ACTIVEworks®

Product Release Notes for ACTIVEWorks Endurance – May 4, 2017
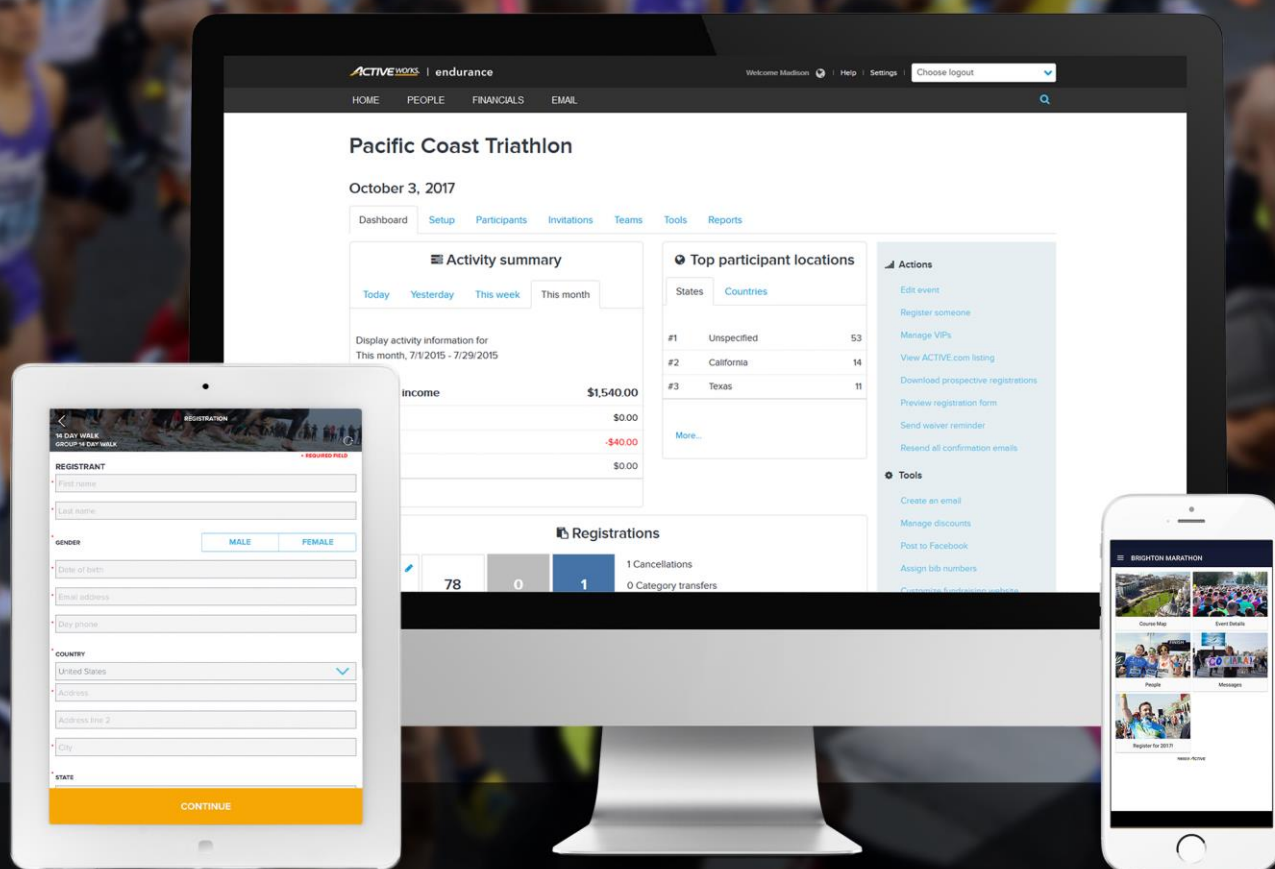
Table of Contents

Event Series

After many months of careful development, the Event Series feature is now ready for release.
We noticed that amongst the thousands of race participants every year, there are many participants who like to participate in a specific set of races every year. To build up and reward the loyalty of these frequent participants, ActiveWorks Endurance now provides organizers with the ability to sell event series, which allow participants to purchase specific races together and to apply discounts to the event series.

