Epicor Prophet 21 Overview

**EPICOR**

"Epicor is a thought leader and we'll continue to invest in their technology and take advantage of the tools they bring to the table."

John Wiborg, President
Stellar | Industrial Supply

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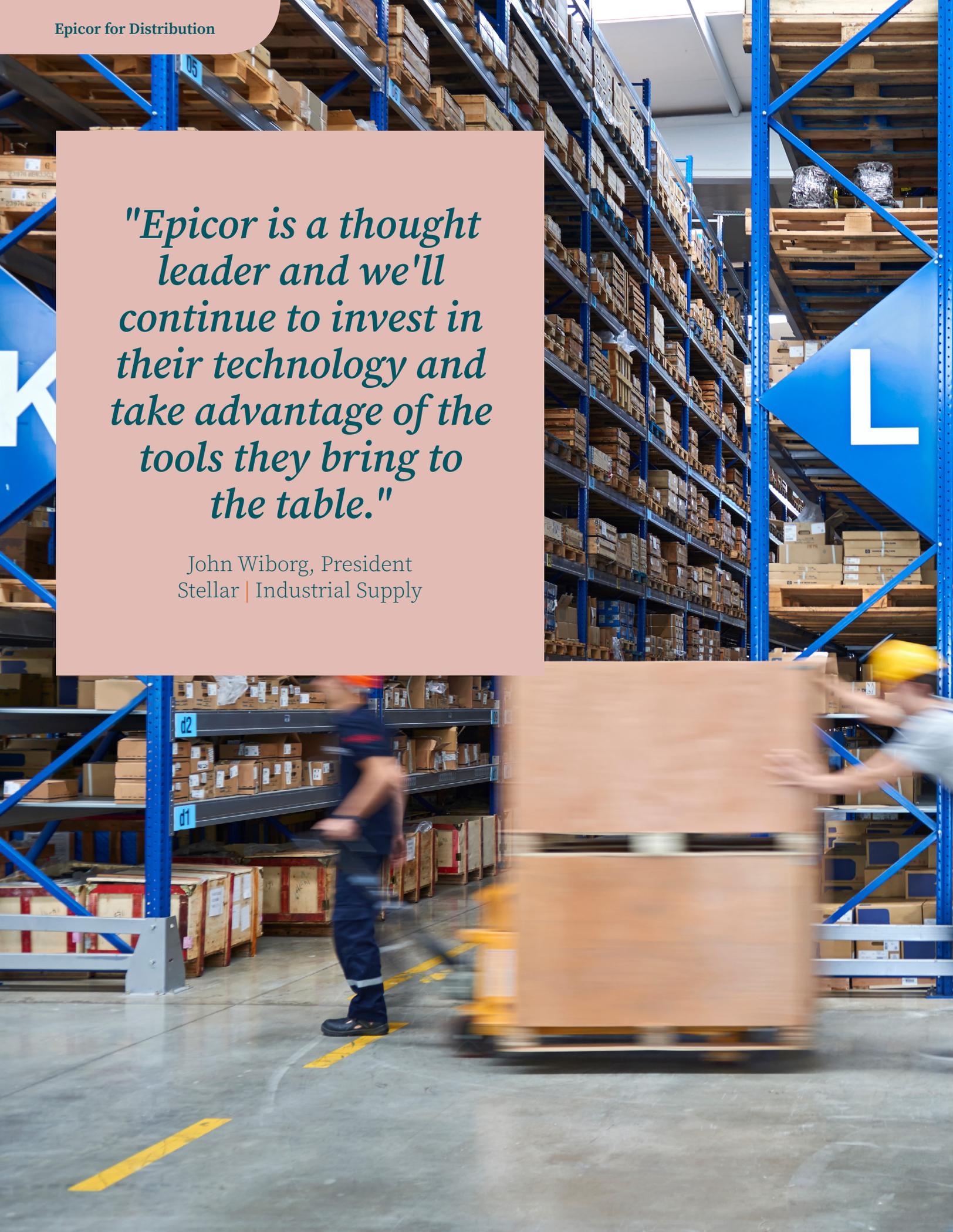
Maximizing performance across the supply chain

Epicor understands that as your customers demand more product options, heightened quality, and shortened lead times, it can be increasingly difficult to drive business performance that maximizes profit. Delivering on these expectations with flawless execution and minimal business interruption defines your success and the success of the intricately woven supply chain that supports it.

At Epicor, we understand this delicate balance and have developed an end-to-end solution with the right tools to efficiently procure, assemble, ship, and deliver the goods your customers want—when they want them. It's one thing to understand the supply chain management (SCM) needs of your organization, but executing at peak performance requires embedding the supply chain processes within an effective and efficient enterprise solution.

" To be considered best-in-class, you need partners that are best-in-class, and Epicor delivers."

Mark Shannon, Vice President and Owner | Tower Fasteners

Cloud Based Distribution ERP System

With more than a half-century of experience, Epicor helps distributors grow sales, improve margins, and increase productivity with enterprise resource planning (ERP) systems that keep them healthy and thriving in today's highly competitive marketplace. Epicor Prophet 21 software is a leading ERP solution for wholesale distributors that combines proven distribution expertise with a web-enabled infrastructure and modern technology stack. Cloud and on-premises deployment options are available.

Prophet 21 software enables your most critical business areas to work more efficiently, including:

- Customer Relationship Management—CRM tools allow you to access information quickly and efficiently so you can streamline your day-to-day processes while improving customer service

- Order Management—whether orders are entered, remotely via a mobile device or laptop, or online by the customer, information goes directly into your Prophet 21 solution for fast order processing

- eCommerce—when you deploy Epicor Commerce—a cloud-based eCommerce solution—you can increase sales, reach new customers, and shorten sales cycles for your products and services

- Inventory Management—multiple dynamic inventory replenishment methods give you the flexibility to lower carrying costs, minimize excess or obsolete inventory, improve cash flow, and increase customer service levels

- Purchasing—whether you have one warehouse or dozens, Prophet 21 distribution software centralizes the purchasing process so you can optimize buying power and inventory levels

- Warehouse Management System—WMS brings a new level of accuracy to all warehouse processes, including receiving, cross-docking, put-away, adjustments, picking, cycle counting, and inventory operations

- Financials—the Prophet 21 real-time general ledger provides up-to-the-minute financial statements, which allow you to get a detailed picture of your company's financial situation, and make knowledgeable business decisions—allowing you to be proactive instead of reactive

- Manufacturing—Prophet 21 Manufacturing allows you to track assemblies and production orders from start to finish

- Service and Maintenance—integrated Service and Maintenance helps you keep track of service orders, service contracts, preventative maintenance schedules, warranties, and more, while monitoring service technicians' schedules and open service orders

- Business Intelligence—Prophet 21 solution enables stronger, fact-based decisions with built-in standard reports, "as of" reporting, and analytics tools, while Epicor Data Analytics (EDA) provides interactive dashboards and analysis of data—letting you quickly see important information about how your business is performing
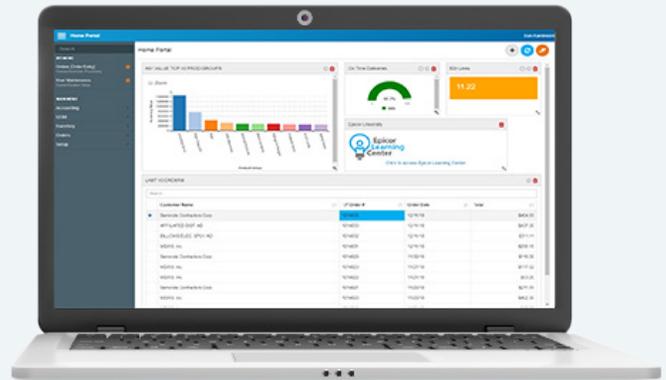
Deployment Choice—Cloud

