

myMartin

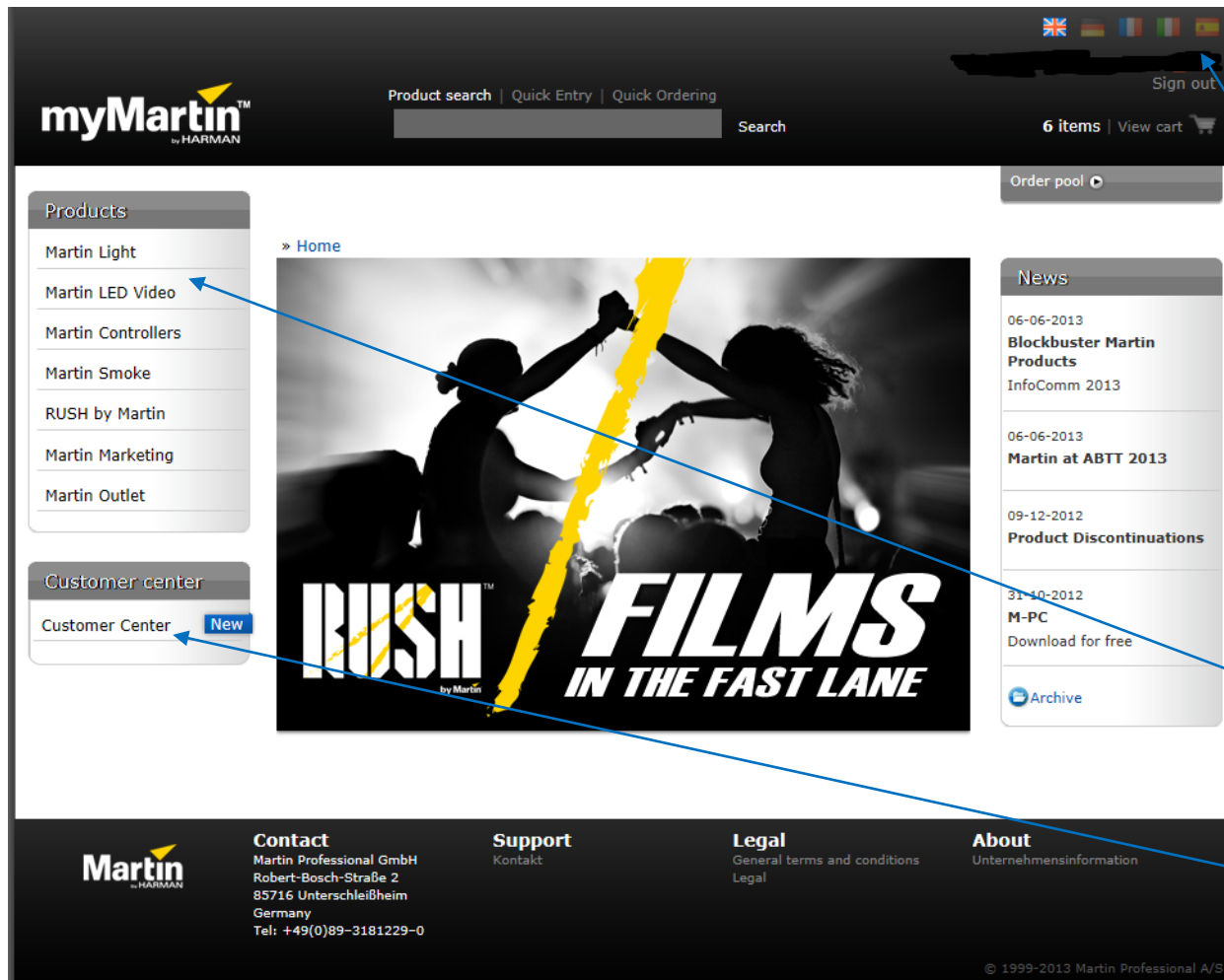
User Manual



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Getting started on myMartin



How to get started with myMartin

Welcome to myMartin. This manual gives you an introduction on how to use myMartin. This will enable you to order products online 24/7.

The front page

- If you prefer another language than the current site, you can choose between English, German, French and Italian, by clicking on the flags in the right corner.
- You can search for all our products (name or item number) by using the **Product search** function.
- It is also possible to make a "**quick entry**"; Search for an item number or an item name and add the item directly to the shopping cart.
- Get access to all Martin lights, smoke and marketing products under **Products**. Just click on the product category and the Martin products will be shown to specify further.
- In our **Customer Center** section you can find all kinds of information regarding your Company account, User information, Quotations, Order details, and you can download a Statement of account and price lists.

Getting started on myMartin

» [Home](#) » [Kundencenter](#) » [myCompany](#) » [User Account](#)

User account

You can update your personal details for your Martin Profession done making the changes. You can also view your user access

Edit user information

Title *

Function

First name *

Middle name

Last name *

Job title *

Email *

Business phone number *

Mobile phone *

Edit eShop login

User name *

Password *

Repeat password *

Update

Cancel

How do I change my password and username?

Once you have been added as a user, a login will automatically be created by our system and then sent to you by e-mail.

