



# Epicor Enterprise Resource Planning

Business without Barriers

**EPICOR**<sup>®</sup>



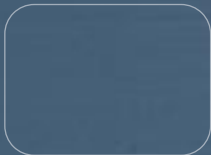
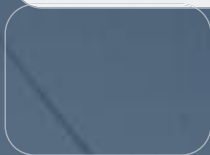
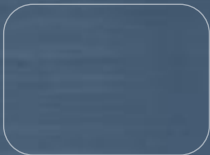
Introducing

# Business without Barriers

**Business without barriers—that's the promise of Epicor next-generation enterprise applications.** Eliminate the technology, integration, and accessibility barriers that stifle productivity. In their place is a newfound level of collaboration, visibility, and results. Featuring Epicor *True SOA*™ and robust functionality for businesses globally and across industries, Epicor is redefining enterprise application software.

Epicor raises technology to a level that delivers unprecedented business management and control, supporting continuous performance through real-time, in-context business insight. At the core of Epicor is an adaptable and collaborative business architecture that satisfies your organization's needs regardless of country, industry, or device for business anywhere. Experience a new kind of enterprise resource planning. With Epicor, discover business without barriers.

Eliminate the technology, integration, and accessibility barriers that stifle productivity.



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# Epicor Suite and Module Diagram

## Financial Management

- General Ledger
- Accounts Payable
- Accounts Receivable
- Cash Management
- Fixed Asset Management
- Consolidations and Eliminations
- Multicurrency Management
- Tax Connect

## Customer Relationship Management

- Contact Management
- Lead and Opportunity Management
- Case Management
- Marketing Management
- Mobile Connect

## Sales Management

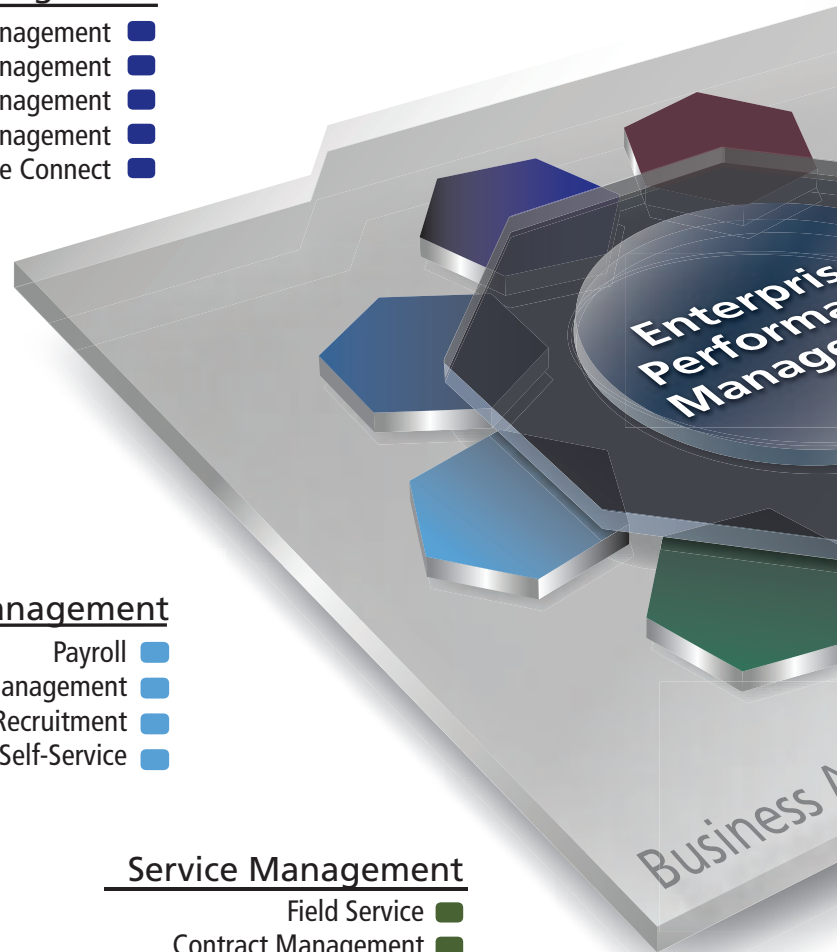
- Estimate and Quote Management
- Order Management
- Demand Management
- Advanced EDI
- Storefront

## Human Capital Management

- Payroll
- Human Resource Management
- Training and Recruitment
- Employee Self-Service

## Service Management

- Field Service
- Contract Management
- Returned Material Authorization



## Enterprise Performance Management

- Management Reporter
- Budgeting, Planning and Forecasting
- Operational Data Store and Data Warehousing
- Scorecards and KPIs
- Trackers and Dashboards

## Governance, Risk, and Compliance

- Risk Management
- Security Management
- Corporate Governance
- Global Trade Compliance
- Environmental and Energy Management

## Business

- Supply Chain Management
- Manufacturing
- Warehouse Management
- Quality Management
- Sustainability

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## Supply Chain Management

- Purchase Management
- Sourcing and Procurement
- Inventory Management
- Shipping and Receiving
- Warehouse Management
- Advanced Material Management

## Production Management

- Job Management
- Lean Production
- Manufacturing Execution System
- Quality Assurance
- Advanced Quality Management

## Planning and Scheduling

- Project Management
- Forecasting and Master Production Scheduling
- Material Requirements Planning
- Scheduling and Resource Management
- Advanced Planning and Scheduling

## Product Data Management

- Bill of Materials
- Routings
- Engineering Change and Revision Control
- Product Costing
- Product Lifecycle Management
- Product Configuration

## Business Architecture

- Service-Oriented Architecture
- Microsoft® .NET Framework
- Web Services
- Operating System and Database Independence
- SaaS, Hosted, and On-Premise Delivery

- Business Process Management
- Information Worker
- Service Connect
- Portal
- Web 2.0

## Global Business Management

- Multicompany Management
- Global Multisite Management
- Multilingual Data Management
- Master Data Management

# Customer Relationship Management

- Contact Management
- Marketing Management
- Lead and Opportunity Management
- Case Management
- Mobile Connect

Customer relationship management (CRM) strategies are as important to business today as they have ever been. We've designed Epicor CRM to help you stay ahead of the curve and successfully meet the challenges that the market brings—helping you manage your entire customer lifecycle, from prospect to cash to care effectively, improve operational efficiency and accelerate growth—both internally and externally.

CRM controls every aspect of a company's interaction with its customers and potential customers from generating the lead, developing the opportunity, taking the order, producing and shipping or supplying the goods or services, getting the cash and supporting the customer. Epicor CRM provides a 360 degree view of the entire customer, supplier, or partner relationship. Epicor CRM broadens the scope of customer information to everyone within and across the organization and to stakeholders beyond, through contextual delivery of essential customer data to information workers, wherever it's needed.

## Contact Management

Comprehensive contact management is at the core of any effective CRM solution and makes keeping in touch with your customers and prospects easy by promoting responsive, respectful, and proactive communication. Contact Management enhances your customer service by documenting and sharing customer communication with the entire organization and helps manage contact interactions through task management. With Epicor CRM Contact Management you can improve overall responsiveness and focus by putting your contacts at the center of your business.

### Contact Name Field

Throughout Epicor CRM, the context menu for the Contact name field enables users to create a Customer or Service Call, Case, Lead/Opportunity/Quote, RMA, Sales Order, and Task. Users can also right click to send an e-mail directly to a contact; the e-mail program also lets attachments be added onto the e-mail.

### Contact Related Information

Provides a visual indication that more data exists against a particular record or form behind calls, notes, comments, etc, the system will proactively let people know that more options exist. Typical data indicators would include icons (which link to the data) for events, holds, attachments and links.

### Unlimited Call Notes

Share information across departments regarding customer inquiries by entering detailed call and communication notes. Easily incorporate electronic communication in call history.

### Call History

Maintain detailed call history against contacts regarding new opportunities with prospects or existing relationships with customers and share with the entire organization. Additionally, link attachments to each call record using the Call Log.

### Task Management

Easily generate follow-up tasks for key employees when communicating with individual contacts, customers or prospects. Provide each user their own task list that outlines their daily tasks.

### Integration With E-Mail

E-mail customer or prospect contacts from within Epicor CRM, with e-mail details automatically stored as a call against the account.



Manage every aspect of your relationships with contacts for a more complete picture of customer interactions and for enhanced customer satisfaction.

### Contact Information

Store multiple contacts per organization by contact function. Track and report contact communication alongside entire organization activity.

## Account Information

Extend contact details to capture, track and report on customers, prospects and suspects.

## National Accounts

Create, manage, monitor and control national accounts hierarchies to further manage winning customer relationships, with either hierarchical or parent/child structures. A parent Customer Tracker then provides a consolidated view of customer data across multiple customers and the Site/Ship-to tracker is similar in format.

## Contact Communication

Use standard editing tools like spell check and formatting to draft professional customer e-mail and letter communications. Use Microsoft® standard cut-and-paste technology to easily manipulate text, and design e-mails using HTML or plain text formats based on the preferences of your audience.

## Permission-Based Opt-Out Control

Manage requirements for effective permission communication through structured opt-out controls that are enabled on either a campaign basis or globally for contacts. Additionally, allow respondents to determine whether they receive text or HTML-based communications.

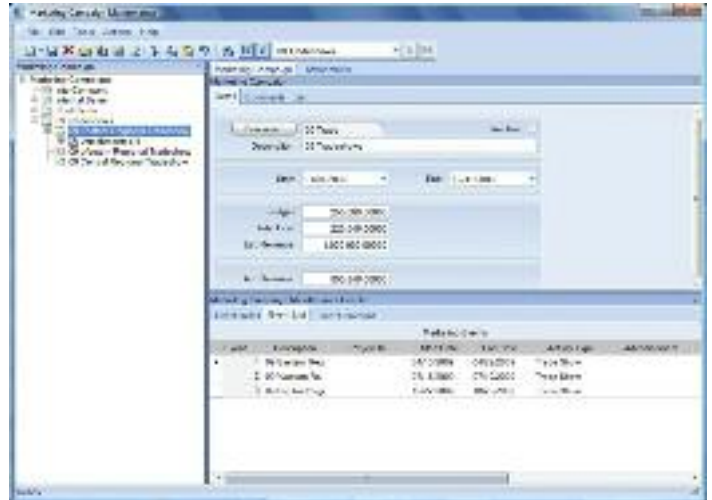
## Epicor Information Worker

Epicor Information Worker synchronizes contacts, tasks, and calendars between Epicor CRM and Microsoft Outlook®.

## Marketing Management

Seeking new, profitable customer relationships is challenging in today's borderless world. Targeting your customers with the right programs and messages and retaining those customers can be your most powerful competitive weapon. Epicor CRM Marketing Management enables you to measure the success of marketing campaigns, understand your target market, and improve communications.

With Epicor CRM your marketers can pinpoint their targets, capture highly qualified leads and perform cost/benefit and return on investment (ROI) analysis on promotional activities. You can use the campaign manager to track the number of leads, opportunities, orders, and costs per campaign. And, once you have the lead, Epicor CRM helps manage the entire sales process more effectively, with features such as workflow and forecasting.



*Establish, monitor, and measure the entire marketing mix for a greater return on investment from marketing programs.*

## Campaign Management

Generate and manage a marketing campaign for tracking effectiveness and ROI of marketing programs or individual events.

## Data Management

Extract marketing lists based on any criteria such as customer type (i.e., suspect, prospect, customer) and other attributes including standard industrial classification (SIC) code, location, contact type, territory, etc. Automatically create telemarketing or sales follow ups. Automatically log an entry for customers when they are included in a marketing list. Marketing list import allows customer and contact information to be imported from external sources. De-duping capabilities allow the management of imported lists and the tidying up of the marketing database.

## Campaign Connect

Campaign Connect makes marketing communication easy by managing the entire campaign cycle—from identifying and importing contacts, to creating targeted e-mails and corresponding Web landing pages. It delivers thorough reporting and analysis tools to help you build more targeted campaigns and its user-friendly experience enables you to quickly and easily implement focused communications and campaigns with minimal training.

## Campaign Creation

Rapidly build sophisticated, personalized messages and newsletters for all mass e-mail communications both internally and externally.

## E-Mail Design (HTML or Text)

Design e-mail promotions in HTML or plain text formats based on the preferences of your audience.

### Web Microsite Design

Build microsites to Web enable your campaigns, and then gather detailed campaign analysis by monitoring the footprint and click stream of your audience as they step through and link from the site.

### Metrics Reporting

Review detailed metrics regarding a campaign, down to the segment or broadcast, including individual response preferences.

### Contact Management

Upload and store all contacts in a single universe for easy access and management.

### Import Wizard

Use a simple flat file import from a standard CSV or text file format for easy campaign generation. XML Web service and open database connectivity (ODBC) imports offer flexibility in data sources.

### Permission-Based Opt-Out Control

Manage requirements for effective permission marketing through structured opt-out controls that are enabled on a campaign basis or globally. Additionally, allow respondents to determine whether they receive text or HTML-based communications.

### Templates

Produce fast and easy campaigns with a consistent look using standard templates.

### Segmentation

Utilize the power of your existing systems to generate more effective campaigns. By responding to previous purchases, requests or general demographics, you can generate targeted campaigns and optimize profits.

### Web Design Tools

Create professional looking broadcasts with ease. From banner ads to your custom Campaign Connect home page, your company can utilize the power of Campaign Connect to Web-enable your users.

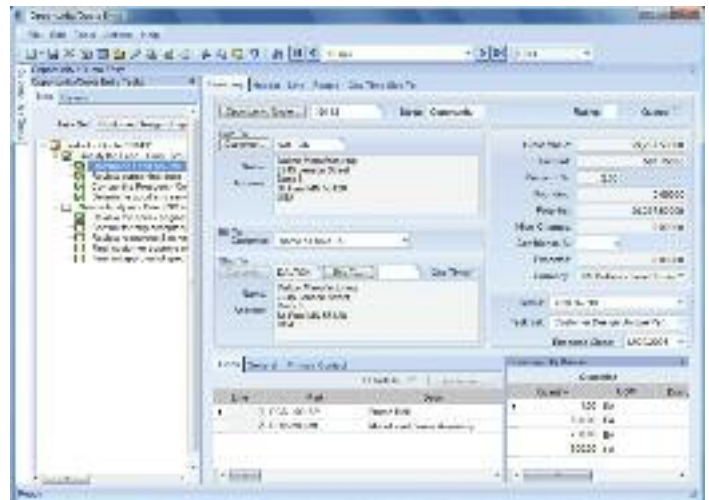
## Lead and Opportunity Management

The primary goal of many businesses is to grow their revenue. Whether your growth will come through attracting new customers or retaining existing ones, Epicor CRM can help you. With Epicor CRM Lead and Opportunity Management you can proactively manage your sales territories and the entire life cycle of all your opportunities. Lead and Opportunity Management enables you to convert more prospects to customers, target the highest value opportunities, and increase sales revenues.



Easily manage leads and opportunities for accurate sales forecasting and pipeline analysis.

Outfitting your sales team with advanced, easy-to-use software is not just smart; it's a matter of survival. Epicor CRM is equipped with the tools you need to find more prospects and quickly convert them to satisfied customers. Your sales people can manage the complete prospect-to-customer lifecycle, give accurate revenue forecasts to management and automate many administrative tasks. The bottom line? Better qualified prospects, shorter sales cycles, reduced lead time, and higher revenues.



Take charge of each and every opportunity from initial contact through proposal and win.

### Sales Team Management

Manage the sales team through a user-defined sales structure, pipeline management, and quota management. Automate key sales management functions such as territory management and region assignment of individual prospects.

### Sales Workbench

Give office-based sales representatives and management a single view of all customer- and prospect-related information. This view helps you manage your pipeline, marketing,



telemarketing, opportunities, orders, returns, service orders, contracts, jobs, calls, and tasks, as well as see all related information on a customer—from one place. A work to-do list also ensures that the sales person is working on the right task at the right time.

### Sales Workflow

Monitor every stage of the sales process, including parallel processes. Built-in workflow facilities ensure nothing is overlooked.

### Lead Management

Manage incoming leads and assign to territory sales representatives. Track lead sources to identify successful advertising, events, or other campaign tactics. Analyze return on investment of lead generation activities. Easily convert a lead into a quote/opportunity with Quote Management.

### Opportunity Development

Improve sales efficiency with structured sales processes, freeing up sales staff from administrative tasks. From account executive to sales engineer, identify all roles within the sales process and establish an action plan for each.

### Quotations

Create real-time quotations from simple requests for services and products through using engineering cost structures from existing products, same-as-except products, and new products. Manage quotation changes and re-quote opportunities within the same opportunity.

### Convert Quotes to Orders

Easily convert an entire quotation to a sales order in one step.

### Forecasting

Manage forecasts by opportunity probability, category and territory. Analyze sales quota and forecast at each level of the sales team.

### Performance Analysis

Manage sales teams by analyzing performance at each level of the sales structure, from the region level down to the representative level.

### Win/Loss

Analyze win/loss information by sales region, representative, opportunity category, or other criteria.

### Epicor Information Worker

Synchronize essential Epicor CRM data with Microsoft Office to make sales people more effective. Whether connected or disconnected, the sales staff has full access to prospect and customer information, including sales history within Microsoft Outlook, Microsoft Excel®, or Microsoft Word. Quotations or estimates generated as Word documents or Excel spreadsheets use data direct from Epicor and update the system as required.

## Case Management

Case management is an essential part of building better business. Improving the productivity and effectiveness of your support center leads to increased customer satisfaction. Epicor CRM Case Management delivers solutions that help you deliver first-rate service to your customers while controlling costs. The result? A strong return on investment through happy customers who make additional purchases and generate new business through referrals.

From initial call to resolution and follow-up, Case Management provides a customer focused solution for personalized, high quality service. This comprehensive one-stop solution enables your service team to manage current case load and respond quickly to customers for industry leading customer satisfaction. The case management workbench is equipped with time saving links to customer focused activities (e.g., new quotes, orders, RMA requests, or service calls). In addition, there is a search-driven knowledgebase and case-driven workflow for standardizing case resolution.

Case Management is fully integrated with Field Service, part of Epicor Service Management, for easy access to dispatching field activities and providing field service representatives access to online answer books, existing customer field service calls, warranty information, and service contracts.



*Shorten customer service response time by collecting detailed incident and problem information and initiating appropriate service and support requests to aid effective resolution.*

### Case Management Workbench

Manage open case load by status (e.g., open or under review) and allow support managers to assign outstanding cases. Review customers, quotes, orders, outstanding returned material authorization requests, field service calls, warranties, service contracts, and cases from a single case workbench.

### Convert Case

Easily generate a quote, order, field service order, repair order, job and RMA from a case, bringing the detail of the case into the new document.

### Case Context

Use case-specific details (e.g., part number, order number, service call reference or warranty reference) to inquire into and link directly to related information, optionally generating new transactions.

### Case Categories

Inquire and report cases by user-defined categories.

### Workflow

Monitor every stage of the support process. Manage processes using user-defined workflow that is case or issue specific, ensuring standardization of process and that nothing slips through the cracks.

### Alerts

Set up user-defined alerts to notify activities regarding service cases to management or specialized service employees.

### Online Knowledgebase

Tap into enterprise-wide knowledge documents for fast customer case resolution. Link knowledge documents to cases for analysis.

### Contact Management

Manage and record all customer interactions for enterprise-wide visibility of customer satisfaction. Link contacts related to a case for easy review of complete case history.

### Communication

Manage and document communication between customer service or field service and the customer for enterprise-wide visibility of customer case and resolution.

### Traceability

Link documents and communication events such as e-mails to cases and calls.

## Mobile Connect

Epicor CRM gives you control over your customer interactions: generating leads, developing opportunities and monitoring orders. Epicor CRM functionality is available from anywhere in the world. The Mobile Connect series incorporates a disconnected database, enabling you to work anywhere you can take your laptop. Using the Progress® SonicMQ® messaging engine, Mobile Connect is comprised of three components: Sales mConnect, Sales Engineer mConnect, and Hub mConnect.

Epicor Mobile Connect helps your sales representatives and sales engineers stay connected with their customers without requiring network connections.

### Sales mConnect

- Generate new opportunities or fine tune existing quotations
- Create and complete workflow tasks
- Activate or process calls
- Complete on-the-fly product configuration
- Add new customers and contacts
- Import customers and contacts
- Edit existing customer or contact information
- Produce marketing lists
- View business activity monitor queries
- Modify aging report formats
- Secure the system so users can view only sales information assigned to their territory
- Run the following reports:
  - Order backlog
  - Sales analysis
  - Scheduled shipments
  - Sales gross margin
  - Aged receivables
  - Quote form
  - Advance billing/deposit balance
  - Order form
  - Customer statements
  - Invoice form
- Access the following types of information from Epicor Trackers:
  - Aged receivables
  - Time-phased balances
  - Customer data
  - Invoice information
  - Project information
  - Quantities on-hand
  - Quotes, orders, jobs, and parts
  - Customer and miscellaneous shipments
  - Returned material authorizations (RMAs)

### Sales Engineer mConnect

All the functionality of Sales mConnect is included, plus the ability to engineer entire BOMs. Use drag-and-drop functionality to add subassemblies, operations and materials, or incorporate parts on-the-fly.

### Hub mConnect

Configure your remote sales office server with Hub mConnect, and multiple Mobile Connect users can access its database simultaneously. Individual Mobile Connect users don't need to synchronize, because Hub mConnect does it all. And there's no downtime due to lost connections to a remote database.

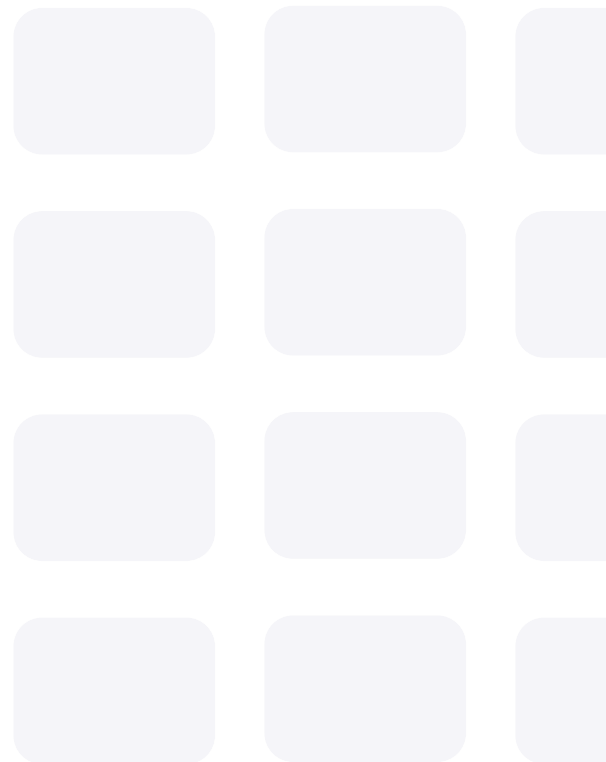
## Synchronization

Mobile Connect provides full and light options for synchronizing your remote database with your primary Epicor database, ensuring data integrity and consistency, and fast and easy updates.

## Information Worker

According to current industry surveys, desktop productivity tools are used by 95% of business workers, with Microsoft Office as the standard for desktop applications. Epicor Information Worker (IW) provides a secure, seamless interface to your Epicor CRM applications within Microsoft Outlook, Microsoft Excel, or Microsoft Word. Imagine the productivity and business visibility you will gain by using Epicor IW as an interface for both traditional and non-traditional Epicor users.

Imagine having a 360-degree customer view within Microsoft Office. No more toggling back and forth between Epicor and Microsoft Office. Outgoing and incoming customer e-mails can be automatically logged as Calls. Tasks and appointments are visible within Outlook or Epicor, enabling employees to share and view multiple calendars in Outlook. Consider how convenient and productive it would be for a salesperson to download customer information and work with it offline. That same salesperson can add or update customer information from within Microsoft Office applications at any time and from any location, and then synchronize those changes later with Internet access.



# Sales Management

- Estimate and Quote Management
- Order Management
- Demand Management
- Advanced EDI
- Storefront

Epicor Sales Management delivers a comprehensive suite that enables you to produce accurate estimates, streamline your order-to-cash cycle, and fulfill perfect orders that ensure world-class customer satisfaction.

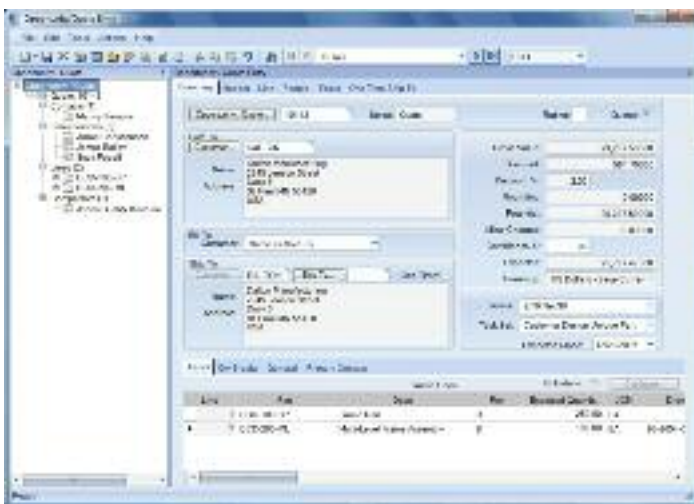
By streamlining the sales process with centralized access to product, pricing, and customer information, orders can be generated with a minimal number of steps. Epicor Sales Management automates and improves labor-intensive processes for quoting, proposal generation, configuration and order entry, enabling you to improve sales productivity by increasing accuracy during the quote and order processes, and identifying the right solution to meet customers' needs.

## Estimate and Quote Management

Easily generate and track all customer or prospect request for quotations (RFQs), from the time of receipt until an order is placed. You can get quotations out more quickly and be more accurate with pricing and lead times.

### Estimating

Calculate material, subcontract, labor and burden costs for multiple quantities of a part with information from the last time you quoted or ran the part, from a similar part, or from the Bill of Materials (BOM). Add any special charges (e.g., tooling or design). When the order arrives, punch a few keys and the detailed routing will be ready to go to the floor or to make additional changes.



Generate accurate and timely estimates and quotes, and import data from a variety of customer and system sources.

### Standard Routings

Pull same-as-except type parts into a quote, then modify them quickly and easily to create a new one.

### Pipeline Management

Track confidence levels by quote line to accurately predict pipeline activity.

### Drag-And-Drop Interface

Use a tree interface to drag-and-drop components, operations or materials from another quote, BOM or previous job.

### Realistic Cost Estimates

Perform realistic cost estimating with minimum lot charges, price breaks, and scrap factors on materials and subcontracting.

### Inventory Availability

Check inventory availability during quote entry.

### Request Supplier RFQ

Create RFQ requests to trigger buyers to solicit suppliers for pricing of materials required in the quote process. Review responses once submitted for inclusion in the estimate.

### Markups

Specify and store individual markups for material class, subcontracting, operations, and special costs.

### Order/Job Integration

Transfer quote information to a sales order or job. Built with tremendous flexibility, there are multiple ways to process an order and job from an existing quote such as:

- Push to an order by the line item
- Flag as won, automatically generating an order
- Pull from Order Management with flexibility to define specific lines and quantities desired

### Part Advisor

Drill down into the quote/job/part status and history, and answer critical questions related to a part:

- Have I quoted it before?
- Are there current orders for it?
- Have I run it before?

- Am I currently running it?
- Do I have any in inventory?
- Is part profitability available?

**Prospects**

Send quotes to prospects, even if they don't exist in the customer file.

**Quote Tracker**

Instantly query summary and detailed information on an estimate/quote.

**Competitive Analysis**

Track all competitors to find out where you are winning and why you may be losing.

**Workflow**

Manage the sales cycle with dynamic task lists that ensure the right people are working on the quote at the right time.

**Part Cross-Reference**

Cross-reference customer part numbers to your part numbers automatically during the quoting process.

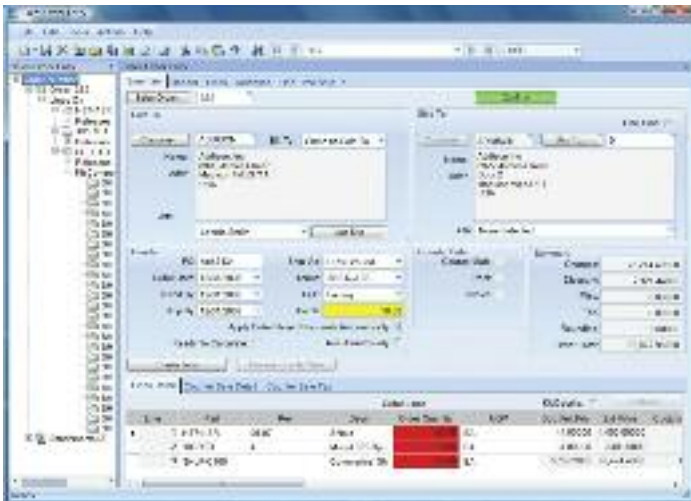
**Material Calculation and Machine Time Estimation**

Epicor offers real-time integration to industry-leading estimating solutions for material calculator functionality as well as machine time estimation.

**Order Management**

Order Management drives the Epicor system. From the time an order is entered, its progress is tracked through final shipment, producing perfect order fulfillment on demand.

With Order Management, all orders and change orders will be effectively managed online, perfecting the order-to-delivery process for maximum customer satisfaction.



Manage sophisticated sales requirements from the time an order is entered until final shipment.

**Blanket Orders**

Establish multiple releases (either firm or not firm) for each sales order line and pull parts directly from inventory. Optionally lock the order line quantity allowing new releases to decrement the final delivery quantity on the final delivery date, keeping the total line quantity in balance with the release.

**Credit Checks**

Check customer credit status online at quote entry, order entry, and shipment entry.

**Multiple Ship-to Addresses**

Track multiple ship-to addresses per order release.

**Alternate Bill-to and Sold-to Customers**

Application for payment may be required from a different customer than the customer order/receiving the goods or bill third-parties, such as a customer of your distributor.

**Ship From Multiple Locations**

Ship an order from multiple plants and multiple warehouses.

**One-Time Shipments**

Do a one-time shipment to an address in Order Entry.

**Fulfillment and Allocation Processing**

Access to fulfillment and allocation processing within sales order processing. Use the Fulfillment Workbench for allocation or reservation and distribution processing, and plan for sales, transfers and job order types. Various fulfillment techniques, such as pick and pack, console-driven, and pre-pack processes may be performed through the use of templates to automate the fulfillment process for each. Hard allocation to finite level, versus reservations processing, may be launched directly from the order, line, and release areas as well. This feature also includes cross-docking capability.

**Fulfillment Queue Management**

Manage your work queues and assign tasks that are created by, but not limited to, the fulfillment-allocation process. Choose whether the shop floor operates based on paper, or becomes a paperless operation with automatic user-assignments driven by the Material Queue.

**Put Transaction Type**

This transaction type is for all directed put-away transactions, including purchase order receipts, transfer receipts, RMA receipts and job receipts.

**Pick Transaction Type**

This transaction type is for all directed pick transactions. This includes sales order picks, issues to jobs, transfer picks, cross docking, and any bin-to-bin movements.

**Pack Transaction Type**

This transaction type tracks work station loads. During the pick process, the application calculates which suggested work station should pack the order based on load.

### **Fulfillment Queue Tracker**

Use the Queue Tracker to view the status of put, pick, and pack transaction types. Managers can view all shop floor activity or filter on the various queue transaction types, each of which have unique identifiers. Warehouses and bins use attributes to identify what specific transactions need special equipment, and the Queue Tracker assigns only those resources or groups with the ability to operate the specialized machinery. Managers also create resources and groups and assign them transaction types and the priorities in which the transactions should be executed.

### **Drop Ship and Buy to Order**

Provide the ability from within a sales order to define a part as being "Buy-to-Order." This may or may not be defined as a drop ship item. In both cases, the purchase order will be linked to the sales order directly.

### **Cross-Docking**

In conjunction with the fulfillment process, cross-docking provides the ability to directly link future inbound supply of items from purchase orders or jobs directly to demand from sales orders, transfer orders, or jobs. When the cross-docked items are received, they are immediately directed to the demand they are linked to, minimizing the time and task to fulfill the order or job.

### **Sales Kits**

Flexibility in selling items in kits includes configured item kits, optional price rollup and item substitution, mandatory ship complete, and optional printing of kit components on the packing slip and invoice.

### **Backorders**

Automatically create backorders for lines shipped incomplete. Flexibility enables customer-specific backorder parameters for complete order lines or complete orders to be set.

### **Sales Commission**

Manage sales commission calculations for direct and indirect sales teams. Allocate commission percentage over multiple sales entities per order line.

### **Price Lists**

Generate customer, product group, warehouse, and product-specific pricing hierarchies while matching the end-user currency. For global enterprises, company, plant, and warehouse pricing offers flexibility in pricing products.

### **Up-Sell, Cross-Sell, and Down-Sell**

Improve order accuracy and ability to enhance sales with Up-sell, Cross-Sell, and Down-sell capabilities. At time of sales order entry, users are prompted with suggestions for "Upgrades," "Downgrades," "Substitutes," and "Complements." Whether substituting the original part with an upgrade or downgrade or adding complementary products; improved customer satisfaction alongside enhanced sales is the return.

### **Order-Based Discounts**

Apply order-based discounts on an order value or product quantity basis. Optionally override and lock pricing.

### **Miscellaneous Charges**

Enter unlimited miscellaneous charges or credits on each order header or order line. These charges will then print on the order and carry over to invoicing.

### **Order Tracker**

Use order tracker to see a summarized view of the order, then drill down on selected items to see greater details (e.g., lines, releases, shipments, charges, bookings, audit, and payment information). Use real-time data to link to other parts of the system.

### **Copy Order and Build Order**

Simplify repeat orders with the Copy Order function. Optionally build order from history. See previous orders and enter the quantity on the order form.

### **Capable-To-Promise**

Provide accurate, real-time delivery dates to customers when using Advanced Planning and Scheduling (APS). Furnish a realistic promise date to your customer by finding out how a quote would fit into your current schedule.

### **Available-To-Promise**

View running balances during order entry. Enter a quantity, and the system will find the earliest date that quantity will be available. Enter a date, and see how many parts are available on that day.

### **Order Job Wizard**

Generate appropriate jobs for new orders in a single step that enables the user to create, plan, schedule, and release jobs against multiple lines and multiple releases.

### **Project Management**

Link sales orders, jobs, purchase orders, field service calls, cases, tasks, milestones, and budget information to manage projects.

### **Counter Sales**

Automate the pick-up, shipment, and generation of sales invoices for walk-in customers.

### **Tax Calculations**

Tax calculations and fields are available at the sales order, line, and release levels.

### **Credit Card Processing**

Epicor Credit Card Processing includes easy to use maintenance for initial setup along with a variety of integration points to bring an easily deployable solution to your business that meets the security guidelines as specified in the Payment Card Industry Data Security Standard including securely encrypted account numbers and key management. Epicor Sales Management uses Epicor Credit Card Processing

to support authorization with the sales order, reauthorization with the sales order before picking and shipping, and complete or partial funds collected with the sales order.

### Customer Portal Content Pack

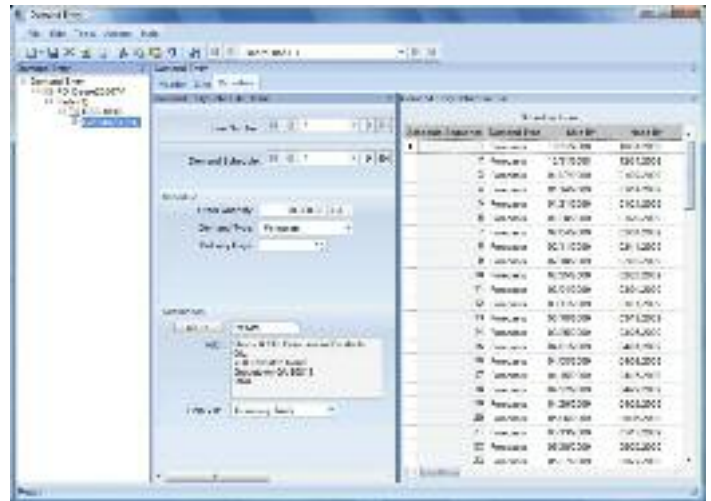
Epicor Portal Customer Content Pack provides interactive customer facing content that supports strategic goals for improved customer communication and direct collaboration on day-to-day business, right from your intranet and extranet. Additionally, customers enjoy 24x7 self-service and can access, review, and make online requests for quotations. Epicor Portal Customer Content Pack is designed to deliver all the information your customers are looking for; open and closed orders, shipments, returned material authorizations (RMAs), invoices and credit memos along with payment history and service calls.

## Demand Management

In today's climate of shorter lead times, more frequent orders of smaller quantities, and where meeting customer demand secures your competitive edge, companies must find ways to anticipate changes in customer demand. Epicor Demand Management responds to these business conditions and incorporates the requirements of Electronic Data Interchange (EDI) to help your company reduce lead time in the office for planning and procurement, thus enabling you to respond on the production floor faster.

Demand Management offers the establishment of contracts that can be linked to sales orders and releases. These contracts can be managed, and schedules produced, automatically with set periodicities that match each customer's unique shipping needs. Additionally, as change happens, the schedules can be regenerated. If Advanced EDI is deployed, your customers' electronic demand changes are brought in for review and acceptance. This is important for companies doing business in industries such as automotive, aerospace and defense, and retail. Accountability of change and rapid flow of information to the production floor, as a result of fully integrating EDI with your Epicor system, can elevate your supplier status.

In addition, Demand Management not only looks at the demand side of EDI, but also focuses on the fulfillment side with secure outbound Advanced Ship Notice (ASN) transactions that the customer reconciles with each shipment. Through an inbound EDI document, the CUM (Cumulative) total value and actual received quantity is then electronically sent back to you for reconciliation and potential adjustment.



The screenshot displays the Epicor Demand Management software interface. It features a header section with navigation icons and a main window divided into several panes. The central pane shows a list of demand schedules with columns for 'Release Date', 'Quantity', and 'Status'. A table on the right side of the interface lists specific demand lines with columns for 'Release Date', 'Quantity', and 'Status'. The table contains 20 rows of data, each representing a demand line with a unique release date and quantity.

Release Date	Quantity	Status
12/15/2009	1000000	Open
12/15/2009	1000000	Open
12/15/2009	1000000	Open
12/15/2009	1000000	Open
12/15/2009	1000000	Open
12/15/2009	1000000	Open
12/15/2009	1000000	Open
12/15/2009	1000000	Open
12/15/2009	1000000	Open
12/15/2009	1000000	Open
12/15/2009	1000000	Open
12/15/2009	1000000	Open
12/15/2009	1000000	Open
12/15/2009	1000000	Open
12/15/2009	1000000	Open
12/15/2009	1000000	Open
12/15/2009	1000000	Open
12/15/2009	1000000	Open
12/15/2009	1000000	Open
12/15/2009	1000000	Open
12/15/2009	1000000	Open

Review incoming demand schedules generated manually or through Electronic Data Interchange (EDI).

### Sales Contracts

Contract structure that provides the ability to have many sales orders/lines attached to the contract.

### Schedules

Manually generate release schedules based on defaulted customer periodicity and release quantity.

### Schedule Review

Review balances as well as proposed quantity of proposed schedule.

### CUMs

Manage and reconcile the cumulative shipping quantity.

### Forecast

Schedule forecasted deliveries that can be utilized in conjunction with MRP to predict demand for resources and provide guidance on pending demand for materials.

### Periodicity

Specify rules by plant or plant/supplier for automatic purchase schedule suggestions. Periodicity rules can be specified as Daily, Monthly Forward, Weekly Forward, and Nth Day of Week.

### Contract Start and End

Manage contracts effectively with contract start and end date.

### Mass Review

Review the demand in mass and make modifications prior to generation of forecasts or sales orders. Choose by part or demand for acceptance/rejection of schedules.

## Electronic Data Interchange (EDI)

EDI is the traditional form of exchanging information electronically and is utilized by many suppliers to manage their supply chains more efficiently. Epicor Advanced EDI, used with Demand Management, provides a common interface for managing and exchanging large volumes of data. Demand Management handles creation, analysis, scheduling, and reconciliation of cumulative releases from your customers. You can use Demand Management without Advanced EDI and vice versa.

