

Virtual Warehouse FAQs



CMS Virtual Warehouse FAQs

FAQ Manual v. 1.0

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The Ohio Department of Transportation (ODOT)

1980 W. BROAD ST., COLUMBUS, OHIO, USA 43223

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Contact Information

If you need to contact ODOT for technical issues, please contact the ODOT help desk:

<mailto:helpdesk@dot.state.oh.us?subject=Virtual> Warehouse Issue (614) 466-4978

If you need to contact ODOT for business-related issues with Virtual Warehouse, select the correct contact from this table:

Material	Contact	Phone Number	Type of Questions
Concrete	Klaire Mason	(614) 275-1324	Prestress, Precast, & Concrete Pipe General Questions
Asphalt	Jim Jenkins	(614) 275-1380	Hot Applied Joint Sealer Plastic Pipe
Chemical	Randy Davis	(614) 275-1389	Paint & Glass Beads Grass Seed
Structural Steel	Jeff Chandler	(614) 466-4082	Steel Bridge Members Traffic Items
	Mark Winkfield	(614) 275-1319	Nuts, Bolts, Washers, & Reinforcing Steel
Basic Use of VW	Abdul Qayum	614-275-1353	General issues

Terminology

The terminology used in reference to Virtual Warehouse and in these FAQs are included here.

Term	Explanation	Definition
APPR	Approved	Material is approved for shipment
BC	Bituminous Concrete	Section of OMM
CH	Chemical	Section of OMM
CMS	Construction Management System	Computer system used by ODOT for construction administration including materials acceptance
IE	Microsoft Internet Explorer	Internet software for interfacing with VW
LPA	Local Project Assistance	Local projects that require ODOT approved material
MABC	Material Accepted by Certificate	Material is approved for shipment
MM	Structural Steel/Misc Materials	Section of OMM
ODOT	Ohio Department of Transportation	
OMM	Office of Materials Management	Office within ODOT that creates Inventory for the VW
PC	Portland Cement and Concrete	Section of OMM
	Project Number	The ODOT project number the materials are a part of
P/S	Producer/Supplier	Name of a Producer and/or Supplier of materials for ODOT
	Reference Number	This is the contractual unit of work setup specific to for each construction item in a project. This number is used in CMS to assure that completed work and materials are accurately documented in CMS and for the Contractor's payment's The contractor should supply the correct Ref number and ODOT project number with the each order.
	Line Item Number	In the AASHTO SITEMANAGER software Line Item Number is the replacement term for Reference Number. The Contractor should supply the correct Line Item Number and ODOT project number with the each order
SID	Sample Identification, also Sample ID	Number given to a sample of material
	SITEMANAGER	New AASHTO developed Computer system ODOT is converting to for construction administration including materials acceptance. A replacement for CMS
TE24	Testing 24, OMM Numbering System	Form Number that is used by external suppliers to ship materials
VW	Virtual Warehouse	The Virtual Warehouse system used exclusively by external producers/suppliers. VW allows you to ship your materials directly to the work site for a project or to other P/S.

How do I apply for a VW login?

I need to be able to supply materials to other producers/suppliers and ODOT projects through a Virtual Warehouse. So I need a user ID and external access to Virtual Warehouse.

Resolution

You must apply for access to VW. You can perform the following steps to access the application:

1. Open the CMS Portal.
2. Click the Virtual Warehouse button in the left column.
3. Press the **Prod/Supp** button. The Virtual Warehouse (TE-24) - External User Application opens.
4. Enter the information for your company and print.

You must print the application and write a letter from your company stating that you agree to conform to the requirements of the program and define the materials you are proposing to supply under the Virtual Warehouse Program. Choose the Contact for the OMM section that is responsible for the materials you want to ship using Virtual Warehouse and mail the letter and application to: **ODOT/OMM, attention <insert correct contact here>, 1600 W. Broad St. Columbus, Ohio, 43223.** You can also fax completed paper applications to (614) 275-1354 or (614) 351-5559.

