

ACTIVE Works Swimming Technical Release Notes

July 14, 2020



ACTIVE Network, LLC

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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 <u>ACTIVEnetwork.com</u>.



Table of contents

1. E	Enhancements	.3
1.1	Email Tool Enhancements	.3
1.2	Transfer to Group Enhancements	.3
1.3	Training Group Enhancements	. 7
2. R	Resolved Issues	C



1. Enhancements

1.1 Email Tool Enhancements

For better usability, the Email tool has been enhanced as follows:

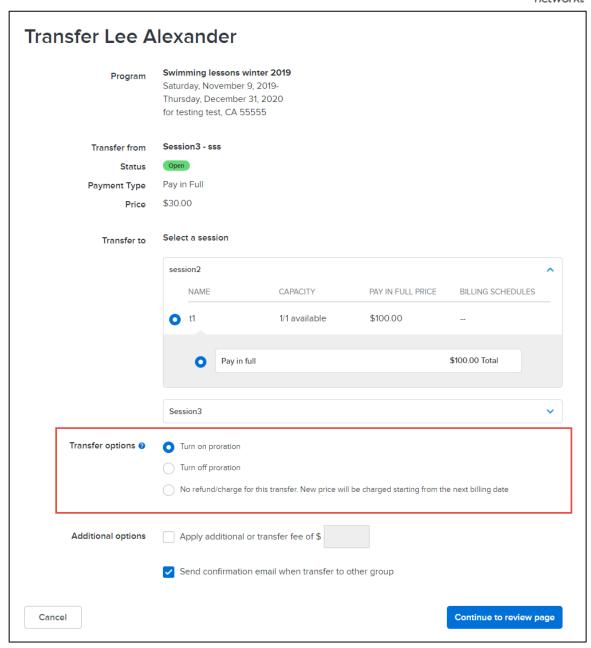
- Previously, when adding email recipients by importing a CSV file, if the CSV file contained a recipient's non-primary email (instead of his/her existing primary email in the system), then the email would only be sent to the primary email address. Now, the email is also sent to non-primary email addresses in the imported CSV file.
- For email addresses that are imported from a CSV file, the unsubscribe link in the sent emails now functions correctly. Once recipients click the unsubscribe link, they will no longer receive any emails.

1.2 Transfer to Group Enhancements

To reduce confusion when transferring a swimmer to a new group, the **People** > an athlete > a registration > **Transfer** workflow has been enhanced as follows:

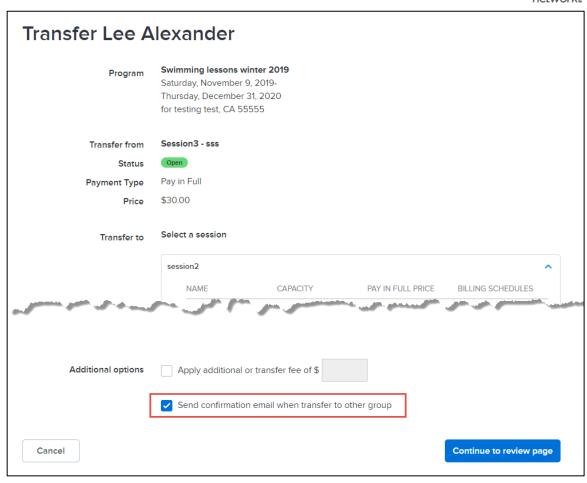
- On the Transfer page, the previous Fully refund current group, then recharge the full price for transfer to group option has been replaced by a new Transfer options section with the following options:
 - Turn on proration: when this option is selected, the current group is partially refunded and then the prorated price of the new group is charged. For example, when transferring from Group A (\$100) to Group B (\$200) halfway through a billing cycle, the consumer is refunded \$50 (half of the Group A price) and then charged \$100 (half of the Group B price).
 - Turn off proration: when this option is selected, the current group is fully refunded and then the full price of the new group is charged. For example, when transferring from Group A (\$100) to Group B (\$200) any day before the next billing cycle, the consumer is refunded \$100 and then charged \$200.
 - No refund/charge for this transfer (not available for waitlist transfers): when this option is selected, there is no refund or charge at the time of the transfer. The price of the new group will be charged from the next billing date and all discounts will be carried over by default.





