Club*Express* Features Matrix

Version 7.4 – Updated July, 2017

Here is a summary of all the major features in ClubExpress. Use this matrix to compare ClubExpress to your current methods for handling each task.

	The ClubExpress Solution	Your Current Solution
Public Web Site		
Access using your own domain name(s)	Yes	
Access without your own domain name	Yes	
Select look and feel from multiple templates, layouts, design schemes, color schemes, menu schemes, backgrounds, watermarks, etc.	Yes	
Customize website width	Yes	
Customize individual text styles	Yes	
Link custom fonts to your website to be used anywhere	Yes	
Create web content without being a programmer	Yes	
Custom page header designer	Yes	
Home page designer	Yes	
Home page content for non-members only, or members only, or everyone	Yes	
Interactive menu builder for public and members-only menus, including support for submenus and separators	Yes	
Different menus for each member type	Yes	
Custom pages with CMS	Yes (Unlimited)	
Custom photo albums with slideshow feature	Yes (Unlimited)	
New member signup through website	Yes	
Automatically optimized for search engines	Yes	
Supports Google Site Verification	Yes	
Supports Google Analytics	Yes	
Supports Social Networking and "Like"/"Share" links	Yes	
Automatically push content from the website to Facebook, Twitter, and LinkedIn	Yes	
Powerful features for experienced designers, including JavaScript, CSS & jQuery	Yes	

Mobile Device Support		
Powerful support for mobile devices	Yes	
The website dynamically reconfigures itself for tablets and smartphones	Yes	
Custom page header, home page and top/bottom content boxes for mobile devices	Yes	
Optionally customize static web pages for mobile devices	Yes	
Event calendar and other modules reconfigure themselves for mobile devices	Yes	
Member Profile reconfigures itself for mobile devices	Yes	
Optionally switch over to the full site	Yes	
Dedicated Mobile App (One-time setup fee and per download fee applies)		
Custom app for each club and association with your own branding	Yes	
Supports both Apple iOS and Google Android on smartphones and tablets	Yes	
Built around "channels"; you can have as many as you need and channel membership can be defined in 8 different ways.	Yes	
Special functions for channel members: chat, meets, directory, events, polls	Yes	
Member Profile options to update channel memberships and preferences	Yes	
Chat and Meets are also available from desktop/laptop computers	Yes	
Full suite of admin tools to manage the app, channels, and memberships	Yes	
The full website is also available through the app	Yes	
Members Only		
Login to view content for members only	Yes	
Optional "Remember Me" on this computer - automatic login	Yes	
Recover lost username and password	Yes	
Membership database online (securely)	Yes	
Individual Profile screens to update member information, including photo and bio	Yes	
Customizable profile fields to collect unique club data	Yes	
Membership directory with search features	Yes	
Link to a member's social networking pages (Facebook, LinkedIn, Twitter, etc.)	Yes	
Automatically download info to a local contact manager	Yes	
Complete transaction and payment history	Yes	
Complete event registration history with attendance	Yes	
Complete volunteering history	Yes	
For family or business memberships, primary member updates information on secondary and tertiary members	Yes	
Members control what information to show	Yes	
Track member achievements within the club	Yes	
Optional virtual membership card – download to print or view on smartphone	Yes	

Special Purpose Modules		
Benefits of Membership	Yes	
Member Interests and Affiliations	Yes	
News and Article Library	Yes	
Committees (with support for sub-committees)	Yes	
Frequently Asked Questions (tech-library module)	Yes	
Donations (with support for multiple funds)	Yes (see below)	
Events Calendar and online registration	Yes (see below)	
Discussion Forums	Yes (see below)	
Downloadable Documents	Yes (see below)	
Surveys / Polls / Voting	Yes (see below)	
E-Commerce Storefront	Yes (see below)	
Photo album index	Yes (see below)	
Chapter Finder for multi-tier clubs	Yes (see below)	
Blogs	Yes	
Membership Directory	Yes	
Volunteering	Yes	
Ad Hoc Forms	Yes	
Member Collectibles	Yes	
Check-in Desk, including barcode scanner support	Yes	
Custom modules for one club or association are fully supported	Yes	
Automatically push new or updated news/articles, blogs, events, custom pages and photo albums to Facebook, Twitter, or LinkedIn.	Yes	
Special Modules for Professional Associations (additional one-time setup fee)		
Customer Relationship Management Tracking (every interaction)	Yes	
Certification and Continuing Education	Yes	
Online Professional Development (integration with the Sakai LMS)	Yes	
Jobs Board	Yes	
Optional Modules (additional one-time setup fee)		
Banner Advertising (sell ads to help raise money for your club)	Yes	
Classified Ads (members can sell items to other members or the public)	Yes	
Expense Reimbursements	Yes	
Member Fleet (for sailing and yacht clubs)	Yes	
Resource Scheduling (for clubs with physical resources that are reserved or rented out)	Yes	
Cue Sheets (for cycling or running clubs)	Yes	

