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## General Membership

### **My membership information is incorrect, who do I contact to get it fixed?**

We are sorry to hear that, we are happy to fix that for you. Please email [mbgna-membership@umich.edu](mailto:mbgna-membership@umich.edu) and provide the full name(s) of members, membership ID number, and email address registered to the membership, and what information needs to be corrected.

### **I want to give someone a gift membership. How can I do that?**

What a great gift! Please visit the [Michigan Giving](#) site to purchase the membership. **In the comments section of the checkout, put the recipient's name, address, and email.** Due to the nature of our membership processing, they will receive a digital member card before they receive their paper member card with a letter saying who the gift membership was from. If there are any special requests, please email us at [mbgna-membership@umich.edu](mailto:mbgna-membership@umich.edu) when you purchase the gift to further discuss options.

Alternatively, you can visit our front desk during open hours and fill out a membership form. Please note, however, that this will prolong processing time as it first needs to be sent to another University of Michigan department and imputed electronically before being processed as a gift.

### **How do I get free parking at Matthaei Botanical Gardens with my membership?**

You get free parking by using your member ID on your card at the kiosks located at the front entrance and the west entrance at Matthaei, or near Campus Farm. There is a set of laminated instructions labeled "Member Parking" at each kiosk that will guide you through the steps which are the following:

1. Enter Space Number
2. Select Purchase Time
3. Select "Membership Parking"
4. Enter desired # of Hours

5. Enter Member Number as coupon #

**My member number at the parking kiosk is not working. What should I do?**

We are sorry to hear this, our parking kiosk can be a bit finicky. If your member number has two consecutive digits (for example, 88 or 33), please wait until the number has converted into an asterisk (\*) before pressing the number again. This may take a couple of seconds but this will prevent your member number from being incorrect.

If you are still receiving an invalid message, please speak to our staff at the front desk or email us at [mbgna-membership@umich.edu](mailto:mbgna-membership@umich.edu) to get this resolved.

**I would like to pay via check. Who should the check be addressed to?**

Please address the checks to the University of Michigan. In the Memo/For section of the check, please put the fund you would like it to go to. If you prefer, you could also write a letter that accompanies the check specifying its purpose. The check can be sent to the Matthaei Botanical Gardens (1800 N. Dixboro Rd. Ann Arbor, MI 48105).

**We have some extra plants that we no longer need and would like to donate. Can you take them?**

Unfortunately, we do not accept any plants.

**I am a member but would like to be more involved and be a volunteer. How can I do this?**

That is amazing! Please visit our website page specific for volunteers [here](#) for more information.

## **How do I get a volunteer discount on my membership?**

If you are an active volunteer at MBGNA, please contact the [Volunteer Manager](#) to discuss the options for a volunteer discount on individual and dual/couple memberships (new and renewals).

## **I would like to do recurring monthly payments for my membership instead of one payment. How can I do this?**

When you are in the “Configure Your Gift” section, under “Payment Method”, select “Monthly Credit Card”. It will show you your monthly gift total and the estimated annual contribution.

## **Member Benefits**

### **Can I have someone who does not live in my household as the other member on my account?**

Unfortunately, our policy only allows for up to **two adults living in the same household** to be members for our Couple/Dual, Family Tree/Household, Donor Circle and Director’s Circle memberships.

### **Who is included in the Family Tree/Household membership?**

This membership is for two adults and any children living within the same household. You will only receive two cards for the two adults on the membership.

### **I am a grandparent and would like to use the Family Tree/Household membership to take my grandchildren to MBGNA family events. Is this possible?**

Yes, you can use your membership to bring your grandchildren to MBGNA. However, if you visit a RAP garden or ROAM organization, check with them for specific benefits.

