



Product Release Notes for ACTIVEWorks – March 29, 2022

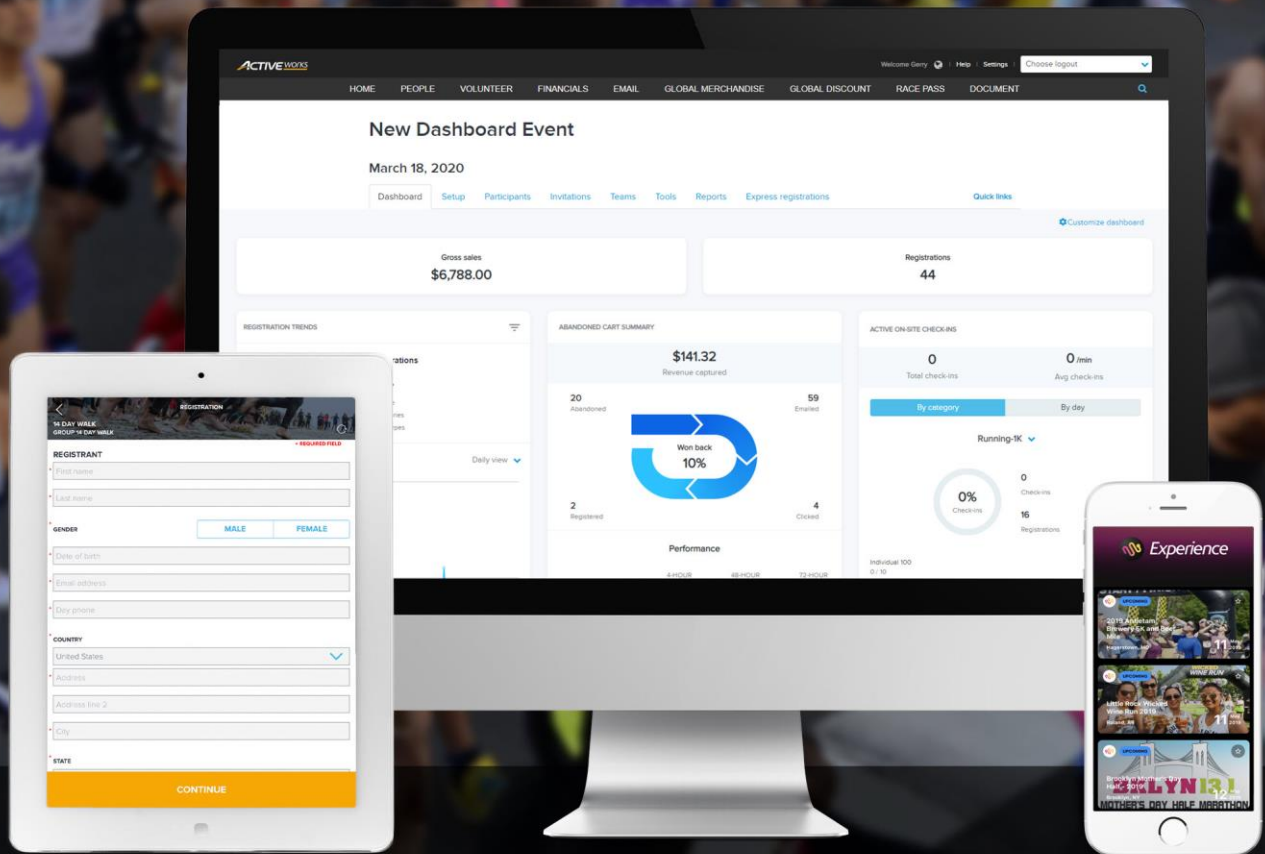


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Volume-based price schedule: skip a price tier

When using the volume-based price schedule, you can now skip the current price tier before it is sold out and move directly to the next price tier.

This feature saves you time if you want to change the pricing on the fly or unexpectedly, no matter where you are in the sales cycle, e.g. if you want to change the price of your “Half Marathon category” for Global Running Day, but then continue with your previous pricing strategy the next day.

To skip the current volume-based price tier, on the event’s home page, click **Setup > Registration categories > a category > a volume-based price schedule > the **Skip to next price tier** link:**

Before you skip, make sure the price and volume of the next tier is what you want to move to.

The screenshot shows the 'Registration categories' page. The 'Running-8K' category is selected, and its 'Price schedule' is visible. A table shows the volume-based pricing:

VOLUME	PRICE
2	\$18.00
40	\$20.00
60	\$22.00

A red box highlights the 'Skip to next price tier' link next to the \$18.00 price tier. Below the table, a confirmation dialog is shown with the following text:

Skip to next price tier

If you skip to the next price tier, then you CANNOT reopen the current price tier. Are you sure you want to skip to the next price tier now?

