



- Control member information
- Administer membership fee income
- Analyse membership breakdowns and trends

Introduction

In use and under constant improvement since 2003, ClubMember is designed by club Administrators, for club Administrators, to remove the drudgery of many administration tasks and to very easily provide information that is often very difficult to obtain.

This mature product has provided enormous benefits to the club it was created for, and is now being made available to others so they can take advantage of the same benefits, for less than \$1 per day.

There is no charge per member, allowing you to keep a full member history without having to pay more as new members are added.

ClubMember will assist your club to

- reduce administration time and costs
- maximise membership revenue
- minimise membership losses
- improve communication with the membership

It is an MRM (Member Relationship Manager) desktop application that does not rely on other parties to keep your data safe and available to you. No outside entity can look at your data!

Free Trial Period

We offer you a fully operational no risk trial of the single-user version - using your own data for 2 months - for FREE!

Operating System

ClubMember can be run as a stand alone (single-user) system. or as a multi-user system over a network, on either Windows or Macintosh computers (or a combination of both).

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The Benefits

Reduce lost revenue

An easy tracking system means nothing gets missed, and has proved itself to reduce lost income.

Save time on administration

Free yourself for the important things: keeping the existing membership happy, and attracting new members!

Some of the biggest time savers are:

- Automatic adjustment of age related memberships

When creating Renewal reminders, you no longer have to check if a member's age will move them into a different fees category and adjust them manually.

- Membership statistics reporting

By membership type, payment method, or member interest, including the ability to show the membership breakdown by ANY age grouping, and can even do this backdated to a previous date.

(a HUGE labour saving when compiling affiliation fees data)

- Gains & Losses reporting

Check your membership trend - gaining or losing members, and the income \$ involved.

Quickly and easily get information on the profiles of your members

Provides an detailed breakdown of your membership by age and membership type. Accurately identify the right people.

Affordable

There is no charge per member, allowing you to keep a full member history without having to pay more as new members are added.

After two months risk free trial, it only takes a small fee each month to keep it going (see "What does it Cost" for pricing details).

Flexibility

ClubMember provides stunning flexibility in its ability to be configured to suit your membership requirements. It comes with

- a Demo system to provide examples and give you ideas
- an extensive tutorial manual
- a comprehensive user manual
- direct support via email or phone

Email: sales@clubmember.net.nz

What does it do?

Members list

- Membership types (eg senior, junior, sponsor, whatever)
- Member interests (eg tennis, squash, both, whatever)
- Member billing groups (eg annual, monthly, family, whatever)
- Family (or associates) links
- Clone similar members (minimise duplicate data entry)
- Snapshot, easy search, and advanced (build your own) search
- Standard reports, and custom (build your own) reports
- Unlimited notes per member
- Unlimited tasks per member
- Unlimited transactions per member
- Automatic age calculation
- Automatic membership type updates (eg upon reaching 18, a junior becomes a senior)
- Bulk emails to members
- Four custom definable fields
- Web accessible data updates (requires ClubMember web module)
- Web accessible members list (requires ClubMember web module)
- Members can control what contact information is visible to other members (requires ClubMember web module)

Tasks list (To Do list)

- Stores date triggered reminders of things to do
- Automatic triggering of entries in To Do tasks list
- Automatic "payment is due" task creation
- Automatic "membership has expired" task creation
- Easy search, and complex (build your own) search
- Standard reports, and custom (build your own) reports

Preferences

- Extensive options and configurability (too many to list here)
- Calendar or fixed subs year

Transactions

- Generate Reminders (printed or emailed)
- Generate Invoices (printed or emailed)
- Record payments received

- Allocation of payments and credits
- Export transactions

Reports

Management reports:

- Member Type statistics - breakdown by age and member type
 - eg; junior, senior, etc
- Activity statistics - breakdown by age and activity
 - eg; tennis, squash, both, etc
- Billing Type statistics - breakdown by age and billing type
 - eg; monthly, annual, etc
- Membership profit and loss - membership gains & losses
- Early resignations
- Members phone list
- Price List

Web - Optional module

- One click activation/deactivation of built in Web Server
- Password protection
- Provide member list search
- Online member details update
- Individual members can hide their data
- Two click customisation of web page colours

Import data

Flexible data import (import your member records).

Export data

Flexible data export.

Backups

Inbuilt backup system.

Reduce Lost Revenue & Save Time

ClubMember has proven that it can reduce lost revenue and eliminate hours of work for club administrators.

Reduce Lost Revenue

The ability for club administrators to monitor and follow up expected payments in a timely fashion can improve your income stream and cash flow.

ClubMember provides an easy way to identify members with expired or near-expiry memberships which enables improved renewals and member loyalty. This contact has been proved to induce expired members to renew when they otherwise would not have done so.

What is the income benefit from even one "saved" renewal?

Time Savings & Accuracy

ClubMember provides many time and cost saving features. One of these is the effortless generation of "your membership is due" reminders.

Reminders

For clubs using a calendar year to calculate membership duration, as opposed to fixed year (all expire on the same date), administrators are faced each month with the task of identifying memberships due to expire.

This can be time consuming and open to error when distractions occur.

If an error does occur, will it be discovered before the following year rolls around, or ever?

What is the cost to your club of even one missed renewal?

