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Ben Henley - 2023-08-10 - [Commentaire \(1\)](#) - [Payment & Renewals](#)

Question:

My company will need a formal invoice to raise a purchase order. Could you send me one?

Answer:

If you have an existing helpdesk or trial, you can get an invoice by going to the Billing Dashboard from within your account (Click on the \$ icon on the Navigation Bar). Enter or confirm your details, ensuring you select **Annual billing**:

The screenshot displays the Billing Dashboard interface. On the left is a navigation sidebar with options: Billing, Dashboard, Invoices, and Payment Methods. The main content area is divided into several sections:

- Plan Summary:** A table showing current plan details.

| Current Plan | Agent Seats | Payment Frequency | Renewal Date |
|--------------|-------------|-------------------|--------------|
| Team | 20 | Annual | Jan 8, 2024 |
- Agent Seats:** A control to adjust the number of agent seats, currently set to 20.
- Plans:** Three plan options are shown: Team (\$29 annual, \$39 monthly), Professional (\$59 annual, \$69 monthly), and Enterprise (\$99 annual only). The Team plan is selected.
- Payment Frequency:** Two options are shown: Annual (selected) and Monthly (10% more expensive). Under the Annual option, there are radio buttons for 1 Year (selected), 3 Years (Save additional 15%), and 5 Years (Save additional 25%).

In the payment section, you can select **Bank Transfer** to generate an offline invoice.

To get a quote for a new On-Premise license without a trial, go to www.deskpro.com/buy/, select the license you want to buy, and your details.

At the Billing Details step, click on "Purchase Order / Check / Wire". You will then be able to download a PDF invoice.