



# ACTIVE Reserve Consumer Experience

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|                        |   |
|------------------------|---|
| Release Date           | Tuesday, May 25 <sup>th</sup> , 2021          |
| CUI Version            | 1.0   |
| Release Overview       | Private lessons                               |
| Market/Strategic Goals | Product milestones and usability enhancements |
| Target Customers       | Lite and Plus Customers                       |

## ACTIVE Reserve Release Notes

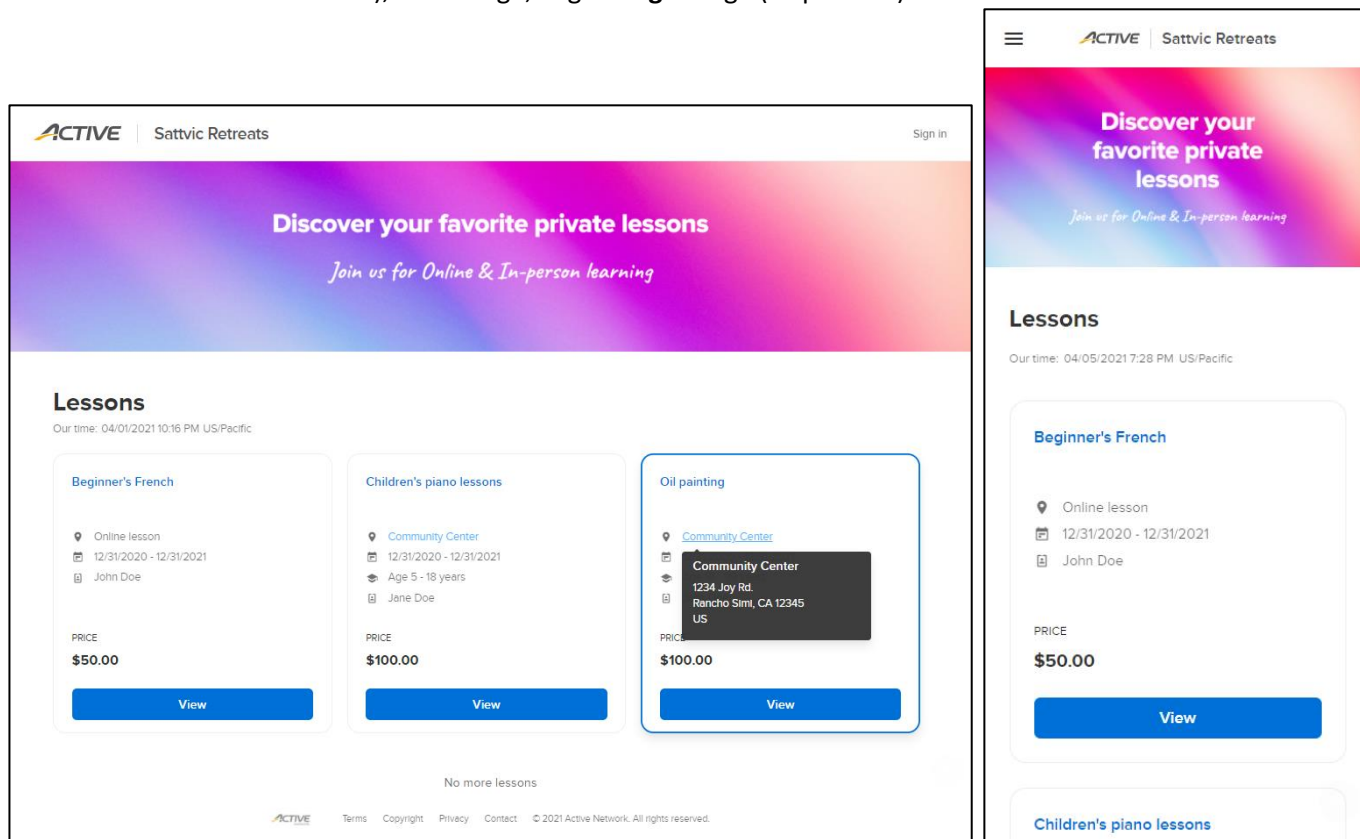
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### Consumer registration workflow

