

# Magento

## Order Management



### OVERVIEW

Magento Order Management is a flexible, affordable, SaaS solution that delivers a full omnichannel experience to your customers wherever they shop. You can easily extend your commerce platform to better manage inventory and sell to and fulfill orders from any channel. It helps you to increase sales, reduce costs, improve customer service and accelerate time to market.

### Today's Customer Demands More

- 73%** Are frustrated with current shopping and delivery options
- 86%** Want to buy online & return to store
- 89%** Want seamless multichannel customer service
- 73%** Want to ship-to-store
- 61%** Want to buy online, pick up in-store (BOPIS)

### Are you ready to grow your business with omnichannel commerce?

Analysts say, for companies not yet offering omnichannel functionality, it is a matter of survival.

IDC predicts that by 2019, half of all retailers will have adopted a retail omnichannel eCommerce platform. "Revenues will increase while TCO, inventory costs, operational costs, and promotional pressure reduction will enable up to a 30% increase in omnichannel profitability."

These Companies All Depend on  
Magento Order Management:

Gabor



## Key Features and Benefits

### SEAMLESS ORDER MANAGEMENT

Manages orders coming in from across channels and uses automated business logic to match with the best fulfillment options to meet customer expectations and your profitability goals.

- Order & event management
- Intelligent orchestration & routing
- 1 to multiple channels and devices
- Pre-sale, backorders, & returns
- Partial shipment & order splitting
- Carrier tracking link

### GLOBAL INVENTORY AND SOURCING

Gain more control of global inventory and determine the best location based on configurable sourcing rules. Determine the most cost-effective source for your business and your customer requirements.

- Intelligent sourcing engine
- Multi-source inventory view
- Inventory aggregation by channel
- Real-time adjustments ensuring stock accuracy
- Safety stock management
- Single interface to view global inventory

### BETTER STORE FULFILLMENT & OMNICHANNEL EXPERIENCES

Turn your stores into mini-distribution centers. Expose all available inventory online and provide more flexible omnichannel fulfillment options for your customers that will also help to increase sales both online and in-store.

- Ship from store
- Ship to store
- Buy online, pick up in store (BOPIS)
- Endless aisle of inventory
- Mobile POS extends clienteling
- Pick, pack and ship from store

### CENTRALIZED CUSTOMER SERVICE

All order information is centralized for customer service from all sales channels and fulfillment centers. Customer service reps can more easily process orders and exchange or return products.

- Order details / status / cancellations
- Modify shipping address
- Automated refunds
- Easily modify custom attributes
- Integrates with customer service tools
- Return creation, status, and cancellation

### BETTER BUSINESS INTELLIGENCE

Harness the power of your Commerce database and Order Management system with a single login to get better insights on your customers, orders and inventory.

- Magento Business Intelligence included
- Benefit from deeper visibility into key metrics
- Same login for Magento commerce
- Build custom dashboards
- Out of the box reports
- Upgrade available to Magento BI Pro

## QUESTIONS?

OUR TEAM OF EXPERTS ARE READY  
TO HELP YOU GROW YOUR BUSINESS.



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