



Product Release Notes for ACTIVEWorks – February 5, 2020

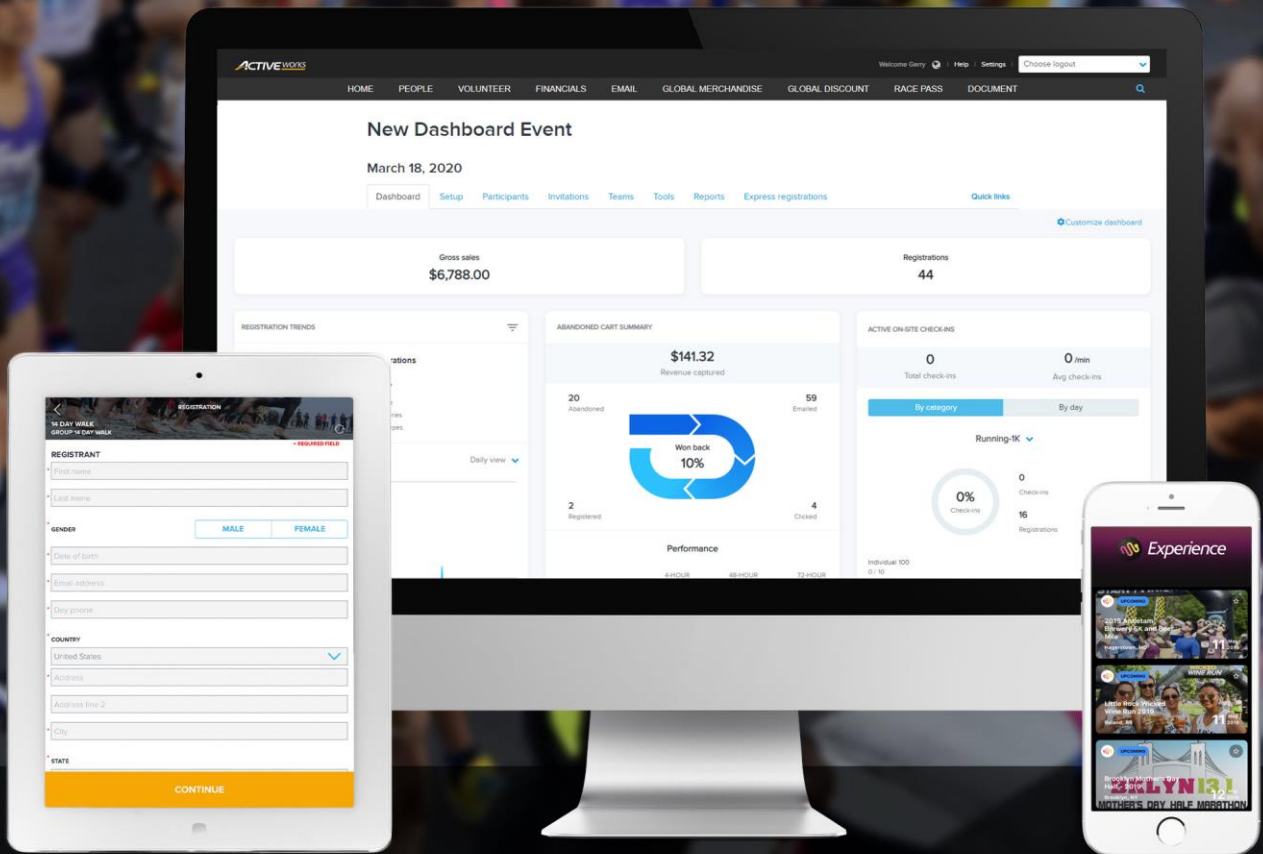


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Registration: Welsh language support

To help your organization reach out to more customers, Welsh speakers now have the convenience of registering for your events in the Welsh language **Cymraeg (Cymru)**:

The screenshot displays the ACTIVE registration interface in Welsh. At the top right, a dropdown menu is highlighted with a red box, showing 'Cymraeg (Cymru)'. The navigation bar includes 'DEWISWCH GATEGORI', 'LLENWYR FFURFLEN', and 'TALU'. The main heading is 'Cofrestriad' (Registration), with a note: 'O Efallai byddwch chi'n colli eich lle os bydd sestwn eich ponwr yn segur am fwy na 15 munud.' Below this, the user's email 'alexander.fu@activenetwork.com' is shown with a 'Newid cyfrif' (Change account) link. The 'EICH GWYBODAETH' (Your information) section shows the user 'Lee Alexander (alexander.fu@activenetwork.com)' with a 'WEDI GORFFEN' (Completed) status. The event title is 'Running-1K - Individual Age group/open'. Under 'Cyfranogwr #1' (Participant #1), there is a dropdown menu for age group selection, currently set to 'Rhywun arall, dan 18 oed' (Someone else, under 18 years old). A yellow warning box states: 'Rhybudd! Pan fo'n berthnasol, os ydych chi dan 18 oed, rhaid i chi gael eich cofrestru gan riant neu warcheidwad.' Below this, there is a checkbox for 'Perthynas' (Relationship) with the text 'Chi ydy rhiant neu warcheidwad cyfreithiol y person yma.' (You are the parent or legal guardian of the person). A note below reads: 'Rhaid i chi fod yn miant neu'n warcheidwad cyfreithiol rhywun dan 18 oed. Dim ydych chi'n cytuno i ni gasglu'r wybodaeth' (You must be a parent or legal guardian of someone under 18 years old. We do not collect this information without your consent).



Volume-based pricing: editing volumes for unsold price tiers

Our volume-based pricing feature allows you to both create urgency and reward your early-bird customers with the best registration prices.

In this release, you can now update the volume thresholds of your price tiers during your registration period, depending on the actual demand from your customers. Offer fewer registrations at a specific price to generate a sense of urgency or offer more registrations to drive sales volumes.

Note: You cannot edit the volume thresholds of price-tiers which have already sold or have any quantity reserved for a pending sale.

Edit a price

Price schedule

To add scheduled price changes, set dates/times and prices below.

Copy prices from: Running-1 Mile - Individual Age Apply

Time based Volume based

Please configure the number of purchases to trigger a price change. You cannot modify a price already opened for registration or with purchases.

VOLUME	PRICE	ACTION
10	100.00 USD	Delete
20	120.00 USD	Delete
30	130.00 USD	Delete

[Add price change](#)

Cancel Save



Volume-based pricing: informing customers of price changes

The prices of registrations using volume-based pricing can change between when your customer selects a registration (on the **SELECT CATEGORY** page) and when he/she clicks the **CONTINUE** button (other customers may have just beaten this customer to the earlier price). This is especially the case for larger events and during rush registrations.

To inform your customers of price changes and obtain their consent to proceed with the new prices, a new **Price changed** dialog box is displayed if any prices have changed:

Price changed ✕

Sorry, the previous price tier just sold out and the prices of your selected products have changed.

Running-1 Mile - Fun Run	USD 160.00 USD 170.00
Running-1 Mile - Fun Run	USD 160.00 USD 170.00

If you click the Cancel button, then we cannot guarantee the prices offered above. Do you wish to Cancel or Continue with your order?

Price changed ✕

Sorry, the previous price tier just sold out and the prices of your selected products have changed.

Running-1 Mile - Fun Run	USD 160.00 USD 170.00
Running-1 Mile - Fun Run	USD 160.00 USD 170.00

If you click the Cancel button, then we cannot guarantee the prices offered above. Do you wish to Cancel or Continue with your order?

After customers click the **Continue** button to accept the new prices, the registration spots and prices are reserved for 15 minutes.

