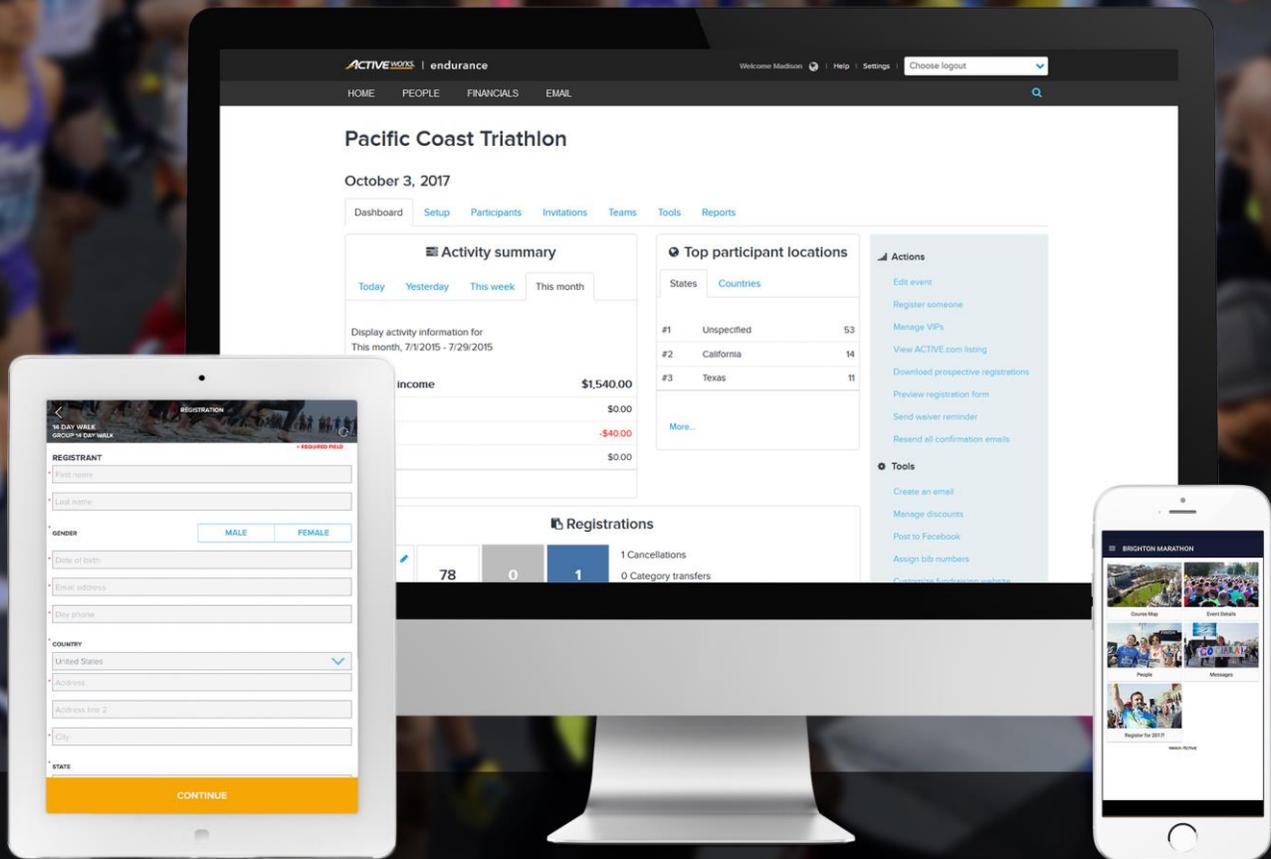




## Product Release Notes for ACTIVEWorks Endurance – December 18, 2018



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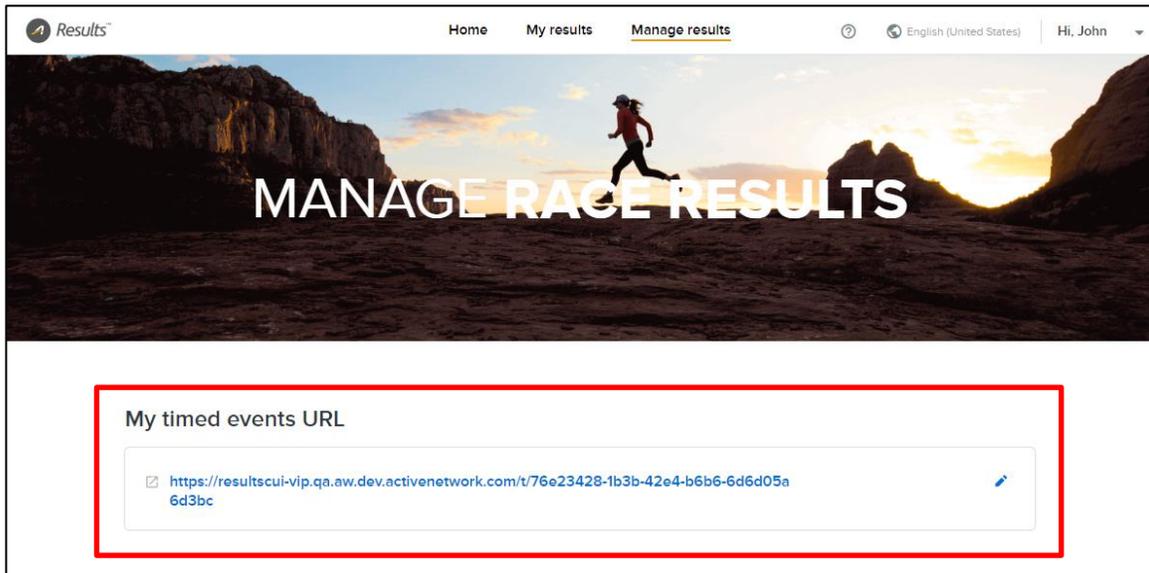
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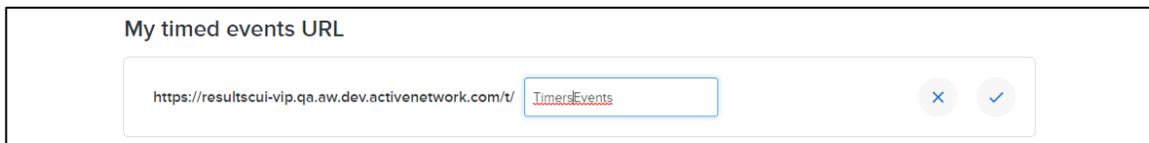
## Timer Results site

As a Timer, you now have your own, dedicated Results site, which you can use to host event results from any organization for which you are a Timer. You can easily add events that you manage, giving your participants and spectators a single, go to site to view only your selected event results. You can even customize your Timer Results site with your organization's branding.

Login to ACTIVE Results as a Timer to find the link to your dedicated Results site under **Manage results** tab > **My timed events URL**:



Feel free to customize this link with a more memorable or brand-specific path (note that editing this link invalidates any previous versions of it that you may have shared with participants or spectators):



Select the events to list on your dedicated Results site by clicking the **Add** button. Remove an event from your site by clicking the **Added** button to toggle it back to **Add**:



NAME	EVENT DATE	ROLE	VISIBILITY	MY TIMED EVENTS
+ Add event result				
selina copy 1st copy 062317 Test Event	Jun 29, 2019	Owner	Hidden	<a href="#">Add</a>
2nd copy - Track registration from abandon email ENDR-3060 4	May 25, 2019	Owner	Available	<a href="#">Added</a>
Guest login - Track registration from abandon email ENDR-30604	May 25, 2019	Owner	Available	<a href="#">Add</a>

