MoveMembers

Product guide

Everything your gym can run, from one piece of software.

The complete tour of MoveMembers features, module by module, with concrete usage examples.

CONTENTS

01 Dashboard
02 Members and profiles
03 Disciplines and grades
04 Minors and guardians
05 Memberships and credits
06 Classes and programs
07 Schedule
08 Booking and attendance
09 Cancellation rule
10 Check-in kiosk
11 Payments and finance
12 Payment receipts, sent on their own
13 Recurring billing and auto-pay
14 Shop
15 Shop accounting
16 Gift cards
17 Private coaching
18 Progress tracking
19 Messaging and inbox
20 LINE, on your own official account
21 Automations
22 Transactional messages
23 Membership and closure notices
24 Leads
25 Competitions
26 Member portal
27 Payments and documents in the member space
28 Coaches, staff and payroll
29 Badges and retention
30 Reports
31 Integrations
32 Locations and currencies
33 Languages
34 Security and app
35 Security and data protection
36 Plans

01 · CONTROL ROOM

Dashboard

The day at a glance the moment you open: who is in, what needs handling, where revenue stands.

Key figures for the day

Five cards at the top: revenue this month, checked in today, today's classes, members and overdue. The attendance counter counts distinct people, not bookings.

EXAMPLE

At 6 pm the owner sees 23 present, 4 classes today and 3 overdue payments to chase before closing.

To do and schedule

Everything that needs handling in one card: memberships expiring within seven days, overdue payments, unpaid balances, members absent 30 days or more, members who cancelled their last two classes, unsigned waivers and birthdays. Each line opens the people concerned, and the overdue row opens the payments page. Next to it, today's classes with how full each one is.

A dashboard you arrange yourself

On the phone, one key figure sits above everything else: collected today, check-ins, classes, new members or bookings. Tap the label to switch it, and the choice is kept on that device. On desktop, start from one of four ready layouts (balanced, morning focus, sales and retention, coach view), then drag the cards between the columns and hide the ones you never read.

02 · MEMBER BASE

Members and profiles

The heart of the software: a rich profile per member, built for the front desk and for long-term follow-up.

Complete profile

Identity, contact, plan, status, discipline, level, belt, referent coach, emergency contact, goal. Belts show only for the gyms that use them. Disciplines are not reserved to combat sports: a CrossFit box has its tracks (WOD, weightlifting, gymnastics), a climbing gym has bouldering and route. Each discipline carries its own grade scale, or none at all when it is not graded.

EXAMPLE

A new member is created in 20 seconds with first name, nickname, email and starting membership. Your own custom fields and tags sit on the same form, so nothing is left for later.

Custom fields and tags

Add your own fields (glove size, company, source) and free tags (VIP, trial, competitor) to filter and target.

Photo, duplicates, archiving

Profile photo, duplicate detection on the phone number or the email at creation, reversible archiving instead of deletion.

EXAMPLE

Somchai P. is typed in with a phone number already on file. The software names the existing member before saving, and offers to open their profile instead of creating a second one.

Timeline, notes and activity log

Attendance, payment and plan history plus pinnable internal notes, with confirmation before deleting any entry.

Files, documents and signed waiver

Attachments per member (licence, ID), documents to read or sign, and a liability waiver signed by finger on a tablet.

EXAMPLE

At the first class the member signs the waiver on the front-desk iPad. The signature date shows on the profile, re-sign in one gesture.

Filters, search and bulk actions

Search by name, email or phone, filters (status, discipline, coach, level, favourites) and bulk actions: tag, archive, export, message. List paginated by 25, swipe to change page on mobile.

Members who come from ClassPass

Tick the ClassPass box on a profile and no membership is expected of them: they are followed like any other member. The ClassPass mark then sits on their profile, so anyone opening it knows straight away who pays through the platform.

EXAMPLE

A ClassPass visitor books the evening class. Their profile carries the ClassPass mark, and with no membership on file they never turn up in the overdue list.

03 · PROGRESSION

Disciplines and grades

One member, several disciplines, one grade in each. Every track is followed separately.

Several disciplines per member

A member has a main discipline plus as many secondary ones as you need, each with its own grade and level. The Grades tab shows one card per discipline, and the member sees the same in their space.

