



# WEBSHOP

User Guide  
January, 2022

People. Passion. Performance.



Chicago  
Pneumatic

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# How to log in

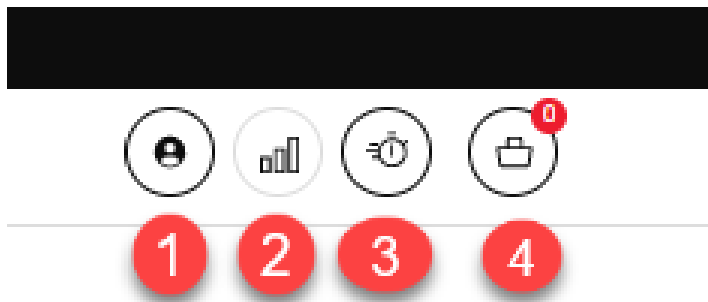
- The new CP Webshop can be accessed via the cp.com website or directly via the link below

 <https://www.cp.com/en-us/tools/products>

 <https://www.cp.com/en-ca/tools/products>

 <https://www.cp.com/es-mx/tools/products>

- The log in button and other icons are shown on the top right-hand corner of the main screen:

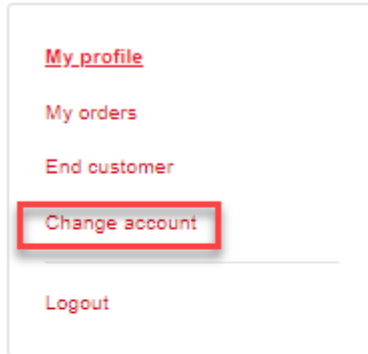


- 1<sup>st</sup> icon is for Log In / View My Profile
- 2<sup>nd</sup> icon allows User to compare selected products
- 3<sup>rd</sup> icon links to Quick Order for easy ordering
- 4<sup>th</sup> icon links to the User's order cart



# 1<sup>st</sup> icon – Log In / View My Profile

- Click the first icon to log into the CP Webshop



## My profile

In My Profile, you can view your email, company information and personal information. Please contact your customer center if you would like to update your profile.

## E-mail

E-mail your email address shown here

## Company info

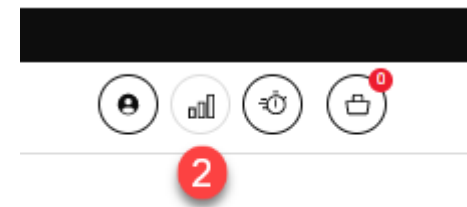
Company your selected company name shown here

## Personal info

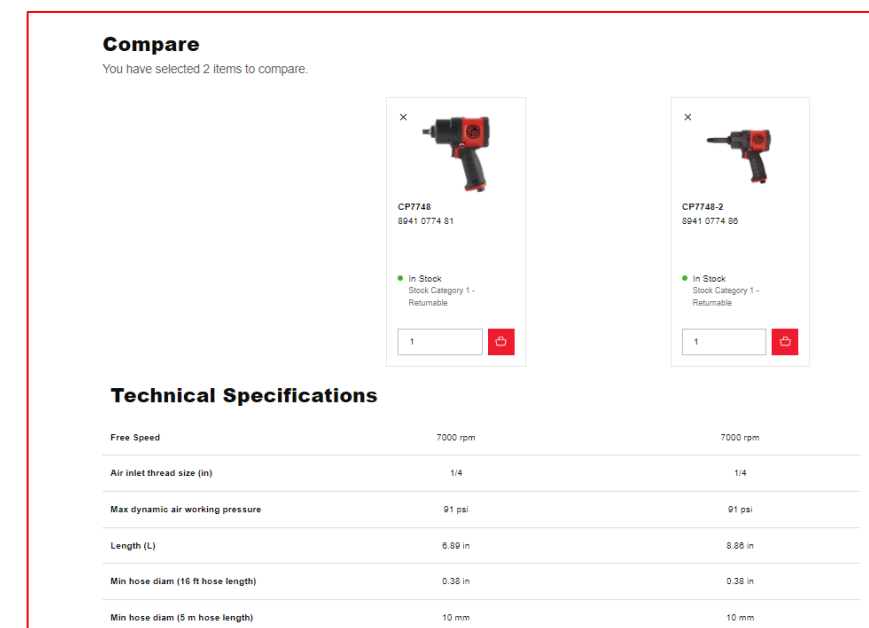
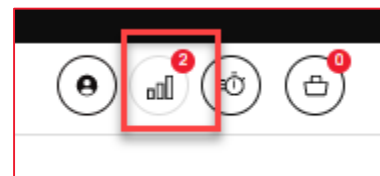
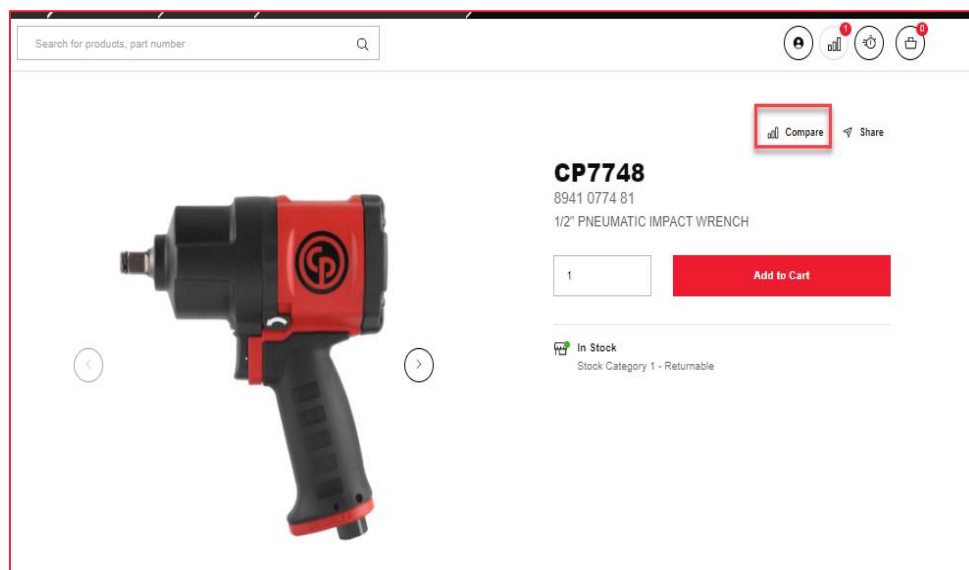
Name your name shown here

- After Log In, your user profile will display.
- From this screen, the user can view their current or past orders (See Order Tracking section)
- User can Change to a different Account (if multiple customer accounts are assigned to the user)

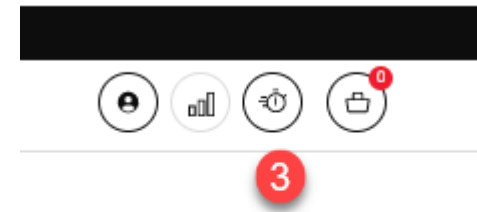
## 2<sup>nd</sup> icon - Compare selected products



- Click the second icon « Compare » allows the user to compare product specifications.
- Click Compare option next to the tool; the number of products to be compared will show in the icon; click the Compare icon and the selected items will display for review.








