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,
the following feature list showcases the depth of our solution.

Click below to learn more about the power of M.O.M. V11:

- ORDER MANAGEMENT
- ORDER FULFILLMENT
- INVENTORY MANAGEMENT
- CUSTOMER MANAGEMENT
- REPORTING
- FINANCIAL / ACCOUNTING

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

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

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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
- Quick Copy of Alternate & Order Number
- Quick Reference for CSRs to Locate Items Within a Catalog
- eCommerce Support *
    - SiteLINK
    - Amazon
    - BigCommerce
    - Magento 2
    - Shopify
- Summary for Invoices Emailed During Batch Processing
- Order Notes Retained on Cancelled Orders

- 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
- Enhance Back Order Allocation Screen
- Club Membership: New Message identifies user accessing club record
- Daily Club Membership Order Notifications
- Order Audit Tracking

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

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
  - Filter by Area of Warehouse
  - Cartonization (System Directed Box)
- Pick, Pack & 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
- Credit Card Error Message Displayed by Individual Order

- Improved Return Call Tag for Shippo - Alternate Address
- Pre-defined Box Size
- Validation of Tokenized Credit Card Data
- 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 & Ship Via

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INVENTORY MANAGEMENT

- Purchase Order: New Message Identifies User Accessing Purchase Order
- 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

- Improved Lot / Bin Management
- Shipping Restrictions
- Redesigned View of Purchase Orders
- Special Pricing
- Mix / Match
- Stock Import
- EDI *
- Advanced Inventory Module (AIM) *
  - o Forecasting
  - o Import / Export Inventory
  - o Scan & 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

Requires additional charge - please contact your solutions specialist to get more information regarding the specific module you need.
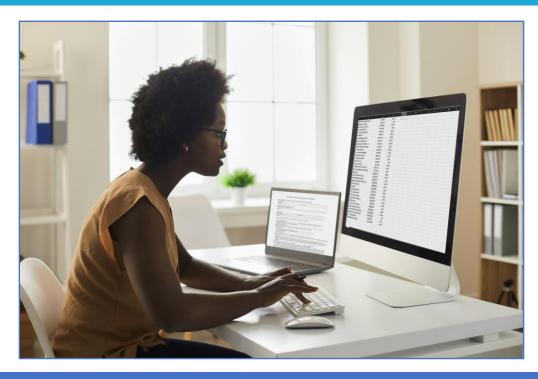
CUSTOMER MANAGEMENT

- Customer Look up
- Custom Reminders for Specific Customers
- 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 &/ Or Customer Attributes
- Customer Attachments
- Customers Demographics

- Address Corrections & Verification Module *
- Contact Management
  - Log Calls
  - Track Customer History Communications
  - Generate Reports for Customer Interaction
  - Schedule & Display Calls for CSR
- Define Customer Defaults
  - Source Key
  - Shipping Methods
  - Payment Methods
  - Printing Preference
- Credit Terms
- Customer Notice Send Option
- Customer Attributes
  - Fraudulent, Do Not Mail, & More…

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

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

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

FINANCIAL / ACCOUNTING

- Sales Tax Collection
  - Integration with TaxJar *
  - New Exception Report for TaxJar Invoice Upload
- General Leger Interface
  - Create Sub Accounts for:
    - Revenue
    - Cost of Goods
    - Returns
- Credit Card Merchant Account
- New Feature to Reprint / Recreate AR Report & Export File for QuickBooks
- Account Receivable
  - Apply Payments
  - Customers Statements
  - Refund Check
  - Apply Check to Multiple Orders
- Refund Checks
- Loyalty Points

- Account Payable
  - Pay Suppler
  - Print Supplier Checks
- Post A/R & A/P to Accounting Software
  - QuickBooks
  - Generic GL exports
  - Reprint / Re-export Reports
- Credit Limits
- Invoice Terms
- Finance Charges
- Open Order Status
- Supported Payment Method
  - Credit Card
  - Checks
  - eChecks
  - Invoice (Terms)
  - PayPal
  - Cash

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