

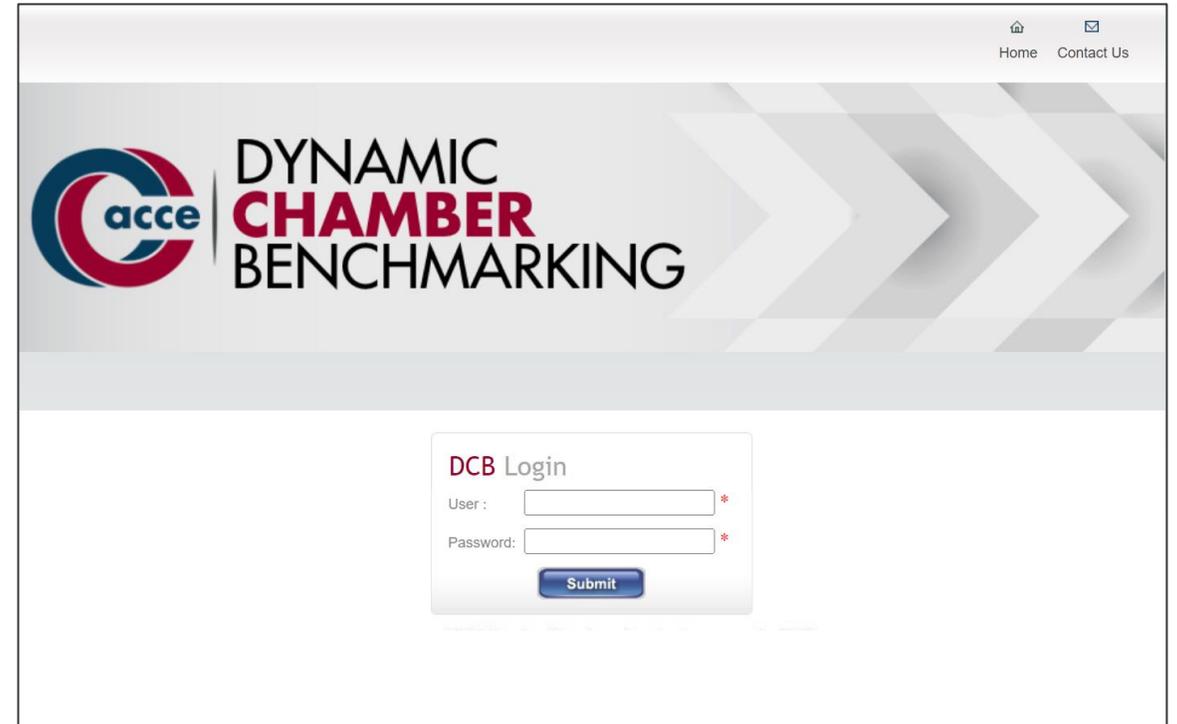
Dynamic Chamber Benchmarking

Support Guide



Login

- Access to Dynamic Chamber Benchmarking (DCB) is available to members of ACCE and select partnering chambers.
- Log in at <https://benchmarking.acce.org>.
- Your username is your chamber email.
- If you forget your password, [request a password reset](#).



Home Contact Us

acce DYNAMIC CHAMBER BENCHMARKING

DCB Login

User : *

Password: *

Submit

Navigation

- The DCB homepage is the access point to the annual surveys.
- The Operations Survey collects detailed profile, financial and membership data about your chamber.
- The Salary Survey collects data about chamber staff salaries and benefits. **Only CEOs and their designees** have access to the Salary Survey.
- Data gathered by participating chambers is kept confidential.

The screenshot shows the homepage of the Dynamic Chamber Benchmarking website. At the top, there is a navigation bar with a dropdown menu for 'Current Account: Member Chamber' and links for 'My Account | Support | Logout'. The main header features the 'acce' logo and the text 'DYNAMIC CHAMBER BENCHMARKING'. Below the header, a welcome message reads 'Welcome: Member User | Chamber: Member Chamber'. A dark blue navigation bar contains a 'Home' link with a dropdown arrow. The main content area has a central message: 'Click on a Survey Link below to get started.' Below this, there are two survey options: 'Operations Survey' with a gear and bar chart icon, and 'Salary Survey' with a money bag and bar chart icon. A red note under the Salary Survey states: 'Only CEOs or those they designate may access this survey.' At the bottom, a footer reads 'Powered by Dynamic Benchmarking, LLC. All rights reserved.'

