

Improving Your Business with Training On Demand

Conquering the world of retail can require you to play many roles. Are you often Busy Battling the Competition, Or Constantly Cleaning up Messes, Maybe Desperately Directing Traffic, Do you find yourself Perpetually Putting Out Fires And more often than not, Swooping in to Save the Day? In an industry where competition is fierce, margins are slim, and turnover is constant, managers face some tough challenges.

The good news is, Epicor® can help with a tool you may or may not have heard of. Epicor Training on Demand is a web-based Learning Management System that provides a complete catalog of Epicor Eagle content. We provide you with application-specific videos, interactive games and scored tests that help train retail leaders like you, and your employees. If you can tell me a little bit more about yourself, I think I can give you some insight about how we, can help you, manage all the roles in your business.

I Have No Idea What Training on Demand Is

Since you're new to Training on Demand, let's take a look around. With a subscription, your business will have its own customized learning management system. Your individual site is password protected for you and the user accounts that you set up. The Course Catalog contains hundreds of hours of content and new videos are added all the time.

Here you see them organized by category. You can also search by a keyword or a specific job role. The short, task focused modules offer closed captioning and embedded quizzes. The quizzes are a great way to make sure learners are paying attention and not just letting the video play while they scroll on their phone.

If you look down here on the Course Materials section, you have access to documentation and transcripts. These can be reviewed here online or can be printed. If you're the kind of learner that likes written instruction, it's all right

here. The Epicor Learning Center lets you assign classes and agendas to your employees or coworkers.

So they know what they are supposed to do, and in what time frame. With just a glance see what is Past Due. Settings allow you to reassign failed tests automatically for a given number of tries. Uh oh, looks like this sales clerk failed a test twice. No worries, it's easy to reassign it with few clicks. The link is right here in Transcripts.

The Learning Center also has something called Training Agendas. These are groups of courses, tests and tasks that have been put together based on your employee's role in the company. So there are agendas for sales clerks, inventory staff, back office managers, and lots of others. You can even create your own Training Agendas that are customized to the way you do business.

The Home page lets you add custom messages to keep your staff up to date. When they log in the first thing they see are their own open assignments. Featured content points to a new or important courses. Over here on the right, the Library makes a great place to store employee handbooks, inventory procedures, new hire forms – pretty much any documentation you want your staff to have quick access to. You can even link to vendor videos and web sites. You'll no longer have to be everything to everyone at all times; they just might start finding the right answers themselves.

Oh, one more cool item, the Questions of the Day are randomly selected from Epicor tests and any custom questions that you've added. That's right, you can change the tests to have your own questions that make sense for the way you do things! Keep your employees on their toes by encouraging them to answer these every day. So that's all neat looking and everything but why do you need a Training on Demand site?

Well, businesses that offer continual training are more likely to be strong innovators in their markets. Your employees will use the learning management system to find the information they need when they need it. They will even be

able to expand on current knowledge by taking advanced courses that focus on real world use of Eagle enhancements.

Training on Demand also lets you determine the pace at which your employees learn. You create your own customized training program that can cater to long time employees as well as brand new ones. Your folks can work on this training anywhere in the world that they have internet access. Even their phone. Now I need you to tell me just a little bit more about how you operate and then we'll wrap things up.

I Use Training On Demand But Would Like To Use It More

So you have already an Epicor Learning Center site and you use it sometimes, but you would like to get more out of it. Well, let's look at why you got it in the first place. You wanted to have access to group training that was consistent and could be used over and over again, right? The best way to do this is through the use of Agendas.

This way you customize the training based on what the employee does or their role. So POS clerks take their courses, accounting folks get their lessons, etcetera. Maybe you were also going to create your own agendas for your specific business. If that is not happening yet, think about reviewing the course titled Creating Tasks, Accomplishments, Tests and Agendas.

In less than 15 minutes, you could be using this powerful feature. One important part of creating a good agenda is testing people on what they just learned. Use the Epicor defined tests and make sure employees know their stuff! Even better, add your own test questions to make sure your employees know how to follow your procedures your company's policies.

Remember our poor manager that was battling the Competition? If they were using the sales features found in Eagle and creating targeted promotions to maintain loyal customers, maybe that battle would be a little easier. Get your department managers and key personnel involved by using Assignments!

Have them complete the Dynamic Promotions or Eagle Loyalty Agendas. Decide when they need to complete each part and get an email if they are past due or fail tests. You might want to think about adding some Tasks too. Are you department managers shopping the local competition? Require that they view your competition's web page and provide feedback on what they learned. The possibilities here for customization are pretty endless.

Speaking of customizing, have you looked at your home page in a while? Take advantage of the message center to communicate with everyone in your business. If you need to refresh your memory on how to do this, check out Customizing Your Epicor Learning Center Home Page.

Here's another idea. Are returns a sticky issue at your store? Define your Return Policies and post it in the library so your cashiers or floor personnel can view it any time. Something you may not have noticed, is that all new classes have a transcript included. You can click this link and see word for word what the video narrator says. Use this like any other PDF and search for a particular word or phrase. Print it off and use it as a starting point for your own notes.

