



## ChamberMaster/MemberZone Custom On-line

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Training is essential to your success in implementing the ChamberMaster/MemberZone solution. Our goal is to provide you and your staff with the skills needed to maximize the potential of the software to acquire members, retain and engage members and do more with less time. A customized on-line training allows you to select the sessions that best suit the needs of your staff. Sessions are exclusive to your staff, and allow for interaction with the instructor.

## On-line Training Agenda

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You may choose a combination of any of the training sessions below to customize your on-line training experience. The instructor will discuss the agenda with you and customize to suit your needs.

### Overview of the ChamberMaster/MemberZone Software

New to ChamberMaster/MemberZone? Need a refresher on how to use your database? Are you a Chamber Exec or Association President with a desire to understand the resources available in your software? Hear highlights of the various modules. Learn the tools available for getting assistance with your software. Receive step-by-step instructions to ensure your browser software has proper selections for optimal operation.

Course Length: 1 1/2 Hour Pre-requisites: None

### ChamberMaster/MemberZone Administrator Training

This session provides an understanding of the initial setup of your ChamberMaster/MemberZone software. In this session, participants will learn how to configure/customize the software for your Chamber or Association use. Attendees will be shown how to update association information, add or change staff logins and passwords. A "must-attend" for administrators of ChamberMaster/MemberZone.

Course Length: 2 Hours Pre-requisites: Overview of the ChamberMaster/MemberZone Software



## ChamberMaster/MemberZone Successful Membership Management

The ChamberMaster/MemberZone Membership Management module makes it easy for you to acquire and retain members. In this session, participants will learn how to create membership packages and the on-line application form, create new members, drop members and manage existing members. Included are tips & tricks on managing prospects, retaining members and using member management reports. A "must-attend" for all office staff.

Course Length: 4 hours Pre-requisites: Overview of the ChamberMaster/MemberZone Software;  
ChamberMaster/MemberZone Administrator Training

## ChamberMaster/MemberZone Managing Communications

Your organization can save time and work more efficiently by using the Groups & Communication functions in the ChamberMaster/MemberZone software. In this session, participants will learn how to send emails and letters, search communication history, use the correspondence editor, create email templates, use mail merge features, send attachments, create groups and use them in the database, MIC and on the website.

Course Length: 2 hours Pre-requisites: Overview of the ChamberMaster/MemberZone Software

## ChamberMaster/MemberZone Managing Groups

Sending communication via email and letters may be simplified by creating self-defined groups in the **Groups** module. In this session participants will learn how to create groups (both via the groups module and via reports), manage group participation and fees, manage group opt-ins/opt outs, and how to use the groups in the MIC on your web-site.

Course Length: 2 hours Pre-requisites: Overview of the ChamberMaster/MemberZone Software,  
ChamberMaster/MemberZone Managing Groups

## ChamberMaster/MemberZone Communications... beyond Email

ChamberMaster/MemberZone provides multiple options for touch-points with your members. Reminders, Push Notifications, Smart Text, News Releases and Blogs. In this session, participants will learn how to take advantage of these alternate communication methods.

Course Length: 2 hour Pre-requisites: Overview of the ChamberMaster/MemberZone Software,  
ChamberMaster/MemberZone Managing Communications & Groups.



## ChamberMaster/MemberZone Successful Event Management

Successful events allow you to engage and retain your members, and even acquire new members. In this session, participants will learn the steps to setup events, manage registrations, invite attendees, and promote on the Chamber webpage.

Course Length: 3 ½ hours Pre-requisites: Overview of ChamberMaster/MemberZone Software; Managing Groups & Communications

## ChamberMaster/MemberZone Member Benefits.. Beyond the Business Directory

Benefits you can offer your membership, beyond a listing in your active directory, are opportunities to share job postings, hot deals, member to member deals (Plus Edition), market space ads (Pro Edition), and banner ads (Premier Edition). In this session participants will learn how to initially setup these opportunities, promote these opportunities to members, and manage the opportunities.

Course Length: 2 hours Pre-requisites: Overview of the ChamberMaster/MemberZone Software, ChamberMaster/MemberZone Member Management

## ChamberMaster/MemberZone Working with the Staff App

The Staff App is the mobile companion for ChamberMaster /MemberZone users that provides real-time membership information no matter where you are. The Staff App helps make your member visits more substantive and meaningful – you can see at a glance if they're signed up for your upcoming event or when you last sent leads their way. In this session participants will learn how to use the staff app to manage their members, representatives, groups & events.

Course Length: 1 ½ hour Pre-requisites: Overview of the ChamberMaster/MemberZone Software

## ChamberMaster/MemberZone Member Information Center

The Member Information Center (MIC) is an internal website just for your members. It gives them the ability to manage a variety of member activities. In this session, participants will learn how to setup and customize the MIC, manage representative access, and understand how members may benefit from the MIC.

Course Length: 1 ½ hour Pre-requisites: Overview of the ChamberMaster/MemberZone Software



## ChamberMaster/MemberZone Working with Forms & Surveys

ChamberMaster/MemberZone allows you to quickly create and publish custom web forms and surveys. Features include an intuitive interface which allows you to select from a variety of form fields. Watch the short video below and check out the resources on how to get started. Available with Pro Edition of the software and those with v3 or higher public modules. In this session, participants will learn how to create forms, share forms and analyze results.

Course Length: 1 hour Pre-requisites: Overview of the ChamberMaster/MemberZone Software

## ChamberMaster/MemberZone Working with Projects/Tasks

Project/Task Manager can help you manage and track projects by allowing you to assign tasks to staff members, monitor the project's progress and keep an eye on deadlines. In this session, participants will learn how to create and use project templates and manage tasks. NOTE: Currently, this tool is in the beta stage and is available with Pro version.

Course Length: 2 hour Pre-requisites: Overview of the ChamberMaster/MemberZone Software, ChamberMaster/MemberZone Member Management, ChamberMaster/MemberZone Event Management

## ChamberMaster Managing your Billing (Not intended for CQI Users)

ChamberMaster/MemberZone provides an integrated billing solution to allow you to manage accounts receivable for your memberships and events. In this session, participants will learn the basics of settings up billing, as well as the day to day activities to manage billing including invoicing, managing credits/refund/write-offs and journal entries.

Course Length: 3 hours Pre-requisites: Overview of the ChamberMaster/MemberZone Software; ChamberMaster/MemberZone Administrator Training

## On-line Training Fees

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\$225 per hour. Package of 4 hours for \$799.00

