



# memberclicks™

## All-In-One Membership Management Software



800.914.2441

[memberclicks.com](http://memberclicks.com)

Are you using a handful of software tools to manage your membership? Storing data in one database, sending emails out through a 3rd-party provider and processing paper dues renewals? Now you can eliminate the need for all those separate systems with MemberClicks.

MemberClicks, the comprehensive web solution for small-staff organizations, is a seamless, all-in-one solution designed to make your organization run smoother and your work life simpler. It can stand alone as a membership website or seamlessly integrate with your existing site.

Our membership management software is a highly flexible permission-based system that enables you to:

- Store and search through custom profiles and prospects in a secure online database.
- Automate your membership applications and dues renewals.
- Support organizational memberships.
- Send personalized, targeted or broadcast emails.
- Accept, promote and manage event registrations.
- Easily manage your website with a powerful CMS and responsive design.
- Engage your members with a social community.
- Generate comprehensive reports on members, forms and revenue.
- Handle payments and invoices with integrated accounting.

All of this is included in our powerful all-in-one solution that integrates a membership database with a website, community and event registration forms.

## Membership Database

The membership database conveniently stores all member and prospect data and puts it to work for you.

- Store custom member profiles and prospects in a secure online database.
- Support an unlimited number of completely custom fields (including images and attachments).
- Support both individual and organizational member types.
- Set access permissions based on user groups.
- Enable members to login and update their own profile information.
- Upload data at any time in minutes.
- Perform mass updates to the administrative database easily, or perform partial updates to make necessary changes without updating every profile.
- Export customized data to an Excel file for use in a spreadsheet or other database.
- View detailed reports about imported data.

## Dues Renewals & Member Applications

All submitted member applications create a profile in the administrative database and the system enables easy automated management of dues renewals.

- Add custom member application forms to your website.
- Allow members to sign up or renew memberships automatically on a recurring basis.
- Have members automatically updated with username and password privileges, or leave them pending until verification and approval.
- Send out automated, personalized email reminders about deadlines / scheduled payments.
- Automatically generate invoices for dues payments.
- Offer one-click renewals via email, website or member profiles.
- Enable members to make one-time payments or recurring renewals through your website.
- Set deadlines for dues; automatically update member status for payment and non-payment.
- Quickly configure grace periods with intuitive settings.
- Enable reminders for lapsed members to increase retention.
- Put your data to work for you with extensive membership lifecycle tracking.
- Verify member information and seamlessly update new information.
- Keep track of prospects as well as members with a database that automatically updates with any activity – event registrations, communications and more.
- Manage everything with one integrated administrative solution.

## Organizational Memberships

If your membership is comprised of both organizations and individuals, we offer a powerful system for handling both member types.

- Link organization profiles to associated individual member profiles.
- Assign key contacts to add, remove or update other profiles linked to the organization profile.
- Use consolidated invoices for easy accounting.
- View all individual activity from within the organization profile.
- Enable key contacts to quickly register multiple member profiles for events.
- Calculate dues for organization profiles based on either the number of member profiles or by any defined list of criteria.
- Enable data to cascade from the organization profile into linked profiles (for instance, pre-filling address information).

## Email Marketing

It's never been easier to communicate with your entire database or any of the specific groups within it.

- Enable administrators to send personalized target or broadcast emails (including attachments) to those in the database.
- Design attractive emails, complete with images and formatted text – great for newsletters!
- Set preferred email addresses for users or administrators.
- Comply with regulations via automatic “unsubscribe” functionality.
- Schedule message deliveries – compose your messages and send them automatically at a specified time and date.
- Track message history, read rates, bounces and other stats via detailed reports.

## Event Registration

Collect event registration information and payment from visitors to your website with our customizable online forms. Once registrants enter the system, our software makes management of receipt and registration data a breeze.

