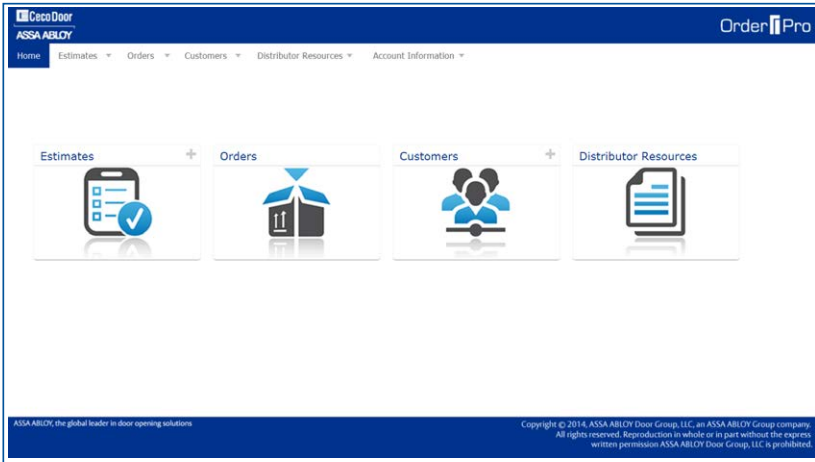


OrderPro Online Quoting and Ordering System

Frequently Asked Questions



General questions about OrderPro can be found below. If you have a question that wasn't answered here, please contact Ceco Door customer service at 1-888-264-7474.

Q. What is OrderPro?

A. OrderPro is a secure online web based quoting and ordering system from Ceco Door that enables you to create quotes and order directly from the factory with reduced leadtimes.

Q. How do I manage my account?

A. You have the ability to maintain your own group of representatives with unique usernames and passwords that you create. You can adjust the authority level for each user, so you decide who can place orders, and who can only work with estimates etc.

Q. Can you create an estimate or a proposal?

A. You can quickly generate multiple versions of an estimate with different features and prices. Allow your end user to choose between options and simply click place order on the option that he chooses. You can also generate custom proposals for quick approval. (Note, OrderPro does not replace Ceco's quoting team, TrackPoint, or your SPC# program. For SPC#s and large quotes with special discounts, please continue to use the Ceco quoting department.)

Q. Can estimate and order history be searched?

A. You can search estimates and orders using numerous search fields such as customer, job Name, po#, last modified, status etc.

Q. Is the order system smart? Will it validate against hardware interference and fire rating restrictions?

A. OrderPro will validate fire labels and other possible conflicts to substantially reduce or eliminate phone calls from customer service letting you know you can't have what you ordered. This also speeds up the whole process, for making what modifications that are needed with the end user.

Q. What types of orders can be placed stock or production?

A. You can order stock and configured production doors, KD or welded 3pc frames, frame elevations and accessories with OrderPro.

Q. Is there a personal list available?

A. You can create a personal list with your favorite configurations, or stock parts so that you can quickly order just by listing quantities and clicking the add button.

Q. What other personalizations are available on OrderPro?

A. You have the ability to add your end users to your own customer list, so you can quickly and easily generate proposals for them, add their ship to address etc. with just the click of a button.

Q. Is CExpress available to use on OrderPro?

A. Yes, OrderPro orders are handled with a priority under CExpress. You can choose from the standard 3, 5 and 10 day leadtimes and receive your order in record time.

Q. What tools and resources are available on the OrderPro site?

A. Quick access to tools and resources such as the Ceco Price Book, Distributor Tech Data, Ceco Infos and more. Sort and organize your po#s by jobs and projects to make review easier.

Frequently Asked Questions

Q. Is there a quick way to enter simple or repeatable openings?

A. Use Configuration Options to populate the majority of the information that you need for an order quickly and easily, leaving only small modifications for the configurator. You can also use Rapid Change to change multiple lines on the order simultaneously with the click of a button.

Q. Can ColorStyle paint or color primer be ordered on OrderPro?

A. Yes. You can order both ColorStyle and color primer on OrderPro by choosing Paint and Packaging Options under the Add Options tab.

Q. Are there products not available on OrderPro?

A. Yes, at this time there are some products that are not available on OrderPro. The below list of restricted products will be reduced in the next phase of OrderPro programming:

Misc Preps and Products

- Special non-standard packaging
- Special monorail outside of the standard 6", 12" and 24" offerings
- Special frame profiles
- Special hinge preps (std. butt, continuous, pivots, anchor hinges or invisible are ok)
- Specialty priced locks and strikes (SXX, PX, MX, DX, PRX, PVX)
- Special purchased glass kits and louvers (GLTX, LTX, Port Holes, Western Reflections kit for embossed doors)
- Madera Doors
- Behavioral Healthcare Patient Access Door
- Transom Panels
- Armorshield Levels 4-8
- RF Shielding
- Water Resistant
- Blast Resistant
- Dutch Doors
- Asphaltic Frame Undercoating
- Lead lined
- STC - ratings of 53, 54, and 56-66
- Stainless Steel
- Water Resistant
- Flood Resistant
- Fire Resistive
- StormPro Communicating Frames

Besides the miscellaneous preps and products listed above be advised that some kits and louvers on CExpress orders may need to ship separately.

For any questions please call Ceco Door Customer Service at 1-888-264-7474.

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