

FLUENT ORDER ORCHESTRATION

Manage the entire order lifecycle and automate manual processes

Reduce delivery costs & split shipments as you scale

KEY BENEFITS

Reduce delivery costs

Set up sourcing logic so you deliver from the most profitable location every time.

Reduce split shipments

Create sourcing logics to optimize split shipments. Like not splitting shipments for low value orders.

Expand into new markets

Add new stores, warehouses, 3PLs, and more with ease.

Increase your fill rate

Increase the rate at which you deliver on time, in full, on the first attempt.

Increase operational efficiency

Avoid routing orders to a location that can't fulfill it to reduce wasted labor.

Offer sustainable fulfillment

Allow your customers to choose a sustainable fulfillment option with the least carbon emissions.

You likely fulfill orders from more than one location. Stores, warehouses, 3PLs..it adds up. Add in multiple regions and brands, and it gets complex.

Did you know if you ship from just 100 locations, for every split shipment there are potentially 4,950 ways to fulfill an order. That's a lot!

What's more? Consumer expectations are rising and they're complicated. For a single order they want to decide what gets delivered to them and what they pick up in-store. All in very specific windows of time..

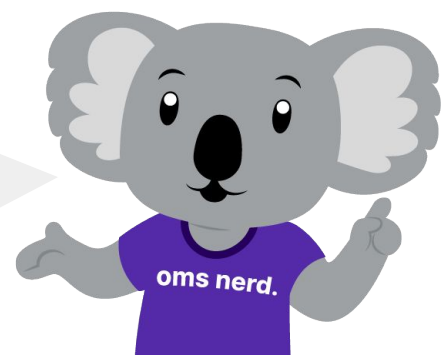
But you need to grow. Expand into new regions, open new locations. Maybe even make acquisitions. It's critical that you have a system in place to keep up with your fulfillment complexity.

How? With flexible sourcing logic that can factor in:

- Customer attributes, like loyalty status
- Location attributes, like capacity
- Product attributes, like bulky or fragile items

So you can, deliver profitably every time. Scale with confidence with **Fluent Order Orchestration**

What if you could reduce order processing time by 63%?



KEY FEATURES

Sourcing & Allocation

Optimize order sourcing and allocation across your fulfillment network

- Optimize sourcing logic to reduce split shipments
- Factor in location attributes like capacity, hours, and carrier pickup times so your promises are more accurate.
- Automatically reroute orders if an item cannot be filled
- Reallocate orders to optimize distribution

Order Orchestration

Manage the order lifecycle, including exceptions and manual processes

- Manage backorders and preorders
- Automate exception management
- Manage split shipments and order consolidation
- Manage Ship from Store, Ship to Store, Buy Online Pickup In-Store (BOPIS) / Click & Collect

Customer Service

Edit orders, manage returns, exchanges and appeasements

- View order status
- Edit orders
- Initiate returns and exchanges
- Offer appeasements

Returns Management

Manage returns, exchanges, and reverse logistics

- Manage the returns process including manual steps like quality checks
- Control when returned inventory is made available to sell
- Manage reverse logistics, including returned inventory consolidation



See it in action!

To learn how Fluent Order Orchestration can help your business grow, chat with an expert today!

[Book a Demo](#)

ABOUT

Fluent Commerce

Fluent Commerce is a global software company focused on distributed order management for retailers, brands, and distributors.

Fluent Order Management is a cloud native, flexible platform designed for composable commerce, that is used in over 50 countries by brands including L'Oréal, ALDO Group, Kingfisher, and Psycho Bunny.

For more information visit: fluentcommerce.com

YOU MIGHT ALSO BE INTERESTED IN...



Arterra Wines reduces manual processes with Fluent Order Management

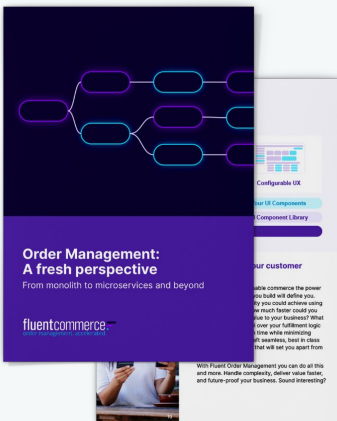
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Advanced Sourcing Strategies

Optimize your omnichannel fulfillment

[Read now](#)



Order Management: A fresh perspective

From monolith to microservices and beyond

[Read now](#)

EXPLORE ALL SOLUTIONS

SERVICES	SOLUTIONS				
	Fluent Order Management	Fluent Big Inventory	Fluent Order Promising	Fluent Order Orchestration	Fluent Store
Intelligent Inventory Processing	✓	✓			
Enterprise Inventory Availability	✓	✓			
Available to Promise (ATP) Data	✓	✓			
Intelligent Promising	✓		✓		
Sourcing	✓		✓		
Reservations	✓		✓		
Fulfillment Logic	✓			✓	
- Sourcing & Allocation	✓			✓	
- Order Orchestration	✓			✓	
- Returns Management	✓			✓	
Customer Service	✓			✓	
Store Fulfillment	✓				✓
Ship, Pickup, Return	✓				✓

Fluent Order Management

The powerful platform that drives growth. [Read More >](#)

Fluent Big Inventory

The intelligent enterprise inventory hub. [Read More >](#)

Fluent Order Promising

Show customers delivery and pickup options they can trust. [Read More >](#)

Fluent Order Orchestration

Manage the entire order lifecycle and automate manual processes. [Read More >](#)

Fluent Store

Manage pick, pack, ship, pickup and returns wherever you store stock. [Read More >](#)