WMS Feature Guide: A Comparison of Major Vendors’ Systems
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Introduction

If you’re researching warehouse management systems (WMSs), you know how overwhelming the task of comparing solutions can be. WMS software offers a vast range of capabilities—yet information about specific ones, such as yard management, can be quite scarce online. To make matters worse, vendors often use different terms to describe the same features.

That’s why we’ve done some of your homework for you: To help you shortlist vendors that offer the tools you need, we’ve collected information about 45 leading WMSs from product brochures, data sheets, instructional manuals, websites, knowledge bases and support communities.

Each table in this report shows the six vendors offering the greatest functionality in a given area of warehouse management.

A few considerations to keep in mind as you use this guide:

• Just because you don’t see a check next to a vendor’s name doesn’t mean the function is impossible to configure with the vendor’s system. Most WMSs can be extensively customized out of the box, without any source-code modifications.

• The tables better indicate strengths than gaps in functionality coverage.

Vendors can’t list all the configuration possibilities for their systems in product brochures and data sheets. Instead, they tend to focus on the warehousing operations for which their solutions offer the most effective support.

Note: You can click on the names of products in tables to view descriptions and user reviews.
Warehouse Slotting

Slotting is the process of determining the best location for storing items in your warehouse. Generally, slotting factors in attributes of the item—e.g., weight, volume, average speed of picking and product demand—as well as the characteristics of the warehouse’s zones, such as bulk storage zones, random and fixed bins or forward picking zones.

Many WMSs don’t include slotting capabilities. Those that do differ in the warehouse zones and item attributes they can factor in when optimizing slotting:

<table>
<thead>
<tr>
<th>Warehouse Locations for Slotting Optimization</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fixed bins</strong></td>
</tr>
<tr>
<td>Fixed bins</td>
</tr>
<tr>
<td>Random bins</td>
</tr>
<tr>
<td>Bulk zones</td>
</tr>
<tr>
<td>Replenishment zones</td>
</tr>
<tr>
<td>Forward picking zones</td>
</tr>
<tr>
<td>High rack zones</td>
</tr>
<tr>
<td>Holding zones</td>
</tr>
<tr>
<td>Overflow zones</td>
</tr>
</tbody>
</table>

Improving how the location of warehouse items is organized has a significant impact on overall efficiency and total cost of ownership.

In fact, researchers at the University of Rome found that slotting frequently picked items closer to warehouse input and output points can reduce a picker’s travel distance by up to 36 percent.
System-Directed Putaway

Once you’ve defined zones for your warehouse, the system can automatically direct workers to the right putaway locations for different types of items. This not only simplifies the putaway process, but also streamlines order picking.

If your warehouse primarily handles a specific type of product, such as flammable materials or bulk liquids, it’s important to look for a WMS that’s capable of directing putaway according to the item’s defining attributes:

### Item Attributes for System-Directed Putaway

<table>
<thead>
<tr>
<th></th>
<th>JD Edwards EnterpriseOne</th>
<th>Microsoft Dynamics AX</th>
<th>SAP EWM</th>
<th>JDA</th>
<th>Manhattan Associates</th>
<th>Sologlobe SOLOCHAIN WMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Picking velocity</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Volume</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Weight</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Special handling</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>(e.g., for hazardous</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>materials)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Demand</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Temperature</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Pallet type</td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Lead time</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Season</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Proximity to other</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>locations</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Picking velocity—how often an item type is picked—is an important metric in slotting optimization, and can be tracked by most slotting modules. The ability to direct putaway according to item volume and weight is also standard.

Product demand and seasonality are important metrics for distributors, but fewer systems track these. Lead time—the time between the beginning and end of a production run—is generally only important to manufacturers and their suppliers, and thus is less commonly tracked.

Inventory Control

Inventory control processes—such as cycle counts, moves and adjustments—are also guided by item attributes. This is why not all WMSs offer the same level of control over inventory items. The following table displays some of the more significant item attributes used in inventory control:

<table>
<thead>
<tr>
<th></th>
<th>Microsoft Dynamics AX</th>
<th>JD Edwards EnterpriseOne</th>
<th>Epicor</th>
<th>Pathguide Latitude WMS</th>
<th>IBS Dynamarnan</th>
<th>Sage Geode WMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expiration date</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Serial</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pallet</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vendor-managed inventory</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Country of origin</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FIFO</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>User-defined</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Part tracking</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Item cross-referencing</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Potency/grade</td>
<td>✔</td>
<td>✔</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
“First-in, first-out” (FIFO), “last-in, first-out” (LIFO) and “first-expired, first-out” (FEFO) are inventory valuation methods that can also be used as order-picking rules. When FIFO, the most common method, is in use as an order-picking rule, the system directs pickers to pick the items that were received first.

Vendor-managed inventory (VMI) is a supply chain management technique that allows logistics providers and suppliers to take control of their customers’ inventory to manage just-on-time replenishments. Not all WMS solutions provide the same level of support for VMI. You should definitely consider a system with this module if you have multiple or large clients requesting VMI service.

