



Member Jungle Information Guide

Table of Contents

Table of Contents

Introduction

What Member Jungle Can Do

Hear from our Happy Customers

Some Customers Using Member Jungle

The Membership Management System

Membership Summary Screen

Membership Levels

Membership Products

Member Administration

Member Searches and Exports

Payment & Sales Reports

Xero Export

Digital Membership Cards

Members Control Their Own Accounts

Automated Subscription Memberships

Member Jungle Website and Content Management System

Your Member Jungle Website Design

Website Administration and Security

Document Library

Email and SMS Marketing System

Advanced Events Registration System

Online Store / E-Commerce System

Business or Member Directory

Member Jungle Mobile App

Member Jungle Payment Gateway

Custom Modules

CPD Log Module (additional costs apply)

Member Jungle is a division of Telligence Pty Limited

ABN: 52 109 572 376 Email: hello@memberjungle.com.au Web: www.memberjungle.com.au

Member Jungle Support Service

Member Jungle Packages and Prices

1) Introduction

About Member Jungle

Member Jungle is an online membership system that is designed to make it easy for organisations to manage their members and day to day tasks. Member Jungle is an initiative of Telligence Pty Ltd, who has been designing and developing online systems since 2004 and have helped thousands of clients Australia wide.

The Member Jungle system is delivered using tried and tested technology to help make Australian clubs easy to manage, profitable and sustainable for years to come. We are continually developing new features to help with the time consuming and problematic issues faced by committee members. The all in one system is all designed, developed and supported by our creative and multi-talented team and all uses the same easy to use interface. All offering your organisation assurance that the system will continue to develop and grow as new technologies become available and your administrators and members will love using it.

To add to this, we have our own 100% green hosting division and proudly host over 1500 websites around the world so we can ensure that we deliver our customers 99.99% up-time and unparalleled security. Plus, we can deliver you the added peace mind and say that we have NEVER EVER been hacked.

2) What Member Jungle Can Do



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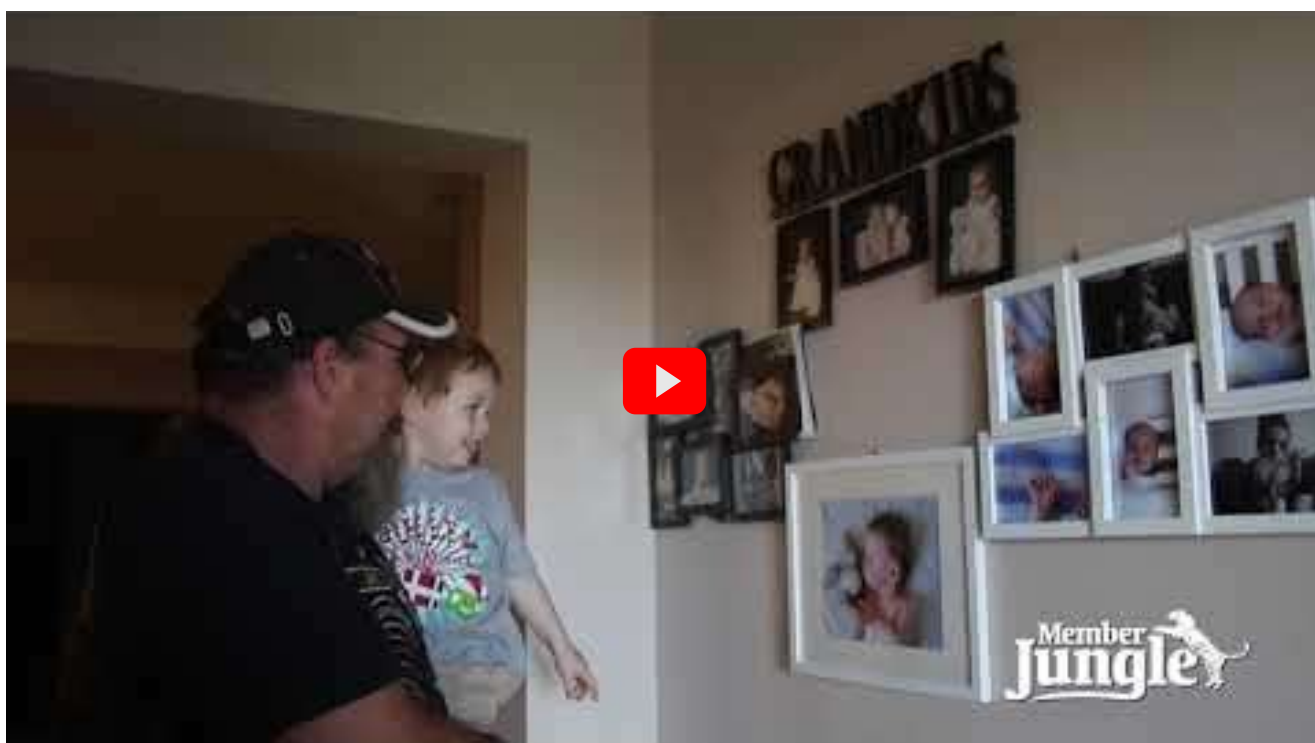
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3) Hear from our Happy Customers

