

At the bottom of the form, there are two buttons: 'Previous Step' and 'Proceed'. Below the 'Proceed' button, there are two more buttons: 'Cancel' and 'Cancel Registration'.

## STEP 27

### Add additional people to receive notifications (if applicable)

**CUSTOMERONBOARDING-GR-GB25-C3-1855**  
Class: Good Boardmanship Course: New Member Orientation Class Type: Basic Membership Registered By: Diana Prince  
Registered On: May 20, 2025 at 10:29 AM  
Class Schedule: Jul 07, 2025 at 9:00 AM - 3:00 PM  
Inv 10000014 \$300.00 **Paid**

4 NOTIFICATIONS: Please review who all will be notified as a result of this class cancellations.

Who will be notified?

- ☒ Registrant whose registration is getting cancelled: 3 Registrants | [View Notification Template](#)
- ☒ Admin cancelling the registration: Diana Prince | [View Notification Template](#)
- ☒ Class Contact: Prince | [View Notification Template](#)
- ☒ Billing Contacts: Patty Jackson (pattyjackson@yopmail.com) | [View Notification Template](#)

Notify Additional People | [View Notification Template](#)

#	Email Address	First Name	Last Name	Organization	Action
#				..	<a href="#">Remove</a>

[Previous Step](#) [Proceed](#)

[Cancel](#) [Cancel Registration](#)

## STEP 28

### Click on Proceed

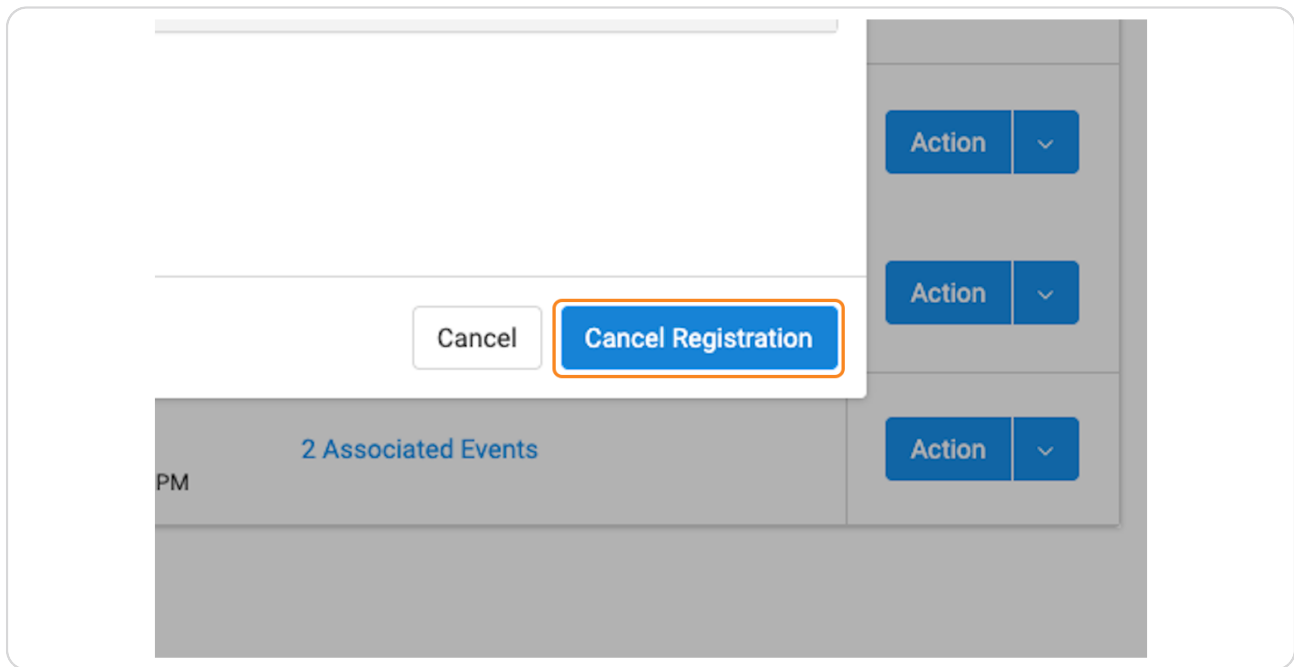
[Remove](#)

[Previous Step](#) [Proceed](#)

[Cancel](#) [Cancel Registration](#)

