

WalzCraft

Web Order Manager

User Guide

Version 1.6 - January 2026



WalzCraft's Web Order Manager

Introduction

What is a Web Order Manager?

WalzCraft's Web Order Manager is a platform designed to allow customers to access their order and quote information on demand. The platform is communicating directly with WalzCraft's production software and has the most up-to-date information available.

The Web Order Manager will be released in several phases. The first phase will contain the ability to monitor existing quotes and orders, with a limited ability to proceed on quotes online.

In later phases, customers will be able to create new quotes / orders as well as edit existing quotes / orders. Throughout each of these phases, WalzCraft customer support will be available for assistance. In addition, all existing methods of communication

between WalzCraft and its customers will continue to operate in a normal manner. Web Order Manager is a new tool for customers, and it will not disrupt existing forms of communication.

Existing Features:

- View orders / quotes
- View status updates
- View order attachments / paperwork
- Track shipments
- Proceed on existing quotes
- Edit existing quotes
- Submit orders directly
- Get instant pricing

Future Features:

- Make credit card payments
- View invoices & payment history
- Create new quotes

Contents

Introduction	2
Contents	3
User Accounts	4
Create an Account	
Change Password	
Login & Logout	
Orders	11
“My Orders” Tab	
“Order/Quote” Tab	
“Order Lines” Tab	
“Attachments” Tab	
FAQ	26
Frequently Asked Questions	

User Accounts

Create an Account	5
Change Password	6
Login & Logout	7
Alter 2-Step Verification Method	8

User Accounts



Create an Account

Open Registration Form

First, new users will need to access the Web Order Manager home screen. (This page is available at ordermanager.walzcraft.com)

From this screen, users should select "Register here" near the bottom of the form.

Please note: All users must have an existing customer number assigned by WalzCraft before they can use the Web Order Manager.

A screenshot of the registration form. It has two input fields: "Email address" and "Password". The "Password" field has a toggle icon on the right. Below the fields is a blue "Submit" button. At the bottom, it says "New User? [Register here](#)".

Email address	
Password	
Submit	
New User? Register here	

Enter Account Information

At this time, users will need to enter all of the requested information.

If your information doesn't match what WalzCraft has on file, there will likely be delays processing your registration request.

The email address or phone numbers will be used for security authentication in later registration steps, so you will want to have access to that email inbox or phone before proceeding.

When you are satisfied with the information in the form, select "Register" to continue with registration.

A screenshot of the registration form. It has a title "Please enter your details". Below it are two rows of input fields: "Customer Number" and "Company Name" in the first row; "First Name", "Last Name", and "Email address" in the second row. Below these are "Company Role" (a dropdown menu) and "Job Title". At the bottom are "Company Phone", "Mobile Phone", and "Password" (with a toggle icon). A blue "Register" button is at the bottom left.

Please enter your details		
Customer Number	Company Name	
First Name	Last Name	Email address
Company Role	Job Title	
Company Phone	Mobile Phone	Password
Register		

Complete Two-Factor Verification

After the registration form has been submitted, you will be prompted to select a 2-Step Verification method. Depending on which method you select, you will receive a code. When you have received the number, enter it into the field and select "Confirm".

If you do not receive a code within 5 minutes, please contact WalzCraft customer support:

Phone: 1-800-237-1326

Email: customersupport@walzcraft.com

A screenshot of the two-factor verification form. It has a title "Please select your verification method". Below it are three options: "Email", "Phone number (automated voice call)", and "Authenticator app". Each option has a plus icon and a link to "Enable" it. Below the options is a text box that says "An email has been sent to example@email.com. Please check your email and enter your email registration code here." Below this is a label "Email Registration Code" and a text input field containing "353205". A blue "Confirm" button is below the field. At the bottom, a black box with white text says "Your WalzCraft Web Order Manager verification code is: 353205".

Email	+ Enable email verification
Phone number (automated voice call)	+ Enable phone verification
Authenticator app	+ Enable Authenticator App

An email has been sent to example@email.com. Please check your email and enter your email registration code here.

Email Registration Code

[Confirm](#)

Your WalzCraft Web Order Manager verification code is: 353205

Wait for Account Review

Upon completion of the registration form, WalzCraft's team will review the request. Inconsistencies between the form and the customer information WalzCraft has on file will likely prompt a phone call.

When the request has been reviewed and approved, you should receive an email letting you know that your account is fully setup and ready to use with a link inside the email that you can use to log in.



User Accounts

Change Password

Request Reset

In the event you need to reset your password, you will need to call WalzCraft customer support. Due to security concerns, we cannot initiate the password reset process via an email request.

Please contact us at the number below:

Phone: 1-800-237-1326

Local Phone: 1-608-781-6355

Customer Support: 6:00 am - 5:30 pm CT



WalzCraft customer support can send you an email with a link allowing you to set a new password.

A password reset for your account has been requested. If you did not initiate this request, please contact Customer Service.

Click the link below and follow the instructions on the password reset page.

<https://ordermanager.walzcraft.com/ResetPassword/03683-8260-4561-acb4-ac5f72865f9a/0wcLUR1YYCrLH0mv-0Qch-C9!LIHguP7o3jHyD12tHs3i@dP!gmq02DGIpa43cfoxNo2qs>

Update Password

At this point, users will need to enter their new password into both fields.

The original password constraints still apply:

The password must be at least 10 characters long.

Passwords must contain at least 3 of the following:

- Upper case (A-Z)
- Lower case (a-z)
- Number (0-9)
- Special character (e.g. !@#\$%^&*)

Password

Confirm Password

Reset Password

User Accounts

Login & Logout

Logging In

Users will need to first access the Web Order Manager home screen. (This page is available at ordermanager.walzcrafft.com)

From this screen, users should enter their account email and password in the provided fields.

If necessary - users can reveal the password using the eyeball icon to the right of the input field.

When ready, press the submit button to log in.

Please log in to access your orders

Email address

handle@email.com

Password

Password

Submit

Please check your email and enter the verification code you received.

Verification Code

353205

Verify

Upon logging in, users will be required to enter a Two-Factor Authentication code. This code will be sent to your selected 2-step verification method.

This code will be required each time you log into Web Order Manager.

These codes expire after 10 minutes. In the case of an expired code, please reload the login page and attempt a new login.

Logging Out

Once logged in, users can logout and return to the Web Order Manager home screen by selecting "Log out" from the upper right hand corner.

At any time, you can also refer to this corner to view the current user.

The screenshot shows the WalzCraft Web Order Manager interface. At the top, there is a navigation bar with links: Home, My Orders, My Account, Feedback, Contact Us, and Help. Below the navigation bar, there is a section for logging in. It includes fields for Email address (handle@email.com) and Password (Password), with a Submit button. Below this, there is a section for verification. It includes a field for Verification Code (353205) and a Verify button. An orange arrow points from the 'Log out' link in the top right corner of the interface to the text in the 'Logging Out' section.

