

# 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



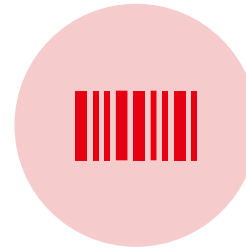
**Automating  
the World**

- ▶ **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

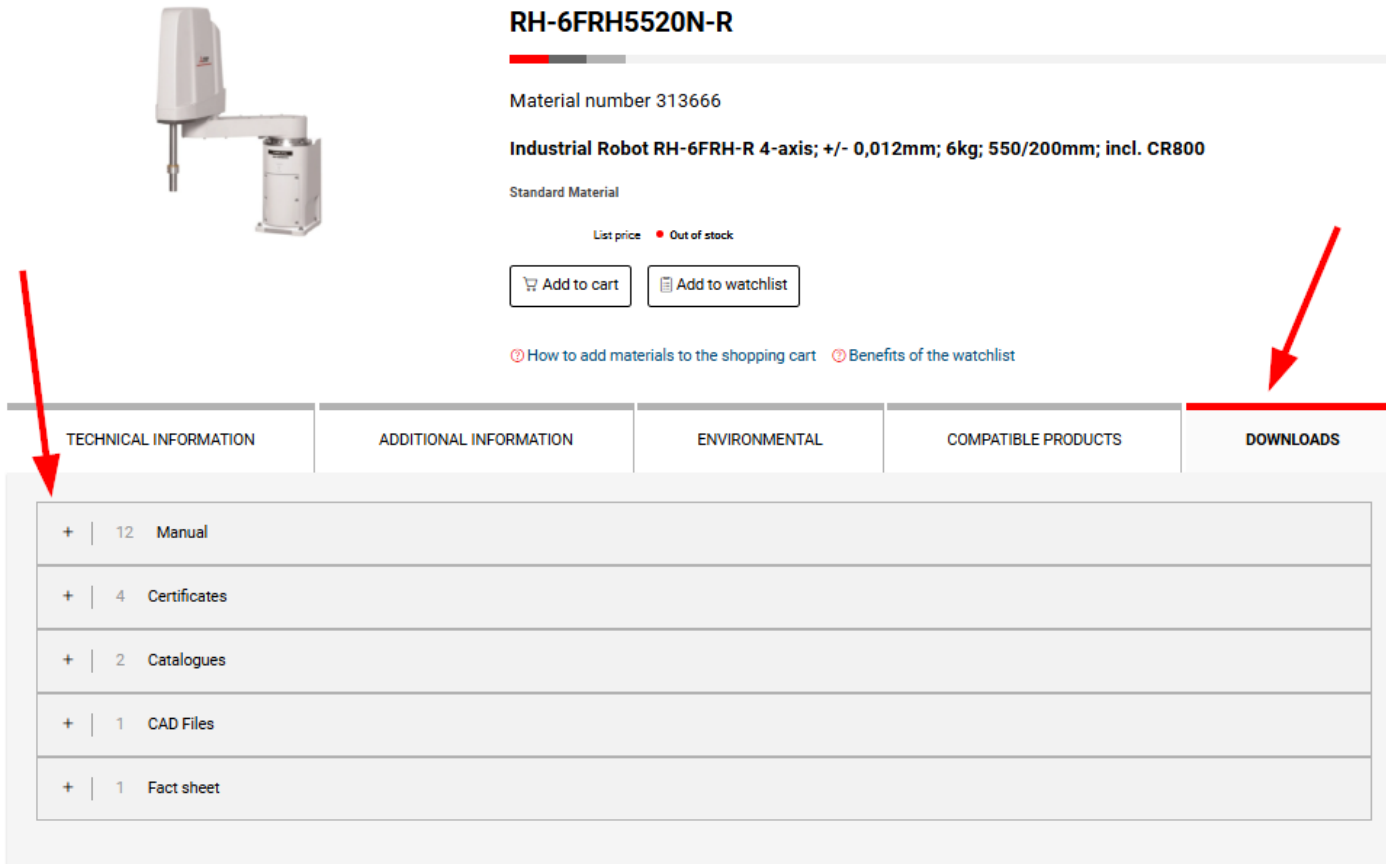
- EMEA -



**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
<b>Environmental</b>				
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 worklist** (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	<input type="text" value="16.09.2025"/>		<input type="text" value="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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Home Solutions **Products** Service Support News Center Shop <sup>2</sup>

