



Epicor Prophet 21 for PVF Distributors

Key Functionality

- ▶ Quotes and Orders
- ▶ Front Counter
- ▶ Order History/Previous Requests
- ▶ Customer-Specific Pricing
- ▶ Contract Pricing
- ▶ Assemblies
- ▶ Release Scheduling
- ▶ Proof of Delivery
- ▶ Rebate Management
- ▶ Inventory Control
- ▶ Integrated EDI
- ▶ Lot Billing/Control
- ▶ Hazmat Functionality

Grow Your Business With a Solution Built for Your Industry

Today's leading Pipe, Valves, and Fittings (PVF) distributors—including Cohn and Gregory, Inc., Hodges Supply, Perrigo, Inc., and more—trust the Epicor® Prophet 21® 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, in an effort to provide PVF distributors with the best solutions to help them meet their business goals, we regularly seek out the input of our PVF customers in the development of our solutions and services.

In Your Industry

As a PVF distributor, you face new challenges every hour of the day. You might serve contractors before dawn and ship everything from “smart valves”, to flanges, and microprocessors 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

With more than a half-century of distribution 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 distribution marketplace. The Epicor Prophet 21 solution is a leading ERP system for PVF distributors. It combines proven industry expertise with an end-to-end business system and modern technology stack. Cloud and on-premises deployment options are also available, so you can start with the on-premises version and easily migrate to the cloud as your needs change.

Prophet 21 enables your most critical business areas to work more efficiently with features that include:

- ▶ Customer Relationship Management
- ▶ Order Management
- ▶ eCommerce
- ▶ Inventory Management and Purchasing
- ▶ Wireless Warehouse Management System
- ▶ Finance and Accounting
- ▶ Manufacturing
- ▶ Service and Maintenance
- ▶ Business Intelligence
- ▶ Enterprise Content Management

As a PVF 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 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 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 may go elsewhere if you can't meet their needs.

Prophet 21 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 Prophet 21 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. Prophet 21 has the tools necessary to quickly and efficiently handle that early morning rush. You can help any customer on the spot by accessing your 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, your staff can manually enter items or scan them using a wireless or USB bar code scanner. Check customer credit on the fly, and send instant notifications of exceptions to the credit manager. Workers can also enter payments on the transaction by accepting either cash, check, or credit card*.

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 integrates with the Prophet 21 Order Entry module to instantly provide you with a permanent record of what left the warehouse, when, and with whom.

Order history/previous requests

How often do you deal with customers who ask for the same item they purchased in the past? When you ask for more specific information, do they only remember a portion of the item information, the quantity, or the date they bought it? Prophet 21 includes a previous request search that allows you to view the customer's sales history. 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.

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.

Prophet 21 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—to enable 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. Prophet 21 enables you to set up time-sensitive contract pricing for these customers. Contract pricing is integrated in Quote/Order Entry to 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.

Assemblies

Assembly and bill of materials (BOM) functionality enables you to keep assemblies in your solution, at one price, and with one item code—eliminating the need to reenter a long list of line items every time you sell and assemble the items. This saves order-entry personnel time and helps prevent costly errors and mix-ups.

Customer service representatives can also increase sales by upselling 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 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 kit they can offer your customers—without having to take a walk to the warehouse to manually find and count SKUs.

Release scheduling

Even though contractors often 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.

Prophet 21 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 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 Prophet 21 system that delivers new levels of service responsiveness for efficient deliveries and pick-ups. With a compatible 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 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 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 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 track the rebates you've 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—giving 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, the nature of the industry dictates that certain items go in and out of style or are regularly replaced by newer, more innovative products. Track customer buying trends with Prophet 21 so you always know what to stock. 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 electronic data interchange (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.

Prophet 21 streamlines the process by providing an easy-to-use interface for EDI transactions. This can reduce order and processing costs, as well as time spent manually processing the documents. The Prophet 21 Scheduled Import Service Manager (SISM) can be run to automatically import transactions directly into Prophet 21 for processing. The Edit Import Suspended report allows for the review of transactions prior to their import into the database or upon failure to import. Each outbound document can be set to automatically export to trading partners when the transaction is completed from within the Prophet 21 system—reducing the need for manual intervention.

Lot billing

Many contractors handling huge projects often want to order all the parts necessary for the job up front to ensure that everything they need is on hand when they need it. However, they want to receive the material in stages and to 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.

Lot tracking

Tracking item lots from origin through final shipment is a critical task that many distributors must manage each day. Customers often demand to know when, where, by whom, and to what specifications a product was made—and want

you to provide documentation detailing each step of any process. Without the right tools and technology, managing these processes can easily overwhelm even the most organized businessperson. Fortunately, Epicor Prophet 21 simplifies lot tracking by making it easier for distributors to manage the most complex products and processes.

Hazmat and MSDS functionality

Some of the items you sell may be hazardous and have specific requirements for shipping and handling. For these items, it is important to indicate the correct hazard code and provide customers with material data safety sheets (MSDS) when they purchase the item. Prophet 21 streamlines this process by allowing you to flag an item as hazardous, track the specific hazard code assigned to the item, and link the MSDS to the item. This eliminates the need to keep separate stand-alone MSDS files. Additionally, Prophet 21 can include the hazard code on pick tickets or packing slips and automatically print the MSDS with the packing slip if it's the customer's first purchase of the item or if the MSDS sheet has been updated since the last time the customer purchased the item.

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 combines proven distribution expertise with an end-to-end, web-enabled infrastructure and modern technology stack—including HTML5, Angular JS, .NET, and Microsoft® SQL Server®. Cloud and on-premises deployment options are also available, so distributors can start with the on-premises version and migrate to the cloud as their business grows.

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

*Not available in all countries



About Epicor

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software designed to fit the precise needs of our manufacturing, distribution, retail, and service industry customers. More than 45 years of experience with our customers' unique business processes and operational requirements are built into every solution—in the cloud or on premises. With this deep understanding of your industry, Epicor solutions dramatically improve performance and profitability while easing complexity so you can focus on growth. For more information, [connect with Epicor](#) or visit www.epicor.com.

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