# 3<sup>rd</sup> icon – Quick Order for easy ordering



### Quick Order

Add multiple products to the cart with part number

| Part number                             | QTY                            | Your price            | Stock   |
|---|--------------------------------|-----------------------|---|
| <input type="text" value="t024351"/>    | <input type="text" value="1"/> | your price shown here | <span style="color: green;">●</span> In Stock<br>Stock Category 1 - Returnable        |
| CP734H, 1/2" PNEUMATIC<br>IMPACT WRENCH |                                |                       |    |
| <input type="text" value="cp734h"/>     | <input type="text" value="1"/> | your price shown here | <span style="color: green;">●</span> In Stock<br>Stock Category 1 - Returnable        |
| CP734H, 1/2" PNEUMATIC<br>IMPACT WRENCH |                                |                       |    |
| <input type="text"/>                    | <input type="text"/>           |                       |    |
| <input type="text"/>                    | <input type="text"/>           |                       |    |
| <input type="text"/>                    | <input type="text"/>           |                       |  |

[Add another row](#)

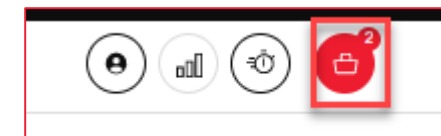
Total items: 2

### OR Upload a CSV file

Upload a valid CSV file to place an order

Download a [SampleTemplate.csv](#)

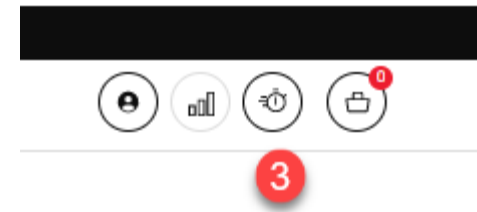
- On the Quick Order screen, enter the material part number or model number in the part number field and quantity and Press Enter.
- Price and Availability for each order line will display.
- Click on Add to Cart to add the items to your cart.



- Click on the cart button to view the items in the cart before continuing to checkout.



## 3<sup>rd</sup> icon – Quick Order for easy ordering



- Entering items on the Quick Order screen can be done multiple ways:
  - User can enter the model number or item part number in the part number field;
  - User can copy / paste a list of part numbers and quantities from an excel sheet. If no quantity is entered, the default value will be 1.
  - Upload a list of part numbers and quantities via .csv file.
- Price and Availability will display
- Errant part numbers will display an error message 'not valid'. In this example, a trailing zero is missing.

| Part number   | QTY   |
|---|---|
| <input style="width: 100%;" type="text" value="615157000"/> | <input style="width: 50px;" type="text" value="1"/> |
| <p>The product ID 615157000 is not valid.</p>               |   |

→

| Part number   | QTY   |
|---|---|
| <input style="width: 100%;" type="text" value="6151570000"/>  | <input style="width: 50px;" type="text" value="1"/> |
| <p>CP8613 PACK 36V 2.5AH, 3/4"<br/>CORDLESS TORQUE WRENCH</p> |   |

- If the product is out of production, the same error message of 'not valid' will appear and item cannot be ordered.

# Product Availability

- Stock availability is shown in three levels:
  - **Green** = In stock
  - **Yellow** = Low quantity / below safety stock
  - **Red** = No stock available now
  
- Leadtime is displayed in days
  
- The stock category is an internal reference
  
- Product marked as Returnable may be returned (dependent on the specific conditions in the sales).

## Quick Order

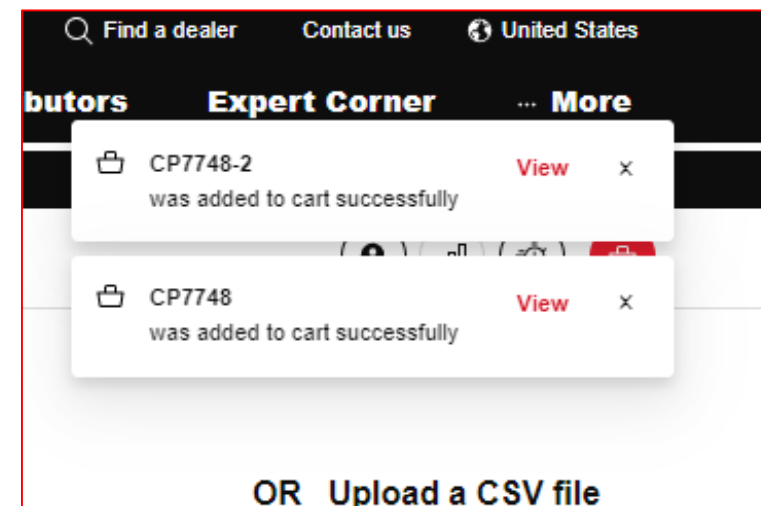
Add multiple products to the cart with part number

| Part number   | QTY   | Your price | Stock  |
|---|---|------------|--|
| <input style="width: 100%;" type="text" value="8940172015"/><br><small>VALVE KIT</small>                            | <input style="width: 40px;" type="text" value="1"/> |            | <span style="color: green;">●</span> <b>In Stock</b><br>Stock Category 9 - Not returnable <span style="float: right; color: red; font-size: 0.8em;">🗑️</span>                                |
| <input style="width: 100%;" type="text" value="8940174889"/><br><small>REVERSE KIT (incl#26, 27, 28, 31~35)</small> | <input style="width: 40px;" type="text" value="1"/> |            | <span style="color: orange;">●</span> <b>Low in Stock</b><br>Stock Category 1 - Returnable <span style="float: right; color: red; font-size: 0.8em;">🗑️</span>                               |
| <input style="width: 100%;" type="text" value="cp5000"/><br><small>CP5000, 1" PNEUMATIC IMPACT WRENCH</small>       | <input style="width: 40px;" type="text" value="1"/> |            | <span style="color: red;">●</span> <b>Out of Stock</b><br>Estimated leadtime 38-41 days<br>Stock Category 1 - Returnable <span style="float: right; color: red; font-size: 0.8em;">🗑️</span> |

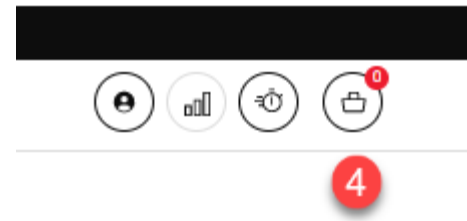


# Add to Cart


- When the Add to Cart button is clicked, a message will appear confirming each item has been added in the cart.
- After a few seconds, the message will disappear and the total quantity of items in the cart is appear in a bubble over the cart icon
- To view the items in the cart, click on the Cart icon.



# 4<sup>th</sup> icon - Order cart



### 2 items in your cart



CP734H  
T024351


item value will be shown here

In Stock  
Stock Category 1 - Returnable

- 1 +

Remove

---



CP734H  
T024351

In Stock  
Stock Category 1 - Returnable

- 1 +

Remove

Continue Shopping

#### Summary

Subtotal (2 items)

