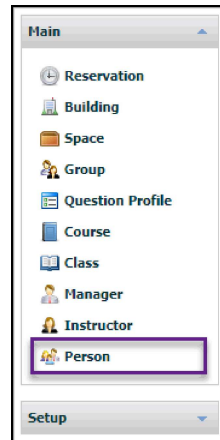# Cancel a Student out of a Class

1. Navigate to Person by selecting **Person** in Main Menu in the page's upper left corner, and then search by **Name** or by **Email**.

- **NOTE:** If the registration was initially paid using an ePayment, navigate to **Payments** on **Payment** tab for this registration. Double-click on the actual payment and write down the **Reference** number. This number will then be entered into the **Note** field for internal reference.

2. Double click into the Person's Name, then double click into the **Registration**.

3. In the upper right corner of the Registration window: A) change **Enrolled** to **Cancelled**. B) Select **OK** when asked, "**Are you sure you want to cancel this registration?**"

4. Then complete details for the cancellation.

- **Cancellation Fee** represents that portion of the payment that the organization retains for costs associated with processing the cancellation, where applicable and if desired.
  - **For Contract Classes:** The school keeps payments for services rendered. This (positive) dollar amount is entered into the Cancellation Fee field at the time of Cancellation.
- Choose the type of refund to be issued in the **Credit Type** drop-down menu.
  - Check or Money Order: When the refund is issued as a check or money order, enter the check/money order number into the **Reference** field. Otherwise, leave this field blank.
  - ePayment: When refunding an ePayment, select the **Process Refund Now**. Select **OK** when asked, "You will be refunding to this customer's account. Are you sure you want to refund $xx.xx back to the customer's account?" A confirmation message will be received once the refund has been processed, and the refund's **RevTrak Order ID** will automatically populate the **Reference** field.
  - Other: When not issuing a refund and retaining the full fee paid, select "**Other**" in the Credit Type drop-down, as it is a required field.
- The **Amount** of the refund during registration is a positive number (e.g. $40 for a $40 refund).
  1. **For Standard Priced Classes**: Click on the Calculator button to calculate the correct refund amount, based on original payment amount less Cancellation Fee.
  2. **For Contract Classes**: Outside of refunds for pro-rated attendance and fees, no money is refunded during cancellation, and the Amount is $0. Any amount refunded at cancellation will not be included in families' year-end tax statements.
- If money is owed with a balance due on the registration, check the box for **Leave Balance Due on Registration**. Otherwise, leave the box unchecked.
- Internal notes may be entered in the **Note** field for future reference. Make note of the **Reference** number of initial ePayment for reporting purposes.
  - Click **Save**.
    1. **For Standard Priced Classes**: the account will now show a balance of **$0**.
    2. **For Contract Classes**: On the Adjustments Tab, enter an adjustment to balance the account.
- **Save** out of both the registration and the class.