



CENTRALIZED LAST-MILE FULFILLMENT, MADE SIMPLE

Link your online and offline inventory to
create a seamless omnichannel experience

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WHY SHOULD YOU CARE ABOUT AN OMNICHANNEL STRATEGY?

STORE Associate⁺

Consumers and business buyers turn to an average of **9 channels to make purchases**—and they expect the entire process from order placement to delivery to be seamless (Salesforce, State of the Connected Customer).

Omnichannel optimization is no longer a choice for retailers who have both physical and online storefronts. If you don't unify your online and offline systems, the lack of inventory visibility across channels will disrupt the supply chain processes, making it easy to miss stages like demand forecasting, allocation and replenishment, supply optimization, and assortment or space planning.

WHAT'S IN IT FOR YOU?

Solution Benefits

Store Associate Plus helps businesses that sell both through online and physical stores to:



Empower store associates with an intuitive, dedicated app



Leverage store inventory to fulfill online orders seamlessly



Reduce your in-store aged stock with a smart omnichannel strategy



Offer a personalized, channel-agnostic shopping experience to consumers



Manage the physical and online inventory in a single place

HOW DO YOU GET STARTED?

Store Associate Plus

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Store Associate Plus is a multi-cloud app, powered by Salesforce clouds, that helps you connect and manage order routing so that you can fulfill seamlessly and at scale from anywhere in your network.

Store Associate Plus enables a **complete omnichannel experience** by giving store associates the right tools to view, reject, or mark orders as ready, as well as manage shipping and communications. Store Associate Plus has dedicated features for multiple scenarios such as ship from store, or buy online pick up in store (BOPIS).



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FEATURES



Store Associate-dedicated App

- ✓ View and update orders
- ✓ Reject orders (full or partial)
- ✓ Batch picking
- ✓ Create shipment
- ✓ Generate shipping label
- ✓ View and manage inventory availability
- ✓ View customer data



Order Management System

- ✓ Automatically route orders to stores based on business rules
- ✓ Order splitting
- ✓ Visibility of store inventory
- ✓ Receive order updates from stores
- ✓ Inventory updates
- ✓ Send email notifications to customer
- ✓ Payment capture/refund
- ✓ Customer service actions (cancel, return, etc.)



B2C Commerce

- ✓ Creation of online orders
- ✓ Customer information
- ✓ Visibility of store inventory
- ✓ Reserve inventory at store or location group

SOLUTION INSTALL PACKAGE AND PREREQUISITES

Prerequisites for Store Associate Plus: Salesforce Order Management, Salesforce Commerce Cloud, Omnichannel Inventory

Store Associate App

- ✓ Set up Store Associate accounts
- ✓ Set up Store Associate permissions
- ✓ Set up creation of shipments/store

Salesforce Order Management

- ✓ Set up stores
- ✓ Set up order fulfillment flows and APIs
- ✓ 3rd-party carrier configuration
- ✓ Import initial inventories
- ✓ Set up reporting
- ✓ Set up payment processor

Salesforce Commerce Cloud

- ✓ Pre-assessment of Salesforce Commerce Cloud product catalog
- ✓ Set up inventory management method

Omnichannel Inventory

- ✓ Set up omnichannel inventory

WHY CHOOSE STORE ASSOCIATE+ TO OPTIMIZE YOUR LOGISTIC OPERATIONS?

Link your online and offline inventory to create a seamless omnichannel experiences



Fulfil seamlessly

Connect and manage order routing and start fulfilling seamlessly at scale from anywhere in your network. Store Associate Plus has dedicated features for multiple scenarios such as ship from store, or buy online pick-up in store (BOPIS).



Empower store associates

Upgrade the store back-office experience with dedicated features for store associates. Enable them to handle orders from an intuitive interface. optimized for ship from store or BOPIS (buy online pick-up in store) orders.



Improve Customer Satisfaction

Consumers expect increased product availability, fast delivery, and flexible fulfillment options. With Store Associate Plus you give your customers what they want, when they want it—and improve customer satisfaction and brand attachment.



THANK YOU!

Schedule a live demo with one of our experts at contact@osf.digital or by filling out the form on our website.

