

# TOTO Sales Training

Audience:  
Distributors

Revised Version 11/3/22

*New TOTO Sales Portal Go Live on 11/14/22*

Website: <https://totoe2w.totousa.com/>

TOTO Sales is TOTO’s online purchase order management portal

Sign In

## TOTO CLEANOVATION

Clean gives peace of mind

Clean makes life beautiful

Clean feels refreshing

Clean is caring for people and the planet

Clean brings wellness to everyday life

TOTO innovation brings a new world of clean to life, enriching every moment of every day.





Q SEARCH

My List My C

- DASHBOARD
- SELF SERVICE
- QUICK ORDER OPTIONS
- ACCESSORIES
- BATHTUBS
- COMMERCIAL
- FAUCETS AND SHOWERS
- PARTS
- RESIDENTIAL LAVATORIES
- WASHLETS & TOILETS
- TOTO - REPORTS
- HELP

TOTO CSR, Last Sign In 11/1/2022 12:32:30  
Sold To-437982 - TOTO USA CUSTOMER SERVICE Ship To-437982 - TOTO USA CUSTOMER SERVICE

## Select Account and Shipping Location

Current Customer Location 437982 - TOTO USA CUSTOMER SERVICE  
Current Shipping Location 437982 - TOTO USA CUSTOMER SERVICE

- VIEW ORDERS
- VIEW QUOTES
- VIEW INVOICES
- ORDER PAD
- UPLOAD FROM EXCEL

## Visibility to:

- Product Search
- Functionality
- View Orders
- View Quotes
- View Invoices
- Inventory
- Dashboards

# Quickest Way to Select an Account



Click on TOTO!



Q SEARCH

My List My Cart Sign Out

- DASHBOARD
- SELF SERVICE
- QUICK ORDER OPTIONS
- ACCESSORIES
- BATHTUBS
- COMMERCIAL
- FAUCETS AND SHOWERS
- PARTS
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- HELP

TOTO CSR, Last Sign In 11/1/2022 12:51:17  
Sold To-437982 - TOTO USA CUSTOMER SERVICE Ship To-437982 - TOTO USA CUSTOMER SERVICE

## Select Account and Shipping Location

Current Customer Location 437982 - TOTO USA CUSTOMER SERVICE  
Current Shipping Location 437982 - TOTO USA CUSTOMER SERVICE

- VIEW ORDERS
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Account #		Account Name	customer service
Address		Phone No	



Select	Account #	Account Name	Address	Phone No
<input checked="" type="radio"/>	437982	TOTO USA CUSTOMER SERVICE	437982 - TOTO USA CUSTOMER SERVICE 7700 SPENCE ROAD FAIRBURN GA 30213	770-2828686

To get started – Search by Account # or Account Name

1. **Account #:** by ship to (account number)

or

**Account Name** (partial customer name or for locations with multiple locations you can enter the city name)

2. Select the location

3. Click on View Orders

[In this example:](#)

Account #: 2051135

Or

Account Name: Frostproof

TOTO CSR, Last Sign In 11/1/2022 12:51:17  
Sold To-2069 - FERGUSON ENTERPRISES (3397) Ship To-2051135 - FERGUSON/FROSTPROOF #761

## Select Account and Shipping Location

Current Customer Location 2069 - FERGUSON ENTERPRISES (3397)  
Current Shipping Location 2051135 - FERGUSON/FROSTPROOF #761

<b>VIEW ORDERS</b>	VIEW QUOTES	VIEW INVOICES	ORDER PAD	UPLOAD FROM EXCEL
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Account #		Account Name	frostproof
Address		Phone No	



Select	Account #	Account Name	Address	Phone No
<input checked="" type="radio"/>	2051135	FERGUSON/FROSTPROOF #761	2051135 - FERGUSON/FROSTPROOF #761 1225 SCENIC HIGHWAY FROSTPROOF FL 33843	863-6358340

