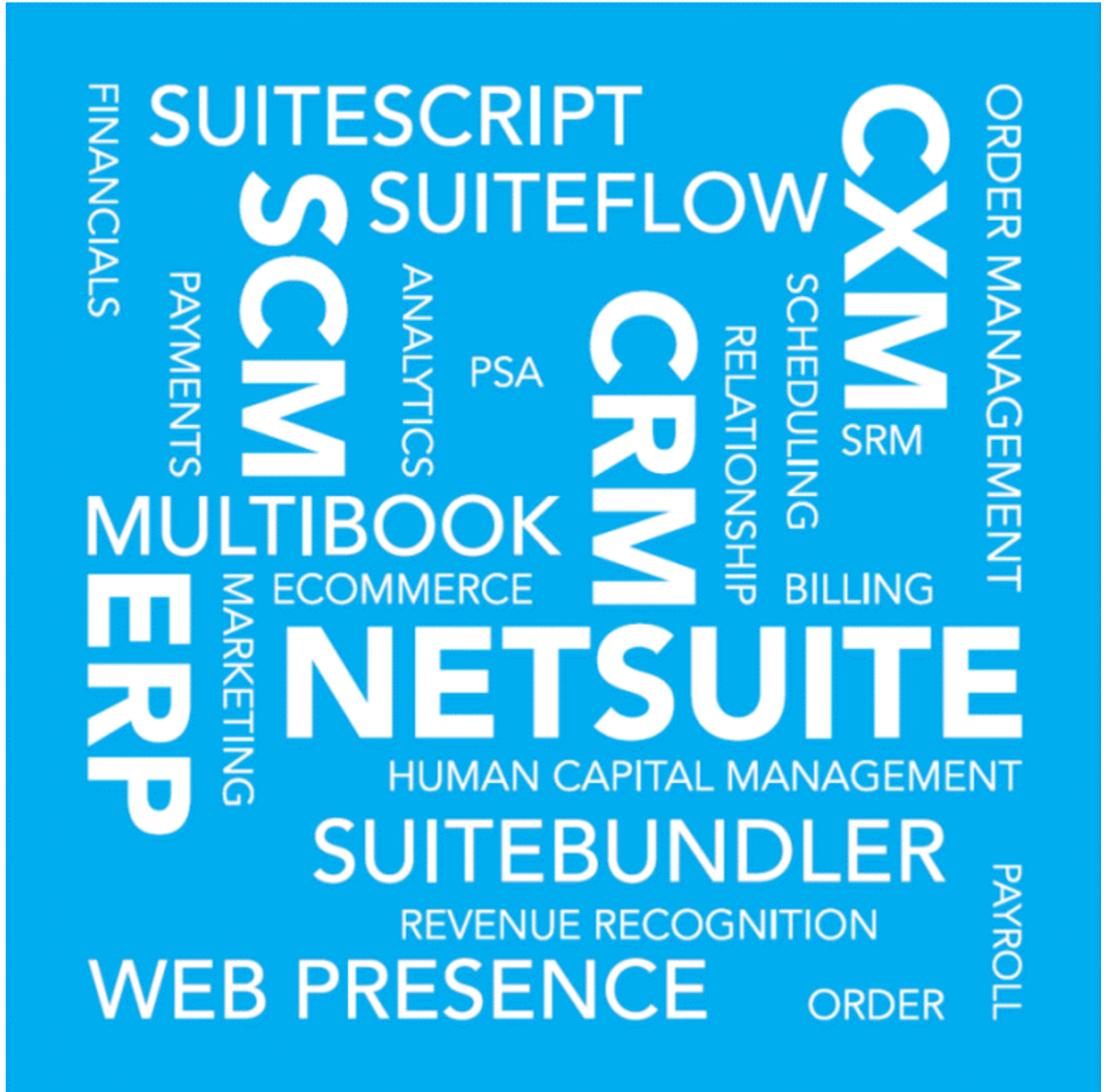


Advanced Subscription Billing



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SuiteBilling

Subscriptions are used to track sales and transaction histories for recurring items. Before you enable SuiteBilling, you need to complete two actions:

1. Set the accounting preference to consolidate projects on sales orders. To set this preference, go to Setup > Accounting > Accounting Preferences. Click the Items/Transactions subtab, and check the **Consolidate Projects on Sales Transactions** box.
2. Disable the Employee Commissions feature. Go to Setup > Company > Enable Features. Click the Employees subtab, scroll down to the Commissions section, and clear the **Employee Commissions** box.

SuiteBilling Overview

SuiteBilling:

- gives you the ability to create subscriptions, subscription plans, price plans, and price books
- provides usage and rating, including tier minimums and maximums, included usage, and included usage multiplier
- gives you the option to renew an existing subscription using the new subscription option
- provides access to billing accounts, charge records, and billing operations
- includes [Revenue Recognition for SuiteBilling](#) (ARM) integration

To enable SuiteBilling:

1. Go to Setup > Company > Enable Features.
2. Select the Transactions subtab.
3. Scroll down to the Billing section, then enable **Bill Costs To Customers**, **Advanced Billing**, **Charge-Based Billing**, and **Billing Operations**.

SuiteBilling Related Records

Several records are used to create subscriptions. Following is a list of the subscription billing related records:

- Billing Account
- Change Order
- Price Book
- Price Plan
- Subscription
- Subscription Line
- Subscription Plan
- Usage

Renaming SuiteBilling Related Records

You can rename some SuiteBilling related records to better suit your specific business needs. When you rename a record, that rename is propagated across the user interface. For example, if you rename the subscription record as the contract record, Transactions > Subscriptions changes to Transactions > Contracts. The record rename is also updated in search links, search criteria, and search results, excluding the Help Center search results. The record rename is also updated in associated reports, KPIs, error messages and alert messages.

Note: If you rename a record, most related places in the user interface are also updated. A specific example where renaming does not occur is on the Enable Features page. If you rename the subscription record to contract, the feature name remains SuiteBilling and does not change. The same is true with any information or error message associated with the Enable Features page.

You can rename the following SuiteBilling records:

- Subscription
- Subscription Change Order
- Subscription Plan

If you rename the subscription record, the subscription line record and the subscription term record are also renamed. For example, if you rename the subscription record as contract, the subscription line record changes to contract line and the subscription term record changes to contract term. If you rename either the subscription change order record or the subscription plan record, it does not impact the name of any additional records.

For specific details and more information on renaming records in NetSuite, see the help topic [Renaming Records and Transactions](#).

To change the name of a SuiteBilling record:

1. Go to Setup > Company > Rename Records/Transactions (Administrator).
On the **Rename Records/Transactions** page, the default names for records are automatically filled.
2. In the fields at the top half of the page, edit the names of the subscription billing records to better suit your company.
For example, in the **Name for Subscription** field, you can change **Subscription** to **Contract**.
3. When you have finished renaming records, click **Save**.
4. If different languages are used in your account, go to Home > Set Preferences. Scroll down to the Localization section. From the Search Sorting list, select your Language preference. Repeat steps 1–4.
5. Continue this process for each language used in your account, until you have completed renaming in each language.

SuiteBilling Setup

The process for setting-up subscription billing can be divided into three main areas: setting up the subscription plan, setting up the price plan and price book, and effective dating on subscription plan lines. Thoughtfully setting up these areas is important to successfully using subscription billing.

SuiteBilling also integrates with Advanced Revenue Recognition. For more information, refer to the [Revenue Recognition for SuiteBilling](#) help topic.

Setting Up the Subscription Plan and Price Plan

A subscription plan is a group of items, such as recurring services, usage, and one-time charges that can be used for a subscription.

After enabling SuiteBilling, you can create a subscription plan by going to Lists > Subscriptions > Subscription Plans > New (Administrator).

Subscription plans are an available option for saved searches, and they can be located via Global Search using the subscription plan name.

For example purposes, consider a vending machine subscription service plan with the following lines and charges:

- One time registration fee of \$100
- Restocking service fee for \$25 per month
- Refrigerator fee of \$25 per month for 1 refrigerator
- Required soda usage at 0.60 cents per soda
- Required bottled water usage at 0.60 cents per bottled water
- Required juices usage at 0.70 cents per juice

Before you can add items to the subscription plan, item records must be created at Lists > Accounting > Items > New. Subscription plan items must be either non-inventory items or service items.



Important: When adding an item for SuiteBilling, on the Preferences subtab, the Can Be Fulfilled/Received box must be **unchecked**. By default, this box is checked for non-inventory items.

Creating a Price Plan

After you add your subscription items, you can add them to your subscription plan.

When you add an item or line to a subscription plan, the item must have an associated price plan. The rating process determines the price for the service or non-inventory item. When you add an item, click the Price Books subtab. Click New Price Book or select an existing price book. On the price book record, select an existing price plan or select the plus sign to create a new price plan for the item.

When creating a price plan, the quantity for each line must be greater than zero (0). In addition, setting quantity to zero (0) or a negative number on the Modify Pricing Change Order is not allowed.

To create a price plan:

1. After adding an item to a subscription plan, save the subscription plan.
2. Select the **Price Books** subtab.
3. Click **New Price book** or select an existing price book.

For more information on price books, see [Price Books](#).

4. On the price book record, enter a name.
5. For the first line item:
 1. Click the pencil icon.
 2. In the **Type** field, select either **Tiered** or **Volume**.
 3. Select a **Pricing Option**, either **Fixed Amount** or **Rate**.
 4. Enter a **Value**.
 5. Click **Save** to submit, or click **Add** to add another pricing option for this line.
6. Repeat the previous step for each subsequent line in the price book.

Price Plans and Usage

You can create a usage-based subscription plan line to account for included usage. For example, if you sell mobile phones and mobile phone plans, you may have a line for any minutes included in your customer's plan. For example, if your customer has 100 included minutes, enter 100 in the included usage field. The number entered in the included usage field should not be a currency amount. For example, you should not enter \$100. Also, the usage cannot be a negative number.

To create a usage line, go to Transactions > Subscriptions > Create Usage.

You can also multiply included usage. If you sell a mobile family plan that includes 100 minutes for each phone, you need to multiply usage by the number of phones in the plan. Use the Included Usage Multiplier list on the recurring subscription plan line or subscription line to select the line with the quantity by which you want to multiply usage.

For more information on usage, see [Working with Usage](#).

