



End User Manual

Daikin E-Commerce Application (ECOM)

End user manual

Daikin E-Commerce Application (ECOM), Daikin UK

Version : See chapter 'History'
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2. Introduction

This user manual will assist you with the operation of the Daikin E-Commerce Application (ECOM).

3. History

Date / By	Description
22 August 2008	Creation
25 September 2008	Revision 1



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4. Login

4.1 Ecom Website

Please enter the URL below to connect to the DAUK ECOM site:

https://www2.daikineurope.com:54500/b2b_ECOM/b2b/init.do

You can add this URL to your browser favourites for future reference.

A link to the ECOM site can also be found on the [Daikin extranet: www.daikin.co.uk/extranet](http://www.daikin.co.uk/extranet)

4.2 Login & Password

Your User ID and password were sent to you by email. Fill in the User ID and Password fields. Click 'Log On'.

Figure 1 : login screen

A link to 'General Contact Information' can be found on the right top of the page. Here you can find the contact information for a number of countries, including the UK. If you have problems logging on, please contact us, using the UK contact details.

Figure 2: General contact information



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General Contact Information

web: www.daikin.de

United Kingdom

Daikin Airconditioning UK Ltd.
The Heights
Brooklands
Weybridge
Surrey, KT13 0NY

T: 0845 6419300

F: 0845 6419319

E: eorders@daikin.co.uk

web: www.daikin.co.uk

extranet: www.daikin.co.uk/extranet.uk

[Print](#)

[Close](#)



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In case you have forgotten your password, click the button 'Forgot your Password'.

DAIKIN E-Commerce Business-to-Business Application

[General Contact Information](#)

Welcome

Language
English

User ID

Password

Log On **Forgot your Password**

The next screen requires your user id and the email address of the contact person of your company. A new password will be sent to that email address.

DAIKIN E-Commerce Business-to-Business Application

[General Contact Information](#)

Forgot Password

User Name

E-mail

Submit Cancel

Figure 3 : Forgot password



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4.3 Terms & Conditions

The first time you logon, you have to accept the Terms and Conditions. If a new version of the 'Terms & Conditions' is published, you will be asked to confirm again. Select 'I have read and accepted the terms' and click 'Submit'.

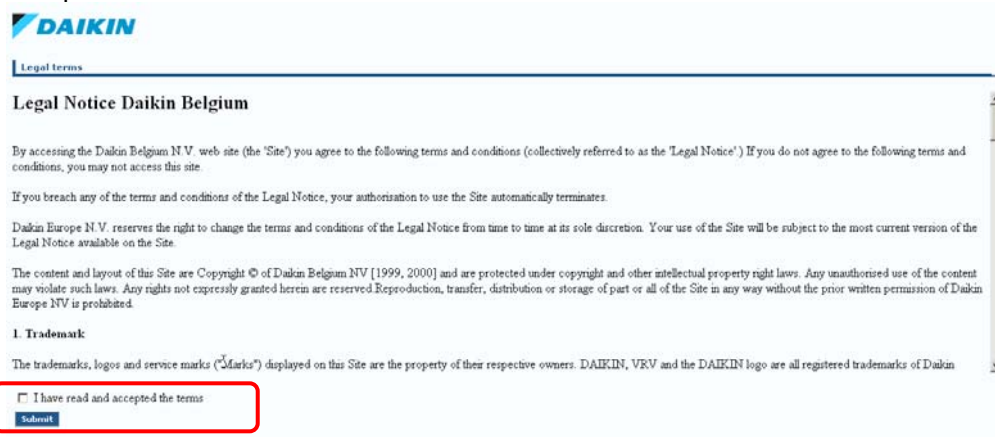


Figure 4 : Terms & conditions

4.4 User interface

After login, a screen similar to the screenshot below will open. The screen contains several areas with information.

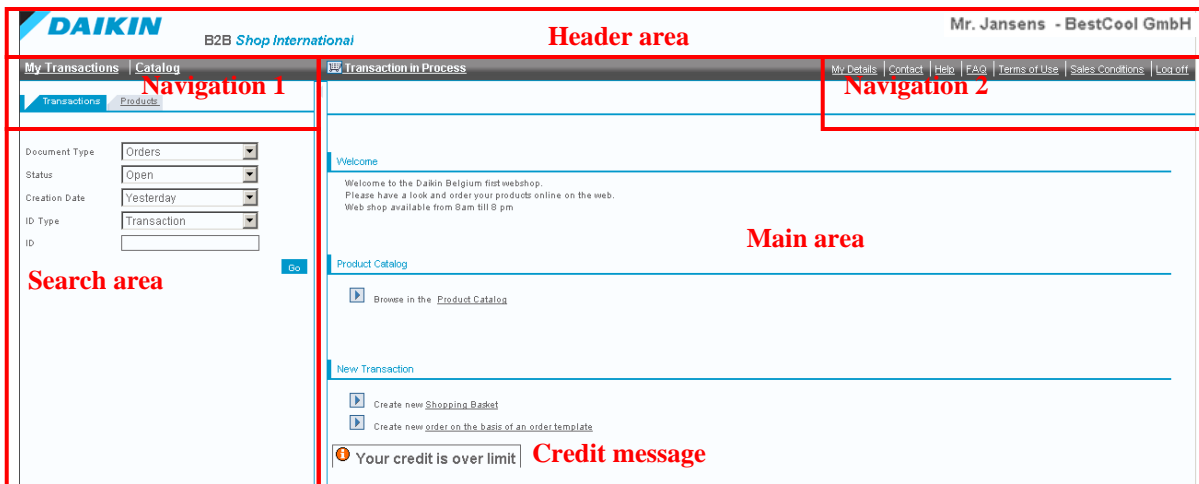


Figure 5: User interface



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User interface areas explained:

- Header area: Daikin logo and the name of your company and contact person
- Main area: welcome text, link to the product catalog, shopping basket & creation of order templates
- Credit Message: warning message if your credit limit has been exceeded
- Navigation 1: main navigation for the product catalog and your transaction history
- Search area: Search your transaction history
- Navigation 2: Links to “my details”, “contact details”, “help”, “FAQ”, “T&C”, “Sales conditions”, “Log off”

When you have reached your credit limit, a message ‘Your credit is over limit’ will be shown at logon. This is a warning message, you can still use ECOM but your order will not be delivered. Please complete your order then contact your local Daikin credit controller for further information.



Figure 6: Navigation 2

- My Details: your company details
- Contact details: contact information for all Daikin UK sales offices
- Help: help information
- FAQ: frequently asked questions
- T&C: Terms and conditions
- Sales conditions: sales conditions
- Log off: close ECOM

The links will show the information in a popup, except the ‘Log off’ link.

When clicking the ‘My details’ link, a popup will appear. It contains your company details, customer number etc. It also shows the date when you accepted the Daikin terms and conditions. The terms and conditions can also be read by clicking ‘T&C’.



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DAIKIN

SAP Internet Sales - My Details

My Details

User Name	Jansens
Company Name	BestCool GmbH
Customer Number	0000137791
Street Name/House Number	Tibarg 54
Postal Code / City	22459 Hamburg
Region	02
Country	Germany
E-mail	abc@mail.com
Telephone	040-52299098
Fax	040-52678697
Standard delivery address	BestCool GmbH Tibarg 54 22459 Hamburg
T&C accepted on	22/09/2008

[Change Password](#)

Figure 7: My details

At the bottom of the popup there is a link 'Change password'. You can change your password by clicking it. A new password needs to be different from all previous passwords, and contains at least 8 characters.

ATTENTION: The password is case sensitive

Enter your old password in the "old password" box and then enter your new password in the "password" and "verify password" boxes. Click on 'Save Password' to confirm the password change.

Change Password

Old Password

Password

Verify Password

Figure 8: Change password



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4.5 Opening hours

The opening hours of the UK webshop are:

Mon: 8.00 - 20.00

Tue: 8.00 - 20.00

Wed: 8.00 - 20.00

Thu: 8.00 - 20.00

Fri: 8.00 - 20.00

Sat: 7.00 - 15.00

When you logon outside these opening hours, the application will show the opening hours of ECOM. Please try again later when ECOM is open.

