Call the Fire Department!
How to Move to a Paperless Work Environment

Kelli Gonzalez
Professional Services Business Consultant
Kelli Gonzalez – Professional Services Business Consultant

► Prior to joining Epicor: Management position at a large hardware and lumber retailer in Florida
► Facilitated the improvement of processes across the business including moving towards paperless processes
► Facilitated more effective procedures in the accounting area to increase accuracy and timeliness in AR, AP & GL
► Kelli’s Goal: To help Eagle customers manage by exception and make their businesses run more efficiently and effectively
Call the Fire Department!
How to Move to a Paperless Work Environment

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Moving Toward a Paperless Work Environment

How much time do your employees spend shuffling paperwork
► between stores,
► between departments unnecessarily?

Is it a major undertaking to find a document from last year, or beyond, when looking for a vendor’s invoice, packing list, or vendor’s acknowledgement?
Agenda

► Develop a plan for implementing the goal of moving to a paperless work environment

► Identify the areas in Eagle where there are opportunities to lessen the load of managing paperwork

► Areas we will cover:
  • Document Scanning
  • Purchasing & Receiving
  • Accounts Payable
  • Accounts Receivable
  • Cash Drawer Balancing
  • General Ledger
  • Inventory
  • POS and Special Orders
  • DDMS (Delivery Dispatch Management System)
Why Move Towards a Paperless Work Environment?

- Lower labor and office supply expenses (e.g. ink, toner, paper)
- Provide increased efficiency with easy access to important documents
- Improved customer experience
- Eliminate cost of excess storage and free up space (and patience!)
If you were to rate the paperless-ness of your business today, which would best describe it?

A. We’re like the Jetsons, a business of the future. We are paperless in nearly every department.

B. We try and some departments are further along than others. We hope to get some ideas for our paper-heavy departments today.

C. We have more paper than product in our store. We recognize that there must be more efficient (and less costly) ways to gather and store information.
Document Scanning
Document Scanning

- Scan documents directly into Eagle
- Large variety of scanner options; see your account manager
- Tie scanned document to variety of attributes including:
  - Store
  - Customer Number/Job
  - Document Number
  - Vendor
  - PO Number
  - Item Number
  - Codes and Comment available for further reference
Document Scanning  (continued)

► Select what type of document you are scanning:
  • Document types available:
    ▪ Backorder Pick Ticket
    ▪ Customer Credit Memo
    ▪ Customer Invoice
    ▪ Packing List

► Include attributes

► Hit Scan
Document Archive Viewer (DAV)

- Search for scanned documents with similar search options:
  - Customer/Job
  - Document Number
Document Archive Viewer (DAV)

- Changing the Lookup (F5) enables search by:
  - SKU
  - Vendor
  - PO 

- Scanned docs available to all users with security access, eliminating paper shuffling between departments/buildings
Import Option in Document Scanning

► Option to import from a saved document on your PC
► Size/format requirements
Edit Tools for Scanned Documents

► Edit options include:
  • Highlight
  • Stamp
  • Text Box

► Use these tools to note discrepancies or time/date stamp related to an issue – save from hand written notes on documents that float department to department.
Do you have Eagle Document Scanning?

A. We have it and most of our departments scan their documentation—especially the paperwork that would otherwise have to be moved between departments.

B. We have it, but we only scan our customer invoices that have manual signatures.

C. Document Scanning is new to us. We understand that our Customer Account Manager will be the best person to help us learn more about this application.
Where Do We Start?
Purchasing & Receiving
### Purchasing – Eliminate Hand Written POs

- Use Inventory Viewers to add items to purchase orders using the “posting quantity” field; no need to manually write the POs

<table>
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<tr>
<th>Dept #</th>
<th>SKU</th>
<th>Description</th>
<th>P</th>
<th>Mfg Part #</th>
<th>Qty Available</th>
<th>QOO</th>
<th>Order Point</th>
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#EpicorEOA
Purchasing – Eliminate Hand-written POs

► Use RF gun to create list and dump into Purchase Order
  • Can scan from the floor for fill in orders or specialty items
Vendor Acknowledgements in Writing

- Required for all buyers and include item, quantity, and cost
- Buyers signature and date—scan into system and code PO
- Readily accessible to Accounts Payable
- Instant, measurable labor savings in calls, emails, meetings

| Quantity | Cost | Buyer Sign & Date |
Receiving

► Receive via RF gun and match to packing list (unique user sign in)
► If not receiving via RF gun, print PO when ready to receive
  • Eliminate files of pending POs
► Receive against packing list AND purchase order
  • Report any discrepancies in writing
  • Sign and date both documents
► Packing list, purchase order, and any discrepancy paperwork should be scanned for easy access for Accounts Payable, Buyers, and Inventory personnel
Accounting: AP, AR, Cash, GL
Accounts Payable

► Scan all vendor invoices for future reference
► If Buyers and Receiving has scanned their documents, there is VERY little need for AP to contact either
  • Use scanned packing lists and receiving docs to confirm quantities
  • Use vendor acknowledgement to confirm agreed upon pricing
  • Reference buyer notes using edit tools on any discrepancies
Accounts Receivable

► Scan customer account applications into Document Scanning or secure drive with related documents such as releases of lien, etc.

