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Asking for a quote: what to fill in and what you get

Billing & Payments

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Asking for a quote: what to fill in and what you get

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People buying for a company, an institution or a tender can rarely just click «order». They need a document first: company details, prices and an expiry date, to put in front of a manager or a finance department. That is what the **quote request** is for.

You do not need an account with us, and we do not create one. An account only comes into existence if you accept the quote.

What you fill in

1. **Who is asking.** Your name, the company name, the tax identification, e-mail and phone. The document goes to that e-mail address.

2. **Billing details.** Full address, with postcode and country. This is what gets printed on the pro forma, word for word.

3. **What you need.** Pick the services, the billing cycle and the quantity. There is a free text field at the end for anything the boxes did not cover: a requirement from a tender document, a date, a condition.

Billing details are the part that cannot be patched later.
A wrong tax number or a misspelled company name makes the document useless to an accounts department, and the whole request has to start again. Check them before you move on to the services step.

Not sure what to pick? There is a box where you describe, in your own words, what the company does and what it needs, and the page suggests services that fit. Suggested prices are the list prices, always. That description is only used to suggest, and is not stored with the quote.

What comes back

What	Where
A pro forma in PDF	By e-mail, to the address you gave, carrying the billing details you typed. This is the document your finance team needs.
A number and a code	On screen, right after you send, and in the e-mail too. The code is your key.
An expiry date	Printed on the document itself. Prices are held for 30 days.

Keep the code.
With it, and the e-mail you used, you can check where the quote stands and accept or decline it. We ask for both on purpose: an e-mail gets forwarded by accident, and behind that code sit your prices and your company details.

If the PDF has not arrived within a few minutes, check the junk folder before requesting another one. A second request means a second number, and then two documents are circulating for the same purchase.

After it arrives

1. **Check the status.** On the same page, with the code and the e-mail. It tells you where things stand without asking anyone.
2. **Accept it.** That is when the account is created and the invoice is issued. This step turns a document into an order.
3. **Decline it, or let it lapse.** Nothing happens. No commitment, no account, nothing to cancel.

If the validity runs out, ask for a new quote rather than arguing over the old one. It is faster, and it keeps out-of-date paperwork away from your accounts department.

Quote, pro forma, invoice

A **pro forma** is a proposal: it says what this would cost, in your name, and charges nothing. An **invoice** is the charge, and only exists once you accept. Whoever asks you for a pro forma wants to authorise the spend; whoever asks you to pay is waiting for the invoice.

RECOMMENDED

Tell us what you need and the pro forma goes straight to your inbox.

Request a quote →

SEE ALSO

- Request a quote →
- Pricing: what each plan costs →
- Ways to pay your invoices →
- Talk to us →

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