

MAKING MODERN LIVING POSSIBLE

Danfoss



Danfoss eCommerce
Efficiency at your fingertips

REFRIGERATION &
AIR-CONDITIONING



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.



eBusiness Possible



Wherever



Whenever



Click back and relax

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.

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.

The screenshot shows the Danfoss website's Order Confirmation page. The top navigation bar includes "Site Map | Login | Logout" and "E-Commerce". The main content area is titled "Thank you for your order" and displays the following information:

- Customer name:** [Redacted]
- Customer no.:** [Redacted]
- Date received:** 21.08.2007
- Total order no.:** 432644
- Total reference:** My Reference Test
- Postal delivery:** [Redacted]
- Shipping address:** [Redacted]
- Telex Company name:** [Redacted]
- Street:** [Redacted]
- Postal code/City:** [Redacted]
- Region:** [Redacted]
- Country:** [Redacted]
- Order Email:** [Redacted]
- Phone no.:** [Redacted]

Confirmed order lines:

Order no.	Total order no.	Description	Quantity	Unit price	Proposed date	Confirmed delivery date	Confirmed quantity	Delivery status	Order line status
432644	432644	432644 432644 432644 432644	2	22.99.2007	1 week	1/21/08/2008			
432644	432644	432644 432644 432644 432644	1	29.88.2007	2 weeks	1/21/08/2008			
432644	432644	432644 432644 432644 432644	1	22.99.2007	1 week	1/21/08/2008			

The page also includes a "Back to start page" button and a footer with copyright information: "© 2008 - Danfoss A/S. All rights reserved. Use of this site signifies your agreement to the Terms of Use and Privacy Policy. Danfoss and the Danfoss logo are registered trademarks of Danfoss A/S."

Find Previous Orders


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

The screenshot shows the Danfoss website's Previous Orders search page. The top navigation bar includes "Site Map | Login | Logout" and "E-Commerce". The main content area is titled "Previous orders" and includes the following search criteria:



- Order no.:** [Input field]
- Total order no.:** [Input field]
- Product no.:** [Input field]
- Code no.:** [Input field]
- Status:** 43
- Date:** [Dropdown menu]
- From:** 12/10/2007
- To:** 12/11/2007
- Search:** [Button]

The page also includes a "Back" button and a footer with copyright information: "© 2008, 2007 - Danfoss A/S. All rights reserved. Use of this site signifies your agreement to the Terms of Use and Privacy Policy. Danfoss and the Danfoss logo are registered trademarks of Danfoss A/S."

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.

The screenshot shows the Danfoss website's Order Information page. The top navigation bar includes "Site Map | Login | Logout" and "E-Commerce". The main content area is titled "Orders" and displays the following table:

Order no.	Total order no.	Created date	Status	Total net price (incl. tax)	
432644	432644	12/11/2007	Reserved	1188	
432644	432644	12/11/2007	Reserved	235	

The information icon in the first row is circled in red. The page also includes a "Back" button and a footer with copyright information: "© 2008, 2007 - Danfoss A/S. All rights reserved. Use of this site signifies your agreement to the Terms of Use and Privacy Policy. Danfoss and the Danfoss logo are registered trademarks of Danfoss A/S."

Danfoss Site Map | Logon | Logout

E-Commerce

Ordering

Change Language: English



Create order | Product search | Customer information | Sales Conditions

Create order | Upload order lines | Previous orders | View Stored Shopping Basket

Order details



Customer name: [redacted] Shipping address: [redacted]

Order details table:

Code no.	Trax code no.	Description	STATUS	Requested quantity	Ordered quantity	Price	Requested date	Ordered date	Order line code	Notes
1710001		FP301 Serwis 400P	Invoiced	0	0		08.08.2010	08.08.2010		
1710002		FP304 Serwis 400P	Invoiced	0	0		08.08.2010	08.08.2010		

Total invoice: 42300.00
Total net price (incl. tax): [redacted]

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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.

Danfoss Site Map | Logon | Logout

E-Commerce

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Upload order lines

This screen offers you the possibility of mass upload of order lines - either by copying order lines from your IT system and pasting them in the text box below or by exporting the order lines from your system to a file and uploading this file.

Please indicate in which columns code number and quantity are placed in the text box / file and indicate if the file contains column headings. You can save your settings for future use by clicking "Save settings".

Column 1: Code number
Column 2: Quantity
Column 3: -Selected field-
Column 4: -Selected field-
Column 5: -Selected field-

File line contains headings: Save settings

Please attach file to text box and add to basket. You can use text, comma or semicolon as separator in the text box / file.

00817000 5
018P0701 4
002P0041 1
002P0002 2
002P0000 1

Add to basket

Upload file with order lines to basket. The file must be a text file.

Upload file to basket

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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.