User Accounts

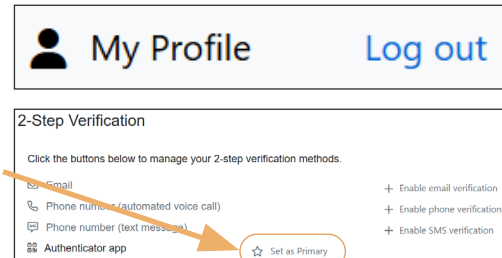


Alter 2-Step Verification Method

Accessing 2-Step Verification Methods

To access the available methods, click on "My Profile" in the upper right-hand corner.

In your User Profile, you will be able to enable your preferred method of 2-step verification. If your preferred method is already enabled, but not set as primary, you can click on the star next to the one you prefer and next time you need verification, it will use that method.



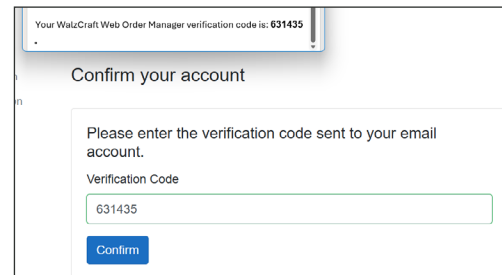
Email

Select "Enable email verification" then click on "Send me a code". An email with a code will then be sent to your email inbox from the WalzCraft Web Order Manager.



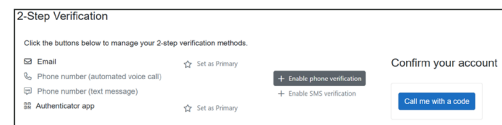
When enabling email for 2-step verification, your company may have spam filters and email rules that may cause the email to either be blocked or sent to your spam folder. In the case that the email is blocked, we advise to use one of the other methods listed.

If the email is successful in getting to your inbox, fill in the field with the code from the email and click "Confirm". Please note if you take more than 5 minutes to submit the code, the verification process will fail. All you have to do is refresh the page and try again.



Phone number (automated voice call)

Select "Enable phone verification" and then click on "Call me with a code". An automated caller will contact you with the code. Fill the Verification Code field with that code then click "Confirm".



User Accounts

Alter 2-Step Verification Method (Continued)

Authenticator app

Keep in mind that every browser is different and may look differently, have different wording, or have the extensions menu in a different location compared to what the images displayed here in this User Guide. Please reference your browser's help guide if you require assistance.

Prior to selecting "Enable Authenticator App" in your "My Profile" screen, click on the extensions icon in your browser. Then click on the link to the Add-Ons Manager (usually found at the bottom of the pop-up).

In your browser's Add-On Manager, type "Authenticator" in the search bar then press enter on your keyboard or click on the magnifier icon next to the search bar.

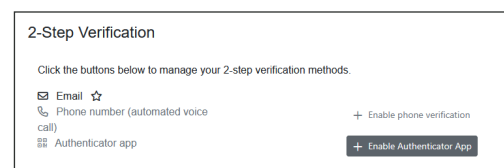
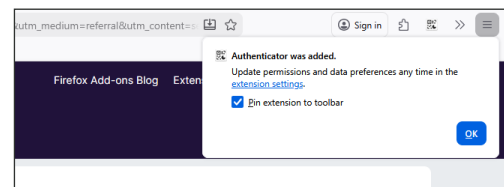
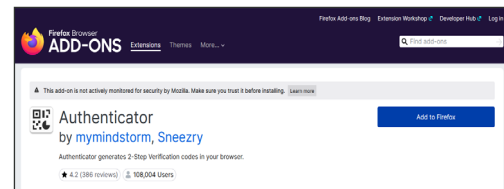
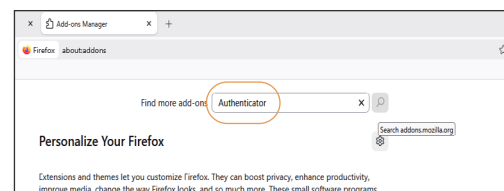
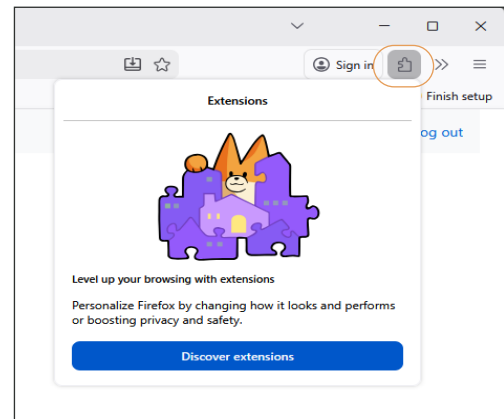
In the search results, find an authenticator that meets your needs and add it to your browser. The one we have been using can be found here:

<https://authenticator.cc>

If you follow that link, you can install it for other browsers.

For ease of access, you can pin the authenticator to the toolbar. Please reference your browser's help guide on how to do this optional step.

After the authenticator has been installed, go back to your profile in Web Order Manager and select "Enable Authenticator App".



User Accounts

Alter 2-Step Verification Method (Continued)

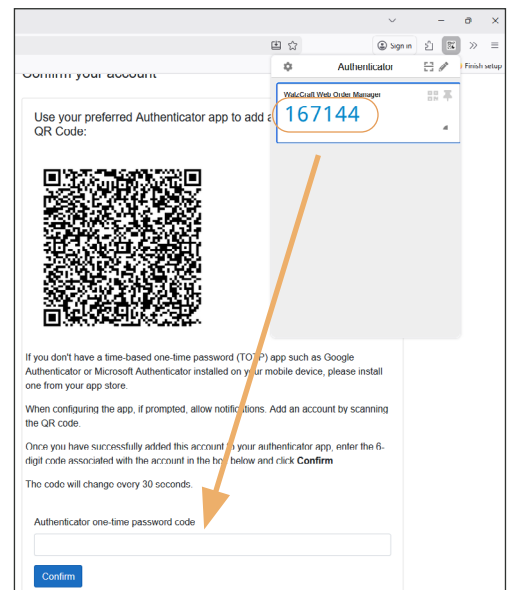
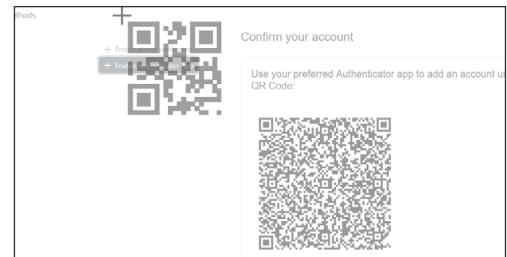
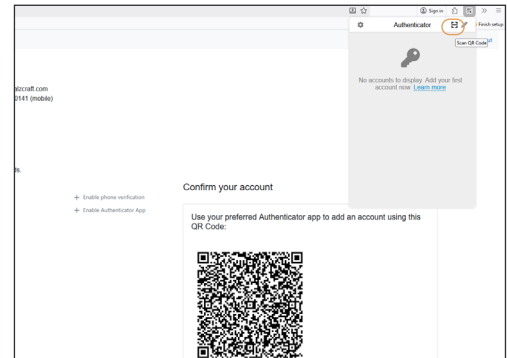
Authenticator app (continued)

After selecting "Enable Authenticator App" a QR Code will display. Most authenticator apps should have a way to allow you scan the QR Code without having to use your phone. For this particular app, there is an icon next to the pencil you would click and that will allow you to scan the QR Code.

