KEYSTONE Accounting

Quote System

User Manual

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Keystone Quote System User Manual
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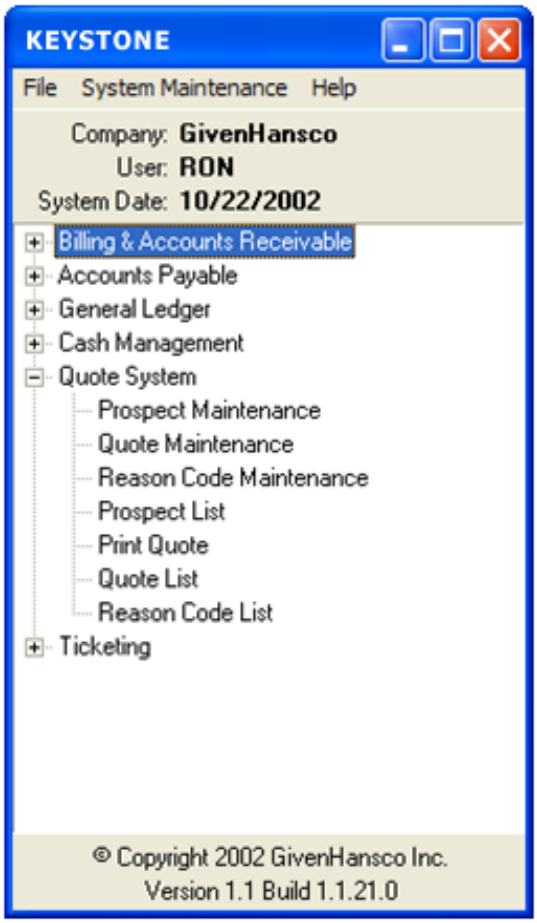
INTRODUCTION TO THE QUOTE SYSTEM

The quote system is a sales management tool designed to track every quoted job. Quotes remain in the system, whether they result in jobs or not. Over time, this can provide valuable analysis of your quotes. What is the most common reason you are losing a job? Who are you losing to most often? Are you winning jobs by too small a margin, thus giving away profits? Are the jobs you are winning profitable enough? The quote system can answer these questions and many more.

There are additional features as well. To avoid tying up customer numbers unnecessarily, the quoting system supports ***prospects*** as well. You enter prospects just like customers, but the system stores them in a separate file, apart from regular customers. If you win a bid, you convert prospects to customers with just a few keystrokes.

The quoting system has the capability of printing quotes in virtually any format. It can use a pre-printed form, print the quote as a business letter or even use a delivery ticket! You can use several forms, allowing an internal-use form (showing costs) and a separate form, which you mail to the customer.

THE QUOTE MENU



Quote Menu

PROSPECT MAINTENANCE - Allows you to enter / change prospect information.

QUOTE MAINTENANCE - Allows you to enter, change and print quotes.

REASON CODE MAINTEMANCE - Allows you to make up your own reasons on why you win or lose jobs.

PROSPECT LIST - Prints all prospect data based on criteria you specify.

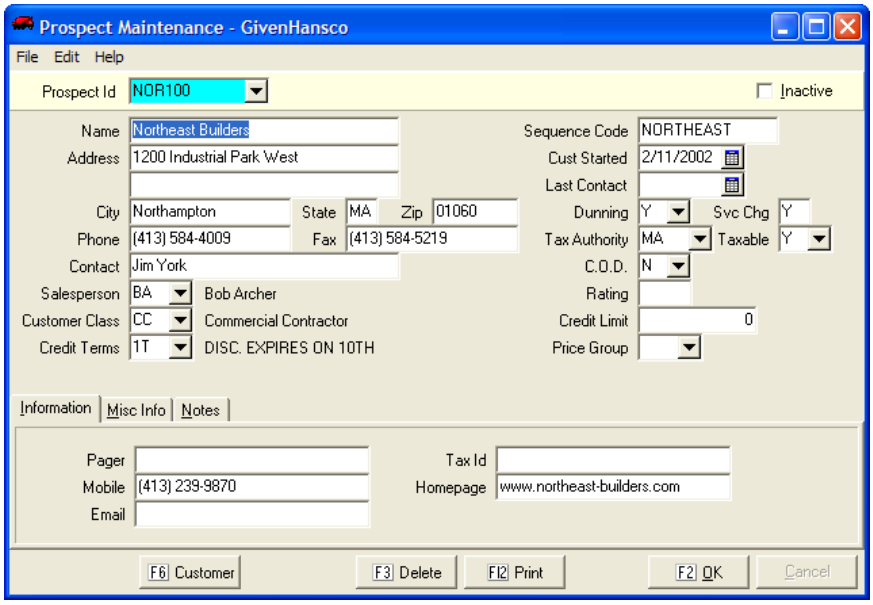
PRINT QUOTE - Prints quotes based on criteria you specify.

QUOTE LIST - Prints out a list of the quotes in the system based on criteria you specify.

REASON CODE LIST - Prints a list of reason codes in the system.

PROSPECT MAINTENANCE

Like customers, you must assign a unique id to prospects. To avoid confusion, the system does not allow you to give a prospect the same id as an existing customer. If you later turn a prospect into a customer (e.g.: if you win the bid), you may assign them a different number as a customer when you book the job.

