

VTOL User Guide 2022

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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. You can reach us at 888.287.8356.

For customers serviced by our Iowa (Central) Facility: ext 11212

Georgia (East) Facility: ext 11211

Texas (Central) Facility: ext 11212

Oregon (West) Facility: ext 11214

Home Center Team: ext 11250

Logging In

When logging into the new VT Online system for the first time, you will have different steps to take depending if you currently use VT Online, have two accounts you need linked, or have not used VTOL before. If you do not know your account number, you can call your Customer Service Representatives for this information. Once you are registered, your new log in name will be the email you used to register.

Currently using VT Online and you have your current account number and password:

1. Log into <https://vtol.vtindustries.com>
2. Select "Register" on the partner login page
3. Enter current account number and password
4. Enter your email address
5. Enter your new password and confirm password
6. Make sure the "Create New Account" box is checked
7. Select "Register"

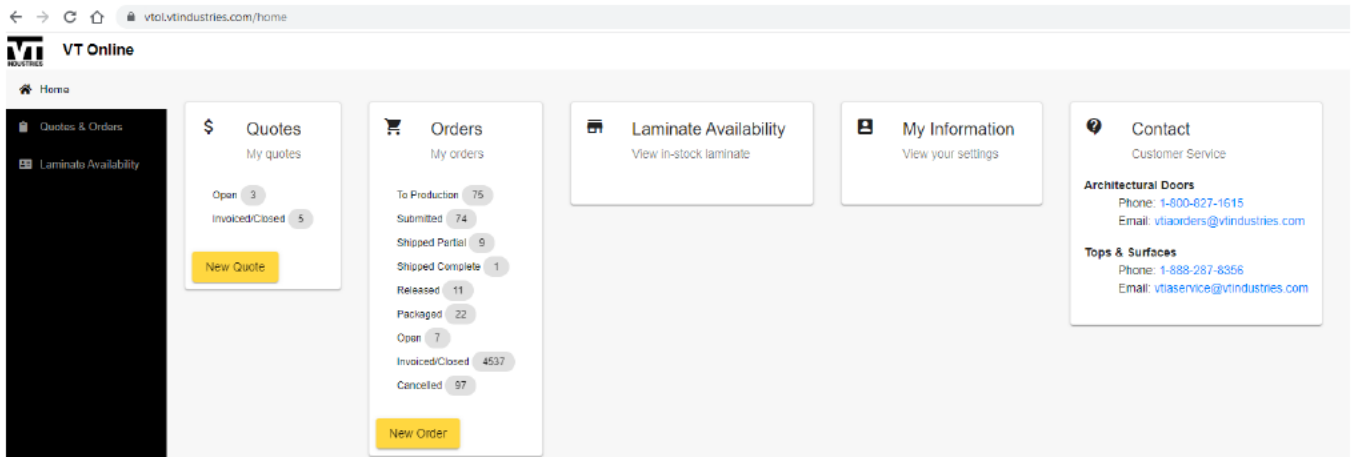
If you have previously registered for new VTOL and have a second account that you need to be registered for:

1. Log into <https://vtol.vtindustries.com>
2. Select Register on the Partner Login Page.
3. Enter the 2nd Account Number that you need to be registered for.
4. Check the box marked "I don't have an account password or forgot it".
5. Enter your email address – same email as you used for the first account.
6. Enter your password – same password as you used for the first account.
7. Click the appropriate box for the Division that your company partners with.
8. Uncheck the "Create New Account" box.
9. Select Register.

Not using VT Online: *You will need your account number to create a new account*

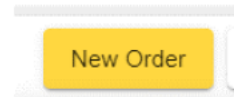
1. Log into <https://vtol.vtindustries.com>
2. Select "Register" on the partner login page
3. Enter current account number
4. Check the box marked "I don't have an account password or forgot it"
5. Enter your email address
6. Enter password and confirm password
7. Make sure the "Create New Account" box is checked
8. Select "Register"
9. Once your account is activated, you will receive an email from VT confirming that we received your request. VT personnel will also receive a notification to get your account authorized. When we have completed authorizing your account internally, you will receive an approval email. You're ready!

To Create a New Order



This is what your Home Screen might look like. Of course, your information will be personalized to your account. (See page 8 for more information on navigating the screens.) To create a new order:

- On the left-hand side, click on Quotes & Orders – this will bring you a screen that lists all your quotes and orders. In the top center/right column of this screen, click on New Order. Another place to start a new order is in the Home Screen under Orders.



