pixi*

E-Commerce software
simply - sent!

To run a successful e-commerce business, you require far more than a shop system. Very important is the ERP system behind the shop. This steers the entire process cycle from the arrival of orders to their dispatch. We understand this well, and so we developed the flexible mail order software pixi*.

pixi* enables all standardised e-commerce processes to be as far as possible automated. The remaining processes are sufficiently standardised within pixi* that with minimal knowledge they can be quickly completed. This reduces staff costs in many ways: the intuitive user interface brings low training costs and a significant reduction in error rates – and thereby maximum productivity with fewer goods returned. With pixi*'s unique process for assembling orders and its associated just-in-time functionality, your requirements for warehouse space and inventories will reduce significantly, and the time to turn around orders will drop, in some cases by a factor of ten. For this reason, pixi* is the ideal solution for larger established e-commerce businesses as well as those who are just starting.

pixi* is a high-performance, scalable system, which can be customised to your individual needs, allowing efficient execution of orders simply and intuitively.

The user interface of pixi* supports multiple languages, and pixi* supports your expansion, permitting multiple shops, warehouse locations and branches. The client-server modular architecture enables you to access pixi* worldwide throughout the day via the Internet, and steer and supervise your shop's processes.

Integration and interfaces to external systems

e-commerce software is only as good as its interfaces. Whether it is the seamless integration of shops, payments providers or logistics partners, pixi* offers numerous import and export interfaces for automatic data transfer between the most diverse applications:

* Bidirectional interfaces to shop systems via XML Open Trans and BMECat: Hybris, osCommerce, xt:Commerce, OXID Enterprise Edition, CosmoShop, as well as eBay and Afterbuy

* Interfaces to logistics providers: DHL, DHL Express, UPS and others as required

* Intefaces to payment providers: iPayment, CompuTop, Saferpay, Paypal, DataTrans

* Import/export from date of payment: MT940/Swift, as well as the payments systems of banks

* Export of all reports, statistics, ratios and payments due as: html, pdf, rtf and .xls

* Interfaces to fulfillment service providers and suppliers

* Integrated connection to Nordic ID PiccoLink-radio bar-code-scanner

* Open pixi* API (Application Programming Interface) to enable integration of the user's own programmes and services

Chaotic stock management

The pixi* inventory module enables both classical as well as chaotic inventory management. By the use of bar codes, articles can be easily and quickly stored, moved, or located. The storage areas can hold different articles at different times, and identical articles can be stored in different storage areas. As necessary, pixi* can suggest free areas to store goods. pixi* enables the optimal use of the entire stock-keeping space and supports as many locations as desired.
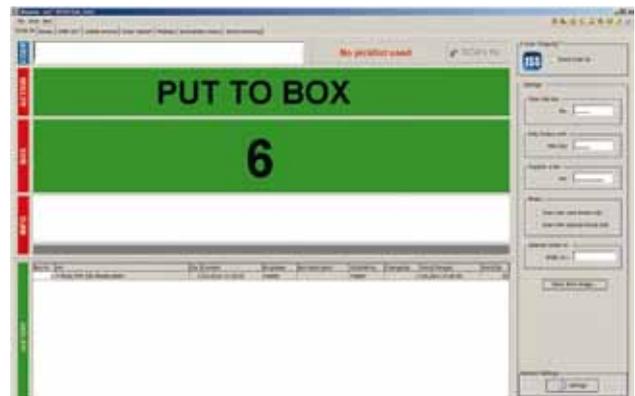
Order Picking

pixi* undertakes the entire management of stock, enabling intelligent just-in-time processes, including immediate picking of goods within the warehouse and dispatching of recently arrived goods without the need to store them. Each product is stored with an easily understandable colour code so that orders with multiple items can be detected by a bar-code scanner and picked effectively along an optimal route. With this easy to understand system even temporary personnel are able to work efficiently and productively.

