



Product Release Notes for ACTIVEWorks Endurance – December 18, 2018

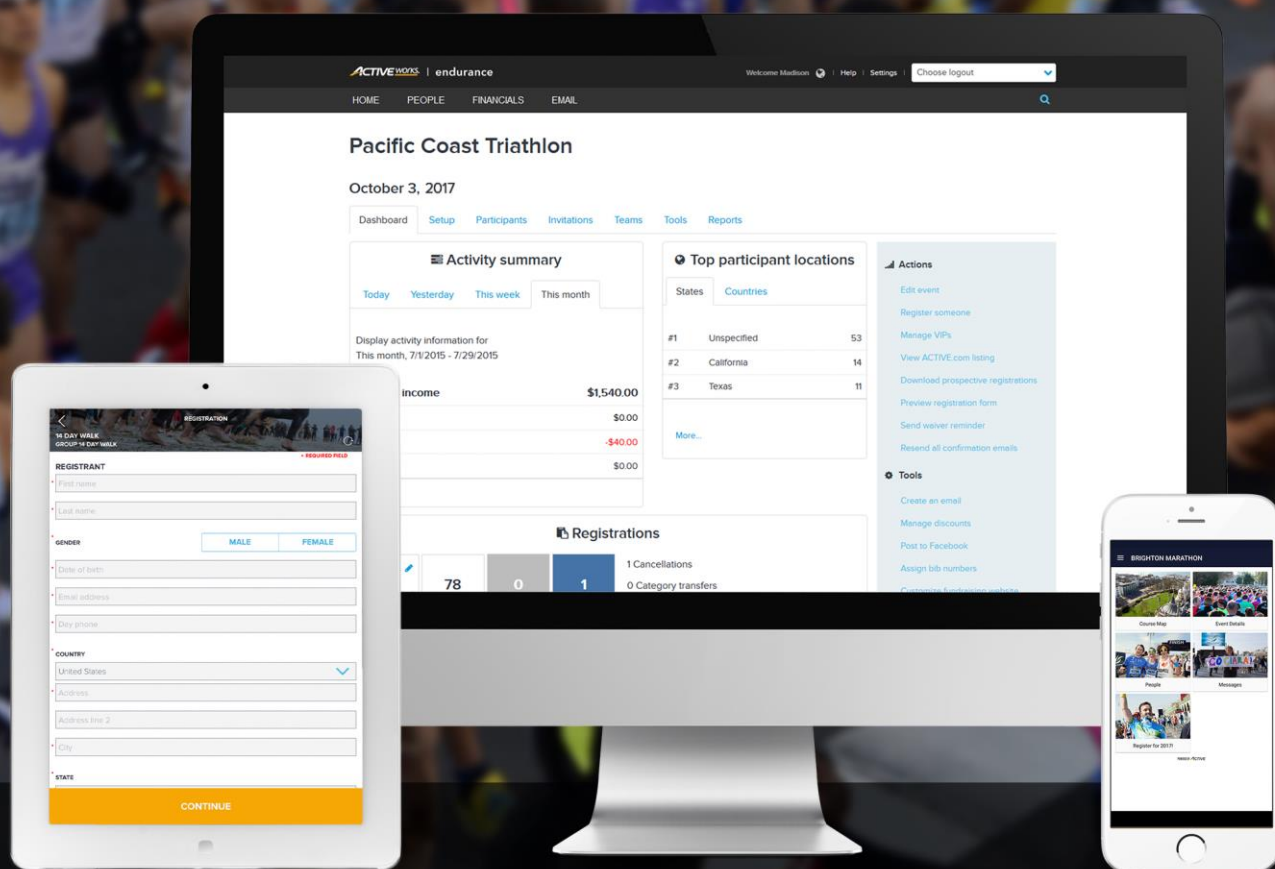


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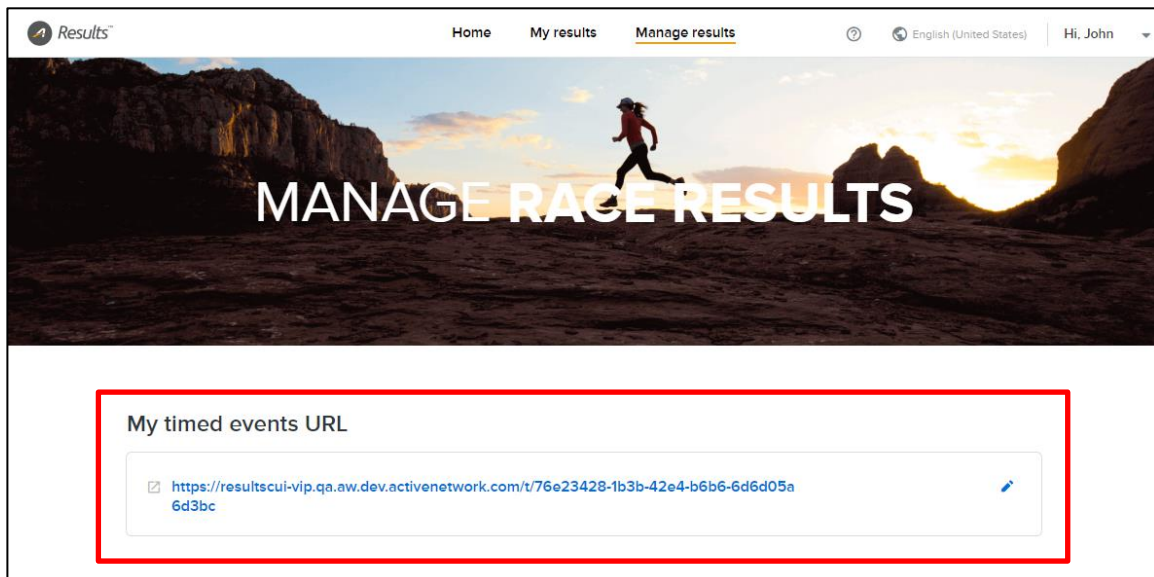
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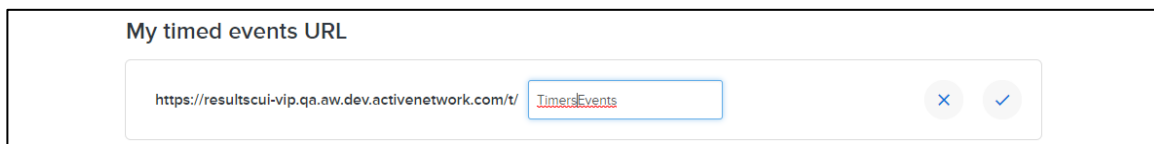
Timer Results site

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	Add
2nd copy - Track registration from abandon email ENDR-30604	May 25, 2019	Owner	Available	Added
Guest login - Track registration from abandon email ENDR-30604	May 25, 2019	Owner	Available	Add

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

Desktop:


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

Mobile:

