



Product Release Notes for ACTIVEWorks – August 17, 2021

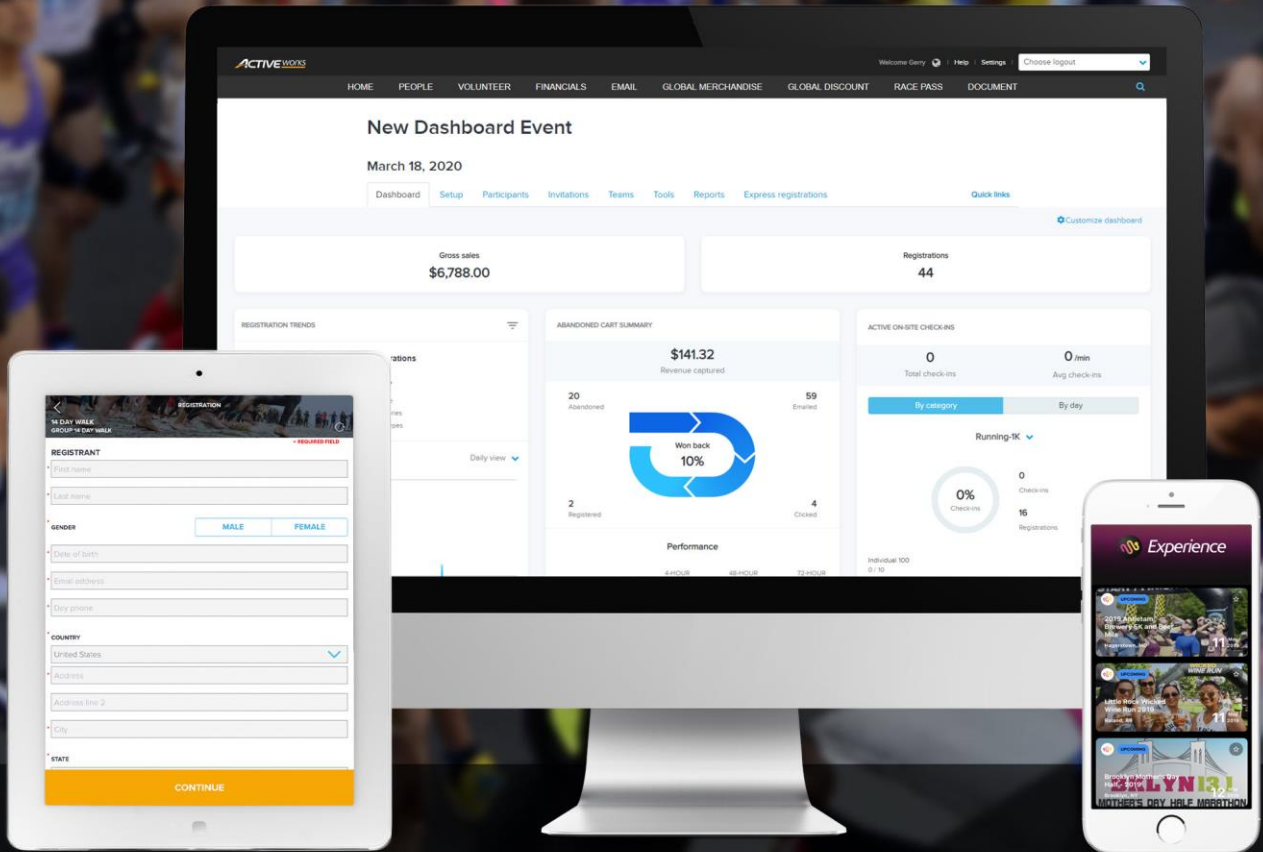


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Enabling merchandise transfers for event-to-event transfers

This feature builds on the previous event-to-event transfers feature and means that you can now enable your registrants to self-transfer global merchandise and the included t-shirt from one event to another. To enable this function, navigate to the **GLOBAL MERCHANDISE** tab > select and **Edit** an item or click **Create new item** > select the **Allow purchased merchandise to be transferred along with event transfers** checkbox:

The screenshot shows the 'Global merchandise' edit interface. The left sidebar lists categories: Templates (Apparel, T-Shirt, Jersey, Pants, Shorts, Socks, Shoes), and Custom. The main content area is titled 'Global merchandise' and contains an 'Edit properties' section with fields for Name (Sports bag) and Description (Sports bag). Below this is an 'Item details' section with buttons for Add, Edit, Delete, and Reorder. A table lists the item 'Sports bag' with a price of \$15.00, an inventory of 100, and a status of Active. A checkbox labeled 'Allow purchased merchandise to be transferred along with event transfers' is checked and highlighted with a red box. An 'Apply' button is at the bottom right. A small note at the bottom states: 'There may be a delay up to 15 minutes before changes will be reflected on registration forms.'

Detailed information regarding this feature:

- You must be using the Elite-tier version of ACTIVE Works Endurance that includes the global merchandise feature. If you are a Pro/Premium-tier user, then you will still be able to use event-to-event transfers, but without merchandise transfers. To be ready for your next season, ensure that you have either spoken to your account manager or used the self-upgrade feature in Active Works Endurance ([CLICK HERE](#)) to upgrade your account to **ELITE** and set up future events using global merchandise.
- Both events must offer identical (having the same name and price) global merchandise or included t-shirts, only then can those items be transferred. If your customer initiates an event-to-event transfer that does not have identical associated global merchandise or included t-shirt, then the customer will not be able to transfer merchandise items.
- Certain items are not transferable from the original registration; specifically, merchandise managed in the legacy general merchandise feature (i.e. not from the newer global merchandise feature), and items sold via the 3rd-party store integration, these will remain in the original registration. Note if you have more than 1 event in your season and you sell merchandise, we recommend you upgrade to Elite to gain access to global merchandise.
- If a global merchandise item has specific waivers, then customers are required to re-sign waivers in their My Events page.
- If a global merchandise item or included t-shirt is configured as a Wave, then this item cannot be transferred.



