

# SHOP

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## 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

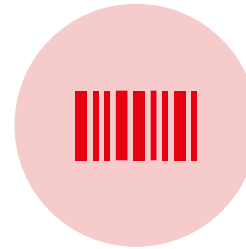


- ▶ **Order status control** – Easily monitor the progress of your orders.
- ▶ **Warehouse stock visibility** – Check current inventory levels in real time.
- ▶ **Shipment tracking** – Access shipment numbers and track deliveries.
- ▶ **Centralized tracking** – View invoices, payments, and orders all 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

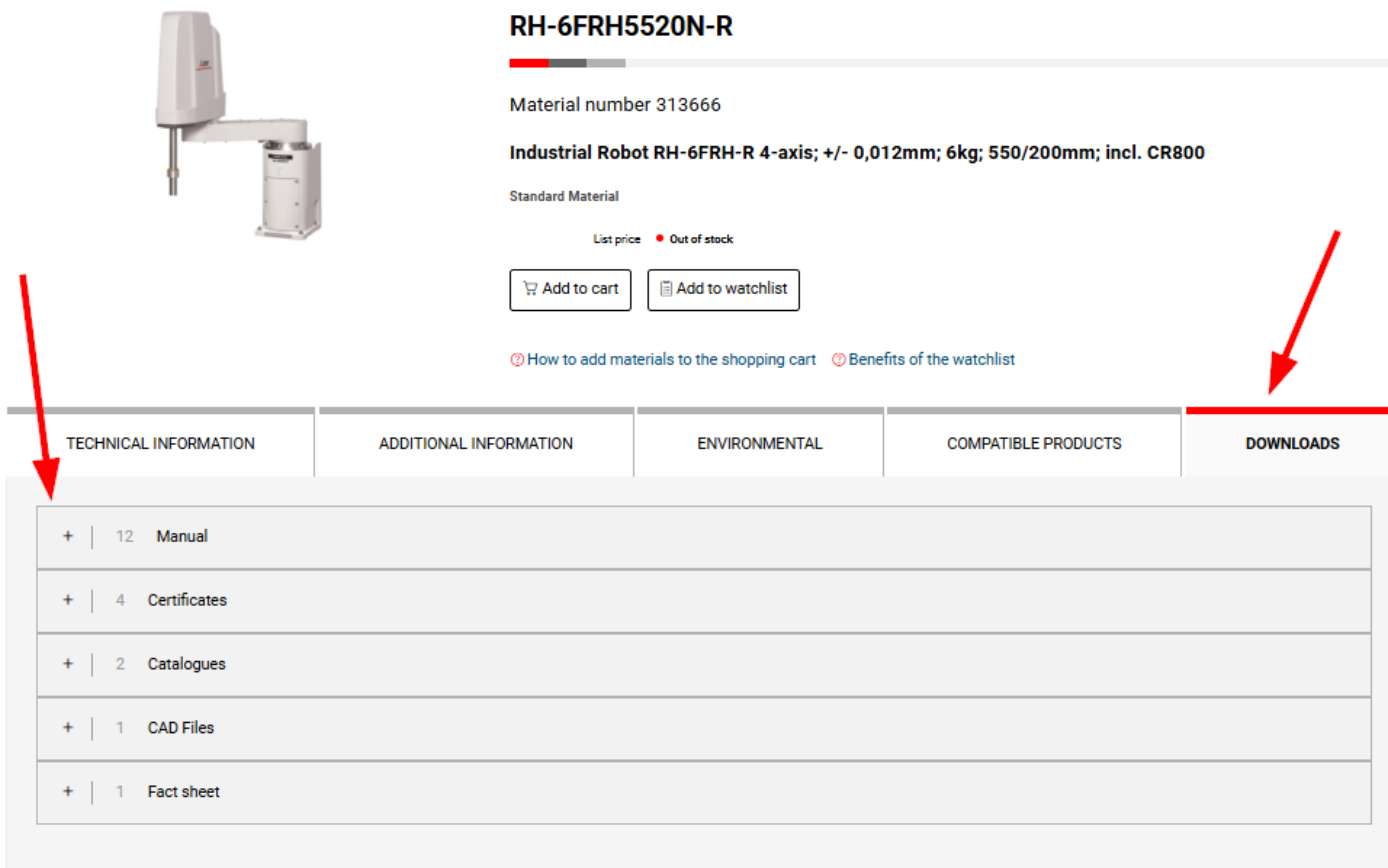
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**Products**