You can always change your user name and password, if you like. Simply follow the steps described below:

1. Log on to myMartin.
2. Go to **Customer Center** -> chose **'your profil'**.
3. Find the section called **"Edit eShop login"** and fill in your preferred user name and password.
4. Please remember to click the **Update** button, when you are done making the changes.

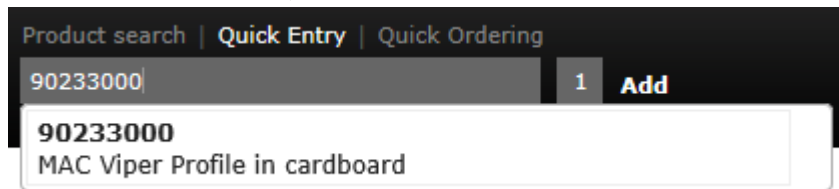
Your new user name and password take effect immediately.

Product catalogue

How to find a product if you have the item number

If you have the item number for the part you need, you can search for it at the Quick Entry field. Just enter the item number and then press "Add" to add it to your shopping cart.

You can also try the Quick Ordering function, if you want to add more than one item number (see page 7).

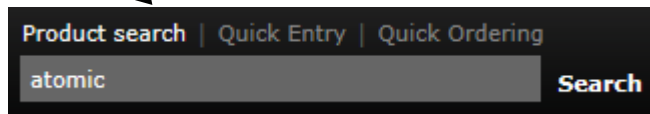


A screenshot of the 'Quick Entry' search interface. At the top, there are three tabs: 'Product search', 'Quick Entry' (which is selected), and 'Quick Ordering'. Below the tabs is a search input field containing the text '90233000'. To the right of the input field is a small box with the number '1' and an 'Add' button. Below the input field, a dropdown menu is open, showing the item number '90233000' and the product name 'MAC Viper Profile in cardboard'.

How to find a product if you have the item name

If you have the name of the product or just parts of the name, you can use the Product Search field. Press "Search", and you will then be directed to the product information page.

When you have found the product you need, you will be able find information regarding Price, Dimensions, product specifications, Spare parts and Accessories.



A screenshot of the 'Product search' interface. At the top, there are three tabs: 'Product search' (which is selected), 'Quick Entry', and 'Quick Ordering'. Below the tabs is a search input field containing the text 'atomic'. To the right of the input field is a 'Search' button.

For example, if you want to order PowerCon, just select the quantity you want and click on the "Add" button. The item/s will then be added to your shopping cart.

Product catalogue

Product search | Quick Entry | Quick Ordering









90233000 1 Add

ITEM	QTY
90232000	5
90233000	10
90231620	7
90206500	10

Quick Ordering ×

Paste your order lines from Microsoft Excel or a similar program.
Need help? [Click here](#)


Paste lines here. Add

Delete	Number	Name	Qty	Status
	90232000	MAC Aura in cardboard	5	
	90233000	MAC Viper Profile in cardboard	10	
	90231620	MAC 101 CT in cardboard	7	
	90206500	MAC III AirFX in cardboard	10	

Quick Ordering

If you have a list of item numbers including quantity, you can add all the items directly to your shopping cart.

- Log on to your myMartin account and click on Quick Ordering on the front page.
- Select the item numbers and quantity, you wish to order. Copy the selected data (press Ctrl+C), and then paste it (Ctrl+V) into the box that says "Paste lines here". All the products and quantity will now appear on a list.
- Press *Add*, and go to the shopping cart to complete your order.
- If this error "*Product not found*" occurs, there might be certain reasons for this:
 - The item number is mistyped and does not exist.
 - The item is discontinued and is no longer for sale.

You either need to correct the mistyped item number and press Enter, or you need to delete the line by clicking on the red delete symbol . Only then will you be able to add the order to your shopping cart.

Product catalogue

MAC 101 in cardboard



Number	90231600
Stock	
List price	EUR
Disc%	%
Buy more and save	
Net price	EUR
Quantity	1 Add

MAC Aura in cardboard



Number	90232000
Stock	
List price	EUR
Disc%	%
Net price	EUR
Quantity	1 Add

Availability symbols

- The symbols indicate the product availability. If you run the cursor on the symbols on the screen, you will see further specification of the availability.

An explanation of the symbols:



In stock



Not in stock. When your order is placed, you will soon receive the best possible shipping dates.



Make to order, 2-4 weeks delivery time



Customized item, 4-8 weeks delivery time



Finished goods and Accessories: Soon discontinued – still limited stock available
Spare part: This product is expected to be available for purchase on myMartin until [date]



Discontinued and no stock available

Product catalogue

MAC 101 in cardboard



Number	90231600
Stock	<input checked="" type="checkbox"/>
List price	EUR
Disc%	%
Buy more and save	
Net price	EUR
Quantity	1 Add

[Weight / Dimensions](#)

[Video presentation](#)

[See how](#) Martin ensures even colors from this and other LED fixtures

Note: that power cables and Neutrik PowerCon connectors must be ordered separately. Please find these at the below acc

Details	Accessories	Spare parts	Spare Parts (Flat List)
---------	-------------	-------------	-------------------------

MAC 101™

The MAC 101 is a remarkably small, super light and easy-to-use LED moving head wash light with an amazingly bright beam for such a compact luminaire. It features rapid movement and calibrated colors with a low price tag that allows for revolutionary set, stage and decorative lighting design.



