

Epicor Brochure

Epicor

Eclipse for

Plumbing Distributors

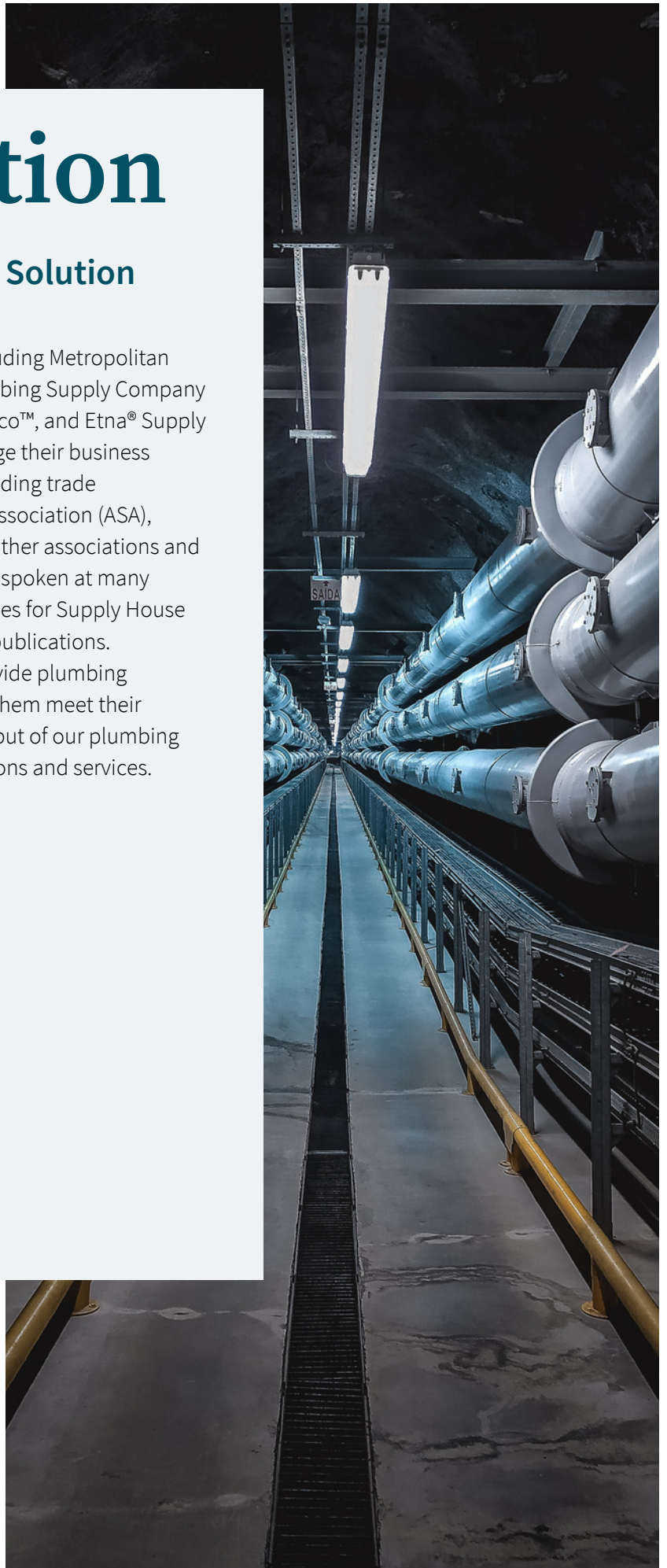
Introduction

Grow Your Business With a Solution Built For Your Industry

Today's leading plumbing distributors, including Metropolitan Pipe and Supply Company, Wholesale Plumbing Supply Company Inc, Five Star Plumbing & Fire Supplies, Torrco™, and Etna® Supply trust the Epicor® Eclipse™ solution to manage their business efficiently. Epicor is an active member of leading trade associations such as the American Supply Association (ASA), Affiliated Distributors (A-D), WIT & Co., and other associations and buying/marketing groups. Our experts have spoken at many industry conferences and have written articles for Supply House Times, The Wholesaler, and other industry publications. Additionally, because Epicor intends to provide plumbing distributors with the best solutions to help them meet their business goals, we regularly seek out the input of our plumbing customers in the development of our solutions and services.

