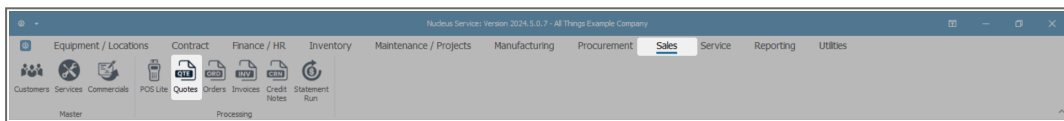# SALES

QUOTES – REJECTED

A Sales Quote can be **Rejected** when the quote is in the **New Quote** or **Customer Accepted Quote** Status.
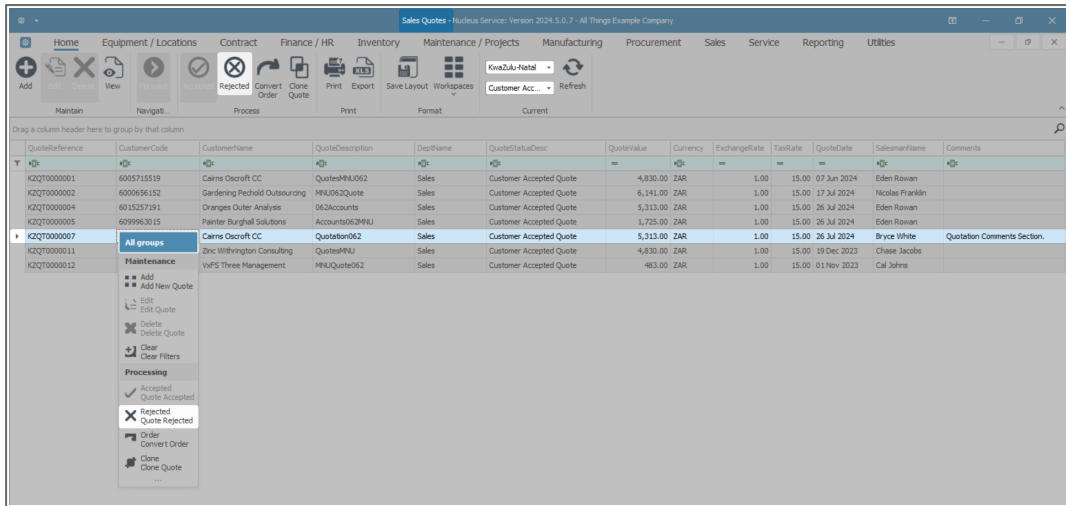
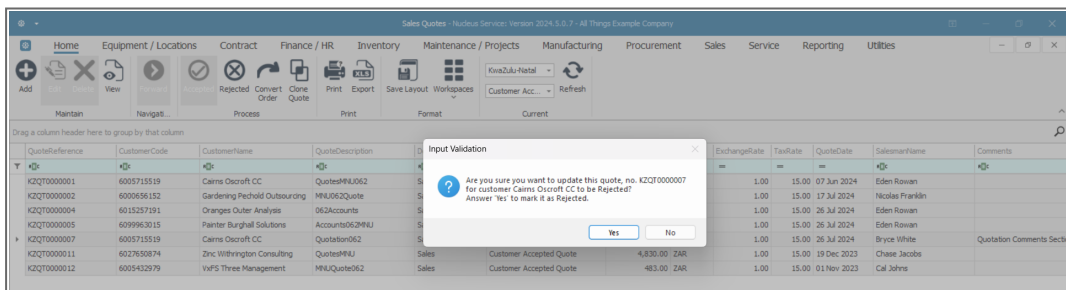**Ribbon** Select **Sales > Quotes**

- The **Sales Quotes** listing screen will be displayed.

- Ensure that the correct **Site** has been selected.
  - The example has **KwaZulu-Natal** selected.
- Select the **Status** for the Sales Quote that needs to be rejected.
  - The example has the **Customer Accepted quote** status selected.
- Select the **row** of the quote you wish to **reject**.
- Click on **Rejected**.

   Short cut key: Right click on the selected **row** in the data grid to display the **All Groups** menu list. Click on **Rejected**.

- When you receive the **Input Validation** message to confirm -
  - **Are you sure you want to update this quote, no. KZQT[] for customer [ ] to be Rejected? Answer 'Yes' to mark it as Rejected.**
- Click on **Yes**, <u>if you are certain of your selection</u>.
  - Clicking on **No** will ignore the request and leave the quote in either New Quote or Customer Accepted status.
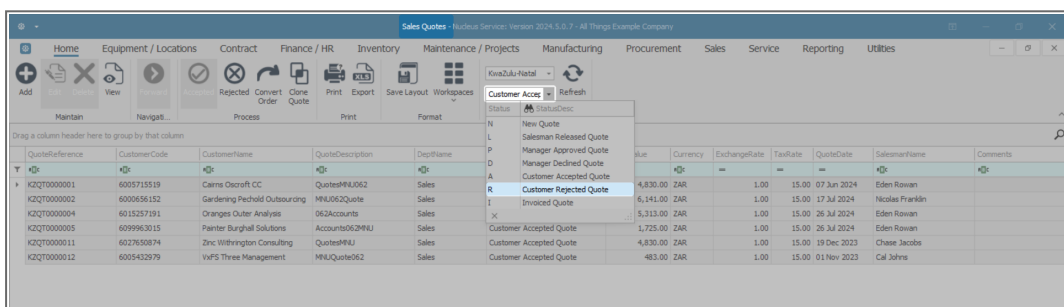
VIEW QUOTE IN REJECTED STATUS

- You will return to the **Sales Quotes** listing screen.

> ✎ **Note** that the quote that has been Rejected will no longer be available under the **New Quote** or the **Customer Accepted quote** Status list.
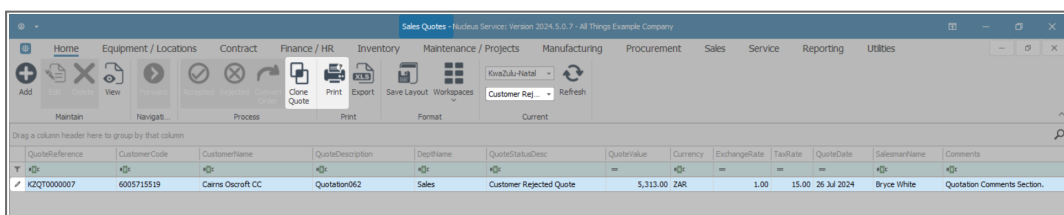
- Change the **Status** by clicking on the **drop-down arrow** to display the Status drop-down list.
- Click on **Customer Rejected Quote**.

- The **Sales Quotes** listing screen will be filtered using the **Customer Rejected**Status selection.

PROCESS ACTION BUTTONS

- From this screen you can choose to:
  - **Clone a Quote**.
  - **Print a Quote**.

Related Topics

- [Add Quote](#)
- [Edit Quote](#)
- [Delete Quote](#)
- [View Quote](#)
- [Accept and Reject a Quote](#)
- [Print and Export a Sales Quote](#)
- [Forward Navigation](#)
- [Apply Project Methodology](#)
- [Clone a Quote](#)
- [Export a Quote](#)
- [Generate a Sales Order](#)
- [Creating a Quote from a Call](#)
- [Creating a Quote from a Project](#)
- [Link Quote Items to a Work Order](#)
- [CRM Basics - Quotes](#)
- [View Quote in CRM](#)
- [Add new Quote in Sales Studio](#)

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