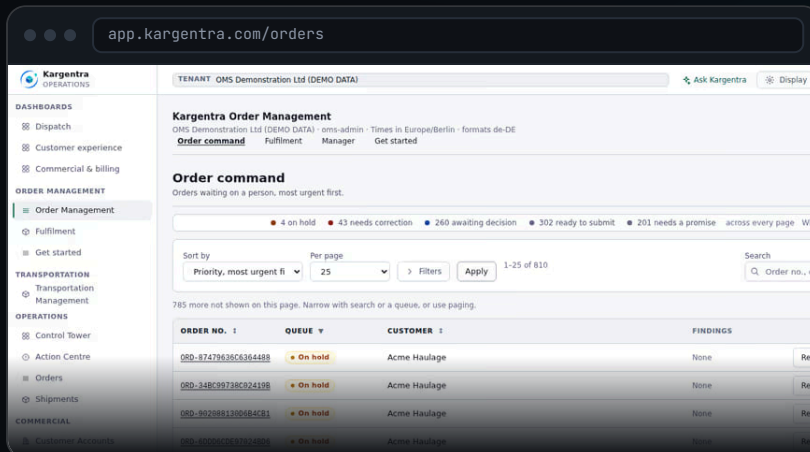


ORDER MANAGEMENT · OMS

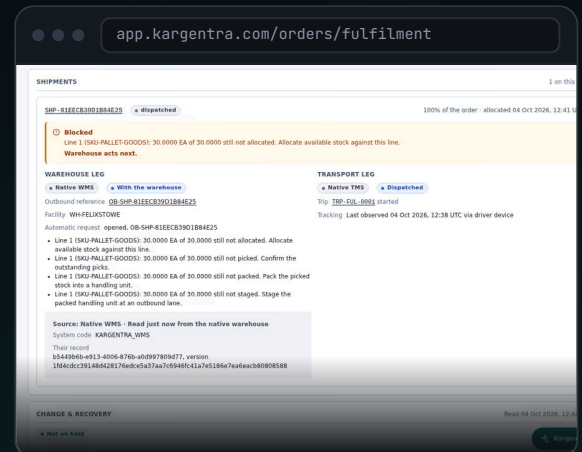
Order Management

An order management system that turns demand into promises you can keep

Kargentra OMS is an order management system that takes orders from your team, the customer portal, partner APIs, ERP connections and EDI 204, and checks every one with the same rule. It promises against real warehouse stock, keeps requested, proposed and committed dates apart, and routes fulfilment to native or external warehouse and transport legs.



ORDER COMMAND · OMS · ORDERS WAITING ON A PERSON, MOST URGENT FIRST



FULFILMENT WORKBENCH · ONE ORDER SPLIT INTO WAREHOUSE AND TRANSPORT LEGS

WHAT CHANGES FOR THE OPERATION

Every order has one next step

Twelve queues, most urgent first. Each row shows the single action that moves the order on and the role that owns it.

Promises built on stock

Promiseable quantity nets on-hand, allocated, held and committed-elsewhere stock before anyone proposes a date to a customer.

Change without collateral damage

Holds, cancellations and customer changes show their downstream consequence first, and each needs a reason and a note.

One order, every leg visible

Warehouse and transport legs, native or external, with source freshness, from acceptance through to delivery evidence.

WHAT OMS DOES

Order Command

One server-side rule places every order that is waiting on a person into exactly one of twelve queues, from On hold to Needs a promise.

- Queues such as Needs correction, Re-promise required and Committed date passed
- Filters and sort live in the URL, so a view can be bookmarked or shared
- Row actions: Release hold, Review the findings, Decide, Propose a promise

Deterministic validation

Every submitted order ends Clear, Review required or Blocked, and acceptance is refused while a blocking finding stands.

- Findings such as possible duplicate, required detail missing and no cargo lines
- Severity chips: Blocks acceptance, Needs review, For information
- Each finding links to the screen where it is fixed

Customer change requests

Date, hold and cancellation requests from the portal land on the order as requests, never as edits, and operations answers each one with a governed decision.

- Approve a new date by re-promising against the request
- Decline with a reason code and a mandatory note
- Requests flagged stale when the order has changed since they were asked

Multi-channel intake

Orders arrive through one canonical writer from five channels, and every order records exactly where it came from.

- Operator entry, customer portal, partner gateway, Connector Hub, enterprise integration
- Sending system, their order reference, their version and the last message
- A resent message is recorded as a repeat, never as a second order

Availability-to-promise

Promiseable quantity is netted per line from warehouse stock, then the promise owner proposes a shape the customer can answer.

- In full, Part now with the remainder later, In full later, or Cannot be promised
- Requested, proposed and committed stored as separate facts
- One current commitment per order, enforced by the database

Hold, release and lawful cancel

A hold sits on top of the order. New steps are refused while work already under way continues safely.

- Reasons from Customer request to Compliance or documentation
- Separate hold and release permissions, each needing a reason and a note
- Consequence panel lists the shipments, warehouse demand and trips affected

HOW IT FLOWS

From the first message to delivered against the commitment

01 Capture as Draft

An operator, the customer portal, a partner API, an ERP connection or an EDI 204 file creates a Draft. The platform assigns number, status and version, and records the sender.

