

## Self-Service on MyAccount Starts with a Successful Registration

The top calls into our Digital/MyAccount team is help with registration. Registration may not process through correctly for a few reasons, but we wanted to send out a reminder on one of the reasons: Using the correct 'Tennant Customer Number'.

As you work with your customers and discuss using MyAccount for placing orders, checking on order status and/or placing service requests, help make sure they have the correct account number to register. The correct customer number is the **Sold-To** for their account. There are a few ways to find the Sold-To for you to provide to your customer. Review the attached document for 3 different ways to find the correct Tennant Customer Number to give to your customers to register for MyAccount.

1. **Tennant Invoice** – On the customer's invoice, the 'Customer Number' listed is the proper number to use when registering for my account.

		<b>Remit Payment To</b> Tennant Sales and Service Company PO Box 71414 CHICAGO IL 60694-1414 USA		<b>Tel</b> 1-800-553-8033 <b>Fax</b> 1-763-513-2142	
<b>Invoice</b>					
<b>Ship-To</b> TENNANT COMPANY WEBLINK TEST ACCT 701 LILAC DR N GOLDEN VALLEY MN 55422-4611		TENNANT COMPANY WEBLINK TEST ACCT 701 LILAC DR N GOLDEN VALLEY MN 55422-4611		<b>Invoice Number</b> 900002503 <b>Invoice Amount</b> 169.97 Currency US Dollars Document Date 06/05/2009 Payment Terms 2% 10 Days Net 30 Days If paid before 06/15/2009, deduct 3.18 Final due date 07/05/2009	
<b>Bill-To</b> TENNANT COMPANY WEBLINK TEST ACCT 701 LILAC DR N GOLDEN VALLEY MN 55422-4611				<b>Customer Number</b> 1111111	
				PO Number TEST QUOTE Buyer TEST MONITORING	
				<b>Shipped Date</b> 06/05/2009 Delivery Number 85987043 Order Number 52621613 Delivery Terms FOB SHIPPING PT FRT PPD & ADD	

2. **Tennant SAP Quotation/Order Acknowledgement** – Similar to an invoice, the customer number on a SAP quote would be the correct number for customer to use to register.

		<b>Tennant Sales and Service Company</b> 701 N. Lilac Drive Minneapolis, MN 55422 USA Tel: 1-800-553-8033 Fax: 1-763-513-2142		<b>Quotation/Order Acknowledgement</b>	
<b>Ship-To</b> TENNANT COMPANY WEBLINK TEST ACCT 701 LILAC DR N GOLDEN VALLEY MN 55422-4611				<b>Quotation Number</b> 20330015 Quotation Date 06/05/2009 Valid Until 07/08/2009 PO Number TEST QUOTE Buyer TEST MONITORING Delivery Terms FOB SHIPPING PT FRT PPD & ADD Payment Terms 2% 10 Days Net 30 Days Currency US Dollars	
<b>Customer Number</b> 1111111 TENNANT COMPANY WEBLINK TEST ACCT 701 LILAC DR N GOLDEN VALLEY MN 55422-4611				<b>Bill-To</b> TENNANT COMPANY WEBLINK TEST ACCT 701 LILAC DR N GOLDEN VALLEY MN 55422-4611	

### 3. CRM Account Record – There are a couple ways to find account number (sold-to)

#### a. First check to see how account is set up (i.e. Sold, Ship, End-User, Prospect, etc.)

Scroll over in your list of accounts to the Account Group column. If the account is set up as a 'Sold-to party' or 'Customers CRM', then you can provide your customer the account number listed in that row

Active Accounts

Group By: (no grouping)

Account	Address 1: Street 1	Address 1: ...	Region	Address 1: ...	Address 1: Coun...	Country	Market	Account Group	Create
---	1617 TERRE COLONY CT	DALLAS	Texas	75212	DALLAS	USA	Logistics,Other	Sold-to party pre...	12/14
---	STE 200	ANAHEIM	California	92807	ORANGE	USA	Construction	Sold-to party pre...	8/24/
---	5040 SOUTH PHOENIX	TUCSON	Arizona	85708	PIMA	USA	Other,Unknown	End-User Party ...	3/25/
---	6025 RIVER ROAD	MARRERO	Louisiana	70072	JEFFERSON	USA	Manuf, Quim ...	Sold-to party pre...	8/24/
---	71 HARGROVE GRADE	PALM CO...	Florida	32137-5109	FLAGLER	USA	Logistics,Other	Sold-to party Sys...	1/29/
---	1360 OLD GEORGIA RD	ROEBUCK	South Car...	29376	SPARTANBURG	USA	Mfg,Pulp&Pap...	Sold-to party pre...	7/24/
---	105 TWIN OAKS DR	TUCKERM...	Arkansas	72473-9037	JACKSON	USA	Serv,Other	Ship-to party Sys...	2/15/

#### b. Within your customer account record

Click on Account Details in your customer account record, if account group is listed as sold-to, then you can provide the Account number in upper right hand corner.

**TURCK INC** - Saved  
Account · TCO Account Form

2020377430 CRM ID | 0040093966 Account Number

Summary Contacts Purchases PowerMaps Install Checklist CRM Sales Team **Account Details** Related

ACCOUNT DETAILS	
Account Group	Sold-to party System Asg...
Sales Org	Tennant North Am.
Primary Language	English
Customer Group Name	Direct Account Ind
Currency	US Dollar

CREATED AND LAST TOUCHED ACTIVITY	
Created On	2/1/2022
Created By	Tim Wiley
Last Touched On	2/2/2022
Last Touched by	Susan Breth
Last Activity Date	2/22/2022

SAP ERRORS	
SAP Duplicate Ok	No
SAP Error Message Detail	---
SAP Error Message Text	---

**c. What if account group is not set up as a sold-to, where can I find the proper account number?**

If the account is set up as ship-to and has had equipment purchases, you can find sold-to from within the equipment detail.

Click on an equipment record:

[ecklist](#) [CRM Sales Team](#) [Account Details](#) [Relat](#)

Equipment	
<b>End User</b>	
	5/27/2021 T300-11011766 MODEL T300 SCRUBBER
	5/19/2021 B7-11007843 BURNISHER, 690MM, ADC, 330AH [US P...
	5/13/2021 1610-11010012 READYSpace WB, 240AH [US PW]

On right hand display, scroll down until you find the Sold-To company name. Click on the name to go to Sold-To account page, the sold-to will be in upper left corner.

[General](#) [Related](#)

Last EHM Reading	---
Last EHM Date	--- 
Original Sold-to	---
Customer Name	 DALCO ENTERPRISES INC
Customer Number	0003146737
End User Name	 DALCO ENTERPRISES INC
End User Name String	DALCO ENTERPRISES INC
End User City	ROCHESTER
Sold To Name String	DALCO ENTERPRISES INC
<b>Sold To Name</b>	 DALCO ENTERPRISES INC
Sold To City	NEW BRIGHTON

←  Save  Save & Close + New  Deactivate  Connect | Add to Marketing List  Run Campaign Autom...  Email a Link  Delete

 **DALCO ENTERPRISES INC** - Saved  
Account · TCO Account Form

2000003316 CRM ID | **0003015078** Account Number

[Summary](#) [Contacts](#) [Purchases](#) [PowerMaps](#) [Install Checklist](#) [CRM Sales Team](#) [Account Details](#) [Related](#)