9:41

Prepare Orders

Orders 3   Assigned   On hold   Com

Search

Selection   Refresh

Not Started

Order: #CO7456357623

Created: 17.5 hrs ago

Phone number: (206)-342-8631

Email: paley@outlook.com

Delivery Method: Pickup

Delivery Date: 08/09/23

Delivery Address: 11295 Chalmette Ct, Livonia, MD, 94012

Not Started

Order: #CO7456357624

Table of contents

What is AOF?

Curious about Alpha Order Fulfillment, or AOF for short? It's time to demystify this cutting-edge concept that's transforming the way businesses handle their orders.

What is AOF?

Introduction

This application is specifically crafted to showcase seamless order fulfillment, utilizing Sitecore OrderCloud as its backend infrastructure. The core idea revolves around empowering store staff to receive and efficiently process orders through their smart devices or computers, guiding them through every step until fulfillment is achieved.

How it works

Let's take a closer look at how this innovative system operates and uncover the mechanics that drive its functionality.

Overview

A top-level view of how the Alpha Order Fulfillment system operates.

Select Orders

After logging in, you will see a list of orders ready for picking and the store to which you're connected. Assign the orders you intend to pick and start packing them.

Packing lists

After assigning the order to yourself, you can view all order details and print the packing list for item pickup.

Pick up items

Next, pick up the items based on the order list you just printed. You can sort items if they are out of stock and/or substitute them with alternatives.
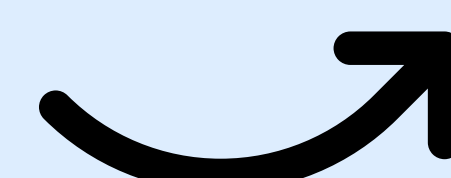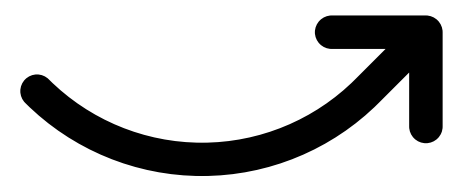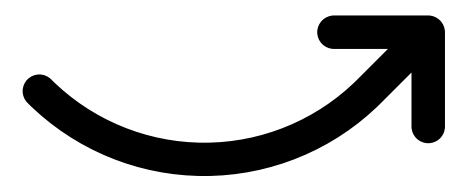
Check off items

