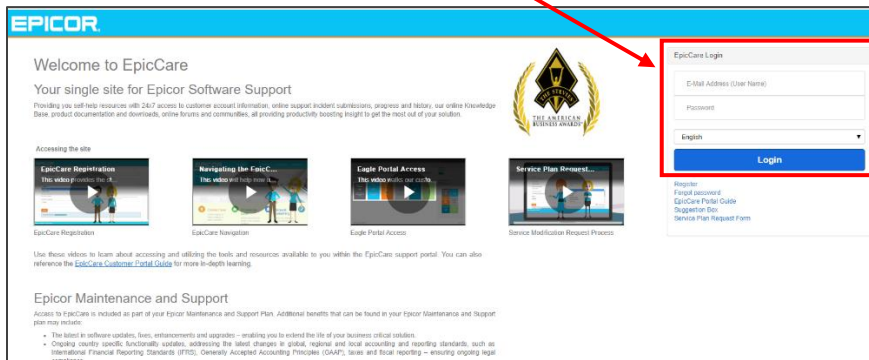
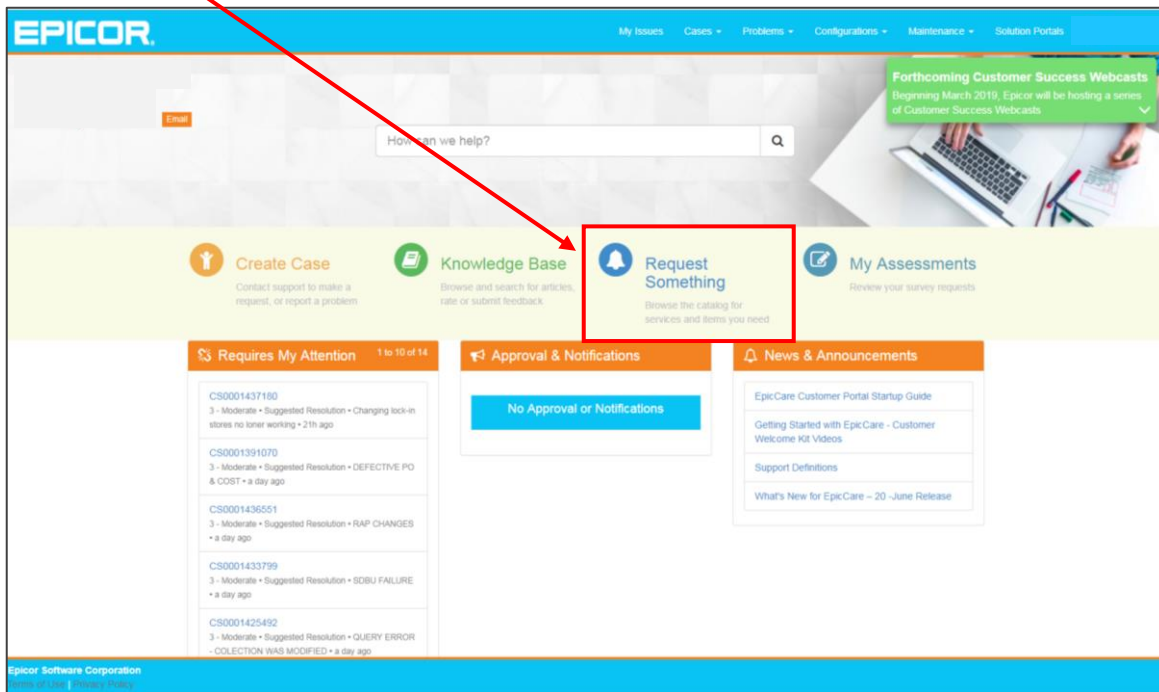


For Eagle Customers: How Do I Order a New Release in EpicCare?