If you are using ECOM and the time goes outwith the opening hours, you will be forwarded to this page, and cannot continue shopping.



system is currently unavailable

The webshop is currently closed for technical reasons.

The webshop can be used during following hours:

Mo 8.00 - 20.00

Tu 8.00 - 20.00

We 8.00 - 20.00

Th 8.00 - 20.00

Fr 8.00 - 20.00

Sa 9.00 - 15.00

Current time = "14:28:51"

Figure 9: Opening hours



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5. Quick start 1: How to order if you know the product reference

5.1 Create a shopping basket

This topic will show you how to create an order, if you know the reference of the products you would like to order. Creating an order is done in the 'shopping basket'. Click "Create new Shopping basket" in the main area of the screen.

A detailed description of the shopping basket can be found in chapter 8.

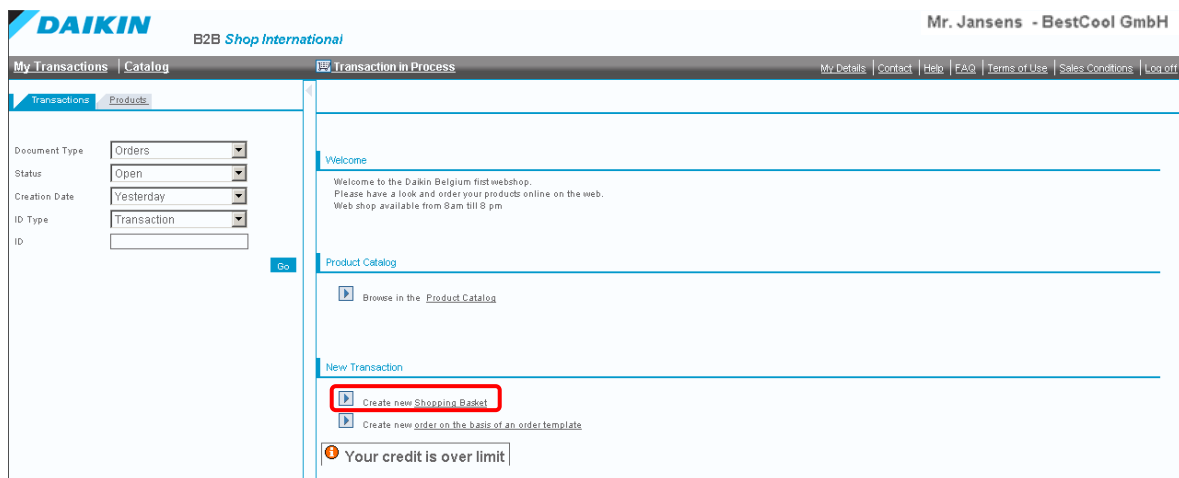


Figure 10: Create shopping basket



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5.2 Enter a product

The shopping basket requires that you enter some basic information:

Fill in following fields:

- Your reference: identify the order with your order reference
- Requested Delivery Date: use the calendar icon for easy selection of your required date
- Add the unit and quantity you would like to order.

Mr. Jansens - BestCool GmbH

B2B Shop International

My Transactions | Catalog | No items in the shopping basket | My Details | Contact | Help | FAQ | Terms of Use | Sales Conditions | Log off

Transactions | Products

Document Type: Orders
Status: Open
Creation Date: Yesterday
ID Type: Transaction
ID:

Go

Shopping Basket: in Process

Your Reference:

Total Net Price: 0.00 EUR
Freight: 0.00 EUR
Taxes: 0.00 EUR
Total Gross Price: 0.00 EUR

Default Delivery Settings For Items

Deliver To:

Delivery Type:

Requested Delivery Date:

Item	Product	Quantity	Unit	Description	Total Price	Unit Price
<input type="text" value="4MK58E"/>		<input type="text" value="2"/>	<input type="text"/>			
<input type="text"/>		<input type="text"/>	<input type="text"/>			
<input type="text"/>		<input type="text"/>	<input type="text"/>			
<input type="text"/>		<input type="text"/>	<input type="text"/>			

5 New Items | | | |

Figure 51: Shopping basket



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When you have entered a product, click “enter” on your keypad, or click the ‘Update’ button, the product(s) will be added to your shopping basket. The price and product description will be added to the screen.

DAIKIN B2B Shop International Mr. Jansens - BestCool GmbH

My Transactions | Catalog **1 Item(s) to the value of 2,150.64 EUR** My Details | Contact | Help | FAQ | Terms of Use | Sales Conditions | Log off

Transactional Products

Document Type: Orders
Status: Open
Creation Date: Yesterday
ID Type: Transaction
ID:

Shopping Basket: In Process

Your Reference:

Total Net Price: 2,150.64 EUR
Freight: 0 EUR
Taxes: 0 EUR
Total Gross Price: 2,150.64 EUR

Default Delivery Settings For Items

Deliver To:
Delivery Type:
Requested Delivery Date:

Item	Product	Quantity	Unit	Description	Total Price Unit Price
10	4MK959E	2	PC	Split Aircond.outdoor + compressor etc	2,150.64 EUR 1,075.32 EUR / 1PC

5 New Items

Figure 12: Add product



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If you are ready to order, click “to order”. Now you will see the availability of your chosen products and the total cost, including any applicable discounts and surcharges.

The screenshot displays the 'Your Shopping Basket as an Order' page. On the left, there are dropdown menus for Document Type (Orders), Status (Open), Creation Date (Yesterday), ID Type (Transaction), and an ID field. A 'Go' button is located below these fields. The main content area includes a summary of the basket with a red box around the pricing details:

Total Net Price:	2,150.64 EUR
Shipping Costs:	0.00 EUR
Taxes:	438.09 EUR
Total Gross Price:	2,588.73 EUR

Below this is a table of items with a red box around the 'Avail.' column:

Item	Product	Quantity	Description	Avail.	Expected Del. Date	Total Price Unit Price
10	4MKS58E	2 PC	Split Aircond.outdoor + compressor c/o	2	12/09/2008	2,150.64 EUR 1,075.32 EUR / 1 PC

At the bottom right, there are 'Continue Shopping' and 'Order' buttons, with the 'Order' button highlighted by a red box.

Figure 13: Simulation screen



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5.3 Confirm order

After the simulation screen you can confirm your order by clicking on "Order". It is also possible to go back to the previous screen by clicking 'Continue shopping'. A popup will ask you to confirm the order.

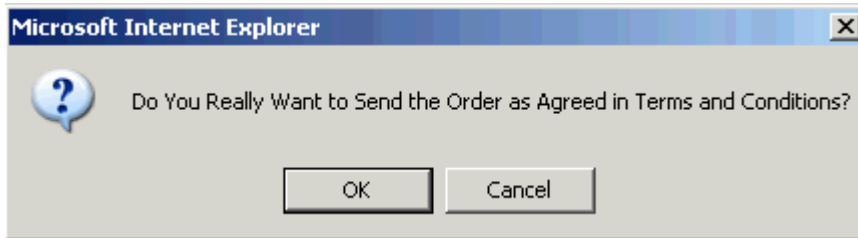


Figure 14: Confirm order

Click on 'OK' to confirm, or 'Cancel' to return to the basket. A confirmation screen will show your Daikin order reference if you press ok. Press close to continue using the webshop.

DAIKIN B2B Shop International Mr. Jansens - BestCool GmbH

My Transactions | Catalog 11 1 Item(s) to the value of 2,150.64 EUR My Details | Contact | Help | FAQ | Terms of Use | Sales Conditions | Log off

Transactions Products

Document Type: Orders
Status: Open
Creation Date: Yesterday
ID Type: Transaction
ID:

Confirmation of receipt
Thank you!
Your order was received and is being processed.
Order: 2065009 from 11/09/2009
Your Reference: demo order

Overall Status: Open
Delivery Status: Open
Total Net Price: 2,150.64 EUR
Shipping Costs: 0.00 EUR
Taxes: 438.09 EUR
Total Gross Price: 2,588.73 EUR

Default Delivery Settings For Items
Delivery Type: Normal

Item	Product: Description/Details	QTY	Avail.	Expected Del. Date	Total Price Unit Price	Status
10	4MXS58E: Split Aircond outdoor + compressor etc	2 PC	2	12/09/2008	2,150.64 EUR 1,075.32 EUR / 1 PC	Open

Print Close

Figure 15: Confirmation screen



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6. Quick start 2: If you do not know the product reference

6.1 Browse the catalog

If you do not know the reference of the products you would like order, you first need to browse the product catalog. This catalog contains all products available to you grouped in a logical hierarchy.

