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Subscription Management and Billing

NetSuite SuiteBilling





As businesses transition to a subscription-based economy, they require a billing solution that ensures invoices accurately reflect pricing and usage over a specific period. NetSuite SuiteBilling simplifies billing operations by offering real-time visibility into financial activities. With features such as consolidated invoicing, automated rating processes, and support for multiple pricing models, SuiteBilling delivers complete transparency and efficiency across all billing activities.

Key Benefits

- Standard and customizable pricing plans, supporting volume-based, tiered, and flatrate models.
- A powerful rating engine that automates usage and consumption-based billing.
- Simplified recurring subscription billing with automatic renewals.
- Flexible change order management to efficiently handle subscription lifecycle adjustments.
- Seamless consolidation of charges across multiple subscriptions for greater billing efficiency.

Pricing Models

SuiteBilling offers flexible pricing models, allowing businesses to bill customers in various ways—from straightforward flat-rate charges to more intricate volume- or tier-based structures.

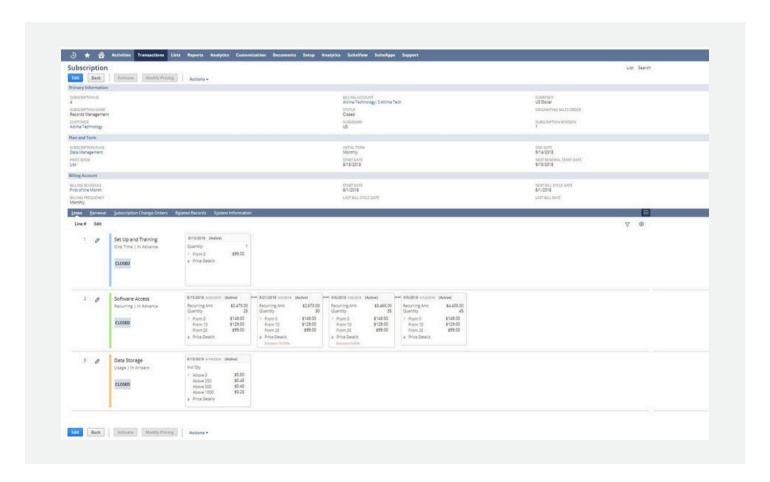
- Flat Model Customers are billed a fixed amount each billing cycle.
- Volume Model Charges are based on usage or entitlements, with the highest volume tier rate applied to the entire quantity.
- Tiered Model Different rates apply to specific consumption or entitlement ranges, with the final charge calculated based on varying per-unit rates.

Rating Models

SuiteBilling provides businesses with flexible billing options, allowing subscriptions to be charged as one-time fees or recurring payments, either in advance or in arrears. With multiple rating models, companies can seamlessly incorporate setup fees, license counts, and variable consumption into a single subscription. The combination of effortless subscription setup, streamlined maintenance, and adaptable rating models enhances billing efficiency and accuracy.

Subscription and Renewal Management

SuiteBilling supports a variety of subscription models, from evergreen plans to fixed-term agreements (e.g., 1-year, 3-year). Subscription modifications—including upsells, downsells, suspensions, and terminations—are easily managed. Automated renewals help prevent revenue leakage by ensuring continuous billing. Additionally, businesses can apply percentage-based price increases to renewal pricing, either at the time of subscription creation or upon renewal, with the flexibility to adjust uplift rates at the line-item level.



Change Orders

SuiteBilling enables organizations to schedule and automate subscription changes effortlessly. With change orders, businesses can apply immediate or future-dated adjustments to pricing and quantities without the need for manual tracking. These modifications are recorded as soon as they are identified and take effect automatically on the specified date.

All change orders support prorated invoicing, ensuring accurate pricing and quantity adjustments over time. Additionally, any backdated changes that have already been billed will automatically generate a credit, streamlining the billing process and maintaining accuracy.

Customer-Specific Pricing and Discounting

SuiteBilling offers the flexibility to create both standardized pricing templates and customized pricing models tailored to individual customer agreements. Businesses can apply generic subscription plans across all customers or a select group, while also having the option to customize subscriptions based on existing plans or entirely new agreements.

With SuiteBilling, companies can define specific pricing structures, contract terms, and item-level discounting rules, ensuring that negotiated deals and customer-specific pricing requirements are seamlessly incorporated into the billing process.

Reporting

SuiteBilling delivers real-time reporting for instant access to key billing and financial metrics, including monthly recurring revenue, total contract value, and customer churn. These insights enable businesses to make informed decisions and optimize subscription management efficiently.