Estimated total (Excluding VAT) order value shown here

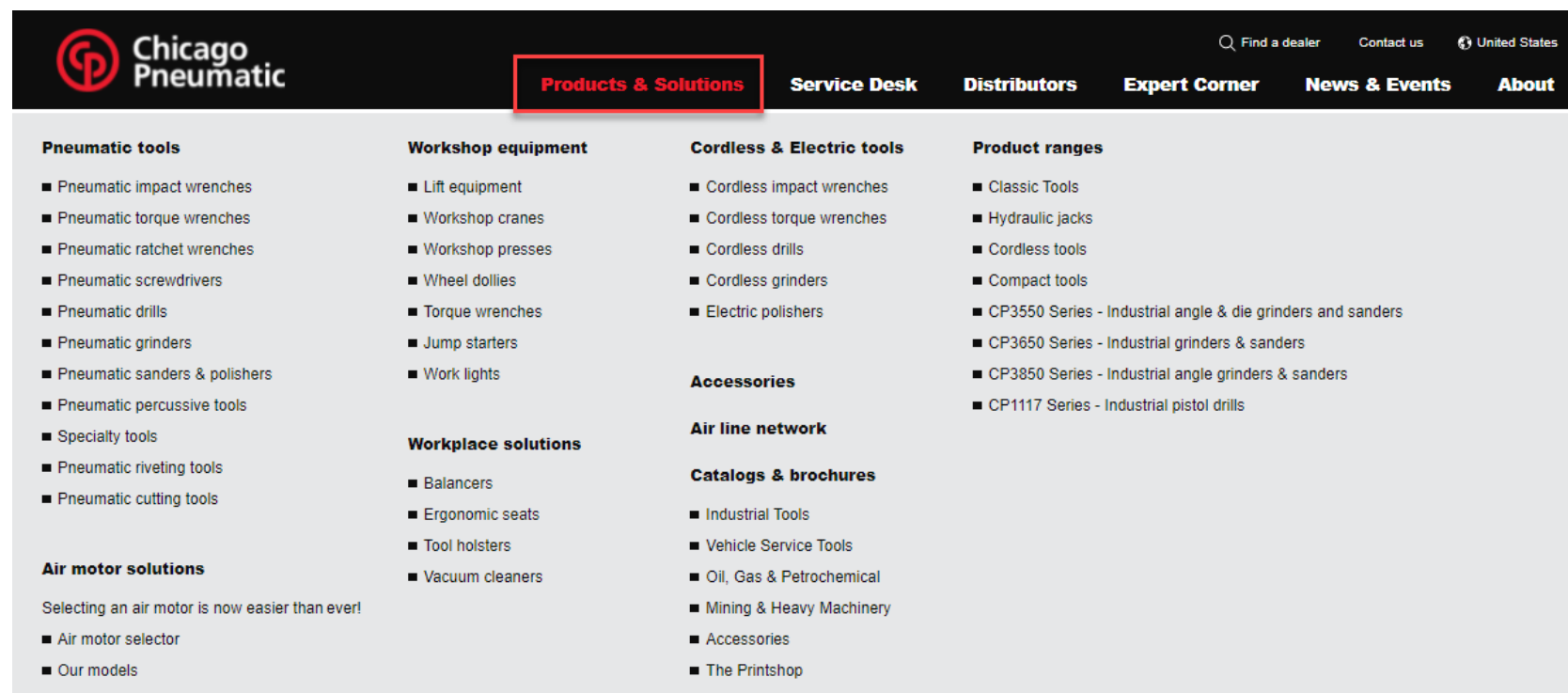
Checkout

Final price will be presented in the end of checkout

- After items have been added to the cart, click on the cart icon to see the items listed.
- If more items are needed, click the Continue Shopping button to return to the cp.com Product Lookup.
- If quantity and value of the items in the cart are correct, click the Checkout button on the right of the screen to place your order for the items.

# Product Search – via cp.com website main page

- From the cp.com website main page, users can search for product information using the Power Tools link. A product category list will display.
- Click on the product category to see the products in that range.



The screenshot shows the Chicago Pneumatic website main page. The navigation bar includes the logo, search, and contact options. The 'Products & Solutions' menu is highlighted. Below the navigation, there are four columns of product categories:

- Pneumatic tools**
  - Pneumatic impact wrenches
  - Pneumatic torque wrenches
  - Pneumatic ratchet wrenches
  - Pneumatic screwdrivers
  - Pneumatic drills
  - Pneumatic grinders
  - Pneumatic sanders & polishers
  - Pneumatic percussive tools
  - Specialty tools
  - Pneumatic riveting tools
  - Pneumatic cutting tools
- Workshop equipment**
  - Lift equipment
  - Workshop cranes
  - Workshop presses
  - Wheel dollies
  - Torque wrenches
  - Jump starters
  - Work lights
- Workplace solutions**
  - Balancers
  - Ergonomic seats
  - Tool holsters
  - Vacuum cleaners
- Air motor solutions**

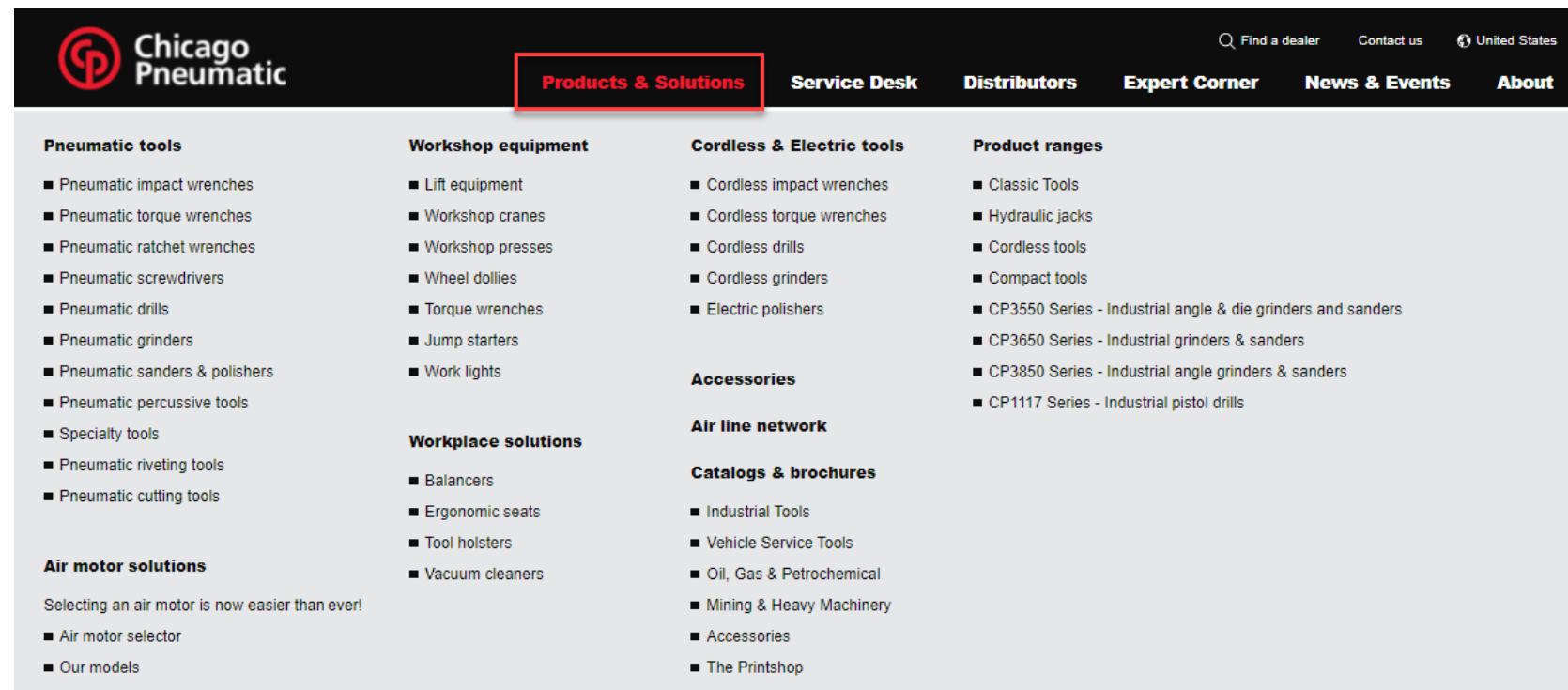
Selecting an air motor is now easier than ever!

  - Air motor selector
  - Our models
- Cordless & Electric tools**
  - Cordless impact wrenches
  - Cordless torque wrenches
  - Cordless drills
  - Cordless grinders
  - Electric polishers
- Accessories**
- Air line network**
- Catalogs & brochures**
  - Industrial Tools
  - Vehicle Service Tools
  - Oil, Gas & Petrochemical
  - Mining & Heavy Machinery
  - Accessories
  - The Printshop
- Product ranges**
  - Classic Tools
  - Hydraulic jacks
  - Cordless tools
  - Compact tools
  - CP3550 Series - Industrial angle & die grinders and sanders
  - CP3650 Series - Industrial grinders & sanders
  - CP3850 Series - Industrial angle grinders & sanders
  - CP1117 Series - Industrial pistol drills

<https://www.cp.com/en-us/tools>

# Product Search – via Webshop main page

- From the CP Webshop main page, users can search for products by category using the **Products & Solutions**. The products are by category
- Click on the category browse and all products in that category will display.



**Chicago Pneumatic**

**Products & Solutions** | Service Desk | Distributors | Expert Corner | News & Events | About

Find a dealer | Contact us | United States

**Pneumatic tools**

- Pneumatic impact wrenches
- Pneumatic torque wrenches
- Pneumatic ratchet wrenches
- Pneumatic screwdrivers
- Pneumatic drills
- Pneumatic grinders
- Pneumatic sanders & polishers
- Pneumatic percussive tools
- Specialty tools
- Pneumatic riveting tools
- Pneumatic cutting tools

**Air motor solutions**

Selecting an air motor is now easier than ever!