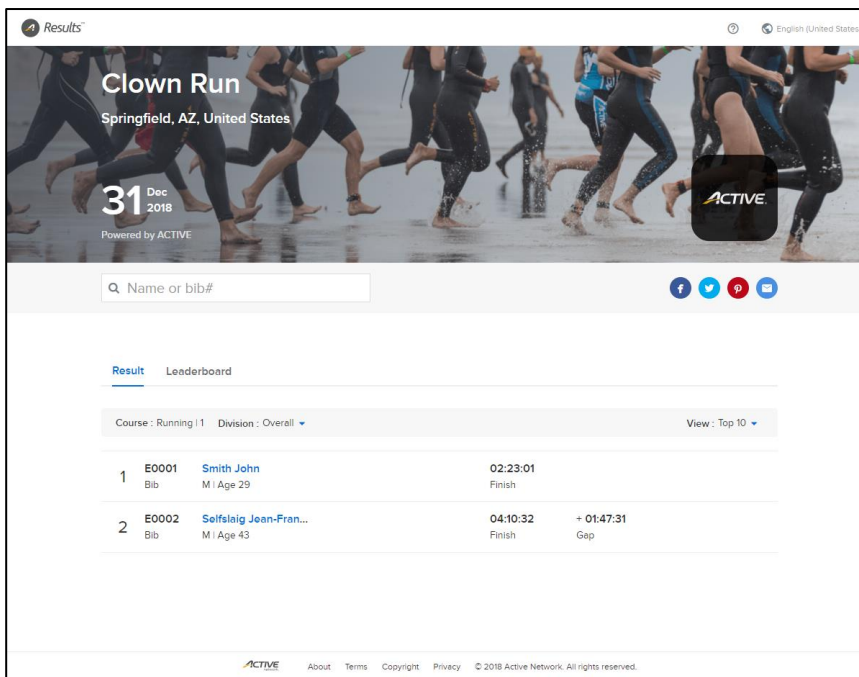
NAME	EVENT DATE	ROLE	VISIBILITY	MY TIMED EVENTS
+ Add event result				
selina copy 1st copy 062317 Test Event	Jun 29, 2019	Owner	Hidden	Add
2nd copy - Track registration from abandon email ENDR-30604	May 25, 2019	Owner	Available	Added
Guest login - Track registration from abandon email ENDR-30604	May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



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:

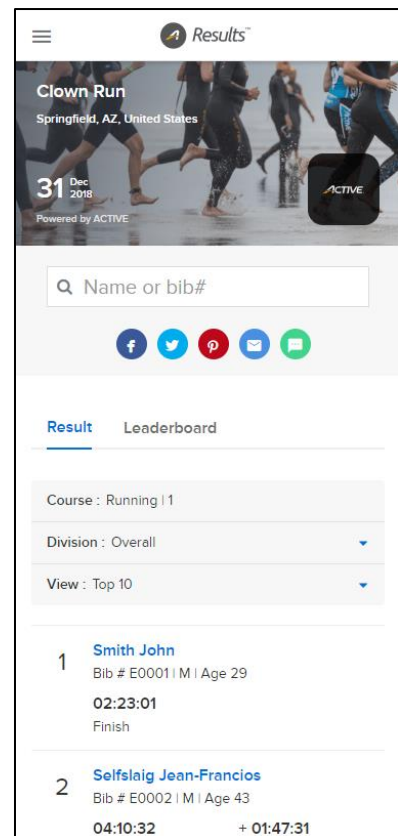
Desktop:



The desktop view of the Clown Run event page features a large hero image of runners. Below the image is a search bar labeled "Name or bib#" and social media icons for Facebook, Twitter, Pinterest, and Email. The page is divided into "Result" and "Leaderboard" tabs. The "Result" tab is active, showing a table of results for the "Running | 1" course and "Overall" division. The table lists two participants: Smith John (Bib # E0001, M, Age 29) with a finish time of 02:23:01, and Selfsraig Jean-Francois (Bib # E0002, M, Age 43) with a finish time of 04:10:32 and a gap of + 01:47:31. The page is powered by ACTIVE and includes a footer with links to About, Terms, Copyright, and Privacy, along with a copyright notice for 2018 Active Network.

	Result	Leaderboard
Course : Running 1 Division : Overall View : Top 10		
1	E0001 Smith John Bib M Age 29	02:23:01 Finish
2	E0002 Selfsraig Jean-Francois Bib M Age 43	04:10:32 + 01:47:31 Gap

Mobile:



The mobile view of the Clown Run event page is optimized for smaller screens. It features a search bar labeled "Name or bib#" and social media icons for Facebook, Twitter, Pinterest, Email, and Messenger. The page is divided into "Result" and "Leaderboard" tabs. The "Result" tab is active, showing a list of results for the "Running | 1" course and "Overall" division. The list shows two participants: Smith John (Bib # E0001, M, Age 29) with a finish time of 02:23:01, and Selfsraig Jean-Francois (Bib # E0002, M, Age 43) with a finish time of 04:10:32 and a gap of + 01:47:31. The page is powered by ACTIVE.

