INDITION COMMERCE

Special Orders Feature List

What the release supports across Customer Ordering, POS, and Inventory

Special Orders Edition 1.2 · October 19, 2026

© 2026 Indition Corp. All rights reserved. Indition™ and the Indition logo are trademarks of Indition Corp. All other product names, logos, and brands are the property of their respective owners.

Special Orders supports future-delivery sales, deposits, purchasing, inventory assignment, customer balance payments and fulfillment tracking.

Future delivery in an ordinary sale

A Special Order is a merchandise item sold for future delivery. Staff can take the order whether or not stock is currently on hand, and can combine future-delivery items with merchandise the customer takes home immediately. The same product can appear as separate regular and Special Order lines in one sale.

Both the desktop and touch POS support the workflow. Customer Ordering also preserves Special Order details when a cart becomes an order. Each future-delivery line can carry an optional expected delivery date, a deposit, a Purchase Order reference, and a staff note.

Controls shared across selling channels

Use Special Orders settings to enable the feature, accept new orders, assign staff roles, restrict categories and set minimum deposits. These settings apply consistently across your ordering workflows, including the register.

Customer Ordering and POS have separate editable creation-role selections. The register roles are selected initially when that channel is available. Administrators retain full access; select the staff roles that should create orders. Category selection is searchable and supports checkbox choices, Select All, Clear All, and a visible list of selected categories. Selecting a parent category includes its descendants.

When deposits are required, the minimum is the greater of the configured percentage and floor, capped at the merchandise total for that line. The calculation uses the price after discounts and excludes tax and shipping. Staff can collect more than the minimum; a deposit above the line total is capped at the total, which means paying the line in full.

Payment and inventory have separate lifecycles

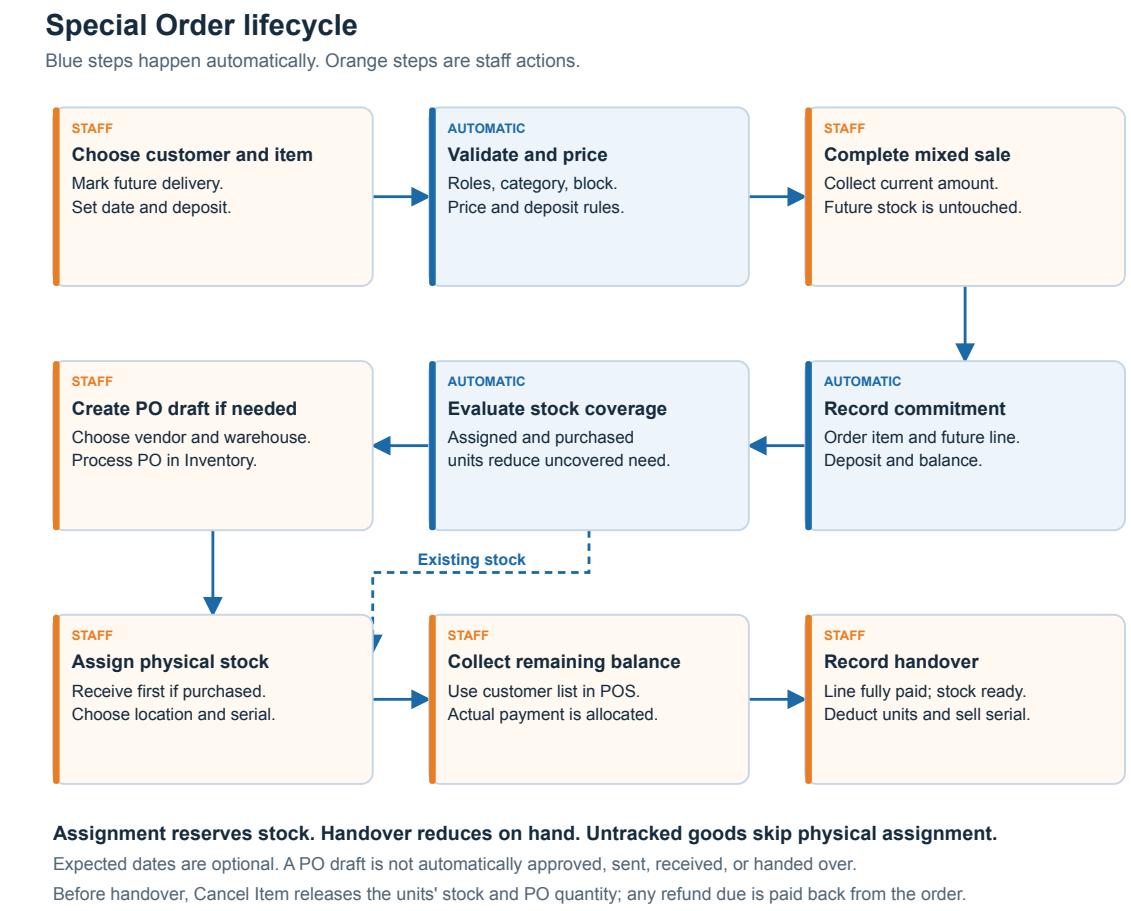
Checkout collects regular merchandise and its tax, Special Order deposits, and other current charges. The rest of each Special Order item, including its tax, is the balance due later, so an item taken with no deposit is saved with nothing to pay today. The deferred amount is not a payment transaction. Later POS payments are allocated to the selected customer item and cannot exceed its outstanding balance.