After retrieving and packaging the items, it's time to check off those items complete within the app.
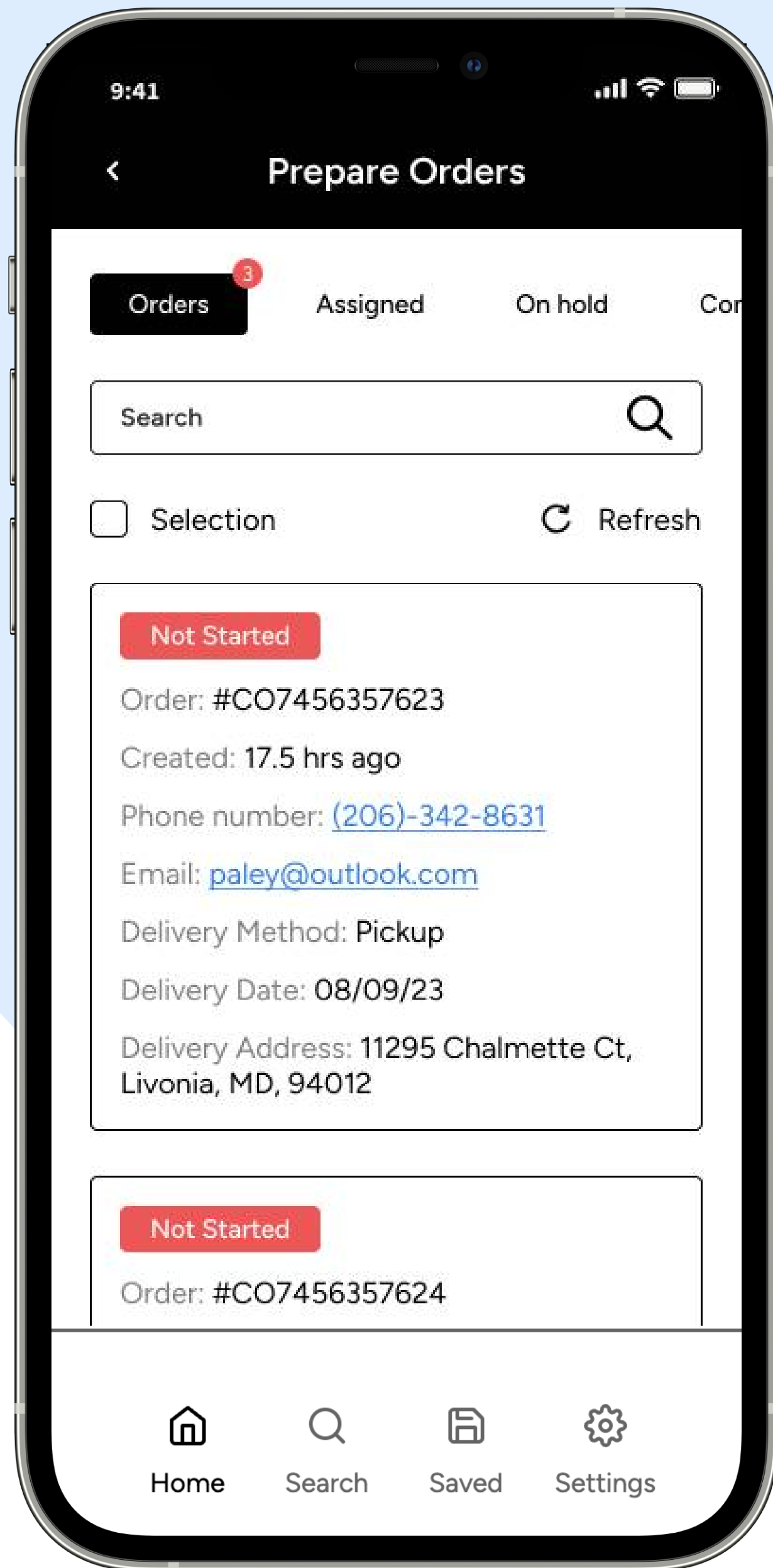
Complete Order

Finally its time to mark the order as 'complete' in the app, and the order will transition into the 'completed' queue.

Feature Highlights

Let's dive into the core functions of the app.

Feature Highlights

Order Management

The orders listed will depend on the user's login and the assignment to the corresponding store. From here, employees can assign orders that are ready for picking, put them on hold, easily call customers, and more.