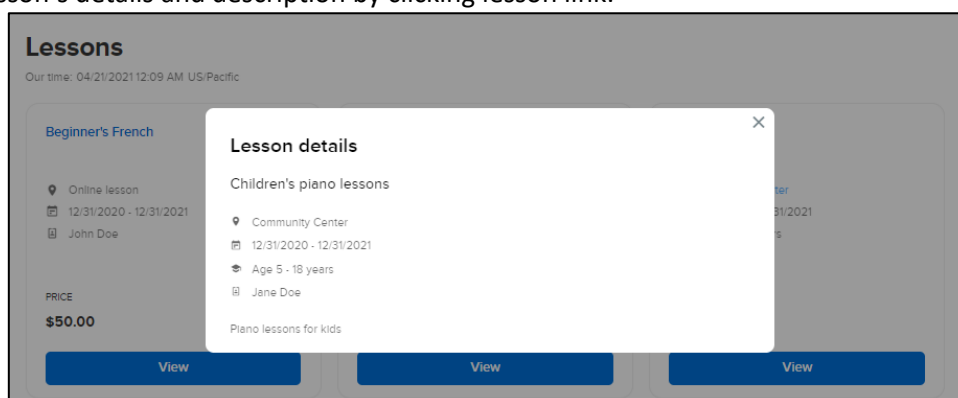
The registration site for consumers to book a lesson is mobile responsive. This user guide will mostly show desktop imagery.

After agency users have configured a lesson, it is listed on the registration site together with its location (displays **Online lesson** for virtual lessons), date range, eligible **Age** range (if specified) and instructors:



Consumers can:

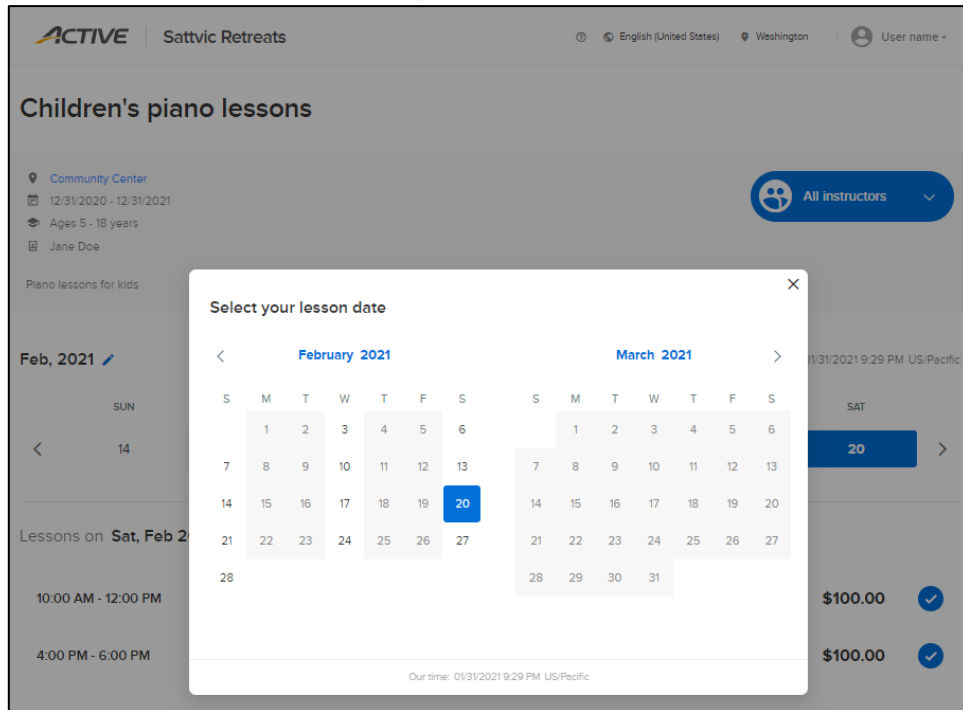
- View an offline lesson's location information by hovering cursor over location link
- View a lesson's details and description by clicking lesson link:



