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With the help of this user guide, you will find ordering online is quite simple and you will quickly become a pro. If you have any questions or concerns, VT Customer Service Representatives are happy to help you every step of the way.

LOGIN

When needing to log in to the new VT Online system for the first time, you will have different steps to take depending on the information you currently have.

If you have been a part of entering VT Online with us before, you will need to have your account number and account password that you currently have used for VT Online. You will enter this in the top section. You will then enter your email and create a password. Check “Create New Account” and select register.

If you have been a part of entering VT Online with us and have a second account number that you need access to (for example ...), you will need to have your account number and account password that you currently use for VT Online. You will enter your email and password that you just recently created. You will *un-check* “Create New Account” and select register.

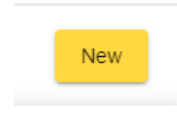
If you have been a part of entering VT Online with us, but *do not* have your log in information OR you have not yet experienced the ease of entering orders in VT Online with us, you will need your account number to create a new account. If you do not know your account number, you can call your Customer Service Representatives for this information. After you have entered your account number, please select “I don’t have an account password or forgot it.” Once your account is activated, you will enter your email and create a password. Check “Create New Account” and select register.

TO CREATE A NEW ORDER

To create a new order, select New Order at the top of the page.

Proceed to fill out the following fields in the Header Page:

- Purchase Order Number
- Request Ship Date
- Project Name (If Applicable)
- Select Ship-To
- Carrier



At any time, if you need to undo any of these fields, please select the “x” in the field line.

When creating a new order, please use “Tag” for any notes that do **not** need to be seen by a Customer Service Representative (i.e. customer name, project name). Please use “Comments” to flag a Customer Service Representative to view the order (i.e. needing an item that you are not finding).

ORDERING DIMENSIONS COUNTERTOPS

After making sure everything is filled correctly in the header page, select the “Detail” tab.



Select “Dimensions” under “Product Line” and “Countertop” under “Product”.



Select “Fresh” for a blank, new form. Select “New” for form that is filled out based on your last item.

Proceed to fill out the following fields:



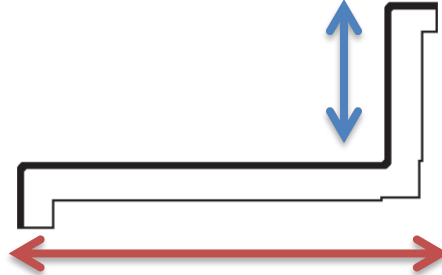
- Product Type In this field, you may choose **S/R** (single-roll bar), **Bar** (double-roll bar or island), **Kitchen**, or **Vanity**.
- FSC and Moisture Resistant (Defaults to “No”)
- Color
- Quantity
- Length
- Style/Edge Profile
- Substrate (Defaults to “ $\frac{3}{4}$ Particle Board”)
- Depth (Defaults to “Standard*”)
- Backsplash (Defaults to “Standard*”)
- Miter (Defaults to “None”)
- Comment (if Applicable)

If all fields are correct, select Finish.

***Standard dimensions can be found on our website, VTIndustries.com, under Tops and Surfaces, Dimensions Laminate, and Edge Profiles.**

HOW TO MEASURE A COUNTERTOP

Backsplash Height – measure from
The top of the deck to the top of
the backsplash.



Depth – measure from the front of the
nose to the back of the backsplash.

ORDERING DIMENSIONS ACCESSORIES

After making sure everything is filled correctly in the header page, select the “Detail” tab.

Header

Detail

Select “Dimensions” under “Product Line” and “Accessory” under “Product”.

Product Line	Product
Dimensions	Accessory

Select “Fresh” for a blank, new form. Select “New” for form that is filled out based on your last item.

New

Fresh

For **Build Up Kit**, proceed to fill out the following fields:

- Quantity

For **Edging**, proceed to fill out the following fields:

- FSC (Defaults to “No”)
- Color
- Glued or Raw
- Length
- Width
- Quantity

For **End Cap**, proceed to fill out the following fields:

- FSC (Defaults to “No”)
- Color
- Cap Type
- Product Type
- Glued or Raw
- Style/Edge (if applicable)
- Left-Hand or Right-Hand

- Quantity

For **End Cap Kit**, proceed to fill out the following fields:

- FSC (Defaults to “No”)
- Color
- Cap Type
- Product Type (Bar, Kitchen, S/R, and Vanity)
- Glued
- Style/Edge Profile
- Quantity

For **End Splashes**, proceed to fill out the following fields:

- FSC and Moisture Resistant (Defaults to “No”)
- Color
- Splash Type (Contoured, Reversible, Reversible Contoured, and Reversible w/ Scribe)
 - If Contoured: Select Left-Hand or Right-Hand
- Product Type
- Style/Edge Profile
- Core
- Quantity

For **End Splash Kit**, proceed to fill out the following fields:

