



**An overview of Mail Order Manager (M.O.M.)  
Order Processing – Stock Inventory  
e-Commerce Software**

## **An overview of M.O.M.**

- Order processing – stock inventory – e-commerce software
- Inventory management
- Integrated reporting
- Shipping & tracking
- Customer management
- Website management
- Tailored solutions

## **M.O.M. – Order Entry & Import**

- Import orders directly from your website
- Stock look up – available – back order
- Add to pick list – add delivery address
- Add shipping carrier – part ship option
- Send to pick pack & fulfilment area
- Notification to customer option

## **M.O.M. – Customer Management**

- Database searches by customer
- Telephone orders/Look up order history/  
up sell/cross sell
- Customer emails – confirmation of order/  
shipping
- Manage a customer points/loyalty scheme



## **M.O.M. – Shipping & Tracking**

- Automated shipping labels
- Integrated shipping processes UPS/DHL/FED EX
- Tracking numbers
- Automated emails to customer confirming despatch/tracking ref



## **M.O.M. – Reporting**

- Stock inventory
- Sales by product/colour/design
- Product sold by promotional channel
- Sales by region
- Financial reports
- Profit and response reports/by brand/SKU

## **SiteLINK – End to End e-Commerce Solution**

- E-commerce shop/template or enhanced design
- Inventory synchronized M.O.M./SiteLINK
- Online Gift Certificate sales and redemption
- Redeemable points /rewards – discount codes
- Abandoned cart tracking and reporting
- E-mail campaign tracking
- Payment processing
- Flexible Shipping Options
- Quantity Discounts
- Box calculations for shipping costs
- Integrated real time reports

## **SiteLINK – Amazon module for uploading listings and downloading orders**

- Download Amazon orders directly to M.O.M. without double work.
- Manage and upload product details, images and much more directly from Mail Order Manager
- Synchronize online inventory availability
- Uploads shipping information to update Amazon's online order status

## **SiteLINK – eBay module for uploading listings and downloading orders**

- Maintains a dynamic communication link between M.O.M & eBay
- Manage and publish product information
- Downloads all completed and paid sales (auctions)
- Keeps inventory synchronized
- Sends package information to eBay and updates online order status
- Requires eBay's Sellers Assistant Pro or Blackthorn Software