- Variable CTC
- Color calibrated
- 2400 lm output
- Bright and tight beam (13° field angle)
- Smooth, electronic dimming
- High efficiency, low power consumption, long lifetime
- Ultra-compact, low weight design (3.7 kg)
- Rapid movement – the fastest MAC ever

Product information

If you want to read about details and product specifications for each product, just click on the product and you will get this page.

- You can choose between **details**, **accessories**, **spare parts** and **Spare Parts (Flat list)**. The details are specified as shown on this page. You can also find a user manual for the product.
- If you click on **spare parts** or **accessories** for the MAC 101, you will be able to see all the products which might be relevant in connection with the MAC 101.

Product catalogue

MAC Aura in cardboard



Number	90232000
Stock	
List price	4.050,00 EUR
Disc%	40%
Net price	2.430,00 EUR
Quantity	<input type="text" value="1"/> Add

[Weight / Dir](#)

- Details
- Accessories
- Spare parts
- Spare Parts (Flat List)

MAC Aura Ready for pack



34000192 Cardboard Box Mac Aura

List price: 10,60 EUR

Net price: 6,36 EUR

[Add](#)



34200101 Foam half for Mac Aura

List price: 14,07 EUR

Net price: 8,44 EUR

[Add](#)



34240006 Plast bag,600x850,Spandepose

List price: 0,15 EUR

Net price: 0,09 EUR

[Add](#)

How to find spare parts

If you wish to purchase spare parts to some of your existing Martin products, these are available to all Martin products.


- If you click on **spare parts** for the MACIII profile, all relevant spare parts to the MACIII profile will show. (This procedure can also be applied if you wish to order accessories).


- If you wish to order spare parts or accessories, just enter the quantity you want, and press "Add". The products will then be added to your shopping cart.

Product catalogue

MAC Aura in cardboard



Number	90232000
Stock	
List price	4.050,00 EUR
Disc%	40%
Net price	2.430,00 EUR
Quantity	<input type="text" value="1"/> Add

 [Weight / Dimensions](#)

3D Partsfinder

How do I find spare parts for a product?

Try the 3D Partsfinder!

The 3D Partsfinder is a user-friendly tool designed to help you identify the spare parts you need. You can find the 3D Partsfinder on myMartin by clicking on the 3D symbol:



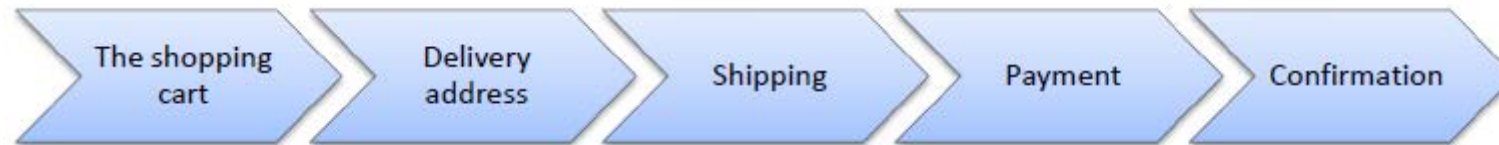
Note: The 3D Partsfinder only works with Internet Explorer!

Add product to shopping cart from the 3D Partsfinder

When you have found the item you are looking for, click on it, and the item number will appear in the Number box. Please enter the number of quantity, you would like to order and press "Add". The item(s) are now automatically added to your order on myMartin.

Please find more information about the 3D Partsfinder on myMartin under mySupport.

The ordering process



How to place and complete an order

In the following section we will guide you through the ordering process, and we will explain the functionality and options you have when purchasing your Martin products on myMartin.

The ordering process consists of five steps.

1. Shopping cart
2. Delivery address
3. Shipping
4. Payment
5. Confirmation

We will use the MACIII profile as an example when going through the ordering process on the following pages.

The ordering process



myMartin™ by HARMAN

Product search | Quick Entry | Quick Ordering

Search

3 items | View cart

Order pool

» Home » Panier

Cart Address Shipping Overview Receipt

Description	Number		List price	Disc%	Qty	Amount
MAC 700 Profile in cardboard	90207000	!	EUR	%	10	EUR
PCBA Atomic 100-250V, If used with MAX-7 lamp set jumper!	62000067	✓	EUR	%	5	EUR
MAC Aura in cardboard	90232000	✓	EUR	%	1	EUR
Sum of lines						EUR
eShop discount						EUR
Cart total						EUR

Empty cart

Save to orderpool | Continue >

Please note that availability is subject to change without notice as incoming orders are being processed. You will be notified via an order confirmation about the final shipment date.

1. The shopping cart

• Check your order.

After adding the Martin products to the shopping cart, click on the "View cart" button to check your order. You can change the quantity and delete items from the order if you like.

• Current availability

You will be informed, if we do not have the requested quantity in stock. You will be informed about the best possible shipping dates, when you receive an order confirmation from Martin Professional.

• **"Sales multipla"** appears on some products, which means that you are required to buy a minimum number of the particular product. The system will automatically inform you about this.

