ChamberMaster/MemberZone Solution Overview

GrowthZone
smarter association software

Agenda

Basics of using ChamberMaster/MemberZone

Where to get Help

Highlights of ChamberMaster/MemberZone Modules

Overview

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

Overview

ChamberMaster/MemberZone is easy to use, and provides three different views of your data:

- Database/Staff View

- Member View

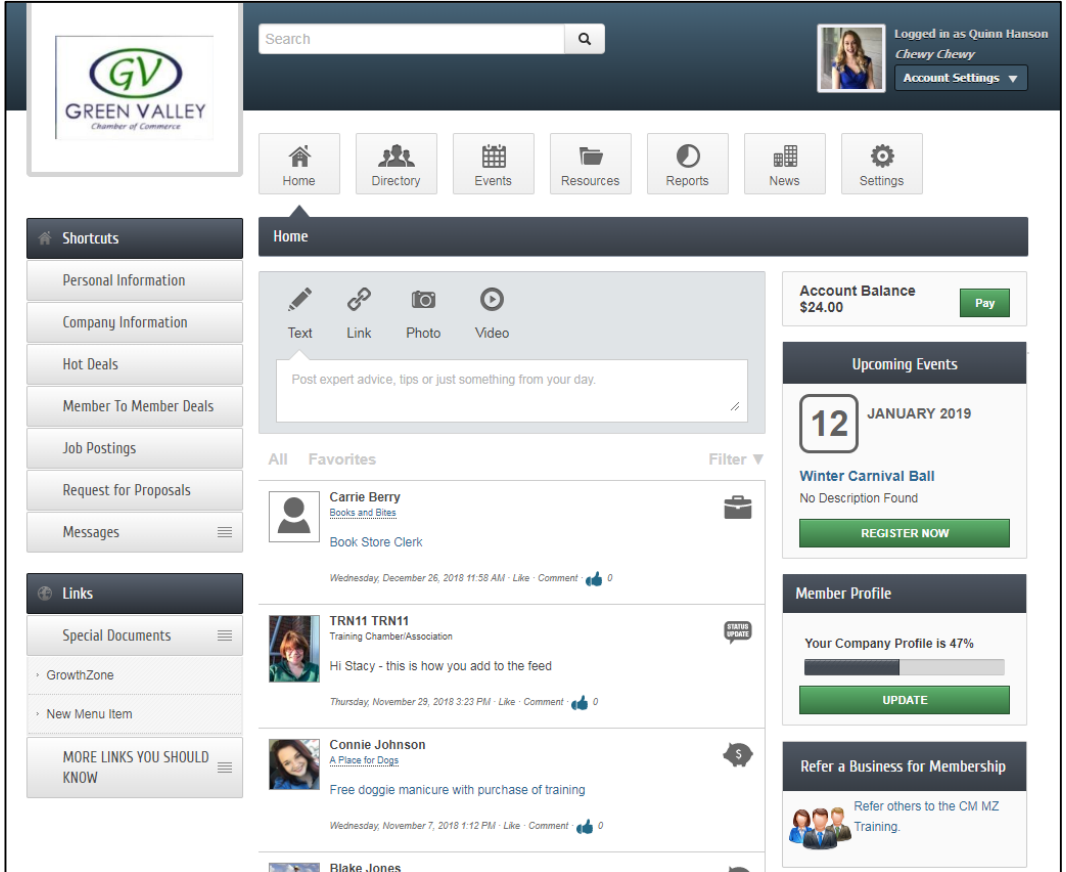- Public View
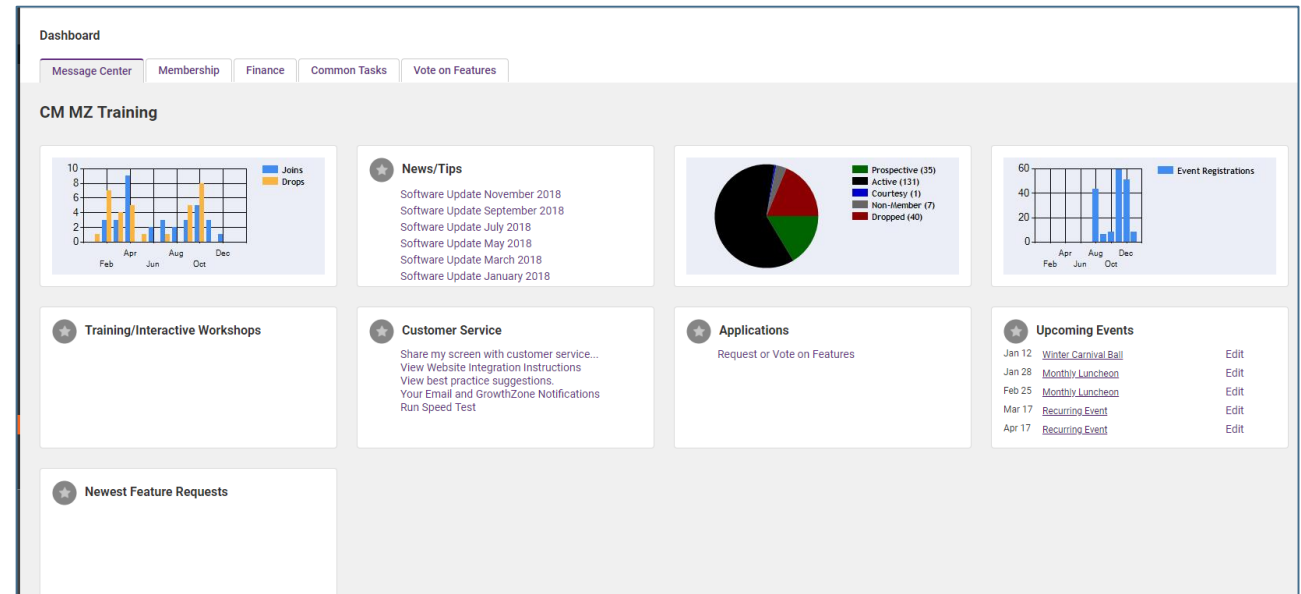
Overview

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
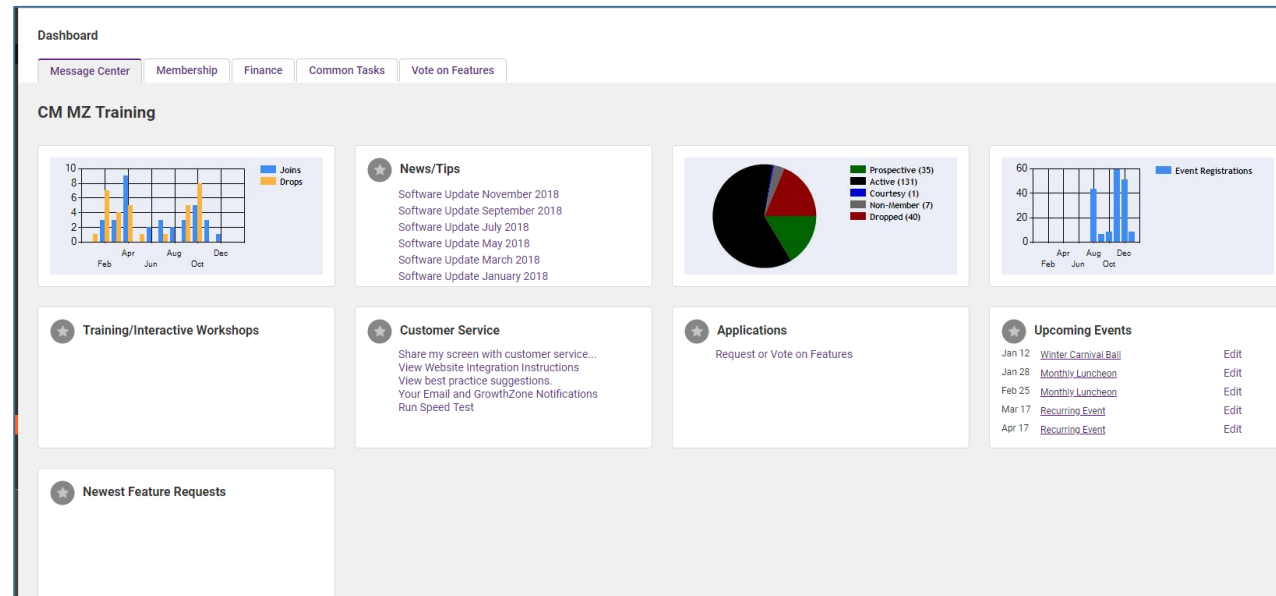
Overview

