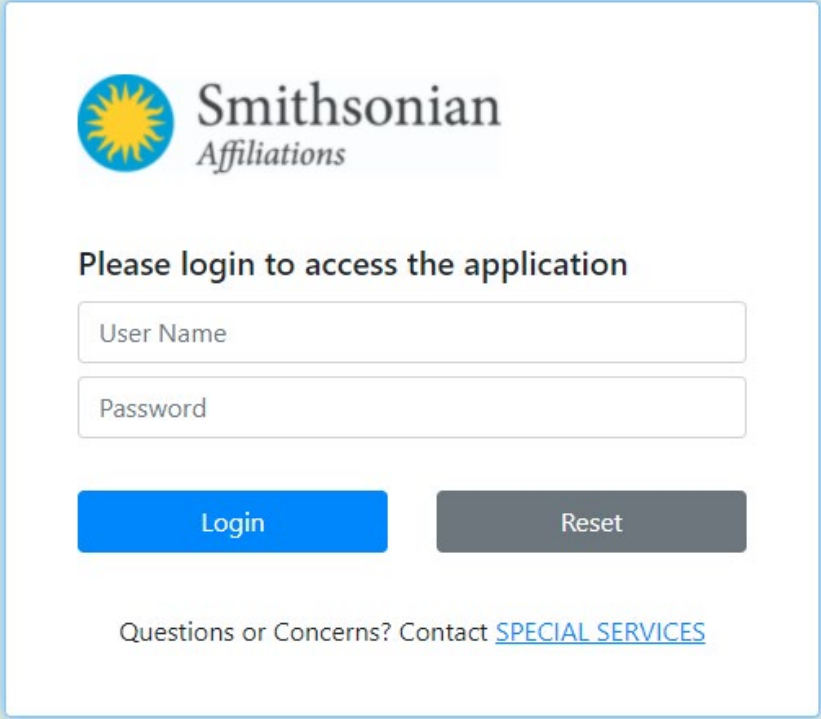


Welcome to the Smithsonian Affiliate Membership Order and Payment Portal. Below is our step-by-step user guide which explains how to use and process orders through this portal. Please follow these steps carefully in order to process payments correctly. If you have any questions, please contact us using the “Special Services” link at the bottom of each page.