Mileage Log (for cycling or running clubs)	Yes	
Trail Maps and Status (for hiking and snowmobile clubs and state associations)	Yes	
Donations		
Track donations in multiple funds	Yes	
Track fund goal and progress towards goal	Yes	
Allow anonymous donations	Yes	
Optionally notify a 3rd party about a donation	Yes	
Track non-cash donations	Yes	
Track corporate matching gifts	Yes	
Events Calendar		
Multiple views (grid, month, week, day, filter, etc.)	Yes	
Event details (description, location, directions, contact)	Yes	
Automatically download events to your personal calendar	Yes	
Calendar searching and filtering	Yes	
Specify and track event capacity	Yes	
Specify audience (members, non-members, companions)	Yes	
Specify multi-level pricing and price change after date	Yes	
Specify online registration options	Yes	
Define event "rules" and cancellation policy	Yes	
Send automated reminder emails to members and/or registrants	Yes	
Configure events to allow partial payments	Yes	
Configure events to require immediate credit card payment	Yes	
Event report and photos	Yes	
Event categories with color coding and legend	Yes	
Event registration and online payment	Yes	
Multi-activity events, with individual pricing for each activity/item	Yes	
Quick Events for simpler events with no fees; allow signup with one click	Yes	
Optional member-created Quick Events	Yes	
Email event registrants, including sending on a future date	Yes	
Track attendance	Yes	
Track minimum annual attendance requirements (for community service clubs)	Yes	
Event reports, including fees collected and attendees	Yes	
Export event data to CSV/Excel for local processing	Yes	
Optional event Waiver/Release agreement for all registrants. Track who signed and when	Yes	
Optional registration cancellations	Yes	

Event registration specific questions	Yes	
Recurring Events and powerful event copy functions	Yes	
Special features to manage events with hundreds or thousands of registrants	Yes	
Modify event registrations	Yes	
Optionally generate a unique sequence no. for each registration, registrant, or activity registrant	Yes	
Notifications (calendar entries that are not full events)	Yes	
Major Public Holidays optionally shown on calendar	Yes	
Widget to display upcoming events on the home page	Yes	
Discussion Forums		
Individual forums for each topic	Yes (Unlimited)	
Forum categories	Yes (Unlimited)	
Threaded messages	Yes	
Email list forums (listservers)	Yes	

Open or restricted forums can be defined in 8 different ways:
    All active members
    Member opt in
    Moderator defined
    Based on an interest group
    Based on a committee
    Based on a member type
    Based on a chapter, district or region
    Based on the answer to an additional member data question
	Yes
	Yes
	Yes
	Yes
	Yes
	Yes
	Yes
	Yes
	Yes	

Automatically manage membership for forums based on all active members, interest groups, committees and member types!	Yes	
Powerful forum search to find messages	Yes	
Define and display forum policies	Yes	
Manage "special" members (moderators, banned, etc.)	Yes	
Member handle and signature	Yes	
Quote previous message in your reply	Yes	
Private replies to sender (email address is hidden)	Yes	
Subscribe to a forum thread (be notified of replies)	Yes	
Messages can include photos and attachments	Yes	
Messages can be formatted	Yes	
Messages may require moderator approval	Yes	
Individual member preferences for each forum	Yes	
Administrator tools to edit, move and delete messages and threads	Yes	
Documents and Photos		
Club-defined document folders and subfolders	Yes (Unlimited)	

