



Where To Meet Us



[Golf Industry Show](#)

February 5-7, 2009
New Orleans, LA

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

Thanks to everyone who made the 2008 Northstar User Conference in Nashville such a great success by sharing your thoughts, opinions and experiences. We hope you enjoyed yourself and learned valuable information about Northstar products and services. Let's do it again next year!

Our relationships remain a top priority and we commit to delivering to you outstanding service, a strong product and a commitment to innovation in the months ahead.

We hope you enjoy this issue of **Connections** and, as always, we encourage your suggestions, input and feedback.

Regards,

Martin Izzi
CEO

The Benefits of Electronic Statements

By Shehzad Humayun

Are you tired of printing, stuffing and sending paper statements? Is your work day interrupted by phone calls from members about the charges on their statements? Northstar is here to help.

Using the Northstar system, your club members can:

- Receive electronic statements via email as soon as they are generated
- View and pay their monthly bill online through the Member Portal
View the chits online
- Print chits for expense reimbursement purposes
- Coming soon - Resolve member enquiries with online, work-flow driven processes saving more time and offering more member conveniences

Northstar's electronic statements look the same as paper statements and offer your members the convenience and security to access their statements online at any time. Members can sign up for electronic statements and every month they will receive an e-statement through email.

Members can not only view their monthly statements online but can also see the details of any line

- Staff incentives are usually based off of total sales but what if you based it off of profit margin? Teach your staff to recognize key opportunities to sell items with the highest profit margin. The right answer to “What do you recommend” could net you a better bottom line and your staff a nice little incentive.
- Many clubs run a birthday list for staff to acknowledge a member birthday should they visit the club that month but what if you used this as a tool to draw your members in? For your member couples, send a reminder to the spouse that their partner's birthday is coming up. Review their menu ordering history and suggest a special menu based off their preferences with the highest profit margin. This little attention to detail will entice them into the club and, with a predetermined menu, you've already geared toward improving your bottom line.

It's at times like this, we need to get a little creative.

Would you like to know how to use the Northstar System to determine your Profit Margin, Track Member Food and Beverage Preferences through Intelligent POS, or create a Birthday Mailing to your members? Please contact our Customer Support at 678-389-4300 Ext.1 or e-mail support@globalnorthstar.com.

About Northstar Technologies

Northstar Technologies is the leading provider of on-premise Club Management Software-as-a-Service (SaaS) for private clubs and resorts. 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 reservations 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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