# ECC Dealer and Supplier Portal Overview

The ECC Dealer Portal drives values for manufactures using E10 by giving their dealer partners direct access to their ERP for generating quotes, orders, and processing warranty claims.
The Dealer Portal is available only for manufactures using E10. Key target market situation examples include:
Manufactures who sell via a dealer channel or distributor.
Manufactures who support warranty and repair via a dealer channel
Manufactures who need to track products post shipping for reasons including product recalls, warranty and repair, and inventory management.
Pick a Topic to dive into the Dealer Portal Details!

## Topics

- Overview
- Sales and Service
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- Supplier Portal

## Overview

The Dealer Network Portal provides value to manufactures that have a dealer network for sales and service.

Select a button to learn about benefits for manufacturers or their dealers.

The Benefits of ECC for Manufactures include

- The ability to Configure, Price and Quote from a single web-based portal
- Integration with ERP and accelerated processes
- Superior insight in to end buyer behavior
- And improve dealer ramp, recruitment, and retention

For Their Dealers:

- A manufacture offers their dealers a modern integrated experience with
- One-click process for easy buying
- Reduction in human error
- And an increase in productivity

Let's look at a couple example models for Manufactures, Dealers, and Distributors.

For example, if Boat Builders is the manufacture, and the dealer is Smith's Boats, the model might look like this.

A Customer would work with Smith's Boats to determine their needs. Smith's would manage all aspects of the end customer relationship including sales, and negotiation.

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The Dealer uses the Portal in ECC to link directly to Boat Builder's E10. This lets them access live information for configuration examples and inventory availability while carrying out customer negotiations.

Once they and the customer finalize the order details, Boat Builders will complete the order, and deliver it to Smith's Boats who are responsible for final delivery and any related services for the customer. The dealer (Smith's boats) maintains full responsibility of the customer and uses the Dealer Portal to interact directly with data, pricing, and availability from Boat Builder's ERP.

Dealers update the location inventory status and if the time comes, file warranty claims directly to the manufacture.

The Dealer Portal also gives Boat Builders visibility to the dealer margin and allows them to set the dealer's price and Manufacture's Suggested Retail Price.

Let's look at Boat Builders, the manufacture, again. This time, they have Smith's Boats as their Dealer, and Water Movers as their Distributor.

As before, the dealer (Smith's Boats), maintains the end customer relationships, and they use ECC to gather quotes directly from Boat Builder's ERP. When they're ready to order, they pass confirmation and payment onto Water Movers (the distributor). Water Movers then manages the business with the Dealer, and completes the order with the manufacturer, using the ECC Dealer Portal.

The final product is then delivered directly from Boat Builders to the Dealer who presents it to the End Customer.

## Sales and Service Features

ECC provides powerful features to enable manufacture's relationships with their dealers.
The Dealer Portal enables sales to easily configure, price, quote, and order to build products all using a branded web page based on the kinetic framework.
Follow along with this example of the Sales Process
Boat Builders (The Manufacturer) sets the MSRP, and the dealer, Smith's Boats, can raise quotes, and issue discounts to the end customer.
The Quote sent by Smith's Boats to the manufacture's E10 system includes the price paid by the dealer and the price charged by the dealer to the customer.
The Quotes created in ECC are checked and approved by the manufacturer in E10.
Manufacturers can define attributes, part attributes and dynamic attributes. These may be use in part entry and the configurator. During quoting, those attributes can be used in the ECC Dealer Portal for Quote Entry.
The Dealer Portal follows the standard E10 quote to order functionality. Boat Builder's can view the order and its attributes in their ERP, while the Dealer accesses it through the Dealer Portal.
While viewing orders, the dealer can see statuses and additional information including toggling the displayed price between MSRP and the End Customer Price.

With the Dealer portal, Service personnel can easily:
- Review quotes and orders
- Search Inventory
- Manage Returns
- Order Spare Parts
- Manage Customer Warranty
- Claims Management

- And Place Service requests

Dealers can use ECC to look up inventory using attribute values to search. This keeps both the owner and the keeper of inventory up to date and allows you to locate product at specific locations.

For Warranty Claims, ECC creates cases in E10, and provides a quote for required warranty work including labor and parts. Parts can be set as credit only, and if needed, shipped out to the dealer.

This creates seamless communication between the vendor and dealer throughout the claim process, and the claim itself maintains any relevant information like a serial or ID number.

The portal enables useful Claims Management, enabling functionality to file, search, and retrieve claim information. This includes viewing multiple claim statuses in the claims dashboard.

## Branded Configurator

ECC's Dealer Portal provides a complete branded experience with a feature rich B2B Product configurator. A Modern UI with Web technology that leverages our Kinetic framework, and options to Customize the configurator UI to match company's theme and showcase their brand.

Our Product configurator is executed with a sleek Modern UI. Select a button to hear more.

Our web based configurator is built with HTML 5, Angular 5, and CSS; enabling significant flexibility for the end site. This allows a company to completely revamp the look and feel, while leaving all of the server side and client code untouched. It is Based on the Kinetic Framework with a client using TypeScript.

- Attributes as 1st class entities
- Linked to product configurator
- Linked to Standard Parts
- Defines Attributes for Finished Products
- Defines ECC Attribute set
- Provides searchable attributes via ECC

## Supplier Portal

Manufacturers using E10 can use ECC's Supplier Connect. Supplier Connect provides the Company's suppliers with their own website called the Supplier Portal that integrates with E10 for seamless communication.

The Supplier Portal provides supplier self-service to simplify supplier on-boarding and serves as a projection of your business to your supplier to improve communication, reduce costs and improve data accuracy.

The portal provides real time communication and payment information with notifications for new POs, RFQs, parts information, and access to invoice and payment history.

To top it off, it's available 24 hours a day, 7 days a week, 365 days a year.

The supplier portal cements a manufacture's relationship with their suppliers.

## About Epicor

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