

Retrieve a Quote

If a Customer has been given a quote, this can be retrieved for online checkout.

Quote Retrieval

The Customer will receive an email with a link to retrieve the quote; they can use this.

Alternatively, there is a link in your website footer for retrieve a quote'

The customer will have to enter their Quote Reference and postcode.

Anatomy of a Quote

Upon retrieval, a customer will see this screen:

Retrieve a quote

Quote QZ3D1296C4B4

Quote expires on 16th Jul 2026

Billing Address

Mike Whitman
Avalon, Ashwell Park
Ashwell
Ilminster
Somerset
TA19 9DX
GB

Delivery Address

Mr Mike Whitman
Avalon, Ashwell Park
Ashwell
Ilminster
Somerset
TA19 9DX
GB

Order Contents

Code	Name	Quantity	Unit Price
705624	Orla Kiely Linden Large Sofa Grade A 3670, A087-Boucle-Duck_Egg	1	1250.00 GBP

Discounts

Admin adjustment	-125.00 GBP
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Postage

Standard delivery	0.00 GBP
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Notes

Use rear entrance

Amount Due: 1,125.00 GBP

ADD TO BASKET AND CONTINUE SHOPPING

PAY NOW

If a Customer clicks 'Pay Now' they will be taken to the final step of the eCommerce checkout, and will be able to select from all available payment types.

Tracking & Logging

There are two scenarios:

1. A Customer retrieves their Quote and immediately checks out online - in this instance:
 - Salesperson will be retained against the new Sales Order (as per the Quote)
 - Sales Store will be retained against the new Sales Order (as per the Quote)
 - Sales Date will be updated to match the day the Customer made a payment
2. A Customer retrieves their Quote and amends it online, either by adding or removing items, before completing their purchase
 - The Quote will be cancelled
 - A brand new eCommerce Sales Order will be created
 - Sales Store and Salesperson will not be retained

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