Established in 2003, ClubExpress is a powerful, secure, reliable and high-performing solution for your membership-based organization.

Our mission is to take the drudgery out or running a strong club or association so you can focus on growing the organization.

We make it easy to create, manage, and sustain a strong and vibrant group.

Your website is likely the first impression prospective members will have of your organization and we're committed to making it a lasting one.

For your existing members a website with rich content that is updated often can reinforce the reasons they joined in the first place.

Each of these goals can be accomplished with built-in ClubExpress features.
What Can You Expect?

- Secure, cloud-based storage with unlimited bandwidth and storage space.
- 99.99% uptime, meaning your website is down less than one minute per week.
- Monthly hosting fee based on the number of active members.
- No charge for expired members in your database, or for non-member contacts in reasonable proportion to your active members.
- Powerful support for organizations with regions, districts and chapters.
- 20+ built-in modules to manage your organization, so you don’t need to combine applications and plug-ins to get the functionality you want.
- Unlimited pages, documents and high-resolution photos.
- Unlimited help and support for everyone in your organization, including your members.
- Unlimited blast emails to members and non-members.
- Regular updates.
- New features added based on customer requests.
Communications
Connect with your members using any one of our adept communication tools.

Emailings
ClubExpress provides a built-in blast emailing tool which allows you to create complex distribution lists and fully formatted emails with personalization and the ability to track opens.

Text Messaging*
Quickly communicate updates or announcements to members and non-members by sending text messages using our comprehensive distribution list builder and include links to events, websites and more.

Surveys and Ad Hoc Forms
Get feedback from members and even hold elections with our Surveys tool. You can create a quick poll or multi-page, multi-question surveys or forms using any one of 25+ answer formats. You can also associate a fee with Ad Hoc Forms and attachments can be uploaded by members and non-members.

*Additional monthly and per message-delivered fees apply.
Share Information

Share information with your members and let them share their knowledge and experiences with each other.

Blogs
Allow members to create and publish fully formatted blog posts. Members can comment and share posts on social media.

Discussion Forums
Increase interaction between your members by allowing them to share ideas with one another using online discussion forums. Includes full listserv support.

Documents Library
Upload important club or association documents for members and non-members to download. Make your documents publicly available, or restrict access to members only, or even a selected committee.

FAQ / Tech Library
List questions and answers organized into topics such as how-to or safety articles.

News and Articles
Post relevant articles or announcements on your website, keeping your members informed and up to date.
Member and Non-Member Management

Manage your members and non-members easily using our powerful management tools.

Database
Built into your website is a complete database for organizing and managing members and prospective members, including dozens of report options using your organization’s data.

Access
Move your entire membership database online, where your data are secure, in a consistent format, and backed up nightly. Cloud-based storage means authorized users can access your club’s data from anywhere, at any time.

Expand the Database
Ask questions of your members that are unique to your organization. Answers can be in 25+ different formats.

Signup and Renewal
Make it easier for members to join online using our Membership Signup Wizard, and cut down on administrative tasks with automated renewals.
Member Self-Management

The Member Profile

With ClubExpress, your members can do more and discover more. We give members the tools they need to manage themselves, so you can focus on creating, leading and growing. Each primary and secondary member with a username and password has their own member profile where they can accomplish tasks like update a phone number, print receipts and view their event registration history.

Member Information
Members can update their own contact information and decide what information is displayed on your Member Directory and Business Directory. They can also select Interests from a list you create, allowing you to further categorize your members.

Financial/Historical Data
They can view all aspects of their history as a member, including transactions and payments, event registrations, donations, and volunteering history. Members can even print their own receipts.
Finances
Manage your funds, view and run reports on all your site transactions, credits and payments.

Bank Accounts
Link one bank account for your whole organization, or separate accounts for chapters, event registrations and more. When you use our merchant account, ClubExpress can remit funds directly to any account you designate, so your money is always where you need it.

Payments
Accept credit card, check, cash or PayPal payments for everything on your website. You can use our built-in merchant account or your own preferred processor at no extra charge.

