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## **ITW TTR converting facility relocation**

September 1<sup>st</sup> 2020

To our Valued Channel Partners-

We have moved!!

We are excited to share with you that we have successfully transitioned you to our new facility in Bloomfield CT. We are now slitting, stocking and fulfilling orders from Bloomfield to offer you best in class service.

Our Foil and TTR Customer Service team is now operating from Newburyport MA where 5 individuals proudly cumulate 25 years experience in the industry.

Kindly update your records with our new contact information:

**Physical Address:**

ITW Foils and Thermal Films  
40 E Newberry Rd,  
Bloomfield, CT 06002

**Remit to Address:**

ITW Foilmark  
Post Office Box 2853  
Carol Stream, IL 60132-2853

Our toll-free number 1-877-887-3456 remains the same

All orders should be emailed to [orders@itwthermalfilms.com](mailto:orders@itwthermalfilms.com).

Estore customers - please continue to place your orders on [www.store.itwthermalfilms.com](http://www.store.itwthermalfilms.com)

**Hours of business:**

8:30am - 5:00pm EST Time

After **September 11<sup>th</sup>**, all lead times will resume as follows:

Stock items - same day if order is received by 2:00pm EST Time

Made to Order -5 to 10 days lead time

**Carrier pickup cutoffs:**

Parcel packages: 4:00pm EST Time

LTL (truck) shipments: 4:00pm EST Time

**Your new dedicated team :**

Here's some more exciting news for you. ITW is pleased to introduce our new dedicated sales team to assist you with your request.

Pierre Dutoya

**TTR Key Account Manager**

Mobile : +1.305.619.0372

[Pierre.dutoya@itwsf.com](mailto:Pierre.dutoya@itwsf.com)

[www.itwthermalfilms.com](http://www.itwthermalfilms.com)

Diane Fournier

**Customer Success Manager**

Phone : +1-877-887-3456

[Diane.fournier@itwsf.com](mailto:Diane.fournier@itwsf.com)

[www.itwthermalfilms.com](http://www.itwthermalfilms.com)

We appreciate your patience and flexibility during your transition and we look forward to servicing you from Bloomfield!

40 E Newberry Rd, Bloomfield, CT 06002

| toll free 877 TTR FILMS (877 887 3456) | [info@itwthermalfilms.com](mailto:info@itwthermalfilms.com) | [www.itwthermalfilms.com](http://www.itwthermalfilms.com)



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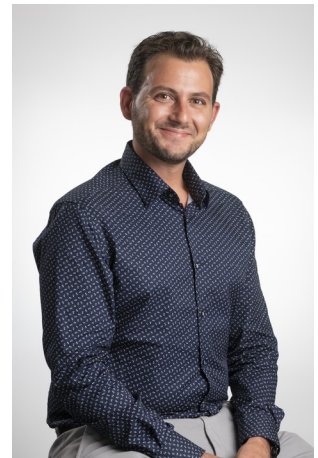
## Your Dedicated Thermal Transfer Ribbon Team from ITW Thermal Films

We are excited to introduce our new TTR team  
As previously announced, the new Customer Service hours will be 8.30am-5pm EST Time.  
The main Customer Service number is 877-887-3456 and the individual direct dial numbers are listed below.

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### Pierre Dutoya

Bonjour! I'm Pierre. I've been in sales for 15 years, with the past 10 focused in the thermal printing industry working across the supply chain (distributor, manufacturer).  
I'll be happy to support you with any request you may have. You can count on my reactivity and professionalism.  
Highly focused on helping customers grow their business, I also enjoy small talks around gastronomy, international travel and art in all shape and form!



#### TTR Key Account Manager

Mobile : +1.305.619.0372

[Pierre.dutoya@itwsf.com](mailto:Pierre.dutoya@itwsf.com)

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### Diane Fournier

Hello, let me introduce myself, my name is Diane Fournier, Customer Success Manager here at ITW Foils & Thermal Films. I have been with ITW for over 20 years and I can tell you that I enjoy the opportunity to work with our customers and team with the goal to not only meet your expectations, but striving to exceed them! Please be assured that our Customer **Success** Team works closely with Sales and Operations. We all take pride in maintaining a high level of trust and dependability to ensure the **success** of our relationship with our customers.

I am fortunate to both work and reside in a scenic seaside city here in New England. That being said, I enjoy traveling, spending time with friends and family, and meeting new people. I look forward to working with you!



#### Customer Success Manager

Phone: +1-978-225-8245

Toll Free: +1-800-942-9995

[diane.fournier@itwsf.com](mailto:diane.fournier@itwsf.com)

40 E Newberry Rd, Bloomfield, CT 06002

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