

SHOP

Guide for User



ONLINE STORE – Benefits for registered users, additional Functionalities



PRODUCTS – Information contained in the catalogue, documents, special types of products



ORDERS – How to place an order, shopping methods, how to order products from the offer



ADDITIONAL FUNCTIONALITIES – Availability and net prices reports, order tracking, watchlist, sidebar

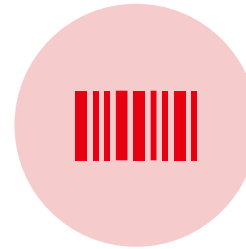


- ▶ **Order status control** – Easily monitor the progress of your orders.
- ▶ **Warehouse stock visibility** – Check current inventory levels in real time.
- ▶ **Shipment tracking** – Access shipment numbers and track deliveries.
- ▶ **Centralized tracking** – View invoices, payments, and orders all in one place.
- ▶ **Delivery monitoring** – Stay updated on order status and changes to delivery dates.
- ▶ **Offer management** – Track open offers and place orders directly based on them.
- ▶ **Discount verification** – Confirm applicable discounts before ordering.
- ▶ **Flexible delivery options** – Create new delivery addresses and place orders to them.
- ▶ **Time-saving ordering** – Place orders directly in the online store without waiting for contact.
- ▶ **24/7 availability** – The store never sleeps – get immediate order confirmation anytime.

ADDITIONAL FUNCTIONALITIES AVAILABLE UPON REQUEST



Order confirmation – PDF confirmation sent to users who have placed an order.



Shipping notification – Email notifications with shipment numbers and attached PDF delivery notes, including URLs, current shipping status, and carrier name.



Serial number delivery – Automatically generated emails with serial numbers sent to customers after goods are released, upon request.



Delivery date updates – Email notifications with Excel attachments detailing order items affected by changes in confirmed delivery dates compared to previous information.



Flexible notification frequency – Customers can choose how often they receive updates: daily, weekly, or at custom intervals.