Epicor Advanced EDI functions are tightly integrated with the Demand Management module and facilitate electronic communication of release and ASN information to and from your customers. Advanced EDI offers direct integration with your Epicor data, reducing the turnaround time on schedule changes and additions, and eliminating potential data entry errors. Epicor Professional Services are experienced in making EDI work in various environments with various EDI suppliers, and can offer enhanced functionality that is tailored to the EDI needs of your business.

### Release Accounting

The Demand Reconciliation screen helps in the cumulative matching process with the ability to easily make reconciled quantity adjustments. Cumulatives are tracked at order, shipment, and invoice levels over the life of the contract.

### EDI Transactions

Advanced EDI supports ANSI X12, EDIFACT and AIAG documents, including Purchase Order Inbound (ORDERS, 850), Purchase Order Acknowledgement (855), Planning Schedule Inbound (DELFOR, 830), Shipping Schedule Inbound (DELJIT, 862), Change Order Inbound (ORDCHG, 860), ASN Outbound (DESADV, 856), and Invoice Outbound (INVOIC, 810). Additional documents may be available or developed by Epicor Professional Services.

The Demand Entry screen is the obvious place for processing incoming EDI transactions that are related to cumulative release schedules; in fact, it is where you can review all incoming Advanced EDI transactions and set up, by trading partner, which to automatically process, whether as forecast, un-firm, or firm releases.

### Web Services for Easy Collaboration

Epicor Service Connect consists of security, messaging, workflow orchestration, transformation, scheduling, notification, exception handling and Web Service components. It can be used to setup secure EDI orchestrations between Epicor and external trading partners. A runtime version of Service Connect is included with Epicor, or you can purchase full-use Service Connect for more control.

### TIE Commerce® Software

Epicor has partnered with TIE Commerce to ensure close collaboration during implementation of Advanced EDI

solutions. TIE's Business Integration products support all industry B2B e-commerce standards, and communication and security infrastructures.

## Storefront

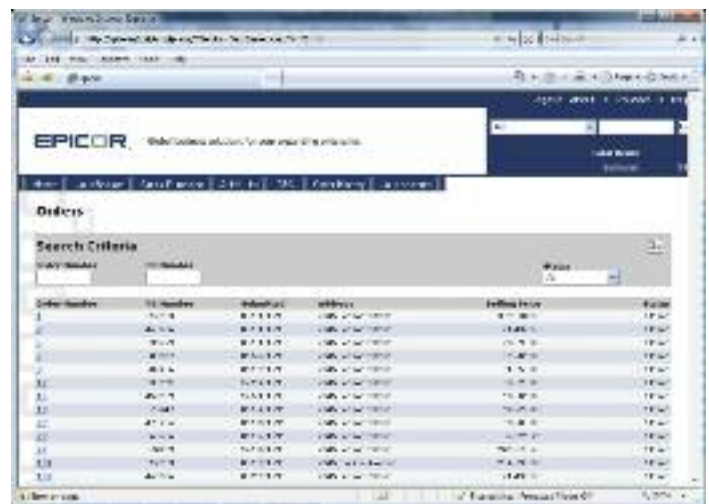
New revenue opportunities and sales efficiencies are available to companies that successfully engage customers through their Web site. By shortening the time from when an order is taken to the time of shipment, you can create a competitive advantage. Opportunities to reach out to untapped markets also drive companies to deliver e-commerce solutions—one more tool companies can deploy to demonstrate how easy and open they are to do business with.

Epicor Storefront sits along extended portal technology to offer a fully functional extension to your Web site that includes customer portal capabilities along with Epicor Sales Connect (sales portal) and web configuration features.

### Storefront and Customer Portal

The purchase process through the Storefront begins when a customer enters your online store. Once there, they can browse a catalog or check product descriptions, product pictures, and graphics, as well as access links to additional comments or technical descriptions and prices.

Storefront enables you to leverage the advanced functionality to provide customers with special pricing, including customer-based discounting. When the customer decides to purchase an item, they simply add it to their shopping cart and submit an order. The order is now ready to be processed by Epicor. Once the order has been placed, the customer receives an order confirmation via e-mail with their order number. Epicor Storefront provides an online, self-service application for your customers. Simply put, your customers can see more, do more, and buy more, 24 hours a day, seven days a week.



Provide a self-service Storefront for your customers to place orders and track their purchases.



### Personalization

Easily create and set up a personalized site with Storefront. Modify the Web content to add your corporate logo, change colors, add Web links, or create other information. Personalizing your site differentiates your Storefront from others in the marketplace.

### Self-Service

Create a self-service application for your customers to check the online status of their shipments, orders, RMAs, field service, and invoices.

### Online RFQs

Take service a step further by allowing your customers to submit requests for quotation with attached documents.

### Single Login

Give customers a single login to purchase goods, review accounts, or locate shipments.

### One Process

Place orders through the Storefront just like any other order within Epicor—no new processes to learn.

### Web-Enabled Product Configurator

Enable customers to configure parts via the Web with the embedded Epicor Product Configurator.

### Security

Present fully secured pages that customers can access—showing only relevant data to each party.

### Customer Satisfaction

Service your customers 24x7x365 with up-to-date pricing, products, special offers, and the instant ability to place an order.

### Online Catalog

Provide an online catalog for your customers to browse—including pictures and pricing.

### Related Web Sites

Link your Storefront to other related sites to provide additional information.

### Extensive Search

Offer search capabilities to your customers to enable them to find the exact product they need.

### HTML Editor Support

Maintain your Storefront with popular tools such as Microsoft Office FrontPage.

## Sales Connect

Sales Connect allows your sales representatives and partners to access and update critical prospect information—from anywhere, at any time.

### Out Of The Office—Not Out Of Touch

Provide remote access via a secured Internet connection for partners and sales representatives to:

- Create and manage their sales opportunities
- View their pipeline
- Configure products
- Define new customer accounts or edit existing information
- Access and update CRM information
- Log customer calls
- Create sales orders
- Manage and update suspect, prospect, customer and contact information

### Security

Present fully secured pages that employees and partners can access—showing only relevant data to each party.

### Task Lists

Create task lists within the application that track the “to-do’s” for every contact and customer.

### Sales Roles

Create differentiating roles for every member of the sales team, including rep, territory manager and regional manager.

### Personalization

Present different screens to different parties depending on their role (e.g., a sales rep sees different screens than a sales manager). Tasks can only be viewed by the appropriate roles.

# Human Capital Management

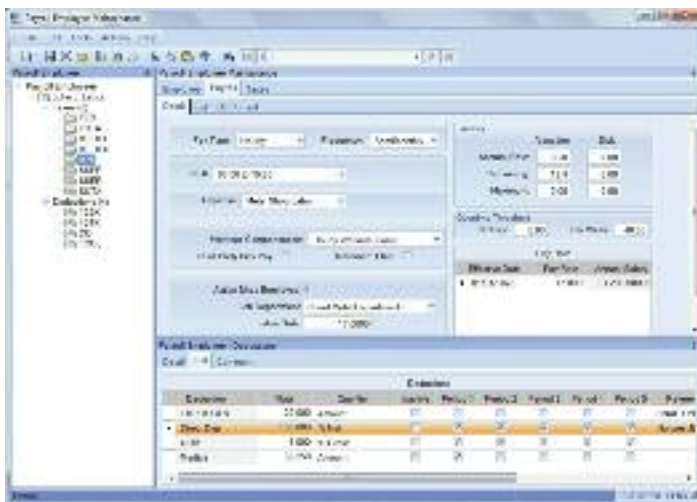
- Payroll
- Human Resource Management
- Training and Recruitment
- Employee Self-Service

Epicor Human Capital Management (HCM) encompasses a range of solutions that help manage an organization's most valued assets—its employees—in a strategic and coherent manner.

Today's HCM solutions demonstrate the progression beyond the confines of the HR department, core payroll services, and human resource management systems (HRMS) to managing and developing talent and labor resources on a global scale, both strategically and cost effectively. Epicor HCM delivers the necessary software support for all employee-related functions whether distributed or centralized. This enables organizations to manage a geographically dispersed workforce in a global manner, ensuring support for various local payroll and legal reporting requirements.

## Payroll

Epicor Payroll handles the processing of all employees' paychecks and provides necessary company and US governmental reporting. Comprehensive employee information and memo fields allow you to track employee personnel information, such as performance reviews and outside training. Because payroll is so tightly integrated with Job Management and Manufacturing Execution, you will normally only have to review your payroll entries, make adjustments, print your checks, and then post. With Payroll, there is no longer any need to have your payroll done with an outside service, when it is so easy to do yourself.



Process payroll and track vacation, sick time, overtime, pay rates and benefits.

### Employees

Set up employees as hourly or salaried. Pay employees weekly, biweekly, semimonthly, or monthly.

### Departments/Shifts

Establish home department and shift IDs for each employee.

### Tax Tables

Set up federal, FICA, state, local, and other tax deductions.

### Pay Types

Maintain regular, overtime, double time, holiday, vacation and sick pay types as well as unlimited user-defined pay types.

### Personnel Information

Track detailed personnel information in the extensive employee memo file.

### Checks

Preview, print on standard check forms, or reprint if necessary.

### Transfers

Transfer hours from Job Management or Manufacturing Execution.

### User-Defined Fields and Memos

Enter and track fields and unlimited memos for each employee.

### Check History

Keep check history indefinitely to help audit unemployment or other claims.

### Voluntary Deduction

Define any number of voluntary deductions.

### Payroll Taxes

Exclude certain deductions, including 401(k) and cafeteria plans.

### Auto-Pay

Pay all salaried and/or hourly employees with a few keystrokes.

### General Ledger Interface

General ledger entries are automatically created through the payroll process.

### Direct Deposit

Set up employees for direct deposit. Checks are then non-negotiable, and a direct deposit file is automatically created every time a payroll run is generated.

### W-2 Forms

Print at year-end and store indefinitely.

### Magnetic Media Reporting

Year-end reporting optionally creates an electronic W-2 file suitable for federal filing.

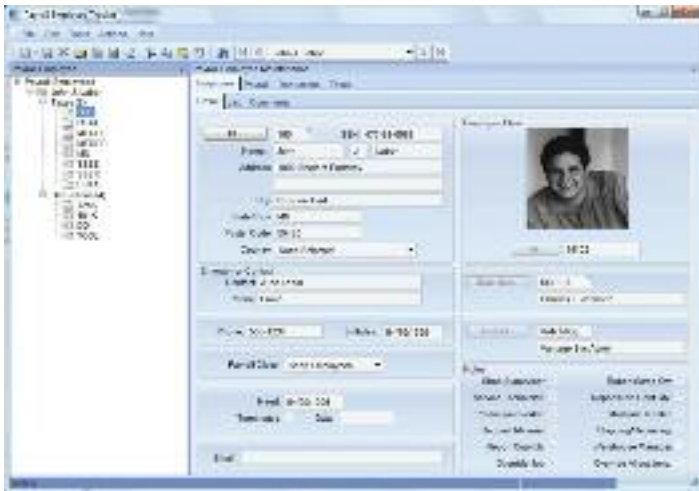
### Bank Reconciliation

Reconcile your bank statement with entries generated in the Accounts Payable and Payroll applications within Epicor Cash Management.

## Human Resource Management

Epicor Human Resource Management (HR) is a comprehensive solution that streamlines your HR processes. It efficiently administers applicant tracking, benefit programs, workforce training and development, complex union dues calculations and benefits, and ever-changing US governmental regulations such as EEO, VETS, OSHA, and Affirmative Action Program reporting (AAP).

Online communication via your company's intranet helps your employees stay up-to-date on their benefits, training, and life event changes. An add-on module, Epicor Employee Self-Service is designed for employee satisfaction as well as operational efficiency.



Employee Tracker shows everything you need to know about an employee online, whether you want to check pay status, see year-to-date totals or look at performance review history.

### Visual Display of Absences

View a calendar of employee or departments to enable management to quickly see potential problems. Detailed record of absences along with reasons ensures a good audit trail needed for performance reviews and regulatory reporting.

### Applicant Tracking

Control applicant information, interviews, and matching to available job vacancies.

### Benefit Administration

Post-date benefit changes and generate benefit groups to separate salaried, office and hourly paid employees (e.g., use flexible benefit rate tables to define benefit deductions, and manage eligibility).

### Statement of Benefits

Generate benefit statements for employees using a standardized, modifiable form to accommodate your company's logo and other specific requirements.

### Performance Review

Regulate performance reviews with user-defined review ratings and matrixes. A complete history of reviews is retained for historical analysis and support for pay increases.

### Skill/Job Management

Manage jobs with skills, pay, and training requirements. Position control allows incumbent and vacancy reporting and provides a hierarchical view of the reporting structure.

### Employee Transfers

Oversee employee transfers between departments and divisions in a single step, bringing historical employee information along with the transfer. A complete history of all transfers is maintained.

### Temporary Employees

Single step termination and reactivation reduces the steps to deactivate employees and improves the lead time for bringing employees back into action.

### Compensation Management

Manage pay changes and history for employees along with unlimited compensation tables that support grades and steps. Automatic periodic increases and license/ certification premium pay are supported. The system also supports mass pay changes and future dating of pay changes.

### COBRA and HIPAA Letters

Use standard letters for COBRA and HIPAA which may be edited to your specific requirements using Microsoft Office Word.

### Union Tracking

Manage union requirements for merit increases and union dues and benefits. Standard reports for time of service ranking as well as seniority in job. The system easily accommodates custom seniority calculations.

### Robust Reporting

Access critical HR information with over 150 standard, secure reports. From AAP and EEO to OSHA and VETS-100 reports, the system is packed with reports to better manage employee data "out-of-the-box."

### Payroll Service Integration

Choose from the standard ADP, Paychex, or Epicor interfaces, or configure integration with other payroll service providers.

### Employee Self-Service

Make the most of your company's intranet by allowing real-time employee access to training history, benefits updates, and general employee information. Check history, an add-on to HR, may be available as well, depending on the payroll in use.

### Family Medical Leave Act (FMLA)

Determine eligibility, generate required documents, and track FMLA certifications. The FMLA add-on is an advanced feature set that supports Department of Labor FMLA forms such as WH-1420, WH-380, and WH-381, offering a visual calendar display of FMLA time taken.

## Training and Recruitment

Track your ongoing training and certification requirements online with Epicor Training and Recruitment. The Training module is used to schedule courses and instructors as well as record training history, reducing the pain of your next regulatory audit.

Any organization operating under the oversight of OSHA, EPA, FAA, FDA or similar federal or state agencies is required by those agencies to provide specific training to certain employees on a recurring basis, and to certify that the appropriate training took place. Records must be maintained of training taken and when it was completed.

Training information is integrated with all other aspects of each employee, providing a complete picture of an employee's lifecycle. It includes both internal and external classes, instructors, course outlines, and class scheduling—all captured and retained within the HCM database.

There are many advantages to an integrated approach to training. Epicor HCM already knows each employee's job assignment and therefore can specify the appropriate training for that job and in what sequence the courses should be taken. Employees may query the system through Employee Self-Service to read course descriptions and to see when classes are scheduled. An employee's request for enrollment may also be submitted via Employee Self-Service, and the employee can view his/her training history as well.

The training system automatically creates a record for each student upon completion of a training course. Over time, these records reflect a history of training taken by each employee, when it was taken, and the score or award earned.

As part of an integrated design, training history can also be used as one of the criteria on which to base promotion and succession planning decisions.

## Employee Self-Service

Epicor Employee Self-Service places the responsibility for employee and manager updates on their shoulders, freeing up the HR and payroll department personnel for more strategic activities.

Epicor Employee Self-Service allows access by employees and managers from a kiosk, your intranet, or the Internet. Both Manager and Employee Self-Service are designed to be extremely easy to use, so even individuals with little or no computer skills can easily navigate through the system with minimal effort.



Make the most of your company's intranet by allowing real-time employee access to training history, benefits updates, and general employee information.

### Employee Self-Service

Your employees can make their own elections during open enrollment without assistance from HR personnel. They can update addresses, emergency contacts, change dependents, and reprint their own W-2. They can display check detail from history, print benefit statements, verify vacation as well as other paid-time-off balances, and more.

### Manager Self-Service

Managers are able to view selected employee information, post requisitions, initiate pay changes, reassign jobs, and approve time off. A manager can monitor training, upcoming reviews, and produce compensation reports covering only their employees. Furthermore Manager Self-Service falls under Epicor HCM security control so a manager can only access those employees who report to them and see just the data that you've approved.

Your self-service system can be customized, using your company's logo, desktop design, layout, colors, etc. A scrolling message board is included, so you can post news and company events, such as open enrollment notices, company picnic announcements, safety statistics, and so on.

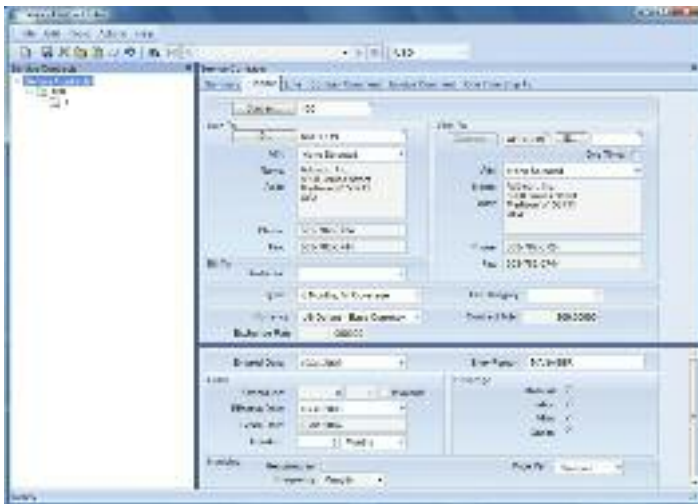
# Service Management

- Contract Management
- Field Service
- Returned Material Authorization

Epicor Service Management optimizes customer service with timely response to customer requests and puts knowledge in the hands of customer service personnel. Epicor understands that customers want rapid response service. From initial contact with the customer regarding an incident, to in the field operations, to processing returns quickly and efficiently, Epicor Service Management provides the visibility and accountability your business needs.

## Contract Management

Epicor Contract Management used in conjunction with Epicor Field Service ensures the timely and accurate execution of service contracts. Additionally, this solution holds the historical activities against the contract to better meet customer expectations.



Give customers fast and effective service with access to detailed information about service contracts and warranties.

### Service Contracts

Establish service contracts for specific products, customers, and service level agreements. Each contract has an expiration date that is automatically tracked, reducing manual look-up when a customer calls. Tracking of serialized parts within service contracts is included.

### Service Call Center Workbench

Add or update service orders, schedule service orders, execute purchase and material planning, and warranty and service contract management. The service call center workbench also allows drill-down into all associated transactions.

### Warranties

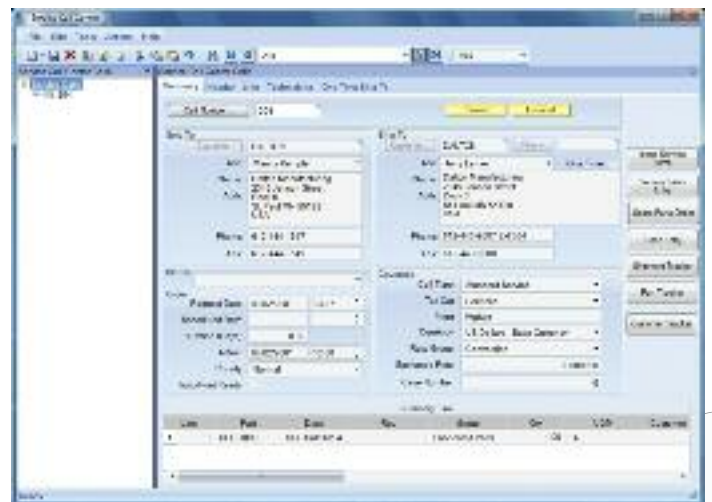
Automatically activate warranties, associated with a part or product group upon shipment of a part. When a repair is needed, quickly determine if the problem is still covered under warranty or if it requires a billable service call.

### Service-Level Agreements

Generate service-level agreements with automatic billing options.

## Field Service

Epicor Field Service is designed for people who install, repair, or service offsite or at the plant or depot. You can centralize all processes related to the dispatching of technicians and cost reporting of service calls in the field. This application supports drop shipment of service parts directly to the customer site. The application is set up for a single interface, so a dispatcher can track all stages of each service call with just a few mouse clicks.



Centralize service call processing with the Service Call Center Workbench.

### Inventory Allocations

Allocate inventory from the field as it is needed. Demand is created and all inventory management rules are applied.

### Service Call Center Workbench

Add or update service orders, schedule service orders, execute purchase and material planning, and warranty and service contract management. The service call center workbench also allows drill-down into all associated transactions.

### Labor Charges

After completion of a job, labor hours and service types are entered into the service call ticket. Depending on how the service call was set up, those charges may be absorbed into the service contract or automatically invoiced to the customer.

### Material Charges

As materials are used in the field, they can be entered into the service ticket as incurred costs against the service call. If the costs are billable, the customer is automatically invoiced.

### Time and Material Billing

Easily access online time and material cost data and generate an invoice.

### Tracking Service Inventory

Perform inventory mass issues to a specific job or repair to quickly relieve inventory of all parts used. If stock is allocated to the field engineer and consumed as needed, stocking locations can be set up and tied to the specific engineer.

### Returns

Handle inventory or warranty returns with a simple transaction.

### Cost-Of-Service

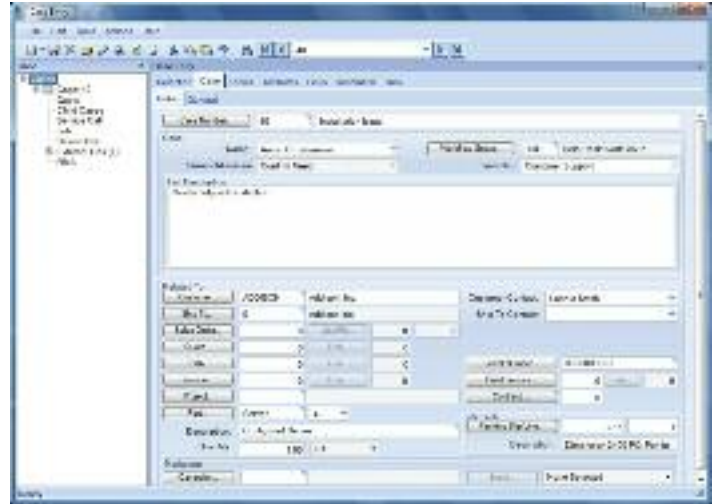
Access reports providing overall numbers, as well as detailed information on individual contracts and warranties to know whether you are making or losing money.

### Automated Dispatching

Automatically dispatch technician and field engineer resources based on availability. If Advanced Planning and Scheduling is deployed, they can be dispatched based on resource capability. You can print a dispatch report, along with individual service tickets, to provide documentation for technicians to take to each job site.

## Case Management

Epicor Case Management is fully integrated with Field Service for easy access to dispatching field activities and providing field service representatives access to online knowledgebases, existing customer field service calls, warranty information, and service contracts.



*Shorten service response time by collecting detailed product problem information and using the integrated features to initiate requests to the appropriate resource.*

### Contact Management

Manage and record all customer interactions for enterprise-wide visibility of customer satisfaction. Link contacts related to a case for easy review of complete case history.

### Communication

Manage and document communication between customer service or field service and the customer for enterprise-wide visibility of customer case and resolution.

### Traceability

Link documents and communication events such as e-mails to cases and calls.

## Returned Material Authorization

Enhanced return processing offers enterprise-wide tracking of pending returns and disposition of these parts by unique RMA number. Enter information about returns, and transfer that information to the different groups that may need to take action (e.g., inspection, billing and order processing). Armed with full notes capabilities and document management functionality, tracking the steps of a returned part for requirements certifications is inherent in the system.



*Initiate and track RMAs for customer returns and track reasons for rejected items.*

### Unique RMA Number

Automatically generate a unique RMA number that can be submitted to the customer for tracking parts as they are received.

### Non-Nettable Bins

Use non-nettable bins to keep parts undergoing inspection or review out of current on-hand quantities.

### RMA Disposition

Track and cost the disposal of returned products in RMA disposition.

### Credit Request

Automatically generate a credit request based on disposition of a returned product.

### Returning Serialized Parts

Track returned serialized parts from the moment they come into the plant through quality disposition.

### Notes

Use detailed notes capabilities for closely tracking activity using date and user ID stamping.

### Reason Codes

Assign user-defined RMA reason codes for return analysis.

### Cost Of Returns

Manage cost of returned products by linking to the original order shipped and accessing the cost of the shipment.

### Epicor Portal

Epicor Portal customer content pack extends Epicor Service Management by delivering strong self-service capabilities, allowing customers to pull up the status of existing RMAs, including the RMA number to include with the returned parts. Users can also review whether a credit has been applied to their account based on the return.

### Quality Assurance

Epicor Service Management works alongside Epicor Quality Assurance to provide visibility within the quality assurance inspection queue, send product to the material review board (MRB), and link to corrective actions.

# Product Data Management

- Bill of Materials
- Routings
- Engineering Change and Revision Control
- Product Lifecycle Management
- Product Costing
- Product Configuration

Epicor Product Data Management (PDM) serves as a central knowledge repository for process and product history. PDM promotes integration and data exchange among all enterprise users who interact with products—including project managers, engineers, salespeople, buyers, and quality assurance representatives.

Epicor offers a solution that manages the powerful information traditionally contained in engineering documents, plant floor routings, change orders, sales orders and quality documentation within a single solution that is easily shared across the enterprise.

Promoting collaboration throughout the value chain, Epicor PDM provides a complete end-to-end solution to manage all aspects of a product's lifecycle, enabling enterprises to control the enormous amount of electronic documents they produce.

## Bill of Materials (BOM)

Epicor supports traditional BOM management with single-level part formats that recognize the materials and components required to build end parts. In addition, Epicor introduces multi-level BOM management that incorporates not only single-level components and material requirements, but also internal and external routing steps for complete end assembly visibility, planning, scheduling, and costing. Epicor introduces visual engineering technology with indented tree structures and drag-and-drop BOM management.

## Methods of Manufacturing

Manage product BOM and routings in one central location. Part specific methods of manufacturing are controlled through engineering and offer drill-down functionality to lower level subcomponents along with material and routing components required for each.

## Drag-and-Drop Interface

Use a simple tree interface to easily drag-and-drop components, operations, or direct materials from another BOM, quote, or previously run job.

## Visual BOM Display

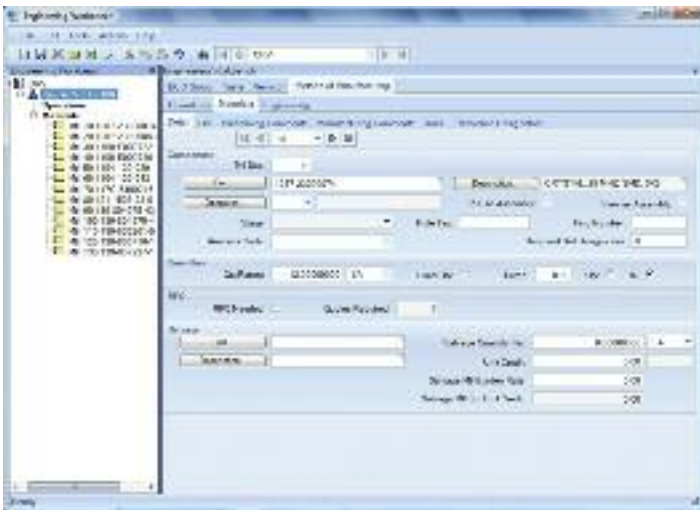
Easily see the structure of a product, including multi-level components and subcomponents.

## Same-as-Except

Manage BOMs easily with "get detail" functionality that enables the user to pull an existing method of manufacturing for a product and make modifications for future runs or similar products.

## Alternate BOM

Use alternate BOMs to predefine multiple BOM structures for the same part with perhaps material or component substitutions. In a multi-plant environment, BOMs at the plant level facilitate choices of where to build the part using plant appropriate methods. Optionally have several BOMs within a plant for the planner to choose the most cost-effective build.



Use the Engineering Workbench to build a visual view of a new bill of materials, accessing similar structures and revision levels.



### Expansive Part Number

Use up to 50 characters in part length for a part number. System settings optionally designate maximum length of the part ID used.

### Reference Designators on BOMs

Reference designators provide the ability to store multiple reference designators on BOMs. Also offers explosion reports by component and by reference designator from quotes, jobs, and the engineering workbench.

### Document Linking

Link product specific documentation (e.g., electronic drawing and machine instructions) for easy access and document control using document management.

### Costs Stored

Besides material costs, additional costs for manufactured parts (e.g., labor, burden and subcontracting) are stored and monitored within the BOM structure.

### Cost Replace

The cost replace function rolls up costs from the BOM and updates the finished goods inventory file.

### Requirements Reporting

A summarized material option, in addition to the standard indented BOM requirement report, is available to provide total requirements for each material.

### Critical Path View

Easily view the critical path for the product.

### Phantom Structures

Stock assemblies in inventory or maintain phantom assembly structures, giving you the flexibility to process complex jobs without having to first establish a complete BOM.

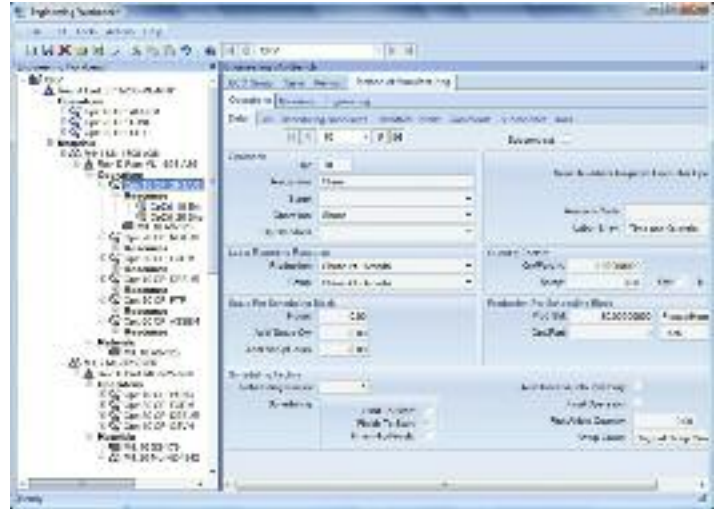
## Routings

Detailed routings facilitate planning, scheduling, and costing of products more efficiently. Everything needed to produce a product is managed in one central location.

Managing changes to routings is simplified. Changes are automatically communicated to the plant floor execution system and operators have online visibility of the latest routing production notes as well as standards and resource requirements.

### Methods of Manufacturing

Manage product BOM and routings in one central location. The part-specific method of manufacturing is controlled through engineering and offers drill-down functionality to lower level subcomponents along with material and routing components required for each.



Build a visual view of a routing for a new part using the integration to other engineering information and the drag-and-drop interface.

### Easy to Use Interface

Easily understand, navigate and revise even the most complex, multi-level routing in the tree structure of the engineering workbench. Free up engineers to focus on constructing the most cost-effective build. Quickly build new routings and easily modify existing routings using the Epicor drag-and-drop engineering tools.

### Expedite Engineering

Streamline engineering by modifying existing methods for same-as-except quotations and production runs. Enable engineers to begin with an existing method of manufacture from the methods master, a quote or job, then modify it for the project at hand with the Epicor "get details" functionality.

### Alternate Routings

Define and maintain multiple routings or material substitutions under a single part number. In a multi-plant environment, alternate routings at the plant level facilitate choosing where to build the part using plant appropriate methods.

### Flexible Production Standards

Manage and measure jobs using traditional time-based production standards including:

- Pieces per hour
- Hours per piece
- Pieces per minute
- Minutes per piece
- Operations per hour
- Fixed hours
- Operations per minute

### Dimensional Planning

Plan by volume and quantity using dimensional planning that is not time constrained.

### Daily Capacity

Add flexibility to your planning with daily production rates that are quantity-based rather than time-based.

### Resource Planning

Allow the system to automatically pick or schedule the resource to be used or call out the specific resource at the time of planning. Routings can indicate general resource groups needed.

### Capability Planning

With APS you can specify a capability of a resource and allow the scheduling engine to determine the specific resource based on availability of the capability or skill level.

### Default Operation Standards

Enter new routings quickly and easily using default operations and operation standards for resources.

### Decimal Precision

Built to manage the needs of precision manufacturers, the production standard field has 10 characters behind the decimal point.

### Production and Setup Cost

Perform cost analysis of production separately from setup. This enables tight cost control of these key functions.

### Fixed and Variable Burden

Assign resource-specific or variable burden based on the optimization of the schedule and available resources.

### Subcontracting Services

Include outside services in routing steps for accurate planning of costs and lead-time. Communicate with purchasing, shipping and receiving, as well as production management for full visibility of subcontracting operations.

### Online Routings

Communicate the latest routing changes to the shop floor efficiently with the electronic work queue.

### Document Management

Epicor drag-and-drop attachments support the ability to manage and view attachments against any record or application process. With respect to BOMs, additional functionality exists to allow attachments linked to end products, components, operations, and materials to automatically flow to production planning and eventually the production floor, ensuring strong control of product and process documentation at each product revision and production run. Documents attached at the process level would typically contain information associated to process execution, workflow, or business practices for the process itself. Attachments at the record level would typically provide information, drawings, documentation, or context specific to that record. All attachments can be secured using standard role-based security.

### Microsoft SharePoint® Repository

Document management and attachments capability also offers the use of a Microsoft SharePoint document repository. This

provides document versioning, check-out and check-in support, and facilitates integration to other document management systems.

## Engineering Change and Revision Control

Achieve control and consistency in your engineering change and revision process. Engineering Change and Revision Control is designed to enable engineering change management, multiple revision control of products, engineering workflow management, and offers detailed cost analysis of products during the engineering process.

### Engineering Workbench

Give engineers an area to manage all engineering tasks related to the modification, review and approval of assemblies, including: full revision updating and control, check-out procedures, security, engineering change orders, BOM maintenance, what-if BOM maintenance, what-if cost rollups, adding parts, placing parts on hold, and product routing maintenance. The engineering workbench also enables engineers to drill into all related information (e.g., jobs, inventories, sales orders, and quotes).

### Engineering Approval

Enforce the approval of a method before it can be pulled into a job or quote.

### Multiple Revision Capabilities

Store and manage every revision of a product individually along with effectivity dates, historical change, and audit logs.

### Revision Effectivity

Manage revision by effectivity date.

### Powerful Search

Look for previously used parts by creating a quick wild card search of all parts in the system.

### Revision Control

Employ complete revision tracking of fields that you specify, including an audit trail of date, user ID, and description of the change.

### Revision Compare

Dynamically and visually compare product methods for product plans that change before the product is complete. Easily compare methods of manufacturing for any part to a quote or job for the part and visually see the changes highlighted in color.

### Engineering Workflow

Automatically assign and route the work needed to process changes as well as the process for engineering new products. Tasks are tightly embedded into the system ensuring that transactions can only be updated if the task is at the right status.



Closely manage the engineering approval process with defined workflow.

### Where-Used

By displaying every product or assembly in which a specified component is used, you are able to identify those parts that would be affected by a design change or material substitution being considered.

### Mass Replace/Delete

Efficiently update all BOM structures when engineering changes occur.

### Express Check-Out

Use express check-out, designed for quick-change environments, for quick check-in and check-out of parts.

## Product Lifecycle Management

Epicor Product Lifecycle Management (PLM) serves as a central knowledge repository for process and product history, and promotes integration and data exchange among all enterprise users who interact with a product. Epicor PLM manages all documentation associated with a product throughout its entire product lifecycle, and includes full integration with more than 12 computer aided design (CAD) systems. Epicor PLM is particularly useful for companies that:

- Design what they manufacture
- Want standardized methodologies around work flow
- Use CAD systems
- Use drawings to produce a quote or an order

Epicor PLM provides an electronic vault where documents can be securely stored and where access and versioning can be tightly controlled. The type of sophisticated document management that PLM offers is critical for those organizations that need excellent audit tracking and control of all documents across the enterprise. PLM also provides advanced document search and retrieval functionality. Increase your productivity by more efficiently managing the product life cycle—from design to end-of-life.

### Electronic Vault

Epicor PLM contains a secure vault, a product knowledge repository that holds documents in a password protected electronic data vault accessible only via the PLM system.

### Document Security

Provide a tight level of security. Control who can view or access documents. Protect your specifications, CAD models, drawings, e-mail messages and NC programs from loss or unwarranted access.

### Check-In/Check-Out

Prevent users from altering documents that are currently checked out by other users.

### Search Capabilities

Search and retrieve by multi-level classification, key fields, or graphically navigate through a document hierarchy.

### Document Viewing

Preview drawings or documents, enabling your engineers to quickly view a large drawing without downloading it to their CAD system.

### Document Relationship

Maintain relationships of documents to parts, projects, customers, and more. View the relationships between parts and documents (as well as document contents) via a structured tree view, so engineers can quickly see the impact and use of all documents.

**Export or Import Documents:** Documents can be retrieved from Epicor PLM's protected electronic vault for external processing. At any time later, they can be checked in again. While checked out, drawings are labeled as 'locked', avoiding any modification conflicts.

**Document Linking:** Link product specific documentation, for example, electronic drawings and machine instructions for easy access and document control using document management.

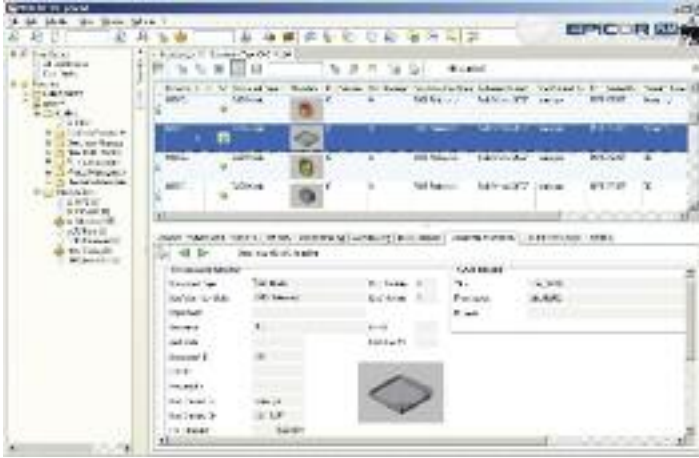
**Workflow Management:** Epicor PLM provides configuration functions that describe the rules for workflow state transitions.

### Change Log

Use document change logs for access to historical details of changes.

### CAD Integration

Integrate your PLM processes into each CAD program's native menu system. Your product data, versions, revisions and BOMs are directly transferred into the drawing title block, which is automatically updated whenever a modification occurs.



Create a view of the product integrated with engineering to manage the product from design through production.

### Sub-Document Management

Control and dynamically build documents or drawings that are comprised of multiple components (e.g., pictures, text, or other documents separately). This uniquely enables Epicor PLM to manage multi-level complex assembly documents in a single step.

### BOM Push from CAD

Push BOM data directly from within the CAD application to Epicor PDM.

### Updating Title Blocks

Automatically transfer changes to part master information onto the title block of any associated drawings.

### Revision Management

Manage version and revision of CAD documents.

### Automatic Generation of BOM

Automatically generate the BOM for a part from CAD files, including "where-used" information.

### Drawing Copies

Generate drawing copies in a neutral data format (e.g., HPGL and TIFF).

### CAD Systems Supported

Integration is available with a variety of CAD systems including AutoCAD®, Autodesk® Mechanical Desktop®, Catia®, Inventor®, ME10™, MEDUSA™, MicroStation®, PRO-CAD 2D™, Pro/ENGINEER®, Solid Edge®, SolidWorks®, and Unigraphics®.

### E-mail Integration

Epicor PLM supports Microsoft Outlook and IBM® Lotus Notes® e-mail packages, allowing you to store e-mail messages and file attachments in the secure vault and manage the distribution and access to those messages and files. This is critically important for managing customer relationships and adhering to legal and regulatory mandates.

## Microsoft Office Integration

Epicor PLM records documents at their place of origin and works fully integrated in Microsoft Word, Excel and other Office applications. Text documents or spreadsheets that have been drafted using these applications are directly stored in the database.

## Product Costing

As a manufacturer or distributor, you consistently monitor product cost and analyze profitability as a way to pass on cost savings to customers while staying competitive. Epicor offers the flexibility and accuracy needed to analyze product cost on a customer-by-customer, part-by-part, and job-by-job basis.

