

# Stores

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***Stores*** - the OrderDynamics In-Store Point of Service Application makes omnichannel fulfillment a snap for in-store associates. Designed for ease of use, the app provides an intuitive process for field use that takes mere minutes to learn.



# In-Store Point of Service

Among retailers today, there is a great debate about how to implement and execute an omni-channel strategy and the technology needed to do so. Every retailer recognizes the importance of omni-channel - however, there is no clear starting point. Fulfilling online orders from a store raises a host of new issues. How to allocate staff to fulfillment, sales attribution, inventory planning, and order picking accuracy; all open to question. Many omni-channel retailers are forced to leverage entire backend systems with complicated user interfaces to enable in-store fulfillment programs. Often these solutions were never designed to support associates at the store-level.

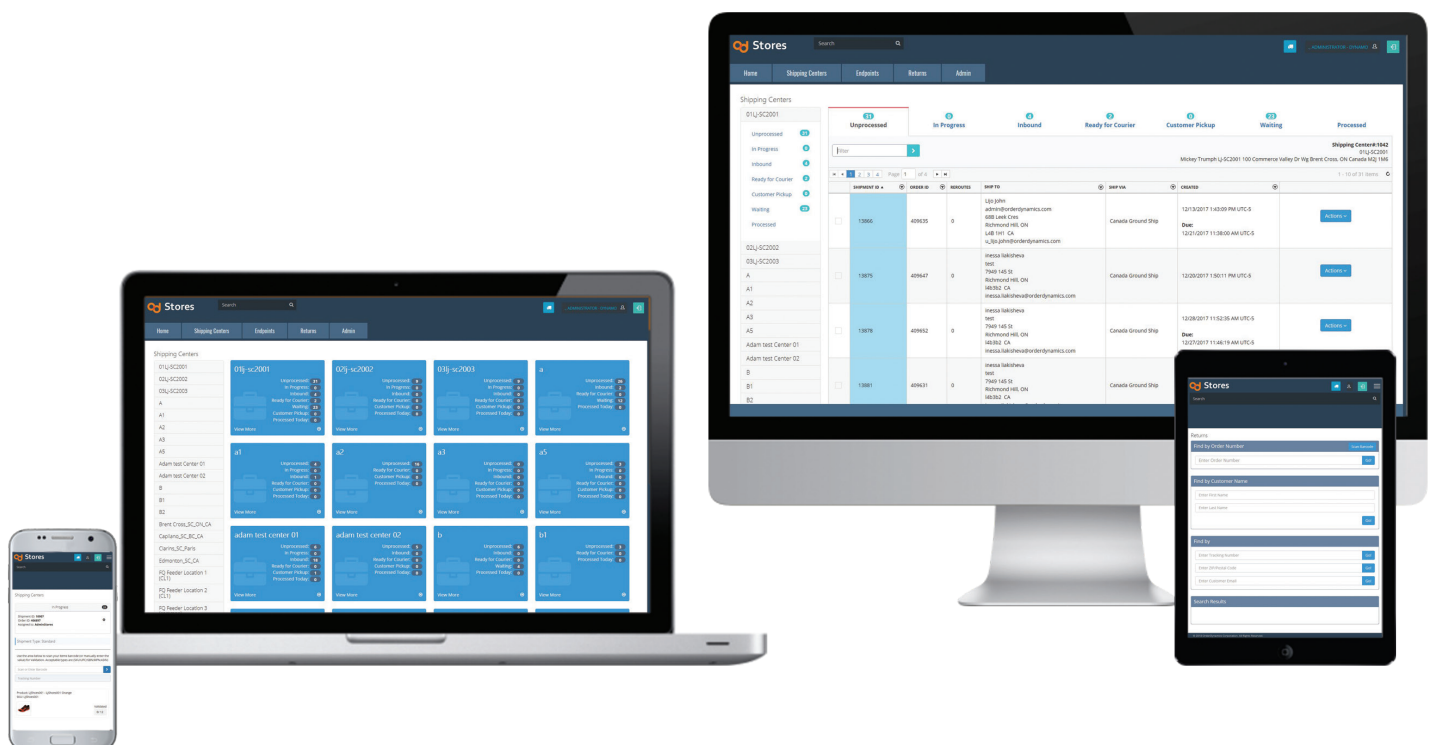
Likewise, traditional point of sale systems are simply too out of date to orchestrate and support increasingly complex customer fulfillment needs. However, technology limitations should not be the driving force behind neglecting your omni-channel aspirations. The reality is omni-channel fulfillment offers retailers a path to improving operational profitability and exceeding modern day customer expectations. In-store fulfillment programs, like ship-from-store, will help you avoid inevitable product markdown cycles by using overstocked merchandise from underperforming stores across the enterprise. The Stores application is critical to facilitating efficient in-store fulfillment programs without the need to overhaul your infrastructure.



