

ORDERS

Management and fulfillment of widespread orders

It enables direct access to all orders across the channels in which the business works, including web stores and mobile applications, through point of sale (POS) or internet of things (IoT) devices. It also helps to track all the orders and their statuses.

Infosys Equinox Order enables tracking of all orders across all channels and their statuses

Effective order management to support and route orders, cancel, refund, appease or duplicate.

Centralized order management to manage orders from all channels (In-store and online orders).

Easy integration with internal and/or third-party software for payment, fulfilment, shipping, and tax calculation.

Enhanced customer experience through order-based appeasements, multiple shipment options and customer service representative support.



38+ secure & scalable API end points



API response time of less than 50ms



Centralized order management



Easy integration with internal or third party softwares

Features

Order Management	Business has the capability to support and route orders, cancel, refund, appease or duplicate orders. Order Managers can review customer orders made on the storefront.
Centralized Management	Manages orders from all sales channels (In-store and online orders). Synchronizes orders with inventory and enables to stay up to date with sales in real-time.
Order Types	Orders can be segregated into different types like default orders, returned orders, canceled orders, exchange orders, replace orders, correction orders and subscription orders.
Return / Replace / Update / Cancel / Reorder	Supports partial replacement/ returns/ cancellation. Supports configuration of a remorse period which allows to update or cancel an order. Helps with notifications upon the initiation of return or refund, confirmation of exchange or replacement of the order. Generates a shipping label when a product is in return or exchange flow. Order statuses can be updated to unable to ship. Reasons for returns / unable to ship can be configured. Orders can be quickly reordered with a single click.
Order Tags	Out of stock/back order/ discontinued tags and applicable promo codes are displayed while creating an order
Customer Service	Customer Service Representatives (CSR) can manage customer's normal orders, subscription orders, refund, replace, exchange, reconcile etc on the order/item based on their request. Enables role based, customer-centric CSR tool to support orders, supply tracking and cancellation functions.
Customer Experience	Enhanced customer experience through order-based appeasements and multiple shipment options. Secured orders through fraud checks and configuration of fraud check interval period. Camunda BPM (Business Process Management) supports customization of order status and order flows.
Integration	Easily integrates with internal software for fraud check, WMS and/or third-party software for payment, fulfilment, shipping, and tax calculation.
BOPIS/ ROPIS / Walk-In Center	Buy Online Pick up in Store (BOPIS), Reserve Online Pick up in Store (ROPIS) and Walk-in center options are available with corresponding location, payment and pick up features.
Order Data Management	Dashboard with filtering of orders based on various entities and creation of reports with visualized representation to track revenue, order volume, best sellers etc

About Infosys Equinox

Infosys Equinox is a future-ready digital commerce and marketing platform built using Microservices-based, API-first, Cloud-native, Headless and eXtensible (MACH-X) architecture that enables businesses to drive human-centric experiences for their customers across touch points.

For more information and a product demo, please reach out to us at: contactus@infosysequinox.com

For more information, contact askus@infosys.com

Infosys[®]
Navigate your next

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