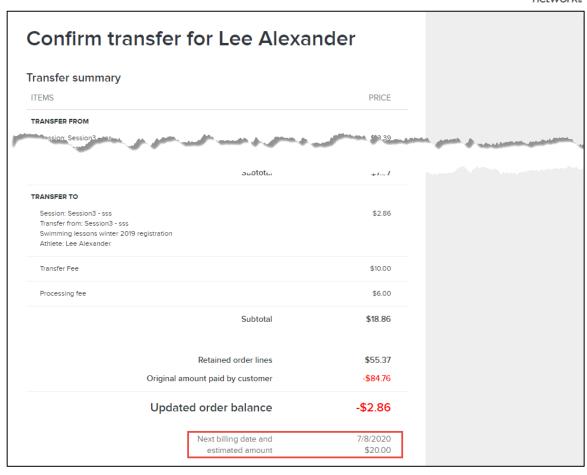
In the Transfer page > Additional options section, a new Send confirmation email when transfer to
other group checkbox has been added (checked by default). If this checkbox is checked, then a
confirmation email is sent to the parent (or swimmer) when the swimmer is transferred to a new
group:





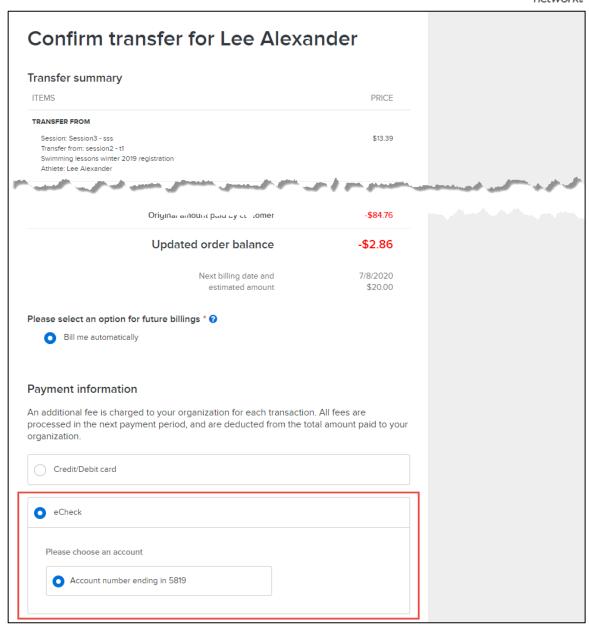
If the new group is on a billing schedule, then in the Confirm transfer page > Transfer summary
section, a Next billing date and estimated amount field is now displayed under the Updated order
balance:





If the order for the current registration has an eCheck payment method saved on file and the transfer generates a charge (or is on a new billing schedule), then in the Confirm transfer page > Payment information section, an eCheck option is displayed with a list of saved eCheck accounts. Agency users can select an existing eCheck account to pay for the transfer or the billing schedule:



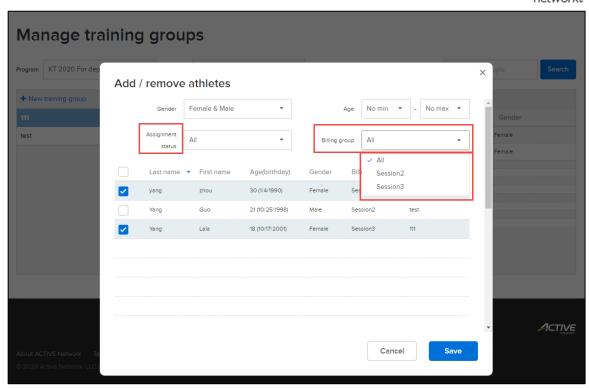


1.3 Training Group Enhancements

On the **Home** > a program > **Actions** > **Manage training groups** > **Add / remove athletes** popup, to allow agency users to filter swimmers by a specific training group (registration group) or billing group, the following enhancements have been implemented:

- A new **Billing group** filter has been added, which lists groups and sessions under the current program (**All** is selected by default).
- The previous **Group** filter label has been changed to **Assignment status**:







2. Resolved Issues

No issues were resolved in this release.