

# Support Packages & Service Guide

**Support Services are available to all NetSuite modules where relevant.**

This Service Guide may not include all available services which will be provided. Should a specific service that is not included in this list be requested, please discuss it with your Account Manager.

Extended Hours may be required to deliver tasks within the requested timeframe.

## Support Packages

	<b>Engage</b>	<b>Enable</b>	<b>Enhance</b>
Periods	Quarterly	Quarterly	Quarterly
Minimum Bundles (hrs)	14	14	14
Contract Type	Rolling Quarter	Rolling Quarter	Rolling Quarter

## Service Guide

<b>Account Management</b>			
Weekly Check In Calls	FOC	FOC	FOC
Assistance with NetSuite Module/User Procurement	FOC	FOC	FOC
Quarterly Business Reviews (roadmap)	FOC	FOC	FOC
Support Reports/Support Portal	FOC	FOC	FOC
<b>General</b>			
How to Queries	✓	✓	✓
NetSuite Defect/Enhancement Reporting	✓	✓	✓
Discovery/Requirements Gathering		✓	✓
Support on errors for current system setup (incl. Integration)	✓	✓	✓
Use Hours Against Current Projects			✓
New Release Testing		✓	✓
Business Process Flow & Alignment		✓	✓



Performance Comparison		✓	✓
<b>System Administration</b>			
Login/Access Assistance	✓	✓	✓
License Management	✓	✓	✓
Performance Queries	✓	✓	✓
Audit (system notes/login audit)	✓	✓	✓
Integration Management (review active integrations and concurrency)	✓	✓	✓
Review of Preferences	✓	✓	✓
CSV Imports (assistance, error correction & saved mapping)	✓	✓	✓
Perform CSV Import & Data Manipulation		✓	✓
Subsidiary Set Up (simple sub)		✓	✓
<b>Financial Assistance</b>			
Assist with Period Close	✓	✓	✓
Assist with Period Set Up	✓	✓	✓
Queries regarding Reconciliation	✓	✓	✓
Assist with Company Bank Details	✓	✓	✓
Queries regarding Payment File Administration	✓	✓	✓
Set Up Payment File Administration		✓	✓
Queries regarding Bank Matching	✓	✓	✓
Queries regarding Expense Management	✓	✓	✓
Set Up Expense Management (Standard Functionality)		✓	✓
<b>Roles</b>			
New Role Creation	✓	✓	✓
Role Comparison	✓	✓	✓
Role Audit & Review		✓	✓
Permission Management	✓	✓	✓
Role to Process Alignment		✓	✓
Approvals & Hierarchies (OOB)		✓	✓
Personalise Dashboards	✓	✓	✓
<b>Reporting</b>			
Analyse & Assist with Discrepancies	✓	✓	✓



Customise Reports & Saved Searches	✓	✓	✓
Create Reports & Saved Searches	✓	✓	✓
KPI's	✓	✓	✓
Reminders	✓	✓	✓
Custom Lists & Views	✓	✓	✓
SuiteAnalytics Workbook Creation		✓	✓
<b>Customisation</b>			
Create Fields, Forms	✓	✓	✓
Create Custom Records		✓	✓
Minor Advanced PDF changes	✓	✓	✓
Advanced PDF Creation		✓	✓
Workflow creation	✓	✓	✓
Workflow Review & Amend	✓	✓	✓
Create Centres & Centre Tabs	✓	✓	✓
Create Sublists & Subtabs	✓	✓	✓
<b>SuiteScript</b>			
Support on errors regarding 3EN SuiteScript (current set up)	✓	✓	✓
Creation of SuiteScript (1 day per period)		✓	✓
Creation of SuiteScript			✓
<b>3EN Built Integration</b>			
Support on integration Errors	✓	✓	✓
Creation of additional integration flows		✓	✓
<b>Training</b>			
New User Onboarding		✓	✓
Standard Functionality Training		✓	✓
Supported Bundle & Module Training		✓	✓
<b>SuiteApp Implementation</b>			
Bank Feed SuiteApp Set Up		✓	✓
Expense SuiteApp Set Up (Expensify)		✓	✓
Scan & Capture SuiteApp Set Up		✓	✓
Cash 360 SuiteApp Set Up		✓	✓
Altapay		✓	✓
Dashboard Tiles		✓	✓



Subsidiary Navigator		✓	✓
APM Set Up & Training		✓	✓
International Tax Reports (standard functionality)		✓	✓
Tax Audit Reports (standard functionality)		✓	✓
Supplementary Tax Functionality (Standard functionality)		✓	✓
Withholding Tax		✓	✓
<b>Module/Bundle Implementation</b>			
Dunning Letters		✓	✓
Fixed Asset Management (no multi-book, standard functionality)		✓	✓
Multibook (Foreign Currency Management Only)		✓	✓
Electronic Bank Payments Set Up		✓	✓
Advanced Electronic Bank Payments Set Up		✓	✓
ODBC Set Up		✓	✓
SuiteApprovals Set Up		✓	✓
<b>3EN Custom Bundles - Implementation</b>			
Bank Detail Approvals (OOB)		✓	✓
Custom Approvals		✓	✓