



ITT

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Aerospace Controls

Order Status User Guide

Version 6



This user guide will enable you to easily view the current status of your ITT orders. It includes a quick review of;

- REQUESTING ACCESS TO THE ORDER STATUS APPLICATION
- HOW TO ACCESS THE ORDER STATUS APPLICATION
- WHERE THE TRACKING INFORMATION IS LOCATED
- HOW TO SEND US AN EMAIL REGARDING YOUR ITT ORDER
- LOGGING OUT AND TIMING OUT

Requesting Order Status Access

Visiting the ITT Aerospace Controls web site

Navigate your browser to:
<http://www.ittaerospace.com> and locate the section titled “Order Status” (right)

Log In or Register for Access

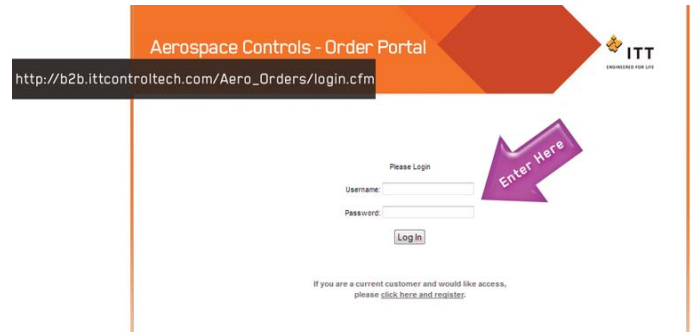
1. If you have registered and have your account codes, click the link titled “Click on this link to login.” (right)
2. If you need to Register for an account, click on the link titled “Click on this link to create one.” (below) and complete the web form.



Logging Into the Order Status Application

Enter your assigned “Username” and “Password” into the fields provided (right) and then click on the “Log In” button.
NOTE: The password field is case sensitive.

If you require assistance, please send an email to aerospace.webmaster@itt.com for password retrieval



Accessing the Order Status Application

- Your orders will be listed by order number descending sequence, PO number, and then Ship Date descending sequence, in two columns starting on the left and moving down the page and then over to the right side and down, if applicable (below).

http://b2b.ittcontroltech.com/aero_orders

All Orders Listing
Click on the Order Number link to display the order details.

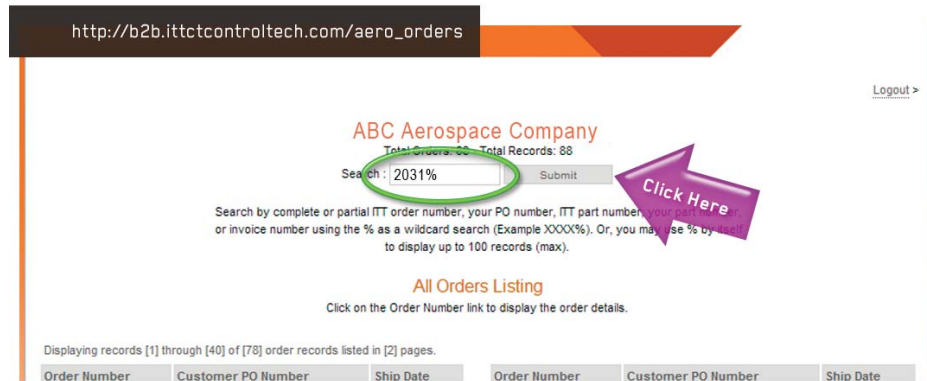
Displaying records [1] through [40] of [78] order records listed in [2] pages.

