NETSUITE ORDER MANAGEMENT

Flexible, Flawless Fulfillment

Today's commerce environment demands efficient, transparent and automated order fulfillment. It's what differentiates your business and creates loyal customers who buy more and become brand advocates. NetSuite Order Managment enables you to meet and exceed rising customer expectations for omnichannel fulfillment, while profitably scaling your business.

Key Benefits

- **Increase revenue** and customer lifetime value.
- **Boost profits** with effective inventory and order management.
- **Deliver** seamless, cross-channel interactions.
- **Empower** employees to service customers across all touchpoints.
- **Spend less** to integrate, maintain and change your order management processes.

Order orchestration. Automate and manage the end-to-end, order lifecycle: order capture and validation, order release, shipment confirmation, customer communications and settlement. Support complex processes such as split shipments, drop ship, personalized products, continuity programs and digital fulfillment.

Order sourcing and allocation. NetSuite's intelligent order allocation decides how best to fulfill orders based on your global inventory visibility and business rules. Configure NetSuite's automatic location assignment to dynamically apply your fulfillment strategies and optimize for reduced costs, faster delivery or a combination of factors. The rules-based engine enables a cross-channel, fulfill-from-anywhere solution.

Inventory visibility. Get a single source of truth for inventory, spanning warehouses, stores and 3PL locations. Manage commitments and available-to-promise (ATP) inventory accurately across all channels, linking commerce to your supply chain. Boost inventory management across all locations with inventory planning, replenishment and warehouse management capabilities.

Fulfillment execution. NetSuite's order fulfillment adapts to all warehouse types. Smaller facilities can use the native pick, pack and ship functionality, and integrate with key shipping providers. Larger locations can leverage NetSuite Warehouse Management for sophisticated, outbound fulfillment operations. You can also transmit orders to third-party fulfillment providers or external warehouses. Even orders with personalization or assemble/make-to-order requirements are seamlessly managed. NetSuite also supports digital fulfillment and integration with the service providers of your choice.

Store fulfillment. Use your stores as a competitive differentiator for a buy anywhere, fulfill anywhere, return anywhere experience. Optimize inventory by using store inventory to fulfill orders from all channels. Enable stores to efficiently fulfill omnichannel orders through tailored store fulfillment processes, including store pickup, ship from store, and ship to store.

Subscriptions. From customer acquisition through retention, automate and execute subscription definition, the order process, billing change orders and renewals with a powerful recurring revenue engine.

Drop ship / endless aisle. An end-to-end, automated 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, communicating drop-ship orders to suppliers, receipt of supplier acknowledgement and shipping confirmations, seamless communications back to the customer and settlement with the supplier.

Returns and exchanges. Set rules to accept returns from all channels, fulfill exchanges and manage the credit process. NetSuite eliminates points of failure found in disparate systems to ensure accurate returns, confirm saleable items return to ATP inventory without delay, and detect and address any potential quality issues or fraud.

Customer service. A seamless omnichannel experience requires customer service representatives (CSRs) and store associates be empowered with order management capabilities to help them with customer inquiries about product availability, placing orders and managing post-order changes and issues.