At the top of the app, there are quick actions to navigate the orders based on their status.
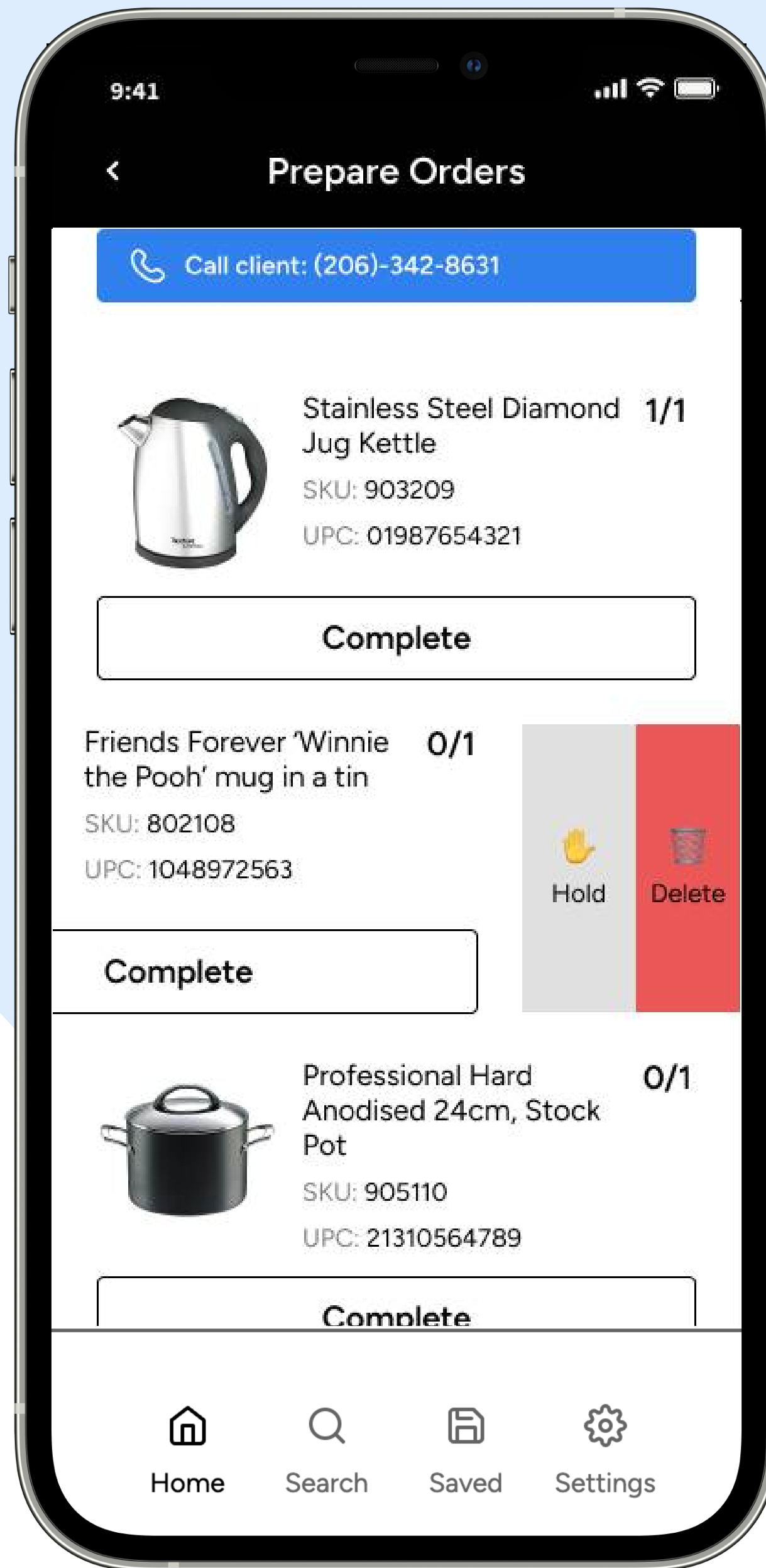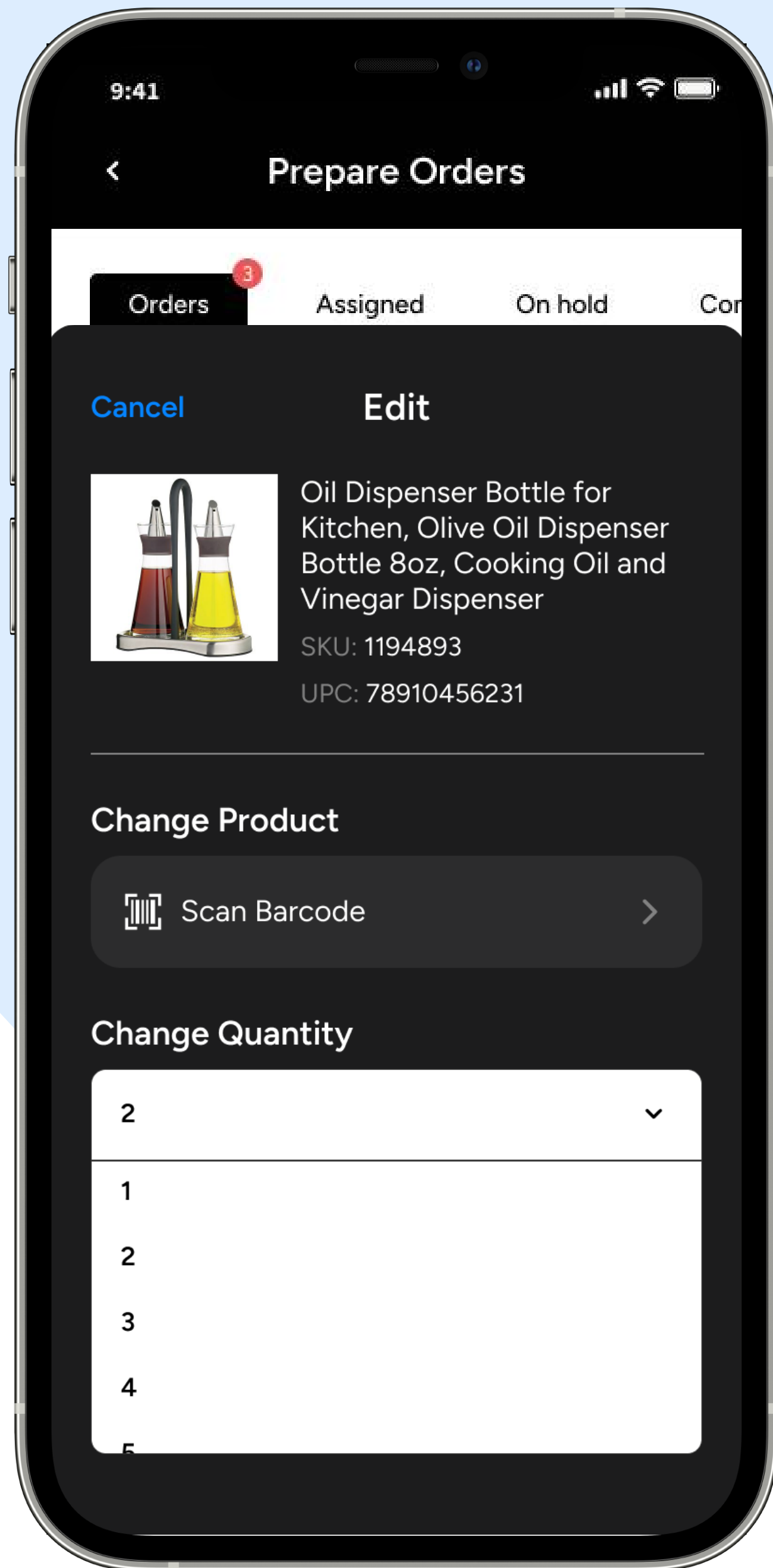
Feature Highlights

