

Four pillars of order management

How an Order Management System (OMS) seamlessly integrates supply and demand across the supply chain.

Many businesses struggle to achieve true omnichannel order management, even with distributed order management systems. Confusion stems from a focus on “sell-side” commerce and software companies claiming omnichannel capabilities but overlooking the value of the Order Management System (OMS).

Inventory visibility

An OMS helps manufacturers, retail and 3PL businesses gain global and real-time visibility of inventory across their global network. By tracking inventory in real time, companies gain more control and have the right info for decision making. Having accurate inventory information also helps in building customer satisfaction.

Dynamic inventory management

Inventory sourcing and optimization

Order orchestration

An OMS is also key to improve order accuracy to achieve “on time, in full” delivery. Real-time order sourcing and allocation minimizes errors and enhances customer experience.

- ✓ Enable efficient order management through soft or hard reservations
- ✓ Use fulfillment rules to deliver both customer and business objectives
- ✓ Ensure fair allocation and maximize customer satisfaction
- ✓ Promise and reserve inventory based on any inventory status
- ✓ Tailor order routing based on specific business requirements

- ✓ Configure micro- and macro-based rules for customers, channels, products, sites and more
- ✓ Accommodate multiple inventory scenarios (presale, in-transit, capacity, inbound, on-hand)
- ✓ Quickly adapt to changing business needs and optimize order fulfillment
- ✓ Test and simulate new rules before promoting them to production

Omnichannel fulfillment

An Order Management System should also allow for a customized fulfillment experience, aligning with business rules and service-level agreements to deliver goods to customers in their preferred manner and timeframe. Implementing accurate fulfillment rules to reduce or eliminate chargebacks resulting from incorrect processes is also a key feature. Some other capabilities of the software:

Leveraging physical stores as additional distribution points, enabling efficient and pickup options for customers.

Offering various delivery methods, such as shipping from any store, in-store pickup, or receiving goods from different locations (e.g., warehouse, depot, service center, curbside, pickup at store).

Generating daily shipment manifests to facilitate carrier pickups and ensure timely delivery.

Utilizing native electronic data interchange capabilities to automate integrations with dropship vendors, simplifying order processing.

Providing a dedicated portal for vendors to acknowledge, reject, pick, pack, print labels, and ship orders efficiently.

Customer care

The customer is at the center of an OMS. The software enables companies to deliver exceptional customer experience and meet customer expectations by giving customers access to order information and self-service actions.

Customer order visibility and real-time order information

Minimize system-switching for agents to reduce service call duration

Flexible order configuration, adaptable to changing customer preferences and inventory availability

Proactive notifications and exception management

Körber Supply Chain OMS is an omnichannel solution seamlessly integrating with the WMS.

Learn how our end-to-end supply chain solutions can meet the increasing demands and complexity of today's business.

[Learn more](#)