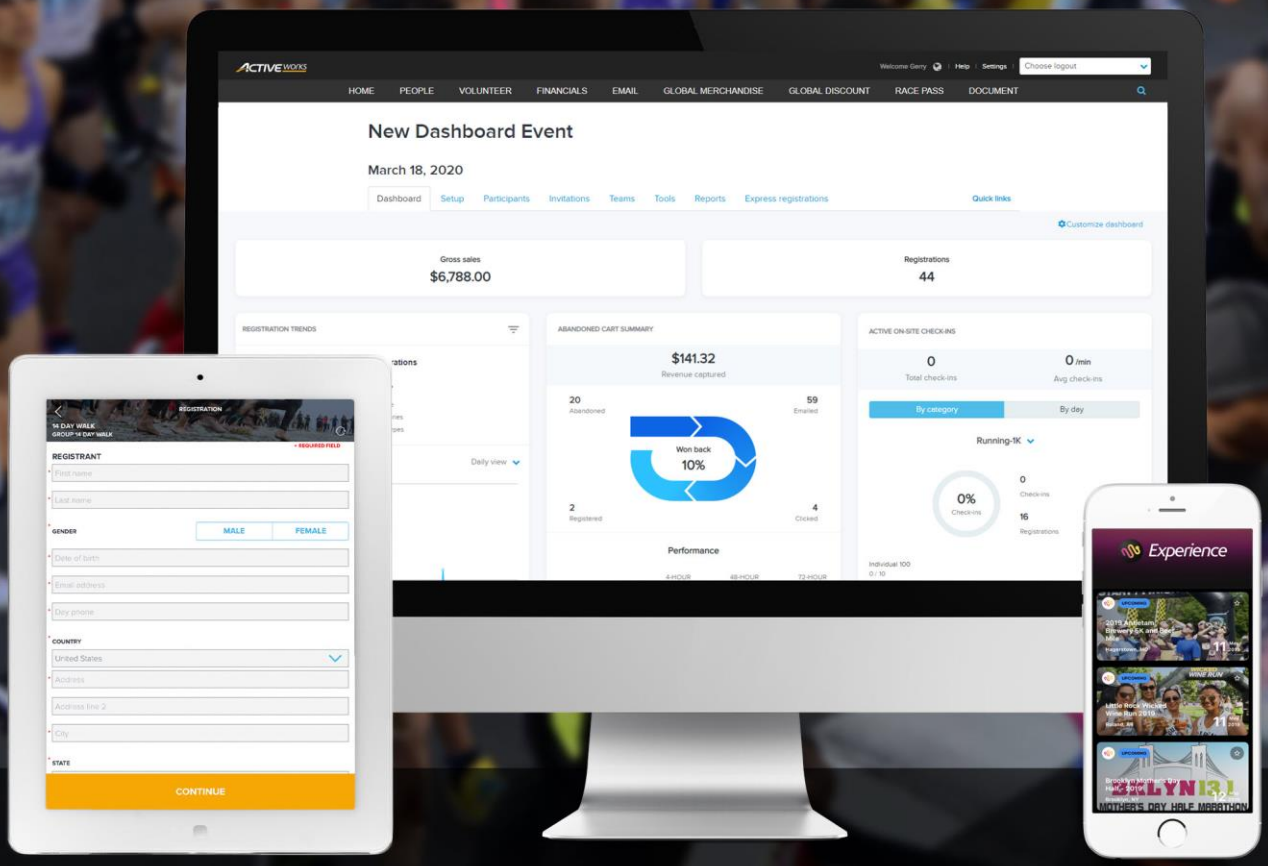
ACTIVE works

Product Release Notes for ACTIVEWorks – February 5, 2020



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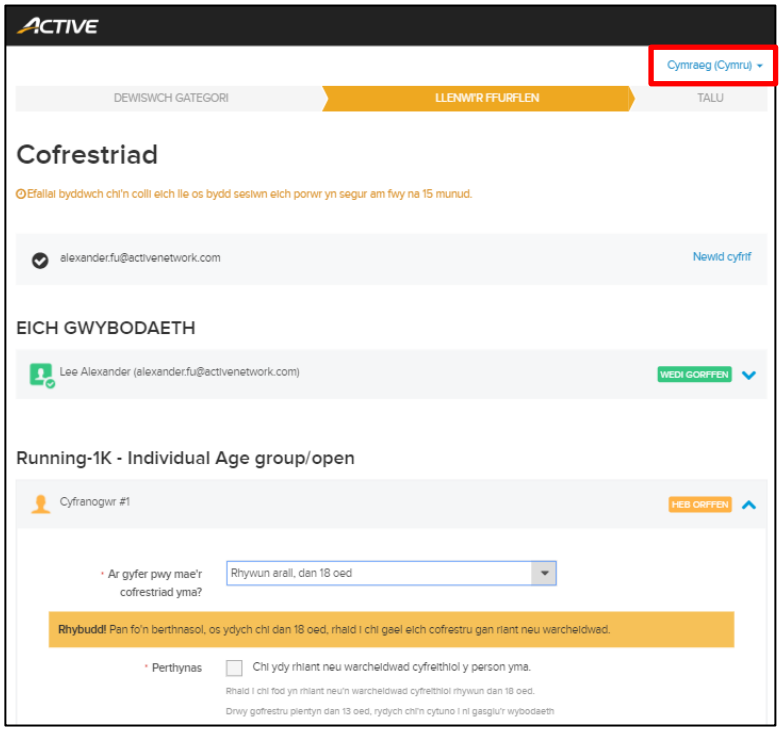
Registration: Welsh language support

