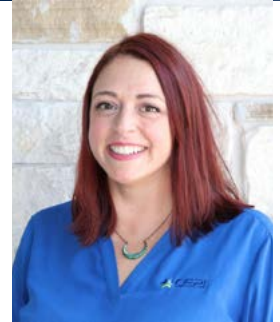


Here are your highlights for Release 23.14. Please check Page 6 for a list of ALL our new features and updates.

Removing all limitations on quantity in the shopping cart!!

We are **ecstatic** to announce that we have made checking out much easier for your members and non-members. If you use the Groups to validate membership, allowing members to get specific rates if they're in good standing, you will be happy to know that we've just made registering multiple users with various rates much easier! Even if you don't use Groups to set prices, you can now make choosing from many prices easier within the shopping cart.



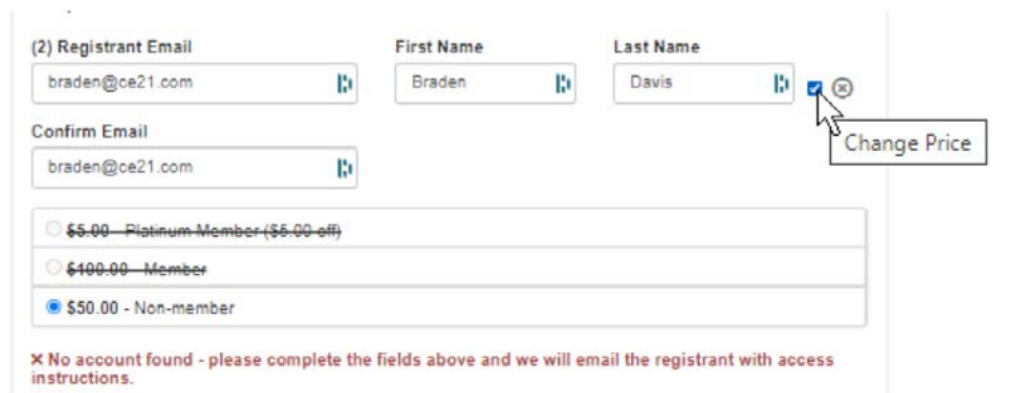
Lisa Wise
VP Product

Using the email address related to the user's account, we will now run a check on the registrant confirmation page of the shopping cart to determine what prices each of those users is eligible to receive. A member can register for a non-member. A non-member can register for a member. By validating their email address, those price adjustments will work themselves out on the Registrant Confirmation page.

- When the email address is entered, we look up the user. If there is more than one price option available, we will show the window and allow them to verify which price is correct for them.



- Once the user is entered, they can show the price options again using this Change Price check box. If they only have one price available to them and you have the other prices hidden, please note that there is no price to choose from, so you may not see this option.



- If they are members, they will now have access to their member rates, allowing non-members to register for members and vice versa! The lowest rate available to that user will be selected by default, but they can always change if applicable.

Choose Price

<input type="radio"/> \$5.00 - Platinum Member (\$5.00 off)
<input checked="" type="radio"/> \$25.00 - Member
<input type="radio"/> \$50.00 - Non-member

[Choose Price](#)

- Once the registrants are filled in, the page will look like this. The first person (primary registrant) will get their chosen rate when adding the item to their cart. If that rate is a member rate, they must keep that first registrant to prevent non-members from getting the member rate.

Registrant Confirmation

Need to register more than one person? Please change the quantity below.

LIVE EVENT

23527

Date/Time: 12/27/2023 08:00 AM CST

Qty

(1) Registrant Email: First Name: Last Name:

I am registering for someone else

✓ Account found - Access instructions will be emailed to the registrant after the purchase has been completed.

(2) Registrant Email: First Name: Last Name:

Confirm Email:

\$5.00 - Platinum Member (\$5.00 off)

\$100.00 - Member

\$50.00 - Non-member

✗ No account found - please complete the fields above and we will email the registrant with access instructions.

