Order Management System

Handle complex orders while delivering simple experiences.

Seamlessly manage orders from multiple sources to fulfill even the most complicated business scenarios. Hide complexity from your customers, while giving confidence that their order will be delivered as promised with simple buyer experiences.

Challenges for companies

Organizations are tasked with managing many complex processes and activities for a single order including accounting for multiple sources, manufactures, assemblies and inspection of configurable products.

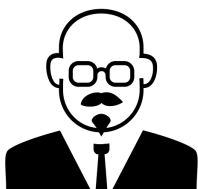"I can't see my global inventory."

Unable to see their full inventory supply across multiple regions, vendors and manufacturers making it difficult to efficiently fulfill an order.

"We have a number of locations & assembly points for one order."

Multiple products coming or sourced from multiple locations that may also require multiple assemblies.

"I can't streamline my customers' experience."

Customers need to go to multiple sites to order and don't have the right visibility to accurately track their orders and delivery date.

"No other OMS has an obvious solution to solve complexities that innately come with B2B and DTC business."

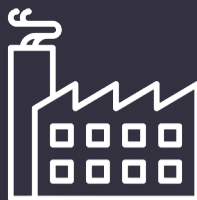- David Crow, VP Sales Americas, Ultra Commerce

Solution with Ultra Commerce Order Management System

Meet your delivery promise time and time again, even with the most complex business requirements.

In one unified platform easily enable automation to coordinate and communicate between multiple distributors, manufacturers, and your customer.

Distributors

Manufacturers

Customer

View your entire global inventory, consolidated in one place

Ultra Commerce will extract data from multiple ERP systems so you can have the most accurate view of your inventory in one place.

Manage multiple manufacturers and accounts for production lead time

Easily handle different locations, accounts and manufacturers in a single order management system.

Improve the buyer experience

Enable customers to place an order through a single site and give them full visibility of their order tracking and status.

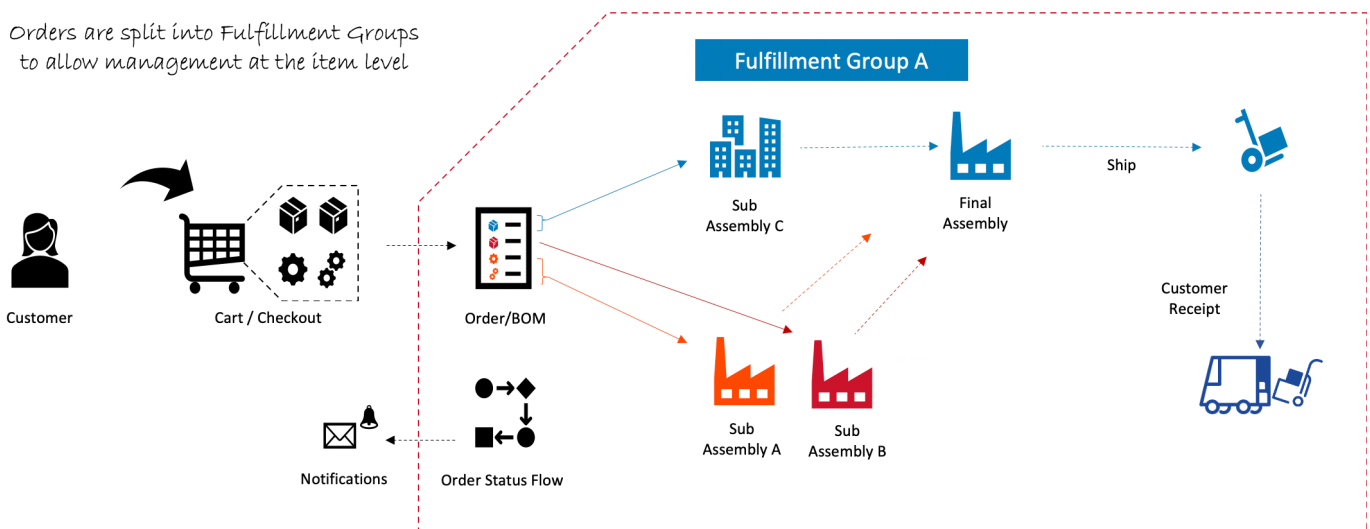# **Capabilities** to power complex business requirements

Easily manage split order fulfillment

Manage your orders regardless of inbound order channel through:
- Dynamic real-time sourcing
- Allocation across manufacturer, supplier, distributor
- Fulfillment (either individual product or consolidated shipments)

Plus orchestrate orders across multiple manufacturing locations, processes/lines to align production schedules and determine optimal delivery expectations for fulfillment processes.

