

Provide a **seamless ordering experience** for any customer, channel, and device

ORDER MANAGEMENT



1

SIMPLIFY ORDER PROCESSES

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Increase customer satisfaction with seamless ordering, checkout, and payment journeys.

2

OPTIMIZE FULFILLMENT

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Deliver your products from different warehouses or via service providers - when and where your customers want them.

3

INTEGRATE BUSINESS PARTNERS

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Seamlessly integrate suppliers, distributors or marketplaces - no matter what your supply chain looks like.

4

PROVIDE TRANSPARENT INFORMATION

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Provide real-time insights into order status, returns, order history, invoices and more.

Want to create a more consistent shopping experience and optimize your ordering processes? Connect every link in your product supply chain - from inventory to payment - with Intershop's Order Management.



Master the omnichannel shopping experience

The more we all shop online, the more complex the ordering process has become. Consumers jump from one channel to another, communicate via their laptops, phones, and other devices, and **expect the same great service and information** wherever they go. And that's just the customer-facing side of the equation! Seamless order management also requires real-time insight into inventory and deliveries, plus effective connections with your warehouses, suppliers, and distributors.

Intershop's Order Management gives you the complete overview of all your orders, from all your different sales channels, enabling you to quickly react to changing requirements while offering a consistent, convenient shopping experience.

Improve efficiency and processes

Obtain a holistic view of your sales channels and capture every step in the supply chain of your ordering process – from the suppliers to the warehouse. Our system relies on APIs to easily **connect to all your crucial order-related information** and serves as the central interface between your customer interactions and your internal ERP-based business processes.

Use the real-time updates to optimize your cross-system order processes, including supply chain, fulfillment, and shipping. Get insights on product availability and use intelligent order routing to **make deliveries more efficient**. Reduce your costs by standardizing repetitive processes (such as invoicing).

Key features

- 1 Real-time inventory overview** to see what products are available where and reroute orders accordingly.
- 2 In-depth order tracking** to access order, payment, and shipping details for individual orders.
- 3 Customer history** at a glance to review past orders and create custom offers.

- 4 Payment and billing management** for approval, payment, and credit processes, plus easy integration with different payment providers.

- 5 Quick, automated returns** that seamlessly link all the platforms and parties involved in the process.

- 6 Intelligent order orchestration** to flexibly adapt order processing and delivery based on different channel or strategy requirements.



Give your customers a superior experience

Simplify the work of your customer service agents and use in-depth knowledge to deliver excellent customer service. Access each customer's order history at a glance, learn more about their preferred products, channels, and payment methods, and then **wow your returning shoppers** with targeted offers and advice. You can also provide them with a range of self-service options to adjust their orders, reschedule deliveries, initiate returns, and more.

How it works

Order Management brings together all your ordering and supply chain information and processes to **create a single source of truth** for your employees, and a better experience for your customers.

Benefits for your business

Streamline your order processes, connect every player in your supply chain, and get valuable insights to improve your overall efficiency and customer experience.

Benefits for your IT team

Take control of every step in the ordering process with simple API-based integrations that link your customer-facing applications, ERP-based business processes, and external service providers.

The screenshot displays the Intershop Order Management dashboard. At the top, it shows the order ID '00100607' and the shop name 'iNTRONICS Business'. Below this, a process flow diagram illustrates the order lifecycle: Initial (shopping cart icon), Validated (checkmark icon), Commissioned to supplier (truck icon), Shipped (partly) (truck icon with checkmark), and Returned (partly) (truck icon with checkmark). The interface also includes a table of order items with columns for Status, Prod. ID, and Product name. The first item is 'Shipped > partly returned' with Prod. ID 'Neu_546516' and Product name '3D Print Powder'. The second item is 'Commissioned' with Prod. ID 'Neu_utan_5468168' and Product name '3D Printer Post Titan Premium'.

Connect every link in your product supply chain - from inventory to payment.

intershop®

We're built to boost your business.

See what Intershop can do for you at www.intershop.com.



SPEAK DIRECTLY WITH ONE OF OUR EXPERTS

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