SUIVCOM: Order Tracking

Overview

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

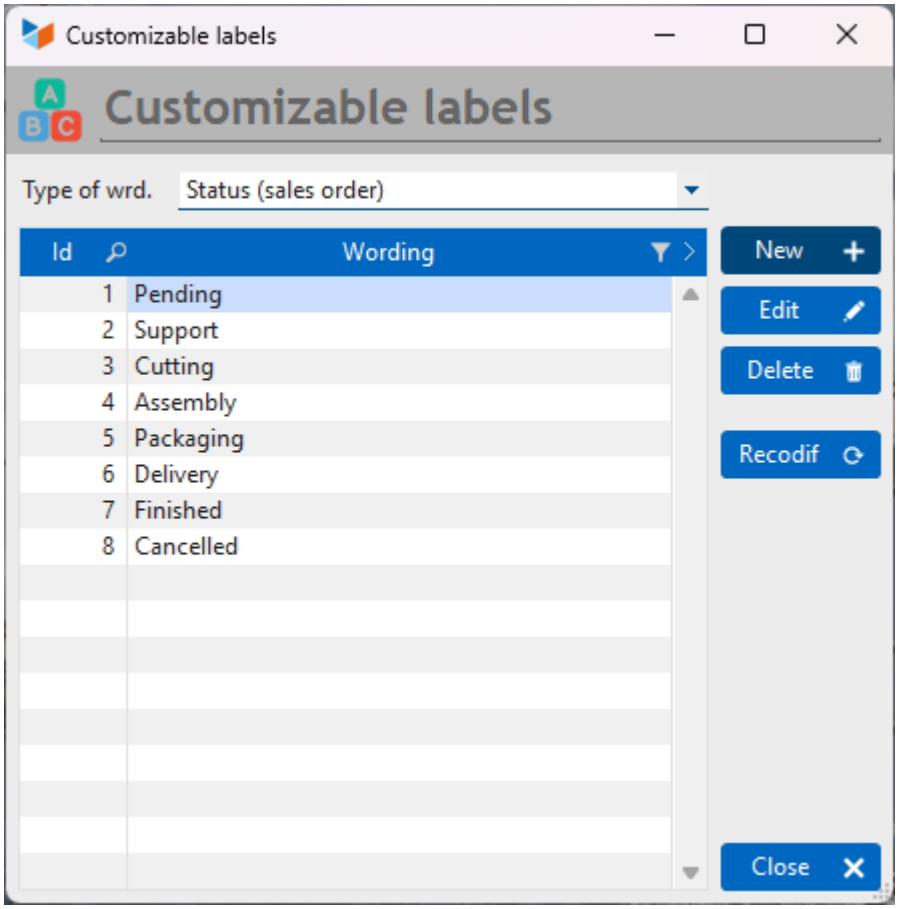
Typically, this is a screen for monitoring workshop production through order tracking.

Initial configuration

Stage labels

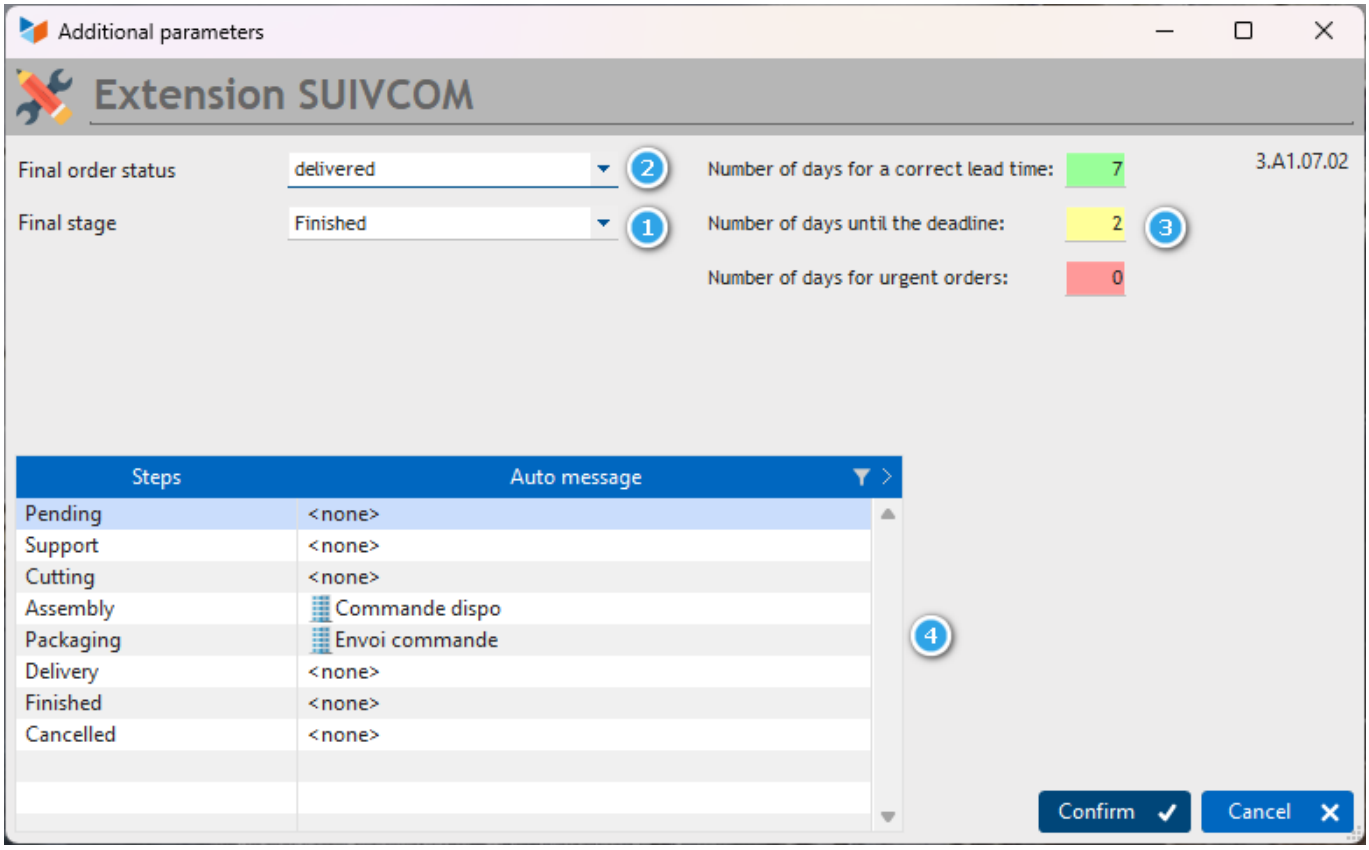
Access: *Tools → Administration → Customisable labels*

