



## Member-Friendly Software Helping Chapter Leaders

StarChapter has the tools you need to overcome your chapter's challenges. Let us show you how we are helping other organizations like yours grow member engagement by 19% with event registration, membership management, communication all integrated into a new website.

## Exceeding Common Goals Together

By streamlining management and helping chapters succeed in member engagement.

# 10%

Increase in New Members

# 12%

Increase in New Communications

# 14%

Increase in Member Events

# 18%

Increase in Sales

*including events, dues, and merchandise*

# All-In-One System Features

All of the features work seamlessly together in our all-in-one system to save you time and get results for your organization.



## Meeting/Event Registration

Manage the complete event registration cycle in one place. With just a few clicks, set up event information to display on the website, set ticket prices, send email promotions, provide dial in details or print badges.



## Website & Content Management

Master your new StarChapter website. Select options from our library of page sections to tailor the website to give your members everything they need.



## Membership Management

Keep member and prospect data accurate at all times. StarChapter allows you to group records for better organization, segment for email campaigns, and restrict access for member-only content.



## eCommerce

Grow your chapter's revenue by charging fees for virtual and in person events, selling sponsorships, or even promotional products to get your chapter's brand out in the industry community with t-shirts, hats, or coffee mugs.



## Email Marketing

With everything in one place you can create targeted emails based on the information in the system to send the right message to the right member at the right time including: newsletters, event invitations/reminders, surveys, dues notices, or welcome messages.



## Board & Management

The system serves as a collaboration hub to help board members perform their roles and work together seamlessly.

We have developed StarPay to give you the software you have come to depend on integrated with the payment processing you need. We believe software and payments are better together. That's why we have given you the options you have been looking for in StarPay: a better purchasing experience, easy to process refunds, improved reporting, simplified account reconciliation, single source support and more.





## When the Board Changes, Your Chapter Stays Successful

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Annual board transitions introduce significant risk to chapter success and efficiency. With StarChapter, board leaders don't have to worry about the next term. StarChapter's Support Advisors will assist with a seamless board transition, training new board members on features of the software, and helping them build upon the previous success of the chapter.

Included

## Support to Serve Your Organization

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### Knowledgebase

Get access to our Knowledgebase including training videos, enhanced how to articles with screenshots, and easy to understand workflow diagrams.



### StarChapter Support Advisors

Contact our team of StarChapter Support Advisors by opening a support ticket right inside your software.



### Ongoing Board Trainings

We offer a variety of on demand training videos such as Content, Communications, Membership, and Meetings. You can also schedule a dedicated training for your board as needed.



### Enhancements

We are always implementing new features based on your needs and latest research. When new features are released they are immediately integrated to your StarChapter system.



### Security & Stability

Our software platform employs industry leading infrastructure and security procedures and services, and is built to be highly available, self-healing, scalable, redundant, and secure.



Looking for help improving the management of your chapter, your board's productivity, your membership, or your meetings? We've created a library of resources and suggested reading to help your chapter succeed.

[starchapter.com/Resource-Library](http://starchapter.com/Resource-Library)

## Increase Attendance, Membership, and Revenue



### StarChapter Onboarding

We help during the onboarding process to ensure that your chapter is successful right from the start and easy to manage for a volunteer.



### StarChapter Board Trainings

Access our on demand board training videos when your board transitions to help the new board get the most out of the software. We also offer time to train you for your specific chapter needs.



### StarChannel Resource

StarChannel is within your StarChapter system and is a great resource for enhancement announcements, timely self-help materials, Chapter Insights and more.



### Chapter Insights

Our blog, Chapter Insights, is full of interviews of how other volunteers are providing value to their members to give you some practical ideas to improve.



## Great solution for volunteer organizations.

Our chapter is very pleased with the migration to StarChapter. Event management, communication, and members management features changed our chapter leadership engagement in website content and processing. Event management is a game changer for our chapter. It is clear StarChapter put a lot of thought into managing events from registration, order processing, reporting and payment processing.”

Ray R.

*IRWA Blue Bonnet*

(FAQ)

# Frequently Asked Questions

## What does “all-in-one” system mean?

StarChapter combines your event registration, email marketing, membership management, and website content management into one system. All of the areas work seamlessly together, so you don't have to move data between systems. Your data is also populated throughout the system; saving you time by eliminating the need for redundant data entry. Data is current and accurate without extra effort to keep it all in sync.

