People

Membership Database

Built into your ClubExpress website is a complete membership database for your club or association. With ClubExpress, you move your membership database online, making it available to authorized administrators and ensuring that it's secure, properly formatted and backed up. ClubExpress includes a full suite of database management tools, as well as the ability to run reports or data exports of this data.

Member Types, Renewals and Expirations

ClubExpress allows you to define any number of member types, each with different durations, fees, availability and other properties. Member types can include multiple people with or without the ability to login. ClubExpress gives you full control over how your club or association handles renewals and expirations.

Signups, Renewals and Expirations

New members can sign up online using the Member Signup Wizard. ClubExpress also handles renewals and expirations for you automatically. Renewal notices are emailed or mailed based on a schedule you determine and the database is always current.

Member Profile

Members have their own username and password to login and view member-only content. The Profile screen allows members to update their personal information, bio and photo, and preferences for forums, interest groups and other modules, and to view a complete transaction and payment history.

Committees

ClubExpress allows you to track the various committees and subcommittees in your organization, including the board of directors. Committees can be defined as open or closed, with specific titles and terms of office.

Non-Member Database

ClubExpress also includes a separate database of non-members, people you need to keep in contact with such as prospective members, event registrants, donors, press, local government and public safety officials, and other interested persons. The system includes database management tools, reports and exports for this database, as well as the ability to send emails to all or part of this list.

Member Interests

Clubs and associations use the Interests module to describe various special interests, activities, affinities and expertise within the membership. Interests are grouped into categories which you also define.

Volunteering

Track volunteering opportunities with multiple "slots" and multiple people required for each slot. Track attendance and hours spent volunteering for the club.

Social Networking

ClubExpress has the most powerful integration with major social networks of any AMS.
- Allow members to define links to their personal social networking pages.
- Push website updates, blog posts, events, and other news to your club's social networking pages.
- Facebook meta tag image support.

Website
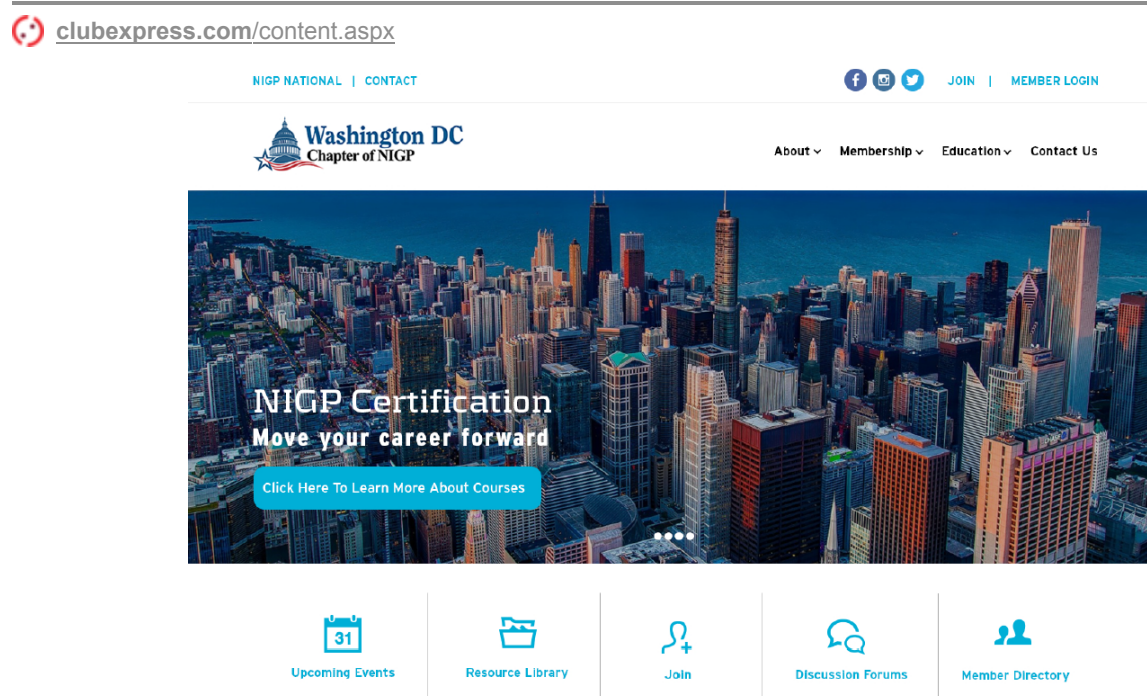
Custom Web Pages

Create as many static web pages as you need, with full control over text formatting, photos and other images, embedded audio and video, links, etc. You also have full control over the website's Home Page, including separate content for members vs. the public.

