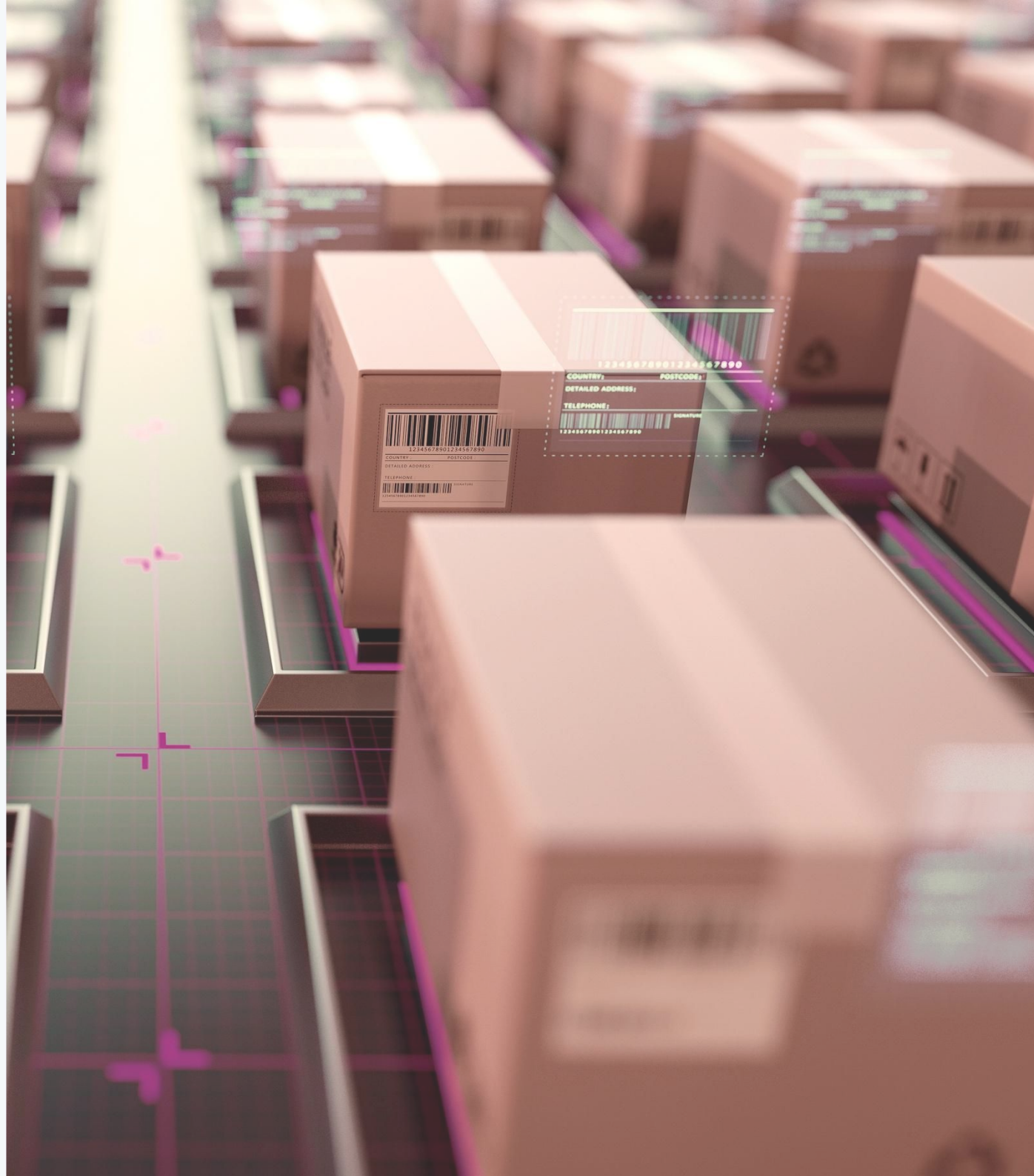


Fluent Order Management for Salesforce

Commerce Cloud & Service Cloud

Best-in-class **order and inventory management** for the **enterprise**.



Benefits of Fluent Order Management for Salesforce

The Fluent Order Management cartridges for **Salesforce Commerce Cloud** and **Salesforce Service Cloud** provide faster integration so you can:

- Reduce overselling, underselling and canceled orders
- Provide customers with convenient delivery and return options
- Provide a seamless CX across all your sales channels
- Customize your pick and pack UX to increase staff adoption and efficiency
- Control what you sell where, and adapt quickly to market demands
- Scale dynamically and cost-effectively in the cloud to support 1 million+ SKUs, thousands of locations and 100mil+ inventory positions.

Need a true Distributed Order Management system?

Salesforce now offers order management, and for some merchants, it will be enough. But if you're a retailer or brand with more complex omnichannel fulfillment needs, you'll need a **best-in-class** Distributed Order Management system. One that's built for the **enterprise**. Why?

Because in today's market you need accurate inventory positions across your entire fulfillment network. Not just distribution centers and stores, but your suppliers and third-party shippers as well, so you can reduce overselling and underselling.

You also need to provide customers with convenient options, like Click and Collect, Green Delivery options, and expedited delivery – often achieved via Ship from Store.

