

ARTIFACT

eLEAP Cancellation + Reimbursement Logic

Decision flow for cancellation after registration

Documents edge cases around user cancellation, organization deadlines, disbursement timing, and reimbursement responsibility. Use this to show operational UX and service-design thinking beyond the interface.

Portfolio use

Place this under a case-study section like "Workflow Mapping" or "Information Architecture" and pair it with one short paragraph explaining what changed because of this artifact.

Suggested caption

eLEAP Cancellation + Reimbursement Logic: a working UX artifact used to clarify user roles, handoffs, decision points, and content requirements before moving into interface design.

