

Online Services

CSI's Online Services provides speed, convenience, and flexibility to your customers and gives them access to up-to-date account information at a glance. By giving members and guests control of their payments, enrollments, and bookings, your staff can devote more energy and time to quality customer service, and reap the rewards of customer loyalty and satisfaction.

- Transaction reports
- Paperless statements
- Secure payment options
- New member and guest services
- Program registration
- Service scheduling

Increase your sales and reduce overhead costs with CSI's Online Services (OLS). Great customer service is vital to a thriving business. OLS is a self-service feature designed for your customers which allows them access to your facility twenty-four hours a day, seven days a week. Customers no longer need to wait in line or on the phone to sign themselves and their children up for classes. With this great feature, they can pay for new memberships, add sub-members, view account information, enroll in programs, schedule services, and make payments from home, office, kiosk, or blackberry. Access is simple through an embedded link in your club's website, and you can ensure the transition from your website to OLS is seamless by displaying your club's logo in the OLS banner and by customizing the colors and link names to match those of your club.

Detailed setup options are available to you, allowing you to select exactly what features your customers can use. For every transaction and booking made online, a confirmation is sent to your customers via email. OLS allows members and guests immediate access to services from anywhere while increasing the amount of time and energy your staff can devote to quality customer service on-site.

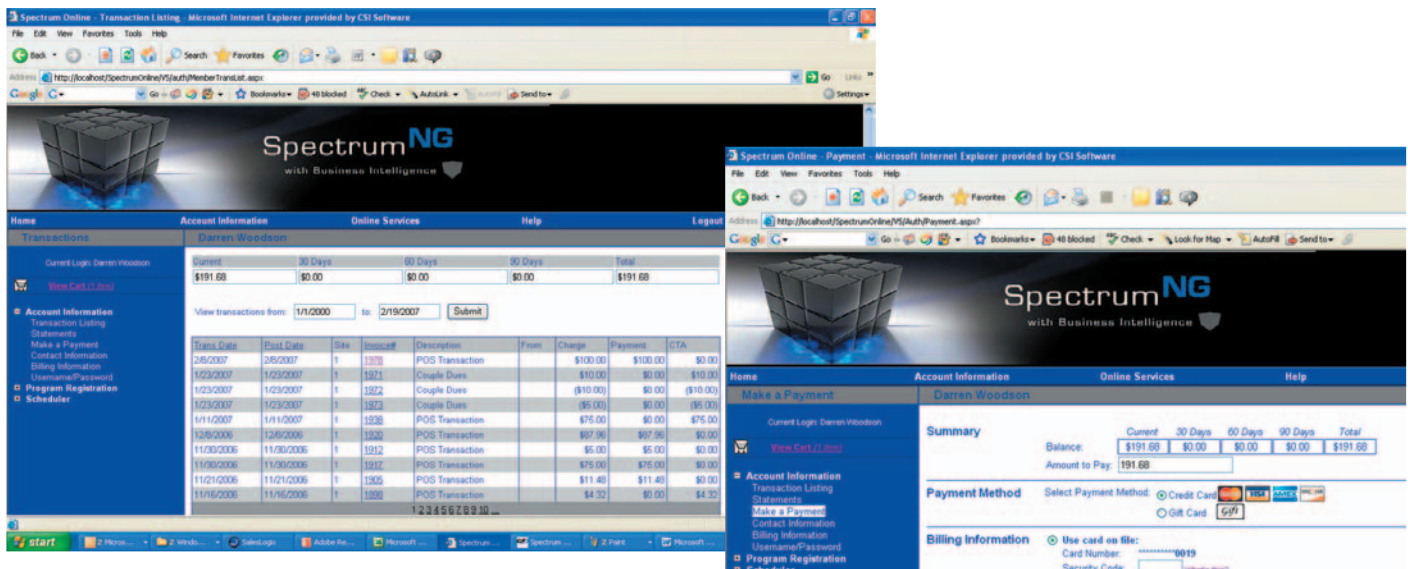
Member and Guest Wizards

New customers who want to become members or guests of your facility can do so easily using the Member and Guest Wizards. You control which of your sites offer online memberships, and you can set up memberships specifically for online users, with the option of charging separate fees for new sub-members who join at the same time.

