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EPG ONE™ ORDER MANAGEMENT SYSTEM: THE CONTROL LAYER BETWEEN ORDER INTAKE AND EXECUTION

Today, orders originate in many places at the same time: in ERP systems, online stores, customer portals, through EDI, marketplaces, retail locations, file imports or manual entries in day-to-day operations. At the same time, the inventory required to fulfill these orders may be distributed across different warehouses, stores, fulfillment partners and logistics service providers. For logistics, customer service and planning teams, this often creates significant coordination effort. Order and inventory information is held in different systems, while formats, status information, priorities and process requirements do not converge in one place. As a result, companies frequently lack a reliable overview of which orders need to be fulfilled and which inventory is available for them.

The EPG ONE™ Order Management System creates this transparency before operational execution begins. It consolidates incoming orders in a central Order Hub and makes relevant inventory information from connected systems available within the same control context. OMS validates and standardizes the underlying data before defined business rules determine when and how an order is transferred into fulfillment. As a system-agnostic orchestration layer, OMS can connect to existing ERP and warehouse management systems from different vendors. Further supply chain systems will be incorporated as development progresses. A fully integrated EPG ONE environment is not required.

WHEN ORDER MANAGEMENT TURNS INTO COORDINATION WORK

ORDERS ARRIVE IN DIFFERENT FORMATS

ERP, online stores, EDI, marketplaces and manual entries rarely follow one shared structure.

INVENTORY IS SPREAD ACROSS THE NETWORK

Relevant availability data sits in warehouses, stores and connected systems.

EXCEPTIONS ARE HARD TO TRACE

When information is distributed, teams spend time clarifying status instead of moving orders forward.

PRIORITIES CHANGE FASTER THAN PROCESSES

Service levels, cutoff times and customer requirements make manual decisions routine.

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EPG ONE OMS AT A GLANCE

Order Hub

The Order Hub consolidates incoming orders in a centralized view. Customer service, planning and operational teams work with the same information on statuses, priorities, exceptions and process progress. **Benefit:** Orders are no longer viewed separately in individual systems but within a shared control context.

Order and Inventory Visibility

Relevant inventory information from connected systems is displayed alongside incoming and pending orders. This creates a common view of demand and the inventory available for fulfillment. **Benefit:** Employees can determine whether an order can be fulfilled without first gathering information from several systems.

Order API, EDI and Flexible Order Entry

Orders can be captured through an Order API, EDI connections, CSV or Excel uploads and manual entries. This allows different order sources to be converted into a consistent structure. **Benefit:** Heterogeneous system landscapes and customer-specific order processes can be integrated into centralized order management.

Data Validation and Standardization

OMS validates relevant order and master data before an order is transferred to operational execution. This includes customer information, addresses, items, warehouse assignments and shipping methods. **Benefit:** Incorrect or incomplete orders are identified early and can be addressed before they cause delays in downstream processes.

Inventory Validation

Available inventory from connected systems can be taken into account when an order is prepared for fulfillment. **Benefit:** Fulfillment decisions are based on both the incoming order and the inventory available to process it.

Customer Visibility for Logistics Service Providers

Authorized customers of a logistics service provider can be given access to information about their own orders, inventory, exceptions and fulfillment progress. **Benefit:** Customers receive greater transparency, while recurring status inquiries and coordination effort are reduced.

Rule-Based Orchestration

OMS controls subsequent order processing according to defined criteria such as customer, priority, service level, cutoff time, inventory availability and process requirements. Urgent orders can be released immediately, while standard orders are transferred into scheduled processes. OMS also supports the scheduled, rules-based release of complete orders to downstream warehouse management processes. **Benefit:** Recurring decisions and release processes are applied consistently and no longer have to be managed manually for every individual order.

Flexible Rule Definition in Natural Language

For defined use cases, fulfillment requirements can be described in natural language. Within OMS, the system translates these requirements into the corresponding orchestration logic using technology from the EPG AURA environment in the background. **Benefit:** Operational requirements can be incorporated into order management with less coordination between business and technical teams.