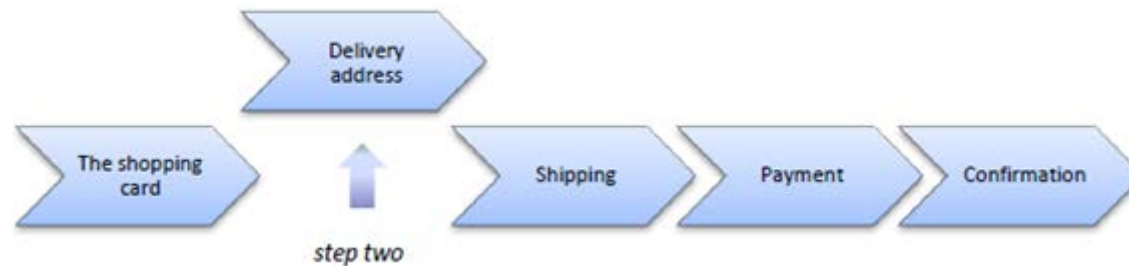
• The **Order pool** function makes it possible for you to save the items in your shopping cart without completing the order. Later, you/or a colleague can:

1. Complete the order, add/delete items to the order or
2. Combine this with a new order.
3. Delete the order

Note: any price changes will automatically be updated on the saved orders.

• Please click "continue" to move to the next step. You can always go back and modify the order.

The ordering process



myMartin™
by HARMAN

Product search | Quick Entry | Quick Ordering | Sign out

3 items | View cart

Order pool

» Home » Panier

Cart Address Shipping Overview Receipt

Invoice address

Your PO Number

Company myMartin TEST

Name Sanne Hjortshøj

Address Olof Palmes Allé 18

Address 2

Zip code 75008

City Aarhus N

Country FR

Phone 175

Email Sanne.hjortshoej@martin

Delivery address

Select address Use invoice address

Company

Address

Address 2

Zip code

City

Country FR

Phone

Email

Note

< Back Continue >

2. Delivery address

Select a delivery address for your order.

- **Use invoice address:**

If you want the delivery address to be the same as your invoice address, you only need to fill out the invoice address. Then select "Use invoice address" in the drop down menu under Delivery address.

This means that you do not have to add a delivery address.

- **Delivery address already saved:**

You can use the drop down menu to select a specific delivery address that has already been saved on your myMartin account (by our Customer Care department). Click on the delivery address, and the address will automatically be filled in for you.

If you have other addresses that you regularly use, please contact our Customer Care dept. to have these uploaded to your myMartin account.

- **New/one time delivery address:**

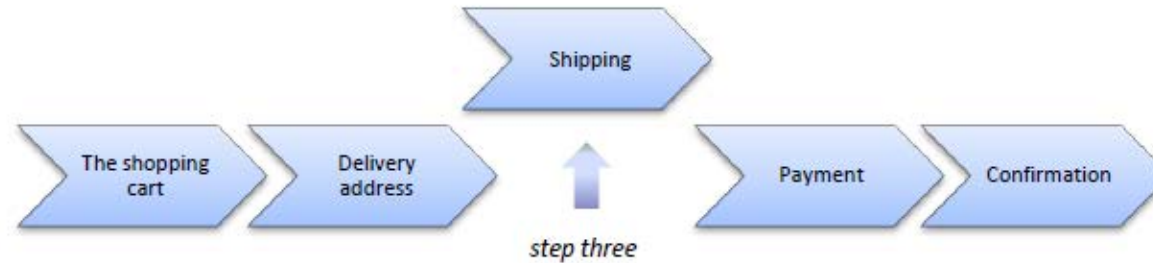
If you want to enter a new one time delivery address, please select "New delivery address" and enter the address you want.

Comments to the order

If you have any special comments to the order, please write this in the Note box. The Customer Care department will be informed about any notes, before the order is processed and shipped.

Once you have selected a delivery address (and written your comments), please click "continue".

The ordering process



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Product search | Quick Entry | Quick Ordering

Search

3 items | View cart

Sign out

Order pool

» Home » Panier

Cart Address **Shipping** Overview Receipt

Shipping

Calculated weight of shipment 397,90 kg.

☒ Freight Standard - EUR

☐ Freight Express - EUR

Payment options

☒ Invoice

☐ Prepayment

[< Back](#)

[Continue >](#)

Free freight!
Read about Terms for free freight under myPartnership

Please note, that you can only select one delivery address pr. order. If you do not select any, the order will automatically be shipped to the invoice address.

3. Shipping

When placing your order, you can select between a standard or express shipment.

- Standard
- Express

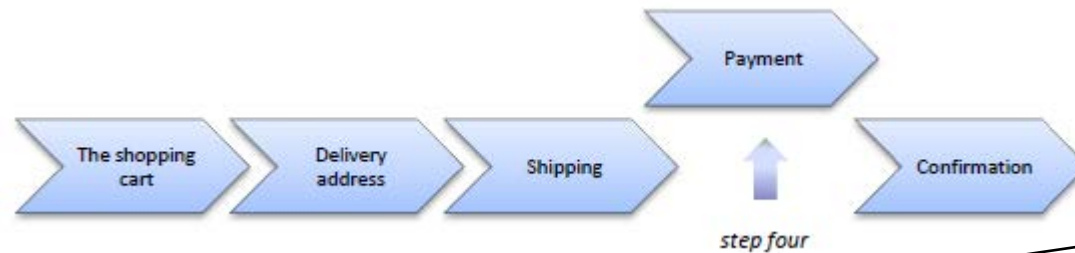
Note: You can only select one shipping method per order –this includes combined orders (with products shipped from both Denmark and the Netherlands).

