

Cogmos Committee Report

Aim of Committee:

To perform online membership registration, merchandise purchasing, payment option analysis, and report back to the Board with options by November 1st.

Committee Members:

Colin Prior	NW Area and committee Chair
Steve Smith	NEAD
David Muir	COG Merchandise Czar
David Hicks	SE Area
Bob Smith	SC Area
Carl Metler	Membership Director

Conclusion:

{10 second conclusion}

Summary:

The committee identified 9 potential solutions that ranged from a low cost credit card processing plug-in to the current concours.org website to custom made software solutions, to Software As a Service (SAS) providers that provide fully hosted turn key solutions for membership management including optional membership pack fulfillment.

The committee investigated 9 initial candidates listed in Appendix B and using a criteria voting system and selected a short list of 4 that included:

2 Software as a Services (SAS) solutions Memberize and ClubExpress, a Credit Card payment processing plug-in to current Concours.org website, and lastly creating a custom built membership management within a new Concours.org website.

It should be noted by the Exec BOD that whilst the original remit was limited to simply analysis reporting back options for online payment, registration, and merchandising, it quickly became evident that there were additional considerations that the committee could take into account.

These included:

- Ownership and control of the current Concours.org website
- Membership plans and pricing
- Revenue generating opportunities to defray membership costs

Whilst these were not strictly within the remit of the committee, you will find reference to them in this report.

Detailed Report:

Situation Review of the current membership system and COG website.

Membership management

Carl currently spends X hours a month managing the current membership. This is broken down as follows: { Carl to detail }

During Carl's X years as membership secretary, the membership has grown from X to Y. During the club's life it has grown an average of approximately 100 members a year.

Future COG Growth

As long as Kawasaki continues to manufacture a sports touring bike and riders buy it, one can imagine the COG membership will continue to grow, so long as it is providing services that meets the members' needs.

At some size of membership, the time and effort of managing the membership of any growing club that collects fees, sends membership packs etc, while using manual systems becomes too much by manual volunteer labor alone. At this point, many clubs turn to paid membership secretaries and or automated systems.

Membership Secretary Succession

Carl has to be commended for his hard work, time, and dedication to running COG's membership. The Exec BOD should consider how easy it would be for the club to find a new Membership Secretary willing or able to continue with the current membership process, and make sure a succession plan is in place.

COG Website

Currently COG's 'Official' website is generously managed and hosted, at his convenience, by Rick Hall on servers under his direct control. The ownership of the server platform is unknown, and it is hosted at a financial institution's data center, through its relationship with Rick. The servers are commercial grade, with adequate backup and security for a non-commercial website. The committee has not ascertained if the level of security and access to the servers is adequate for financial transactions or sensitive data.

When COG wishes to make changes to content a request is sent to Rick who is the single administrator for the site.

Under the main site there are 6 Area sites that are managed by 6 Area Web Masters who are the gatekeepers and potential bottlenecks to any content needing to be posted by the AD's or AAD's. The Area sites are hosted on the same servers as the main COG website.

The proliferation of community websites like Facebook, Myspace, and Webshots, that allow members to create their own web pages, post images and their blogs, etc., has raised the bar on what members are looking for in a community website like Concours.org. Hence, many COG members have started using these other community websites as they can't quickly and easily post their own member generated content on the COG website.

Like Carl, Rick must also be commended for his hard work, time and dedication in supporting the COG website.

Concerns:

- The lack of succession planning in the event of Rick's departure from COG
- The grey area of website content control
- It used to be that anyone interested in computing and the web would have to create their own web pages using HTML. Now, however, anyone wanting to do this simply creates a Myspace, Facebook or Webshots page and doesn't need to know HTML. COG is likely to find it increasingly difficult to find Area Web Masters willing or able to maintain the current Area web pages using raw HTML.

Suggestion:

If the current website and hosting continues, the Exec BOD should create a more formal agreement with Rick, which includes succession planning.

Membership Survey

Whilst working on the selection criteria (see Appendix A), strong concerns were raised regarding the willingness of members to register and pay for COG membership online, especially if there were likely to be an increase in fees for such a system.

To resolve this question, Colin Prior used an online survey to poll the members by email. The results are as follows:

Membership	2,065
Emails sent	1,874
Emails successfully delivered	1,640
Bad Email %	12.5%
Total number of responses	722
Response Rate	44%
% of Membership reached	79%

- 94% of those surveyed wanted or were willing to register and renew their membership online
- 91% of those surveyed wanted to or were likely to pay online
- Even if all those that were not sent an email had voted NOT to go online, there would still have been a 2/3 majority voting to go online

A full report including the text responses can be found in Appendix C.

Suggestion:

Publicize the survey results in the next Concourier.

Membership Pricing and levels

While this was not within the remit of the committee, the committee suggests that there is an opportunity for COG to provide new membership levels and a la carte membership options if a SAS solution is chosen.

Members could choose, for example, to have a discount for not receiving a hard copy of the Member Directory, and instead can print their own 'Custom' membership directory in full or just for their Area via a secure Member Only section of Cogmos. The same could be true for Chalkdust and even Concourier.

Supplemental income

Whilst a SAS Cogmos would involve additional expense, it does open up the opportunity to provide a robust platform to realize additional revenues through advertising, vendor pages and affiliate marketing.

The committee is unsure if this is possible with the current Concoors.org website, as it is not under COG's direct control. It was noted that there are banner ads on Concoors.org that may be generating revenue. It would not unreasonable that Rick realizes and collects this revenue given the site is hosted and managed at his convenience.

There has been some confusion over the ability for COG to realize such revenues without compromising the Clubs non profit status.

The IRS website states:

C. SOCIAL CLUBS - IRC 501(c)(7)

It is intended that these organizations be permitted to receive up to 35 percent of their gross receipts, including investment income, from sources outside of their membership without losing their tax-exempt status.

It is also intended that within this 35-percent amount not more than 15 percent of the gross receipts should be derived from the use of a social club's facilities or services by the general public...

Gross receipts are defined for this purpose as those receipts from normal and usual activities of the club (that is, those activities they have traditionally conducted) including charges, admissions, membership fees, dues, assessments, investment income (such as dividends, rents, and similar receipts), and normal recurring capital gains on investments...

