

Member Management Software



**Clubware 2.0
Facility Management
Software**

**Member Management
Software**

Clubware 2.0 Member Mana

Member management is central to the success of any facility in the competitive market of health and fitness. Clubware 2.0 enables successful member management by freeing your staff from time-consuming and repetitive administration, allowing them to focus on the most important aspect of your business-your clients.

Clubware 2.0's Member Management suite allows you to deliver an outstanding experience to your customers while simultaneously enhancing your ability to run a profitable business.

Templated Account Creation

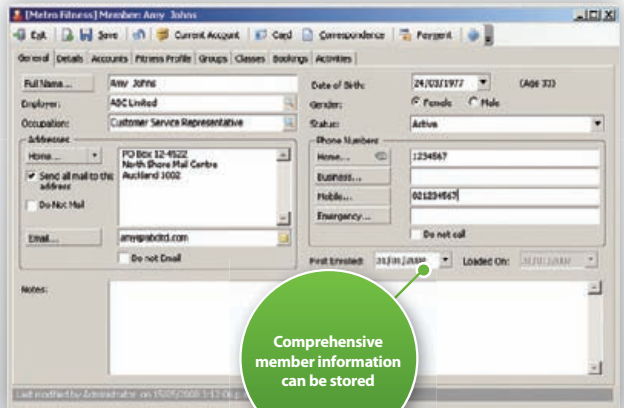
Staff can easily assign the right account and billing information to members according to your custom requirements.

100% Flexible Account Types

Create an unlimited number of account types including regularly debited memberships, concession cards, charge accounts and more. You have total control over your business.

Comprehensive Member Data

Store names, addresses, contact details, email addresses, class enrolment details, date of birth, health issues, emergency contacts and more.



The screenshot displays the 'Member: Amy Jones' profile in the Clubware 2.0 software. The interface includes a menu bar with options like 'Edit', 'Save', 'Current Account', 'Card', 'Correspondence', and 'Payment'. Below the menu, there are tabs for 'General', 'Details', 'Accounts', 'Fitness Profile', 'Groups', 'Classes', 'Bookings', and 'Activities'. The 'General' tab is active, showing fields for 'Full Name' (Amy Jones), 'Date of Birth' (24/03/1977), 'Employer' (ASC Limited), 'Occupation' (Customer Service Representative), 'Status' (Active), 'Home' address (PO Box 32-4922, North Shore Mail Centre, Auckland 1002), 'Email' (amy@abc123.com), 'Phone Numbers' (Home: 1234567, Business: 021234567, Emergency: Do not call), and 'First Enrolled' (24/03/2000) and 'Loaded On' (24/03/2000) dates. A green callout bubble points to the 'Notes' field, stating 'Comprehensive member information can be stored'.

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Complete Member Histories

Information about all of your members' interactions with your facility is easily accessible so you can plan effective member retention strategies.

Correspondence Tools

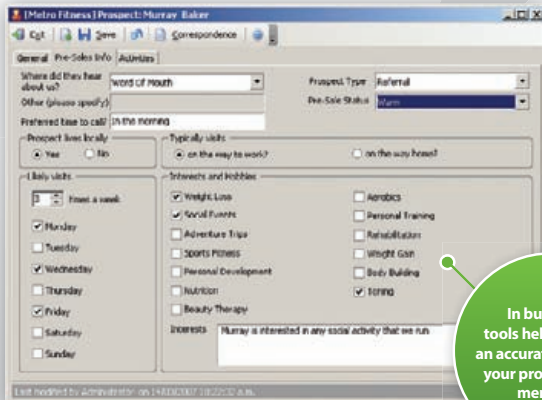
Quickly and easily communicate with members concerning special offers or important reminders via Clubware 2.0's integrated correspondence tools.

Bookings

Clubware 2.0 is designed to allow you to take bookings, issue invoices and take payments for personal training sessions, sun-bed appointments, assessments and more. The staff rostering feature allows you to organise and manage your team.

Prospects

Manage your prospects from qualification to sale using Clubware 2.0's Activity, Booking and Correspondence capabilities.



In built sales tools help to create an accurate picture of your prospects and members



Reporting

Clubware 2.0's customisable reporting tools enable you to accurately report on member retention indicators. Make informed decisions about the key elements of your business affecting member retention in a timely manner with scheduled reports delivered automatically to your inbox.

Billing Company Synchronisation

Financial data can be shared with selected billing companies to allow you to reduce your administrative overheads and focus on customer service and retention.

Grows With Your Business

Clubware is a perfect fit for clubs and chains of any size, from a single studio to a large franchise. Wide Area Networking, Replication and Thin Client capabilities coupled with comprehensive, customisable Data Security Features allow Clubware 2.0 to grow in line with your business.

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