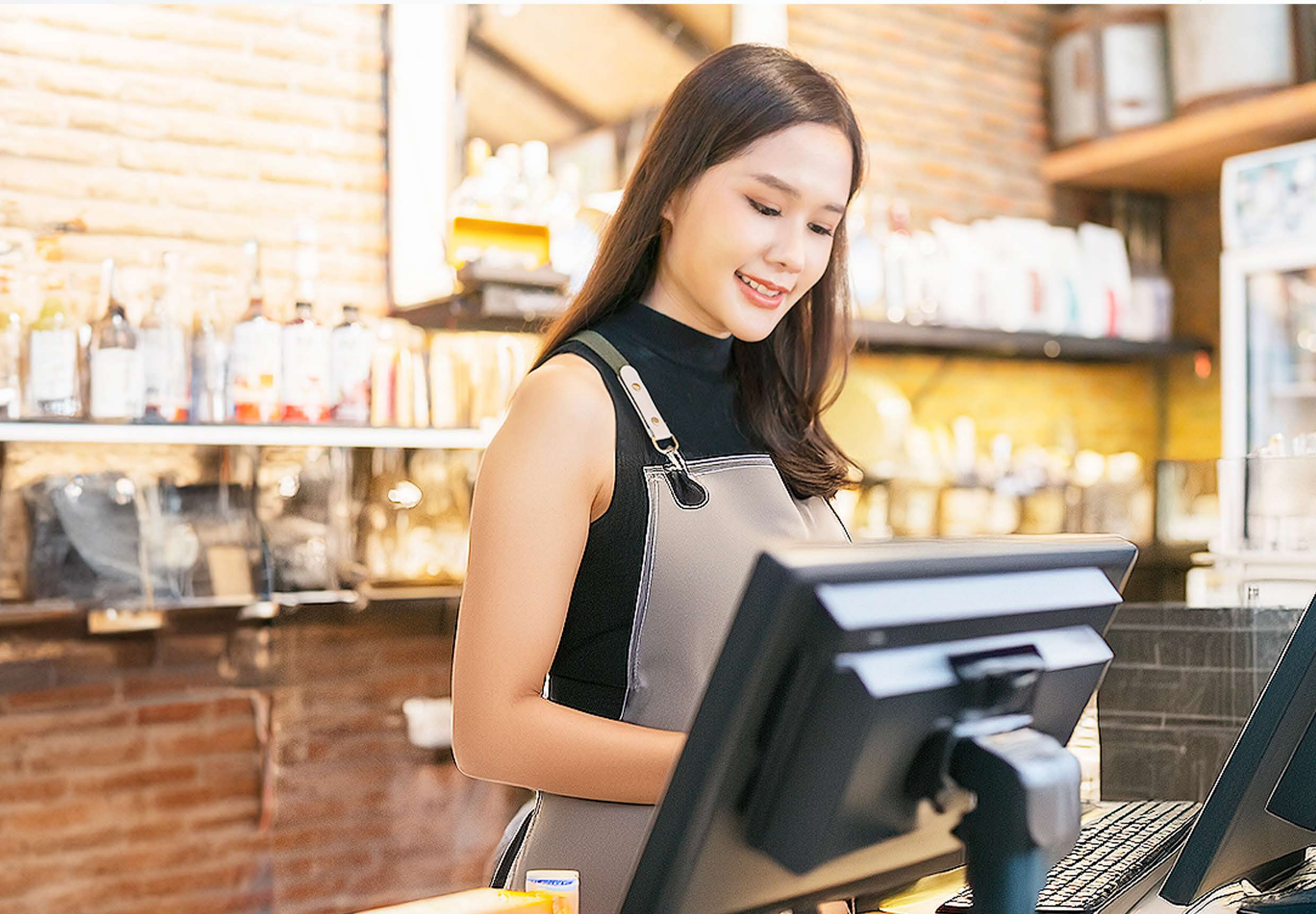


Streamline Your Operations with TechPryme's Order Fulfillment System (OFS)

Simplify. Optimize. Deliver.



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About the Company

At TechPryme, we're dedicated to understanding our clients' unique needs. By tailoring technology and business process outsourcing solutions, we exceed expectations and build lasting partnerships based on mutual success.

Our team of experts seamlessly integrates innovation with an in-depth comprehension of your business landscape, ensuring that our solutions are not just advanced but intricately customized to empower your business like never before.

Our Mission

Provide integrated, end-to-end commercial technology solutions.