*Retailers use Stores to execute complex omni-channel fulfillment scenarios with ease. This is done by enhancing current systems sitting at the store level.*



Nick McLean, CEO  
OrderDynamics



# Advanced Features and Functionality

***Stores* includes a rich suite of features including easy to use fulfillment dashboards, intuitive associate workflows, and simplified customer profiles. All this within an intuitive and responsive app. Augment your existing point-of-sales system, without the costly system overhaul. Get your omni-channel strategy out of the boardroom and into your stores, today.**

## Omni-Channel Fulfillment

*Stores* is the quintessential tool for enabling omni-channel fulfillment at the store-level. The fulfillment dashboards were specifically designed to support retail associates when fulfilling omni-channel customer orders. Make in-store fulfillment a breeze with a more streamlined and accurate process. Retailers often use *Stores* to support cross-channel fulfillment strategies like buy online, pickup in-store (click and collect). Drop ship vendors can also use *Stores* to receive fulfillment notifications and print shipping labels.

## Enhanced Customer Service

A consistent and accurate customer service experience is at the heart of an omni-channel commerce strategy. Our customer profile dashboard is quickly accessed from any device, empowering your associates to provide superior customer service throughout the lifecycle of the order. The returns management workflow allows for a seamless 'return anywhere experience'. Your associates will now be able to process customer returns quickly and conveniently with reverse logistics and financial reconciliation support, all while updating the inventory position and customer profile.

## Workflows With Rapid Execution

Associates are notified when orders have routed to their specific store for fulfillment. Within minutes an associate can process dozens of orders. They can quickly print customer invoices and shipping labels, generate shipping carrier manifest reports, and send out automated customer notifications. In the event that an order cannot be fulfilled an associate can, with one click, find the most suitable store location to reroute the order to, or send the order into a queue for manual review.

## Store Associate Driven

*Stores* was originally designed with store associates in mind. The simplified dashboards, widgets, and buttons allow a user to seamlessly work through fulfillment scenarios with only a few finger swipes. The application provides robust staff administrative functionality, allowing management to create separate staff logins, tie employees to a specific store location, assign a local culture and time zone, and restrict privileges based on seniority. The user interface is available in nearly all major languages to aid you in our global omni-channel growth initiatives and allows multiple users within a single store to toggle between different languages.

## Learn More About Our Harmonized Commerce:

Learn how we help improve your profitability with a deep understanding of your customers omni-channel behaviour.

## Core Features

- Fulfillment Dashboards
- Associate Workflows
- Intuitive Design
- Only Minutes to Learn
- Customer Invoice Printing
- Shipping Label Printing
- In-Store Returns Management
- Mobile and Touch-Screen Optimized
- Pick, Pack, Ship Reports
- Product Picking Manager
- Customer Profiles
- Staff Login Management
- Global Languages
- Item Validation
- Shipment Assignments

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To learn more about how OrderDynamics  
can help your retail business, visit  
**OrderDynamics.com** or email  
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