## 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...

Overview

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

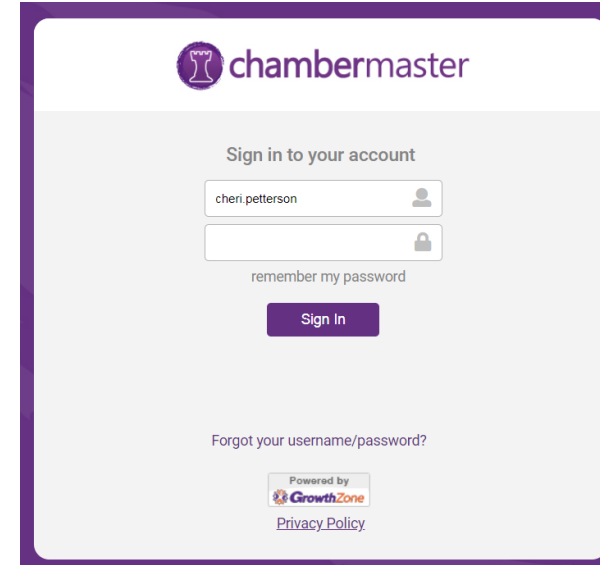- We can design a website for you, or assist you in integrating to your existing site

Overview
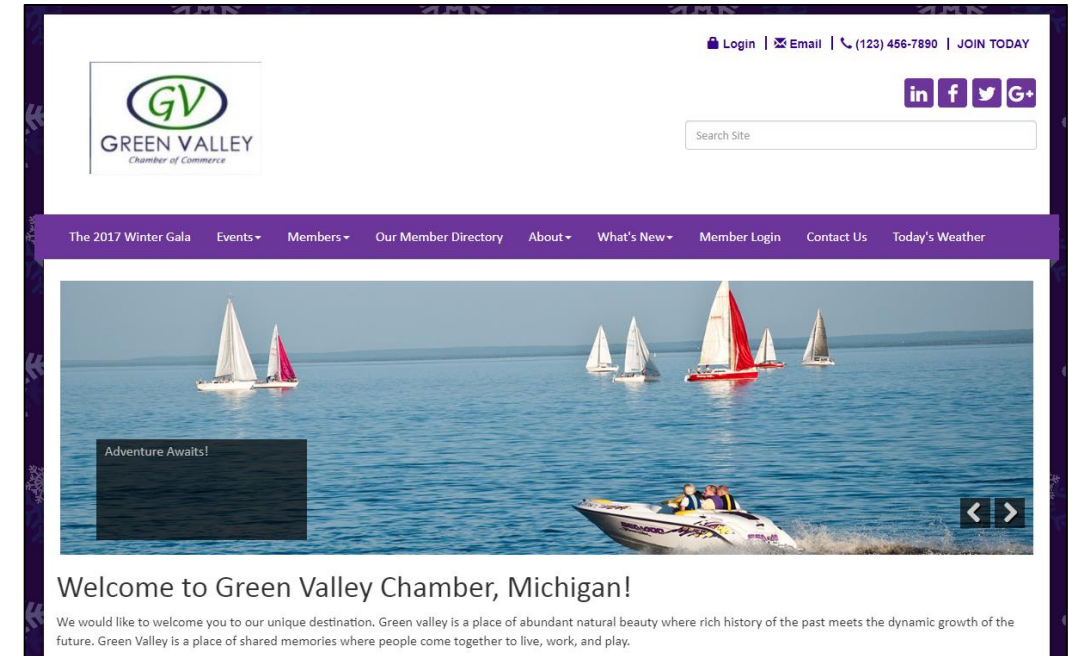
- **There's an App for that…**
    - A mobile app of ChamberMaster/ MemberZone is available for your staff for iOS (iPhone and iPad devices) and for Android devices
    - FREE edition and Premium edition
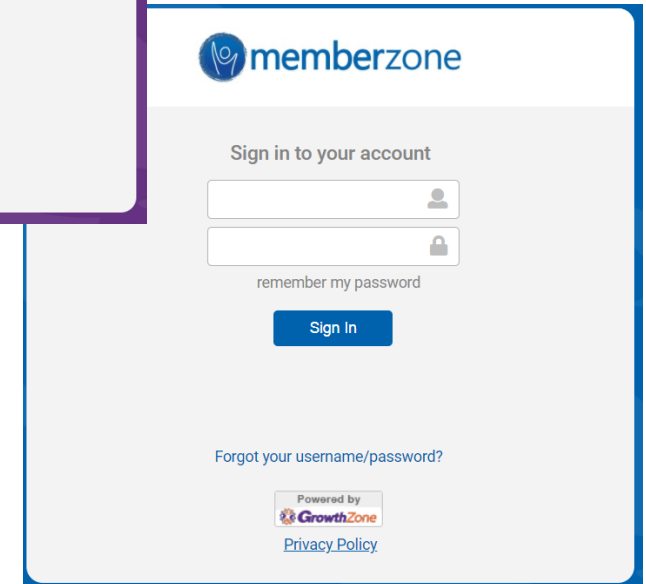   - Search Help for more information--search on mobile app

Access to Software

Available anywhere you have internet

- Open a web browser
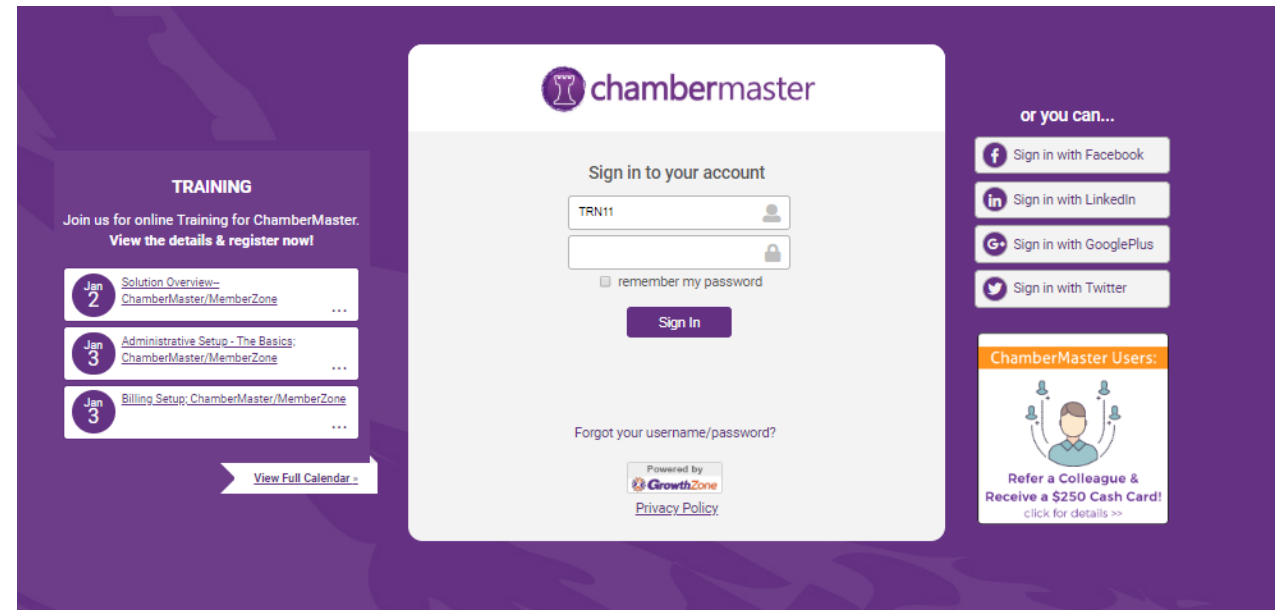- Internet Explorer, Firefox, Chrome, and Safari are all supported web browsers