Order Number	Customer PO Number	Ship Date	Order Number	Customer PO Number	Ship Date
201292	26140515OM	05/21/2014	196930	1918456OP	
202932	26140594OM		195579	1911045OP	04/29/2014
200731	26140515OM	05/09/2014	195405	1908214OP	05/01/2014
200359	26140515OM	05/01/2014	195404	1908211OP	04/16/2014
200084	26140515OM	04/25/2014	195401	1908209OP	04/22/2014
199730	19652750O	04/23/2014	195401	1908209OP	04/17/2014
199679	26140515OM	04/16/2014	195400	1908255OP	05/01/2014
199582	26140515OM	04/11/2014	195399	1908254OP	05/01/2014
199443	1967316OP		195398	1908253OP	05/01/2014
199187	1964098OP		195387	1908226OP	05/05/2014
198853	19436490O	03/27/2014	195396	1908223OP	05/01/2014
198526	26140060OM	03/24/2014	195395	1908221OP	05/01/2014
198523	26140060OM	03/24/2014	195394	1908215OP	05/01/2014
197926	1945210OP		195392	1908475OP	05/09/2014
197750	26139199OM	03/20/2014	195259	1905701OP	03/27/2014
197447	26139570OM	04/17/2014	195259	1905701OP	02/24/2014
196550	26139199OM	03/04/2014	194832	1902684OP	05/07/2014
196031	1918461OP	05/20/2014	194698	1900588OP	01/21/2014
196030	1918465OP	05/21/2014	194040	1888010OP	04/10/2014
196030	1918456OP	05/20/2014	193366	1878331OP	01/21/2014

Pages: [1 | 2]

Accessing the Order Status Application - continue

2. There is a maximum of hundred and twenty-five (125) viewable orders on each page and the maximum number of orders displayed will be calculated by the page code. However, to advance to the next page of orders by clicking on the page number (above), if applicable.
3. Or you can search for an order by entering either your PO number, our ITT order number, your number part, or ITT invoice number into the Search: textbox (below). Optionally, you can use the wildcard symbol “%” to display ranges, example;



http://b2b.ittcontroltech.com/aero_orders

Logout >

ABC Aerospace Company
Total Orders: 00 Total Records: 88

Search : 2031% Submit

Click Here

Search by complete or partial ITT order number, your PO number, ITT part number, your part number, or invoice number using the % as a wildcard search (Example XXXX%). Or, you may use % by itself to display up to 100 records (max).

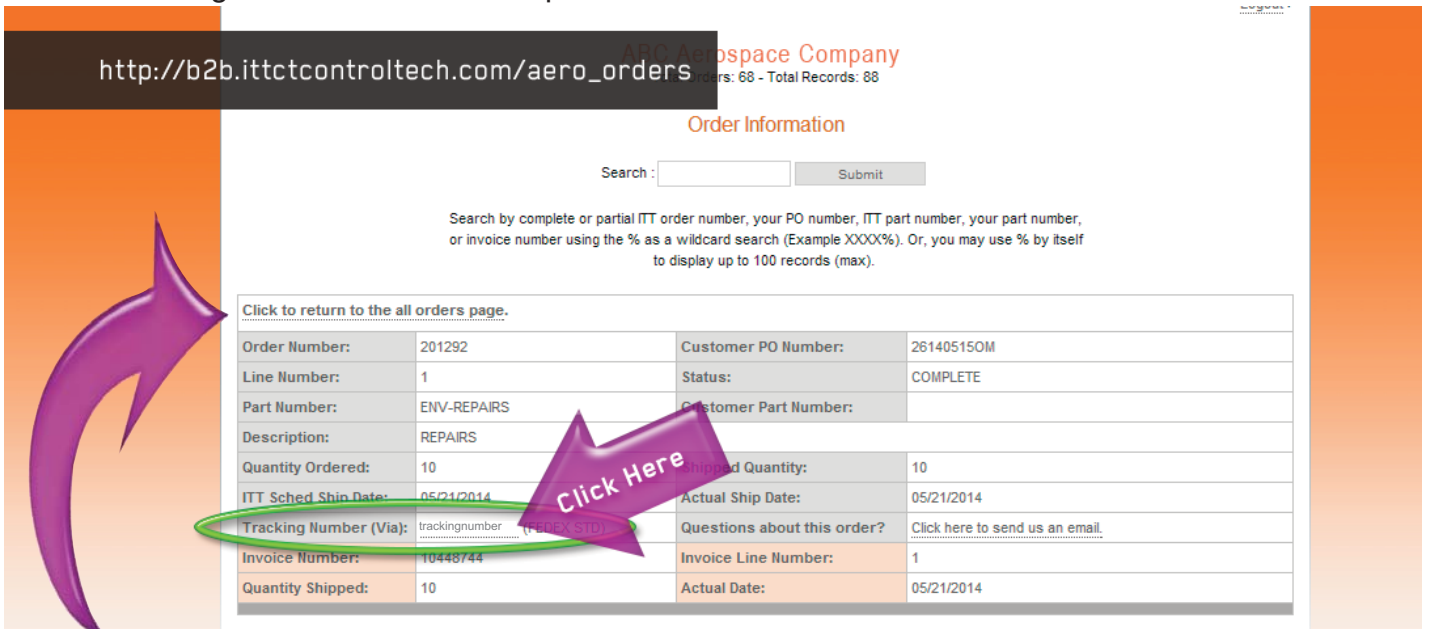
All Orders Listing
Click on the Order Number link to display the order details.

