

10 Must-Have OMS Features to Power Your Omnichannel Business

On-time order delivery, overselling prevention, and real-time customer communications are top of mind as retailers scale their businesses and develop more complex order fulfillment and inventory management.

Retailers often turn to a D2C order management system (OMS) or omnichannel distributed order management system (DOM) to manage inventory, orders, and fulfillment across their selling channels and 1PL or 3PL logistics locations.

To help you evaluate potential OMS SaaS vendors, here are 10 essential features you should look for.

1 Order Lifecycle Management

OMS software needs to have a user-friendly interface to view, track, and manage customer orders for the entire order lifecycle.

2 Real-Time Inventory Visibility

Modern OMS software provides real-time, 360-degree views of on-shelf, in-transit, and on-order inventory across the network, spanning distribution centers, stores, and suppliers.

3 Inventory Controls

A modern OMS provides full control over everything inventory, including attributes, stock levels, positions, segments, and more.

4 Backorders and Preorders Processing

With an OMS, businesses can use backorders to capture sales when items are temporarily out of stock and preorders to forecast demand and generate hype for product launches.

5 Omnichannel Fulfillment

An OMS with DOM capabilities can use order fulfillment logic (OFL) to route orders to optimal locations and support various fulfillment methods, including BOPIS, curbside pickup, ship from store, and more.

6 Flexible Integrations

Seamless integrations with your warehouse management system (WMS), enterprise resource planning (ERP) system, customer service (CS) app, accounting, and other modern tech components is a critical feature to look for in an OMS.

7 Multichannel Order Processing

An OMS helps provide a connected commerce experience by managing order processing across websites, mobile apps, marketplaces, social channels, and brick-and-mortar stores.

8 Refunds and Returns Support

An OMS should simplify and streamline returns and refunds to optimize reverse logistics.

9 Automation

Modern OMS solutions eliminate spreadsheets and manual processes to optimize workflows, improve efficiency, and minimize errors.

10 Connected Commerce Platform

Traditional order management systems are standalone and require complex integrations to a commerce platform, plus a big budget and technical expertise. fabric's native OMS is part of a single platform that provides the core functions retailers need to power their operations.

fabric OMS is an Enterprise-Ready Order Management System

[fabric OMS](#) is a powerful, API-first, and modular application that's built for enterprise retailers. Essential to the [first and only composable commerce platform](#) with native OMS and dropshipping services, it provides a cohesive and optimized solution for streamlining order processing, inventory management, and fulfillment.

If you're interested in learning more about fabric OMS or would like to schedule a demo of its latest features and functions, [get in touch with us here](#).