



## EOM 2018.2 Release

Aptos Enterprise Order Management (EOM) 2018.2 enhancements focus on the five key themes of the 2018 roadmap.

1. Global-ready platform
2. Customer care experience
3. Store fulfillment efficiency
4. Inventory & Routing flexibility
5. Omni-channel payments

## 2018.2 Release dates

- **August 21, 2018 - 2018.2**, release to all staging sites
- **September 19, 2018 - 2018.2**, tentative release to all production sites

*All releases take place from 4:00-6:00 a.m. ET. API, Toronado and Services are pushed to each environment on the production release date.*

We operate in a SaaS environment so all clients receive new releases within the prescribed time frame. All clients are automatically upgraded and bug fixes immediately applied. **Clients must engage with your Project Manager, Account Manager or Client Care to evaluate the implementation of new features.**

## 2018.2 release enhancements

### 1) Improved Order Fulfillment Workflows



*The adoption of these changes is mandatory. Additional Store user training may be required.*

Continuing with our work on user experience from the previous release, this release comes with a newly designed order worklist that simplifies how store associates filter and work on customer orders. Additionally, the shipment flow is now more intuitive, clearly highlighting which items are packed in each box. The ability to reprint shipping labels has also been added to the fulfillment workflow.

#### Highlights:

- a) New simplified filters for a more intuitive experience.
- b) New search using Order number.
- c) Expedited orders are now displayed first and highlighted.
- d) Option to show the time elapsed since the order was placed.
- e) Aged orders can be highlighted for associate's attention.

- f) Ability to reprint labels for completed orders helps overcome printer issues.

Order Worklist: Main Store

5 Unprocessed Orders [Refresh](#)

Ship ☐ New (1) ☐ In Progress ☒ Completed

Pick Up ☐ New (2) ☐ In Progress ☒ Ready for Pick Up

[Print Selected](#)

Order Number  [Search](#)

Order	Elapsed Time	Destination	Name	Units
10093	14d	Customer Pick Up	Tester, SV	4
10102	3d	Customer Pick Up	Tester, SV	1
10105	1d	Customer Pick Up	Tester, SV	1
10107	4h 35m	Customer Pick Up	Tester, SV	1
10108	20m	1475 E Paces Ferry Rd NE Suite 2500 Atlanta, GA 30326 USA	Test, Chase	1

[Expedited Orders](#)

- g) There is a new look on the Ship Order screen for items once they have been shipped.
- (1) It is more clear which items are in each box.
  - (2) Simplified layout with the elimination of generated labels tab.

Order Worklist: Main Store

[Worklist](#)

Order: 10104  
SV Tester  
4045551234

[Packed Items](#)

Package 2 - Tracking: 1ZE4R7450399347384  
Printed: 8/1/2018

Ship To: SV Tester, 945 E Paces Ferry Rd, Atlanta, GA 30308 USA, 4045551234

Shipping Info: UPS Ground, 6x6x6, 0LBS 10ZS

Print Documents: [Shipping Label](#), [Packing Slip](#)

Item Details	Qty
Alpha Sample product 3 with no options SKU: smp003 UPC: 9999987654323 Price: 110.0000	1

Package 1 - Tracking: 1ZE4R7450398340178  
Printed: 8/1/2018

## 2) Streamlined Inventory Publishing to External Systems



*We recommend that all clients move to Affiliate Group inventory to use these significant improvements. Services consultation is strongly recommended.*

We have added new capabilities to calculate *inventory available to sell* more accurately. The total *available to sell* can now remove the units that were marked as *unable to fulfill* because of a no stock at a store. Additionally, it removes open order (unallocated) quantity from orders that are waiting to be assigned to a fulfillment location. The new capability also comes with improvements to the technical infrastructure that increases the speed of publishing inventory to commerce applications. Finally, there's a new UI for users to have clear visibility on what's available or what's not at each location and at a network level.

a) Technical Improvements (Performance and efficiency improvements)

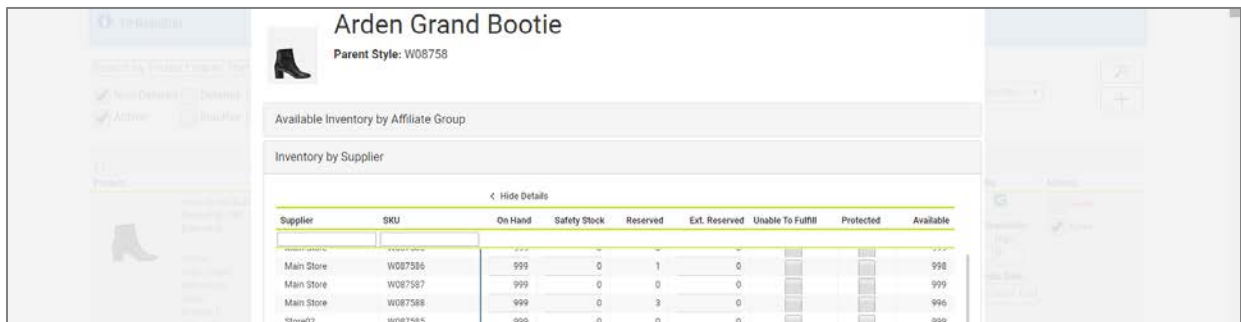
- (1) Updated inventory rollups are more concise and efficient by utilizing the new inventory modified timestamp.
- (2) Changed delta to inventory publishing to only send rolled up records that have been modified since they were last published.
- (3) No double publishing. The system will not publish the inventory record again in a delta inventory publish if the same record was just included in a full inventory publish.
- (4) Configuration on file-based inventory import indicates whether available or on hand inventory is being included and EOM will calculate the other field based on saved inventory information.
- (5) Updated logic on **SetProductSupplierInventoryBasic** API method to match file-based import and added the ability to set *On Hand* value.