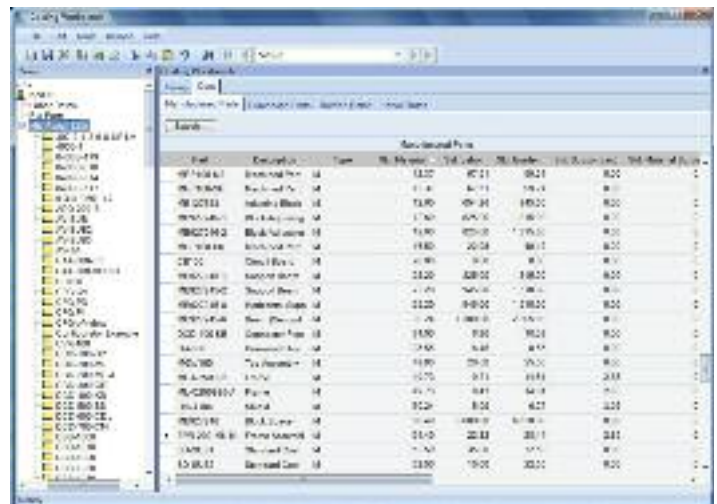
### Elements of Product Cost

Maintain elements of product cost in separate buckets, including material, labor, burden, subcontracting, and material burden cost. Costing methods include:

- Average cost
- Last cost
- Standard cost
- Lot cost
- FIFO cost

### Costing Workbench

Manage part costs in a single location. Specialized tools pull in the most recent costs and automatically perform cost rollups. Designed with full audit capabilities, the workbench offers variance analysis prior to posting new cost tables along with the effective dates of the costing changes. The costing workbench offers easy manipulation of resource, resource group, and operation cost.



Maintain and view costing by part type and cost type, and access this information throughout the system.

### Cost Set Grouping

Group multiple parts together for fast and easy periodic cost updates.

### Multiple and What-If Cost Sets

Manage multiple cost entries per part with effectivity date per cost set. Optionally generate what-if cost scenarios and review change analysis prior to posting.

### Part Cost Per Plant

Set up a unique cost set for each plant allowing part cost per plant to be closely defined.

### Cost Load

Pull in initial cost from previous cost sets and make changes for easier cost adjustments. Cost sets can be generated from alternate BOMs or routings for what-if scenarios.

### Cost Rollup

Generate a new cost for a product with an automated cost rollup based on the existing routing for the product and current cost values for material, labor, burden, subcontracting, and material burden. For complex parts with many assemblies, you can specify whether to roll up subcomponents.

**Costs Stored:** Besides material costs, additional costs for manufactured parts (for example, labor, burden and subcontracting) are stored and monitored within the BOM structure.

### Use Alternate Methods

Optionally use alternate routing in performing cost rollup. This is especially useful when generating what-if cost analysis.

### Cost Rollup Group Report

Print what-if changes prior to posting. Review proposed change detail including variance percentage.

## Product Configuration

Product Configuration enables on-the-fly configuration of highly customizable and dimensional products via a straightforward question and answer evaluation. Product Configuration can be accessed from quote entry, order entry, and job entry. It is Web-enabled, and is also available to disconnected users employing Epicor Mobile Connect.

### Approval

Formally approve all configurations before they can be put into circulation. When a configuration revision has been formally approved, it can be pulled into a quote, order, or job. An audit trail logs user ID and approval date.

### Bill of Materials

Tie a configuration to a BOM structure containing multiple options. Each option can also have rules attached. Rules are executed during entry of a configuration to correctly configure the BOM and routing.

### Revisions

Optionally create unique configurations and rules for each revision of a BOM. Configuration responses are stored with other product information for historical auditing and accuracy.

### Component Price Lists

Allows you to use the component level price lists as the product is configured.

### Copy/Paste

Allows users to copy configurator rules from one module to other (copy/paste).

### Screen Input Builder

Build custom screens in which product features and other inputs can be entered during quote and order entry. Form controls (e.g., fill-ins, combo boxes and toggle boxes) are used to prompt users for data.

### Dynamic Lists

Building conditional options is easy with dynamic lists.

### Generic Part/Multiple Rules

Allow use of the same generic part with multiple rules on multiple assemblies.

### Global Variables

Provides the ability to hold and use global configurator variables.

### Import/Export Configurations

Provides the capability to import/export configurations.

### Pricing

Calculate pricing as a product is configured. Either features/options or rules-based pricing can be applied.

### Options

Define the features and options of a product at design time, then customize during quote and order entry.



Build complex and flexible configuration models with attractive interfaces to customers.

### **Rules**

Build your own unique rules with an easy-to-use expression builder. Process rules during quote and order entry to create an accurate BOM from the features and options selected.

### **Add Comments to Rules**

Capability to add comments to document formulas used when creating the rules.

### **Keep When Rules**

Allows for a configuration at all levels of a part, but only for the subassemblies that are stored. Subassemblies have 'keep when' rules.

### **MRP Inclusion**

Configured parts can optionally be included within MRP to help manage mass produced custom product lines.

### **Excel Interface**

Optionally interface to Microsoft Excel to map values to tables instead of building complex rules within the configurator.

### **Ensure Rule Accuracy**

Test rules and inputs during design mode to eliminate surprises during processing. Full reporting is available as an audit trail.

### **Smart Part Number**

Build a smart part string during entry of a configuration to allow easy identification of the options selected.

### **Create Part Numbers**

Optionally create actual part numbers in the inventory master file using the configured smart part number. Creating the part automatically eliminates manual entry when a new part is configured and ordered.

### **Configured Parts within Configured Parts**

Deploying rules based configurations with configured components can be tricky. Epicor offers a solution for managing the complexities of these configurations with real business benefit.

### **Multi-Company Configured Parts**

Manages multi-company configured parts, with the ability to configure and sell an assembly in one company, and produce it in another.

# Planning and Scheduling

- Project Management
- Forecasting and Master Production Scheduling
- Material Requirements Planning
- Scheduling and Resource Management
- Advanced Planning and Scheduling

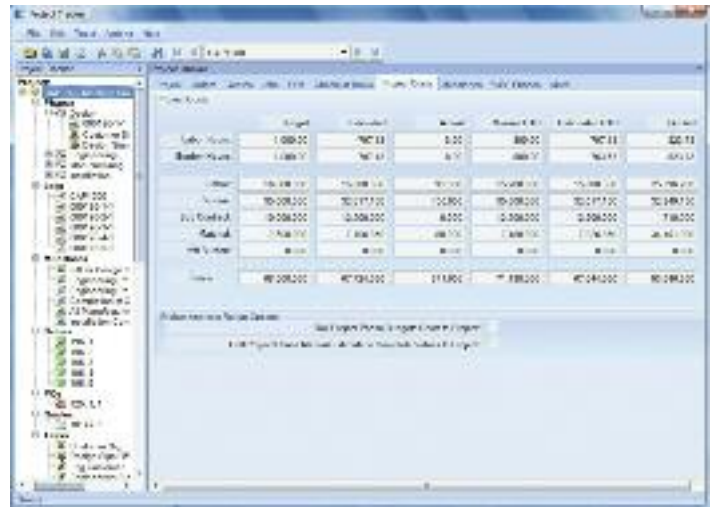
Performance-driven companies have mastered the art of predicting and responding quickly to changes in customer demand with minimal business interruption. Whether you are a global, multisite enterprise or a single site manufacturer or distributor, precise and flexible planning and scheduling is imperative to efficient and profitable operation. Epicor offers a comprehensive solution for forecasting, material requirements planning (MRP), scheduling, and advanced planning and scheduling to meet the needs of today's agile businesses. For companies with complex processes that require project management and resource management capabilities, Epicor Planning and Scheduling offers a comprehensive solution that is baked into the fiber of the product for unparalleled operational visibility.

## Project Management

Epicor Project Management is a comprehensive solution for project managers who plan and execute simple or complex projects that can require intricate multi-level phases as well as strict costing. Embedded within the robust capabilities of Epicor, Project Management utilizes the detailed estimation, planning, scheduling, costing, and supply chain logistics of Epicor for complete control and analysis (including cross analysis) of any project.

Supporting the needs of industries with large capital projects, Work Breakdown Structure (WBS) capabilities offer multi-level phases within a project. Fully embedded within Epicor, Project Management offers the robust Epicor scheduling engine for complete visibility and management of the project schedule. Additionally, the ability to accumulate and roll up costs for a WBS Phase to the main project, as well as support budgets, estimated completion values, calculated, estimated and actual costs accumulated at the WBS Phase level or at the project level. For complete visibility of costs and cross analysis, all of the costs are rolled up through the project structure. Added analysis offers cross project analysis of key elements such as a material class or labor type.

Bi-directional integration with Microsoft Office Project gives project managers an additional tool to use to easily manipulate the schedule and simplify the planning of any project.



Item	Quantity	Unit Cost	Total Cost	Estimated Cost	Actual Cost	Variance
Subcontract	1000.00	400.00	400,000.00	400,000.00	400,000.00	0.00
Material	1000.00	100.00	100,000.00	100,000.00	100,000.00	0.00
Labor	1000.00	100.00	100,000.00	100,000.00	100,000.00	0.00
Overhead	1000.00	100.00	100,000.00	100,000.00	100,000.00	0.00
Profit	1000.00	100.00	100,000.00	100,000.00	100,000.00	0.00
<b>Total</b>	<b>5000.00</b>	<b>160.00</b>	<b>800,000.00</b>	<b>800,000.00</b>	<b>800,000.00</b>	<b>0.00</b>

Stay on top of project status and costs with Project Tracker. Built with visual indicators and drill down functionality, Project Managers can quickly analyze the status of projects.

### Multi-Level Work Breakdown Structures

Large capital projects require detailed definition that supports the cost structure and planned schedule for the project. Project Management supports multi-level phases within a project to offer project managers the ability to visualize complex projects and roll up costs at appropriate levels; project, parent phase, or child phase.

### Project Generation

Define all project components as part of a logical, cohesive plan. A project can be generated at the quote, sales order, or after the contract has been signed with the customer.

### Project Budgets

Dynamically calculate quoted costs and current estimated costs based on the work breakdown structure as well as manually entered budgets and estimated completion values.

### Project Inventory

Assign specific inventory to a project through the projects unique inventory location.

### Microsoft Project Integration

Epicor supports a bi-directional integration with Microsoft Office Project. Create new or import and update Epicor project phases and tasks from within Microsoft Office Project then upload them in Epicor. Tracking unique data or descriptions within your project, Project Management lets you upload them too. Optionally use template projects and project phases for faster project planning.

### Associate Multiple Internal Contacts With the Project

Identify groups to automatically receive e-mail alerts when important project transactions occur (e.g., when a particular project milestone is completed) in addition to identifying critical project personnel.

### Project Schedule

Calculate project start and due dates by project, by phase, by jobs within a phase or by job assembly, all the way down to individual job operations. A task bar on the scheduling screen displays the job operation's current percent complete. Labor reported against the job operation incrementally increases the percent complete total and decreases the remaining total hours. Projects can be scheduled using either the Scheduling system or Microsoft Project.

### Business Process Management

Supporting strict standards in production process definition, Epicor Business Process Management (BPM) gives project managers a tool to define and automate their unique business processes for project definition, approvals, and production standards, through to delivery and finance.

### Invoicing

Generate progress and milestone billing, so you can invoice your customer and optionally defer the revenue and cost of sale, recognizing them at various stages in the project. Invoices can be generated based on a fixed date, fixed amount, user-defined stage of project completion, or user-defined cost-to-date.

### Project Analysis

With predefined project cost analytics, plus user-defined analysis codes, consolidate and extract any project cost metric—including complete rollups of all cost transactions related to the project or project phase (e.g., job materials, job operations, quote estimates, and sales order information).

### Cost Analysis

Begin cost analysis with the quote. Quoting allows project analysis of potential projects in the design stage, before the project even begins. The project tracker displays real-time costs for all associated transactions, at the project or phase within the project. For tighter in process management of project costs, project managers can compare to manually entered budgets, maintain cost to complete metrics, and review system generated cost to complete metrics.

### Revenue Analysis

Easily perform revenue analysis for progress or milestone billing. Epicor Enterprise Performance Management (EPM) streamlines the process with user-defined buckets for revenue analysis (e.g., quoted revenue, current revenue, quoted margin, and current margin).

### Revenue Recognition Workbench

Use the Revenue Recognition Workbench to automate revenue recognition and process the various milestones and contractually defined billing points on a project. You can generate journals for revenue recognition based on the costs produced from the Project Analysis during the life of the project. The journals can be reversed once the project is completed.

### Advanced Project Analysis

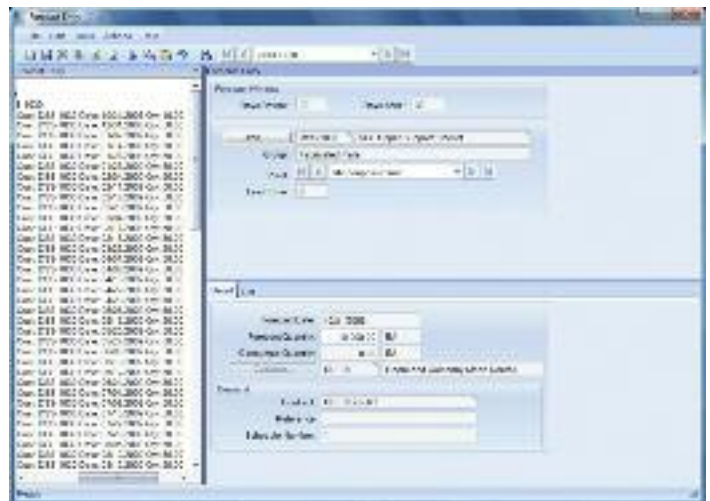
Supporting the needs of many industries, Project Management offers robust data analysis and cost rollups as well as project analysis "snapshots" for progress comparatives against historical.

### Responsive Visibility

Modify a project at any time, offering ultimate flexibility to the project manager. User-defined workflows and check off/approval requirements are standard. Throughout its lifetime, all aspects of the project are entirely transparent.

## Forecasting and Master Production Scheduling

Forecasting and Master Production Scheduling (MPS) in Epicor are designed to assist manufacturers and distributors with both day-to-day control and long-range planning and decision making. Forecasting and MPS support your business strategies, as well as those businesses that operate multiple, mixed-mode strategies simultaneously. Forecasts can be generated from multiple historical sources (e.g., sales, invoice, and inventory usage history).



Display a forecast by customer and part number with information imported from a variety of sources.



### Manual Forecast Entry

Manually enter forecasts for companies, plants, customers, dates, and parts. Users can cut-and-paste from other applications into the forecast system.

### Forecast Export

Export historical information to third-party applications for the calculation of forecasts.

### Forecast Import

Import forecasts from other applications or customers. Import options allow forecasts to be broken down by part, customer, plant, date, and company. This import can be additive, update the existing forecast, or a complete clear and re-load.

### Forecast Methods

Epicor EPM offers a number of forecasting methods:

**Focus:** A simulation technique where forecasts from the past are simulated, using several simple or statistical algorithms, and then compared to what really happened in the past. Six different strategies are available:

- Past periods this year
- Moving averages
- Past periods last year
- Straight line
- Growth over last year
- Exponential smoothing

**Statistical:** A method which uses mathematical algorithms to fit curves to the historical time series. Three different strategies are available in the strategies dialog box when you choose statistical:

- Moving averages
- Exponential
- Straight line

### Forecast Buckets

Bucket forecasts in any way: daily, weekly, monthly, yearly, etc.

### Forecast Analysis

Forecast any number of variables (e.g., revenue) rather than just forecasting product units. Forecasting allows any number of tiers to be forecast and analyzed (e.g., forecasting product units by company, state, city, and customer).

### Inter-Company Trading

Dynamically accept forecasts from other companies within the enterprise. This allows companies to give visibility to the supply company of future demand without needing to raise a firm inter-company order.

### MPS Entry

Manually enter or cut-and-paste MPS from other applications.

### Forecast to MPS

Automatically generate the MPS for forecasting.

### Driving Capacity and Raw Material Procurement

Make and alter MPS decisions based on constraints. Both forecasting and MPS can independently drive future demand.

## Material Requirements Planning

Built for the needs of the single site as well as extended enterprise, MRP offers cross plant and cross company planning. Enhanced to offer plant source as well as product group sourcing of materials and assemblies, MRP automatically and visually extends the enterprise to efficiently manage supply and demand.

### Forecast

Enter general part forecasts or specific customer/part forecasts. MRP consumes the forecast with actual orders as they are received. View lower-level component requirements with long lead-times before the end part is released.

### Manual Forecast

Manually enter forecasts for companies, plants, customers, dates, and parts as well as cut-and-paste from other applications into the forecast system.

### Forecast Export

Historical information can be exported out to third-party applications for the calculation of forecast.

### Forecast Import

Import forecasts from other applications or customers. Import options allow forecasts to be broken down by part, customer, plant, date, and company. This import can be additive, update the existing forecast, or a complete clear and re-load.

### Master Production Schedule

Enter production forecasts for specific end parts using the MPS function. Perform an iterative process of entering a planned schedule, viewing the effect on your resources, then modifying the plan until you have achieved an optimal schedule.

### MRP Generation

Run MRP with either net change or full MRP regeneration options. The MRP generation process balances the demand of customer orders and forecasts with the supply of jobs. As orders and forecasts change, MRP automatically adjusts corresponding jobs so you are in balance. MRP even reschedules your plant for you.

### Log File

See what changes were made by MRP in the log file.

### Material Planning

Create purchase order suggestions for inventory and purchased parts that are needed to complete production. Use lead times and vendor price breaks to determine when the part should be ordered and at what price.

### Material Requirements Planning Technical Reference

Explore how the MRP engine calculates both job suggestions and purchase suggestions. The guide examines, in detail, the primary components that make up the MRP engine, the base calculations that run the engine, and the modifiers used to refine the suggestion results.

### Dynamic Lead-Times

Take into consideration variables such as the batch size, production calendar for a resource, the run rate of the resource utilized and the availability of material flagged as constrained in production schedules.

### Part Planning Tools

Account for production prep, kit, and receipt time. Use this to derive appropriate lead-time for producing the product in addition to cycle-times required to produce the product.

### Planning Horizon

Review the planning horizon of a part or resource, then plan to, but not beyond the horizon, preventing premature planning.

### Multisite

Run MRP for all plants or for individual plants within a company. Changed schedule dates roll down to all subcomponents—even those being manufactured in another plant.

### Multi-Level Pegging

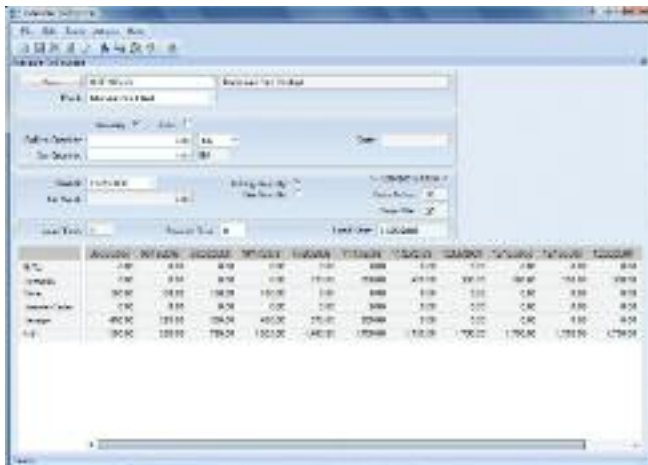
Analyze all the supply and demand in your system, then peg each supply against demand, prioritized by due date. Because supply is calculated for every inventory item from all possible sources—regardless of whether demand exists—you are alerted to items that may be overstocked or obsolete.

### Sourcing By Plant

Define a unique source per part or plant—whether its default sourcing is purchased, produced, or transferred. What is produced in one location may be purchased—or transferred in—from another.

### Available-to-Promise

View running balances with the available-to-promise function. Enter a quantity, and the system will find the earliest date that quantity will be available. Enter a date, and see how many parts are available on that day. MPS, forecast, order, and planned receipt quantities are visible to help you in your production planning tasks.



Check supply and demand of a part with Available-to-Promise functionality.

### Planning Types

Maximize your planning accuracy with multiple types of inventory planning, including minimum/maximum/multiple, days of supply and run out.

### Short Horizon Days of Supply

To optimize MRP performance, a Short Horizon Days of Supply field is included within the Part Maintenance program on the Plant Detail sheet. This field defines a material value that will be used when MRP determines that the needed materials falls within the Short Horizon. Here's how this is calculated:

- If that day is  $\leq$  Schedule Start Date + Short Horizon Days, then the Short Horizon Days of Supply value will be used for the materials.
- If the date is  $>$  Schedule Start Date + Short Horizon Days then the Standard Days of Supply value will be used.

### Short Horizon Planning

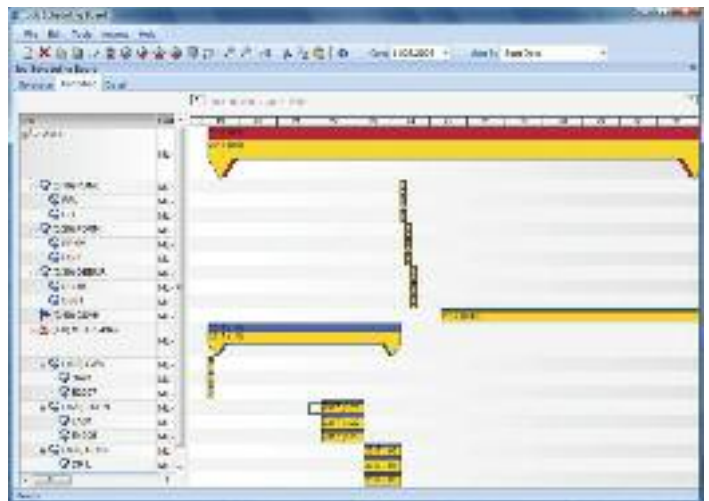
The Part Maintenance program includes the Short Horizon Planning functionality. The Part-Plant sheet contains the following fields: Horizon Days, Min Lot Size, and Max Lot Size.

### Bill of Materials

MRP checks the revision level and verifies approvals before pulling in a standard BOM and routing. For parts that do not have a current approved revision, a job suggestion is created in the new/change order queue to help ensure requirements are not lost.

## Scheduling and Resource Management

Multiple resource views and online scheduling tools such as the change impact informer offer the master scheduler and manager the ability to visually locate overload problems and slack conditions, then perform cost and throughput analysis on schedule changes before they are firmly committed.



Manipulate the schedule directly from a sophisticated, drag-and-drop visual scheduling board.

The scheduling engine uses several factors that affect production quantity, setup time, production time, capacity, priority, and so on to calculate how long it will take each job to complete. It then displays the schedule through the Job Scheduling Board, the Resource Scheduling Board, and the Multi-Resource Scheduling Board.

### **Production Scheduling Board**

Easily manipulate the schedule with drag-and-drop and drill-down techniques for multi-level assemblies and operation details. A main control center for scheduling resources graphically displays schedule by job, resource, resource group, or entire plant. Dynamically change the timeline of the view to see short-run operations and analyze the impact of long running operations instantly.

### **Alerts**

View indicators, such as late status and material availability, to proactively alert the master scheduler to potential problems in the schedule. Optionally customize colors to denote actual, what-if, or delinquent load by job or operation.

### **Finite Scheduling**

Schedule and reschedule with flexible, finite real-time schedule capabilities for a single job and plant-wide global finite capacity. Features include job locking for key operations or jobs, user-defined priority, and capacity load leveling by resource and resource group.

### **Start Time**

You can define a Start Time for this scheduling process. This feature lets you run Global Scheduling during the current date, as you can indicate from what specific point in time the global finite scheduling process will begin. Previously this function only allowed you to begin Global Scheduling on the next day.

### **Drag-and-Drop**

Drag-and-drop scheduled load hours forward or backward to alleviate the overload and effectively reschedule when faced with overload conditions at critical resources or resource groups.

### **Operation Complete Quantity Displayed**

The Job Scheduling Board, Resource Scheduling Board, and Multi-Resource Scheduling Board all have an Operation Complete Quantity field on their Detail sheets. This field displays the number of parts that are so far complete on the current operation.

### **Operation Complete Time Displayed**

Both the Job Scheduling Board and Resource Scheduling Board display the Operation Complete Time value after you move an operation. This shows you the amount of time that is left to complete the operation.

### **Overload Informer**

Display each date and resource/resource group, where scheduled hours exceed capacity based on what-if or actual job schedules. Access resource, resource-group, and job

scheduling information to review the causes of an overload and make schedule changes as needed.

### **Multi-Level Assemblies**

Manage complex assemblies by matching the schedule to actual production output. From branch- and component-level rescheduling to final assembly, Epicor ensures that all components are on time and that nothing slips through the cracks. Visually explode high-level components to view lower-level component schedules.

### **What-If**

Schedule jobs in a what-if mode, with the ability to analyze potential bottlenecks before finalizing the actual schedule.

### **Setup Grouping**

Use setup groups to streamline your setup processes. Dynamically assign grouping based on the criteria you define.

### **Capabilities with Zero Priority**

When you schedule by capability, the Scheduling Engine selects resources by the Priority value defined for each capability. You can assign a zero value to a capability's priority. Any resource that is defined by this zero priority will not be selected by the Scheduling Engine. It will, however, be available to use as a resource on the Start Activity or Labor Entry windows.

### **Change Impact**

View the potential changes for cost and throughput to the schedule after creating what-if scenarios.

### **Dual Resource Constraints**

Use a secondary resource constraint (e.g., a tool or employee) in finite capacity scheduling in addition to the primary resource.

### **Conditional Forward Schedule**

Optionally allow the system to perform a forward schedule based on a start date of today when performing a backward schedule if a current date is encountered.

### **Resource Group**

Define an unlimited number of resources within a resource group. Resource groups can be used in the planning process with the actual resource assigned automatically based on availability of individual resources. Resources may have unique calendars, and values for hourly/daily capacity, queue-and move-time.

### **Finite Load Horizon**

Prevent the schedule from making adjustments too far into the future—potentially impacting material purchases and resource allocations—with finite load horizons (i.e., time fences or cutoff dates) for finitely scheduling load on the resource.

### **Resource-Based Schedule**

Develop a schedule for each individual resource deployed in the schedule.

### Reschedule Delta

Optionally automate the system's response to parts that are planned to be early or late by a threshold number of days.

### Rough Cut Scheduling

Keep an eye on the future with Rough Cut Scheduling. Rough Cut Scheduling is deployed to offer visibility of future production without taxing system resources.

### Rough Cut Scheduling - Save Resource Load

Use the Save Resource Load program to add load to jobs that have been scheduled using Rough Cut Scheduling. This scheduling method lets you infinitely or finitely schedule jobs without placing any load against your resources.

### Scheduling Blocks

Account for periodic processes with scheduling blocks. Scheduling blocks offer definition of periodic setup needs such as tool changes or other processes.

### Global Scheduling Component Process

The Global Scheduling process is divided into three components. You must run these components in the following order to globally schedule your jobs:

- Calculate Global Scheduling Order: This program is a setup process you must run before the Global Scheduling process. Each time this process is run, it will schedule any job that is a candidate for the Global Scheduling process. This process determines if each job will be early or late. This Early Days or Late Days value is then compared against the Priority code value on the job to determine a job priority sequence. The Global Scheduling process will then schedule these jobs in using this generated job priority sequence.
- Adjust Global Scheduling Order: This is an optional component you can run. Launch this program to review the job priority sequence that was generated through the Calculate Global Scheduling Order process. You can use this program to manually change the sequence through which these jobs will be scheduled during Global Scheduling.
- Global Scheduling: Run this process to schedule the jobs. All the jobs selected by the Calculate Global Scheduling Order process will be placed within the schedule, either on the actual schedule or on a What-If schedule. The jobs will be scheduled in order using either the sequence generated by the Calculate Global Scheduling Order process or the modified sequence you changed within the Adjust Global Scheduling Order program.

### Material Constraints Displayed

Both the Multi-Resource Scheduling Board and the Job Scheduling Board indicate which materials are constrained. On both scheduling boards, the Related Materials grid now contains additional columns that display this information. One

column indicates whether or not the material is constrained. The other columns define the purchase order, job, and lead time linked to the constrained material.

### Scheduling Technical Reference Guide

Explores how the scheduling engine calculates the schedules for your jobs. The guide examines, in detail, the primary components that make up the scheduling engine, the base calculations that run the engine, and the modifiers that can be used to refine the scheduling results.

## Advanced Planning and Scheduling

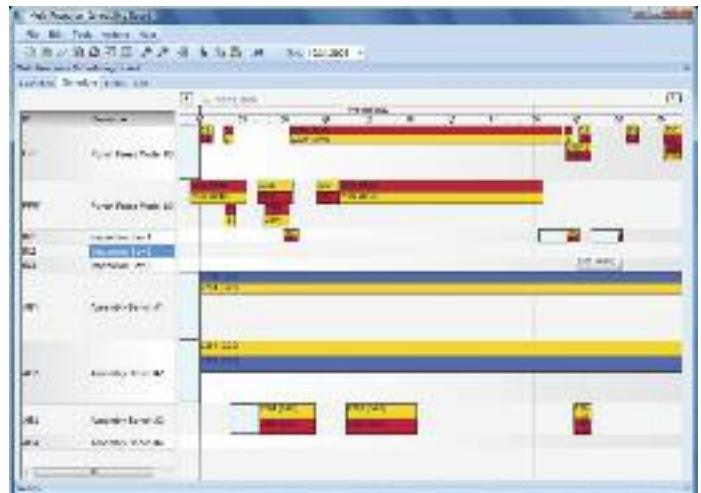
Available as an extension to Scheduling, Epicor Advanced Planning and Scheduling incorporates the strength of the Scheduling engine and enhances it with advanced functionality such as multiple constraint scheduling, a wide range of scheduling methods, visual drag-and-drop scheduling, capability and dependent capability-based scheduling, real-time capable-to-promise functionality, and advanced material planning functionality.

### Capable-to-Promise

Easily manage customer expectation with real-time capable-to-promise functionality in Order Management. Enabled with APS, Epicor capable-to-promise uses the scheduling engine to determine accurate promise dates and offers order processing single click confirmation or order cancellation based on the projected due date.

### Multiple Resource Scheduling Board

Easily manipulate the schedule with drag-and-drop manipulation and drill-down techniques for multi-level assemblies and operation details. A main control center for scheduling resources graphically displays schedules for a group of resources in one screen. Dynamically change the timeline of the view to see minute operations and analyze the impact of long running operations instantly. Add memos to a schedule on the Multi-Resource Scheduling Board about any aspect of a current schedule.



Consider production resources and create a visual finite schedule for improved schedule accuracy.

### Multiple Constraints

Set up every operation with multiple constraints or resources (e.g., machines, tools, skilled labor, raw materials, or available subassemblies).

### Resource Eligibility

Define resources within a specific resource group with individual characteristics to improve scheduling accuracy.

### Automated Scheduling by Capability

Define a capability or skill level that can be tied to multiple resources rather than a resource group or individual resource in the planning process. The APS engine then determines, based on the available resources, which individual resource to schedule for the operation.

### Dependent Capabilities

Link dependent capabilities that the scheduling engine schedules along with the primary capability when operations require dependent skills to perform the operation.

### Finite or Infinite Capacity

Define each resource with either finite or infinite capacity. When a piece of the schedule is moved, the resource is rescheduled according to its type.

### Minimum WIP Scheduling

Use a unique scheduling algorithm designed to minimize work in process by scheduling a job to ship as early as possible. APS then back schedules to start working on the job as late as possible.

### Dimensional Planning

Schedule by volume and quantity using dimensional planning that is not time constrained.

### Rate-Based Scheduling

Schedule cells based on production throughput rates rather than time.

### Material Constraints

Consider material availability as a scheduling constraint. Integrated directly with Inventory and Purchasing, the APS system knows when material is due and schedules accordingly.

### Advanced Material Planning

Increase throughput by considering material and component availability as a constraint. Advanced material planning, an integral feature of APS, facilitates intelligent stocking and procurement of material requirements.

The schedule function recognizes materials earmarked as constraints, gives the master scheduler material availability, and considers supplier calendars for a more realistic schedule.

### Change Impact Analysis

See the immediate impact of proposed changes on other orders to make informed decisions about desired changes.

### Time Adjustment

Automatically take into account resource utilization and resource group efficiency for more accurate load calculation.

### Optimization Rules

Generate a schedule based on rules assigned to individual resources.

### Balanced Optimization

Concurrently consider priority, slack time, and setup time when determining load balance.

### Single Cell Scheduling

Schedule an entire job or assembly within a single work cell.

### Unlimited What-If

Create unlimited what-if scenarios to view the effect of changes on your shop floor.

### Multi-Plant Communication

Ensure that interdependent plant schedules are coordinated.

## Multisite Management

Best-in-class enterprises are outpacing their competitors today with new initiatives to drive out redundancies and improve lead times. Maximizing the use of your internal supply chain can be a key differentiator. Not only are manufacturers and distributors looking for new tools to oversee multi-plant operations, they are also looking to maximize the use of existing resources. Alternative production methods management helps optimize the production processes for specific parts in each plant, based on the resources available. Another optimization tool includes the transfer of material or semi finished components to another plant for completion.

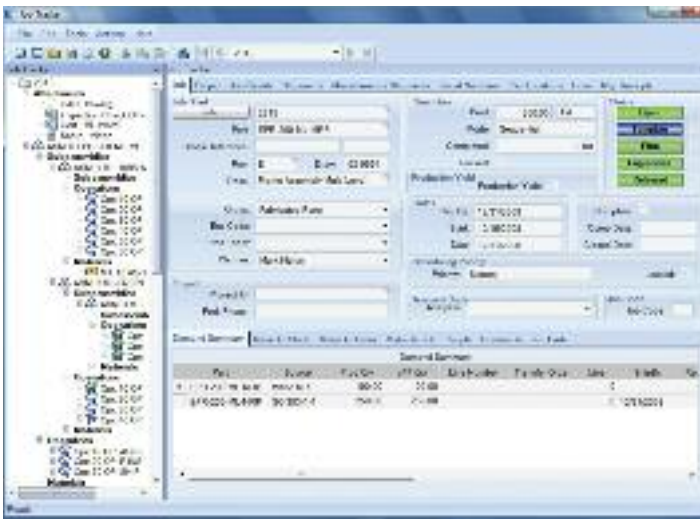
# Production Management

- Job Management
- Lean Production
- Manufacturing Execution System
- Quality Assurance
- Advanced Quality Management

Whether you manufacture complex solutions or simple products, you need strong production control in order to build a competitive advantage. As the global marketplace continues to shrink profit margins and customers become more demanding, businesses are looking for agile solutions that can provide the infrastructure they need to respond quickly and efficiently. Epicor offers a comprehensive solution for make-to-order, mixed-mode, make-to-stock, engineer-to-order, and configure-to-order manufacturers; including light assembly features for distribution businesses. Modular in design, the production control suite of modules include Job Management, Lean Manufacturing, Manufacturing Execution System (MES), Quality Assurance, and Advanced Quality Management.

## Job Management

Job Management is a comprehensive production control solution designed specifically for the planning, routing, scheduling, costing, and tracking of products; including assembled, manufactured, and semi-finished products. It includes innovative tools for better planning and costing with historical run analysis that compares estimates to actuals on a run-by-run basis. With Epicor Job Management, users can more easily identify wasted processes and continuous improvement opportunities on the production floor for maximized profitability.



Provide detailed information to the plant floor about every aspect of a job.

### Planning Workbench

Access all job related actions in a single view—the creation of new jobs, changing job requirements to match changing demand, and allocating and reallocating jobs to satisfy changing customer demand. The planning workbench allows seamless access to the scheduling board for more detailed job management.

### Job Manager

Quickly review the relationship between production jobs and demand. Make changes to the production plan to accommodate new and changing demand.

### Production Planners Workbench

The Production Planners Workbench is a dashboard that provides an overview of the material shortages of the selected jobs. Although this information is already available in each job this overview gives the job planner a tool to quickly gather information for multiple jobs at once.

### Job Costing

Compare actuals to estimates online, review job costing for materials, material burden, subcontracting, operations (labor/burden), and compare projected and actual billings for profitability analysis. Job costing can be performed on a job-by-job, customer, part product group, or overall company basis.

### Order-to-Job Linking

Handle one job or one delivery, one job or multiple deliveries, blanket production runs, and internal work orders to build parts to finished goods inventory.

### New/Change Order Notifications

Verify that orders or changes don't fall through the cracks for viewing and selecting new orders and change orders from job entry. Optionally track all job changes via user ID, date and description.

### Drag-and-Drop Interface

Simplify the planning process. Use a tree interface to easily drag-and-drop components, operations or direct materials from another quote, BOM or previously run job.

### Planned Overproduction of Assemblies

Produce and auto-receive overproduction quantities to inventory.

### **Yield Scrap**

Everyone has it. Yield Scrap. This functionality offers the ability for scrap reporting at an operation to affect the estimated production quantity of subsequent operations if the scrap exceeds a predetermined scrap allowance. Some users may just want a warning others may want automated predefined actions.

### **Assemblies**

Produce routings, costing, and tracking of single or multiple-level parts.

### **Scheduling**

Schedule jobs based on forward, backward, what-if, finite, and infinite capacity.

### **Backflush**

Backflush labor and/or materials for a single assembly, branch, or an entire job.

### **Job Tracker**

Review a specific job, and check the status of all assemblies, operations and materials, including subcontract status.

### **Productivity**

Track and analyze efficiency and utilization figures by employee, operation, work center, and department.

### **Quality Control**

Extensively track and analyze scrap, rework and added operations.

### **Material Shortage Indicator**

Query material availability at the time of job entry to determine whether jobs can be started within the scheduled time period.

## **Advanced Production**

Advanced Production deploys batching technology that enables users to group multiple parts or operations together for key production processes. The result of this batching process is a single reporting entity or job for simplified scheduling, tracking, and reporting of labor and materials on the plant floor.

The functionality of Advanced Production is available in the job planning and resource scheduling functions within Epicor. Both planned and “on-the-fly” grouping provides powerful flexibility to end users. Additionally, users can select to plan sequentially—one operation after another or concurrently—operations to be complete at the same time for nested operations.

### **Support For Co Product Production**

Offers simplified production of co or dependent products in the same production run.

### **Support for Nested Product Production**

Offers simplified production of nested or products of the same material or process in the same production run.

### **Part and Operation Batching**

Easily link multiple operations from the same part of different parts to be run either sequentially or concurrently.

### **Visibility of Production Batching**

Single source production enables full visibility and tracking of source operations and parts.

### **Accurate Cost Control**

Material and production costs are applied accurately to multiple jobs as production is complete. Simplified labor entry allows plant floor employees to enter quantities for multiple parts in a single step.

### **Simplified Plant Floor Interface**

Single reporting entity enables multiple part quantities to be entered in a single plant floor interface while accurate labor and burden cost is accurately applied to each batched part and operation.

### **Concurrent or Subsequent Flexibility**

Flexible to handle multiple production requirements, user can select to either link parts and operations concurrently—to be run one after another or concurrently—at the same time.

### **Single or Multiple Operations**

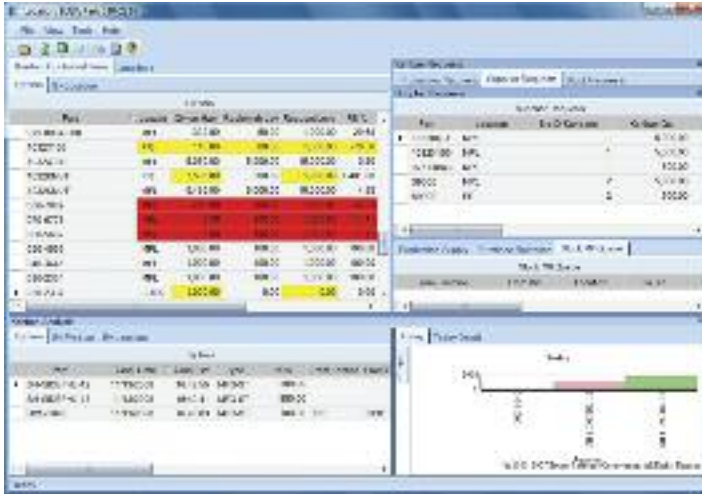
Flexible to handle multiple production requirements, user can select either a single operation for linking or to link an entire job.