Other attributes are especially important for manufacturers, distributors and logistics providers working in certain industry verticals. Here are some of the most common industry-specific usages:

- **User-defined attributes (e.g., size, color and style):** Apparel
- **Expiration date:** Food and beverage
- **Item cross-referencing and part tracking:** Manufacturing
- **Potency:** Pharmaceuticals

## Picking

Streamlining and automating picking—which, again, is the costliest warehouse process—is a common reason for implementing a WMS.

WMSs can automate the picking process to varying degrees, according to your warehouse’s needs. Some may only need the system to automatically generate paper pick lists, while others may need robust wave management functionality.

This system-directed picking method allows orders to be picked in “waves,” defined by criteria such as the zones in which order items are stored. This allows pickers to pick all the items for multiple orders in a given zone, instead of running back and forth between multiple zones to pick a single order at a time.

Wave planning and management functionality is included in all of the systems we reviewed:
# WMS Support for Picking Methods

<table>
<thead>
<tr>
<th></th>
<th>HighJump</th>
<th>Sage Geode WMS</th>
<th>Intelligrated Vision WMS</th>
<th>Pathguide Latitude WMS</th>
<th>IBS Dynam an</th>
<th>NetSuite WMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voice-directed picking</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Zone picking</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Paper-based picking</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Forward pick replenishments</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Bulk picking</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Pick-to-light</td>
<td></td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Batch picking</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Wave management</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
</tbody>
</table>

**Zone picking** is a form of wave management commonly used in larger, more complex warehouse environments. Based on the sequence of orders that need to be filled, workers are assigned a dedicated zone to pick from (e.g., one picker is assigned to a forward pick area while another is assigned to a refrigerated area).

**Batch picking** is a simpler method for multi-order picking than wave management: It groups orders for the same item type together, so pickers can fill multiple orders from one location.

Meanwhile, **bulk inventory picking** is more specialized and less common in WMSs; however, it is necessary for companies that store building materials (e.g., stone and sand), animal feed or similar commodities.

If your warehouse uses forward pick areas (dedicated zones from which items with an especially high pick velocity can be picked quickly), you’ll need to find a system capable of replenishing this area.
With **voice-directed picking functionality**, automated voice commands instruct workers which items to pick, how many and where items are stored. This is a powerful way to optimize picking: Instead of pickers wandering around the warehouse with paper lists, a headset instructs them to pick items in the most efficient sequence. This sequence factors in the attributes of picked items, your warehouse layout and the picking methods and rules you’re using.

Voice picking also allows workers to confirm immediately that items have been picked, thereby increasing order accuracy.

**A case study of a Coca-Cola distributor published in Logistics Management magazine reports an order accuracy rate of 99.9 to 100 percent after implementing pick-to-voice in distribution centers.**

Finally, **pick-to-light** is a hardware-based automation method. Physical lights are installed (e.g., on warehouse shelves), instructing workers which bins to pick from and how many items to pick. This is a specialized and expensive technology, and is not included in most WMSs designed for smaller companies.

However, some WMSs that don’t directly support pick-to-light can be integrated with a warehouse control system (WCS), which is a type of software that controls automated material-handling equipment.
Workforce and Task Management

In addition to managing warehouse processes, many systems can also track the productivity of warehouse workers. Workforce management functionality complements the tools we’ve already reviewed for automating putaway and picking:

### Workforce and Task Management Functionality

<table>
<thead>
<tr>
<th></th>
<th>JDA</th>
<th>HighJump</th>
<th>Intelligrated Vision WMS</th>
<th>Manhattan Associates</th>
<th>ASCTrac WMS</th>
<th>Aptean Extended Warehouse Management</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Productivity tracking/reporting</strong></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Customizable performance metrics</strong></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Task interleaving</strong></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Customizable/configurable workflows</strong></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Workflow templates</strong></td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td><strong>Staff forecasting</strong></td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Schedule optimization</strong></td>
<td>✓</td>
<td></td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Dashboards</strong></td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Task interleaving is the most basic of these capabilities. Assigning workers to tasks one at a time can be quite inefficient in a complex warehouse environment—but task interleaving directs workers to complete tasks in the most efficient sequence possible, based on their routes.

For instance, a worker might be directed to replenish a forward picking area while she’s making a trip to put other items away. This saves time and lessens physical demands on staff.

The other basic workforce management tool to look for is productivity tracking. This gathers information about workers’ performance, such as picking speed and errors made, and can be used to identify those who are excelling and those who have room to improve.

Performance history can be used for schedule optimization in certain WMSs. Some systems can even collate data about product seasonality and demand with productivity metrics to forecast staffing requirements. Staff forecasting is somewhat rare, but highly useful for logistics providers, distributors, retailers and manufacturers whose products have seasonal or inconsistent demand.