**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
<div><div>+</div><div>12</div><div>Manual</div></div>				
<div><div>+</div><div>4</div><div>Certificates</div></div>				
<div><div>+</div><div>2</div><div>Catalogues</div></div>				
<div><div>+</div><div>1</div><div>CAD Files</div></div>				
<div><div>+</div><div>1</div><div>Fact sheet</div></div>				

## ▶ 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

► 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.**



**Bestseller**

### ► MR-J5-200G4-RJ

Material Number 582195

Digital AC-Servo Amplifier; MR-J5-G; Rated output 2 kW; 400V; RJ

Standard Material  
Logistic Class: A ?



### MXR300-16

Material number 743514

MX-R CPU Module, 16 Motion Axes, USB-C, TSN, SD

Standard Material  
Logistic Class: B ?



### MI5122-VW



Material number 337054

MELIPC MI5000 Industrial PC

Standard Material  
Logistic Class: C ?

► **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 +			
<input type="text" value="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 >
- Quality News >

< 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	<input type="text" value="24.09.2025"/>	1 ST on <input type="text"/>	<input type="text" value="1"/>	<input type="text"/>	<input type="text"/>	
<input type="text" value="Material number or name"/>						
Total items:			1	Delete all items		
				Total*:	<input type="text"/>	

▶ 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	2	Requested delivery date	Estimated delivery date	Quantity	Price	Total	Action
270556 - GT2712-STWA		06.10.2025	0 ST on 1 ST on	1			
Compatible products available							
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

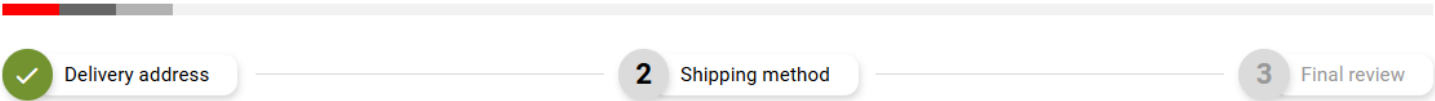
## EXPRESS

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!

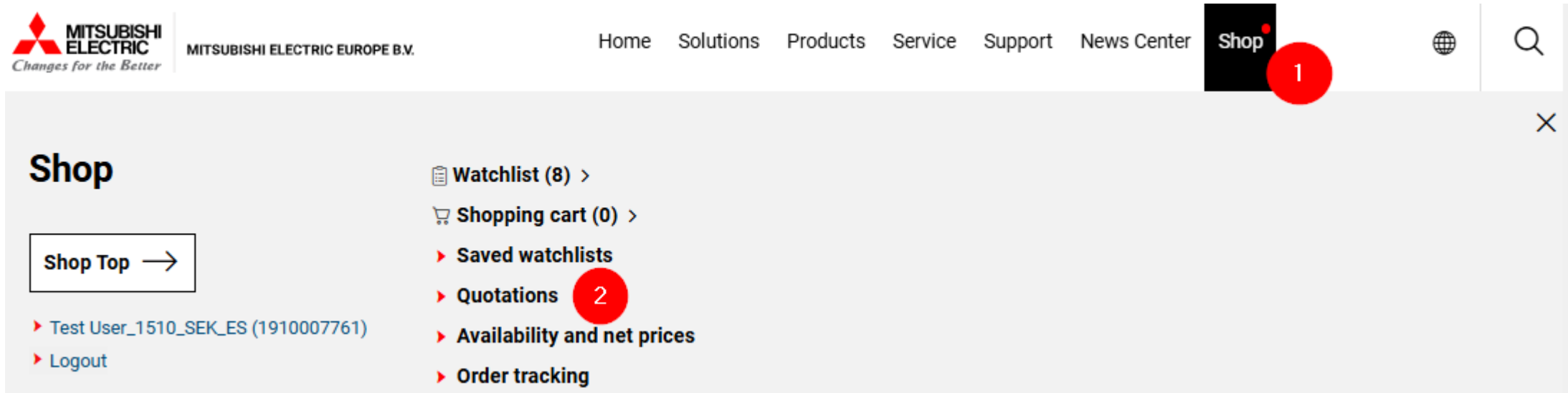
### Ordering from a Quotation is not yet available