QuickBooks
ClubExpress integrates fully with QuickBooks Online (QBO) and QuickBooks Desktop (QBD)*. Your transaction and payment data can be imported directly into your QuickBooks database.

Storefront
Sell club or association merchandise through your website with support for physical or digital products. The Storefront module supports variations such as product color or size, multiple shipping methods, inventory tracking and backordering.

*For an additional one-time activation fee of $500. Some restrictions apply. Contact us for details.
Website
Make your website your own without any programming experience, using our site editing tools.

Look and Feel
Start with a built-in template, then use our Site Editor to customize nearly every element on your site, including menus, colors, headers and fonts.

Custom Web Pages
Build as many pages as your organization needs using our extensive Content Editor. You can format text, insert photos and slideshows, and embed videos.

Mobile Site
ClubExpress websites are fully mobile-responsive, so members and non-members can access your website on the go.

For Experienced Developers
ClubExpress fully supports CSS and Javascript, and jQuery is already in scope.
Increase Your Organization’s Reach

Use analytics and social networking to improve your organization’s visibility

Google Analytics
Monitor traffic and usage on your website with Google Analytics integration.

Search Engine Optimization
When members or prospective members look for you online, you want to be near the top of search results. ClubExpress gives you the tools to get there by making it easy to post fresh content often.

Social Networking
Members and admins can share content from your website on social media, improving your search engine results and promoting your website at no cost to you.
Mobile App*

ClubExpress offers an optional branded mobile app for iOS and Android users. Members can access content on your website in addition to special app-only functions. Make app features and content available to all members, or organize your members into channels based on interest, member type, subgroup and more.

Chat
Members can send messages in a live chat format and get notifications when new messages are posted.

Directory
Show member contact information based on channels, and allow members to email, text and call each other.

Events
Show events specific to a channel and let members create their own QuickEvents to share with others.

Meets
Use the location of a member’s device to allow members to meet each other, based on member privacy settings.

Polls
Create polls for members to answer, or let members generate their own polls.

*Additional one-time and per-download fees apply
Multi-Tier Organizations

ClubExpress powerfully supports organizations with chapters, districts and regions. With two options available, you decide how your subgroup websites and data are managed.

Option 1: One Website
One website for the parent-level where members join then choose one or more chapters with our Chapter Finder. The parent organization defines member types, dues and all member data is stored in one database.

Each subgroup can have its own bank account, administrators, events, pages, committees, documents and photo albums.

Option 2: Multiple Websites
Each chapter has its own website and database and each chapter is responsible for defining its own member types and charges. Administrators at the parent level may view member and organization data for each chapter, and communicate with members across the whole organization.

Members join at the chapter level but can still log in to the parent-level website with their same username and password.
Event Calendar

Built into your website is an Event Calendar powerful enough to support a multi-day conference, and yet simple enough to run an evening bike ride or a lunchtime lecture.

Single and Multiple-Activity Events
Create a single event, or an event spanning several days with many activities, each with their own registration and cost. ClubExpress also supports QuickEvents that members can create, recurring events, multi-date events such as a weekly training class, and calendar notifications.

Registrant Control
You decide who can register for an event, from non-members to a specific member type, interest group or subgroup. They can register and pay, all online. Also supports RSVPs.

Emailing and Attendance Tracking
Automatically send reminder emails to registrants and to members who have not registered. Track attendance for events and activities either by checking members in, or scanning a member barcode. Run reports on attendees.

Collect Additional Info
Ask event-specific questions at each registration level. Have registrants sign a Release/Waiver Agreement.
Give Back

Encourage members and non-members to become more engaged with your organization and community by making it easy for them to get involved.

Donations
Set up funds for any cause into which members and non-members can donate, either once or on a recurring basis. Administrators can manage non-cash donations made by members.

Volunteering
Post volunteering opportunities for which members and optionally, non-members can register.

ClubExpress
Professional Associations

ClubExpress is committed to making your website the hub for all your professional needs. We offer several enhancement modules for professional associations. Additional one-time fees apply.