(3) Registrant Email: First Name: Last Name:

\$5.00 - Platinum Member (\$5.00 off)

\$25.00 - Member

\$50.00 - Non-member

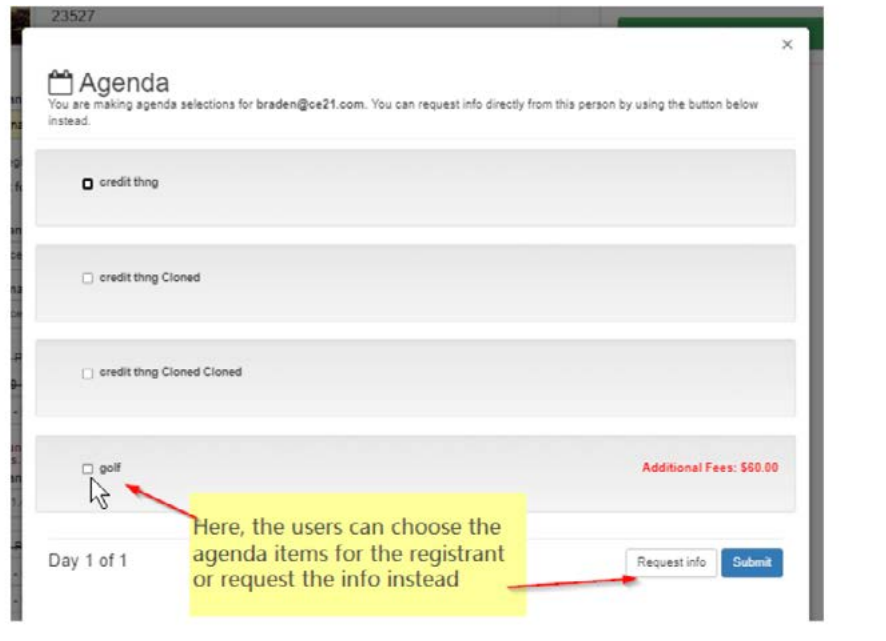
✓ Account found - Access instructions will be emailed to the registrant after the purchase has been completed.

e.

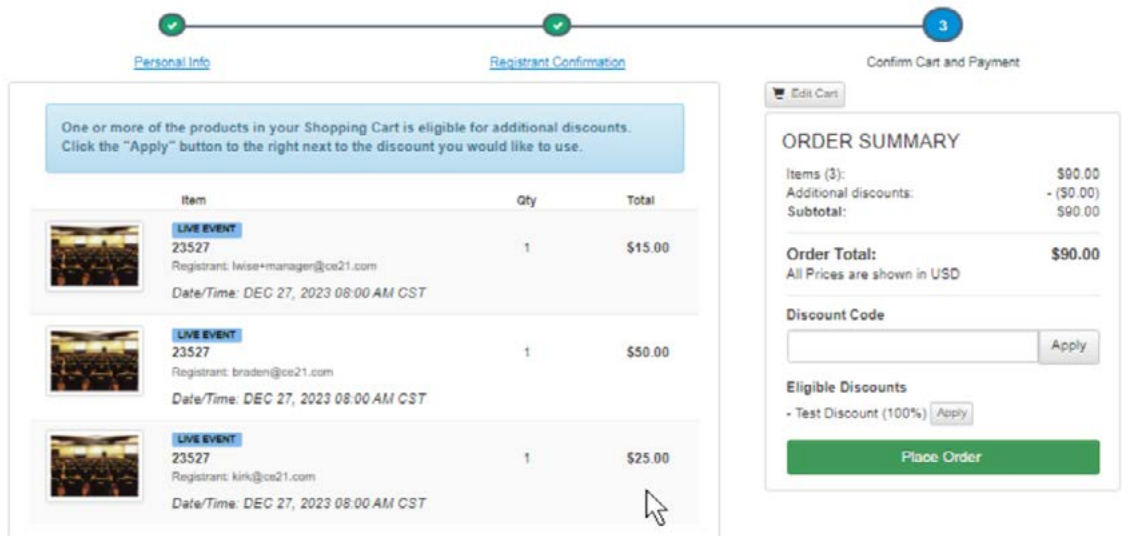
Pop-ups will not come up immediately if you are selecting live events with agenda items, badge groups with limited day access, or registrant-type question sets. Because you can change those price adjustments until the last step on that page, we do not ask the users to fill in the forms for those agenda items or question sets until after they hit the continue button.



