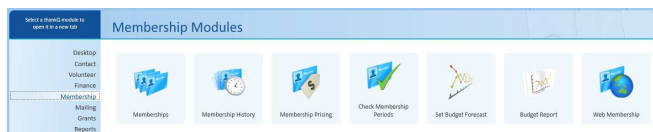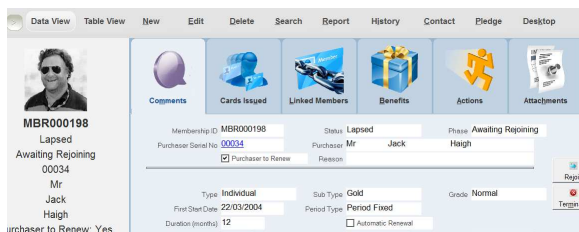# thankQ

membership

Features:

- Membership types and Multiple memberships
- Fixed, Rolling Period and pro rata Membership
- Multiple membership and reporting
- Member tracking and retention
- 'Soft' Membership and Gifts
- Receipting and Renewal letters

membership summary

The Membership module allows you to manage all of the processes and tasks involved in looking after and retaining your members, pursuing new members and maintaining a record of communications with that member – whether the member is an individual, a family, an organisation or categorised in another way.

thankQ's Membership module has been designed in close collaboration with its customers to allow your organisation to maintain and develop good relationships with your members.

membership status

Whether your organisation adopts a rolling or fixed period membership scheme, thankQ allows you to send out renewal letters/e-mails, simultaneously logging these documents in the system for future reference, building up a detailed picture of your relationship with this member. At any one moment, you will be able to find out whether a person in your database is a member or not. Detailed analysis can then be performed, taking into consideration any lapses or suspension of membership, how they became members, their relationships with your organisation and other members, etc.

thankQ also allows you to distinguish those members with multiple memberships and those whose membership was a gift. This information can also be recorded and reported, for example, to allow you to see how new memberships generally are being attracted.

Your system will also manage long-term memberships over a period of years - 2 years, 10 years, etc. thankQ allows you to manage this information and by integrating with thankQ's Action Manager, you can set up reminders for invitations to events, membership renewals and other communications in the future.

membership subscriptions

thankQ's flexibility and integration with the finance module allows you to offer members the option of paying for their memberships in a variety of ways – whether it be monthly, quarterly, yearly or in a one-off instalment as required by your organisation.

thankQ has been developed to deal easily with split transactions, so that the cheque you receive from a member for new memberships, to attend some events and to provide a further donation can easily be divided and processed into the correct channels.

action manager

The Action Manager module sits neatly into the Membership Module. As tasks associated with a member are identified, they can be assigned to a user of the system, who will see a task list of their actions, be prompted with a deadline date and reminded when they become overdue. The actions can also be viewed in the Member Relationship Tree so that the member administrator can easily track them.

reporting

In addition to the normal user-defined searching and reporting options available within thankQ specific options are included in the Membership module to produce summaries including:

- Membership up for renewal
- Lapsed members
- Membership classifications
- Membership sources
- New members (in last month, year, etc)