So, you might recall that every Epicor Learning center site has at least one administrator. You can see the Admin tab here if it's you. Start taking advantage of the content and functions in Training on Demand by assigning yourself the Administrators Agenda. It's just sitting there waiting for you. Now, before we part ways, I would like to share some other information with you. Go ahead and answer this quick question so I can determine what's important to your operation.

I Have Training On Demand, But Never Use It

Well, let's change that right away! You're wasting a valuable resource by not utilizing all of the amazing features found in Training on Demand. Training on Demand is accessible right inside of Eagle. This really provides you and your staff the ability to access training when you need it.

Give your employees the tools they need to avoid creating those constant fires and messes! The nice thing is, Eagle is dynamic. So it's smart enough to know where you are in the system, and to provide you the modules based on your location. For example. If you're using inventory maintenance and have a question about Price Rounding, you can go right into the Learning Center from the Codes tab. Set up is a onetime thing, and extremely simple. And once done, it will always recognize your log in credentials. This way they get the proper credit for the courses they watch. Pretty neat, huh?

All you need to do is open the Configure menu in Eagle N Series and choose Setup Training on Demand. Add the User and the Password and the next time you need Training on Demand, just click the icon or button at the top of any page.

Now, let's talk about why you got Training on Demand in the first place. You wanted to have access to group training that was consistent and could be used over and over again, right? Well, the best way to do this is through the use of Agendas. This way you customize the training based on what the employee does in their role.

So POS clerks take their courses, accounting folks get their lessons, etcetera, etcetera. Maybe you were also going to create your own agendas for your specific business. If that is not happening yet, think about reviewing the course titled Creating Tasks, Accomplishments, Tests and Agendas. In less than 15 minutes, you could be using this powerful feature.

Part of creating a good agenda is testing people on what they just learned. Are you using the Epicor defined tests? Are you adding your own test questions to make sure your employees know how to follow your procedures? If not, carve out a little time to watch that class and make sure your staff, knows their stuff!

Now, let's talk about a practical application for Training on Demand. Are your department managers currently using all of the sales features of Eagle and creating targeted, well timed promotions? No? Well, assignments are the key to make that happen!

Use the Dynamic Promotions Agenda and direct the right learners to watch the Courses and take the Tests. Or add a Task that require department managers to view your opposition's web page and provide feedback on what they learned. The possibilities here for customization are pretty endless. Speaking of customizing, have you taken a look at your home page in a while? Take advantage of the message center to communicate across your entire company.

Refresh your memory on how to do this by watching Customizing Your Epicor Learning Center Home Page. Are your cashiers always struggling to find their notes or your sales reps looking through outdated price books? Leverage the Library to host your resources. Documents reside in our Austin datacenter and can be accessed 24/7:365 days a year. So, these are just a few ways you can start taking advantage of the Epicor Learning Center.

Now, before I let you go there are a few other things I want to share. If you can just answer this next question, I can get you some information relative to your business.

Suggested Agendas

Recent studies have identified the top 3 success factors required for the Hardware Store Industry. These are the: Ability to control stock on hand, having an Experienced work force, and keeping a loyal customer base. The Epicor Learning Center has Agendas and Tests that are perfect for managing Inventory Levels, conducting new Employee Training, and implementing a custom loyalty program. Just in case you haven't checked in a while we'll take a quick look at them together.

Inventory is one of your biggest investments. You should think of the Epicor Learning Center as your own personal consultant on this topic. Owners, department heads and purchasing managers should all take the time to view the Inventory Management Best Practices Agenda. By identifying and managing obsolete Inventory, using location codes and performing perpetual physical

counts, you can ensure that your suggested orders are accurate and valuable floor space is filled with best sellers.

Now as far as staffing, it's an undeniable fact that new hires take time and cost money. But, you can get them up to speed on day one by adding a user, and assigning the Training on Demand Learner Agenda. Then they'll know how to sign in, navigate and watch the content you need them to see.

New and current employees have certain responsibilities and play a specific role in your business. You can search the Agendas by Role and easily determine what needs to be assigned. Make sure they view the related courses and pass the tests before they interact with your valuable customers. Speaking of those customers, do you offer them any incentive to keep coming back to your business?

Recent research has shown that members of loyalty programs generate between 12 and 18 percent more revenue for retailers than do customers who are not. The Eagle Loyalty and Gift Card Agendas can show you how to use all of the features you currently have to keep your customers coming in and, help you bring in even more traffic! Now who wouldn't want that?

Like most businesses, you're trying to modernize and improve the front-end customer experience in a constantly changing environment. Knowledge, for you and for your employees is the key to staying ahead.

I believe it was Henry Ford who said "The only thing worse than training your employees and having them leave is not training them and having them stay". If you don't currently subscribe to Epicor Training on Demand and are interested in learning more, or have any questions, please contact your Epicor Account Manager or shoot us an email at knowledgeyourway@epicor.com

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