



Boscov's to Transform their Omnichannel Fulfillment and Customer Service Operations with Manhattan Associates

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This collaboration will modernize fulfillment and service, and unify inventory to better serve shoppers across Boscov's 51 stores and their ecommerce operations

ATLANTA--(BUSINESS WIRE)--Sep. 1, 2026-- [Manhattan Associates Inc.](#) (NASDAQ: MANH) and [Boscov's Department Store, LLC](#), today announced a new technology partnership to modernize the department store's ecommerce fulfillment. This partnership will drive greater efficiency across its store network to deliver an enhanced and seamless customer experience.

Boscov's, a family-owned department store chain with 51 locations in 9 states across the Mid-Atlantic region including Pennsylvania, New Jersey, Delaware, Maryland, New York, Connecticut, Ohio, Rhode Island and West Virginia is known by shoppers as a one-stop destination with a broad assortment of options from apparel and beauty to home, gifts and candy. To strengthen growth and rising customer expectations for convenience and product availability, they have partnered with Manhattan to build a more connected, data-driven supply chain.

Boscov's has selected Manhattan's [ActiveOrder™](#) to provide a unified view of inventory across its stores to better orchestrate and optimize ecommerce fulfillment as well as provide proactive and seamless customer service. By bringing [order management](#), [store fulfillment](#) and [customer service](#) onto a single cloud-native platform, Manhattan and Boscov's will help ensure that the items being promised during order capture are fulfilled from the most optimal location. This will ensure the customer promise is met, while improving productivity, visibility, and customer service across the stores that fulfill orders.

"Boscov's has a proud history of really knowing their customers and communities. To keep delivering on that promise, they need a platform that is just as responsive, efficient and customer-centric," said Bob Howell, EVP and Chief Sales Officer at Manhattan Associates. "With Manhattan, Boscov's will gain real-time insight into inventory across all their stores, so every order can be sourced and fulfilled in the most efficient way possible for their customer and business at large."

"We are excited to work side by side with the Boscov's team to build a modern, unified fulfillment and service model that supports their growth for years to come," Howell added.

The implementation will focus on driving higher throughput and inventory accuracy in Boscov's stores, while enabling flexible fulfillment options, including ship from store and buy online, pick up in store, without sacrificing control or margin. With a cloud-based solution delivering automatic, quarterly system updates, Boscov's will have the latest capabilities as its business evolves.

"Boscov's has always been differentiated on value, assortment and service. Partnering with Manhattan allows us to extend that promise into our receiving, fulfillment and customer service operations," said Jim Boscov, Chairman and CEO at Boscov's. "By unifying how we allocate and fulfill inventory across our stores, we can keep products closer to customers, reduce out-of-stocks and deliver a smoother omnichannel experience across our stores."

In addition to improving service and speed for shoppers, Boscov's can also better utilize labor and capacity in its stores, simplify IT complexity and lay the foundation for a more unified and seamless customer experience in-store and online.

ABOUT MANHATTAN ASSOCIATES

Manhattan Associates is a global technology leader, providing supply chain and omnichannel commerce solutions with unmatched AI capabilities. We design, build and offer best-in-class, AI-powered, cloud-based solutions that drive resilience and efficiency for businesses. We enable enterprises to uniquely unify front-end sales with back-end supply chain execution.

Our commitment to innovation, cloud-native platform and API-first architecture create simpler experiences and faster paths to value for our customers. We empower them to preempt and react to emerging trends and global disruptions with technical expertise and operational confidence, transforming challenges into competitive advantage. For more information, please visit www.manh.com.

ABOUT BOSCOV'S

Boscov's is America's largest family-owned department store, serving customers throughout the Mid-Atlantic and Northeast with 51 locations across Pennsylvania, New Jersey, Maryland, New York, Connecticut, Delaware, Ohio, West Virginia and Rhode Island.

Founded in Reading, Pennsylvania, Boscov's traces its roots to 1914, when Solomon Boscov immigrated to the United States and began building a business based on fairness, honesty, quality merchandise, and exceptional customer service. More than a century later, those founding principles continue to guide the company.

Boscov's offers customers a broad selection of quality merchandise, nationally recognized brands, exceptional value, and knowledgeable, friendly associates dedicated to delivering an outstanding shopping experience. Headquartered in Reading, PA, the company remains committed to

maintaining its family-oriented culture while evolving to meet the needs of today's shoppers.

Beyond retail, Boscov's is deeply invested in the communities it serves through charitable giving, local partnerships, fundraising initiatives, food drives, blood drives, and signature events such as Friends Helping Friends. The company takes pride in being more than a department store by serving as a trusted neighbor, community partner, and destination for generations of families. For more information, visit www.boscovs.com.

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