



Next Gen Memberships

April 3, 2024



Quick Intro

I am Jonathan! I am the lead developer for Memberships and a former running club president.

RunSignup user since 2012

- Club President, VP
- Race Director
- Various Committee Chairs

Full time RunSignup employee since 2019





What We'll Talk **About**

- Who Is Using Memberships?
- Memberships Overview
- Reporting Updates
- New Membership Organizations
- Upgrading Your Club
- What's Next?
- Questions





Who Is Using **Memberships**?

15

Successful beta testers
(new and existing users)

44

New Membership Organizations
(as of April 3, 2024)

50

Upgraded Clubs
(as of April 3, 2024)

1,277

Total clubs to upgrade
(includes only active (non-deleted), public clubs)



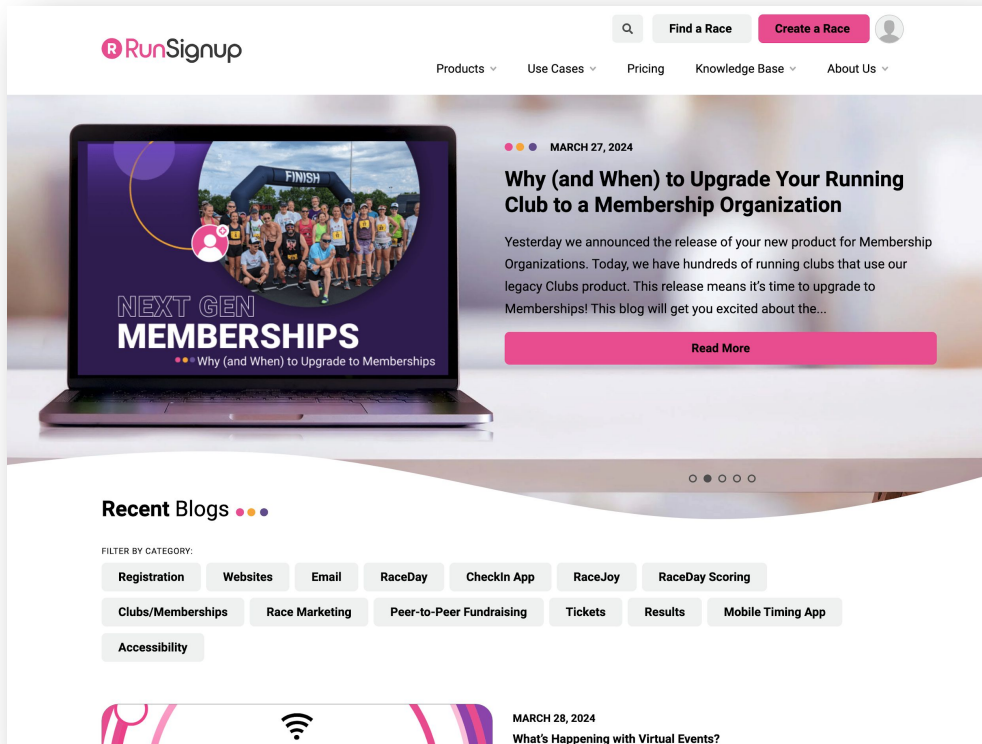
Memberships Overview

The Best Place to Go?

Check the blog!

Generic Components

- Email
- Websites
- Store
- Donations
- Questions
- Financials / Coupons
- Organization Details
- Secure Access
- Notifications
- Waivers





Memberships Overview

Membership Purchases and Individual Members

Membership Purchase

Start Date, End Date, Level

Individual Member

Name, Address, Email, Age, Member
Number

Individual Member

Name, Address, Email, Age, Member
Number

Individual Member

Name, Address, Email, Age, Member
Number

Membership Level

Name
Description
Pricing
Auto Renew Options
Age Restrictions
Multi Member Limits



Memberships Overview

Membership Purchases and Individual Members

Membership Purchase

Individual, April 3, 2024 – April 3, 2025

John Doe

Member # 001, 123 Fake St, jd@email.com

Membership Purchase

Family, April 3, 2024 – April 3, 2025

John Doe

Member # 001, 123 Fake St, jd@email.com

Jane Doe

Member # 002, 123 Fake St, jd@email.com

Jack Doe

Member # 003, 123 Fake St, jd@email.com



Memberships Overview

Current Reports

- Membership Purchases
- Individual Members
- Expiring Members
- General Search

More reports and updates coming over the summer!