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
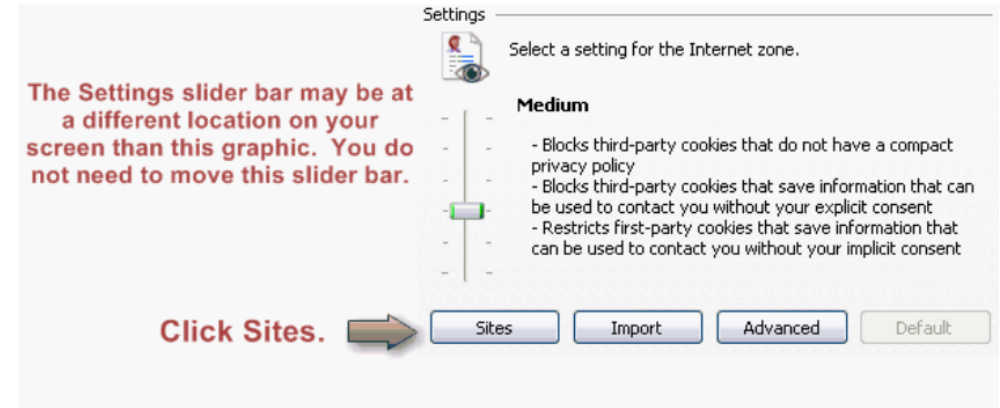4. Click **Continue**

WIKI: Logging In

Update Internet Browser Settings

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

Allow Cookies in Internet Explorer

1. From Internet Explorer's **Tools** menu, click **Internet Options**, or from the gear-shaped icon in the top right
2. Click the **Privacy** tab.

Settings

Select a setting for the Internet zone.

The Settings slider bar may be at a different location on your screen than this graphic. You do not need to move this slider bar.

Medium

- Blocks third-party cookies that do not have a compact privacy policy
- Blocks third-party cookies that save information that can be used to contact you without your explicit consent
- Restricts first-party cookies that save information that can be used to contact you without your implicit consent

Click Sites.

Sites   Import   Advanced   Default

3. Click **Sites**.

Tour of the Software

Search Help...

Use keywords to search for help

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

chambermaster PRO

Search Help...

Dashboard
Members
Groups
Communication
Events
Jobs
Advertising
MarketSpace
News Releases
Info Request
Billing
Reports
Cloud Drive
Form Builder
SmartMobile
Project/Task
Setup
Account
Training
Support Help/Wiki
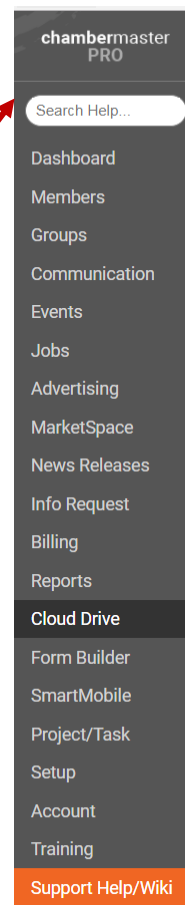
Search results

Refunds	**Search**

Content pages   Multimedia   Everything   Advanced

Create the page "Refunds" on this wiki! See also the search results found.

Page title matches

How to do refunds
2 KB (239 words) - 20:04, 19 October 2017

Page text matches

March 2016 Release Notes
...need to log into a separate portal to view successes or failures, perform **refunds** or view statements from your processor. It’s all included within your
22 KB (3,334 words) - 15:01, 22 July 2016

Training Videos
...ion: A tutorial on working with various transactions (invoicing, payments, **refunds**, etc.)"
15 KB (2,250 words) - 16:41, 8 March 2018

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.

GrowthZone
smarter association software

ChamberMaster/MemberZone Versions

There are 4 Versions of the ChamberMaster/MemberZone:
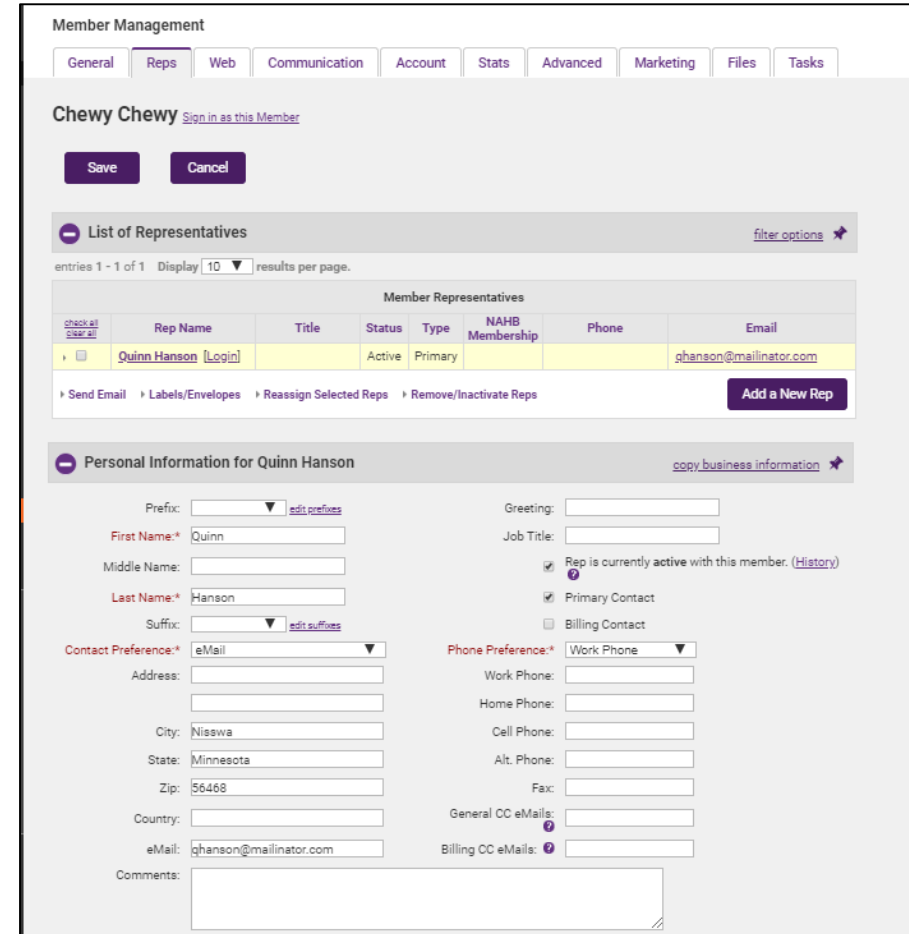
- Standard
- Plus
- Premier
- Pro (Best Value!)

