

**Update on Technology**  
**Joint Session**  
**Monday, July 2<sup>nd</sup>, 1:30 p.m. Session**

Good Afternoon. I hope that all of you are having a wonderful convention here in Orlando, and that you have received a lot of valuable information that you can take back to share with other Moose Members. This afternoon I am going to give you an update on the progress we have been making to get the computer programs back to being a tool that can make your jobs easier, instead of the mess that was created with the release of the new system in June of 05.

While I have been the Director now for just over 1 year, I am just starting my 28<sup>th</sup> year working at Moose International.

I was one of the first two employees of the original Lodge Computer Project 22 years ago when we started providing the Lodges with a computer-based program. I would set-up the computers and Henry Houck would go out and train you how to use them. In those days things were fairly simple. The program was a stand-alone system for the Lodge to just keep track of member information and then print it out and mail it to Moose International. Not too tough. As we moved along with technology for a very brief time, we had an electronic version of the program. This program allowed one-way communication for the Lodge to be able to send in their SLR over the phone line. In 1995, we started LOOMIS, which had more electronic

capability but it was still all one way from the Lodge into Moose International. Then we came out with CIS and LIS, which was a step backwards with no electronic capability. This leads us to the current MMMS system with LCL.net. MMMS stands for Moose Membership Management System. It was the first attempt at two-way communication between Moose International and the Fraternal Units. Needless to say, it didn't work too well.

For many years now we have had a problem, where the information at the Fraternal Units is different than what we have on the main system at headquarters. With the release of the LOOMIS program we required each Lodge to work a proof list before receiving their database. Our thought process was that since this had been done with the release of LOOMIS that the records at the Lodges and Moose International were in sync for the release of LCL.net. We were wrong. At the same time there was a change in the business process, which now made a member go into an expired status one day after their dues expiration date, a dropped status after 6 months, and terminated after 2 years. This caused much confusion. When we transferred the member information from the old main computer to the new MMMS system the new business rules applied. There were 100,000 members that we showed as active on the old system that got converted into an expired, dropped, or terminated status because of the dues date that we had for them. These status changes were then pushed down to your databases at the Fraternal Units, which created some problems. That is why it is very important that the information we have at Moose International is the same as what you

have at the Fraternal Units. I will talk more about this topic in a few minutes, But first this afternoon I would like to give you a little background on the development of the entire MMMS Project which was rolled out in June of 2005 that created the mess that we had. First, let's go over some of the pieces that make up the MMMS System

MMMS, the Moose Membership Management System, as the name implies, is a system of programs the Moose uses to track membership. LCL.net is the part of the system that the Fraternal Units use. MMMS Membership is the program that Moose International employees use to update membership information. MMMS Central Dues is the portion of the system that Moose International uses to input Central Dues information and handle exceptions. My Membership record On-Line is the internet-based application members use to pay their dues as well as change or update their personal information.

When we went live with the system, the LCL.net program was sent out to all the Fraternal Units and the first Central Dues notices were mailed. At that point the emphasis was on making what was visible to the Fraternal Units work to make the published June '05 date, but the internal pieces of the system were not written and tested when we went live with LCL.net. The MMMS Central Dues program wasn't up and running, nor was the Moose International staff trained to use the system. This caused an initial backlog of 9,000 exceptions before the

programs were in place to work them. The exceptions grew to over 18,000, and now have been worked down to under 500.

The members' information was being input into the new MMMS system, but the programs to run reports, change addresses, give sponsor credit and awards, was still on the old mainframe system. We had to create bridges for the old and the new systems to talk to each other and update member information. These bridges were not developed at the time we went live which caused many months of what we called a "blackout".

Performance of the MMMS system at Moose International was a serious problem when we went live. The system was so slow that it was taking 10 minutes to change an address. Handling one exception would take 20 to 40 minutes to post the payment. As Fraternal Units and Moose International staff began to use the system more we would see 50 or 60 users on at the same time. We reached a point in March of last year when the system came to a grinding halt. Where we went for almost two-weeks with the system just about unusable.

We needed to put these mistakes behind us and work together to get back on the right track. So on a more positive note, I would now like to talk with you about what we have accomplished over the last year to make MMMS a better product for the entire Fraternity.

