Introducing the Latest Version of M.O.M. Version 11!

Realizing the Benefit of Customer Driven Development

Your business needs a partner who understands your needs and who is dedicated to helping you succeed. Freestyle wants to help you reach your goals, and M.O.M. Version 11 has been built with *real customers'* input to better address *their* true, actual, critical needs. We've spent the past two years hard at work, listening to customers' feedback and building the latest version of M.O.M. to:

- *Optimize* workflows
- Make M.O.M. *Easier and More Convenient* to use
- *Enhance Critical Features* and processes
- Keep pace with the tools and PCI directives to keep your business *Secure*

Optimization

Improving the performance of M.O.M. and optimizing tasks that your business performs on a daily basis!

*Allow Multiple Users to Process Batch Orders Simultaneously - Multiple users can now run preconfigured batches simultaneously. This change removes the processing bottleneck that exists for Merchants with high volume order processing requirements and allows them to substantially increase the number of orders processed while controlling their costs.

*Save Preset M.O.M. Batch Order Processing Filters - Users can save and reuse a wide array of batch order processing filters and configurations. With this change, each fulfillment resource can set up their own menu of filters for specific, frequent batches. Common examples would be a batch for all orders containing a single line item with a specific carrier (UPS, FedEx and USPS) or a batch focused on a specific order type (Amazon, Magento, etc.) with specific stages. The possibilities are endless and the savings can be significant.

*User Level Configurability for Batch & Individual Order Processing – With available User level configurability for individual and batch order processing, workflow has been enhanced and the volume of order processing increased. Additionally, the workflow for Quick Print orders (typically rush or pick up orders) has been streamlined.

*Orders Now Can Be Viewed & Edited Within the Batch Order Process - We have introduced new fields **(**source key, order type, sales id, and timestamp) that provide visual cues to identify exceptions within the Batch Process for review & edit of orders. Now all problem orders can be addressed before the batch has been processed, maintaining the speed and integrity of the batch while introducing flexibility and increased order throughput.

*Processing of Single Line Orders Has Been Enhanced – Merchants have the option of adding more filters to batches of single line orders, for example carrier or order types can be added. This dramatically changes the way merchants can segment the type of order they wish to process according to type of product, time of day, workflow and staffing availability. Fulfillment teams can rapidly process orders which are easier to fill and maintain high order throughput during peak periods.

*M.O.M. Order Progression Report - Merchants can now monitor the time orders and batches remain in each status through completion. The order progression report provides the data required to serve as a springboard to identify improvements within the entire fulfillment process.

Enhanced Auto Replenishment of Bins – We have added more options to replenish primary picking locations, instead of processing for all bins/warehouses, you can select which locations to replenish. This allows for improved performance with targeted replenishments on the fly and to respond to changes in peak demand.

Reconciliation of On Demand/Onsite Orders (Force Ship) - Allows users to ship entire contents of an order complete with ship date, ship via and tracking number(s). Typically, this would be used for transactions completed outside M.O.M. such as trade shows, you wish to enter into M.O.M. This eliminates the requirement to process by line, an order can be processed as a whole, saving time.

Return Order Processing (Call Tag Enhancements) – Your Customer Service Representatives can access an upgraded Call Tag within the order return function of M.O.M. with forms prepopulated with original box dimensions and an option to choose which warehouse you wish to receive the shipment. The Call Tag can be processed faster without the possibility that the box dimensions or receiving warehouse will be entered in error.

Improved Create/Print Purchase Order Screen - Allows users to see all Purchase Orders (PO) ready to create/print by user, with the option to process all or specific purchases orders. The control of PO's is now more granular and duplicate or in process PO's will not be sent.

Accelerated Purchasing - Quickly copy existing Purchase Orders in M.O.M. to streamline the process of sourcing bulk ingredients or frequently ordered products. Now existing PO can be used as templates to be reused as is or quickly edited as needed.

Automatically Void Credit Card Authorization Within Orders – This enhancement focuses on the interaction of a CSR with the customer. Within a call, credit card authorizations can be automatically voided when an order is canceled or changed to a quote. Security is improved, access to the credit card batch screen limited to essential personnel, while optimizing the process of voiding credit card authorizations.

