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## 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 quotation request is done in the following way.

Click the quotation request you want to reject.

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Licence management 1

Tools

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Licence management / Quotation request

Quotation request

Search schools Filter

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

Terms of Service Support

Click **Reject quotation**.

Statistics

Economy

Licence management 1

Tools

Telephone:

Message from customer:

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...

Message to customer

This message comes with the quotation and is displayed to the customer

Total (excluding VAT): SEK 0.00

VAT (25 %): SEK 0.00

Total (including VAT): SEK 0.00

Reject quotation Send quotation

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

The screenshot shows a 'Reject quotation' dialog box. It has a title bar 'Reject quotation'. Inside, there is a text area with the message: 'Incorrect information in request. Please correct and send a new request.' Below this is a smaller text area with the placeholder 'Tell the customer why the quotation was rejected'. At the bottom left is a 'Cancel' button, and at the bottom right is a 'Reject quotation' button, which is highlighted with a red rectangle. The background shows a sidebar with 'Licence management' selected and a main area with a 'Message to customer' field and a table of pricing details.

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

The screenshot shows the 'Quotation request' page. It has a sidebar with 'Licence management' selected. The main area has a search bar with 'skolo' and a 'Filter' button highlighted with a red rectangle. Below the search bar is a table with the following data:

School	Tools	Received	Status
Skolon 7-9, Demo Skolon huvudman	x 1	26/04/2023	Rejected
Demoskolan, Skolonkommunen	x 1	10/02/2022	Approved

Select which of these statuses you want to filter on.

Skolup

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Licence management / Quotation request

Quotation request

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

Terms of Service

Support

Filter :  
Clear all

School:

☐ Unanswered

☐ Sent to customer

☐ Approved

☐ Cancelled

☐ Rejected