ClubRunner

ClubRunner Release Notes (July - November 2023)

2026-06-16 - Zach W. - Product Updates

We strive to make regular improvements to the ClubRunner platform through our bi-weekly software updates. Below are just a few of the improvements we made from July to November 2023.

New Functionality

Cloud Events

- Create tickets, sell add-ons, collect donations, and create custom registration forms with ease.
- Available for both clubs and districts, learn more about how to set up an event with this new feature.
- Create new tickets faster by copying existing Cloud Event tickets.

Mobile Notifications for Clubs

- The ClubRunner Mobile app now features push notifications, enabling you to broadcast announcements and news directly to your members.
  Learn more.

RI 2-Way True Sync

- We added True Sync as a new capability within our existing RI Integration. It automatically syncs club updates made at Rotary International, such as addresses, meeting details, emails, and contact info directly into ClubRunner.
- Reduce duplicate data entry with automatic syncing of member profiles from My.Rotary.org, once the 2-Way True Sync is enabled. Learn more.
- Club officer changes now automatically sync both ways between ClubRunner and Rotary International.

Financials

- We've introduced the option to pass on credit card processing fees to members within Cloud Events. If enabled, the system will apply the club's designated service fee to all credit card transactions at checkout.
  Learn More

Donations

- Create and manage multiple Donation Campaigns to support your club or district’s various fundraising initiatives. Learn More.
- Donation Campaigns are now included in search filters on the Donation Analytics page.
- The Donation Export Report now includes the donor's email address and the specific campaign associated with each contribution.
- Each donation campaign can now be linked to a different payment account, allowing you to direct funds to their respective bank accounts.
- Donation campaigns now have a new option to capture comments from donors.

RI Integration

- We now support two new positions as part of the Rotary Integration feature for clubs: Vice President and Learning Facilitator.
- To give your club more ways to define and assign key roles, we’ve added two new executive positions:
    - Club Young Leaders Contact (for Rotary Clubs)
    - Rotaract Young Leaders Contact (for Rotaract Clubs)

Both roles support seamless syncing to Rotary International.

Feature Enhancements

ClubRunner Mobile App

- Australian phone numbers in the mobile app will now dial correctly.
- Swedish translations now appear in the mobile app when that language is selected.
- We’ve added Membership Type and Classification to member profiles in the mobile app.
- You can now preview your password by clicking on the ‘Eye’ icon in the Password field when logging in to the mobile app.
- Easily search for members by name and other profile information using the Member Search feature, without needing to know their club.
- Meeting comments are now displayed within the Club Information page of the mobile app.
- When you click on the club’s phone number from the mobile app, the call now goes through correctly.
- Resolved an issue when clicking links in the mobile app for events, calendar items, and speakers.

- Fixed an issue where deleted Calendar Items were not correctly removed from the mobile app.
- Improvements to phone accessibility settings to prevent text overlap in the mobile app.
- If your club doesn't select an account language, the mobile app will default to US English, which affects what language appears for text viewed by members.
- When you select a language in Settings, all text in the mobile app will appear in your club’s preferred language.
- Fixed caching so that changes to a Club Listing refresh correctly on the mobile app.
- A new Universal Events page displays all club, area, or district events and allows members to filter the events by type or date in the mobile app.
- We’ve now linked sign-up lists to events in the mobile app, making it easy for members to volunteer for your events.
- The mobile app now displays events in the time format that matches your club’s account language.
- All events will now reflect your club’s chosen 12 or 24-hour clock preference.
- Fixed an issue where the Settings button in the mobile app could not be interacted with when larger font sizes were enabled.
- Members can now sign up to volunteer for an Event Planner event directly from the Mobile App.
- Members can now easily update their member profile from the mobile app, including
    - First name
    - Last name
    - Email addresses
    - Phone numbers
    - Home/work addresses
- Members can now view and filter any upcoming events directly on the All Events page in the mobile app. Sort by Club, Area, or Zone and customize your view with the new date range filter.
- Improved mobile app translation coverage by fixing missing and incorrect translation keys, ensuring system text (including popups and forms) is fully translatable across the app.
- We’ve updated the mobile app to ensure date and time formatting now automatically aligns with your selected language in-app.

Bulletins

- The Properties link for an archived bulletin now directs you to the correct bulletin.

- Fixed a bug where background colors applied to custom widgets appeared in the preview but did not display in sent bulletins.

- Fixed a bug to ensure right-column images now render correctly when viewing Bulletins on a mobile device.

Communication

- You can now resend emails to undelivered recipients from the Email Statistics and My Email History page to individual recipients.

- The Resend feature found on the Email Statistics page for Emails now detects updated email addresses from member profiles, ensuring messages are delivered to a member's updated address.

- Once an address is removed from the block list, you can resend messages directly from the Email History page. Learn more.

- Email enhancements ensure your club is only tracking genuine email opens by members with Gmail accounts.