View Feature Comparison

ChamberMaster/MemberZone Modules

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

Web Modules

A member directory link allowing a consumer the ability to search the member database and display member information.

Web Modules

WIKI: Website Integration Instructions

- ■ A link for accepting online membership applications
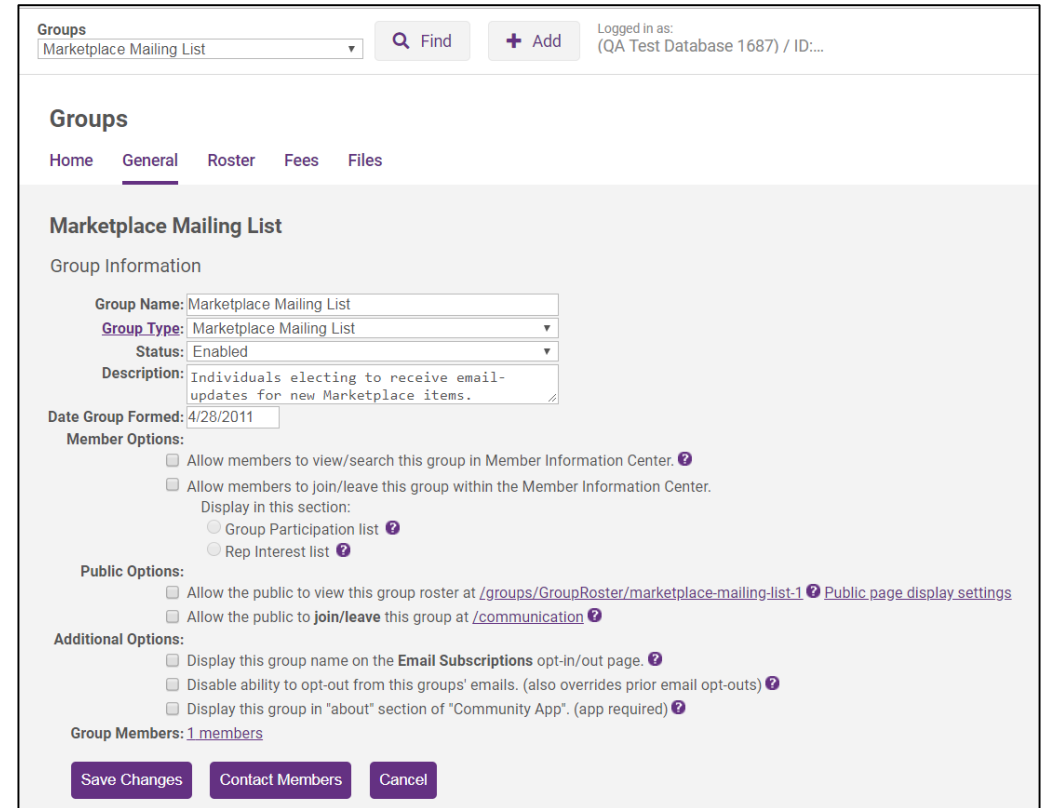
Groups

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

Web Modules

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
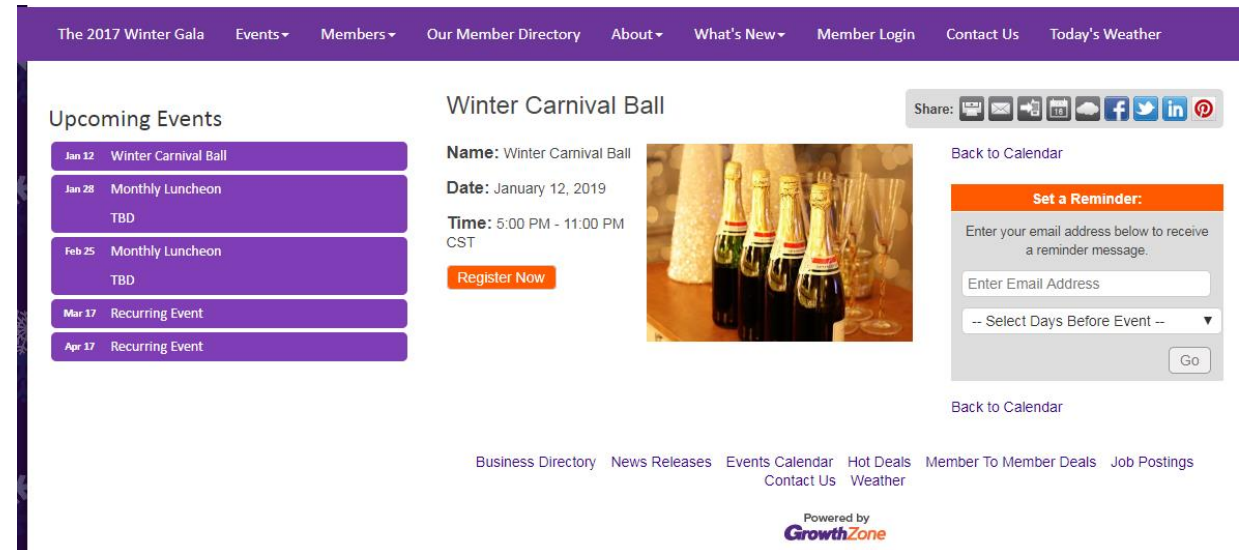
Communication

- 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

Communication

Emails, Letters, and Notes

- New Email to Multiple Members
- Email a Member
- New Communication Entry

- Send An eReferral (instant e-mail referral)
- Form Letters
- Mailing Labels

Monitor and Manage Communication

- Member Contact Report
- Email Status Summary
- Follow-up/Reminder Report

- Manage Scheduled Email Messages
- Manage Unmatched Archive Emails
- Manage Unsubscribed Emails

Other Communication Tools

- Push Notification
- Smart Text
- Manage Blog

- Newsletters / Email Campaigns
- MailChimp Setup [BETA]

Events

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

Web Modules

A calendar link giving information about designated chamber or association and/or member events
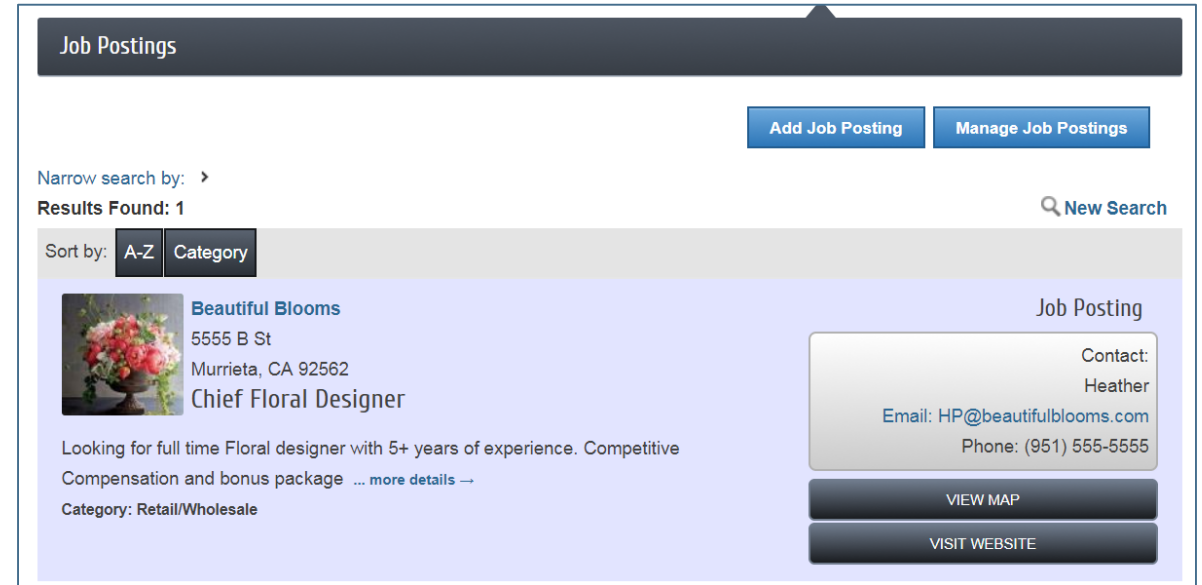
Hot Deals and Job Postings*

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

Web Modules

A job posting link that searches the database for available jobs posted by member businesses

Web Modules

WIKI: Website Integration Instructions

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

Web Modules

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

Hot Deal

View Business Info

Hot Dogs Day at the Pool!