When your participants or spectators open your **My timed events URL**, your dedicated Results homepage lists **only** the events that you have added:

### Desktop:

Events 3

Dec 31 2018	Clown Run	May 1 2018	CJ Marathon 2018
Springfield, AZ, United States RUNNING [1K.1 Mile]		Cupar, Fife, United Kingdom	
Oct 1 2016	The DONNA Marathon		
San diego, CA, United States TRIATHLON [Full/Long Distance]RUNNING [1KMarathon]			

### Mobile:

Events 3

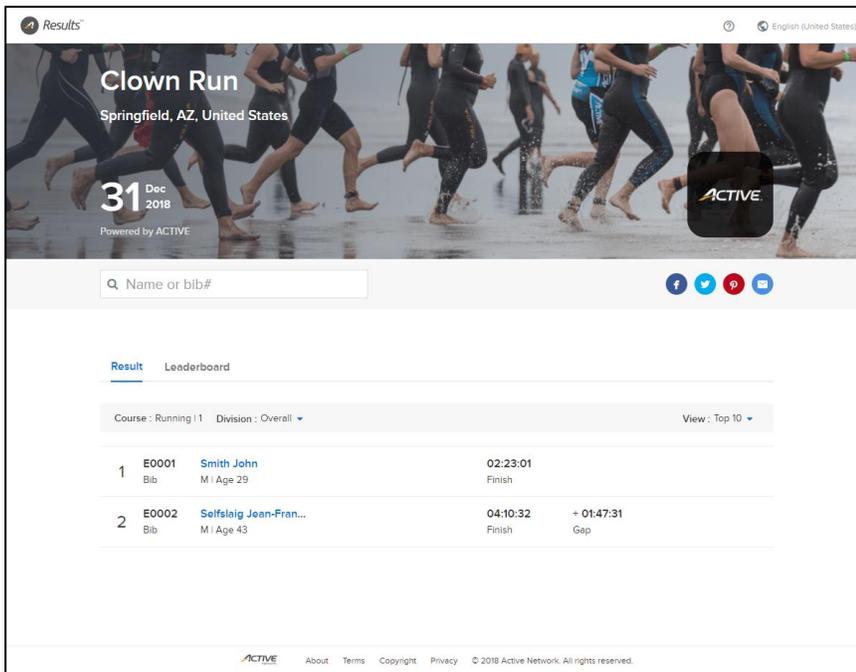
Dec 31 2018	Clown Run
Springfield, AZ, United States RUNNING [1K.1 Mile]	
May 1 2018	CJ Marathon 2018
Cupar, Fife, United Kingdom	
Oct 1 2016	The DONNA Marathon
San diego, CA, United States TRIATHLON [Full/Long Distance]RUNNING...	



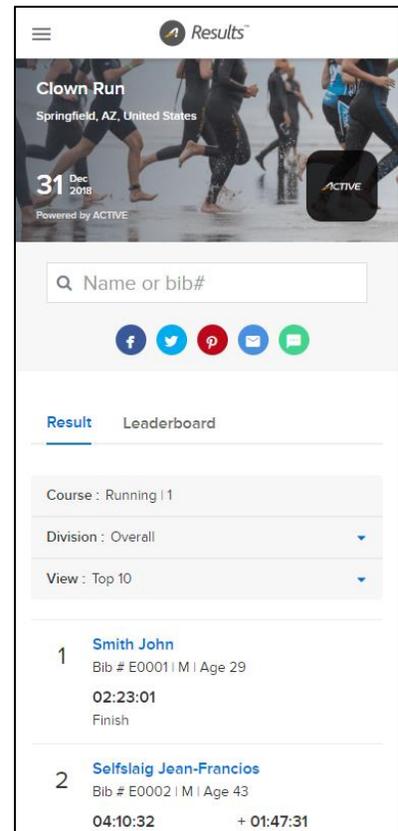
Your participants and spectators can:

- Click the  **Results™** icon on any page in the site to return to this home page.
- Enter an event name in the **Search event name** box to display only matching events.
- Click an event to open its event detail page:

### Desktop:



### Mobile:

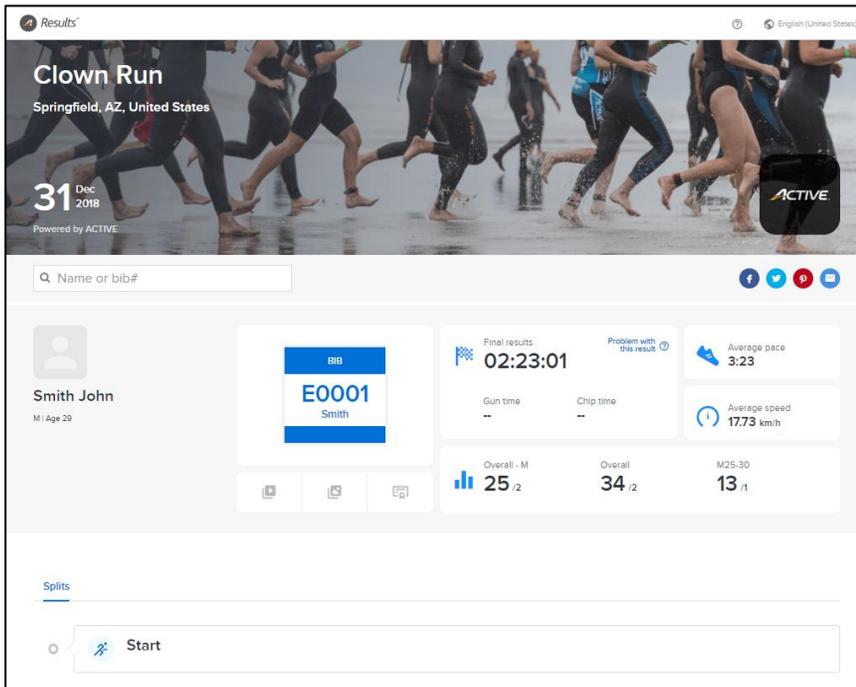


The event detail page lists event participants and their summary results. Your participants and spectators can:

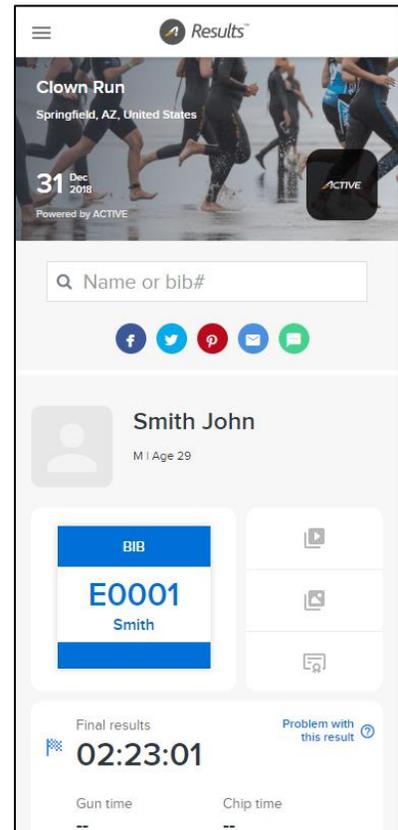
- Enter a participant name or bib number in the **Name or bib#** box to display only matching participants in the event.
- Click a participant to open his/her participant detail page:



### Desktop:



### Mobile:



The participant detail page lists a participant's detailed results. Your participants and spectators may enter a participant name or bib number in the **Name or bib#** box to display other matching participants in the same event.

If you wish to customize your dedicated Timer Results site with your organization's branding, then you can configure the page templates in ACTIVEworks Endurance (**Settings > Account settings > Custom branding > Create** button or an existing template > **Template setup > Event Result Page** link).