Scan the QR code.

If successful, the authenticator app will produce a series of number. You can either copy and paste or simply type that number into the field below the QR Code. Then click "Confirm".

After successful completion, you can set Authenticator app as the primary method of 2-Step Verification.



Orders

<u>"My Orders" Page</u>	<u>12</u>
<u>"Order/Quote" Tab</u>	<u>13</u>
<u>"Order Lines" Tab</u>	<u>15</u>
<u>"Attachments" Tab</u>	<u>25</u>

Orders

“My Orders” Page

Search Field Definitions

Quote / Order #: The WalzCraft assigned quote or order number - typically shown in the format CO#123456

Job Name / PO #: Your designated name for the order. Often referred to as a job name.

Type: The WalzCraft job classification. Options include EX (Expedited Order), SL (Standard Order), and others.

Company Name: Your company name. For most users, this dropdown will not be visible since there is typically only one possible selection.

Status: The current production status - indicating the current level of progression for a given job.

From Order Date: The date window for an order search. If a specific order is missing from your search results, these are the fields that most often need adjustment.

To Order Date:

Search: Loads or refreshes your list of orders based on the filters you have added.

Reset: Resets all search options and clears out the existing list of orders.

Excel Export: Creates an excel spreadsheet based on the orders that are currently present in your search grid. This file will be downloaded locally by your browser.

Quote/Order #: (Quote/Order Number)

Job Name / PO #: (Job Name / PO #)

Type: (Order Type)

Company Name: (Company)

Status: (Order Status)

From Order Date: 12/9/2023

To Order Date: 10/18/2024

Search

Reset

Excel Export

Search Result Limitations

You are only able to interact with the most recent 100 orders in any given search.

To view older orders, you will need to adjust your search filters accordingly. Simply sorting by the date column in the grid may not always be sufficient.

Note

Your search criteria found 523 orders, but search results are limited to 100 orders. Please change your search criteria to see the other orders.

Search Grid Sorting

Each of the columns in the search grid is sortable. A single left-click will sort by that column from lowest to highest (0-9, a-z), a second left-click will reverse the sort order (9-0, z-a), and a third left-click will reset the sorting.

To sort by more than one column, hold your ctrl or cmd key while left-clicking the columns. The example to the right sorts first by status, and then by dates ascending. This would allow you to see your oldest order that has reached the shipped complete status.

Received Date	Ship Date	Status
11/26/2024	12/09/2024	Shipped Complete
11/26/2024	12/05/2024	Shipped Complete
11/26/2024	12/05/2024	Shipped Complete
11/26/2024	12/04/2024	Shipped Complete

Locked Orders

Some Quotes / Orders may have a black, disabled link. This indicates that the detailed view is temporarily unavailable. This is often due to internal processes that are actively modifying the content of the Quote / Order.

This order is currently being configured. Please check later.

1000134 SL - Standard

Orders

"Quote" Tab

General Definitions

Job Name / PO #: Your designated name for the quote or order. Must be unique across Orders and max of 22 characters.

Type: The WalzCraft job classification. Options include EX (Expedited Order), SL (Standard Order), and others.

Customer #: The WalzCraft assigned customer identification number.

Carrier Type: The mode of transportation used in shipping: small package carrier or common carrier (LTL).

Ship Via: The specific carrier used for delivery: can be a small package carrier, common carrier, or hold for pick up.

Quote Specific Definitions

Quote #: The WalzCraft assigned quote number. (For example: Quote # 123456)

Status: This is the current quote status. Includes all possible statuses prior to becoming a firm order.

Estimated Wait Time: This is the estimated number of working (or business days) days required to produce your products based on various production related factors at the time of quoting.

Quote Received: The date the quote was entered into WalzCrafts system - in most cases, the same day it was sent to us.

Order Specific Definitions

Order #: The WalzCraft assigned order number. (For example: Order # 123456)

Status: This is the current order status. Includes all possible statuses up to and including order completion.

Estimated Ship Date: The estimated date of completion for your order. Actual date of completion may vary due to various production related factors.

Order Firm Date: The date the order was firm in WalzCraft's system - in most cases, the same day it enters production.

Ship Date: The date that the order was transferred to our shipping partner or became ready for customer pick up.

Tracking Number: A link to tracking information for an order that has shipped.

Order Lines Definitions

Group Line: This is where the majority of configuration will occur, the choices made here will be represented on all products in the group.

Detail Line: The Detail line represents the configuration of a product. This is where product specific details like height and width are captured.

Feature: Represents different characteristics that can be applied to the group and detail lines (for example, Stile & Rail Profile).

Option: List of choices found in a given feature (for example, SR100).

Orders

"Quote" Tab (Continued)

Add Ship To Address

The status of your order must be **Quote Ready - Sign to Proceed** in order to change or add an address. You will not be able to save the order otherwise.

To modify the Ship To Address, click on the pencil next to "Ship To:".

Click on the "+" symbol.

Fill out the address you would like to add to your list of available addresses then click "Ok".

Whenever you add an address to a quote, that address is only available for use on the currently opened quote. If you need to change your default address, please contact customer support.

Quote: 1000011
Type: SL
Job Name / P.O. #: 867430gav-mcs
Customer #: 199
Carrier Type: Small Package
Status: Quote Ready - Sign to Proceed
Quote Received: 01/09/2026
Estimated Wait Time: 10/03/2025
Ship Via: HOLD FOR PICK UP
Bill To: WCI: INTERNAL SOFTWARE TSTNG ONLY
PO BOX 1748
LA CROSSE, WI 54602-1748
Ship To: WALZCRAFT
2600 HEMSTOCK ST
LA CROSSE, WI 54603-2349

Address

Select address:

+ Add a new address

Address

Select address:

Location Name: Optional

Address 1: Enter Address Line 1

Address 2: Enter Address Line 2

City, State, ZIP: Enter City (State) Enter ZIP

Country: United States

Ok Cancel

Change Ship To Address

In the same screen, you can also change your address by clicking on the down arrow and selecting the address you would like this order to be shipped to.

