

Membership Processing FAQ's:

- **What is an Affiliate Membership and what benefits are included?**

The Affiliate Membership is a benefit a Smithsonian Affiliate Museum may offer in conjunction/addition to their membership program. When a member sign's up for a Smithsonian Affiliate membership at their local Affiliate Museum, there are certain benefits that member is entitled to receive from the Smithsonian (click here for benefits:

<https://affiliations.si.edu/DetailPage.asp?MenuID=161>)

There is a second benefit that is an opt-in ONLY benefit that an Affiliate may sign up to participate in called our reciprocal program. This is where Member's from participating Affiliate Museums have agreed to allow other member's across receive discounts on admission, retail and programs. For more information on the Reciprocal Program

<https://affiliations.si.edu/DetailPage.Asp?MenuID=148>

- **How long will it take for the member to begin getting their card and magazine?**

With the recent launch of our online portal

<https://secure.customersvc.com/AffiliateOrders/index.jsp> the processing time will significantly decrease. From the time of online submission, the order is processed within 3-5 business days. Membership cards will be received within 2-4 weeks of being processed and the magazine takes around 6 weeks to receive their first issue. If your museum is still submitting manual memberships please add an additional week of processing time to these estimates.

- **Will the online system automatically renew my members?**

This system is strictly to streamline the submittal procedure. ALL renewals will need to continue being done at the Museum level and resubmitted through the payment portal.

- **We have members who live in other countries. How should those memberships submitted and what are the additional shipping cost?**

Non-US memberships will need to be submitted manually directly to the Magazine (address below) with the excel spreadsheet w/member info and payment.

- Canada and the Caribbean Islands - \$18
- Others (i.e. UK) - \$23

- **The member has opted not to receive the magazine portion of the membership. Is there a way to submit this in the online portal?**

Unfortunately, not at this time. This type of request will still need to be submitted manually to the Magazine with a message/note enclosed indicating "No Magazine Subscription".

- **How do we submit address/magazine change request for members?**

Please email Special Services at specialservices@customersvc.com to change a member's address, subscription or other contact information on their membership record. Please include your Museum name, the Member's name and address in the email.

- **How do I receive a receipt for my online submittals?**

A receipt for your order can be generated for any order with a PAID payment status in the system.

To generate the receipt:

- a. Choose the specific order you wish to receive a receipt for on the order history screen.
- b. Click the VIEW DETAILS tab.
- c. Another window will pop up and in the top right hand corner of that page, click on the CLICK HERE TO DOWNLOAD tab and a receipt will be drafted for that transaction.

- **How do I submit a 2 year subscription?**

2 year subscriptions will need to be submitted manually to the Magazine.

- **My order payment is showing "payment failed"? What does this mean?**

Your payment was not authorized and your orders were not submitted. Please check the payment information you submitted and/or verify with your issuing bank to make sure that "Smithsonian" is an authorized vendor for payment. Should the issue continue, please send an email to Special Services specialservices@customersvc.com for further assistance.

- **My order details show that some of the submittals were rejected? Why did this happen and how do I resubmit them?**

Please check to make sure you're downloading a new template with each order & following the spreadsheet template guidelines. Any deviation from that format will result in a rejected submittal. Should the issue continue, please send an email to Special Services specialservices@customersvc.com for further assistance.

- **How do I reset my username or password?**

Please email us at Affiliatemember@si.edu requesting that your password be reset. Usernames CANNOT be changed.

- **I'm receiving an error at log in that says 'authentication failed'.**

Your password will need to be reset. Please email us at Affiliatemember@si.edu