Epicor for
Electrical Distributors

Functionality

▶ Cut wire and reel tracking
▶ Lot billing
▶ Advanced rebate functionality
▶ Automatic price updates
▶ Companion item suggestions
▶ Contract pricing
▶ Front counter capabilities
▶ EDI

Electrical Distributors

Today's leading electrical distributors, including Rexel, Revere Electric, Gross Electric, and United Electric, trust Epicor solutions to manage their business efficiently. An affiliate of the National Association of Electrical Distributors (NAED) and a preferred technology provider member of Affiliated Distributors (A-D), IMARK Group and Equity/EDN, Epicor is dedicated to serving the technology needs of the electrical industry. Epicor experts have spoken at NAED Regional conferences and have written articles for The Electrical Distributor (TED) and Electrical Wholesaling trade publications. In addition, because Epicor seeks to provide electrical distributors with the best solutions to help them meet their business goals, Epicor regularly seeks out the input of its electrical customers in the development of its solutions and services.

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In Your Industry

As an electrical distributor, you face new challenges every hour of the day. You might serve contractors before dawn, deal with puzzled homeowners at noon, and ship everything from AC drives to voltage testers until closing time. You need an enterprise software solution that helps you meet the industry-specific challenges you face on an hourly basis. Epicor provides that solution with the front counter capabilities to handle walk-in customers, the features essential to handling dozens of manufacturers' rebates, and functionality designed to ensure you never miss a sales opportunity.

A Comprehensive Solution

The 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 distinctive requirements of your business, capabilities include order and inventory management, purchasing, pricing, financial management, customer relationship management, business reporting and analysis, e-business, and warehouse management.

Additionally, you benefit from the ability to link go-together items so that your customer service representatives, regardless of their electrical experience, always know to offer the right number of lamps with fixtures. Epicor also offers extensive contract pricing capabilities, enabling you to establish job-specific pricing schedules through your solution. You can even manage your customers' inventory, a value-added offering that your customers increasingly expect.

As an electrical distributor, you need a technology provider who understands your unique needs. You must also choose a business partner with wide-ranging industry expertise and a vision to guide you into the future.

Epicor offers both. When you partner with Epicor, you can expect the best in technology solutions and professional services, as well as the industry-specific functionality you need to drive your business. Epicor understands the electrical industry—and can help make your business better.

Lot Billing

Contractors handling huge projects—like installing fixtures in a stadium—often want to order everything necessary for the job upfront to ensure that it is on hand when they need it.

At the same time, 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.

Claim Your Incentives: Advanced Rebate Functionality

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

Simplify the often-tedious task of handling vendor rebates by completely 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.

In addition, 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, the accurate, concise information you need to send vendors to claim your rebates. Plus, it will not matter if you receive the rebate in the form of a check or vendor credit.

Price is Right

Updating prices in a timely manner is important to your business' health. Failing to update prices one month—or even one week—after a supplier sends a price update can drain thousands from your bottom line.

The Pricing Service module makes maintaining an accurate item database and building new items into your solution easier than ever. It enables you to create new items and handle price updates quickly, easily, and electronically. Simply insert a supplier-provided data file—usually on CD ROM or disk—into your computer, format the data in a few simple steps, and upload suppliers' prices. It takes only a fraction of the time of manual data entry, and eliminates the risk of entering the wrong information.

What Goes Together Stays Together

If you sell fixtures, do every one of your sales and customer service representatives know—or remember—to offer contractors the appropriate lamps? And, since wiring isn't automatically coupled with conduits, do your reps know to remind customers that they need to purchase these items separately, or even which conduits fit which wires?

Epicor solves these issues with technology that automatically suggests products that go with items on a customer's order. This increases sales, improves customer satisfaction, and saves time, since customer service representatives do not have to flip through catalogs to find accessory items. This way, your reps will automatically know to remind a customer that he has the choice of frosted, clear, or grid coverings for lighting fixtures.

Contract Pricing

If your customer needs 120 electric meters for an apartment complex, and you offer him special pricing for those units—and those units only—tracing that information manually can be timeconsuming, labor-intensive, and confusing—negating any value you or the customer may have received from initial pricing negotiations.

Epicor enables you to establish job-specific pricing schedules that automate and simplify the process. Job-based pricing functionality ensures you pass on the best possible value to your customers so they can factor special prices when calculating their own quotes. You benefit from more organized processes, a better ability to track information—and repeat customers.

Front Counter Capabilities

You might have a rush of electricians at your front counter every morning, requesting everything from surge protectors to safety switches. Their only common demand is that they need your products now.

Front counter capabilities enable you to handle that early-morning rush quickly and efficiently. You can help any customer on the spot by accessing your entire inventory from the Order Entry screen, offering a price, placing the order, then accepting payment or recording the transaction for invoicing.

Also, 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 a piece for a job 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.

Reel Tracking

When a customer requests 100 feet of THHN wire, he wants one continuous length—not one stretch of 30 feet and another of 70 feet. Therefore, keeping track of the amount of wire on your warehouse reels is important to your customers' satisfaction and vital to your profitability.

Reel tracking capabilities ensure efficient and profitable cable and wire management. The solution tracks how much product is available on each reel and from where orders should be pulled. For example, if a customer requests 40 feet of wire, the solution will direct warehouse employees to pull the order from Reel A—with 43 feet of wire—rather than Reel B—with 1,000 feet of wire. In fact, the solution will even suggest selling the customer 43 feet of wire to reduce the chance of 3 feet of scrap.

Your Epicor solution will then subtract the sum from the reel's total, eliminating guessing games and inventory discrepancies. You can assign reels numeric or alphabetic names, or identify them by manufacturers' specified reel numbers.

Make sure that you always know how much wire is in your warehouse—and that you sell every last inch of it. In summary, Epicor combined its industry knowledge with technology expertise to develop the right solutions for electrical distributors.

Encompass Solutions Inc. is a dynamic and deeply experienced organization that provides expertise in ERP and business application systems.

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.

Contact us for more information on Epicor Products and Services

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