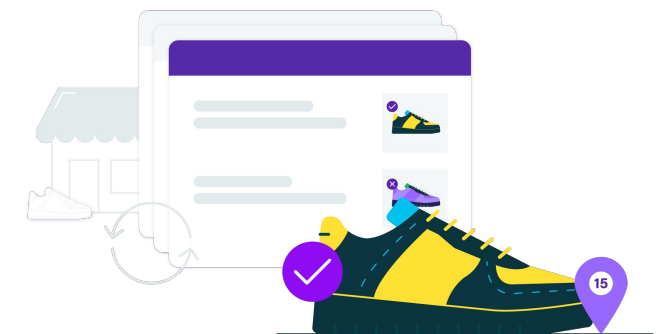
And you'll want to make sure every order is fulfilled as efficiently and profitably as possible—but still keep customer promises and provide a premium customer experience.

In short, you need more than just simple order routing, you need full control over the order management experience. That's where Fluent Order Management (Fluent OMS) comes in.

Product availability before the 'Buy' button

Can you show customers what's in stock in each store, on the [Product Details Page](#)?

Can you also show them how quickly



they can pick up an item in store if they choose to Click and Collect?

Product recommendations based on item location

Are your upsell recommendations designed to reduce split shipments?

They can be. Imagine if the only recommended items shown at the bottom of the Product Details Page (PDP) were in stock at the same locations as the main product.

Click and Collect

Can your customers Buy Online and Pickup In-Store?

With Fluent OMS you can use store inventory to fulfill Click and Collect orders or Ship to Store, or a combination of both if you support order splitting.

You can even show them how quickly they can collect their order.

Split Shipments

Can you support order splits and partial shipments?

Sometimes two items aren't in stock at the same place. But there's no need to cancel the order. Just ship from two places. Or drop ship one item from a vendor. Can you do that? If so, can you still use just one order number for customer convenience?

Ship from Store

Do you need to reduce inventory carrying costs and deliver faster?

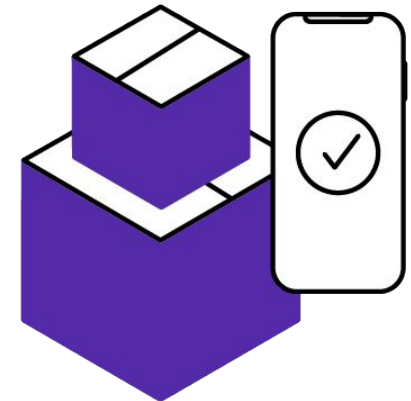
Make your inventory work harder by using store stock for online orders. That way you'll increase throughput and reduce markdowns and canceled orders. What's more, Ship from Store can be a great way to offer same day or next day delivery.

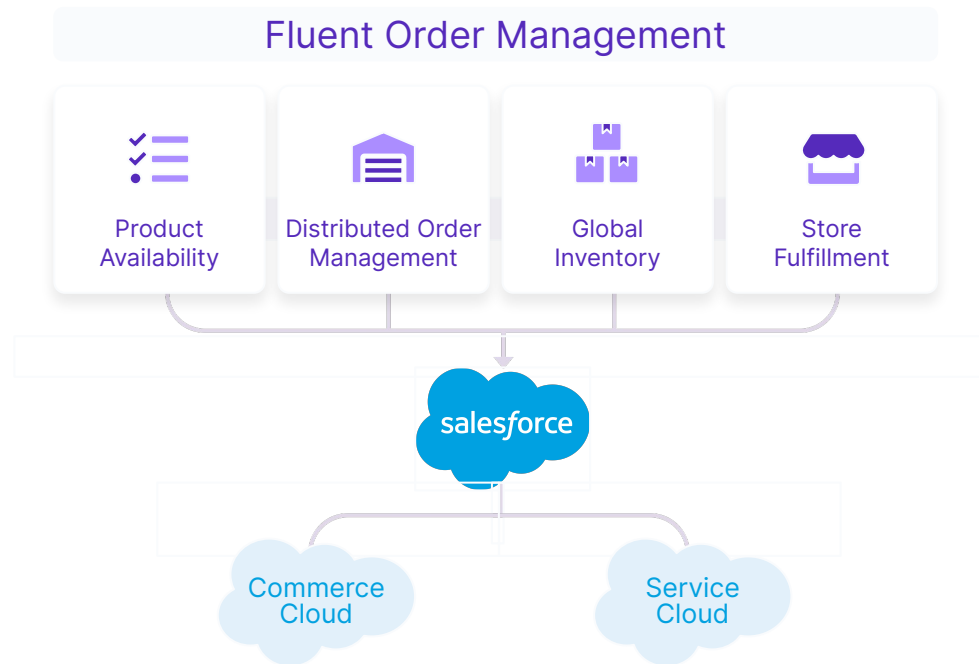
Custom Pick and Pack UX

Want to increase store staff adoption rates?

Store staff are not warehouse workers – their primary job is to boost in-store sales which means the rollout of new programs can be a challenge.

But if your pick and pack UX can be customized to help staff pick efficiently, prioritize their tasks and





better serve their top customers, it will be much easier to get them to embrace change.

Smart Order Routing

What if you could increase the margin on each order?

Not with simple 'one size fits all' rules, but ones that let you prioritize delivery time or cost. Or create biases for fulfilling from the store

with the lowest throughput, number of orders being processed, or store type.

Omnichannel Returns

Can customers return online orders in-store?

Fluent OMS lets you provide a seamless omnichannel returns experience across all your sales channels.

Let us show you a better way to manage omnichannel orders

For more information, or to see how Fluent OMS can provide you with enterprise order and inventory management, request a demo today.

REQUEST DEMO

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High Level Architecture