Purging of Expired Credit Card Authorizations – Authorized personnel can quickly purge expired authorizations while improving access and use of the credit card batch screen. This new option can be run periodically and independent of existing end of day batch credit card processes, allowing the process to run significantly faster.

Personalized Path for Saving Reports at the User Level - Speeds up the process of saving reports by individual users to their secured/preferred location.

SQL Database Optimization - Optimizes M.O.M. for SQL queries, creation of tables and database performance. While primarily an enhancement to background processes, users will see a noticeable improvement in M.O.M.'s operating performance.

Activate/Deactivate Departments for SiteLINK - Allows users to specifically activate and deactivate departments in SiteLINK on demand, making it easy to feature seasonal items and to promote sales.

Save Preset SiteLINK Publishing Configurations – SiteLINK users can predefine virtually all of the different publishing tasks typically done on a daily or periodic basis. For example, configurations can now be defined for publishing products, updating order status, shipment tracking details, inventory levels and much more. The benefits of this major enhancement will be realized through the optimization of the overall process, elimination of errors, improvement of workflow and allow more users to perform the preset tasks.
Note – For items marked with an asterisk (*) see the Advanced Order Processing Module Solution Sheet for more detail.

Ease of Use & Convenience

Making M.O.M. easier to use and enhancing the user experience.

Preselling Now Available - you now have the option of allowing backorders for selected products based on current order quantities on open purchase orders, allowing you to presell product and maximize revenue stream by product.

Restrict Backorders by Item – New stock attribute to restrict back orders at the item level, prevents overcommitting of specific stock items. CSR's will not overcommit on product and minimize customer dissatisfaction.

Option to Continually Exchange Data – M.O.M. users have an option to continually exchange data with selected ecommerce platforms for a near real time exchange of data.

Dedupe Orders via Alt Order Number – New option to allow the Import Export Module (IEM) to dedupe orders based on alternate order number. This change eliminates the chance that you will duplicate an existing order in M.O.M. by using the source identifier (Alt Number). This will save time spent on reconciling, especially on large scale order imports.

Order Exceptions Now Include Source Reference – Alternate Order Number is now available as a field in the order exception report for easier reference by channel.

Attachment(s) for Stock Items – Now specific product information, graphics, notes, work orders and manuals can be attached as a file to stock items and can be viewed by a CSR during order entry.

Attachment(s) for Emailed Quotes/Invoices - Allows for a wide range of information (Product information, contracts, images, marketing material and much more) to be attached to all emailed quotes/invoices.

Enhanced Email Invoices – The ship-to field for email invoices now clearly addresses each ship to, thus alleviating any confusion.

Local Control for M.O.M. User Profile – Preferences for printing, screen display and lookup values can now be controlled at the local level, eliminating the need to contact Freestyle Support for resolution.

Ability to Move Notices to Inactive - Allows notices to be marked inactive and removes them from drop down menus without deleting them. The benefit is the preservation of the notice for future use while presenting the user with a more manageable list.

Improved Customer Notice Options – Introduction of default send options to streamline the process of sending email or physical notices to customers, saving time and increasing output.

Tracking Number Repositioned for Better Visibility – The tracking number column has been moved to the last field in the order screen for better visibility. This change eliminates the need to open another screen and enables the CSR to provide information to the customer faster.

Improved Exchange Process – Allows CSR's to use partial SKU lookup when doing an exchange transaction in the order entry screen. CSR's will need less time to complete the exchange process and satisfy customers faster.

Sort Options for Hold Reason Codes - Display of hold codes can now be sorted based on a variety of options

Display Permanent Hold Reason in Order Status Window – Hold reason codes now display prominently on the status window in the order entry screen.

Sortable Purchasing Order Screen – Columns in the PO purchasing screen are now sortable for easy review of large purchase orders.

Exclude Expired Bins from Master Inventory Report – We have added an option to hide bins with expired product from the master inventory report.

