



Below are questions that were submitted before and during the ClubExpress webinar on 10/26/23. The answers below, in purple, reflect the best of our knowledge at the current time (10/30/23), though that information may change.

Will the ClubExpress user interface and process for joining and/or renewing look the same to members/potential members after the implementation? Sometimes this interface is used by the individual who is joining or renewing; other times it is used by a local League staff or volunteer who enters a person's information based on a paper join/renewal form.

This interface should no longer be used. Join/renewal will happen through ChapterSpot, including League staff or volunteers entering a person manually. Members will come to ClubExpress through the data connector.

Will ChapterSpot/Salesforce be able to automatically send the new/renew email to TWO local Membership co-chairs? Several LL use co-chairs to provide backup for vacation/illness.

This should be possible.

Will there be an option for a "join" button to be placed on a LL Facebook page (e.g., vs. website)?

Yes, there should be.

How will the local League know when a member has joined/renewed? What will be the lag/processing time at LWVUS before the local League is aware of the join/renewal?

The local League will receive an email when a member joins or renews. The update will come over to ClubExpress the following day.

Will the interface still be able to capture information that is important to local leagues such as "interests" and demographic information?

Yes, although this will be one consistent system that collects the same information from League to League.

Will the CE system-generated emails that go to new/renewing members still be used or will emails be generated from LWVUS?

Emails will come from ChapterSpot.

Will there be an "opt-out" process for individuals who do not want to be on LWVUS or state mailing lists but want to hear from the Local League?

We don't yet know details about the mailing capabilities, but this will be a consideration as this is getting set up.



How will current renewal dates be affected by the change?

Members will be prompted to renew a year from their most recent renewal date. For Leagues that are already on a rolling renewal schedule, nothing is expected to change on this front. For Leagues where everyone joins on the same date, they will be prompted to join on that date again, but new members will join throughout the year and retain membership for a year following joining. [Are there ClubExpress Leagues that don't have rolling renewal? I don't know if this is a requirement of the system.]

What will be the process for individuals who want to mail a check or who have a check sent from an investment account? Will they continue to send to the local League?

This depends on the way the financial system is set up, which has yet to be determined. Checks will either go to the local League or to a third-party lockbox.

Who are the members of the LWVUS "team" that will be making system selection and implementation decisions?

The system has been selected, but regarding implementation decisions, those will be made with input from a variety of LWVUS staff, with input from League leaders when possible.

How will the implementation timeline be communicated; how will Leagues be selected for implementation?

The timeline will be posted on the League Management Site and presented at upcoming Framing the Future office hours. Leagues will launch at the same time, currently estimated to be January 2025. Leagues that will be involved in the testing beforehand have yet to be identified, but it will likely be a question of selecting a variety of Leagues (taking size, geography, and current League setup into account) and factoring in League availability.

All design work on all membership workflows (join, renewal, notification, reminder, expiration, rejoining, etc.) needs to include planning of what the process looks like if it is partially or entirely offline (e.g., paper-based). If the design work is using user personas for analysis and design, some of those personas need to be rural/remote, offline, or otherwise digitally isolated.

This is something that has been on our radar but always bears repeating, thank you for the reminder.

Current rosters on LWVUS are still problematic for local leagues. Will this change eliminate the need for local leagues not on ClubExpress (thus don't have access to the Data Connector) to enter data into the LWVUS systems?

This change will decrease the need for local Leagues to enter data into the membership portal, although will likely not entirely eliminate this role in the case of members who are unable to join online.

What version of the LL roster will be the starting point for LWVUS? Will LL still have the ability to audit and correct the LWVUS roster version?



The most recent roster at the time of launch will be the starting point. And yes, local Leagues will still have access to correct this information as needed.

Who will provide tech support for the join/renew function? CE or LWVUS?

LWVUS in conjunction with ChapterSpot

Is LWVUS committed to working with ClubExpress to engineer this process as painless as possible for LL on Club Express?

Yes. We know that Leagues on ClubExpress have specific needs and we are committed to supporting them. ClubExpress has been a great partner throughout this process and we will continue to work together to provide this support.