Price Plan Minimum Amounts and Maximum Amounts

When you create a price plan, you can set minimum and maximum amount limits for volume pricing tiers. Consider the following volume pricing example:

- 0–100 recurring licenses purchased are \$3.00 each; 101–200 recurring licenses purchased are \$2.00 each; 201+ recurring licenses purchased are \$1.00 each. You can enter a minimum amount of \$150, effectively forcing customers to purchase at least 50 recurring licenses, even if the line only has a quantity of 1.
- You may also have a deal where once a certain price is reached, the cost for your customers does not increase. Considering the previous example, you may want to enter a maximum charge of \$500.00.

You can have a maximum price for volume tier, but in most cases, a maximum price is only needed for the tier with the highest number range. You cannot enter a minimum price for the first usage tier.

If a mid-period change order changes the price plan, minimum and maximum amounts are prorated. For example, billing period 1 becomes 1A and 1B because a change order is submitted mid-period. The 1A billing period uses the minimum for 1A and is prorated. The charge for period 1B uses the minimum for 1B and is prorated.

After you have added all of the items with their associated price plans, save your subscription plan.

Subscription Plan AAA Vending Basic Plan

[Edit](#) [Back](#) [Actions](#)

Primary Information

SUBSCRIPTION PLAN NAME AAA Vending Basic Plan	INITIAL TERM One Year	DESCRIPTION
DISPLAY NAME/CODE		

Classification

SUBSIDIARY Parent Company	DEPARTMENT	LOCATION
<input type="checkbox"/> INCLUDE CHILDREN		
CLASS		

Lines [Price Books](#) [Renewal](#) [Accounting](#) [Related Records](#) [Communication](#) [System Information](#)

LINE NUMBER	ITEM	TYPE	BILLING MODE	PRORATE START DATE	PRORATE END DATE	INCLUDE IN RENEWAL SUBSCRIPTION	REVENUE RECOGNITION OPTION
1	NFT - Vending Setup	One Time	In Advance			Never	Over subscription term
2	NFT - Refrigerator Rental & Stocking	Recurring	In Advance	Yes	Yes	Always	Over subscription term
3	NFT - Soda 12oz Can	Usage	In Arrears			Always	Over subscription term

In the image above, each item has an associated price plan with multiple price plan types: one-time, recurring, and usage. The one time and recurring charges are billed in advance while usage charges are billed in arrears.

When creating the price plan, you have two pricing options: volume and tier. All items in the subscription plan screenshot use volume pricing. Volume pricing is based on the aggregate quantity being sold, in this example, use five units at \$10 each. Tiered pricing is based on the incremental quantity sold. For example, \$10 for the first 10 sold, after the first \$10 are sold, each additional unit is \$5 up to the first five units. After the first 10 and next five units are sold, each additional unit is \$3.

With volume pricing, you can set a minimum price for each rate by going to the Price Plan tab. For example, between 0 and 10 you may have a value of \$500. An order of 10 would equal \$5,000. If you have a value of \$400 for volume between 11 and 20, without a minimum amount, your customer could order 11 for a price of \$4,400. In this case, you might want to enter a minimum amount of \$5,400.

Time-Based Pricing

Time-Based Pricing, also referred to as interval pricing, supports pricing models that include planned pricing changes over time. Examples include free trials, ramp pricing, and introductory pricing. Intervals can be created at the line level and across all lines. Time-Based pricing lets you tie intervals of time at the subscription plan and subscription level.

To enable Time-Based Pricing

1. Go to Setup > Company > Enable Features.
2. Click the **Transactions** subtab.
3. Scroll down to the **Billing** section, and check the **Time-Based Pricing** box.

To create multiple intervals for an item, you must first create a price plan for the item. After creating an interval, you can copy it using the copy icon located on the subscription plan and draft subscription. This saves the time of having to complete all the fields required for a new price interval. For example, you might want to copy a price interval if you have tiered pricing and do not want to recreate the tiers for each new interval.

You can also add an interval to all lines rather than creating intervals for multiple individual lines. The plan, discount, or quantity can vary across pricing intervals. You can also delete intervals using the trash icon.

Pricing intervals that are located next to each other must be different. If you have two identical adjacent intervals, NetSuite combines them into one interval. Price intervals are editable at any time on

subscription plans and up to the time the line is activated on a subscription. After a subscription line is activated, you cannot create a new interval or delete an existing interval for that subscription. Any changes must be made using change orders.

When you enable Time-Based Pricing, two new columns appear on the Price Book: Interval and Start On. As you can see in the screenshot below, both columns are required. The Interval column displays the unit of time used for the interval, for example, Day, Week, Month, Year. The Start On column numerically displays when the interval will begin. For example, if Interval is Month, and Start On is 1 (one) the interval will run from month 1 until the end of the term. If a subscription is then created from this plan, the relative dates are converted to real dates based on the subscription Start Date. Continuing with the previous example, if the start date on the subscription is set to January 1 and Start On is set to 1, then the interval will start on January 1.

Price Book

Save Cancel

NAME * (SUBSCRIPTION PLAN)
Interval Pricing Interval Pricing

Price Book Lines

Add Interval To All

LINE NUMBER	REQUIRED	ITEM	SUBSCRIPTION LINE TYPE	INTERVAL *	START ON *	PRICE	EDIT	INCLUDED QUANTITY MULTIPLIER	DISCOUNT	CHARGE FREQUENCY *	REPEAT EVERY *
1		Labor 1	One Time	Month	1	Above 0: \$100.00				One Time	0
2		Labor 2	Recurring	Month	1	Above 0: \$1,000.00				Monthly	1

Save Cancel

To create an interval that starts after the subscription start date, use the Make Copy action to copy the line, where you can then make changes, including the Start On value.

To create subscription plans and a subscription using time-based pricing:

1. Go to Lists > Subscriptions > Subscription Plans > New.
2. On the subscription plan record, complete, at minimum, the following required fields:
 - **Subscription Plan Name**
 - **Initial Term**
3. On the **Lines** subtab, complete, at minimum, the following required fields:
 - **Item**
 - **Type**
 - **Billing Mode**
 - **Include in Renewal Subscription**
4. Click **Save**.
5. Select the **Price Books** subtab.
6. Click **New Price Book** or select an existing price book from the list.
7. Enter a **Name** for the price book.
8. Click the pencil icon to create price plans for each item.

Note: You can also click the Pencil icon to edit an existing price plan.

9. Save the price plan to return to the Price Book page.

10. Choose a **Charge Frequency** from the list.
11. Unless the line is a One-Time line, choose how often you want the charge to occur from the **Repeat Every** field.
12. Click **Save** to save the price book.
13. Go to Transactions > Subscriptions > Create Subscriptions..
14. Complete, at minimum, the following required fields:
 - **Customer**
 - **Billing Account**
 - **Subscription Plan**
 - **Initial Term**
 - **Price Book**
 - **Start Date**



Note: For each field, select an option from the list, or use the plus sign to create a new entry.

15. Click **Save**.

Interval lines must be unique, and one-time lines cannot have more than one price interval. On the Pricing subtab of the subscription, note the Interval Status column. This column indicates the status of the interval, not the status of the line.

Throughout the subscription building process, you can use the Actions menu to copy price books, subscription plans, and other subscription-related items. For example, you might want to copy a price book when nothing changes except the currency or charges for items from different subsidiaries.

Time-Based Pricing SuiteApp

The information in this section is for the Time-Based Pricing SuiteApp, which is different from the Time-Based Pricing feature. The Time-Based Pricing SuiteApp is a NetSuite platform SuiteApp which provides an enhanced user interface. It is designed for the creation and maintenance of complex subscription plans that require predefined pricing changes over time. This SuiteApp is provided free of charge to customers who have enabled the Time-Based Pricing feature. The SuiteApp is a managed bundle and provides capabilities that include:

- Creating and editing price books
- Creating and editing pricing intervals

Installing the Time-Based Pricing SuiteApp

Before installing the Time-Based Pricing SuiteApp you must have SuiteBilling enabled and the Time-Based Pricing feature enabled:

- Enable SuiteBilling by going to Setup > Company > Enable Features > Transactions > Billing.
- Enable Time-Based Pricing by going to Setup > Company > Enable Features > Transactions > Billing > Time-Based Pricing.

For more information on SuiteBilling as well as prerequisites for enabling SuiteBilling, see [SuiteBilling](#).

For more information on the Time-Based Pricing feature, see [Time-Based Pricing](#).

For more information on installing a SuiteApp or bundle, see the help topic [Installing a Bundle](#).

You are permitted to create subscription plans and subscriptions using the Time-Based Pricing feature before you install the SuiteApp. All of your subscription plans and price books automatically display in the SuiteApp after you install it.

If you decide to uninstall the SuiteApp, any subscription plans created in the SuiteApp remain accessible and usable with the Time-Based Pricing feature. For more information, see the help topic [Uninstalling a Bundle](#).

After enabling the Time-Based Pricing feature, you have two options for installing the SuiteApp. You can install from the Enable Features page or you can install from the Search and Install Bundles page.

To install from the Enable Features page:

1. Go to Setup > Company > Enable Features.
2. Select the Transactions subtab, and scroll down to the Billing section.
3. Under Related SuiteApps, click the Time-Based Pricing SuiteApp link.

To install from the Search and Install Bundles page:

1. Go to Customization > SuiteBundler > Search & Install Bundles Custom.
2. In the **Keywords** field, enter **Time-Based Pricing**.



Note: You can also search by entering the bundle ID. The Time-Based Pricing bundle ID is 225246.

3. Under the **Name** column, select **Time-Based Pricing**.
4. Click **Install**.

Subscription Plans with the Time-Based Pricing SuiteApp

Creating subscription plans with the Time-Based Pricing SuiteApp is the same as creating them using the Time-Based Pricing feature. You can create new subscription plans by going to Lists > Subscriptions > Subscription Plans > New.

For more information about subscription plans, see [Setting Up the Subscription Plan and Price Plan](#).

For more information on creating subscription plans with the Time-Based Pricing Feature, see [Time-Based Pricing](#).

Price Books and Price Plans Using the Time-Based Pricing SuiteApp

After you create the subscription plan items, you can create price books using the Time-Based Pricing SuiteApp. On the Price Books subtab, click the New Price Book button to create a new price book.

