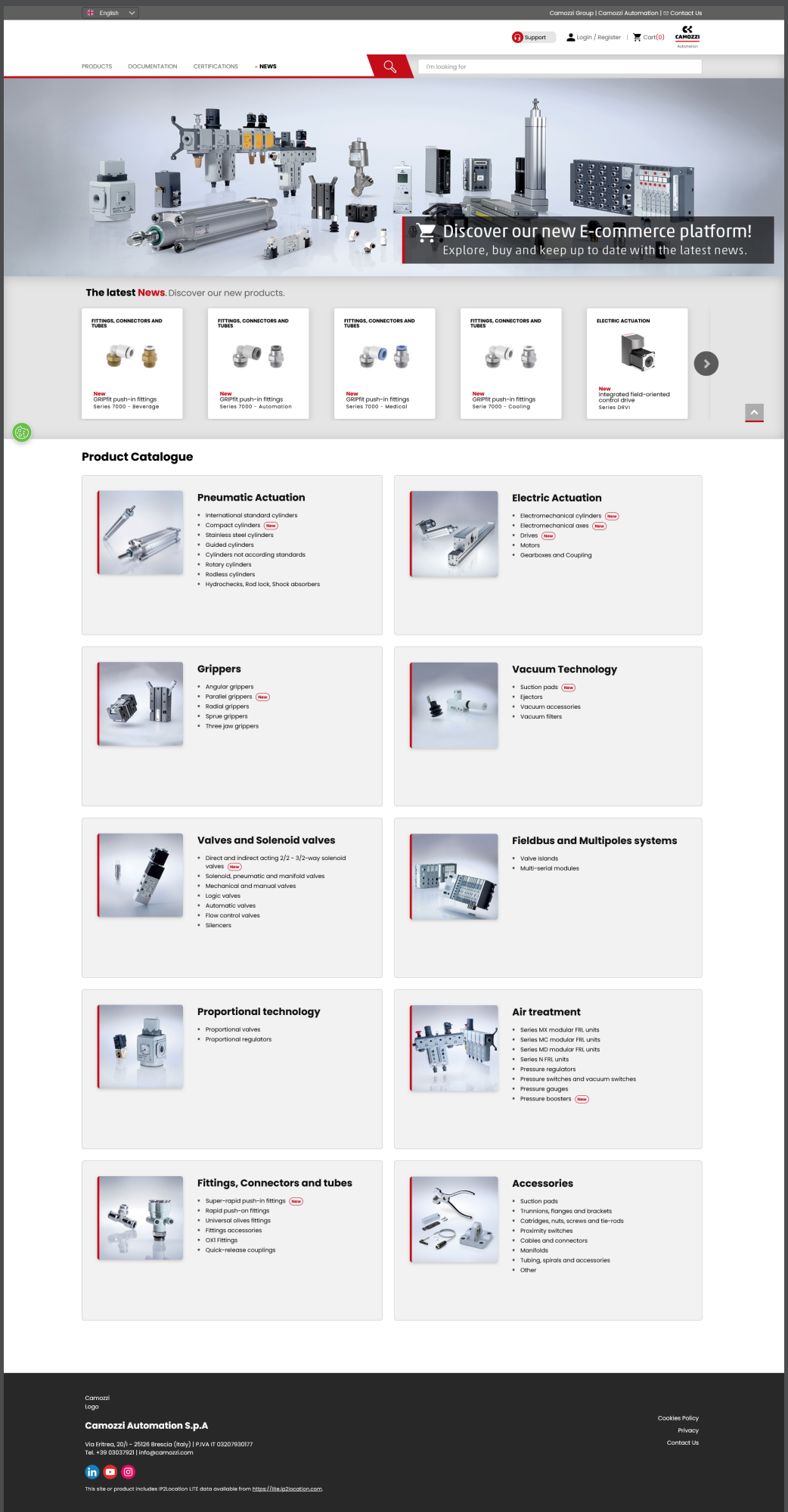
CAMOZZI

Automation

Camozzi Shop Guideline

The Complete Guide
to the Camozzi Automation e-Commerce Portal

Rev 1.0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Pressure gauges
Pressure boosters New
Fittings, Connectors and tubes
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Rapid push-on fittings
Universal olives fittings
Fittings accessories
OXI Fittings
Quick-release couplings
Accessories
Suction pads
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Catridges, nuts, screws and tie-rods
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Via Eritrea, 20/I - 25126 Brescia (Italy) | P.IVA IT 03207930177
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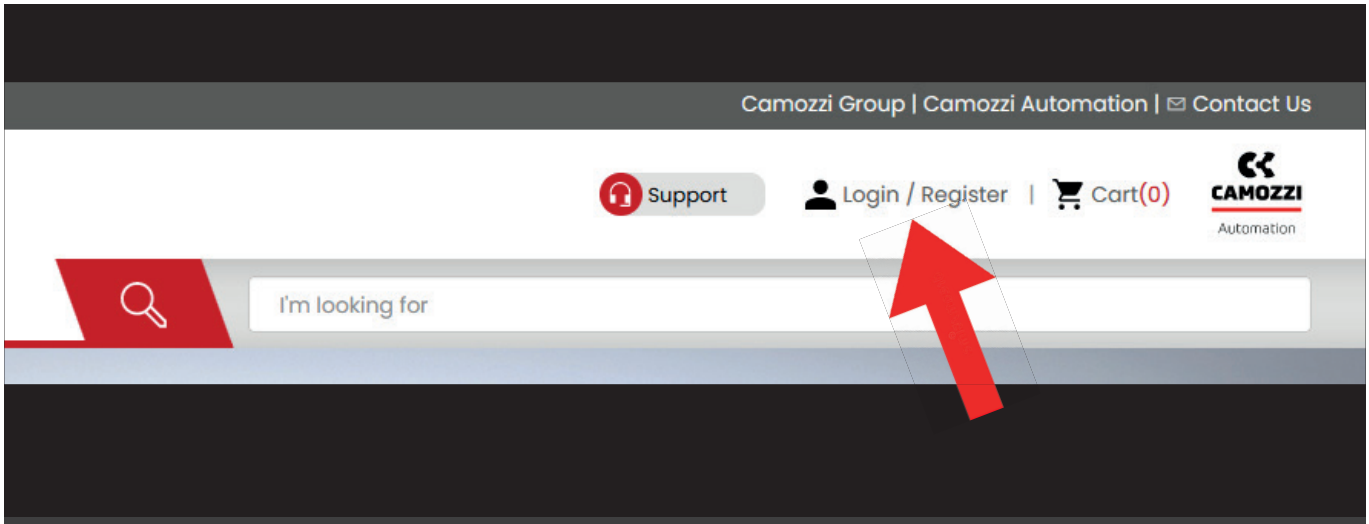
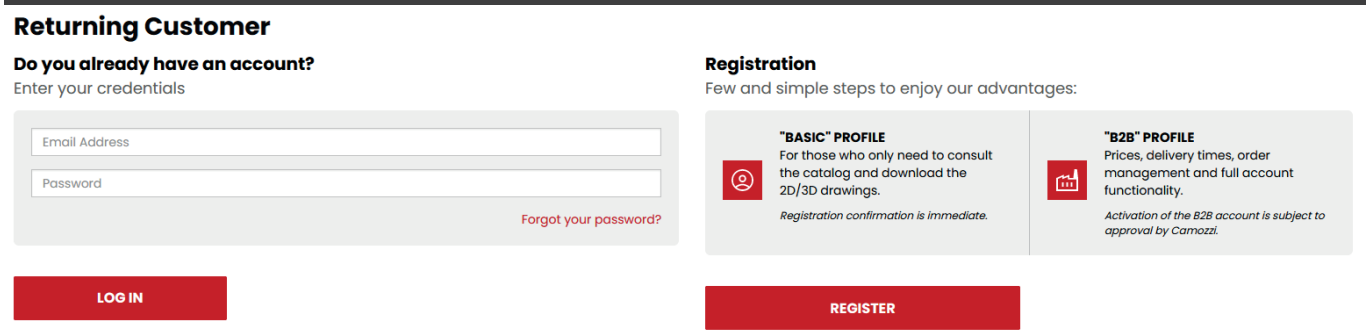
Home Page

Camozzi Automation online shop URL:
https://shop.camozzi.com

01



On the homepage, click on "Register", you'll be directed to an intermediate login and registration page, offering access to the registration form



The Camozzi Automation B2B portal includes three user profiles:

Public User: This profile pertains to users who navigate the site without undergoing a registration and subsequent login process. Public users can access all document-level content related to the Camozzi Automation product catalog.

01

Basic Profile: This profile is designed for users who require access not only to the catalog and associated product information but also to certain services offered by Camozzi Automation. An illustrative example includes product configuration and the downloading of 2D and 3D CAD files in various formats

02

B2B profile targets users with the role of buyers, granting them access to price information, product availability, and the ability to initiate sales order entries. Additionally, if necessary, this profile enables users to proceed with payment procedures

