ACTIVE works. | CAMP & CLASS MANAGER

Release Notes 6.10.2
August 3, 2016

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Release Summary

The purpose of this Release Notes document is to provide a brief, educational summary of the items updated or added in this product release.

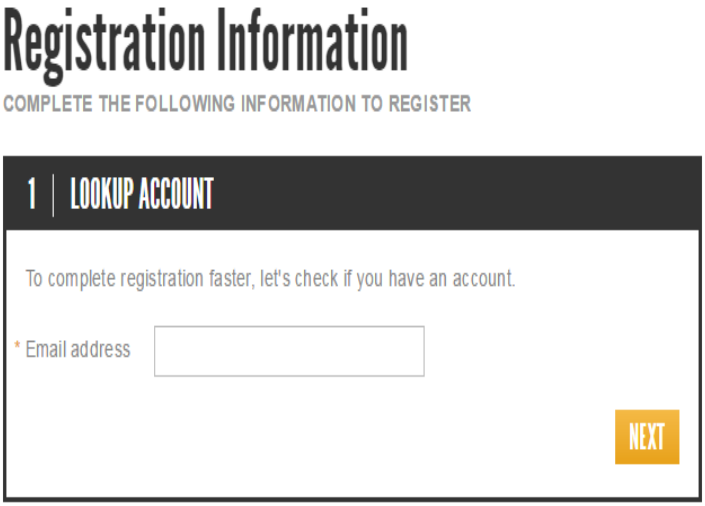
Besides providing this document, we will also update existing documentation in the Help Center to show updated workflows. If you have additional questions about this release, please contact the Support team.

Release 6.10.2 is comprised of product updates to track cart abandonment. Organizations can track registrations that have been initiated but not completed, and send email reminders to prompt customers to come back and complete the registration.

Enhanced Product Features

Track Abandoned Registrations

We have added a new feature that will help track registrants who have not completed their registration and an option to send reminder emails to encourage customers to come back and register for the event.



Enable Cart Abandonment Data Collection

If you enable cart abandonment data collection, the following information data is collected:

- The date and time the registration was abandoned
- The selected season
- Customer's email address
    - ***Note**: This information is only collected if they proceed past Step 1. Account Lookup*

To enable this feature, contact technical support team for assistance.

***Note:** Please contact Technical Support at awcampssupport@activenetwork.com or call us at 877.692.0111, option 2 if your organization has phone support.*

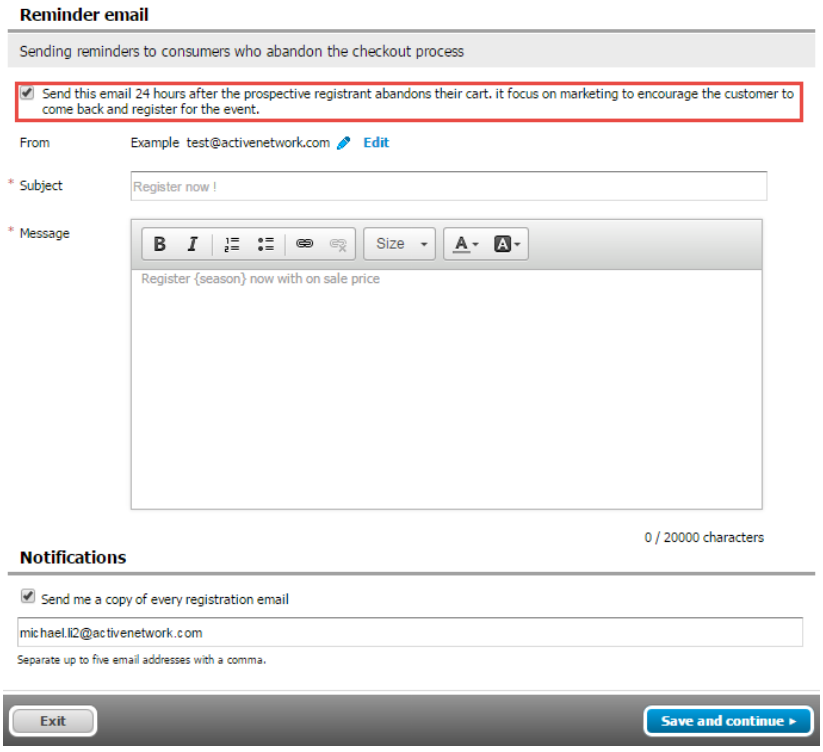
Send Reminder for Abandoned Registrations

You can send reminder emails to customers who started the registration process but have not checked out. This email can be configured for each season, and are automatically sent 24 hours after the registration is abandoned.

If the registrant returns to complete the registration within 24 hours, this email will not be sent.

To configure reminder email:

1. Click **Setup** for desired season
2. Go to **Confirmation email**
3. Select checkbox for **Send this email 24 hours after the prospective registrant abandons their cart. It focuses on marketing to encourage the customer to come back and register for the event.**
4. Enter a subject for message in **Subject** field
5. Enter up to 20000 characters for the message in **Message** field
6. **Save and Continue**



***Note**: Cart Abandonment Data Collection needs to be enabled before this reminder email can be set up*

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