At Pay, the register checks every Special Order deposit again, raising any that a later quantity or discount change left below the minimum, and it collects exactly the amount due today: tenders above that are refused before any card is charged. Customer Ordering keeps the chosen deposit when a quantity changes, counts authorized as well as captured card payments, and refuses gift cards on a cart that contains Special Order items.

No stock or serial is claimed when the future-delivery sale is created. Authorized staff later assign available inventory from active warehouses and locations. Assignment reserves units; handover deducts on-hand stock. A serialized SKU requires an exact physical serial during assignment. A line must be fully paid before any quantity on that line is handed over.

Every screen shares one status vocabulary: Open, Partially Ready, Ready, Partially Fulfilled, Fulfilled, and Cancelled. The item page adds a separate Sourcing line that says whether the waiting units are not yet sourced, on order with the vendor, received and waiting to be assigned, assigned, or not stock-tracked.

© 2026 Indition Corp · Indition™ is a trademark of Indition Corp. All rights reserved.



Order lifecycle showing staff actions and automatic validation, payment and inventory steps.

Cancellation, refunds, and mixed sales

Staff cancel some or all of an item's outstanding units from the item page, with a required reason. Cancelling releases the stock assigned to those units, frees their quantity on linked Purchase Orders, and lowers the item total and required deposit to the units the customer still receives. Money already paid beyond the new total is shown as Refund Due on the item, on the order, and in the report.

The refund itself goes through the order's ordinary Refund screen as a fixed amount, so card payments return through the payment gateway. Special Orders records each such refund against the items that are owed money, including items funded by a later POS balance payment, and the Refund Due clears. Each order shows only the part of the Refund Due it holds and links the other orders holding the rest, and the item page offers a Refund up to button for each, so a balance taken on a later POS sale is refunded from that sale. A refund is applied to an item only up to what that order took for it.

On a mixed sale, ordinary items ship and can be refunded or returned as usual while Special Order items are on the way. Whole-sale money refunds, replacement charges, and failure statuses wait until every Special Order item is handed over or cancelled, and Completed also waits for full payment. Cancelling the sale as a whole, which would refund every line as an item, is refused in Orders and In-Store Pickup, and the automatic cancellation of unaccepted orders skips such a sale: return its other items individually and refund any Refund Due by amount. Sales with Special Order history cannot be deleted. A POS sale, or a Customer Ordering sale made only of Special Orders, is marked Completed automatically once its last item is handed over or cancelled.

© 2026 Indition Corp · Indition™ is a trademark of Indition Corp. All rights reserved.

Purchasing, reporting, and customer restrictions

The management report shows customer commitments, quantities, payments, status, delivery dates and purchase order references. Filter and sort records, retain selections across pages, edit eligible values, export Excel or import mapped CSV and Excel updates. Summary cards show open orders, units awaiting delivery, unpaid balances and refunds due. Choose 50, 100, 250 or 500 rows per page; import and export logs retain your files.

Selected items can generate an Inventory Purchase Order draft. The system links the draft to the originating customer items and excludes quantities already covered by assignments or linked purchasing. Receiving follows Inventory's existing workflow; received stock must then be assigned to the customer item.

A separate Special Order Blacklist blocks new Special Orders for a customer without blocking ordinary purchases or management of existing orders. The record captures required internal reasoning, optional customer wording, a controlled cashier message, an optional removal date, and the staff member and time. Private notes are excluded from the POS projection.

Release boundaries

Purchase Orders remain drafts until staff approve and process them. Saving customer notes does not send notifications. Quotes, layaway and Payment Terms cannot carry Special Orders. Ordinary order, stock and refund actions cannot bypass future-delivery balances or handover, and POS refunds, exchanges and voids still refuse Special Order lines; cancellation happens in Special Orders and money goes back through the order's Refund screen. Use the User Manual for procedures.

© 2026 Indition Corp · Indition™ is a trademark of Indition Corp. All rights reserved.