

Online Services

CSI Software'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.

- View Transactions
- View and Print Statements
- Edit Billing and Demographic Information
- Make a Payment
- Join Online
- Register for Programs and Classes
- Book Tennis Courts and Personal Training Sessions
- View and Rent Lockers
- View and Purchase Series Sales Packages
- Book Spa Appointments
- Schedule and Manage Leagues and Tournaments
- Employee Portal

Increase your sales, reduce costs and improve the customer experience with CSI Software'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 taking advantage of our branding services.

New Members Can Join Online

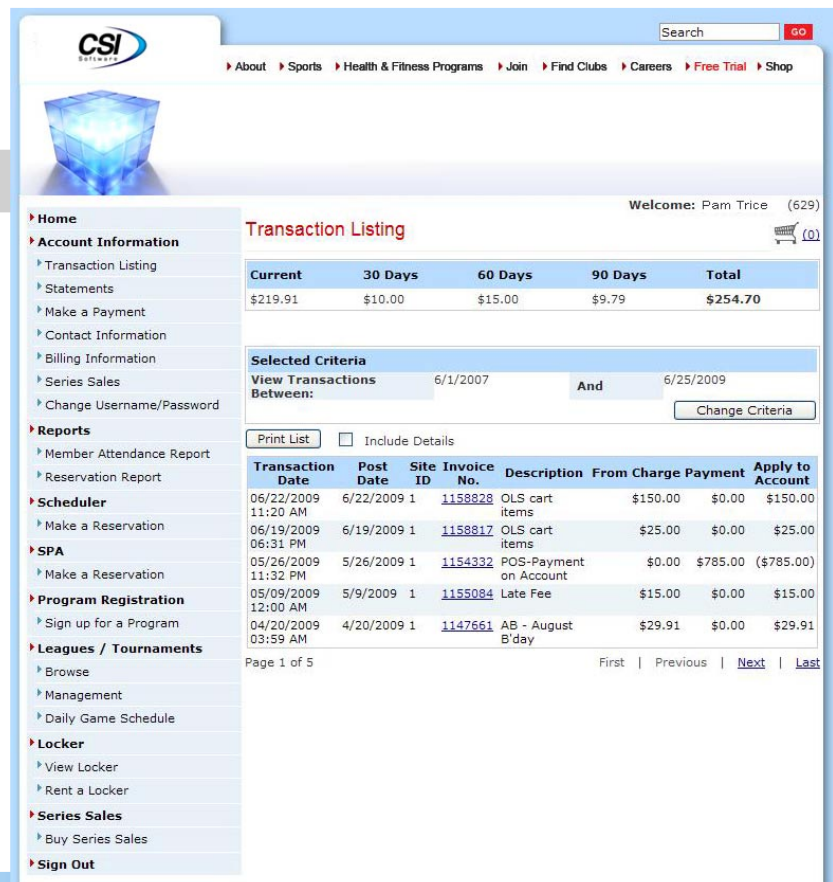
New customers who want to become members or guests of your facility can do so easily using the Member and Guest Wizards. You control which of your sites offer online memberships, and you can set up memberships specifically for online users, with the option of charging separate fees for new sub-members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

Customers also have the ability to view their transactions online. This will cut down on the number of calls to the back office. Additionally, you can allow your members to edit their billing and demographic information online. Want to update an expired credit card? Simple.



The screenshot displays the CSI Software Online Services (OLS) interface. At the top, there is a search bar and navigation links for About, Sports, Health & Fitness Programs, Join, Find Clubs, Careers, Free Trial, and Shop. A welcome message for Pam Price (629) is visible. The main content area is titled "Transaction Listing" and shows a table of transactions with columns for Current, 30 Days, 60 Days, 90 Days, and Total. Below the table, there are filters for "Selected Criteria" and "View Transactions Between:" with a "Change Criteria" button. A "Print List" button and an "Include Details" checkbox are also present. The transaction table includes columns for Transaction Date, Post Date, Site ID, Invoice No., Description, From Charge, Payment, and Apply to Account. The table shows several transactions, including OLS cart items, POS-payment on account, and a late fee. At the bottom, there is a "Page 1 of 5" indicator and navigation links for First, Previous, Next, and Last.