Displaying records [1] through [40] of [78] order records listed in [2] pages.

Order Number	Customer PO Number	Ship Date	Order Number	Customer PO Number	Ship Date
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Locating the Order Status Tracking Information

1. Once you have clicked on an order number or submitted a search parameter, you will land on the details page (below). If the order you are viewing has been **shipped**, you will see the tracking information as a link to the carrier's web site (below) and the invoicing information for the shipment.



http://b2b.ittctcontroltech.com/aero_orders

ITT Aerospace Company
Orders: 68 - Total Records: 88

Order Information

Search :

Search by complete or partial ITT order number, your PO number, ITT part number, your part number, or invoice number using the % as a wildcard search (Example XXXX%). Or, you may use % by itself to display up to 100 records (max).

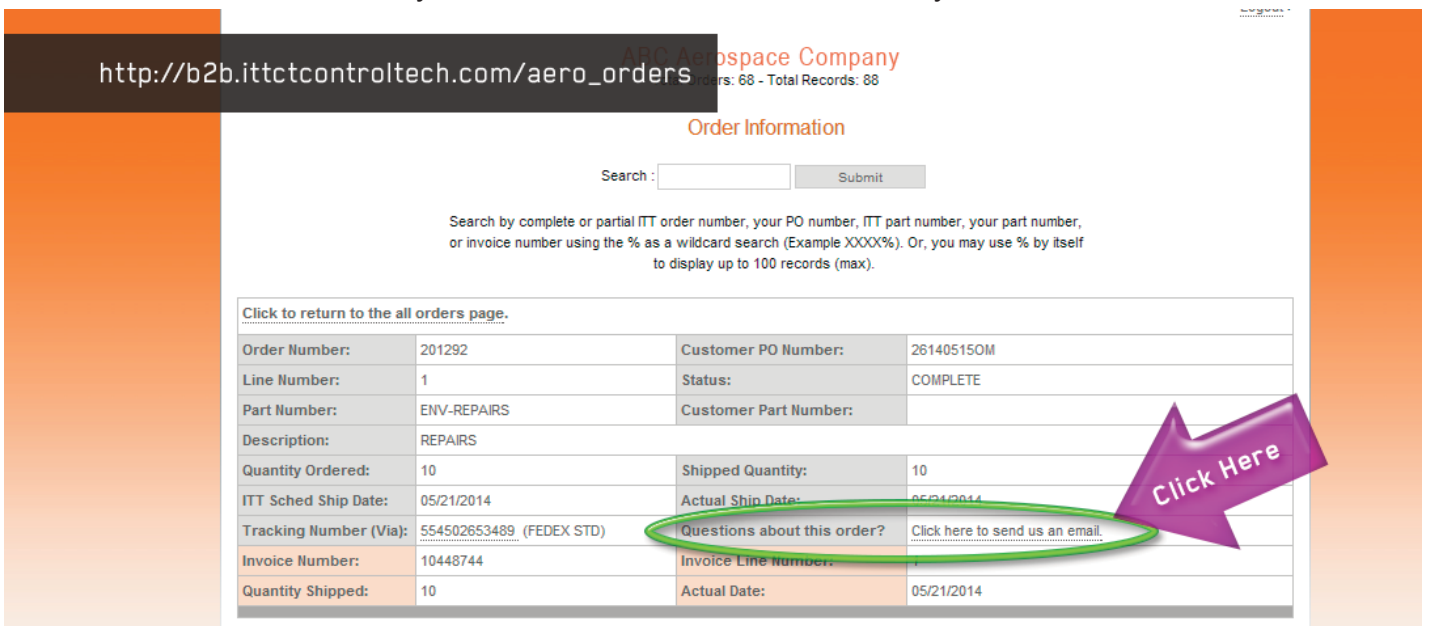
[Click to return to the all orders page.](#)

