

# Customer proposal

- [My customer proposal isn't loading - why?](#)
- [How do I attach my logo/branding to the customer proposal or Easy PV project report?](#)
- [How do I hide line prices in the customer proposal?](#)
- [I've done a 3D design, can I include the 3D preview in the customer proposal document?](#)

# My customer proposal isn't loading - why?

If your report isn't loading, it's likely because Easy PV is missing some information it needs to generate it.

Usually blank proposal are caused by issues with the **performance task**. Navigate to the task, and see if there are any errors (they may say 'undefined' or 'NaN') on the table. If there are, you should be able to work out what needs to be corrected. For example if the postcode zone row has an error, you know you need to change the postcode.

If you go to the performance task and there are no errors, then we suggested contacting us on [help@easy-pv.co.uk](mailto:help@easy-pv.co.uk).

# How do I attach my logo/branding to the customer proposal or Easy PV project report?

To attach your Logo to the Easy PV Project Report navigate to **My Account** in the top right of the Easy PV home page and click on **Preferences**. Once in this menu, scroll down to the Company Logo section and click on the current logo image. You can then upload an image from your computer.

Please note that the logo will only appear on the quote page of the customer proposal report. Further customisation of the customer proposal is available with [Easy PV Pro](#), get in touch with us at [help@easy-pv.co.uk](mailto:help@easy-pv.co.uk) if you're interested in a free trial!

# How do I hide line prices in the customer proposal?

Select **Customer Proposal** from the **Tasks** drop-down menu. In the section titled **Quotation** you can change the pricing to:

- Show line items,
- Show equipment and services subtotals,
- Only show total.

# I've done a 3D design, can I include the 3D preview in the customer proposal document?

Yes, select **Customer Proposal** from the **Tasks** drop-down menu. In the bottom section titled **Overview images** you can select the 3D viewpoint you would like to show on the proposal.

Note if you change the 3D design or panel layout in your project after generating the 3D image you'll need to come back to this task and regenerate the image to be used in your proposal.