Deployment Choice—On Premises

Business Intelligence and Analytics

Business Architecture

Epicor Prophet 21

Global Business Management

Warehouse Management

Financial Management

Customer Relationship Management

Sales Management

Epicor Rental Management

Product Management

eCommerce Solutions

Enterprise Content Management

Supply Chain Management

Production Management

Service and Maintenance

Warehouse Management

- Receiving and Put-Away
- Pick, Pack, Ship
- Group and Zone Picking
- Inventory Movement
- Physical/Count Cycle Counting
- Wireless Workbench

Financial Management

- General Ledger
- Accounts Payable
- Accounts Receivable
- Financial Reporting
- Tax Management
- Credit and Collections

Service and Maintenance

- Call Center
- Service Order Management
- Service Contracts
- Scheduling and Dispatch
- Preventative Maintenance
- Warranty Tracking

Customer Relationship Management

- Contact Management
- Opportunity Management
- Sales Master Inquiry
- Customer Buying Trend Analysis
- Rewards Programs
- Campaign Management

Production Management

- Production Order Management
- Labor Tracking
- Routing
- Kits, Assemblies, and Multilevel BOM
- Third-Party Processes
- Progress Billing

Sales Management

- Quote and Order Management
- Mobile Sales
- Integrated eCommerce
- Counter Sales
- Integrated Credit Card*
- Strategic Pricing

Supply Chain Management

- Purchasing Management
- Advanced Demand Forecasting
- Automated Replenishment
- Inventory Optimization
- Warehouse Management
- Customer and Vendor Managed Inventory

Epicor Rental Management

- Full asset tracking
- Easily schedule rentals
- Simple contract management
- Flexible for multiple locations
- Allows for 3rd party rentals
- Provide flexible pricing for customers

Enterprise Content Management

- Content Protection
- Document Retention
- Intelligent Data Capture
- Workflow
- Full Integration
- Flexible Deployment

Product Management

- Product Data Management
- Import/Export Data
- Taxonomy
- Revision Control
- Manage Accessories and Substitutes
- Product Costing

eCommerce Solutions

- B2B and B2C Channel Support
- Full Integration
- Compelling Storefronts
- Mobile Access
- Real-Time Stock Levels
- Search Engine Optimization

Business Intelligence and Analytics

- Operational Reports/Dashboards
- Descriptive Analytics (Business and Financial User Reporting/Dashboards)
- Diagnostic Analytics (Scorecards/KPIs, Financial Planning)
- Predictive Analytics (Forecasting)
- Role Based Analytics and Business Intelligence
- Mobile Business Intelligence

Global Business Management

- Multicompany Management
- Multicurrency Management
- Multilingual Data Management
- Master Data Management
- Country-Specific Solutions

Business Architecture

- Cloud or On-Premises Deployment
- HTML5
- Angular JS
- Microsoft® .NET
- SQL Server®
- RESTful API
- Extensibility Toolset

Designed for Your Industry

Epicor provides industry-leading solutions for distributors of all sizes. A feature-rich application, Prophet 21 solution has been developed to manage the requirements of distribution industries including:

- Consumer packaged goods
- Electrical
- Fasteners
- Fluid power
- HVAC
- Industrial
- Jan/San
- Medical supply/pharmaceuticals
- Paper and packaging
- Pipe/valve/fittings
- Petroleum
- Plumbing
- Safety supply
- Tile and flooring
- Welding supply/packaged gases

In addition, Epicor is either a member of or preferred provider to more than 40 industry associations and marketing or buying groups, such as A-D, CDI, CTDA, DPA, Eaton, FPDA, HIDA, IDC-USA, STAFDA, TUG, NAW, NAED, ISA, and IDEA.

"The fact that the people at Epicor live and breathe distribution shows in the products."

Kevin Reidl, Executive Vice President, Hodell-Natco Industries, Inc.

Prophet 21 Technology

Prophet 21 software is an industry-specific solution that is easy to use and highly flexible. It combines proven distribution expertise with an end-to-end, web-enabled infrastructure and modern technology stack—including HTML5, Angular JS, .NET, and SQL Server®—offering improved agility, scalability, adaptability, and reliability. Cloud and on premises deployment options are available— letting you choose the deployment that is right for your business while letting you scale, evolve, and grow as your business changes.

Prophet 21 on Microsoft® Azure®

Epicor Prophet 21 software delivers a modern, cloud-based experience that removes dependencies on fat clients and terminal services to deliver a lower TCO for distributors. It is a device-independent system ready to run on browsers, tablets, and smartphones in iOS®, Android™, and Windows® environments. The Epicor approach to cloud-based applications provides easier access to information not matter where your employees are—in the warehouse, in the field, or working counter sales.

Powered by Microsoft Azure, Epicor Prophet 21 software in the cloud brings you missioncritical, industry-specific value to drive business growth—faster, easier, and more reliable than ever. In our increasingly digital world, your ability to survive, compete, and grow depends on how your business leverages the latest best-practice technology. Manual, disconnected processes simply cannot keep pace. Epicor Prophet 21 software offers true cloud deployment— providing businesses with distribution-specific software on a simple monthly subscription basis.

Microsoft SQL Server

The Prophet 21 system was optimized specifically for the Microsoft SQL Server because the efficiencies gained by Microsoft SQL can dramatically increase business performance. It provides scalability, reliability, and real-time access to data from any off-the-shelf data analysis programs. Additionally, Prophet 21 has been designed to allow distributors to leverage the work of the Epicor development team.

An innovative feature allows admin staff to copy and paste SQL Statements used within Prophet 21 software. This can provide a valuable shortcut to writing your own reports, portals, or queries—saving you time and effort and reducing the importance of being a SQL expert.

Extensibility through the entire technology stack

Business today is fast-paced, highly competitive, and more demanding than ever before. In order to remain competitive, distributors need tools to personalize and extend their ERP systems to their exact business processes. Epicor Prophet 21 solution offers a powerful, robust Software Development Kit (SDK). The Prophet 21 software SDK offers extensibility through the entire technology stack. The SDK allows distributors to add their secret sauce to help differentiate themselves from other distributors. Additionally, the design of the Prophet 21 SDK allows customers to personalize or extend Prophet 21 software without affecting the application source code. Distributors can use the SDK for form changes, screen changes, user-specific home pages, business rules, and to integrate outside application via the API—all while staying on the development roadmap and upgrade path.

Prophet 21 Browser Application

The Prophet 21 Browser Application is a browser based version of Prophet 21 solution that translates the user experience to the web, so you can use its familiar and rich distribution features from a web browser. Now you can take Prophet 21 software with you outside of your corporate network and work from anywhere without the need for a VPN connection. With minimal training, your employees can be mobile and work anywhere, anytime, increasing productivity. The Prophet 21 Browser Application is included with your Prophet 21 solution Maintenance Program. The Prophet 21 Browser Application can be deployed as either an onpremises or cloud-based solution.

Personalize the user experience

The Prophet 21 DynaChange® extensibility suite provides the flexibility you need to tailor the application's appearance and logic to your company's needs. DynaChange allows you to customize screens/windows, move or hide fields from screens, create userdefined fields, edit or add new tabs of data, personalize menus, adjust popup searches, add metrics, and add metrics. Additionally, DynaChange Portals lets you design user specific home pages. These home pages provide the specific, real time views of your data that are most relevant to each employee. This tool allows you to add to the portal views currently available in your Prophet 21 system by designing new views that assist your employees in their day-today activities. These portals—designed by you—can be assigned to users and inserted into your Prophet 21 solution or displayed in a browser.
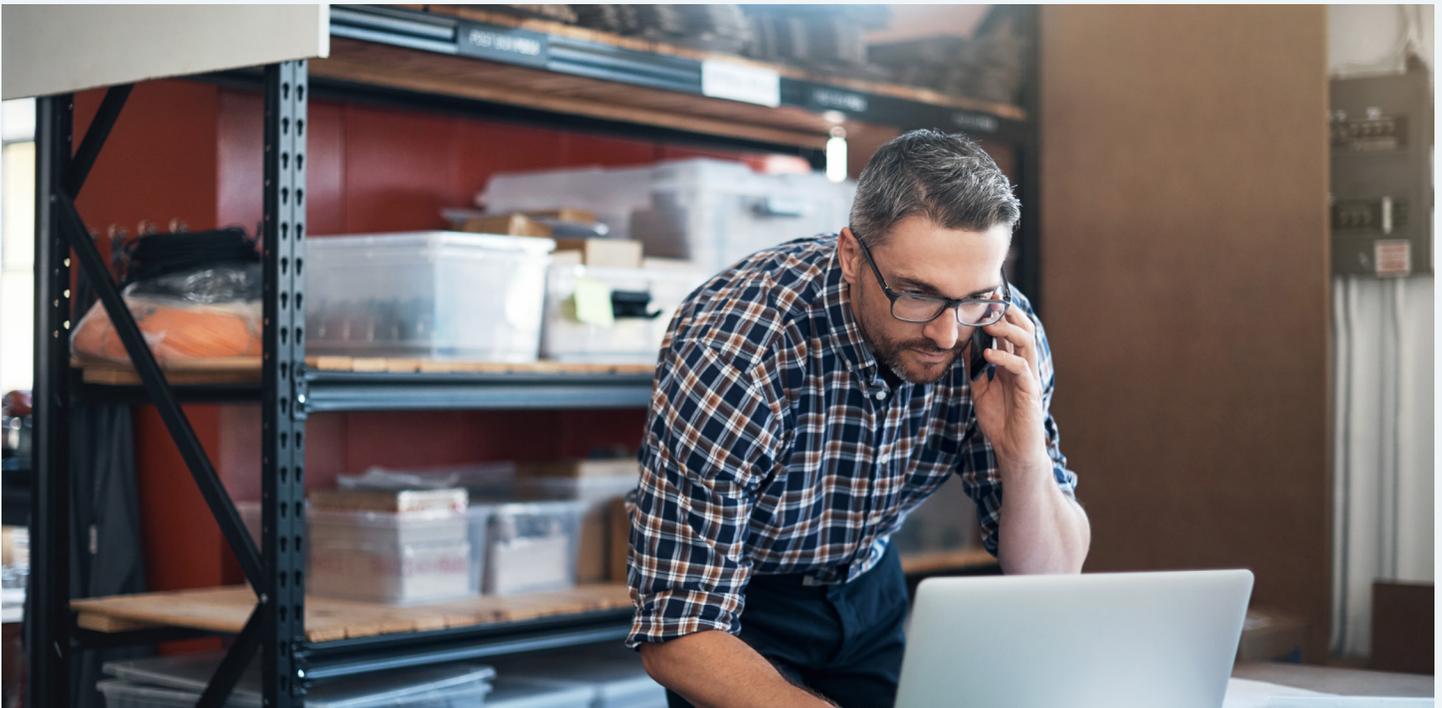
Business rules

DynaChange Rules allows companies to take external business rule logic and apply it within Prophet 21 solution in order to increase efficiencies and minimize costly errors. Best of all, DynaChange Rules does not alter the Prophet 21 application code, so the rules you establish automatically carry over each time you upgrade to a new version. A distributor could set up a workflow so that a purchase order placed over a specified dollar amount triggers an alert to a sales manager for signoff. Examples include:

- Conversion rules—e.g., automatic currency conversions

- Validation rules—e.g., creation of alerts or error messages if specified data requirements are not met

- Asynchronous workflows—inserting triggers in Prophet 21 to automatically initiate a specified workflow such as a P.O. approval process

Connecting your business to the world

Today's fast-moving business environment requires tighter integration between you, your partners, and your customers than ever before. This need is especially critical for your business systems. To provide the responsiveness you need, your business systems must simultaneously talk to other applications, websites, and content on the Internet.

The Prophet 21 Application Programming Interface (API) provides a full .NET stack that supports SOAP and REST for Internet connectivity for more than 300 services. The Prophet 21 API is already a proven platform that is used to connect Prophet 21 software to other Epicor companion applications like Epicor Proof of Delivery. Now, you can connect your business to the rest of the world with this powerful web services tool.

The Prophet 21 API gives you tools to easily integrate outside applications with your Prophet 21 system. The extensive APIs toolset includes:

- v2 P21 API—a stateless REST API that works with most of our systems using a metadata model

- Entity API—a very specific set of stateless, fit-for-purpose REST endpoints using strongly typed business object models

- Interactive API—a revolutionary technology allowing developers to interact with a stateful Prophet 21 session

- Data Services API—allows secure reads from your Prophet 21 database using OData protocol

Customer Relationship Management

In order to succeed in today's fast-paced business world, providing customers with excellent personal service is a must. Today, many distributors are turning to customer relationship management (CRM) tools to help their business recognize and provide customers with the attention they deserve. Epicor Prophet 21 CRM tools allow you to quickly and efficiently manage prospects, customers, and contacts—from opportunity, to quote, to order—so you can streamline your day-to-day processes and improve customer service.

Four-part approach

Epicor takes a four-part approach to CRM. The first is sales force automation that provides your sales representatives with lead generation tools to manage their pipeline and up-sell to customers. You can track lead/sales progress by defining opportunities and reporting on your sales reps' pipelines.

The second part of CRM includes marketing capabilities. These tools allow you to fax and email from the solution, produce lead generation call lists, and manage call center activity—enabling you to increase your customer base at a minimal cost.

The third part of the Prophet 21 CRM approach is contact management. This goes beyond maintaining customer addresses and phone numbers to actually tracking customers' buying habits so you can anticipate their needs.