Chapter 7 will explain the product catalog in detail.

Click “Catalog” to see the products.

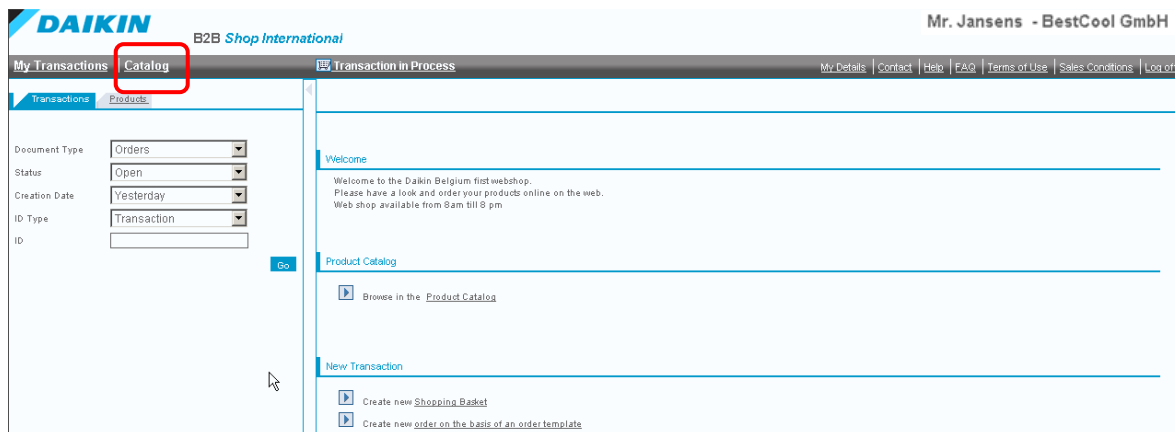


Figure 16: Product catalog



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6.2 Select a product

Browse through the navigation of the product catalog to select the group of products you want to see.

Ex: Outdoor → Cooling only → Multi Split

The products available for a category will show up in the main area.

The screenshot shows the Daikin B2B Shop International interface. The top navigation bar includes 'My Transactions', 'Catalog', and 'Transaction in Process'. The left sidebar contains a search bar and a tree view of the product catalog. The tree view is expanded to show 'Multi Split' under 'Cooling only'. The main content area displays a table of products under the 'Multi Split' category.

Overview		Product		Price
Quantity	In Basket	Product Number	Name	
<input type="checkbox"/> 1	PC	2MKS50G	Split Aircond.outdoor + compressor o/o	246,56 EUR
<input type="checkbox"/> 1	PC	3MKS50E	Split Aircond.outdoor + compressor o/o	293,54 EUR
<input type="checkbox"/> 1	PC	4MKS58E	Split Aircond.outdoor + compressor o/o	1.075,32 EUR
<input type="checkbox"/> 1	PC	4MKS75F	Split Aircond.outdoor + compressor o/o	1.485,09 EUR
<input type="checkbox"/> 1	PC	5MKS90E	Split Aircond.outdoor + compressor o/o	1.737,39 EUR

Figure 17: Catalog hierarchy

6.3 Add product to shopping basket

The products available within a category are shown in a list in the main area. It shows their product number, name and price.

Mr. Jansens - BestCool GmbH
B2B Shop International

My Transactions | Catalog | Transaction in Process | My Details | Contact | Help | FAQ | Terms of Use | Sales Conditions | Log out

Product Catalog

Quick Search

[-] Outdoor
 [+ Heat Pump
 [-] Cooling only
 Split Pair
Multi Split
 [+ Indoor

Overview		Product		Price
Quantity	In Basket	Product Number	Name	
<input type="checkbox"/> 1	PC <input type="button" value="Shopping Basket"/>	2MK50G	Split Aircond.outdoor + compressor o/o	246,56 EUR
<input type="checkbox"/> 1	PC <input type="button" value="Shopping Basket"/>	3MK50E	Split Aircond.outdoor + compressor o/o	293,54 EUR
<input checked="" type="checkbox"/> 2	PC <input type="button" value="Shopping Basket"/>	4MK58E	Split Aircond.outdoor + compressor o/o	1.075,32 EUR
<input type="checkbox"/> 1	PC <input type="button" value="Shopping Basket"/>	4MK575F	Split Aircond.outdoor + compressor o/o	1.485,09 EUR
<input type="checkbox"/> 1	PC <input type="button" value="Shopping Basket"/>	5MK50E	Split Aircond.outdoor + compressor o/o	1.737,39 EUR

Products Per Page 10

Figure 18: Select product

Adding products to the shopping basket can be done by:

- Entering a quantity and then clicking on the button shopping basket. . This item will be added to your basket.
- Selecting one or more item lines, and then clicking "Transfer Selection". All the selected items will be added to the shopping basket.



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Once products are added to your shopping basket a '*' indicates that these products have been added.
To finish browsing the catalog and go to your order, click on the shopping basket icon on the top of the page.

Mr. Jansens - BestCool GmbH

My Transactions | Catalog | **1 Item(s) to the value of 2,150.64 EUR** | My Details | Contact | Help | FAQ | Terms of Use | Sales Conditions | Log out

Product Catalog

Quick Search [Search](#)

[Extended Search](#)

[-] Outdoor
[+] Heat Pump
[-] Cooling only
Split Pair
Multi Split
[+] Indoor

Multi Split

Overview			Product		Price
Quantity	In Basket	Product Number	Name		
<input type="checkbox"/> 1	PC	2MKS50G	Split Aircond. outdoor + compressor c/o		946.56 EUR
<input type="checkbox"/> 1	PC	3MKS50E	Split Aircond. outdoor + compressor c/o		993.54 EUR
<input type="checkbox"/> 2	PC	4MKS58E	Split Aircond. outdoor + compressor c/o		1,075.32 EUR
<input type="checkbox"/> 1	PC	4MKS75F	Split Aircond. outdoor + compressor c/o		1,485.09 EUR
<input type="checkbox"/> 1	PC	5MKS90E	Split Aircond. outdoor + compressor c/o		1,737.39 EUR

Products Per Page: 10 | [Select All](#) | [Cancel Selection](#) | [Transfer Selection](#)

Figure 19: Product catalog *



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6.4 Confirm order

The shopping basket requires you fill in all basic information necessary to place an order.

Fill in the following fields:

- Your reference: enter your order reference
- Requested Delivery Date: use the calendar icon to easily select your required date
- The products and quantities you selected in the product catalog are shown in the item table.

DAIKIN B2B Shop International Mr. Jansens - BestCool GmbH

My Transactions | Catalog 1 Item(s) to the value of 2,150.64 EUR My Details | Contact | Help | FAQ | Terms of Use | Sales Conditions | Log off

Transactions Products

Document Type: Orders
Status: Open
Creation Date: Yesterday
ID Type: Transaction
ID:

Go

Shopping Basket: In Process

Your Reference: **demo order 2**

Total Net Price: 2,150.64 EUR
Freight: 0 EUR
Taxes: 0 EUR
Total Gross Price: 2,150.64 EUR

Default Delivery Settings For Items

Deliver To: BestCool G...Tibarg 54...Hamburg
Delivery Type: Normal
Requested Delivery Date: **12/09/2008**

Item	Product	Quantity	Unit	Description	Total Price Unit Price
10	4MK508E	2	PC	Split Aircond. outdoor + compressor etc	2,150.64 EUR 1,075.32 EUR / 1PC

5 New Items Update Cancel To Order Go To Template

Figure 20: Shopping basket



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When you are ready to order, click on “To Order”. Now you will see the availability for the chosen products and the pricing including applicable discounts and surcharges.

