

Advanced Member Services

When you create a Member Service, you assign certain characteristics to it, such as Service name and event type, default price, commission, and duration. **Here are examples of situations where you would need to create a new Member Service.**

Different Service/Activity Type

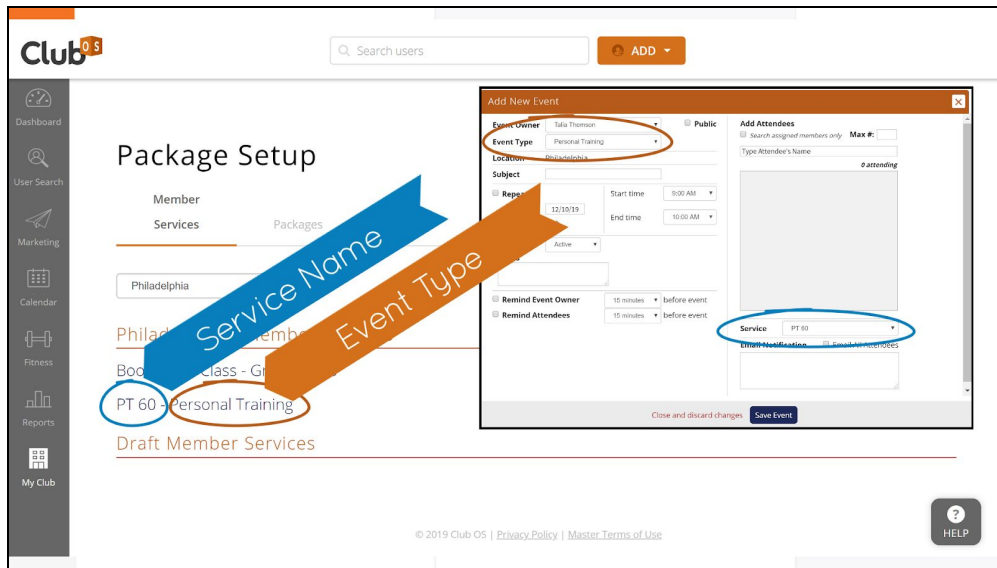
If you offer different **activities** at your club, you should create a separate Member Service for each of them. This will help keep packages and agreements organized, and schedule clients and staff for the right events. Make sure that each Service you create in Club OS is aligned with a specific activity offered by your club.

The screenshot shows the 'New Member Service' form in Club OS. The form has a sidebar on the left with navigation icons for Dashboard, User Search, Marketing, Calendar, Fitness, Reports, and My Club. The main form area includes a search bar for users and an 'ADD' button. The form fields are: Regions (a dropdown menu with options 'Locations', 'Philadelphia', and 'Entire Club'), Name (a text input field with a red border), Description (a text input field), Event Type (a dropdown menu with 'Choose...' selected), Unit Price (a text input field with a red border and a '\$' symbol), Unit Price Min (a text input field with a red border and a '\$' symbol), and Duration (a text input field with a red border and a 'Choose...' dropdown menu). A blue arrow points to the Name, Event Type, Unit Price, and Unit Price Min fields, with a text box next to it that says 'Red boxes indicate required fields'.

To create any new Service, assign it a location and add the other required settings: Service Name, Event Type, Unit Price (and Unit Price Minimum) and Duration. Repeat this process for any other type of activity your club offers.

Remember that the Service Name and Event Type will also appear on calendar events and agreements.