A day at the Pool!

A Place for Dogs
A day at the pool for your fur baby! Get 20% off treats while they swim!

Contact Information

phone: 414-870-2258
email: bmckay@mailinator.com
Offer Valid: January 2, 2019 – November 29, 2019

Additional Hot Deals offered by this member

Doggy Grooming

Marketspace

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

Web Modules
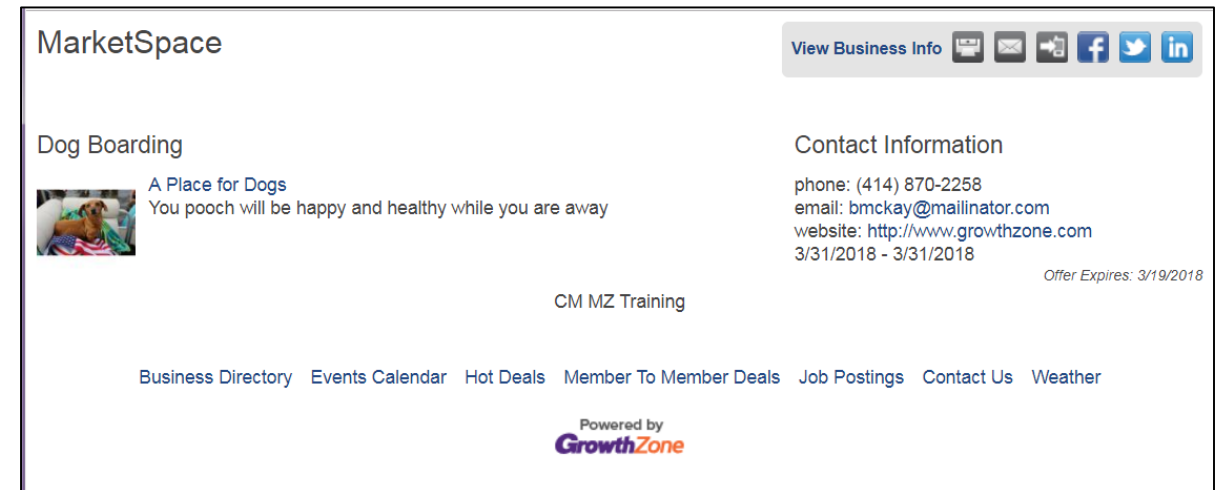
WIKI: Website Integration Instructions

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

News Release: 3/19/2018

Share:

All News Releases

March 19, 2018

Stop by A Place for Dogs and meet our new huskies!!

Business Directory   Events Calendar   Hot Deals   Member To Member Deals   Job Postings   Contact Us   Weather

Web Modules

WIKI: Website Integration Instructions

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

Info Request

- 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

Information & Publication Request   Hot Deals   Member To Member Deals

Areas of Interest

Please specify which of the following you are interested in:
Select all that apply

☐ Relocation   ☐ Visitor Information
☐ Lodging   ☐ Restaurants
☐ Lodging 2

Publications

The following publications and brochures are available:
Select any items that you would like to receive

☐ Mail   **Dining in Pequot Lakes**

☐ Mail   **Lodging Publication**
☐ Mail   **Monthly Newsletter**

Web Modules

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

Areas of Interest

Please specify which of the following you are interested in:

Select all that apply

☐ Relocation   ☐ Visitor Information

☐ Lodging   ☐ Restaurants

Reports

- ChamberMaster/MemberZone has numerous pre-defined reports ready-to-go
- Create your own custom reports; utilize Advanced Custom Report Builder
- WIKI: Reports & Downloads

Billing

- 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

Billing

Billing Center | Invoices | Sales Receipts | Payments | Credits | Statements | Reports | Deposits

Billing Center

View: Member List ▾   Membership Status: Active ▾

Member Name	Balance
Acme Rockets	0.00
Andrew test #1	0.00
Anti Possum League	200.00
Brenda's Bakery	500.00
Slate Gravel	0.02
Spacely Sprockets	840.00

Member Information

Company Name: Brenda's Bakery
Primary Phone: Mbr Status: Active
Fax Number: Join Date:
Email Address: Drop Date:
Chamber Rep: Full-Time: 0
Member Type: Part-Time: 0
Billing Contact: Not Found ▸ select a billing rep .
                Ravensdale , WA 98051

New Invoice | New Sales Receipt | New Payment | New Credit | Apply Credit

Transaction Date: 3/19/2017 to [   ] more... Refresh
☐ Don't filter dates
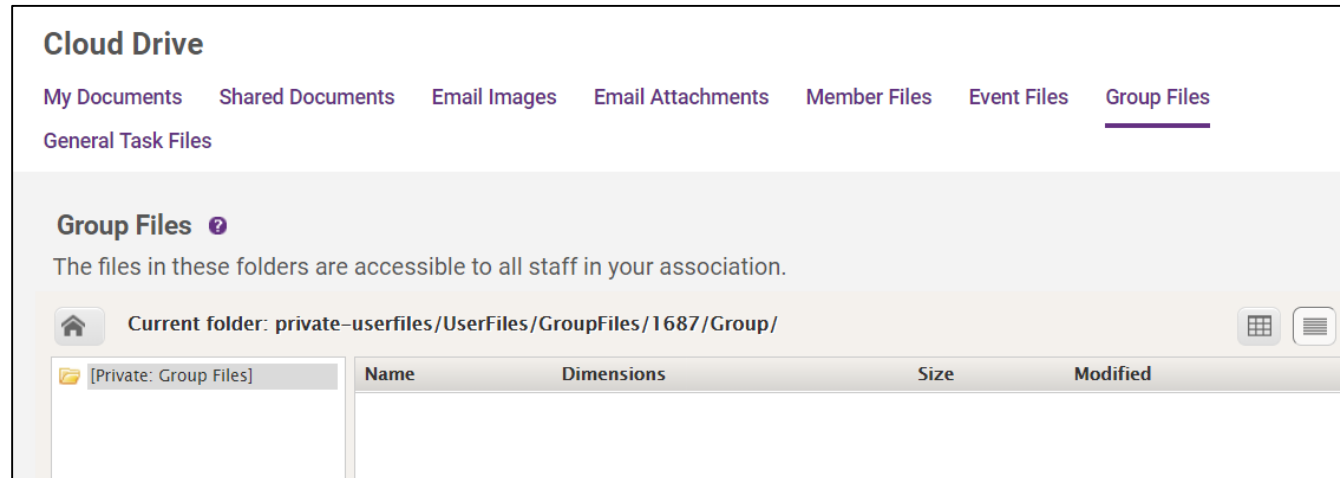
Billing Transactions *(0 total transactions)*

Type	Ref #	Invoice #	Date	Amount	Balance
No billing transactions were found.					

