



Product Release Notes for ACTIVEWorks – March 2, 2020

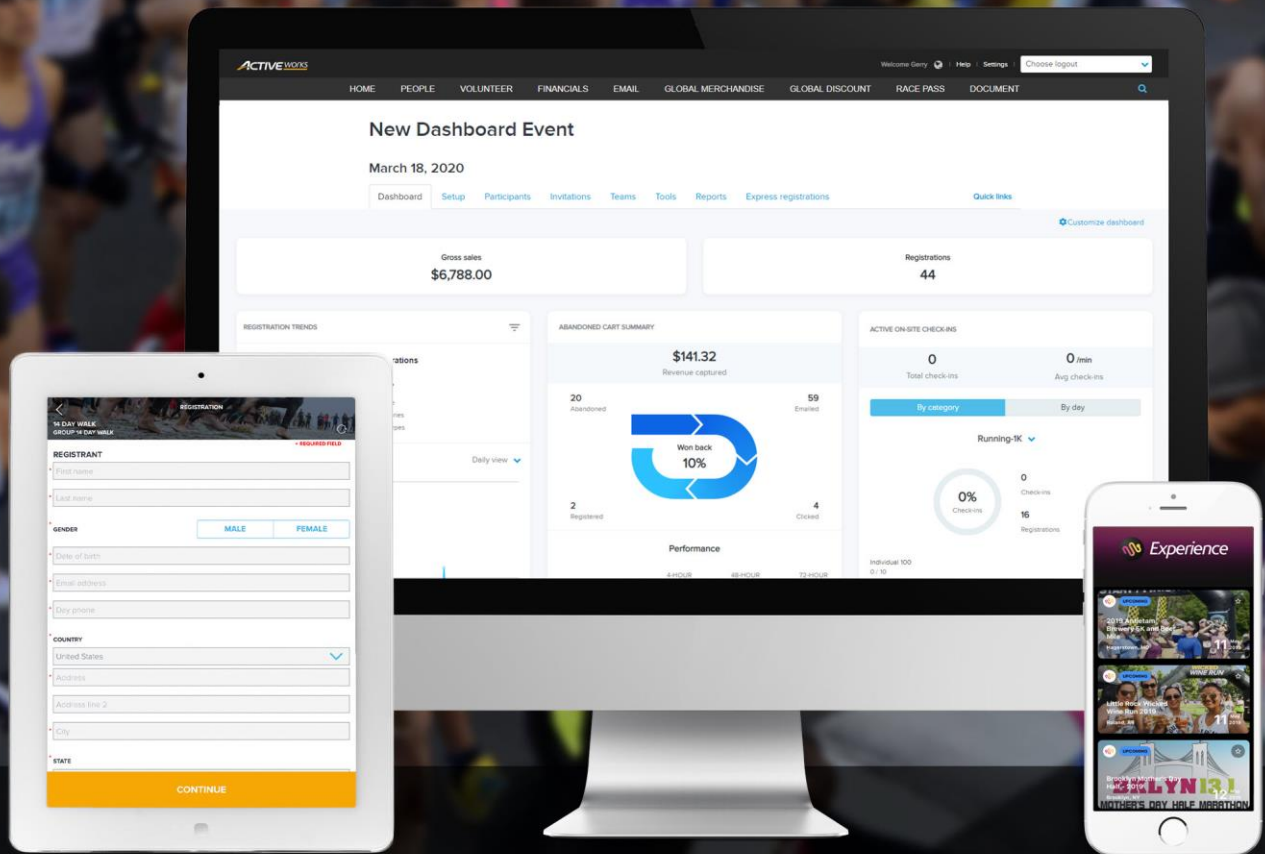


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Automatically cancel unrefunded registrations with confirmed chargebacks

To ensure that your registrants cannot attend an event when they have issued and won a chargeback claim with their bank, their registration status in ActiveWorks is now automatically changed to **Canceled**. The registration in the participant's profile is also flagged as **This registration is charged back**, so that your athlete services team can easily see who issued the chargeback when they call/email in (chargeback reports can also be found at: **FINANCIALS** tab > **Charge back report**).

When a **Canceled** registration occurs, your available inventory also increases allowing you to resell that spot.

The screenshot shows the ActiveWorks interface for a participant profile on June 30, 2031. The navigation bar includes Dashboard, Setup, Participants, Invitations, Teams, Tools, Reports, Express registrations, and Virtual event. The participant's name is 'charge back' with email 'charge@back.com', ID '12345678', gender 'Male', and age '34'. The registration status is 'Canceled - R-10PT417L69Z' for the event 'pivot to rollup testing event - Running-Marathon - Individual - disable self team'. A red box highlights a notification: 'This registration is charged back'. Below this, there is a 'Current purchases' section with ID 'C-76X5LJ2HJRD' and an 'Actions' button. A table lists the purchase: 'Included t-shirt - Small' at a price of \$10.00, quantity of 1, and subtotal of \$10.00.

ITEMS	PRICE	QUANTITY	SUBTOTAL
Included t-shirt - Small	\$10.00	1	\$10.00

Social Referral rebate funding

Social Referral continues to be an incredibly powerful marketing tool; our most successful clients average 15 to 25% of their total registrations being generated by Social Referral ([article](#)). *Ask your account manager if you want to find out how to better use this amazing tool!*

ACTIVE has until today held back 5% of the registration dollars in a special pot to finance the rebates issued to registrants who successfully referred your event to their friends. These rebates are typically paid out later in an event's registration cycle.

We recognize that our clients need their cash more than ever today, so we are no longer holding back the 5% to fund these Social Referral rebates. ACTIVE will still automatically process your Social Referral rebates but using the balance you have on file in that remittance period. If your balance is zero, then you can simply fund your account by reaching out to support (clientcare@activenetwork.com).



Race Pass report: include discounts

Following the recent release of discount coupons for Race Pass purchases (an Elite-tier feature), to help you better understand which of your Race Pass customers used discount coupons, the **RACE PASS > Reports** now includes the **Discount Code** and **Discount Amount** for each Race Pass purchase (blank if no discount code was used):

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	
1	Purchasing ID	Race pass name	Purchase time	Buyer		er	Owner Email																	Discount Code	Discount Amount	
2	33402	Mega Pass	11/28/2017 6:51	Lee Ale Ale			homer.simpson@activenetwork.com																	BIGDISCOUNT	15	
3	33701	Mega Pass	11/29/2017 2:32	Lee Ale			Marge.simpson@activenetwork.com																			
4	42702	Mega Pass	9/10/2018 1:49	Lee Ale Ale			isa.simpson@activenetwork.com																		LITTLEDISCOUNT	5
5	411381	Mega Pass	9/10/2020 8:07	John D			john.doe@activenetwork.com																		BIGDISCOUNT	15
6	411481	Mega Pass	9/10/2020 8:09	John Di Dot			ane.doe@activenetwork.com																			
7	480082	Mega Pass	2/8/2021 8:57	John S			james.doe@activenetwork.com																		LITTLEDISCOUNT	5



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