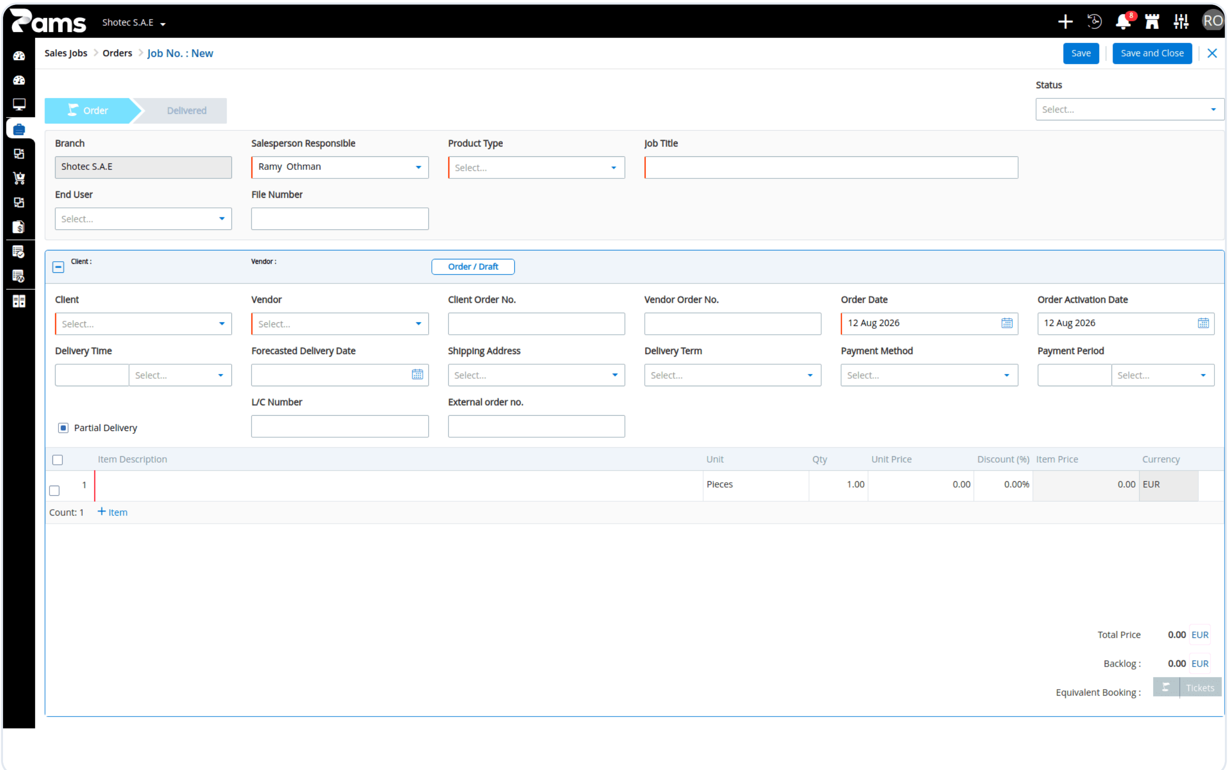
PAMS V2

Direct Order

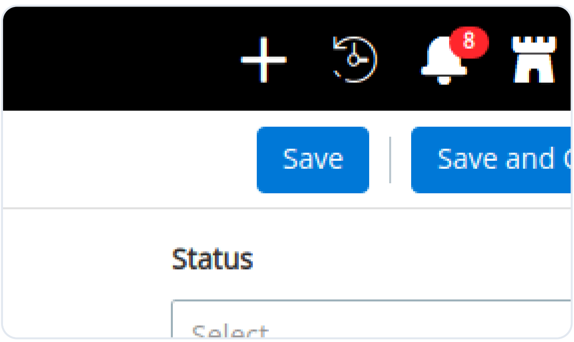
August 18, 2026

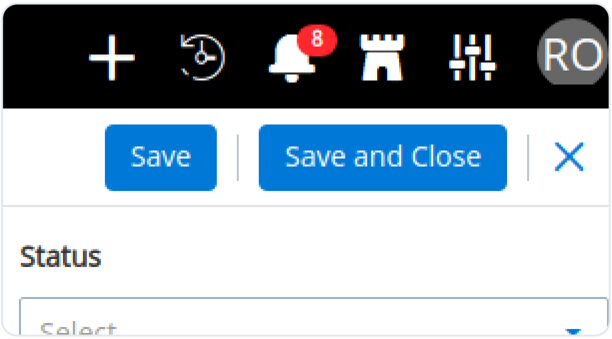
Direct Order

User Guide › Add New User › Sale Job



Direct order — Add new › Sales Jobs › Direct Order





Overview

Use **Direct Order** to work with a sales job at the Order stage. Sales representatives and sales managers use this page to review the order draft, review its item lines, and save the order work.

An Order follows the lifecycle Draft, Awaiting approval, Approved, Awaiting activation, Valid, Ready for shipment, and Delivered. Approval must be completed before the Order can progress beyond Awaiting approval.

Steps

1. Navigate to **Add new > Sales Jobs > Direct Order**.
2. Select the **Client : Vendor : Order / Draft** tab.
3. Review the order item line. The tab displays item information, including quantity in pieces, percentage values, and amounts in EUR.
4. Select **Save** to save your work on the Direct Order.
5. Select **Save and Close** when you have finished working with the Direct Order and want to close the page.

Client : Vendor : Order / Draft

The **Client : Vendor : Order / Draft** tab contains the Direct Order work area for the client, vendor, and order draft context. Use this tab to review the order item line before saving the Direct Order.

The available actions on this page are **Save** and **Save and Close**. This tab does not provide a separate action for moving the Order through its lifecycle; the Order must clear its approval stages before it can proceed toward Delivered.

Tips & cautions

> **Note:** An Order progresses through Draft, Awaiting approval, Approved, Awaiting activation, Valid, Ready for shipment, and Delivered. Treat Awaiting approval as an approval gate before continuing order processing.

> **Warning:** Items marked Ready for shipment or Delivered cannot be deleted.

> **Warning:** An Order with binding invoices cannot be reverted. An Order also cannot be un-delivered when a due invoice already exists.

Troubleshooting

Symptom	Likely cause	Fix
The Order cannot be reverted.	The Order has binding invoices.	Continue processing the Order; an Order with binding invoices cannot be reverted.
An item cannot be deleted.	The item is marked Ready for shipment or Delivered.	Do not attempt to delete the item at these statuses.
The Order cannot be un-delivered.	A due invoice already exists.	Process the related invoice requirement before attempting further Order changes.
The Order remains Awaiting approval.	Approval has not yet been completed.	Wait for the required approval to be completed before progressing the Order.

Result

The Direct Order item line has been reviewed and the Direct Order has been saved or saved and closed.

Related pages

- Process
- Add New User — Overview
- **Add New User — Learning Path**
- Your First Day with Pams V2
- Getting Started with Add New User
- Call

- Tasks
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