

9/12/2016 Monday		Encounter 2016 Class Schedule
Start	End	Purchasing Track
7:00	8:00	Breakfast
8:00	8:30	Open UFO Update
8:30	8:45	Epicor Mgt
8:45	9:30	New Release
9:30	10:00	Road Ahead
10:00	10:30	Break
10:30	11:20	Class
		<b>Product Setup - Zerion</b>
		This class is intended to give you an overview product creation. There are many reasons why new products are created; new lines, substitutes, generic, discontinued, and many more. During this class we will look at key fields that can be used during initial product setup.
11:30	12:20	Class
		<b>Purchasing Basics Part 1 - Zerion</b>
		This class is designed to give a basic understanding of Eclipse Purchasing. Purchasing within Eclipse can be difficult to learn for first time Eclipse users, but it can be much easier if the fundamentals are understood. During this class we will help users understand some of those fundamentals.
12:20	1:20	Lunch
1:30	2:20	Class
		<b>Purchasing Basics Pat 2 - Zerion</b>
		Continued from Part 1 before lunch
2:30	3:20	Class
		<b>Talk with Epicor Eclipse Product Managers</b>
		Epicor Eclipse
3:20	3:40	Break
3:40	4:30	Class
		<b>Advanced Purchasing – Multi-Branch Part 1 – Katina Mataras</b>
		Eclipse offers multiple paths of replenishment for multi-branch distributors. Learn about the advantages and disadvantages of distributive, central purchasing, central warehousing and central distribution. What impact does each have on your inventory management and warehouse logistics? Different options for suggested transfers will also be reviewed.
4:40	5:30	Class
		<b>Advanced Purchasing – Multi-Branch Part 2 – Katina Mataras</b>
		Continued from Part 1 above
5:30	7:00	Reception
9/13/2016 Tuesday		
7:00	7:50	Breakfast
8:00	8:50	Class
		<b>Product Life Cycle Today and Future Enhancements – Bill Wright</b>
		There are powerful new tools available to you to prevent, identify, and get rid of dead or slow moving inventory. Learn how you can specify the rules for what you consider slow moving or dead stock and Eclipse will automatically categorize it for you. You can manage these items in the Product Lifecycle Queue where you are able to return them to vendor or put them on sale and incent the sales force with a special commission plan if you like. You will also learn about enhanced product replacement management that helps you sell out of the old inventory before digging in to the new stuff. In addition I will cover future development enhancements for Product Lifecycle. Don't miss this session!
9:00	9:50	Class
		<b>Advanced Forecasting – Lisa M. Grantland</b>
		Learn about the Advanced Forecasting features that were added to Release 8.7.9, with additional enhancements coming in 9.0.2. Let Eclipse determine if an item is seasonal, and analyze 6 forecast types to determine the best fit forecast. Learn how to analyze the results to see how your purchasing levels and inventory levels could change by using this feature.
9:50	10:10	Break (food)
10:20	11:10	Class
		<b>VMI Vendor Managed Inventory - Maggi Friend</b>
		Eclipse manages inventory well. Vendor Managed Inventory can help the supply chain manage your inventory even better. Learn how it can help the vendor manage the supply of your inventory and, in turn, your inventory.
11:20	12:10	Class
		<b>Purchasing Tips and Tricks Part 1 – Katina Mataras</b>
		Once you have the basic purchasing parameters set, there are untold opportunities to fine-tune your settings, better utilize the purchasing queues and monitor the living, breathing creature known as your inventory. Let's share the tricks of the trade and maximize the benefits of Eclipse!
12:10	1:00	Lunch
1:10	2:00	Class
		<b>Purchasing Tips and Tricks Part 2 – Katina Mataras</b>
		Continued from Part 1 above
2:10	3:00	Class
		<b>Transfers - Alison Levy</b>
		This class will cover managing transfers from a branch/receiving perspective, not from the purchasing side. We will review in detail Disputed & Shipped not Received transfers (Transfer Register), Open Transfers, Transfer Sales & the Transfer Summary. We will also review the items in the Transfers menu as time allows.
3:00	3:30	Break
3:30	4:20	Class
		<b>Talk With Epicor Eclipse Product Management</b>
		Epicor Eclipse
4:30	5:00	Closing Session
		Chris Bohn/Rich Chadwick

