Prestige Entries - E-Catalog

Customer Guide

Getting Started with E-Catalog

CUSTOMER GUIDE — FOR EXTERNAL USE

Version 1.1 | June 2026

prestigeentries.com/catalog

Table of Contents

Table of Contents 2
1 Purpose & Scope 5
2 Accessing E-Catalog 5
2.1 The E-Catalog Landing Page 5
2.2 Scheduling Assistance 6
2.3 Logging In 6
2.4 Account Access & User Management 7
2.5 The AutoLaunch Desktop Option 7
2.5.1 Installing the AutoLaunch 7
2.5.2 Web-Based vs. AutoLaunch 9
3 The Home Screen 10
3.1 Product Modules 10
3.2 Project Information Panel 11
3.3 The Item Tree View 11
3.4 The Top Menu Bar 12
3.5 First-Time Setup — Auto-Number Quote 13
4 Settings & Pricing Setup 13
4.1 Accessing Program Settings 14
4.2 First-Time User Setup 15
4.2.1 Company Information 15
4.2.2 Salesperson Name and Email 16
4.2.3 Quote Disclaimer 17
4.2.4 Company Logo 18
4.2.5 Local Tax Rate 19
4.2.6 Security 20
4.3 Understanding Cost vs. Price 21
4.4 Setting Your Retail Multipliers 22
4.4.1 Product Categories 22
4.4.2 The Multiplier Columns 23
4.4.3 Per-User Multipliers 24
4.5 Pricing and Delivery Notes 24
4.6 Labor and Installation Pricing (Optional) 25
5 Building a Quote 26

5.1 The Exterior Door Module 26
5.1.1 Using the Wizard 27
5.1.2 Wizard Selection Sequence 27
5.1.3 Manual Selection 28
5.2 The Steel Door Module 28
5.3 Barn Doors, Door Components, and Closeout Items 28
5.4 Adding Items to a Project 29
5.5 Lead Times 30
5.6 Shared Access to Quotes 30
6 Managing Your Customers 30
6.1 Accessing the Customer List 31
6.2 Adding a New Customer 31
6.3 Applying Customer Discounts 32
6.3.1 How the Discount Works 32
6.3.2 Setting a Customer Discount 33
6.4 Per-User Customer Lists 33
6.5 Selecting a Customer on a Quote 34
7 Quote & Order Documents 34
7.1 Understanding the Difference 34
7.2 Accessing Quote and Order Documents 34
7.3 Setting Your Default Format 35
7.4 Pricing Display Options 36
7.5 Emailing a Quote or Order 36
7.5.1 Method 1 — Email via the Forms Menu 37
7.5.2 Method 2 — Email Quote Button (Bottom Menu Bar) 38
7.5.3 Which Method Should You Use? 38
7.6 The Imaging Menu 39
8 Submitting an Order 39
8.1 The Submit to Agility Button 39
8.2 Completing the Order Submission Form 39
8.3 Order Confirmation 41
8.4 Lead Time Confirmation 41
8.5 After Submission 41
9 Saving & Managing Projects 42
9.1 Saving a Project 42

9.2 Where Projects Are Stored 42
9.3 Opening a Saved Project 43
9.4 Shared Access to Project Files 44
9.5 What Prestige Entries Can See 44
10 Other Menu Options 44
10.1 The Forms Menu 45
10.2 The Imaging Menu 45
10.3 Additional Utilities 45
11 Account Administrator Guide 47
11.1 Accessing Administrator Settings 47
11.1.1 The Main Settings Page 48
11.2 Manage Settings 50
11.3 Setting and Locking the Company-Wide Multiplier 50
11.4 Managing Users 52
11.4.1 Adding a New User 53
11.4.2 Updating or Deactivating a User 54
11.4.3 Granting Administrator Access 54
11.5 Managing Shared Customer Lists 54
11.5.1 How Sharing Works 55
11.5.2 Deciding Whether to Use Shared Lists 55
11.6 What Prestige Entries Manages 56

1 Purpose & Scope

This guide explains how to use E-Catalog — Prestige Entries' online product quoting and ordering program. It is intended for all users who access E-Catalog on behalf of their company, whether you are placing orders, building quotes, or managing your account.

No prior experience with E-Catalog is assumed.

This guide covers:

- Accessing E-Catalog and logging in
- Navigating the home screen and menus
- Understanding your cost and setting your pricing
- Building quotes for your products
- Managing your own customer list
- Emailing and printing quotes and order forms
- Submitting orders to Prestige Entries
- Saving and managing your projects
- Account Administrator functions — managing users and shared settings

This guide does not cover:

- Product specifications, options, or selection guidance — contact Prestige Entries customer service for product questions
- Pricing negotiations — your cost from Prestige Entries is established and fixed
- IT support or internal network configuration

ℹ **NOTE** For product questions, contact Prestige Entries customer service at 985-340-0902 or sales@prestigeentries.com. You may also reach out directly to your Prestige Entries sales representative.

2 Accessing E-Catalog

2.1 The E-Catalog Landing Page

E-Catalog is accessed through the Prestige Entries website. Navigate your browser to:

prestigeentries.com/catalog

This landing page is your starting point for everything related to E-Catalog. From this page you can access:

- The link to the E-Catalog online program
- A PDF copy of this customer guide
- Program announcements and updates from Prestige Entries

✓ **TIP** Check the landing page periodically for announcements about pricing updates, new products, or program changes.

2.2 Scheduling Assistance

If you need help getting started with E-Catalog, a scheduling link is available on the landing page to book a session with a Prestige Entries representative. This is available for initial setup and basic program questions only — not for product selection or pricing discussions.

ℹ **NOTE** Please review this guide and explore E-Catalog before scheduling a session. Most questions are answered here or become clear with a short time spent in the program.

2.3 Logging In

Click the E-Catalog link on the landing page to open the program. Log in with your designated corporate email address and your unique password.

- The first time you log in, you will be required to change your password.
- Use a password you will remember. For security, do not use a sensitive or personal password for your E-Catalog account.
- If you are using the AutoLaunch desktop version, your credentials will be pre-populated after your first login. See Section 2.5 for details on the AutoLaunch option.



Figure 2.3.1 — E-Catalog Login Screen

2.4 Account Access & User Management

Prestige Entries will set up your company's initial account access. Beyond that initial setup, all user management is the responsibility of your company's Account Administrator.

Prestige Entries does not manage individual user accounts, reset passwords, or add and remove users on an ongoing basis.

Your Account Administrator is responsible for:

- Adding new users to your account
- Deactivating users who no longer need access
- Resetting user passwords
- Managing shared settings across your team

NOTE If you need help with your account access, contact your Account Administrator first. For questions about the E-Catalog program itself, contact Prestige Entries customer service at 985-340-0902 or sales@prestigeentries.com.

2.5 The AutoLaunch Desktop Option

E-Catalog is accessed through your web browser by default. This is the recommended version because it updates automatically whenever Prestige Entries makes changes to products, pricing, or program features — no action required on your part.

An alternative desktop version called the AutoLaunch is also available. The AutoLaunch installs a remote desktop shortcut on your computer desktop that opens E-Catalog directly without needing to navigate to a browser each time. After your first login, your credentials are saved and pre-populated automatically.

NOTE The AutoLaunch connects to the same E-Catalog program as the web browser version. Your projects, pricing, and settings are identical in both. The difference is convenience of access, not functionality.

2.5.1 Installing the AutoLaunch

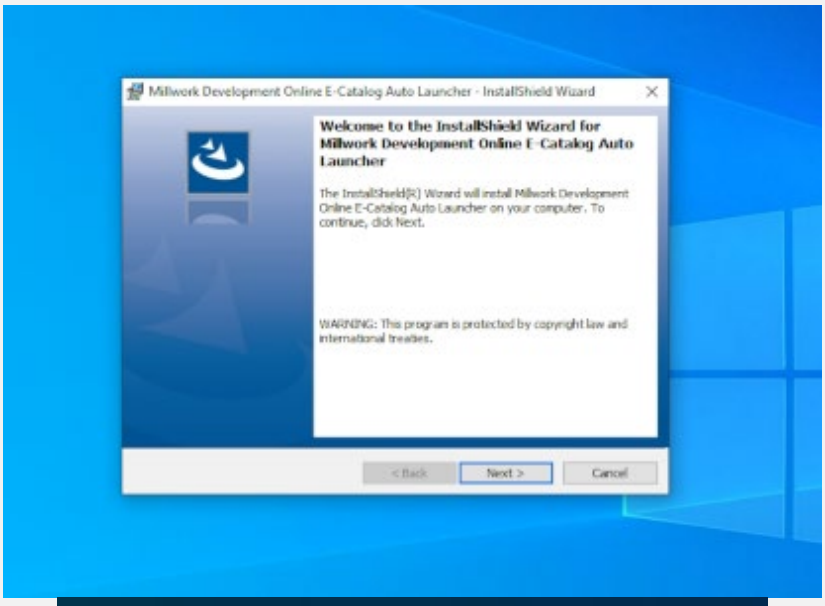
To install the AutoLaunch on your computer, download the installer using the following link:

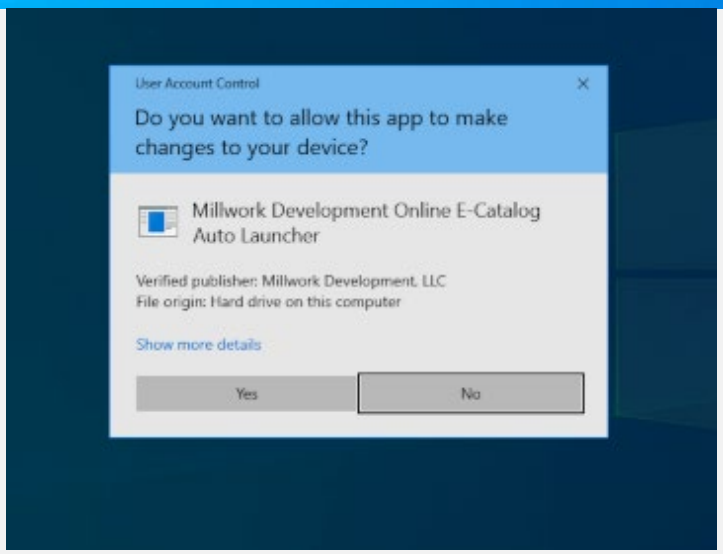
https://millwork.dev/prestige/setuprdp.exe

The installer file is named setupRDP.exe and will appear in your downloads folder. To install:

1. Double-click the downloaded setupRDP.exe file to launch the installer.
2. If prompted to allow the app to make changes to your device, click Yes.

3. Click Next to begin the installation, then click Finish when complete.
4. The AutoLaunch icon will appear on your desktop. Double-click it to open E-Catalog.





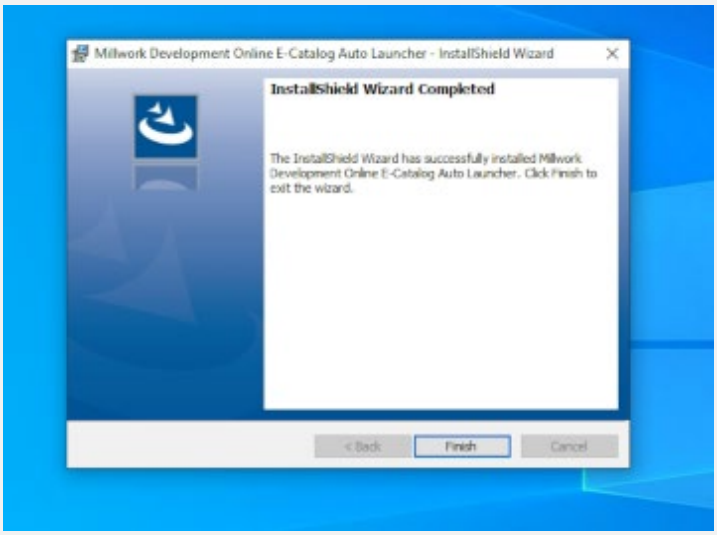


Figure 2.5.1 — AutoLaunch Installer Screens

⚠ **WARNING** Administrator privileges are required to install the AutoLaunch. If the installer asks for a network administrator username and password, you will need your company IT department to complete the installation. Prestige Entries does not provide IT support for the installation process.

2.5.2 Web-Based vs. AutoLaunch

Both versions access the same E-Catalog program. The key difference is how you access it and how files are saved.

	Web Browser Version	AutoLaunch Version
How to access	Navigate to prestigeentries.com/catalog in your browser	Double-click the desktop icon
Login	Enter credentials each session	Credentials pre-populated after first login
Updates	Automatic — always current	Automatic — always current
File saving	Saves to shared remote server only. No local desktop access.	Local computer and server access.
Installation required	No	Yes — requires admin privileges

✓ **TIP** If you are unsure which version to use, start with the web browser version. It requires no installation and is always up to date. Switch to AutoLaunch later if you find the desktop shortcut more convenient.

3 The Home Screen

When you open E-Catalog, the home screen is divided into two main areas: the product modules on the left and the project information panel on the right. A top menu bar runs across the top of the screen and is available throughout your session.

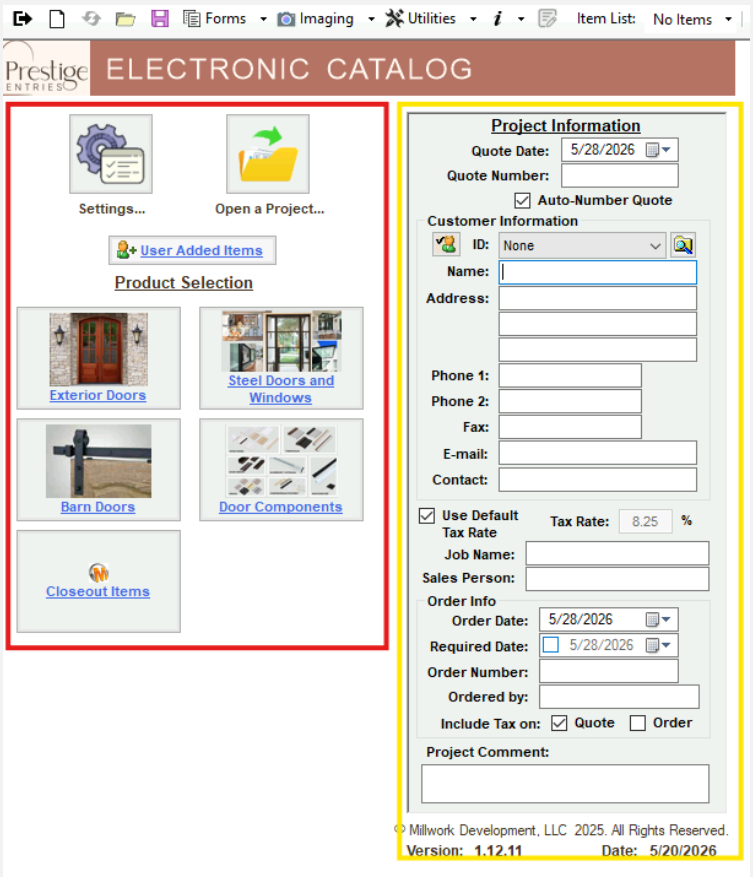


Figure 3.1.1 — E-Catalog Home Screen — Modules and Project Information Panel

3.1 Product Modules

The left side of the home screen displays the available product modules. Each module contains a distinct category of products. Click a module to begin building a quote for that product type.

Module	Products Included
Exterior Doors	Full line of fiberglass and wood entry door systems

Steel Doors	Steel/iron door units and systems
Barn Doors	Interior and exterior barn door options
Door Components	Individual door shop components and accessories
Closeout Items	Discounted and closeout product inventory

NOTE Exterior Doors and Steel Doors use a visual, selection-based interface. Barn Doors, Door Components, and Closeout Items use a menu-driven list format. Both are covered in Section 5.

3.2 Project Information Panel

The right side of the home screen is the project information panel. This is where you enter details about the quote or order you are building.

Some fields in this panel are for your own internal reference only and do not come through to Prestige Entries when you submit an order. Other fields do carry over. Both are described in Section 8 — Submitting an Order.

From this panel you can also select one of your own customers to associate with the project. This applies any pricing or discounts you have set up for that customer. Setting up your own customers is covered in Section 6.

3.3 The Item Tree View

As you add products to a project, E-Catalog displays a running list of everything you have added in the item tree view on the right side of the product selection screen. This list updates as you work and shows a summary of each item — door type, frame selection, and other key details.

If you are building a project with several items, the item tree view helps you keep track of what has been added and spot any items that may need to be revisited.

The item tree view can be shown or hidden at any time. To toggle it, go to Utilities in the top menu bar and select Show Item Tree View or Hide Item Tree View.

