

Sales Order Management

STREAMLINE THE ORDER PROCESS

POWERFUL PRICING

MANAGE RETURNS

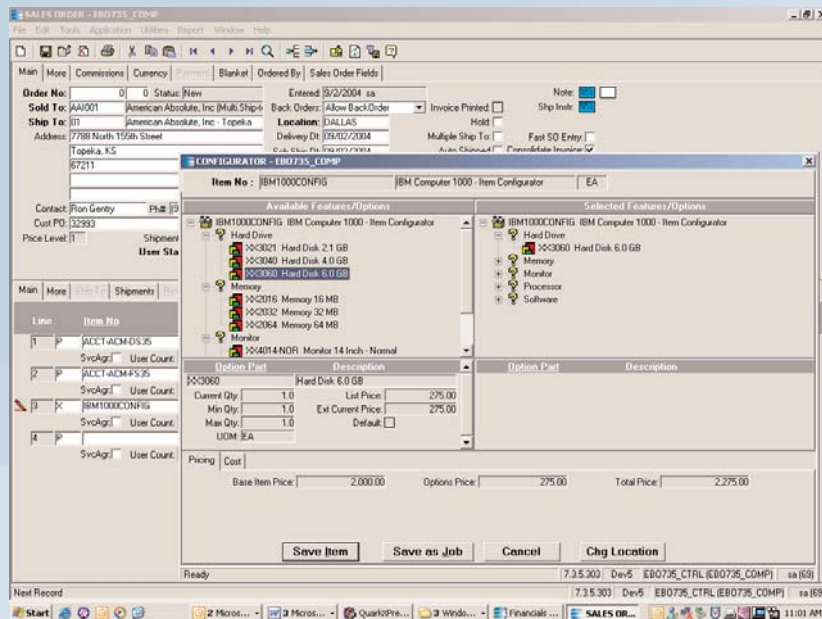
PROVIDE INCREASED VISIBILITY

Streamline the Order Process

A core component of Epicor Supply Chain Management (SCM), Sales Order Management can help you distinguish yourself from the competition by providing your enterprise with the capabilities it needs to effectively manage customer orders. With Sales Order Management, you can accept orders through the back office system, through our customer relationship management solution or via the Internet with Epicor Storefront. Features such as build order from history and drop shipments enable you to operate more efficiently when orders are placed. Sales Order Management also allows you to maximize revenue by providing up-sell and cross-sell information as orders are entered.

The product configuration process within Sales Order Management is intuitive and built to reflect your product and customer needs. Your customers can select from a range of available features and options to customize products using drag-and-drop technology. The solution also provides you with a flexible bill of materials manager that enables you to group components into kits, which you can reconfigure according to your customers' requests.

From a fulfillment perspective, your team can handle more orders in less time with improved accuracy. Our data collection capabilities and warehouse management system provide advanced order fulfillment capabilities such as full support for bar-coding using radio frequency devices, a pick/pack system and integration to a manifest solution.



With Sales Order Management you can configure items using a drag-and-drop feature/option configurator.

Powerful Pricing

The flexible pricing rules within Sales Order Management let you adapt quickly to changing market conditions. Prices can be defined by customer, ship to, location, item or item group to accommodate even the most complex pricing model, including multicurrency pricing.

You can take pricing further by implementing price contracts for promotions, rebates and "middleman" contracts. Promotions are price reductions that may apply to a total purchase over a specific period of time, or on specific items purchased. Rebates are realized at some point after the sale or purchase of a product. Customers or vendors receive a credit, debit or a cash payment when a rebate contract is fulfilled. Middleman contracts are agreements with suppliers to provide a reduced price for products to specified customer(s) if established sales levels are reached. A middleman contract tracks the activity of both suppliers and customers with reporting options to be sent to the supplier for product purchases and invoices of customer sales.

Beyond the management of simple price contracts, the module enables you to manage accumulators. Accumulators provide additive rebates when initial rebate conditions are met to create tiered rebates.

