



ACTIVE Reserve Consumer Experience

Release Date	Tuesday, May 25 th , 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

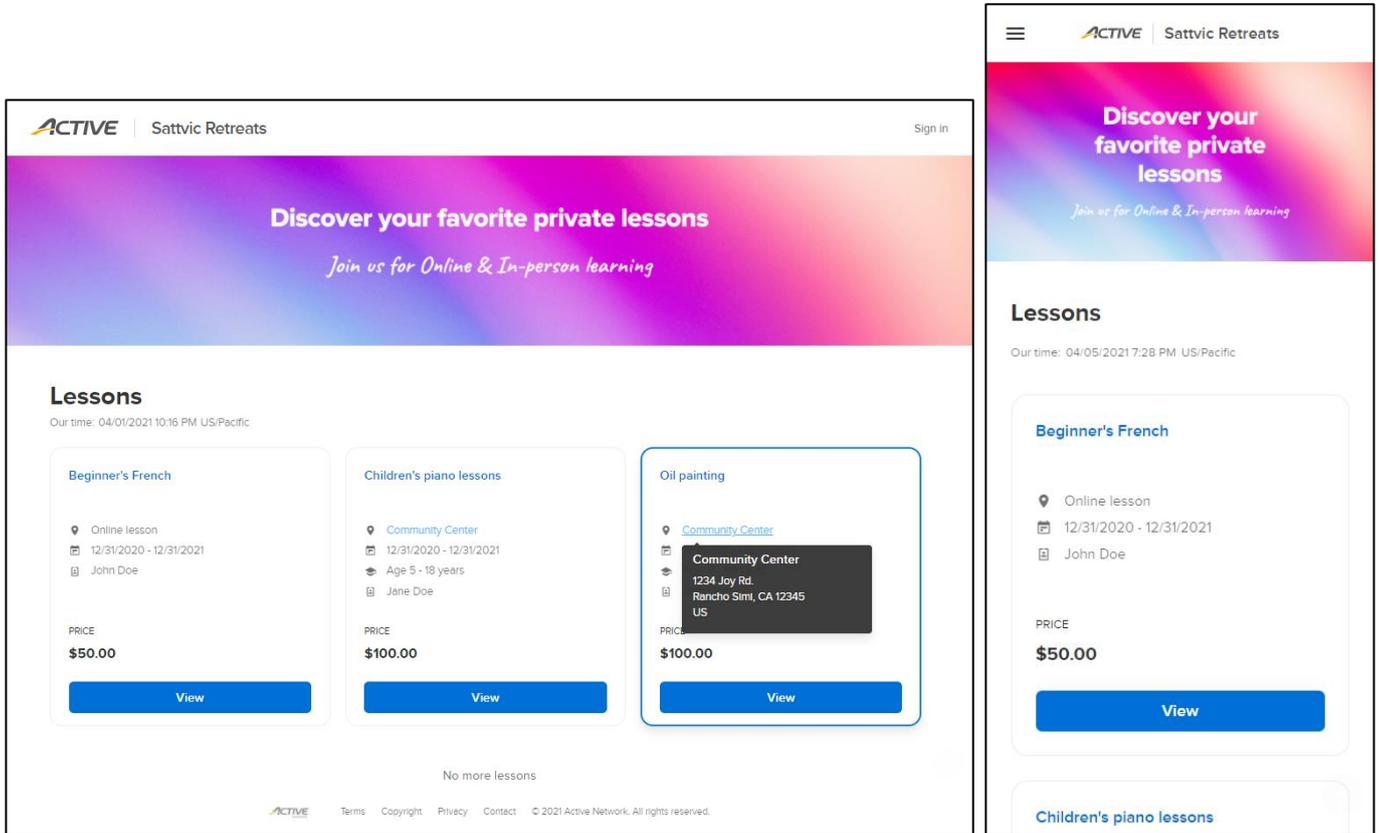
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Consumer registration workflow