Orders are split into Fulfillment Groups to allow management at the item level

Fulfillment Group A

Customer

Cart / Checkout

Order/BOM

Sub Assembly C

Final Assembly

Ship

Customer Receipt

Sub Assembly A

Sub Assembly B

Notifications

Order Status Flow

Customer Examples

"We need to allocate orders across multiple manufacturing facilities, distribution centers, and a mix of both to deliver at the expected commit date."
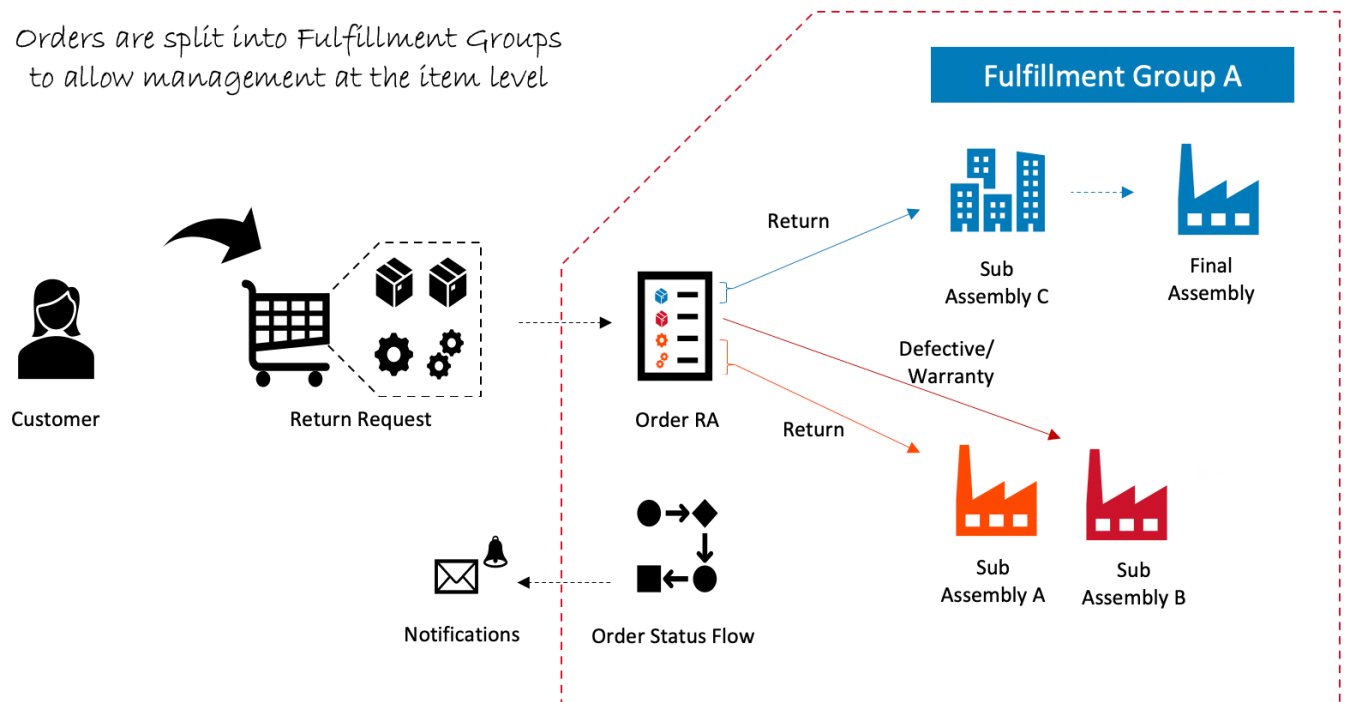
"We have manufactured products where 1 or more sub-assemblies are produced in other locations. We require an OMS with order allocation through ERP integration that also gives us order status visibility."

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Capabilities to power complex business requirements

Effortlessly handle reverse orders and returns

Managing the return of products across multiple points of origin is equally as complex as split order fulfillment. Simplify customer returns, warranty claims, and even manage defect parts with Ultra Commerce OMS.

