

## GrowthZone Hosted Regional Training Agenda

Classes run from 9:00am – 4:30pm with breaks and a one hour lunch

### Day 1

#### *Working with Contacts & Members*

Setting up Directories

Working with Contacts

Setting up Membership Types & Membership Application Form

Managing Members

Introduction to Info Hub

Analyzing Membership Reports

#### *Working with Communications*

Setting up eMail templates

Sending eMail communication

Working with Lists/Committees

### Day 2

#### *Setting Up and Managing Your Billing*

Initial Billing Setup

Managing Membership Dues Billing

Managing Payments, Refunds, Credits, Write-offs

Reviewing Billing Reports

#### *Successful Event Management*

Initial Event Setup Options

Adding & Customizing Your Events

Managing Attendees

Billing for Events