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	<div>− 1 +</div> out of 10	Open		<input checked="" type="checkbox"/>
20	47398	1E-VD02E	<div>− 4 +</div> out of 9	Open		<input type="checkbox"/>
30	46411	FR-ABR-H0.75K	<div>− 2 +</div> out of 100	Open		<input checked="" type="checkbox"/>
						Select all <input type="checkbox"/>

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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**Automating the World**



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## MyMitsubishi

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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

## Company Account

Customer Number:  
Credit limit:  
Credit exposure:

## My local sales office / contact

Person in charge

Sales Partner

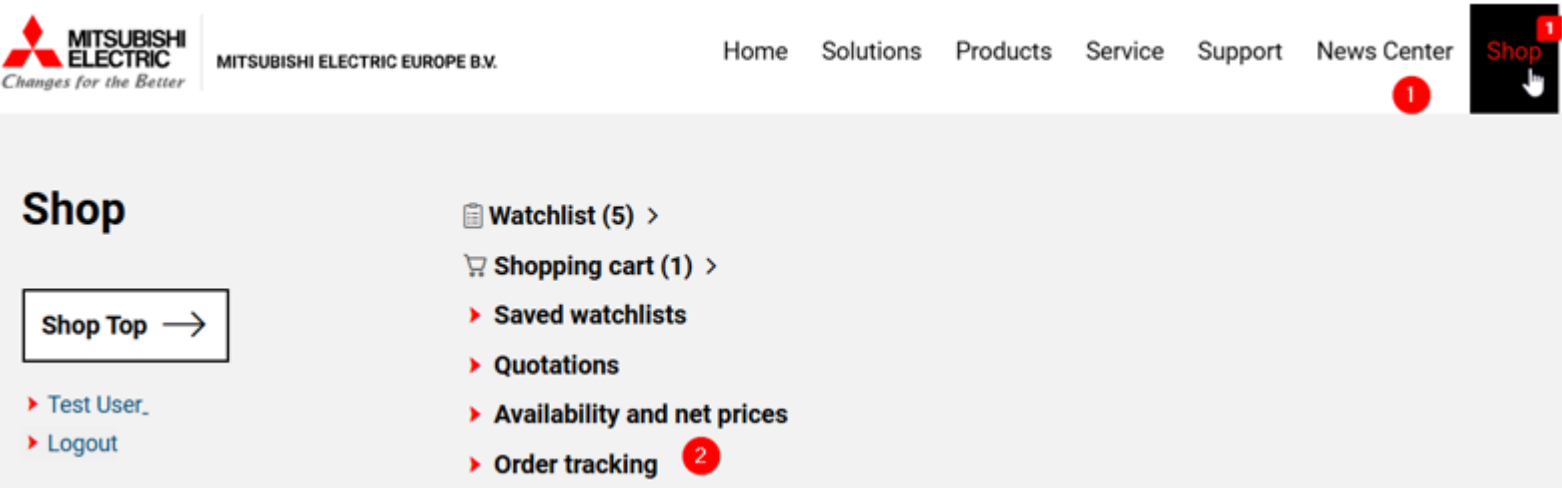
▶ In this section user can:

- Edit profile data and change password
- Check status of **accepted Terms & Conditions**

## ▶ Order Tracking

In this section, the user can find:

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



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	<div>—1+</div>	<div>YYYY-M-D</div>	<input type="checkbox"/>
4077 - A6BAT	<div>—4+</div>	<div>YYYY-M-D</div>	<input type="checkbox"/>
<div>Material number or name</div>			
<div><div><div>🗑️ Delete</div><div>🛒 Add to cart</div><div>Select all <input type="checkbox"/></div></div></div>			

- 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?

🔍 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

Quantity: 1



215074 - AL2-24MR-A

Quantity: 1



160229 - MR-J3USBCBL3M

Quantity: 1



214968 - R32TB

Quantity: 1



219063 - 2D-TZ576

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	<div><div>—</div><div>1</div><div>+</div></div>	<input checked="" type="checkbox"/>
32303 - FUSE FOR A1SY81 LM32 Fuse for Programmable Controller type AJ65BT-D62	FA-MOD PLC: Spare Part	<div><div>—</div><div>1</div><div>+</div></div>	<input checked="" type="checkbox"/>
<div>Material number or name</div>	<div>Compare</div>		
<div><div> Delete</div><div> Compare</div><div> Availability &amp; net prices</div><div> Add to cart</div><div><div>Select all</div><input checked="" type="checkbox"/></div></div>			

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Technical Support

\*What can we do for you?