## Products

Products Top →

- Edge Computing Products >
- Controllers >
- Computerized Numerical Controllers >
- Drive Products >
- Visualization >
- Robots >
- Low-voltage Power Distribution Products >
- Power Monitoring Products >
- Contact Image Sensors >
- ▶ Software Solutions
- Silverline >
- Quality News >

< Products ▶ Transition guidelines ▶ Silverline product

# Silverline

▶ 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 (HMIs) - 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"/>						
<b>Total items:</b>			<b>1</b>			Delete all items
				<b>Total*:</b>	<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

\*Your PO number

1

test order

Please select the requested delivery date

06.10.2025

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

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						
			<b>Total items:</b>	1		Delete all items
						<b>Total*:</b>

3

\*No taxes included in the total

Continue shopping

Download

Checkout

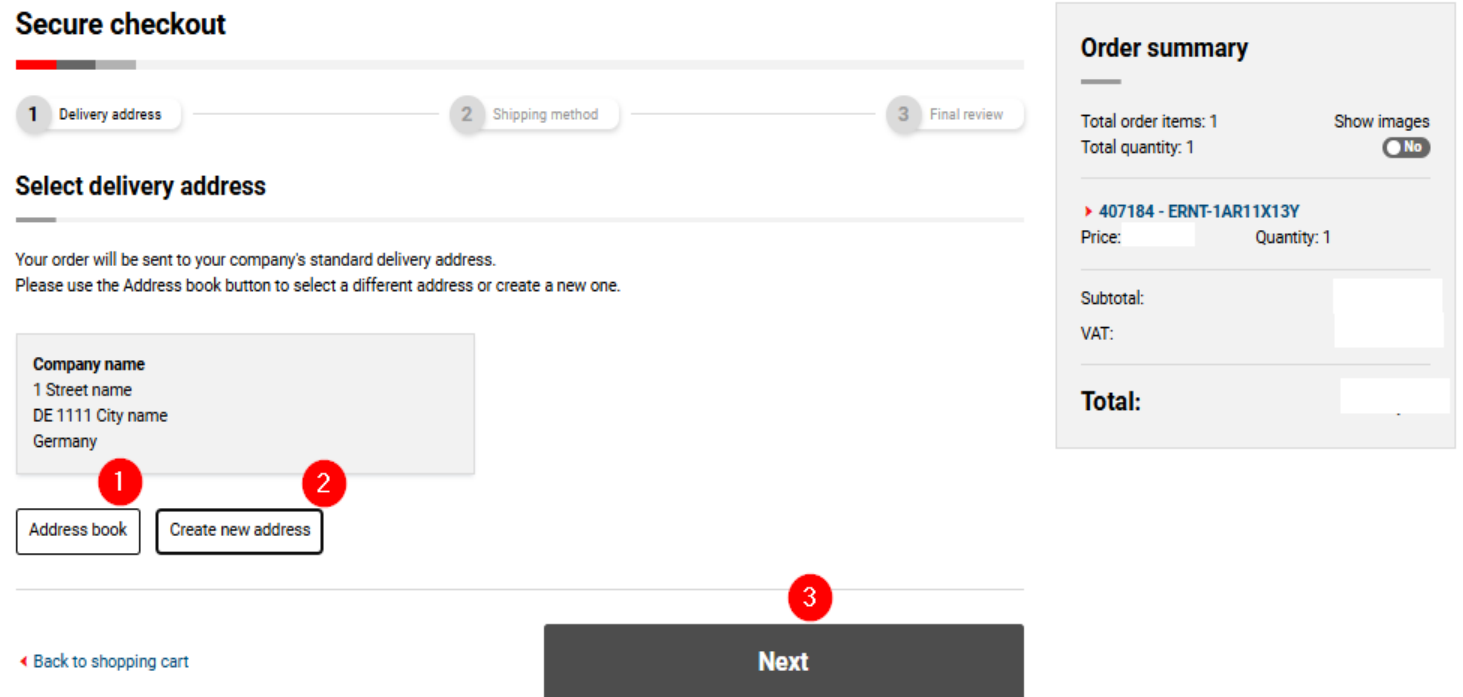
[How to add materials to my cart](#)

