FMC Digital Club Membership
Club Administrators Guide

Welcome to FMC Digital Club Membership !

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1 Benefits of Digital Club Membership (DCM)

The benefits for your club of implementing DCM are:

1. After you submit renewal data for your members, they will be sent a digital FMC discount card automatically.
2. For your digital members you will no longer receive paper FMC discount cards that you have to onward distribute to them. This will save on your postage bills and administration time for your membership officer
3. While your digital members remain current:
    a. The online FMC Backcountry magazine links will be emailed directly to them. No need to post out or bring them to club nights.
    b. FMC email newsletters will be emailed directly to them-saving your secretary time on-forwarding them- and keeping your club and your members in the know of everything FMC is currently advocating for on your behalf. Your club members have the option of unsubscribing if they decide they don't want to receive the newsletter/magazine.

2 Summary

The main functions available to a club taking up DCM are:

- Identifying how many of your members will be FMC digital vs FMC paper-based
- Providing email and name information to FMC as your members renew, or in bulk via CSV files (over the main renewal period) or entering individually (joiners through the year)
- The ability to change the name or email address of a previously provided digital member

3 DCM FMC Privacy Statement

Please refer to FMC's Privacy Policy on the FMC website.

4 Digital and Non Digital Members

Your club needs to obtain consent from your members to send their name, email address and renewal dates to FMC. It is important that you can get an estimate of this before you submit your annual membership declaration.

One approach is in your member renewal request to include the following statement

> Once you have paid your subscription we will provide your name and email address to FMC to ensure that you are emailed your Federated Mountain Clubs (FMC) Discount card, links to online Backcountry and news updates from FMC. If you do not wish us to provide this information to FMC, please advise our secretary before making your payment.

Members of your club who opt out from receiving FMC digital communications can remain as non digital members. For these people, your club will continue to receive paper cards and printed FMC Backcountry magazines for you to distribute to them.

If your digital members no longer wish to receive FMC email newsletters, they are able to Unsubscribe via a link at the end of a newsletter they have already received. This is especially useful for a person tidying up the affairs of a deceased person.

5 Annual FMC Declaration / Invoice

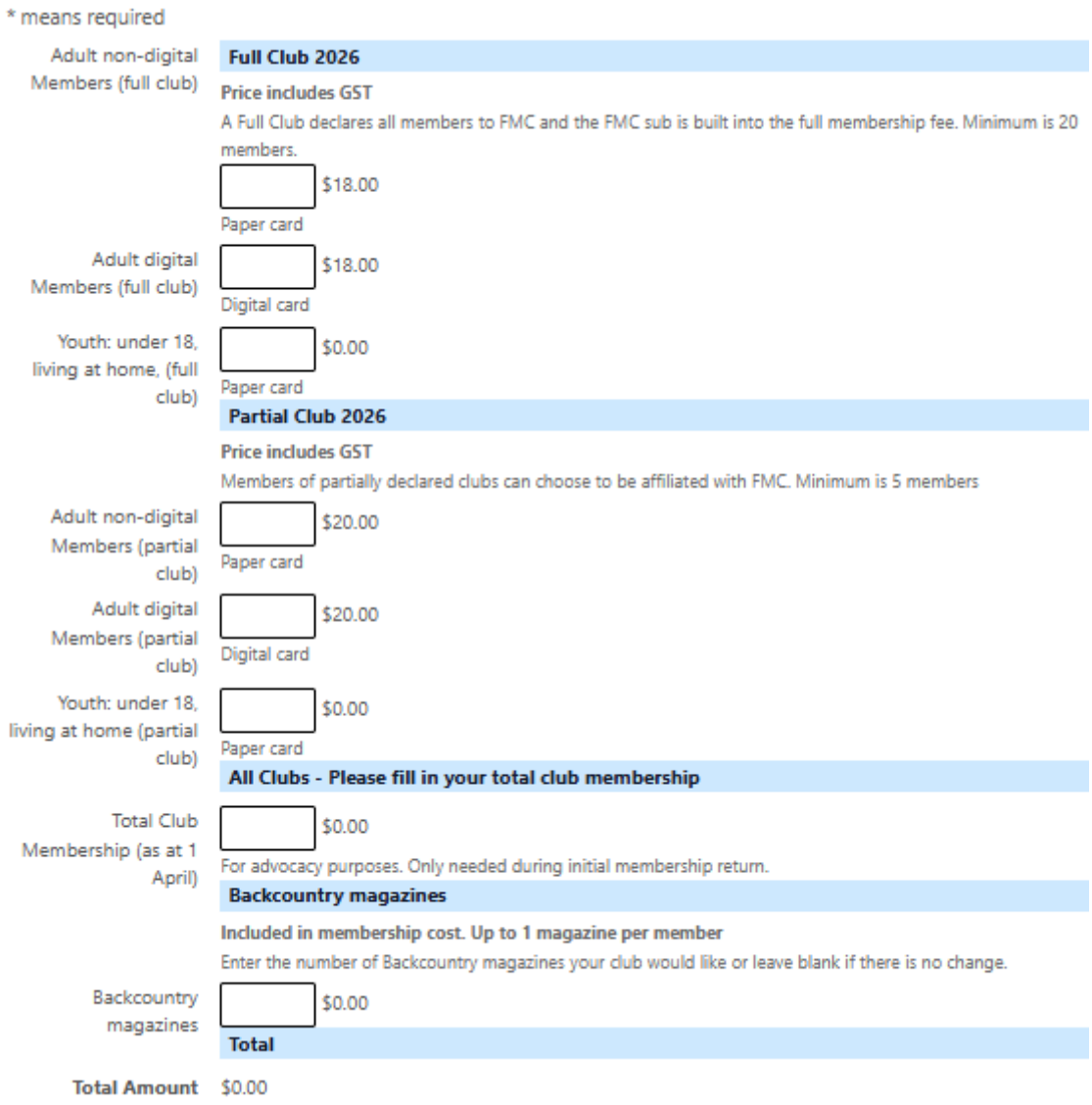
This is the process your club uses annually to advise FMC how many members you have, and from that information the FMC system can generate an invoice to enable you to pay your annual subscription.