Address

Select address:

+ WALZCRAFT
2600 HEMSTOCK ST
LA CROSSE WI 54603-2349, Default
WCI: INTERNAL SOFTWARE TSTNG ONLY
* 2600 HEMSTOCK ST
LA CROSSE WI 54603-2349
WCI: INTERNAL SOFTWARE TSTNG ONLY

Change Job Name / P.O.

To change your Job Name / P.O. #, click on the pencil that is above the Quote Status. **Edit Header** will display.

Change the Job Name in the text box, using a max of 22 characters. Click on "OK" when you are done with your edits.

Quote: 1000011
Type: SL
Job Name / P.O. #: 867430gav-mcs
Customer #: 199
Carrier Type: Small Package
Status: Quote Ready - Sign to Proceed
Quote Received: 01/09/2026
Estimated Wait Time: 10/03/2025
Ship Via: HOLD FOR PICK UP
Bill To: WCI: INTERNAL SOFTWARE TSTNG ONLY
PO BOX 1748
LA CROSSE, WI 54602-1748
Ship To: WALZCRAFT
2600 HEMSTOCK ST
LA CROSSE, WI 54603-2349

Edit Header

Job Name / P.O. #: WALTERS KITCHEN

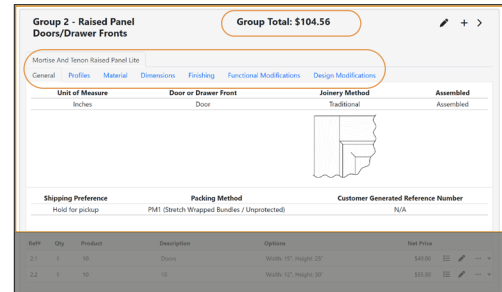
Orders

"Order Lines" Tab

Groups / Grouping Tabs

Similar products can be placed into groups. Each group will have a total product price (Group Total) as well as tabs containing top-level configuration detail.

Only tabs containing relevant details will be visible. In this example, the tab for "03 Dimensions" is not visible in the group because all relevant dimensions are specified at the product level, rather than the grouping level.

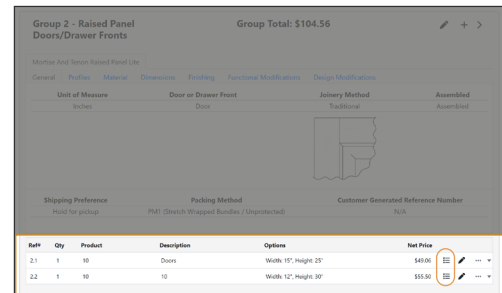


Order Lines

Within each group, you can view specific product order lines. General product information is available at the top level including the product name and overall product dimensions.

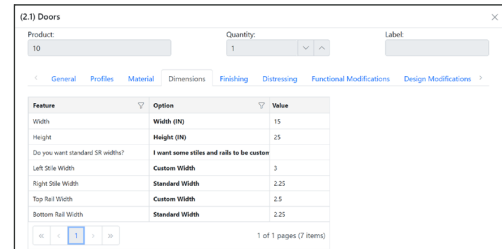
Pricing on these lines includes all applicable price adders (for example adders for finishing, hinge boring, etc), discounts, or up charges

More advanced details are available for each line via clicking the "View all Options" button (circled in this example).



Inside the detail view ("View all Options" button), you can find line-specific information. This detail view inherits all of the top-level "Grouping" selections, but will also include details that are specific to the line which may not be shared by other lines in the group.

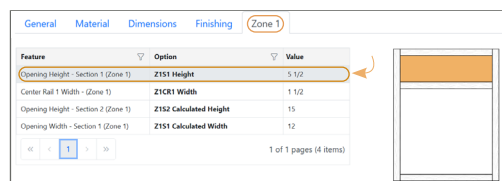
Many features can be specified at the line level, but common features to note in this view are part sizes, accessory options (like hinge boring), and other selections that may be tied to the size of the product.



Face Frame Images

While inspecting the detail view on Face Frame products, it is possible to view images for certain features. If you click on or select a feature row with an available image, it will display in the area to the right of the table.

Currently, all features in a "Zone" tab will have images, and most part size rows ("03 Dimensions" tab) will have images.



Orders

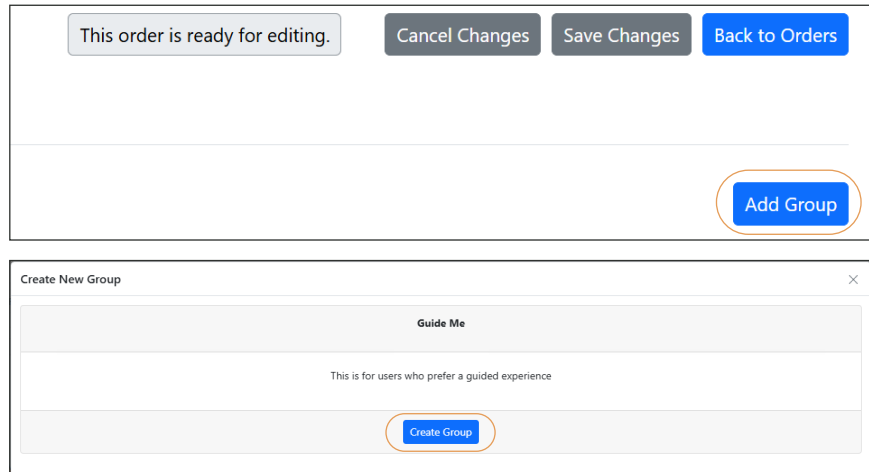
"Order Lines" Tab (Continued)