This may provide COG some leeway to generate revenue that could cover most, if not all, of the costs of Cogmos.

Membership attrition

Concern was raised within the committee that any hike in membership fees may result in a high membership dropout rate.

Solution 1 Upgrade to Current Concours.org Website using Dial-Pay

Proposal by Carl Metler

Overview

Upgrade the current COG website with online forms for registration, renewal, and payment submission. Data from these forms would then be securely transferred to the Membership Secretary for processing. Data from the membership forms would continue to be managed as they are now. Credit Card processing would be conducted via Dial Pay which uses automated credit card processing via the phone.

Features:

- Use of current Rick Hall hosted website
- Separate membership registration and renewal processes from membership updates
- Website form submission on a secure SSL web page
- Custom Click Accept Membership Agreement
- Local storage of members data on the web server until transmitted/retrieved by the Membership Secretary by either:
 - a) Secure encrypted email transmission to secure email client
 - b) SSL login to restricted web page on server to retrieve form data
- Payment for merchandising and or event registration could use the same process

Benefits

- Could be implemented in 6 to 8 weeks
- Low cost solution, assuming we find a skilled volunteer to modify the website
- Can be rolled out in stages

Costs

Disclaimer: The programming times to create the appropriate web pages are estimates ONLY

Web Server Costs	Setup Costs		Annual
	Time	Cost	
Creation of web forms click accept etc.	2 Days	\$2,000	
SSL License			\$200
Secure Email Server & Client			
- Setup & programming	1 Day	\$1,000	
- License Purchase		\$200	
Additional pages for online store front	2 Days	\$2,000	
Total	3 Days	\$5,200	\$200

Payment Processing Costs Dial Pay

Actual costs varies depending on which reseller/partner is used:

Monthly Fee \$25.00

Per Transaction Fee 2.2% + 20¢ (Visa/MC)

Equates to \$1.00 fee for \$37.00 membership

Disadvantages:

- Not a seamless system. The membership transactions would not be processed in real time.
Member > Server > M Sec > Dial Pay > Bank
- Sensitive personal data is stored on the server until retrieved by Membership Secretary
- The Storefront price is simply for a simple payment system, not a true online shopping cart with database, inventory, shipping options etc.

Committee Comments & Observations

Solution 2 Custom Built Member Management System

Proposal by Rick Hall

Overview

Rick proposes to buy or build a new purpose built COG website that he would then manage on behalf of COG in a similar way that he currently runs the current Concours.org website and Forum. The new website would provide online member registration & renewals etc., per COG's requirements.

Specifics

Rick correctly stated that there is a wealth of applications out in the market, many of which are open-source that could be used to build such a system (including DotNetNuke.com). In addition, there are a number of 3rd party plug-ins that could be utilized to provide the shopping cart and possibly even basic membership management. (For example, see Shopping Cart Plug-in at eCartsoft <https://www.ecartsoft.com>)

Features

Advantages:

1. Development could be staged over time as funds became available.
(For example, just add a payment gateway first without membership management)

Disadvantages:

- 1) You need to find a willing volunteer to manage the product specification and potentially build such a custom system. To build such a system commercially that comes anywhere close to SAS system functionality would take many man months of development and the associated costs. Even if this work was outsourced to India or Russia, the cost would run to the tens of thousands of dollars.
- 2) Maintaining a final system would be relatively high in cost (~ \$2K per year) unless we found a willing volunteer.
- 3) Such a system would continue to run on the servers at Rick's convenience or would need to be moved to a commercial web hosting company with their associated costs (~ \$1,000 per year), assuming it included a database.

Costs

Item	Using 3 rd Party Plug-in			Build from Scratch	
	Dev Days	Cost*	Plug-in	Man Dev Weeks	Cost*
Simple payment gateway	5	\$5,000	\$0	N/-	-
Basic Membership Management	5	\$5,000	\$300	8	\$24,000
Merchandising	2	\$2,000	\$30/Month	8	\$24,000
User Generated Content	5	\$5,000	\$300	4	\$12,000
SQL License for database	1	\$1,000	\$1,000		\$1,000
Basic Setup		\$18,000	\$2,600	20	\$61,000
Annual maintenance	5	\$5,000	\$100	2	\$10,000

* Assuming outsourced development team in India

Development costs calculated at \$1,000 per day for short term integration work, and \$3,000 a week for longer term project work.

Committee Comments & Observations

4) **Solution 3** Software as a Service Portals

Overview

The purpose of a SAS is to serve the needs of clubs wanting to use the Web to manage their membership, online marketing, and provide other services, including merchandising and event registration to their members. A number of companies have sprung up over the last 5 years to provide solutions to this need. These companies fall into 3 categories: Clubs less than 500 members, 500 – 5,000 members, and those with over 5,000 members.

Solutions for the < 500 members tend to have very low feature sets. They don't include online membership payments or shopping carts and use a cookie-cutter type approach with limited personalization. The > 5,000 member solutions are highly customizable and typically include deep integration with the clubs' paid administrators as many of these clubs and associations are for profit.

The mid-tier solutions that fit COGS profile include those where you license the software and run the application on your own servers, those that are fully hosted on their servers, and those that offer full a la carte outsourced membership services (including the printing and fulfillment of membership cards, new member packs, and news letters).

Features:

	Memberize	ClubExpress
Membership Database	Y	Y
Member Signup & Renewals	Y	Y
Calendar & Event Registration	Y	Y
Shopping Cart/Merchandising	Y	Summer 08 ²
Permission Based Administration	Limited	Y
Discussion Forums	Y	Y
Secure SSL Pages	Limited	Y
List Server	No	Y
Surveys	Basic	Y
Photo Album	Limited ¹	Y (unlimited)
Document Library	Limited ¹	Y
Committees	No	Y
News Letters	Y	Y
Member Interests	No	Y
Donations		Y
FAQ / Tech Library	No	Y
Chapters, Regions & Districts	Y	Y
Custom Pages	Y	Y
Control Panel	Y	Y
Reports & Data Export	Y	Extensive
Future Feature rollout	Limited	Aggressive
Fulfillment Services	No	Optional
Membership Support ³	No	Free

¹ Limited to 6 photos per page (quota 50Mb), with additional 50Mb @ \$5 per month

² Merchandising workaround is available until the full service is rolled out

³ Membership support from ClubExpress includes a free 1-800 telephone support to all members for login issues, lost passwords, cookie problems, signing up and renewing, registering for events, making online payments, etc.

