

FAQs about Online Quotes

Can I create a Quote online?

No, our Customer Service Team will provide you with the initial quote. Once completed the quote will be visible when you log in to the website on your My Accounts page.

Can everyone see Quotes online?

No, like other customised settings the Quotes feature is enabled on an individual website login basis. Please contact your ebusiness coordinator if you'd like to be set up.

Why can't I make changes to Quotes online?

This complexity of the system requires the Customer Service Team to assist and offers the benefit of added value through professional advice.

How long are Quotes displayed online?

As long as the Quote is active; typically a maximum of 6 months.

What does a Quote status of 'expired' mean?

The Quote expiry date has lapsed. Expired Quotes are automatically cancelled two weeks after the expiry date. This provides an opportunity to extend the expiry date of a Quote if need be without needing to recreate a new Quote from scratch.

Where do I view approved Quotes online?

When logged into the website you can find your approved quotes by searching for 'Order History' on your 'My Account' page.

Where does the confirmation email go after a Quote is approved online?

To the email address of the website user that approved the Quote.

Where does my feedback for Changed and Rejected Quotes go to?

The branch that raised the Quote initially will receive your valued feedback.

Is the Quotes feature available through punchout and EDI ordering?

Yes, a few small changes will need to be made in your internal system to ensure a streamlined process. Please talk to your local eBusiness Coordinator or contact digital@wisau.com.au