



Four Tips for Maintaining Your Order-to-cash Momentum During the Holiday Season



1. Know what your bestselling items are.

Pull out those reports from last year, along with your data on stock counts and purchasing histories for your inventory this past year, and conduct some good ol' fashioned data analysis. Hopefully you've been engaging in some smart inventory management that will give you great insight into what you need to stock up on, but if you haven't, there's no better time to start (definitely start).



2. Supercharge your promotions and discounts.

A customer getting angry because the customer service rep can't verify their discount or is confused on how to enter their coupon into the system is the stuff of nightmares for retailers and distributors alike. Before the holiday season gets into full swing, make sure you take the time to carefully organize your promotions and discounts and verify that your staff knows how to work with them correctly.



3. Know how to find the inventory you need.

Misplaced or otherwise missing inventory will grind the productive holiday selling season to a halt faster than you can send the elves out for replacements. But with the right inventory management system in place (it all comes back to inventory management around here), that won't happen to you. Manage your inventory, organize your warehouse, and keep those customers happy.



4. Give your customer service reps access to all the info they need.

Quick access to customer purchase history, customer payment information, and other customer data can be the difference between making or breaking the sale. By providing your customer service and sales reps with a way to easily and efficiently access the data they need, you're ensuring that your customers have the best experience possible when interacting with your company.



Whether it's supercharging your operations with greater efficiency, managing your inventory with more control, or improving your customers' experience with better visibility into their orders, we've got your back.

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