- Air motor selector
- Our models

**Workshop equipment**

- Lift equipment
- Workshop cranes
- Workshop presses
- Wheel dollies
- Torque wrenches
- Jump starters
- Work lights

**Workplace solutions**

- Balancers
- Ergonomic seats
- Tool holsters
- Vacuum cleaners

**Cordless & Electric tools**

- Cordless impact wrenches
- Cordless torque wrenches
- Cordless drills
- Cordless grinders
- Electric polishers

**Accessories**

**Air line network**

**Catalogs & brochures**

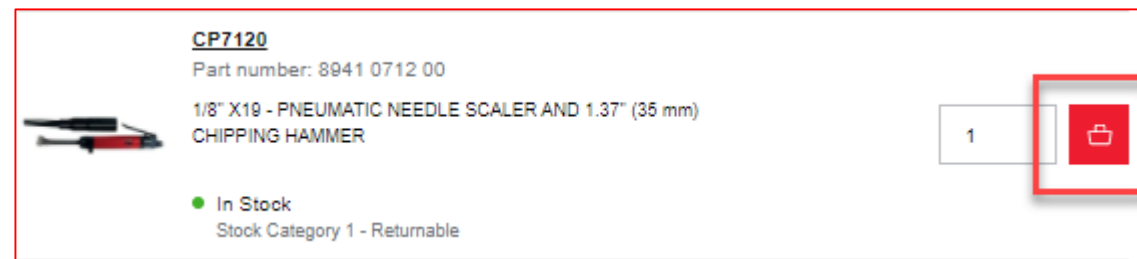
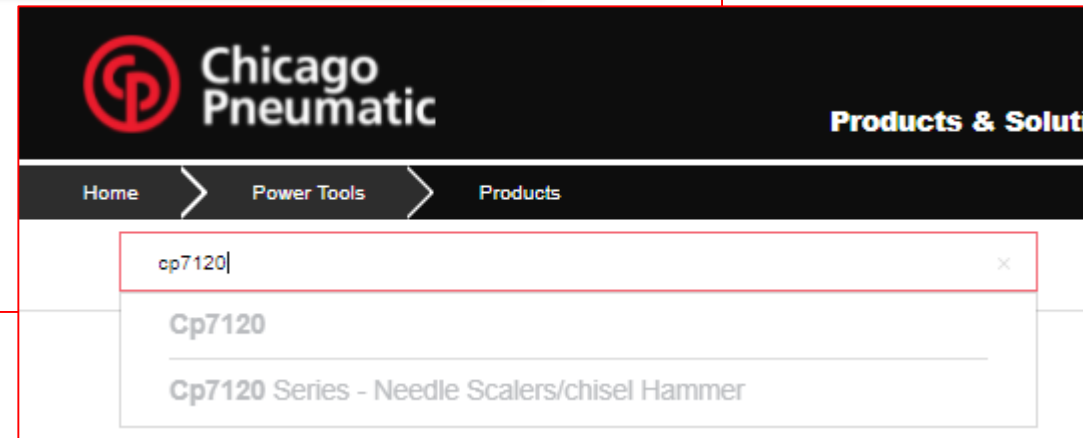
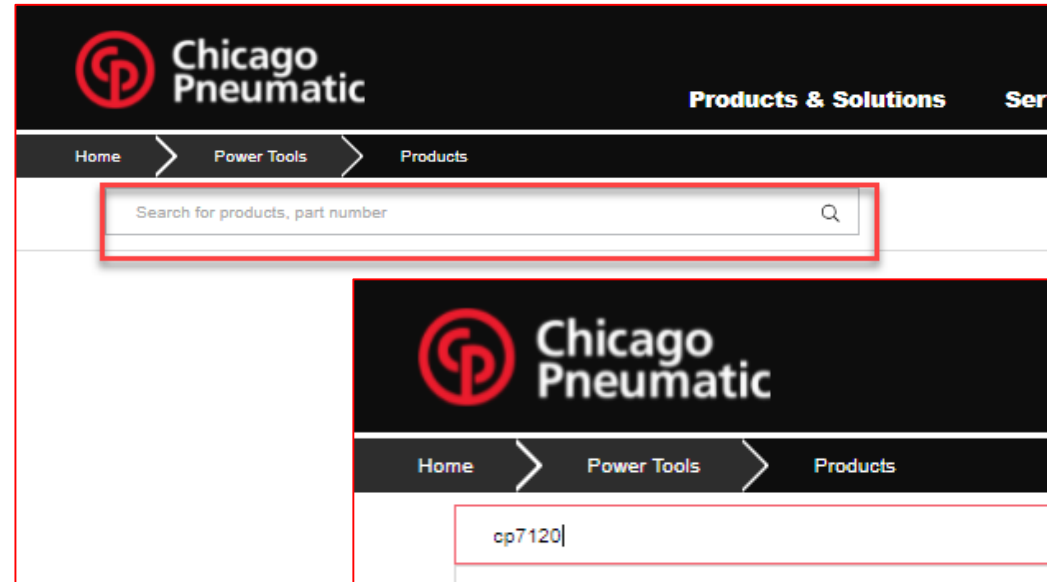
- Industrial Tools
- Vehicle Service Tools
- Oil, Gas & Petrochemical
- Mining & Heavy Machinery
- Accessories
- The Printshop

**Product ranges**

- Classic Tools
- Hydraulic jacks
- Cordless tools
- Compact tools
- CP3550 Series - Industrial angle & die grinders and sanders
- CP3650 Series - Industrial grinders & sanders
- CP3850 Series - Industrial angle grinders & sanders
- CP1117 Series - Industrial pistol drills


# Product Search – by Model Name or Part Number

- From the CP Webshop Products page, users can search for items using the Smart Search box.
- Type in either the part number (894xxxxxxx) or item model name (CPxxx) for a drop down selection. Then click to select.
- Click the cart button (in red) to add the item to your cart.



# Product Selection


- Once displayed, an item can be added to cart.



**CP7120**  
 Part number: 8941 0712 00  
 1/8" X19 - PNEUMATIC NEEDLE SCALER AND 1.37" (35 mm) CHIPPING HAMMER

1 +

● In Stock  
 Stock Category 1 - Returnable



**CP7120**  
8941 0712 00  
1/8" X19 - PNEUMATIC NEEDLE SCALER AND 1.37" (35 mm) CHIPPING HAMMER

1 Add to Cart

● In Stock  
Stock Category 1 - Returnable

all Compare ▼ ✕

**Warnings**

This product can expose you to chemicals, including lead, which is known to the state of California to cause cancer and birth defects or other reproductive harm. For more information go to: <http://www.P66.com>

**Technical Specifications**

| Noise & vibrations      |           |
|-------------------------|-----------|
| Sound Pressure          | 98 dB(A)  |
| Uncertainty vibration-K | 11.3 %/s  |
| Vibration               | 37.4 %/s  |
| Sound Power             | 110 dB(A) |

| Air Information                   |            |
|-----------------------------------|------------|
| Min hose diam (2 m hose length)   | 10 mm      |
| Air Inlet thread size (in)        | 1/4        |
| Air consumption at load           | 15.8 l/min |
| Min hose diam (1/2 m hose length) | 0.35 in    |
| Max dynamic air working pressure  | 91 psi     |

Show all specifications

- Additionally, product comparisons can be made by clicking the Compare button and using the Compare feature.
- If more information is needed, click on the tool. Additional product specifications and pictures will display.

# Checkout

- After items and quantities have been added to the cart and reviewed.
- Click the Checkout button to continue to the ordering screens to place your order.