New Price Book

NAME* CURRENCY*

Item Pricing

Item	Start Month 1	Above 0
Labor 1 One Time	<input type="text" value="Month 1"/>	<input type="text" value="Above 0"/>
Labor 1 Recurring	<input type="text" value="Month 1"/>	<input type="text" value="Above 0"/>
Labor 3 Recurring	<input type="text" value="Month 1"/>	<input type="text" value="Above 0"/>
Usage Usage	<input type="text" value="Month 1"/>	<input type="text" value="Above 0"/>

Save Cancel

In the preceding image, each of the items from the subscription plan appears. Notice that line types are color-coded:

- One-time lines appear with a left-justified blue line.
- Recurring lines appear with a left-justified green line.
- Usage lines appear with a left-justified orange line.

Each section represents an item from the subscription plan. Each section contains a box you can open to set the details of the price plan. To open the box, click the pencil icon.

Item Pricing

Labor 1
One Time

Start ✓

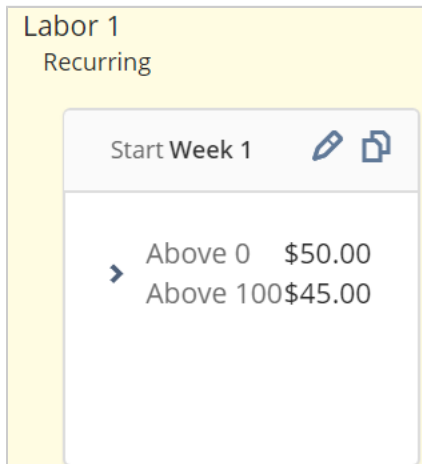
PRICING MODEL DISCOUNT % CHARGE FREQUENCY REPEAT EVERY

ABOVE QUANTITY ★ PRICING OPTION VALUE ★ MIN AMOUNT MAX AMOUNT +

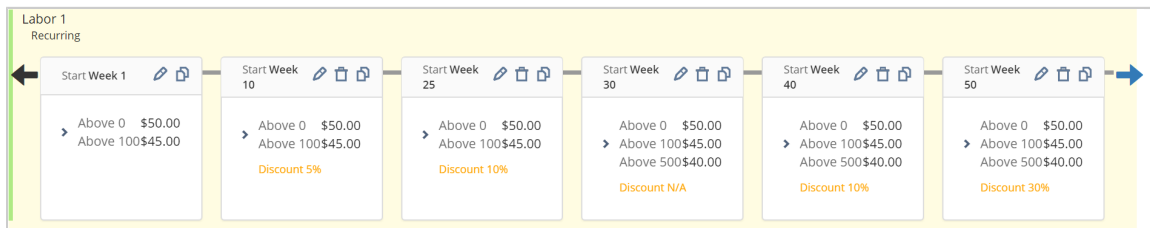
This is where you set the details of the price plan, including start, pricing details, and rating information. The preceding image is for a one-time charge, which can only have one interval. As a result, the Charge Frequency field and the Repeat Every field are both grayed-out. When you are ready to save the price plan, click the check mark located in the top right corner.

Note: The first time you save a price plan on a new price book, a warning message appears indicating that the currency selected cannot be changed. You must verify the currency. A price book can only have one currency.

After creating the price plan for a recurring or usage item, a Copy icon displays next to the Check or Save icon. Click the copy icon to create a new pricing interval that is a copy of the existing price plan. You can then edit the copied pricing interval to change the pricing or discount as needed.



As you create interval pricing intervals, they appear linked, in order, across the line. Up to six intervals appear on one page. After creating more than six intervals, use the arrow to move to the next page.



As indicated in the preceding image, intervals appear in chronological order. If you have a second pricing interval starting partway into the subscription, that pricing interval appears aligned with others starting in the same period. This is seen when viewing the subscription plan in the expanded view.

The boxes change in size to align pricing intervals according to duration. For example, if one subscription line has three intervals beginning on week 1, week 2, and week and an adjacent line has the first interval as month 1, the month 1 box expands to indicate that the three intervals on the adjacent line are contained within the same time period.

When viewing subscription plans in the collapsed view, the pricing intervals are not aligned by period across lines. Instead, they are side-by-side, providing a more condensed view.

In the following image, the pricing interval that starts at week 50 appears after the pricing interval that starts at week 30 for the preceding item. This arrangement applies even though the pricing interval that starts on week 50 is the second price plan for the Labor 3 item.

To delete a price plan that is no longer needed, click the trash icon. The trash icon is located between the edit and copy icons in the top right corner of the pricing interval box. You cannot delete the first interval for any item, but you can edit it. After entering information for all of the intervals, enter a name for the price book, and then click **Save**.

Located in the top right corner of the price book are five buttons you can use to control how information is viewed.



From left to right, the icons are:

- Click the Filter icon and check the boxes to filter on the plan item attributes you want to view.
- Click the Quick View icon to display a graphical price book summary. All pricing intervals appear along with their interval duration.
- Click the Scroll Together icon to force all lines to scroll together. If you have more than six intervals for an item, you scroll to the second page to see additional intervals. With this icon selected, all lines scroll to the second page, even if there are no price plans to show on the second page.
- Click the Compact View icon to collapse the pricing interval view and only show pricing intervals in chronological order. This is the default view.
- Click the Timeline View icon to show price plans sized according to their duration and location.

To create subscription plans, price plans, and a price book using the Time-Based Pricing SuiteApp:

1. Go to Lists > Subscriptions > Subscription Plans > New.
2. On the subscription plan record, complete, at minimum, the following required fields:
 - **Subscription Plan Name**
 - **Initial Term**
3. On the **Lines** subtab, complete, at minimum, the following required fields:
 - **Item**
 - **Type**
 - **Billing Mode**
 - **Include in Renewal Subscription**
4. Click **Save**.
5. Select the **Price Books** subtab.
6. Click **New Price Book** or select an existing price book from the list.
7. Enter a **Name** for the price book.
8. Click the pencil or edit icon of the pricing interval for which you want to enter or edit information.
9. Select a **Start Interval** from the list and enter the number for when you want the interval to start. For example, Month 1 or Month 6.


Note: The first pricing interval for each item always begins with an interval start of 1 and cannot be edited. For example, the first pricing interval is always Week 1, Month 1, or Year 1

10. Select a **Pricing Model** from the list.

Note: For one-time charges, you can only create one price plan, and the Charge Frequency and Repeat Every fields are uneditable.

11. Enter an **Above Quantity** and **Value**. Pricing Option, Min Amount and Max Amount are optional. You can also enter a discount.

12. When you are satisfied with the information in the pricing interval, click the check mark or save icon.

 **Note:** The first time a price plan is saved, a popup dialog appears indicating that after the price plan is saved, the currency cannot be changed. Verify the currency is correct, and then click **OK**.

13. Click the copy icon to create additional intervals for each item. One-time items cannot be copied.
14. Repeat steps 8–13 until all pricing intervals are created.
15. Click **Save** to save the price book.

When the price book is saved, the Subscription Plan page appears. You can perform the following actions:

- Click the Price Books subtab to view the new price book along with all of the price book details. It may take a few seconds for all of the information to appear.
- Click the copy icon to create a copy of the price book. For example, a new price book may be needed for a different currency.
- Edit the price book by clicking the pencil icon. You can also click the Quick View icon to display the price book summary in graphical form.
- Click the Price Books subtab, select the price book you want to delete, and then click the trash icon.

Packaging and Optional Items

Optional items allow you to define the subscription plan line containing an item as either optional or required. For example, if you are a mobile phone company, voice service may be required while text and data may be optional.

To make a subscription plan line item required, check the **Required** box on the subscription plan line under the **Lines** subtab. After the line is added, the Required column displays the word “Yes” to indicate that the item is required. You can see how the Lines subtab of the subscription plan record shows this information in the screenshot.

By default, optional items are not included in a subscription. To include an optional item, you must check the **Include** box. Checking the Include box changes the status of the optional line from **Not Included** to **Draft**. When creating a new price book from a subscription, the **Required** box indicates which lines are required. If the **Required** box is not checked, the line is optional. Use the following screenshot as an example.

On the Lines subtab of the subscription record, there are three items:

- Minutes
- Call Display
- Voicemail

Minutes and Call Display are included in the subscription, but Voicemail is not. Note that its status is Not Included. To include Voicemail, the user would need to check the Include box, at which point the status would change from Not Included to Draft. A Draft status changes to Active after an activate change order is submitted.

On subscription plan lines, optional items cannot be set as usage multiplier lines. Only lines that have been defined as Required can be used as multipliers. In addition, optional lines that are usage-based

are not permitted to have usage multipliers at all, only Required usage lines can have multipliers. For more information on usage and usage multipliers, see [Price Plans and Usage](#). From the Price Books subtab on the subscription plan (see the first screenshot), you can see which items are required and which are optional.

After an item is set as optional or required, it can change until the subscription plan is added to a subscription. After the subscription is created from the subscription plan, an item cannot be changed from required to optional or vice versa.

Subscriptions renew and extend according to the renewal options set on the Renewal subtab of the original subscription for automatic renewals. For manual renewals, access the Renewal Change Order by clicking the Actions menu at the top of the subscription record.

With the extend existing subscription renewal method, all included optional items in an active state continue as active and in the same quantity with the end date extended by the length of the renewal term. When you select the Create New Subscription renewal method with the same subscription plan, the same optional items that were included in the original subscription are selected by default in the draft renewal subscription. The end date is extended by the length of the renewal term. When you create a new subscription with the same subscription plan, the same optional items that were selected in the original subscription are selected by default in the draft renewal subscription.

When you select the Create New Subscription renewal method and use a different subscription plan, optional items default to Not Included on the draft renewal subscription. The optional items are available if you want to include them.

To add an optional or required item to a subscription plan:

1. After entering the Primary Information, make sure the **Lines** subtab is selected.
2. Use the **Item** list to select an existing item or click the arrow to add an item.
3. In the Required column, check the box to indicate that the item is required.
4. When all items are added, click **Save** to save the subscription plan.

End Date Alignment

This feature enables you to specify subscription term boundaries at the subscription level. This results in the alignment of end dates for all subscription lines across the subscription, regardless of when individual lines are activated.

You must specify the subscription-level start date, or it defaults to the current date. The subscription-level start date defines the earliest possible activation date for the subscription lines. It represents the contracted start date. The start date remains editable until the date that any subscription line becomes active.

