



Online Services

Align Your Club with Today's Technology.

CSI Online Services captures sales opportunities and publishes vital data around the clock, keeping pace with web innovation and engaging members at their convenience. Today's business climate requires a fast, flexible approach to customer service. Online Services pushes payments, enrollments and bookings straight to your members' fingertips, wherever they may be.

SpectrumNG supplies a rich feature set to any computer, tablet or smartphone.

Join the club online. Access billing statements. Book an appointment. SpectrumNG links to your club's website and delivers a virtual suite of services to a more demanding, mobile membership. Expand your reach and promote club services direct to both prospects and members – your most important resources.

Boost your membership sales. Manage club services. Create a paperless environment. SpectrumNG leverages the power of the web, finding new revenue streams while maximizing existing ones. Crunch time and expenses with Online Services, and boost productivity throughout your entire facility.

Online Services delivers virtual applications to a virtual world.

Online Services Benefits:

- Automate registration for programs and classes.
- Schedule classes, programs, leagues and special events.
- Pay membership dues and club bills online.
- Send paperless billing statements and notifications.
- Provide secure payment options for online billing.
- Enroll new members at their convenience.
- Monitor attendance and employee reports.

Online Services in Action

Member and Guest Wizards

SpectrumNG turns club prospects into club members. Member and Guest Wizards walk future members through easy, concise instructions while providing detailed descriptions of your facilities, hours and amenities. Turn Online Services into a virtual sales team.

- Set up memberships specifically for online users.

- Control which club sites offer online memberships.
- Customers can access a full help file while enrolling through Online Services.

Account Management

Automate your billing in paperless environment. Online Services helps manage your customer accounts on the web, while cutting deep into expenses tied to traditional billing. Streamline your bottom line with Spectrum NG's Online Services.

- Go paperless and eliminate paper, ink and postage.
- Combine with Spectrum NG's Billing module and send automatic billing notifications.
- Customers accessing Online Services can view and print billing statements.

Program Registration

Give members the power to register for programs on their time. Online Program Registration offers a pain-free function for managing the enrollment process – both for club members and club staff. No more standing in line, no more phone calls. Simply direct customers to Online Services and enjoy the fastest, friendliest way to fill up your club programs.

- Enforce enrollment requirements with a full range of set-up options.
- Request an electronic signature for a waiver.
- Give customers the freedom – where applicable - to make a donation.

Scheduler

Scheduler makes your complete club schedule available online. Members can access the program from anywhere, at any time, booking tennis and racquetball courts, as well as personal trainers and physical therapy. Customize and control booking requirements for up to 50 viewable schedules. Let Spectrum NG do the scheduling for you.

- Allow customers to choose date, time and duration for any scheduled service.
- Control guest access to any scheduled service.
- Indicate if payment is required at the time of any online booking.