Age-based fees calculation

When the age of a member determines the level of fees they pay, the expiring members need to have their age and membership type (and fee level) checked, calculated and, where necessary, adjusted to what it will be on their expiry date.

This time consuming task, requiring concentration and accuracy, is eliminated - ClubMember does it all for you.

What is the cost to your club of even one miscalculated age-based membership fee?

The type of member may also need to be considered. If you don't want to generate a reminder for sponsors, complimentary or life members, those membership types will need to be removed from those identified for renewal. ClubMember makes this very easy.

Will your club lose credibility if you send a sponsor a reminder to pay their subs?

ClubMember can do all of the above for you with only a few clicks of the mouse.

ClubMember's reminders will automatically

- find all memberships due to expire within given date range
- include selected member types only
- include / exclude members who are On Hold or On Alert
- exclude members flagged as "resign on expire"
- calculate age on renewal date
- calculate each member's type and billing price on their renewal date
- generate an audit list of all members included, by name
- generate an audit list of all members included, subtotaled by member type
- generate address labels

After starting the reminders process, all you have to do is make sure the printer has paper, and set the address labels as required.

Fund Raising

Personalised reminders, in a letter format, provide a great opportunity to promote fundraising activities or other important notices or advice.

ClubMember's reminders are very easy to setup, and can be changed whenever you need, to say whatever you need.

In addition to reminders, ClubMember provides the means to generate invoicing for specific purposes quickly and effortlessly.

For more details, please visit our website at www.ClubMember.co.nz

Web Server

ClubMember has a built-in web server option

- Password protected
- Web access to your members list is ready to go "right out of the box".
- Access and display restricted to current members only
- Additional restrictions available.

Your members can manage their own profile, or lookup contact information (phone, email) for other members who are allowed access.

All you need to do is purchase the Web Server license and setup your computer's internet access system.

For more details, please visit our website at www.ClubMember.co.nz.

What is Included?

- ClubMember application and demo data
 - Tutorial manual
 - User manual
 - Free help line and email support
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The Technical Bits

Minimum Hardware

- Windows = Core Duo / Windows XP / VISTA
- Mac = Core Duo / Mac OS X.6.8

At least 2Gb of available RAM (4 Gb or more is recommended).

Operating System Requirements

Windows

- XP SP3

- Vista SP2
 - Windows 7 SP1
 - Windows Server 2003 SP2/R2
 - Windows 8
 - Windows 8 x64
 - Windows 8.1
 - XP SP2 x64 (certified but not
 - Win VISTA SP2 x64
 - Windows 7 SP1 x64
 - Win Serv. 2003 SP2 / R2 x64
 - Windows Server 2008 SP2/R2 x64 (not compatible with the 'Server Core' option of Windows Server)
 - Win Serv. 2012 x64(2) (not compatible with the 'Server Core' option of Windows Server)
 - Win Serv. 2012 R2
 - XP SP2 x64 Some tests under this environment have not been carried out.
- If a problem occurs, an evolution to a called 'Certified' solution is recommended.

Mac

- OSX 10.6.8 or later

What Does It Cost?

2 Months FREE – we know how good it is and this is a way for you to see the same thing, risk free.

There are no hidden (fine print) costs.

There is no charge per member, allowing you to keep a full member history without having to pay more per month as new members are added.

Pricing & Licensing

Licenses are subscription based and are assigned to the data file (contains your club's data).

A license is required to modify a ClubMember data file beyond its 2 month trial period.

Unless alternative arrangements are made, issued licenses are valid for 1 year and the license fees are paid by monthly subscription (via Automatic Payment).

No Risk

If, for any reason you wish to stop using ClubMember, just give us 21 days notice before stopping your monthly payment. That's all there is to it!

It will **continue to be fully operational** for the remainder of the existing license term, even though it has not been paid for.

Once the license term is up, ClubMember will **continue to work** - you will continue to have full access to your data. It just won't accept any new data additions or changes

and the web server will no longer work (if that option was licensed).

Long Term Confidence

If, for any reason ClubMember ceases trading, a non-expiring license will be issued for your license format, provided that your license is current. This means no risk for your club.

License Renewal

Your annual license will be automatically renewed each year if your payments are up to date (you don't have to do anything). It will be forwarded to you via email to the registered email address.

Pricing

Monthly Subscription Fees

1 user = \$29.95 per month

Second user = \$29.95 per month

Extra users = \$25.95 per month per user

Web Server license = \$29.95 per month

All prices are GST exclusive.

Restart Fee

Restarting a lapsed subscription will require payment of the unpaid months of the most recently licensed year, at the current monthly rate.

Non-receipt of a monthly payment is considered to be a lapsed subscription. In this case, you will be notified of the lapse via email (in case you are not aware of it).

License Certificate

Your License Certificate, invoice, and the Automatic Payment account details will be emailed to you as soon as possible after we have processed your initial payment.

If you are nearing the end of your free trial period, please do not wait until the "last minute" to submit your application.

To purchase a license, select Apply for License from the File menu in your free trial version, or go to our website.

Contact Information

Email: sales@clubmember.net.nz

[How to Start the Demo](#)

For instructions on how to install and start ClubMember, please see the document *ClubMember_How_to_Install*.