First name

\*Surname

\*Company

Telephone

\*Email

\*Country

Select...

☐ \*I have read and agree to the [privacy policy](#) of Mitsubishi Electric Europe B.V.. I am aware and agree that the data I have entered may also be forwarded to responsible Mitsubishi Electric representatives in third countries outside the European Union for which no adequacy decision of the EU-Commission exists.

Contact us

\*What can we do for you?

First name

\*Surname

\*Company

Telephone

\*Email

\*Country

Select...

☐ \*I have read and agree to the [privacy policy](#) of Mitsubishi Electric Europe B.V.. I am aware and agree that the data I have entered may also be forwarded to responsible Mitsubishi Electric representatives in third countries outside the European Union for which no adequacy decision of the EU-Commission exists.

Technical Support

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

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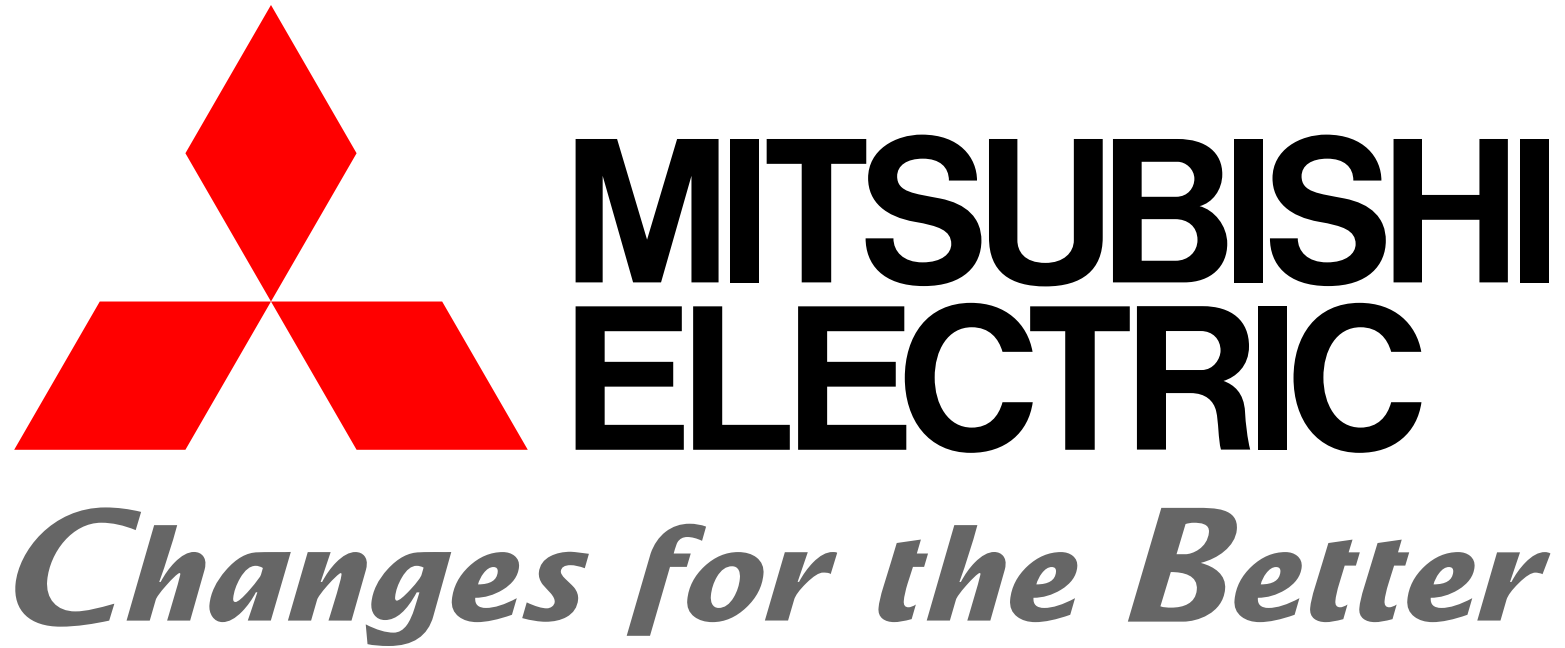
  
Service

  
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](mailto:eshop-fa-ia@meg.mee.com)

**Thank you**