The committee set up trial accounts at ClubExpress and Memberize to evaluate the features of each.

They can be accessed by the following web links

Memberize: [Memberize COG Homepage](#)

ClubExpress: <http://cog.clubexpress.com/>

For either system: to login and see the Member Only features, try the new member sign in process or use a user name of fblogs and password of cogmos

Benefits

- **Platform for the Future**
The biggest single benefit is that this approach would be the fastest method for providing COG with a platform for future growth of COG by reducing administration and providing a vehicle for members to become more actively involved in building the COG community.
- **Simplified Management**
Almost everything COG would need to manage membership would be in one place and accessible through the website, including the membership database, financial reports, events, documents, committee tracking. Administrators and coordinators would have access to functions to help with their individual responsibilities.
- **Better Accessibility**
Any delegated member can create and maintain the COG website, without the need to know web programming. All the features are clearly laid out for novices and experts alike, with detailed instructions and help screens.

COG's membership and financial data would be available to authorized Execs and Directors from anywhere. Users come to the information instead of the other way around.

COG members would have the ability to access some or all of the current printed materials: Membership Directory, Chalkdust, and Concourier etc. online

- **Better Communication**
A fully integrated online membership system would improve communication between COG members, committees and directors. Having an online membership directory would make it easier for members to contact each other, and the email tools would help AD's notify members of news and upcoming events. The 'private' COG-only discussion forums would help committees and the Board of Directors manage operations and growth. Cogmos would become a more centralized place to find out everything about the organization.

COG members would have the ability to create their own web pages with blogs, pictures, and tech tips etc., free of charge and share this information either publicly or privately with other members (ClubExpress only).

- **Better Visibility**
An updated COG website with better features and a consistent look and feel across the Area Pages would make COG more visible and attractive to the motorcycle community and prospective members. It would do a better job of promoting COG, our Industry Members, and the various benefits and activities we provide. The website would also be professionally optimized for search engines to help people find us.
- **Improved Control & Management**
Much of the day-to-day management would move online using secure web pages. Members would update membership information, manage events, coordinate committees, track documents and photos, and manage some of the finances. Both the platforms provide reports, including those for membership, finances and website traffic.

The complete hosting management of Cogmos, including backups, hardware maintenance, software licensing etc. is outsourced to a professional company.

- Kept Current
The system is kept up to date with the latest technology and features required by clubs wanting online membership management. It can include ideas and feature requests submitted by other clubs,

Costs

The transaction costs for receiving Credit Card Payments online are the same for either system, and are only 25 – 50¢ higher than Dial Pay.

Depending on which final transaction gateway and merchant bank account is used, the expense of a \$37.00 membership fee paid online would cost between \$1.20 - \$1.60.

The costs below are based on a membership base of 2,200 members.

	Memberize	ClubExpress
Setup Costs	\$300	Free
Base Membership	\$2,280	\$8,448
File Storage (images & Docs) ¹	\$540	Free
Total	\$2,820	\$8,448
Member Per Year Price	\$1.28	\$3.84

¹Based on 500Mb of image & doc storage

Committee Comments & Observations

Voting by Cogmos Committee Members
1 is favorite 4 least favorite

		Option			
		Plug-in	Custom	Member	ClubEx
David Muir	COG Merchandise Czar				
David Hicks	SE Area				
Bob Smith	SC Area				
Carl Metler	Membership Director				

Chairman has casting vote.

Specific comments by each member of the team:

Appendix A

Cogmos Criteria 1.1

Item	Required	Desirable
Be up to date with current service offerings and technology	Yes	
keep up to date with minimal effort and costs < \$1,000 PA	Yes	
Simple to administer by multiple permission based administrators	Yes	
Ability for each cog Area to administer its own region with WYSIWYG & HTML GUI,	Yes	
Provide a consistent COG theme/look & feel throughout		8
Not to loose any of the current features/functionality	Yes	
Cost < \$5 per member per year		
Reduce the current member administration time by > 50%		9
Provide International support		6
Support User Generated Content		8
Live Chat & SOS flag to provide immediate Assistance for COG members in need.		4
Support merchandising of COG goods incl. payment		9
Fulfillment of COG Merchandising		9
Provide complete membership admin, including payment tracking, reporting and renewals	Yes	
Membership directory with permission based views	Yes	
Data import/export ability		
Secure SSL pages for signup and credit card transactions & transfer of sensitive data.	Yes	
Hosted by 3 rd party		5
99.9% Uptime guarantee & SLA		9
Data security agreement including backup, redundancy etc.	Yes	
2 Year support Agreement	Yes	
Minimum \$1M liability insurance	Yes	
COG has 100% control over the content (including members pages & profile)	Yes	
Fully support manual membership submission and payment	Yes	
Support Credit card payment and track other payment methods (check, cash etc.)	Yes	

Appendix B

Options and reviewer

Site	Reviewer	Summary
http://www.membermanager.net/	Dave Hicks	Too low end for COG
www.clubwizard.com	David Muir	Too low end for COG
http://www.memberclicks.com/	Steve Smith	Geared towards professional orgs, CP to review
www.clubpoint.com	Bob Smith	Too Low end, does not do payment processing
ClubExpress	Carl Metler	No report sent by Carl
Vbulletin	Bob Smith & Dave Muir	License SW route need own servers etc. Need to look at more.
Memberize	Dave Muir	Looks good CP to review
Dial Pay plug-in to COG	Carl & Colin	
Custom Built Solution	Colin	To expensive and no project manager.
All	Colin	

Appendix C

Online Registration

If COG were to provide a secure online membership registration service, would you register, renew and update your COG membership Online?