Photo Pages

Upload as many hi-res digital photos as you want, organize them by tags and place them on specially designed photo pages. The system stores each photo in different resolutions and optionally allows users to download hi-res photos from the website.

Event Calendar

ClubExpress supports a powerful event calendar with online registration and payment, as well as attendance tracking. The calendar supports single-activity or multi-activity events, multiple pricing options, the ability to add companions to an event registration, event-specific questions, event filtering and category tools, and many other options.

Document Library

Create a library of documents, organized into any number of folders and sub-folders, with full control over visibility. You can track how often each document is downloaded, and even allow members to upload and comment on documents.

E-Commerce Storefront

Sell club merchandise through your website, with support for any number of products and product variations, inventory tracking, online ordering and payment, shipments, backordering, and many other properties.

Other Website Functions

ClubExpress also supports a News function for announcements, an Articles function to organize and reuse content, an FAQ / Technical Library function to display articles in a QA format, online donations, committees, member interests, blogs, and other special functions.

Mobile Device Compatibility

ClubExpress websites are fully compatible with smartphones and tablets. They will dynamically reformat to show website content appropriately for each type of device. You can create special versions of your home page, page header, content boxes, and custom web pages for mobile devices.

Domain Names and Traffic Monitoring

Use your own domain names and to create Quick Links to any page. You can integrate with Google Analytics to monitor website traffic.

Money

Online and Offline Payments

ClubExpress fully supports online credit card payments for memberships, event registrations, donations, storefront purchases and misc. charges. There is a built-in merchant account or you can use your own merchant account. ClubExpress also supports Paypal, printing an invoice to mail a check, and allowing admins to record check and cash payments.

Integration with your Bank Account(s)

ClubExpress fully integrates with one or more club or chapter bank accounts, allowing us to remit funds collected through the website directly to you, automatically every 10 days. Credit card processing fees and our monthly hosting fees are also collected through this interface. For multi-tier organizations, ClubExpress can even distribute funds into chapter bank accounts automatically.

Transaction and Payment/Credit History

Behind the scenes, ClubExpress manages transactions and payments using proper accounting principles. The system supports multiple payment types, partial payments, credits, and financial accounting. Members and admins can view a complete history of all transactions, payments and credits.

Integration with QuickBooks

ClubExpress is not a full accounting system for your club or association. But we optionally integrate with both QuickBooks Online (QBO) and QuickBooks Desktop (QBD) so that transactions, payments, credits, fees and "customers" (members and non-members) can be exported from the system and imported directly into your QuickBooks database. (Note: an additional one-time fee of $500 applies to this option.)

E-Commerce Storefront

Sell club merchandise through your website, with support for any number of products and product variations, inventory tracking, online ordering and payment, shipments, backordering, and many other properties.

Reports and Data Exports
ClubExpress provides an extensive range of financial reports and data exports, each with many filtering and output options.

Communications

Emailings

ClubExpress provides powerful support for blast emails to members and non-members. You can create complex distribution lists based on the member and non-member databases, then save them for later reuse. The system supports fully formatted emails, including personalization, embedded links, images, and attachments, and saved templates that you can customize at any time, test emails to oneself, tracking who opens the email, and comprehensive bad email handling.

Text Messaging

ClubExpress provides powerful tools that allow administrators to communicate with members and non-members via text message. You can create complex distribution lists and send single- or double-length messages to members who have opted-in to receive texts from your club. Messages can include links to events or website pages. Note that this feature requires monthly and per-message fees since we have to use a third-party service to communicate with the mobile operators.

Discussion Forums

ClubExpress supports a powerful discussion forums module, allowing you to create any number of online or email-based forums (aka *listservers*). Each forum has full control over membership (all members, opt-in, linked to a committee, or interest group, or chapter, or member type, etc.) Forum messages are organized into threads, and support attachments, embedded photos, links, and full formatting. Forums also include a powerful search function, a full suite of forum configuration tools as well as thread and message management tools.

Surveys

ClubExpress includes a surveys function that supports multi-page, multi-question surveys. Each answer can be in one of 25+ different formats. The surveys function has special options to allow a survey to be used for club elections. The system also supports Quick Polls, one question only with the answers immediately visible.

Ad Hoc Forms

Create any number of ad hoc forms to collect information from members and non-members. These single-page forms can have as many questions as you need, with the answers in 25+ different formats. Forms can prompt for attachments and you can optionally charge a one-time fee to submit a form.

