

TOPS CONSULTANT TROUBLESHOOTING GUIDE



OKLAHOMA
Transportation



USER GUIDES PURPOSE

This guide supports consultants in resolving common TOPS issues by outlining problems, identifying likely causes, and providing step-by-step solutions.

RELATED INFORMATION

- [District Contract Administrator](#) – Help with accounts, permissions, or technical issues.
- [TOP Consultant User Guide](#) – Complete reference of all TOPS features, processes, and detailed instructions.
- [TOP Consultant Quick Step Guide](#) – Streamlined reference of the key steps used to complete a process.
- [TOP Consultant Frequently Asked Questions](#) – Reference of common questions with clear, straightforward answers.

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Accessing TOPS

Problem: I don't know how to access the TOPS log in.

Cause: The Link is on a business center ODOT website.

Solution: Look at the Engineering and Software section of the business center.

View Solicitations (Read only)

Problem: I cannot submit any data using these options.

Cause: The Link is read only access.

Solution: Log in to submit data.

Creating a User ID

Problem: I created a **User ID**, but I don't have the password yet.

Cause: The developer has not approve your new **Create A New Userid** request yet.

Solution: Contact the developer to approve your User ID.

Resetting or Changing Passwords

Problem: I cannot log in because I don't know my password.

Cause: I Forgot my password.

Solution: Click on the Forgot my password button.

First Time Set up

Problem: I do not know how to create my own organization.

Cause: I cannot find the steps to create my own organization.

Solution: Entering an organization name that has never been entered yet is how you create your own organization.

Adding and Authorizing a User

Problem: I cannot authorize a user to work in my organization.

Cause: I cannot find the steps to authorize a user for my organization.

Solution: Go to the Edit Authorized Users button and select the organization that the user needs to be authorized for.

Managing User Permissions

Problem: I cannot see the option to submit an invoice.

Cause: The Primary Organization Profile Manager has not authorized the user yet.

Solution: Go to the Edit Authorized users page and enable Invoice User to "Yes".

Changing the Organization Primary Organization Profile Manager

Problem: I cannot find a new Primary Organization Profile Manager to enable the permissions for users.

Cause: The current Primary Organization Profile Manager of the organization is not with organization.

Solution: Change the Primary Organization Profile Manager by contacting the [District Contract Administrator](#).

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Solicitation Home Page Layout

Problem: I cannot find my invoices created.

Cause: The solicitation packets are unable to be seen.

Solution: Navigate to the Solicitation Home Page and click on View Contract Solicitations.

View Solicitation with Contract Info

Problem: There are no EC details in my solicitation.

Cause: I do not know what EC details match my solicitation.

Solution: Click the View EC Details Button.

View Contract Requirements

Problem: There are no contract requirements.

Cause: I cannot find the contract requirements.

Solution: Click the View Contract Requirements page.

Understanding EC ID/Contract IDs

Problem: I cannot follow my response packet I submitted.

Cause: EC ID/Contract ID help users identify and reference the correct project throughout the submission process.

Solution: View the EC ID/Contract ID as they appear in various sections in the solicitation list and submission confirmation screens.

View Contract Solicitations

Problem: I do not have enough information to prepare my responses.

Cause: The information is not present by default to the consultant.

Solution: Click the View Contract Solicitations link on the home page.

Manage My Solicitation Response Record

Problem: I have the wrong information on my solicitation response record.

Cause: I want to manage my solicitation response record after I submitted it.

Solution: Click the Edit my Solicitation Response Record.

Problem: The contract number is missing from my solicitation.

Cause: I do not know which Contract Number goes with my Solicitation.

Solution: View the TOPS Contract ID in the Solicitation.

Problem: The solicitation is missing a Response Packet

Cause: I did not add a Response Packet.

Solution: Select the List All Solicitations page to view all open and active solicitations.

Express Upload

Problem: I have to re-enter all my information again even though it's already in the system.

Cause: There is no quick way to create a solicitation.

Solution: Click on the Express Upload link in the home page which provides a faster way to upload your response files.

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Tracking Solicitation Status

Problem: After my solicitation is submitted, I want to see it tracked.

Cause: I cannot see my solicitation being tracked.

Solution: Click on the My Uploaded Letters of Interest on the home page.

Authorizing a User for Solicitation Debrief Requests

Problem: I am not seeing the link to create a solicitation debrief request on my home page.