Item Handling

Each line item can be handled one by one, and the order can be modified if it's configured to allow it. This depends on what rules and policies you have configured as part of the setup.

Actions include, but are not limited to, putting order on "Hold" or fully delete the order.

Shorting & Substitution

In the perfect world, customers always get exactly what they order - and the fulfillment is lean and perfect. In the real world, inventory might not be accurate and orders will have to be modified.

AOF makes it possible to modify quantities as well as substitute individual items if needed. This includes barcode scanning to make it as fast and easy as possible.
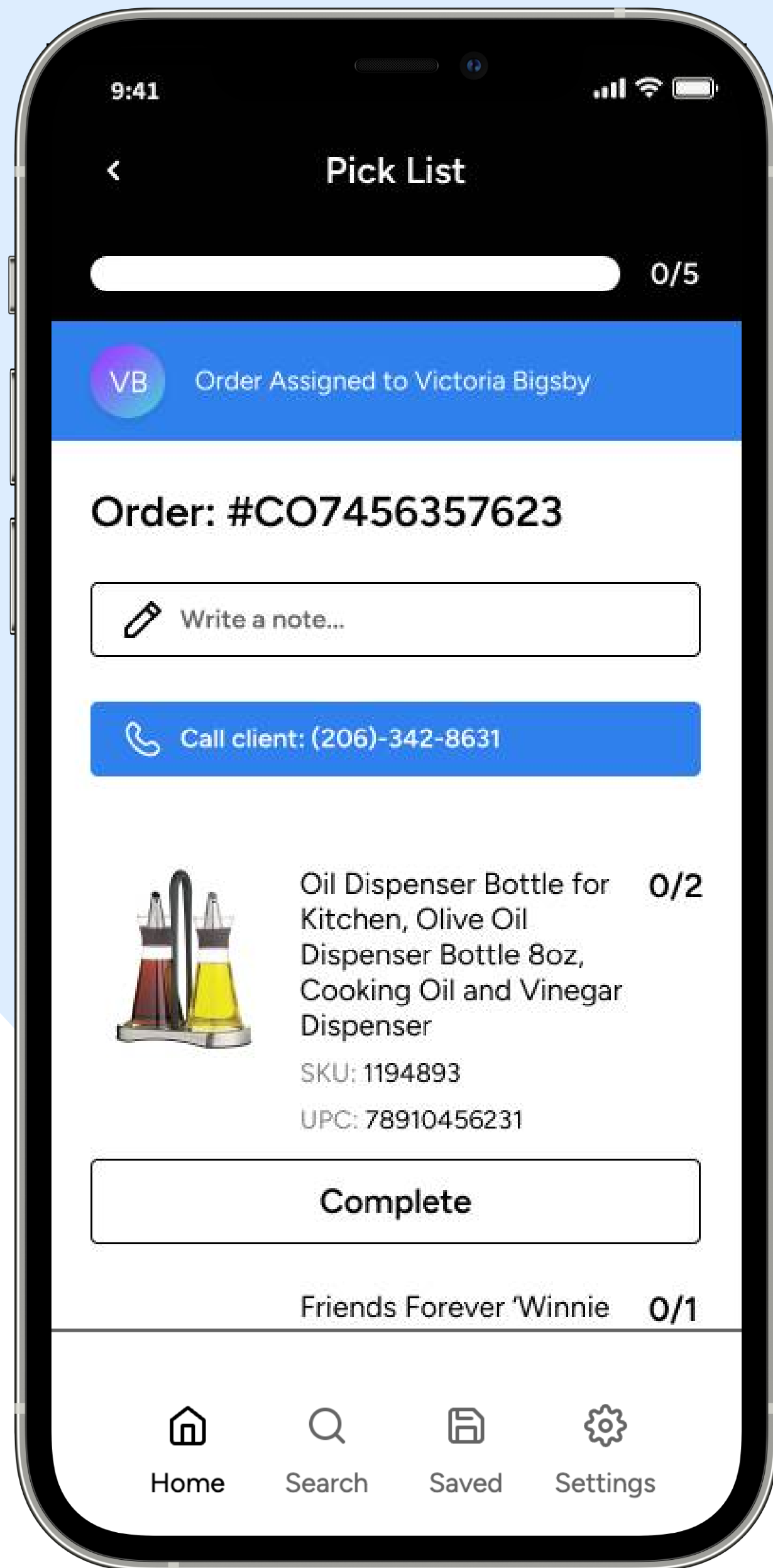
Feature Highlights

