

Epicor for

Paper Distributors

Functionality

- ▶ Serial number tracking
- ▶ Warranty tracking
- ▶ Rebate tracking
- ▶ Automated accessory and substitute items
- ▶ Delivery confirmation
- ▶ Multiple units of measure
- ▶ Labeling
- ▶ Flexible inventory replenishment
- ▶ Front counter
- ▶ Order history and previous requests
- ▶ Commissions
- ▶ Service and maintenance
- ▶ Release schedules
- ▶ Order price based on margin of last sale
- ▶ Contracts: pre-defined and on-the-fly

Paper Distributors

Epicor provides technology solutions to leading paper distributors including Katzke Paper Co., Diamond Paper, and Industrial Paper Products, and is dedicated to serving the technology needs of the paper industry. A member of the International Sanitary Supply Association (ISSA), The United Group (TUG), Consolidated Distributors Inc. (CDI), Network, Pro-Link, NISSCO, Triple S, and other associations and buying/marketing groups, Epicor Software Corporation seeks to provide paper distributors with the best solutions to help them meet their business goals. In addition, Epicor regularly seeks out the input of its paper customers in the development of its solutions and services.

In Your Industry

Over the past few years, as customer demands have increased, the paper industry has seen some major changes. Instead of winning customers with value-added products and services, distributors have been focusing more on lowering prices, oftentimes at the risk of their profit margins. And as customers continue to migrate to one-stop shops, distributors in other industries, such as janitorial, industrial, and safety supplies, have begun to include paper supplies in their product offerings in order to win new business.

As the marketplace continues to grow more competitive, it is clear that paper distributors need to differentiate themselves by doing everything they can to increase sales, improve customer service, and reduce costs.

A Comprehensive Solution

You need an enterprise software solution that helps you meet the industry-specific challenges you face on a daily—and hourly—basis. Epicor provides that solution, giving you the rebate-tracking functionality to ensure optimum compensation, the pricing features essential for different customers' billing needs, and the scalability to store tens of thousands of different part numbers and item details.

Additionally, as a paper distributor, the features you benefit from include the ability to automatically link accessory items so that your service reps always know to offer paper cutters with uncut rolls. Component kitting and assemblies allow you to create new items by pulling together individual components (i.e., a bathroom supply kit made up of folded towels, toilet tissue, and holders).

Epicor enterprise software solutions will help you increase sales, improve customer service, and reduce operating costs, all while better managing your daily processes and streamlining operations. Packed with functionality designed to address the requirements of your distinctive business needs, Epicor solutions core features include order and inventory management, purchasing, pricing, financial management, customer relationship management, business reporting and analysis, e-business, and warehouse management.

As a paper 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. Epicor understands the paper industry and can help make your business better.

Component Kitting and Processing

Component kitting and processing functionality allows you to efficiently manufacture, stock, track, and sell kits and other complex items with multiple components, or disassemble items and redeploy its components to stock. So if you want to put together a restroom supply kit made up of toilet paper, folded towels, and holders, you have the flexibility to do it.

Front Counter

Front counter capabilities are necessary for handling on-the-spot customers. Access your entire inventory from the Order Entry screen: offer a price, place the order, then accept payment or record the transaction for invoicing.

You can apply any cash or credit card deposits against an order—avoiding the accounting nightmares of placing a customer's money in an envelope or keeping financial information on a list near the register.

Additionally, many customers will call your front counter and request to pick up an order later in the day. In this case, your solution prints out a special "Will-Call" pick-ticket for the warehouse—ensuring that valuable time isn't wasted preparing an order for shipment.

Rebate Tracking

Robust rebate functionality offers you a solution to the nightmare of managing rebates manually. You track vendor rebates electronically, resulting in more accurate books and a healthier bottom line.

Epicor technology can also 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 way, you never lose track of a \$2,000 rebate you earned—and sales and order entry staff always see proper gross margins to offer customers appropriate pricing.

Your accounting staff can produce detailed, easy-to-understand rebate reports. These reports provide every bit of information your staff might need, and more importantly, provide concise information you need to send vendors to claim your rebates. Plus, it doesn't matter if you receive the rebate in the form of a check or vendor credit—your Epicor solution can handle it both ways.

Automated Accessory Items

Do all of your sales and service representatives know—or remember—to offer each customer an assortment of cutters with each order for uncut rolls? What about offering holders to go along with toilet tissue? Epicor solves this issue by automatically "suggesting" products that go with items on a customer's order, helping increase sales and improve customer satisfaction. Plus, it saves time, since service representatives do not have to flip through catalogs to find accessory items.

Labeling

Print labels for items, item tags, bins, pre-printed tags and shipping through a seamless integration to the current forms package. Labels can be defined at the system, customer, or

ship-to levels, and printed during receiving, shipping, and on-demand. It also has the flexibility to provide customer-specific labels at shipping time, allowing you to personalize your service for each individual customer.

Alerts

Given that most paper distributors must manage razor thin margins on an item-by-item basis, Automated Alert Functionality can provide a great deal of visibility and control to distributors, allowing you to always maximize your profit per line item. Alerts can be set up for a variety of conditions within the system, so you'll receive an e-mail notification whenever the conditions are met.

For example, you could set an alert to activate when a customer order is placed on credit hold. The system would then automatically notify your credit department via an e-mail alert. Having this kind of detail on an item-by-item basis is an easy way for you to tighten your margins and put more dollars to your bottom line.

Multiple Units of Measure

Because no two shipping methods are alike, Epicor offers unlimited flexibility with units of measure on an item-by-item basis, while allowing differentiation between purchasing (i.e., by the case, pallet, etc.) and sales (i.e., by the pack, kit, etc.). With Unit of Measure functionality you'll have the ability to ship and receive product in any shape or form.

Flexible Inventory Replenishment

You can choose from multiple inventory replenishment methods, such as Order Point Order Quantity (OPOQ), Min-Max, Economic Order Quantity (EOQ), and Order Up-To. This kind of flexibility allows you to lower carrying costs, minimize excess or obsolete inventory, improve cash flow, and increase customer service levels. In addition, you can use different replenishment methods for different sets of items, which is an invaluable tool for distributors who deal with goods outside of the paper industry, i.e., janitorial supplies, packaging materials, etc.

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Our consultants provide support and leadership to companies world-wide who are looking to analyze and refine their operations, whether through selection and complete implementation of state of the art ERP systems, integration and renovation of existing systems or analyzing and providing solutions to corporate challenges.

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