

## End-of-Year Checklist for Chambers & Associations

Billing			✓
Review Chart of Accounts	<ul style="list-style-type: none"> <li>✓ Review your chart of accounts to ensure that all names of accounts in CM/MZ match names in your accounting software.</li> <li>✓ De-activate any accounts that you are no longer using (DO NOT DELETE) to clean up your database</li> </ul>	<a href="#">Chart of Accounts</a>	
Review Fee Items	<ul style="list-style-type: none"> <li>✓ Do you need to increase your prices and/or change descriptions?</li> <li>✓ De-activate any fee items that you are no longer using (DO NOT DELETE) to clean up your database</li> </ul>	<a href="#">Increase Membership Dues</a> <a href="#">De-activate Fee Items</a>	
Update Your Membership Application	<ul style="list-style-type: none"> <li>✓ If you have changed pricing for your membership dues, above, the change will not automatically update the Membership Application</li> </ul>	<a href="#">Membership Application</a>	
Review Members Data for Billing Completeness	<ul style="list-style-type: none"> <li>✓ Generate a Custom Member report to check for Fee Schedules, Fee Items, Renewal Month, Billing Contact</li> <li>✓ Update Member Billing details if necessary</li> <li>✓ If using e-payment, use the Epayment Fee Assignment Report to verify credit card expiration dates</li> </ul>	<a href="#">Custom Member Report</a> <a href="#">Epayment Fee Assignment Report</a>	
Review/Manage Past Due Invoices	<ul style="list-style-type: none"> <li>✓ Generate the Invoice Summary report to identify and resend Overdue Invoices</li> <li>✓ Generate Collections Report</li> <li>✓ Generate Collections Letters</li> <li>✓ Review Open Credits/Unapplied Payments</li> <li>✓ Write-off Invoices as needed</li> </ul>	<a href="#">Invoice Summary Report</a> <a href="#">Collections Report</a> <a href="#">Collections Letters</a> <a href="#">Payment Summary Report</a> <a href="#">Write-off Invoices (Ind)</a> <a href="#">Mass Drop/Write-off</a>	
Generate Invoice Batches	<ul style="list-style-type: none"> <li>✓ Generate Invoices for Membership Dues</li> <li>✓ Review Invoice list for Events &amp; One-time Fees to determine if invoices need to be generated to complete the year's billing</li> </ul>	<a href="#">Create a Batch</a>	
Budgeting/Projection Reporting			
Sales by Item Report	<ul style="list-style-type: none"> <li>✓ Generate this report to review the sales from this year for better budgeting.</li> </ul>	<a href="#">Sales by Item report</a>	
Scheduled Sales by Month Report	<ul style="list-style-type: none"> <li>✓ Generate this report to view expected sales for the coming year</li> </ul>	<a href="#">Scheduled Item Sales By Month</a>	
Membership Renewals	<ul style="list-style-type: none"> <li>✓ Generate this report to view renewals by month for the coming year for better budgeting purposes</li> </ul>	<a href="#">Membership Renewals</a>	
Growth Report	<ul style="list-style-type: none"> <li>✓ Generate this report to view growth and drops over the previous year</li> </ul>	<a href="#">Membership Growth Report</a>	



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Year-End Reporting			
Take year snapshots of member statistics	<ul style="list-style-type: none"> <li>✓ How many members were active this year? How many new members? How many drops! Take snapshots of this information for future historical comparison and to include in your year-end calculations</li> </ul>	<a href="#">Active Members Report</a> <a href="#">Member Listing by Join Date</a> <a href="#">Member Listing by Drop Date</a>	
Common Calculations	<ul style="list-style-type: none"> <li>✓ Retention Rate</li> <li>✓ Lapse Rate</li> <li>✓ Renewal Rate</li> <li>✓ Average Membership Tenure (AMT)</li> <li>✓ Member Lifetime Value (MLV)</li> <li>✓ Member Acquisition Cost (MAC)</li> <li>✓ MLV to MAC ratio</li> </ul>	<a href="#">Retention Rate</a> <a href="#">Lapse Rate</a> <a href="#">Renewal Rate</a> <a href="#">Average Membership Tenure</a> <a href="#">Member Lifetime Value</a> <a href="#">Member Acquisition Cost</a> <a href="#">MLV to MAC ratio</a>	
Revenue Reports	<ul style="list-style-type: none"> <li>✓ Sales Summaries - Membership Dues</li> <li>✓ Sales Summaries - Non-Dues Revenue</li> </ul>	<a href="#">Sales by Item Report</a>	
Database Cleanup			
Contact Cleanup	<ul style="list-style-type: none"> <li>✓ Merge Duplicates</li> <li>✓ Review/Update Prospect vs. Non-Member - update as needed</li> <li>✓ Send Member Update Email to get members to update their information</li> <li>✓ Drop Members</li> <li>✓ Review and Update Community Member</li> </ul>	<a href="#">Merge Duplicates</a> <a href="#">Custom Member Report</a> <a href="#">Send Email to Members to Update Contact Information</a> <a href="#">Drop Members</a> <a href="#">Community Member</a>	
Group Cleanup	<ul style="list-style-type: none"> <li>✓ Create new groups for the coming year</li> <li>✓ Disable reps no longer participating</li> <li>✓ Disable groups no longer needed</li> </ul>	<a href="#">Create a Group</a> <a href="#">Disable Reps in Group</a> <a href="#">Disable Groups</a>	