## **Lean Production**

With increased global competition and the demands of an online supply-chain, customers have more influence than ever before. Customers are, demanding greater product flexibility, smaller, more frequent deliveries and higher product quality, at a lower price.

Businesses are widening the scope and focus of lean principles to encompass all processes that contribute to the bottom line. The true benefits of lean thinking will only be fully realized when the entire enterprise adopts the lean ideology.

Specific functionality has been developed in Epicor for plant floor operations that are adopting work order less Kanban manufacturing strategies in part or fully to pull rather than push products through the manufacturing process. Epicor Lean Manufacturing Kanban functionality supports this.



Manage electronic queues for Kanban control with the Kanban Monitor. Optionally display on the plant floor information about current Kanban records in a dashboard format.

### Manufacturing without Work Orders (Kanban Flow)

Epicor embedded Kanban functionality (i.e., a signal to manufacture or move product) offers the functionality required to manage several types of systems for Kanban control. As inventory levels or order demand require additional product, Kanbans, such as manufacturing real-time Kanbans, manufacturing flow Kanbans, purchase real-time Kanbans, and stock replenishment Kanbans, are automatically requested. The Kanban manages the stocking and order demand for parts flagged as needing Kanban control. User-defined rules enable parts to be flagged for Kanban control at the part, warehouse, or individual bin or cell location level.

### Cell-based Inventory

Manage, plan, and replenish materials within a cell.

### Real-time Manufacturing Kanban

Eliminate work orders and reduce on-hand inventories as parts are electronically triggered for replenishment as needed with real-time manufacturing Kanbans. Instead of planning for each order that is processed, parts are pulled through production as inventory or cell stocking levels fall below minimums. The cell is visually queued to produce based on the Kanban quantity for the part at its warehouse, bin or cell location.

### Manufacturing Flow Kanban

View future demand to dynamically calculate future replenishment Kanbans with the manufacturing flow Kanban. This gives downstream cells and suppliers visibility of future demand (although the actual Kanban events may differ during execution). As Kanbans are acted on, the downstream demand requirement is dynamically updated. All cells and suppliers have up-to-date visibility of future demand.

### Real-time Stock Replenishment Kanban

Move inventory as it is needed in a particular manufacturing cell, shipping area or customer consignment location with the real-time stock replenishment Kanban using automatic triggering of stocked inventory.

### Real-time Purchase Kanban

Use the real-time purchase Kanban to replenish directly from the supplier and notify purchasing that a stock replenishment is required. Automatically send an e-mail to the supplier requesting additional inventory against an open purchase contract. Inventory can be received to the main stores, or directly to the production floor. Real-time purchase Kanban automates the replenishment of material from vendors and provides for visibility of current supply requests.

### Automated Material Flow

Authorize supplying cells to make a predefined quantity of an item being "pulled" by using operations.

### Support for Hybrid Approaches to Lean

Employ a phased approach to implementing lean practices for tracking material, MRP and Kanban in a mixed environment. By offering manufacturers the choice, at the part location level, how the part will be managed, manufacturers can more easily migrate to lean, while synchronizing MRP and Kanban execution.

## Manufacturing Execution System

The Manufacturing Execution System is an easy-to-use, online system for the plant floor that allows plant-based transactions real-time visibility throughout the Epicor solution. This easy to use interface is developed for end users and offers options of deployment that include touchscreen monitors as well as bar coded enablement to simplify data entry while reducing mistakes.



Automatically collect and report the status of jobs on the plant floor in real time.



Epicor MES provides accurate labor reporting, a vital concern in job costing and job status. Online transaction tracking gives management a current picture of what is occurring on the plant floor by employee and job.

Integration with Epicor Job Management, Scheduling, Quality Assurance, and Advanced Material Management eliminates dual entry and provides online, real-time views of the latest plant floor scheduling priorities. In addition, integrated document management allows plant floor access to needed documentation including product drawings, process documents—even multimedia videos of difficult to explain processes.

#### **Flexible Data Entry Technology**

Use touchscreen, mouse, bar code, or keyboard interface to update labor information from the plant floor. Eliminate data entry mistakes and increase transaction speed by simply scanning a bar code tag to complete a transaction.

#### **Document Management**

Incorporate employee pictures, product and process documents, including product CAD/CAM drawings or even video instructions on how to perform a process.

#### **Work Queue**

Provide employees with prioritized work schedules and make information directly available to the plant floor.

#### **Multiple Languages**

Display the Manufacturing Execution System screens in the employee's primary language.

#### **Distributed Hours**

Automatically split labor hours across multiple jobs being worked on simultaneously by an employee. Likewise, split resource or machine hours when two or more employees work on the same resource.

#### **Quality Reporting**

Capture rework and scrap reason codes, along with miscellaneous employee comments from the plant floor. Use the Quality Assurance options to report setup inspection, first article, piece counts, and more.

#### **Shop Warnings**

Shop warnings appear in various locations throughout the system when certain conditions exist or certain events occur. They are intended to keep supervisors informed of a job's status or an employee's performance.

#### **Grace Periods/Multiple Shifts**

Manage clock-in and clock-out periods with adjustments made for user-defined grace periods. Accommodate split and staggered shifts.

#### **Trackers in the Plant**

Users can access online trackers on the plant floor from within MES. From Job Tracker, Order Tracker, Customer Tracker, Shipment Tracker, and more are available based on login and secure access.

#### **Shop Tracker**

Access who's here, who's not here, current work center activity, as well as user-defined alert conditions from the plant floor.

#### **Shipping and Receiving**

In combination with Advanced Material Management, maximize responsiveness in the warehouse with Shipping and Receiving functions from within MES.

#### **Inventory Management**

In combination with Advanced Material Management, maximize responsiveness in the warehouse with Inventory functions such as adjustment, material issues, physical inventory counts from within MES.

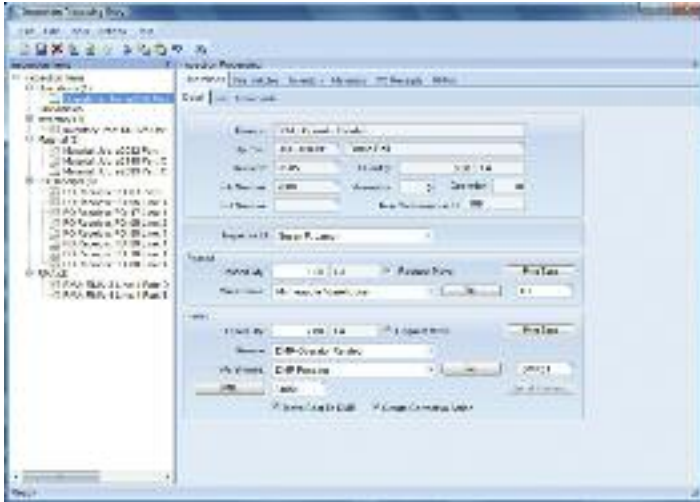
#### **Material Handling**

In combination with Advanced Material Management, maximize responsiveness of material handlers with material move queues and give operators the ability to request in process WIP moves of product from one location to another, maximizing control of in process products while reducing delays. Additionally, move WIP products into inventory storage locations or stage WIP at the next resource based on available space and time. Quickly and accurately identify WIP and inventory containers with system generated bar codes.

### **Quality Assurance**

Extending your solution with Quality Assurance ensures that complete visibility of quality operations including visibility of items in the quality process. Accurate costing demands that products moved through quality accurately reflect their value and are removed from appropriate WIP. Additionally, this module includes processes for supplier returns with links to Accounts Payable for automated debit processing; closing the loop on traceability of products in and out of quality within the plant.

Tie together all quality functions, whether it's scrapping end parts, rejecting raw materials or tracking first article inspections. Inspectors have queues of items to inspect with full disposition and corrective action follow-up. Plant floor employees can flag parts as nonconformant, which moves them into an inspection queue. Parts that fail inspection may be flagged for review by a material review board.



Record and track quality data to fulfill customer requirements and promote continuous improvement.

### Inspection Workbench

Monitor WIP, review all inspections in priority and automatically take action on those requirements from the inspection workbench. Inspectors move passed parts back to jobs and failed parts into discrepant material report (DMR) processing, or they simply scrap them.

### Nonconformant Records

Create a nonconformant record (NCR) for all nonconformant parts. From a job, shop floor employees automatically create an NCR when they scrap an end part or raw material. Inventory personnel create an NCR when they scrap parts from inventory.

### Non-Netting Bins

Use non-nettable bins to keep parts undergoing inspection or on-hand quantities.

### Discrepant Material Report Processing

After failing inspection, create a DMR to provide the MRB with an online queue of parts that need to be dispositioned.

### Corrective Action

Create and track all preventive and corrective actions online. With due dates, audit sign-offs and unlimited comments, corrective actions provide for follow-up of quality issues.

### Material Review Board

Disposition parts by an MRB after failing inspection. Online documentation provides an audit trail of MRB actions.

### Cost of Quality

Generate cost of quality reports to identify how much quality problems are costing you, whether parts are scrapped from inventory, a job or receipt inspection.

### Packing Slips

Print a customizable packing slip for all parts returned.

### Debit Memos

Create a debit memo in DMR processing and it is automatically tied to accounts payable.

### Audit Trails

View inventory transaction detail occurring in inspection and DMR processing with the material transaction detail report.

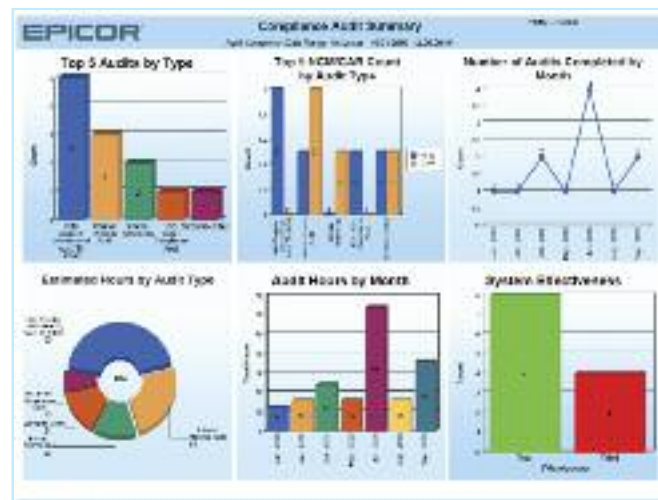
### Certificate of Compliance

Businesses are increasingly requiring detailed compliance documentation. Depending upon the industry, this documentation is commonly referred to as Certificates of Analysis (COA), Certificates of Quality (COQ), or Certificates of Compliance. To help manage this documentation, Epicor includes the ability to check for Certificates of Compliance at receiving of materials from suppliers, receiving of in process parts from outside operation suppliers, and before shipping products to customers.

## Advanced Quality Management

Epicor Advanced Quality Management (AQM) provides the foundation for significant productivity improvements and cost reductions across your entire enterprise. This solution includes Product and Process Documentation, Customer and Supplier Management, Nonconformance and Corrective Action capability. These modules provide a complete framework for compliance with regulatory and industry standards, including ISO, automotive (TS), aerospace (AS), and FDA (21CFR 11) requirements.

At the same time, you can manage financial processes for warranty issues, audit results and approval trails, which are reporting requirements for Sarbanes-Oxley and TREAD Act compliance.



Improve performance with timely monitoring of audit metrics.

### **AQM Core Solution Set**

Epicor AQM provides the foundation for significant productivity improvements and cost reductions across your entire enterprise. This solution includes Product and Process Documentation, Customer and Supplier Management, Nonconformance, and Corrective Action capability.

### **AQM Compliance and Audit**

Industry and regulatory compliance requires three basic capabilities: process control, documentation and visibility. The Compliance & Audit solution, implemented in concert with Epicor AQM core capabilities, enables you to automate your business processes, share key information, provide process documentation, traceability, and track existing and potential issues through effective resolution. Have your product documentation, employee skill sets, nonconformance and corrective action records at your fingertips to ensure compliance to ISO, automotive (TS), aerospace (AS), and FDA (21CFR 11) requirements.

### **Document Management**

Create a master list of all corporate documentation, including work instructions, policies and employee records. Assure obsolete documents are removed from circulation.

### **AQM Data Collection**

Epicor AQM Data Collection and statistical process control (SPC) enables you to gather all the key data required for receiving, in-process and final inspections. It provides automated management of inspection plans for each operation of business processes, with complete revision control and change history. Collect data against these operations and chart results for controlling these processes and achieving continuous improvement.

### **AQM Equipment Management**

These integrated productivity tools strengthen the management of all preventive and reactive equipment maintenance activities. This solution maintains accurate online records of all maintenance work order and calibration activities. Manage scheduling, procedures, down time, and labor costs for historical records and traceability.

### **AQM Product Launch**

Epicor AQM product launch defines, automates and documents the critical aspects of your product launch process to assure engineering design information is translated effectively throughout the pre-production process. Advanced product quality planning (APQP) management enables you to synchronize all key processes and activities through the creation of templates, project plans and checklists that manage all details of the launch process. The solution also manages the quality of parts through a series of highly controlled submission warrants, checklists and approval routings, as required by industry-specific quality methodologies, including production part approval process (PPAP), initial sample inspection report (ISIR), and First Article. All part specifications and modifications are documented and communicated to promote error-free production runs.

# Supply Chain Management

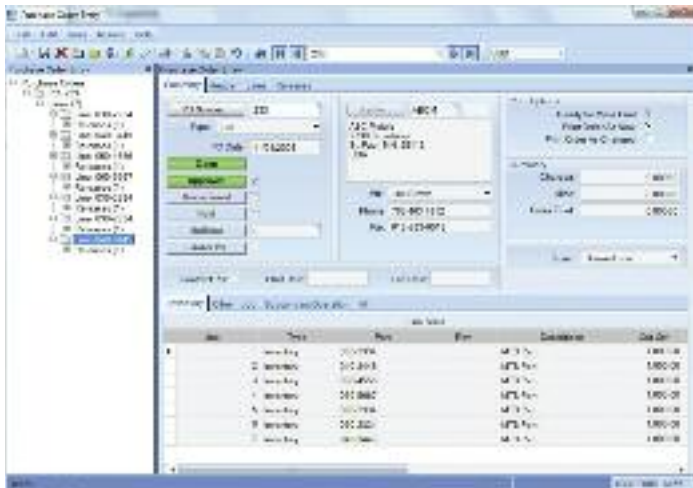
- Purchase Management
- Sourcing and Procurement
- Inventory Management
- Advanced Material Management
- Shipping and Receiving
- Warehouse Management

Linking the trading partners, processes, and systems that make up your supply chain has become the differentiation you need to achieve industry-leading performance. Removing processes that do not add value and synchronizing processes within and outside a company enable you to meet customer demands for lower cost and faster delivery. Epicor provides the most effective coordination from initial raw materials to the ultimate consumption of the finished product by providing the visibility you need throughout your value chain.

Epicor offers you a full range of Supply Chain Management (SCM) capabilities, built within a single business platform, based on industry leading service-oriented architecture (SOA). Epicor SCM is a full suite of enterprise application capabilities including purchase management, sourcing and procurement, inventory management, advanced material management, and warehouse management, and is complemented by order and demand management capabilities of Epicor Sales Management. Combined, you have the solution needed to satisfy customers and customer demand in today's increasingly global market place.

## Purchase Management

Purchase Management handles purchase order writing and the tracking of supplier performance. Detailed line items indicate planned receipts to inventory or a job, although their destination may be changed at the time of actual receipt entry. Purchase order receipt processing updates suggested supplier and detailed purchase history files, which provides continual reference to aid in making purchasing decisions. With Purchase Management, you can reduce inventory levels, improve on-time deliveries, enhance your cash flow, and increase your profit levels.



Enter, approve, and confirm purchase orders with multiple line items and releases.

### Approved Suppliers

Approve suppliers before anything can be ordered from them. To accommodate customers that insist upon using specific suppliers, Epicor allows you to define those relationships, and prevents ordering from the wrong supplier for those jobs.

### Automated Purchasing Tools

Automate part suggestions, quantities, and suppliers to buy from in order to meet material requirements and on-time delivery schedules. Optionally create new POs automatically.

### Cross-Referencing

When a supplier's part number differs from the stocking part number, link the cross-reference in the suggested supplier file for printing on purchase orders.

### Mass Purchase Order Receipt

Quickly create receipt details for all lines, all releases for a specific line, or individual lines and releases.

### Multiple Location Receipts

Receive individual lines or line releases to different locations for multi-site organizations with centralized buyers.

### Part Master Price Breaks

Create price breaks, including effectivity date per inventory part or supplier.

### Purchase Requisition

Request purchases from anywhere in the plant. A formal requisition system tracks the status of the requisition, from initial request to final approval and actual purchase order. The requestor is notified each step of the way.

### Purchase History

Access detailed information on purchase orders and receipts over extended periods of time from purchase history.

### Purchase Order Printing

Print purchase orders directly from PO entry by date, user or purchase order number range. Purchase orders also may be faxed directly from your computer to your supplier.

### **Purchase Order Tracker**

Immediately access all purchase order information via screen inquiry, with multiple search capabilities.

### **Supplier Tracker**

Quickly display information about any supplier, including open and historical purchasing transactions.

### **Supplier Portal Content Pack**

Leveraging the capabilities of Epicor Portal, the Supplier Portal Pack improves business efficiency by extending traditional boundaries for doing business with suppliers. Epicor Portal Supplier Content Pack provides interactive supplier facing content that supports strategic goals for improved supplier communication and direct collaboration on day-to-day business, right from your Web site. Suppliers enjoy 24x7 self service and can access, review, and approve purchase orders and changes and submit pricing in response to request for quotes (RFQs).

### **Purchase Contracts**

Epicor Purchase Contracts is useful for purchasing inventory items on a recurring basis. You can establish delivery schedules that are regularly re-issued, against which recurring deliveries are made.

The advantage of this functionality is ease and accuracy. For example, if you need a quantity of Part ABC to be purchased monthly, you need not enter a discrete purchase order each month. Rather, you can set up a contract PO schedule and maintain this record.

Contract line items can be assigned to purchase orders. These line items automate delivery schedules, with delivery dates, prices, and corresponding quantities.

Requirements determined by Generate PO Suggestions are calculated and realized into delivery schedules. The schedules can be adjusted manually in order to conform to supplier requirements, inventory control, production efficiency, and business expediency.

### **Part Schedule**

Use Part Schedule Maintenance to establish the combination of part, plant, and calendar that makes up the part schedule. This program is useful for assigning a period of frequency and minimum quantity for a part schedule.

### **Periodicity Code**

Use Periodicity Code Maintenance to establish the rules and terms under which orders periodically arrive from suppliers.

## **Sourcing and Procurement**

Strategic sourcing is the most important, value-added activity that procurement professionals perform for their company. Doing it well requires a wide range of skills and subject matter expertise.

Sourcing by “old school” methods requires an inordinate amount of time gathering and comparing offerings from multiple suppliers. Automating those tasks with Epicor Sourcing not only allows the purchasing professional to focus more time and energy on strategic activities, it also provides for online collaboration and fosters competition that amplifies the value of their work.

Electronic sourcing solutions give companies the tools they need to negotiate optimal agreements with their suppliers and to provide the best value to the organization. Left to manual methods, organizations can only afford to manage competitive bidding processes for a very small number of contracts.

### **Configurable Sourcing**

Epicor Sourcing is a highly configurable, Web-based framework that extends Epicor Supplier Relationship Management capabilities to provide companies the flexibility to quickly and easily integrate strategic sourcing, dynamic pricing, collaboration and negotiation, and complex auctioning capabilities.

### **Automated Electronic Requests**

Whether buying, selling, or sourcing direct and indirect materials, goods, services, or spot purchases, everything you need is here. Epicor Sourcing automates requests for information, quotes, or proposals, accelerating the process and helping negotiate the best value. Buyers evaluate suppliers on price and non-price parameters with weighted attribute RFx. Streamlining the manual RFx process allows buyers to evaluate and select suppliers based on value to the organization.

### **Weighted Attributes**

Weighted attributes enable buyers to establish any number of attributes on which to gather and compare values from bidders. These fully configurable attributes allow for relative weighting of each attribute and associated response value. The complex algorithms required for quantitative scoring of responses are all handled by Sourcing.

### **Side-by-side Comparison**

Side-by-side comparisons of responses from multiple bidders make it easy for buyers to evaluate them and select a winner. The event scoreboard enables the buyer to make “split” awards and optimize the award based on lower total costs and not just the best bid. This time-saving element promotes quicker, better-informed decisions.

### Graphical Bid Analysis

Epicor Sourcing provides graphical bid analysis. Bids from all participants are graphed in a dynamic, real-time display, giving the buyer a visual picture of an event's progress and success.

Organizations can define and maintain metrics of supplier performance. Supplier report cards help drive purchasing decisions and evaluate suppliers. Report cards are configurable based on user-defined parameters such as quality, responsiveness, delivery, and cost. Each parameter can then be weighted and scored.

### True Online Collaboration

Epicor Sourcing enables true online collaboration and negotiation with suppliers. With the solution, you can facilitate event creation and automate true cross-enterprise workflow. Information is disseminated throughout the organization and allows online negotiation between buyers and suppliers.

### Supplier Relationship Management

Supplier Relationship Management (SRM) provides tools for buyers, procurement staff and purchasing agents, or those providing quotes, to request quotes for raw materials or subcontract services from one or multiple suppliers. RFQs are generated with one or more lines, each line having the ability to request pricing from one or more suppliers.

Supplier RFQ responses automatically build or add to existing part price-break tables, with current effectivity dates to be used in other Epicor applications.

### Buyer's Workbench

Manage all associated purchasing transactions including request for quote, order expediting, purchase order management, and supplier account management, as well as drill down to all associated information.

### E-mail Integration

Send and store e-mails related to a supplier, including RFQs, POs and corrective action notices.

### History Reports

Print history reports and view supplier price or part price history.

### Part Price-Break Tables

Supplier RFQ responses automatically build part price-break tables for use with other applications.

### Partial Job Quotes

Pull all or selected parts from a quote or job into an RFQ.

### Review Worksheet

Print an RFQ worksheet for easy review prior to supplier submission.

### RFQ Decision Wizard

Filter and sort RFQ criteria based on your specific needs to find the best match for the needed materials. Sort criteria

include lead-time, price, quality rating, ISO certification, and on-hand inventory.

### Search Capability

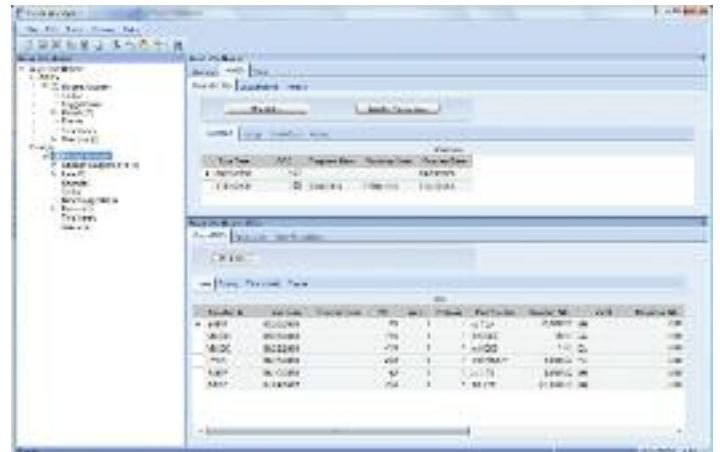
Perform a multiple-criteria search on open RFQs for instant tracking.

### Supplier's Workbench

Give your supplier the ability to track RFQs and POs online.

### Supplier/Part

Maintain unique contacts and due dates for each supplier or part.



Evaluate vendors based on historical performance from the buyer's workbench.

## Inventory Management

Inventory Management provides the key functions necessary to update and maintain raw materials, WIP, and finished goods inventory quantities and costs. MRP creates inventory allocations for jobs entered through Job Management or generated from Order Management. These allocations are relieved as inventory items are issued to the job, or as purchase order receipts are posted.

Issued inventory reduces quantities on hand, which are continually replenished through the processing of purchased or manufactured item receipts into inventory. Receipt processing provides a continual update of inventory average, FIFO, lot or last costs for every item. A variety of screen inquiries provide management analysis of MRP, shortage monitoring, reorder analysis, stock status, valuation, and critical items.

### Alternate Parts

Setup in part maintenance as alternate parts you have the ability to define these alternates as either complimentary or as substitutes and these are made available in the various order entry processes. Complimentary indicates other items that "go with" the part being ordered as a suggestion of other items they might consider. With substitutes (where you don't have stock of the requested part) there are three types;

Comparable, Downgrade or Upgrade and as the naming indicates these are alternatives which may be similar or slightly less or more appropriate.

### Costing

Maintain FIFO, Average, Lot, Last, and Standard costs for each individual part master. The application retains transactional cost and quantity granularity; therefore the oldest cost can be determined for the cost of sales.

### Cost Tracking

Separately track material cost, material burden, subcontracting, labor, and burden costing.

### Country of Origin

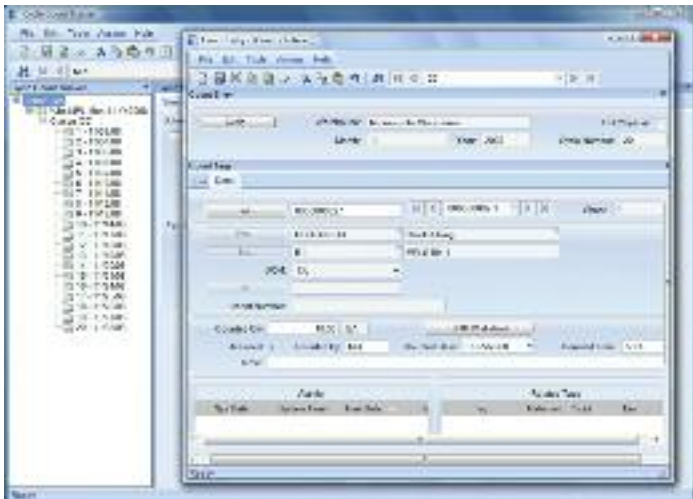
Country of Origin offers the ability to track the country of origin at a part level, to define and then report on the composition, by percent, the specific countries of origin for that part. Composition is made available to EDI, manifest, packing slips, and label print.

### Cycle Counting and Physical Inventory

Management and control of inventory is critical. Furthermore, in some regions such as Europe, the control and counting of inventory on a regular and scheduled basis helps significantly reduce annual audit costs. The cycle counting module contains the breath of functionality and features needed for users to provide:

- Detailed audit control over the selection of items to be counted
- The frequency over the number of times these items are counted
- The tracking, recording, and review of variances for the items counted

The system will allow for the definition of the number of cycles required, counting of zero quantity on-hand, etc., and the assignment/designation of the items with an appropriate ABC code. In addition, Physical Count processes allows control over Slow Moving, Obsolete and Excess Inventory.



Control inventory and significantly reduce annual audit costs.

### Global Trade Standards

For companies that are required to work within global trade frameworks, Epicor SCM ensures that you can meet the many international standards. At a part level the user can define the global trade standards for the part (UPC UCC-12, EAN UCC-13, EAN UCC-8, GTIN-14 etc). When codes are assigned to a part, a global trade standard bar code can be scanned at any part number field which automatically relates the transaction to the correct inventory part.

### Lot Tracking and Lot Attributes

Provides visibility of parts by lot throughout the system. Record material received by lot, keep traceable material on-hand by lot, and maintain detailed usage information by lot at every level of the process. In support of more detailed and complete lot tracking needs Epicor has provided the ability to allow additional lot attributes to be stored for each part lot and the option to allow the system to generate lot numbers based on part specific rules. Examples of the additional Lot attributes include; Batch, Manufacture Lot, Heat Number, Manufacture Date, Expiration Date, Firmware Version, Cure Date, Best Before Date, etc. For the user at the time of a creation of a new lot they will be asked to define the required Lot Attributes. Once the lot is in the system with the configured attributes they are stored with the lot and stay attached to that part lot throughout the system. This functionality provides competitive advantage to Distributors, as with this functionality, they will be able to track additional lot specific attributes against their inventory.

### Manufacturers Part Cross Reference

Epicor can hold cross references for a manufacturer's part, so that receiving/inspection can confirm that the part they received is one of the correctly identified parts for the qualified part manufacturer.

### Online Part Tracker

View parts, purchase orders, sales orders, quotes, and jobs to analyze current requirements and track pending receipts.

### Part Cross Referencing

This functionality allows the user to create any number of cross-reference codes to a single inventory part. These cross-reference codes could be a Customer's Part Number, Supplier's Part Number, Manufacturer's Part Number, or just a simple internal shortcut. When the cross-reference is for a serial tracked part, then for each cross-reference created, a serial number format can be defined which will then be used when serial numbers are created using the cross-reference item number.

### Part Master Price Breaks

Set up price breaks, including effectivity date, per inventory part/supplier.

### **Physical and Perpetual Inventory**

Enter physical counts, print gain/loss reports and update on-hand inventory levels.

### **RoHS**

Restrictions on use of certain Hazardous Substances (RoHS) EU directive instructs companies that sell electronic equipment in the European Union to reduce (under published threshold values) 6 Hazardous Substances from certain types of electronic equipment. The main aim of the RoHS directive is to prevent hazardous materials entering waste landfill sites. Other legislative bodies in other regions outside the EU have similar restrictions or are planning to implement a similar system including China, Japan, and California. Epicor delivers the ability for parts to have a compliance status in accordance with various legislative requirements and to track the consumption and disposal of those targeted parts.

### **Serial Tracking**

Serial Tracking ensures product traceability, allowing for greater control over how the user wishes to control serial tracked parts within the facility. These options range from no serial tracking through to full serial traceability when each move of a part is recorded, and a record is maintained of the lower level serial tracked components that were used in the manufacture of part. A further option with serial tracking is the ability to record serial numbers at the outbound stage only. This option is aimed specifically valuable for supply chain users that need to record what serial numbers have been shipped to which customers and when, but they do not want the overhead of having to record the serial numbers as the inventory moves around the warehouse or between the manufacturing plant and distribution warehouse where the products are produced in-house.

### **Serial Documentation**

Print serial numbers on all outgoing communication with the customer such as the packing slip and invoice.

### **Serial Number Tracker**

Serial Number Tracker provides an online view into the movement of the product after the serial number was assigned.

### **Serial Number Assignment to Parts**

Assign serial numbers to finished parts and raw materials processed throughout the system.

### **Serial Number Formatting**

Format serial numbers as either numeric or alphanumeric and assign the number of characters for the field as well as a prefix.

### **Voided Serial**

Allows for the voiding of serial numbers to ensure they are no longer available in the assignment/ selection browser.

### **Time-Phased Material Inquiry/Report**

Provide analysis within a user-defined time period on those parts where projected requirements exceed available quantities.

### **Unit of Measure**

Base level UOM definitions with UOM Classes and conversions are just a few of the features found in Epicor as well as the ability to allow the user to select the unit of measure in which they wish to hold their inventory. When a part is defined to be tracked in multiple UOMs, then the user will have visibility of how many items they have in the different units of measure. A distributor can stock items, for example, as each, in boxes of 10, in cases of 20 or in pallets of 40 boxes. A user will be able to see exactly how many of each UOM they have inventory and where they are located. This feature is also invaluable to businesses that use raw materials that they purchase in different sizes (i.e., 6 x 3 sheets or 8 x 4 sheets, etc.). Once a sheet has been partially used it can be returned to inventory as a half sheet, quarter sheet or in square feet, and within the inventory displays they have visibility of the quantities of each UOM. Both examples provide the user with much greater control over their warehouse and therefore their inventory levels, minimizing on-hand inventory and costs.

## **Advanced Material Management**

Advanced Material Management (AMM) enables businesses to produce electronic requests for materials, dispatch those materials, and track inventory movements of all inventory including raw materials and work in process. Using wireless terminals and bar coding technology you are able to track inventory in real-time with complete control and visibility of raw materials and work in process as it travels throughout the enterprise.

### **Bar Coding on Demand**

Print tags on demand enabling employees to properly label containers or to create custom labels (via Seagull Scientific, Inc. BarTender®) to meet customer requirements.

### **Handheld**

Allows for the transaction of work either on a graphical touch screen station or via mobile Radio Frequency (RF) enabled device.

### **Material Handler Interface**

Use an online queue of raw material and WIP parts to manage requests to locate and deliver the right parts to the correct resource at the appropriate time.

### **Material Movement**

Different movement transactions are available for you to move a job to stock, move stocked material, or perform different returns to a job or stock.



### **Prioritizing Orders**

Lets you treat your best customers with the highest priority by automatically allocating inventory to the highest priority orders first. Reserve or allocate materials from stock or directly from a linked job to make certain that you ensure your highest priority customers the greatest care.

### **Reserving Inventory**

Reserve specific parts in inventory for designated orders.

### **Sales Order Allocation**

Manage sales order allocations with greater efficiency and create more effective picking and shipping.

### **Scanning**

Eliminate data entry mistakes and increase transaction speed by simply scanning a bar code tag to complete an entire transaction.

## **Shipping & Receiving**

Shipping and Receiving provides a central application within Epicor to monitor incoming and outgoing items, whether they are shipments against an order, subcontract parts being sent to a supplier, raw material being received from a purchase order to a job or into inventory, or filling an order from stock. All activity relating to shipments and receipts can be performed and tracked. Online transaction processing promotes efficiency and ease of use, while online editing promotes accuracy. With Shipping/Receiving, a consistent interface processes all shipments and receipts in an efficient, accurate and cost-effective manner.

### **Auto-Invoice**

Optionally create an invoice in Accounts Receivable following shipment to a customer.

### **Bill of Lading**

Print customizable bill of lading forms for your shipments.

### **Container Tracking**

Container Tracking provides the ability to track container shipments as well as update the status and due dates of all purchase orders along the way.

- **Container Shipment** - When a container is shipped from the supplier, a notification is received with the actual shipment date, the estimated arrival date, as well as the volume specification of the shipped goods. Based on this information the related purchase order releases can be updated with new due dates and quantities.
- **Container Receipt** - When a container is received, a PO receipt is automatically generated based on the information of the container entered at shipment. With the volume information the expected transport cost can be calculated, which can be used to populate the landed cost information.

- **Container Class** - A container class defines the characteristics of common containers including volume and default cost information.

### **Customer Shipment Tracker**

Track shipments that have been sent to customers.

### **Landed Cost**

Allows businesses to track those costs accurately against the parts to which they apply, ensuring that the selling or assembly price then reflects the true cost of the materials, parts or finished goods. The cost of freight, insurance and import duties can have a big impact on margins, so landed cost processing offers significant benefits for those customers who import materials on a regular basis.

This functionality includes: uplift percentage of cost you put above your costs, duties, defines tariff rates in Import tariff table (rate, percent, fixed amount, min/max), indirect cost, split container shipments (some containers are delayed), and transfer indirect costs from one shipment to another.

### **Manifesting and Freight Management**

Provides the freight cost calculations and compliant package labeling for the majority of commercial carriers such as UPS™, FedEx®, DHL, USPS® as well as Less-Than-Truckload (LTL) and ad hoc carriers.

### **Mass Ship**

Optionally mass release shipping lines from orders with same ship-to addresses.

### **Subcontract Parts**

Track shipments and receipts of subcontract items online.

### **Receipt Tracker**

Track receipts for goods that you have received.

### **Miscellaneous Shipment Tracker**

View information about miscellaneous shipments.

### **Miscellaneous Receipts**

Enter online any miscellaneous receipts to a job or into inventory.

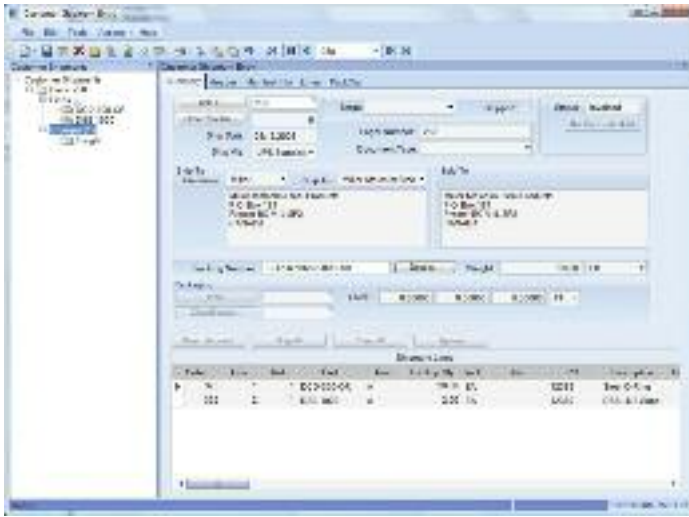
### **Pack and Ship/Pack Out Processing**

The Pack Out functionality adds greater flexibility and control to the shipping process by allowing carton level packing and grouping. Carton specific details such as carton weight and exact carton contents are captured with interfaces to allow manifesting (UPS, FedEx, etc.). The Pack Out screen allows for more of a "grocery store" packing system which requires very little mouse usage for distribution customers who require a very fast and accurate system of tracking carton contents.

### **Pack IDs**

Pack IDs could be a single package, carton, or the contents for an order. Pack IDs could also be pack records for the contents of multiple orders. Allows the printing of pack records to fill

orders to customers or ship parts to subcontractors with general or detailed line comments. And Master Packs can hold more than one Pack ID.



Customer Shipment Entry is a robust tool for managing the shipping process.

### Master Pack

Master pack gives you the ability to track the precise contents of each individual pack ID. It provides the option of one carrier label for the entire master pack or a carrier label for each pack ID. This is useful for when users want to assign a Master Pack ID to a pallet of packages, so they can better track those individual packages on a single pallet that is going to the same customer or same ship-to address. The concept of a master pack is important for international shipments as it greatly reduces the complexity in shipping product over international borders.

### Phantom Pack

Phantom Pack provides the ability to ship all items on an order under a single Pack ID. You determine the number of cartons needed, manifest the cartons with the tracking numbers, size and weight and freighted costs, and then generate the required shipping labels.

### Label Forms

Epicor leverages Seagull Scientific, Inc. BarTender® software to enable you to create your label or form format in a WYSIWYG interface. These formats are placed in a directory that is available to Epicor. Labels and Forms consist of fixed data or database variable data and can be human readable or barcode format or both.

### Auto-Print Integration

This functionality provides for automatically printing barcode labels upon the completion of defined transactions in the Business Activity Manager program.

- Label Design: Integrated label and form printing.
- Label Printing: Integrated label and form printing.

### Shipping Labels

Optionally print customized shipping labels for each order. Labels include the customer's name and address. They can also include the purchase order number, sales order number, and ship via, number of packages, shipping comment and weight fields.

### Shipping Performance

Generate executive summary of company trends regarding delivery performance, including number of shipments made, percentage of on-time delivery, and average daily variance between customer promise and delivery.

## Warehouse Management

Management of the supply chain requires robust logistics capabilities as part of the overall system. Epicor's Warehouse Management System (WMS) leverages Epicor True SOA, mobile ID data collection, and wireless communications to seamlessly link your warehouse with your order processing and manufacturing operations to optimize your pick, pack, ship, and receiving processes. With Epicor, your warehouse becomes a key part of the supply chain.

### Bin Tracking

Enables the tracking of bins based on various attributes (size, location, whether the bin requires a forklifts to access, etc.).

### Bin Wizard

Enables the quick creation of large batches of bins—all at the same time.

### Warehouse Teams

Create teams of employees with attributes assigned to them such as warehouse, bins, bin zones and items, to enable better resource scheduling.

### Customer Managed Inventory

Gives you visibility into inventory owned by your customer and allows you to assign that inventory to a job or sales order for that customer or that customer's customer. In both cases the values of these inventory items never appear in your ledgers.

### Supplier Managed Inventory

Gives you visibility into inventory owned by your supplier in your warehouse. However, the inventory does not appear in your ledger until you consume those items, either in production or by receiving them to your warehouse.

### Fulfillment Workbench

Use the Fulfillment Workbench for allocation or reservation and distribution processing, and plan for sales, transfers and job order types. Various fulfillment techniques, such as pick and pack, console-driven, and pre-pack processes may be performed through the use of templates to automate the fulfillment process for each. Hard allocation to finite level, versus reservations processing, may be launched directly from

the order, line, and release areas as well. This feature also includes cross-docking capability.

