

Fluent Order Management for Supply Chain Execution

Modern Inventory & Order Lifecycle Management

Reduce operating costs, prioritize VIP vendors, and empower your employees

KEY BENEFITS

Reduce costs

Increase operational efficiency by automating time-consuming processes.

Scale with ease

Add new regions, sales channels, acquisitions, and grow without disruption in your supply chain.

Empower sales reps to sell more

Utilize self-service capabilities so your sales team has more time to bring on new customers.

Prioritize VIP vendors

Segment your inventory so you can always deliver on your promise for new or unforeseen VIP customer orders

Optimize fulfillment

Ensure you are consolidating and fulfilling orders in the most profitable way

Ensure Supply Chain Visibility

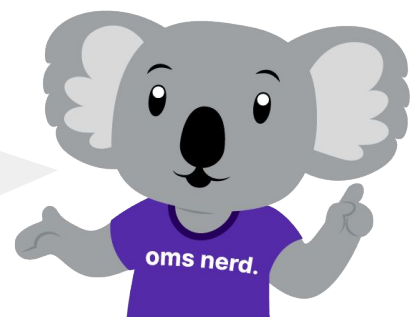
Achieve operational excellence, agility and profitability with real-time insights into complex supply chains

Order intake is hard. If you have orders coming in from sales reps, EDI, recurring orders, new customers, and it seems never ending...you're not alone. Meanwhile, you have to have available inventory ready to fulfill these orders at any given time. Add in growth with new sales channels, marketplaces, global expansion, and even acquisitions. It gets really complex. Which means optimizing inventory and order movements becomes critical. Otherwise, how can you scale profitably?

The challenge is, legacy systems weren't made for complexity. They can't keep up. As a result, you have to rely on your employees to fill in the gaps where your technology lacks – with spreadsheets, written notes, text messages and phone calls. There's a lot to get lost in translation. Which leaves you vulnerable to human error, unnecessary costs, and wasted time.

Introducing, Fluent Order Management. Empower your employees to focus on high value tasks. How? With the right tools to optimize what inventory fulfills what order. And for which customer. In the most profitable way every time. Whether an unforeseen order from a VIP customer comes in or an EDI that's different than you planned, you can have confidence that your team and tech can handle it. All while ensuring the best customer experience possible.

What if you could reduce costs and grow at the same time?



KEY FEATURES

Inventory Ingestion & Observability

- **Track stock availability in real-time**
Ingest all inventory data into a single system, including:
 - Batch inventory updates
 - Streaming inventory event data
 - Future stock availability
- **Process the most important inventory updates** first, like fast moving items

Inventory Controls

- **Manage virtual inventory pools**, configure rules to segment your stock and control what you sell in each channel, market or region
- Automate how inventory is allocated between channels to ensure you sell the right stock to the right channel
- **Manage safety stock buffer levels**, set at any level including:
 - Category
 - Location
 - SKU
 - SKU-Location
- **Manage inventory exclusions**, control which products, categories or locations are excluded from each sales channel
- Make future stock available to sales channels
- Manage infinite inventory and made to order inventory
- **Share ATP data with any system**, distribute inventory updates to all channels as soon as they happen.

Order Capture & Processing

- **Create automated sourcing logic** to fulfill orders in the most profitable way
- **Reallocate orders** to optimize distribution
- **Manage the order lifecycle**, including exceptions and manual processes (per order type such as variances between EDI vs ecommerce orders)
- Manage backorders, preorders, supersession, credit checks and fraud checks

Order Pick & Pack

- **Tailor the pick & pack process** to fit your business (not the other way around) to boost staff efficiency. Including how the order reaches its end customer, whether it be dispatched, BOPIS, will-call, etc.
- Manage order consolidation, short picks, split shipments

Customer Service

- **Enable order tracking and notifications**
- View order status
- Edit orders and offer appeasements
- **Initiate returns and exchanges**
- Control when returned inventory is made available to sell
- **Manage reverse logistics**, including returned inventory consolidation



How can you reduce costs and scale at the same time?

See it in action!

To learn more about Fluent Order Management
schedule a demo today.

[Get a Demo](#)

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