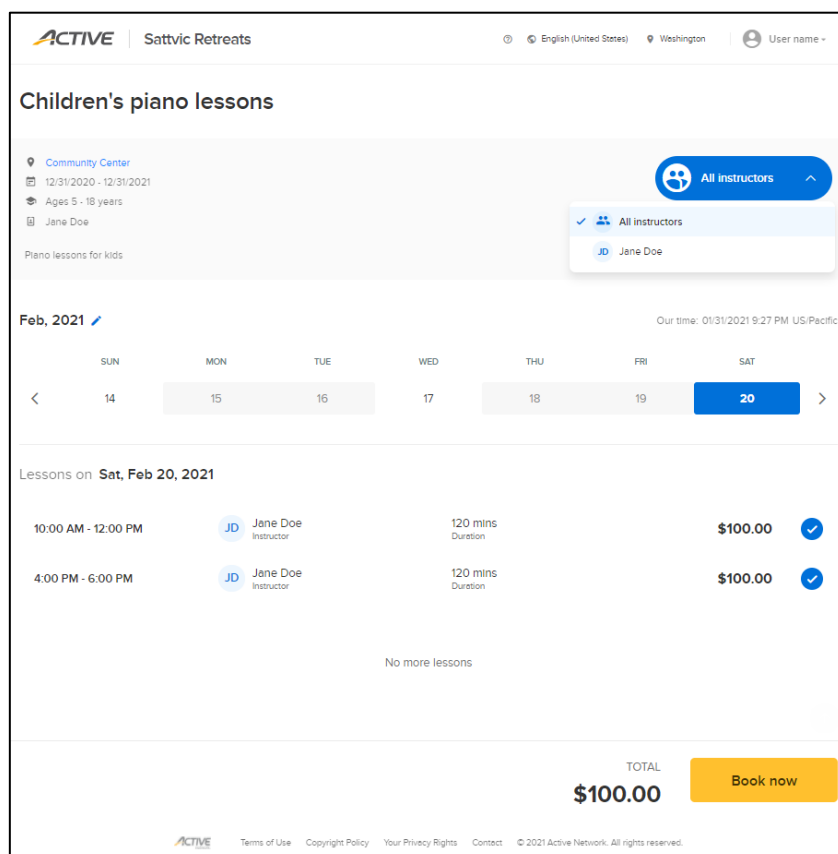
- Start to book a lesson by clicking corresponding **View** button

## ACTIVE Reserve Release Notes

Consumers must first select the required lesson date from a 2-month calendar (dates on which all timeslots have already been booked are NOT available for selection):





Consumers can then see the lesson **Location**, **Date** range, eligible **Age** range, **Instructors** and description, followed by a weekly date selector and a list of the timeslots on the selected date, together with each timeslot's time, specific **Instructor**, **Duration** and price:



## ACTIVE Reserve Release Notes

Consumers can filter the displayed timeslots by instructor by selecting the required instructor in the **All instructors** dropdown. Consumers can select a different date by:

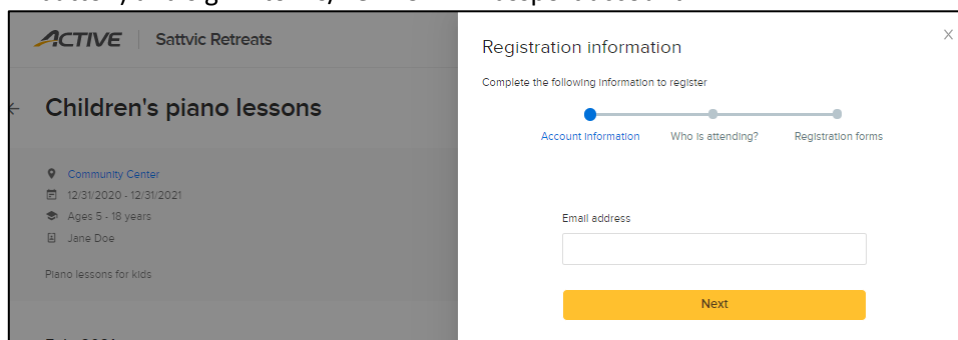
- Clicking another date within the displayed week.
- Clicking the < and > arrows to scroll to a different week and then clicking another date.
- Clicking the  icon to open to the 2-month calendar.

