

SUIVCOM: Order Tracking * *

 **Fix Me!** A1 update in progress.

Overview

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

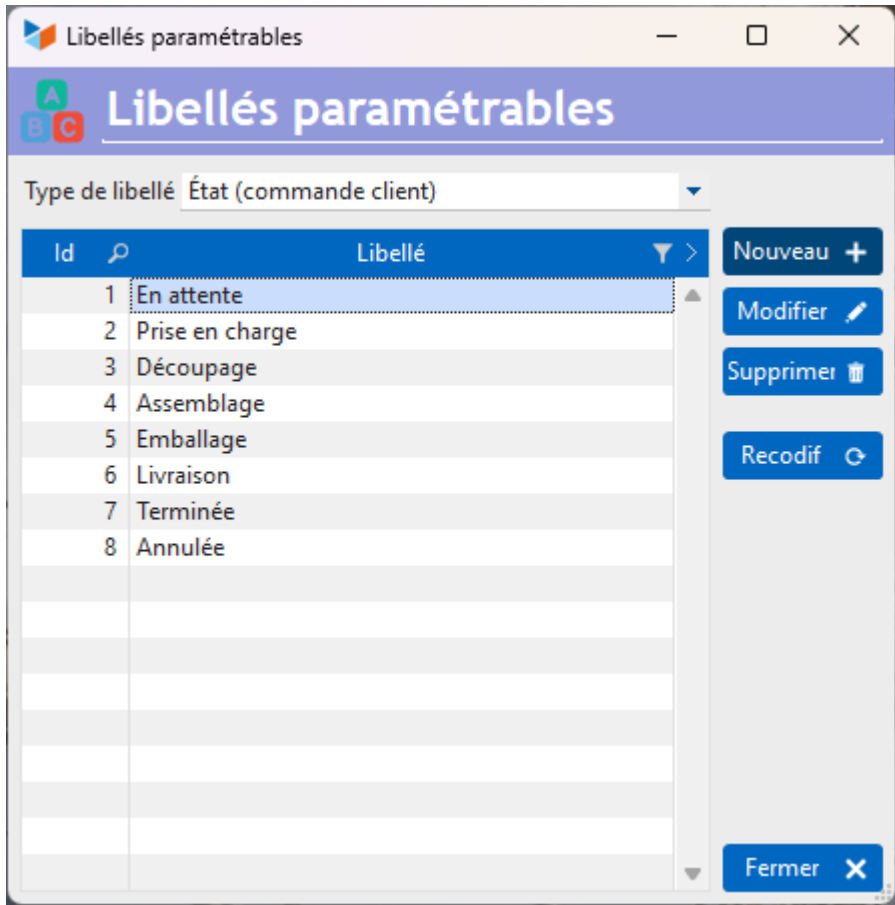
Typically, this is a screen for monitoring workshop production through order tracking.

Initial configuration

Stage labels

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

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



The screenshot shows a window titled "Libellés paramétrables" with a dropdown menu set to "État (commande client)". Below the dropdown is a table with two columns: "Id" and "Libellé". The table contains eight rows of data:

Id	Libellé
1	En attente
2	Prise en charge
3	Découpage
4	Assemblage
5	Emballage
6	Livraison
7	Terminée
8	Annulée

To the right of the table are four buttons: "Nouveau +", "Modifier", "Supprimer", and "Recodif". At the bottom right is a "Fermer" button.

Extension settings

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

Paramètres complémentaires

Extension SUIVCOM

Statut commande final: livrée 2

Étape finale: Terminée 1

Nombre de jours délai correct : 7 3.A1.07.02

Nombre de jours délai attention : 2 3

Nombre de jours délai urgent : 0

Étapes	Message auto
En attente	<aucun>
Prise en charge	<aucun>
Découpage	<aucun>
Assemblage	Commande dispo
Emballage	Envoi commande
Livraison	<aucun>
Terminée	<aucun>
Annulée	<aucun>

4

Valider Annuler

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.

Table des commandes

Suivi des étapes de production

2026

Utilisateur: Eléonore MAROLEX (EM) Étape: <Tout> Machine: <Toutes>

Id	Date	ID contact	Raison Sociale	Nom / Prénom	Nature	V/Ref	Statut	Etape	Pdt	Svt	Mail	Cpostal	
17	29/05/26	4	ANTIKOR	LEUZE Lara	AUTRE		expédiée	Livraison				08000	
18	03/06/26	1	SOFAR	MAROLEX Eléonore	AUTRE [DPL]		en attente	En attente				75017	
19	03/06/26	1	SOFAR	MAROLEX Eléonore	AUTRE [DPL]		expédiée	Livraison				75017	
20	03/06/26	1	SOFAR	MAROLEX Eléonore	Gestan Cloud		<non précisé>	En attente				75017	

Buttons: Suivi, Modifier, Supprimer, Tout voir, Fermer

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.

Suivi de commande

Suivi détaillé de commande

Client

SO FAR - E. MAROLEX

Nature

Gestan Cloud

Réf commande

03/06/26

Actuellement :

En attente

Suivi commande

Historique

EM 03/06/26 13:48 Étape : En attente - Problème

EM 03/06/26 13:48 Étape : Prise en charge

EM 03/06/26 13:48 Étape : En attente

Historique

Valider

Annuler

Commentaire d'un retour en arrière

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 [Suivi détaillé des commandes client](#) *.

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

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

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

Cher 'Extensions' articles

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Last update: **2026/06/03 15:29**