



Product Release Notes for ACTIVEWorks Endurance – August 28, 2019

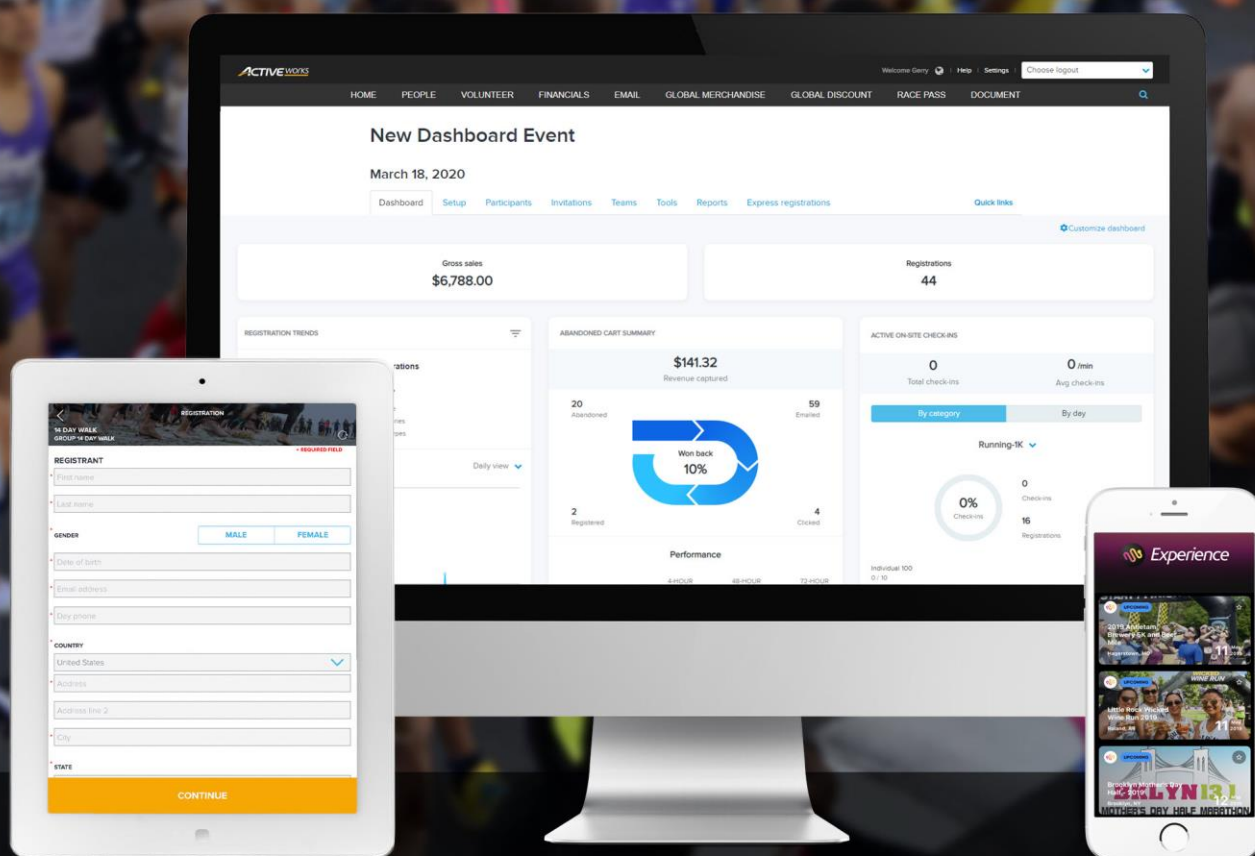


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Automatically send emails on/after recipient actions

Improve your engagement with customers and reduce your workload with emails that are automatically sent **When** or at a specified time **After** a:

- **Recipient registers**
- **Recipient checks in**
- **Recipient has result published**

Use this feature to automatically send out:

- Thank you emails.
- Reminder emails for follow-up actions.
- Emails to promote related events.
- Other emails in response to the above customer actions.

Combine this feature with customer segments in the CRM tool (a Premium-tier feature) to create a powerful way to send the right message to the right audience at the right time.

