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**
4. Under Online Support, click **Create Support Case**
5. In the Search field, enter a search term to check for existing help topics then press Enter
6. The SuiteAnswers page would show suggested or related topics based on the keywords you have entered. Click '**Step 2. Click here to select the type of case you'd like to create'** if you still wish to proceed with the case creation. Select the most appropriate option.
7. Complete all required fields in the succeeding steps
8. Review all the information you have provided
9. Once you are satisfied with all the information, click **Submit Case**

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. Speak with your NetSuite Sales Representative about the Support options available to you.

Support Process Detailed Instructions

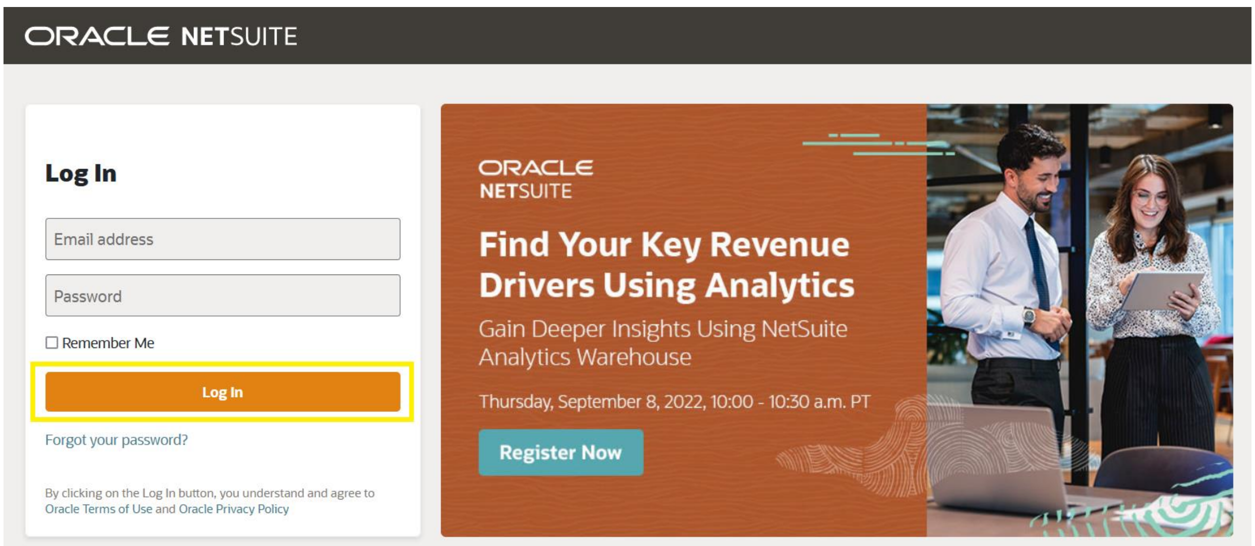
1. Request access to NetSuite SuiteAnswers

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.

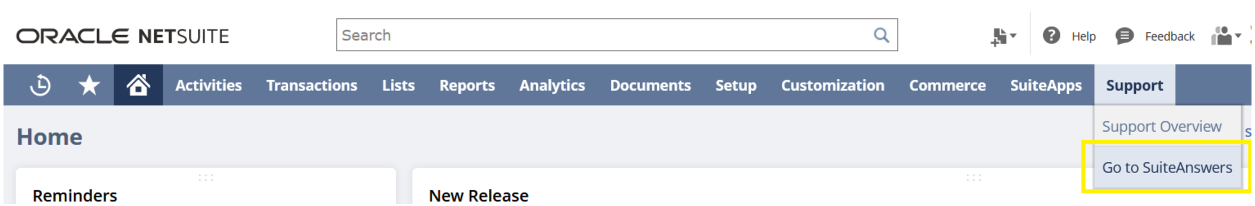
To access NetSuite SuiteAnswers, you need to be logged in to your NetSuite account. If you already have access to NetSuite, no additional action is required. Otherwise, reach out to your NetSuite account administrator to request access.

2. Submit a Support case in NetSuite SuiteAnswers

1. Login to NetSuite.

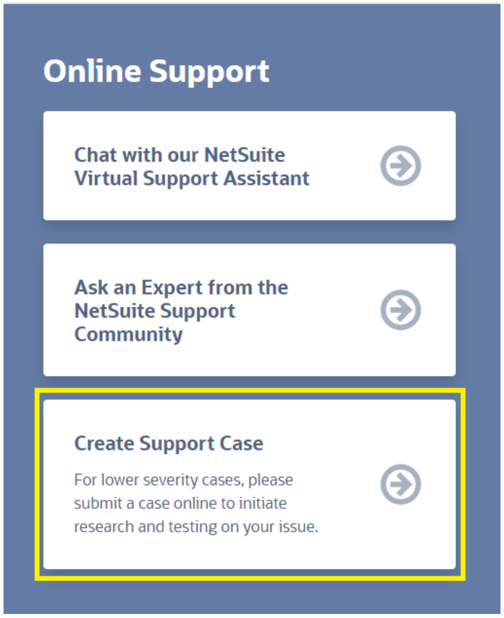


2. Click **Support** > **Go to SuiteAnswers**.



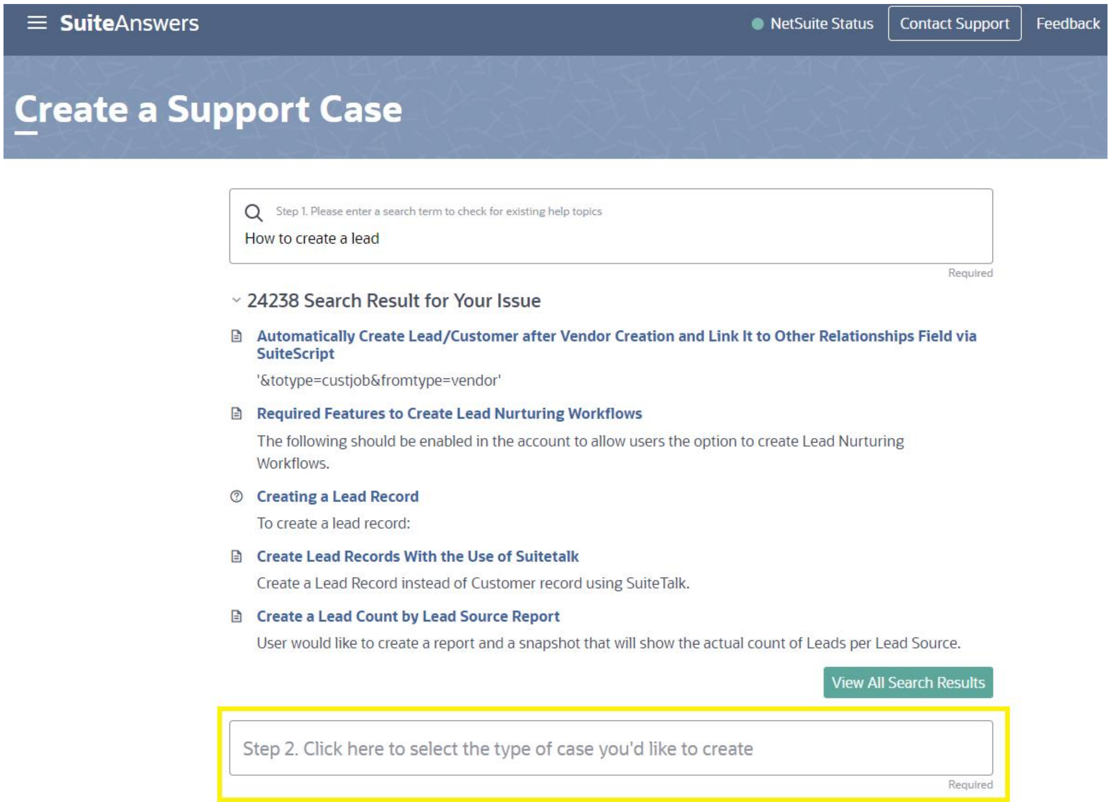
3. In the SuiteAnswers page, click **Contact Support**.

4. Under Online Support, click **Create Support Case**.



5. You are first taken to search and encouraged to search SuiteAnswers for an answer to your question. Enter search terms related to your question or case concern then press **Enter**.

6. The SuiteAnswers page would show suggested or related topics regarding the keywords you have entered. If you don't find the answer, click '**Step 2. Click here to select the type of case you'd like to create'**. Select the most appropriate option.



6. Complete the required information for the succeeding steps:
    - Step 3. Select a Case Severity. For additional guide, see Case Severity For Online Cases, Answer ID 24367.
    - Step 4. Which Feature does it relate to?
    - Step 5. Provide a short summary of your problem/question
    - Help us diagnose and respond to your inquiry quicker by answering the following case-related questions. You don't need to answer all questions, but the more you answer the better the case quality. Click on individual question boxes to enter your answer or click **Expand All Questions**.
    - You may attach files as supporting documents for your concern/query. Please note that file size should only be 10 MB max.
    - Fill in your Contact Number (including your Country Code) and Time Zone.
    - Set preference for **Allow a NetSuite Representative to log into a replica of your account for this case.** This option is checked by default. For additional information about this option, see NetSuite Support Login, Answer ID 88385.

7. Review all the information you have provided.
8. Once you are satisfied with all the information, click **Submit Case**.

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. 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 (**Support** > **Go to SuiteAnswers**).
2. In NetSuite SuiteAnswers, click **Contact Support**
3. Under Call Support, click the **View Phone Menu** 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, go to **Support** > **Go to SuiteAnswers**. Click **Contact Support**.
    - 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.