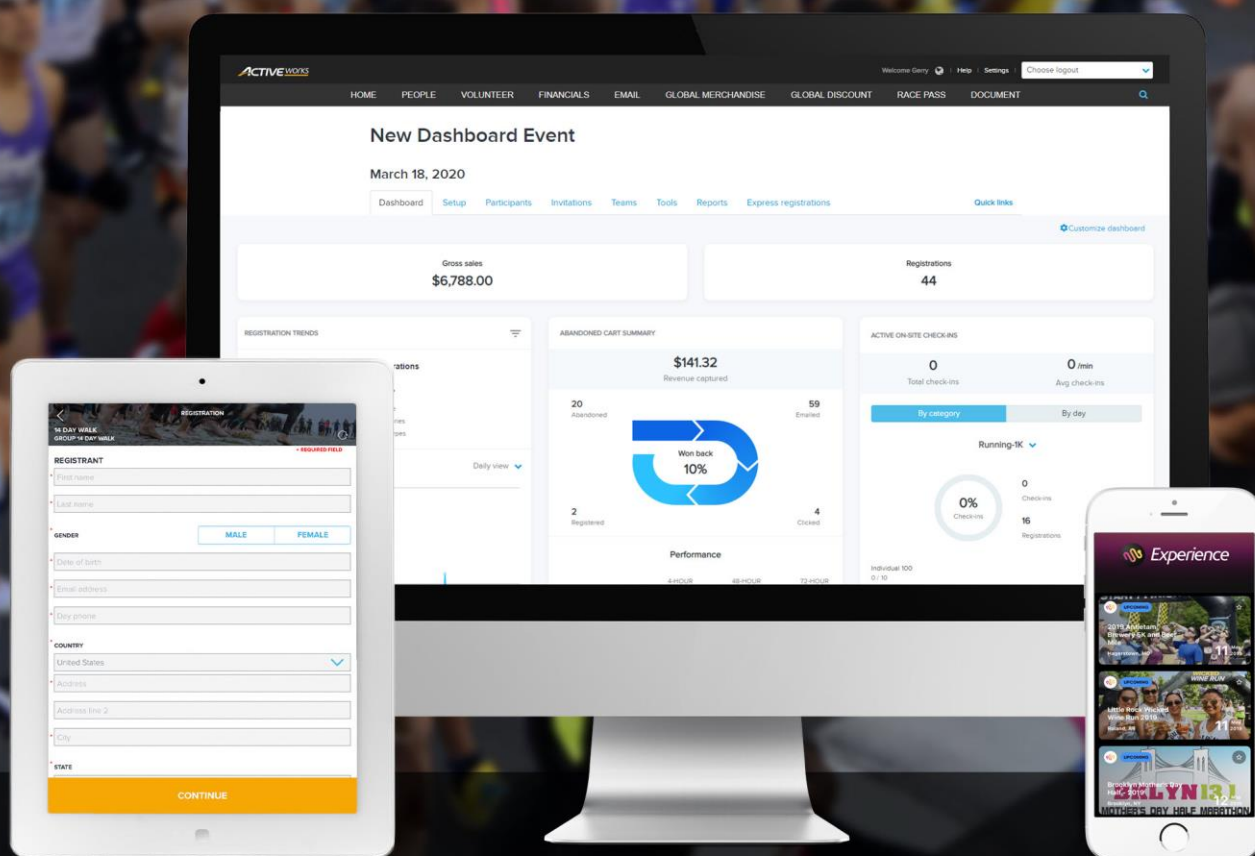




## Product Release Notes for ACTIVEWorks Endurance – October 15, 2019



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## Registering without a date of birth

Gathering dates of birth during registration may provide you with useful data on your customers, but it's yet another step which may also impede your customers from completing their registrations.

To expedite registrations for your events, you can now remove the date of birth question and your customers can simply register on the basis that they are 18 or older:

The screenshot shows the ACTIVE registration interface. At the top, there's a progress bar with three steps: 'SELECT CATEGORY', 'COMPLETE FORM' (highlighted in orange), and 'CHECKOUT'. Below this, the title 'Registration' is displayed, followed by a warning: 'You may lose your registration spot if your browser session is idle for more than 15 minutes.' The user's email 'alexander.fu@activenetwork.com' is shown with a 'Change account' link. The 'YOUR INFORMATION' section shows 'Lee Alexander (alexander.fu@activenetwork.com)' with a 'COMPLETE' button. The event title 'Running-1K - Individual Age group/open' is displayed. Below this, the participant's name 'Lee Alexander' is shown with an 'INCOMPLETE' button. A red box highlights the dropdown menu for 'Who is this registration for?' which is set to 'Myself, 18 or above'. At the bottom, the 'PARTICIPANT INFO' section shows 'Participant name' as 'Lee Alexander'.