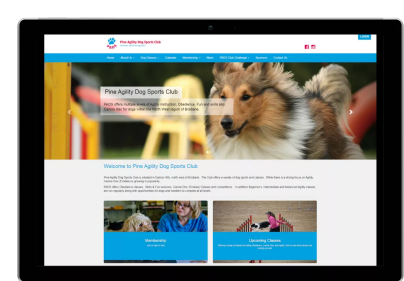
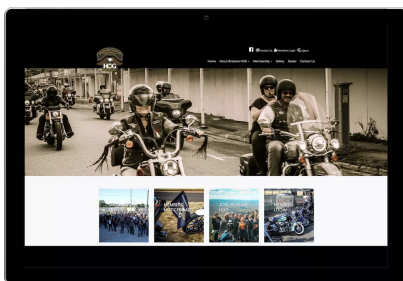
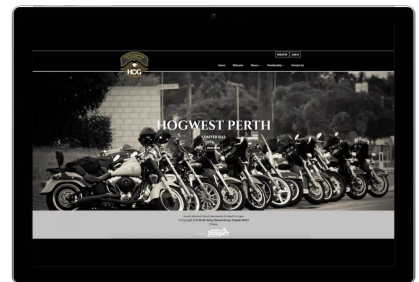
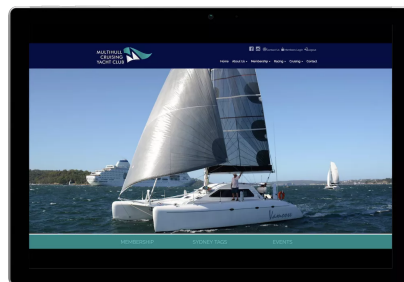
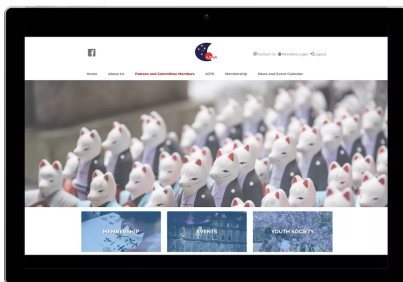
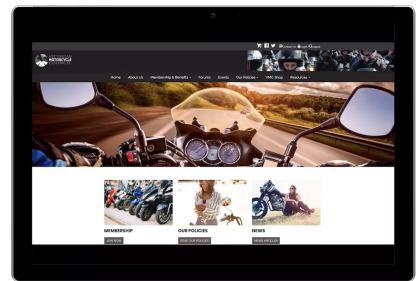
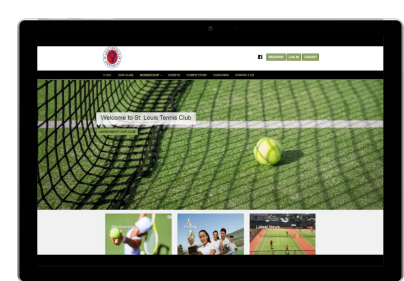
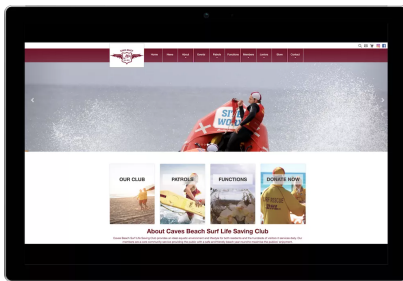
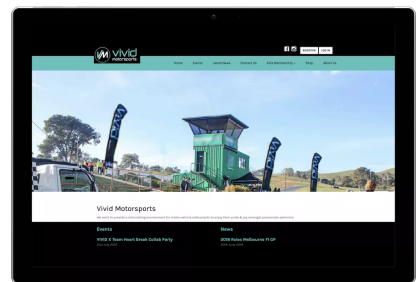
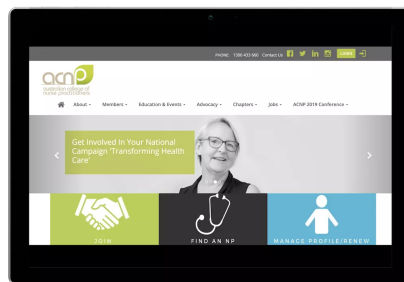
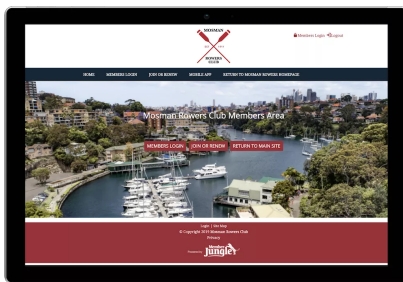
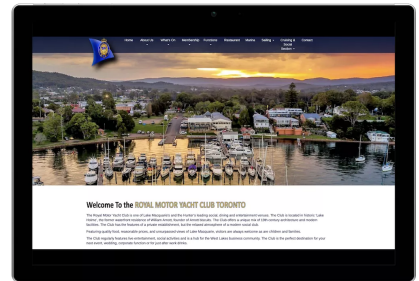
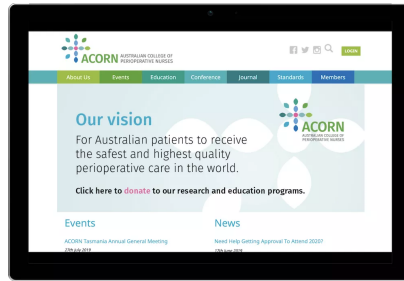
"For me, it really put the fun back into our club as I no longer have to worry about who's paid, who's coming up for life membership, and ease of reporting to our chapter director.

Previously, all of this was a nightmare but not any more!"

Dave Watson
Broadmeadow H.O.G. Chapter
Membership Officer



4) Some Customers Using Member Jungle



a) The Membership Management System

The Member Jungle Membership system is the core of our offering and has a range of features that will help you manage your members online easily. Your members can be easily managed via your website administration area and from anywhere with internet access.

Functionality includes:

Ability for Members to

- Sign-up and pay online
- Automatically be approved and emailed confirmation of their membership
- Receive their electronic member card instantly via email
- Gain access to member areas after logging in
- Retrieve their own password if they forget by clicking a simple link
- Update and manage their own profile and details

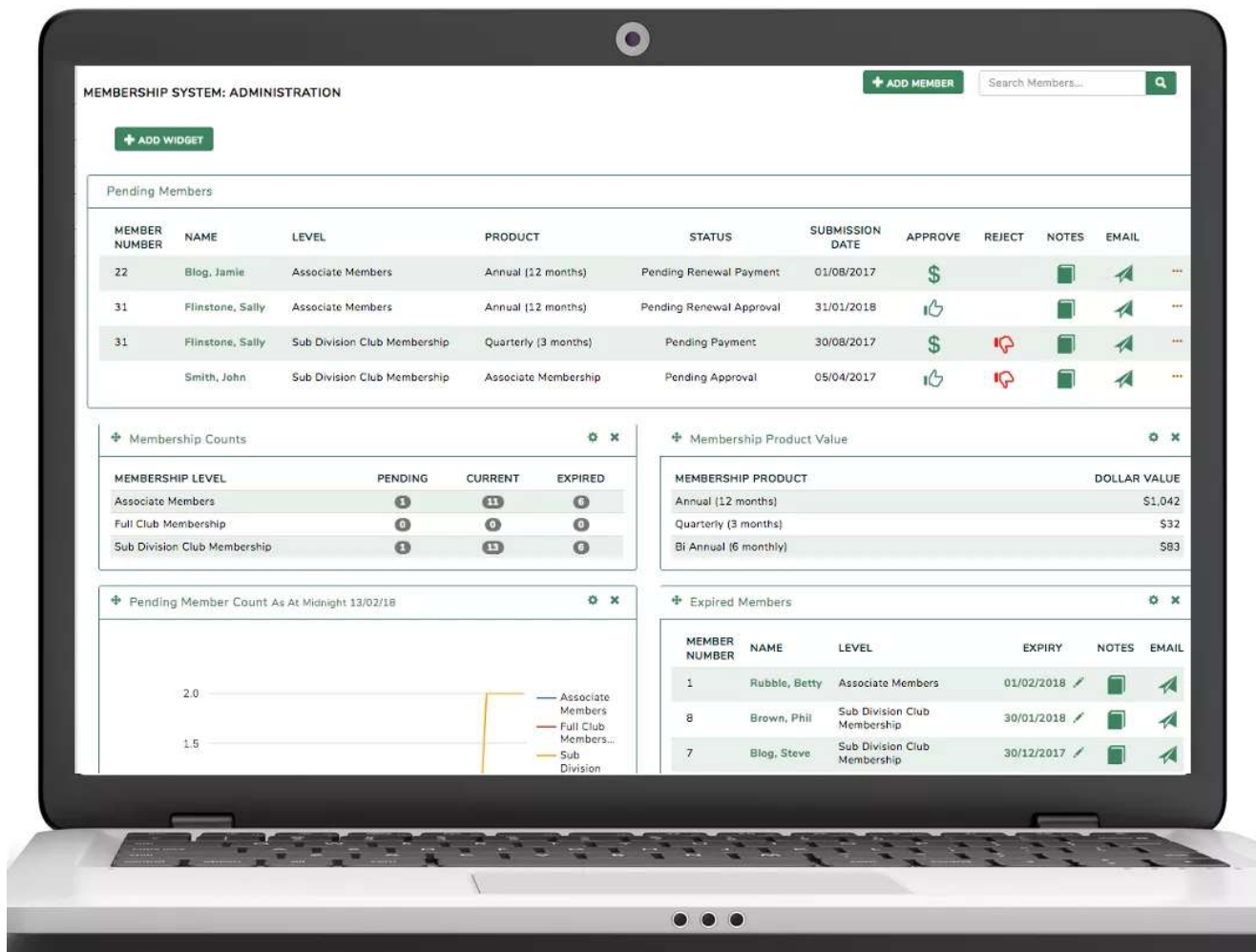
The Member Jungle system allows you to have different membership groups or types which can use different membership forms and have different levels of access for each membership type. (e.g. Gold Members may be able to see additional information on the website, discussion forums and in the document library, that Silver Members can't see)

Here is a sample of what the Member Jungle system looks like and how you can use it.