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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
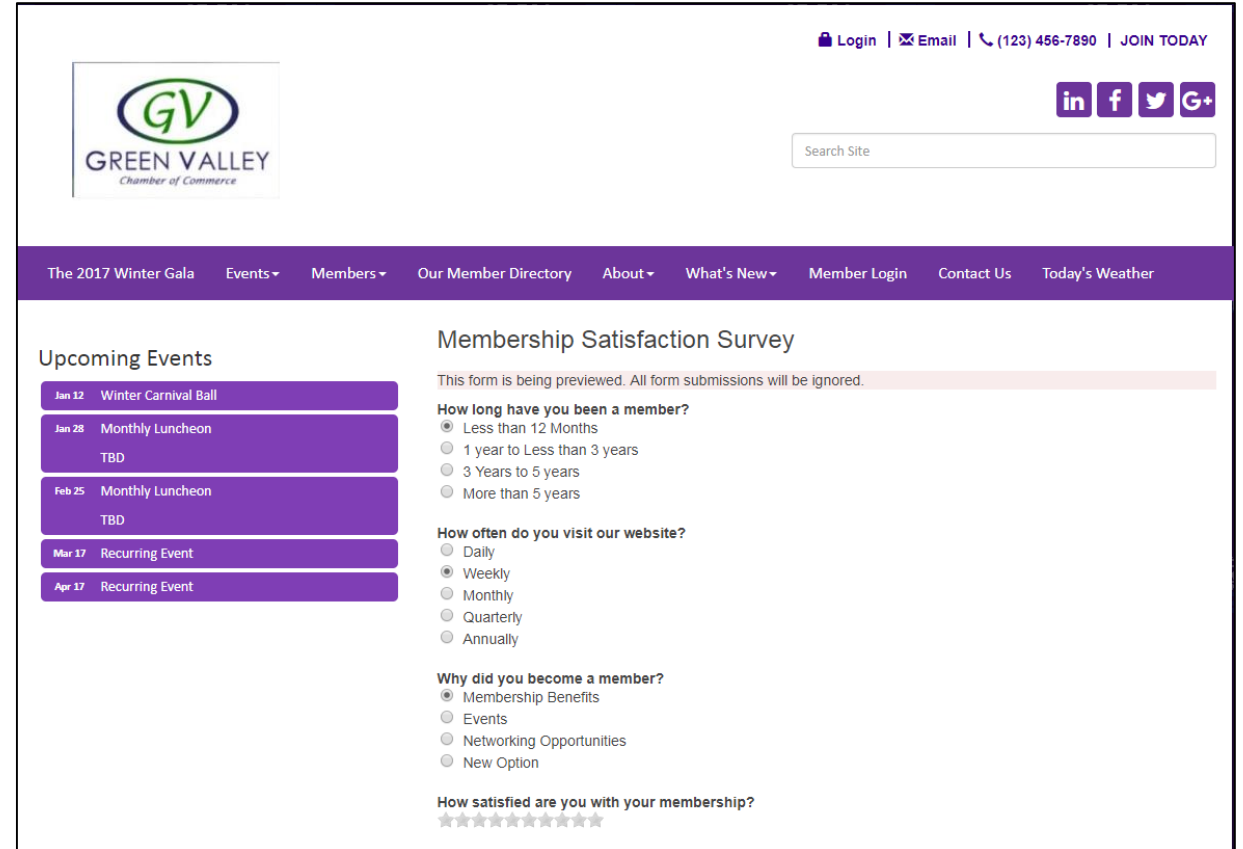
❖ Requires Plus Edition or Greater

Form Builder

Quickly create and publish custom web forms and surveys for event follow-up, member satisfaction etc.

WIKI: Form Builder

❖ Requires Pro Edition

E-Commerce*

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
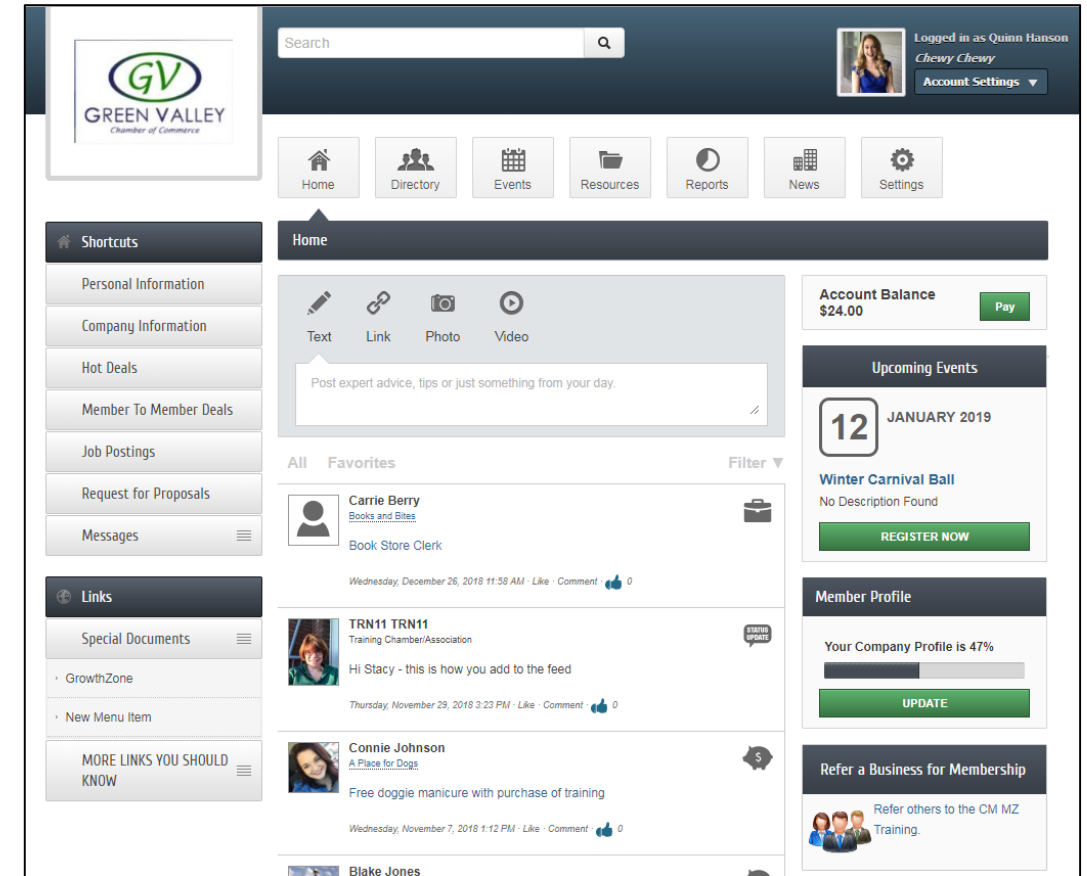
❖ Requires Plus Edition or greater
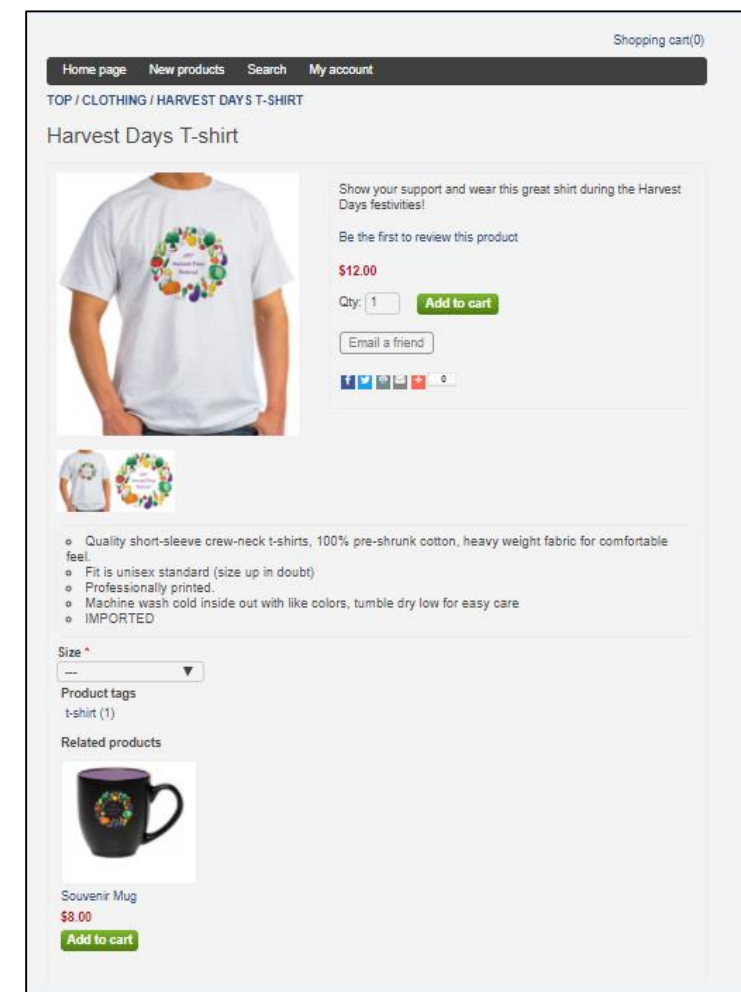
Member Information Center (MIC)

