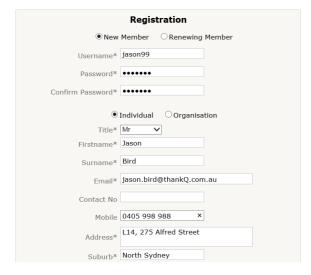# thankQ
eMembership

Benefits:

- Complete, streamlined online membership sign up, renewal and payment processing
- Build engagement via the membership portal
- Grow revenue and reduce attrition
- 24 hour online access to members and administrators from any location
- Self servicing portal reduces in house administrative effort

Features:

- Enables member self service; name, address, phone, fax, email, etc.
- Additional information may be selectively presented to the member; profiles, preferences and relationships
- Integrates with thankQ to enable coordinated communications campaigns (eMail, SMS and letter) to build engagement
- Integrates with Affinity / Involvement trackers to target "connected" members
- Fully integrated with thankQ BackOffice Web Holding pens for authorised information
- Customisable web site and content
- Secure SSL encrypted environment
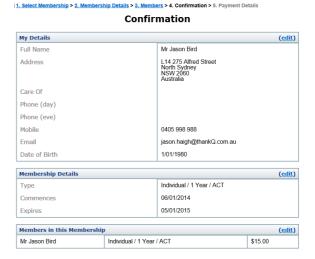- Recognised secure PCI compliant payment processing

registration

The registration workflow ensures the capture of essential information as part of the sign up process for membership.

Registration

New Member ⦿   Renewing Member ○

Username* jason99
Password* ●●●●●●
Confirm Password* ●●●●●●

Individual ⦿   Organisation ○
Title* Mr
Firstname* Jason
Surname* Bird
Email* jason.bird@thankQ.com.au
Contact No
Mobile 0405 998 988
Address* L14, 275 Alfred Street
Suburb* North Sydney

A confirmation email to be is received by the registrant. Optional confirmation of this email can trigger the completion of the registration process.

membership portal

Once registered, members may login to the membership area / portal to manage their membership and their personal details; name, address, phone, email, etc. In addition, selective further thankQ information, such as mailing preferences, profiles and relationships may be presented to the member for viewing or editing.

| 1. Select Membership > 2. Membership Details > 3. Members > 4. Confirmation > 5. Payment Details

Confirmation

My Details		(edit)
Full Name	Mr Jason Bird	
Address	L14 275 Alfred Street North Sydney NSW 2060 Australia	
Care Of		
Phone (day)		
Phone (eve)		
Mobile	0405 998 988	
Email	jason.haigh@thankQ.com.au	
Date of Birth	1/01/1980	

Membership Details		(edit)
Type	Individual / 1 Year / ACT	
Commences	06/01/2014	
Expires	05/01/2015	

Members in this Membership		(edit)
Mr Jason Bird	Individual / 1 Year / ACT	$15.00

Total Cost: $15.00

payment

When a transaction has been successfully processed, the member is issued with an on screen Tax Invoice / Receipt (which is also automatically emailed to them).

engagement

By capturing additional information via the eMembership portal and through thankQ's prospecting module you are able to manage the member's engagement; communications, profiling, relationships, cultivation, and stewardship using standard features such as the affinity tracking.

back office holding pen

All of the completed information automatically arrives in the thankQ Back Office Holding Pen. All that remains is to accept the payment into a Web Membership Batch and process their requirements; such membership cards, benefits package, etc.

thankQ's membership module facilitates the remaining administrative functions such as general communications, reminders and renewals.