

Membership Organisations

Buyer's Guide

loveadmin
moving your organisation forward



Introduction

When you start looking for the right admin and payment software for your organisation, it's important to think about the functionality you'll need to manage your people efficiently.

Many of the features and tools you'll eventually need might not be obvious at the outset, so we've put together a list of things to look out for. Even though you probably won't need everything on the list, the majority of them will apply.



Receive more money – faster

“LoveAdmin has helped me cope with the growth of our club. Payments are easy to collect, and non-payments are flagged, making it easy to follow up.

Revenue is up £2,000!”

Tryst GC





Membership

Whether paid upfront, at different collection dates over the year, monthly recurring or by instalments, you can collect your membership fees on time, every time.

Joining fees

If members need to pay both a joining fee and a membership fee, the system can ensure one set of fees can't be paid without the other with our linked products feature.

Merchandise

Upload products information (including pictures) so people can buy items online. You can even manage your stock levels.

Donations

We make it easy for your members to donate, take one-off or recurring donations and collect gift aid information too.

Tickets

Got an event coming up? Promote it to your members via our communication tools and sell your tickets fast online.

Classes and courses

Our calendar booking feature allows you to set up, promote and accept bookings quickly and easily.

Rentals and hire

If you have items to rent or hire, like rooms or storage, it's quick and easy to add them to the system for your members to book online.

And everything else...

Whatever you need to request payment for, you can with our flexible invoicing tool that makes it easy to keep on top of your income.



Renewals

At the start of each membership year (at one fixed point or on a rolling basis), the system can do all the hard work. Automate your renewals and the system will send invitations for members to renew. It will automatically do this for the correct age groups, for example, identifying moving someone up from student to the adult category. If people choose to renew, an invoice is raised. If they decline, they can be sent a survey so you can analyse the reasons people are leaving.

New registrations

When your organisation creates an account with LoveAdmin, you'll get an online shop so new members can easily sign-up and pay for membership (and anything else you want to sell).

The system can validate membership registrations based on age so people end up in the correct categories. You can also create custom forms to collect information from new members.

Product relationships

If your organisation needs people to buy multiple items when they join or renew, you can simply create rules within the system that enforce that during the check-out process.

You can also set the system up to recommend other product purchases. For example, 'Buy a t-shirt with your membership'.

Instalments

Set the maximum number of instalments people can pay by, let them set instalment dates or define when you want payments to clear by (e.g. the 1st of every month). Plus, you can pause payments, start them and charge an instalment premium.

Pro-rata pricing

If people join part way through your billing period (i.e. month or year), the system can automatically pro-rata the pricing for you.

Reconciliation

As the payments come in, the system reconciles the payments for you.

Refunds and credits

If you need to make a refund or credit an amount to a member's account, that gets applied on their next purchase, we've got that covered with our sales admin functionality.

Discounts

From sibling to family, multi-purchase to multi-attendance, codes to early birds, we have flexible discount strategies that can be applied at the point of payment.

Payment methods

Depending on the products you sell, you can choose which payment methods you want to accept. For example, monthly fees to be paid by direct debit and merchandise paid for by card so you get the money quicker.

Spend less time managing people

“LoveAdmin has enabled us to see all of our member information in one place, improved our cash flow, and allowed us to provide timely email communication to our members.”

Twyford & District Fishing Club



Adding contacts

Add contacts to the system individually or import via a spreadsheet. Types of contacts include:

- Beneficiaries – typically, your members
- Account owners – if you have young members, the parents will usually be the account owners
- Administrators – these are people with access to the system tool and members' data. Levels of access can be customised.

Forms and fields

When your members (or their parents) use LoveAdmin, they'll need to set up an account with us. They'll submit name, address and contact information, which we share when they register with your organisation. You may require further information so we give you the option to create custom forms and fields. You can create multiple forms to serve different types of membership and create forms for storing information about your volunteers.

Check availability

Leaders can check the availability of their attendees via their phones using the availability tool. As people respond, the system will update with who is and isn't available.

