

Ascent Order Management (OM): Simplify Omni-channel Orders

Ascent Order Management is critical for an organization to achieve a 360 degree view of its operations. Ascent OM simplifies the complexity of an omni-channel organization's order lifecycle from inception to delivery. It efficiently tracks the cycle of people, internal fulfillment processes and connected apps to create a better end-to-end customer experience.

Ascent Order Management extends the value of Salesforce for customer service, sales, field service, and warehouse teams. Ascent OM extends the Salesforce standard order entry interface and price books to add new fields and functionality to assist in managing orders and costing.



Pick, Pack, & Ship

Leverage standardized rules to intelligently select products to pick, pack, and ship.

Use in-house or third party logistics (3PL) systems for warehouse shipping via Ascent OM or APIs.



Order Management

View all omni-channel orders in a central location for a more effective ordering system. Create, review, activate and respond to individual orders or view at the dashboard level for macro-level insights.



Order Packages

Tie to a tracking number and record which serials and lots are packed inside of boxes.



Customer Returns

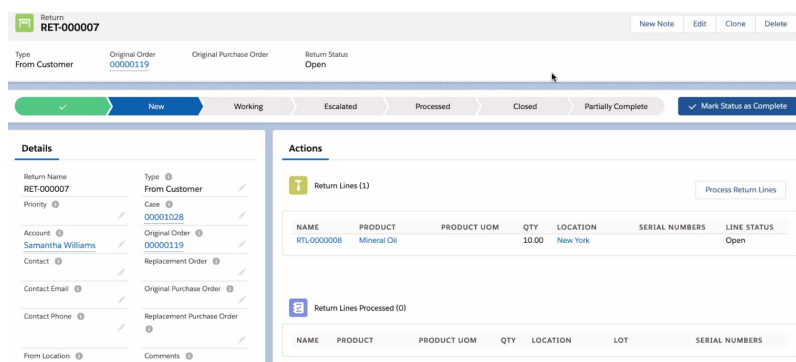
CSRs and field service are able to trigger returns based on customer inquiries into the call center or out in the field.



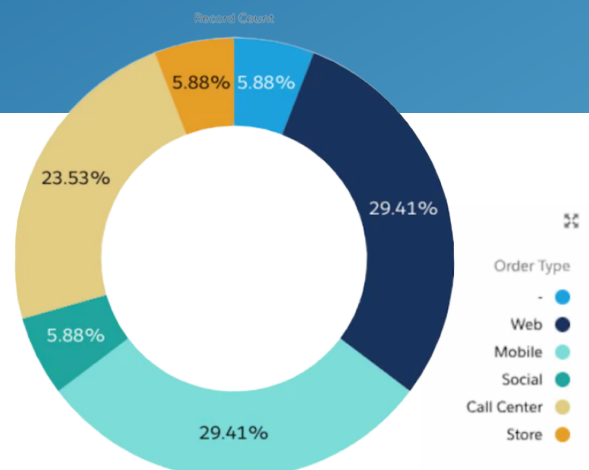
Rule Based Order Picking

Aggregate and connect orders to picking tickets, perform wave and individual picking.

**Complete order lifecycle from creation to delivery,
including customer returns.**



The screenshot displays the 'Return RET-000007' details in the Ascent OM system. The interface includes a top navigation bar with 'New Note', 'Edit', 'Clone', and 'Delete' options. Below this is a status bar showing the order's progress through stages: 'New' (selected), 'Working', 'Escalated', 'Processed', 'Closed', and 'Partially Complete'. The 'Details' section on the left lists fields such as 'Return Name', 'Type', 'Priority', 'Account', 'Contact', 'Contact Email', 'Contact Phone', and 'From Location', each with a corresponding value and a checkmark indicating completion. The 'Actions' section on the right shows 'Return Lines (1)' and 'Return Lines Processed (0)', each with a table of details. The 'Return Lines (1)' table includes columns for NAME, PRODUCT, PRODUCT UOM, QTY, LOCATION, SERIAL NUMBERS, and LINE STATUS. The 'Return Lines Processed (0)' table includes columns for NAME, PRODUCT, PRODUCT UOM, QTY, LOCATION, LOT, and SERIAL NUMBERS.



benefits



Affordable

With pricing starting at \$50/user/month, Ascent OM means you don't need to break the bank for a powerful order management application.



Increase Visibility

Service customers more effectively with deeper insights into orders, costs, vendors and fulfillment from the warehouse to the field.



Extend Sales Cloud, Service Cloud, & Field Service Lightning

Extend Salesforce functionality with real time order, and return management features that empower CSRs, sales, dispatchers and field technicians with critical insights to better service customers.



Drive Incremental Revenue

Manage orders to ensure speedy and efficient fulfillment to keep customers satisfied.



Reduce Operational Costs

Centralized order management from inception to fulfillment. Run a best-in-class omni-channel operation.

Learn More

Learn more about Ascent Order Management, Ascent Inventory Management and Ascent IOM at

- www.ascenterp.com
- [Salesforce AppExchange](#)
- [Contact us at demo@ascenterp.com](mailto:demo@ascenterp.com)

Get Even More Capability with Ascent IOM

A powerful inventory and order management solution (IOM). Installing both products together enables:

- **App Intelligence using Ascent data model**
- **Seamless user experience for inventory, orders, returns**
- **More data integrity without requiring painful integrations**



PLEDGE
1%

Find us: www.ascenterp.com
[Salesforce AppExchange](#)

Contact us: 50 Division Street, Suite 203, Somerville, NJ 08876
Tel: 908-981-0150 | Fax: 908-725-2093
demo@ascenterp.com

