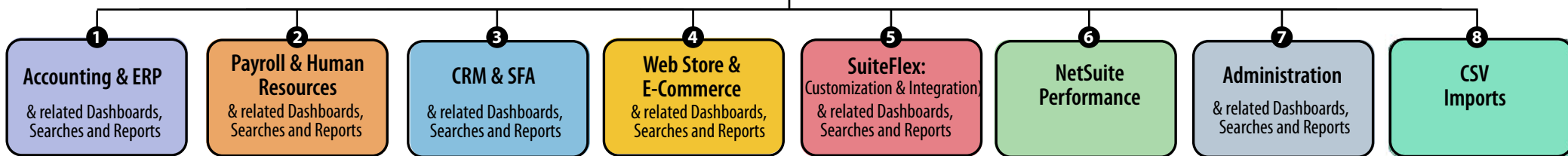




NetSuite Support Phone Menu Routing Options



NetSuite Flash:

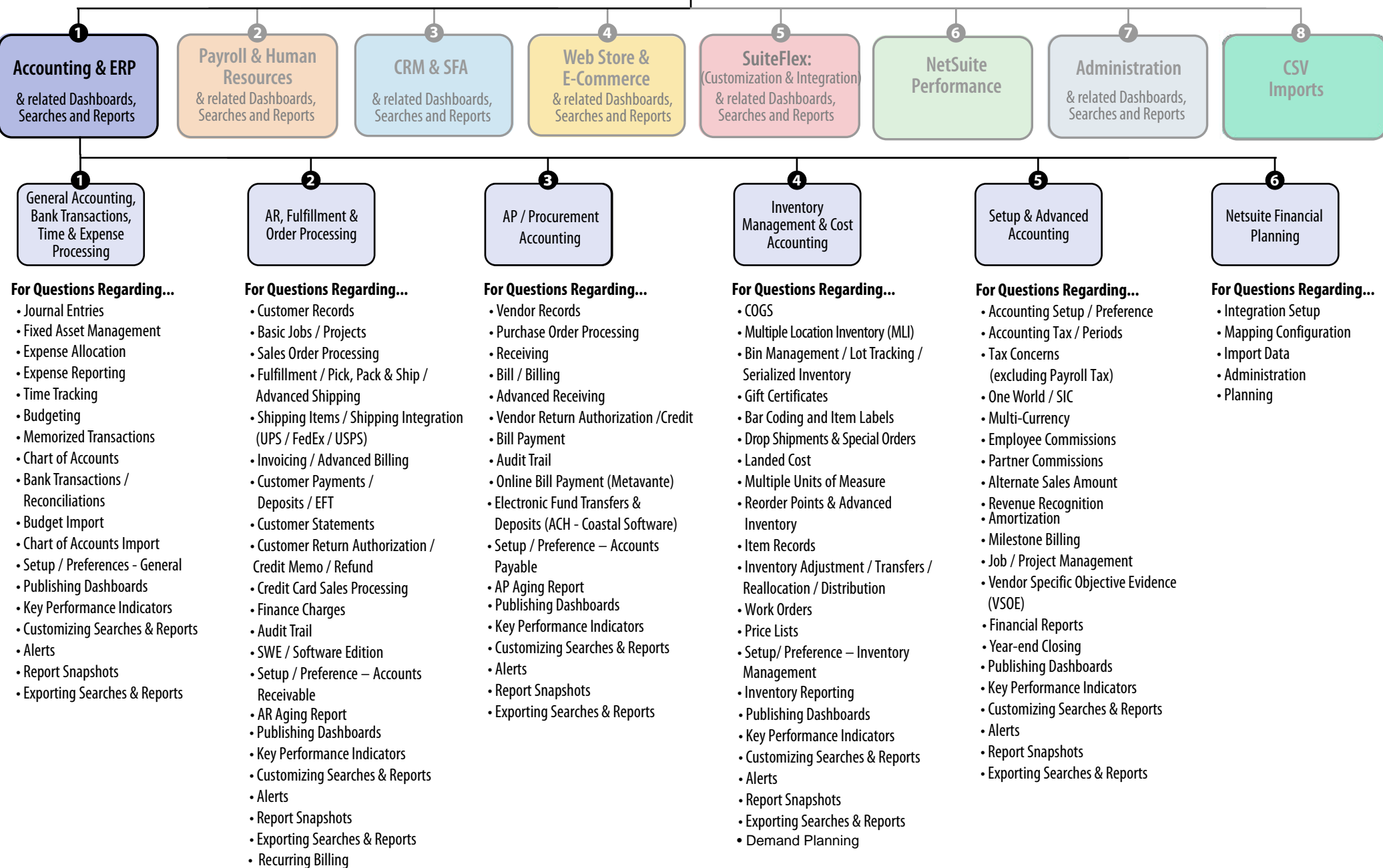
For Fixed Assets Management module (formerly known as Fixed Assets register from Nolan Software), please select 1 for "Accounting & ERP" then 1 for "General Accounting."

