

Glossary – Order

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TERM	DEFINITION
BPM	Business Process Modeling workflow engine in the Orders Service allows you to customize an order flow that suits your business requirements.
CSR	Customer Service Representatives (CSRs) manage customer inquiries. CSRs also process orders, returns, cancellations and customer registrations.
Fulfillment	The process of picking items from a warehouse, packing, and shipping/distributing them to consumers (buyers).
Order (Microservice)	Order encompasses order management, order tracking, and customer service. It also offers detailed reporting capabilities and interfaces seamlessly with all existing order fulfillment solutions.
Return	The process of returning a product purchased by the customer, back to the store.

Revision History

2019-04-30 | MA – Content uploaded.