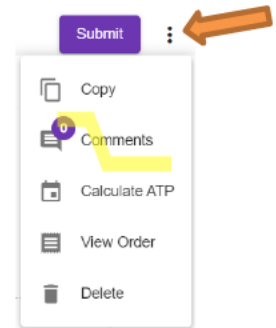
Proceed to fill out the fields in the Header Page:

Some fields will fill in by default. Fields you are required to enter are: Purchase Order # and Delivery Address (if multiple options are available).

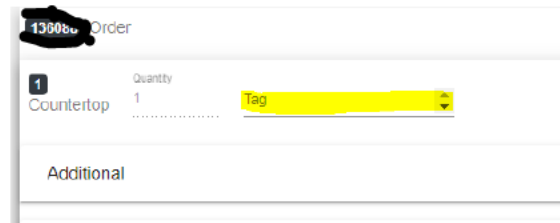
Other options include contact information and desired ship date.

In the ellipsis (3 stacked dots in the upper right-hand corner near the Submit button) are some options:

- Copy – used for copying whole orders
- Comments – used to send message to Customer Service
- Calculate ATP – see what estimated dates your order will load on
- View order – make a PDF of your order (Please note: This does not mean your order has been submitted. If you click "View order" and see that it says "Unsubmitted order" across the top of your document, you still need to submit the order.
- Delete – Delete the order from the Quotes & Orders screen

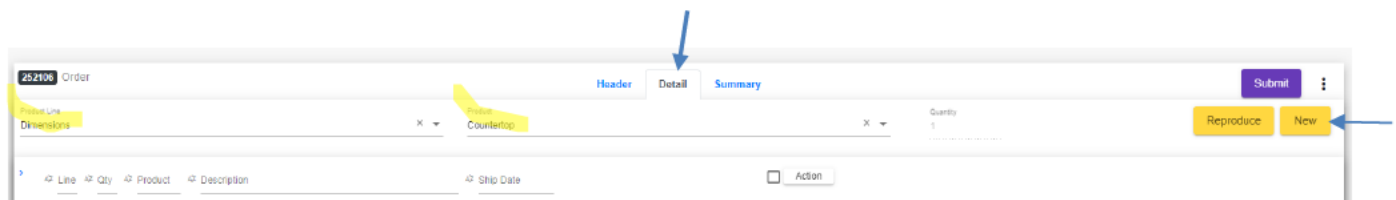


Please use "Comments" under this ellipsis to get a note to the Customer Service Representative pertaining to the order. This will stop the order from being submitted to production, so we can act as needed per your request. If CS doesn't need to see your comment, please use the "Tag" field in the Details Tab in the configuration when creating the line.



Ordering Dimensions Countertops

After you are satisfied with the information you entered on the header page and are ready to add lines to the order, select the Detail Tab.



On the Details tab, you will see Product Line and Product. Select what you need from the dropdowns, and then on the right side on the screen, select New. (Reproduce is used if the item is the same as the last one keyed except for quantity, color number, length or backer added). **Please note along the way – you will be getting pop-ups and warnings when entering non-standard options. Defaults will be set to "standard."

If all fields are correct, select Finish in bottom left corner.

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


<https://www.vtindustries.com/tops-surfaces/dimensions-laminate/edge-profiles/>

If you choose "Other" for a special depth, item is subject to a set-up fee (see right).

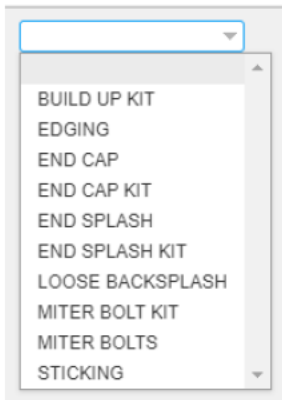
Configuration

Countertop

| | |
|---|---|
| Product Type* | RAR |
| FSC* | NO |
| Moisture Resistant* | NO |
| Is the color missing from the drop-down?* | NO |
| Color* | 7734-58 JAMOCHA GRANITE FSC |
| Quantity* | 2 |
| Length* | 12' |
| Style* | TEMPO |
| Commercial* | NON-COMMERCIAL |
| Substrate* | 3/4" PARTICLE BOARD |
| Depth* | <ul style="list-style-type: none">12"15"18"27"32"36"42"45"OTHER |



Ordering Dimensions Accessories



Pictured (left) is a list of the accessories available in the drop-down menu in the Accessories field under Product in the Detail Tab. Choose your selections from the drop-down menus provided. Some fields will fill in as default, so just make sure you're confident in what you're ordering!

If all fields are correct, select Finish at the bottom of the screen.