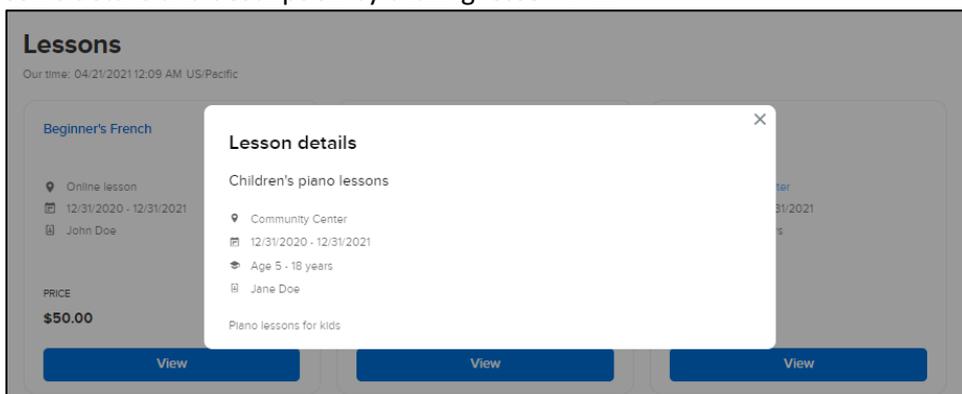
The registration site for consumers to book a lesson is mobile responsive. This user guide will mostly show desktop imagery.

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:

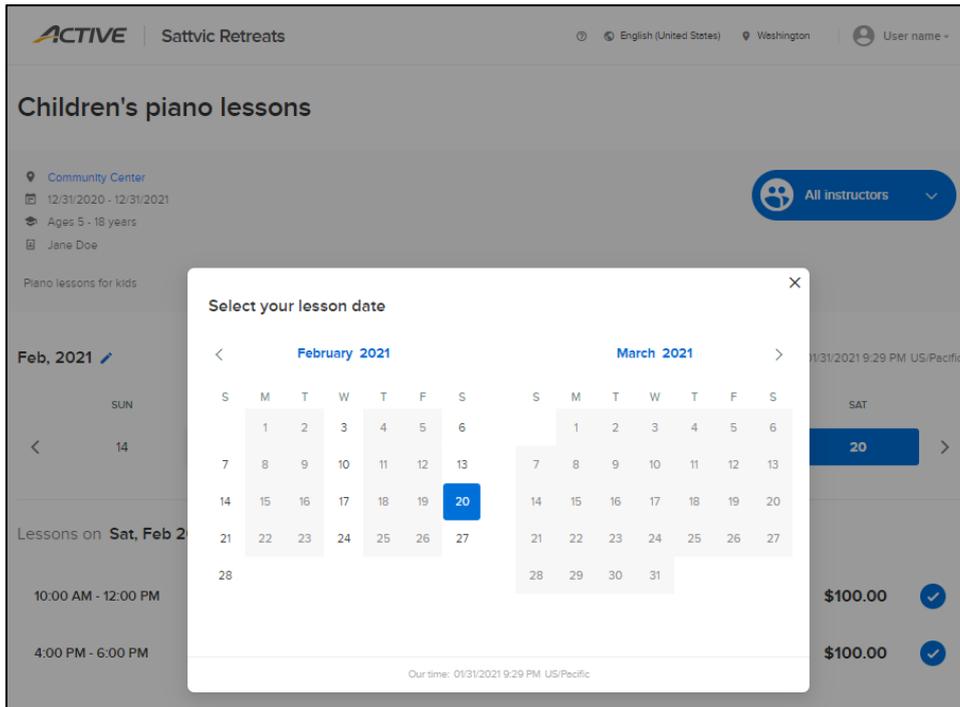
- View an offline lesson's location information by hovering cursor over location link
- View a lesson's details and description by clicking lesson link:



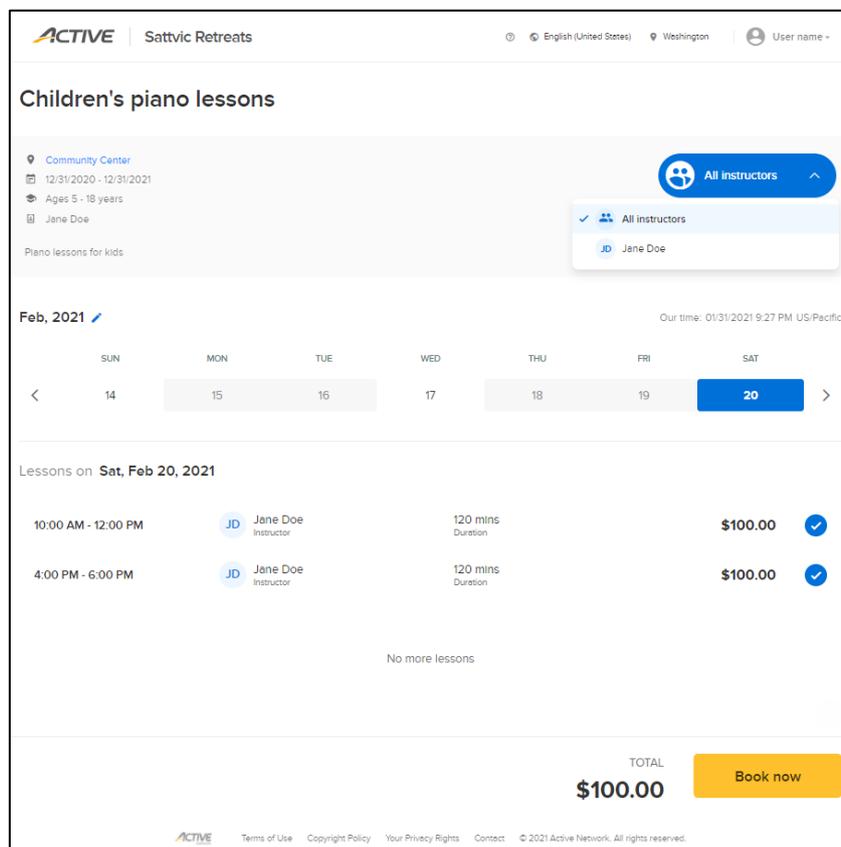
- Start to book a lesson by clicking corresponding **View** button