The screenshot shows the 'Schedule delivery' interface. Under the 'Schedule' section, the 'On trigger' option is selected. A dropdown menu is open for the 'When' field, showing a list of triggers. The triggers are: 'Registration opens', 'Registration closes', 'Event starts', 'Event ends', 'Price changes', 'Recipient registers', 'Recipient checks in', and 'Recipient has result published'. The 'Recipient registers', 'Recipient checks in', and 'Recipient has result published' options are highlighted with a red box. Below the dropdown, there is a 'For' section with a search bar and a list of filters: '3-legged run', 'Running-1K', 'Individual', 'Clown Run', 'Running-1 Mil', 'Individual Age group/open', 'Running-1K', and 'Individual Age group/open'. At the bottom, there are buttons for 'Back', 'Save as draft', and 'Send'. A note at the bottom states: 'Selecting multiple events or price categories will send multiple emails.'



Mobile Express Checkout for Single-page Registrations

Improve your registration rates on mobile devices by giving your customers the option to pay now but complete their registration forms later when convenient. The **Express registration** option just requires customers to confirm acceptance of registration restrictions before accepting payment:

After completing payment, customers are reminded to complete their registrations and emailed redemption links to do so:



ACTIVE

Thank you for your purchase! You're **almost done!**

AN EMAIL WILL BE SENT TO YOU WITH INSTRUCTIONS TO COMPLETE REGISTRATION.

More People = More Fun

ORDER SUMMARY

ORDER NUMBER: C-76X5FVLSBS6

Order date: August 19, 2019

Amount paid: \$748.02

Bill to: test test

Payment method: *****1881

*Does not include fees required by the event. Membership purchase will be required at the time of registration.

You have at least one incomplete registration. To be eligible for the event(s), please complete the registration form(s) by 03/15/2022

ACTIVE **REGISTRATION INCOMPLETE**

Dear test,

Thank you! We've received your payment for the MEC Single Page 20190819 B. We'd like to remind you that your registration hasn't been completed.

Click on following link to complete your registration now:
<https://endurancecui-vip.ga.aw.dev.activenetwork.com/event-reg/select-race?e=21576252&i=4e949cf1-cb59-4de9-9a0e-94c2adc73971>
(Click this link to redeem your invitation. If you close your web browser before completing the registration, then please wait at least 20 minutes before attempting to redeem it again.)

If you have questions, you can reach me at INT_Gerry_NewDashboard@activenetwork.com.
Looking forward to having you join us!
INT_Gerry_NewDashboard
 INT_Gerry_NewDashboard@activenetwork.com

Revenue report: merchandise sales enhancements

To give you a clearer picture of how your registrations and merchandise sales contribute to your revenues, the **Revenue report** has been re-organized to group registrations and merchandise sales separately and provide additional merchandise sales metrics:

- Break out merchandise metrics from **OTHER ITEMS** into stand-alone merchandise revenue, **MERCHANDISE** quantity sold and **CANCELED** merchandise quantity.
- Add a **MERCHANDISE GROSS SALES** column to display gross sales for merchandise items.
- Registration line items are now listed by category under the **All categories** line.
- Merchandise sales line items are now listed by item under the **All merchandise** line.



ACTIVEworks

Welcome John | Help | Settings | Choose logout

HOMEPEOPLEVOLUNTEERFINANCIALSEMAILGLOBAL MERCHANDISEMORE

Revenue report

Provides a list of all participant transactions and payments from Active. The check number or direct deposit number are not displayed with corresponding transactions until after the payment has been posted. Data will be retrieved for your selected dates in the agency time zone (except for payments from ACTIVE, which will be retrieved for your selected dates in the GMT time zone). In the downloaded report CSV file, all dates and times are in the GMT time zone.

By check

By event

Filter by

Event

All events

and payment types

All

and dates

Custom date range

Start

10/1/2018

End

12/31/2018

?