Current	30 Days	60 Days	90 Days	Total
\$219.91	\$10.00	\$15.00	\$9.79	\$254.70

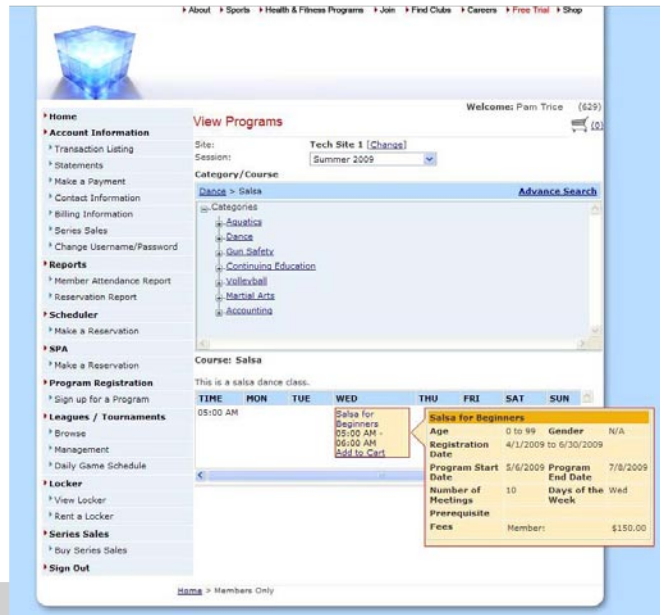
Transaction Date	Post Date	Site ID	Invoice No.	Description	From Charge	Payment	Apply to Account
06/22/2009 11:20 AM	6/22/2009	1	1158828	OLS cart items	\$150.00	\$0.00	\$150.00
06/19/2009 06:31 PM	6/19/2009	1	1158817	OLS cart items	\$25.00	\$0.00	\$25.00
05/26/2009 11:32 PM	5/26/2009	1	1154332	POS-payment on account	\$0.00	\$785.00	(\$785.00)
05/09/2009 12:00 AM	5/9/2009	1	1155084	Late Fee	\$15.00	\$0.00	\$15.00
04/20/2009 03:59 AM	4/20/2009	1	1147661	AB - August B'day	\$29.91	\$0.00	\$29.91

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.

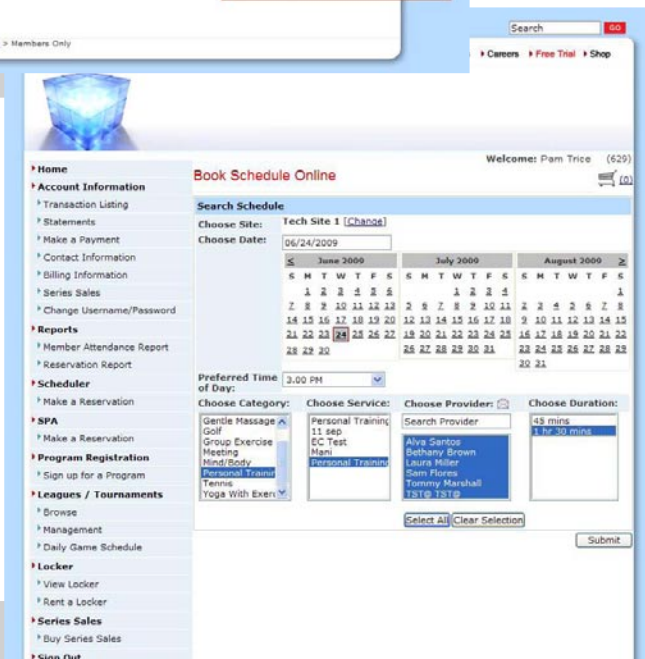
- Real-time
- No importing/exporting or synchronization of data
- Hosted or self-hosted pages
- Branded templates



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 sophisticated options are available to tailor your requirements for online bookings.



About CSI Software

CSI Software is the leading provider of Club Management Software and Membership Management Software and services designed for health and fitness clubs, campus recreation centers, wellness centers, JCC YMCA YWCA organizations, parks and recreation departments and hotel and fitness resorts.

For more information visit CSISoftwareUSA.com