

Account & Registration Info

What qualifies me as a current Marshall E Campbell Company customer when I register?

Current customers are businesses or individuals who have an account already set up with Marshall E. Campbell Company. If you would like to use our website to purchase online and/or access some of the features that would assist you in reviewing your overall transactions with us, please click on Register and choose the option New to the Website – I will be the Account Administrator. Be sure to enter your Marshall E. Campbell Company Customer number.

What qualifies me as a new account when I register?

A new account is a business or individual that has not previously been set up a formal account with us and would like to do so, so they have the capability of purchasing online and/or using the many features you can take advantage of to review your overall business with us (both online and non-online purchases). To Register and become a Marshall E. Campbell Company Customer, click on New to the Website – I will Be the Account Administrator. You will not enter a Marshall E. Campbell Company Customer Number.

Please note, registering when not already having an account will allow you to purchase online with a credit card only. If you want to purchase with a line of credit, then you will need to submit a credit application. Once you have returned your filled-out credit application, our accounts receivable department will run your financial score and check your references, and make a determination at that time if we will open for you a line of credit and for how much. The amount of time it takes to process your request for credit will depend on how fast your credit references get back to us. We do work very hard in expeditiously processing requests for credit.

I am registering as a current Marshall E Campbell Company customer, how long will it take to become fully registered?

Once you have registered and identified an Account Administrator, the information will be sent to our system immediately. Once everything is setup and in place, you will be notified usually within a few minutes.

How do other employees within our Company Sign Up to use the website?

This can be accomplished one of two ways. The Account Administrator can register the user by going under My Account/Company Users and adding users to the account. They can also choose a Role for that user - See Setting Roles and Permissions later in this document. An employee can also register under a company account by choosing Register and selecting the option – Register me as a new user under an existing account. They must enter the Marshall E. Campbell Company customer number for the account. The registration will be sent to the Account Administrator for approval. The Account Administrator will go into My Account/Company Users and change the status of the user from Inactive to Active and assign them to a Role. Once approved the requestor will be notified via email.

Setting Roles and Permissions for Users

The Account Administrator can set specific parameters for users by assigning them to a role. By choosing My Account/Roles and Permissions, the Account Administrator can create a role for a group of users. For example, a role called Engineers can be created to allow users with the role to create quotes but not orders. To apply this role to a user, go to My Account/Company Users and select Edit and choose the role from the dropdown for this user to use.

When logging in, is my email and/or password case sensitive?

Your email is not case sensitive; however, your password is. For example, password and PASSWORD are different. Rules for setting up a password will be listed when you register.

What do I do if I forgot my password?

Click on Forgot Password at the top of the screen and follow the instructions. You will be prompted to input an email address that will initiate an email being sent to you instructing you on how to reset your password.

How do I change my password?

While logged in to your account, you can change your password by clicking on My Account and clicking on Change Password located under Contact Information. You can also click on Forgot Password and you will be instructed to reset your password.

Why can I not sign in?

Please ensure the following:

- Have you registered? If not, please register.
- Ensure that you are using the correct email address associated with your account.
- Ensure that you have entered the correct password, remember that passwords are case-sensitive.
- If you are still having trouble signing in, contact us at it@mecampbell.com

How do I edit my ship-to address?

You can change the shipping address for your order during the checkout process, however, this will not affect any of your saved shipping address. To create or modify a saved shipping address, go to the My Account section and click on Edit Address under Default Shipping Address.

How do I edit my bill-to address?

If you are a current Campbell customer, you cannot change your bill-to address through the website. To change it, you must contact our A/R department by calling 810.989.7164 or by emailing to ar@mecampbell.com.

If you are a non-Campbell account, you will be able to enter your bill-to address during the checkout process.

My email has changed, how do I update it?

If you are a logged in customer, your email cannot be changed using the website. In order to update your email address, you must contact us at 810.989.7164 or by emailing us at ar@mecampbell.com.

What do I do if someone leaves our company/gets assigned a new role that does not involve them purchasing from the website?

As an Account Administrator, you can go into My Account/Company Users and remove that user from your Account.

Search

What search terms should I be entering in the search box?

You can search using the following information:

- Keyword
- Manufacturer/brand name
- Manufacturer part number
- Campbell part number
- UPC
- Item description
- *Customer part number (applicable in certain situations)

What if I cannot find the product I am searching for?

We have a customer service team that can assist you in finding the specific product that you are looking for. Contact them at (800) 250-75200 or at salesph@mecampbell.com

My Lists

What is "My Lists" and how does it work?

The My Lists feature allows you to group commonly purchased products into a list that can be easily added to your cart, reducing the time searching for products. This feature can be utilized by finding the commonly purchased product, then selecting the heart icon below the item image. You can also select the "Add to My Lists" button when displaying your cart.

If you are creating a new list, create a title for that list and press enter on your keyboard. If you are adding a product to an already existing list, select the list from the drop-down that appears.

How do I access My Lists?

To access My Lists, first ensure that you are logged in to your account, then select the "My Lists" at the top of the Home page or my choosing "My Lists" under My account.

How do I update My Lists?

You can edit any My List by selecting the item(s) you wish to edit and changing the desired quantities. Once you are finished with your edits, simply click on "Update My Lists". Once this is done your product list will be saved.

You can also delete items from your list by selecting Remove item.

Orders and Quotes

How do put items from my product list to my cart?

To put items on your product list to your cart, you can either click on the button Add to Cart for a specific item or click the button at the end of the item list that says Add All to Cart.

Finally, you can either move or copy select items to another list by clicking either option at the top of item listing.

Who should I contact for specific questions about products?

