

# Omni-Channel Solutions

Omni-Channel Solutions is a suite of applications offered through Manhattan Customer Training. Delivered by certified Training Consultants who use activities based courseware and realistic hands-on activities, Omni-Channel Solutions ensure that the right inventory is delivered into your customers' hands in the timeliest manner possible.

# Omni-Channel Solutions

## DURATION:

- SOFM 3 days
- DS 1.5 days
- SI&F 1 day

## AUDIENCE:

- Operations Personnel involved in the design process
- Project Leaders
- WM Champions
- Project Managers
- New WM Users
- 1st Level Support Staff

## COURSE LOCATIONS:

- Atlanta, GA Learning Center
- Berkshire, UK Learning Center
- On-site at your facility

## OVERVIEW

**Sales Order Flow Management, Enterprise Inventory and Available to Commerce:** Focusing on the order collection, orchestration and management portion of Manhattan's momentum-building order lifecycle management product, this application allows clients to seamlessly source, prioritize and allocate the right inventory for their customers. Manhattan's inventory picture makes sure that the inventory that is promised against is what is eligible for fulfillment to avoid customer disappointment. SOFM creates robust Distribution Orders that can be successfully fulfilled at the warehouse or the store.

**Distributed Selling:** This solution enables a retailer to provide the same level of service and purchase power to customers via external applications-mobile device, point of sale system, or any other application capable of making web service calls-as it can within a call center or store location. Distributed Selling also provides retailers with full payment processing and financial settlement support for all orders, regardless of where they originated.

**Store Inventory and Fulfillment:** Focusing on retail store efficiency, Manhattan Associates' Stores solution bridges the gap between ecommerce selling strategy and brick-and-mortar stores to facilitate store-based order fulfillment and increase store inventory accuracy. Additionally, this solution allows stores to receive, cycle count and adjust inventory.

## Distributed Selling Training leverages your ability to:

- Capture customer orders, including promotion application, tax calculation, shipping and handling calculation, and payment processing.
- Apply appeasements through edits after initial order creation
- Learn to allow multiple prices for the item, depending on the location of the item
- Creates and tracks returns and exchanges

## SOFM Training explores how to:

- Match orders captured from various channels to inventory available at warehouse, stores and suppliers
- Update orders during fulfillment to communicate information to customers
- Calculate different views of the same inventory to give customers the most accurate picture of what they can order against
- Provide other order capture systems with accurate inventory availability from multiple points of fulfillment

## Store Inventory and Fulfillment dives into how you:

- Uses stores as points of fulfillment to pick, pack and ship orders, regardless of the point of sale



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