Navigation (cont.)

- Click into one of the surveys to enter the Survey Landing Page.
- Select “My Chamber Data” to begin filling out each component of the survey.
- Once available, select “Metric Comparisons” to compare data by specific survey question.
- Once available, select “Reports” to download dynamically generated reports.
- The fiscal year is indicated on the right side of the navigation bar.

The screenshot shows the 'Dynamic Chamber Benchmarking' survey landing page. At the top, there is a 'Current Account' dropdown menu set to 'Member Chamber' and links for 'My Account | Support | Logout'. The main header features the 'acce' logo and the text 'DYNAMIC CHAMBER BENCHMARKING'. Below the header, a navigation bar includes 'Home', 'My Chamber Data', and 'Year: FY 2022'. The main content area is titled 'My Chamber Data' and contains the following elements:

- A breadcrumb trail: [Home](#) > [Operations Survey](#)
- A 'DOWNLOAD' button with a downward arrow icon.
- Instructional text: 'Click on the links to enter your chamber data below. All entries should be in US Dollars (click for exchange rates).'.
- Two main sections:
 - Chamber Profile**: Includes a green checkmark icon and the text 'Profile Information'. Below it, it says '20 of 20 questions answered.'
 - Financial**: Includes a magnifying glass icon over a document and the text 'Assets, Liabilities and Reserves', 'Revenue', and 'Expenses'. Below it, it says '11 of 25 questions answered.'

My Chamber Data

- Chambers must complete all required data points to access reports.
- Asterisks denote required questions.
- Click “Details” to get more information about a question.
- Click “Save” to save your answers. “Cancel” will abandon the data you entered. “Save & Next” will save your answers and proceed to the next page.

Home ▾ My Chamber Data ▾ Year: FY 2022 ▾

My Chamber Data > Membership

Membership Dues DOWNLOAD

If a datapoint does not apply, check n/a.
Only enter 0 if it is the true value of the datapoint.

» Chamber Dues Model
▾ Details
Check all components that best describe the chamber's member dues model. If the chamber uses a hybrid model, check all options that apply.

Tiered Dues
 Fair Share Dues
 Freemium Membership
 Investor Levels
 Customized Packages
 Other

» Number of Years with Current Dues Model
▸ Details *

» Minimum Dues Investment
▸ Details \$

» Maximum Dues Investment
▸ Details \$

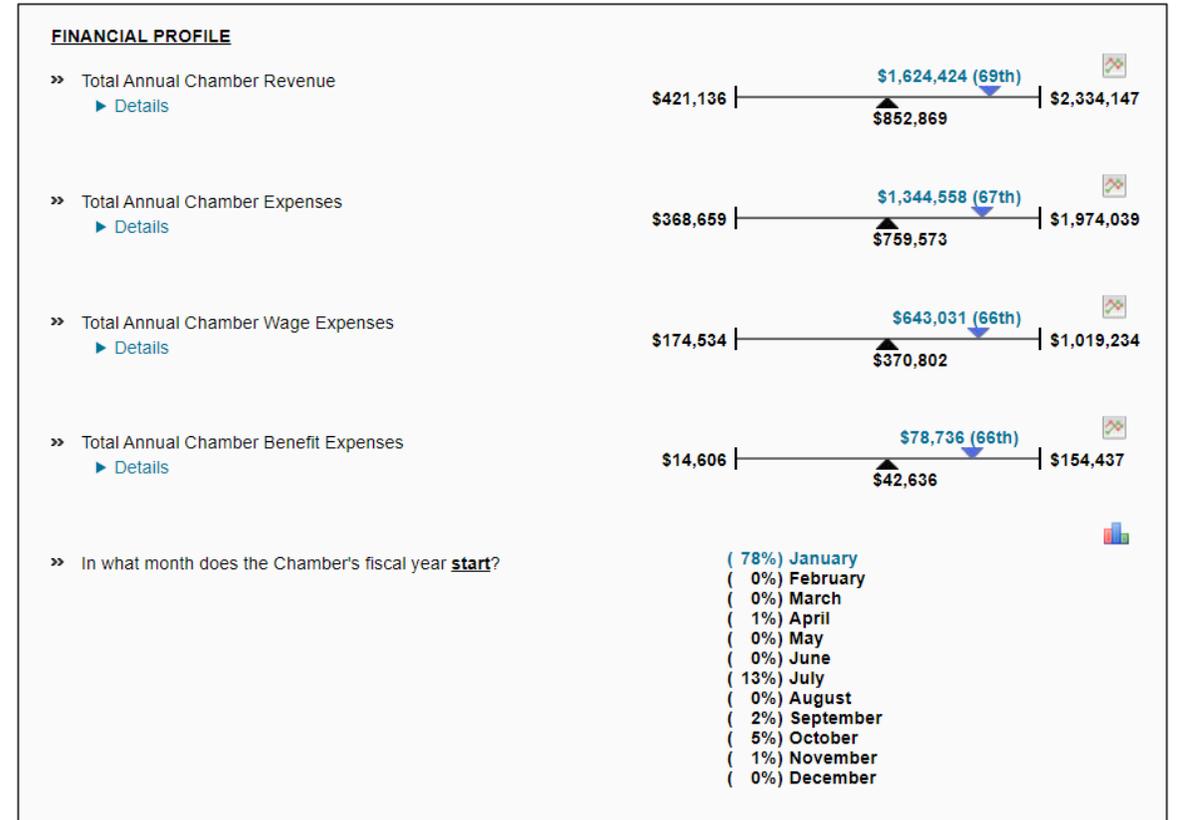
» Planned Dues Increase in Upcoming Year
▸ Details ▾

