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

1. Log into EpicCare at <u>www.Epicor.com/epiccare</u>.



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

EPICOR.		Cases - Problems - Configurations - Maintenance - Solution Portals
	How en we help?	C
Create Case Contact support to make a request, or report a problem	rate or submit feedback Browse I	the catalog for a and terms your need
S Requires My Attention	10 of 14	
CS0001457160 3 - Moderate - Stuggerated Resolution - Changing stores no loner working - 21th app CS0001391070		Epic Care Customer Portal Startup Guide Getting Started with Epic Care - Customer Welcome Kit Videos
3 - Moderate + Suggested Resolution - DEFECT & COST + a day ago	ME PO	Support Definitions What's New for EpicCare – 20 -June Release
CS0001436551 3 - Moderate + Suggested Resolution + RAP CH/ + a day ago	ANGES	
CS6001433799 3 - Moderate - Suggested Resolution - SDBU FA • a day ago	NURE	
C50001425492 3 - Moderate - Suggested Resolution - OUERY 1 - COLECTION WAS MCDIFIED - a day ago	ERROR	
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3. Under *Categories*, select *Product Management*.

EPICOR.		/			
	Home > Service Catalog	/		Search	Q
	Categories	Popular Items			
	Account Maintenance Billing Requests Case Management Product Management S	Add Contact to Account Add Contact to Account - ** CUSTOMER **	Software Enhanceme Request Software Enhancement Rec		
		View Details	View Details		
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4. Next, select *Global Product Ship Media*.

EPICOR.			My Issues Cases - Problems -	Configurations - Maintenance - Solution Portais	
	Home > Service Catalog > Produ	ict Management	Search Q		
	Categories Product Management				
	Account Maintenance 3 Billing Requests 3 Case Management 9	Recommend New Knowledge Base Article Submit a Knowledge Base Article Recommendation	Global Product Ship Media Product Ship Media - Customer Request	Software Enhancement Request Software Enhancement Request	
	Product Management	View Details	View Details	View Details	
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5.	On the Global	Product Ship	Media form, ur	nder Shipping	Method, sele	ct Ground Shipping.*
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EPICOR.			igurations + Maintery + Solution Portais
	Home > Catalog Page > Product Management > Global Product Ship Media	Search	٩
	Global Product Ship Media Product Ship Media - Cuatomer Request		
	Customer Contact	Customer Contact Email Address	
	Account *	Product *	
	Account #	Shipping Address 1	
	Shipping Address 2	Shipping State	
	Shipping Zip	*Media Type -Nore - v	
	Shipping Method None -		
	c. - None - Overright Rush Delivery Ground Shipping		
	Submit	🕖 Add stachmenta	
	Required information Media type Ellipping Method		
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*Notice—<u>If you select *Overnight*</u>, 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.

EPICOR.				Configurations - Maintenance - Sol	ution Portals
	Home > Catalog Page > Product Management > Global Product Ship Media	Se	arch	٩	
	Global Product Ship Media Product Ship Media - Costoner Regist				
	Customer Contect x *	Customer Contact Email Address			
	Account	Product			
	Account #	Shipping Address 1			
	Shipping Address 2	Shipping State		/	
	Shipping Zip	• Media Type - None			
	Shipping Method None - *	- None	م		
	Special Handling 하 / Paragraph · B / 토 호 크 클	H5000 Engle - 900-1117 Esgle Client CD's Only			
	Submit		Add attachments		
	Required information Media Type Entpolog Method			J	
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