We understand that percentages of each tier of membership will be distributed among US, State, and local leagues. Many leagues rely on the donation portion of higher-tier memberships (anything above the base amount considered a donation) to fund their activities.

- o Some LL have already done the arithmetic to anticipate the loss in donation revenue.
- o Is LWVUS aware that local leagues will probably discourage members from joining at higher levels and instead make direct donations to their local league?

The bottom line is that the goal of this process is to resource local and state Leagues, while ensuring that LWVUS is also able to meet its financial needs. The current percentages and processes were determined because this is believed to be the model that best meets all of these requirements, but as we all undertake this implementation and learn more, we will make adjustments as needed to reach our ultimate goal.

There are concerns with the “floor” membership level of \$20 e.g., for student memberships. Many leagues offer free or less costly memberships for students (subsidizing the cost locally).

Leagues will continue to be able to subsidize costs locally if they choose.

Clarify how billing and PMP payment will “work” during the implementation period. Do LL have to be concerned with cash flow problems, e.g., between current annual PMP billing and rolling expirations? What is the impact on Leagues who have been using the Funds Connector vs. those Leagues that never opted in?

A PMP invoice for FY25 will be sent out in July/August 2024 as usual. After launch, one more PMP invoice will be issued that covers members who joined between 2/1/24 and launch. Understanding that this could be a cash flow concern for Leagues, we are considering how to alleviate this problem, perhaps by extending the deadline for the final PMP invoice. For Leagues who have been using the Funds Connector, this should not be an issue – they have already gone through the transition from delayed to real-time payment.



Could we see a slide that shows per-person examples of how much money would go to each level based on different membership amounts vs. how it is allocated today? Not aggregated, but per member.

This varies based on current local League dues and by state PMP. We're happy to provide this breakdown for any local League that asks. An example is below:

Sample League charges \$65 per primary member and \$100 per household, and is in a state that charges \$22 PMP per primary members and \$11 PMP per additional member. Under the current system, this League keeps \$11 per primary member and \$19 per household. Under the new system, if the members continue to pay the previous dues amounts, the League will receive \$13 per primary member and \$20 per household. If the same member chooses to pay the new recommended amount, the League will receive \$15 per primary member and \$22.50 per household.

How will LWVUS manage the accounting and letters of acknowledgement/ thank-yous for different tax structures 501(3)c vs. 501(4)c within and among Local Leagues?

The accounting side depends on how the dues will flow, and this will be communicated when it is officially determined. The confirmation emails should be able to include the breakdown (e.g. this amount went to this level which is a 501(c)(3), this amount went to this level which is a 501(c)(4), etc.).

Even though National indicated they would make leagues whole for the first two years. What is the process to make that happen? How would leagues receive the shortfall? Lump sum yearly?

The specifics of the process as yet to be determined, but we understand that cash flow is also a concern for Leagues and will be taking that into consideration.

What happens if leagues are still losing money after two years?

Ultimately, the goal of this process is to strengthen Leagues. If that's not what's happening, the process will need to be amended, but we don't know what that would look like yet.

If membership growth in the past has only been 3% yearly. What factors were used to determine estimated growth of 5-6% per year?

One component of this is the auto-renew, which can have a 10-15% impact on member loss. The factors that cause us to expect membership to grow include 1) being able to capture potential members who are going to the LWVUS website (up to 4,000 visitors/month come to the website to look at membership and many of these end up dropping off before they make it to the local League website to join), 2) being able to have national membership drives, and 3) broadening the potential member base through pay-what-you-can.

What is the pay-what-you-can membership model?



Under the new system, members will be asked to pay a recommended dues amount of \$75, but they can choose the amount they are going to pay, with a minimum of \$20. This will apply to all Leagues, so there will no longer be set dues amounts per League.

Where does the roster sit?

The database of record, where the member data lives, will be Salesforce. This data can be exported to ClubExpress, or other platforms.

Duplicates are a problem in the current roster. What thought has been given to eliminating those?

This was a factor in the choice of ChapterSpot as the new membership platform. Because it was specifically built to integrate with Salesforce, the duplicates problem should decrease.