Results™ English (United States)

# spectator - TPS event

chengdu, sichuan, China

GPS-multi course

1 Nov 2016

Powered by ACTIVE

f t p m

Result Leaderboard

Course: Running | Marathon Division: Overall

1	E00011	Smith-1 John-1
	Bib	F   Age 29
2	E00022	Seifslaug-1 Jean-Fra...
	Bib	M   Age 43

Results™ English (United States)

# spectator - TPS event

chengdu, sichuan, China

GPS-multi course

1 Nov 2016

Powered by ACTIVE

f t p m

**Smith-1 John-1**  
F | Age 29  
California

**BIB**  
**E00011**  
Smith-1

Final results **02:23:01** [Problem with this result](#)

Gun time **02:23:01** Chip time **02:22:59**

Average pace **3:23** Average speed **17.73 km/h**

Overall **34** Overall - F **25** M25-30 **13**



## Race pass management

As your organization grows, you may find it necessary to delegate various administrative responsibilities to your staff members.

In this release, we have consolidated the Race Pass feature (an Elite-tier feature) under the **RACE PASS** tab and made this tab visible only to **Owner** and **Coordinator** role users, and custom role users granted with the **Create series, events and passes** permission:

ACTIVEworks  
Welcome Gerry | Help | Settings | Choose logout

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### Create custom role

Create a role with customized permissions.

Role name \* Race pass manager

Description \* Manages race passes

Role descriptions will be added in invitation emails.

Permissions \*

- PERMISSION
- Bib management
- Create series, events and passes
- Document management

Account settings

- Organization
- User administration
- User roles

Payment accounts

- Custom branding
- ACTIVE admin settings

The **Race pass report** has also been moved from the **FINANCIALS** tab to the **RACE PASS > Reports** tab:

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## Race pass

Race pass: Reports

To view report details, download the report. All times displayed in reports reflect Greenwich Mean Time (GMT).

All time periods

Download

RACE PASS

DOCUMENT

With these two enhancements, you can now safely delegate Race Pass creation and management to a trusted staff member, without giving him/her access to your organization's financial reports.



## Payment plan enhancements

You can now better customize the payment plans (an Elite-tier feature) that you offer to your customers, allowing for better promotional capabilities and control over flexible payment options:

### Payment plan availability date range

Previously, you could only set an end date on which a payment plan would no longer be available for purchase.

Now, you can set both start and end dates for payment plan availability. Set it, forget it, and let ACTIVEWorks Endurance automatically handle when to offer the payment plan to your customers:

The screenshot shows a 'Create a payment plan' form with the following fields and options:

- Plan name:** Weekly
- Deposit:**  Charge a deposit of 20
- Installments:** Charge installments Weekly
- Frequency:** Every 1 week(s) on the day of
- Start on:** 12/12/2018
- End on:** 12/31/2018
- Available date range:** 10/30/2018 - 12/31/2018 (highlighted in red)
- Calendar:** A calendar for October 2018 with the 30th highlighted in grey.
- Installment amounts:**

Installment	Date	Amount
1st	December 12, 2018	10
2nd	December 19, 2018	30
3rd	December 26, 2018	60
- Summary:** Installments in total: 3. Payment (deposit excluded) will be divided evenly to each installment.
- Buttons:** Cancel, Save

### Customize payment plan installment amounts

Previously, installment amounts were the same for all installments.

