



# NETSUITE ADVANCED ORDER MANAGEMENT

Intelligent Omnichannel Order Allocation Orchestration

As customer expectation and supply chain complexity continue to rise, it is more critical than ever to deliver the perfect order. How does this happen efficiently and profitably? By automating your order promising, allocation, orchestration and execution processes. Once achieved, you can intelligently choose how to fulfill orders based on your global inventory availability and business rules. NetSuite Advanced Order Management adds intelligence and automation to NetSuite Order Management, enabling you to deliver the perfect order every time.

## Key Benefits

- **Satisfy omnichannel shoppers** and make them brand advocates with prompt delivery and giving them the fulfillment options they want.
- **Save the sale** by enabling omnichannel fulfillment from wherever you hold inventory.
- **Optimize fulfillment** to meet demand and increase inventory turns while preserving safety stock.
- **Scale your business** but keep labor fixed. Efficiently manage fulfillment, eliminate manual work and manage only by exception.
- **Deploy quickly** and iterate as the market and your business change.



**Order sourcing and allocation.** NetSuite's automatic location assignment decides how best to fulfill orders based on your global inventory and your business rules. You can optimize for reduced costs, faster delivery or a combination of factors and dynamically apply your fulfillment strategies. The optimized, rules-based capability enables a fulfill-from-anywhere solution across all channels.

**Release for fulfillment.** Get control over your release-for-fulfillment process. Once the automatic location assignment decides how to fulfill the order, a second automated-release-for-fulfillment process decides when to release orders to the fulfillment locations, and proactively notifies each location of which orders to fulfill. Fulfillment managers have full visibility into the process—released orders, fulfillment status and any order exceptions.

**Exception management.** Let NetSuite Advanced Order Management automatically handle most order exceptions so your business can scale while headcount remains fixed. When exceptions do occur, NetSuite first finds an alternate way to fulfill orders. If successful, the fulfillment manager can see the order exception, the first attempt to fulfill and the alternative solution. If unsuccessful, the system notifies the fulfillment manager or CSR of an unfulfilled order. Exceptions caused by inventory discrepancies are automatically flagged and queued for resolution.

**Store pickup.** Taking a pickup order is easy. Executing flawlessly on that commitment is the real challenge. This feature controls which locations and items participate in the pickup process. Advanced Order Management enhances the sales order to support store pickup and mixed orders as standard functionality. Once pickup orders are received, fulfillment requests are automatically

generated and sent to stores, notifying the store to prepare the order. When the store picks the inventory, the system sends an automated notice to inform the customer their order is ready for pickup. A new store pickup fulfillment transaction enables store associates to effectively execute on pickups with a tailored process.

**Ship from store.** Save the sale by turning your stores into warehouses to meet customer demand, increase inventory turns and reduce markdowns. Merchants control which locations and items participate in the shipping process, and allow store operations to intelligently choose the appropriate store to fulfill, while managing store capacity and inventory buffering to balance the needs of ecommerce and in-store fulfillment. Once NetSuite Advanced Order Management determines which store should ship an order, the fulfillment request proactively notifies the chosen store. Associates receive fulfillment requests and seamlessly pick, pack, and ship leveraging the item fulfillment and shipping integrations. The process also includes built-in, exception-management functionality to accommodate store inventory discrepancies and capacity fluctuations.

**Order management insight and KPIs.** Better manage your business through increased visibility of your fulfillment operations. Measure your attainment of the perfect order with fulfillment-request reporting for insight into the planned process, what actually happened and where you can improve. Utilize this new insight to create saved searches and alerts to stay informed. Combine these results with sales order and return data for insight and intelligence into end-to-end, order management – from promising and allocation, to orchestration and fulfillment, through to payments and returns.