

# Epicor Eclipse for PVF Distributors

# Introduction

## Help Grow Your Business With a Solution Built For Your Industry

Today's leading pipe, valve, and fitting (PVF) distributors—including Ohio Pipe Valves & Fittings, Inc., Metropolitan Pipe Supply, Greensboro Pipe Company, and more—trust the Epicor® Eclipse™ enterprise resource planning (ERP) solution to manage their business efficiently. Epicor is an active member of leading trade associations such as the HARDI, WIT, AHR, Embassy Group, BlueHawk, 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, Distribution Trends, Plumbing Advocate, and other industry publications. Additionally, because Epicor intends to provide PVF distributors with the best solutions to help them meet their business goals, we regularly seek out the input of our customers in the development of our solutions and services.

### Functionality

- Quotes and Orders
- Front Counter
- Customer-Specific Pricing
- Contract Pricing
- Companion Items
- Order History
- Assemblies
- Release Scheduling
- Proof of Delivery
- Rebate Management
- Inventory Control
- Lot Control
- Hazmat Functionality



## In Your Industry

As a PVF distributor, you face new challenges every hour of the day. You need an enterprise system solution that helps you meet these challenges that are specific to your industry. Epicor provides solutions with the front counter capabilities to handle walk-in customers, the features essential to handling dozens of manufacturers' rebates, and functionality designed to take advantage of sales opportunities.

## A Comprehensive Solution

With more than a half-century of experience, Epicor can help you grow sales, improve margins, and increase productivity with 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 PVF distributors. Eclipse combines proven distribution expertise with an end-

to-end business system and modern technology stack.

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 (WWMS)
- Finance and Accounting
- Business Intelligence

When you partner with Epicor, you can expect high-quality 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 you make your business better.

### Quotes and Orders

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.

### Front Counter

Whether you have a small counter or a large customer self-service area, you'll need point of sale (POS) and front counter capabilities. Epicor Eclipse Software has the 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 barcode scanner. Check customer credit on the fly, and send automatic notifications 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.

Front 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

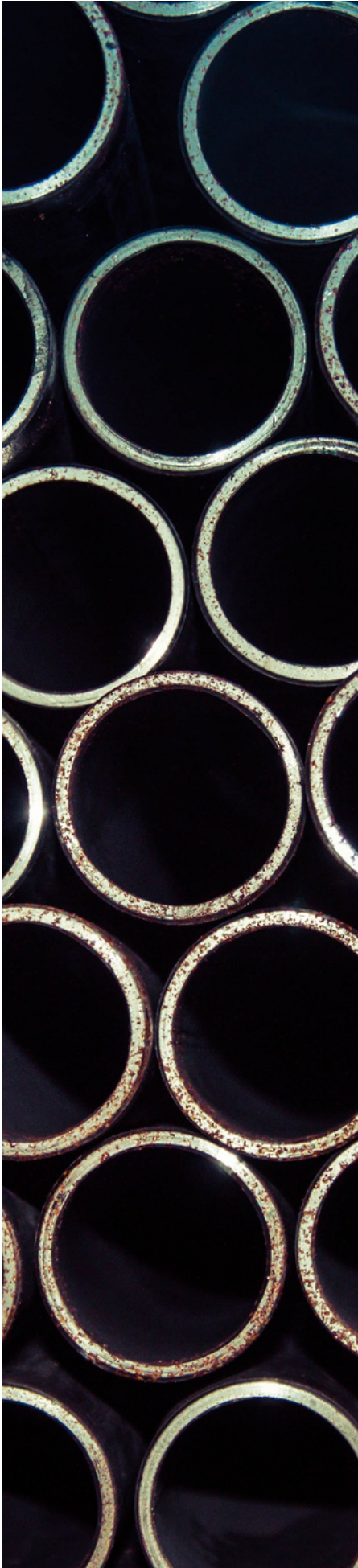
### Customer-specific Pricing

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.

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**

With the built-in ability to suggest accessory items and substitutions, you can grow your margins and make even your most inexperienced sales people sound like seasoned pros.

Does every one of your sales and service representatives know—or remember—to offer “go-with” items? Eclipse software solves this issue by automatically suggesting products that go with items on a customer’s order—helping to increase sales and improve customer satisfaction. In addition, Eclipse automates substitution processes. For example, if one of your most popular SKUs is backordered, the solution will remind your sales representatives to offer a similar or identical product. This feature helps you avoid turning customers away because products are out of stock.

### **Order History**

How often do you deal with customers who ask for the same item they purchased in the past? Eclipse software includes an order history feature that remembers a customer’s sales history and allows you to search through past orders. You can narrow your sales history search by date range or keywords 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 old invoices.

### **Assemblies**

Assembly and bill of materials (BOM) functionality enables you to keep items like a tool kit 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 can prevent 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 can 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.

### **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. Eclipse software lets you 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 can improve customer satisfaction by helping to help ensure that your customers 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 Eclipse 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 also add important delivery notes or log issues—keeping the 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 provides you 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. This helps you avoid losing track of a rebate you earned and enables sales and order entry staff always see proper gross margins—allowing them to offer customers appropriate pricing. Additionally, your accounting staff will be able to produce detailed, easy-to-understand rebate reports. This gives you 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.

Eclipse Software enables you to track customer buying trends. 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.

### Lot Control

Track lots and serial numbers by monitoring production to increase inventory validity. Improved identification leads to efficiency in order accuracy, shipping, and handling. Lot Control in Eclipse Software lets you assign lot values that can track a specific quantity of remaining pipe. Eclipse software also lets you flag certain lot quantities as remnants to empower your sales people to sell scraps without cutting and helps ensure your purchasing staff buys sufficient quantity to satisfy the next order.

### Hazmat Functionality

Eclipse Software lets you monitor inventory for hazardous materials and keep track of details for the products. This helps you simplify hazardous materials shipping. Attach material safety data sheets (MSDS) to products and help ensure they are provided to the customers upon first purchase.

## 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 pace, distributors need tools to extend their ERP systems to their exact business processes. Epicor Eclipse software offers a powerful API that allows distributors to connect to the systems that make their business unique and help differentiate themselves from the competition. Epicor Eclipse 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 PVF 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](mailto:info@epicor.com) | [www.epicor.com](http://www.epicor.com)