- When previewing sent messages from the Email Statistics page, the recipient’s address, sender’s address, and the subject line are now displayed.

- Fixed a bug to allow for individual member to opt out of emails.

- Updated Membership Success email templates to correctly display sender details.

Cloud Events

- Character limits have been added to the Short Description (30,000) and Full Description (100,000) in Cloud Events.

- An issue that prevented event reminders from saving while in an Active state has been fixed.

- The time format that appears in Cloud Events now correctly matches your club’s account language.

- When your club selects a language, the time format that appears in Cloud Events will match the time format for that country.

- Fixed a bug in the Events calendar to ensure event start dates are always displayed in your Account Time Zone

- Resolved an issue in Smart Lists that prevented emails from sending when specific individual recipients were selected.

- Added the ability to manually sort the order of products within your Cloud Event setup.

- We now support Stripe as a new payment provider within the Cloud Events module.

- Improved event time zone display for Cloud Events by showing readable time zone names and adding a tooltip that displays the event time converted to the viewer’s local time zone.

- Added automatic time zone detection to all events. When viewing an event outside your region, the time will now be translated to your own time zone for a more intuitive scheduling experience.

- Users can now drag-and-drop tickets to rearrange them in the Cloud Events module.

Club and District Management

- When you upload a venue map to your Club Information page to replace the Google map, the venue map will now also appear in the mobile app.

- Access to the Email Traffic Report has been restored for Level 40 and 50 users.

- The card view for the Club Information page on District websites now displays correctly in web browsers.

- The District Organization Chart system has been modernized, making it faster and easier to add positions and populate them, create and manage areas, and view information about those areas.

- Area Governor photos now display properly on the Area Information page.

- Corrected header formatting in the District Org Chart when filtering for years 2000 and earlier.

- Easily download your volunteer data for custom reporting and record-keeping with our new one-click export option on the Club Hours Report and Member Hours Report pages.

- We've updated the Public Donate Page to provide clearer feedback. If donations haven't been configured yet, visitors will no longer see a misleading permissions error. Instead, visitors now see a friendly empty state message.

Dues & Billing

- Invoices now generate faster for larger clubs with performance improvements to Dues and Billing.

- We now support default GL accounts. When you Export to QuickBooks from the Dues and Billing module, your Credits Report automatically populates the Income column and assigns Sales GL codes to Accounts Receivable (AR).

- We now support Stripe as a new payment provider within the Dues and Billing module

- We now support additional currencies with Stripe and PayPal, including:

    - Indian Rupee (INR)

    - Russian Ruble (RUB)

    - Bulgarian Lev (BGN)

    - Chinese Yuan (CNY)

    - New Zealand Dollar (NZD)
    - Singapore Dollar (SGD)

- All currency lists are now alphabetically organized throughout the platform for quicker selection and better consistency.
- Fixed a bug to ensure invoice item previews display the correct quantity matching each individual member’s order specifications.

Member Area

- After successfully logging into an account, members will now be directed to the Members Area instead of being returned to the home page. Documents with file names containing special characters are now downloadable.

Membership

- When selecting a termination reason for a member, an error was fixed so that the termination date no longer changes.
- Custom membership types now display correctly within District accounts.
- You will no longer see an error message when terminating a member profile as a duplicate.

Accessibility

- Improved accessibility for Google Maps on the Club Info page so screen readers can better understand and describe the map content.

RI Integration

- Fixed a bug in the Rotary International API integration where termination statuses could fluctuate based on the request date. Records will now reflect accurate member status regardless of the date range selected.
- Fixed issue where positions were not being correctly synced to RI for Rotaract Advisor and Executive Secretary

Privacy

- For better security and privacy, sensitive emails like Password Reset are no longer viewable within the Email History and Traffic report.
- How contact information is displayed on the Area/Assistant Governor Information page has been improved to respect the Area/Assistant Governor’s privacy preferences.

- The District Organization, District Committee, and Club Committee cards that display member information have been improved to respect the privacy preferences of members.

Reports

- Club and Member Activity Reports have been improved with real-time insights and better performance.
- Upgraded our reporting engine to the latest technology to improve page performance when generating and viewing your data.
- eDirectory reports were updated to better match member privacy settings.

Website

- The Preview feature for Live Designer widgets displays content more accurately when you click on the Magnifying Glass icon.
- We corrected an issue that prevented members from subscribing to a club’s calendar using Microsoft Outlook.
- Fixed an issue where dates were not being correctly parsed when using the platform in a non-English language.
- We now support Google Tag Manager for tracking visits to your club website.
- We have added new fonts such as Robo Condensed and IBM Plex Sans to the editor.
- Fixed a bug within the Dynamic Carousel widget to ensure all label buttons remain fully functional across every animation layout.
- A new color scheme was created for the Impression theme based on Kiwanis branding guidelines.
- We added a Format button to various editor locations, including story titles, widget properties, and page designer.