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…
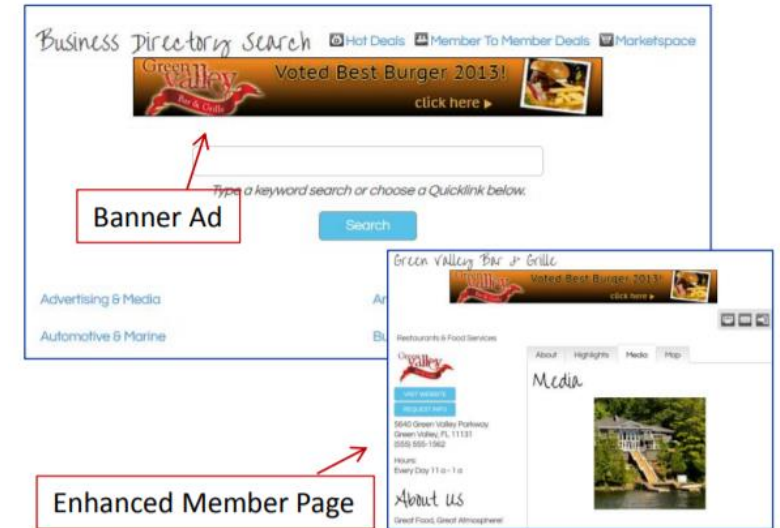
WIKI: Member Information Center

Marketing Package

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

Web Modules

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

Web Modules
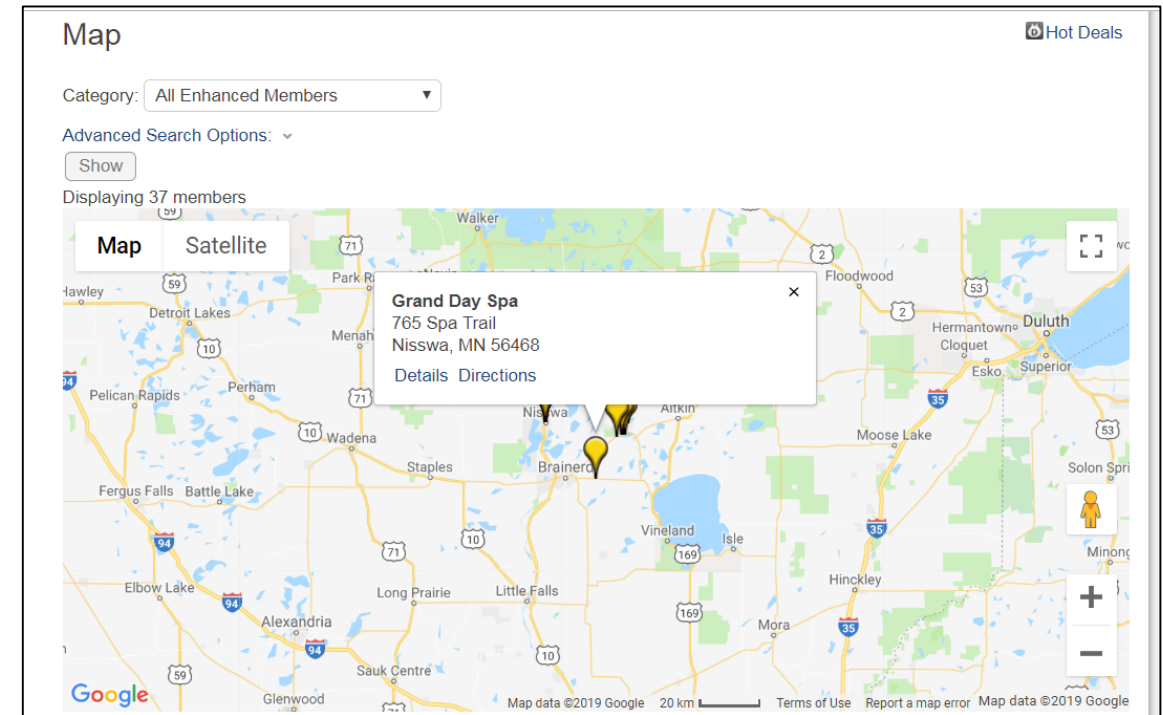
WIKI: Website Integration Instructions

