

# An Order Management System to Help Brands Turn *Every* Customer into Their *Best* Customer

## Inventory Management

Never lose a sale due to inventory issues.



## Transaction Processing

The power is in the details.



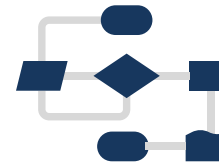
## Prebuilt Integrations

Strengthen the tools you already love.



## Order Orchestration & DOM

Curate your ideal experience—  
to get and keep more customers.



## Return Management

Turn a predictable *liability*  
into a *growth* opportunity.



## Omnichannel Retail

Harness the power of each channel—  
whether click, cart, or curbside.



deckcommerce

# INVENTORY MANAGEMENT

Inventory management is not only crucial to a positive customer experience, but also profitability. Deck Commerce provides cross-channel, enterprise-level inventory visibility and optimal control for accuracy.

## FEATURES

- Aggregate & update inventory across channels (online, stores, marketplaces, etc.)
- View available-to-sell (ATS) inventory at a glance
- Expose inventory to customers in all channels
- Allocate inventory % to specific channels
- Update inventory quantities in real-time
- Safety stock (even by SKU!)
- Set preorder & backorder quantities
- Bulk exchange & cancel items



Reducing stock-outs & overstocks can **lower overall inventory costs** by 10%.

Source: Conveyco

## BENEFITS

- Cross-channel visibility (to both you and your customers!)
- Improve inventory accuracy
- Prevent lost sales to stockouts and shrinkage
- Reduce unnecessary cost of overstock
- Avoid frustrating customers

**Want to see it in action?**



[Schedule a Demo](#)

# ORDER ORCHESTRATION & FULFILLMENT

Even the most *complex* paths can be *happy* paths. Leverage Deck Commerce advanced order routing and distributed order management (DOM) to fulfill orders from the best location, at the best cost—with limited manual processing.

## FEATURES

- Prebuilt, configurable workflows
- Omnichannel fulfillment options including BOPIS, BORIS, ROPIS, ship from store, etc.
- Cross-channel order aggregation
- Distributed order management (DOM)
- Smart routing logic based on fulfillment capacity, inventory, proximity, and more!
- Order flagging & grading
- Configurable workflows for
  - Digital products (eGifts, warranties, etc.)
  - Bundling & kitting capabilities
  - Grace periods



86% of buyers are willing to **pay more** for a **great customer experience**.

Source: Superoffice

## BENEFITS

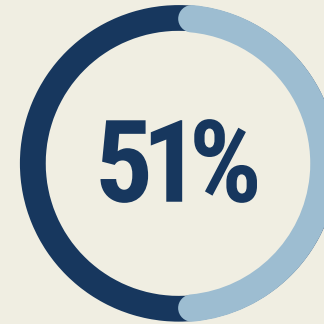
- Automatically process up to 98% of orders
- Faster processing time = faster order fulfillment cycle time
- Power omnichannel fulfillment
- Reduce unnecessary headcount and manual order processing
- Advanced fulfillment capabilities to ship from the right node, at the right cost
- Smart fulfillment logic based on business preferences

# TRANSACTION PROCESSING

Retailers need to manage every aspect of an order. With Deck Commerce you can trigger and monitor actions during processing including payment, SMS notifications, emails, financials, tax, loyalty programs, & fulfillment updates.

## FEATURES

- API-based framework
- Full-service customer service portal
- Complex payment capture
- Automated or manual refunds, credits, & chargebacks
- Recapture on payment failure
- Advanced order review (personalized/custom products, fraud)
- Over 40+ prebuilt integrations & 30+ APIs
  - Customer communications, Email integrations, Payment, Loyalty, Tax, Delivery tracking, & more!



51% of shoppers want real-time visibility into the status of their orders.

Source: ShopPad

## BENEFITS

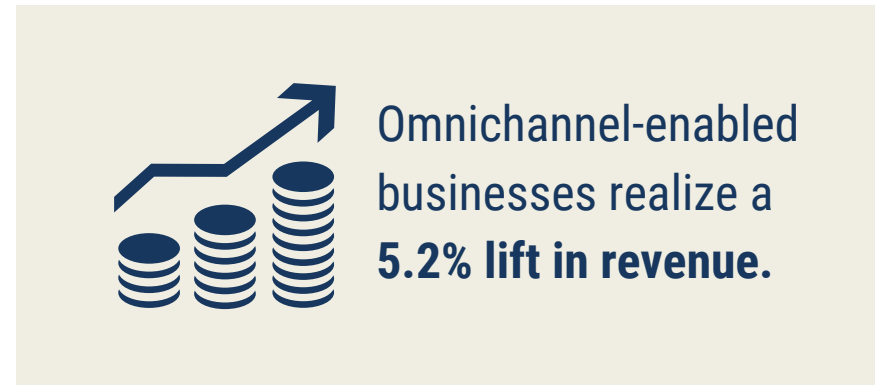
- Coordinate all order processing functions with one central system
- Seamless integrations with third-party applications to enhance and expand current technology stack
- View real-time order status
- Informed customers = happy customers
- Automate refunds & credits for cancelled items

## OMNICHANNEL RETAIL

Studies show that omnichannel shoppers spend more both in transaction size and overall lifetime value. With Deck Commerce, retailers have a “buy anywhere, fulfill anywhere, return anywhere” business model—improving both the customer experience and overall profitability.

