

Epicor Brochure

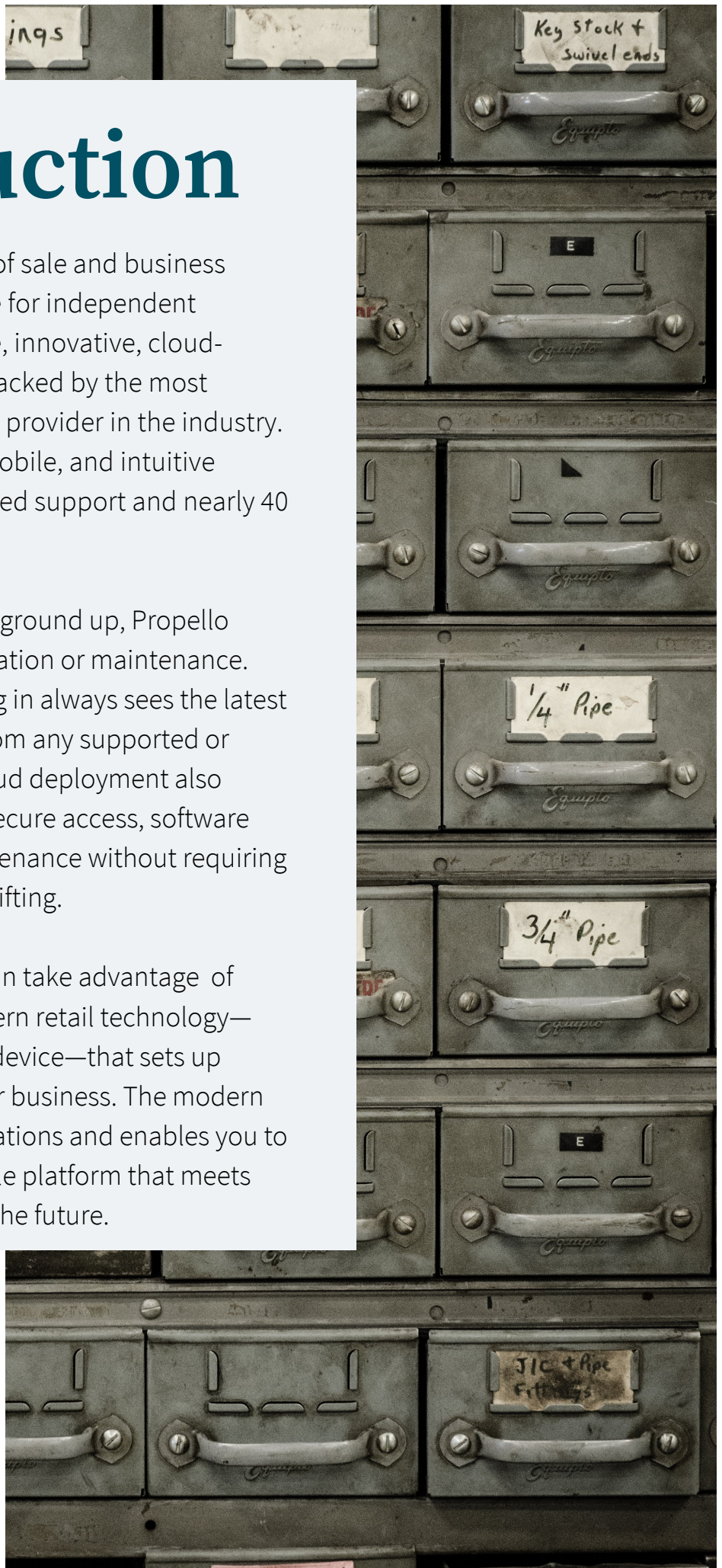
An Introduction to Epicor Propello

Introduction

Propello is the retail point of sale and business management system made for independent retailers. It's an easy-to-use, innovative, cloud-based platform built and backed by the most experienced retail software provider in the industry. Propello delivers secure, mobile, and intuitive functionality with unmatched support and nearly 40 years of deep expertise.

Built for the cloud from the ground up, Propello requires no software installation or maintenance. Every team member logging in always sees the latest features and capabilities from any supported or compatible device. The cloud deployment also provides data protection, secure access, software upgrades, and server maintenance without requiring you to do any of the heavy lifting.

With Propello, your team can take advantage of powerful, simple, and modern retail technology—accessible on virtually any device—that sets up quickly and grows with your business. The modern design simplifies your operations and enables you to run your business on a single platform that meets your needs today and into the future.





