# Epicor for
# Tile Distributors

## Functionality

- ▶ Order entry
- ▶ Tracking color/shade lots
- ▶ Inventory control
- ▶ Factory and landed cost maintenance
- ▶ Payment options
- ▶ Extensive customer records
- ▶ Seamless, real-time branch transfers
- ▶ Sample tracking and invoices
- ▶ Accessory items
- ▶ Price updates
- ▶ Work flow e-mails
- ▶ Slab tracking
- ▶ Job functionality
- ▶ Vessel tracking
- ▶ Foreign currency
- ▶ Front counter and cash drawer capability
- ▶ Credit card intergration
- ▶ Merchandise credits

## Tile Distributors

Serving leading tile distributors, including Arizona Tile, Walker Zanger, Terrazzo and Marble, Cactus Stone, Sunderland Brothers, Baja Tile, and United Tile, Epicor Software Corporation is dedicated to meeting the technology needs of the tile industry. A member of the Ceramic Tile Distributors Association (CTDA), Epicor technology experts have spoken at the Coverings trade shows and various management conferences. Epicor Executives also hold seats on both the Education and Marketing committees of CTDA. In addition, because Epicor seeks to provide tile distributors with the best solutions to help them meet their business goals, the company established the Epicor Tile Advisory Council and regularly seeks the input of its tile customers in the development of its solutions and services.

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## In Your Industry

As a tile distributor, you face different challenges than any other wholesaler. You must track information like color lots and shades, monitor costs when importing product, and manage relationships with many different types of customers—vendors, homeowners, contractors, architects, and specifiers.

## 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 enterprise software solutions will help you increase sales, improve customer service, and reduce operating costs, all while better managing your daily processes and streamlining operations.

Packed with functionality designed to address the requirements of your distinctive business needs, core features include order and inventory management, purchasing, pricing, financial management, contact management, business reporting and analysis, e-business, and warehouse management.

As a tile distributor, you need a technology provider who understands your needs, as well as a business partner with wide-ranging industry expertise and a vision to help guide you into the future.

Epicor offers both. When you partner with Epicor, you can expect only the best in technology solutions and professional services, as well as the industry-specific functionality you need to drive your business. Epicor understands the tile industry—and can help make your business better.

## Order Entry

You might buy product by the carton or pallet and sell it by the piece or square foot. The solution converts pallets and cartons into square feet and pieces prior to price extensions to ensure you always maintain adequate profit margins. Since order entry allows you to break cartons or sell in full carton quantities, you maintain the flexibility you need to meet a walk-in customer's—or multimillion dollar contractor's—demands.

The solution also converts square foot requests to the number of cases and pieces warehouse workers must pick to fill customer orders, eliminating the guesswork often involved in the process.

## Inventory Control

Because many of the products you sell are natural, color lots often vary greatly. Control color lots by shade to ensure pickers always pull single orders from the same color lots, improving customer service and inventory management while reducing the chance of returns.

Plus, the solution helps ensure you choose inventory wisely while streamlining warehouse processes. Pick tickets can list the master pallet, carton, and/or piece quantities for the same item from specific lot numbers and shades.

## Factory And Landed Cost Maintenance

To calculate an item's final price, you must factor in all of the costs involved in sourcing the product—like freight and broker charges and duties—with the manufacturer's invoice price. The solution calculates all of these variables when determining a product's cost to ensure you maintain competitive margins.

## Payment Options

A contractor might want to pay for 30 percent of his order with cash, 30 percent with a check, and the other 40 percent with a credit card. Accommodate these types of customers by accepting multiple forms of payment for a single order. Plus, the solution allows you to track cash deposits for in-stock and non-stock items, eliminating the need to keep handwritten notes in your cash drawer.

## Extensive Customer Records

Customers often call to request the same item they ordered one week, one month, or one year before—without the original invoice or knowledge of the item's part number.

The Epicor solution allows you to search through complete sales histories and enables you to search by self-determined criteria. You can narrow your sales history search by date range or keywords —i.e., "6 x 6 stone brown"—and, in a few simple steps, add that item to the customer's current order. This saves time and eliminates trips to the file cabinet to thumb through customer invoices.

To further simplify the process and improve customer service, the solution allows you to store lot numbers from which particular orders were picked.

## Seamless, Real-Time Branch Transfers

Thanks to tile's increasing popularity, many distributors now operate more than one warehouse—or one distribution center and several showrooms. Real-time capabilities make it easy for you to transfer inventory seamlessly from location to location while ensuring that you know what you have in stock on a minute-by-minute basis.

## Handling Samples

Many contractors and end users want to take a few pieces of tile to see what fits best in their kitchen, bathroom, or foyer. While you may charge nothing for these samples, you should track what leaves your showroom to better calculate inventory costs.

The solution also makes it easy for you to create sample invoices within order entry. In addition to better understanding inventory costs, you can use this capability to follow up on sales opportunities, track popularity trends, and pursue the pieces you want customers to return.

## Accessory Items

Do all of your sales and service representatives know—or remember —to offer each customer grout with each order for tile? Or, when you sell tile cutters, do your employees remember to offer the accompanying scoring wheels?

The solution 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.

## Price Updates

Let your service representatives focus on proactive tasks, not data entry. With an open database and unparalleled connectivity, it is easy to upload manufacturer price lists and data sheets into the solution.

Plus, the solution can automatically convert metric measurements into inches and feet after you upload data from overseas manufacturers, simplifying the process of importing product and reducing the chance of errors.

## Workflow E-Mails

Your customers are busy, just like you. They want to know when they will receive their products—without calling three or four times for status reports. The solution offers the ability to create workflow e-mails that automatically inform your customers of certain events —like when you ship an order. This improves customer service while saving your employees the time spent fielding customer phone calls.

## Slab Tracking

Track expensive slabs of stone from the time they arrive until they leave your warehouse and beyond. The solution allows you to assign each slab a serial number that will uniquely identify the piece of stone.

Often, large slabs might have cracks or fissures, which decreases the amount of product you can actually sell. To improve customer service while maximizing inventory investments, the solution allows you to track the usable dimensions of each slab, and modify the dimensions of any particular slab at any point in the process, as needed.

You can also simplify inventory allocation processes. When a customer requests 50 or 60 square feet of a certain type of stone, the solution allows you to enter the individual serial numbers and provides a running total of square footage, allowing you to easily see when the customer's needs have been met. And, if you offer the customer a sample from the slab, you can edit its dimensions to reflect the giveaway.

## About Epicor

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

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