Adding Group Lines

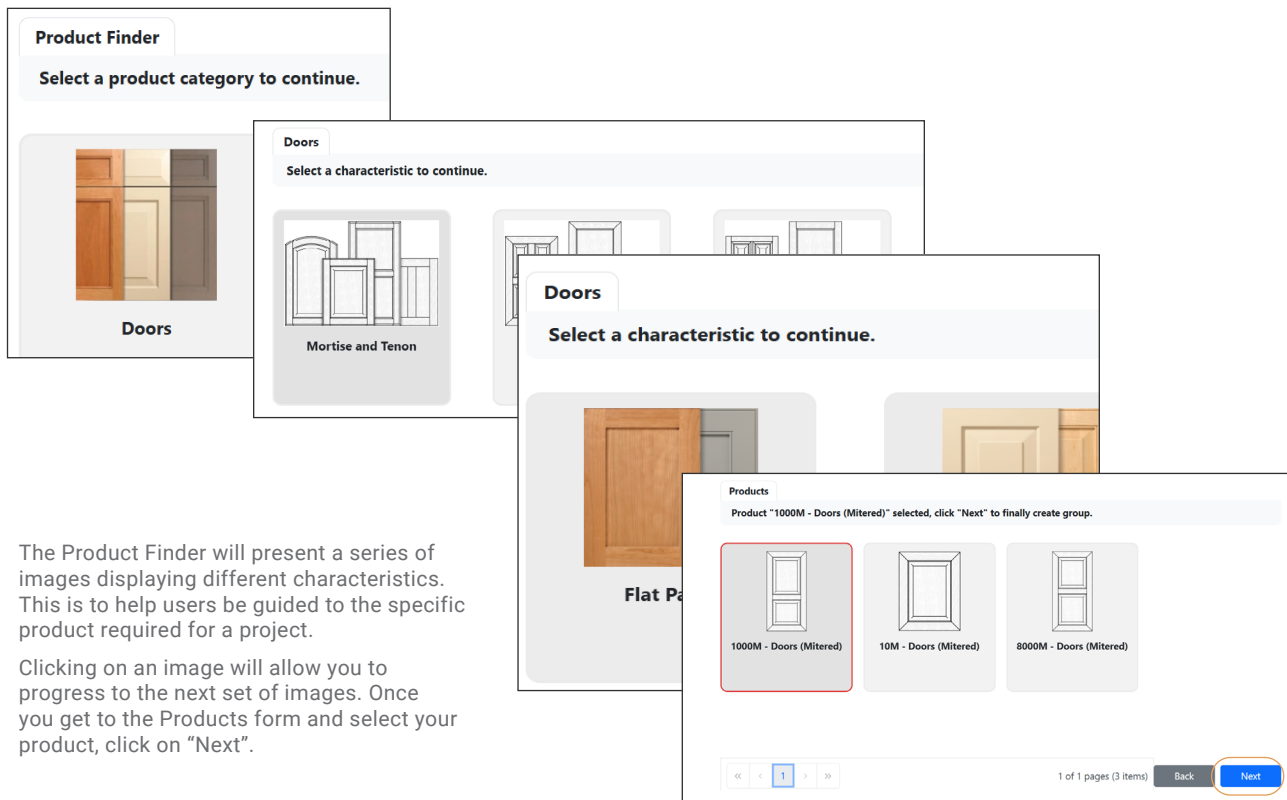
Before you can add a group line, please verify that the message at the top of the order indicates the order is editable. If it does not, contact customer support.

When you are ready to configure an order, start by clicking on "Add Group".

A popup will display and on that popup click "Create Group".



Adding Group Lines - Product Finder



The Product Finder will present a series of images displaying different characteristics. This is to help users be guided to the specific product required for a project.

Clicking on an image will allow you to progress to the next set of images. Once you get to the Products form and select your product, click on "Next".

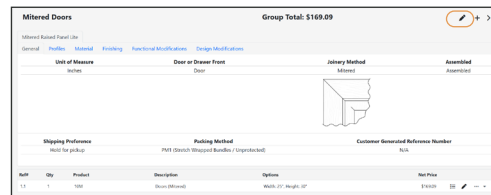
Orders

"Order Lines" Tab (Continued)

Editing Group Lines

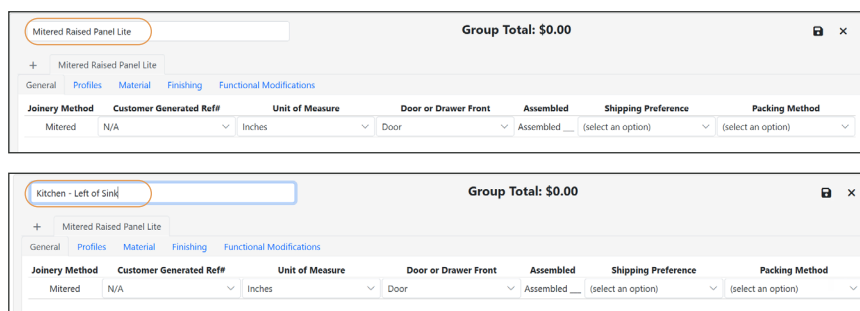
To edit any of the features, your Quote Status must be set to **Quote Ready - Sign to Proceed**. If not at this status, please contact customer support.

If your order meets that criteria, you will see a pencil in the upper right of each group. Clicking on that will allow you to change that group's options.



Editing Group Lines - Group Description

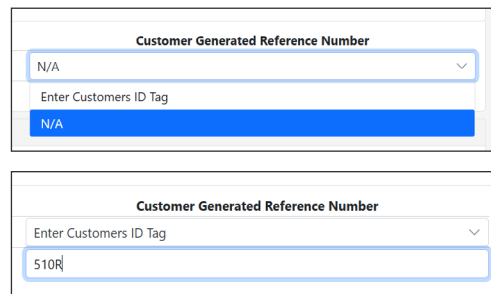
By default, adding a new group will fill in the description using the characteristics selected from the Product Finder process. After entering edit mode, you can change the group name. Note: this will **not** show up on any paperwork or labels. See Customer Generated Number if either is a requirement for the quote.



Editing Group Lines - Customer Generated Number

To help organize a quote, you can set your own reference number, which WalzCraft calls "CGR#". The CGR# will print on any paperwork you receive and each product chosen to have the CGR# will have a label. CGR# can be applied to the whole group using the group line or by the individual item using the detail line.

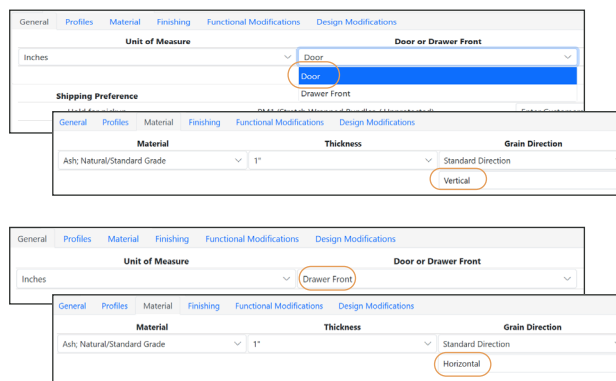
Please limit your CGR# to 8 characters. There is also a small fee associated with each CGR# utilized. See WalzCraft's Wholesale Pricing Catalog Chapter A for more information on how CGR# is priced for more information.



Editing Group Lines - Door or Drawer Front

In some instances, changing an option on one feature will change another feature's option. For example, the default option for Grain Direction is set to **Standard Direction** on the Material tab which will also display **Vertical** to further define the direction.

When you change the feature Door or Drawer Front to **Drawer Front**, Grain Direction's value will change to **Horizontal**. If you would like to have a different grain direction, you may select it from the Grain Direction drop down menu.



“Order Lines” Tab (Continued)

Editing Group Lines - Wood Species

Some features may have restrictions due to compatibility with other features and options. In some of those situations, the drop down menu will have a dashed line to separate out options that are unavailable.

Please note, the dashed line has two meanings:

1. The options below the dash are unavailable due to incompatible features/options.
2. The options below the dash are unavailable with your current configuration.

This example falls under the second meaning. Material and Center Panel Material must have a compatible option. By switching options in Material, the options for Center Panel Material will update to show what is available automatically.

