

Muller Martini

**MPOWER v10**

**Customer Service Web Portal**

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## Overview

### Muller Martini MPOWER v10 Website

<https://Mpower.mullermartiniusa.com>

Welcome to the new Muller Martini MPOWER v10 Web Portal. Muller Martini is committed to providing the best customer service in the industry. This site is designed to enhance the service offered to Muller Martini Customers.

Muller Martini MPOWER v10 gives you access to **your** company data: parts orders, machine orders, installed machines, service call history, service agreements, parts return authorizations and parts credits. It also provides you with a current Statement of Account.

It allows you to:

- place parts orders or enter a parts quote online and track the order through delivery
- see expected delivery dates on open orders
- check parts availability in North America and Europe and pricing
- find documentation online
- review your service history, request service or technical phone support
- see your Parts return authorizations and credits
- review your service agreements
- access your current statement of account
- contact your sales team
- provides file transfer capabilities for large files that cannot be sent via email

Once again Muller Martini leads the way with:

**The best customer service web site in the industry!**

## Login

Login - Login using your assigned **Account Number, Shipto Number and Password**, then click on the Signin Button. Your account/password information will be verified and a secure connection will be established.

If you have lost or forgotten your Password please call **1-888-2-Muller** and connect to the Parts Department for assistance.

MÜLLER MARTINI

MPOWER

Please sign in

Account# Ship#

Password

Sign in

### Introducing Muller Martini MPOWER V10

MÜLLER MARTINI MPOWER

Welcome to MPOWER V10

MPOWER V10 has all of the great features you use daily with a new look and feel

#### Introducing Muller Martini Life Cycle Management

Introducing Muller Martini Life Cycle Management (LCM) is a new feature that allows you to manage your parts inventory and track the life cycle of your parts. This feature is designed to help you optimize your inventory and reduce your costs. It provides a comprehensive view of your parts inventory, including the location, quantity, and status of each part. You can also track the life cycle of each part, from the time it is received to the time it is used or replaced. This information can be used to identify areas for improvement and to make more informed decisions about your inventory management.

For more information, visit [www.muller-martini.com](#)

## Main Menu – Customer Dashboard

Once you are logged in you will see the Main Menu-Customer Dashboard. You are connected via a secure connection to the MPOWER v10 server. To keep this connection secure please use the navigation buttons supplied on the screen. Each screen has a programmed Back button for you to use. If you do accidentally use the browser back button please click on the browser reload button.

## Customer Dashboard

The customer dashboard provides a quick view of key data for your account

- **Open Orders-** (Orders on backorder, ship complete or in process). You can quickly see these orders by following the order number link. You can update delivery dates by clicking on the “show Delivery Dates” Button
- **Recent Parts Quotes** – You can quickly find your recent quotes, update them and place an order
- **Recent Shipments** – A quick view to your latest shipments. You can click on the tracking number to track the package. You can also email yourself a copy of the invoice or packing slip
- **Installed Machines** – A list of the Installed Muller Martini, Heidelberg and Kolbus machines in your plant. You can click on the link to access documentation for your machine
- **Recent service calls-** A list of your latest service events including contract visits, service visits and technical support
- **Current Service Agreements** – click the link to see the detail

## MPOWER v10 Menu Bar

The menu bar at the top of the screen provides access to all MPOWER v10 functions

[Enter Parts Order](#) [Check Price](#) [Parts Orders](#) [RA's](#) [Parts Credits](#) [Machine Orders](#) [Installed Machines](#) [Service Calls](#) [Service Agreements](#) [Statement](#) [Sales Team](#) [Contacts](#) [FileTransfer](#) [Help](#) [Log Off](#)

- **Enter/Modify a Parts Order or Create a Parts Quote**
- **Check Parts Prices/Availability**
- **Review Past Parts Orders and Track Shipments**
- **Parts Return Authorizations**
- **Parts Credits**
- **Review Machine Orders**
- **List of installed Muller Martini Equipment and Obtain Online Documentation**
- **Your past Muller Martini Service Calls and Request Service**
- **Active Service Agreements**
- **Statement of Account – This shows your open invoices. This section of the portal can be password protected for use by your finance group only**
- **Your Sales Team contact info**
- **All Muller Martini Contacts**
- **File transfer- to be used to exchange large files that cannot be sent via email**
- **Help – Help videos and documentation on how to use the MPOWER Portal**

## Enter a Parts Order

### Select the Machine for the parts order

It is important for you to identify the **machine model number and serial number (KA#)** that you are ordering the parts for. Muller Martini will use this information to insure you are getting the proper parts for your machine. The list of Muller Martini machines installed in your plant will appear.

Please pick the machine from this list.

If you are ordering stock parts you can select **Stock Parts-No Specific machine** from the list.

If you do not see your machine in this list please click on the **e-mail link** to let us know the machine model number and serial number. We will add this machine to your equipment list.

Click the **SELECT** button  next to the appropriate machine.

[Back](#)

This is a list of the Muller Martini Equipment installed in your plant

Please send us e-mail with any additions or deletions to your equipment list

Please include machine/ka#/description, [click here to email>>mailto:sales@mullermartiniusa.com](mailto:sales@mullermartiniusa.com)

MULLER MARTINI TRAINING FACILITY      40 RABRO DR      HAUPPAUGE      NY      11788

Please select the machine you are purchasing parts for:

[Click here to jump to existing orders and quotes](#)

	Machine	KA Number	Description
	For Stock	No Specific Machine	
	0227-E-104	923131	INSERTER, (ECONO) W/ 4 FEEDERS
	1585	AT2321313	1585 SIGMABINDER
	1509	666555444	1509 MINUTEMAN
	1509	55554444	1509 MINUTEMAN
	1522	55554444	3-KNIFE TRIMMER
	1580	121212444	AMIGO BINDER
	1576 ESPRIT	121212444	1576 ESPRIT THREE-KNIFE TRIMMER
	ST100	FJ83484	HEIDELBERG SADDLE STITCHER ST100
	0380 BRAVOPLUS	9145465	BRAVOPLUS SADDLE STITCHER
	0449	9145465	0449 THREE-KNIFE TRIMMER (BRAVO)
	1540	NN787438	APOLLO COUNTER STACKER
	0380 BRAVOPLUS		BRAVOPLUS SADDLE STITCHER

Please select the quote or order you wish to continue with:

	Type	Order Number	Order Date	KA Number	Machine Desc
	Quote	2000618	30-MAR-2015	X	STOCK

## Modify a Parts Order or Update a previous Quote

### Select the order to Modify

You can modify orders if:

- The order has not been processed through the system
- You lost your connection in the middle of processing an order
- You saves the order as a quote

Orders in process will show on the bottom of the screen where you select the machine for the parts order. Simply click the **Edit** button  next to the order number to modify the Order or Quote.