Standard Term – For subscriptions that have a standard term, the subscription-level end date defines the end date for all of the lines. This results in the alignment of end dates. The end date is calculated as the subscription start date plus the indicated subscription term. One-time subscription lines are the exception, because they are only active for one day.

Custom Term – For subscriptions that have a custom term, the subscription-level end date also must be set at the subscription level. The subscription-level end date also defines the end date for all of the lines, resulting in the alignment of end dates. One-time subscription lines are the exception, because they are only active for one day. The subscription-level end date for a custom term remains editable until any subscription line becomes active.

Evergreen Term – Subscriptions that have an evergreen term have no subscription-level end date. For these subscriptions, none of the lines has an end date except for one-time lines.

This feature enables you to activate individual subscription lines at any time within the subscription term boundaries. Newly-activated lines always align with the subscription-level end date.

This feature enables you to specify subscription term boundaries, including the start date and end date, at the subscription level. Activating lines prior to the subscription-level start date or after the end date is not permitted.

For example, a customer purchases a subscription with a start date of September 1 with a term of six months. Later, the customer decides to add these items:

- Voicemail: activated on November 13.
- Call Display: activated on December 1.

NetSuite automatically sets the end dates of the newly-activated items to coincide with the subscription end date of March 1st. Thus the end dates of the new lines coincide with all of the previously-activated lines.

Lines Pricing Renewal Subscription Change Orders Related Records System Information												
VIEW												
Default												
Customize View												
EDIT	VIEW	INCLUDE	LINE NUMBER ▲	ITEM	BILLING MODE	STATUS	QUANTITY	DISCOUNT	START DATE	RECURRENCE START DATE	END DATE	
Edit	View	Yes	1	Activation Fee	In Advance	Closed	1	0.0%	9/1/2017		9/1/2017	
Edit	View	Yes	2	Minutes	In Arrears	Active		0.0%	9/1/2017	9/1/2017	2/28/2018	
Edit	View	Yes	3	Call Display	In Advance	Pending Activation	1	0.0%	12/1/2017	12/1/2017	2/28/2018	
Edit	View	Yes	4	Voicemail	In Advance	Pending Activation	1	0.0%	11/13/2017	12/1/2017	2/28/2018	

Subscription Change Order - Activate

Primary Information

NUMBER
CO_1003

EFFECTIVE DATE *
11/13/2017

☒ REQUEST OFF-CYCLE INVOICE FOR ADVANCE CHARGES

REQUESTER *
A Wolfe-admin

[Lines](#)
[Subscription](#)
[System Notes](#)

Note: NetSuite includes an optional preference that enables the subscription-level start date to be automatically set when creating the first Activation Change Order. To set the preference, go to Setup > Accounting > Invoicing Preferences > Subscription Management. Check the **Set Subscription Start Date to equal Effective Date when creating the first Activation Change Order** box.

When the preference is enabled:

Standard Term - The effective date of the first activation change order is not bound by the existing subscription-level start and end date. The subscription-level start date is updated to equal the effective date of the change order. The end date is updated to equal the start date plus the length of the term. All subsequent change orders will be bound by the new subscription-level start and end date.

Custom Term - The effective date of the first activation change order can be prior to the subscription-level start, but not after the end date. The start date is updated to equal the effective date of the change order. The end date remains the date set at the subscription level. All subsequent change orders will be bound by the start and end dates.

Evergreen Term - The effective date of the first activation change order is not bound by the existing subscription start date. The start date is updated to equal the effective date of the change order. There is no end date for Evergreen subscriptions. All subsequent change orders will be bound by the new subscription start date.

Price Books

A price book defines the pricing for a collection of items or services that are sold as part of a subscription plan. A subscription plan can have multiple price books. Multiple price books allow for different pricing options. Some examples include multiple currencies and monthly pricing vs quarterly pricing vs annual pricing. After the subscription plan and its associated lines are saved, you can use the lines to set pricing in price books.

On the price book record you set currency for the price book and the lines associated with the price book, including any discounts and the charge frequency.

After a price book is created, you can make a copy and edit any needed changes by selecting Make Copy from the Actions menu. When a price book is no longer needed, you can delete it by selecting Delete from the Actions menu.

Subscription Plan AAA Vending Basic Plan ← → List Search

[Edit](#) [Back](#) [Actions](#)

Primary Information

SUBSCRIPTION PLAN NAME AAA Vending Basic Plan	INITIAL TERM One Year	DESCRIPTION
DISPLAY NAME/CODE		

Classification

SUBSIDIARY Parent Company	DEPARTMENT	LOCATION
<input type="checkbox"/> INCLUDE CHILDREN	CLASS	

Lines **Price Books** **Renewal** **Accounting** **Related Records** **Communication** **System Information**

Price Book

[New Price Book](#)

NAME	CURRENCY	ITEM	TYPE	QUANTITY	DISCOUNT	PRICE	CHARGE FREQUENCY	REPEAT EVERY	PRICING MODEL
AAA Basic Plan Pricing	USA	NFT - Vending Setup	One Time			Above 0: \$250.00	One Time		0 Tiered
		NFT - Refrigerator Rental & Stocking	Recurring			From 0: \$50.00 From 3: \$45.00 From 5: \$40.00	Monthly		1 Volume
		NFT - Soda 12oz Can	Usage			12 Included From 0: \$0.25	Monthly		1 Volume

From the Price Books subtab of a saved subscription plan is where you create a price book. In the example above, there is one price book with three lines. The name of the price book is AAA Basic Plan Pricing, and the currency is US dollars.

The three lines, or items, associated with the price book include a one-time line, a recurring line, and a usage line.

To create a price book, click the **New Price Book** button (Price Books subtab) on the saved subscription plan.

Price Book

Save Cancel Actions ▾

NAME *
AAA Basic Plan Pricing

SUBSCRIPTION PLAN
AAA Vending Basic Plan

CURRENCY
USA

Price Book Lines •

ITEM	SUBSCRIPTION LINE TYPE	PRICE	INCLUDED QUANTITY MULTIPLIER	DISCOUNT	CHARGE FREQUENCY	REPEAT EVERY
NFT - Vending Setup	One Time	Above 0: \$250.00			One Time	0
NFT - Refrigerator Rental & Stocking	Recurring	From 0: \$50.00 From 3: \$45.00 From 5: \$40.00			Monthly	1
NFT - Soda 12oz Can	Usage	12 Included From 0: \$0.25	NFT - Refrigerator Ren... Stocking - Recurring		Monthly	1

Save Cancel Actions ▾

The figure above shows the pricing structure based on quantity, the included quantity multiplier, the charge frequency and recurrence. Note that no discounts are included in this price book. If there was a discount, it would be a percentage-based discount. Flat-rate discounts are not supported.

To create a price book

1. On the saved subscription plan record, select the Price Books subtab, and then click the **New Price Book** button.
2. On the price book record, enter a name for the price book in the **Name** field.
3. Select the appropriate currency from the **Currency** list.
4. Set pricing for each price book line by clicking the plus button under the Price column.
5. On the Price Plan, select an option from the **Pricing Option** list. For more information about price plans, see [Setting Up the Subscription Plan and Price Plan](#).
6. Select fixed amount if the price is the same regardless of the quantity. Select rate to enter an amount to be multiplied by quantity.
7. Enter an amount in the **Value** column. This can be a currency amount for a fixed rate pricing option or a number for a rate pricing option.
8. Click **Save** on the **Price Plan**.
9. On the price book record, select an option from the **Charge Frequency** list.
10. If you want to enter a default discount, enter the discount percentage in the **Discount** column.

11. If the price book line is a recurring line, select an option from the **Charge Frequency** column and an option from the **Repeat Every** column.
12. Repeat steps 4–10 for each price book line until all lines have pricing information.

Billing Accounts

A billing account shows all billing information for a customer or sub-customer. The billing account record includes the billing schedule, default payment terms, bill-to address, and currency.

To enable billing accounts, you must first enable:

- Consolidate Projects on Sales Transactions (Setup > Accounting > Accounting Preferences > Items/ Transactions subtab > Sales & Pricing > Consolidate Projects on Sales Transactions).
- Charge Based Billing (Setup > Company > Enable Features > Transactions subtab > Billing > Charge Based Billing).

After enabling both prerequisites, enable billing accounts by going to Setup > Company > Enable Features > Transactions subtab > Billing > Billing Accounts.

Access billing accounts from Lists > Relationships > Billing Accounts or create a new billing account by clicking New on the Billing Account subtab on the customer record.

If you have multiple billing accounts for a customer, the billing account marked as customer default is used when creating transactions, for example a new invoice or new subscription. On the billing account record, you can only change the start date of a billing account if it is not yet tied to a subscription.

On the Billing Account, click the Related Records tab to view a list of related records for the billing account, for example subscription records, charge records, transactions, and billing schedules.

Billing Account List Search

Edit Back Next Bill Actions

Primary Information

ACCOUNT NUMBER BA_1009	NAME NFT Demo Billing Account A	CURRENCY USA
SUBSIDIARY Parent Company	ACCOUNT DESCRIPTION	<input type="checkbox"/> INACTIVE
<input checked="" type="checkbox"/> CUSTOMER DEFAULT		
CUSTOMER NFT Demo Customer A		

Classifications

CLASS US ONLY CLASS	DEPARTMENT	LOCATION US ONLY LOCATION
------------------------	------------	------------------------------

Billing

BILLING SCHEDULE NFT Demo Billing Schedule	START DATE 2/1/2017	NEXT BILL CYCLE DATE 12/1/2017
FREQUENCY Monthly	LAST BILL CYCLE DATE 11/1/2017	LAST BILL DATE 2/3/2017
<input checked="" type="checkbox"/> USE OFF-CYCLE INVOICE FOR ADVANCE CHARGES		

Address Preferences Related Records System Notes

BILL TO SELECT BILL TO

Billing Accounts and Billing Addresses

The Bill-To Select list on the billing account also determines the billing address for invoices with an associated billing account. If no billing address is selected, NetSuite uses the default billing address defined on the customer record. This address is used to define the bill-to address on invoices, cash sales, and credit memos that have an associated billing account. If needed, you can change the billing address on the billing account.

Customers with multiple subscriptions on the same billing account receive one single invoice based on the billing schedule defined by the billing account.