The screenshot displays the 'Your Shopping Basket as an Order' simulation screen. On the left, there are dropdown menus for Document Type (Orders), Status (Open), Creation Date (Yesterday), ID Type (Transaction), and ID. A 'Go' button is located below these menus. The main content area includes a summary of the basket, a table of items, and a pricing summary.

Summary of Pricing (highlighted in red):

Total Net Price:	2,150.64 EUR
Shipping Costs:	0.00 EUR
Taxes:	438.09 EUR
Total Gross Price:	2,588.73 EUR

Table of Items:

Item	Product	Quantity	Description	Avail.	Expected Del. Date	Total Price Unit Price
10	4MK358E	2 PC	Split Aircond. outdoor + compressor d/o	2	12/09/2008	2,150.64 EUR 1,075.32 EUR / 1 PC

At the bottom right, there are two buttons: 'Continue Shopping' and 'Order' (highlighted in red).

Figure 21: Simulation screen

When your basket contains all required products, after the simulation screen, you can confirm your order by clicking on “Order”. It is also possible to go back to the previous screen by clicking ‘Continue shopping’.

A popup will ask you to confirm the order.

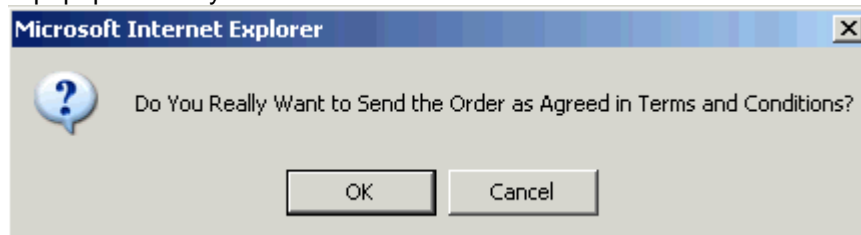


Figure 22: Confirm order

Click on ‘OK’ to confirm, or ‘Cancel’ to return to the shopping basket.



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A confirmation screen will show your Daikin order number.
Press close to continue using ECOM.

Mr. Jansens - BestCool GmbH

B2B Shop International

1 Item(s) to the value of 2,150.84 EUR

My Details | Contact | Help | FAQ | Terms of Use | Sales Conditions | Log out

Transactions | Products

Confirmation of receipt

Thank you!
Your order was received and is being processed.

Order: 2885990 from 11/09/2008
Your Reference: demo order 2

Overall Status: Open
Delivery Status: Open

Total Net Price: 2,150.84 EUR
Shipping Costs: 0.00 EUR
Taxes: 438.09 EUR
Total Gross Price: 2,588.73 EUR

Default Delivery Settings For Items
Delivery Type: Normal

Item	Product: Description/Details	QTY	Avail.	Expected Del. Date	Total Price Unit Price	Status
10	4MK358E Split Aircond outdoor + compressor etc	2 PC	2	12/09/2008	2,150.84 EUR / 1 PC	Open

Print Close

Figure 23: Confirmation screen



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7. Browse the catalog

The product catalog contains all products available in ECOM. It has a logical hierarchy in which the products are grouped. You can browse the catalog using a 'quick search', 'extended search' or by browsing the catalog hierarchy.

7.1 Quick search

You can find products in the catalog using the "Quick Search" string.

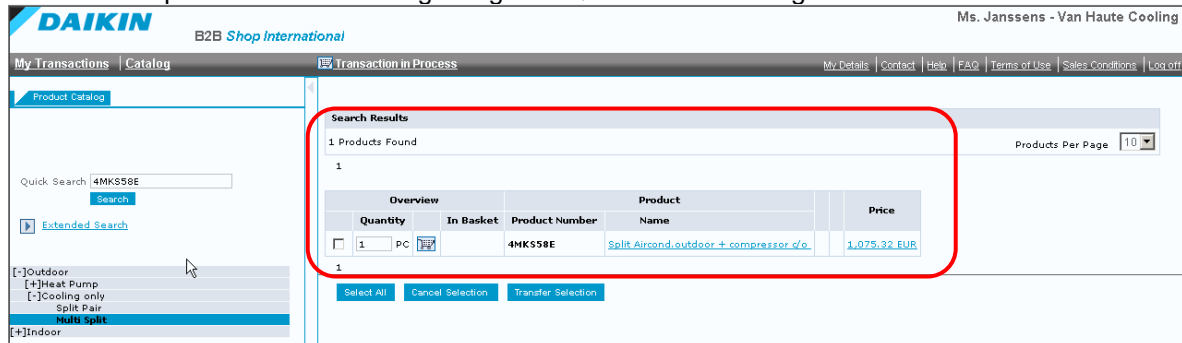


Figure 24: Quick search

You can search with the product number or the product name. It is possible to use wild cards "**". The results will appear in the main area. Your search criteria will be marked bold.

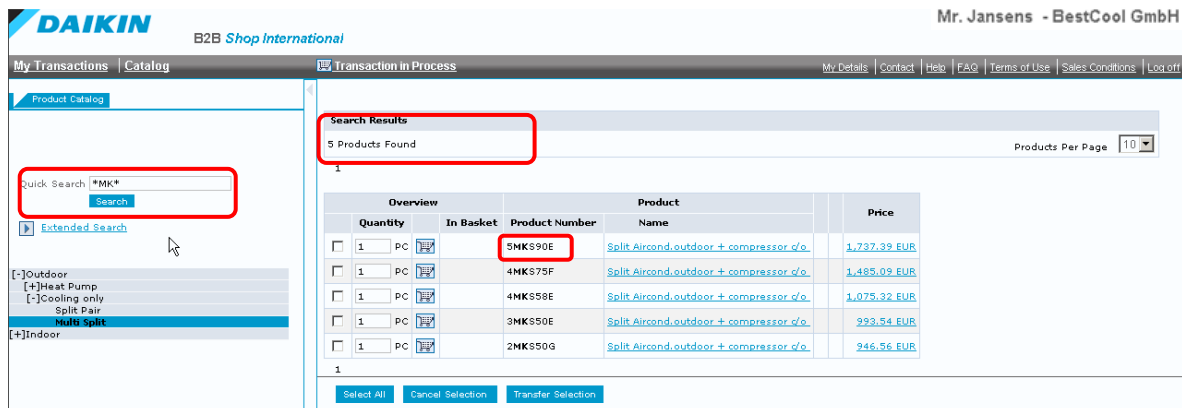


Figure 25: Search results



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7.2 Extended search

By clicking on 'Extended Search', you can search on the product number and name at the same time.

When using 'For any of the words', the search result will contain all products found for 'Product Number' OR 'Name'. Use of the wildcard "*" is helpful when using the extended search facility.

The screenshot shows the search results for the query 'split outdoor' using the 'For any of the words' option. The search results table lists 33 products. The first row is highlighted with red boxes around the product number '3MK550E' and the product name 'Split Aircond.outdoor + compressor r/o'.

Quantity	In Basket	Product Number	Product Name	Price
1	PC	3MK550E	Split Aircond.outdoor + compressor r/o	293,54 EUR
1	PC	5MK590E	Split Aircond.outdoor + compressor r/o	1.737,39 EUR
1	PC	4MK575F	Split Aircond.outdoor + compressor r/o	1.485,09 EUR
1	PC	4MK58E	Split Aircond.outdoor + compressor r/o	1.075,32 EUR
1	PC	2MK550G	Split Aircond.outdoor + compressor r/o	246,56 EUR
1	PC	RK35GV	Split Aircond.outdoor + compressor r/o	566,37 EUR
1	PC	RK25GV	Split Aircond.outdoor + compressor r/o	419,34 EUR
1	PC	RK20GV	Split Aircond.outdoor + compressor r/o	246,26 EUR
1	PC	RK571F	Split Aircond.outdoor + compressor r/o	1.107,51 EUR
1	PC	RK560F	Split Aircond.outdoor + compressor r/o	217,85 EUR

Figure 26: Extended search 'for any of the words'

When using 'For all of the words', the search result will contain all products found for 'Product Number' AND 'Name'. Use of the wildcard "*" is helpful when using the extended search facility.