- FSC and Moisture Resistant (Defaults to “No”)
- Color
- Splash Type
- Product Type
- Style/Edge Profile
- Core
- Quantity

For **Loose Backsplash**, proceed to fill out the following fields:

- FSC and Moisture Resistant (Defaults to “No”)
- Color
- Core
- Height
- Length

For **Miter Bolt Kit**, proceed to fill out the following fields:

- Quantity

For **Miter Bolts**, proceed to fill out the following fields:

- Unit Size
- Quantity

For **Sticking**, proceed to fill out the following fields:

- FSC and Moisture Resistant (Defaults to “No”)
- Core
- Length
- Thickness
- Width

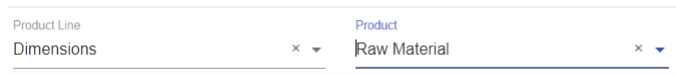
- Unit Size
- Quantity

If all fields are correct, select Finish.

ORDERING RAW MATERIALS

After making sure everything is filled correctly in the header page, select the “Detail” tab.

Select “Dimensions” under “Product Line” and “Raw Material” under “Product”.



The image shows a screenshot of a web form. On the left, there is a dropdown menu labeled 'Product Line' with 'Dimensions' selected. On the right, there is a dropdown menu labeled 'Product' with 'Raw Material' selected. Both dropdowns have a small 'x' icon and a downward arrow.

Select “Fresh” for a blank, new form. Select “New” for form that is filled out based on your last item.

For **Laminate Sheet**, proceed to fill out the following fields:



Two yellow buttons are shown: 'New' on the left and 'Fresh' on the right.

- FSC (Defaults to “No”)
- Color
- Depth
- Length
- Quantity

For **Board**, proceed to fill out the following fields:

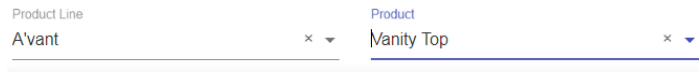
- FSC and Moisture Resistant (Defaults to “No”)
- Core
- Depth
- Length
- Thickness of Core
- Quantity

If all fields are correct, select Finish.

ORDERING AN A’VANT VANITY TOP

After making sure everything is filled correctly in the header page, select the “Detail” tab.

Select “A’Vant” under “Product Line” and “Vanity Top” under “Product”.



The image shows a screenshot of a web interface with two dropdown menus. The first dropdown is labeled 'Product Line' and has 'A'vant' selected. The second dropdown is labeled 'Product' and has 'Vanity Top' selected. Both dropdowns have a small 'x' icon and a downward arrow next to them.

Select “Fresh” for a blank, new form. Select “New” for form that is filled out based on your last item.



The image shows two yellow buttons with black text. The left button is labeled 'New' and the right button is labeled 'Fresh'.

Proceed to fill out the following fields:

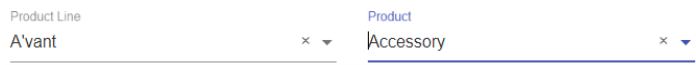
- Quantity
- Depth
- Length
- Color
- Backsplash
- Polish/Side Splash (Finish Left Side/Right Side is automatically filled as “Polish”, if you need a side-splash, use drop down to select “Side-Splash”)
 - * If needing a Custom Side-Splash, order this through A’vant Accessories*
- Sink Type
- Faucet Holes
- Comment (if Applicable)

If all fields are correct, select Finish.

ORDERING A’VANT ACCESSORIES

After making sure everything is filled correctly in the header page, select the “Detail” tab.

Select “A’Vant” under “Product Line” and “Accessory” under “Product”.



The image shows a screenshot of a web interface with two dropdown menus. The first dropdown is labeled 'Product Line' and has 'A'vant' selected. The second dropdown is labeled 'Product' and has 'Accessory' selected. Both dropdowns have a small 'x' icon and a downward arrow next to them.

Select “Fresh” for a blank, new form. Select “New” for form that is filled out based on your last item.



The image shows two yellow buttons with black text. The left button is labeled 'New' and the right button is labeled 'Fresh'.

For **Backsplash**, proceed to fill out the following fields:

- Quantity
- Color
- Length (Defaults to “25”)
- Comment

For **Side Splash**, proceed to fill out the following fields:

- Quantity
- Color
- Length (Defaults to “21 ¾”)
- Comment

For **Sink**, proceed to fill out the following fields:

- Quantity
- Sink Type
- Comment

For **Custom Stone***, proceed to fill out the following field:

***Use for side splashes taller than 4”**

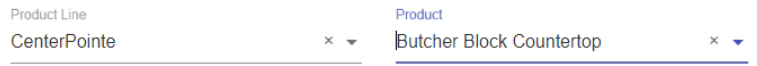
- Quantity
- Color
- Depth
- Length
- Polish Quantity (if applicable)
- Sides Polished (if applicable)
- Comment

If all fields are correct, select Finish.