9/12/2016 Monday		Encounter 2016 Class Schedule
Start	End	Pricing
7:00	8:00	Breakfast
8:00	8:30	Open UFO Update
8:30	8:45	Epicor Mgt
8:45	9:30	New Release
9:30	10:00	Road Ahead
10:00	10:30	Break
10:30	11:20	Class
		<b>PDW Setup Best Practices - Matt Douville/Cyndi Skweres</b>
		Learn what you need to be aware of when setting up PDW initially. Metas, translation tables, data providers, export maps.
11:30	12:20	Class
		<b>Advanced PDW Roundtable - Matt Douville/Cyndi Skweres</b>
		PDW is a complex component and initially we all are just trying to get our arms wrapped around the basis process. This will be open forum to discuss what else your company may do "out of box" within PDW that may benefit others in the Eclipse community.
12:20	1:20	Lunch
1:30	2:20	Class
		<b>Taking the Headache out of Ship &amp; Debit Rebates - Cyndi Skweres/Kris Hopkins</b>
		Ship & Debit Rebates can be cumbersome and time consuming to maintain, file, and track credit received. Eclipse has many tools that can be utilized to help take the headache out of the process. In this course we will focus on the tools available to streamline Ship & Debit Rebates.
2:30	3:20	Class
		<b>Using Quotes (not bids) for Pricing in Sales Order Entry - Daron Brown</b>
		When you have a special pricing arrangement with a customer for a specific job or circumstance that the particular customer does not get all the time, the Quote Matrix is the way to set this up. This class will cover both the setup of the pricing matrix and referencing the Quote in Sales Order Entry.
3:20	3:40	Break
3:40	4:30	Class
		<b>Price Sheets - Cyndi Skweres</b>
		Discussion of the two different types of Price sheets: 1) Price Sheet Entry for manually updating products; 2) Price Sheets for sending out to customers
4:40	5:30	Class
		<b>Velocity Pricing - Johnny Hazelton</b>
		Are there efficient ways in Eclipse to increase my GP% by identifying slower moving products that are not as price sensitive? Can I identify customers the same way and increase their GP%, but without all of the maintenance required to create new Product Sell Groups or Customer Classes? The Eclipse Price Matrix system has a "Velocity Pricing" feature that allows additional formulas to be applied to a matrix cell based on the Product Rank and/or the Customer Rank. This session will explore the Product Ranking program and the Customer Ranking program and then how to apply those rankings to the Price Matrix to increase GP%.
5:30	7:00	Reception
9/13/2016 Tuesday		
7:00	7:50	Breakfast
8:00	8:50	Class
		<b>Using on the fly Rebates in Sales Order Entry – Small Project Jobs - Kris Hopkins (repeated)</b>
		Ever have the vendor give you a one time, one order rebate? Eclipse now has a Small Project Job feature that will allow you to key those in and file them separately than the normal monthly rebates. Attend this course to learn about how Small Project Jobs work.
9:00	9:50	Class
		<b>Advanced Sales Pricing Techniques Part 1 - Joe Bennett</b>
		SOE 101 will teach a student the basic tools of "pricing a sales order". Many students leave a 101 session understanding the role of the matrix and the role of a potential user override. This class will dive deeper in both sides (SOE and Matrix). Some advanced Matrix features will include velocity pricing, quantity breaks, etc. Some advanced SOE features will include subtotals, pricing (profit) wheel, and pricing groups.
9:50	10:10	Break (food)
10:20	11:10	Class
		<b>Advanced Sales Pricing Techniques Part 2 - Joe Bennett</b>
		Continued from Part 1 Above
11:20	12:10	Class
		<b>Using On the Fly Rebates in Sales Order Entry – Small Project Jobs - Kris Hopkins</b>
		Ever have the vendor give you a one time, one order rebate? Eclipse now has a Small Project Job feature that will allow you to key those in and file them separately than the normal monthly rebates. Attend this course to learn about how Small Project Jobs work.
12:10	1:00	Lunch
1:10	2:00	Class
		<b>Distributor Implementation of Strategic Pricing Part 1 – Rich Chadwick/Tom Falter</b>
		The Strategic Pricing Associates and Eclipse add on product is a significant change to how most distributor do customer pricing. When well executed the suggested pricing changes will have a significant impact on the total gross margin dollars generated through stock sales. Hear how to different distributors implemented this software and the results they achieved. The view was more than worth the climb.
2:10	3:00	Class
		<b>Distributor Implementation of Strategic Pricing Part 2 – Rich Chadwick/Tom Falter</b>
		Continued from Part 1 above

Start	End		Pricing
3:00	3:30	Break	
3:30	4:20	Class	<b>Ecommerce Roundtable (Websites) - Andrew Montgomery</b>
			This session will cover methods of preparing product data for web commerce. We will discuss available data sources, how to get the data into Eclipse, and how to manipulate and prepare the data to provide customers with a user-friendly online shopping experience.
4:30	5:00	Closing Session	Prize Drawings - You Must Be Present To Win!

9/12/2016 Monday		Encounter 2016 Class Schedule
Start	End	Accounting
7:00	8:00	Breakfast
8:00	8:30	Open UFO Update
8:30	8:45	Epicor Mgt
8:45	9:30	New Release
9:30	10:00	Road Ahead
10:00	10:30	Break
10:30	11:20	Class
		<b>A/R Features and Tips Part 1 - Melissa Labadia</b>
		We will review credit controls, job limits and lien reporting; along with Customer P/O Validation and additional fields in customer maintenance and A/R Inquiry. Do your customers come to the counter and pay on their account, learn how to process those payments using Account payment menu option and reconcile your cash box using the new Cash Box Reconciliation and Deposits option.
11:30	12:20	Class
		<b>A/R Features and Tips Part 2 - Melissa Labadia</b>
		Continued from Part 1 Above
12:20	1:20	Lunch
1:30	2:20	Class
		<b>Credit Managers Roundtable - Margie Harris</b>
		Margie Harris
2:30	3:20	Class
		<b>Save time and import your journal entries and budgets – Melissa Labadia</b>
		You all have standard journal entries and budget information that are created on Excel spreadsheets, take those spreadsheets and import through Solar Eclipse. You no longer have to manually enter them or have ETERM on a user's computer.
3:20	3:40	Break
3:40	4:30	Class
		<b>GL Reports Roundtable – Dennis Estes</b>
		This Roundtable discussion is designed to cover Templates, Detail Levels, and how to run your reports for the easiest use and check them for completeness. Introductory to Intermediate level.
4:40	5:30	Class
		<b>End of Month Procedures - Margie Harris</b>
		This class is to review the common Month End Procedures for Eclipse. While these are not required, they are highly recommended to insure your business runs smoothly.
5:30	7:00	Reception
9/13/2016 Tuesday		
7:00	7:50	Breakfast
8:00	8:50	Class
		<b>New A/P Features – Melissa Labadia</b>
		Charging customers for freight you incur is always difficult; use the Freight Audit Queue to review freight that has been invoiced from a vendor. Save time on having to manually change payment terms for direct orders, let the terms default automatically.
9:00	9:50	Class
		<b>Prevention &amp; Troubleshooting Inventory Balancing Discrepancies - Kris Hopkins</b>
		Ever wonder why your inventory is so off from the g/l? In this class we will discuss ways to keep inventory in balance and what to look for when your off. Also we will discuss how the use of the Direct Inventory g/l account can help. This class will be taught from the perspective of a company using average cost and from 16 years of experience with balancing inventory on Eclipse.
9:50	10:10	Break (food)
10:20	11:10	Class
		<b>Activity Triggers – Automated Notification of Eclipse Events – John Heinzel</b>
		System events related to invoices, shipments, order entry, and the Customer Calling Queue can be the triggers to automated communications in Eclipse – sending emails or EDI documents related to the event. This class will cover what Activity Triggers are available, when they are triggered, what they can do, and how to best configure them for your business needs.
11:20	12:10	Class
		<b>Eclipse Service &amp; Repair - Christina Avery</b>
		Eclipse? Are your employees overwhelmed with the amount of paperwork involved in running your service business? Eclipse Service & Repair is designed to help efficiently manage your service workflow from beginning to end. Users can easily create service tickets, dispatch technicians, maintain truck inventory, track equipment service history and so much more. Join Christina Avery to learn more about Eclipse Service & Repair and how it can benefit your company.
12:10	1:00	Lunch
1:10	2:00	Class
		<b>Freight Audit Queue - Nikki Dursi</b>
		Do you currently use the Freight Audit Report in Eclipse to attempt passing freight on to your customer for tagged and direct orders? Now there is a better way, using the Freight Audit Queue. This session will teach you how to effectively set up your queue views and widgets to streamline the freight billing process. Learn the functionalities this queue has to offer, in an approach that will make it easy to cross train to your users at home.
2:10	3:00	Class
		<b>Ship Via - Beth Barber</b>
		Beth Barber
3:00	3:30	Break

