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Epicor Announces Enhancements to Epicor Parts Network Automotive Aftermarket B2B eStore

Lost Sale, Sales by Customer, and Login Reporting; Embedded Product Images Functionality Now Available to More Than 30,000 Registered Seller and 200,000 Buyer Accounts

Epicor Software Corporation, a global provider of [industry-specific enterprise software](#) to promote business growth, has introduced several enhancements to the [Epicor Parts Network](#) (EPN) B2B eStore solution. EPN is one of the automotive aftermarket's largest eCommerce networks with more than 30,000 registered sellers, over 200,000 service dealers, and other buyer accounts.

The EPN B2B eStore now features comprehensive lost sale, sales by customer and customer login reporting, enabling distributors and other sellers to improve service levels and more closely track customer activity. The buyer screen now includes a "Lost Sale" button that triggers an email reporting the desired part number, product description and application. Sellers can use this information to follow up with the customer to try to regain a sale and/or add the desired part to its store or warehouse inventory. Distributors can receive lost sale summary reports on a daily, weekly, or monthly basis, if desired.

Also new to the B2B eStore are sales by customer and customer login reports. Sellers can now drill down into system data to review the number of orders and combined order value by month and day for each customer to identify emerging opportunities and potential competitive issues. They now can track how often each customer is logging in to the solution and from which locations.

"Customer login tracking helps isolate potential problem areas, such as a service chain that is placing a significant number of orders from one location, but very few from another. The distributor can also more proactively demonstrate the value of the B2B eStore to repair shops that aren't logging in on a consistent basis," said Scott Thompson, vice president, automotive, analytics and content, Epicor Software.

In addition to enhanced reporting capabilities, Epicor has added embedded product images to the popular B2B eStore BuyerAssist electronic buyer's guide, which includes critical information about millions of



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Scott Thompson
Vice President, Automotive, Analytics,
and Content
Epicor Software

parts to help speed the lookup process.

Free, live demonstrations of the EPN B2B eStore solution are available this week in the Epicor booth #2238 during [Automotive Aftermarket Products Expo](#) (AAPEX) at the Sands Expo and Conference Center in Las Vegas, Nev. To learn more about EPN and other Epicor products and services for the automotive aftermarket contact Epicor at 888.463.4700 or automotive.marketing@epicor.com.

About Epicor Solutions for the Automotive Aftermarket

For nearly 40 years, Epicor aftermarket solutions have helped empower motor vehicle parts and service providers through world-class technologies that drive sales, profits and customer loyalty. Epicor products and services for the aftermarket include parts data and related eCatalog content; industry analytics and category management solutions; enterprise software; B2B and B2C eCommerce solutions; and business optimization tools. Visit the Epicor Automotive Aftermarket [solution hub](#) to learn more.

About Epicor Software Corporation

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software 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 are built into every solution—in the cloud or on premises. With this deep understanding of your industry, Epicor solutions manage complexity, increase efficiency, and free up resources so you can focus on growth. For more information, [connect with Epicor](#) or visit www.epicor.com.

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Contact:	Lindsay Ortega Senior Specialist, Public Relations Epicor Software Corporation +1 952 417 5022 lortega@epicor.com	Drew Shippy Pinnacle Communication Group, Inc. (on behalf of Epicor) +1 330 688 3500 drew@pinnmedia.com
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