

The background features several large, overlapping, rounded geometric shapes in various shades of orange and red, creating a dynamic, abstract pattern.

Axcient

NetSuite

Customer Center Instructions

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Logging in to the NetSuite Customer Center

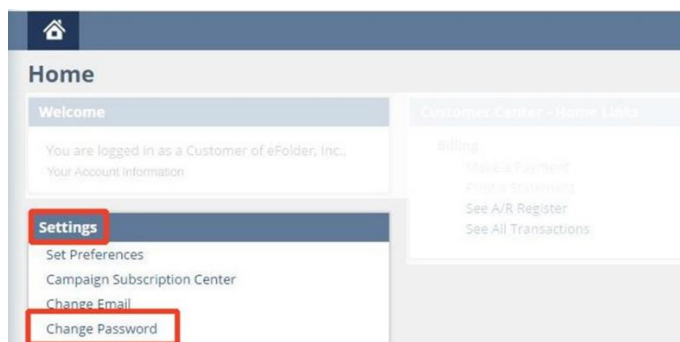
You can access the NetSuite Customer Center using your preferred Web browser.

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

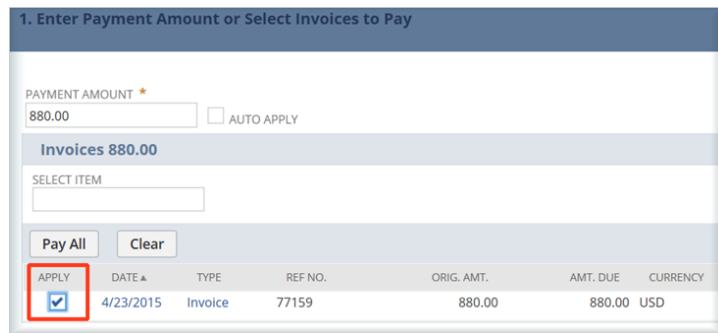
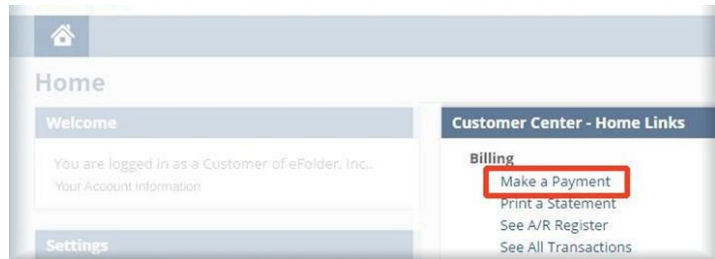
For your security, we recommend changing your initial password.

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.



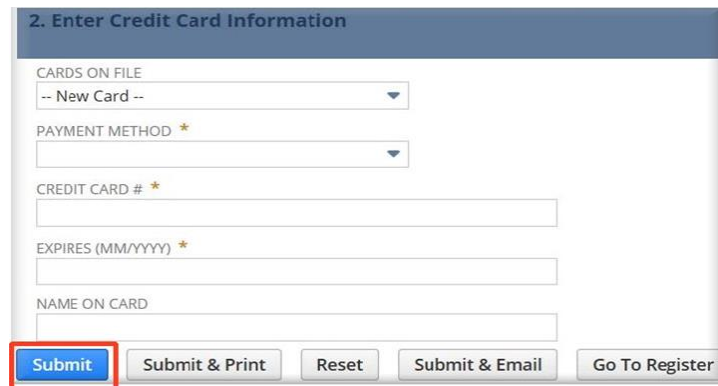
Paying Invoices by Credit Card

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

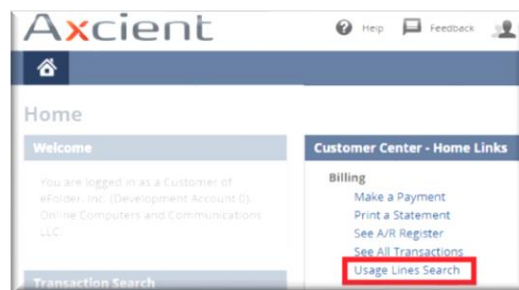
1. On the *NetSuite Customer Center* home page, locate the *Customer Center – Home Links* panel.
2. In the *Customer Center – Home Links* panel, click the **See All Transactions** link.



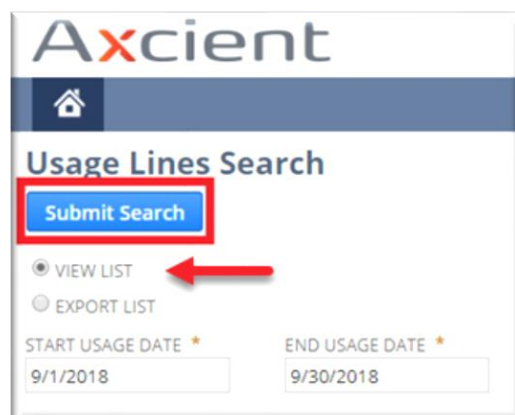
Viewing Billable Usage Lines

You can access billing usage details using the Usage Lines report. This report is accessible from the *NetSuite Customer Center* home page.

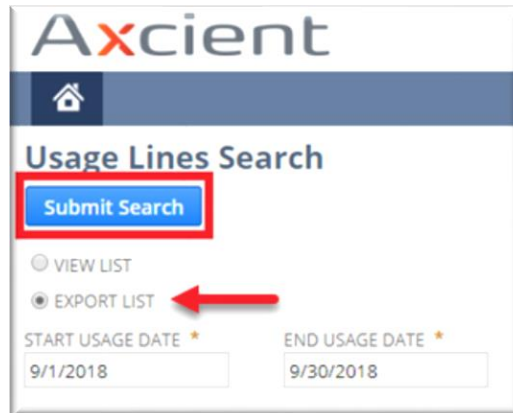
1. On the *NetSuite Customer Center* home page, locate the *Customer Center – Home Links* panel.
2. In the *Customer Center – Home Links* panel, click the **Usage Lines Search** link.



3. To generate an HTML table of usage lines:
 - Click the **View List** radio button
 - Enter the **Start Usage Date** and **End Usage Date** range.
 - 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.
 - Click the **Export List** radio button.
 - Enter the **Start Usage Date** and **End Usage Date** range.
 - Click the **Submit Search** button.



The screenshot shows the Axcient web interface for a 'Usage Lines Search'. At the top is the Axcient logo and a home icon. Below the title 'Usage Lines Search', there is a blue 'Submit Search' button highlighted with a red box. Underneath are two radio buttons: 'VIEW LIST' (unselected) and 'EXPORT LIST' (selected, with a red arrow pointing to it). At the bottom, there are two date input fields: 'START USAGE DATE' with the value '9/1/2018' and 'END USAGE DATE' with the value '9/30/2018'.

Finding Additional Support

Please contact us if you need additional support.

Call: 800-352-0248

Email: billing@axcient.com