Factory Automation

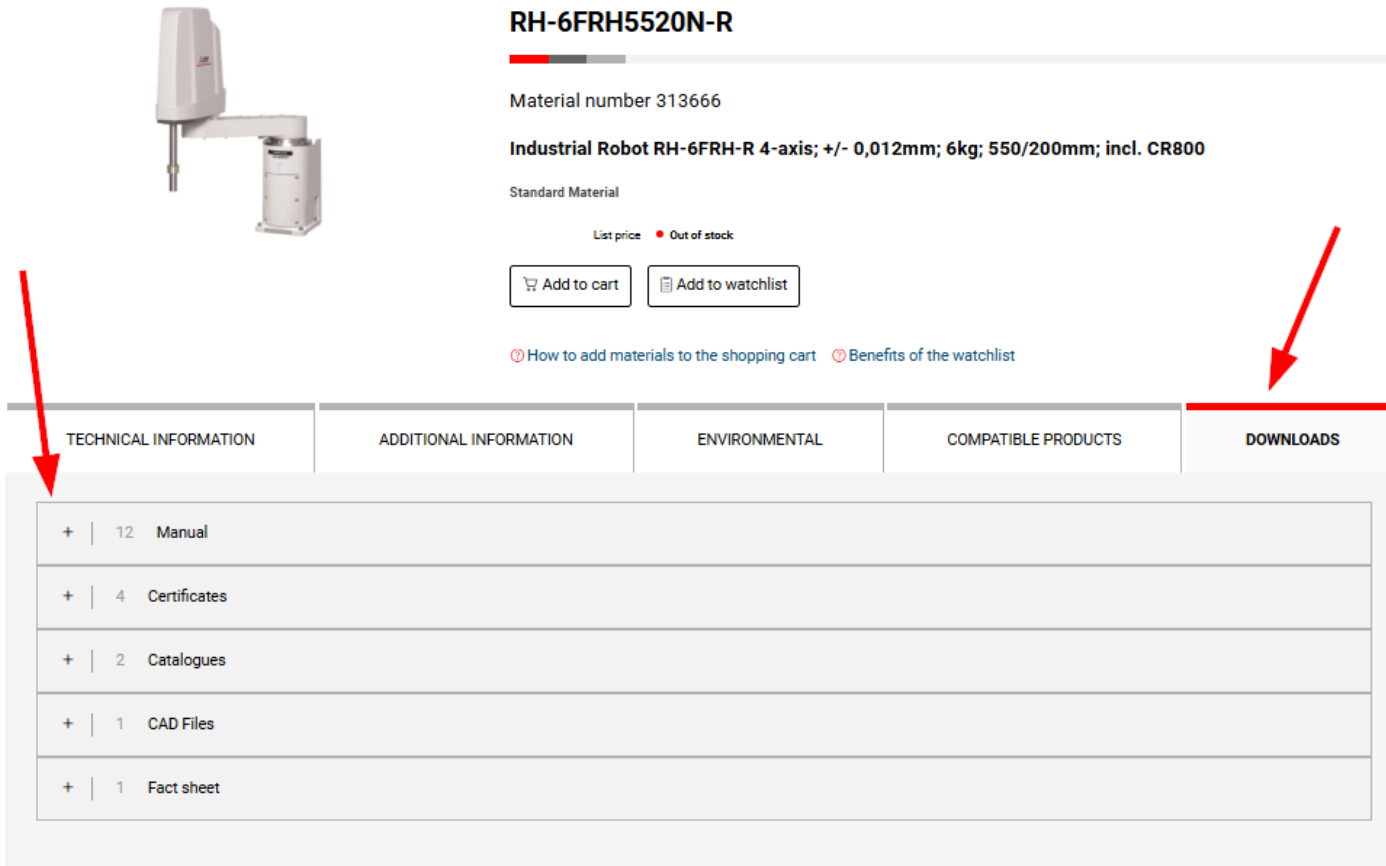
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Products

Industrial Robots - MELFA

- ▶ You can find the product catalogue on the website: [Products](#)



RH-6FRH5520N-R

Material number 313666

Industrial Robot RH-6FRH-R 4-axis; +/- 0,012mm; 6kg; 550/200mm; incl. CR800

Standard Material

List price ● Out of stock

[Add to cart](#) [Add to watchlist](#)

[How to add materials to the shopping cart](#) [Benefits of the watchlist](#)

TECHNICAL INFORMATION	ADDITIONAL INFORMATION	ENVIRONMENTAL	COMPATIBLE PRODUCTS	DOWNLOADS
+ 12 Manual				
+ 4 Certificates				
+ 2 Catalogues				
+ 1 CAD Files				
+ 1 Fact sheet				

▶ Documents Available for Download

- ▶ Manuals
- ▶ Fact sheet
- ▶ CAD drawings
- ▶ Certificates
- ▶ Catalogues



In the Product Details section, the user can find the following information:

- ▶ **Technical Information** – series, type, product weight, etc.
- ▶ **Additional Information** – order codes, classification data, goods/import code, product life cycle, etc.
- ▶ **Environmental** – key environmental and safety classifications
- ▶ **Compatible Products** – a list of accessories compatible with the main product
- ▶ **List of Service Parts** – components available for maintenance or replacement

TECHNICAL INFORMATION	ADDITIONAL INFORMATION	ENVIRONMENTAL	COMPATIBLE PRODUCTS	DOWNLOADS
Environmental				
REACH Limit Exceeded		YES		
REACH Substance CAS Number		7439-92-1, 80-05-7, 1303-86-2, 12060-00-3		
RoHS Compliance		NOT IN SCOPE		
Dangerous Goods Class		9		
WEEE		B2B		
Dangerous Goods Identifier		UN3091		