Functionality

- Sales Orders and Bids
- Close Counter Order
- Customer Specific Pricing
- Contract Pricing
- Companion Items
- Order History
- Assemblies
- Lot Billing
- Release Scheduling
- Proof of Delivery
- Rebate Management
- Inventory Control
- Integrated EDI





In Your Industry

As a plumbing wholesaler, you face new challenges every hour of the workday. Just after opening, contractors may rush your front counter for lengths of PVC pipe or copper tubing for their day's jobs. By mid-afternoon, your showroom sales reps might help a half-dozen people find the right bathroom fixtures, water closets, or whirlpools. At 4:30 p.m.—as your warehouse staff prepares the day's final shipment of rough-in items for a new housing project—you may help a contractor who suddenly has specific changes and needs a new lot price.

A Comprehensive Solution

With more than a half-century of distribution experience, Epicor can help you grow sales, improve margins, and increase productivity with enterprise resource planning (ERP) systems that can keep you healthy and thriving in today's highly-competitive marketplace.

The Epicor Eclipse solution is a leading ERP system for plumbing distributors. Eclipse software combines proven distribution expertise with an end-to-end business system and modern technology stack.

Epicor Eclipse software enables your most critical business areas to work more efficiently with tools such as:

- Customer Relationship Management
- Order Management
- eCommerce
- Job Management
- Inventory Management and Purchasing
- Wireless Warehouse Management System
- Finance and Accounting
- Business Intelligence

As a plumbing distributor, you need a technology provider who understands your needs. You must also choose a business partner with

wide ranging industry expertise and a vision to help guide you into the future—Epicor offers both. When you partner with Epicor, you can expect only the best in technology solutions and professional services, as well as the industry-specific functionality you need to drive your business forward. We understand your industry and can help make your business better.

Sales Orders and Bids

Your order management processes directly affect your customers and how they view your business. Customers demand faster, better service and will go elsewhere if you can't meet their needs.

Eclipse software enables you to complete the entire order entry process from one screen, allowing you to:

- Enter quotes and orders
- Convert quotes to orders
- Check stock
- Expedite orders
- Search price and availability requests



- View past invoices
- Verify shipping preferences

Whether orders are entered at the counter, remotely via a mobile computing device or laptop, or over the web, information goes directly into your Eclipse solution for faster processing—eliminating manual work and rekeying errors.

Close Counter Order

Whether you have a small counter or a large customer self-service area, you'll need point of sale (POS) and close counter capabilities. Epicor Eclipse software has the front counter tools necessary to quickly and efficiently handle that early morning rush. You can help any customer on the spot by accessing your entire inventory from the Order Entry screen. You can also offer a price, place the order, and then accept payment or record the transaction for invoicing.

To speed the order entry process, items can be manually entered or scanned using a wireless or USB bar code scanner. Customer credit can be checked on the fly, and notifications can be sent immediately to the credit manager in the event of an exception. Payments can also be entered on the transaction—including the ability to accept cash, check, or credit card payments. The Epicor integrated credit card processing solution enables you to accept customer payments with credit or debit cards and receive immediate authorization.

You can avoid the inefficiency and

inaccuracy of separate terminals while simultaneously simplifying and lowering your costs to comply with the payment card industry (PCI) security standards.

Having proof of pick-up—such as the signature of the person who completes the pick-up on the invoice—can prevent messy disputes and expedite payment. Close Counter Signature Capture uses a simple, easy-to-install capture device that fully integrates with the Eclipse Order Entry module to instantly provide you with a permanent record of what left the warehouse, when, and with whom.

Customer-specific Pricing

You can probably count on your core customers to order certain products from your company on a regular basis. It makes sense for you to reward frequent customers and encourage return business by offering special pricing. When a manufacturer offers you a price break, you may want to pass those savings on to your customers.

Eclipse software gives you the flexibility to set prices as you see fit—including offering select customers preferred pricing, offering pricing based on quantity breaks, and setting promotional pricing—ensuring you maintain your margins while meeting customer and competitive demands. You can even set start and end pricing dates on a customer, product, or product group basis to meet contractual obligations or for limited-time specials.



Contract Pricing

For many customers, you'll need to negotiate pricing down to the item level—establishing fixed, time-based net prices on a SKU-by-SKU basis. Epicor Eclipse software enables you to set up time-sensitive contract pricing for these customers. Contract pricing is fully integrated in Quote/Order Entry to help ensure the customer gets the right contract price on each transaction. Additionally, starting and ending dates on contracts allow you to track when contracts are expiring and set up contracts that will automatically kick in on the starting date.