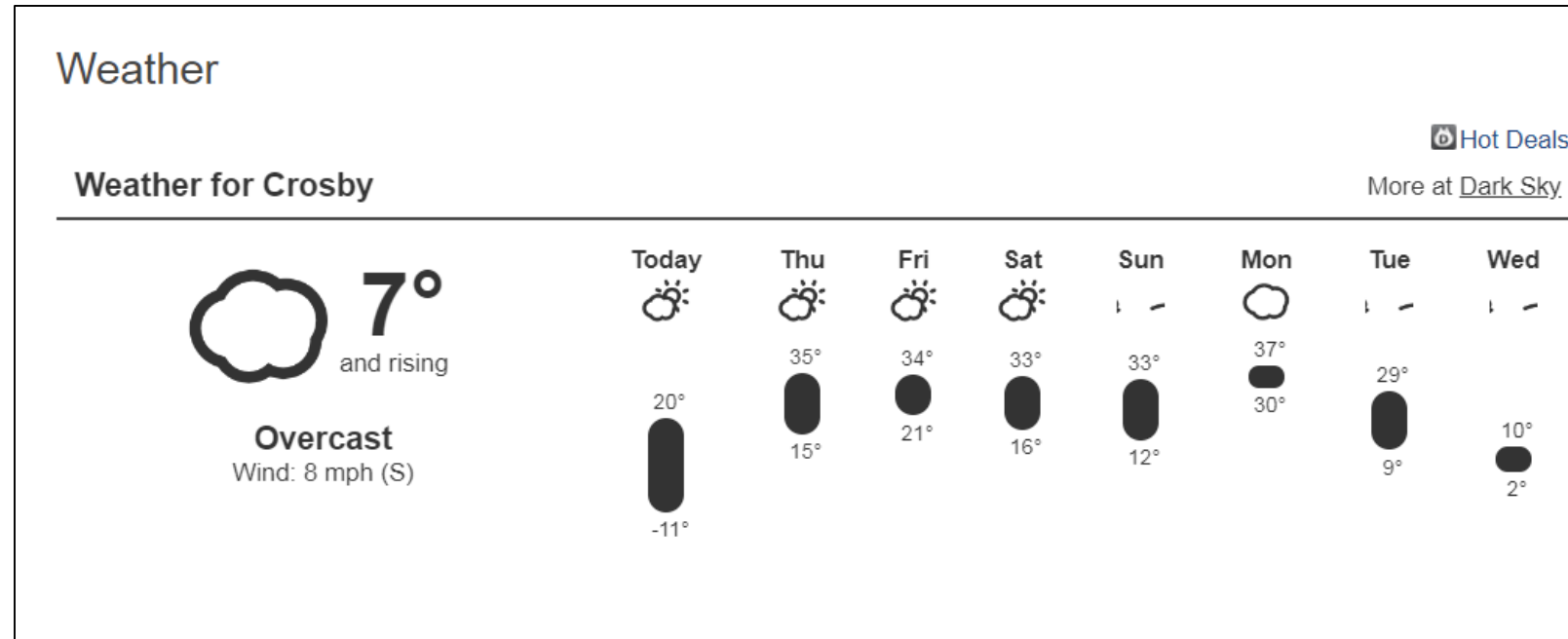A "Contact Us" link

Web Modules
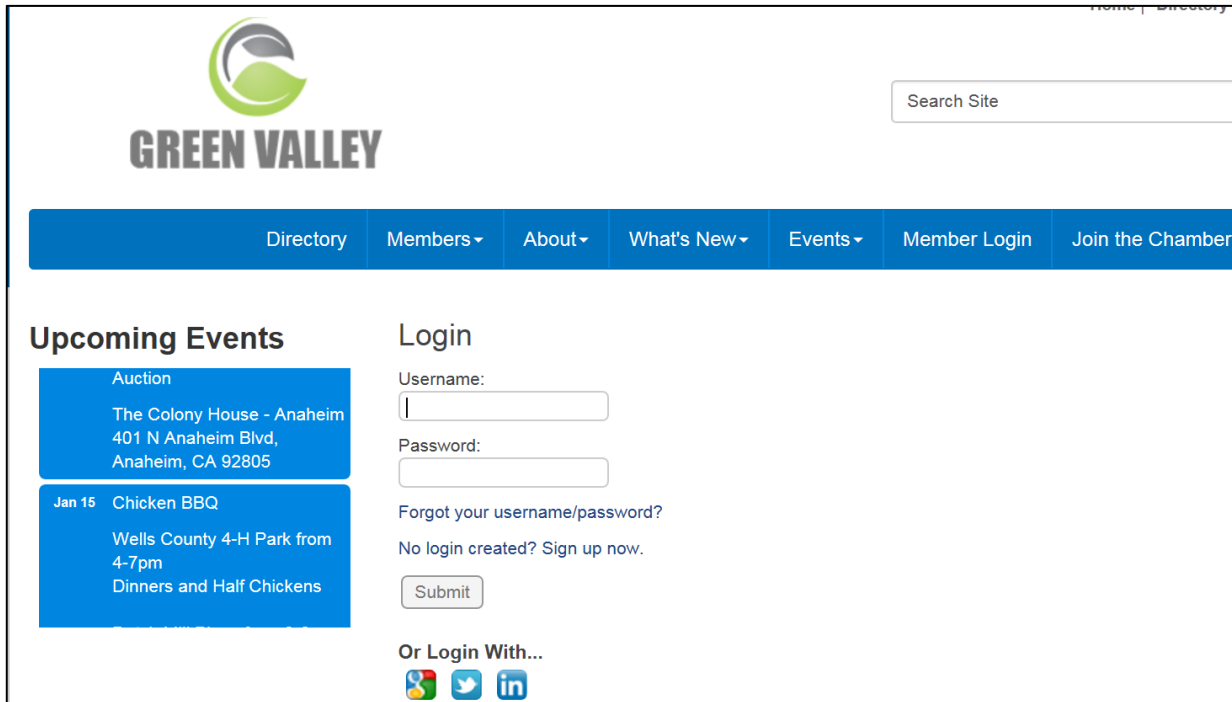
WIKI: Website Integration Instructions

Member Information Center login link where members can access their password protected members' only website

Web Modules
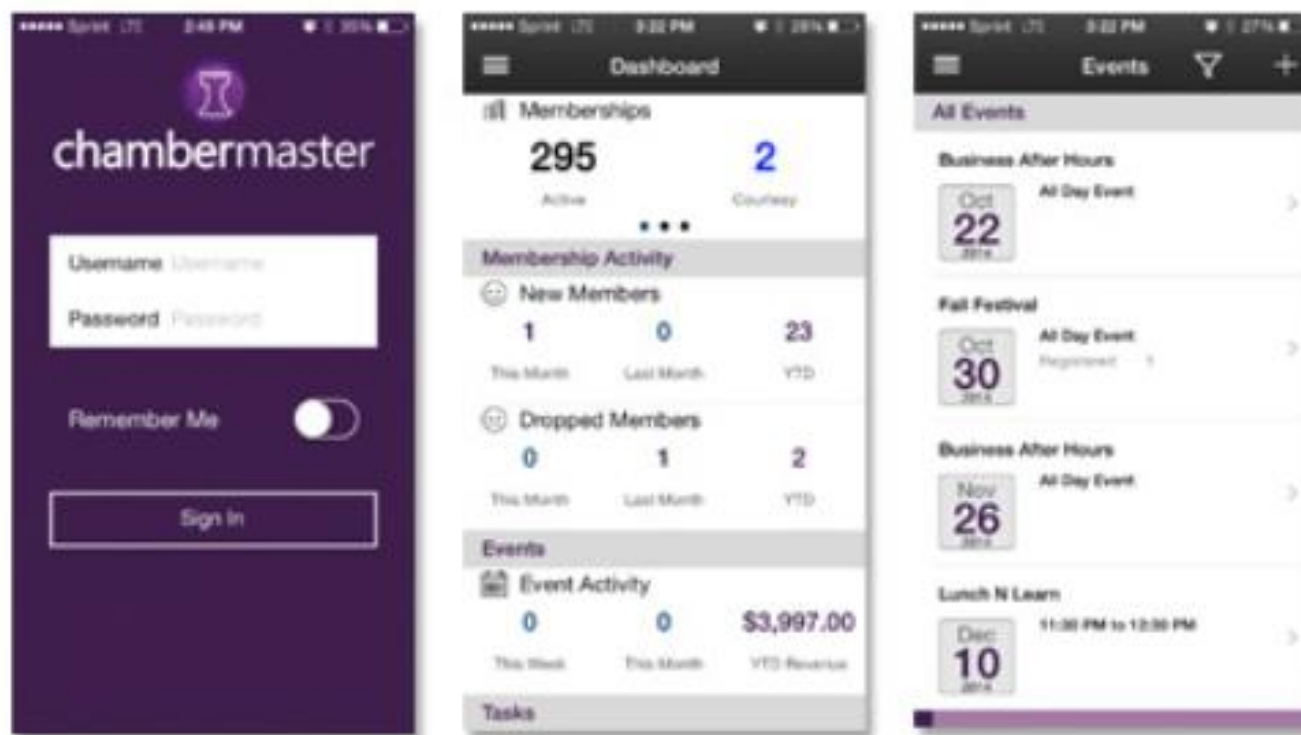
WIKI: Website Integration Instructions

A link that display current weather in your location

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

Future Training…

Check out the Training Calendar to register for your continued and future training!

Questions?