

# **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**



**Payroll & Human** Resources & related Dashboards.

Searches and Reports

CRM & SFA

& related Dashboards. Searches and Reports

Web Store & E-Commerce & related Dashboards, Searches and Reports

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

NetSuite Performance

Administration

& related Dashboards. Searches and Reports

CSV **Imports** 

General Accounting, Bank Transactions, Time & Expense Processing

#### For Questions Regarding...

- Journal Entries
- Fixed Asset Management
- Expense Allocation
- Expense Reporting
- Time Tracking
- Budgeting
- Memorized Transactions
- Chart of Accounts
- Bank Transactions / Reconciliations
- Budget Import
- Chart of Accounts Import
- Setup / Preferences General
- Publishing Dashboards
- Key Performance Indicators
- Customizing Searches & Reports
- Alerts
- Report Snapshots
- Exporting Searches & Reports

AR, Fulfillment & Order Processing

#### For Questions Regarding...

- Customer Records
- · Basic Jobs / Projects
- Sales Order Processing
- Fulfillment / Pick, Pack & Ship / Advanced Shipping
- Shipping Items / Shipping Integration (UPS / FedEx / USPS)
- Invoicing / Advanced Billing
- Customer Payments / Deposits / EFT
- Customer Statements
- Customer Return Authorization / Credit Memo / Refund
- Credit Card Sales Processing
- Finance Charges
- Audit Trail
- SWE / Software Edition
- Setup / Preference Accounts Receivable
- AR Aging Report
- Publishing Dashboards
- Key Performance Indicators
- Customizing Searches & Reports
- Alerts
- Report Snapshots
- Exporting Searches & Reports
- · Recurring Billing

AP / Procurement Accounting

### For Questions Regarding...

- Vendor Records
- Purchase Order Processing
- Receiving
- Bill / Billing
- Advanced Receiving
- Vendor Return Authorization /Credit
- Bill Payment
- Audit Trail
- Online Bill Payment (Metavante)
- Flectronic Fund Transfers & Deposits (ACH - Coastal Software)
- Setup / Preference Accounts Pavable
- AP Aging Report
- Publishing Dashboards
- Key Performance Indicators
- Customizing Searches & Reports
- Alerts
- Report Snapshots
- Exporting Searches & Reports

# For Questions Regarding...

Inventory

Management & Cost

Accounting

- COGS
- Multiple Location Inventory (MLI)
- Bin Management / Lot Tracking / Serialized Inventory
- Gift Certificates
- Bar Coding and Item Labels
- Drop Shipments & Special Orders
- Landed Cost
- Multiple Units of Measure
- Reorder Points & Advanced Inventory
- Item Records
- Inventory Adjustment / Transfers / Reallocation / Distribution
- Work Orders
- Price Lists
- Setup/ Preference Inventory Management
- Inventory Reporting
- Publishing Dashboards
- Key Performance Indicators
- Customizing Searches & Reports
- Alerts
- Report Snapshots
- Exporting Searches & Reports
- Demand Planning

Accounting

Setup & Advanced

## For Questions Regarding...

- Accounting Setup / Preference
- Accounting Tax / Periods Tax Concerns
- (excluding Payroll Tax)
- One World / SIC
- Multi-Currency
- Employee Commissions
- Partner Commissions
- Alternate Sales Amount
- Revenue Recognition
- Amortization
- Milestone Billing
- Job / Project Management
- Vendor Specific Objective Evidence (VSOE)
- Financial Reports
- Year-end Closing
- Publishing Dashboards
- Key Performance Indicators
- Customizing Searches & Reports
- Alerts
- Report Snapshots
- Exporting Searches & Reports

Netsuite Financial Planning

- Integration Setup
- Mapping Configuration
- Import Data
- Administration
- Planning

