

Tejas Software

Delivering Excellence for over
20 Years



**How can your omni-channel
fulfillment operation be future proof?**



Overview:

In this rapidly transforming e-commerce world as an omni-channel merchant, your existing operating systems may not be effective enough to cope with multiple challenges.

Let's review some potential challenges.

Inventory and Product Management

Some of the issues you may encounter, include:

- Inaccurate physical count of products
- Difficulty in identifying damaged products
- Inability to differentiate product types - fragile, hazardous or expirable
- Unable to manage pre-order and back-order products
- Rigidity in selling the same product in multiple channels with different configurations

Having the ability to differentiate the products is paramount, whether they are digital or non-digital. The process for managing the product SKU's can be really challenging especially if they are not able to cope with different scenarios in your existing operations.

For repeat orders, discrepancies could easily occur due to inconsistency in integrations. This can result in not having a true measurement of how many products were sold, how many are ready for shipment, how many are idle in the warehouse shelves and cause a major impact on the status of inventory stock.

These challenges will inadvertently impact your customer satisfaction and in turn affect your sales and revenue.



Fulfillment Management

Are you able to manage physical products and bundle them in a single sales order?

In every line item of your sales orders, you should be able to identify the quantities of the product that were cancelled, shipped, returned, or exchanged.

Your system should be integrated with an expansive pre-order / back-order settings to fulfill and report them to downstream systems properly.



The inability to get a summary view of your supply chain workflow will result in poor decisions and cause a decline in sales.

You can experience as much as **64%** reduction in sales due to the above feature mismatch.

A good operational system will facilitate with a summary of shipping orders, payments, invoices etc., Individual order items should also provide related tax and shipping breakdown details. This integration enables the customer support team to answer all necessary queries of any sales order without delays and/or follow-ups.

Study indicates that customer satisfaction score will be increased by **74%** by having the above summary data visible.

Do you have options to execute returns and exchanges seamlessly in your system?

This feature will help you to process the return orders effectively and thereby enhance overall customers' experience. There can be a **78%** reduction in returns if you are able to offer seamless and integrated return and exchange process systems.

Decision Making

Research shows that **40%** of sales order items do not have the accurate information to understand the fulfillment status.

The absence of an updated product inventory to promote and sell in various ecommerce channels, may result in poor decision making, improper inventory control, ineffective customer support, unhappy customers, poor sales, and all resulting in a decline in your profits.

Are you able to **assign dynamic fields** to various elements of your retail ecommerce process? The absence of this feature will impact your decision-making ability in identification of orders not getting allocated, thereby affecting the completion of fulfillment workflow.

The system should always help you to provide

- accurate fulfillment status
- out of stock indicators
- cover all product items in every order

As you are aware, **Subscription** is one of the important features of any fulfillment solution. What happens If you are not able to retrieve the status of your customer's subscriptions?

Statistics shows that merchants experience **68%** subscription renewal process errors due to inadequate information. The subscription module helps you to decide when your customer subscriptions are to be renewed. Lack of this data type will lead to mismanagement of the subscription process effectively impacting customer retentions.

A **real time dashboard** helps you to manage the subscription product's delivery dates and controls the subscription renewals.



It's important to have granular level data of your fulfillment workflow. The customer support team and the management will need this information to resolve dynamic and unique issues.

Conclusion

Without an efficient automated system, you will face difficulties in managing pre-order / back-order processes while trying to field digital and non-digital product fulfillment workflows.

To help achieve 100% customer satisfaction, having an efficient return and exchange process for supporting the business operation is imperative. This will add more flexibility and productivity, further boosting the efficiency for the customer support team.

It's understandable that you should have simple and flexible searching, filtering, and reporting features in your fulfillment systems.

A dashboard that demonstrates maximum flexibility in managing data and embraces a defined subscription management module, will help uplift customer loyalty and boost customer lifetime value. Having this snapshot view showing various fulfillment status within a dashboard can help tremendously. The intelligent metrics will help the management to have a better understanding and make efficient decisions.

An immediate **82%** uplift in order processing can be achieved with such correct fulfillment features in place. With the right systems in place and the right data at your fingertips, you will be able to deliver excellent service all the way to your end-consumers.



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