10 Critical Questions to Ask Before Selecting an eCommerce ERP
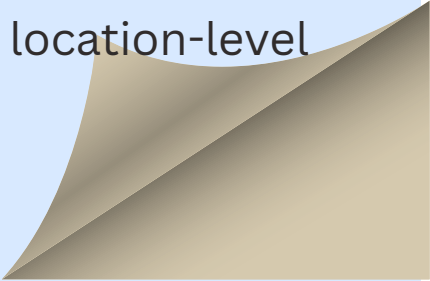
1. Does the ERP support end-to-end eCommerce operations?

- [ ] Can it manage online orders, inventory, customers, payments, and accounting from one system?

- [ ] Or will you still depend on multiple tools and manual syncing?

2. Is inventory updated in real time across all sales channels?

- [ ] Does stock update instantly between website, POS, warehouses, and stores?

- [ ] Can it prevent overselling, stockouts, and manual adjustments?

3. Can it handle multi-store, multi-warehouse, or multi-location setups?

- [ ] Can you track stock, sales, and reports branch-wise?

- [ ] Does it support centralized control with location-level visibility?

4. Does it integrate seamlessly with your eCommerce platform?

☐ Can it connect with your website, marketplace, or mobile app without custom workarounds?
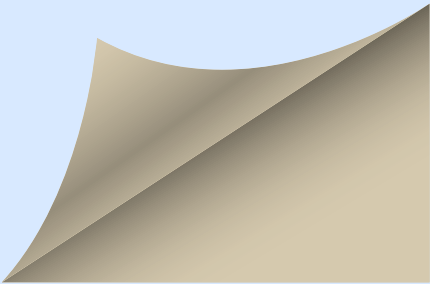
☐ Are order sync, returns, and refunds automated?

5. How flexible is the ERP when your business grows?

☐ Can it scale with higher order volumes, new locations, or new sales channels?

☐ Will you need to replace it in 1–2 years due to limitations?

6. Are finance and accounting fully integrated?

☐ Does it automatically post sales, taxes, payments, and refunds into accounts?

☐ Can you generate real-time P&L, balance sheet, and cash flow reports?

7. Can it support your industry-specific workflows?

☐ Does it fit your business model (retail, trading, FMCG, fashion, restaurant, manufacturing)?

☐ Or is it a generic system requiring heavy customization?

8. Is reporting clear, actionable, and real time?

- ☐ Can you instantly view sales trends, slow-moving stock, margins, and customer behavior?

- ☐ Or do reports depend on exports and manual work?

9. What is the total cost beyond the license fee?

- ☐ Are implementation, customization, training, and support clearly defined?

- ☐ Are there hidden costs for integrations, upgrades, or user limits?

10. Does the implementation partner understand eCommerce operations?

- ☐ Do they guide you on workflows, data migration, and best practices?

- ☐ Will you receive post-go-live support, not just software delivery?

Quick Self-Assessment

If you answered "No" or "Not sure" to 3 or more questions, your business is at risk of:

- Inventory mismatches
- Manual operational overload
- Poor visibility into profits
- Scalability issues after growth