You can also turn a quote into an order using this option

Please select the quote or order you wish to continue with:

	Type	Order Number	Order Date	KA Number	Machine Desc
	WEB Order being Entered	2030780	18-NOV-2021	X	STOCK
	Quote	2026135	15-OCT-2021	X	STOCK

## Enter a Parts Order

### Icons:



- remove the part from the order, remove an email address or remove a credit card

+ Add to Order

- Add this part to the order

🛒 Checkout

-Save the order and proceed to Checkout

Save Quote

- Save as a quote so you can come back later to modify or turn into an order

+ New Email

- Add a new email address to your account

+ New Card

- Add a new credit card to your account

📄 Place Order

-Save and accept the order from processing. This button is on the order confirmation screen.

📌 Select

- Select the machine that needs parts

✎ Edit

-Edit the Quote or Order in process

### Header information

Enter your purchase order number, the name of the person the parts should be shipped to and how you want the parts shipped. If you select a collect shipment type to use your shipping account number for FEDEX or UPS the system will select it from our data base.

Select whether you want this order shipped complete or ship what is in stock and ship any backorder items later. You also have the option to ship all backorders in one shipment.

### Select Order Contact

Select from your company contact list the person who should receive the order confirmation and shipment confirmation e-mails. We can only send e-mail to one contact.

### Credit Cards

If you use Credits Card for parts purchases you can select the card from the list of purchasing cards on your account.

#### Add Parts Order

Back
Return to Main Menu
Import List of Parts
Save Quote
Checkout

Order#	K#	Machine	PO Number	Attention	Ship Via	Ship Complete	Ship BO Complete
2030787	M55.032	MS NEWSGRIP				<input type="checkbox"/>	<input checked="" type="checkbox"/>

Enter Part Number and Quantity and click Add to Order button to check price and availability. **Minimum Order Total is \$30**

Part#	Quantity	Description	Photo	Unit	Price	Qty Avail US-Canada	Qty Avail Europe	
<input type="text" value="3672.232.3"/>	<input type="text" value="1"/>	GUARD, PLASTIC (KNIFE LENGTH THRU 550MM)		EA	\$149.00	1	140	\$149.00 <input type="checkbox"/>
<input type="text" value="0036.1603."/>	<input type="text" value="2"/>	GAS SPRING 130-360-340N		EA	\$166.00	2	20	\$332.00 <input type="checkbox"/>
<input type="text" value="3672.1116.4"/>	<input type="text" value="1"/>	BUSHING RD32X12		EA	\$12.45	1	27	\$12.45 <input type="checkbox"/>
<input type="text" value=""/>	<input type="text" value=""/>							<input type="checkbox"/>
<b>\$493.45</b>								

Special Instructions

**Order Email** New Email

Please check or add one

Send Email	Email Address	Last Name	First Name	Job Title
<input type="checkbox"/>	TIM.VOORHEES@US.MULLERMARTINI.COM	VOORHEES	TIM	
<input type="checkbox"/>		ANDERSON	MIKE	
<input type="checkbox"/>		CROPLEY	DAN	
<input type="checkbox"/>	WILLIAM.MECKES@US.MULLERMARTINI.COM	MECKES	BILL	

**Credit Cards** New Card

Please check or add one to pay by credit card

Select	Type	Card Number	Expires (MMYY)	Name
<input type="checkbox"/>				

Checkout

This shows the data to import

## Enter Part Numbers

Enter Part Number and Quantity and click Add to Order button to check price and availability. **Minimum Order Total is \$30**

Part#	Quantity		Description	Photo	Unit	Price	Qty Avail US-Canada	Qty Avail Europe		
<input type="text" value="3672.2332.3"/>	<input type="text" value="1"/>	<input type="button" value="Add to Order"/>	GUARD, PLASTIC (KNIFE LENGTH THRU 550MM)		EA	\$149.00	1	140	\$149.00 <input type="button" value="x"/>	
<input type="text" value="0036.1603."/>	<input type="text" value="2"/>	<input type="button" value="Add to Order"/>	GAS SPRING 130-360-340N		EA	\$166.00	2	20	\$332.00 <input type="button" value="x"/>	
<input type="text" value="3672.1116.4"/>	<input type="text" value="1"/>	<input type="button" value="Add to Order"/>	BUSHING RD32X12		EA	\$12.45	1	27	\$12.45 <input type="button" value="x"/>	
<input type="text"/>	<input type="text"/>	<input type="button" value="Add to Order"/>							<input type="button" value="x"/>	
							\$493.45			

Enter your first **part number** and **quantity** and **click on the Add to Order button**  .  
The system will check for available stock and display current price and the quantity available for shipment.

Enter part numbers as they appear in the parts book. For example:

0020.1020

To add another part to this order simply enter your second part number and Quantity and click the **Add to Order** button.

### Other Part Number tips

Hoerauf Parts such as 01.1.759-123.123 enter as H 759123123

Old VBF Part numbers enter as V 100-092-60

Repeat this process for all your required parts

### Delete a Part from the Order

To delete a part from the order click on the remove button  on the right side of the part line.

### Save the Order

Once finished Click the **Checkout** button  . A screen showing the entire order will appear.