Now, you can set the proportion to be paid on each installment date. Want to charge more at the beginning of the payment period? Now you can:



### Create a payment plan

Plan name: Weekly Available date range: 10/30/2018 - 12/31/2018

Deposit:  Charge a deposit of 20 %

Installments: Charge installments: Weekly  Edit installments

Every 1 week(s) on the day of Wednesday

Start on 12/12/2018 End on 12/31/2018

1st	installment	December 12, 2018	amount	10.00	%
2nd	installment	December 19, 2018	amount	30.00	%
3rd	installment	December 26, 2018	amount	60.00	%

Installments in total: 3  
Payment (deposit excluded) will be divided evenly to each installment

Cancel Save

Your customers are shown their payment schedule and installment amounts during check out and when they manage their registration in the My Events site:

### CHECK OUT

#### PAYMENT OPTIONS

\* PLEASE SELECT A PAYMENT OPTION

Pay in full - \$110.00  
 Enroll in payment plan

\* Please select a payment option for each group of registrations

Amount due now: \$30.00

Clown Run - Running-1K - Individual Age group/open

Choose payment plan

Deposit + 3 payment(s)

12/12/2018, \$8.00  
12/19/2018, \$24.00  
12/26/2018, \$48.00

Payment will be taken automatically

Total payment required now to complete this purchase \$30.00

#### PAYMENT INFORMATION

\* PLEASE SELECT A PAYMENT METHOD

Use your credit card

CREDIT CARD

VISA MASTERCARD

PAY WITH CREDIT CARD

### BILLING MANAGEMENT

My Events > Billing management

Order #C-5B8TL0STQGW

NEXT PAYMENT: \$8.00 due on Dec 12, 2018

ACCOUNT BALANCE: \$80.00 Remaining balance

PAYMENT METHOD: Card alias

Name on card: Fu Alexander  
Card number: VISA \*\*\*\* 1881  
Expiration date: 01/2021

#### PAYMENT SCHEDULE

Dec 12, 2018	\$8.00
Dec 19, 2018	\$24.00
Dec 26, 2018	\$48.00



## Registration view: display payment plan

Curious why a participant's registration is still pending or why they are unable to check-in (due to a failed payment)? Now you can easily see if a registration is on a payment plan, allowing you to better serve your participants.

In the Registration view, you can now see at a glance if a registration (including a group team captain or member registration) is on a payment plan and the name of the payment plan:

The screenshot shows the registration details for Lee Alexander. The registration is for a "Clown Run" event on December 31, 2018. The status is "Pending - R-10PT3WV02V7". The participant is "Not on a team". A red box highlights the text "Payment plan: Weekly". Below this, there is a section for "Current purchases" with an ID of "C-5B8TKNQ79YX" and an "Actions" button. The items table shows one item: "Clown Run - Running-1K - Individual Age group/open - Lee Alexander".

The screenshot shows the registration details for Rest1 Team. The registration is for a "Payment Plan 20181205" event on October 10, 2021. The status is "Pending - R-10PT3WZ0BH8". The participant is "Rest1 Team" (Captain), with email "team2@mailinator.com". The registration is for a "Payment Plan 20181205 - Walking-1 Mile-Group - Group-T-N". The team name is "Group-T-N 1". A red box highlights the text "Payment plan: Payment Plan For 2018 Rest Days". Below this, there is a section for "Current purchases" with an ID of "C-5B8TKZ4QVH7" and an "Actions" button. The items table shows one item: "Payment Plan 20181205 - Walking-1 Mile-Group - Group-T-N - Rest Team - Team Member - Group-T-N 1" with a price of \$0.00 and a quantity of 1.



## Cancel and refund a payment plan registration

You can now cancel a registration on a payment plan and refund up to the amount paid so far, by clicking **Actions > Cancel** on the registration or order view. The payment plan will cease charging your registrant from the next installment date.

