



What's New in IBM Sterling Order Management 9.2.1

Sudhir Balebail,
Sr. Product Manager – Industry Solutions – Commerce
Janet Wall,
Sr. Product Manager – Industry Solutions - Commerce

**Redefining commerce
in the age of the customer.**

Your customer in context.



IBM Sterling Order Management V9.2.1

- Announced on May 21, 2013
 - Electronically available for download on June 7, 2013
 - eGA on June 7, 2013
- Announcement Letter
 - http://www-01.ibm.com/common/ssi/ShowDoc.wss?docURL=/common/ssi/rep_ca/1/897/ENUS213-101/index.html&lang=en&request_locale=en
- What's New
 - <http://pic.dhe.ibm.com/infocenter/ssfs/v9r2m1/index.jsp>

Internal Information on Sterling Order Management V9.2.1

For download from the internal [Software Sellers Workplace Software Downloads](#) site look for the part numbers:

- IBM Sterling Order Management (7 eAssemblies) - Search for
 - Brand: Other Software
 - Family name: Sterling OM SVP PSP
 - Date posted: Within past 1 month

- IBM Sterling Configure Price Quote (3 eAssemblies) - Search for
 - Brand: Other Software
 - Family name: Sterling CPQ SVP PSP
 - Date posted: Within past 1 month

Agenda

- Functional Enhancement
- Technical Enhancements
- Performance Enhancements
- Optional License Options

IBM Selling & Fulfillment Strategic Focus Areas

**Enable
Omni-Channel
Selling
Anytime &
Anywhere**

**Leverage Key
Capabilities
across the
Smarter
Commerce
Portfolio**

**Deliver
Omni-Channel
Promising and
Order
Fulfillment**

**Improve
Customer
Intimacy and
Personalization
through
Context**

**Empower
Business Users
and Reduce IT
Involvement**

**Provide
Technical and
Performance
Leadership**

Executing the Vision for Point-of-Commerce

Addressing the **Evolving Retail Store**

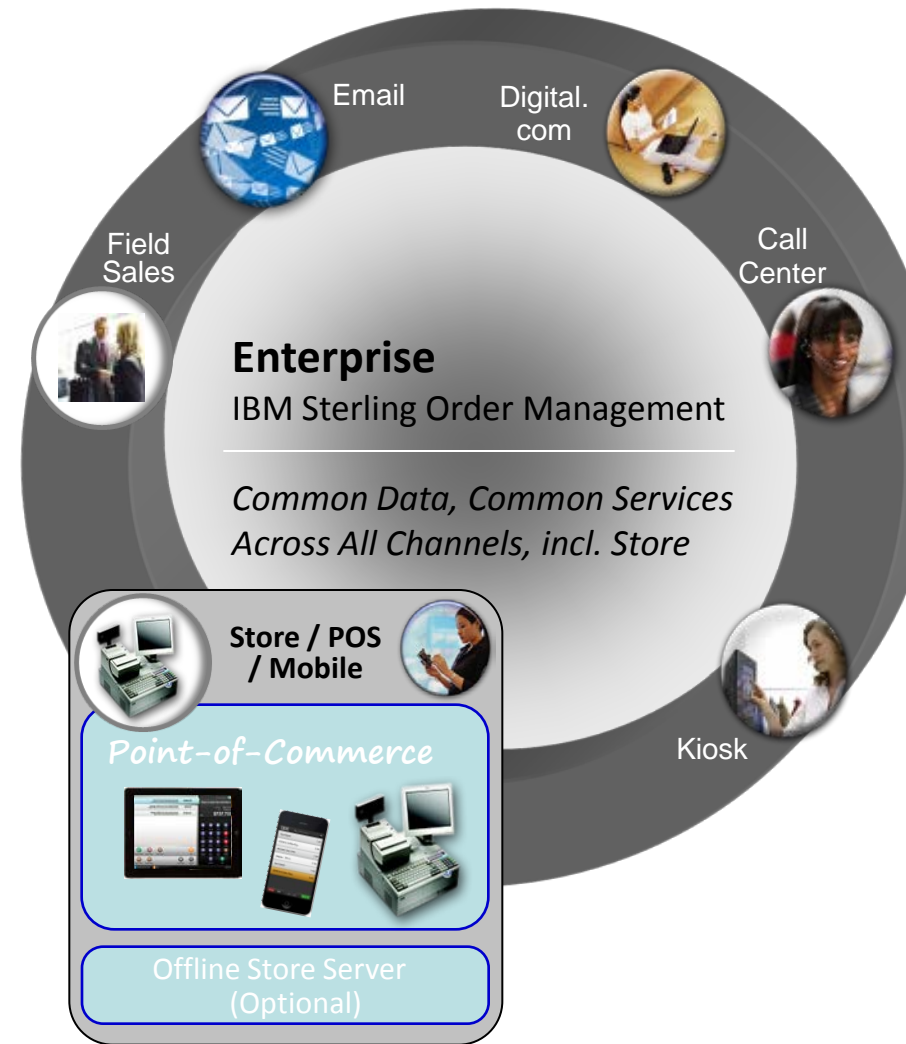
- Flexible clients, optimizing how the web-based client can be configured to run on various devices from POS to Tablets to Smartphones.
- Flexible deployment, optimizing 'thin client' and 'thin store' deployment options that allow retailers to manage how to deployed IT while balancing need for mission-critical availability.

