

Infor Store Fulfillment

With the rising popularity of online shopping in the retail industry, the ability to fulfill e-commerce orders in a timely manner is becoming increasingly important. Once the customer order reaches the order management system (OMS) and is sourced to a retail location, the process begins for picking, packing, and preparing the customer's order for either shipment or in-store pick up. With visibility on those orders from the time the OMS system commits the order, to the time the order is completed and ready for the customer, the fulfillment system plays a significant role in ensuring the customer has a positive shopping experience.

Infor® Store Fulfillment is a cloud-based application that offers associates immediate access to e-commerce customer orders and grants them the ability to pick, pack, and prepare those orders through a seamless transition between fulfillment statuses. With integration from a third-party OMS system and third-party shipping provider, Infor Store Fulfillment brings order fulfillment into today's mobile and fast-paced world.

Key Benefits

Infor Store Fulfillment offers associates the ability to complete the order fulfillment process with ease by allowing them to:

- View all available e-commerce customer orders sourced to a single retail location in a dashboard.
- Perform order fulfillment while allowing the associate to move about the store with mobile technology.
- Claim multiple e-commerce customer orders and complete each step in the process at the associate's discretion.
- Follow and perform necessary tasks on orders as they seamlessly move between statuses and screens within the application.
- Print pick lists, pack lists, and shipping labels from anywhere in the store.

Features

- Automated notifications when new customer orders are sourced to the retail location
- Reason codes for unfulfilled customer orders
- Support for shipment or in-store pick up orders
- Help attain pick-up service level agreements
- Web application available for controlling configurations within the client
- Integration with third-party OMS systems and third-party shipping providers

Deliver a seamless customer experience

With Infor Store Fulfillment, you get a cloud-based order fulfillment system to enable your associates to pick, pack, and prepare customer orders for shipment or in-store pick up through the use of a mobile device. Associates are able to fulfill customer orders sourced from a third-party OMS system through convenient menus and selections from anywhere in the store. As part of the fulfillment process, associates can claim and print pick lists, then continue the packing process and preparing the customer order for either shipment or in-store pick up. If at any point the associate rejects the customer order for reasons including lack of inventory or damaged goods, for example, the customer order is sent back to the third-party OMS system with the expectation that it will be resourced or cancelled.

[Learn more about Infor Retail >](#)



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