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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.

The screenshot shows the 'Quotation request' page in the SKOLON system. On the left is a sidebar with navigation links: Home, Statistics, Economy, Licence management (selected), and Tools. The main content area has a breadcrumb trail: Licence management / Quotation request. Below this is a 'Quotation request' section with a search bar labeled 'Search schools' and a 'Filter' button. A table lists quotation requests with columns: School, Tools, Received, and Status. One entry is visible with a red box around the 'Unanswered' status. At the bottom are links for 'Terms of Service' and 'Support'.

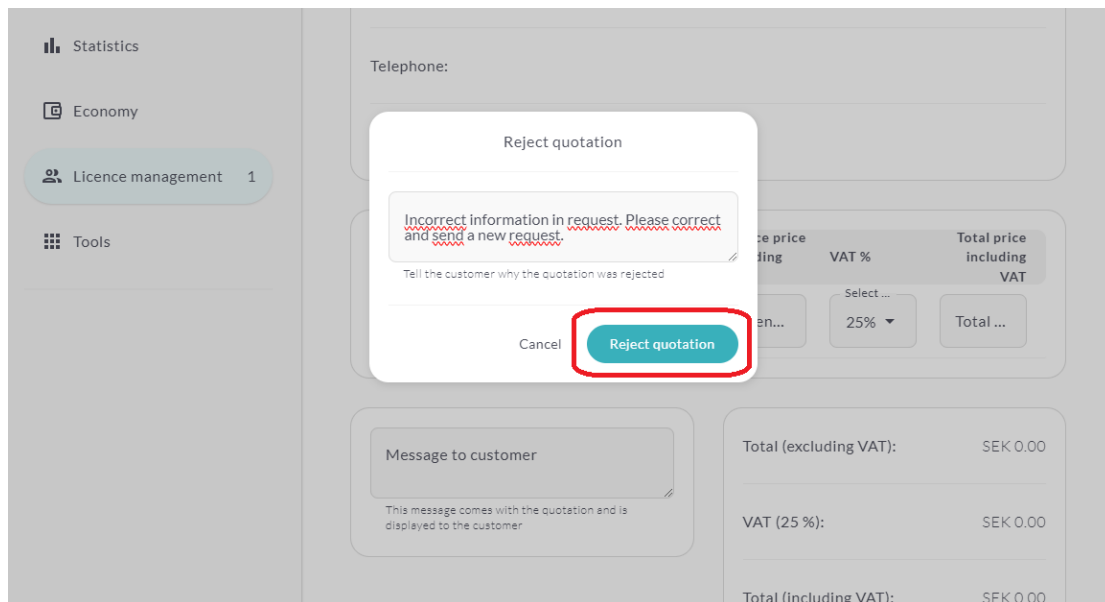
School	Tools	Received	Status
[Redacted]	x 1	08/08/2022	Unanswered

Click **Reject quotation**.

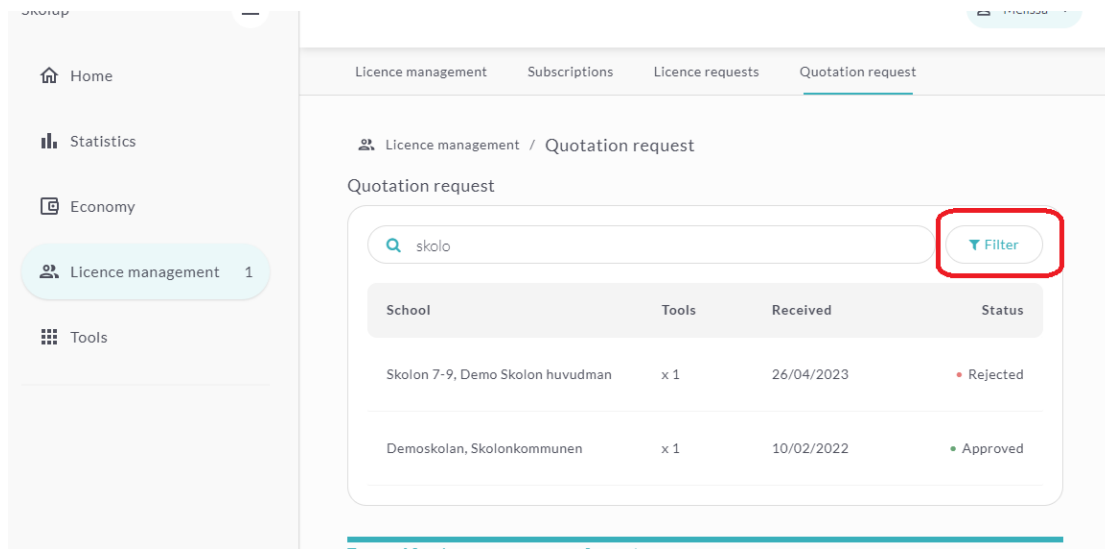
The screenshot shows the 'Reject quotation' form. On the left is a sidebar with navigation links: Statistics, Economy, Licence management (selected), and Tools. The main content area has a 'Telephone:' field and a 'Message from customer:' text area. Below these is a table with columns: Tools, Licences, Number of users, Licence price excluding VAT, VAT %, and Total price including VAT. The table shows one item: Skolup, x 1 Organisation licence 12 months, x 0 users, Licence price, 25% VAT, and Total price. Below the table is a 'Message to customer' text area with a placeholder message. On the right is a summary section with 'Total (excluding VAT): SEK 0.00', 'VAT (25 %): SEK 0.00', and 'Total (including VAT): SEK 0.00'. At the bottom are two buttons: 'Reject quotation' (highlighted with a red box) and 'Send quotation'.

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...

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 managementSubscriptionsLicence 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

Terms of Service

Support

Filter :
Clear all

School:

☐ Unanswered

☐ Sent to customer

☐ Approved

☐ Cancelled

☐ Rejected