For race organizers

Configuring an event series is simple. Just bundle certain races together, select included purchases, and then set an activation date. You can choose whether all or a certain number of selected races are required to purchase the event series at a full or discounted price.

Step 1.   In ActiveWorks Endurance, click the **Create an event series** link from the side menu.
Then, on the **Series details** page:
- Name the series and add a description
- Select the series currency
- Select the events to be included in the series
- Select whether all or only a certain number of events are required to purchase the series
- Set a percentage discount for the series

Step 2.   On the **Additional purchase** page, expand each event and then select the additional purchases to be included with each event in the series. Items marked **Required** must be included.
Participants will only see additional purchase items for their selected events.

Step 3.   On the **Activation** page:
- Select to activate the event series registration later, now, or on a future date
- Preview the event series registration form

Step 4.   Click **Save** to create the event series.
The event series is displayed on the **Your event series** tab.

Event series are another way of diversifying your event revenue and help you to identify and reward your frequent runners, whose participation brings steady revenue to your agency. Before an event starts, you can estimate your revenue from existing event series registration data. After the event ends, event series registrations are recorded per race and revenues are streamed to each individual race. You can check the transactions for each race in the event series, or use the new event series report to review the whole event series.

Step 1: Series details

Series name *	Springfield Pack
Description	
Series currency *	Select one
Events *	Filter by event name Search
	Select all

Participants can register for only one price type per event.

Include registration-closed events and completed events

Required events *	All
Discount *	No discount
	● 10 %

Back

Step 2: Additional purchase

Select which purchases to include in your series. Participants will only see items from events they've selected.

Springfield Fun Run 2017   December 31, 2017   **0** items selected ⌃

REQUIRED

NO IMAGE

Included t-shirt

$0.00-$0.00

Simpsons Theme Run   August 31, 2017   **0** items selected ⌄

Back   Save & continue

Step 3: Activation

Preview and activate your event series registrati

Activate registration *	○ Activate registration later
	Save and come back later to activate registration.
	● Activate registration now or on a future date
	Set up registration open and close dates to activate registration.
Start date/time *	11/22/2016 12:00 a.m.
End date/time *	12/22/2017 12:00 a.m.

Only events which are open for registration within the event series registration period are available for participants.

Preview your event series

Try out your event series registration to see what it looks like and test out how it works. (Preview will open in a new browser window.)

Preview registration form

Back   Save

For participants

Frequent participants will appreciate the discounts provided by event series. Other runners may also be attracted by the discounts or the theme of an event series. The event series discount applies to the registration fee for each individual event.

Event series registration is easy. Participants only need to go through a single registration process to complete registrations for all races in the event series. All required information is collected together. Participants do not need to repeatedly enter information that can be shared between races (for example, personal information, identical questions, waivers, etc.).

Other Enhancements

Refunding surcharges

In the event that a registration with a custom fee is cancelled or refunded, organizers can now configure the custom fee to be non-refundable or partially refunded in proportion to the refunded order amount.

Refining filter results in Custom Registration Reports

When organizers create custom registration reports, they can now add the following filters to refine the results in the report:

- Date registered
- Gender
- Date of birth
- Country

- Registration status
- Check-in date
- Fundraising
- Bib number

- Waiver signed
- Team role
- Question response
- Purchased merchandise

To filter results even more precisely, organizers can add up to five filter criteria.

Organizers no longer need to manually send Excel spreadsheets to their stakeholders. Stakeholders can now click the live report link, select their required reporting period and then view the report.

Payment Account in Thai currency

Organizers can now contact our ActiveWorks Endurance Support Team to open a payment account that accepts participant payments in Thai Baht (THB).

Additional personal information in merchandise reports

The event merchandise report/global merchandise report is enhanced with the following personal information: Email address, Date of birth, Gender, Registration number, and Day phone.

Requiring registrant photo and finger print for On-Site registrations

To improve event security, organizers can now choose to require collection of registrants' photos and fingerprints during check-in or registration.

Verifying registrants' addresses

For any U.S.-based organizers who have struggled with returning a shipment, participant addresses are now automatically validated using the United States Postal Service. Address typos made by a registrant are flagged and the registrant is prompted with a suggested change.

ACTIVE Network, LLC

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.

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