Back

Update

Download

\$1,114.01

TOTAL NET INCOME

\$1,030.00

(16 REGISTRATIONS)
(2 CANCELED)

\$85.00

(25 MERCHANDISE)
(2 CANCELED)

\$50.00

OTHER ITEMS

-\$10.00

1 DISCOUNTS

-\$40.99

10 REFUNDS

\$0.00

PROCESSING
FEES

\$0.00

REFERRAL
HOLDBACK

EVENT	CATEGORY / ITEM	QUANTITY	TOTAL NET INCOME	REGISTRATION GROSS SALES	MERCHANDISE GROSS SALES	OTHER GROSS SALES	DISCOUNTS	REF
Clown Run	All categories	9	924.01	960.00	0.00	0.00	0.00	-35.00
Clown Run	Running-1K - Individual Age group/open	9	924.01	960.00	0.00	0.00	0.00	-35.00
Clown Run	All merchandise	16	80.00	0.00	85.00	0.00	0.00	-5.00
Clown Run	Included t-shirt - Small	6	30.00	0.00	30.00	0.00	0.00	0.00
Clown Run	Included t-shirt - Extra large	3	15.00	0.00	20.00	0.00	0.00	-5.00
Clown Run	T-Shirt - Small	6	30.00	0.00	30.00	0.00	0.00	0.00

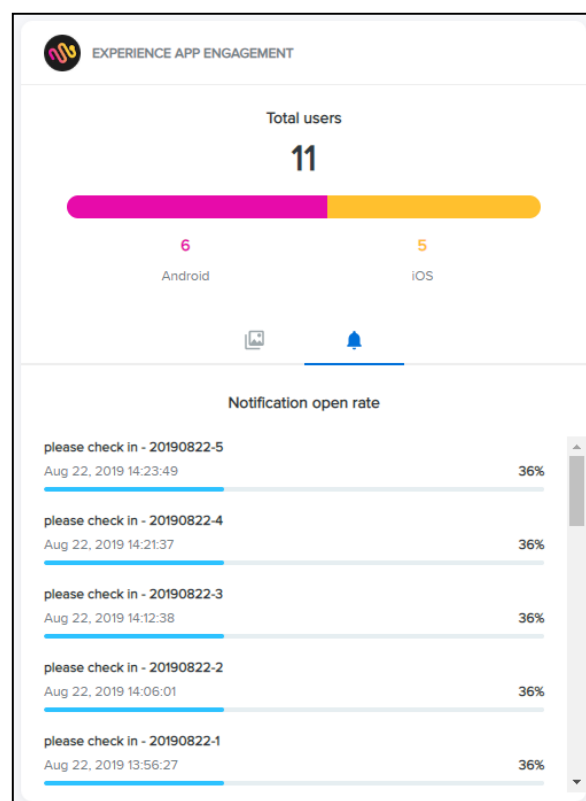
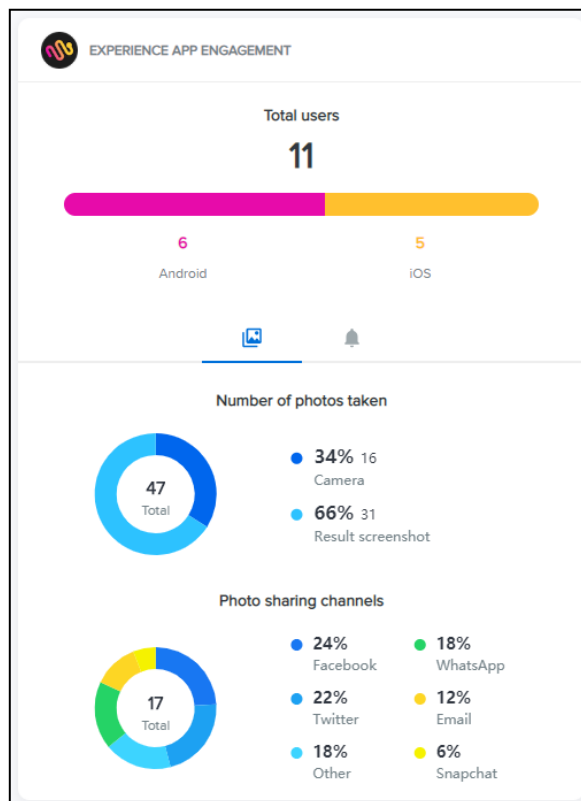


Experience App Engagement widget

See how your participants and spectators interact with the ACTIVE Experience App with the new Experience App Engagement widget (a Premium-tier Dashboard feature).