### Allocation Templates

Automates the allocation of inventory for picking, with pre-defined criteria such as bin, zone, lot, serial number.

### Wave Picking

Provides the ability to group orders by warehouse area or zone, allowing the fulfillment worker to pick items in one fell swoop for multiple orders. This reduces the number of times a fulfillment worker must return to the same area to pick items.

### Cross Dock Tracker

Ability to view all cross dock orders waiting to be fulfilled by incoming receipts.

### Paperless Picking

Use the handheld to automatically pick orders.



View all cross dock orders waiting to be fulfilled by incoming receipts.

### Queue Handling

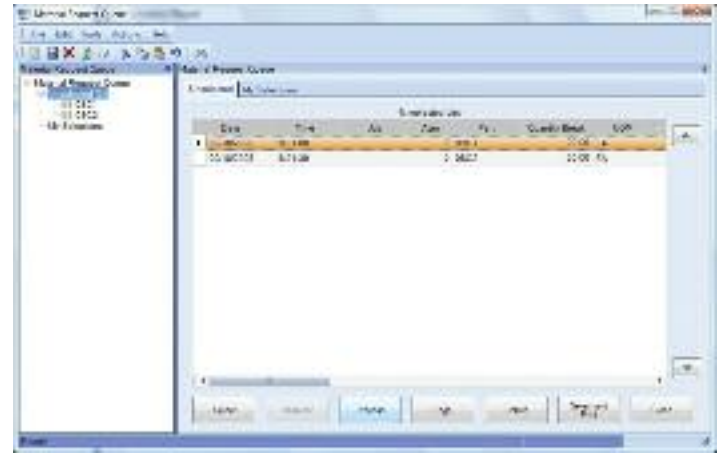
Ability to put transactions on hold and enable cross docking of sales orders, jobs and transfers. You can also assign users or team resource groups, assign the priority in which transactions should be executed, and assign the pack station.

### Queue Manager

Ability to put transactions on hold and enable cross docking of sales orders, jobs and transfers. You can also release transactions, assign users or teams to transactions, and alter the priority of transactions.

### Queue Tracker

Use the Queue Tracker to view the status of Put, Pick, and Pack transaction types, and set the data to automatically refresh. Managers can view warehouse floor activity without having to filter on the various queue transaction types, which have unique identifiers. Warehouses and Bins use attributes to identify what specific transactions need special equipment, and the Queue Tracker assigns only those resources or groups with the ability to operate the specialized machinery.



Enhance your control of transactions and cross-dock sales orders, jobs and transfers.

## Handheld

Whether doing physical inventory, material moves, or looking up serialized part information, the Epicor Handheld application offers an easy to use interface that is designed for plant and distribution employees.

Offering comprehensive inventory visibility and control, the Epicor Handheld module allows you to track your inventory as it moves throughout your enterprise. Through the use of barcode scanning using stationary, portable, wired or wireless (radio frequency) equipment, users can quickly complete inventory transactions as they happen on the floor. Real-time data capture eliminates the need for data entry as a second step which will aid in improving inventory accuracy and speeding up the order-to-ship cycle.



See improved inventory accuracy with wireless device management of inventory functions such as on the fly adjustments.

Epicor Handheld transactions provide your users with event-based directing and routing of all managed tasks in real-time. Additionally, you can maintain complete transaction event history for analysis and reporting purposes.

Flexible to deploy, Epicor handheld technology uses industry standard Microsoft Terminal Services for handheld devices to enable virtually any device to be used. Just like any screen in Epicor, it is highly customizable so users can change workflow, add or remove options, and even resize a bit if their devices don't fit the 240 x 320 screen size requirements.

Including support for Advanced Material Management transactions, the Epicor Handheld better manages material handling capabilities by putting the update and review functionality in the hand of the material handler or forklift operator. Coupled with Handheld transactions for real time processing, Advanced Material Management offers detailed tracking of material requirements and work in process information through mobile access to the material and picked orders queue.

Eliminating manual entry of data, Epicor supports auto print control functionality which handles the automatic printing of forms and barcode labels upon the completion of a pre-determined list of Epicor transactions. Auto print control lets you define the events that trigger the printing, rules that define the conditions, and the action to take on a form-by-form basis.

Epicor is an Honors Partner and reseller of Intermec® Technologies Corporation and the Epicor handheld transactions are tested on Intermec equipment. This does not preclude you from using other vendor's equipment. If you choose to use another hardware vendor you must adhere to the above requirements.

Epicor is a Software Partner of Seagull Scientific, Inc. and the Epicor Handheld solution is compatible with their Seagull Scientific, Inc. BarTender® labeling technology.



# Financial Management

- Global Engines
- General Ledger
- Accounts Payable
- Accounts Receivable
- Rebates
- Tax Connect
- Cash Management
- Credit Card Processing
- Multicurrency Management
- Multicompany Management
- Fixed Asset Management

Epicor Financial Management offers a refreshing new approach to business, a suite of accounting applications built for the highly regulated post-Sarbanes-Oxley Act world, built around a series of “global engines” that support effective financial management and control anywhere.

Our goal is to help every business achieve sound financial management and control, from a single general ledger to the extended global enterprise, efficiently. Epicor Financial Management gives you access to real-time fiscal information and provides the modern platform you need to support business around the world.

## Global Engines

Epicor Financial Management is built around a series of unique global engines, which in turn support the global nature of business today, enabling effective operations in existing and new markets as necessary. As your business is extended through a combination of organic growth and mergers and acquisitions, it can become challenged by complex and demanding global financial and regulatory burdens—demands that you must adapt to instantaneously. At the heart of the Epicor solution, Epicor global engines are designed to add accounting agility and flexibility to your business while simultaneously allowing you to meet the local financial and legal compliance requirements of individual markets.

### Posting Engine

The rules-based global posting engine is central to the way Epicor applications work, and in particular, how Epicor Financial Management handles system transactions. Powerful enough to support the most complex global enterprise, with a need to configure comprehensive rules for how transactions from sub-ledgers are managed and posted to the general ledger, yet easy enough to support straightforward or out-of-the-box standards for smaller businesses.

### Tax Engine

The highly configurable global tax engine allows businesses to define comprehensive tax rules and calculations in order to meet the needs of unique tax requirements and jurisdictions internationally, and then update them as often as needed.

### Legal Numbering Engine

Epicor Financial Management contains a global legal numbering engine to manage legal numbering of all the printed transactions that a company sends to customers and suppliers.

Specific transactions that the legal numbering engine affects are:

- Sales Orders
- Purchase Orders
- Promissory Notes
- AR Invoices
- Credit Memos
- Payments (checks)

### Multicurrency Engine

Epicor Financial Management offers a global multicurrency engine that can support an unlimited number of currencies and exchange rate combinations. Sophisticated currency management provides the ability to process transactions in any number of currencies and gives your business the global competitive edge. Any currency can be used as the base currency for all financial records and accounting books, with default currencies applied at the general ledger account, user, customer, and supplier levels. Currencies may also be selected and changed at the transaction level as well.

Each company can have up to three reporting currencies; a reporting currency is one you use to record or report financial transactions. You can, however, have an unlimited number of transactional currencies, which gives you the ability to conduct business all over the world. The powerful multicurrency engine features include:

- Ability to define unlimited currencies
- Ability to print reports in both functional and base currencies
- Ability to enter transactions in any currency and process payments or receipts in any currency
- Comprehensive functionality to revalue transactions within the General Ledger, Accounts Receivable, Accounts Payable, and Bank Accounts with the option to simply report in detail or summary, or report and post as a single reversing journal the value of the revaluation directly to the General Ledger

### Rounding Engine

Epicor Financial Management also supports creation of currency rounding rules through a global rounding engine that is subscribed to by other application modules. Highly flexible and configurable, rounding rules may be created for specific customers, countries, currencies, and in support of local business or legal practices. The rounding engine supports up to three decimal places of currency precision.

## General Ledger

Epicor General Ledger (GL) is the heart of Epicor Financial Management, processing and posting all accounting transactions created throughout Epicor applications, as well as entries made directly within the ledger. While it is seldom accessed outside of the accounting and tax departments, the General Ledger's impact is felt throughout an entire enterprise. The information and controls which flow from the General Ledger system enable an organization to operate efficiently, comply with fiscal regulations, underpin strong corporate governance, and drive enterprise performance. General Ledger provides the accounting controls and system security necessary to help ensure the integrity of your company's financial data.

### Multiple Books

At the core of the General Ledger, Epicor Financial Management provides flexible financial accounting representations through multiple book functionality, which flows all the way through to financial reports and statements. "Multiple Books" allows the establishment of unlimited financial books to support a wide variety of financial requirements, such as budgeting and forecasting, statutory and government accounting versus management accounting (for example, US GAAP and non-GAAP, etc), and comprehensive consolidations. Epicor Financial Management provides the tools to seamlessly handle the accounting representations from your various subsidiaries while at the same time giving you a consolidated view of the one version of the financial truth for your organization.

Key highlights and benefits of using Multiple Books within your company:

**Chart of Accounts:** Create different chart of accounts by book, post transactions to different accounts within different books simultaneously using the posting engine.

**Reporting Currency:** Have a different reporting currency tied to each book and even, if ever needed, assign a different period calendar to each book. This flexibility allows users with a single journal to process both the management accounts and the statutory accounts at the same time without the need for multiple transaction entry.

**Multiple Closing Calendars:** As businesses acquire new businesses there is often a need to maintain different calendars for "stub" periods or for example up to 18 months to bring the acquired company in line with the fiscal calendar of the acquiring business. Each established book can operate a completely independent fiscal calendar as applicable.

**Calendar Adjustment Period:** General Ledger has built-in support for an additional year-end period to be defined as a part of your calendar that will be used for year-end adjusting entries.

### Chart of Accounts

Epicor Financial Management allows up to 20 user-definable segments within the chart of accounts (COA). These can be used for accounting and reference purposes providing the ability to record, store, allocate and report on important financial data at a highly granular level. With a total of 200 characters available, Epicor gives you the flexibility to manage your financial operations exactly as you need.

### Balance Controls

Epicor Financial Management allows users to define the frequency at which balances on accounts are captured and stored. Often used to facilitate the calculation of Average Daily Balances (ADB), this flexibility enables the user to update account balances as frequently as required by the organization: by hour, by day, by week, or by month.

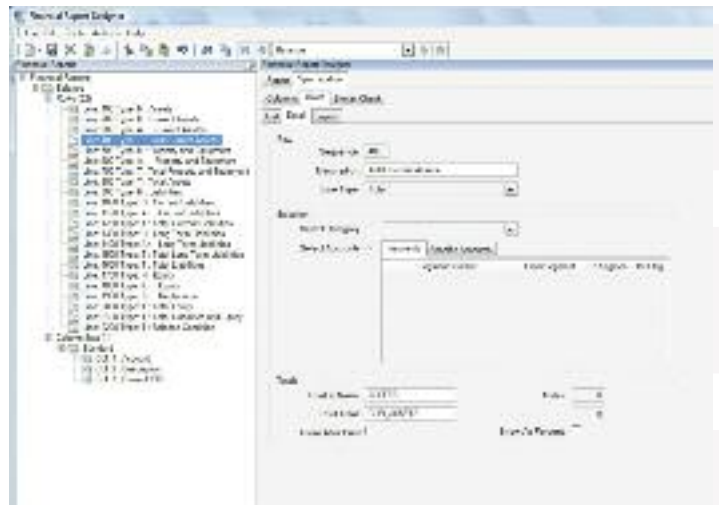
### Consolidations and Eliminations

Epicor Financial Management meets the needs of businesses today through integral financial consolidation at either a summary or detailed transaction level, providing the flexibility to consolidate from different books and/or companies within a defined relationship.

- Merge balances (and underlying transactions) from one or more books into a single consolidated view of financial information, from which financial reports may be prepared, while at the same time creating the supporting elimination journal entries as a result of the process.
- Re-measure accounting transactions and financial results based on the differences in the consolidated currencies using differing rates types (spot, fixed, etc.).

### Financial Report Writer

This Financial Report Writer offers the ability to report across one or multiple books, extract, manage and arithmetically handle data calculations, format reports based on user definitions, and publish results with corresponding formats to Excel if required.



Gain complete control over management and financial reports, such as trial balances, income statements, and balance sheets.

### Validation Rules

Validation rules can be configured to control what gets posted to the General Ledger from the sub-ledgers. The system will then control how transaction events are cleared to post, will not post, or will issue a warning before posting.

### Post-Year-End Transactions and Adjustments

A discrete adjustment period enables accounting and finance personnel to make post-year-end adjustments such as management, audit, or tax journals supplementary to the defined fiscal calendar. This enhances audit controls while ensuring that rolled forward financial accounts, including consolidation books and retained earnings balances, are updated accordingly.

### Inter-Company Journals

Inter-company journals reference accounts in other companies which have been flagged as globally available for posting transactions. Corresponding inter-company control accounts are updated upon posting in the source company. Once the transactions have been initiated, a General Journal is then created in the target company, posting to the appropriate accounts and initiating off-set journal entries to the inter-company accounts.

### Account Tracker

Show the current activity and balances for the period you specify. Locate an account through word search capabilities. Summarize view with options to drill down to account detail and supporting journal entries.

### Flexible Posting Periods

Post entries to any period in the current year, following year, or any subsequent year as required, even while the current period remains open.

### Budgets

Enter figures for any account and year. Globally update budgets by percentage. Enhanced capabilities for budgeting are provided via Epicor Enterprise Performance Management.

### Statements

Print comparisons between current actuals and budgets or previous actuals.

### Allocations

Automate allocation of funds across multiple accounts without manual entry.

### Microsoft Management Reporter

Offered as part of Epicor EPM, Management Reporter is an advanced financial application that provides robust financial statements and user-definable reporting capabilities. Management Reporter performs many financial analytical functions including:

- Advanced financial intelligence. Hierarchies can be defined to facilitate the creation of different views of your business.

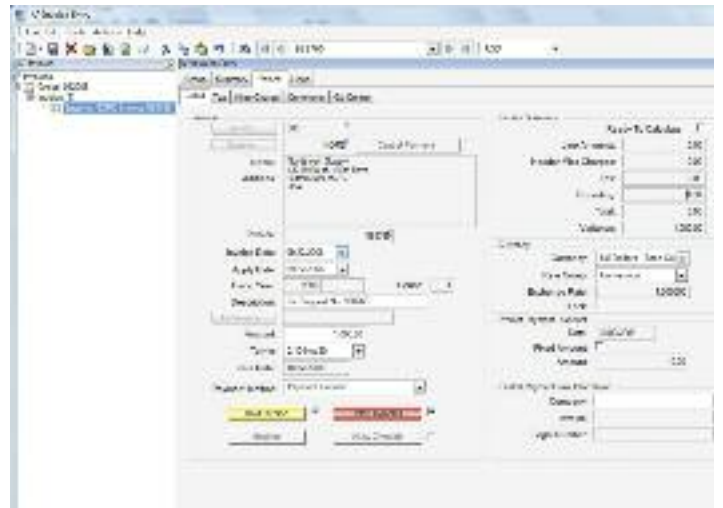
Business users can create management, legal, and soft consolidated reports.

- Strong support for regulatory compliance. Management Reporter helps organizations support generally accepted accounting practices (GAAP), international financial reporting standards (IFRS), and Sarbanes-Oxley regulations. Centralized data management, including security and business rules, and transactional reporting simplify regulatory compliance.

## Accounts Payable

Accounts Payable (AP) allows you to enter supplier invoices for purchases that you make, then create payments for the invoices you want to pay. The system can generate payments for all invoices due, those for a particular supplier, or only for specific invoices. If a supplier calls you to discuss an invoice, you will have complete information at your fingertips and that history can be kept indefinitely.

Accounts Payable allows you to update both purchase orders in Purchase Management as well as actual job costs. Adjustments are created if the purchase price does not match the invoiced price. With Accounts Payable, you will know how much you owe and when it is due.



Accurately manage payment of invoice due dates and terms and conditions.

### Invoices, Debit Memos, Payments

Record and post all payables instruments easily, including supplier or vendor vouchers and invoices, debit memos, automated check runs, and manual payments.

### Recurring Entries

Create standard accounts payable invoices that recur on set dates.

### Future-Dated Payments

Record and track your future-dated payment instruments, including GL movements, and enter their values for credit

control purposes. You can also change their status as you need. A final tax transaction moves the tax from accrued to due at the time of final settlement or cash movement. Through this functionality, you print a future dated payment instrument as part of the invoice, so that you can send it to the customer to sign and return it, or include it as part of the customer statement if the customer pays on a monthly basis.

### AP Terms and Conditions

Epicor supports all of the most common business practice terms and conditions within Accounts Payable and Receivable. This feature also affords great flexibility for the definition of creative receipt and payments terms within countries where this functionality is not necessarily demanded but may offer a competitive advantage.

### Voided Numbers

You can track or reuse voided or unused numbers or transactions that are not committed to a database. You are then accountable for all numbers and have no sequence gaps.

### Checks

Print checks for select payments, or create manual checks.

### Online Cost Updates

Update jobs created in Job Management directly by material and subcontract costs entered through Accounts Payable.

### Exchange Rate at Payment Entry

Purchases may be made in any currency and goods received in any currency with support for the entry of an exchange rate at the point of payment entry.

### History

Keep accounts payable transactions and supplier history files indefinitely.

### Supplier Tracker

Show online inquiries for open invoices, outstanding balances, and payment detail.

### General Ledger Interface

Automatically create and post general ledger entries from accounts payable transactions.

### Cash Management Interface

All payments are automatically available for bank statement reconciliation once posted.

### Purchasing Variance

View variances between planned and actual purchase price to allow cost adjustments and analysis.

### Three-Way Match

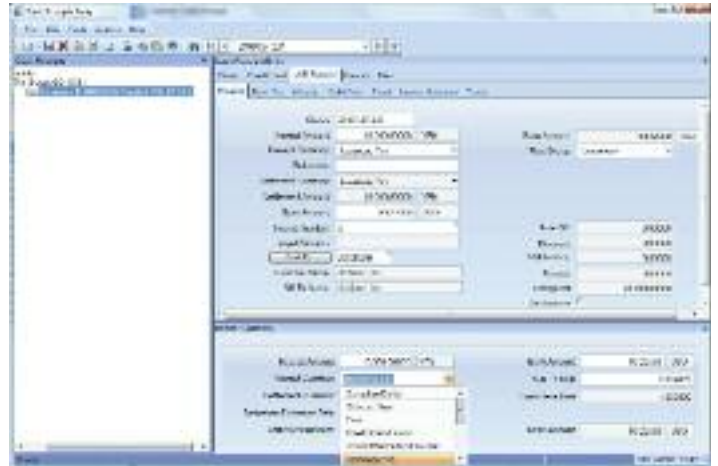
Match invoice, receipt, and purchase order online.

### Electronic Funds Transfer (EFT)

Configure payment files for electronic submission to banks.

## Accounts Receivable

Accounts Receivable (AR) provides a comprehensive set of tools to manage your invoicing, credit, cash management, and customer management needs. Because you can specify the creation of invoices through the order release process, you can reduce billing for a different quantity than was actually shipped. With Accounts Receivable you know who is buying what, and who is paying their bills on time.



*Invoice customers when products are shipped and track payments.*

### Invoice Entry

Enter multiple shipments for an order on a single invoice, and write unlimited comments. Invoice entry supports advance/progress billing deposits, credit memos, and standard invoices.

### Cash Receipts

Accommodate payment of invoices, order deposits, and miscellaneous application of credit memos.

### Debit Notes

Ability to record Debit Notes (Chargebacks) sent from the customer. Debit Notes may now be entered as part of the AR cash receiving process, and will then have their value applied as part of the settlement process. The Debit Notes may be related to specific invoices or remain unassigned.

The new Debit Note will remain as an open receivable until matched to a credit memo or subsequently paid. In addition, Debit Notes sent by customers can be recorded independently of the cash receipt process - for example, electronically received payments. They can then either be applied or produce an unapplied cash value.

### Interest Invoices

Create and apply interest invoices to manually charge an interest amount to an overdue or late-paid invoice. Select a customer and choose the single or multiple invoice lines against which to generate the interest invoice. Additionally, finance charges on invoices can be generated against a customer's overdue invoice balance. Users have the ability to



include or exclude the impact of credit memos when calculating finance charges.

### **Adjustments**

Allow adjustment entry of AR transactions with a full audit trail.

### **Future-Dated Payments**

Additional payment and receipt options including AR and AP future-dated payment instruments, which allow you to handle and transact in Bills of Exchange.

### **Consolidated Invoicing**

When an invoice is consolidated, both the Sales Analysis Report and the Sales Gross Margin Report will group lines together based on each sold-to customer.

### **Invoice Logging**

Allows the recording of invoice details with applicable input tax while the invoice remains in the process of circulating the company for review and approval. This allows you to reclaim the input tax in a timely fashion, where such practices are allowed.

### **Credit Holds**

Automatically place credit holds on new customers or on those who are past due or over their credit limit.

### **Aging Information and Customer Reminder**

View aging information on the screen or print it in one of several formats. Accounts Receivable offers Customer Reminder features that allow companies to track the history of their customers' AR balances together with the option to issue them user-defined reminder letters.

### **Finance Charges**

Finance charge invoices can now generated against a customer's overdue invoice balance. These finance charges are automatically calculated based on rules defined within the Finance Charge Maintenance program. The charges can also be reviewed before they are posted.

### **Bill-To Customer**

Provides the ability for a customer to maintain a list of allowed Alternate Bill-to (Alt-BT) customers, optionally with one set as a default. This will default onto the Quote/Order/Direct Invoice and can be changed by the user to a different authorized bill-to customer prior to posting the invoice. If no alternates have been set up then the Alt-BT customer is the sold-to customer (but using the 'Bill-to address' on that customer).

### **Manual Selection of Invoices**

A manual selection option to get Invoices and Recurring Invoices is available within Invoice Entry. This allows the selection of particular or multiple invoices or recurring invoices for posting instead of selecting all available items at once.

### **Credit Manager Workbench**

Easily view all credit-related information surrounding a customer. The credit manager workbench provides a single point from which to manage credit status, order credit status and account management, with drilldown to all associated information.

### **National Accounts (HQ Accounts)**

The National Accounts (HQ Accounts) feature provides the ability to create customer relationships, either hierarchical or the more traditional parent/child type, within Accounts Receivable. This functionality allows customers within a National Account group to accept invoice payments from any customer within the relationship. The functionality also permits extensive credit checking across the National Account group with credit available to be split across levels with or without variable pooling.

### **Taxes**

Epicor Financial Management contains a feature-rich flexible Tax Engine which allows businesses to configure Epicor applications for local and international financial reporting standards, as well as unique local tax jurisdictions.

### **Tax Regimes**

Tax tables within the Tax Engine include the ability to define or override rate effective dates.

### **Sales Tax Register**

Lists invoice totals and tax amounts by customer for codes on file.

### **Invoice/Statement Forms**

Customize, preview, fax, and print individually or in batches.

### **Sales Commissions**

Pay sales commissions at time of invoicing or on receipt of payment. Establish up to five sales representatives per order line.

### **Sales Analysis**

Access sales history in a variety of report formats.

### **Credit Card Management and Authorization**

Epicor Financial Management accepts credit, debit, and purchase cards as a form of payment. This functionality processes credit card authorization and payments in real time, for accounts and single or multiple transactions. Credit card data encryption meets recognized security standards for these transactions.

### **Settlement Currencies**

You can record currency gains and losses at the time of settlement. Through this functionality, you post amounts correctly when you invoice in one currency but are paid by the customer in another currency.

### Settlement Discounts

The application contains two methods for handling early settlement discounts on sales and tax values. The settlement amount is taken by the customer on the AR invoice. The potential discount is then included in the tax values calculated for VAT.

### Terms and Conditions

Epicor supports all of the most common business practice terms and conditions within Accounts Payable and Receivable. This feature also affords great flexibility for the definition of creative receipt and payments terms within countries where this functionality is not necessarily demanded but may offer a competitive advantage. Terms and Conditions are user defined, but typically include; End of month plus n days, End of following month, Specific due dates in a month, 2% 10 days and Net 20 days.

### Electronic Report Formats and Transmission

Submit various legal reports electronically, which are based on existing reports such as the EU Sales List, Intrastat and Tax Reporting. You can then reformat generic reports to meet your local requirements.

### Customer Tracker

Perform real-time queries on summary and detailed information per customer, including sales orders, invoices and quote activity to date.

### Invoice Tracker

Use the user friendly Invoice Tracker functionality to view customer invoices and payments in either summarized or detailed format.

### General Ledger Interface

Automatically create and post general ledger entries from accounts receivable transactions.

### Cash Management Interface

All cash receipts are automatically available for bank statement reconciliation once posted.

## Rebates

The optional Rebates module provides you with a way to enter, update, and review any rebate program that your company runs with your customers. The module lets you accumulate rebates and pay a designated sold to customer, bill to customer, or another designated customer. These rebate amounts are based on part and product group sales during a specified date range. Use this module to define the active rebate programs for your company. You can then generate the rebate transactions. Lastly, this functionality lets you pay the rebate amounts to your customers through either an invoice check or a credit memo.

### Generate Rebate Transaction Process

Use this program to generate all the rebate transactions that occur within a defined date range.

### Get Rebates

This Actions Menu command is found both in AR Invoice Entry and AP Invoice Entry. Use this command to turn the rebate transactions into AP invoices or credit memos.

### Rebate Contract Entry

This program lets you enter rebate information for a single customer or a group of customers. You define the product groups or specific parts that will be included during the rebate offer as well as the rebate breaks that the customer or customer group will receive.

### Rebate Transaction Adjustment

The Rebate Transaction Adjustment program lets you review all rebate transactions.

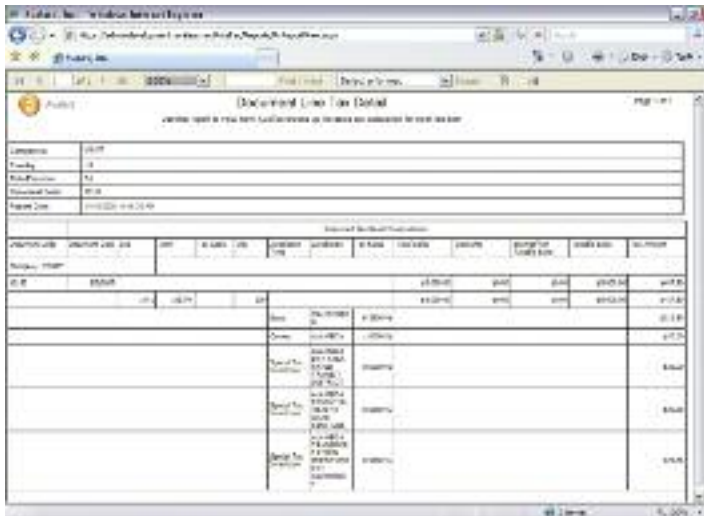
### Tracker Programs

There are two tracker programs, Rebate Contract Tracker and Rebate Contract Status Tracker that you can use to follow the progress of the rebate programs.

## Tax Connect

Sales tax is a government-required, compulsory activity. It doesn't drive revenue and it doesn't reduce expenses. So any time or money spent on tax compliance is, by nature, non-profitable. There are more than 12,500 United States and Canadian tax jurisdictions alone and the rates, rules, and boundaries change relentlessly. Keeping up with all of the tax changes is an operational distraction and a drag on the efficiency of your organization.

Epicor Tax Connect eliminates the tedious work and complexity of determining sales tax jurisdictions of ship-to addresses, maintaining tax codes and rates, and dealing with jurisdiction-specific and commodity-specific taxation rules. Tax Connect also provides for automated generation of sales tax returns and currently supports the United States and Canada. Epicor Tax Connect is offered as a software as a service (SaaS), on-demand address validation, sales tax calculation, and sales tax reporting and returns generation.



Epicor Tax Connect eliminates the tedious work and complexity of determining sales tax.

### Activation

Activation and subscription fees are required for this service and are determined based on the number of AR invoices you process and on the number of sales tax returns you submit to taxing authorities.

### Notifications

When the AR invoice is posted to GL, the service is notified for sales tax reporting purposes and for subscription accounting of the transaction.

### Real-Time Tax Calculations

When generating an AR invoice, the verified address and line item information is passed to the service in real-time to calculate sales tax based on jurisdiction and any applicable taxability rules. The resulting tax information is stored with the invoice in the Epicor database.

### Tax Solution Integration

Use integration to Avalara® AvaTax®, both on-demand and on-premise, which includes real-time address validation, tax rate lookup, and tax calculation.

### Verify Customer Addresses

Verify customer addresses against a CASS-certified database. This is necessary to determine exactly which tax jurisdictions apply to that address. When entering or updating an address, the service will verify the address in real-time. It is capable of correcting spelling errors and adding ZIP code and ZIP + 4 if they are missing. The complete and correct address gets saved to the Epicor database.

## Cash Management

Improve cash management through the automatic handling and reporting of discounts available, payment due dates, and payment selection methods.

### Bank Accounts

Specify the number and type of bank for each of your accounts, including currency.

### Soft Formats for EFT

You can customize EFT formats to meet your organization's needs. These formats can match bank requirements and include remittance information.

### Bank Reconciliation

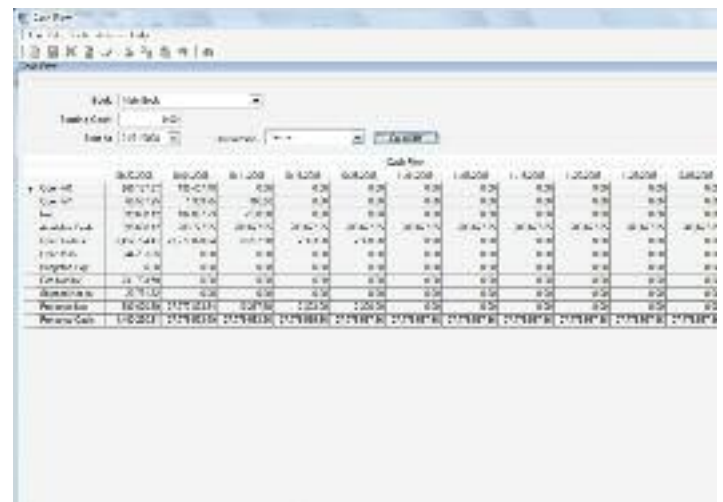
Reconcile your bank statement with entries generated in Accounts Receivable, Accounts Payable, and Payroll.

### Bank Reconciliation - Automatic Reconcile

You can automatically upload electronic bank statements and then auto-reconcile these statements with the manual reconciliation of unmatched items. Through this functionality, you combine several items in the application to match against one or more items on the statement. You enter the statement number, date, and full historical statement reconciliation success records. You can also perform manual allocation, enter ad hoc, non-AR, or non-AP statement amounts while in the reconciliation routine. Lastly, you generate an item list and a report.

### Cash Flow Dashboards

Easily perform cash flow analysis for open AR balances and AP amounts owed. The dashboard streamlines the process with user-defined buckets for cash flow analysis by giving an easily understood display of your outstanding receivables and credit obligations.



Manage your corporate finances with the easy to use cash flow dashboard.

### Credit Card Processing

Epicor Credit Card Processing is an optional global solution that integrates with industry-leading Credit Card Processing solutions for managing credit card authorization, and processing.

Epicor Credit Card Processing also implements the security guidelines as specified in the Payment Card Industry Data Security Standard including securely encrypted account numbers and key management.

Epicor Credit Card Processing includes easy to use maintenance for initial setup along with a variety of integration points to bring an easily deployable solution to your business.

- Authorization with the sales order
- Reauthorization with the sales order before picking and shipping
- Complete or partial funds collected with the sales order
- Funds collected at shipment
- Funds collected at cash receipt
- Funds credited for returns
- Reauthorization at product picking
- Reauthorization of balance when partial shipments are made

#### **Integration with Industry-Leading Providers**

Credit Card Processing works online with the PayPal® Payflow Pro (formerly Verisign®) secure card authorization system to validate credit cards and debit cards in the United States and The Royal Bank of Scotland® Group (RBS) PaymentTrust™ (formerly Trustmarque) for international transactions. The integration can also be utilized as a framework for integration to other payment processing services.

#### **Supports Industry Standards to Reduce Fraud**

Credit Card Processing supports several industry standards, which will help reduce the possibility of credit card fraud, and will also help reduce the cost per credit card transaction.

- Address Verification
- Security Code (CSC ID)
- MOD10 validation of the account number of the credit card number without requiring a transaction with the credit card processor

#### **Payment Card Industry Data Security Standard**

Utilizes industry standards for secure credit card information storage and display.

#### **Credit Card Number Encrypted**

Once credit card number is entered and saved, the masked account number is stored in the Epicor database as is an encrypted account number. Encrypted numbers are secured from employee lookups of customer data.

#### **Secure Online Credit Card Authorization**

Epicor uses a secured network connection to communicate with Payflow Pro and PaymentTrust. Credit card information is always safe and secure when it is transmitted, or when the results of the credit card transactions are returned to Epicor.

#### **Credit Card Number Validation**

When the credit card number is entered it is validated using the MOD10 validation to determine that the card number is in the correct format. This validation is done completely within Epicor validation process in order to catch data entry errors before the information is sent to Payflow Pro or PaymentTrust, reducing potential transaction fees.

#### **Credit Card Format Validation**

Prior to the MOD10 validation of the credit card number, if there is a prefix and/or length requirement, based on the credit card type, it is validated to determine that the card number is in the correct format.

#### **Flexible Configuration**

The credit card implementation is highly configurable. Multiple types of credit cards are supported as well as the ability to customize the credit card authorization behavior to match a customer's business practices.

#### **Transaction Flexibility**

Each of the Epicor Credit Card Processing processes that work with credit cards can be set up to define how credit card transactions will be processed.

#### **Reauthorize Reservation Transactions**

This process reauthorizes credit card reservations that have expired or for other reasons need to be reestablished based on changes to the order or partial shipments.

#### **Transaction Reports**

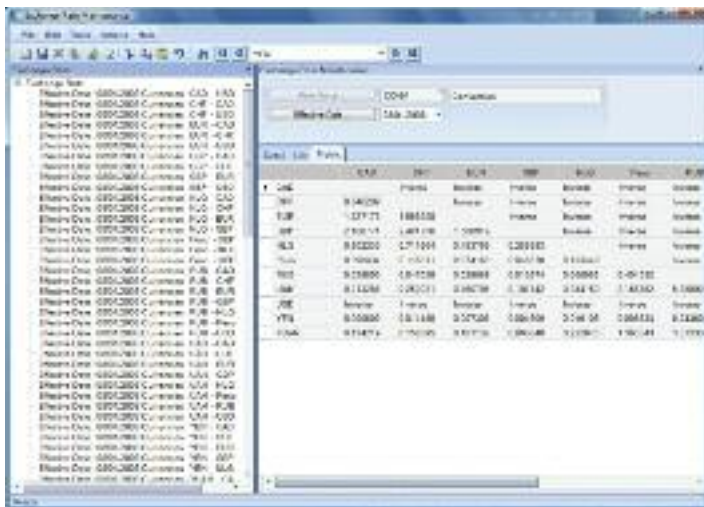
Reports of credit card transactions are available for auditing purposes, some of which have been specifically designed for easy verification against PayPal reports.

#### **Credit Card History**

A history of credit card transactions for an order are readily available on the credit card form and previous authorizations can be easily voided or deposited.

## **Multicurrency Management**

Multicurrency Management automates the process of both buying, and selling in foreign currencies. With tracking of default currencies as well as extensive exchange rate tables, manual transactions are reduced. Lock transactions in at a specified rate with automatic gain or loss reporting, reducing the guesswork from handling foreign transactions. Throughout Epicor, the currency symbol is displayed notifying the user of the currency being used.



Automate the process of currency conversion, buying and selling.

### Revaluation Options

In global business the use of multiple currencies requires companies to periodically revalue their transactions. Epicor applications provide users with the functionality to revalue transactions within the General Ledger, Accounts Receivable, Accounts Payable and Bank Accounts with the option to simply report in detail or summary, or report and post as a single reversing journal the value of the revaluation directly to the General Ledger.

### Currency Tables

Optionally define multiple currency tables per company.

### Exchange Rates

Update exchange rates as frequently as daily to support last-minute exchange rate changes.

### Gain/Loss

Report on both realized and un-realized gains and losses.

### Reporting

Conveniently convert reports to base currency so there is no need for recalculations when determining profitability or cash requirements.

### Bank Accounts

Specify the currency used by the bank for each of your accounts.

### Customer Price Lists

Assign a default currency to each price list when price lists are defined for various customers.

### Quotations

Send quotations calculated in your prospect's or customer's base currency.

### Customer Orders

Automatically default a customer's order to the customer's base currency, but also have the option to change it at any time.

### Service Contracts

Designate the appropriate currency for each service contract.

### Invoicing

Automatically default invoices to the customer's base currency, or change at any time.

### Cash Receipts

Automatically convert cash received in the customer's currency back to base currency upon receipt.

### Supplier Price Breaks

Support the supplier's currency structure with price break tables.

### Purchase Orders

Automatically default supplier purchase orders to the supplier's base currency, or change at any time.

### Accounts Payable

Print checks in the supplier's currency, with amounts automatically converted from the base currency.

### Base Check Box

Throughout the application, you can automatically convert amounts to your company's currency by selecting the base check box. This check box is located at the top of many Financial Management forms.

## Multicompany Management

Whether through acquisition or organic growth, more and more companies are wrestling with the complexities of managing multiple business entities. Epicor understands that managing disparate business units offers unique challenges and opportunities with respect to consolidation for tighter control and reduced operational cost, enterprise-wide visibility, inter-company supply chain management, and financial consolidation. Epicor Multicompany Management capabilities can assist your business in consolidating operations such as procurement and accounts payable as well as offer enhanced tools to improve operational visibility across companies.

Automation of inter-company financial transactions as well as financial recognition optimizes enterprise performance to shorten lead times on key product lines. Additionally, from a financial perspective, multicompany organizations may choose to not only report as individual entities but also consolidate multiple currencies and report across business entities to a single consolidation company.

Underpinning this functionality is a complete technology framework to support global enterprises that is scalable, offers choice in deployment, and includes a set of productivity enhancing tools designed for global business operations.

### **Global Customers, Parts, and Suppliers**

Define global customers, parts, and suppliers. Defining global records that can be transferred between companies and maintained either globally or locally based on a set of user-defined rules and mappings, automatically ensure that new and changed records are sent to all companies within your enterprise.

### **Credit Checking**

Define each company with its own credit limit against a customer, or define a global credit limit for all companies conducting business with that global customer, thereby facilitating a more comprehensive global credit management system.

### **Forecasts**

Automatically send raw material forecasts to supplier companies that can be transported into an MRP Forecast.

### **Unique Accounts**

Establish individual accounts, including inter-company elimination accounts, for each plant and company.

### **Centralized Payment**

Allows the flagging of suppliers as a Global Supplier that will be centrally paid and managed. Any AP invoice or debit that is created will be centrally paid and managed. The local invoice is posted to the supplier account, but flagged immediately as being fully settled by an inter-company transfer. A new 'corporate' single-line invoice is then created and subsequent management of the debt including payment is performed from a centralized location.

### **Consolidated Purchasing**

As companies strive to gain market share and remain competitive, it becomes increasingly important to control procurement costs. Having the ability to combine requirements across locations not only gives companies the leverage to negotiate better pricing with suppliers but also consolidates purchasing resources.

### **Financial Consolidation**

Set up multicompany consolidations between companies within or outside the Epicor database. Financial consolidations can even be done with companies on other external financial systems.



*Facilitate automatic transactions between internal and external companies around the world.*

### **Multiple Currencies**

Consolidate financials in any currency. Each company in the hierarchy has its own currency, and the top-level corporation may have a different currency not shared with any other company.

### **Global Supplier Price Agreements**

Send agreements to companies by setting up global price agreements for raw materials to ensure materials are purchased from the correct supplier at the appropriate global price.

### **Multicompany Journal Entry**

Generate inter-company journals that automatically book expenses and/or accruals across companies for subsidiary and/or parent companies.

### **Inter-Company Trading**

Multicompany automates supply and demand transactions company-wide through standard purchase order and sales order functionality. To request replenishment from a supply company, generate a purchase order. The inter-company purchase order will automatically show up as an inter-company sales order suggestion linked to the supplying company. Complete financial recognition as well as shipment notification accompanies all inter-company trading, thereby automating the Accounts Payable process associated with Inter-Company Purchase Orders.