Our Vision

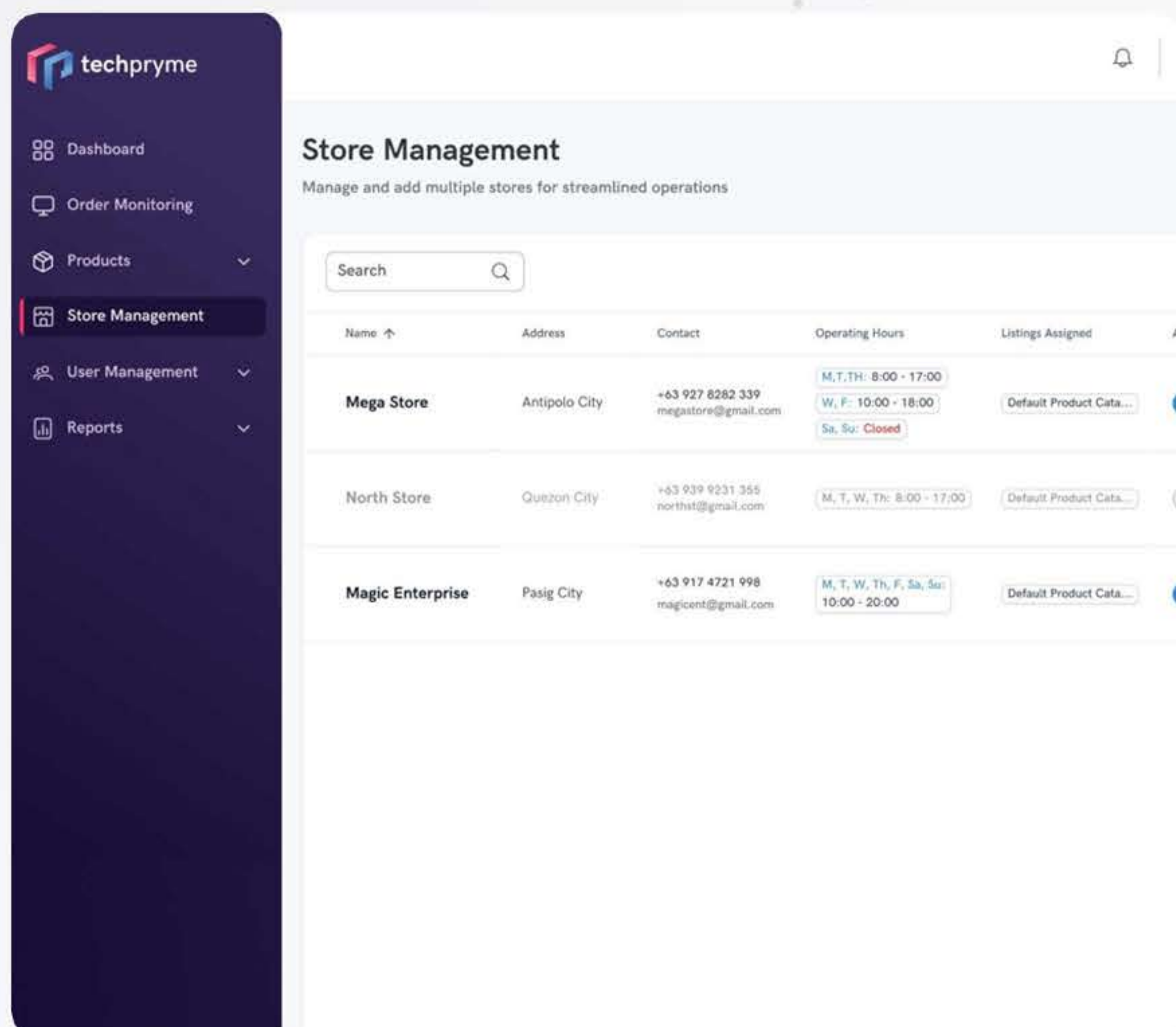
Your Technology Solutions Partner

What is OFS (Order Fulfillment System)

TechPryme's Order Fulfillment System (OFS) is a smart, scalable, and efficient platform that simplifies the entire process from order receipt to delivery. Designed for growing businesses, our OFS ensures seamless inventory control, real-time tracking, and smooth customer experiences.

- **User Management**
- **Order Taking**
- **Menu Management**
- **Order Monitoring/Management**
 - **Store Facing**
- **Store Management**
- **MAP/GIS**
- **Reports**
- **App Notifications**
- **Agent to Store Messaging**
- **Client Management**
- **API Integrations**