To find the NetSuite Support Phone Menu Routing Options, navigate to Support Tab> Suite Answers > Contact Support by Phone> NetSuite Support Phone Menu Routing Options or enter the following URL:
<https://system.netsuite.com/core/help/helppdf.nl?id=309>

Netsuite Support appreciates your feedback and is continuously working to improve your Netsuite experience.



NetSuite Support Phone Menu Routing Options





NetSuite Support Phone Menu Routing Options

1

Accounting & ERP

& related Dashboards,
Searches and Reports

2

Payroll & Human Resources

& related Dashboards,
Searches and Reports

3

CRM & SFA

& related Dashboards,
Searches and Reports

4

Web Store & E-Commerce

& related Dashboards,
Searches and Reports

5

SuiteFlex:
(Customization & Integration)
& related Dashboards,
Searches and Reports

6

NetSuite Performance

7

Administration
& related Dashboards,
Searches and Reports

8

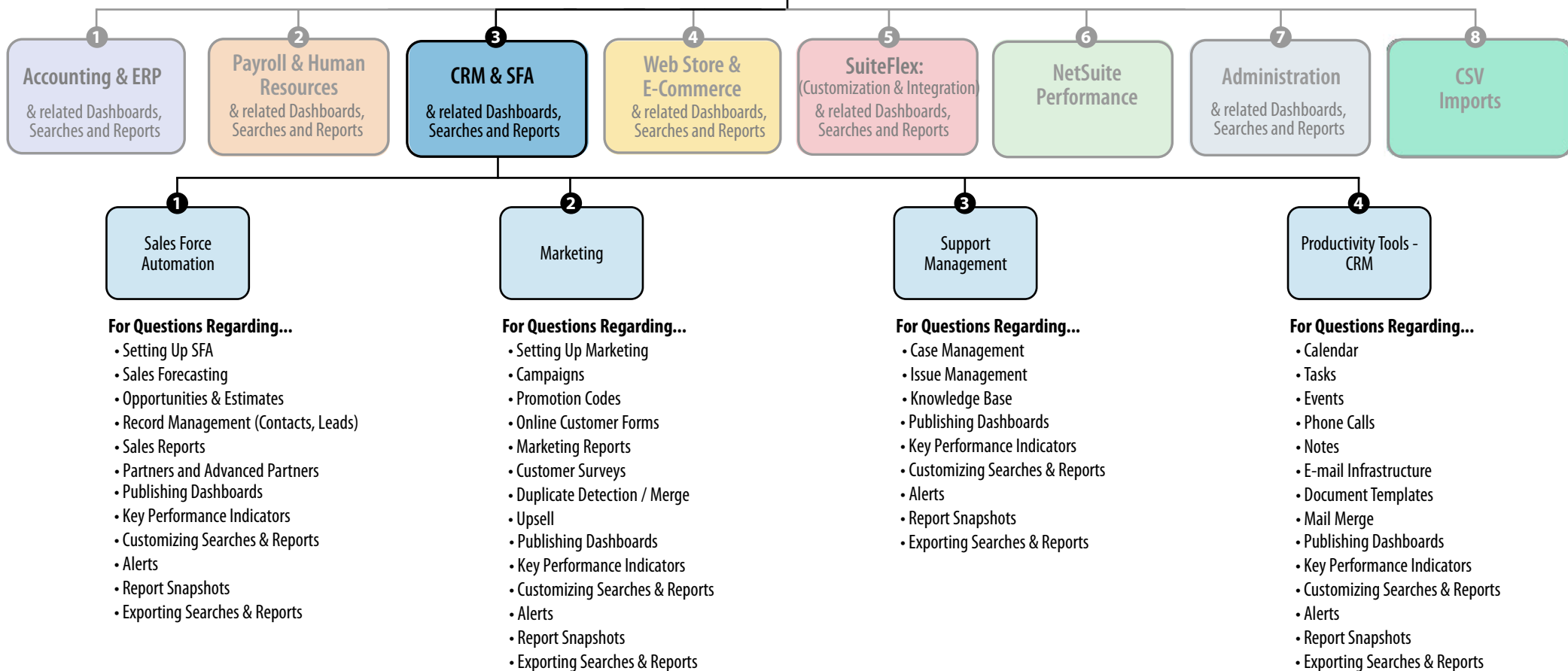
CSV Imports

For Questions Regarding...