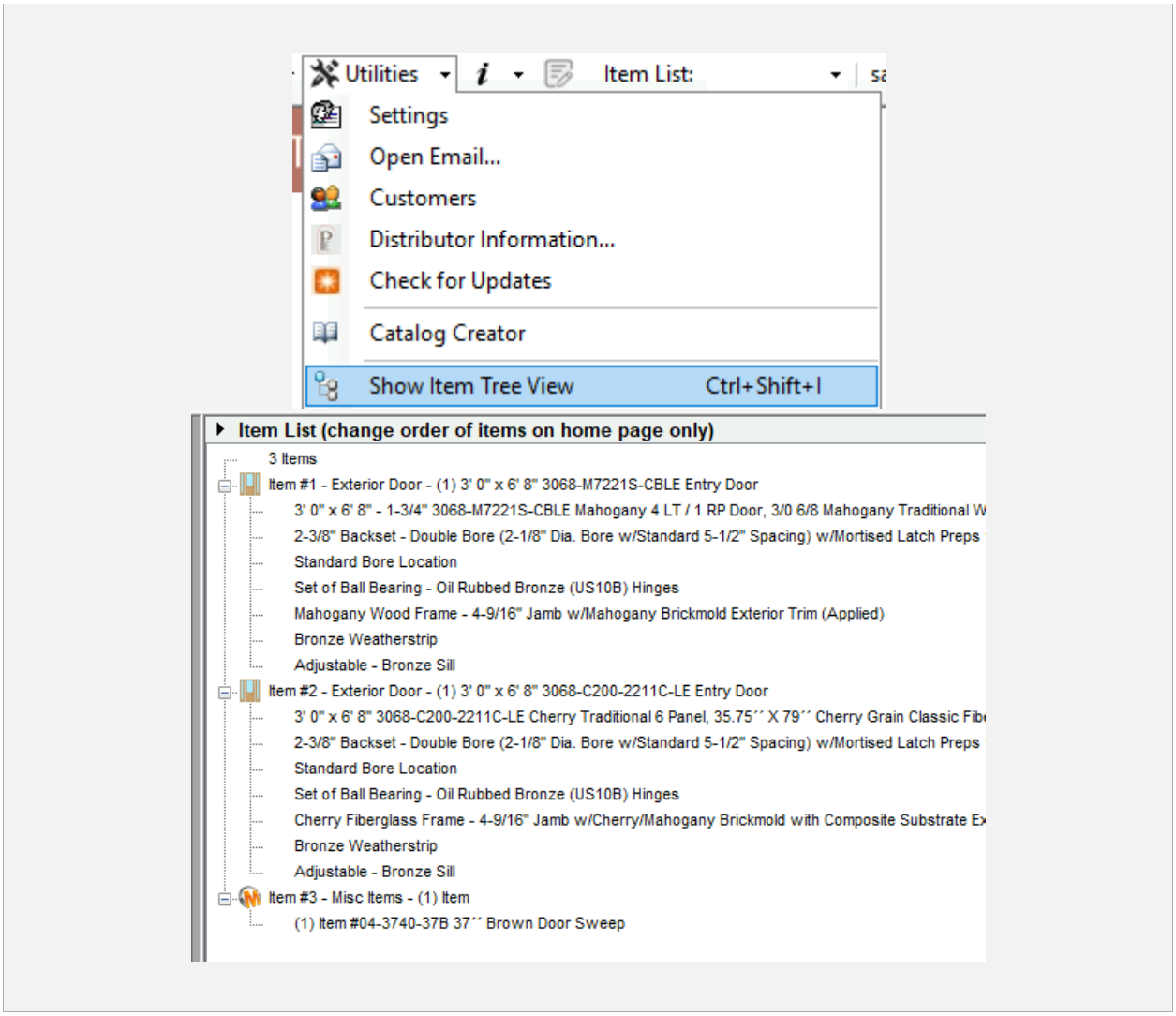


Figure 3.3.1 — Item Tree View — Example with Multiple Items

3.4 The Top Menu Bar

The top menu bar is available throughout your session. It contains the following options:

- **File / Open Projects:** Open a previously saved project.
- **Save:** Save your current project to the server.
- **Forms:** Access quote and order document options — view, email, and print. Covered in Section 7.
- **Imaging:** View a larger image of the selected door. Covered in Section 10.
- **Utilities:** Access settings, customer management, user management (Account Administrators), and other program options. Covered throughout this guide.

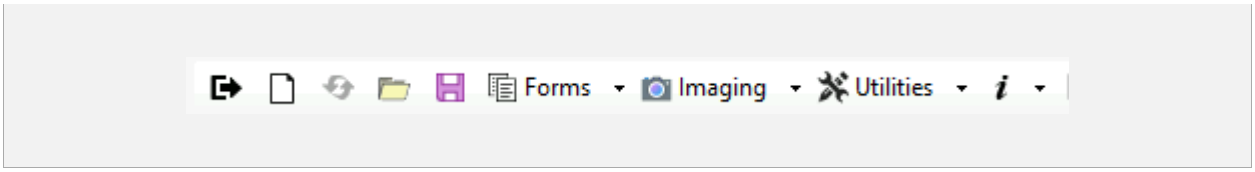


Figure 3.4.1 — Top Menu Bar

NOTE Additional options appear under the Utilities menu that are not covered in this guide. If you have questions about a specific option, a scheduling link is available on the landing page at prestigeentries.com/catalog to book a setup assistance session.

3.5 First-Time Setup — Auto-Number Quote

WARNING Before you begin building your first quote, confirm that the Auto-Number Quote setting is turned on. If this setting is off, you will need to number every quote manually. This is easy to miss and can cause disorganization in your project files.

To confirm this setting is on:

1. On the home screen, locate the Auto-Number Quote checkbox in the project information panel.
2. Confirm the box is checked. If it is not, click it to enable it.
3. This setting should remain on for all future sessions.

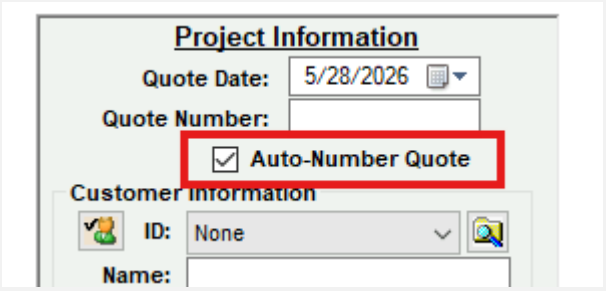


Figure 3.5.1 — Auto-Number Quote Checkbox — Home Screen Project Information Panel

4 Settings & Pricing Setup

This section covers the program settings available to all users, how your pricing is structured in E-Catalog, and how to set up your retail pricing if you choose to use that feature.

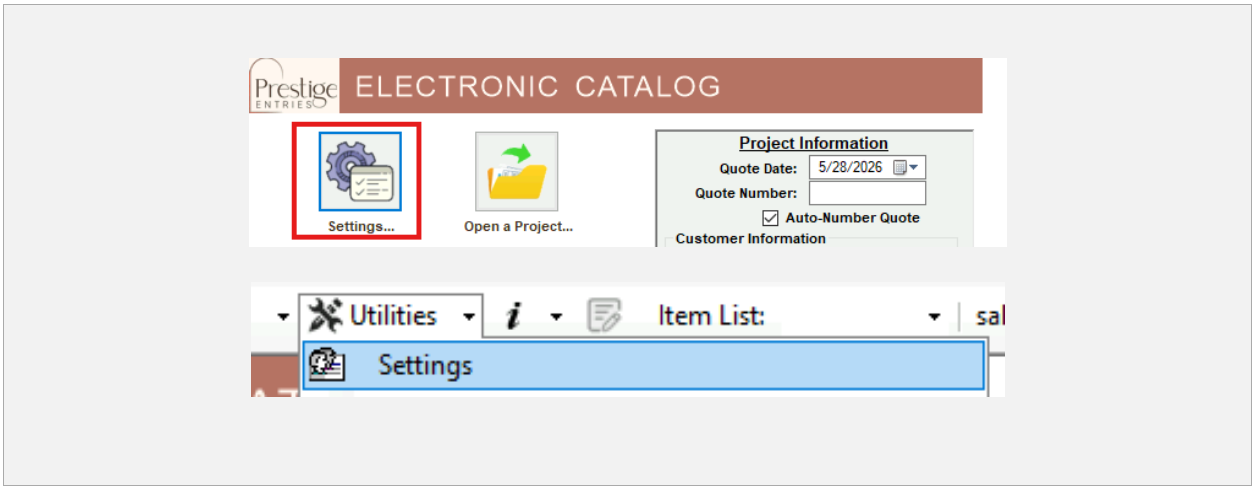
4.1 Accessing Program Settings

Program settings can be accessed in two ways:

- From the home screen — click the Settings button.
- From the top menu bar — go to Utilities and select Settings.

The program settings screen is where you enter your company information, manage your pricing multipliers, and configure other program defaults. The settings page also includes your default quote and order format, tax rate, and labor and installation pricing options.

NOTE If you cannot access the settings page or find that certain options are locked, your Account Administrator has restricted access. Contact your Account Administrator to make changes. Prestige Entries does not control access to your internal settings page — that is managed entirely within your company account. If your settings password has been lost or forgotten, contact Prestige Entries for a reset.



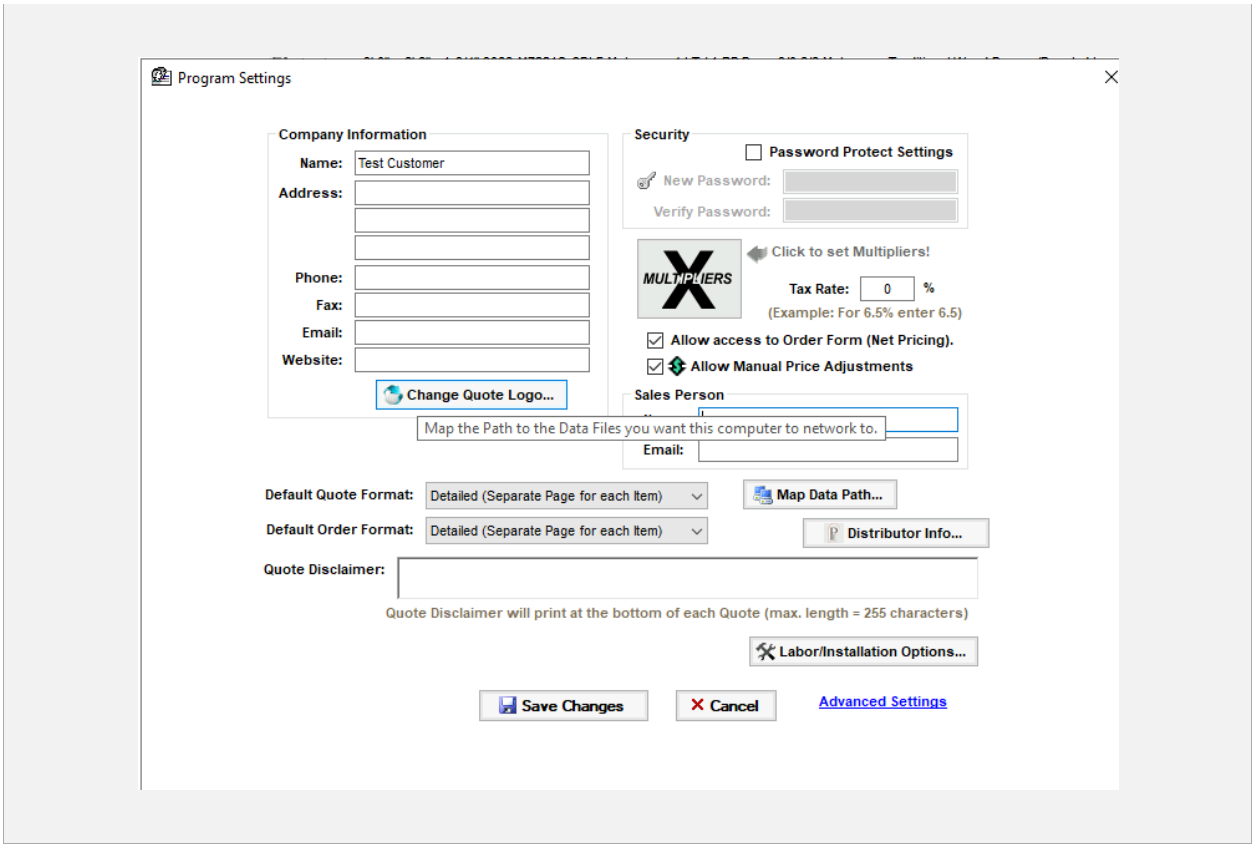


Figure 4.1.1 — Program Settings Screen

4.2 First-Time User Setup

Before building your first quote for customer or company use, take a few minutes to complete the setup steps in this section. A properly configured settings page ensures your quotes look professional and your pricing is correct from the start.

✓ **TIP** Complete all of the steps in this section before activating users or building quotes. It is much easier to configure these settings once at the start than to correct them after quotes have already been generated.

4.2.1 Company Information

The settings page includes fields for your company name, address, phone number, and website. Some of this information may already be populated when you first log in. Review each field and complete any that are missing.

This information appears on all customer-facing quote documents, so it is important that it is accurate and complete before you begin sending quotes.

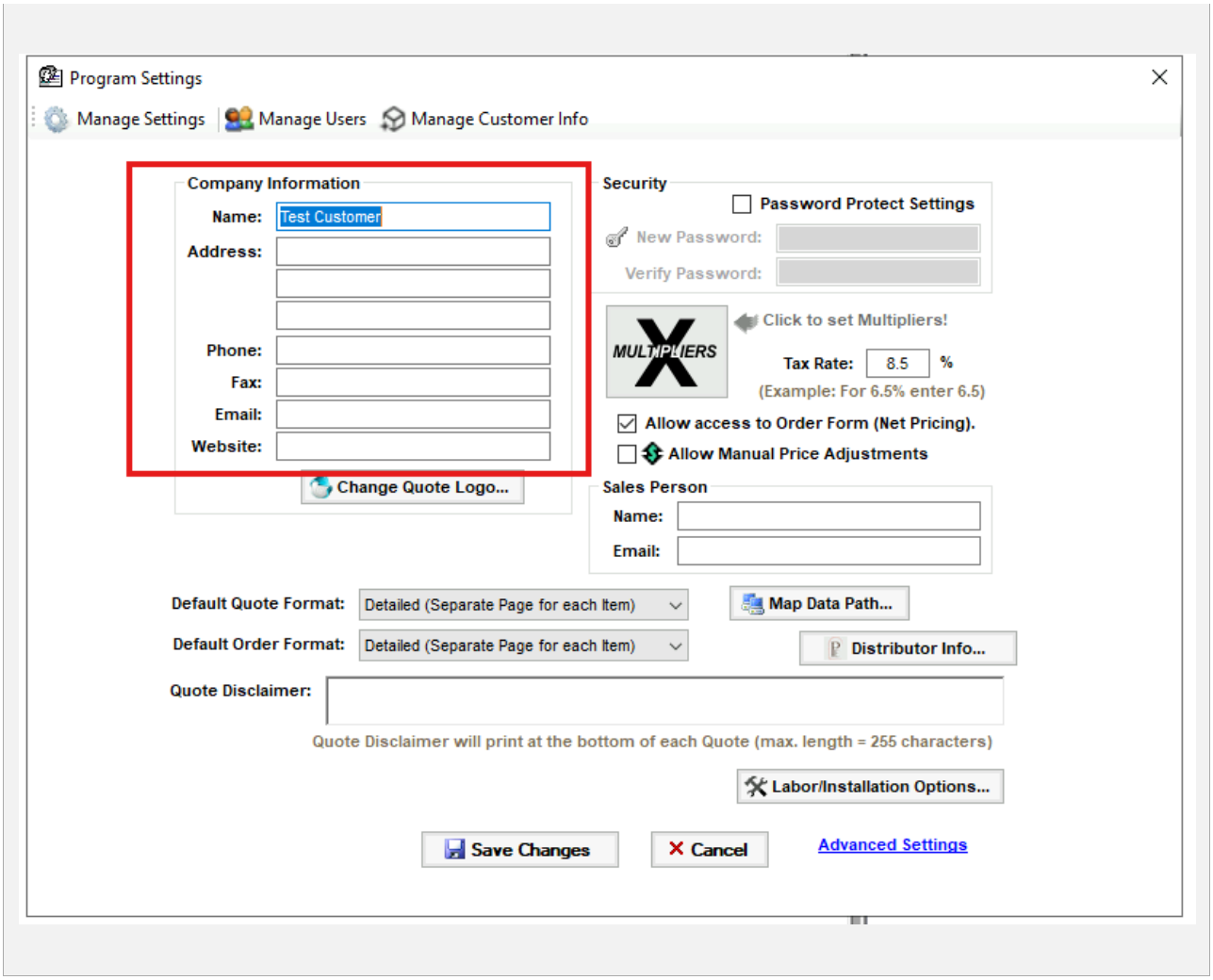


Figure 4.2.1 — Company Information Fields — Settings Page

4.2.2 Salesperson Name and Email

Enter the salesperson name and email address in the designated fields on the settings page. These fields serve two purposes:

- **Salesperson Name:** Appears on the customer-facing quote document. This is typically the name of the person managing the account or processing the quote.
- **Email Address:** Used as the From: address when emails are sent from within E-Catalog via the Forms menu. See Section 7.5 for details on emailing quotes.