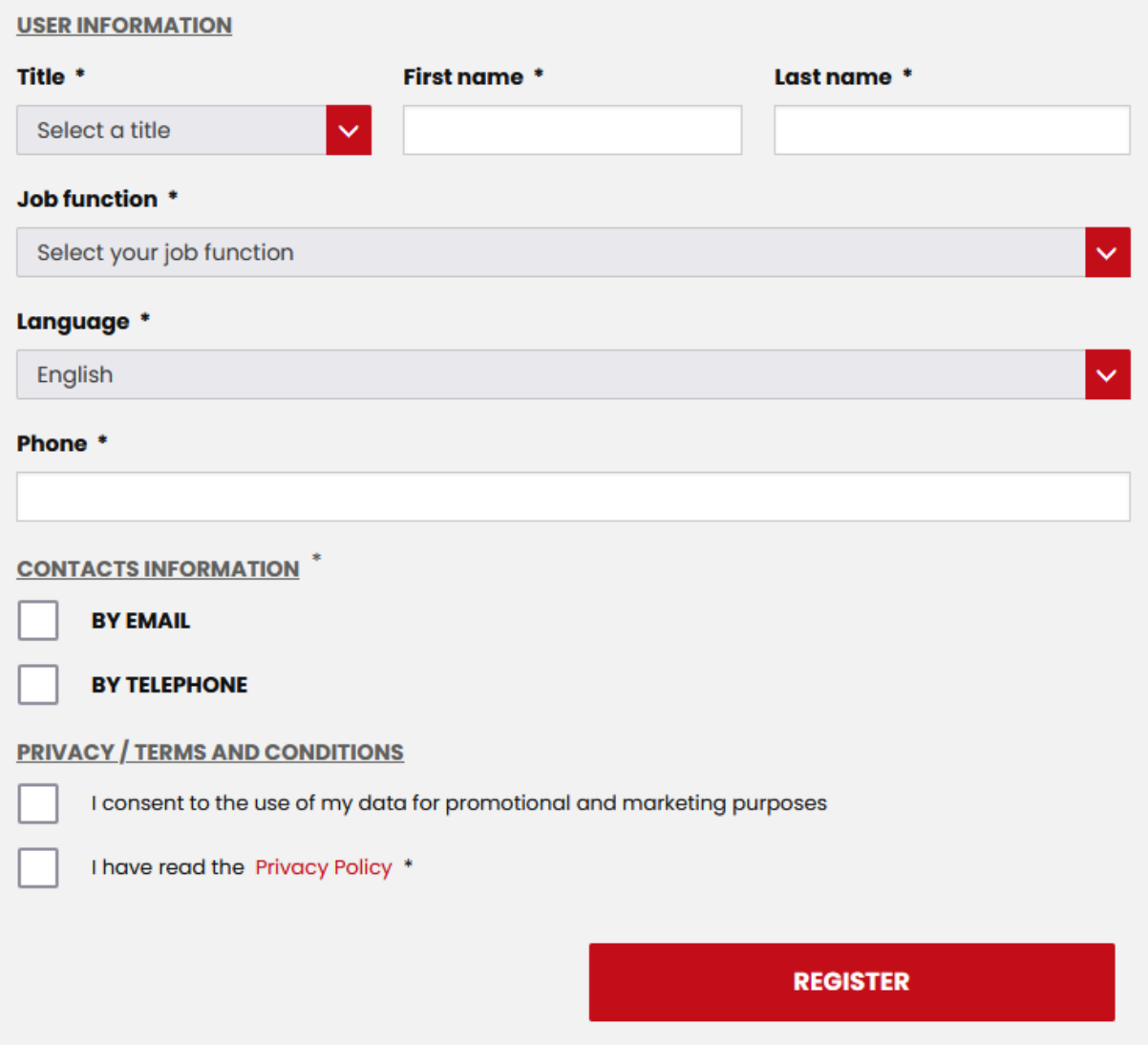
03

Registration Process

02

BASIC profile

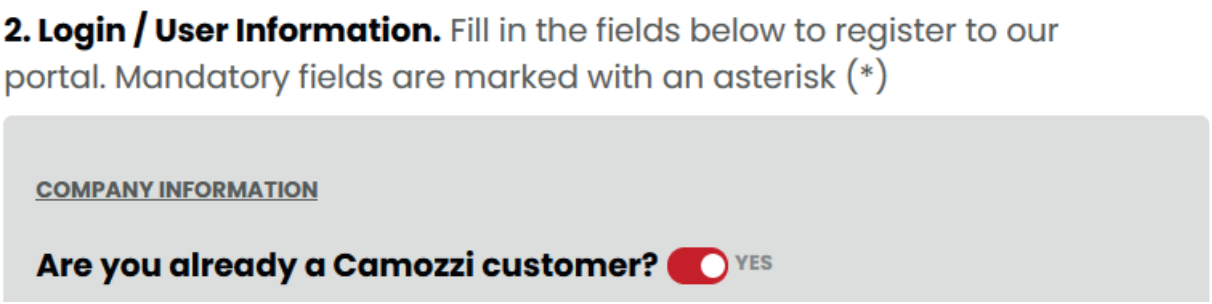
To register your BASIC profile, you'll need to provide specific information to identify your company and the relevant contact person registering on the portal. It's important to note that this registration process does not involve collecting data for future billing purposes



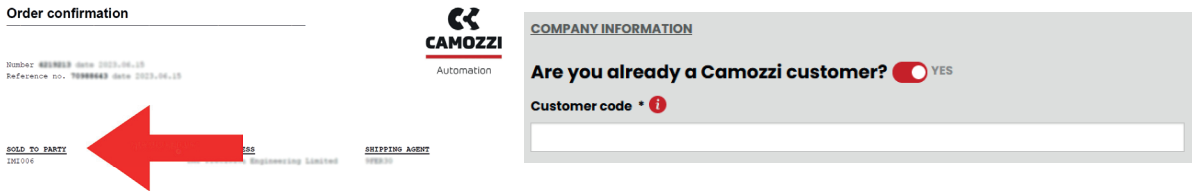
After completing the data compilation process, users can submit their registration application. At the back-office level, there won't be a review procedure for the provided data. Instead, user activation will occur almost automatically. An email will be sent to the user, granting them direct access to the login page and allowing them to proceed with authentication on the portal

When it comes to profile registration, it's essential to differentiate between two distinct registration methods:

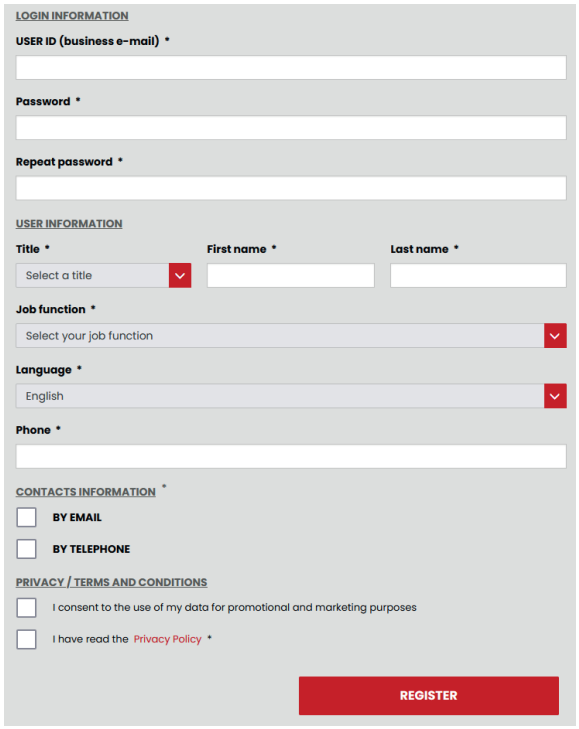
- User Registration Linked to an Existing Camozzi Automation Customer Company



In this case, we've introduced a measure to streamline and enhance the registration process for company data. Users now have the option to input a specific code that corresponds to their client company's record in the Camozzi ERP system. This code is linked to one of the international sales organizations configured within the ERP system, making it easily recognizable. You can find this code conveniently on the order confirmation printout, which customers receive when placing orders through the conventional channel.

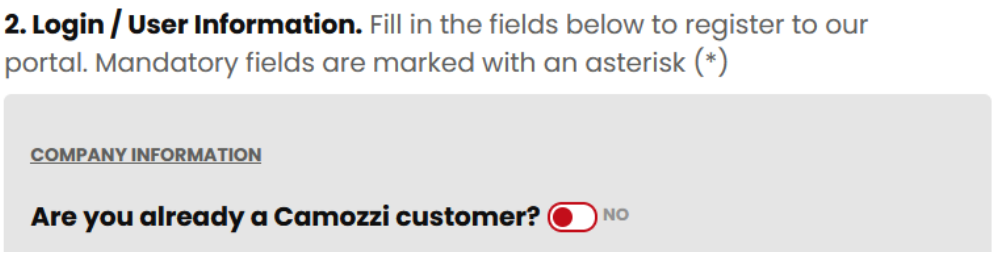


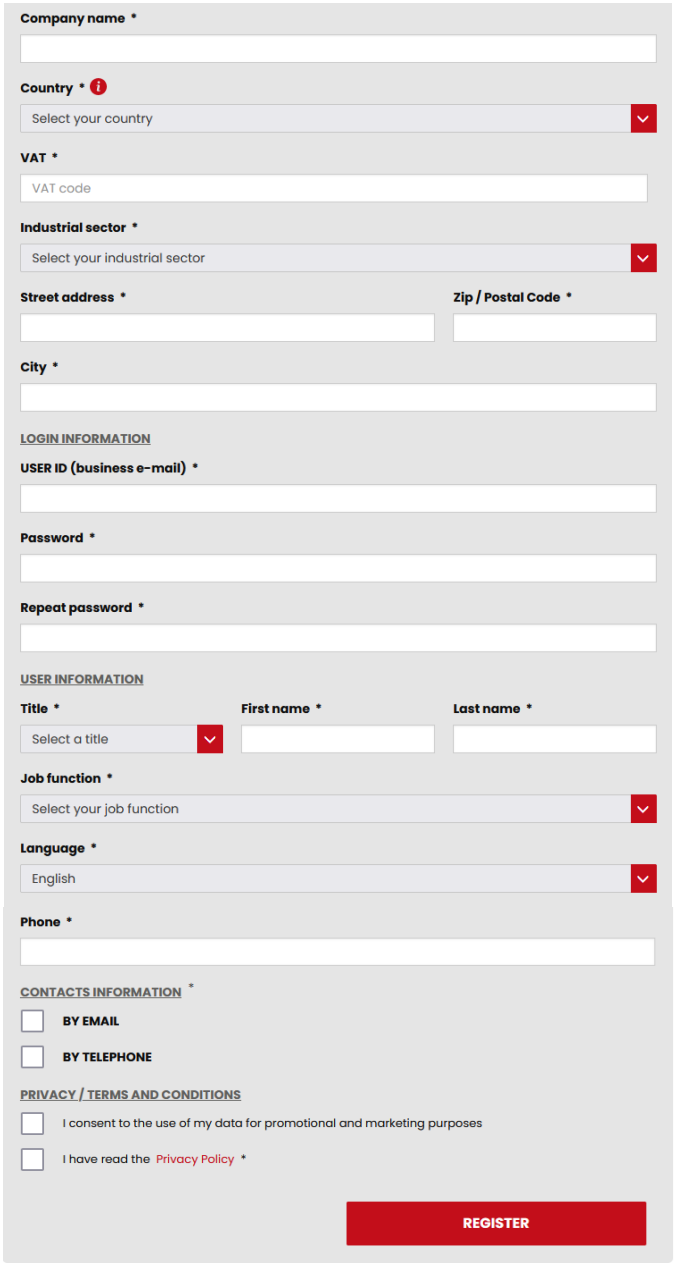
Alongside the customer code, during the registration process, the user will be required to furnish a set of personal account details. These details include their email, password, full name, surname, job title, preferred language, and telephone number. Additionally, users will need to grant certain authorizations in compliance with regulations, such as privacy permissions



- Registration of a user of a company that has not previously made purchases from Camozzi Automation – “new customer”

In this scenario, when the registering company's data is not readily available, the registration process needs the provision of comprehensive information, both for the individual registering and for the company itself. This information is crucial for ensuring a proper invoicing process in the event of a future sales transaction.