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### Clown Run

December 31, 2018

Dashboard Setup Participants Invitations Teams Tools Reports Express registrations

**Lee Alexander**  
alexander.fu@activenetwork.com  
0000000000 | Male | 48  
Pending - R-10PT3WV02V7  
Clown Run - Running-1K - Individual Age group/open  
Not on a team  
Payment plan: Weekly

View: All | Current Purchases | Responses | Results

**Current purchases**  
ID: C-5B8TKNQ79YX

ITEMS	PRICE	QUANTITY	SUBTOTAL
Clown Run - Running-1K - Individual Age group/open - Lee Alexander	\$100.00	1	\$100.00
Included t-shirt - Extra large	\$0.00	1	\$0.00
SUBTOTAL:			\$100.00
PACKAGING FEE			\$10.00
TOTAL:			\$110.00

Order ID: C-5B8TKNQ79YX  
Order date: 10/30/2018  
Amount: \$110.00  
Balance: \$34.28

View: All | Order summary | Original order | Payment information | Comment

### Order summary

ITEMS	PRICE	QUANTITY	SUBTOTAL
Clown Run - Running-1K - Individual Age group/open - Lee Alexander	\$100.00	1	\$100.00
Included t-shirt - Extra large	\$0.00	1	\$0.00
SUBTOTAL:			\$100.00
PACKAGING FEE			\$10.00
TOTAL:			\$110.00

### Original order

ITEMS	PRICE	QUANTITY	SUBTOTAL
Clown Run - Running-1K - Individual Age group/open - Lee Alexander	\$100.00	1	\$100.00
Included t-shirt - Extra large	\$0.00	1	\$0.00
SUBTOTAL:			\$100.00
PACKAGING FEE			\$10.00
TOTAL:			\$110.00

### Cancel order

Select the items you would like to cancel below and continue. Canceled items will be returned to inventory.

#### Order

<input checked="" type="checkbox"/>	ITEMS	PRICE	PAID	QUANTITY	SUBTOTAL
<input checked="" type="checkbox"/>	Clown Run - Running-1K - Individual Age group/open - Lee Alexander Lee Alexander Registration Id: R-10PT3WV02V7	\$100.00	\$70.72	1	\$100.00
<input checked="" type="checkbox"/>	Included t-shirt - Extra large	\$0.00	\$5.00	1	\$0.00

Canceled: \$100.00  
Cancellation fee: \$70.72  
Unpaid balance: -\$34.28

Comments

Cancel Next



**Note:** for an add-on item (such as the **Included t-shirt - Extra large** item above), you can only cancel the whole quantity of the add on item, not part of the quantity.

**Order successfully canceled**

**Order information**

Order ID: C-5B8TL0VHRDL  
 Order date: Tuesday, December 11, 2018  
 Order amount: -\$29.28

**Order modifications**

Modified Items

C-5B8TL0VHRDL 12/11/2018 4:13 a.m.	Canceled - Clown Run - Running-1K - Individual Age group/open - Lee Alexander Refunded \$34.28 of \$100.00	-\$34.28
	Canceled - Included t-shirt - Extra large Refunded \$0.00 of \$0.00	\$0.00
<b>SUBTOTAL:</b>		<b>-\$34.28</b>
<b>PACKAGING FEE:</b>		<b>-\$6.71</b>
<b>TOTAL:</b>		<b>-\$40.99</b>

**ACTIVE**  
Dear Lee,

Your payment to Simpsons Sports has been refunded.

**Order information**

Order ID: C-5B8TL0VHRDL  
 Date: December 11, 2018

Item	Price
Cancellation of Clown Run - Running-1K - Individual Age group/open Lee Alexander	(100.00)
Cancellation fee	65.72
Cancellation of Included t-shirt - Extra large	0.00
Cancellation fee	0.00
Subtotal:	(\$ 34.28)
Packaging fee	(\$ 6.71)
Grand total:	(\$ 40.99)
Previous credits:	\$ 24.28
Refund(s) issued:	\$ 16.71
Order balance:	\$ 0.00

**Refund information**

Amount: \$ 16.71  
 Refunded to: Visa \*1881  
This refund will appear as ACT\*null on your billing statement.



