










# Pricing Update FAQs

For pricing changes effective 11/2/2022



On November 2<sup>nd</sup>, 2022, you will see new pricing for EverBright's products.

Below is a chart that explains how the pricing change affects certain scenarios.

<u>Scenario</u>	<u>What you need to know</u>
 Contract was already sent to customer but not signed	 The contract must be signed by 11/8 or the quote will expire and the old pricing will no longer be valid.
 Contract is signed but M1 is not approved	 The contract will be allowed to pass M1 until the milestone expiration date, after which the project will need to be requoted using the new pricing. M1 deadlines will not be extended.  <b>Change Scenario 1: There is no change to the amount financed</b> Your contract will still be valid and if any changes need to be made we will still honor the quote with a <a href="#">no cost change order (NCCO)</a>  <b>Change Scenario 2: There is a change to the amount financed</b> The contract needs to be canceled and a new contract must be signed with the updated 11/2 pricing
 Contract is signed and M1 is approved	 <b>Change Scenario 1: There is no change to the amount financed</b> Your contract will still be valid and if any changes need to be made we will still honor the quote with a <a href="#">no cost change order (NCCO)</a>  <b>Change Scenario 2: There is a change to the amount financed</b> You must requote the job to use in a change order. We will honor the old pricing if you <a href="#">follow these instructions</a>

If you have any questions, please call our support team at 877-465-2496 or email us at [support@goeverbright.com](mailto:support@goeverbright.com).

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## **Q1. How long do I have to complete M1 using the old “expired” pricing?**

Any contracts signed prior to 11/2 will be allowed to pass M1 until the milestone expiration date. If the milestone deadline passes without M1 being completed, the project will need to be requoted using the new pricing. M1 deadlines will not be extended beyond the current standard (of 60 days). Any new quotes created will need to use the new pricing.

## **Q2. What if I presented a quote before 11/2 and the customer did not sign until after 11/2?**

If the contract is not signed by 11/8, the quote will expire and the old pricing will no longer be valid. To move forward with the job, a new contract will need to be generated using the new pricing.

## **Q3. What if a customer signed a quote created before 11/2 but something needs to change BEFORE M1 is approved?**

If something other than the amount financed changes from the original quote, a [no cost change order \(NCCO\)](#) can be generated. This allows you to continue with the same workflow instead of canceling the workflow and creating a new quote. Note: The NCCO will fail if the amount financed or homeowner pricing has changed.

If the amount financed needs to change in M1, the normal process applies. The workflow needs to be canceled and a new contract must be signed with a new quote (if the old pricing hasn't expired, the old pricing can be used here).

## **Q4. What if a customer signed a quote before 11/2 but a change is needed AFTER M1 is approved?**

Scenario 1: If a change order is needed and the amount financed does not change, a [no cost change order \(NCCO\)](#) can be generated and the old pricing will still be honored. This allows you to continue with the same workflow and no new contract is needed. Note: The NCCO will not generate if the amount financed (EverOwn products) or installation cost has changed.

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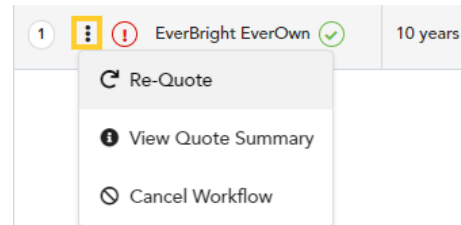
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Scenario 2: If a change order is needed for the amount financed, follow these steps:

1. Go to the Quote phase of your project.
2. Click on the “stacked 3 dot” icon next to the signed quote and select “Re-Quote” to re-generate the quote.



3. You will see options to re-quote with the original pricing (“use expired pricing”) or new pricing (“use current pricing”).

### Re-Quote

Please select the project you wish to re-quote. If cost buildup was used for the quote and a different project is selected, equipment costs may be updated to match default values from settings.

Default Project (Used for Original Quote) - 6.080 kW

The pricing that was used at the time of initial quoting is now expired. Since the job is now past project qualification, you are still able to utilize this pricing for change orders only.

