

Federation Partnership Program

2021 Information Guide

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U.S. CHAMBER OF COMMERCE



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About the Program

Offer your small business members free membership to the U.S. Chamber at no cost to you.

The Federation Partnership Program provides your eligible small business members with complimentary membership to the U.S. Chamber as a result of their membership with your organization and your membership with the U.S. Chamber. There is no cost to become a Federation Partner and when you participate, your small business members can enjoy the benefit of two memberships for the price of one.

Participation in the Federation Partnership Program is available to current dues-paying association and chamber of commerce members of the U.S. Chamber.

How does your organization benefit?

For associations and chambers of commerce looking to stand out in a crowded market, this program provides a valuable member recruitment and retention tool, as well as the opportunity to help strengthen the collective voice of the business community.

- Enhance your membership portfolio with the addition of U.S. Chamber small business member benefits
- Increase membership retention through the promotion of two memberships for the price of one
- Strengthen advocacy efforts by including small business members in tailored U.S. Chamber communications
- Gain a competitive advantage in your overall membership recruitment

How do your small businesses benefit?

By signing up your small business members for the Federation Partnership Program, they will benefit from:

- Product and service discounts to affinity partners such as **FedEx** and **Metlife**
- Tons of **resources** with how-to information on topics ranging from healthcare to taxes
- Subscriptions to U.S. Chamber online properties **CO—**, **Midnight Oil**, and **Above the Fold**
- A voice in Washington representing their business interests
- **Legislative alerts** for notifying them of pressing policy initiatives based on issue interest.

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Member Management

The Federation Partnership member management system, designed by WebLink, allows Federation Partners to update and maintain their small business member roster with the U.S. Chamber.

The instructions below provide detailed information on how to use the system. Additional questions may be directed to federation@uschamber.com.

With technical difficulties or questions, please contact WebLink customer service at support@weblinkinternational.com.

To reset your login for the Federation Partnership member management system:

1. Go to www.uschamberfederation.com
2. Click 'Forgot your password?'
3. Enter your email address and click 'Change Password'
4. A link to enter your new password will be emailed to you

For Partners who DO use WebLink at their organization

If you are a current user of WebLink at your organization, you may sync your membership information directly to the Federation Partnership system.

To do so, follow the steps below:

1. Login to your organization's WebLink Connect portal
2. Click on the 'U.S. Chamber Federation Partnership' item on the main menu under Admin.
3. Review the Agreement and click 'I Agree' to enable to sync
4. Complete the contact information form and click 'Save.' This will complete the sync.

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For Partners who DO NOT use Weblink at their organization

Federation Partners may now upload complete membership rosters instead of one-by-one adds and drops.

To do so, follow the steps below:

1. Login to www.uschamberfederation.com
2. On the menu, go to Members > Member Roster Upload
3. Click the 'Export Member Report' button to have an email sent to you with an Excel export of the current list of members on file in the Federation Partnership database.
4. Click the link in your email and download and open the .xlsx file
5. Enter any new members that you have added since your previous upload in new rows. Delete any rows for members that have dropped completely. Also update any contact information changes in existing member rows.
6. Save your changes to the file, and be sure you do NOT change the file format or column headers.
7. On the Member Roster Management screen, click Browse and select the file you just edited and saved.
8. Click Upload File.

A confirmation email will be sent when the upload is complete, and your membership roster will be updated according to your changes. Any new members that you have entered will be submitted for eligibility verification by the U.S. Chamber, and you can view a list of any denied members from the Dashboard.

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Search and edit members

Once you have uploaded your Small Business Member roster to the Federation Partnership database, you can view and edit any Small Business Member or your own chamber profile in the Member Management screen. Click Members > Member Management from the main menu.

By default, the screen will load with all of the members you have uploaded. All profile fields are displayed in the grid, and you can scroll to the right to view which members are verified and/or confirmed as Small Business Members of the U.S. Chamber Federation Partnership. Above the grid, you will see a count of *confirmed* members for your chamber.

Member Management

Status Filter...

enter search keyword...

