Cancelling Registrations and Reservations

User Brief

Cancelling Registrations and Reservations

The following topics are covered in this document:

- Cancelling Registrations and Reservations: Overview
- Do I Need to Issue a Refund?
- Cancelling a Registration or Reservation with Online Payment
- Cancelling a Registration or Reservation With Offline Payments
- Cancelling a Registration or Reservation that the Customer Hasn't Paid For
- Issuing a Receipt that Reflects the Cancellation

Cancelling Registrations and Reservations: Overview

When you cancel a registration or reservation, you are deleting the registrants from the list of attendees for the event or facility. All payment information still exists in the records for that registration or reservation. You can continue to view and modify financial information for a deleted registration or reservation. The main tasks in cancelling a registration or reservation are:

- Issue a refund (if necessary), which should be performed <u>before</u> you delete the registration or reservation. The section Do I Need to Issue a Refund? contains information to help you determine if you need to issue a refund.
- Delete the registration or reservation.
- If needed, adjust the balance due to account for offline refunds or for partial refunds of any kind.
- Issue a new receipt to the customer.

NOTE: The procedures for cancelling an event or program registration and a facility reservation are identical. The only difference is that the Payment Details page for a reservation will indicate that it's a reservation instead of a registration.

Do I Need to Issue a Refund?

The Payment Details page contains information about all the financial transactions associated with the registration or reservation. Review the Payment Details page to determine what kind of refund should be made (if any) and the amount of money to refund. To display the Payment Details page, follow these steps:

1. Locate the registration or reservation.
2. In the Action column at the right, click **View Payments**. The Payment Details page will be displayed.

Example: Online Payment Made

In this example, the Payment Details page shows that the registration you want to cancel was paid for with an online credit card payment of $40.

Payment Details for a registration paid for online with a credit card.

To cancel this registration, you would:

- Issue an online refund.
- If you issued a full online refund, delete the registration (the balance is automatically adjusted to reflect the online refund).
- If you issued a partial online refund, use the Adjust Balance and Delete feature to account for the portion of the fee that you did not refund.
- Send an updated receipt to the customer.

Example: Offline Payment Made

In this example, the Payment Details page shows that the registration you want to cancel was paid for with an offline check for $40.

Payment Details for a registration paid for with an offline check.

Payment Details Registration No. 988281					
ID	**Transaction Date**	**Posting Date**	**Type**	**Details**	**Amount**
959668	7/22/2013 11:04:28 AM	7/22/2013	Online Purchase	New registration	$40.00
959669	7/22/2013 11:04:47 AM	7/22/2013	Offline Check Payment	check 4231	($40.00)
				Balance:	**$0.00**

To cancel this registration, you would:

- Issue an offline refund.
- Use the Adjust Balance and Delete feature to adjust the balance to reflect the offline refund and delete the registration.
- If you made a partial offline refund, adjust the balance again to account for the portion of the fee that you did not refund.
- Send an updated receipt to the customer.

Example: No Payment Made

In this example, the Payment Details page shows that no payment was made for the registration you want to cancel, and the balance due is $60.

Payment Details for a registration that has a balance due.

Payment Details Registration No. 988283					
ID	**Transaction Date**	**Posting Date**	**Type**	**Details**	**Amount**
959671	7/22/2013 11:31:40 AM	7/22/2013	Online Purchase	New registration	$60.00
				Balance:	**$60.00**

To cancel this registration, you would:

- Delete the registration. (Because no payment was made, there are no payments to refund.)
- Send an updated receipt to the customer.

Cancelling a Registration or Reservation with Online Payment

The general steps to cancel a registration or reservation with online payment are:

- Issue an online refund. The balance is automatically adjusted to reflect the online refund.
- If you issued a full online refund, delete the registration or reservation.
- If you issued a partial online refund, use the Adjust Balance and Delete feature to adjust the balance to account for the funds that you did not return.
- Send an updated receipt to the customer.

