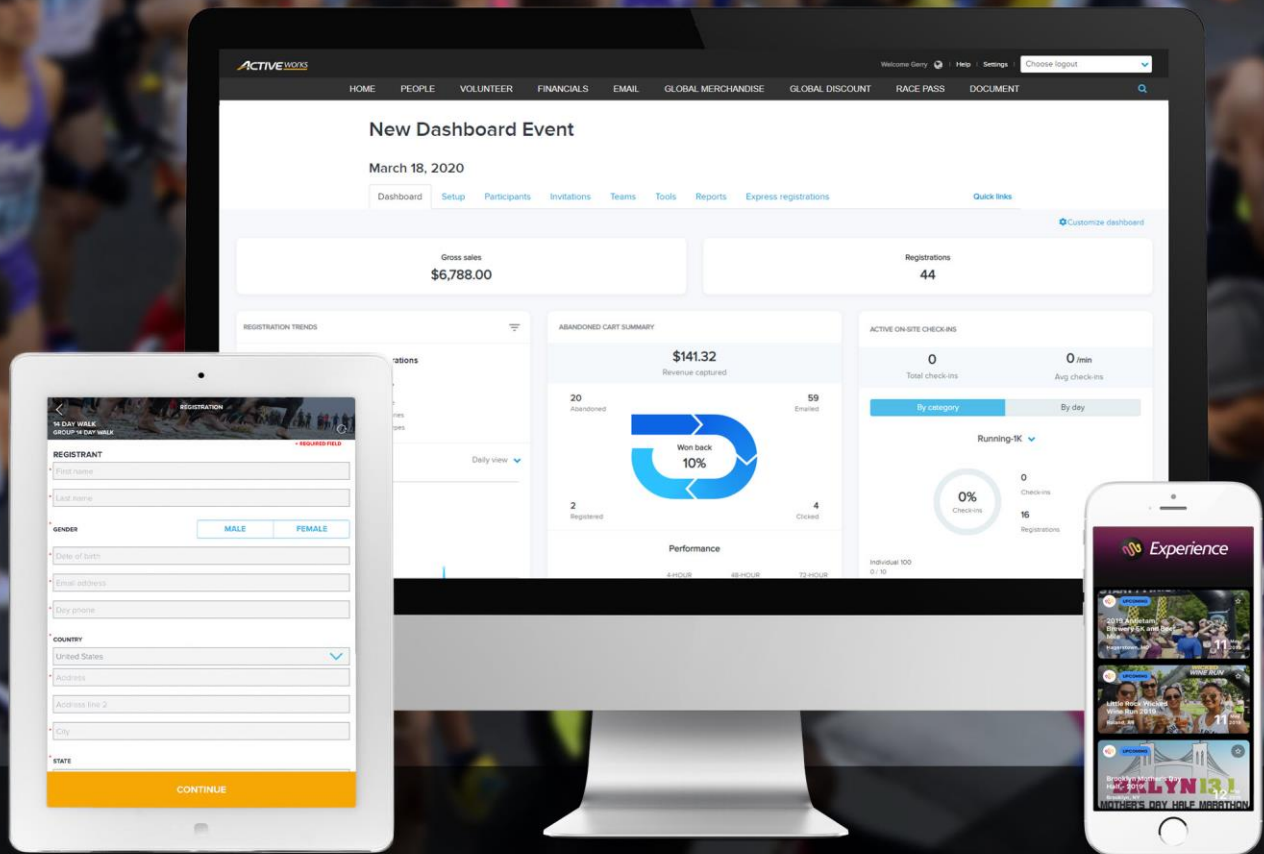




## Product Release Notes for ACTIVEWorks – December 7, 2021



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## Order transfers: new layout for product prices and custom fees

In the AUI order transfer workflow (in an event's home page > **Participants** > a participant > **Actions** > **Transfer to another event** or **Transfer another category**), you can now view the transfer-out and transfer-in product prices and custom fees separately:

- Previous display:

### Review transferred items

Please review the items below. To complete your transaction, click complete transfer. [?](#)

