**Salesforce CPQ Quote Line evaluation of Start Date, End Date and Subscription Term**

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| **Knowledge Article Number** | 000318478 |
| **Description** | All subscription-priced products require a Start Date defined on at least one of these objects in order to price correctly and contract successfully. The Quote, Quote Line, and Quote Line Group objects each have a Start Date, End Date, and Subscription Term field that are considered when evaluating subscription dates and Quote Line proration. The Quote Line’s Effective Start Date represents the start of the product or service in its term. |
| **Resolution** | When working with subscription-priced products in Salesforce CPQ, there is a hierarchical order for which the Start Date, End Date, and Subscription Term are evaluated for setting the Quote Line’s Prorate Multiplier. The Prorate Multiplier is a number field on the Quote Line object used in evaluating Prorated and Total fields.  *(List/Regular/Customer/Partner/Net Unit Price) \* Quantity \* Prorate Multiplier = Total*  The Quote Line Prorate Multiplier is calculated via a hierarchy for evaluating the Start Date and End Date for subscription-priced products. This chart illustrates the hierarchy in which values are calculated - lower values indicate higher priority.   |  |  |  |  | | --- | --- | --- | --- | |  | Quote Line | Quote Line Group | Quote | | Start Date / End Date | 1 | 2 | 3 | | Subscription Term | 4 | 5 | 6 |   As demonstrated by the chart, Quote Line Start Date and End Date has the highest priority for evaluations while the Quote Subscription Term has the lowest priority for evaluations. One advantage for utilizing Start Date and End Date field values is the Quote Line Effective Start Date and Effective End Date are non-null values representing the calendar dates for the Quote Line’s term. Subscription Term is not evaluated in the effective date formula fields.  **Examples - How Start Date and End Date is calculated with a Monthly + Daily proration, a Proration Unit of Monthly, and a Default Subscription Term of 12 months**  **Example 1**: What would be the Start Date and End Date of the Subscription generated from this Quote Line?   |  |  |  |  | | --- | --- | --- | --- | |  | Quote Line | Quote Line Group | Quote | | Start Date | 1/1/2020 | x | 7/1/2019 | | End Date | x | x | x | | Subscription Term | x | x | 12 |   **Answer:**  *Start Date - 1/1/2020 End Date - 12/31/2020*  **Explanation**: Since there is a Start Date set on the Quote Line and on the Quote, the Quote Line Start Date is taking priority over the Quote Start Date. Since there is no End Date populated, the Subscription Term of 12 from the Quote is being taken as the term.  **Example 2**: What would be the Start Date and End Date of the Subscription generated from this Quote Line?   |  |  |  |  | | --- | --- | --- | --- | |  | Quote Line | Quote Line Group | Quote | | Start Date | 1/1/2020 | 6/1/2020 | 7/1/2020 | | End Date | x | x | 12/1/2020 | | Subscription Term | 24 | 12 | x |   **Answer:**  *Start Date - 1/1/2020 End Date - 11/30/2020*  **Explanation**: If there is a Start Date populated on every record, the Quote Line Start Date will take priority over the Quote Line Group or Quote. Even though there is a Subscription Term populated on the Quote Line and the Quote Line Group, CPQ will look to the Quote End Date first before looking at Subscription Term for this evaluation. Due to the Prorate Precision and Proration Unit, December is not included in total subscription time leading to an End Date of November 30th. |