Questions may be emailed to the person who is responsible for the materials you want to ship using VW:

Material	Contact	Fax	E-mail
Prestress, Precast, & Concrete Pipe	Bryan Struble, P.E. Cement & Concrete Engineer	(614) 351-5559	bryan.struble@dot.state.oh.us
Hot Applied Joint Sealer Plastic Pipe	David Powers, P.E. Bituminous Engineer	(614) 351-2813	david.powers@dot.state.oh.us
Paint & Glass Beads Grass Seed	Maria Kerestly, Chemical Section Head	(614) 275-1354	maria.kerestly@dot.state.oh.us
Steel Bridge Members Traffic Items Nuts, Bolts, Washers, & Reinforcing Steel	Jeff Chandler, P.E. Structural Steel Engineer	(614) 275-1354	jeff.chandler@dot.state.oh.us

OMM reviews the applications and assigns user IDs. The process takes approximately 5 business days. You should receive an email from OMM to the email address provided on the application.

I cannot sign in to Virtual Warehouse.

Resolution

There are several issues that could be occurring. You may have forgotten your password, forgotten your user login, or you may not have a login yet, as an individual or as a company. Select the correct resolution below, based on the error you receive.

Forgot Username or Password

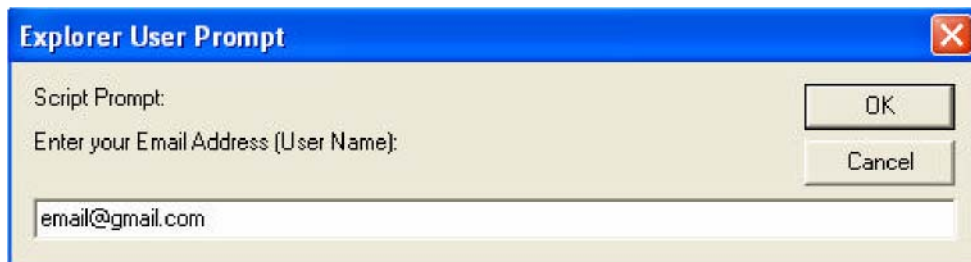
You try to enter your user ID and password in Virtual Warehouse and log into VW, you receive the following error message:

Login failed for this reason:

Invalid Username/Password combination.

Please try again.

You have incorrect login information. You can press the Password button and your current password will be sent to the email address you enter in the pop-up that opens.



When you click OK, you receive a confirmation pop-up message:



Check your email for your current password in VW.

User Not in the VW System

If you do NOT have a valid login in the system, when you follow the Forgot Username or Password steps above and enter your email address in the pop-up window, you receive the following message:



Your site administrator must add you as a user. Instructions for adding users are available in the User's Manual in the Manage Accounts section of the document. Or the following may be true:

Company Not in the VW System

Your company is not entered in the VW system. Have your site administrator click the Prod/Supp button and enter the company information. For additional information on this process, refer to the [How do I apply for a VW login?](#) In this FAQ document.

Other

If you are encountering any other technical issues, contact the Help Desk helpdesk@dot.state.oh.us or (614) 466-4978 to report the problem or try again in a few minutes.

Is VW down?

Is Virtual Warehouse down? It is running very slow or I'm receiving an error.

Resolution

Contact the ODOT help desk at helpdesk@dot.state.oh.us or (614) 466-4978 and report the problem. This may be a local issue with your Internet connection. If it is an ODOT issue, the help desk will contact someone at ODOT about this issue and let you know when it is fixed.

I cannot set up VW on a new PC

I have a new PC and I'm trying to set it up for Virtual Warehouse and cannot get it accomplished. Could this be the settings?

Resolution

No. Virtual Warehouse runs on MS IE 5.5 or newer. If IE is not set up correctly, you will not be able to access VW. The printable TE-24 that must accompany the shipment opens in Adobe. Also, if your company is not set up in VW, you cannot access VW. Refer to [I cannot sign in to Virtual Warehouse](#) topic for additional information on logging into VW issues.

How can I use CMS Virtual Warehouse?

How can I use CMS Virtual Warehouse?

Resolution

There is no formal training on this program. Log into Virtual Warehouse and download the Producer/Supplier User's Manual for information on using VW.

The Producer/Supplier Manual is available under the "Help and Support" on Virtual Warehouse. You must sign in to get to Help and Support

The screenshot shows the CMS Portal interface in Microsoft Internet Explorer. The browser address bar displays <https://wwwtest.odotonline.org/cmsportal/>. The page header includes "CMS PORTAL" and "OHIO DEPARTMENT OF TRANSPORTATION DIVISION OF INFORMATION TECHNOLOGY". The user is logged in as "PS CD: 09712-01" with the name "LANG CONC PROD/PA" and audit "CENLW1".

