



Product Release Notes for ACTIVEWorks – August 26, 2025

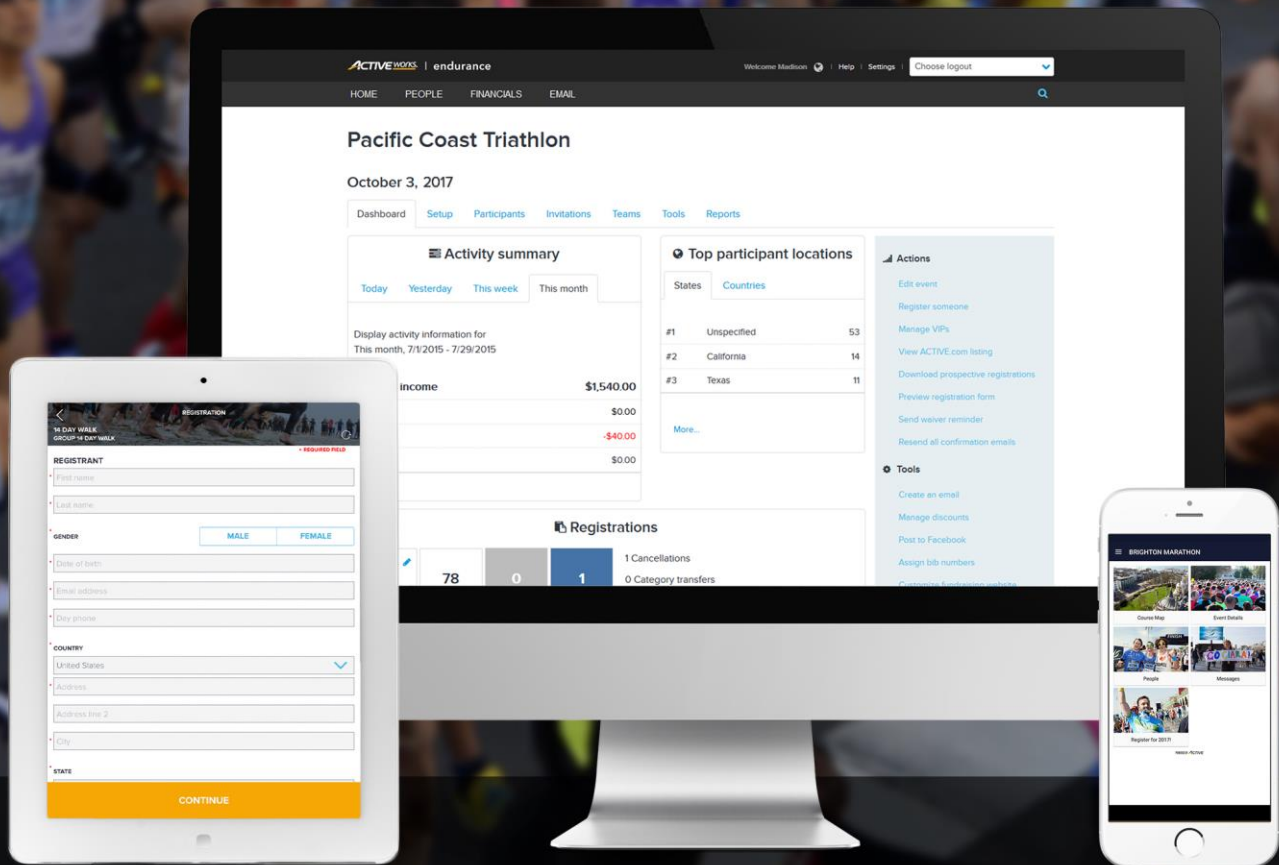


Table of Contents

Enabling delivery options and configuring shipping fees	2
Displaying the ACTIVE Refund tag in the AUI.....	12



Enabling delivery options and configuring shipping fees

To provide a smoother merchandise delivery journey, boost merchandise revenue, and gain insights into merchandise sales, event directors can enable the required shipping options for merchandise at both the global merchandise level and the event merchandise level and set the shipping fees, so that participants can select a required delivery option and complete their registration in the CUI.

To enable a shipping option for global merchandise:

1. Click the AUI > **GLOBAL MERCHANDISE** tab > select an item > **Edit** button.
2. On the **Global merchandise** page, click **Advanced settings**.
3. Turn on the **Customize delivery options** option (defaults to off, which equals Pickup only).
4. Set **DELIVERY As** to **Shipping only**, **Pickup or shipping**, or **Pickup only**.
 - a. If at least one merchandise item has been set to **Pickup or shipping**, **Label for pickup** and **Label for shipping** becomes mandatory, and event directors can customize the text of label names for **Label for pickup** and **Label for shipping**.
 - b. If at least one merchandise item has been set to **Shipping only**, or **Pickup or Shipping**, **Shipping cutoff date** becomes mandatory, event directors must select a date from the calendar and enter the time. After this date and time, shipping options for merchandise items are hidden in the CUI.
5. Click **Apply**.



