



SMB GLOSSARY

Agenda – Training on Demand Agendas are a way to organize groups of ‘Courses’ and ‘Tests’. They are listed in a specific order and should be viewed in that same sequence. During your implementation you will review the course titled, ‘Creating Tasks Accomplishments Tests and Agendas’ for a more detailed look at this feature.

Business Products – the division of Epicor that creates and sells preprinted forms, labels and gift cards. You will be assigned a Business Products representative that will contact you to discuss your available options.

Contact List – the list of Epicor employees assigned to work on your implementation as well as a list of persons involved in the project at your store. Your Project Manager will provide this list.

Course – a ‘Training on Demand’ video available on the LMS or Learning Management System. A course covers a specific topic and its key points are identified in the course description.

Credit Card Processing – using a bank or other processor to receive credit card payment through the Eagle Point of Sale system. This may include EPX direct, Epicor Gateway or another independent processor. Set up must occur prior to your Go Live date in order to accept payments and issue credits at Point of Sale.

Customer Account Manager – the Epicor representative you worked with to purchase the Eagle system and your contact for questions and concerns regarding any Epicor product.

Data Conversion Specialist - Epicor representative responsible for mapping your existing data to the Epicor system. This person will determine what field in your present data equates to a similar field on the Eagle system, pull raw data via some electronic method and load that data onto your new server.

Due Date – the date identified in the Implementation Calendar that indicated when each Course in each Agenda should be completed by.



Go Live - the date identified in the Implementation Calendar that you will begin processing POS transactions on your Epicor Eagle system.

Implementation Calendar – a document created by your Project Manager that identifies key target dates related to training, credit card processing and hardware installation.

LMS – Learning Management System. The Training on Demand website functions within an LMS.

LPS – Local Platform Specialist. This is a local Epicor representative responsible for working with you on hardware related processes. Review your 'SOW' regarding their services.

Peripheral Devices – hardware such as receipt printers, report printers, scanners and credit card readers.

Content Review Coordinator – the Epicor representative assigned to work with you on a weekly basis to answer questions regarding the content you review on the Training on Demand website.

Planning Call – conference call scheduled by your Project Manager to review the Implementation Calendar and introduce you to the rest of your Epicor team.

POS – Point of Sale

Project Manager – Epicor representative responsible for overseeing your Implementation. This person is your main point of contact.

Project Planner – document provided by your Project Manager that identifies, what is going to be done, who is going to do it, when they are going to do it and how they are going to let everyone else know what they are doing.

SMB – Small to Medium Sized Business

SOW – Statement of Work. Document that identifies which products and services were purchased.



Start Date – located on each Training on Demand Agenda, this is when you should begin viewing the related Courses and taking the corresponding Tests.

Test – series of true/false and multiple choice questions that must be answered following each Training on Demand Course.

Training on Demand – Online LMS that provides up to date content on all products available to Epicor Eagle customers. User controlled videos, interactive quizzes and graded tests monitor your activity and manage your employee's progress.