### Save as a Quote

Once finished Click the **Save Quote** button  . A message will appear showing the quote number for future reference

## Confirm and Accept the Order

This screen shows the entire order for your review. Please review:

- The part numbers and quantities ordered
- Your Purchase Order Number
- Your shipping contact name
- The shipping method
- Your contact information
- Credit Card info is correct

Once you are satisfied that the order is correct click the **Place Order** button 




### Confirm and Place your Parts Order

[Back](#)
[Place Order](#)

Order#	KA#	Machine	PO Number	Attention	Ship Via	Ship Acct#	Ship Complete
2030787	MS5.032	MS NEWSGRIP	123456	JOHN	UPS NEXT DAY - PP&A		<input checked="" type="checkbox"/>
Backordered Parts					UPS Next Day		<input checked="" type="checkbox"/>

Part#	Quantity	Description	Photo	Unit	Price	Qty Avail	Extended Amount
3672.2332.3	1	GUARD, PLASTIC (KNIFE LENGTH THRU 550MM)		EA	\$149.00	1	\$149.00
0036.1603.	2	GAS SPRING 130-360-340N		EA	\$166.00	2	\$332.00
3672.1116.4	1	BUSHING RD32X12		EA	\$12.45	1	\$12.45
Merchandise Total							\$493.45

Special Instructions

Order Email

[Place Order](#)

This will send the order for processing at our Parts and Service Center. You will receive an order confirmation email immediately and a shipment e-mail when the order is processed.

## Check Parts Prices and Availability

Enter the **part number** as they appear in the parts book. For example:

0020.1020

Other Part Number tips

Hoerauf Parts such as 01.1.759-123.123 enter as H 759123123

Old VBF Part numbers enter as V 100-092-60

Click on the **AVAIL** button and the current price, quantity available in North America, Quantity available in Europe and an image of the part will appear.



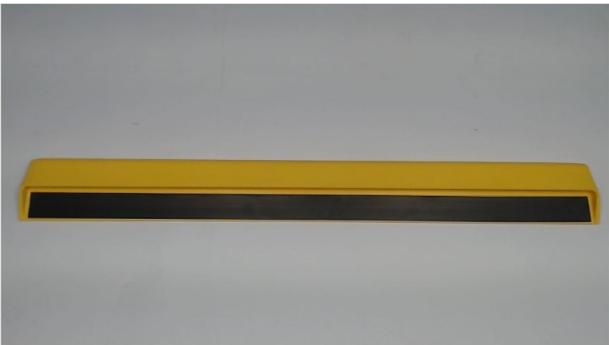


## MPOWER 4.0

### Review Current Price and Availability

Back Clear Part Number Return to Main Menu

Enter the Part Number	Click here to check price and availability	Description	Unit	Price	Quantity Available North America	Quantity Available Europe
<input type="text" value="3672.2332.3"/>	<a href="#">Avail</a>	GUARD, PLASTIC (KNIFE LENGTH THRU 550MM)	EA	\$94.35	10	28



**Some Information about part number structures.** Muller Martini created new numbers for Heidelberg and Kolbus parts to fit the Muller Martini part number structure. In the new structure the Heidelberg parts begin with the letter H and the Kolbus parts begin with the letter R.

You can enter in the old structure and the MPower web site will try to find the new part number associated with this number. Some examples below:

Old Part Number	New Part Number	Rules to find these parts
Kolbus Part Number 00027291	Assigned Muller Martini Number R002.7291.5	You can enter R 00027291 and Mpower will find R002.7291.5 Just enter a capital R, a space and the old Kolbus part number
Heidelberg part number FJ.4188161/00	Assigned Muller Martini number H218.1314.5	You can enter FJ.4188161/00 and Mpower will find H218.1314.5

To check availability on another part click on the **Clear Part Number button** and repeat the process described above.

Click the **Back Button** to return to the Main Menu

## Review Parts Orders and Modify Quotes

You can review all of your parts orders for the past 2 years. A list of your parts orders will appear with the most current orders sorting first.

The first screen shows the list of your orders. Each order can have one or more shipments and each shipment can have one or more boxes. The tracking numbers for the shipments are on the box level so you may see multiple tracking numbers for an order.

You can see detail information about the order by **clicking on the highlighted Order Number**.

You can see detail information about a particular shipment by **clicking on the highlighted Shipment Number**.





### Review Parts Orders

Back
Return to Main Menu

MULLER MARTINI REBUILDING CENTER      4444 INNOVATION WY      ALLENTOWN      PA      18109

Search for orders containing part  or with purchase order number  Q Clear

Order#	Order Date	PO#	Order Status	Click to edit	Shipment Details				
1874883	04-APR-2019	1223654	Entered		Shp# 000	Shp Via UPS	Ship Date 09-NOV-2018	Box # 1	Tracking Number 1ZA38T577250211995
1874879	04-APR-2019	123456	WEB Order being Entered	<a href="#">Edit</a>	Shp# 001 002	Shp Via UPS UPS	Ship Date 09-NOV-2018 27-NOV-2018	Box # 1 1	Tracking Number 1ZA38T570349599076 1ZA38T570349720531
1873883	02-NOV-2018	8	Accepted		Shp# 000	Shp Via	Ship Date 02-NOV-2018	Box # 1	Tracking Number
1873473	31-OCT-2018	DEMO ROOM 4	Accepted		Shp# 000	Shp Via	Ship Date 31-OCT-2018	Box # 1	Tracking Number
1871162	18-OCT-2018	VAREO	Accepted		Shp# 000	Shp Via	Ship Date 18-OCT-2018	Box # 1	Tracking Number
1869709	10-OCT-2018	SERVICE	Accepted		Shp# 000	Shp Via	Ship Date 10-OCT-2018	Box # 1	Tracking Number
1869531	09-OCT-2018	BILL MECKES	Accepted		Shp# 000	Shp Via	Ship Date 09-OCT-2018	Box # 1	Tracking Number
1868736	08-OCT-2018	INFINITRIM REPLACEME	Accepted		Shp# 000	Shp Via Fedex	Ship Date 08-OCT-2018	Box # 1	Tracking Number NA
1868335	03-OCT-2018	T DUCKETT	Accepted		Shp# 000	Shp Via	Ship Date 03-OCT-2018	Box # 1	Tracking Number
1868175	02-OCT-2018	0881.8070	Accepted		Shp# 000	Shp Via	Ship Date 02-OCT-2018	Box # 1	Tracking Number
1867812	01-OCT-2018	FHJ	Accepted		Shp# 000	Shp Via	Ship Date 01-OCT-2018	Box # 1	Tracking Number
1867337	27-SEP-2018	PRESTO	Accepted		Shp# 000	Shp Via	Ship Date 27-SEP-2018	Box # 1	Tracking Number
1865963	19-SEP-2018	PRESTO	Accepted		Shp# 000	Shp Via	Ship Date 20-SEP-2018	Box # 1	Tracking Number
1865944	19-SEP-2018	PRESTO	Accepted		Shp# 000	Shp Via	Ship Date 19-SEP-2018	Box # 1	Tracking Number
1865867	19-SEP-2018	GRIT	Accepted		Shp#	Shp Via	Ship Date	Box #	Tracking Number

