

Customer orders

 **Fix Me!** A1 proofreading not yet effective for this page. In the meantime, you can ask any questions on the [forum](#).

Sales orders are those you receive from your customers (as opposed to those you send to your suppliers).

They may or may not have been generated from a customer quote.

List of commands

The list of orders displays all customer orders established during the calendar year or fiscal year displayed in the parameter (if the first fiscal year date declared in the application settings is not January 1st).

[illegible]

The deletion of orders is possible for all users (as opposed to the deletion of invoices and credit notes, reserved for Gestan users with administrator rights). Please note, the deleted order number will not be reused (see numbering page). It is archived in the journal.

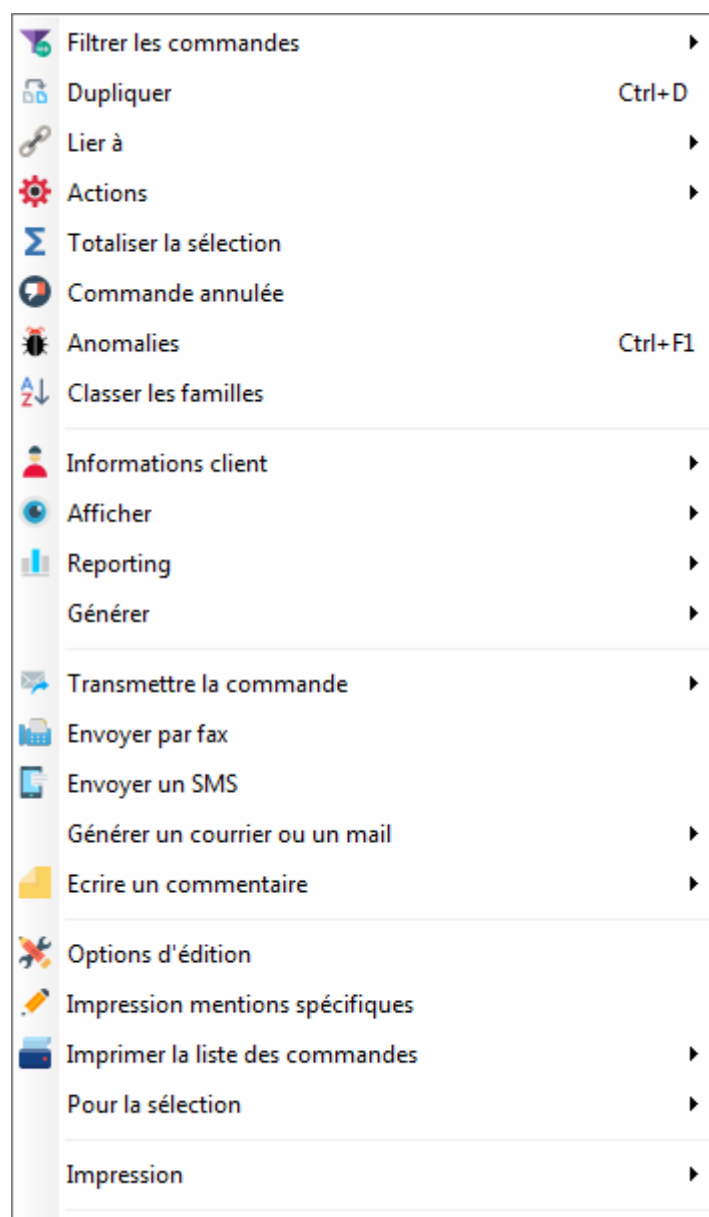
The **Deposit** button allows you to record a deposit on the order, as long as the order is not in

“Validated” status. If this order serves as the basis for generating an invoice, the amount of the deposit will be included in the generated invoice.

The **Generate** button allows you to generate, according to the options (according to the [general parameter](#)):

- a customer invoice
- a complete DN
- a partial DN
- a price request
- a supplier invoice
- an intervention

Context menu options



Via the **Generate** option, it is possible to generate a project or an intervention from the order.

The Order form

Commande Client

Commande A transmettre au client

Client: KALIKO - G. DANLEDO Nature: Appro. 12/25 - 2 OK ✓

Raison sociale: KALIKO V/Ref: Annuler ✕

A l'attention de: M. Geoffroy DANLEDO ☐ Brouillon ☐ Transmis Date: 24/12/2025

Adresse: 44 rue du Maréchal Leclerc Expédition: Terminée le:

CP/Ville: 62320 ACHEVILLE FRA Délai pmt: Aréception

Référence externe:

Dde acompte (%) 0,00 Montant 0,00 Total HT 892,80

Remise (%) 0,00 Montant 0,00 TVA 178,56

Libellé remise: Total TTC 1 071,36 Net 1 071,36

Familles	Libellé ligne	PU HT	PU TTC	Qté	Mtt HT	TVA	Mtt TTC
Beaujolais							
BJL	Beaujolais nouveau	12,00	14,40	12,00	144,00	20,00	172,80
BRYCHEN	Brouilly AOC	12,00	14,40	12,00	144,00	20,00	172,80
Bourgogne							
CDN-CPL	Domaine du Clos des Poulettes - Côte de Nuits Village En Vierville 2019	16,80	20,16	36,00	604,80	20,00	725,76

Normally, a sales order is issued for the primary customer's shipping address. It may happen that your customer wishes to have it delivered to another contact. To do this, it is possible, using the "choose a contact for delivery" option, right-click on the **Customer** combo, to select another contact.

You can determine, based on your internal procedures, what the date in the **Validated on** area means: either it is customer validation, materialized or not by the return of a signed purchase order, or it is the internal validation of the ad hoc service, after customer validation.

Commande Client

Commande Traitement en cours 1 Commande en préparation.

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When the date **Validated on** is entered, and the detailed order tracking option is activated, a 1

tracking icon appears on the form screen, which allows you to specify more precisely where the order is, in the stages between validation by the customer and production, and final delivery to the customer.

Simple tracking v/s detailed tracking

Gestan allows you to follow the processing of orders in simple mode or in detailed mode.

In simple mode, the process is as follows:

- you write an order: its status is `in progress`
- you have finished writing it: its status changes to `to be transmitted` (to the client)
- once transmitted to the customer, its status changes to `to be validated by the customer`
- if the scheduled shipping date has passed, its status may change to "Late Shipping"
- the customer is supposed to return the validated order to you. All you have to do is note the shipping date of the order.

When the shipping date is entered, the order status changes to "Shipped OK"

The Gestan configuration allows tracking in detailed mode (storing the history of the order processing steps), see [Detailed tracking of orders](#).



Other `Customer Billing` articles

Billing: common elements

[Billing: common elements](#)

[Deposits-Deposit](#)

[Document genealogy](#)

[Intermediation \(practical case\)](#)

[Optimize supplier orders](#)

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Billing: Customer billing

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