

## Collections



### January Renewal

#### **1. First week of December: send all invoices from info@**

##### *Renewing Members:*

Your organization is a vital part of our business community, and we are so glad you're a member of the Michigan West Coast Chamber of Commerce.

We are dedicated to serving as a Catalyst for business growth, a Convener of leaders, and a Champion for a thriving community. We're stronger when we work together, and your support helps us make a bigger impact.

Your annual renewal is attached and can be paid easily by clicking the enclosed link or by logging into your Chamber Account.

We look forward to a year of positive impact ahead,

##### *Members Coming Off Courtesy:*

We know this has been a unique and challenging time. We're so glad we could offer some support by providing you with a courtesy membership this past year.

Attached, you will find your membership invoice for the year ahead. Please note, we have added a monthly autopay option to help breakdown the cost of membership. To take advantage of this option, simply click on the submit payment link and follow the steps for switching to monthly payments.

If you have any questions, please let us know. We're stronger together and we're in this together.

Thank you for being a member of the West Coast Chamber!

#### **2. First week January: 2<sup>nd</sup> Invoice from Info@**

#### **3. First week February: 3<sup>rd</sup> Invoice from Info@**

Attached, please find your open invoice with the West Coast Chamber.

Payment can be made by following the link within the attachment or by logging into your [Chamber Account](#).

We appreciate your ongoing partnership and prompt payment.

#### **4. First week March: Email 4<sup>th</sup> Invoice**

#### **5. Mid-March: Mail Invoice**

## **6. Mid-April: Email Sent from Membership Team and task is added to GrowthZone to track progress**

Hope you're having a great week and that all is well by you!

I'm reaching out because you're slightly past your membership renewal date and I wanted to be sure you didn't overlook your invoice.

Please see attached. There is a link at the bottom of the attachment to pay easily online by check or credit card. We've also added an easy autopay option with payment plans available.

If I don't hear from you in a few days, I'll be sure to follow up with a phone call.

We appreciate your continued partnership and commitment to the strength of our business community.

## **7. By end of April: Phone call from Membership**

## **8. Beginning of May: Email follow-up from Membership**

- a. Follow-up continues until member pays, drops or membership is ended (if no response)