ANR EVENT SERVICES

MICHIGAN STATE UNIVERSITY EXTENSION

Requesting Event/Date/Registration Process Cancellation

(This document is not fully accessible. If you require an accessible document, please contact ANR Event Services at 517-353-3175 or <u>events@anr.msu.edu</u>.)

When deciding to cancel an event, registration process or a specific date communication with the ANR Event Services staff is critical. Check out the steps below when you might be canceling something. Before contacting ANR Event Services be sure you have notified your registrants of the cancellation.

You can email all participants by downloading the registrant report and sending an email out to participants.

- a. Please refer to **Downloading Registrants** training document for additional information on how to download an Excel file with registrants' information.
- b. Copy and paste the email addresses into your email message, preferably in the BCC field.
- c. An example of text that can be sent to registrants of a **free program**:

You are receiving this email because you are registered for EVENT NAME that is scheduled on EVENT DATE. Due to CURRENT CIRCUMSTANCE/EXPLANATION, this program has been cancelled.

(IF APPLICABLE) An alternative program date will be released at a later time. We apologize for any inconvenience. Thank you for your patience.

d. An example of text that can be sent to registrants of a revenue-generating program:

You are receiving this email because you are registered for EVENT NAME that is scheduled on EVENT DATE. Due to CURRENT CIRCUMSTANCE/EXPLANATION, this program has been cancelled.

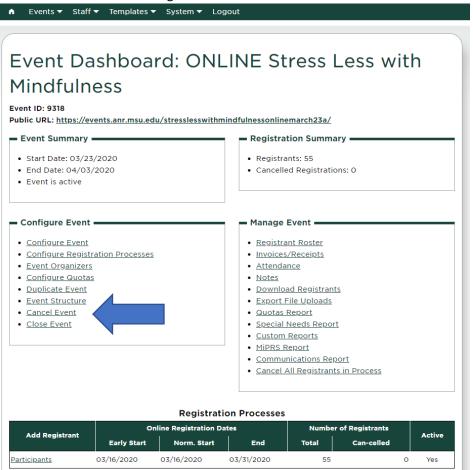
Refunds will be processed through the method in which they were received to the payor.

(IF APPLICABLE) An alternative program date will be released at a later time. We apologize for any inconvenience. Thank you for your patience. **ANR** EVENT SERVICES

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Cancelling an entire event

- 1. Go to the event dashboard.
- 2. Click on Cancel Event in the Configure Event box.



3. Once you click on the Cancel Event link, you will see the screen below. Please explain the reason for the cancellation and click Send Request.

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A Events ▼ Staff ▼ System ▼ Logout
Cancel Event: Basic Free Registration
Required fields are indicated with an asterisk (*)
*Explanation:
Organizer must provide a reason for cancelling the event. Emails will be sent to Event Services and to all organizers
for this event with your cancellation request.
Send Request
Return to Event Dashboard

- a. When clicking Send Requestan email will be sent to ANR Event Services. ANR Event Services will work through the cancellation process and may contact you regarding the next steps, if needed. It is immensely important that you are in communication with ANR Event Services regarding your cancellation request should you receive an email.
- 4. After requesting the cancellation, please email ANR Event Services (<u>events@anr.msu.edu</u>) with any information regarding expenses and information to be displayed in "Public Cancelled Information".
 - a. Public Cancelled Information is a small amount of text that can be displayed on the active event link after cancellation.

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- 5. If the event is cancelled, expenses need to be charged to an operating account or account number(s) determined by your fiscal officer. Please submit expenses to the MSU Extension business office for payment.
 - a. If expenses were charged to the event account, please provide ANR Event Services (<u>events@anr.msu.edu</u>) and account number(s) to move expenses to.

Cancelling a Registration Process or Date on a Registration Form

If you are cancelling a registration process or a date on a registration form, don't not click on the Cancel Event option as mentioned above. Email ANR Event Services (<u>events@anr.msu.edu</u>) and let them know what is happening. They will guide you the process to avoid losing data.