- ▶ Logged-in users can view **the catalogue price** of a product. The net price is displayed in the basket.
- ▶ They also have the option to **add a product to the cart or watchlist** (including spare parts and compatible products)

◀ RV-FR series | ▶ **RV-FR series** ▶ RV-CR series



RV-20FRM-D

Material number 312663

Industrial Robot RV-20FR-D 6-axis; +/- 0.05mm; 20kg; 1094mm; IP67; incl. CR800

Standard Material



List price • Limited availability

🛒 Add to cart

📄 Add to watchlist

🔗 [How to add materials to the shopping cart](#) 🔗 [Benefits of the watchlist](#)

▶ Logged-in users can easily monitor product availability thanks to product availability indicators.

▶ We distinguish three product availability indicators:

In stock

– more than 1 piece available

Limited availability

– only 1 piece available

Out of stock

– no items available



▶ RV-4FRLM-R

Material Number 314056

Industrial Robot RV-4FR-R 6-axis; +/- 0,02mm; 4kg; 649mm; IP67; incl. CR800

Standard Material

List price

● In stock

 Add to cart

 Add to watchlist



▶ RV-20FRM-D

Material Number 312663

Industrial Robot RV-20FR-D 6-axis; +/- 0.05mm; 20kg; 1094mm; IP67; incl. CR800

Standard Material

List price

● Limited availability

 Add to cart

 Add to watchlist



▶ RH-6FRH5520N-R

Material Number 313666

Industrial Robot RH-6FRH-R 4-axis; +/- 0,012mm; 6kg; 550/200mm; incl. CR800

Standard Material

List price

● Out of stock

 Add to cart

 Add to watchlist

Note! Coming soon!

- ▶ The ABC classification was created to determine product availability

- ▶ We distinguish 3 categories:

Logistics class A

Available in stock

Highly rotating, popular products

Logistics class B

Limited availability in stock

Products with weaker demand

Logistics class C

Available only on order

Products ordered from the manufacturer only after receiving the order from the Customer

Make-to-Order product cannot be returned, neither the order can be canceled.

► **Key Account**

The product marked as Key Account **cannot be found either in the catalogue or via the search function.** However, the user can add such a product directly from the basket or purchase it based on the offer.

Material	Requested delivery date	Estimated delivery date	Quantity	Price	Total	Action
221487 - DBU-22K-4  Key account	16.09.2025		— 1 +			
Material number or name						

Custom Product (from Logistic class „C“)

Products marked with logistic class "C" are not in the catalogue, but users can find them by entering the product code (SAP number) or its description in the search field. The exception are campaigns - then the products are directly in the catalogue. **Please be informed that such product cannot be returned, neither the order can be canceled.**



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Products

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- Robots >
- Low-voltage Power Distribution Products >
- Power Monitoring Products >
- Contact Image Sensors >
- ▶ Software Solutions
- Silverline >
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< Products ▶ Transition guidelines ▶ Silverline product



▶ The Silverline section features products that have been discontinued from production but are still available in limited quantities — the so-called '**last items**'



▶ AC Servos-MELSERVO



▶ Low-voltage Power Distribution Products



▶ Inverters-FREQROL



▶ Programmable Controllers



▶ Human-Machine Interfaces (HMI) - GOT



▶ Robot

ORDERS



- ▶ After adding items to the cart, the Shop calculates and displays the net price — visible only within the cart.
- ▶ Users can copy a list of materials from an Excel file and paste both the materials and their quantities directly into the shopping cart.

Material	Requested delivery date	Estimated delivery date	Quantity	Price	Total	Action
312985 - RH-6FRH5520N-D ✔ Compatible products available	24.09.2025	1 ST on	1			
Material number or name						
Total items:			1	Delete all items		
				Total*:		

▶ The user can add materials to the cart by entering either the article number or a description directly into the input field.

*No taxes included in the total

How to add materials to the shopping cart

There are two ways to fill your shopping cart.

