

Features Overview

Transparency at a glance – how to grow your business with Actindo

With Actindo, you get exactly the features that fit your needs.

Whether efficient order management or smart orchestration – our platform delivers the right solution for your use case.

ERP & Order Management	Base	Pro	Enterprise
Order Management			
Central overview of all orders from webshop, marketplaces, POS, app	✓	✓	✓
Consolidation of multiple channels into a unified order format	✓	✓	✓
Manual order entry in backend	✓	✓	✓
Automatic order assignment to warehouse/fulfillment location	✓	✓	✓
Configurable routing rules (delivery time, cost, priority)	–	✓	✓
Support for Click & Collect and Ship-from-Store	–	✓	✓
Automatic split orders across different warehouse locations	–	✓	✓
Return reasons and root cause analysis in order overview	–	✓	✓
Live status tracking per order (received, confirmed, shipped, returned)	–	–	✓
Self-service returns for end customers	–	–	✓
Warehouse & Fulfillment			
Real-time inventory management across all warehouses	✓	✓	✓
API integration with fulfillment partners	✓	✓	✓
Shipment tracking with tracking numbers in order details	✓	✓	✓
Automatic stock reconciliation after inbound and outbound	✓	✓	✓
Warehouse structure down to shelf/bin level	✓	✓	✓
Multi-warehouse capability	–	✓	✓
Channel-based warehouse assignment (e.g. online, POS, marketplace)	–	✓	✓
Automated stock withdrawal via stock-withdrawal matrix	–	✓	✓
SLA tracking of warehouse processes (pick, pack, ship time)	–	–	✓



ERP & Order Management

	Base	Pro	Enterprise
Invoicing & Payment Processing			
Automatic invoice creation upon order completion	✓	✓	✓
Integration with payment providers (PayPal, Stripe, Klarna, Adyen)	✓	✓	✓
Automatic bank reconciliation (EBICS, CSV)	✓	✓	✓
Real-time payment status (open, paid, overdue)	✓	✓	✓
Partial and down payment invoices	–	✓	✓
Automatic creation of credit notes	–	✓	✓
Dunning/collections with escalation levels	–	✓	✓
Partial and refund payments directly from order view	–	✓	✓
Customer-specific invoice templates (layout, language, currency)	–	–	✓
Accounting & Taxes			
Integrated financial accounting (journals, periods, accounts)	✓	✓	✓
Automatic booking upon order and payment entry	✓	✓	✓
Export to external systems (e.g. DATEV, SAP)	✓	✓	✓
Tax engine with country- and product-specific tax rates	✓	✓	✓
OSS and third-country support	✓	✓	✓
Automatic tax calculation per delivery country and customer type	✓	✓	✓
GoBD-compliant archiving	✓	✓	✓
GDPR-compliant data anonymization	✓	✓	✓

PIM & Multichannel

	Base	Pro	Enterprise
Product Information Management			
Central management of all product information	✓	✓	✓
Variant logic with custom attributes per variant	✓	✓	✓
Channel-specific attribute control (activate/deactivate)	✓	✓	✓
Freely definable attributes (e.g. size, color, material)	–	✓	✓
Attribute validation (mandatory fields, value ranges)	–	✓	✓
Multilingual product information	–	✓	✓
Versioning & restoration of product data	–	–	✓



PIM & Multichannel

	Base	Pro	Enterprise
Digital Asset Management (DAM)			
Central management of all product information	✓	✓	✓
Variant logic with custom attributes per variant	✓	✓	✓
Channel-specific attribute control (activate/deactivate)	✓	✓	✓
Freely definable attributes (e.g. size, color, material)	—	✓	✓
Attribute validation (mandatory fields, value ranges)	—	✓	✓
Multi-Channel Synchronization			
Direct integration with shop systems, marketplaces, POS	✓	✓	✓
Mapping of PIM attributes to channel attributes	✓	✓	✓
Channel-based price and inventory control	✓	✓	✓
Offer management per channel (incl. POS)	✓	✓	✓
Activation/deactivation of products per channel	✓	✓	✓
Automatic real-time data updates	✓	✓	✓
Import & Export			
CSV import with attribute mapping	✓	✓	✓
XML/JSON import and export	—	✓	✓
API-based import/export	—	✓	✓
Scheduled imports and exports	—	✓	✓
Automatic data validation during import	—	—	✓
Logging & history of all data imports/exports	—	—	✓