(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
Yes Definitely	486		67%
Probably	192		27%
Unlikely	35		5%
Never	9		1%
Total Responses: 722			

Online Payment

If COG were to offer membership payment online via a secure credit card system and PayPal, How willing would you be to use this payment service

- **Select one of the following**

(Each Respondent could choose only **ONE** of the following options:)

Response	Total	% of Total Respondents	%
I would prefer it	415		57%
I would probably use it	239		33%
I probably would not use it	52		7%
I would never pay online	16		2%
Total Responses: 722			

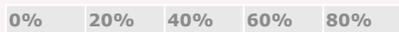
Online Security

You answered that you would "Never register online" The Cogmos committee would like to understand the reason for you choice. If you answered this incorrectly please use the back button to change your answer.

I am not willing to register online as:

- **Select all that apply**

(Each Respondent could choose **ANY** of the following options:)

Response	Total	% of Total Respondents	%
I am concerned about online security	6		67%
I rarely use the internet	1		11%
I never use the internet	0		0%
I prefer to register by mail	7		78%
Other (please specify)	0		0%
Total Responses: 9			

Survey text responses

The 4 Response from the member not willing to pay online

Please provide any other comment you wish to make.

I do not wish to be involved in PayPal.

PARANOIA- plain & simple....

don't want my #'s floating about in cyberspace. yeah.I know it's soo secure a safecracker can't get to it. explain that to the thousands who've been hacked into & lost their credit. I was recently notified by snailmail- the state has lost a device containing thousands of names/ssn/address/etc & I was lucky enough to be one. it happens all the time, just trying to improve my odds. my shredder gets a workout daily also. like I said paranoid, I just hope it's a healthy dose.

M.B. COG 1049

INTERNET IS FINE FOR SOME THINGS.MY MEMBERSHIP IN COG IS A HOBBY I DON'T WANT IT REDUCED TO A INTERNET ACTION GROUP

Once again, if dues are raised to pay first class postage, I will not be renewing. If online access option for directory and Concourier were made available, those who still chose paper delivery could be accommodated by current dues, while allowing others to have much lower cost e-delivery, or download access. Tom Brandt 281.339.2065

<p>- COG Welcomes your Feedback</p>
<p>Please feel free to provide comments on: What you would like to see from COG. What's working well and what could be improved. Any concerns you have if COG moved to online membership management</p>
<p>"Our generation" is now the fastest growing segment of Internet users, even if by default, following the kids and the senior citizens. Now is our time.</p>
<p>1. "Probably" for me means if I had no choice.</p>
<p>1. As a Canadian, paying on line would be easier then getting a money order.</p>
<p>1. I don't like creditoit cars used on line, phone with a REAL PERSON known from at least by a familier name is better.</p>
<p>A classifieds section would be nice, where we could post stuff for sale/wanted immediately. Also, a buyer feedback section for posting good/bad experiences with people from the board.</p>
<p>A fantastic idea. Not only to pay for membership and update contact info, but to have a profile and photos could really facilitate more unity among the COG community. I am all for it. #6325</p>
<p>a list of vendors that offer discounts to COG memebbers would be nice. Not the "call for discount information" or whatever it says on the COG vendor page. I mean there are other internet forums i visit online where vendors offer discounts and you dont even have to pay to be a member of those.</p>
<p>A slight increase in dues would be acceptable to finance the server/maintenance as well.</p>
<p>Ability to order and pay for merchandise via an "online store" would be welcome as well.</p>
<p>Although I WAS happy with the old system, the online service would probably allow membership to grow, which for me is the only real benefit (survival of the fittest, right?)</p>

Although I would use the online system, I do not have a problem with the current system. If it is going to add cost for the organization, I say stick with what has been working.
An additional jump into the 21st century could include a change to a subject specific on-line discussion forum - as an example, take a look at the GL1800 rider forum (http://www.gl1800riders.com/forums/index.php) or numerous other forums. This could replace the "rotating subject" email communication method used today including digest, which is equivalent to today's Blogs, but which has honestly made me "nuts" to the point of Unsubscribing.
Another good thing to ask is how much more members would be willing to pay for the added cost of these features.
As a frequent purchaser of motorcycle accessories online, I am accustomed to this venue for financial transactions. I am a PayPal subscriber and feel comfortable using this intermediary if that would be COG solution. Brian Austin, PhD.
As a new member (2 yrs) I have found the group to be great. Keep up the good work.
As a new member, I was surprized that COG was not already to the point of online registration and dues collection. It is way more convenient for people like me who live outside of town to be able to sit down at a computer and do my business without having to make a trip to town.
As do most of my colleagues, I do much of my business and bill payments on line, and really like it that way. I am also used to shopping online as long as it is a reputable business with commensurate security for my transactions.
As long as it doesn't change the family feel of COG.
As noted in the pre-amble to this survey. It was stated that we are in the 21st century...I feel it would help the group grow, and assist in keeping members coming back to the website. Nuff Said
As of right now i do not have an E-Mail account at home and i am close to retiring from my current job. That would be the only drawback. Although I will eventually probably have an E-Mail account
Be aware I will never use the PayPal service.
Being a member to your group is okay with me, keep up the great work.
Being new I don't know how the money works, but if it would require raising dues and costs for items to pay the cc companies and Paypal I vote NO.
Being simple is the spice of life!
bout damn time
Canadian COG members can not benefit from AMA affiliation and insurance up here... please consider a member fee portion to acquire MCC affiliation and club insurance on behalf of members and executive.
COG is one of the better organized groups I've seen. Adding some on-line "customer services" would only serve to enhance COG.
COG Merchandise Rules!!
Concern: PRIVACY PROTECTION!! NO selling or trading of member info for any reason with anyone else.
Concourier being produced 4 times a year, GREAT!
Contray to some criticism on PayPal, I've been a member of it for over 4 years with no problems. I've found them to be highly reputable. So if that is a method you would like to utilize, you have my support.
Do it NOW!
Do it! Also add the ability to purchase COG goods with CC or PayPal.
Easy renewals with credit cards will lead to more renewals.
Either way works for me, Good luck Guy!!
Even if I had to pay 1\$ more or so for the online convenience, I would gladly do it.
Excited about the move to making being a member of this fine group more convenient!
faster and better for all
First - great idea!
Give me the ability to register pay and update my membership every time! :-)
Go on line
Good idea,