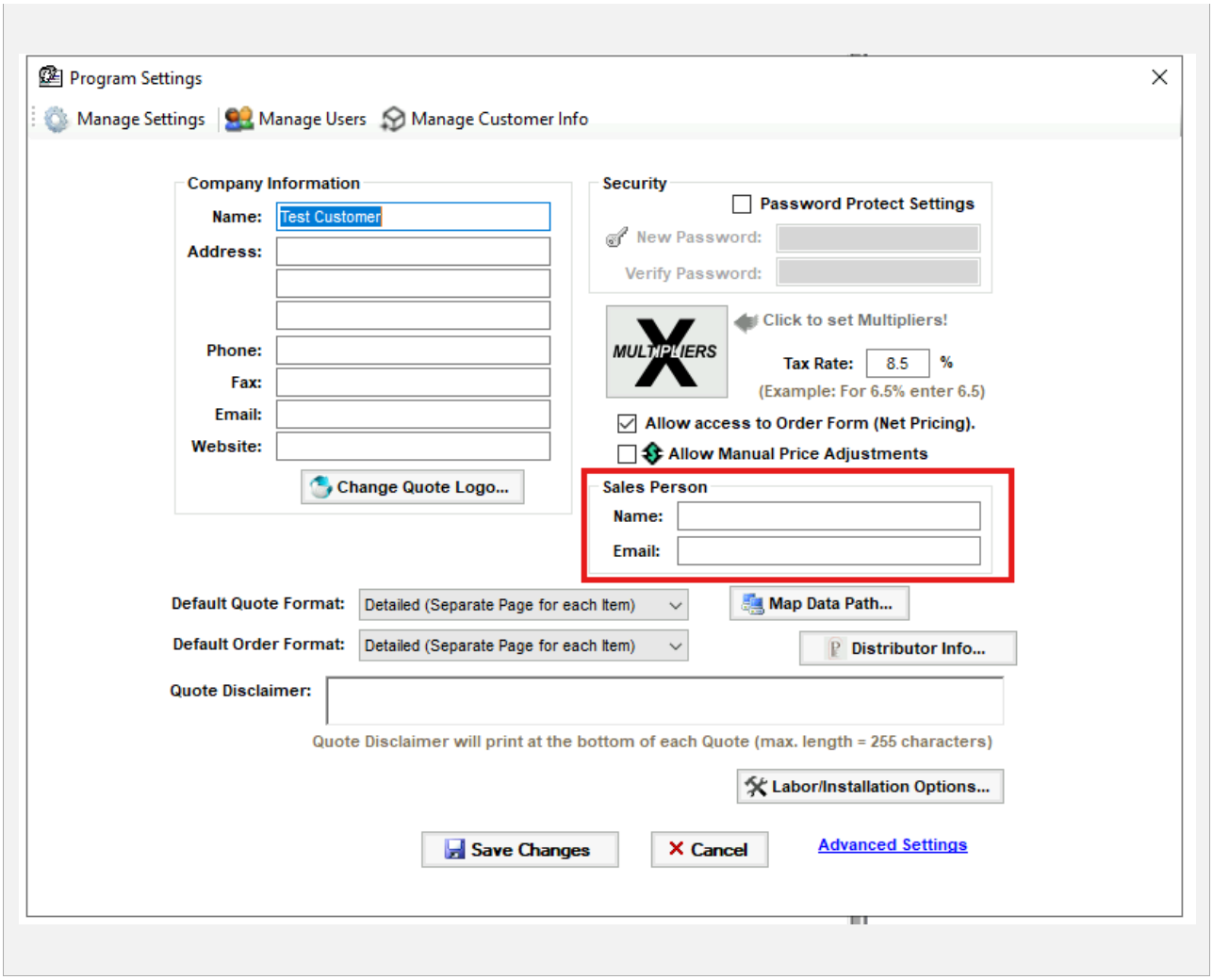


Figure 4.2.2 — Salesperson Name and Email Fields — Settings Page

✓ **TIP** If multiple users share the same E-Catalog account, consider using a general company email address here rather than an individual's email. This keeps outgoing quote emails consistent regardless of who is logged in.

4.2.3 Quote Disclaimer

The quote disclaimer field allows you to add a block of text that will appear at the bottom of every customer-facing quote document. Use this field as appropriate for your business circumstances.

Common uses include pricing validity periods, freight and delivery disclaimers, payment terms, or any other standard language your company includes on quotes.

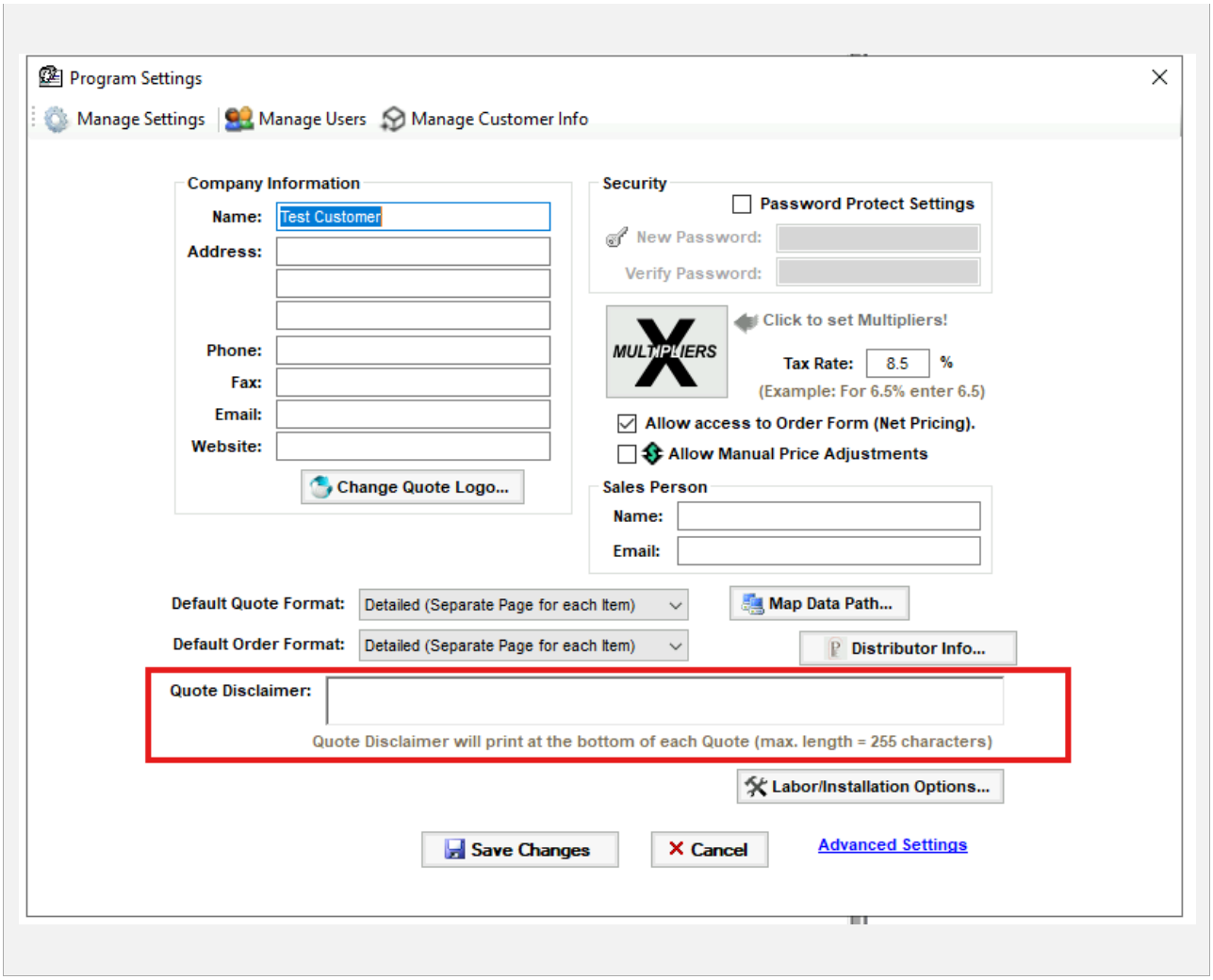


Figure 4.2.3 — Quote Disclaimer Field — Settings Page

NOTE The quote disclaimer is optional. If you leave it blank, nothing will appear at the bottom of your quotes. Consult with your management or legal team if you are unsure what language to include.

4.2.4 Company Logo

If you would like your company logo to appear on your quote documents, contact Prestige Entries at office@prestigeentries.com to coordinate. Logo setup is handled by Prestige Entries and cannot be uploaded directly by your team.

When submitting your logo, please ensure it meets the following specifications:

- **Dimensions:** 240 x 72 pixels
- **Aspect Ratio:** 3.33:1
- **Format:** PNG or JPG preferred

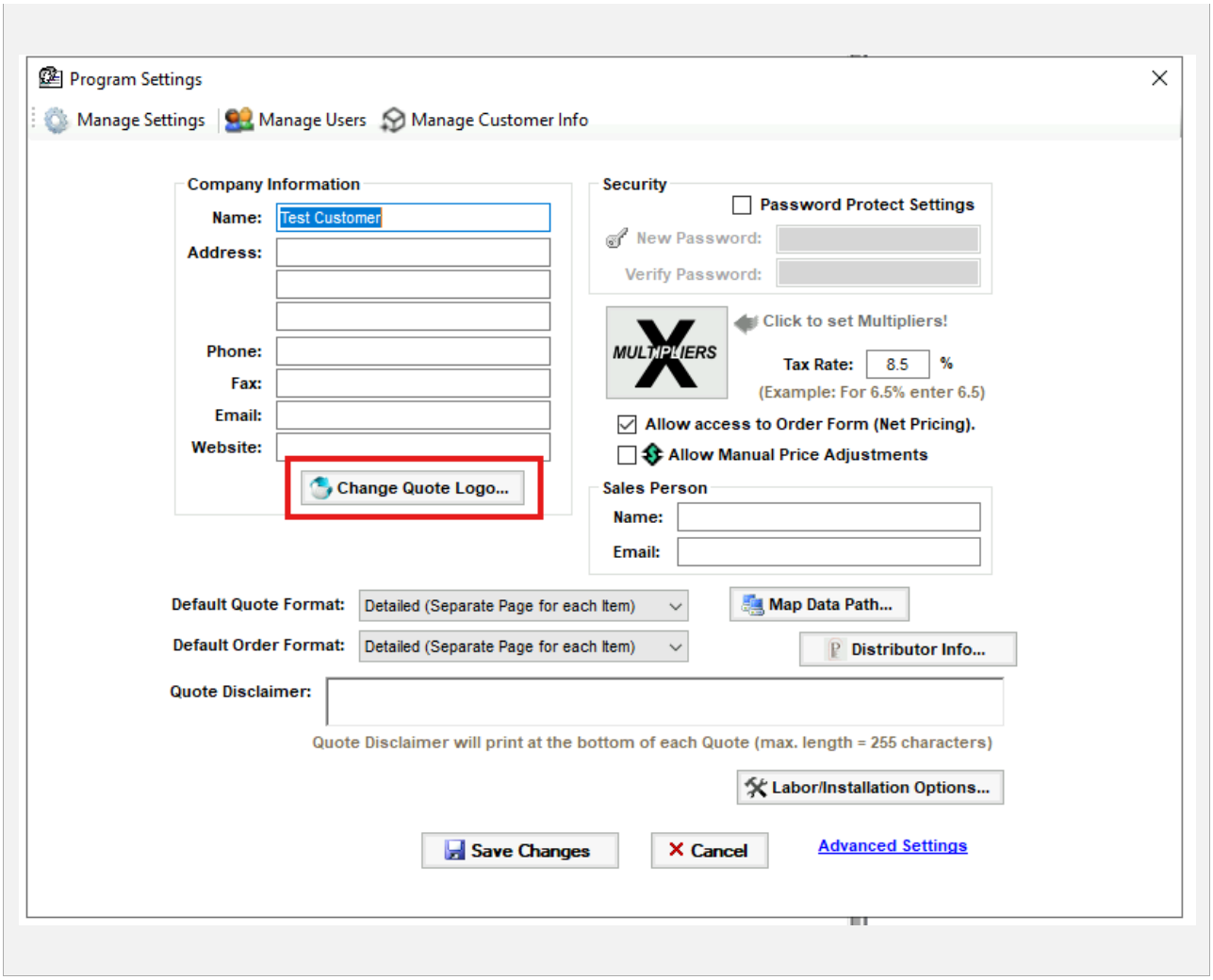


Figure 4.2.4 — Quote Logo — Example Quote Header with Logo

✓ **TIP** Prepare your logo file to the correct dimensions before submitting. A logo that does not match the 240x72 pixel specification may appear stretched or cropped on your quote documents.

4.2.5 Local Tax Rate

The settings page includes a field for your default tax rate. If you charge sales tax to your customers, this is an important field to configure before you begin building quotes.

E-Catalog applies this rate automatically to quotes where tax is applicable. The tax amount appears as a line item on your customer-facing quote documents.

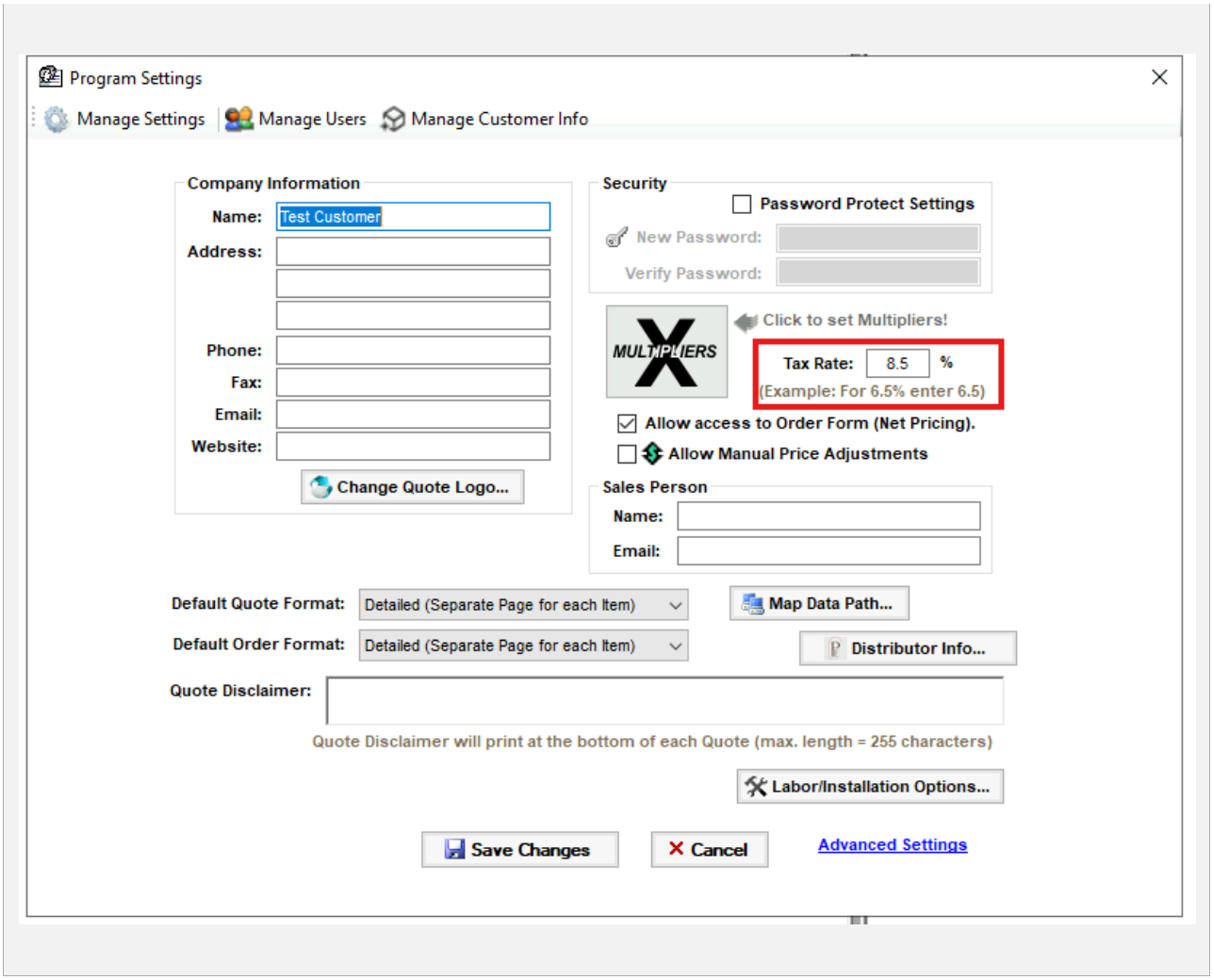


Figure 4.2.5 — Tax Rate Field — Settings Page

NOTE If you serve customers across multiple tax jurisdictions, review how your default rate is applied and adjust it as needed for individual quotes. Setting the correct rate from the start will prevent errors on customer-facing documents.

4.2.6 Security

The settings page includes a Security section that allows your Account Administrator to password-protect the settings page. When a password is set, standard users cannot access or change any settings — including tax rate, pricing multipliers, company information, or any other configuration on this page.

This is useful if your company wants to ensure that only designated administrators can modify program settings.