EXAMPLE

One member trains Muay Thai and BJJ. The profile shows a blue belt in BJJ next to an intermediate level in Muay Thai, without one overwriting the other.

Promotion per discipline

Where a discipline is graded by belts or by route colours, promote a member in that discipline without touching the others: each promotion is dated and kept in its own history. When the main discipline works that way, the profile also shows how close the member is to a grading, in months held and sessions attended. Disciplines graded by levels or by a scale show the current grade on the same tab, and it is changed from the member form.

Your own scales

Belts, levels, names and colours are defined per discipline in the settings, so a gym with sashes, stripes or numbered levels describes its own system instead of borrowing someone else's. Nothing is hard-coded.

04 · UNDER 18

Minors and guardians

A child on the mats means an adult on the paperwork. The software asks for it, then checks it.

Guardian details on the profile

Guardian name, phone and relationship (parent, legal guardian, other) sit on the member profile. Age is computed from the date of birth, so an under-18 profile shows a Guardian missing warning for as long as the details are empty, then carries a Minor tag once they are filled in.

Consent signed by the guardian

For a minor, the waiver is signed by the guardian, and the signed text names them: I, [guardian], parent or legal guardian of [member]. The signature cannot even be started until the guardian details are filled in.

EXAMPLE

A 14-year-old signs up. The front desk enters the mother's name and phone, she signs on the tablet, and the consent is recorded under her name on the child's profile.

Flagged on the profile, chased from the dashboard

The flags sit at the top of the profile: the Minor tag once the guardian is on file, and a Waiver missing warning for as long as nothing is signed. From the dashboard, one click on members without a signed waiver filters the list down to them, so nothing has to be looked up in a folder of paper forms. The member keeps their own copy: the signed document downloads as a PDF from their member space.

05 · RECURRING REVENUE

Memberships and credits

A price catalogue that is the single source of truth, multiple memberships per member, and credits that really count down.

Multi-product catalogue

You build the catalogue yourself in the settings: each product has a name, a type (subscription, class pack, pass or drop-in, private), a price, a duration in days, and, on passes and packs, a number of credits. Each product carries a colour that marks it on the member profile. A new product can also be created without leaving a member profile. A member can hold several active memberships at once.

EXAMPLE

A member combines an unlimited Muay Thai membership (4,600 a month) and a 5-session boxing pack. Both live side by side on the profile.

Credits counted down

Passes and packs carry a session count: booking uses a credit, cancelling returns it, the membership goes to used at zero. Monthly plans stay unlimited while valid.

EXAMPLE

The pack goes from 5 to 4 credits on booking. The member cancels in time and it returns to 5.

Paid and balance due

Each membership tracks what is paid and what remains. Pay in one go or in several: the membership line shows the amount still owed, then Paid once it is settled. The payment form fills in the outstanding amount in one tap.

EXAMPLE

A 6,500 membership is paid 3,000 in cash: the membership line reads 3,500 left. A second payment clears it and the line reads Paid.

Renew, freeze, cancel, share

Per membership: renew to a new end date, freeze until a date with a reason, cancel, adjust the classes left on a pack, and share a pack with another member. Each freeze is kept on record with its dates, its reason and who did it, and unfreezing moves the end date later by the number of days actually frozen.

EXAMPLE

A member freezes for three weeks after an injury. On unfreeze the end date moves three weeks later, and the freeze stays on the membership with its reason.

Family and household accounts

One payer for several members, and a pack shared with another member so both book from the same credits.

06 · CLASS OFFER

Classes and programs

Describe your offer once, reuse it everywhere in the schedule.

Class creation

Name, coach, discipline, level, day, time, duration and capacity. Icon and colour picker per activity, create a coach on the fly from the form. One form fills the week: tick several days, add several times, and every combination is created in one save. A class can also be a one-off on a single date instead of a weekly slot.

EXAMPLE

BJJ Fundamentals, 75 min, capacity 16, coach Rafael, Monday and Wednesday at 7:30 pm: two weekly classes created in one save.

Buffer time

A configurable buffer between two classes, with an overlap warning when two sessions clash.

Reusable programs

Programs have their own page. Build one once (sections such as warm-up, technique and rounds, each movement with its own details, a photo and a video link), save it to the library, then attach it to any class. Members read it in their space, under the class description.