1. Use the "Add to cart" button from any product list and product detail page.
2. You can also open the shopping cart from the Shop header dropdown. This is recommendable only if you know the correct product names or article numbers. The system will suggest products based on your input. You can also insert content from an existing data table. Copy and paste the desired entries into the input field. Please note that loading may take some time if you add large number of materials.

- 1. Fill in **all mandatory fields** above the Shopping Cart.
- 2. Add materials, choose the requested delivery date and change quantity
- 3. Review your items and quantities, then click **Checkout** button located at the top or bottom of the page.

Cart ID: 08337877

3

Total: (1 items)

Continue shopping

Checkout

1

*Your PO number

test order

*Please note that you should use a unique PO number. Otherwise the order will be blocked.

Please select the requested delivery date

06.10.2025

Delivery information (e.g. Contact name, phone number)

Text printed on document

Special delivery instructions/requirements

! Causes delivery block !

*Mandatory field

Save as watchlist

Material	Requested delivery date	Estimated delivery date	Quantity	Price	Total	Action
270556 - GT2712-STWA Compatible products available	06.10.2025	0 ST on 1 ST on	1			
Material number or name						
Total items:			1	Delete all items		
Total*:						

3

*No taxes included in the total

Continue shopping

Download

Checkout

How to add materials to my cart

Can I save my shopping cart for later use?

- After clicking Checkout, the user can select an existing (already saved) delivery address or create a new one

Select delivery address

1. Click **"Address Book"** in the checkout proces or.
2. You can also **create a new delivery address** if needed.
3. Click **"Next"** if you want to use your company's default delivery address.

Secure checkout

1 Delivery address

2 Shipping method

3 Final review

Select delivery address

Your order will be sent to your company's standard delivery address.
Please use the Address book button to select a different address or create a new one.

Company name
1 Street name
DE 1111 City name
Germany

1

2

Address book

Create new address

◀ Back to shopping cart

3

Next

Order summary

Total order items: 1 Show images

Total quantity: 1 ☐ No

► 407184 - ERNT-1AR11X13Y

Price: Quantity: 1

Subtotal:

VAT:

Total:

► We distinguish 3 delivery methods:

STANDARD

Delivery within a standard timeframe dependent on recipient's distance from the warehouse

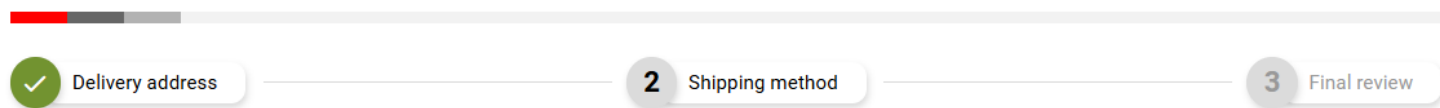
EXPRESS

Subject to additional charges, click **details** for express fees for your order

PICKUP

Collection goods from warehouse. Address and conditions will be provided by sales desk, click **details** for additional information

Secure checkout



Select shipping method

- ☐ Normal delivery
- ☒ Express delivery
- ☐ Pick up (duty paid)

Attention, there will be extra costs. [Details](#)
Batteries cannot be shipped by express delivery.

After confirmation with the sales desk [Details](#)
Pick-up date:

07.10.2025

Total gross weight: 0.312 KG

[◀ Back](#)

[Next](#)

Note! Coming soon!

