



**TTI Floor Care North America**

To: Dealers

Fr: Technical Service

Re: Portal – Product Orders

Date: January 17, 2019

In 2018 we experienced issues with product and part ordering capabilities on the Dealer Portal. The cause and corrective measure to correct the process is complex and crosses several software platforms. To address this issue and resolve, it was necessary to remove the order capability function of the portal until a time that all resolutions have been addressed. We originally projected that the fixes needed would take only a few weeks however, we are now looking to have order capabilities re-launched by the end of the summer.

Effective immediately, please do not place orders through the portal though instead, email your order to [commercialorders@ttifloorcare.com](mailto:commercialorders@ttifloorcare.com) and they will manually enter the order for you.

In addition, if you have placed orders in the last few weeks and have not received your shipment or not able to view order history in the portal, we are asking that you resubmit that order via email to order entry at [commercialorders@ttifloorcare.com](mailto:commercialorders@ttifloorcare.com)

We are aware that a search of products through the “Search” function will present an ability to order however, Orders attempted this way may not process correctly, if at all, and do not become visible to our support teams. Please do not attempt to order through this method. Please refer to the instructions above to place orders.

We apologize for this inconvenience and appreciate your patience as we look to resolve this issue.

Thanks

TTI Floor Care North America  
7005 Cochran Road • Glenwillow, OH 44139  
888-896-2117