Companion Items

If you sell pipe, do every one of your sales and customer service representatives know—or remember—to offer contractors the appropriate fitting? Since many of today's faucets come without handles, do your reps know to remind customers that they need to purchase these items separately—or which handles fit which faucets?

Epicor Eclipse software solves these issues with technology that automatically suggests products that go with items on a customer's order. This can increase sales, improve customer satisfaction and save time, since customer service representatives do not have to flip through catalogs to find accessory items. This way, your reps will automatically know to suggest a towel bar, tissue holder, and tank lever to a customer purchasing a new bathroom faucet.

Order History

How often do you deal with customers who ask for the same fitting they purchased a year ago?

When you ask for more specific information, they only remember that it was copper—or that they bought it some time in November? Search through a customer's complete sales history using self-determined criteria. You can narrow your sales history search by date range or keywords like "copper fitting" and—in a few simple steps—add that item to the customer's current order. This saves time and eliminates trips to the file cabinet to thumb through customer invoices.

Assemblies

Assembly and bill of material functionality enables you to keep items like a water closet in your solution—at one price with one item code—eliminating the need to re-enter a long list of line items each time you sell and assemble the items.

This saves order-entry personnel time and prevents costly errors and mix-ups. Customer service representatives can also increase sales by up-selling assembled or manufactured products when customers request groups of items.

The same functionality also takes the guesswork out of determining how many items or kits you can assemble with what you have in stock. When your customer calls to request an item with more than one part, the solution searches your database, finds all of the components necessary to manufacture a kit or assembly, and calculates the least common denominator of these pieces. In seconds, customer service representatives know exactly how many of a particular kit they can offer your customers—without taking a walk to the warehouse to manually find and count SKUs.



Lot Billing

Contractors handling huge projects often want to order all of the parts necessary for the job up front to help ensure that everything they need is on hand when they need it.

However, they want to receive the material in stages and pay for it as they receive it. Lot billing capabilities enable you to first deliver and bill the contractor for rough-in materials, then invoice and deliver finished goods at a later date.

In addition, you can use lot billing functionality when quoting orders. When contractors request quotes for large projects, you can give them one price for the entire lot or individual lot prices for rough-in or finished goods. Quoting items in this manner prevents customers from shopping around and pricing goods individually—increasing your sales volume and improving your profit margins.

Release Scheduling

Even though contractors order everything at once, common sense dictates that rough-in items need to arrive at a job site before finished goods. After all, the hard goods under the floor like pipes and fittings are often installed months before the fixtures—especially on large projects.

You can easily and efficiently handle even the most complicated release schedules. Simply set release dates for groups of items for your customers' jobs, and the solution will help ensure that the right products are ready for shipment or pick-up at the right time.

This improves customer satisfaction by ensuring that your customers

always get what they need, when they need it— while reducing confusion in the warehouse.

Proof of Delivery

Epicor Mobile Proof of Delivery is a fully integrated mobile companion for your Epicor system that delivers new levels of service responsiveness for efficient deliveries and pick-ups. With your choice of mobile device, you can maximize the effectiveness of your delivery resources while providing reliable, documented drop-offs and pick-ups.

Mobile Proof of Delivery puts virtually every delivery detail in the palm of your driver's hand to help ensure reliable and documented deliveries to customers. Drivers can efficiently complete their delivery tasks using GPS location maps for fast, accurate service. From their mobile device, drivers can then add important delivery notes or log issues—keeping your customer and business informed of delivery details.

Rebate Management

Many top vendors offer rebates that help distributors maximize profits. Robust rebate functionality helps you manage these rebates and helps ensure you have the functionality you need to take advantage of anything your manufacturers might offer. You can track vendor rebates electronically for more accurate books and a healthier bottom line.

Simplify the often-tedious task of handling vendor rebates by automating the process. Each step—from negotiation, to receipt, and beyond—is recorded in real time and reflected in your solution's General Ledger and price schedules.



Eclipse software allows you to assign limitless attributes to each lot — enabling you to determine exactly what data you associate with each item. Many distributors might also need to keep information about a product’s genealogy from manufacturers and suppliers, so Eclipse software makes it easy to record this type of information.