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)**:

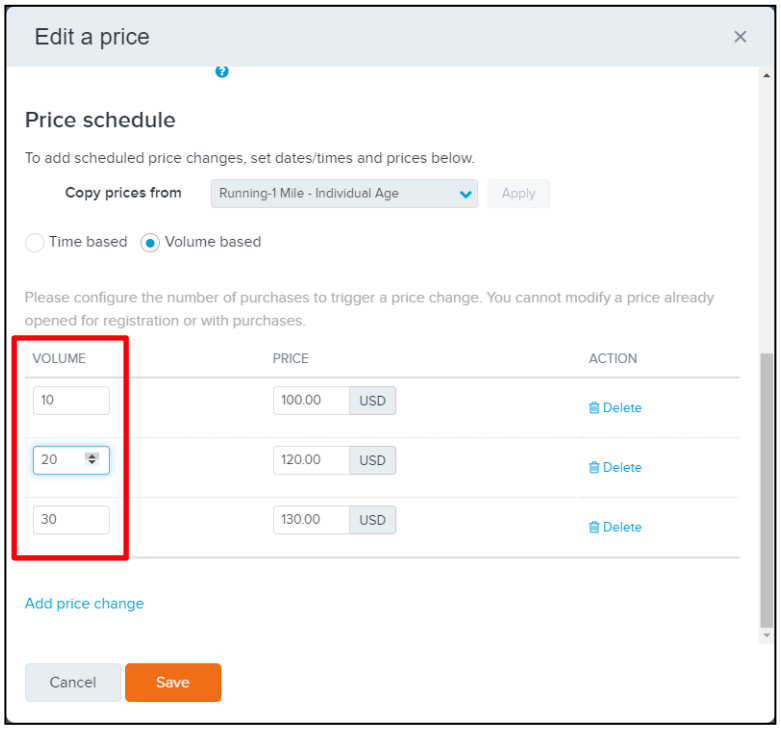


Volume-based pricing: editing volumes for unsold price tiers

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.