Most of our League members renewal date is Jan. 31. Will there be flexibility for when Leagues can start with ChapterSpot?

The launch date will be consistent for all Leagues. We will provide guidance on what this means for members who are renewing near the launch dates, as well as what it means for those whose renewal dates are at a different time of the year.

Does ChapterSpot offer web hosting services?

Yes

How will you handle members who pay by check?

We don't know the specifics of this process, but we know that this is how many members will continue to pay.

How will the member list be transmitted back to ClubExpress to maintain email lists?

The current ClubExpress Data Connector will be reversed so that data can flow from ChapterSpot to ClubExpress on a nightly basis.

Will our payment to ClubExpress remain the same?

Yes

Who follows up with members who do not renew?

Automatic emails will be sent from ChapterSpot to remind members to renew. For those who do not renew, the local League will follow up with the member, as they currently do.



Will officers/board members at the local/state level have login access to membership info at ChapterSpot?

Yes

What will be the lag time between a member joining via ChapterSpot and their access to member-only content on ClubExpress?

This should happen on the following day. New members will receive an email from ClubExpress with their login credentials.

Will member-based information like photos and bios still be under local League control?

Any information that is currently housed on ClubExpress that isn't collected by ChapterSpot (including photos and bios) will still be maintained in the way it currently is.

Will we still have access to a local membership directory on ClubExpress?

Yes

When do local leagues get the membership fees?

The specific dues flow has yet to be determined.

Will local LWV still have access to Storefront in ClubExpress?

Yes

How is the decision made as to what League a new member will join?

We don't know exactly how this mechanism will work, but members will continue to have the ability to choose whichever local League they want to join.

Will there be a better process to clear up discrepancies between membership rosters and money transferred?

We will provide training on how to reconcile payments with members joining, with the view for this to be as streamlined as possible.

Please discuss how the "sign-up/renew" link will "present" (user experience) on ClubExpress after the transition.



There will be a button that sends people to the ChapterSpot join page.

Our membership seems to be averse to using the website to join or renew dues. We do a lot of handholding through this process and process quite a few checks. We also do a lot of follow-up to those that forget. What is your solution to this?

We've heard from some Leagues that many members who were initially reluctant to join online ultimately learned to, so the first step may be the handholding you're talking about. To that end we're very focused on making the join process as simple as possible. It may also help these members to sign up for auto-renew, so they don't have to go online every year once it's set up. We also recognize that there will be holdouts, so we're also cognizant of making the offline join process as simple for League volunteers as possible.

If State uses Club Express, is their member database from National or from Club Express? Is there a conflict?

States that run on ClubExpress have a virtual database comprising the databases of the local Leagues within that state, also running on ClubExpress. As we update each local League database, the state database is immediately live with these changes.

Will CE automatically transfer the current member roster to Chapter Spot when that transition is ready?

The data in ChapterSpot will come from the data currently in Salesforce. Many ClubExpress Leagues have already done a lot of work to ensure that these rosters match, but if your League's ClubExpress roster does not match the one in the Roster Manager Portal, please reach out to [membership@lww.org](mailto:membership@lww.org) to sort out any discrepancies.

How can a member donate to the League outside of membership and have it go to the local league?

A member can donate to the local League in many of the same ways they do now – through the donate button on the League's website or by writing a check to the League. LWVUS is working with ChapterSpot to make it as easy as possible for members to donate in conjunction with joining, but the specifics of how that will work have not been fully resolved.

On the member data nightly 'refresh.' What about fields that National does not have - like Interests?

Member data in ClubExpress that LWVUS doesn't have will not be changed by the Data Connector, that will only be editable in ClubExpress.

When will LWVUS initiate the new dues rate?

The pay-what-you-can model with the suggested amount of \$75 will go into effect when ChapterSpot is launched, which is expected to be in January 2025.



Will a member have a separate login at ChapterSpot or will it be the same login at the local level ClubExpress?

Yes, this will be a separate login.

My League finds getting information from new and renewing members about their interests and background very important. How will we do that in the future?

Yes, we have heard this from a lot of Leagues. The details of what will be collected at the time of joining and how have not been determined, but we know this is very important for member engagement.

