



Order Management

Order management just got easier. Way easier. Within one platform that is quick to implement and simple to learn, organizations can manage individual inventory, bundle products and services, and enjoy seamless feeds to order fulfillment systems. The Authority OMS captures Order, Shipping and Payment information from one intuitive screen.

Order Management

PRODUCT FEATURES

- Add, edit and manage individual inventory
- Monitor, edit, and fulfill orders
- Presets can organize products and services
- Bundling products and services
- Secure order processing
- Reporting and analytics
- Single view of the customer

INVENTORY MANAGEMENT

When it comes to inventory availability, accuracy is paramount. Without accurate inventory, the order fulfillment process can grind to a standstill. The Authority OMS provides easy access to manage inventory flowing in and out. Quickly add, manage, and update inventory availability based on the changing needs of your business.

ORDER MANAGEMENT

Enable agents to access, manage, and edit orders throughout the order management process in an easy-to-use grid that provides all key information. Drill down into customer data and history, shipping and payment information, and order notes for vital information that helps empower agents to create a positive customer experience.

PRODUCTS AND SERVICES...ORGANIZED

Organization is the key to any streamlined approach and it's no different for order management. The Authority OMS allows users to create presets that bundle key product SKUs and services. Setting up new presets is a cinch and keeps everything together.

BUNDLING PRODUCTS AND SERVICES

Agents will never forget again that important service required for a product again. By bundling together one or more products and services, agents will have access to one SKU that contains all the correct order information. Simplified order management increases revenue and improves customer satisfaction.

SECURE ORDER PROCESSING

The Authority OMS integrates directly with your organization's payment processing, shipping, and eCommerce systems for a secure order management process. Using SSL encryption for all cloud-based systems ensures data on the back end stays secure.

REPORTING AND ANALYTICS

Understanding what inventory is selling through what channel during which campaigns helps organizations fine tune sales and marketing efforts. Filter and download reports based on customer, product, service, bundle, or campaign.

SINGLE VIEW OF THE CUSTOMER

A single relationship record provides a holistic view of the customer, from first touch to order fulfillment. Access all relevant information across multiple data sources to get customer-specific insights quickly and easily. Organizations can utilize key customer information to design and develop new sales strategies and campaigns to drive revenue.