Finally, CRM includes customer and territory management tools. These easy-to-use, intuitive tools allow sales representatives to identify customers whose sales are up or down. With a single click, they can drill down to a 360-degree view of the customer and have all the information they need to make contact.
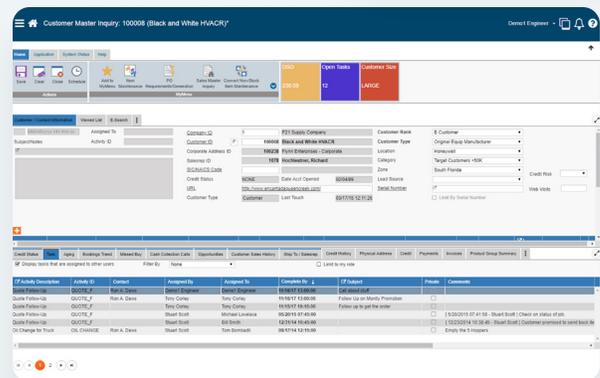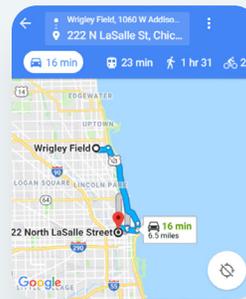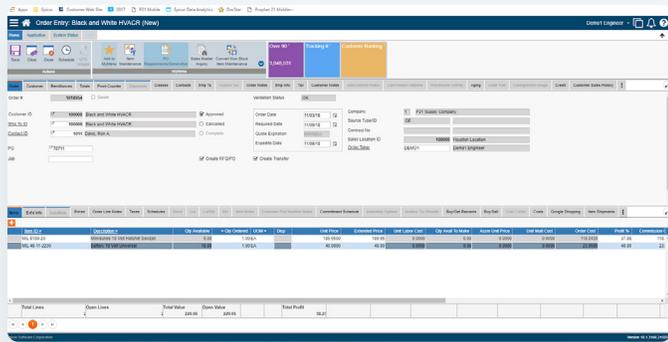
Order Management

Order entry

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. Prophet 21 solution enables you to complete the entire order entry process from one screen:

- Enter quotes and orders

- Convert quotes to orders

- Expedite orders

- Check stock

- 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 Prophet 21 solution for faster processing—eliminating rekeying errors.

With the built-in ability of Prophet 21 to suggest accessory items and substitutions, you will not only grow your margins, but even your most inexperienced salespeople will sound like seasoned pros. You can link product information—such as material safety data sheets (MSDS) or product specification sheets—to item codes and send that information directly from Prophet 21 software to the customer to confirm they will get exactly what they want.

You can also provide value-added services with Prophet 21 software kitting and light manufacturing capabilities.

Inventory Management

Your single biggest business investment—the inventory in your warehouse—is at the heart of your company. Too much of something and you don't have room for what your customers want. Run out of an item and it could cost you lucrative business. Prophet 21 software enables you to balance your customer service needs while maximizing your return on investment—by increasing inventory turns and reducing your inventory investment.

Multiple and dynamic inventory replenishment methods provide you with the flexibility to lower carrying costs, minimize excess or obsolete inventory, help improve improve cash flow, and increase customer service levels.

In addition, the solution captures information on inventory changes, allowing for accurate data when making purchasing decisions. If you have multiple branches, you can even centralize your inventory with the Prophet 21 regional distribution center inventory management capabilities, enabling you to reduce overall inventory levels.

Warehouse Management

With all the activity that goes on in your warehouse, keeping inefficiencies out of your processes is a must if you want to maximize your profitability and minimize losses. Prophet 21 software warehouse management tools provide flexible, real-time control and efficiency—from receiving through shipping. A powerful range of features manages warehouse activities—including receiving, cross-docking, put-away, picking, inventory adjustments, cycle counts, and much more. Business transactions affecting the warehouse are automatically generated and processed without rekeying information—saving time and reducing errors.

These processes are further streamlined by alerting warehouse personnel of customer pick-up at front counter operations.

Purchase Management

Whether you have one warehouse or dozens, effective purchasing processes can vastly improve your customer service and sales. Prophet 21 software centralizes the purchasing process, enabling you to optimize buying power and inventory levels. Buyers can quantify the return on promotions or forward buys, allowing you to increase customer service levels in relation to costs and focus your efforts on items that are earning you the highest profits.

A variety of purchasing scenarios—including vendor substitutions, discounted items, drop ships and specials—allow you to adjust your processes to meet your customers' ever-changing needs—all while controlling your costs. In addition, Prophet 21 software supports overseas procurement and landed costs associated with buying goods from foreign manufacturers.

Epicor EDI Solutions

Our EDI Solution, provides a strong and modern B2B and EDI integration solution from one company. Automate your document integration with your supply chain partners and meet your customer's EDI compliance requirements with our EDI solutions. We have a program to help you to digitize your supplier network. Take advantage of our Deep EDI industry expertise and proven track record. Our comprehensive suite of EDI solutions can help you drive operational efficiencies and strengthen the collaboration with your supply chain partners.

"We see Prophet 21 as a competitive advantage to help us provide the best level of customer service and drive costs out of the business and to improve the accuracy and quality of our services to meet our customers' expectations."

Jim Derry, president | Field Fastener Supply Co.
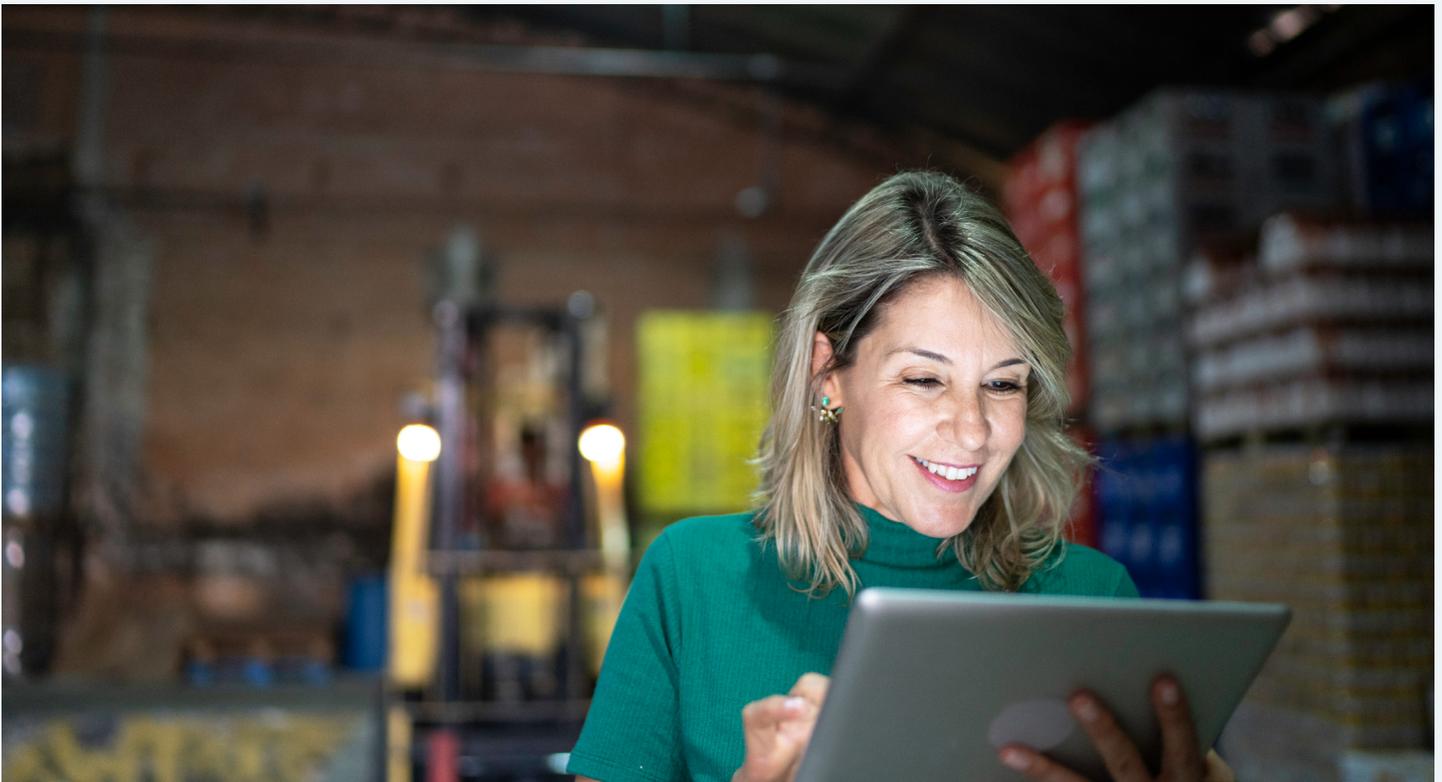
Financial Management

Most people don't think financial management can make their business money, but good financial management can actually drive dollars to your bottom line.