Addressing the **Empowered Consumer**

- Full and flexible function, enabling associates to execute traditional POS functions, plus a full suite of store-to-store and cross-channel scenarios at checkout to improve consumer satisfaction; while ensuring an extensibility model that allows you to manage your retailer unique requirements as needed.

Addressing **Optimizing IT Investment**

- Common data and common services as the foundation for sustainable IT costs and reduced IT complexity – based on IBM Sterling Order Management – easing pressure on IT staff across channels and allowing focus on other high-value priorities.



Order Management Enhancements for POS Scenarios

- Pricing and Promotions
- Payment Processing
- Returns
- Manager Overrides
- Item Entry
- Taxation
- Loyalty Program Integration



Pricing and Promotions

- Provide a way for stores to implement innovative pricing and promotions strategies. Examples:
 - Store and Region based pricing
 - Define effective dates, days, and time for coupon and pricing rules based on time zone.
 - Lowest item price search

The screenshot displays the IBM Business Center interface for configuring a pricing rule. The page title is "Business Center" and the user is logged in as "Administrator". The navigation bar includes "Home", "Products", "Pricing", "Customer", "Inventory", and "System Setup". The current page is "Pricing Rule Summary" for a rule named "OT1".

Primary Information - OT1

- Pricing Rule Type: Order Total
- Pricing Rule ID: OT1
- Pricing Rule Description: OT1 - OT>10, get \$2 off
- Effective Start Date: 03/01/2013 12:19:40
- Effective End Date: 03/01/2015 12:19:50
- Status: ACTIVE (with Deactivate and Delete buttons)

Conditions (selected tab)

Apply to order that meets the following criteria
The adjustment will be applied if the order total is equal to or greater than the order total specified below.

- Order Total: * \$ 10,000,000
- Set up adjustments:
 - Adjustment Type: Absolute discount
 - Adjustment: 2,000,000
 - Apply adjustment only to values above the qualifying amount
 -
- Apply adjustments to:
 - Order Currency: * US Dollar
 - Payment Type: [dropdown]
- Analytics:
 - Discount Charge Name: E1_Discount

Schedule (selected tab)

Pricing Rule will be valid on days which are selected below

- All Days
- Valid On Sunday
- Valid On Monday
- Valid On Tuesday
- Valid On Wednesday
- Valid On Thursday
- Valid On Friday
- Valid On Saturday

Time of the day when the Pricing Rule will be active.

- Start Time: [dropdown]
- End Time: [dropdown]

An arrow points from the "Schedule" tab in the "Conditions" section to the "Schedule" section.