System-Agnostic Integration

EPG ONE OMS connects existing order sources with ERP and warehouse management systems from different vendors. Additional supply chain systems will be integrated as the solution is expanded. **Benefit:** Companies can establish a central orchestration layer without replacing their current operational systems.

Event Log

A continuous Event Log documents relevant status changes throughout the order lifecycle. It shows when an order was created, validated, orchestrated and transferred to an execution system. Subsequent fulfillment statuses can also be incorporated from connected systems.

Benefit: Customer service and operational teams can provide information more quickly, identify exceptions and trace the causes of delays.

Omnichannel Support

In addition to traditional B2B and e-commerce orders, OMS can support further order channels and omnichannel scenarios.

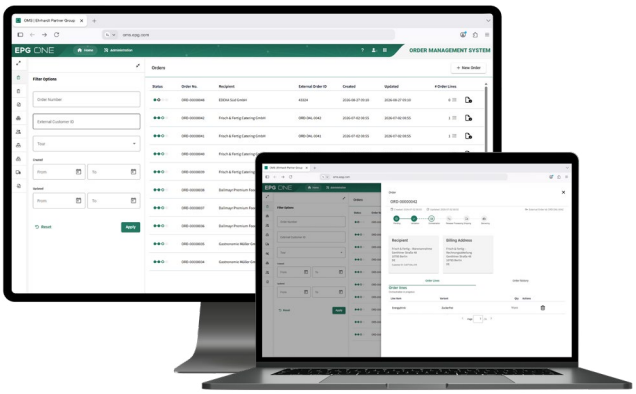
Benefit: Different sales channels and order models are consolidated within a shared control layer.

DEFINE FULFILLMENT RULES IN NATURAL LANGUAGE

New customer requirements or service levels often need to be described by operational teams and then translated into a technical configuration. Particularly for logistics service providers, this can create considerable coordination effort because different customer processes must be managed in parallel. The natural-language definition of rules is already part of current OMS development and will initially be available within a defined functional scope. Further scenarios will be added gradually.

CONNECT EXISTING SYSTEMS INSTEAD OF REPLACING THEM

EPG ONE OMS is designed to complement existing system environments. Companies can begin in those areas where fragmented information or manual decisions currently create the greatest operational effort. Additional order sources, customers and fulfillment locations can be connected step by step. Existing ERP and warehouse management systems remain in place and continue to perform their specialized tasks. For logistics service providers, this means that different customer requirements can be managed through one overarching platform without requiring every customer or location to use the same underlying technology. Retail and manufacturing companies benefit from the same approach when coordinating orders across multiple channels and inventory structures.



DEVELOPED BASED ON REAL-WORLD FULFILLMENT OPERATIONS

EPG ONE OMS is being developed as part of the collaboration between EPG and Konoike Transport Co., Ltd., a Japanese logistics and 3PL provider with more than 140 years of hands-on operational experience. At the EKS Co-Creation Hub and fulfillment site, both partners combine EPG's software expertise with Konoike Transport's practical knowledge of complex logistics operations. The development process incorporates real requirements from an environment in which orders involving different customers, formats and process models are coordinated centrally.

GREATER STABILITY FOR GROWING FULFILLMENT STRUCTURES

EPG ONE™ OMS helps companies manage additional channels, increasing order volumes, and more complex customer requirements within a shared control layer. It benefits logistics service providers managing different clients and service levels, as well as retail and manufacturing companies processing orders across multiple channels, locations, and inventory pools.

Its system-agnostic architecture allows additional order sources, fulfillment locations, and execution systems to be connected without requiring companies to rebuild their entire IT landscape. Planned development stages include multi-warehouse orchestration, TMS integration, returns processes, enhanced analytics capabilities, AI-supported forecasting, and data-mapping functions.

YOUR STARTING POINT FOR STRUCTURED ORDER MANAGEMENT

Where do manual clarifications, delays, or disconnected processes currently arise in your order management operations? In a joint 30-minute session, we will analyze how EPG ONE OMS can complement your existing system landscape and provide targeted support for your order management processes.

LEARN MORE ABOUT OUR ORDER MANAGEMENT SYSTEM

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