Special agreements, *Ex-Works customers.*

If you have an Ex-Works agreement with Martin Professional, then you will be asked to select a "Pickup" shipping method on all products shipped from Venlo, the Netherlands. Please remember to advise Venlo of loading date at least 24 hours prior to arrival. All products shipped from Frederikshavn, Denmark, will be shipped Standard or Express. You will be asked to select one of these shipping methods on all spare parts orders.

When you have selected the shipping method, please click "continue".

The ordering process



Prepayment Customer

- If you are a prepayment customer, your last step in the ordering process will be to pay with either credit card or make a transfer.
- When you pay with a credit card, the order will be confirmed on the same day by the Customer Care dept. You will receive an order confirmation with the best possible shipping dates.
- When making payment by transfer, please use the Note box to inform us about the time/date that you plan to make the transfer. You will receive an order confirmation with the best possible shipping dates once the transfer is made and has been confirmed by our finance department.

Invoice Customer

- As an Invoice customer, you have a regular invoicing agreement with Martin Professional. However, you are also able to make a prepayment if you prefer.
- If your account is not overdue, Customer Care will send the order confirmation as soon as possible.
- If your account is overdue, Customer Care will send the order confirmation as soon as you have made the required payments and the account is no longer overdue.

4. Payment

How to pay for your order depends on your individual agreement with Martin Professional.

• Prepayment customer

If you are a "prepayment" customer (under the terms of our agreement), you will be asked to pay by credit card or transfer by your bank.

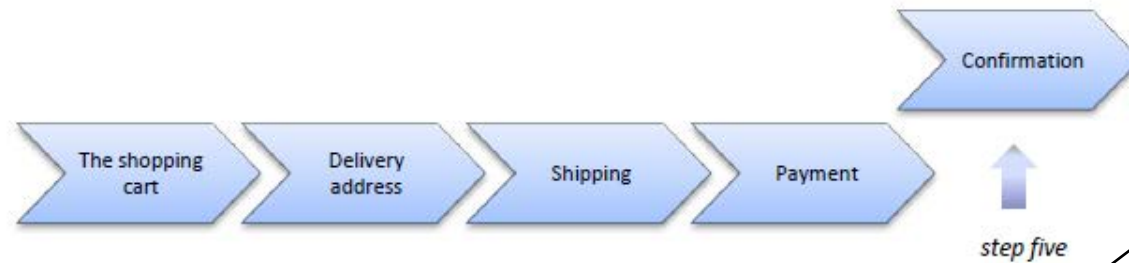
- **Credit card payment:** If you pay by credit card, your order will be shipped at the best possible shipping date.
- **If you pay by bank transfer:** Please note that there may be a delay in shipping your order. It can take 1-3 weeks, before the bank transfer is confirmed.

• Invoice customer

As an invoice customer you will be asked to select your preferred method of payment. You have the following two options:

- Invoice
- Prepayment (*read info described above*)

The ordering process



5. Confirmation

The last step in the ordering process provides you with the full price including the freight costs and taxes.

Please check all the details to make sure that everything is correct.

- Remember to tick the box to show that you have read and understand the conditions of sale.

myMartin™
by HARMAN

Product search | Quick Entry | Quick Ordering

Search

3 items | View cart

Sign out

Order pool

» Home » Panier

Cart Address Shipping **Overview** Receipt

Overview

Description	Number	List price	Disc%	Qty	Amount
MAC 700 Profile in cardboard	90207000	EUR	%	10	EUR
PCBA Atomic 100-250V, If used with MAX-7 lamp set jumper!	62000067	EUR	%	5	EUR
MAC Aura in cardboard	90232000	EUR	%	1	EUR
Sum of lines					EUR
eShop discount					EUR
Cart total					EUR
Shipping fee (Freight Standard - 397,90 kg)					EUR
Total before sales tax/VAT					EUR
Sales tax/VAT (19,6%)					EUR
Total					EUR