Simplify Your Business with Cloud and Login from Wherever Life Takes You

Functionality

- Point of Sale
- Inventory Management and Pricing
- Payment Processing
- Mobility
- Analytics and Reporting
- Customer Management
- eCommerce and Omnichannel
- Hardware

Benefits

- Grow revenue while controlling costs and streamlining operations
- Protect your business with industry-leading security in the cloud
- Make better decisions with intuitive dashboards and reports
- Manage in-store and online operations in a single platform
- Serve customers quickly and efficiently wherever and whenever they shop

Built in the Cloud

Propello cloud point of sale and retail management software is the future-ready, intuitive, and secure way to do business for retailers ready to streamline operations and grow revenue.

The modern cloud-based environment removes dependencies on in-house IT staff and costly servers. It is ready to run on web browsers, tablets and in iOS™, Android™, and Windows® environments. Propello's cloud-based applications provide easier access to information no matter where your employees and customers are—in the aisles, in the field, or at point of sale.

Propello brings you mission critical, industry specific value to drive business growth—faster, easier, and more reliable than ever. In the digital world, your ability to compete and grow depends on how your business leverages the latest best-practice technology. Propello offers true cloud deployment—providing businesses with retail-specific software built for today's retail-specific challenges.

Mobility

Create mobile points of service and meet your customers where they want or need to be—whether in the aisles, outdoor locations, almost anywhere—and help them find what they want, and complete the transaction without ever having to go to the checkout counter.

Sometimes the best way to serve customers -- and help ramp up both sales and loyalty -- is to take the point of sale to them. If you can assist customers in high-traffic areas of your store, you'll capture more sales and drive loyalty. The same applies at outdoor sales areas like garden centers, sidewalk sales, and tent sales where you can expect significantly better success if your associates can carry full POS systems with them.

All you need is a mobile device and you're good to go to deliver convenient, and personalized, customer service. With more satisfied customers and fewer abandoned baskets, you'll enjoy greater revenues and loyalty.

With Propello, your team can also quickly check item prices, lookup promotions, see quantity on hand (QOH) and quantity on order (QOO) and perform managerial functions like price overrides.

eCommerce

For many retail businesses, eCommerce helps increase brand presence, shorten sales cycles, and develop new sales leads. It also opens up a new and more convenient way for businesses to interact with customers who are moving away from traditional ordering methods. A modern eCommerce solution can deliver significant sales from access and up-to-date product information needed for today's fast-paced business climate.

Propello integrates with BigCommerce, an eCommerce platform that gives you the freedom to create unique, custom shopping experiences. The easy-to-use tools help make selling simpler with the drag-and-drop visual editor, advanced design tools, and customizable themes—no coding required.

Drive more traffic to your eCommerce site to boost sales while serving your customers the way they want to shop.

Payment Processing

The Epicor integrated card processing solution offers flexible payment options and enables you to accept customer payments with credit cards, debit cards, and more directly into Propello and receive immediate authorization—saving your accounts receivable (AR) employees time and energy.

In addition to speeding the AR process, the integrated card processing solution can save you money by eliminating rental and maintenance fees associated with standalone solutions. You can also reduce expensive credit card fees by qualifying for bank card programs that reduce transaction rates.

With payment processing you have the ability to accept:

- Apple Pay® and other contactless payments
- Branded Gift Cards
- Merchandise Return Cards
- Debit Cards
- Loyalty Dollars
- On-Account payments
- Alternate and Split tenders

Pricing

Propello helps you protect profits by setting prices based on actual cost and desired margin. The price management tools simplify price changes and enable promotions like buy-one-get-one (BOGO).

You can also set up customer-based pricing, customized pricing levels, price rounding, and more.

The solution allows location and enterprise price flexibility for multi-store operations, and also supports fractional quantities for bulk pricing on items like feed and soil which can be sold by the pound or by the ton.

Guided Learning

Guided learning enables users to find answers to questions without having to leave the screen or ask a manager or colleague for help. These tools are available wherever a user is in a task and provide step-by-step guidance on what to do and how to do it. Personalized home screens greet users with a configuration and messages unique to their role. Guided tutorials help users navigate, learn, and quickly master the entire application, which dramatically reduces training time.

Coupling preference with context, learners of all styles can feel comfortable with the instructional content. This is ideal for users who learn by doing and feel ready to jump right in, but with a virtual “coach” to lead the way. Each task is an opportunity to expand knowledge, increase mastery, and improve efficiency every step of the way.