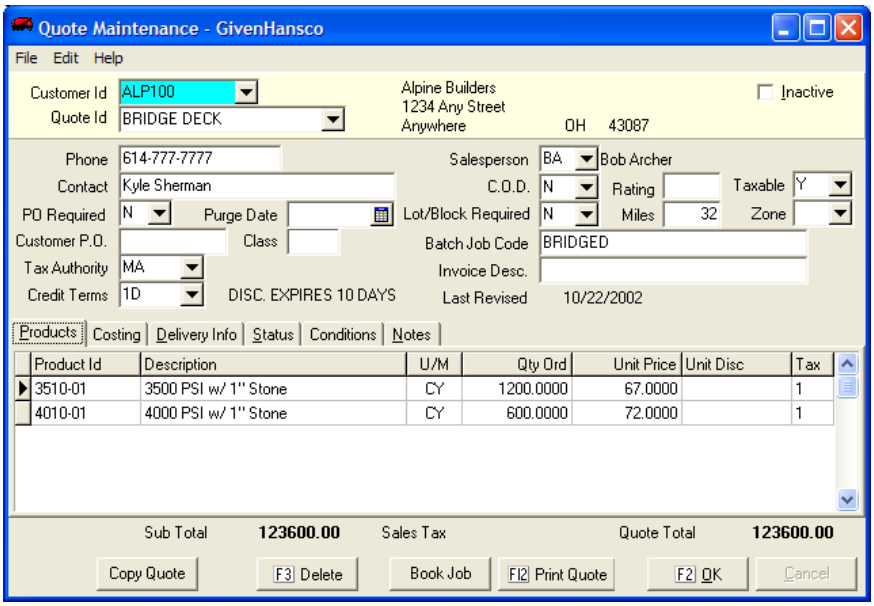


Prospect File Maintenance Screen

Prospect Maintenance is almost identical to the Keystone Customer Maintenance in Accounts Receivable. Sales History information is not included, since they are not yet customers. You should enter as much information as possible for each prospect so if you win the bid, you can convert the prospect to a customer with little or no editing required.

QUOTE MAINTENANCE

Quote Maintenance collects all relevant data to the quote. Despite the wording on the screen below for Customer Id, you may also enter a prospect id. If you click the down arrow, both customers AND prospects will appear, however prospects will have an asterisk next to their id. After choosing the correct customer id, you may notice that the customer entered has several quotes in the system. (As indicated by the quote id.) By clicking the down arrow in quote id you can see all quotes associated with this customer. You can choose one of the current outstanding quotes, or you can just start typing in a new quote id to start a new quote.



Quote Maintenance Screen

The header or top portion of the quote maintenance screen contains administrative information about the job.

Phone Copied from the customer or prospect file, but may be changed.

Contact Copied from the customer or prospect file, but may be changed.

PO Required Whether a PO is required for this job.

Purge Date This is the date the quote is removed from the file.

Customer PO Customer-issued purchase order number.

Class Can be used for anything, you may want to use this for you internal purposes.

Tax Authority The tax authority responsible for calculating the tax on this quote. The system uses the rate specified when calculating tax, and if the quote is booked (converted to a job), this is the tax authority used.

Credit Terms If there is special payment terms applicable to this quote, enter them here. These terms can appear on your printed quote.

Salesman Copied from the customer or prospect file, but may be changed.

C.O.D. One-character code governing type of credit checking done when ticketing this customer.

Rating Credit rating of this customer.

Taxable If any product on this quote will be taxable, leave this set to **Y**. If you set this to **N**, no part of the quote is taxed.

Lot/Block Required Whether a lot or block number is required.

Miles Miles to deliver to job.

Zone Zone job will be delivered to.

Batch Job Code Job name as entered on your batching computer.

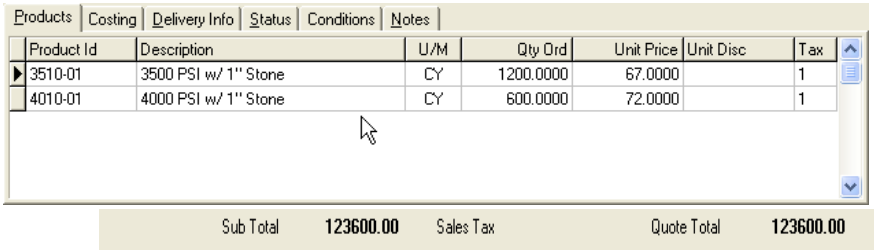
Invoice Desc. If this quote becomes a job, this is the job name printed on invoices and statements.

Last Revised Date quote was last changed. Cannot be changed.

The detail or bottom portion of the quote maintenance screen contains six tabs that contain detailed information about the job.

Product Screen

This portion of the screen looks almost identical to the Job Price screen, and works the same way. There are a few enhancements however. The bottom of the screen just below the product area is subtotals. There is a subtotal for merchandise, tax and a total.



Product Screen

Product Id Enter the product id you want quoted. You may do a search by entering part of the product code. If no product matches your entry, you may add this product. In addition, you may enter the mix design at the same time. When you return to this screen, you will find the newly added mix design priced out based on the mix design.

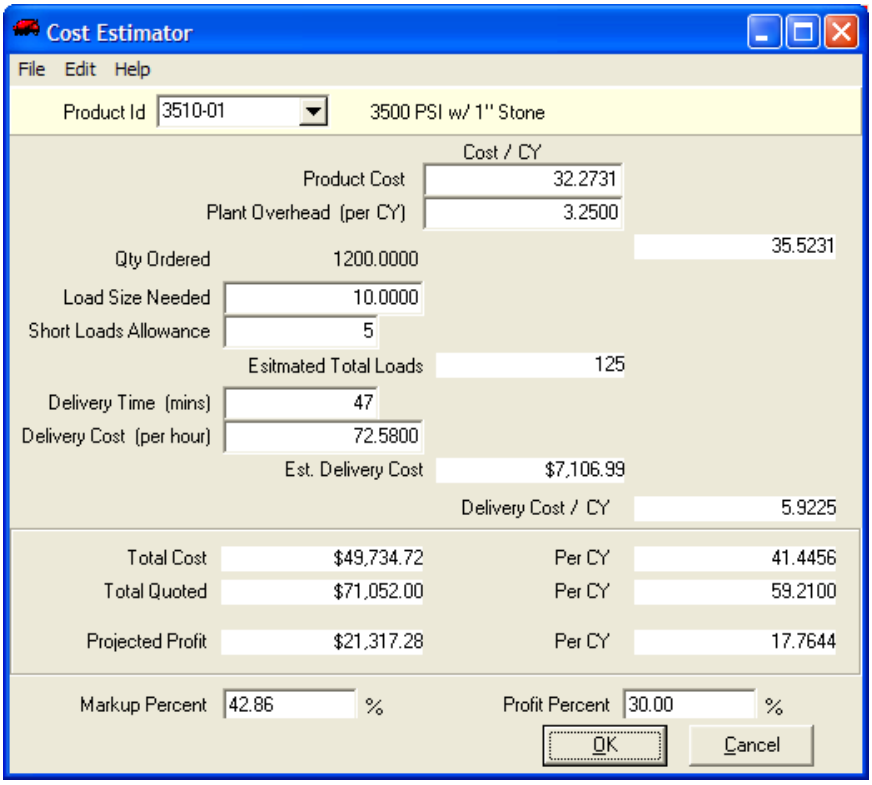
Description	Filled in automatically, but can be changed
U/M	Filled in automatically.
Qty Ord	This is the quantity required for the job. You may enter up to 99,999.99 units. When this value changes, the subtotals change.
Unit Price	The system initially fills in the standard price (from the Product Maintenance screen). When printing forms showing the savings in price, the difference is achieved by calculating what the price would be at standard list and comparing it to the value entered here.
Unit Disc	This field is for a paid-on-time discount. If you are offering a unit discount (e.g.: $1 per yard), enter the figure as a dollar amount. If you are offering a percentage discount (e.g.: 2.5%), enter the amount following by a percent sign.
Tax	This field indicates if the product is taxable. If set to **Y**, the product will be taxable. If the product is to be non-taxable, enter a value **1**-**9** corresponding to the reason why it is non-taxable.

You can also enter Product class discounts, same as the job price screen.

Costing

Because there are so many factors that you must weigh in submitting a quote, the system includes a cost calculator. Activate it by highlighting one of the products on the Costing tab and clicking the Cost Estimator button.

The system displays Costs associated with the highlighted product in a pop-up box where you may enter other costs, such as plant overhead and delivery costs. Information on this screen is not stored or displayed anywhere else. This function allows you to make different assumptions and see the projected result on your profit.



Cost Estimator Screen

This screen allows you to run several different costing scenarios so you can make sure you have enough profit built into your quote. Each time you change a value, the "bottom line" results recalculate the values. These values are not stored anywhere and do not appear on the quote.

Product Cost — The Product Cost comes directly from the cost in the Product Maintenance screen. If there is no cost available, you may enter one. Note: this entry does not get stored permanently.

Plant Overhead — This figure is the overhead associated with each unit of the product (CY for concrete, TN for aggregate). This tends to be a fixed cost, derived by calculating your total overhead expenses for a given period expenses by the total number of units sold.

Load Size Needed — This is the typical load size you will deliver. Larger loads mean fewer trips to deliver the entire order, which brings down your delivery costs.

Short Loads Allowance — Despite the best efforts, jobs inevitably require some short loads. Enter the number of short loads you anticipate with this job.

Estimated Total Loads — The system calculates this figure by dividing the total quantity by the Load Size and adding short loads.

Delivery Time (mins.) — Fill in the typical turn-around time for your truck here. Be sure to include washout and batching time as well.

Delivery Cost (per hour) — This is your typical cost to operate a truck for an hour. This figure should include driver salary in addition to other

operating costs (insurance, maintenance, taxes, etc.) This figure typically can vary from $48 to $90, although you may enter any value you wish.

Estimated Delivery Cost — The system calculates this figure by multiplying the delivery time and cost per hour by the number of loads required.

Total Cost — The system calculates this figure by adding together product cost, plant overhead cost and delivery cost. The system displays it as a total dollar amount and a per-unit amount.

Total Quoted — The system calculates this figure by multiplying the quantity required by the unit price. The system displays it as a total dollar amount and a per-unit amount.

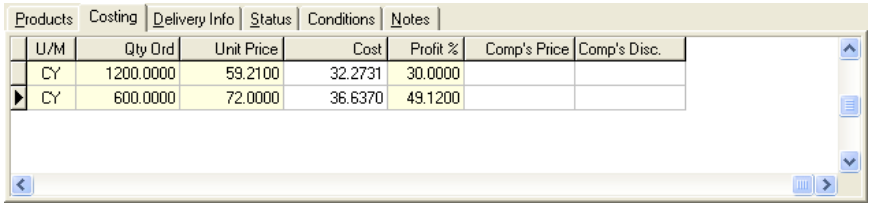
Projected Profit — The system calculates this figure by subtracting the total cost from the total quote. This figure is an estimate based on the criteria entered and may not reflect your actual net profit for the sale of this product.

Markup Percent — Although the system automatically calculates this field from the above information, you may enter the markup you wish to earn on the product. Once entered, the system displays a recommended unit price along with a couple other options. This new price does not take affect unless you choose the change the Unit Price on the quote.

Profit Percent — Although the system automatically calculates this field from the above information, you may enter the profit percent you wish to earn on the product. Once entered, the system displays a recommended unit price along with a couple other options. This new price does not take affect unless you choose the change the Unit Price on the quote.

When you are done with the Cost Estimator, click OK to accept the changes you have made and apply them to the quote, or click Cancel to clear all changes.

After closing the Cost Estimator screen you will be back to Quote Maintenance costing tab. Dragging the scroll bar at the bottom of the screen to the right you will notice two more fields.

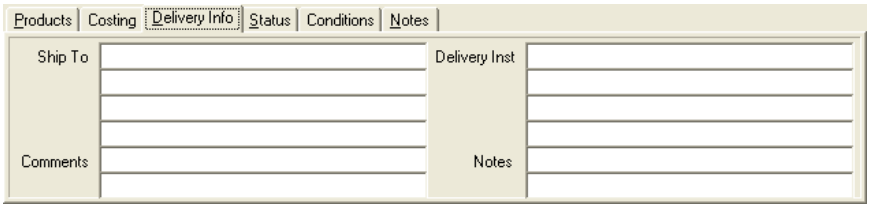


Comp's Price — Amount of your competitor's bid per unit

Comp's Disc. — Amount of your Competitor's unit discount ($ or %)

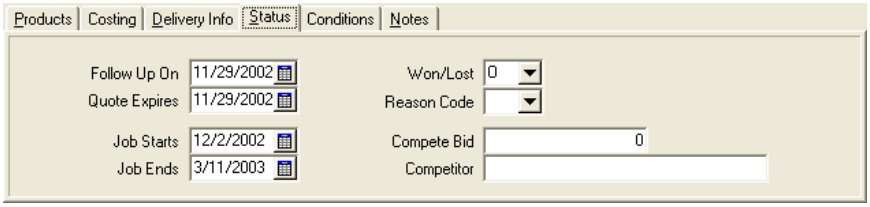
Delivery Info

The delivery info tab allows you to enter in delivery instructions to or for the job. It also allows you to enter in additional comments and notes.



Status

The status screen allows you to enter in other option pertinent to the job.



Follow Up On — If you wish to specify a follow-up date, fill it in here.

Quote Expires — This is the quote expiration date. Use this for informational purposes only, but you can print it on the quote.

Job Starts — Anticipated start date for the job.

Job Ends — Anticipated completion date.

Won/Lost — This field indicates the status of the quote. There are four supported values:

- **O** — Open. This quote is still pending.
- **W** — Won. This was the winning bid.
- **L** — Lost. This bid was not accepted.
- **C** — Closed. This indicates that you did not win or lose the job. Sometimes jobs are withdrawn. You might also use this to indicate that your company won the bid to supply the concrete, but using a different customer than was specified in this quote. For example, you quoted customer A and B identical prices, but A won the job. Customer B's quote should be flagged as CLOSED rather than lost.

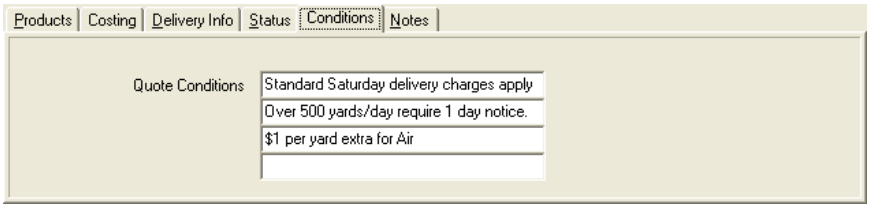
Reason Code — This field is a two-character user assigned indicator of why the quote resulted the way it did. For example, if you lost because you were underbid, you would use a code showing that.

Compete Bid — If you won the job; use this field for your closest competitor's bid. If your job lost, use this for the winning bid.

Competitor — Fill in the name of company with the competing bid here.

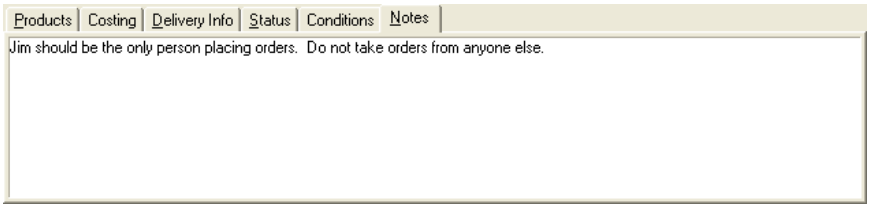
Conditions

The conditions tab allows you to enter up to four lines of conditions on your quote. These should reflect the assumptions you've made when quoting the job. It is important to specify any conditions you may place on the quote and to have them appear on the printed quote.



Notes

The notes tab allows you to enter additional notes that you can print on the quote if you wish.

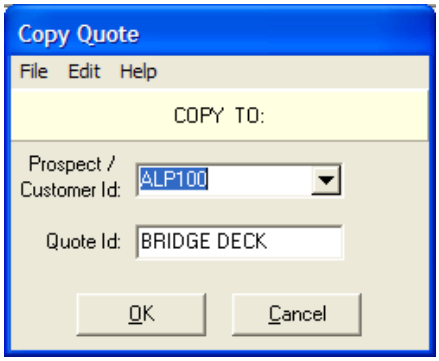


Coping a Quote

From time to time, you may be quoting the same job to different customers. In these situations, your quote may vary very little (if at all) between customers.

Rather than re-typing the quote and double-checking the data, you may use this command to copy an existing quote. You may copy the quote from one customer to the other, or copy a quote from a customer's past to a present quote. Once copied, you may edit the quote without affecting the original quote.

The copy quote button is located on the bottom of the Quote Maintenance screen.



Copy Quote Screen

After clicking the copy quote button a box will appear in the center of the screen asking you which customer or prospect you wish to copy the quote to.

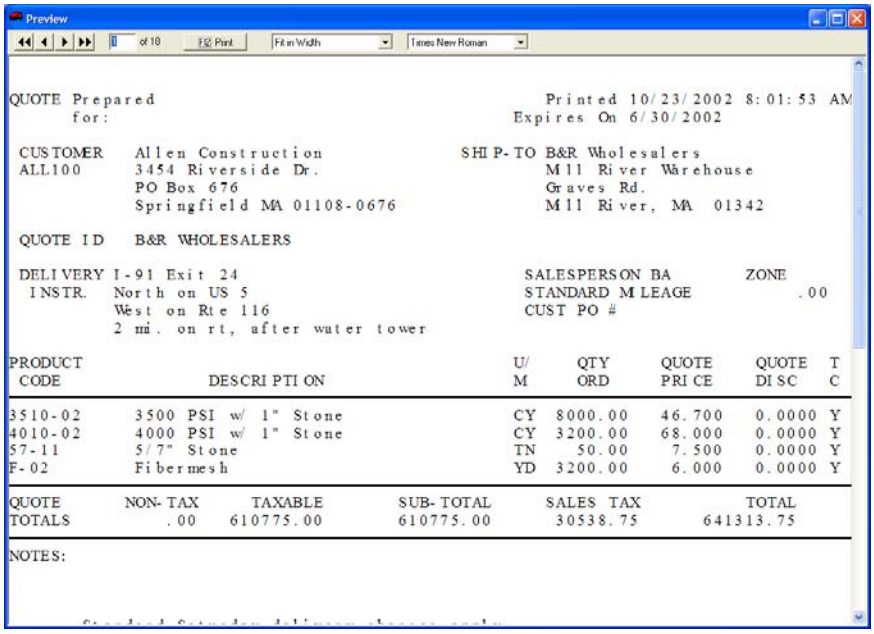
Once you specify the customer, you must enter the quote name. If you are quoting the same job to different customers, you may choose to leave the quote name as it is. This makes it much easier to remember, and as only one customer will win the job, it does not matter if there are several copies of it in the quote system.

If you are copying an old quote for a customer to a newer quote for the same customer, you must choose a different quote name.

When you copy a quote, the system resets several values. The name and address will change to reflect the new customer or prospect. The system resets the won/lost status as well as competitor's information and dates. After copying the quote, the screen returns to a normal view. If you wish to copy the quote again, simply click copy quote.

Printed Quote

The system generated the printed quote on the next page from the Quote Maintenance screen. There is a great deal of flexibility built into the Quote system, which will allow you to alter the quotes in any form you wish. In addition, you may choose different styles of quotes for different customers. Contact your GivenHansco Representative for additional information.