## Zero chance entry fees

Encourage more customers to sign-up risk-free for **Individual chance entry** events by setting the **Chance entry fee** to zero:

The image shows two screenshots from the ACTIVE network interface. The top screenshot is a modal titled 'Add a price' for the 'Red Nose Run' event. It contains the following fields:

- Price type \***: A dropdown menu set to 'Individual chance entry'.
- Display name \***: A text field with 'Individual chance entry Age group/open' and a red note below it: 'This text will display to the consumer and in reports'.
- Description**: An empty text area.
- Price \***: A text field with '10.00' and a 'USD' currency selector.
- GL code**: An empty text field.
- ☐ Allow participants to upload document after registration.
- Chance entry settings**:
  - Number of entries to draw \***: A text field with '5'.
  - Chance entry fee \***: A text field with '0.00' and a 'USD' currency selector.

At the bottom of the modal are 'Cancel' and 'Save' buttons. The bottom screenshot shows the checkout page for 'Clown Run II' under the 'Red Nose Run' category. It displays the event details and a table with the following entry:

Category	Price	Quantity
Individual chance entry Age group/open	<b>\$0.00 fee now</b> \$10.00 later if drawn and accepted	1

A 'CONTINUE' button is located at the bottom right of the checkout page.

At checkout, your customers will still be required to enter their **PAYMENT INFORMATION** (such as a credit card) but will NOT be charged for a zero **Chance entry fee**.



## Filter customers by registration status

Do you want to know which of your customers registered but no-showed for an event? Or email second-chance promotions to chance entry customers who weren't drawn? Or survey customers about why they cancelled their registration?

Now you can quickly segment these customers with new filters in our CRM tool (a Premium-tier feature) which focus on customers' registration statuses, including **Confirmed**, **Transferred**, **Cancelled**, **Pending chance entry**, **Not selected chance entry**, **Pending payment** and **Checked-in**:

The screenshot shows the ACTIVEWORKS CRM interface. The top navigation bar includes links for HOME, PEOPLE, VOLUNTEER, FINANCIALS, EMAIL, GLOBAL MERCHANDISE, GLOBAL DISCOUNT, RACE PASS, and DOCUMENT. The 'PEOPLE' section is active, showing a 'People list' and a 'Custom segment' tab. The 'Custom segment' tab is selected, displaying a filter configuration for 'People who match all of the following conditions'. The filter is set to 'Registration' with a dropdown menu open, showing options: 'All statuses', 'Confirmed', 'Transferred', 'Cancelled', 'Pending chance entry', 'Not selected chance entry', 'Pending payment', and 'Checked-in'. The 'Checked-in' option is highlighted. Below the filter, there is a table with columns: NAME, PHONE, CITY, STATE, GENDER, REVENUE, and ENGAGEMENT. The table lists three people: John, Ellen Adams, and Lee Alexander.

