



# MEMBERSHIP REVIEW AND APPROVAL PROCESS

*Approval decisions rendered in 3 days with prompt applicant response.  
Mailing fees and information will delay the process.*

## **STEP ONE - RECEIVE ONLINE APPLICATION**

1. Application forwarded to [review@ecmaonline.org](mailto:review@ecmaonline.org) by website.

## **STEP TWO - REVIEW BEGINS**

1. Reviewer forwards application to Review Committee members and solicits any questions or comments via email.
2. Review Committee visit websites and review application.
3. Reviewer calls applicant with any questions and the following requests: 1) two email references from participants or partners; 2) if incorporated, a copy (electronic preferred) copy of the Articles of Incorporation and Bylaws; 3) if they have a third party training program, the name of the trainers; and, 4) an official resolution requesting membership signed by their Board or the Board that holds the ministry accountable.
4. Reviewer forwards a confirmation email documenting questions and the requests in step 3 of this Step.

## **STEP THREE - REVIEW IS COMPLETED**

1. Reviewer follows up providing customer service and garnering all answers and information requests.
2. Reviewer notifies Review Committee of any answers and seeks any concerns.
3. If no concerns exist, Reviewer: 1) notifies applicant of approval; 2) answers questions; 3) begins pitch of resources and partnership; 4) and, notifies applicant of need to pay the annual membership fee.
4. Once fee is confirmed with DPD, reviewer notifies Information Department to forward seal distribution, membership documents and to add applicant to member listing.
5. Director creates an electronic file of all information and adds applicant to membership role.

## **STEP FOUR - RELATIONSHIP DEVELOPMENT**

1. Director, or assigned Board Representative, contacts the new member to develop a relationship.
2. Representative specifically begins to provide ideas on training and ECMA resources as well as presenting DPD as an option.
3. Representative addresses any requests regarding Mystery Shopper, Best Practices or any other assistance requested by the new member in their application.

## **STEP FIVE - ANNUAL REVIEW**

1. Request the completion of the Annual Online Interview reaffirming the commitments to membership.
2. Request the payment of the Annual Membership Fee.
3. Conduct a representative contact to continue relationship.
4. If fee is not paid or commitments are not made, Information Department and Director move the member to the discontinued list.