## 2 items in your cart

|  |  |   |  |
|--|--|---|--|
|  | <p>CP7748-2<br/>8941 0774 86</p> <p>\$406.96</p> <p><span style="color: green;">●</span> In Stock<br/><small>Stock Category 1 - Returnable</small></p> | <p>\$406.96</p> <div style="display: flex; align-items: center; justify-content: center;"> <span style="margin-right: 5px;">-</span> <input style="width: 30px; text-align: center;" type="text" value="1"/> <span style="margin-left: 5px;">+</span> </div> <p style="color: red; text-align: center; margin-top: 5px;">Remove</p> |  |
|  | <p>CP7748<br/>8941 0774 81</p> <p>\$394.18</p> <p><span style="color: green;">●</span> In Stock<br/><small>Stock Category 1 - Returnable</small></p>   | <p>\$394.18</p> <div style="display: flex; align-items: center; justify-content: center;"> <span style="margin-right: 5px;">-</span> <input style="width: 30px; text-align: center;" type="text" value="1"/> <span style="margin-left: 5px;">+</span> </div> <p style="color: red; text-align: center; margin-top: 5px;">Remove</p> |  |

### Summary

Subtotal (2 items) \$801.14

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Estimated total (Excluding VAT) \$801.14

Checkout

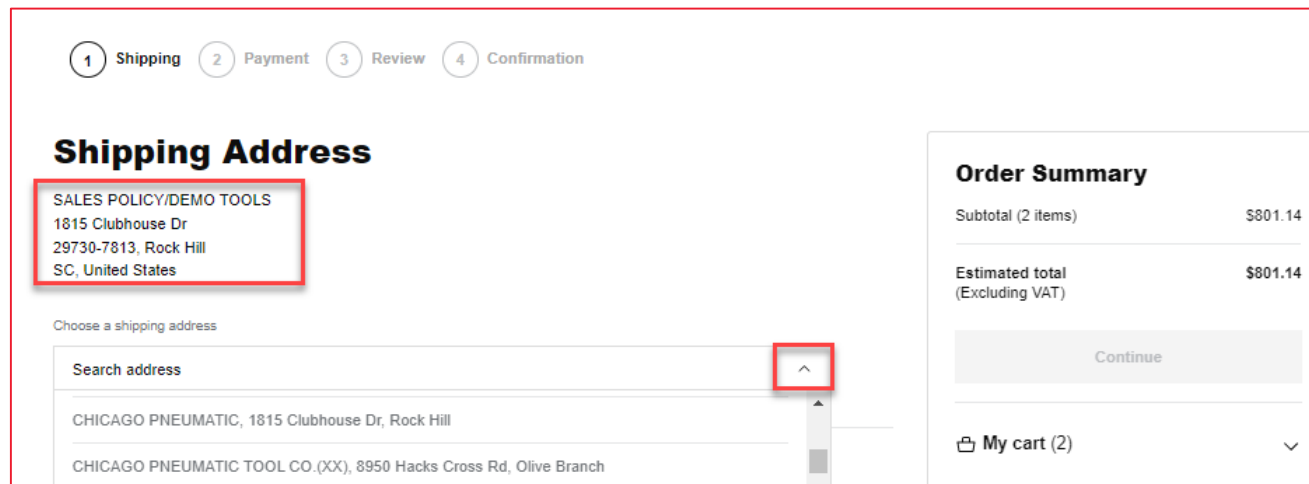
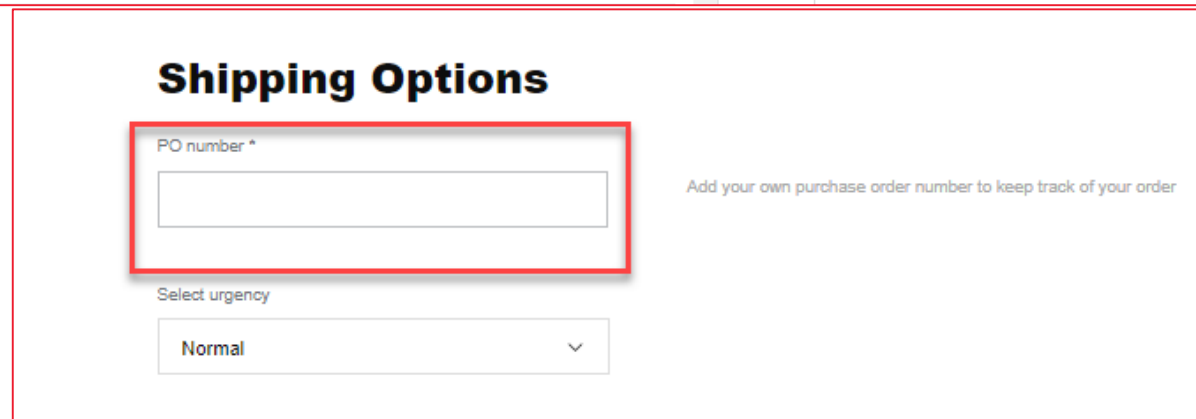
Final price will be presented in the end of checkout



# Shipping Address, Options and Notes - 1/2

- After clicking the Checkout button, the screen shown is for shipping validation.
  - In the **Shipping Address** section, review the default address shown. If needed, select a different address from the drop down section to change.
  - In the **Shipping Options** section, enter the purchase order number in the field.

**Note:** All orders default normal shipping urgency.

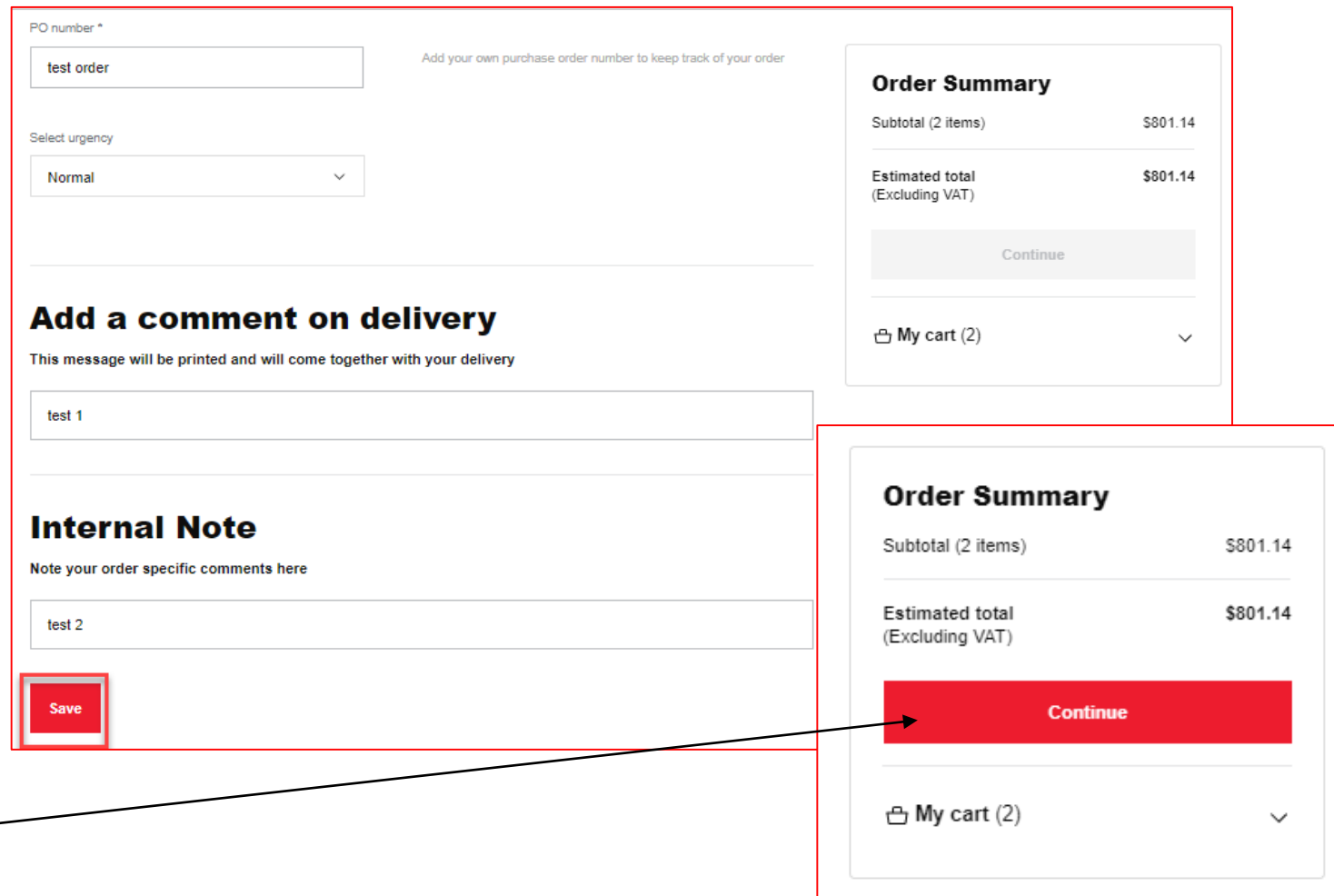
# Shipping Address, Options and Notes - 2/2