Using Billing Accounts with Billing Schedules

Billing accounts work with charge-based billing schedules, and charge-based billing schedules support two types of recurrence patterns: fixed bill date and anniversary bill date.

Fixed bill date billing schedules indicate that the recurring invoice is generated on a fixed-date basis, based on the billing schedule recurrence date, frequency, and recurrence interval (Repeat Every). Fixed date billing schedules work best if you want to invoice customers on a specific day every month (or any other frequency).

Anniversary bill date billing schedules indicate that the recurring invoice is generated on an anniversary date basis, based on the billing account start date, frequency, and recurrence interval (Repeat Every). Anniversary bill date billing schedules work best if you want to invoice customers weekly, monthly, or annually. The anniversary bill date billing schedule is typically used when you want to invoice your customer on the day your customer signed up for the service you provide.

If you define a billing schedule with a date that does not exist in every month, for example, not every month has a 31st date, the billing schedule bills on the last day of the month, for example, February 28, April 30, etc.

Updating the Next Bill Date on Billing Accounts

After saving a billing account with an associated billing schedule, you can use the Next Bill Cycle Date list to change the date for the next bill cycle. The list shows available dates for which you can advance the billing date. You can advance up to a maximum of ten billing cycles. The next bill date can be moved back, but it is only allowed up to the next bill date after the cycle which created the latest recurring invoice. Examples for why you might want to roll back the next bill date include a prematurely generated bill run for which you need to roll back the next bill date to perform a bill run for the first bill cycle date. To change the next bill cycle date, you must have edit permissions for billing accounts.

Creating Recurring Invoices with Billing Accounts

With billing accounts, you can automatically create recurring invoices with a designated repeating frequency. There are multiple ways to create a recurring invoice with a billing account. You can create a next bill recurring invoice directly from the Billing Account page by clicking the Next Bill button. The Next Bill button is also available from the Billing account tab on the customer record. Clicking Next Bill opens the Create Invoice page with Recurring Bill checked, and the invoice date defaults to the next bill date on the billing account.

You can also create a billing account recurring invoice from the following options:

- Invoicing Billable Customers from the Invoice Customers page
- Using Billing Operations (Process Billing Operations and Schedule Billing Operations)
- Creating Invoices from the Invoice page

For each customer, NetSuite reviews all billing accounts eligible for a bill run. One recurring invoice is created per billing account per period (if there are any changes), and a statement can be generated to serve as an invoice and bill for your customers. Recurring invoices are used to bill for charges incurred before the end of a billing cycle. The invoice date is determined by the next bill cycle date on the billing account. When the invoice is created, the Last Bill Cycle Date updates, the Next Bill Cycle Date advances, and the Last Bill Date updates. If the invoice is deleted, the Last Bill Cycle Date reverses, the Next Bill Cycle Date reverses, and the Last Bill Date updates.

Using Billing Accounts with Off-Cycle Invoices

For off-cycle invoices, clear the Recurring Bill box on the Invoice page. Off-cycle invoices are used to bill for charges which require immediate (mid-cycle) billing. The invoice date is determined by the date the invoice is manually entered. When the invoice is created, there is no impact on both the Last Bill Cycle Date and the Next Bill Cycle date; however, the Last Bill Date updates. If the invoice is deleted, there is no impact to either the Last Bill Cycle Date or the Next Bill Cycle Date; however, the Last Bill Date may update.

Subscription Management

Subscriptions can be standalone or created from opportunities, quotes, or sales orders. Subscriptions are created based on:

- Customer
- Billing Account
- Subscription Plan
- Original Start Date
- Subscription Term

When a subscription is created, its original status is draft. In draft status, the subscription has no revenue impact and no charge impacts. When a sales order is approved, the subscription status changes to pending activation. You can also manually change the status of subscription lines.



Important: To create a subscription, you must set up the billing account and the subscription plan for the customer.

Creating a Standalone Subscription

You can create a standalone subscription or you can create a subscription from opportunities, estimates, and sales orders.

To create a standalone subscription:

1. After setting up the billing account and the subscription plan, from a new or existing Customer record, click the **Subscriptions** subtab.
2. Click **New** to create a new subscription.

Subscription

Edit

Back

Activate

Modify Pricing

Actions

List Search

Primary Information

SUBSCRIPTION ID

SUB_1016

PRICE BOOK

Annual User Fee

STATUS

Active

CUSTOMER

JTO_TEST_01

INITIAL TERM

One Year

START DATE

2/1/2017

BILLING ACCOUNT

JTO_TEST_01; BA_1010 1st of the month

ORIGINAL START DATE

2/2/2017

END DATE

1/31/2018

SUBSIDIARY

Parent Company

ORIGINAL END DATE

2/1/2018

NEXT RENEWAL START DATE

2/1/2018

CURRENCY

USA

SUBSCRIPTION NAME

Bronze Package - 2/2/2017

SALES ORDER

6

SUBSCRIPTION PLAN

Bronze Package

Lines Price Intervals Renewal Subscription Change Orders Charges System Information

VIEW

Default

Customize View

EDIT	VIEW	LINE NUMBER	ITEM	BILLING MODE	STATUS	QUANTITY	DISCOUNT	START DATE	RECURRANCE START DATE	END DATE	TERMINATION DATE	SALES ORDER LINE NUMBER
Edit	View	1	Training	In Advance	Closed	1	0.0%	2/1/2017		2/1/2017		2
Edit	View	2	User License	In Advance	Active	1	0.0%	2/1/2017	2/1/2017	1/31/2018		3
Edit	View	3	Hosted Storage	In Arrears	Active		0.0%	2/1/2017	2/1/2017	1/31/2018		4

3. Enter a **Subscription Name**.
4. Select a **Billing Account** from the list.
5. Select a **Subscription Plan** from the list.
6. Select a **Price Book** from the list.
7. Enter a **Start Date** and, if applicable, enter an **End Date**.

Note: You do not need to enter dates on the Subscription page if you have already set the dates set in the subscription plan.

8. Select an **Initial Term** from the list.
9. Enter an Original Start Date.
10. Click **Save**.

You must activate a subscription after you create it. For more information, see [Managing and Activating a Subscription](#).

Creating a Subscription From an Opportunity, Estimate, or Sales Order

After setting up the billing account and the subscription plan for a customer, you can create a subscription from an opportunity, quote, or sales order. If you transform the opportunity to a quote, the subscription is carried over to the quote. If the quote is transformed to a sales order, the subscription is carried over to the sales order.

To create a subscription from an opportunity, estimate, or sales order:

1. Select the customer for which you want to create a subscription.
2. Complete any required fields based on your transaction type.
3. From the **Items** subtab, click the **Subscription** dropdown, select the subscription you want to add, or select **New** to create a new subscription.

The screenshot shows the NetSuite interface for creating a subscription. The 'Items' subtab is active, displaying various fields for coupon codes, promotions, and discount items. A dropdown menu for 'Subscription' is open, showing 'New' and 'New October Subscription' as options. The 'Add' button is highlighted in blue. Below the dropdown, there are buttons for 'Save', 'Cancel', 'Auto Fill', 'Reset', and 'Actions'.

4. ■ If you select an existing subscription, click **Save**.
- If you select **New**, continue to step 5.

5. Enter a **Subscription Name**.
6. From the **Billing Account** field, select the billing account you want to use.
7. From the **Subscription Plan** field, select the subscription plan you want to use or select **New** to create a new subscription plan.
8. From the **Initial Term** field, select an initial term for the subscription.
9. Enter an **Original Start Date**.
10. Click **Save**.

For information on creating a new Subscription plan, see [Setting Up the Subscription Plan and Price Plan](#).

Managing and Activating a Subscription

To activate a subscription, you must create a change order. A change order can be created from the Subscription record, or by going to Transactions > Billing > Subscription Change Orders. You can activate the subscription line by line or at the header level.

If you need to suspend a subscription line, it must first be activated. After the line is activated, it can be suspended.

Change orders are date sensitive. The effective date determines how future charges are created.

Subscriptions are an available option for saved searches, and they can be located via Global Search using either the subscription name or subscription ID.

To activate a subscription

1. Go to Transactions > Subscriptions > Manage Subscriptions.
2. Click **Activate**.
3. Select a **Customer** from the list.
4. Select the **Subscription** you want to activate.
5. Either click the **Mark All** button or check the **Apply** box for the lines you want to activate.
6. Click **Save**.

Subscription Change Order - Activate

List Search

Primary Information

NUMBER

CO_1048

REQUESTER

Mark Wheel

EFFECTIVE DATE

2/23/2017

MEMO

☒ REQUEST OFF-CYCLE INVOICE FOR ADVANCE CHARGES

Lines	Subscription	System Notes
INCLUDE	LINE NUMBER	STATUS
Yes	1	Pending Activation
Yes	2	Pending Activation
	3	Pending Activation

NEW STATUS	ITEM	PRICE PLAN	QUANTITY	DISCOUNT	START DATE	END DATE
Active	Item_S2_R01_1485798867418	Above 0: \$100.00	1		2/23/2017	2/23/2017
Active	Item_S2_R01_1485799022061	Above 0: \$150.00	1		2/23/2017	2/23/2017
	Item_S2_R01_148579896883	Above 0: \$300.00	1		2/23/2017	2/23/2017

Working with Rating

Rating is the process of creating charges based on change order activity. Examples of actions which cause rateable events include:

- activating a line

- reactivating a line
- renewing a line
- suspending a line
- terminating a line
- modifying quantities and rates on a line

When you save an action which causes a rateable event, for example you renew a line, a rating run automatically starts. Charges can also be generated on demand or scheduled with the current billing operations. When rating is initiated, the bill run is from the point of change forward. You can run rating from the Billing Operation page. To create an unscheduled bill run, go to Transactions > Billing > Process Billing Operations. On the Billing Operation page, check the Rating Run box, then click Run. To schedule a rating run, go to Transactions > Billing > Schedule Billing Operations. On the Billing Operation Schedule page, check the Rating Run box.

