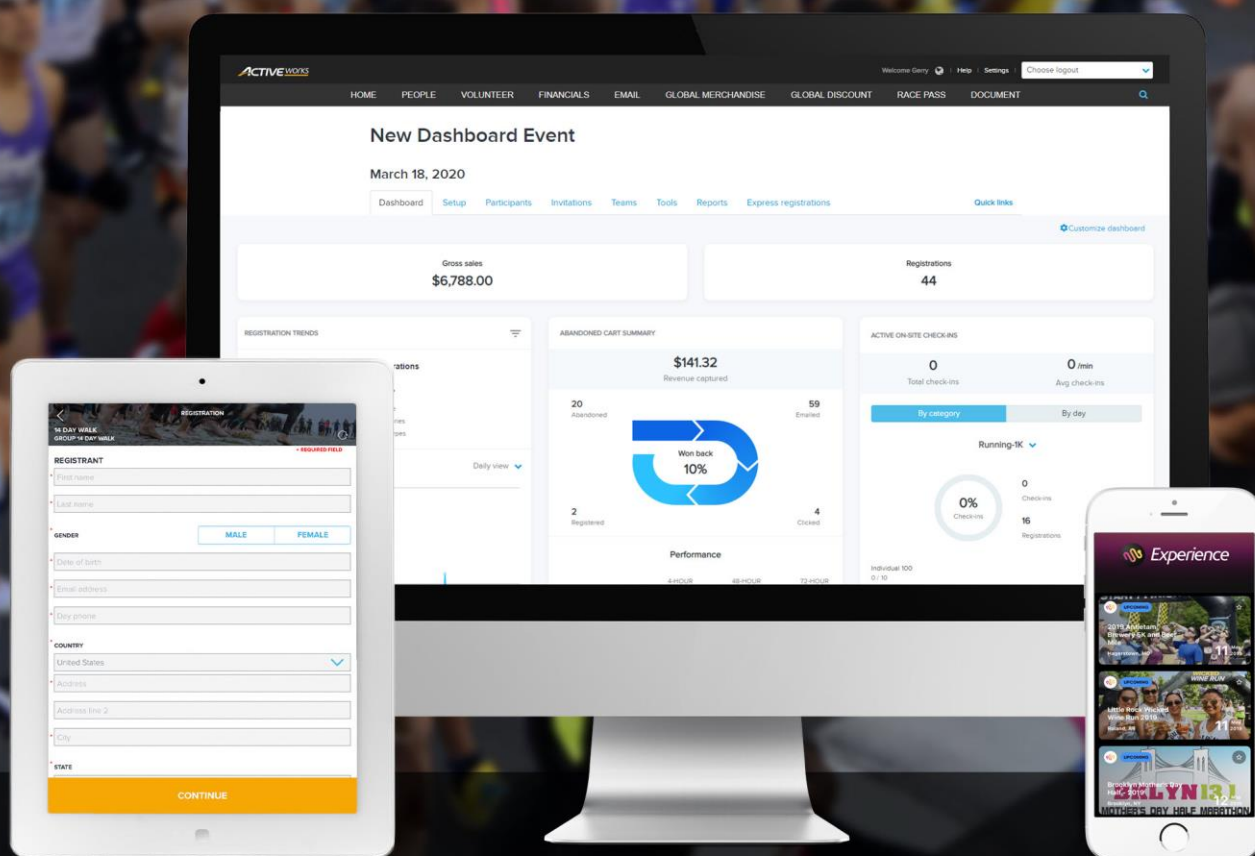




## Product Release Notes for ACTIVEWorks – April 13, 2020



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## Block refunds of orders with chargebacks

To protect you from double refunding orders or registrations where the cardholder has requested a chargeback, you are now blocked from refunding orders or registrations with chargebacks:

- On the order page, the **Actions** > **Cancel** and **Apply credit** links are disabled:



Order ID: C-76X5M28R7JX  
Order date: 3/30/2021

Amount: \$10.00  
Balance: \$0.00

**Actions**  
Cancel  
Apply credit

**A chargeback has been requested for this order's payment. To refund this order, please contact support.**

View: | All | [Order summary](#) | [Original order](#) | [Payment information](#) | [Comment](#)

### Order summary

ITEMS	PRICE	QUANTITY	SUBTOTAL
charge back event - Running-Marathon - Individual - disable self team - charge pending	\$10.00	1	\$10.00
Included t-shirt - Small	\$0.00	1	\$0.00
		<b>SUBTOTAL:</b>	\$10.00
		<b>TOTAL:</b>	\$10.00

- On the registration view page, the **Actions** button is disabled:

View: All | [Current Purchases](#) | [Responses](#) | [Results](#)

### Current purchases

ID: C-76X5M28R7JX

**Actions**

**A chargeback has been requested for this registration's payment. To refund this registration, please contact support.**

ITEMS	PRICE	QUANTITY	SUBTOTAL
charge back event - Running-Marathon - Individual - disable self team - charge pending	\$10.00	1	\$10.00
Included t-shirt - Small	\$0.00	1	\$0.00
		<b>TOTAL:</b>	\$10.00



## VAT/GST-inclusive pricing: Team creation fees and transfer fees

Following on from the release of VAT/GST-inclusive event and merchandise pricing (a Premium-tier feature), if you have enabled the **Event setup > Event details > Include VAT/GST in prices** switch, then **Team creation fees** and **Transfer fees** can now be configured with a **VAT/GST amount** percentage and are displayed to your customers inclusive of the VAT/GST:

- **Team creation fee** configuration: **Event setup > Self-registration team setup** step:

The screenshot shows the 'Self-registration team setup' page in the ActiveWorks system. The page has a dark header with the ActiveWorks logo and navigation links: HOME, PEOPLE, VOLUNTEER, FINANCIALS, EMAIL, GLOBAL MERCHANDISE, GLOBAL QUESTIONS, GLOBAL DISCOUNT, RACE PASS, and DOCUMENT. The main content area is titled 'Self-registration team setup' and includes a description of self-registration teams. Below this is the 'Price settings' section, which contains a red-bordered box highlighting the 'Team creation fee (incl. VAT/GST)' and 'VAT/GST amount' fields. The 'Team creation fee' is set to 0.00 USD, and the 'VAT/GST amount' is set to 0.0 %.