The main content area is titled "SHIPMENT DESTINATION" and contains a form with the following fields:

Field	Value	Action
PROJECT NUMBER	-	Validate
PURCHASE ORDER NUMBER	-	Validate
PRODUCER / SUPPLIER	-	Validate
LOCAL PROJECT / LPA		(00 / 10 characters)
OTHER		(00 / 10 characters)

Below the form, a message states: "Fill in the Shipment Destination information before proceeding...". At the bottom of the form are "Submit" and "Cancel" buttons. A red text instruction at the bottom of the page reads: "Pressing the Enter key will submit the information entered in the Shipment Details section".

A "Help & Support" dropdown menu is open, showing a list of links:

- Select From List
- Administrator's Manual
- TE-24 Approval Manual
- Producer / Supplier Manual
- Frequently Asked Questions
- VW Producer / Supplier List
- Project Info: 2010
- Project Info: 2009
- Project Info: 2008
- Project Info: 2007
- Project Info: 2006
- Project Info: 2005
- Project Info: 2004
- Project Info: 2003
- Project Info: 2002
- Project Info: 2001
- Project Info: 2000
- Project Info: 1999
- Project Info: 1998
- Project Info: 1997
- Project Info: 1996

How do I delete a shipment?

Resolution

Follow these steps to delete a shipment. For more details instructions on this process, refer to the User's Manual, available in VW.

1. In VW, access the Current Shipments option, the Shipment Listing screen. If the shipment still appears you can delete it.
2. Select the shipment to delete and press Delete Selected.
3. Confirm and the shipment is deleted.

Note: If ODOT has approved the shipment, it cannot be deleted this way.

Shipments that have been approved, made as a transfer, to and LPA or other cannot be deleted after they have been processed by the system.

VW is a controlled inventory

How many lines can I put on a TE24?

What is the maximum number of lines I can put on a shipment (TE-24)?

Resolution

Please put no more than 25 lines on a single shipment (TE-24).

I don't have the reference number to ship to the project

Resolution

When you enter the Sample ID on the **Shipment Destination** screen, the Ref - Item (Spec Yr) lists the reference numbers available from CMS or from the new **SITEMANAGER** for this SID. You can manually enter a reference number as well.

Contact the contractor who placed the order as they know the reference number. ODOT cannot process the shipment without the reference number. Please do not just guess at the number from the list.

Contractor requested the transfer of a shipment (TE-24) to a TE-30.

I have been asked to transfer a shipment (TE-24) to a TE-30 by the contractor.

Resolution

Once materials are shipped with a TE-24 and assigned to a project, only the district field personnel can transfer from one project to another. The contractor must speak to ODOT's OMM personnel.

OMM Contact Information

Material	Contact	Phone Number	Type of Questions
Concrete	Klaire Mason	(614) 275-1324	Prestress, Precast, & Concrete Pipe General Questions
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Chemical	Randy Davis	(614) 275-1389	Paint & Glass Beads Grass Seed
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Why do I receive an error when I enter the project number on the Shipment Destination screen?

When I enter the project number in the Shipment Destination screen, I receive the following errors:



Then when I click **OK**, I receive a second message:



Resolution

Contact the contractor to verify the project number. The project may not be active in the system yet. You can either contact the ODOT Help Desk helpdesk@dot.state.oh.us or (614) 466-4978 or you can wait a couple days and try again.

I shipped inventory to another P/S but the material is not showing up.

I shipped inventory to another P/S but the material is not showing up in their inventory.

Resolution

1. The shipment details must be processed by ODOT and that process is, at minimum, an overnight one.
2. Not all materials can be transferred between suppliers. Suppliers are directly responsible for the quality of the material so a transfer is not always acceptable.
3. If both item 1 and 2 are not issues, contact Abdul Qayum at OMM (614) 275-1353.

The submit button does not work after I complete my TE-24

I have entered all the data on my TE-24 but when I hit the SUBMIT button, nothing happens?

