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EOM 2019.1 Release

Aptos Enterprise Order Management (EOM) 2019.1 enhancements focus on the following key areas of the product

1. Fulfillment Capabilities
2. Inventory Management
3. Customer Service
4. System Integration

The 2019.1 Release dates are:

- **April 9, 2019 –** Tentative release to all staging sites
- **May 16-24, 2019 -** Tentative release date to all production sites

All releases take place from 4:00-6:00 a.m. EDT. 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.**

ENHANCED FULFILLMENT CAPABILITIES

1. There has been further simplification of the Store user flow by reducing the number of clicks required when printing shipping documents.
   a. Automatically print the "packing slip" or "shipping label" as the first document to be printed. *The choice of which document you want to print first is configurable in the system.*
   b. Pre-select items on the ship order screen simplifying the flow for a simple order shipped in a single box. *This setting is configurable.*

💡 *This enhancement is **optional** and requires additional configuration.*

2. There is a new ability to include a return shipping label with other shipping documents when shipping from a store. The return shipping label can be configured to have a specific supplier (typically the warehouse) as the return location. Similarly, the carrier / service level can be predefined on the return label.

💡 *This enhancement is **optional** and requires additional configuration. This also requires additional testing with your preferred carrier.*

3. A partial search for an order number on the **Order Worklist** can now be completed with a minimum of three characters. *This enhancement is an automatic update.*
4. There is new Store Associate authentication and audit capability, when fulfilling orders outside of Aptos Store (directly in EOM).
   a. The associate credentials are required and must be defined in EOM.
   b. The system records the following actions for each User ID:
      i. No Stock and **Ship** timestamp when shipping items;
      ii. Cancel and **Ready for Pickup** timestamps when processing Pickup items

💡 *This enhancement is **optional** and requires additional configuration. Not applicable for clients using Aptos POS for shipping customer orders from the store.*

5. Fixed an issue of orders showing up late to a fulfilling store. This can occur when orders are created in a store that is in a time zone ahead of the time zone configured for the corporate office. For example, when a store is in EST and your corporate office is in PST or CST.

💡 *This enhancement is **optional** and requires additional configuration.*

6. Performance of the Order routing engine has been enhanced for greater throughput during peak.

✅ *This enhancement is an automatic update. Client testing is strongly recommended.*

7. There is now support for language translation for Store fulfillment screens.

💡 *This enhancement is **optional** and requires additional configuration.*

INTEGRATION ENHANCEMENTS

1. We have improved the integration with **Aptos Sales Audit** using a new scalable architecture. This architecture also provides additional fixes to improve data consistency between Aptos EOM and Sales Audit.

📝 *This enhancement is **recommended** and requires additional configuration. The new architecture also requires the deployment of a new queue-based app server.*

2. There is now support for multiple PayPal accounts for different brands or sites running on a single EOM instance.

💡 *This enhancement is **optional** and requires additional configuration.*

3. There is now a simplified Avalara integration setup.

a. Added the ability to use a tax flag (*UseSubmittedTax*) on the **order create** API to indicate if the tax is required to be recalculated on order modifications and fulfillment.
b. Where EOM is committing taxes to Avalara (instead of Sales audit completing this task), the system will now
    i. Send the store address instead of the corporate address, when fulfilling orders from the store.
    ii. Use the ship date instead of the order create date when committing taxes.

*This enhancement is **optional** and requires additional configuration.*

ENHANCED INVENTORY MANAGEMENT

1. There is new store inventory publishing architecture to support *Shop my Store* capabilities on Ecommerce.
    a. We have completely rebuilt the job with scalability and ease of setup and maintenance as our priority.
        i. The system supports parallel processing with the implementation of a queue-based processing system.
        ii. One job can now support producing a *Shop My Store* inventory file for every store. This will be a time saver as previously one job had to be setup for each store.