Features

- Generic Reporting Framework
- Search / Filter
- Edit columns
- Export / Print
- *Save Reports (coming soon!)*
- *Export to Email List (coming soon!)*

Membership Purchases Report

R

MEMBERSHIP ORGANIZATION

Menu Search

Dashboard

Organization

Memberships

Website

Reports

Search

Membership Purchases

Individual Members

Expiring Members

Waiver Agreements

Store

Email

Donations

Financial

Legacy Content

Admin

Beta Demo Club

Search by Name, Email, etc.

Nanuet, NY 10954

View Website

Help

Membership Purchases

Member First Name

Member Last Name

Member E-mail Address

Membership ID

Member Number

Member On

Registered Since

Registered Until

Include Expired Members?

More Search Fields ^

Search

15 Membership Purchases

Edit Columns

Export Options

MEMBERSHIP ID	LEVEL	STATUS	MEMBERS	MEMBERSHIP START	MEMBERSHIP END	PURCHASE DATE	AUTO-RENEWAL INFO	AMOUNT PAID
#16502	Individual	Active	Howard Lucas	April 1, 2024	March 31, 2025	April 1, 2024	Disabled	\$26.75
#16499	Individual	Active	Ziggy Stardust	March 22, 2024	March 21, 2025	March 22, 2024	Disabled	\$26.75
#16498	Individual	Active	Jack Doe	April 1, 2024	March 31, 2025	March 22, 2024	Disabled	\$26.75
#16497	Individual	Active	Ray Rhodes	March 22, 2024	March 21, 2025	March 22, 2024	Disabled	\$26.75
#16496	Individual	Active	Expo Woman	March 22, 2024	March 21, 2025	March 22, 2024	Disabled	\$26.75
#16495	Individual	Active	Expo Man	March 22, 2024	March 21, 2025	March 22, 2024	Disabled	\$26.75

EDIT COLUMNS

Select AllDeselect All

☒ Membership ID

☐ Member Numbers

☒ Level

☐ Status

☐ Members

☒ Membership Start

☒ Membership End

☐ Purchase Date

☐ Membership Cost

☐ Auto-Renewal Info

☐ Amount Paid

☐ Last Modified

☐ Store Payment Info

☐ Store Items

Apply Changes

Individual Members Report

R

MEMBERSHIP ORGANIZATION

Menu Search

Dashboard

Organization

Memberships

Website

Reports

Search

Membership Purchases

Individual Members

Expiring Members

Waiver Agreements

Store

Email

Donations

Financial

Legacy Content

Admin

Beta Demo Club

Nanuet, NY 10954

Search by Name, Email, etc.

View Website

Members

Help

First Name

Last Name

E-mail Address

Membership ID

Member Number

Member On

Registered Since

Registered Until

Include Expired Members?

Search

You are currently viewing members who are active today. Click "More Search Fields" to adjust this date. Remove the date entirely to include members with a start date in the future.

17 Members

Edit Columns

Export Options

MEMBERSHIP ID	NAME	EMAIL	DATE OF BIRTH	LEVEL	MEMBERSHIP START	MEMBERSHIP END	AUTO-RENEWAL INFO	REGISTRATION DATE
#16502	Howard Lucas	howard.lucas@example.com	July 22, 1996	Individual	April 1, 2024	March 31, 2025	Disabled	April 1, 2024
#16499	Ziggy Stardust	jonathan@runsignup.com	June 1, 1975	Individual	March 22, 2024	March 21, 2025	Disabled	March 22, 2024
#16498	Jack Doe	jack@test.com	March 3, 1986	Individual	April 1, 2024	March 31, 2025	Disabled	March 22, 2024
#16497	Ray Rhodes	ray.rhodes@example.com	December 10, 1968	Individual	March 22, 2024	March 21, 2025	Disabled	March 22, 2024
#16496	Expo Woman	jonathan@runsignup.com	January 1, 1990	Individual	March 22, 2024	March 21, 2025	Disabled	March 22, 2024
#16495	Expo Man	jonathan@runsignup.com	January 1, 1980	Individual	March 22, 2024	March 21, 2025	Disabled	March 22, 2024