Enter map links and detailed descriptions of your facilities, hours, and amenities. The setup options for the wizards allow you to enter instructions for each step in the process of becoming a member or guest. For additional questions new members and guests may have, a comprehensive help file can be accessed with the click of a button.

Account Management

With OLS you can cut the time and expense involved in managing your customers' accounts. You can reduce the amount of paper, ink and postage you use with paperless statements. When billing is run using CSI's billing module, customers can be automatically notified by email that their statements are ready. They can then use OLS to view and print them.

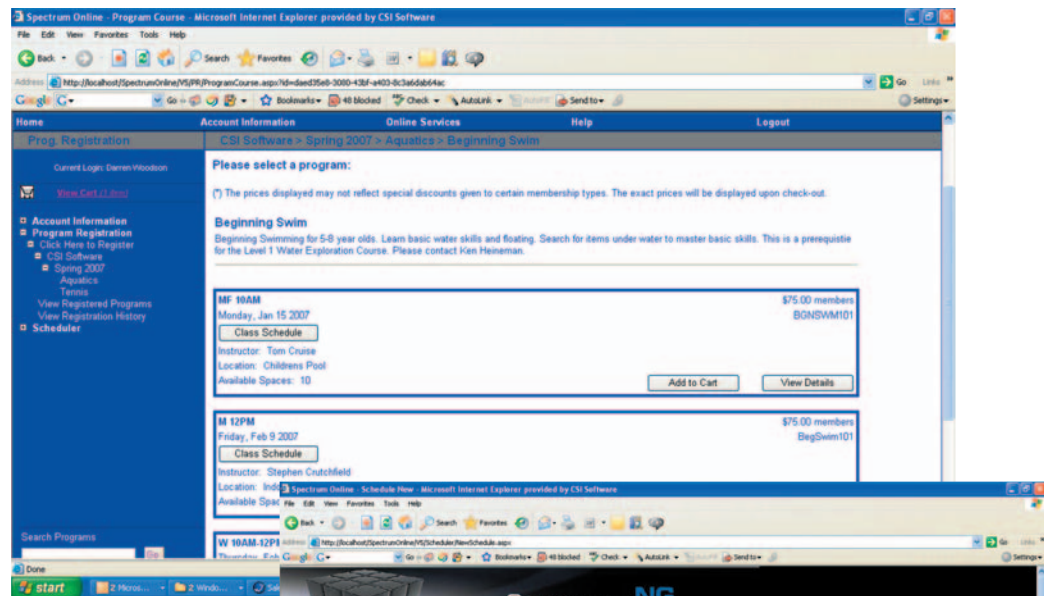


Program Registration

The most popular feature of OLS is Program Registration. Online Program Registration is designed to make the enrollment process quick and efficient for your customers. By giving your customers control of their own enrollment, you can quell the chaos of registration periods and markedly improve customer satisfaction. With a detailed range of setup options, you can enforce the requirements of enrollment for each program and ensure that customers cannot enroll in programs unless those requirements are met. You can choose to request an electronic signature for a waiver. You can also give your customers the option of making a donation.

With OLS you can display the programs offered at other sites and allow your members and guests to enroll in them. You can control which sessions display online and which are only available through in-house enrollment. To minimize frustration, the size limit for each program displays, and when the program has been filled, it is clear to prospective enrollees that it is now full. Customers can add items to their carts and come back to pay for them later if necessary. For the sake of quick and efficient mass enrollments, a time constraint is applied to each enrollee, and if items are not paid for within a period of time, their carts are automatically emptied.

- Real-time
- No importing/exporting or synchronization of data
- Hosted or non-hosted
- Carbon copy templates



Scheduler

With Scheduler your customers can book tennis and racquetball courts and make reservations for various services such as personal trainer and physical therapy. This feature allows your customers to choose the date, time, and duration of a service and displays up to fifty available schedules for your members' and guests' selection.

With Scheduler you can control requirements for a booking, including whether guests have access to a service and whether payment is required at the time of booking. A variety of options are available to tailor your requirements for online bookings.



About CSI Software

CSI Software is the leading provider of membership management software and services designed for health and fitness clubs, campus recreation centers, wellness centers, JCC/YMCA/YWCA organizations, and parks and recreation departments.

For more information logon to csisoftwareusa.com