

aptos®

Aptos® Order
Management



Delivery Service



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Track Order

Aptos: Engaging Customers Differently

To succeed in today's demanding retail environments, you must be able to fully understand your customers; to profitably align your offerings with their traits and preferences in every channel and touchpoint; and to support rich, effortless, customer-centric shopping journeys.

Aptos delivers that advantage to apparel, footwear, specialty and general merchandise retailers. Our singular retail platform and innovative Cloud solutions unify complex omni-channel environments with the power of one product, one customer and one order, plus advanced analytics and data management, to enable seamless customer experiences and optimized management of your entire enterprise.

The Aptos retail suite includes:

- Store / Mobile Store
- Order Management
- Digital Commerce
- Customer Relationship Management
- Merchandising Suite
- Merchandise Lifecycle Management
- Audit and Operations Management
- Analytics
- Professional Services and Support

Yet the Aptos advantage is about far more than just our solutions. We leverage more than 45 years of best practices; utilize the Cloud to drive efficiency, productivity and growth; support our clients through collaborative, long-term partnerships; and link our compensation directly to your satisfaction. In all these ways and more, we engage customers differently for superior results.

#1

Vendor for Tier 1*

1300

Retail Specialists

1000+

Retail Brands

130

Websites

130K

Stores

\$570B

Annual Revenues
Managed

*RIS Leaderboard

Aptos Order Management

Optimize inventory location and ordering processes in all channels across your enterprise, to improve your customers' experiences while reducing your costs.

Your customers increasingly demand seamless experiences through all touchpoints in their omni-channel shopping journeys, especially when it comes to finding and obtaining the products they desire. Retail surveys routinely show that shoppers want more and better options to suit their preferences and meet their needs, be it locating merchandise online before visiting the store, ordering online and picking-up in store, ordering between stores, buying online and shipping from the store, or buying in-store and shipping to their home or another location.

As a result, your ability to view inventory and manage the entire order life cycle efficiently and reliably has become critical to their satisfaction.

It's also very important to your profitability: With traditional processing methods, eCommerce and omni-channel orders can cost retailers as much as 18 cents on every dollar in labor and other resources!

For both these reasons, inefficient, disconnected and dysfunctional order processes can have substantial negative impacts on your business and impose serious costs on your brand and bottom line.

Putting your customers first, to drive your bottom line

Aptos Order Management (OMS) addresses these challenges thoroughly and effectively. This innovative solution is designed to enable order management processes that anticipate, adapt and align to shifting customer expectations—rather than merely conform to network inventory resources—while optimizing efficiency at every step.

Built on the Aptos unified commerce platform, Aptos OMS enables shoppers who interact with your stores, mobile POS, websites, call centers and catalogs to choose from a full range of fulfilment options, and lets you say “yes” to almost any customer order request—and to keep your promises! Our solution meets the needs of your customers to get exactly what they want, wherever and however they want it, as well as the needs of your business to reduce the rising costs and complications of managing omni-channel orders.

A Comprehensive Order Management Solution

Whether you sell B2B or B2C through stores, websites, mobile devices, call centers or FaceBook, Aptos Order Management serves as a central commerce hub to ensure efficient, profitable, and on-time merchandise location and order execution through every fulfillment option, across all in-store and digital touchpoints.

Aptos OMS enables fast access to inventory from the best

possible locations to support endless-aisle shopping and save sales. It also manages orders throughout their lifecycle, from initiation to fulfillment and back (RMAs). This real-time inventory visibility from across the enterprise, combined with powerful order brokering and sourcing logic, ensures that every order meets each customer's expectations in the most profitable manner for your business.

With Aptos OMS, every ordering process—and every customer promise—is kept on track with extensive order monitoring and reporting. This includes store connection monitoring, OMS/ Call Center interface, in-store order monitoring, order history and SKU demand. Aptos OMS also issues exception alerts to help ensure that orders are fulfilled on time without disruptions or delays.