► Scan customer payments for later reference
Accounts Receivable

► Use Customer Activity Notes to track communications
  • Customizable note types (specific to AR, another for POS, etc)
  • Can schedule follow up which can be used as customer collections
Cash Drawer Balancing

- Cash Drawer Balancing Viewer shows tender type balances by drawer/store
- Includes cash over/short
- Includes Clerk that last closed the drawer
- Cash actual counts editable with added security access

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<tr>
<th>Cash Drawer Balancing</th>
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<tr>
<td>Balance Date</td>
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<td>Thru</td>
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<tr>
<td>Store</td>
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<td>Activant 1 Hardware + Lumber</td>
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<th>Beginning Balance</th>
<th>Actuals Updated</th>
<th>Cash Gross</th>
<th>Cash Returns</th>
<th>Paid In/Out</th>
<th>Cash Net</th>
<th>Actual Cash</th>
<th>Cash Diff</th>
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<th>Actual Bankcard</th>
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<td>-1.10</td>
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General Ledger

- Using temporary vouchers created from received purchases orders enables seamless workflow from purchasing through vendor payment with a solid audit trail

- Sub-ledger Audit Worksheet – why print all your reports?
  - Audit your G/L Account balances to the Eagle sub-ledger reports

<table>
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<tr>
<th>G/L Account</th>
<th>Eagle Report</th>
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<td>Accounts Payable</td>
<td>Vendor Open Items (RAOI)</td>
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<td>Deposit Liability</td>
<td>Open Orders (ROO)</td>
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<td>Gift Card Liability</td>
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<td>Inventory</td>
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General Ledger

► GINQ – General Ledger Detail Viewer
  • Access G/L activity in viewer form instead of having to print a Trial Balance with detail (RGTR)
  • Enter Account Number & Date Range to display
Inventory
Inventory Viewers (F9) to view various information without running or printing Eagle reports. Examples follow:

- By Vendor, show popularity code, QOH, QOO, Committed Quantity, monthly sales history to use
- Negative and low margin review by department or vendor

<table>
<thead>
<tr>
<th>Dept</th>
<th>SKU</th>
<th>Description</th>
<th>POP</th>
<th>Mfg Part #</th>
<th>Qty Available</th>
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Inventory

► Physical Inventory Posting (PIP) – cycle counts
  - Use RF gun to scan items and review variances in PIP
  - Add notes for future reference; available in ITR
POS & Special Orders
Point-of-Sale (POS) & Orders/Special Orders

► Vendor Acknowledgements
  • Salesman should receive written vendor acknowledgement with description, quantity and cost expected
  • Salesman sign and date approving the amounts
  • Scan this document into doc scanning for future reference for AP
  • Code the PO using one of the user codes to identify an acknowledgement has been received

► Review open purchase orders WITHOUT vendor acknowledgement code regularly to ensure compliance (using “view PO” in Purchasing & Receiving)
Vendor and customer communications

- Track communications using Customer Activity Notes Viewer (CANV) with a unique note type
- This replaces any handwritten notes or email/excel records
- Establish naming convention so you can filter on notes per order/PO
- Available system-wide, can be viewed by everyone
Point-of-Sale (POS) & Orders/Special Orders

- Use POS viewer for all open orders and special orders
  - Review past due orders
  - Can also be used to review open estimates and bids to clean up expired/old documents
Which area of your business do you believe would best benefit from some of the paperless techniques we discussed today?

A. Purchasing & Receiving  
B. Accounting: A/R, A/P, and G/L  
C. Inventory  
D. POS/Orders and Special Orders
Dispatch & Delivery Management System (DDMS)
DDMS – Epicor Delivery System

► Enables nearly paperless dispatching and delivery procedures
► Based on order details in POS, DDMS knows which day each order should be delivered
► Dispatcher uses DDMS interface to assign deliveries to asset (either based on truck or driver)
► Use integrated Google maps functionality to identify most efficient route
► Drivers use mobile device (smart phone or tablet) to see their delivery list with integrated Google maps guidance
DDMS – Epicor Delivery System

► Customizable statuses can be created to track order from being set for delivery, to being picked, to staged, to out for delivery and delivered for enhanced visibility

► Web interface available to management or sales team with visibility of these statuses even if they don’t have the DDMS interface

► Email notification can be set up for customer and salesperson upon change to certain statuses

► Mobile app enables drivers to capture signature upon delivery as well as capture up to 6 photos per delivery that are saved to the system for future reference
Summary

► Why? Reduce labor and supply costs and increase morale
► Document Scanning – tie scan back to Eagle for later searchability
► Scan docs for Purchasing, Receiving, AR, AP, POS & Orders/ Special Orders enables easy, remote reference and limits inter-departmental calls/meetings
► Cash drawer balancing for review daily including over/short
► G/L import tool to reduce manual journal entries
► Inventory viewers and Physical Inventory Posting (PIP)
► DDMS – Dispatch & Delivery Management System
For more information on products featured in today's presentation, or to find out how Epicor Professional Services can help you grow your business, please contact your Account Manager at 800.538.8597.