### **What are the specific discounts we get as members?**

- 10% discount at the gift shop at Matthaei Botanical Garden
- 10% discount at annual plant sales (and/or early access)
- 10% discount on gift memberships
- 10% discount at Old House Gardens Heirloom Bulbs of Ann Arbor
- There may be other special discounts on other event registrations throughout the year

### **What is the list of gardens nationwide we can go to?**

American Horticultural Society (AHS) Reciprocal Garden Network list can be found here:  
<https://ahsgardening.org/gardening-programs/rap/>

### **What is the list of cultural centers and museums we have access to if we are Sustaining level members and above?**

Reciprocal Organization of Associated Museums (ROAM) whose list can be found here:  
<https://sites.google.com/site/roammuseums/home/list-of-roam-museums>

### **I'm seeing some different membership level names. What has changed?**

Good catch! We have changed some of our member level names to be more inclusive and reflective of our current program:

- Couple → Dual
- Family Tree → Household
- Sustaining, Sponsor and Benefactor members are all part of the Donor Circle (there are still three separate tiers but all under the Donor Circle umbrella)

We will slowly be transitioning all our online and printed materials to reflect these changes over the next couple of months. Please email us at

[mbgna-membership@umich.edu](mailto:mbgna-membership@umich.edu) if you have any specific questions.

**I made a gift and received a card with a different member level. What does this mean?**

If your additional gift qualifies you for a new membership level, we upgrade you to this level for the remainder of your membership. We do this even if the gift is made to another MBGNA fund.

**My gift was meant to be a membership renewal but I got upgraded to a different level. How do I change this?**

We are sorry your gift was not processed as you intended. Sometimes it can be hard for us to tell if your gift is a membership renewal or an additional gift. Our current policy is that if the gift is within a 3 month period before the membership expiration, it is considered a renewal. If it is outside this 3 month period, we consider it an additional gift. Please email us at [mbgna-membership@umich.edu](mailto:mbgna-membership@umich.edu) and we will happily make this change for you.

To avoid any future confusion, in the comments section of the checkout, please put that the gift is a membership renewal.

## Membership Cards

**I don't have a smartphone. Can I still get a printed membership card?**

Yes, our current policy is to give both paper and digital member cards to our members. Please email us at [mbgna-membership@umich.edu](mailto:mbgna-membership@umich.edu) if you have any specific questions.

**I have not received my membership card/number. Has my membership payment gone through?**

We make every effort possible to expedite membership processing, but please understand some delays are currently out of our control. Check out the helpful

**membership timeline infographic** at the end of this document to understand the process and time frame for receiving membership cards after you apply or renew.

Please direct questions regarding the status or stage of your payment to **U-M Online Giving**, **1-888-518-7888**, or [umgift@umich.edu](mailto:umgift@umich.edu).

## Digital Member Cards

### **What is the digital membership program?**

The Matthaei-Nichols digital membership program stores all of your membership information in one place on your iPhone or Android phone's wallet app. This includes your name, membership number, level, expiration date, explanation of benefits, and contact info if you have questions.

### **Why digital membership?**

Convenience! You'll never have to remember to bring your membership card. You will also receive a mailed renewal reminder when your membership is about to expire.

### **How do I add the membership card to my iPhone?**

Access the email from Cuseum on your smartphone and click the "Download" button, then click "Add to Wallet" and "Add." The card will automatically go to your iPhone's **Apple Wallet**. It can be accessed in Wallet at any time. No additional apps.

### **How do I add the membership card to my Android phone?**

Android users need to download Wallet Passes from **Google Play**. After you have the app, access the email from Cuseum from your smartphone and click

“Download” in the membership email, and the card will automatically go to your Wallet Passes app, where it can be accessed at any time.

### **Where can I use the digital card?**

Just like the paper card, you can use your digital membership card to receive discounts at Matthaei-Nichols plants sales-entrance to special member events, and special pricing or free admission to botanical gardens and museums across the U.S. See back of your digital card for explanation of participating garden/museum benefits by clicking on the three dots on the top right corner of your card. This will show a menu of options, select Pass Details.