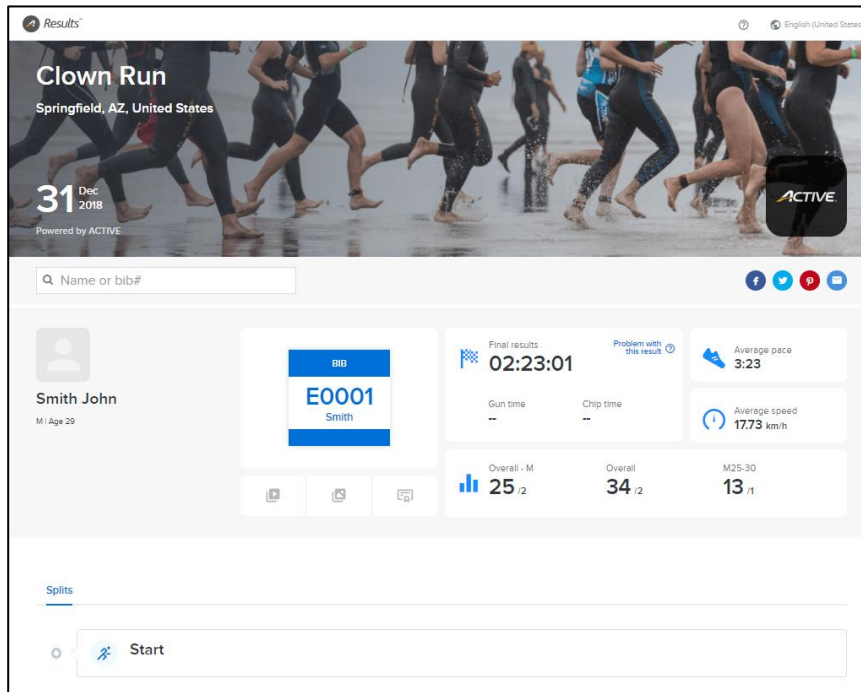
	Result	Leaderboard
Course : Running 1 Division : Overall View : Top 10		
1	Smith John Bib # E0001 M Age 29	02:23:01 Finish
2	Selfsraig Jean-Francois Bib # E0002 M Age 43	04:10:32 + 01:47:31

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

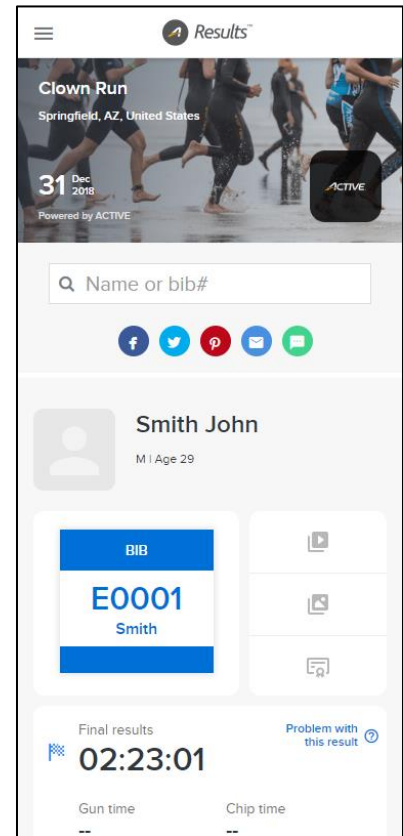
- Enter a participant name or bib number in the **Name or bib#** box to display only matching participants in the event.
- Click a participant to open his/her participant detail page:



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

1 Nov 2016

Powered by ACTIVE

GPS-multi course

Q Name or bib#

Result

Leaderboard

Course : Running | Marathon

Division : Overall

1

E00011

Smith-1 John-1

Bib

F | Age 29

2

E00022

Seifslag-1 Jean-Fra...

