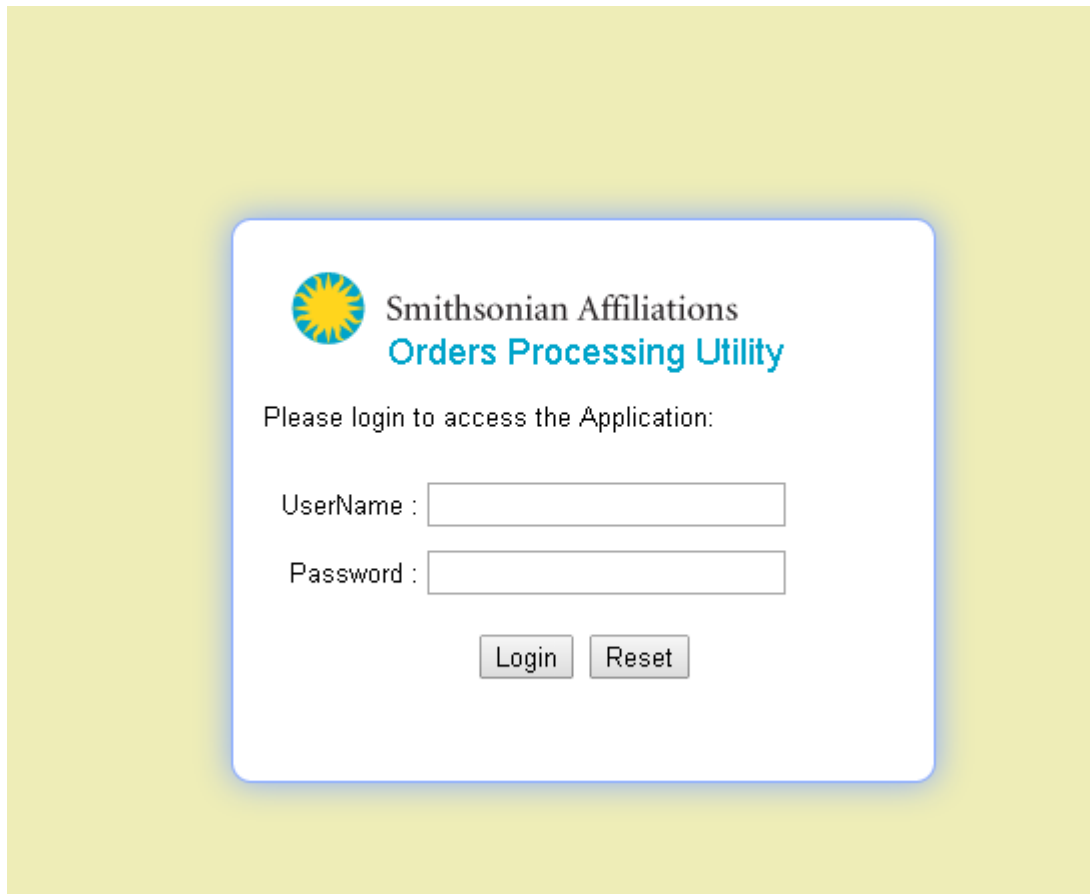



## Smithsonian Affiliate Membership Payment Portal (SAMPP)



 **Smithsonian Affiliations**  
**Orders Processing Utility**

Please login to access the Application:

UserName :

Password :

Log In: <https://secure.customersvc.com/AffiliateOrders/index.jsp>

1. Enter your museum's credentials, issued by the Smithsonian Affiliations office.  
**Username** – issued to you ALL CAPS (cannot be modified by user)
2. **Password** – created by the administrator and issued to you to log in (can be modified after successfully logging into the site)
3. 30 minute Session - As a security feature the session expires after **30 minutes**; if you are logged in for 30 minutes you will be prompted to log in again after the half hour mark.



