

# Eggers Online FAQ's

Now that you have begun to use Eggers Online for quoting and/or order entry, this FAQ sheet may come in handy. These are the most popular actions required by users and often result in numerous questions.



## GETTING STARTED | INITIAL ORDER SETUP

**1-The Header Tab** - The only information necessary beneath this tab is your **contact information**. Please enter your name and email at the bottom of the screen. When you are placing an order online, other details such as SHIP TO address will be required after you click **“Place Order.”**

**2 - Pick your Customer Name and enter the Project Name.**

**3 - Comments Tab**

**Quotes** - Completion of these fields are not required. You may use them to input notes that will print on the front page of your copy.

**Orders** - The 2nd box, “Shipping/Freight Instructions” must include the name and 24-hr phone number for the jobsite contact for scheduling the delivery of the doors.

Please **do not** use it for the following:

- Special notes regarding jobsite delivery rules and requirements.
- Hardware machining notes.
- Sorting instructions.
- Special engineering requirements you were unable to enter.

These types of questions must be addressed prior to the submittal of your order. Please contact us if you have any special circumstances.

## ITEM SELECTION | CONFIGURATION OPTIONS

## SELECT OPTIONS | SORTING BY AREA OR FLOOR

- Sorting is entered in two ways depending upon the number of doors you have on the order. Single doors are shown below with you choosing your project-specific sort code.
- Multiple doors are sorted in the 3rd column of the Mark/Ref chart. This chart is accessed via the applink to the right of the Mark/Ref Number field.

## SELECT OPTIONS | TO PREFIT OR NOT TO PREFIT

### Frame Information

Please select a frame manufacturer from the list for default attributes.

Frame Manufacturer\*

Width (in feet)\*

Width (in inches)\*

Length (in feet)\*

Length (in inches)\*

### Prefit Instructions

Enter pre-fit clearances PER DOOR. Also enter nominal door height if there will be a transom.

[Do not use clearances to prefit door](#)

Nominal Door Height (feet)

Nominal Door Height (inches)

Top Edge\*

Hinge Edge\*

Lock/Meeting Edge\*

Undercut

### You have a choice -

**1** - Use the Prefit Instructions to prefit your door by entering the top, hinge and lock/meeting edge clearances along with your undercut.

OR

**2** - Check the checkbox to simply enter your own prefit dimensions.

### Please Note:

The nominal door height is ONLY required when you are entering a door/transom combo.

## SELECT OPTIONS | ADDITIONAL CONFIGURATIONS & OPTIONS

To add lites, blocking, hardware, applied moulding or other special features to your door - you must first check the appropriate checkbox. This striped section is located beneath the BASE tab for single doors and beneath the individual door tab for pairs of doors.

Once the checkbox is selected, an individual tab will appear for you to add that feature.

## SELECT OPTIONS | DOUBLE EGRESS PAIRS

- The Double Egress Bevel is selected beneath Door-1.
- Edge Information | Lock Edge Prep
- The door swings are selected as follows for veneer matching purposes:  
RH / LHR or  
LH / RHR

## FINALIZING QUOTES OR MATCHING QUOTES TO ORDERS | PRICING

We are in the process of perfecting the ability for you to enter your quote number when you are entering orders. This will allow for the quote pricing to pull directly into the order. Until this feature is complete - please contact us with any questions or concerns about pricing. Please **do not** submit orders if you have any question concerning price. Pricing cannot be changed after you place your order.

Your Project Coordinator can always be consulted if you have any questions regarding quote pricing.



### Stile & Rail Doors, Door Frames, Plywood Veneered Components

Two Rivers Division  
One Eggers Drive  
Two Rivers, WI 54241  
Phone: 920.793.1351  
Fax: 920.793.2958

### Flush Doors

Neenah Division  
164 North Lake Street  
Neenah, WI. 54956  
Phone: 920.722.6444  
Fax: 920.722.0357

### Architectural Veneer Faces, Custom Wood Products, Plywood

Kentucky Division  
2125 Lake Jericho Road  
Smithfield, KY 40068  
Phone: 502.845.0154  
Fax: 502.849.0444