Total Members 100

	Org Name	First Name	Last Name	Email	Member	Address1	Address2	City	State	Zip
edit	Mytown Business Association	Lauren	Bashaw	laurenbash...	<input type="checkbox"/>	4500 Low A...		Indianapolis	IN	46268
edit	Carpets, Etc.	Joshua	Draper	rugs@exa...	<input checked="" type="checkbox"/>	1842 W. Ori...		Charleston	SC	29405
edit	Chair Company	Harry	James	testdrive@e...	<input checked="" type="checkbox"/>	2345 Test Dr		North Charl...	SC	29405
edit	Chapel Wedding Services	Melanie	Pena	chapels@e...	<input checked="" type="checkbox"/>	1234 Scotts...		Scottsdale	SC	12345
edit	Gaslight Theater	Johnny	Appleton		<input checked="" type="checkbox"/>	1922 E. Bro...		Tucson	AZ	85258
edit	Grand Canyon Electrical	John	Philips	lauren.bash...	<input checked="" type="checkbox"/>	3535 Broad...		Tempe	AZ	85214
edit	Liem Realty	Christy	Scott	example@l...	<input checked="" type="checkbox"/>	1042 Harva...		Gilbert	SC	45678
edit	Mountain Vista Hospital	Max	Quijano	laurenbash...	<input checked="" type="checkbox"/>	1239 Test...		Indianapolis	IA	48396
edit	New Member	Test	Tester		<input checked="" type="checkbox"/>			Charleston	SC	29405

1 - 14 of 14 items

You can enter any text into the keyword search to find members, and further filter by clicking the Status dropdown to search for Confirmed, Verified, and/or Denied members. Leave the Status dropdown blank to search all members regardless of filter. Also, note that by default your own chamber is listed as the first organization on the list.

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To edit the information for any member (or your chamber profile), click the edit link to the left of the organization name. The edit screen load for that profile:

Save Cancel

Contact Info

Organization Name Mytown Business Association **Profile Id** 5595524

Email laurenbashaw@yahoo.com

Address1 4500 Low Avenue

Address2

City Indianapolis **State** Indiana **Zip** 46268 **ZipExt**

Related Individuals + New

First Name	Last Name	Email	Main Contact	Title	Phone	Is User	Password	Profile Id	
Lauren	Bashaw	laurenbashaw@yah...	<input checked="" type="checkbox"/>	Manager		<input checked="" type="checkbox"/>	*****	5595525	Delete

Save Cancel

You can change any of the contact information displayed in the fields and click Save to return to the Member Management screen.

In the Related Individuals section, you'll see a list of all individual contacts for this organization. If you are viewing your own chamber profile, you'll see a list of users. You can click directly in the grid to edit any existing users or click Delete to delete any user.

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To add a new individual/user, click the New button, and a new row appears in the grid. Click in each field to enter the value, including the Is User checkbox and Password if you would like to give the individual access to the U.S. Chamber Federation Partnership database. Once you have entered the information for the new individual(s), click the Save button to return to the Member Management screen.

You can hit Cancel to return to the Member Management screen without saving any changes.

Other Dashboard Functionality

After logging in to the U.S. Chamber Federation Partnership Membership Manager, the first thing that loads will be your Dashboard. On the Dashboard, you'll see several options for viewing and updating your Small Business Members on the left:

- **Upload Small Business Member Data:** upload your membership roster
- **View/Edit Small Business Member Data:** search for and edit any of your Small Business Members, or your own organization's information and users
- **Download Small Business Member Report:** this will export a list of all of your members currently listed in the Federation Partnership database, with all contact and member info. You will be sent an email with a link to download the export.
- **Denied Member Report:** this will export a list of any members you have attempted to upload/sync that did not meet the verification criteria for membership in the U.S. Chamber. You will be sent an email with a link to download the export.

In addition, on the right you'll see a section of the Dashboard that provides information and additional reporting on your organization specifically:

- **Add/change related profiles:** click this link to be taken to your organization's profile page in the Federation Partnership database. You can edit your contact information, and scroll down to edit or add staff users.
- **Total Small Business Members in Federation Partnership** displays the current member count in the Federation Partnership database.
- **Partners and their staff Report:** click this link for an export of your organization information and list of staff users. You will be sent an email with a link to download the export.

Additional information is always available on www.uschamber.com/federation or by contacting federation@uschamber.com.