Bib

M | Age 43

Results

English (United States)

spectator - TPS event

chengdu, sichuan, China

1 Nov 2016

Powered by ACTIVE

GPS-multi course

Q Name or bib#

Smith-1 John-1

F | Age 29

California

BIB

E00011

Smith-1

Final results

Problem with this result

02:23:01

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

HOME PEOPLE VOLUNTEER FINANCIALS EMAIL GLOBAL MERCHANDISE GLOBAL DISCOUNT MORE

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

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 the 'Create a payment plan' form. The 'Available date range' section is highlighted with a red box, showing a calendar for October 2018. The date range is set from 10/30/2018 to 12/31/2018. The form includes fields for Plan name, Deposit, Installments, and a table for installment amounts.

Plan name	Weekly
Deposit	<input checked="" type="checkbox"/> Charge a deposit of 20
Installments	Charge installments Weekly
Every	1 week(s) on the day of
Start on	12/12/2018
End on	12/31/2018
1st installment	December 12, 2018 amount 10 %
2nd installment	December 19, 2018 amount 30 %
3rd installment	December 26, 2018 amount 60 %

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

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

PAY WITH CREDIT CARD

ACTIVE

My Events > Billing management

BILLING MANAGEMENT

Order #C-5B8TL0STQGW

NEXT PAYMENT
\$8.00
due on Dec 12, 2018
Pay now

ACCOUNT BALANCE
\$80.00
Remaining balance
Pay remaining balance

PAYMENT METHOD Edit

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 page title is "Clown Run" with the date "December 31, 2018". The navigation bar includes links for Dashboard, Setup, Participants, Invitations, Teams, Tools, Reports, and Express registrations. The participant's name is Lee Alexander, with email alexander.fu@activenetwork.com and phone number 0000000000. The registration status is "Pending" with ID R-10PT3WV02V7. The event is "Clown Run - Running-1K - Individual Age group/open". The participant is "Not on a team". The "Payment plan" is highlighted in a red box and labeled "Weekly". The "Current purchases" section shows the purchase ID C-5B8TKNQ79YX and a list of items including "Clown Run - Running-1K - Individual Age group/open - Lee Alexander".

The screenshot shows the registration details for the Rest1 Team. The page title is "Payment Plan 20181205" with the date "October 10, 2021". The navigation bar includes links for Dashboard, Setup, Participants, Invitations, Teams, Tools, Reports, and Express registrations. The team name is Rest1 Team, with email team2@mailinator.com and phone number 323333333. The registration status is "Pending" with ID R-10PT3WZ0BH8. The event is "Payment Plan 20181205 - Walking-1 Mile-Group - Group-T-N". The team name is "Group-T-N 1". The "Payment plan" is highlighted in a red box and labeled "Payment Plan For 2018 Rest Days". The "Current purchases" section shows the purchase ID C-5B8TKZ4QVH7 and a table of items.

ITEMS	PRICE	QUANTITY	SUBTOTAL
Payment Plan 20181205 - Walking-1 Mile-Group - Group-T-N - Rest Team - Team Member - Group-T-N 1	\$0.00	1	\$0.00



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

Actions -
Cancel

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

Actions
Cancel

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
Lee Alexander			
Registration Id: R-10PT3WV02V7			
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

☒

ITEMS

PRICE

PAID

QUANTITY

SUBTOTAL

☒

Clown Run - Running-1K - Individual Age group/open - Lee Alexander
Lee Alexander
Registration Id: R-10PT3WV02V7

\$100.00

\$70.72

1

\$100.00

☒

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

Canceled - Included t-shirt - Extra large

Refunded \$0.00 of \$0.00

SUBTOTAL:

-\$34.28

PACKAGING FEE:

-\$6.71

TOTAL:

-\$40.99

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	(100.00)
Lee Alexander	
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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HOME PEOPLE VOLUNTEER FINANCIALS EMAIL GLOBAL MERCHANDISE GLOBAL DISCOUNT MORE

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			N	O	P	Q	R
1	Order number	Order amount	Order currency	Registration number	First name	Last name	Country	Address	Payment for	Payment time	Payment amount	Payment currency	Payment status
2	C-5B8TKNQ79YX	30 USD	USD	R-10PT3WV02V7	Lee	Alexander	US	1000					



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

Cancel

Copy event



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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.

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