# NETSUITE

SuiteCommerce Customer Center

Self-Service Online Account Management

Provide your customers with 24/7, self-service account management capabilities with SuiteCommerce Customer Center, available in two editions. The Standard edition provides all of the core functionality needed for a complete B2C experience. The Premium edition provides all of 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.
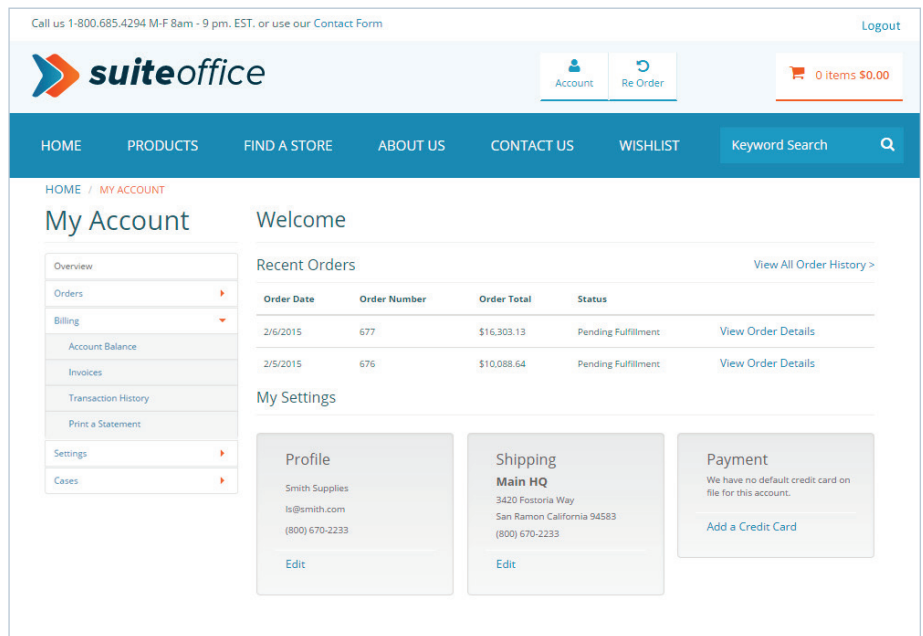
Self-Service Account Management

- **Sign in/sign up/forgot password.** Enable account creation, returning customer sign-in and password reset.

- **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.

- **Profile management.** Give customers capabilities to manage personal information and email preferences.

- **Address book management.** Shoppers 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.

- **Returns.** Enable self-service returns 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.

- **Account balance.** Customers can view summaries of outstanding and available balances, deposits, credit memos and the terms associated with their account.

- **Invoices and payments.** Give customers with terms capabilities to make full or partial payment against a single or multiple invoices.

- **Transaction history.** Allow customers to drill down into the details of all transactions and to save a permanent record.

- **Print statement.** Customers can download or print their account statement.

- **Product/wish lists.** Shoppers can create and manage lists of favorite or frequently purchased items.

- **Quotes.** Customers can view quotes created by merchant.

	Standard Edition	Premium Edition
Sign In/Sign Up/Forgot Password	●	●
Profile Information Personal Information Email Preferences Address Book Management Credit Card Management	●	●
Order History	●	●
Reorder Items	●	●
Returns	●	●
Case Management	●	●
Product/Wish Lists*		●
Billing Account Balance Print Statement Invoices & Payments Transaction History & Details		●
Quotes		●

*Not supported on SuiteCommerce SiteBuilder