Consumers can reserve lesson timeslots by clicking the  icon, which reserves the timeslot for 15 minutes of inactivity prior to successful payment. While the consumer is active on the site, the reservation is extended until successful payment; if no timeslot is selected, then for security, after 30 minutes of inactivity, consumers are automatically logged out.

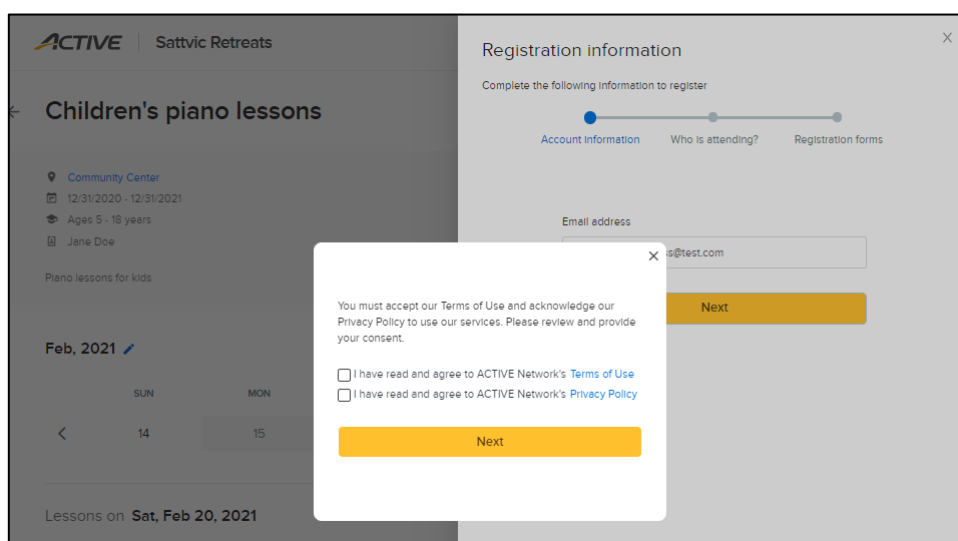
- Sold-out timeslots are greyed out and flagged as **Sold**
- Timeslots reserved by another consumer but not yet sold cannot be selected and are marked as **Reserved lessons may become available later**. Consumers may refresh the page to see if these timeslots are available again
- Consumers can select up to 120 timeslots across multiple dates but restricted to a single lesson type per shopping cart/order. If consumers change the lesson type, then the shopping cart is cleared of any existing lessons

After selecting the required lesson timeslots, consumers can proceed to book the lessons by clicking the **Book now** button, which opens **Registration information** panel.

In the **Account information** step, the consumer is required to enter his/her email address (if not already signed in via the header > **Sign in** button) and sign into his/her ACTIVE Passport account:



If the **Email address** is NOT associated with an ACTIVE Passport account, the consumer must accept **ACTIVE Network's Terms of Use** and **Privacy Policy** to continue with a guest registration:



## ACTIVE Reserve Release Notes

In the **Who is attending?** step, consumers can either **Register a new participant** or select an existing participant from their ACTIVE Passport account:

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### Children's piano lessons

Community Center  
12/31/2020 - 12/31/2021  
Ages 5 - 18 years  
Jane Doe  
Piano lessons for kids

Feb, 2021

SUN MON TUE  
14 15 16

Registration information

Complete the following information to register

Account information Who is attending? Registration forms

### Who is attending?

Participant \*

Please select

Please select

Register a new participant

John Doe

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### Children's piano lessons

Community Center  
12/31/2020 - 12/31/2021  
Ages 5 - 18 years  
Jane Doe  
Piano lessons for kids