POS & Retail

	Base	Pro	Enterprise
Sales Processes			
Product search by name, barcode, or SKU	✓	✓	✓
Barcode scanner integration	✓	✓	✓
QuickSelect categories for frequently used items	✓	✓	✓
Real-time inventory check from cart	✓	✓	✓
Negative scan for returns	✓	✓	✓
Cart parking (temporary save)	✓	✓	✓
Add notes to cart	✓	✓	✓
Cancel current or saved sales processes	✓	✓	✓
Product recommendations at checkout	—	✓	✓



POS & Retail

	Base	Pro	Enterprise
Customer Data & Loyalty			
Customer search by name, address, or customer number	✓	✓	✓
Customer loyalty via discount groups	✓	✓	✓
Assign customers to cart	✓	✓	✓
Remove customers from cart	✓	✓	✓
Customer profile display incl. purchase history	—	✓	✓
Personalized offers at POS	—	✓	✓
Voucher & Discount Functions			
Item-level discounts (percentage or absolute)	✓	✓	✓
Receipt-level discounts (percentage or absolute)	✓	✓	✓
Create new vouchers with custom value	—	✓	✓
Check voucher balance	—	✓	✓
Redeem vouchers as payment	—	✓	✓
Automatic discounts above purchase value X	—	✓	✓
Payment Processing			
Cash payment with quick select or manual input	✓	✓	✓
Card payment via terminal (OPI protocol)	—	✓	✓
Split payments (e.g. voucher + card)	—	✓	✓
Refunds in cash or voucher	—	✓	✓
Branch & Register Management			
Management of multiple branches	1	10	unlimited
User roles & PIN-protected login	✓	✓	✓
Configuration of external devices (scanners, printers, terminals)	✓	✓	✓
Assign store managers	—	✓	✓
Manage multiple registers per branch	—	✓	✓
Configure opening hours, register parameters	—	✓	✓
Customer Display			
Real-time cart display	—	✓	✓
Customizable layout (logo, colors, welcome message)	—	✓	✓
QR code for digital receipts	—	✓	✓
Display promotions or additional info	—	—	✓



POS & Retail

	Base	Pro	Enterprise
Reporting & Compliance			
Export to CSV, JSON, or XML	✓	✓	✓
GoBD-compliant POS journal signing	✓	✓	✓
Real-time sales reports per store or register	—	✓	✓
Audit trails at transaction level	—	✓	✓

Platform & AI

	Base	Pro	Enterprise
Architecture & Integration			
API-first, cloud-native, headless architecture	✓	✓	✓
License & user rights management	✓	✓	✓
Standardized REST-API for all modules	✓	✓	✓
Support for third-party integrations (ERP, CRM, payment, marketplaces)	✓	✓	✓
Multi-brand setup capability	—	✓	✓
Separation of staging and live environments	—	✓	✓
DataHub			
Central data model for all modules	✓	✓	✓
Attribute mapping between source & target systems	✓	✓	✓
Import/export via HTTP, FTP, SFTP	✓	✓	✓
Data transformation & validation	—	✓	✓
Flexible ETL pipeline (extract, transform, load)	—	✓	✓
Support for CSV, JSON, XML, EDIFACT	—	—	✓
Workflow Automation			
Scheduled processes (cron-based)	✓	✓	✓
Parallel or sequential execution	✓	✓	✓
Rollback & error paths configurable	—	✓	✓
Event-driven process execution	—	✓	✓
Low-code workflow editor with drag & drop	—	—	✓
If/Else logic, manual tasks, approval processes	—	—	✓



Platform & AI

	Base	Pro	Enterprise
Process Orchestration			
Automatic routing of orders and data	✓	✓	✓
Real-time synchronization between modules	✓	✓	✓
Format transformation (e.g. currencies, units)	–	✓	✓
Validation before forwarding to target systems	–	–	✓
AI-Powered Features			
Intelligent order prioritization	–	✓	✓
Predictive order routing based on historical data	–	✓	✓
Anomaly detection in inventory or orders	–	–	✓
Automated product categorization	–	–	✓
Automatic suggestions for process optimization	–	–	✓
Monitoring & Alerts			
Live system status per module	✓	✓	✓
Event logs with filter functions	–	✓	✓
KPI dashboards (performance, throughput, SLA)	–	✓	✓
Proactive alerts	–	–	✓

Support

	Base	Pro	Enterprise
Support Models			
Standard ticket support (8/5, response time P1 = 4h)	✓	✓	✓
Premium support (8/5, response time P1 = 1h)	–	Optional	Optional
Signature support (24/7, response time P1 = 1h, P2 = 2h)	–	Optional	Optional
Custom application management service (AMS) contracts	–	–	Optional
Support Services			
	Standard	Premium	Signature
Unlimited ticket creation	✓	✓	✓
Phone/callback support (depending on package)	–	Optional	Optional

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