

Infor Networked Order Management

Deliver on your promise to customers— from capture to collection

With the retail industry's increasing emphasis on omni-channel systems, it's challenging to meet high customer expectations and run your supply chain efficiently. With a single view of inventory across every touch point of the retail supply chain, Infor® Networked Order Management empowers retailers and fashion brands to intelligently manage the entire lifecycle of omni-channel orders, quickly identify available-to-promise inventory, and determine the optimal fulfillment path to balance customer delivery requirements and order profitability.

Key benefits

Infor Networked Order Management is a critical component in any retailer's application portfolio. Its open API-based architecture connects every commerce channel, inventory holding location, and fulfillment location in a single, common view for:

- **Order automation**—Configure order processing automation with your preferred order processing requirements.
- **Flexible fulfillment**—Easily support partial fulfillment, order splitting, back orders, drop shipments, and ship from store.
- **Order optimization**—Reduce order costs and meet delivery lead times with configurable order processing rules.
- **Complex order handling**—Improve customer service by handling complex orders with multiple fulfillment options in a single transaction.
- **Easier returns management**—Simplify returns handling, calculation of refunds, and gift-card handling.
- **Reduced risk**—Ensure order integrity with configurable risk validation workflows that protect you from online fraud and misuse.

- **Customer service**—Improve the customer experience with comprehensive viewing, updates, cancellation, and return handling of customer orders.
- **Customer satisfaction**—Save the sale, keep promised delivery times, and alert customers about supply chain disruptions that may affect their order.

Features

- Single source of enterprise inventory availability
- Order validation & risk analysis
- Pricing & Promotion management
- Mixed delivery options
- Order splitting & escalation
- Click & Collect
- Click & Reserve
- Return at Store
- In-store ordering & fulfillment
- Ship from Store
- Customer service
- Omni-channel Payment Management
- Dropshipper module

Build a true omni-channel customer experience with INOM

Infor Networked Order Management is available as a standalone product and as part of the Converged Commerce Suite to form the epicenter of your retail landscape, empowering you to execute a smart, connected omni-channel strategy. INOM is built to integrate into your existing application footprint for: warehouse management, merchandising, customer relationship management, customer loyalty, POS, B2B/B2C e-commerce, payments, and more.

Infor Networked Order Management contains the entire business logic for managing orders across different channels, so you get greater flexibility when changing individual sub-systems—without jeopardizing your existing omni-channel processes. This solution truly allows your business to evolve and innovate to keep up with the ever-changing demands of the modern customer.

Create a seamless, efficient order experience

INOM helps you meet customer delivery expectations in the most cost-effective manner. With a solution that connects every aspect of the customer journey, you can maintain optimized inventory levels by product across your warehouses, third-party distribution centers, vendor suppliers, and stores. And that means a supply chain that delivers a seamless, satisfying experience for every shopper.

[Learn more about Networked Order Management >](#)



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