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Epicor for Distribution

As a distributor, you know that employing a powerful technology strategy is a key to success and to staying ahead of the competition, which seems to get more sophisticated every day. In an ever-changing economy, wholesale distributors are continuously facing new challenges. Adopting processes and technologies that are intelligent, adaptive, and powerful is essential for success. Epicor Software Corporation is well-positioned to face these challenges with you by delivering an intuitive and comprehensive application designed for companies like yours: Epicor for Distribution.

Epicor for Distribution manages and streamlines virtually every aspect of your organization - from customer and supplier relationship management, to warehouse management, core financials, business intelligence and beyond - all within a single solution.

Companies around the world have chosen Epicor's industry-specific solutions to be at the core of their company's infrastructure. Epicor for Distribution offers enterprise functionality at a midmarket total cost of ownership (TCO) - combining a rich user experience with absolute flexibility and intense performance. As your business expands, Epicor for Distribution is the solution that can help you strategically manage your enterprise, whether you operate one, ten or 100 warehouse locations.

Effectively Market and Sell Your Goods and Services

Effectively marketing and selling your goods and services is a key ingredient for success. Epicor for Distribution includes our award-winning CRM suite which enables you to effectively manage your customer relationships - from generating the initial inquiry to closing the sale and supporting a long-time customer. With comprehensive integration to the full distribution suite, you have a 360-degree view of your most important asset - your customer.

Epicor Customer Relationship Management (CRM) Suite provides marketing functionality to enable you to track the effectiveness of marketing campaigns including e-mail and direct mail programs, trade shows and events, and advertising. Using the CRM solution, you will have visibility to what programs generate the best results and can more effectively allocate your marketing dollars.

Epicor CRM gives you complete contact, lead, opportunity and account management. Once a qualified lead becomes an opportunity, sales resources can be assigned, milestones set and measured, literature sent, competitive information utilized, correspondence generated and potential revenue forecasted. Plus, you can view your sales funnel at any point and see exactly where you are in the sales cycle to provide management with up-to-date, verifiable revenue projections.

Once an order is generated through Epicor CRM, it is visible throughout the organization. Because Epicor CRM is an integral part of Epicor for Distribution, orders placed through Epicor CRM are passed to the Sales Order Management module for fulfillment. With the comprehensive integration, part numbers, pricing and inventory information is shared between the front and back office solution.

Efficiently Manage Sales Orders

It is critical that you meet or exceed customer expectations. How efficiently you are able to take their order and fulfill it will largely determine whether you are able to cultivate a repeat customer. Epicor for Distribution enables you to accept orders via Epicor CRM, through the Sales Order Management module, or via the Web with the Storefront solution.

Sales Order Management streamlines the entire order process, including quotes, orders, shipping and returns. To speed order entry, you are able to build an order based on past order history, configure items for order, or specify orders for drop shipment. The system also enables you to maximize revenue by providing up-sell and cross-sell information as orders are entered.

The flexible pricing rules within Sales Order Management let you adapt quickly to changing market conditions. Prices can be defined by customer, ship to, location, item or item group to accommodate even the most complex pricing model, including multicurrency pricing. Quantity price breaks and date-sensitive promotions can be used to encourage larger sales and boost revenue.

“Epicor’s distribution and warehouse management solution has helped us tremendously.”

Tom Denomme, CIO

LASON

Optimize Order Fulfillment

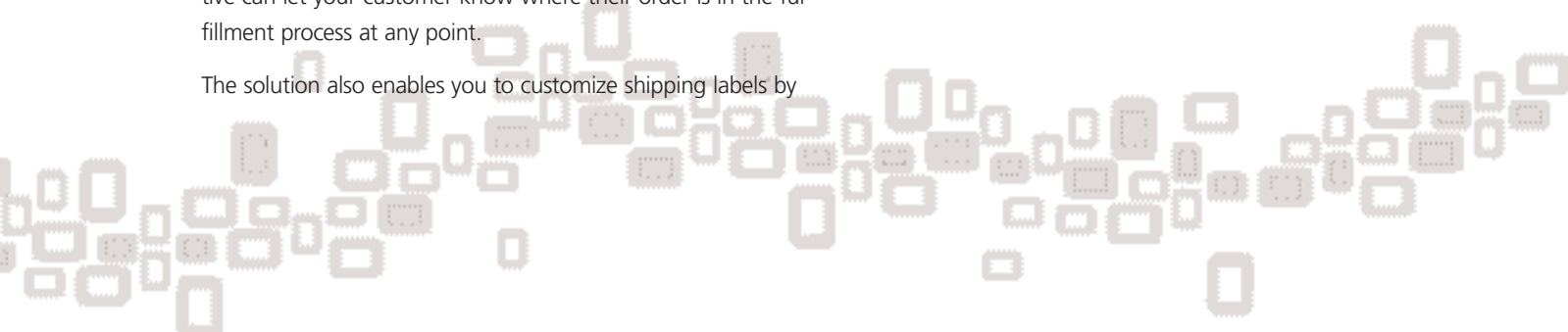
In today's competitive environment, you don't have the luxury of missing a beat. Day in and day out you are required to deliver the right order to the right customer at the desired time. A missed delivery could mean the loss of your biggest customer. Epicor for Distribution enables your organization to increase order throughput while increasing accuracy. The solution's fulfillment capabilities have enabled organizations to ship in excess of 20,000 orders per day while maintaining extremely high levels of accuracy.