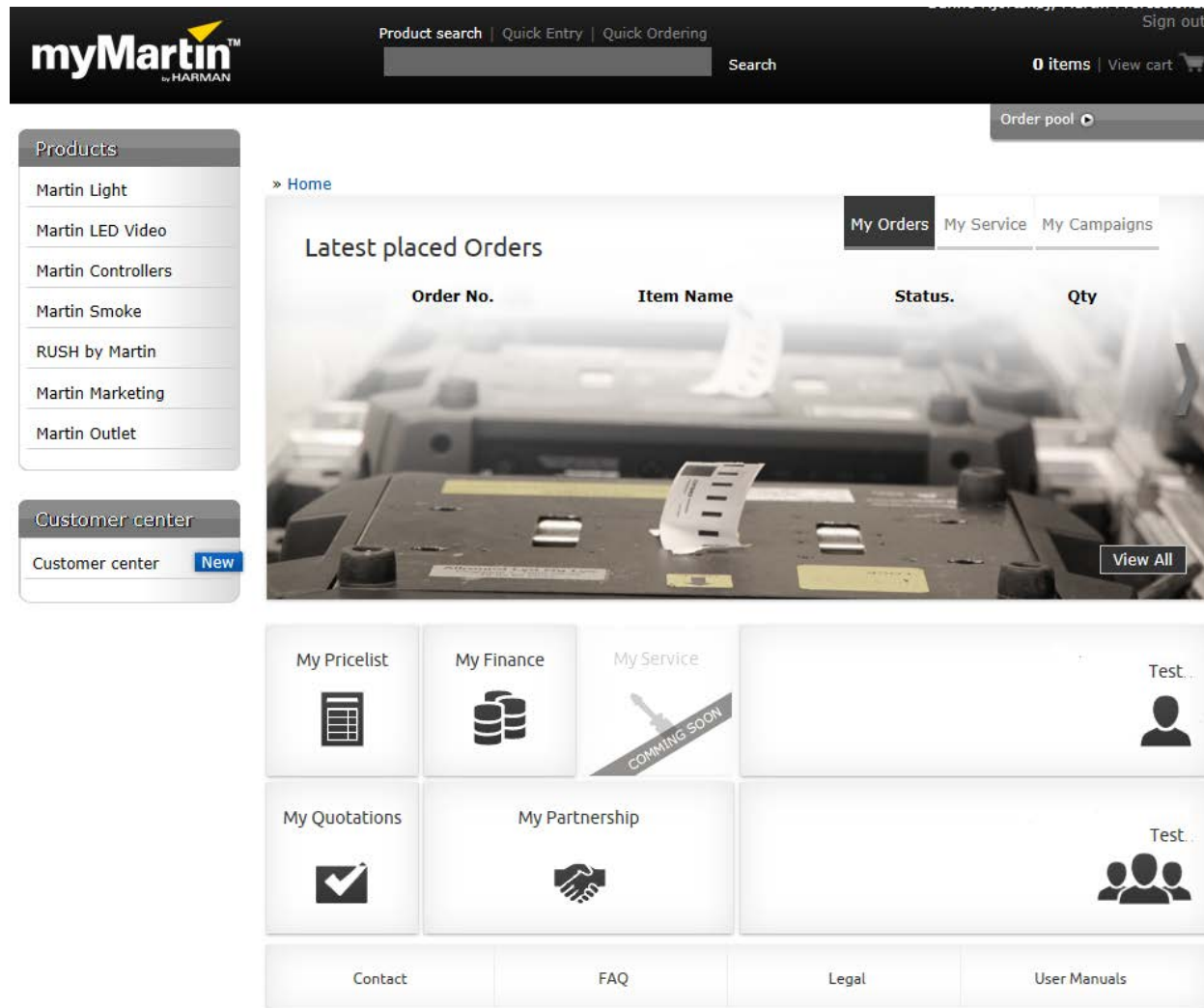
*All prices, availability, terms and specifications are subject to change without prior notice. An order acknowledgement will be forwarded to you by Martin once you have completed your order.

☐ I accept the [Conditions of sale](#), and I hereby also accept, that Martin Professional may invoice electronically with the same legal effect as non-electronical invoicing.

< Back Continue >

When you have accepted the sales conditions, please click "continue" to complete your order.

Customer Center



Company

The master data of your company is added to your Martin Professional account. The master data includes the invoice address of your company, contact persons linked to your Martin account, the name of your internal administrator (if any) and myMartin access limitations. You can find the master data of your account under Company account.

User account: View and update your own data – e.g. name, e-mail, phone number, username/password to myMartin etc.

Company account: Here you will find a list of all the employees at your company, who are linked to your Martin Professional account. You can also find your alternative delivery addresses linked to the account (if any).

User management: This feature is only available for the Administrator of your account. You can delete and add new employees to your account and then give access limitations to them on myMartin.

We strongly recommend that you appoint an account administrator. If you have not already done this, please contact our Customer Care department.

Customer Center

myMartinTM
by HARMAN

Product search | Quick Entry | Quick Ordering

Sign out

0 items | View cart

Order pool

» Home » Customer Center » myPrice list

Grouped Numerical

Products

- ☒ All
- ☐ Martin Light
- ☐ Martin LED Video
- ☐ Martin Controllers
- ☐ Martin Smoke
- ☐ RUSH by Martin
- ☐ Martin Marketing
- ☐ Martin Outlet

Customer center

Customer center New

☒ Finished goods only

☐ Finished goods and accessories

☐ Finished goods and spare parts

☐ All

Prices

☒ List prices

☐ Net prices

Format

☒ PDF

☐ Excel (CSV)

Send to

Send

My Price list

Depending on your access limitations, it is possible to print/download price lists that include list prices or/and net prices for Martin Professional products. Select how you would like to receive it:

Grouped order: The list of products is organized in the same way as the product catalogue. It is beneficial for those who would like to view groups of products such as finished goods, accessories and spare parts. Links to product groups are also provided.

Numerical order: Perfect for updating prices in your system and for those who are already familiar with the Martin Professional numerical system.

It is possible to receive both the numerical and grouped price lists in PDF or Excel format.

Customer Center

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Product search | Quick Entry | Quick Ordering

Sign out

3 items | View cart

You have quotations!

