

# SUIVCOM: Order Tracking

## Overview

SUIVCOM enables order tracking via stages that can be configured by the user.

Typically, this is a screen for monitoring workshop production through order tracking.

## Initial configuration

### Stage labels

**Access:** *Tools → Administration → Customisable labels*

Select **Status (Customer order)** from the label type dropdown and enter your stages.

| Type of wrd.         | Id | Wording   |
|----------------------|----|-----------|
| Status (sales order) | 1  | Pending   |
|                      | 2  | Support   |
|                      | 3  | Cutting   |
|                      | 4  | Assembly  |
|                      | 5  | Packaging |
|                      | 6  | Delivery  |
|                      | 7  | Finished  |
|                      | 8  | Cancelled |

### Extension settings

**Access:** *Tools → Application settings → Extension settings → Order tracking*

Additional parameters

## Extension SUIVCOM

Final order status: delivered 2 Number of days for a correct lead time: 7 3.A1.07.02

Final stage: Finished 1 Number of days until the deadline: 2 3 Number of days for urgent orders: 0

| Steps     | Auto message   |
|-----------|----------------|
| Pending   | <none>         |
| Support   | <none>         |
| Cutting   | <none>         |
| Assembly  | Commande dispo |
| Packaging | Envoi commande |
| Delivery  | <none>         |
| Finished  | <none>         |
| Cancelled | <none>         |

Confirm Cancel

**The final stage 1** refers to the stage at which your order should no longer appear in the tracking list.

**The final order status 2** indicates the status your order will take on once the final stage is reached.

If the **Delivery Date** on the order is specified, you can set a **number of days 3** representing the time between the current date and the Delivery Date.

It will then be visible on your order list via a colour indicator:

- correct = green
- caution = yellow
- urgent = red

Suivcom allows you to set up standard messages to be sent for each of your stages 4.

## How it works

Suivcom works very simply: when a production stage is complete, click on the **next arrow** and your order will move to the next stage. Conversely, the **previous arrow** allows you to return to the previous stage if necessary.

The **envelope** icon opens a window to send an email with the standard message configured for the current stage.

You can filter orders based on the user assigned to the order, the current stage of the order, or the machine linked to the order.

List of commands

## Monitoring production stages

User: Eléonore MAROLEX (EM) Step: <All> Machine: <All>

| ID | Date     | Contact ID | Company Name | Surname / First name | Nature       | V/Ref | Status     | Step     | Prev | Nxt | Email Postcode |
|----|----------|------------|--------------|----------------------|--------------|-------|------------|----------|------|-----|----------------|
| 17 | 29/05/26 | 4          | ANTIKOR      | LEUZE Lara           | AUTRE        |       | dispatched | Delivery | ←    | →   | 08000          |
| 18 | 03/06/26 | 1          | SOFAR        | MAROLEX Eléonore     | AUTRE [DPL]  |       | pending    | Pending  | ←    | →   | 75017          |
| 19 | 03/06/26 | 1          | SOFAR        | MAROLEX Eléonore     | AUTRE [DPL]  |       | dispatched | Delivery | ←    | →   | 75017          |
| 20 | 03/06/26 | 1          | SOFAR        | MAROLEX Eléonore     | Gestan Cloud |       | pending    | Pending  | ←    | →   | 75017          |

Follow-up  
Edit  
Delete  
☐ See all

Close

The **View All** button displays all orders, including those that have been completed.

Every stage change is recorded in the order history; you can view this history by clicking the **Tracking** button.

 When a user wishes to go back a step, they will be asked to **comment** on their return, which will be recorded in the order history just like stage changes.

Order tracking

Detailed order tracking

Customer
SO FAR - E. MAROLEX

Nature
Gestan Cloud

Order number
03/06/26

Currently:
On hold

Order tracking
History

EM 03/06/26 13:48 Step : Pending - Problem  
EM 03/06/26 13:48 Step : Support  
EM 03/06/26 13:48 Step : Pending

History

Validate

Cancel

## Usage & Tips

It is important here to clearly distinguish between the order's status and its stages. If the extension is configured incorrectly, going through all the stages will not change the status, and you will then need to modify it in the [cdesuividetail](#).

If you wish to send a specific email for each stage, do not forget to create your [Typical messages](#).

If your order line appears without colour despite having set the number of days' delay, then you have probably not entered the delivery date ([Customer orders](#)).

## Versions

| Version  | Date     | Description                                                                      |
|----------|----------|----------------------------------------------------------------------------------|
| A1.07.02 | 03/06/26 | Migration to A1 format                                                           |
| 15.40.00 | 22/02/23 | Added data to the table, added a context menu to the table, various improvements |
| 15.39.00 | 22/11/07 | First version                                                                    |

## ther “Extensions” articles

AMAZON: Amazon Interface  
CAISSETACT Touchscreen till (configuration)  
CERFA : Generating CERFAs  
COMMISSIONSCO: Sales commissions  
CYBERBANQUE: Integration of banking files  
DRM: Monthly Summary Declaration  
EBAY: eBay Interface  
ETIQUEXPED: Shipping labels  
INTEROR: repair orders (RO)  
OBJVENTE: Sales targets  
PREPBON: Picking slips  
PRESTIMPORT: Prestashop Interface  
RELAUTO: Automatic mass invoice reminders  
SAVTICKET: After-sales service tickets  
SCAN: Scanning a barcode  
SUIVCOM: Order Tracking

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