Buttons: Cancel, OK



Document management tool: new refusal reasons

The document management tool (a Premium-tier feature under the **DOCUMENT** tab) makes it easy for you to review and manage documents uploaded by your participants from your MyEvents portal, e.g. medical certificates, licenses or parental authorizations.

You now can select from two additional refusal reasons for invalid documents:

1. **Incomplete / Incorrect / Unreadable Information**
2. **Other**, which also allows you to enter a custom refusal reason (up to 255 characters).

The refusal reason will be inserted into the rejection notification email automatically sent to the participant, allowing them to return to their MyEvents portal to re-upload their document.

Refusal reason

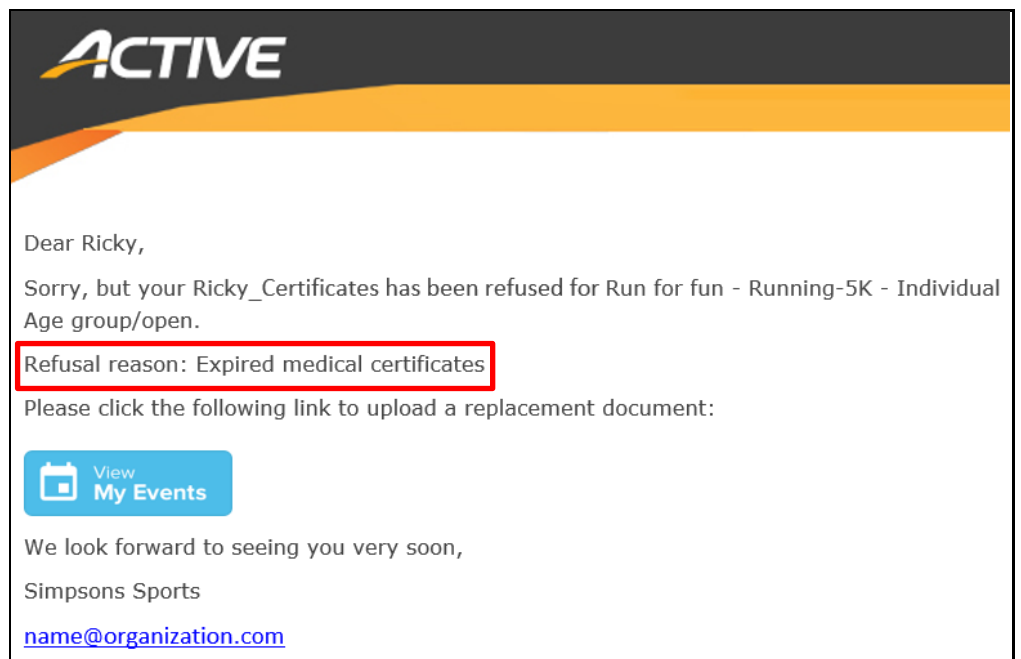
- parental authorization
- Unsigned release or parental authorization
- Missing name / surname on the release or parental authorization
- Release / parental authorization and event registration names are different
- Invalid file format (pdf, jpg, gif or png format accepted)
- Incomplete / Incorrect / Unreadable Information**
- Other**

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Other

Please enter a refusal reason.

Approve



BRANDING TIP*

You can easily personalize forms, pages and system generated emails sent to your registrants by removing the ACTIVE banner (above) and replacing it with YOUR BRAND's logo etc., in **Settings > Custom branding > Templates > Create** and then customize the following:

- Registration form
- Volunteer registration form
- Race pass
- Email
- Event Result Page



People database / Customer Relationship Management (CRM): UI layout enhancements

The People database / Customer Relationship Management (CRM) module (a Premium-tier feature under the **PEOPLE** tab) enables you to sort your customers into customized segments according to their personal information, purchase history, event history, email opening rates, referral history and many other data points.

Following feedback from users, we are taking a multi-step approach to updating our user interface to make it easier for you to view and manage customer information. This first adjustment includes:

- exposing more customer information (including gender and birthday) for easy reference.
- rearranging the page (including alignments, font sizes and margins) to enable future changes.

REGISTERED	EVENT	CATEGORIES	REVENUE
8/15/2021	Run for fun	Running-10K Running-1K	\$28.60
7/1/2021	2022 Best Summer Run	Running-5K	\$0.00



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