After the PO is entered, there are two sections for notes:

- **Comment on Delivery** - (35-char) is used for adding special shipping instructions, end customer PO or Attn information. This information will print on the Shipping Notice.
- **Internal Note** – (70-char) is used for notes to the Customer Care Team (eg: Special Price Codes (SPCs) or order handling notes, etc.

After the necessary fields have been filled in, click the **Save** button to retain your data.

The Continue option in **Order Summary** box will turn **red** to proceed to next screen.



PO number \*

test order

Add your own purchase order number to keep track of your order

Select urgency

Normal

**Add a comment on delivery**

This message will be printed and will come together with your delivery

test 1

**Internal Note**

Note your order specific comments here

test 2

Save

**Order Summary**

Subtotal (2 items) \$801.14

Estimated total (Excluding VAT) \$801.14

Continue

My cart (2)

**Order Summary**

Subtotal (2 items) \$801.14

Estimated total (Excluding VAT) \$801.14

Continue

My cart (2)

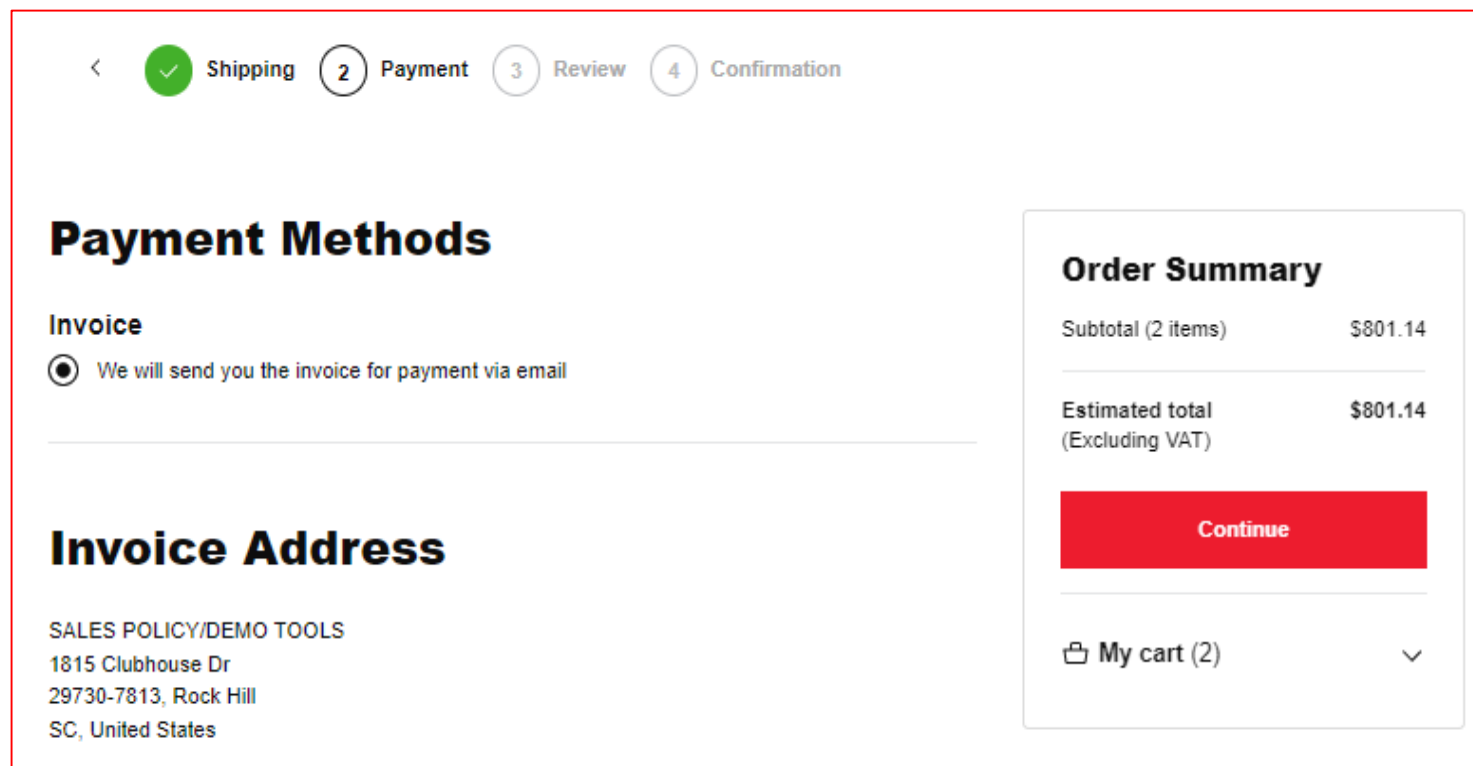
# Payment

Next screen shows **Payment** section. The current section in the process is shown at the top of the screen with **green** checks indicating completion.

- **Payment Methods** – This section confirms invoice will be sent.
- **Invoice Address** – This section shows the invoice address.

Both fields are non-changeable.

Click the Continue option in **Order Summary** box to proceed to next screen.



Navigation: <  Shipping  2 Payment  3 Review  4 Confirmation

## Payment Methods

**Invoice**

We will send you the invoice for payment via email

---

## Invoice Address


SALES POLICY/DEMO TOOLS  
1815 Clubhouse Dr  
29730-7813, Rock Hill  
SC, United States

### Order Summary

|                                 |                 |
|---------------------------------|-----------------|
| Subtotal (2 items)              | \$801.14        |
| <hr/>                           |                 |
| Estimated total (Excluding VAT) | <b>\$801.14</b> |

[Continue](#)