Cause: Only the Primary Organization Profile Manager of the organization can authorize a user to create debrief requests.

Solution: Contact the Primary Organization Profile Manager for the organization.

Submitting a Solicitation Debrief Request

Problem: Why would I need a Solicitation Debrief Request?

Cause: Since the state can only pick one consultant organization to do the work for a specific job, not every consultant that applies for the job will be accepted. The debrief request is a meeting that can explain some of the reasoning as to why the consultant was declined.

Solution: Submit a Debrief Request.

Verify Organization Invoice Access

Problem: The **Invoices Enabled** option does not appear.

Cause: Invoice functionality is not enabled for your organization.

Solution: Go to **My Organization Info** and confirm **Invoices Enabled**. If set to **N**, contact your [District Contract Administrator](#).

Problem: I see the **Invoices Enabled** option, but not the **Create/Edit Invoices** feature.

Cause: Your user account is not authorized for invoice entry.

Solution: Ask the organization's administrator to grant authorization in **My Organization Info**.

Authorizing Users for Invoice Access

Problem: User can log in but does not see the **Invoices** menu.

Cause: The organization's invoice functionality is not enabled.

Solution: In **My Organization Info**, confirm **Invoices Enabled** = **Y**. If not, contact your [District Contract Administrator](#).

Problem: User sees the **Invoices** menu but cannot create invoices.

Cause: The user's **Invoice Entry** flag is set to **N**.

Solution: Edit the user in **My Organization Info**, set **Invoice Entry** = **Y**, then click **Apply Changes**.

Problem: Accidentally authorized the wrong user for invoice entry.

Cause: Incorrect user was set to **Invoice Entry** = **Y**.

Solution: Edit the user's record in **My Organization Info** and reset **Invoice Entry** = **N**.

Adding or Updating Your Organization Logo

Problem: The logo looks stretched or blurry.

Cause: Incorrect dimensions.

Solution: Re-upload using height = 100 and width = 250.

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Problem: Invoice will not be processed.

Cause: No logo is uploaded.

Solution: Upload a logo in **My Organization Info** or contact [District Contract Administrator](#) if your organization does not have one.

Problem: The logo does not appear on the **Invoice Processing** page.

Cause: The logo is inactive or in an unsupported format.

Solution: In **My Organization Info**, confirm **Image Status = Active** and the file is JPG or PNG.

Problem: The wrong logo was uploaded.

Cause: Incorrect file selected.

Solution: Edit the record in **My Organization Info**, upload the correct file, and apply changes.

Invoice Menu Page Overview

Problem: I don't see the **Invoice Navigation** menu.

Cause: Invoice functionality is not enabled.

Solution: Confirm **Invoices Enabled = Y** in **My Organization Info** or contact [District Contract Administrator](#).

Problem: My logo is missing from the **Invoice Processing** page.

Cause: No logo uploaded or **Image Status = Inactive**.

Solution: Upload a logo in **My Organization Info** and set it too **Active**.

Problem: An invoice is listed but missing details.

Cause: The invoice was created but not fully completed.

Solution: Open it using the **Details icon** and finish the required fields.

Problem: Filters are not showing the expected invoice.

Cause: Wrong filter or search criteria.

Solution: Clear filters or search by **Invoice ID**.

List of Invoices for Entry Page Overview

Problem: An expected invoice is not listed.

Cause: It was submitted and moved out of Entry phase.

Solution: Check the **Invoice Processing** page for its updated status.

Problem: Invoice shows a **X** Red X in **PO Balance OK**.

Cause: Insufficient funds in the PO line.

Solution: Contact your [District Contract Administrator](#) for a funding adjustment.

Problem: Invoice returned to Entry with no explanation.

Cause: Missing or incomplete comments.

Solution: Review the **Return To Entry Comment** field; if blank, contact your [District Contract Administrator](#).

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Create an Invoice Header

Problem: Error “ORA-00001: unique constraint.”

Cause: Duplicate Invoice ID.

Solution: Enter a different Invoice ID.

Problem: Can’t save invoice header.

Cause: Required fields are missing (e.g., Contract ID, Invoice ID, Service Dates).

Solution: Complete all required fields and save again.

Problem: Invoice Amt entered for Hourly Rate invoice blocks detail lines.

Cause: Amount not set to 0.

Solution: Set Invoice Amt to 0, then enter detail charges.

