



User Guide

4. Reservation Cancellation

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4 Reservation Cancellation

This guide explains how to cancel a reserved application.

4.1 Access the Top Page for the Registration Website

Access the top page for the Registration Website.

<http://ac.prometric-jp.com/testlist/jfe/index.html>



PROMETRIC

Cambodia Select the country

JAPAN FOUNDATION
国際交流基金

JFT
Basic

Japan Foundation Test for Basic Japanese

Obtain your Prometric ID

Login

Confirm and change registered information

About the Test

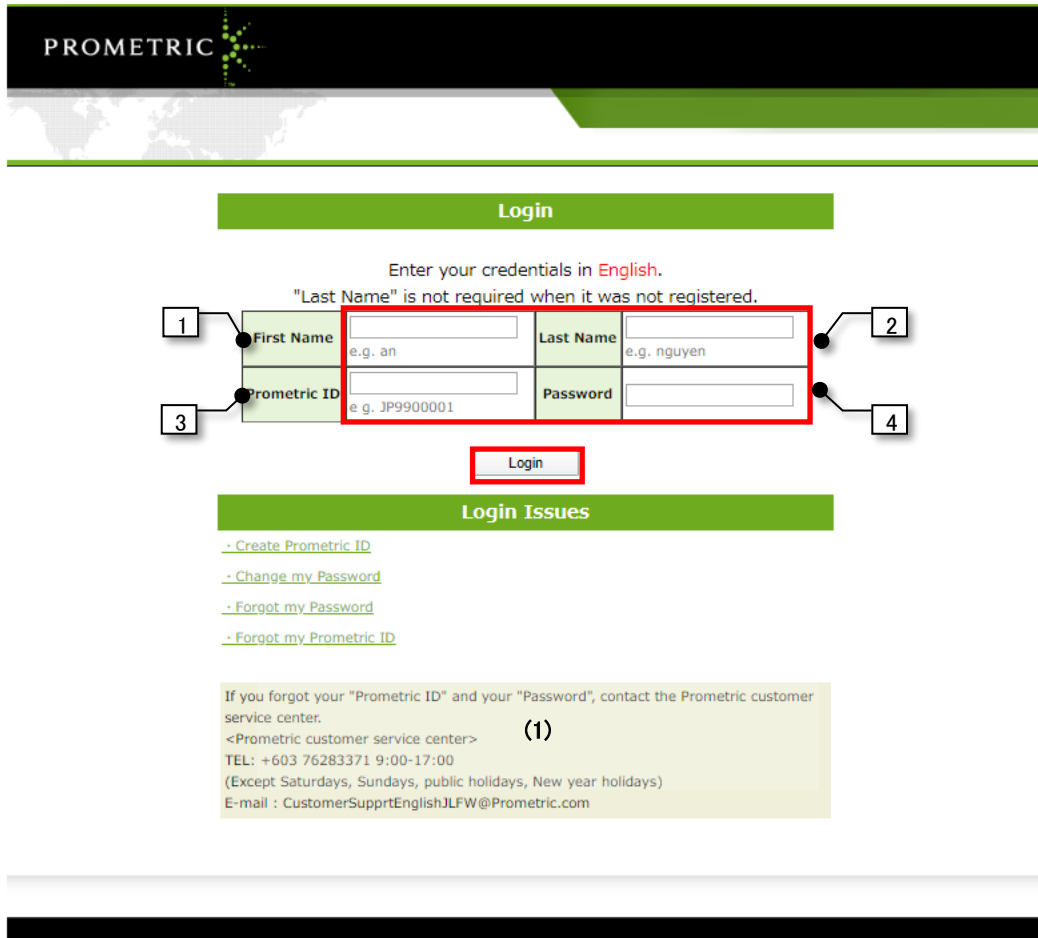
Introduction This test measures the level of Japanese language proficiency needed by foreign nationals about to reside in Japan mainly for work, to communicate in everyday life situations.

Click **[Login]**.



- Please note that if you close the browser by clicking “×” on the upper right of the browser window while logged in to the Registration Website, you cannot log in again for 20 minutes. Please use the “Logout” button when you leave the Registration Website.

4.2 Login



Enter the information required for login and click **[Login]**.

1	First Name	Mandatory	Enter the name for the examinee in English (must be the name registered for "Prometric ID")
2	Last Name	(see-->)	Last Name is required if you registered it for "Prometric ID"
3	Prometric ID	Mandatory	Enter your Prometric ID (case sensitive)
4	Password	Mandatory	Enter the password set when your Prometric ID was created (case sensitive)

(1)
 If you forgot your Prometric ID and your Password, contact the Prometric customer service center.
 <Prometric customer service center>
 TEL: +603 76283371 9:00-17:00
 (Except Saturdays, Sundays, public holidays, New Year holidays)
 E-mail: CustomersupportenglishJLFW@prometric.com
 Note: Support can only be provided in English.