Customize delivery options

If shipping is required or selected during registration, a shipping address will be collected at checkout.

ITEM TO PURCHASE	DELIVERY AS
Small	Pickup or shipping <input type="button" value="v"/>
Medium	Shipping only <input type="button" value="v"/>
Large	Pickup or shipping <input type="button" value="v"/>
Extra large	Pickup only <input type="button" value="v"/>


***Label for pickup**

***Label for shipping**

***Shipping cutoff date**
 : :

Socks	<input type="checkbox"/> Small	\$5.00	Quantity 1 - 4	<input type="button" value="edit"/> <input type="button" value="copy"/> <input type="button" value="trash"/>
	<input type="checkbox"/> Medium	\$5.00	Quantity 1 - 4	
	<input type="checkbox"/> Large	\$5.00	Quantity 1 - 4	
	<input type="checkbox"/> Extra large	\$5.00	Quantity 1 - 4	
Apparel	<input type="checkbox"/> Baseball cap	\$10.00	Quantity 1 - 3	<input type="button" value="edit"/> <input type="button" value="copy"/> <input type="button" value="trash"/>

To enable a shipping option for merchandise items under an event:

1. Click the AUI > select an event > **Event setup** > **Additional purchases** > **Edit** button.
2. On the **Additional purchases** page, click  > **Advanced settings**.
3. Turn on **Customize delivery options** (defaults to off, which equals to Pickup only).



4. Set **DELIVERY AS** to **Pickup only**, **Shipping only**, or **Pickup or shipping** for each item.
 - a. If at least one merchandise item has been set to **Pickup or shipping**, **Label for pickup** and **Label for shipping** become mandatory, and event directors can customize the text of label names for **Label for pickup** and **Label for shipping**.
 - b. If at least one merchandise item has been set to **Shipping only**, or **Pickup or Shipping**, **Shipping cutoff date** becomes mandatory, event directors must select a date from the calendar and enter the time. After this date and time, shipping options for merchandise items are hidden in the CUI.
5. Click **Apply**.

Note that if configured at the event level, delivery options override those set at the global level.

To set up shipping fees:

1. Click AUI > select an event > **Tools** > **Custom fees**.
2. Click **Create** or a Fee name.
3. In the **Create a custom fee/ Edit custom fee** window:
 - a. Set the **Fee type** to **Shipping fee for merchandise**.
 - b. Enter the **Fee name**.
 - c. Enter the shipping fee **Amount** or **Percentage**.
 - d. Set the **Refund** option to **Proportional refund** or **No refund**.
 - e. (Optional) Enter the **Report label**.
4. In the **Merchandise** field, select **One fee for each piece of merchandise** or **One fee for all merchandise** and select from the checkboxes of merchandise items for which the delivery options have been set to **Shipping only** or **Pickup or shipping**.

Note:

- **One fee for all merchandise** is enabled when the **No refund** option is selected.
 - The shipping fee does not apply to merchandise items added after the selection of **Check all**. If any merchandise item is added after the selection of **Check all**, deselect and reselect the checkbox.
5. Click **Save**.



Edit custom fee ✕

Fee type

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

Amount *

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

What does this fee apply to?

Merchandise ?

Check all

- Included t-shirt
 - Small
 - Medium
 - Large

In the CUI > **Complete form** page > **Merchandise** section,

- If the delivery option for a merchandise item is set **Shipping only** in the AUI, this section displays **Shipping only**.



- If the delivery option for a merchandise item is set to **Pickup only** in the AUI, this section does not display the delivery option.
- If the delivery option for a merchandise item is set to **Pickup or Shipping** in the AUI, participants can select one delivery option from the two custom delivery labels.

The screenshot shows a 'Merchandise' section with three items:

- Included t-shirt**: A white t-shirt image. Selection options: Small (checked, \$20.00), Medium (unselected, \$20.00 with 'Ship only' label), Large (unselected, \$20.00), Extra large (unselected, \$20.00). Delivery options: Pick up by myself (checked), Ship to me (unselected).
- Socks**: A white sock image. Selection: Small (checked, \$5.00). Quantity: 1. Delivery options: Pick up by myself (unselected), Ship to me (checked).
- Apparel**: A dark blue baseball cap image. Selection: Baseball cap (checked, \$10.00). Quantity: 1. Delivery options: Pick up by myself (unselected), Ship to me (checked).

Buttons at the bottom right: Remove, Next.

On the CUI > **Check out** page, if participants have selected any merchandise item with a shipping fee, they can see a **Shipping fee** added to their Order total at checkout.

