



June ClubNet Tips

Merging Records

If you have multiple records for one person, it's a good idea to merge these to keep your database clean and concise. You will be merging the old record into the correct (target) record, this will keep the target information, so you may have to take note of the members correct contact information to ensure their record is correct once you have merged the two accounts.

To merge the records, you will need to:

1. Note the email address and date of birth of the correct record (or the one with the smaller Athletics NZ Membership number if unsure).
2. Go into the old record (larger number Athletics NZ number) and click **Actions > Merge User Records**.
3. Enter the Target Email Address, Name and Date of Birth of the correct record.
4. It may take a moment to merge the records.
5. You may need to update the record with the correct contact information including email address.

Duplicate Transactions

Before the end of each month, check and cancel any duplicate subscriptions in your console. This ensures your club has accurate and also helps to safeguard against your club being invoiced incorrectly by Athletics NZ and your centre at the end of the month.

Manual Transactions:

Click **Actions > Cancel** next to the duplication if it occurred within the same month.

If the transaction occurred in a previous month, then please let Athletics NZ and your Centre know as we will need to issue a credit note or refund for this (in accordance with the Athletics NZ [refund policy](#)).

Online Transactions:

Always notify Athletics NZ and your Centre if there are any duplicate online transactions. Hitting the cancel and refund button will refund the full amount from the clubs settlement account. Therefore Athletics NZ and your Centre will need to transfer the club our split. *Please note*, for any Athletics NZ refunds that get approved, our [refund policy](#) will be taken into account.

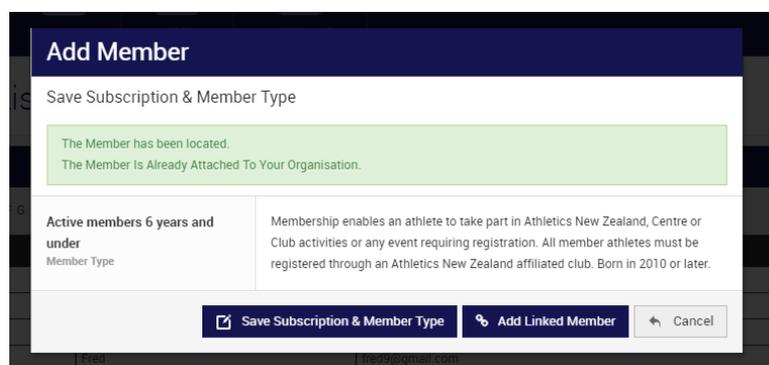
Refunds:

See the refunds section of the [Finance document](#) for further support.

Adding a member when email address exists in the database

If an email address already exists in the clubs console, you need to be careful not to overwrite the existing record when adding a new member- as it may be of another family member. The process to best prevent overwriting the record is outlined below. It is however a much simpler process for the member to do themselves, as they can log in and select the “register another linked member” button on the right hand side of the screen.

1. Search your member list ([Membership > Members](#)) for the new member’s name and if there are any other members with their email address. Also do a network search ([Membership > Transfers > Network Search](#)) to check if they exist elsewhere in the community.
2. If they are not already in the club, click [Actions > Add](#), once you have selected the subscription and member type it will prompt you to put in their email address. If the email address is recognised as already existing, you should see the message below pop up:



“The member has been located” - you should have already established through your member search that this will not be the person you are adding, it is therefore someone else with the same email address, either within the club or the greater ClubNet community.

3. On the pop up window, if you click “Save Subscription and Member Type” it will update the existing record it found (not the new member). Therefore, select “**Add Linked Member**” to add the new family member. This option should take you to a blank member record as shown below.

