**Software Guide: Workflow for Requests**

**Workflow Overview**

The workflow for handling any request in the system is as follows:

1. **Quotation**
2. **Sales Order (SO)**
3. **Delivery**

**Detailed Process**

1. **Quotation**: Any quotation is converted to a sales order when the client accepts the purchase.
2. **Sales Order**: A sales order is created to formalize the agreement and specify the items for purchase.
3. **Delivery**: This stage manages the delivery of items associated with each sales order.

**System Behavior**

* If there is no data associated with a specific number or query, the system displays "No data available."
* For the **Create Selected SO** and **Create Selected DI** buttons to work properly, the user must select rows by clicking on them.

**Key Actions**

1. **Selecting "Name" Attributes**: The user must select the "Name" field, which shows the salesperson responsible for following up on the order.
2. **Selecting the "Bill To" Section**: Ensure that the "Bill To" information is filled out before proceeding to add items to the order.

**Current Limitations – (to be solved on next versions)**

1. **Login Page**:
   * Slow response times due to the MySQL database host’s limitations. This database also stores users' passwords and email addresses.
   * If the page is refreshed after login, the session expires. Users must log in again from the home page.
2. **Delivery Instructions (DI)**:

**-------**

**Recommendations for Users**

* Ensure you follow the workflow: Quotation > Sales Order > Delivery.
* Always check that necessary fields (e.g., "Name" and "Bill To") are selected before proceeding.
* Be aware of system limitations and work around them where possible.
* Avoid creating multiple sales orders from the same quotation to prevent inconsistencies.
* Log out and log back in from the home page if your session expires after refreshing the page.

**Future Enhancements**

To improve user experience and system reliability:

* Implementing restrictions to prevent multiple sales orders from a single quotation.
* Enabling edit and delete functionality in the delivery instruction module.
* Resolving issues with the "Print Instruction" feature for delivery instructions.
* Enhancing session management to avoid frequent logouts after page refresh.

This guide aims to streamline the process for managing requests and addressing limitations effectively.