

Support Process Quick Guide

1. Request access to NetSuite SuiteAnswers

SuiteAnswers is the NetSuite self-service support site where you can view announcements, support articles, videos, help topics, and best practice documents for NetSuite. From SuiteAnswers, you can also submit a question or contact NetSuite Customer Service by phone.

To access NetSuite SuiteAnswers, you need to be logged in to your NetSuite account. If you already have access to NetSuite, no additional action is required. Otherwise, reach out to your NetSuite account administrator to request access.

2. Submit a Support case in NetSuite SuiteAnswers

1. Login to NetSuite through <https://system.netsuite.com/pages/customerlogin.jsp>.
2. Click **Support > Go to SuiteAnswers**.
3. In the SuiteAnswers page, click **Contact Support Online**.
4. Enter keywords related to your question or case concern then click **Search**.
5. The SuiteAnswers page would show suggested or related topics regarding the keywords you have entered. Click '**Continue to Create Case**' if you still wish to proceed with the case creation.
6. Complete all required fields.
7. Review all the information you have provided.
8. Once you are satisfied with all the information, click **Submit**.

Once the case is submitted, you will receive an automated email. This email contains a link to the case record at NetSuite. Respond to the email to add information or ask for updates.

3. Calling Oracle NetSuite Support

If you have purchased additional Support, you will be able to call the Oracle NetSuite Support hotline for assistance to the NetSuite Connector (formerly known as FarApp) product. Speak with your sales representative about the support options available to you.

Support Process Detailed Instructions

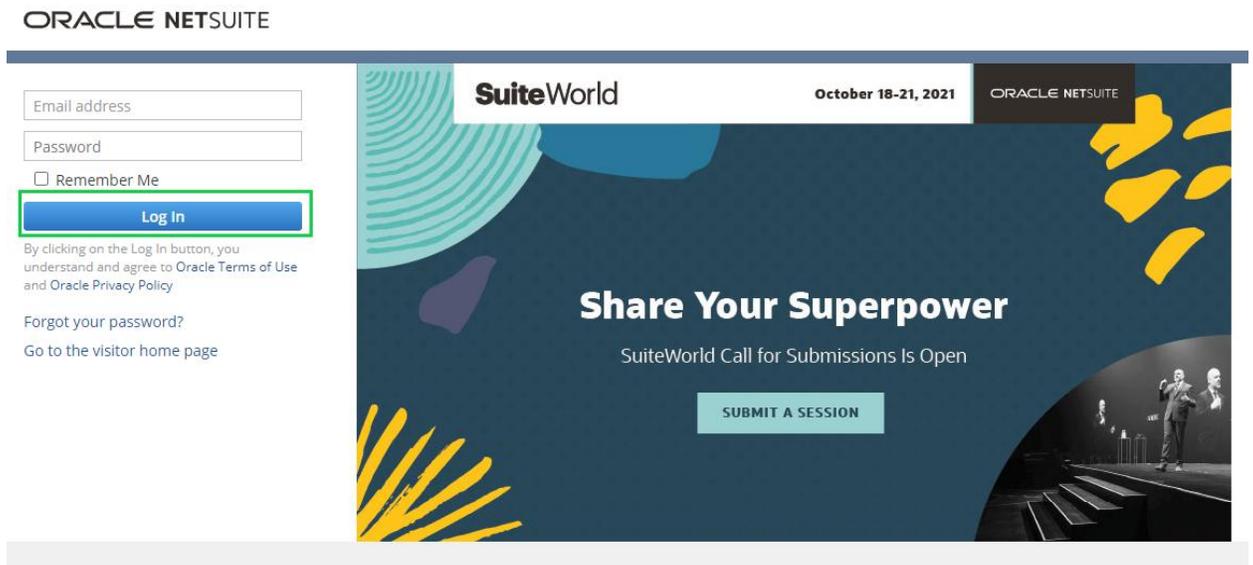
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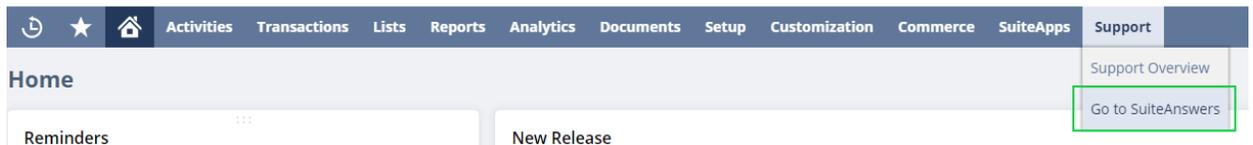
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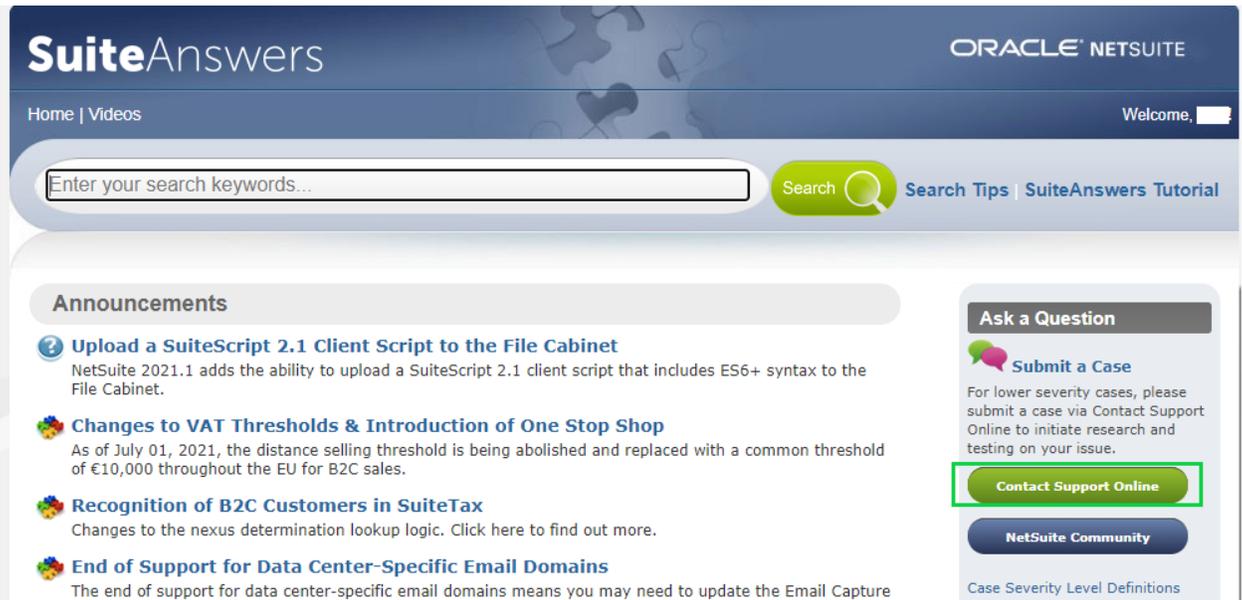
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2. Click **Support > Go to SuiteAnswers**.



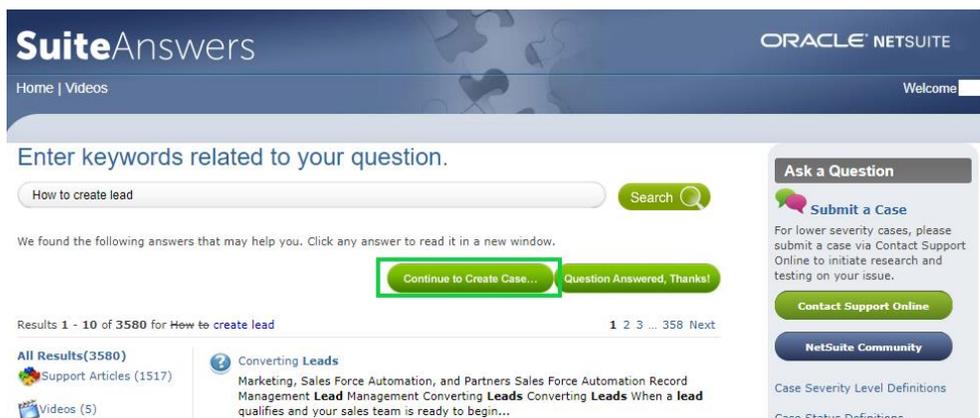
- In the SuiteAnswers page, click **Contact Support Online**.



- You are first taken to search and encouraged to search SuiteAnswers for an answer to your question. Enter keywords related to your question or case concern then click **Search**.



- The SuiteAnswers page would show suggested or related topics regarding the keywords you have entered. If you find the answer to question, click **Questions Answered, Thanks!** If you don't find the answer, click '**Continue to Create Case**'.