Event Calendar

Event Registration

Define registrant types with event registration fees. Create as many registrant types as you need, and accept online payments for registrations.

Event Capacity

Limit the capacity for your event and track the number of registrations.

Emailings

Send targeted emailings to event registrants. Remind your registrants about the upcoming event and send event updates.

Event Fees

Define different fees for members, non-members, and guests, for each activity. Fees can change after a specified date. Control when and where payment is made.

Admin Tools

Full suite of admin tools to manage and edit registrations and payments, run reports and exports, and print name tags.

Copy Function

Copy events one time or multiple times by day, week, month, or year.

Track Attendance

Track attendance and build attendance reports.

Multiple Activities

Create multiple activity events and even span days. Charge different amounts for different activities, and set registrant types for individual activities.

Grid or List View

Set your default view to traditional grid or list view. Click on the event short description or day to see the fully customizable HTML details.

Agreements and Policies

Optionally define an event release/waiver agreement that all registrants need to sign. Optionally define cancellation and refund policies.

Quick Events

Create Quick Events that allow members to register with just one click! Optionally allow members to add their own Quick Events to the calendar.

Security, Privacy and Ownership of Data

Comprehensive Security

The ClubExpress security implementation exceeds all national and international requirements and is the most comprehensive of any company in the industry. (Also see below for information about GDPR compliance.)

Physical and Network Security

Our servers are located in a high-security, commercial-grade data center, operated by one of the most respected hosting companies in the business. No one gets physical access to the servers, not even us (we manage them remotely using a powerful VPN.) The servers are located behind a firewall that is locked down tight; we don't let anything in except what is specifically permitted by the platform. Our hosting company has passed both SSAE16 Type 2 and SOC2 Type 2 audits.

Redundancy

Multiple redundancies are built into the system. Servers run hot-swap power supplies and hard disks and use RAID technologies. Data is backed up nightly to offsite storage, and the database servers are also backed up in real time.

Passwords Encryption

Member and admin passwords are fully encrypted using one-way hashed and salted algorithms. We can reset them but we cannot read them (in case a member uses the same password for different websites.) Credit card data is encrypted within the database using Triple DES. ClubExpress is fully PCI (Payment Card Industry) Compliant as a Level 2 merchant. A current PCI Compliance certificate can be provided on request.

7 Separate Levels of Access

ClubExpress supports 7 separate levels of administrator/coordinator access, and you can have as many people as you need at each level.

Cookies

ClubExpress does not use 3rd party cookies. We use only session cookies and a couple of 1st party cookies to remember each user's personal configuration, such as the "Remember Me" setting for automatic login.

HTTPS Support

ClubExpress websites use https:// for all pages. Member and admin interactions with ClubExpress cannot be sniffed or intercepted. We also require a minimum of TLS1.2, and

also support the new TLS 1.3 standard.

ClubExpress also allows clubs and associations to purchase a SSL certificates from us, installed automatically on our servers, so that your own domain name appears in the address bar for all users, across the whole website.

ClubExpress is the only association management vendor to receive a grade of "A" from the Qualys SSL Labs testing service. https://www.ssllabs.com/ssltest/

Members Have Full Control of Their Data

Members have full control over the visibility of their data, including the ability to receive emails and whether they appear in the member directory and what information is shown. Of course, you can also turn off the membership directory completely so that member data is only visible to authorized admins.

You Retain Ownership of Your Data

ClubExpress is an Online Service Provider (OSP). As such, you retain ownership of your data at all times. ClubExpress will never sell, barter, trade or otherwise share member or non-member data with 3rd parties. We will never contact your members or non-members directly except as part of the official business of your organization (for example, to send members a scheduled renewal notice.) And we never put advertising on your website!

Privacy Rules and GDPR Compliance

ClubExpress is fully compliant with the General Data Protection Regulation (GDPR) enacted by the European Union in May, 2018. But we also provide the tools to allow your club or association to be compliant. Through ClubExpress, you define a Data Protection Officer and specify how member and non-member data will be collected, stored, and processed. Members and non-members must consent to storing and processing their data in the US (on the ClubExpress servers), to receive transaction messages from your organization, and to share their data for official club purposes. ClubExpress also provides the interface to respond to "Forget Me" requests.

Unlike other AMS vendors who just protect themselves, with ClubExpress, you don't need to consult with lawyers or experts to fully understand these regulations (a complex and daunting task.) ClubExpress has done the hard work to protect you under GDPR.