ChamberMaster/MemberZone Solution Overview
Agenda

Basics of using ChamberMaster/MemberZone
Where to get Help
Highlights of Modules
ChamberMaster/MemberZone are web-based software designed for chambers, associations, and other members based organizations to:

❖ Acquire new members
❖ Retain and engage your existing organizations or individuals
❖ Do more with less time
ChamberMaster/MemberZone is easy to use, and provides three different views of your data:

- Database/Staff View
- Member View
- Public View
Database/Staff View:

- Where you will be able to manage all of your contacts and members, manage your events, generate and analyze reports, and work with the modules that you have selected.
Member View – Member Information Center (MIC)

- Members can update their own information (photos, directory listing, website, etc.), manage their account and pay their bills, register for Events, enter Hot Deals, Member to Member Deals, & Job Postings...
Public View

- A variety of Web Modules (Member Directory, Event Calendar, Deals, Job Postings, etc.) can be integrated to your site, and updates to the database will automatically be published to the public view.
- We can design a website for you, or assist you in integrating to your existing site.
There’s an App for that...

- A mobile app of ChamberMaster/MemberZone is available for your staff for iOS (iPhone and iPad devices) and for Android devices
- FREE edition and Premium edition
- Search Help for more information--search on mobile app
Access to Software

Available anywhere you have internet
• Open a web browser
• Internet Explorer, Firefox, Chrome, and Safari are all supported web browsers
Navigation

Logging In

1. Open a web-browser
2. Type the address for the login screen
3. In the **Login** window, type your login name and password
4. Click **Continue**

WIKI: [Logging In](#)
For optimum use of the software, update your internet browser and popup blocker settings

**Configuring your Computer** – or search the Help WIKI for instructions specific to your browser
Tour of the Software
Use keywords to search for help

- Search results include step-by-step instructions; short videos; other resources, etc. in an Online Wiki format
Where to get help..

• Search Help (previous slide)
• Go directly to the Wiki from Support Help/WIKI
• Free Training Webinars
  • Live with Q&A or Recorded
• Customer Support
  • Request Support module
  • Email: support@growthzone.com
  • Call: 800-825-9171 x4
• Live Chat
  • Monday - Friday 7 am – 7 pm cst
ChamberMaster/MemberZone Modules

The ChamberMaster/MemberZone is powerful, easy to use and designed to manage all the day-to-day operations of your organization.
There are 4 Versions of the ChamberMaster/MemberZone:

- Standard
- Plus
- Premier
- Pro (Best Value!)

### View Feature Comparison

<table>
<thead>
<tr>
<th>Member Module</th>
<th>Standard</th>
<th>Plus</th>
<th>Premier</th>
<th>Pro</th>
</tr>
</thead>
<tbody>
<tr>
<td>General business data</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Ability to create your own custom fields (unlimited)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Representative tracking (unlimited)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Website listing data</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Communication log</td>
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<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Account history</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Member stats and reports</td>
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<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Prospective and sales stage tracking</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Integration to online business directory</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Membership type icon</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>
Members

- Manage your members – you’ll spend a lot of time in this module
- Work with one member at a time
- Update Contact Information, Directory Information, Representatives, Billing all from one easy location

- WIKI: Members
A member directory link allowing a consumer the ability to search the member database and display member information.
WIKI: Website Integration Instructions

- A link for accepting online membership applications
Create Groups to use for mass communication, selecting email recipients, event invitations, etc.

Allow the public (consumers, non-members) and members to easily sign up for groups—popular uses include: focus group signups, public action newsletters, event committee information

WIKI: Groups
Send mass emails, letters, faxes, etc.
Review Communications
Create and use form letters, templates, etc.
Schedule Emails
Send E-Referrals
Log Notes
Blog (requires Pro Edition)

WIKI: Communication
Complete Events Management Solution

• Create your event page and enhance to include photos, sponsor logos, website links, etc.

• Include online registration and payment options

• Manage your guest list

• Print roster sheet, name tags, or labels

• WIKI: Events
A calendar link giving information about designated chamber or association and/or member events
Add benefit for your members through Hot deals, Member to Member Deals** & Job Postings on your Web-site

WIKI: Hot Deals and M2M Deals
WIKI: Job Postings

*Requires Standard edition or greater
** Requires Plus edition or greater
A job posting link that searches the database for available jobs posted by member businesses

**Dog Groomer**

**A Place for Dogs**

**Contact Information**
- A Place for Dogs
- 123 South Street Crosby, MN 58441
- 414-670-2258
- bmckay@mailinator.com
- http://www.growthzone.com

**Job Description**
In addition to bathing and styling a pet’s fur, the groomer will inspect the animal for any external signs of parasites, disease or injury and report their findings to owners. Pet groomers are responsible for sanitizing all of the clippers, combs, brushes and other tools used on pets to prevent spreading diseases among their clients.
WIKI: Website Integration Instructions

- A link that displays special promotions and deals at member businesses, commonly referred to as a Hot Deal
WIKI: Website Integration Instructions

- A link that displays Member-to-Member Deals where members display discounts and promotions to fellow members

❖ Requires Plus Edition or Greater
Module designed to market items, specials or other offerings to members and/or community:

- Classified ads
- Auction items
- Commercial real estate available for lease or purchase
- Rentals or Housing units
- Area specific deals: College Student Coupons, Military Member Discounts, etc...

WIKI: [Marketspace](#)

- Requires Plus edition or greater
WIKI: Website Integration Instructions

A link for marketing miscellaneous items; space for rent, military discounts, student coupons etc called MarketSpace

❖ Requires Plus Edition or greater
New Releases*

The News Release feature is a great way to publish press releases, event summaries, and business news to your website and/or Member Information Center.