Problem: Milestone Event options are missing. (The 30/60/90 milestones apply only to contracts with a Plan, Submittal, and Estimates (PS&E) component.)

Cause: Contract type does not require milestones.

Solution: Continue without selecting a milestone.

Create Invoice Detail Lines

Problem: Dropdown fields are blank.

Cause: Fields were skipped or entered out of order.

Solution: Re-enter fields from top to bottom.

Problem: Red **X** in DB Error.

Cause: An error has been detected; invoicing is unavailable until corrected.

Solution: Contact your District Contract. For non-District contracts or task orders, reach out to Inger Peters (IPeters@odot.org, 405-301-7228). Be sure to include your contract ID/Task Order Number.

Problem: Unable to add Personnel, Travel, or Misc. Costs to Hourly line.

Cause: Invoice Line Amount was not set to 0.

Solution: Set the line to 0 and re-save.

Problem: Totals in the grid do not match the invoice header.

Cause: Detail lines don’t equal the header amount.

Solution: Adjust line amounts until totals match.

Create Hourly Personnel Cost Records

Problem: Personnel Cost Records section does not appear.

Cause: The Invoice Line Amount was not set to 0.

Solution: Edit the detail line, set the amount to 0, and re-save.

Problem: Wrong staff category selected.

Cause: User error in Personnel Category field.

Solution: Edit the record, re-select the correct category, and save.

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Problem: Hourly Rate field is blank.

Cause: Personnel Category not selected, or rates not loaded for that category.

Solution: Re-select the category or contact [District Contract Administrator](#) if rates are missing.

Problem: Total Cost does not calculate.

Cause: Total Hours not entered.

Solution: Enter hours worked; system will calculate automatically.

Create Hourly Travel Cost Records

Problem: Mileage Rate field won't accept entry.

Cause: No rate selected, or travel dates don't match a listed period.

Solution: Confirm dates align with one of the ODOT mileage rate periods.

Problem: Total Travel Cost is blank.

Cause: One or more cost fields are missing.

Solution: Enter mileage, per diem, lodging, or incidental costs as applicable; totals will auto-calculate.

Problem: Unable to save travel record.

Cause: Required fields (dates, mileage, or rate) are incomplete.

Solution: Complete all required fields before saving.

Problem: Travel costs don't appear in Invoice Line totals.

Cause: Invoice Line Amount not set to 0.

Solution: Edit the detail line, set Invoice Line Amount to 0, then re-enter travel costs.

Create Hourly Miscellaneous Cost Records

Problem: HR Misc Costs section does not appear.

Cause: The invoice line is Lump Sum or Unit Rate.

Solution: Only Hourly Rate lines allow Miscellaneous Costs.

Problem: Unable to save Miscellaneous Cost record.

Cause: Required fields (Total Misc Cost or Comments) are missing.

Solution: Complete all required fields and try again.

Problem: Costs entered but not included in invoice total.

Cause: Invoice Line Amount not set to 0.

Solution: Edit the detail line and set Invoice Line Amount to 0 before entering Personnel, Travel, or Miscellaneous costs.

Problem: Entered amount rejected by system.

Cause: Wrong format (e.g., missing decimal).

Solution: Enter costs in 999.99 format.

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Attach Invoices Supporting Documentation

Problem: Unable to upload file.

Cause: Filename contains a comma or unsupported format.

Solution: Remove commas and ensure files are in PDF, JPG, or PNG format.

Problem: Attachment saved without appearing in the list.

Cause: File was not fully uploaded.

Solution: Re-upload and confirm it displayed in the list.

Problem: Cannot edit an attachment after submission.

Cause: Invoices become locked once submitted.

Solution: Create a new invoice with corrected attachments.

Problem: Invoice rejected due to missing documentation.

Cause: Required attachments not included.

Solution: Review invoice requirements, attach missing files, and resubmit.

Submitting an Invoice to ODOT

Problem: **Submit for Processing** button is missing.

Cause: Invoice Amt is \$0.00 or doesn't match detail line totals.

Solution: Update Invoice Line Amounts and Invoice Amt field to match.

Problem: Red **X** in DB Error.

Cause: An error has been detected; invoicing is unavailable until corrected.

Solution: Contact your District Contract. For non-District contracts or task orders, reach out to Inger Peters (IPeters@odot.org, 405-301-7228). Be sure to include your contract ID/Task Order Number.

