

Fostering a great brand is a labor of love that truly never ends. Every interaction your customer has with your brand, at every touchpoint, across every channel, is an opportunity to strengthen your relationship with them and the position your brand holds in their mind.

Each element of Momentis' ERP software is developed with the goal of delighting your customer. Ensuring POs are placed at the right time, deftly managing inventory levels and offering an ever-expanding set of order taking options are just some of the ways Momentis helps you stand out from the competition. One of the most powerful brand-building tools in the Momentis arsenal is the B2B Customer Web App.

Programmed in HTML5 for use in any web browser and across devices, the Customer Web App brings the power of Momentis directly to your customer. Accessed through the cloud, your customers can browse beautiful catalogs teeming with high quality images, flowing romance copy and poignant bullet descriptions. Communicating with your Momentis ERP software via application program interface (API), your customers have access to live on-hand inventory levels and PO ETW dates, so they can plan their rebuys with precision.

When looking at a style, customers can take advantage of all the features that typically require a customer service representative to provide: customer specific pricing, all applicable customer discounts and even customer-specific catalogs, for the ultimate customized experience. Once an order is submitted, customers instantly receive beautifully designed order confirmation emails with images, and the order synchronizes seamlessly with your ERP to be processed according to your head office rules.

This web app is more than just a sales tool, as it lets your customer centricism expand to the post-sale customer experience. Once logged in, your customers will have access to their order histories for all orders – whether they came in through B2B sales app, EDI, customer service or Excel import – where they can view tracking hyperlinks for shipped orders and shipping statuses for order lines down to specific style, color and sizes. Your customers can also instantly email themselves copies of invoices for shipped orders whenever and wherever they are needed.

The Customer Web App complements even the greatest customer service team. Being anywhere and everywhere your customers need you shows that you truly care, and with the ability to receive orders via the cloud 24/7 from anywhere in the world, you and your customers will be ecstatic that your doors are never closed.