Features



Store Management

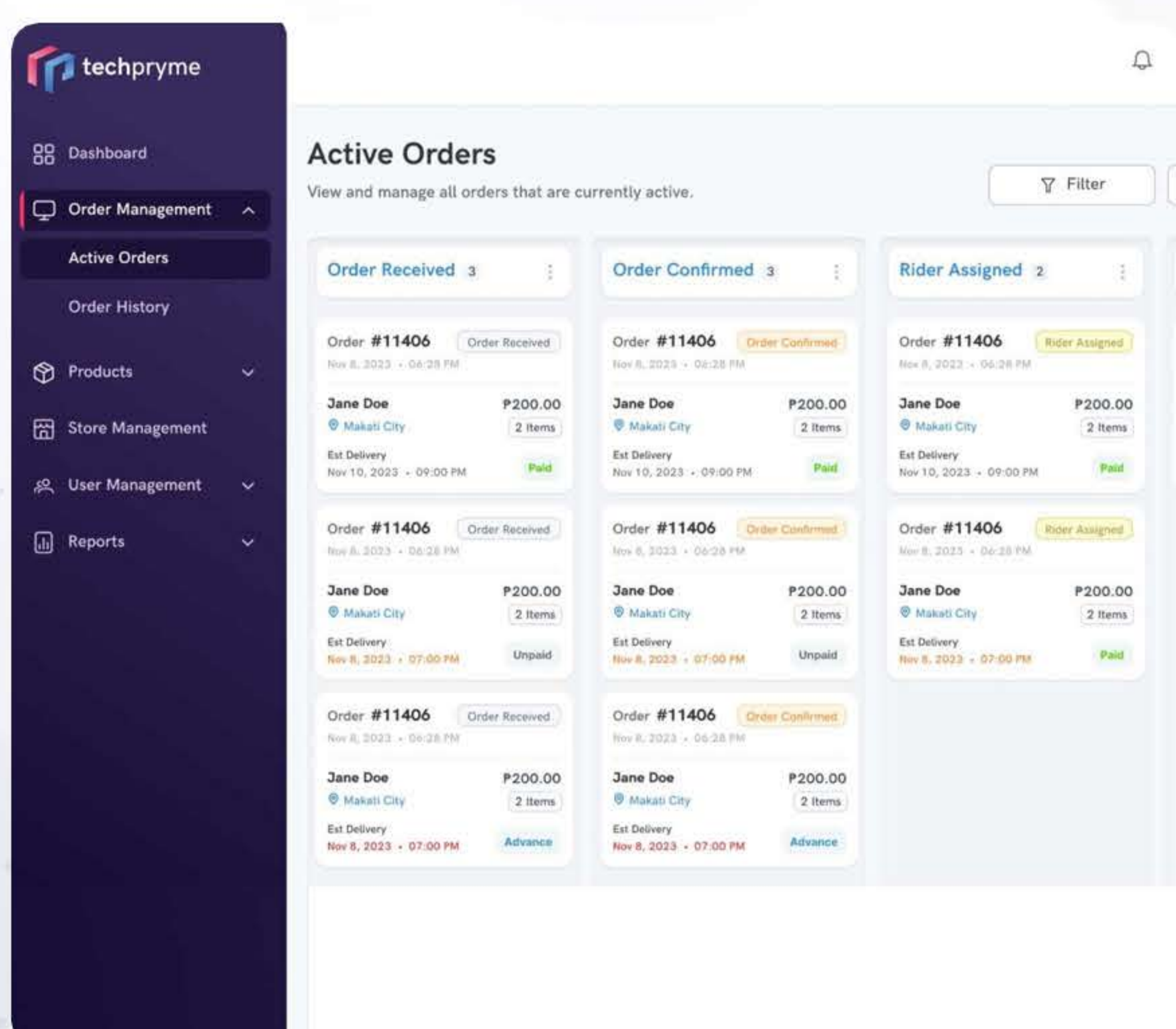
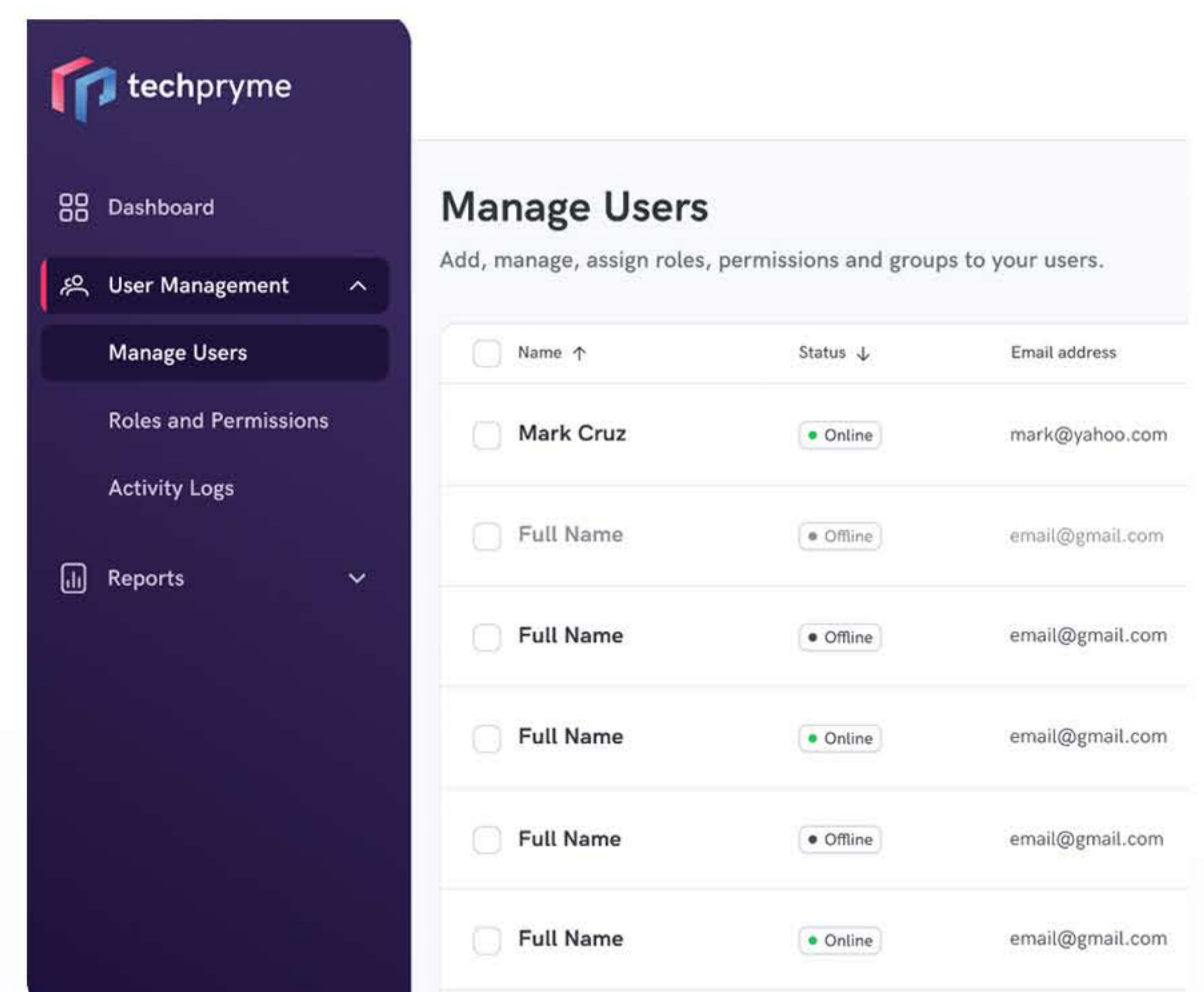
It encompasses the features that allow for effective management and operation of physical retail stores.

- Store List (add/edit/delete/enable/disable store)
- Store Settings (payments, proximity, open/close time, enabled, disabled)
- Update store availability or special instructions
- Useful for operational coordination and planning

User Management

Securely manage access with robust user profiles, password reset, and account recovery.

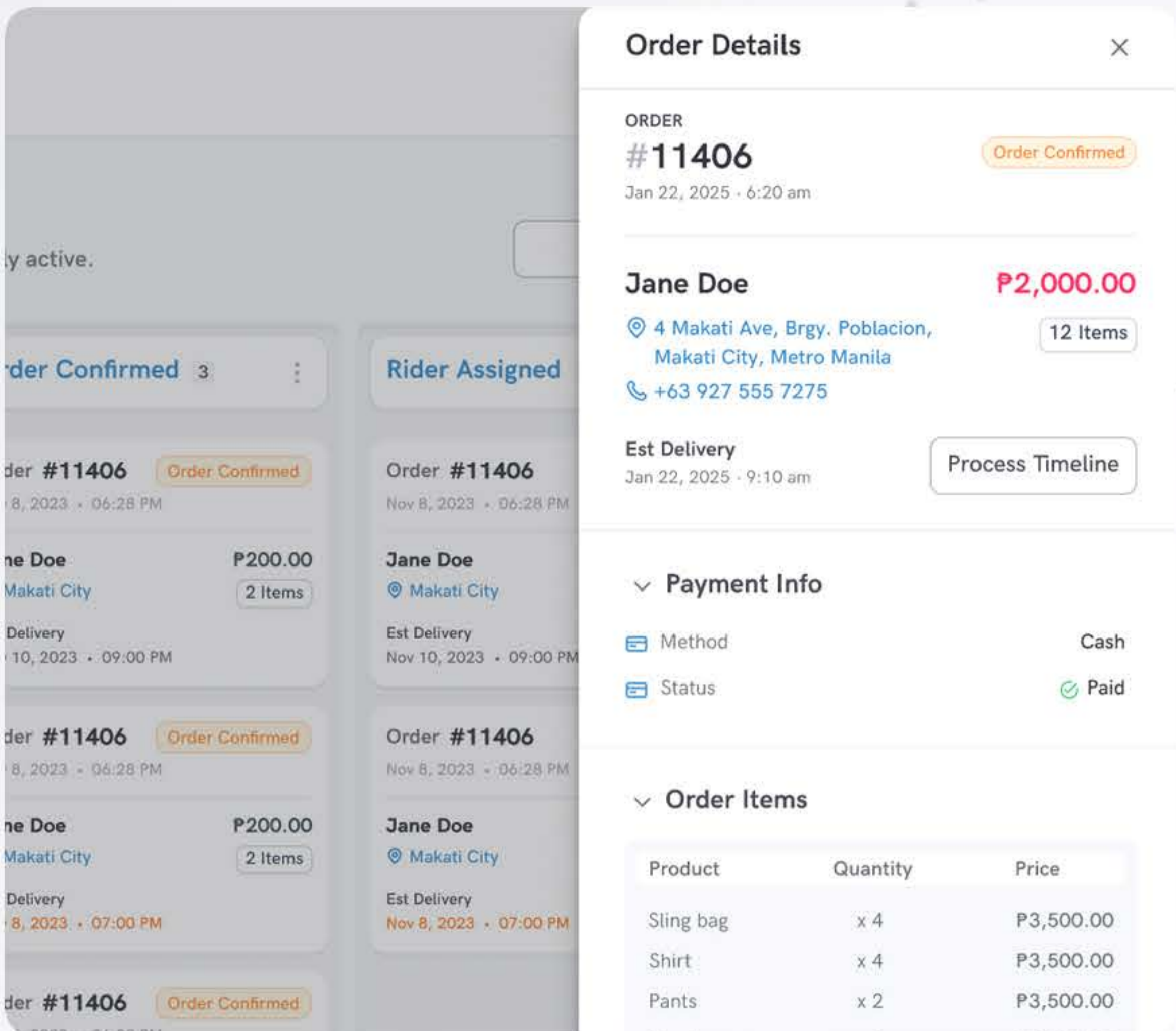
- Account Profile Creation
- Password Reset and Account Recovery
- Role-Based Permissions
- User Activity Logs