Problem: Totals don't match even after updating.

Cause: Hourly detail line not updated with Personnel/Travel/Misc totals.

Solution: Recalculate the detail line total and re-enter in Invoice Line Amount.

Problem: Attachments missing when trying to submit.

Cause: Required supporting documentation not uploaded.

Solution: Add attachments to the Invoice Attachments section and re-save.

Generating an Invoice Document

Problem: The **Generate Invoice Document** option is missing before submission.

Cause: Invoice Amt does not match detail lines, or required attachments are missing.

Solution: Correct amounts, add attachments, then re-save.

Problem: Generated documents do not show updated information.

Cause: Changes were made after generating.

Solution: Regenerate a new document to reflect updates.

Problem: Cannot open the generated document.

Cause: Browser settings or pop-up blockers may prevent opening.

Solution: Allow pop-ups or choose to download the file directly.

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Problem: Document prints with missing sections.

Cause: Browser PDF viewer issue.

Solution: Save the file locally and print from a PDF application.

Viewing Invoices Status and Details Page Overview

Problem: The invoice does not appear in the **Listing of All Invoices**.

Cause: Invoice may still be in draft (Entry) or tied to a different contract.

Solution: Check **Create and Edit Invoices** for Entry invoices or adjust your filters.

Problem: Invoice shows “Approved” but no payment issued.

Cause: Payment processing is not yet completed.

Solution: Wait for the status update to **Paid**; contact your District Contract Administrator if delayed.

Problem: Fields are blank or missing in the summary.

Cause: The event has not occurred yet or was not recorded.

Solution: Blank = not occurred; dash (–) = occurred but no entry.

Problem: Invoice payment amount is less than expected.

Cause: Part of the invoice was disallowed.

Solution: Review **Amount Disallowed** and **Reason for Disallow** in the detail grid.

Viewing Invoice Payment Status Page Overview

Problem: Invoice does not appear in the **Listing of All Invoices**.

Cause: It may still be in Entry or tied to another contract.

Solution: Check **Create and Edit Invoices** for draft invoices or adjust filters.

Problem: Invoice is **Approved** but no **Date Paid** appears.

Cause: Payment processing is not yet completed.

Solution: Monitor status; contact your District Contract Administrator if payment is delayed.

Problem: **Payment Id** field is blank.

Cause: A payment confirmation number has not been issued.

Solution: Wait for processing; once assigned, it will appear automatically.

Problem: Payment is less than the approved amount.

Cause: A portion of the invoice was disallowed.

Solution: Review **Amount Disallowed** and **Reason for Disallow** in the detail lines.

Problem: Fields show a dash (–) or are blank.

Cause: Blank = event has not occurred; dash (–) = occurred but no entry recorded.

Solution: Confirm status and approvals before contacting support.

Prime Payments to Subconsultants Page Overview

Problem: Payment record shows  “Subconsultant payment not met.”

Cause: Payment exceeded the 15-day requirement.

Solution: Verify payment dates. If needed, contact your [District Contract Administrator](#) Inger Peters for guidance.

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Problem: Subconsultant payment fields are blank.

Cause: The prime has not yet entered the payment date and amount.

Solution: Ensure the prime consultant updates the payment record.

Problem: Prime Payment to Sub Amount differs from Amount Received by Sub.

Cause: Data entry error or partial payment recorded.

Solution: Confirm with the prime consultant and correct the entry if needed.

Problem: Statistics Panel does not reflect recent payments.

Cause: The grid has not been refreshed with the latest entries.

Solution: Recheck after updates are saved or confirm with [District Contract Administrator](#).

Problem: Notify Email Sent Date is blank.

Cause: No automated notification has been issued yet.

Solution: Wait for system processing; the field updates automatically once the notification is sent.

Create a Prime Detail Payment to Subconsultant Verification

Problem: Payment entry does not appear after saving.

Cause: Changes were not saved.

Solution: Confirm you clicked **Apply Changes**. Re-enter if necessary.

Problem: File upload fails.

Cause: File name contains commas or unsupported characters.

Solution: Rename the file and re-upload.

Problem: Subcontractor does not see the payment.

Cause: Record not completed or not saved.

Solution: Verify payment fields were entered and **Apply Changes** clicked.

Problem: Wrong payment amount entered.

Cause: Data entry error.