### **Inter-Company Eliminations**

Map accounts between companies for smooth inter-company eliminations. With frequent mergers and acquisitions, the general ledger account structure for corporate and subsidiary companies may not be the same.

### Sub-Component Security

Authorize each user to only view information about specific companies to which they have access.

### Virtual View

Build virtual views of the enterprise. For example, build a workbench or a dashboard that allows a user to see all orders for a customer across all companies even though those companies may exist on separate servers and databases. You can then open sales orders in separate companies from the same workbench.

### Unlimited Hierarchy

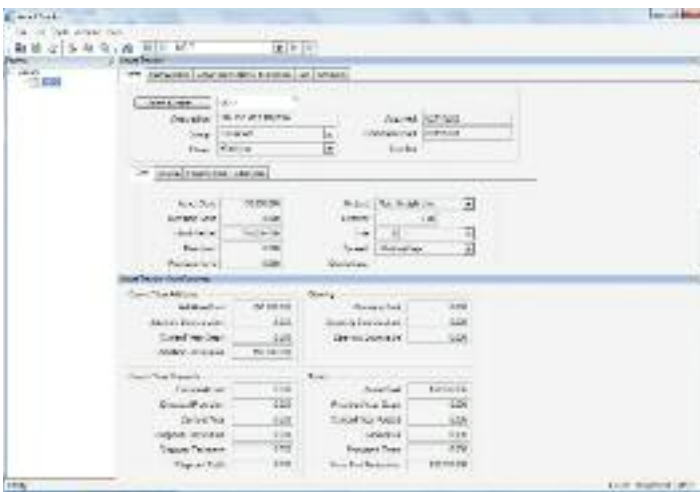
Define parent-child relationships between companies in an unlimited hierarchy. Each organization can specify a parent company, which may also have another parent company, and so on.

### Scalable Deployment

Deploy your companies on a single server/single database, or on multiple databases and multiple servers around the world. Many enterprises require their companies' data management systems to be geographically dispersed on different servers and different databases to protect against communication glitches causing site downtime. A robust messaging engine ensures the transfer of information whether your companies are on a single database, multiple databases, or multiple servers. This facilitates automatic transactions between internal and external companies around the world. Epicor is flexible enough to grow with you.

## Fixed Asset Management

Effective asset management is a critical business requirement. Fixed Assets helps you record, track, and depreciate your fixed assets for optimal utilization.



Maintain accurate tracking and depreciation of company assets.

### Save Time

Classify your assets for reporting and analysis into an unlimited number of asset classes and groups. These defaults streamline initial setup and executing mass changes to multiple assets.

### Simplicity

Manage asset depreciation with multiple depreciation methods. Recalculate and project depreciation. Maintain accurate tracking and depreciation of company assets.

### Easily Manage Mid-Year Changes

Control under- and over-charges by choosing how additions or changes to an asset's depreciation charge are treated—even when the change occurs partway through a fiscal year.

### Flexible Charging

Decide how to charge the opening book value of an asset when it is less than the annual depreciation charge. Charge it on a periodic basis until the book value equals zero, or spread the reduced annual charge across all periods in your fiscal year.

### General Ledger

Keep your general ledger in sync with asset management through the comprehensive array of asset management accounts, including:

- Asset provision account
- Depreciation charge account
- Addition control account
- Disposal control account
- Disposal provision account
- Disposal profit/loss account

### Comprehensive Asset Definition

Quickly answer detailed questions regarding the location, source, and maintenance of your assets.

- Location: Identify the location of your assets.
- History: Document asset source, original purchase order and invoice number, manufacturer, manufacturing job number, and serial and/or model number.
- Insurance: Capture and reference insurance information including insurer, asset policy number, monthly premium information, and renewal date.
- Lease: If the asset is leased, document lease information like monthly lease cost, mileage, and lease end date.

# Enterprise Performance Management

- Trackers and Dashboards
- Management Reporter
- Budget, Planning, and Forecasting
- Operational Data Store and Data Warehousing
- Scorecards & KPIs

Epicor Enterprise Performance Management is an end-to-end solution that removes the barriers to better business insight through a combination of intuitive user experiences, user driven key performance indicators (KPI), and pre-packaged analytics that have real meaning to the business. Epicor EPM leverages the advanced analytic capabilities of the Microsoft platform and incorporates modern Web 2.0 concepts for unprecedented ease of use and ultimately business results.

## Trackers and Dashboards

Built directly into all Epicor applications, Epicor Dashboards permit the combination of multiple capabilities such as inquiries, ad hoc reports, workbenches, graphical analyses, tactical business intelligence, alerts and business monitoring—all in a single dashboard. They provide a robust one-stop interface that replaces traditional menu systems with personalized role or context based views and links into core transactions of the system. In addition, they put the visual indicators and functions you use the most right at your fingertips. Toolled with unique flexibility, Dashboards enable users to develop their own workbenches using a series of online views of information such as a tracker. From a tracker, “open with” technology is deployed to drill into any part of the system, whether it is to enter a new order, modify an existing one, or update a customer record.

to appropriate parts of the system to see more information. Through integration with the Internet, Dashboards can merge Epicor application and external data as one to help drive your daily activities. From monitoring your employee intranet site to live access to industry-related Web sites, each Dashboard contains the information you and your employees need to more proactively run your business.

### Role-Based Home Page

Optionally replacing traditional menu systems, the Dashboard is quick and easy-to-use. In fact, you can use the Dashboard as your default view to your daily workflow. By integrating access to all of your favorite functions, third-party applications such as Microsoft Word and Excel, and online help topics, the Dashboard puts tremendous power in the hands of users and makes your Epicor solution one of the easiest applications to use.

### Exception-Driven Philosophy

Manage exceptions with standard components designed to offer users the ability to review the exceptions happening in the business and manage them rather than run queries, print reports and talk to coworkers to find the exceptions. The Dashboard puts the exceptions front and center for better control over your entire business.

### Real-Time Access To Up-to-Date Information

Get real-time updates for the latest information available. The user defines the refresh rate for each component that resides on the Dashboard.

### Workbenches

Generate user-specific or function-specific workbenches that drill into detailed information, offer tailored exception management, and allow users to efficiently manage information in the system.

### Trackers

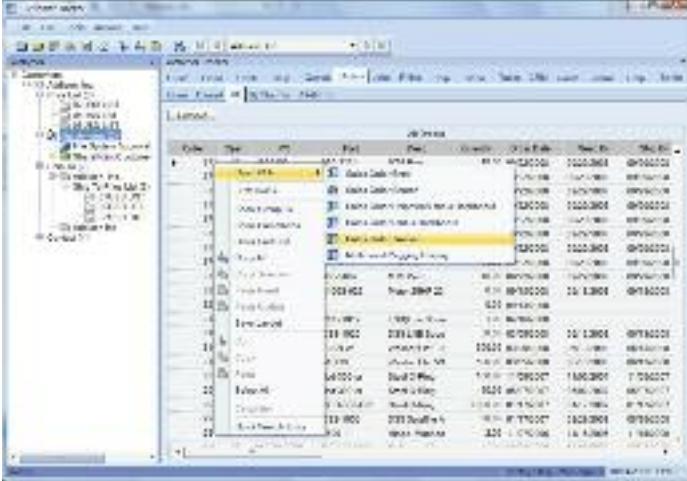
Enable users to drill into the finer details of the system. Whether looking for related job or quote information or the status of shipments, receipts or financial transactions, trackers are vehicles for drilling and moving throughout the system. The Dashboard enables businesses to generate their own views of information.



Closely manage customer and supplier performance with comprehensive role-based and interactive Dashboards that offer a complete picture.

The power of Epicor Dashboards is in how they enable users to specify how they work and tailor their workspace to fit their needs. The power of the Dashboard is in its ability to act much like the instrument cluster of your car. The Dashboard is used to provide real-time exception-driven indicator flags which alert you to possible problems in your business. From these business activity indicators, you will be able to easily drill down





Easily create and configure your own trackers to ensure real-time and in-context access to your most essential information.

### Personalized Components

Select from standard indicators that can be used throughout your business. These components are enabled at the user level and allow you to inquire into common elements like open quotes, expiring quotes, new orders, late jobs, and unbilled shipments.

### Custom Components

Quickly generate your own indicators using our intuitive business activity query (BAQ) wizard and Dashboard maintenance. This allows you to see the exceptions in your business based on your unique needs. Create detailed or summarized indicators that are focused on a particular record such as a customer. See related information by linking multiple components together and publishing based on the selected record. Advanced components can be generated while adding sheets or additional tabs to existing components.

### Personalized to Fit the Needs of Users

Each user personalizes their own Dashboard by selecting the components that show up in their unique environment. The user selects not only which components to use, but the size and placement of the components in the scrollable Web page environment offered by the Dashboard.

### Open to Related Functionality

Quickly navigate to other areas in the system. Right-clicking on any record in the component moves you to other areas of the system related to that record and optionally gives the user the ability to modify or add records to the system.

### Web Interface

Find information more efficiently and process business requests via the Web. Fully secured Web access promotes employee use of the Web based on your business needs.

### Web Deployable

Generate and deploy components via active server pages (ASP).

### Predefined Dashboards

Epicor is delivered with predefined Dashboards covering all the most common business roles (e.g., salesperson, buyer, engineers) and contexts (e.g., sales order, quote, job, invoice, etc.) that exist within the product.

### Dashboard Style Sheets

Enhance consistent styles for dashboard across the enterprise, company, or within a department.

### Dashboard Crystal Reports®

Deploy Crystal Reports within Dashboards for real time access to report information.

### Dashboard Charting

With over 40 chart types available, visual display of dashboard information is easy and readily available to users.

### Executive Dashboards

The Executive Dashboard comes with a series of graphical components designed to give managers the strategic data required to make critical short- and long-term decisions. Strategic use of these components allows you to manage your shop by exception, as opposed to micromanaging the increasing number of variables and demands being placed on your company. Components included in the Executive Dashboard include Plant Performance, Supplier Performance, Order Backlog, Scheduled Shipments, Shipping Performance, and Cash Flow.

### Dashboard Assemblies

Build Dashboards into assemblies and deploy them to the server in a few clicks, as well as automatically adding them to your favorites in the menu and as a tab in the menu area. Assemblies are also available to the Epicor Everywhere™ Framework, so that Dashboards may also be generated as Web forms from XML metadata.

### Self Contained Dashboards

Package and securely deploy Dashboards as self-contained forms without the need for other Epicor applications.

## Microsoft Office PerformancePoint® Management Reporter

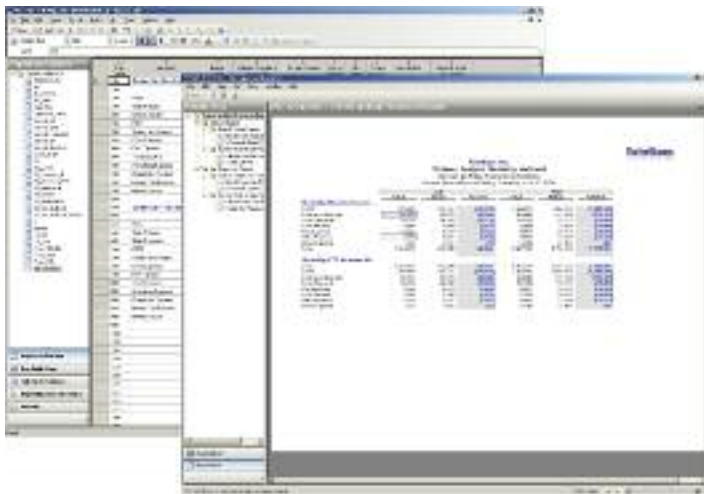
Microsoft Office PerformancePoint Management Reporter is an advanced financial reporting application designed to enable information workers to take control of their business by analyzing feature rich and intuitive reports. Offered in conjunction with Epicor Financial Management, it delivers a purpose-built environment for financial and accounting personnel to create, maintain, deploy and view boardroom quality financial statements. Users can easily monitor the health of the business and quickly understand what's happening at any point in time.

Management reporting plays a key role in performance management. Displaying business results, performing variance analysis, comparing projections and consolidating data from disparate general ledgers provides business users with the business insight they need to make timely and relevant decisions. Accurate and auditable reporting is also essential to regulatory compliance.

Management Reporter is part of Microsoft Office PerformancePoint Server, which is built on the powerful Microsoft SQL Server® platform, and helps you to provide accurate reporting in real time, from a centrally managed source. With Management Reporter, financial data can be combined from multiple financial models or general ledger companies and consolidated into a single report, giving your business users financial visibility into disperse operations.

### Easy Creation and Customization

Using the report wizard, key financial reports such as trial balance and income statements can be created in as few as seven steps. Additional templates are provided with Management Reporter that facilitate the creation of balance sheet and cash flow statements.



*Through a Microsoft Office style user experience, Management Reporter makes financial statement preparation a breeze.*

### Advanced Financial Intelligence

Hierarchies can be defined to facilitate the creation of different views of your business. Business users can create management, legal, and soft consolidated reports. Combined with comparative data like month-to-month, year-over-year, and actual to forecast, business users are better able to understand business trends. Additional concepts include year-to-date amounts, debits vs. credits, and posted and unposted data.

### Multiple Ways to Access Reports

Business users can create and generate secured reports that are distributed to a report library for viewing via a native viewer, or exported to either Microsoft Excel or to RDL for access through SQL Server Reporting Services. Formatting is

preserved, while business users can manage and access reports through the Microsoft Office SharePoint Server Report Center.

### Enterprise-Grade Statutory Consolidation

Business users can easily produce consolidated financial reports across multiple currencies while also supporting inter-company eliminations and reconciliations.

### Integration With Epicor General Ledger

Management Reporter integrates with your Epicor Financial Management General Ledger, allowing your organization to quickly create accurate and up-to-date reports from the wealth of financial data you store.

## Budget, Planning, and Forecasting

For those companies that need advanced analytics such as budgeting and planning or advanced forecasting, Epicor offers Microsoft PerformancePoint Server. This platform is particularly flexible, scalable and can easily handle very large implementations across multiple installations, as well as managing mixed content from multiple sources.

Many organizations need to have more control over their budget process or want to be able to test various business scenarios before they are actually deployed internally. At the same time they also want to have an easy and flexible environment that most people are familiar with to reduce education. Microsoft Office PerformancePoint Server uses Microsoft SQL Server, Microsoft SQL Server Analysis Services and Microsoft Office SharePoint Server to create a very powerful platform for advanced and collaborative Budget Planning and Forecasting, even for very large organizations.

### Microsoft Office PerformancePoint Server

Microsoft Office PerformancePoint Server is a comprehensive performance management solution that allows organizations to formulate strategy, drive execution and more effectively monitor performance through integrated monitoring, analytics, and planning capabilities. It provides all of the functionality that is needed for performance management including scorecards, dashboards, management reporting, analytics, planning, budgeting, forecasting, and consolidation. The application reaches all employees, across all business functions (finance, operations, marketing, sales, and human resources).

### Analysis Span

Analysis capabilities span from personal performance dashboards to formal methodology-based and cascading scorecards.

### Wide Range of Data Sources

Access to a wide range of structured and unstructured data-sources enables a more comprehensive dashboarding and scorecarding experience (OLAP, Relational, and Office).

### **Contextual KPIs**

Contextual KPIs and reports reflect changes of planning, budgeting and forecasting data.

### **Rich Deployment**

Rich capabilities can be deployed quickly and cost-effectively (Strategy Maps, SharePoint connectivity).

### **Templates and Wizards**

Built-in templates and wizards allow users to quickly build and share dashboards and scorecards.

### **Coding Not Needed**

Users can build, share and manage their analysis without the need for coding.

### **Web-Based Analytics**

Web-based analytics provides access to information to the right people at the right time.

### **Guided and Contextual Analysis**

Guided and contextual analysis can be gained through the tight integration between KPIs and analytics within the same performance dashboards.

### **Slice and Dice**

Analytics span from multidimensional slice and dice to rich functionality like drill-across, drill-to-detail, pivoting, root-cause analysis, and prediction.

### **Flexible Design Models**

Business users can design models the way they think about their business, incorporating standard financial functionality. Capabilities range from single model deployments to enterprise scenarios.

### **Top-Down and Bottom-Up Planning**

Top-down and bottom-up planning functionality connects people and drives accountability. Dynamic and standard reports include financial and business performance reports.

### **Process Management**

Process management features enable business users to manage forms, workflows, submissions, approvals, reports and annotations.

### **Multiple Currency Conversions**

Management and GAAP consolidation processes are supported with multiple currency conversions, inter-company eliminations and reconciliations, and multi-tier allocations.

### **Multiple Published Methods**

Reports can be published from Microsoft Office Excel to Reporting Services and Microsoft Office, providing consistency of experience for report consumers.

### **Secure Auditable Environment**

Users work within a secure and auditable environment.

### **Integration With Epicor**

Epicor has created packaged integration to PerformancePoint Server planning capabilities to ensure your entire enterprise business resource can be combined into the budgeting and forecasting process.

### **Epicor EPM External Connector**

Epicor also offers an external connector option to broaden your planning capabilities to with secured external constituents outside the organization, such as suppliers or customers.

## **Operational Data Store and Data Warehousing**

Your Epicor next-generation enterprise applications offer far reaching business functionality that spans literally hundreds of business processes, backed by an ever growing transactional database of information. Business performance is based not just on how these applications help run day to day processes but by how they support greater business insight—from historical reporting to advanced analysis. At the same time, although your Epicor applications are optimized for transaction processing, ad hoc inquiries and scheduling, a more advanced solution is required for when reporting and inquiry volumes increase and for longer term performance analysis.

In order to manage this need, Epicor EPM offers a comprehensive set of tools that take online transaction processing (OLTP) source data from your Epicor applications and turn it into actionable analytics.

### **Epicor Replication Server**

Epicor Replication efficiently replicates all database transactions from one or more production companies and application server to a single or multiple separate ODS environments. Replication Server is designed to offload processing from the main application server in support of enterprise performance management requirements and supports offline reporting, offline access to archived as well as live data, offline ad hoc queries (including those from Epicor Portal/Information Worker), offload of external system processing (Mobile Connect, Sales Connect, etc.), cloud based services, aggregated database holding records from multiple companies across multiple servers, and data transfer for additional business intelligence. Through Replication Server, your business holds the keys to a massively scalable environment that grows as your business does through effective load balancing of essential business processes.



### Epicor EPM Server

Epicor EPM Server offers a comprehensive business platform for advanced data warehousing in support of packaged analyses like on-line analytical processing (OLAP) cubes, key performance indicators (KPIs), and Scorecards. Epicor EPM Server is comprised of four main applications for the end-to-end management of business insight: Epicor Cube Deployment, which manages the complete deployment process of OLAP cubes against your Epicor 9 system; Epicor Cube Management, which monitors and handles the management of OLAP cubes, such as licensing and security or whether the cubes have been processed correctly; and Epicor Cube Customization, where users can edit and tailor OLAP cubes to include their own KPIs or measures.

### Epicor Operational Data Store

Epicor EPM Server enables the creation of a total enterprise data warehousing environment, beginning with the Epicor Operational Data Store (ODS), a staging area where data may be consolidated, cleansed and stored from multiple Epicor and external systems. The ODS data can be created and refreshed in near-real-time from disparate OLTP sources using Epicor Replication Server. Epicor ODS databases provide read only access for operational reporting, inquiries such as trackers, and provides data consolidation and cleansing operations to prepare data for use within the Epicor data warehouse. Epicor ODS provides a permanent record store for historical data and relieves the impact on OLTP system performance from heavy reporting and ad hoc inquiries. Furthermore, the ODS acts as the sole source of data for the Epicor data warehouse, removing traditional complexity.

### Epicor Data Warehouse and OLAP Cubes

The Epicor data warehouse consists of a set of standard pre-defined data marts created within Microsoft SQL Server and OLAP Cubes created within SQL Server Analysis Services (SSAS), which provide the core data foundation for Epicor EPM applications. Each business process enabled for analysis has one or more user cubes, a data mart/OLAP cube combination which is created, customized, deployed, and managed by the Epicor EPM Server. While it is not possible to provide a single static data warehouse which meets all of the analytical needs of Epicor customers, the standard user cubes follow a set of warehouse design guidelines to promote performance and analytic data consistency across the enterprise. The use of conformed dimensions and other star-schema design best practices is employed to meet these goals.

### Epicor Cube Connect

Epicor databases often store millions of business transactions. This huge amount of business data can provide valuable insights into your business and give you information that is immediately actionable—if you know how to get to it.

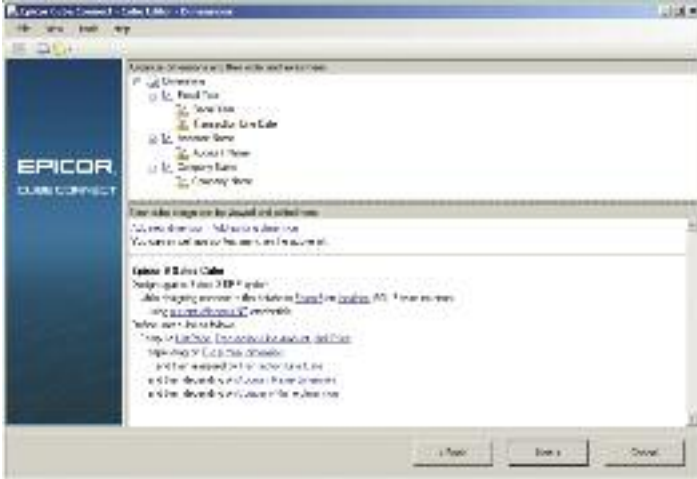
OLAP is the preferred way of extracting meaningful information from large datasets, because it provides intuitive analysis and makes it easier to find trends, patterns, ratios, and quantities in transactional data. OLAP is built on multidimensional data structures called cubes, which traditionally need to be custom designed for each set of transaction data. In addition, designing a cube is not a trivial task: it requires considerable knowledge of the structure of the source database. Once the cube has been created, there is no easy way to deploy it to other Epicor installations.

Epicor Cube Connect offers a unique approach to the problem of cube design and deployment. By the use of an extended data dictionary, which means that you work with a normal business language, it creates OLAP cubes for you based on the end results you hope to achieve. In other words, from the KPI down, instead of from the data warehouse up. It also contains easy to use tools for scheduling of updates and deployment of results.

This makes cube design simpler and removes the need for specialist knowledge of the underlying Epicor database structure or data warehousing techniques. Once created, cubes can be deployed immediately, or they can be saved to file for later use.

### Cube Connect Management Console

Administration, scheduling and deployment of OLAP cubes is carried out via an easy to use management tool that uses Microsoft Management Console Snap-In technology, which makes it easy to run administration from any client.



*Designing OLAP cubes against ERP systems can be a complex task, but not with Epicor Cube Connect, which transfers control of cube design to end users and makes the process far simpler with an easy to use wizard and a built in Business Glossary.*

### **Epicor EPM Canvas Deployment**

Automatically create EPM Canvases from Epicor Cube Connect OLAP cubes including the Gems and Slicers used to create that Canvas.

### **OLAP Consumers**

A set of standard OLAP consumers is defined within EPM Server to provide a common toolset for defining all analytic data views. Core consumers include Epicor EPM Canvas, Microsoft SharePoint, Microsoft Office Excel for simplistic ad hoc analysis and data mining, Epicor ICE business architecture for OLAP integration into Epicor next-generation enterprise applications, and Crystal Reports for standard print reporting.

## **Epicor EPM Content Packs**

### **Packaged Analysis**

Epicor offers a comprehensive analysis platform. Powerful and yet flexible, the Epicor analysis environment is designed to fit organizations of different sizes and in differing industries. Offering end-to-end performance analysis, Epicor delivers EPM Canvas, SharePoint Web Parts, Executive Dashboards, Excel and Crystal Reports for ad hoc reporting.

Epicor EPM Content Packs provide the quickest and easiest way to get up and running with advanced analytics from your Epicor system. It consists of pre-packaged OLAP cubes supporting over 250 predefined KPIs that industry leaders use to measure enterprise performance. All content packs can be deployed against a single company or against multiple companies for cross-company analysis of trends and performance.

### **Sales Management**

The Sales Management EPM Content Pack allows you to perform trend analysis and monitoring of the entire Sales Pipeline. The pack includes Campaign Pipeline Analysis and Sales Quota Performance, suitable for frequent operational

performance monitoring as well as detailed trend analysis views of Quotes, Orders, and Sales by Territory, Plant, Customer, Campaign/Event, Salesperson, Part and more.

### **Production Management**

The Production Management EPM Content Pack allows you to perform trend analysis and monitoring of production management business processes. The pack includes Quality Analysis, Plant Performance, and Open Job Analysis suitable for frequent operational performance monitoring as well as detailed trend analysis views of RMA, Non-Conformance, DMR, Projects, Jobs, Materials, and Manufacturing Lead Time by Plant, Warehouse, Customer, Campaign/Event, Salesperson, Work Center, Part and many more.

### **Material Management**

The Material Management EPM Content Pack allows you to perform analysis and monitoring of material management business processes including purchasing, shipping, and inventory control. The pack includes Inventory On-Hand Analysis, Customer and Supplier Shipping Performance, and Inventory Turn suitable for frequent operational performance monitoring as well as detailed trend analysis views of Inventory Transactions by Buyer and Approver, Job and Assembly, Part, Plant, Warehouse and many more.

### **Financial Management**

The Financial Management EPM Content Pack allows you to perform trend analysis and monitoring of key financial information. The pack includes Open Accounts Payable, Open Accounts Receivable, and Cash flow Analysis suitable for operational performance monitoring as well as detailed historical analysis views of AP, AR, GL, and Cash flow information by Currency, Customer, Chart of Accounts, Control Code/Type, GL Code, Job and Assembly, Project, and many more.

## **Scorecards and KPIs**

Individual KPIs and combinations thereof, typically known as Scorecards, bring together high level visualization of business processes and business events, so that you can monitor your organization and carry out benchmarking or performance based management. Epicor EPM delivers this level of business insight via a solid and highly productive foundation to make it easier than ever to raise business performance to the highest level.

### **Epicor EPM Canvas**

Many of the existing tools available today for KPI and Scorecard creation require data warehousing and business experts to combine for often lengthy project development. Even then, many scorecards remain static in terms of what they are measuring, and are not normally designed to handle ad hoc analysis, which is simply a competitive pre-requisite.

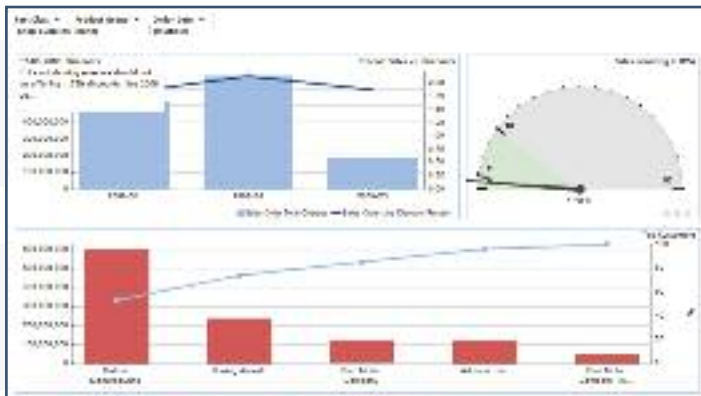
Epicor EPM Canvas is a new breed of native web application designed with user self-service in mind, and for enabling agile response to new and changing business problems and opportunities. It does not demand the deep knowledge of a business intelligence (BI) professional, instead it is designed for business users without any particular BI knowledge, and uses only business terminology. Merging the two disciplines of performance management and business intelligence, Epicor EPM Canvas not only monitors but aligns and measures an organization against set goals.

### Designed for all Knowledge Workers

With little or no training required, ordinary business people can monitor the status of complex business processes, graphically display performance, alert other users to issues or exceptions, and simply click on graphics to analyze them further by drilling into details. By illuminating business strategy, Epicor EPM Canvas empowers knowledge workers to put the focus on what's really important and shows how each contribution counts.

### Scorecards

Epicor EPM Canvas is used to create informative Scorecards—a combination of KPIs—with various chart graphics types that include 3D pie and spider charts.



Assemble comprehensive scorecards for balanced enterprise-wide performance management and measurement.

### Multiple Scorecards

Epicor EPM Canvas can be used to create both strategic, tactical, and operational multi-level scorecards thereby enabling precision and detail in communication while resolving business issues or identifying business opportunities, thereby increasing the performance of the organization.

### Gems and Slicers

A Gem is a defined term within your business. A Slicer is a tool which you use to select the information you will see in the Gems displayed on the EPM Canvas. The slicer provides a visual representation of the business term. Gems are designed to be easily usable and instantly meaningful to users throughout your organization. By dragging one or more Gems onto your Canvas you decide the business focus. When you drag a Gem onto your Canvas it uses the Slicer to instantly display a table or graph representing a perfect visualization of your business term. A Gem may contain its own preferences on what information to see, but in many cases you may need to change those preferences to fit your business terms. As you design your Gems, Slicers are also used to connect the selection criteria.

### Multiple Canvases

Epicor EPM supports multiple types of canvases for different purposes like Microsoft SharePoint, Web 2.0, Mobile and others.

### Microsoft SharePoint Canvas

Epicor EPM Canvas provides a Microsoft SharePoint connector to enhance the power of Epicor EPM Canvas scorecards and dashboards by making them available in Microsoft SharePoint, a powerful tool for creating intranet, extranet and Internet Portals.

### Web 2.0 Search Canvas

Epicor EPM Canvas may also be deployed as interactive and searchable Web 2.0 experiences. With support for full text indexing and searching data can be configured to be used by almost any search engine like Microsoft Enterprise Search and Google™ OneBox™.

### Epicor Mobile EPM

All KPIs created by Epicor EPM and deployed within Canvases can also be deployed to mobile devices for wireless access on the go.

# Governance, Risk, and Compliance

- Risk Management
- Security Management
- Financial Governance
- Global Trade Compliance
- Environmental and Energy Management

Achieving visibility and effective controls within the enterprise can be a formidable challenge when many of the processes and procedures in place remain manual and fragmented. Effective Governance, Risk and Compliance (GRC) initiatives help companies, and their employees stay compliant, and ensure that employees and partners at all levels of the organization are aware of the associated risks of non-compliance.

GRC touches every person and every function in an organization in some way. Whether GRC becomes an intolerable burden that increases company overhead or an enabler of efficiency and success depends upon its actual, day-to-day impact on the employees' work and whether that impact is enabling or debilitating.

## Risk Management

### Improved Data Governance and Protection with an Integrated Enterprise Solution

Expectations are rising among auditors, regulatory bodies, customers, and other stakeholders regarding the protection of corporate information against piracy, fraud, and sabotage concerns. Enterprise Resource Planning (ERP) systems control the majority of the information that could potentially be at risk.

It is not uncommon for companies to use multiple enterprise software solutions in different divisions or business entities. Additionally, they may be running multiple instances or copies of the same software, and have a variety of stand-alone or point solution applications—such as order entry or general ledger—that are not integrated, or at best minimally integrated. There may also be a variety of separate databases, tools, and spreadsheets used for reporting, all which may be generating different versions of the truth.

The only way to truly manage and mitigate risk across the organization is to have a fully integrated end-to-end solution providing your organization with one single, verifiable set of financial and operational metrics. Epicor GRC provides an integrated enterprise solution with built-in application-level risk mitigation tools and Business Process Management—providing audit trails and secure workflow automation, the key elements of data integrity and security. With the ability to generate a complete audit trail of all changes made to the data, Epicor GRC records the who, what, when, and where of the change regardless of where the change originated. When potential security problems arise, the response must be instantaneous. Epicor provides automated alerting and BPM event capabilities to assist your organization by managing these situations in a timely and effective manner.

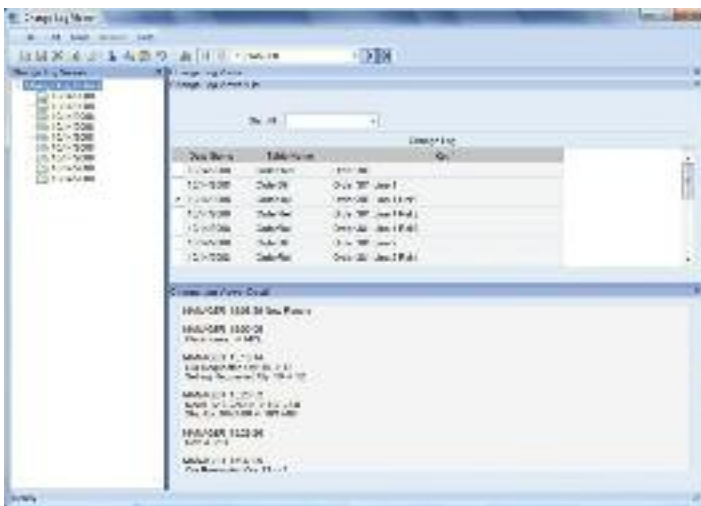
### Enterprise Performance Management

Many of the requirements for effective GRC programs involve accelerated disclosure of information to external entities. This requires companies to have better visibility of changes than they had in the past. Epicor GRC incorporates the ability to infuse business insight through Epicor EPM—a solution that supports overall risk management objectives by keeping users abreast of changes in the business. For example, Epicor EPM can be set up to alert management of the large credit exposure of one of their largest customers or can continuously monitor suppliers for adherence to contractual obligations and cost overruns on projects.

### Cross Organization Benefits of Integrated GRC Solution

The business environment today requires corporations to maintain very high standards of corporate governance and data protection. Most organizations realize that compliance with regulations that enforce these values actually makes good business sense, allowing them to reap the benefits of higher profitability, faster and more accurate reporting and increased levels of customer satisfaction.

Epicor GRC allows organizations to embrace data

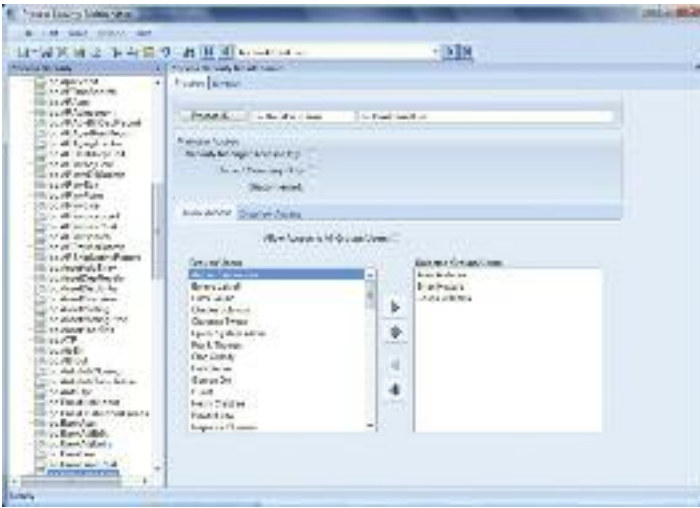


Automatically track changes with risk mitigation tools such as table and field level audit capabilities.

governance and data protection strategies, help control risk, effectively handle regulatory compliance and ultimately drive business performance.

## Security Management

Epicor GRC provides comprehensive user and group security to restrict data and application accessibility as needed. Security can be granted at user and group levels for all security objects including forms, fields, reports, menus, and method calls. Data tier security is also available for both tables and columns. There is also an option to use Microsoft Windows® Authentication to support a Windows single sign-on and password policy.



Epicor supports comprehensive management of user, process and data security settings.

### Product Security

Product security includes protection to ensure that the application only allows use of modules and product variations that have been purchased and licensed.

### Application Security

Application security ensures that the business logic protects the database from corruption by always ensuring that an update is valid, regardless of the source of the transaction. This is necessary in a service-based architecture since the business logic can be called from many environments including a smart client, external Web services, browser-based clients, and other smart devices.

### Access Security

Access security verifies that whomever (or whatever) is attempting to access the application server is permitted to do so. This includes login security to the menu system either by entry of user ID and password, or via Windows Authentication, session security (same as login security) for application components that are run directly from the desktop or other non-menu areas, and services security through Epicor True SOA to ensure that an external system may access the business logic when allowed.

### Business Security

Business security includes ensuring that individual users and groups of users have access to the business functions and data that they attempt to view or update.

### Change Logs

Automated change logs capture changes as they happen, helping companies better manage the accuracy of data. This includes monitoring all changes to records (before and after values), who made those changes, and when those changes were made. Users are also prompted for audit notes of why changes have been made. You are also able to create notifications from change log events using Epicor Business Activity Management (BAM).

### Audit Logs

A permanent audit trail of access and changes is the only way to validate what is actually happening and to monitor the preventive controls and processes intended to ensure transactional validity. The combination of preventive controls with continuous monitoring gives executives and auditors the confidence to attest to financial results and associated IT controls. Data audit logs support compliance with other regulations such as FDA Title 21 CFR Part 11, HIPAA, and Basel II to name a few of the more common regulatory requirements that companies face.

### Credit Card Authorization and Encryption

Epicor credit card authorization used in conjunction with Epicor's network of global payment providers meet Payment Card Industry standards for data encryption and secure transmission and storage of sensitive financial credit card information.

## Business Process Management

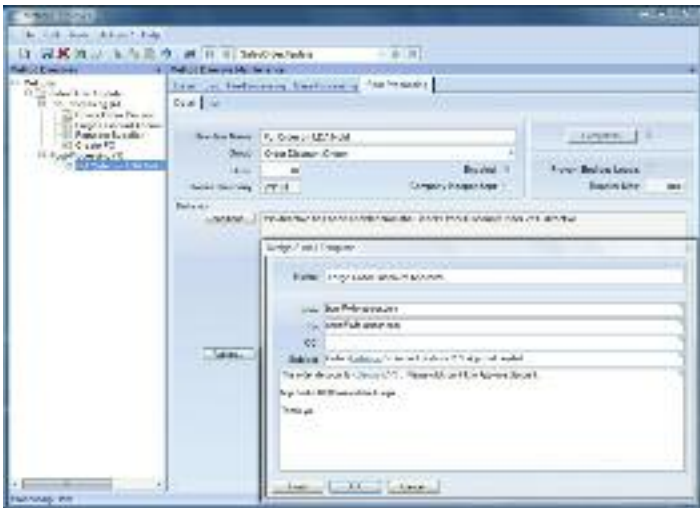
As the global regulatory environment grows ever more challenging for companies, it is becoming increasingly important to have embedded controls in your enterprise application so that your users can be more productive. Epicor GRC helps you move away from the management of day-to-day compliance by leveraging technology and optimizing operational efficiency. Epicor BPM in combination with Epicor Service Connect, allows you to identify risky processes to your organization and to effectively mitigate risk through business-defined workflows.

BPM and Service Connect essentially identify and improve processes to make your business more efficient, more disciplined, and better able to adapt to change. BPM is particularly important when it comes to the management of GRC internal controls, processes, and procedures. Many of today's businesses have already spent the time and effort to document and outline their business processes, some to meet strict regulatory and quality standards for their industry and others for improved business efficiency. Epicor incorporates BPM technology to enable organizations to automate, align



and streamline business processes for continuous improvement and compliance with GRC guidelines.

BPM and Service Connect provide a framework for building GRC process-driven integration points that give companies seamless integration capabilities with other applications and businesses. BPM automates delivery of information to employees internal to your organization that are responsible for managing and monitoring internal controls. Service Connect logs workflow processing for both transactional integrity and compliancy. Service Connect processes are available for review and tracking while in progress or after the process completes.



Ensure transactional integrity and compliancy of data using Epicor BPM to manage hold and event actions.

### BPM Rules Builder

BPM provides an Outlook style rules builder to specify conditions and actions that modify the behavior of Epicor business logic methods. Complex BPM logic can be inserted into every aspect of the system, in a secure environment, and executed as though it were part of the standard code itself.

### BPM Pre-Processing

Build pre-process conditions that require approvals or other conditions to be met before processing continues. For example, require approval for customer credit limit change or require approval for posting journal entries above a certain amount or to certain accounts.

### BPM Post-Processing

Build post-process conditions that require approvals or other processes to be met after processing completes. For example, following the entry of an order that exceeds prudent discounting policy, place the order on hold and send an e-mail notification to a suitable authority.

### BPM Base Processing

Build replacement business services or link to other alternate processes (internal or in the cloud where external web services can be openly accessed) in order to support business needs. For example, connect to an on-demand tax service using Epicor Tax Connect in order to ensure up-to-the-minute tax rates are applied to tax calculations.