Order Taking

Order taking is the initial stage of the order fulfillment process, where customer requests for products or services are captured and entered into the system.

- Order Taking
- Customer Details (name, contact, address)
- Customer Orders (products)



Menu Management

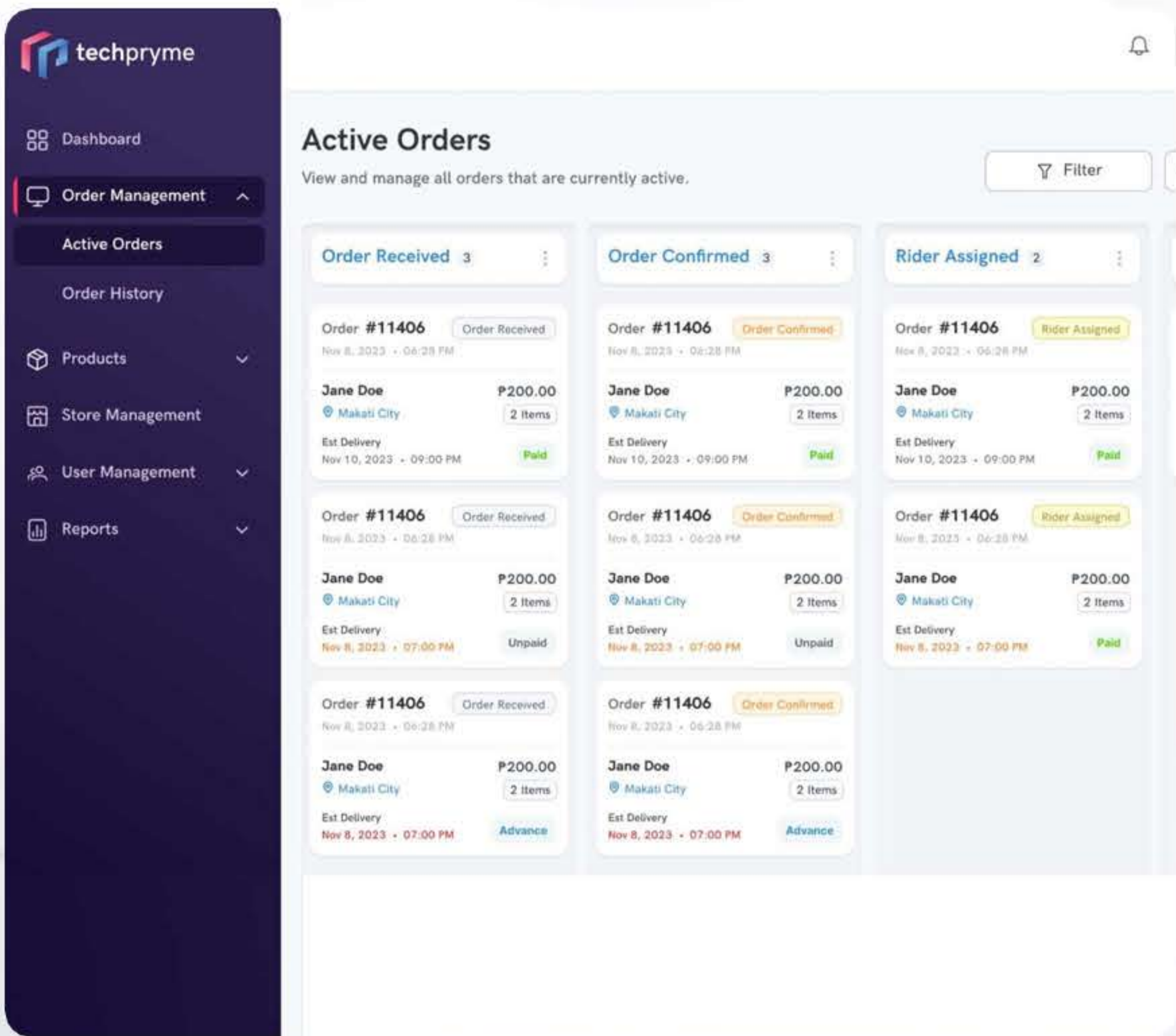
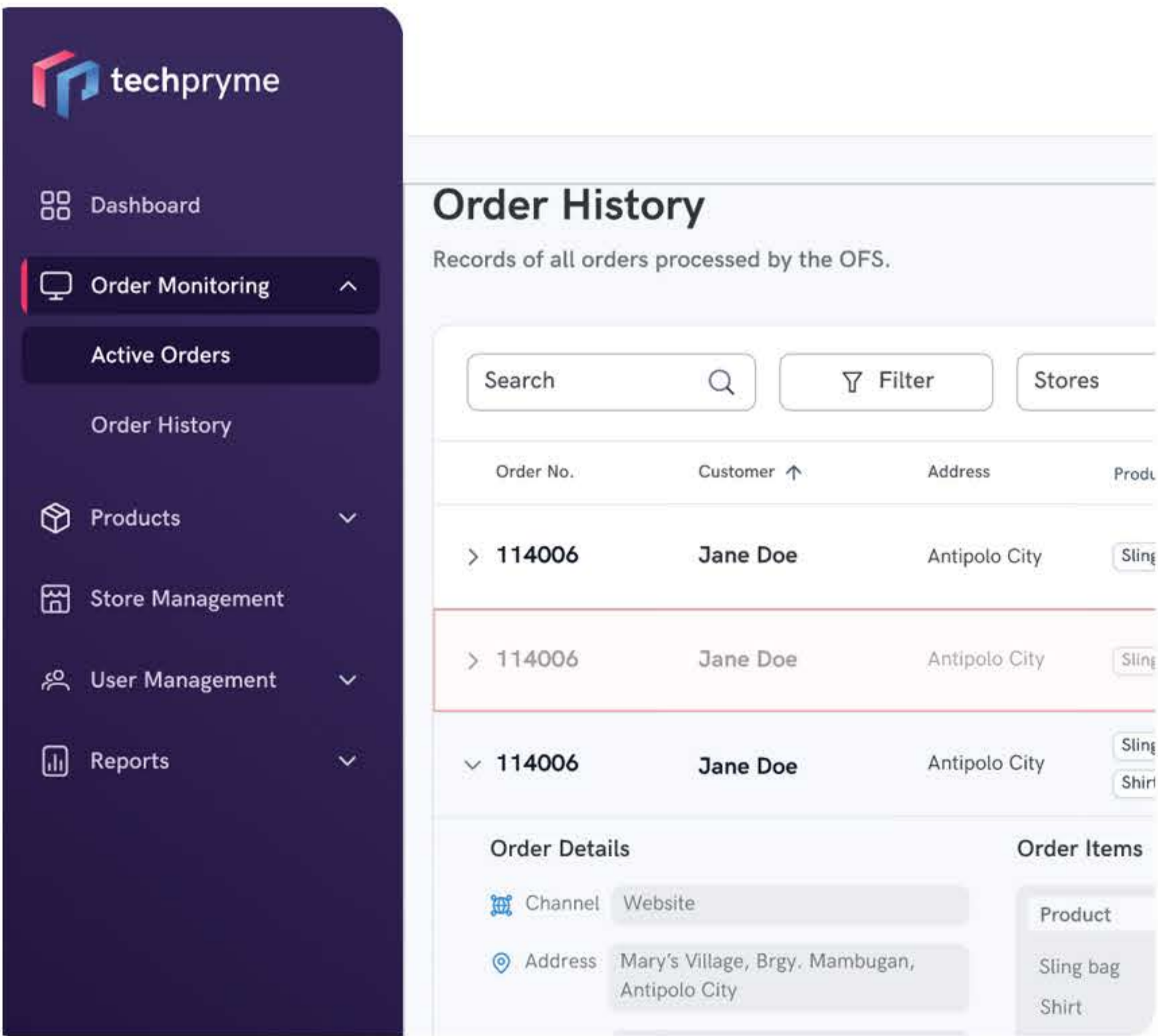
The capability to define, organize, and update the products or services available for order.