Preview

of 10 Print Fit in Width Times New Roman

QUOTE Prepared for: Printed 10/23/2002 8:01:53 AM
Expires On 6/30/2002

CUSTOMER ALL100
Allen Construction
3454 Riverside Dr.
PO Box 676
Springfield MA 01108-0676

SHIP-TO
B&R Wholesalers
Mill River Warehouse
Graves Rd.
Mill River, MA 01342

QUOTE ID B&R WHOLESALERS

DELIVERY I-91 Exit 24
INSTR. North on US 5
West on Rte 116
2 mi. on rt, after water tower

SALESPERSON BA ZONE
STANDARD MILEAGE .00
CUST PO #

PRODUCT CODE	DESCRIPTION	U/M	QTY ORD	QUOTE PRICE	QUOTE DISC	T C
3510-02	3500 PSI w/ 1" Stone	CY	8000.00	46.700	0.0000	Y
4010-02	4000 PSI w/ 1" Stone	CY	3200.00	68.000	0.0000	Y
57-11	5/7" Stone	TN	50.00	7.500	0.0000	Y
F-02	Fibermesh	YD	3200.00	6.000	0.0000	Y

QUOTE TOTALS	NON-TAX	TAXABLE	SUB-TOTAL	SALES TAX	TOTAL
	.00	610775.00	610775.00	30538.75	641313.75

NOTES:

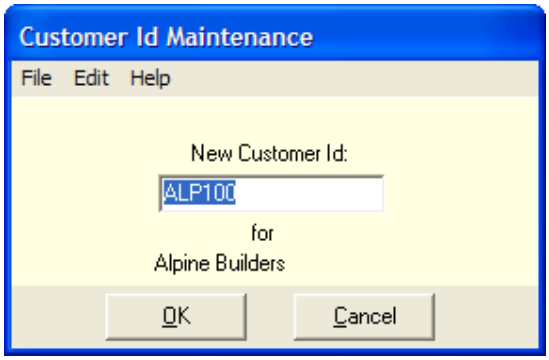
Sample Quote

Book Job

Once a quote is accepted, it is ready to become a job. This function converts quotes into jobs, prospects into customers and updates the files where necessary.

To book a quote into a job, call up the quote with customer or prospect number and the job name. The quote will appear on the screen and you may review the quote at this time.

Click the Book Job to book a job, the system asks you to confirm that you want to book the job.



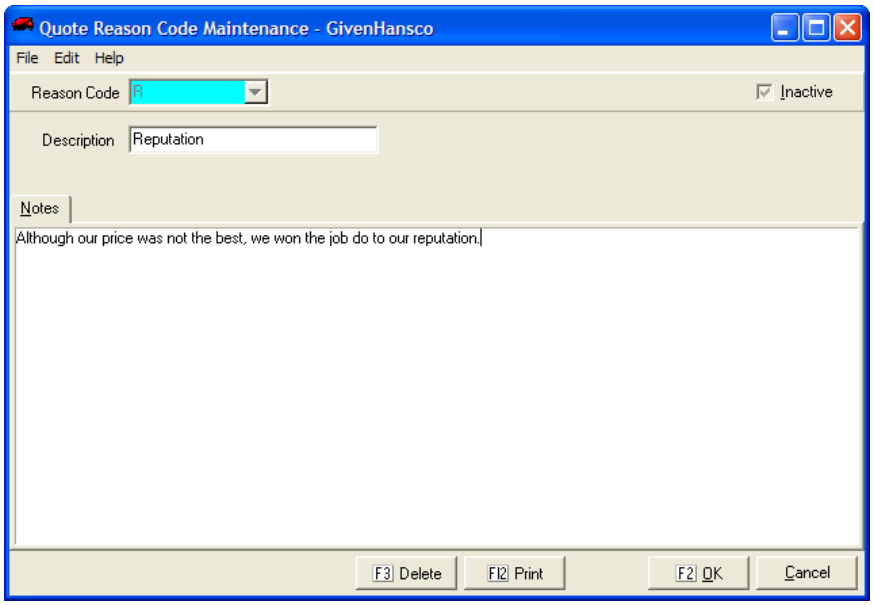
If the quote was to a prospect, you must now assign a customer number to the prospect. The system removes the prospect from the prospect file and adds it to the customer file. The system reassigns any outstanding quotes to reflect his new status as a customer.

If the customer has a job under the same name as the quote, the system warns you, but still allows you to replace the job price with the quote. If you do not wish to replace the job, you have the opportunity to rename the quote.

Finally, the system brings all products and prices into the job. You may then use Job Price Maintenance to change quantities or prices if necessary.

Reason Code Maintenance

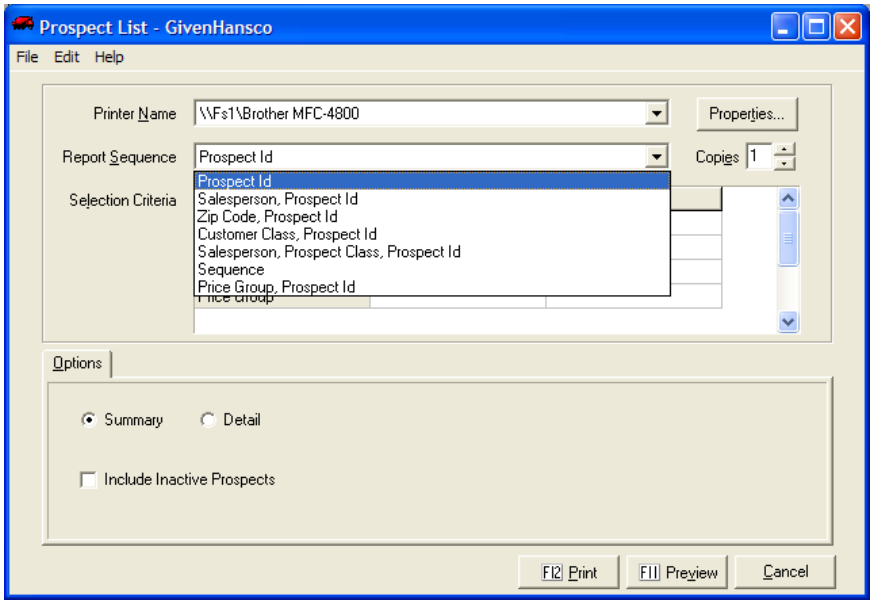
The Reason Code Maintenance screen allows you to create different reasons for winning or losing a quoted job.