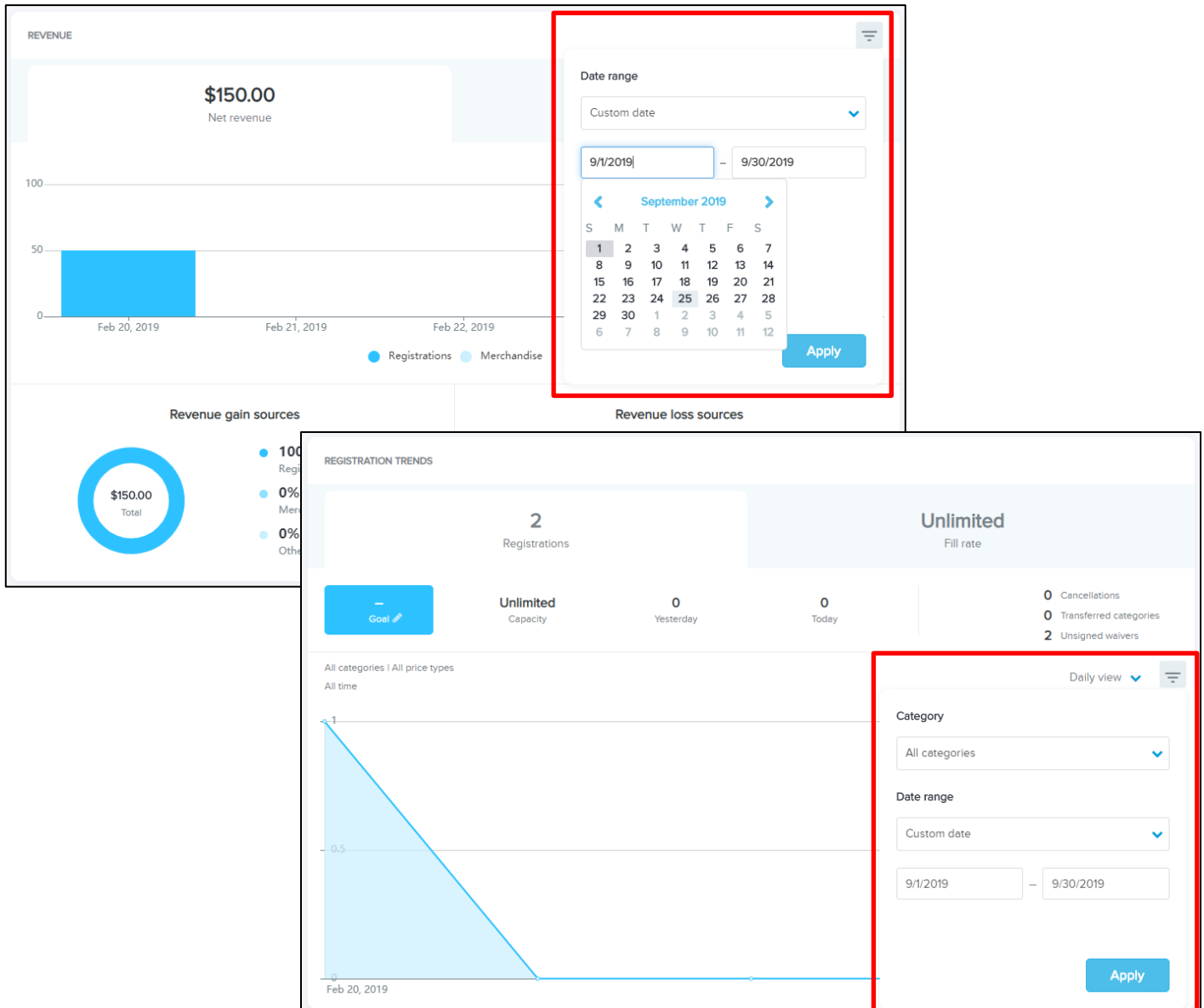
NAME	PHONE	CITY	STATE	GENDER	REVENUE	ENGAGEMENT
John	015562988				0	--
Ellen Adams	hum4dne@gmail.com				0	F
Lee Alexander	alexander.fu@activenetwork.com	0000000000	test city	AP	1965.01	A



## Dashboard: Revenue / Registration trends: Custom date range

As we continue to add more insights to the event **Dashboard** (a Premium-tier feature), it helps to see the right information when you want it.

You can now view your **REVENUE** and **REGISTRATION TRENDS** dashboard widgets over a specific timeframe of interest, with the new **Custom date** option:

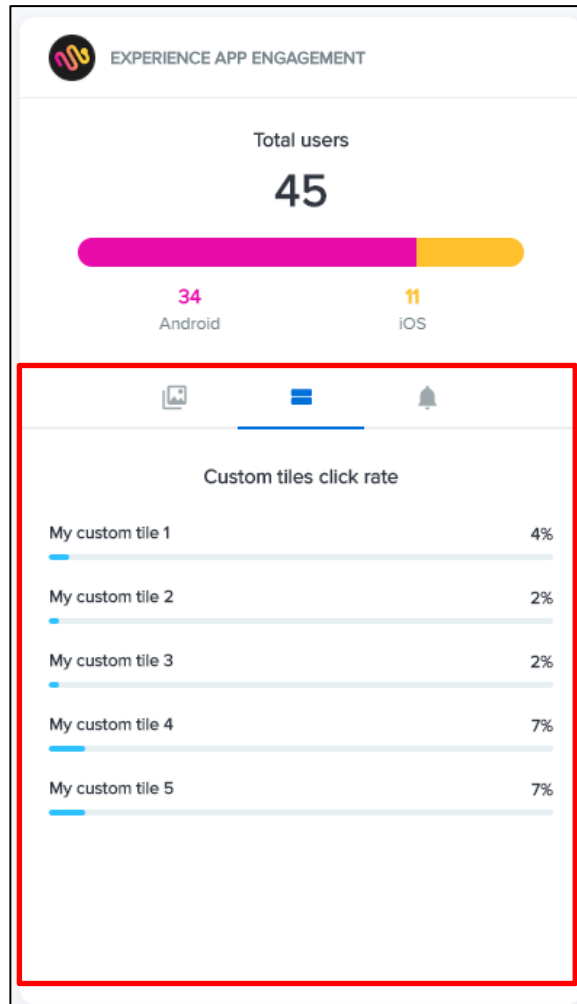




## Dashboard: Experience App Engagement: Custom tiles click rate

Custom tiles give you a unique and customizable way to engage with your event's participants and spectators via the ACTIVE Experience App (an Elite-tier feature).

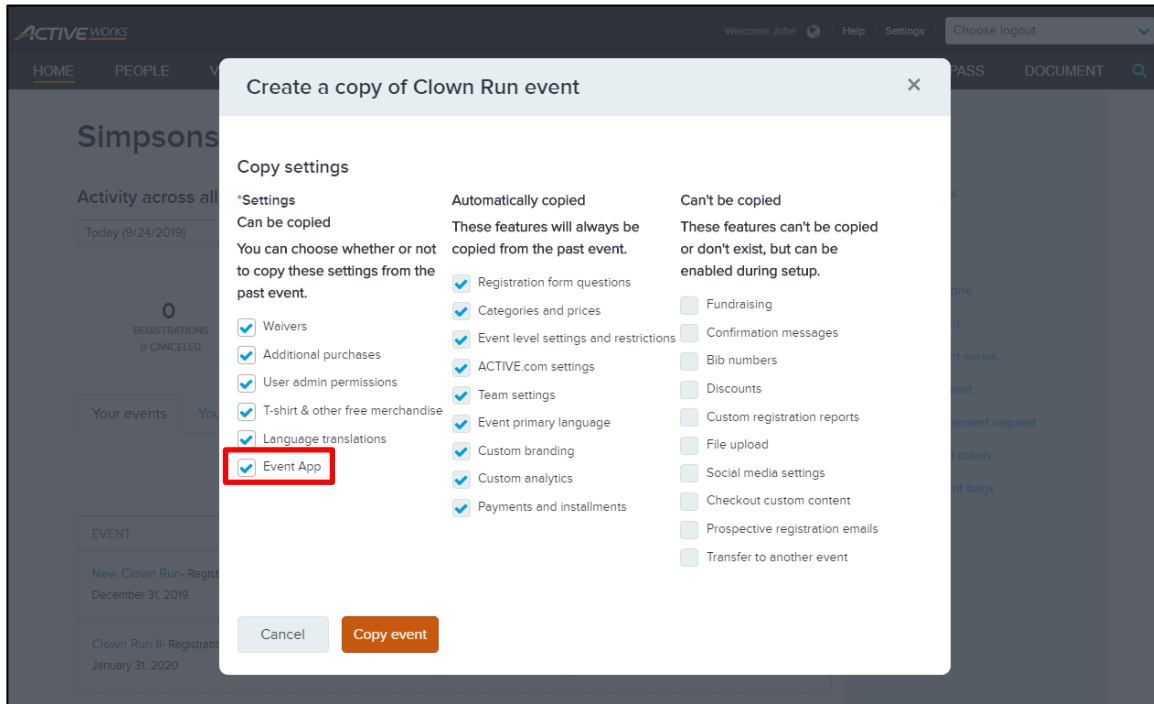
Now you can see-at-a-glance exactly which of your Custom tiles attract the most attention from your Experience App users, by opening the **Dashboard > EXPERIENCE APP ENGAGEMENT > [Custom tiles click rate]** tab:





## Copying Event app settings to a new event

As more and more event organizers use the ACTIVE Experience App (an Elite-tier feature) to engage with their participants and spectators, we have made it easier for you to copy its configuration to your new events:





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## **About ACTIVE Network, LLC**

ACTIVE Network, LLC is a technology and media company that helps millions of people find and register for things to do and helps organizations increase participation in their activities and events.

For more information about ACTIVE Network, LLC products and services, please visit [ACTIVEnetwork.com](http://ACTIVEnetwork.com).

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