Payments

pixi* can handle effortlessly the import of bank statements, automatic reconciliation between invoices, orders, and bank statements, debit card and credit card transactions, and repayments. Moreover, pixi* possesses an integrated procedure for handling outstanding payments due from customers. Data can easily be exported for further processing.

pixi* enables massive improvement in efficiency in all areas of the company. pixi* gives leading edge ecommerce companies a scalable and profitable structure, and creates sustainable customer satisfaction through optimal processes.

Rene Marius Köhler, internetstores GmbH (fahrrad.de, fitness.de)

Dispatch

The high degree of support and automation of processes enables the rapid sending of orders. pixi* automatically generates for all orders invoices and dispatch documents and transmits them automatically to the logistics provider. The use of barcode scanners in the dispatch process allows for easy and error-free processing. pixi* rapidly increases the speed of turnaround of goods, drastically lowering error rates and permitting a swift dispatch to attain the highest customer satisfaction. Naturally pixi* supports fulfillment, dispatch from different locations or directly from suppliers, partial completion of orders, and a simple return and exchange policy.

Customer communication

pixi* ensures efficient and automatic communication with customers through the automated sending of emails. Customers receive promptly e-mails with the current inventory and dispatch status. pixi* informs customers automatically if there is a default on a payment, and informs them about delayed orders and, if desired, automatically sends a dispatch tracking ID to enable the package to be tracked. pixi* places all of this information within the customer area of the shop. Here the customer can track his packages, initiate partial deliveries, or pool orders.

Point of Sale Module (POS)

The Point of Sale module allows physical sales and ecommerce sales to be integrated and managed by pixi*. It offers extensive functionality and an intuitive user interface. It supports different warehouses, and enables functions like acceptance of goods for repair and preparation of price quotes for customers, as well as accessing seamlessly all the goods held in pixi* by means of bar codes and an efficient search function. The POS module can be used for physical shops, outlet-stores or sales direct from the warehouse. Of course, stocks are directly connected with the ecommerce shop. As soon as the last article is sold, the article will automatically be registered in the online shop as no longer in stock.

Procurement

pixi*'s procurement module provides complete control of your entire product assortment, your suppliers and their delivery times, and allows, besides automatic ordering from your suppliers, the opportunity to optimise costs. Naturally, pixi* supports as many suppliers as desired with an innovative system to choose preferred suppliers.

Returns and Exchanges

With pixi* you can comfortably work on complaints, goods returned, exchanges and dispatch of replacement items with the minimum of manual intervention. At the touch of a button, customers will automatically be reimbursed, receive replacement items or credit notes. All procedures are archived for future reference

Reporting & Controlling

For accurate controlling, pixi* offers extensive up-to-the-minute reporting. It provides over 80 different statistics, e.g. sales figures, average time to dispatch, margins, supplier reliability, inventory reports, goods returned ratios, outstanding payments etc. All reports can naturally be exported into well-known formats. With the integrated Report Factory you can generate your own reports, statistics and evaluations, according to your needs.