With DCM you now need to provide numbers separately for your adult digital members and your adult non digital members. Once you have generated and paid the invoice, you can't change this information, although you can request the FMC Administrator to make needed adjustments.

Your invoice total membership is the sum of Adult Digital Members and Adult Non Digital Members.

Initially we are assuming that your Youth Members (those who are under 18 and still at school, who do not pay an FMC subscription) are non-digital.

If that is not the case, they can still be set up to be digital, but we need to be advised so that we don't count your digital Youth Members in your paying member totals.



6 Digital Club Member Information

Member information required when creating or renewing a digital member for your club is

- First name
- Last name
- Email address
- Member's joining date for the club. If that is not easily determined, or you do not wish to share that with FMC, use the member's renewal period start date.
- Member's renewal period start date. For some clubs, this could be the same for all members.
- Member's renewal period end date

It is expected that your renewal period for all members is one year.

We do not require that all members of your club have the same renewal period. Some clubs renew members on the annual anniversary of their joining date, any time throughout the year, while for other clubs the renewal date will be the same for all members.

7 Direct To You (D2U) Membership

Some of your club's members may have signed up to the FMC's D2U service. Their D2U subscription is managed directly between them and FMC, without involving you as the club administrator. D2U continues in parallel to and independently of DCM.

8 Access to FMC Civi CRM for Maintaining Club and Member Information

As an administrator for your club, you already have a user login to FMC's Civi CRM, provided to you when you were first set up as an administrator for your club. If you are unsure of your details or are having trouble logging in, contact the FMC Administrator for assistance - administrator@fmc.org.nz

9 Providing Digital Club Member Information to FMC

There are two ways for you to provide this digital member information to FMC:

9.1 Upload via a file

This is of most use when the bulk of your members' renewals are happening or if you decide to submit all your member information on an annual basis.

The information needs to be in a CSV file, which can be created from Excel or other spreadsheet software.

Here is an example in a spreadsheet:

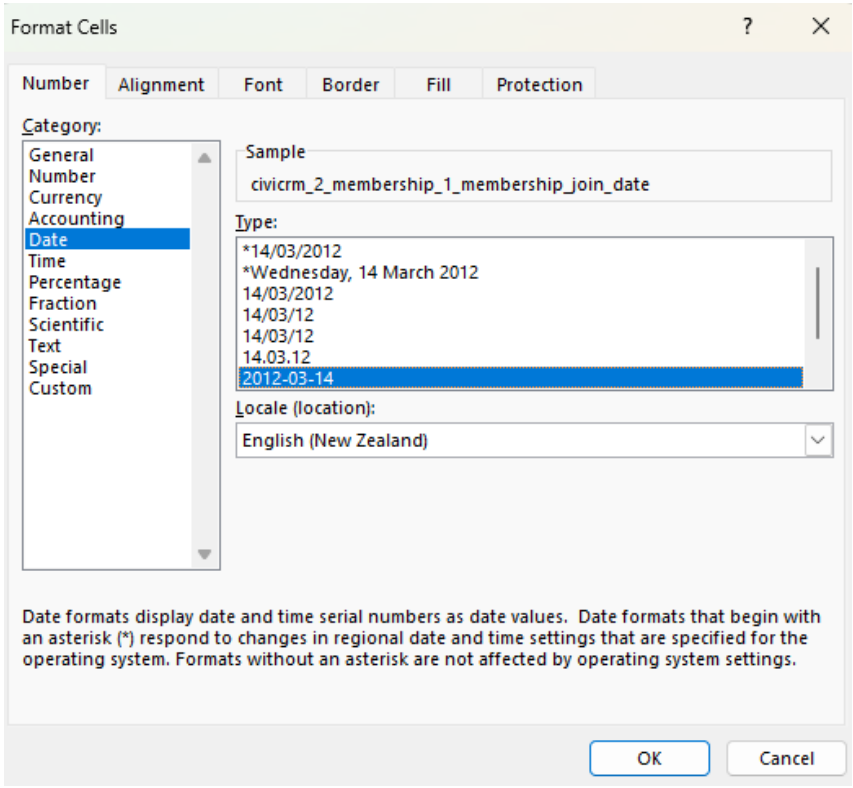
	A	B	C	D	E	F	G
1	civicrm_2_contact_	civicrm_2_contact_	civicrm_2_members	civicrm_2_contact_	civicrm_2_members	civicrm_2_members	civicrm_2_members
2	Bert	Humphries	9999	Bert.H@xtra.co.nz	2025-09-04	2026-09-01	2027-08-31
3	Jane	Brown	9999	J.Brown@xtra.co.nz	2025-09-05	2026-09-01	2027-08-31
4	Andrew	Macnab	9999	nabby@gmail.com	2025-09-06	2026-09-01	2027-08-31

Line 1 is a definition of the fields in the file needed by FMC's Civi CRM when processing the file. The following lines contain your members' information.

In place of 9999, use the membership type ID assigned to you by the FMC Administrator when you opt to use DCM.

Note the date formats. This is not the default Excel date format. To change this, select those 3 columns in your Excel source, right click, select Format, then in the panel displayed choose "Date" and the format as highlighted here, then click on OK.

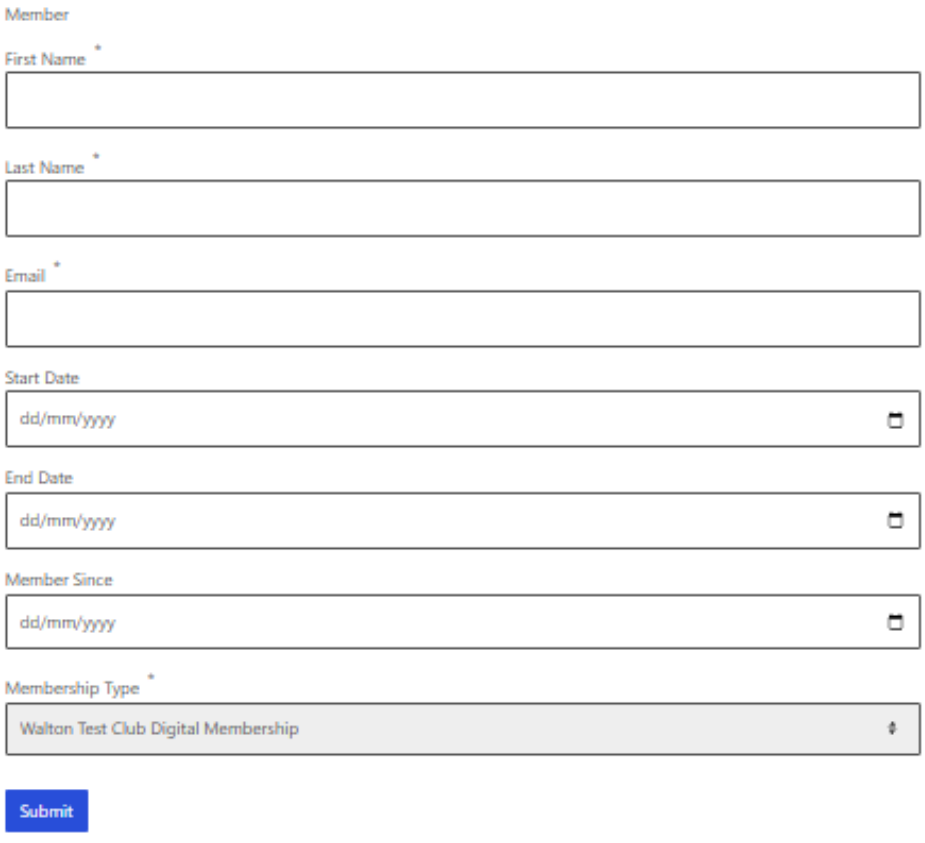
Here is a link to this example as a CSV file. Using a text editor, such as Notepad, to view and update existing files is a good way to ensure that spreadsheet software doesn't unnecessarily modify the format of the contents.