Manage document visibility (public, members, committee, chapters, admins)	Yes	
Upload and download club documents (with centralized approval screen)	Yes (Unlimited)	
Optionally allow members to upload documents (with or without approval)	Yes	
Optionally allow members to rate and comment on documents	Yes	
Powerful tag system and searching	Yes	
Store photos of events, collectibles, etc.	Yes (Unlimited)	
Multi-photo uploads	Yes	
Store & retrieve photos at multiple resolutions	Yes	
Photo tags and tag management tools	Yes	
Organize photos into photo albums	Yes	
Photo Album index with many display and sorting options	Yes	
Allow or block download of hi-res images	Yes	
Link directly to documents from anywhere on your website	Yes	
Slideshow widget	Yes	
Audio / Video / Flash Support		
Upload files in any of the following formats: • SWF (Flash movie) • FLV (Flash video) • WMV / WMA / AVI (Windows media) • MPG /M2V (MPEG video) • QT / MOV (QuickTime movies) • MP3 (Audio standard) • WAV (Windows audio) • AAC (Apple iTunes audio)	Yes Yes Yes Yes Yes Yes Yes Yes	
Embed audio and video files almost anywhere on the website.	Yes	
Embed links to video and document files stored on external sites (YouTube, Vimeo, Issuu, etc.) so that they play within your website.	Yes	
Surveys / Polls / Voting / Elections		
Define an unlimited number of surveys	Yes	
Close surveys manually, by date, or by responses received	Yes	
Available to members and non-members	Yes	
Require / allow anonymous voting; limit members to 1 vote ea.	Yes	
Define "preamble" and "postamble" pages	Yes	
Define survey questions across multiple pages	Yes	
25+ different answer formats, including scale questions	Yes	
View results at the survey or question level, incl. reports/exports	Yes	
Limit a survey to a chapter, district or region	Yes	
Limit a survey to primary members only	Yes	

Powerful enough to run board elections and voting!	Yes	
Quick Poll widget	Yes	
E-Commerce Storefront		
Define any number of products, organized into categories	Yes	
Products can have variations based on color, size and other criteria	Yes	
Products can consist of digital content which is downloaded instead of being shipped	Yes	
Product images, including click to show a larger image	Yes	
Manage product availability and visibility	Yes	
Define different pricing for members and non-members	Yes	
Define "Special" pricing	Yes	
Optional Gift message and ship to a separate address	Yes	
Optional customization (for example, engraving)	Yes	
Powerful shopping cart and check-out process	Yes	
Track inventory of products on-hand	Yes	
Manage orders and fulfillment, including backorders and partial fulfillment	Yes	
Control shipping and handling fees and sales tax	Yes	
Full integration with the ClubExpress transaction and payment systems	Yes	
Reports and data exports of products and orders	Yes	
Social Networking		
Display links to the club's social networking pages and feeds	Yes	
Supports all major social networks	Yes	
Members can post website content to their personal social networking pages and feeds	Yes	
Display the club's Facebook page or Twitter feed on the website	Yes	
Automatically push new or updated news/articles, blogs, events, custom pages and photo albums to Facebook, Twitter, or LinkedIn.	Yes	
Support for Facebook <meta> tag image to represent website	Yes	
Payment Processing		
Integrated credit card processing (Visa, MastercCard, Discover, Amex)	Yes	
Process membership dues, event registrations, donations, storefront purchases, misc. charges.	Yes	
Club or association name appears on member statements	Yes	
Funds flow to ClubExpress and then directly to your bank account, 3 times a month	Yes	
Credit card processing fees passed through at cost (no markup)	Yes	
Clubs can optionally set up their own merchant account to receive funds immediately	Yes	
PayPal support; members pick source and funds flow to a club PayPal account	Yes	
ClubExpress is fully PCI Compliant (AoC available on request)	Yes	

Administration		
We import the member and non-member databases for you	Yes	
Administrators can do everything that members can do (e.g. process renewals and payments, handle event registrations, process storefront orders, etc.)	Yes	
Multiple member types (club defined)	Yes (Unlimited)	
Support for secondary members (attached to a primary and with login privileges) and tertiary members (attached to a primary but cannot login)	Yes	
Manage optional fees for secondary/tertiary members	Yes	
Additional Member Data – expand the database with club-specific questions, and filter by member type (answers in 25+ different formats!)	Yes (Unlimited)	
Trial memberships with Upgrade option	Yes	
Optional Board Approval for prospective members	Yes	
Optional Automatic Renewal and optional payment	Yes	
Membership renewal and expiration schedules with many options	Yes	
Configure the member signup and renewal wizards	Yes	
Optional membership additional charges	Yes	
Member joining agreement (Waiver/Release, Code of Ethics, etc.)	Yes	
Automated renewal notices	Yes (up to 3)	
Automated member expiration and notice	Yes	
Process member credits and partial payments	Yes	
Powerful support for discount coupons	Yes	
Automated payments (monthly, quarterly, etc.)	Yes	
System emails can be customized for each club/assoc.	Yes	
Separate non-member database (prospects, donors, press, etc.)	Yes	
Convert/upgrade non-members to members	Yes	
Manage module visibility (public vs. members)	Yes	
Manage module name on menus	Yes	
Multiple levels of security with any number of people at each level	Yes (7 levels)	
Specify coordinators for each module or page	Yes	
Domain names pointing to your home page or an interior page within the site	Yes (Unlimited)	
Quick Links to jump to specific pages	Yes (Unlimited)	
Data Export to local Excel or CSV	Yes	
Emailing and Communication Tools		
Send HTML or plain emails to members, committees, interests, subgroup members, members of a type, members with a pending payment, non-member mailing list, etc.	Yes	
Email event registrants (all, paid or unpaid)	Yes	
Create, save, and reuse complex distribution lists	Yes	