Record attendance

Keep track of who has and hasn't attend via your mobile. The system will flag if attendees have medical conditions, payment issues or declined photography consent. Members can self check-in with our QR code feature.

Assign roles and permissions

Storing all your members and administrators information in one place makes it easy to control who has access to what.

For example, you could give helpers access to those they are responsible for, their schedules (i.e. meetings, regions, classes etc) and the tools they need to manage them, like the availability checker and attendance register tools.

Groups

Members are grouped together by their membership categories, or any other type of product they purchase. If you want to create additional groups of people for any other reason, you can with our group management tool. Once people are added to a group, it's easy to send group communications, apply special discounts, and give limited access to products and services. For example, you may only want members in Group A to be able to sign-up for an event.

Managing contact data

If you need to mass update or export information, you can quickly and easily.

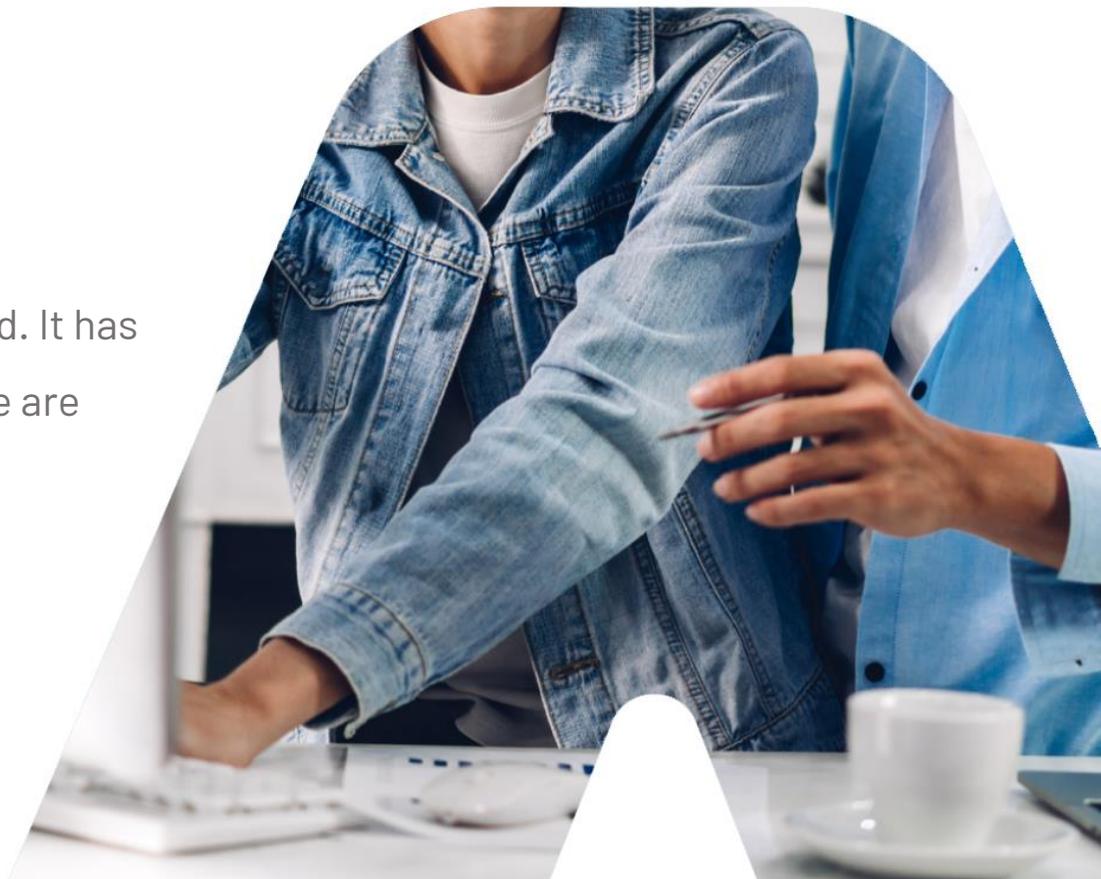
You can also search across all your contacts, using our quick search feature.



