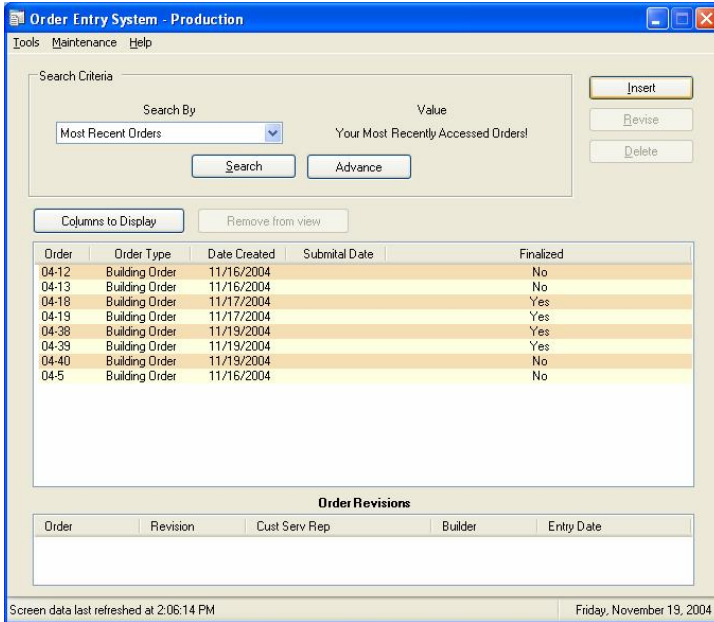
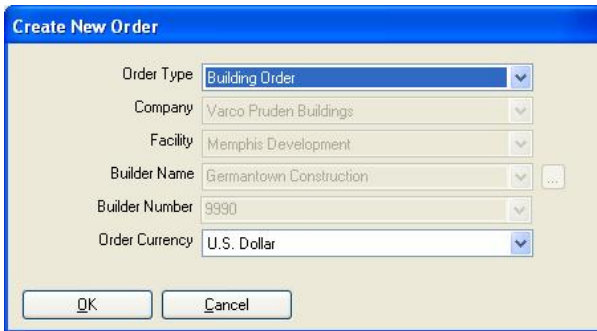


Requesting Assistance – Transferring a File

How-To Intent: These instructions will show you how to transfer a file (VPCCommand or other) to the web to receive assistance from VP personnel. You may wish to transfer files for help on unpriced items, input assistance, or similar reasons. Always contact your VP Service Center support team after file has been transferred.



1. Click on **Insert**



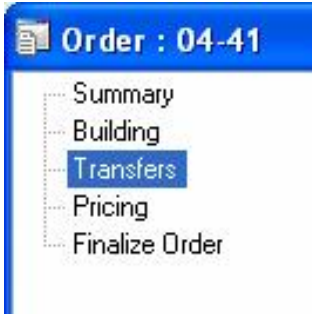
2. Choose **Order Type** and revise information if necessary. Note that your only options will be **“Building Order”** and in the future, **“Components.”** Building Order represents ANY Order Type reason including: PDM Assistance, Interactive Frame, and to actually Order a building.

3. Click **OK**

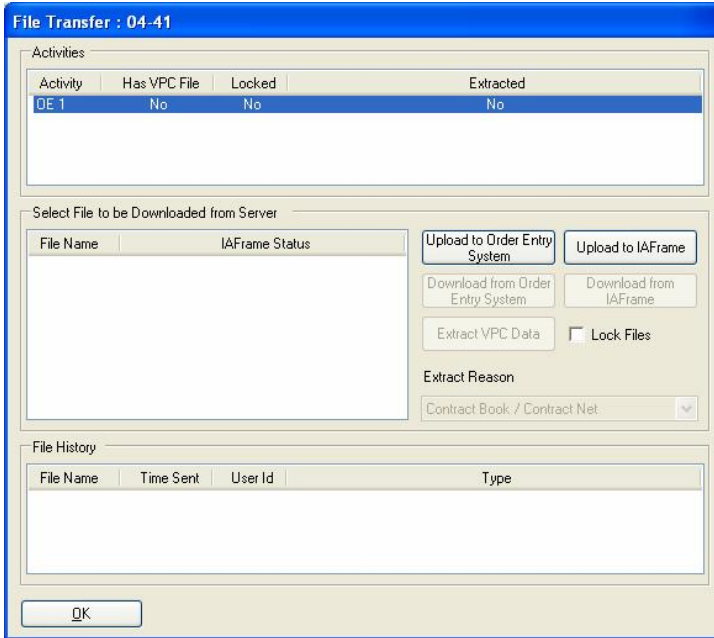


4. An **Order Number Information** window will appear for verification. This number will be used for a Reference / Job Number.

