ChamberMaster/MemberZone End of Year Checklist

Billing			✔
Review Chart of Accounts (CoA)	✓ Review your chart of accounts to ensure that all names of accounts in CM/MZ match names in your accounting software	• Chart of Accounts	
	✓ Deactivate any accounts that you are no longer using (DO NOT DELETE) to clean up your database		
Review Fee Items	✓ Do you need to increase your prices and/or change descriptions?	• Increase Membership Dues • Fee Items	
	✓ Deactivate any fee items that you are no longer using (DO NOT DELETE) to clean up your database		
Update Your Membership Application	✓ If you have changed pricing for your membership dues, the change will not automatically update the Membership Application	• Membership Application	
Review Members Data for Billing Completeness	✓ Generate a Custom Member report to check for Fee Schedules, Fee Items, Renewal Month, Billing Contact	• Custom Member Report	
	✓ Update Member Billing details if necessary		
	✓ If using ePayment, use the ePayment Fee Assignment Report to verify credit card expiration dates	• ePayment Fee Assignment Report	
Review/Manage Past Due Invoices	✓ Generate the Invoice Summary report to identify and resend Overdue Invoices	• Invoice Summary Report • Collections Report • Collections Letters • Payment Summary Report • Write-off Invoices (Ind) • Mass Drop/Write-off	
	✓ Generate Collections Report		
	✓ Generate Collections Letters		
	✓ Review Open Credits/Unapplied Payments		
	✓ Write-off Invoices as needed		
Generate Invoice Batches	✓ Generate Invoices for Membership Dues	• Create Batch of Recurring Invoices	
	✓ Review Invoice list for Events & One-time Fees to determine if invoices need to be generated to complete the year's billing		

Budgeting/Projection Reporting

Sales by Item Report	✓ Generate this report to review the sales from this year for better budgeting	• Sales by Item report
Scheduled Sales by Month Report	✓ Generate this report to view expected sales for the coming year	• Scheduled Sales by Month Report
Membership Renewals	✓ Generate this report to view renewals by month for the coming year for better budgeting purposes	• Membership Renewals Report
Growth Report	✓ Generate this report to view growth and drops over the previous year	• Membership Growth Report

Year End Reporting

Take year snapshots of member statistics	✓ 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	• Active Members Report • Member Listing by Join Date • Member Listing by Drop Date
Common Calculations	✓ Retention Rate ✓ Lapse Rate ✓ Renewal Rate ✓ Average Membership Tenure (AMT) ✓ Member Lifetime Value (MLV) ✓ Member Acquisition Cost (MAC) ✓ MLV to MAC ratio	• Common Membership Calculations
Revenue Reports	✓ Sales Summaries – Membership Dues ✓ Sales Summaries – Non-Dues Revenue	• Sales by Item Report

Database Cleanup

Contact Cleanup	✓ Merge Duplicates ✓ Review/Update Prospect vs. Non-Member – update as needed ✓ Send Member Update Email to get members to update their information ✓ Drop Members ✓ Review and Update Community Member	• Merge Members • Custom Member Report • Send Email to Members to Update Contact Information • Drop Members • Community Member
Group Cleanup	✓ Create new groups for the coming year ✓ Disable reps no longer participating ✓ Disable groups no longer needed	• Create a Group • Disable Reps in Group • Disable Groups