For specific questions not answered by the product description or specs, please contact us by choosing the Contact Us button available on every page. It will direct you to contact the product experts assigned to your account or territory.

How do I know that my order is being processed?

After you have submitted your order, you will receive an order confirmation instantly. Check your junk mail or spam folder if you do not receive a confirmation email. Any questions about products, quantity, pricing, delivery costs should normally be caught and corrected at checkout time, but if a review of your order raises any further questions please contact our customer service department immediately so we can help rectified the order.

If the order has products on it that are not in our inventory, then we will be working with our manufacturers to get you that part(s) in the estimated lead time given. Once we have feedback from our manufacturers, we will be reaching out to you with an email confirming the delivery status of those parts.

For deliveries made by our Campbell delivery trucks, you have the option to receive an email confirming delivery of your order. Contact us to set up this notification for your deliveries. The confirmation email will show the date, time, name of person who signed for the delivery, and that person's signature.

If the order is being shipped third party out of one of our warehouses you will receive an email shipping confirmation with the date of shipment, location shipped from, name of third-party shipper, and tracking number.

Why did I receive a message saying that my order failed?

For logged-in customers, if the order you are placing puts your company over their credit limit and the credit status warrants additional action, you will receive a message telling you contact your Account Administrator. The same will occur if your Account Administrator has placed an individual order limit that you have exceeded.

For credit card customers, if your card is rejected for some reason, you will receive a message that the credit card was denied. In this event, you will be directed on who to contact if you dispute this action.

If you still are experiencing problems with your order, please contact us at (800) 250-7520 or by emailing salesph@mecampbell.com

How do I adjust an order that I have placed?

An order cannot be adjusted or canceled through the website once it has been made. Depending on how long ago the order was placed, you can contact us at (800) 250-7520 or at salesph@mecampbell.com to make adjustments or cancellations.

How do I place a special order?

To make special orders, please select one of two options: Choose Request a Quote at the top of the Home page or select Special Orders and Quotes under Account Services at the bottom of every page. You can also contact us at (800) 250-7520 to place a special order.

How do I save my cart?

When looking at your cart, click the "Save Cart in My Lists" button. You will then be prompted to name your List. Input a name, then press Save, and your cart will be saved.

How do I access my saved carts?

To access your saved cart, first ensure that you are logged in to your account, then click on the "My List" in the top right corner of the page. From there, select the cart you wish to view.

How do I clear my shopping cart?

When looking at your cart, click the "empty cart" button located below the list of items in your cart. You will then see a window appear asking you if you are sure that you want to delete all items in your cart, click "OK". Your cart will then be cleared.

How will I receive my invoice?

We will email your invoices to you; faxing is a secondary method. At the bottom of each page, you can select Invoice Your Way to change the way you receive invoices.

How do I find a proof of delivery?

For deliveries made by our Campbell trucks, you can view proof of delivery information in the Invoice History section of My Account/Open Orders. Click on the Order/Invoice you want to see and then choose Print Invoice. The preview screen will show the delivery information and who signed for the order if a signature was captured at the time of delivery.

How do I review my order history?

Non-logged in accounts cannot review order history, logged-in accounts can by choosing My Orders at the top of the screen or through My Account. However, if you still need assistance, please contact us at (800) 250-7520 or at salesph@mecampbell.com

How do I request a quote?

For all website customers, you can request a quote by selecting Request a Quote at the top of the Home page. You can also request a quote from the cart page once you are done

shopping. Fill out the necessary information. You can input the Campbell part number, manufacturer part number, brand name, quantity, and/or short description of the product. The more information you input, the more accurate your quote will be.

For logged in Customers, you can select open quotes under My Account. View and/or make changes and resubmit a quote to Campbell for re quoting.

How do I change the quantity of an item once it is in my cart?

When viewing your cart, input your desired quantity then click update cart located directly below the list of items. You can remove items also by choosing the Remove button above the item image.

Does Marshall E. Campbell fulfill international orders?

Currently we only fulfill orders for delivery to North America.

What other ways can orders be placed?

Contact customer service at (800) 250-7520 or by emailing salesph@mecampbell.com

Shipping and Delivery

How are delivery dates determined?

If the item(s) are in stock, it will ship within one business day. If the item is shipping from a manufacturer, it will depend on the manufacturer. For out of stock items, every attempt will be made to ship within the displayed Est Lead Time Business Days for that item.

How are shipping costs determined?

For orders not shipped by Campbell truck, the cost is a set charge depending on the shipping requirement – Standard, Next Day, or Second Day. An additional charge is incurred for bulk items shipped outside our trading area. Customers are also offered the alternative to use their own contracted carrier.

How are chemicals and hazardous materials shipped?

If an order contains hazardous materials and your ship-to location is within our trading area the we will delivery on one of our Campbell delivery trucks. Any chemicals and hazardous materials outside our trading area will be evaluated for feasibility of processing the order and one of our customer service representatives will be contacting you to see if it is doable or not and if there are any extra costs.

Customer Support

What hours is general customer support available?

You can call customer service from 7am-5pm ET Monday through Friday at (800) 250-7520 or contact us via email at salesph@mecampbell.com

What hours is e-commerce customer support available?

The website is available 24/7 365 days a year, however our e-commerce support team is available from 8:00 am-5pm EST Monday through Friday, excluding holidays. Please email at it@mecampbell.com or call at (810) 985-7105 (ask for "Website Support").

After submitting a "contact us" form to Marshall E Campbell, how long will it take to receive a response?

You will get response the same business day, and in many cases, immediate, to within an hour. Outside normal business hours, please allow for 1 business day.