You can track the package by **clicking on the highlighted tracking number**

## Review Parts Orders and Modify Quotes

### Search

MULLER MARTINI TRAINING FACILITY

40 RABRO DR

HAUPPAUGE

NY

11788

Search for orders containing part

or with purchase order number



You can search your orders by part number or by your PO number

### Modify Quotes or Orders in Process

You can Edit Orders that are in process or Quotes from this screen. Any order that is in a status that allows editing will have an Edit button. Click the Edit button  to modify an order or process a quote into an order.

Order#	Order Date	PO#	Order Status	Click to edit
2000621	30-MAR-2015	5554477	Entered	
2000618	30-MAR-2015	45646465	Quote	 Edit
2000615	30-MAR-2015	PO 658954	Entered	
2000531	25-MAR-2015	112235	Quote	 Edit
1605745	15-JAN-2015		WEB Order being Entered	 Edit
1605744	15-JAN-2015		WEB Order being Entered	 Edit

## Review Parts Return Authorizations

You can see all of your current return Authorizations. If a credit has been issued you can also see the credit.

- Click on the See RA to see the Return Authorization
- Click on See Credit to see the Credit

## Review Return Authorizations

[Back](#) [Return to Main Menu](#)

C12080- 20 MULLER MARTINI REBUILDING CENTER 4444 INNOVATION WY ALLENTOWN PA 18109

Return Authorization Number	Order Number	Shipment Number	Date Accepted	Status	Click to View Detail	
18268500185	1826850	1	21-JUN-2018	PRT	<a href="#">See RA</a>	<a href="#">See Credit</a>
18250060181	1825006	1	21-JUN-2018	REC	<a href="#">See RA</a>	<a href="#">See Credit</a>
18250060281	1825006	2	21-JUN-2018	REC	<a href="#">See RA</a>	<a href="#">See Credit</a>
18259680182	1825968	1	21-JUN-2018	REC	<a href="#">See RA</a>	<a href="#">See Credit</a>
18249740183	1824974	1	21-JUN-2018	REC	<a href="#">See RA</a>	<a href="#">See Credit</a>
18392870081	1839287	0	23-MAY-2018	REC	<a href="#">See RA</a>	<a href="#">See Credit</a>
18393110181	1839311	1	23-MAY-2018	REC	<a href="#">See RA</a>	<a href="#">See Credit</a>
18250060182	1825006	1	21-JUN-2018	REC	<a href="#">See RA</a>	<a href="#">See Credit</a>
18402420081	1840242	0	21-JUN-2018	REC	<a href="#">See RA</a>	<a href="#">See Credit</a>
18421480282	1842148	2	21-JUN-2018	REC	<a href="#">See RA</a>	<a href="#">See Credit</a>
18387240081	1838724	0	21-JUN-2018	REC	<a href="#">See RA</a>	<a href="#">See Credit</a>
18418170081	1841817	0	21-JUN-2018	REC	<a href="#">See RA</a>	<a href="#">See Credit</a>
18309360281	1830936	2	21-JUN-2018	REC	<a href="#">See RA</a>	<a href="#">See Credit</a>
18279330081	1827933	0	21-JUN-2018	REC	<a href="#">See RA</a>	<a href="#">See Credit</a>

# Parts Return Authorization Detail

This screen display the detail of the RA. You can email yourself a copy by clicking on the Email a copy of the RA button

## Review Return Authorization

Back Return to Main Menu Email a Copy of the RA

C12080-020 MULLER MARTINI REBUILDING CENTER ALLENTOWN PA

RA Number	Order Number	Shipment Number	RA Date	Status
18268500185	1826850	1	21-JUN-2018	PRT

Part Number	Description	Qty to be Returned	Quantity Received by MM	Price Each	Tradein Credit Amount
0035.1082.	SEAL 40/62X10	3	0	\$8.25	\$0.00
0040.2413.	NUT 2962-89	21	0	\$1.70	\$0.00
0040.6104.	FITTING G1/8-6	8	0	\$3.60	\$0.00

Restocking Charge \$ 0.00  
 RA Total \$ 89.25

Click on the RED Select button next to the desired email address and a copy of the RA will be emailed to this address.

## Email a Document

Ready to send Return Authorization Email for account C12080 020 RA Number 18268500185. Just click Select on the desired email address.

Back Return to Main Menu

### Account and Shipping Info

**MULLER MARTINI**

Account #: C12080 - 020

MULLER MARTINI REBUILDING CENTER

4444 INNOVATION WY

ALLENTOWN, PA 18109

### Contact Info

Last Name	First Name	Email Address	Job Title	
JOHNSON	DAVE	DAN.DENU@US.MULLERMARTINI.COM		Select
JONES	FRED	FRED.JONES@US.MULLERMARTINI.COM		Select
SMITH	BILL	BILL.SMITH@US.MULLERMARTINI.COM		Select

## Review Parts Credits

You can see all of your current Parts Credits.

