



Creating Peak Volume Periods in ACTIVENet

www.ACTIVENetwork.com

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Optimize Your Experience:

Utilizing Peak Volume Periods in ACTIVENet for Efficient Registration Planning!

In ACTIVENet, Peak Volume Periods serve as a heads-up to ACTIVE, indicating that your organization anticipates a higher-than-average customer influx during an upcoming registration period. ACTIVENet defines Peak Volume as 60 receipts per minute or more.

1 Peak Volume Period Guidelines

- ❖ ACTIVE requests notification at least seven business days in advance (excluding weekends) of your Peak Volume Period.
- ❖ To ensure seamless registration, ACTIVENet advises clients to proactively plan their peak volume periods and avoid conflicts with product releases. Refer to the [2024 Release Schedule](#) for release dates.
- ❖ During your chosen peak registration time, certain functionalities on your site will be temporarily disabled (details below). ACTIVE recommends selecting a peak volume period that captures the initial customer rush (15-30 minutes) to optimize memory space for registrations.

2 Setting Up Your Peak Volume Period

1. Go to Administration > System Settings > Peak Volume Periods
2. Click Add New
3. Enter Name
4. Enter the Start Date and Time
5. Enter the End Date and Time
6. Select Expected Registrations in the First 10 Minutes
 - a. Note: Run Transaction Report to determine the number of transactions per minute during your last Peak Volume Period ([Determining the Number of Transactions Per Minute during Peak Volume Period](#)) and total the first 10 minutes together to get this number
7. Select Expected Registrations in the First Hour



- a. Note: Run the report to determine the number of transactions per minute during your last Peak Volume Period and total the first hour together to get this number. (Check out this article: [Determining the Number of Transactions Per Minute during Peak Volume Period.](#))
8. Select the Type of marketing tools utilized for the upcoming peak registration period.
9. Select the Type of rush event.
 - a. Note: The available types of rush events are Activity, FlexReg, Reservation, and Membership.
10. Save

Administration Home » System Settings » Peak Volume Periods » Change Peak Volume Periods

Change Peak Volume Period

▼ General Information

Name	<input type="text"/>	
Start Date and Time	<input type="text"/>	<input type="text"/>
End Date and Time	<input type="text"/>	<input type="text"/>
Is this an annual registration event?	<input type="checkbox"/>	
Previous Year Registration Date	<input type="text"/>	
Expected registrations in first 10 minutes?	<input type="text"/>	
Expected registrations in first hour?	<input type="text"/>	
Type of marketing tools utilized for upcoming peak registration period?		
Print media (newspaper, flyers, brochure)	<input type="checkbox"/>	
Online (online ads, online brochure, Groupon)	<input type="checkbox"/>	
Social media (Facebook, Twitter)	<input type="checkbox"/>	
Mass media (Radio, TV)	<input type="checkbox"/>	
Type of rush event?		
Activity	<input type="checkbox"/>	
FlexReg	<input type="checkbox"/>	
Reservations	<input type="checkbox"/>	
Membership	<input type="checkbox"/>	



3 Temporary Disabling During Peak Period

The following functions will be temporarily disabled during the peak period:

❖ **Administrative Functions**

- Processing Payroll (Administration > Financial Settings > Process Payroll or Front Desk > Financial > Process Payroll)
- Running the Cash Out Process (Front Desk > Financial > Run Cash Out Process)
- Customer Consolidation (Administration > Population Settings > Customers - Consolidate or Front Desk > Population > Customers - Consolidate)
- Company Consolidation (Administration > Population Settings > Companies - Consolidate or Front Desk > Population > Companies - Consolidate)
- Downloading a Database Backup (Administration > Web Admin > Download DB Backup)

❖ **Refunds Processing**

- Refunds will be on hold until the completion of the peak period if your organization exclusively allows refunds to the original payer. Note: Refunds will operate normally during the peak period if configured to refund to a customer other than the payer.

❖ **Reports Generation**

- During the peak period, report generation will be temporarily halted. Scheduled reports will experience a delay and will be dispatched once the peak volume period concludes.