Omni-Channel Fulfillment & Vendor Drop Ship Execution

Buy, Fulfill and Return Anywhere
Enable optimal omni-channel order fulfillment and returns to improve customer satisfaction, brand loyalty and sales.

Meet Customer Expectations

Omni-channel order fulfillment and returns are about delivering a more convenient, consistent and seamless shopping experience for your customers. They want to buy, receive and return merchandise in ways that are most convenient to them. Today's empowered shoppers want to choose from a multitude of products and fulfillment options. They expect immediacy, convenience and simplicity—no matter if they are shopping in your brick-and-mortar store or online.

Retailers that can deliver against consumer expectations are more likely to drive brand loyalty and sales. Those that can enable omni-channel fulfillment options while strategically balancing cost and service will drive additional profitability.

Fulfillment Execution Features
- Ship from store
- Buy online, pick up at store
- Buy online, ship to store
- Returns processing

Vendor Drop Ship
- Increase assortment while reducing inventory carrying costs
- Optimize order routing based upon inventory position
- Web-based visibility to vendor fulfillment and shipment execution
- Measure performance with vendor scorecards and management

- Expand fulfillment options to meet customer expectations
- Enhance customer service and brand loyalty
- Drive more e-commerce traffic and sales
- Drive more in-store traffic and sales
- Reduce fulfillment costs
- Deliver a single brand experience across channels

- Enterprise inventory visibility
- Expand item assortment without investing in inventory carrying costs
- Seamless data exchange with trading partners
- Sell non-productive inventory (NPI) to improve gross margin
- Seamlessly manage omni-channel returns

Store Fulfillment

Consumers want your products – now. Your store associates can be a big asset in helping fulfill online orders and leverage inventory on hand.

- When e-commerce orders are picked up in the store, associates can personally interact with customers to enhance your brand experience.
- In-store traffic naturally drives additional sales opportunities as consumers have more interactions with products they need or want.
- Store associates can also more rapidly fulfill e-commerce orders when the store location is close to the demand point.
- And for peak selling events, store associates can augment distribution staff in the fulfillment effort.

In short, leveraging inventory in the stores can often be a least cost, best service solution. An optimal store fulfillment strategy that takes into account store labor, inventory positioning and exceptions is key. enVista's retail consultants help clients optimally balance cost and customer service when implementing ship from store and ship to store fulfillment strategies.

enVista's cloud-based Order Management (OMS) solution optimally routes and orchestrates orders from the most optimal fulfillment source, based on customized rules. Our integrated Store Fulfillment solution delivers real-time fulfillment information and integrated labor activities and processes across the store network. The solution rapidly integrates

with existing solutions, enabling you to benefit from a ship from store and/or pick up from store strategy in a matter of months or weeks.

Vendor Drop Shipping

Many times, the optimal way to fulfill an order (at least cost and fastest time to delivery) is to leverage a supplier or trading partner with a distribution center or warehouse closest to point of demand. There are several benefits of leveraging a drop ship strategy.

Vendor drop shipping is a game-changer for retailers and distributors that want to effectively increase item assortment, expand business, compete across larger channels, and enter new marketplaces and territories - without making additional investments in inventory or infrastructure. Offering an increased item assortment helps drive additional traffic to e-commerce sites, improves customer conversions, and benefits top line revenue. In short, drop shipping makes it possible to offer more products, through more channels and shipping methods, resulting in better customer service and sales.

The routing logic built into enVista's Fulfillment Execution solution optimizes shipment execution, including accelerated order routing and vendor fulfillment. Our solution delivers seamless EDI exchange with inventory visibility and 846 inventory uploads between vendors, enabling retailers to obtain improved control over the fulfillment process.

Advanced Distributed Order Processing and Trading Partner Management (EDI Connectivity) are built into our Fulfillment Execution solution to automatically review and optimally route each order, based on rules you define, to the most appropriate drop ship vendor in your network. Achieve real-time EDI between trading partners. Review, route and manage drop ship and replenishment vendors for delivery status visibility, batch import and more.

Information Sharing and Scorecards provide tracking status for individual orders as well as report the collective delivery history of all orders against organizational targets.

Accelerated Order Processing reviews and routes orders based on rules you define, to the most appropriate vendor in your network.

Allocate and Route Orders Based on Item Cost vs. Service to vendor (out of network) versus self-distribution (in network) based upon total order cost, including time cost versus service.

The Real-Time Enspire Vendor Portal enables seamless data exchange and real-time communication between your organization and its trading partners. Obtain delivery status visibility using customizable reporting and scorecards. Review vendor fulfillment and shipment execution with tools for customizable pack slip and invoice pricing. Enspire's EDI services also allow you to batch import inventory or 846 inventory uploads from vendors.

Vendors Benefit by leveraging the our vendor web portal management tools to complete their shipping execution. The solution enables vendors to print packing slips and invoices, connect using enVista's EDI Managed Service, translate files using the Value Added Network (VAN) and routes 850, 810, 846, and 856 trading documents. Our solution delivers seamless EDI 846 exchange with inventory visibility and inventory uploads between vendors at the site level.

The Cost Reduction benefits of our solutions include reducing in-store or back-room warehouse staff. The solution also reduces additional overhead costs, allowing retailers to reduce inventory carrying costs without increasing inventory working capital.

Customer Satisfaction extends online shopping opportunities and improves customer satisfaction through increased inventory and rapid order fulfillment.

Omni-Channel Returns Processing

A key customer service opportunity for retailers is the ability to easily return online orders at the store. enVista's Fulfillment Execution solution is helping some of the world's largest retailers manage omni-channel returns so that it is seamless for the customer and optimally tracks and routes in-store returns. Store associates can immediately issue credit back to a credit or debit card or issue a store credit, and manage returns from a single receipt. Returned items are re-stocked or sent backward through the chain based on predefined rules.

Summary

Optimizing omni-channel order fulfillment and returns are critical to retail success. enVista's cloud-based omni-channel Fulfillment Execution solution can help retailers rapidly and cost-effectively fulfill orders based on predefined rules that balance customer service and cost. enVista's team of experienced retail and supply chain consultants can help develop and deploy an optimal omni-channel strategy.
We are here to help you!

Consulting and solutions delivery is in our DNA. Let's have a conversation.™
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