

## MarketingBench Online User Tip Sheet

### Getting Started

Launch your Web browser. We recommend using Internet Explorer. Please also download the latest version of [Adobe Acrobat Reader](#). Without the latest version, you may not be able to view proofs or place an order.

Type <http://umbc.epmonline.com> into the address field. You'll see the screen below.

### Welcome to MarketingBench!

**Log On - Enter your User ID and Password.**  
(Case Sensitive)

User ID:

Password:

Did you forget your [User ID and/or Password?](#)

Not a registered user? Click [here](#) to set up your account.

If this is the first time you're logging onto MarketingBench you'll need to register. Click on "Not a registered user? Click [here](#) to set up your account." You'll be prompted to enter a temporary password. Enter **umbc**.

Once you complete your registration you can begin to place your order.

### Placing Your Order

Click on "Browse Catalog" on the left side of your screen.

Items available to you based on your user setup – both inventory and customizable – will appear. You will see the item name and code and unit of issue (e.g., Packs) the available inventory (for inventory items), and the price per issue amount.

Enter the order quantity in the box provided and either press [Add](#) or [Customize](#) depending on whether this is an item that is in inventory, such as handbooks, or a customized item, such as a business card.

If the item is an **inventory** item, then simply select the quantity needed and add the item to the shopping cart. If the item is a **custom/variable print** item, then you will be prompted to provide imprint information. There are directions on the right side of the page, should you run into additional problems. These items *must* be viewed and approved before the order can be placed. Add the items to your Shopping Cart.


You do not have to clean out your cart if you want to place orders from different catalogs. Example: An order for business cards from the stationery catalog and a brochure from the marketing catalog. You can add whatever items are available to you from any of the catalog listings.

To complete your order, click Proceed to Checkout on the left side of your screen. Follow the prompts and enter the required information. Click **Place This Order Now** to complete the order.

### Navigating Around the Site

The following Action Items are part of the main site layout. By clicking on these items in the left hand navigation bar, you will be able to get to access all of the functions that the site has to offer.

Manage Profile: *change your personal information or password*  
 Browse Catalog: *view items available for ordering*  
 View Account History: *review previous orders*  
 View Reports: *if authorized, view online reports*  
 Help: *online help and email link to system administrator*  
 Logout: *click here to end your online ordering session*

 You can view your current order at anytime by clicking on the **Cart Summary** icon.

### Order Confirmation

You'll receive an email confirmation once the order has been successfully submitted stating the quantity and description of the item(s) ordered along with an order number for tracking purposes.

If you find any mistakes within the items or within the shipping address, please contact either MarketingBench support or your Client Services Coordinator (CSC) immediately.

Orders that need to be cancelled must be done as soon as possible and are not guaranteed to be stopped if appropriate time is not provided.

In order for errors to be avoided, please make sure that you carefully review all parts of your order (quantity, item, shipping, billing) before clicking on the submit button.

### Tracking Your Order

If your package has not been received within the normal amount of time (depending on shipping method), please call, Erin Rathbone, your Webb/Mason Client Services Coordinator (CSC) for assistance. Please have your order number available for reference.

### Important Numbers

**MarketingBench Online Service Desk:** 800-411-9411  
 Call the MarketingBench Online Service Desk if you are experiencing technical issues with the site. All other calls should be directed to your CSC.

**Customer Service:** 410-785-1111. Your CSC is Erin Rathbone.