JESTA I.S.
Your Vision, Our Solutions

Custom Order Management

Make it Personal

Jesta's Vision Sourcing & Demand (S&D) is equipped with features that allow manufacturers and wholesalers to easily accept custom orders from their retail clients.

This gives them the flexibility to diversify the finished products they offer and hopefully become the go-to vendor for retailers who often require customized orders for their end-users. The Custom Order Management feature is simple to use. Customized product characteristics can be set up or modified with a few clicks, and individual costs can be associated with each criteria.

User Configurable
Nothing is hard coded in the system, which allows any type of product in any industry to be created and customized.

System Memory
Based on previous choices, the system knows what questions to ask the user when building another custom order.

Easy Repairs
If a customized product requires repairs, your customer service team can quickly access the product information to determine the next steps.

Delay Visibility
The system will advise on the additional time it will take to manufacture according to the customizations requested.

Cost Estimates
Any additional costs to be incurred are automatically calculated based on components and/or materials desired.
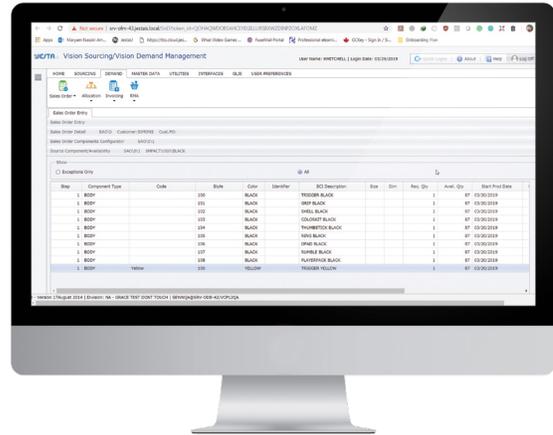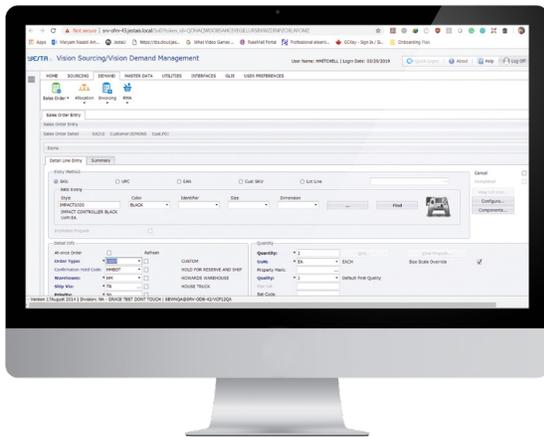
Order Memory
Even customized orders that were made many years in the past can easily be found by customer or product type.

How does it work?

1. ORDER CAPTURE

A custom order can be taken in many ways. Web and EDI orders automatically populate the appropriate fields in Vision S&D. Orders taken by phone or e-mail require the vendor to manually select the custom components requested by the retailer, and then enter the appropriate quantities. When all the required fields have been filled in, the order is entered at the click of a button, which initiates the process of having the order sent to the warehouse to be built.

2. ORDER BUILDING

After a custom order is inputted, a sales order is automatically created. A Bill of Materials (BOM) is also generated, which includes a list of all the specialty components required to build the order; a source manufacturing order is likewise created to track the manufacturing steps of raw materials on their way to becoming finished goods. The latter documents are automatically sent to the warehouse along with instructions on how to put the product together. Shipping information is also included.

The warehouse manager releases the orders according to the availability of components; the orders are then placed in the wave and picked. Warehouse employees can easily scan each component with their mobile device using Jesta's Warehouse Management System, updating inventory in real-time. With the source order number, the warehouse manager can also update all parties involved on the progress of the order.

3. SHIPPING AND INVOICING

Once the custom order has been assembled, it is tested for quality, then placed in a box for shipping. A shipping label is automatically generated and tracking information sent to the client. As soon as the order is identified as having been shipped, the system generates an invoice, which is emailed or transferred through EDI.

READY TO LEARN MORE?
CONTACT US TODAY FOR INFORMATION.

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