*This enhancement is **optional** and requires additional configuration and deployment of a queue-based message server.*

This does not impact how aggregate/network level inventory is published. Note that many clients use store inventory API calls instead of getting a store level feed from EOM.

2. There is now the ability to turn *available to ship* store inventory ON/ OFF anytime during the business day using the **supplier** setup within the application. The changes to the supplier setting immediately update the available inventory and delta inventory is published.
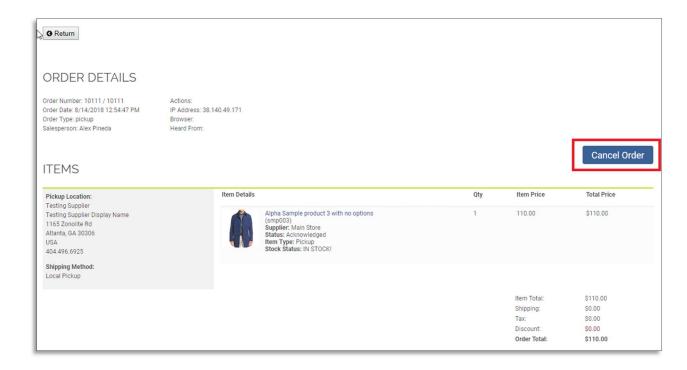
*This enhancement is **optional** and requires additional configuration.*

CUSTOMER SERVICE IMPROVEMENTS

1. We have added the capability for store associates to cancel orders placed in the store using Aptos Store. A cancel button now displays on the **View Order** screen when being viewed from Aptos Store. Eligible orders will be able to be cancelled by the store that placed them, thereby improving store associates' ability to offer customer service and save time.

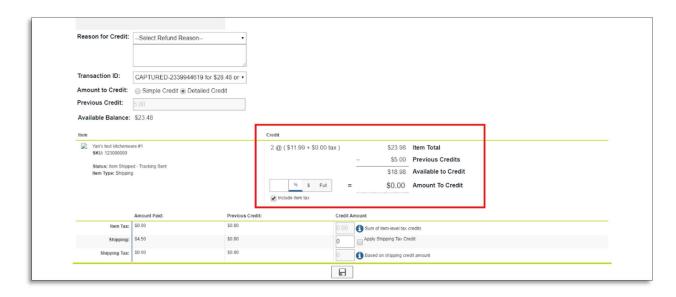*This enhancement is **optional** and requires additional configuration.*

2. A new **Credit Order** screen has improved usability
   a. There is a simplified item-credit view so that now the user will be able to give a full credit or a partial credit using a percentage or dollar amount.
   b. It is now easy to identify how much has previously been credited and the remaining amount that is available to credit.
   c. The **include tax** checkbox is now selected by default to reduce errors associated with not giving tax back with credits.
   d. We removed unsupported fields to reduce confusion: Restocking fee, E-waste fee, and Cart Fee.

> ✅ *This enhancement is an automatic update. User training is advised.*

3. There is now visibility of credits performed at a store within EOM, eliminating the risk of double crediting.

✅ *This enhancement is an automatic update with Aptos POS 2019.1.*

4. You can now publish detailed tax breakouts via email. This is typically needed for countries such as Canada that have compliance requirements to print multi-level tax in customer facing emails.

💡 *This enhancement is **optional** and requires additional configuration.*

SITE MANAGER CHANGES

Starting with the 2019.1 release we have begun the process of cleaning up the user interface (UI) in the site manager to provide a simplified workflow for our users. Since we made the decision to focus solely on Order Management in 2018, the digital commerce related pages had remained in the site manager.

Some of the changes you'll see

- We have removed the pages from the site manager navigation that were focused on our digital commerce capabilities.
- The Affiliates and Channels navigation items have been moved from the "Marketing" area and now reside in the "Commerce" area.
- The site manager header, navigation and footer have also been refreshed with a new, cleaner look.

A complete list of the pages that have been affected is available within the EOM knowledge base.

✅ *This enhancement is an automatic update.*