Membership Summary Screen

As soon as you login to your Membership system you will be taken to an editable summary screen that displays an overview of your memberships and if there is action required including:

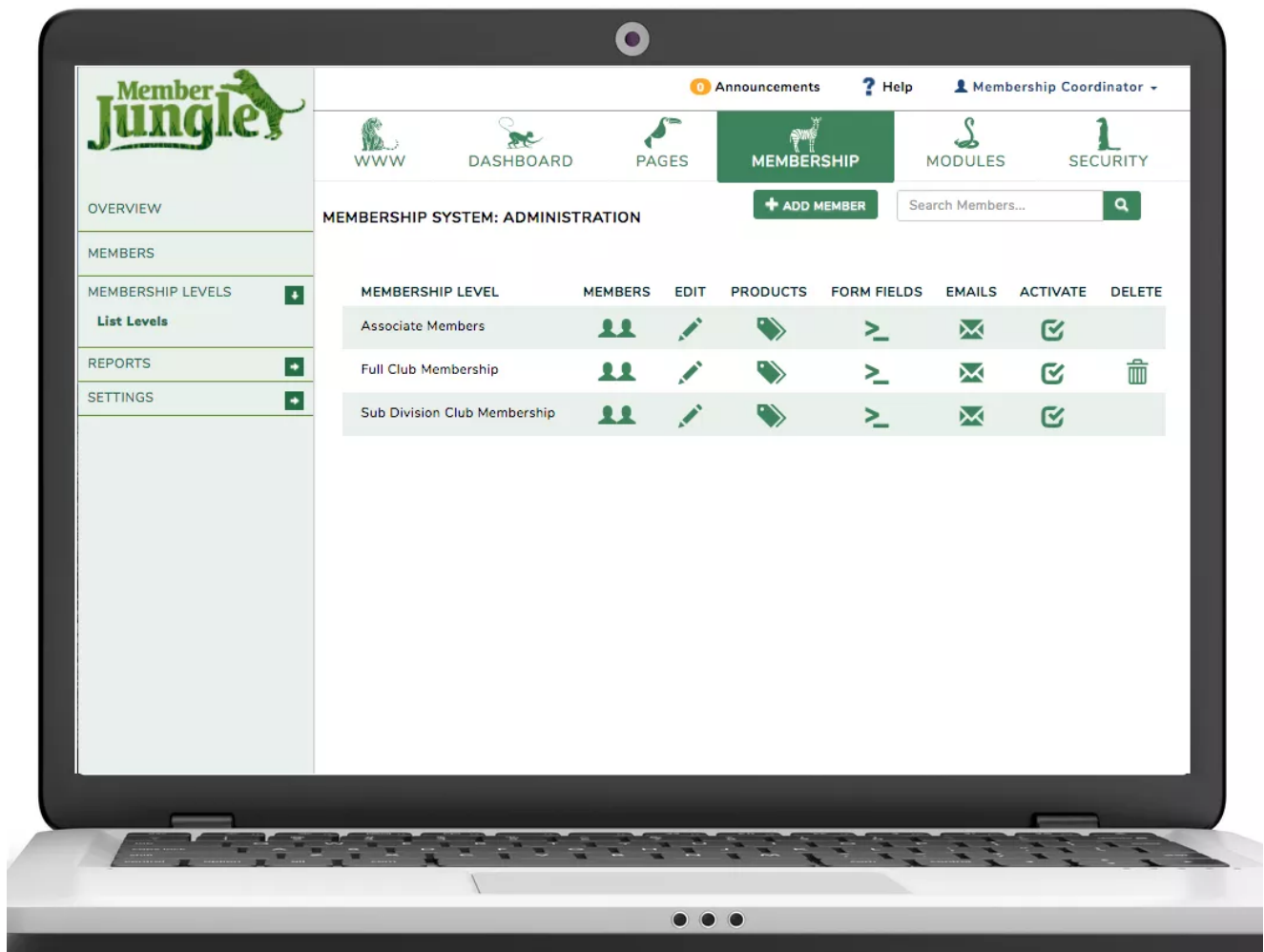
- The screen displays any members that are requiring approval and the ability to email or approve them straight from this screen.
- Any members who have recently expired will also be displayed
- Plus overviews, reports and graphs on your memberships that you can switch on and off



Membership Levels

Membership administrators can review and control their membership levels easily including:

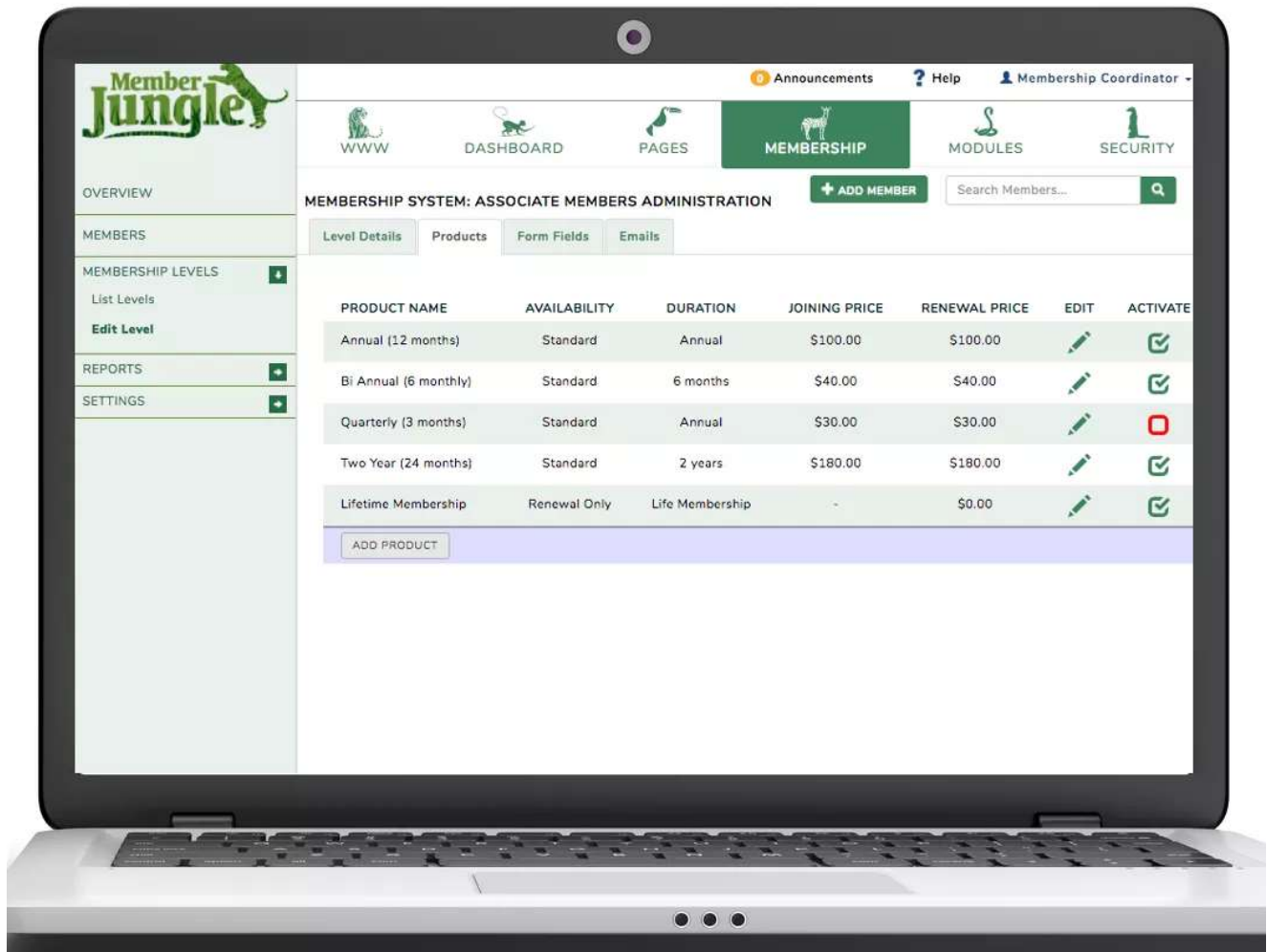
- Setup memberships to have fixed dates (which expire on a fixed date on a selected number of years from their start date) or rolling date memberships (which expire a selected number of months from the start date).
- Create and manage your membership forms to include any fields you require
- Edit the automated emails that are sent to members when they:
 - sign-up for a new membership
 - are approved and their membership is activated
 - renew their membership
 - are due for renewal