Generally speaking, there is one to one relationship between Material and Center Panel Material. For example, if you pick **Alder; Natural/Standard Grade** for Material, then Center Panel Material will only allow for **Alder; Natural/Standard Grade**.

Some options for Material, however, have a one to two relationship with Center Panel Material. For example, when picking **Birch; Paint Grade, Hybrid/MDF Center Panel** for Material, Center Panel Material is only available with **MDF-MR, Raw** or **MDF, Raw; Paint Grade**.

+

Mitered Raised Panel Lite

General Profiles Material Finishing Fun

Material

Birch; Paint Grade, Hybrid/MDF Center Panel

Center Panel Material

MDF, Raw; Paint Grade

MDF-MR, Raw

MDF, Raw; Paint Grade

Alder; Natural/Standard Grade

Editing Group Lines - Finishing

For finishing options go to the Finishing tab. By default, Finish Method is set to **Unfinished** and the other features related to finishing are hidden.

+

Mitered Raised Panel Lite

General Profiles Material Finishing Functional Modifications Design Modifications

Finish Method

Unfinished

+

Mitered Raised Panel Lite

General Profiles Material Finishing Functional Modifications Design Modifications

Finish Method **Color** **Top Coat Type** **Sheen**

SolidTone No Color SolidTone Standard 15°

By selecting one of the other options in Finish Method, the other features (Color, Top Coat Type, and Sheen) will be unhidden. From there you can select your option for Color. Top Coat Type and Sheen will automatically change based on your Finish Method choice.

Orders

"Order Lines" Tab (Continued)

Editing Group Lines - Hinge Boring

To configure a product with hinge boring, go to the Functional Modifications tab. Then select the type of hinge bore required for your project. If you need hinge boring applied to only one side of the door, select **35mm Hinge Bore**, otherwise if you need hinge boring on both sides of the door, select **Dual Hinge Bore**.

A screenshot of a dropdown menu titled "Hinge Bore Option". The menu is open, showing four options: "None", "35mm Hinge Bore", "Dual Hinge Bore", and "None" (repeated). The "Dual Hinge Bore" option is highlighted in blue.

To successfully submit an order with hinge boring, you must fill out the following features:

- Hinge Bore Pattern
- Hinge Bore Depth
- Hinge Bore Distance
- Number of Bores
- Distances to Bores

A screenshot of the "Hinge Bore" configuration form. The form is titled "Hinge Bore Option" and includes several fields: "Hinge Bore Pattern" (set to HBP100), "Hinge Bore Depth" (set to 12.7mm (1/2") Deep), "Hinge Bore Drill Distance from Outside Edge to Edg" (set to 2.5mm), "Number of Bores" (set to Standard #of Bores), "Distance to 1st Bore" (set to Standard Placement), "Distance to 2nd Bore" (set to Standard Placement), and "Finger Pull Style" (set to None).

Depending on your configuration, you may encounter validation errors. For example, as soon as **35mm Hinge Bore** was picked an error message displayed in red. The most likely culprit in this situation is the Stile & Rail Profile option is set to a 38mm wide profile.

A screenshot of the "Hinge Bore" configuration form showing a validation error. The "Hinge Bore Option" is set to "35mm Hinge Bore". The "Hinge Bore Pattern" is set to "None", "Hinge Bore Depth" is set to "None", and "Hinge Bore Drill Distance from Outside Edge to Edg" is set to "None". The "Number of Bores" is set to "None" and "Finger Pull Style" is set to "None". A red error message is displayed at the bottom: "Error(s) in Validation. These options are not valid: 35mm Hinge Bore is not valid for Hinge Bore Option".

If you select a stile and rail width that is wider than 38mm, then the error message goes away. This is due to minimum size restrictions on stile and rail widths when there is hinge boring.

A screenshot of the "Hinge Bore" configuration form showing the error message disappearing. The "Hinge Bore Option" is set to "35mm Hinge Bore". The "Hinge Bore Pattern" is set to "MP600-38", which is circled in orange. The "Hinge Bore Depth" is set to "None" and "Hinge Bore Drill Distance from Outside Edge to Edg" is set to "None". The "Number of Bores" is set to "None" and "Finger Pull Style" is set to "None". The error message is still present: "Error(s) in Validation. These options are not valid: 35mm Hinge Bore is not valid for Hinge Bore Option".

A screenshot of the "Hinge Bore" configuration form showing the error message disappearing. The "Hinge Bore Option" is set to "35mm Hinge Bore". The "Hinge Bore Pattern" is set to "MP600-57", which is circled in orange. The "Hinge Bore Depth" is set to "None" and "Hinge Bore Drill Distance from Outside Edge to Edg" is set to "None". The "Number of Bores" is set to "None" and "Finger Pull Style" is set to "None". The error message is still present: "Error(s) in Validation. These options are not valid: 35mm Hinge Bore is not valid for Hinge Bore Option".

Other times an error may be caused by incompatible options, for example the Outside Edge profile option and Hinge Bore Depth option here are not allowed.

By paying attention to the validation error messages, you will be able to configure a door that has fully compatible features and options.

A screenshot of the "Hinge Bore" configuration form showing a validation error. The "Hinge Bore Option" is set to "35mm Hinge Bore". The "Hinge Bore Pattern" is set to "HBP100", "Hinge Bore Depth" is set to "12.7mm (1/2") Deep", and "Hinge Bore Drill Distance from Outside Edge to Edg" is set to "(Negative) -5mm". The "Number of Bores" is set to "None" and "Finger Pull Style" is set to "None". A red error message is displayed at the bottom: "Error(s) in Validation. These options are not valid: 12.7mm HB is not allowed at this distance for this outside edge."

Orders

"Order Lines" Tab (Continued)

Editing Group Lines - Profiles

To select profiles, go to the Profiles tab. There you can set the following:

- Outside Edge Profile
- Panel Profile
- Stile & Rail Profile

Please note, when selecting one of the **MP700 Series** of profiles (for example **MP760-57**), Outside Edge Profile becomes unavailable. The **MP700 Series** are produced with an outside edge already applied.

By changing the Stile & Rail Profile option to one of the **MP600/MP6000 Series** Outside Edge Profile will display and allow you to pick a compatible option.

For raised panel groups, you are able to select from the available list of panel profiles.

However, for flat panel groups, only **Flat Panel** is available for Panel Profile.

Saving Group Lines

Before you can add a detail line, you must save the group line. Click on the floppy disc icon. Any changes made will be applied to the detail lines immediately below that group.

Orders

“Order Lines” Tab (Continued)

Adding Detail Lines

After making selections for each feature and saving the group line, click on the “+” symbol for that specific group. This will allow you to add a detail line.

A detail line is where you can set more specific options that may differ product to product such as Hinge Bore Location, Width/Height, etc.

A menu will display showing available product styles for that group. You are able to select any of the product styles that are listed.