[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 process 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 Address book 2 Create new address

3 Next

◀ Back to shopping cart

**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

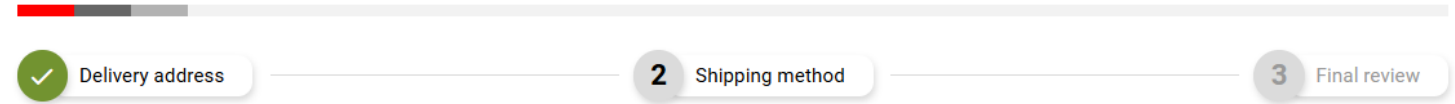
## EXPRESS

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:

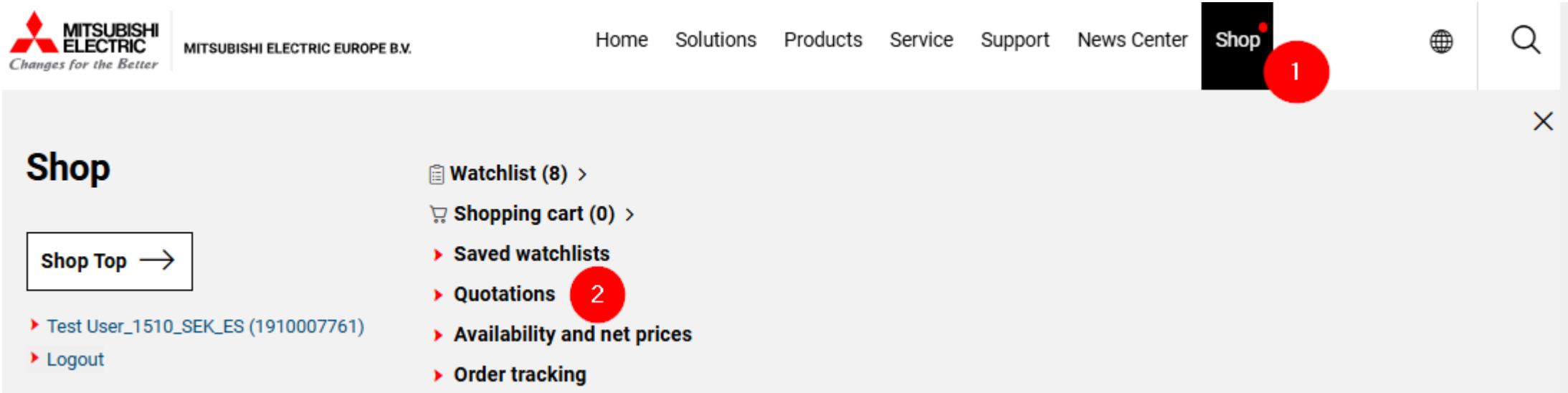
07.10.2025

Total gross weight: 0.312 KG

[◀ Back](#)

[Next](#)

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



The screenshot shows the top navigation bar of the Mitsubishi Electric website. The navigation menu includes: Home, Solutions, Products, Service, Support, News Center, and Shop. The Shop menu item is highlighted with a red circle containing the number '1'. Below the navigation bar, the Shop dropdown menu is open, showing a 'Shop Top' button and a list of links: Test User\_1510\_SEK\_ES (1910007761), Logout, Watchlist (8), Shopping cart (0), Saved watchlists, Quotations (highlighted with a red circle containing the number '2'), Availability and net prices, and Order tracking.

# Placing orders with references to the quotation

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

Add to shopping cart

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 **„Add to the shopping cart“** — you will be taken directly to the Checkout process.

# Checkout process-orders in reference to the quotation

\*Your PO number  Please select the requested delivery date

Please note that you should use a unique PO number. Otherwise the order will be blocked. **1**

Delivery Information (e.g. Contact name, phone number)  Special delivery instructions/requirements

Complete delivery  
\*This option allows all products to be delivered at the same time. Please note that the selected date will depend on the availability of all items. Note: Batteries cannot be delivered in the same shipment with the express delivery option.

\*Mandatory field

Your cart contains products from different sources.

- Catalogue
- Quotation 0021.
- Quotation 0021.