EXAMPLE

The Light Sparring program is attached to the evening session from the class form. The member opens the class and sees each movement with its video.

Locations and rooms

Physical spaces (main mat, upstairs room) selectable when creating a class.

07 · CALENDAR

Schedule

The gym's week, readable and editable in place.

Day, week, month views

Three reading scales. On mobile the month view shows colour dots per class and opens the day view with a single tap.

Drag and drop

Move a class to another slot with the mouse. The drop snaps to the grid and to the classes around it, and nothing is saved until you confirm: a bar offers to save or discard, and saving warns you if the new slot overlaps another class. The move applies to the weekly slot, so the class runs at its new time every week.

EXAMPLE

The Monday 7 pm class never fills: it is moved to 8 pm, the change is saved, and it runs at 8 pm every Monday from then on.

Closures, holidays and cancelled sessions

Mark closure days: all classes on those dates show cancelled and become non-bookable, including in the member portal. A single session can also be cancelled on any of its upcoming dates and reopened later. One occurrence can get a replacement coach or a different capacity without touching the weekly class.

EXAMPLE

The coach is away next Tuesday: that one session gets a replacement coach from the class's sessions list, and the weekly slot stays as it is.

08 · ATTENDANCE

Booking and attendance

A clear split between booked and present, everywhere in the software.

Booking and waitlist

Add members to a session from the desk or the portal. Class full: a waitlist, with automatic promotion as soon as a spot frees up and a notice to the promoted member.

EXAMPLE

The class is full at 16 of 16. A member cancels: the first on the list is booked and notified automatically on LINE.

Check-in and real attendance

Check-in records real attendance, distinct from booking. Stats, filters and no-shows rely on real attendance, not intentions.

Choice of membership charged

If the member has several valid memberships, you pick which to charge; otherwise the charge is automatic (unlimited first, then credits).

09 · HOUSE RULES

Cancellation rule

The gym sets the rule once, and the member reads it before confirming. Nobody can say they did not know.

A cutoff you choose

Set how many hours before a class a member may cancel on their own, from anytime up to 48 hours. Past the cutoff the member can no longer cancel from their space; the front desk still can.

Your own wording, shown before the tap

Write your policy in plain words (late cancellations, no-shows, what happens to the credit). It appears in the confirmation sheet, right above the Cancel button, together with the cutoff the software applies.

EXAMPLE

The rule reads: free up to 4 hours before, after that the credit is lost. That is exactly what the member sees before confirming.

What happens to the credit

On a pass or a pack, cancelling in time returns the credit to the member's balance. No-show handling and an optional no-show fee are set in the same place, next to the booking window and the check-in window.

10 · FRONT DESK

Check-in kiosk

A tablet at the entrance, members check in on their own.

Auto check-in

Full-screen mode: the member finds themselves, checks in, and sees at a glance whether their membership is active or needs a look.

EXAMPLE

On arrival the member taps their name on the iPad; the screen confirms Membership active in green, or To review in orange.

Check-in only, no till

The kiosk takes check-ins and nothing else. It sits by the door unattended, so it holds no till. Selling happens in Focus mode, the reception screen a staff member stays with, and on the Shop page. Members who prefer their phone scan the QR code on the kiosk and check in from their own space, inside the check-in window you set.

11 · MONEY

Payments and finance

Collect, track, chase, edit receipts: the gym's till in full.

Recording payments

Cash, card, transfer, PromptPay. Paid, pending or overdue status, linked to a membership, and refunds recorded as their own entry.

Receipts and tax

Branded receipts carrying your tax rate, tax ID, receipt number prefix and footer note.

EXAMPLE

A receipt on the gym letterhead, VAT 7% applied, is emailed to the member right after payment.

Reminders and overdue

Spot overdue members, send a payment request by email or LINE, with or without Stripe. Without Stripe the message simply states the balance; with Stripe the member can pay from the link.

Online payments with Stripe

Each gym connects its own Stripe account, so card payments land straight on it and no card detail ever touches our servers. Checkout offers the methods the gym has switched on in Stripe, so a Thai gym that enabled PromptPay sees it next to the card. A demo mode simulates payments so you can test the whole flow risk-free.

EXAMPLE

The payment link is sent on LINE, the member pays by card, and the payment appears as paid in the software without anyone re-entering it.