## Search Options:

Order # - example TOTO SI Number

Customer PO – this can be a partial number

Show Details, Show Invoices or Track Shipments

*If you don't see an order, update the "order date range"*

Order #		Customer PO #	
Order Date From	5/5/2022	Order Date To	11/1/2022
Order Type	All	Order Status	All
Item #		Ship Date	

Select	Cmts	Order #	Order Type	Order Date	PO#	Requested Date
<input checked="" type="radio"/>		1046452 SI		10/12/2022	E761-4668	10/14/2022
<input type="radio"/>		1046120 SI		10/10/2022	E761-4479	10/12/2022
<input type="radio"/>		1045953 SI		10/7/2022	E761-4417	10/10/2022
<input type="radio"/>		1045679 SI		10/5/2022	E761-4328	10/7/2022
<input type="radio"/>		1045271 SI		10/3/2022	E761-4100	10/5/2022
<input type="radio"/>		1044677 SI		9/28/2022	E761-3867	9/30/2022
<input type="radio"/>		1044365 SI		9/26/2022	E761-3666	9/28/2022
<input type="radio"/>		1044058 SI		9/23/2022	E761-3553	9/26/2022
<input type="radio"/>		1043628 SI		9/21/2022	E761-3374	9/23/2022
<input type="radio"/>		1043303 SI		9/19/2022	E761-3168	9/21/2022

\* indicates comments available

<input type="button" value="BACK"/>	<input type="button" value="SHOW DETAILS"/>	<input type="button" value="RESEND EMAIL"/>	<input type="button" value="SHOW COMMENTS"/>	<input type="button" value="SHOW INVOICES"/>	<input type="button" value="TRACK SHIPMENTS"/>
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**If using the Order Line Status Filter:**

Open – will be all allocated and backordered product  
 Closed – will be cancelled or shipped/invoiced

**Order Header**

Order Type	SI	Order#	1024113
OrderDate	4/20/2022	PO#	S195138A
Delivery Instructions 1		Delivery Instructions 2	
Order Total	0.00	Freight Code	FFA

Item Number	Item Description	Order Line Status	All	
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Select	Cmts	Line #	Item #	Item Description	Line Type	Last Status	UOM	Quantity Ordered	Quantity Shipped	Qty Backordered	Unit Price	Extended Price	Invoice #	Estimated Allocation Date	Requested Date	Actual Ship Date	CARRIER	TRACK
<input type="radio"/>		1.000	TH559EDV464	SOLENOID & DIAPHRAGM ASSY S UNIT		Shipped and Invoiced	EA	10	10	0	26.73	267.30	1984644	5/19/2022	4/20/2022	6/2/2022	TO5V	<a href="#">273832503218</a>

**Last Status:**

- **Open** – backordered product - reference the estimated allocation date
- **Allocated** – will reflect actual allocation date
  - FFA orders to be shipped within 7 business days. Note: truckload shipments will ship as per the delivery appointment scheduled (*for a quick estimate, add 7 business days to the allocation date*)
  - PPA orders to be shipped within 2 – 3 business days
- **Shipped** - will show actual shipping date, along with shipping details on the line comments

# Shipment Tracking



## Tracking Info on Order Detail Page

- **Parcel shipments** will link directly to FedEx or UPS Website
- **LTL shipments** will be tracked through our TMS (Transportation Management System) provided by JB Hunt
- **TL shipments** - Customer Service will need to be contacted to provide shipping details as most loads have multiple customers on them

**Order Header**

Order Type	SI	Order#	1024113
OrderDate	4/20/2022	PO#	S195138A
Delivery Instructions 1		Delivery Instructions 2	
Order Total	0.00	Freight Code	FFA