EDIT COLUMNS

Select All

Deselect All

☒ Membership ID

☐ Member Number

☒ Name

☒ Email

☐ Phone

☐ Address

☐ Gender

☒ Date of Birth

☒ Level

☒ Membership Start

☒ Membership End

☐ Member Since

☐ Membership Cost

☒ Auto-Renewal Info

☐ Amount Paid

☐ Primary?

☐ Has Account?

☒ Registration Date

☐ Store Items

☐ Custom Questions

☐ Imported

☐ Waiver Signed?

Apply Changes



Membership Purchase Details

Membership Purchase Details

[Help ?](#)

Membership # 16418 Membership Level Family Status Active Membership Start 05/02/2023 Membership End 04/02/2024 Available 1 of 4 members available

With a Family membership you may add up to 4 members.

[Edit Membership](#)[Edit Member Information](#)[Add Member](#)[Delete Membership](#)

Members in this purchase:

PRIMARY	MEMBER NUMBER	USER ID	NAME	EMAIL	PHONE	ADDRESS	GENDER	DATE OF BIRTH	HAS ACCOUNT?	
	#1000	2992699	Bob Doe	bob@test.com	123-123-1234	300 Mill St. Moorestown, NJ 08057 US	Male	Jan 01, 1990	✗ No	M
★	#1001	2992701	Bill Doe	bill@test.com	123-123-1234	300 Mill St. Moorestown, NJ 08057 US	Male	Feb 02, 1987	✗ No	Ap
	#1002	2995507	Franky Doe	frank@example.com	123-123-1234	123 Fake St. Nanuet, NY 10954 US	Male	Jan 01, 2015	✗ No	Se



Membership Purchase Details

Chad 4.0

Edit Member Information

Save

Cancel

Edit Membership Purchase

Make changes to the membership or membership purchase info.

Edit Members

Make changes to individual members.

Membership Details #16418

Membership Level *

Membership Start *

Membership End *

Family

05/02/2023

04/02/2024

Edit Information:

Membership Purchaser Details

▼

Save

Cancel

Chad 4.0

Edit Member Information

Save

Cancel

Edit Membership Purchase

Make changes to the membership or membership purchase info.

Edit Members

Make changes to individual members.

Members Included in Membership #16418

Member:

Bob Doe

▲

First Name *

Middle Name

Last Name *

Email Address

Bob

Doe

bob@test.com

Date of Birth

Gender

Street Address

City

01/01/1990

Male

300 Mill St.

Moorestown

Country

State

Zip Code

Phone

US - United States

NJ - New Jersey

08057

123-123-1234

Member Number

Member Since

1000

mm/dd/yyyy

☐ Delete this member

★ Primary Member:

Bill Doe

▼

Member:

Franky Doe

▼

Save

Cancel



Easy & Fast!

Three step wizard to get the basics

- Basic Info
- Membership Levels
- Payment Info



Go to **runsignup.com** and choose
Products > Memberships





New Membership Organizations

The screenshot shows the RunSignup website interface. At the top left is the RunSignup logo. To the right are navigation links: 'Find a Race' and 'Create a Race' (highlighted in pink), followed by a user profile icon. Below these are links for 'Products', 'Use Cases', 'Pricing', 'Knowledge Base', and 'About Us'. The main heading is 'Clubs and Memberships'. Below it is a paragraph: 'Whether you're a local, or national, running club, the RunSignup membership platform can help you manage your members and provide the best experience possible.' At the bottom of this section are two buttons: 'Create Your Membership Organization' (pink) and 'Schedule a Call' (white with a black border). On the right side of the page is a large circular image of a running club posing in front of a 'FINISH' arch. A smaller circular icon with a pink background and a white plus sign is overlaid on the bottom left of the main image.