Good idea. Hope the rest of the membership agrees.
Good luck with the club admin development - Hans in Sweden
Good move!
great
Great idea... thanks for working toward improving the club.
Great ideas!
Great ideas...this is the 21st century after all..keep up the good work
Great magazine!
Great way for us to move forward.
Great web site
Greetings,
Guy,
Having had my credit card compromised I do not now do financial transactions online except through my own bank.
Hey guys (and Guy), I'm that ex_Concourier editor living in London and I would be happy to receive my Concourier as a PDF file. I know the foreign postage is hugely expensive. My Connie is back in Maine now after seven years in Europe and a trip to Russia. - Steve Patriquen COG 2837.
Hey Now,
Hi, I would love to see the online payment stuff but still love magazines & flyers through snail mail.
Hi, My two cents..... the project would be exponentially simpler if all you wanted to do was process membership payments online. Once you get into the "membership pages" and all that it adds alot of complexity (unecessarily if all you want to do is remove paperwork from the membership directors office). Anyway, Sorry I missed you guys in WV.
Hopefully this could also provide a vehicle to cut down on other mailings right and product further cost savings? People could download the current concourier issue or membership directory anytime they wanted to. By pushing the fact you can get updated directory info anytime you want to or even provide search capability based on location could probably get many members to forgo the annual mailings that have proven so costly and troublesome?
I agree with adding on line payment, ect., while retaining paper and mail as an option, depending on how much of an additional hassle it is for a volunteer organization to run both systems
I also resisted the demands to get into the 21 century. Now, ALL my banking and many other financial areas are processed online. I think COG will be all the better for the changes.
I am a new member... just applied. I printed out an application about a year ago and finally got around to filling it out & sending a check. If it was avail. on line, I would have joined a year ago.
I am all for these proposed improvements. Also think it's time to port the forum over to a more current board software. Many more features for users available...
I am brand new to COG. Just got my first "Konnie" in July. I would like to see the on-line service put in place.
I am comfortable using a secure connection (https:) to make online credit card payments. However, I would prefer that the online payment company *not* store my credit card information. I would prefer to enter this information anew for each transaction.
I am glad to see more than talk on this subject. I feel that it is long overdue. It's kinda like the C14 - after all the "I'll keep my old C10" business, the C14 is selling well.
I am happy with COG as it is. The online registration and payment service is long overdue, though.
I am happy with the way things are now, however I am almost computer illiterate, so if this change would be a help to others or the club. It's fine with me.
I am Ken, inventor of Hunter FlatBars. We are currently the only source in the world for heated grips for ZG-14s.
I am not a computer type and am very ambivalent about the on-line part of registering. Snail Mail is just fine by me.

I am strongly in favor of this initiative.
I appreciate the time/effort from the volunteer workforce in all that they do. Anything that makes things easier for you/members is a benefit. The internet is a mature medium and I strongly support a move for COG to make greater use of it.
I can see it adding cost since we will need to partner with someone (reference small group) or hire someone to look after this. This may cause some members who see it as inexpensive to leave since there is (to them) no added value.
I do like online. Thanks for continuing to look for ways to improve the organization
I do not have a paypal account because they are very anti-firearm and anti-second amendment. I would pay with credit card not involving paypal.
I do not have a problem with the present system but would Probably use the new system if it were put in place. A huge "thank you" to the people who keep this organization running so well.
I do not like the idea of having to use PayPal. I would like to renew online using a credit card, just not PayPal.
I do not see this as an important initiative. Doing a once-per-year renewal via mail is not a problem and the benefit to me from online registration so insignificant that I don't care about it one way or the other. If the online system existed and I felt it secure, I probably would use it but I would not recommend that COG spend any significant amount of money to build such a system. In other words, if it would benefit COG administrators and could be done at low cost, fine. But again, it is not something that would change my opinion of COG. I belong to COG for (1) the forum and (2) the insurance discount I get because I belong to a recognized owner's group.
I do not wish to be involved in PayPal.
I don't care for Paypal as someone stole my VISA number from them. I no longer have an account with them.
I dont hardly use any checks anymore and would be willing to pay a bit more just for the convenience of online payment!
I don't have a broad range of knowledge, but it seems as if COG is becoming an excellent (maybe THE)sport/touring club. Good to see bikes other than the "old" Concours. Go-far and Go-fast. Thanks for being here. Signed RikDavis.
I don't mind if we keep mailing in membership, whatever works out best for the people on the other end.
I don't put personal information online. Secure systems are never really secure.
I don't trust paypal
I don't use online membership for anything I belong to - too risky. It is a good way to lose your identity.
I feel it would be a better organization, my connie was totaled and i replaced it with a cruiser and have joined the sabre riders group online, you should visit it and take notes. Great online org.
I feel it's good for those who want to put that out there.I prefer not to.but if you can make it work for the good of CVOG, go for it. M.B. COG 1059
I feel more of the forums should be for members only (especially technical). I'm a new member, but I haven't seen any benefit that seperates members from non-members.
I feel that this would be a great move by COG, however we would still need to service those members whom would not make use of this service and still would desire the mail-in method.
I find COG to be a great resource for someone like me, whose first bike is Concours. The online collaboration alone is worth it alone. Meeting some new friends on an area sponsored ride and at 2006 National were bonuses.
I find the info on the forums invaluable.
I have no preference as to whether or not the group decides to go more online. I believe the Group leadership is a very dedicated 'bunch' and doing a great job!!
I have no problems working with the system as it is now... the online benefits would just add more overhead expense and more management headaches. It wouldn't matter if nothing happens. It's a great organization and shouldn't be bogged down in technical quicksand.