Start	End		<b>Accounting</b>
3:30	4:20	Class	<b>Microsoft Excel 2013 Roundtable – Dennis Estes</b>
			This roundtable discussion is designed to answer these questions: What is in Excel, how can I use it, and how does it integrate with Eclipse? Introductory to intermediate level.
4:30	5:00	Closing Session	Prize Drawings - You Must Be Present To Win!

9/12/2016 Monday		Encounter 2016 Class Schedule
Start	End	Management
7:00	8:00	Breakfast
8:00	8:30	Open UFO Update
8:30	8:45	Epicor Mgt
8:45	9:30	New Release
9:30	10:00	Road Ahead
10:00	10:30	Break
10:30	11:20	Class
		<b>Branch Management – Keys to Success – Part 1 – Elizabeth “Sis” Richardt</b>
		Efficient Branch Operations are critical to success. Each Branch Manager and employee has tools at their fingertips to keep a pulse on the day to day operations. Learn the keys to successfully managing your branch from credit to queues, from inquiries to reports. What should be monitored on a daily and weekly basis to keep everything running at optimal performance!
11:30	12:20	Class
		<b>Branch Management – Keys to Success – Part 2 – Elizabeth “Sis” Richardt</b>
		Continued from Part 1 on Branch Management – Keys to Success
12:20	1:20	Lunch
1:30	2:20	Class
		<b>Help Desk Roundtable - Nikki Dursi</b>
		Open Roundtable to discuss techniques and methods used by different organizations on how to organize, manage and track your internal help desk issues. Learn methods on how to create cross-reference fields in Eclipse so you can track SR's from Epicor. Discuss reporting methods and metrics used as it relates to help desk issues.
2:30	3:20	Class
		<b>Inno's Mobile App's for Eclipse: Robin Merrion &amp; Drew Mapplebeck</b>
		This Class will discuss and demonstrate Inno's Suite of Mobile Apps designed specifically for the Eclipse Distribution Management System. Attendees will learn about Mobile Technology, the advantages and market opportunities Apps deliver today and how the suite of Mobile Apps offered by Inno will increase sales & productivity while providing a unique competitive advantage to the Eclipse Wholesaler.
3:20	3:40	Break
3:40	4:30	Class
		<b>Outside Security Risks Part 1 - Chuck Bennett (repeated)</b>
		A solid security system is the foundation of every successful company. The constant growth of technology has opened a wide range of issues that can hinder the functionality of any business. We intend to teach security awareness in order to help business professionals accurately assess security issues. This class will talk about the fundamental concepts behind attacks on a company's network security architecture and how to prevent security risks. Topics include: Firewall Analysis/Auditing, Risk Management, Social Engineering Techniques, Intrusion Detection, Physical and Logical Security, and Prevention.
4:40	5:30	Class
		<b>Outside Security Risks Part 2 - Chuck Bennett (repeated)</b>
		Continued from Part 1 Above
5:30	7:00	Reception
9/13/2016 Tuesday		
7:00	7:50	Breakfast
8:00	8:50	Class
		<b>Business Intelligence (BI) software with Eclipse Data - Rich Chadwick/Chris Bohn/Heather Miller</b>
		With the increasing discussion about how to use “Big Data” to improve the bottom line, distributors are confronted with how to take the vast amount of data on the Eclipse system and turn that into information that can be acted upon. The class will review three different products to deal with this issue: MITS, Phocas, and Tour de Force.
9:00	9:50	Class
		<b>Using Tablets in Your Business - Alison Levy</b>
		Are you wondering how others use their tablets to increase their productivity? Are you wondering if others are accessing Eclipse on a tablet? If so, this is the class for you. This class is an open discussion on how you use your tablet in business. The class will potentially cover all tablet operating systems, Android, iOS & Windows. Please come and share your tablet knowledge!
9:50	10:10	Break (food)
10:20	11:10	Class
		<b>Eclipse EpiCare - The New Support System - Camille Alberico - Ian Ashby</b>
		Camille Alberico
11:20	12:10	Class
		<b>Commission Plan Enhancements - Mark Artim</b>
		Mark Artim
12:10	1:00	Lunch
1:10	2:00	Class
		<b>Converting from ETERM to SOLAR - Larry McMullin/Rob Fisher</b>
		Have you ever wondered how other Eclipse users have converted from Eterm to Solar? Please be assured that it can be done! Join us to hear from several successful conversions and learn from their experiences and advice. In addition to the leaders of the session, you will undoubtedly hear many other recommendations, suggestions and tips & tricks from other users that have made the conversion. You will take away some valuable information for your future conversion.
2:10	3:00	Class
		<b>Outlook Tips and Tricks (2010 &amp; 2013) - Chris Thorpe</b>

