

Store Order Fulfillment



Make Every Store a Warehouse

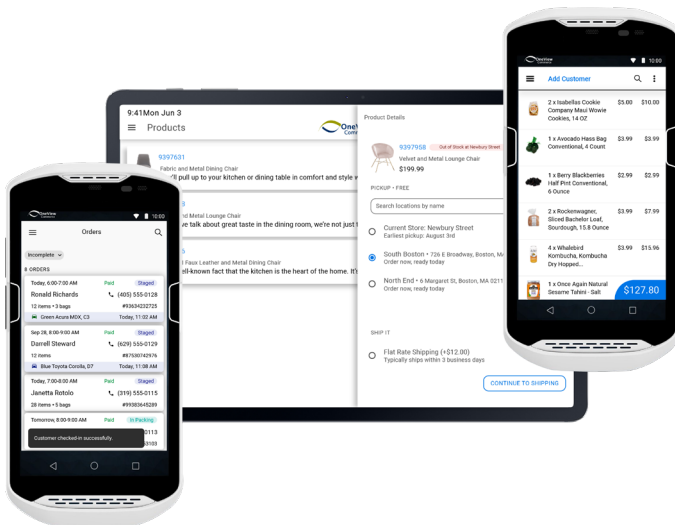
Leverage the store, where 77% of global retail transactions occur, as the hub of your omnichannel fulfillment strategy. Optimize engagement by giving customers what they want when they want it and maximizing profitability by controlling digital order fulfillment costs. OneView Store Order Fulfillment optimizes associate workflows to utilize high-value inventory closest to the source of demand while streamlining “last mile” store fulfillment options.

Save-the-Sale and Delight Customers

Avoid losing sales due to a lack of product availability by expanding fulfillment sources to all outlets in your network and instantly leveraging the location closest to your customer. OneView’s real-time inventory anchors store-as-a-warehouse fulfillment to slash wait times and shipping costs. Using FindIt, OneView’s instant inventory locator, associates can pinpoint inventory anywhere across your retail estate and route to their customers immediately.

Fulfillment Innovation and Leadership

OneView follows the best practices of fulfillment leaders like Amazon by pegging an order to stock balances across your network of distribution centers, warehouses and stores. Intuitive, easy-to-use Pick + Pack, including batch picking capabilities, empowers associates to efficiently and accurately satisfy order flows while managing active store operations. To create powerful omnichannel engagement, OneView’s store-as-a-warehouse strategy offers a full complement of fulfillment options to satisfy every customer preference from any sales channel.



- Pick up in store or at the curb
- Reserve online and pick up in store
- Ship to store
- Ship from store
- Buy and return anywhere

Maximize Engagement Opportunities

OneView Store Order Fulfillment empowers associates to drive customer engagement with relevant cross-selling and up-selling using:

- Arrival notifications
- Clienteling to highlight customer preferences, wish lists, abandoned carts, complementary status and loyalty status
- Linebusting for agile and efficient mobile checkout
- Intuitive pick and pack, including batch picking, for efficient order preparation, staging and hand-off or shipping
- FindIt to instantly locate inventory and give customers the product they want when they want it
- Omni Returns to ensure smooth handling of customer orders regardless of purchase channel

Operational Efficiency

OneView pairs with order management solutions to receive intelligently routed orders in response to fluctuating stock positions, time, proximity and staffing to minimize fulfillment costs. Built in thresholds for auto-replenishment ensure sufficient inventory across the network as seasons and trend surges impact demand. In contrast to warehouse fulfillment tools, OneView's solution is specifically designed for store associates with task-level workflows, common store device support and enablement of associate context switching that commonly occurs in stores. With batch picking capabilities within Pick + Pack, orders are grouped for maximum efficiency to allow store associates to manage omnichannel fulfillment and the busy store selling floor.

Point-of-Sale Integration

OneView's Unified Commerce Platform combines order fulfillment tools, continuous visibility into cross-channel orders and transaction flow, real-time inventory management, and API-first integration capabilities that include third-party and legacy solutions. Integration with leading loyalty programs, plus OneView Clienteling and OneView Enterprise Promotions, elevates sales and omnichannel fulfillment through personalized upselling and cross-selling at every point of engagement point along the customer journey.

Increase your speed of innovation with OneView's composable, cloud-native Unified Commerce Platform that injects agility and control into your existing tech stack. Get in touch today to learn about our free trial and fast-start programs that enable you to leverage our ready-to-use SaaS store suite or compose on demand with our retail experience framework.