

Order Management System

Order Management System, also called OMS, is an administration software in [e-commerce](#). It is used to manage and control orders and also have an overview of the inventory. The system receives customer order information and matches inventory availability with the warehouse system. Afterwards OMS clusters the orders by customers and priority, reserves inventory in the warehouse system and generates delivery dates.

Subsequently, the customer receives an [order confirmation](#) and an [order tracking](#) number to track the order status.

In more complex companies orders can be splitted to sub-orders and operational tasks which will be steered by a workflow to be fulfilled in committed delivery time. These workflows will be automated more and more in e-commerce.

OMS @ Deutsche Telekom

Order Management Systems are used in various businesses. To exemplify the usage, here are its main functions at Deutsche Telekom: keep track of customers, accounts, credit verification, product delivery, billing, etc.

For the internal production within T-Systems, a sub-company of Deutsche Telekom, the term "Delivery Order Management System" (DOM) is used. It deals with similar functions: placing, acceptance, planning, deployment, closing and charging.

References

http://www.adamar.de/hausbau/Lexikon/Lexikon_Internet_Co/Order_Management_System/Order_Management_System.html/cms/lexikon/op/content/tid/357

http://en.wikipedia.org/wiki/Order_management_system#Electronic_commerce_and_catalogers

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