General ledger

Prophet 21 real-time general ledger provides up-to-the-minute financial statements, giving you a better handle on your company's financial situation as business is transacted—allowing you to be proactive instead of reactive.

Financial reports can be run daily with drill-down capabilities that allow you to access historical information for faster auditing. The real-time general ledger also eliminates laborious day-, month-, and year-end closing processes. Plus, multicurrency functionality makes it easier to do business wherever your business partners are located.

Accounts receivable

Cut your accounts receivable (AR) days with Prophet 21 software. The Prophet 21 system enables you to track your customers' outstanding invoices and set alerts when days or balances exceed levels you set. Notes and follow-up capabilities provide a history of conversations to aid when making calls. Flexible posting methods make it easy to track whether a check is for multiple invoices or for consolidating several accounts under one corporate umbrella.

Accounts payable

Prophet 21 software streamlines your accounts payable (AP) processes by directly integrating your inventory receipts and purchase orders. Check processing and payment processes ensure that you don't lose discounts and that bills are paid on time. Furthermore, you can choose payment types by either vendors or invoices. Rebates are tied directly to order processing for accurate reports so you can maximize the amount of money you earn.

Dimensional Accounting

Dimensional accounting, or the ability to set up unique reports for specific areas, will arm distributors with the financial data they need to make informed and strategic decisions across their organization. These reports can easily and efficiently view and use the GL to do reporting without the need to expand the chart of accounts. Dimensional accounting allows you to track the following dimensions: Sales rep, Order classes/Order types, Project/job, Order taker, or create your own.

Performance Management

You can't make good decisions using bad data. Prophet 21 software includes robust tools to direct activities and improve decision making.

Workflow provides the flexibility your organization needs to map your business rules to your operational processes. You can monitor critical business events and immediately inform specified recipients, groups of recipients throughout your organization, or recipients within your customer or supplier base.

You can set parameters so Prophet 21 software can send email alerts to employees, customers, or vendors when critical order, shipping, purchasing, and accounting events occur—speeding communications and reducing costs associated with phone calls, faxes, and manual reports. Simply put, Workflow is an around-the-clock monitoring system that constantly oversees and compares the incoming and outgoing flow of data, enabling you to respond to changing events quickly and efficiently.

Prophet 21 software also includes robust reporting tools to assist in improving decision-making by summarizing key data, identifying trends, and enabling forecasts. You set the parameters of each report within Prophet 21 software, including grouping, views, and detail. With Prophet 21 as/of reporting, there is no reason to print and file the reports you run, and you can view past reports at any time according to whatever date parameters you choose. You can also export the data to any off-the-shelf data access tool—such as Excel® or Access®—to streamline data sharing.

Wireless Access

Prophet 21 software includes mobile computing functionality that enables remote employees to download key data from the solution and upload new information such as orders, quotes, and signatures from deliveries.

Remote order entry integration reduces the time your salespeople spend on paperwork, lessens the risk of rekeying errors, guarantees accurate pricing, and eliminates handwritten copies of orders.

Electronic signature capture enables your drivers to download shipping lists to a handheld device, collect signatures from customers as deliveries are made, and upload them to the appropriate electronic file back at the office.
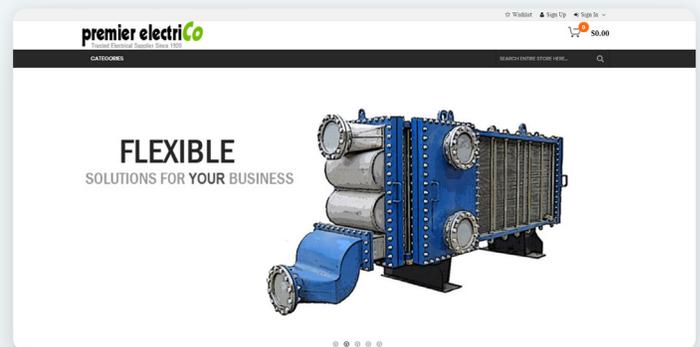
Epicor Commerce

Epicor Commerce (EC) has three offerings that offer choice and flexibility in selecting an eCommerce solution to match a manufacturer's digital online strategy.

EC Express is a quick to implement and affordable B2B online customer portal with all the essential elements that allow businesses to immediately improve productivity, provide quality online experiences, and stay connected with their customers and suppliers.

EC Base is a complete package of B2B and B2C ecommerce functionality with a standardized set of site themes, features, and implementation hours for faster time to market and a favorable return on ecommerce investment.

EC Advanced is a highly customizable offering with a full feature set that allows your business to express your brand online and maximize your omni-channel ecommerce presence.

Businesses need some aspects of consumer B2C websites—with their ease of use and repeat purchasing— combined with B2B business capabilities to develop contacts into accounts that align with their procurement processes.

With EC, your customers will see a modern eCommerce website focused on convenience, ease of use, and repeat ordering. You will get the templates and tools to deliver that rich customer experience throughout the life cycle— from casual browser to satisfied repeat customer.

EC provides even more value with cost-effective, cloud-based hosting and rapid implementation. The result is a comprehensively integrated, end-to-end solution supported by a variety of add-ons and technology partners.

Warehouse Management Solution

Further streamline your warehouse processes with the Epicor Warehouse Management Solution (WMS).

Developed exclusively for Prophet 21 solution, this paperless warehouse solution brings a new level of accuracy to all warehouse processes, including receiving, cross-docking, put-away, adjustments, picking, cycle counting, and inventory operations. You can enhance customer service by ensuring you get the right products out on time, every time, while improving operating efficiencies through directed warehouse activities. For example, with the Warehouse Management Solution, you can save time by picking a single order, multiple orders for different customers, and transfer orders in a single pass through the warehouse.

Because the Warehouse Management Solution is fully integrated with Prophet 21 solution, you can implement one technology solution for all of your corporate needs. The graphical user interface provides a shorter learning curve than most character-based RF offerings. It is compatible with both iOS® and Android® devices, allowing freedom of choice of devices—anywhere from a phone-size device to a ruggedized, fit-for-purpose barcode scanning device.

Business Intelligence

In today's fast-paced environment, where information is expected to be immediate and up to the moment, external business intelligence systems simply can't cut it. This is why Prophet 21 software has an extensive range of business intelligence applications built in to support both immediate tactical and long-term strategic decision-making.

The system provides real-time data that can be presented based on the user's specific needs whenever and wherever the information is requested.
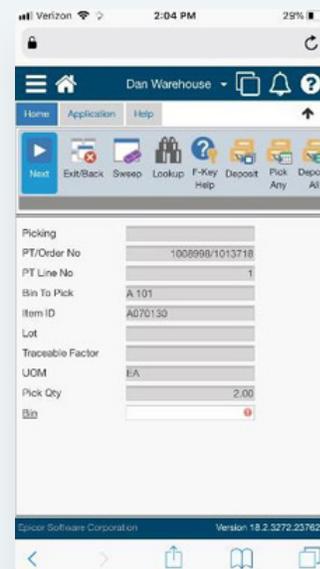

"We have been very pleased with our Epicor Prophet 21 implementation. We went live on time and under budget."

Scott Holland,
Executive Vice President
Philip Rossenau Co., Inc.

