Using Quotes and Special Prices Transcript

We use Quotes to provide customers with pricing on specific lists of products and quantities. However, the quote does not commit them to buying the items. Entering a quote in BisTrack is essentially the same as entering a sales order. In this course, we describe how to enter a new quote and point out the key differences between quotes and orders. We'll also go through the process of accepting and rejecting quotes. Then we'll show you how to convert a quote to special prices.

Start by selecting a Quote from the Home tab. Now, choose a customer. When you select an account customer, their available credit is shown on the status bar. However, the system does not check the customer's credit when entering a quote.

There are three additional items required on a quote that are not entered on an order. First, all quotes must be given an expiry date. The date is automatically calculated using the current date and a system option setting. You can change the date as needed.

Second, you can assign a Quote Rank from the Quote Rank dropdown selector. This step is optional, but doing so allows you to sort or group your quotes effectively. The quote rank options available in the dropdown were added previously in System Manager. The third step is to click the Follow Up icon. This opens a Follow Up Quote window which allows you to create a note that alerts a selected person to follow up on the quote. Enter the note in the text box. Then set the date, time, and person responsible for doing the follow up. Press OK to complete. The system adds the Follow Up note to the customer's Notepad.

You enter the rest of the quote the same way you enter a sales order. If the customer decides to go ahead and buy the goods while you're entering the quote, you can immediately turn it into a sales order. Here's how. From the Tools drop down menu, you would select Convert to Order. The document would become a sales order rather than a quote. We're going to save it as a quote instead.

To finish the document and save it as a quote, select Complete. Depending on your set up, you may be able to email or fax the quote to your customer before finishing the quote. Click Next to continue, and then click Finish. BisTrack saves your quote and assigns it a number.

Unlike a sales order, entering a quote does not affect the product's available stock quantities. Notice that the system does not update the Allocated Stock value when you add this product to the quote. This leaves the Available and Actual Stock unaffected.

Once the customer makes a decision on the quote, you can recall it from the Customer's Notepad or the Find Documents option. Let's look at the Notepad method. At the Customers window, find the account. With the customer highlighted, open the right-click menu select Communicate, and then select Open Notepad. The system displays all notepad entries, including quote follow up notes. Double-click on the one being accepted.

The system opens the customer's notepad window showing the follow up note and the quote number from which it originated. Click the Open Quote button. The quote is opened in a new window. Prior to it being accepted or rejected, the status is set to Open. The options Accept and Reject appear on the Toolbar. Click the Accept button. You can accept the entire quote or specific lines.

When Accept these lines is chosen, choose the lines to put on the order. You can recalculate the prices if needed. This is helpful when converting older quotes that may have outdated pricing. Select the Accept to Order option. A New Sales Order is opened. The product line selected from the quote is copied onto the order with the same quantity and price. The line is flagged with the Q icon to indicate it came from a Quote. A Note icon is also shown.

Press the F9 key or click the Notes button. Open the Notes tab. In the Internal notes box, a message is automatically entered indicating the quote number the line was accepted from. The quote and order will be related documents once the new order is completed.

Before finishing the order you can add more products, enter further notes and instructions, enter an additional cost/charge, etc. When done, select the Complete button. Once the order is saved you are returned to the notepad window. Press OK to close the window.

When a customer decides not to proceed with a quote, you can flag it as rejected. This time we'll use the Find Documents method to recall the quote. In Find Documents, set the Look for to Quotes. Quote statuses are Open, Accepted or Rejected. An Open quote has neither been accepted nor rejected.

Select a quote, and then open the right-click menu. From here, you can accept or reject the quote. In this example, we'll choose Reject Quote. Select Yes to confirm the action. You must enter a Reason for the quote rejection. Choose it from the drop down list and click OK to complete the entry. The status of the quote changes from Open to Rejected.

A quote can be used to create a specific price list for a set customer and group of products for a defined date range. To demonstrate, an Open status quote has been recalled. The Date required and Expiry date can be used as the first and last day the prices will be in effect. As the Qty is not a factor when converting a quote to Special Prices, it has been set to one for each product. The prices on the quote have been updated based on this set of products and this customer.

From the Tools drop down menu, the option Convert to Special Prices is selected. A number of settings are available for completing the conversion. The special prices can be for a specific branch or all branches. The Conversion type is used to set which customers are given these prices. Customer and Address Specific has these prices given to the customer used on the original quote. Customer Specific (All Addresses) allows these prices for the customer on the quote and all their various addresses. All Customers offers these special prices to any customer. Selecting this option removes the Customer and Customer Addresses boxes from the window. This is controlled by permission as in most cases, special prices will be customer specific.

The Rule code and description fields are taken from information in the quote. You can change these as desired. The from and to Date fields are defaulted from the quote Required and Expiry dates. These are the dates the special prices are in effect. These can also be changed as needed. Once all fields are set, click OK.

You are returned to the quote where you can Save and Close it. A new sales order is started for the customer and a product with a special price is selected. The Sell Price is taken from the special prices and the line is flagged with the C icon. A second product is added to the order. This product is not on special price and therefore is priced according to the customer's default pricing.

Quotes and the use of Special Prices are sales tools you can take advantage of to effectively negotiate pricing with your customers. You should now be able to enter a new quote, accept or reject it and convert it to special prices for a defined customer or group.

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