I have no real concerns. I've enjoyed my membership. The mail in has not been a problem, and yet, we are into the 21st century. But someone has to manage the system and I don't envy them. If a new modern system will not impact the COG too much financially and we have a way to manage the details I say go for it.
I have not renewed because of a lack of interaction. Not much goes on here in Texas with COG. With a more interactive/proactive COG perhaps there would be a reason to once again become an active member.
I know that there are many ways that crooks can use the internet. But I still use it to order parts from supplier etc. I often use my charge card to make purchases online.
I like everything about the way COG is currently running. The online payments would be a welcome service to simplify an already excellent organization. Keep up the good work.
I like the concept of becoming more web-savy.
I like the idea!
I live in a wonderful part of the country, with DIAL UP connection. I still use the post office :)
I notice Murgh went to veri sign
I pay almost all bills online and never had a problem, plus you can't beat the convenience.I appreciate all the time and effort COG directors put in !
I PERSONALLY don't care one way or another, but I hope you do adopt an-on line system so those that want to can more readily order membership and merchandise, and hopefully keep/build COG membership. I will continue to use a check and snail mail, most likely, as I tend to favor my Luddite sentiments.
I prefer Internet Banking to credit cars use on line - but like the idea of on line renewal and purchases from secure trusted sites.
I process everything online now, bills, other memberships and clubs, banking, etc. This is a logical progression that I'm glad to see COG at least investigating.
I signed up with PayPal a year ago.
I think COG is doing fine. I do a lot of online shopping, so renewing and paying by credit card is no big deal to me. Renewing and paying by snailmail and check is no big deal either -- it's only once a year, after all. The important thing is that it be secure if it is online.
I think it is a very good idea. I would like to know cost factors along with visionary future applications, of on-line built into the future cost projections. Rodger Ragan
I think it would be an excellent step forward to benefit everyone.
I think it's a great idea!
I think it's an idea whose time has come.
I think its great. I do my registration
I think online membership will help expand membership. People just expect it these days.
I think that the day and age we live in, coupled with the fact that the new Concours is going to appeal to a large number of riders that are new to the Concours...but tech savvy....the changes are long overdue!
I think that this system would greatly benefit COG in the near future, and further the riders advantages with ease and practicality for payments and dues if necessary.
I think the current system works OK, but more computerization would likely reduce administration on COG's side of things. I would appreciate ability to pay with PayPal or Visa.
I think the National Rally Webpage is really helpful and evolving well with all the extras. The maps are really helpful and clear. Thanks for all your hard work.
I think the new way would open the membership up to people that like and use PC but I think old school people should not be forced out.
I think the number of people will increase greatly if it is easier to sign up. It took me two moths to get around to filling out the sheet and finally mail in a check.
I think this is a great idea.
I think this would be a good idea, since alot of us utilizes these options already. it would be quicker and would eliminate unecessary postage.

I understand what's driving this and I do things on-line quite frequently. I also think people need to understand that this IS a volunteer organization and that the current system works! So.....I can work with whatever system we end up with. One thing that would be nice is on-line ordering of COG merchandise, but I'm sure that's beyond the scope of this survey. Anyway, thanks for all the work that goes into keeping COG going!!

I understand concern about the security issues of going online. Also in the past I was told COG online would be too expensive. Increasing my dues so I can pay online is not a BENEFIT!

I use paypal and/or secure servers for all my bills.

I use the internet to pay most of my bills and buy most of my bike parts. It's a great tool and eliminates time lags and errors from the Post Office. I'd even be willing to pay slightly higher membership fees to gain the ability to do everything on line.

I will remain a member whether you drag renewal into the 21st century or not!

I wish we had it now. It's time to write the check again!

I would also like to see an online registration system for rides, events, etc. that all regions could use.

I would also like to purchase COG merchandise online.

I would also use online ordering of COG materials. You run a great organization!

I would be willing to pay extra on my dues in order to pay on line. As a matter of fact, I lost my renewal letter, and now I have to ask for a new one. If it was online that would not have happened.

I would be willing to pay higher membership dues to help support this; say 10-15 (maybe even 20) dollars more per year.

I would like COG to keep mail the Concourier its current format.

I would like to do everything online. Lets make it happen

I would like to see a growth of COG in Europe. Therefore I feel it is good if COG is offering an online registration and payment system. Even though the creditcard is not yet as widely accepted in use in Europe as in the US. Furthermore I would like to have the possibility to order COG merchandise online with a clear view to what the P&H costs are for shipping to Europe. I know, us Europeans are a pain in the xxx for COG ;-)

I would like to see a membership list showing members city and state. That way if needed, I can contact a member close by for possible rides or Connie information.

I would like to see an open forum from industry professional and Cocours problems. Is such a forum likely or would anyone but me would be interested.

I would like to see more in the way of rides/events near the NW Ark area. I don't have as much time as I would like but could help some. Should have more free time in a few years. The cog events I have been to have been good. Keep up the good work.

I would like to see more tech info as photos and text in KW shop manuel presumes a more advanced level of expertise.

I would like to see the above features and the cog web site and a forum all in one site, if possible.

I would like to see:

I would like to use the online services but I have a problem with my paypal account. It won't let me use it for some unknown reason. I have been able to pay a vendor in the past when they sent me a paypal invoice. The problem seems to be unresolvable because there don't seem to be any actual human beings at paypal and they won't let you open a different account from the same computer.

i would of joined a year ago if this was the case but the paper work ended up sitting on my desk for a year

I would pay online but NOT with Paypal, too many issues with their service for me.

