ORACLE

Oracle Retail Order Management System Cloud Service

For the retail organization, the benefits of achieving omnichannel transparency are indisputable. By integrating all aspects of the transaction lifecycle across all channels and points of service, retailers open up a wealth of opportunities to increase revenue, enhance customer loyalty, streamline operations, reduce markdowns, and cut costs. As retailers plan their path forward, they won't find a solution as compelling as the Oracle Retail Order Management System Cloud Service.

INTEGRATED SERVICE OPTIONS

Oracle Retail Order Management System Cloud Service is an omnichannel retail solution that provides robust order management functionality for many leading retail brands. With Oracle Retail Order Management System Cloud Service retailers can leverage customer information more effectively throughout the transaction and as part of their marketing, merchandising, and customer service efforts. Retailers can focus on identifying, attracting, and retaining the most profitable and valuable customers by providing outstanding service. For example, if a premium customer is calling about a problem, the contact center agent will see that a VIP has called in and can extend appropriate appeasement. Once an order is placed, there can be many reasons it may experience a change in status. The customer may decide to ship to a different address or add an item to the order; within a retailer's business, there may be a change in inventory availability, or the product may be damaged in the warehouse. Using Oracle Retail Order Management System Cloud Service retailers can easily access and adjust the order and quickly communicate the new order information to customers while keeping operations running efficiently.

GAIN REAL-TIME VISIBILITY ACROSS THE TRANSACTION LIFE

Oracle Retail Order Management System Cloud Service offers a comprehensive set of functionality to be able to monitor and answer questions on the lifecycle of the order for a customer at any given time. Equally important, the solution can be easily integrated across all points of service, including retail locations, the web, catalogs, contact centers, kiosks, and mobile devices.

SUPPORT CUSTOMERS EFFICIENTLY

With this high level of integration, retailers can deliver the kind of convenient shopping experiences and enhanced services that delight customers, drive revenue

Key Benefits

- *Fulfill and service orders from multiple channels*
- *Utilize workflow options to streamline order handling and provide maximum productivity*
- *Support for online and batch authorization*
- *Return & exchange processing includes support for return in store*
- *Customer appeasement capabilities before and after shipment*

growth and strengthen customer loyalty. Retailers can develop a consistent customer experience across all channels by providing back-order notifications, returns, exchanges, gift-giving options, and real-time service.

Oracle Retail Order Management System Cloud Service can power the retailer's OMS and Contact Center functions. The commanding key components include:

- Customer lookup and modification
- Order creation
- Product lookup
- Order edit
- Order inquiries
- Appeasements both before shipping through price overrides and after the line is shipped as a discount against the line
- Returns, refunds, and appeasements

DRIVING PROFITABLE GROWTH

The Oracle Retail Order Management System Cloud Service database, application server, and operating system are easily configurable to support unique business processes and policies. The Oracle standards-based solution ensures simplified integration with diverse resources. These integration points may include outsourcing or partner environments, such as web commerce service providers and payment processors. For retail organizations that process high volumes of transactions a year, Oracle Retail Order Management System Cloud Service meets the most rigorous requirements for scalability and reliability.

For more information about Oracle Retail Order Management System Cloud Service, please visit oracle.com/retail or email oneretailvoice_ww@oracle.com to speak with an Oracle representative.

Key Features

- *A fully integrated suite of modules for effective management of all aspects of direct commerce*
- *Web-based solution through a variety of browsers to support onsite and remote users*
- *System monitoring tools to ensure orders and other system activities are processing without interruption*
- *Deep integration with Oracle Retail systems to seamlessly develop an omnichannel view of the customer and distributed orders*
- *Customizable, scalable, and reliable to meet the needs of today's high-volume retailer*

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