Charts and export

Breakdown by method, revenue curve, and a CSV export of every payment.

12 · PROOF OF PAYMENT

Payment receipts, sent on their own

A payment recorded on a member leaves them with a document, without anyone at the desk having to think about it.

An email with the PDF attached

Recording a payment on a member as paid sends them an email with the receipt attached as a PDF. Same behaviour whichever way the money came in: cash at the desk, card paid online, or a recurring renewal charged by Stripe. The receipt goes out on that first save, so a payment saved as pending and settled later does not produce one, and shop sales and private sessions are logged without a receipt.

EXAMPLE

A member pays 3,000 in cash at the desk. Before they have left the building, the receipt PDF is in their inbox.

Your letterhead, your numbering

The PDF carries the gym name, the receipt number with your prefix, the date, the member, the method, the period covered and your standard note. Refunds print as refunds.

On by default, and switchable

Payment receipt sits with the other automatic messages, on by default. A gym that already invoices from another tool switches it off so the same payment does not produce two documents.

13 · AUTOMATIC BILLING

Recurring billing and auto-pay

A monthly plan that renews and charges itself, on the gym's own Stripe account.

The member sets it up themselves

Once the gym turns auto-pay on, a member holding a subscription plan sees a Set up auto-pay button in their space. They enter their card once with Stripe and the plan then renews itself each period.

Each renewal is a real payment in the software

Every Stripe invoice paid becomes a payment, extends the membership to its new end date and sends the receipt PDF. No manual re-entry, and the same invoice can never be counted twice.

EXAMPLE

On the 1st, Stripe charges the monthly plan. The payment shows in the day's revenue, the end date moves forward a month, and the member receives the receipt.

Off by default, and reversible

Auto-pay stays off until the gym enables it in the settings, and it needs Stripe connected. The member manages or stops the card in Stripe's own billing portal, so the card details never pass through MoveMembers.

Try it before going live

With a demo Stripe key the whole flow, subscription plus first invoice, is simulated end to end, so you see exactly what your members will see before any real money moves.

14 · POINT OF SALE

Shop

Sell at the counter without a separate till: drinks, gloves, apparel, snacks.

Catalogue and variants

Products with photo, price, categories (icon and colour), and variants with their own price (size, colour).

EXAMPLE

Boxing gloves come in 12 oz and 14 oz, each with its own price and stock.

Sale and tabs

Fast counter checkout, several items per sale, and a tab: the member takes now, pays later (counter or portal).

EXAMPLE

After training a member takes a drink and shin guards; it all goes on their tab, settled at week's end.

Stock and low-stock alert

Unit tracking, a configurable low-stock threshold that flags products to reorder.

15 · PROFITABILITY

Shop accounting

Not just selling: knowing what it earns. The goal is to skip a second management tool.

Cost, margin and P&L

Purchase cost per product, margin per sale, and a P&L: revenue, cost of goods, gross margin, expenses, net result, stock value. The P&L covers every paid sale and every expense recorded so far.

EXAMPLE

Shop revenue 2,320, cost of goods 1,043, gross margin 55%, expenses 550, net result 727.

Restock with cost

Record a restock with its unit cost. Stock goes up when you mark it received, and the restock is kept with its total. Margin and cost of goods keep using the purchase cost set on the product or variant, so update that cost when your supplier price changes.

Suppliers and purchase orders

Supplier book, orders to receive that add to stock on delivery, and an expense ledger.

EXAMPLE

An order of 10 pairs of gloves to a supplier; on delivery it is marked received and stock goes from 2 to 12.

16 · PREPAID

Gift cards

A cash-flow lever and a ready-made gift.

Create, customize, sell

Cards with amount, colour, note and expiry; instant sale, spend scope of your choice (everything, shop only, memberships only).

EXAMPLE

A 1,000 card is sold for the holidays; the recipient uses it for a class pack, the remaining balance stays available.

17 · PRIVATES

Private coaching

The coach sets the price, the gym takes a cut. Everyone wins.

Private session and revenue split

The coach sets their rate; the gym applies a configurable model: commission, fixed amount or slot rental. Switchable in settings.

EXAMPLE

Private session at 900, gym commission 30%: the coach earns 630, the gym 270. The split is computed live on saving.