Customizable workflows allow you to modify or create new rules-directed processes for common tasks, such as picking and putaway. Look for this functionality if you need a system with extensive out-of-the-box configurability.
Shipping

WMSs offer relatively uniform functionality for receiving, but more variation when it comes to shipping:

### Shipping Functionality

<table>
<thead>
<tr>
<th></th>
<th>JDA</th>
<th>AccellosOne Enterprise 3PL WMS</th>
<th>Manhattan Associates</th>
<th>Tecsys WMS</th>
<th>Oracle E-business suite</th>
<th>Sage Geode WMS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sequenced staging and loading</strong></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Load planning and consolidation</strong></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>LTL pooling</strong></td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td><strong>Cartonization</strong></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Freight rating</strong></td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td><strong>Parcel carrier shipping module</strong></td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td><strong>Compliant shipping documents</strong></td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td><strong>Carrier compliant labeling</strong></td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
</tr>
</tbody>
</table>

**Cartonization** is a core WMS tool that allows you to assign the proper container to an item based on its dimensions, weight and handling needs. For instance, delicate items often can’t be stacked during transit. In this case, the system will assign the proper size and quantity of container to these items to ensure they don’t have to be stacked.
Sequenced loading allows you to load a truck in an order that ensures rapid unloading upon arrival.

Load consolidation, on the other hand, groups orders by address, carrier and other factors to improve shipping speed and cost. Load consolidation is a common option in the WMSs we surveyed, while sequenced loading is more rare.

Some WMSs include features that are properly the domain of transportation management systems (TMSs). Your selection of a WMS solution should be guided by the TMS you have. If you don’t have one, determine whether you need your WMS to fill this gap.

You’ll also need to factor your business’s level of reliance upon full truckload (FTL), less-than-full truckload (LTL) and small parcel carriers into your system selection:

- **LTL pooling** is a specific kind of load consolidation that determines the quickest, most cost-effective way to group orders for shipping via LTL carriers. This tool is more common in TMSs than WMSs. If you’re planning to forgo a dedicated TMS, definitely consider a WMS with this functionality.

- **Freight rating** is another TMS module that can be found in some WMSs. It stores information about carrier rates and allows you to determine shipping costs by entering factors such as origin, destination, weight and quantity. You will need this tool if your WMS will be your primary system for managing shipping. In particular, non asset-based logistics providers should consider a WMS with extensive LTL pooling and freight rating functionality.

- **Small parcel carrier** modules are important for 3PLs that rely heavily on carriers such as FedEx and UPS, streamlining manifesting and offering freight rating for smaller shipments. Some even integrate with the shipment tracking systems of parcel carriers to provide real-time information. These modules are often included in WMSs designed for 3PLs. In addition to the vendors listed here, 3PL Central and SphereWMS both offer them.
Yard Management

Yard management is generally included as an optional, add-on WMS module, and is still not offered by many vendors. The systems that do include it are generally designed for larger, more complex warehouses:

### Yard Management Functionality

<table>
<thead>
<tr>
<th></th>
<th>HighJump</th>
<th>Royal 4 Systems WISE WMS</th>
<th>Oracle E-Business suite</th>
<th>Manhattan Associates</th>
<th>Aptean Extended Warehouse Management</th>
<th>SAP EWM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gate check-in and -out</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Dock door management</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Appointment scheduling and tracking</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Unscheduled shipments</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alerts</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Yard asset tracking</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Visual model of yard</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Multiple yards</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RF-enabled (for direction and execution of yard activities)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>RFID-enabled (for real-time location tracking)</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
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The most common yard management tool is dock door scheduling, which helps ensure that you never double-book dock doors for inbound or outbound shipments. Appointment scheduling and tracking functionality keeps you aware of truck arrivals and departures from the facility. Gate check-in and -out is another useful tool for tracking truck movement.

Some yard management modules provide alerts to notify warehouse operators of problems. A rarer functionality plots movements using a visual model of the yard—which is especially helpful for very large warehouses with extensive yard operations.

Most yard management modules offer basic radio-frequency (RF) direction of workers’ activities. Some also support radio-frequency identification (RFID) tagging of vehicles and containers. This allows for real-time tracking of vehicle and container movements.

Now that you’ve surveyed some of the vendors that offer the capabilities you need, schedule a call with our advisors to get specific pricing and additional functionality information for the systems we’ve covered in this guide—in addition to dozens of others that may suit your needs.

Methodology

To collect the data in this report, we surveyed publicly available documentation of WMS software. We examined product brochures, data sheets, websites, instructional manuals, case studies, knowledge bases and support forums. All of the information we examined for the above tables is first-party: If the vendor doesn’t say it offers a given tool, we didn’t check it in the table, even in cases where literature from consulting firms indicates that the vendor does offer it. We considered publications by vendors and their channel partners as the only authoritative source of information about functionality coverage.

Results are representative of our vendor sample, not necessarily WMS software as a whole. Sources attributed and products referenced in this article may or may not represent client vendors of Software Advice, but vendor status is never used as a basis for selection.

If you have comments or if you’re a WMS vendor and would like to update your information, please contact danielharris@softwareadvice.com.
In just fifteen minutes, the experts at Software Advice can help you narrow down the right software for your organization.

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*Information directly revised and confirmed by vendor*

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