

Submitting MARCOM Requests in SAM

All Spence-Chapin employees should now have an active SAM account. If it is your first time logging in, refer to the help documentation: [Setting Up Your SAM Account](#). **Your Work Phone and Work Email within SAM must be correct in order to make a MARCOM request.** Please verify this information is correct before making a request.

If you receive an error within SAM or have any SAM questions or concerns, please send an email to Rachael Maingot at rmaingot@spence-chapin.org.

NAVIGATING TO THE MARCOM REQUEST FORM

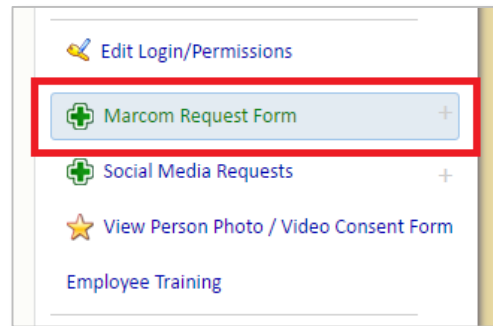
1. Log into [SAM](#).
2. On the Home Page, change the table from “All” to “Person”.
 - a. Type in your Last Name.

The screenshot shows the 'Quick Search' interface. A dropdown menu is open, showing various categories: All, Family, Child, Birth Mother, Birth Father, ICP Family, Organization, Person (highlighted), Therapy Client, Donor, and Volunteer. The search criteria are set to 'by Last, First Name' with the text 'Maingot' entered in the search box. There are 'Exact Match' and 'Active' checkboxes, and a 'View All' link. The results area is currently empty, showing 'City, State' and a 'Hide Results' link.

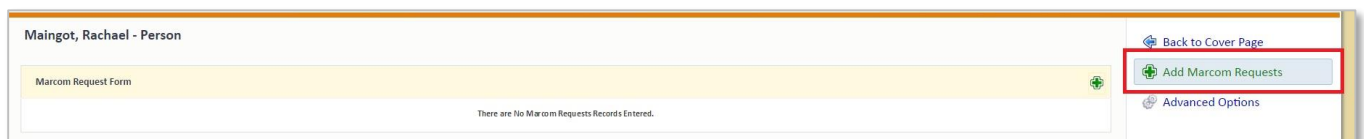
- b. Click on your name that populates.

The screenshot shows the 'Quick Search' interface after the search. The dropdown menu is now set to 'Person'. The search criteria are 'by Last, First Name' with 'Maingot' in the search box. The results section is populated with one entry: 'Maingot, Rachael'. Below the entry, it says 'Press the down-arrow key to go to record'. There are 'Exact Match' and 'Active' checkboxes, and a 'View All' link. A 'Hide Results' link is also present.

3. Once on your personal Person Cover Page, click on MARCOM Request Form in the right Sidebar menu.

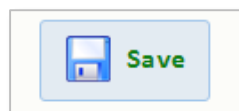


4. On the MARCOM Request Form Overview page, click the Add MARCOM Requests in the right Sidebar menu.



SUBMITTING THE MARCOM REQUEST

5. On the Add/Edit MARCOM Requests page, fill in the following fields that apply:
 - a. Type of Item (Required)
 - b. Format
 - c. Dimensions
 - d. Due Date (Required)
 - e. Detailed Info
 - f. Photo/File#1-5
 - g. Copy/Content
 - h. Additional Instructions
 - i. DO NOT fill out the following fields: “Request Complete - DO NOT USE” and “Request Complete Additional Notes - DO NOT USE”. Those fields are for the MARCOM Team use only.
6. When done, click Save.



7. Within a few minutes, you will receive an email confirmation of your request. The MARCOM Team also receives a copy of that email. Therefore, if you do not receive an email confirmation of your request, please contact your in-house S-C SAM Support at rmaingot@spence-chapin.org with the error and S-C SAM Support will forward your request.

COMPLETION OF THE MARCOM REQUEST

8. The MARCOM team will have your request completed within 7-14 business days.
 - a. Once your MARCOM request has been completed by the MARCOM Team, you will receive an email confirmation email that the request has been completed. Within that email, you will receive delivery instructions (if applicable).

Last Updated: 06/15/2016