

1. Who is the provider of the new database?

A: The provider of the new membership database platform is **memberplanet**, an association management system (AMS) that empowers membership-based organizations with the tools they need to manage, engage, and grow. The platform will help simplify WSPTA's dues-collection process and unify the membership experience.

2. Is my PTA required to use the new database?

A: Every local PTA is required to use the **memberplanet** database to record paid memberships and process dues payments to WSPTA and, if applicable, their council. Every local PTA and council PTA is required to maintain their officers in the database.

3. What features come with the database?

A: Key features included in the base package include:

- Secure, online database and member directory with search capabilities
- Online transaction processing for memberships
- Membership levels and auto-renewals
- Admin role management
- Invoice and electronic payment history to WSPTA and councils
- List of members per invoice
- E-membership cards including mobile version (can be printed by PTA)
- Member access with profile maintenance (requires email address)
- Communication by email and group text
- Basic four-page website
- Online resources and support via phone, chat, and email provided by **memberplanet**

4. What if my PTA has our own system we want to continue using?

A: You can continue to use your own system; however, you still need to add memberships and officer information in **memberplanet**. The system is designed to allow you to upload your membership data from an Excel file. Admins can also export information from **memberplanet** to an Excel file.

5. How much will the new database cost?

A: The base package, which includes membership management and other features discussed above, comes at no cost to the local PTA. The only fees involved are merchant services fees (3% + \$0.30) per online transaction processed by **memberplanet**. Your PTA has the option of passing this fee on to the member as a transaction processing fee, or your PTA can absorb the fee. If you require additional functionality, such as an enhanced website, events, fundraising, and more, you have the ability to upgrade based on the size of your local PTA.

6. What is included in the upgrade package and what is the cost?

A: The upgrade package gives you access to the platform's full suite of tools to manage, engage, and grow membership – all in one place. Features are fully integrated with membership functionality. Gain actionable insights with robust reporting and visibility of your members' activities.

Key upgrade features include the following:

- Events, ticketing, and RSVPs
- Fundraising
- Discussion boards
- Member participation tracker
- Unlimited website pages with custom domain
- Polls
- Document storage
- Targeted distribution lists based on platform data

The cost of the upgrade ranges from \$100 to \$300 per year based on the size of your local PTA. **memberplanet** is working with WSPTA to determine which upgrade package will be designated for your local PTA.

7. How do I know which upgrade option I have for my local PTA?

A: **memberplanet** is working with WSPTA to determine which upgrade package will be designated for your local PTA. Core upgrade features discussed above are the same for each option. The upgrade options differ based on the amount of emails and text messages.

8. What if I'm interested in sending more emails or text messages, but don't need additional features in the upgrade package?

A: WSPTA negotiated a free plan for all local PTAs that includes membership management functionality, 1,000 email credits, and 300 text credits per month. You have the option to purchase additional credits on an as-needed basis:

- 5,000 text credits \$10
- 10,000 email credits \$10

9. Do my email and text credits roll over from the previous month?

A: No, they do not roll over to the next month and will reset.

10. What do we have to do to set this up and what training will there be on using the system?

A: WSPTA staff will be working with PT Avenue and **memberplanet** to transition your data. You will find training information on the dedicated support page once it is live. We will keep you informed about the transition process and anything you need to do by regular emails.

11. When we elect our 2019-2020 officers, should we enter them in PT Avenue, or wait to enter them in **memberplanet**?

A: Please enter them in PT Avenue as soon as possible. Because we will be communicating via email with you about the database transition, it is critical that we have the most current, accurate officer information including all contact information. If you have questions about how to enter officers in PT Avenue, please email support@wastatepta.org.