Order Number:	201292	Customer PO Number:	261405150M
Line Number:	1	Status:	COMPLETE
Part Number:	ENV-REPAIRS	Customer Part Number:	
Description:	REPAIRS		
Quantity Ordered:	10	Shipped Quantity:	10
ITT Sched Ship Date:	05/21/2014	Actual Ship Date:	05/21/2014
Tracking Number (Via):	trackingnumber (FEDEX STD)	Questions about this order?	Click here to send us an email.
Invoice Number:	10448744	Invoice Line Number:	1
Quantity Shipped:	10	Actual Date:	05/21/2014

2. To return to the previous page, click on the link “Click to return to the all orders page”.

How to Send Us an Email

1. All of your orders will have the link outlined (below), so that you can send us an email and it will automatically be routed to the CSR who created your order.



http://b2b.ittctcontroltech.com/aero_orders

ITT Aerospace Company
Orders: 68 - Total Records: 88

Order Information

Search :

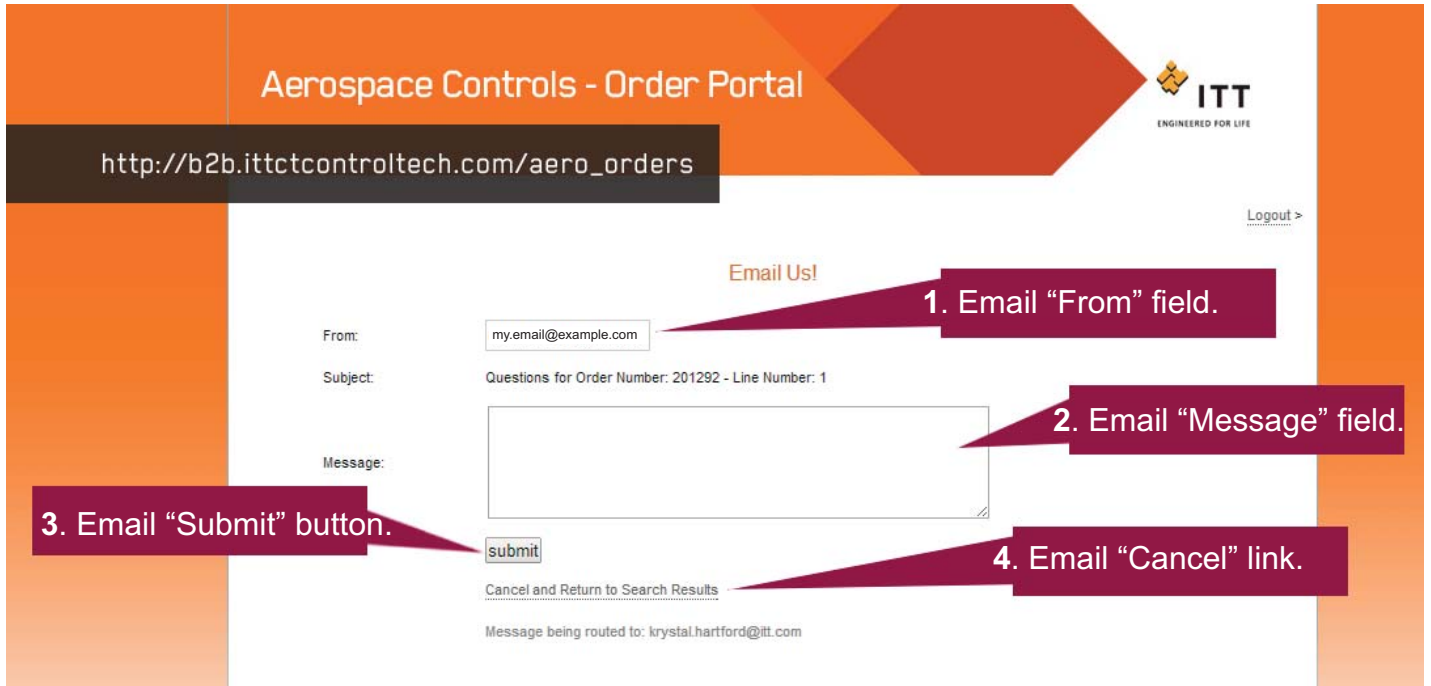
Search by complete or partial ITT order number, your PO number, ITT part number, your part number, or invoice number using the % as a wildcard search (Example XXXX%). Or, you may use % by itself to display up to 100 records (max).