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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:



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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:

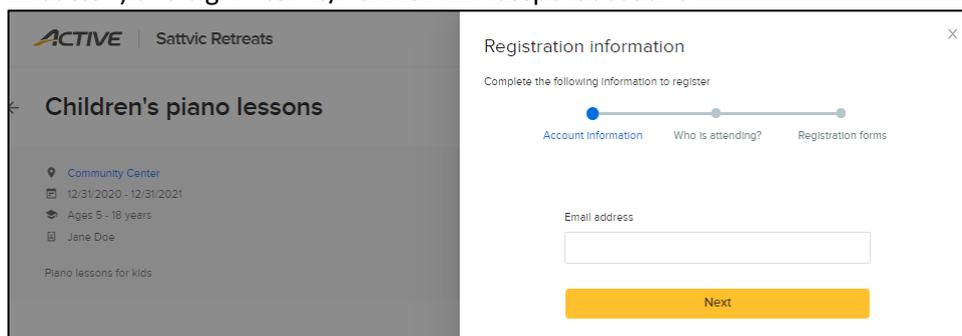
- Clicking another date within the displayed week.
- Clicking the < and > arrows to scroll to a different week and then clicking another date.
- Clicking the  icon to open to the 2-month calendar.

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

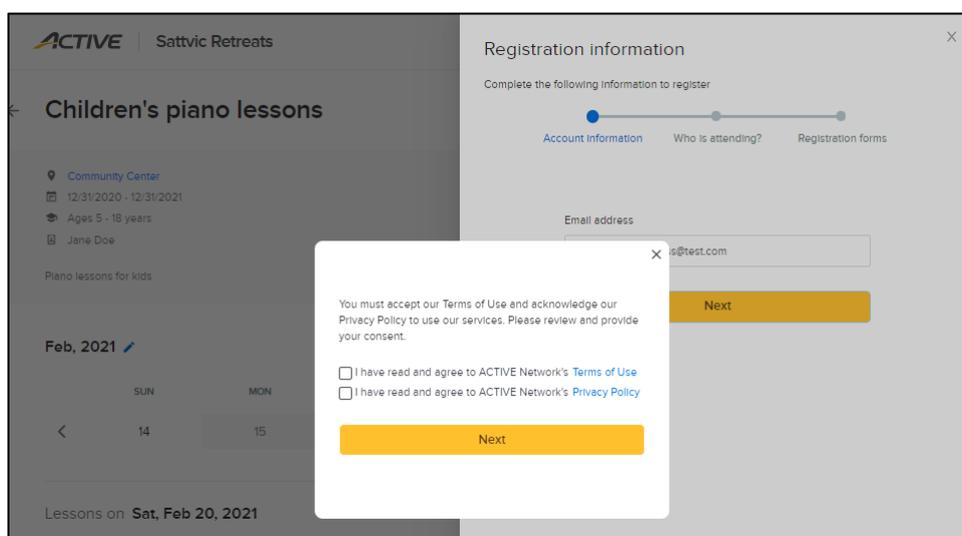
After selecting the required lesson timeslots, consumers can proceed to book the lessons by clicking the **Book now** button, which opens **Registration information** panel.