Event transfer workflow:

MY EVENTS Credit balance

Display : Current events Sort by : Date ↓

ORIGINAL EVENT INDIVIDUAL

Susan Liew
Women Running-10K - Individual Age group/open
June 18, 2022 - June 19, 2022
Ironman course, Kailua-Kona, Hawaii, 98764

Registration & QR code Edit registration Transfer registration
Change category **Change event** Purchase merchandise
Group packet pickup

SIGN IN **SELECT CATEGORY** COMPLETE FORM CHECKOUT

Transfer Event Category - Original event

Saturday, June 18, 2022

Current Registration

Women Running-10K - Individual Age group/open

Choose a new event

Enter event name Search

Run for fun

Choose a new category

Running-1K

Individual Age group/open \$5.00
 Ages 60 and under as of 6/18/2022

Running-5K

Individual Age group/open \$10.00
 Ages 60 and under as of 6/18/2022



SIGN IN SELECT CATEGORY COMPLETE FORM **CHECKOUT**

Review cart & check out

ORDER DETAILS

| ITEMS | TOTAL |
|---|-----------------|
| Run for fun - Running-5K - Individual Age group/open Susan Liew Edit | \$10.00 |
| Sports bag - Sports bag | \$15.00 |
| Transfer fee | \$2.00 |
| Original event - Women Running-10K - Individual Age group/open Susan Liew | -\$18.00 |
| Cancellation of Sports bag - Sports bag | -\$15.00 |

Coupon code [APPLY](#)

| | |
|------------------------------|----------------|
| Subtotal | -\$6.00 |
| Cancellation charge | \$8.00 |
| Processing fee | \$0.99 |
| What's this? | |
| ACTIVE Advantage discount | -\$0.99 |
| Total | \$2.00 |

Active Network, LLC will charge the amount above

After transfer, your customer will receive a confirmation email with the event and merchandise transfer information:

ACTIVE
Dear Susan,

Your registration has been transferred. Please review the transaction details below.

Order information

Order ID: C-76X5NT98R5D
Date: August 15, 2021

| Item | Price |
|--|----------------|
| Cancellation fee A test of the copy event workflow - Women Running-10K - Individual Age group/open Susan Liew | (18.00) |
| Transfer fee | 8.00 |
| Cancellation fee Sports bag - Sports bag | (15.00) |
| Transfer fee | 0.00 |
| Subtotal | (25.00) |
| Run for fun - Running-5K - Individual Age group/open Susan Liew | 10.00 |
| Sports bag - Sports bag | 15.00 |
| Transfer fee | 2.00 |
| Subtotal | 27.00 |
| * Processing fee: | \$ 0.99 |
| ACTIVE.com Advantage discount: | (\$ 0.99) |
| Grand total: | \$ 2.00 |
| Amount paid: | (\$ 2.00) |
| Order balance: | \$ 0.00 |



You can view the event and merchandise transfer information by selecting an event > selecting the **Participants** tab > selecting and clicking the participant > clicking the order ID:

Order ID: C-76X5NT98R5D Amount: \$2.00
Order date: 8/15/2021 Balance: \$0.00

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

Order summary

| ITEMS | PRICE | QUANTITY | SUBTOTAL |
|---|---------|----------|----------|
| Run for fun - Running-5K - Individual Age group/open - Susan Liew | \$10.00 | 1 | \$10.00 |
| Sports bag - Sports bag | \$15.00 | 1 | \$15.00 |
| Transfer fee | \$2.00 | 1 | \$2.00 |
| SUBTOTAL: | | | \$27.00 |
| TOTAL: | | | \$27.00 |

Original order

| ITEMS | PRICE | QUANTITY | SUBTOTAL |
|---|---------|----------|----------|
| Transfer out - A test of the copy event workflow - Women Running-10K - Individual Age group/open - Susan Liew | \$18.00 | -1 | -\$18.00 |
| Susan Liew | | | |
| Registration Id: R-10PT41GNK8L | | | |
| Transfer out - Sports bag - Sports bag | \$15.00 | -1 | -\$15.00 |
| Transfer In - Run for fun - Running-5K - Individual Age group/open - Susan Liew | \$10.00 | 1 | \$10.00 |
| Susan Liew | | | |
| <i>ACTIVE Advantage member</i> | | | |
| Registration Id: R-10PT41GNZ6Y | | | |
| Transfer In - Sports bag - Sports bag | \$15.00 | 1 | \$15.00 |
| Transfer fee | \$2.00 | 1 | \$2.00 |
| SUBTOTAL: | | | -\$6.00 |
| PROCESSING FEE: | | | \$0.99 |
| TRANSFER FEE: | | | \$8.00 |
| ACTIVEADVANTAGE DISCOUNT: | | | -\$0.99 |
| TOTAL: | | | \$2.00 |

You can view the event and merchandise transfer information in the **Registrations** report by selecting an event > selecting the **Reports** tab > clicking the **Registrations** link > clicking the **Download** button:

| | A | B | F | G | N | O | P | AW | AX |
|---|------------------|-------|-----------------------|-------|-------------------|-------------|-------------|----|------------|
| 1 | Registration Num | Event | Registration category | Price | Participant name | Participant | Participant | 0 | Sports bag |
| 2 | R-10PT41GNZ6Y | E-00 | *14 Running-5K | Indiv | group Liew, Susan | Liew | Susan | 1 | 1 |



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