You and your staff (with the **View participant data** permission) can:

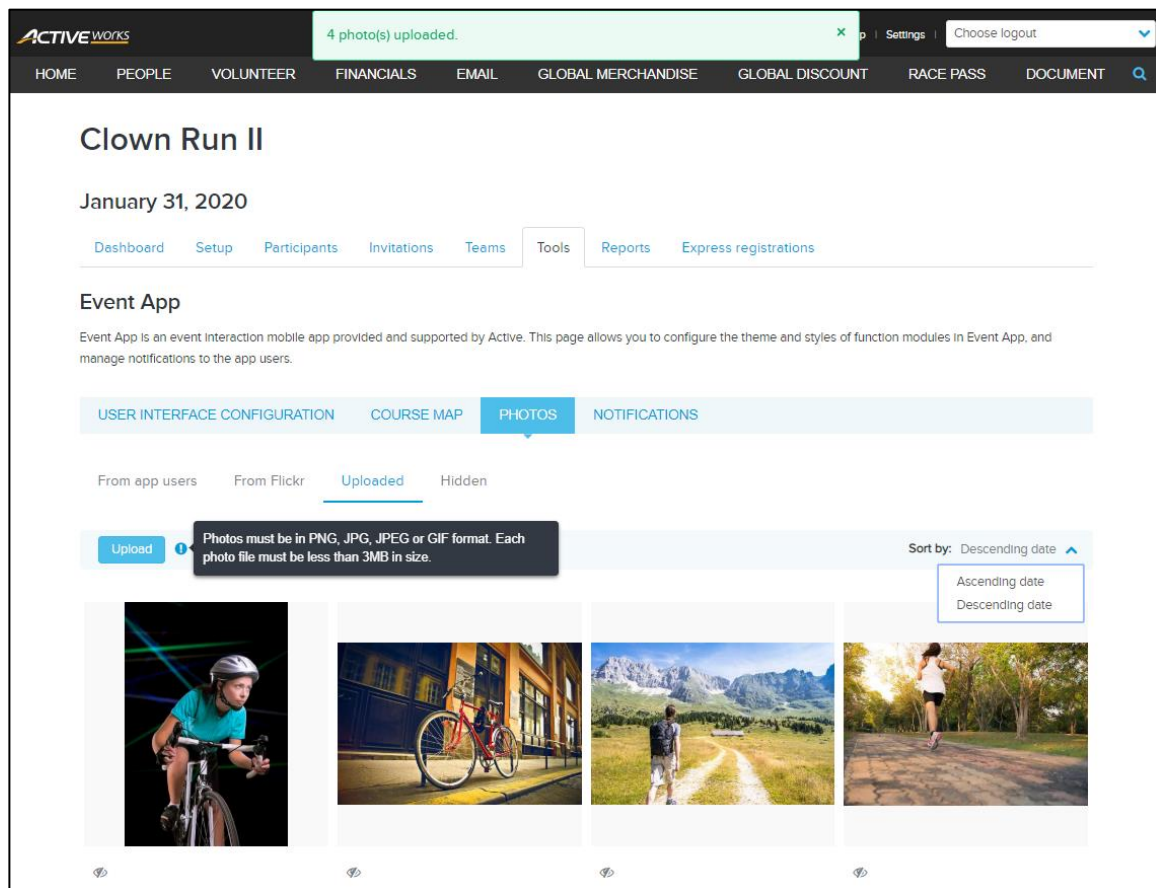
- See at-a-glance the total number of people using the Experience app (**Total users**) and a breakdown of the number of Android and iOS users.
- On the 📷 (Photos) tab, see how app users use the app's photo feature and on which social media channels they post the most photos of your event.
- On the 🔔 (Notifications) tab, see which of your notifications are getting through to app users.






Upload event photos

As an event organizer, you may be gathering event photos not just by crowdsourcing from the Experience App, but also from other sources such as sponsors, professional photographers and media participants. You can now directly upload these photos via the new **Upload** tab in the **PHOTOS** tool (an Elite-tier feature):



If you decide that an uploaded photo is unsuitable for public display, then click the  (hide) icon to move it to the **Hidden** tab.



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ACTIVE Network, LLC

717 North Harwood Street

Suite 2500

Dallas, TX 75201