

TTI Floor Care Reseller FAQs

Why is TTI Floor Care instituting an Authorized Reseller Registration Program?

To ensure end users purchase only from Authorized TTI Floor Care Resellers capable of communicating our unique technology, performance and usability benefits.

What information should I have available for the Authorization?

Be prepared to provide the following:

- **Authorization Pass Code**
- **First and Last Name** - Must be owner, officer or authorized company signatory as it will appear as the signatory name on the executed Agreement & applicable Addendums
- Creation of a **Username** for your company that **cannot** be changed
- Creation of a **Password** that can be changed
- **Primary Email Address and two additional Email Addresses** to be used for all critical TTI Floor Care email business communications.
- **Primary Company Telephone number** to be used as the search key for inquiries into the validation of your Authorization status (Distributors will use this tool to validate a Dealer's Authorization status)
- **Primary Company Website URL** (if applicable)
- **Company legal name** – correct spelling is important
- **Company DBA(s)** – accuracy and correct spelling are important as this is the Company Name we will use for our End User Dealer locator
- **Primary Company headquarters/corporate/legal address**
- **Business contacts** including owners, officers, purchasing, marketing, accounts receivable, etc.

How do I begin the registration process?

On this site (<https://authorization.ttifloorcare.com>) select "Register" or "Start Here", select your Channel Registration type and your Reseller type, enter your prompted codes, your specific information and you're on your way.

Is the Seller Authorization Portal secure?

Yes, the Dealer Portal and data storage vaults are secured, hardened environments. Technical, physical and administrative safeguards are in place to ensure only those individuals that require access to sensitive information have it.

What are the Authorization types?

Household Products Resellers

Indirect Dealer - Dealer who purchases from an Authorized TTI Floor Care Wholesale Distributor

Existing Direct Dealer – An existing TTI Floor Care Dealer who purchases directly from TTI Floor Care and has a current Account Number

New Direct Dealer – New Dealer without an Account Number but with a Rep Code from a TTI Floor Care Sales Representative

Distributor - Sells to Dealers but not directly to end-users

Direct & Indirect Retail Dealers only need **register ONCE** for TTI Floor Care authorization. Even if you purchase from multiple Distributors, you are registering with TTI Floor Care and **need only register for authorization ONCE**.

Premium and Incentive Reseller

P&I Indirect Dealer – P&I Dealer who purchases through an Authorized TTI Floor Care US P&I Distributor

P&I Distributor - A Distributor who sells to US P&I Dealers but not directly to end-users

P&I Direct Dealer – P&I Dealer who purchases Directly from TTI Floor Care without an Account Number but with a Rep Code from a TTI Floor Care Sales Representative

P&I Dealers only need **register ONCE** for TTI Floor Care authorization. Even if you purchase from multiple Distributors, you are registering with TTI Floor Care and **need only register for authorization ONCE**.

Commercial Direct Distributor

New Direct Distributor – New Direct Distributor without an Account Number but with a Rep Code from a TTI Floor Care Sales Representative.

How do I secure my Pass Code?

Indirect Dealer - From your Authorized TTI Floor Care Wholesale Distributor. You only need to complete the Registration process **ONCE** with TTI Floor Care to be eligible to purchase from any Authorized TTI Floor Care Wholesale Distributor. You do not need to register with a code from each Distributor.

Existing Direct Dealer - From your TTI Floor Care Sales Representative if you are a Household Dealer or from your TTI Floor Care Manufacturer's Representative if you are a P&I Dealer.

New Direct Dealer/ New Direct Distributor – From your TTI Floor Care Sales Representative if Household or Commercial Dealer or from your TTI Floor Care Manufacturer's Representative if P&I Dealer.

Distributor - From your TTI Floor Care Sales Representative if you are a Household Products Distributor or from your TTI Floor Care Manufacturer's Representative if you are a P&I Distributor.

How do I know what Account Number and State to enter? (For Existing Direct Dealers and Wholesale Distributors only)

All of your TTI Floor Care "Bill To" Account Numbers are entered in our Portal entry database. Enter any one of your "Bill To" Account Numbers and the corresponding State for access.

Can I print the agreement before I "Submit Registration?"

Yes, you are able to download and/or print a copy of the unexecuted Agreement and Addendum (if applicable) just prior to selecting "Submit Registration."

What is a Resale Tax Exemption Certificate?

Resale Certificates are used by businesses, when acquiring property for resale in its present form or as components of other property. States that allow for resale exemptions either accept a state issued resale certificate, or in some cases, a multi-state (multi-jurisdiction) certificate. A business, which is registered for sales and use tax, can use a resale certificate only when the merchandise being purchased is to be resold by the business; this is given to the vendor so that you will not be charged sales tax.

What is the difference between a Resale Tax Exemption Certificate and a Uniform Sales & Use Exemption Certificate?

A Resale Tax Exemption Certificate is typically issued by a single state whereas the Uniform Sales & Use Exemption Certificate was developed by the Multi-state Tax Commission (MTC) to cover multiple states simultaneously. The MTC has developed a Certificate that 38 States have indicated is acceptable for use as a "blanket" resale certificate and similar purposes. The Certificate itself contains instructions on its use, lists the States that have indicated to the Commission that a properly filled out form satisfies the requirements for a valid resale certificate, and sets forth specific limitations on its use.

I had an OAD/Indirect/Distributor registration in the Oreck Authorization Portal, how do I log in to see my registration and agreements?