[Click to return to the all orders page.](#)

Order Number:	201292	Customer PO Number:	261405150M
Line Number:	1	Status:	COMPLETE
Part Number:	ENV-REPAIRS	Customer Part Number:	
Description:	REPAIRS		
Quantity Ordered:	10	Shipped Quantity:	10
ITT Sched Ship Date:	05/21/2014	Actual Ship Date:	05/21/2014
Tracking Number (Via):	554502653489 (FEDEX STD)	Questions about this order?	Click here to send us an email.
Invoice Number:	10448744	Invoice Line Number:	
Quantity Shipped:	10	Actual Date:	05/21/2014

How to Send Us an Email - continue

2. If needed, enter your email address into the “From” field (below, 1).



Aerospace Controls - Order Portal

http://b2b.ittctcontroltech.com/aero_orders

Logout >

Email Us!

1. Email “From” field.

From:

Subject: Questions for Order Number: 201292 - Line Number: 1

2. Email “Message” field.

Message:

3. Email “Submit” button.

4. Email “Cancel” link.

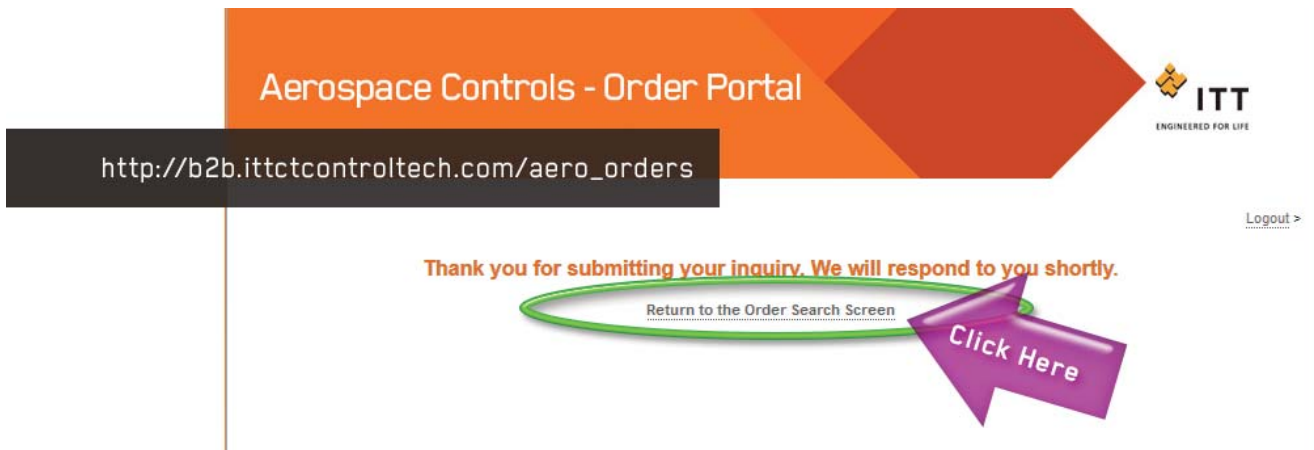
[Cancel and Return to Search Results](#)

Message being routed to: krystal.hartford@itt.com

3. Enter your message to us into the “Message” field (above, 2).

4. Click on the “submit” button (above, 3) and you will see the processed message (below).

5. Or, you can click on the “Cancel and Return to Search Results” link (above, 4).



Aerospace Controls - Order Portal

http://b2b.ittctcontroltech.com/aero_orders

Logout >

Thank you for submitting your inquiry. We will respond to you shortly.