The new customer registration procedure automatically generates a new customer entry in the ERP system. This associates the customer with the Sales Organization corresponding to the country from which the registration originates.

Regardless of whether the customer is an existing Camozzi Automation client or a new customer, once the required data is entered, the user can submit their registration application. At the back-office level, a review of the provided data is conducted to initiate user activation.

In both cases, the user will receive two emails:

1. The first email will inform them that, upon completion of an authorization process, portal activation details will be communicated.

2. The second email will serve one of two purposes:

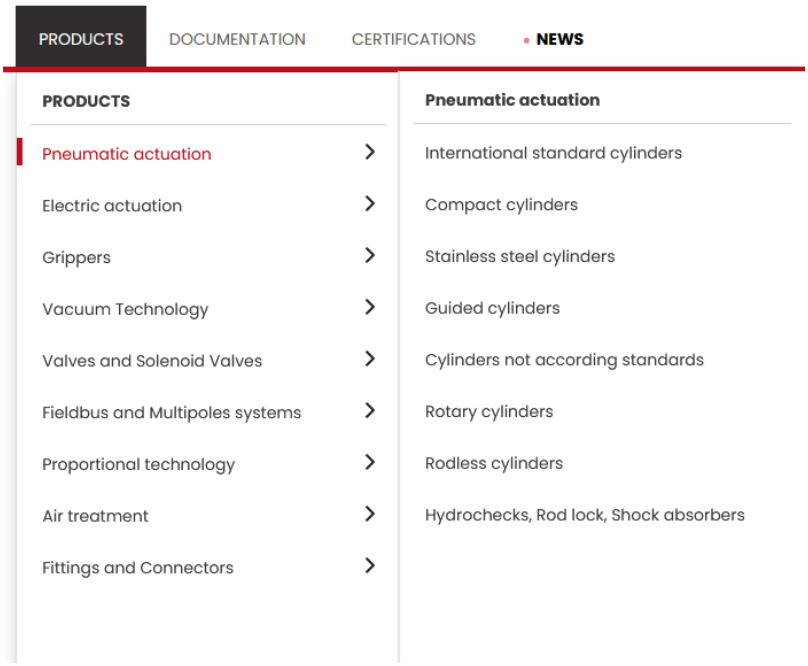
- If the activation is successful, the user will gain direct access to the login page for authentication.
- In the event of authorization rejection, the email will convey this decision to the applicant

Content Search & Identification

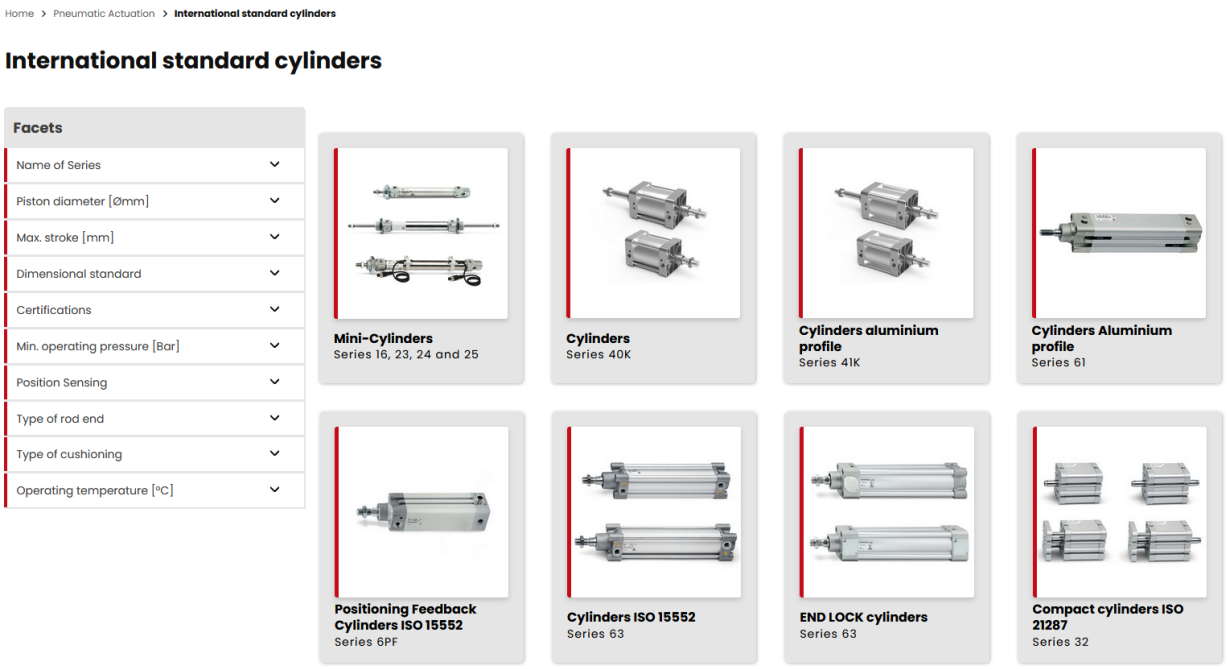
The portal offers two methods for searching and identifying desired content

03

- The first method involves navigating through the pre-established menus

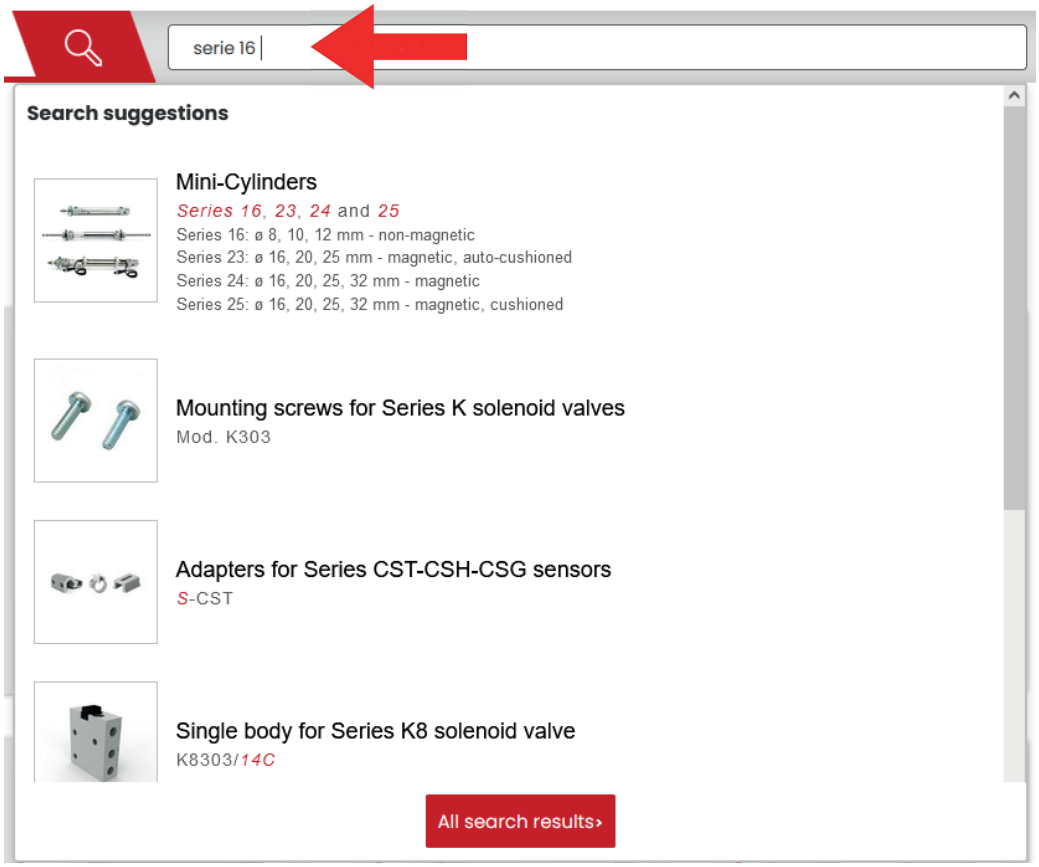


- Apart from menu navigation, users will also have access to a range of contextual filters (facets) to refine their search criteria



Second Method

- The second search method involves entering free text into the designated search field, which will dynamically display results generated by the B2B system.



