



Self-Service Online Account Management

## NetSuite SuiteCommerce MyAccount



Provide your business buyers with 24/7, self-service online account management capabilities with SuiteCommerce MyAccount. Business accounts can maximize their buying efforts and minimize manual work, with capabilities such as converting online quotes to sales orders, paying invoices, managing subscriptions, as well as repeat purchasing. Consumers can quickly and easily perform common tasks such as updating their address book, managing their credit cards on file and viewing gift card balances or order history.

### Key Benefits

- Improve customer satisfaction by giving customers easy access to manage their accounts and subscriptions online.
- Lower costs by reducing support requests with online self-service resources and tools.
- Eliminate timely billing steps by allowing customers to view invoices and make payments themselves, as well as view account balances and transaction history.
- Simplify the quoting process by allowing buyers to convert a quote to an online sale.

Companies can significantly improve customer experience and reduce the cost to serve customers by providing an online self-service account management portal.

### **Billing**

Automate and expedite your billing process by allowing customers to view outstanding and available balances, deposits, credit memos and account terms. Customers can download or print their account statement.

### **View and Pay Invoices**

Customers can view their open invoices and make full or partial payment via credit card or apply open credit memos against their balance. When invoices are paid, they are automatically deducted from their outstanding balance.

### **Update Payment Information**

Allow customers to store and manage credit cards. Customers can update their payment information such as credit card type, card number, name, expiration date or security code.

### **Order History**

Provide full access to online order history, including billing, shipping, payment and order status with tracking links. Enable customers to reorder items from their history or cancel pending sales orders.

### **Request a Refund, Credit or Return**

Enable self-service return management that allows shoppers to initiate an online return authorization and monitor the progress of their credit or refund.

### **Quote Management**

Simplify the quoting process by allowing buyers to view their quotes, check the status and once a company representative approves, convert the quote to an online sales order.

### **Case Management**

Improve engagement and client satisfaction by enabling customers to submit questions or support queries, directly connected to your support desk.

### **Subscription Management**

Subscription businesses with NetSuite SuiteBilling can allow users to view and manage their subscriptions. Users can upgrade, including new optional services, or cancel their existing subscriptions.

### **Site Management**

Drag-and-drop tools allow you to easily manage content on the MyAccount portal. Customize account pages with the same themes and layouts as your site to create a seamless shopping experience. Use current extensions or develop your own.