The screenshot shows the search results for the query 'split outdoor' using the 'For all the words' option. The search results table lists 1 product. The product number '3MK550E' and the product name 'Split Aircond.outdoor + compressor r/o' are highlighted with red boxes.

Quantity	In Basket	Product Number	Product Name	Price
1	PC	3MK550E	Split Aircond.outdoor + compressor r/o	293,54 EUR

Figure 27: Extended search "for all the words"



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7.3 Browse catalog

The product catalog has a logical hierarchy in which the products are grouped. Browse through the navigation of the product catalog to select the group of products you want to see.

Eg: Outdoor → Cooling only → Multi Split

The screenshot shows the Daikin B2B Shop International interface. The top navigation bar includes 'My Transactions', 'Catalog', and 'Transaction in Process'. The left sidebar contains a search bar and a tree view of product categories. The 'Multi Split' category is selected and highlighted with a red box. The main content area displays a table of products under the 'Multi Split' category.

Overview		Product		Price
Quantity	In Basket	Product Number	Name	
<input type="checkbox"/> 1	PC	2MKS50G	Split Aircond. outdoor + compressor c/o	246,56 EUR
<input type="checkbox"/> 1	PC	3MKS50E	Split Aircond. outdoor + compressor c/o	293,54 EUR
<input type="checkbox"/> 1	PC	4MKS58E	Split Aircond. outdoor + compressor c/o	1.075,32 EUR
<input type="checkbox"/> 1	PC	4MKS75F	Split Aircond. outdoor + compressor c/o	1.485,09 EUR
<input type="checkbox"/> 1	PC	5MKS90E	Split Aircond. outdoor + compressor c/o	1.737,39 EUR

At the bottom of the product list, there are controls for 'Products Per Page' (set to 10), 'Select All', 'Cancel Selection', and 'Transfer Selection'.

Figure 28: Browse catalog



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The list of Products is shown on the right side of the screen.

The screenshot shows the Daikin B2B Shop International interface. The top navigation bar includes 'My Transactions', 'Catalog', and 'Transaction in Process'. The user is identified as 'Mr. Jansens - BestCool GmbH'. The main content area displays a 'Multi Split' product category. A table lists several products with columns for 'Quantity', 'In Basket', 'Product Number', 'Product Name', and 'Price'. The product '4MKS58E' is selected, with its checkbox and quantity '2' highlighted by a red box. At the bottom of the table, the 'Transfer Selection' button is also highlighted with a red box.

Overview		Product		Price
Quantity	In Basket	Product Number	Name	
<input type="checkbox"/> 1	PC	2MKS50G	Split Aircond.outdoor + compressor o/o	946,56 EUR
<input type="checkbox"/> 1	PC	3MKS50E	Split Aircond.outdoor + compressor o/o	993,54 EUR
<input checked="" type="checkbox"/> 2	PC	4MKS58E	Split Aircond.outdoor + compressor o/o	1,075,32 EUR
<input type="checkbox"/> 1	PC	4MKS75F	Split Aircond.outdoor + compressor o/o	1,485,02 EUR
<input type="checkbox"/> 1	PC	5MKS90E	Split Aircond.outdoor + compressor o/o	1,737,39 EUR

Figure 29: Select product

Adding products to the shopping basket can be done by:

- Entering a quantity and then clicking on the shopping basket button. . This item will be added to your basket.
- Selecting one or more item lines, and then clicking "Transfer Selection". All the selected items will be added to the shopping basket.



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Daikin E-Commerce Application (ECOM)

The product is added to your shopping basket, and marked with a '*' in the list.
Click 'Cancel Selection' to clear the selected products, or 'Select All' to select every item in the list.

After selecting the products, go to order by clicking on the shopping basket icon at the top of the page.

The screenshot shows the Daikin B2B Shop International interface. At the top, the user is identified as 'Mr. Jansens - BestCool GmbH'. A navigation bar includes 'My Transactions', 'Catalog', and a summary: '1 item(s) to the value of 2,150.64 EUR'. The main content area is titled 'Multi Split' and contains a table with the following data:

Overview			Product		Price
Quantity	In Basket	Product Number	Name		
<input type="checkbox"/> 1	PC	2MK550G	Split Aircond.outdoor + compressor o/o	946,56 EUR	
<input type="checkbox"/> 1	PC	3MK550E	Split Aircond.outdoor + compressor o/o	993,54 EUR	
<input type="checkbox"/> 2	PC	4MK58E *	Split Aircond.outdoor + compressor o/o	1,075,32 EUR	
<input type="checkbox"/> 1	PC	4MK575F	Split Aircond.outdoor + compressor o/o	1,485,09 EUR	
<input type="checkbox"/> 1	PC	5MK590E	Split Aircond.outdoor + compressor o/o	1,737,39 EUR	

At the bottom of the table, there are three buttons: 'Select All', 'Cancel Selection', and 'Transfer Selection'. The 'Select All' and 'Cancel Selection' buttons are highlighted with red boxes in the original image. On the left side, there is a search bar and a category tree with 'Multi Split' selected.

Figure 30: Product catalog *

8. Shopping basket

8.1 Shopping basket details

The shopping basket is a visualisation of the order you are creating.

Start by adding basic order information and the products you would like to order.

Afterwards, you can move on to the simulation screen which shows product availability and pricing for the order.

You can place and confirm the order by clicking the “to order” button.

DAIKIN B2B Shop International Mr. Jansens - BestCool GmbH

My Transactions | Catalog 1 item(s) to the value of 2,150.64 EUR My Details | Contact | Help | FAQ | Terms of Use | Sales Conditions | Log out

Transactions | Products

Shopping Basket: In Process

Your Reference: Total Net Price: 2,150.64 EUR
 Freight: 0 EUR
 Taxes: 0 EUR
 Total Gross Price: 2,150.64 EUR

Default Delivery Settings For Items

Deliver To:

Delivery Type:

Requested Delivery Date:

Item	Product	Quantity	Unit	Description	Total Price	Unit Price
10	4MK358E	<input type="text" value="2"/>	PC	Split Aircond. outdoor + compressor etc	2,150.64 EUR	1,075.32 EUR / 1PC
		<input type="text"/>	<input type="text"/>			
		<input type="text"/>	<input type="text"/>			
		<input type="text"/>	<input type="text"/>			
		<input type="text"/>	<input type="text"/>			
		<input type="text"/>	<input type="text"/>			

5 New Items

Figure 31: Shopping basket details

The basic data contains the following information:


- Your reference: Identify the order with your reference code
- Deliver To: Select the delivery address (ship-to address) from the drop-down
 - o View Ship-to address
 - o Enter New Ship-to
- Delivery Type: Normal (standard)
- Requested Delivery Date: enter date (use the calendar icon for easy date selection)
- Delivery time: choose AM / PM if required – relevant delivery charges will apply.

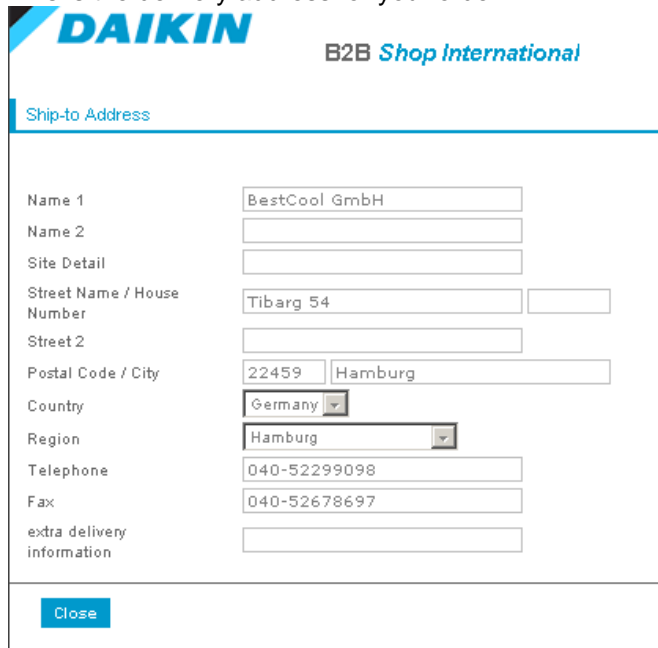


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Daikin E-Commerce Application (ECOM)

8.2 Ship-to details

The Ship-to details are shown in a popup screen by clicking 'View Ship-to address' with icon . This is the delivery address for your order.