Membership Products

From the Membership products screen you can:

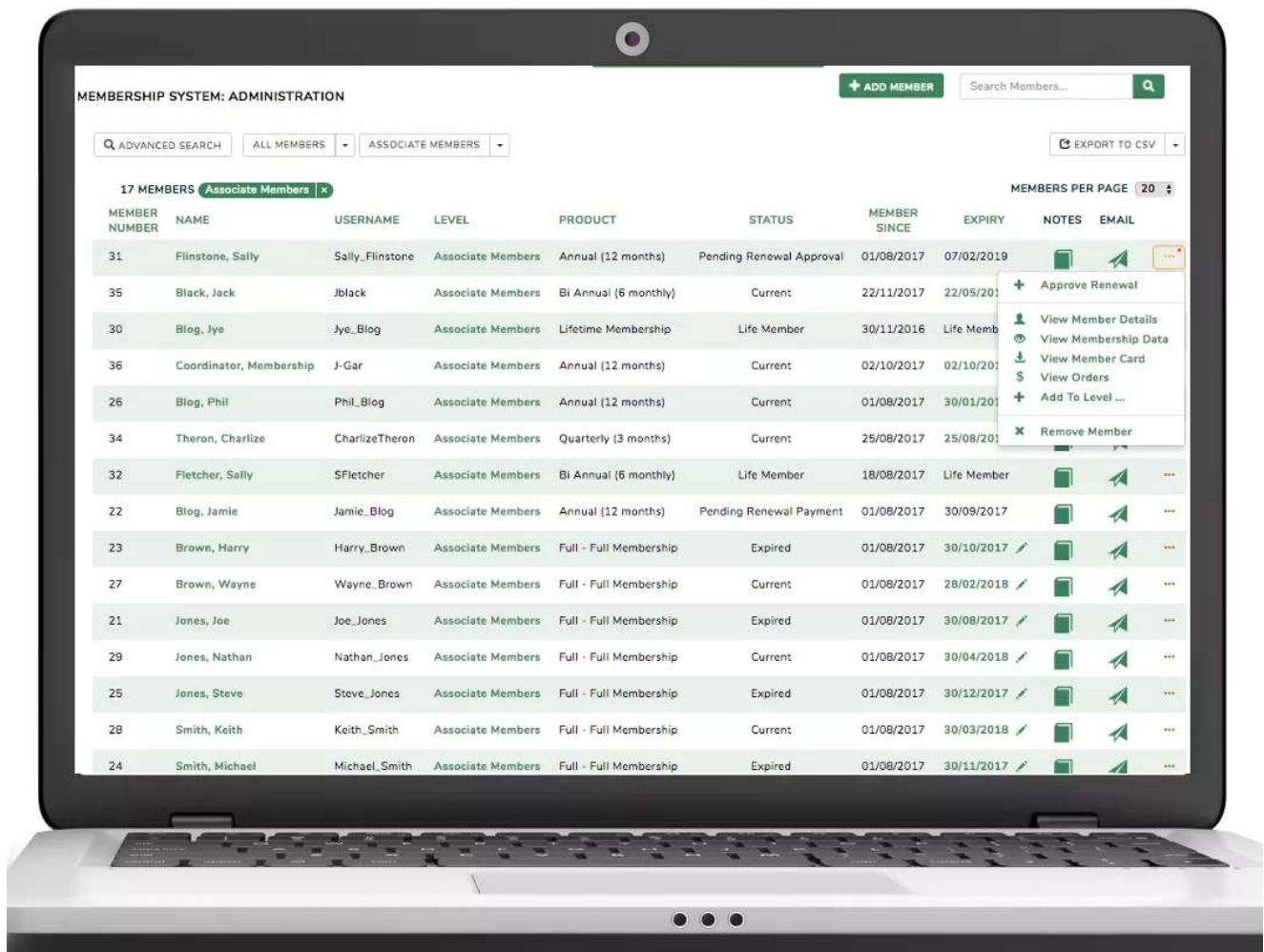
- Add and edit and inactivate Membership products i.e. 1 year, 2 years, lifetime etc
- Edit the price and duration for each membership product
- Add products that can only be seen by certain roles or user groups (i.e. Member only options)



