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

Visting 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

1. 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).
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;
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.

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.
How to Send Us an Email - continue

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

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).

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.

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