

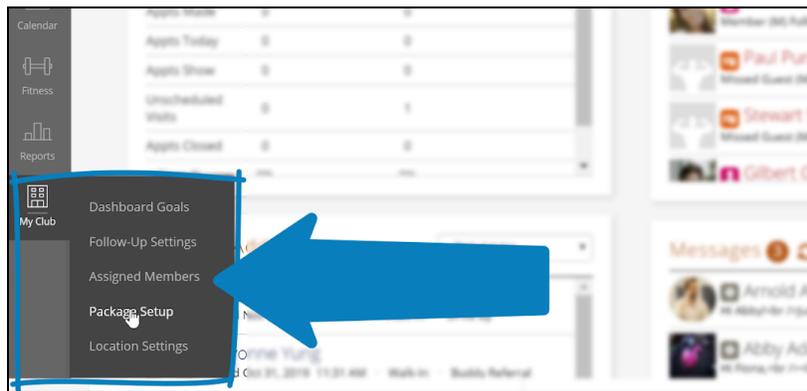
# Introduction to Member Services

A **Member Service** is a single unit, session, or class -- something your club offers beyond a membership. An example of a service would be a 60-minute personal training session, or a 30-minute small group training session. Services must be set up in order to create **packages** and schedule members for certain types of **calendar events**.

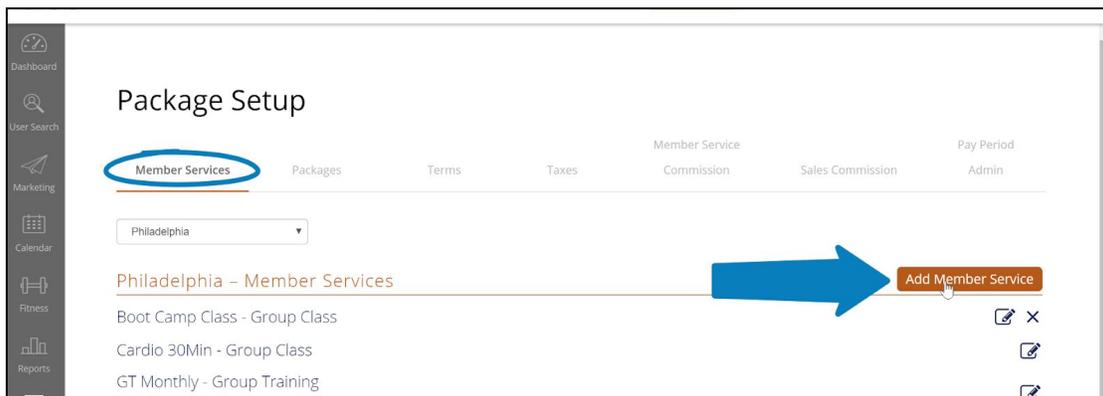
In Service setup, you can choose the default settings for **pricing, duration, commission, and expiration** for each unit. Some settings are just guidelines, and can be adjusted later during package setup or at the point of sale.

The following example will walk you through creating a 60-minute personal training session. If you want, you can even open up Club OS to practice in real time while you read.

1. Go to **My Club -> Package Setup**.



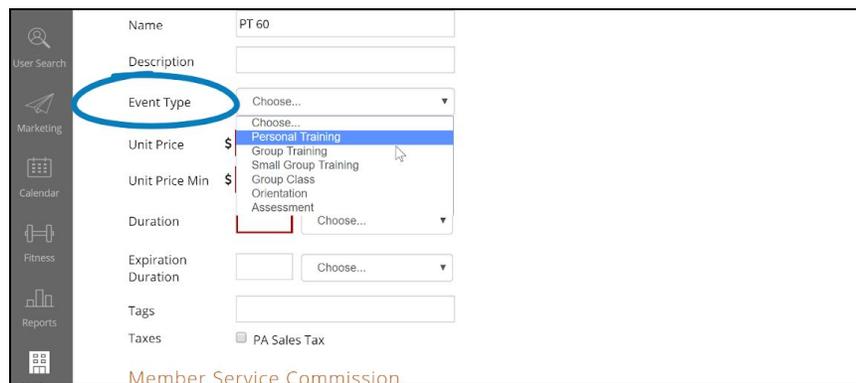
2. Click the **Member Services** tab on the top left. You may see other services listed here, if your club has them set up. Now, click the **Add Member Service** button on the top right.



3. Select the **location** where your service is available. This is important, especially if you manage more than one location. If your member services are exactly the same at all

locations, select all locations when you create your services. If settings or services vary between locations, set them up separately at each location.

4. The **Name** appears in service packages and member agreements, as well as Calendar events. Make sure your name is useful and descriptive. It's best practice to include the duration of the service in its name. We'll name our 60 minute personal training service "PT 60".
5. **Description** is not required, but can be used to add additional information if you want.
6. The **Event Type** corresponds with Calendar Event Types. You'll notice that the same options are available in the Calendar when you are creating a new event. For this service, select "Personal Training".



The screenshot shows a web interface for creating a service. The 'Event Type' dropdown menu is open, showing options: Personal Training (selected), Group Training, Small Group Training, Group Class, Orientation, and Assessment. The 'Name' field contains 'PT 60'. The 'Description' field is empty. The 'Unit Price' is set to '\$'. The 'Unit Price Min' is set to '\$'. The 'Duration' field is empty. The 'Expiration Duration' dropdown is set to 'Choose...'. The 'Tags' field is empty. The 'Taxes' section has a checkbox for 'PA Sales Tax' which is checked. The page title is 'Member Service Commission'.

7. **Pricing** (Unit Price and Unit Price Min) allows you to set the maximum and minimum price for your Service. Providing a range gives you flexibility later in the sales process. Or, to keep it simple, you could enter the same number for minimum and maximum. Let's set our maximum price at 50 and a minimum price at 40.
8. **Duration** is the length of the session or class, in hours or minutes. This can also be adjusted later if necessary. For this personal training session, enter 60 minutes.
9. You can also add **tags** to your service. These are optional and for your reference only, and they will only appear on the Service settings page.
10. **Expiration Duration** is the length of time that each session is available to the client once it's paid for. Let's say I set this for 1 month. That means that if my client is billed for a session on December 1st, she has until January 1st to use it.
11. You may or may not see a checkbox allowing you to attach **taxes** to this service. (This depends on whether a tax setup has been created in **My Club -> Package Setup -> Taxes.**)

Marketing

Unit Price Min \$ 40

Duration 60 Minutes

Expiration Duration 1 Months

Tags

Taxes  PA Sales Tax

**Member Service Commission**

Effective Date: 2019-11-04

- The **Member Service Commission** is paid out to trainers based on the services they deliver. This can be paid out per event (flat rate only) or per attendee (flat rate or percentage), or both.

Reports

My Club

**Member Service Commission**

Effective Date: 2019-11-04

*Warning:* Effective date may affect historical reporting.

Per Event: Flat Rate \$

Per Attendee: Choose...  
Choose...  
Flat Rate  
Percentage

Save as Draft Save and Activate

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- Once the commission is configured, the **Member Service** is complete and ready to be used. You can **Save as Draft** if you do not want salespeople and trainers to access it. Otherwise, **Save and Activate**. (You can edit the service after activation if needed.)