RunSignup

[Find a Race](#) [Create a Race](#)

[Products](#) [Use Cases](#) [Pricing](#) [Knowledge Base](#) [About Us](#)

Clubs and Memberships

Whether you're a local, or national, running club, the RunSignup membership platform can help you manage your members and provide the best experience possible.

[Create Your Membership Organization](#) [Schedule a Call](#)

Note: Imports coming soon!



Upgrading Your **Club**



Upgrade To Membership Organization

Ready to upgrade your club to a membership organization? Let's get started!

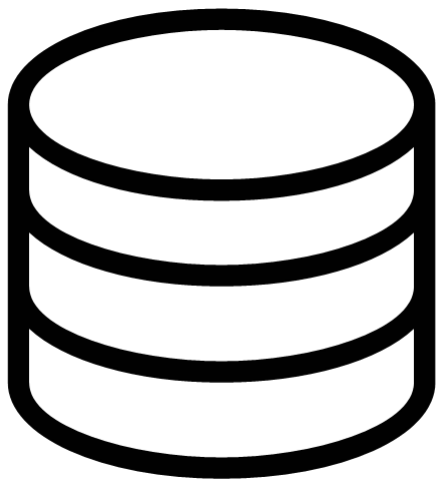
Upgrade

Safe, Secure, Easy.

- No chance for data loss
- What will be there
- What won't be there
- Accessing legacy content



Upgrading Your **Club**

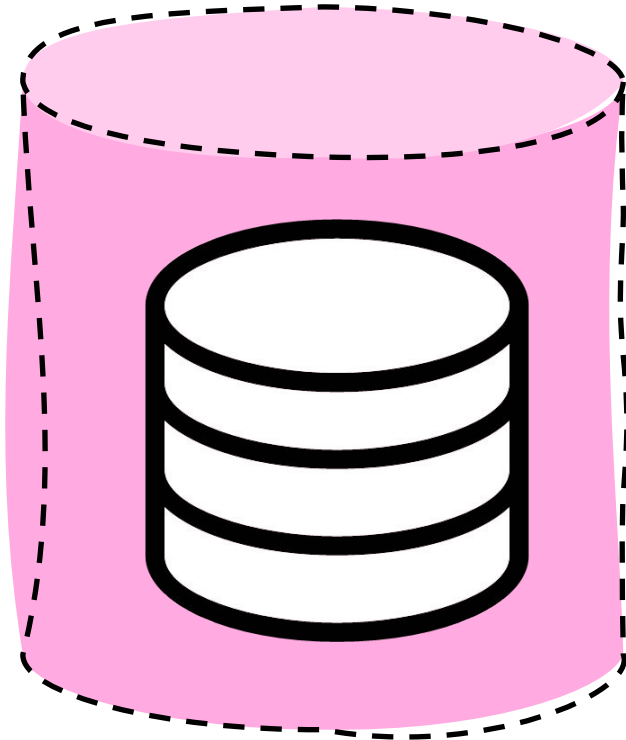


Club Data

- Basic club information (including name, description, address)
- Club logo
- Club URLs
- All memberships (current and expired)
- All membership levels and pricing
- Membership number settings
- Club directors
- Custom waiver
- Payment account details
- Sales tax settings



Upgrading Your **Club**



Membership Organization Data

Generic Website
Donations Interface
Store Interface

...

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Upgrading Your Club

What Will Be There?

- ✓ Basic club information (including name, description, address)
- ✓ Club logo
- ✓ Club URLs
- ✓ All memberships (current and expired)
- ✓ All membership levels and pricing
- ✓ Membership number settings
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- ✓ Sales tax settings

 Upgrade to Membership Organization: Adyen Club Cancel

Welcome to Memberships!

Let's upgrade your legacy club to our state of the art membership system! Because we are upgrading to new feature systems, some legacy content and settings will not be shown in the new membership system (see details below). **This content will not be lost.** Once the upgrade is completed, you will be able to access this legacy content from your Membership Dashboard and manually copy it over to the new membership system.