Start	End		
			<b>Management</b> Whether you are a newbie or a seasoned pro, there is always something new to learn in Outlook. From changing your start page to adding screen shots, you'll be shown a series of tips for using Outlook 2010 (& 2013) that you can use every day.
3:00	3:30	Break	
3:30	4:20	Class	<b>Internal Controls, Audit RoundTable - Martha Conrad</b>
			This class is designed to be a collaborative discussion by all attending regarding internal controls and best practices to minimize risk within companies. Come ready to discuss what works best for you and to learn from each other. This class is not necessarily Eclipse-specific.
4:30	5:00	Closing Session	Prize Drawings - You Must Be Present to Win!

<b>9/12/2016 Monday</b>		Encounter 2016 Class Schedule	
Start	End		<b>Warehouse / Operations</b>
7:00	8:00	Breakfast	
8:00	8:30	Open UFO Update	
8:30	8:45	Epicor Mgt	
8:45	9:30	New Release	
9:30	10:00	Road Ahead	
10:00	10:30	Break	
10:30	11:20	Class	<b>RF Roundtable - Alison Levy</b>
			This is a open discussion on any aspects of RF. Implementation, tips and tricks, challenges, suggestions for enhancements, etc. Please come with some questions or topics you'd like the discuss.
11:30	12:20	Class	<b>Carton Packaging - Evan Smith</b>
			Carton packing assists in order and packing accuracy. This companion product helps verify order and packed quantities as they are placed into uniquely identified packaging that is tied back to the original order. This verification ensures that the warehouse ships the correct product and quantity to customers and assists customer service representatives in fielding any questions asked by customers in the event a customer states product was missing from their shipment.
12:20	1:20	Lunch	
1:30	2:20	Class	<b>Roll Out RF Roundtable – John Wiedebusch &amp; Matt Douville</b>
			Transitioning from a paper driven warehouse to a paperless one requires planning and preparation. Join us for this roundtable discussion to learn how to be successful in the roll out of RF.
2:30	3:20	Class	<b>Central Purchasing with Linked Transfers - Lisa Grantland</b>
			Do you use Central Purchasing in Eclipse today, but struggle to track the material as it moves between the purchasing branch and the remaining branches? Added to Release 9.0.0 is the ability to create Central Transfers with Central Purchase Orders, that allow you to know at all times what has been received from the vendor, and whether or not the material has been shipped & received at each branch. This can be setup in Buy Line Maintenance, or used on-the-fly from the Suggested P/O Queue.
3:20	3:40	Break	
3:40	4:30	Class	<b>Return Goods Queue - Zerion</b>
			This class is designed to ensure proper handling of returned material from customers as well as damaged or extra material from vendors. We will explore the entire returns process with the intent of giving a full understanding of how returns are handled within Eclipse.
4:40	5:30	Class	<b>Managing and re-positioning slow moving inventory: Roundtable - Daron Brown</b>
			Identifying the slow and dead inventory is only quantifying the problem. The real challenge is figuring out what to do with it. This open forum discussion will look for examples and ideas of managing slow moving inventory primarily in multi-branch companies. Topics for discussion will include Product Lifecycle, Transfer Surplus Queue, automated return transfers and likely many more. Come prepared to share your successes and failures in your attempts to handle this inventory that inevitably seems to accrue.
5:30	7:00	Reception	
<b>9/13/2016 Tuesday</b>			
7:00	7:50	Breakfast	
8:00	8:50	Class	<b>Advanced Cycle Counting – Lisa M. Grantland</b>
			A new, structured method of cycle counting for RF and non-RF warehouses. There are many setup options that let you define how you want to count your products, and how often. Eclipse will track your progress, and adjust the counts needed per day to reach your goal. In addition, you can add one-time supplemental counts, or regularly scheduled counts for specific products.
9:00	9:50	Class	<b>The 4 Disciplines for Optimal Inventory Performance - Rick Morris Thrive Technologies</b>
			Has your company has struggled for years to improve important metrics such as inventory turns and fill rates? Then please join Thrive Technologies as we introduce our 4 disciplines for distributors to break through and sustain a higher turnover and higher fill rates. Our system results in a new level of sales and profitability from your investment in inventory and your Eclipse system. Our 4 disciplines- Alignment, Precision, Proactivity, and Measurement- makes this new level of inventory optimization possible.
9:50	10:10	Break (food)	
10:20	11:10	Class	<b>Solar vs. Eterm in Warehouse – John Wiedebusch</b>
			Explore the feature rich environment and ease of navigation that Solar provides. From cycle counting to carton packing discover the various tools Solar offers to maintain inventory accuracy and improve customer service.
11:20	12:10	Class	<b>Solar Eclipse Direct Through Stock Non-Job Management and Job Management Part 2 – Melissa Labadia</b>
			Continue from first hour on Solar Eclipse Direct Through Stock Non-Job Management and Job Management

Start	End		Warehouse / Operations
12:10	1:00	Lunch	
1:10	2:00	Class	<b>Electronic Proof of Delivery and Driver Manifests - Chris Bohn/Carol Nepi</b>
			Listen to the experience of two companies as they approach electronic manifests and signatures using both Epicor's Proof of Delivery and Innovo's Signature Touch. If you are not using electronic manifests and electronic signature capture or are trying to determine which might be best for your company, come and learn about the advantages!
2:10	3:00	Class	<b>Warehouse Zone Maintenance – John Wiedebusch</b>
			Warehouse Zone Maintenance while commonly thought of as a part of implementing RF can have positive impact on a non-RF warehouse as well. In this session we will explore the benefits and set up in both environments.
3:00	3:30	Break	
3:30	4:20	Class	<b>Cycle Counting &amp; Yearly Inventory Roundtable with Matt Wills</b>
			Cycle counting is a great tool in Eclipse. There are many ways to use it including counting by Location and counting by Price Line. Cycle counts can be performed on randomly selected products, on products with a specified Rank or other criteria. Additionally starting with Solar version 9.0 there's Advanced Cycle Counting which lets you create a structured cycle counting program. Some companies like Hajoca Corp require annual inventories of all products. What are pros and cons of various types of cycle counts versus annual inventory? We'll discuss these different approaches during the roundtable.
4:30	5:00	Closing Session	Prize Drawings - You Must Be Present to Win!

9/12/2016 Monday		Encounter 2016 Class Schedule	
Start	End		Sales
7:00	8:00	Breakfast	
8:00	8:30	Open UFO Update	
8:30	8:45	Epicor Mgt	
8:45	9:30	New Release	
9:30	10:00	Road Ahead	
10:00	10:30	Break	
10:30	11:20	Class	<b>Colaborative Order Entry - Mark Artim</b>
			Mark Artim
11:30	12:20	Class	<b>Sales Queues - Zerion</b>
			This class was designed to give users an understanding of many of the sales queues in Eclipse. . It was designed to provide information on how to productively use the queues in the sales field. Although many of the queues in Eclipse are designed for very specific purposes, like the Bid-Follow Up Queue, others have many functions and users can glean plenty of information from them.
12:20	1:20	Lunch	
1:30	2:20	Class	<b>Sales Analysis Reports - Zerion</b>
			Eclipse offers a variety of sales analysis and sales management reports. During this class we will take a look at many different reports and queues to better analyze sales within your organization. We'll analyze salespeople, customers, and products.
2:30	3:20	Class	<b>New in Sales Order Entry Features – Rob Fisher – Kris Hopkins</b>
			Learn how to quickly release material using Order Entry Shipment (a new alternative to Detail Scheduling), expedite your return process using Customer Inventory Return feature, create single generation Credit/Rebill to handle pricing or product exchanges more efficiently, utilize Gift Cards as a unique selling tool or for donations to customers, and more.
3:20	3:40	Break	
3:40	4:30	Class	<b>Sales Tips and Tricks Roundtable - Part 1 - Carol Nepi/ Andrew Montgomery</b>
			This session will cover some typically under-utilized features of the system that can assist sales people in performing their daily tasks. Topics include some things that United did to get the customer and product files ready for easier searching. The class will be presented in Solar, but many of these features work in Eterm as well.
4:40	5:30	Class	<b>Sales Tips and Tricks Roundtable - Part 2 - Carol Nepi/ Andrew Montgomery</b>
			Continued from Part 1 Above
5:30	7:00	Reception	
9/13/2016 Tuesday			
7:00	7:50	Breakfast	
8:00	8:50	Class	<b>Job Management Roundtable – Part 1 - Voice of the Customer- Kami Kurth</b>
			Come join Kami in a voice of the customer roundtable event. Kami will give an update on Job Management as well as have an open discussion with you the customer on how you are utilizing Job Management and features you would like to see enhanced. Users will have an opportunity to share their experiences with other Job Management users as well as Kami Kurth - Director - Distribution Product Management
9:00	9:50	Class	<b>Job Management Roundtable – Part 2 - Voice of the Customer- Kami Kurth</b>
			Continued from Part 1 Above
9:50	10:10	Break (food)	
10:20	11:10	Class	<b>Solar Eclipse Direct Through Stock Non-Job Management and Job Management Part 1 – Melissa Labadia</b>
			More and More customers are requesting you to order the material and store it for them in your warehouse. Get rid of your Excel spreadsheets and learn how to use Eclipse to manage your customer's owned inventory.
11:20	12:10	Class	<b>Customer Profitability Using ABC - Johnny Hazelton, Hajoca</b>
			Do you ever think there has to be a better analytical tool to compare customers who have roughly the same Sales\$ and GP\$? Do you ever wonder if a customer is really profitable, given all of the services you provide to them? The Eclipse Activity Based Costing (ABC) module can provide the answers to those two questions and more. This session will show how one company has implemented this module, which is part of the standard Eclipse system. This session will briefly discuss the set-up steps, and share the reports and inquiries that are available for the ABC analysis.
12:10	1:00	Lunch	
1:10	2:00	Class	<b>Order Entry Prompts – Kevin Edmondson</b>
			Is there information you wish you stored about your customers? Do you have customers asking for additional information to show up on their invoices? Kevin Edmondson from Crescent Electric Supply will be providing an overview of a little used feature of Eclipse that prompts all of your employees to complete when entering a Sales Order.
2:10	3:00	Class	<b>Detail Scheduling – Haylee Frix</b>

Start	End		<b>Sales</b>
			This class is designed to give a comprehensive understanding of detail scheduling and the different approaches that can be taken to achieve the needs of the order writer and thus the customer. Additionally, the impact of status codes in relation to detail scheduling and order management will be presented. These processes help to achieve more efficient order management, inventory management, and, ultimately, customer service.
3:00	3:30	Break	
3:30	4:20	Class	<b>Breaking the mold of when it ships it bills: Progress Billing - Kris Hopkins</b>
			Have you ever needed to bill your customer for product different than how it ships out of your stock? How about year end when everyone wants an invoice for their budgets but not the product, how do you track that? Progress Billing is a new option that allows you to bill the customers independently of the items being shipped and is way more flexible than Single Invoicing. Come learn how Progress Billing works!
4:30	5:00	Closing Session	Prize Drawings - You Must Be Present to Win!

9/12/2016 Monday		Encounter 2016 Class Schedule
Start	End	Information Technology
7:00	8:00	Breakfast
8:00	8:30	Open UFO Update
8:30	8:45	Epicor Mgt
8:45	9:30	New Release
9:30	10:00	Road Ahead
10:00	10:30	Break
10:30	11:20	Class
		<b>Eclipse Linux System Administration – Oliver Aaltonen (repeated)</b> This is a high-level session to review the responsibilities of the Eclipse system administrator, including Linux and JBoss. We'll address the most common Eclipse administration tasks and familiarize administrators with additional support channels and resources.
11:30	12:20	Class
		<b>Systems Admin Support Tools – Third Party - Mike Prepelica/ Jeff Nordstrom (repeated)</b> How do you manage your non Eclipse systems? We will discuss systems admin tools and processes used to monitor and manage processes at several distributor companies
12:20	1:20	Lunch
1:30	2:20	Class
		<b>Using the LMS to Your Advantage – Brad Riley</b> Learn how you can leverage Eclipse's Learning Management System (LMS) to educate your people on their schedule. Epicor's LMS classes are being arranged into role-based agendas that progressively lead your employees through curriculum to learn Eclipse from the comfort of their desk. Learn what the LMS is and, more importantly, how you can use the LMS to onboard new employees, train employees for new roles, and to increase overall Eclipse knowledge within your organization.
2:30	3:20	Class
		<b>Customizing the User Experience in User Maintenance - Part 1 - Ashley Calhoon</b> Want to maximize the user experience in Solar? Start with User Maintenance! This course will give tips on a wide range of information such as, assigning roles, templates, authorization keys, LDAP settings, and much more. Come join us to find ways to improve your user's Solar experience!
3:20	3:40	Break
3:40	4:30	Class
		<b>Customizing the User Experience in User Maintenance - Part 2 - Ashley Calhoon</b> Continued from Part 1 Above
4:40	5:30	Class
		<b>Systems Admin Support Tools – Third Party - Mike Prepelica/ Jeff Nordstrom (repeated)</b> How do you manage your non Eclipse systems? We will discuss systems admin tools and processes used to monitor and manage processes at several distributor companies
5:30	7:00	Reception
9/13/2016 Tuesday		
7:00	7:50	Breakfast
8:00	8:50	Class
		<b>Outside Security Risks Part 1 - Chuck Bennett (repeated)</b> A solid security system is the foundation of every successful company. The constant growth of technology has opened a wide range of issues that can hinder the functionality of any business. We intend to teach security awareness in order to help business professionals accurately assess security issues. This class will talk about the fundamental concepts behind attacks on a company's network security architecture and how to prevent security risks. Topics include: Firewall Analysis/Auditing, Risk Management, Social Engineering Techniques, Intrusion Detection, Physical and Logical Security, and Prevention.
9:00	9:50	Class
		<b>Outside Security Risks Part 2 - Chuck Bennett (repeated)</b> Continued from Part 1 Above
9:50	10:10	Break (food)
10:20	11:10	Class
		<b>Basic System Administration - Zerion</b> This class is intended to give you an overview of the different application maintenance programs used to customize or set up your system. Eclipse allows you to customize your system to meet your company's needs for different applications. You can customize your system for setting up each user with unique application interface linking your company terminals and printers to each other and the host system. The class will also provide an overview of the different system maintenance functions you can use to keep your Universe database, system applications, and system running smoothly.
11:20	12:10	Class
		<b>Eclipse Disaster Recovery Planning – Oliver Aaltonen</b> Your Eclipse system is critical to your business, so it's important to make sure it keeps running through any situation. We'll discuss topics ranging from maintaining reliable backups to real-time replication for mission-critical environments. An investment in disaster preparedness pays off many times over compared to response and recovery costs.
12:10	1:00	Lunch
1:10	2:00	Class
		<b>Eclipse Linux System Administration – Oliver Aaltonen (repeated)</b> This is a high-level session to review the responsibilities of the Eclipse system administrator, including Linux and JBoss. We'll address the most common Eclipse administration tasks and familiarize administrators with additional support channels and resources.

Start	End		<b>Information Technology</b>
2:10	3:00	Class	<b>EDI 845 Special Pricing Agreement - Maggi Friend</b>
			Learn how the EDI 845 document can save you hours of time loading SPA contracts into Eclipse. Create, renew or expire sell matrices received directly from the vendor. Allow renewals to automatically update. What would you rather be doing with this time?
3:00	3:30	Break	
3:30	4:20	Class	<b>EDI 844 Rebate and 849 Credit Authorization</b>
			Learn how to use EDI to electronically submit rebates to your vendors using the existing Customer Sales Rebate Report. The EDI 849 Rebate Summary and EDI 849 Rebate Detail Queue are tools you can use to view and reconcile the rebates after the EDI 849 Credit Authorization is received from the vendor.
4:30	5:00	Closing Session	Prize Drawings - You Must Be Present To Win!

<b>9/12/2016 Monday</b>		Encounter 2016 Class Schedule
Start	End	Accessing Your Data
7:00	8:00	Breakfast
8:00	8:30	Open UFO Update
8:30	8:45	Epicor Mgt
8:45	9:30	New Release
9:30	10:00	Road Ahead
10:00	10:30	Break
10:30	11:20	Class
		<b>Eclipse Reports - Beth Barber</b>
		Eclipse Reports uses your company's real-time data to provide you accurate information about your business in a format that you choose. Use Eclipse Reports to collect and format that data to answer your business questions by building a report that exactly fits your needs. You can begin creating reports without any setup in the system. In this class we will show how to create different reports by category, such as Sales or Purchasing reports.
11:30	12:20	Class
		<b>TCL Basic Class – Johnny Hazelton</b>
		This session will be an introduction to the Eclipse Terminal Control Language (TCL), which will include learning 20 TCL commands (verbs), including COPY, DISP, LIST.ITEM, SELECT, AND GET-LIST. This session will show practical day-to-day application of these commands in TCL.
12:20	1:20	Lunch
1:30	2:20	Class
		<b>Report Writer Basics - Beth Barber</b>
		Beth Barber
2:30	3:20	Class
		<b>Advanced Report Writer: Jeff Jones</b>
		This session is designed for those that have already mastered the basics and are looking for more sophisticated reporting techniques.
3:20	3:40	Break
3:40	4:30	Class
		<b>Prod.Class files - Customer/Vendor/Product - Beth Barber</b>
		Beth Barber
4:40	5:30	Class
		<b>Report Writer Roundtable - Larry Levesque</b>
		Larry Levesque
5:30	7:00	Reception
<b>9/13/2016 Tuesday</b>		
7:00	7:50	Breakfast
8:00	8:50	Class
		<b>Data Structure &amp; Subroutines Part 1 - Jeff Jones</b>
		Understanding Eclipse File Designs along with creating new dictionaries using Basic Programming (I-Descriptors) that are then put in play used in User Defined Screens, Reports and Mass Loads.
9:00	9:50	Class
		<b>Data Structure &amp; Subroutines Part 2 - Jeff Jones</b>
		Continued from Part 1 Above
9:50	10:10	Break (food)
10:20	11:10	Class
		<b>Using ODBC and Eclipse User Defined files - Part 1 - Rich Chadwick</b>
		The class will cover use of ODBC to use data from Eclipse Reports and Job Management, allowing for additional reporting on Eclipse data. The ODBC link provides a method of working with this data with popular third party tools such as Microsoft Excel and Access. The session will review how to create and populate and report on User Defined Files.
11:20	12:10	Class
		<b>Using ODBC and Eclipse User Defined files - Part 2 - Rich Chadwick</b>
		Continued from Part 1 Above
12:10	1:00	Lunch
1:10	2:00	Class
		<b>User Defined Queues - Tad Elam/ Mark Artim</b>
		From basic to advanced – understand the power and ease of UD Queues. You will learn how to create a UD Queue from start to finish. Dictionary and I-Descriptor basics will be covered briefly to assist in creating custom columns for use in the queues. Existing knowledge of Eterm Report Writer will be very helpful, but it is not required.
2:10	3:00	Class
		<b>User Defined Queues – Roundtable - Tad Elam</b>
		Open discussion around UD Queues with live examples. Attendee participation is required! Bring your own questions, examples and issues and let's see what we can really accomplish using this great feature of Eclipse!
3:00	3:30	Break
3:30	4:20	Class
		<b>Office 365 - Alison Levy</b>
		This class will cover how to set up Office 365 so you can email from Eclipse without a relay onsite. If time allows we will open the class to a roundtable discussion on Office 365.
4:30	5:00	Closing Session
		Prize Drawings - You Must Be Present To Win!