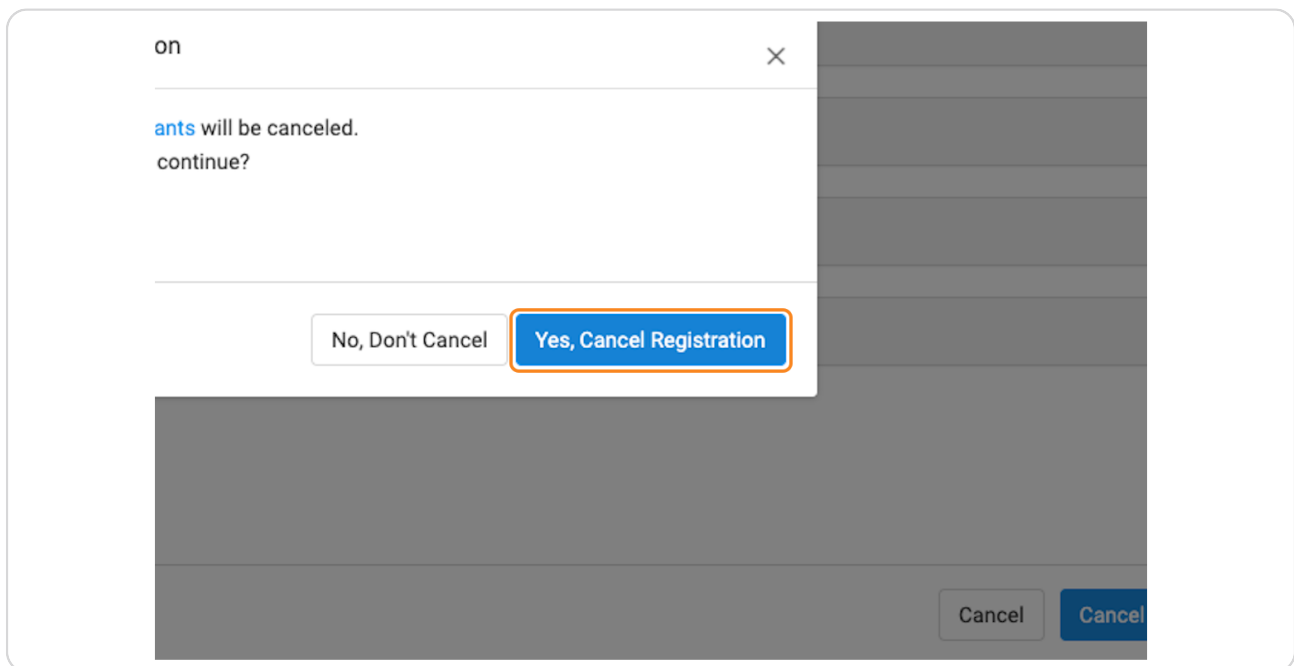
## STEP 29

### Click on Cancel Registration



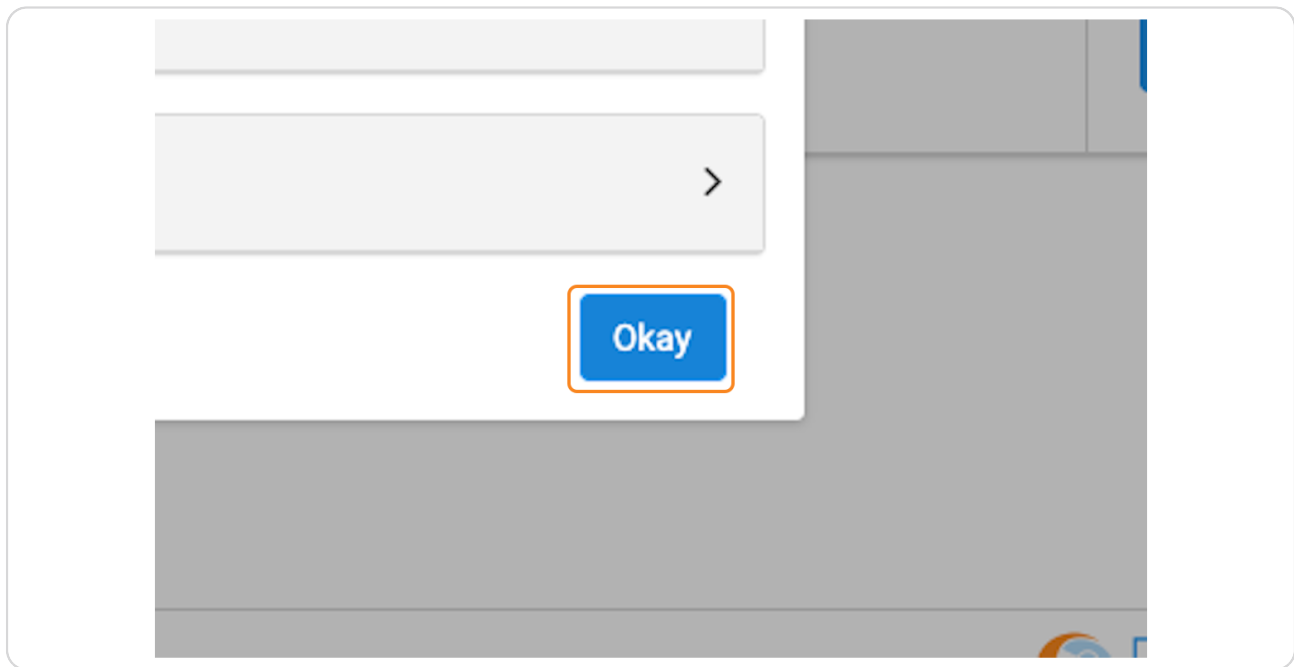
## STEP 30

### Click on Yes, Cancel Registration



## STEP 31

Click on Okay



## STEP 32

You will now see the cancelled registrations

Home / My Area / All Registrations / Class Registration Detail

**CUSTOMERONBOARDING-GR-GB25-C3-1855**  
Class: Good Boardsmanship Class Type: Basic Membership Registered By: Diana Prince  
Class Schedule: Jul 07, 2025 at 9:00 AM - 3:00 PM

Inv 10000014  
\$300.00 Canceled

Registrations Details Activity Financial Details

Registrant List

Search Registrant	Registration ID	Current Department	Current Position	Registration Status	Action
James Evans jamesevans@yopmail.com	CUSTOMERONBOARDING-RG-C-GB25-GI-081630	Administration	Board Member	Registration Canceled	Download
Bob Jones bobjones@yopmail.com	CUSTOMERONBOARDING-RG-C-GB25-06-081629	Administration	District Coordinator	Registration Canceled	Download
Sally Ray sallyray@yopmail.com	CUSTOMERONBOARDING-RG-C-GB25-11-081628	Administration	Board Member	Registration Canceled	Download


Registrant Details


Classes Detail

S.No	Class Name	Duration	Class Type	Instructor
1	New Member Orientation Good Boardsmanship	1 Day	Basic Membership	

STEP 33

The original invoice has been cancelled

 Diana Prince ▾

 Inv 10000014  
\$300.00 Canceled