Payment Processing

- More choices for payment scenarios for POS. For example:
 - Debit card handling
 - Payment rules for cash and carry
 - Payments for cross channel ordering at POS)

Business Center

Administrator Help | Sign Out

Organization: Hub Organization

Validation - Payment Capture

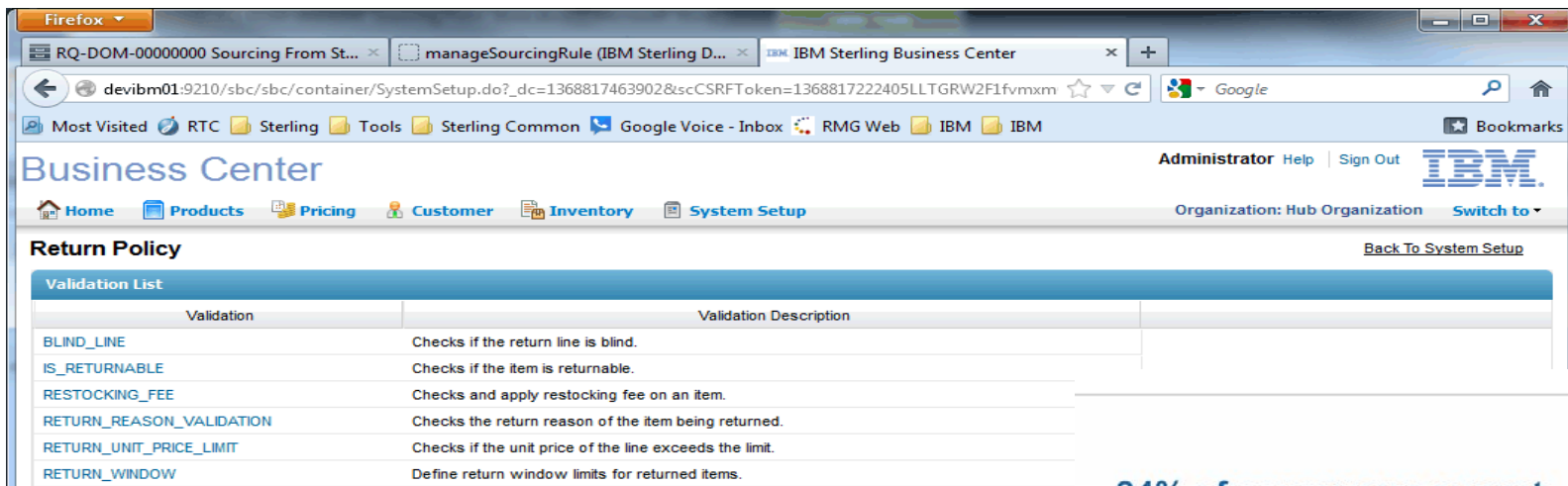
Back To Validation - Pricing

Validation	Validation Description
TENDER_LIMIT	Define total tender limits for a PaymentType and/or PaymentCardType.



Returns Enhancements

- **Implement fair and consistent return policies**
 - Define and maintain return policies
 - Re-pricing of returns including promotions
 - Allow blind returns with item's lowest price
 - Smart matching for return receipts
 - Easy returns for cross channel orders