Member Administration

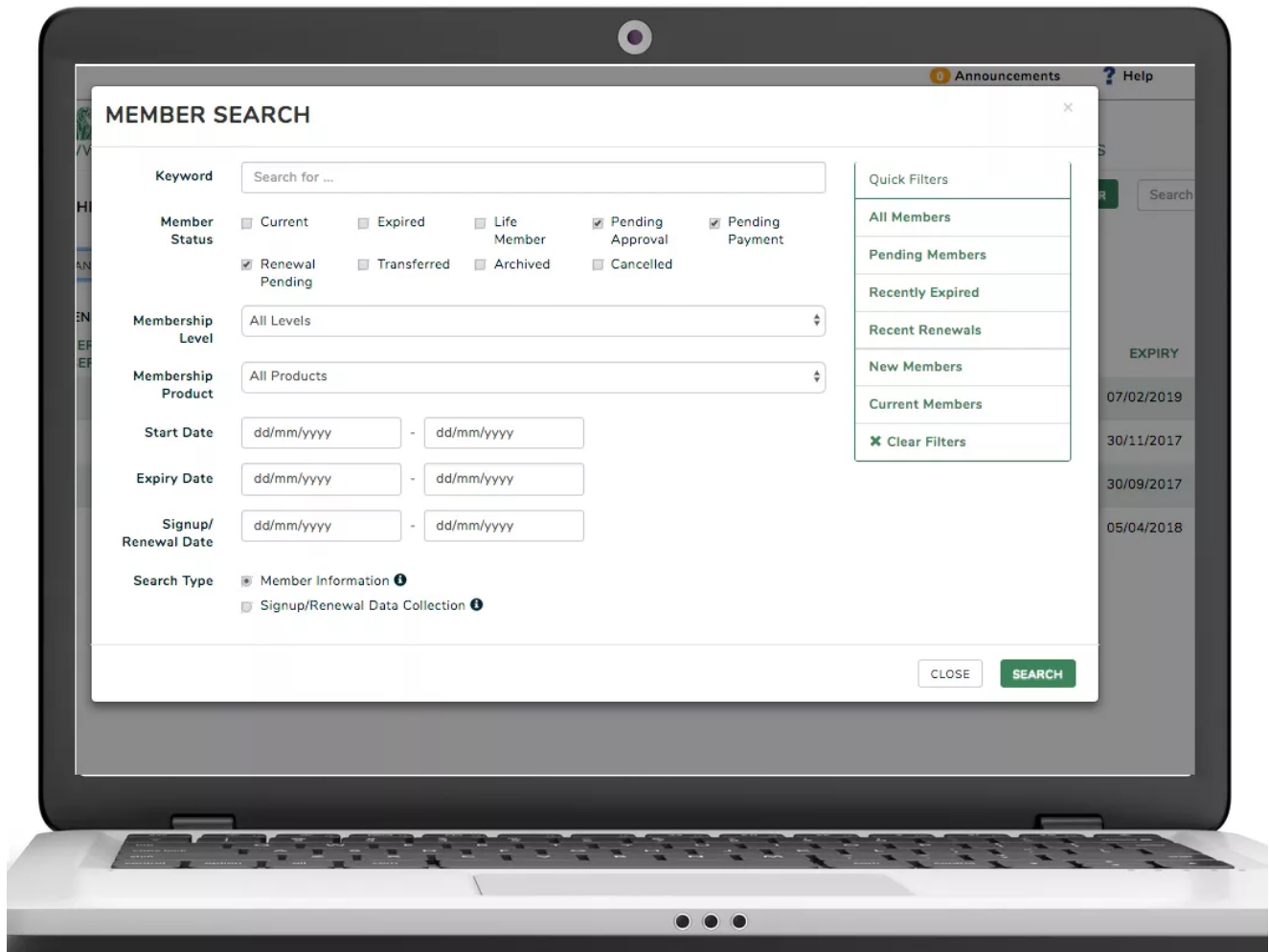
Easily manage your members from the Members Administration area

- Manually add new members and renew them via the administration area
- Update members contact details and expiry dates
- Add journal entries and notes against each member
- Email your members directly
- Review all orders and invoices
- View and edit your members details
- Download member's digital member cards
- Transfer members between membership levels
- Option to archive members who are no longer associated with the club



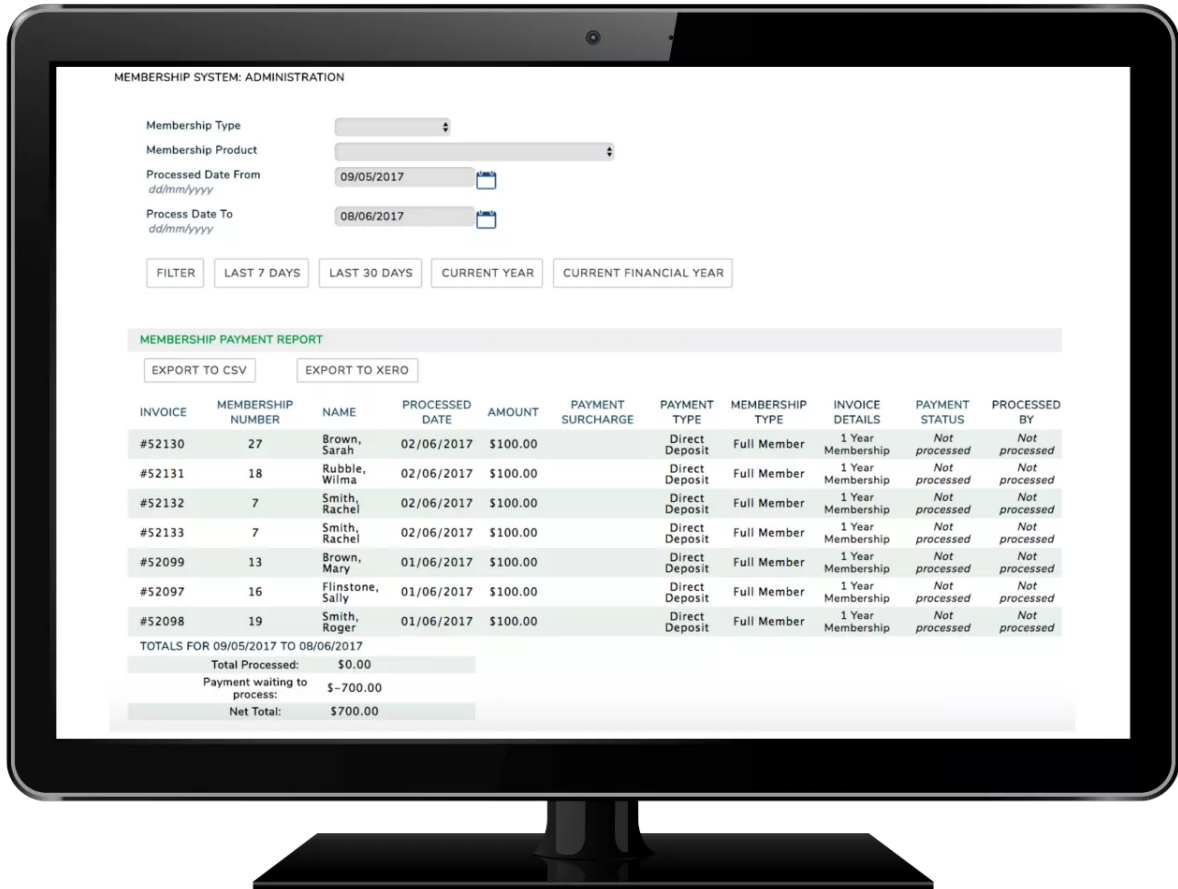
Member Searches and Exports

- Easily perform advanced member searches for all different member statuses or a keyword
- Quickly review member reports online
- Export all member searches to a csv file including all membership form sign-up fields
- Export member searches to create a mail-out and pdf letter

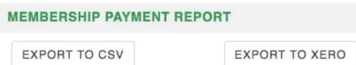


Payment & Sales Reports

View and export a number of reports including a complete membership payment report, plus see sub-totals of amounts processed and pending payments.