- Product Management (product list, products, bundles, mass update)
- Menu List (add product, categorizes, store-specific menu)

Order Monitoring/Management – Store Facing

This feature lets our store staff effortlessly keep an eye on and manage orders right from their store, making sure everything runs smoothly for customers.

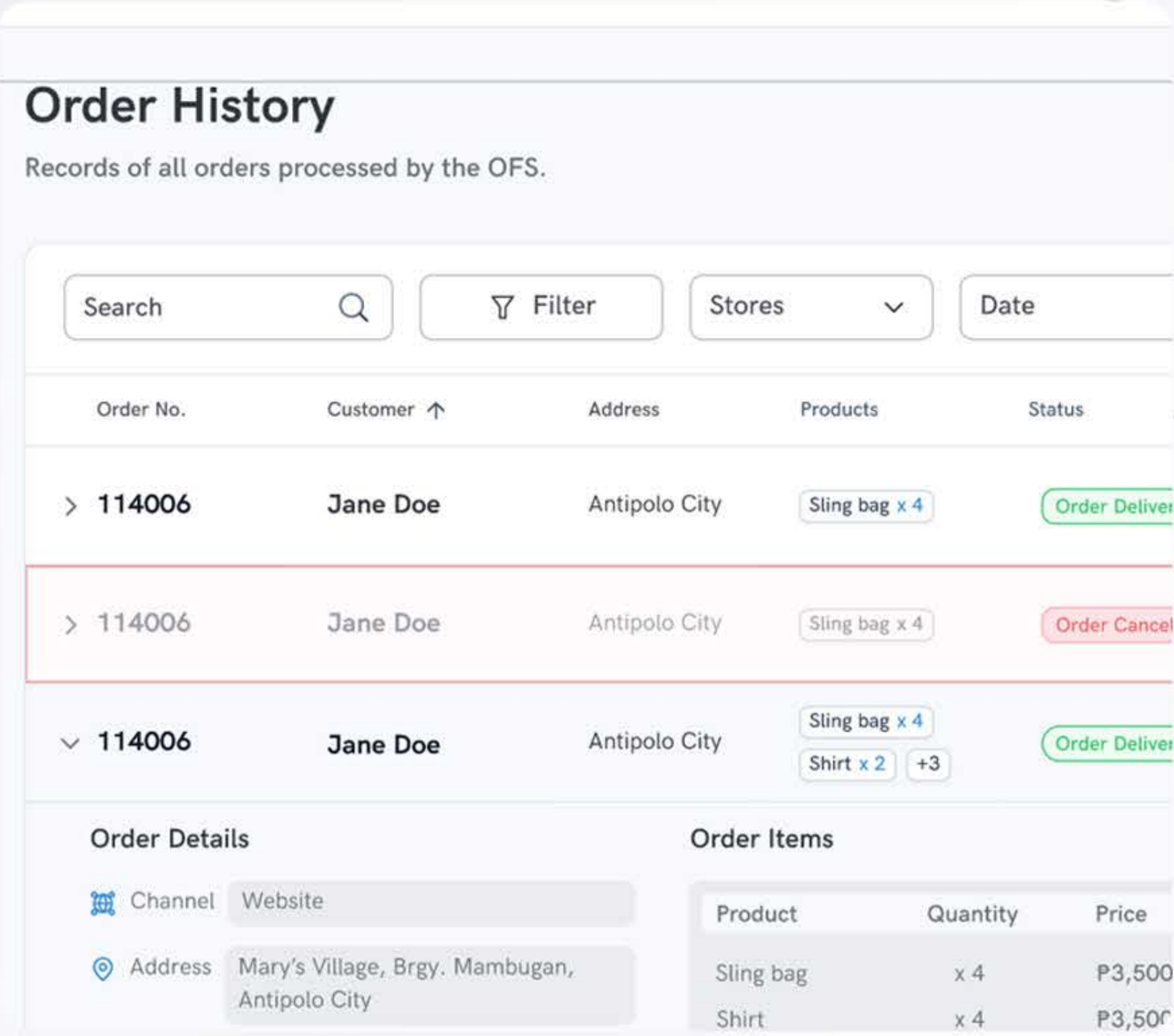
- Order Search (search bar, filter/sorting)
- Active Orders (real-time order tracking, order queue)
- Order History
- Order Status Change – Store



MAP/GIS

It allows for visual representation and analysis of logistical data, such as delivery routes, warehouse locations, and customer distribution, to optimize planning and operations.

- Proximity (Zone mapping)
- Restaurant Trading Area



Reports

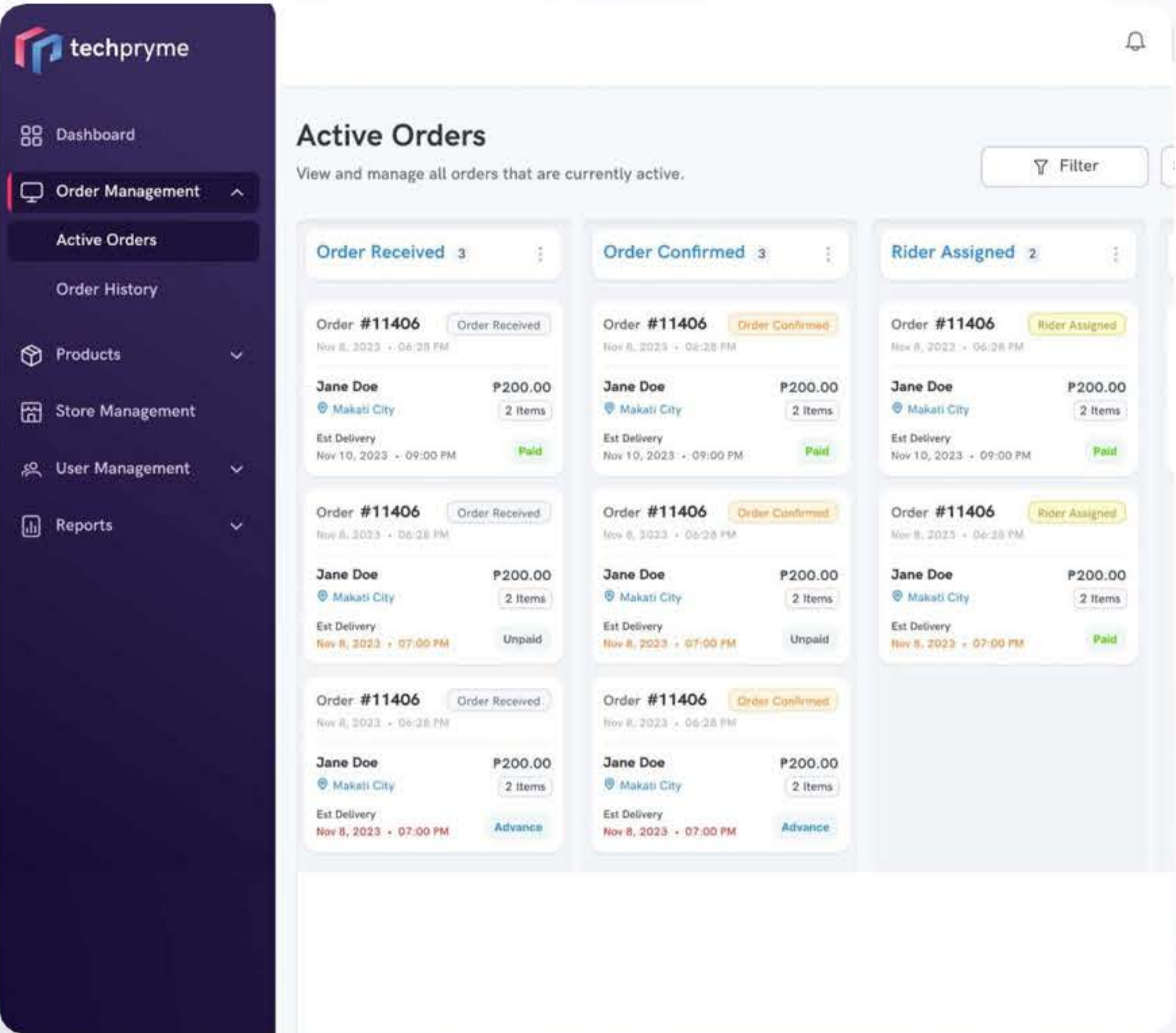
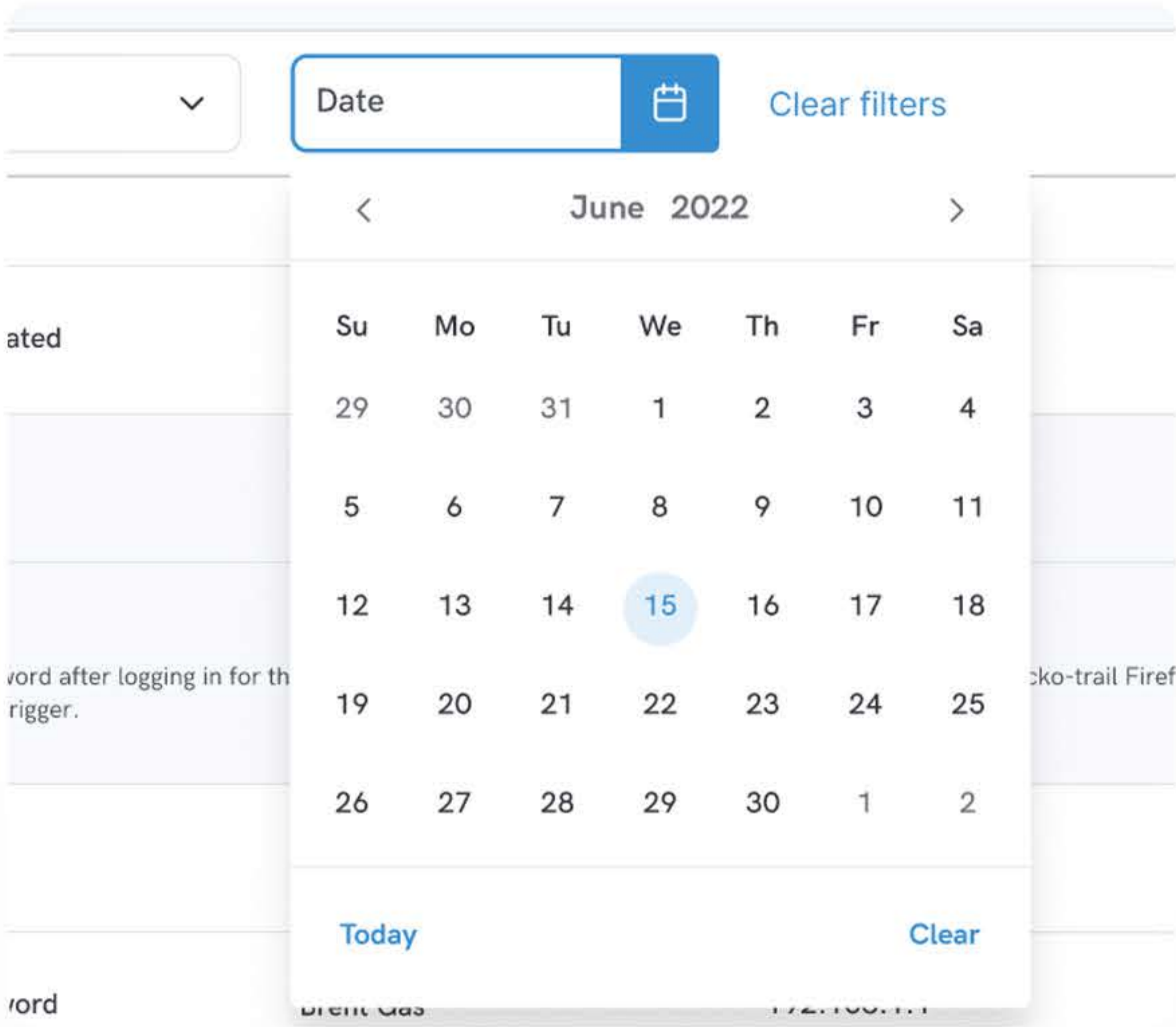
Provide comprehensive data visualizations and summaries of various operational metrics, enabling businesses to analyze performance, identify trends, and make informed strategic decisions regarding their fulfillment processes.

- Sales Reports (daily, weekly, monthly)
- Billable Report
- Order Statistics (operational metrics)
- Store Performance

App Notifications

These notifications provide real-time updates on order status, inventory changes, or critical system events, ensuring timely awareness and action.

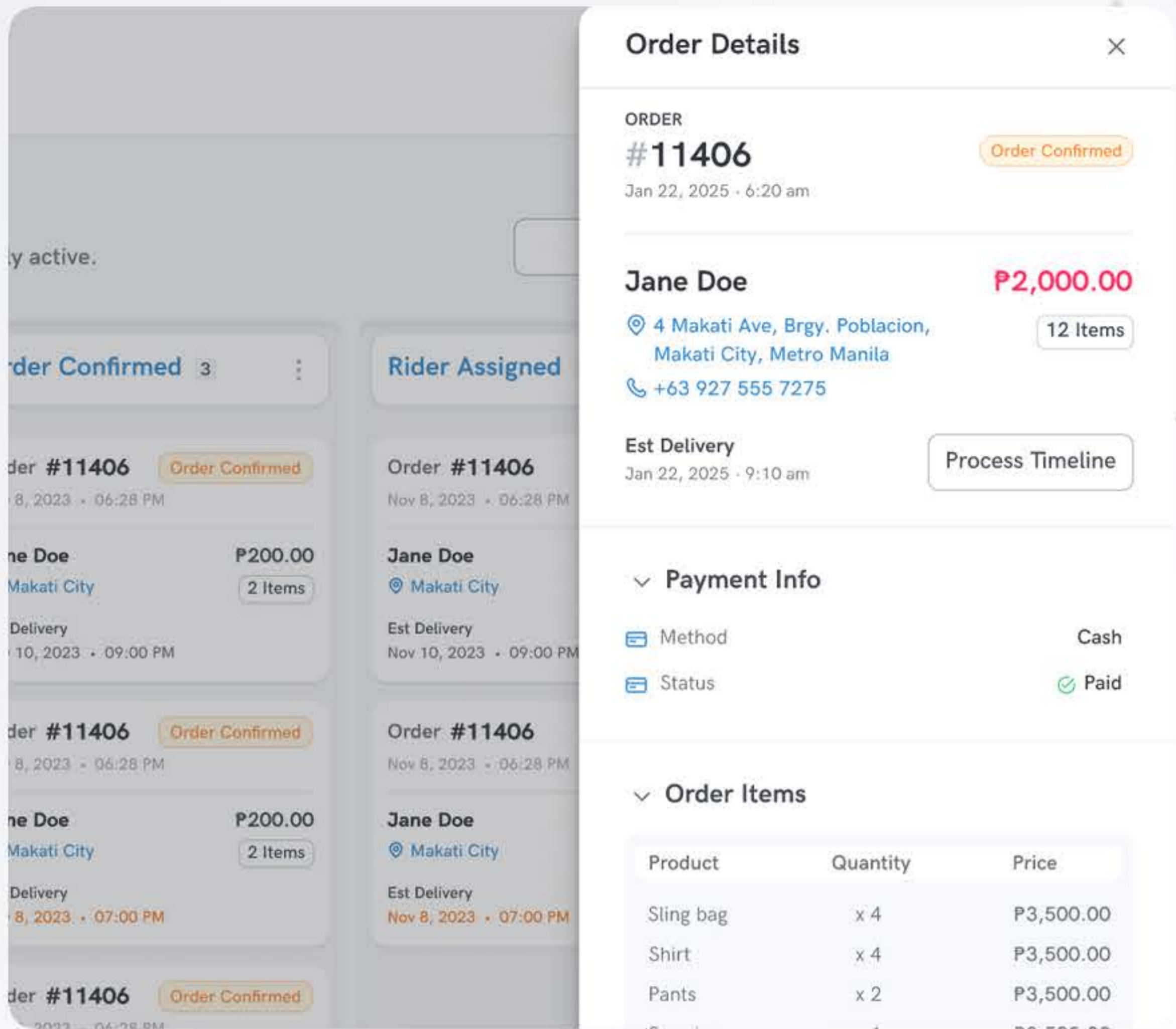
- Order Status Changes
- Alerts for New Orders and Cancellations
- Role-Based Notifications
- System Alerts for Updates



