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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. The left sidebar contains 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 and a 'Filter' button. A table lists quotation requests with columns: School, Tools, Received, and Status. One request is visible with a red box around the 'Unanswered' status. At the bottom, there are links for 'Terms of Service' and 'Support'.

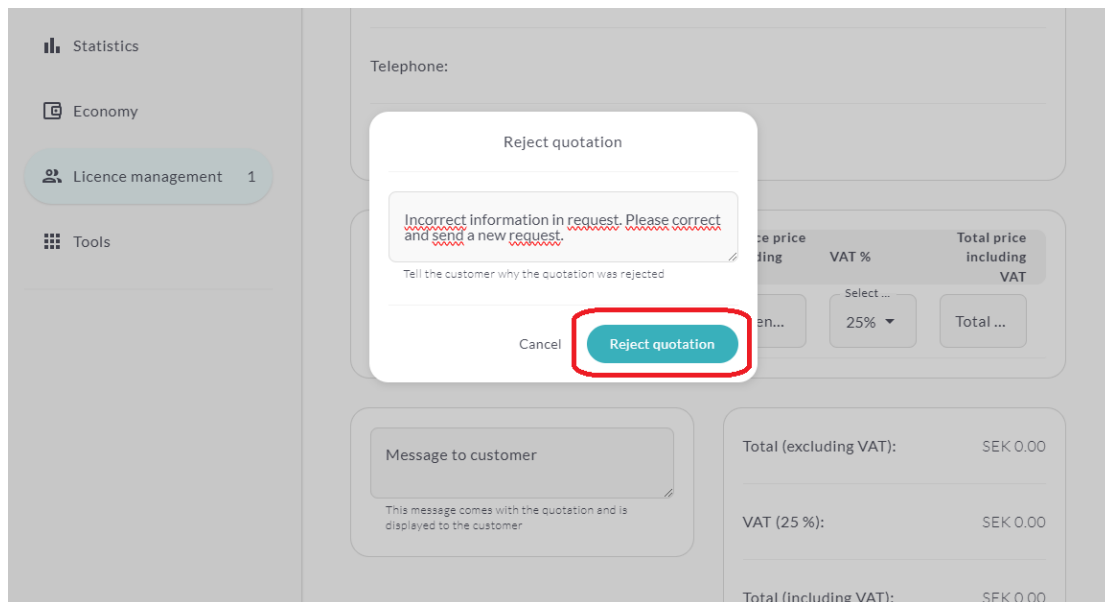
School	Tools	Received	Status
[Redacted]	x 1	08/08/2022	Unanswered

Click **Reject quotation**.

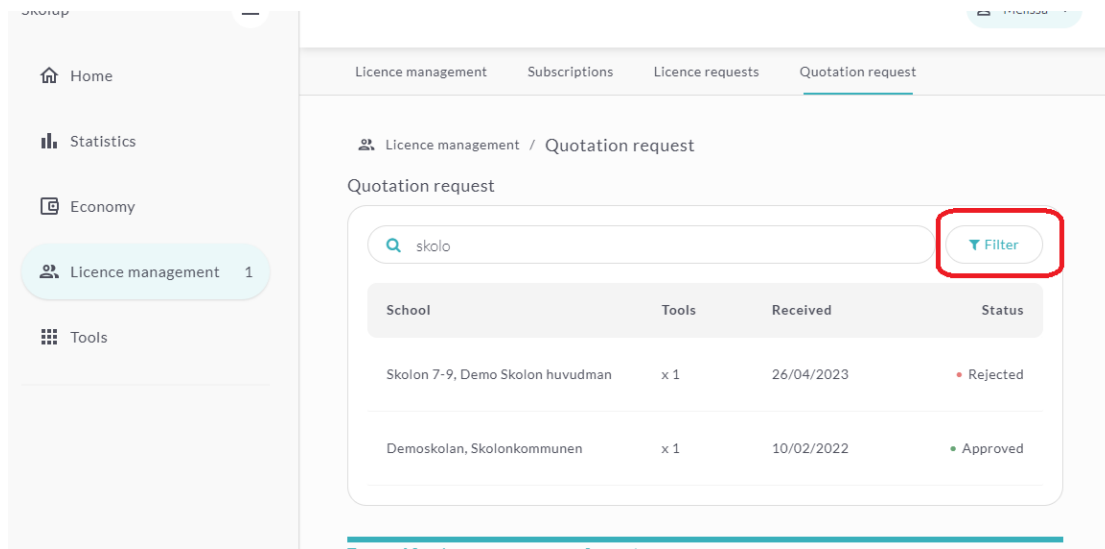
The screenshot shows the 'Quotation details' page. The left sidebar is the same as the previous screenshot. The main content area has a breadcrumb trail: Licence management / Quotation request. Below this is a 'Quotation details' section. It includes a 'Telephone:' field, a 'Message from customer:' field, and 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, Licence ..., 25%, and Total pri... Below the table is a 'Message to customer' field with a placeholder text: 'This message comes with the quotation and is displayed to the customer'. On the right, there is a summary section with fields: Total (excluding VAT): SEK 0.00, VAT (25 %): SEK 0.00, and Total (including VAT): SEK 0.00. At the bottom, there is a red box around the 'Reject quotation' button and a 'Send quotation' button.

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