

Sample Process Template

Process: Implementation Meeting Process

Description: Use this process to prepare for, execute, and follow-up after a 3rd appointment (Implementation Meeting) with a prospect

Category: Leads & Prospects

Keywords: Third Meeting / Proposal Meeting

Last Updated: (Date) **Updated By:** (Name)

Locations Referenced:

- CRM – Workflow – Implementation Appointment

PROCESS DETAILS:

STEP #	WHAT	WHEN	WHO
1	Submit paperwork request to operations team	At least 48 hours before meeting	Advisor / Paraplanner
2	Send email appointment reminder	3 days before the meeting	Front Office Associate
3	Call to confirm appointment	24 hours before the appointment	Front Office Associate
4	Review prepared paperwork for accuracy	24 hours before the appointment	Paraplanner
5	Prepare any additional materials requested by advisor	24 hours before the appointment	Paraplanner
6	Welcome prospect with preferred beverage (if known)	Time of appointment	Front Office Associate
7	Conduct Implementation Meeting and schedule the Allocation/Review Meeting (if necessary)	During meeting	Advisor
8	Enter notes into CRM system	Within 24 hours of appointment	Advisor / Paraplanner
9	Return paperwork to operations team	Immediately following appointment	Advisor / Paraplanner
10	Start Client Onboarding process workflow	Immediately after receiving paperwork	Operations Associate