



Implementation of Order Management System Using CX Portal Solutions

< Reduced Operational Overhead >

Entering into OMS

Order Management System allows you to view and manage customer orders, print out pick slips, to pack slips and shipping labels, review and edit package and shipping information. Search for and view your inventory information by SKU or by location, search for and manage stockroom locations, and view information imported into OMS. OMS include the following key features:

- Real-time inventory management across all stock locations
- Automated order workflow
- Advanced sourcing strategies
- Order splitting rules
- Ability to pick, pack, label, and confirm shipments through the OMS Cockpit
- Provide a flexible and end-to-end integration



Another feature which provides additional business functionality is the feature of the Central Order Management System and a module which helps to control billing. Order management is not only essential in B2C commerce but also very crucial when you have to achieve B2B commerce solutions. Originally, B2B was more of personal selling experience, but there was a need for more and more engagements. Considering the fact that the B2B companies are increasingly expanding and improving their

online sales process, it is essential to have a real-time order and inventory management, and this is possible through various implementation in the site. Customization and integration of enterprise software with core business systems have often been a challenge. Traditionally enterprise platforms were always dominated by IBM and Oracle, but in the last few years, Hybris has presented a real competition which has been validated by its popularity.

Benefits

- **Fulfilment anywhere**
- **Save the sale by preventing inventory stock-outs**
- **A centralized view of inventory**
- **Create availability formulas according to your own business rules**
- **Reduce shipping time and shipping costs**
- **The ability to orchestrate a true Omni Commerce journey through click & collect**

Sourcing Strategies

- *Available to Sell (ATS), which ranks stockrooms based on the number of order items each stockroom has available to sell. This strategy gives priority to the stockroom with the highest number of order items available to sell.*
- *Distance, which ranks stockrooms based on the distance between the stockroom location and the delivery address. This strategy gives priority to the stockroom that is closest to the delivery address.*
- *Sequence, which assigns a priority number to stockroom locations. For example, this allows the OMS to first source to a warehouse before trying to source to local stores*

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OMS Flow



Possible transitions in Order fulfilment process

- Check **order** = Verify required data
- Check authorize **payment** = Check that the current order has payment info attached
- Reserve** amount = Change the status of the order to payment reserved
- Send payment **failed notification** = Publish an event for the failed authorization
- Check transaction **review status** = Check that the transaction has been **authorized**
- Fraud** check = Check criteria to detect potential fraud (excessive amount, blacklisted customer)
- Notify** customer about fraud = Contact the customer about the fraudulent order
- Manual order check **CSA** = Prepare the order to be manually checked by a customer agent
- Order manual** checked = Decide to follow the fulfilment process after the manual check or not
- Schedule for **clean-up** = Try to clean up a fraudulent or failed order
- Cancel order
- Send **order placed** notification = Send a notification to the customer after his order successfully placed
- Take **payment action** = Capture the payment
- Send payment **failed notification** = Send a message to the customer after a failed capture attempt
- Split** order = Try to split the order in multiple consignments
- Send **order completed** Is process **completed**, and notification Order has been shipped and is a success

About CXPORTAL

CXPORTAL is your award-winning SAP Commerce Cloud and Data Science digital transformation Implementation partner, CXPORTAL is specialised in Innovating business strategy, designing and development of digital products, digital platforms engineering and data science solutions.

CXPORTAL Leverage Artificial Intelligence, Machine Learning Algorithms, Deep Learning Models, and big data Analytics to unlock and scale your business data, and optimizing the operating model for exponential business impact.

For more information on how CXPORTAL can help integrate your inventory and order management systems with SAP Commerce Cloud for a seamless digital fulfilment experience, please reach out to discuss your initiatives or feel free to visit www.cxportal.com

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