- Click on See Credit to see the Credit

## Review Parts Credits

[Back](#) [Return to Main Menu](#)

C12080-020

MULLER MARTINI

ALLENTOWN

PA

Credit Number	Shipment Number	Credit Suffix	Credit Date	Your PO#	Status	Click to View Detail
1780070	000	51	10-MAY-2017	ZENITH	POS	<a href="#">See Credit</a>
1780546	002	51	10-MAY-2017	0306 ORANGE X 2	POS	<a href="#">See Credit</a>
1675675	002	51	10-MAY-2017	1550	POS	<a href="#">See Credit</a>
1778091	000	51	10-MAY-2017	ZENITH	POS	<a href="#">See Credit</a>
1784654	000	51	24-APR-2017	ZENITH	POS	<a href="#">See Credit</a>
1767104	001	51	09-MAY-2017	PRIMA EX ALLIED	POS	<a href="#">See Credit</a>
1767700	000	51	09-MAY-2017	0370 ALLIED	POS	<a href="#">See Credit</a>
1779945	000	51	10-MAY-2017	0306 ORANGE	POS	<a href="#">See Credit</a>
1783128	000	51	13-APR-2017		POS	<a href="#">See Credit</a>
1786910	000	51	09-MAY-2017	1540	POS	<a href="#">See Credit</a>

# Parts Credit Detail

This screen display the detail of the RA. You can email yourself a copy by clicking on the Email a copy of the Credit button

## Review Parts Credits

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[Return to Main Menu](#)
[Email a Copy of the Credit](#)

MULLER MARTINI

ALLENTOWN

PA

Credit Number	Shipment Number	Credit Suffix	Credit Date	Your PO#
1780070	000	51	10-MAY-2017	ZENITH

Part Number	Description	Qty Shipped	Price Each \$	Total Price \$
3011.4106.3	GEAR MOTOR MDBA42INOC-G42/405099	1	\$2,290.00-	\$2,290.00-

Merchandise Total \$ 2,290.00-  
 Shipping Charge \$ 0.00  
 Restock Charge \$ 0.00  
 Tax \$ 0.00  
 Credit Total \$ 0.00

Click on the RED Select button next to the desired email address and a copy of the Credit will be emailed to this address.

## Email a Document

Ready to send Return Authorization Email for account C12080 020 RA Number 18268500185. Just click Select on the desired email address.

[Back](#)
[Return to Main Menu](#)

### Account and Shipping Info



Account #: C12080 - 020

MULLER MARTINI REBUILDING CENTER

4444 INNOVATION WY

ALLENTOWN, PA 18109

### Contact Info ➕ Add 💾 Save

Last Name	First Name	Email Address	Job Title	
JOHNSON	DAVE	DAN.DENUE@US.MULLERMARTINI.COM		<span style="color: red;">✖ Select</span>
JONES	FRED	FRED.JONES@US.MULLERMARTINI.COM		<span style="color: red;">✖ Select</span>
SMITH	BILL	BILL.SMITH@US.MULLERMARTINI.COM		<span style="color: red;">✖ Select</span>

## Review Machine Orders

You can see all of your Machine Orders for the past 4 years. The orders will be sorted with the most current orders first. Click on the **Detail** button to see shipment information

Order#	Order Date	Machines	Order Status	
6443 - 00	23-SEP-2010		SHIPPED	<a href="#">i Detail</a>
6288 - 00	18-FEB-2010		SHIPPED	<a href="#">i Detail</a>



**Megalife knives will give you higher quality and longer knife life.**

Contact a parts specialist today at 1-888-2-MULLER.

## Installed Machines

This screen will list all of the Muller Martini equipment installed in your plant.

The parts manuals, operator manuals and electrical schematics for your machine type is available from this screen.

 **Parts Book**

- Click on parts manuals to see a list of parts manuals for this machine type

 **Oper Manual**

- Click on Oper Manuals button to see a list of operator manuals for this machine type

 **Schematic**

- Click Schematic to see a list of schematics for this machine type.



### Your Installed Machines

[Back](#)

[Click here to inform us about changes to your installed machine list.](#)

Machine	KA Number	Description	Download Manuals		
3040 VAREO BINDER	123654	3040 VAREO DIGITAL PERFECT BINDER	 Parts Book	 Oper Manual	 Schematic
3677 INFINITRIM	123654	3677 INFINITRIM THREE-KNIFE TRIMMER	 Parts Book	 Oper Manual	 Schematic



### Your Installed Machines

[Back](#)



<b>Machine</b>	<b>Description</b>	
3040 VAREO BINDER	3040 VAREO DIGITAL PERFECT BINDER	
<b>KA Number</b>	<b>Serial Number</b>	
123654		
<b>Schematic Number</b>	<b>Schematic Number</b>	
<b>Project Number</b>	<b>Warranty End Date</b>	
9966666666	04-02-2020	
<b>Comments</b>		
<b>Parts Manuals</b>	<b>Operator Manuals</b>	<b>Electrical Schematics</b>
 Parts Book	 Oper Manual	 Schematic

## Online Documentation

When you click on the Parts Book, Operator Manual or Schematic button you will see all of the available manuals for your machine.

## Review Parts Orders

[Back](#)

This is a list of available parts manuals for your machine. Click on the View Manual button to open in Adobe Acrobat

H408.0059.5.PNG	<a href="#">View Manual</a>
Copy of Kopie von BS 13003 I15.00285.500 STAND ALONE PARTS CROSS REF (003).xls	<a href="#">View Manual</a>
BS 13003 Stand-Alone I15.00285.500_de.pdf	<a href="#">View Manual</a>
BS 13003 I15.00285.500 STAND ALONE PARTS CROSS REF.xls	<a href="#">View Manual</a>
Betriebsanleitung_englisch_DUSTOMAT-S.pdf	<a href="#">View Manual</a>
3040_9014_99A.pdf	<a href="#">View Manual</a>
3040_9014_99.pdf	<a href="#">View Manual</a>
3040_9010_99.pdf	<a href="#">View Manual</a>
3040_9007_99.pdf	<a href="#">View Manual</a>
3040_9001_99B.pdf	<a href="#">View Manual</a>
3040_9001_99A.pdf	<a href="#">View Manual</a>
3040_9001_99.pdf	<a href="#">View Manual</a>
._3040_9007_99.pdf	<a href="#">View Manual</a>
._3040_9001_99B.pdf	<a href="#">View Manual</a>

[Click here for help in finding the proper manual for your machine](#)

To find the proper manual for your machine you must obtain the Machine Type from the machine faceplate. This Machine Type number will be referenced on the first page of the manual.

