



TTI SUCCESS INSIGHTS®  
UNITED KINGDOM

## TTI Success Insights UK – Ordering Process

As an accredited individual wanting to purchase TTI Success Insights profiles, you should email: [orders@ttisuccessinsights.co.uk](mailto:orders@ttisuccessinsights.co.uk). This email is monitored by four of our team members to ensure that profile requests are fulfilled quickly. In your email to us, you should include the following details:

- The amount of profiles you wish to order.
- The type of profile you wish to order (e.g Management-Staff profile).
- Relevant Purchase Order numbers (If this will be needed by your Accounts Department).
- Any additional information that you would like to appear on the invoice for these profiles.
- Whether you would like to send the invitations to the respondents yourself, or whether you would like us to send them (If you would like us to send the invitations out on your behalf, please include the email addresses of the individuals, and the text that you would like to use, please include any deadlines you have into this text). We do have a template that you can use as the basis for your invitation text.
- Whether you would like the respondents to receive a copy of their completed profile, or whether you would like the profiles to just go through to you or a nominated email address.
- Any email addresses that you would like the profiles to be sent to upon completion by the respondent.
- Any URL that you would like the respondents to be diverted to when they have finished completing the assessment.
- Please ensure that profile requests come into us at least 24 hours before they need to be sent out. If the links are urgent, please clearly note this on your email request.

A member of the team may contact you via return email to check any details that may be relevant. Once the information has been uploaded and the links have been sent out, the team member will email you to confirm that they have been sent. The email address that you have nominated on your request will start to receive the PDF profiles when they are completed. This is instantaneous and automated. If you do not receive any profiles, that means that the respondents have not yet responded. If you are concerned, you can email and ask for an update on who has completed. If respondents have completed and you haven't received the PDFs, please check that our server and email addresses are white listed and labelled as safe senders.

If you can, it is advantageous that you ask the respondents to “whitelist” the email address before the invitation is sent out. The email address that the response links come from is: [noreply@siadmin.eu](mailto:noreply@siadmin.eu). Again, this will help the organisation's server to recognise the email as safe.

Please ask the respondents, to complete the assessment in their first language. This is very important and could affect the results of the profiles. Language selection will not affect the PDF that is delivered to you upon completion by the respondent.

If you require wheels to be created from the completed profiles, please contact a member of the team at [orders@ttisuccessinsights.co.uk](mailto:orders@ttisuccessinsights.co.uk) with the following information:

- Names of the respondents that should appear on the wheel
- Type of behaviour that should be displayed on the wheel (i.e. Natural, Adapted or Natural and Adapted with lines between).
- The title that you would like to appear on the top of the PDF document. (e.g. TTI Success Insights UK Management Team – Natural and Adapted Behaviours)

You will receive an invoice shortly after placing your order. These invoices will clearly display their payment terms and will also display the Purchase Order number if relevant.

If you need any help at all, or have any questions about the profiles, please contact a member of the TTI Success Insights UK team, or refer back to your accreditation materials for more information.