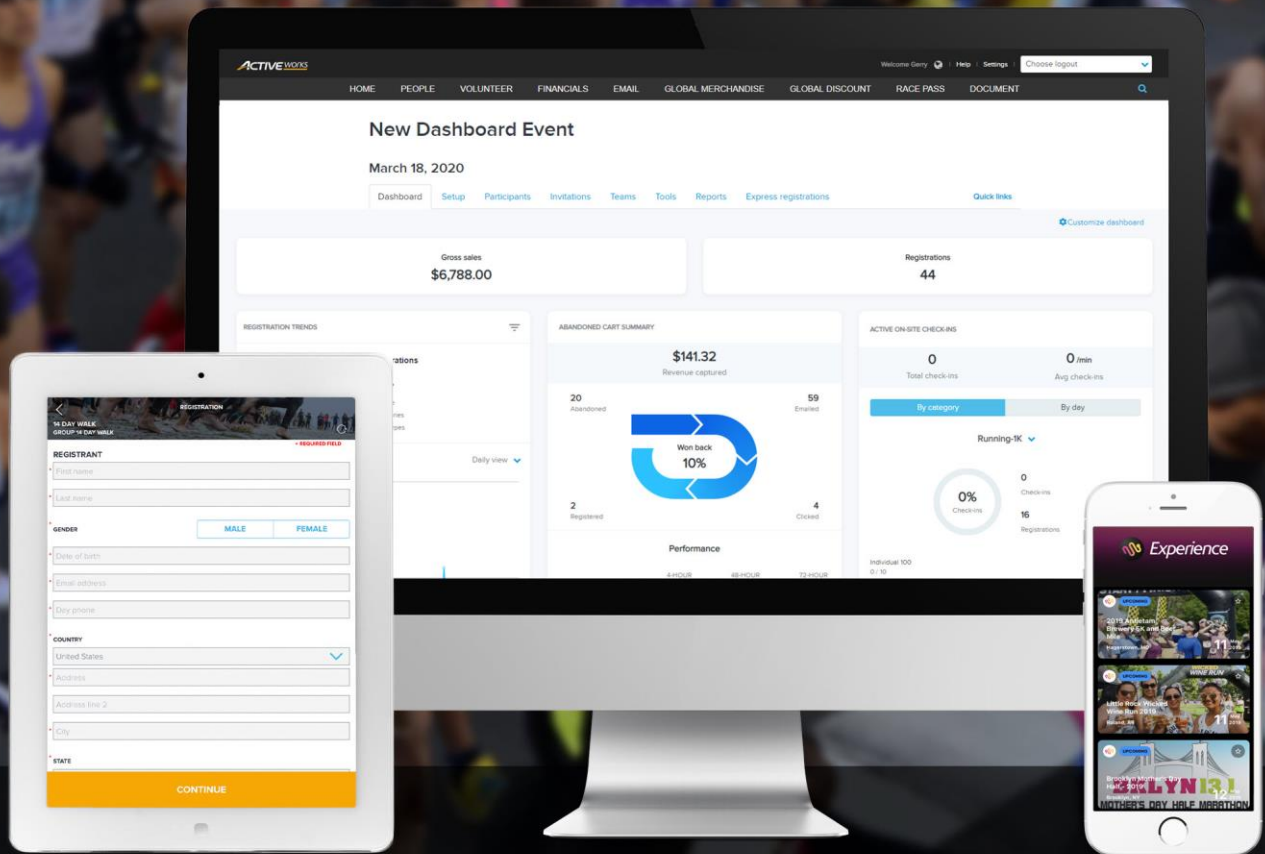




## Product Release Notes for ACTIVEWorks – October 26, 2021



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## Copying Virtual/non-Virtual events

Following on from the release of hybrid Virtual/non-Virtual events, you can now create a new event by copying a past event including the event's:

- **Location** setting
- **Event date and time** (defaults to one year after the original event start date)
- category **Virtual race** settings

To copy an event, select the **Home** page > **Actions** section > **Copy a past event** > **Upload event template** or **Select the event you want to copy** option:

**Copy a past event** [X]

Upload event template ?

Select the event you want to copy ?

**After the event is copied, you'll step through the setup process to:**

- Verify the event settings
- Make any changes necessary
- Publish your event on ACTIVE.com
- Turn on registration for your event

Filter by event name [Search]

EVENT NAME	START DATE
<input type="checkbox"/> 2021 Best Summer Run	6/16/2021
<input type="checkbox"/> 2022 Best Summer Run	7/20/2021

[Cancel] [Next]

The original event's **Location**, **Event date and time** shifted by one year, and **Virtual race** settings are copied. You can edit the new event's name, start date and time as required. All category dates in the new event are automatically shifted to the new event's date range.



Original event:

### Event details

Let's get started. First, answer these questions to help us customize your setup. You can make changes later if needed.

