

## Multichannel Order Manager (M.O.M.®) Version 9 – New Features

### Inventory Management Enhancements

- **Lot Tracking** – Ability to track lots, bins and/or batches in a discreet manner for those FDA regulated products. Reports can be generated on the lot number to track inventory, as well as determine which customers received, or will be receiving, a specific product that is recalled, to track cost information, and more.
- **Drop Ship Inventory Import/Export Improvement** – Previously M.O.M. could only import/export drop ship inventory based upon the M.O.M. Stock Number. With this new enhancement, merchants can now import based on the M.O.M. Stock Number as well as the Supplier ID (Stock Number) or Alternate ID.
- **Picking Via Wireless Scanner** – Increase the speed and accuracy in picking items using wireless barcode scanners. Upon scanning the order, the items to be picked are loaded into the scanner. Only those items in the scanner can be picked, ensuring accuracy on each order. Once picked, the order is moved to the packing stage in M.O.M., and then s/he can move on to the next batch of orders.
- **Import/Export Inventory By Bin\*** – Previously, the import/export of inventory was done on the SKU and warehouse level. For products with multiple bins, inventory would update to either the ‘Preferred Bin for Receiving Product’ or the Bin with the lowest Bin ID by default. With this new enhancement, merchants can specify which bin(s) should receive inventory updates during the import process.

### Order Management Enhancements

- **Attach Documentation To Orders** – In some instances, an order may need additional documentation or notes to be associated with it for order clarification. This functionality is now available on the order level, as it is on the customer level.
- **Ability To Override M.O.M. Sales Tax Calculation** – This enhancement allows a merchant to import additional sales tax amounts (i.e.: city/county/etc.) without being further modified by M.O.M.
- **New Order Promotion Options Available** – Two new order promotions have been added: ‘Buy One, Get One’ and promotions based on Product Class options. Product Class promotions are based upon user-defined codes that allow for grouping of products by type. For example, ‘Buy ‘X’ dollar amount of Product Class ‘Y’ and get free shipping’, or ‘buy ‘X’ dollar total amount and select one product from Product Class ‘Y’’, etc. In addition, the user interface for promotions has been streamlined to simplify your view when reviewing which promotions you are currently running.
- **Updated USB Support & Hardware** – USB updates to support additional hardware, including Point of Sale related hardware.

### Purchasing Enhancements

- **Advanced Forecasting** – Improved forecasting capabilities, using sophisticated algorithms to take into account sales trends to make purchasing decisions much more accurate. Where previously merchants could only perform simple forecasting, merchants now can specify periods of time during which to analyze for sales trends. M.O.M. supports four interval periods: weekly, monthly, quarterly and annually.
- **Separate Email Per Purchase Order** – Previously a Supplier would receive one email containing all Purchase Orders associated with them, with no distinction per Purchase Order. Now a Supplier will receive a separate email per Purchase Order with the Purchase Order Number as the default Subject Line. This makes tracking Purchase Orders much easier for both the Merchant and Supplier.

\* Available in Q1 2015.

## Multichannel Order Manager (M.O.M.®) Version 9 – New Features (cont.)

### Customer Management Enhancements

- **Send Customer Invoices As PDF Attachments (in Batches)** – Previously, invoices were sent to customers in HTML format within the body of an email. Now merchants can attach a PDF of the invoice for the convenience of the customer, as well as ensure no information is altered. Emails can be sent on a one by one basis, or processed in batches to save time.
- **Email Customer Statements In Batches** – Previously customer statements had to be emailed one by one from the customer record. Now merchants can save time and print and/or email all customer statements in a batch based on the contact preference at the customer level.
- **Attach Files To A Customer Record** – This functionality allows for the centralized storage of customer-related information. This is especially useful for those merchants who require customers to have permits, prescriptions, authorizations, waivers, etc. to purchase their products.
- **Email Invoice/Quote From Order Screen** – Ability to email an Invoice or Quote in PDF format directly to the Customer from the Order Form screen.

### Shipping & Drop Shipping Enhancements

- **Integration with UPS SurePost®\*\*** – This hybrid service offered by UPS (shipments picked up by UPS, but delivered by USPS) offers merchants a variety of advantages including: cost savings, Saturday deliveries at no extra cost, ability to ship all addresses including PO boxes, no residential surcharges, and more.
- **Set Carrier-Level Package Options Per Shipping Method** – Package Options (i.e.: Delivery Confirmation, Shipper Release, etc.) can be set on the Shipping Method Level as default options. This will streamline the process so carrier-specific Package Options are automatically selected when the defined shipping method is chosen on an order, rather than the Merchant having to manually input the Package Option on an order by order basis.
- **Rate Shopping Modification Restrictions** – A ‘Do Not Allow Shipping Charges Modification from USI’ option is now available at the Global Parameter level. This option allows users to lock in their specified shipping charges established by other shipping providers such as Endicia or Harvey rather than allowing M.O.M. to calculate and overwrite with a new rate.
- **3<sup>rd</sup> Party Billing Accounts** – Merchants who sell to customers who have their own shipping accounts can easily add the account information to the customer record and set it to charge this account by default for all orders.

### Performance Enhancements

- **Improvements To Import/Export Capabilities** – The import/export wizard interface has been improved for ease of use.

### M.O.M. Complementary Solutions

- **M.O.M. Auction Lister** - A replacement for the eBay Blackthorne product, M.O.M. Auction Lister provides a seamless integration between M.O.M. and eBay. It runs directly off the M.O.M. SQL Server database with no importing required. Orders are downloaded from eBay and automatically added into M.O.M.!
- **BizSync® XL** – With BizSyncXL, you can seamlessly connect M.O.M. to your Magento, Bigcommerce, Volusion or 3Dcart.
- **Communiqué for M.O.M.** - Communiqué provides business intelligence, analytics, and data mining tools to illuminate every aspect of your Multichannel operations.

\* Available in Q1 2015.

\*\* Availability expected Q1 2015 pending completion of UPS certification.