



Doorlister®
"The Cabinet Door Making Solution™"

www.Doorlister.com

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Doorlister FAQ (Frequently Asked Questions)

There are understandably many questions you may have about Doorlister®. Here we have listed some questions and answers that may help. You may want to visit www.Doorlister.com to view more about Doorlister®. There you may also download information about Doorlister®, send a request to us for more information or sign up for a "[Live-Demo](#)" of Doorlister®.

Q. Many of our Door Jobs have several types of Door Styles and materials on the same job. The upper cabinets have one style (perhaps Arched Doors), while the lower cabinets have Square Doors, and other parts of the job have a completely different door style and material. Can Doorlister® handle this?

A. Doorlister® can handle an unlimited number of door styles and materials per job.

Q. We have some customers that order doors in metric sizes but we use inches in our shop. Is there a way to enter orders in millimeters, have the Invoice Sent to the customer in millimeters (so it is like they ordered) but have Doorlister® calculate the shop cutting lists in inches?

A. Yes, you can enter orders in inches or millimeters and choose to have the customer reports printed out in inches or millimeters and have the shop cutting lists put out in inches. If you shop uses metric sizes, Doorlister® can output shop reports in metric also, no matter how they were entered.

Q. We are a very Custom Shop and we often Customize doors for our customers by making special doors with Specific size Rails and or Stiles. These are often just a one-time thing for a custom job, perhaps a special bar back, wainscot, extra wide bottom rail or whatever. How does Doorlister deal with this?

A. Doorlister® allows you to customize any of your standard door definitions "on-the-fly" during order entry. You can change any part of the door (Left Stile, Right Stile, top or bottom Rail, number of sections in a grid and so on. These custom changes will be saved just for the job your entering and will not affect you standard door specification.

Q. We have Tiger® Stops and want to know if Doorlister® will send parts to the Tiger Stops.

A. Doorlister® has a built in export capability to send CSV (Comma Separated Values) files compatible with Tiger-Link® Software. Tiger-Link® then loads (imports) these files and sends them to the Tiger Stops. If you have the tiger stops without the Tiger-Link® Software, then you will need to get the Tiger-Link® Software working with your stops first. If your Tiger-Link® Software is on your network, then you can tell Doorlister® where (what drive and directory) to send the data and it will automatically be sent there. If your Tiger Link Software is isolated from your computer network or you don't have a network, then you can save the data files to disk and move them by disk or CD.

Q. What about technical support and software upgrades, do you give free technical support?

A. Doorlister® comes with 90 days free technical support and upgrades. After that our "On Track" service program includes free technical support and free upgrades.

Q. We need to be able to send Invoice information to our accounting software. Can Doorlister® do this?

A. Doorlister® has an optional connection module for **QuickBooks®**. (See [QuickBooks connections](#) for more information). For other accounting packages, we can almost always build a custom method of transferring Doorlister® data to the accounting package. This is done on a case-by-case basis and will be priced separately.

Q. We want to get Doorlister®, but we already have a door program and have made many custom reports over the years. Is there any way to match reports that we are used to?

A. Our core business is software development and customizing Doorlister® to fit your needs is one of the main ways that Doorlister® has grown over the years. We often make custom reports for specific situations. Usually we have you send us a sample of what you want by FAX or Email and then we will give you a quote to have your report built into Doorlister®.

Q. We are concerned about the time it will take to setup Doorlister® and get it running. Do you have someone that can come to our location to help setup Doorlister® and train our people?

A. Many companies set up Doorlister® themselves, others choose to have our staff come out and help with the setup and training. We will travel to "anywhere" to help setup Doorlister® and provide training.

Q. When customers call and ask about the status of their jobs in the shop we have to call or run out there and find the job to see what is happening. Can Doorlister® track the progress of jobs in the shop?

A. Doorlister® has an optional "[Job Tracking Module](#)" that lets you track jobs through all the steps of your manufacturing processes. With this module, you can check the status of any job "instantly". See [Job Tracking Module](#) for more details.

Q. If I have computers located in the shop running Doorlister®, what is to stop employees from changing jobs or parts on a job, checking pricing etc?

A. Doorlister® has a [security module](#) that lets you establish security levels for each employee having access to Doorlister®. With this module, you can help control who can do what within Doorlister®. See [Security Module](#) for more information.

Q. Doorlister® sounds interesting, but it is a lot of money. Is there a way we can get a demonstration of Doorlister® to see how it really works?

A. We can give you a live demonstration of Doorlister®. During the demonstration you can see Doorlister® in action and see how easily it takes an order and "instantly" creates not only complicated Invoices but shop cutting lists as well. See "[Live-Demo](#)" for details.

Q. Can Doorlister® be remotely accessed from another office or a home computer?

A. Doorlister® can be setup using Remote Desktop Technology to allow remote users to login and access Doorlister® from anyplace. Doorlister® has also been setup to work using Terminal Server and Citrix Metaframe technologies.

Q. How can multiple computers use Doorlister® at the same time?

A. Doorlister® has a "Front End" and a "Back End". The "Front End" is the application itself; this is the forms the reports... the "Program" itself. This "Front End" is "Linked" to the "Back End". The "Back End" is stored on a shared folder on a "Server". This is where all the data is stored. Using this kind of architecture, each Doorlister

user has their own "Front End", but they all share the same set of Data on the "Back End". This way when someone enters a new customer or a new order, it is automatically available to the other users "instantly".