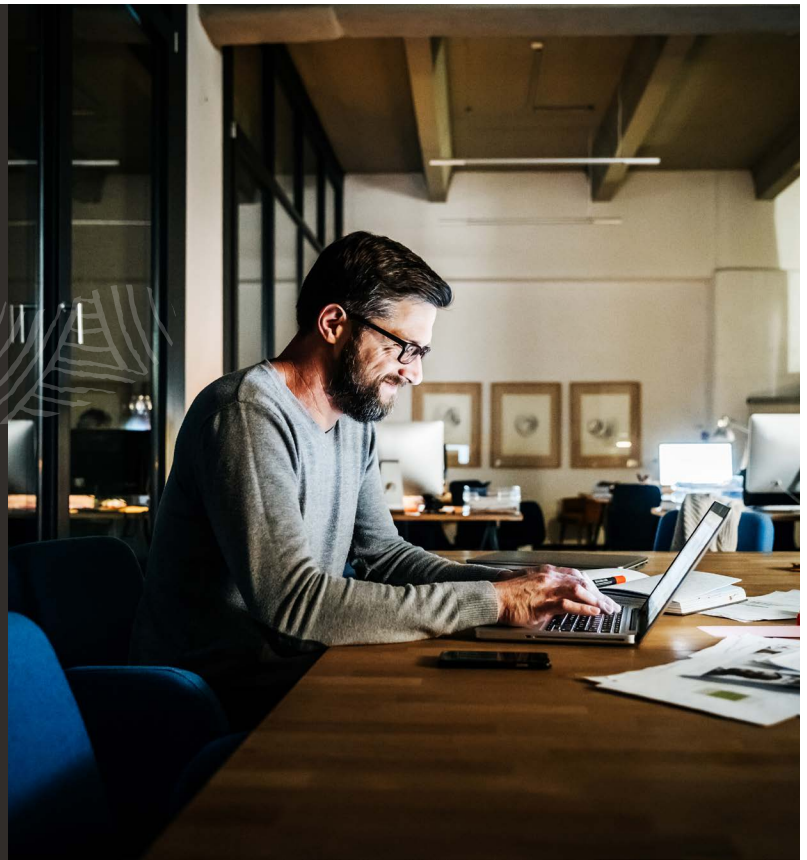Self-Service Online Account Management

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, placing bulk orders, and paying invoices. They can also easily perform common tasks such as updating their address book, managing credit cards on file, and viewing account balance or order history.

Key Benefits

- Improve customer satisfaction by giving business buyers easy access to manage their accounts.

- Lower costs by reducing support requests with online self-service resources and tools.

- Streamline billing with the ability to view account balance, invoices and transaction history, as well as make payments against invoices.

- 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 account balances and open invoices. Give customers with terms the capability to make full or partial payment against single or multiple invoices. Customers can also pay invoices via credit card or apply open credit memos against their balance. When invoices are paid, they are automatically deducted from their outstanding balance.

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.

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 cancel pending sales orders.

Quote Management

Streamline 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.

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.