Using either of these search methods, users can locate the desired content, ultimately arriving at the product page

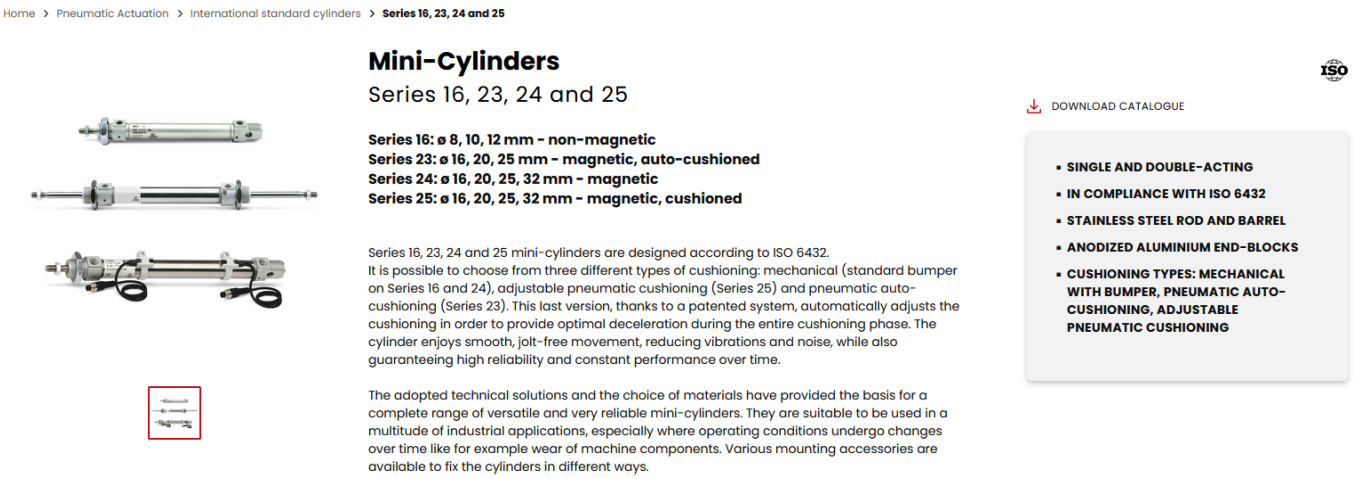
The Series Page

The product page is organized into two main sections

04

Product Page

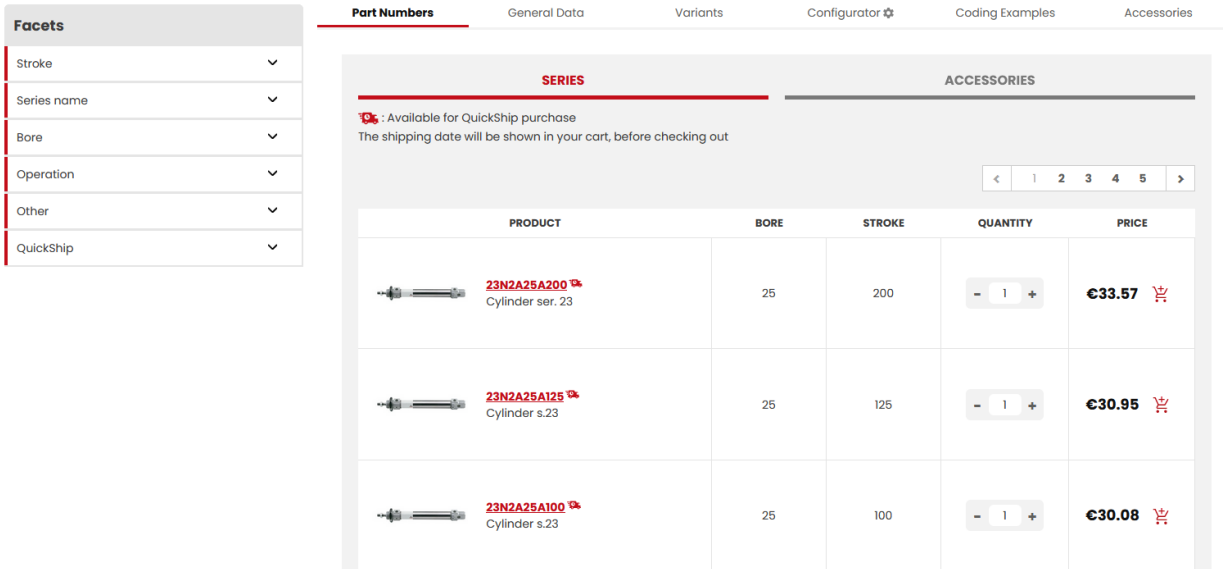
- **Header**: This section features not only images and videos showcasing the product series but also includes a textual summary of the series' key characteristics.



- **Lower Section**: In the lower part of the product page, various contents are arranged within tabs, such as:

  - Available Products: This tab displays products that can be purchased, including details on their characteristics, quantities, and prices. Additionally, a filter functionality (facets) is accessible on the left side of the page to refine the search within the list of available products.
  - General Characteristics
  - Series Variants
  - Configuration Options / Download 2D/3D CAD Formats
  - Example Configurations
  - Dimensional Tables
  - Accessories Related to the Series
  - And more

These sections provide comprehensive information about the product series, making it easier for users to explore and understand its features and options.



CAD Files

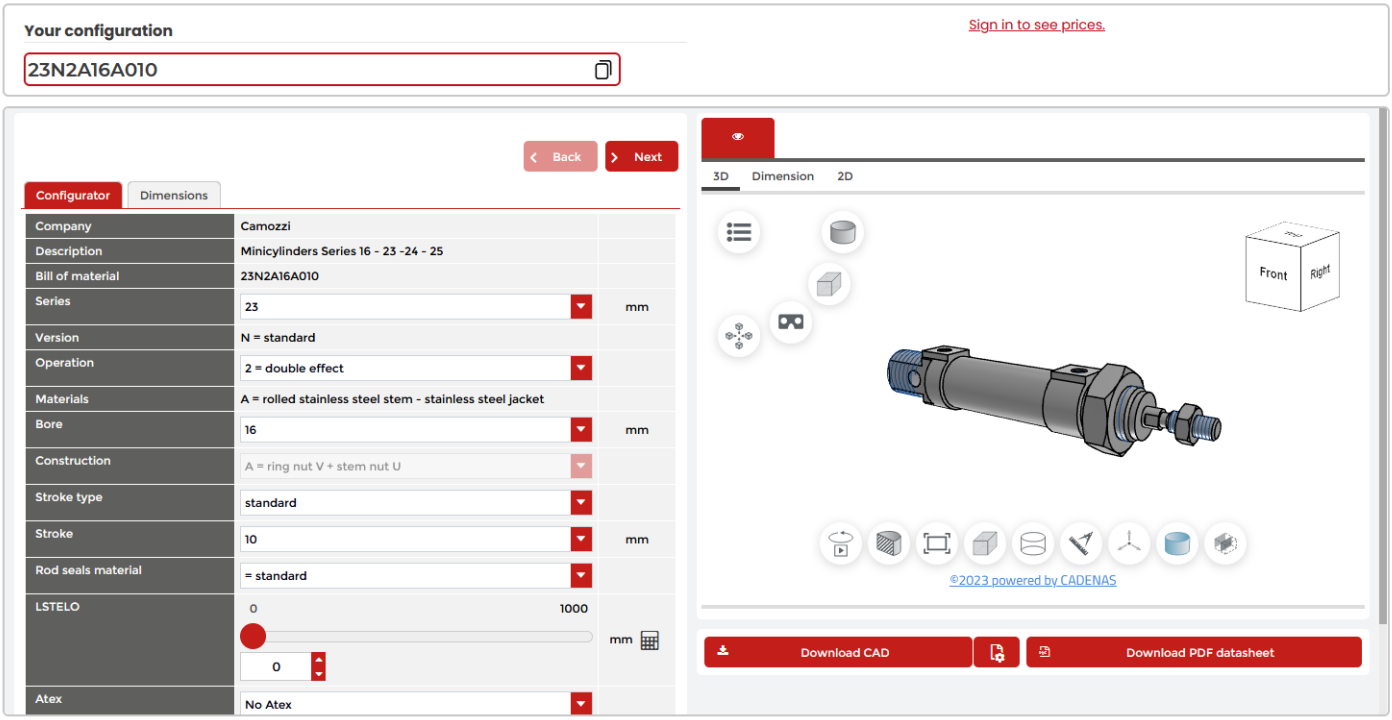
Configuration and download of CAD files in different formats

05

Configuration & Download

One section on the product series page enables users to:

- Configure a specific product code to their preferences.
- Download the corresponding CAD file in their preferred format, whether it's 2D or 3D.
- Add the configured code directly to their cart instead of requesting a price quote.



Cart Management

The B2B portal provides two sales channels for purchasing Camozzi Automation products

06

Standard & QuickShip Channels

The B2B portal offers two distinct sales channels for purchasing Camozzi Automation products:

- **The Standard channel**
- **The QuickShip channel**

Standard Channel: This channel is typically utilized by customers for managing their order-entry activities. Once the sales order is entered, it follows a process similar to traditional offline channel orders. Key points to note:

Prices displayed are those previously agreed upon by the customer and Camozzi Automation.
Order confirmation dates will be communicated following offline processing by the back-office team.
Transport costs and carriers align with those used in the traditional channel.

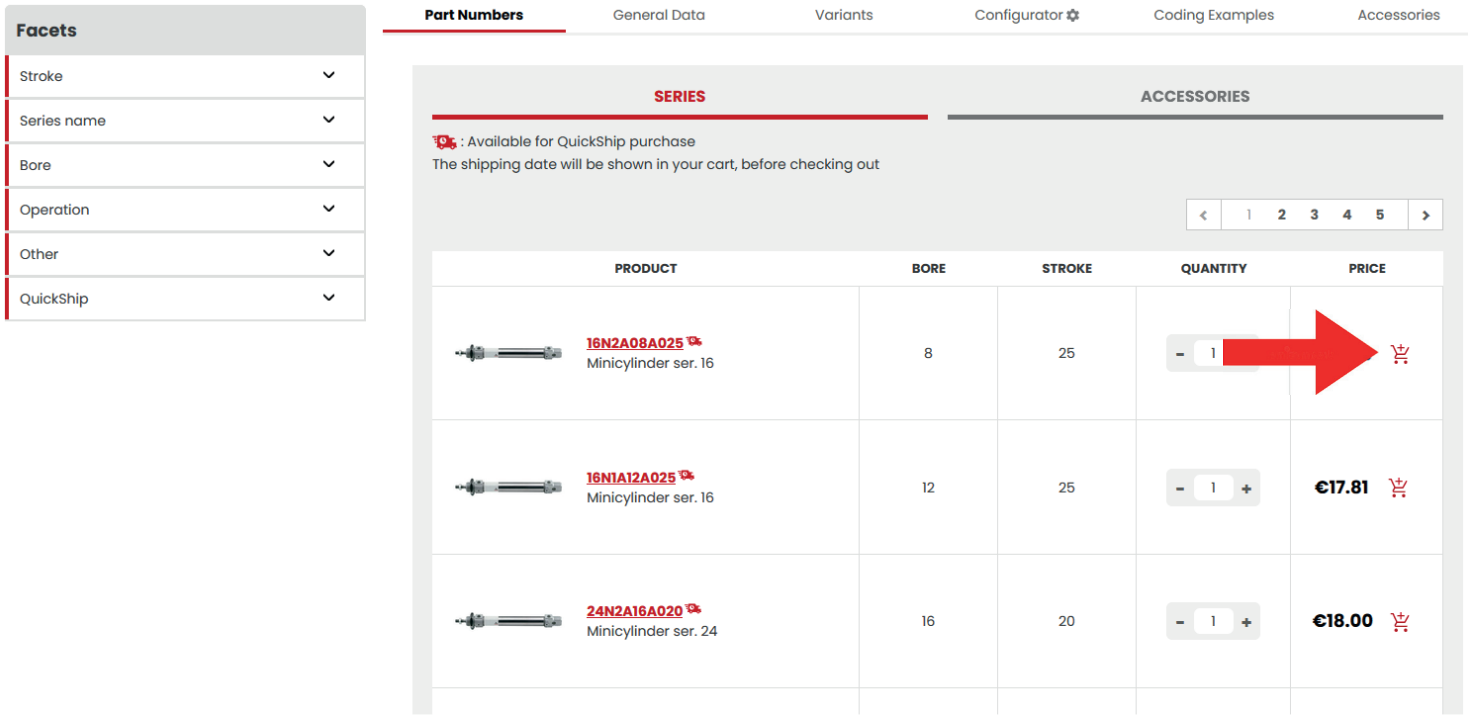
QuickShip Channel: This channel is designed for managing orders of products readily available in the warehouse, with real-time delivery date visibility for customers. Costs for this service include:

- An additional price compared to the standard channel.
- Customer-borne transport costs and carriers stipulated by Camozzi Automation.

