Epicor for
Medical Supply Distributors

Functionality

▶ Scheduled purchase and blanket orders
▶ Customer, product, and product group specific pricing
▶ Serial and lot tracking
▶ DEA/physician licensing validation
▶ Pedigree tracking
▶ VHA and agency reporting
▶ Kitting capabilities
▶ Order history and previous requests
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Serving leading medical supply distributors, including Mercedes Medical, Cascade Orthopedic, Grove Medical Inc., Midwest Medical Supply (MMS), and many others, Epicor Software Corporation is dedicated to meeting the technology needs of the medical supply industry. Because Epicor seeks to provide these distributors with the best solutions to help them meet their business goals, the company participates in industry events, associations, and buying/marketing groups such as HIDA, IMCO, CIDA, ILDA, ABCO, ADC, UDD, Starline, and others. In addition, the company established the Epicor Medical Advisory Council and regularly seeks the input of its medical supply customers in the development of its solutions and services.

EPICOR.

In your industry

As a medical supply distributor, you face different challenges than any other wholesalers. You must handle complicated release schedules, manage complex pricing structures, monitor an incredibly fragile and diverse inventory, and much more.

A comprehensive solution

You need an enterprise software solution that helps you meet the industry-specific challenges you face on a daily basis. Epicor provides that solution. 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, core features include order and inventory management, purchasing, pricing, financial management, contact management, business reporting and analysis, e-business, warehouse management, and much more.

As a medical supply distributor, you need a technology provider who understands your needs, as well as 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 medical supply industry—and can help make your business better.

Scheduled purchase and blanket orders

Medical distributors buy SKUs in massive quantities—and purchasing manually or through outdated processes can be time-consuming, labor-intensive, and counterproductive.

By automatically creating purchase orders (POs), you can cut the time traditionally associated with purchasing. You retain control over the entire process and can determine how frequently to create POs for quantities of specific items. You can also accept customer orders and release inventory based on a release schedule set up on a blanket order.

Customer, product, and product group-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. And, when a manufacturer offers you a price break, you may often want to pass those savings onto your customers.

You get 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.

Serial and lot tracking

Important for recalls and record-keeping purposes, tracking serial and lot numbers on pharmaceutical, and other perishable products is a big part of your business.

Record the serial numbers on everything in your warehouse with flexibility in how you track this information. For example, you can record item serial numbers as they enter your business to produce detailed inventory reports and also when they leave to comply with the Safe Medical Device Act. 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.

Order history and 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, they only remember that it was a box of safety hypodermic needles—and that they bought it sometime in November?

Search through a customer's complete sales history, using self-determined criteria. You can narrow your sales history search by date range or keywords—i.e., "safety hypodermic needles"—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 customer invoices.

Corporate-customer ID relationship

One corporation or organisation often owns and/or operates several smaller healthcare providers. So, while you may ship products to three or four different locations, you may be required to send bills and other documentation to just one place.

To ensure an important correspondence always reaches its destination, the solution allows you to group an unlimited number of customers under the same corporate ID. You can also consolidate credit limits into the corporate ID to help decrease accounts receivable days and bad debt.

Return material authorizations

Simplify return and warranty processes by using the solution to generate return material authorizations (RMAs) for each product that moves off of your premises. By requiring customers to submit RMAs with all returns, you can better

manage inventory and accounting issues, and ensure that you only accept products you actually sold.

When customers return goods with RMAs, you can generate cash or credit refunds, and return the stock to inventory or discard it, depending upon the issue. If you discard the stock, the solution factors the cost of the item into the moving average cost of the particular SKU, so you will recover any losses.

Rebate management

Many of the top medical manufacturers offer rebates that help distributors maximize profits while attracting new customers.

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. 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, accurate, 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.

Document links

It's often necessary to keep documentation—like Medicare Certificates of Medical Necessity—on file. But, traditional paperwork stored in file cabinets can be ineffective, disorganized, and counterproductive.

Document imaging capabilities help you save time and money by moving documentation online. By offering the ability to scan paper documents and link them to records within the solution, the solution helps boost employee efficiency while cutting the time and expenses associated with maintaining traditional paperwork.

Bar coding

In medical distribution, getting the right product to your customer can be a matter of life or death. Improve identification processes while increasing accuracy by using bar codes to label your products. Store an unlimited amount of bar code information in the solution to better identify, package, and/or ship your products. Or, you can use this information in receiving processes, to improve your inventory management capabilities.

VHA and agency reporting

Make sure you receive every participation dollar you earn from groups like VHA by using the solution to produce detailed reports tailored to any organisation's specifications. Thanks to an open database and the ability to store a virtually unlimited amount of vendor, customer, and item information, you can maintain customized customer information in the solution, and easily pull that information, according to agency demands.

Kitting capabilities

Many times, doctors or hospitals will order the same groups of items time after time. To simplify order entry while improving customer service, you can store these groups of items together in the solution.

And, because one doctor might request that you prepare a surgical tray differently than another, or because one floor of a nursing home might have different product requirements than the next, you can associate groups of items to different locations or customers.

About Epicor

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software that is designed around the needs of our manufacturing, distribution, retail, and service industry customers. More than 40 years of experience with our customers' unique business processes and operational requirements is built into every solution—in the cloud, hosted, or on premises. With a deep understanding of your industry, Epicor solutions spur growth while managing complexity. The result is powerful solutions that free your resources so you can grow your business. For more information, connect with Epicor or visit www.epicor.com.

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