For customers who directly open the **COMPLETE FORM** page from a link (such as from a VIP invitation link or Group Packet Pickup link), the current prices of registrations using volume-based pricing are directly displayed on the **COMPLETE FORM** page, together with a warning message that the spots are only valid for 15 minutes:



English (United States) ▾

SELECT CATEGORY **COMPLETE FORM** CHECKOUT

Registration

ⓘ You may lose your registration spot if your browser session is idle for more than 15 minutes.

charlie.jiang@activenetwork.com [Change account](#)

YOUR INFORMATION

John Smith (charlie.jiang@activenetwork.com) **COMPLETE** ▾

Fun Run III

John Smith **COMPLETE** **\$10.00** ▾

WAIVERS & AGREEMENTS

Waivers ▾

[Start over](#) [CONTINUE](#)

English (United States) ▾

Registration

ⓘ You may lose your registration spot if your browser session is idle for more than 15 minutes.

charlie.jiang@activenetwork.com [Change account](#)

YOUR INFORMATION

John Smith (charlie.jiang... **COMPLETE** ▾

Fun Run III

John Smith **COMPLETE** **\$10.00** ▾

WAIVERS & AGREEMENTS


Waivers ▾

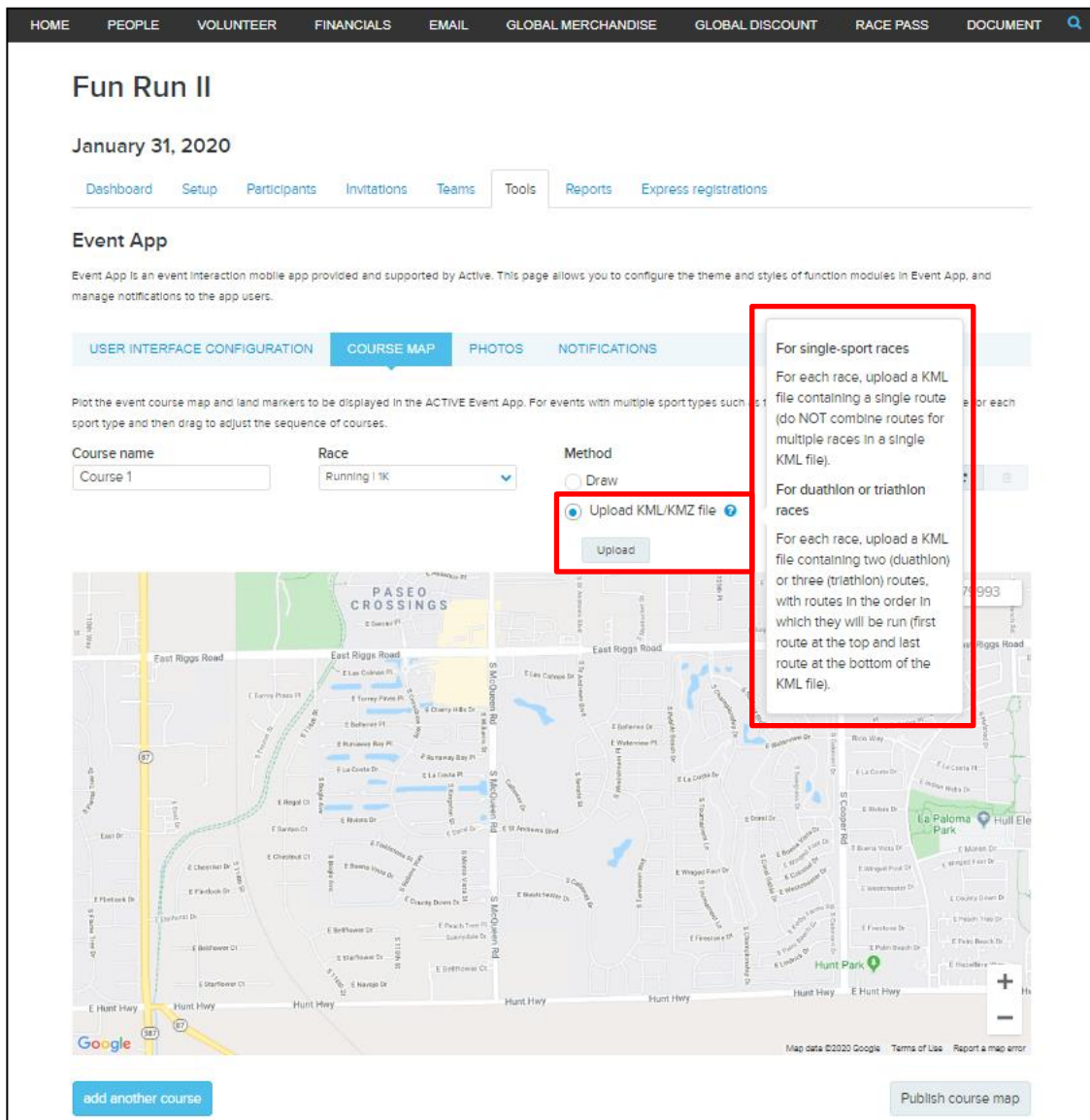


Experience app map configuration: uploading a KML map file

If you already have a KML or KMZ map file of your race course (generated by Google Earth or other mapping applications), then you no longer need to hand-draw your course map again for the Experience app (an Elite-tier feature).