Manage Returns

Epicor SCM helps you manage returns effectively. From a proactive standpoint, the solution typically reduces the number of returns by increasing shipping accuracy. When you do receive returns, they are processed efficiently. An RMA number can quickly be generated, the user can define why the item is being returned, and if desired, the system can automatically route the return through a quality control process. When items are received back in, a credit memo may be generated automatically.

Provide Increased Visibility

Epicor's integrated customer portal provides users with continuous access to the latest information about their account and orders. Powerful sales analysis tools available through the Epicor Business Intelligence Suite enable you to evaluate sales performance and take advantage of new revenue opportunities.

About Epicor and Epicor SCM

Epicor Software Corporation has long been a recognized leader in building world-class applications. Epicor Supply Chain Management Suite is no exception. Consisting of a number of modules, including Sales Order Management, Epicor SCM can help you streamline your entire supply chain. For more information on Epicor SCM, contact your authorized Epicor Partner or call Epicor at 800-997-7528, or visit us on the Web at www.epicor.com.

DETAILED FEATURES

SALES ORDER PROCESSING

- Easy look-up of customer information and key inventory information
- Blanket orders with unlimited releases
- Drop shipments with full integration to purchasing
- Product configurator that can reconfigure kits according to customer requirements
- Rapid order entry using order history and advanced search capabilities
- Configurable sales commission processing
- Ability to track lost sales and incorporate into sales forecast
- Estimates and jobs can be defined and attached to an order
- Sales for non-stock items
- Option to require manager approval if price is changed on an order
- Quick order entry mode available for heads down, rapid order entry
- User-defined hold for orders
- Support for EDI transactions
- Specify ship-to location at the line item level

- Cross-sell, up-sell and item substitution at time of order
- Visual indication if items are out of stock
- Full calculation of sales tax
- View availability, promise, margins and price breaks during order entry

SHIPPING

- Printing of picking lists, packing lists and bills of lading
- Automatic backorder processing
- Grouping of orders to enable autopicking or auto-shipping
- Ship-fill utility enables quick view of orders ready for picking and shipping
- Alternate items to be substituted at time of shipping
- Support for bar-coding
- Automatic generation of invoices in Accounts Receivable
- Consolidated invoicing for multiple shipments
- Integrated manifest solution via Epicor Supply Chain Execution

PRODUCT CONFIGURATOR

- Feature- and option-based configurator
- Inclusion and exclusion logic for options
- Drag-and-drop configuration at order entry

CUSTOMER RETURNS

- Automatic generation of RMAs from orders
- User-definable RMA reason and return codes
- Option to request that items go through quality control when returned
- Automatic generation of credit memos in Accounts Receivable

PRICING

- Cost plus, list minus or fixed pricing
- Pricing by customer, customer level, ship to, location, item or item group
- Quantity breaks by line or order totals
- Automatic price adjustments using Price Update Report

- Promotion pricing can be configured to apply automatically, manually or optionally
- Multicurrency price lists

PROMOTIONS AND REBATES*

- Support for multiple price contracts including promotion, middleman and rebates.
- Rebates paid based on total value of goods purchased or purchase of specific products.
- Rebates provided in the form of credit, debit or cash payment once contract is fulfilled.
- Tiered rebates can be supported through accumulators.
- Define grace days to determine when returns are included in rebate calculation.
- Sophisticated matrix for establishment of promotions and rebates enables almost unlimited price combinations.

**Promotion and Rebates functionality is available as an add-on module for Epicor SCM. It is not a core component of the Sales Order Management Module.*



5 Hill Street, PO Box 65 • Kitchener, ON, Canada • N2G 3X4
(O) 519-885-2040 • (F) 519-885-5674 • (TF) 866-565-3797



Worldwide Headquarters 18200 Von Karman Avenue, Suite 1000, Irvine, California 92612 USA
Phone: (949) 585-3700 Fax: (949) 585-4419 Visit our Web site at www.epicor.com