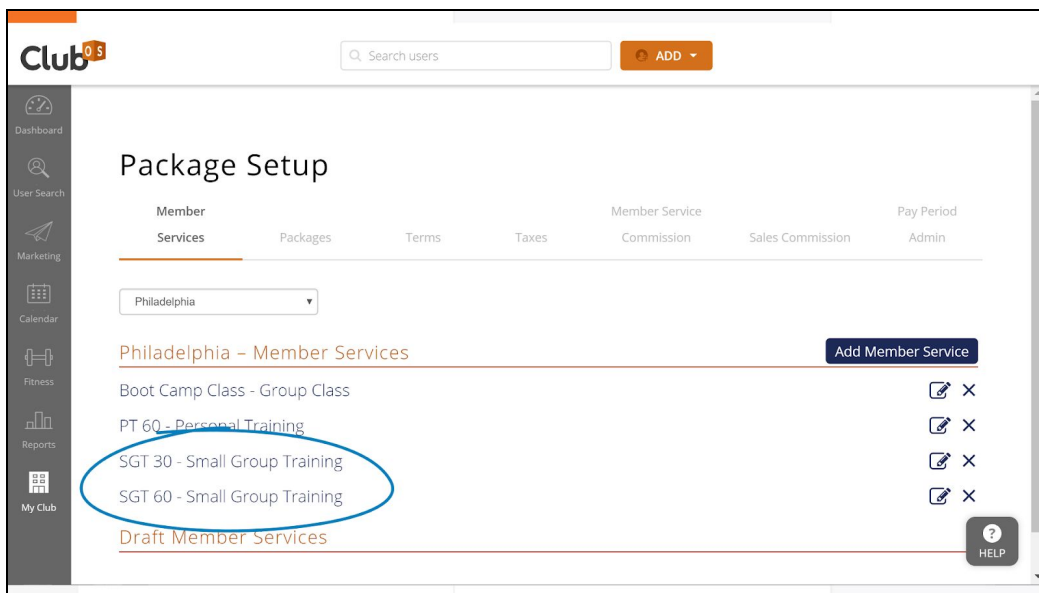
Certain settings, such as Unit Price/Unit Price Minimum and Expiration, are simply used as defaults that can be changed during Package Setup or at the point of sale.



Similar Service, Different Duration

You should create separate Member Services for different **durations** of the same class or training event. For example, if your club offers both 30-minute and 60-minute Personal Training or Group Training sessions, you should create a separate Member Service for each. This will keep them distinct from each other on agreements, billing, and calendar events.

It's a good idea to enter the duration of the service right in the name, to make them easy to tell apart at a glance. The example below shows two separate Services for 30- and 60-minute Small Group Training sessions.



Changes to Settings

You might also want to assign **different settings** to different types of Services. For example, a one-hour Boot Camp class and a one-hour Yoga class could both be categorized as Group Classes or Group Training with a duration of 60 minutes, but you would still want to differentiate between the two.

You might want to use different commission settings for these two different services -- such as paying a \$5 per attendee commission for your Boot Camp class and \$20 per event (class) commission for the yoga session -- and you would need to set up distinct services in order to accommodate those options.

The screenshot shows the Club OS settings for a service. The left sidebar contains navigation icons for Dashboard, User Search, Marketing, Calendar, Fitness, Reports, and My Club. The main content area includes the following settings:

- Unit Price: \$25
- Unit Price Min: \$0
- Duration: 1 Hours
- Expiration Duration: 1 Weeks
- Tags: (empty field)
- Taxes: PA Sales Tax

The **Member Service Commission** section is highlighted with a white background and contains:

- Effective Date: 2019-11-01
- Warning: Changing effective date may affect historical reporting.
- Per Event: Flat Rate \$ (empty)
- Per Attendee: Flat Rate \$5

A **Save** button is located at the bottom of the commission section. The footer includes the text "© 2019 Club OS | Privacy Policy".

The screenshot shows the Club OS settings for a service. The left sidebar contains navigation icons for Dashboard, User Search, Marketing, Calendar, Fitness, Reports, and My Club. The main content area includes the following settings:

- Unit Price: \$50
- Unit Price Min: \$40
- Duration: 60 Minutes
- Expiration Duration: Choose...
- Tags: (empty field)
- Taxes: PA Sales Tax

The **Member Service Commission** section is highlighted with a white background and contains:

- Effective Date: 2019-12-10
- Warning: Effective date may affect historical reporting.
- Per Event: Flat Rate \$20
- Per Attendee: Choose...

Buttons for **Save as Draft** and **Save and Activate** are located at the bottom of the commission section. The footer includes the text "© 2019 Club".

Once you have services set up to your liking, the next step will be bundling them into Packages, so that you can sell and schedule services for your clients. Find more information in our [Help Center](#).