Making Modern

Customer focused  Self service  @ your fingertips

**eCommerce Benefits**
By using Danfoss eCommerce, you can order and access reliable information quickly and easily, 24 hours a day, 7 days a week.

- **eCommerce** with Danfoss puts you in control, with full visibility and traceability, and reduces time and cost spent on ordering.
- **eCommerce** enables faster order processing and helps reduce errors that can affect your business.
- **eCommerce** frees up time for both you and Danfoss. Saving time reduces cost at both ends and provides opportunities for building even more business together.

**Contact your Danfoss customer service representative or call 410-931-8250 to get started and receive your username and password.**

**Check Price & Availability**
Danfoss eCommerce allows you to check product prices and availability. You get accurate information on our stock, prices and possible delivery dates.

- Checking prices and availability is fast and easy.
- When planning a project you can verify pricing and availability on your schedule.
- Danfoss eCommerce is tied directly to our SAP system. You see what our customer service representatives see.
Wherever
Whenever
Click back and relax

eBusiness Possible

Order Products
Place your orders on your schedule, not ours. Danfoss eCommerce is accessible anytime you have a computer and an internet connection.

- Search our products to quickly and easily find the product you need.
- Receive an email confirmation seconds after placing your order.
- Load your code numbers into the system for fast, easy reordering.
- Quickly and easily access previous orders to make reordering simple and efficient.

Track Your Order
Danfoss eCommerce gives you the capability to check the status of all previous orders.

- Instantly know the status and location of your orders — from order entry through to delivery to the final destination, including tracking information from the carrier.
- Track all your orders made with Danfoss, not just purchases made online.
- No need to call customer service — just direct your internet browser to www.danfoss.com/ordering.
- 24 hour access allows you to know the status of all your orders — regardless of the time, day or night.
**Price and Availability Check**

Once logged in, enter the product code and requested quantity and date. Then click “Check price and availability.” A description of the product and its price and availability date will be shown.

**Submit an Order**

If price and availability are acceptable to you and you wish to place an order, click on “Proceed ordering.” On the next screen, enter your own order number or reference text and then select, verify, or change the shipping address. You can also enter a message for Danfoss and/or write text in the “Order line note” field. This text will be printed on all documents that Danfoss sends, such as the order confirmation and invoice.
**Order Confirmation**

Once your order information is complete, proceed by clicking “Submit Order.” You will then be asked to confirm that you would like to submit the order. Finally, an order registration page – along with the Danfoss order number – will be displayed and can be printed.

**Find Previous Orders**

When logged in, click the tab “Previous orders.” Select the appropriate search criteria for your previous order and click “Search.”

**Order Information**

All previous orders matching your search criteria will be displayed, along with their status. More detailed information on a specific order can be shown by clicking on the icon.
Track
In the “Order details” section, if a ⬤ icon appears in the “additional information” field, your order has been dispatched from the Danfoss distribution facility. To track the delivery (when available) click the ⬤ icon. On the final screen, click the “Tracking no.” A new window will open showing the tracking information from the freight carrier’s website.

Upload Orders From Your Own System
To save time and avoid reentering orders already in your system, you can import orders directly into eCommerce. Start by exporting the order lines as a CSV or TXT file from your system. Then, click the tab “Upload order lines” and define which columns in the exported data contain the code numbers and which contain the requested quantities. Next, either copy/paste the exported data into the specific area or upload a file with the product codes in the previously specified format.

Find Previously Stored Shopping Baskets
At any stage during the ordering process, you can save a shopping basket for later retrieval. To save product codes and requested quantities, click “Store Shopping Basket”. All stored shopping baskets can be accessed through the “View stored shopping basket” tab.
Product Search
You can search for products using a number of criteria. To do so, click the tab “Product search.” On the next page, choose a search criterion. An asterisk “*” without a space is used as a wildcard in the product search fields.

Shipping Address
Shipping addresses can be maintained within the web ordering system. Click the tab “Customer information” followed by the “Shipping address” tab. From this screen, you can create, edit, delete or set a default delivery address for all subsequent orders.

Your Code Numbers
To simplify orders, you can map your product codes to Danfoss product codes. Create new or maintain existing codes by clicking the tab “Customer information” followed by the tab “Your code no.” Then click “Create your code no.” and input the requested information. Contact a Danfoss customer service representative if you would like to upload a batch of codes.

Help
If you need help – for example with a code number, glossary search or creating an order – click the 🎨 icon. A help window will pop up and provide assistance.
Click Back and Relax

Just call 410-931-8250 and we will send you your username and password as soon as possible.
For more information, visit www.danfoss.us/ecommerce

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