Netscore Subscription Billing App
Frequently Asked Questions

What is NetScore Subscription App?

NetScore Subscription App for NetSuite automates the recurring transactions in NetSuite. It is designed to handle subscription changes when your subscribers renew, pause, upgrade and change their subscriptions. The application gives you the flexibility to craft your subscription plans as per your business requirements with support for a trial period, add-ons, discounts, cancel, etc. With Automated Recurring Orders, Invoices and Customer Payments, the entire subscription process is smoother and hassle-free.

What is the turnaround time to start using NetScore Subscription Application?

Installing NetScore Subscription SuiteApp is quick and straightforward. After installing the bundle, choose your features in Setup - App Manager, click finish and you're ready to start in just a few minutes.

Does NetScore Subscription App support one-time transactions and recurring transactions?

Yes, It supports both one-time transactions and recurring transaction .

Can a subscriber cancel their subscription?

Yes, subscriber can cancel their subscription at any point of time.

How can Customers make changes in their Subscriptions?

NetScore Subscription SuiteApp have feature to modify the subscription order. You can add new item or change quantity, billing frequency etc. of existing item. The changes made in subscription will reflect in next generated bill/shipment/charge.

How NetScore Subscription App handle Pause & Resume options of a Subscription?

In NetScore Subscription SuiteApp we can pause any item from the order by just selecting inbuilt pause option. The item will be paused until the subscriber/user resumes the subscription.

How a subscriber skip or Defer Subscriptions order?

Subscriber can easily defer his/her next subscription delivery, by selecting the skip dates based on user's choice based on your requirement by just selecting the skip dates.

How will NetScore Subscription app provides discount to subscription order?

NetScore Subscription SuiteApp provide flexibility to offer customized discounts to your customers based on your criteria.

Can we authorize customer payment before charging the customer's credit card?

Yes, you can manually approve the customer payment before charging the customer.

How NetScore Subscription App handles if customer's transaction is failed due to incorrect credit card details?

The App retries to charge customer based on rules defined in dunning management process.

How can I notify my customer if customer transaction gets failed?

Automatic e-mail will be sent to customer if the transaction is failed.

Can we import our old customer subscription orders?

Yes, we can import customer subscription orders.

Can NetScore Subscription accepts cheque payments?

Yes, NetScore Subscription App provides different payment methods like Cash, Card, Cheque etc.

Can NetScore Subscription App be customized to specific requirements?

Yes, NetScore Subscription App is flexible to customize any requirements.