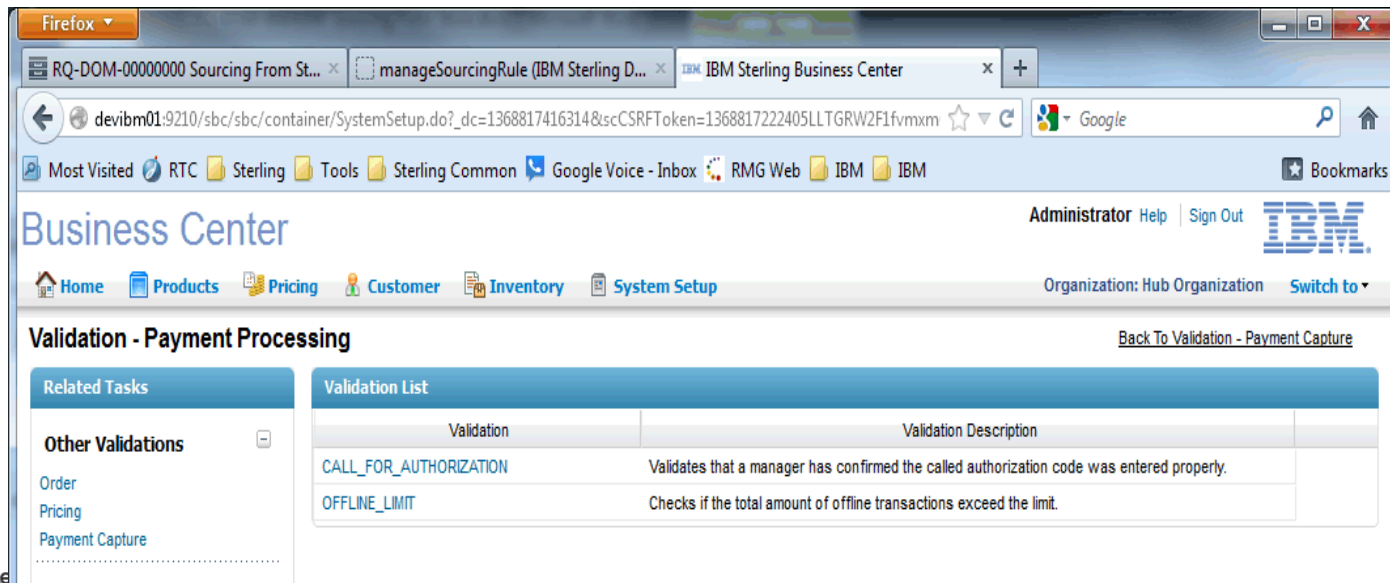
The screenshot shows the IBM Sterling Business Center interface. The browser window is Firefox with multiple tabs open. The URL is `devibm01:9210/sbc/sbc/container/SystemSetup.do?_dc=1368817463902&scCSRFToken=1368817222405LLTGRW2F1fvmxm`. The page title is "Return Policy" and it includes a "Validation List" table.

Validation	Validation Description
BLIND_LINE	Checks if the return line is blind.
IS_RETURNABLE	Checks if the item is returnable.
RESTOCKING_FEE	Checks and apply restocking fee on an item.
RETURN_REASON_VALIDATION	Checks the return reason of the item being returned.
RETURN_UNIT_PRICE_LIMIT	Checks if the unit price of the line exceeds the limit.
RETURN_WINDOW	Define return window limits for returned items.

84% of consumers expect cross-channel returns to the store.¹

Manager Overrides

- Flexible framework to define validations for coupons and discounts and provide conditions under which the manager approval is mandatory for an override.
- Individual modules will use this framework
 - Off-line payment tender limits
 - Exceeded number of coupons per transaction
 - Item not on file



The screenshot shows the IBM Sterling Business Center interface. The main content area is titled "Validation - Payment Processing" and contains a "Validation List" table. The table has two columns: "Validation" and "Validation Description".

Validation	Validation Description
CALL_FOR_AUTHORIZATION	Validates that a manager has confirmed the called authorization code was entered properly.
OFFLINE_LIMIT	Checks if the total amount of offline transactions exceed the limit.

Order Management Enhancements

- Loyalty Programs Integration
 - Record participation in a Loyalty program
 - Call out to Loyalty management system at key touch points
- Taxation
 - Miscellaneous enhancements to identify charge groups as taxable
- Cross-Channel in the store
 - Buy online, return in store
 - Buy online, modify in store
 - Endless aisle in store (Cash and Carry and Ship To Home in the same transaction)
 - Alternate store pickup



