NEW CLIENT CHECKLIST

Client: ____

Date Management Begins: _____________________________

Account Executive: __________________________________

Account Administrator: _______________________________

	Person Responsible	Deadline Date	Comments	Done
ADMINISTRATION: Draft MMC welcoming letter to Board and/or members				
Meet with current managers (or volunteer leaders) in their office				
Review records and systems				
❍ review financial records...				
❍ review client software (membership fields)..............................				
❍ ask for inventory of property and supplies................................				
❍ arrange for transport of files, etc., including personnel/payroll records if appropriate..				
❍ determine status of insurance coverage.....................................				
Meet with officers/board				
Read minutes of past year (before the meeting if possible)				
Review bylaws				
Review Corporation papers				
Discuss current procedures to determine what should be changed or maintained				
Discuss long-range plan or date to write one				
Discuss projects in progress				
Discuss expectations for first year				
Discuss current budget, revise if necessary				

	Person Responsible	Deadline Date	Comments	Done
Discuss stationery, envelope requirements, logo-place order				
Association property-purchased by us or put up for sale				
Any telephone credit cards used by Board or Committee Chairmen				
Request custody of corporate seal				
AE to discuss volunteer rolls with				
❍ president				
❍ president-elect				
❍ vice president(s)				
❍ immediate past president				
❍ treasurer				
❍ secretary				
❍ committee chairmen				
Controller to discuss with treasurer/president				
❍ all financial reports				
❍ profit & loss statement				
❍ balance sheet				
❍ budget				
❍ invoices (paid and accounts receivable)				
❍ bank statements				
❍ purchase orders outstanding				
❍ contingent liabilities				
❍ billing methods				
❍ location of funds and what changes will be made				
❍ who has access to funds (determine signatures)				
❍ obtain federal I.D. number(s) for nat'l office and chapters				
❍ obtain tax exemption letter				
❍ request aged accounts receivable listing				
❍ request prior audited financial reports				
❍ request certified audit be done before management change				
❍ request prior tax returns				
❍ determine if franchise tax return has been filed regularly with secretary of state of incorporation				

	Person Responsible	Deadline Date	Comments	Done
For new associations ❍ draft bylaws.. ❍ file incorporation papers.. ❍ order corporate seal... ❍ design logo and letterhead...				
Prepare summary explanation of clients goals, programs, etc., for MMC personnel				
Meet with MMC managers to determine work impact of new client				
Determine membership information to be entered into computer				
Determine other lists and uses for the computer and word processing				
Discuss dues billing system with Administrative assistant and bookkeeper				
Establish record retention system				
Establish filing systems				
Notify vendors of new address, if necessary				
Determine MMC calendar for the following: ❍ convention and exhibits... ❍ committee meetings... ❍ publications... ❍ membership promotion.. ❍ board meetings.. ❍ directory... ❍ accounting deadlines... ❍ surveys... ❍ other projects..				
FINANCIAL: Bookkeeping to assign activity codes				

	Person Responsible	Deadline Date	Comments	Done
Create chart of accounts				
If necessary, prepare IRS tax exempt request letter				
Obtain Federal ID#				
Set up local bank account				
❍ order checks...				
❍ prepare signature cards and bank resolutions............................				
Verify Securities				
Order invoices/envelopes				
MEMBERSHIP SERVICES:				
Set up membership files on computer				
❍ membership list..				
❍ prospect list...				
❍ board of directors..				
❍ committee lists...				
❍ press release list..				
Set up system for dues billing, 2nd notices				
Become familiar with:				
❍ prospective member list..				
❍ new member kit..				
❍ what needs to be reprinted in each..				
❍ what requests will come in from members? (re: publications, services, etc.)..				
❍ how are they responded to?..				
PRODUCTION / MAIL / WAREHOUSE:				
Set up shelf space in mail room				
Assign storage space				

	Person Responsible	Deadline Date	Comments	Done
PUBLICITY:				
MMC Press Release				
Change lobby directory listing in foyer				
Notify phone company for directory assistance				
Prepare press release for distribution to client's release list				
If no list, create one				
Request current biographies and publicity photos from Board and other key members				
EDITORIAL:				
Meet with appropriate volunteer to discuss publications				
❍ budget..				
❍ content..				
❍ MMC/volunteer responsibilities...				
❍ approval system...				
❍ copyrights..				
MEETING PLANNING:				
Establish master calendar of meetings				
Obtain files and contract information for all scheduled meetings				
Review status of planning with chair(s)				

ADDITIONAL COMMENTS: