Cancelling Courses

Overview

From time to time courses may have to be cancelled at the last moment, if you can notify your client's it will save them from making an unnecessary journey, and more importantly will minimise the amount of angry or disgruntled clients you have to deal with! Messages can be sent to clients via email free of charge or by text at a cost of one credit per 150 characters sent (the cost of credits varies over time; hence no price is quoted here).

Cancelling courses by email

Start by ensuring you have selected the correct Location; Activity and Term.

Press **Courses** and **Search** and then use the course filters to select the courses you want to cancel (see the instruction manual Using Course Filters).

Next press the **Group Actions** button which can be found near the bottom left of the courses page then press **Send Email.**

Select or deselect all the clients you want to communicate with, then press the **Run Group Action** button which is located at the bottom of the page.

Write the email Subject and Body then press **Send** to send your emails.

Tip one	Pre-write your cancellation messages as a word document or similar, then copy and paste them into the system, this way they can be written; approved; spell checked and tested priory to being needed, preventing errors caused by rushing.
Tip Two	Add yourself to the system and a course then test the system by sending yourself a message; by doing this you test, your understanding and your message, and won't be flustered when you need to use the system in anger.
Tip Three	Include variables and pronouns in your messages to make them personal and professional, see the **instructions** called **Variables and Pronouns.**

Cancelling courses by Text

Start by ensuring you have sufficient credit to send your messages, if you don't have credit messages won't be sent. To check the number of credits you have or to purchase credits press **System Configuration** then select the **Credits** option. To buy credits enter the number required and press buy now, note you'll need a credit or debit card.

Next selected the correct Location; Activity and Term.

Press **Courses** and **Search** and then use the course filters to select the courses you want to cancel.

Next press the **Group Actions** button which can be found near the bottom left of the courses page, then press **Send SMS**

Select or deselect all the clients you want to message, then press the **Run Group Action** button at the bottom of the page.

Write your message then press **Send** to send your text messages.

Tip one	Pre-write your cancellation messages in a word document and copy and past them into the system, this way they can be written; approved; spell checked and tested priory to being needed, preventing error caused by rushing
Tip Two	Add yourself to the system and a course then test the system by sending yourself a message; by doing this you test, your understanding and your message, and won't be flustered when you need to use the system in anger.
Tip Three	Include variable and pronouns in your messages to make them personal, see the instructions called Variables and Pronouns.
Tip Four	One credit is required per 150 characters you want to send, i.e. if your message is 320 characters long it will cost three credits. Keep messages short and to the point to keep costs down.

Issuing credits

Once you have cancelled courses you may need to issue credits this is covered in the Knowledge base in the financials section.