Ease of Upgrade

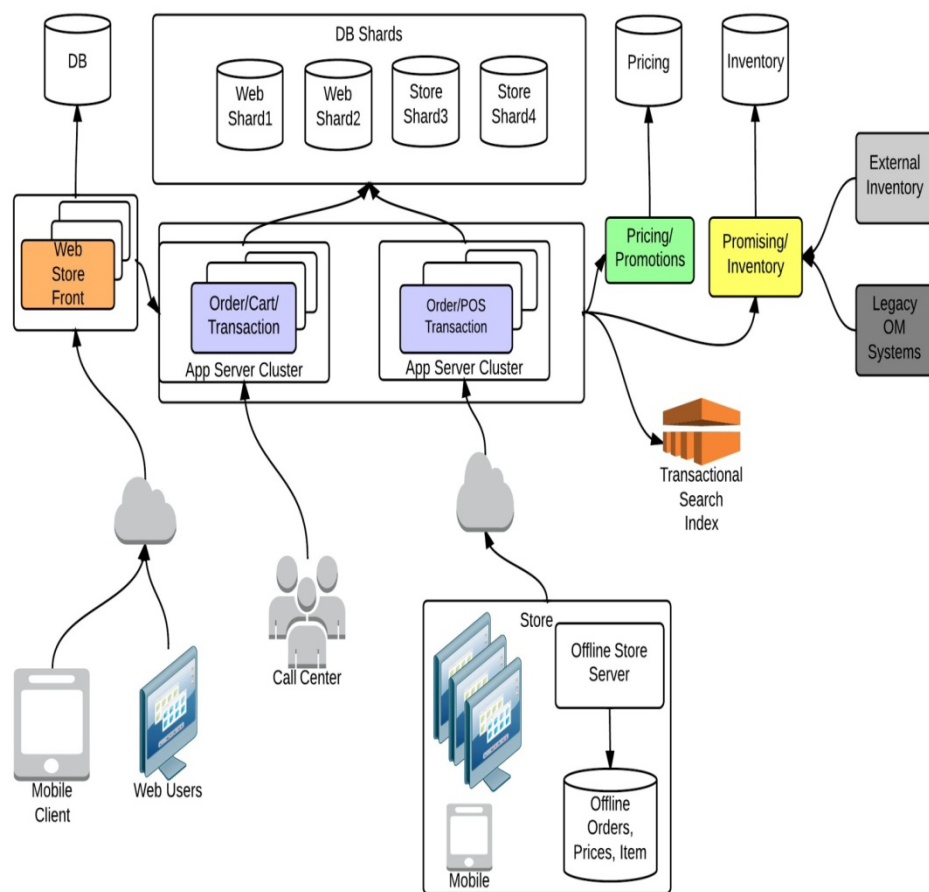
- Incremental Capabilities
- Backward Compatibility
- Schema changes non-intrusive

Store Based Pricing for Sterling Store

- Flexibility and predictability for store licensing model
 - New way to licensing Sterling Store – by size of store
 - Flexibility to switch between device formats



Enterprise and Advanced Add-on



Innovative design that understands and exploit sharding technologies

- Separate inventory and promising from order execution to enable each to scale separately
- Allows sharding by enterprise as well as within enterprise
- Prepares you for exponential omni-channel volumes
- Enables alternative business models like marketplaces