Reaching for New Levels of Business Understanding

As competition increases and margins narrow, businesses need sharper tools and deeper understanding to support the business. The tools must be fast, flexible, and cost-effective. Business analytics can help you meet these objectives. Epicor Data Analytics (EDA) enables unprecedented business insight to help companies grow by reducing cost, identifying new opportunities, supporting specific programs, and speeding decision-making. An easy-to-learn, easy-to-use service, Epicor Data Analytics
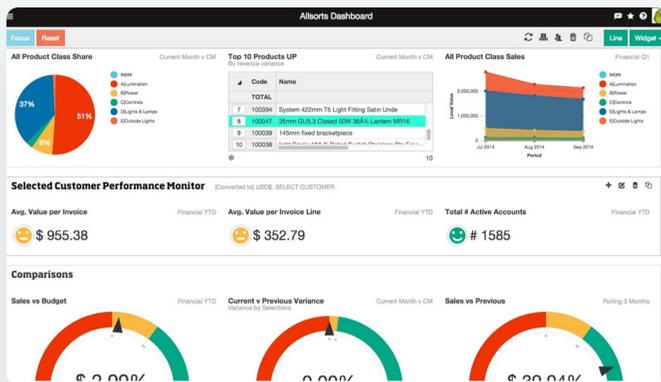
Epicor Data Analytics shown on a mobile tablet

can quickly start contributing to your business. You will not need another expert to maintain reports or make updates to spreadsheets with their hidden and seldom understood calculations. Epicor Data Analytics stays up-to-date with your business, as it changes daily.

Epicor Data Analytics provides interactive dashboards and analysis of the data inside your business system. The dashboards provide visual displays, so you quickly see important information about how your business is performing. Unlike a spreadsheet, you can now "drill down" into the data by clicking on it to see the details that you need for the task at hand. Epicor Data Analytics is delivered by Epicor as a complete end-to-end service, fully integrated with Prophet 21 software, using your data to help you understand your business better. Each of the six content packages provides a starter dashboard and a deep integration into a specific set of Prophet 21 data—sales, purchasing, inventory, general ledger, accounts payable, and accounts receivable.

With Epicor Data Analytics, you are never disconnected from your information with the responsive mobile access. "Always connected" means your team and you are more productive and can respond quickly to the needs of your business.

Service and Maintenance

For those items that require attention after they've left the warehouse, Epicor offers Service and Maintenance for Prophet 21 software. Service and Maintenance helps you
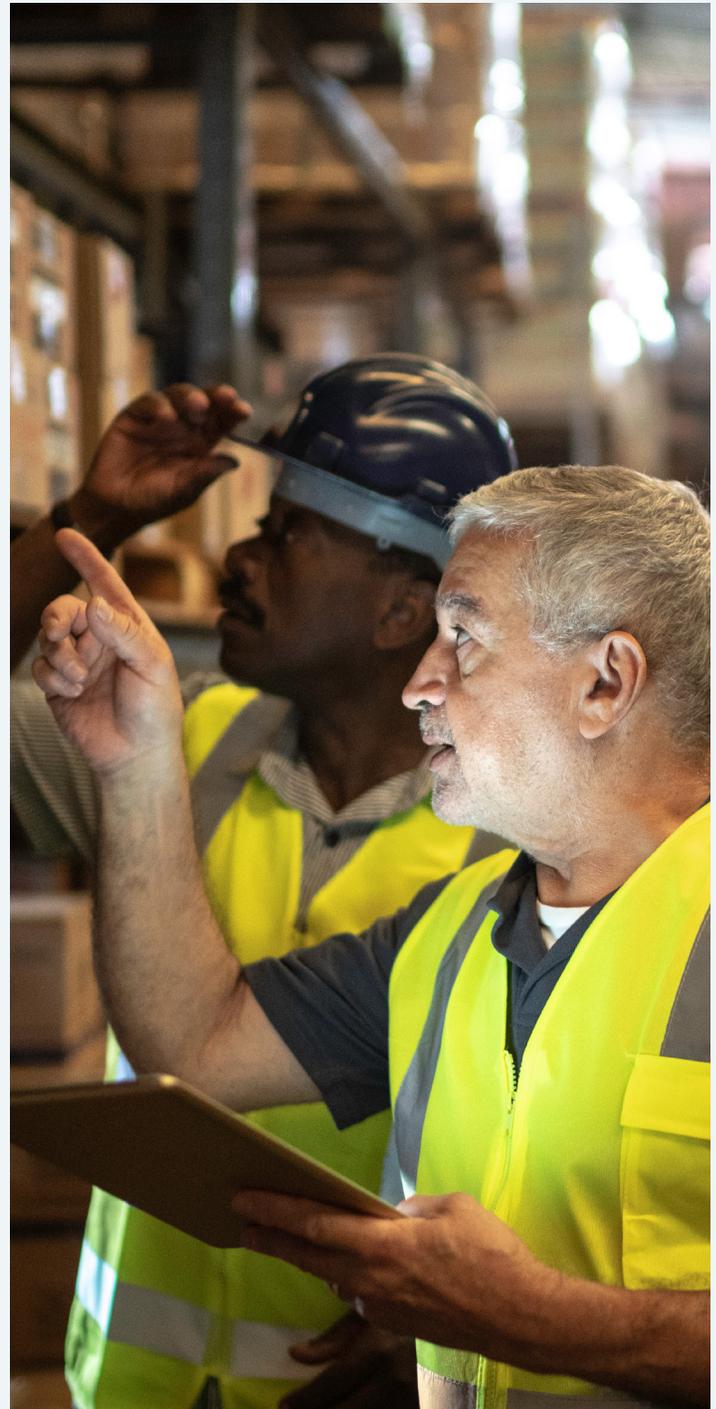
> *"Epicor engages with the customer, and works with you one-on-one at all levels of the company. They are always willing to talk things through, and that collaboration has made a huge impact on our success."*
>
> Melissa Selig, Chief Financial Officer | Grove Medical

keep track of service contracts, preventative maintenance schedules, warranties, and more while monitoring service technicians' schedules and open service orders.

Fully integrated with Prophet 21 solution, we have several options to meet your service needs. Our functionality automates and streamlines everything from tracking serial numbers to processing warranty claims—helping you simplify every step and serve your customers' needs from point of sale, to time of service, and beyond.

For customers with larger service operations, we have a cloud-based Service Pro offering that provides management, scheduling and a moible application.

Shipping

Shipping is your lifeline to your customers—without it, orders back up, customer service suffers, and sales dwindle. Epicor offers several options to best meet your unique needs. From a comprehensive, multiple-carrier shipping solution to integration with a single carrier—such as UPS® or Federal Express®—Prophet 21 software can streamline your shipping processes.

This powerful functionality seamlessly coordinates order entry and shipping, streamlining a distributor's shipping procedures by eliminating the need to navigate between modules to enter order and shipping information. In addition, it minimizes freight charges and increases shipping accuracy and throughput.

The integration with Prophet 21 solution helps you improve customer service by providing value-added benefits—such as tracking numbers and preprinted labels—and reducing the time it takes to process an order so customers receive material more quickly.

Rentals Management

In today's distribution market, it's imperative to offer additional value-added services to your customers. These services will often complement your current product lines and/or offer opportunities for additional revenue. For many distributors, renting equipment is one way to do this. For many distributors, this requires using a standalone rental solution which results in duplicated work and complication.