Welcome Angela Nidasio

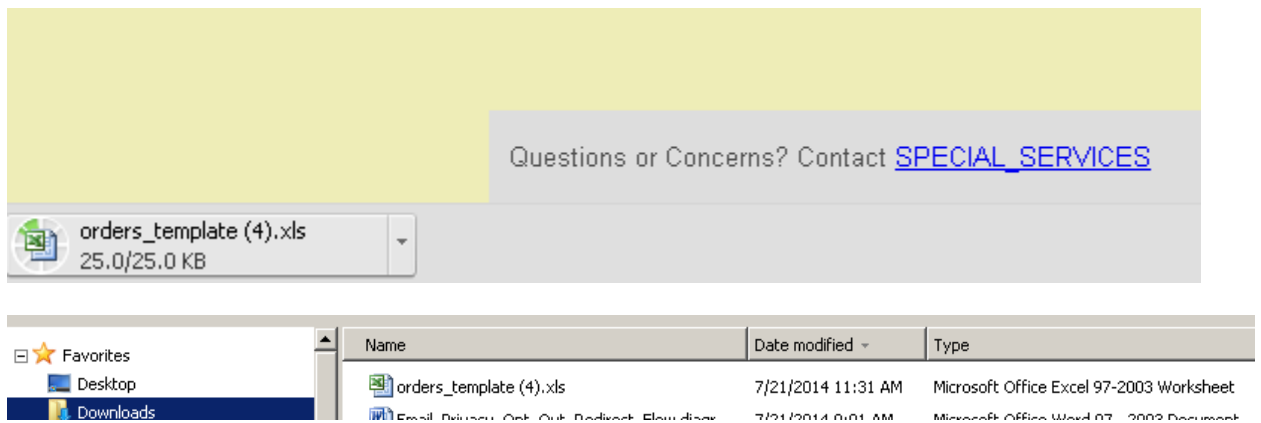
This utility application is designed to upload bulk orders for processing. Maximum of 100 orders are allowed at a time.

4. **Site Navigation:** above is a screenshot of the site navigation and tabs of the online payment portal.
5. **Changing Your Password:** Click on “Change Password” tab to change your museum’s password from the previously assigned password to a unique password of your choice.

Note: passwords can be reset by Smithsonian administration; however, please record your new password for future log- ins.

6. **Submitting your Member Information for Processing and Fulfillment:**

- Click on the “Download template” tab and it will automatically download the payment template to the local “download” folder on your computer. The download will be visible at the bottom left corner of the browser: the file name will appear as: **Orders\_template.xls**.
- Open the **orders\_template-1.xls** file and save the template to a folder of your choice.



- Open the template from the saved folder/file location on your computer.

- Click on the drop down menu (on the arrow key next to the “Please select Magazine to Place Orders”). **Select** Smithsonian magazine OR Air & Space magazine in line with the list you are submitting.
- All Smithsonian and Air & Space magazine member subscription lists must be submitted and copied into the spreadsheet template separately.
- Each submittal must be created in the template and downloaded every time a new order is placed.
- Copy and paste your member information – first & last name, address lines 1 & 2, city and state and email address.

Please refer to the Instructions Sheet in the second tab for further details				
Enter member's name and address WITHOUT punctuation (no commas, no periods, etc.).				
Please select Magazine to Place Orders : <span style="border: 1px solid black; padding: 2px;">SJ - Smithsonian</span>				
<b>* are required fields</b>				
SUBSCRIBER / DELIVERY				
NAME ( FIRSTNAME + LASTNAME ) *	ADDRESS *	ADDRESS 2	CITY STATE ZIP *	EMAIL ADDRESS
John Smith	123 Main Street		Anytown NY 12345	<a href="mailto:johnsmith@aol.com">johnsmith@aol.com</a>
Jane Johnson	345 Oak Street		Any City FL 34567	<a href="mailto:jane_johnson@hotmail.com">jane_johnson@hotmail.com</a>
Joseph Adams	678 Pine Street		Somewhere DC 23456	<a href="mailto:josepha@gmail.com">josepha@gmail.com</a>

7. Completed entries should be saved to your local computer. Save and close the file.
8. Return to the payment portal and please click the “Create Orders.”
9. Have valid credit card information ready to submit payment information.

10. Enter the credit card information in the Create Orders form (see screenshot below).

Smithsonian Affiliations Order Processing Utility

Home Download Template Create orders View Order History Change Password Logout

Welcome Angela Nidasio  
Please enter credit card details below and click on Verify Credit card to process the orders.

Credit Card Type :

Credit Card Number :

Expire Date :

FirstName on Credit Card:

LastName on Credit Card:

Zip/Postal Code:

11. Credit Cards will be processed immediately; you will see a **successful** or **failed** message.

Smithsonian Affiliations Order Processing Utility

Home Download Template Create orders View Order History Change Password Logout

Welcome Angela Nidasio  
**Credit card verification failed. Please try again with valid credit card details.**  
Please enter credit card details below and click on Verify Credit card to process the orders.