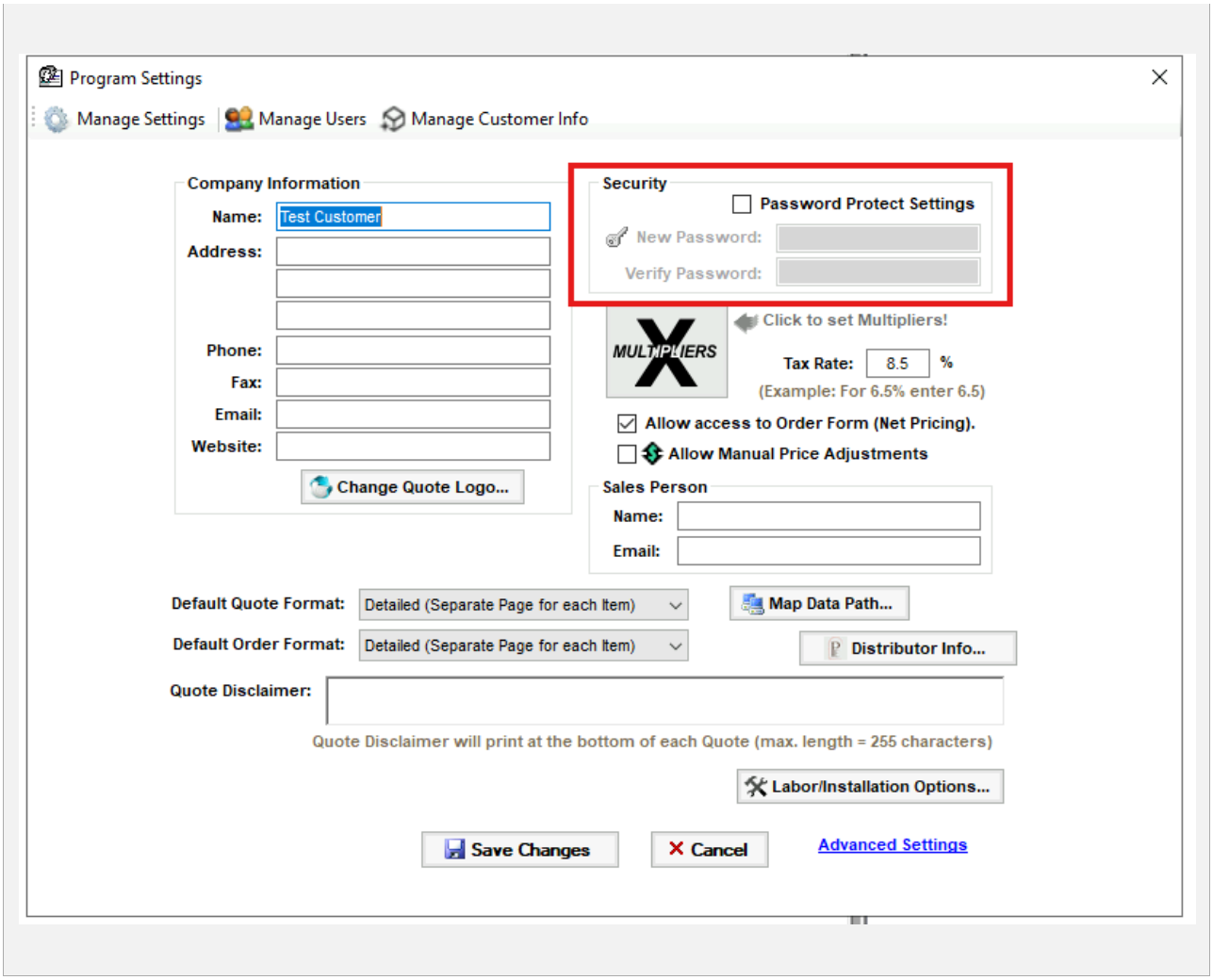


Figure 4.2.6 — Security Section — Settings Page

NOTE The Security section is for Account Administrator use. See Section 11 for full details on how to configure access controls, lock pricing multipliers, and manage user permissions. If you cannot access the settings page, contact your Account Administrator.

4.3 Understanding Cost vs. Price

Before setting up your pricing, it is important to understand how E-Catalog distinguishes between two different numbers:

- **Cost:** What you pay Prestige Entries for the product. This is calculated from the product list price multiplied by your fixed cost multiplier. Your cost multiplier is set by Prestige Entries and cannot be changed.
- **Price:** What you charge your own customers. This is your cost with your own markup or margin applied on top. When you set a Retail multiplier, that becomes the price E-Catalog displays

throughout the program — on the product selection screen, on your quotes, and at the bottom of every screen. You will see your selling price, not your cost, at all times once a Retail multiplier is set.

This distinction matters when you are reviewing figures on screen. If you have set up a markup, the number you see is always what your customer pays — not what you pay Prestige Entries.

NOTE If you do not set up any markup or margin, your cost and your price will be the same number. Many users use E-Catalog purely to view their cost from Prestige Entries and never configure retail pricing. Both approaches are fully supported.

NOTE All pricing in E-Catalog is based on net delivered pricing. The delivery conditions that apply to your cost vary by product category — see Section 4.5 for details.

4.4 Setting Your Retail Multipliers

To set up your retail pricing, go to program settings and click the X Multipliers button. This opens the multiplier setup screen.

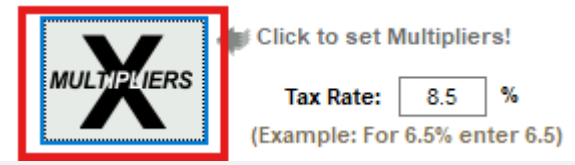


Figure 4.4.1 — X Multipliers Button — Program Settings Screen

4.4.1 Product Categories

Multipliers are set separately for each product category and subcategory. Use the Product Category drop-down to switch between categories.

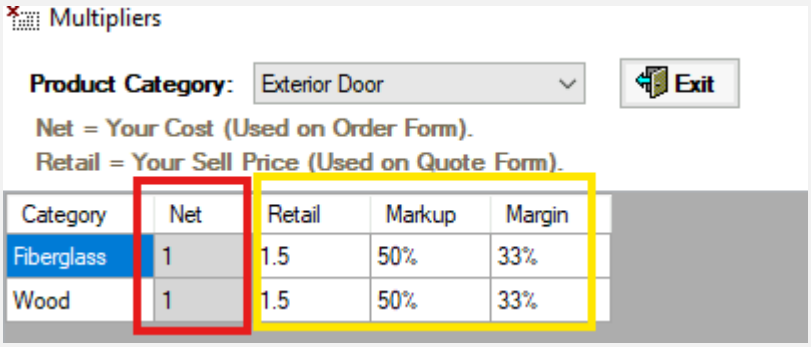
Category	Subcategories
Exterior Doors	Fiberglass, Wood
Miscellaneous Items	Barn Doors, Closeout Items, Door Components, Steel Doors and Windows

4.4.2 The Multiplier Columns

Each category displays four columns. Here is what each one means:

Column	What It Shows	Can You Edit It?	Notes
Net	Your cost multiplier from Prestige Entries	No — grayed out	Set by Prestige Entries. Cannot be changed.
Retail	Your selling price multiplier	Yes	This is the multiplier that sets the price displayed throughout E-Catalog. Defaults to match Net if no markup is set.
Markup	Your markup percentage above Net	Yes	Enter a percentage — e.g. 30 for 30%. Updates Retail and Margin automatically.
Margin	Your margin percentage	Yes	Linked to Markup and Retail. Changing one updates the others.

To set your markup, type a percentage into the Markup field and press Tab. The Retail and Margin columns will update automatically. You can also type directly into the Retail or Margin fields — all three are linked.



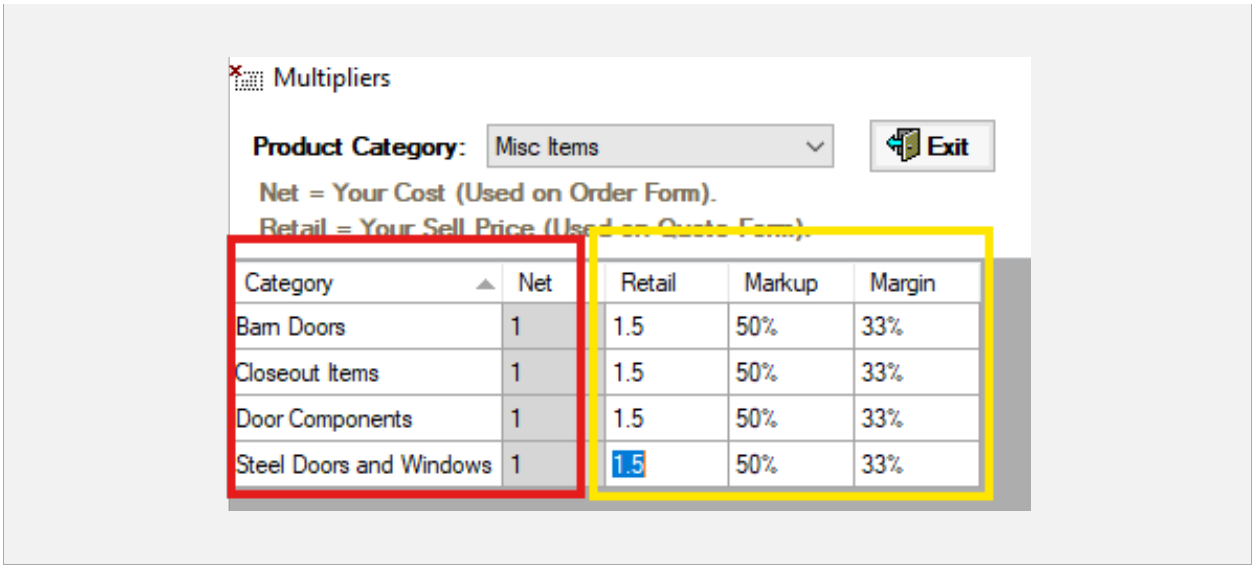


Figure 4.4.2 — X Multipliers Screen — Exterior Door Category

✓ **TIP** You can set a different markup for each product category. For example, you may want a higher margin on Closeout Items than on standard Exterior Doors. Each category is configured independently.

4.4.3 Per-User Multipliers

Each user on your account has their own multiplier settings. Multipliers are not automatically shared between users. If your team needs consistent pricing across all users, your Account Administrator can set a company-wide multiplier and lock it so individual users cannot change it.

Individual users can still set their own discount levels for their own customers even when a company-wide multiplier is locked. This is covered in Section 6.

✓ **TIP** If consistent pricing across your team matters to your business, ask your Account Administrator to configure and lock the company-wide multiplier before your users begin building quotes. This prevents inconsistencies that can be difficult to correct later.

4.5 Pricing and Delivery Notes

All pricing in E-Catalog is presented as net delivered pricing. Whether that pricing includes delivery depends on what is being ordered and how it is being shipped. This is your cost from Prestige Entries as described in Section 4.3 — the table below summarizes how delivery applies to each product category.

Product Category	Pricing Basis	Ordered with door units?	Ordered alone?

Exterior Doors	Net delivered	Yes — delivered	Yes — delivered
Steel Doors	Net delivered	Yes — delivered	Yes — delivered
Barn Doors, Door Components, Closeout Items	Net delivered	Yes — if delivered on Prestige truck	Contact Prestige Entries for a freight quote

NOTE If you are ordering Barn Doors, Door Components, or Closeout Items without door units on the same order, contact Prestige Entries before submitting. Freight costs for standalone orders of these items are not included in E-Catalog pricing and will need to be confirmed separately.

4.6 Labor and Installation Pricing (Optional)

If your company offers installed sales, E-Catalog includes an optional labor and installation pricing feature. This allows you to add installation costs to your quotes automatically.

To access this feature, click the Labor/Installation button on the program settings screen.

From here you can set a flat installation amount per unit for each door type — entry doors, doors with sidelights, doors with transoms, and others. You can choose to add this as a flat amount per unit or itemize it separately on the quote.

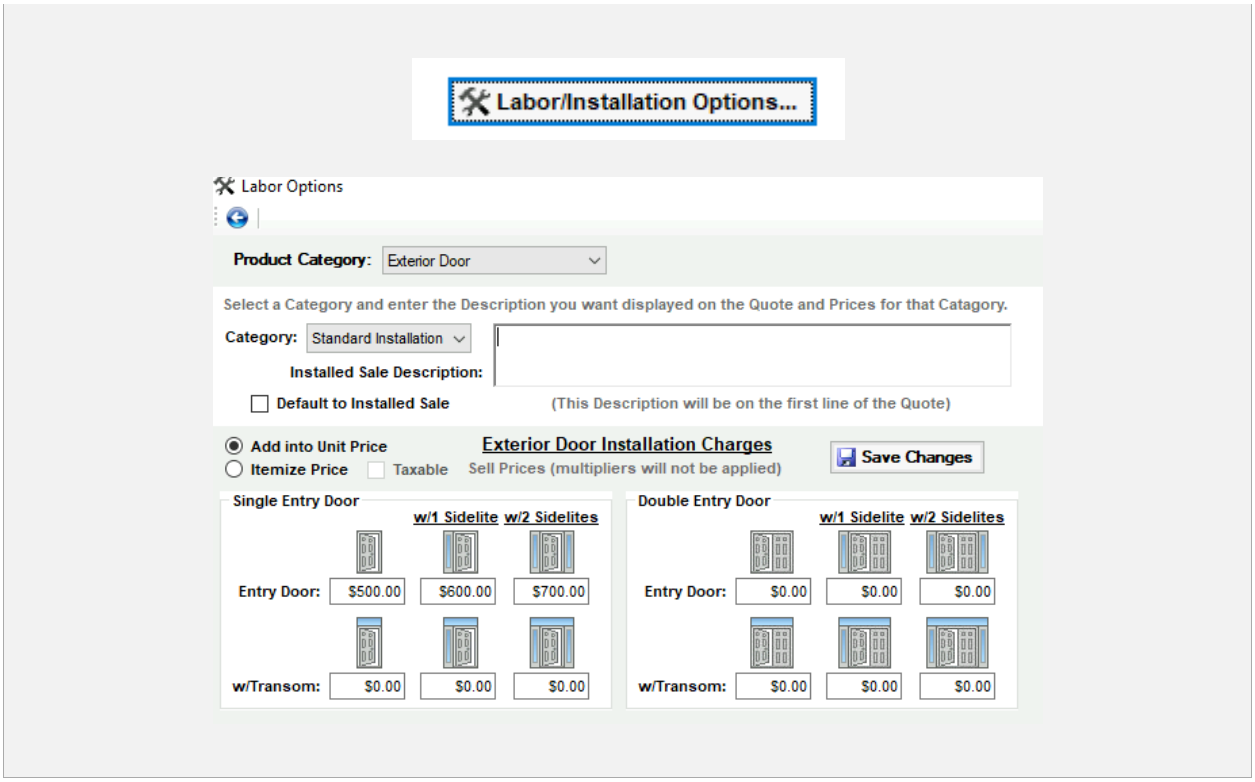


Figure 4.6.1 — Labor and Installation Pricing Options

✓ **TIP** This feature is entirely optional. If you do not offer installed sales, you can ignore it completely.

5 Building a Quote

This section walks through the process of adding products to a project in E-Catalog. There are two types of product interfaces depending on the module you are working in.

- **Exterior Doors and Steel Doors:** Visual, selection-based interface with a guided wizard available for first-time use.
- **Barn Doors, Door Components, and Closeout Items:** Menu-driven list format. Browse and select from a structured product list.

5.1 The Exterior Door Module

Click the Exterior Doors module on the home screen to open the door selection interface. The screen is divided into selection tabs across the top and a product viewing area below.

The selection tabs for the Exterior Door module are:

- **Doors:** The main door configuration panel. This is where you make all primary door selections.
- **Sidelights:** Add sidelight options to the door assembly.
- **Transoms:** Add transom options, including custom transom heights.
- **Frame / Trim:** Configure frame depth and trim options.
- **Options:** Miscellaneous add-on options such as locks and hardware.
- **Order Info:** Associate the item with one of your own customers and add any relevant project notes.

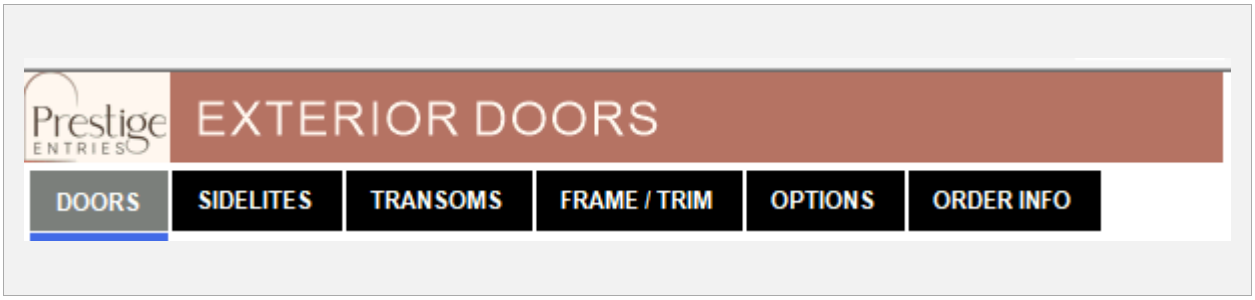


Figure 5.1.1 — Exterior Door Module — Selection Tabs

5.1.1 Using the Wizard

The first time you use the Exterior Door module, use the wizard. The wizard guides you through each selection in a logical sequence and ensures no steps are missed. After your first session, most users find the manual tab interface faster for repeat use.

To launch the wizard, click the Wizard button within the Exterior Door module.

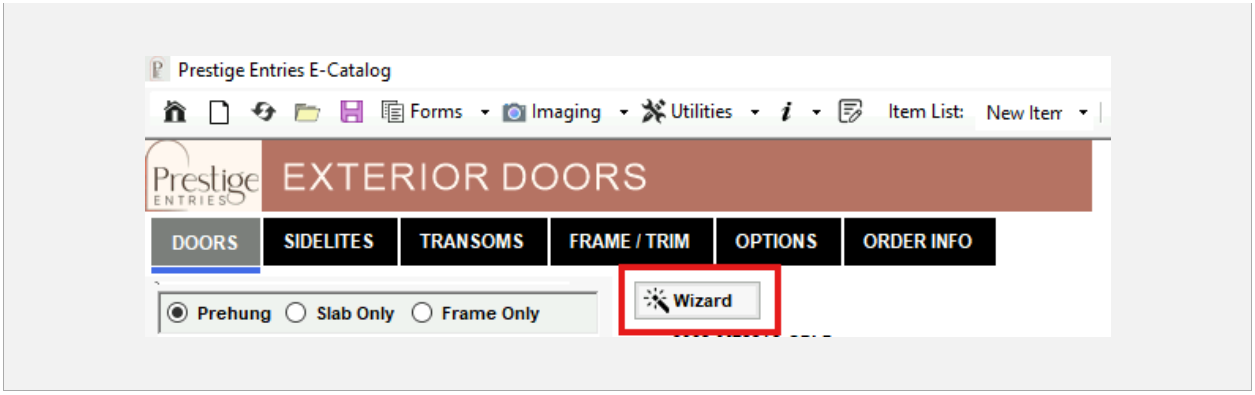


Figure 5.1.2 — Wizard Button — Exterior Door Module

✓ **TIP** Use the wizard for your first quote. It establishes the correct selection sequence and helps you understand how the options relate to each other. Manual selection becomes intuitive quickly after that.

