

Fluent Order Management

for **commercetools**

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



Benefits of Fluent Order Management for commercetools

- Advanced inventory and order management across digital channels and stores.
- Cloud-native, multi-tenant platform with an API-first approach
- GraphQL API for Product Availability, Orders, Fulfillments, and Products
- Headless deployment available
- Dynamic, cost effective scaling in the cloud that can support 1 million+ SKUs, thousands of locations and 100mil+ inventory positions.

SaaS or Headless Distributed Order Management

For retailers and brands who want to make their store inventory work harder, provide a differentiated eCommerce delivery experience, or need the ability to adapt quickly when market conditions change, a robust distributed order management system is essential.

Fluent Order Management enhances the value of your commercetools implementation by providing advanced inventory visibility and inventory management capabilities, and support for customized, rules based, fulfillment logic.

This results in better inventory accuracy, more control over what you sell where, and lets you customize business processes for

Click and Collect and Ship from Store. What's more the Fluent Order Management platform was designed to be flexible, so you can continue to extend and fine tune your fulfillment rules over time or adapt them quickly if needed.

By using Fluent Order Management a single source of truth for inventory across your entire organization you'll be able to provide real-time updates and notification to your customers, and ultimately offer a better customer experience.



Typical Use Cases

Below is a list of typical use case when integrating commercetools with Fluent Order Management.

Product Availability

Product Details Page (PDP)

Show customers what's Available to Promise (ATP) on the Product Details Page (PDP). This includes stock from distribution centers, stores, 3PLs, drop shippers, etc. and the location and available pickup time for Click and Collect orders.

Checkout

Show the expected delivery date or collection location and time for multiple products in the shopping cart. This includes orders shipped to home from a Distribution Center, or via Ship to Store, or Store Fulfillment, and split shipments.

Rules driven Available to Promise (ATP)

Configure ATP based on criteria such as customer loyalty level, value of the basket, whether you want to split an order, etc.

Order Fulfillment

Smart Order Routing

Automatically route orders based on your specific business rules. This could be to prioritize delivery time or cost or reduce split shipments. You can also create biases for fulfilling from the store with the lowest throughput, lowest number of orders being processed, or store type.

Real-time Order Routing

Send orders to fulfillment locations in real-time, whether to a

Distribution Center, Drop Ship Vendor (DSV), or store.

Order History

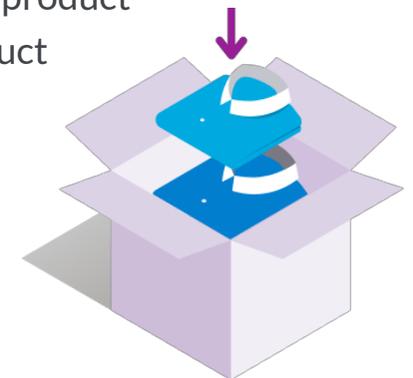
Up to date order status

Display order history with real-time status updates from the Fluent Order Management platform.