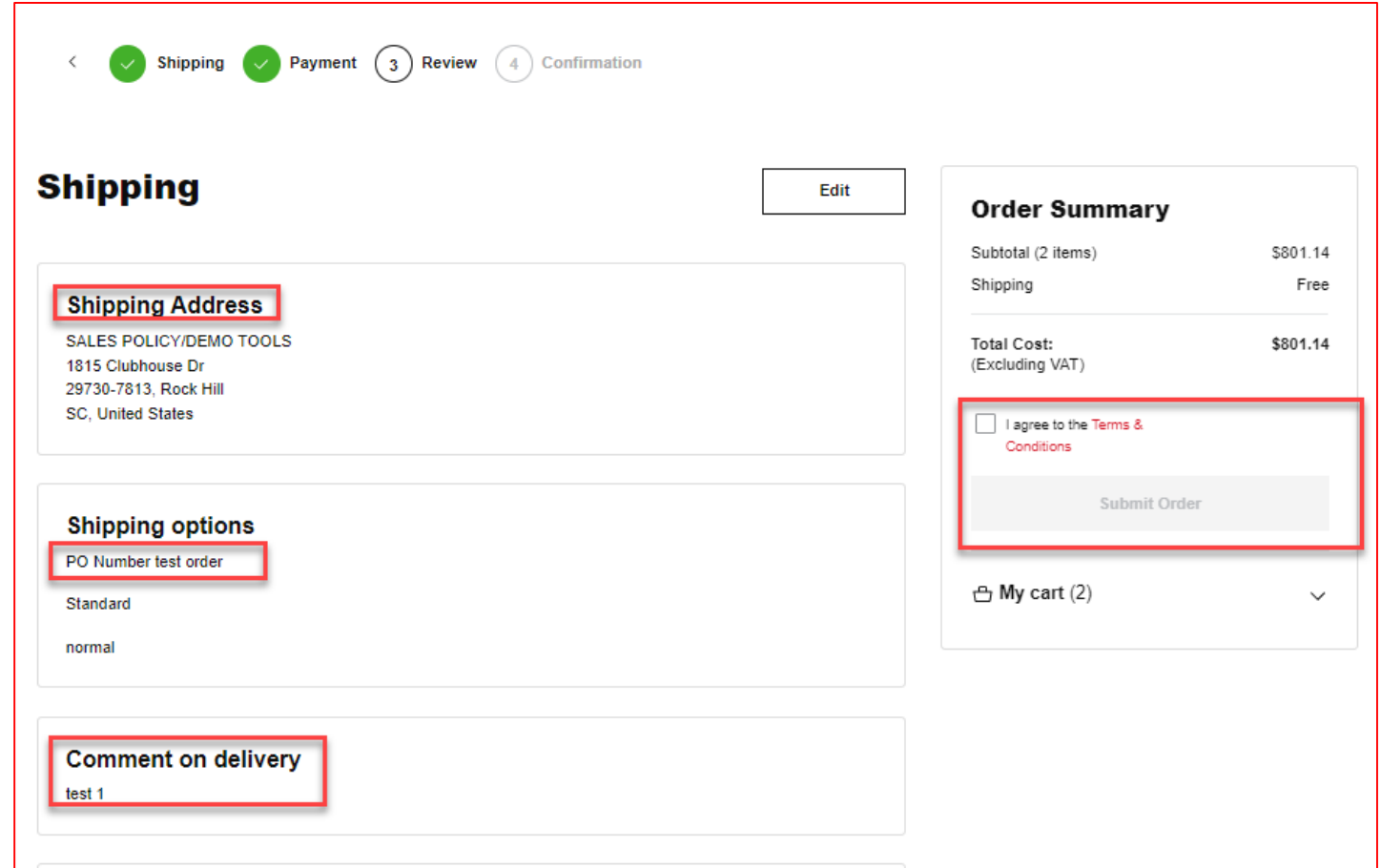
---

 My cart (2) ▼

# Review / Edit

Next screen, **Review**, is the final screen and shows the data entered for the order (scroll down to bottom to see list of items ordered) for the user to verify before submitting the order.

- If the data is correct, tick the **Terms & Conditions** box. Click the **Submit Order** button when it turns **red** to submit.
- If the data shown is not correct, click the Edit button to go back to the **Shipping Address** section to review and change the data.
- Or, click the **Cart** icon to change items and quantities, then click the **Checkout** button to proceed through the prior screens. The previously entered data should still be there.



Shipping    Payment    3 Review    4 Confirmation

## Shipping

Edit

**Shipping Address**

SALES POLICY/DEMO TOOLS  
1815 Clubhouse Dr  
29730-7813, Rock Hill  
SC, United States

**Shipping options**

PO Number test order

Standard

normal

**Comment on delivery**

test 1

### Order Summary

|                                       |                 |
|---------------------------------------|-----------------|
| Subtotal (2 items)                    | \$801.14        |
| Shipping                              | Free            |
| <b>Total Cost:</b><br>(Excluding VAT) | <b>\$801.14</b> |

I agree to the **Terms & Conditions**

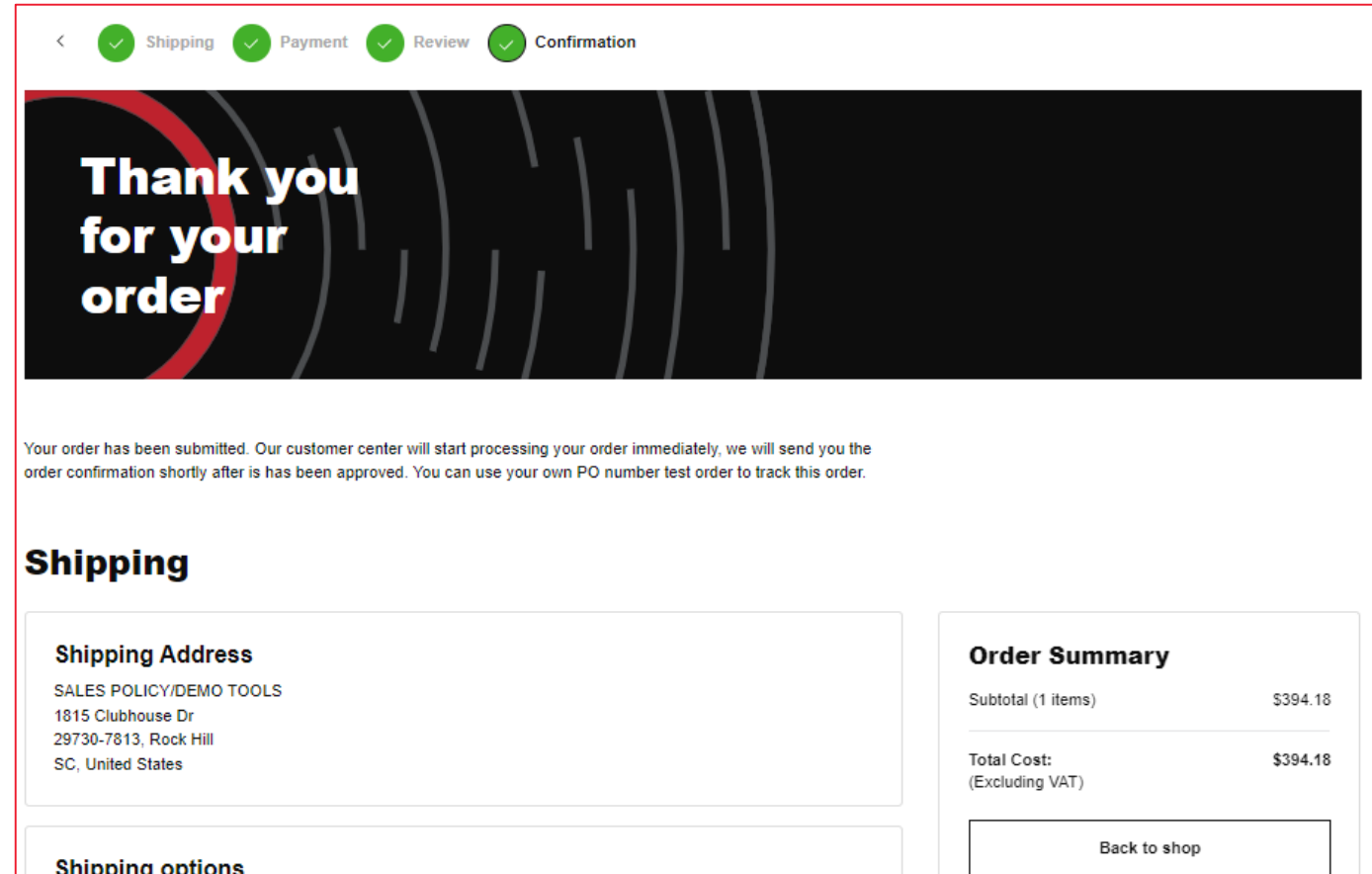
Submit Order

My cart (2) ▾

Click the **Save** button when progressing through the screens to ensure your changes are saved.

# Confirmation

- After Submit Order button is clicked, the screen will display a confirmation message indicating the order has been sent to CP for processing.
- The order will be visible in the order tracking section on Web Shop when processed. (See Order Tracking section)



The screenshot shows the 'Confirmation' step of the checkout process. At the top, a progress bar indicates that 'Shipping', 'Payment', 'Review', and 'Confirmation' are all completed, each marked with a green checkmark. Below this is a large black banner with the text 'Thank you for your order' in white. Underneath the banner, a message states: 'Your order has been submitted. Our customer center will start processing your order immediately, we will send you the order confirmation shortly after it has been approved. You can use your own PO number test order to track this order.'

