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NetSuite
Customer Center Instructions

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Logging in to the NetSuite Customer Center

You can access the NetSuite Customer Center using your preferred Web browser.

1. Navigate to the NetSuite Customer Center site.

2. In the *Login* screen, enter your **email address** and **NetSuite Customer Center password**.

3. Click the **Login** button.

Changing Your Password

For your security, we recommend changing your initial password.

1. On the *NetSuite Customer Center* home page, locate the *Settings* panel.

2. In the *Settings* panel, click the **Change Password** link.

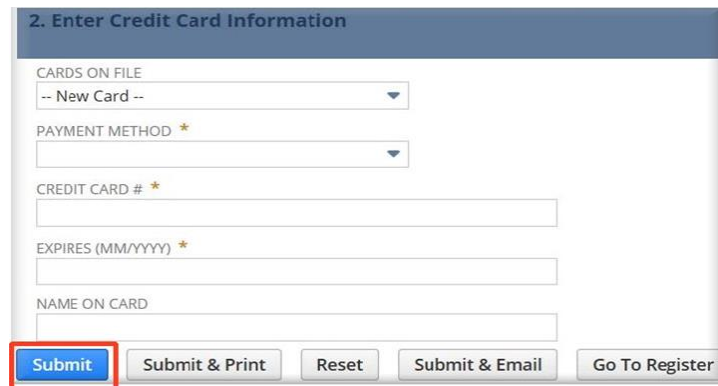3. Update your password and click the **Save** button.
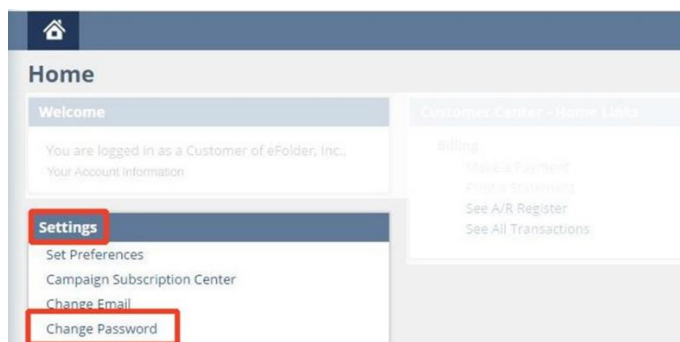
Paying Invoices by Credit Card

1. On the *NetSuite Customer Center* home page, locate the *Customer Center – Home Links* panel.

2. In the *Customer Center – Home Links* panel, click the **Make a Payment** link.

3. In the *Apply* column, use the checkboxes to select the appropriate **invoice(s)**.
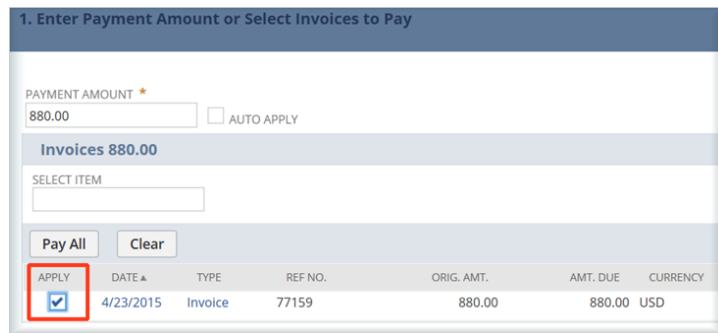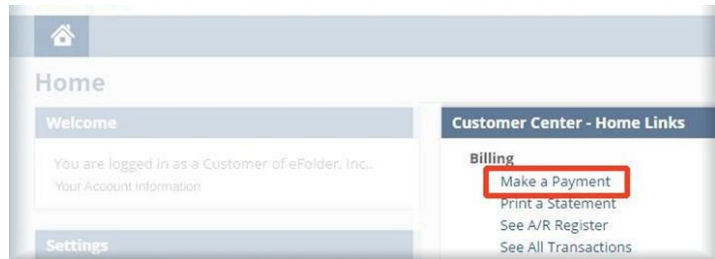
4. Using the form, enter your **credit card information**.

5. Click the **Submit** button to save your changes.

   Note: You can edit your payment information at any time.

6. Alternatively, click the **Submit & Email** button to receive an email copy of your receipt.

Viewing All Transactions

1. On the *NetSuite Customer Center* home page, locate the *Customer Center – Home Links* panel.

2. In the *Customer Center – Home Links* panel, click the **See All Transactions** link.

Viewing Billable Usage Lines

You can access billing usage details using the Usage Lines report. This report is accessible from the *NetSuite Customer Center* home page.
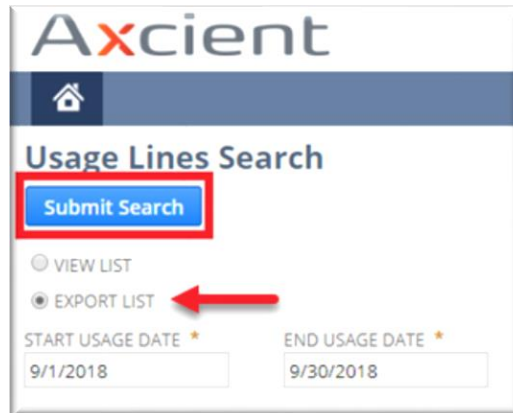
1. On the *NetSuite Customer Center* home page, locate the *Customer Center – Home Links* panel.

2. In the *Customer Center – Home Links* panel, click the **Usage Lines Search** link.
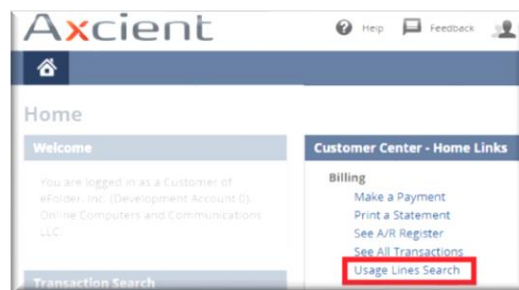
3. To generate an HTML table of usage lines:

   o Click the **View List** radio button

   o Enter the **Start Usage Date** and **End Usage Date** range.

   o Click **Submit Search** button. You can view and optionally copy the content in the HTML table.
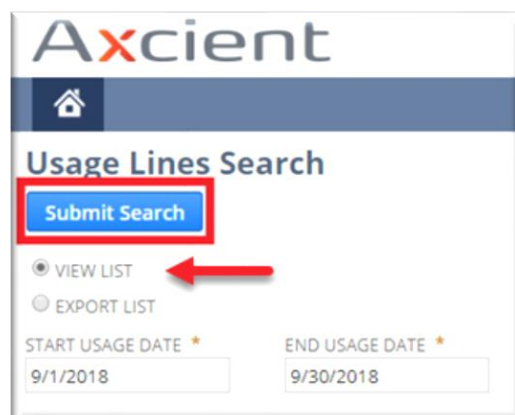
4. Alternatively, generate and download a CSV report to your local machine.

   o Click the *Export List* radio button.

   o Enter the *Start Usage Date* and *End Usage Date* range.

   o Click the *Submit Search* button.

Finding Additional Support

Please contact us if you need additional support.

Call: 800-352-0248

Email: billing@axcient.com