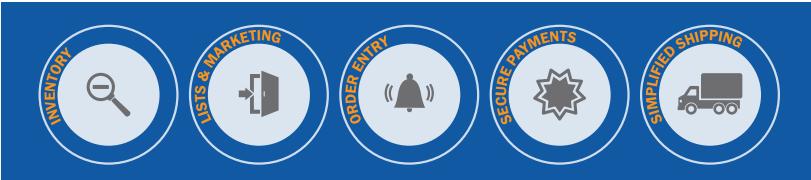# CCS ORDER MANAGEMENT SYSTEM

Empowering Enterprise Multi-Channel Retail Business for the Mid-Market

Discover what your direct commerce order and inventory management system can provide.

Successful and growing single-channel and multi-channel retailers recognize the importance of a robust and scalable order management system. Ability's Comprehensive Commerce Suite (CCS) OMS serves as a central hub to ensure efficient, profitable, and on time execution of each and every order. CCS OMS goes beyond basic order management and handles the entire life-cycle of your daily business operations—from sourcing your inventory to depositing funds from completed orders.

INVENTORY   LISTS & MARKETING   ORDER ENTRY   SECURE PAYMENTS   SIMPLIFIED SHIPPING

Key Benefits

Central hub to ensure efficient, profitable, and on time execution of each and every order across sales channels.

- Increase sales by offering multi-channel inventory visibility
- Increase conversion & sales with marketing campaign pricing
- Unlimited payment types and multiple payment methods
- Deliver fulfillment excellence, including orders that require assembly or personalization
- Point-of-Sale for store selling and multi-channel order management

Improve back-office operational efficiencies and reduce costs

- Improve fulfillment efficiencies with advanced pick, pack and ship functionality and integration with key shipping providers
- Provide warehouse business users with an easy-to-use UI to efficiently manage fulfillment processes
- Capture financial transactions for integration with Microsoft Dynamics® GP and other popular financial software
- Provide real-time product information updates to Ability SmartSite, Magento and other popular ecommerce platforms

Reduce payment security risk and eliminate validation costs

- Reduce payment security risk with PA-DSS v3.2 compliance

"The Ability Commerce CCS Order Management System has greatly increased our operating efficiency by allowing us to not only process phone orders but also seamlessly feed inventory to, and process orders from, other sales channels like our website and Amazon."

Steve Shapiro
Director of Technology
Music Direct

CCS ORDER MANAGEMENT SYSTEM

Ability CCS OMS Features:

Simplifying Workflow to Let Management Focus on Business Growth.

Order Entry/Processing
- Multi-channel inventory visibility
- Efficient order entry and processing
- Personalized product support with unlimited personalization
- Customized pricing per customer
- Pricing and discounting options
- Gift cards/Certificates processing
- Auto handling of dropship orders
- Sales tax processing
- Backorder Reallocation
- Customer payment options (multiple payment methods and gateways)
- Expedite order processing
- Order lifecycle management
- B2C and B2B support
- PayPal processing

Customer Service
- Up-to-date customer order history, credits/returns lookup
- Customer notifications
- Credit Assignment
- Returns/Refunds

Purchasing / Inventory / Warehousing
- Radio Frequency (RF) Technology
- Vendor Management
- Purchasing (PO Creation; Approval; Reconciliation- based on security level)
- Items/Styles/Kits
- Store, maintain and report inventory at the lowest color/size level
- Minimum order quantities and/or minimum dollars by vendor
- Division inventory handling/tracking
- Assembly & work orders
- Inventory receiving
- Warehouse/order fulfillment management
- Pick, pack, label, and confirm shipments
- Stocking (recording of the warehouse, zone, aisle, row and bin locations for all items, etc.)
- Replenishment processing
- Custom print queues with user defined invoice printing
- Multiple shipping system integrations
- Customizable workflows

Point-of-Sale
- Real-time communication with Ability CCS OMS
- Streamlined remote selling
- Inventory updated instantaneously
- Store can be easily replenished from your warehouse
- Gift cards can be sold and redeemed (real-time) from any channel
- Support for multi-store/multiple stations with cash drawers, keyboards, receipt printers, pole displays, and integrated on-line credit card authorization to record the sales and perform inventory control
- First-rate security features to ensure your data is protected and to prevent data breach

Marketing
- Promotional pricing & price list maintenance
- Source codes attached to campaigns

Reporting
- 100+ reports
- Robust and customizable reporting with Microsoft SQL Server Reporting Services (SSRS)

Interoperability
- Ecommerce Platforms: real-time integration with Ability SmartSite and Magento® along with file exchange interoperability with other platforms.
- Amazon Marketplace: fully integrated with CCS Order Communicator (optional add-on product) for orders, settlements, and order status synchronization.

Accounting
- Captures financial transactions for integration with popular financial software
- GL and AP transactions seamlessly integrated to Microsoft Dynamics GP Accounting Software
- Refund check/credit slip over-payment processing
- Internal AR capabilities, accounts receivable and aging processes
- Invoice Approval integrated with CCS OMS Receiving

Security
- Role & User -based permissions restricting content/function access
- CCS OMS PA-DSS v3.2 certified

ABOUT

Get the attention you deserve with **Ability Commerce**!

Products & Services:
- Enterprise OMS
- Enterprise Ecommerce Platform
- Financials-Microsoft Dynamics® GP
- Technical & Business Services
- Merchandising and Marketing Services
- Contact Center Services

So why trust Ability Commerce with your back office operation? For nearly 20 years, Ability Commerce has empowered ecommerce and catalog retailers to achieve success by providing them with scalable, flexible and affordable solutions to better manage inventory, orders, fulfillment and warehouse operations, as well as provide online and catalog customers with an exceptional user experience. In addition to Ability's cutting edge direct commerce enterprise platforms, our services including merchandising & marketing, technical & business and contact center, help retailers sell more products to more customers through multiple sales channels. Ability Commerce is recognized as a leader in the industry and named one of Internet Retailer's 2018 Leading Vendors of the Top 1,000 E-Retail Clients. The Ability OMS is certified as compliant under PA-DSS v3.2 and FCBCO Validated. Our solutions enable mid-market companies to acquire, convert and retain customers more efficiently.

Learn what Ability can do for you.