Resolution

The printable TE-24 opens up in Adobe. WAIT FOR YOUR ADOBE TO COMPLETE AND CREATE THE TE24.

Do not keep pressing SUBMIT, that will create multiple shipments.

Click on Current Shipments....the TE-24 should be listed there. Try to select and print from that location. If Adobe still does not open, then try to download Adobe from their website.

<http://www.adobe.com/>

Material code is incorrect in the Sample ID.

The material code is incorrect on the Sample ID in VW.

Resolution

Contact the OMM person or section who authorized the Sample ID. It might just be a typo. Have the paperwork you submitted with the sample on hand to verify the material type.

- If you have not shipped this material yet, they can void this Sample ID and create a corrected one.
- If you have shipped some of this material:
 - a. delete the shipments,
 - b. contact your customer(s) and/or the P/S you shipped the material to about this issue,
 - c. contact OMM as indicated above, and
 - d. wait for the corrected Sample ID to redo the shipments.

I don't have enough material in my inventory to make my project shipment

I don't have enough material listed in my inventory to ship to a project. How do I correct this?

Resolution

Try the resolutions listed here before contacting OMM as they will ask if you have tried these resolutions first:

- Check your company's physical inventory against the quantity displayed.
- Send another batch sample to be tested and approved.
- Order more inventory from another producer (if a transfer is allowable).
- Review your shipments for any duplication.

Inventory is not just an add on. It is approved material being inventory controlled. If you don't have enough material in your system inventory how would you have tested material in the yard to ship?

Inventory I sent another P/S should not be in their inventory.

I shipped material to another P/S but they never picked up the order and the material is showing up in their inventory. How can I correct this?

Resolution

You should have the receiving company create a shipment, returning it to you. ODOT generates overnight and the quantity will be returned to your inventory.

What is a project number?

What is a project number?

Resolution

The project number is the ODOT designation for a construction job. Typically this is a 2-digit year followed by the sequence number, from 1 to 999. Emergency jobs are assigned 1000 numbers.

For example : Project 147 of 2002 would read 02 0147.

Emergency Project 8000 of 2004 would read 04 8000.

What is a non-state shipment?

What is a non-state shipment?

Resolution

A non-state shipment is any shipment not involved, in any way, with ODOT. It could be a county project. It could be a city project. The shipment documentation needs to be made because you are using it to deduct and control the amount in your inventory because once you actually ship the material.

What is a P/S number?

What is a P/S number? (Producer/Supplier Number)

Resolution

This is a specific number given to each and every company by ODOT for use in CMS.

Why do I need to use VW?

Why I need to use Virtual Warehouse?

Resolution

ODOT construction acceptance procedures use VW to identify certified suppliers and certified/approved materials. For certified materials there is no option.

For non certified materials it means materials have not been tested and accepted therefore they can't be used. Could they be field sampled? In theory yes but that means no payment for the materials till they are approved. That means your contractor can't work until they are. As the responsibility of the contractor is to only supply approved materials all those delay costs and possible not approval costs are the contractor's to absorb. Which supplier would you go to?

Effectively the VW/TE-24 system expedites the time and paperwork involved at the project level for both state and contractor. Contractors know that delivery of TE24 materials means a short visual inspection and use. It eliminates the risk.

By choosing to participate in this system, your company agrees to supply TE-24 paperwork with each shipment.

A User's Manual is available for information on using VW. To access the User's Manual:

1. Open the VW website in IE.
2. Log into VW.
3. In the left frame is a Support Documents menu. Select User's Manual from this menu.
4. The VW User Manual opens in the right frame. You can save this manual to your local machine, read the relevant section, or print all or part of the manual as you need.

I want to clean up my VW inventory list.

I want to clean up the VW system to match my company's physical inventory.

Resolution

You should create a shipment to 'Other' for the quantity remaining on the Sample ID. ODOT processes the request overnight. The TE24 number and the Sample ID are then removed from the inventory screen.

What is a reference number?

What is a reference number?

Resolution

This is the contractual unit of work setup specific to each project. The contractor should supply the Reference number and ODOT project number with the order.

Why do I need the reference number?

Why do I need to have the correct reference number?

Resolution

ODOT's ability to change or correct a reference number on a TE-24 is limited. Please obtain the correct reference number from the contractor. The project must assign the material correctly in order to pay the contractor.