### Service Connect Workflows

Build and execute workflow throughout the system for your unique business rules.

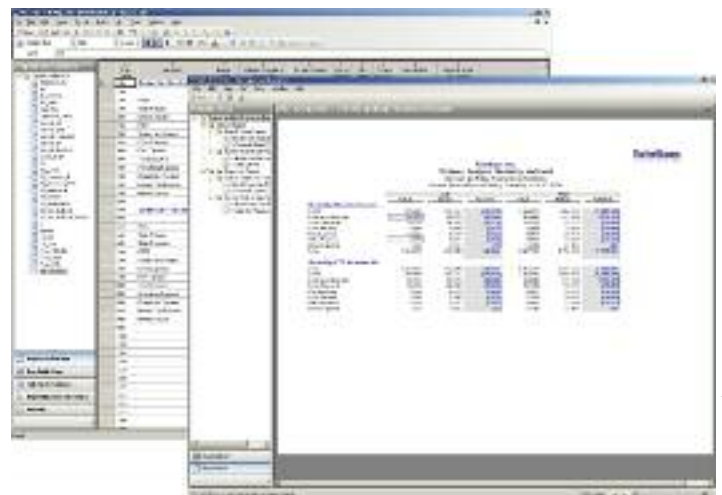
### Electronic Signature

Invoke and require electronic signature for processes with secure authorization and password.

## Financial Governance

The current business environment is simultaneously complex and increasingly regulated, which can challenge even the largest businesses to remain competitive in today's global markets. This fact is perhaps most important when it comes to financial control—which encompasses all aspects of the financial health of the organization. Epicor GRC helps control this risk—effectively enabling users to handle regulatory compliance and ultimately driving business performance by providing cross-organizational financial visibility and control over financial reporting, planning and forecasting processes.

Organizations are under increased pressure to file accurate financial results in a timely manner. While spreadsheets may have provided an adequate solution in the past, as reporting deadlines shrink and controls become more stringent, they will no longer be a viable option. Epicor GRC can help organizations meet these shortened deadlines in a variety of ways—from consolidating financial information to providing drill-down and drill-across access from financial reports to transactional detail.



Manage, report, and distribute financial information securely.

Bottom line, when companies adequately report, plan, budget, forecast, and periodically review and update budgets and forecasts, they exhibit a more mature level of internal control. A company that is unable to perform these functions well can play a major part in motivating financial fraud and not living up to the tenets of financial laws and legislation. Integrated enterprise software applications go a long way in helping organizations document their internal controls, remove manual processes, and achieve greater visibility to their financial data.

### **Epicor Financial Report Writer**

A standard part of Epicor General Ledger, Epicor Financial Report Writer provides the ability to meet GRC reporting needs through comprehensive financial statement development, reporting and distribution, including publication out to a spreadsheet.

### **Epicor Open Active Planner**

Epicor Open Active Planner is a comprehensive budgeting, forecasting, planning and modeling tool designed to allow organizations who view budgeting as an ongoing process to build and manage their models centrally in a controlled and secure manner.

### **Microsoft Office PerformancePoint Server**

Microsoft Office PerformancePoint Server is a comprehensive performance management solution that allows organizations to formulate strategy, drive execution and more effectively monitor performance through integrated monitoring, analytics, and planning capabilities. It provides all of the functionality that is needed for performance management including scorecards, dashboards, management reporting, analytics, planning, budgeting, forecasting, and consolidation. The application reaches all employees, across all business functions (finance, operations, marketing, sales, and human resources).

### **Microsoft Office PerformancePoint Management Reporter**

Embedded within Epicor EPM is Microsoft Office PerformancePoint Management Reporter which is an integrated performance management application that provides robust financial monitoring, analytics, and planning capabilities. Management Reporter helps organizations support GAAP, IFRS, and Sarbanes-Oxley regulations. Centralized data management, including security and business rules, and transactional reporting simplify regulatory compliance.

## **Global Trade Compliance**

In order to conduct business globally, you need enterprise business software that enables compliance with local laws, satisfies international security measures and meets the myriad of local and regional documentation requirements. Epicor applications provide a comprehensive platform for managing these trade compliance necessities.

### **Global Trade Standards – Items**

Epicor GRC allows for the definition of the global trade standards for items, such as UPC UCC-12, EAN UCC-13, EAN UCC-8, and GTIN-14. Application functionality allows for a global trade standard to apply to an item and in the process creates a global trade standard bar code which is able to be scanned on any part number field.

### **Landed Cost**

Landed cost functionality offers significant benefits for customers who import or ship in materials either for resale or for use in manufacturing. The cost of freight, insurance and import duties can have a big impact on margins. This functionality allows businesses to track costs accurately against the parts to which they apply, ensuring that the selling or assembly price then reflects the true cost of the materials, parts or finished goods.

### **RoHS/WEEE Compliance**

The Restrictions of Hazardous Substances (RoHS) directive and Waste Electrical and Electronic Equipment directive (WEEE Directive) set collection, recycling and recovery targets for electrical goods and are primarily directives that affected all companies selling electronic equipment into the European Union (EU). Epicor GRC supports tracking the compliance status of parts in accordance with various legislative requirements while also tracking the ultimate consumption and disposal of those targeted parts to ensure the proper compliance with RoHS and WEEE directives.

### **Product Lifecycle Management**

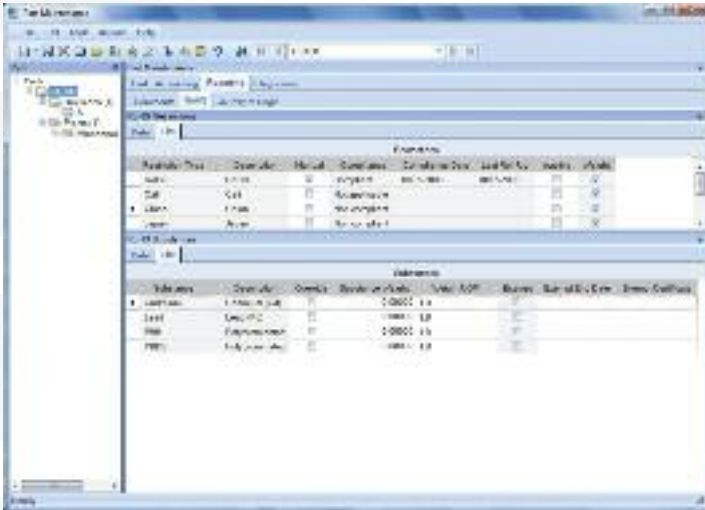
Epicor PLM serves as a central knowledge repository for process and product history, and promotes integration and data exchange among all enterprise users who interact with products. Epicor PLM offers integration with more than twelve CAD systems while managing all documentation associated with a product throughout its entire lifecycle. Additionally, Epicor PLM supports GRC initiatives through sophisticated document management, critical for those organizations that need excellent audit tracking and control of documentation across the enterprise, including support for RoHS.

### **Country of Origin**

Epicor GRC supports the needs of manufacturers and distributors by tracking Country of Origin, which supports the percent of Content by Country requirements that are needed for ISO extension in Europe.

## International Shipping and Documentation

Epicor GRC supports integration with manifesting and international export shipment processing solutions, which provides for functionality to track hazardous material shipping for both domestic and international shipments. There is also support for international trade agreements such as NAFTA. Epicor GRC can also provide the harmonized tariff schedule (HTS) codes, which determine eligibility for preferential status under international trade agreements such as NAFTA, and print the necessary export documents as part of the international shipping process.



Track and manage compliance status of parts subject to international directives.

## Quality Management

Industry and regulatory compliance requires three basic capabilities: process control, documentation and visibility. The Compliance & Audit solution, implemented in concert with Epicor Advanced Quality Management core capabilities, enables you to automate your business processes, share key information, provide process documentation, traceability, and track existing and potential issues through effective resolution. Epicor Advanced Quality Management provides audit trail visibility of inventory transactions occurring in inspection and during discrepant material report (DMR) processing. Additionally, to help businesses manage compliance documentation such as Certificates of Analysis (COA), Certificates of Quality (COQ), or Certificates of Compliance, Epicor includes the ability to check for Certificates of Compliance at receiving of materials from suppliers, receiving of in-process parts from outside operation suppliers, and before shipping products to customers.

With planning to production coverage for quality, Epicor Advanced Quality Management puts companies in a constant state of compliance. Quality Performance Management provides turnkey support for ISO, automotive (TS), aerospace (AS), and FDA (cGMP, FDA 21 CFR Part 11).

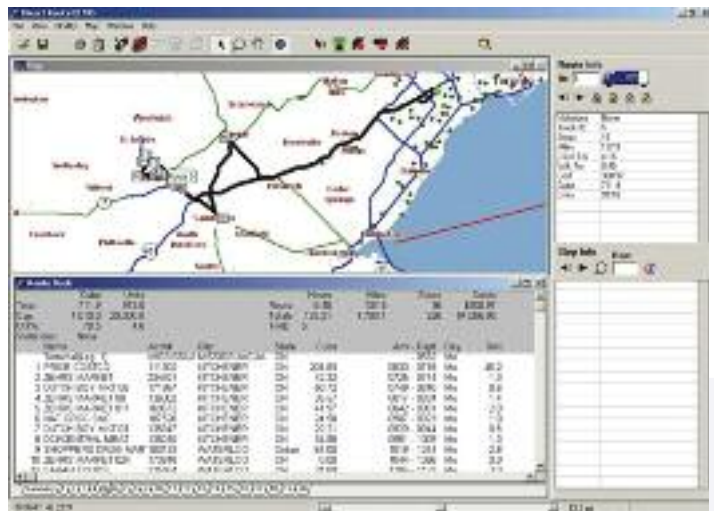
## Environmental and Energy Management

As the world continues to analyze energy availability and the long-term effects of climate change, businesses too are turning their attention to areas of opportunity—reduction of carbon emissions, energy conservation and supply chain sustainability. Despite the fact that government incentives in this area are still in their infancy, many businesses are finding that these initiatives go beyond simple good-citizenship to real business opportunities and bottom line savings that can contribute financial value to the organization while meeting demanding customer requirements.

Companies will look to IT and software solutions to help them find opportunities to be better stewards of the environment and extend the tangible benefits of corporate social responsibility (CSR) through the extended supply chain. Some of the more notable areas that corporations are placing emphasis on when deciding on a path to good environmental and energy management surround strategic sourcing and procurement, logistics, application of lean principles, and virtualization.

## Strategic Sourcing

Epicor Sourcing delivers a highly configurable, online solution for quickly and easily integrating strategic sourcing, dynamic pricing, collaboration and negotiation, and complex auctioning capabilities into your business objectives for requisition and purchasing decisions.



Ensure optimized delivery routes and lower miles traveled by your fleet, ultimately reducing costs and carbon emissions.

## Logistics

Logistics software can manage the fastest distance from point to point; reduce fuel used and carbon emissions created during transport. Truck route optimization is at the heart of logistics benefit to CSR. The value of logistic applications is as simple as getting from point A to point B: optimized trucking and shipping routes mean less miles traveled, less miles

traveled means less gas used by trucks, less gas used by trucks means less CO<sub>2</sub> emissions. Epicor has strategic relationships with industry leading logistics providers such as Appian Logistics Software to support your needs for strong logistics management.

### **Lean Principles**

One way for manufacturing and distribution based companies to enable supply chain sustainability across their extended organization is to implement and follow lean principles within their respective organizations. Epicor supports the underlying principles of lean manufacturing and distribution by enabling process improvement initiatives meant to build effectiveness and efficiency across the entire supply chain.

### **Virtualization**

The introduction of virtualization technology into enterprise applications can lead to a significant reduction in energy consumption, as there are fewer physical servers to power, and less cooling is required to dissipate the heat these servers generate. Energy consumption is rapidly becoming a far from trivial issue for organizations. Epicor supports efforts to conserve energy by providing the delivery of enterprise applications through the use of virtualization technology.



# Business Architecture

- Epicor ICE
- User Experience
- Business Process Management and Workflow Management
- Web 2.0
- System Tools

Epicor has long been recognized as a leader in technology innovation, not just investing in technology for technologies sake, but in order to deliver far reaching business benefits to our customers businesses. Epicor understands that modern business software needs to be intuitive, compliant, and super productive to meet both existing and future needs. For more than five years now, Epicor has been designing and building enterprise business software built from the ground up using SOA standards.

Technology is the foundation which most businesses use to execute their objectives. At the same time, it is important that the technology does not overwhelm a business but operates seamlessly and effectively in the background. Today Epicor business architecture provides a rich user experience, affording opportunities for greater user collaboration and productivity. Offering new levels of extensibility and scalability, it is a technology asset that meets a company's requirements today, yet remains flexible enough to accommodate opportunities in the future. This unique blend of tools and technology constitute the business architecture we call Epicor Internet Component Environment (ICE).

## Epicor ICE

Epicor ICE is the business architecture that underpins the Epicor enterprise business software and offers a true service oriented architecture, Epicor *True SOA*™. This agile business process enabling technology builds on an already complete and robust framework. The toolset is helping our customers to both use and enhance Epicor applications at a business as opposed to a technology level—with minimum overhead. Epicor ICE addresses the following key needs of modern enterprises:

### Reliable

Downtime is very expensive and many companies now run 24x7x365. Although a company's employees may not be on the premises 24x7, many systems are up and running 24x7 to service the needs of global operations and their customers who can access the system via the Web or increasingly the Cloud. Cloud computing is a relatively new deployment method for business systems where hardware resources to run applications are shared and rented as needed in a "Cloud." Cloud computing ensures reliability and availability of resources for your most important business systems. Epicor ICE allows online backup and complete fail-safe options. Ensuring availability meets the most rigorous service-level agreements. It also supports corporate social responsibility initiatives in areas such as hardware and software virtualization, for more efficient environmental and energy management.

### Scalable

Whether your business is at a single location or spans multiple sites around the world, Epicor offers scalable and easy to deploy solutions for simple to complex operations. In particular, for deployments requiring high end scalability, all business logic within Epicor applications is encapsulated within objects that are executed via application servers. These in turn

communicate with the database via data servers. An enterprise can utilize multiple application and data servers in order to deliver the required level of performance to the enterprise. Epicor ICE also allows an enterprise to split itself up on multiple servers that can be deployed around the globe—delivering maximum performance to the local company. However, a powerful messaging infrastructure ensures real-time collaboration of information for delivering the same control and data access as if the enterprise existed on one centralized server. This combination of technology delivers unrivaled scalability.

### Agile

A service-oriented approach to enterprise software development ensures an abstraction of complexities in terms of how business systems are built and operated. In an SOA, business logic, that represents software processes is broken down into a series of loosely coupled granular "business services" which are then made available and discoverable on a network via Web services. Each service provides functionality that can be adapted to the needs of the enterprise while hiding the underlying implementation details. By exposing business processes, SOA provides the ability to streamline those business processes, which in turn promotes agile change management. Because business processes are broken down into smaller functions that can be accessed and manipulated, it becomes much easier to match your business rules to the processes in your business system.

Epicor *True SOA* goes a step further by considering both server business logic and client business logic as "business services." This delivers a technology resource that's not just built for change, but is designed for people. Epicor ICE reduces the cost and complexity of technology adoption by being completely ready for business.

### Accessible

Epicor ICE introduces the Epicor Everywhere™ Framework for complete user interface and device control, including utilizing Microsoft .NET Windows smart client technology to provide users the most effective platform in order to maximize their environment. Historically a Windows client meant that applications could only be effectively operated over a local area network (LAN). Smart client technology allows users to connect to the application not only over a LAN, but over wide area networks (WAN). The Epicor Everywhere Framework stores client code as XML metadata so that it can be used to generate other user experiences and for any number of devices. For instance, your Epicor applications can be deployed as Web forms in almost any Internet browser or deployed to almost any mobile device. Epicor ICE also ensures that all application logic is exposed securely as Web services to allow users to connect with business logic via their chosen mechanism and to enable greater access from other applications and businesses.

### Flexible

Epicor ICE allows companies the flexibility of choosing the technology stack that best supports its objectives. Epicor enterprise applications can be deployed on most major operating systems including Microsoft Windows, UNIX®, and Linux®, and also allows companies to deploy on multiple database platforms. Epicor ICE also provides flexibility for the client deployment with support for Windows forms, Web forms, and Mobile device forms. Additionally, Epicor ICE offers flexibility in deployment model with support for on-premise installation, external and co-location hosting and multi-tenancy software as a service (SaaS).

### Customizable

Epicor ICE has a built-in customization engine based on Microsoft Visual Studio® .NET that allows companies and individual users to customize and personalize their environments without the need to alter existing source code, thus avoiding costly upgrade costs.

Epicor ICE uses a layered approach to customization. Customizations are held within the database, but in a separate layer, ensuring portability from release to release with minimal effort. At the base layer there are no customizations. Epicor Partners and end users can create industry specific customizations within the verticalization layer for streamlined deployment and utilization by those industries. Then, site specific customizations can be made in the customization layer and finally on top of site customizations, individual users can define their unique personalizations for optimum performance. As a software vendor, Epicor can continue to add functionality to the base without interfering with customizations executed on successive layers. This is called the Epicor Layered Client Stack. Furthermore, because Microsoft .NET has a “multilingual” compiler, these simultaneous customizations need not even be in the same language.

Also embedded into Epicor ICE business architecture is a comprehensive BPM platform. Epicor BPM allows users to build their own business rules into the application without the need to touch the base source code, avoiding costly upgrade issues.

### Productive

Epicor enterprise business applications are delivered with a dedicated user experience—application forms that can be rendered either as smart client (C#) or Web client (AJAX). However, Epicor understands that to maximize user productivity, application capabilities need to be extended out to a broader community of users than those who typically spend their time within that dedicated experience. To that end, Epicor ICE also supports composite applications, typically delivered via Web Portals and immersive applications, where application logic is surfaced up within common office productivity tools, like Microsoft Office. This ensures that all users, no matter what their chosen tool may be, can be as productive as possible.

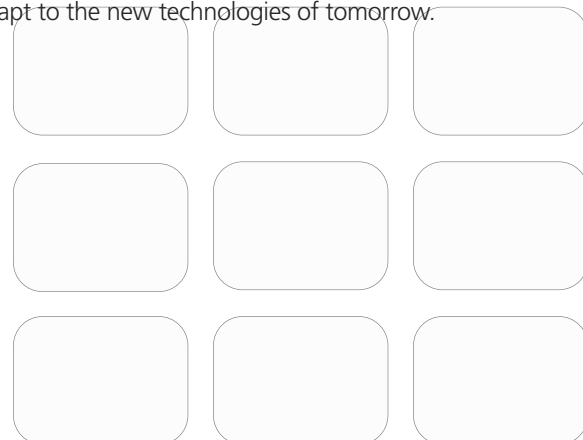
Also embedded into Epicor ICE business architecture are a series of Web 2.0 concepts that raise user productivity to the next level again, such as Enterprise Search for rapid access to relevant information and support for subscription technologies, like really simple syndication (RSS) that proactively push information to users.

### Collaborative

One of the powerful benefits of a SOA is the potential for integration between different applications and business partners. By using XML as the format for sharing data, and simple object access protocol (SOAP) to communicate in a way that is programming language independent, it is possible to create Web services that talk to Web services built by other vendors, or that have been created internally. All Epicor functionality is available as Web services and can be connected to any other application, business or orchestration tool (e.g., Epicor Service Connect, Microsoft BizTalk® or Progress Sonic™ ESB).

### Future Proof

Epicor has a long history of introducing leading edge technology that delivers a competitive edge for its customers. Epicor ICE is based on Epicor *True SOA* and a platform of technology independence. This combination ensures not only a leading edge environment today, but an infrastructure that can evolve and adapt to the new technologies of tomorrow.

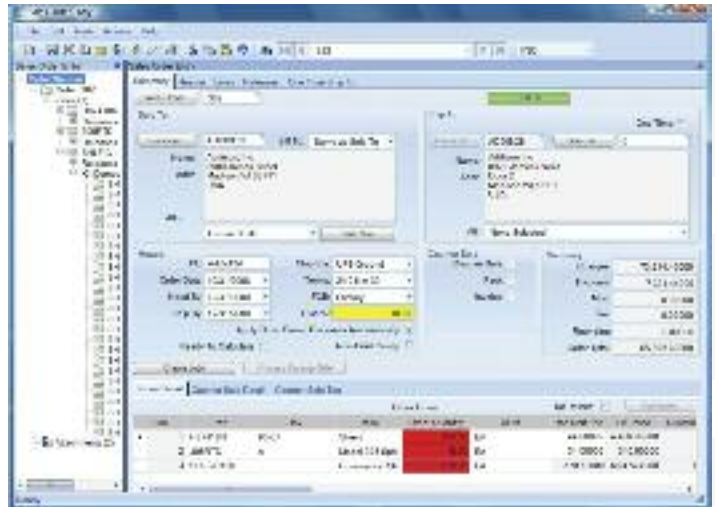


## User Experience

Epicor ICE delivers user interface (UI) options that are at once easy to use, rich and intuitive, and give users choice in deployment and experience. Unique technology within Epicor ICE offers the ability to have multiple user interfaces interact with the same SOA-based business logic simultaneously including a “Smart Client,” a Web browser-based Client, or Microsoft Office applications. All UI options are intuitive, flexible, aesthetic, and promote user productivity.

## Epicor Everywhere Framework

Today many enterprise applications are being rewritten to support mobile devices and browser-based clients, which provide easier more convenient access to business information and easier deployment. These clients are generally considered “zero-footprint” or “thin” clients. Rather than rewriting our application forms to support mobile devices and the Web, we developed the Epicor Everywhere Framework, a unique technology that stores all client business logic as tagged XML metadata. This permits Epicor applications to run as smart clients or Web clients or on mobile devices, all from the same source code. This framework also ensures that user customizations and personalization remain intact, whatever the UI.



*Epicor Smart Client offers many rich usability features.*

## Epicor Smart Client

Epicor takes full advantage of Microsoft's .NET smart client technology to deliver an easy to use, rich user experience in a traditional local client environment. Smart clients are easily deployed and managed client applications that offer users a powerful interactive experience—an experience that takes advantage of local resources to connect intelligently to distributed data sources. Business workers can take advantage of increased opportunities to extract, consume, analyze, and distribute information to help create new products, expand into new markets, streamline business procedures, and provide better operational control. The Epicor smart client delivers the rich functionality that users expect, including: tear off sheets; user sizeable screens; navigation trees; non-modal forms; publish and subscribe; advanced searches; drag and drop attachments; drill down navigation and exploration; and HTML online help and tutorials.

## Unlimited Comments

Enter unlimited comments throughout the system.

## Keyboard Shortcuts

Personalize keyboard shortcuts for all functions.

## Tool Tips

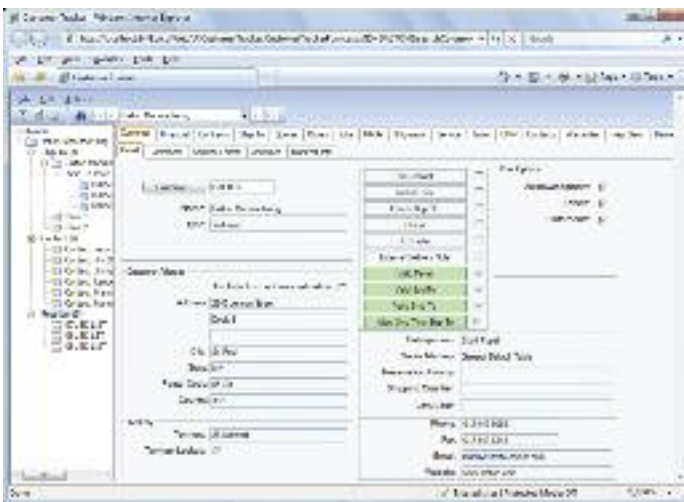
Provides for user controlled (on or off) fly-over text-based tool tips.

## Indication of Attachments, Memos, Audits, Etc.

This feature makes it visible to users when memos or attachments are present.

## Open With

Simplify navigation throughout the system with “open with.” Right-click on any field to highlight all related areas of the system that can be accessed. Powerful publish and subscribe technology automatically associates all open forms together. Changes in one form affect the information the subscribing forms show.



*Epicor Everywhere provides a rich user experience over the Web.*

For example, you can customize your smart client forms to meet your specific business needs and then simply re-generate the form's metadata and output it as a Web form with all customizations included. Epicor ICE supports generation of asynchronous JavaScript and extensible markup language (AJAX) Web browser-based forms from existing Windows forms (C#). For added flexibility Web forms can be accessed from different mobile devices and browsers, including Microsoft Internet Explorer®, Mozilla® Firefox® or Apple® Safari® and can run on any operating system, including Windows, UNIX, Linux, or Mac®.

### User-Defined Searches

Define your own searches in all parts of the system. Search criteria can be saved and reused in the future. Auto-load searches can be applied to forms so the search is automatically applied when the form is opened. Auto-search can be applied so that when a form is opened, the search screen is automatically opened.

### Cut-and-Paste

Cut-and-paste information to and from all areas of the system and other applications (e.g., rows can be cut and pasted to and from Microsoft Excel).

### Transaction Visualization

View all transactions within a user-defined tree structure, allowing users to pinpoint information even in the largest of transactions.

### Form Worksets and Navigation

Select multiple records to work with during a session. Move forward and backward within the set. Go straight to a particular record. Save to work with it later or e-mail to a colleague to process.

### Advanced Grid Management

Freeze multiple areas of a grid vertically or horizontally so multiple areas of a grid can be seen simultaneously. Multi-tiered “group-by” functionality quickly makes sense of large amounts of data. Sort multiple grid columns.

### Personalization

Personalize the way in which all forms look for users; how many forms are viewable; tab order; fonts; colors; menu shortcuts; tree view; hide panels; change grid orders; interaction dialogs (e.g., suppressing alert questions like, “Are you sure you want to delete this record?”).



Embedded tools allow you to personalize and customize forms to meet your processing preferences.

### Customization

Do everything available in personalization. The customization engine is based on Visual Studio .NET. Build multiple versions of forms; add user fields; add user logic; add sheets; add Microsoft Visual Basic® .NET code; hide fields; make fields mandatory. Layered customizations ensure no impact on upgrades.

### Customization Wizard

Customization wizards are available to streamline the use of the customization and personalization engine. This ability allows “visual behavior” for a field or set of fields and can be extended to include the setting of behaviors for fields in any defined view based on complex comparisons.

### Localization

Localization refers to the fact that Epicor is designed for global-ready applications. Epicor utilizes Microsoft’s standard transactional format assemblies to ensure that resources that require localization and translation have been separated from the rest of the application’s code so that source code need not be modified during localization. To enable this, the Epicor ICE customization engine has been extended to include a separate localization layer. Creating a separate framework localization layer makes version migration easier for customers and localization partners and provides an area within the framework and application for the development of local add-ons which go beyond the needs of the base application.

### Styling and Themes

Styling offers complete control over the look and feel of the entire user interface. It works by letting you define the look of each item within the interface—buttons, check boxes, fields, etc. Because themes can be deployed for a company or plant, multi-plant and multi-company deployments can set their unique theme for easy recognition and brand loyalty.

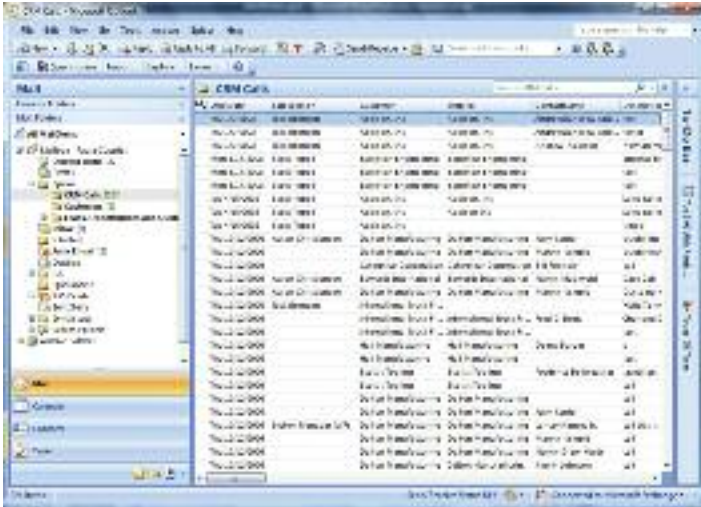
### Epicor Information Worker

According to current industry surveys, desktop productivity tools are used by 95% of business workers, with Microsoft Office as the standard for desktop applications. Epicor Information Worker provides a secure, seamless interface to your Epicor application from within Microsoft Outlook, Microsoft Excel, or Microsoft Word, blurring the lines between enterprise software and desktop productivity software to create a single immersive solution. Imagine the productivity and business visibility you will gain by using Epicor Information Worker as an interface for both traditional and non-traditional Epicor users.

### Extend the Reach of Epicor Applications

Many business workers simply don’t need to utilize all the powerful features of your Epicor applications, but they do need access to the data. Epicor Information Worker allows authorized users to retrieve, view, and modify Epicor data. Epicor application licenses are utilized efficiently—minimizing





Epicor Information Worker lets you view, modify, and update business data from within familiar Microsoft Office applications.

the licensing impact on your organization and easily allowing more users access to your Epicor solution.

**Work in Context, Online, and Offline**

With Epicor Information Worker, you no longer have to leave what you are currently doing to get the data you need. Simply download the data directly into your Microsoft Office application. With a few clicks of the mouse, add Epicor contacts, tasks, calendar items, and other data into your Microsoft Outlook lists. Outgoing and incoming customer emails can be automatically logged as calls. Customer, supply chain, manufacturing, and customer relationship management (CRM) data are all available online or offline.

**Support Your Customer Relationship Initiatives**

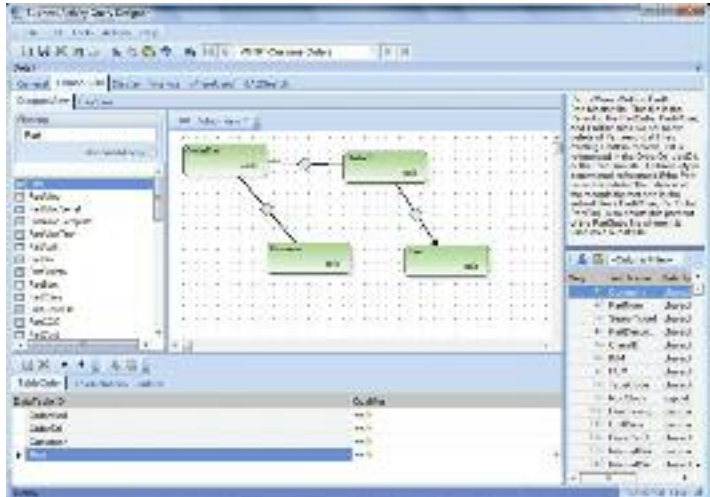
Epicor Information Worker can help you exceed your customers' expectations. Your customers will be impressed with how well everyone in your organization knows the details of their account anywhere, anytime. Your sales organization, customer service workers and business executives—everyone in the company—can easily retrieve and update information within Microsoft Office while at work or on the road. The powerful combination of Microsoft Outlook, Word, Excel, and your Epicor data empowers all business workers to offer informed and responsive customer service, which translates to higher customer satisfaction.

**Business Activity Query**

Every business needs an intuitive and easy to use query engine, and for this Epicor created business activity query (BAQ), which allows you to create personalized queries or to copy standard queries. Once the query is created, it can be used throughout the application—to generate Crystal Reports, for quick searches, to support Portal views, or to view results in a Dashboard. Epicor BAQ lets you create queries that display the data you need, when you need it.

**Easy to Use Wizards**

The BAQ Designer includes easy to use wizards to help you define your query—or you can create the query free-form. The BAQ can be accessed from various parts of the application.



The BAQ Designer provides many easy to use features for creating business queries.

**Graphical Links**

A graphical display for table links.

**Use of Temp Tables and Variables**

BAQ includes the ability to use temp tables and variables in your query. This is especially useful for BPM.

**Calculations**

Embed calculations within query data for rapid reporting and use throughout.

**Views of Data**

Create multiple views of standard system information for rapid reporting and dashboard generation. Also, allow multiple instances of a single table.

**Easily Analyze and Test Your Query**

In addition to providing a visual presentation of the query being created, the BAQ designer also provides tabs where you can analyze, test the syntax, and run the query to confirm the query is correct before it goes into production. There is also a tab to display where an existing query is being used—dashboard, quick search, or dynamic report. The BAQ designer provides all the tools you need to quickly and easily create queries that return the relevant data you need.

## Epicor Portal

It is essential to have current enterprise data at your fingertips to make the decisions that drive your business to success. But sometimes important business decisions need to be put on hold because you have to wait for someone else to get you the data you need to make those important decisions. Epicor Portal can help by providing the framework and tools that allow you to gather and share enterprise data without having to depend on others. With Epicor Portal, you can get the information you need from your enterprise system when you need it, without having to wait in line.

### Reduced IT Burden, Secure Data Access

Epicor Portal moves the function of gathering and publishing data out of the hands of IT and into the organization for easier collaboration and knowledge sharing. By leveraging Microsoft SharePoint products and technologies, the industry-leading portal infrastructure, Epicor Portal is able to provide the rapid deployment of a secure and collaborative portal environment that reaches across the enterprise. Epicor Portal provides a management console where roles and security settings are maintained. You determine exactly what your portal users can do by creating specific security settings for every Epicor Portal content consumer or group.

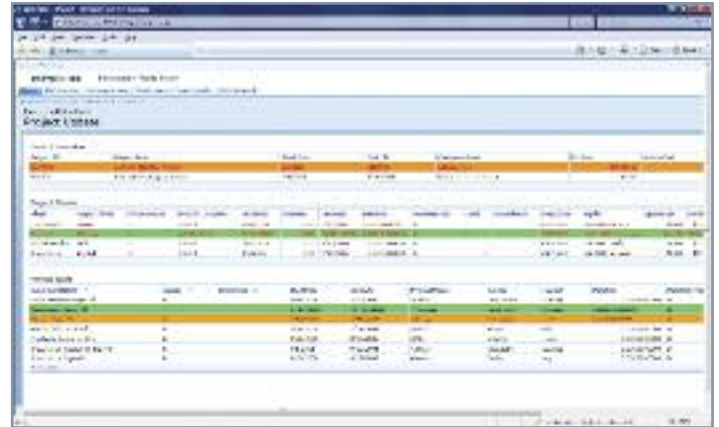
### Ease of Use

Epicor Portal includes the Epicor Administration Console which is used for specifying data sources and maintaining roles and security settings and the Epicor Portal Explorer, an easy-to-use data visualization tool which allows end users to intuitively create data views without any knowledge of the underlying database or querying language. The Epicor Portal Explorer is a personalized work space to build, edit, preview, and export data views. Epicor Portal Explorer runs within Microsoft Internet Explorer and can be accessed from any computer that can connect to the Portal server.

### Improve Collaboration and Increase Productivity

Epicor Portal allows you to build specific content within a portal and make that content available for use throughout your organization. The ability to provide this level of information access will boost productivity and improve collaboration between your people, departments, and divisions. Additionally, Epicor Portal can provide secured enterprise data access to outside entities such as partners, suppliers, and customers for added visibility and business opportunities.

Once Epicor Portal views have been created, they can be published as Microsoft SharePoint Web parts for use by any qualified user. Users are able to access business data either through the Epicor Portal Explorer or Microsoft SharePoint. Data discovery and visualization within Microsoft SharePoint empowers information workers and other stakeholders to build and share business data and events in addition to performing ad hoc online queries.



*Epicor Portal provides rich, compelling content to promote collaboration between employees, customers, or suppliers.*

### Take Action Immediately

Epicor Portal allows you to do much more than simply view your business data—it allows you to take action. With Epicor Portal, you may create views that allow users to create new or update existing business data without having to open the application. For example, you might want to allow your customers to create an order that will go directly to the ERP system without anyone else touching it. This acceleration of information delivery-decision-action process can improve the responsiveness and performance of an entire organization.

### Unified View of Your Organization

Epicor Portal enables transparent and secure interaction with Epicor applications throughout the organization. Additionally, non-Epicor data sources can be incorporated into security and data discovery wizards to provide an integrated view of your business.

### Epicor Portal Customer Content Pack

Improve business efficiency by extending traditional boundaries for doing business with customers. The Epicor Portal Customer Content Pack provides interactive customer facing content that supports strategic goals for improved customer communication and direct collaboration on day to day business, right from your Web site. Additionally, customers enjoy 24x7 self-service and can access, review, and make online requests for quotations. The Epicor Portal Customer Content Pack is designed to deliver the information your customers are looking for; open and closed orders, shipments, RMAs, invoices, credit memos, payment history, service calls and more.

Customers are becoming more demanding for information. Use Epicor Portal's flexible environment for further defining the content to which customers have access and securing it based on the customer and what you want them to see. Customer-focused businesses can provide the details customers are looking for without taxing internal customer service resources. With Epicor Portal, your customers can drill into the details to which you give them access.

For companies looking to take new opportunities electronically, customers can submit request for quotes with quote details electronically. Behind the scenes, your Epicor solution will accept these details and automatically generate a quote with appropriate tasks and follow ups to complete. Your Epicor solution is updated the same as if someone was sitting in your office entered the new quote, including business specific quoting workflows, approvals, and automated e-mail communication.

### **Epicor Portal Supplier Content Pack**

Improve business efficiency by extending traditional boundaries for doing business with suppliers. The Epicor Portal Supplier Content Pack provides interactive supplier facing content that supports strategic goals for improved supplier communication and direct collaboration on day to day business, right from your Web site. Suppliers enjoy 24x7 self-service and can access, review, approve purchase orders and changes and submit pricing in response to RFQs.

### **Real Time Collaboration with Suppliers**

The Epicor Portal Supplier Content Pack is designed to provide real time collaboration with suppliers on current business and drive new efficiencies and performance in your supplier network. Communicating electronically and in real time with suppliers reduces lead times and improves responsiveness to customer's demands. Suppliers can approve and reject purchase orders and purchase order changes electronically as well as respond to new pricing requests. Behind the scenes, your Epicor solution automatically responds to supplier input, improving buyer response to estimators request for quotations, and more.

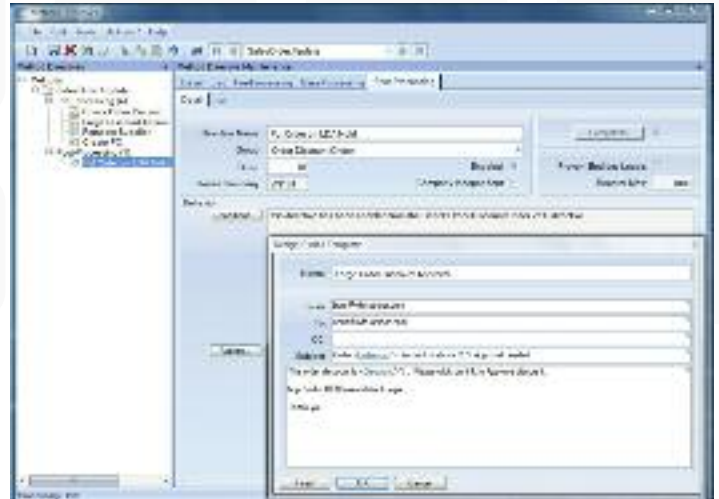
### **Secure Content Delivery**

Suppliers have the information they need, when they need it; freeing up your buyers to do more important things than making phone calls when purchase orders become late and answering supplier questions about delivery, payment and more. Use Epicor Portal's flexible environment to define the content access and securing it based on the supplier and what you want them to see. With Epicor Portal and the Epicor Portal Supplier Content Pack, your suppliers can drill only into the details to which you give them access.

## **Business Process Management and Workflow Management**

Epicor takes into account the real-life circumstances that define your complex and dynamic business environment, both during planning and the actual process. Embedded within Epicor applications is a comprehensive and flexible workflow solution that gives you the tools you need to respond quickly to critical business requirements. The workflow facilities available within Epicor enable you to quickly begin managing and automating even the most complex business processes, including working toward ISO certification.

Epicor Workflow Management is comprised of five major components: Task Management; Workbench Views; Business Activity Management (BAM); and Business Process Management (BPM).