» Frequency of Dues Increase
▸ Details ▾

Save Cancel Save & Finish >

Metric Comparisons

- Data is aggregated to protect anonymity and presented in quartiles. The 50th percentile indicates the median value provided by chambers.
- Your chamber's percentile is highlighted in blue within each comparison.
- Click the chart icon in the top right corner of each question to save a single on-demand chart in PPT or PDF format.
- Apply filters to allow for more targeted metric comparisons.



Reports

- At the bottom of the page, choose from a list of dynamically generated report files to download.
- Reports contain calculations, ratios, quartiles and charts that are generated from participating chambers' responses.
- Reports pull from the fiscal year indicated on the right side of the navigation bar.
- Apply filters for more targeted report comparisons.

Download Reports...

To ensure accurate and complete reports, all datapoints in the Chamber Profile section must be completed.



» Chamber Profile Report

Shows basic stats about your chamber's staffing, organization structure/function, market penetration, and survey participation.



» Chamber Operations Report

The full Ops Report shows calculations and metrics on your chambers organization structure/function, governance, staffing & benefits, member retention, members stats, market penetration rate, members by industry, revenue, expenses, and member dues investments.



» Chamber Operations Trend Report

The Chamber Operations Trend Report displays trending data over time for the industry and your chamber going back to FY 2012.



» Membership Statistics Report

A mini publication, pulled from the full Ops Survey report, with calculations on membership retention, cancellations, membership statistics, market penetration rate, members by number of employees, revenue per chamber member, member dues investments, and tiered dues models.



» Chamber Report Card

One-page report card displaying Key Performance Indicators (KPIs) related to staffing, membership, and finance data.

Filters

- Filters may be applied to benchmark against chambers most like yours.
- Click “Edit” and adjust the filters to create a more targeted subset of chambers. Click “Done” to apply the filters. Click “Clear” to remove all filters.
- If your filters return too few chambers, you will receive an error message. Readjust the filters to achieve a proper subset size, which is indicated in the message at the bottom of the filters panel.

Select and Set Filters...

[Edit](#) [Save As Favorite...](#)
[Filter Help](#) | [Peer Cluster Help](#) | [COLI Lookup](#)

Filter	Value
Total Revenue	\$1,000,000 - \$5,000,000
Organizational Function	Chamber of Commerce
Member Dues Revenue	Any
Membership	Any
Chamber Staff Size (FTE)	Any
Chamber Service Area Type	Any
Population/Service Area	Any
Geographic Region	Any
State	Any
Chamber Accreditation	Any
Peer Cluster	Any

Your filter settings created a subset of 52 accounts. Please note that not all Chambers complete all datapoints.

Support

- Visit the Support link at the top right corner to access support documentation.
- Email questions to AskACCE@acce.org. Please allow 24-48 hours for response.

Current Account: Member Chamber

My Account | **Support** | Logout

acce | DYNAMIC CHAMBER BENCHMARKING

Welcome: Member User | Chamber: Member Chamber

Home | My Chamber Data

How-To Guide
Learn how to use DCB. This [in-depth guide](#) provides step-by-step instructions and answers many of the questions you may have about how to use DCB. Specific sections of the guide can be downloaded individually below.