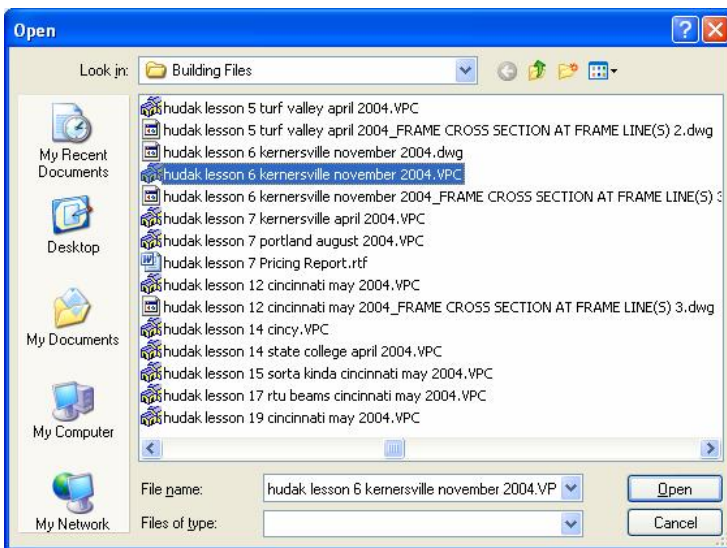
5. Click on **OK**. A “Tree” will be displayed.



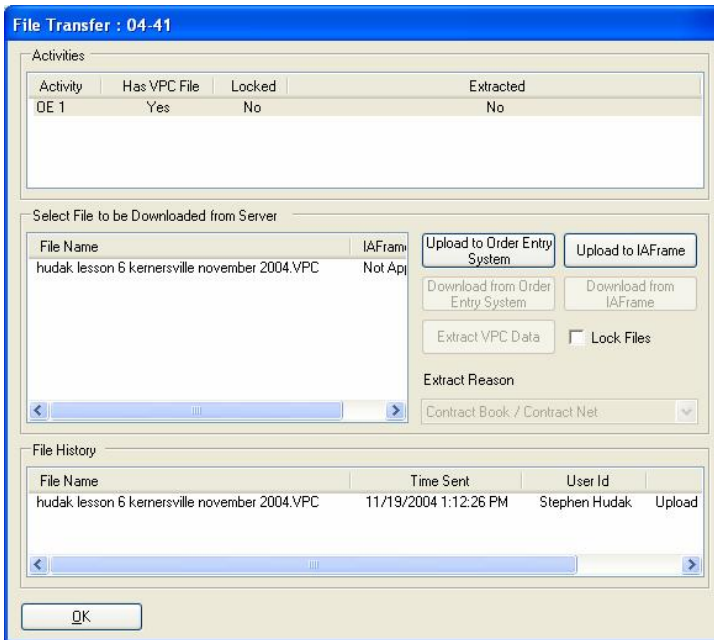
6. To begin the file transfer process, *double-click* on *Transfers*.



- 7. At the *Activities* field, Select **OE 1** to proceed to selecting the desired file for transfer.
- 8. Click on the **Upload to Order Entry System** button



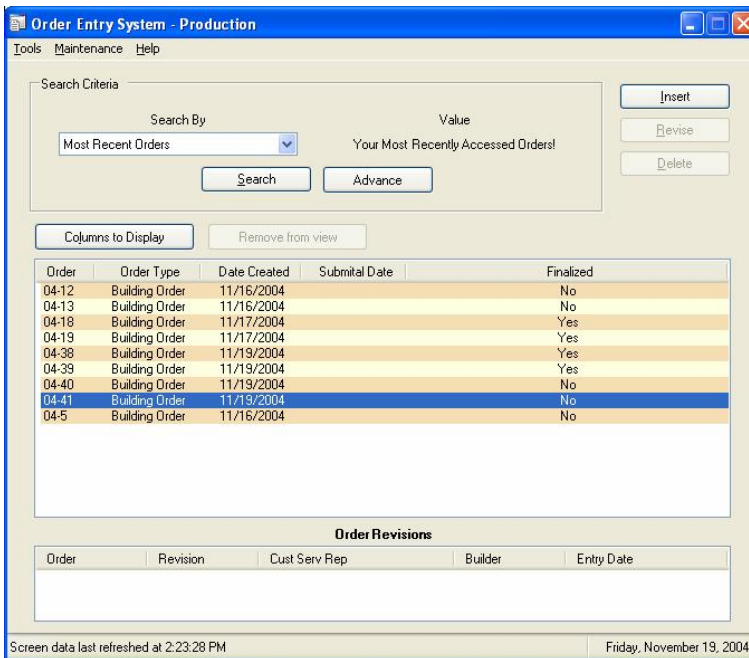
- 9. *Double-click* the file you wish to send from the *Building Files* folder. This will return you to the *File Transfer* window listing the file you selected.



- Note: You may only send one VP Command file at a time per Reference / Job Number, but you may add additional file types (MS Word documents, drawing files, Excel, etc.) with this same number. To do this repeat steps 7 through 9 for each desired file. Click on **OK** to close this window.
- The File History section will now list the file indicating that it has been uploaded to the VP server. Click on **OK** to close the window.



- Click the **"X"** at the upper right-hand corner to close the *Order Number* window.



- From the Menu, Click on **Tools / Exit** or Click on the **"X"** at the upper right-hand corner to close the *Order System* window.