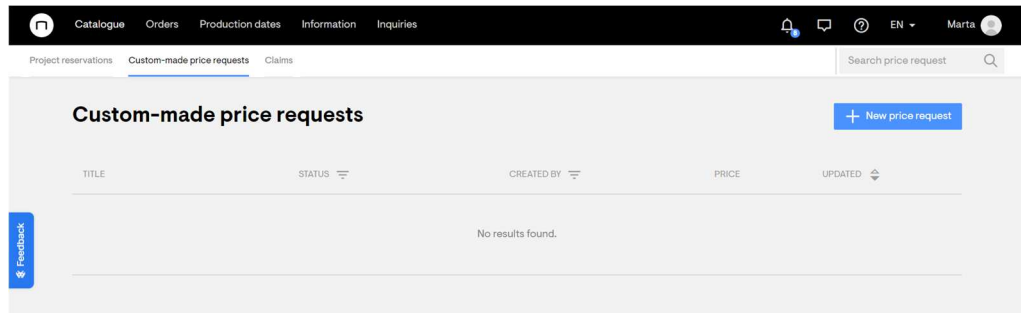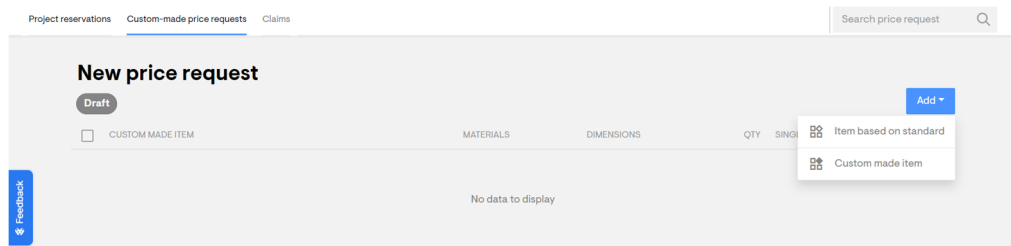# Instructions for filling a custom-made product price request

There are two ways to initiate a price request: item based on standard configuration and custom-made item.
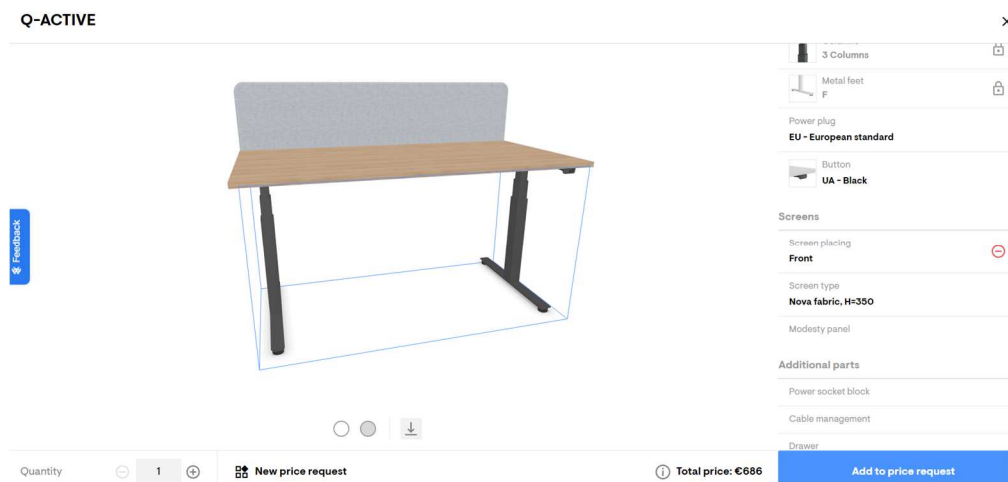
1. Navigate to 'Inquiries,' select 'Custom-made price request', and click on 'New price request'.

Once here, you have two options for adding a custom-made item:

Item based on standard configuration: select this option if you need a custom-made item similar to one in the NARBUTAS catalogue. You will be directed to our catalogue, where you can choose the required product and build a full configuration. This approach ensures we have all the necessary details, reducing the need for additional clarifications. Once your configuration is complete, you can request customization by adding it to the price request and filling out the provided form.

Please note that the finishes will be based on the configuration built in the 3D configurator. If different finishes are required, please add them and remove any irrelevant ones by clicking the 'X' button.

Custom-made item: use this option when a completely custom solution is required, unrelated to any item from the NARBUTAS catalogue. You will be provided with a form to fill out with the necessary details.
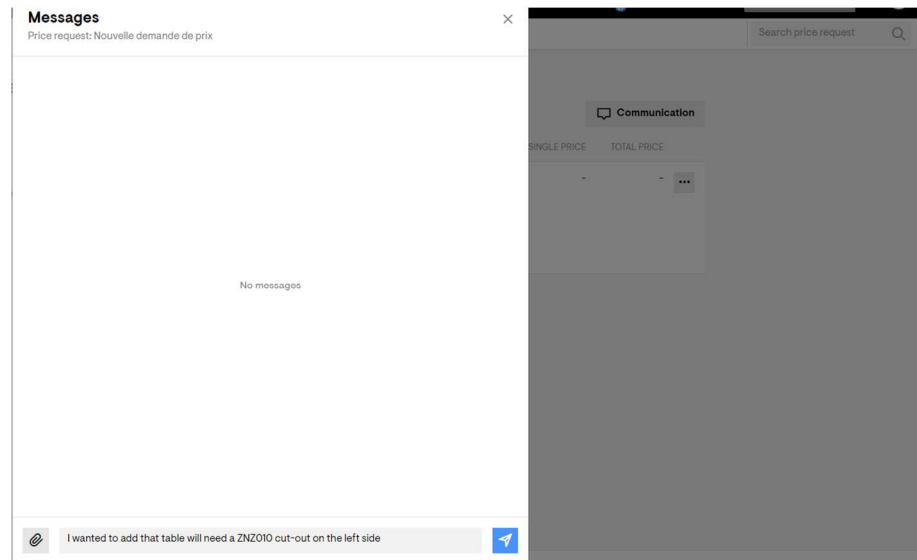

2. Alternatively, you can build a configuration in the 3D Configurator first and then create a new price request for customization by submitting it as a price request.

Sharing price requests

All completed price requests will be automatically shared with accounts within your company. This ensures that different roles in the company, which work on various stages of projects and orders, have the necessary access.

Additional communication

All further correspondence related to the price request must be sent exclusively through the tab 'Communication' tab for that specific request. If you require a visualisation or drawing, please make your request through this communication channel.

Price requests statuses

- **Draft** – a price request that has been filled out but not submitted.
- **In progress** – a price request that has been submitted and sent to us.
- **Waiting for response** – a price request that requires clarifications. Please refer to the 'Communication' tab for further details.
- **Completed** – a price request that has been successfully processed and is now available to be added to offers and orders.
- **Canceled** – a price request that cannot be fulfilled, or that has been canceled on your side.
- **Expired** – prices are no longer valid. If custom items are still needed, a new request must be submitted.

Placing an order

When the status is marked as 'Completed', three scenarios may occur:

1. **All items are completed** – you can add them either individually or as a whole to the offer.
2. **Items are locked** – these items must be ordered together due to custom finishes or additional components.
3. **Further clarification needed** – the request includes custom-made items where additional details are required. Please click on the '!' icon and provide the necessary details.

Copying items from a price request

If you need to add similar items or replicate an entire price request, you can easily copy and paste the necessary items or the full request, along with any additional clarifications. This option is also available if the original price request has expired, enabling you to conveniently submit a new one.