## Payment plan report

A new **Payment plan report** now provides you with detailed information for all registrations on a payment plan, including:

- **Order number, Order amount** (including consumer-absorbed processing fees), **Order currency**
- **Registration number**
- **First Name, Last Name**
- **Country, Address, Address 2, City, State/Province/Region, ZIP/Postal code, Day phone**
- **Payment for** (possible values include: **Deposit, Installment 1...Installment 12, Manual payment**)
- **Payment time, Payment amount** (including consumer-absorbed processing fees), **Payment currency**
- **Payment status** (possible values include: **Approved, Declined, Error, Submitted, Pending, Charge back in plan, Planned**)

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### Clown Run

December 31, 2018

Dashboard Setup Participants Invitations Teams Tools Reports Express registrations

Revenue report  
Provides a list of all payments and transactions, including...

Payment plan report  
Provides a file containing payment plan payments.

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## Payment plan report

To view report details, download the report. All times displayed in reports reflect Greenwich Mean Time (GMT).

All time periods

Back **Download**

Payment plan report - 12/11/2018

Data may be delayed by up to 30 minutes.

This file opens in your browser (CSV format).

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	Order number	Order amount	Order currency	Registration number	First name	Last name	Country	Address	Address 2	City	State/Province/Region	ZIP/Postal code	Day phone	Payment for	Payment time	Payment amount	Payment currency	Payment status
2	C-5B8TKNQ79YX	30	USD	R-10PT3WV02V7	Lee	Alexander	US							0 Deposit	10/30/2018 9:16	30	USD	APPROVED
3	C-5B8TKNQ79YX	11.43	USD	R-10PT3WV02V7	Lee	Alexander	US							0 Installment1	11/16/2018 7:03	11.43	USD	APPROVED
4	C-5B8TKNQ79YX	11.43	USD	R-10PT3WV02V7	Lee	Alexander	US							0 Installment2	11/23/2018 7:10	11.43	USD	APPROVED
5	C-5B8TKNQ79YX	11.43	USD	R-10PT3WV02V7	Lee	Alexander	US							0 Installment3	11/30/2018 7:02	11.43	USD	APPROVED
6	C-5B8TKNQ79YX	11.43	USD	R-10PT3WV02V7	Lee	Alexander	US							0 Installment4	12/7/2018 7:11	11.43	USD	APPROVED
7	C-5B8TKNQ79YX	11.43	USD	R-10PT3WV02V7	Lee	Alexander	US							0 Installment5	12/14/2018 7:00	11.43	USD	Planned
8	C-5B8TKNQ79YX	11.43	USD	R-10PT3WV02V7	Lee	Alexander	US							0 Installment6	12/21/2018 7:00	11.43	USD	Planned
9	C-5B8TKNQ79YX	11.42	USD	R-10PT3WV02V7	Lee	Alexander	US							0 Installment7	12/28/2018 7:00	11.42	USD	Planned



## Copying an event: copy payment plans

If you create a new event by copying an existing event, then the event's payment plans are now automatically copied to the new event, with all installment dates shifted by the difference between the existing and new event dates. This allows for a consistent offering between your old and new events.

### Create a copy of Clown Run event ✕

**Copy settings**

**\*Settings**  
Can be copied  
You can choose whether or not to copy these settings from the past event.

- Additional purchases
- User admin permissions
- T-shirt & other free merchandise
- Language translations

**Automatically copied**  
These features will always be copied from the past event.

- Registration form questions
- Categories and prices
- Event level settings and restrictions
- ACTIVE.com settings
- Team settings
- Event primary language
- Custom branding
- Custom analytics
- Payments and installments

**Can't be copied**  
These features can't be copied or don't exist, but can be enabled during setup.

- Waivers
- Fundraising
- Confirmation messages
- Bib numbers
- Discounts
- Custom registration reports
- File upload
- Social media settings
- Checkout custom content
- Prospective registration emails
- Transfer to another event
- Event App



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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).

ACTIVE Network, LLC

717 North Harwood Street

Suite 2500

Dallas, TX 75201