This will result in 3 separate orders. **3**

Save as watchlist

Material	Quotation reference	Requested delivery date	Estimated delivery date	Quantity	Price	Total	Action
486380 - 2F-DQ521 <b>2</b>	0021. Position 10	<input type="text" value="15.06.2026"/>	1 PC on 19.06.2026	<input type="text" value="1"/> out of 1			<input type="checkbox"/> <input type="checkbox"/>
248652 - HG-KR13 Compatible products available	00213 Position 10	<input type="text" value="15.06.2026"/>	1 PC on 19.06.2026	<input type="text" value="1"/> out of 28			<input type="checkbox"/> <input type="checkbox"/>
4077 - A6BAT	-	<input type="text" value="15.06.2026"/>	1 PC on 19.06.2026	<input type="text" value="1"/>			<input type="checkbox"/> <input type="checkbox"/>
<input type="text" value="Material number or name"/>							
Total items:		3	<input type="button" value="Delete selected items"/> <input type="button" value="Select all"/>				
Total*:						€	

\*No taxes included in the total

1. Fill in **all mandatory fields** above the Shopping Cart.
2. Products which you reordered from the offer are already visible. If you wish, add more materials or use another offer, then choose the requested delivery date and change quantity.
3. **Attention:** If you use more than one offer and additionally items from the catalog, there will be more than one order created!
4. Review quantities and dates and proceed through the checkout.

# Order confirmation page – orders in reference to the quotation

Print

Continue shopping

Your order was successful! For any questions, please refer to the order numbers below. Thank you for shopping with us.

Your order contains products from different sources. This results in the following 4 separate orders:

- 0008770820 (Quotation)
- 0008770821 (Quotation)
- 0008770822 (Quotation)
- 0008770823 (Catalogue)

1

It is not possible to change or cancel your order once it has been submitted. If you ordered something by mistake or with a wrong delivery address / shipping method, please contact your responsible sales desk as soon as possible.

## Order header data

Your PO number: #FCSEFAKE  
Requested delivery date: 15.06.2026  
Special delivery instructions/requirements: -  
Delivery information: -  
Total order value: -

## Delivery address

Jo Black  
Company  
Test 23  
126610 City  
T

## Shipping terms / terms of payment

## Delivery options

- Normal delivery

## Your ordered materials (order 0008770820)

Material	Quotation reference	Estimated delivery date	Quantity	Price	Total
676325 - SW1DND-MAILABPR-MA10	0021343498		1 PC		
				Subtotal:	
				VAT:	€0,00
				<b>Order total:</b>	

2

1. After the order is successfully submitted, you will see the list of all orders created within the session.
2. Products which you reordered are listed below separately along with the offer reference, estimated delivery date and price.
3. For more order details please go to section „Order Tracking“

**Factory Automation**

- EMEA -

**About us**

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## Factory Automation

- EMEA -

# MyMitsubishi

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[◀ Home](#) | [▶ MyMitsubishi](#)

