

Introducing M.O.M. Version 12!

Delivering on the Benefits of Customer Centric Development



Optimization

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

****Shippo International Module** – Now merchants can enjoy a streamlined workflow to ship orders internationally! The Shippo International Module allows merchants to conveniently complete Item and Customs Declarations within M.O.M. along with an efficient workflow to print Customs Declarations, Commercial Invoices and Shipping labels. Combined with the use of the Shippo Rate Shopping Module, you can optimize savings when shipping overseas.

***BigCommerce Direct Integration** - Provides direct integration of M.O.M. and BigCommerce allowing merchants to download & acknowledge orders, sync products & inventory, and sync shipment information. In addition, this integration supports tokenization of credit cards and the ability to authorize credit cards in BigCommerce and capture funds for transactions in M.O.M.

***Shopify Direct Integration** – Shopify is now directly integrated with M.O.M. and merchants can download prepaid orders, sync inventory, and sync shipment information. *Coming soon M.O.M. will have the ability to sync product information to Shopify.*

***Salesforce Commerce Cloud Direct Integration** - Merchants now have an efficient way to manage and fulfill orders, synchronize product & inventory and more with ease, **within** the M.O.M. application. Direct Integration to Salesforce Commerce Cloud will streamline the process of passing data between the two applications, saving time and reducing manual entry of information.

***Avalara Direct Integration** - Manage sales tax collection, reporting and more, seamlessly with M.O.M.'s Direct integration to Avalara. With features like street level calculations, product and customer exemptions and uploading of invoices, just to mention a few. Handling taxes in M.O.M. has never been this easy.

Automatically Print return labels with Shippo - Build trust, drive sales conversion and increase customer satisfaction by making it easy for your customers to have a positive return experience.

Token Enhancements - Secure your business and handle tokens effortlessly with these new improvements. Validating token information, handling change of address, credit card expiration, merging customer tokens and support processing house brand cards in a tokenized system. These enhancements are sure to optimize the daily use of all token functions in the M.O.M.

Search preferences for Ship-To/ Gift To addresses - Quickly configure your search preferences for ship-to & gift-to addresses to optimize and streamline your customer look up during order entry saving valuable time for your Customer Service Representatives (CSR).

Ease of use & Convenience

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

Permission to Allow / Restrict to change Invoice Due Date - Assign access to specific customer service reps to change invoice due date in order entry without the need of a manager's approval saving both CSR and Managers time.

Permission to Allow / Restrict Option for Come back later - Assign specific users to access this option to reduce and avoid unnecessary locked orders or read-only orders due to CSR's using come back later functionality during order entry.

Dropship expected date now available in other info – Expected Date is now easier to share with your customers within the order entry form, setting proper expectations up front reducing the number of follow up customer service calls. When a customer does call, it is easier to share the dropship expected date.

Improved other info hierarchy and New External ID field - Improving other info hierarchy allows merchants more relevant information and the new external id will be available as a reference for the imported stock item from different channels. This allows the CSR to provide critical information to customers during the order entry and follow-up engagements with customers.

Exclude TaxJar Invoice based on Order Types – Avoid and Eliminate the potential risk of double reporting taxes to TaxJar with this new feature. Especially if you are using other carts or marketplaces where TaxJar invoices are being uploaded directly.

Print Purchase Order from the view/edit screen – You have the option to print Purchase Orders directly within the Purchase Order view and edit screen. Allows the merchant the flexibility to print purchase orders for the first time or print a copy as needed.

Print / Export Supplier Invoice List – Reconciling your purchase orders and dropship purchase orders just got easier with this new feature to allow the printing or exporting of the supplier invoice list.

***Avalara Option to send Bill-to Exemptions** – Introduced for specific use cases where Bill to exemptions are sent over for Ship to address. This option provides more flexibility for merchants that fall into these scenarios.

***Avalara Sandbox Option** – Provides merchants a means to test Avalara on a sandbox account prior to going live. This allows merchants to ensure all settings and configurations are set properly and are behaving as expected.

Shippo Service Level for Option Shipment Insurance - New option allows merchant to set this on the service level providing the flexibility needed to pick and choose which service levels Shipment Insurance ensuring all packages are insured accordingly. Shipment Insurance provides a one stop shop with low rates to insure packages with quick reimbursement for any damaged or lost shipments.

Shippo Service Level for Option Retail Rates – New option allows merchants to request retail rates on each service level in cases where negotiated rates might not be available.

Price and Special Price Change prompt – New prompt provides options to users to update current open orders to the change made to the price or special pricing in stock maintenance form. Provides merchants with a quick way to update all open orders with new pricing.

Support for California City Alias – M.O.M. will now provide prompts for zipcodes that contain more than one city. This improvement will allow for the users to pick and choose the city name to reflect proper information on the customer record.