Coach earnings tracked

Each coach's share adds up and shows on their profile, ready for payroll.

18 · RESULTS

Progress tracking

Show the member they are improving: that is what makes them stay.

Measurements, records and photos

Dated entries with your metrics (weight, body fat, records), before and after photo, and a note. Trend markers show change since the first measure. The member also keeps their own record log in their space, picking from the gym's metrics or naming their own, next to their grades and badges.

EXAMPLE

In two months: weight 82 then 76.5 kg, push-ups 25 then 42. The profile shows minus 5.5 kg and plus 17 push-ups.

19 · CONVERSATION

Messaging and inbox

Members reply, the gym sees it and answers. A real inbox, not a one-way blast.

Per-member thread and free reply

Each member has their conversation thread. Staff reply in free text and choose the channel for each message: in-app by default, which the member reads and answers in their own space, then LINE, SMS or email when the member is reachable there. Messages sent by hand stay in the thread; a template send is logged under the template name.

EXAMPLE

Is the 6 pm class on tonight? The desk answers in two words from the profile, the full history stays.

Inbound replies and the Inbox page

Replies come back on their own: LINE messages through the webhook, in-app messages written from the member space, each attached to the right member. A central Inbox page lists every conversation, unread first, with an unread count in the menu.

Tidy up a thread

Delete a single message from a conversation, or archive or delete the whole thread. The confirmation is honest about the limit: the bubble disappears for the gym and the member, but anything already delivered by email or LINE stays in their own inbox.

20 · THAILAND

LINE, on your own official account

In Thailand LINE is not an option, it is the phone. Each gym plugs in its own LINE Official Account, from the settings, with nobody in the middle.

Connected by the gym, in self-service

The LINE panel in the integrations settings asks for three things: the Login channel ID, its secret, and the Messaging API access token. Paste them, save, and the callback URL and webhook URL to copy back into the LINE Developers Console are shown right there, with the steps in order.

EXAMPLE

The owner creates a provider in the LINE Developers Console, copies two keys and a token into MoveMembers, and members can link their LINE the same evening.

Your account, your name, your bill

Messages leave from the gym's own Official Account, so members see the gym's name and the gym keeps its followers. The message quota is billed by LINE to the gym, not resold by us.

Members link themselves

From their space, a member taps Connect your LINE and signs in with LINE once. That links their LINE account to their profile, and from then on bookings, reminders, membership notices and payment requests can reach them there. Receipts stay on email, since the PDF is attached. Email and LINE are separate switches on each message, not a fallback: a member who has not linked keeps getting the email version wherever email is left on, so check both columns when you turn LINE on.

Two-way, not a broadcast

The webhook brings inbound LINE messages back into the Inbox, attached to the right member. A reply on LINE is a reply in the software, in the same thread as everything else.

21 · HANDS-OFF

Automations

When this happens, do that. The gym runs even when you are not at the desk.

Triggers, conditions, actions

A full engine: ten triggers (new member, first check-in, payment received or failed, membership renewed, membership expiring or expired, no check-in for X days, birthday, new lead), conditions on the member (plan, membership, discipline, status, tag) and actions: send a message by email, LINE, WhatsApp or SMS, email the staff with an optional note on the dashboard, add a follow-up task, add or remove a tag, note a coach assignment on the profile. Six triggers fire on the event itself; the four that depend on a date run through a daily task.

EXAMPLE

When a new member joins, then send a welcome email. Three steps, an execution log to check.

Ready-made automations

Twelve ready-made automations: welcome, membership expiring in 7 or 3 days, membership expired, membership renewed, payment received or failed, birthday, win-back after 7 or 30 days without a visit, new lead follow-up, first check-in. Pick one and the editor opens with its trigger already set and email as the channel, ready to swap for LINE, WhatsApp or SMS. Choose the message to send, save, and it runs.

Multi-step sequences

On the Max plan an automation becomes a sequence: several messages spaced over days, from a single trigger. Welcome series on day 1, day 7 and day 30. Renewal reminders counted back from the member's expiry date. Win-back once a member has stopped coming. Birthday. Lead follow-up that stops as soon as the lead is converted or marked lost. Each step carries its own text and its own channel, email or LINE, and never goes out twice for the same member in the same cycle: a birthday sequence comes round again next year, a win-back one starts over after the member has been back. Lead sequences go out by email.