Once the continue button is clicked, it will go through each agenda or registrant question set form for each user as necessary.



Once they have continued to the final shopping cart page, that user is locked in at that rate.



We have been looking forward to offering you this feature for a while because it will make check-out for your users much easier come registration time. This update is even significant for those programs you offer with various rates. Now, you can choose from all available options per user within the shopping cart! Please [let us know](#) if you have any questions or suggestions for this change.

RELATED TOPIC: Group Price Settings

Some of you may have created a workaround in your groups to manage our inability to do this in the past. In the Group settings > Price Settings, you may have allowed your users to sign up multiple people at the same member rate. If you only want members to be able to get member rates, you should have your price settings set like so:

Quantity allowed / Registration for other people allowed:
How many of each product type do you want to allow these users to buy. Leave at one if you dont want them to be able to purchase these items at a discount

	Live Event	Live Webcast	Video Replay	On Demand	Video Download	DVD	CD	Webinar
Quantity	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value="1"/>
Registration for another user? check if you want to allow it.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

In the past, you may have had them set like the image below instead (the picture below shows the scenario where, for Live events only, members in this group could buy a ticket for themselves and one additional member-rate ticket for a non-member). You can still use this option; your members can register anyone, even non-members, at the membership rate.

Quantity allowed / Registration for other people allowed:
How many of each product type do you want to allow these users to buy. Leave at one if you dont want them to be able to purcha

	Live Event	Live Webcast	Video Replay	On Demand	Video Download	DVD
Quantity	<input type="text" value="2"/>	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value="1"/>
Registration for another user? check if you want to allow it.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Email Marketing tool: a way to see and edit “Unsubscribes.”





















To gain more insight into the people who have unsubscribed from your email marketing campaigns, we have built an area within the Email Marketing menu called “Unsubscribes.” You can view who has unsubscribed, when, and for which categories. You can also visit their account or re-subscribe them. Use ethically, please. 😊

Marketing > Email Marketing > Unsubscribes

Review and manage the people that have Unsubscribed from your email campaigns

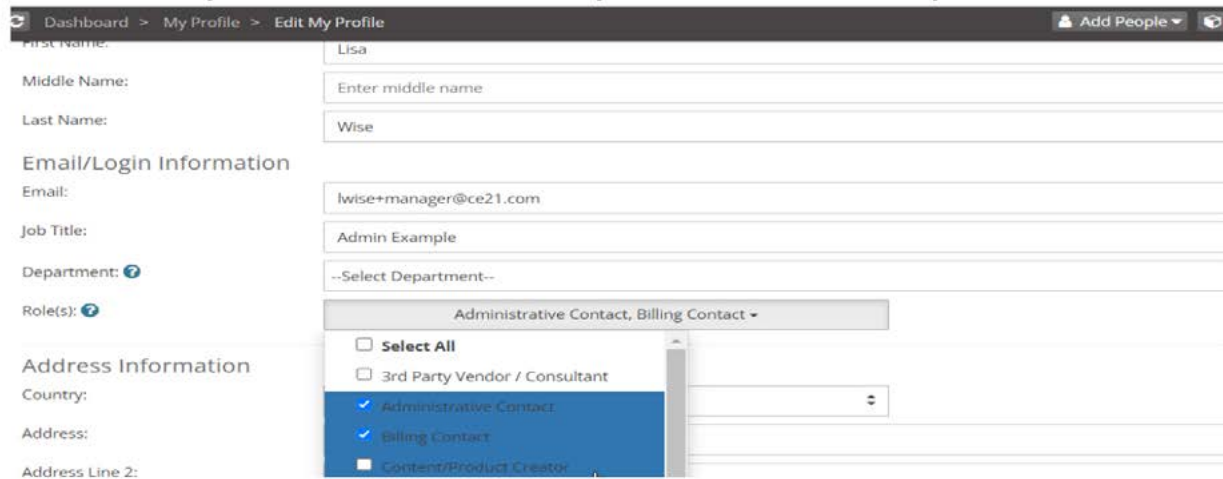
EMAIL: Search by email | FIRST NAME: Search by first name | LAST NAME: Search by last name | CATEGORIES: Ethics, General, Newsletter | UNSUBSCRIBED FROM DATE: 09/01/2022 | UNSUBSCRIBED TO DATE: Unsubscribed To Date