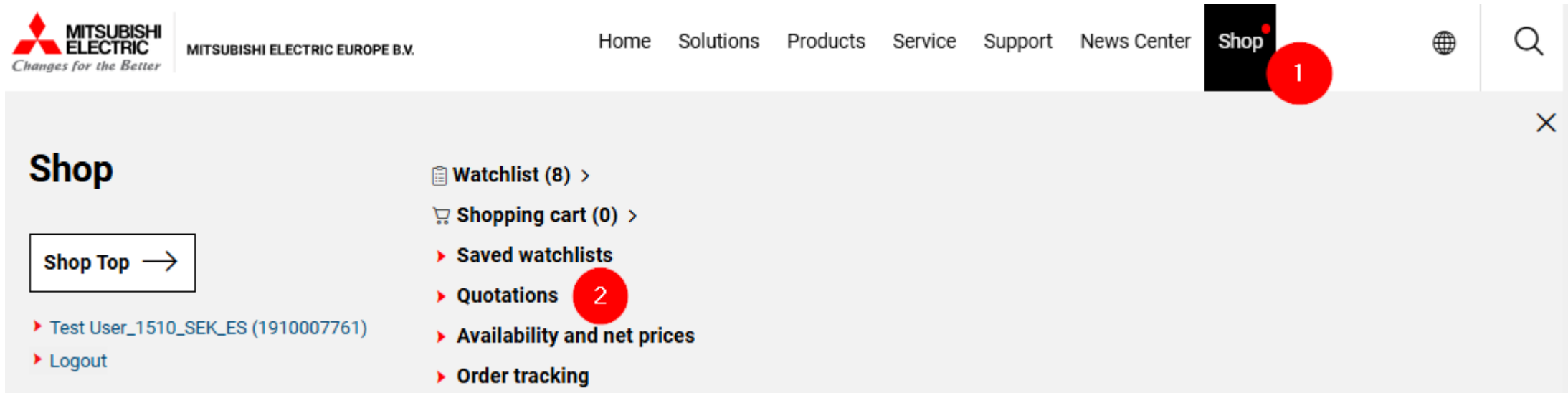
Ordering from a Quotation is not yet available

To order from a quotation, please log out and use the **old e-shop**: [Mitsubishi Electric Europe e-shop | Homepage](#)

We're working on enabling this feature in the new platform soon.

Sorry for the inconvenience!

- ▶ The user can order products from the quotation (e.g. with special prices)



Placing orders with references to the quotation- NOT YET AVAILABLE!

▶ The user can add all materials and quantities from the offer to the cart, or only some of them

1 Quotations found

Select sort order ▼

Quotation number	P.O. Number	Creation date	Valid to
0021343193		11.08.2025	02.08.2027

Quotation details 0021343193

"Quantity" is the remaining quantity from your original quotation.
Select the correct quantity to be put into the shopping cart.

Download

Position	Material	Material description	Quantity	Item status	Price	Select
10	46603	FR-ABR-H1.5K	1 out of 10	Open		☒
20	47398	1E-VD02E	4 out of 9	Open		☐
30	46411	FR-ABR-H0.75K	2 out of 100	Open		☒
						Select all ☐

Place order from quotation

- How to order from my quotation
- Can I make a reservation for products?

Manual how to order from my quotations

1. Open a quotation by clicking on the Quotation Number.
2. In the Quotation Details, select the desired materials.
3. You can also adjust the quantity if needed.
4. To place your order, click **"Place Order from Quotation"** – you will be taken directly to the Checkout process.

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Welcome Test User



Contents

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My Profile

Profile details

Billing Address

Delivery address

▶ Edit my profile

▶ Status of Terms and Conditions

- ▶ In this section user can:
- Edit profile data and change password
 - Check status of **accepted Terms & Conditions**

Company Account

Customer Number:
Credit limit:
Credit exposure:

My local sales office / contact

Person in charge

Sales Partner

Order Tracking

In this section, the user can find:

- List of:
- Placed orders**
- Invoices**
- Delivery notes**
- Open order items**



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Shop

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Shopping cart (1) >

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[Quotations](#)
[Availability and net prices](#)
[Order tracking](#)

Search for open orders, delivery notes, orders or invoices

Type

Orders

Delivery notes

Invoices

Orders

Open order items

Status

Open

Date

Last 12 months

Search

Showing 1 - 10 of 26

Download

Sort by

Select sort order

▶ The order tracking report can be downloaded, printed, or copied to the clipboard.