For QuickShip orders, the checkout process includes an online payment phase, facilitating the logistical management of the sales order.

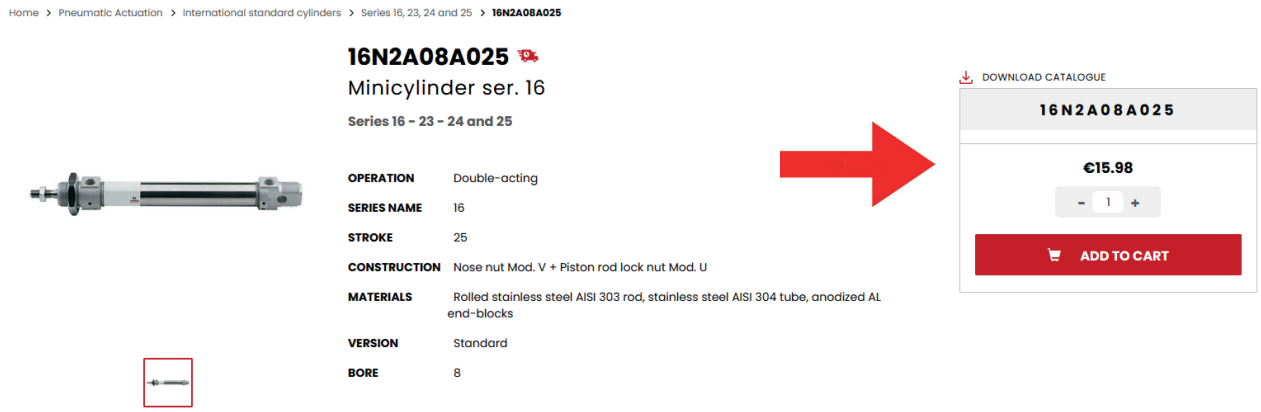
Important registration distinctions:
New customers are automatically assigned to the QuickShip channel only.
Existing Camozzi Automation customers on the traditional channel are automatically granted access to both the Standard and QuickShip channels.
Users in the B2B portal have several methods for populating their shopping cart:

Directly adding products from the Series page to the cart.

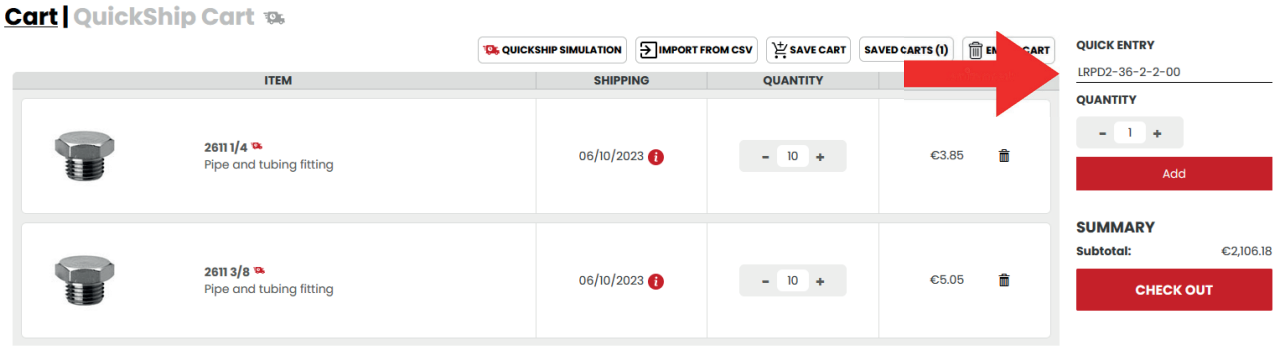


Standard & QuickShip Channels

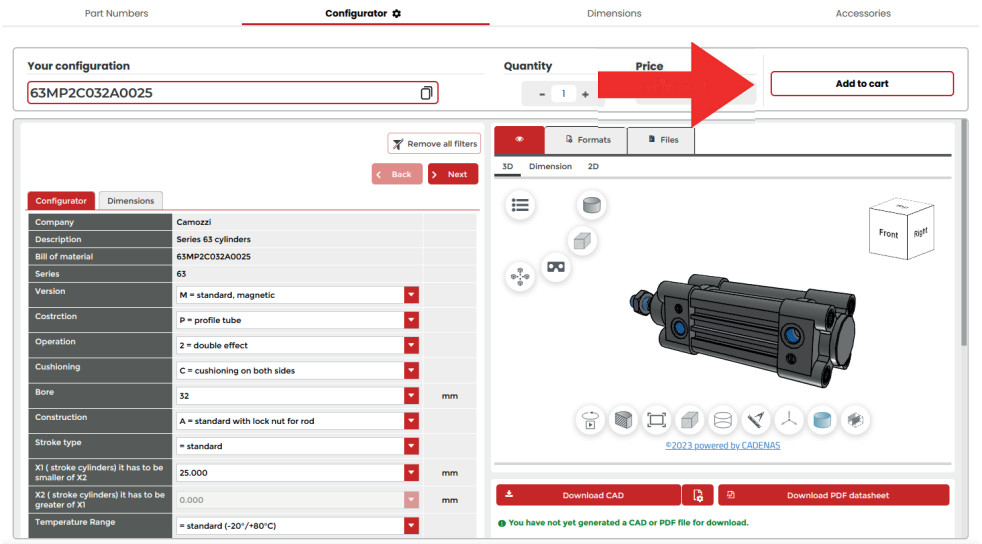
Adding products from the individual SKU page to the cart.



Adding products from the cart page, if the user knows the desired SKU commercial code.

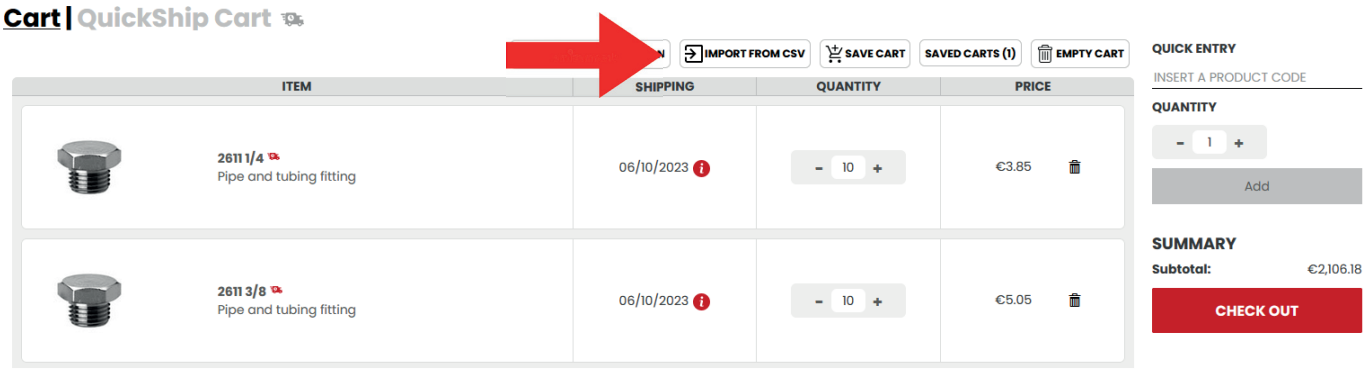


Adding products from the configuration page, if the user has customized a product.



Standard & QuickShip Channels

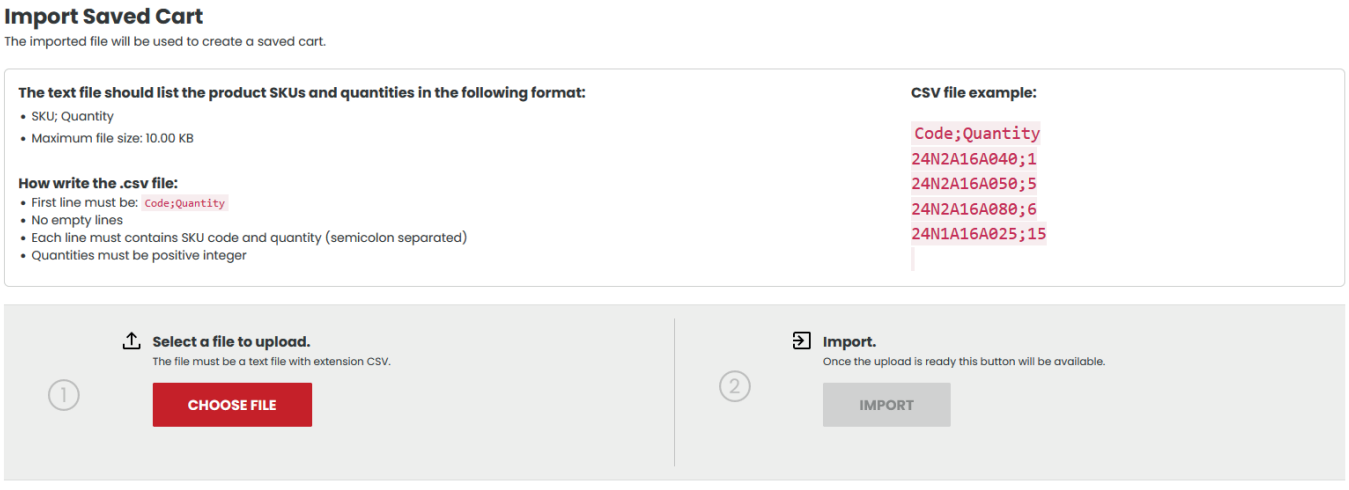
Performing a mass "Add-to-cart" operation using an external CSV file.