An easy way to manage timetables, schedules and bookings

“The LoveAdmin system does everything we need. It has reduced my workload hugely, and considering we are volunteers, this is appreciated hugely.”

Luton Town Supporters' Trust





Calendar and booking management

Creating timetables and schedules

Using our powerful calendar tool, you can create calendar events, with multiple booking scenarios for:

- Classes and courses
- Holiday camps
- Events
- Meets
- Rooms, storage, facility hire

Receive bookings your way

The system can be set up so people can book:

- Into as many sessions as they like within a week, month or across a schedule (for example, 12-week blocks)
- Any day, but it must be at the same time
- Only a limited number of calendar entries i.e. one a week for the period of the schedule / term

If you limit what people can book into, by age or capacity (or both), or perhaps ability, you can with our booking management tools.

Automatic waiting list management

To help you reduce admin, when a space becomes available, you can choose from these automated waiting list invite options:

- First in, first out
- Related parties (typically siblings first)
- First come, first served – broadcast to all

If the person declines the space, or doesn't respond in time, the system will invite the next person. On acceptance, the system can raise an invoice for payment.

Automatic trial management

When a person registers for a trial, the system can do the following:

- Send an automatic pre-trial notification to reduce the chance of no-shows
- Send an automatic post trial follow-up giving the option to accept or decline the space. If they accept, they will receive an invoice for payment. If they decline, they can receive a questionnaire so you can analyse why people are not converting



Improve your communications

“Should have done this years ago. Saves time, effort and is a highly effective way of collecting membership subscriptions and communicating with members.”

Woking and Horsell Cricket Club





Email

Create professional-looking emails with our drag and drop email editor. Insert text, pictures, videos, columns buttons, HTML code and more.

By default, emails are sent with BCC but if you want to start an email conversations, just select the CC option.

Email headers and footers

Make sure your emails always stay on brand by creating header and footers that are automatically inserted into your emails.

Sending domain

If you have your own domain (eg. MyAssociation.com), then you can send emails, via LoveAdmin, from that domain.

SMS and WhatsApp

Improve engagement by sending SMS and WhatsApp messages. Plus, send messages direct to the member's online account with in-app messaging.

Timeline

Every member can access a timeline feature in their online account where you can send messages, pictures and videos to. This may be general messages, newsletters or special offers.

Create templates

To save you time, you can create messaging templates that can be used time and time again.

Scheduling messages

You can choose to send messages now or time them to go out in the future – for example, in the lead up to an event.

Personalisation

Personalising messages improves engagement and response rates. You can do this for each message you send using the field data you store on your members.

Attachments

If you need to send attachments, upload your files and link to them from your email. By sending just the links, you can use larger files without exceeding email attachment limits.

Notifications

The system has over 40 notifications that can be triggered by set criteria or system events. For example, if a member declines to renew or a new member signs up.

You can set who you want to receive the notifications and whether you want them sent by email, SMS or WhatsApp.



Development programmes and award schemes made easy

“LoveAdmin is a brilliant piece of software and in the long term it's going to make membership admin so much easier. I would definitely recommend LoveAdmin to any club.”

The Vintage Japanese Motorcycle Club





Development programmes and award schemes

Development Programme/Award Schemes

If you want to create a structured programme of development for your members, like an award scheme, simply use our Development Programme functionality that allows you to build programmes based on levels and skills.

For each level and skill, you can record that they're working on it, have completed it, have achieved it (i.e. been assessed) or not achieved it. As you do, the system will send notifications to the member's timeline.

Levels and skills

Each programme consists of levels and skills, and each level typically consists of multiple skills.

You can upload images or videos of that skill so when you mark a member as working on a skill, the system can send that image / video to their timeline so the parents (typically) know what they're working on.

Practice

For each skill, you can set members what they need to practice to achieve it.