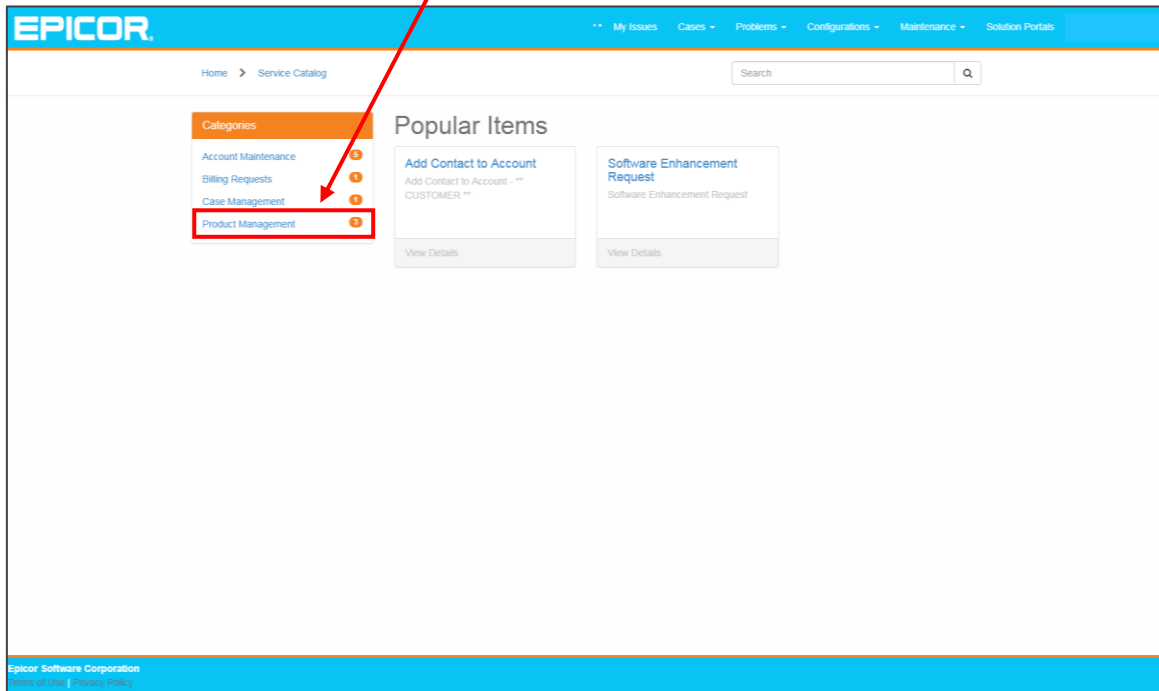
1. Log into EpicCare at www.Epicor.com/epiccare.



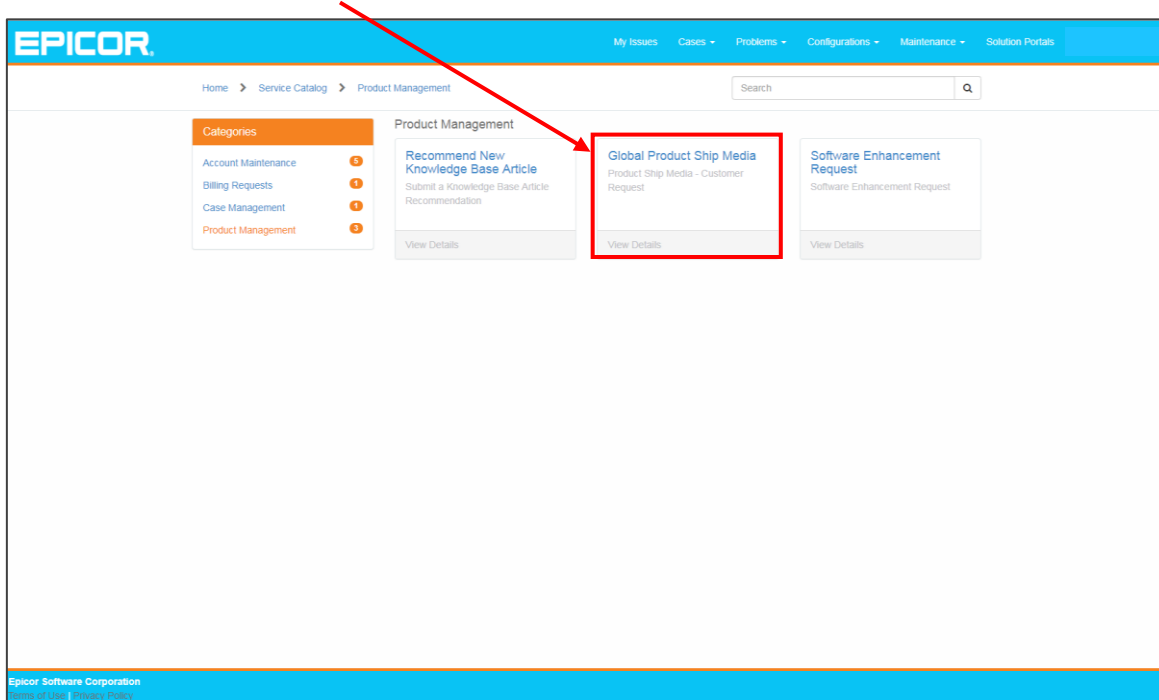
2. Click *Request Something* in the middle of the page.