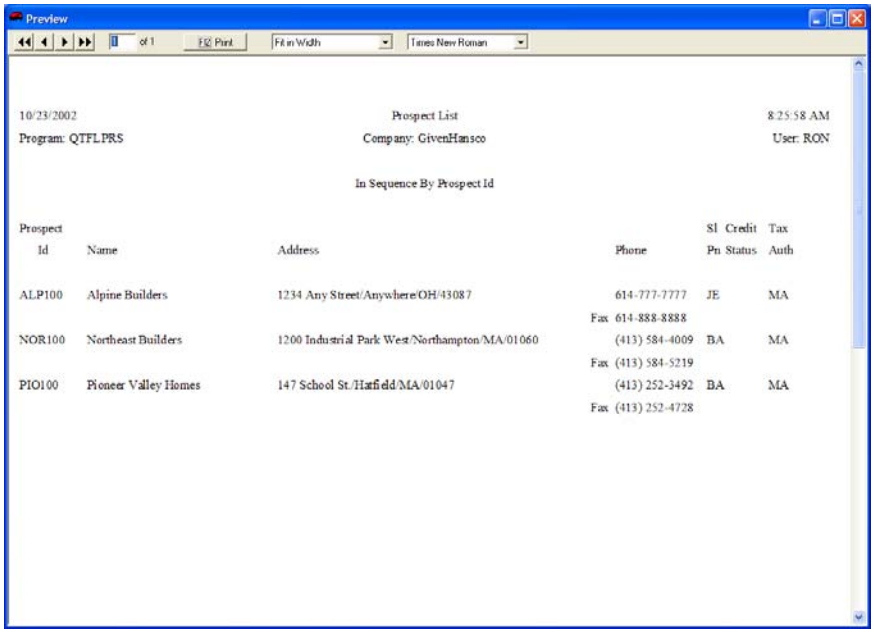
Reason Code Maintenance Screen

Prospect List

The prospect list operates in similar fashion to the Customer List from the File Maintenance Menu. Using the Report Sequence and Selection Criteria, you may select which prospects you wish to see on a report.



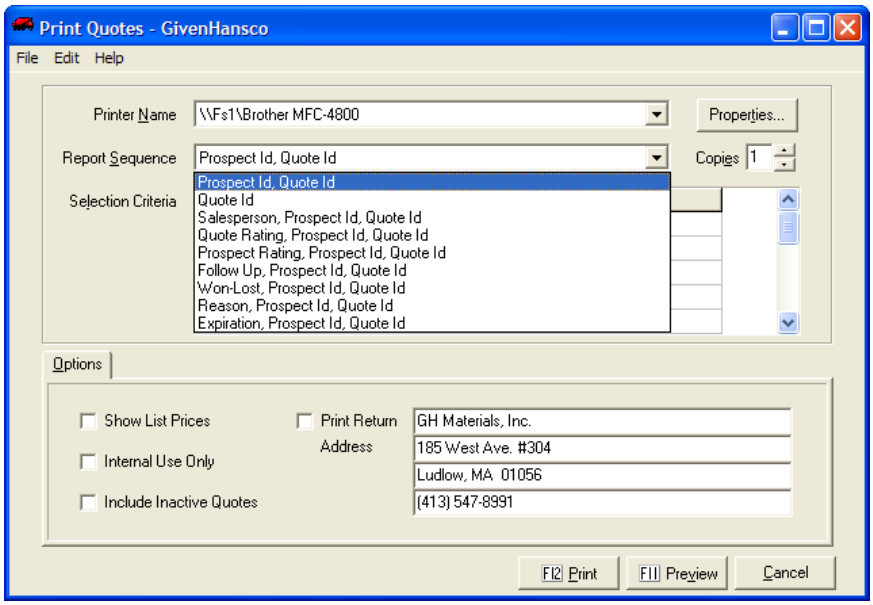
Sequence and Selection Screen



Prospect List Report

Print Quote

Even though the menu says print quote, the Print quote screen allows you to choose many more options. Using the Report Sequence and Selection Criteria, you may select which prospects you wish to see on a report.