I would use online services and would like to see the website updated and easy to use like other forums, i.e., zzbikes.com

I would use whatever COG provides and is best for COG.
I write one check per year and it's to COG. Let's go electronic and I can eliminate that one check!!
I'd like more local contact. Maybe at least an email from whoever is my local area director? I've never once gotten any mail (email or snail mail) about local rides or get togethers.
I'd like to see better email communication. I submitted a "for sale" advertisement to be included on the message board's advertisement page and in the Concourier. I never received ANY reply regarding that.
I'd like to see Ride Schedules on a more current basis, Monthly or bi-monthly
If COG was to offer these features I would use them. I personally don't have a problem with the way it is either.
If everyone were to use credit cards that would show an obvious loss of income from credit card fees and system fees. Dues may need to increase accordingly.
If these on line services were available, it might help in the recruiting of new members.
If this system was to be used, I would suggest a confirmation number of each transaction, in the instance that they didn't receive their materials, you would have a number to reference. I would also suggest auto-emailing the payment receipt.
If you are worried about the small volume, it would be easy to set up a PayPal account for Carl Metler. Sending out renewal notices via email with a handy link to PayPal embedded in it would have to save a lot of manual labor and paper & postage costs.
If your'e not a member, keep your opinion to yourself.
I'll abide with the majority. Society has become so focused on "instant gratification" that comes with online access, that it will be more and more difficult not to take this big step; however, if we delay this, so be it. Thank you for at least considering it!
I'm ambivelant on this. It's a good idea as long as the long time members who aren't tech savvy aren't left out. And as long as Rick Hall doesn't control it.
I'm concerned about privacy and security, and who has access to the information.
I'm glad to see the caring (in terms of the security of members' information) and professional manner in which this issue is being addressed, even though I know many would say it has taken much too long. I do think this is a necessary step to make this great club sustainable for the future. On-line services like this are becoming a basic expectation. Thanks.
I'm neutral on an on-line system, even tho' I'm a retired software designer. The lack of on-line capability would not bother me in the least. On the other hand, I would use it if available.
I'm not in a full year yet, but this group is tops from what I've seen so far. Keep it progressing.
I'm not really bothered by using a check for payment, but I like online payment services. I think adding an online option would appeal to more people.
I'm shure you will all do a fine job and I know this will grow into something big, and as always, TOP NOTCH!
I'm the treasurer for our local hang gliding club, which also has a number of Canadian members. I introduced PayPal as an option several years ago, and it's been well received.
I'm very satisfied at the present time with everything.
In the C14 forum there is an owners survey that asks for the COG membership #. Surprisingly, there are many new owners who are not members of COG. This raises the question of whether COG should offer a 1 yr free membership to those who buy a new C14.
It all seems like a good idea to me, I like the idea of having my own member profile with photos. It would save me some stamps and checks too, hope this works out, Paul
It would be about time. Even small rides and rallies use online registration.
It would be nice to have this ability to pay for event registration, buy merchandise, etc. Thanks for your effort!
It's a good idea but I for one do not have the computer savy to be able to make sure that I'm secure at this end in order to use a credit card.
It's about time.
It's all good, I have been kept in the loop about upcoming events and all that's been going on, appreciate it.
it's something that should be done.

I've been riding 50 years..was very active in GWRR Assoc. (1st NY State Director), back in the late 70's.,early 80's. Got burned out, and tired of BIG things.
I've had enough problems with online financial transactions that I do not support this proposed change by COG.
I've renewed every year for 17-18 years the old snail-mail way, so it's not a big deal to me. I can learn new tricks, however; I'm adaptable!
just how will this information be distributed to all of the people the neglected to give, or just didn't have the foresight, to supply the COG machine with active e-mail?
Keep in mind that by going "online", you become a target for hackers and spammers looking for credit card numbers and e-mail addresses. Our company is bombarded with hackers attempting to break in all the time! Security will be a major issue.
Keep up the good work
Keep up the good work, the new 14 looks like a 21st century bike, lets make the club the same.
keep up the outstanding work!
Let's get digital!
Like all electronic payment systems, I would be worried about loss of confidential information. Other than that, I have know problems
Moving to a service like this would be worth an annual fee increase to me, just for the convenience of not having to write a check and mail it.
Much of my opinion would change if I knew if these changes would cost more in membership. If this would not increase the cost of membership, I would change my answers to "probably" would use.
My capabilities are limited by:
my curiosity says: will this increase the cost to the membership? and ifso how much?
My job has me on the go constantly and I sometimes forget to send out snail mail documents. being able to do this by computer would make it a little easier for me.
Newsletters, notices, photos by email? Sure!
No comments at this time...I primarily use the COG sight for technical help or to to look at the For sale items.
None Selected
Not that the old system is broken, but this would be a welcome change in my opinion. I find that I now pay most of my bills online. IE: my water bill, my electric bill and my car payment. I even receive my bank statements online. I know that these instiutions have all had the same initial concerns as you do, and they all took steps to ensure the privacy and safety of their patrons and you will no doubt do. Yes, this would be a good thing.
Note: as a Canadian credit card would do away with conversion - same for the members across the pond.
obviously something needs to be done to avoid the membership book fiasco from reoccurring.
Ok...you asked. I rode my bike 1500 miles to the national rally (Davis, W.V.)and still feel I am a total stranger to my region (SouthEast). May I suggest that you plan a time at the national when the regions MUST come together and meet and greet. The rally was great and well planned. The people who did all the work (not me) deserve a big pat on the back. There are many great people who have a passion for C.O.G. and it shows. I just wish I knew them more than just by a name on a web site.
Once you get this done, put the COG Merchandise online...