Support for email templates, attachments, and personalization	Yes	
Special features to ensure that emails are compatible with mobile devices	Yes	
Track email delivery statistics, bad and bounced email addresses	Yes	
Send emails immediately or schedule for later delivery	Yes	
Club-level email forwarding accounts	Yes	
Automated reminder emails for events	Yes	
Multi-tier Organizations Model 1: One Website		
Clubs use this model when members join at the top level and are assigned to chapter(s) based on location or some other criterion. There is one website for the top-level club.	Yes	
Up to three levels of subgroups below the main club	Yes	
Customize names for "chapter", "district" and "region"	Yes	
Control individual fees for each member type at each subgroup level, and including secondary/tertiary member fees	Yes	
Automatically distribute membership and event registration fees to separate bank accounts for each subgroup	Yes	
Chapter Finder module with many options, including Google Map	Yes	
Subgroup Administrators see a filtered view for their group only	Yes	
Subgroup filtering for committees, discussion forums, events, custom web pages, the non-member database and blast emails	Yes	
Subgroup filtering for reports and data exports	Yes	
Multi-tier Organizations Model 2: Multiple Websites		
Clubs use this model when members join at the lowest level (a semi-independent chapter or club) and are then aggregated into a higher-level organization. Each level has its own website and database	Yes	
Individual chapter databases are aggregated into a virtual database at the higher-level	Yes	
Members can login at each level	Yes	
Members can register for events or participate in forums and committees at each level	Yes	
Shared templates to reinforce a common brand across all levels	Yes	
Administrators at each level	Yes	
Reports and data exports at the top level aggregate data across all member clubs	Yes	
Blast emails at the top level facilitate communication to all members within the hierarchy	Yes	
Chapter Finder module displays all member clubs	Yes	
Reports (more than 400 built-in reports)		
Club reports	Yes	
Chapter, Region and District reports	Yes	

Event reports	Yes	
E-Commerce Storefront reports	Yes	
Member and Contact Information reports	Yes	
Mailing labels	Yes	
Financial reports (incl. user and club transactions, and invoices)	Yes	
Bank reconciliation reports	Yes	
Web Site traffic reports	Yes	
Module reports (Interests, Committees, Donations, Surveys, etc.)	Yes	
Bad Email and Opt-out Email reports	Yes	
Non-Member Database reports	Yes	
Output reports to PDF, HTML, Word, Excel, or unformatted CSV	Yes	
Download, save and forward reports	Yes	
Report filtering on various criteria	Yes	
More than 40 exports generate a CSV file for opening in Excel or a similar program	Yes	
QuickBooks Integration (one time additional fee required)		
Export transactions, payments, credits, fees and "customers"	Yes	
Control which QuickBooks accounts are used	Yes	
Control date range and view export history	Yes	
Logistics Features		
Members join the club online (or at an event or by mail)	Yes	
Renewal notices by email or letter	Yes	
Fully automated expirations	Yes	
Signups and renewals by credit card, PayPal, or check	Yes	
Automated deposits into your bank account	Yes	
Automated fee payment from your account	Yes	
Optional printing & mailing services (newsletters, membership cards, etc.)	Yes	
Security Features		
High security data center with multiple firewalls	Yes	
One-way encrypted passwords (hashed and salted)	Yes	
Encrypted credit card and bank information	Yes	
TLS 1.2 for **all** member pages (rated "A" for security by Qualys SSLLabs)	Yes	
Ownership and Privacy		
You own and control your data at all times	Yes	

No advertising!	Yes	
No selling/trading of user names/email addresses	Yes	
We will never contact your members except for an official club purpose	Yes	
Other Features		
Comprehensive documentation for club administrators and users	Yes	
On-line help system and technical library of tips and techniques	Yes	
More than 40 video tutorials to explain every major feature	Yes	
Free 60-day trial for board members or technology committee	Yes	
Straightforward pricing based on the number of active members. (You don't need a math degree to work out what ClubExpress costs!)	Yes	
Monthly fee includes unlimited toll-free support for admins and members	Yes	