Solution: Return to the grid, click **Edit**, and correct the entry.

Problem: Attachment description is blank.

Cause: Description not entered during upload.

Solution: Edit the attachment and add a description.

Subconsultants Payment Records Page Overview

Problem: The Subconsultants Payment Records page is not available on the menu.

Cause: You are not set up as a Subcon Payment Entry User.

Solution: Contact your Primary Organization Profile Manager to request access.

Problem: Payment details are blank.

Cause: The prime consultant has not yet entered payment information.

Solution: Follow up with the prime consultant.

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Problem: Notify Email Sent Date is blank.

Cause: The system has not generated a notification yet.

Solution: Confirm that the prime consultant entered payment details.

Problem: Incorrect payment amount or date displayed.

Cause: Entry error or incomplete update.

Solution: Use **Edit** to correct the payment entry.

Problem: Subcontractor did not receive the prompt payment email.

Cause: Email filtered to spam or incorrect email address on file.

Solution: Check spam/junk, then confirm email setup with your Primary Organization Profile Manager.

Create a Subconsultant Detail Payment Verification

Problem: I cannot access the Subconsultant Payment Verification page.

Cause: You are not set up as a Subcon Payment Entry User.

Solution: Contact your Primary Organization Profile Manager to update your user role.

Problem: My payment entry will not be saved.

Cause: The attachment file name contains commas, or required fields are incomplete.

Solution: Remove commas from file names and ensure all fields are filled.

Problem: Attachment upload fails.

Cause: Invalid file format or incorrect file name.

Solution: Confirm file format is accepted and remove special characters from file names.

Problem: The record does not appear after saving.

Cause: The entry was not applied correctly.

Solution: Refresh the page, then search again. If still missing, re-enter the record.

Problem: Payment details displayed are incorrect.

Cause: Entry error or update not applied.

Solution: Use **Edit** to correct the record and re-save.

List My Purchase Orders Page Overview

Problem: A PO I expect to see is missing.

Cause: Filters may be hiding it.

Solution: Remove active filters (click the **X**) or reset filters in the **Actions** menu.

Problem: PO shows Amt Open = 0 but still appears.

Cause: It remains listed even if fully liquidated or closed.

Solution: Check the **Close Amount** and **PO Status** fields to confirm closure.

Problem: Status codes are unclear.

Cause: System uses abbreviations for different fields (PO Status, Ship Status, Line Status).

Solution: Refer to the guide's definitions for each code.

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Detail Hourly Rates Page Overview

Problem: No records display after selecting an EC ID/Contract ID.

Cause: The EC ID/Contract ID has no hourly, travel, or miscellaneous cost records.

Solution: Confirm the correct EC ID/Contract ID and verify invoices exist with hourly line items.

Problem: A cost record is missing from the Detail Hourly Rates page.

Cause: The record has not yet been invoiced or submitted.

Solution: Check the related invoice under **Create and Edit Invoices** for status.

Problem: A rate looks incorrect compared to the contract.

Cause: Hourly rate data is pulled from the approved invoice, not contract setup.

Solution: Verify contract rates under **View Hourly Rates** and confirm invoice entry accuracy.

View Performance Evaluations Page Overview

Problem: Cannot see any evaluations.

Cause: No performance evaluations have been recorded for your organization yet.

Solution: Contact your [District Contract Administrator](#) if you believe evaluations should exist.

Problem: Cannot edit scores or ratings.

Cause: Evaluation records are maintained only by ODOT.

Solution: Use the **comment** feature to add feedback but note that scores cannot be changed.

Problem: Comment does not appear.

Cause: The comment was not saved correctly.

Solution: Ensure you click **Create** after entering the comment. Refresh the page to confirm it is listed.

View Hourly Rate Review Page Overview

Problem: No rates appear after selecting a TOPS No.

Cause: The contract may not have uploaded hourly rates yet.

Solution: Verify the correct EC ID/Contract ID is selected. If rates are still missing, contact [District Contract Administrator](#) for confirmation.

Problem: The rates displayed seem outdated.

Cause: Rates may not have been updated with new effective dates.

Solution: Review the Effective Date column. If it is expired, request an update from [District Contract Administrator](#).

Problem: Hourly Rate Review grid is blank or will not load.

Cause: A system error or incomplete data load.

Solution: Refresh the page. If the issue persists, contact [District Contract Administrator](#).