

## 5. FAQ & Videos



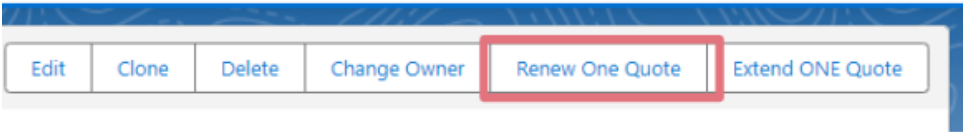
The aim this page is to share all available support documentation about One Quote tool. You you find:

- FAQ
- Short videos on functionalities
- Uses Cases

### Short videos

Topic	Video objective	Video Link
New UX Product Table	Learn how to use the new product table: <ul style="list-style-type: none"> <li>• New tabular format with panel displaying under the line</li> <li>• Filters and search box</li> <li>• Global Indicator for line status</li> <li>• Approval &amp; Accepted by Customer Column</li> </ul>	Demo video (4 minutes)
Account selection	How to identify the right sold-to and ship-to for my Quote? Leverage the <a href="#">Pricing Transparency Dashboard</a> to check your accounts by code.	Step by step video (1:41 minutes)
Managing large portfolios	How to Mass duplicate Quote line items to a new incoterm and/or ship-to?	Step by step video (47 seconds)
PDF customization	How to create and send a complete offer in one shot? <ul style="list-style-type: none"> <li>• Add Incoterm details to specify port of loading or destination</li> <li>• Add special agreement terms or other special customer information per quote line item</li> <li>• Add general notes to be included in the PDF (e.g. Payment terms, Contact details, etc)</li> <li>• Attach prices in excel or other documents</li> </ul>	Step by Step video (2:26 minutes)
Quote ownership	How to change/transfer the ownership of a quote?  This video is useful in case you need to transfer a few quotes (one by one) to a new quote owner. For a mass transfer, please reach out to your GBU Data Steward	Step by step video (30 seconds)
Delegate Approvals	Whenever you are out of the office, we recommend that you can delegate your approval process for One quote to prevent sales reps from moving on with there customer discussion.	<a href="#">Step by step documentation here</a>

### FAQ

Questions	Answers
I have a quote under "Closed - Sales Started" but I need to change the price. What should I do?	<p>You can <a href="#">renew the quote</a>, enter the new validity &amp; price and send the quote to "SAP Upload Preparation"</p>  <p>In SAP prices are override by the new ones</p> <p>The original quotes will become expired when price admin/csr complete the task on the second quote</p>

