



A Special Welcome To Our New Clients

[Mill Creek Country Club, Mill Creek, WA](#)

Created as a natural element of the landscape, with picturesque Mill Creek winding through 13 of 18 holes, this course offers charm, challenge, playability and unparalleled value.

[The Golf Club at Briar's Creek, Johns Island, SC](#)

Set on more than 900 acres, this exclusive family retreat provides an unhurried lifestyle among ancient forest, rare birds and wildlife and world-class golf with zero tee times.

[The Country Club of St. Albans, St. Louis, MO](#)

As a Platinum Club of America, The Country Club of St. Albans has been ranked by a national panel of Club Presidents and Managers as one of the nation's top 100 out of 5,000 private clubs in America.

Where To Meet Us



Welcome to this month's edition of **Connections**!

I have always been a firm believer that communication is an essential component of organizational success. As we grow and evolve, it becomes even more important to maintain effective channels of communication as a means to remain tuned in to the user community.

Later this month, you'll be receiving an email from us with our client satisfaction survey. Northstar is committed to providing the best possible customer service and would like to know how you think we're doing. Your feedback will help us identify areas needing improvement and also tell us what you like about Northstar. Look for it in your email inboxes and please take a moment to fill it out as your feedback is very important to us.

In the meantime, please enjoy this issue of **Connections** and, as always, we encourage your suggestions, input and feedback.

Regards,

Martin Izzi
CEO

New Northstar Product Features

By The Northstar Development Team

Enhanced Accounts Payable Extends Cash Management Capability

Building on the strong, flexible system accounting functions found in Northstar, such as Double Entry Accounting, Import/Export functionality, Fiscal Year Structure, System Security and Posting Options, the enhanced **Accounts Payable** application provides advanced analysis tools and cash management to help make informed decisions on a daily basis.

Using customer feedback, the **Accounts Payable** application was re-designed from the ground-up. The application now features an array of new functionality but with only a fraction of the screens in the previous version. The leaner design makes for more efficient processing of AP tasks and provides management with more analysis tools to make effective business decisions in managing cash and vendor relationships.

Some of the new features now supported in the enhanced AP module are:

- Single screen, multi-type invoice entry feature
- Multi-level discounts

[PGA Fall Expo](#)
August 26-27
Las Vegas , NV



[HFTP Annual Convention and Tradeshow](#)

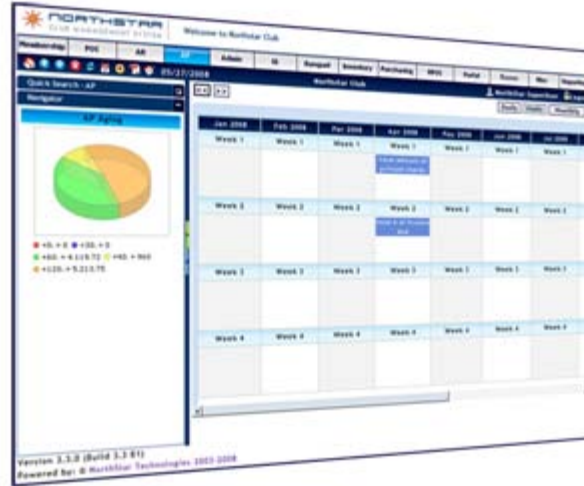
September 24-27
Nashville, TN

In conjunction with HFTP, Northstar will be hosting our 2008 User Conference on September 24th in Nashville. Please click [here](#) to register.



[Golf Industry Show](#)
February 5-7, 2009
New Orleans, LA

- Assign multiple GL's per vendor
- GL amount allocation by percentage
- Enhanced invoice aging process
- AP Dashboard
- AP Calendar with real time, interactive cash balance reporting and tracking
- Replica manual check entry with support for multiple expense accounts
- Bank reconciliation feature



The new Accounts Payable application will be released in late August 2008. Click [here](#) for more information.

Next Generation Talk

By Karen Barok | Director of Customer Relations

So you have a new Board of Directors?

At this time of the year I am reminded of the nervousness of some Club Management staff faced with a change, or potential change in their Board of Directors. But fear not, today's Boards are not like the Boards of the past. Most Boards used to be extremely hands on, making day to day decisions on how the club operated. The President was expected to spend considerable time at the club, not enjoying it, but actually getting involved in the day to day operations.

Today the role of the Board is to establish and oversee the implementation of policies. This is made possible, in part, by having a competent and experienced General Manager. The General Manager takes on the goals and strategies, established by the Board, and is accountable for their implementation. Given this strategic role, it has become increasingly important to ensure the right skills are on the Board. Effort goes into ensuring new Board members bring a set of skills and experiences from their private lives, adding to the Boards overall competency. A strong orientation program for new Board members and keeping the Board apprised of important issues and trends is also important.

So what are some other key attributes of today's Board?

- Responsibility – The overall responsibility of not just the Board but also Club Management and Committees are clearly defined and understood.
- Goals – Well defined goals of the Board, Club Management and Committees leave no doubt as to what they are striving to achieve.
- Authority – Clearly defined authorities leave no doubt as to the framework within which the Board, Club Management and Committees operate.

- Performance – The Board has established processes for monitoring, measuring and providing feedback on the performance of Club Management and Committees.
- Priorities – The Board has well defined processes for approving budgets and plans.
- Vision – Future direction is aligned with member wishes and the long term needs of the Club.

Ultimately serving on the board and or committee is a way for your members to give something back to your club. With clearly defined roles and processes, your new Board members and you will find their time of service to be a rewarding experience. Your goals are the same: higher member satisfaction, success in member development and improved financial performance.

About Northstar Technologies

Northstar Technologies is the leading provider of on-demand, transaction-based management software for information-driven membership clubs. Headquartered in Atlanta, Georgia, Northstar delivers next-generation, totally integrated software applications that enable clients to get a 360-degree view of their entire business operation in real-time. Northstar offers complete management solutions for club accounting and membership, food and beverage, inventory and retail, banquet and catering, activity and property management systems. Northstar also offers the most advanced data communication engine enabling integrated emailing, alerts, marketing, online web reservation and e-commerce services to better serve club members.



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CAMPAIGN MANAGEMENT

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