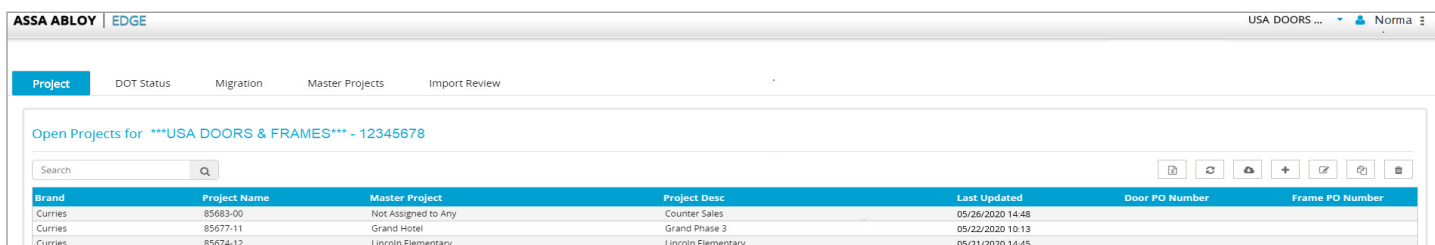


Online Order Entry for Curries Customers

Frequently Asked Questions



The screenshot shows the ASSA ABLOY | EDGE web application. At the top, there's a navigation bar with 'ASSA ABLOY | EDGE' on the left and 'USA DOORS ...' and a user profile 'Norma' on the right. Below this is a sub-navigation bar with tabs: 'Project' (selected), 'DOT Status', 'Migration', 'Master Projects', and 'Import Review'. The main content area is titled 'Open Projects for ***USA DOORS & FRAMES*** - 12345678'. It features a search bar and a table of projects.

| Brand | Project Name | Master Project | Project Desc | Last Updated | Door PO Number | Frame PO Number |
|---------|--------------|---------------------|--------------------|------------------|----------------|-----------------|
| Curries | 85683-00 | Not Assigned to Any | Counter Sales | 05/26/2020 14:48 | | |
| Curries | 85677-11 | Grand Hotel | Grand Phase 3 | 05/22/2020 10:13 | | |
| Curries | 85674-12 | Lincoln Elementary | Lincoln Elementary | 05/21/2020 14:45 | | |

Q. What is ASSA ABLOY | EDGE?

A. EDGE is a secure online web based ordering system that enables you to place orders directly into the factory.

Q. How do I log into EDGE?

A. The EDGE access uses your ASSA ABLOY Connect log in information. Once you have logged into ASSA ABLOY Connect, EDGE is just a link.

Q. How do I reset my EDGE password?

A. EDGE uses the same login information as ASSA ABLOY Connect. If you need to reset the ASSA ABLOY Connect password you can do that at <https://extranet.assaabloydss.com/extranet>.

Q. How do I manage my account?

A. EDGE access is immediate for ASSA ABLOY Connect users that request access to EDGE. If you do not have access to ASSA ABLOY Connect, contact your local DSS Sales Representative or your Curries Customer Service Professional.

Q. Is the order form system smart? Will it validate against missing information and rating restrictions?

A. EDGE will validate missing information and fire labels to substantially reduce phone calls from customer service. This also speeds up the whole process, electronically integrating your order form in our entry system. Putting time back into your day is our priority!

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

A. BOTH! You will have access to all electronic ordering forms: Doors, Frames and Parts.

Q. What other personalizations are available on EDGE?

A. You have the ability to organize your orders through the **Master Projects** tool. With the **Master Projects** tool, you could keep a hotel, school or even stock orders together for quick reference. You set the way you want to sort the orders and how to name the projects.

Q. Can order history be searched?

A. Yes, through one simple click of the **DOT Status** button, you can find projects that you have placed directly into the factory.

Q. What if I need to reorder items from a project?

A. Reordering items from a previously submitted project is easy! Using the copy tool under Open Projects, enter the project you want to reorder from and EDGE will add it as a new project. Then, you can delete the items you do not want or change lines as needed.

Q. How do I know what was sent for an order I submitted?

A. Use the **DOT Status** button to search for any purchase order or project name. Copies of the DOT order form will be available under the Order Doc column.

Q. Can I have more than 1 open project started?

A. Yes, all open projects are stored under the **Projects** tab in EDGE. To find an open project, use the search window and type any key word from your project name or description. Once you see your project, simply click on the line and pick up where you left off.

Q. Are there products not available on EDGE?

A. All products (stock, standard, custom, and specialty) can be ordered on EDGE! No exclusions!

Q. What happens if I get an error message while working on a project?

A. If there is not enough information to complete the order, EDGE will flag those lines with an error symbol. Then, the validation will guide you by telling you what information is needed and where.

Q. How can EDGE help me with my lead time?

A. Orders that fully validate (all green check marks) and have no orange highlighted cells receive a DOT lead time advantage. Please contact your Curries Customer Service Professional for more details.

Q. What if the order still has Standard Validation Messages when I am ready to send the order?

A. The Standard Validation Messages are there to guide you and ask questions before you send in the order. If the message is still on the line after all of the columns have been updated, then the Validation can be answered in the Special Instructions.

Q. How do I add extra hardware preps?

A. The [+] box brings up a pop out that allows you to enter all of your hardware preps, and any special information that needs to be notated for that prep. Add a row select the hardware type and fill in the required fields.

| Prep Type | Deadlock | Code | Manufacturer | Function | Model | Trim | Mullion | Special Location |
|---------------|----------|-------|--------------|----------|--------|------|---------|----------------------|
| Hinge | | 453H | | | | | | |
| Locks | | G2A | SA | 1000 | | ET | | |
| Closer/Holder | | *CH | RO | | OH105H | | | 90 DEGREEE |
| Other | | Other | SU | | DPS-M | | | 5" CL FROM LOCK EDGE |

Save And Close

Remove Row

Add Row

Q. Can I send in the same order multiple times?

A. Orders can be sent in multiple times. Each time you change an order the previous version will not be saved in EDGE. The Copy Order Tool also can be used if you want to keep the original order in the EDGE projects.

If you have a question that wasn't answered here, please contact Curries Customer Service at 1-641-423-1334.

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