



Epicor Success Story

Klem's Tractor

Improves business processes and saves money with Epicor Eagle solutions

Company Facts

- ▶ Location: Spencer, Massachusetts
- ▶ Industry: Farm and Home
- ▶ Number of Stores: 1
- ▶ Number of Employees: 100
- ▶ Web site: www.klemsonline.com

We've got it!
Klem's



Success Highlights

Challenges

- ▶ Hours wasted per day sorting and stapling credit card receipts to sales reports
- ▶ Obstacles with inventory management

Solutions

- ▶ Epicor® Eagle®
- ▶ Epicor Business Advisor
- ▶ Epicor Document Management
- ▶ Epicor Compass™

Benefits

- ▶ Epicor Document Management saves company \$10,000 annually in paper and labor costs
- ▶ By running Epicor Compass reports and looking at Epicor Viewers, inventory management problems are easily fixed and avoided

Founded in 1946 as a tractor dealership, over the decades Klem's Tractor has added lawn and garden supplies, pet products, hardware lines and sporting goods. The company's diverse product offerings mitigate competition from local big box retailers. "If you need it, we sell it," said Jessica Bettencourt, president of Klem's. Klem's is a modern, 75,000 square foot operation using the latest technology from Epicor to manage over 300,000 SKUs.

Klem's first installed the Epicor Eagle system in 1997 and the solution has been successfully growing with the business since. They have taken advantage of the time and cost-saving features inherent in the point of sale (POS), Epicor Document Management and Epicor Business Advisor applications, among others.

POS lookup features eliminate "miscellaneous" sales

With POS, Klem's employees look up SKUs and UPC codes, or search product descriptions for the correct item numbers and prices. Accuracy at POS leads to a complete sales history for meaningful reports, careful purchasing and long-term planning. "Epicor Eagle POS has been a wonderful tool for us," said Bettencourt. "Even if we've made a mistake and an item doesn't scan correctly, the sales associates can use the POS features to find the right item, and not sell it under miscellaneous."

Single-ply reduces cost and storage needs

Klem's uses single-ply register tapes and signature capture pads at their POS stations. With signature capture, Klem's files signed credit card receipts electronically, eliminating physical storage requirements while maintaining compliance with tax regulations.

"I estimate that Epicor Document Management saves us at least \$10,000 annually in paper and labor costs and eliminates the need to store about a pallet of register tapes per year," said Bettencourt. "We no longer spend at least an hour a day sorting and stapling all those credit card receipts to the sales report—it's a huge timesaver."

Training mastery in minutes

Training employees is a quick and easy process at the POS with Epicor Eagle software. "Training our employees on Epicor Eagle is easy," said Bettencourt. "It takes a day or two of training employees and they have pretty much mastered most of the system. New hires can essentially 'pretend' to run a cash register without really entering transactions. When you can train someone faster, you'll always save money, because you don't have to dedicate a second person to stand beside them for days."

Reports and viewers help keep inventory records accurate

Businesses with a long history like Klem's often face difficulty managing old inventory and obsolete SKUs. With Epicor Eagle Viewers, managers can explore transaction details by class, department and primary vendor. They can choose a format that allows them to search easily for products that might be priced incorrectly. By sorting columns, managers can find items, for example, with a negative quantity-on-hand and fix the problem immediately. "Because the company started so many years ago, we've faced inventory management challenges, like duplicate SKUs," said Bettencourt. "However by running Epicor Compass

reports and looking at Epicor Viewers, we can easily find and fix those problems."

Macros automate tedious processes to save time

Epicor Eagle software lets users build macros that execute a series of commands by simply typing the macro's name. "With macros, I can export data from an Epicor Viewer into Excel, change that information, and re-import it back into the system," said Bettencourt. "We use macros all the time and it's a huge time savings for us. For instance, I received an Excel spreadsheet from CARQUEST showing the inventory they were shipping to us. I added the department, class, fine line, primary vendor, etc., and then re-imported it back into the Epicor Eagle system. I was able to load all those products automatically and save hours of time."

Business advisor delivers data for accurate decision making

Klem's uses Epicor Business Advisor to get a snapshot of how the business is doing. "I use Epicor Business Advisor for department analysis. Before, I would start an Excel spreadsheet and spend about three days typing in all the information," said Bettencourt. "Now, I can get the data in 10 minutes by just entering the parameters I want—it's all right there on the screen."

Epicor Eagle software also helps Klem's make smarter decisions. "Data from the Epicor Eagle solutions helps us decide whether to go forward with a new category and set inventory levels for the next year," said Bettencourt. "We can find products that are selling very well, and hopefully, increase margins on those products. Every decision we make in the business is somehow tied to information from the Epicor Eagle system. It's helping us become more competitive by allowing us to get good information immediately and make better decisions."

About Epicor

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software that is designed around the needs of our manufacturing, distribution, retail, and service industry customers. More than 40 years of experience with our customers' unique business processes and operational requirements is built into every solution—in the cloud, hosted, or on premises. With a deep understanding of your industry, Epicor solutions spur growth while managing complexity. The result is powerful solutions that free your resources so you can grow your business. For more information, [connect with Epicor](#) or visit www.epicor.com.



Contact us for more information on Epicor Products and Services

+1.888.463.4700
 eagle@epicor.com
www.epicor.com

Corporate Office
 804 Las Cimas Parkway
 Austin, TX 78746
 USA
 Toll Free: +1.888.448.2636
 Direct: +1.512.328.2300
 Fax: +1.512.278.5590

Latin America and Caribbean
 Blvd. Antonio L. Rodriguez #1882 Int. 104
 Plaza Central, Col. Santa Maria
 Monterrey, Nuevo Leon, CP 64650
 Mexico
 Phone: +52.81.1551.7100
 Fax: +52.81.1551.7117

Europe, Middle East and Africa
 No. 1 The Arena
 Downshire Way
 Bracknell, Berkshire RG12 1PU
 United Kingdom
 Phone: +44.1344.468468
 Fax: +44.1344.468010

Asia
 238A Thomson Road #23-06
 Novena Square Tower A
 Singapore 307684
 Singapore
 Phone: +65.6333.8121
 Fax: +65.6333.8131

Australia and New Zealand
 Suite 2 Level 8,
 100 Pacific Highway
 North Sydney, NSW 2060
 Australia
 Phone: +61.2.9927.6200
 Fax: +61.2.9927.6298

The contents of this document are for informational purposes only and are subject to change without notice. Epicor Software Corporation makes no guarantee, representations or warranties with regard to the enclosed information and specifically disclaims, to the full extent of the law, any applicable implied warranties, such as fitness for a particular purpose, merchantability, satisfactory quality or reasonable skill and care. This document and its contents, including the viewpoints, dates and functional content expressed herein are believed to be accurate as of its date of publication, October 2015. The results represented in this testimonial may be unique to the particular user as each user's experience will vary. The usage of any Epicor software shall be pursuant to the applicable end user license agreement and the performance of any consulting services by Epicor personnel shall be pursuant to applicable standard services terms and conditions. Usage of the solution(s) described in this document with other Epicor software or third party products may require the purchase of licenses for such other products. Epicor, the Epicor logo, and Eagle are registered trademarks or trademarks of Epicor Software Corporation in the United States, certain other countries and/or the EU. All other trademarks mentioned are the property of their respective owners. Copyright © 2015 Epicor Software Corporation. All rights reserved.