



Omnichannel Order Management System for Retail Brands

HotWax Commerce provides retailers with the best return on their inventory by facilitating omnichannel retailing strategies such as same-day Buy Online Pick-up In Store (BOPIS), Ship From Store, and Pre-Orders in order to increase conversion rates and profitability.

Global Inventory Visibility

REAL-TIME VISIBILITY OF FULFILLMENT CENTER INVENTORY

Get a clear view of on-hand and future inventory across multiple locations. Accept pre-orders for future inventory.

AVAILABLE TO PROMISE

Real-time “available-to-promise” inventory synchronization across multiple sales channels to ensure you don’t accept orders that cannot be fulfilled.

ORDER SPLITTING AND BACKORDER MANAGEMENT

If all items are not available in one fulfillment center, automatically split an order and allocate inventory from multiple fulfillment centers. Accept backorders for out-of-stock items.

DELIVERY ESTIMATES

Leverage on-hand and future inventory to notify customers of the estimated delivery date.

Order Management

SYNC ORDERS FROM MULTIPLE CHANNELS

Automatically sync orders from multiple channels like Shopify and POS

ORDER ROUTING

Utilize a rule-based order engine to route orders to the nearest fulfillment center based on location and inventory availability, reducing fulfillment time and cost.

ORDER ORCHESTRATION

Track the complete lifecycle of an order from capture to delivery and audit every modification.

REVERSE LOGISTICS

Process returns & exchanges with powerful automation.

STEVE MADDEN



KREWE
EYEWEAR


cabi

PERRY ELLIS



www.hotwax.co

 [HotWax Commerce](https://www.linkedin.com/company/hotwax-commerce)

 [@HotWaxCommerce](https://twitter.com/HotWaxCommerce)



Fulfillment

PICK

Pick orders efficiently with barcode scanning.

PACK

Pack orders quickly and handle exception cases with rejection reasons like "out-of-stock".

SHIP

Generate shipping labels by using direct integration with FedEx, UPS, and Shippo and automatically mark orders as "shipped" across all sales channels.

TRACK SHIPMENT

Update sales channels with tracking info.

Customer Service

A SINGLE VIEW OF ORDERS

A single view of orders empowers customer service reps to look up customer orders across all channels.

ORDER CAPTURE AND MODIFICATION

Modify orders to support customer requests like quantity updates or shipping address modifications.

ORDER CANCELLATION

Cancel the customer's order if it has not been shipped or picked up.

REFUND AND CREDITS

Accept and process refunds/credits without any hassle.

Integrations

ERP



ECOMMERCE



SHIPPING



HOTWAX COMMERCE HEADQUARTERS

175 S Main St Suite 1310
Salt Lake City, UT 84111
+1-732-724-0104