Summary

Use price books and schedules to help you track product shipping, payments and revenue.

Products

A product is any item or service your organization sells. Products are defined in a price book, and can be added to opportunities.

- Products are available through a related list on the Opportunities tab.
- Use custom product fields and the `Product Family` picklist to categorize your products. For example, if your company sells a product, like software, that requires installation services, create two picklist values in the `Product Family` picklist: Software and Installation. Then use a filter criteria such as Product Family equals Software to quickly display all your software products.

Price Books

A price book is a list of products that your organization sells. Create a price book for mutually exclusive products: ones that will never exist on the same opportunity.

To create a price book, click **New** on the Price Books home page. See Creating Price Books

- Create a custom list view to filter the list of products you see in a price book.
- An opportunity can only contain one price book.
- Many companies need only one price book.
- Although an opportunity can be for a single currency, the price book associated with it can contain prices for a product in many different currencies.
- Users can select products from a single price book on each opportunity. Each product in a price book can have a schedule.

Schedules

Changing Default Schedules

Users can change default schedules for any product on an opportunity. If you change a default schedule for a product, opportunities that already contain the product are not affected.

Schedules define the payment and delivery cycles for products.

- A quantity schedule outlines the dates, number of units (i.e., quantity), and number of installments for billing or shipping a product.
- A revenue schedule outlines the dates, revenue amounts, and number of installments for billing or recognizing revenue from a product.

A default schedule contains the standard payment and delivery cycles for a product. If all your customers make payments on the same timetable or you deliver products on a regular schedule, consider creating default schedules for your products. If your users typically customize schedules, then default schedules may not help you.

- Create a default quantity schedule if your customers pay all at once but receive the product in increments. For example, if you sell magazine subscriptions that you bill annually but deliver monthly, use a default quantity schedule.

- Create a default revenue schedule if your customers make payments but receive the product all at once. For example, if you sell customized products that are charged in installments but are delivered once, create a default revenue schedule.
- Create both default quantity schedules and default revenue schedules if your customers receive their product in regular increments and pay for it at regular intervals. For example, if you sell wine of the month subscriptions, create a default quantity schedule to deliver the product monthly and a default revenue schedule to charge customers monthly, quarterly, or annually.

  > **Note:** If a product has both a default quantity and revenue schedule, Salesforce calculates the quantity schedule first. The quantity schedule determines the total product revenue, which is used to determine the revenue schedule.

Setting up Products and Schedules

Before you begin, enable your organization to use products and schedules.

1. From Setup, enter `Product Schedule Settings` in the `Quick Find` box, then select **Product Schedule Settings**.

2. Select `Quantity Schedules` to track number of units, dates, and installments for product orders.

3. Select `Revenue Schedules` to track the amounts, dates, and number of installments for product orders.

4. Select `Enable... scheduling for all products` to activate the schedule type on all existing products in your price books.

5. Click **Save**.

  > **Tip:** Create different products for different payment plans, such as monthly or daily.

Setting Up Default Schedules

Terminology

- *Number of Installments* is the total number of deliveries per order.
- *Installment Period* is the frequency of delivery.
- *Schedule Type* specifies how the Default Unit Price is handled.

See Add and Edit Product Schedules.

To set up a default quantity schedule for a monthly magazine subscription:

1. Select the product that you want to assign a default schedule to.

2. Click **Edit** in the Standard Price area.

3. Enter the amount of a single magazine in the `Standard Price` and click **Save**.

4. Click **Edit** in the product detail area.

5. Choose Repeat Amount for each installment as the `Quantity Schedule Type` under Default Quantity Schedule.

6. Choose Monthly as the `Quantity Installment Period`.

7. Enter 12 for the `Number of Installments` and click **Save**.

  > **Note:**
  > - To customize a schedule for a product without a default schedule, click **Establish** from the product detail on the opportunity.

- To customize a schedule for a product that has a default schedule, click **Re-Establish** from the product detail on the opportunity. If you do not see an **Establish** button, your organization may not have schedules enabled.