Purchase Order Review (Created and Edited) - Purchase Order Review now includes a new set of information on who created the purchase order and who edited it last. Making reconciling and follow up on the purchase orders much smoother.

M.O.M. Report Stock Item Department - For SiteLINK merchants, this new report displays all the departments a stock item or a group of stock item belong to. Moving stock items across departments is now much easier to accomplish.

Emailed Purchase Orders Branding – This improvement leverages the existing invoice branding features in Global Parameters so they can be applied to your emailed purchase orders. Provides confidence to your vendor while promoting your company and brand.

Avalara Support for Colorado Delivery Fee – Support for Colorado's delivery fee.

Enhancement of Existing Features

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

Sales Tax Collection Report for Marketplace Facilitated Tax – Comprehensive view of all your market facilitated tax orders. Using our multiple filters to segment your sales tax collection report as needed.

Customer Websites – Website links found in the customer record now open via user's default browser.

Improved Loyalty program – Points will only be generated on purchases made by credit card, check, or invoice.

Improved Stock Deletion – Stock deletion now includes the removal of records in the corresponding attribute tables. Avoid orphan records and potential data issues.

Export stock and inventory information via Import Export Module wizard – Exporting of product and inventory information from M.O.M. is now available in our Import Export Wizard. Allows a simple way for merchants to upload this information to applications or carts.

Export shipping information via Import Export Module wizard – Shipping information can now be exported from M.O.M. via our Import Export Wizard. Allows merchants, a way to upload shipping information to applications and carts.

Option to Opt In or out for Emails – Preferences for receiving emails from 3rd party applications can now be imported into M.O.M. leveraging the updateaddr flag. This will automatically update the no email flag in M.O.M., so merchants can keep track of customers opting in or opting out of emails.

Improved Emailed PDF Invoice – When emailing PDF invoices, you now have an option to hide the body of the email. Enhances security and prevents your correspondence from being flagged as spam.

TaxJar Support for bracket taxing for Florida and Pennsylvania – Our integration with Taxjar now supports bracket taxing from Florida and Pennsylvania ensuring the most accurate tax calculations when shipping to those states.

Expansion of the reason field in Exceptlog – Expansion of the reason field now provides the full context of each exception recorded in the table, making it easier to resolve exceptions.

Updatable Email Address on Order Import - Email Addresses can now be updated during order import for existing customer where updateaddr flag is toggled. This provides the merchant with the benefit of being able to keep email addresses up to date much easier when connecting to a cart or marketplace.

Security and Compliance

Securing your business and your customer's data

PCI Secure Software Standard (S3) Certified – M.O.M. version 12 has been certified by the PCI council under their newest security framework. The new standard considers the security of the whole application in addition to credit card data, M.O.M. version 12 is one of the first applications to be certified to meet these requirements. This ensures all sensitive data such as credit card data, customer information, database and more are properly secured and maintained when using the M.O.M. application.

- **Critical Application changes** – Tracks critical application changes and sensitive configuration changes to provide visibility to merchants. This allows merchants to validate who made the changes and consider the impact on the organization.
- **Database update/changes**– Tracks database changes to protect and provide visibility to merchants for changes made to the database.
- **Improved Password Generation** – Provides stronger security on all encrypted data in the M.O.M. application through improvements for password generation and encryption, reducing the risk of a data breach.
- **Activity Tracking for Password Change** - Tracks changes for user passwords to secure the M.O.M. application and provides visibility to the management team of all changes.
- **Updated password policy** – Provides a more stringent requirement when creating a password in M.O.M., resulting in a more secure application.
- **Improved Key Management Process** – Provides an updated method proven to be a stronger approach when encrypting sensitive data. Provides further security within M.O.M., reducing the likelihood of a data breach.
- **Secure Delete function** – We improved the process to ensure all sensitive data is removed completely from the hard drive, database, and memory.
- **Executable Validation** – Provides a check to ensure the M.O.M. executable is valid before the application is launched.
- **Secure Coding/Release process** – Provides another level of security during the development process to make sure code is secure and adheres to PCI guidelines of checks and validations before releasing.

SiteLINK Hosted Payment Form – Provides secure hosted form directly from Authorize.net, removing any credit card data from being entered directly or stored within SiteLINK. Combined with M.O.M. 's improved tokenization processes, creates a closed a system where credit card data is never stored in SiteLINK or in the M.O.M. application. This significantly reduces the likelihood of a data breach.

SiteLINK Encryption support for new key management process – Supports the new PCI S3 framework and provides enhanced security for M.O.M. and SiteLINK.

SiteLINK Shopper Password Improvements– Passwords for shoppers are now encrypted and increased in length. SiteLINK shopper passwords are more secure than ever.

Enhancement to Shippo Configuration - Shippo configuration now has options to hide sensitive data (API key). Allowing for a secure experience when viewing the configuration screens.

Secured Amazon PII data – Further securing Amazon data with new PCI certified key management process.