Based on the scenario, PineCone Pro Supplies needs an ERP/IMS that can unify data across all departments and replace a patchwork of spreadsheets and disconnected systems. The key features they require are:

* **Product Information Management:** Maintain a single source of truth for 12,000+ SKUs—including kits/bundles, unit conversions, hazardous classifications and pricing—so that all channels (web, B2B portal, POS and Amazon) reference consistent product data.
* **Real‑time Inventory & Warehouse Control:** Support multi‑warehouse operations (Greensboro DC, Charlotte cross‑dock, Reno 3PL) with bin/zone management, RF scanning and cycle counts. The goal is 98 % inventory accuracy and reliable available‑to‑promise to eliminate oversells and stockouts.
* **Order Management with Payments & Fraud Checks:** Orchestrate orders from B2B and B2C channels (web storefront, B2B portal, POS, Amazon FBM/FBA), including payments and fraud screening, while meeting a sub‑24 h service‑level target for 95 % of orders.
* **Purchasing & Vendor Management:** Provide vendor scorecards, handle minimum order quantities and lead‑time data, and automate purchase orders using reorder points and economic order quantity (EOQ). Advanced shipping notice (ASN) receiving and drop‑ship support are needed to replace guesswork in replenishment.
* **Lot/Expiry & Serial Tracking:** Track lot numbers and expiration dates for finishing chemicals and serial numbers for high‑value tools to support recalls and warranty/service requirements.
* **Shipping & Rate Shopping:** Integrate with carriers to compare shipping rates, manage hazmat documentation and support cross‑dock/3PL workflows.
* **Returns/RMA Workflow:** Provide a standardized RMA process with disposition codes (restock, refurbish or scrap) to reduce friction in returns and improve inventory accuracy.
* **Tax Calculation & Reporting:** Automate county‑level sales tax for North Carolina and prepare for expansion into Virginia and South Carolina; manage hazardous‑materials compliance and generate audit trails.
* **Basic Accounting Integration:** Synchronize GL, accounts payable and accounts receivable data so that financials, purchasing and sales feed the same ledgers.
* **Operational Analytics & Alerts:** Provide dashboards and alerts for KPIs such as cycle‑count accuracy, order fulfilment times, vendor performance and tax liabilities.

Looking ahead to Phase 2, the business also plans to add demand forecasting and EOQ optimization, a promo engine and contract pricing, light manufacturing/kitting with BOM versioning, 3PL bidirectional integration, a customer service console with SLA timers and EDI links with large vendors. Features such as full MRP/APS, HR/payroll and field service are explicitly excluded from the initial scope.