Billing Operation Schedule

Save Cancel Reset

Primary Information

NAME ☐ INACTIVE

DESCRIPTION

Schedule

RECURRENCE FREQUENCY

REPEAT EVERY month(s)

OFFSET

NEXT DATE

NEXT TIME

Billing Operation Options

☒ RATING RUN ☒ BILL RUN

☒ CREDIT RUN

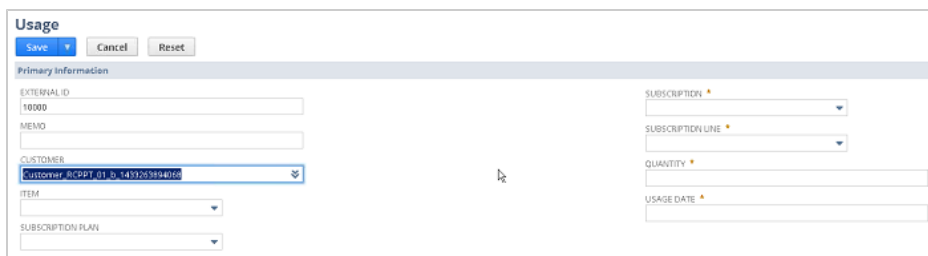
For an example of how change orders trigger rating runs, consider a subscription line that starts on January 1, 2016 and ends on December 31, 2016.

1. An event occurs which causes the subscription start date to change to February 1, 2016. When the change record is saved, rating occurs, and charges are created reflecting the date change.
2. On May 1, a change order is created to suspend the subscription line. The change order is saved, triggering rating. The rating run creates or modifies charges from May 1 forward. Depending on whether earlier charges have been invoiced, negative charges could occur.

When any change order is saved, a rateable event occurs, which triggers a rating run. Only one change order can occur per day on a subscription line. For example, if you activate a subscription line and then realize that you need to suspend the line, you will have to wait 24 hours to save the suspend change order. The same is true for quantity changes. If you submit a change order that changes the quantity of a line, and you later realize that you need to update the quantity again, you must wait 24 hours before submitting the updated quantity change order.

Working with Usage

To create usage, go to Transactions > Subscriptions > Create Usages.



The 'Usage' form contains the following fields:

- Primary Information:**
 - EXTERNAL ID: 10000
 - MEMO:
 - CUSTOMER: Customer_8CPPT_01_0_1431252894000
 - ITEM:
 - SUBSCRIPTION PLAN:
- Subscription Information:**
 - SUBSCRIPTION: *
 - SUBSCRIPTION LINE: *
 - QUANTITY: *
 - USAGE DATE: *

Usage is connected to a subscription line. Examples of usage include money, time, cellular data, internet data, etc.

Note: The usage record does not support user-event scripts.

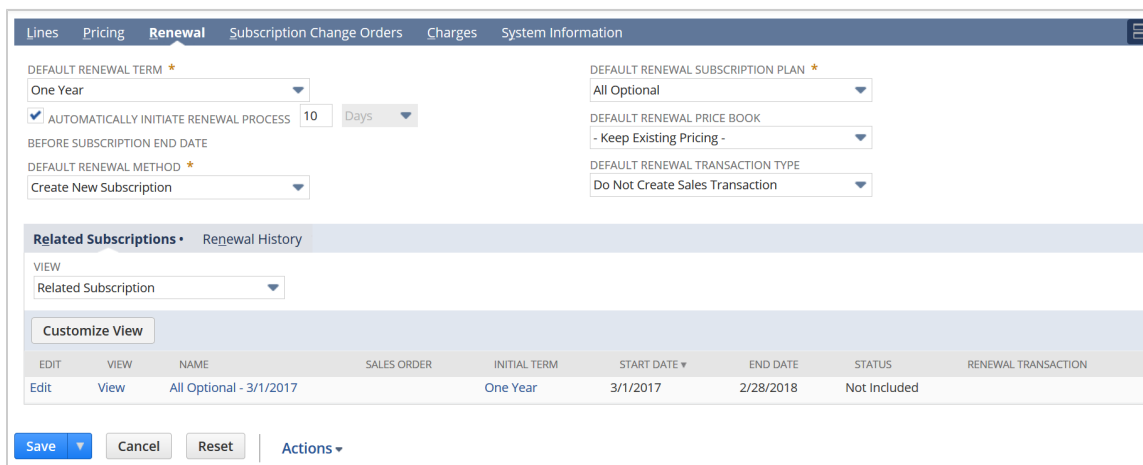
Renewing Subscriptions

You have four options for renewing a subscription:

- Do not renew
- Automatically renew (or extend) an existing subscription
- Automatically renew creating a new subscription transaction but using the existing plan
- Automatically renew creating a new subscription transaction and a new plan

You set renewal options on the Subscription page. You can manually renew a subscription by choosing Renew from the Actions menu or selecting Create New Subscription from the Renewal Method field. For automatically renewed subscriptions, you can view renewal information under the Renewal subtab on the subscription record or the subscription plan record.

On the subscription record, under the Renewal subtab, you can view renewal options, including the renewal term, the renewal method, as well as the transaction type.



The 'Renewal' subtab contains the following settings:

- DEFAULT RENEWAL TERM: One Year
- AUTOMATICALLY INITIATE RENEWAL PROCESS: ☒ 10 Days
- BEFORE SUBSCRIPTION END DATE:
- DEFAULT RENEWAL METHOD: Create New Subscription
- DEFAULT RENEWAL SUBSCRIPTION PLAN: All Optional
- DEFAULT RENEWAL PRICE BOOK: - Keep Existing Pricing -
- DEFAULT RENEWAL TRANSACTION TYPE: Do Not Create Sales Transaction

Related Subscriptions • Renewal History

VIEW: Related Subscription

Customize View

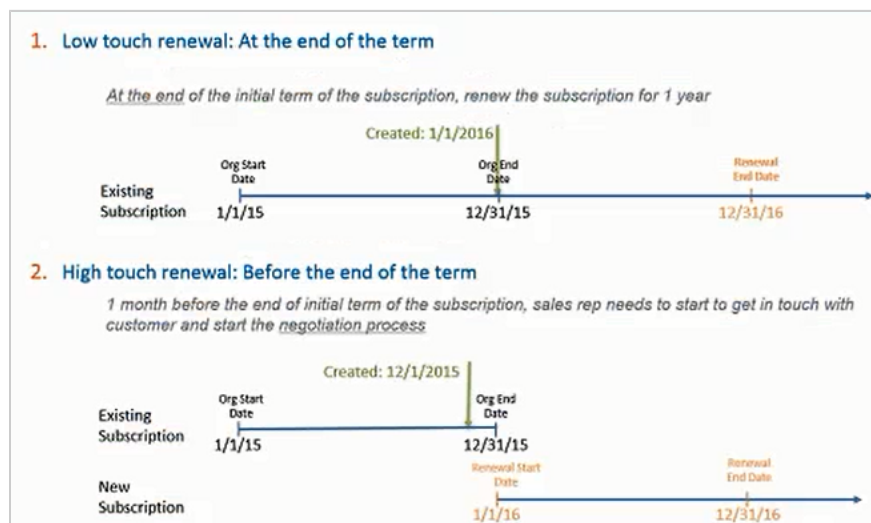
EDIT	VIEW	NAME	SALES ORDER	INITIAL TERM	START DATE	END DATE	STATUS	RENEWAL TRANSACTION
Edit	View	All Optional - 3/1/2017		One Year	3/1/2017	2/28/2018	Not Included	

Buttons: Save, Cancel, Reset, Actions

For the Default Transaction Type field, you can choose the Do Not Create Sales Transaction option. If you choose this option, upon renewal, NetSuite creates a new subscription using the existing subscription plan, but it does not associate it with a sales transaction.

Subscription renewals are considered as either low-touch renewals or high-touch renewals. A low-touch renewal is one that automatically renews, or extends, when the initial subscription ends. A high-touch

renewal requires more effort on the part of someone, for examples a sales representative, in either contacting the customer or manually renewing a subscription.



In the screenshot, example 1 is an existing subscription from 1/1/15 to 12/31/15. On 1/1/2016 the subscription automatically renewed for another year. An example if this type of subscription might be a magazine subscription where credit card information is on file. Example 2 requires more attention. An existing one-year subscription expires on 12/31/2015, but is not set to automatically renew. A sales person needs to contact the customer to negotiate another subscription. In this example, a new subscription is created, but may have required changes to the subscription plan or a change in price. The new subscription is created with a draft status and the associated sales order is created with pending approval status.

If you want to renew a subscription before the subscription end date, you can extend the end date of the existing subscription. However, if the renewal requires a new subscription transaction, The subscription cannot be renewed until the existing subscription end-date.

Renewing Subscription Plans

On the Subscription Plan page, you can view all renewal information by selecting the Renewal tab. Information on the renewal tab includes the renewal terms, the renewal method, the transaction type, and when to initiate the renewal process.

Applying Discounts to Subscription Lines

You can apply discounts at both the subscription plan and the subscription line levels. Discounts can be applied to both one-time and recurring subscription lines. In addition, discounts can be applied to all charge types and all pricing options. Discounts can only be applied as a percentage, for example 50%. Flat rate discounts are not allowed. Also, discounts can only be created when setting up a subscription. After the subscription is activated, a discount cannot be applied. Change orders for discounting a subscription are not supported.

To add a discount to a subscription, enter the discount percentage in the Discount field on either the subscription line record or the subscription plan line record.

NETSUITE Search

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Subscription Line

Save Cancel Reset

Primary Information

SUBSCRIPTION JTO_SME_Prorate&Discount_BA_01_Sub_02	SUBSCRIPTION PLAN LINE 1 Enterprise Solution, 12 Months-1
LINE NUMBER 2	RATE PLAN Enterprise, Monthly, 12 Mths
ITEM ENTPSRV01	RATE PLAN TYPE Recurring
START DATE 12/11/2015	RATE PLAN FREQUENCY Monthly
END DATE 11/30/2016	QUANTITY 10
RECURRING START DATE 12/11/2015	PO #
STATUS Pending Activation	DISCOUNT 50.0%

You can enter a discount percentage between 0 and 100. Negative discounts and discounts above 100% are not allowed.

Applied discounts directly impact the amount of a line; therefore, there are no associated discount lines on an invoice.

Working with Proration

You can control when you want to use proration for recurring subscription lines and subscription plan lines. If proration is enabled for a line, a charge is created based on the number of days in the billing cycle.

If proration is not enabled for the start date of a line, the charge is created as if the start date of the line is the first date in the billing period. If proration is not enabled for the end date of a line, the charge is created as if the end date of the line is the last day in the billing period. By default, when a price plan is selected and the line is not recurring, Prorate Start Date is checked and Prorate End Date is checked.

