

## Break down the silos with Distributed Order Management

The cross-channel enterprise is more complicated than ever, introducing challenges not found in a single-channeled business. From inventory allocation across channels and order fulfillment from store locations to multiple distribution centers and drop-ship vendors, the cross-channel enterprise requires a cross-channel distributed order management and inventory visibility platform.

To keep pace, today's distributed order management systems must accept customer orders anywhere, optimize the fulfillment plan from an ever-increasing number of locations, and provide full support for order financial processing. Manhattan Associates' Distributed Order Management makes it easy to achieve a profitable balance between supply and demand—even in a rapidly changing, cross-channel environment. Distributed Order Management simplifies your fulfillment process by enabling you to:

Manhattan's Distributed Order Management helps you keep supply and demand in perfect balance—even in challenging cross-channel environments. It simplifies the fulfillment process and drives customer satisfaction.

**Enter and manage orders** in a call center or store either on a browser-based workstation or mobile device

**Allow call center agents and store associates to search for items** in other stores and place an order for in-store pickup

**Ensure an order is fully funded throughout its lifecycle**, including fraud checks when necessary

**Source orders from across your supply chain** by factoring inventory, transportation cost, labor capacity, fulfillment cost and cost of goods sold

**Orchestrate merge-in-transit fulfillment flows** to provide single delivery to the customer

**Monitor available-to-promise requirements**, ensuring delivery commitments remain realistic

**Manage exceptions and generate alerts** to give you the time and information to place new orders, reroute, substitute and communicate with customers

**Authorize and accept a return anywhere in your enterprise**, regardless of where the order was originally placed and fulfilled

**Automatically reroute in-transit inventory** to wherever it's needed most

**Provide out-of-the-box adapters** for integration with e-commerce storefronts

**Manage multiple order workflows** by graphically modeling the appropriate workflow

With Distributed Order Management, you can:

- Provide call center/contact center capabilities to complement your e-commerce storefront, capturing orders in stores
- Support modifications/cancellations throughout the order lifecycle
- Start with out-of-the-box integration with CyberSource and Vertex
- Buy online, pick up in store
- Ship customer orders from store inventory
- Enable vendor drop-ship order fulfillment
- Gain global order and inventory visibility
- Determine optimal fulfillment location
- Route in-transit inventory based on latest market conditions

Distributed Order Management provides the supply chain visibility and optimization that is a hallmark of Manhattan's Supply Chain Process Platform.

# Distributed Order Management

- Proactively monitor the fulfillment process from order creation through delivery
- Improve order fill rates and customer service
- Increase visibility into demand and inventory across distributed supply chains
- Shorten lead times and reduce inventory costs
- Improve on-time delivery
- Drive key operational metrics, such as perfect order fill rate, order cycle time, and more
- Adapt to real-time changes, and span planning and execution

## Order Capture and Allocation

- Conduct item search, line pricing and promotions management

- Support credit and gift card processing, including authorization/reauthorization, and settlement and support for partial shipment scenarios
- Productize adapters to CyberSource and Vertex
- Native shipping and handling calculation engine
- Sales posting
- Aggregate and prioritize orders by customer, product or location across all channels
- Balance demand against existing, in-transit and expected inventory and purchase orders

## Sourcing

- Source intelligently from a distributed supply network

- Trigger supplier POs to enable vendor drop shipment

## Scheduling and Distribution

- Provide selling channels with a global view of inventory via a centralized, callable available-to-promise service
- Efficiently route orders to vendors, distribution centers, stores and other fulfillment partners
- Deploy in-transit inventory strategically and dynamically

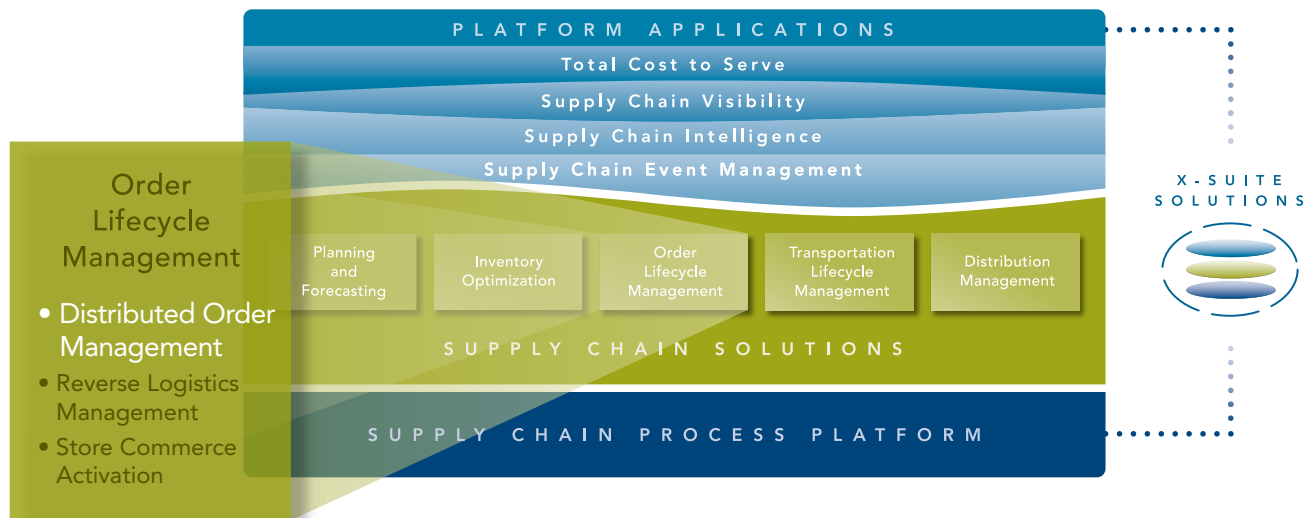
## Exception Management and Substitution

- Anticipate inventory shortages, potential customer service issues and delivery problems
- Reduce back-orders by automating rules based substitutions

## Manhattan SCOPE<sup>®</sup> Order Lifecycle Management

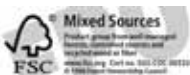
Supply Chain Optimization...Planning through Execution

Distributed Order Management is part of Manhattan Associates' Order Lifecycle Management suite of solutions—dynamically linking network inventory with demand to balance service and cost.



### The Manhattan Difference: Supply Chain People Thinking Differently About Supply Chain

We've earned recognition as The Supply Chain People<sup>®</sup> for a reason: We think differently about supply chain. Manhattan's 'think-tank' is unmatched in both staff resources and collaboration with the best minds in business, industry and academia. By applying the latest advances in supply chain know-how, our Platform Thinking™ approach is the optimal way to manage supply chain complexity and generate proven, real-world results for business. For two decades, this platform-based approach has helped companies worldwide achieve measurable efficiencies and return on investment. In fact, more than 1200 companies, representing many of the world's best-known brands, leverage Manhattan solutions to advance their supply chain leadership.



Manhattan Associates is committed to developing supply chain solutions that foster environmental stewardship.

### Learn more about Manhattan Associates and our solutions:

North & South America + 1 877.596.9208 • Global + 44 (0)1344 318000 • [www.manh.com](http://www.manh.com)

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