We started to fix the problems last year at this time by addressing the known issues that the LCL.net program had. This list consisted of 15 known issues, which included 8 major problems with the programs between Moose International and Fraternal units. During the testing phase a group of users from the Supreme Lodge representing the Loyal Order of Moose, Women of the Moose, and the Moose Legion put the program through the paces and made recommendations as to the changes that needed to be made.

In conjunction with the internal testing, we began to field test the program with 18 Fraternal Units and Trainers. We were taking a different approach to the development, testing, and rolling out of the program to the Fraternal Units. We provided the 18 testers with laptops, their individual databases and pointed them to a test environment where they could add applicants, transfer members, change addresses and the entire nightly process would run, each hour on the hour, 24 hours a day so that they could see the results of their work within an hour. Things were found that we didn't even know were wrong with the original program because of the detailed testing that was being done. Because we wanted the Fraternal Units to feel that LCL is their system, we decided to add 76 items into the program that they felt should be included in that release in addition to the fixes for the known problems. When LCL.net version 1.0.3 was released in October of last year it included 91 fixes and enhancements.

Since we had to cut the development of LCL 1.0.3 off at some point, we decided to turn right around and develop LCL.net 1.0.4. 1.0.4 was released in February of 07 and included 53 more fixes and enhancements.

Together with the two releases of LCL in the last year we have corrected 144 total problems with the program as well as adding many enhancements that you have been asking for along the way.

We are currently working on the next release of LCL.net, which will be version 1.0.5 and will be released into full production by the first of August to accommodate changes to the General Laws. We will follow that release up with LCL.net 2.0 in November, which will make LCL.net compatible with the new Microsoft Vista Operating System, as well as upgrading your version of Quickbooks to 2007 and about 2 dozen additional enhancements to the program.

At this time I would like to ask for all of the Moose trainers and Testers that have been involved in LCL.net to please stand. Testing and training is the key to success when rolling out any program, and I would like to personally thank each and everyone of you for the fine job that you have done helping us to roll out better programs.

The next program that I would like to talk about is the My Membership Online Piece that is on the Moose International Web Site at [www.mooseintl.org](http://www.mooseintl.org). This was the second area that was a mess, the ability, or lack there of, being able to pay your dues on-line. The main

purpose in making changes to this program was to make it more user friendly for the members and to add the capability of the Web Administrative piece. This new Web Administrative piece allows the Lodge Administrators, Moose Legion Secretaries, and Chapter Recorders to view a list of members within their Fraternal Unit that owe dues, select them, and pay their dues similar to the shopping cart approach that is used on many web sites. In addition to this, it gives them the ability to view deposit reports that have been made to their bank account by Moose International and then select any deposit to view which member's dues were included in that particular deposit. Another feature is the ability to view sponsor credits for an individual. This feature is available to both the Web Administrators as well as individual members.

Once registered, members login to 'My Membership Record Online' using their Member User ID and Password. You can view or update your member information such as address, e-mail addresses, etc. and view your sponsor history. You can also pay your dues here, however we strongly encourage you to pay your dues using the Quick pay piece.

Lodge Administrators, Moose Legion Secretaries, and Chapter Recorders must first login with their Member User ID and Password. Once in, they can click on the 'Admin Menu' link, which will prompt them for their Fraternal Unit Pass code. These pass codes were mailed to all the Fraternal Units. In the event a pass code is lost or

needs to be reset, the Call Center, Help Desk at Moose International may be contacted to create a new pass code.

Along the way it was decided to add a separate feature to the Pay On-line piece, which is what we called the Quick pay Piece. The Quick Pay piece was a simplified way to pay your dues. You just go to the Mooseintl.org web site, enter you MID number and pay your dues. No logging in, no creating a user account, no e-mail involved.

On Wednesday, November 29, 2006 the new 'Quick Pay' and 'My Membership Record Online' websites went live. The response has been very positive and the 'Quick Pay' site has proven to be a very simple and effective way for members to pay their dues online. No registration is required and they can simply login using their Moose ID.