To enable proration for the start date of a line, check the **Prorate Start Date** box on the Subscription Line record.

To enable proration for the end date of a line, check the **Prorate End Date** box on the Subscription Line record.

NETSUITE Search

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Subscription Line

Save Cancel Reset

Primary Information

SUBSCRIPTION JTO_SME_Prorate&Discount_BA_01_Sub_02	SUBSCRIPTION PLAN LINE 1 Enterprise Solution, 12 Months-1	SALES ORDER
LINE NUMBER 1	RATE PLAN Enterprise, Setup Fee	<input type="checkbox"/> PRORATE START DATE
ITEM ENTPSET01	RATE PLAN TYPE One Time	SALES ORDER LINE NUMBER
START DATE 12/11/2015	RATE PLAN FREQUENCY One Time	<input type="checkbox"/> PRORATE END DATE
END DATE 11/30/2015	QUANTITY 1	BILLING MODE In Advance
RECURRING START DATE	PO #	TERMINATION DATE
STATUS Pending Activation	DISCOUNT 100.0%	

Terminating a Subscription Line

Terminating a subscription is a line-level action. When a subscription line is terminated, it can only be edited on or before the termination date. After the termination date, only the Memo field and any custom fields are editable. After a line is terminated, the status of the line changes to Terminated the day after the termination date. For example, if you terminate a subscription at 8:00 A.M. on July 1, the termination change order does not take effect until 11:59 P.M. If there is a daily charge or prorated charge for the subscription, the customer will be charged for July 1. Any future charges are canceled. If a subscription line is terminated in error, a new subscription line must be entered. The Terminated status cannot be changed.

To terminate a subscription line

1. From the **Actions** menu, choose **Terminate**.
2. Enter the **Effective Date** for the termination.
3. Check the **Apply** box associated with the line you want to terminate.
4. Click **Save**.

Sales Transactions with Subscriptions

Subscription information displays on associated sales transactions. The purpose is to show subscription information without the user having to navigate to a subscription-related record.

Synchronizing Sales Transactions and Subscriptions

Any updates made to a subscription can be updated on the associated sales transactions. Synchronizing this information ensures the transaction reflects the correct subscription information and totals. Only subscriptions in the Draft status can be added to a sales transaction and synchronized. When a subscription enters the Pending Activation status, it can no longer be synchronized.

When a sales transaction needs updating, a warning message appears in the top left corner of the screen.

To synchronize a sales transaction with a subscription

1. Navigate to the sales transaction associated with the subscription that has changed.
2. In the warning message, click the **Click here** link to update the subscription information.
3. Click **Save** to save the updated sales transaction.

Monthly Recurring Revenue Report

The Monthly Recurring Revenue report, also known as the MRR report, reports on the sum of recurring lines for a specified month or range. Access the MRR report by going to Reports > Subscriptions > Monthly Recurring Revenue. By default, each line of the MRR report includes the following columns:

- Customer
- Subscription Plan
- Subscription

The default date range is the previous rolling year.

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Monthly Recurring Revenue

CUSTOMER	SUBSCRIPTION PLAN	SUBSCRIPTION	APRIL 2016	MAY 2016	JUNE 2016	JULY 2016	AUGUST 2016	SEPTEMBER 2016	OCTOBER 2016	NOVEMBER 2016	DECEMBER 2016	JANUARY 2017	FEBRUARY 2017	MARCH 2017	TOTAL
Company XYZ	Renewal End Date Test	Renewal End Date Test - 2/23/2017											\$250.00		\$250.00
Company XYZ	Service Subscription	Service Subscription - 1/26/2017										\$1,000.00		\$1,000.00	\$3,000.00
Customer_1_R01_1485798867418	Renewal End Date Test	Renewal End Date Test - 2/8/2017											\$100.00		\$100.00
Customer_1_R01_1485798867418	SP_R01_1485798867418	Subscription_1_R01_1485798867418							\$100.00	\$100.00	\$500.00	\$500.00	\$500.00	\$500.00	\$2,200.00
Customer_2_R01_1485798996883	One Year Renewal	One Year Renewal - 2/8/2017											\$100.00	\$100.00	\$200.00
Customer_2_R01_1485798996883	One Year Renewal	One Year Renewal - 2/8/2017 Renew 1											\$200.00	\$200.00	\$400.00
Customer_2_R01_1485798996883	Renewal End Date Test	Renewal End Date Test - 2/8/2017											\$100.00	\$100.00	\$200.00
Customer_2_R01_1485798996883	Service Subscription	Service Subscription - 2/3/2017										\$1,000.00	\$4,000.00	\$5,000.00	\$10,000.00
Customer_2_R01_1485798996883	SP_R01_1485798996883	Subscription_2_R01_1485798996883							\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$600.00
Customer_3_R01_1485799005217	NFT Demo Subscription Plan	NFT Demo Subscription Plan - 2/3/2017											\$100.00	\$100.00	\$200.00
Customer_3_R01_1485799005217	One Year Renewal	One Year Renewal - 2/8/2017											\$100.00	\$100.00	\$200.00
Customer_3_R01_1485799005217	Renewal End Date Test	Renewal End Date Test - 2/8/2017											\$100.00	\$100.00	\$200.00
Customer_3_R01_1485799005217	SP_R01_1485798867418	SP_R01_1485798867418 - 2/1/2017								\$200.00	\$200.00	\$200.00	\$200.00	\$200.00	\$1,000.00
Customer_3_R01_1485799005217	SP_R01_1485799005217	Subscription_3_R01_1485799005217							\$3,400.00	\$3,400.00	\$3,400.00	\$3,400.00	\$3,400.00	\$3,400.00	\$20,400.00
Customer_4_R01_1485799013211	Renewal End Date Test	Renewal End Date Test - 2/8/2017											\$100.00		\$100.00

DATE

previous rolling year

FROM

4/1/2016

TO

3/31/2017

SUBSIDIARY CONTEXT

Parent Company (Consolidated)

Find...

Refresh

Customize

SQL

To customize the MRR report, click [Report Customization](#).

The MRR report shows the final rating value for a give month, and it does not include prorated amounts, even if proration is enabled for a line. For example, a subscription with a quantity of 10 and a rate plan of \$100 each on January 1st (\$1,000) with a change order on January 25 that doubles the quantity to 20, shows a monthly recurring revenue of \$2,000 for January.

Suspended subscriptions are reported the same as active subscriptions, but closed or terminated subscriptions are not reported. In addition, draft subscriptions are not currently reported.

The MRR report assumes that subscriptions will be renewed; therefore, any subscriptions that are not terminated or closed continue to report into the future.

For more information on reporting, see the help topic [Reporting Overview](#).

Total Contract Value Report

The Total Contract Value report, also known as the TCV report, shows total bill charges for the full term of a subscription. To see charges up to the current time for a subscription, see the [Billings to Date Report](#) report. Access the TCV report by going to Reports > Subscriptions > Total Contract Value.

The TCV report does not include usage charges because usage can vary each billing period.

By default, each line of the TCV report includes the following columns:

- Customer
- Subscription Plan
- Subscription

Total Contract Value						
CUSTOMER	BILLING ACCOUNT	SUBSCRIPTION	START DATE	END DATE	STATUS	TOTAL CONTRACT VALUE (TCV)
Company XYZ	Billing Account 1	Renewal End Date Test - 2/23/2017	2/23/2017	2/23/2017	PENDING_ACTIVATION	\$8.93
Company XYZ	Billing Account 1	Service Subscription - 1/26/2017	1/26/2017	1/25/2018	ACTIVE	\$12,000.00
Customer_1_R01_1485798867418	BA_M_FX_1_R01_1485798867418	Renewal End Date Test - 2/8/2017	2/8/2017	2/8/2017	DRAFT	\$3.57
Customer_1_R01_1485798867418	BA_M_FX_1_R01_1485798867418	Subscription_1_R01_1485798867418	10/1/2016	9/30/2017	ACTIVE	\$5,032.26
Customer_2_R01_1485798996883	BA_M_FX_2_R01_1485798996883	One Year Renewal - 2/8/2017	2/8/2017	2/7/2018	ACTIVE	\$1,200.00
Customer_2_R01_1485798996883	BA_M_FX_2_R01_1485798996883	Service Subscription - 2/3/2017	2/21/2017	2/7/2019	ACTIVE	\$2,400.00
Customer_2_R01_1485798996883	BA_M_FX_2_R01_1485798996883	Renewal End Date Test - 2/8/2017	2/8/2017	2/7/2018	ACTIVE	\$1,200.00
Customer_2_R01_1485798996883	BA_M_FX_2_R01_1485798996883	Subscription_2_R01_1485798996883	2/3/2017	2/2/2018	ACTIVE	\$45,214.28
Customer_2_R01_1485798996883	BA_M_FX_2_R01_1485798996883	Subscription_2_R01_1485798996883	10/1/2016	9/30/2017	ACTIVE	\$1,200.00
Customer_3_R01_1485799005217	BA_M_FX_3_R01_1485799005217	NFT Demo Subscription Plan - 2/3/2017	2/28/2017	2/27/2018	ACTIVE	\$1,200.00
Customer_3_R01_1485799005217	BA_M_FX_3_R01_1485799005217	One Year Renewal - 2/8/2017	2/8/2017	2/7/2018	ACTIVE	\$1,200.00
Customer_3_R01_1485799005217	BA_M_FX_3_R01_1485799005217	Renewal End Date Test - 2/8/2017	2/8/2017	2/8/2018	ACTIVE	\$1,203.57
Customer_3_R01_1485799005217	BA_M_FX_3_R01_1485799005217	SP_R01_1485798867418 - 2/1/2017	11/3/2016	11/2/2017	ACTIVE	\$2,400.00
Customer_3_R01_1485799005217	BA_M_FX_3_R01_1485799005217	Subscription_3_R01_1485799005217	10/1/2016	9/30/2017	ACTIVE	\$39,735.49
Customer_4_R01_1485799013211	BA_M_FX_4_R01_1485799013211	Renewal End Date Test - 2/8/2017	2/8/2017	2/8/2017	DRAFT	\$3.57
Customer_4_R01_1485799013211	BA_M_FX_4_R01_1485799013211	Subscription_4_R01_1485799013211	10/1/2016	9/30/2017	ACTIVE	\$1,200.00
JL Bookings Ltd.	BA_1008	SP_R01_1485798867418 - 9/1/2015	10/1/2014	10/1/2014	TERMINATED	\$18,904.84
JL Bookings Ltd.	BA_1008	SP_R01_1485799005217 - 5/10/2016	5/10/2016	5/10/2016	ACTIVE	\$66,087.09
JTO_TEST_01	1st of the month	Bronze Package - 2/2/2017	2/1/2017	1/31/2018	ACTIVE	\$2,600.00

To customize the TCV report, click [Report Customization](#).