### **I didn't receive my digital membership card in my email, how do I get one?**

Digital membership cards can take 7-10 business days to arrive to your email but may take longer if gift processing is high at the University of Michigan. Check out this helpful **membership timeline infographic (PDF)** to understand about the process and time frame for receiving membership cards after you apply or renew.

Unfortunately, sometimes the cards go to the spam/junk folder so be sure to check there first. If you, or a qualifying member in your household, still did not receive your card, please email us at [mbgna-membership@umich.edu](mailto:mbgna-membership@umich.edu). Please provide your membership ID number, full name of members, and email address so we are able to look into the issue further.

### **I don't have a smartphone. Can I still get a printed membership card?**

Yes, our current policy is to give both paper and digital member cards to our members. Please email us at [mbgna-membership@umich.edu](mailto:mbgna-membership@umich.edu) if you have any specific questions.



**My family member is on this membership account also, how can she/he receive the card?**

If your family member would like a card, please email [mbgna-membership@umich.edu](mailto:mbgna-membership@umich.edu) to update us with their name and email address to generate a digital card for them.

**I downloaded my card but I can't find it. What should I do?**

If you have an iPhone, the card will automatically download to Apple Wallet. Check the app for your new card (scroll through any cards that are already there—it may be hiding!).

If you have an Android, you'll need to download [Wallet Passes from the Play Store](#) prior to downloading the card.

**Still have questions about your digital membership card and or need further troubleshooting?**

Please check Cuseum's (our digital membership card provider) FAQs [here](#). Also, feel free to email us [mbgna-membership@umich.edu](mailto:mbgna-membership@umich.edu) and we will work with you to make the digital card process as seamless as possible.

# Membership Timeline Infographic



**MATTHAEI BOTANICAL GARDENS  
AND NICHOLS ARBORETUM**  
UNIVERSITY OF MICHIGAN

## A STEP-BY-STEP GUIDE OF HOW YOUR MEMBERSHIP IS PROCESSED



### STARTING YOUR MEMBERSHIP

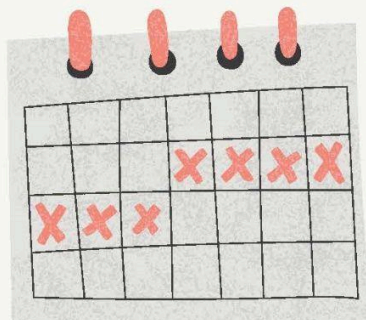
#### ONLINE OR PAPER

Your membership journey at Matthaei Botanical Gardens and Nichols Arboretum (MBGNA) starts by filling out a form online or on paper with your personal information, membership level, and payment method.

### MEMBERSHIP SUBMISSION

#### UNIVERSITY OF MICHIGAN (U-M) PROCESSING

Your application is sent to another department at U-M after you submit your application. This is due to the interactions between various U-M departments. At this time, MBGNA staff does not know you have submitted your application.



### MEMBERSHIP PROCESSING

#### TIME TO PROCESS

Your application takes 7-10 days to process at this U-M department and for them to update our membership data management system. As this process takes place, your application is not fully processed and you have not received an email from MBGNA staff.

## DATA MANAGEMENT SYSTEM UPDATE

### U-M DEPARTMENT UPDATES

After processing your membership, this U-M department updates our data management system, and we receive a notification about your new (or updated) membership.



## MEMBERSHIP SIGN-UP COMPLETION

### FULLY UPDATED MEMBERSHIP

While your membership begins when you submit your application and payment, it is after this process that you begin to receive member related news, your digital member card, and your membership number for parking. If you were to visit us prior to this last stage, please go to Visitor Services for parking.

We want to be transparent with you on how we process your application and so you know that if we don't respond to your membership submission right away, it is not because we are not thankful. We are excited that you are considering becoming a member of MBGNA.

[HTTPS://MBGNA.UMICH.EDU/SUPPORT/MEMBERSHIP/](https://mbgna.umich.edu/support/membership/)