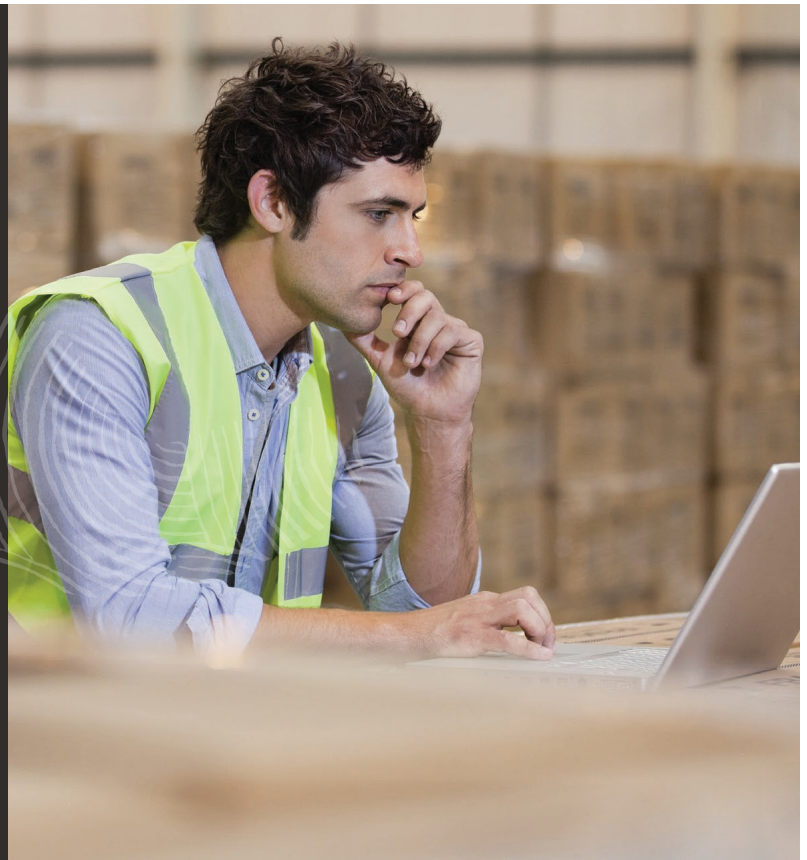




Self-Service Online Account
Management

NetSuite SuiteCommerce Customer Center



Provide your customers with 24/7, self-service online account management capabilities with SuiteCommerce Customer Center. Available in two editions, the Standard edition provides all the core functionality needed for a complete B2C experience. The Premium edition provides all the functionality offered in the Standard edition plus additional advanced features for an enhanced B2B experience.

Key Benefits

- Enable buying efficiencies, including support for routine, repeat and bulk ordering.
- Streamline billing with capabilities to view account balance, invoices and transaction history as well as make payments against invoices.
- Reduce support requests with online self-service resources and tools.
- Deliver an optimized mobile experience for smartphones and tablets with responsive web design.

Succeeding at online B2B commerce takes more than an attractive website. Companies need to create sites that engage business customers, maximize buying efforts and minimize manual work. SuiteCommerce Customer Center provides B2B suppliers with self-service account management capabilities to optimize their buying experience with your brand.

- **Sign in/sign up/forgot password.** Enable account creation, returning customer sign-in and password reset.
- **Profile management.** Give customers capabilities to manage personal information and email preferences, including:
 - **Address book management.** Buyers can manage multiple shipping and billing addresses, including defining default shipping and billing addresses for faster checkouts.
 - **Credit card management.** Allow customers to store and manage credit cards.
- **Order history.** Provide full access into online order history and details of each order, including billing, shipping and payment information and order status with tracking links; enable customers to reorder items from order history.
- **Returns.** Enable self-service return management that allows shoppers to initiate an online return authorization.
- **Case management.** Improve engagement and client satisfaction by enabling customers to submit questions or support queries, directly connected to your support desk.
- **Product/wish lists.** Shoppers can create and manage lists of favorite or frequently purchased items.

	Standard Edition	Premium Edition
Sign In/Sign Up/Forgot Password	•	•
Profile Information <ul style="list-style-type: none"> • Personal Information • Email Preferences • Address Book Management • Credit Card Management 	•	•
Order History	•	•
Reorder Items	•	•
Returns	•	•
Case Management	•	•
Product/Wish Lists*		•
Billing <ul style="list-style-type: none"> • Account Balance • Print Statement • Invoices and Payments • Transaction History and Details 		•
Quotes		•

*Not supported on SuiteCommerce Site Builder

- **Billing.** Automate and expedite your billing process by allowing your customers to do these tasks online:
 - **Account balance.** Customers can view summaries of outstanding and available balances, deposits, credit memos and the terms associated with their account.
 - **Print statement.** Customers can download or print their account statement.
 - **Invoices and payments.** Give customers with terms capabilities to make full or partial payment against single or multiple invoices.
 - **Transaction history.** Allow customers to drill down into the details of all transactions and to save a permanent record.
- **Quotes.** Streamline the quoting process by allowing buyers to submit a Request for Quote on your website. A company representative can revise or approve the quote. Once the buyer provides approval, the quote can then be converted to an online order.