Corporate United / CentiMark CMSA Implementation
CMSA Member Name:

Key:	
	Pending
	Complete
	Next Items Due
	Overdue

#	Task	Responsibility	Status	Week #1	Week #2	Week #3	Week #4	Week #5	Week #6	Week #7	Week #8	DUE DATE	Action Steps
1	CMSA executed	Member											
2	Implementation Process Meeting, establish timeline	Member, CU, CM											
3	Define & Assign Implementation Team Member, CU & CM	Member, CU, CM											
4	Identify target <member> locations and Phase of implementation	Member											
5	Identify key contact for each <member> location: (Name,Title, Address, Phone, Email), Identify if location is owned / leased, provide organizational hierarchy if available	Member											
6	Define <member> process for capital approval	Member											
7	Identify & Define Current Roofing & Flooring Budgets Capital & Expense Categories	Member											
8	Determine <member> billing & AP needs, including: Format, Frequency, Cost Centers, Bill-to Addresses, Key AP Contacts - Schedule follow-up meeting (Provide CentiMark Remittance address)	Implementation Team											
9	Define CentiMark/QuestMark web link requirements and process for IT engagement (if required)	Implementation Team											
10	Assign Customer Service Account Manager and create emergency response flow-chart / criteria. Assign 800# for all leak calls.	CentiMark											
11	Determine <member> reporting needs & frequency	Implementation Team											
12	Present & Enroll HQ & Locations / CMSA Value & Benefit Landing Page	Implementation Team & Renae Crill Centimark Marketing Director.											
13	Schedule meeting with Marketing to develop co-branded announcement/capabilities sell sheet for plant level distribution (announcements / communication strategy)	Implementation Team & Renae Crill Centimark Marketing Director.											
14	Develop CentiMark field communication strategy, incorporate site survey and needs analysis requirements	CentiMark											
15	Establish <member> site on mycentimark.com and populate with initial data	CentiMark											
16	Finalize all materials (Info packets / Procedures / Announcements)	Implementation Team											
17	Coordinate Telemarketing / Tele-service campaign to asses field roofing / flooring capital projects	Implementation Team											
18	Schedule program capabilities / Customer Service sign-up conference call, coordinate distribution of $100 off coupon	Implementation Team											
19	"Go Live" Announcements released	CentiMark / <member>											
20	Facilitate intro meetings with target operational contacts (corporate and regional operations management)	Implementation Team											
21	Schedule QuestMark capabilities meeting free Diamondquest capabilities demonstration	Implementation Team											
22	Coordinate 2 (two) Asset Management Inspections	Member											
23	Coordinate MyCentiMark website presentation & Enrollment	Implementation Team											
24	Coordinate roofing / flooring educational seminar	Member											
25	Coordinate 2 (two) QuestMark DQ Demo`s	Implementation Team											
26	Coordinate 2 (two) QuestMark Parking Lot & Parking Garage Demo`s	Implementation Team											
27	Enroll all locations in Flooring E - Cataloge / Punch Out	Implementation Team											
28	Coordinate to field Green and Solar roofing capabilities via webinar / microsite access	Member											
29	Schedule 30/60/90 post implementation progress reviews	Implementation Team											
30	Release 90 day post implementation Survey	Implementation Team											