Additionally, users can access a mass-loading feature from the cart page by clicking the "Import from CSV" button. This enables users to export a list of products with their respective quantities from their ERP system into a text file for efficient cart population

Code;Quantity 24N2A16A040;1
24N2A16A050;5
24N2A16A080;6
24N1A16A025;15

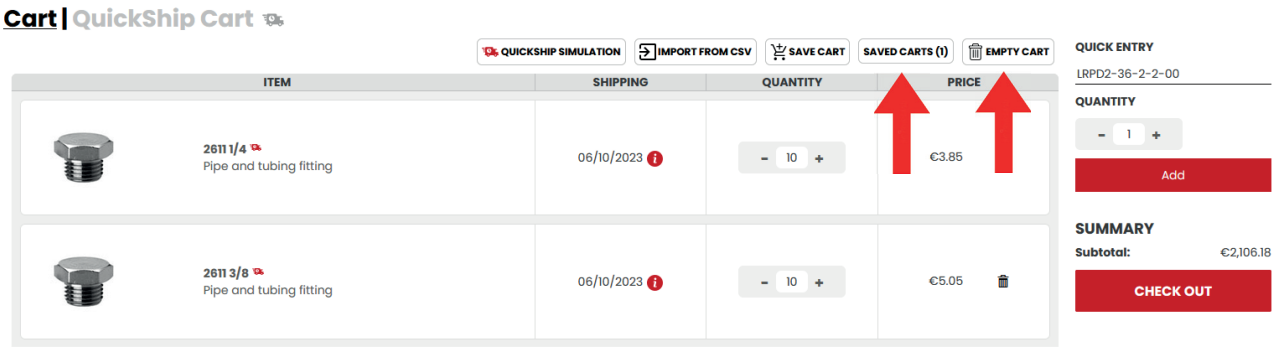
You can upload this file into the B2B system to populate a new cart



Standard & QuickShip Channels

The user also has access to two additional cart management functions:

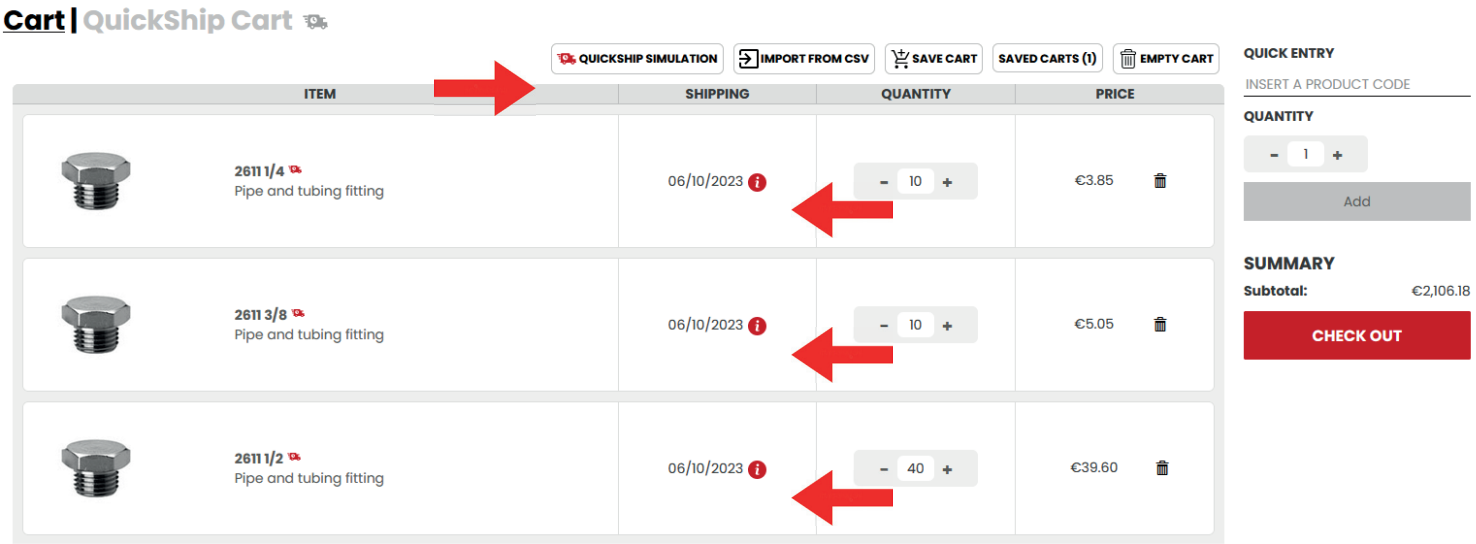
1. **Save Carts**: This feature allows users to save their current cart, assigning it a unique identifier and a description. These saved carts can then be easily retrieved and reused for future orders.
2. **Bulk Delete Items**: Instead of manually removing each item individually, users have the option to perform a bulk removal of all items in the current cart.



Use of the QuickShip channel

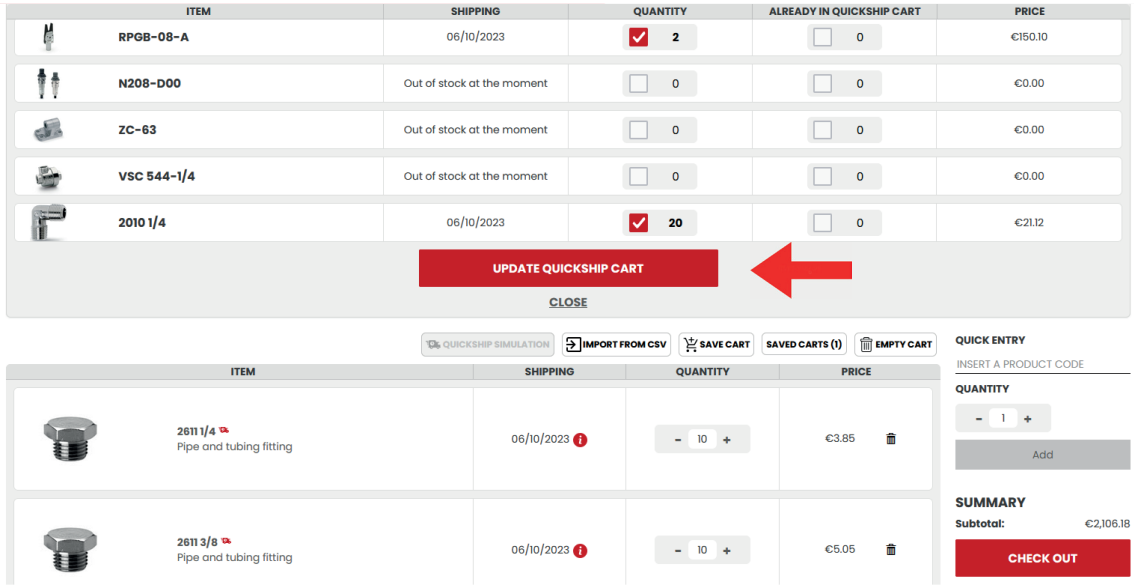
For established Camozzi customers accustomed to the traditional offline channel, access to both the Standard and QuickShip channels is granted within the B2B system.

Upon entering the B2B system, users are initially set to operate on the standard channel by default. However, when users access the cart page and it contains products designated for the QuickShip channel, they have the option to simulate an expedited supply proposal for all products with immediate availability currently present in the cart

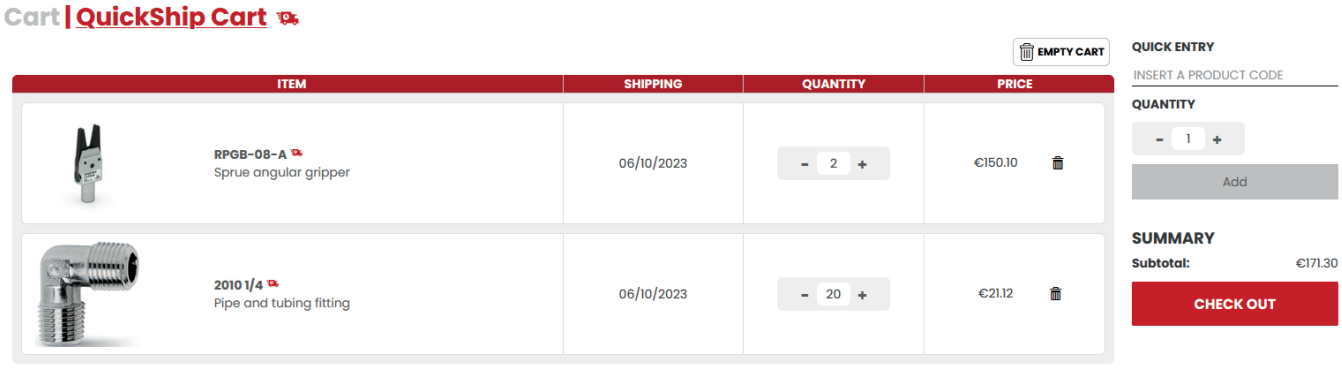


Standard & QuickShip Channels

. By simply clicking on the "QuickShip Simulation" button, users can instantly view the real-time proposal generated by the ERP system.