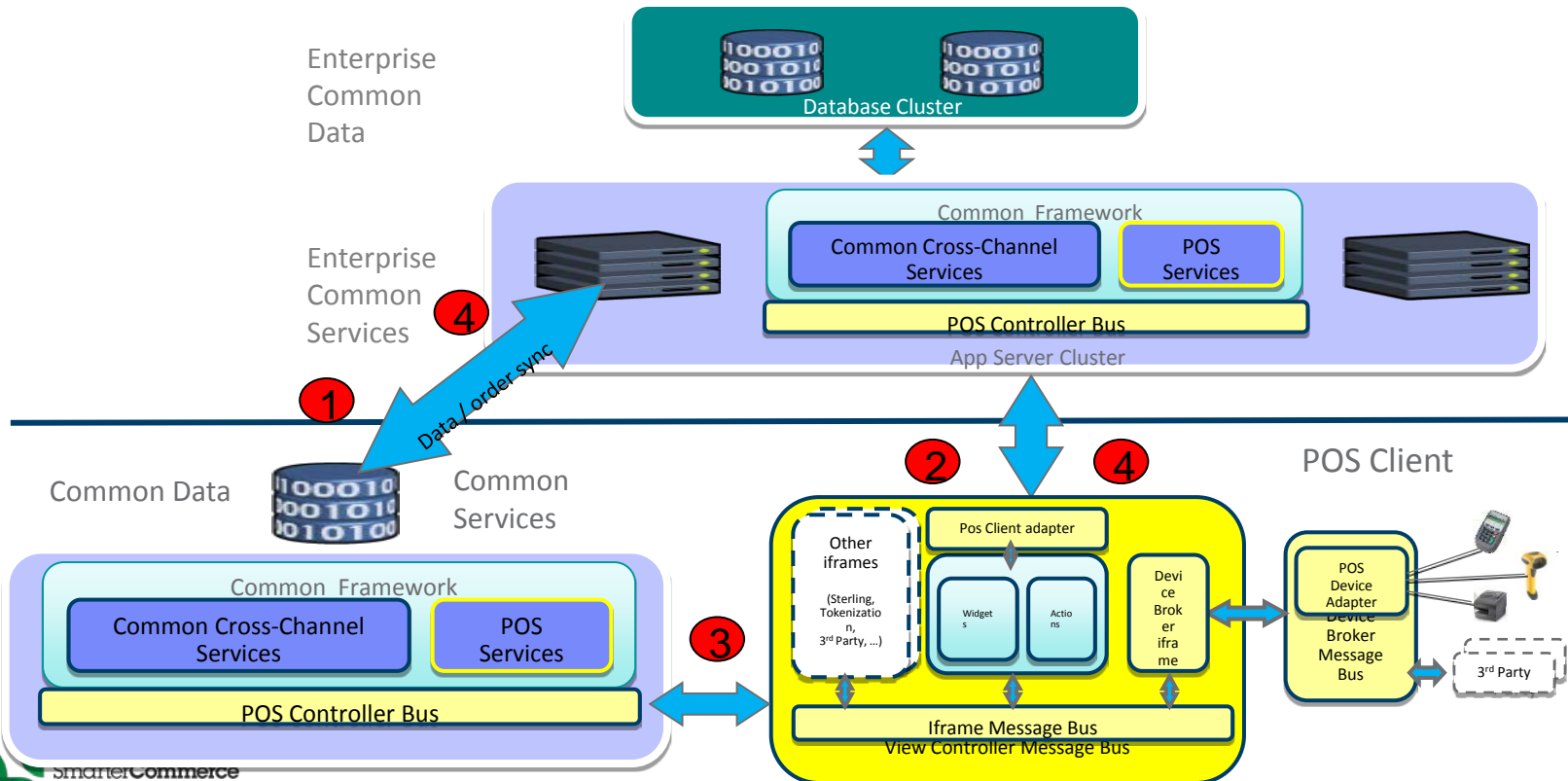
OM Enhancements - Technical

- Data Synchronization for offline server
- Misc
 - Configuration by store/lane type
 - Internal UEs/Events