Parcel Example  
FedEx Pro number

Select	Cmts	Line #	Item #	Item Description	Line Type	Last Status	UOM	Quantity Ordered	Quantity Shipped	Qty Backordered	Unit Price	Extended Price	Invoice #	Estimated Allocation Date	Requested Date	Actual Ship Date	CARRIER	TRACK
○		1.000	TH559EDV464	SOLENOID & DIAPHRAGM ASSY S UNIT		Shipped and Invoiced	EA	10	10	0	26.73	267.30	1984644	5/19/2022	4/20/2022	6/2/2022	TO5V	<a href="#">273832503218</a>

TL Example

LTL Example  
BOL number

**TRACK**

8X59070  
Contact Customer Service  
888-295-8134 option 5

**CARRIER TRACK**

OLD0 [8M24801](#)

<https://www.jbhunt.com/track-shipments/>

**Important Note: shipment tracking is available for up to 120 days**

Order #	1024113
Order Type	SI
Line #	1
Item #	TH559EDV464
Comments	060222 TO5V 6X47297 273832503218

## Shipped Line Level Comments:

Shipment Date: 060222

Carrier SCAC: TO5V FedEx / Parcel Shipment

BOL #: 6X47297

For LTL or Parcel shipments: the pro number or tracking number will appear on the 2<sup>nd</sup> line

## Line Status Details

1. Open – “backorder” and/or not allocated yet - reference the estimated allocation date
  - If a line is backordered and the estimated allocation date is the same date as the order date, please refer to TOTO Sales within 3-4 hours for a more accurate estimated allocation date
  - We do not partially ship a line, unless instructed
    - If we do, the line number will change for the partial fulfillment of a line
- Allocated – will reflect actual allocation date
  - FFA orders to be shipped within 7 business days. Note: truckload shipments will ship as per the delivery appointment scheduled (*for a quick estimate, add 7 business days to the allocation date*)
  - PPA orders to be shipped in approx. 2 – 3 business days
- Shipped - will show actual shipping date, along with shipping details on the line comments

## Transportation Carrier Information

CARRIER CODE	CARRIER	MODE
OLD0	Old Dominion Freight	LTL
SAM0	SAIA	LTL
ADU0	A. Duie Pyle	LTL
COW3	XPO / Conway	LTL
AAA0	AAA Cooper	LTL
TO5V	FedEx	Parcel
HJBI	J.B. Hunt	Intermodal
HJBB	J.B. Hunt (Brokerage)	FTL
HJBT	J.B. Hunt (360 Box)	FTL
360B	J.B. Hunt (360 Box) Pool	FTL
BUD5	Bull Dawg Trucking	Regional FTL
FL6T	Flock Freight	Partial

\*this chart will be updated on TOTO Sales by clicking on Routing Guide/FAQs

## The portal provides registered users:

Order Confirmation Emails – Order Details and Estimated Allocation Date for each item

Shipment Notification Emails – Shipment Date and Shipment Details

## Example of Order Confirmation

**Order Type:** SI      **Ship To:** 1023  
**Order#:** 1046582      **OrderDate:** 10/18/2022  
**PO#:** Test10/18/22      **Order Total:** 522.45  
**Sold To:** 1023      **Freight Code:** FFA

Comments:

Item Details :

Line #	Item #	Item Description	Last Status	UOM	Quantity Ordered	Qty Backordered	Unit Price	Extended Price	Estimated Allocation Date
1.000	SS113#01	ROUND SOFT CLOSE SEAT	Open	EA	15	0	34.83	522.45	10/18/2022

# View Quotes – Quote Details

## List of quotes for a selected account

Select a Quote

Select	Cmts	Quote #	Company	Order Type	Ship To	Quote Date	Customer PO#	Location	Sold To
<input checked="" type="radio"/>		43839 00002		SQ	101493	8/5/2022	Q00038067	2301000	70092

Click on Show Details

Details:

Quote Qty Ordered (original qty)

Quantity Available

Quantity Used

Expiration Date

Details

| 
  | 
 Order Line Status:

Select	Cmts	Line #	Item #	Item Description	Next Status	UOM	Quote Qty Ordered	Unit Price	Quantity Avail	Extended Price	Expiration Date	Quote Quantity Used
<input type="radio"/>		1.000	TET2LAR#SS	EFV CONCEALED TOILET 1.28GPF	Open	EA	75	374.00	75	28,050.30	12/31/2022	0
<input type="radio"/>		2.000	TET2LA31#SS	ECOEFV CONCEALED TOILET 1.28G	Open	EA	75	424.22	75	31,816.31	12/31/2022	0

# Line Level Invoice Details



[VIEW ORDERS](#) [VIEW QUOTES](#) [VIEW INVOICES](#) [ORDER PAD](#) [UPLOAD FROM EXCEL](#)

## Invoice Header

Invoice #	2008535	Invoice Type	RI
Invoice Date	8/24/2022	Net Due Date	10/23/2022
Original Invoice Amount	13,680.32	Open Amount	0.00
Statement Date	9/2/2022	Discount Due Date	9/23/2022
Discount Available	0.00		

Order #	Order Type	Business Unit	Order Date	Line #	Item #	Item Description	Line Type	Status	UOM	Unit Price	Extended Price	Quantity Shipped	Actual Ship Date
1039512	SI	45	8/19/2022	1	CT428CFG#01	EP ELONGATED WALLHUNG BOWL	S	Shipped and Invoiced	EA	215.06	430.11	2	8/24/2022
1039512	SI	45	8/19/2022	2	CT446CUGT40#01	AQUA IV REGULAR HT WASHLET+	S	Shipped and Invoiced	EA	197.64	395.28	2	8/24/2022

## Invoice details:

- Very useful for:
  - Claims requirements
  - Account management activities

## New! Added Inventory Inquiry for Distributors

**Enter Item and Qty Available Qty = Backorder or Available**

### Inventory Report

For Backordered Items, please reference the current TOTO Lead Time Bulletin. If you need additional information, please contact your local sales representative or TOTO's Customer Service Department at 888-295-8134. At the time of purchase order processing, the order confirmation will include the estimated allocation (availability) date and this information is also available by clicking on Self Service, Order Inquiry, and view order details. Each customer is assigned a primary distribution center. If the report is reflecting inventory only at one DC, the inventory may be in the process of being transferred or we may have additional incoming supply arriving soon. If there is an urgent requirement, please contact your local sales representative or TOTO's Customer Service Department.

Item Number:  Qty:  Item Location:

GENERATE REPORT

ITEM_NUMBER	DESCRIPTION	ITEM_LOCATION	BRANCH_DESCRIPTION	AVAILABLE_QTY
SS114#01	ELONGATED SOFT CLOSE SEAT	45	EAST DISTRIBUTION CTR, GA	Available
SS114#01	ELONGATED SOFT CLOSE SEAT	55	WEST DISTRIBUTION CTR, CA	Available

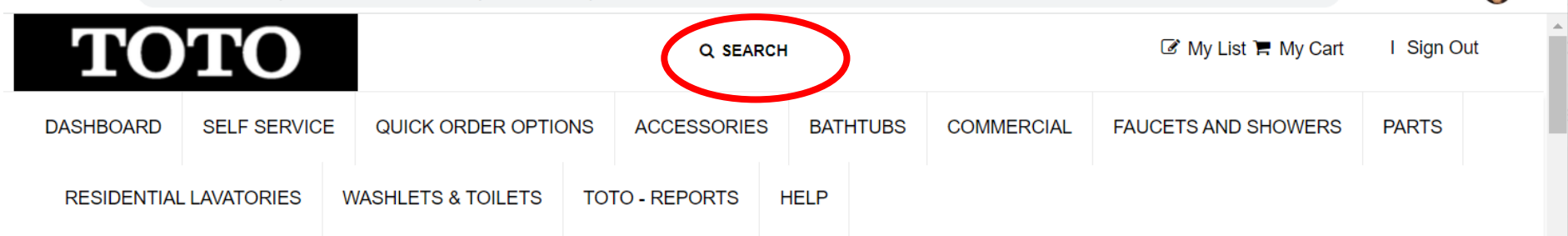
For Backordered Items, please reference the current TOTO Lead Time Bulletin. If you need additional information, please contact your local sales representative or TOTO's Customer Service Department at 888-295-8134.