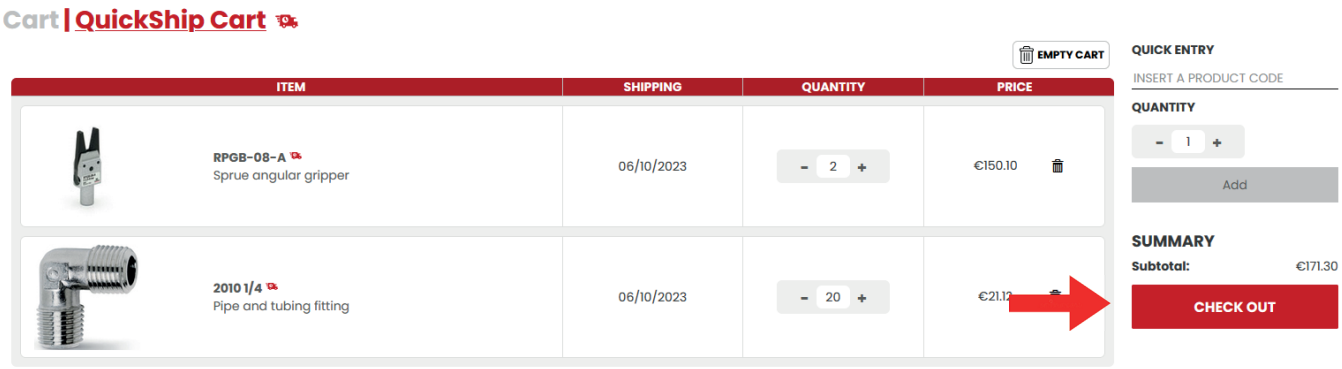
If the user finds the QuickShip channel simulation appealing, they have the option to transfer it, either partially or entirely, to the QuickShip cart



Standard & QuickShip Channels

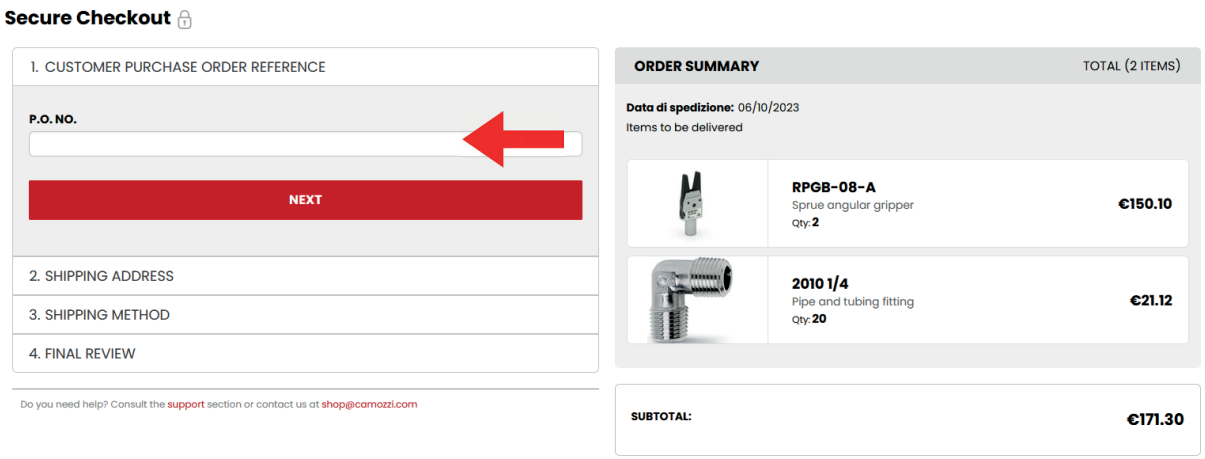
The order checkout

To initiate the sales order process, users can click the "CHECKOUT" button from the cart page, where they have the option to make an online payment.

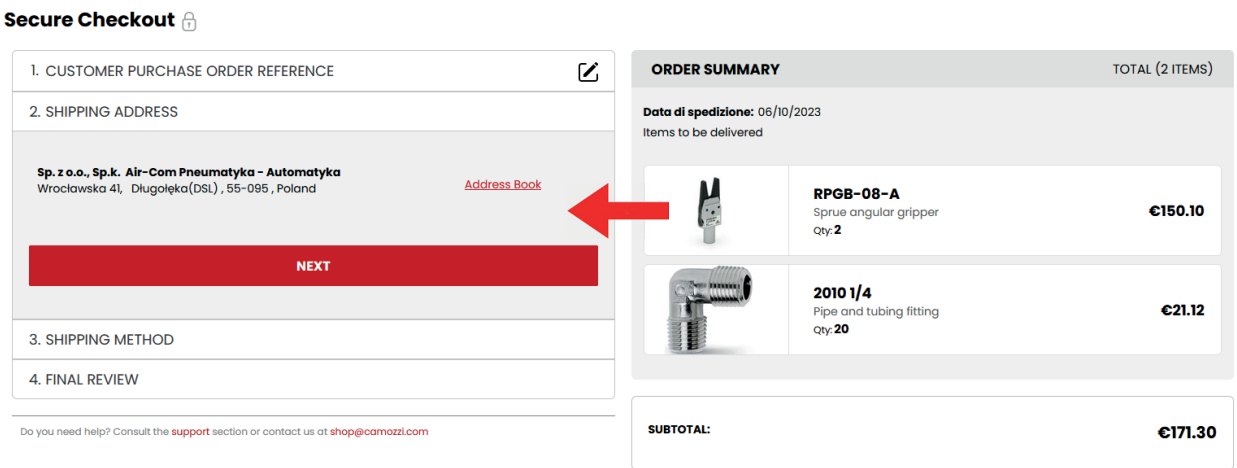


During this process, users are required to provide the following information:

1. **Customer Purchase Order Reference**: Users need to input a reference for their purchase order.

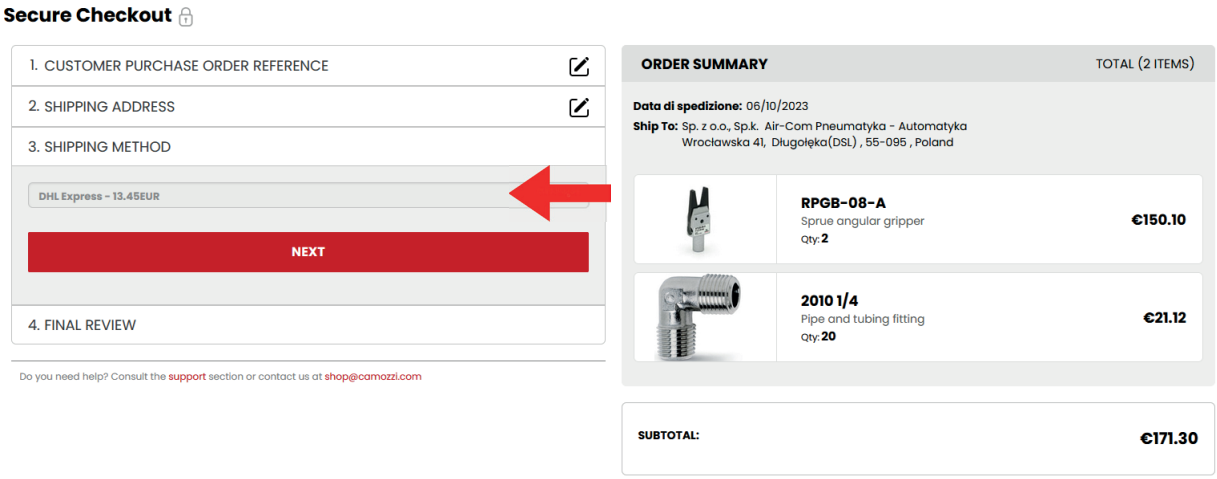


2. **Selection of Shipping Point**: Users must choose a shipping point from the available options in the system.

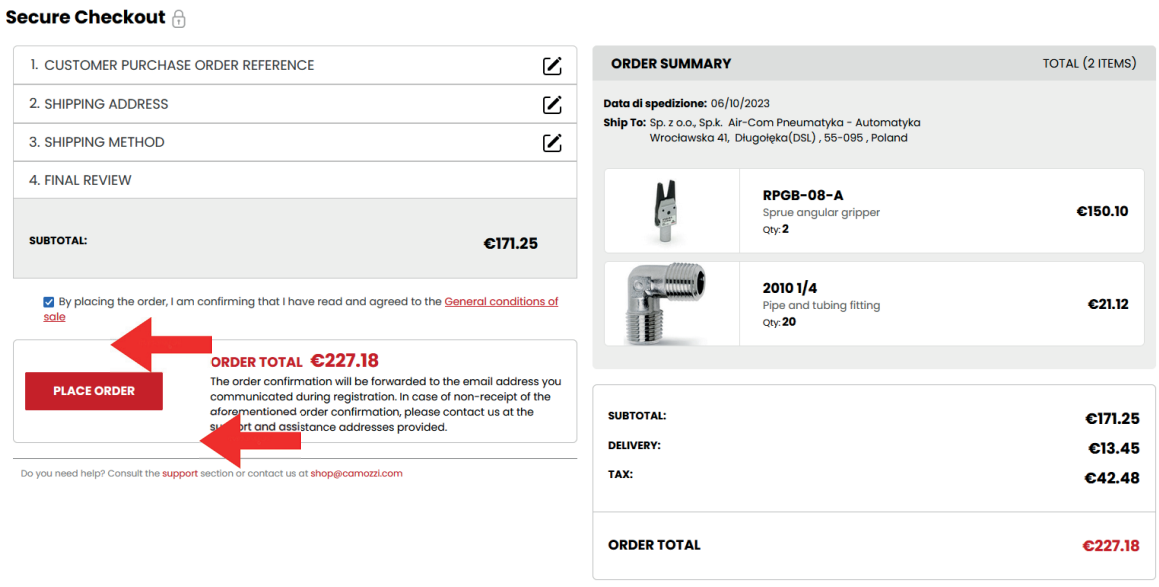


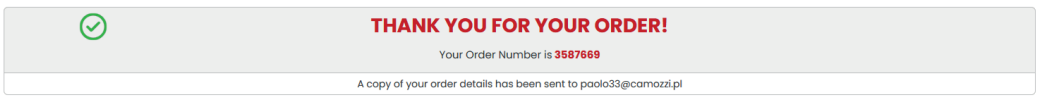
Standard & QuickShip Channels

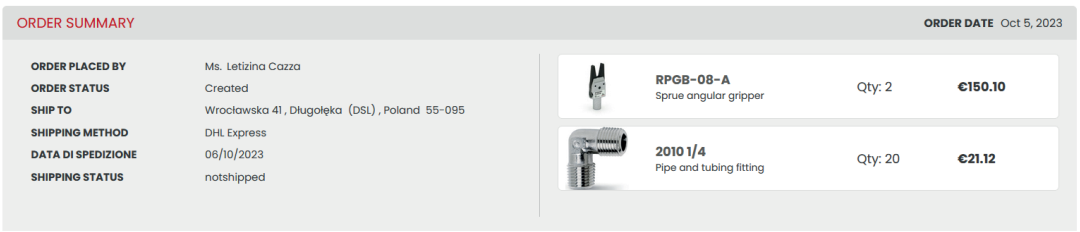
3. **Freight Forwarder Selection**: Users are informed about the designated freight forwarder and the corresponding rate, in accordance with the system's predefined rules.