5.1.2 Wizard Selection Sequence

The wizard walks through the following steps in order. Each step filters the available options in subsequent steps — E-Catalog will only show combinations that are available as actual products. You cannot build a configuration that does not exist in the catalog.

Step	Selection	Notes
1	Quantity	Enter the number of units for this door configuration.
2	Assembly Type	Choose the overall assembly — single door, door with sidelights, door with transom, or combination.
3	Material	Select Fiberglass or Wood.
4	Series	Choose the product series within the selected material. Fiberglass options include different grain profiles. Wood options include Modern and Traditional styles.
5	Size	Select the door size.
6	Glass Type	Choose the glass option for the door. Available selections will reflect what is compatible with your other choices.

7	Swing and Handing	Select the swing direction and handing for the door.
8	Hinges	Choose the hinge type.
9	Door Boring	Select the boring configuration for the lock and hardware prep.
10	Door Style	Choose the specific door panel design. Only styles compatible with all previous selections will be shown.
11	Sidelights	If applicable, add sidelights. Options include standard stock sidelights and direct-set sidelights.
12	Transom	If applicable, add a transom. Custom transom height options are available.
13	Frame Options	Select the frame depth and any frame and trim options.
14	Miscellaneous Options	Add any additional options such as locks or hardware where applicable.

NOTE The product selection logic is smart — if you choose a particular glass type, only compatible door styles will appear, and vice versa. If an option you expect to see is not showing, check your earlier selections. A previous choice may have filtered it out.

5.1.3 Manual Selection

After your first session with the wizard, you can configure doors directly using the selection tabs without launching the wizard. The tabs correspond to the same steps the wizard covers and can be completed in any order, though working left to right is recommended to follow the same logical sequence.

The same smart filtering applies in manual mode — selections in one tab will narrow the available options in others.

5.2 The Steel Door Module

COMING SOON

The Steel Door module uses the same visual, selection-based interface as the Exterior Door module. The wizard is available and the same selection tabs apply. Work through the options in the same way described in Section 5.1.

Steel door product options and available configurations will differ from the fiberglass and wood door offerings. Refer to your Prestige Entries sales representative for product guidance.

COMING SOON

5.3 Barn Doors, Door Components, and Closeout Items

These three modules use a menu-driven list format rather than the visual selection interface. When you open one of these modules, you are presented with a structured product list organized by category.

Browse the available options, select the items you need, enter the quantity, and add them to your project. The process is straightforward and does not require a wizard.

ℹ **NOTE** Review the delivery conditions for these product categories before ordering. See Section 4.5 for details on how delivery applies depending on what else is included in your order.

5.4 Adding Items to a Project

Once you have configured a product, you must add it to the project before moving on. The bottom menu bar at the bottom of the product selection screen contains the controls for this.

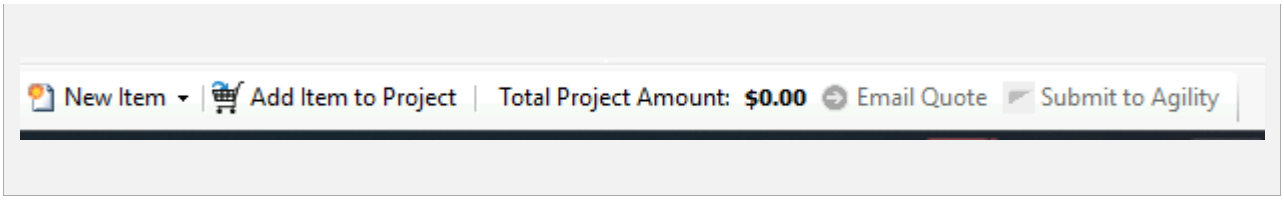


Figure 5.4.1 — Bottom Menu Bar — Product Selection Screen

Button	What It Does
New Item	Clears the current configuration so you can start a new product. Do not click this until you have added the current item to the project.
Add Item to Project	Saves the current product configuration to the open project. Always click this before starting a new item.
Total Project Amount	Displays the running total for all items added to the project.
Adjust Prices	Allows you to manually adjust the price for a specific item on this project. This overrides the multiplier for that item only.
Email Quote	Emails a PDF copy of the quote directly from this screen. This is the preferred method for emailing quotes. See Section 7.
Submit to Agility	Submits the project as a binding order to Prestige Entries. See Section 8.

⚠ **WARNING** Always click Add Item to Project before clicking New Item. Clicking New Item clears the current configuration without saving it. There is no undo. If you start a new item without adding the current one first, the configuration is lost.

You can add as many items as needed to a single project. Projects can include a mix of product types — for example, exterior doors and door components on the same order. Each item must be added to the project individually before moving on to the next.

5.5 Lead Times

An approximate lead time is displayed at the bottom of the product selection screen. This estimate is updated periodically by Prestige Entries based on current production and inventory conditions.

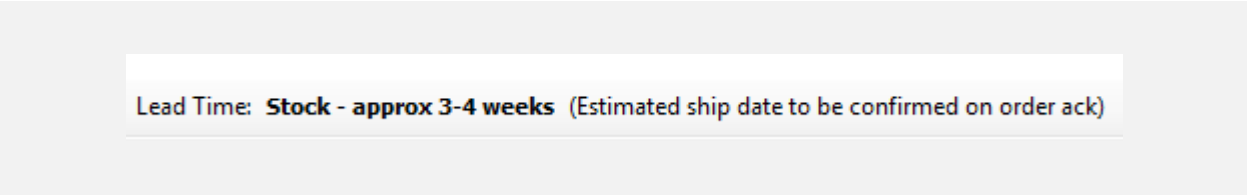


Figure 5.5.1 — Lead Time Display — Bottom of Product Selection Screen

⚠ **WARNING** The lead time shown in E-Catalog is an estimate only. It is not confirmed until you receive an official order acknowledgment from Prestige Entries. Do not communicate a delivery date to your customer based on the E-Catalog lead time alone. Prestige Entries will confirm lead time within 24 hours of order submission on business days.

5.6 Shared Access to Quotes

All users on your account have access to each other's saved quotes and open projects. E-Catalog does not separate project files by user — any user can open, view, and work on any saved project.

If your team shares customers or frequently works on the same projects, this shared access allows anyone to pick up where another user left off. Keep this in mind when naming and organizing your project files.

ℹ **NOTE** Prestige Entries does not have access to your saved quotes or project files. If you need to share a quote with Prestige Entries, use the Email Quote function described in Section 7.

6 Managing Your Customers

E-Catalog includes an optional customer management feature that allows you to maintain a list of your own customers. When you associate a customer with a project, E-Catalog applies any discount you have set for that customer on top of your retail multiplier.

This feature is entirely optional. Many users work without a customer list and simply use their standard retail pricing for all quotes. If your business involves multiple customer types — such as builders, contractors, and walk-in retail customers — setting up a customer list can save time and keep your pricing consistent.

6.1 Accessing the Customer List

To access your customer list, go to the top menu bar and select Utilities, then Customers. This opens the customer management screen, which displays all customers currently set up in your account.

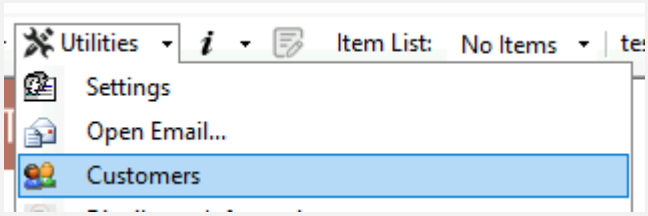


Figure 6.1.1 — Utilities Menu — Customers Option

6.2 Adding a New Customer

From the customer management screen, click Add New Customer. A form opens with the following fields:

Field	What to Enter	Notes
Customer ID	A unique identifier for the customer. You assign this yourself.	
Name	The customer's name or company name.	
Address	Customer address information. Used on printed quote documents if populated.	
Tax Rate	A tax rate specific to this customer, if different from your default rate set in program settings.	
Set Discounts	Opens the discount configuration for this customer. See Section 6.3.	

Fill in the relevant fields and save the record. The customer will now appear in your customer list and can be selected when building a quote.

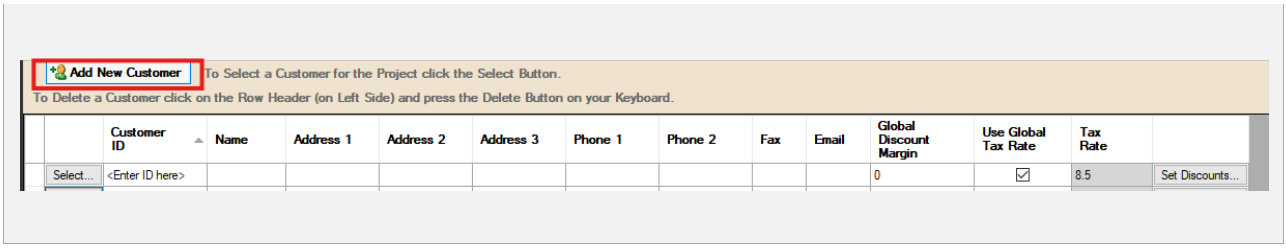


Figure 6.2.1 — Add New Customer Form

✓ **TIP** At a minimum, enter a Customer ID and Name. The other fields are useful but not required to get started. You can always go back and add additional details later.

6.3 Applying Customer Discounts

Each customer can have a discount applied on top of your standard retail pricing. This allows you to offer different price levels to different customer types without manually adjusting prices on every quote.

6.3.1 How the Discount Works

The discount is a multiplier applied to your retail price for that specific customer. A value of 1.00 means the customer pays full retail. A value of 0.90 means the customer receives a 10% discount from your retail price. You can also enter a value above 1.00 if needed.

The example below illustrates how the full pricing chain works from list price through to an individual customer price:

Step	Calculation	Result
List price from Prestige Entries	$1,000.00	Starting point
Your cost (Net multiplier: 0.75)	$1,000.00 × 0.75	$750.00 — your cost
Your retail price (35% margin applied)	$750.00 ÷ 0.65	$1,153.85 — your selling price
Builder A price (10% customer discount)	$1,153.85 × 0.90	$1,038.47 — Builder A pays this
Walk-in customer price (no discount)	$1,153.85 × 1.00	$1,153.85 — full retail price

ℹ **NOTE** Your cost from Prestige Entries is never affected by the customer discount. The discount only applies to the price layer between your retail price and what your customer pays.

6.3.2 Setting a Customer Discount

To set a discount for a customer, open the customer management screen and locate the customer record. Click Set Discounts to open the discount configuration panel.

Discounts are set separately for each product category — Exterior Doors (Fiberglass and Wood) and Miscellaneous Items (Barn Doors, Closeout Items, Door Components, Steel Doors and Windows). This allows you to offer different discounts for different product types for the same customer.

Enter the discount multiplier for each applicable category and save.

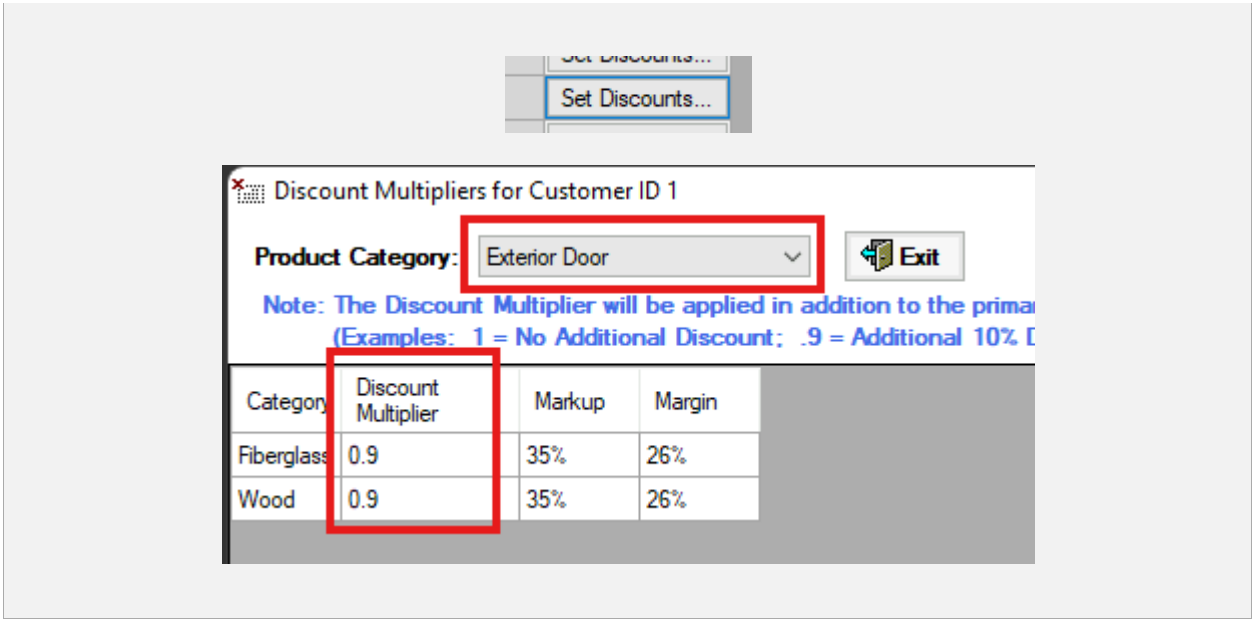


Figure 6.3.1 — Set Discounts Panel — Customer Record

✓ **TIP** If a customer gets the same discount across all product categories, you can enter the same multiplier in each field. If they get category-specific pricing — for example, a bigger discount on doors than on components — set each category independently.

6.4 Per-User Customer Lists

Each user on your account maintains their own customer list. Customer records are not automatically shared between users. If User A sets up a customer, User B will not see that customer in their own list unless the records are shared manually.

Sharing customer lists across users is a function managed by your Account Administrator and is covered in Section 11.

ℹ **NOTE** How you use the customer list is entirely up to your team. Some businesses maintain one shared list managed by the Account Administrator. Others allow each user to maintain their own customers. Either approach works — the right choice depends on how your team operates.

6.5 Selecting a Customer on a Quote

To apply a customer's pricing to a project, select the customer from the Order Info tab within the product module, or from the project information panel on the home screen. Once selected, E-Catalog will apply that customer's discount multiplier to the prices displayed throughout the project.

If no customer is selected, your standard retail pricing applies.

✓ **TIP** Select your customer before you begin adding items to a project. This ensures the correct pricing is applied from the start and avoids the need to adjust prices manually after items have been added.

7 Quote & Order Documents

7.1 Understanding the Difference

E-Catalog produces two types of documents from your project: a Quote and an Order. These are fundamentally different documents that serve different purposes. Using the right one in the right situation is important.

	Quote Document	Order Document
What it shows	Your selling price to your customer	Your cost from Prestige Entries
Who it is for	Your customer — hand this to them	Internal use — your records only
Typical use	Presenting pricing, getting approval, emailing to a customer	Internal cost reference, office manager review, internal approval
Accessed via	Forms menu — Quote, or Email Quote button at the bottom of the screen	Forms menu — Order

⚠ **WARNING** Do not hand an Order document to your customer. The Order document shows your cost from Prestige Entries — not your selling price. The Quote document is the correct document for any customer-facing communication.

7.2 Accessing Quote and Order Documents

Both documents are accessed through the Forms menu in the top menu bar. Click Forms to see two options:

- **Quote:** Opens the quote document options — view, email, create PDF, and format settings.
- **Order:** Opens the order document options — view, email, create PDF, and format settings.

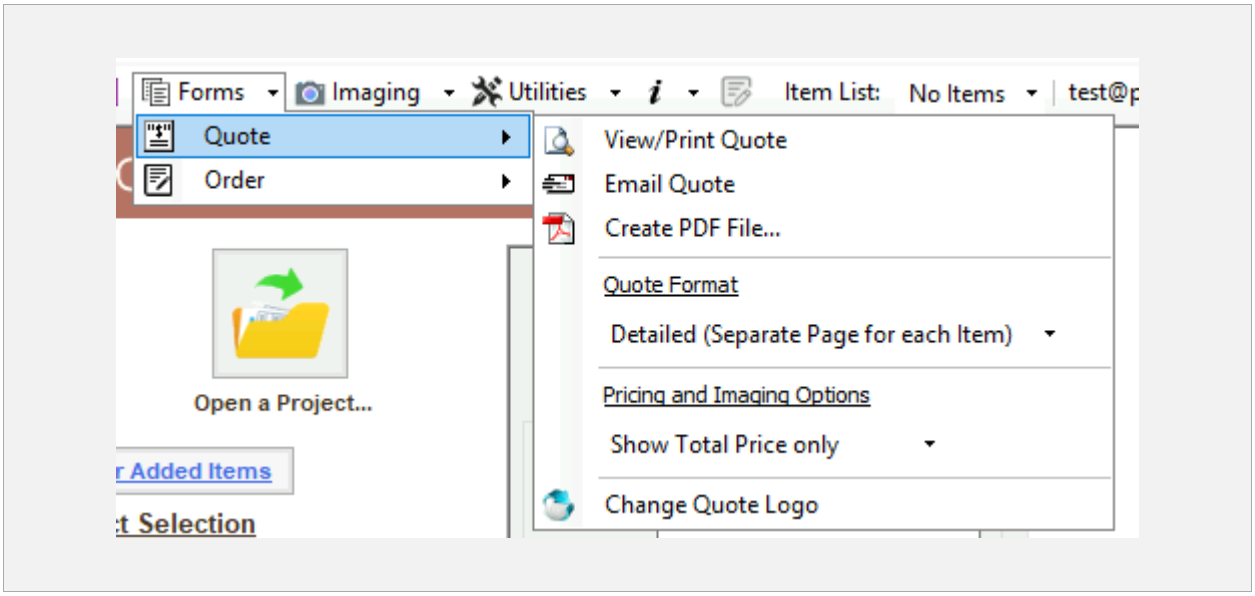


Figure 7.2.1 — Forms Menu — Quote and Order Options



Figure 7.2.2 — Email Quote Button — Bottom Menu Bar

NOTE The Email option within the Forms menu requires mail server configuration by your IT team and is not recommended for most users. Use the Email Quote button at the bottom of the product selection screen instead. It is simpler and does not require any additional setup. See Section 7.5.