Some customers—like those in the aerospace, automotive, and medical industries—may require that you send specifications and/or certifications related to the lot they purchase, while others may not want such detailed information. Eclipse lets you customize records to match customers’ documentation needs and will automatically print, fax, or email the information with packing slips, invoices, or other pieces of correspondence.

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Each step—from negotiation, to receipt, and beyond—is recorded in real time and reflected in your solution’s General Ledger and price schedules. This helps ensure you never lose track of a rebate you earned and lets sales and order entry staff always see proper gross margins to offer customers appropriate pricing. Additionally, your accounting staff will benefit from the ability to produce detailed, easy-to-understand rebate reports. With Eclipse software, you’ll have the accurate, concise information you need to send to vendors to claim your rebates.

Service and Maintenance

To help distributors automate the service and maintenance process and more quickly and effectively meet their customers’ needs, Epicor developed the Service and Maintenance module for Eclipse. This module allows users to enter and process service quotes and orders at all phases of a service transaction. You can order and replenish parts directly from your existing inventory, set up labor and technicians to manage work performed, track full sales and service history for all serial numbers, and minimize data entry through automated processes.

Warranty information and preventative maintenance schedules can also be set up at the item level. Warranty records note expiration dates for given serial numbers, as well as coverage details down to the individual part and labor level. When processed on a service order, customer pricing is

This helps ensure you never lose track of a rebate you earned and lets sales and order entry staff always see proper gross margins to offer customers appropriate pricing. Additionally, your accounting staff will benefit from the ability to produce detailed, easy-to-understand rebate reports. You'll have instant access to the accurate, concise information you need to send to vendors to claim your rebates.

Inventory Control

Excellent inventory control is vital to the health of your business, and tracking your inventory effectively is key to maintaining good customer service and manageable stock levels. Strong inventory management capabilities help you meet service levels without investing too many valuable dollars in stock. Plus, it's the nature of the industry—certain items go in and out of style or are regularly replaced by newer, more innovative products. Track customer buying trends, so you always know whether to stock extra polished brass fixtures—or to replace them with chrome.

This helps ensure that you keep the right items on your shelves at the right time—and reduces the chance of today's investment becoming tomorrow's dead stock.

Integrated EDI

Many of your customers and vendors will require you to communicate with them via EDI—expecting you to be able to receive and/or send the necessary EDI transactions. The volume of these transactions requires any EDI to be fully integrated with your business system.

EDI for Eclipse software is a fully integrated electronic document processing solution that lets your company conduct routine business transactions through an automatic computer-to-computer exchange of business documents—without the need for third-party software.

By using Eclipse EDI to electronically process documents for purchasing, scheduling, and sales activity, you can significantly lower administrative costs. In addition, its simplicity and speed allow you to strengthen customer relationships, reduce inventory, and shorten sales cycles.

Epicor University

We want to help ensure our users take advantage of all of the benefits of our software, and Epicor University (EU) has the comprehensive training tools and resources you need to do so.

We provide tools such as Training on Demand, Knowledge on Demand, and Online help that assist you in educating and retaining employees and provides career development. We provide tools to create an entire training program and make it easy for you to onboard new employees.

Technology That Enables Transformation

Business today is fast-paced, highly competitive, and more demanding than ever before. In order to keep up, distributors need tools to extend their ERP systems to their exact business processes. The Epicor Eclipse solution offers a powerful API that allows distributors to connect to the systems that make their business unique and help differentiate themselves from the competition.

Eclipse software combines proven distribution expertise with a modern technology stack—including Linux®, JAVATM, and NoSQL Universe.

Contact us today to learn more about how Epicor Eclipse software can help you grow your plumbing distribution business.

EPICOR

We're here for the hard-working businesses that keep the world turning. They're the companies who make, deliver, and sell the things we all need. They trust Epicor to help them do business better. Their industries are our industries, and we understand them better than anyone. By working hand-in-hand with our customers, we get to know their business almost as well as they do. Our innovative solution sets are carefully curated to fit their needs, and built to respond flexibly to their fast-changing reality. We accelerate every customer's ambitions, whether to grow and transform, or simply become more productive and effective. That's what makes us the essential partners for the world's most essential businesses.

Contact Us Today: info@epicor.com | www.epicor.com

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