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Search for open orders, delivery notes, orders or invoices

Type

Status

Date

Orders

Open

Last 12 months

Search

Orders

Showing 1 - 10 of 26

✕ Download

XLS CSV

Print

Copy to Clipboard

XLS Excel

PDF PDF

Sort by

Select sort order

Order number	Customer PO number	Placed by	Order creation date	Total net value	Status
					Open

▶ Shop - Availability and net prices

In this section the user can find:

1. **Customer net prices** The user can find there a price list including the current discounts
2. **Availability check** To verify stock levels and check availability of the products

Check availability and net prices

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Add the material number of products of which you want to check the availability and net prices. You can also upload them from a .csv file.
Coming from a watchlist, you will find the table pre-filled. Make your selection than "Request data".
Note: You can select maximum 20 entries per check.

Upload from CSV

Material	Quantity	Requested delivery date	Select
606564 - GT25-10WSTAND	—1+	YYYY-M-D	☐
4077 - A6BAT	—4+	YYYY-M-D	☐
Material number or name			
Delete Add to cart Select all ☐			

- ② Check the availability of the selected materials

② Find the net prices of the selected materials

② Can I get a full net price report?

② What is the CSV button for?

② Can I make a reservation for products?

Q Request data

Manual

- ▶ Availability and net prices reports can be downloaded, printed, or copied to the clipboard
- ▶ The user can request a Price List report - The report will be sent to the email address you are logged in with.

AVAILABILITY CHECK

CUSTOMER NET PRICE

✕ Download

 CSV

 Print

 Copy to Clipboard

 Excel

 PDF

Material	Material classification	Requested delivery date	Quantity	Available quantity	Confirmed availability date
606564	GT25-10WSTAND				
606564	GT25-10WSTAND				
164259	RV-S Hand connector PIN's 7194714				
4077	A6BAT				



Price lists

Explore our comprehensive price list for product groups. Our Shop offers competitive rates on a wide range of high-quality factory automation products.

▶ Request a price list

Shop

Shop Top →

- ▶ Test User_
- ▶ Logout

 Watchlist (8)

2



 Shopping cart (0) >

- ▶ Saved watchlists
- ▶ Quotations
- ▶ Availability and net prices
- ▶ Order tracking

Showing 5 of 8 materials

- 215075 - AL2-24MR-D
- 215074 - AL2-24MR-A
- 160229 - MR-J3USBCBL3M
- 214968 - R32TB
- 219063 - 2D-TZ576

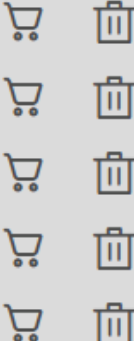
Quantity: 1

Quantity: 1

Quantity: 1

Quantity: 1

Quantity: 1



▶ Go to watchlist

3

The watchlist allows user to:

- Compare products
- Check the availability & net prices

User can also add products to the cart directly from the worklist

*** Product comparisons are only possible for the same material class**

My watchlist

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While browsing through our products pages, you added one or more items to your watchlist. Here you can modify your entries and compare materials. In addition , you can check availability and net prices, then add your watchlist or selected materials to your shopping cart.

 Save this watchlist

 Saved watchlists

Sort by

Select sort order

Material	Material classification	Quantity	Select
4077 - A6BAT Battery 3.6 V DC	FA-MOD PLC: Spare Part	— 1 +	☒
32303 - FUSE FOR A1SY81 LM32 Fuse for Programmable Controller type AJ65BT-D62	FA-MOD PLC: Spare Part	— 1 +	☒
Material number or name	Compare		
 Delete  Compare  Availability & net prices  Add to cart  Select all ☒			



Technical Support

*What can we do for you?

First name

*Surname

*Company

Telephone

*Email

*Country

Select... 

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Contact us

*What can we do for you?

First name

*Surname

*Company

Telephone

*Email

*Country

Select... 