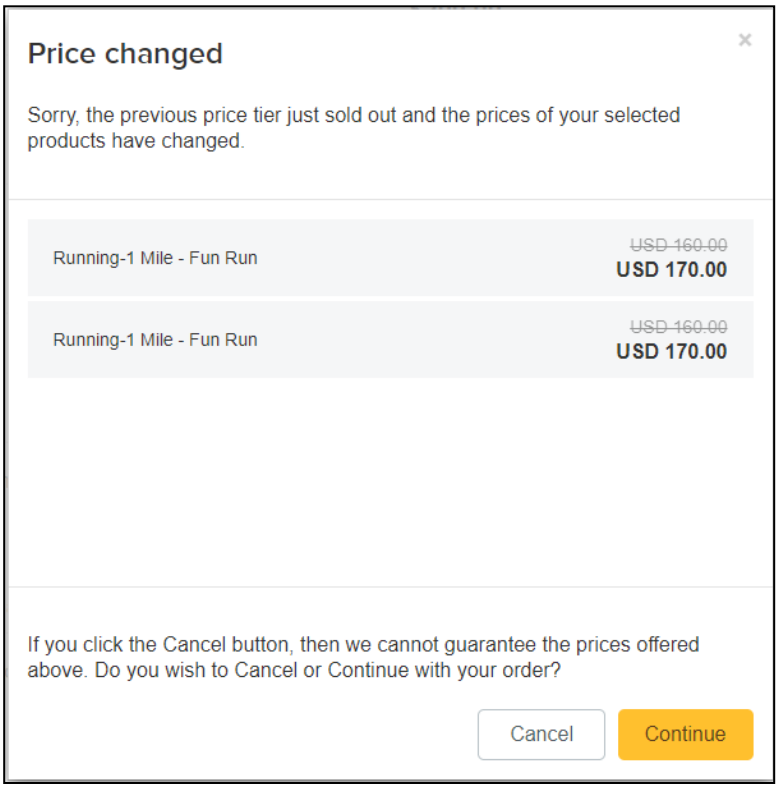
Note: You cannot edit the volume thresholds of price-tiers which have already sold or have any quantity reserved for a pending sale.

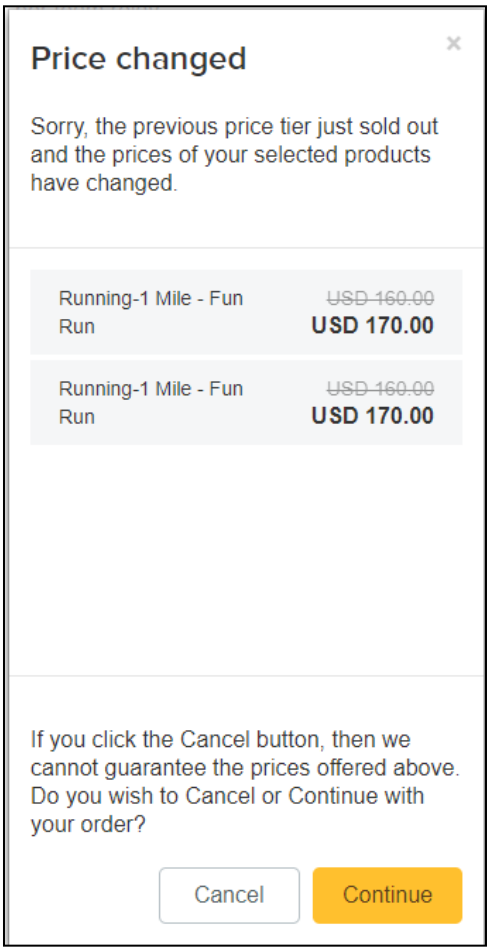


Volume-based pricing: informing customers of price changes

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.

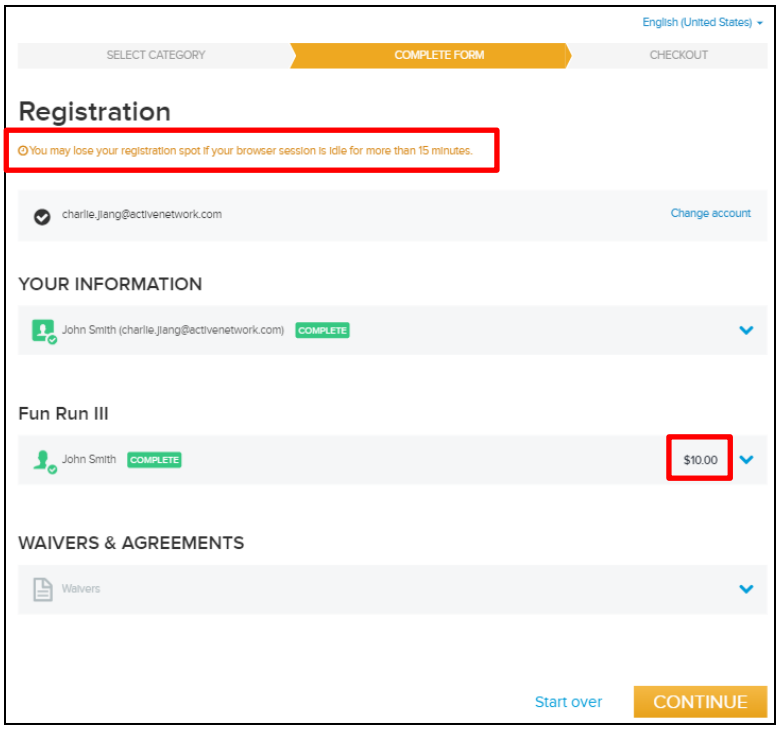
To inform your customers of price changes and obtain their consent to proceed with the new prices, a new **Price changed** dialog box is displayed if any prices have changed:

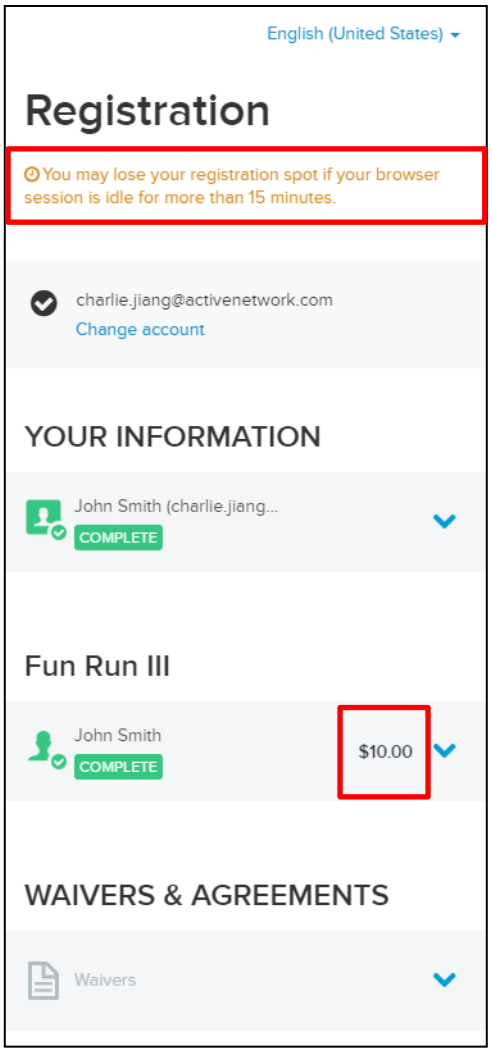




After customers click the **Continue** button to accept the new prices, the registration spots and prices are reserved for 15 minutes.