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



Extension settings

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



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

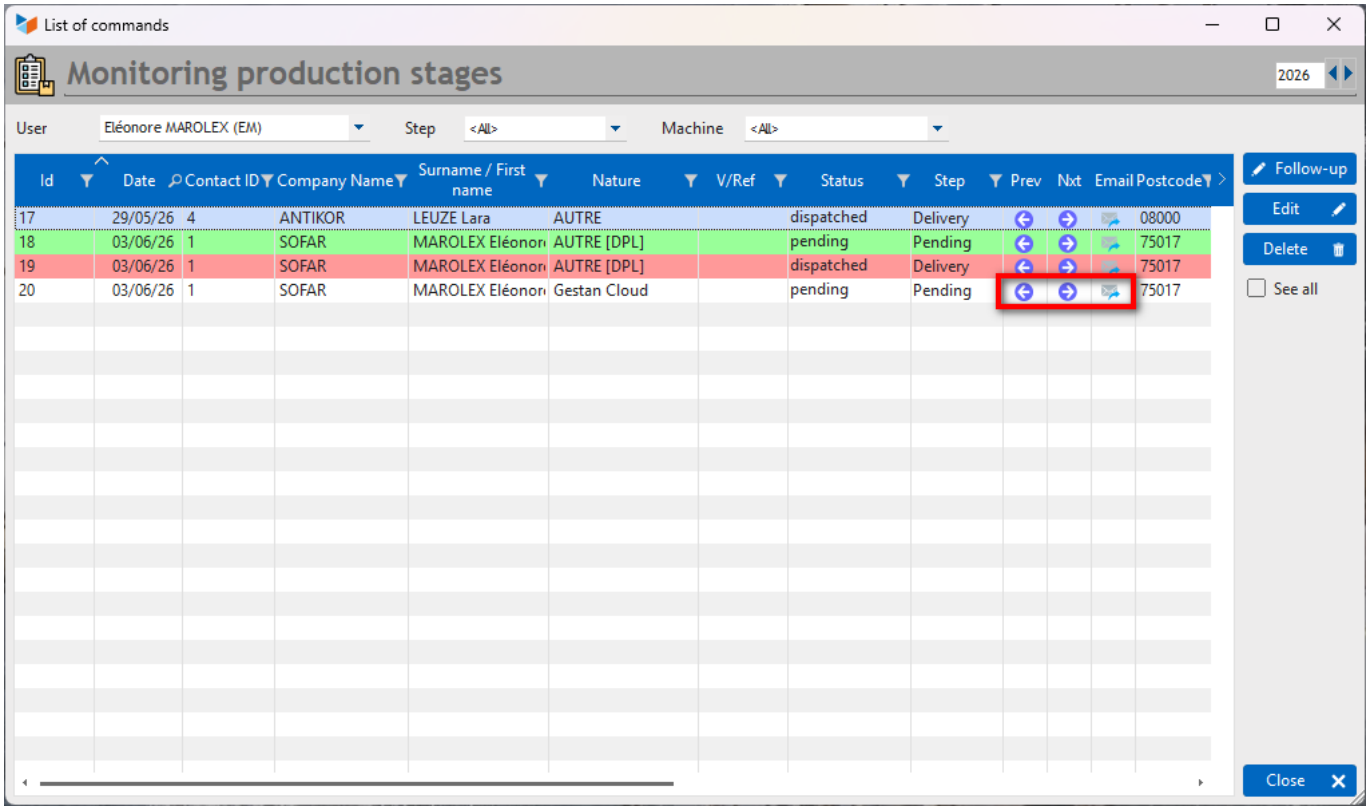
Suivcom allows you to set up standard messages to be sent for each of your stages 4.