Logging In



Smithsonian
Affiliations

Please login to access the application

User Name

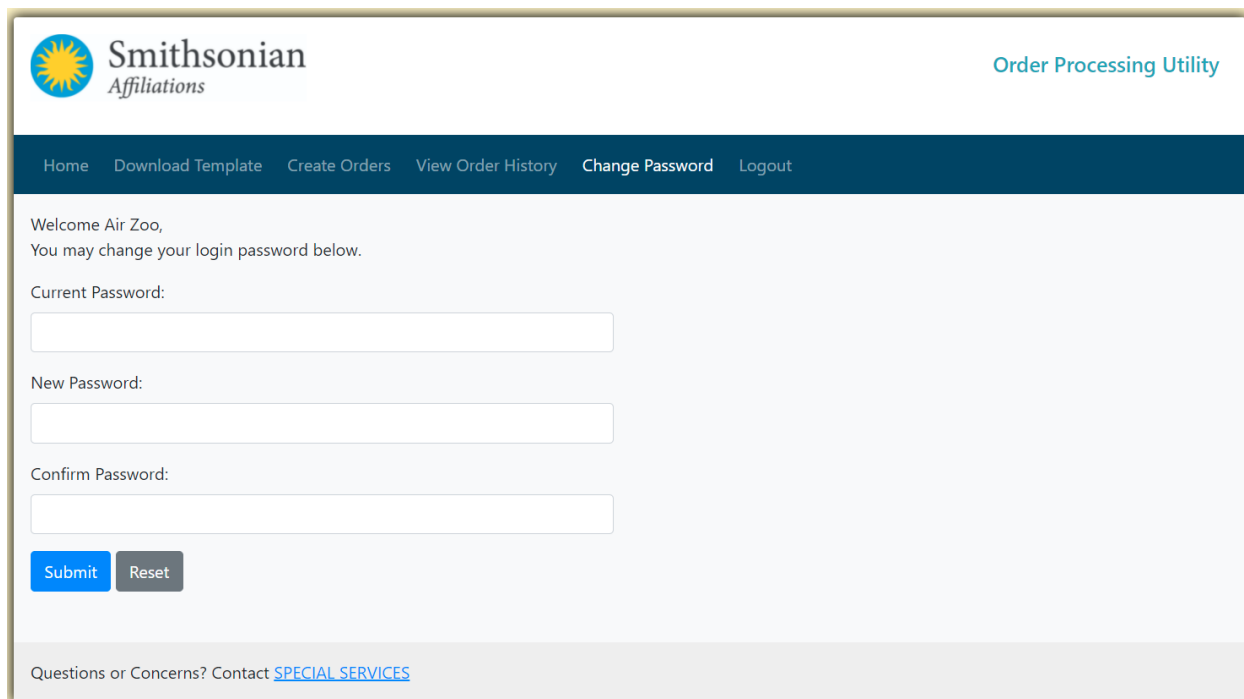
Password

Login Reset

Questions or Concerns? Contact [SPECIAL SERVICES](#)

https://ssl.drghnetwork.com/ecom/smt/app/live/affiliates_login

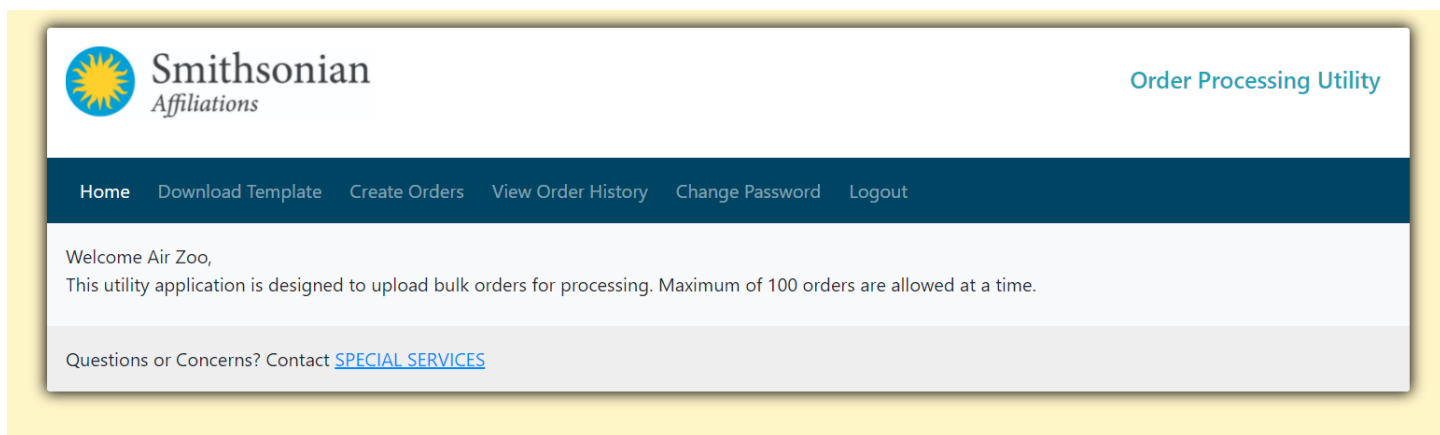
1. Enter your museum’s credentials, issued by the Smithsonian Affiliations office.
 - a. **User Name** – *cannot* be modified by user.
 - b. **Password** – *can* be modified by the user
 - i. Once logged in, click on the “Change Password” tab to change your museum’s password (see screenshot below).



The screenshot shows the Smithsonian Affiliations Order Processing Utility login page. At the top left is the Smithsonian Affiliations logo. At the top right is the text "Order Processing Utility". Below the logo is a dark blue navigation bar with links: Home, Download Template, Create Orders, View Order History, Change Password, and Logout. The main content area is light gray and contains a welcome message: "Welcome Air Zoo, You may change your login password below." Below this are three input fields labeled "Current Password:", "New Password:", and "Confirm Password:". At the bottom of the form are two buttons: "Submit" (blue) and "Reset" (gray). At the very bottom, there is a link: "Questions or Concerns? Contact [SPECIAL SERVICES](#)".