*BPM tools allow you to fit the Epicor business software to fit your business requirements.*

## **Task Management**

Systematically automate and execute routine processes using a set of tools provided by Epicor. The inherent systematic nature of processing tasks via these tools contributes to the speed, consistency, accuracy, and ability to document procedures for regulatory compliance.

### **Multi- and Single-Tiered Task Management**

Define workflow processes which key transactions must follow for completion. Tasks may be a single step process, or they may be a series of interlinked processes involving many different parties. Create custom workflows specific to your business using task sets. Task sets may define a single step process or a series of interlinked processes involving many different resources. Task sets can contain multi-level tasks, milestones, mandatory tasks, and alternative routes.

### **Task Definition**

Define tasks to accurately represent the work to be done within your enterprise. Tasks can be created on-the-fly, or users can select from predefined tasks (e.g., pricing approval, revision update, generate quote) to identify different types of work to be completed. After creating a task, you can assign it to the appropriate employee.

### **Electronic Sign-Offs**

Optionally require password clearance for sign-off on key tasks, providing traceability and adherence to procedures. Task sets ensure that transactions can only be updated if the task set is at the right status.

### **Streamline**

Categorize tasks by type, streamlining assignment and task set generation. Task types are user-defined (e.g., to-do, urgent item, follow-up) and simplify categorization of work.

### **Task Lists**

Specify task lists to each employee, and automatically deliver them to the area where the work needs to be done.

### **Message Log**

Document e-mails and calls regarding the task with a message log.

### **Automatic Assignment and Routing of Work**

Automatically assign tasks using required resources and the context of the transaction. Dynamically assign task sets based on circumstances. The task management system will automatically assign and route the work needed to process the change.

### **Staying Up-to-Date**

Choose to have Epicor automatically send an e-mail notifying key personnel when a task has been created or completed.

### **Send Alert**

Automatically and immediately send an e-mail alerting internal or external resources when key areas of the system are changed. E-mails can be automatically constructed by Epicor, or you can construct sophisticated HTML-based e-mail messages.

### **Carry Out Processes**

When critical information has changed, automatically carry out processes to update other parts of the system.

## **Workbench Views**

Epicor provides a series of role based workbenches to streamline and expedite workflows throughout your company. Workbenches provide a focused, paperless, single entry point from which internal and external users can automate and execute routine processes. Epicor comes with many predefined workbenches including buyers, planning, engineering, inspection, service, sales, credit manager, and plant workbenches.

## **Business Activity Management**

Epicor extends Workflow Management with integral business activity management (BAM). BAM enables you to build simple proactive business rules into any of your system transactions and has four major components:

### **Change Log**

Identify key data areas to track including who, what and when data has been changed.

### **Alerts**

Immediately send an e-mail alerting internal or external personnel when key transactions have been changed. E-mails

can be automatically created or you can design sophisticated HTML-based e-mail messages using related information from your database. You can specify e-mail addresses manually, use scripts to identify e-mails based on rules, or automatically derive e-mail addresses based on transaction-specific information.

### **Execute Processes**

Automatically execute a process to update other parts of the system when a key transaction has changed.

### **Manage Exceptions**

Easily activate alerts, enabling you to immediately begin gaining control of potentially expensive exceptions. Epicor includes a library of predefined alerts ranging from "customer credit hold flag changed" to "employee clocked out early."

### **Epicor Business Process Management (BPM)**

Building on and extending beyond the simple rules enforced by BAM, Epicor Business Process Management is all about identifying and improving processes to make your business more efficient, more disciplined, and better able to adapt to change. Epicor incorporates BPM technology to enable organizations to automate and streamline business processes for continuous improvement. Epicor BPM augments your current efforts of continuous improvement by allowing you to more closely tailor your Epicor solution to reflect the best practices you have developed.

### **Seamless Integration and Workflow Capabilities**

When coupled with Epicor Service Connect, Epicor BPM gives Epicor customers seamless integration capabilities with any service driven application. Epicor BPM automates delivery of information to customers and suppliers directly from within the Epicor application. As an integral part of the Epicor business architecture, Epicor BPM provides a layer to each Epicor service for applying rules and conditions whether the service is called from a client, another service, or another program. Epicor BPM includes the ability to track data changes within the database and automatically send alerts or print reports when change events occur.

### **Easy to Use Wizard Interface**

Epicor BPM provides a Microsoft Outlook style rules wizard so you can easily intercept Web service methods with Method Directives and add custom logic to perform actions before, after, or in place of a Web service method. Every Method Directive is executed as though it were part of the standard code itself. Epicor BPM will allow the simultaneous update of changed rows to support new BPM method directives and to improve processing performance.

### **Pre-Process**

Epicor BPM allows you to build pre-process conditions that require approvals or other conditions to be met before processing continues. For example: require approval for customer credit limit change.

### Post Process

With Epicor BPM you can automate post process routines such as an Epicor Service Connect workflow that provides integration to an outside system, send an e-mail, invoke a .NET method, execute code, or create a record such as a workflow task.

### Base Process

Epicor BPM also lets you replace an existing business service with your own.

## Epicor Service Connect

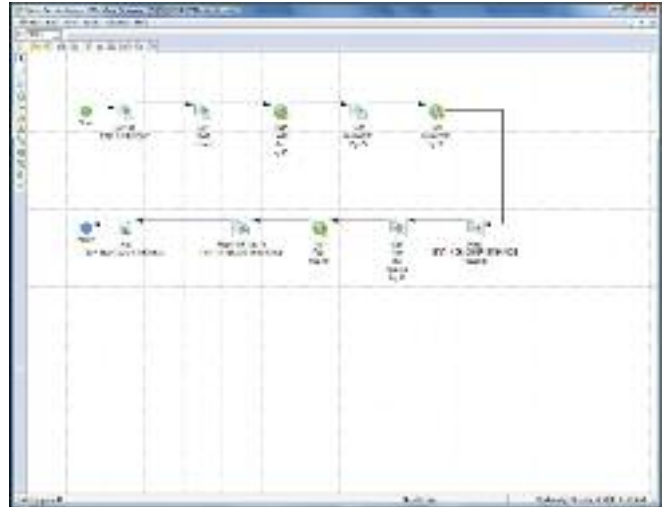
Epicor Service Connect is a powerful business integration platform, functioning as a central integration point for secure workflow orchestrations within Epicor applications as well as external connectivity to Epicor and non-Epicor applications.

### Promote Lean Principles

Users can automate tasks and processes within the application to promote lean principles, continuous performance initiatives and Six Sigma quality within the organization or across the supply-chain. Service Connect lets employees focus on value added activities and management by exception instead of repetitive data (re)entry tasks. Built to support collaborative processes, Service Connect links different business entities, applications or users using open, industry wide standards and technology that enables businesses to deploy solutions—confident that their investment will remain intact for the future. Service Connect harnesses the openness of XML and includes service-bus functionality for Security, Messaging, Orchestration, Transformation, Scheduling, Notification, and Exception Handling to deliver rock-solid reliability combined with ease of use.

### Much More Than A Programming Interface

Typically, the effort to connect different applications requires code for mapping the integration, proper error handling, scheduling, and so on. The aim of Epicor Service Connect is to eliminate this extra coding effort required to integrate an Epicor solution. Epicor Service Connect is more than a tool for integration; it is a platform for rapidly incorporating workflow and system orchestration through visual designers with little to no programming effort. Integrations can be easily built by using the Service Connect Visual Data Mapping tool to link and transform XML documents to map to different systems along multiple communication channels and protocols to support a wide range of integration scenarios.



*Epicor Service Connect, a rapid platform for incorporating workflow and system orchestration through visual designers with little to no programming effort.*

### Secure Audit Trail

Service Connect logs workflow processing for both transactional integrity and compliancy. Processes are available for review and tracking while in progress or after the process completes. If for any reason processes error or stop, transactions are rolled back and queued for subsequent correction and resubmit. Notification services can be incorporated into the workflow to alert either the submitting application (e.g., system integration or EDI process) or an administrator.

## Exploiting the Value of Epicor *True SOA*

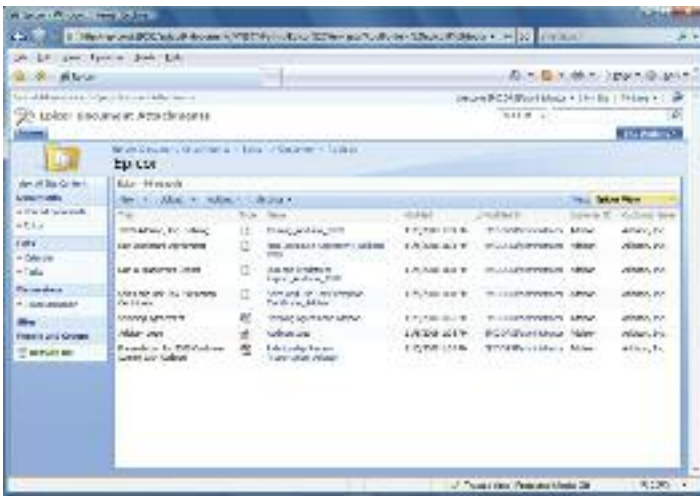
Because Epicor solutions are built using Epicor *True SOA*, the power of Service Connect can be used to streamline processing within the application framework. Business components, represented as Web services outside of the application, can be recomposed within Service Connect to eliminate non-value added steps or potentially speed up any process. For example, processing sales orders typically involves multiple availability inquiries, reviews, inventory release decisions, etc. Orchestrating this process within the Service Connect Workflow Designer can eliminate many of these steps by routing processes to automated tasks, such as order-submit-direct-to-pick for specific inventory items or order fulfillment for your best customers. Other examples include: PLM integration without entering change orders within a process workbench in the application; processing of e-mail attachments for automatic data input; and corporate governance best practices using task assignments with digital signatures.

## Web 2.0

Epicor understands the value that mass participation and collaboration, with the Web as an enabler, can bring to business. Substantial advances and the ongoing maturity of the consumer Web have brought new levels of productivity and self-evident usability to today's technology consumers. Even the rise in social computing and related technologies has an outlet in enterprise business software, and are manifested in capabilities such as enterprise search and presence. Epicor ICE merges these emerging technologies, often referred to as Web 2.0 with Epicor *True SOA* to deliver unprecedented support for harnessing knowledge, rapidly finding information, and taking collaborative actions upon it.

## Enterprise Content Management

Enterprise content management (ECM) supports paperless operations and reduces document control costs by enabling users to easily add documents and retrieve information from nearly everywhere within the system. Epicor ECM delivers essential attachment/document management capabilities by extending them to include use of Microsoft SharePoint (Microsoft SQL Server) document repositories. This means that document versioning is also supported along with the option to integrate to other best-of-breed document management systems.



Streamline document control with an integrated Microsoft SharePoint repository.

### Drag and Drop Attachments

Epicor supports drag and drop document attachments, document versioning, and advanced document meta-data tracking and searches through attachment vaulting in Microsoft SharePoint. The electronic document is not stored anywhere in the system; just the file location is stored and linked to the business object used in the form. Multiple content management storage options are supported including; SharePoint Document (documents stored in a SharePoint document list), File System Document (documents stored in a defined file system location), Attachment Link (specific

document link to a file location), and Collaboration Link (specific link to a SharePoint Document List).

### Simple and Secure

Simply drag and drop a document from your secure document repository and the system generates a secure link that can be accessed based on user network security.

### Retrieval

Retrieve documents for viewing, editing, or printing by contextually searching within your Epicor application and accessing related attachments.

### Document Viewing

Epicor ECM offers support for industry leading AutoVue™ 2D Professional Desktop Edition and AutoVue 3D Professional Desktop Edition for viewing of hundreds of file formats. These include technical document types such as 2D/3D CAD and Electronic Design Automation (EDA), as well as business documents such as Office and Graphics. These solutions also include redlining capabilities.

### Product Documentation Workflow

Automated product documentation workflow ensures the flow of accurate product documents to the production floor for viewing, redlining, and updating of drawings and other documentation related to the product, process, or material used.

## Enterprise Search

Today's business workers are typically savvy internet users in their personal lives and have come to expect the same sort of access and community in their business lives. By utilizing Web 2.0 technologies and the building blocks of Microsoft Search, such as SQL Full Text Indexing, Epicor delivers "Enterprise Search", a "Google" like search tool that brings the personal Internet experience to the workplace. Enterprise Search provides embedded search capabilities through tag clouds of Epicor structured data that span all Epicor applications built upon it and extends beyond enterprise data, to un-structured data (Word documents, etc.) if desired, and in a secure manner. Epicor Enterprise Search also supports extensible actions from search results including task specific actions, internal and external Web service calls and direct links to applications or application forms in context.

### Secure Search Results

Business workers will be able to search data that resides within the Epicor application as well as data stored locally, on the network, or on the internet. Application data search results are returned to workers based on access rights—if a user is not permitted to view certain data, it will not be listed in the results. Search results are bound to the BAQ security rules—if a user does not have access to columns, they are not displayed for that user.

## Easily Find Relevant Business Data

With Enterprise Search, business workers are no longer tied to traditional ways of accessing information—now they can specify exactly what they are looking for and pick and choose from the result set to see the data. Enterprise Search will also include the ability to “drill down” into related data. For example, if you search for a customer, you will be able to see results that drill down into sales orders, invoices, payments, or CRM calls, to name a few.



Epicor Enterprise Search delivers “Google” like search options for relevant business information.

## Get the Information You Need Right from Your Browser

With Enterprise Search, users get the information they need with less input and without having to move from form to form within the application. Enterprise Search allows you to set the sensitivity level so you don't get irrelevant data.

## Enterprise Data Without Utilizing an Application License

With Enterprise Search you get fast, relevant and secure access to all of your information, without utilizing a license. Enterprise Search brings relevant business information to employees and customers in a familiar and easy-to-use setting.

## Subscription Services

Epicor ICE extends RSS subscription capabilities to Epicor application data. This means that business users may subscribe to specific information that they wish to be kept apprised of. One area where this is enabled is within Epicor Portal, where the entire schema of Epicor applications is accessed for end-user query development and Web deployment. By subscribing to a particular query using RSS, users will see information proactively pushed to them when the data behind that query changes. For example, a user may wish to attach an RSS feed to a particular contact at a customer site. Any time something happens to that contact they can receive a note about it. RSS information can be pushed to your container of choice including the RSS Feeds Outlook Syndicated Content (RSS)

Directory within Microsoft Office or via Windows Vista® Gadgets.

## Composite Applications

Enabled by the Epicor Everywhere Framework, Epicor application Web forms generated from XML metadata, and their related linked business logic, can be used in composite application development. Each Web form supports publication and subscription, allowing specific business functionality to be “mashed-up” with other line of business developments.

## Epicor Portal Mashups

Within Microsoft Office SharePoint Server it is possible to build composite applications that combine various connected Web Parts, such as Epicor Web forms, Epicor Portal Web queries, Epicor EPM analytical Web parts, and more.

## Mobile

Enabled by the Epicor Everywhere Framework, Epicor application Web forms generated from XML metadata, and their related linked business logic, can be accessed via mobile device. Additionally, Epicor EPM KPIs can also be deployed direct to mobile devices and include full search capabilities to rapidly find and drill-down to applicable data.

## System Tools

Epicor ICE offers a series of system facilities and tools to enable the effective management of Epicor applications, extending to system security, document management, advanced software development, software deployment, and product documentation.

## Centralized Administration Console

This feature delivers a single management area for your Epicor system, which removes redundancy and in so doing boosts user productivity, accuracy and efficiency.

## System Monitor

Schedule tasks to be run in the background on a one-off or regular basis (e.g., daily, weekly, monthly, etc.). Tasks can be jobs such as MRP or reports and forms. Reports and forms can be frozen at a point in time so the data can be referenced at a future time.

## Integrated E-mail

Automatically e-mail employees, suppliers, customers, and partners from the system based on key actions. Attach documents so the recipient need only click on the attachment to drill into the associated transaction.

## Separation of Epicor ICE from Epicor Applications

Epicor ICE business architecture is developed separately from Epicor enterprise business applications, allowing each to be modified and updated in separation and potentially under differing release cycles. Epicor ICE framework components have been extracted from application source control and given

their own build and delivery schedules resulting in a more robust application development environment that allows staged delivery of Epicor ICE to application developers using the Epicor ICE software development kit (SDK).

### Extended Reporting Framework

The reporting framework within Epicor ICE allows optional Server based printing. This is done via the creation of an Enterprise (or Server based) printing option for users who wish to leverage the associated Crystal Reports, Microsoft SQL Server Reporting Services (SSRS) or other enterprise reporting software.

### Customizable Printed Forms

Access the laser-generated and preprinted customizable continuous forms that are provided with auto-fax and e-mail capability.

### Auto Print Control

This feature handles the automatic printing of forms and barcode labels upon the completion of a pre-determined list of Epicor transactions. Auto print control lets you define the events that trigger the printing, rules that define the conditions, and the action to take on a form-by-form basis.

### Advanced Print Management

Automate document delivery with Advanced Print Management. Whether e-mailing, faxing, or printing and mailing.

## Security

### Multicompany Menu

This feature provides secure access to multiple companies without having to close all forms or carry out different logins when switching companies.

### Operating System Security

Epicor ICE 2.0 provides the option for Microsoft Windows Authentication and Windows Single Sign-on and Password Policy.

### Method Security

Secure the types of processing users are able to carry out (e.g., allow a user to update an existing part but not add a new part) by user or group.

### Data Level Security

Secure which data users are allowed to access. This can be done at a dataset (e.g., all sales order information), data table (e.g., sales order header information) or field level (e.g., sales order due date).

### Security Reporting

More closely manage user security with security reporting.

### Online Edits and Audits

Monitor all changes to records (before and after values), who made those changes, and when those changes were made. Prompt users for audit notes of why changes have been made.

### Date and Time (Using Server Time) and User Name for Auditing

Epicor ICE introduces a true date time field which involves the creation of a Microsoft SQL Server style date/time data type or data control that can then be used by application developers to easily render local time. All date fields are of this date/time data type and are only stored in universal date format.

## DBAudit

Steadfast and trustworthy corporate governance requires truthful leadership and attention to detail. In many parts of the world governments are enacting legislation such as the Sarbanes-Oxley Act in the United States that mandates compliance to strict controls and business practices.

Working directly with Microsoft SQL Server, DBAudit delivers an easy-to-use, secure way to track changes to sensitive data within your business applications. Administrators can select the information they want to monitor and DBAudit logs every change to that data, whether the change is made through an application or by direct table updates. DBAudit is a tactical monitoring system that provides a record that serves as an audit trail and deterrent to aberrant practices, making it an ideal tool to incorporate into your internal control processes.

## Software Development Kit

For those requirements that cannot be satisfied by the embedded customization layers, Epicor also offers an advanced SDK which is available at an extra cost and supplies the client source, framework UI and business logic tools necessary to write your own additions and extensions to the application. The SDK is a toolset used to create new software elements (or modify existing software elements if adoption of future releases is not a concern).

### Use the Tools Our Developers Use

Epicor ICE SDK is a packaging of some of the tools that are used by the Epicor development group in the creation of base code. These tools allow a developer to make modifications or extensions to the base application or create new software within the same framework used for the base product. The Epicor ICE SDK allows developers to build their own custom modules and integrate and embed them into the product as though it were part of the base system.

### Audit Control

Within the Epicor ICE SDK users can make changes to underlying business processes via the Object Designer. This allows users to tailor the system to meet their needs while at the same time tracking these changes as they represent a functional change to the software application that might need



to be tracked for governance and compliance auditing. This is a significant addition to the customization options within the application framework.

## Epicor Documentation and Content Delivery

Epicor offers an approach to documentation and content delivery that puts relevant, context driven information in the hands of stakeholders and end users. This comprehensive solution set shortens your return on investment while maximizing utilization of your investment in Epicor.

Epicor deploys a worldwide team of dedicated content writers and trainers to bring together the feature summary, online help, technical reference user guides, online training courses, and online tutorials through a single-source technology.

### XML-based Content Delivery

Built on XML DITA technologies, the team pulls information from a unified content library to create deliverables with consistent tone and structure. Creation of deliverables is more efficient, as one writer can seamlessly reuse content generated by another writer, making creation of deliverables more efficient and thus provide cost savings for both creation and translation.

### Feature Summary

Understand the impact of updates to every line of the business. Feature summaries provide comprehensive role based help that explains business cases alongside impact topics for rapid adoption of new releases.

### Online Help/Field Help

Comprehensive online help that is tied to the application function they are using reduces frustration from users and optimizes performance.

### Intuitive Field Level Help

Epicor ICE offers a “quick” viewer to display Field Level Help embedded in a Sheet but available to be docked or torn off as an independent window. If docked, then help can be setup with a pinned or un-pinned capability that allows it to slide out /slide back when the sheet is activated. The quick viewer also supports Links and provides Rich Text functionality (colors, variable fonts, bold, italics, etc.).

### Customizable Help

Users have the option to display help for a specific field where field definitions, field specifications, or both can be added. Epicor ICE provides a “help property” for each control available in UI customization. When field level help is requested, the text in the Help property is added or merged into the standard field level help prior to display. This also allows text to be run through standard translation logic before being merged into standard help, enabling customers and partners to create multi-lingual field level help.

### Layered Help

This feature also allows help to be customized and modified by partners and end user customers. Help customizations are “layered” in much the same way that UI customizations are layered. Epicor Help content is used as the base and then can be amended by a partner (or Epicor Custom Programming) using the verticalization or productization layers of the Epicor Layered Client Stack, which can then be further updated by the end customer.

### User Guides

Epicor User Guides provides a complete overview of the major functions within Epicor. These printable documents offer full color explanations of system functions and walk users through the system, step-by-step. In addition to an application user guide, there are guides on Epicor Business Architecture, Epicor Business Architecture user experience and customization, and Epicor Service Connect.

### Technical Reference Guides

The Technical Reference Guides provide detailed instructions focusing on technical audiences. Epicor offers technical reference guides on scheduling, MRP, product configurator, job costing, and the posting engine.

### Embedded Courses

Courses are embedded within the Epicor application to simplify role based learning and optimize deployment.

### Customization Toolkit

The Customization Toolkit allows users to leverage standard content by editing according to their business processes. Users can add annotations to topics on the same tab as the help content. Course content can also be made available for larger deployments with advanced customization requirements.



# Global Business Management

- Multicompany Management
- Global Multisite Management
- Multilingual Data Management
- Master Data Management
- Service Connect

Whether through acquisition or organic growth, more and more companies are wrestling with the complexities of managing multiple business entities. Epicor Global Business Management ensures that no matter how distributed your organization becomes you can maintain business without barriers.

Managing disparate business units offers unique challenges and opportunities with respect to centralized or distributed operational control, enterprise-wide visibility, inter-company supply chain management, and financial consolidation. To support the needs of today's increasingly distributed business; Epicor offers robust global business functionality within its design.

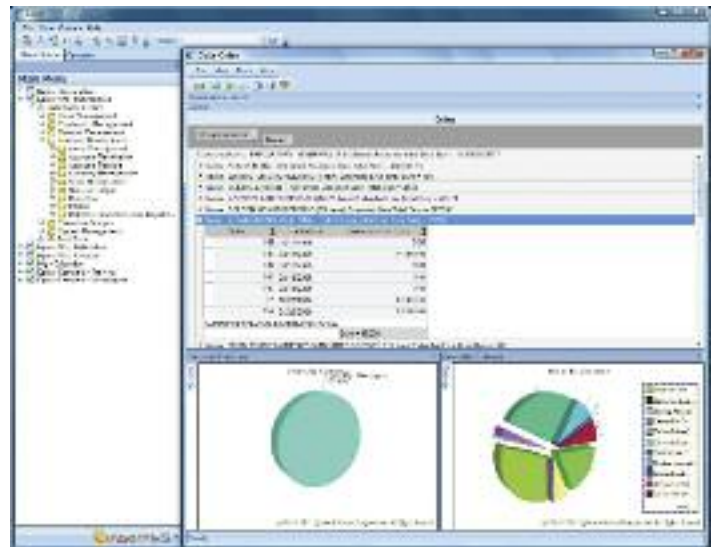
Alongside comprehensive multicompany functionality is end-to-end multisite management which provides companies with multiple facilities and flexible options when setting up operations. Some companies may prefer to run most business functions centralized within the same company but at multiple facilities, or they may run completely separate company entities with the ability to consolidate financial information at month or quarter-end. However you choose to define your business, Epicor supports transactional functions between systems and entities including inter-company transactions such as inter-company orders, transfer orders, and shipments between plants and warehouses. Epicor facilitates these scenarios within a single application that is flexible enough to grow with you as you expand your business. Epicor Global Business Management offers organizations the essential tools needed to create and maintain a single version of the truth.

## Multicompany Management

Epicor Multicompany Management capabilities can assist your business in consolidating operations such as procurement and accounts payable as well as offer enhanced tools to improve operational visibility across companies.

Automation of inter-company financial transactions as well as financial recognition optimizes enterprise performance to shorten lead times on key product lines. Additionally, from a financial perspective, multicompany organizations may choose to not only report as individual entities but also consolidate multiple currencies and report across business entities to a single consolidation company.

Underpinning this functionality is a complete technology framework to support global enterprises that is scalable, offers choice in deployment, and includes a set of productivity enhancing tools designed for global business operations.



Create user and role profiles across companies and move effortlessly between them using simple menu hierarchies.

### Multicompany Menu

Define all companies within the organization and user security and access rights by function for each. Moving between companies becomes as simple as selecting the company and function from the left hand menu hierarchy. In this manner a user can switch between order entry in one company to any number of other companies by selecting that option on the menu. This can significantly increase user productivity by removing the need to log in and out of different companies.

### **Global Customers, Parts, and Suppliers**

Define global customers, parts and suppliers. Defining Global records that can be transferred between companies and maintained either globally or locally based on a set of user-defined rules and mappings, automatically ensuring that new and changed records are sent to all companies within your enterprise.

### **Credit Checking**

Define each company with its own credit limit against a customer, then deploy as well a global credit limit for all companies conducting business with that global customer, thereby facilitating a more comprehensive global credit management System.

### **Forecasts**

Automatically send raw material forecasts to supplier companies that can be transported into a MRP Forecast.

### **Unique Accounts**

Establish individual accounts, including inter-company elimination accounts, for each plant and company.

### **Centralized Payment**

Allows the flagging of suppliers as a Global Supplier that will be centrally paid and managed. Any AP invoice or debit that is created will be centrally paid and managed. The local invoice is posted to the supplier account, but flagged immediately as being fully settled by an inter-company transfer. A new 'corporate' single-line invoice is then created and subsequent management of the debt including payment is performed from a centralized location.

### **Consolidated Purchasing**

As businesses strive to gain market share and remain competitive it becomes increasingly important to control procurement costs. Having the ability to combine requirements across locations not only gives your business the leverage to negotiate better pricing with suppliers but also consolidates purchasing resources.

### **Financial Consolidation**

Set up multicompartment consolidations between companies within or outside the Epicor database. Financial consolidations can even be done with companies on other external financial systems.

### **Multiple Currencies**

Consolidate financials in any currency. Each company in the hierarchy has its own currency, and the top-level corporation may have a different currency not shared with any other company.

### **Global Supplier Price Agreements**

Send agreements to companies by setting up global price agreements for raw materials to ensure materials are purchased from the correct supplier at the appropriate global price.

### **Multicompany Journal Entry**

Generate inter-company journals that automatically book expenses and/or accruals across companies for subsidiary and or parent companies.

### **Inter-Company Trading**

Multicompany automates supply and demand transactions company-wide through standard purchase order and sales order functionality. To request replenishment from a supply company, generate a purchase order. The inter-company purchase order will automatically show up as an inter-company sales order suggestion linked to the supplying company. Complete financial recognition as well as shipment notification accompanies all inter-company trading, thereby automating the Accounts Payable process associated with Inter-Company Purchase Orders.

### **Inter-Company Eliminations**

Map accounts between companies for smooth inter-company eliminations. With frequent mergers and acquisitions, the general ledger account structure corporate and subsidiary companies may not be the same.

### **Subcomponent Security**

Authorize each user to only view information about specific companies to which they have access.

### **Virtual View**

Build virtual views of the enterprise. For example, build a workbench or a dashboard that allows a user to see all orders for a customer across all companies even though those companies may exist on separate servers and databases. You can then open sales orders in separate companies from the same workbench.

### **Unlimited Hierarchy**

Define parent-child relationships between companies in an unlimited hierarchy. Each organization can specify a parent company, which may also have another parent company, and so on.

### **Scalable Deployment**

Deploy your companies on a single server/single database, or on multiple databases and multiple servers around the world. Many enterprises require their companies' data management systems to be geographically dispersed on different servers and different databases, to protect against communication glitches causing site downtime.

Epicor Global Business Management includes a robust messaging engine, which ensures the successful transfer of information whether your companies are on a single database, multiple databases or multiple servers. This facilitates automatic transactions between internal and external companies around the world. Epicor is flexible enough to grow with you and removes the barriers to business success.

- Multiple companies within a single database
- Single server with multiple databases
- Multiple servers with single or multiple databases
- Communication across databases and servers in all directions

## Global Multisite Management

Best-In-class enterprises are outpacing their competitors today with new initiatives to drive out redundancies in corporate operations. Maximizing the use of internal supply chain resources can be a key differentiator. Supply chains demand synchronization of production with distribution and logistics. This is most effectively accomplished with a single system providing visibility and consolidation of resources in multiple facilities. Companies may also prefer to run business functions centralized with separate production and distribution functions, or they may run them separately with the ability to consolidate financials at month- or quarter-end. Epicor supports both scenarios within one application. Multisite Management provides support for centralized accounting and purchasing, while allowing separation of production and distribution facilities.

Financial consolidation through Epicor Multicompany Management is only one way that Epicor Multisite Management helps businesses achieve their goals. For example, manufacturing and distribution organizations can leverage the planning and scheduling efficiencies with Epicor's robust multi-plant functionality. Not only are manufacturers and distributors looking for new tools to oversee multi-plant and warehouse operations, they are also looking to maximize the use of existing resources.

### Sourcing by Plant

Define a unique source per part or plant—whether its default sourcing is purchased, produced or transferred. What is

produced in one location may be purchased—or transferred in—from another.

### Production Plants

Gain visibility to separate each plant's resource groups, inventory levels and jobs.

### Virtual Plant Support

Divide single sites with multiple production lines into multiple sites for virtual plants.

### Shared Warehouses

Share one or more warehouses per plant to reflect the way each company conducts its business.

### Costing Workbench – Cost by Plant

When developing costs through the costing workbench, companies are able to load alternate methods. These methods are plant specific and are used to develop plant specific costs. Hold average, standard, lot, FIFO, and last costs per part, per plant, ensuring the same costs apply to all plants.

### Alternate BOMs and Routings per Plant

Define alternate BOMs and routings per part, per plant. When the same part is produced at multiple facilities, each plant can generate a BOM and execute a routing inclusive of their processes and configuration. You retain visibility and control, as plant-specific BOMs and routings are maintained as sub-revisions of the base revision.

### Plant Scheduling Functions

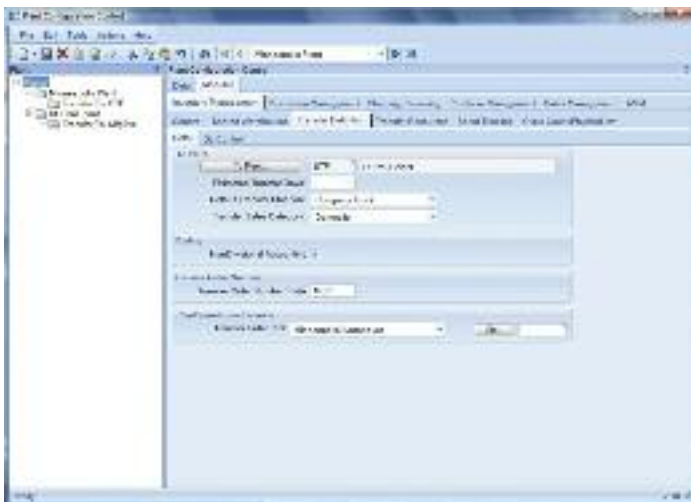
View jobs for one plant or all plants, without sacrificing security. Provide control and flexibility to each production facility, which often has its own production planner and scheduler.

### Subcomponent Security

Authorize each user to only view information about specific plants to which they have access.

## Multilingual Data Management

Corporate growth and expansion inevitably leads to new markets and new geographies. Epicor Multilingual Management, alongside Epicor Global Configurable Engines facilitates this growth, with resources that can manage your business wherever you take it, or it takes you, with support for country-specific requirements around tax, currency and languages.



Maintain plant information such as planning criteria and shared warehouses as well as establish criteria for plant transfers.



Epicor is flexible in the deployment of languages in your enterprise applications across the various geographies in which you do business.

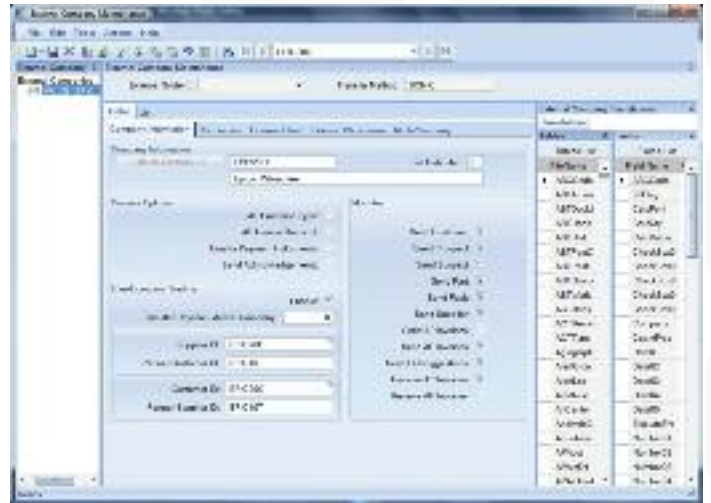
**Translation Layer**

Epicor Layered Client Framework eloquently separates the language of the business logic from the language of the end-user interface allowing you to operate your business seamlessly in any language.

For example, an organization that is headquartered in one country can deploy applications in the native language for that country. When a satellite office in another country needs to add users that require another language, the only difference for the user is the language. All corporate processes that the headquarters have deployed are unchanged and no local language customizations are required at either location.

**Master Data Management**

As organizations grow, decentralize, or make acquisitions, the potential for multiple, inconsistent versions of the same data in different parts of the company can cause real problems with the quality, reconciliation and potential redundancy of data. The recent emphasis on regulatory compliance, the advent of SOA, and mergers and acquisitions has made the creation, stewardship and maintenance of accurate and complete master data a business imperative. Epicor Master Data Management (MDM) can help to ensure that your Multicompany and Multisite data meets regulatory requirements and also provides the consistency needed for real-time distributed operations, leading to greater customer satisfaction, operational efficiency, and business performance.



Facilitate automatic transactions between internal and external companies around the world and select which master data to publish right down to the field level of each table.

**Extensible Markup Language**

Epicor MDM works across a single database or multiple databases in different locales around the globe by utilizing an eXtensible Markup Language (XML) message-based infrastructure to facilitate the movement of disparate data into and out of the master data repository.

**Transformation Engine**

Epicor MDM includes a powerful transformation engine which provides the mapping capability to transform inbound data to the requisite master data definition and to map data definitions retrieved from the master data repository to XML for output. Based on a set of user-defined rules and mappings, diverse global entities may now have records transferred and maintained between companies with the assurance that new and changed records are sent to all companies within your enterprise.

**Global and Local**

At the same time, local customers, parts, suppliers, etc. in each company remain autonomous between your companies. This is vital so that each company can maintain its own business function without being restricted to working only with global customers or suppliers. This also allows each company to produce/sell their own product line by having localized part values that are specific to each company.

**Data Hierarchies**

In addition to master data itself, Epicor MDM allows you to maintain data hierarchies—for example, bill of materials for products, sales territory structures, national accounts structures for customers, and so forth. Epicor MDM captures these hierarchies and also allows you to modify the hierarchies independently of the underlying systems. Epicor MDM manages hierarchies so that a change to the hierarchy in a single place can propagate the change to all the underlying systems.

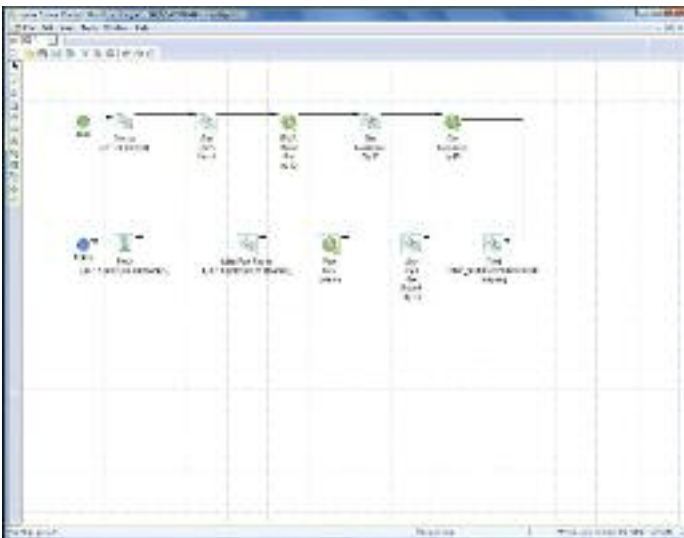
## Field Level Management

At the same time, Epicor MDM provides total control over which fields are managed by the master data publisher and which fields the subscribers can change and offers enterprise views and a complete menu system to allow you to view all entities from single login. This means you are able to simultaneously view the customer, inventory, part or any other records that are part of the master data repository that are located in different companies.

## Epicor Service Connect

Today's business world is a connected world and integration and automation is everywhere—linking sales staff on the road, warehouse staff in the bays, engineers on the shop floor, customers and suppliers together in a seamless web of commerce and connecting your distributed organization around the world.

Epicor Service Connect is a business integration platform that functions as a central integration point for secure workflow orchestrations within Epicor applications as well as external connectivity to Epicor and non-Epicor applications. Users can automate tasks and processes within the application to promote lean principles, continuous performance initiatives and Six Sigma quality within the organization or across the supply-chain. Service Connect lets employees focus on value added activities and management by exception instead of repetitive data (re)entry tasks. Built to support collaborative processes, Service Connect links different business entities, applications or users using open, industry wide standards and technology that enables businesses to deploy solutions—confident that their investment will remain intact for the future. Service Connect harnesses the openness of XML and includes service-bus functionality for Security, Messaging, Orchestration, Transformation, Scheduling, Notification, and Exception Handling to deliver rock-solid reliability combined with ease of use.



*Epicor Service Connect is a business integration platform, functioning as a central integration point for secure workflow orchestrations.*

## Much More than a Programming Interface

Programming interfaces and system integration has typically been a complex and difficult task. Even if applications have a published application programming interface (API), the effort to connect both applications still requires code for mapping the integration, proper error handling, scheduling, and so on. In other words, an API is only the start of a long integration process. The aim of Service Connect is to eliminate this extra coding effort required to integrate an Epicor solution.

Service Connect is more than a tool for integration; it is a rapid platform for incorporating workflow and system orchestration through visual designers with little to no programming effort. Service Connect uses XML documents to provide simple Web service connectivity to Epicor solutions and other applications that support XML standards. Integration can be easily built by using the Service Connect Visual Data Mapping tool to link and transform XML documents to map to different systems along multiple communication channels and protocols to support a wide range of integration scenarios.

Service Connect logs workflow processing for both transactional integrity and compliancy. Processes are available for review and tracking while in progress or after the process completes. If for any reason processes error or stop, transactions are rolled back and queued for subsequent correction and resubmit. Notification services can be incorporated into the workflow to alert either the submitting application (e.g., system integration or EDI process) or an administrator.

## Added Value for a Service-Oriented Architecture Foundation

Epicor *True SOA* enables workflow orchestrations within Service Connect to streamline processing within the application framework. Business components, represented as Web services outside of the application, can be recomposed within Service Connect to eliminate non-value added steps or potentially speed up any process.



## About Epicor

Epicor Software (NASDAQ: EPIC) is a global leader delivering business software solutions to the manufacturing, distribution, retail, hospitality, and services industries. With 20,000 customers in over 150 countries, Epicor provides integrated ERP, CRM, SCM and enterprise retail software solutions that enable companies to drive increased efficiency and improve profitability. Celebrating 25 years of technology innovation, Epicor provides a comprehensive range of services that promote rapid return on investment and low total cost of ownership, whether operating business on a local, regional or global scale.



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