Event type \*

Event name \*

Location \*  [?](#)

Springfield County  
Oaktree Street  
Springfield, AZ 12345  
United States  
[Edit](#) [+ Add location](#)

Event date and time \*   :  :  [?](#)  
-   :  :

Primary language \*  [?](#)  
Primary language value cannot be changed after step 1 has been saved.

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

- 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
- Questions?

[Help center](#)

### Running-BK

Category type: Running | Distance: BK [Edit](#) [Delete](#)

Category restrictions [Edit](#)  
Unlimited capacity | Ages 0 to 60 as of 12/29/2021 | Male & Female | Everyone

Date & location [Edit](#)  
12/29/2021 Springfield

Individual Age group/open  
Price type: Individual | Price: \$10.00

Price restrictions [Edit](#)  
Unlimited capacity | Ages 0 to 60 as of 12/29/2021

[Add a price](#)  
A price is required to add this category.

[Add a category](#) [Reorder categories](#)

#### Add a category

Enter details for the category.

Category type \*

Distance \*

Display name \*

Virtual race

[Cancel](#) [Save](#)



During copying:

### Create a copy of Run for fun event

**Copy settings**

1. Enter the name for the new event

Event name \*

*The name must be unique and is used in many areas of the event (e.g. registration confirmation email subject, fundraising campaign name, team registration order lines)*

2. Set a start date for the new event

Date \*   :  :

*Settings copied from the old event will be adjusted based on this date*

3. Choose a reason for copying this event [?](#)

Reason \*  Repeating event  Using as a template

4. Choose event settings

Location \*  Original event's location  
Springfield  
Springfield County Oaktree Street Springfield, AZ 12345

Other

## Order transfer/cancellation enhancement

On an event page > **Tools** > **Custom fees** > a custom fee > **Refund**, the descriptions are now more informative:

- **Proportional refund:**



### Edit custom fee

To edit a custom fee, edit the following information.

Fee name \*   
*Fee name displayed on receipts. 25 characters maximum.*

Amount \*  USD amount ▼

Refund Proportional refund ▼  
*When transferring or cancelling an order with a refund, the Custom Fee in the order will be refunded proportionally (e.g. If the order price is \$100 and the Custom Fee is set to collect a 6% Sales Tax, and you transfer/cancel this order and refund 50%, then \$50 of the order price and \$3 of the Custom Fee (50% of 6%) will be refunded).*

Report label

Cancel Save

- **No refund:**

### Edit custom fee

To edit a custom fee, edit the following information.

Fee name \*   
*Fee name displayed on receipts. 25 characters maximum.*

Amount \*  USD amount ▼

Refund No refund ▼  
*When transferring or cancelling an order, the Custom Fee from the order will not be refunded to customers.*

Report label

What does this fee apply to?

Select one or more categories

Run for fun

Running-5K

Cancel Save



To transfer an order, in the AUI > an event page > **Participants** > **Actions** > a custom fee > **Transfer to another event** or **Transfer to another category**, you can now select to **Do NOT charge Custom Fees on the new registration**:

**Transfer category**

To transfer the registration, select a new category.

**Events**

Transfer from: Running-5K - Individual Age group/open - \$10.00

Transfer to: \* \$18.00 - Running-10K - Individual Age group/open

\*This increases the registration price by \$8.00. What do you want to do?

- Do NOT charge the \$8.00 price difference
- Do NOT charge Custom Fees on the new registration [?](#)
- Charge price difference (enter an amount up to \$8.00) 8.00 USD
- Charge \$8.00 price difference and an additional transfer fee 0.00 USD [?](#)

## Race Pass & Event Series: registration enhancement

To make it easier for your customers to register for themselves or on behalf of another person, in the Race Pass and Event Series registration workflows, the structure of the registration form is now more straightforward:



SELECT PASS    SIGN IN    **COMPLETE FORM**    CHECKOUT

## Complete form

### Simpsons Sports - Mega Pass

⌚ Your spot will be held for 15 minutes.

---

#### Your information [ⓘ](#) This is not you

---

Full name    Susan Liew

Date of birth    1/23/2002

Email address    [REDACTED]

---

#### Select participant

• Select who is participating.

Susan Liew Myself     Other adult (18+)

---

#### Participant information [✎ Edit personal info](#)

---

Participant name    Susan Liew

• Date of birth    1/23/2002

• Gender    Female

• Email address    [REDACTED]

• Confirm email address   

- The **Your information** section has been moved to the top of the page:
  - For a new customer, the required information must be entered. The entered name is displayed in real time in the registering for **Myself** option.
  - For a returning customer who has signed in, the customer's information is prefilled.
- In the **Select participant** section, the style of the radio buttons and the **Myself** tag have been updated.
- If a customer selects to register for **Myself**, then the **Participant information** section automatically displays the same information as in the **Your information** section.



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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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