Xero Export



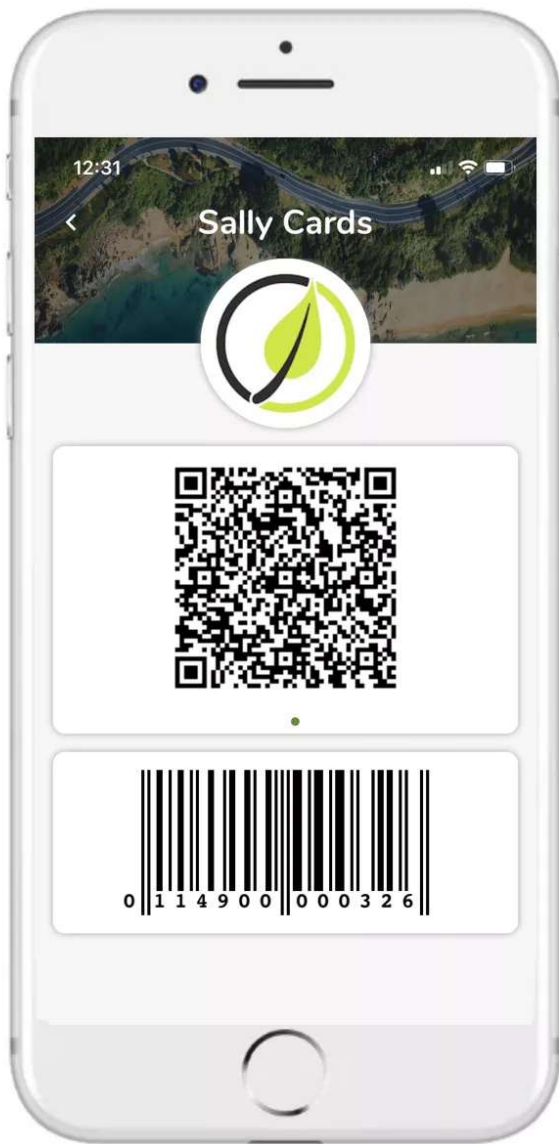
Export all of your transactions and import them directly into Xero with a few simple clicks.

Digital Membership Cards

Member Jungle automatically generates a digital membership card that can match your group's branding and contains all of the members' vital information. Digital member cards are available via email, on the website and also on the mobile app, so members always have their cards on hand.



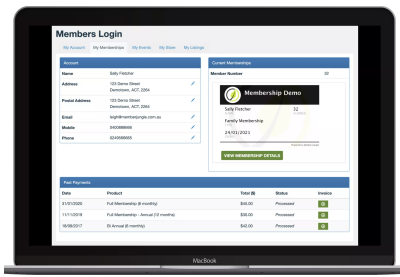
- Members can easily access their digital membership card on their mobile device.
- All members have a unique barcode, and a separate QR code for all memberships levels meaning you have the ability to set up integration with other systems, and scan these at P.O.S.
- All member cards include member's name, member number, membership level and expiry date.
- Administrators can upload logo to be on the card, choose the top banner colour and the remaining fields are dynamically created (including using the logo as the background image as shown)



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Members Control Their Own Accounts



Your members are able to control their own accounts

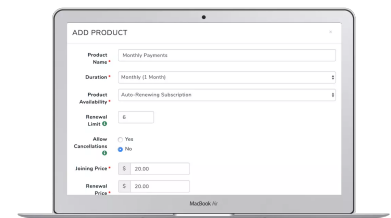
- They can login and update their own details,
- View their digital member cards
- Review and download invoices
- See their own event registrations, tickets and invoices
- Access of their store purchases
- View and update their own business/member directory listing

Automated Subscription Memberships

You can setup products as a monthly, quarterly 6 monthly automated subscription payments. So you can setup monthly memberships that continue indefinitely or are renewed annually.

Members can sign-up and control their saved payment details and then payments will be automatically taken from their debit or credit cards when they are due.

Automatic emails notify members and administrators if any payments fail and allow members to update and add new payment information.



b) Member Jungle Website and Content Management System

Your whole membership system and all of the integrated functionality is all controlled and managed via your website administration area. All of the modules have been designed and developed by our team so they all have a consistent look and feel.

It all uses an amazingly easy to use interface that allows you to update your content in just minutes. The system is currently loved by hundreds of customers all over Australia. The Member Jungle content management system means you have complete control over your website including:

- Ability to add, edit and delete unlimited pages on your website
- Ability to control which pages are public or available to certain members or user groups
- Adding images, Youtube videos, slideshows, photos and more
- Choose which content pages you would like to appear on your Member Jungle Mobile App
- Easily update News, Events and Blog items by filling in simple forms

c) Your Member Jungle Website Design

We have a range of website themes depending on which Member Jungle package you choose. All of our website designs are completely mobile responsive which means they adjust and can be easily viewed on all devices from desktops to mobiles.

Each template will include your logos and chosen colours and all content can easily be changed by you at anytime.



d) Website Administration and Security

Member Jungle security and administration systems allow you not only to control what access you give to different administrators but also what pages can be seen by different members.

- Setup unlimited number of groups which all have different permission levels
- Ability to limit administration access to only be able to edit particular pages or modules
- Add increased security with the ability to give users access to edit pages and submit them to other higher level users for approval

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- Ability to give page view access to users/members only

e) Document Library

Create unlimited number of categories for your documents and resources and upload them in a searchable resource library.

Features include;

- Enhanced file and document security
- Ability to choose and upload multiple files
- Delete uploaded documents
- Search by file name
- View only
- Fully mobile responsive
- Plus you can restrict access per category to certain user or member groups.

f) Email and SMS Marketing System

The Email and SMS Marketing System is another built-in feature of your Member Jungle membership system. Features include

- import SMS and Email List subscribers,
- send emails directly to people in your membership database
- send emails directly to people who have purchased from your store
- send emails to people who have registered to attend an event
- send emails to people who have subscribed via your website
- send SMS messages to imported lists of subscribers
- send SMS messages to people who have registered to attend your events

g) Advanced Events Registration System

The events module is an easy way to manage all of your events online and schedule your upcoming events on your website. The system will automatically manage and remove them when they are over. It also has the following functionality:

- Take event registrations online via a simple form (with or without payments)
- Limit the number of each type of ticket sold
- Select a date and time to open and close registrations and ticket purchases
- Create various ticket types per event with different prices

- Accept online
- Ability to give different user groups (i.e. members) % discounts if they are logged in when they purchase tickets
- Ability to send a push notification to users who have downloaded your app
- Up-sell different products i.e. shirt, hamper etc at the time of ticket purchase
- Email ticket instantly to customer upon their registration and payment
- Access event reporting information and attendees lists
- Clone an event for easier event creation
- Create custom forms to collect additional information when people register
- See event registration lists via the app and mark off attendance

EVENT NAME	DATE	ATTENDEES	REGISTRATIONS	EDIT	ACTIVATE	DELETE
Sample Event 1	03/10/17					
Wednesday Training Session with Registration and Payment	12/06/17	19				
June Registration Only	12/06/17	15				
Event with Rego and Payment	10/05/17	137				
Basic Event	08/05/17					
Car Club Event with Registration Only	07/05/17	60				
Class Training Event	10/04/17	0				

Select An Event: Wednesday Training Session with Registration and Payment - 12/06/17

Tickets for Wednesday Training Session with Registration and Payment

TICKET TYPE	# SOLD	TOTAL SALES	TOTAL AVAILABLE
Adult	10	\$1,000.00	10
Child Ticket	9	\$900.00	100
Total	19	\$1,900.00	