You can now upload a KML or KMZ map file by selecting the new **Upload a KML/KMZ file** option and then clicking the **Upload** button.

Clicking the  tooltip displays KML/KMZ file requirements for single-sport and duathlon/triathlon races.




The screenshot shows the 'Fun Run II' event configuration page for January 31, 2020. The 'Course Map' tab is active, and the 'Upload KML/KMZ file' option is selected. A tooltip provides the following instructions:

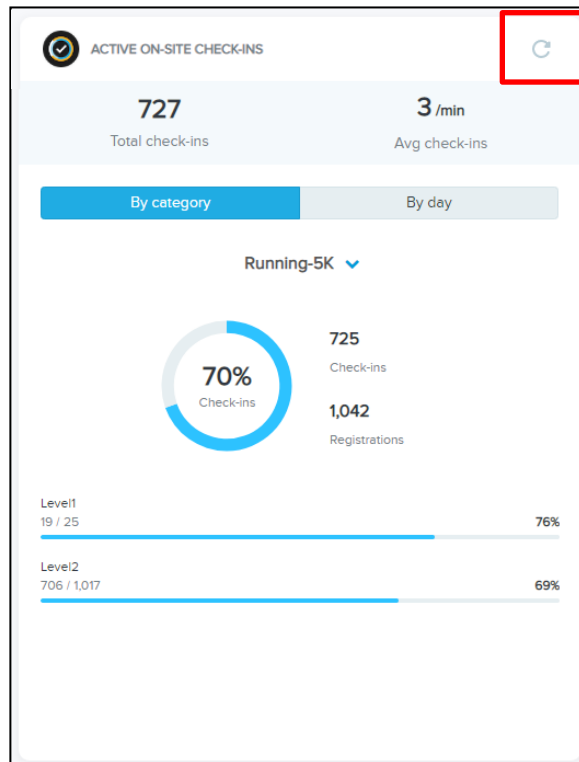
- For single-sport races**
For each race, upload a KML file containing a single route (do NOT combine routes for multiple races in a single KML file).
- For duathlon or triathlon races**
For each race, upload a KML file containing two (duathlon) or three (triathlon) routes, with routes in the order in which they will be run (first route at the top and last route at the bottom of the KML file).



Dashboard: Refreshing On-Site Check-in numbers

Being able to track the real-time progress of participant check-ins is critical to the smooth running of your event.

On our **Dashboard > ACTIVE ON-SITE CHECK-INS** component (a Premium-tier feature), to see your event's most recent check-in statistics, just click the new  refresh button:





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ACTIVE Network, LLC

717 North Harwood Street

Suite 2500

Dallas, TX 75201