Online access to Concourier and Directory, or option to continue lower cost shipping/no directory rather than increased dues is requirement for my continued membership. Raising dues to cover increased mailing cost is unacceptable to me! Fear of "stealing" Concourier is ridiculous; I don't believe any members are paying current dues just to receive it. Online back-issues is of value, too.
Online merchandise payment, online registration for Nationals/regionals
Online membership would be a wonderful, productive step forward.
Online registration is so common that it does not have any stigma like it had in the past. I think it would be a good step for COG.
Online registrations and payment systems have been on the web for years now and I would love to see COG join in, esp. as it can help to interest a new Connie owner, even if the bike isn't the current model year.
Online system would also allow easier address updating!
Only concern is that if you're only polling the members electronically, then you will only find out what the members w/ Internet access want, not what the entire membership thinks of the process. This may be important if it translates into spending group money. Just a thought.
Only concerns would be an increased membership cost.
Paying online is much easier to deal with. NO SNAIL MAIL. YAHOO! It is quicker for all involved. The biggest downside to registering was the fact it took 6 weeks for my check to clear and me to hear back that I was registered.
Payment of dues on-line is not a priority for me, but purchasing COG merchandise on-line using Credit Cards or Paypal would be GREAT!
Paypal is a cheap, easy way to accept membership payments. Very little setup and very inexpensive fees (I think currently 3% per transaction)
Perhaps I need to get an easier job, but the COG mail list seems a time-inefficient info clearinghouse. There is a huge volume of conversation in it, so keeping up with the main thread can cost an hour a day. I think it would be cool if the system were updated to the newer format where users could start new threads for new subjects, and elect to be emailed only the threads they have indicated an interested in. The current COG email thread, a general-purpose catch-all thread, could be among them.
Perhaps in spreadsheet format, ability to download Membership Handbook...reduce printing and snailmailing costs. If spreadsheet then could list by various fields, e.g. tent, state/prov., region.
Placing a link on the COG website may generate more membership and may I suggest a possible discount to members that renew using such a link to encourage it's use and save the group money.
Puhleeze set up an online registration. I've let my membership lapse because of the bother of using snail mail to renew.
Ref: online payment
security, privacy, reliability . . . Use of PayPal might mitigate possible problems/concerns but add to cost. What would be the cost to COG (and members) of PayPal and credit card billing vs current system (checks and cash)???
Seems like a good idea, as line as "online" was not the only option for registering or payment of dues.
senior who is hardly computer literate but am trying to learn therefore i do not do anything with money on line. have looked at what i can figure out of cog on line and would try to participate.
Since online membership services would be in addition to the current pen & paper system, I'm concerned about any additional workload that has to be assume by a volunteer within the club. Also if the new system would involve less work than the current system what tendency would that create to marginalize the current system and the members that use it. Change is inevitable and minimizing the negative repercussions is never easy.
So long as folks realize that COG cannot support *only* online functions, I have no problem with COG exploring and setting up such things.
So when will the big "K" offer up a few \$\$ off the C14 for COG members?
Sounds good

Sounds like a great idea and there should be plenty of successful models from similar sized groups.
Sounds like a great idea.
Sound's like more work to me, I say keep it simple.
stamps work but are slow and uncertain. all I really want is online address update and membership renewal anything else would
Thank youse guys (Chicago Talk) for all you have done, and do. I think COG will be around for a long long time. I'll be retired in a year or so and try to do more. John (Hoogie) Hoogewerf #5737
Thanks for continuing to pursue this idea. I think it has the potential to make COG and even bigger success than it already is.
Thanks for investigating on-line membership services, and for going to 1st class postage for the Concourier. Both are good things.
thanks for looking into this. Keep up the great work! COG rules!
Thanks for undertaking this transformation which is way overdue.
Thanks for your help on this, Colin. I appreciate your efforts to drag us into the 21st century!
That would be cool. Thanks for the effort.
The COGers in my local group (Sacramento Area COG) are all 30-60 years old, computer savvy (or at least enough to by from Murph's and eBay) so think this would be a logical step to take for COG International...thanks for the opportunity to speak up...
The for sale/wanted section needs to be better if worth having at all. It takes a long time to get what you want posted and also removed after selling or buying. Thankyou
The last time I was asked for written input I made this suggestion in response. I would like to see the concours.org website become COG owned and operated instead of the private holding it has now. Then it could be looked upon and relied upon for information. We now have the very fine written magazine, as well as the newsletters, the listserver and the concours.org site. With the money COG has in the bank, it could easily fund the web site as part of the organization and make things much more cohesive. In addition, the web site allows for much quicker dissmemination of information such as schdule changes, etc. The old excuse of huge numbers of members that are not online is very unlikely to be true anymore, but this question could be answered via survey quite easily. The organization is remarkably well run and will only benefit from more online use.
The member handbook process is abysmal. The book is not up to date, the address list is wrong, and the registration process takes more than a month to complete! Let's take the pressure off the guy from Oregon and do this electronically.
the move to online regestration is fine with me, although i would probably still send a check by mail. the less i use a credit card or my debit the better for me.
the only concern that i have w/ this is some how getting a mixup of names/addresses/payment info like what happened with this years membership directory. overall, i think its a fine thing and i would very much like to use it.
There are a few ways to have this automated for the group, such as paypal... They take care of the CC handling and such....
This is a very good idea. You said in your email, "Besides, things have always worked well just the way they were for a very long time, so why change?" Actually, things don't always work so well. My original membership got very messed up and it took, literally, months to get straightened out. Having these services available electronically would probably have made a huge difference in my case, and probably many others.
This is going to be a lot of work for someone. Are those who really want it going to volunteer to do the work?
This is standard on-line business practice - no problems here at all.
This project should increase membership I know I found the fill out and snail mail to be so old school.
This topic has been my only complaint regarding membership.
This will be a bonus for me and others in Canada. Money orderers or cheque certification is an additional charge our US brothers and sisters do not encounter as they can simply pay by cheque. I welcome the move.
This would be a great idea.

This would really help me as a non-USA resident. Bank drafts are a pain.
This would work as long as you sent me out a notice of when my dues need to be renewed. Like most bills I need a reminder. :)
Though I would use the service and I have a PayPal acct. I understand the cost and effort required to provide the service.
unable to use List Proc server. No requests for help by email have been answered. AS a long time member, I'm quite disappointed. Last January 2007, my weekly digest just stopped arriving. Please forward my plea to someone willing to help me. thanks
Usually, I am not in favor of doing
We have a member's directory?
Welcome to the 21st century - for all of us. Thanks for taking the step!
Welcome to the 21st Century....
What is so hard about sending a check in the mail?
Whatever it takes to keep things rolling (pun intended), let's do. COG is an excellent group, and with each publication, I'm glad I joined.
With the turn over in positions I don't
Woo-Hoo! Quick and easy renewals & merchandise purchases!
Woohoo!!
Would like to still be able to use the USPS too, just as a back-up
would not use credit card if connected to Pay Pal.
Yes it would be convenient but who's going to run it? A volunteer member? What happens when he steps down? Do we pay for it? YADA YADA YADA! =P A reasonable charge is doable for me personally.
Yes To All Make It So.
Yes, I would use the system if it comes live. But as you stated the old paper trail needs to remain in place for the members that don't care for the new generation.
You guys are doing a grat job! Thanks.
You're doing a great job! Has the internet enhanced membership? YES! Would this still be a great organization without the internet? YES!
You're doing it for me as always!