NetSuite Order Management
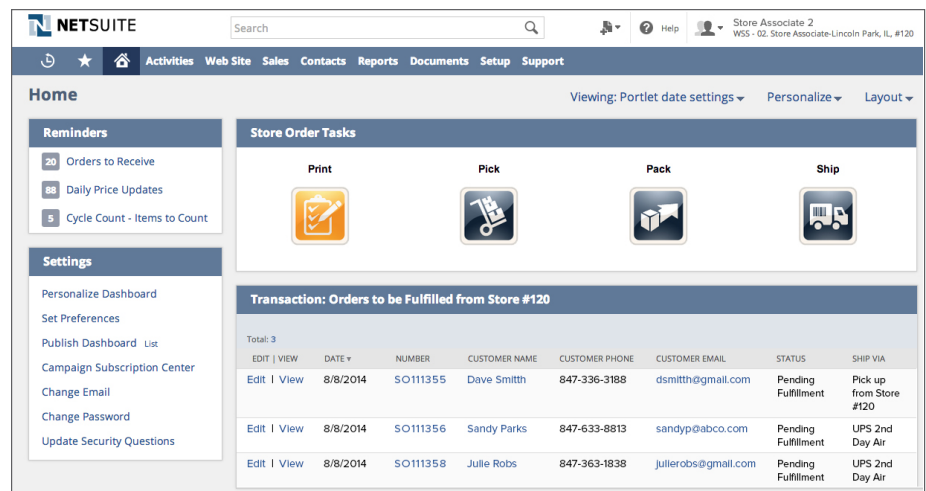
Allow Shoppers to Buy Anywhere, Fulfill Anywhere and Return Anywhere

In today's commerce environment, order fulfillment excellence differentiates your business, creating loyal customers who buy more and become brand advocates. NetSuite Order Management provides the capabilities to meet and exceed rising customer expectations for omnichannel fulfillment while boosting profitability and enabling you to effectively scale your business.

Key Benefits

- Increase revenue and customer lifetime value.
- Boost profitability by managing inventory and orders more.
- Deliver seamless cross-channel interactions.
- Empower employees to service customers across all touch points.
- Reduce costs to integrate, maintain and change your order management processes.

Inventory Visibility

Get a single source of truth for inventory, spanning warehouses, stores, 3PLs and drop-ship locations. Manage commitments and available-to-promise (ATP) inventory across all channels, linking commerce to your supply chain, ensuring that you promise accurately. Robust inventory planning, replenishment and warehouse management capabilities boost inventory management across all locations.

Order Orchestration

Automate and manage the end-to-end order lifecycle to ensure that you fulfill your commitments, including: order capture and validation, order release, shipment confirmation, customer communications and settlement. Support complex processes such as split shipments, drop ship, personalized products, continuity programs and digital fulfillment.

Fulfillment Execution

NetSuite's warehouse management capabilities extend to internal and external fulfillment providers. Use its advanced pick, pack and ship functionality and integration with key shipping providers to deliver fulfillment excellence to locations of all sizes. Even orders with personalization or assemble/make-to-order requirements are seamlessly managed. And, it supports digital fulfillment processes, which can be integrated with the service providers of your choice.

Continuity Programs

Auto-ship or subscription programs improve customer retention and increase share of wallet by encouraging customers to sign up for membership programs and regularly scheduled product deliveries. Automate and execute the entire continuity and subscription process, from customer acquisition through retention.

Drop Ship/Endless Aisle

An automated end-to-end, drop-ship fulfillment process provides the capabilities to expand your assortment without increasing warehouse and store footprints. Efficiently manage drop-ship programs, including order capture and validation, communication of the drop-ship order to the supplier, receipt of supplier acknowledgement and shipping confirmations, seamless communications back to the customer and settlement with the supplier.

Returns and Exchanges

Supporting cross-channel returns is a must in today's competitive environment. Set returns process rules, accept returns from all channels, fulfill exchanges and manage the credit and dispositioning process. NetSuite eliminates points of failure found in disparate systems, ensuring that returns are managed accurately, that saleable items make it back into ATP inventory without delay and that any potential quality issues or fraud are detected and fixed.

Customer Service

To ensure a seamless omnichannel experience, customer service representatives (CSRs) and store associates must be empowered with order management capabilities tailored specifically for their job tasks. NetSuite provides a customer service experience that enables your employees to engage with customers to help them inquire about product availability, place orders and manage post-order changes and issues.