If the one you want is not listed, it is most likely because it is part of another group style. If, for example, you want to select a mitered flat panel product (such as a **40M**), you will have to add a new group line with that characteristic.

This will add a new detail line. To configure it, click on the pencil icon for that specific detail line.

Mitered Door

Group Total: \$0.00

Mitered Raised Panel Lite

General

Profiles

Material

Finishing

Functional Modifications

Opening Option

Stile & Rail Profile

Panel Profile

Outside Edge Profile

Raised Panel

MP601-57

PR300-32

D102









Additional Outside Edge Profile

No Outside Edge

Select a product (Mitered Raised Panel Lite)







1000M - Doors (Mitered)

10M - Doors (Mitered)

8000M - Doors (Mitered)

«

<

1

>

»

1 of 1 pages (3 items)

OK

Cancel

Mitered Door

Group Total: \$0.00

Mitered Raised Panel Lite

General

Profiles

Material

Finishing

Functional Modifications

Opening Option

Stile & Rail Profile

Panel Profile

Outside Edge Profile

Raised Panel

MP601-57

PR300-32

D102









Additional Outside Edge Profile

No Outside Edge

Ref#	Qty	Product	Description	Options	Net Pn
1,1	1	8000M	Doors (Mitered)		\$0.00

Orders

"Order Lines" Tab (Continued)

Editing Detail Lines - Customer Generated Reference Number

When editing the detail line, keep in mind any changes there will not retroactively apply to the group. If you need to change Outside Edge, for example, you will need to edit the group, save the change, and then it will update the detail line.

All of the options that were available on the group line are set to read-only on the detail line with some notable exceptions, such as Customer Generated Reference Number (CGR#).

To edit your CGR#, go to the General tab then type what you would like to change it to.

Please note, if you go back to the group line, change CGR#, and then save the group, the new CGR# from the group line will overwrite **all** detail lines' CGR# in that group.

Mitered Door Group Total: \$0.00

Mitered Raised Panel Lite

General Profiles Material Finishing Functional Modifications

Unit of Measure	Door or Drawer Front	Joinery Method	Assembled
Inches	Door	Mitered	Assembled

Shipping Preference: Hold for pickup

Packing Method: PM1 (Stretch Wrapped Bundles / Unprotected)

Customer Generated Reference Number: Enter Customers ID Tag (KRL1)

Ref#	Qty	Product	Description	Options	Net Price
1.1	1	10M	Doors (Mitered)	Width: 25", Height: 30"	\$0.00

1.1 - Doors (Mitered)

Product: 10M Quantity: 1 Label:

General Profiles Material Dimensions Finishing Distressing Functional Modifications Design Modifications Zone 1

Feature	Option	Value
Joinery Method	Mitered	-
Customer Generated Ref#	Enter Customers ID Tag	KRL2
System of Measure	Inches	-
Door, OR, Drawer Front	Door	-
Assembly	Assembled	-
Shipping Preference	Hold for pickup	-
Packing Method	PM1 (Stretch Wrapped Bundles / Unprotected)	-

1 of 1 pages (7 items)

OK Cancel

Editing Detail Lines - Width and Height

Another feature you change on the detail line is the width and height of your product. Go to the "Dimensions" tab and there you can fill your sizes.

Please keep in mind that when the Measure feature is set to Inches, Web Order Manager can only accept increments down to $\frac{1}{32}$ " (0.03125). We have supplied a chart to help with any fractional to decimal conversions.

1.1 - Doors (Mitered)

Product: 10M Quantity: 1 Label:

General Profiles Material Dimensions Finishing Distressing Functional Modifications Design Modifications Zone 1

Feature	Option	Value
Width	Width (IN)	12.00
Height	Height (IN)	15.00

Do you want standard SR widths? I want all sizes and rails to be standard width.

1 of 1 pages (3 items)

OK Cancel

Dimensions Conversion Chart

☐ Eighths
 ☐ Sixteenths
 ☒ Thirty-seconds

Fractional Inch	Decimal Value
1/32	0.03125
3/32	0.09375
5/32	0.15625
7/32	0.21875
9/32	0.28125
11/32	0.34375
13/32	0.40625

Orders

"Order Lines" Tab (Continued)

Editing Detail Lines - Setting Hinge Bore Location & Placements

When applying hinge boring to a product, you must select which side the hinge bore will be located. To do this go to the Functional Modifications tab and find the HB Location feature. There you can set the hinge boring to be on the left or right stile.

1.1 - Doors (Mitered)

Product: 10M Quantity: 1 Label:

General Profiles Material Dimensions Finishing Distressing Functional Modifications Design Modifications Zone 1

Feature	Option	Value
HB Location	Left Stile	-
Number of Bores	Left Stile	-
Distance to 1st Bore	Left Stile	-
Distance to 2nd Bore	Right Stile	-
Dado Groove Option		-
Rabbit Groove Options		-
Dowel Hole Patterns	None	-
HingeBoreOption	35mm Hinge Bore	-
HB Pattern	HBP100	-
HB Depth	12.7mm (1/2") Deep	-
HB Drill Distance	2mm	-

Dimensions Conversion Chart

OK Cancel

For dual hinge bores, you can select which side you want your hinge bore options to be. For example, you can set the HBP100 to be on the right side and HBP200 to be on the left or swap them based on your needs. Just remember any feature using "Dual" in the name will pertain to the second hinged side.

1.1 - Doors (Mitered)

Product: 10M Quantity: 1 Label:

General Profiles Material Dimensions Finishing Distressing Functional Modifications Design Modifications Zone 1

Feature	Option	Value
HB Location	Right Stile	-
Number of Bores	Standard #of Bores	-
Distance to 1st Bore	Standard Placement	-
Distance to 2nd Bore	Standard Placement	-
HB Location, Dual	Right Side	-
# Of Bores, Dual	Left Side	-
Distance to 1st Bore	Right Side	-
Distance to 2nd Bore	Right Side	-
HB Pattern, Dual		-
HB Depth, Dual Bore		-
Dado Groove Option	None	-

Dimensions Conversion Chart

OK Cancel

If you need custom distances for your hinge boring, for example a different top location, select **Custom Distance to Center of Bore** and then enter your custom value.

Please note, constraints may apply due to compatibility.

1.1 - Doors (Mitered)

General Profiles Material Dimensions Finishing Distressing Functional Modifications Design Modifications

Feature	Option	Value
HB Location	Right Stile	-
Number of Bores	Standard #of Bores	-
Distance to 1st Bore	Standard Placement	-
Distance to 2nd Bore	Custom Distance to Center of Bore	-
HB Location, Dual	None	-
# Of Bores, Dual	Standard Placement	-

Distance to 1st Bore

Distance to 2nd Bore

HB Location, Dual

Of Bores, Dual

Option	Value
Right Stile	-
Standard #of Bores	-
Custom Distance to Center of Bore	12.7
Standard Placement	-
Left Side	-
Standard #of Hinges	-

Orders

"Order Lines" Tab (Continued)

Saving Orders

After making selections on the detail line, click on "OK". This will close the popup and save the detail line.