b) Functional Improvements to *Available to Sell* function

- (1) Now reducing published inventory by unallocated items. For example, those items that have not yet been assigned to a supplier for fulfillment. This prevents overpublishing/overselling during a short yet critical time in the order lifecycle.
- (2) Now withholding *unable to fulfill* records from network level inventory. A SKU/location record gets flagged as *unable to fulfill* when a 'No Stock' occurs during the store fulfillment process.
- (3) Updated inventory import to account for units that are held using an external reserve API call.

c) UI Improvements

- (1) New UI enables you to view both rolled up network level inventory and also location/sku records.
- (2) New ability to see all inventory related information going into the *available to sell* calculation: On Hand, Available (read only), Safety stock, Reserve (read only), External reserve, Unable to Fulfill, Protected.
- (3) Filter by SKU and/or Supplier using partial search.
- (4) Understand when/ if inventory was published to an external application.



Arden Grand Bootie  
Parent Style: W08758

Available Inventory by Affiliate Group

Inventory by Supplier

Supplier	SKU	On Hand	Safety Stock	Reserved	Ext. Reserved	Unable To Fulfill	Protected	Available
Main Store	W087586	999	0	1	0			998
Main Store	W087587	999	0	0	0			999
Main Store	W087588	999	0	3	0			996
Store02	W087585	999	0	0	0			999

### 3) Send Credit Order Email with Automated Refunds (Limited scope)



*Requires additional configuration in a new Toronado Job. Services consultation is recommended to help manage the transition from manual to automated credit processing.*

- a) Orders having a returned item that can be automatically refunded should have the following attributes:
  - (1) Fully paid with credit card or PayPal
  - (2) Single shipment
  - (3) No appeasements
- b) Credit returned items automatically including sending customer communication.
- c) You can use the existing *Returns without Credits* report to give credit for orders that do not qualify for an automated refund.

### 4) Shipped Items & Financials Reports



*Requires additional configuration in a new Toronado Job. Recommended that you engage with our Client Care and Services teams to understand how this report can be helpful for your business.*

- a) These reports are to help facilitate quick identification and resolution of discrepancies between EOM and AOM.
- b) Daily report of shipped items
  - (1) The report can include items from up to the last 90 days while the default is for the past 14 days.
  - (2) The report contains the following fields: Order Id, External Order Id, Order Date, Item Id, Item Status Id, Item Status Description, Ship Date, Return Date, Tracking Number, SKU, UPC, Item Total, Item Price, Quantity, Item Coupon Amount, Item Discount Total, Item Tax, API Captured
- c) Use the daily financials report to easily find discrepancies between AOM and EOM.
  - (1) The report can include orders from up to the last 90 days while the default is for the past 14 days.
  - (2) The report contains the following fields: Order Id, External Order Id, Order Date, Status, Order Total, Item Total, Shipped Total, Captured Amount, Pending Captured Amount, Credited Amount

### 5) Aurus Integration



*Requires processor certification and a separate agreement to use this feature. Depending on the processor and the implementation scope, EOM may be able to support Aurus integration without adoption at Point of Sale or Ecommerce channels. Please consult with Aptos Services on options available for your own use cases.*

Aptos EOM now supports integration with Aurus. Aurus (<http://www.aurusinc.com/>) is a major player in the payment industry, brokering payment transactions for retailers in multiple different verticals and industries. With the Aurus integration, Aptos EOM has expanded its capabilities to integrate with different payment processors globally.

a) Aurus can act as an intermediary to support any credit card processor.

(1) Many are supported out of the box while others require a 4-6 week integration/certification process.

b) Support for Aurus as a credit card processor instead of having to switch processors to one that is supported by EOM. This helps with flexibility to move processors and/ or expand into new regions and markets with new processor.

(1) Using Aurus tokens or 3rd party tokens

(2) New Auths, Captures, Voids, Credits

## 6) Additional Multi-site Capabilities



*These capabilities are a continuation of multi-site capabilities rolled out in the previous release. Clients wanting to understand the full scope of multi-site capabilities must consult with Aptos services.*

a) Affiliate Group Support for Packing Slip

(1) Logos and Addresses can now be configured at the affiliate group level. This allows you to have a different logo and/or address on your packing slip by brand, region, or full price vs. outlet, etc.

b) Able to pass across multiple site IDs to CRM from one instance of EOM.

## 7) OMS Feeds Refactor (New Order Data Exchange (ODX))



*Requires new configuration and additional client specific testing. Consult with Client Care for more information. The new capability will be automatically rolled out for clients over the next few months.*

OMS feeds is a series of Toronado scheduled processes that memorialize critical points in the order lifecycle, sending financial information from the order to feed downstream systems including Sales Audit, CRM, and Enterprise Returns.

OMS feeds now supports parallel processing with the implementation of a queue-based processing system. This queue allows Aptos to have better insight into the health of OMS feeds as well as the content and depth of the backlog at any given time. This change to OMS feeds is being called Order Data Exchange (ODX) and enhances throughput, reliability, and transparency while having no impact to current usability, functionality, or content of the feeds. A major benefit of ODX is also providing the insight and flexibility necessary to allow for incremental improvements in the future to not only OMS feeds but all also other job types that run through Toronado on the EOM platform.