



## Setting Up New Users

Now that you are set up with Eggers Online, you will likely want to add users to the system. Eggers believes that only someone in your company can know who should and should not have access to the system. Therefore, only the administrator to your account can add or disable users for your account. This is not something Eggers can do. If you would like to set up a new user and need help, please click [here](#) to access the step-by-step instructions sent upon your initial training.

If you would like additional training provided for your new user, Eggers is here to help. For help or more information, please contact Bridget Diederichs at 920.793.1351 ext. 509 or [bdiederichs@eggersindustries.com](mailto:bdiederichs@eggersindustries.com).

## What's my Lead Time?

Eggers Industries is proud to offer reduced lead times for flush door orders placed using our Eggers Online system. For more detailed information on your expected lead time, please click [here](#).

## We're Listening!

Did you know that every time you add a template under any of our "Hardware Not Found" picks Eggers automatically programs that hardware into Eggers Online so it will be an available pick the next time you need it? We are constantly looking for additional ways to improve our system and would appreciate your feedback.

Please feel free to contact us at any time with thoughts or questions on the system. Contact Bridget Diederichs at 920.793.1351 ext. 509 or [bdiederichs@eggersindustries.com](mailto:bdiederichs@eggersindustries.com)

## Tips and Tricks for using Eggers Online Order Entry

A couple quick reminders to ensure your Eggers Online order is manufactured in as quick and efficient a manner as possible.

- **That change is going to cost me WHAT?** Since Eggers Online orders receive an expedited lead time, any revisions made after the order is submitted will likely entail not only revision charges, but labor and material costs as your product enters manufacturing almost immediately. Proof thoroughly to ensure your order is exactly correct prior to submittal.
- **Where am I going?** In order to ensure Eggers meets all of your shipping requirements, please be sure to enter your shipping contact information on the "Comments" tab. Equally critical is that you ensure, upon hitting "Place Order," that the shipping address, whether going to your facility or the jobsite, is correct. If it is not, select "One Time Ship To" from the drop down, which allows you to edit the shipping information. Please note that information on the "Header" tab is not submitted to Eggers.
- **Where's my Hardware?** Can't find the hardware template you need? First, click on the "other" option at the top of the template dropdown list. This will allow you to view a more comprehensive template list. Still not there? Select "Hardware Not Found" and fill in the manufacturer and template information in the notes field that appears. Do not utilize the Hardware Notes or Engineering Review fields as this may not transmit your full template information accurately to Eggers. For additional help with these matters, please contact Todd Andrus at 920.722.6444 ext. 126.
- **Why doesn't my pricing look right?** All Eggers Online orders will automatically calculate your preferred provider discounting into the cost of your order. However, many recent quotes may have included additional discounting. Prior to submittal, review the pricing on your order. If it seems incorrect, contact Todd Andrus at 920.722.6444 ext. 126 or [tandrus@eggersindustries.com](mailto:tandrus@eggersindustries.com) with your quote and order numbers and he will be happy to help identify the discrepancy.

Please direct any questions regarding Eggers Online to Bridget Diederichs at 920.793.1351 ext. 509 or [bdiederichs@eggersindustries.com](mailto:bdiederichs@eggersindustries.com)