



HELM WMS

EXTENDED PROFILE

helm

OVERVIEW

Helm WMS from Despatch Cloud is a cloud-based order and warehouse management system built for eCommerce and 3PL fulfilment.

It combines order orchestration, inventory control, multi-carrier shipping, and returns handling in a single platform aimed at retailers and fulfilment providers.

CORE CAPABILITIES

- **Order management/OMS:** centralises orders from multiple sales channels, applies rule-based automation (routing, tagging, carrier selection, address fixes), and supports batch processing and order prioritisation.
- **Warehouse management:** Pick/pack workflows, barcode scanning support, location management, picking route sequencing, multi-warehouse support (on higher tiers), and movement/assembly features.
- **Inventory management:** multichannel stock sync, reorder alerts, purchase-order creation, and supplier tracking (including data-driven PO options on higher plans).
- **Shipping & carriers:** Multi-carrier integrations, label printing, rate comparison, international trade compliance, and tracking updates back to sales channels.
- **Returns & branded customer communications:** Returns terminal, branded emails, and refund handling (feature availability depends on plan).

HELM WMS INTEGRATIONS

Helm has 150+ e-commerce integrations and 140+ courier integrations, plus APIs and webhooks for ERP/third-party connections. That makes it suitable for sellers who need many channels and carrier links out of the box. Notable integrations include:

- Shopify
- Amazon
- eBay
- WooCommerce
- Royal Mail Click & Drop
- Evri
- DPD
- DHL
- FedEx
- Yodel/InPost

PRICING

Helm uses tiered plans (Start-up, Business, Ultimate, and Enterprise). There is also a free start-up plan with essential inventory, order management, and basic reporting tools for growing businesses.

Download the extended software profile for a breakdown of Helm WMS' pricing tiers (all prices quoted exclude VAT).



SOFTWARE SPECIFICATION

OVERVIEW	
PRODUCT NAME	Helm WMS
PLATFORM	
CLOUD	✓
INSTALLED	✗
BUSINESS SECTOR	
3PL	✓
MANUFACTURING	✗
RETAIL	✓
WHOLESALE	✓
SOFTWARE FEATURES	
BARCODING/SERIAL TRACKING	✓
BILLING	✓
CROSS DOCKING	✗
FORECASTING	✓
INVENTORY MANAGEMENT	✓
KITTING	✓
ORDER MANAGEMENT	✓
PART TRACKING	✗
PICKING & PACKING	✓
PRODUCT ROTATION/SHELF LIFE	✗

PURCHASING	✓
REAL-TIME DATA	✓
RECEIVING & PUTAWAY	✓
REPORTING & ANALYTICS	✓
RETURNS/RECALLS	✓
SHIPPING MANAGEMENT	✓
STAGING	✗
THIRD PARTY PLUGINS	✓
WAREHOUSE MAP	✗
WIRELESS WAREHOUSE	✓
WORKFORCE/LOAD MANAGEMENT	✓
YARD MANAGEMENT	✗
PLUGINS/INTEGRATIONS	
AMAZON	✓
EBAY	✓
SALESFORCE	✗
QUICKBOOKS	✓
ERP	✓
OTHER ORDER MANAGEMENT PLATFORMS	✓
MICROSOFT DYNAMICS	✗
SAP	✗
MOBILE	
ANDROID APP	✓
IOS APP	✗
OTHER CAPABILITIES	✓

CUSTOMER SIZE	
SMALL	✓
MEDIUM	✓
ENTERPRISE	✓
OTHER FEATURES	
MULTI WAREHOUSE	✓
MULTI CURRENCY	✓
CUSTOMIZABLE	✓
FURTHER INFORMATION	
PRICING	Business: £195/month, Ultimate: £345/month, Enterprise: Custom quotation required.