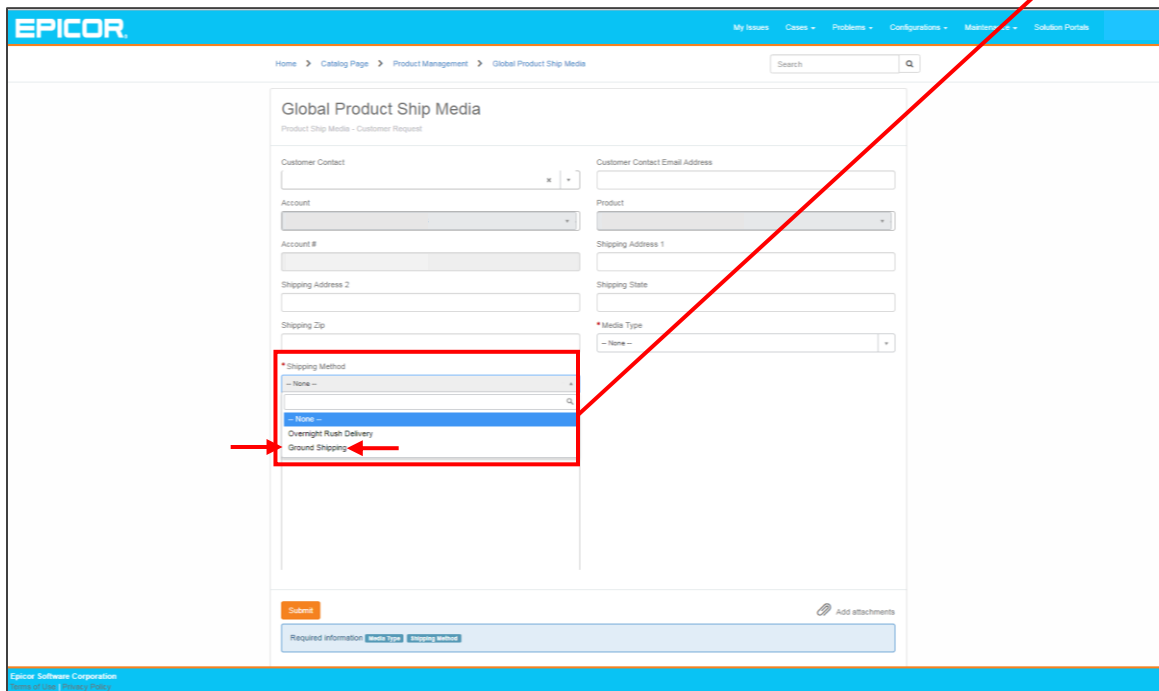
3. Under *Categories*, select *Product Management*.



