



Product Release Notes for ACTIVEWorks – May 31, 2022

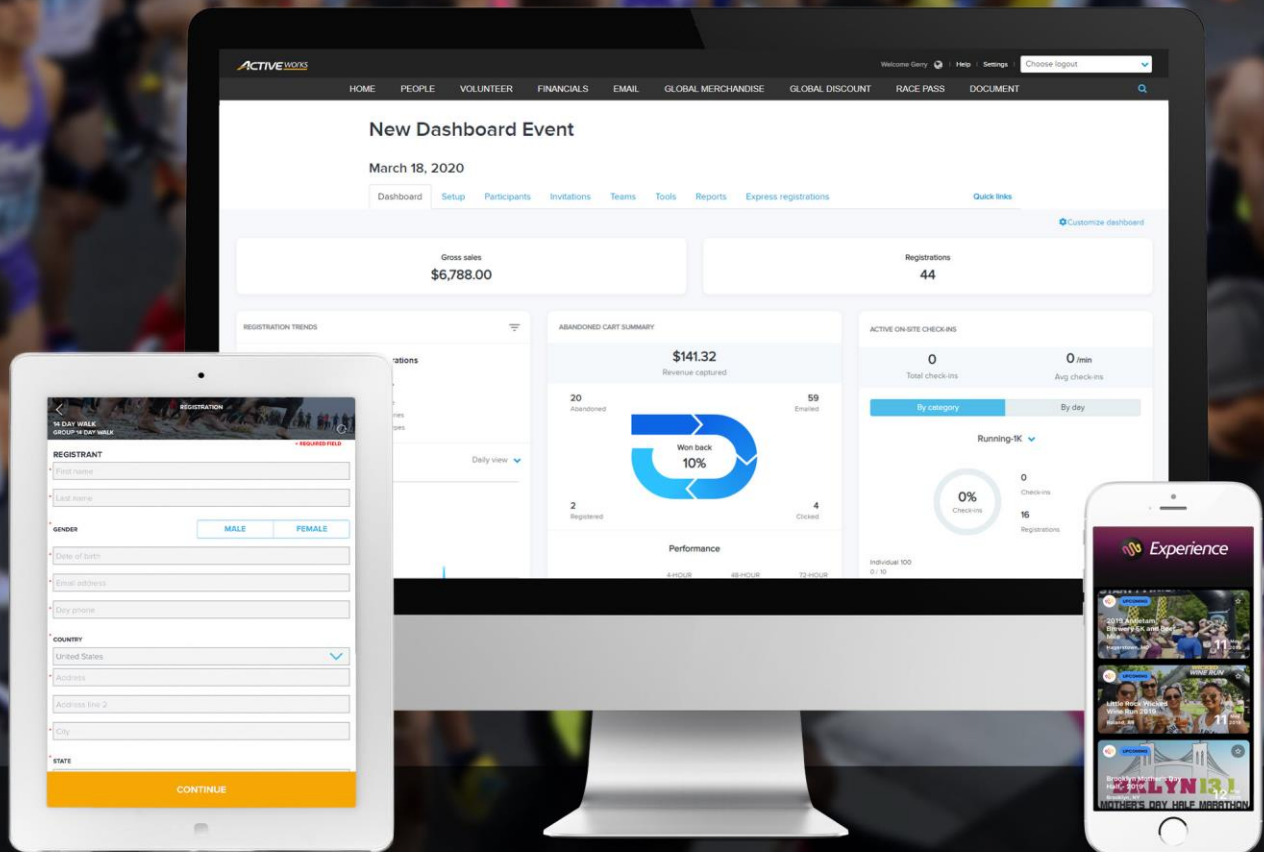


Table of Contents

Global discount upgrade	2
Automated email enhancements	3



Global discount upgrade

Due to the increasing use of discount codes across multiple channels by event organizers, we have completely rebuilt our global discount feature (an Elite-tier feature). You can now easily create, view and manage your agency/cross-account level discounts in the **GLOBAL DISCOUNT** tab:

NAME	AMOUNT	CODE	REDEMPTION PERIOD	DESCRIPTION	USAGE	STATUS
Special Friday	50%	34I34343	Unlimited	-	0 / Unlimited	Active

This upgrade helps you to:

- Quickly create a global discount or group of global discounts for any event/category/merchandise item by clicking the **Create individual discount** or **Upload discount group** (a maximum of 20,000 discount codes in about 1 min) buttons.
- Save time by applying previous discount settings to your new discount campaigns by selecting **Copy structure from** > an existing discount.