Print Packaging List

This list serves as a helpful document that includes details of all the products in a given order. It can be useful for order verification, organization, and ensuring that the correct items are included in the package before it's shipped to the customer.
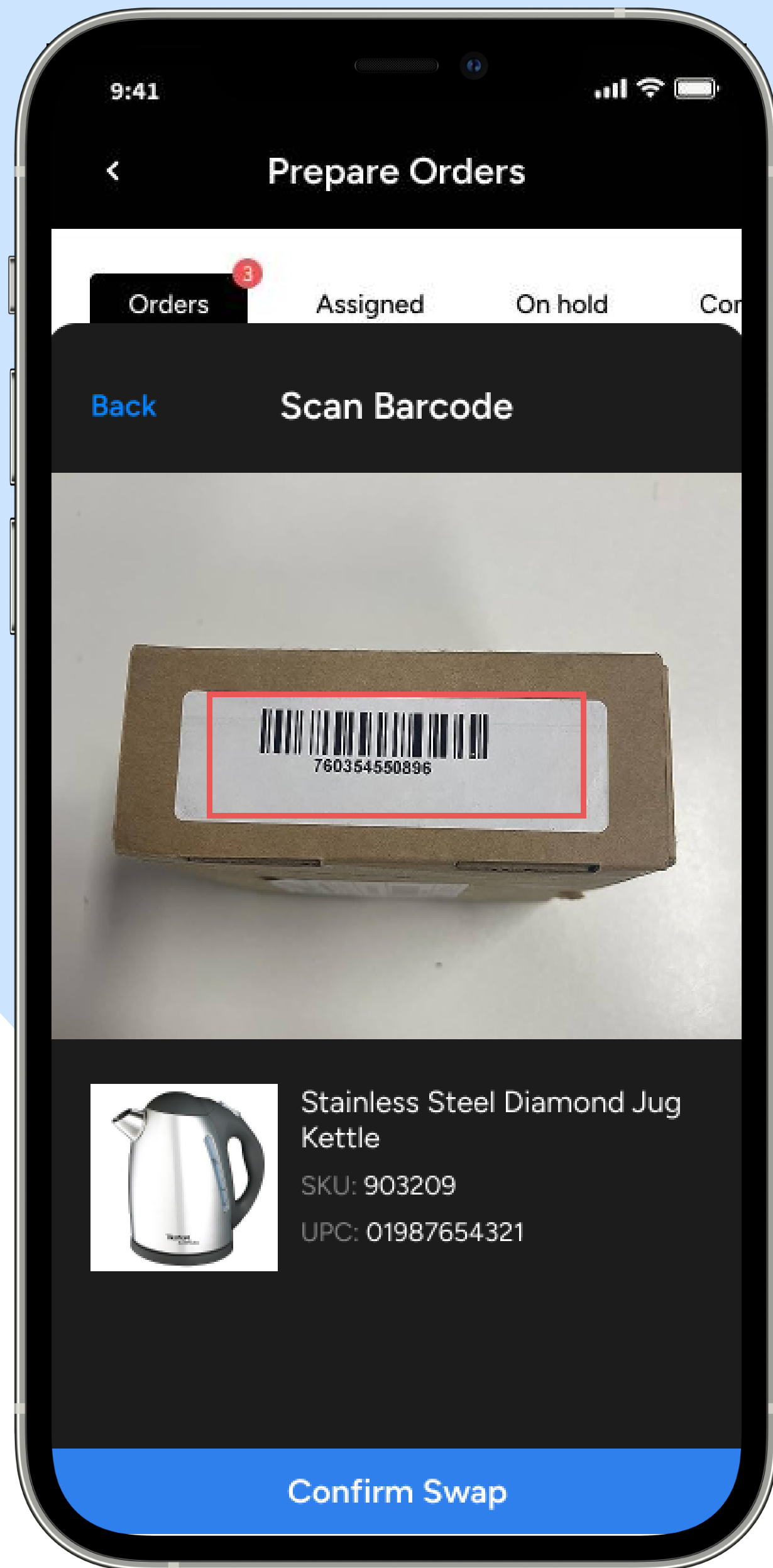
Feature Highlights

Barcode Scan & Search

When you need to modify an order by replacing products, the AOF App offers the convenience of barcode scanning, ensuring a remarkably simple and fast order picking process. Alternatively, you can switch products using a straightforward product search.

