

Help & Troubleshooting — Sales

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Sales

- **The Offer cannot be submitted for approval** → The Offer does not contain an item → Add at least one item before selecting **Apply Approval For Booking**.
- **The Order cannot be returned to an Offer** → The Order has binding invoices, or related Offers are not in Draft status → Return only when all Offers are in Draft and the Order has no binding invoices.
- **An item cannot be deleted** → The item is Ready for shipment or Delivered → Do not delete the item at these stages.
- **An Offer remains Awaiting approval** → Manager approval is still required → Wait for the sales manager to act on the Offer.

Sales

Stock

- A required product is not visible → The list may contain many warehouse-product records → Use the **Search box** to narrow the list by available product, warehouse, or supplier information.
- The stock position is not the value expected → The product may be listed for a different warehouse → Review the **Warehouse** value on the relevant row before using the stock information.
- You cannot continue from an Order to Delivered → The Order may not have cleared the required order stages → Ensure the Order has progressed through Draft, Awaiting approval, Approved, Awaiting activation, Valid, and Ready for shipment before it becomes Delivered.

Pricing Quotation

- The Offer cannot be submitted for approval → The Offer has no items → Add at least one item to the Offer before using **Apply Approval For Booking**.
- The Offer remains awaiting approval → Manager approval is still required → Wait for the manager to act on the Offer awaiting approval.
- The inquiry cannot be restored from the Offer → One or more related offers are not in Draft status → Return all related offers to Draft status before reverting to inquiry.
- An Order cannot be reverted → The Order has binding invoices → The Order cannot be reverted while binding invoices exist.
- An item cannot be deleted → The item is labeled Ready for Shipment or Delivered → Items in either status cannot be deleted.

Pricing Quotation

Sales Jobs

Symptom	Likely cause	Fix
The Offer cannot proceed beyond approval.	The Offer is Awaiting Approval .	Have the manager complete the required approval.
The Offer cannot be progressed.	The Offer has no items.	Add at least one item to the Offer.
The Order cannot be reverted.	The Order has binding invoices.	Continue working from the current Order status.
An item cannot be deleted.	The item is Ready for shipment or Delivered .	Do not delete the item at these statuses.

Sales Jobs

Buyouts

- You cannot progress an Offer to the next part of the sales process → The Offer may still be Draft or Awaiting Approval → Complete the required approval process so that the Offer can become Approved, Valid, and Ordered.

- You cannot remove an item → The item is Ready for Shipment or Delivered → Retain the item because items in these statuses cannot be deleted.
- You cannot revert an order → The order has binding invoices → Retain the order because an order with binding invoices cannot be reverted.
- You need to save your work but remain on the form → You selected the close option or have not saved yet → Select **Save**.

Buyouts

Letters Of Guaranties

- **Save does not complete** → Required information is missing or information does not meet a required format → Complete the required fields and correct the entered values, then select **Save** again.
- **A warning appears when leaving the form** → The form contains unsaved changes → Select **Save** to retain the changes, or leave the form only if you do not need to keep them.
- **You cannot access the form** → You are not signed in → Sign in to the application and then select **L/Gs**.

Letters Of Guaranties

New Instant Job

- You cannot revert an Offer to inquiry → One or more offers are not in Draft status → Return all offers to Draft status before attempting to revert to inquiry.
- You cannot delete an item → The item is Ready for Shipment or Delivered → Do not attempt to delete the item after it has reached either status.
- You cannot revert an Order → The Order has binding invoices → The Order cannot be reverted while binding invoices exist.
- You cannot un-deliver an Order → A due invoice already exists → The Order cannot be un-delivered.

New Instant Job