

What's New in Epicor Retail Cloud 2020 R3

August 2020

Following is a summary of the product enhancements and new functionality available in this release.

Select Topic:

- Mobile+ Point of Sale
- Order Points
- Customer & Product Mass Updates
- Category Enhancements
- Quick Find
- Gift Card
- Price Import
- POS
- Receipt Template Designer
- Upgraded Date on the Widget
- Receipt Template Designer
- Improved Navigation Menu Experience
- Blind Flow Count in Physical Inventory, Mobile App
- Promo Price—Prices & Cost Tab
- Product Notes—Print Below Item on Receipt
- Scheduled Tasks
- Transfers
- Accounts Receivable

Mobile+ Point of Sale (POS)

Purchase option Mobile+ POS creates a “point of service” which allows the retailer to complete sales on the spot—whether in the aisles, the garden center, or a sidewalk sale. With Mobile+ POS, associates can deliver convenient customer service that’s more personalized, ultimately improving loyalty and increasing sales.

During the busiest times, a mobile point of sale can reduce waiting times and customer frustrations, and minimize abandoned carts. These powerful tools extend beyond just point of sale. The “+” in Mobile+ POS enables associates to quickly check list price, loyalty price, quantity on hand (QOH), quantity on order (QOO), and when the next order is arriving on any item in real time. They can also add UPC codes, and print new labels to maintain shelves from virtually any device.

Order Points

Order point calculations ensure that retailers order the right item when it’s considered to be low in stock. Order points are calculated based on forecasting of how much inventory is needed to fulfill future orders based on how much product you predict you will sell over a specific period of time.

Order points can help retailers maintain consistent inventory levels, while avoiding ordering in excess. Having just the right amount of inventory on hand can help cash flow and even free up funds for other areas of your business. Fewer out-of-stock items also means more sales, ensuring customers’ satisfaction by having what they need when they need it. Finally, order points can increase efficiencies and save retailers time overall.

Customer and Product Mass Updates

Retailers can now easily modify data for multiple customers or products at one time with the Customer and Product Mass Update functions, saving time and reducing the chance of errors. The Mass Update tools track the history of changes made for audit purposes, allowing you to view which customers or products were updated, previous and new field values, who made the update, when the update was performed, and the change source.

Category Enhancements

Defining the category hierarchy is now made easy. You can create up to 6 levels. In the category maintenance screen, there is an addition of a new filter and column—Level. The Category filter now displays the categories in a tree structure. While adding a new category, you have the option to inherit comprehensive parameters from the parent category. Store exceptions can be set while editing a category.

Quick Find

Setting up Quick Find layouts is made easier with new enhancements to the maintenance screen:

- You can now assign separate layouts to registers within the same store as opposed to assigning one layout per store.
- Multiple items can be added to the layout/group/sub-group at once.
- The Select All checkbox or the multi-select option allows you to delete items or assign a color to the items in one go.
- A larger color palette is now available.
- You can sort the groups, sub-groups, and items in a layout according to the price, item name, or location code to get your preferred view at point of sale.

Gift Card

With the addition of the Local Gift Card Items Created field in the Local Gift Card setup screen, you can view the existing gift card SKUs and also add new gift card items. You have the option to use other gift card types during a transaction at POS. Active gift card bin ranges can now be edited in case you've incorrectly entered the bin range at POS.

Price Import

While importing price changes or creating alternate prices, you can skip entering the item SKU, provided you enter the valid UPC or Supplier Part Number to successfully complete the import.

POS

At point of sale, you can now capture the signature on-screen when the PIN pad is disconnected. In the payment screen, you can hit the Esc key on your keyboard to return to the posting screen. Also, the exact change button (the amount to be paid by the customer) is removed from the suggested values as the amount due is already populated.

Receipt Template Designer

You can now check/uncheck the You Pay box to include/exclude this field in the receipt at POS. Checking this box will display the total amount the customer pays per item.

Upgraded Date on the Widget

On the home page, you can now see the upgraded date by selecting the version number.

Improved Navigation Menu Experience

Primary left-hand menu expands and collapses with user navigation with all choices clearly visible when clicked.

Blind Flow Count in Physical Inventory for Mobile App

New permission Ability to View Initial Qty in Mobile+ Physical Inventory has been added. Without this permission, you will not be able to see the existing quantity or variance allowing for a blind view of what needs to be counted.

Promo Price—Prices & Cost Tab

The new field Promo Price in the Prices & Cost tab of the Products page allows you to see if an item has a promotional price applied to the product. It displays the lowest available promotional price if the item applies to multiple discounts. It displays Not on Promotion if the item does not have any discounts.

If the product has special pricing attached to it, then select View Special Pricing to view the details of the pricing such as the price book, customers, price groups, loyalty, rule name, rule type, and calculated prices.

Product Notes—Print Below Item on Receipt

In the POS Action drop-down list, there is a new option that enables printing notes at the end of the receipt or printing notes below items. Print on Receipt in the earlier versions is now replaced by Print Below Item on Receipt.

Scheduled Tasks

The Scheduling page invoked from the Utilities menu has tasks in the ALL TASKS tab as clickable hyperlinks. You can now drill down into the details of the tasks by selecting the hyperlinks to open the following screen. You can now make changes to the report parameters. Currently, you can only make changes to reports.

Transfers

You can now easily access the Activity menu from the hamburger menu. There is a new icon for viewing transfers history. You can view the transfers history in a grid view and have a detailed history of a transfer by clicking the transfer number. View the summary of all transfers by selecting Transfer Summary under Purchasing > Activity. You will have options to see the summary of received transfers in one tab and the summary of in-transit transfers in the other tab.

Accounts Receivable

You can now easily create an AR statement template using AR Statement Designer in Accounts Receivable > Setup > Statement Designer.

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