Order pool

» Home » Customer Center » myQuotations

Quotation number	Valid from	Valid to	Show quotation	Confirm quotation
SQ000074-2	18/02/2011	09/03/2011	SQ000074-2	Go to confirmation
SQ000078-1	28/02/2011	30/03/2011	SQ000078-1	Go to confirmation

1/1

The quotation
Here you are able to see your quotations sent from Martin Professional. If you wish to confirm one, please first read the PDF file then press "confirm." The confirmation will be sent directly to Martin Professional and you will receive an order confirmation soon. The order confirmation will be uploaded under "Order documents" and "Order details."

Note: When you confirm a quotation, you also confirm acceptance of Martin Professional's terms and conditions. Find these attached to the quotation. All prices, availability, terms and specifications are subject to change without prior notice. An order acknowledgement will be forwarded to you by Martin Professional.

Customer center

Customer Center [New](#)

My Quotations

If Martin Professional has sent any quotations to you, please find these under myQuotations.

To confirm quotations just click on **"Go to confirmation"**.

You will then be able to add your delivery address and PO number.

Customer Center

Product search | Quick Entry | Quick Ordering

Search

0 items | View cart

Sign out

Order pool

Products

Martin Light

Martin LED Video

Martin Controllers

Martin Smoke

RUSH by Martin

Martin Marketing

Martin Outlet

Customer center

Customer center New

» Home » Customer Center » myOrders

Order no.	Status	Your PO no.	Item Id	Name	Qty	Ship Date	Delivery mode
SO096399	Invoiced	W-C 0094337012-1	11860342	Wireset main ..	1	2013/07/16	Standard..
SO096399	Invoiced	W-C 0094337012-1	55231403	LED Cooling m..	1	2013/07/16	Standard..
SO096391	Invoiced	W-C 0510160065-1	62006039	PCBA PSU 100w..	1	2013/07/16	Standard..
SO096377	Invoiced	20130685	97120055	I-Fog Fluid 4..	30	2013/07/16	TRUCK-VE..
SO096377	Invoiced	20130685	90716000	2510 Controll..	5	2013/07/16	TRUCK-VE..
SO096333	Invoiced	20130679	97120435	Pro Steam Sim..	1	2013/07/16	TRUCK-VE..
SO096333	Invoiced	20130679	97120401	Pro Haze Flui..	144	2013/07/30	TRUCK-VE..
SO096333	Invoiced	20130679	97120021	Pro Smoke Sup..	192	2013/07/16	TRUCK-VE..
SO096333	Invoiced	20130679	92250400	Jem Hydra hea..	11	2013/07/16	TRUCK-VE..
SO096333	Invoiced	20130679	92250200	Jem Hydra bas..	1	2013/07/30	TRUCK-VE..

Order no., Your PO no., Item Id

Search

View latest orders < Page 10 (988) >

Order no.	Status	Your PO no.	Item Id	Name	Qty	Ship Date	Delivery mode
SO096489	Invoiced	20130695	20800140	Dust filter P..	30	2013/07/16	Standard..
SO096489	Invoiced	20130695	16740020	Snap lock for..	20	2013/07/16	Standard..
SO096489	Invoiced	20130695	16740020	Snap lock for..	20	2013/07/16	Standard..
SO096489	Invoiced	20130695	16740020	Snap lock for..	20	2013/07/16	Standard..
SO096489	Invoiced	20130695	16740020	Snap lock for..	20	2013/07/16	Standard..
SO096489	Invoiced	20130695	16740020	Snap lock for..	20	2013/07/16	Standard..
SO096489	Invoiced	20130695	16740020	Snap lock for..	20	2013/07/16	Standard..
SO096489	Invoiced	20130695	16740020	Snap lock for..	20	2013/07/16	Standard..
SO096489	Invoiced	20130695	16740020	Snap lock for..	20	2013/07/16	Standard..
SO096409	Invoiced	WC-01					TRUCK-VE..

No se encuentra su pedido? P

My Orders

You are always able to check all your online orders and their status. The order will change status from 'unconfirmed' to 'confirmed' when the Customer Care department has sent the order to the warehouse in Frederikshavn, Denmark (all spare parts orders) or to Venlo, Netherlands (all finished goods orders).

When the order is confirmed, you can click on the order to get detailed information on the order; e.g. order confirmation, delivery note and invoice.

Order details

You can find specific order information here,
for example:

- Shipping dates?
- Shipping method?
- Which warehouse is the product sent from?
- Booking number?
- Etc.

Order documents

You can reprint the order confirmation and invoice of all orders. You can also check the status of the order.