API Integrations

The capability to seamlessly connect and exchange data with external software applications and platforms through Application Programming Interfaces.

- Endpoints (Order taking, store assignment, product list, etc.)
- Payment gateway (Gcash) *Note: CoD by default
- Logistics provider (PandaGo, Grab, etc.) *Note: In-house rider by default
- Webhooks for order status



Agent to Store Messaging

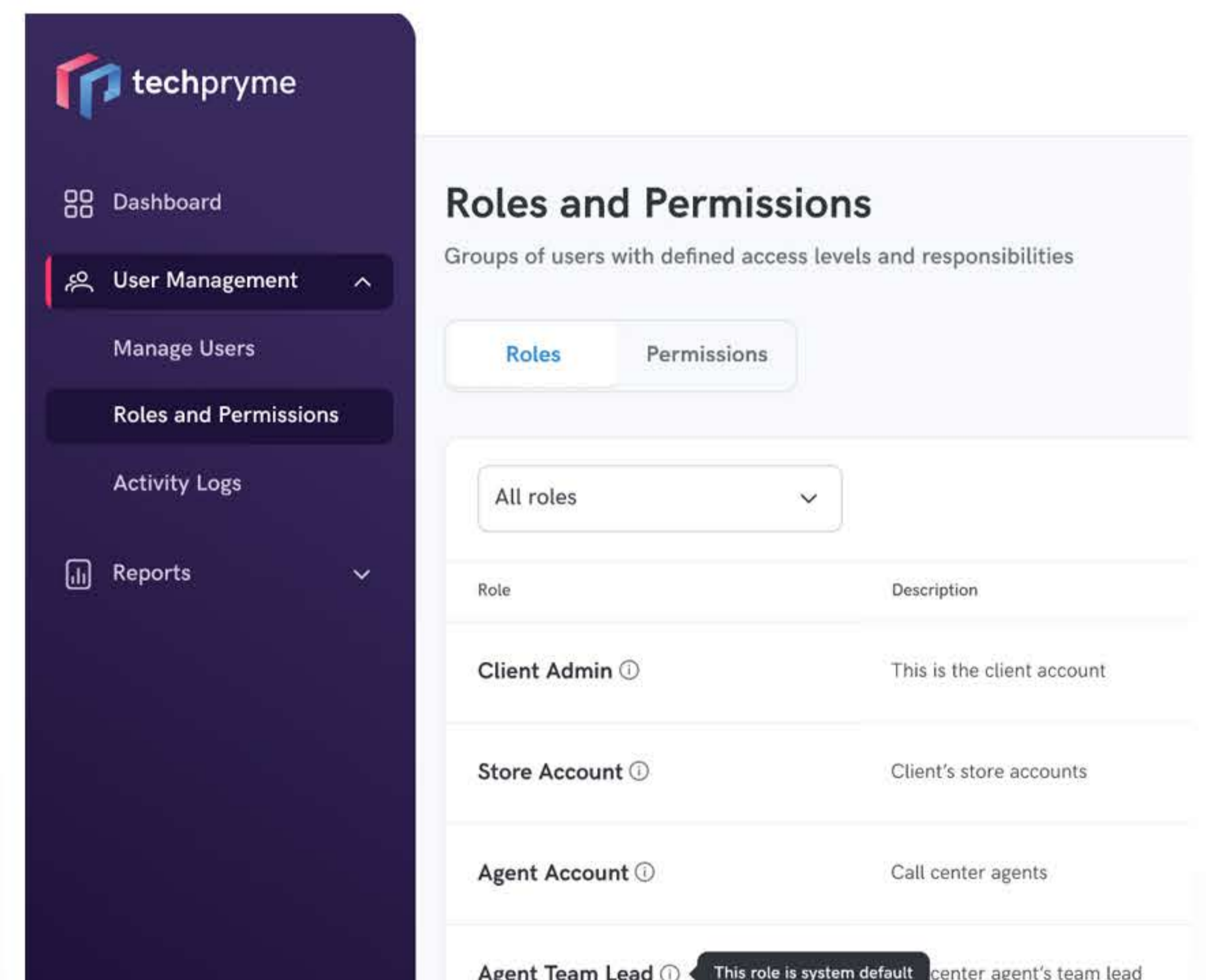
This feature facilitates efficient coordination for tasks like order lookups, pickup confirmations, or inventory inquiries, improving overall customer service and operational flow.

- Chat Functionality
- Message History for Orders
- Message Templates for Common Queries
- Notifications for unread agent-to-store messages

Client Management

Refers to the functionalities that allow businesses to organize, track, and interact with their customers' information and order history.

- Client user management (create or manage users under their organization)
- Role-based permissions
- Reports for all clients



Other Services



OEM (HARDWARE)

- Professional Display, Laptop, Desktop, Commercial TV, and Server



MANAGED IT SERVICES

- Onsite Tech Support
- Tech Installation and Upgrades



TECH PRODUCTS & SERVICES

- Order Fulfillment System
- Custom Development Services
- Development Services



BUSINESS PROCESS OUTSOURCING

- Inbound Customer Services (Voice and Chat)
- Back Office Support Services
- Remote Tech Support Services (T1 & T2)



SOFTWARE

- LiveChat
- Freshworks



**Hewlett Packard
Enterprise**

Panasonic


LiveChat



McDelivery

 **freshworks**