Feb, 2021

SUN MON TUE  
14 15 16

Lessons on Sat, Feb 20, 2021

10:00 AM - 12:00 PM JD Jane Doe Instructor

4:00 PM - 6:00 PM JD Jane Doe Instructor

Registration information

Complete the following information to register

Account information Who is attending? Registration forms

### Who is attending?

Participant \*

John Doe

Name \*

John Doe

Date of birth \*

01/01/1970

Are you registering yourself? \* Yes

Participant's phone number \*

0000000000

Continue

- If participant is a minor, then consumer must confirm that he/she is the participant's legal guardian:

**ACTIVE** | Sattvic Retreats

### Children's piano lessons

Community Center  
12/31/2020 - 12/31/2021  
Ages 5 - 18 years  
Jane Doe  
Piano lessons for kids

Feb, 2021

SUN MON TUE  
14 15 16

Lessons on Sat, Feb 20, 2021

10:00 AM - 12:00 PM JD Jane Doe Instructor

Registration information

Complete the following information to register

Account information Who is attending? Registration forms

### Who is attending?

Participant \*

Register a new participant

Name \*

Lisa Simpson

Date of birth \*

02/01/2010

Are you over 18 years old and the participant's legal guardian? \* Yes

Continue

## ACTIVE Reserve Release Notes

- If participant is another adult, then consumer must enter **Participant's phone number** and **Participant's email** address:

The screenshot displays the ACTIVE Sattvic Retreats registration interface. On the left, a sidebar shows details for an 'Oil painting' session at the 'Community Center' from 12/31/2020 to 12/31/2021, with Jane Doe as the instructor. The main calendar view shows the month of March 2021, with the 21st, 22nd, and 23rd highlighted. Below the calendar, lessons for 2021-03-27 are listed: 10:00 AM - 12:00 PM and 4:00 PM - 6:00 PM, both with Jane Doe as the instructor. On the right, a 'Registration information' modal is open, showing a progress bar with three steps: 'Account information', 'Who is attending?' (current step), and 'Registration forms'. The 'Who is attending?' section includes a dropdown to 'Register a new participant', name fields for 'Jane' and 'Doe', a date of birth field set to '01/01/1970', and a toggle for 'Are you registering yourself?'. Below these are fields for 'Participant's phone number' (0000000000) and 'Participant's email' (jane.doe@test.com), which are highlighted with a red box. A 'Continue' button is at the bottom.

If the consumer is:

- Registering for himself/herself, then the consumer can read and sign the ACTIVE waiver and any other custom waivers:

The screenshot displays the ACTIVE Sattvic Retreats registration interface. On the left, a sidebar shows details for an 'Oil painting' session at the 'Community Center' from 12/31/2020 to 12/31/2021, with Jane Doe as the instructor. The main calendar view shows the month of February 2021, with the 28th highlighted. Below the calendar, lessons for Sun, Feb 28, 2021 are listed: 8:00 AM - 10:00 AM and 2:00 PM - 4:00 PM, both with Jane Doe as the instructor. On the right, a 'Registration information' modal is open, showing a progress bar with three steps: 'Account information', 'Who is attending?', and 'Registration forms' (current step). The 'Registration forms' section is titled 'Waivers and Agreements' and includes a paragraph of text: 'Please read the following waivers and agreements carefully. They include release of liability and waiver of legal rights, and deprive you of the ability to sue certain parties. By agreeing electronically, you acknowledge that you have both read and understood all text presented to you as part of the registration process.' Below this text is a checkbox labeled 'I agree to the text above Active Agreement and Waiver', which is checked. A 'Continue' button is at the bottom.