6. Fill in the appropriate information for following required fields:

- What would you like to do? Choose what type of case you would like to submit.
- Case Severity – How urgent is the case for you?
- Subject
- Product Area
- Feature
- On the Details textbox, enter your concern. You can answer the questions that appear and give additional details as needed.
- You may attach files as supporting documents for your concern/ query. Please note that file size should only be 5mb max.
- Fill in your Phone details and Timezone.

The NetSuite Support Login preference is a company-wide preference that takes precedence over the case level preference. It provides three different modes of permission to access an internal QA environment of your NetSuite account data to investigate and fix any cases and issues you have reported.

Create Case

What would you like to do? *

Case Severity *

You can expand this section to review the description of each Case Severity level. If you need to change the level of Case Severity, please provide specific details regarding the nature of the severity.

Subject *

Product Area *

Feature *

Please answer the following questions to help us address the issue as quickly as possible.

Please do not include any sensitive information in this form or in any subsequent case communication. (e.g. Password, credit card number, Social Security Number)

Details *

1. What is your question or concern?
2. How could this feature/functionality affect your day-to-day operations?
(Indicate business purpose, project stakeholders, how you currently handle the activity and any key dates for the project)
3. Please add any relevant details:

- What type of records do you need to work on?
- Do you have any duplicates in the system?
- Is there a specific error you are encountering?
- Is the problem occurring when using standard form or custom form? Are there any workflows or scripts running on the form?
- Is this happening with a specific user or role? If yes, provide the role/user information.

Attach File (5MB max.)

Phone

Timezone

Allow NetSuite Login For This Case

6. Review all the information you have provided.

7. Once you are satisfied with all the information, click **Submit**.



When to Submit a Support Case

- Running into a product problem/issue when performing an operation
- Have a question that you could not find the answer to on SuiteAnswers

Who can Submit a Support Case

- Users with access to NetSuite SuiteAnswers can submit a Support Case.

Case Severity Definitions

Case Severity Level 1 (Critical) or C1 means an Incident where Customer's production use of the Service is stopped or so severely impacted that the Customer cannot reasonably continue business operations. It may result in a material and immediate interruption of Customer's business operation that will cause a loss of Customer data and/or restrict availability to such data and/or cause significant financial impact.

Case Severity Level 2 (Significant) or C2 means an Incident where one or more important functions of the Service are unavailable with no acceptable Alternative Solution. Customer's implementation or production use of the Service is continuing but not stopped; however, there is a serious impact on the Customer's business operations.

Case Severity Level 3 (Less Significant) or C3 means an Incident where: (a) important Service features are unavailable, but an Alternative Solution is available, or (b) less significant Service features are unavailable with no reasonable Alternative Solution. Customers experience a minor loss of business operation functionality and/or an impact on implementation resources.

Case Severity Level 4 (Minimal) or C4 means an Incident that has a minimal impact on business operations or basic functionality of the Service.

Severity Levels are assigned to allow prioritization of incoming Incidents. NetSuite may reclassify Incidents based on the current impact on the Service and business operations as described in the abovementioned Severity Level definitions. In the event NetSuite determines that an Incident is in fact an Enhancement Request, the default case severity in the form will be assigned.

3. Calling Oracle NetSuite Support

If you have purchased additional Support, you will be able to call the Oracle NetSuite Support hotline for assistance to NetSuite Connector (formerly known as FarApp) product. Speak with your sales representative about the support options available to you.

To call Oracle NetSuite Support, follow the steps below:

1. Go to NetSuite SuiteAnswers. You must be logged in to NetSuite to access NetSuite SuiteAnswers.
2. In NetSuite SuiteAnswers, click **Contact Support by Phone** button to show the list of phone numbers you may use.
3. Click the **NetSuite Support Phone Menu Routing Options** link for list of Product Area and Feature options you can use on your phone call.
4. For quicker assistance, have your account ID ready when you call. To view your account ID, use one of the following methods:
 - Find your NetSuite account ID at the beginning of the NetSuite URL. For example, if the URL is `https://1234567.app.netsuite.com/`, your account ID is 1234567.
 - If you are an account administrator, in the NetSuite UI, go to Setup > Company > Company Information. The account ID field is located near the bottom of the right column.
 - In the NetSuite UI, Click the Support tab, and click Go to SuiteAnswers. Then click **Contact Support by Phone**.
 - In the NetSuite UI, right-click the page and select View Source. Scroll to the bottom of the page. The second-last line shows your account ID and your login ID.

If you are unable to login to NetSuite to access NetSuite SuiteAnswers, contact the NetSuite Customer Service hotline at 1-877-638-7848, Option #2.

When you call, you will be asked to identify yourself and state the NetSuite product you are inquiring about.