Danfoss Site Map | Logon | Logout

E-Commerce

Ordering

Change Language: English

Create order | Product search | Customer information | Sales Conditions

Create order | Upload order lines | Previous orders | View Stored Shopping Basket

Stored shopping baskets

Destination name: [redacted]
Customer no.: [redacted]
Basket name: Test Basket

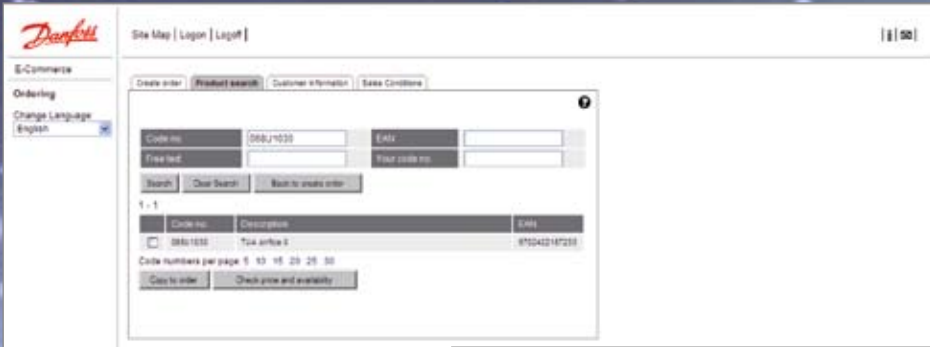
Should the shopping basket be visible to other users?
 yes, visible to others
 no, only visible for me

Order details table:

Code no.	Trax code no.	Description	Quantity
00817000			5
018P0701			4
002P0041			1
002P0002			2
002P0000			1

Back | Store Shopping basket

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.

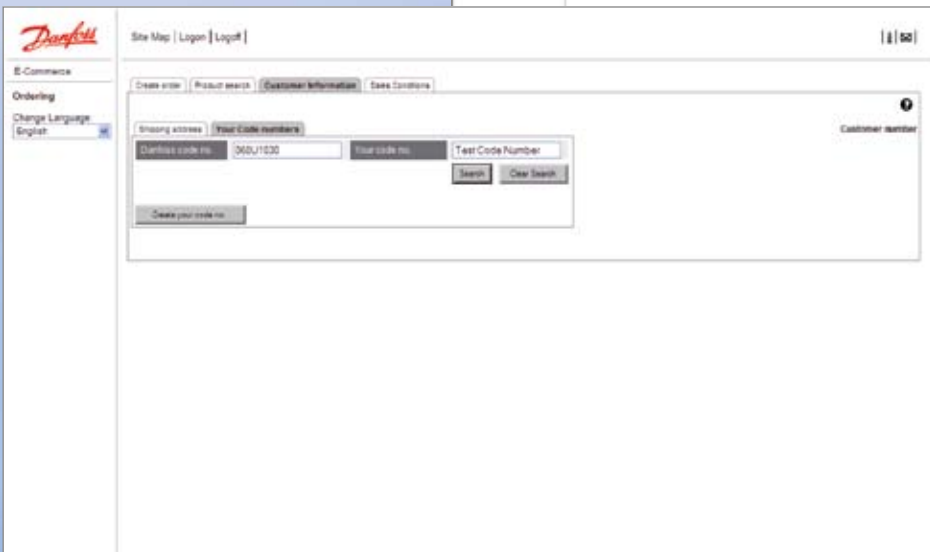


Product Search

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.

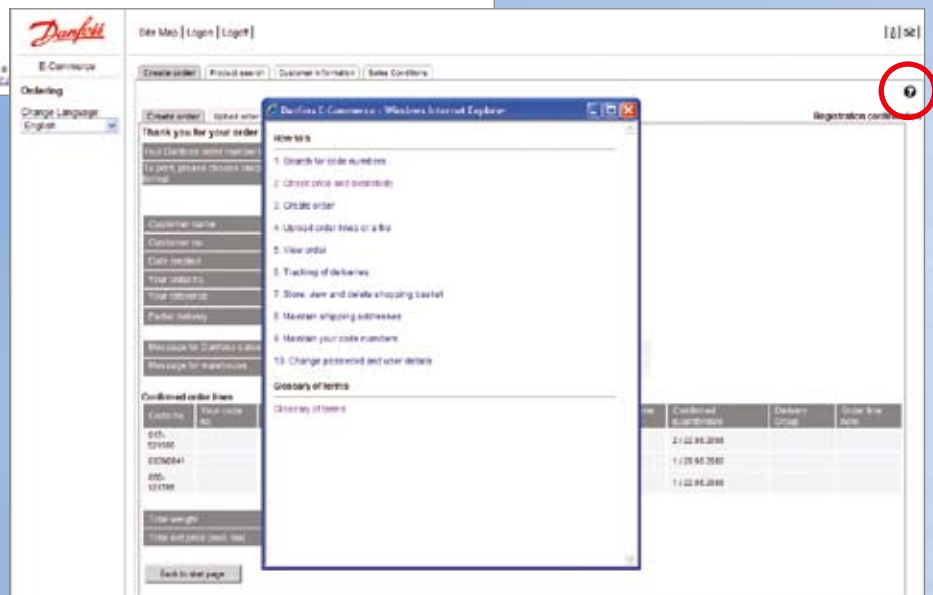


Your Code Numbers

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

www.danfoss.us

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