### Welcome Test User

Contents

▼ Downloads

▼ Newsletter

▼ Registered products

▼ My Profile

## 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

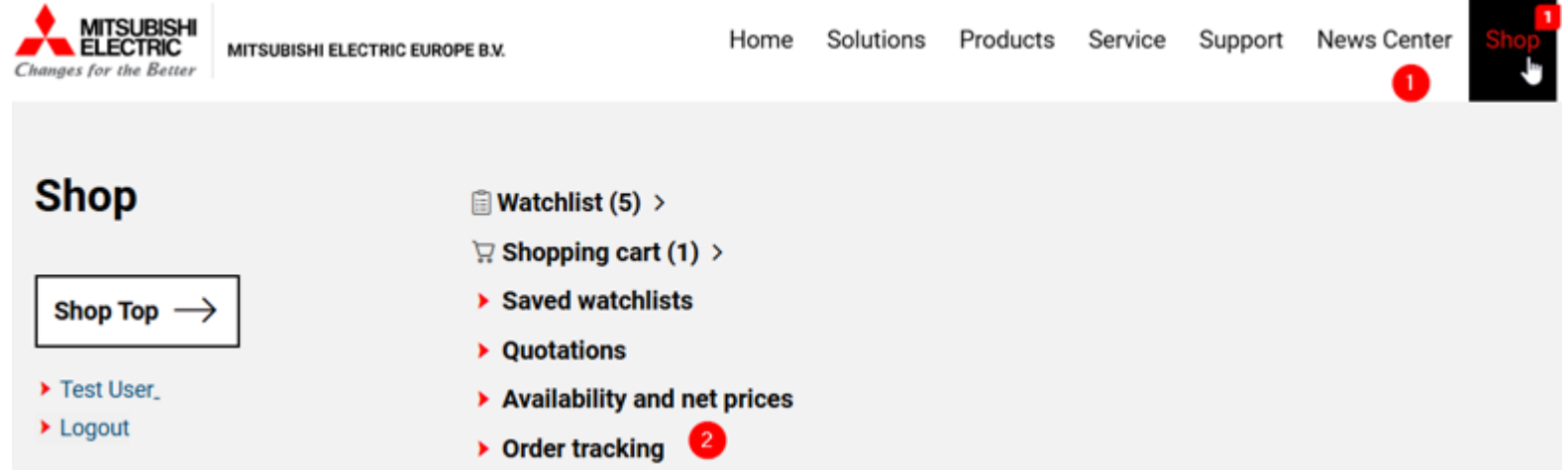
Person in charge

Sales Partner

## ▶ Order Tracking


In this section, the user can find:

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



The screenshot shows the top navigation bar of the Mitsubishi Electric website. The logo and 'MITSUBISHI ELECTRIC EUROPE B.V.' are on the left. Navigation links include Home, Solutions, Products, Service, Support, News Center, and Shop (with a red notification bubble '1'). Below the navigation is a 'Shop' section with a 'Shop Top' button and a list of links: Watchlist (5), Shopping cart (1), Saved watchlists, Quotations, Availability and net prices, and Order tracking (with a red notification bubble '2').

Search for open orders, delivery notes, orders or invoices


Type:  


Delivery notes

Invoices


**Orders**

Open order items

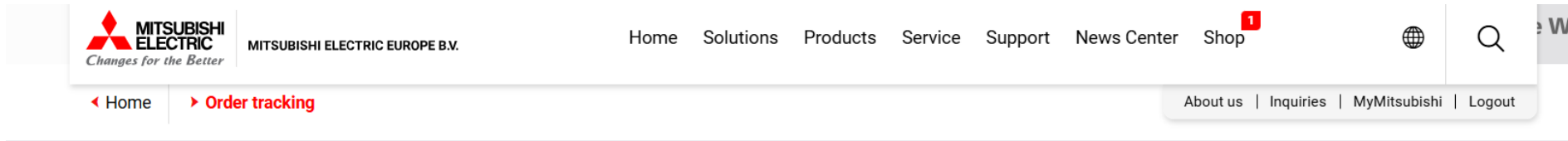
Status:  

Date:  

Showing 1 - 10 of 26

Sort by:  

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



The screenshot shows the top navigation bar of the Mitsubishi Electric website. On the left is the logo and company name. The main navigation menu includes Home, Solutions, Products, Service, Support, News Center, and Shop. A search icon and a 'W' icon are on the right. Below the main menu is a secondary menu with links for About us, Inquiries, MyMitsubishi, and Logout. The current page is identified as 'Order tracking'.

## Search for open orders, delivery notes, orders or invoices

Type:  Status:  Date:

### Orders

Showing 1 - 10 of 26

× Download

Sort by:

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

[About us](#) | [Inquiries](#) | [MyMitsubishi](#) | [Logout](#)

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	<input type="checkbox"/>
4077 - A6BAT	— 4 +	YYYY-M-D	<input type="checkbox"/>
<input type="text" value="Material number or name"/>			

🗑 Delete 🛒 Add to cart | Select all






- 🔗 Check the availability of the selected materials
- 🔗 Find the net prices of the selected materials
- 🔗 Can I get a full net price report?
- 🔗 What is the CSV button for?
- 🔗 Can I make a reservation for products?