4. Next, select *Global Product Ship Media*.



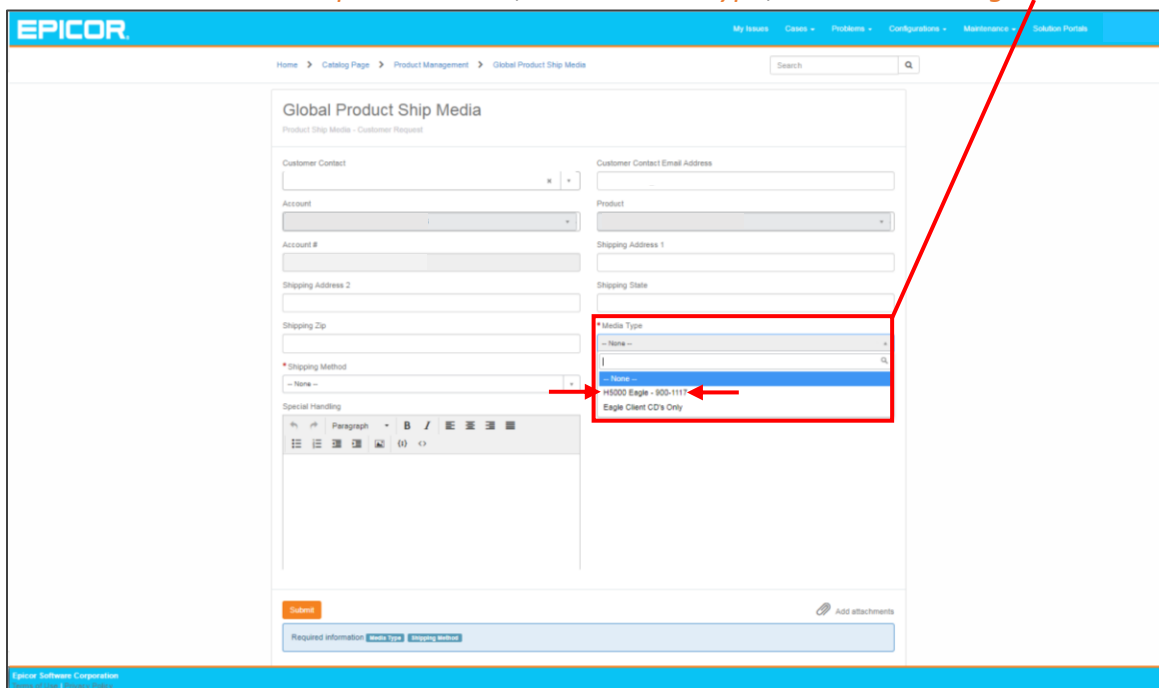
5. On the *Global Product Ship Media* form, under *Shipping Method*, select *Ground Shipping*.*



The screenshot shows the 'Global Product Ship Media' form in the Epicor system. The form includes fields for Customer Contact, Account, Shipping Address, and Shipping State. The 'Shipping Method' dropdown menu is open, showing options: 'None', 'Overnight Rush Delivery', and 'Ground Shipping'. A red box highlights the dropdown menu, and a red arrow points to 'Ground Shipping'. A red line also points from the text above to the 'Ground Shipping' option.

*Notice—If you select *Overnight*, you will be charged expedited shipping fees. In order to not incur shipping charges, you must select *Ground Shipping*.

6. On the *Global Product Ship Media* form, under *Media Type*, select *H5000 Eagle – 900-1117*.



The screenshot shows the 'Global Product Ship Media' form in the Epicor system. The form includes fields for Customer Contact, Account, Shipping Address, and Shipping State. The 'Media Type' dropdown menu is open, showing options: 'None', 'H5000 Eagle - 900-1117', and 'Eagle Client CD's Only'. A red box highlights the dropdown menu, and a red arrow points to 'H5000 Eagle - 900-1117'. A red line also points from the text above to the 'H5000 Eagle - 900-1117' option.

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