Accounting & ERP

& related Dashboards, Searches and Reports

# Payroll & Human Resources

& related Dashboards, Searches and Reports **CRM & SFA** 

& related Dashboards, Searches and Reports Web Store & E-Commerce & related Dashboards, Searches and Reports **SuiteFlex:** (Customization & Integration) & related Dashboards, Searches and Reports

NetSuite Performance

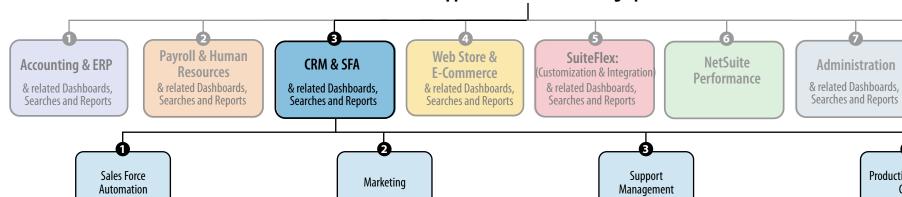
Administration

& related Dashboards, Searches and Reports CSV Imports

- 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**



#### For Questions Regarding...

- Setting Up SFA
- Sales Forecasting
- Opportunities & Estimates
- Record Management (Contacts, Leads)
- Sales Reports
- Partners and Advanced Partners
- Publishing Dashboards
- Key Performance Indicators
- Customizing Searches & Reports
- Alerts
- Report Snapshots
- Exporting Searches & Reports

### For Questions Regarding...

- Setting Up Marketing
- Campaigns
- Promotion Codes
- Online Customer Forms
- Marketing Reports
- Customer Surveys
- Duplicate Detection / Merge
- Upsell
- Publishing Dashboards
- Key Performance Indicators
- Customizing Searches & Reports
- Alerts
- Report Snapshots
- Exporting Searches & Reports

# For Questions Regarding...

- Case Management
- Issue Management
- Knowledge Base
- Publishing Dashboards
- Key Performance Indicators
- Customizing Searches & Reports
- Alerts
- Report Snapshots
- Exporting Searches & Reports

#### For Questions Regarding...

Productivity Tools -

CRM

CSV

**Imports** 

- Calendar
- Tasks
- Events
- Phone Calls
- Notes
- E-mail Infrastructure
- Document Templates
- Mail Merge
- Publishing Dashboards
- Key Performance Indicators
- Customizing Searches & Reports
- Alerts
- Report Snapshots
- Exporting Searches & Reports



# **NetSuite Support Phone Menu Routing Options**

**Accounting & ERP** 

& related Dashboards, Searches and Reports Payroll & Human Resources & related Dashboards, Searches and Reports

CRM & SFA

& related Dashboards, Searches and Reports Web Store & E-Commerce

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

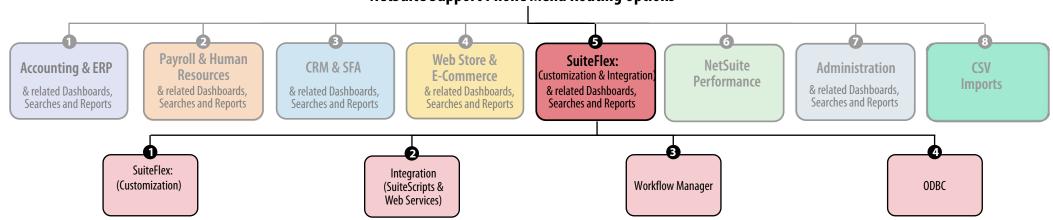
NetSuite Performance

Administration

& related Dashboards, Searches and Reports CSV Imports

- 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





#### 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

- 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



**Accounting & ERP** 

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NetSuite Performance

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 ${\bf Administration}$ 

& related Dashboards, Searches and Reports CSV Imports

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



**Accounting & ERP** 

& related Dashboards, Searches and Reports Payroll & Human Resources & related Dashboards, Searches and Reports

**CRM & SFA** 

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NetSuite Performance

**Administration** 

& related Dashboards, Searches and Reports CSV Imports

- 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