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Technical
Support



Contact us



Contact us



Newsletter



Service



Downloads

► If the user encounters any technical issues or has other questions, they can use **Technical Support** or **Contact Us** buttons.

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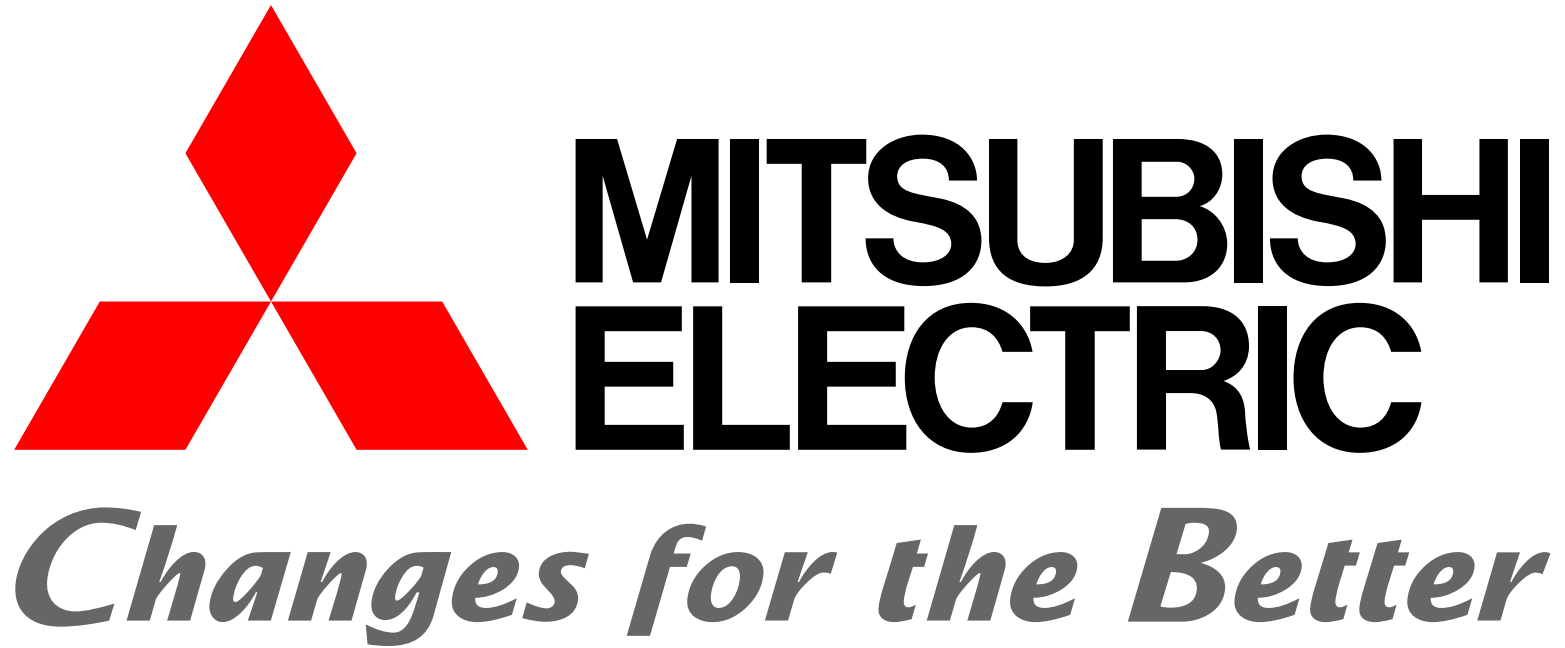

Service


Downloads



How can we help?

We have put together a list of frequently asked questions about Shop-related features and functions. If you are a registered customer and can't find the answer to your specific question, please contact your local sales representative.



For questions regarding the Shop, please contact appropriate Sales Desk or eshop-fa-ia@meg.mee.com

Thank you