New Fields for Purchase Order Creation/Printing – Version 11 introduces new fields to track date/time for creation and printing of purchase orders. Users now have additional data points to analyze performance of vendors based on the time orders are placed and fulfilled.

Saving Reports Made Faster – Improves process of saving reports.

Support for New versions of Microsoft Excel - Support for xlsx format, allows export/import of lists of more than 65K records.

Product Search Exemptions for SiteLINK – Introduces options for which SiteLINK products are shown within search parameters, this allows merchants more control over the products subject to promotions on the site.

Enhancement of Existing features

Extending current functionality and allowing more flexibility in M.O.M.

New BOGO Promotion Option- New BOGO promotion option can automatically match the quantity purchased to the quantity given for free. This introduces an automated way to handle multiple item promotions and eliminates the former, manual process in M.O.M.

Track Canceled Line Items – Tools to analyze and track line items canceled on orders have been introduced within M.O.M. This will be valuable in common CSR functions. For example, a Customer requests an item/order to be canceled, then changes their mind, item/order audit trail is accessible and allows for quick restore of an item(s) or an entire order.

Enhanced Credit Card Merchant Report– Added blank response from the gateway to the exception report. This change highlights those orders which have any number of issues (denied card, communication error, network issues, etc.) that cause a delay in processing and impact cash flow for M.O.M. users.

Print Allocation Report for Back Ordered Stock Items – We have added an option to print back order allocations in the process update screen. Warehouse staff now have easy reference to plan back order fulfillment.

Process Back Orders Allocations on Demand – Now all received & unallocated stock are immediately added to the Available to Promise inventory to fill open orders with back ordered items. This is handled within Process Update/ Exclusive Delivery, removing steps and allowing your team to fill these orders faster.

Enhanced Sales Tax Collection Report – The report has been improved to make it easier to navigate and to respond to changes in regulations

Improvement to TaxJar Integration - Added ability to remove/review transactions with new sorting options. You can also choose whether to report Amazon transactions through M.O.M. or directly from Amazon, eliminating double reporting to TaxJar.

Size Color Default Preferences – Default preference can now be set to yes or no for size/color, reducing opportunity for mistakes on products with many variables.

Stock Demographic Size Color Pop Ups – Size color pop ups now available for stock demographics, provides a convenient way to reuse existing information across product variations.

Added Permission Control to Customer Types – Extended the existing controls for Customer Type 1 to Customer Type 2 & 3, this adds security protocols and ensures data validity.

SiteLINK INETIMAGE - Increased Field Length from 50 to 100 Characters**.** Introduces flexibility for image upload and the increased character size reduces the time it takes to introduce new images to the site.

Security & Compliance

Securing your business and your customer's data

Certified PCI Compliant PA-DSS 3.2 - Ensures all credit card data is properly handled and protected within M.O.M.

Track PCI Encryption Changes - Allows merchant to track encryption changes in the PCI logs.

Support for Latest Authorize.net API – Allows for compliance today and opportunity to introduce new features in the future.

CVV Refinements for Subsequent Tokenized Transactions – A CVV (Card Verification Value/Security Code) is no longer required for subsequent tokenized transactions. This change will eliminate time consuming reverification of the CCV on tokenized credit cards

Support for Amazon PII Requirements – Added compliance with Amazon MWS regulations for Encryption of PII (Personal Identifiable Information) data and the option to scrub PII data after 30 days of fulfillment.

Audit Tracking Enhancements – We have made many enhancements which improve the audit trail of changes within functional areas of M.O.M., these improvements provide a way to view, address and institute coaching for changes made by users across common daily processes

- **Track Stock Item Changes –** Allows you to track changes to attributes for all stock items through the audit tracking report
- **Track Deletion of Payment Transactions –** Allows you to track deleted payments through the audit tracking report.
- **Track Input of Custom Product Information -** Allows you to track custom product information through the audit tracking report.
- **Track Ship Ahead Changes -** Allows tracking of orders where not all product has been shipped complete through the audit tracking report.

Want to learn more about how M.O.M. Version 11 can improve your business?
Contact us at sales@freestylesoltuions.com or Request a Demo today!