### FEATURES

- Quick order lookup for customer service
- Curbside pickup
- Buy online pickup in store (BOPIS)
- Reserve online pickup in store (ROPIS)
- Ship from Store / Store fulfillment
- Buy online return in store (BORIS)
- Cross-channel inventory allocation & visibility
- Split shipments
- Drop shipping
- Node configuration portal to manage all fulfillment locations



Source: v12data.com

### BENEFITS

- Get (and keep) more customers
- Go to market faster with omnichannel capabilities
- Increase lifetime customer value and transaction size
- Empower store associates
- Leverage all inventory points to avoid lost sales

**Want to see it in action?**

[Schedule a Demo](#)

# RETURN MANAGEMENT & EXCHANGES

Returns in retail can be complicated, cumbersome, and costly. An order management system (OMS) enables retailers to automate and coordinate the return process to decrease cycle times and handling costs.

## FEATURES

- Automated returns
- Customer-initiated returns
- Omnichannel returns (BORIS)
- Return Management Authorization (RMA)
- Refund & credit management
- Apply restocking fees
- Customizable return reasons
- Shipping label creation
- Trigger customer communications throughout returns process
- Prebuilt return management integrations & APIs



92% of consumers will buy something again if returns are easy.

Source: Investp

## BENEFITS

- Give customers control of their return experience
- Optimize reverse logistics to save time and money
- Faster returns & recovery of inventory
- Incentivize shoppers to buy more when returning
- Leverage return reasons to manage (and resell) reclaimed products
- Less servicing time per order
- Increase foot traffic via omnichannel returns

## PREBUILT INTEGRATIONS

Deck Commerce has 40+ prebuilt integrations with some of the best ecommerce software providers, helping to make sure every order—from storefront to front door—drives operational efficiency and customer satisfaction.



Retail brands use an average of 17 different tools in their technology stack.

### POPULAR INTEGRATIONS

<b>Shopping Channels</b>	Magento, Shopify, Salesforce Commerce Cloud, Channel Advisor, Feedonomics
<b>Loyalty</b>	Clutch, Yotpo, GiveX
<b>Fraud</b>	Signifyd, Chargehound, Cybersource Decision Manager, Kount,
<b>Payment</b>	Stripe, Adyen, Klarna, vantiv, Moneris, Braintree, Amazon Pay, Cybersource, Paypal, Apple Pay, authorize.net, FirstData, ShopPay
<b>Deferred Pay</b>	Sezzle, Afterpay, Affirm, Klarna
<b>Gift Cards</b>	GiveX, First Data, Clutch, Zinrelo
<b>Email</b>	Responsys, Emarsys, Salesforce Marketing Cloud, Bronto, Listrak, Sendgrid,
<b>Tax</b>	Avalara, Vertax
<b>Returns</b>	Convey, narvar, Happy Returns, Optoro,
<b>Shipping</b>	ShipCompliant, Shipwire
<b>Subscriptions</b>	Ordergroove, SubscribePro
<b>Integrations</b>	Mulesoft, Del Boomi

# WHY BRANDS ARE INVESTING IN ORDER MANAGEMENT

## What is an Order Management System?

An order management system (OMS) coordinates the functions of back-end systems & customer-facing channels. Powerful order management brings all retail channels together and empowers brands to connect with customers exactly where and when they want to buy—whether click, cart, or curbside.

## What type of retailers need an OMS?



High-volume retailers with complex fulfillment and/or a global presence



Have multiple fulfillment nodes & a complex supply chain



Selling on multiple channels



Considering an omnichannel retail strategy (BOPIS, BORIS, ship from store, etc.)

## Why more retailers are investing in order management solutions

An OMS is no longer viewed as merely a cost center, but a way to drive top-line growth through more timely, cost-effective fulfillment options, and increased customer satisfaction.



## What is the value of an OMS outside of your current technology stack?

In addition to the focused expertise and innovation required to help retailers meet their customer expectations, a dedicated, system-agnostic OMS helps retailers:

- **Increased visibility and accountability** with the extra level of care from a passionate and responsive team
- **Enable scalability and extensibility** with an API framework and prebuilt integrations. No more worrying about one system change impacting your entire technology.
- **Decrease go-to-market friction and headaches for new functionality**. With a dedicated OMS you can easily modify your commerce strategy, like adding new payment options, channel expansion, digital gift cards, launching store fulfillment, and reconfiguring routing rules—faster and cheaper than with large, built-by-acquisition software providers.
- **Increase profits and market share** through automation, fulfillment optimization, and customer satisfaction.

## Why Deck Commerce?



### Unmatched expertise

20+ years of ecommerce experience is built into our product so you can leverage tried-and-true capabilities.



### Comprehensive native capabilities

Rather than customize to demise, we build the best native product and make it available via our SaaS platform.



### Extensible platform

Deck Commerce is both front and back-end system-agnostic with 40+ prebuilt integrations and 30+ APIs.

See Deck Commerce in action at [deckcommerce.com/demo](https://deckcommerce.com/demo)