Manage Multi-Channel Demand, Pricing, Promotions and Customer Service

The Challenge
As consumers demand customized products and the ability to order from multiple channels, the management of demand, pricing, promotions, inventory and fulfillment requires tight orchestration. Having enough of the right stock in place to fulfill orders is critical given today's just-in-time manufacturing environments. Rush and seasonal orders also make accurate inventory allocations and order life cycle visibility imperative.

The Solution
Even with enough inventories, without a high level of visibility into the order stream and integration with warehouse management and business systems, fulfilling multiple orders to the same customer without consolidation hurts the bottom line and jeopardizes customer service. Softeon Order Management easily integrates with your current systems to support multiple order entry channels and remote customer service agents and call centers.

Softeon Order Management

Softeon Order Management manages every stage of the order process, including order entry, pricing and promotion, credit processing, shipment invoicing and audits. The module offers unmatched functionality to manage customer-specific pricing, rebates and promotions, substitutions, replenishment from vendors, SKU bundling and more. The scalable solution supports large volumes of transactions across industries and partners including financial services, retail, automotive and service parts.

Key Features:

- Extensive order lifecycle visibility and capability to coordinate cross-channel selling and order fulfillment processes
- Powerful rules engine including highly configurable inventory allocation rules and flexible rule-based pricing, discounts and promotion models
- Seamless integration with warehouse and transportation management systems to drive supply chains efficiencies and improves customer service
- EDI, tax and accounting interface
- Remote order entry via the web
- Configurable credits hold/release process and full invoicing including credit and adjustment invoices
- Order consolidation and automated order dropping
- Sales and billing analysis reporting

Softeon Order Management:

- Web-based order entry
- Detail customer set-up and maintenance
- SKU profile set-up and maintenance
- Rule-based pricing, discounts and promotion models
- EDI, tax & accounting interfaces
- Configurable order forms
- Order processing
- Credit management processing
- Inventory allocation
- Invoice processing
- Returns processing
- Comprehensive sales and billing analysis reporting

Product Benefits:

- Extensive order lifecycle visibility
- Coordinate cross-channel selling and order fulfillment
- Easy web access by remote users
- Improve customer service

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