Frequently Asked Questions

Q. What data is downloaded and updated on my system?
A. Today, just the Catalog data. In the near future, other data will be available via the download.

Q. Do I still need to load the monthly data DVDs?
A. Yes. While the PartExpert Data Update will not be updating the catalog data, it will be updating the data for the other products you subscribe to.

Q. How often is the catalog data updated?
A. Approximately 4 times per month.

Q. Are the updates automated or do I have to perform the updates manually?
A. The updates are completely automated and require no manual intervention after the initial setup is completed.

Q. What systems and software can get Dynamic Updates?
A. Systems that use the LaserCat® 3 software, version 3.4.0.86 or higher. Also, LaserCat 3 Standalone software version 3.4.0.86 or higher. Dynamic Updates will not be available for text-based catalog software or for LaserCat 2000 or earlier.

Q. What is the difference between Active Updates and Dynamic Updates?
A. See the table below.

Active Updates™	Dynamic Updates
Downloads Catalog data only	Downloads Catalog data only for now. In the future, other product data will be made available for download
Monthly data DVDs are required for other product data	Monthly data DVDs are required for other product data
Data updates are available approximately 4 times per month	Data updates are available approximately 4 times per month
The full Catalog data file is downloaded on each update	An incremental Catalog data file is downloaded on each update
Available on some UNIX/LINUX and Windows systems	Available for all systems that use LaserCat 3, PEDS, ePartExpert (Web catalog) or Java Data Server
Uses a limited infrastructure for downloads/distribution	Uses Amazon Web Services for downloads/distribution
Some automation	Highly automated

Q. When will Dynamic Updates be available to all Epicor qualified customers?
A. Dynamic Updates is currently being tested at select customer sites. We expect the service to become generally available early 2015.

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Q. What is Net Adds?
A. Net Adds is a new internal process that allows Epicor to release Catalog updates faster than ever to customers. Net Adds extracts, formats and releases new part numbers and corresponding application information separate from complete manufacturer file updates. This ensures that customers have the latest part numbers in their PartExpert catalog as soon as possible.

Q. How fast can the catalog data be released using Net Adds?
A. In many cases, the data can be processed and ready for distribution within 24-48 hours. Coupled with Dynamic Updates, new part numbers can be published to customers in as few as 7 days.

Q. Are new part numbers for all vehicles processed through Net Adds?
A. Yes, brand new part numbers and all of the vehicles (all years) that the part fits are added. In addition, any existing part numbers that are carried over or changed for the current year and beyond plus one year back are processed and added.

Q. Is data from all manufacturers being run through the Net Adds process today?
A. Not yet. Net Adds is a phased release. Phase I is in production today. Manufacturers that adhere to our Net Adds standard are being processed today. The plan is for Phase II to be in production by the end of 2014, when all manufacturers will become candidates.

Q. Can lines built via the Interchange process be processed with Net Adds?
A. No. Only lines that are created in full ACES will run thru the Net Adds process. All Catalog lines created via an interchange file cannot be run through the Net Adds process. This includes all direct part numbers, custom and short line Interchanges. Approximately 10-15% of all Catalog lines today are created via an interchange.

Q. Will data from all manufacturers that meet the candidacy requirements be run through the Net Adds process?
A. Not all manufacturers are going through the process today. A quality, consistent data submission is required. However, Epicor is working with all manufacturers to ensure their data is ready to run through this new process.

Q. I understand how the new part numbers are updated, but what about the rest of the manufacturer data?
A. After sending the data through the Net Adds process, Epicor begins processing the entire manufacturer file using the same process as it does today. So when released, customers have not only the new part numbers but all other changes and deletions in the manufacturer data update.