Aptos Order Management			
Order Capture	Order Broker	Order Hub	Enterprise Inventory
Order Entry	Order Routing Logic	Order Detail Repository	Real-time Visibility & Reservation
Pricing & Promotions	Pick Lists	View, Edit, Cancel, Refund	
Endless Aisle	Hold for Pickup	Payment Management	
Marketplaces	Shipment/Courier	Repeat Orders & Subscriptions	
B2B & B2C	Multi-Ship Orders	Vendor Managed Order	
	Notifications	Reporting & Analytics	

Aptos Order Management OMS Host | OMS Store

- ▶ End-to-end order processing
- ▶ Single Cloud-based OMS platform
- ▶ Common tech stack across platform
- ▶ Order capture includes store, web, mobile, call center and OMS

Singular Commerce for Seamless Order Management and Customer Experiences

With our customer-first Order Management solution, you can tap into the power of singular commerce with one, integrated view of the customer, inventory and order. As a result, you can enable seamless customer experiences with **personalized, responsive, empowering and reliable order management capabilities** throughout the entire shopping journey.



Aptos OMS integrates fully with our POS and CRM for a unified view of the customer, the online/offline intersection of commerce, order brokering, order management, order fulfillment, logistics and analytics and everything in between. It ensures the seamless execution of every

order that touch the store in any way, be it pick-up in store, ship from store, ship to store or return in store. OMS also works seamlessly with all other Aptos solutions as part of your Digital Commerce platform.

With an open API built from the ground up to integrate with third-party solutions and extend legacy commerce platforms, OMS can also support your existing technologies, and it is easy to deploy within a wide variety of environments.

Your Complete Order Management Toolkit

Aptos Order Management includes a complete arsenal of order management tools capable of managing high volumes of orders across multiple channels and locations, while delivering the services your customers now demand.

- ▶ Real-time inventory location combined with front-end order management facilitates the fulfillment of the out-of-stock merchandise from any other location or channel.
- ▶ Products can be delivered to the customer or picked up at a preferred location.
- ▶ From your eCommerce site, items can be added to the customer's basket and processed as a single order.
- ▶ Associates can view orders that are to be fulfilled by their stores, then determine whether to proceed or change the order status.
- ▶ Your personnel can follow up or answer questions on any order with the real-time status information, supported by fast access to the customer's history, communication logs and order information.
- ▶ Reports can be used to help measure and improve the operational efficiency of your fulfillment channels, as well as to determine the effectiveness of your multi-channel strategy and inventory allocation and replenishment.
- ▶ OMS processes all orders so that returns, credits, and other logistical tasks are handled properly with one system—no matter where they originate or are routed.





Gain a 360-Degree View and Complete Control of Your Order Management Operations

Because Aptos OMS shares data with your in-store and mobile systems, websites, kiosks, call centers and other channels, it gives you a 360-degree view of order management operations; the ability to make correct, fully informed decisions; and command and control capabilities that will consistently satisfy your customers and boost your bottom line. With OMS you can quickly and easily:

- Initiate orders
- Modify order details, quantities and options
- Split orders and back orders
- Create RMAs/Returns/Credits
- Process credits down to line item
- Edit customer information
- View customer order history
- Enter or change shipping information
- Email customer order status
- Create and access order notes
- Authorize and process payments
- Manage complete order auditing
- Initiate and modify shipping
- Accept orders originating outside OMS

In these ways and more, Aptos Order Management combines the power of a single view of the order, the customer and inventory with full control over inventory location and ordering processes to profitably manage all orders throughout their lifecycle, from initiation to fulfillment and back.

All of which makes Aptos Order Management a powerful and essential component of your customer-centric retail operations.



About

Aptos: Engaging Customers Differently

Aptos is the largest provider of enterprise software focused exclusively on retail. Our cloud-based Singular Retail™ solutions are trusted by over 1,000 retail brands in 55 countries. With industry-leading omni-channel commerce and merchandise lifecycle management solutions, we help retailers develop dynamic and responsive assortments, streamline operations and deliver integrated, seamless experiences...wherever shoppers choose to engage. More than 1,300 colleagues share our collective passion for engaging customers differently, and we are committed to developing relationships built on trust and tangible value by partnering with our clients to create agile retail enterprises that are built to thrive in an era of constant change. Learn more: www.aptos.com.

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