**Transferred items** [?](#)

Edit prices and fees

ITEMS	PRICE	QUANTITY	SUBTOTAL
Transfer out - Run for fun - Running-5K - Individual Age group/open <a href="#">Anila Pestina</a> Registration Id: <a href="#">R-10PT4IN14S8</a>	\$10.00	-1	-\$10.00
Transfer out - Included t-shirt - Small	\$0.00	-1	\$0.00
Transfer out - Sports bag - Sports bag	\$15.00	-1	-\$15.00
Transfer out - Pants - Small	\$8.00	-1	-\$8.00
Transfer in - Run for fun - Running-10K - Individual Age group/open	\$18.00	1	\$18.00
Transfer in - Included t-shirt - Small	\$0.00	1	\$0.00
Transfer in - Sports bag - Sports bag	\$15.00	1	\$15.00
Transfer in - Pants - Small	\$8.00	1	\$8.00
SUBTOTAL:			\$8.00
TAX			\$0.80
TOTAL:			\$8.80

- New display:



Review transferred items			
Please review the items below. To complete your transaction, click complete transfer. ?			
Transferred items ?			Edit prices and fees
ITEMS	PRICE	QUANTITY	SUBTOTAL
<b>Transfer out</b>			
Run for fun - Running-5K - Individual Age group/open	\$10.00	-1	-\$10.00
Participant <a href="#">Anila Pastina</a>			
Registration ID <a href="#">R-10PT41N14S8</a>			
Included t-shirt - Small	\$0.00	-1	\$0.00
Sports bag - Sports bag	\$15.00	-1	-\$15.00
Pants - Small	\$8.00	-1	-\$8.00
	Subtotal		-\$33.00
	Tax		-\$1.00
	Total refund		-\$34.00
<b>Transfer in</b>			
Run for fun - Running-10K - Individual Age group/open	\$18.00	1	\$18.00
Included t-shirt - Small	\$0.00	1	\$0.00
Sports bag - Sports bag	\$15.00	1	\$15.00
Pants - Small	\$8.00	1	\$8.00
	Subtotal		\$41.00
	Tax		\$1.80
	Total charge		\$42.80
Total			\$8.80

After transfer completion, you can print the transfer confirmation details.

The print layout has also been enhanced as follows:

- The **Registration successfully transferred** header message has been deleted.
- Information in the **Order modifications** section has been expanded for improved user experience.
- The ACTIVE Network footer has been deleted to put our clients brand first.

Previous print display:



11/30/21, 9:50 AM

ACTIVE Works

Registration successfully transferred

Order information

Order ID:  
C-5B8V207D6M2

Order date:  
Tuesday, November 30, 2021

Order amount:  
\$13.95

Order modifications

ITEMS	PRICE
Transfer out - [REDACTED]	\$0.00
Transfer out - [REDACTED]	\$0.00
Transfer in - [REDACTED]	\$10.00
Transfer in - [REDACTED]	\$0.00
	PRO

Payment information

Amount:  
\$13.95

Payment type:

https://[REDACTED]/active/endurance/order/process/Pages/hybridSummary?\_aid=24954517

1/2

Print

2 sheets of paper

Destination: [REDACTED]

Pages: All

Copies: 1

Layout: Portrait

More settings

Cancel

Print

11/30/21, 9:50 AM

ACTIVE Works

Cash

Billing information

Email address:  
[REDACTED]

Print

View registration

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Careers (<https://www.activenetwork.com/careers>)

Contact Us ([https://support.activenetwork.com/endurance/AWE\\_KnowledgeBase](https://support.activenetwork.com/endurance/AWE_KnowledgeBase))

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Online Event Management and Registration Software

https://[REDACTED]/active/endurance/order/process/Pages/hybridSummary?\_aid=24954517

2/2

Print

2 sheets of paper

Destination: [REDACTED]

Pages: All

Copies: 1

Layout: Portrait

More settings

Cancel

Print



New print display:

11/29/21, 11:21 AM

ACTIVE Works

Order information

Order ID:  
C-76XSPV9ZBIM

Order date:  
Wednesday, November 24, 2021

Order amount:  
\$8.80

Order modifications

ITEMS	PRICE	QUANTITY	SUBTOTAL
<strong>Transfer out</strong>			
Run for fun - Running-5K - Individual Age group/open	\$10.00	-1	-\$10.00
Included t-shirt - Small	\$0.00	-1	\$0.00
Sports bag - Sports bag	\$15.00	-1	-\$15.00
Pants - Small	\$8.00	-1	-\$8.00
Subtotal			-\$33.00
Tax			-\$1.00
Total refund			-\$34.00
<strong>Transfer in</strong>			
Run for fun - Running-10K - Individual Age group/open	\$18.00	1	\$18.00
Included t-shirt - Small	\$0.00	1	\$0.00
Sports bag - Sports bag	\$15.00	1	\$15.00
Pants - Small	\$8.00	1	\$8.00
Subtotal			\$41.00
Tax			\$1.80
Total charge			\$42.80