Issuing an Online Refund

This section contains instructions for refunding online payments.

Beginning the Online Refund Process

To begin refunding an online payment, follow these steps:

1. Locate the registration or reservation.
2. In the Action column at the right, click **View Payments**. The Payment Details page will be displayed.
3. Locate the line item for the online payment you wish to refund.
4. Click the underlined amount. The Transaction Detail page for that transaction will be displayed.
5. At the bottom of the Transaction Detail page, click **Issue Credit**. The Issue a Credit page will be displayed. Follow the steps in the next two sections to complete the information on this page.

Issue a Credit page for issuing online refunds

Entering Refund Information

To enter information about the refund, follow these steps at the Issue a Credit Page:

1. In the Amount to Credit field, enter the total amount of the refund. This amount cannot exceed the amount displayed in Available to Credit section.
2. In the Reason for Credit field, enter the reason for the refund.
3. In the Transactions to Credit section, locate the transaction for which you're creating the refund. In the example illustration above, there is only one transaction in the order.

   - If you are refunding only one registration or reservation (or if only one registration or reservation is displayed), enter the amount of the refund in the Credit Amount field.

- If you are refunding more than one registration or reservation, enter the amount to be refunded for each registration in the Credit Amount field for each item.

    NOTE: The total amount that you enter in the Credit Amount column must be equal to the number you entered in the Amount to Credit field.

Completing the Refund

To complete the refund, follow these steps:

1. Click the box for **By clicking in the check box to the left, you authorize Doubleknot, Inc. to process the results**. (The exact text depends on your merchant services provider.)
2. At the bottom of the screen, click **Credit**. The Credit Confirmation page will be displayed.
3. Click **Done**. The Transaction Details page will be displayed.
4. Click **Done**. Financial account information will be displayed.
5. At the top of the page, click **Feature List** to return to the main Doubleknot page.

    - If you issued a full refund, follow the steps in [Full Online Refund: Deleting the Registration](#).
    - If you issued a partial refund, follow the steps in [Partial Online Refund: Adjusting the Balance and Deleting the Registration](#).

Full Online Refund: Deleting the Registration or Reservation

To delete a registration or reservation for which you've issued a <u>full</u> online refund, follow these steps <u>after</u> you issue the refund:

1. Locate the registration or reservation.
2. In the Action column, click **Delete**. The Delete Warning page will be displayed.
3. Click **Delete**. A confirmation dialog will be displayed.
4. Click **OK**. The registration or reservation will be deleted, the balance for the registration or reservation will be adjusted to $0.00, and the only available items in the Action column will be View Detail and View Payments.
5. Follow the steps in [Issuing a Receipt that Reflects the Cancellation](#).

Partial Online Refund: Adjusting the Balance and Deleting the Registration or Reservation

When you delete a registration or reservation for which you've issued a <u>partial</u> online refund, you must adjust the balance with a Misc Debit for the amount you didn't refund so your organization doesn't appear to owe the customer money. To adjust the balance and delete a registration or reservation for which you've issued a partial online refund, follow these steps:

1. Locate the registration or reservation.
2. In the Action column, click **Delete**. The Delete Warning page will be displayed.
3. Click **Adjust Balance and Delete**. The Adjust Balance page will be displayed.
4. In the Total Adjustment field, enter the amount of the cancellation fee.
5. In the Type menu, select **Misc Debit**.
6. In the Posting Date field, enter the posting date for the cancellation.
7. In the Adjustment Description field, enter a description of the adjustment (for example, "Cancellation fee retained per event cancellation policy.")
8. In the Adjustment field for the registration or reservation, enter the amount of the cancellation fee. This should be the same number that you entered in the Total Adjustment field.
9. Click **Adjust and Delete**. A confirmation dialog box will be displayed.
10. Click **OK**. The adjustment will be applied, and the registration or reservation will be deleted.
11. Follow the steps in [Issuing a Receipt that Reflects the Cancellation](#).