Untitled Document - Microsoft Internet Explorer provided by America Online

Address <https://mpower.mullermartiniusa.com/ads/webspo42.htm>

Please look for the machine label on your Muller Martini machine. This label will contain a machine typ number (for example 0380.0430). This is the reference number you will use to find the correct parts and operator manuals.

**MÜLLER MARTINI**

MÜLLER MARTINI DRUCKVERARBEITUNGSSYSTEME AG 4100 ZOPFINGEN

Typ **0380.0430**

Masch.Nr. MMZO 123 456-51

Baujahr 2003

Made in Switzerland



Bestellbeispiel:  
Order example:  
Exemple de commande:

Typ	Masch. Nr.	Artikel-Nr.	Anzahl	Bezeichnung / Dimension
Model	Mach. Nr.	Part-No.	Quantity	Description / Dimension
Type	Mach. No.	Pièce-No.	Quantité	Désignation / Dimension
0380.0430	MMZO 123 456	0304.1814.3	1	BAENDERROLLE

When you open the PDF manuals the first page of the manual will reference the machine type number. Make sure the reference number in the manual matches the Typ reference number on your machine label.

For further assistance with manuals please contact our parts department at

**1-888-2-MULLER**

**MÜLLER MARTINI**

MÜLLER MARTINI DRUCKVERARBEITUNGSSYSTEME AG 4100 ZOPFINGEN

Ersatzteilkatalog

Spare Parts Catalogue

Catalogue de pièces détachées

Heftmaschine BravoPlus

Stitching Machine STANDARD / ABRIS

Bloc piqure **0380.0430**



## Online Documentation

Once you have found the proper manual you can view the PDF using Adobe Acrobat reader 6.0 or higher.

http://mpower.mullermartiniusa.com/reference/parts\_manuals/0380/0380\_9008\_99A.pdf - Microsoft Internet Explorer provided by Ame

File Edit View Favorites Tools Help

Address http://mpower.mullermartiniusa.com/reference/parts\_manuals/0380/0380\_9008\_99A.pdf

**Bookmarks** | **Signalls** | **Notations** | **Notes**

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- Inhaltsverzeichnis
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- 2 Verschaltung
- 3 Ständer
- 4 Antrieb
- 5 Antriebsstelle
- 6 Zusatzteile
- 7 Endstück
- 8 Sammelkette - Anleger
- 9 Sammelkette - Maschine
- 10 Schrägbogenkontrolle
- 11 First-Dickenkontrolle
- 12 Heftschlitten
- 13 Heftklammerkontrolle
- 14 Heftkupplung
- 15 Auswerfer
- 16 Standardauslage 10 mm
- 17 Spezialauslage 13 mm
- 18 Pneumatik
- 19 Handschmierung
- 20 Zusatzteile
- 21 Servicematerial
- 22 Zubehörblätter



MÜLLER MARTINI  
MÜLLER MARTINI DRUCKVERARBEITUNGS-SYSTEME AG 4800 ZOFINGEN

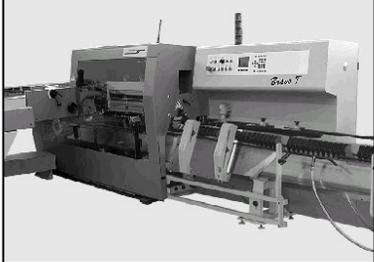
Ersatzteilkatalog

Spare Parts Catalogue

Catalogue de pièces détachées

**Heftmaschine**  
**Stitching Machine**  
**Bloc piqûre**

**BRAVO T**  
**0380.0422**



Maschinennummer  
Serial Number  
Numéro de machine

Artikelnummer des Ersatzteilkataloges  
Article Number of Spare Parts Catalogue  
Référence du catalogue des pièces de rechange

0380.9008.99A

98% 1 of 156 8.26 x 11.69 in

Done Internet

# Review Service Calls

This screen will show all of your service call information for the past 2 years. It will show the date of the service, Machine model and KA#, serviceperson name and the comments from the signed service record sheet.

## Review Service History

[Back](#)

[Request Service](#)

[Request Tech Phone Support](#)

C12080-020

MULLER MARTINI REBUILDING CENTER

4444 INNOVATION WY

ALLENTOWN, PA 18109

Call#	Date	Type	Service Request:
152057	19-DEC-2018	Misc	Run samples for Doug stryker on Presto

Service Start Date	Service End Date	Machine	KA#/Serial#	Serviceperson
28-JAN-2019	01-FEB-2019	1550 PRESTO II DIG		GIOVENCO, JOSEPH
Service Engineer Notes:	Finish mounting flatback scoring assy. for digital lizard machine. tested with product. removed system out and packed for shipment to customer. removed stitching cams from machine on floor to ship with order, made round belts for plow to be used with flatback score. Also reset up demo job to run demo for customer			
23-JAN-2019	25-JAN-2019	1550 PRESTO II DIG		GIOVENCO, JOSEPH
Service Engineer Notes:	TESTING AND SET UP FOR SQUAREBACK STITCHED BOOK ON PRESTO DIGITAL. PARTS INSTALLED AND TESTING OF PRODUCT			
08-JAN-2019	11-JAN-2019	1550 PRESTO II DIG		GIOVENCO, JOSEPH
Service Engineer Notes:	Set up and testing of square back score on Presto Digital. Additional parts need to be ordered and further testing to be done			

## Request Service

Click the [request service link](#) to send an email requesting service.

Click the [Request Tech Phone Support link](#) to send an email requesting phone support

# Review Service Agreements

This screen will show all of active service agreements.

