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

For thirty years M.O.M. has been the leader in eCommerce inventory and order management. To illustrate the power of what M.O.M. can do for your business, this feature list showcases the depth of our solution.

ORDER MANAGEMENT

- Order Review
  - Manager Authorization
- Create & Maintain Quotes
- Order Entry
- Return Management
- Recent Orders
- Order Promotions
- Real Time Tax Calculation
- Order Attachments
- Order Tracking
- eCommerce Support *

- Import / Export Orders *
  - Prevent Order Duplication
- Point of Purchase
  - EMV support
- Interactive Credit Card Authorization System *
  - Authorize.net
  - First Data
  - Tokenization Support
- API *
- Pre-Selling
- Restrict Back Orders
- Exclusive Delivery on the Fly
- Enhanced Lost Order
- Enhanced Call Tag
- Expired Credit Card Purge

Requires additional charge, please contact your solutions specialist to get more information regarding the specific module.

ORDER FULFILLMENT

- Advance Order Processing *
  - Multiple users in batch
  - User level batch screen configuration
  - Preset filters for batch processing
  - View & edit orders from view list
  - Order event progression report
- Pick, Pack, and Ship
- Batch Processing
- Fraud Control
- M.O.M. Shipping powered by Shippo *
  - Smart Shipping*
  - Shipping Confirmation
  - Tracking Number Look up
- Paperless Invoicing
- Enhanced Wireless Scanning (Barcoders)*
- Configurable Forms

- Packers Workstations *
- Advance Warehouse Module*
- Universal Shipping Interface (USI) *
- Automatic Shipping Calculations Module
- TaxJar Integration
  - Real time tax calculations
  - Upload invoices to TaxJar
  - Customer tax exemptions
  - Product Tax codes
- Multi-Company Module (MCM)*
- Shipping Restrictions
- User level order defaults
- Quick Print Orders
  - Default Quick menu options.
- Force Ship Entire Order with input for tracking number, ship date and Ship via.

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INVENTORY MANAGEMENT

- Enhanced Purchase Order Management
  - o Purchase Order Creation Screen.
  - o Purchase Order Print Screen
  - o Dropship Support
  - o Receiving
- Product Types
  - o Standard
  - o Size/Color
  - o Attributes
  - o Kits
  - o Service
  - o Fractional
  - o Dropship
- Bin Support
- Lot Tracking
- Shipping Restrictions

- Special Pricing
- Mix/Match
- Stock Import
- EDI *
- Advanced Inventory Module (AIM)*
  - o Forecasting
  - o Import /Export Inventory
  - o Scan and Received
- Advance Warehouse Module (AWM)*
  - o Regional Shipping
  - o Multiple Packers Workstations
  - o Multiple Retail Locations
  - o Omnichannel Support
- Auto-Replenish
  - o By warehouse or Product selection.

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CUSTOMER MANAGEMENT

- Customer Look up
- Customer Types
- Order History
  - By product
  - By order
- Special Pricing
  - By product
  - Percentage Discount
- List Management
  - RFM
  - De-dupe customers
  - Export customer list
  - Send customer notices in bulk
  - Segment customer list by order info and or customer attributes.

- Customer Attachments
- Customers Demographics
- Address Corrections and Verification Module *
- Contact Management
  - Log Calls
  - Track Customer History communications
  - Generate Reports for customer interaction
  - Schedule and display calls for CSR.
- Define customer defaults
  - Source key
  - Shipping Methods
  - Payment Methods
  - Printing Preference
- Credit Terms
- Customer Attributes
  - Fraudulent, do not mail, and more ….

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REPORTING

- Order
    - Sales Listing
    - Daily Order Activity
    - Journal Activity
    - Order Progression Report
    - Credit Card Merchant Deposit
    - Profit by source
- Inventory
    - Master Inventory Report
    - Inventory Transaction
    - Backorder report
    - Low level report
    - Profit by product
    - Item Exchange report
    - RMA Report
    - Inventory cost lot

- Dashboard
    - Customer Report
    - Financial Reports
    - Order Reports
    - Product Reports
    - User Activity Reports

- Performance Analysis Report
    - Product Performance
    - Low Activity
    - Catalog Performance
    - Customer Performance
    - Source Key Performance

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FINANCIAL / ACCOUNTING

- Sale Tax Collection
  - Integration with TaxJar *
- General Leger Interface
  - Create Sub Accounts for
    - Revenue
    - Cost of Goods
    - Returns
- Credit Card Merchant Account
- Account Receivable
  - Apply Payments
  - Customers Statements
  - Refund Check
  - Apply Check to Multiple Orders
- Account Payable
  - Pay Suppler
  - Print Supplier Checks

- Post A/R & A/P to accounting software
  - Quick Books
  - Generic GL exports
- Credit Limits
- Invoice Terms
- Finance Charges
- Refund Checks
- Loyalty Points
- Open Order Status
- Supported Payment Method
  - Credit Card
  - Checks
  - eChecks
  - Invoice (Terms)
  - PayPal
  - Cash

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To find out how M.O.M. can take your business to the next level contact us at
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