- Sit back while users go to your website, register, pay online and receive automated, customized confirmation notices.
- Create as many event registration forms with as many fields as you need (or we'll create them for you!).
- Email all registrants with a few clicks.
- Quickly search through submissions for information.
- Track and generate reports on multiple types of data, from attendance to payments to memberships sold through events.
- Enable members to register guests and optionally store those profiles as prospects.
- Enable registration for break-out sessions all on one form.
- Let users apply discount codes for special pricing.
- Enable early bird and other date-based pricing tiers that automatically apply when the date passes.
- Allow group registrations from a single registrant.
- Display event information on the event calendar and link to registration forms.
- All data is stored in the secure, searchable online database – see event registrations and attendance directly on member profiles.

## Member Engagement Community

We give you all the tools necessary to create an online community for your membership, driving engagement. Our social community gives you all the power of larger social media sites customized specifically for your organization.

- Offer private networking to members, allowing them to make their own friend and peer connections, share photos, and send member-to-member messages.
- Allow members to quickly share info and photos with interest groups via user-created circles.
- Enable sharing / displaying and tagging of photos with full-featured profile photo galleries.
- Give members another place to share information with their connections on their profile walls.
- Inform members when their connections make posts, send e-list messages, and much more via an activity stream.
- Encourage networking with the searchable online directory with varying levels of public, password-protected or specific group-based access.
- Use a customizable event calendar with visual calendar display, event list display and custom event detail pages to promote events. Events can be categorized, set to recur, access-restricted based on permissions and more.
- Use discussion forums to post messages and files, with a variety of moderation options and access restrictions based on permissions.
- Offer topic-specific, opt-in email discussion lists that allow members to actively discuss issues of interest to them, complete with customizable moderation and subscription options. Members can quickly access the messages and options for the E-Lists to which they are subscribed through their user profiles.

## Member Website & CMS

Give your organization credibility while providing your members and prospects with the information and resources they need.

Happy with your current site? We can seamlessly integrate with it. But even if your organization already has a website, gain the freedom to add and edit new pages integrated with your online database and forms.

- Use one of our responsive design packages to give your organization a great looking website on all devices, including mobile.
- Build new pages or clone your existing site pages (no HTML required).
- Create a dynamic, engaging front page with options to include different articles, newsfeeds and other content.
- Create pages with sections that display based on permissions, allowing for customized content delivery.
- Control access to your site pages using built-in permissions to choose which pages are public versus private.
- Assign different levels of access to different groups of users (for instance, give your board of directors a private section).
- Give your members a “members’ only” section to increase involvement.
- Give committees their own private area where they can compose and comment on messages and share files, complete with email notifications when new messages or files are posted.
- Store documents and images online for staff and members.
- Tag all of your images, documents and other media and organize them into folders.
- Use our sponsor ad component to display and track any kind of sponsor ad on any part of your site.
- Offer surveys for collecting feedback and information or perform certified elections on your website, with real-time reporting for analysis.
- Add and manage RSS feeds that you can quickly and easily incorporate into your site.
- Build forms for polls, surveys, newsletter sign-ups, “Contact Us” pages or to collect any kind of information from website visitors.

## Reporting

With customizable reports, you can get a summary of your membership and event registration data. You can:

- Track membership activity over a given period of time.
- Quickly view the percentage of dues renewed.
- See members acquired through any form submissions – track the recruiting effectiveness of your events.
- Generate reports for all types of form submissions.
- See the total of all payments processed.
- Use integrated Google Analytics functionality to get comprehensive website statistics.
- Compare data across one or more forms.
- View reports on revenue, receipt and member data over time with customizable start and end periods.
- Generate reports on email marketing efforts with open rates, bounces and more.

## Accounting & Payment Processing

Whether it's setting up payment processing, dealing with invoices, or exporting financials for use in Quickbooks or other accounting programs, we've got easy tools to meet your accounting needs.

