

Nuts And Bolts Checklist— ACC Processes

Processes	Step 1—Chapter	Step 2—Headquarters	Follow Up—Chapter
<p>Prospective member(s) attends program/does not indicate interest in ACC.</p>	<p>Forward all prospect information to the ACC Headquarters Membership Department or contact 202.293.4103, ext. 360;</p> <p>If it is a file of names/contact information, the document must be password protected.</p> <p>Use the required template to enter your prospects.</p>	<p>The individual will be entered into the ACC database and coded as a prospect within ten business days. They will appear on your prospect list until he/she joins (and then will appear on your new member list).</p> <p>ACC Headquarters will contact the individual (preferably via email) with information about ACC and membership via its regular campaign schedule.</p>	<ul style="list-style-type: none"> Identify the appropriate person in your chapter (board member; membership chair if you have one; or chapter exec/administrator) to follow up with the prospect within one month and invite to an upcoming event and discuss what he/she is looking for from the chapter.
<p>Prospective member indicates interest in ACC</p>	<p>Direct all prospects to sign up online at www.acc.com/join.</p> <p>Email contact details of interested member to ACC Headquarters Membership Department at membership@acc.com for tracking purposes.</p>	<p>The individual will be entered into the ACC database and coded as a prospect within ten business days. They will appear on your prospect list until he/she joins (and then will appear on your new member list).</p>	<ul style="list-style-type: none"> If you don't see that a prospect has joined even after indicating interest, a personal follow-up email is always helpful for reminder the prospect to sign up.
<p>Prospective member joins ACC</p>	<p>All applications should be forwarded to the ACC Headquarters Membership Department for entry into the central database. Applications should be sent via email to membership@acc.com (<u>must password protect the file</u>) or forwarded to ACC's Membership Department 1025 Connecticut Avenue, NW, Suite 200, Washington, DC 20036-5425.</p>	<p>All members receive an immediate receipt email confirming the purchase.</p> <p>New members will receive a welcome email one business day after signing up with their temporary password and ID to gain access to online services.</p> <p>All new members are mailed a welcome letter and ACC services booklet within 7 business days of when the application was processed.</p>	<ul style="list-style-type: none"> Send a welcome letter to the new member inviting him/her to your next program and ask what areas of interest they would like to learn more about. (Sample new member letters are available online.) Assign a committee chair or board member in that area to "buddy" with him/her. List your chapter webpage address, as a means to find out more information about the chapter. If the new member attends a program, mark their badge to indicate they are a new member and have your board or exec/admin

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	<p>Faxed applications can be sent to 202.293.2003.</p> <p>Preferred method: Members interested in applying online can go to http://www.acc.com/join</p>		<p>personally greet them.</p> <ul style="list-style-type: none"> • List your new members and their company in your newsletter, on your web page, etc. • If the new member is new to in-house, consider holding a new to in-house function for all members who fit this category.
Address Updates	<p>All address updates should be forwarded to ACC Membership; or members can update their information online at http://www.acc.com/update.</p> <p>If a member sends you a partial update (e.g sends you her new title, company, and address, but does not include phone, fax, and/or email), please obtain this information, so that ACC Headquarters can maintain an up-to-date file on the member.</p>	<p>Updates are processed within five business days. (Note: With large volume changes such as when you send 25 changes at a time, please allow 10 business days.)</p> <p>Updates made to the database will appear on the online chapter roster and broadcast email list within one week.</p>	No follow up needed.
Retired Members http://www.acc.com/membership/types_of_membership/intransitionretired.cfm	For members retiring from practice, they may apply for retired status. Send requests to membership@acc.com . Retired members are charged \$95.00	Upon receipt and approval of the information, the member’s file will be updated within five business days.	No follow up needed. The member will remain on your rosters and receive your mailings and broadcast email list messages.
In-transition Members http://www.acc.com/membership/types_of_membership/intransitionretired.cfm	Members who become temporarily unemployed may qualify for in-transition membership. Members can access the form at http://www.acc.com/memb	Upon receipt and approval of the form, members will receive one year of membership at no cost. If a member remains in-transition after the first year, they may be able to renew their membership the second year for \$100 off the current	No follow up needed. The member will remain on your rosters and receive your mailings and broadcast email list messages.

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	<p>ership/loader.cfm?csModule=security/getfile&pageid=1371033&recorded=1or contact membership@acc.com.</p>	<p>membership dues. Updates are processed within 5 business days. In transition members must re-apply each year.</p>	
<p>Ineligible Members</p>	<p>Chapter Execs/Administrators should notify ACC Headquarters of members that they believe to be ineligible.</p>	<p>If the member is found to be ineligible, a letter will be sent alerting him/her to their ineligible membership status.. We give the individuals three business days to respond (with membership eligibility proof) before canceling their membership. Individual may be refunded or moved to an ACC <i>Docket</i> subscription.</p>	<p>No follow up needed. If the individual questions their new status, they should contact membership@acc.com.</p>
<p>Lapsed Members</p>		<p>Members are contacted at least seven times before they lapse (including mail, email, and online notifications). At 60 days past their expiration, most ACC services are shut off (<i>ACC Docket</i>, online access, and chapter emails. Committee and eGroup access is cut off immediately for all members once they pass their expiration date.</p>	<p>ACC encourages chapters to call all individual category lapsed members to get them to renew. ACC also makes phones calls to lapsed members. If you plan to call your lapsed members, please contact ACC.</p>