Point of Sale

Propello gives you what you need to complete sales transactions more efficiently and provide your customers with faster, more accurate service. From any workstation your team can quickly and efficiently manage interrupted transactions, merchandise returns, register overrides, and more.

Connect Securely to a Digital World

With your business hosted securely in the cloud, you're always up to date.

- Seamless, automatic updates help ensure you're always protected
- Put system management in the hands of experts whose primary goals are your uptime and safety from cyberthreats
- Safeguard your customers' financial information from ransomware attacks with data encryption
- Protect your business from disasters with geographically diverse and redundant data centers

State of the art, streamlined checkout processes help speed up sales transactions and customers can make purchases with a wide variety of flexible payment types. Enhanced functionality enables cashiers to process transaction reversals and direct the re-payment.

Propello is designed to update and maintain an accurate inventory database, so you can reduce backorders and lost sales, view quantity-on-hand, and run a leaner, more profitable business.

Cash drawer management tools simplify shift changes and protect against fraud. And, even when disconnected from the cloud, Propello continues to operate with Offline POS.

The POS solution is easy to master, even for new or seasonal staff with no prior retail experience. Its guided learning tools help your sales associates to be more efficient, and more helpful to customers—while avoiding checkout errors.

Whether you access the POS through workstations, or in the aisles on your mobile device, Propello provides convenience that will enhance your customers' checkout experience.

Simplify Your Business with Cloud Technology

Learn how cloud technology can help you streamline your business and login from wherever life takes you

- Help reduce costs and boost efficiency with the ease of cloud access, functionality, and user experience
- Free your business from server maintenance and software updates
- Make smarter business decisions with analytics tools built into key inventory and sales functions
- Manage your business from your laptop or on the go with your mobile devices
- Learn and do all at once with built-in user guidance



Inventory Management

Propello enables you to balance your customer service needs while maximizing your return on investment—by increasing inventory turns and reducing your inventory investment.

Multiple inventory replenishment methods provide you with the flexibility to lower carrying costs, minimize excess or obsolete inventory, improve cash flow, and increase customer service levels.

A rich set of management tools tracks sales volume on every item, and the electronic catalog lets your staff quickly locate product information, including photos and schematics, to accurately identify products your customers need.

In addition, the solution captures information on inventory changes, allowing for accurate data when making purchasing decisions.

If you have multiple stores, you can even centralize your inventory, enabling you to reduce overall

inventory levels by allowing you to transfer inventory between stores.

With Propello you can automatically maintain optimum inventory levels to meet customer needs while eliminating both excessive stock levels and costly stockouts.

Ongoing Support and Professional Services

Implementing a retail management solution can be a big step for a company of any size. That's why Epicor provides the full range of training, support, and consulting services to help you make the right choices for your business, and to help ensure that your Propello solution delivers the business value you expect and need.

If you're considering a new or upgraded system, a Specialist will be glad to provide a no-obligation assessment of your business and show you how Propello can help take you to the next level and beyond.

Customer Loyalty

Propello provides retailers with a new level of flexibility in rewarding their loyalty customers—and in how they measure, monitor, and manage the program. The feature-rich loyalty programs let you set up membership types, rules, and incentives that will reward your best customers and help entice new ones. The customizable receipts can also boost awareness of your store and share important information with your customers. And, the customer loyalty price groupings can help you turn good customers into great ones.

Gift cards can also elevate your brand with your own design on the cards, can be reused/recycled, and used for returns in lieu of cash refunds. They can even be used as holiday gifts to those who don't normally shop in your store, providing an opportunity to increase store traffic and earn more customers.

The POS has built in functionality to manage promotional gift cards (buy an item, get a free gift card in some amount) with loads of customization. Users can easily create price rules for promotional gift cards, issue and receive gift cards, and more. This functionality makes it easier to schedule promotions with suppliers and bring more customers into the store.

Analytics and Reporting

In today's fast-paced environment, information is expected to be immediate and up to the moment. That is why Propello has analytics and reporting capability built-in to support both immediate tactical and long-term strategic decision-making.

Propello's next-gen reporting engine provides real-time data that can be presented based on the user's specific needs whenever and wherever the information is requested.

The customizable dashboards provide visual displays, so you can quickly see important information about how your business is performing. You can drill down into the data by clicking on it to see details that you need for the task at hand.