9.2 Member Information Manual Input Form

This is useful if you have just a few members to load to FMC, such as if your club is small, or you are adding new or late renewing members outside of your main renewal processing period. This requires the same information that would be provided with a file upload.

This is the Add New Member aka Create Digital Club Member form



9.3 Viewing Your Digital Member Information

Via your FMC club administrator login, you can view the current digital members for your club

Club: Tony Test Club

+ + Add New Member

Member	Email (X = On hold)	Membership Dates	Status	Link
Alex Watson	tonywalking@gmail.com	03-09-2026 to 02-09-2027	Current	Update Member
Jack Smith	atcinreach2@gmail.com	07-09-2026 to 06-09-2027	New	Update Member
Jenny Mackenzie	kaimairidgeway@gmail.com	04-09-2025 to 03-09-2026	Grace	Update Member
Les Smythe	tony@aucktramping.org.nz	04-09-2025 to 03-09-2027	Current	Update Member
Mark Bensemann	website@aucktramping.org.nz	02-09-2023 to 01-10-2026	Grace	Update Member
Ruby Smythe	tony@aucktramping.org.nz	07-09-2026 to 06-09-2027	New	Update Member

9.4 Changing Member Information

Once you have loaded information for a digital member to FMC, you can change some of that information.

First Name, Last Name	Changes could be needed to correct spellings, or if a person has changed their name
Email Address	Changes could be needed to correct the format, or if a person has changed their email address

Changing these does not change their FMC subscription status

You cannot change the membership dates until the person next renews their club subscription

You cannot delete your digital members

Member

First Name

Alex

Last Name

Watson

Email

anyoldemail@gmail.com

Submit

Membership Status Values

- Current — The person's membership status is current.
  This first happens 3 months after the initial creation of the membership, and remains in place via annual membership renewal
- Grace — The person's membership has expired within the last 3 months
  Email communications continue to be received from FMC
- New — The person's digital membership of FMC has commenced in the last 3 months
- Expired — The person's membership has expired outside of the Grace period
  The membership is no longer displayed on the club administrator's view of their club's memberships

Email Address On Hold

If an "X" appears next to an email address, that means it is On Hold and will not be used. This only indicates that the email address is poorly formed – it does not show whether a correctly formed email address actually reaches someone.

EG	"abc123%somewhere"	is badly formed and will go to On Hold
	"anyoldrubbish@gmail.com"	is correctly formed and will not go to On Hold

Maintenance and Renewal of D2U Members

Other than sharing of name and email address with club digital membership, with any updates of those fields arising, the D2U member administration remains unchanged.

D2U subscriptions are managed directly between FMC and the person concerned, so do not have any club administrator involvement.

9.5 Digital FMC Discount Card

When a new digital member is loaded or an existing digital member's subscription is renewed, they will be emailed a digital (pdf) FMC Discount Card.

For people to display this when obtaining a discount in-store, they either need to have stored that card on their phone in an easily accessible place or printed it out.

Not implemented yet, but to be introduced early in 2027, we will provide an instruction to that effect in the discount card email.

The card has the person's name, club name, an assigned card number and that person's club membership expiry date



9.6 Digital vs Non Digital Member Rules

A few additional points

1. You can load more digital members than what you estimated in your annual declaration / invoice. However, within a short time afterwards, expect to be contacted by the FMC Administrator to request payment for the number of your additional digital members.
2. You are not entitled to receive any more printed Backcountry magazines or printed FMC Discount Cards than your number of non digital members. There will be an additional charge for any additional copies required. Digital club members wanting a printed *Backcountry* are welcome to sign up to D2U through the FMC website at no extra cost to the club.
3. Between one annual declaration / invoice and the next, you cannot reduce your number of digital or non digital members.
4. At present we are assuming that your youth members will be non-digital. However, if you are keen to load them up to FMC as digital members, please let the FMC Administrator know. In future, once we understand how clubs will manage their Youth members, we will consider updating the DCM system functionality accordingly.

10 Please Provide Feedback to FMC

We are very keen to ensure that your management of your digital members is an understandable and easy process.

So, we welcome comments and are happy to answer queries from you.

In the first instance please contact the FMC executive member responsible for membership

Tony Walton
tony.walton@fmc.org.nz
027 478 5223