What are you discounting?

Participants will receive a discount off each item that you select below.

Copy structure from: Please select discount [v] [Apply]

Select the events to apply the discount to

Filter by name [Search]

- ☐ Select all
- ☐ Run for fun 2022 12/29/2022
 - ☐ Running-5K
 - ☐ Individual Age group/open
 - ☐ Running-5K
 - ☐ Individual Age group/open
- ☐ Original event 6/18/2022
 - ☐ Women Running-10K
 - ☐ Individual Age group/open
 - ☐ Men Running-10K
 - ☐ Individual Age group/open

[Cancel] [Save]



- Edit or delete an individual global discount in the **Individual** tab.
- Download, edit or delete a group of global discounts in the **Group** tab:
 - If you edit a discount group, then any discounts already used are unaffected.
 - Discount groups which include used discounts cannot be deleted but they can be edited; if you want to end a discount group which has used discounts, then you can edit all the remaining unused codes to \$0 in a single action, e.g., you have 10,000 discount codes that offer a \$5 discount and 250 of them have already been used, then you can edit the 9,750 remaining unused codes to \$0.
- View your legacy global discounts (created before May 31, 2022) in the **Legacy** tab:
 - Legacy discounts cannot be edited or deleted in the system and this tab will be retired in approximately 12 months.

Global discount							Upload discount group	Create individual discount
Individual Group Legacy								
This global discount feature has been upgraded. On this page, you can view legacy global discounts created/uploaded before the upgrade, but to edit or delete these legacy global discounts, please contact technical support.							Q Enter your search here...	Search
NAME	AMOUNT	CODE	REDEMPTION PERIOD	DESCRIPTION	USAGE	STATUS		
global discount	\$10.00	BIGDISCOUNT	Unlimited	-	1 / Unlimited	Active		
1 total item(s)								

Automated email enhancements

The **Event setup > Emails sent out** feature helps you to setup:

- automated **Abandoned cart** emails sent to consumers who abandoned their registration.
- automated **Confirmation emails** sent to consumers who completed their registration.
 - the appearance and design of Apple Wallet tickets in confirmation emails.

The **Emails sent out** feature is now easier to use:

- In the **Reminder email > Abandoned cart** tab, you can now toggle on/off sending of abandoned cart reminder emails at **4 hours**, **48 hours** and **72 hours** after a cart was abandoned (previously, this setting was in another popup window and harder to find and set).



- In the **Confirmation email** > **Confirmation email** tab, you can now:
 - Toggle on/off **Sending confirmation email** to registrants who completed their registrations.
 - Expand/collapse your **Personalized Confirmation Emails** that you created for different categories and price types.
 - In the **Notifications** section, toggle on/off sending copies of every registration confirmation email to you.



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Emails sent out

Reminder email

Sending reminders to consumers who abandon the checkout process or made express registration on mobile.

✓ Success

Participants to utilize

Send email

Confirmation email

Customize the confirmation email that participants receive and the confirmation page that they see after registering for your event.

Confirmation email

Confirmation page

Express registration confirmation email

☒ Send confirmation email

Email basic settings

To

Run for fun (Participant's email)

From *

[Organization name]

noreply@awntx3.email.active.com

Reply to *

Subject *

Registration confirmation for Run for fun

Email header image

ACTIVE

REGISTRATION CONFIRMATION

Edit

Restore

Email display options

?

Simplify and Speed Up Event Check-in

Use ACTIVE On-Site (iOS/Android) at your next event to speed up check-in, quickly assign bib numbers, and accept credit card payment for on-the-day registrations. With the help of your device's camera, ACTIVE On-Site can also scan the QR code included on registrant confirmation emails to dramatically improve the speed and convenience of the check-in process.

☐ Include registration questions and answers, additional purchase and discount

☒ Include check-in QR code on confirmation email to expedite check-in using ACTIVE On-Site

Email message

> Standard email message

Send for: All categories

> Custom message

Send for: 8 categories

Add a custom message

You can create multiple messages to display for different categories and price types.

Apple Wallet Options

Options for displaying ticket in Apple Wallet

Apple wallet card

☐ Do not show Active logo on the Apple Wallet card

Background

☒ Use default background

☐ Use custom background image

Notifications

☒ Send me a copy of every registration confirmation email

Email address *

Back

Save & continue

Event setup

Event details

Restrictions and settings

Registration categories

Waivers

Emails sent out

ACTIVE.com listing

Activation

Additional links

Event summary

Dashboard

Tools

Preview registration form

Questions?

Help center



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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.

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