At the time of purchase order processing, the order confirmation will include the estimated allocation (availability) date and this information is also available by clicking on Self Service, Order Inquiry, and view order details.

Each customer is assigned a primary distribution center. If the report is reflecting inventory only at one DC, the inventory may be in the process of being transferred or we may have additional incoming supply arriving soon.

If there is an urgent requirement, please contact your local sales representative or TOTO's Customer Service Department .

## Predictive Item Search



### Partial Item Number

Q SEARCH

Product Search

ALL

ms900CUMFG#01 - NEOREST NX1 - COTTON

- MS900CUMFG#01 - NEOREST NX1 - COTTON
- MS901CUMFX#01 - NEOREST NX2 - COTTON
- MS920CEMFG#01 - G400 COMPLETE TOILET KIT
- MS920CEMFG#12 - G400 COMPLETE TOILET KIT

MS901CUMFX#01  
NEOREST NX2 - COTTON

List Price 20,172.00  
Standard Discount **9,077.40**

Each

- Item Number
- Image
- List Price
- Standard Discount Price

### Partial Item Name

Q SEARCH

Product Search

ALL

neorest nx

- MS900CUMFG#01 - NEOREST NX1 - COTTON
- MS901CUMFX#01 - NEOREST NX2 - COTTON

# Item Search by Item Category



Q SEARCH

- ACCESSORIES
- BATHTUBS
- COMMERCIAL
- FAUCETS AND SHOWERS
- PARTS
- RESIDENTIAL LAVATORIES
- WASHLETS & TOILETS



CT989CUMFG#01  
NEOREST AH & RH BOWL UNIT

List Price 2,624.00  
Standard Discount **1,180.80**

Each



CT989CUMFG#12  
NEOREST AH & RH BOWL UNIT

List Price 3,018.00  
Standard Discount **1,358.10**

Each

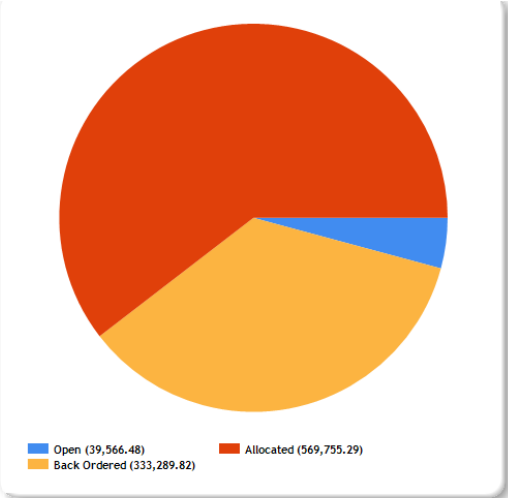


CWT994CEMFG#01  
NEOREST EW KIT

List Price 9,538.00  
Standard Discount **4,292.10**

Each

- BIDETS
- TWO-PIECE BOWLS
- TWO-PIECE BOWLS WASHLET+
- TWO-PIECE TOILETS
- ONE-PIECE TOILETS
- WALL-HUNG TOILETS
- WASHLET
- NEOREST
- TRAVEL WASHLET
- WASHLET+ TOILET KITS
- SEATS
- TANKS
- TRIP LEVER AND PUSH BUTTON
- PUSH PLATE