With pixi* we can offer excellent service to our customers, for example, a 24 hour delivery service, known time of delivery and status information. Through the optimised dispatch processes, we became more efficient, allowing us to reduce our stocks by 25%.
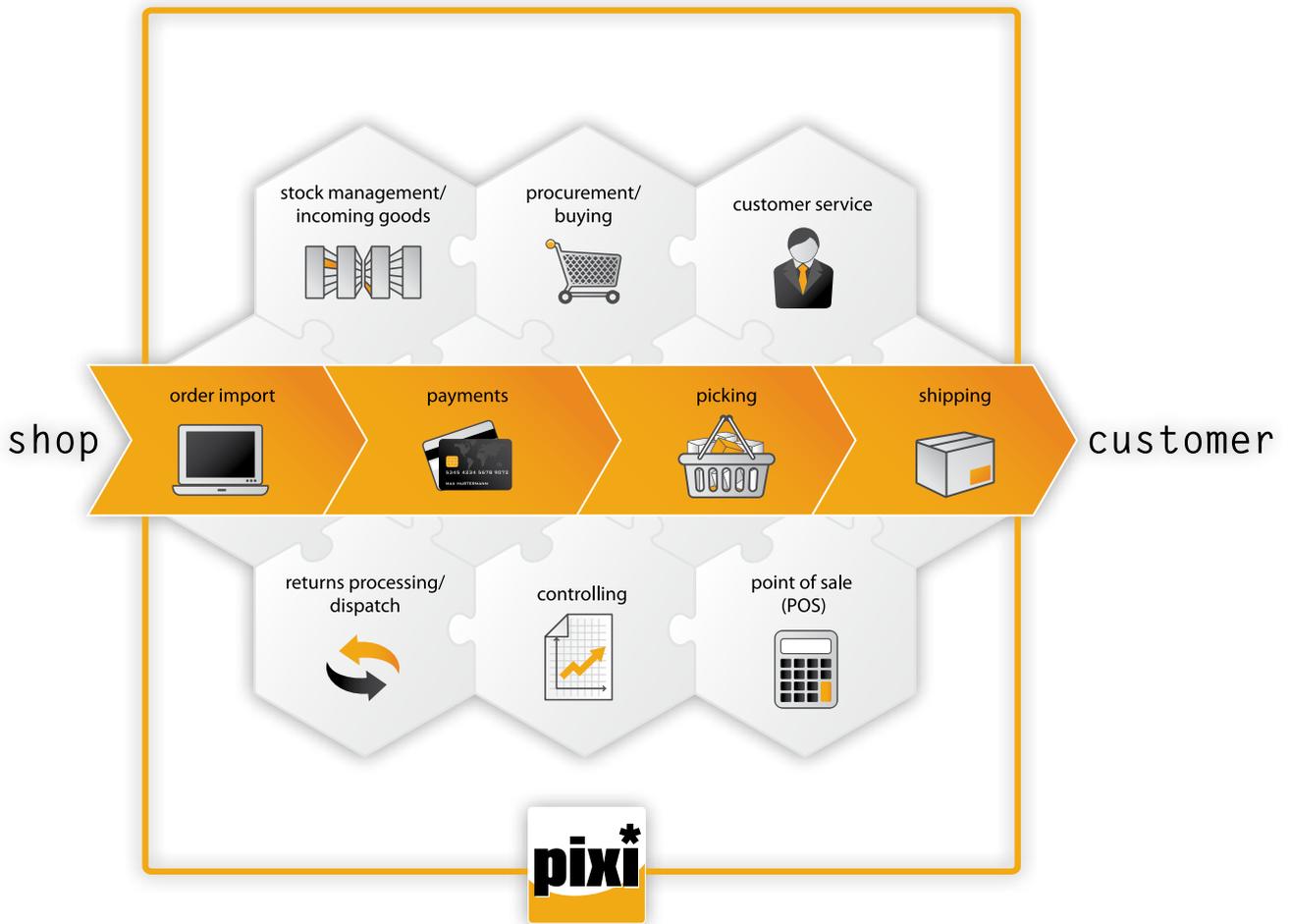
Thomas Unger, light11 GmbH

shop

stock management/
incoming goods

procurement/
buying

customer service

order import

payments

picking

shipping

returns processing/
dispatch

controlling

point of sale
(POS)

customer

pixi*

Thank you pixi*!

Thank you for the structured chaos, which still prevails
in our warehouse. Thank you for more worry-free spare
time. Thank you for the accurate stock numbers in our on-
line shop. Thank you for more satisfied customers. Thank
you for the problem-free daily business. Thank you for a
software which keeps up with our growth. Thank you for
the team support that is always there when needed.
Thanks again that we can finally worry about the important

Dennis Heidtmann, koffer-direkt.de GmbH