- It will detail the service type and the covered machines
- You can also see the invoice for this service agreement by clicking on the See Invoice button

## Service Agreements

Back

Bill To # C12080-000

Account # C12080-020

MULLER MARTINI

MULLER MARTINI REBUILDING CENTER

456 WHEELER RD

4444 INNOVATION WY

HAUPPAUGE, NY 11788

ALLENTOWN, PA 18109

## Active Service Agreements

Agreement#	Start Date	End Date	Type
208831	03-APR-2019	01-APR-2020	24/7 Phone Support

Quantity	Machines Description	KA/Serial Number
1	MS NEWSGRIP	MS5.032
1	MS NEWSGRIP	MS5.3021
1	MS NEWSGRIP	MSMAY-22
1	MS NEWSGRIP	MS5.3023
1	MS NEWSGRIP	MS5.3024
1	MS NEWSGRIP	MS5.3025
1	MS NEWSGRIP	MS5.3026
1	3040 VAREO BINDER	123654
1	3677 INFINITRIM	123654

Invoice Number

Invoice Suffix

Invoice Date

208831

1

03-APR-2019

See Invoice

# Service Agreement Invoice

This screen will show all of active service agreements.

- It will detail the service type, covered machines and invoice amount
- You can email yourself a copy of the invoice by clicking the email Invoice button

## Service Agreement Invoice

Back Email Invoice

Service Agreement Invoice Number 208831 01 WEBSPO90

Bill To # C12080-000	Account # C12080-020
MULLER MARTINI	MULLER MARTINI REBUILDING CENTER
456 WHEELER RD	4444 INNOVATION WY
HAUPPAUGE, NY 11788	ALLENTOWN, PA 18109

### Service Agreement Invoice

Agreement#	Start Date	End Date	PO#	Type
208831	03-APR-2019	01-APR-2020	222333555	24/7 Phone Support

Quantity	Machines Description	KA/Serial Number
1	MS NEWSGRIP	MS5.032
1	MS NEWSGRIP	MS5.3021
1	MS NEWSGRIP	MSMAY-22
1	MS NEWSGRIP	MS5.3023
1	MS NEWSGRIP	MS5.3024
1	MS NEWSGRIP	MS5.3025
1	MS NEWSGRIP	MS5.3026
1	3040 VAREO BINDER	123654
1	3677 INFINITRIM	123654

Description	Amount Due	Payment Status
MM 24Help Agreement 24/7 Phone Support for 2-5 machine lines	\$ 3,000.00	OPEN

# Statement of Account

This screen will show all of your open/unpaid invoices.

This screen can be password protected for use only by your Finance/Account Payable department.

If you want this screen protected please contact a parts specialist at 1-888-2-muller (1-888-268-5537) and they will setup the security to protect this screen

## Statement of Account - Open invoices

[Back](#)

Billing Account # C12080-000

MULLER MARTINI

456 WHEELER RD

HAUPPAUGE, NY 11788

Total Amount Due: \$ 0.00

Total Past Due:

## OPEN INVOICES

Invoice Date	Invoice Number	Type	Amount	Description	Your PO#	Location
02-APR-2019	1898468-00	PARTS	\$ 0.00	Spare Parts Order		
02-APR-2019	1898469-00	PARTS	\$ 0.00	Spare Parts Order		
02-APR-2019	1898470-00	PARTS	\$ 0.00	Spare Parts Order		
02-APR-2019	1898471-00	PARTS	\$ 0.00	Spare Parts Order		
02-APR-2019	1898472-00	PARTS	\$ 0.00	Spare Parts Order		
02-APR-2019	1898473-00	PARTS	\$ 0.00	Spare Parts Order		
02-APR-2019	1898474-00	PARTS	\$ 0.00	Spare Parts Order		
02-APR-2019	1898476-00	PARTS	\$ 0.00	Spare Parts Order		
02-APR-2019	1898117-01	PARTS	\$ 0.00	Spare Parts Order		
02-APR-2019	1898118-00	PARTS	\$ 0.00	Spare Parts Order		
02-APR-2019	1898138-00	PARTS	\$ 0.00	Spare Parts Order		
02-APR-2019	1898163-00	PARTS	\$ 0.00	Spare Parts Order		
02-APR-2019	1898166-00	PARTS	\$ 0.00	Spare Parts Order		
02-APR-2019	1898281-01	PARTS	\$ 0.00	Spare Parts Order		
02-APR-2019	1898467-00	PARTS	\$ 0.00	Spare Parts Order		

You can click the link for each invoice to see the detail. From the detail screen you can email yourself a copy of the invoice.

## Your Muller Martini Sales Contacts

This screen lists your sales manager, and each divisional solutions manager with phone numbers and e-mail addresses.

### Your Sales Contacts

[Back](#)

C12080- 20    MULLER MARTINI REBUILDING CENTER    4444 INNOVATION WY    ALLENTOWN    PA    18109

Your Sales team is always ready to help! ×



Andy Fetherman    VP Sales    631-486-1315    [andy.fetherman@us.mullermartini.com](mailto:andy.fetherman@us.mullermartini.com)



Andy Fetherman    VP Sales    631-486-1315    [andy.fetherman@us.mullermartini.com](mailto:andy.fetherman@us.mullermartini.com)



Doug Stryker    Solutions Manager Saddle Stitching    610-266-7950    [douglas.stryker@us.mullermartini.com](mailto:douglas.stryker@us.mullermartini.com)



Jim Kaell    Solutions Manager Book Binding and Hard Cover    631-486-1349    [jim.kaell@us.mullermartini.com](mailto:jim.kaell@us.mullermartini.com)



Mike Wing    Solutions Manager Book Binding    631-486-1317    [mike.wing@us.mullermartini.com](mailto:mike.wing@us.mullermartini.com)



Dan Cropley    Solutions Manager Newspaper and Mailroom    631-486-1435    [dan.cropley@us.mullermartini.com](mailto:dan.cropley@us.mullermartini.com)

# All Contacts

This screen will show all contact information for the Management team, sales and service making it easy to find the person you need.

