

Tolko Customer Portal

Easy Access to Your Order Information

Tolko's Customer Portal is a secure, web based tool that instantly provides complete order details from an easy to use viewing screen. Confirm critical product details, the status of shipments or payment terms; all the information you need is at your fingertips.

Available now:

<https://customerportal.tolko.com>

Highlights

- Convenient, 24/7 web access
- Instant snapshots of purchase info
- Secure sign in
- Simple, user-friendly design
- One-click drilldown to details

Ideal for Purchasers who want to more effectively manage their orders.

Frequently Asked Questions about Customer Portal

DATA

How current is the data displayed by the Customer Portal?

Data in the portal is updated hourly. A counter in the lower left side of the screen posts the last update time.

Who do I contact when I have questions?

1. If you have a question or concern about order, contact your sales representative.
2. If you have a technical question or an issue related with the Customer Portal contact: customerportal@tolko.com

REGISTRATION

How do new users register?

Registration to the Tolko Customer is requested through your Tolko Sales Representative. Qualified customers will be emailed a log-in and temporary password.

Who is allowed to access the Customer Service Portal?

Registration for the Tolko Customer Portal is reserved for parties authorized to purchase directly from Tolko. Third parties are **not** allowed access. Some restrictions may apply.

Can I create an account for my administrative staff or my customers?

The Tolko Customer Portal is restricted to direct customers only. Passwords and log-in credentials are linked directly to the customer's credit and payment terms. To protect this confidential information, only one log-in per customer is administered.

Do I have to pay for access to the Tolko Customer Portal?

Customers may access the Tolko Customer Portal for free.

What are the minimum technical requirements?

A computer with access to the Internet. Recommended browsers for best experience: Internet Explorer 7+, Mozilla Firefox 3+, Google Chrome 6+. Recommended screen resolution: 1280 x 1024. Minimum 1024 x 768.

SECURITY

Can I choose my own password?

Yes. When you register, you will be given a temporary password and prompted to change that password when you first sign-in.

Does my session time out?

For security reasons your session may timeout after periods of inactivity. You will be required to log-in.

What should I do if somebody is replacing me for the tasks related to the Tolko Customer Portal?

You should **NOT** give or transfer your Tolko Customer Portal credentials to your colleagues. The Tolko Customer Portal contains confidential credit and purchase information. Prevent unauthorized access by safeguarding any IDs and passwords assigned to you. Log-in accounts for your direct team may be requested from your Tolko Sales Representative.

