



ASSISTCornerstone

ASSISTCommerce Suite

Order Management

The heart of the *ASSISTCommerce Suite* is the Order Management module. Whether you are single channel or multi-channel your organization can be sure that orders will be handled smoothly and efficiently. Order Management has a rich set of features that is designed and optimized for selling directly to end-users. Here are just some of the capabilities standard with Order Management.

Order Management

- Web orders
- Phone orders
- Mail orders
- Point of sale orders
- Integrates business units- Internet, Call Center, and Retail Store
- Quotes
- Product technical descriptions
- Key code capture
- Source code capture
- Powerful customer search
- Powerful item search
- Duplicate customer detection
- Automatic city/state entry
- Multi-level customer tracking
- Multiple customer contacts
- Multiple shipping addresses
- On-line inventory availability
- Outbound calls
- Cross-selling
- Up-selling
- Add-ons
- Flexible Pricing
- Multiple discounting methods
- Sales tax
- Scripting
- Continuity programs
- Coupons
- Gift certificates
- Alternate items
- Substitute items
- Phantom items
- Kits on the fly
- Dimensional items
- Configurable items
- Real time/batch credit card processing

- Shipping and handling charges
- Ship complete option
- Future ship dates
- Commissions
- Returns processing- RMA's
- Fraud protection

WebStore

- Open Source Technology
- On-line mall environment
- Multiple store capability
- Shopping cart capability
- Real time integration with other channels
- Real time integration into order management
- Single point of maintenance
- Order status inquiry
- True transaction database
- Suppliers
- Shoppers
- Merchants
- Built-in SSL Security
- Confirmation on order, pick, ship, and delivery
- Ship tracking

Mail Order

- Quick entry screen
- Real time integration with other channels
- Real time integration into order management
- Remote order entry

Point of Sale

- Cash drawer
- Till management
- Store replenishment
- Instant invoice
- Real time integration to order management