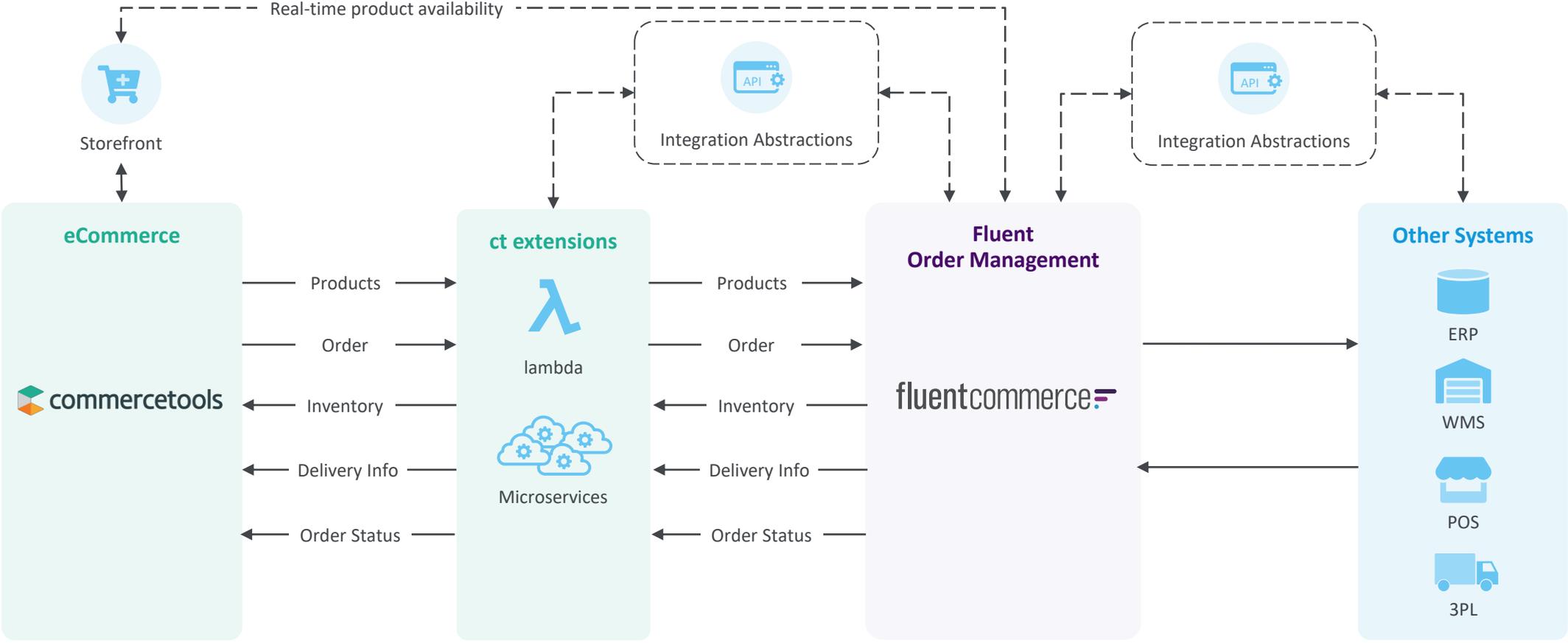
Customer Self Service

Cancellations/Exchanges/Refunds

Let customers initiate full or partial cancelations/exchanges/returns/refunds and validate eligibility based on order status, product type, or product attributes.



Fluent Order Management :: commercetools Integration Approach



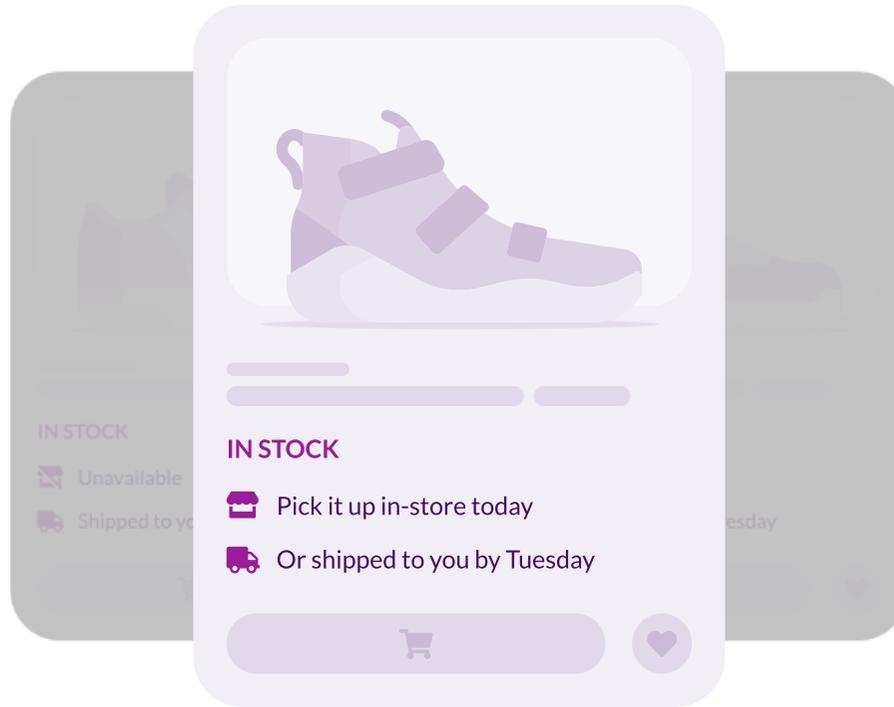
Sell anywhere, fulfill from anywhere, return anywhere

- Sell available inventory from DCs, drop shippers, stores
- Real-time visibility of inventory across channels and markets
- Order routing and fulfillment location selection, e.g., ship from nearest store
- Order and returns management for all channels
- Ship from Store fulfillment management

KEY

— Data Flow —>

- - - - - Optional



Integration Approach

commercetools and Fluent Order Management complement each other well. Their cloud-native, API-first architecture provides you with the flexible options needed to support large enterprises with complex business rules and diverse integration requirements. What's more, their ability to scale dynamically means

they're ready to support your future growth. For more information on the Fluent Order Management :: commercetools integration approach, see: [Fluent Order Management on the commercetools Marketplace](#)

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](#)

www.fluentcommerce.com

AU +61 1300 358 368

UK +44 (0)1344 668 688

US +1800 6807244

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