□□ Orders and Customers

How are my customers’ invoices created?

123ventes automatically creates the invoice for each order, as a PDF.

When?

- **Card payment (Stripe) or PayPal**: as soon as the payment is confirmed; the invoice is attached to the order email;
- **cheque or bank transfer**: when you set the order to “Paid”, after receiving the payment.

Where to find them?

- **You**: “Orders” menu, “Order list”, “Invoice” column;
- **your customer**: in their account, under “My orders”.

Good to know

- The invoice number is the order number;
- your details (company name, address, SIRET number…) come from the “Options” menu, “Merchant details” tab: check them before opening your shop.

See also: How do I track orders?, Which emails are sent automatically to my customers?, Which payment methods are available?.

Attached files:

Unique solution ID: #1221
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Last update: 2026-10-14 13:29

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URL: https://faq.123ventes.com/content/5/49/en/how-are-my-customers’-invoices-created.html