7.3 Setting Your Default Format

Before generating your first document, set your preferred default format for both the Quote and the Order. This is done on the program settings screen under Default Quote Format and Default Order Format.

The available format options are the same for both document types:

Format Option	Description	Recommended?
Summary — grouped by product type	One summary line per product type. Totals grouped by category.	No

Summary — not grouped	One summary line per item. No category grouping.	No
Detailed — separate page per item	Full detail for each item on its own page, including door image and all selected options.	**Yes — preferred format**
Current item only	Generates a document for the currently selected item only, not the full project.	Situational

✓ **TIP** Set the Detailed — separate page per item format as your default for both Quote and Order. This format gives the most complete picture of each product, includes the door image, and is the easiest for both your customer and your own team to review.

7.4 Pricing Display Options

When generating a Quote, you have control over how pricing appears on the document. These options are found under Pricing and Imaging Options within the Forms — Quote menu.

Pricing Display Option	What It Shows on the Document	Recommended?
Show itemized prices	A price for every individual line item — hinges, glass, frame components, and so on.	No — avoid
Show total price only	One total price per door unit or project. Clean and easy for your customer to review.	**Yes — preferred**
Don’t show pricing	No pricing shown on the document. Useful when sharing a specification sheet without disclosing price.	Situational

✓ **TIP** Use Show total price only for customer-facing quotes. Itemized line pricing — showing individual costs for hinges, glass, and other components — adds confusion and is not meaningful to most customers. A clean total per unit is simpler and more professional.

7.5 Emailing a Quote or Order

E-Catalog offers two methods for emailing quotes and orders. Each has its own setup requirements and practical trade-offs.

7.5.1 Method 1 — Email via the Forms Menu

The Forms menu provides an email option under both Forms — Quote and Forms — Order. When you select this option, E-Catalog will attempt to send the document directly from within the program.

If no email address has been entered for the selected customer, a warning will appear advising that no email is on file. You will be given the option to continue anyway.

To use this method, E-Catalog must be configured with outgoing email settings. Click Email Settings to access the configuration screen. You have two options:

- **Configure Manually —** Enter your corporate email server settings to send emails as yourself from your own email address. Once configured, emails will appear in the recipient's inbox as coming from you. Contact your internal IT department for the server settings required.
- **Use MD Test Account —** Select this option to use a pre-configured outgoing mail server without any setup. Emails sent this way will appear to come from a no-reply address rather than your own. No IT configuration is required.

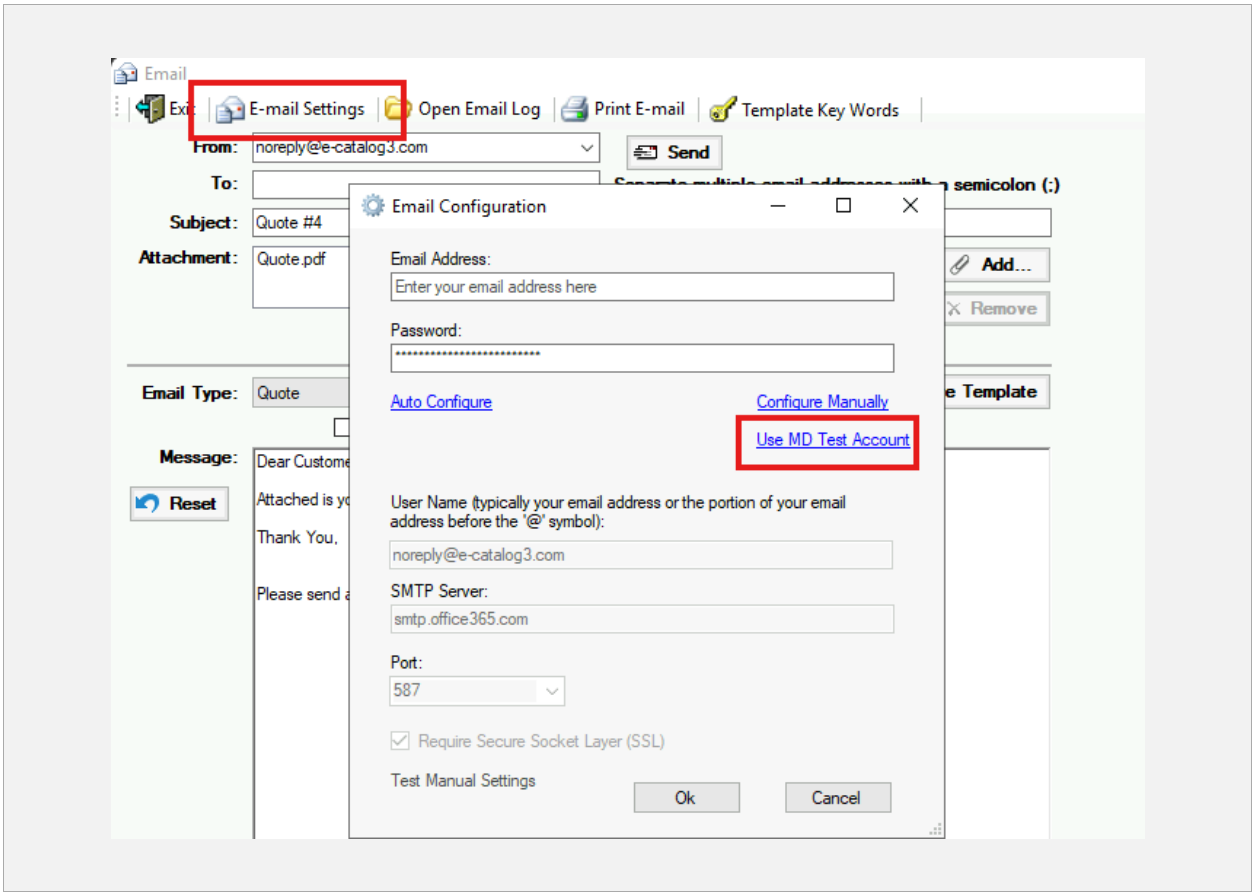


Figure 7.5.1 — E-Mail Settings Configuration Screen

You can attach files to emails sent through the Forms menu. The files available to attach will depend on which version of E-Catalog you are using:

- **Web browser version —** Only files saved on your E-Catalog server are available to attach.
- **AutoLaunch version —** Files from your local computer are also available to attach.

7.5.2 Method 2 — Email Quote Button (Bottom Menu Bar)

The Email Quote button at the bottom of the product selection screen sends a PDF of the current quote without requiring any email configuration. Click the button, enter the recipient's email address, and send.

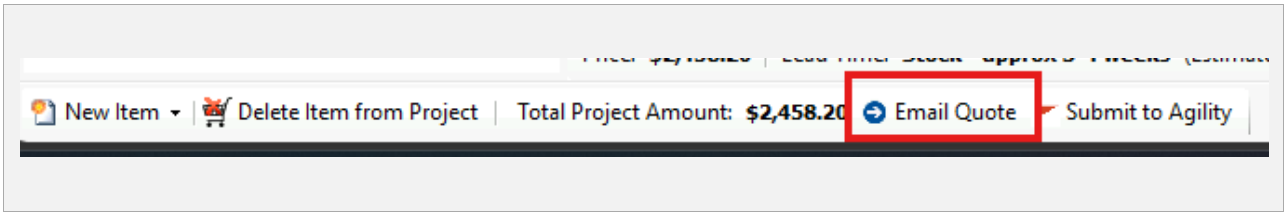


Figure 7.5.2 — Email Quote Button — Bottom Menu Bar

7.5.3 Which Method Should You Use?

Both methods work. Our recommendation is the Email Quote button for most situations. Sending the quote to yourself first and then forwarding it to your customer keeps a record of the communication in your sent folder that you can refer back to later. When you send directly through the Forms menu, that email may not appear in your sent items, making it harder to track the conversation.

	Forms Menu Email	Email Quote Button
Setup required	Yes — email configuration needed	No
Sends as	Your email (manual) or no-reply (MD Test Account)	Your own email client
Email chain retained	Not guaranteed — may not appear in sent items	Yes — email yourself and forward to customer
File attachments	Yes — server files (web) or local files (AutoLaunch)	No
Recommended?	Situational	**Yes — preferred for most users**

✓ **TIP** Email the quote to yourself first using the Email Quote button, then forward it to your customer. This gives you a sent record, keeps your email chain intact, and lets you add a personal note to the customer before sending.

7.6 The Imaging Menu

The Imaging option in the top menu bar allows you to view a larger image of the currently selected door. The door image is already included on the detailed quote and order documents, so most users will find this menu has limited day-to-day value.

It is available if you want to view or present a full-size door image independently of the quote document.

8 Submitting an Order

When your project is complete and you are ready to place an order with Prestige Entries, use the Submit to Agility button at the bottom of the product selection screen. This is the only method for submitting orders through E-Catalog.

⚠ **WARNING** Clicking Submit to Agility places a binding order with Prestige Entries. Every user on your account has access to this button and can submit orders. There is no draft state, no approval step, and no way to cancel a submitted order from within E-Catalog. Review your project carefully before submitting. If you have any questions about the order, call Prestige Entries at 985-340-0902 before submitting.

8.1 The Submit to Agility Button

The Submit to Agility button is located in the bottom menu bar of the product selection screen, at the far right. Clicking it opens the order submission form.

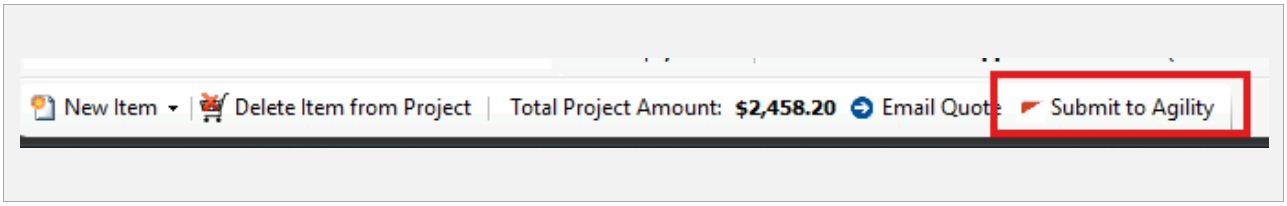


Figure 8.1.1 — Submit to Agility Button — Bottom Menu Bar

8.2 Completing the Order Submission Form

When you click Submit to Agility, a new window opens titled Submit Agility Order. Complete all required fields before submitting.

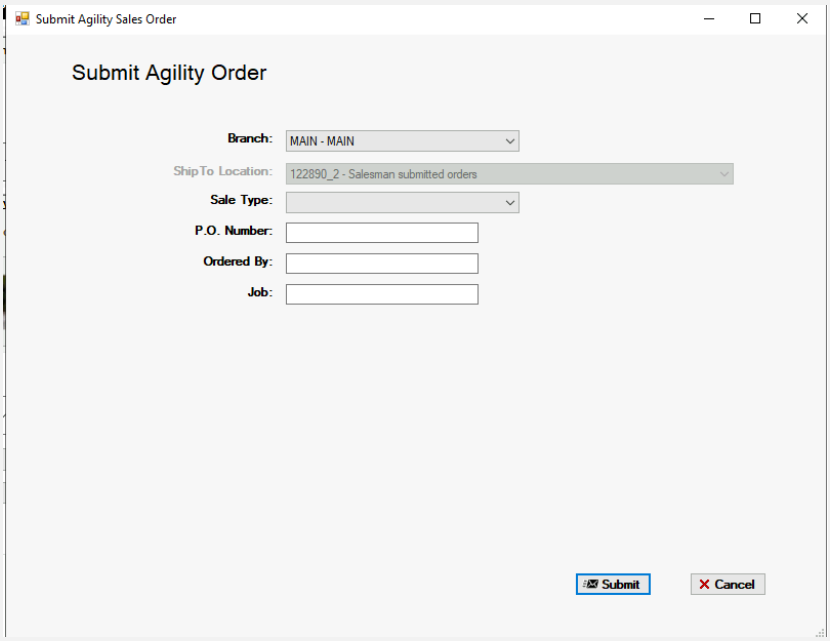


Figure 8.2.1 — Submit Agility Order Window

Field	Required?	Notes
Branch	Pre-filled	Automatically populated with your account information. No action needed.
Ship To	Pre-filled	Automatically populated with your account shipping address. Confirm this is correct before submitting.
Sale Type	Required	Select the appropriate sale type from the drop-down menu.
PO Number	Required	Enter your internal purchase order number. This appears on your order acknowledgment.
Ordered By	Required	Enter the name of the person placing the order.
Job	Optional	For your internal reference only. This field is not visible to Prestige Entries.

✓ **TIP** Have your PO number ready before opening the submission form. The form requires it and there is no way to save a partially completed submission.

8.3 Order Confirmation

After you click Submit on the order form, a confirmation pop-up will appear on screen. This pop-up confirms that your order has been received and displays a four-digit order ID number.

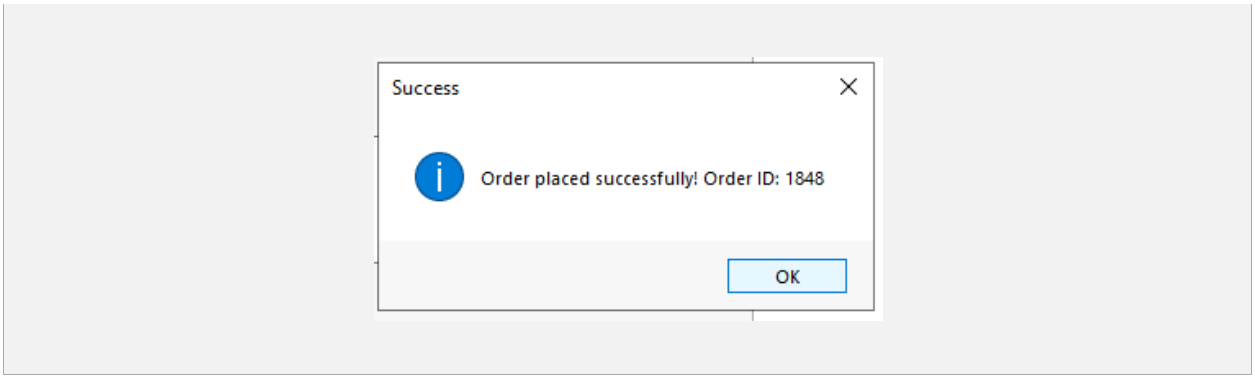


Figure 8.3.1 — Order Confirmation Pop-Up — Success Message and Order ID

Make a note of your order ID. If you need to follow up with Prestige Entries about this order, reference this number and our team can locate it quickly.

NOTE The order confirmation pop-up confirms that your order has been received by Prestige Entries. It is not an order acknowledgment. Your order is not fully confirmed until you receive an official written order acknowledgment from Prestige Entries with confirmed pricing, lead time, and shipment details.

8.4 Lead Time Confirmation

WARNING The lead time displayed in E-Catalog is an estimate only and is not confirmed at the time of order submission. Do not commit a delivery date to your customer based on the E-Catalog lead time. Your lead time will be confirmed in the official order acknowledgment from Prestige Entries, which will be issued within 24 hours of order submission on business days. Lead times are subject to product availability and are only binding once confirmed in writing by Prestige Entries.

8.5 After Submission

Once an order has been submitted, Prestige Entries will review it and issue an official order acknowledgment within 24 hours on business days. The acknowledgment will confirm:

- Your order details and pricing
- Confirmed lead time and estimated ship date
- Any questions or clarifications from Prestige Entries

If you have questions about an order after it has been submitted, contact Prestige Entries customer service directly. Reference your order ID from the confirmation pop-up or your PO number.

- **Phone:** 985-340-0902
- **Email:** sales@prestigeentries.com
- **Sales Representative:** Contact your Prestige Entries sales representative directly for order follow-up.

9 Saving & Managing Projects

9.1 Saving a Project

To save your current project, click the Save icon in the top menu bar. This opens a save file dialog where you can name the file and choose where to save it.

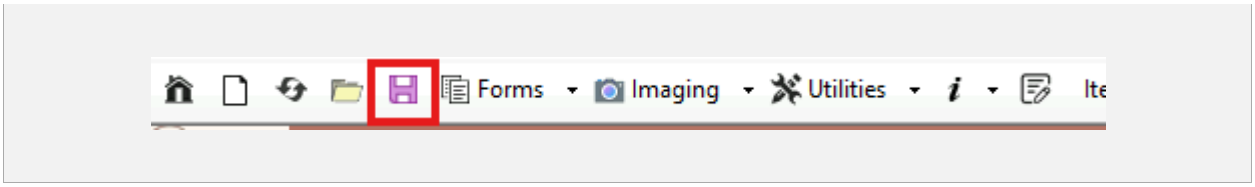


Figure 9.1.1 — Save Icon — Top Menu Bar

When you save, E-Catalog displays the current quote number and prompts you to confirm the file name. You can rename the file to anything that is meaningful to you — for example, the quote number, the customer name, or a project description.

