Softeon

Order Management

- Web-Based Order Entry
- Detail Customer Set-Up + Maintenance
- SKU Profile Set-Up + Maintenance
- Rule-Based Pricing, Discounts and Promotion Models
- EDI, Tax and Accounting Interfaces
- Configurable Order Forms
- Order Processing
- Credit Management Processing
- Inventory Allocation
- Invoice Processing
- Returns Processing
- Comprehensive Sales + Billing Analysis Reporting

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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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:

- Advanced Warehouse Management: Softeon WMS provides advanced
- Get mobile access to operations and real-time KPI
- Onboard customers faster with rapid configuration
- Respond rapidly to demand fluctuations, supply chain disruptions and other market events
- Monitor inventory turns of client SKUs in order to effectively control costs and improve operational margins
- Improve customer service using advanced tools for real-time
- Monitoring of end-to-end operations including order fulfillment
- Inventory in-stock and in-transit