

SIENA HEIGHTS ONLINE PERSONALIZED BADGES

These instructions outline the steps needed to create and order Siena Heights badges using Recognition Specialties.

If you have any questions about ordering badges online, please contact Jeff Masse in the Siena Heights Marketing office. However, please note that changing or canceling orders (before production) can only be done by calling Recognition Specialties at (877) 452-2356, or you can visit their website and click on "Live Chat" to chat with Customer Service.

STEP 1: CREATE NAME BADGES

[Navigate your web browser to the name badge ordering page by clicking this link.](#) Please note that this link to the Siena Heights order page only appears on My Siena, and cannot be found on the Recognition Specialties website. You can make a favorite to this order page in your web browser to make it easier to find again.

Enter your badge information into the form fields (name, job title 1, and job title 2). Note that the base price of each badge is \$7.70 (plus shipping) which includes a name only. Additional (title) lines cost 50 cents each. Also be sure to choose a quantity, type case (ALL CAPS or not), doming (extra protection for \$3.00), and the type of fastener you'd like on the back of the badge. The magnetic fasteners are available for an extra \$2.00, and you can also request both the locking pin and magnetic fastener on the back for \$2.00.

Once your first badge is finished, click "Add to Cart" to add this badge to your shopping cart. You can continue to create additional badges by using this page, but make sure to add each badge to your cart before a new badge is created. Each badge you order and a running total is shown to the left of the order form. Once your last badge has been added to your cart, click the "Shopping Cart" link or the "Checkout" button to go to your shopping cart.

STEP 2: REVIEW NAME BADGES IN SHOPPING CART

After you reach the shopping cart, you'll be able to see the details of each name badge you have ordered. At this point you can edit any badge individually, change quantities, or even delete any badge from the order. To edit a badge simply click "Edit" below the appropriate badge, make the changes, and then click "Add to Cart" again. A newly edited badge is added to your cart now, so make sure to delete the old badge or you will now have 2 similar badges in your cart.

Proof each badge carefully! When you are done proofing, you must click the box at the bottom of the cart that says, "I have reviewed this order for spelling, punctuation, and capitalization." You will not be allowed to Checkout unless this box is checked to indicate you have proofed all your badges. Once this button is checked and your order is

purchased, you will be financially responsible for any errors you have made. So make sure to proof your name badges carefully. After proofing everything carefully and clicking the approval box, click on "Checkout" to move on.

STEP 3: LOGIN PAGE - CREATE WEBSITE ACCOUNT and FINALIZE PURCHASE

In order to purchase name badges from Recognition Specialties, you must create a website account and provide an email address. Fill out the form on the left side of the page with the required information for your account. The account you create can be used for future name badge purchases, so a new account is not needed each time. If you already have an account created during a previous purchase then you can simply login here on the right side of the page. When finished click "Continue" to proceed to checkout. Once your account has been created you can login to check the status of orders or print previous invoices.

STEP 4: CHECKOUT

Step 1 - Verify your shipping address and choose your shipping method. Shipping prices increase significantly if you need your badges quickly. Name badges will be created and shipped within 3 business days. They should arrive to you in about a week to ten days. Click "Continue".

Step 2 - Verify your billing address and choose your payment method. Choose the "Check/Money Order" payment method and the business office will receive your invoice and charge it to your department accordingly. Siena Heights is already set up with payment terms, so you do not need to call Recognition Specialties. Your invoice will go directly to the business office automatically. You can also pay with a personal credit card, but you will be responsible for the reimbursement process and paperwork. Siena Heights will not provide credit cards to pay for name badges. Click "Continue".

Step 3 - Order Confirmation. This is your final opportunity to review and edit any details of your badge order. On this page you will see a message about sending a check for payment before your order ships. Please ignore this. No check payment is required. Siena Heights is already set up with payment terms, so you do not need to call Recognition Specialties. Your invoice will go directly to the business office automatically. When everything is correct click "Confirm Order" and your order will be placed.

If you have questions after your order is placed you can call Recognition Specialties at (877) 452-2356, or you can visit their website and click on "Live Chat" to chat with Customer Service. Keep in mind that once badges have been approved by you and produced, even if not shipped yet, you will be responsible for payment of a replacement.