



Create a hub for omnichannel experiences with **order management**

Give customers a buy-anywhere, fulfill-from-anywhere shopping experience by taking intelligent control of order fulfillment.

Order management that “gets” stores and ecommerce

Only KWI understands order management from both the store and ecommerce perspectives. Other vendors come at it from one angle or the other – or are standalone solutions without roots in either. This leaves too many complexities in your hands to work out.

Delivered with real-world experience

Connecting orders, inventory, fulfillment, customer service, returns, and more with Order Management takes more than just tech. KWI provides both the right software and decades of real-world retail experience to help you get order management right.

One piece of a bigger picture

Our order management solution is just one piece of our unified commerce platform – all the tech you need to achieve omnichannel greatness supported by us – experts who have helped specialty retailers stay one step ahead for decades.



Omnichannel like a boss



Unlock your entire inventory

It's tragic to lose a sale to an item being out of stock when you've actually got plenty of product sitting somewhere else. With KWI Order Management, you can let customers buy from inventory across stores and warehouses, making it all available for purchase through any channel.

Let your customers buy from inventory sitting anywhere.

Automate order processing

Omnichannel order fulfillment can be frighteningly complex without help. With KWI Order Management, you leverage advanced logic to route and process orders automatically with speed and accuracy. Adjust the logic based on location, inventory availability, thresholds, and more.

One powerful, rules-based engine for precise and automated order processing.



Fulfill from anywhere

Giving customers more fulfillment options makes their experience better and your business more efficient. Want to provide buy online, pickup in store (BOPIS)? Fulfill online orders from store inventory, or a single order from multiple locations? Let people buy in the store from the warehouse via an endless aisle? With KWI Order Management, it's done, done and done.

Every channel becomes part of a single fulfillment network to serve customers.



Make store associates part of omnichannel

Store associates are busy enough as it is. So, making them part of omnichannel experiences needs to be as quick and easy as possible. With KWI Order Management, store associates get user-friendly tools to execute tasks such as placing orders and packing shipments.

Your stores will soon be the linchpin of great omnichannel experiences.

Provide customer service everywhere

Missing, damaged or inaccurate orders? Customer appeasement needed? With KWI Order Management, you can easily address customer issues, including appeasements, no matter where orders were placed or where fulfillment came from. You can also proactively update customers on order status to keep them informed and reassured.

Resolve issues effortlessly and keep your customers happy.



Integrate with payments and other systems

Omnichannel doesn't happen in a technology vacuum. We've got you covered with a combination of pre-built integrations and open APIs. KWI Order Management connects to the leading payment processors, logistics providers, tax services and more. And it works seamlessly with KWI's POS and ecommerce modules.

Create a connected ecosystem ready to serve customers.

KWI: the right order management choice for omnichannel retailers

Shoppers want a unified experience across retail channels. But siloed systems make this impossible. Order Management can help! POS vendor, Ecom vendor or standalone options only get you part way there.

Only KWI's order management:

- Understands store & ecommerce
- Comes pre-integrated w/KWI's platform
- Implemented w/KWI's retail expertise
- Creates a true omnichannel experience



KWI order management features at a glance



PRE-INTEGRATED WITH THE KWI PLATFORM



REAL-TIME INVENTORY VISIBILITY



AUTOMATED ORDER CAPTURE AND PROCESSING



COMPLEX ORDER ROUTING LOGIC



360-DEGREE CUSTOMER SERVICE VIEW



ORDER STATUS UPDATES TO CUSTOMERS



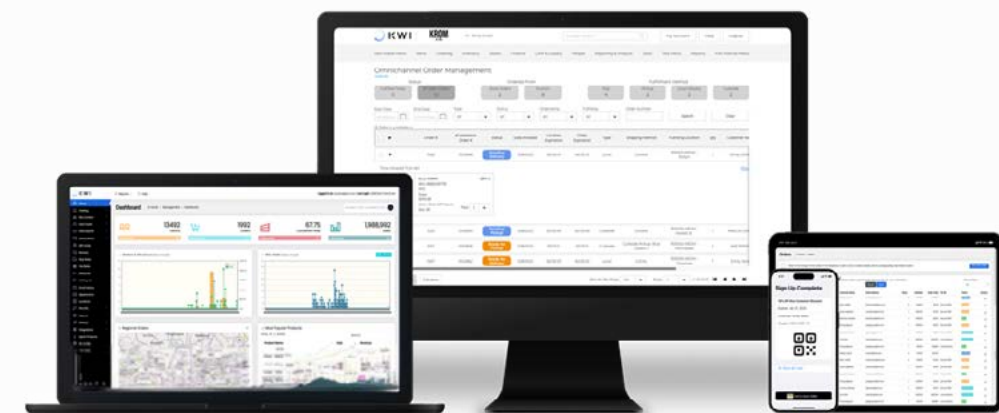
OMNICHANNEL ENABLEMENT OF STORE ASSOCIATES



THIRD-PARTY INTEGRATIONS AND OPEN APIS



ANALYTICS AND REPORTING



Ready to use order management to create true omnichannel experiences?

We're here to help. **Contact us** today to get the ball rolling.

About KWI

KWI enables modern retailers to maximize sales, streamline operations, and stay one step ahead with the industry's only true turnkey omnichannel platform.

Simply stated, we provide the technology and the people that specialty retailers like you need to deliver the kind of delightful experiences that turn more shoppers into buyers – however, and whenever they shop.

Our platform includes an intuitive mobile POS, a robust eCommerce solution, omnichannel order management, a mature, proven merchandising solution, innovative loyalty management, and a CRM that unifies customer data.

Designed to neatly integrate with your existing tech stack, our platform enables you to flawlessly execute omnichannel strategies like endless aisle, BORIS, and BOPIS – and be ready for whatever comes next.

For over three decades, brands like Pandora, Oscar de la Renta, Bluemercury, Hurley, and David Yurman have trusted us to help them drive sales and navigate change. We look forward to doing the same for you.

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john varvatos

We were looking for a solution to satisfy our unique OMS requirements and KWI came to the rescue. Since then, we have had nothing but great success with the KWI platform and ensuring we get our product to our customers, by any means necessary.

– Nick Barbarise, Director of IT



Learn more about KWI

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