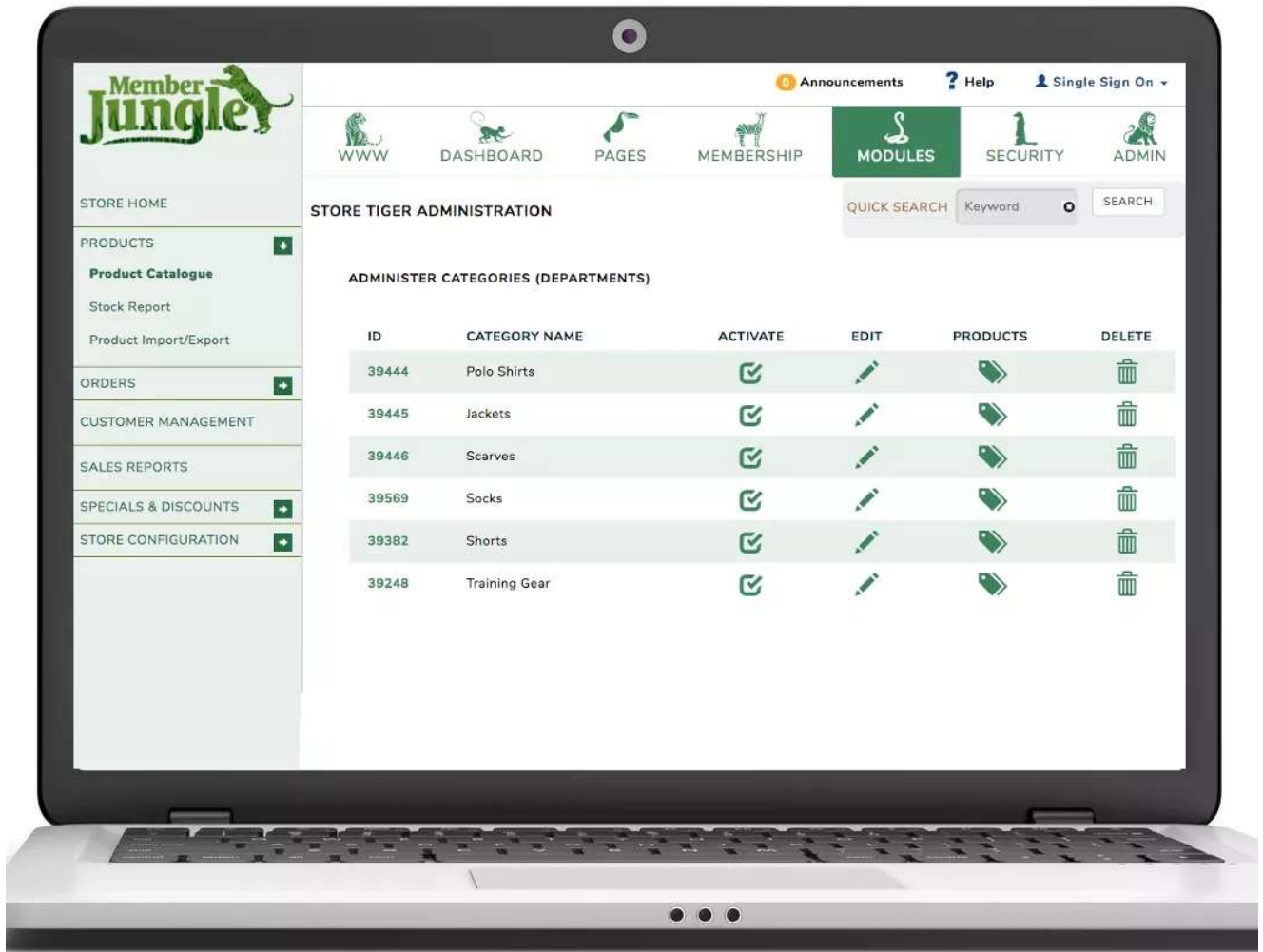
h) Online Store / E-Commerce System

Easily add an Online Store to your website so you can sell your club merchandise and other items all via the same platform. The store can be shown on the public area of the website or in a members only area and includes the following features:

- Unlimited categories and sub-categories and brands
- Ability to add attributes on a product (all same price) i.e. S, M, L or have different variations of one product all within one main product (e.g. blue, black, red etc)
- Create "Suggested or Associated Products" to guide your users to other products
- The ability to export and import products using our standard import fields making it quick and easy to update and maintain your online store (custom imports can also be built if required - starting at \$2500)
- Create coupon & promo codes to entice your customers/members to buy now
- Integration with Eway, and Paypal or choice of manual payment options.
- In-built postage calculator options
- Easy to use dashboard to track sales
- Detailed customer & sales report
- Option to apply storewide discounts via a brand or category

PLUS

- You will have the ability to create user groups (including member types) and give them access % discounts or see categories that can't be seen by public users.



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i) Business or Member Directory

Adding a member or business directory to your membership can be a great way to add value for your members and can be added to all of your membership types or just to a particular membership. So that means that when someone signs up and pays for the membership they will also have a business or member listing created at the same time.

- Members will be emailed a link straight after the sign-up process asking them to add more details to their listing,
- Members will be able to maintain and edit their own listing at anytime as well as access statistics on number of natural listing views, searched views and external links clicked
- Members will automatically be removed from the directory when their membership expires
- Members will have the ability to add links to their own external websites, add descriptions, link to social profiles (i.e. Facebook and Linked-in), upload documents and images, include address, contact details and more.
- Member listings will be able to appear in multiple categories or have keywords in their profiles so that other members can easily search for certain research fields and return relevant results.
- Website administrators will be able to view and edit categories, locations, listings and view overall statistics.
- The Directory will soon be available and searchable via the Mobile App

For more ideas on how you could use a Member or Business Directory [click here](#).

BUSINESS DIRECTORY

BUSINESS LISTINGS

Name Order Ascending All Status 10
ORDER BY STATUS ROWS TO DISPLAY
 SEARCH
KEYWORD

NOTE: * = Inactive

STATISTICS	OWNER	BUSINESS NAME	EXPIRES	ACTIVATE TRIAL	ACTIVATE	EDIT	DELETE
		Main Street Cafe	29/11/2017		<input checked="" type="checkbox"/>		
		Main Street Coffee Shop	-		<input type="checkbox"/>		
		Main Street Corner Shop	-		<input checked="" type="checkbox"/>		
		Main Street Sandwich Shop	-		<input type="checkbox"/>		
		Main Street Shoe Shop	-		<input checked="" type="checkbox"/>		
		Telligence	-		<input checked="" type="checkbox"/>		

You are viewing 1 to 6 of 6.

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j) Member Jungle Mobile App

You also have the added benefit of being able to have all of the information that is on your membership website in your members' pockets with the Member Jungle Mobile app that they can download to their phone.

The Member Jungle app allows your customers to download the app and select your club. You will then be able to communicate with them via free push notification messages directly to their phone.

- All of the content on the mobile application automatically updates when the website is updated including the:
 - document library,
 - events,
 - blogs and
 - news items
 - member chatrooms
 - business/sponsors directory with keyword and map based searches
 - Members can login to the app and access their membership card and see their member details
 - Ability for members to easily add event dates to their phone calendar
 - Members can view and edit their basic profile information via the app
 - They can also contact the membership coordinator or site administrator directly from the app and include attachments

As an administrator you can also view even more on the app

- including a full member list, with details on each member and their memberships
- view and approve all pending member applications
- the ability to contact a member directly via the app
- a complete event registration list
- the ability to mark people off as attending

k) Member Jungle Payment Gateway

Member Jungle allows you to process online payments for membership, events and the online store. Our payment gateway is powered by the Stripe Connect gateway and is completely PCI compliant, which means that no credit card information is stored on our own site and all payment data is secure.