1.1 - Doors (Mitered)

Product: 10M Quantity: 1 Label:

General Profiles Material Dimensions Finishing Distressing Functional Modifications Design Modifications Zone 1

Feature	Option	Value
Joinery Method	Mitered	-
Customer Generated Ref#	Enter Customers ID Tag	Kitt.1
System of Measure	Inches	-
Door_OR_Derfit	Door	-
Assembly	Assembled	-
Shipping Preference	Hold for pickup	-
Packing Method	PM1 (Stretch Wrapped Bundles / Unprotected)	-

Dimensions Conversion Chart

1 of 1 pages (7 items)

OK Cancel

After you make any changes to your group, click on the floppy disk icon. This will save your selections to a temporary table while you configure other features and options.

Mitered Door Group Total: \$0.00

+ Mitered Raised Panel Lite

General Profiles Material Finishing Functional Modifications Design Modifications

Opening Option: Raised Panel Style & Rail Profile: MP601-57 Panel Profile: PR324 RVSCP Outside Edge Profile: D102

Additional Outside Edge Profile: No Outside Edge

Ref#	Qty	Product	Description	Options	Net Price
1.1	1	10M	Doors (Mitered)	Width: 25", Height: 30"	\$0.00

After all groups have been added and configured and each group has been temporarily saved, you can then save changes to your order by scrolling to the top of the page and clicking on the Save Changes button in the upper right-hand corner.

Alternatively, if you decide that the changes are not needed, you can click on Cancel Changes and your order will revert to the previous state.

This order is ready for editing.

Cancel Changes Save Changes Back to Orders

Add Group

Group Total: \$0.00

After clicking on Save Changes, you will see a message that says your order "is locked for editing".

After a few seconds, the page will refresh itself and display a pop-up similar to the one pictured here. After this point you can make any additional changes if required.

Order 1000011 is locked for editing. Contact Customer Service.

Cancel Changes Saving Changes ... Back to Orders

Success

Your changes have been saved and your order is being processed.

Orders

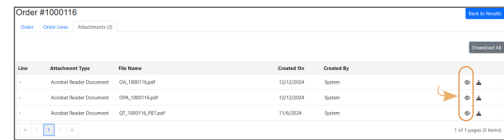
"Attachments" Tab

View Attachments

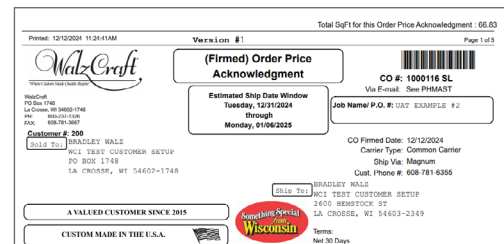
Under the Attachments tab, you will be able to view all documents related to the current order. This includes Quotes, Order Acknowledgments, and Order Price Acknowledgments as well as any other documents that may have been sent via email in regards to the order. To view, select the "view" icon to the right of the document.

As a WalzCraft customer, you have likely received these documents (Quote, OA, OPA) via email or fax during the typical ordering processes.

While you can now access these documents on WebOM, you will continue to receive all of your documents via your preferred method. No existing functionality is being removed; this is simply another, additional method to view your Order / Quote documentation.



Line	Attachment Type	File Name	Created On	Created By
1	Account Reader Document	QA_1000116.pdf	12/12/2024	System
2	Account Reader Document	OPA_1000116.pdf	12/12/2024	System
3	Account Reader Document	QP_1000116_P01.pdf	11/6/2024	System



Printed: 12/12/2024 11:24:11AM Version: #1 Total \$g/1 for this Order Price Acknowledgment : 66.83 Page: 1 of 3

WalzCraft
1000116
PO Box 1748
LA CROSE, WI 54602-1748
Tel: 800-241-1326
Fax: 800-561-3807

(Firmed) Order Price Acknowledgment
Estimated Ship Date Window
Tuesday, 12/12/2024
through
Monday, 01/06/2025

CO # 1000116 SL
Via Email: See PMMAST

Job Name: P.O. # 1000116
CO Firmed Date: 12/12/2024
Carrier Type: Common Carrier
Ship Via: Magnum
Cost. Phone #: 608-781-6356

Customer # 206
BRADLEY WALS
RCL TEST CUSTOMER SETUP
PO BOX 1748
LA CROSE, WI 54602-1748

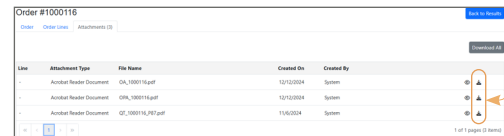
30.10 To: BRADLEY WALS
RCL TEST CUSTOMER SETUP
2409 HENRIKSON ST
LA CROSE, WI 54603-2349

VALUED CUSTOMER SINCE 2015
CUSTOM MADE IN THE U.S.A.

Terms:
Net 30 Days

Download Attachments

Under the Attachments tab, you can download any of the documents related to the current order. This includes Quotes, Order Acknowledgments, and Order Price Acknowledgments as well as any other documents that may have been sent via email in regards to the order. You can download the files individually, or as a group (as a zipped / compressed file). To download, select the "download" icon to the right of the document.



Line	Attachment Type	File Name	Created On	Created By
1	Account Reader Document	QA_1000116.pdf	12/12/2024	System
2	Account Reader Document	OPA_1000116.pdf	12/12/2024	System
3	Account Reader Document	QP_1000116_P01.pdf	11/6/2024	System

Frequently Asked Questions

Help, I am unable to log in!

1. Ensure that you are at the proper web address: order-manager.walzcraft.com
2. Check to make sure your credentials are spelled correctly
3. Contact WalzCraft customer support to assist with account recovery

Why can't I see my order?

1. Make sure that you are on the correct page. Click "My Orders" on the top bar to navigate to / reload the page.
2. Clear all search fields that may be causing a conflict (can use reset button)
3. Contact WalzCraft customer support to help locate your order

Can I register multiple users under one login?

1. WalzCraft encourages each user at a business to register with a unique email
 - a. When multiple users utilize a single account, there can be unexpected system conflicts
 - b. Unique user accounts allow for easier attribution of work (it is difficult to tell who initiated a change when using shared accounts)

How often does WebOM update?

1. Web Order Manager has direct access to WalzCraft's real-time production data. Each time you load a page or run a search, you are accessing the most up-to-date information available.

Can I view my order from 10 years ago?

1. At this time, Web Order Manager can only display order data since January 1, 2025
 - a. In the future, we intend to expand access to all archived documents (Quote/OA/OPA paperwork)
 - b. If you need access to archived documents please contact WalzCraft customer support.