Credit Card Type :

Credit Card Number :

Expire Date :

FirstName on Credit Card:

LastName on Credit Card:

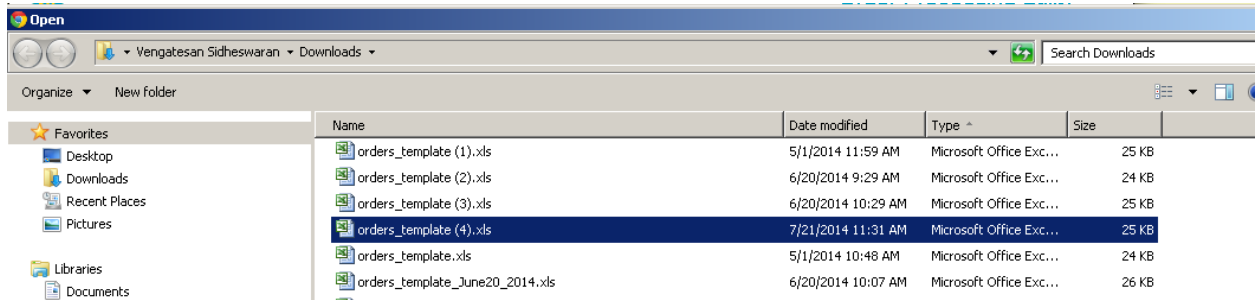
Zip/Postal Code:

Smithsonian Affiliations Order Processing Utility

Home Download Template Create orders View Order History Change Password Logout


Welcome Angela Nidasio  
**Credit card verified successfully.**  
Your credit card has been verified. Please upload the orders file to process the orders.  
Browse the file path:  No file chosen

12. Upload the member information/order excel file that saved on your local computer. Click the 'Browse' button from the Order Processing Utility screen to access the file on your local computer.
13. Please remember to save your file with a file name which is easily identifiable by you. Example – **orders\_Tampa\_history\_museum\_july\_21\_2014.xls**



14. When the file is located, click the "Upload file to Process order" button. A confirmation page will appear confirming the successful upload.
15. At this stage, the information will be verified. **If there are any errors, it must be fixed in the excel file and uploaded again to process the order.** Once the verification is confirmed successful, click the "Confirm order."

**NOTE – If an incorrect file is uploaded, click the back button in the browser and upload the correct file.**


Smithsonian Affiliations
Order Processing Utility

[Home](#)
[Create orders](#)
[View Order History](#)
[Manage Users](#)
[Change Password](#)
[Logout](#)