Epicor Rentals Management (ERM) is a cloud-based rental software solution designed specifically for wholesale distributors. ERM is fully integrated with Prophet 21 software and enables wholesale distributors of all sizes to efficiently offer product rentals to customers without needing standalone, disconnected software. This allows you to use Prophet 21 software as your system of record for vital files and transactions—customers, items, accounting, etc.—while using ERM to manage the rental transaction.

Epicor® ECM (DocStar®)

Paper-intensive business processes such as those in Accounts Payable—where multiple copies of documents need to be filed, retrieved, reviewed, cross-referenced and distributed for approval—can be done electronically with Epicor ECM (DocStar) for Prophet 21 software. This significantly reduces the consumption of paper and increases workflow efficiency. Epicor ECM (DocStar) electronically captures documents; streamlines business processes using workflow; automates the distribution of all documents, reports, and forms; and provides instant retrieval from the desktop. Moving from paper to paperless is possible with Epicor ECM (DocStar) software because the different steps and the attendant paper involved in a typical PO-based AP process can be managed electronically.

- The AP workflow process can be made more cost-efficient and time-efficient, as internally generated documents are captured directly into Epicor ECM (DocStar)

- Externally generated documents are brought into Epicor ECM (DocStar) software through scan, fax, or other capture methods

- Because the documents are electronically processed, anyone with security rights may access them from anywhere

Integrated Credit Card Processing

The Epicor integrated credit card processing solution enables you to accept customer payments with credit cards directly into Prophet 21 and receive immediate authorization—saving your accounts receivable (AR) employees time and energy tracking down customers with bad credit information.

In addition to speeding the AR process, the Prophet 21 integrated credit card processing solution can save you money by eliminating rental and maintenance fees associated with standalone solutions. You can also reduce expensive credit card fees by qualifying for bank card programs that reduce transaction rates.

Integrated Email and Fax

Send faxes at the touch of a button without getting up and walking to a dedicated fax machine. With the Epicor integrated fax solution for Prophet 21 software, you can send documents directly from Prophet 21 software either by fax or email.

Integrated Forms

Have you ever thought about what your customers see when you send them important business documents such as quotes, order acknowledgements, packing lists, and invoices? These documents are touchpoints to your customers and influence how they view your company. They should portray a high-quality, professional image. With the Epicor integrated forms solution, you can generate professional, laser-printed documents "on the fly" and eliminate expensive, preprinted forms.

Technology That Enables Transformation

Today, you need a software solution that you can implement quickly without substantial cost to your business. Epicor Prophet 21 is designed to help your distribution business scale, change, and grow without major system modifications.

Prophet 21 software combines proven distribution expertise with an end-to-end, web-enabled infrastructure and modern technology stack—including HTML5, Angular JS, .NET, and SQL Server. Cloud and on-premises deployment options are available.

Learn more about how Epicor Prophet 21 can help you grow your distribution business by contacting Epicor today.

Feature List

Technology

Prophet 21 software combines proven distribution expertise with web-enabled infrastructure and a modern technology stack—including HTML5, Angular JS, .NET, and SQL Server®. Cloud and on-premises deployment options are available.

- Browser-based Application
- Multi-company
- Integrates with Microsoft Word, Excel, and Outlook
- Portal Views
- Integrated forms
- Forms Designer—requires Crystal Reports® license
- Set workflow events and alerts
- Online help
- Document linking
- DynaChange® Screen Designer
- DynaChange Tab Designer
- DynaChange Menu Designer
- DynaChange Navigator
- DynaChange Portals
- Security controls
- Notes capabilities
- Time stamp business transactions
- Audit trails

Customer Relationship Management (CRM)

Prophet 21 CRM helps you manage prospects, customers, and contacts—from opportunity, to quote, to order.

- Track prospect and client information
- Contacts integrated with fax and email
- Track opportunities
- Access key information from one screen
- Customer Master Inquiry
- Sales Master Inquiry
- Create and follow up on tasks
- Multiple ways to look up customers

Order Entry

Whether orders are entered at the counter, remotely via a mobile computing device or laptop, or over the web, information goes directly into your Prophet 21 solution for faster processing—eliminating manual work and re-keying errors.

- Enter quotes and orders
- One screen quote/order entry

- Price and availability requests
- Quote conversion
- Release schedules/blanket orders
- Multiple location processing
- Front counter sales
- Non-stock item creation
- Unlimited item information
- Accessory items
- Substitute items
- Front counter sales
- Signature Capture (requires hardware)
- Non-stock item creation
- Unlimited item information
- Kitting and production orders
- Secondary processing
- View customer past orders and quotes
- Multiple ways to classify orders
- Serial and lot tracking
- Return Material Authorization

Pricing

Prophet 21 software gives you the flexibility to set prices as you see fit, ensuring you maintain your margins while meeting customer and market demands.

- Comprehensive pricing matrix
- Flexible pricing
- Contract-/job-based pricing
- Promotional pricing
- Second pass discounting
- Changes and exceptions
- Sales analysis
- Pricing service

Inventory Management

Balance your customer service needs while maximizing your return on investment with advanced inventory management capabilities.

- Multiple inventory replenishment methods
- Dynamic purchasing methods
- Advanced demand forecasting

- Seasonal usage forecast
- Regional distribution centers
- Transfer surplus items between branches
- Bin management
- Lead-time per item per location
- Convert non-stock items to stock items
- Container receipt tracking
- Vendor-managed Inventory
- Distributor-managed inventory
- Vendor returns
- Sporadic inventory managment

Purchasing

Prophet 21 software centralizes the purchasing process, enabling you to optimize buying power and inventory levels—whether you have one warehouse or dozens.

- System-recommended replenishment
- Choose from multiple purchasing options
- Generate purchase orders for rush and drop shipments— from purchasing or order entry
- Compute landed cost
- Distribute freight to item cost by weight and/or quantity
- Track vendor rebate programs
- Create and track vendor RFQs

Warehouse Management

Warehouse Manager is a paperless warehouse solution for Prophet 21 software that brings a new level of accuracy to all warehouse processes.

- Picking
- Receiving
- Cross-docking
- Put-away
- Real-time cycle counting
- Label printing and bar coding
- Tagging/license plating
- Bin replenishment
- Flexible device options

Financial Management

Prophet 21 software comes packed with a host of important financial features that provide vital insight into your company's wellbeing. Receive up-to-the-minute financial statements, track outstanding customer invoices, and integrate your inventory receipts and purchase orders to streamline your AP processes.

- General Ledger (GL), Accounts Receivable (AR), and Accounts Payable (AP)
- Dimensional accounting
- Close individual journals within a period
- Real-time information
- Transaction drill down
- Write financial reports
- Export financial data to Excel
- Online cash collections
- Designate customers' invoice preferences
- Apply cash receipts to multiple invoices
- Convert foreign currency
- Automatic invoice reconciliation
- Process payments and rebates
- Automatically reinstate vendor invoices for payment when voiding checks
- Pull up inventory receipt by the external purchase order number
- Set default purchase accounts
- Bank/cash account reconciliation
- ACH check processing for US banks

Reporting and Analysis

Prophet 21 software includes robust reporting tools to help improve decision making. Epicor Report Studio is an integrated and intuitive reporting tool that is built into Prophet 21 software to help your organization make the most of your ERP data. Anyone in your organization can run reports without the need for special coding or database skills. The reports are easily exported to Excel for you to use the data as you need it. With built in role or individual based security, and the ability to schedule or email reports, your entire organization can drive efficiency and increase your overall profitability.