After clicking Adjust Balance and Delete, the Adjust Balance page shows the partial online refund. The administrator enters the amount that was not refunded as a Misc Debit. After clicking Adjust and Delete, the balance will be $0.00 and the registration will be deleted.

Adjust Balance

Transaction History for Order 12988

Transaction Time	Account	Posting Date	Type	Details	Amount
4/18/2014 5:46:46 PM	General	4/18/2014	Online Purchase	New registration	$45.00
4/18/2014 5:46:46 PM	General	4/18/2014	Charge	Payment made through store order 12988	($45.00)
4/18/2014 5:47:33 PM	General	4/18/2014	Credit	Credit issued through store order 12988	$40.00
				Balance	**$40.00**

Order 12988

Total Adjustment: $ 5

Adjustment Type: Misc Debit ▼

Posting Date: 4/18/2014

Adjustment Description: Cancellation fee retained from online payment

Item #	Description	Amount	Payments and Adjustments	Balance	Adjustment
2830861	One-Day Learning Symposium	$45.00	($5.00)	$40.00	$ 5.00
	Total	**$45.00**	**($5.00)**	**$40.00**	**$5.00**

[Done] [Adjust and Delete] [Issue Receipt]

Cancelling a Registration or Reservation With Offline Payment

When you cancel a registration or reservation with offline payment, you will:

- Follow your organization's procedures to issue an offline refund.
- Use the Adjust Balance and Delete feature to adjust the balance to account for the offline refund and delete the registration or reservation.
- If you issued a partial offline refund, you will adjust the balance of the deleted registration or reservation <u>again</u> to account for the funds that your organization did not return.
- Send an updated receipt to the customer.

Adjusting the Balance and Deleting the Registration or Reservation

To adjust the balance and delete a registration or reservation that was paid for with an offline method, follow these steps <u>after</u> you issue the offline refund:

1. Locate the registration or reservation.
2. In the Action Column at the right, click **Delete**. The Delete Warning page will be displayed.
3. Click **Adjust Balance and Delete**. The Adjust Balance page will be displayed.
4. In the Amount field, enter the amount of the refund.
5. In the Adjustment Type menu, select **Offline Refund**.
6. In the Adjustment Description field, enter a description of the refund.
7. Click **Adjust and Delete**. A confirmation dialog box will be displayed.

8. Click **OK**. The registration will be deleted, and the page where you looked up the registration reservation will be displayed. The only items in the Action column will be View Detail and View Payments.
9. Choose one of the following:

   - If you issued a partial online refund, follow the steps in Adjusting the Balance for a Partial Offline Refund.
   - If you issued a full online refund, follow the steps in Issuing a Receipt that Reflects the Cancellation.

   The Adjust Balance page is completed to adjust the balance and delete a registration paid for with an offline check. In this example, the customer received an offline refund for the full amount.

After the balance is adjusted for the full refund and the reservation is deleted, the Payment Details page shows a balance of $0.

ID	Transaction Date	Posting Date	Type	Details	Amount
			Payment Details Registration No. 2830862		
2790384	4/18/2014 5:51:06 PM	4/18/2014	Online Purchase	New registration	$45.00
2790387	4/18/2014 5:51:25 PM	4/18/2014	Offline Check Payment	Offline Check Payment (Check #5656) made through store order 12989	($45.00)
2790390	4/18/2014 5:52:26 PM	4/18/2014	Offline Refund	Offline Refund (Full refund for cancellation) made through store order 12989	$45.00
2790391	4/18/2014 5:52:26 PM	4/18/2014	Online Purchase	Deleted registration	($45.00)
				Balance:	$0.00

Adjusting the Balance for a Partial Offline Refund

If you issued a partial refund for the cancelled registration or reservation, the Payment Details will show that you owe the amount your organization retained to the customer. You must adjust the balance with a Misc Debit to show that your organization does not owe the money to the customer.