The next area that you will be seeing an improvement in that we are currently working on is the Fraternal Units e-mail system, which many of you know as Smarter Mail. All Fraternal Units have been provided with an Internet e-mail address that Moose International and the Field staff use to communicate with you. The company that provides this e-mail system will be upgrading their version of Smarter mail in the near future, and in testing it has shown that it will significantly reduce the amount of spam or junk mail that you have been receiving. If you don't know how to get to your Internet e-mail address, forgot the password, or need the password changed please contact the Moose International Call Center.

The Member Services Department at Moose International, led by Director Bill Clevenger, is the area that is responsible for the Call Center and Centralized Dues. Bill was put in place just over a year ago, and Bill along with his staff have implemented many changes to the Call Center Helpdesk Operation, as well as the entire Dues renewal process.

Over the last year, they have modified and simplified all three renewal notices twice. The renewal mailing schedule was changed to add sufficient time to process payments. A 60-day temporary card was added to the renewal reminder. Member Services staff members were sent out to many state conferences to help resolve issues, And a night shift was added for 3 and half months to reduce the backlog of dues payment exceptions. All this helped to reduce the exceptions that we had from a high of 18,000, to the current number of less than 500.

We have seen a 54% increase in dues payments received through the lockbox over the last year from the first year. This is great. Keep up the good work. Remember, when a member makes a dues payment, to always include the coupon, better yet, teach your fellow members to pay on-line. If you have any membership problems, please contact the Member Services Department.

The final program that I would like to talk about with you today is the LCL.net Web-Based application that we will be developing in the

future. The main goal of the LCL.net Web based version will be to unite the separate systems as a single web based system. The system will be displayed as LCL.net online to Administrators, Moose Legion Secretaries and Recorders who log into the system through the Internet and will provide all the same functionality as LCL.net as a web based system instead of a local Windows based system.

Some advantages to this program will be that, information will always be in sync. Data discrepancies between the Fraternal Units and Moose International will be eliminated. There will be no more wondering why the information at Moose International does not match what is in your records and having to track down synchronization issues. Reporting of rolls would be identical at the Fraternal Units and Moose International.

Important information would be available in real time. Deposit Reports and Membership Dues information will no longer have to wait to be synced down to LCL.net or have to rely on a manual sync to retrieve the information. The information would be delivered as it is seen at Moose International in real time.

Applications would be accepted and rejected in real time. Applications will no longer have to wait for the nightly approval process to be run at Moose International. They would be accepted or rejected as soon as they are saved online. If rejected they can then be fixed quickly and re-processed for approval without having to wait.

Since the software is only loaded on one web server, once fixes and/or enhancements have been tested and approved, they can be moved into production quickly without the need to send out updates and installation instructions to all the Fraternal Units. All Fraternal Units will be on the current version of the software.

Administrators, Recorders, Moose Legion Secretaries, Regional Managers, and various other field staff support personal will no longer be limited to accessing their membership information on a single PC with LCL.net installed. They can access the information wherever an Internet connection is available (at work, at home, at the airport). Accessible devices would now include Wi-Fi equipped portable computers and PDA's.

You have heard me tell you today about the changes we have made and will continue to make to provide you with better tools to do your job and have information available at your fingertips. Today I want to strongly encourage you to use these tools that we have provided to you. Pay your dues online, change your address with Moose International on-line when you move, look-up how many members you have sponsored at any time on-line, read your e-mail on a regular basis and go out to the Moose International Web Sites often. We value your input. We have created on our Web site an Ideas area, where you can give us your ideas and thoughts to make this Fraternity grow. These e-mails go directly to Director General Airey, and he will personally answer everyone.

One year ago as we convened for the 118<sup>th</sup> Convention in Chicago, many new faces stood before you. Well, really many familiar faces stood before you in new positions. We were given the task to get this fine fraternity back on its feet. Moose International had created a huge mess, and we told you last year that we were committed to fixing it. And I believe that with the dedicated staff at Moose International and your invaluable contributions, we are well on our way to doing just that.

You have heard at this convention about the fact that we have shown an increase in Membership for the first time in nearly 2 decades. You have heard about the new programs that will be put in place. You have heard that we have along way to go, money to raise, and the new direction we need to take to move this fraternity forward.

Together we must all believe that we will make this fine fraternity grow. We are committed at Moose International to provide you with better tools to do your jobs. All of us at Moose International thank all of you for the wonderful job that you do to make the Moose Fraternity the great organization that it is. Thank you and God bless.