Asset Amendment Tip Sheet

When you're working in a Salesforce CPQ environment with asset-based amendments, you have several options in how you can amend assets based on customer needs. Review this tip sheet for help with important asset amendment fields and use cases.

Asset Conversion

Let's review asset conversion first. The product object's Asset Conversion field controls how Salesforce CPQ converts a quote line into one or more asset records based on quantity.

One Per Unit

Salesforce CPQ creates one asset record for each unit of the quote line as indicated by its quantity. For example, a quote line with a quantity of five for a non-subscription product would create five asset records each with a quantity of one.

One Per Quote Line

Salesforce CPQ creates one asset record that represents the entire quantity of the quote line or order product. For example, a quote line with a quantity of five for a non-subscription product would create one asset record with a quantity of five.

None

Salesforce CPQ doesn't convert the quote line to an asset. This setup is useful if you're selling a one-time product that you don't renew or track. For example, you could sell a software license subscription and then include a product that represents a user training class. Your customers continue to renew the subscription, but they don't renew or track the training class.

Increase or Decrease Quantity

Increasing or decreasing an asset's quantity is the most common reason to amend a contract. Let's look at an example for One Per Unit asset conversion.

Your customer, ABC Enterprises, has five virtual machines that run their subscription licenses. Your account lists the current five machines as five items in the Asset related list due to the active One Per Unit conversion setting. Seven months after they ordered the five virtual machines, they decide to add another five. Since all the assets are essentially the same, you can amend only one asset and change its quantity from one to five on the amendment quote. When you order your amendment quote and contract the order, your account lists ten virtual machine items in the Assets related list.

Let's say ABC Enterprises has fifteen virtual machines while asset conversion is One per Quote Line instead. In this case, your account's Assets related list shows one virtual machine item with a quantity of fifteen. ABC Enterprises wants to remove five virtual machines from their account. Click **Amend Assets** to begin the amendment process.

📝 Note: To reduce an asset's quantity, your order settings must have Negative Quantity Orders enabled. If this setting isn't enabled, contact your Salesforce admin.

Since asset conversion is One per Quote Line, the assets also appear as one quote line in your amendment quote. You can then reduce its quantity from 15 to 10, order the quote, and contract the order. After contracting, your account's Assets related list shows two lines for ABC Enterprise's virtual machines — one for the original quantity, and one to represent the reduction.

Asset Name	Quantity
ABC Virtual Machine	15
ABC Virtual Machine	-5

When you make subsequent amendments or renewals, Salesforce CPQ rolls up the assets to use a quantity of 10 in your amendment or renewal quote.

Zero Quantity Assets

When a customer wants to cancel their asset, you can represent the cancellation in Salesforce CPQ by amending the asset and reducing its quantity to zero. The cancellation process works similarly to the standard quantity reduction process. However, the product record for the asset you're amending must have its asset amendment behavior set to Allow Refund as well.

In this scenario, ABC Enterprises has 10 virtual machines, but wants to cancel them and change their contract to 15 premium virtual machines. Click **Amend Assets** on your opportunity and edit your amendment quote, adding 15 premium virtual machines and reducing the quantity of your virtual machines from 10 to zero.

Table 1: Original Quote

Product Name	Quantity	Net Price	Net Total
Virtual Machine	10	$20,000	$200,000
Quote Total			$200,000

Table 2: Amendment Quote

Product Name	Quantity	Net Price	Net Total
Virtual Machine	0	$20,000	-$200,000
Virtual Machine Gold License	15	$25,000	$375,000
Quote Total			$175,000

Amendments for Covered Assets

When you contract a Percent of Total subscription product, Salesforce CPQ creates covered assets for any quote lines used to calculate the subscription's price. When you amend assets that fall under a percent of total subscription's coverage, the subscription quote line's price also updates on on the amendment quote. Let's say ABC Enterprises has 10 virtual machines. This time, they also have a Virtual Machine Gold License as a Percent of Total subscription that covers any virtual machine on the quote. The license's price equals 10% of the net total of its covered assets.

Table 3: Original Quote

Product Name	Quantity	Net Price	Net Total
Virtual Machine	10	$20,000	$200,000
Virtual Machine Gold License	1	$20,000	$20,000

Product Name	Quantity	Net Price	Net Total
Quote Total			$220,000

ABC Enterprises decides to add five more virtual machines to their contract, so you amend your contract and add five subscriptions to the amendment quote.

Table 4: Amendment Quote

Product Name	Quantity	Net Price	Net Total
Virtual Machine	5	$20,000	$100,000
Virtual Machine Gold License	1	$2000	$30,000
Quote Total			$130,000

The subscription's net price represents only the covered value of the 5 new covered assets.