Ordering Raw Materials

Under "Product," select "Raw Material." If you're needing a sheet of laminate to finish off an order or perhaps a sheet of backer/liner, this is where you do it! Other miscellaneous items are available in this screen (**Please Note: not all plants offer the same items*).

Ordering CenterPointe Countertops

Select Centerpointe under Product Line and Butcher Block Countertop under Product. Thickness is 1 1/2". Size and color options are pictured:

| | | | |
|-----------|--------------------|-----------|--------------------|
| Species * | ACACIA | Species * | HEVEA |
| Depth * | 25" | Depth * | 25" |
| Length * | 50" 98" 122" | Length * | 50" 98" 122" |

| | | | |
|-----------|--------|-----------|-------|
| Species * | ACACIA | Species * | HEVEA |
| Depth * | 39" | Depth * | 39" |
| Length * | 74" | Length * | 74" |

Ordering CenterPointe Accessories

Select Centerpointe under Product Line and Butcher Block Accessories under Product. Click New and fill-in drop-downs.

Ordering Flat Panels

Please note this may not be available in all facilities - contact customer service with any questions.

Select Panels under Product Line and Flat Panel under Product. Click New. Fill in the drop-down menus. **Please note if you would like to have your Flat Panels loaded Liner side up, use the Face material #1 as your Liner choice.**

If all fields are correct, select Finish at the bottom of the screen.

Ordering Flat Glue-up


Please note this may not be available in all facilities - contact customer service with any questions.


Select Panels under Product Line and Flat Glue Up under Product. Click New. Fill in the options needed.

If all fields are correct, select Finish at the bottom of the screen.

Review Your Order

To review your order, select the Detail tab. This will bring up all the line items you have entered. Please review these line items and make sure they are correctly entered. Note your quantities, tags, etc.

When you are done keying and reviewing your order, click the Calculate ATP option in the ellipsis  at the top/right corner of the Detail Tab. Your dates will pop up *on each line. This is the soonest this line can get loaded onto your truck.* If you don't like the date or think something is not right, you can leave a comment on your order by selecting the ellipsis in the upper right-hand corner of the screen. Customer Service will then address your concern.

To be able to view an order in print format, click on the ellipses  in the top right-hand corner of the screen and select View Order. This will open another window with a printable form of your order. This does not submit the order. *Please note: if the order is unsubmitted the top of the page will state **Unsubmitted Order**. If the order has been submitted the top of the page will state **Submitted Order**.*

Submitting an Order

When you are confident that your order is accurate, click "Submit." If your order has no flags, it will submit to our ERP (internal system). Production will see the order and allocations will be made. You will receive an acknowledgement within one business day. *If you do not receive a confirmation within 24 hours, please contact Customer Service to verify your order has been received.* Once you receive the acknowledgment, please review and immediately reach out to Customer Service with any concerns. 1-888-287-8356. If your order has comments in the header/details page, it will stop at Customer Service. We will check it and adjust what is needed, and then we will submit it to the ERP. It is then that you will receive your acknowledgement. Please let us know if you think you should have gotten an acknowledgement and didn't.

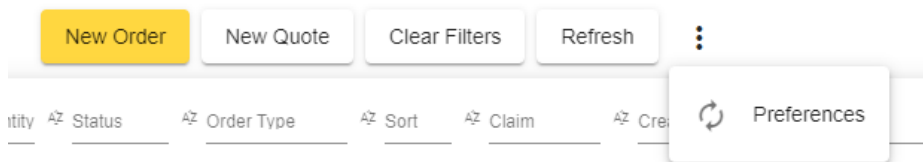
Navigating the Quotes & Orders Screen

Here are the ins and outs of the Orders page:

On the orders page you can see all of your current and past orders that you have submitted. You can also see the status of your orders.

- **ID**- The VTOL Order ID
- **Type** – Order/Quote
- **Region**- The facility the order will be produced
- **Account**- Your account number
- **Customer**- Your company name
- **Project ID** – if applicable
- **Project Name** – if applicable
- **Phase/Rev Desc** – if applicable
- **Ship to**- Name of the ship to
- **Purchase order**- Your PO number
- **Requested**- the requested date you chose
- **Total**- The total amount of the order
- **Footage**- Total footage of the order
- **Quantity**- Total amount of items
- **Status**- The status of the order
- **Order Type**
- **Sort**
- **Claim** – *if applicable*
- **Created** - Date and Time Created
- **Changed** - Date and Time the last change was made on the order
- **Changed by**- Name of the last person that made a change on the order

You can use the column headers to filter your search (by PO number, date, etc). Preferences allows you to choose what column headers you see.