Launching the Program

Once your member roster has processed, it's time to announce this new benefit to your small business members. **Be sure you're only sending the announcement to your members who were successfully verified.**

- **Announce the new partnership to your members**

You deserve the credit! Customize the Launch Announcement Email (found on the next page) and send it out to your eligible federation members to let them know that their complimentary membership to the U.S. Chamber is on its way. Let them know that they can contact you to get their U.S. Chamber member number (found in your member roster).

- Share the **benefits** with your members

Additionally, we have a **Partner Marketing Kit** available with resources to help you spread the word that you're part of the program.

We recommend updating your roster monthly to add new members and remove members who are no longer active.

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Federation Partnership Launch Announcement Email Template

Subject: We've partnered with the U.S. Chamber of Commerce!

Members,

We're excited to announce our partnership with the U.S. Chamber of Commerce! Through the **Federation Partnership Program**, you may opt-in to receive benefits of U.S. Chamber Small Business Membership at no additional cost to you, including:

- Product and service discounts to affinity partners such as **FedEx** and **MetLife**
- Tons of **resources** with how-to information on topics ranging from healthcare to taxes
- Subscriptions to U.S. Chamber online properties **CO—**, **Midnight Oil**, and **Above the Fold**
- A voice in Washington representing your business interests
- **Legislative alerts** for notifying you of pressing policy initiatives based on issue interest.

To opt-in to receive your U.S. Chamber benefits, please contact [Contact Name] at [Contact Email/Phone] for your membership number.

The **U.S. Chamber of Commerce** is the world's largest business federation, and 96% of their members are small businesses like you. We hope you find as much value in your membership with the U.S. Chamber as we have.

Sincerely,

[Your Chamber CEO Name]
[Your Chamber CEO Job Title]
[Your Chamber Name]



Frequently Asked Questions

Small Business Member Benefits

What benefits do my small businesses receive by being signed up for the program?

By signing up your small business members for the Federation Partnership Program, they have access to many U.S. Chamber member benefits and services, including:

- Product and service discounts to affinity partners such as **FedEx** and **Metlife**
- Tons of **resources** with how-to information on topics ranging from healthcare to taxes
- Subscriptions to U.S. Chamber online properties **CO—**, **Midnight Oil**, and **Above the Fold**
- A voice in Washington representing their business interests
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Is there a fee to our organization or our small business members for this partnership?

Members of the U.S. Chamber pay no additional fee to join the Federation Partnership. For the partnership and benefits to continue, your organization must maintain your membership with the U.S. Chamber and your small business members must maintain their membership with your organization. We will never upsell your members for a paid membership. You are our partner in this program.

What is the value of U.S. Chamber membership for small business members?

Small business membership dues to the U.S. Chamber start at \$250. Small business members also receive significant discounts on events, publications, and other special offers.

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Small Business Membership & Eligibility

What are the U.S. Chamber's eligibility criteria for small businesses?

Businesses must meet the following criteria to become a small business federation member:

- Have a total annual revenue below \$10 million;
- Cannot be a current paying U.S. Chamber member;
- Cannot be a government organization, trade association, chamber of commerce, or publicly-funded organization; and
- Must have a complete address, contact first and last name, and email address on your membership roster when submitted.

Some of our members may be dues-paying members of the U.S. Chamber. Can they stop their paid membership and take advantage of this opportunity?

Paid U.S. Chamber membership includes certain additional benefits that are not included in the Federation Partnership Program membership and therefore, members are not included in this program. If a small business is a paid member, we hope that they already recognize the value of their membership. However, if a small business decides not to renew at their next renewal date, they would have the opportunity to become a federation member through this program.

How does the U.S. Chamber obtain revenue information to determine eligibility?

Membership lists are put through an automated process that appends annual revenue. The appended information is culled from a national database, which cross-references businesses' tax information. Additionally, SIC codes are appended to identify government entities and other non-profits that are not eligible to participate in this small business program. It is important to note that you do not need to include revenue or SIC information in your list submission.

Important Note: For franchise businesses submitted in your membership list, the append process uses federal tax information provided by that company. Revenue appended (corporate vs. franchise) will depend on how the businesses' taxes were filed. If the corporate affiliates' tax information was used, the franchise business may not qualify for U.S. Chamber membership under this program's criteria.

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Will I know the reason why a member was deemed ineligible?

