

# Order Management System

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“Within OMS, it is the Decision Engine that turns tasks into efficiencies.”

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Our **e-commerce Order Management System** is the cornerstone of e-comDrive’s fully integrated back-office. It provides comprehensive, scalable and flexible order lifecycle management functionality that seamlessly supports your entire web order operation from procurement through to shipment.

The **e-commerce Order Management System** consists of a suite of components that allows for the streamlining of all buying, selling and fulfillment processes; resulting in an efficient and cost effective work flow process. Being integrated to the entire back office results in a management system that ensures that order processing is not only optimized, but functions in unison with everything the system has to offer from CRM through Fulfillment all the way to Accounting.



## The core functions of the Order Management System are:

- ✓ E-commerce Gateway
- ✓ Decision Engine
- ✓ Web Order Fulfillment
- ✓ Purchasing
- ✓ Image Management
- ✓ Pricing & Promotions
- ✓ Phone Orders
- ✓ Customer Service
- ✓ Returns
- ✓ Reporting
- ✓ Multi-Site Ready