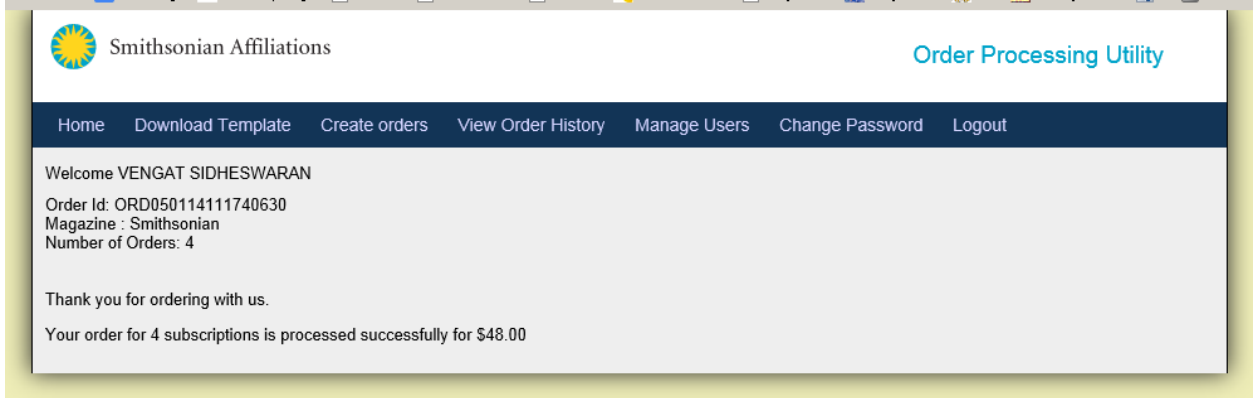
Welcome VENGAT SIDHESWARAN

Magazine : Smithsonian  
Number of Orders: 3

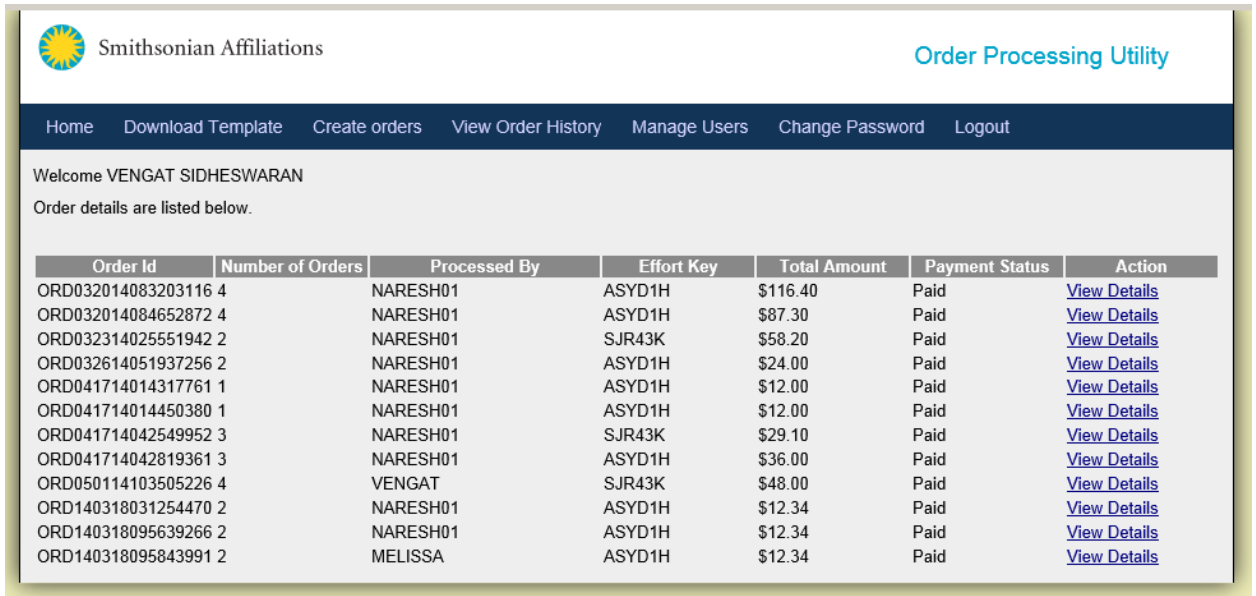
Serial No.	Account No.	Subscriber Name	Address Line 1	Address Line 2	City/State/Zip	Copies
1	-	vengat sidheswaran	3000 university center dr		Tampa FL 33612	1
2	-	Mala vengat	2700 W Cherry st		Tampa FL 33607	1
3	-	Kee Vengat	1234 n dale mabry hwy		Tampa FL 33607	1

If you wish to continue please confirm order to place orders.

16. Once the order is placed, you will see the confirmation screen.



17. The confirmation page will confirm the order details and payment details and the uploaded orders could be verified by clicking on the “View Order History” tab.



18. You can download the entire ORDER history by using the “Click here to download” at the top.

Home   Download Template   Create orders   View Order History   Manage Users   Change Password   Logout

Welcome VENGAT SIDHESWARAN  
Order details are listed below.

[Click Here to Download](#)

Order Id	Number of Orders	Processed By	Effort Key	Total Amount	Payment Status	Action
ORD140318095843991	2	MELISSA	ASYD1H	\$12.34	Paid	<a href="#">View Details</a>
ORD140318095639266	2	NARESH01	ASYD1H	\$12.34	Paid	<a href="#">View Details</a>
ORD140318031254470	2	NARESH01	ASYD1H	\$12.34	Paid	<a href="#">View Details</a>
ORD071614100806538	2	CASEY	SJR43K	\$12.00	Paid	<a href="#">View Details</a>

19. **Payment Receipts & Order History** - lists all orders processed by your organization. The most recent entry appears first. For a full history of orders submitted, click “View Order History” tab.

- Click on “View Details” to review that particular order. In case you would like to download that particular order details alone, please use the “Click Here to Download” option for downloading the same.
- **Print the document for your accounting records.** This is a receipt.

Order Id: ORD071614100806538 [X Close Window](#)

[Click here to Download](#)

Sub order #	Account #	Full Name	Address	Auxiliary	City/State/Zip	Email Id	Number of Copies	Order Status
1	SUC	Casey Arnold	3000 University Center Drive	Time Customer Service	Tampa FL 33612	casey.arnold@custserv.com	1	Success
2	REJ	Casey Arnold	3000 University Center Drive	Time Customer Service	Tampa FL 33612	casey.arnold@custserv.com	1	Failed

For technical assistance, contact TCS: [ti-tcs-SpecialServices@custserv.com](mailto:ti-tcs-SpecialServices@custserv.com)