## ACTIVE Reserve Release Notes

- Registering on behalf of another adult participant, then consumer must enter his/her own **Name** and **Phone number**, acknowledge that he/she is over 18 of age and read and sign the ACTIVE waiver
  - Consumer cannot sign any agency-defined waivers on behalf of another adult participant:

The screenshot displays the ACTIVE app interface for 'Sattvic Retreats'. The left panel shows the 'Oil painting' activity details, including the location 'Community Center', dates '12/31/2020 - 12/31/2021', age range 'Ages 18 - 99 years', and instructor 'Jane Doe'. A calendar for February 2021 highlights the 28th. Below, lessons for Sunday, Feb 28, 2021, are listed: 8:00 AM - 10:00 AM and 2:00 PM - 4:00 PM, both with Jane Doe as the instructor. The right panel, titled 'Registration information', shows a progress bar with three steps: 'Account information', 'Who is attending?', and 'Registration forms'. The 'Your information' section includes fields for 'Name' (John Doe) and 'Phone number' (0000000000), and a checkbox for 'Are you over 18 years old?' which is checked. The 'Waivers and Agreements' section contains a disclaimer and a checkbox for 'I agree to the text above Active Agreement and Waiver', which is also checked. A yellow 'Continue' button is at the bottom.

- Registering on behalf of a minor, then consumer must enter guardian's name and phone number, and sign the ACTIVE waiver and any other custom waivers:

The screenshot displays the ACTIVE app interface for 'Sattvic Retreats'. The left panel shows the 'Children's piano lessons' activity details, including the location 'Community Center', dates '12/31/2020 - 12/31/2021', age range 'Ages 5 - 18 years', and instructor 'Jane Doe'. A calendar for February 2021 highlights the 28th. Below, lessons for Sunday, Feb 28, 2021, are listed: 8:00 AM - 10:00 AM and 2:00 PM - 4:00 PM, both with Jane Doe as the instructor. The right panel, titled 'Registration information', shows a progress bar with three steps: 'Account information', 'Who is attending?', and 'Registration forms'. The 'Guardian information' section includes fields for 'Guardian' (Marge Simpson) and 'Guardian's phone number' (0000000000). The 'Waivers and Agreements' section contains a disclaimer and two checkboxes: 'I agree to the text above Active Agreement and Waiver' (checked) and 'I have read and agree to the Lorem Ipsum' (checked). A yellow 'Continue' button is at the bottom.



## ACTIVE Reserve Release Notes

After clicking **Continue** button, consumer is directed to the **Check out** page to enter payment information, **Billing address** and **Email** address (at which to receive payment receipt):

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### Check out

#### Order review

Oil painting

03/31/2021 4:00 PM - 6:00 PM

Participant: John Doe

Instructor: Jane Doe


\$200.00


Payment options

☒ \$204.95

Pay in full now


Payment methods

Credit card


eCheck or EUDD

Payment information

Please choose a credit card.

 \*\*\*\* 4444 12/2038

CVV/CVC

 \*\*\*\* 1881 01/2021

☐ Add a new credit card

Billing address

First name \*

Lee

Last name \*

Alexander

Country \*

United States

Address \*

test address

Address line 2

test address

City \*

test city

State \*

AP - Armed Forces Pacific

ZIP \*

00000

Email \*

alexander.fu@activenetwork.com

PRIVACY FEEDBACK

Secured by TRUSTe

Order receipt

We will send order receipt to this contact.

Email \*

Alexander.Fu@activenetwork.com

YOUR ORDER

Subtotal

\$200.00

Processing fee

\$4.95


Total

\$204.95

Pay now

## ACTIVE Reserve Release Notes


After clicking the **Pay now** button, the order confirmation page is displayed:

 Sattvic Retreats

[Click here](#) to register for another lesson.


### Thank you! Your registration is complete.

You will receive a confirmation email shortly.




#### Order details

[See summary](#)

| Items  | D-00007985 | Total           |
|--|------------|-----------------|
| <b>Oil painting</b>  |            | <b>\$100.00</b> |
| 04/14/2021 4:00 PM - 6:00 PM<br>Participant: Jone Doe  |            |                 |
| Instructor: Jane Doe   |            | <b>\$0.00</b>   |
| Subtotal   |            | <b>\$100.00</b> |
| Processing fee  |            | <b>\$5.00</b>   |
| <b>Total</b>   |            | <b>\$105.00</b> |

#### Payment information

**Payment method** Credit card

**Card number**  \*\*\*\* 5454

**Amount paid** \$105.00

Active Network, LLC has charged your card the amount of \$105.00 for this order. This will be listed on your statement as ACT\*Sattvic Retreats.


