

# ***NexWaveERP Order Management***

In today's business landscape, efficiency, transparency, and automated order fulfillment are essential. These elements set your business apart, fostering loyal customers who not only purchase more but also advocate for your brand. NexWave Order Management empowers you to surpass customer expectations by ensuring swift and accurate order fulfillment, all while enabling profitable scalability for your business.

## ***Visibility to Inventory Management***

NexWaveERP is an integrated solution and Order Management has full access to inventory information to ensure optimum use of your stock.

## ***Order Fulfilment***

NexWaveERP's order fulfillment accommodates various warehouse sizes. The built-in pick & despatch features, manage the complete fulfillment cycle.

Orders can be transmitted to third-party fulfillment providers or external warehouses if required.

## ***Key Benefits***

- Maximise profits through efficient inventory and order management.**
- Provide seamless, integrated interactions across all channels.**
- Empower employees to deliver exceptional service at every touchpoint.**
- Reduce costs associated with integrating, maintaining, and updating your order management processes.**

## ***Deliver Trip***

NexWaveERP offer delivery trips records to capture and manage your internal delivery process. Users can allocate the appropriate driver, vehicle and distance to ensure full visibility of the end to end sales process.



## Customer Returns

Establish rules for accepting returns across all channels and efficiently manage exchanges and credits. Ensure accurate handling of returns, promptly returning saleable items to inventory. Detect and address quality issues or fraud swiftly to maintain operational integrity.

## Drop Shipment

Automate the end-to-end drop-ship fulfillment process to broaden your product assortment without expanding warehouse or store space. Efficiently oversee drop-ship programs, including order capture and validation, communication of drop-ship orders to suppliers, shipping confirmations, seamless customer communications, and settlement with suppliers.



## Customer Service

Should your business maintain the items sold, users can generate Maintenance schedules directly from the Order record. Avoid missing these obligations, improve customer satisfaction and reduce revenue leakage.



## Order Management

Automate and oversee the entire order lifecycle: from order capture, confirmation, shipment, customer communications, and billing. NexWaveERP Order Management can also support complex make to order and drop shipment processes.