- Accept credit card and EFT / E-Check payments with integrated payment processing from Moolah Payments or Authorize.Net.
- Rest easy as we meet the highest standard for security – we are certified as PCI-DSS Level 1 compliant.
- Use separate bank accounts for different types of payments using the same form (for instance, one account for dues and another for donations).
- Automatically generate invoices for every transaction.
- Manage all transactions via a powerful, searchable list of invoices.
- View transaction information and invoices on member profiles.
- Track, manage and export revenue account data for use in accounting systems. Data can be exported as an IIF Quickbooks file or as a CSV for import into other accounting packages.

## Pricing

Most organizations determine their pricing level by the number of custom member profiles they will use in their online database. Pricing consists of the monthly service fee, a one-time setup fee, plus any additional options.

All levels of MemberClicks include:

- [Free phone / email support](#) – All pricing levels come with FREE Phone / Email Support in the form of 2 support seats. Additional seats are available for \$15 / month
- [Free first year domain registration](#). Annual domain renewals are \$25 per year.

Pricing Level	Level 1	Level 2	Level 3	Level 4	Level 5
Custom Member Profiles	300	1,000	2,500	5,000	10,000
Prospect Profiles	900	3,000	7,500	15,000	30,000
Emails per Month	12,000	40,000	100,000	200,000	400,000
Annual Fee*	\$2,520	\$3,150	\$4,032	\$4,725	\$6,300

\*Pricing is based on a pre-paid one year contract. Monthly billing options are also available – ask for details!

## Setup & Web Design

While other companies will often activate your software and hand you a manual, leaving you to figure everything out on your own, we understand how that leads to frustration, wasted time and less optimized usage of the product.

Our product experts can:

- Configure your database
- Create your registration forms
- Provide you with upfront training

We make sure that your tailored setup package will address your organization's specific needs and expectations.

## Setup - \$2495

We guarantee that you will get the most from your MemberClicks solution because our experts will be handling all aspects of the setup process PLUS providing you and your staff with up to four hours of training. Rely on us and rest assured that your entire MemberClicks system will be up and running quickly and optimally.

The setup includes:

- 4 hours of training
- Choice of one of our modern web templates, configured to your organization's branding
- A home page slideshow, sponsor ads module and a custom HTML widget
- Initial upload of database
- Configuration of form and database attributes so that form data integrates with the database
- Creation of member application and event registration forms
- Integration of a compatible payment processor
- Customized "members-only" landing page
- Configuration of member types, groups and associated system and page permissions
- Setup of expiration dates and expiration date messaging
- Customization of user search result layout
- Customization of search filters
- Creation of up to 4 event detail pages on the event calendar
- Creation of up to 4 forums
- Creation of up to 2 email templates
- Creation of up to 25 saved searches
- Creation of invoicing template

## Web Design Add-Ons for MemberClicks

While our setup package will give you a great-looking web presence, we understand that some organizations may want to have a more customized approach to their site's appearance and functionality. That's why we offer these additional web design services. Our team of expert designers can give you instant appeal and credibility without breaking your bank or your spirits. Take a look at our design portfolio.

### Site Content - from \$65 / page

We'll build all of your site content for you, starting at \$65 per page of content.

### Total Package - from \$995

This package is best for organizations who want an optimized site without having to be hands-on with its design. In addition to everything you get with the Complete Setup, you get your choice of up to 5 dynamic elements.

### Premiere Package - from \$1,995

This package is for those who want a hands-on role in building a true custom website, designed from the ground-up. You'll get two rounds of design compositions, guided by your direction, and two rounds of edits once we've completed work. Plus you'll get your pick of up to 7 custom HTML dynamic elements.



## Ready to see for yourself?

The best way to assess whether MemberClicks is a good fit for you is by seeing it in action via a webinar. A webinar gives you an ideal opportunity to discuss your specific needs with a solution advisor, obtain immediate answers to your questions and see how the actual product operates while you sit back and relax.

You can see us in action at no cost or obligation! To set up a webinar:

To get started, email [sales@memberclicks.com](mailto:sales@memberclicks.com) or call 800.914.2441