#### Billing information

Jone Doe  
800 Allegheny Avenue  
Pittsburgh, Arkansas 15233  
United States  
alexander.fu@activenetwork.com

If you have any questions about your order please contact:

Sattvic Retreats  
108 Divine Abode  
Terra Sundaram, California 99108  
United States  
Tel: 1-800-123-1234  
E-mail: public@public.com

An order confirmation email is sent to the consumer and blind carbon copied to the instructors:



## Your registration is complete!

Hi John,

Your registration for Sattvic Retreats is complete! Your order ID is D-00007985.


#### Registration summary


|                 |               |              |
|-----------------|---------------|--------------|
| <b>Jone Doe</b> | AMOUNT PAID   | \$105.00     |
|                 | BALANCE       | \$0.00       |
|                 | REGISTERED ON | Mar 18, 2021 |

#### Oil painting

Wednesday, Apr 14, 2021 - PDT


| START           | END             | INSTRUCTOR      |
|-----------------|-----------------|-----------------|
| <b>04:00 PM</b> | <b>06:00 PM</b> | <b>Jane Doe</b> |

 Community Center  
1234 Joy Rd., Rancho Simi, California, 12345, United States



## ACTIVE Reserve Release Notes

A payment receipt email which includes payment and billing details for order is also sent to the consumer:



Dear customer,

Thank you for your order with Sattvic Retreats. Please save a copy of this receipt for your records.

Order information

Order ID: D-0000798S  
Date: March 18, 2021

| Item  | Price  | Quantity | Total     |
|---|--------|----------|-----------|
| Oil painting 04/14/2021 4:00 PM - 6:00 PM Participant: Jane Doe | 100.00 | 1        | 100.00    |
| Subtotal  |        |          | 100.00    |
| Instructor: Jane Doe  | 0.00   | 1        | 0.00      |
| Subtotal  |        |          | 0.00      |
| Subtotal:   |        |          | \$ 100.00 |
| * Processing fee:   |        |          | \$ 5.00   |
| Grand total:  |        |          | \$ 105.00 |

Questions or concerns


If you have any questions about your order, please contact:

Organization: Sattvic Retreats  
108 Divine Abode  
Terra Sundaram, California 99108  
United States  
[public@public.com](mailto:public@public.com)  
1-800-123-1234  
Tax ID: 12345

\* The total Processing Fee imposed by ACTIVE Network, LLC, or its applicable subsidiary, (collectively "ACTIVE") includes sums charged by ACTIVE as consideration for providing its software and services (including without limitation promotional and marketing services) to the activity organizer. These sums, as part of the total Processing Fee, are in addition to any actual costs incurred by ACTIVE from third party providers for each transaction.

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After a timeslot is booked, it is marked as **Sold** and is no longer available to book:

 Sattvic Retreats Sign in

Oil painting

Community Center  
12/31/2020 - 12/31/2021  
Ages 18 - 99 years  
Jane Doe

Paints and canvas included.

All instructors

Apr, 2021 Our time: 03/29/2021 7:56 PM US/Pacific

| SUN | MON | TUE | WED | THU | FRI | SAT |
|-----|-----|-----|-----|-----|-----|-----|
| 11  | 12  | 13  | 14  | 15  | 16  | 17  |

Lessons on Apr, 2021

|                   |                           |                      |      |
|-------------------|---------------------------|----------------------|------|
| 4:00 PM - 6:00 PM | JD Jane Doe<br>Instructor | 120 mins<br>Duration | Sold |
|-------------------|---------------------------|----------------------|------|

No more lessons

TOTAL \$0.00 Book now

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## ACTIVE Reserve Release Notes

After all timeslots on a specific date are sold, that date is no longer clickable on the 2-month and weekly calendars:

