

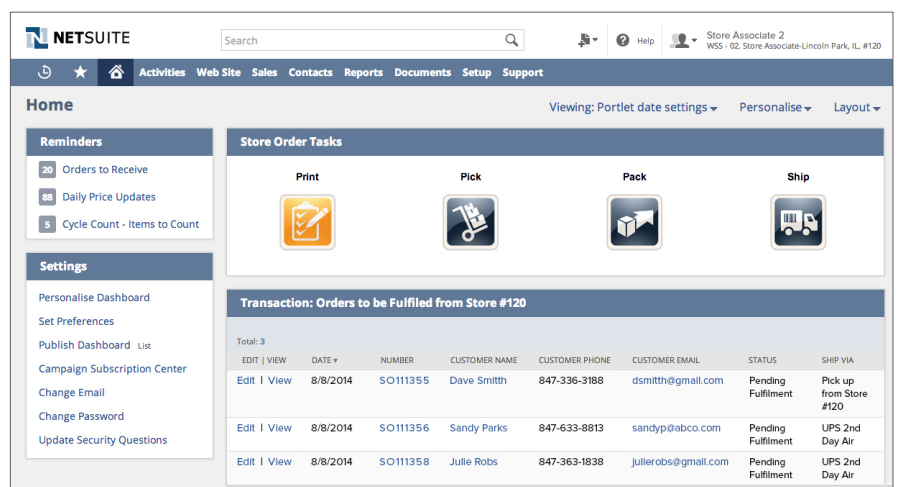
NetSuite Order Management

Allow Shoppers to Buy Anywhere, Fulfil Anywhere and Return Anywhere

In today's commerce environment, order fulfilment excellence differentiates your business, creating loyal customers who buy more and become brand advocates. NetSuite Order Management provides the capabilities to meet and exceed rising customer expectations for omnichannel fulfilment while boosting profitability and enabling you to effectively scale your business.

Key Benefits

- Increase revenue and customer lifetime value.
- Boost profitability by managing inventory and orders more.
- Deliver seamless cross-channel interactions.
- Empower employees to service customers across all touch points.
- Reduce costs to integrate, maintain and change your order management processes.



The screenshot shows the NetSuite Order Management dashboard. It includes a navigation bar with 'Activities', 'Web Site', 'Sales', 'Contacts', 'Reports', 'Documents', 'Setup', and 'Support'. The main content area is divided into sections: 'Reminders' (Orders to Receive: 20, Daily Price Updates: 68, Cycle Count - Items to Count: 5), 'Store Order Tasks' (Print, Pick, Pack, Ship), and 'Transaction: Orders to be Fulfilled from Store #120'. The transaction table lists three orders with columns for Edit, View, Date, Number, Customer Name, Customer Phone, Customer Email, Status, and Ship Via.

Transaction: Orders to be Fulfilled from Store #120								
Total: 3								
EDIT VIEW	DATE ▼	NUMBER	CUSTOMER NAME	CUSTOMER PHONE	CUSTOMER EMAIL	STATUS	SHIP VIA	
Edit View	8/8/2014	SO111355	Dave Smith	847-336-3188	dsmtth@gmail.com	Pending Fulfillment	Pick up from Store #120	
Edit View	8/8/2014	SO111356	Sandy Parks	847-633-8813	sandyp@abco.com	Pending Fulfillment	UPS 2nd Day Air	
Edit View	8/8/2014	SO111358	Julie Robs	847-363-1838	julierobs@gmail.com	Pending Fulfillment	UPS 2nd Day Air	

Inventory Visibility

Get a single source of truth for inventory spanning warehouses, stores, 3PLs and drop-ship locations. Manage commitments and available-to-promise (ATP) inventory across all channels, linking commerce to your supply chain, ensuring that you promise accurately. Robust inventory planning, replenishment and warehouse management capabilities boost inventory management across all locations.

Order Orchestration

Automate and manage the end-to-end order lifecycle to ensure that you fulfil your commitments, including: order capture and validation, order release, shipment confirmation, customer communications and settlement. Support complex processes such as split shipments, drop ship, personalised products, continuity programs and digital fulfilment.

Fulfilment Execution

NetSuite's warehouse management capabilities extend to internal and external fulfilment providers. Use its advanced pick, pack and ship functionality and integration with key shipping providers to deliver fulfilment excellence to locations of all sizes. Even orders with personalisation or assemble/make-to-order requirements are seamlessly managed. It supports digital fulfilment processes, which can be integrated with the service providers of your choice.

Continuity Programs

Auto-ship or subscription programs improve customer retention and increase share of wallet by encouraging customers to sign up for membership programs and regularly scheduled product deliveries. Automate and execute the entire continuity and subscription process, from customer acquisition through retention.

Drop-Ship/Endless Aisle

An automated end-to-end, drop-ship fulfillment process provides the capabilities to expand your assortment without increasing warehouse and store footprints. Efficiently manage drop-ship programs, including order capture and validation, communication of the drop-ship order to the supplier, receipt of supplier acknowledgement and shipping confirmations, seamless communications back to the customer and settlement with the supplier.

Returns and Exchanges

Supporting cross-channel returns is a must in today's competitive environment. Set returns process rules, accept returns from all channels, fulfil exchanges and manage the credit and dispositioning process. NetSuite eliminates points of failure found in disparate systems, ensuring that returns are managed accurately, that saleable items make it back into ATP inventory without delay and that any potential quality issues or fraud are detected and fixed.

Customer Service

To ensure a seamless omnichannel experience, customer service representatives (CSRs) and store associates must be empowered with order management capabilities tailored specifically for their job tasks. NetSuite provides a customer service experience that enables your employees to engage with customers to help them inquire about product availability, place orders and manage post-order changes and issues.

To find out more, contact NetSuite on infoapac@netsuite.com

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