ORDERING CENTERPOINTE COUNTERTOPS

After making sure everything is filled correctly in the header page, select the “Detail” tab.

Select “CenterPointe” under “Product Line” and “Butcher Block Countertop” under “Product”.



The image shows a screenshot of a web interface with two dropdown menus. The first dropdown is labeled 'Product Line' and has 'CenterPointe' selected. The second dropdown is labeled 'Product' and has 'Butcher Block Countertop' selected. Both dropdowns have a small 'x' icon and a downward arrow.

Select “Fresh” for a blank, new form. Select “New” for form that is filled out based on your last item.

Proceed to fill out the following fields:



Two yellow buttons labeled 'New' and 'Fresh' are positioned to the right of the text.

- Quantity
- Species (Acacia/Hevea)
- Depth
 - If 39”, it will automatically fill 74”
 - If 25”, Select Length. Options are: 50” and 98”
- Backsplash

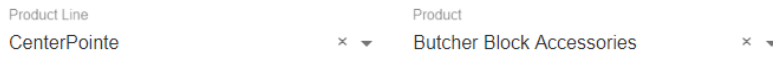
If all fields are correct, select Finish.

ORDERING CENTERPOINTE ACCESSORIES

Accessory options for CenterPointe are the loose backsplashes 4” height x 98” length & 1½” thickness for Acacia or Hevea

After making sure everything is filled correctly in the header page, select the “Detail” tab.

Select “CenterPointe” under “Product Line” and “Butcher Block Accessories” under “Product”.



The image shows a screenshot of a web interface with two dropdown menus. The first dropdown is labeled 'Product Line' and has 'CenterPointe' selected. The second dropdown is labeled 'Product' and has 'Butcher Block Accessories' selected. Both dropdowns have a small 'x' icon and a downward arrow.

Select “Fresh” for a blank, new form. Select “New” for form that is filled out based on your last item.

Proceed to fill out the following fields:



Two yellow buttons labeled 'New' and 'Fresh' are positioned to the right of the text.

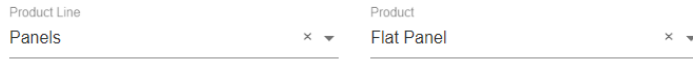
- Quantity
- Type
- Species (Acacia/Hevea)

If all fields are correct, select Finish.

ORDERING FLAT PANELS

After making sure everything is filled correctly in the header page, select the “Detail” tab.

Select “Panels” under “Product Line” and “Flat Panel” under “Product”.



The image shows a screenshot of a web interface with two dropdown menus. The first dropdown menu is labeled 'Product Line' and has 'Panels' selected. The second dropdown menu is labeled 'Product' and has 'Flat Panel' selected. Both menus have a small 'x' icon and a downward arrow next to them.

Select “Fresh” for a blank, new form. Select “New” for form that is filled out based on your last item.

Proceed to fill out the following fields:



The image shows two yellow buttons with black text. The left button is labeled 'New' and the right button is labeled 'Fresh'.

- Quantity
- Depth
- Length
- FSC and Moisture Resistant (Defaults to “No”)
- Core Type (Defaults to “Particleboard”)
- Thickness of Core
- Face Material #1 (Defaults to Laminate)
- Face #1 Color/Backer
- Face #1 Grade
- Face Material #2 (Defaults to Laminate)
- Face #2 Color/Backer
- Face #2 Grade
- Trim (Defaults to “Untrimmed”)

If all fields are correct, select Finish.

ORDERING FLAT GLUE UP

After making sure everything is filled correctly in the header page, select the “Detail” tab.

Select “Panels” under “Product Line” and “Flat Glue Up” under “Product”.



Select “Fresh” for a blank, new form. Select “New” for form that is filled out based on your last item.



Proceed to fill out the following fields:

- FSC and Moisture Resistant (Defaults to “No”)
- Core Type (Defaults to “Particleboard”)
- Depth
- Length
- Color
- Backer (Defaults to “None”)

If all fields are correct, select Finish.

REVIEWING AN ORDER

To review an order, select the “Detail” tab. This will bring up all the line times you have entered. Please review these line items and make sure they are correctly entered.



SUBMITTING AN ORDER

To submit an order, select the “Header” tab and:



1) To view your line item ship dates, select “Calculate Ship Dates”, this will calculate each line item with a projected ship date. *This is the recommended way.*

2) Select “Submit”, this will allow the system to choose the next standard projected ship date.

3) Select a Ship Date of your choosing. This should be used for future dating, as the system will select the standard ship date for your account.

After you have double checked the order and dates, you may select “submit” to send off to production.

Your order has now been successfully submitted. You will receive an acknowledgement within one business day; these are sent once they reach the production level. Once you receive the acknowledgment, please review you this and immediately reach out to Customer Service with any concerns.