Acumatica
The Cloud ERP

LUNCH & LEARN

HOST MATERIALS

CANCEL OR RESCHEDULE



VIRTUAL CANCEL / RESCHEDULE INSTRUCTIONS

In the event that you need to cancel/reschedule an Acumatica Lunch & Learn: Virtual, follow the below guide to alert all necessary parties and be sure your communication is consistent.

Step 1: Confirm your decision to cancel/reschedule and email the Lunch & Learn Support Team.
Email Support@lunchandlearn.cloud alerting the team of the change IMMEDIATELY. In the subject line, list whichever applies to your change, either "CANCELLATION," or "RESCHEDULE."
In the body of the email, include the following details:

- Host's Full Name and Company
- A note on why you are canceling/rescheduling
- Event Date
- If rescheduling: New Event Date

Step 2: Receive Communication from Acumatica Lunch & Learn Support Team
Within 24 hours you will receive confirmation from the Support Team of receiving your email and that they have canceled the registration on Cvent. At this time, remind the team if you were using RingCentral so they can cancel the meeting on the conference bridge as well. After the Support Team removes the Cvent registration, they will send you a final Registration Report.

If you have selected a new date, and it's confirmed, the Support Team will set up a new registration and alert you it is ready. Note: By canceling the event in Cvent, this means that your event will no longer show up at Acumatica.com/lnl.

Step 3: Email Registered Attendees
All attendees who were registered at the time of the cancellation will receive an automated email alerting them of the cancellation. As you will have registered as the host, you will also receive this email. It is the host/Partner's responsibility to personally email registered attendees of the reason for the change. Use the Registration Report for their contact information. If you are rescheduling, share the new date and direct them to register if available.

Remember, If you are utilizing your own conference bridge technology, you will need to cancel or adjust the invite for the new meeting date. It is your responsibility to communicate this new date to your attendees.

Step 4: Post to Social Media and Remove Any Marketing Banners.
If you posted to your social media accounts to market the event, or have Ad Campaigns running, be sure to edit the language accordingly so that you are not promoting an old event.