PAGE VALUE: 50

First Name	Last Name	Email	Category	Unsubscribed Date	Tools
John	Davis	jdavis@ce21.com	Newsletter	11/21/2022 07:43 PM (CST)	 
Storm	Trooper	bdavis*stormtrooper@ce21.com	General	11/21/2022 09:46 PM (CST)	 
Storm	Trooper	bdavis*stormtrooper@ce21.com	Newsletter	11/21/2022 09:46 PM (CST)	 
Cog	Gear	bdavis+cg@ce21.com	General	11/23/2022 08:31 AM (CST)	 
Cog	Gear	bdavis+cg@ce21.com	Newsletter	11/23/2022 08:31 AM (CST)	 
Maynard	Keenan	bdavis+mjk@ce21.com	General	11/29/2022 06:09 AM (CST)	 
Maynard	Keenan	bdavis+mjk@ce21.com	Newsletter	11/29/2022 06:09 AM (CST)	 
Dom	Santiago	bdavis+dom@ce21.com	General	12/05/2022 10:32 PM (CST)	 
Dom	Santiago	bdavis+dom@ce21.com	Newsletter	12/05/2022 10:32 PM (CST)	 
Natalee	Peak	npeak@ce21.com	General	12/05/2022 10:51 PM (CST)	 

Tell us what you do! Fill out your role.

Please assist in updating your role within your organization in our system. We would greatly appreciate it if you edited your profile to include this information. Your cooperation is essential as it helps us communicate effectively with the most relevant team members for various purposes. Simply click [this link](#) and scroll to the Role(s) area as shown below. An “Other” option will provide a text box to fill in your role if a better definition of your duties does not already exist in the list.



The screenshot shows a web interface for editing a user profile. The breadcrumb trail is "Dashboard > My Profile > Edit My Profile". The form includes fields for First Name (Lisa), Middle Name (Enter middle name), Last Name (Wise), Email (lwise+manager@ce21.com), Job Title (Admin Example), Department (a dropdown menu), and Role(s) (a dropdown menu). The Role(s) dropdown is open, showing a list of roles: "Administrative Contact, Billing Contact" (selected), "3rd Party Vendor / Consultant", "Content/Product Creator", and "Other". There are also checkboxes for "Select All" and "3rd Party Vendor / Consultant". Below the Role(s) field are sections for "Address Information" with fields for Country, Address, and Address Line 2.

COMING SOON! Classified Ads

Do you want your users to be able to sell office space, hire staff, and more from within your catalog? We are very close to being finished with our Classified Ads module. We are looking for beta testers to help us fine-tune the feature when it hits beta. Please email Braden at bdavis@ce21.com to be considered for that beta group. You can also email Braden if you'd like to be alerted once we work out all the kinks when that feature fully hits the market. Of course, there will be some pretty huge announcements when that comes out, but if you reach out now, we'll contact you personally to get you set up, trained, and started.

One More Thing...