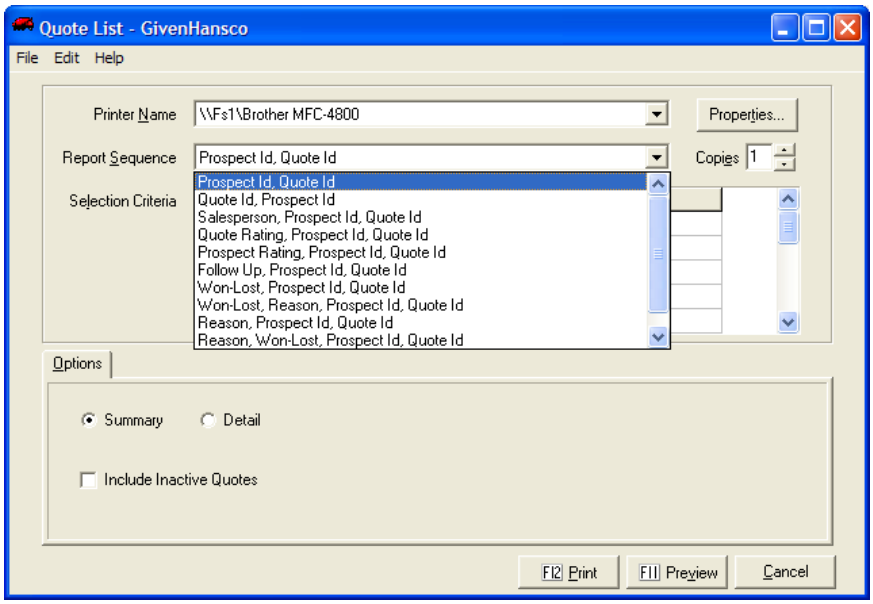


Sequence Screen

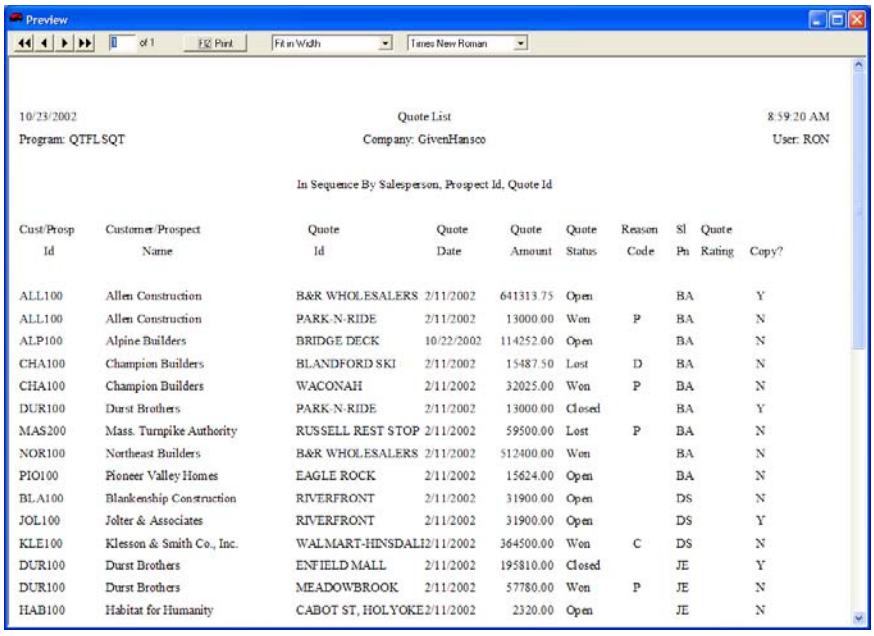
1.	**Prospect Id, Quote Id**	Quotes are grouped by customer / prospect id then listed in alphabetical order of the quote name. This option allows you to see the quotes you've issued to different customers.
2.	**Quote Id**	Quotes grouped by quote id.
3.	**Salesperson, Prospect Id, Quote Id**	Quotes grouped by salesperson, then listed by customer / prospect id and alphabetical order of the quote name. This option allows you to see the activity of your salespersons.
4.	**Quote Rating, Prospect Id, Quote Id**	Similar to #3, except grouped by quote rating.
5.	**Prospect Rtg, Prospect Id, Quote Id**	Similar to #3, except grouped by prospect rating.
6.	**Follow Up, Prospect Id, Quote Id**	Similar to #3, except grouped by follow up date. This option allows you to see all quotes by follow up date.
7.	**Won-Lost, Prospect Id, Quote Id**	Similar to #3, except wins and losses are grouped separately. This option allows you to see all quotes you won or lost.
8.	**Reason, Prospect Id, Quote Id**	Similar to #3, except grouped by reason code. This option would allow you to see all quotes you lost due to price, terms, etc.
9.	**Expiration, Prospect Id, Quote Id**	Similar to #3, except grouped by expiration date. This option allows you to see all quotes that are about to expire.

Quote List

The quote list screen generates comprehensive reports of quotes that meet specifications you require. These reports are the ones you will use to analyze your quotes. The Report Sequence and Selection criteria are very close to the options in Print Quote.

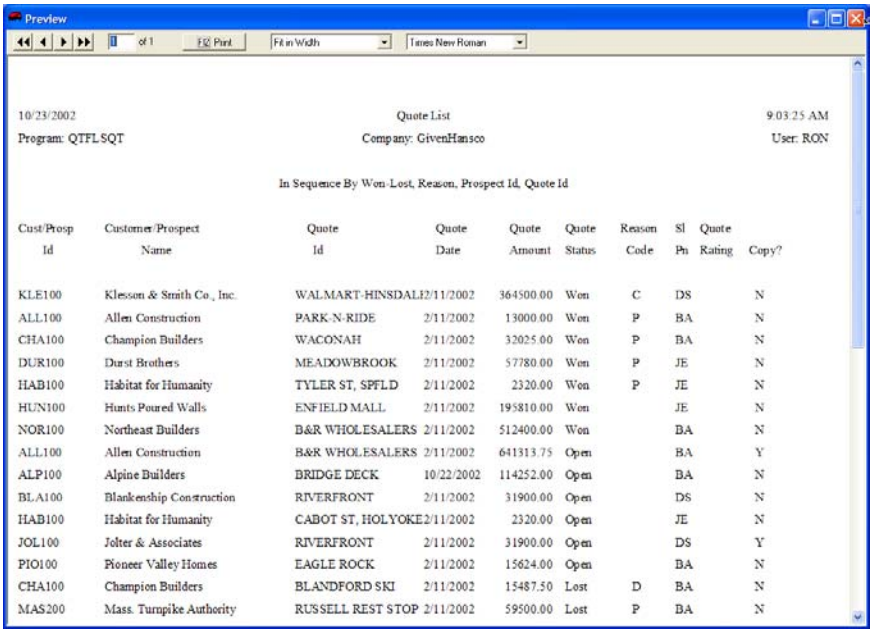


Below are sample reports from this menu.



Cust/Prosp Id	Customer/Prospect Name	Quote Id	Quote Date	Quote Amount	Quote Status	Reason Code	Sl Pn	Quote Rating	Copy?
ALL100	Allen Construction	B&R WHOLESALERS	2/11/2002	641313.75	Open		BA		Y
ALL100	Allen Construction	PARK-N-RIDE	2/11/2002	13000.00	Won	P	BA		N
ALP100	Alpine Builders	BRIDGE DECK	10/22/2002	114252.00	Open		BA		N
CHA100	Champion Builders	BLANDFORD SKI	2/11/2002	15487.50	Lost	D	BA		N
CHA100	Champion Builders	WACONAH	2/11/2002	32025.00	Won	P	BA		N
DUR100	Durst Brothers	PARK-N-RIDE	2/11/2002	13000.00	Closed		BA		Y
MAS200	Mass. Turnpike Authority	RUSSELL REST STOP	2/11/2002	59500.00	Lost	P	BA		N
NOR100	Northeast Builders	B&R WHOLESALERS	2/11/2002	512400.00	Won		BA		N
PIO100	Pioneer Valley Homes	EAGLE ROCK	2/11/2002	15624.00	Open		BA		N
BLA100	Blankenship Construction	RIVERFRONT	2/11/2002	31900.00	Open		DS		N
JOL100	Jolter & Associates	RIVERFRONT	2/11/2002	31900.00	Open		DS		Y
KLE100	Klesson & Smith Co., Inc.	WALMART-HINSDALI	2/11/2002	364500.00	Won	C	DS		N
DUR100	Durst Brothers	ENFIELD MALL	2/11/2002	195810.00	Closed		JE		Y
DUR100	Durst Brothers	MEADOWBROOK	2/11/2002	57780.00	Won	P	JE		N
HAB100	Habitat for Humanity	CABOT ST, HOLYOKE	2/11/2002	2320.00	Open		JE		N