Feature Highlights

Effortless Client Contact

While the need to modify orders is often unavoidable, companies may have varying procedures and policies to address this issue. AOF offers easy customization, and as a standard feature, it allows you to effortlessly tap the customer's phone number to directly contact the client.

Benefits

Let's explore why this app stands out and offers unique advantages compared to its counterparts.

Savings Made Simple

## Enhancing Efficiency and Customer Satisfaction While Reducing Costs

The efficiency of the system not only reduces errors and ensures swift order processing, resulting in heightened customer satisfaction, but it also brings transparency to the process. This transparency enhances communication and offers customers accurate estimated delivery times, effectively reducing anxiety and enhancing their overall experience.

Customizing AOF is effortless from its foundation. Every company has unique workflows, so customization is expected, and the chosen technology fully supports it.

Efficient Order Management

AOF is a core part of streamlining the entire order management process.
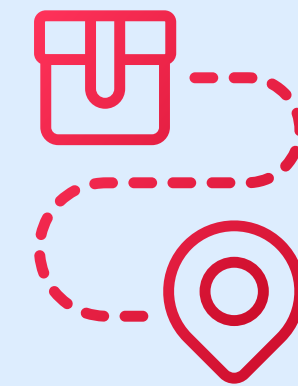
Real-Time Order Tracking

As AOF is used for updates of the Order Status - it can be used to send real-time updates back to Sitecore OrderCloud (or a middleware) for updates directly to the customer.

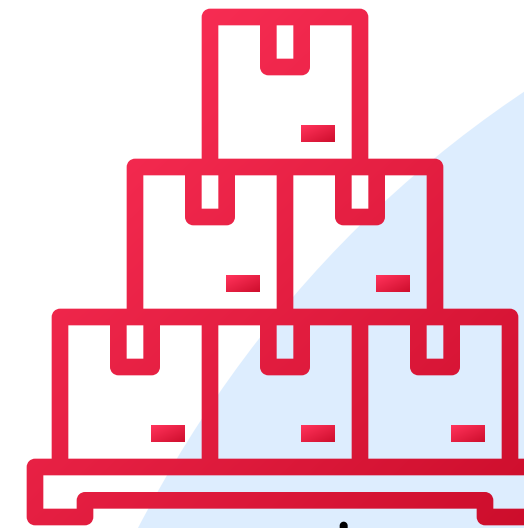# Who is it for?

Usecases

Retail Stores

Retail stores where fulfillment is handled directly from each store - not delivering directly from central warehouses.
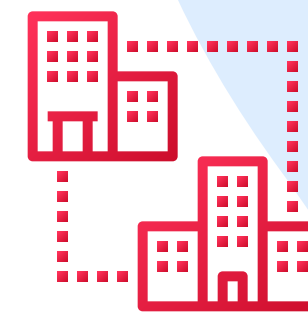
Warehouses

The AOF app works the same way whether it's a small warehouse, like a retail store, or a large warehouse.

Customization is simple to do with AOF, and location mapping, and specific warehouse specifications can optimize the process even more.
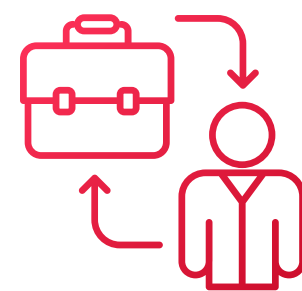
B2C

The B2C use case is clear, especially when the web storefront is powered by Sitecore OrderCloud. In this case, no catalog or inventory synchronization is needed; it just works.

B2B

The B2B scenario can be managed just as effectively. While order types, line-item numbers, and quantities may vary widely, the core functionality remains consistent.

Next Steps

Next Steps

Contact Us

Curious on how AOF would work for your business? Contact us today and find out.

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Thank you