If you were registered in both the Oreck and Hoover Authorization Portals we have combined your authorizations. You will need to sign-in with your Hoover Username and password. If you are unsure what Username and Password to use you can request your credentials via the "Forgot Password or Username" Link on the home page.

What if we're interrupted in the middle of completing the Registration profile?

There is a "Save & Continue" button at the end of each page of the Registration process that saves your information so you can resume once you log back in with your Username and Password.

How do I return to where I left off if I logged out of the Portal before completing my Authorization?

- In the “Already Registered? Login Now” box, enter the Username and Password you created when you started the application.
- Click on the link under “Registration Info” that does not have a checkmark as complete.

What if I’ve forgotten my Password and/or Username?

Forgotten Password - Below the “Already Registered? Login Now” section of the ‘Home Page’, enter your Username and select the “Forgot Password?” link. Your Password will be sent to the primary email address listed in the registration.

OR

From the email that was sent to you upon the start of your registration, select the link for your Password reminder. Your Username was included as part of this email.

OR

Select the ‘Contact Us’ page link while on the Portal. Next to “Forgot Password?” choose the “Click Here” link.

Forgotten Username - Below the “Already Registered? Login Now” section of the ‘Home Page’, select the “Forgot Username?” link. On the next screen, you will be prompted to enter the Primary email address that was listed during registration. You will be sent an email that contains your Username.

Why does TTI Floor Care need all this information?

The information assists in qualifying the best possible dealers to resell TTI Floor Care products. We also compile the information to further our understanding of what we, as a manufacturer, need to provide you to most effectively support your success in representing, demonstrating and marketing the TTI Floor Care brands and products.

Does the completion of the Authorization process and submission of my application guarantee approval?

No. All applications and their content will be reviewed by the TTI Floor Care management team for individual approval. You will be notified by e-mail when a decision has been made.

Please NOTE that if you applied for Internet Sales your Internet Authorization will come in a separate email.

How long will the Registration application process take?

Anticipate 10- 15 minutes to review the Reseller Agreements and complete your company profile.

Who needs to sign the TTI Floor Care Reseller Agreement?

The signatory for the e-signature electronic execution of any TTI Floor Care Reseller Agreement must be authorized and have the authority to enter into the Agreement with an e-signature on behalf of their company. Outside of physically selecting the Agreement and Addendum "I Agree", the UMAP "I Have Read" and the "Submit Registration" buttons, non-signatory personnel are able to enter the requested Profile information.

Why can't I find the Submit Registration option/button?

At the bottom of the Locations & URL's page you should see a "Submit Registration" button. If you do not, you may have:

- already submitted your application for authorization. Please go to the "My Profile" page and check your authorization status. You will only see the "Submit Registration" button if you have an "Incomplete" or "Need to Resign" status.
- Encountered an error while in the registration process. You will need to restart the process from the Register Page.

How do I revise my password?

Login to the Portal using your Username and current Password on the Dealer Portal, click on "Account Info" under the "Registration Info" Header on the "My Resources" Page. Enter a new Password in the "Password" and "Confirm Password" boxes; click "Save & Continue" at the bottom of the page.

Does the completion of the Registration process and submission of our application guarantee approval?

No. All applications and their content will be reviewed by the TTI Floor Care management team for individual approval.

Can we sell TTI Floor Care products to anyone? Anywhere?

No, the TTI Floor Care Reseller Agreements authorize Direct & Indirect Dealers to sell TTI Floor Care products only to end users in the United States. The TTI Floor Care Distributor agreement authorizes distributors to sell TTI Floor Care products only to Authorized Direct & Indirect Dealers in the United States.

Does approval include authorization to sell TTI Floor Care products on the Internet?

No. Only Internet approved Direct Dealers are authorized to sell TTI Floor Care products on the Internet.

What if an Authorized Direct Dealer needs to purchase fill-in product from an Authorized TTI Floor Care Household Products Distributor? How will the Distributor confirm the Dealer is authorized to purchase TTI Floor Care products?

To confirm Authorization of Direct or Indirect Dealers, Authorized TTI Floor Care Distributors enter the Direct or Indirect Dealer's ten (10) digit primary telephone number into the Dealer Verification box on the home page of this site. All location phone numbers will validate in search as well. The verification results will list the product assortment the dealer is Authorized to sell.

Does authorization entitle Indirect Dealers to buy directly from TTI Floor Care?

No, the authorization entitles Indirect Dealers to buy TTI Floor Care products from and only from Authorized TTI Floor Care Wholesale Distributors.

How long until I hear back from TTI Floor Care on my Authorization request?

Typically, 10-14 business days. If you're a new Direct Dealer/Direct Distributor we'll need 14-30 business days to process your credit application due to reference checks and your bank providing authorization to review your account.

What do I do if I am not receiving notifications or Password reset emails?

Since your ISP probably uses some type of spam filter, we ask that you add us to your trusted list of senders, contacts or address book, also known as white-listing.

If you do not see an email from **register@ttifloorcare.com** in your inbox, due to the overzealous filtering by ISPs our email may have mistakenly been sent to your spam folder. Please open your spam folder, look for it there, open it and mark it as "not spam."

If you still do not see the email, you may need to white-list our address: **register@ttifloorcare.com**. Every email provider has different instructions for white-listing. <https://authorization.ttifloorcare.com/WhiteListInstructions.aspx>

How do I get more information?

Complete the form accessible by clicking the "contact Us" tab or email us at contacthelp@ttifloorcare.com.