DAIKIN B2B *Shop International*

Ship-to Address

Name 1	<input type="text" value="BestCool GmbH"/>
Name 2	<input type="text"/>
Site Detail	<input type="text"/>
Street Name / House Number	<input type="text" value="Tibarg 54"/>
Street 2	<input type="text"/>
Postal Code / City	<input type="text" value="22459"/> <input type="text" value="Hamburg"/>
Country	<input type="text" value="Germany"/>
Region	<input type="text" value="Hamburg"/>
Telephone	<input type="text" value="040-52299098"/>
Fax	<input type="text" value="040-52678697"/>
extra delivery information	<input type="text"/>

Figure 32: View ship to party

A different delivery address can be entered by clicking "Enter New Ship-to-party" . The default shipping address will be shown and you can then edit this with the new information.

An additional remark can be added in the field 'extra delivery information' but this will slow down the processing of your order.




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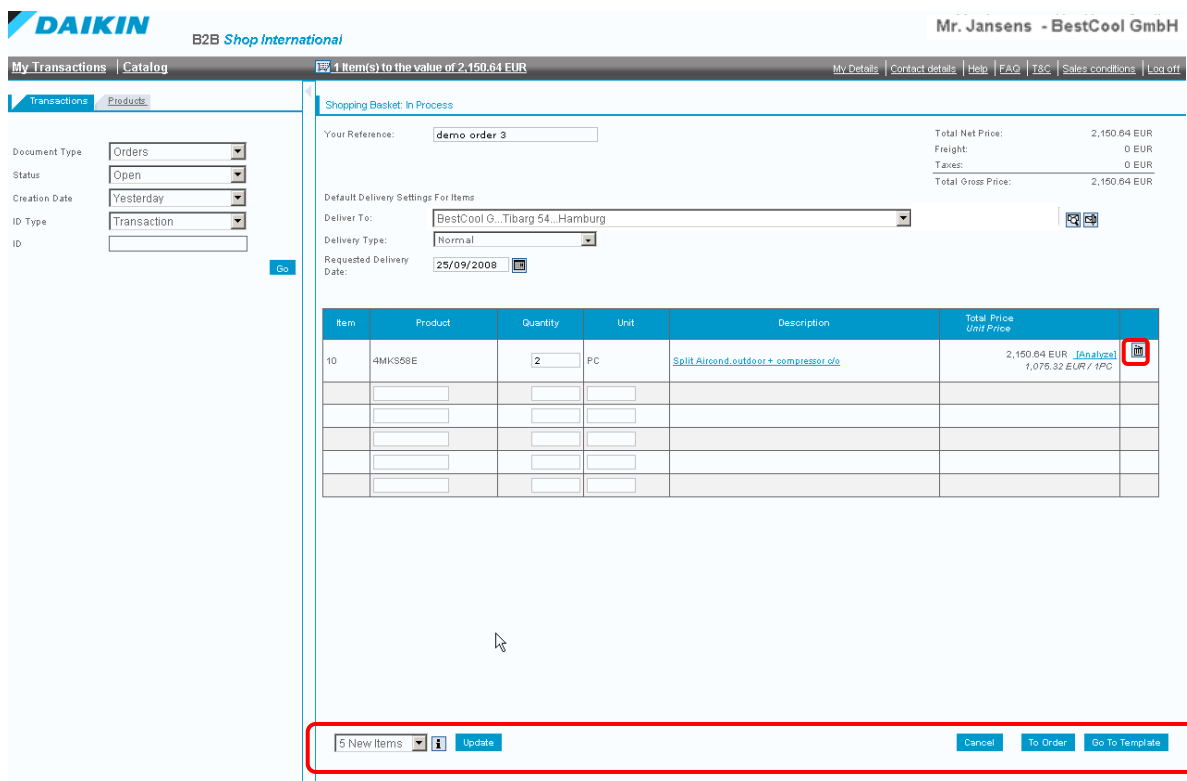
Daikin E-Commerce Application (ECOM)

8.3 Manage order

On the bottom of the shopping basket, you find the following information:

- New Items: You can add more rows by simply selecting the number from the drop-down, and clicking on “Update”
- Cancel: Click to erase your entire Shopping Basket
- To order: Click to go to a simulation of the order
- Go To Template: Create a template with the current selection (see chapter 9)

Use the bin icon to erase the selected line from the basket. 



The screenshot displays the 'Shopping Basket: In Process' page. On the left, there are filters for Document Type (Orders), Status (Open), Creation Date (Yesterday), ID Type (Transaction), and ID. The main area shows order details: Your Reference (demo order 3), Total Net Price (2,150.64 EUR), Freight (0 EUR), Taxes (0 EUR), and Total Gross Price (2,150.64 EUR). Delivery settings include Deliver To (BestCool G...Tibarg 54...Hamburg), Delivery Type (Normal), and Requested Delivery Date (25/09/2008). A table lists items with columns for Item, Product, Quantity, Unit, Description, and Total Price. The first item is 4MK356E, quantity 2, unit PC, description Split Aircond. outdoor + compressor o/a, with a total price of 2,150.64 EUR. A bin icon is visible in the last column of the first row. At the bottom, a red box highlights the '5 New Items' dropdown, 'Update' button, 'Cancel', 'To Order', and 'Go To Template' buttons.

Item	Product	Quantity	Unit	Description	Total Price Unit Price
10	4MK356E	2	PC	Split Aircond. outdoor + compressor o/a	2,150.64 EUR 1,075.32 EUR / 1PC

Figure 33: Manage order

After clicking 'To order', you will see the availability for the chosen products. It's a simulation of your order. It will display the complete price, including discounts, surcharges and shipping costs. If you pass your credit limit, a message 'warning - you are over your credit limit!' will be shown. This is a warning message. It does not block the creation of the order.



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The screenshot displays the 'Your Shopping Basket as an Order' page. On the left, there are filters for Document Type (Orders), Status (Open), Creation Date (Yesterday), ID Type (Transaction), and ID. The main content area shows order details: 'Here you can order goods or continue shopping', 'Your Reference: demo order 3', and 'Default Delivery Settings For Items' including Delivery Address (BestCool G...Tibarg 54...Hamburg), Shipping Conditions (Normal), and Requested Delivery Date (25/09/2008). A summary box on the right lists: Total Net Price: 2,150.64 EUR, Shipping Costs: 0.00 EUR, Taxes: 488.09 EUR, and Total Gross Price: 2,638.73 EUR. Below this is a table of items:

Item	Product	Quantity	Description	Avail.	Expected Del. Date	Total Price Unit Price
10	4MK359E	2 PC	Split Aircond.outdoor + compressor o/e	2	25/09/2008	2,150.64 EUR 1,075.32 EUR / 1 PC

At the bottom right, there are 'Continue Shopping' and 'Order' buttons.

Figure 34 & 35: Ordered products

If the product is available, you can confirm your order by clicking 'order'. A popup will ask you to confirm the order.

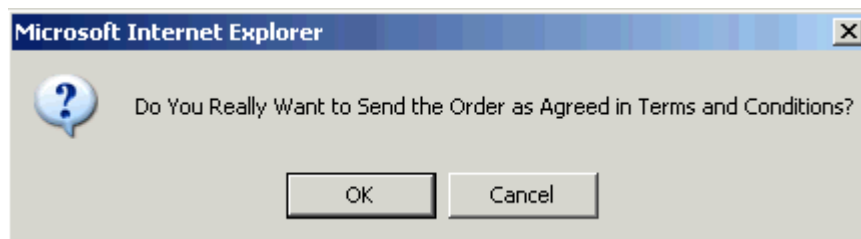


Figure 36: Confirm order

Click 'OK' to confirm or 'Cancel' to go back to the shopping basket. If you click 'OK', your order is confirmed. A confirmation is shown.



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DAIKIN B2B Shop International Mr. Jansens - BestCool GmbH

My Transactions | Catalog 1 Item(s) to the value of 2,150.64 EUR My Details | Contact details | Help | FAQ | I&C | Sales conditions | Log off

Transactions Products

Confirmation of receipt

Thank you!
Your order was received and is being processed.

