

# Order Management

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

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



The e-commerce Order Management 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 e-comDrive Order Management are:

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



Ecommerce Order Management

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