WIKI: News Releases

❖ Requires Plus edition or greater
• Internally enter consumer information requests
• Manage consumer requests
• Utilize Lead Management to distribute leads to your members
• Utilize the Plug-in module on your website
• WIKI: Information Requests
  ❖ Requires Plus edition or greater
WIKI: **Website Integration Instructions**

- A link for consumers to request specific information and publications to be sent to them while soliciting pertinent marketing information from them (Info Request)
- Available with Basic, Plus or greater

![Information & Publication Request](image)

Areas of Interest

Please specify which of the following you are interested in:

Select all that apply:

- Relocation
- Lodging
- Visitor Information
- Restaurants
• ChamberMaster/MemberZone has numerous pre-defined reports ready-to-go
• Create your own custom reports; utilize Advanced Custom Report Builder
• WIKI: Reports & Downloads
• Use Integrated Billing as your billing solution
• Manage all receivables for memberships, events, etc. through the software
• Options to export from ChamberMaster/ MemberZone
• WIKI: Billing
  ❖ Requires Standard edition or greater
Cloud Drive

Store your documents in the Cloud Drive
Share documents between your staff in the Cloud Drive
Share documents with your members – members access the documents via the Member Information Center
❖ Requires Plus Edition or Greater
Quickly create and publish custom web forms and surveys for event follow-up, member satisfaction etc.

WIKI: Form Builder

❖ Requires Pro Edition
With the eCommerce Store, you can sell items online to your members or the general public.

Requires Plus edition or greater - Available by Request - Contact Support at support@growthzone.com

❖ Requires Plus Edition or greater
Members can update their own information (photos, directory listing, website, etc.), manage their account and pay their bills, register for Events, enter Hot Deals, Member to Member Deals, & Job Postings...

WIKI: Member Information Center
Marketing Package

Allows your staff to sell enhanced member listings and banner ads on your association website.

- Post member Banner Ads on website
- Enhance a member’s Online Directory listing
- Earn non-dues revenue

❖ Requires Premier or Greater
WIKI: **Website Integration Instructions**

- A member map which displays member businesses on a map identified with a pin that links to the members’ information page
- Requires Plus Edition or greater
WIKI: Website Integration Instructions

- A link for displaying news articles
- Requires Plus Edition or greater

News

Results Found: 1

News Release: 1/2/2019

Wednesday, January 02, 2019

A Fabulous Time had by all at the Annual Main Street Tree Trimming Gala - check out all the photos

Categories: Community
WIKI: Website Integration Instructions

A link for displaying designated groups for viewing on your website, giving the members name, title and other information; used to show committee and board member lists to the public.

<table>
<thead>
<tr>
<th>Board Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rachel Stanford</td>
</tr>
<tr>
<td>Cheri Petterson</td>
</tr>
<tr>
<td>Jerome Delay</td>
</tr>
<tr>
<td>Cooks4U</td>
</tr>
<tr>
<td>A Place for Dogs</td>
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<tr>
<td>Escargots</td>
</tr>
<tr>
<td>Leslie Kemp</td>
</tr>
<tr>
<td>Jacob Mackay</td>
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<tr>
<td>Eric Allan</td>
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<tr>
<td>A Place for Dogs</td>
</tr>
<tr>
<td>Sarah Silver</td>
</tr>
<tr>
<td>ABC Remodeling</td>
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<tr>
<td>A Place for Dogs</td>
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<tr>
<td>Chairman</td>
</tr>
<tr>
<td>Susan Williams</td>
</tr>
<tr>
<td>Tina Tyme</td>
</tr>
<tr>
<td>Franks Hotdogs</td>
</tr>
<tr>
<td>ABC Construction</td>
</tr>
<tr>
<td>Hot Dog Bun Stuffier</td>
</tr>
<tr>
<td>Marketing Manager</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>
WIKI: Website Integration Instructions

A “Contact Us” link
WIKI: Website Integration Instructions

Member Information Center login link where members can access their password protected members’ only website
WIKI: Website Integration Instructions

A link that displays current weather in your location

Weather

Weather for Crosby

<table>
<thead>
<tr>
<th></th>
<th>Today</th>
<th>Thu</th>
<th>Fri</th>
<th>Sat</th>
<th>Sun</th>
<th>Mon</th>
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<td>21°</td>
<td>15°</td>
<td>12°</td>
<td>30°</td>
<td>9°</td>
<td>2°</td>
</tr>
</tbody>
</table>

Overcast
Wind: 8 mph (S)
Staff App

The mobile companion for ChamberMaster and GrowthZone users that provides real-time membership information no matter where you are

WIKI: ChamberMaster/MemberZone Staff App
Memberplus App

A free mobile app is available to all members
• Receive notifications from your association
• Link to their Member Information Center
• View member listings
• Update their own profile information
• Register, pay and check in for events
• Interact with other members
• Post & view jobs, hot deals and member-to-member specials
• WIKI: MemberPlus: An App for Your Members
Check out the Training Calendar to register for your continued and future training!

### ChamberMaster/MemberZone Training

<table>
<thead>
<tr>
<th>Start Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/02/2019</td>
<td></td>
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</tbody>
</table>

**Category**

Any Category

**Search**

Submit

### Upcoming Events

**Solution Overview--ChamberMaster/MemberZone** | Wednesday, January 2, 2019

The ChamberMaster Member Management Software is powerful, easy-to-use and designed to manage all the day-to-day operations of your organization. This session will provide you with an overview of the software, so that you can take full advantage of its capa...
Questions?