indition™

INDITION COMMERCE

Special Orders Marketing Overview

Explain future delivery without losing the customer order context

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.

Say yes to the merchandise your customers want and keep the commitment organized from deposit through purchasing and handover. Special Orders brings the sale and its follow-through into the same working process.

Keep the customer request connected to the sale

Customers often want an item delivered later, whether it is already in a warehouse or still needs to be purchased. Special Orders lets staff record that future-delivery commitment as part of the sale, with its own expected date, deposit, and purchasing reference.

A customer can take regular merchandise today while ordering other items for later. Staff do not need to treat every item in that cart as a future delivery. The same approach is available in desktop POS, touch POS, and customer administration ordering.

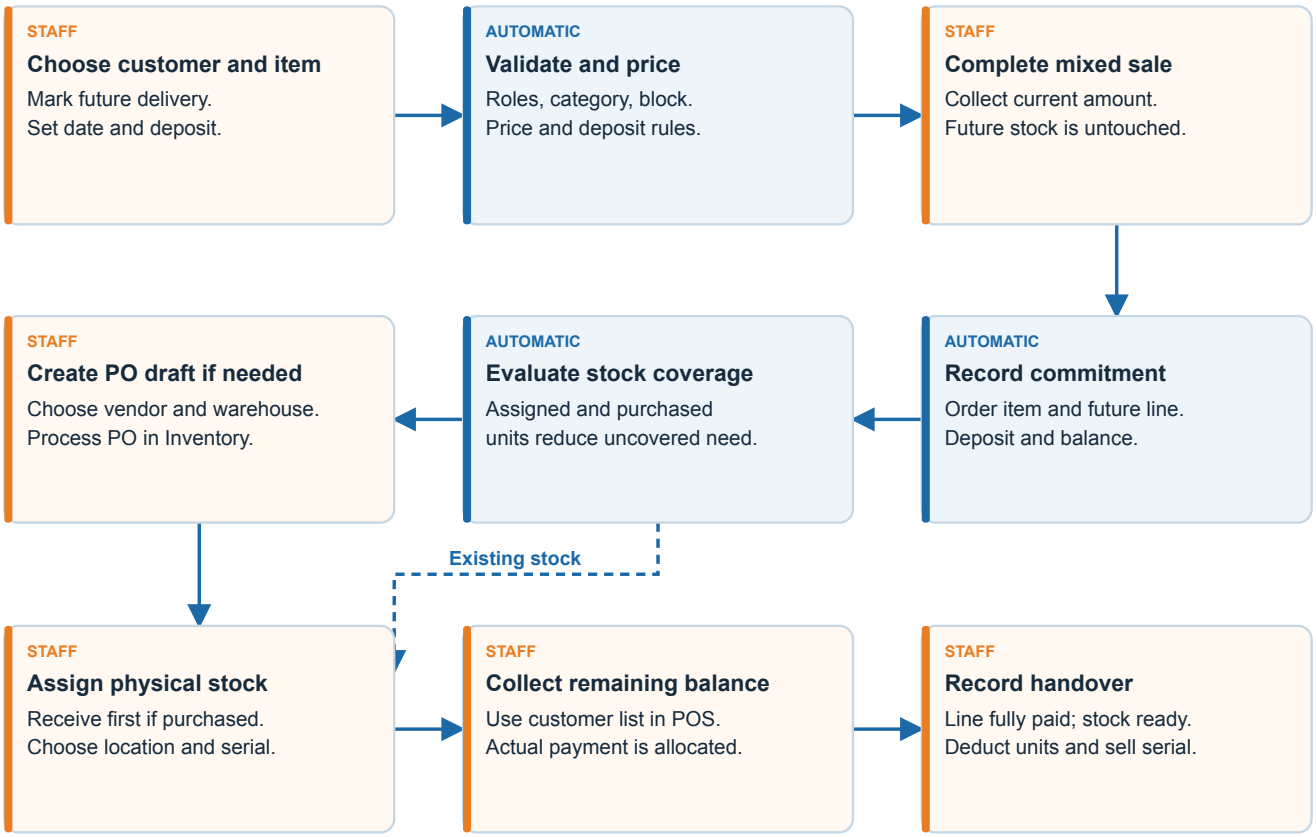
Give each team the details it needs

Cashiers capture the customer's requested merchandise and the amount collected today. Purchasing staff can select uncovered requirements and generate linked draft Purchase Orders. Inventory staff can see available units across warehouses, reserve the appropriate stock, and assign exact serials when required. Authorized staff record handover after the line is fully paid. If the customer changes their mind, staff cancel the units that have not been handed over, the stock and purchasing quantity are released, and any money owed back is refunded from the order.

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

Special Order lifecycle

Blue steps happen automatically. Orange steps are staff actions.



Assignment reserves stock. Handover reduces on hand. Untracked goods skip physical assignment.

Expected dates are optional. A PO draft is not automatically approved, sent, received, or handed over.

Before handover, Cancel Item releases the units' stock and PO quantity; any refund due is paid back from the order.

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

The workflow keeps the selling, purchasing, payment, and physical-stock steps connected while preserving each team's existing responsibilities. Ordinary items on the same sale can still ship or be returned while the future-delivery items are on the way, and every screen describes progress with the same statuses, from Open to Fulfilled.

Apply a consistent store policy

Stores can limit which categories and staff roles may create Special Orders. Deposit rules can combine a percentage with a minimum amount per line. A searchable category selector and visible selected categories make the policy easier to review.

Customer restrictions are specific to Special Orders. Staff can explain a block at the register through the configured cashier message while keeping private internal reasoning out of the cashier response. An optional end date allows a temporary block to expire without removing its history.

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

Suggested feature copy

Special Orders connects future-delivery merchandise with the customer sale, deposit, purchasing requirements, and assigned stock. Combine immediate purchases and future deliveries in one cart, collect the amount due today, and manage the remaining work from a shared report.

Describe the purchasing action as creating a draft, and describe the expected delivery date as a staff-entered expectation. Describe cancellation as a staff action: staff cancel units in Special Orders and refund the difference from the order. Avoid promises of automatic vendor ordering, guaranteed delivery dates, customer notifications, offline completion, or automatic refunds. Those capabilities are not included in this release.

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