

What's New Epicor Eagle Release 27

Epicor Eagle Release 27 contains some new and exciting features to help you grow your business! We are going to take a look at some improved functionality within Point of Sale, Inventory, Purchasing, A/R and a few other miscellaneous changes. Be sure to provide Epicor with your feedback on this course by using the new link located in the upper right corner.

All documentation supporting Eagle Software Release 27 is available on the Course Detail page. Simply click any link to open the PDF file. From there it can be printed or saved.

The FFL Compliance Manager is a new, stand-alone software solution for Firearm Licensees of all sizes and is available to Eagle and non-Eagle users. You can easily acquire firearms, dispose firearms, run reports, simplify the work required for an ATF audit, and perform Trace Requests. In addition, the FFL Compliance Manager Agent automates local downloads of acquisition and disposition records in compliance with 2016-1.

Retailers who sell guns often perform 'gun smithing' to repair or modify them. Eagle retailers using Epicor FFL Compliance Manager can now use Service and Repair to track firearms accepted for repair on a Service Order. Repair Type F is available to users with Option 1403 "Firearms Compliance Application on System" set to F. FFL Compliance Manager, or FFLCM, also integrates with the Eagle POS system.

Release 27 improves this integration by adding the ability for Point of Sale to accept firearm Returns, Trade-Ins, and track gun smithing via an Eagle Service Order. Each of these activities creates an acquisition queue record in FFLCM for the associated firearm. Contact your account manager for more details about Epicor FFL Compliance Manager.

Cash customer transactions paid by credit or debit card will print the customer's name on the receipt and appear in the Customer Name field of Quick Recall. Manually entered cards will display the text "Manual Entry" and transactions split

between multiple cards will use the last card entered. You can now define multiple repair types for the clerk to select from when creating a Service Order in POS.

Each Repair Type has its own set of Equipment Description and Additional Information prompts. For example, small engine repairs require a different set of equipment and additional information than those needed to repair window screens. Additionally, the Service Order Viewer displays the type of repair in the 2 new columns “Repair Type” and “Repair Description”. For customers who use the Flexible Consumer Information feature of POS, the new event “Starting Service Order” allows you to specify the customer information which is required when creating a new service order.

You may now change the schedule for multiple Dynamic Promotions at the same time. Display the checkbox column in the MDP grid and place a check mark in the box for each promotion whose schedule you want to change. Click Schedule and then update the Start and End Dates, the Start and End Times and the Activate status.

Option 1758 allows you to enter the minimum dollar amount a POS transaction must be before the PIN Pad will display the prompt for cash back. When Transactional Security users create an Offline POS credit card transaction, the card number stored in Quick Recall will now be a truncated card number instead of the encrypted card number. This change makes returns for an offline transaction easier by prompting the user to insert or swipe the original card.

The new Voided Items Viewer, found with the acronym VIV, displays various information for a range of dates, a specific customer, a specific SKU or a specific clerk. Some notable columns include Voided Trxn, Line Item Voids, and Training Mode to help identify the void scenario. The QR Doc # field works with the Display button to allow opening the transaction in the Document Viewer. And the Manual Prc Override field identifies if the change was to a higher or lower price.

Debit Steering is now available for EMV. Use requires that options 5129 and 1777 are set to Yes. Once enabled, POS will compare the amount entered in Option 5128 "Debit Cards Transaction Threshold" to steer the transaction towards Credit or Debit accordingly. And finally, new Option 1776 allows the clerk to make the customer's Charitable Donation selection for them. When set to Yes, if the clerk sees the customer is confused by the donation prompt on the PIN Pad they can ask the customer if they wish to donate.

The Flexible Inventory Loading workflow is the process of adding and updating inventory items via EFM, FIL, or Inventory Import, and finalizing those with the RFL report. Setting option 1651 to Yes gives you the ability to blank out the existing value of a field. You control this by entering a question mark.

Enter this in an Immediate Update type field when using an Inventory Import spreadsheet or in the dialog box when using FIL. Inventory Maintenance will contain a new Note Type, 14. If you have been using Note Type 3 for additional word indexes, consider using Note Type 14 for non-POS information such as special notes for merchandising or ordering. You can also use your own description for each Note Type with Options IDs 1768 thru 1773.

The Buyer's List has the new column titled Popularity Code that is initially hidden. 'Select Columns to View' to view the Pop Code field. And within MPO and the Buyer's List, the PO# dropdown list now contains the Purchase Orders Due Date.

When printing your A/R Statements with RSM you will see a new report option. Select number 2, "Print Credit Limit and Credit Available" and the customer's credit limit and credit available will print at the bottom of the statement.

A Weblink can now be a PDF stored on your local network. Be sure to watch the Training on Demand courses titled 'Customer, Vendor and Item Weblinks' and 'All Items Weblinks' for more information on this feature. Inventory Import now supports bringing in up to 5 Weblinks for an item at once. The import only adds new Weblinks. It does not change or delete them.

Continue to use the Weblink Maintenance Viewer for those processes. There will also be a new version of Eagle Cloud Help. Be sure to set Option 260 to C.

We would like to Thank you for watching the 'What's New' Release 27 Training on Demand course. This software contains some remarkable new features designed to help you Grow Your Business. You should receive your copy of the new software in about 2 to 3 weeks.

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