2. 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.

Navigating the portal:



The screenshot shows the Smithsonian Affiliations Order Processing Utility main page. At the top left is the Smithsonian Affiliations logo. At the top right is the text "Order Processing Utility". Below the logo is a dark blue navigation bar with links: Home, Download Template, Create Orders, View Order History, Change Password, and Logout. The main content area is light gray and contains a welcome message: "Welcome Air Zoo, This utility application is designed to upload bulk orders for processing. Maximum of 100 orders are allowed at a time." At the bottom, there is a link: "Questions or Concerns? Contact [SPECIAL SERVICES](#)".

1. **Site Navigation:** above is a screenshot of the site navigation and tabs of the online payment portal.
2. **Submitting your Member Information for Processing and Fulfillment:**

- a. If you do not already have a template, 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: **affiliate_template.xlsx**.



- b. Move the **affiliate_template.xlsx** file to a folder of your choice. Each time you wish to process membership orders, open your saved template, and fill in the member information.
- c. Enter your member information
- First and Last name ***Required**
 - Address line 1 ***Required**
 - Address line 2
 - City, State Zip ***Required**
 - Country (“USA” for US orders) ***Required**
 - Email address and Number of Copies (system defaults to 1 copy if blank)

	A	B	C	D	E	F	G	H	I	J
1	In case of any ambiguity in filling the Spreadsheet please refer to the instructions tab below									
2	SMT - Smithsonian									
3	SUBSCRIBER / DELIVERY									
4	FIRST NAME	LAST NAME	ADDRESS	ADDRESS2	CITY	STATE	ZIP	COUNTRY	EMAIL ADDRESS	NUMBER OF COPIES
5	John	Smith	123 Main St	Apt 123	Anytown	NY	12345	USA	johnsmith@fakeemail.com	1
6	Sally	Smith	123 Main St	Apt 123	Anytown	NY	12345	USA	sallysmith@fakeemail.com	1
7	Bobby	Johnson	567 Center Ave		Anytown	NY	12345	USA	BobJohn@fakeemail.com	2
8										
9										
10										

- d. “Save as” a separate document, maintaining the blank template. This will keep you from needing to download the template each time. Please remember to save your file with a file name that is easily identifiable by you.

Example: **orders_smithsonian_magazine_july_21_2020.xlsx**

- e. Return to the payment portal and please click the “Create Orders” tab.
- f. Enter the credit card information in the Create Orders form (see screenshot below).

The screenshot shows the 'Create Orders' page of the Smithsonian Affiliations Order Processing Utility. The page has a dark blue header with the Smithsonian Affiliations logo on the left and the title 'Order Processing Utility' on the right. Below the header is a navigation bar with links: Home, Download Template, Create Orders (active), View Order History, Change Password, and Logout. The main content area is white and contains a welcome message for 'Air Zoo'. It prompts the user to enter credit card details and click 'Verify Card'. The form includes fields for Account#, Home, Email, Credit Card Number, Security Code, Expire Date, and Billing Zip/Postal Code. There are also links for 'Need to update account info?' and 'What is this?'. At the bottom, there are 'Verify Card' and 'Reset' buttons, and a footer with a link to 'SPECIAL SERVICES'.





Smithsonian Affiliations

Order Processing Utility

Home Download Template **Create Orders** View Order History Change Password Logout

Welcome Air Zoo,
Please enter credit card details below and click on Verify Card to begin processing your orders.

Account#: [REDACTED]
Air Zoo Library
[REDACTED]
Home: [REDACTED]
Email: [REDACTED]
[Need to update account info?](#)

Credit Card Number

Security Code [What is this?](#)

Expire Date /

Billing Zip/Postal Code

[Verify Card](#) [Reset](#)

Questions or Concerns? Contact [SPECIAL SERVICES](#)

- g. Billing zip is **required** and must match the zip associated with the card in use.
- h. Credit Cards will be **verified** immediately; you will see a **failed** message if we were unable to validate your card.

[Home](#) [Download Template](#) [Create Orders](#) [View Order History](#) [Change Password](#) [Logout](#)

Welcome Air Zoo,
Your credit card has been verified. Please upload and submit your order file to process the orders.