EXAMPLE

A new member gets a welcome email on day 1, a follow-up on day 7 and a one month message on day 30, without anyone opening the software.

22 · REMINDERS

Transactional messages

The messages that must go out on their own, set once.

Fixed triggers, on or off per channel

Booking confirmation and cancellation, waitlist joined and waitlist spot freed, class reminder. The wording is part of the product; the gym chooses the channels, email or LINE, trigger by trigger. The class reminder goes out through a daily task on the morning of the class.

EXAMPLE

On the morning of the class, each booked member gets a LINE reminder. If a booking is cancelled, at the desk or by the member, the cancellation goes out on the channels turned on for that message.

Your own message templates

Message templates have their own page in the menu, next to Automations. Write your standard texts once with variables (name, plan, expiry date, outstanding balance, member space link), then send one in a tap from a member profile, or let an automation send it. Each card shows which automations use the template, and deleting one that is in use says so first. These are your own texts, separate from the fixed transactional messages above, which you can preview but not rewrite.

23 · KEEPING MEMBERS POSTED

Membership and closure notices

The things a member should never have to phone the front desk about.

Membership activated, paused, ended

Three automatic messages follow the life of a plan. Activated names the plan and the date it runs to, with a link to the member space. Paused says the plan is on hold and invites the member to say when they want to resume. Ended says it has finished and invites them to reply to sign up again.

EXAMPLE

A membership is renewed at the desk. The member immediately gets: your unlimited plan is active until 31 August.

Closing days

Add a closing day in the schedule settings and every active member is told the gym is shut that day, so nobody travels for nothing. Classes on that date are already marked cancelled and non-bookable, in the member space too.

Same rules as the rest

These notices use the same grid as the booking messages: email and LINE, on or off per channel, per gym. A member who cannot be reached never blocks the action itself, so activating a membership or recording a closure always goes through.

24 · ACQUISITION

Leads

Never lose a trial request again.

Capture and pipeline

A leads inbox with the source, a six-stage pipeline (new, contacted, visited, trial, won, lost) and a History view of every message sent and every change of status or stage. Select several leads and move, message or archive them in one go. Each gym gets its own capture address and a ready-to-paste form for its website; a second submission from the same email within 48 hours updates the existing lead instead of creating a duplicate, as long as nobody has worked it yet. Send a template message from the lead card, or convert the lead into a member, which opens the member form already filled in with what was submitted.

EXAMPLE

A free-trial form on the site creates a lead; the gym is emailed, an automation can reply straight away, staff follow up, then convert the record into a member.

25 · COMBAT SPORTS

Competitions

For clubs that send athletes onto the mats and into the ring.

Entries and results

Create a competition with its date, location and discipline, enter your members, then record each athlete's result and medal. On by default for combat sports, off elsewhere, and switchable from the settings at any time.

EXAMPLE

For the BJJ open, five athletes are entered; afterwards the medals are recorded on their profiles.

26 · MEMBER SIDE

Member portal

A personal space in the browser, no app to install: classes, membership, messages and progress.

Login, booking, membership

Login by email and a 6-digit code, book and cancel classes, view membership, balance and credits. Online booking switches on with a dedicated setting. When the gym runs LINE, the member links their LINE account from their space, so confirmations and reminders reach them there.

EXAMPLE

The member logs in from their phone, books the evening class and sees they have 3 credits left on their pack.

Messages, check-in and progress

The member writes to the gym from their space and the reply lands in the same thread, with unread messages counted so none goes unnoticed. Around a class they booked, inside the gym's check-in window, a check-in button appears and the member marks their own attendance. They log their own results too, unless the gym turns the Performance module off.

27 · SELF-SERVICE

Payments and documents in the member space

What members ask the front desk for most often: a receipt, their waiver, their balance. Now they help themselves.

Full payment history, receipts to download

The member sees every payment recorded in their name, with date, amount and method, and downloads the receipt PDF for any of them. Refunds are shown as refunds.

EXAMPLE

A member needs last quarter's receipts for their company. They open their space and download the three PDFs, without anyone at the gym touching a thing.