Orders are split into Fulfillment Groups to allow management at the item level

Customer — Return Request — Order RA — Notifications — Order Status Flow

Fulfillment Group A
Return → Sub Assembly C → Final Assembly
Defective/Warranty
Return → Sub Assembly A — Sub Assembly B

Customer Example

"I need to track orders at the line item to allow for returns management to the source. We then need to manage warranty and defect claims orchestration in our OMS to control costs."
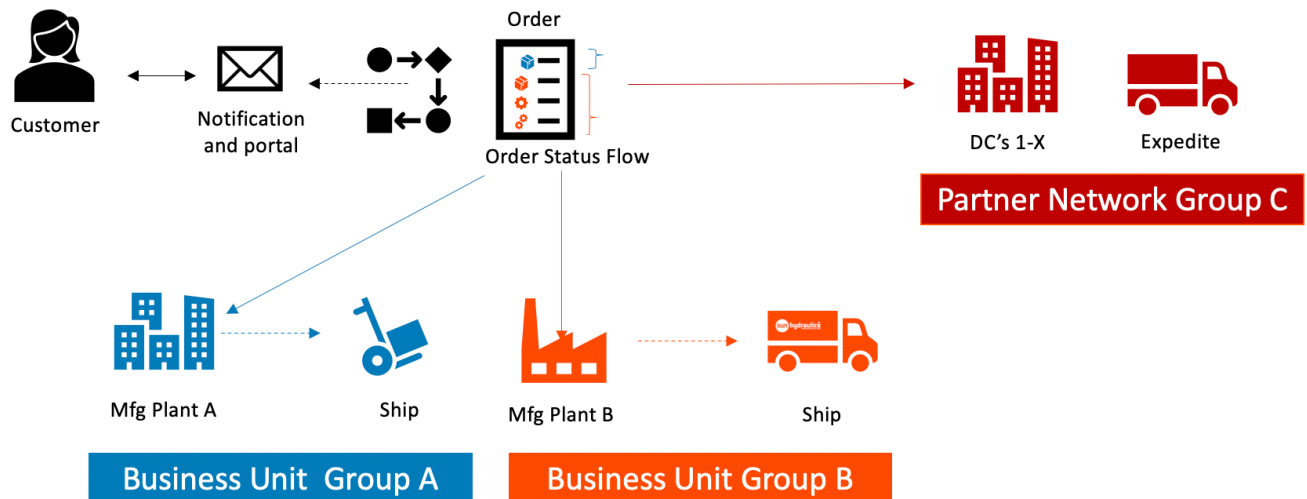
Capabilities to power complex business requirements

Enable customers to order from a single site then provide visibility of their order tracking and status

Eliminate the need for customers to go to multiple sites to place orders. Ultra Commerce provides visibility of your full inventory from your entire network, in one place. Extracting data from multiple backend systems, including multiple ERPs, means no need to change operations or spend costly time and dollars to consolidate systems.

Make available a view of all your on-hand inventory across disparate systems and silos to improve customer experience with a single transactional system:

- Realize cross-sell opportunities
- Improve inventory turns
- Lower cost to serve

Customer   Notification and portal   Order   Order Status Flow   DC's 1-X   Expedite

Partner Network Group C

Mfg Plant A   Ship   Mfg Plant B   Ship

Business Unit Group A   **Business Unit Group B**

Customer Example

"I would like to condense all the complexity behind the scenes to notify our customers saying, 'your order's been committed…scheduled …shipped …delivered.'"
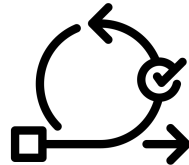
Key benefits of Ultra Commerce OMS

Handle all the complexities of your business all in one Order Management System

Improve Efficiencies
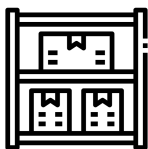Begin automating your most complex order and fulfillment requirements.

Short Implementation
Get to market in less than 6 weeks from project launch with an agile platform.

Flexible Commercials
Reduce risk with a fixed monthly price and no transaction fees.

Gain Inventory Velocity
See an accurate view of your global inventory across multiple regions and multiple ERP instances.

Improve Customer Experience
Allow customers to buy and view their order tracking and status in one place.

Backed by Certified Security
Guarantee security to your sellers and buyers with our PCI DSS compliance.

ABOUT ULTRA COMMERCE

Ultra Commerce helps organizations deliver new online experiences to their customers first with our Ultra Commerce platform. Bridging the gap between out-of-the-box simplicity and customizable frameworks that scale, Ultra Commerce offers both. With no upfront contracts and a pay as you go model, we're dedicated to your future online success. Ultra Commerce offers a wide range of solutions from a full end to end eCommerce platform to managed services. Grow your online business with an agile commerce solution and partner.

Request Demo

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