Yes, ineligible reason codes will appear next to ineligible records in the member data management system.

Can I exclude a business that does not want a U.S. Chamber membership from this program?

You are welcome to omit any members that may not want to receive a U.S. Chamber membership.

How long does it take for a newly added member to go through the eligibility process?

All member updates will go through processing at the end of each week. Check the system again mid-week to view your new members.

Where can my members find their U.S. Chamber membership number?

All eligible small businesses are assigned a U.S. Chamber membership number. Members can obtain their member number by referring to the launch announcement e-mail sent out when the program launched or submitting the [online member number inquiry form](#). Please note that your members' U.S. Chamber member numbers are unique and separate from the identification numbers you provided for each member in your membership records.

How does a member cancel their U.S. Chamber membership?

You can cancel the members' U.S. Chamber membership on their behalf in the online data member management system by simply removing them from your roster.

Who should my members contact with questions about their U.S. Chamber membership?

Small business members can call the U.S. Chamber's dedicated customer service line at 1-800-638-6582 or e-mail membership@uschamber.com.

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Member Data Management System

What is required of me to maintain the program?

It is suggested you update your membership data frequently to maintain the integrity of data and ensure lapsed members don't continue to receive benefits. If you are a WebLink user, you may do so easily by syncing your membership database with the Federation Partnership database. If you are not a WebLink user, the online member management system allows you to upload updated membership rosters.

Visit www.uschamberfederation.com to get started.

Will I be able to update my members' contact information (i.e. address, company name, etc.)?

Yes. Your organization may update your members' contact information as part of the new roster uploads, or on an individual basis by logging into www.uschamberfederation.com.

Can partners reinstate dropped members?

Yes, partners can re-submit dropped members who rejoined their organizations by simply adding that member in the system as a new member/record. The member will then be sent through the eligibility process again.

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Communications

Do my members need to sign up to receive U.S. Chamber e-mails?

Eligible small businesses are automatically enrolled to receive select U.S. Chamber e-mails and may opt-in to additional communications.

Some of our members have asked that we not send communications to them via e-mail (or they do not have e-mail at all). How can they still take advantage of these U.S. Chamber benefits?

First note that we will never sell your e-mail addresses to any other organization—it's against our bylaws. That being said, this is an electronic-communication driven program. Much of the information and resources we have available for you and your members is located on [Small Business Nation](#), so e-mail is the best way to direct your members there. In addition, speed is essential when it comes to grassroots action.

Therefore, we do not provide any special services to those members that have not provided their e-mail address. Members will not receive the full value of the program without the opportunity to receive e-communications.

Will we and our small businesses be locked into the political positions of the U.S. Chamber?

No. You and your members have the option to opt-out of e-communications based on issue interest. If you members do not wish to be members of the U.S. Chamber at all, they do always have the option to opt-out completely.

We have some key members that offer competitive services to the services offered through your affinity partners. Can we select only some of your partners to mail to our members?

Contractually, all of our affinity partners are given the opportunity to mail to all members of the U.S. Chamber. These mailings are not co-branded (unlike the e-communications) and are only affiliated with the U.S. Chamber—not your organization. (Note: This may actually spur your key companies to offer competitive prices to your members.) Our discounts are simply another offering and another benefit available to your small business members.

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Why are my members not receiving U.S. Chamber e-mails?

If a member is not receiving e-mails from the U.S. Chamber, it could be due to one or more of the following reasons:

- Your organization's membership list has not yet been processed.
- Your organization's new member list has not been recently submitted.
- Your member(s) may not have an e-mail address.
- Your member(s) e-mail address may have changed or is undeliverable.
- Some of your members may not be eligible, and therefore will not receive U.S. Chamber e-mails.
- Your members' spam filters may be withholding U.S. Chamber e-mails (please encourage members to add e-mails from *uschamber.com* addresses to their safe lists).

Encourage your members to send their e-mail address and other contact information changes to your organization so you can refresh your member database and the online data management system.

Partner Resources

How can I promote U.S. Chamber benefits to my members and prospects?

The [Partner Resource Center](#) and [Federation Partnership Marketing Kit](#) house a number of promotional pieces and templates, including membership recruitment and retention flyers, newsletter article, press release, and print ad templates, as well as webstickers.