Use expired pricing

Use current pricing

Use expired pricing

4. Select “Use expired pricing” and create the new quote
5. Go to the Operations phase and the M2 workflow, select the new quote that was generated to use in the change order. Note: Because this quote has expired, it cannot be used in a new contract.

## Q5. How do I use a no cost change order (NCCO)?

If you have a signed contract that requires a change unrelated to amount financed or homeowner pricing (such as a misspelled name), a no cost change order (NCCO) allows you to generate a re-sign contract without having to cancel the workflow and start over from the beginning with a new quote.

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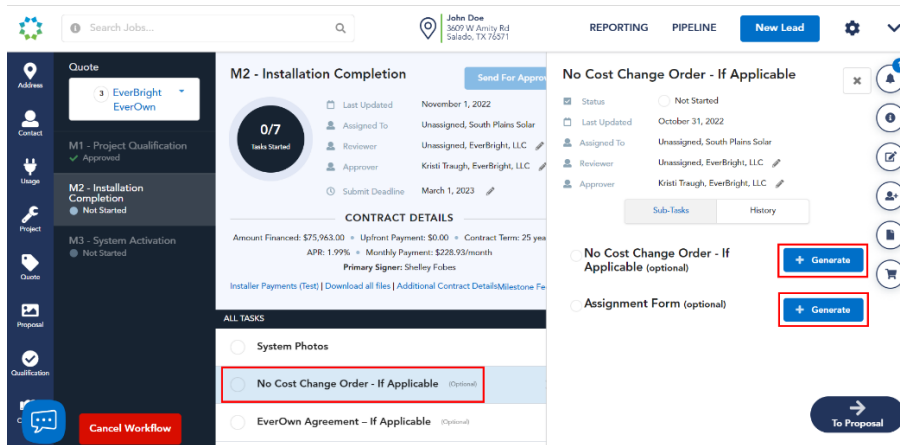
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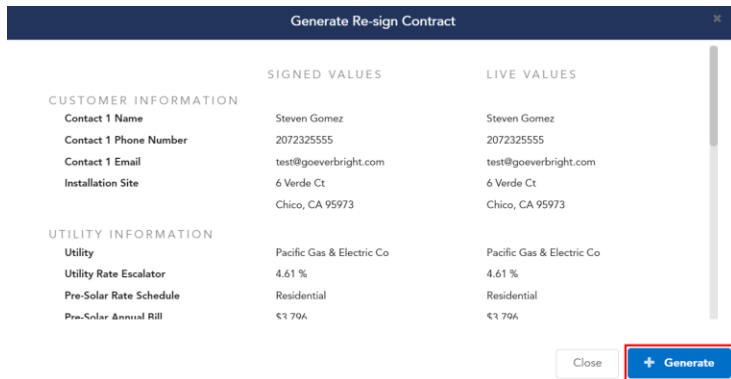


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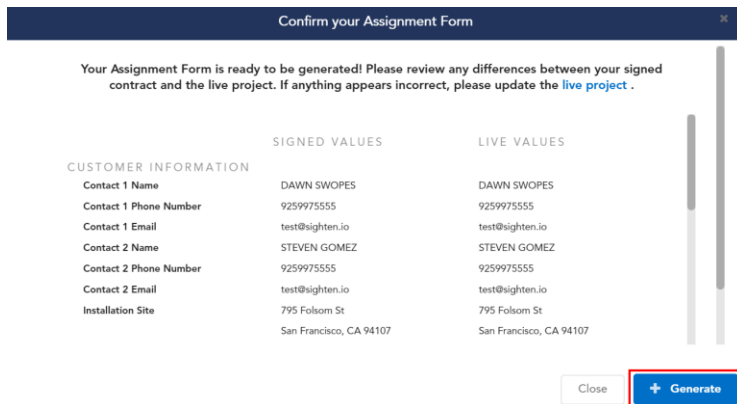
To use an NCCO, while in the Operations phase, go to your current milestone (M1 or M2) and click on the “NCCO” task. Then click the +Generate button on the right side.



The “Generate Re-sign Contract” modal will open. Click on the Generate button to send the revised contract to your customers for their signatures.



You will also need to “Generate” and sign a new Assignment Form as subtask of the NCCO task.



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