By Salesperson, Prospect Id, Quote Id



Preview

10/23/2002 Quote List 9:03:25 AM
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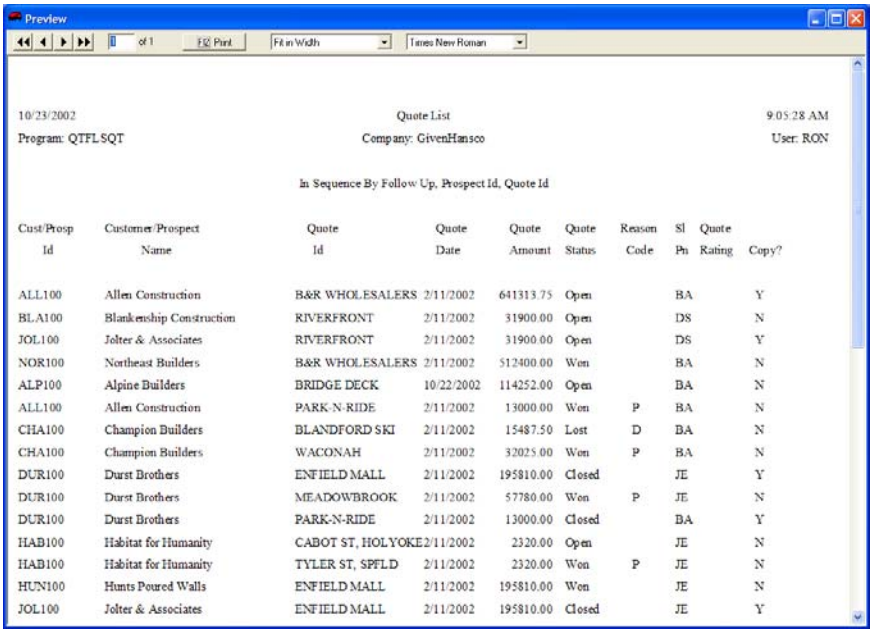
In Sequence By Won-Lost, Reason, Prospect Id, Quote Id

Cust/Prosp Id	Customer/Prospect Name	Quote Id	Quote Date	Quote Amount	Quote Status	Reason Code	Sl Pn	Quote Rating	Copy?
KLE100	Klesson & Smith Co., Inc.	WALMART-HINSDALE	2/11/2002	364500.00	Won	C	DS		N
ALL100	Allen Construction	PARK-N-RIDE	2/11/2002	13000.00	Won	P	BA		N
CHA100	Champion Builders	WACONAH	2/11/2002	32025.00	Won	P	BA		N
DUR100	Durst Brothers	MEADOWBROOK	2/11/2002	57780.00	Won	P	JE		N
HAB100	Habitat for Humanity	TYLER ST, SPFLD	2/11/2002	2320.00	Won	P	JE		N
HUN100	Hunts Poured Walls	ENFIELD MALL	2/11/2002	195810.00	Won		JE		N
NOR100	Northeast Builders	B&R WHOLESALERS	2/11/2002	512400.00	Won		BA		N
ALL100	Allen Construction	B&R WHOLESALERS	2/11/2002	641313.75	Open		BA		Y
ALP100	Alpine Builders	BRIDGE DECK	10/22/2002	114252.00	Open		BA		N
BLA100	Blankenship Construction	RIVERFRONT	2/11/2002	31900.00	Open		DS		N
HAB100	Habitat for Humanity	CABOT ST, HOLYOKE	2/11/2002	2320.00	Open		JE		N
JOL100	Jolter & Associates	RIVERFRONT	2/11/2002	31900.00	Open		DS		Y
PIO100	Pioneer Valley Homes	EAGLE ROCK	2/11/2002	15624.00	Open		BA		N
CHA100	Champion Builders	BLANDFORD SKI	2/11/2002	15487.50	Lost	D	BA		N
MAS200	Mass. Turnpike Authority	RUSSELL REST STOP	2/11/2002	59500.00	Lost	P	BA		N

By Won-Lost, Prospect Id, Quote, Id



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10/23/2002 Quote List 9:05:28 AM
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In Sequence By Follow Up, Prospect Id, Quote Id

Cust/Prosp Id	Customer/Prospect Name	Quote Id	Quote Date	Quote Amount	Quote Status	Reason Code	Sl Pn	Quote Rating	Copy?
ALL100	Allen Construction	B&R WHOLESALERS	2/11/2002	641313.75	Open		BA		Y
BLA100	Blankenship Construction	RIVERFRONT	2/11/2002	31900.00	Open		DS		N
JOL100	Jolter & Associates	RIVERFRONT	2/11/2002	31900.00	Open		DS		Y
NOR100	Northeast Builders	B&R WHOLESALERS	2/11/2002	512400.00	Won		BA		N
ALP100	Alpine Builders	BRIDGE DECK	10/22/2002	114252.00	Open		BA		N
ALL100	Allen Construction	PARK-N-RIDE	2/11/2002	13000.00	Won	P	BA		N
CHA100	Champion Builders	BLANDFORD SKI	2/11/2002	15487.50	Lost	D	BA		N
CHA100	Champion Builders	WACONAH	2/11/2002	32025.00	Won	P	BA		N
DUR100	Durst Brothers	ENFIELD MALL	2/11/2002	195810.00	Closed		JE		Y
DUR100	Durst Brothers	MEADOWBROOK	2/11/2002	57780.00	Won	P	JE		N
DUR100	Durst Brothers	PARK-N-RIDE	2/11/2002	13000.00	Closed		BA		Y
HAB100	Habitat for Humanity	CABOT ST, HOLYOKE	2/11/2002	2320.00	Open		JE		N
HAB100	Habitat for Humanity	TYLER ST, SPFLD	2/11/2002	2320.00	Won	P	JE		N
HUN100	Hunts Poured Walls	ENFIELD MALL	2/11/2002	195810.00	Won		JE		N
JOL100	Jolter & Associates	ENFIELD MALL	2/11/2002	195810.00	Closed		JE		Y

By Follow Up, Prospect Id, Quote Id

Reason Code List

Reason Code list allows you to print out a list of all your reason codes in the system.