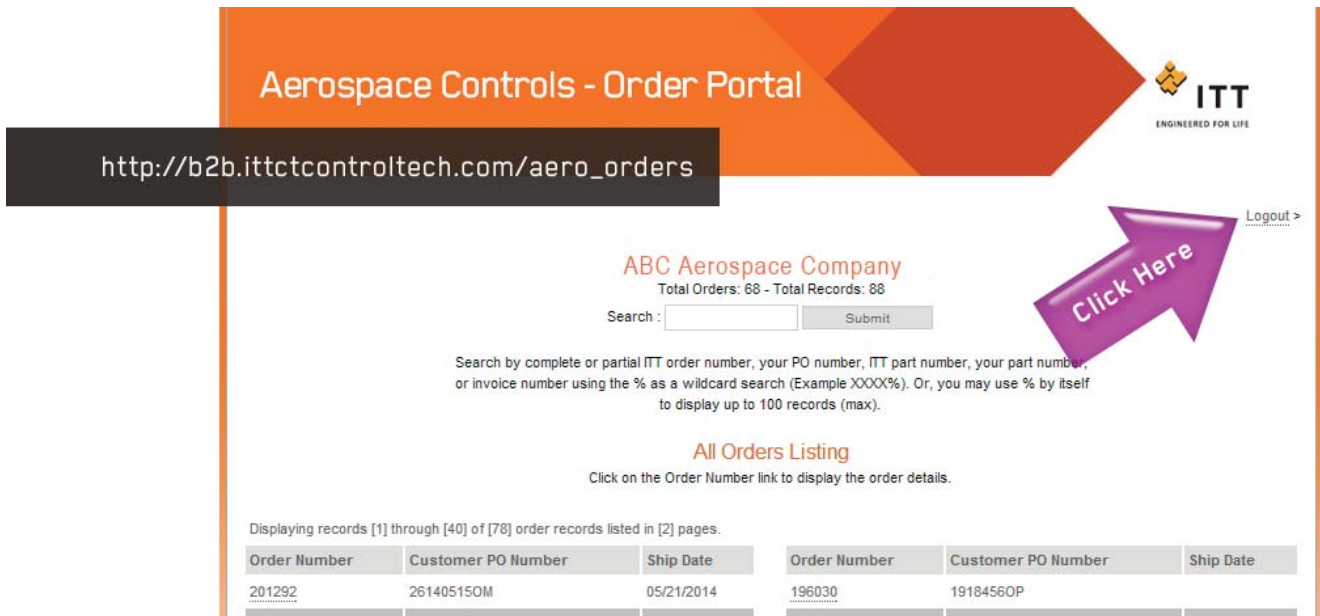
[Return to the Order Search Screen](#)

Click Here

6. Clicking on the link (above) will return you to the order information page that you were viewing prior to clicking on the “send us an email” link.

Logging Out and Timing Out

1. To logout of the OS Application, click the “Logout >” link (below) on any page and you will be redirected to the ITT Aerospace Controls web site.



Aerospace Controls - Order Portal

http://b2b.ittcontroltech.com/aero_orders

ABC Aerospace Company
Total Orders: 68 - Total Records: 88

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Order Number	Customer PO Number	Ship Date	Order Number	Customer PO Number	Ship Date
201292	26140515OM	05/21/2014	196030	1918456OP	

2. If you “time out” while under the OS application, you will be redirected to the ITT Aerospace Controls web site upon clicking on any link or button. The reason for this action is because once your **logged in** session times out, the application automatically sends you back to the ITT Aerospace Controls web site for validation.

NOTE: Time outs occur after 20 minutes of inactivity.

For more questions, please send an email to: aerospace.webmaster@itt.com