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:



The screenshot shows a registration panel for 'Children's piano lessons'. The panel is titled 'Registration information' and includes a progress bar with three steps: 'Account information', 'Who is attending?', and 'Registration forms'. The 'Account information' step is currently active. Below the progress bar, there is a text input field labeled 'Email address' and a yellow 'Next' button.

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:



The screenshot shows the same registration panel as above, but with a modal dialog box overlaid. The modal contains the text: 'You must accept our Terms of Use and acknowledge our Privacy Policy to use our services. Please review and provide your consent.' Below this text are two checkboxes: 'I have read and agree to ACTIVE Network's Terms of Use' and 'I have read and agree to ACTIVE Network's Privacy Policy'. A yellow 'Next' button is at the bottom of the modal.

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:

The screenshot shows the 'ACTIVE | Sattvic Retreats' interface. On the left, the 'Children's piano lessons' details are visible, including the location 'Community Center', dates '12/31/2020 - 12/31/2021', and instructor 'Jane Doe'. The right panel, titled 'Registration information', shows a progress bar with three steps: 'Account information', 'Who is attending?' (current step), and 'Registration forms'. The 'Who is attending?' section has a 'Participant*' dropdown menu that is open, showing options: 'Please select', 'Register a new participant', and 'John Doe'.

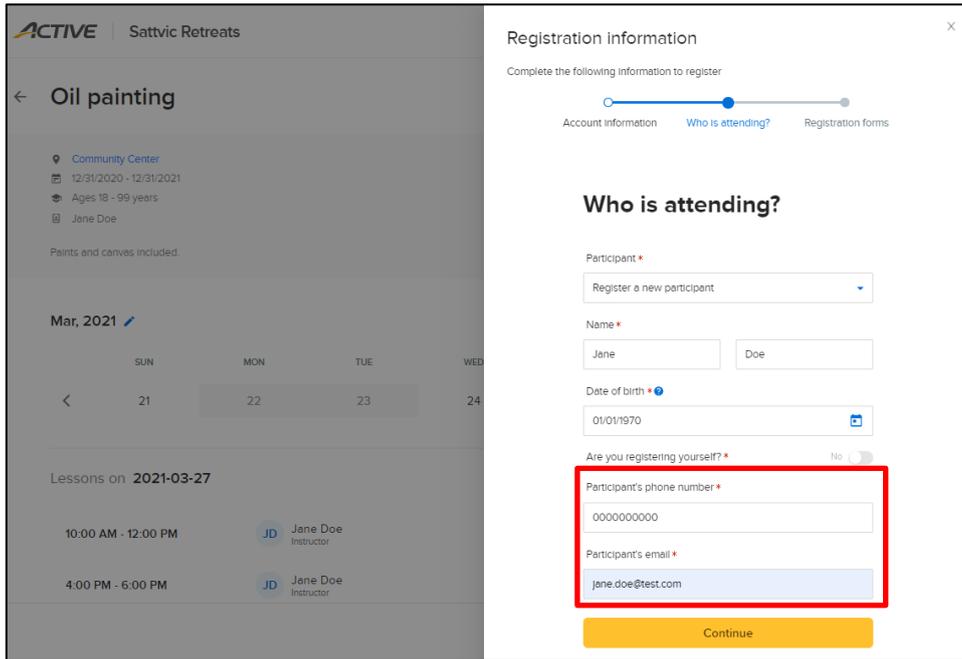
This screenshot shows the same registration process. The 'Participant*' dropdown is now set to 'John Doe'. Below it, the 'Name*' field is split into 'John' and 'Doe'. The 'Date of birth*' field is '01/01/1970'. The 'Are you registering yourself?*' toggle is set to 'Yes'. The 'Participant's phone number*' field contains '0000000000'. A yellow 'Continue' button is at the bottom.

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

This screenshot shows the registration process for a new participant. The 'Participant*' dropdown is set to 'Register a new participant'. The 'Name*' field is split into 'Lisa' and 'Simpson'. The 'Date of birth*' field is '02/01/2010'. The 'Are you over 18 years old and the participant's legal guardian?' question is highlighted with a red box, and the 'Yes' toggle is turned on. A yellow 'Continue' button is at the bottom.