We currently are on CE and members can make an extra donation with joining or renewing. Will there still be this ability under CS and will 100% of those additional funds be sent back to the local League as the member intended?

We are working to provide a way for members to make an additional donation to their local League when joining or renewing. Because dues will be a pay-what-you-can system, the dues payments will be split by percentage between local, state, and national, and this will apply whether the member pays below, above, or equal to the recommended dues amount. This will be as clear as possible during the join process so that members understand that this is not a donation above dues as under the current process and where their dues are going.

Will this presentation be posted on LWVUS website for all LWV members to access?

Yes! If you're reading this and didn't access it from the League Management Site, there is a new resource page for everything related to the ChapterSpot transition: <https://www.lwv.org/league-management/membership/chapterspot-resources>

Will ChapterSpot sync with platforms other than Club Express?

It will be possible to export data to other platforms, although the level of direct integration depends on the platform.

Will membership expiration be June 30th of each year and will new members who join February - June receive the next year of membership with those extra few months, or have to pay twice within a few months?

Membership will be on a rolling basis – a member will be asked to renew a year from the date when they originally joined, regardless of when in the year that occurred.

Will emails be sent to Membership Chair and Treasurer when members join or renew?





We expect that Leagues will be able to choose who receives an email when a new member joins.

Will local LWVs pay additional for ChapterSpot?

No

Does it matter if one our local leagues do not have a c4 organization?

No, member dues can go to local Leagues that are 501(c)(3)s.

Since there's already a data connector, why couldn't we keep the same set-up for those leagues on ClubExpress and use ChapterSpot for those without it?

An important component of this transition is that members can join in the same place (i.e. if someone goes to the state or national site, they can still join), so all Leagues need to be on the same system.

Leagues that have become C3s can pull the membership \$ numbers from CE for tax information. Will there be any accommodations for this?

Yes, there will be a way to get this data.

Currently, if an interested person tries to access our local League's website, it is taken to an old site, no longer in use. The link does not direct them to our current, Club Express website. Can this be corrected?

It sounds like this is a site your League signed up for and needs to disable.

Will ChapterSpot funds come in as C4 money? Can a c3 local League receive money that is c4 money

Part of the delay in having a clear answer to the dues flow question is that we are making sure that no Leagues are put into dubious situations around where the money is coming from. Receiving dues will be acceptable regardless of whether a local League is a c3 or a c4.

The current zip code look up to join on [lww.org](http://lww.org) has wrong options for voters in my League area; will this be addressed?

Please reach out to [membership@lww.org](mailto:membership@lww.org) with a list of zip codes that you believe should be associated with your League if you are having this problem.

Will ChapterSpot have historical information on members?

Yes

Will LWVUS help local Leagues rewrite their bylaws to reflect this change?



Yes, sample bylaws language will be available on the League Management Site.

Will US Roster Portal historical data migrate to ChapterSpot for lifetime membership and years of service questions?

Yes

We will need financial information on dues payments in order to do our budget projections for the next year. Will we have this information available?

Guidance for budgeting will be provided on the League Management Site.

Please send email updates, not just post on the League Management Site.

This is a good point! Important updates will be provided via email, and as new content is added to the resource page, that will generally be noted in the [League Update](#).

How will the dues be split between LWVUS, state & local?

33% national (as dictated by the bylaws change at the 2022 Convention), 47% state, and 20% local. Under the current system, national is keeping 51% of member dues, states are keeping 37%, and local are keeping 12%, so this represents a shift of dues funds toward state and local Leagues.

Will there be a lifetime membership category for 50 year+ members who pay \$0?

Yes

Can local Leagues tailor messages and timing and number of renewal messages?

We don't know the details on this yet.

Our local in Indiana currently gets more money each year from donations than our PMP. Will that be diluted now?

That is absolutely not the intention. A major goal of the dues reallocation is to increase the financial resources of the state and local Leagues. If that's not what's happening, we'll need to readjust.

Payment processing: credit card, PayPal, Venmo, Zelle, cash?

Payment processing will be done through Stripe.