Order: 2886000 from 24/09/2008
Your Reference: demo order 3

Overall Status: Open
Delivery Status: Open

Total Net Price: 2,150.64 EUR
Shipping Costs: 0.00 EUR
Taxes: 438.09 EUR
Total Gross Price: 2,588.73 EUR

Default Delivery Settings For Items
Delivery Type: Normal

Item	Product: Description/Details	QTY	Avail.	Expected Del. Date	Total Price Unit Price	Status
10	4MM358E: Split Aircond outdoor + compressor c/o	2 PC	2	25/09/2008	2,150.64 EUR 1,075.32 EUR / 1 PC	Open

Print Close

Figure 37: Confirmation screen



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Daikin E-Commerce Application (ECOM)

8.4 AM / PM Delivery

When utilising the “Delivery time” drop down, an extra delivery charge will be added to your order as per our normal shipping charges.

1 Item(s) to the value of 189.60 GBP [My Details](#) | [Contact details](#) | [Help](#) | [FAQ](#) | [T&C](#) | [Sales conditions](#) | [Log off](#)

Shopping Basket: In Process

Your Reference: Total Net Price: 189.60 GBP
Freight: 0 GBP
Taxes: 0 GBP
Total Gross Price: 189.60 GBP

Default Delivery Settings For Items

Deliver To:

Delivery Type:

Requested Delivery Date:

Item	Product	Quantity	Unit	Description	Total Price Unit Price	
10	FTXS50G	<input type="text" value="1"/>	PC	SPLIT / NO COMP / UNIFIED / FTXS	189.60 GBP 189.60 GBP / 1PC	[Analyze]
	<input type="text"/>	<input type="text"/>	<input type="text"/>			
	<input type="text"/>	<input type="text"/>	<input type="text"/>			
	<input type="text"/>	<input type="text"/>	<input type="text"/>			
	<input type="text"/>	<input type="text"/>	<input type="text"/>			

5 New Items

Figure 38: Special processing indicator

The extra shipping cost item will be added automatically after clicking ‘To order’, and added to the pricing of the order.



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2 Item(s) to the value of 235.60 GBP [My Details](#) [Contact details](#) [Help](#) [FAQ](#) [T&C](#) [Sales conditions](#) [Log off](#)

Your Shopping Basket as an Order

Here you can order goods or continue shopping
Your Reference: etheqh

Default Delivery Settings For Items
Delivery Address: Airtech Ai...Eastbourne...Lingfield
Shipping Conditions: Normal
Requested Delivery Date: 25/09/2008

Total Net Price: 235.60 GBP
Shipping Costs: 0.00 GBP
Taxes: 39.99 GBP
Total Gross Price: 275.59 GBP

warning - you are over your credit limit!

Item	Product	Quantity	Description	Avail.	Expected Del. Date	Total Price Unit Price
10	FTXS50G	1 PC	SPLIT / NO COMP / UNIFIED / FTXS	1	25/09/2008	190.60 GBP 190.60 GBP / 1 PC
20	UK.TDN_AM	1 PC	Time Delivery Normal Hours AM			45.00 GBP 45.00 GBP / 1 PC

Figure 39: AM / PM delivery charge



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9. Create order using templates

If you regularly order the same items, you do not need to create the same order every time. A template saves all the basic information, products and quantities, of a shopping basket. You can use this template to create an order and save time. The pricing will not be saved in the template, and will be recalculated in the new order.

When creating an order in the shopping basket, click on 'Go to template' to create a template of the shopping basket.

The screenshot shows the Daikin B2B Shop International interface. The top navigation bar includes 'My Transactions' and 'Catalog'. The main header displays 'Mr. Jansens - BestCool GmbH' and '1 Item(s) to the value of 2,150.64 EUR'. The left sidebar contains filters for Document Type (Orders), Status (Open), Creation Date (Yesterday), ID Type (Transaction), and ID. The main content area is titled 'Shopping Basket: In Process' and shows a 'Your Reference:' field with 'demo_order_3'. Below this, there are fields for 'Deliver To:' (BestCool G...Tibarg 54...Hamburg), 'Delivery Type:' (Normal), and 'Requested Delivery Date:' (25/09/2008). A summary table on the right shows: Total Net Price: 2,150.64 EUR, Freight: 0 EUR, Taxes: 0 EUR, and Total Gross Price: 2,150.64 EUR. The main table lists items with columns for Item, Product, Quantity, Unit, Description, and Total Price / Unit Price. The first row shows item 10, product 4MK358E, quantity 2, unit PC, description 'Split Aircond. outdoor + compressor.o/a', and a total price of 2,150.64 EUR. At the bottom right, the 'Go To Template' button is highlighted with a red box.

Item	Product	Quantity	Unit	Description	Total Price Unit Price
10	4MK358E	2	PC	Split Aircond. outdoor + compressor.o/a	2,150.64 EUR 1,075.32 EUR / 1PC

Figure 40: Go to template

A simulation screen shows the shopping basket as it will be saved in the template. You can save it by clicking 'Save', or continue shopping by clicking 'Continue shopping'.



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Your Shopping Basket as an Order Template

Here you can save your shopping basket as an order template or continue shopping
Your Reference: test template

Total Net Price: 2,150.64 EUR
Shipping Costs: 0 EUR
Taxes: 0 EUR
Total Gross Price: 2,150.64 EUR

Default Delivery Settings For Items
Delivery Address: BestCool G...Tibarg 54...Hamburg
Shipping Conditions: Normal

Item	Product	Quantity	Description	Total Price Unit Price
10	4MKS58E	2 PC	Split Airoond.outdoor+ compressor o/o	2,150.64 EUR 1,075.32 EUR / 1PC

Continue Shopping

Save

Figure 41: Simulation template

A popup will ask for confirmation for creating the template. Click 'OK' to save or 'Cancel' to return to the previous screen.

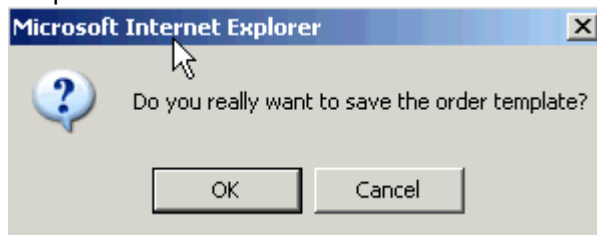


Figure 42: Confirm screen

When confirming the template, a confirmation screen shows the template you just saved. You can now use this for creating orders.



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Confirmation of receipt
Your order template is being saved in the system

Order Template: 35
Your Reference: test template

Default Delivery Settings For Items
Delivery Type: Normal

Total Net Price:	2,150.64 EUR
Shipping Costs:	0 EUR
Taxes:	0 EUR
Total Gross Price:	2,150.64 EUR

Item	Product: Description/Details	QTY	Total Price Unit Price
10	4MXS58E: Split Aircond outdoor + compressor c/o	2 PC	2,150.64 EUR 1,075.32 EUR / 1PC

Figure 43: Confirmation template

Your created templates are available in the order history, described in chapter 10. Search with document type 'Order templates'. From the main area, it is also possible to use the 'Create new order on the basis of an order template' link.

The search in the transaction history will result in a list underneath, with the possibility to delete a template. Clicking the link in the main area will result in a list in the main area.

The screenshot shows the DAIKIN B2B Shop International interface. The top navigation bar includes 'My Transactions', 'Catalog', and 'Transaction in Process'. The main content area is divided into sections: 'Welcome', 'Product Catalog', and 'New Transaction'. The 'New Transaction' section contains a link 'Create new order on the basis of an order template', which is highlighted with a red box. Below this, the 'Order Templates' section displays a table with one document found:

Transaction	Your Reference	Date	Description
35	test template	24/09/2008	

The search filters on the left include 'Document Type: Order Templates', 'Creation Date: Today', and 'ID Type: Transaction'. A red box highlights the search results table, and another red box highlights the search filters. A red arrow points from the search filters to the search results table.