Epicor's versatile solution enables you to configure the system to how you wish to do order fulfillment. You can pick, pack and ship on a per order basis or group orders for processing based on attributes you define such as customer priority, profitability of an order, inventory availability, and more.

Using barcode technology throughout the warehouse enables you to more effectively manage orders and inventory. The increased automation enables you to process orders more rapidly and more accurately. And because information is updated in real time as inventory is scanned, a customer service representative can let your customer know where their order is in the fulfillment process at any point.

The solution also enables you to customize shipping labels by

customer location so that you can be in compliance with customer labeling requirements. You can also streamline the shipping process with integration to a manifesting solution for accurate shipping costs and information



Accurately Track Inventory

Keeping tight control of inventory is essential. Epicor for Distribution provides the inventory management capabilities you need, whether it's as simple as maintaining a list of frequently purchased items or as complex as managing multiple warehouse locations around the globe using wireless technology. With Epicor for Distribution, you'll be able to improve the management of your supply chain as you gain control of your inventory across all of your locations.

With Epicor's Inventory Control module, you can manage your inventory with the level of flexibility and control most appropriate for your business. This solution provides instant access to critical information, such as inventory availability, quantity on hand, reorder quantities and costs. Powerful multi-site functionality lets you manage multiple warehouse locations and track inventory to the lot, serial or bin level. The solution enables you to purchase or sell in multiple units of measure such as an individual item, a case or a carton. Conversions between multiple units of measure are done automatically.

If you operate multiple locations, you can manage inventory at all of them with transfers between locations and bins, enabling you to track your inventory no matter where it is. Flexible cycle counting and physical inventory features let you define how frequently you count specific items or groups of items. And with Epicor's inventory replenishment functionality, you can improve your forecasting capabilities and ensure you have the right items in stock when you need them.

Inventory transactions are fully supported with Epicor's supply chain execution solution, which can increase the accuracy and timeliness of available inventory information. Whether you simply need an RF-enabled data collection solution or a full-fledged warehouse management solution (WMS), Epicor can help. Epicor offers a fully embedded WMS that enables you to manage the most complex of warehouses accurately and efficiently. Because the WMS is a fully integrated component of Epicor for Distribution, you have complete visibility across warehouse operations and all information is updated in a real-time manner.



Improve your Purchasing Process

Fully integrated with the distribution solution, Epicor's Supplier Relationship Management (SRM) Suite enables your organization to maximize internal efficiency while energizing your entire value chain. The Epicor SRM Suite includes sourcing and procurement modules. Epicor Sourcing helps you identify, evaluate, and negotiate the optimal mix of materials, services, suppliers, price and non-price attributes. It is a comprehensive solution offering buy-side and sell-side strategic sourcing of items such as capital equipment, raw materials, and operational services. In addition, Epicor Sourcing incorporates dynamic pricing and weighted attribute functionality, to ensure that a supplier can showcase their whole value proposition. Epicor Procurement allows you to set up a Web-based supplier catalog, giving your employees the ability to purchase supplies from your preferred vendors.

Receiving is streamlined with barcode enabled transactions, cross-docking capabilities, quality control meas-

ures, and automatic tolerance checks. Full integration to the accounting functions ensures that the matching process is efficient and effective.