Contact Log
Provides functionality similar to a Customer Relationship Management (CRM) system, all done through the built-in member and non-member databases.

Expense Reimbursements
Manage expense reimbursement requests and approve and record payments.

Jobs Board
Post available jobs that members (and optionally, non-members) can view.

Continuing Education and Certification
Automatically track the different ways in which members (or non-members) can maintain certifications by earning CE credits.

Courseware and Testing
Define courses that members can take to earn CE credits, generally by requiring users to view one or more videos and take a corresponding assessment.

Online Professional Development
Online Professional Development Institute (OPDI) module used by associations offering their own online courses using the Sakai Learning Management System.
Other Enhancements
 ClubExpress offers many extra features for the more specialized needs of your organization, and we’re always adding more. Additional fees apply for these options.

Ad Hoc Reporting
Create and run fully customized reports using your club’s data from many parts of ClubExpress. Also supports pivots, charts, and dashboards.

Banner Advertising
Define ad panels that appear on the public and private sides of your website. Manage ads supplied by sponsors and local businesses.

Classified Ads
Allow members to post ads for items they want to sell.

Resource Scheduling
Define resources that can be rented or reserved by members.

Virtual Membership Cards
Create a branded membership card which members can download right from their member profile and store on their smartphone.
Internationalization

Our clubs and associations come from all over, so we make sure we have the tools to support them.

Currency
Configure all transactions in your local currency, including the currency symbol ($AUS, AUD, etc.)

Government Fees
We also support calculated Sales Tax, VAT and GST.

Date and Time
ClubExpress will dynamically adjust date and time formatting based on the user's location, and track time zones at both the organization and member levels.

A4 Paper Support
Reports and Mailing Labels support international A4 size paper for organizations outside the US.
Security & Privacy

We take security seriously, so we go beyond the basics to protect your organization’s data.

Access Control
With 7 separate levels of access, you decide what information your administrators and coordinators can see, and how much they can do with your website.

Compliance
ClubExpress is fully compliant with the General Data Protection Regulation (GDPR), and Payment Card Industry (PCI). Members can opt-out of emails and text messages at any time.

Data
Every password and credit card transaction is fully encrypted, and all your data are stored in a high-security, commercial-grade data center. Websites are served up using TLS 1.2, always secure, all the time.

Ownership
You own your data at all times.
Support
We want your organization to succeed and are just as committed to your goals as you.

Online Help System
Never hunt for the answers you need. Our context-sensitive online help system covers every feature and function in detail with manuals you can download to read offline.

Video Tutorials and Webinars
We have a large (and growing) library of video tutorials to help you configure your site, and we host multiple live webinars each month where you can see firsthand how to use various functions and ask our team questions.

Customer Success Team
Our live customer support is unparalleled, based in the U.S., and available by phone or email to you and your members at no additional charge.

Support@ClubExpress.com
US and Canada (866) 457-2582 or (847) 255-0210
AUS 03 9068 9993
UK 020 3129 9822
# Setup Packages

Choose the one-time Setup Pack that best fits your needs.

- Items are flexible. For example if your club or association doesn’t need photos uploaded and albums built, but instead needs ad hoc forms created, this is easily done.