4.3 Reserved Tests List

Logs out and goes to the top page of the Registration Website

Goes to the Reserve Test page (See Chapter 2)

Reserved tests list

Test Code	Test Name	Test Date	Reservation Time	Test Center	Confirm Reservation	Reschedule	Cancel	Score report
JLO-EN1J	Japan Foundation Test for Basic Japanese	2019/08/21	08:00	PHJ01/ATENEO DE MANILA UNIVERSITY	Check	Reschedule	Cancel	-

Goes to the Confirmation Letter page

Goes to the Cancel Reservation page

(2)

- Make sure you reschedule or cancel at least three business days prior to your scheduled test date(at least four business days if the test date falls at the weekend).
- The test and payment method cannot be changed. Cancel the current reservation and register a new one.

A list of the successfully registered tests will be displayed. Click **[Cancel]** for the registration entry to cancel.

(2)

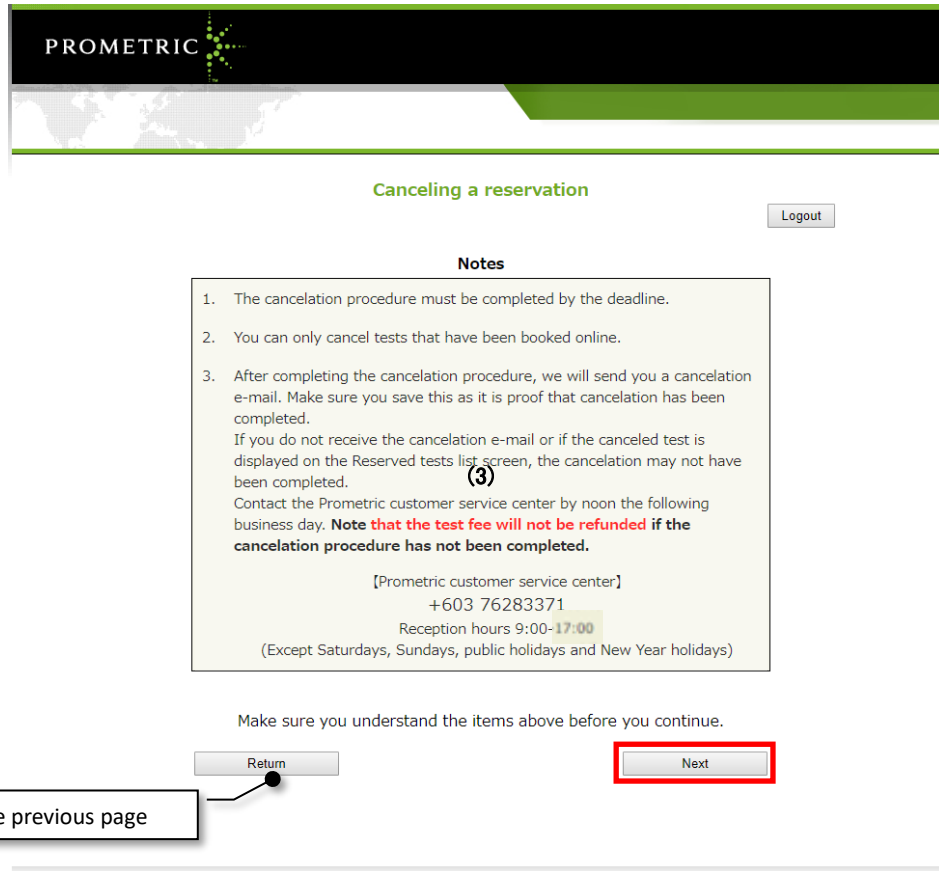
- Make sure you reschedule or cancel at least three business days prior to your scheduled test date (at least four business days if the test date falls at the weekend).
- The test and payment method cannot be changed. Cancel the current reservation and register a new one.

!

- You cannot cancel your test in the Registration Website nor can you get a refund after the Schedule / Reschedule / Cancel period ends.
- **[Cancel]** button disappears after the Schedule / Reschedule / Cancel period ends.

Please refer to User Guide #3 for Changing Reservations.

4.4 Cancellation Guidelines



This will display the reservation cancellation guidelines (see next page). Make sure to read the guidelines. After confirming, click **[Next]**.