So, as you mark them as working on a new skill, the system will automatically send their practice schedule, along with accompanying instructional pictures and videos.

Achieving and not achieving a skill

When you mark a member as achieving a skill, a notification will be sent to their timeline. If they do not achieve a skill, the system can send what they need to practice to achieve it next time.

You can set how many skills have to be achieved before passing the level.

Rewards

You can associate rewards to levels.

For example, when a member passes Level 1, the system can add the cost of the certificate or badge into their check-out for purchase.

Reporting made easy

“As LoveAdmin is cloud-based, the work can be shared by multiple administrators. We are expecting to save a lot of time and work at renewal time”

The Ferguson Club



Sales invoice

View what's been invoiced for a period such as, a week, month or membership year, what's been paid and what's outstanding against those invoices.

Sales Settlement

See what funds have been settled to your bank or PayPal account within a specified period of time (for example, last week).

Pending payments

See which days direct debit payments will hit your bank account – great for cashflow transparency.

Refunds

View the value of the items refunded.

Sales Tax

View sales tax liabilities.

Reconciliation

Track transactions from the point of payment through to settlement into your bank or PayPal account.

Payment Disputes

View transactions that have been disputed by payees.

Expense report

View the cost of transactions and staff.

Best sellers

See a league table of your best-selling products.

Age Receivables

View outstanding monies by period – for example, how much is outstanding between 60–90 days.

Communication

See messages sent, opened, bounced, marked as spam or invalid.

Registration

Get visibility of recent registrations and purchases by new members joining.

Availability and attendance

View who's available and unavailable for future calendar events, historical attendance details and statistics.

Product invitations

Review members that you have sent a product invite to. Typically, this will be membership fees at the beginning of the billing period.

Performance tracking

If you have a structured programme of learning, you can see who is working on what, plus achieved levels and skills.

Business intelligence

View insightful reports that identify risk and opportunities for your organisation, including:

- Income analysis
- Retention
- Marketing
- Member satisfaction
- Conversion rates
- Engagement rates

Dashboards

Our dashboards gives you a 'live' status of how your organisation is performing across different metrics.

Giving you the best possible customer service

“Whenever I email or phone, the team have been just brilliant. You feel like you really get to know the people on the end of the phone.”

Red and White Army Supporters' Trust



"Excellent product, and excellent support. Nothing is too much trouble for the team."

Camp Hill Mini and Junior Rugby Club

"The support team are a huge breath of fresh air, as is the ease of using the system, and we would recommend LoveAdmin to anyone thinking of using them."

Culcheth Athletic JFC

"The advice and support I have received through the setting up, going live and on-going since the introduction of our online payment system has been first class."

Edinburgh Athletic Club

"The support I have received has been outstanding."

Upper Humble Canoe Club

"The support provided by LoveAdmin is superb – never too busy to help and nothing is too much trouble!"

Romsey Town Youth FC



Security

The LoveAdmin platform is built on AWS Well Architected Framework for industry standard security and data protection. For full details, visit <https://docs.aws.amazon.com/wellarchitected/latest/security-pillar/data-protection.html>

Payment Partners

To provide you with choice, we work with three leading payment providers – PayPal for card and PayPal Wallet payments, London & Zurich and GoCardless for Direct Debit payment. See details for each provider below:

Details	London & Zurich	GoCardless	Debit / Credit Card	PayPal - not-for-profit rate	PayPal - standard rate
Type of payment	Direct Debit	Direct Debit	Card	Card / PayPal balance	Card / PayPal balance
Settlement time	7 - 11 working days	5 - 7 working days	Instant	Instant	Instant
Settled to	Bank account	Bank account	PayPal account	PayPal account	PayPal account
Setup time	Approx. 5 working days	15 mins	15 mins	15 mins	15 mins
Requirements	Min. 1,200 across 12 months	n/a	n/a	n/a	n/a

Contact us to learn more about the right payment provider for you and details on processing fees.

Contact us

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