## What does my plan include?

Your selected plan includes use of the StarChapter software, your initial onboarding, ongoing support and training, software enhancements, security and reliability. We also offer assistance during board transitions to ensure continuity. StarChapter provides resources to help local leaders succeed by sharing chapter management best practices and insights.

## Can I accept online payments?

Using StarPay with the StarChapter software allows you to seamlessly accept credit card payments for meeting registrations, member dues, and products. Your visitors can safely pay with credit cards on your StarChapter website. StarPay is PCI compliant and is regularly reviewed for compliance.

## Can I use my own domain name?

Yes, you can use a domain of your choosing. Assistance is also available to make the transition as easy as possible.

## Do you offer additional help?

Absolutely! StarChapter wants you to be successful! StarChapter plans include a well-crafted onboarding project where we help you start off on the right foot. Then, we offer ongoing support and training sessions for current and future board members as part of your service, making board transitioning easier for you. StarChapter is a self-service software that enables users to easily make changes and administer the software themselves.

# Check Out Our Plans and Pricing

Monthly billing available.

ESSENTIAL	Most Popular GROWTH	ADVANCED	PRO
150 Members	300 Members	600 Members	1,200 Members
1,000 Additional	2,000 Additional	4,000 Additional	8,000 Additional
<b>\$119/mo</b> Subscription Fee <i>Pay Annually Save \$130</i>	<b>\$147/mo</b> Subscription Fee <i>Pay Annually Save \$160</i>	<b>\$197/mo</b> Subscription Fee <i>Pay Annually Save \$215</i>	<b>\$248/mo</b> Subscription Fee <i>Pay Annually Save \$270</i>
<b>\$1,169</b> Setup Fee	<b>\$1,684</b> Setup Fee	<b>\$2,230</b> Setup Fee	<b>\$2,635</b> Setup Fee

## Less Members?

Do you have less than 50 members? Our Essential <50 plan is ideal for you. The Essential <50 plan gives new or smaller chapters the basic tools needed to help volunteer leaders.

**\$79/mo** Subscription Fee    **\$1,169** Setup Fee

## More Members?

Do you have more than 1,200 members? Talk to a StarChapter Account Executive to learn more.

*Starts at: \$303/mo* Subscription Fee    *Starts at: \$3,041* Setup Fee  
*Pay Annually (Save \$)*

Other usage and functionality limits apply.



StarChapter Believes in Your Success! If you're not satisfied within the first 90 days, we'll refund your subscription fee.

*\*Does not apply to the Essential <50 plan.*



# Our Mission is to Help Chapter Leaders

StarChapter's mission is to help chapter leaders. We believe in the power of associations and we thrive on our role in empowering them with our tools to drive professionalism, provide advocacy, advance careers, and develop leaders. We do this by helping volunteer leaders of professional and trade associations at the local level grow their membership while saving them time on administrative tasks and providing services to maximize their efforts.

Organizations that use StarChapter continuously increase membership, attendance at events, and revenue, even when their boards change. We enjoy growing alongside our customers as we frequently enhance and develop features and services to fit your needs.



Grow Your Chapter. Get Lasting Results.

Request a Live Demo.

[starchapter.com](https://starchapter.com)



StarChapter has been in my life for years. Overall I love StarChapter and its capabilities for the low price it is offered for. You can't beat it! StarChapter is very user friendly and allows many members of our association the ability to keep their team information up-to-date. The website updates do not need to be handled by a web designer and can easily be learned by anyone."

Tara B.  
ALA Gateway



## Learn About StarChapter

### About StarChapter

StarChapter is a member-friendly association software company serving local chapters of professional and trade associations in the United States and Canada. StarChapter's mission is to help local leaders grow their chapter's attendance, membership, and revenue. The software combines event registration, membership management, email marketing, responsive website layouts, web services, and eCommerce tools. All board members have access to StarChapter Support Advisors, through ticket-based and scheduled phone support, as well as access to our Knowledgebase of self-help materials. StarChapter continually provides resources to help local leaders succeed with chapter management insights.

### About Fullsteam

Fullsteam, StarChapter's parent company, is leading the evolution of Payments and Software. The seamless integration of modern payments technologies coupled with world-class SAAS software provides businesses across many industries with the essential resources – including a collaborative ecosystem, strategic investment, and operational support – to fuel sustained growth and success.

### Contact Us

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