

5 Ways to Reduce Year-End Stress and Start 2020 Focused on Members

Introduction

The end of year inevitably creeps up before we expect, bringing with it extra work.

There are financial reports to prepare, making billing updates, changing membership dues, ensuring that members have their latest and greatest data provided and more...



Agenda

1. Year-end Billing Best Practices
2. Budgeting and Forecasting Using Your ChamberMaster Data
3. Reporting to Help with Year-End Financials and Membership Statistics
4. ChamberMaster End-of-Year Data Health Management
5. Introduce Automated Billing to Your Members in 2020

1...Year-End Billing Best Practices

Whether you bill once a year, or you billing on a monthly basis, these tips & best practices will help you to ensure your billing is stress- free!

- ✓ Review & Update Your Chart of Accounts
- ✓ Review & Update Your Fee Items
- ✓ Update Your Membership Application
- ✓ Review Members Data for Billing Completeness
- ✓ Review/Manage Past Due Invoices
- ✓ Generate Invoice Batches



2...Budgeting and Forecasting Using ChamberMaster Data

As you begin planning for next year, there are a variety of reports available to you in your ChamberMaster/MemberZone software that will assist you in planning and budgeting:

- ✓ Sales by Item Report
 - ✓ Membership Dues
 - ✓ Non-Member Dues
- ✓ Scheduled Sales by Month Report
- ✓ Membership Renewals
- ✓ Growth Report



3...Year-End Financials and Membership Statistics

Does the thought of having to calculate retention, churn, or the cost of acquiring a new member make your head hurt? There are a wealth of reports in your software that provide you the data needed to easily perform these calculations:

- ✓ Active Members Report
- ✓ Member Listing by Join Date
- ✓ Member Listing by Drop Date
- ✓ Sales Summaries – Membership Dues
- ✓ Sales Summaries – Non-Dues Revenue
- ✓ Retention Rate
- ✓ Lapse Rate
- ✓ Renewal Rate
- ✓ Average Membership Tenure
- ✓ Member Lifetime Value
- ✓ Member Acquisition Cost
- ✓ MLV to MAC Ratio

4...End of Year Data Health Management

When you clean your data, all outdated or incorrect information is gone – leaving you with the highest quality information

- ✓ Identify & Merge Duplicates
- ✓ Update Member Status
- ✓ Request that Members Review & Update Their Information
- ✓ Review & Update Community Member
- ✓ Review & Update Group Participation



5...Introduce Automated Billing to Your Members in 2020

With GrowthZone Pay , save yourself time, save your members time AND increase your cash flow!

- ✓ Invite Your Members to Store Credit Cards
- ✓ Assign Fees & Dues to Automatic ePayment
- ✓ Enable Automatic ACH/Credit/Debit Card Charges
- ✓ Review Auto-Charges
- ✓ Easily Balance Your Credit Card Deposits



Need Help??

www.growthzone.com/year-end

- ✓ [Visit our End-of-Year Resources Page](#)

The end of the year will be here before you know it. That's why we're providing these helpful year-end resources specifically for ChamberMaster and MemberZone software users

- ✓ [Download the Year-End Checklist](#)

Download a handy step-by-step checklist of the topics covered in today's presentation

Need Help??

www.growthzone.com/year-end

- ✓ Attend One of Our Year-End Webinars:
Take advantage of six additional educational opportunities specifically focused on helping you complete important year-end tasks
- ✓ Schedule a Consultation with Our Engagement Team
Sign up for a complimentary one-to-one consultation with our Engagement Manager who will provide you with the tools needed to break down your year-end tasks into practical steps

Upcoming Training

- ✓ 5 Ways to Manage Year-End Billing
- ✓ 5 Ways to Manage Year-End Collections
- ✓ 5 Budgeting & Projects Reports You Should Know
- ✓ 5 Year-End Member Statistics You Should Know
- ✓ 5 Year-End Best Practices for a Healthy & Clean Database
- ✓ 5 Ways to Implement ePayment with GrowthZone Pay

Questions?