

FAQs for VTonline Transition

What is ERP?

ERP stands for Enterprise Resource Planning. ERP is the integrated management of core business processes, often in real-time and mediated by software and technology. ERP systems are used to manage business functions within a centralized integrated system.

Why is VT changing their order entry software?

Our current system is in need of significant updates so it is a perfect time to transition to a new software solution. We are moving to a modern system focusing on software automation and elimination of non-value-added work, while maximizing business performance across all functions. The new software will allow VT to sustain future growth for the next 30 plus years.

Will my service be interrupted at implementation?

No, service will not be disrupted. We are using world-class software with full-time internal and industry experts setting up the new system and positioning it for success. We will be driving innovation and creating inspiration for the next generation and beyond using our new technology.

Am I required to transition to VTonline?

All existing EOL users will be transitioning to VTonline. VTonline is our single order entry system that features an easy-to-use software program designed to simplify the quoting and ordering process. Please contact your ISR for more information regarding your transition to VTonline.

What are the benefits of the new system?

There are many benefits of the software for VT's valued customers. Customers will enjoy the following benefits:

- *A single point of entry for ordering all VT product lines in the future*
- *Visibility of real time data to decrease lead times and increase speed of communication*
- *Documents available in two languages (English and Spanish)*
- *Customers and Customer Service Representatives working in the same platform*
- *Advanced system rules to prevent order errors*
- *Ability to pay invoices online*
- *Visibility of multiple branch quote and order activity with a single login*

Can I still access Eggers Online (EOL)?

Yes! Previous EOL customers will still be able to access past jobs by logging into EOL with your previous login information. However, stile and rail and specialty Two Rivers flush will need to be sent in as hard copies. All panel orders will need to continue to be sent to the Plywood Team.

Which VTonline portal should I use?

If you were formally an EOL user, you will use the latest version of VTonline, which is temporarily denoted with an "asterisk," (VTonline) and replaces Eggers Online (EOL). If you are a current VTonline user, you*

will continue to access the same link as you have previously (VTONline). There will also be additional information on the door landing page, directing you which link to click.

How do I access VTONline?

On the VT Industries' homepage, www.vtindustries.com, you will click the button in the top right-hand corner that says "login." From there, please select Architectural Wood Doors.

- *If you were an EOL user, please click "VTONline*" and login with the **new** credentials you will create during the registration process.*
- *If you are a current VTONline user, please click "VTONline" and login with your **existing** credentials.*

You will also need to accept VT's terms and conditions to continue to the desired order-entry platform.

When will I receive my new login credentials?

You be receiving an email from VT Industries marketing@vtindustries.com the week of August 22nd with step-by-step information on how to set-up your account and login information.

What orders can I submit in VTONline?

You can submit your Neenah flush door and Palladium orders in the latest version of VTONline (formerly EOL). Holstein flush orders will still be entered in VTONline. All other orders will need to be submitted to your Inside Sales Representative (ISR) as hard copy orders.

How will the change in software affect me as a customer?

Your login information will be changing but the look and feel of VTONline will be very similar to what you already experience. The new software will provide customers with greater visibility and consistency across all product lines with order entry all in one place. Real-time data will allow you to stay up-to-date with all the latest information on your products, shipments, and billing information.

Will there be training available?

Yes. Our dedicated support team will be available to help you learn! We will have live training sessions August 23- Sept 8th as well as on-demand training videos available to walk you through the order entry process step-by-step.

Are there any order restrictions coming with the new system?

As of August 1, 2022, VT no longer provides auxiliary fire latches. VT has also recently updated their STC and fire capabilities. For more information on order restrictions, please view our Order Restrictions page on the website.

Where do I go if I need help when entering my order?

We will be sending additional information denoting your point of contact for order entry inquiries.