Project files are saved in the proprietary E-Catalog Project (.ecp) format. These files can only be opened within E-Catalog and cannot be shared with Prestige Entries.

✓ **TIP** Use a consistent file naming convention across your team. Including the quote number and customer name in the file name — for example, 1234_SmithBuilders — makes it easy for any user to find and open a project quickly.

9.2 Where Projects Are Stored

All project files are saved to a shared remote server. Files are not saved to your local computer. This means any user on your account can access any saved project from any device they use to log in to E-Catalog.

ℹ **NOTE** The file saving behavior described in this section applies to the web browser version of E-Catalog. If your team uses the AutoLaunch desktop version, local desktop file saving is available in your setup. See Section 2.5 for more on the AutoLaunch option.

The server is organized into a three-level folder structure:

Folder Level	Description
Top-level company folder	One folder for your entire company account. This is the starting point when you save any file.
User subfolder	A subfolder for each user within your account.
Projects folder	A Projects folder within each user subfolder. This is where project files are stored by default.

When saving a file, use the folder drop-down in the save dialog to navigate to the correct location. For the easiest shared access across your team, consider saving projects to a shared folder at the top-level company folder level rather than inside individual user subfolders.

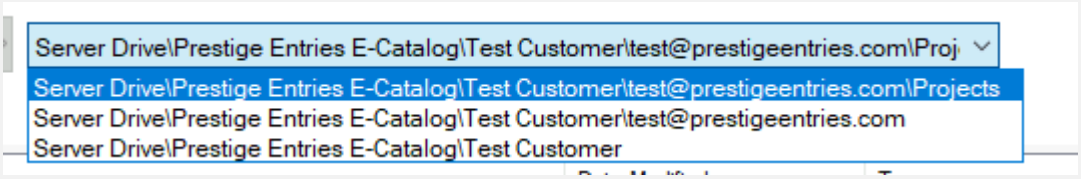


Figure 9.2.1 — Save File Dialog — Folder Navigation Drop-Down

✓ **TIP** Create a shared folder at the top-level company folder for all active quotes — for example, a folder named All Quotes. Save projects there so any team member can find them without knowing which user originally created them.

9.3 Opening a Saved Project

To open a previously saved project, go to the top menu bar and click the folder icon or select File / Open Projects. Navigate to the folder where the project was saved, select the file, and click Open.

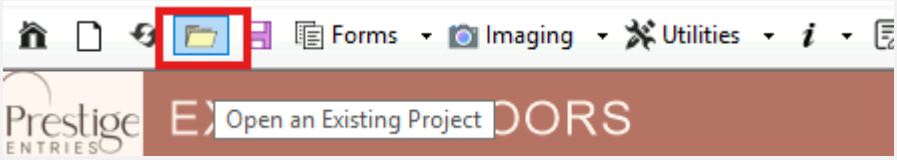


Figure 9.3.1 — Open Projects — File Navigation

NOTE All users on your account can open and edit any saved project file, regardless of which user originally created it. There is no file locking or user-level access restriction on saved projects.

9.4 Shared Access to Project Files

Because all project files are stored on a shared server, every user on your account has full access to every saved project. This is by design — E-Catalog assumes that your team works collaboratively and that there is no need to keep quotes private between users.

This shared access has practical benefits. If a customer calls about a quote that a colleague built, any user can open it immediately without waiting for the original user to be available.

NOTE Prestige Entries does not have access to your saved project files. Your quotes, pricing, and customer information stored in E-Catalog are visible only to your team. If you need to share a quote with Prestige Entries, use the Email Quote function described in Section 7.5.

9.5 What Prestige Entries Can See

Prestige Entries has no access to your saved quotes, your project files, your customer list, or your pricing setup. The only information Prestige Entries receives from E-Catalog is what is included in a submitted order.

If you want Prestige Entries to review a quote or assist with a project, you will need to email it using the Email Quote function. There is no direct sharing mechanism between your E-Catalog account and Prestige Entries.

10 Other Menu Options

This section provides a summary of the remaining top menu bar options not covered elsewhere in this guide. Most users will find that the features covered in Sections 3 through 9 are sufficient for everyday use of E-Catalog.

10.1 The Forms Menu

The Forms menu in the top menu bar provides access to quote and order document generation. This menu is covered in full in Section 7 — Quote & Order Documents.

As a reminder, the Forms menu contains two options:

- **Quote:** View, email, save as PDF, and configure the format and pricing display of your customer-facing quote document.
- **Order:** View, email, save as PDF, and configure the format of your internal order document showing your cost from Prestige Entries.

NOTE The email function within the Forms menu requires mail server setup and is not recommended. Use the Email Quote button at the bottom of the product selection screen for a simpler, setup-free alternative. See Section 7.5.

10.2 The Imaging Menu

The Imaging menu allows you to open the imaging module and view a larger image of the currently selected door. The door image is already included on all detailed quote and order documents, so this menu has limited practical use for most users.

It is available if you want to view or present a full-size door image independently of a printed document.

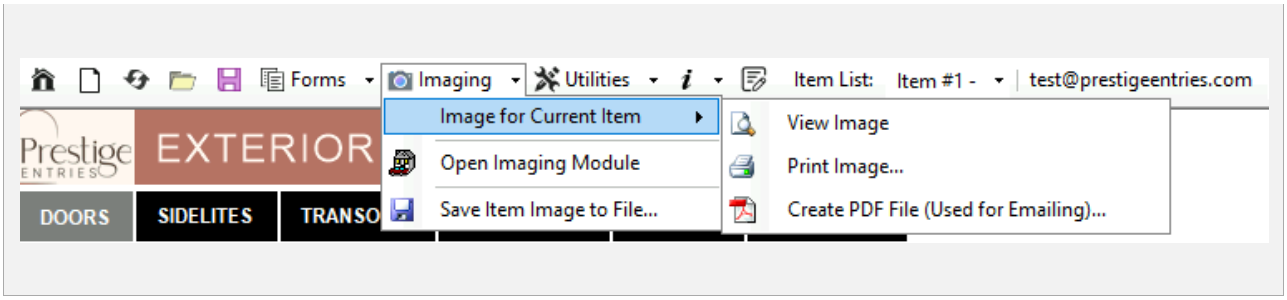


Figure 10.2.1 — Imaging Menu — Top Menu Bar

10.3 Additional Utilities

The Utilities menu contains several options beyond those covered in this guide. These include advanced or less commonly used program functions.

A summary of all Utilities menu items and where they are documented in this guide is provided below:

Menu Item	Covered in This Guide?	Where to Find It
Settings	Yes	Section 4 — Settings & Pricing Setup

Customers	Yes	Section 6 — Managing Your Customers
Show / Hide Item Tree View	Yes	Section 3.3 — The Item Tree View
Open Email	Yes — not recommended	Section 7.2 — use Email Quote button instead
Additional Utilities options	No	See Section 10.3

The additional Utilities options not listed in the table above are not covered in this guide. If you encounter an option you are unsure about, a scheduling link is available on the Prestige Entries landing page at prestigeentries.com/catalog to book a setup or program assistance session.

NOTE E-Catalog is designed to be explored. If you see an option you are curious about, try it. Most actions within the settings and utilities menus do not affect submitted orders or shared data in a way that cannot be undone. When in doubt, save your project first before experimenting with unfamiliar options.

11 Account Administrator Guide

This section is intended for the person responsible for managing your company's E-Catalog account. If you are a standard user and someone else manages your account, you do not need to read this section.

As an Account Administrator, you have access to additional settings that are not available to standard users. These settings control user management, company-wide pricing configuration, and shared customer lists.

NOTE Prestige Entries sets up your initial account access and provides credentials to your first Account Administrator. After that, all ongoing user management and account configuration is the responsibility of your Account Administrator. Prestige Entries does not manage individual user accounts, reset passwords, or add users on an ongoing basis.

11.1 Accessing Administrator Settings

To access the administrator settings, go to program settings from the home screen or via Utilities in the top menu bar. As an Account Administrator, your program settings screen includes three tabs at the top that are not visible to standard users:

Tab	What It Controls
Manage Settings	Opens the eCatalog Data Updater with sub-tabs for Multipliers, Quote Logo, Customers, and User Info. This is the primary configuration area for Account Administrators.
Manage Users	Add, edit, deactivate, and delete user accounts within your E-Catalog account.
Manage Customer Info	Share customer lists across users within your account.

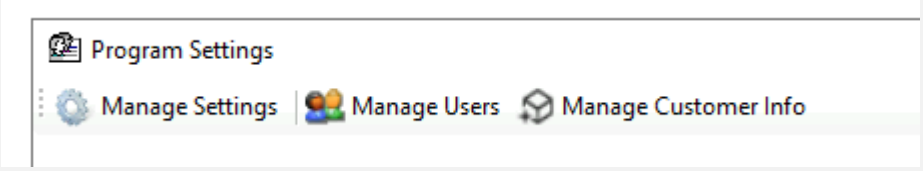


Figure 11.1.1 — Program Settings — Account Administrator View Showing Three Tabs

11.1.1 The Main Settings Page

As an Account Administrator, the main settings page is your starting point for company-wide configuration. It is accessed from the home screen Settings button or via Utilities — Settings. This page contains:

- **Company Information:** Your company name, address, and contact details. This information appears on all printed quotes and order documents.
- **Quote Logo:** Submit your logo to Prestige Entries at office@prestigeentries.com for upload. Optimal image size is 240x72 pixels (3.33:1 ratio).
- **Tax Rate:** Your default tax rate applied to customer-facing quote documents.
- **Default Quote and Order Format:** Set the preferred document format for quotes and orders. Detailed — separate page per item is recommended for both.
- **Labor and Installation Pricing:** Optional. Configure flat installation amounts per door type if your company offers installed sales.
- **X Multipliers:** Set company-wide retail pricing multipliers. See Section 11.3.
- **Security:** Password-protect the settings page to prevent standard users from accessing or changing configuration. Enter a password and click Save Changes.

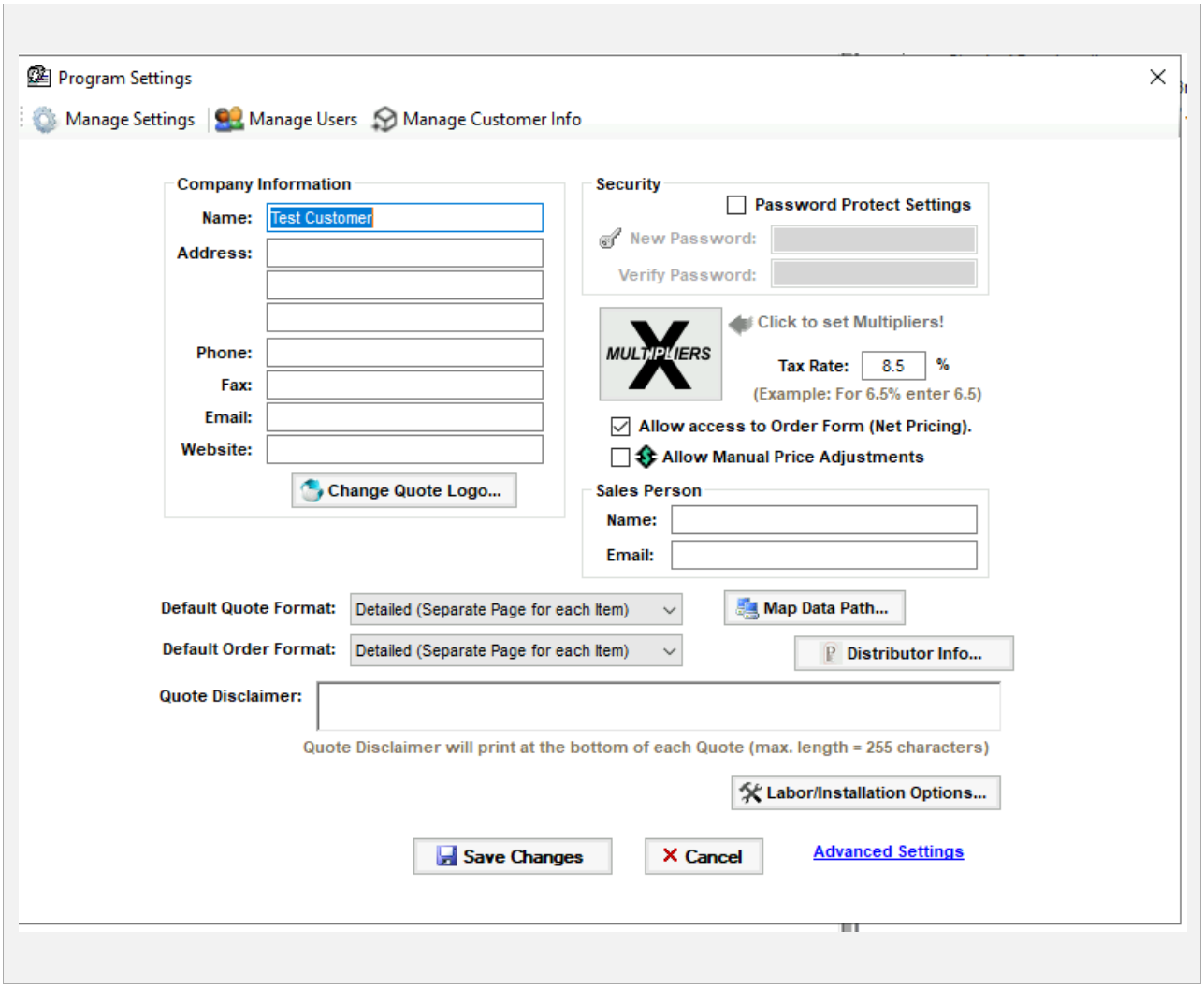


Figure 11.1.2 — Main Settings Page — Account Administrator View

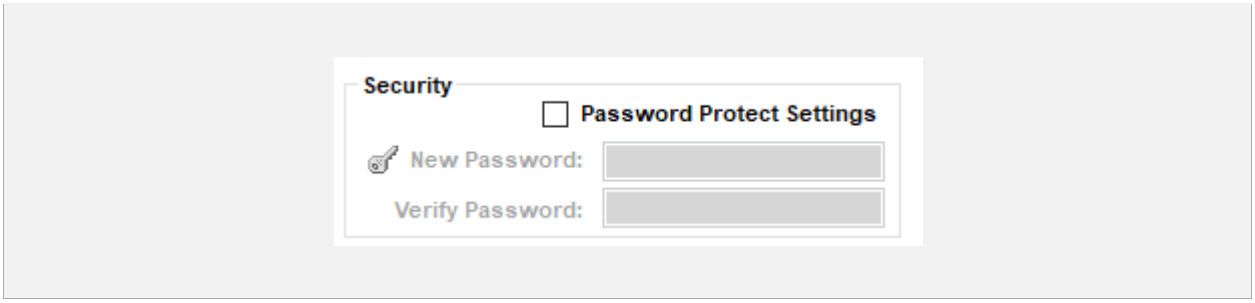


Figure 11.1.3 — Security Section — Password Protect Settings

✓ **TIP** Configure the settings page completely before activating your users. Setting company information, tax rate, format defaults, and your retail multiplier at the start means your users log in to a fully configured system.

11.2 Manage Settings

Clicking the Manage Settings tab opens a separate window called the eCatalog Data Updater. This window has four sub-tabs that control the most important account-wide configurations:

Sub-Tab	What It Does
Multipliers	Set the company-wide retail multiplier for all product categories. Lock the multiplier to prevent individual users from changing it. Individual users can still set their own customer-level discounts even when the top-level multiplier is locked.
Quote Logo	Submit your company logo to Prestige Entries at office@prestigeentries.com for upload. Optimal image size is 240x72 pixels (3.33:1 ratio). Logo setup cannot be done directly by your team.
Customers	Manage the shared customer list. See Section 11.5 for details on sharing customers across users.
User Info	Controls three important access settings for standard users. Click Update Retailer Info to save any changes made here: (1) Allow Manual Price Adjustments — uncheck to prevent users from manually overriding individual item prices. Note: this does not prevent users from creating customers with deeper discounts. (2) Allow Order Form Access — uncheck to remove the Submit to Agility button from all standard user screens, requiring an Account Administrator to submit all orders. (3) Password Protect Settings Page — locks the settings page behind a password.

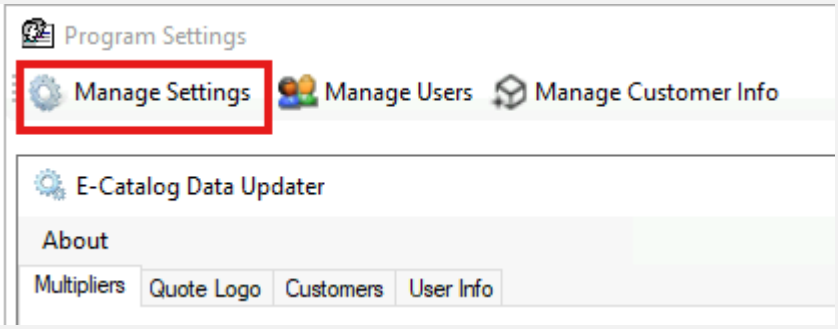


Figure 11.2.1 — eCatalog Data Updater — Four Sub-Tabs

11.3 Setting and Locking the Company-Wide Multiplier

The Multipliers sub-tab in the eCatalog Data Updater is where you configure pricing at the company level. The same Net, Retail, Markup, and Margin columns described in Section 4.4 are available here for all product categories and subcategories.