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.

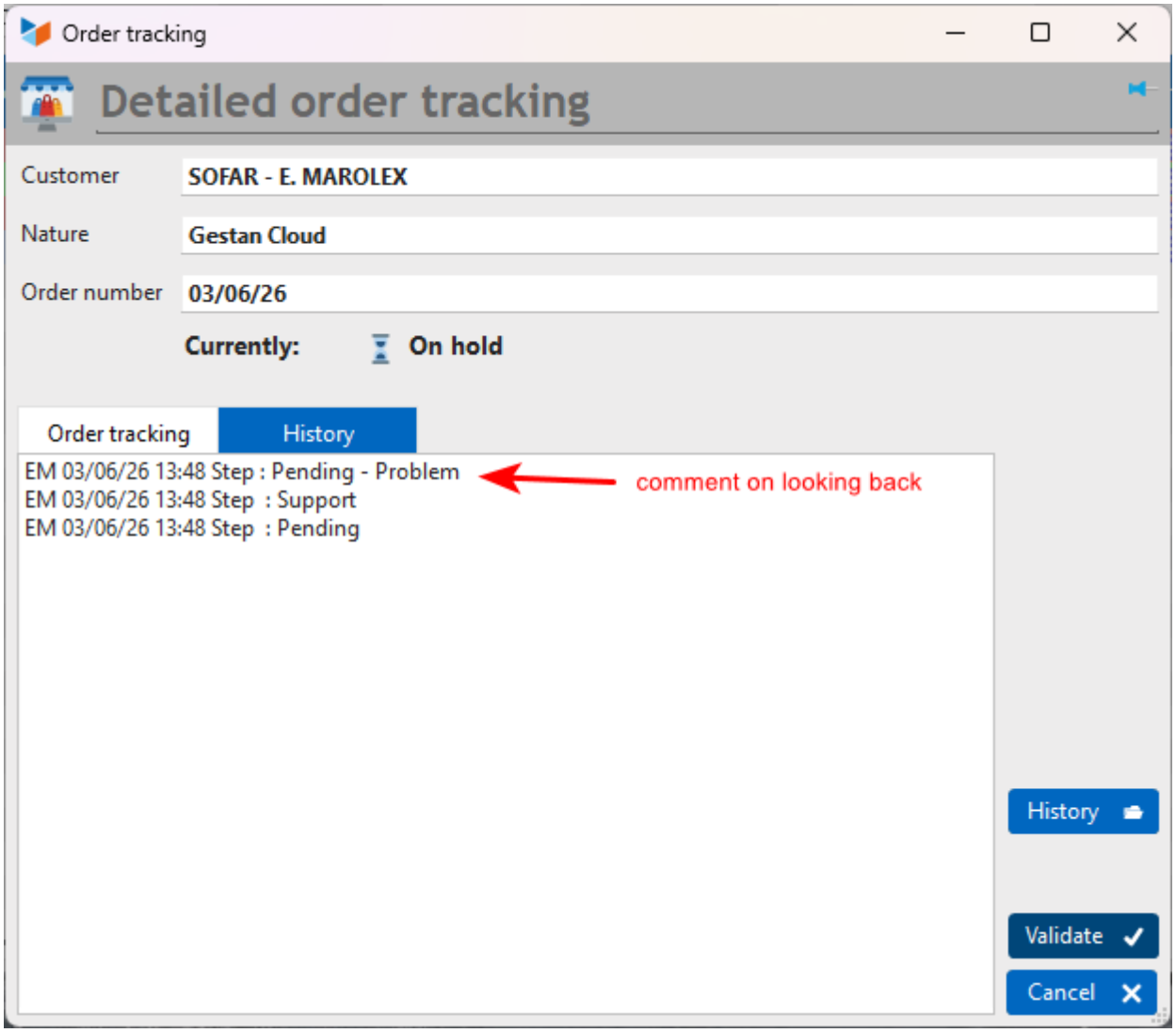
You can filter orders based on the user assigned to the order, the current stage of the order, or the machine linked to the order.



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.



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 (Sales 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
ETIQSPE_ICS: Specific labels
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

From:
https://manuel.gestan.fr/ - **Le manuel de Gestan**

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Last update: **2026/06/03 13:35**