- Direct Deposit
- Employee Management
- Payroll Checks, Forms & Reports (1099, W-2, etc.)
- Payroll Setup
- Payroll Transactions
- Quarterly / Yearly Tax Filings
- Tax Calculations
- Time Tracking
- Publishing Dashboards
- Key Performance Indicators
- Customizing Searches & Reports
- Alerts
- Report Snapshots
- Exporting Searches & Reports
- Tax Reconciliation



NetSuite Support Phone Menu Routing Options





NetSuite Support Phone Menu Routing Options

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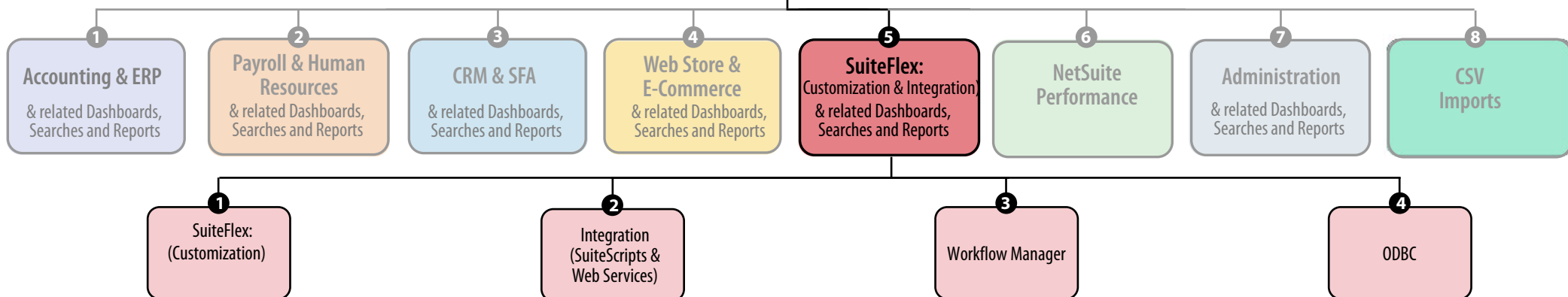
CSV Imports

For Questions Regarding...

- Domains
- Categories / Tabs / Web Store Items
- External Catalog Site - WSDK
- HTML Customization of Web Forms
- Ignite
- Multi-Site
- PayPal
- Google Checkout
- Sell Downloadable Files
- Shopping Cart / Checkout
- Themes & Layouts with Related Templates
- Upsell Manager
- Web Analytics & SEO
- eBay Integration
- Web Store Security
- Web Store Search
- Web Store Settings
- iPhone Application
- Key Performance Indicators
- Customizing Searches & Reports
- Alerts
- Report Snapshots
- Exporting Searches & Reports



NetSuite Support Phone Menu Routing Options



For Questions Regarding...

- Custom Fields
- Custom Records
- Custom Tabs
- Custom Forms
- Custom Transaction Form Layouts
- Custom Centers
- Custom Lists
- Publishing Dashboards
- Key Performance Indicators
- Customizing Searches & Reports
- Alerts
- Report Snapshots
- Exporting Searches & Reports

For Questions Regarding...

- Web Services
- SuiteScript - User Event Scripts
- SuiteScript - Suitelets
- SuiteScript - Scheduled Scripts
- SuiteScript - Portlets
- SuiteScript - Client side scripts
- SuiteBundler
- Single Sign On (SSO)
- smbXML and other Legacy Features
- Customizing Searches & Reports
- Alerts
- Exporting Searches & Reports



NetSuite Support Phone Menu Routing Options

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Web Store & E-Commerce

& related Dashboards,
Searches and Reports

5

SuiteFlex:
(Customization & Integration)
& related Dashboards,
Searches and Reports

6

NetSuite Performance

For Questions Regarding...

- Integration / Bulk Processes
(WS, CSV, ODBC)
- Reports / Searches
- Usability (slow UI Pages, etc)
- Web Store
- [status.Netsuite.com](http://status.netsuite.com)

7

Administration
& related Dashboards,
Searches and Reports

8

CSV Imports



NetSuite Support Phone Menu Routing Options

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Searches and Reports

6

NetSuite Performance

7

Administration & related Dashboards, Searches and Reports

8

CSV Imports

For Questions Regarding...

- Credit Card Security Waiver
- QuickBooks
- Full CSV Export
- Sandbox
- Two-Factor Authentication (FOB)
- General Inquiries
- Roles & Permissions
- Files & File Cabinet
- Mass Update
- Mass Delete
- Auto-Generated Numbers
- Fax Integration
- TAPI / Telephony
- Free Roles (Partner, Vendor & Customer Center)
- Integration Clients (Outlook, Intellisync, Offline Client)
- Multi-Language
- Account Provisioning
- Publishing Dashboards
- Customizing Searches & Reports
- Alerts
- Exporting Searches & Reports



NetSuite Support Phone Menu Routing Options

