



Freestyle M.O.M.[®]

Freestyle Multichannel Order Manager
(M.O.M.)

On-Premise Software

Benefits of Freestyle M.O.M.

- Faster, more efficient order processing and management
- Inventory optimization across warehouses and drop-shippers
- Greater visibility with a 360 degree view of the business
- Improved customer service and engagement
- Widespread shipping software
- Ability to drive greater revenue growth
- Lower operational costs
- Provides a Unified, Omnichannel Experience to Customers



Order Orchestration

The order process is synchronized across all sales channels, fulfillment sources, shipping carriers and financials, allowing retailers to operate more efficiently, deliver products faster and provide superior customer service throughout the order lifecycle.



Improved Customer Management

With Freestyle M.O.M., employees are empowered to help customers across all touch points, allowing them to respond to customer requests, make changes to orders in real-time and take advantage of cross-selling opportunities. With complete visibility and control over the order process, retailers can avoid shipping errors and delays, and better meet customer expectations.

Proven Order & Inventory Management

Consumer behavior and demands are constantly changing, making it necessary for retailers to keep up. Omnichannel requirements have put more emphasis on order visibility, requiring order and inventory management systems to do more. Many companies are searching for systems where order, inventory and customer data can all be housed in one system, to provide greater visibility and create efficiencies in customer service. Enter Freestyle Multichannel Order Manager (M.O.M.).

Freestyle M.O.M. is the company's flagship on-premise platform, with 30 years of development making it the most comprehensive order and inventory management system. With over 1,000 features, Freestyle M.O.M. is the leading PCI-DSS compliant software for mid-market retailers and brands. Retailers do not need to compromise on functionality in order to implement a scalable, robust system that will meet all of their needs. With Freestyle M.O.M., retailers and brands have complete control over customization of the application to meet their specific needs, and the platform is offered in both on-premise and hosted delivery options.

Key Capabilities:

Enterprise Functionality at a Low Cost of Ownership

Retailers get a robust, feature-rich order and inventory management platform with functionality that is comparable to very high-end systems (such as IBM Sterling or Manhattan Associates) at an affordable price for the mid-market. With enterprise visibility, retailers can expedite fulfillment, minimize excess inventory and improve operating margins.



Inventory Management and Purchasing

With in-depth inventory management and purchasing functionality, retailers can track inventory from receipt through shipment and returns, as well as optimize inventory levels across multiple warehouses, stores and drop-ship locations. They can easily track suppliers, such as multiple suppliers per products to minimize back orders, and sync up product information across sales channels, including products marked as “discontinued,” and those with shipping delays.

Whether purchasing an item from one supplier or one hundred, and no matter how many different quantity price or discount levels you need, the incredibly flexible buying information table handles it all. Just imagine having the ability to set up special pricing in unlimited multiples for an unlimited number of suppliers. Retailers and brands can even set up special “mix and match” pricing for a whole group of stock items that you purchase from a supplier.



Returns Management/Reverse Logistics

Merchants can process returns, fulfill exchanges, and manage the credit and disposition process, regardless of where the product was originally purchased. Freestyle M.O.M. offers complete payment processing and online fraud protection to efficiently manage returns.



Shipping and Warehouse Management

With functionality for managing the pick, pack and ship process across multiple warehouses and transportation providers, Freestyle M.O.M. makes it easy to keep track of all inventory by warehouse. Integration with shipping carriers makes it easy to establish shipping rates, create and print forms and schedule carrier pickups. It can also handle special shipping services, like personalization, product bundles, partial shipments and more.



Ecommerce Platform Integration

Leveraging a powerful RESTful API, Freestyle M.O.M. can be easily integrated with leading third-party ecommerce platforms to perform the two way synchronization of order, inventory, customer, product, and payment data.

“...As PulseTV.com extended its reach into new business channels from mail order to online, M.O.M. has been there to enable us to grow.”

Anisa Ali, PulseTV.com, Co-founder & Owner

Compliance and Security

Certified PCI-DSS compliant, Freestyle O.M.S. secures data through encryption and dynamic user roles and privileges. Financial transactions are SSL encrypted and users are required to provide complex passwords for stronger security.

Freestyle M.O.M. offers complete visibility and control over cross-channel order and fulfillment processes. You can set up your entire company, or companies, in Freestyle M.O.M. and gain the flexibility to utilize any leading eCommerce software solution.



“It was surprising to see how simple, yet efficient, the order fulfillment process could be with M.O.M. Managing our customers and their orders is a breeze and the ability to look up order information and track packages on the fly is essential to our business.”

Matt Crowley - Chicago Steak Company, Inc.