With detailed tracking and reporting functionality at your fingertips, you'll obtain more accurate records for rebates and volume discounts. You can also generate reports to show orders from each location and review purchasing trends on a cumulative basis. Additionally, integration to the Epicor Financials Suite completes the purchasing life cycle with automated purchase order and invoice matching capabilities. Epicor SRM Suite helps significantly reduce labor costs associated with purchasing and eliminate maverick spending across the organization - all while providing a noticeably positive impact to your bottom line.



Provide High Levels of Support and Service Your Customers

Establishing long-term, profitable customer relationships is critical to surviving in today's fiercely competitive marketplace. Responding to your customers in a timely, meaningful manner can be the difference between keeping their business and losing them to a competitor. In the end, the goal of effective customer support is to increase the lifetime value of a customer.

Epicor for Distribution's Customer Support module enables you to easily gather, organize and share customer information, making possible a real-time, two-way flow of communication between your enterprise and your customers. Improving the productivity and effectiveness of your support center leads to increased customer satisfaction.

Epicor delivers solutions that help you deliver first-rate service to your customers while controlling costs. The result is a strong return on investment through happy customers who make additional purchases and generate new business through referrals. As it becomes even more challenging to distinguish your products and services from those of your competitors, superb customer service and support can be your competitive advantage. The solution enables fast, responsive service, allowing you to demonstrate to customers their value to your organization and showing prospects how you will care for them as a customer.

Streamline Your Financial Operations

Financial executives managing the economic operations of a distribution organization know the importance of tracking multicompany transactions. Epicor Financials Suite features sophisticated multicompany functionality, making for straightforward and near-effortless management transactions between locations simple and easy. Epicor Financials gives you the power to consolidate reports for all entities at the corporate level and the flexibility to track financials for individual locations. You can produce separate income statements and balance sheets for each location, perform intercompany consolidations, centralize payables and manage cash from numerous bank accounts - all while eliminating manual processing and the costly errors that come with them.

Epicor General Ledger allows you to build a chart of accounts to match your organizational structure - simplifying multicurrency and intercompany transactions, and making month- and year-end closings straightforward and trouble-free. Epicor Accounts Payable offers sophisticated payments processing including electronic funds transfer and settlement. Epicor Cash Management provides instant access to all cash transactions and can be integrated with your bank's electronic statements and also features automatic bank account reconciliation.



Powerful Reporting and Analytics

If you could predict the future, you would be guaranteed success. Epicor for Distribution reporting and analytics capabilities give you the next best thing: packaged analyses that reveal what is working in your organization and what is not. The Epicor Business Intelligence Suite offers unparalleled reporting and analytical functionality, including ready-to-go online analytical processing (OLAP), data warehousing, dashboards and alerts. It allows you to track and monitor key process indicators for evaluating operations. And because no two organizations are alike, you'll have the ability to create custom reports to reflect data daily, weekly, monthly or by location.

The Epicor Business Intelligence Suite makes it easy to perform sales forecasting, create and manage budgets, measure supplier and customer performance, and monitor warehouse efficiencies. The embedded analyses are driven by thorough knowledge of best practices and designed for ease of use by a broad range of stakeholders. In addition, sophisticated query capabilities provide quick views of aggregated summary data and easy drill down to detailed transactional data. With access to real-time and historical information across your enterprise, you'll be able to identify issues immediately, take corrective action and discover new areas of opportunity.

Empower Employees and Partners

Empower employees, customers and suppliers with access to vital information anytime, anywhere through an online browser. Epicor for Distribution provides flexible Web deployment options, including the Epicor Portal, allowing you to provide secure access to account data, invoices, payments and reports over the Web for remote and mobile users. You can even publish, capture and consolidate budget and plan data across the Web with Epicor Business Intelligence Active Planner. With the Epicor Portal you can extend the value of your enterprise information to the Internet and supply remote employees, customers, and suppliers with the up-to-date information they need to make better business decisions.



Learn More About Epicor and Epicor for Distribution

Epicor Software Corporation has long been a recognized leader in building world-class enterprise applications, architected to utilize leading Microsoft platforms and technologies. A uniquely comprehensive solution, Epicor for Distribution connects every aspect of your organization through one source of knowledge. Epicor for Distribution operates as your business does, catering to the various roles in your organization with a single application rather than numerous disparate processes. Epicor for Distribution consists of several suites, each containing individual modules, which connect seamlessly to share information for complete efficiency driving cost savings directly to the bottom line. For more information on Epicor for Distribution, contact your authorized Epicor Partner or call Epicor at 800-997-7528, or visit us on the Web at distribution.epicor.com.



