

TO: Greenheck International Representatives  
FROM: Lindsay Ewoldt, International Inside  
Sales Manager--Asia  
DATE: November 7, 2023  
SUBJECT: Discount Request Changes



To streamline our discount request process, we have simplified our discount request methods to two options – the “rep buy price” or the “multiplier” method.

On any new discount request in the December 2023 CAPS® 4.43 release, you will only be able to select the “rep buy price” or “multiplier” method from the drop-down menu. If you have a discount request that is already authorized with the obsoleted methods (“customer sell price” or “commission percentage”) prior to the December CAPS 4.43 update, you will still be able to use that discount authorization number when submitting your order. This only impacts new discount requests.

In addition, it is still our recommendation to utilize the “rep buy price” option so our pricing team and business units understand where you need to be regarding price, along with any other information in the notes/comments section, to win the project. This is also the quickest option for our rep partners as it only requires one input of what you ideally want to buy the project for. Please continue to bring us opportunities and thank you for your sales efforts. We are here to help you close orders and fill our factories.

If you have any questions, please reach out to your customer care team.