

Epicor for

# Paper and Packaging Distributors

## Functionality

- ▶ Quotes and orders
- ▶ Front counter
- ▶ Order history/previous requests
- ▶ Customer-specific pricing
- ▶ Contract pricing
- ▶ Order price based on margin of last sale
- ▶ Accessory and substitute items
- ▶ Scheduled orders
- ▶ Multiple units of measure
- ▶ Proof of delivery
- ▶ Document links
- ▶ Serial number tracking
- ▶ Rebate management
- ▶ Flexible inventory replenishment
- ▶ Labeling
- ▶ Service and maintenance

## Paper and Packaging Distributors

Today's leading paper and packaging distributors—including Shrink Packaging Systems, Royal Paper Corporation, Team Packaging, Katzke Paper Co, American Packaging, Diamond Paper, and Romanow Container—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 United Group (TUG), Network Services, Distributor Partners of America (DPA) and many others. Additionally, because Epicor intends to provide paper and packaging distributors with the best solutions to help you meet your business goals, we regularly seek out the input of our paper and packaging customers in the development of solutions and services.

## In Your Industry

As a paper and packaging distributor, your business processes are unique, and you need a business system to help solve the challenges you face on a daily basis. You need to be able to process front counter orders quickly and easily—including the ability to process credit cards. For orders over the phone, your salespeople need to see a list of each customer's regularly ordered items and have the ability to quickly select an item and enter the quantity to add it to the order. Additionally, you need to be able to track customer-specific pricing—including contract pricing and pricing based on the margin of the last sale. Some customers will want to order on their own. For those customers, you'll need to offer a user-friendly eCommerce site. You'll also need tools to allow your staff—especially sales—to work remotely via a tablet or phone. At the end of the day, you need an industry-leading system designed around your industry.

## A Comprehensive Solution

With more than a half-century of distribution experience, Epicor helps distributors grow sales, improve margins, and increase productivity with ERP systems that can keep them healthy and thriving in today's highly competitive marketplace. Epicor Prophet 21 is a leading ERP solution for paper and packaging distributors. Prophet 21 combines proven distribution expertise with an end-to-end, web-enabled infrastructure and modern technology stack. Cloud and on-premises deployment options are available. Distributors can start with the on-premises version and easily migrate to the cloud as their 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

You need a technology provider that understands paper and packaging distribution. You must also choose a business partner with a vision to help guide you into the future. Epicor offers both. When you partner with Epicor, you can expect leading technology solutions and professional services, as well as the industry-specific functionality you need to drive your business.



## 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.

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

- ▶ 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 front counter 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 bar code scanner. Customer credit can be checked on the fly, and notifications can be sent immediately 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 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 search through 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.

The Prophet 21 system 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. Prophet 21 enables you to set up time-sensitive contract pricing for these customers. Contract pricing is fully 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.

## Order Price Based on Margin of Last Sale

On some occasions, you'll need to edit the price of an item during order entry and want to sell the item using the same margin going forward. Prophet 21 allows you to base the price on the margin of last sale. When enabled, Prophet 21 will price the new order to maintain the gross profit percent from the prior invoice—even if the cost has increased. Additionally, if cost decreases, you have the option to maintain the current price.

## Accessory and Substitute Items

With the built-in ability to suggest accessory items and substitutions, you will 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? Prophet 21 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, Prophet 21 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 ensures that you will never turn customers away because products are out of stock.

## Scheduled Orders

Customers sometimes place orders that will ship over time. Delivery dates could vary from item to item or even within an item—requiring distributors to ship specific items or quantities on specific dates. Many distributors enter these as separate orders or track these orders outside their system in spreadsheets or on paper. Prophet 21 allows distributors to handle these types of orders directly in Order Entry.

Prophet 21 Order Entry allows you to manage release dates at both the order and line level. Multiple releases can be scheduled for the same order and can be entered using a specific date or using a rule—for instance, 12 releases, once a month, and starting on a specific date. Default settings allow you to determine when the order is expedited and picked.

The Prophet 21 solution also helps manage inventory allocations for scheduled orders. Instead of immediately allocating material on a scheduled order, Prophet 21 uses lean principles to allocate the material “just in time.” The calculation begins with the expedite date, then—using the next schedule review (purchase) date, the safety stock days, the lead time, and the lead time safety factor—Prophet 21 allocates the material “just in time.”

## 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—e.g., by the case, pallet, etc.—and sales—e.g., 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.

## Proof of Delivery

Epicor Mobile Proof of Delivery is a fully integrated mobile companion for your Epicor 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 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.

## Document Links

Epicor Prophet 21 offers a cost-effective, reliable alternative to keeping space-consuming file cabinets full of paperwork in the office. By giving you the ability to scan paper documents and link them to records within the solution, Prophet 21 helps boost employee efficiency while cutting the time and expenses associated with maintaining traditional paperwork.

Prophet 21 document links allow you to connect maintenance and transaction records to any file on your network—from vendor invoices and customer purchase orders to specifications and material safety data sheets (MSDS). You can even scan and save handwritten letters and faxed communications in the system or link to emails that relate to specific orders. Because your employees will have better access to important customer and product information, service will also improve. In addition, because they can email or fax the documentation directly from Prophet 21, your employees can simply click on a link to those documents and send them instantly.

## Serial Number Tracking

Important for recalls and record-keeping purposes, tracking serial numbers can be a big part of your business. Prophet 21 allows you to record the serial numbers on any item in your warehouse with flexibility in how you track this information. You can also choose to group all items manufactured at the same time together, or you can assign lot numbers at the point of sale.

## Rebate Management

Many top vendors offer rebates that help distributors maximize profits. Robust rebate functionality helps you manage these rebates and ensures you have 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 ensures you never lose track of a rebate you 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. You'll have at your fingertips the accurate, concise information you need to send to vendors to claim your rebates.

## Flexible Inventory Replenishment

Prophet 21 lets you choose from multiple inventory replenishment methods—including 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—e.g., janitorial supplies, packaging materials, etc.

## Labeling

Print labels for items, item tags, bins, preprinted 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. Prophet 21 also has the flexibility to provide customer-specific labels at shipping time—allowing you to personalize your service for each individual customer.

## Service and Maintenance

To help distributors automate the service and maintenance process and more quickly and effectively meet their customers' needs, Epicor developed the Service and Maintenance module for Epicor Prophet 21. This module allows users to enter and process service quotes and orders at all phases of a service transaction. You can order and replenish parts directly from your existing inventory, set up labor and technicians to manage work performed, track full sales and service history for all serial numbers, and minimize data entry through automated processes.

Warranty information and preventative maintenance schedules can also be set up at the item level. Warranty records note expiration dates for given serial numbers, as well as coverage details down to the individual part and labor level. When processed on a service order, customer pricing is set based on coverage rules by the warranty, and warranty claims can be generated to manufacturers for reimbursement. Similarly, if you or the manufacturer recommends preventative maintenance, Prophet 21 can automate the reminder process and facilitate creation of service orders against preventative maintenance schedules.

Once a service order is entered, the dispatcher can schedule the service by viewing a graphical display of technicians' availabilities and dragging and dropping specific labor tasks into an open time slot, which will automatically create start and end times for the technicians to complete the associated labor.

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## 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](http://www.epicor.com).



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