



Order Management

At Direct Alliance, we help our clients eliminate unnecessary steps to increase their profits and ensure a great customer experience. Every time a product passes through a touch point in a supply chain, it takes on greater costs.

Our efficient order management services, including fraud management and financial reporting, provide our clients with an improved bottom line.

- Verifraud
- Financial Reporting
- Business System Integration
- Order Optimization

Verifraud

Our proprietary fraud prevention service, Verifraud, dramatically reduces fraud losses for our clients and serves as your virtual fraud prevention department. Verifraud can:

- **Screen your new account applications** for credit fraud using our proven tools and expertise
- **Operate in a multi-client environment** with unique access to transaction velocity and trend information that is highly predictive of fraud
- **Eliminate redundant investigative efforts** across our client base, providing greater cost efficiencies





Financial Reporting

We can handle a wide range of financial processes, quickly, accurately, and cost-effectively. Our clients' customers receive the highest level of service and our clients gain a greater level of security at a much lower cost.

- **Trade credit:** We process all of your new customer credit applications, analyze credit worthiness, establish credit lines, and provide on-going purchase order processing customized to your business rules.
- **Credit card processing:** We provide complete end-to-end processing of credit cards, including real-time address verification, authorization, and settlement.
- **Fraud detection and prevention:** We provide Verifraud proprietary solutions.
- **Collections:** We offer a full range of collection services in a highly automated environment for all payment types.
- **Taxes:** We will manage to your business rules for all your tax requirements, at the local, state, and federal level with automated tax applications that are customized to your needs.

Business System Integration

Our services are designed to complement and enhance your company's existing infrastructure. We can integrate with all aspects of a complex multi-channel business to automate numerous processes for greater accuracy and lower cost to the Client.

- We can interface with your internal systems, proprietary in-house applications, and popular, external business applications such as **SAP™**, **Oracle™ Financials**, **Siebel™**, **SQL Server™**, **PeopleSoft™**, and more.
- We can provide **end-to-end, state of the art solutions to support your business system integration needs**, including customer relationship management, campaign management, order management, and fulfillment.



Order Optimization

Our services provide complete access to accurate information regarding inventory, purchases, shipments, returns, and exchanges for our clients. They know what products are where, when they ship, when they will arrive, who is buying them, why they are being returned, and how profitable they are.

- **Fulfillment:** Using our direct-ship virtual inventory model, Drop Shipment, we can achieve 90 inventory turns per year compared to 10 to 30 turns achieved by most companies.
- **Exchanges and cross shipments:** We provide a system for exchange of any product for another product, including cross shipments, and the financial impact is automatically tracked and managed by our system.
- **Supply management:** We seamlessly integrate product catalogs with your entire supply chain to provide real-time visibility of products using intelligent sourcing logic.
- **Order management:** We provide product details, accurate ship dates, delivery status, customer financial information, and timely returns information to our clients for optimal logistics.
- **Returns management:** We have spent more than a decade developing systems that provide our clients with timely and accurate processing of returns with verification through SuperScan™, our proprietary inventory management process.
- **Complex account management:** We ensure customer quotes, orders, contact history, and product demand are tracked and measured for every account, providing a unified view of complex transactions.

Learn More

Find out how our order management services, including **Verifraud, financial reporting, business system integration, and order optimization**, can provide you with a solution tailored to meet your business needs. Contact us for a complimentary set of brochures about our services.

For more information visit www.DirectAlliance.com or contact us at 800.597.9741.