

Custom order management and production scheduling

Automates custom jewelry order processing from initial customer request through production scheduling and delivery coordination. Streamlines the complex workflow of bespoke jewelry creation while maintaining quality control and timeline management.

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WORKFLOW TRIGGER



Customer submits custom jewelry order request through store system or sales consultation

Visual Flow

Each node represents an automated step. Connections show how data and decisions move through the workflow.

 **STEP 1 - TRIGGER**
Receive custom order request



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Step-by-Step Breakdown

Detailed explanation of each automated stage in the workflow.

1

⚡ TRIGGER

Receive custom order request

Customer places custom jewelry order with specifications, budget, and timeline requirements. Order details are captured in the POS system with initial customer information.

JewelMate POS system

2

 ACTION

Generate design specifications

System creates detailed technical specifications including metal type, gemstone requirements, and CAD design parameters. Integration with inventory checks material availability and sourcing needs.

Matrix jewelry software

Jewel360 inventory management

3

 DECISION

Evaluate material availability

System checks if required materials are in stock or need to be sourced externally. Routes to immediate production scheduling or procurement workflow based on inventory status.

Jewel360 inventory management

RapNet diamond trading

4

 ACTION

Calculate pricing and timeline

Automated pricing engine determines final cost based on materials, labor complexity, and current market rates. Production timeline is calculated considering workshop capacity and material lead times.

Matrix jewelry software

Valigara jewelry management

Schedule production workflow

System assigns production slots to craftsmen based on specialization and availability. Creates milestone checkpoints for quality control and customer updates throughout the manufacturing process.

Polygon jewelry ERP

Matrix jewelry software

Update customer and track progress

Automated notifications sent to customer with confirmed pricing, timeline, and production milestones. Progress tracking enables real-time updates on order status and completion estimates.

JewelMate POS system

Polygon jewelry ERP

Deliver completion notification

Final quality check completed and customer notified of order completion with pickup/delivery scheduling. Invoice generated and payment processing initiated for order finalization.

JewelMate POS system

Valigara jewelry management



Outputs

- Confirmed custom order with pricing and timeline
- Scheduled production workflow with craftsman assignments
- Automated customer progress notifications and completion alert



Key Metrics

- Custom order completion time
- Production scheduling accuracy rate
- Customer satisfaction score for custom orders



Tools & Integrations

- JewelMate POS system
- Matrix jewelry software
- Jewel360 inventory management
- RapNet diamond trading
- Valigara jewelry management
- Polygon jewelry ERP

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