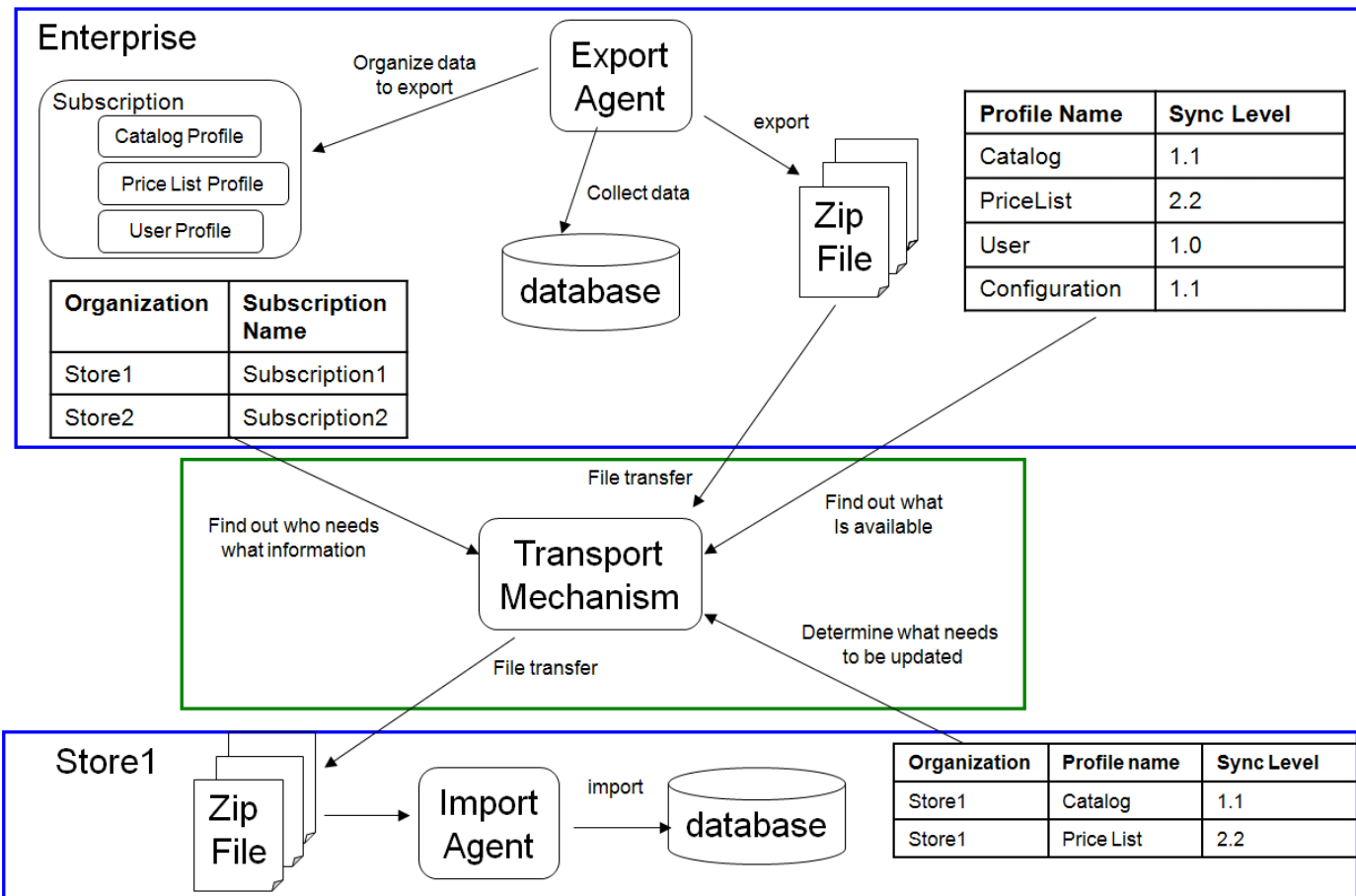
Data Sync Architecture

Tool for synchronizing information and data for offline scenarios

- Communication between corporate servers and store backup servers
- Continuity of operations at the store
- Intuitive interface for business user



Data Sync Architecture



Configuring Data Sync

Business Center

[Home](#)
[Products](#)
[Pricing](#)
[Customer](#)
[Inventory](#)
[System Setup](#)

Home

Dashboard

Reset Dashboard

My Change Projects

New Change Project Search

Name	Status
No records to display	

My Change Requests

Name	Change Project	Status
No records to display		

Data Synchronization

Sync Profile
New Profile | Find Profile

Sync Target
New Target | Find Target

Sync Subscription
New Subscription | Find Subscription



What are the IBM Early Access Programs?

- **Objective of Early Design Program**

- *Benefit to customer – provide their requirements to PM and Development on the new functionality*
 - Show screen mock-ups and eventually demos of the new or enhanced features of the upcoming release to obtain their input on design
 - Prioritize the customer input to determine what can be included in this release and what input needs to be deferred to the next release

- **Objective of Beta Program**

- *Benefit to customer – focused “hands on testing” with the new/enhanced capabilities and online forum to exchange input and experiences.*
 - Provide software to the beta testers for testing of the new or enhanced capability. Beta testers can determine which functionality they want to test.
 - With beta id access, will have access to the beta software and the forum to provide input, questions and issues.
 - Regular scheduled communication meetings

