Epicor for
Packaging Distributors

Functionality

- Serial number tracking
- Warranty tracking
- Rebate tracking
- Automated accessory and substitute items
- Delivery confirmation
- Multiple units of measure
- Labeling
- Flexible inventory replenishment
- Front counter
- Order history and previous requests
- Commissions
- Service and maintenance
- Release schedules
- Order price based on margin of last sale
- Contracts: pre-defi ned and on-the-fly

Packaging Distributors

Epicor provides technology solutions to leading packaging distributors including Team Packaging, American Packaging, and Romanow Container, and is dedicated to serving the technology needs of the packaging industry. A preferred technology provider member of The United Group (TUG), Network, and other associations and buying/marketing groups, Epicor Software Corporation seeks to provide packaging distributors with the best solutions to help them meet their business goals. In addition, Epicor regularly seeks out the input of its packaging customers in the development of its solutions and services.

EPICOR

In Your Industry

As customer demands have increased, the packaging industry has seen some major changes. Instead of winning customers with value-added products and services, distributors have been focusing more on lowering prices, oftentimes at the risk of their profit margins. And as customers continue to migrate to one-stop shops, distributors in other industries, such as janitorial, industrial, and safety supplies, have begun to include packaging supplies in their product offerings in order to win new business.

As the marketplace continues to grow more competitive, it is clear that packaging distributors need to differentiate themselves by doing everything they can to increase sales, improve customer service, and reduce costs.

A Comprehensive Solution

You need an enterprise software solution that helps you meet the industry-specific challenges you face on a daily—and hourly—basis. Epicor offers that solution. Epicor provides distributors with solutions that include rebate-tracking functionality to ensure optimum compensation, pricing features essential for different customers' billing needs, and scalability to store tens of thousands of different part numbers and item details.

The Epicor solutions will help you increase sales, improve customer service, and reduce operating costs, all while better managing your daily processes and streamlining operations. Packed with functionality designed to address the requirements of your distinctive business needs, the Epicor solutions core features include order and inventory management, purchasing, pricing, financial management, customer relationship management, business reporting and analysis, e-business, and warehouse management.

Additionally, as a packaging distributor, you will benefit from the ability to automatically link accessory items so that your service reps always know to offer an assortment of tapes to go with a carton erector system. It also offers the ability to track serial numbers and warranty information on high-ticket items like vacuum machines and sealing systems.

As a packaging distributor, you need a technology provider who understands your needs. You must also choose a business partner with wide-ranging industry expertise and a vision to help guide you into the future. Epicor offers both. When you partner with Epicor, you can expect only the best in technology solutions and professional services, as well as the industry-specific functionality you need to drive your business. Epicor understands the packaging industry—and can help make your business better.

Serial Number Tracking

Most packaging distributors sell an assortment of vacuum machines, carton erectors, sealing systems, etc., and they need to be able to track which machines are sold to whom. Many times customers will purchase more than one of the same machine, and serial number tracking functionality can help the distributor keep track of each individual machine as it ages and is brought in for service. This way, customer service reps can track how much customers have spent on repairs, and if they would be better off just buying a new machine versus repairing an existing one.

Warranty Tracking

When you are selling high-ticket items such as vacuum machines, you need to provide warranty coverage. Epicor solutions can track whether or not customers purchase a warranty, how long the warranty covers the product, and what kind of coverage the product has.

Rebate Tracking

Robust rebate functionality offers you a solution to the nightmare of managing rebates manually. You can track vendor rebates electronically, resulting in more accurate books and a healthier bottom line.

Technology can also simplify the often-tedious task of handling vendor rebates by automating the process. Each step, from negotiation to receipt and beyond, is recorded in real-time and reflected in your solution's General Ledger and price schedules. This way, you never lose track of a $2,000 rebate you earned—and sales and order entry staff always see proper gross margins to offer customers appropriate pricing.

Your accounting staff will benefit from the ability to produce detailed, easy-to-understand rebate reports. These reports provide every bit of information your staff might need—and more importantly, accurate, concise information you need to send vendors to claim your rebates. Plus, it doesn't matter if you receive the rebate in the form of a check or vendor credit—the Epicor technology can handle it both ways.

Automated Accessory Items

Do all of your sales and service representatives know—or remember—to offer each customer an assortment of tapes, cushioning materials, and shrink-wrap with each order for a case erector? What about offering warranties to go along with vacuum machines? Epicor solves this issue by automatically "suggesting" products that go with items on a customer's order, helping increase sales and improve customer satisfaction. Plus, it saves time, since service representatives do not have to flip through catalogs to find accessory items.

Labeling

Print labels for items, item tags, bins, pre-printed tags and shipping through a seamless integration to the current forms package. Labels can be defined at the system, customer, or ship-to levels, and printed during receiving, shipping, and on demand. It also has the flexibility to provide customer-specific labels at shipping time, allowing you to personalize your service for each individual customer.

Flexible Inventory Replenishment

Choose from multiple inventory replenishment methods, such as Order Point Order Quantity (OPOQ), Min-Max, Economic Order Quantity (EOQ), and Order Up-To. This kind of flexibility allows you to lower carrying costs, minimize excess or obsolete inventory, improve cash flow, and increase customer service levels. In addition, you can use different replenishment methods for different sets of items, which is an invaluable tool for distributors who deal with goods outside of the packaging industry, i.e., janitorial supplies, paper materials, etc.

Front Counter

Integrated front counter capabilities handle on-the-spot customers. You're able to access your entire inventory from the Order Entry screen, offering a price, placing the order, then accepting payment or recording the transaction for invoicing. You can also apply any cash or credit card deposits against an order, avoiding the accounting nightmares of placing a customer's money in an envelope or keeping financial information on a list near the register.

Additionally, many customers will call your front counter and request to pick up a piece later in the day. In this case, your solution prints out a special "Will-Call" pick-ticket for the warehouse—ensuring that valuable time isn't wasted preparing an order for shipment.

Encompass Solutions Inc. is a dynamic and deeply experienced organization that provides expertise in ERP and business application systems.

Our consultants provide support and leadership to companies world-wide who are looking to analyze and refine their operations, whether through selection and complete implementation of state of the art ERP systems, integration and renovation of existing systems or analyzing and providing solutions to corporate challenges.

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