To set the company-wide multiplier:

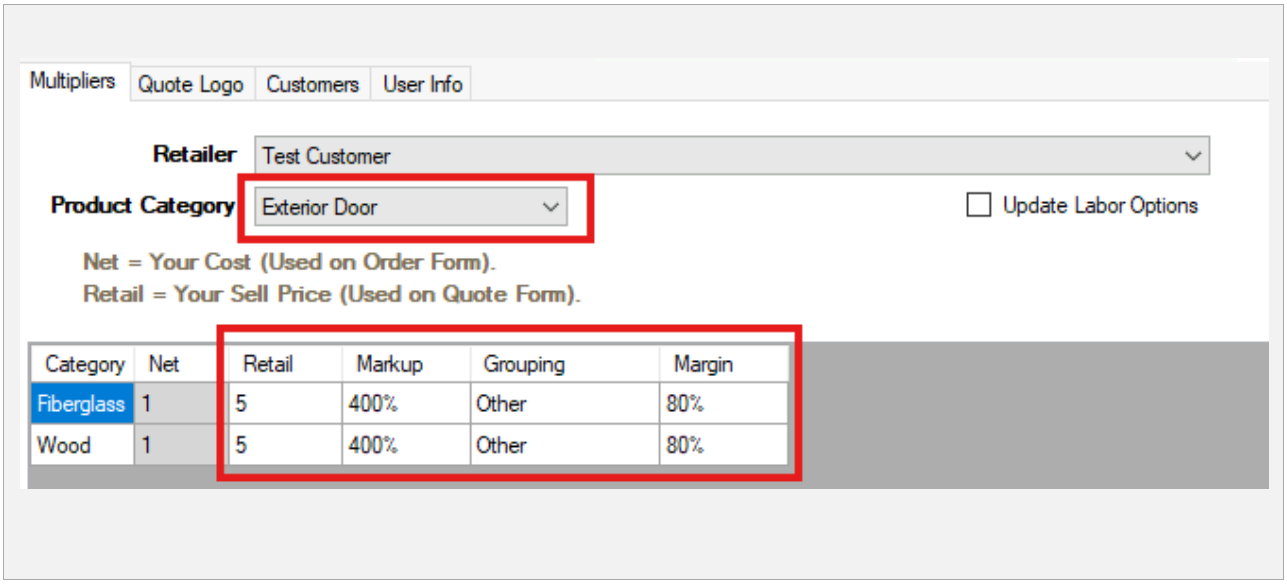
1. Go to program settings and click the Manage Settings tab.
2. In the eCatalog Data Updater, select the Multipliers sub-tab.
3. Use the Product Category drop-down to select the category.
4. Enter your desired Retail multiplier using the Markup, Margin, or Retail fields — all three are linked.
5. Repeat for each product category and subcategory.

To lock the multiplier so standard users cannot change it:

6. From the same settings screen, go to the Manage Settings tab.
7. Select the User Info sub-tab.
8. Uncheck Allow Manual Price Adjustments to prevent users from overriding item prices.
9. Enable the Password Protect Settings Page option and set a password.
10. Click Update Retailer Info to save.

[Screenshot: Manage Settings Tab — eCatalog Data Updater]

Figure 11.3.1 — Manage Settings Tab — eCatalog Data Updater



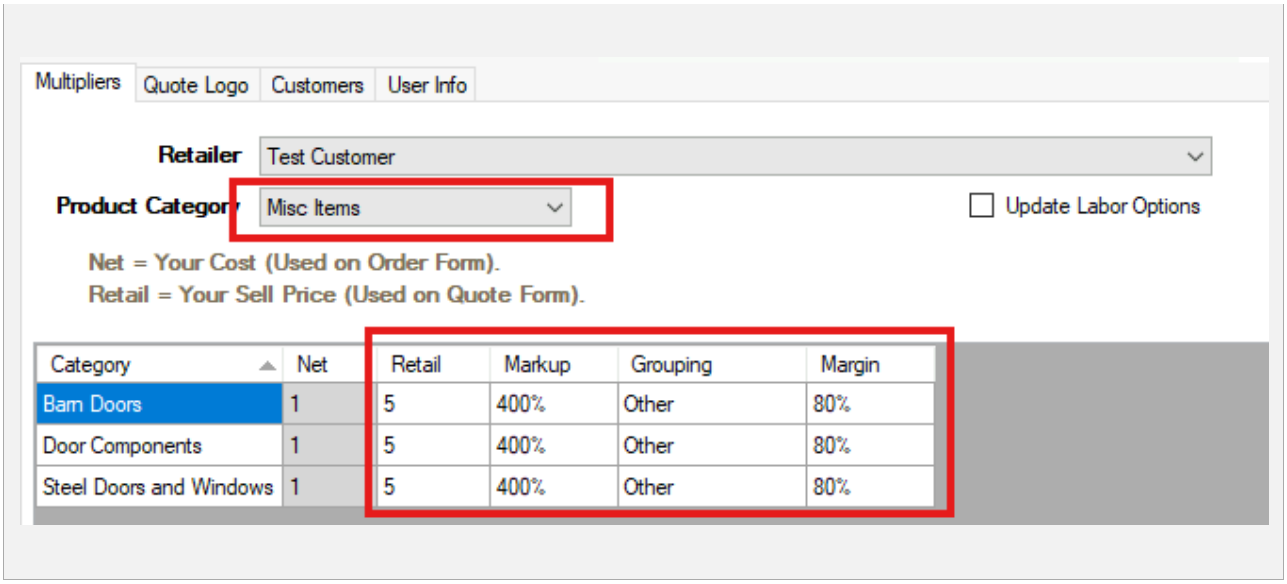


Figure 11.3.2 — User Info Sub-Tab — Access Controls

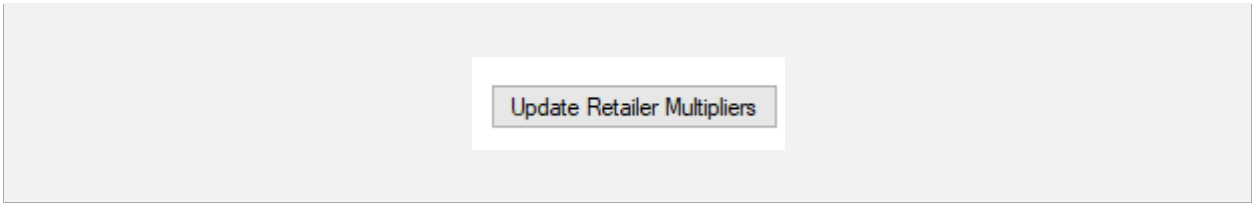


Figure 11.3.3 — Update Retailer Info Button

⚠ **WARNING** Unchecking Allow Manual Price Adjustments prevents users from manually overriding individual item prices on a project. However, it does not prevent users from creating customers with deeper discount multipliers. These are separate controls. See Section 6.3 for how customer-level discounts work.

ℹ **NOTE** Even when the company-wide multiplier is locked behind a password, individual users can still set their own discount levels for their own customers. The password lock protects the Retail multiplier and settings page — it does not restrict customer-level discounts.

✓ **TIP** Configure and lock the company-wide multiplier before your users begin building quotes. Changing it after quotes have already been built will affect all future pricing but will not retroactively update saved projects.

11.4 Managing Users

The Manage Users tab is where you add, edit, deactivate, and delete user accounts within your E-Catalog account.

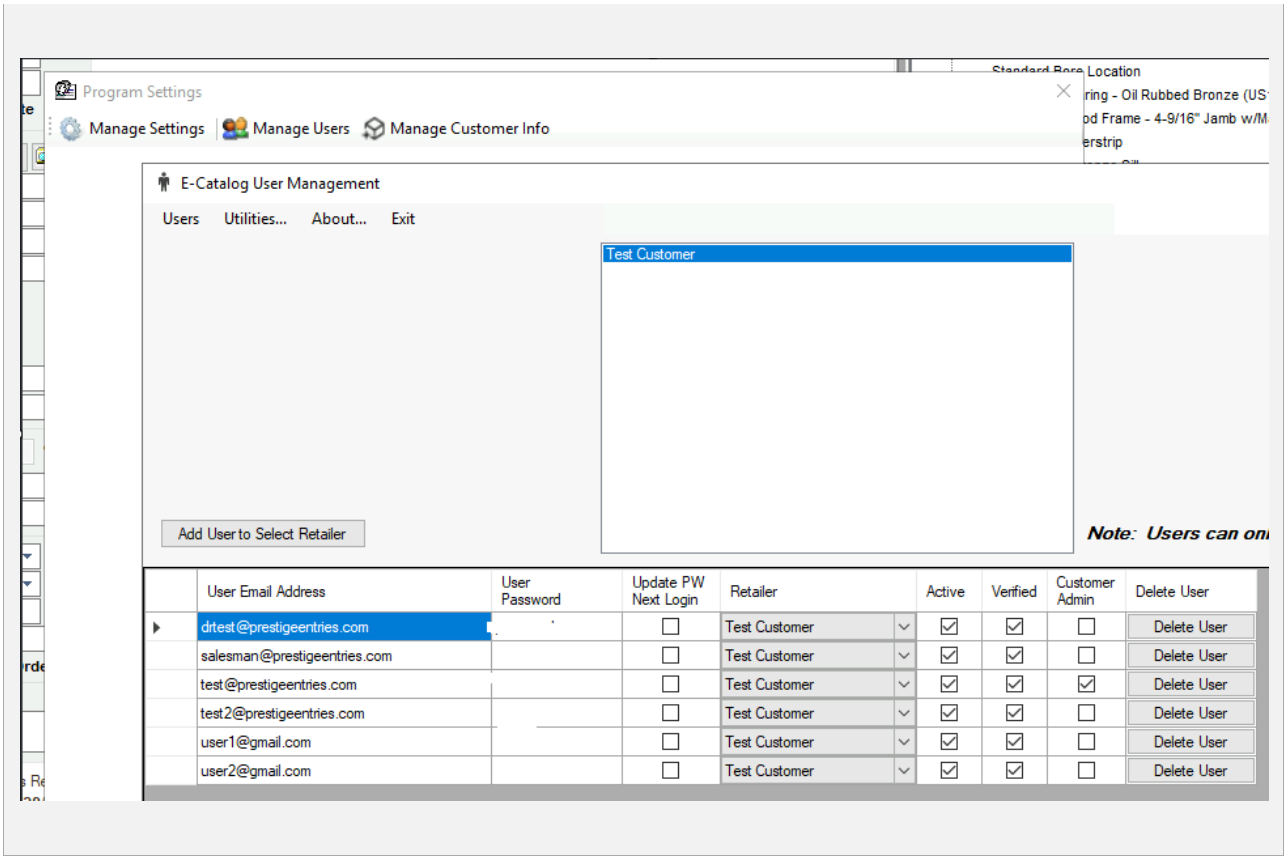


Figure 11.4.1 — Manage Users Tab — User List

11.4.1 Adding a New User

To add a new user, open the Manage Users tab and click Add New User. Complete the following fields:

Field	Required?	Notes
Email Address	Required	The user's corporate email address. This is their login username.
Password	Required	Set an initial password for the user. You can check the option to require the user to change it on their first login. Note: as Account Administrator, you have visibility of all user passwords. Do not use sensitive or personal passwords for E-Catalog accounts.
Active	Required	Toggle whether this user can log in. Deactivating a user rather than deleting them preserves any projects they have saved.

Account Administrator	Optional	Check this box to grant the user Account Administrator access. You can have more than one Account Administrator on your account.

⚠ **WARNING** Every active user on your account can submit binding orders to Prestige Entries using the Submit to Agility button by default. If your company requires an approval process before orders are submitted, you can remove access to this button for standard users by unchecking Allow Order Form Access in Manage Settings — User Info. This requires the designated approver to log in, locate the saved quote, and submit the order. See Section 11.3 for the correct path to configure this setting.

11.4.2 Updating or Deactivating a User

To update a user's details or change their password, locate the user in the Manage Users list and click to edit their record. Update the relevant fields and save.

To deactivate a user, uncheck the Active checkbox on their record. Deactivated users cannot log in but their saved projects and settings remain intact. This is the preferred approach when a user leaves or no longer needs access — deactivating rather than deleting preserves their project history.

✓ **TIP** Deactivate users rather than deleting them when possible. Deleting a user is permanent and cannot be undone. Their saved projects will still exist on the server but will no longer be associated with a named user.

11.4.3 Granting Administrator Access

You can grant Account Administrator access to any user by checking the Account Administrator checkbox on their user record. Your account can have more than one Account Administrator. Administrator access gives that user full access to all settings described in this section.

11.5 Managing Shared Customer Lists

As described in Section 6.4, each user maintains their own customer list by default. Customer records are not automatically shared between users. As Account Administrator, you can manually share customer lists across your team using the Manage Customer Info tab.

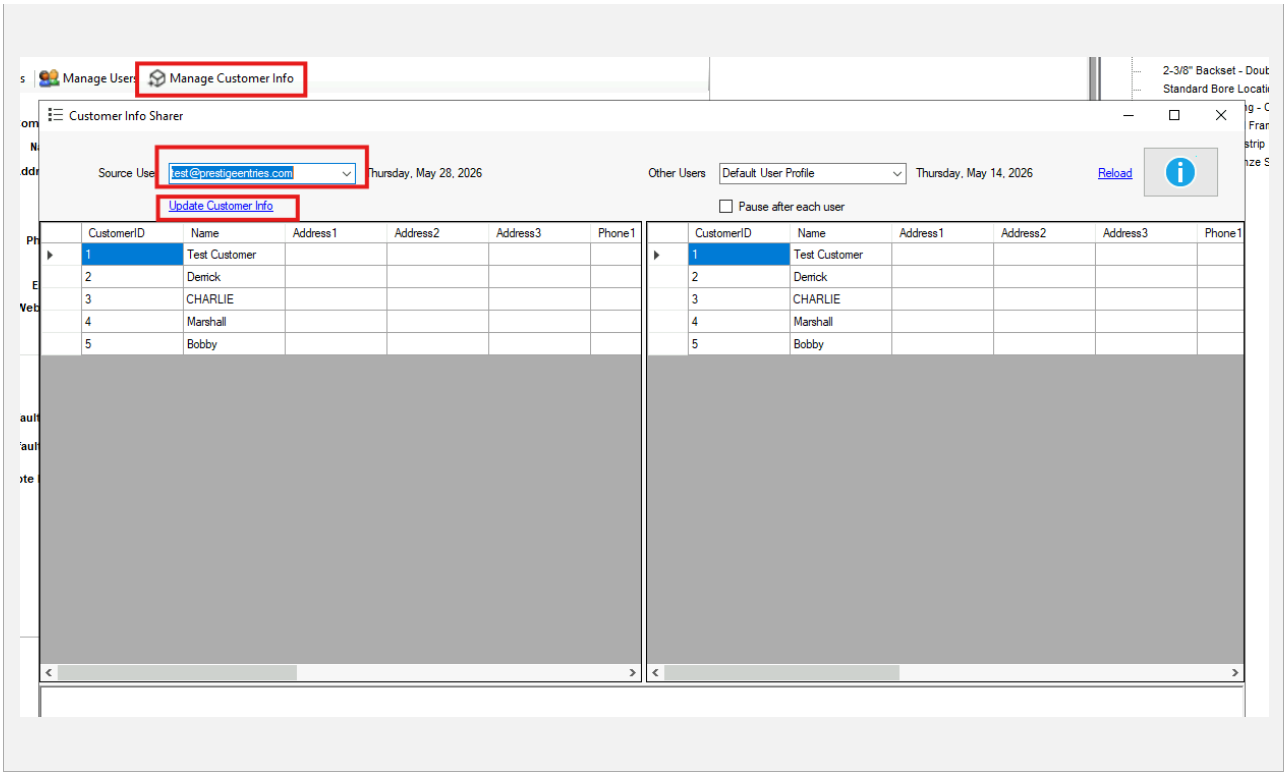


Figure 11.5.1 — Manage Customer Info Tab — Source User Selection

11.5.1 How Sharing Works

Sharing customer lists is a manual process. To share customers from one user to others:

1. Open the Manage Customer Info tab.
2. Select the source user — the user whose customer list you want to copy from.
3. Click on Update Customer Info.

ℹ NOTE Sharing is a one-time copy, not an ongoing sync. If a user adds new customers to their list after a share has been performed, those new customers will not automatically appear in other users' lists. You will need to repeat the sharing process to distribute new additions.

✓ TIP If your team shares a common set of customers, consider setting up the master customer list under your own Account Administrator account and distributing it to all users at the start. You can re-share any time new customers are added.

11.5.2 Deciding Whether to Use Shared Lists

Whether to use shared customer lists depends on how your team works. Here are the main considerations:

- **Shared list:** Best if your team serves the same customers, wants consistent discount levels applied across all users, or if customers frequently interact with multiple team members.
- **Individual lists:** Best if each user manages their own distinct accounts and customer-specific pricing, or if users prefer to maintain their own records independently.

Both approaches work. The right choice depends on your team's workflow and is entirely at your discretion to manage.

11.6 What Prestige Entries Manages

To avoid any confusion about responsibilities, the following summarizes what Prestige Entries handles and what your Account Administrator is responsible for:

Prestige Entries Handles	Your Account Administrator Handles
Initial account setup and first login credentials	Adding and removing users after initial setup
Your cost multiplier (Net) — fixed and cannot be changed	Setting and locking the company-wide Retail multiplier
Quote logo upload — contact office@prestigeentries.com	All other program settings and configuration
Product and pricing updates in E-Catalog	User passwords and access management
Order acknowledgment within 24 hours of submission	Sharing customer lists across your team

ℹ **NOTE** For program setup assistance, a scheduling link is available on the landing page at prestigeentries.com/catalog. For product or order questions, contact Prestige Entries customer service at 985-340-0902 or sales@prestigeentries.com, or reach out to your sales representative directly.

⚠ **WARNING** If the settings page password is lost or forgotten, contact Prestige Entries for a reset. This cannot be resolved internally.