

Mi9 Order Management System

An integrated Order Management System that allows retailers to efficiently and intelligently manage orders across all channels.



Intelligent Fulfillment Engine

Improve operational efficiency with customer orders that are routed to the optimal shipping locations at the right time based on flexible fulfillment rules.



Omni-Channel Integration

Mi9 Order Management delivers a single management portal for orders from B2B and D2C websites, brick-and-mortar stores, online marketplaces like eBay and Amazon, and other order points.



Efficient Order Orchestration

Order orchestration capabilities enable streamlined orders, fulfillment and inventory allocation along with returns management, partial shipments, e-mail notifications, all with configurable rules and workflows.



Integrated Returns Management

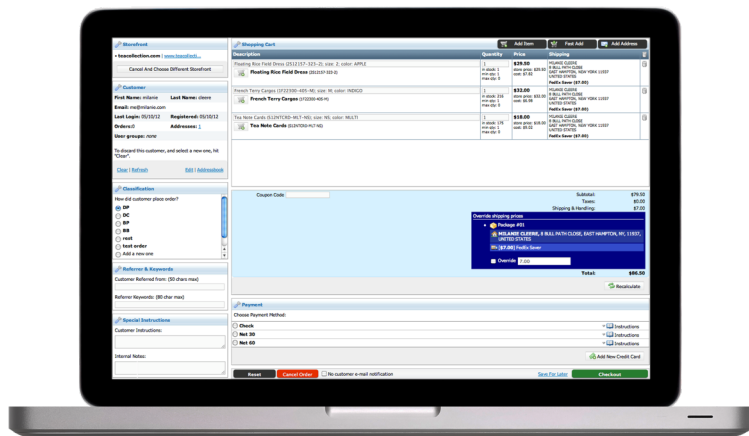
Streamline the returns process with an integrated returns management module that supports automated confirmation, shipping label creation, and much more.

Deliver great customer experiences with a full-featured Order Management System that enables you to fulfill orders quickly, efficiently, and in the ways your customers want.

Modern customers demand convenience and speed now more than ever. The internet provides an always-accessible, global marketplace, and retailers need to deliver ease of shopping to compete. Mi9 Order Management provides a single, global view of all available inventory to intelligently source order items, regardless of channel. The system ensures that the business can meet current and future customer demand while optimizing inventory, logistics, and asset utilization.

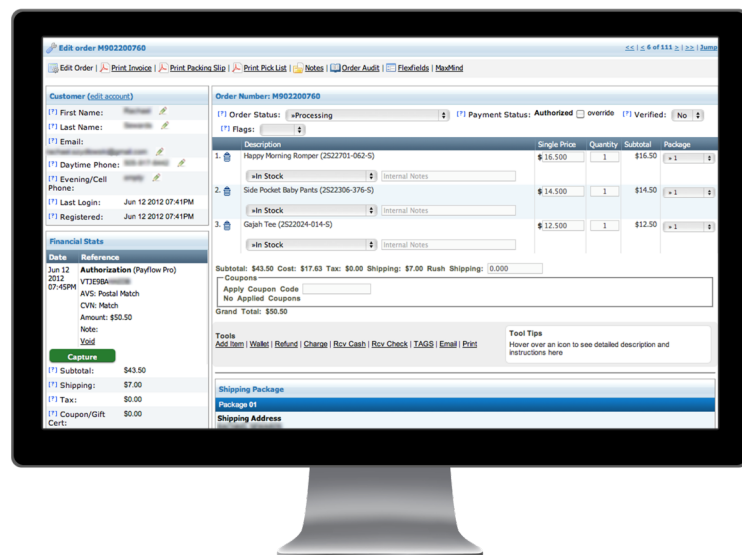
Mi9 Order Management enables the endless aisle by breaking down channel silos for efficient ordering, fulfillment, returns, and exchanges via any retail channel. This extends to your network of fulfillment locations and third-party logistics companies. It also facilitates vendor fulfillment of an order when the product is not available in any store, distribution center, or warehouse location.

In addition to order control, routing and fulfillment functions, Mi9 Order Management provides a full suite of customer service, logistics, and inventory control capabilities.



Fulfillment Optimization

- Optimize product shipments across multiple locations
- Split order line quantities across multiple fulfillment points
- Determine “best option” based on business goals: limit costs, assist in stock allocation (and reduce corresponding transfers and markdowns), or focus on fastest delivery
- Multi-faceted rules support buy online pickup in store, buy online ship from any fulfillment location, buy online pick up in store, reserve online pick up and pay in store, buy at store ship from alternate fulfillment location, order at store ship and pay from alternate fulfillment location, and reserve or buy online transfer to another location



Inventory ATP

- Rules-based and source-dependent inventory visibility ensures stock availability for each order, taking into account future receipts, holdbacks for prior commitments, 4-wall inventory, and sales channel
- Provides flexibility to control based on order source and location rules

Order Broker

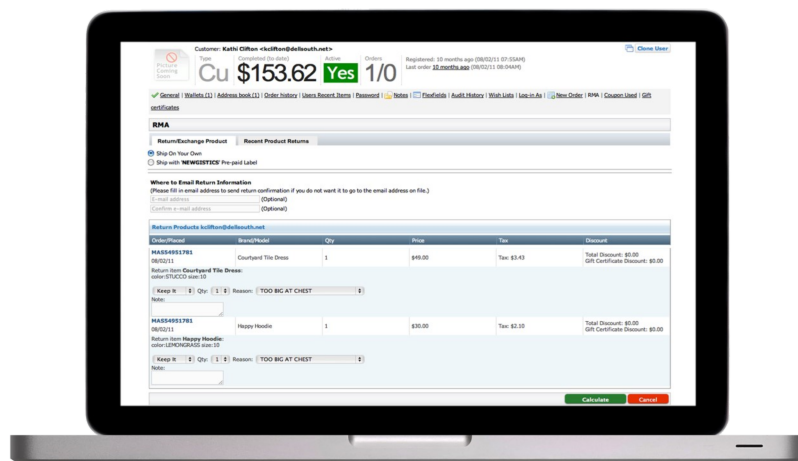
- Acts as order broker across all order source requests and fulfillment locations
- Maintains integrated control and management of all transactions
- Provides data that can be used by multiple providers and consumers (business)

Order Management System

- Provides central management and acts as a system of record for orders and order status
- Provides a platform for all related order tasks, such as payment processing, changes, returns, etc.

Reporting and Advanced Analytics

- Operational reporting
- Analysis of success metrics, for example, did routing decisions reduce costs, speed delivery, etc.
- Actionable and automated system adjustments



About Mi9 Retail

Mi9 Retail is passionate about helping retailers create great experiences for their customers – online, in-store, and on any device. We know that great retail experiences happen when optimized inventory management intersects perfectly with well-executed customer engagement strategies to deliver higher customer loyalty, better margins, and a more engaged workforce. Our solutions for merchandise management, digital commerce, and store operations are used by leading retailers across the globe. The company is headquartered in Miami, FL, with operations in North America, Europe and Asia. | To learn more, please visit www.Mi9Retail.com.