The page is divided into two main sections: 'Shipping' and 'Order Summary'.

**Shipping**

**Shipping Address**  
 SALES POLICY/DEMO TOOLS  
 1815 Clubhouse Dr  
 29730-7813, Rock Hill  
 SC, United States

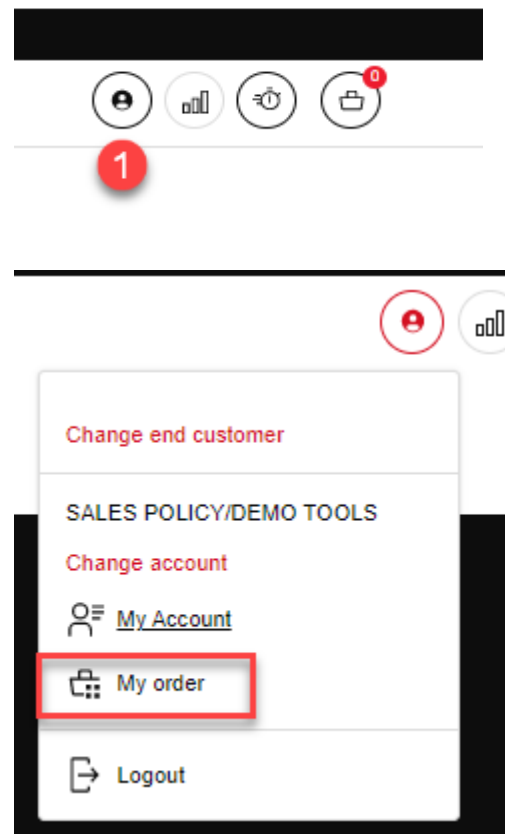
**Order Summary**

|                                       |                 |
|---------------------------------------|-----------------|
| Subtotal (1 items)                    | \$394.18        |
| <b>Total Cost:</b><br>(Excluding VAT) | <b>\$394.18</b> |

At the bottom of the 'Shipping' section, there is a 'Shipping options' section which is currently empty. A 'Back to shop' button is located at the bottom right of the page.

# Order Tracking

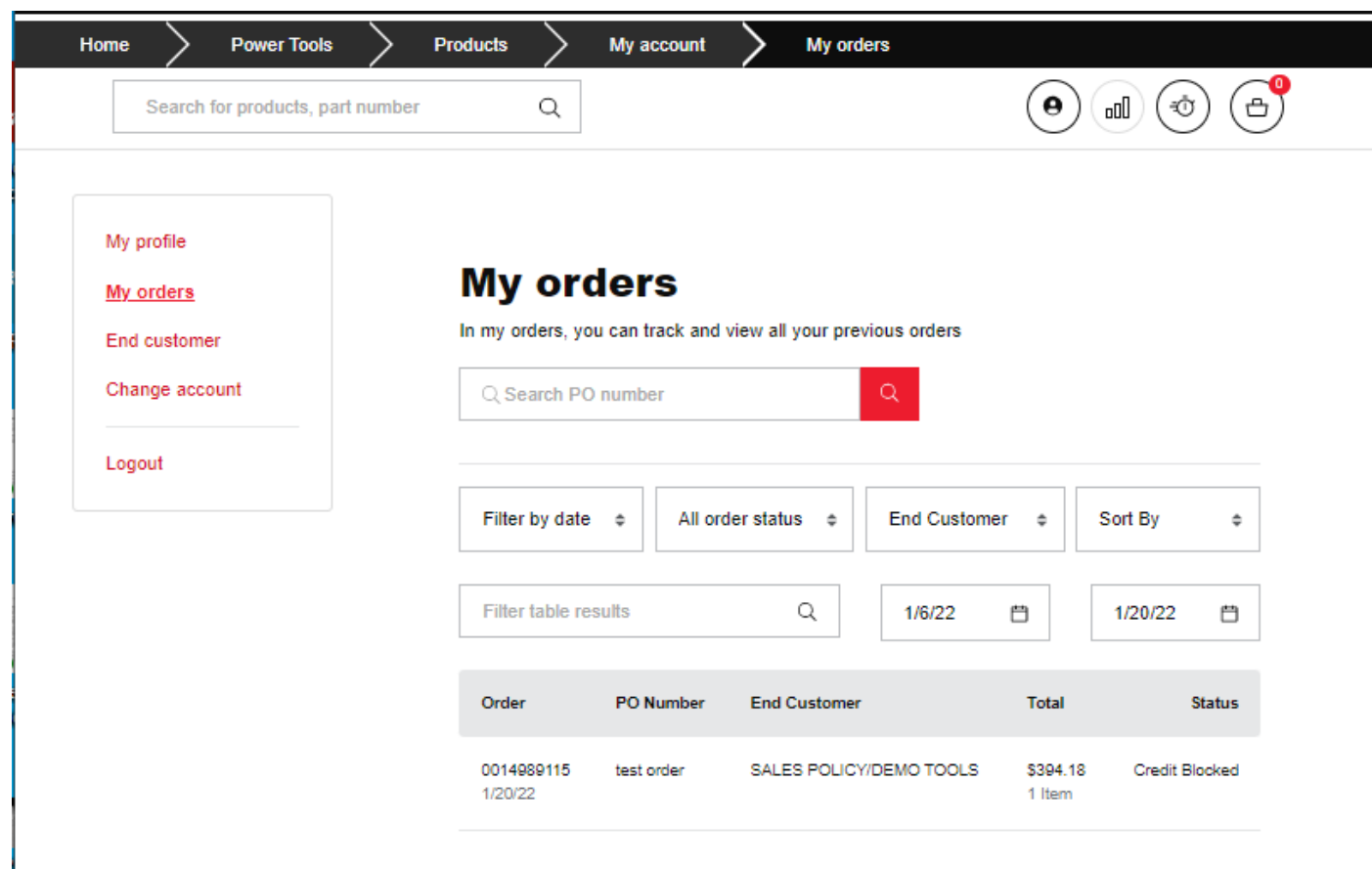
Order Tracking can be accessed by clicking the **User Account** button and selecting **My Orders** from the menu.



# My Orders – 1/2

The **My Orders** section displays the most recent orders placed / processed.

Your orders can also be searched for by using the Search box or various filter options show above the listed orders.



Home > Power Tools > Products > My account > My orders

Search for products, part number

My profile  
[My orders](#)  
 End customer  
 Change account  
 Logout

## My orders

In my orders, you can track and view all your previous orders

Search PO number

Filter by date | All order status | End Customer | Sort By

Filter table results | 1/6/22 | 1/20/22

| Order                 | PO Number  | End Customer            | Total              | Status         |
|-----------------------|------------|-------------------------|--------------------|----------------|
| 0014989115<br>1/20/22 | test order | SALES POLICY/DEMO TOOLS | \$394.18<br>1 Item | Credit Blocked |



# My Orders – 2/2

- When selected, the various sections are displayed and more detail shown when each section dropdown arrow is clicked.
- When shipped, the shipment tracking information (with link) will display in the **Shipment** section.
- When invoiced, a pdf of the invoice will be available for download in the **Shipment** section.

My profile

My orders

End customer

Change account

---

Logout

< **Order No. 0014989115**
Status: Credit Blocked

| Order created | PO Number  | End Customer            | Total    |
|---------------|------------|-------------------------|----------|
| 1/20/22       | test order | SALES POLICY/DEMO TOOLS | \$394.18 |

**Shipping option**

▼

**Payment**

▼

**Item list (1)**

▼

|  |                             |                 |
|--|-----------------------------|-----------------|
|  | Subtotal (1 item)           | \$394.18        |
|  | Shipping                    | Free            |
|  | <b>Total(Excluding VAT)</b> | <b>\$394.18</b> |

Back to Orders



**People. Passion. Performance.**

