# Magento

# Magento Order Management

Magento Order Management coordinates your customers' experience across all sales and fulfillment channels. It gathers information and orchestrates business rules and processes for each order. The solution gives you a centralized inventory, order, and fulfillment capability to give your customer a consistent, low friction, omnichannel experience.

## Today's Customer Demands More

**91%**    Demand an ETA for their order

**86%**    Want to Buy Online & Return to Store

**81%**    Believe Store Associates are Un-informed

**73%**    Want to Ship-to-Store

**61%**    Want to Buy Online, Pick Up In-Store (BOPIS)

## Break Down the Online/Off-line Barriers

Increase online sales, lower costs, increase inventory velocity, deliver faster and more efficiently while delighting consumers with store fulfillment programs like Ship-from- and Buy Online Pick-up In-Store.

Turn your physical Stores into Distribution Centers

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**These Companies All Depend on Magento Order Management**

BROWN-FORMAN    Fraport    DEVLYN    H/H HELLY HANSEN

# Key Features

### Distributed Order Management
Deliver one view across all channels and route orders to the appropriate fulfillment location.

- Order State & Event Management
- Order Orchestration & Routing
- Partial Shipment & Order Splitting
- Pre-Sale, Backorders, & Returns

### Omnichannel Fulfillment
Turn stores, suppliers, and partners into mini-distribution centers. Expose store inventory to online shoppers, and provide flexible fulfillment options.

- Ship-from-Store and Ship-to-Store
- BOPIS
- Pick-and-Pack
- Carrier Integration

### Global Inventory Management
Provide full inventory visibility and exceed the high expectations of your customers.

- Track inventory at any node (Stores, Vendors, etc.)
- In-transit Inventory
- Intelligent Sourcing & Allocation

### Customer Service
Deliver high quality customer satisfaction with our customer service features.

- Order Details & Status Lookup
- Appeasements, Refunds & Credit Edits
- Order Escalation Workflow

### Integrate with Magento Business Intelligence
Fully leverage your order management data to gain actionable insight into fulfillment processes.

- Benefit from deeper visibility into key metrics
- Build custom order management dashboards

# Benefits

### Optimize Inventory Utilization
- Increase velocity and turns, and lower inventory carrying costs

### Expand into New Channels
- Capture orders from multiple channels: geographies, marketplaces, brands, etc.
- Expose the right inventory to the right channels based on business rules

### Increase Sales in Retail Stores
- Improve same day sales, increase foot traffic, and reduce lost sales and out-of-stock situations

### Lower Total Cost of Ownership and Accelerate Time to Market
- Leverage the power of the Magento ecosystem to implement your omnichannel vision with competitive pricing

## Magento®

**Find out how Magento can grow your business.**

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