Browse the file path No file chosen

[Upload File To Process Orders](#)[Clear Payment Information And Cancel](#)

Questions or Concerns? Contact [SPECIAL SERVICES](#)

- i. Upload the member information/order excel file that you saved on your local computer. Click the “Choose File” button from the Order Processing Utility screen to access the file on your local computer.
- j. When the file is located, click the “Upload File to Process Orders” button. Any errors must be fixed in the excel file and uploaded again to process the order; otherwise, a confirmation page will appear confirming the successful upload.
- k. Once the verification is confirmed successful, click the “Confirm order.”



[Home](#) [Download Template](#) [Create Orders](#) [View Order History](#) [Change Password](#) [Logout](#)

Welcome Air Zoo,
Magazine: SMT - Smithsonian
Number of Orders: 3
Order Total: \$48.00

Serial No.	First Name	Last Name	Address 1	Address 2	City	State	Zip	Country	Amount	Copies
1	John	Smith	123 Main St	Apt 123	Anytown	NY	12345	USA	\$12.00	1
2	Sally	Smith	123 Main St	Apt 123	Anytown	NY	12345	USA	\$12.00	1
3	Bobby	Johnson	567 Center Ave		Anytown	NY	12345	USA	\$24.00	2

Preview Orders

[Confirm Order](#)

[Cancel and Return to File Upload](#)

Questions or Concerns? Contact [SPECIAL SERVICES](#)

- I. Once the order is placed, you will see the confirmation screen. At this point, your credit card will be **processed**, and charges will be **applied**.



[Home](#) [Download Template](#) [Create Orders](#) [View Order History](#) [Change Password](#) [Logout](#)


Welcome Air Zoo,
Order ID: 1006684957
Magazine: SMT - Smithsonian
Number of Orders: 3
Order Total: \$48.00

Thank you for ordering with us.
Your order for 3 subscriptions has been processed successfully for \$48.00

Questions or Concerns? Contact [SPECIAL SERVICES](#)

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

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

 **Smithsonian**
Affiliations

Order Processing Utility

HomeDownload TemplateCreate Orders**View Order History**Change PasswordLogout

Welcome Air Zoo,
Order details are listed below.

Order ID	Order Date	Title	# of Orders	Total Amount	Affiliate	Payment Status	Action
ORD1006684957	2022-03-07	SM	3	\$48.00	AIR ZOO	Paid	View Details
ORD1005442188	2021-12-16	SM	4	\$48.00	AIR ZOO	Paid	View Details
ORD1005442184	2021-12-16	SM	4	\$48.00	AIR ZOO	Paid	View Details
ORD1005358127	2021-12-13	SM	4	\$48.00	AIR ZOO	Paid	View Details
ORD1005272813	2021-12-07	SM	1	\$12.00	AIR ZOO	Paid	View Details
ORD1005234072	2021-12-03	SM	4	\$48.00	AIR ZOO	Paid	View Details

Order History

Questions or Concerns? Contact [SPECIAL SERVICES](#)

[Home](#) [Download Template](#) [Create Orders](#) [View Order History](#) [Change Password](#) [Logout](#)

Welcome Air Zoo,
Order details are listed below.

Order ID	Order Date	Title	# of Orders	Total Amount	Affiliate	Payment Status	Action
ORD1006684957	2022-03-07	SM	3	\$48.00	AIR ZOO	Paid	View Details

Order ID: 1006684957

X

[Click here to Download](#)

Sub #	Account #	Full Name	Address	Address 2	City/State/Zip	Country	Email	# of Copies	Order Status	Price
1	92030701344	Bobby Johnson	567 Center Ave		Schenectady, NY 12345	USA	BobJohn@fakeemail.com	2	Paid	24.00
2	92030701343	Sally Smith	123 Main St Apt 123		Schenectady, NY 12345	USA	sallysmith@fakeemail.com	1	Paid	12.00
3	92030701342	John Smith	123 Main St Apt 123		Schenectady, NY 12345	USA	johnsmith@fakeemail.com	1	Paid	12.00

- 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.