

Membership Processing FAQ's:

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

The Affiliate Membership is a benefit exclusive to Smithsonian Affiliate organizations. It is offered in conjunction with, or in addition to, an organization's own membership program. When a visitor signs up for a Smithsonian Affiliate membership at a local Affiliate, they receive their local Affiliate's membership benefits along with additional benefits from the Smithsonian. See a full list of Smithsonian benefits [here](#).

In addition to the Smithsonian Affiliate Membership, Affiliate organizations may also **opt-in** to the Smithsonian Affiliate Reciprocal Membership Program. This additional membership benefit allows members from participating Affiliate organizations to receive discounts on admission, retail, and programs at other Affiliate organizations that have opted in to the Reciprocal Membership Program. **Both organizations must opt-in to the Reciprocal Membership Program in order for members to receive this benefit.** [Click here](#) for more information about Reciprocal Membership.

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

With the recent launch of our online portal, <https://ssl.palmcoastd.com/pcd/affiliate/index.cfm?action=login> the processing time has significantly decreased. Typically, an order is processed within 3-5 business days of an online submission. Membership cards are usually received within 2 weeks of being processed; new members receive the first issue of the magazine in about 6 weeks. If your museum is still submitting manual memberships, please add an additional week of to these estimates.

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

This system is strictly to streamline submitting memberships. ALL renewals must continue to be processed at the Affiliate level and resubmitted through the payment portal.

- **We have international members. How should those memberships be submitted and what are the additional shipping costs?**

International memberships will need to be submitted manually to *Smithsonian* magazine at the following address with the excel spreadsheet including member and payment information. International memberships, like domestic, are \$12.

Nicole Thompson

Smithsonian magazine

420 Lexington Avenue, #2335

New York, NY 10170

ThompsonNi@si.edu

FAX: 212-986-4259

- **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 and mailed to *Smithsonian* magazine at the address above with an excel spreadsheet containing the

member(s) information, payment information and a message indicating “No Magazine Subscription.”

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

Two-year subscriptions should be submitted manually and include the excel spreadsheet with the member(s) information and payment information. These should be mailed directly to *Smithsonian* magazine at the address listed above.

- **How do we submit address and/or magazine change requests for members?**

Please email Palm Coast Data [SPECIAL SERVICES](#) to change a member’s address, subscription, or other contact information. Please include your organization's name and the member’s name and address in the email.

- **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

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

A receipt for your order can be generated once the system reflects a PAID payment status.

To generate the receipt:

1. On the order history screen, choose the specific order for which you wish to receive a receipt.
2. Click the VIEW DETAILS tab.
3. Another window will pop up and in the top right hand corner of that page, select the tab labeled CLICK HERE TO DOWNLOAD and a receipt will be drafted for that transaction.

- **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 PCD [SPECIAL SERVICES](#) 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 and following the spreadsheet template guidelines on tab 2. Any deviation from that format will result in a rejected submittal. Should the issue continue, please email PCD [SPECIAL SERVICES](#) for further assistance.

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

Please email us at AffiliateMember@si.edu to request your password to be reset. Usernames CANNOT be changed.