



Magento Order Management



Magento Order Management coordinates your customers' experience across all sales and fulfillment channels. It gathers information and orchestrates business rules and processes for each order. The solution gives you a centralized inventory, order, and fulfillment capability to give your customer a consistent, low friction, omnichannel experience for your customer.

Today's Customer Demands More

- 91% Demand an ETA for their order
- 61% Want to Buy Online, Pick Up In-Store (BOPIS)
- 86% Want to Buy Online & Return to Store
- 73% Want to Ship-to-Store
- 81% Believe Store Associates are Un-informed

Break Down the Online/Off-line Barriers

Increase online sales, lower costs, increase inventory velocity, deliver faster and more efficiently while delighting consumers with store fulfillment programs like Ship-from-and Buy Online Pick-up In-Store.

Turn your physical Stores in to Distribution Centers

These Companies All Depend on Magento Order Management





Key Features

Distributed Order Management

Deliver one view across all channels and route orders to the appropriate fulfillment location.

- Order State & Event Management
- Order Orchestration & Routing
- Partial Shipment & Order Splitting
- Pre-Sale, Backorders, & Returns

Omnichannel Fulfillment

Turn stores, suppliers, and partners into mini-distribution centers. Expose store inventory to online shoppers, and provide flexible fulfillment options.

- Ship-from-Store and Ship-to-Store
- BOPIS
- Pick-and-Pack
- Carrier Integration

Global Inventory Management

Provide full inventory visibility and exceed the high expectations of your customers.

- Track inventory at any node (Stores, Vendors, etc.)
- In-transit Inventory
- Intelligent Sourcing & Allocation

Customer Service

Deliver high quality customer satisfaction with our customer service features.

- Order Details & Status Lookup
- Order Escalation Workflow
- Appearances, Refunds & Credit Edits

Full Service Payments & Risk

This industry-leading solution delivers a safe, frictionless customer experience.

- Magento assumes all fraud liability
- 14 percent increase in acceptance rate over industry average

How it Works

Optimize Inventory Utilization

- Increase velocity, higher turns, and lower inventory carrying cost

Expand into New Channels

- Capture orders from multiple channels: geographies, marketplaces, brands, etc.
- Expose the right inventory to the right channels based on business rules

Increase Sales in Retail Stores


- Improve same day sales, increase foot traffic, reduce lost sales, reduce out-of-stock situations

Lower Total Cost of Ownership and Speed Up Your Time to Market

- Leverage the power of the Magento ecosystem to implement your omnichannel vision, with competitive pricing



Find out how Magento can grow your business.

 1-877-574-5093 (North America)
+353 1 7759 599 (Europe & Middle East)