<table>
<thead>
<tr>
<th>Select a Plan</th>
<th>BASIC SETUP $150</th>
<th>STARTER PACK $960</th>
<th>STARTER PACK PLUS $1340</th>
<th>BUILDER PACK $1920</th>
<th>BUILDER PACK PLUS $2680</th>
<th>PRO PACK $4550</th>
</tr>
</thead>
<tbody>
<tr>
<td>Import member and non-member databases</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
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<tr>
<td>Unlimited technical support</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
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<tr>
<td>20+ Built-in Modules</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
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<tr>
<td>Set up member types, renewals/expirations, member signup wizard and options</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
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<tr>
<td>Configure additional member data questions</td>
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<tr>
<td>Set up a basic website template</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>Semi-custom, enhanced look and feel</td>
<td>Semi-custom, enhanced look and feel</td>
<td>Work with a designer for a fully customized look and feel</td>
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<tr>
<td>Build a home page</td>
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<tr>
<td>Configure menus</td>
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<tr>
<td>Build your first few custom web pages</td>
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<tr>
<td>Configure committees, interests, document library, donations, event calendar, titles and contacts, blast emailings</td>
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<tr>
<td>Set up administrators and coordinators</td>
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<tr>
<td>Personalized training</td>
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<td>2 Hours</td>
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<td>3 Hours</td>
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<td>4 Hours</td>
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<td>Configure non-member categories</td>
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<tr>
<td>Upload 100 photos and create 5 photo albums</td>
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<tr>
<td>Set up discussion forums, surveys, volunteering, storefront, email distribution lists</td>
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<tr>
<td>Site maintenance</td>
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</tbody>
</table>
Monthly Hosting
We only charge for active members.

ClubExpress only charges for active members; there is no charge for expired members and non-member contacts. We also don’t charge for family members who don’t need to login.

Website Hosting
It’s included!

Disk space
Your website can be as large as you need.

Photos & Documents
Upload as many high-res photos to your site as you want.
Documents and videos also.

Technical Support
ClubExpress includes unlimited toll-free support for administrators and members!

The non-member mailing list
As long as it’s reasonably in proportion to the size of the active primary member database, (Our cut-off is 5X. For example, if you have 200 active primary members, you can have up 1000 entries in your non-member database without a charge. Over that amount and we charge $0.02 per month for the average only.)

Internet traffic (bandwidth)
Make your website as busy as you want.

Emails
Send as many email blasts to members and non-members as you want.

Expired members
Their information stays in the database in case they renew.

Admins!
There are no limits to the number of people with administrator or coordinator rights.

Our Competition
When you compare providers, ask if they include expired members and non-members in their database counts to determine rates.

Only Pay for Primary and Secondary Members
ClubExpress does not charge for tertiary members (for example, children in a family membership) or non-member contacts. Only active primary and secondary members are counted!

No Long-Term Contract
With ClubExpress, there is no long-term contract. Our Subscription Agreement is month-to-month!

Minimum Monthly Fee
There is a minimum monthly fee of $24.

How Are Monthly Rates Calculated?

<table>
<thead>
<tr>
<th>Active Members</th>
<th>Primary Members</th>
<th>Secondary Members</th>
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</thead>
<tbody>
<tr>
<td>Up to 100</td>
<td>40¢</td>
<td>20¢</td>
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<tr>
<td>101 to 250</td>
<td>36¢</td>
<td>18¢</td>
</tr>
<tr>
<td>251 to 500</td>
<td>32¢</td>
<td>16¢</td>
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<tr>
<td>501 to 1000</td>
<td>28¢</td>
<td>14¢</td>
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<tr>
<td>1001 to 1500</td>
<td>24¢</td>
<td>12¢</td>
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<tr>
<td>1501 to 2000</td>
<td>20¢</td>
<td>10¢</td>
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<tr>
<td>2001 to 2500</td>
<td>18¢</td>
<td>9¢</td>
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<tr>
<td>2501 to 3000</td>
<td>16¢</td>
<td>8¢</td>
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<tr>
<td>3001 to 5000</td>
<td>14¢</td>
<td>7¢</td>
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<tr>
<td>5001 to 8000</td>
<td>12¢</td>
<td>6¢</td>
</tr>
<tr>
<td>More than 8000</td>
<td>10¢</td>
<td>5¢</td>
</tr>
</tbody>
</table>

Other options available, including Design Services, Logistics and Mailings, Training, Custom Programming, and Maintenance. Please contact us for more information.
What's Next?

Try Us Out for Free
Test-drive our system for free for 60 days before you make your decision. You have access to unlimited technical support even during your trial period. Sign up for your trial here.

In-House Implementation, Design and Training
Our team of experts means you don’t need a consultant or designer to build your website and database.

Get Started Today
Call us for more information (866) 457-2582, or click here to request a product demonstration.