The data is represented as a rolling transaction total from month to month; therefore, credit memos are represented in the months in which they are created.

Future months beyond the current bill cycle show TCV based on the last billing transaction for that subscription.

For more information on reporting, see the help topic [Reporting Overview](#).

Billings to Date Report

The Billing to Date report shows total bill charges, up to the current cycle, for a subscription. To view charges for the full subscription term, see the [Total Contract Value Report](#). Access the Billing to Date report by going to Reports > Subscriptions > Billings to Date.

By default, each line of the report includes the following columns:

- Customer
- Subscription Plan
- Subscription

Billings To Date														
CUSTOMER	SUBSCRIPTION PLAN	SUBSCRIPTION	BILLED SUBSCRIPTIONS AMOUNT											
			As of April 2016	As of May 2016	As of June 2016	As of July 2016	As of August 2016	As of September 2016	As of October 2016	As of November 2016	As of December 2016	As of January 2017	As of February 2017	As of March 2017
Company XYZ	Service Subscription	Service Subscription - 1/26/2017	\$5,000.00	\$5,000.00	\$5,000.00	\$5,000.00	\$5,000.00	\$5,000.00	\$5,000.00	\$5,000.00	\$5,000.00	\$5,000.00	\$12,000.00	\$12,000.00
Customer_1_R01_1485798867418	SP_R01_1485798867418	Subscription_1_R01_1485798867418	\$0.00	\$0.00	\$0.00	\$500.00	\$500.00	\$500.00	\$500.00	\$500.00	\$500.00	\$832.26	\$832.26	\$5,032.26
Customer_2_R01_1485798996883	SP_R01_1485798996883	Subscription_2_R01_1485798996883	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,000.00	\$1,000.00
Customer_3_R01_1485799005217	SP_R01_1485798867418	SP_R01_1485798867418 - 2/1/2017	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2,186.67	\$2,186.67
Customer_4_R01_1485799005217	SP_R01_1485799005217	Subscription_3_R01_1485799005217	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$39,735.49	\$39,735.49
Customer_4_R01_1485799013211	SP_R01_1485799013211	Subscription_4_R01_1485799013211	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,100.00	\$1,100.00
JL Bookings Ltd.	SP_R01_1485798867418	SP_R01_1485798867418 - 9/1/2015	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2,400.00	\$2,400.00
NFT Demo Customer A	NFT Demo Subscription Plan	NFT Demo Subscription Plan - 2/1/2017	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,996.43	\$1,996.43
Sun Milling Inc	SP_R01_1485798996883	SP_R01_1485798996883 - 7/1/2015	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$45,900.00	\$45,900.00
Sun Milling Inc	SP_R01_1485798996883	SP_R01_1485798996883 - 8/1/2015	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2,200.00	\$2,200.00
Total			\$5,000.00	\$5,000.00	\$5,000.00	\$5,500.00	\$5,500.00	\$5,500.00	\$5,500.00	\$5,500.00	\$5,832.26	\$5,832.26	\$113,550.85	\$113,550.85

To customize the report, click [Report Customization](#).

The data is represented as a rolling transaction total from month to month; therefore, credit memos are represented in the months in which they are created.

Future months beyond the current bill cycle show TCV based on the last billing transaction for that subscription.

For more information on reporting, see the help topic [Reporting Overview](#).

Churn by Customer Report

The Churn by Customer report shows how many customers are canceling or have subscriptions ending in a given month. Because churn is calculated differently by different customers, the structure of the Churn by Customer report is different from most other NetSuite reports to allow for the addition of custom fields. Access the report by going to Reports > Subscriptions > Churn by Customer.

MONTH	CUSTOMERS AT BEGINNING	CUSTOMERS AT END	NEW CUSTOMERS	CHURNED CUSTOMERS	NET NEW CUSTOMERS	CHURN %
2016-Apr	3	2	0	1	-1	33.33%
2016-May	2	3	1	0	1	0.00%
2016-Jun	3	3	0	0	0	0.00%
2016-Jul	3	3	1	1	0	33.33%
2016-Aug	3	3	0	0	0	0.00%
2016-Sep	3	3	0	0	0	0.00%
2016-Oct	3	7	5	2	3	66.67%
2016-Nov	7	6	0	1	-1	14.29%
2016-Dec	7	7	1	0	1	0.00%
2017-Jan	7	8	2	1	1	14.29%
2017-Feb	8	11	5	1	4	12.50%
2017-Mar	12	12	1	0	1	0.00%

To customize the report, click [Report Customization](#).

For more information on reporting, see the help topic [Reporting Overview](#).

The following table provides a list of columns and their definitions.

Column	Definition
Customers at beginning of month	The number of customers with active subscriptions at the beginning of the month.
Customers at end of month	The number of customers at the end of the month, which is calculated by the number of customers at the beginning of the month in addition to net new customers.
New Customers	Customers who activated their first new subscription at any point in the month.
Churned Customers	Customers whose subscriptions have all closed or terminated in the month.
Net New Customers	New customers minus churned customers. This can be a positive or negative number.
Customer Churn %	Churned customers divided by customers at the beginning of the month.

Notes about calculating churn and customers:

- Churn is included only in the month that the subscription ends.
- The default date selection is Last Rolling Year. This report only shows information for full months of data.
- Customers with a subscription in the first month of data collection are counted toward total customers.
- All customers in the first month of data collection are considered new customers.
- Customer Churn % is calculated as churned customers divided by new customers, then multiplied by 100 in the first month of data collection.

- Suspended subscriptions do not count toward churn.
- If the number of customers at the beginning of the month equal zero (0), the customer churn % cannot be calculated.

Churn by Revenue Report

The Churn by Revenue report shows the reduction in monthly recurring revenue due to subscriptions being reduced in value, canceled, or ending. Access the report by going to Reports > Subscriptions > Churn by Revenue

Churn by Revenue										
MONTH	MRR AT BEGINNING	MRR AT END	NEW MRR	EXPANSION MRR	CONTRACTION MRR	LOST MRR	MRR CHURN	NET NEW MRR	MRR CHURN (%)	
2016-Apr	\$323,800.10	\$68,800.00	\$0.00	\$0.00	\$0.00	\$67,500.13	\$67,500.13	(\$67,500.13)	20.85%	
2016-May	\$68,800.00	\$69,100.00	\$300.00	\$0.00	\$0.00	\$0.00	\$0.00	\$300.00	0.00%	
2016-Jun	\$69,100.00	\$69,100.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	
2016-Jul	\$69,100.00	\$76,300.00	\$0.00	\$7,200.00	\$0.00	\$0.00	\$0.00	\$7,200.00	0.00%	
2016-Aug	\$76,600.00	\$76,300.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	
2016-Sep	\$76,300.00	\$76,300.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	
2016-Oct	\$76,300.00	\$256,100.04	\$400.00	\$179,500.04	\$0.00	\$100.00	\$100.00	\$179,800.04	0.13%	
2016-Nov	\$256,400.04	\$256,300.00	\$200.00	\$0.00	\$0.00	\$0.00	\$0.00	\$200.00	0.00%	
2016-Dec	\$256,300.00	\$357,700.00	\$0.00	\$101,400.00	\$0.00	\$0.00	\$0.00	\$101,400.00	0.00%	
2017-Jan	\$357,800.00	\$305,900.00	\$1,000.00	\$0.00	\$52,800.05	\$0.00	\$52,800.05	(\$51,800.05)	14.76%	
2017-Feb	\$373,400.05	\$319,900.01	\$14,458.34	\$0.00	\$0.00	\$450.00	\$450.00	\$14,008.34	0.12%	
2017-Mar	\$319,908.34	\$344,700.00	\$0.00	\$32,800.00	\$0.00	\$0.00	\$0.00	\$32,800.00	0.00%	
Total			\$16,358.34	\$320,900.04	\$52,800.05	\$68,050.13	\$120,850.18			

DATE: previous rolling year FROM: 4/1/2016 TO: 3/31/2017 SUBSIDIARY CONTEXT: Parent Company (Consolidated) Find... Refresh Customize SQL

To customize the report, click [Report Customization](#).

For more information on reporting, see the help topic [Reporting Overview](#).

The following table provides a list of rows and their definitions. MRR refers to monthly recurring revenue.

Row	Definition
MRR at Beginning (of Month)	MRR calculated on the last day of the previous month. This is the same amount reported for a prior month on the Monthly Recurring Revenue report.
MRR at End (of Month)	MRR calculated on the last day of a specific month. This is the same amount reported for a specific month in the MRR Report.
New MRR	MRR associated with new subscriptions started in a specific month. This is equal to the sum value of all subscriptions with a start date in a specific month.
Expansion MRR	MRR associated with the upsell of existing subscriptions in a specific month. This is the sum value of all subscriptions that increased in value in a specific month.
Contraction MRR	MRR associated with the downsell of existing subscriptions. This is the sum value of all subscriptions that decreased in value in a specific month.
Lost MRR	Overall recurring revenue lost in a specific month from canceled or closed subscriptions. This is the sum value of all monthly subscriptions that were canceled or closed in a specific month.
MRR Churn	The churn in recurring revenue from cancelled subscriptions and downgraded subscriptions.
New New MRR	This is the sum of new MRR plus (+) expansion MRR minus (-) lost MRR.
MRR Churn (%)	MRR churn divided by MRR at the beginning of the month.

Notes about calculating churn and MRR:

- All MRR is considered new on the first month.

- Churn % cannot be calculated on the first month because all MRR is new.
- Revenue associated with suspended subscriptions does not count toward churn. Only revenue that has been lost or will be lost in the specific month contributed to MRR churn.
- If MRR at the beginning of the month equals zero (0), MRR churn cannot be calculated.