Customer Center

The screenshot shows the 'myMartin' website's Customer Center. The top navigation bar includes the myMartin logo, links for 'Product search', 'Quick Entry', and 'Quick Ordering', a search bar, and links for 'Sign out', '3 items', and 'View cart'. A left sidebar contains a 'Products' menu with items like 'Martin Light', 'Martin LED Video', 'Martin Controllers', 'Martin Smoke', 'RUSH by Martin', 'Martin Marketing', and 'Martin Outlet'. Below this is a 'Customer center' section with a 'Customer Center' link and a 'New' button. The main content area is titled 'Statement of account' and includes a breadcrumb trail: '» Home » Customer Center » myFinance'. The text explains that users can download a statement of account for any period, with options for all postings or just open postings. It also mentions that specifying a time period (from-date and to-date) is required for all postings. A form below the text allows users to select a date range and a checkbox for 'Only open postings'. A 'Request statement of account' link is at the bottom of the form.

myMartin™
by HARMAN

Product search | Quick Entry | Quick Ordering

Search

Sign out

3 items | View cart

Order pool

» Home » Customer Center » myFinance

Statement of account

You can download a statement of account for any given period. You can download all postings or just open postings. Please tick the box below if you wish to download only open postings. Please note, if you wish to download all postings made from the company account, you need to specify a time period by entering a from-date and to-date. This is required in order to see all postings. Within 15 minutes you will receive an e-mail with the specified statement of account.

Statement of account

Date from To

Only open postings ☒

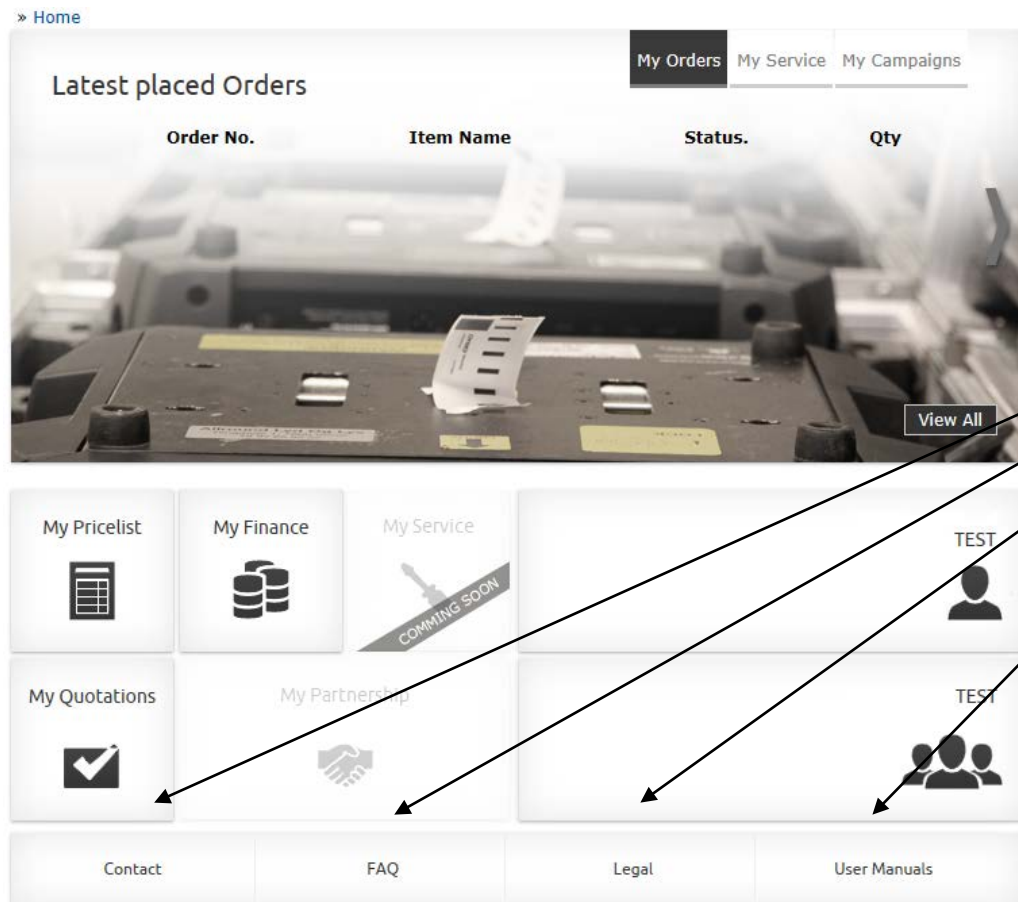
[Request statement of account](#)

My Finance

If the Administrator of your account (an employee from your company), has given you access to this feature, you will be able to download your Statement of account.

Slettet Afsnit...

Customer Center



My Support

Under **Customer Center ->** mySupport you can find all relevant legal documents, User manuals for myMartin, FAQ and Contact details for Martin Professional.

Miscellaneous

When will the orders be sent?

- The shipping process has not changed. You will experience the same ordering procedures as normal.
If the items are in stock and the order is made before 11:59 a.m. (local time, Denmark) we are able to ship the same day. (Note: if you are asked to make payment, this must be done before we can ship your order.)
- If you want the order shipped on a specific date, please write this in the Note box on the order. Our Customer Care department will then process your order accordingly.

Login details

- You are responsible for maintaining the confidentiality of your username and password, which are your personal login details. Any use of your login details, whether authorized or not, is the responsibility of you as the user. Martin Professional is not responsible or liable for any unauthorized use. You agree to immediately notifying Martin Professional if you suspect any unauthorized use of your login details.

Questions, comments or ideas

- We would very much like your comments and ideas regarding myMartin!
- We are always available to answer any questions that you may have.
- If you have any questions, comments or ideas on how to improve myMartin, please feel free to contact Martin Professional at: mymartin@martin.com