Print

3 sheets of paper

Destination  
CD:49FD2060.West or

Pages  
All

Copies  
1

Layout  
Portrait

More settings

Print

Cancel

## My Events: support HEIF-formatted document images

Due to the increasing popularity of uploading document files from iOS devices, your participants can now upload HEIF-formatted (including HEIC and AVCI) image files of their waivers or certificates from their **My Events** page. The acceptable file size has also been increased from 1MB to 3MB.

If you have enabled your participants to upload documents after registration (by ticking the event > **Setup** > **Registration categories** step > a category type > a price type > **Edit** > **Allow participants to upload document after registration** checkbox), then on their **My Events** page, your participants can now **UPLOAD DOCUMENTS** in HEIF (including HEIC and AVCI) format:



# MY EVENTS

Credit balance ▾

Display : Current events ▾Sort by : Date ▾

2022 BEST SUMMER RUN

INDIVIDUAL

Susan Liew

Running-5K - Individual Age group/open

July 30, 2021 - July 21, 2022

Springfield County, Oaktree Street, Springfield, Arizona, 12345

Registration & QR code

**UPLOAD DOCUMENTS**  
Format: PDF, JPG, GIF, HEIF, HEIC, AVCI or PNG.  
Size: Less than 3MB

**Medical certificate**  
No document uploaded

## Race pass: new home page and owners list page layouts

These race pass (an Elite-tier feature) enhancements build on previous race pass features, so that you can better view details of race pass purchasers and individual owners of each race pass. This release also includes:

- New home page and owners list page layouts
- Searching for a race pass owner

In the **RACE PASS > Race pass** tab:

- The **ACTIONS** column has been renamed to **VIEW OWNERS**.
- The **ACTIONS > Owners** link has been changed to an icon.



PEOPLE VOLUNTEER FINANCIALS EMAIL GLOBAL MERCHANDISE GLOBAL QUESTIONS GLOBAL DISCOUNT **RACE PASS**

## Race pass

Race pass Reports

Add, edit and manage your race pass.

Create Delete

NAME	PRICE	REDEMPTION PERIOD	SALE PERIOD	VIEW OWNERS
<input type="checkbox"/> Mega Pass	\$25.00	1 Year	3/1/2021 - 3/8/2022	

In **RACE PASS** > **Race pass** tab > **VIEW OWNERS** > :

- The **ORDER NUMBER** column is no longer displayed.
- The **RACE PASS CODE** column has been renamed to **RACE PASS** and is displayed after the **STATUS** column.
- You can search for a race pass owner by name or email address.

HOME PEOPLE VOLUNTEER FINANCIALS EMAIL GLOBAL MERCHANDISE GLOBAL QUESTIONS GLOBAL DISCOUNT MORE ▾

Race pass > Mega Pass

### Owners - Mega Pass

Q Enter search here... Search

ORDER DATE	NAME	GENDER	DOB	EMAIL	USAGE	STATUS	RACE PASS
11/8/2021	Bob Stone	Female	4/11/1990	[REDACTED]	0/3	Confirmed	RP-032YWNVG
10/27/2021	Susan Liew	Female	1/23/2002	[REDACTED]	0/3	Confirmed	RP-032F43PH
3/30/2021	Lee Alexander	Male	1/1/1970	[REDACTED]	0/Unlimited	Confirmed	RP-022M2NS4
3/30/2021	camp51 active	Female	1/1/1985	[REDACTED]	0/Unlimited	Confirmed	RP-022M2GBH
2/8/2021	John Smith	Male	1/1/1990	[REDACTED]	0/Unlimited	Confirmed	RP-022DRQQL

- You can view details of a race pass owner's individual race pass by clicking the **RACE PASS** code in the right column, which will open the page shown below:



[Race pass](#) > [Mega Pass](#) > RP-032F43PH

## RP-032F43PH details

Order # C-76X5PNT2XQ9

Order date 10/27/2021

Race pass name **Mega Pass**

Race pass code	Usage	Status
RP-032F43PH	0 / 3	Confirmed

### Owner information

Full name	Susan Liew
Gender	FEMALE
Date of birth	01/23/2002
Email	[REDACTED]

[Back](#)





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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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