No matter how large or small your business, you'll need to make solid, timely decisions—based on clear, meaningful, and reliable information in order to optimize business results. That is why businesses need fast, flexible, and cost-effective tools for a deeper understanding of their business performance. Propello offers the analytics and reporting designed to deliver insights into your business, at just the right time.

Create Experiences That Cultivate Loyalty

Turn every point of sale into a point of connection with loyalty programs that help you thrive at exactly what independent retailers do best

Standard reports are built right in and can be scheduled to be delivered to your inbox to see up-to-date snapshots of the health of your business and take immediate action.

You are never disconnected and can access critical data from your mobile device so you and your team are more productive and can respond quickly to the needs of your business.



Years of deep industry knowledge have helped build a solution fit for you.

Customer Relationship Management

Providing customers with excellent personal service is a must in order to succeed in today's market. More and more retailers are turning to customer relationship management (CRM) tools to help their business recognize and provide customers with the attention they deserve.

Propello allows you to quickly and efficiently manage prospects, customers, and contacts—so you can streamline your day-to-day processes and improve customer service.

With Propello, you can view customer history, create customer profiles, segment types of customers, and view A/R information. There is no limit to the amount of customer contacts you can have in the system. And, to save time, mass updates and imports can be made via bulk—enabling you to increase your customer base with minimal effort.

Purchasing and Receiving

Effective purchasing processes can vastly improve your customer service and sales and your order management processes directly affect how customers view your business. Customers demand faster, better service and might go elsewhere if you can't meet their demands.

Propello makes it easy to automate purchasing and receiving for one or multi-store operations, supports special ordering points, and streamlines inventory management. You can create suggested order plans that generate purchase orders based on the current inventory position.

Orders can be based on order points or simple replenishment ordering. A single plan created can cover multiple stores and multiple suppliers, and can be scheduled to run automatically.



Suggested order plans can be configured to attempt to increase the items and quantities being ordered to reach the supplier minimums in an automated way, eliminating the need to decide on the additional items or quantities to change to meet the supplier minimum. You can define the minimum dollar amount that a given ordering line can allow. When you reduce over-ordering, it helps cash flow and frees up funds for use elsewhere in your business.

The purchasing and receiving features give you an efficient way to create purchase orders (POs) and then receive the items accurately against the PO. These applications help ensure that supplier replenishment works in concert with customer demands and that your inventory valuations are always accurate.

A Complete Retail Solution

Today, you need a software solution that you can implement quickly without major interruption, cost, or learning curve. Propello brings the best features and functionality from nearly 50 years of industry expertise, and is built not only for the challenges of today, but also for the challenges of tomorrow and years to come.

Propello is built on a modern, cloud infrastructure and operates at the speed and mobility both customers and users alike expect in high-touch, high-usage software -- all the while securely hosted in the cloud.

Learn more about how Epicor Propello can help you grow your business by contacting Epicor today.

EPICOR

We're here for the hard-working businesses that keep the world turning. They're the companies who make, deliver, and sell the things we all need. They trust Epicor to help them do business better. Their industries are our industries, and we understand them better than anyone. By working hand-in-hand with our customers, we get to know their business almost as well as they do. Our innovative solution sets are carefully curated to fit their needs, and built to respond flexibly to their fast-changing reality. We accelerate every customer's ambitions, whether to grow and transform, or simply become more productive and effective. That's what makes us the essential partners for the world's most essential businesses.

Contact Us Today: info@epicor.com | www.epicor.com

The contents of this document are for informational purposes only and are subject to change without notice. Epicor Software Corporation makes no guarantee, representations, or warranties with regard to the enclosed information and specifically disclaims, to the full extent of the law, any applicable implied warranties, such as fitness for a particular purpose, merchantability, satisfactory quality, or reasonable skill and care. The results represented in this testimonial may be unique to the particular customer as each user's experience will vary. This document and its contents, including the viewpoints, testimonials, dates, and functional content expressed herein are believed to be accurate as of its date of publication, October, 2021. Use of Epicor products and services are subject to a master customer or similar agreement. Usage of the solution(s) described in this document with other Epicor software or third-party products may require the purchase of licenses for such other products. Epicor and the Epicor logo are trademarks or registered trademarks of Epicor Software Corporation in the United States, and in certain other countries and/or the EU. All product names and brands are property of their respective owners in the United States and/or other countries. Copyright © 2021 Epicor Software Corporation. All rights reserved.