

SUIVCOM: Order Tracking * *

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

Overview

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

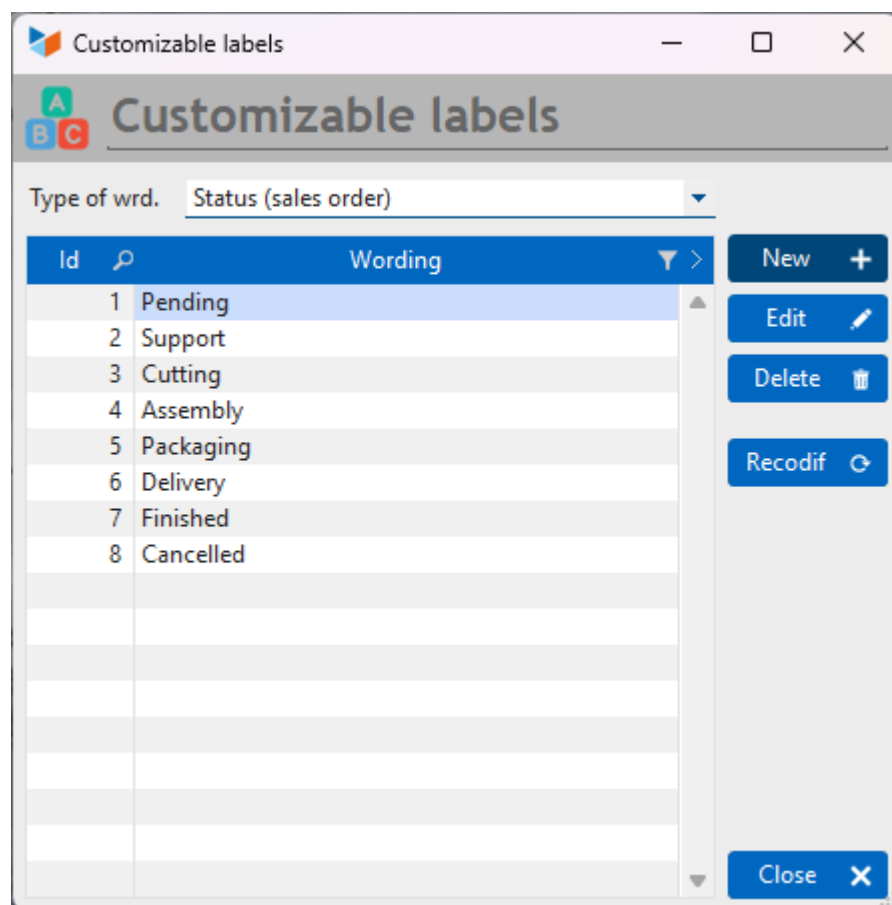
Typically, this is a screen for monitoring workshop production through order tracking.

Initial configuration

Stage labels

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

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



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)

Final stage: **Finished** (1)

Number of days for a correct lead time: **7** (3.A1.07.02)

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 (4)
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

2026

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	Follow-up
18	03/06/26	1	SOFAR	MAROLEX Eléonore	AUTRE [DPL]		pending	Pending	←	→	75017	Edit
19	03/06/26	1	SOFAR	MAROLEX Eléonore	AUTRE [DPL]		dispatched	Delivery	←	→	75017	Delete
20	03/06/26	1	SOFAR	MAROLEX Eléonore	Gestan Cloud		pending	Pending	←	→	75017	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 [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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