What payment options will members have to pay dues, credit cards, checks, PayPal, or ???



Members will be able to pay by credit card or check. We are also hoping members will be able to choose to pay by funds transfer (as some online bill pay sites do) to reduce fees.

Back to student membership, our student fee is only \$5. I'm the new membership director for our local League and I am thinking of recommending to our board that we do not charge students a fee. Now I am learning that there is a \$20 fee? Free membership could galvanize student recruitment, among other incentives.

This is a good point. The category of student membership will no longer exist nationally, because the pay-what-you-can model is intended to address the concern around potential financial hardship, but Leagues that choose to can subsidize members and pay the \$20 on their behalf, be they students or otherwise.

Some folks send memberships dues directly to the local League via a managed fund. We will need the new address for where our renewal should be sent to. How can we get that information?

This may no longer be an option. If those funds require any payments to go to a c3, that is likely not what will be happening anymore, since part of these dues will be going to LWVUS (a c4).

How will we manage our non-member databases?

ChapterSpot allows for collecting non-member data, so this should be able to flow through the Data Connector like members do.

On ClubExpress we can choose when a membership is considered expired. How will ChapterSpot handle this?

The grace period has not yet been determined.

Stripe account -- will US be paying those fees, or will local be incurring the Stripe costs?

The fees will be split along the same percentages as the dues are.

Will members have the option to add the amount of cc charges to their payment as our League currently does?

Ideally, yes.

How will the user interface for all of this look like for the user that goes to the local League website and starts the online joining process from that webpage?

As soon as we have screenshots and videos available, these will be added to the resource page.



So if a member moves, can they transfer their membership to their new local League?

This should be possible, yes.

Will total years of League membership be calculated? Some people have belonged to more than one League.

Any previous memberships that are currently associated with members will continue to be associated with them.

Will people automatically be transferred to new chapters when they move?

No, people will still have the option to be a member of the League that they choose.

Is LWVUS solely a 501(c)4?

There are both a c3 and a c4 at the national level, but the c4 will be the one where member dues are collected.

I do not understand why LWVUS thinks it should be the responsibility of those who pay more than full dues to take care of those throughout the country who wish to pay less.

According to the [DEI policy](#), people should not be excluded from full participation due to socioeconomic status, among other things.

If it started in 2016, why were so many leagues encouraged to implement ClubExpress within the past 5 years?

ClubExpress has many tools that have been and continue to be useful for Leagues. And, as always, the information communicated is the best we have at the time.

Are you working with Chapter Spot to provide an option for individuals to donate additional amounts directly to the local League?

Yes

If someone clicks the Donate button on the US site (NOT as part of renewing or joining), does that amount all go to LWVUS or is it allocated to state and local as well?

That amount goes to LWVUS, in the same way that when someone clicks the donate button on a state League website it goes to the state League, and the donate button on the local League website goes to the local League.



Will CE still have donate button locally?

Yes

One of the most frequent join/renew scenarios is when a user wants to access member-only content, or discount, or event. Are you saying that they will now have to join/renew and then return the next day to complete their intended transaction or enrollment? We are certain to lose a lot of interest overnight - or generate incredible confusion.

Member-only content on the local League's website will be available to new members only after the overnight Data Connector process has run. The only other option would be to update the local League's database in real-time for new members, which is a possibility we can explore.

Will the state see data from local Leagues not on ClubExpress?

No, states running on ClubExpress have a virtual database comprising the databases of the local Leagues within that state, also running on ClubExpress. They can also have members at the state level who live in an area of the state without a local League.

Will leagues using ClubExpress have content syndication even if the state League is not on ClubExpress? Similar to what Indiana has?

Content Syndication requires that the state and local Leagues all be running on ClubExpress.

Will renew/join button at local League website that links to LWWUS be automatically changed by CE? Or will we have to make that change locally?

Local Leagues will have to make this change themselves. ClubExpress can provide guidance on how to do this.

If a member doesn't renew in time, are they removed from CE? How will we be able to reach out to these members?

When a member expires in ChapterSpot/Salesforce, this information will be included in the nightly Data Connector download, and the system will expire their membership in ClubExpress as well.