

ChamberMaster/MemberZone End of Year Checklist

Billing			✓
Review Chart of Accounts (CoAO)	<ul style="list-style-type: none"> ✓ Review your chart of accounts to ensure that all names of accounts in CM/MZ match names in your accounting software ✓ Deactivate any accounts that you are no longer using (DO NOT DELETE) to clean up your database 	<ul style="list-style-type: none"> • Chart of Accounts 	
Review Fee Items	<ul style="list-style-type: none"> ✓ Do you need to increase your prices and/or change descriptions? ✓ Deactivate any fee items that you are no longer using (DO NOT DELETE) to clean up your database 	<ul style="list-style-type: none"> • Increase Membership Dues • Fee Items 	
Update Your Membership Application	<ul style="list-style-type: none"> ✓ If you have changed pricing for your membership dues, the change will not automatically update the Membership Application 	<ul style="list-style-type: none"> • Membership Application 	
Review Members Data for Billing Completeness	<ul style="list-style-type: none"> ✓ Generate a Custom Member report to check for Fee Schedules, Fee Items, Renewal Month, Billing Contact ✓ Update Member Billing details if necessary ✓ If using ePayment, use the ePayment Fee Assignment Report to verify credit card expiration dates 	<ul style="list-style-type: none"> • Custom Member Report • ePayment Fee Assignment Report 	
Review/Manage Past Due Invoices	<ul style="list-style-type: none"> ✓ Generate the Invoice Summary report to identify and resend Overdue Invoices ✓ Generate Collections Report ✓ Generate Collections Letters ✓ Review Open Credits/Unapplied Payments ✓ Write-off Invoices as needed 	<ul style="list-style-type: none"> • Invoice Summary Report • Collections Report • Collections Letters • Payment Summary Report • Write-off Invoices (Ind) • Mass Drop/Write-off 	
Generate Invoice Batches	<ul style="list-style-type: none"> ✓ Generate Invoices for Membership Dues ✓ Review Invoice list for Events & One-time Fees to determine if invoices need to be generated to complete the year's billing 	<ul style="list-style-type: none"> • Create Batch of Recurring Invoices 	

Budgeting/Projection Reporting			
Sales by Item Report	✓ Generate this report to review the sales from this year for better budgeting	<ul style="list-style-type: none"> • Sales by Item report 	
Scheduled Sales by Month Report	✓ Generate this report to view expected sales for the coming year	<ul style="list-style-type: none"> • Scheduled Sales by Month Report 	
Membership Renewals	✓ Generate this report to view renewals by month for the coming year for better budgeting purposes	<ul style="list-style-type: none"> • Membership Renewals Report 	
Growth Report	✓ Generate this report to view growth and drops over the previous year	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Active Members Report • Member Listing by Join Date • Member Listing by Drop Date 	
Common Calculations	<ul style="list-style-type: none"> ✓ Retention Rate ✓ Lapse Rate ✓ Renewal Rate ✓ Average Membership Tenure (AMT) ✓ Member Lifetime Value (MLV) ✓ Member Acquisition Cost (MAC) ✓ MLV to MAC ratio 	<ul style="list-style-type: none"> • Common Membership Calculations 	
Revenue Reports	<ul style="list-style-type: none"> ✓ Sales Summaries – Membership Dues ✓ Sales Summaries – Non-Dues Revenue 	<ul style="list-style-type: none"> • Sales by Item Report 	
Database Cleanup			
Contact Cleanup	<ul style="list-style-type: none"> ✓ 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 	<ul style="list-style-type: none"> • Merge Members • Custom Member Report • Send Email to Members to Update Contact Information • Drop Members • Community Member 	
Group Cleanup	<ul style="list-style-type: none"> ✓ Create new groups for the coming year ✓ Disable reps no longer participating ✓ Disable groups no longer needed 	<ul style="list-style-type: none"> • Create a Group • Disable Reps in Group • Disable Groups 	