New Order Button- Use to start a new order

New Quote Button- Use to start a new quote (**this is not an order/does not submit to ERP. To make a quote into an order, use the "Copy to Order" function under the ellipsis.*)

Clear filter- Use to clear filtered search

Refresh- Use to refresh the page

Navigating the Header Tab in your Orders Screen

- **Customer line**- you will see your company name. If you order for more than one location, you will need to use the drop down to select correct company name.
- **Customer Order Type** – how the order was entered.
- **Facility**- Defaults based on sign in
- **Terms**
- **Purchase order**
- **Project/Opportunity** Only visible when applicable
- **Coordination** – How the order was entered.
- **Territory Sales Manager**
- **Contact**- You may enter your contact information, not required but preferred!
- **Delivery**- Address line- use drop down to select correct location
 - If ship to location is not found, please contact your Customer Service Representative
- **Request date**- Will default to today's date, only need to change if you are wanting a longer lead time.
- **Shipping Instructions**- Any special instructions are be entered here.

In the ellipsis

- **Copy button**- Use this button if you want to copy an order, you can use for old past orders that have already been submitted i.e., repeat stock orders
- **Comments**- Used to communicate with customer service or alert customer service to your order. To ensure customer service will be alerted to order please notes here instead in the tag line.
- **Calculate ship date button**- Will calculate each line to the projected load date.
- **View order / View Quote button**- Select this button to view a draft of your submitted or unsubmitted order. Please review your order with the official order acknowledge that you will receive from VT.
- **Delete**

The online order number and your PO are in the upper left-hand corner.

**This page will auto save after you add or change your purchase order, date, or notes.

Navigating the Details Tab in the Orders Screen

On the orders page you can see all your line on the order before and after you submit an order

- **Line**- this line sequence in the order you entered the order
- **Tag**- for any notes for your use i.e. customer names or project names
- **Qty**
- **Product**- Product line i.e. Countertop, Accessory, Centerpointe

- **Description-** short description of the line
- **Ship Date-** Estimated ship date
- **Ship To** – Where the order is shipping.
- **Unit price**

Using the ellipsis on the line or the Action button

- **Delete**
- **Copy**
- **Comments** – used for a specific note regarding that line. Using this will stop your order for Customer Service to look at.
- **Change**
- **Delivery**

You use the spaces to filter out your lines, to clear the filter click the Clear Filters button.

If needing to delete lines or multiple lines at a time select the line with the check box, select the blue action button and select delete.

Tips for view order on the Detail tab:

Click the blue arrow on the left-hand side, to show the long descriptions of each line

To filter by column- Click on the list name above each column

After you click calculate ship date on the header you can see your estimated ship by each line item

Printer friendly version

To be able to view an order in print format, select the Header tab, on the top, select the three dots to the right of the submit button and select View order. This will open another window with a printable form of your order. Please note if the order is unsubmitted the top of the page will state *Draft Unsubmitted*, if the order has been submitted the top of the page will state *Submitted Order*.

Navigating the Laminate Availability Screen

On this page, you can look up current stock levels and availability.

Proceed to fill out the following fields:

- Color
- Grade
- Facility- will default

If the laminate is available, it will display

- Description- Color Name
- Grade
- Style (if applicable)

- Quantity on hand
- Stock type
- Color Price group

The information contained in the web page is provided solely for *informational purposes*. Contact your Customer Service Representative for additional information at 888.287.8356.

Things to Remember

1. Your PO is automatically saved. Watch carefully!
2. You can click [Calculate ATP](#) (click 3 dots on the top right) to check line dates. If you want to date them out, you can select a 'desired ship date' in the Header tab, then Calculate ATP to see when the next available load would be. Please watch your email for the actual confirmations, as we may possibly still move dates.
3. [Tag vs Comment](#). Tag is for customer use. You can put information you need, just as job names. Comment is for us. You can add a note here to notify Customer Service of questions pertaining to order. Adding a comment will stop the order at 'Pending Review.'
4. [Reproduce vs New button](#). Use the New button to start a new empty line. Use Reproduce if you want to copy the line that you have just keyed. Everything will be the same, length, quantity, backer, EVERYTHING.
5. [View order](#). This allows you to print the order or make a PDF to email. Please watch your email for acknowledgements for the most updated version of your order.
6. [Shipping instructions](#) – Adding shipping instructions does not stop the order at pending review. If you have special shipping instructions (such as "skid separate" or "hold for minimums" use the comment option.
7. Feel free to call Customer Service during business hours with any questions at 888.287.8356!