The graphic features a dark blue background on the left with white text, and a photograph of a silver compass on a wooden surface on the right. The text reads: "CE21 Compass: Chart Your Course", "Join our User Conference", "October 25th, 2023", and "10 am to 1:30 pm CT".

[REGISTER TODAY!](#)



UPDATES + RELEASE NOTES

New Features and Updates for the (23.14) Release

If you have any questions about any of the features or functionality of this release, please submit your comment or question via the Help Bucket in the Manager, and a CE21 Team Member will be in touch.

Accounts

- You can update your role in your organization within your profile. You even have the option to select an “Other” option to write in your role. Please help us learn more about you and ensure we are contacting the right people in your organization by filling in your Role field found here: <https://manager.ce21test.com/MyProfile/Edit>
- Fixed an issue in the shopping cart, which made users select a default address even though only one address was provided. We will also automatically select an address as default if only one address is in their account. This will significantly help processes for any imported user or member.
- Fixed an issue where users were trying to change their password to a simple one, but the catalog requires a complex one. The error message is now more straightforward, so they understand why they’re getting the error.

Companies

- For Company-Based Memberships: if you have “Auto Add Employee to Membership” turned on, that will now auto-add employees to the group once they have been made a “Current Employee.”

Email Marketing

- There is now an area within the Email Marketing menu where you can see who unsubscribed and which categories they’ve removed, and it also allows you to re-subscribe them.

Memberships

- Fixed the broken “Group message” message token that did not populate when emailing invoices from Sales > Invoicing > Send tab > Bulk Operation > Email All/Selected. We have also relabelled the message token as Group Message Token to be more explicit when compared to the Donation Message in the invoice email templates.

Mobile App

- Fixed an issue within our app that did not allow you to download “Other Digital” products.

Notifications

- Email Templates: The Change Event Date template now has an “Add to Calendar” message token inserted.
- Membership Email Templates > Group Renewal Reminders 1-5: We have updated the logic to allow those to pull in the correct group information when a user graduates into a different group.
- We added the “Unassigned Registration Reminder” email template to the “Before Showtime” Reminder trigger options. This email is the one you send to remind purchasers to assign any still unassigned registrations they’ve bought.
- You can now add the user’s account link to many SMS messages (Webinar, Video Replay, Live Webcast Notifications, Membership Renewal, and Payment Reminders). Your users sign up for these messages within their user account, and you can edit what gets sent by going to Notifications > SMS Templates.

Products

- When building a classroom with a variety of video replays where the user can choose those dates, if the user doesn’t select those dates, they will no longer get every single reminder for all video replay dates. Please remind your users to choose their dates when/after registering so they do not miss out on their classroom content.

Reports

- If you manage several clients in CE21: the Evaluation Completion report no longer duplicates the columns on distributed evaluations.

Sales

- Your members can now register non-members or other members using the email addresses connected with the memberships. Non-members can also register members and apply the appropriate membership pricing. This, coupled with the Live Event agenda selections or Registrant Type forms that each registrant can access and answer, has made the catalog shopping cart a powerful tool!
- Cancelling a purchase order or pending check order will automatically revoke the user's access to the product if it was activated in their account. Whenever you cancel a PO or pending check order, they will also stop receiving those pending PO and check order reminder emails.
- Fixed an issue where the Base Price was taking preference over membership pricing in the catalog.
- Fixed the rare issue where a user could create an account in the shopping cart without a first or last name.
- To bring ACH in alignment with Check orders, we will allow you to grant your users access to their products (not their certificates) before the ACH payment is finalized. You can update this setting in the Ecommerce Settings > Shopping Cart Settings.
- You can cancel a Pay Later order like a PO or Pending Check order.

Sharing Marketplace

- Fixed an issue on the Sharing Marketplace where certain courses' credit information was not showing up.

IMPORTANT UPDATE

We have moved!! We have updated the address in the footer in the Manager to reflect our **NEW Address:**
5900 Southwest Parkway #401 Austin TX 78735