



July's Frequently Asked Question

Q. I am trying to make a pick and it is not there. Why can't I select it?

A. The Eggers Online system is programmed to automatically filter out options that will void a label or certification that has been previously selected. Therefore, if an option would void the fire label, STC rating, or any other certification, the system will not allow you to select it. Some examples:

- Wood beads cannot be selected with 45-minute PBC or agrifiber doors. By changing to a 45-minute mineral core this option will appear.
- Concealed closers are not available with positive pressure category A doors. By selecting category B or neutral pressure, this option will appear.

If you are unsure of what has caused your desired option to be filtered out, feel free to contact Todd Andrus at 920.722.6444 ext. 126 or tandrus@eggersindustries.com for assistance.

FSC-Certified SCL Available on Eggers Online

Doing a lot of your own quoting and order entry? Take a look at Eggers' newest core option: FSC-certified SCL core. FSC-certified SCL is a great alternative to FSC-certified stave core as it presents superior core strength and screw holding, while maintaining a stable core.

Looking for more bright side? FSC-certified SCL will also present you with cost savings over FSC-certified stave core.

Revisions to Eggers Online Orders

Eggers has recently seen a spike in the number of Eggers Online orders that require changes after submittal. Examples of these changes include incomplete finish information (finish sample approvals not beginning with an N or TR), incorrect veneer, hardware, or door sizes.

As you enter your order and questions arise, it is critical to call an Eggers representative to answer those questions and ensure all information is entered correctly prior to submittal. Our staff is eager to help you and, should one of your primary contacts be unavailable, virtually any member of the order detailing staff will be able to assist you with your question.

Due to the reduced lead times offered with our Eggers Online orders, it is critical to note that these changes, whether as a result of an order that was not entered completely or changes that came through after the submittal of the order, will likely have an effect on the lead time or cost of your order.

Charges will not apply to changes generated as a result of Eggers' questions such as lite-lock conflict, but rather strictly changes requested by the customer after the time of submittal.

Eggers Online Primary Contacts

Many of our Eggers Online customers are familiar with Bridget Diederichs, Marketing Communication Specialist, who has served as our primary Eggers Online Contact for nearly the past year. Bridget will be out of the office beginning sometime in mid to late July for approximately 8 weeks. In the interim, please use Todd Andrus, Order Detailer, as your primary Eggers Online contact for Order Entry and your Inside Sales Representative as your primary contact for quoting related questions. Todd Andrus can be reached at 920.722.6444 ext. 126 or tandrus@eggersindustries.com.

Please direct any questions regarding Eggers Online to Bridget Diederichs at 920.793.1351 ext. 509 or bdiederichs@eggersindustries.com