All online payments within Australia (using domestic cards) are charged at 99 cents and 2.5%, all other transactions are charged at 99 cents and 3.9%. There are no charges for any manual payments processed via your Member Jungle system.

The Member Jungle Gateway features;

- Easy and free setup
- No monthly fees
- Ability to pass on all transaction fees onto the member or purchaser
- Automated subscription payments
- All transactions are completed within your website, making it easier for users to complete payment.
- All money is deposited into your account on a weekly basis
- Full reconciliation reports available for all transactions

If you are expecting to process a large number of transactions on Member Jungle and want to chat about alternative gateways or transaction fees please contact us.

5) Custom Modules

a) CPD Log Module (additional costs apply)

The CPD Log Module allows members to log and track their own CPD points and hours as well as integrates with the events module to automatically log. It will include the following functionality, some older features and some new features;

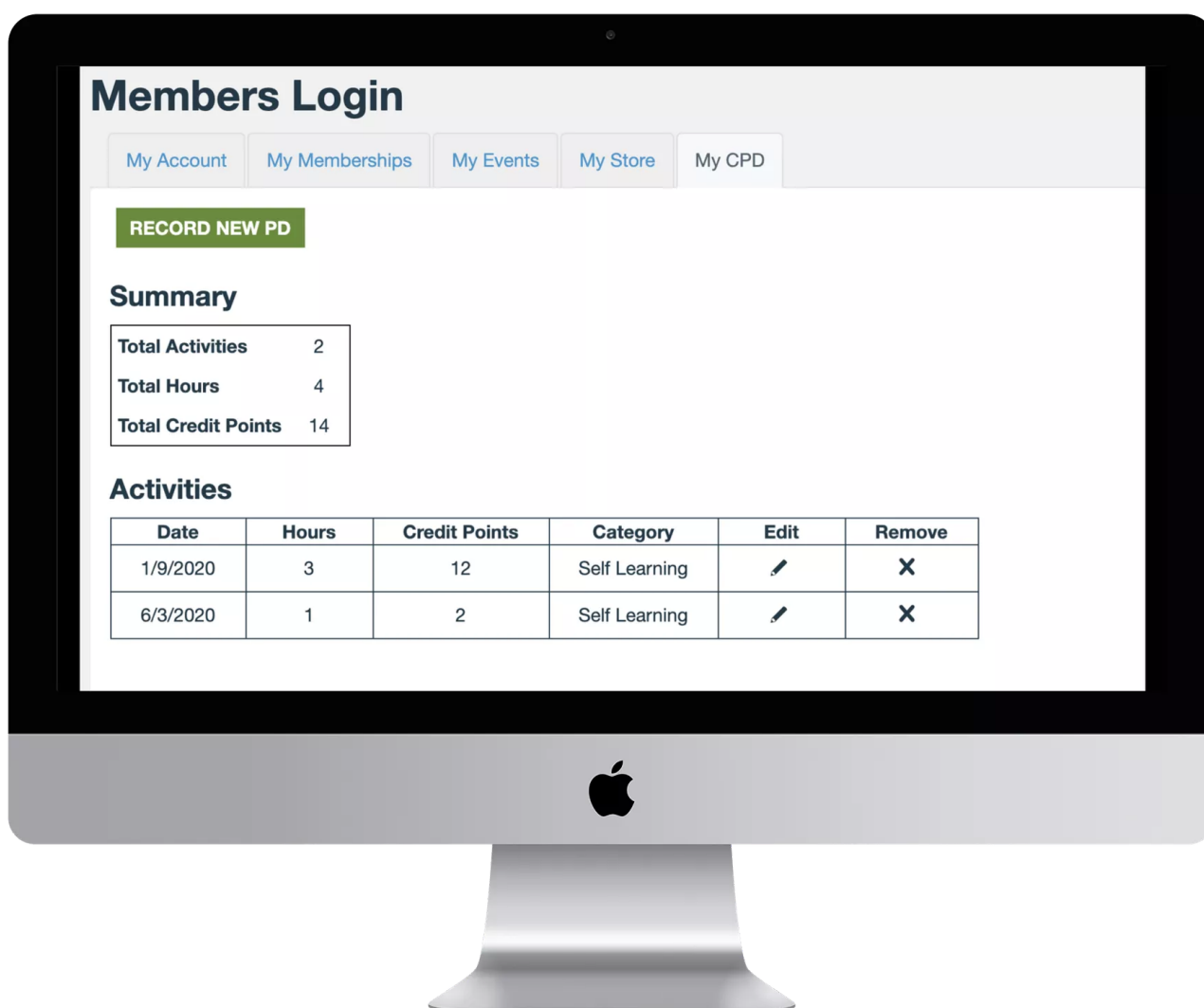
ADMINISTRATION FUNCTIONALITY

- Ability to setup CPD categories and sub categories

- Option to view all individual member CPD records against their member record
- Audit report functionality which allows you to run a date range report for all members showing all of their logged CPD hours and points per category
- Ability to export the audit report into a csv file for further review

MEMBER FUNCTIONALITY

- Members will be able to login using their Member Jungle login details
- There will be a new CPD tab in their Member area (mock-up screenshot shown below indicative only - design may vary) where members will be able to record all CPD points and hours, as well as upload support documentation per category
- Members can record Employment details including Start and End Date, address, hours, caseload description
- Members can see a summary of and list and manage all previously logged points and hours in a table format
- Download a pdf CPD Report within a specific date range of all logged points and hours



6) Member Jungle Support Service

The ongoing support and care for your website and membership application is as important as the initial development of the site. Unlike our competitors who wave you goodbye once your site is live, at Member Jungle our client relationship never stops.

We know that maintaining your web application is critical for a return on investment for your site.

Benefits

Maintenance and updates to Content Management System Software – Our CMS is used by clients Australia wide, we maintain this platform and update it regularly to deliver you a quality experience. Regular code and maintenance updates to maintain our bullet proof web application.

Hosted in Australia and managed by us– Our sites and systems are all hosted in Australia and managed by an Australian Company. Our system has never been hacked and is always monitored for uptime.

Email and Online Support – Access to our team of local support experts based in Australia.

Impeccable Hosting Environment - Hosting of your site in a tier 3 data centre in Australia with all the redundancies to ensure a 99.99% uptime in the cloud at lightning fast speed.

7) Member Jungle Packages and Prices

THE FOLLOWING INCLUSIONS ARE AVAILABLE IN SELECTED MEMBER JUNGLE PACKAGES

For a full list and comparison please [click here](#).

- Membership Management System
- A Club Website with Unlimited Pages
- Mobile App
- Push Notifications to the Mobile App
- Events Module
- Photo Gallery Module
- Catalogue Module
- Video Uploads
- Document/Resource Library
- Member Chat Rooms
- Poll and Voting Modules
- Online Store
- Email & SMS Marketing
- News Module
- Custom Form Builder
- Social Media Integration
- Search Engine Optimisation Tools
- Website Hosting
- Access to Online Training Resources
- Email and Online Support