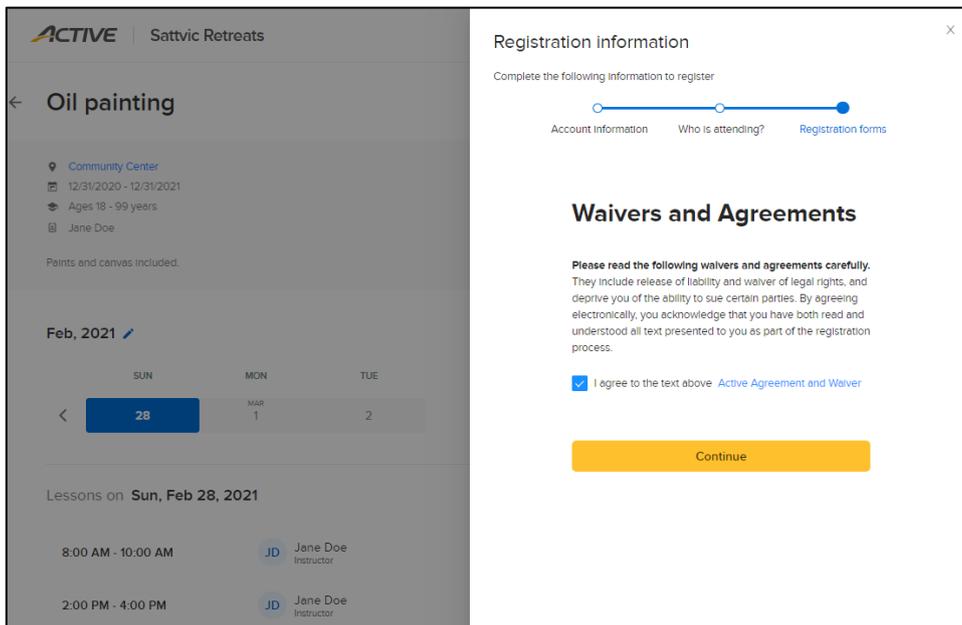
ACTIVE Reserve Release Notes

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



If the consumer is:

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



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 shows the 'Oil painting' registration screen on the left and a 'Registration information' modal on the right. The modal is titled 'Registration information' and includes a progress bar with three steps: 'Account information', 'Who is attending?', and 'Registration forms'. The 'Your information' section contains fields for 'Name' (with sub-fields 'John' and 'Doe'), 'Phone number' (with value '0000000000'), and a toggle for 'Are you over 18 years old?' (set to 'Yes'). The 'Waivers and Agreements' section includes a disclaimer and a checked checkbox for 'I agree to the text above Active Agreement and Waiver'. 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 shows the 'Children's piano lessons' registration screen on the left and a 'Registration information' modal on the right. The modal is titled 'Registration information' and includes a progress bar with three steps: 'Account information', 'Who is attending?', and 'Registration forms'. The 'Guardian information' section contains fields for 'Guardian' (with sub-fields 'Marge' and 'Simpson') and 'Guardian's phone number' (with value '0000000000'). The 'Waivers and Agreements' section includes a disclaimer and two checked checkboxes: 'I agree to the text above Active Agreement and Waiver' and 'I have read and agree to the Lorem Ipsum'. A yellow 'Continue' button is at the bottom.

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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):

ACTIVE | Sattvic Retreats

Check out

Order review

Oil painting \$200.00

03/31/2021 4:00 PM - 6:00 PM
Participant: John Doe
Instructor: Jane Doe \$0.00

YOUR ORDER

Subtotal	\$200.00
Processing fee	\$4.95
Total	\$204.95

Pay now

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 *

Last name *

Country *

Address *

Address line 2

City *

State *

ZIP *

Email *

PRIVACY FEEDBACK Consent
Secured by TRUSTe

Order receipt

We will send order receipt to this contact.

Email *

ACTIVE Reserve Release Notes

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

ACTIVE | 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
Oil painting		\$100.00
04/14/2021 4:00 PM - 6:00 PM Participant: Jane Doe		
Instructor: Jane Doe		\$0.00
Subtotal		\$100.00
Processing fee 		\$5.00
Total		\$105.00

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:

ACTIVE

Your registration is complete!

Hi John,

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

Registration summary

Jone Doe	AMOUNT PAID	\$105.00
	BALANCE	\$0.00
	REGISTERED ON	Mar 18, 2021

Oil painting

Wednesday, Apr 14, 2021 - PDT

START	END	INSTRUCTOR
04:00 PM	06:00 PM	Jane Doe

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

ACTIVE

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
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 ▼

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

Apr, 2021

SUN	MON	TUE	WED 14	THU	FRI	SAT
< 11	12	13	14	15	16	17 >

Lessons on Apr, 2021

4:00 PM - 6:00 PM	Jane Doe Instructor	120 mins Duration	Sold
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No more lessons

TOTAL

\$0.00

Book now

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Privacy
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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:

