

Multichannel Order Manager (M.O.M.®) Features At A Glance

Growing a multichannel retail business with order management means having important details about your business such as customer order volumes, fulfillment requests and inventory levels available as you need it since the information is no longer stuck in your back office. Merchants who automate order and inventory management gain actionable insight into the details of their business. For you, this insight can translate to growth, increased opportunities and improved efficiencies.

Multichannel

- Process and fulfill all orders through a single unified workflow.

Order Management

- Configurable processing steps
- Bulk pick, pack, invoice printing
- Order review & flagging
- Order updating & editing
- Manual order creation
- Back order support
- Order processing prioritization
- Special handling & processing instructions
- Point of Sale/Point of Purchase
- Recurring club and subscription management
- Contact Management

Customer Management

- Track all customers and access their information instantly.
- Drive promotions and campaigns to select customer segments.
- Create & modify customer information
- Merge customer records
- Multiple shipping & billing address
- Multiple credit card information
- Customer interaction notes
- Order history

Reporting (examples)

- Order processing & status
- Sales history & source
- Product inventory (quantity, profit, etc.)
- Accounting & tax reporting

Inventory Management

- Track inventory from receipt through shipment, as well as returns.
- Supplier management
 - Price level management
- Purchase order
 - Special processing instructions
- Receiving
 - Partial receiving
 - Automatic order backfill
 - Receiving instruction
- Inventory adjustments & transfer
- Bin priority (for processing)
- Always updated inventory information
- Variation or attributed products (size, color, etc.)
- Real Time Inventory Information

Shipping Integration (UPS, FedEx and USPS)

- Instantly generate carrier tracking numbers
- Print carrier box labels (Crack 'n Peel Invoice/Thermal Printer)
- Generate call tags for returns
- User definable shipping charges
- Automated shipping confirmation email w/ tracking info
- Support for Endicia & Harvey

Credit Card Processing

- Certified PCI-DSS Compliant
- Capture immediately (1 pass) or Authorize & Capture (2 pass)
- Single or batch credit card processing
- Store multiple cards per customer
- Tokenization (via Authorize.net)
- Electronic or physical gift cards (via ValuTec)

Channel Integrations

Powerful API

- Allows you to interface with many eCommerce systems

Sales Channel Integration

- Sync scheduling
- Product import & publish
- Order and customer sync
- Product attributes
- Integration with:
 - SiteLINK
 - Magento
 - Commerce V3
 - Miva

SiteLINK

- Integrated eCommerce platform for smaller businesses
- A single, integrated, fully PCI compliant system
- Publish to Google Shopping (Google Base)

Amazon Marketplace Integration

- Synch scheduling (Amazon only)
- Product import & publish
- Category synch
- Order and customer synch
- Product attributes

M.O.M.® Auction Lister for eBay® Integration

- Easily sell products from M.O.M. on eBay
- Runs directly off the M.O.M. SQL Server database.
- Orders downloaded & automatically added into M.O.M. (8.05 or higher)
- Order download will create import file to be imported. (7.10)

BizSync®XL for Magento® Integration

- Supports Magento Community & Enterprise editions
- Manage & synchronize product details, images directly to/from M.O.M.
- Keep online inventory information always up-to-date
- Download Amazon orders directly to M.O.M. without double work
- Process and ship your imported orders

QuickBooks Integration

- Post simple general ledger/chart of accounts.
- Fully map:
 - Customers to customers
 - Invoices to orders
 - Vendors to suppliers
 - Purchase orders to purchase orders
 - Items to products

Optional Modules

- Address Correction and Verification (ACVM)
- Advanced Inventory Module (AIM)
- Advanced Warehouse Module (AWM)
- Automatic Shipping Calculations Module (ASCM)
- Interactive Credit Card Authorization System (ICCAS)
- List Management Module (LMM)
- Multi-Company Controller Module (MCCM)
- Order Import/Export Module (IEM)
- On-Demand Assembly Module
- Point of Purchase (POP)
- Telemarketing Management Module (TMM)
- Subscription Management Module (SMM)
- BizSyncXL for Magento Integration
- M.O.M. Auction Lister for eBay Integration