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Five Must-Have
OMS Features

An order management system (OMS) is the wiring for your retail fulfillment network, connecting your customers to inventory, your inventory to orders and your orders to deliveries.

With e-commerce and omnichannel orders at an all-time high, an OMS is are more important than ever in providing seamless shopping experiences to customers. But not all OMS' are created equal.

Whether you already have an OMS or are looking for a new one, make sure it meets the **minimum** requirements outlined below to ensure an optimized omnichannel experience for your customers.

1.

Scalability and Stability

An OMS needs to scale to meet customer demands during predicted peaks (e.g., BFCM) and unpredictable prolonged peaks (e.g., online purchasing during the pandemic). That means a scalable and stable system running on a cloud-native SaaS platform is essential for retail order management solutions. You don't want your OMS to crash when you need it most so always ask for proof of scalability through order volume data and capacity stress test results.

2.

Advanced Inventory Visibility

In an omnichannel world, retailers need to be able to make every usable unit of inventory available to customers. That means leveraging inventory that could be scattered and siloed across multiple warehouses, DCs, stores, 3PLs, drop-shippers, etc. Make sure your OMS is able to unify disparate inventory pools across multiple channels to provide a single enterprise view of stock in real time.

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3.

Distributed Order Management

Distributed order management (DOM) functionality is what enables omnichannel commerce to provide seamless shopping experiences to customers while also helping retailers manage fulfillment costs. Working together with inventory visibility, distributed order management orchestrates the order fulfillment process, routing orders to the most cost-effective fulfillment locations using configurable business rules. Ensure your OMS also has order consolidation functionality to enable items fulfilled from different locations be combined, reducing multiple shipments per order to save on delivery costs.

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4.

Store Fulfillment

Click and collect orders have grown in popularity and are now must-haves for any retailer competing in the omnichannel space. The ability for in-store associates to easily coordinate, assemble or fulfill orders routed to a store is key in providing a seamless delivery experience for retail customers. Ensure your OMS is intuitive enough for staff to be able to adopt it quickly and flexible enough to account for orders arriving from multiple channels.

5.

Customer Management

Customers expect flexibility — even after they've placed the order — and retailers need to respond accordingly. Your customer service team needs the ability to respond to customer requests and modify orders when needed (e.g., add or remove products, splitting shipments, address changes, credits, price adjustments, returns, etc.) and also track customer order history to ensure a positive customer experience.

If you need to connect with Tecsys, we're here. Our order management system can empower you with omnichannel fulfillment capabilities, in under 90 days from discovery to launch.

Speak to a Retail Chain Expert →