02 Validate

One rule returns Clear, Review required or Blocked. A blocking finding stops acceptance and links to its fix. Owner: order operations.

03 Submit and accept

Not yet submitted moves to Awaiting acceptance, then Accepted or Rejected with a governed reason. Configured approval steps can hold acceptance.

04 Requested, proposed, committed

The promise owner proposes a shape against promiseable stock. The customer answers, and one current commitment is recorded.

05 Allocate and open the warehouse leg

Lines move from Unallocated to Fully allocated, and the warehouse request opens, on confirm if tenant policy says so. Owner: fulfilment coordinator.

06 Form shipments

Accepted demand becomes one or more shipments for native transport planning, or the stage is marked as run by an external TMS. Order and shipment stay separate, linked records.

07 Govern holds and changes

Holds, change requests and cancellations are decided with a reason and a note, after the consequence view shows what they would touch.

08 Measure against the commitment

Delivered orders count as on time or late from delivery evidence time against the current commitment, never against an ETA.

ASK KARGENTRA IN OMS

“Why is ORD-88214 waiting?”

ORD-88214 is waiting on two things. Validation found a possible duplicate: ORD-88190 carries the same customer reference from the same ERP connection and arrived 40 minutes earlier. Line 2 (SKU HX-2040) is also short: 160 cases requested and 120 promiseable after stock allocated and held elsewhere, with a replenishment already open. Nothing has been committed to the customer yet.

VALIDATION · POSSIBLE DUPLICATE · NEEDS REVIEW

WHERE IT CAME FROM · ERP CONNECTION · THEIR REF P0-55120

AVAILABILITY PREVIEW · LINE 2 · 120 OF 160 PROMISEABLE

DELIVERY PROMISE · REQUESTED 14 OCT · NOT COMMITTED

PROPOSAL · APPROVED BY THE PROMISE OWNER

Once the duplicate finding is cleared, propose Part now, remainder later: 120 cases on 14 October and 40 cases on 17 October.

Ask Kargentra reads only what your role can open, cites every fact and proposes. A named person approves; nothing is sent or executed on its own.

EXCEPTIONS AND EDGE CASES HANDLED

- An ERP resends an order after a timeout: it is recorded as a repeat of an earlier message, never as a second order.
- Stock covers only part of a line: the promise owner proposes Part now, remainder later, so the commitment matches what can ship.
- A change request arrives after the order has moved on: it is flagged stale instead of being applied blindly.
- A hold lands while a trip is already moving: new steps are refused, but the trip, delivery and POD continue.
- Cancellation is refused once shipment allocation exists, with the reason shown, so freight in motion is never orphaned.
- Two warehouses could fulfil the same order: one facility must be selected before any stock is reserved.

CAPABILITY REFERENCE

Intake

- Five channels through one canonical writer
- Sending system, reference and version recorded
- Duplicate and retry detection
- EDI X12 004010 204 inbound with file evidence
- Workspace order fields enforced by the API
- Drafts with platform-assigned number and version

Validation and acceptance

- Results: Clear, Review required, Blocked
- Severity: Blocks acceptance, Needs review, For information
- Submit, accept, reject and cancel with governed reasons
- Configured approval steps before acceptance
- Decision history with actor, reason and UTC time

Promise and change

- Availability-to-promise per line
- Four proposal shapes
- Requested, proposed and committed as separate facts
- One current commitment per order
- Customer change requests with stale detection
- Customer shortage answers decided by operations

Fulfilment

- Allocation per line
- Native or external WMS legs
- Automatic warehouse request on confirm
- Facility selection before reservation
- Shipment formation, split and consolidation
- Document trail: entered via, owning module, next handoff

Control and governance

- Six hold reasons; separate hold and release permissions
- Consequence view before hold or cancel
- Lifecycle labels with the stored code visible
- Customer isolation for multi-client 3PL operations
- Dates entered and shown in the tenant's operating zone

Insight and setup

- Manager health across six groups with drill-through
- Service outcomes against the current commitment
- Order setup and connection health page
- Twelve-check guided onboarding
- Context panel that works with AI switched off

STANDARDS AND CONNECTIONS

EDI X12 204 (004010) INBOUND

REST API (OPENAPI)

SIGNED LIFECYCLE WEBHOOKS

MACHINE-TO-MACHINE CLIENT CREDENTIALS

ERP CONNECTIONS VIA CONNECTOR HUB

PARTNER GATEWAY

EVENT STREAMS (ASYNCAPI)

EXTERNAL TMS OWNERSHIP OF TRANSPORT PLANNING

QUESTIONS BUYERS ASK

What is an order management system?

An order management system captures customer demand, checks it, decides what can be promised and routes it to fulfilment. Kargentra OMS does this on the same operational record as warehouse, transport and billing, so an order's validation, promise, warehouse leg, trip and delivery evidence can be followed from one workbench instead of being reconciled across separate systems.

What is the difference between an order and a shipment?

An order is what the customer asked for: lines, quantities, dates and terms. A shipment is a physical movement formed from accepted demand. One order can become several shipments, and one shipment can carry lines from several orders. Kargentra keeps them as separate linked records, so splitting, consolidating or re-planning freight never rewrites what the customer ordered.



See Order Management on your own scenario

Bring a real lane, site or exception. More at www.kargentra.com/products/order-management/

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