## Status of Orders

1. Click on the Order # from the Dashboard list
2. Order Details will appear that has line status details

Order #	Order Type	Amount	Status	PO	Order D
1004358	SI	122.31	Back Ordered	922112	11/10/2021
1004358	SI	42.12	Allocated	922112	11/10/2021
1004387	SI	1,632.15	Back Ordered	922211	11/10/2021
1005524	SI	2,847.15	Back Ordered	924328	11/19/2021
1006837	SI	107,013.07	Allocated	924449	6/10/2022
1007501	SI	568.62	Back Ordered	927363	12/7/2021
1008689	SI	899.91	Back Ordered	927373	12/15/2021
1008699	SI	5,520.00	Back Ordered	928732	12/15/2021
1008770	SI	550.40	Back Ordered	928689	12/15/2021
1011794	SI	75.33	Back Ordered	933363	1/14/2022

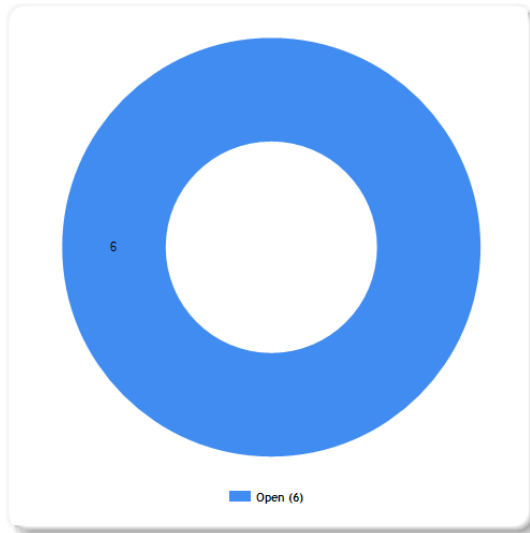
**Order Header**

Order Type	SI	Order#	1006837
OrderDate	12/1/2021	PO#	924449
Delivery Instructions 1		Delivery Instructions 2	
Order Total	107,013.07	Freight Code	FFA

Item Number  Item Description  Order Line Status

Select	Cmts	Line #	Item #	Item Description	Line Type	Last Status	UOM	Quantity Ordered	Quantity Shipped	Qty Backordered	Unit Price	Extended Price	Invoice #	Estimated Allocation Date	Requested Date	Actual Ship Date	CARRIER	TRACK
<input type="radio"/>		1.000	LT221#01	17 X 13 RECTANGULAR UC LAV	S	Allocated	EA	5	5	0	75.00	375.00	0	6/1/2022	6/10/2022			

Quote Chart By Count



## Available Quotes

1. Click on the Quote # from the Dashboard list
2. Quote Details will appear that has line status details
  - Item
  - Qty Available
  - Qty Used
  - Expiration Date

Quote #	Amount	Status	PO	Expiration Date
42390	252,175.00	Open	Q00035204	11/15/2022
42753	5,315.22	Open	Q00035888	7/15/2022
42988	141,595.00	Open	Q00036404	9/15/2022
43110	176,690.16	Open	Q00022037	11/15/2022
43292	129,031.25	Open	Q00037108	12/15/2022
43399	67,316.08	Open	Q00037346	6/30/2022

### Quote Header

Order Type	SQ - Quote	Quote #	42390
Ship To	1023	Quote Date	12/16/2021
PO #	Q00035204	Quote Total	0.00
Delivery Instructions 1		Delivery Instructions 2	
Sold To	1023		

Select	Cmts	Line #	Item #	Item Description	Next Status	UOM	Quote Qty Ordered	Unit Price	Quantity Avail	Extended Price	Expiration Date	Quote Quantity Used
<input type="radio"/>		1.000	MS642234CUFG#01	NEXUS 1G 1PC TOILET COTTON	Open	EA	655	385.00	655	252,175.00	11/15/2022	0

**Questions Regarding Orders or Shipments:**

*Please contact your assigned Manufacturer Representative, TOTO assigned sales team member or TOTO's Customer Service Department*

*888-295-8134 option 5*

**Registration requests or inquiries:**

*Kristen Miller [kmiller@toto.com](mailto:kmiller@toto.com)*



Thank You

**TOTO®**

*"Achieve Customer and Employee Satisfaction with Kindness"*