Payment Details show that the organization owes $100 to the customer for the deleted registration. Because the organization is retaining that amount as a cancellation fee, the administrator must adjust the balance with Misc Debit to show that the organization doesn't owe the money to the customer.

To adjust the balance for a partial offline refund, follow these steps:

1. Locate the deleted registration or reservation.
2. In the Action column at the right, click **View Payments**. The Payment Details page will be displayed.
3. Click **Adjust Balance**. The Adjust Balance page will be displayed.
4. In the Total Adjustment field, enter the amount that your organization did not refund.
5. In the Adjustment Type menu, select **Misc Debit**.
6. In the Adjustment Description field, enter a description such as "Cancellation fee."
7. Click **Adjust**. A confirmation dialog box will be displayed.
8. Click **OK**. The transaction history at the top of the page will be updated with the adjusted balance.
9. To leave the page, click **Done**.

Adjusting the balance with a Misc Debit to show that the organization does not owe the $100 cancellation fee to the customer.

After adjusting the balance with a Misc Debit, the transaction history shows
that the balance is $0.00.

Transaction Time	Account	Posting Date	Type	Details	Amount
				Transaction History for Order 12978	
4/17/2014 4:33:22 PM	General	4/17/2014	Online Purchase	New registration	$1,000.00
4/17/2014 4:33:46 PM	General	4/17/2014	Offline Check Payment	Offline Check Payment (Check #7623) made through store order 12978	($1,000.00)
4/17/2014 4:34:37 PM	General	4/17/2014	Offline Refund	Offline Refund (Partial refund per event policy) made through store order 12978	$900.00
4/17/2014 4:34:37 PM	General	4/17/2014	Online Purchase	Deleted registration	($1,000.00)
4/17/2014 4:40:27 PM	General	4/17/2014	Misc Debit	Misc Debit (Cancellation fee retained per policy) made through store order 12978	$100.00
				Balance	**$0.00**

Cancelling a Registration or Reservation that the Customer Hasn't Paid For

If a customer made a registration or reservation without paying and wishes to cancel, you can delete the registration or reservation without issuing refunds or adjusting the balance. For example, if a customer makes a registration and chooses offline payment but decides to cancel the registration before paying, you can delete the registration and the balance due will automatically adjust to $0.00. To cancel a registration that a customer hasn't paid for, follow these steps:

1. Locate the registration or reservation.
2. In the Action Column at the right, click **Delete**. The Delete Warning page will be displayed.
3. Click **Delete**. A confirmation dialog box will be displayed.
4. Click **OK**. The reservation will be deleted and the Payment Details will show a balance due of $0.00.

After deleting a reservation that a customer hadn't paid for, the balance is automatically
adjusted to $0.00.

ID	Transaction Date	Posting Date	Type	Details	Amount
				Payment Details Reservation No. 2830847	
2790298	4/17/2014 3:56:33 PM	4/17/2014	Online Purchase	New registration	$1,000.00
2790299	4/17/2014 3:57:02 PM	4/17/2014	Online Purchase	Deleted registration	($1,000.00)
				Balance:	**$0.00**

<< Go Back   Adjust Balance

Issuing a Receipt that Reflects the Cancellation

To issue a receipt to the customer that reflects the cancelled registration or reservation and all refunds and debits, follow these steps:

1. Locate the cancelled registration or reservation.
2. In the Action Column, click **View Payments**. The Payment Details page will be displayed. Because you issued a refund and deleted the registration or reservation, the Balance should be $0.00.
3. Click **Issue Receipt**. The receipt will be displayed.
4. At the top of the page, enter the email address where the receipt should be sent. (By default, the field contains the address of the registration owner.)
5. Click **Send**. The receipt will be emailed.
6. To leave the receipt, scroll to the bottom of the page and click **Done**.