- Access hundreds of standard reports
- Import/Export data
- Real-time reporting
- Ad hoc reporting
- Print preview
- Schedule tasks
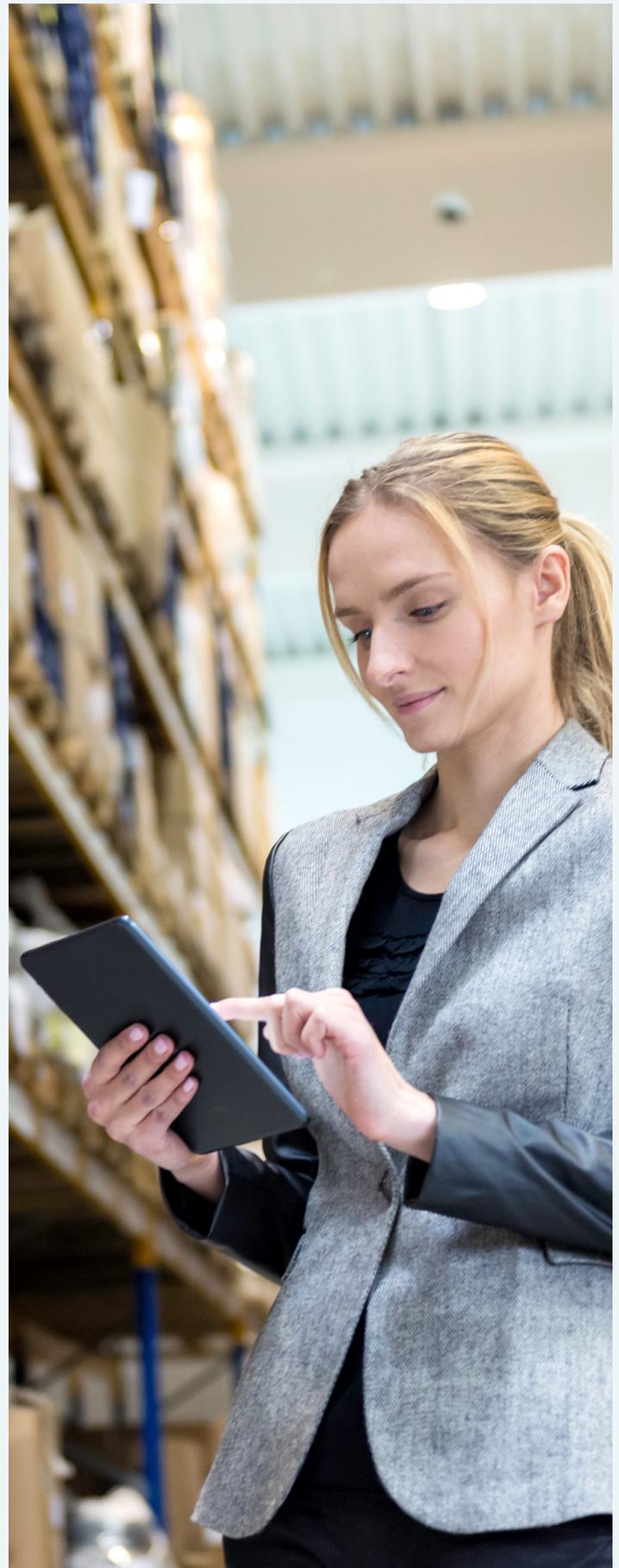
"Because Epicor is developing the technology solutions that we will need 5-10 years from now, this frees us up to do what we do best. We trust in the Epicor expertise... with Epicor, we know we have a partner that will support our growth and profitability, and allow us to stay ahead of the competition. I feel totally comfortable that we´re in the right place, and will have a relationship for many years to come."

Vicki Hafele, Chief Financial Officer
Duncan-Parnell Inc.
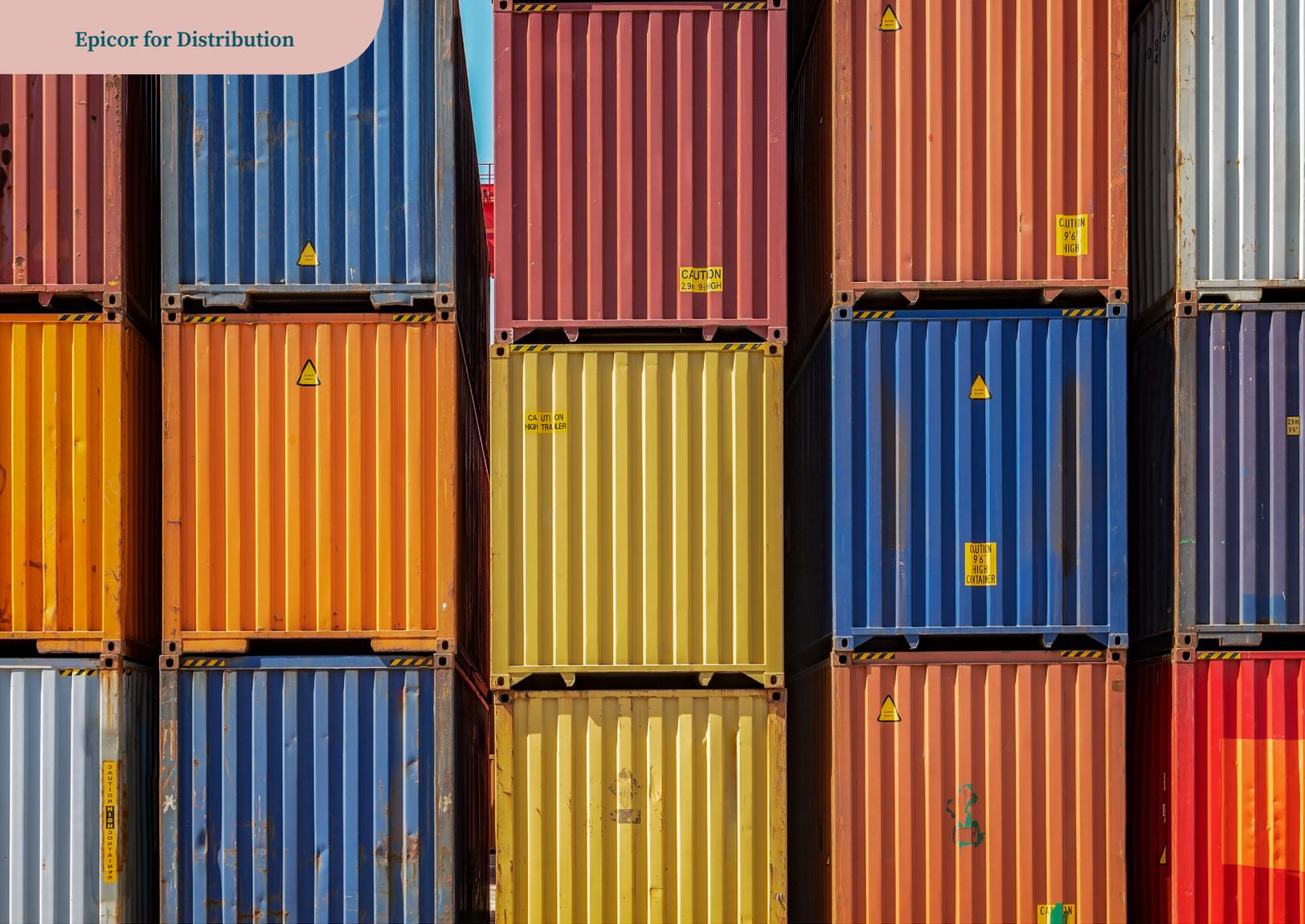
EPICOR

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