



SUITECOMMERCE CUSTOMER CENTER

Self-Service Online Account Management

Provide your customers with 24/7, self-service account management capabilities with SuiteCommerce Customer Center, available in two editions. The Standard edition provides all of the core functionality needed for a complete B2C experience. The Premium edition provides all of the functionality offered in the Standard edition plus additional advanced features for an enhanced B2B experience.

Key Benefits

- **Enable buying efficiencies**, including support for routine, repeat and bulk ordering.
- **Streamline billing** with capabilities to view account balance, invoices and transaction history as well as make payments against invoices.
- **Reduce support requests** with online self-service resources and tools.
- **Deliver an optimised** mobile experience for smartphones and tablets with responsive web design.

Self-Service Account Management

- **Sign in/sign up/forgot password.** Enable account creation, returning customer sign-in and password reset.
- **Order history.** Provide full access into online order history and details of each order, including billing, shipping and payment information, and order status with tracking links; enable customers to reorder items from order history.
- **Profile management.** Give customers capabilities to manage personal information and email preferences.
- **Address book management.** Shoppers can manage multiple shipping and billing addresses, including defining default shipping and billing addresses for faster checkouts.
- **Credit card management.** Allow customers to store and manage credit cards.
- **Returns.** Enable self-service returns management that allows shoppers to initiate an online return authorisation.
- **Case management.** Improve engagement and client satisfaction by enabling customers to submit questions or support queries, directly connected to your support desk.
- **Account balance.** Customers can view summaries of outstanding and available balances, deposits, credit memos and the terms associated with their account.
- **Invoices and payments.** Give customers with terms capabilities to make full or partial payment against a single or multiple invoices.
- **Transaction history.** Allow customers to drill down into the details of all transactions and to save a permanent record.

	STANDARD EDITION	PREMIUM EDITION
Sign In/Sign Up/ Forgot Password	●	●
Profile Information Personal Information Email Preferences Address Book Management Credit Card Management	●	●
Order History	●	●
Reorder Items	●	●
Returns	●	●
Case Management	●	●
Product/Wish Lists*		●
Billing Account Balance Print Statement Invoices & Payments Transaction History & Details		●
Quotes		●

*Not supported on SuiteCommerce Site Builder

- **Print statement.** Customers can download or print their account statement.
- **Product/wish lists.** Shoppers can create and manage lists of favorite or frequently purchased items.
- **Quotes.** Streamline the quoting process. Allow buyers to submit a Request for Quote on your website. A company representative can revise the quote to provide the appropriate pricing and delivery information. Once the buyer provides approval, the quote can then be converted to an online order.