Their signed waiver, re-readable

The waiver text stays available in the member space, with the signature date, the signature itself, and the signed document to download as a PDF. If it is not signed yet, the member can sign it there and then.

Their own details

Members complete their own profile from their space: email, phone, nickname, date of birth and emergency contact, plus the guardian's name and phone for a member under 18. What is still missing is named for them, with a button that opens the first empty field. Every change is written to the activity log under the member's name, so the desk can see where a value came from.

28 · TEAM

Coaches, staff and payroll

Manage those who run the gym, right down to their pay.

Coach profiles and availability

Photo, disciplines, bio, availability, and a pay model (per session, per member present, private rate).

Coach stats and payroll

Per coach, two counts that are never the same thing: sessions SCHEDULED (the slot was on the timetable that day and was not cancelled, so the coach came in) and sessions DELIVERED (at least one member checked in). Plus hours, attendances and the pay due, for this month, last month or the last 30 days, with a CSV export.

You choose once, in Which sessions you pay for, which of the two counts multiplies the per-session rate: both policies are real, and until you pick one no pay figure is shown rather than a guessed one. A coach with no rate of their own falls back to the gym's default rates. Each month is marked as paid once it is settled, so what is still owed stays visible.

EXAMPLE

At month's end a coach shows 21 scheduled and 6 delivered. Paying on scheduled bills 21 sessions, paying on delivered bills 6: the table says which one it used, and so does the CSV.

Staff, roles and permissions

Invite an employee by email, login by password, roles and permissions per tab and per action. Sensitive actions are refused on the server, not merely hidden, and the refusal says why.

29 · RETENTION

Badges and retention

Reward attendance, make progress visible.

Badges you design

Each badge is a name, a trigger and a visual: pick one of twelve icons and a colour, or upload your own image. Give a badge by hand, or let it award itself after X classes attended, after X weeks in a row, after X months as a member, or after X referrals. Badges show on the member's profile and in their member space.

EXAMPLE

A badge set at 100 classes appears on its own the day the member's hundredth attendance is recorded.

30 · INSIGHT

Reports

What gets measured gets managed.

Reports page and monthly PDF

A Reports page reads revenue, new members, active members and attendance over this month, the last 30 days, this year or all time, with revenue split by membership and by discipline, an attendance trend and average revenue per member. Switch the monthly report on in the notification settings and a PDF of the closed month is emailed on the first. The dashboard itself is rearranged card by card.

EXAMPLE

On the first of the month a PDF sums up revenue, attendance and new members of the past month.

Data export

Export your data whenever you like, for free and without going through support, and schedule a backup so a copy lands on its own. Your data never sits only with us.

31 · CONNECTED

Integrations

MoveMembers plugs into your tools, each connection switched on on demand.

Payments and messaging

Stripe (payments), LINE, WhatsApp and SMS (Twilio) configure in self-service, gym by gym, with their own keys. Each panel carries the setup steps and the URLs to copy, so no ticket is needed.

Sync and export

Switchable modules: a private calendar feed your coaches and members subscribe to in Google or Apple Calendar, a private CSV export URL of your sales and payments to open in a spreadsheet or import into Xero or QuickBooks, and a webhook that posts every event (new member, booking, cancellation, check-in, payment) to Zapier or Make.

EXAMPLE

The coach subscribes to the calendar URL once and the gym's classes stay in sync in their Google Calendar. At month end the accountant imports the CSV.

Door access control

Point the door module at your controller's unlock webhook (Kisi, Salto or a generic relay), add a token if it needs one, and every check-in triggers the door. Set up from the same integrations settings as the rest.

32 · SCALE

Locations and currencies

From a single gym to a network.

Multi-location and multi-currency

Several sites under one account: each site has a name and an address, a class can be assigned to a site, and the class list and the schedule filter by site. Prices show in your own currency: Baht, US Dollar, Euro, Pound, Ringgit, Peso, or any symbol you type, before or after the amount. No price hard-coded: the catalogue is the single source.

33 · INTERNATIONAL

Languages

Software that speaks your gym's and your members' language.

Ten languages and live tuning

English, Thai, French, Spanish, Italian, German, Chinese, Burmese, Portuguese and Khmer, software and member portal alike. An admin tool tunes translations live, no redeploy.

34 · ON THE FLOOR

Security and app

Made for the counter, not just the back office.

