

: JDA Software Group, Inc.

: Product

: FACT SHEET

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Customer Order Management-i™

PRODUCT TYPE	Together with Portfolio Merchandise Management System-i™ (MMS®), Customer Ordering™ provides an integrated infrastructure to support a retailer's multi-channel operations. Part of the market-leading JDA Portfolio® for the retail and wholesale industry.
PRODUCT DESCRIPTION	<p>Customer Ordering integrates with MMS to completely automate, streamline and standardize the collection, storage and processing of customer and order data throughout a retailer's multi-channel operations. By synchronizing the necessary functionality for multi-channel processing with MMS' merchandising and inventory management capabilities, retailers gain more dependable information flow and complete visibility of inventory throughout their different selling channels, including stores, the Internet, kiosks, catalogs and wholesale. As a result, retailers can improve inventory levels, space utilization and customer service while reducing cycle counts and eliminating accuracy issues.</p> <p>As an organization grows, the combined MMS and Customer Ordering scales to support expansion without the need to purchase additional software or make software modifications to handle the increased volume of daily orders and transactions.</p>
MODULES & APPLICATIONS	<ul style="list-style-type: none"> • Customer Order Management automates and centrally controls a retailer's customer order processing from capture through credit authorization and onto fulfillment. Order Management supports a variety of order types, including Internet, catalog, wholesale and store special orders. • Customer Order Fulfillment, working in association with Order Management, supports the unique picking, packing and shipping requirements of orders shipped directly to customers or picked up on location (warehouse, store or fulfillment center). • Catalog Manager, featuring industry-leading technology, enables retailers to create customized online catalogs catered to their customers' buying behaviors. Catalog Manager also supports promotion markdowns and the customer service component of catalog orders. • Customer Relationship Manager is a central repository for all customer data that supports the collection, management and analysis of customer information and activities. • Accounts Receivable provides account management, debt tracking and collection facilities to support a retailer's sales channels.

MODULES & APPLICATIONS CONTINUED	<ul style="list-style-type: none"> • Customer Pricing is a rules-based price maintenance and retrieval module that supports multiple price books and specialized pricing for shopper groups, such as employees, preferred or wholesale customers. • Customer Communication Manager is an order notification system that will automatically send pre-configured messages (via e-mail, letter or fax) to customers throughout the life cycle of their orders. It also maintains a record of all communications sent including order confirmation, shipping status, back order requirements and credit card authorization.
CONFIGURATION	<p>Commerce Framework: IBM's WebSphere (Net.Commerce and MQSeries)</p> <p>Server Platforms: NT Server, AIX, AS/400, S390, SUN SOLARIS</p> <p>Web Server Support: Netscape, Lotus Go™ and Domino Web™ servers and accessible from standard web browsers</p> <p>Open Database Connectivity: IBM DB2® and ODBC-enabled databases, such as Oracle</p> <p>IBM Payment Servers: AJB Software</p>
SERVICES, EDUCATION & SUPPORT	JDA provides comprehensive strategic, planning, design, implementation, training, maintenance, support and education services that lead to and ensure ongoing success.
CUSTOMERS	Partial list of clients include: Laura Ashley Holdings Plc; Follett Higher Education Group; First Quench Retailing Ltd; Global Sports, Inc.; Midas, Inc.; Mountain Equipment Co-operative; Johnson's S.A.; Test Rite International Company, Ltd. and Metrojaya Berhad.
PRICING & MORE INFORMATION	Contact JDA at 734.887.4506 or info@jda.com or visit JDA.com.