Field	Value	Unit
Team creation fee (incl. VAT/GST)	0.00	USD
VAT/GST amount	0.0	%

- **Transfer fee** configuration: **Event setup > Self-edit setup** step >:
  - **Enable participants to transfer to another event**
  - **Enable participants to transfer to another category**
  - **Enable participants to transfer registration to another participant**



VEWORKS

Welcome camps1 | Help | Settings | Choose logout

HOME | PEOPLE | VOLUNTEER | FINANCIALS | EMAIL | GLOBAL MERCHANDISE | GLOBAL QUESTIONS | GLOBAL DISCOUNT | RACE PASS | DOCUMENT

## Self-edit setup

By setting up self-editing, you enable participants to edit their registration information, transfer to another category and transfer their registration to another participant, all without having to call you.

Participants who are entered manually, registered by someone else or registered in a group-registration category cannot edit or transfer their registrations.

☐ **Enable participants to edit their registration information** ?

Last date to edit

☒ **Enable participants to transfer to another event**

A processing fee will be charged to the participant or absorbed by your organization, according to your contract terms.

Transfer fee (incl. VAT/GST) \*

VAT/GST amount \*

Last date to transfer \*

If you select a date later than start date, start date will be the last date to transfer.

☒ **Enable participants to transfer to another category** ?

A processing fee will be charged to the participant or absorbed by your organization, according to your contract terms.

Transfer fee (incl. VAT/GST) \*

VAT/GST amount \*

Last date to transfer \*

☒ **Enable participants to transfer registration to another participant** ?

A processing fee will be charged to the participant or absorbed by your organization, according to your contract terms.

☐ Refund the original registration fee and charge the registration fee to the new participant ?

☒ Automatically refund merchandise purchases after transfer

Transfer fee (incl. VAT/GST) \*

VAT/GST amount \*

Event setup

Event details

Restrictions and settings

Registration categories

Payments and installments

Self-registration team setup

**Self-edit setup**

Form questions

Giving

Additional purchases

Waivers

Emails sent out

ACTIVE.com listing

Activation

Additional links

Event summary

Dashboard



## VAT/GST-inclusive pricing: Race Passes

Following on from the release of VAT/GST-inclusive event and merchandise pricing, you can now configure a Race Pass (an Elite-tier feature) to display VAT/GST-inclusive prices to your customers by turning on the **RACE PASS** tab > **Race pass** tab > edit an existing Race Pass or the **Create** button > **Include VAT/GST in prices** switch (if this is enabled, then it cannot be disabled, but if you later wish to hide the VAT/GST, then you can set a 0% VAT/GST).

You can then configure the **VAT/GST amount** percentage for the Race Pass **Price (incl. VAT/GST)**:

**Edit race pass**

To edit a race pass, edit the following information.

Once VAT/GST-inclusive pricing is enabled, you cannot disable it, but you can hide the VAT/GST from customers by setting the VAT/GST percentage to 0%.

Name \* Mega Pass

Purchase link https://endurancecui-vip.qa.aw.dev.activenetwork

Price \* 25.00 USD

☒ Include VAT/GST in prices

If Include VAT/GST in prices is enabled, then a VAT/GST percentage must be configured for each item.

VAT/GST amount 21.0 %

Description 255 characters maximum

Redemption period ☐ None ☐ Specify start and end dates

Cancel Save

During purchasing, your customers see VAT/GST-inclusive prices:

ACTIVE

English (United States) ▾

SELECT PASS SIGN IN COMPLETE FORM CHECKOUT

Simpsons Sports

**Mega Pass**

Valid through: March 30, 2021 - March 30, 2022 US/Arizona

**\$25.00**

CONTINUE



After checkout, on the order confirmation page and in the order receipt email, the **VAT/GST included** amount is displayed:

## Thank you! Your transaction is complete.

YOU WILL RECEIVE A CONFIRMATION EMAIL SHORTLY. [Print](#)

### ORDER DETAILS

Order date: March 30, 2021 [See Summary](#)

**ORDER NUMBER: C-76X5M28B0VL**

ITEMS	TOTAL
Simpsons Sports - Mega Pass Lee Alexander	\$25.00
Subtotal	\$25.00
Total	\$25.00
	VAT/GST included \$4.34

Use your Race Pass

Dear Lee,

Thank you for your order with Simpsons Sports. Please save a copy of this receipt for your records.

### Order information

Order ID: C-76X5M28B0VL  
Date: March 30, 2021

Item	Price
Simpsons Sports - Mega Pass	25.00
Lee Alexander	
Grand total:	\$ 25.00
	VAT/GST included: \$ 4.34
Amount paid:	(\$ 25.00)
Order balance:	\$ 0.00





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## **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](https://ACTIVENetwork.com).

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