Multi-user PIN

Per-staff PIN login on the front-desk device, auto-lock after inactivity, PIN confirmation on sensitive actions.

EXAMPLE

Three staff share the front-desk tablet; each opens their session with a PIN, the screen locks itself between two.

Installable app

Mobile-first interface, installable like an app on phone or tablet straight from the browser, with no app store to go through, and touch gestures (swipe, long press).

35 · TRUST & DATA

Security and data protection

Your gym's data and your members' privacy are protected at every layer.

Your data stays yours

Export your data for free, at any time, without going through support; you own your data.
Delete your account and data on request (an export is offered first).
We never sell or share your members' data.

Strict separation between gyms

Each gym's data is fully isolated on the server.
The gym you are working in comes from a signed session, never from a parameter that could be tampered with.
Every database query is scoped to your gym only.

Secure sign-in

Passwords are hashed (scrypt) and verified in constant time; never stored in clear text.
Session cookies are signed and HttpOnly, so they cannot be forged or read by scripts.
Optional two-factor authentication (2FA).
Log out all devices, and any password change, instantly invalidate older sessions.

Roles and permissions

Owner, Admin, Coach and Front desk, each with fine-grained rights.
Sensitive actions (delete, billing, settings) are enforced on the server, not just hidden in the interface.
A personal PIN per staff member gives clear accountability at the front desk.

Payments handled by Stripe

Card details never touch our servers; they are processed entirely by Stripe (PCI-DSS Level 1).
Each gym connects its own Stripe account.
Payment notifications are cryptographically signed and verified, and rejected otherwise.

Encrypted connections, EU hosting

All traffic runs over HTTPS/TLS with automatically renewed certificates.
Hosted on a dedicated, access-restricted server in the European Union.

Integrations kept safe

Outbound integrations (Zapier, door access) only run over HTTPS.
Calendar and accounting export links are protected by long, unguessable tokens.

Privacy by design

Built around GDPR principles: data export, right to deletion, EU hosting.
One-time login codes are generated with cryptographically secure randomness.
Uploaded files are size and type checked.
Sensitive actions are recorded in an activity log.

36 · PLANS

Plans

Three tiers, each module switches on with the plan.

Indicative table. Every function can also be switched on or off per gym, and anything outside your plan appears greyed out with an invitation to upgrade.

	Free	Pro	Max
Price	Free	€99/mo · €990/yr, about €83/mo	€199/mo · €1,990/yr, about €166/mo
Billing currency	USD, EUR, THB or SGD	USD, EUR, THB or SGD	USD, EUR, THB or SGD
Active members included	20	200	Unlimited
Members, classes, schedule and check-in	Yes	Yes	Yes
Check-in kiosk mode	Yes	Yes	Yes
Memberships, credits and payments	Yes	Yes	Yes
Receipts, PDF and automatic sending	Yes	Yes	Yes
Member portal and online booking	Yes	Yes	Yes
Stripe and member auto-pay	Yes	Yes	Yes
Staff roles and permissions	Yes	Yes	Yes
Disciplines, grades and competitions	Yes	Yes	Yes
Progress tracking	Yes	Yes	Yes
Private coaching and revenue split	Yes	Yes	Yes
Badges and retention rewards	Yes	Yes	Yes
Calendar feed (Google, Apple)	Yes	Yes	Yes
Messaging, inbox and templates	·	Yes	Yes
LINE for members	Yes	Yes	Yes
Built-in messages on or off per channel	Yes	Yes	Yes
Automations	·	Yes	Yes
Leads inbox	·	Yes	Yes
Advanced reports and retention	·	Yes	Yes
Member file attachments	·	Yes	Yes
Your logo	Yes	Yes	Yes
Staff accounts	3	Unlimited	Unlimited
Shop, stock and shop accounting	·	·	Yes
Gift cards	·	·	Yes
WhatsApp and SMS	·	·	Yes
Multi-step marketing workflows	·	·	Yes
Multiple locations	·	·	3
Accounting export, Zapier/Make, door access	·	·	Yes
White-label (on request)	·	·	Yes

One software, the whole gym.

From signing up a member to closing the till, MoveMembers brings together what most gyms run today across three or four separate tools. Each module works on its own and switches on with the chosen plan.

movemembers.com

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