🔍 Request data

Manual

# Availability and net prices – download options

- ▶ 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			
<p>× Download     CSV     Print     Copy to Clipboard     Excel     PDF</p>					
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](#)

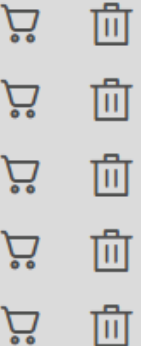
 **Watchlist (8)** <sup>2</sup> >

-  **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** <sup>3</sup>



# Watchlist overview

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**

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## My watchlist

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
<a href="#">4077 - A6BAT</a> Battery 3.6 V DC	FA-MOD PLC: Spare Part	<input type="text" value="1"/>	<input checked="" type="checkbox"/>
<a href="#">32303 - FUSE FOR A1SY81 LM32</a> Fuse for Programmable Controller type AJ65BT-D62	FA-MOD PLC: Spare Part	<input type="text" value="1"/>	<input checked="" type="checkbox"/>
<input type="text" value="Material number or name"/>	<input type="button" value="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

\*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

\*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



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.

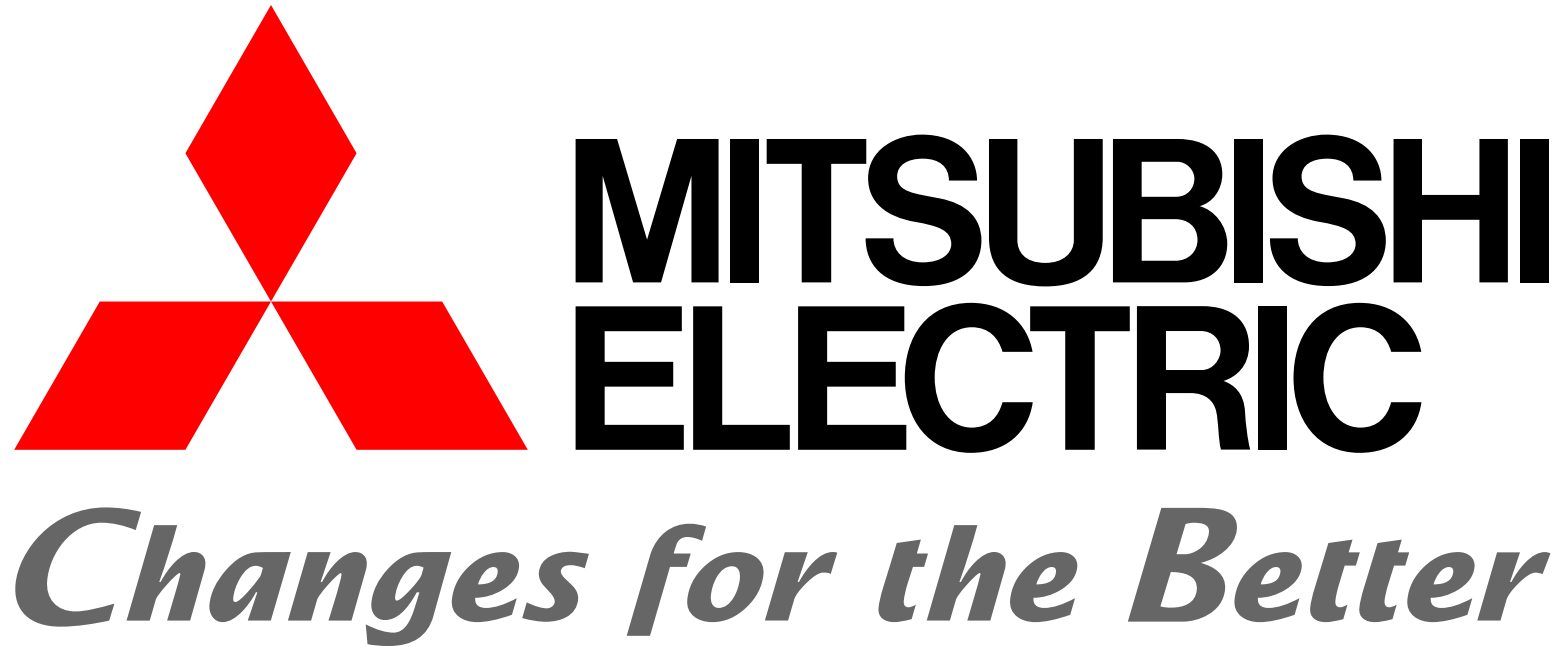
## Factory Automation - EMEA -

Shop



## 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**