[Send message](#)

## Service



**Carlos Martins**  
Service Manager Saddle  
Stitching and Hard Cover  
North America  
[Send message](#)



**Ericka Soler**  
Service Administration  
North America  
[Send message](#)



**Esther Velez**  
Service Administration  
North America  
[Send message](#)



**Greg Drennan**  
Service Manager  
Newspapers and  
Mailroom  
North America  
[Send message](#)

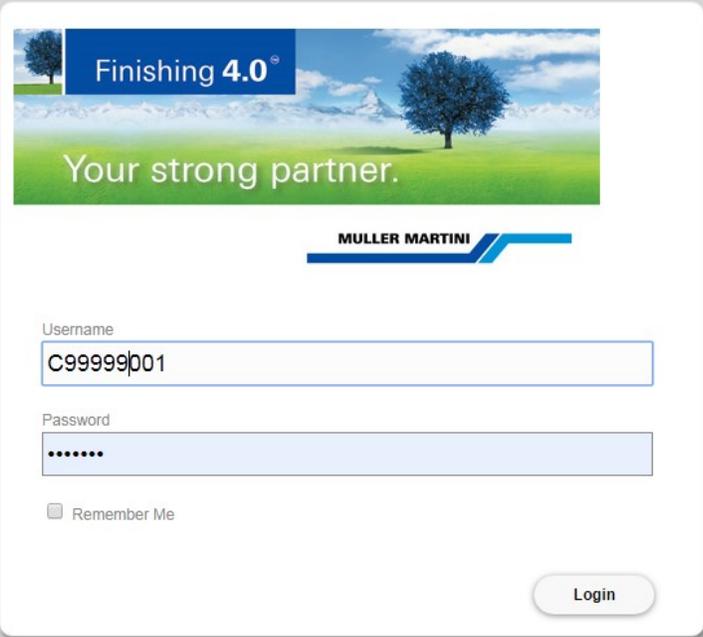


## File Transfer

If there is a need for us to share a large data file that is too large to send via email we can use the file transfer function.

Click the File Transfer link on the menu bar

You will be asked to login to the File transfer section of the Web portal



Finishing 4.0<sup>®</sup>

Your strong partner.

MULLER MARTINI

Username  
C99999001

Password  
.....

Remember Me

Login

Your login username is your acct number and shipto number starting with the letter C

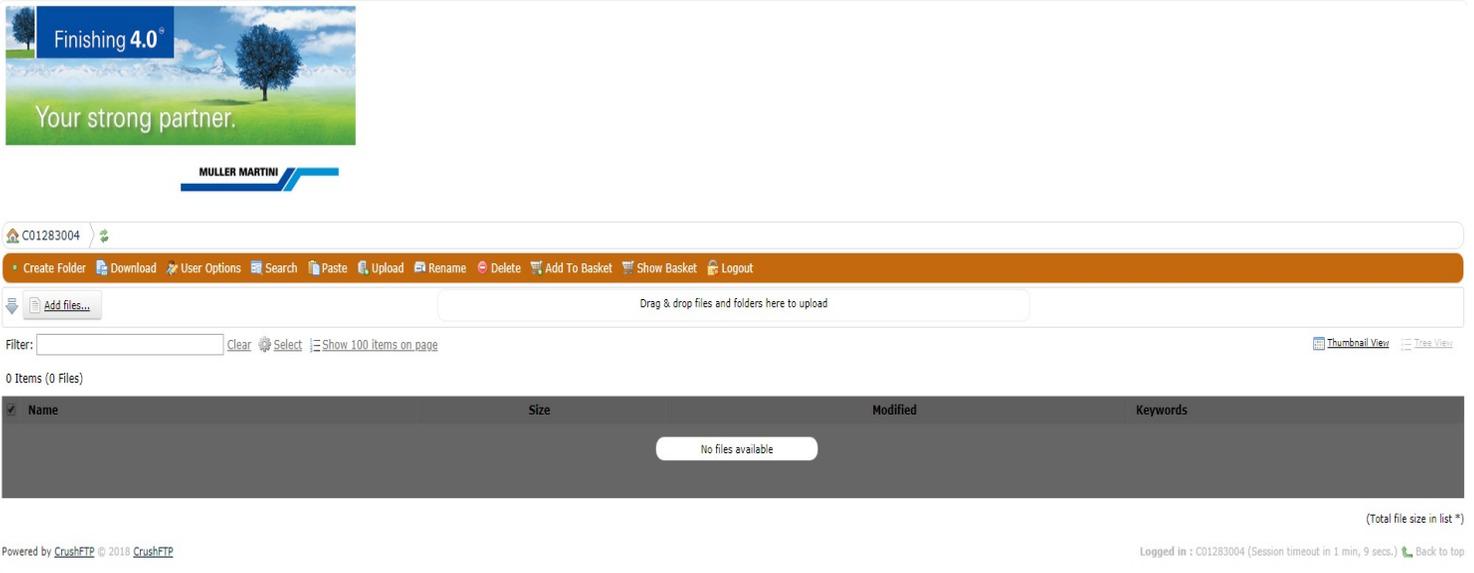
Example if your account number is 9999 and your shipto number is 1 you would enter as a username:

**C099990001**

Your password is the same as your MPower 4.0 portal password

## File Transfer

Once you are connected to the file transfer section of the web portal you can download or upload files from your account location



The screenshot displays the file transfer interface of the MPOWER web portal. At the top left, there is a banner for "Finishing 4.0" with the tagline "Your strong partner." and the Muller Martini logo. Below the banner, the user's account ID "C01283004" is shown. A navigation bar contains various actions: Create Folder, Download, User Options, Search, Paste, Upload, Rename, Delete, Add To Basket, Show Basket, and Logout. Below this is an "Add files..." button and a drag-and-drop area with the text "Drag & drop files and folders here to upload". A filter input field is present with "Clear" and "Select" options, and a "Show 100 items on page" option. The interface shows "0 Items (0 Files)". A table header is visible with columns for Name, Size, Modified, and Keywords. A "No files available" message is displayed in the table area. At the bottom right, there is a "(Total file size in list \*)" label. The footer includes "Powered by CrushFTP © 2018 CrushFTP" and "Logged in : C01283004 (Session timeout in 1 min, 9 secs.) Back to top".

## Online Help

Click on the **Help** link in the upper right hand corner of the screen and the help screen will appear:

- You can view videos on how to use the MPower portal
- You can view the help document

### MPower 4.0 Help Videos

Subject Video Name

Overview [M Power 4.0 Overview](#)

### MPower 4.0 Documentation

Subject Video Name

Overview [M Power 4.0 User Document](#)

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