9/12/2016	Monday		Encounter 2016 Class Schedule
Start	End		<b>Vendor Presentation</b>
7:00	8:00	Breakfast	
8:00	8:30	Open UFO Update	
8:30	8:45	Epicor Mgt	
8:45	9:30	New Release	
9:30	10:00	Road Ahead	
10:00	10:30	Break	
10:30	11:20	Class	<b>Improve Margins with Strategic Pricing and Sales Negotiation Training - David Bauders</b>
			SPA has helped hundreds of Epicor's distribution customers quickly improve their margins and competitive position. A typical client improves profitability by 2 to 4 percent of sales in 90 days. But optimizing your pricing is only half the battle, you also need to provide your sales team with the skills to negotiate more effectively. SPA's new SPASigma program provides in-person seminars and an on-line Learning System to help your sales people master the art of negotiation.
11:30	12:20	Class	<b>MITIS Introduces: Role-Based Analytics for Eclipse Users - Colin Sherman</b>
			More than just an add-on reporting package, MITIS for Eclipse is a powerful business intelligence and analytics solution designed specifically for—and certified by—Epicor Eclipse. During this info-rich session, we'll introduce you to some of the powerful new role-based content we've rolled out for Eclipse users, including a daily scorecard for sales reps and customers, a product scorecard, and a comprehensive new dashboard that helps executives keep their pulse on how the business is tracking to key goals.
12:20	1:20	Lunch	
1:30	2:20	Class	<b>Maximize Your Eclipse Investment with Integration and eCommerce</b>
			Learn what's new with Kourier Integrator Release 4.3 and how easy it is to build a data warehouse from Eclipse and other data sources, or to integrate other applications with Eclipse in real-time via RESTful Web Services. Discover how you can implement an integrated Storefront/Portal with a mix of B2B/B2C features using KommerceServer eCommerce Suite. Find out how KommerceServer is different from other products and why you should consider it as the B2B/B2C storefront solution for your business.
2:30	3:20	Class	<b>An Affordable Turnkey Webstore that Includes Product Data - Mark Kostovny</b>
			If you have been sitting on the sideline of the ecommerce revolution because the costs were too high or the reality of dealing with the needed product content data was overwhelming, Second Phase has a solution for you. For the first time Second Phase is partnering with Trade Service to provide a turnkey webstore solution that includes a ready to use ecommerce website with product content data included. This completely turnkey solution is provided for an affordable monthly cost that includes everything you need for a world class solution at a price point that has never been seen before. In the class we will show you how this will all work and how easy it will be to replace your current ecommerce solution or to get into the webstore world for the first time.
3:20	3:40	Break	
3:40	4:30	Class	<b>Is your company ready for CRM? - Joe Raventos</b>
			Eclipse's cloud-based CRM/BI partner SMP will be doing a demo of their CRM/BI solution and sharing best practice ideas on how CRM can impact your business. The SMP team is also excited to introduce the <b>Eclipse SMP real time interface</b> and the <b>Eclipse SMP real time mobile connect</b> plus the new <b>SMP Bid/Quote closer module</b> - the easiest way to get an instant ROI on your CRM investment. Close 25% more bids/quotes – simply by turning on SMP's Bid/Quote Closer. Give your team an easy way to see the "wins"!
4:40	5:30	Class	<b>Unilog CIMM2 - Joe Bennett</b>
			Are you currently evaluating e-commerce solutions within the B2B space? Do you need to bring a current online storefront back to life? Online sites should deliver consistent, compelling and personalized experiences across multiple channels to not only boost sales, but enhance customer satisfaction among your loyal customer base. Not only will we discuss web strategy, but we'll also take a look at current sites of small to medium distributors with fully functional e-commerce websites. Soon, you too will be able to streamline processes, integrate people with systems and improve delivery cycles through automation.
5:30	7:00	Reception	
<b>9/13/2016</b>	<b>Tuesday</b>		
7:00	7:50	Breakfast	
8:00	8:50	Class	<b>Reaping the Benefits of AP Invoice Automation using Conexiom - Mark Toffoli</b>
			Do you receive hundreds or thousands of emailed invoices from suppliers each month that have to be manually keyed into Epicor Eclipse? Invoice Automation will eliminate the need for AP staff to physically enter, review, code, and validate supplier invoices. In this session, you'll learn how you can quickly transform e-mailed invoices into payable postings that can be processed automatically into your Eclipse system with total precision, avoiding clerical errors, delays, and lost invoices.
9:00	9:50	Class	<b>Go beyond basic sales analytics with Phocas Software - Jason Birch</b>

Start	End		<b>Vendor Presentation</b> Drive up margins by leveraging detailed information about who is overriding pricing and for which products. Learn how you can automate the identification of over and understock line items, based upon rules that are specific to your business. Identify the products that should sell together, and then capture the times that they don't. Put this information in the hands of your sales and counter staff to increase average lines and spend per invoice.
9:50	10:10	Break (food)	
10:20	11:10	Class	<b>Your Customers Demand a 1<sup>st</sup> Class Webstore - Rich Schmitt</b> Rich Schmitt, EVP Schmitt ProfiTools, Inc. will be speaking about how webstores have become an essential way for wholesalers to stay relevant and compete against national chains. By using Schmitt ProfiTools' value-add services such as EPIC integration, Mobile, and TruckStock™ you can increase customer loyalty with a better ROI. These services combined with Schmitt ProfiTools' full coverage Content Creation will provide you a Best-In-Market and 1 <sup>st</sup> class webstore all done in the United States!
11:20	12:10	Class	<b>From the Horse's Mouth: Who Zerion Really Is and What They Actually Do</b> Zerion recently celebrated its tenth anniversary. If you've been around a distributorship running on Eclipse for any period of time, you've probably heard of them. But, what have you heard ABOUT Zerion? Maybe you've been told that they replace Eclipse for support. Or, that they can change Eclipse's core code. Maybe you think that every consultant working at Zerion was previously employed by Eclipse. Or, that they're actually owned by or partnered with Eclipse
12:10	1:00	Lunch	
1:10	2:00	Class	<b>Metrics: A Window into your Warehouse - PathGuide Technologies</b> Latitude's WMS Employee Performance Metrics Model takes the guess work out of employee activity by providing complete visibility into warehouse operations. Say so long to relying on the subjective opinions of someone else to understand what's really going on. Learn how to use real data to back up assumptions, identify workflow challenges, opportunities for process improvements, and set performance standards and goals to boost employee productivity.
2:10	3:00	Class	<b>Obtain Rich Content for Your Storefront, Mobile, and Enterprise Applications the Easy Way</b> It seems like everyone is talking about e-commerce and for good reason. Amazon, Alibaba, Grainger, and a host of other competitive threats are targeting the traditional distribution channel, and our industry needs to be taking appropriate steps to ensure our competitiveness. Many distributors are already working on e-commerce sites that offer shopping cart and customer portal capability, and that puts you on the right track, but a lot of companies hit a snag when it comes to acquiring the content needed to enrich their sites. We'll show you how to obtain everything you need from complete descriptions, images, specification pages, and feature/benefit text to the logistical data needed to calculate point-of-sale shipping costs.
3:00	3:30	Break	
3:30	4:20	Class	<b>The Margin Playbook: 4 Pricing Fixes, 1 More Point of Margin - Paul Parsons</b> Every distributor leaves money on the table. Yet 25% of distributor make 2 to 3 times more profit than their peers. Their secret – executing 4 key pricing fixes that enable them to gain 1 to 2 points more margin. We'll address: 4 pricing problems most distributors need to fix; How to determine if your company suffers from these issues; Strategy to fix each of these pricing problems; Metrics to estimate how much margin you can gain
4:30	5:00	Closing Session	Prize Drawings - You Must Be Present To Win!