

Reject quotation request

Ulf Kronsell - 2023-10-16 - Quotation Requests

It is possible to reject a quotation request as long as the request has the status **Unanswered** (a quote has not been sent to the customer). **NOTE!** It is also possible for customers to cancel quotation requests, for instance if they have entered incorrect information and wants to redo the request.

Rejecting a quotatin request is done in the following way.

Click the quotation request you want to reject.

The screenshot shows the 'Quotation request' page. On the left is a navigation menu with 'Licence management' selected. The main area shows a table of quotation requests. The first row is highlighted, and its status 'Unanswered' is circled in red.

School	Tools	Received	Status
[Redacted]	x 1	08/08/2022	Unanswered

Click **Reject quotation**.

The screenshot shows the detailed view of a quotation request. It includes fields for 'Telephone' and 'Message from customer'. Below is a table of items:

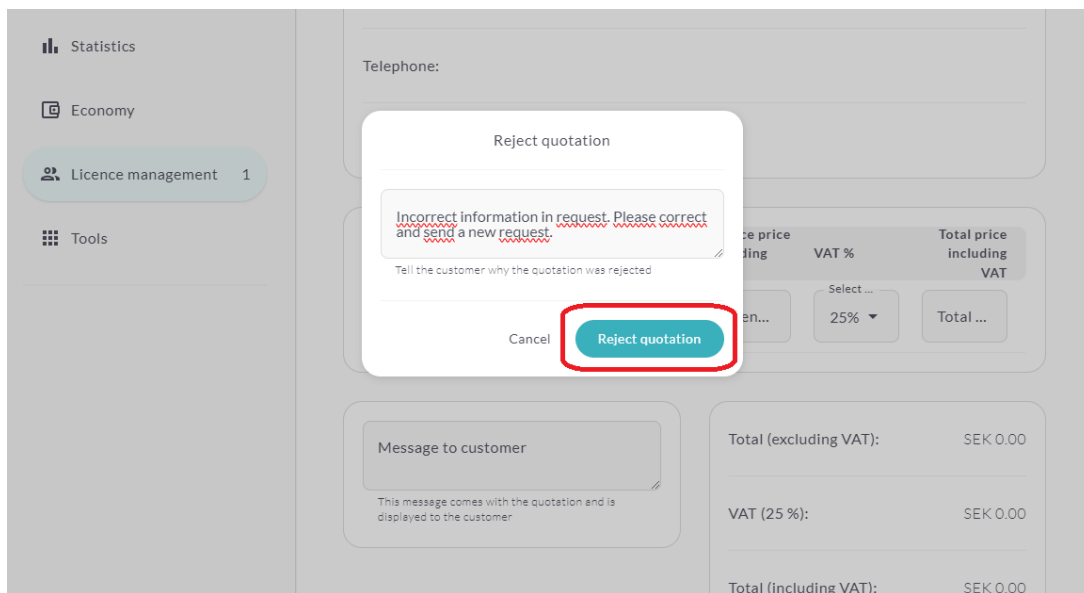
Tools	Licences	Number of users	Licence price excluding VAT	VAT %	Total price including VAT
Skolup	x 1 Organisation licence 12 months	x 0	Licence ...	Select VAT... 25%	Total pri...

Below the table is a 'Message to customer' field. On the right, a summary shows:

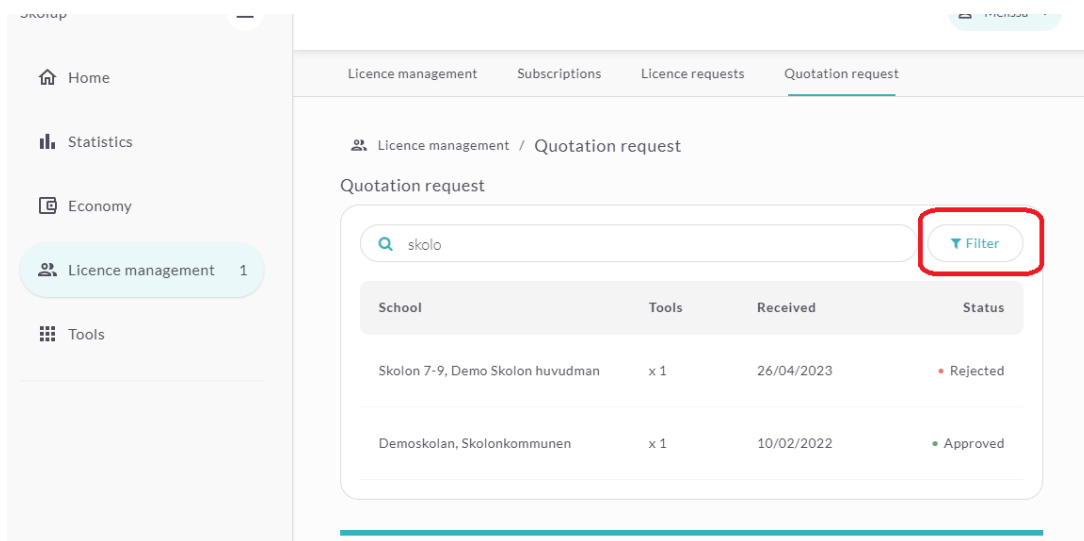
- Total (excluding VAT): SEK 0.00
- VAT (25 %): SEK 0.00
- Total (including VAT): SEK 0.00

At the bottom right, the 'Reject quotation' button is highlighted with a red box, next to the 'Send quotation' button.

Write a message to the customer explaining why the request is rejected. Click **Reject quotation**.



You can filter the quotation requests by **Rejected** (supplier) and **Cancelled** (customer). Click the **Filter** button.



Select which of these statuses you want to filter on.

Skolup ☰

- Home
- Statistics
- Economy
- Licence management 1**
- Tools

Licence management Subscriptions Licence requests

Licence management / Quotation request

Quotation request

Q

School	Tools	Rece
Skolon 7-9, Demo Skolon huvudman	x 1	26/0:
Demoskolan, Skolonkommunen	x 1	10/0:

Filter: ✕
Clear all

▼ School:

- Unanswered
- Sent to customer
- Approved
- Cancelled
- Rejected

Terms of Service Support