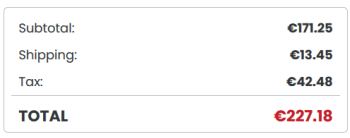


4. Upon completing these steps and accepting the general sales conditions, users can then submit the order, which will be processed and recorded within the ERP system





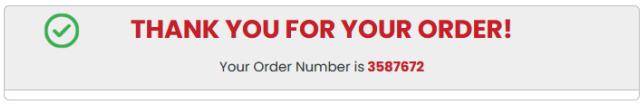


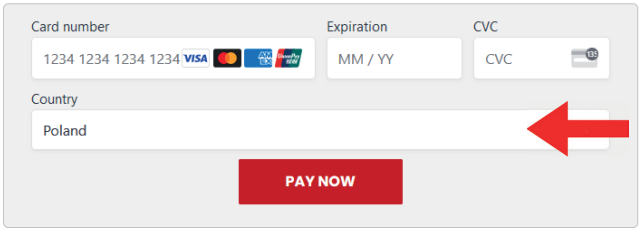


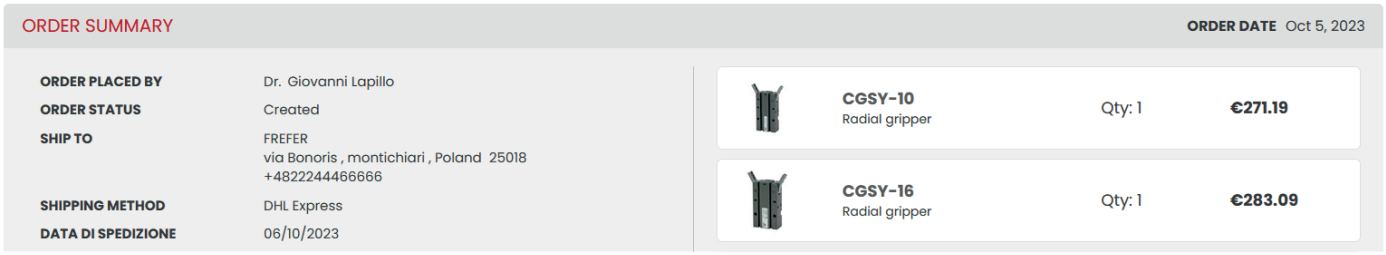
Standard & QuickShip Channels

Online payment

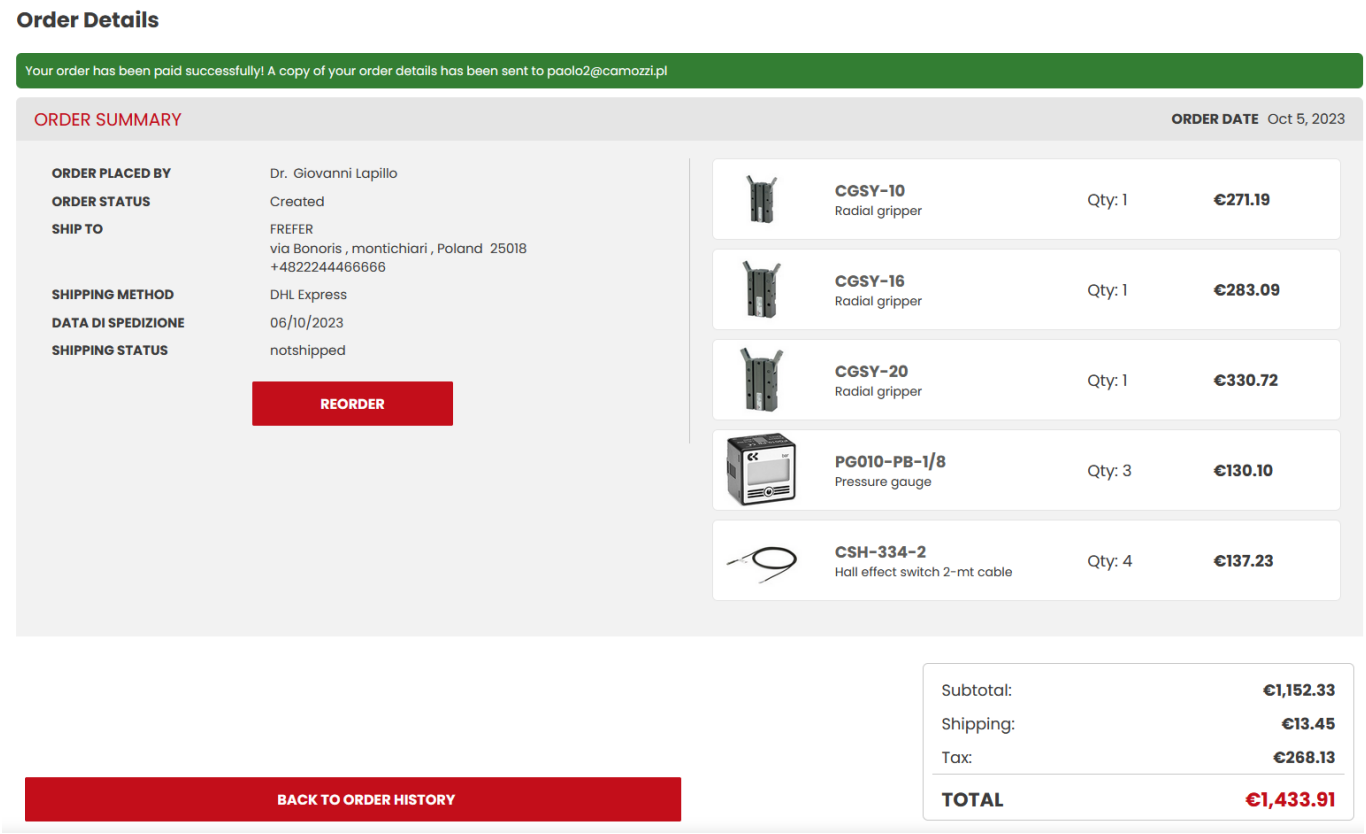
If the order process includes an online payment, the system will initially generate the sales order within the ERP system, marking it as "blocked." Subsequently, the system enters the payment phase. Depending on the payment methods configured for each country within the payment platform, the system will display available payment options for the customer to choose from. Below is an example illustrating the payment process using a Mastercard card







Upon receiving confirmation of successful payment, the system automatically unlocks the previously generated order and initiates the delivery process



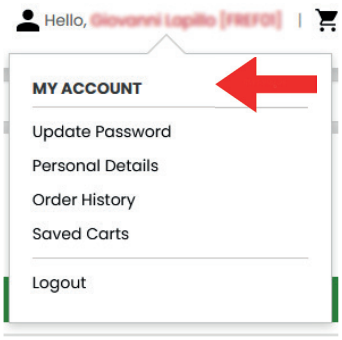
Additional Features

The B2B portal provides additional features

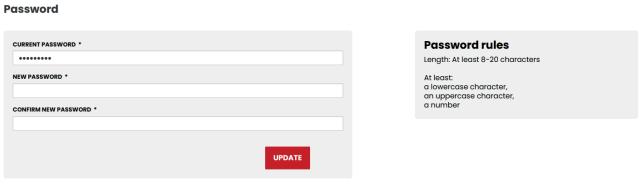
07

Additional Features

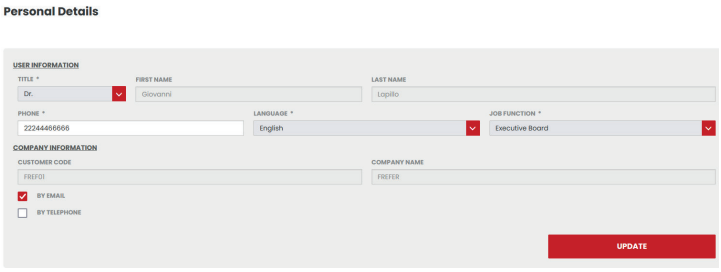
Located in the top-right menu under the user's name, there are four additional functions accessible:



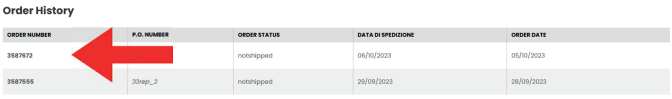
Password Update: Users can change their password for enhanced security.



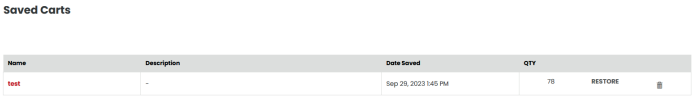
View and Edit Personal Details: Users can access and modify their personal information.



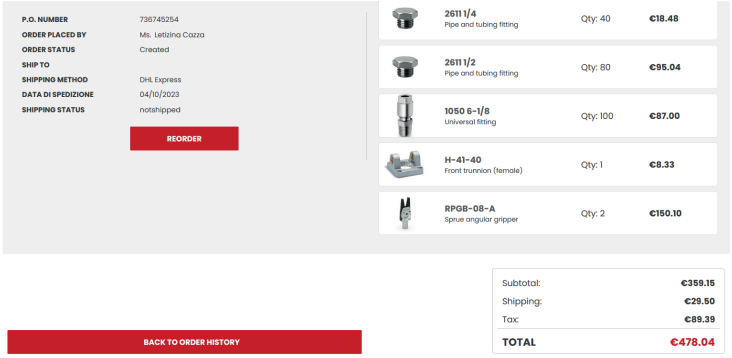
Order History: Users can view their order history, including a comprehensive list of sales orders with an open status. They also have the ability to access the details of each specific order.



View and Manage Saved Carts: Users can access and manage carts they have previously saved, providing a convenient way to revisit and use these saved carts for future orders



In addition to the complete list of sales orders with an open status, the user will be able to access the view of the details of the order itself. From the order detail page, the user can also issue a new order with the same characteristics as the one shown.



CAMOZZI

Automation

ADDRESS

Via Eritrea, 20/I - 25126 Brescia (Italy)
www.camozzi.com

CONTACT US

Tel. +39 030 37921
info@camozzi.com