(3)

1. The cancellation procedure must be completed by the deadline.
2. You can only cancel tests that have been booked online.
3. After completing the cancellation procedure, we will send you a cancellation e-mail. Make sure you save this as it is proof that cancellation has been completed. If you do not receive the cancellation e-mail or if the cancelled test is displayed on the Reserved tests list screen, the cancellation may not have been completed. Contact the Prometric customer service center by noon the following business day. Note that the test fee will not be refunded if the cancellation procedure has not been completed.

[Prometric customer service center]
+603 76283371
Reception hours: 9:00-17:00
(Except Saturdays, Sundays, public holidays and New Year holidays)
Note: Support can only be provided in English.

4.5 Information Required for Cancellation

PROMETRIC

Cancel entered information Logout

The following test was selected.

Prometric ID	JL0000001
Name	JOHN SMITH
Exam Date	2019/08/29
Test Center	PHJ01/ATENEO DE MANILA UNIVERSITY
Exam Name	Japan Foundation Test for Basic Japanese
Appointment Time	08:00

Fill in the following information.

1	E-mail	<input type="text"/>
2	Confirm E-mail	<input type="text"/>
3	Phone	<input type="text"/>
4	Reason for cancellation	<input type="text"/>

*Required

Return
Next

Returns to the previous page

The reservation to be cancelled will be displayed, and please confirm if you really want to cancel it. Enter the required details and click **[Next]**.

1	E-mail	Mandatory	Enter the e-mail address to send the cancellation notice
2	Confirm E-mail	Mandatory	Confirm and re-enter the e-mail address to send the cancellation notice
3	Phone	Mandatory	Enter an emergency contact phone number
4	Reason for cancellation		Enter the reason for cancelling in English

4.6 Confirm Input Information

PROMETRIC

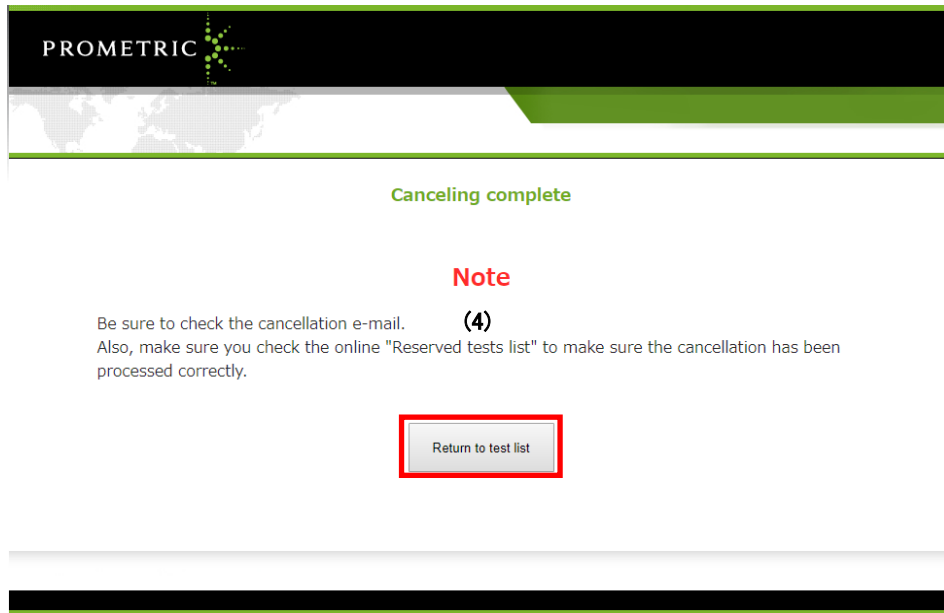
Confirm entered information

Check the contents of the **cancellation**, and then click **"Cancel"**.
If you do not click "Cancel", the test will not be **canceled**.

Prometric ID	JL0000001
Name	JOHN SMITH
Exam Date	2019/08/29
Test Center	ATENEO DE MANILA UNIVERSITY(PHJ01)
Exam Name	Japan Foundation Test for Basic Japanese
Appointment Time	09:15
E-mail address	johnsmith@example.com
Phone	870-457-71831
Reason for cancellation	

The cancellation details will be displayed. If everything is correct, click **[Cancel]**.
Note that if **[Cancel]** is not clicked, the cancellation will not be completed.

4.7 Cancellation Complete



Click **[Return to test list]** to go to the Reserved Tests List page.

(4)

Note:

Be sure to check the cancellation e-mail.

Also, make sure you check the online Reserved Tests List to make sure the cancellation has been processed correctly.



- After the cancellation is processed correctly, the credit card charge will be cancelled and **refund will be made through your credit card company.**
- If you have purchased a voucher, you can schedule another reservation using the same voucher number. You can not get refund for a voucher.