Information and settings that will carry over to the new system:


- ✓ Basic club information (including name, description, address)
- ✓ Club logo
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- ✓ All memberships (current and expired)
- ✓ All membership levels and pricing
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Information and settings that will NOT carry over to the new system:

- ✗ Custom website content
- ✗ Donation settings
- ✗ Email marketing V1 settings, templates, lists, draft and sent emails
- ✗ Coupon settings
- ✗ Club store settings, items and orders
- ✗ Non-director club access

Have questions? We're here to help!

[Blog](#) [Support](#)




Want to Create a New Membership Organization Instead?


If you don't want to upgrade your club you can start fresh with a new membership organization!

[Create a New Membership Organization](#)

Ready to Upgrade?

 **Remember!**

- > If you have any custom website content, you will need to set it up again.
- > If your club is accepting donations, you will have to re-enable donations for your membership organization.
- > Any email templates or custom lists will need to be exported and imported to the new Email V2 system.
- > All club directors will still have access. Other partial access will need to be assigned again.
- > Store items will not be available and you will need to set them up again.
- > You will need to set up new coupons.

 **WARNING: This upgrade cannot be undone!**

[Upgrade](#) [Cancel](#)

RGT 18




Upgrading Your Club

What Will NOT Be There?

- ✗ Custom website content
- ✗ Donation settings
- ✗ Email marketing V1 settings, templates, lists, draft and sent emails
- ✗ Coupon settings
- ✗ Club store settings, items and orders
- ✗ Non-director club access

Not sure? Anything being updated to a new generic component will need to be set up again.

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- > You will need to set up new coupons.

 WARNING: This upgrade cannot be undone!

Upgrade Cancel

RGT 19



Upgrading Your Club

Legacy Content

Rest Assured! No data will be lost!

After your upgrade you will have access to legacy content. We don't plan on removing this until 2025.

You will be able to copy and paste your content over to your membership organization, but you may not save any updates made to your legacy club.

If you need help copying your old data or if you need something you don't see: contact our support team at info@runsignup.com

The screenshot shows the 'Beta Club' interface for 'Moorestown, NJ 08057'. The left sidebar lists navigation options: Dashboard, Organization, Memberships, Website, Reports, Store, Email, Donations, Financial, Legacy Content (highlighted), and Admin. The main content area is titled 'Legacy Content' and includes a 'Help' button. A notice states: 'You will have temporary access to the legacy content from your original club. Use the links below to navigate into your old club dashboard. If you need assistance copying any of your old data into your membership organization, please contact our support team at info@runsignup.com'. Below this, a 'Please Note' box says: 'You will be able to copy and paste your content over to your membership organization, but you may not save any updates made to your legacy club.' The interface lists several categories with 'Access Legacy' buttons: Custom Website Content, Questions, Donations, Email Marketing, Store, and Coupons.

Memberships Development

In Progress

- Additional Notifications (Kohart)
- Update Membership Purchases report to include question responses (Brady)
- Membership Level List Website Component (Brady)
- Website Join and Donate buttons (Erin)
- Registration UX Updates (with Darren)
- Preferred Domain / Branding
- Calculated Store Items for Memberships
- Members Only Pages / Components for Website Builder (Phil)
- Imports (Joel)
- Manual donations (Brady)

On Deck

- Donations in purchase path
- Auto Link Existing Accounts When Adding a Member (Joel)
- Membership Cards in Apple Wallet (Joel)
- Edit Question Responses (Brady)
- Member Summary Report
- Questions Per Member and Questions Per Membership Level
- Membership Discounts Website Component #28951 (Phil)

Coming Next for Memberships

Q2

- Membership card & Apple Wallet
- Imports
- Calculated Store Items
- Domains

Q3

- Improved membership self-serve
- Sign up for 2 clubs at once
- Allow director approval of new members
- Analytics & Reporting

Q4

- Complimentary guest passes
- Complimentary add-ons
- Ticket/Pre-race sales for members
- Discounts based on membership type

How to Request Features / Report Issues?

Contact your account manager or email
info@runsignup.com



Questions & Help

