

# 16. Contract Management

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*Managing Customer Needs*

### Objectives & Values

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Contract is the final part of the sales cycle, tracking the commitments taken with the customer.

Managing contract inside Salesforces can move our deals forward by:

- Making available all information to the SalesReps and their managers (details of volume, price, expiration date, etc.) at any time.
- Managing the complete approval process in SFDC
- Setting an automatic reminder before the expiration date.

We can implement features, such as:

- Contract approval process
- Contract renewal alert

**Transactional Pricing aims at reducing price dispersion amongst similar customers, and can be applied to most products.**

Without transactional pricing, price increases are often focused on the same customers, with the risk of eventually losing them

### Contract management:

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- Create a contract from an accepted quote or directly from an account
- Add a product or modify an actual product
- Enter Product details (price, volume,..)
- As submitter, submit the contract for approval to the approver if the approval is necessary
- As approver: accept, reject or reassign the request for approval of the Contract.
- Manage versioning with cloning
- Manage visibility
- Set Contract Renewal Alert

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### Need Help?

To request any support or if you have identified a bug or incident , please create a Freshdesk ticket using Solvia platform : <https://solvia.solvay.com/>

**SOLVAY** FAQ Demo video Contact us EN

**SolvIA** We're here to help

Your subject + Cc

To have a better and faster resolution in your request, please provide as much details as you can. (Eg. Application, system, transaction name...)

Attach documents Priority : Low **SUBMIT**

*you can copy users with email address , default priority is Low , then Submit . We advise you to put keywords in subject to ease dispatching to correct Agent : CRM - Complaint for example*