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

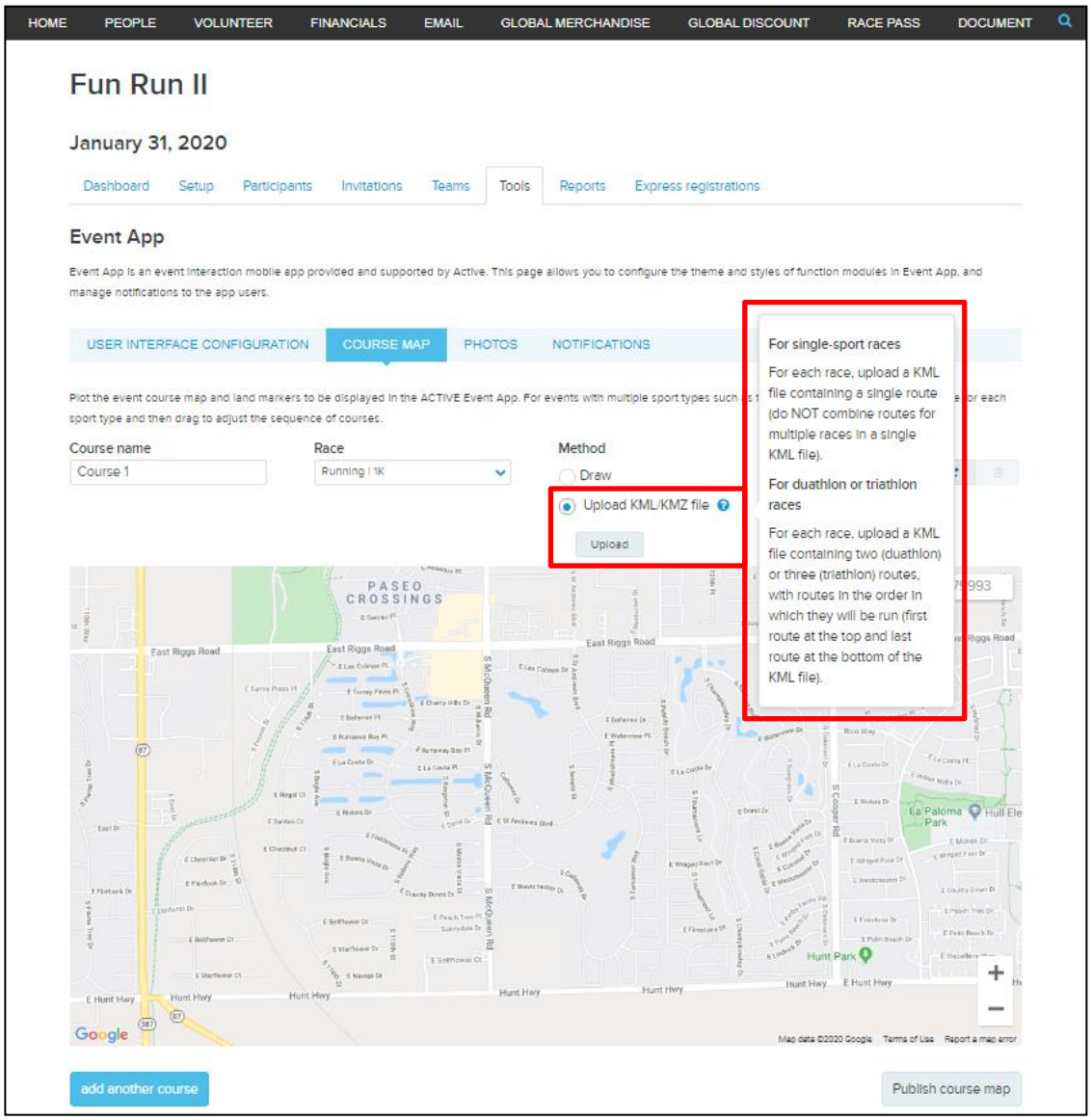

English (United States)
Registration
You may lose your registration spot if your browser session is idle for more than 15 minutes.
charlie.jiang@activenetwork.com
Change account
YOUR INFORMATION
John Smith (charlie.jiang...
COMPLETE
Fun Run III
John Smith
COMPLETE
$10.00
WAIVERS & AGREEMENTS
Waivers

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.

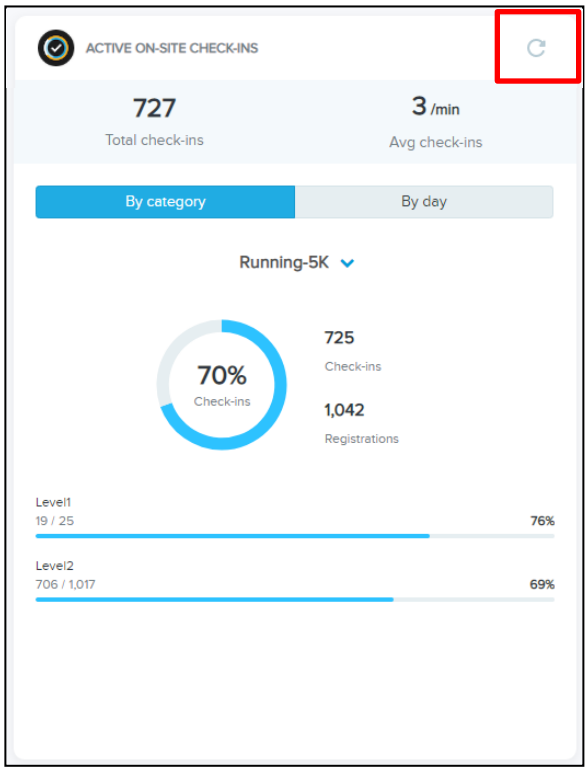
Clicking the ? tooltip displays KML/KMZ file requirements for single-sport and duathlon/triathlon races.



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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