If participants have selected shipping for at least one merchandise item with or without a shipping fee, they must enter the following shipping information in the **Checkout** page > **Shipping** section:

- First name
- Last name
- Country
- Address
- City
- State



- Zip
- Phone number

Participants can tick the **Save as default shipping address** checkbox, and optionally edit the default address during the next purchase.



Select categoryComplete formCheckout

Check out

i Your cart may be split into multiple orders by seller. When you review your bank statement, you will see separate transactions from each seller.

Order review

ORDER(S)	TOTAL
1 Sold by 289964	
2025 Marathon Event - Running-Marathon - Individual Age group/open	\$110.00
Included t-shirt - Small	\$20.00
Socks - Small	\$5.00
Apparel - Baseball cap	\$10.00
<hr/>	
Shipping fee	\$3.00
Service fee i	\$0.79
ACTIVE Advantage discount	-\$0.79
Order total	\$148.00

YOUR ORDER

Subtotal	\$145.00
Shipping fee	\$3.00
Service fee i	\$0.79
ACTIVE Advantage discount	-\$0.79
Order total	\$148.00

Shipping *

Items

Apparel - Baseball cap *1

Ship to

3rd Nor...d Ave, New York, New York 10... United States Default



Add a new shipping address

First name *	Last name *	
<input type="text" value="Jane"/>	<input type="text" value="Doe"/>	
Country *		
<input type="text" value="United States"/>		
Address *		
<input type="text"/>		
Address line 2		
<input type="text"/>		
City *	State *	ZIP *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Phone number		
<input type="text" value="+1 - 424...00"/>		
<input checked="" type="checkbox"/> Save as default shipping address		

To change the shipping address for a participant, event directors can:

1. Go to the AUI:



- Select an event, click the **Participants** tab and select a participant name link.
 - Click the **PEOPLE** tab and select a participant name link >  next to a revenue amount > a registration # link.
2. In the **Shipping information** section, click the  icon.
 3. In the **Edit shipping address** popup, edit the required information.
 4. Click **Save**.



2025 Marathon Event

May 1, 2025

- [Dashboard](#)
[Setup](#)
[Participants](#)
[Invitations](#)
[Teams](#)
[Tools](#)
[Reports](#)
[Express registrations](#)
[Virtual race](#)

[Redacted] k.com
 [Redacted] | 29 | Female | 29

Confirmed - R-10PT44TBJX8
 2025 Marathon Event - Running-Marathon - Individual Age group/open
 Not on a team

View: **All** | [Current Purchases](#) | [Responses](#) | [Results](#)

Current purchases

ID: C-76XB4SN6BON

Actions -

ITEMS	PRICE	QUANTITY	SUBTOTAL
2025 Marathon Event - Running-Marathon - Individual Age group/open - [Redacted]	\$10.00	1	\$10.00
Socks - Small	\$5.00	1	\$5.00
Included t-shirt - Small	\$20.00	1	\$20.00
Apparel - Baseball cap	\$10.00	1	\$10.00
TOTAL:			\$145.00

Actions

- [Resend receipt email](#)
- [Resend confirmation email](#)
- [Purchase items](#)
- [Transfer to another event](#)
- [Transfer to another category](#)
- [Modify T-shirts and other included items](#)

Registration information [Edit](#)

Participant name [Redacted]
 Gender Female
 Date of birth 6/11/1996
 Email address [Redacted] k.com
 Day phone [Redacted]
 Emergency contact name
 Emergency contact phone
 How did you hear about this event?
 Bib number No bib [Edit](#)
 Chip number No chip number [Edit](#)
 Wave No wave [Edit](#)
 Division No division [Edit](#)

Shipping Information

Items Apparel - Baseball cap *1
 Ship to **John Doe** [Edit](#)
 [Redacted] North 75th Ave
 New York, NY
 10003
 United States
 +1 [Redacted]

Results



Edit shipping address ✕

First name *

Last name *

Country * ▼

Address *

Address line 2

City *

State * ▼

ZIP *

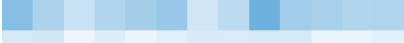

Phone number

In the AUI > **HOME** tab > select an event > **Reports** tab, event directors can view the shipping options (**pickup or shipping**) and shipping addresses in the **Registrations** report and **Merchandise** report.



Displaying the ACTIVE Refund tag in the AUI

To let event directors be aware of customers who have purchased an ACTIVE Refund for their registration, the AUI > select an event > **Participants** tab > select a participant > a user profile page now displays an **ACTIVE Refund** tag next to the order number.


@hotmail.com
| 41
Confirmed - R-168YZXLW **ACTIVE Refund**
[City of Lincoln 10K 2024 - Event Entry including Finisher's T-shirt - General Entry](#)
Not on a team

View: [All](#) | [Current Purchases](#) | [Responses](#) | [Waivers](#) | [Results](#)