Figure 44: Transactions history



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Select a template by clicking on its transaction number. When a template is chosen, click on 'Transfer' to move the items and basic data to the shopping basket. It's also possible to change an existing template by clicking 'Change'.

The screenshot shows the Daikin B2B Shop International interface. The user is logged in as Mr. Jansens - BestCool GmbH. The main content area displays a transaction template for '35' from 24/09/2008. The template details include: Your Reference: test template, Total Net Price: 2,472 EUR, Default Delivery Settings For Items, Delivery Address: BestCool G...Tibarg 54...Hamburg, and Shipping Conditions: Normal. A table lists the items in the template:

Item	Product	Quantity	Description	Total Price Unit Price
10	4MK358E	2 PC	Split Aircond. outdoor + compressor c/o	2,472 EUR 1,236.00 EUR / 1PC

At the bottom of the interface, there are two buttons: 'Transfer' and 'Change', both highlighted with red boxes. The 'Transfer' button is on the left, and the 'Change' button is on the right.

Figure 45: template selection

After clicking 'Transfer', a shopping basket is created with the information you saved in the template. The pricing will be done with current prices.



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1 Item(s) to the value of 2,150.64 EUR [My Details](#) | [Contact details](#) | [Help](#) | [FAQ](#) | [T&C](#) | [Sales conditions](#) | [Log off](#)

Shopping Basket: In Process


Your Reference:


Total Net Price: 2,150.64 EUR
Freight: 0 EUR
Taxes: 0 EUR
Total Gross Price: 2,150.64 EUR

Default Delivery Settings For Items

Deliver To:  

Delivery Type:

Requested Delivery Date: 

Item	Product	Quantity	Unit	Description	Total Price Unit Price	
10	4MKS68E	<input type="text" value="2"/>	PC	Split Aircond.outdoor+ compressor.cdo	2,150.64 EUR [Analyze] 1,075.32 EUR / 1PC	
	<input type="text"/>	<input type="text"/>	<input type="text"/>			
	<input type="text"/>	<input type="text"/>	<input type="text"/>			
	<input type="text"/>	<input type="text"/>	<input type="text"/>			
	<input type="text"/>	<input type="text"/>	<input type="text"/>			
	<input type="text"/>	<input type="text"/>	<input type="text"/>			


5 New Items  [Update](#) [Cancel](#) [To Order](#) [Go To Template](#)

Figure 46: Shopping basket from template

10. View my transaction history

It is possible to browse your Daikin ECOM transaction history. All orders and templates that have been created by you in the webshop can be viewed.

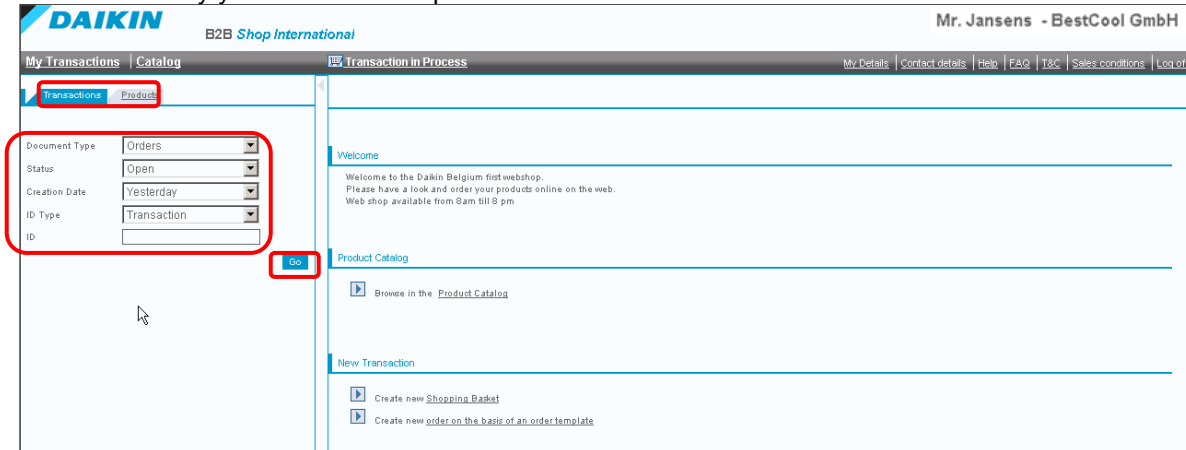


Figure 47: Transaction history

Use the drop-down filters to navigate:

- Document type : orders or templates
- Status : select possible status
- ID : the reference number
- Creation Date : Select the relevant period

Click "Go" to find documents. They will show up in a list underneath.

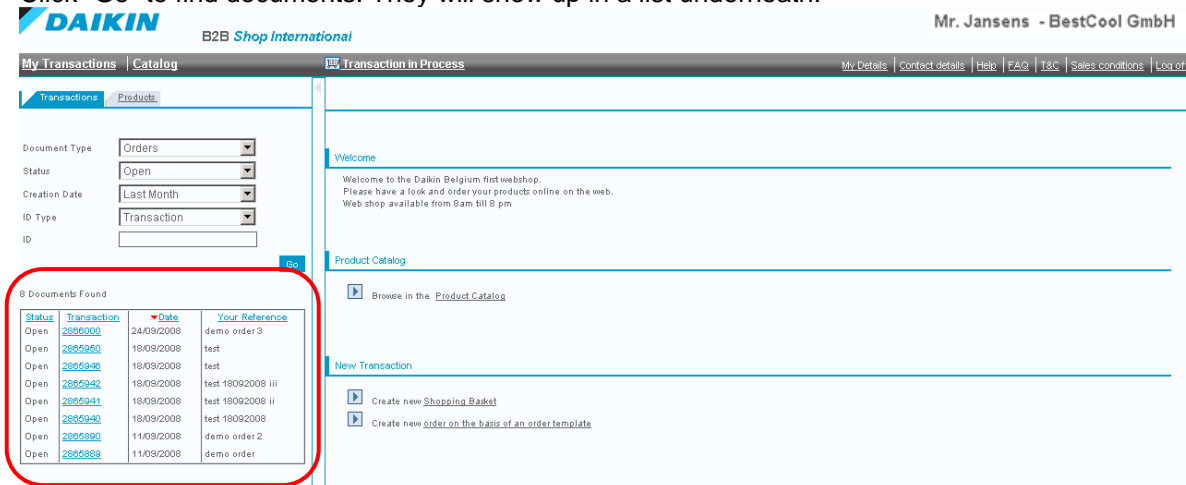


Figure 48: Search results

Click on the transaction number to display the document.



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DAIKIN B2B Shop International Mr. Jansens - BestCool GmbH

My Transactions | Catalog | Transaction in Process | My Details | Contact details | Help | FAQ | T&C | Sales conditions | Log off

Transactions | Products

Document Type: Status: Creation Date: ID Type: ID:

Go

8 Documents Found

Status	Transaction	Date	Your Reference
Open	28860000	24/09/2008	demo order 3
Open	28859950	18/09/2008	test
Open	28859496	18/09/2008	test
Open	28859442	18/09/2008	test 18092008 iii
Open	28859411	18/09/2008	test 18092008 ii
Open	28859401	18/09/2008	test 18092008
Open	28859390	11/09/2008	demo order.2
Open	28859388	11/09/2008	demo order

Order: 28860000 from 24/09/2008

Your Reference: demo order 3 Overall Status: Open
Delivery Status: Open

Total Net Price: 2,150.64 EUR
Shipping Costs: 0.00 EUR
Taxes: 438.09 EUR
Total Gross Price: 2,588.73 EUR

Default Delivery Settings For Items
Delivery Address: BestCool G...Tibarg 54...Hamburg

Shipping Conditions: Normal
Requested Delivery Date: 25/09/2008

<input checked="" type="checkbox"/>	Item	Product	Quantity	Description	Avail.	Expected Del. Date	Total Price Unit Price	Status	Remaining Quantity
<input checked="" type="checkbox"/>	10	4MK358E	2 PC	Split Aircond outdoor+ compressor s/e	2	25/09/2008	2,150.64 EUR 1,075.32 EUR / 1 PC	Open	2

Transfer Print Close

Figure 49: Order in transaction history