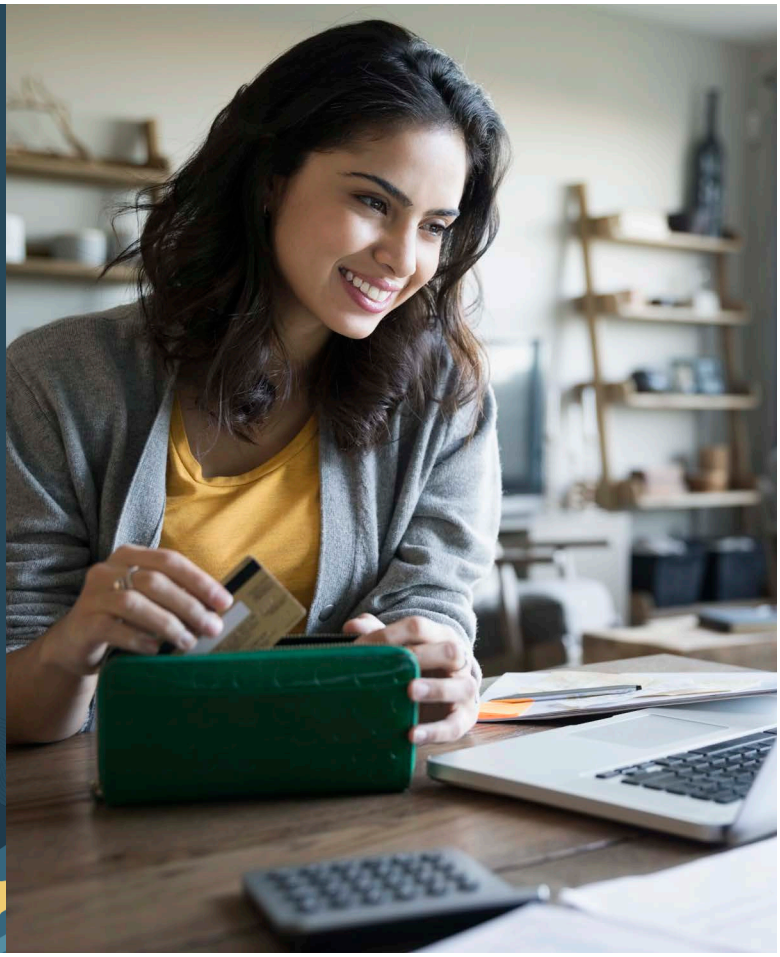
Subscription Management and Billing

NetSuite SuiteBilling



With the move to a subscription economy, businesses need a way to generate invoices that accurately reflect pricing and consumption over a defined period. NetSuite SuiteBilling helps companies streamline billing operations, providing real-time visibility into billing and financial activity. From consolidated invoicing, automated rating processes, and support of multiple pricing models, SuiteBilling provides transparency around all billing activities.

Key Benefits

- **Standard and customer specific price plans** with volume, tiered, and flat pricing models.
- **Powerful rating engine** to automate as usage/ consumption billing.
- **Streamline recurring subscription billing** with automatic renewals.
- **Manage a subscription lifecycle** with flexible change orders.
- **Seamlessly consolidate charges** from multiple subscriptions.

Pricing Models

SuiteBilling supports multiple pricing models, making it possible to bill customers in a variety of ways, ranging from a simple flat rate each billing cycle to complex volume or tiered scenarios.

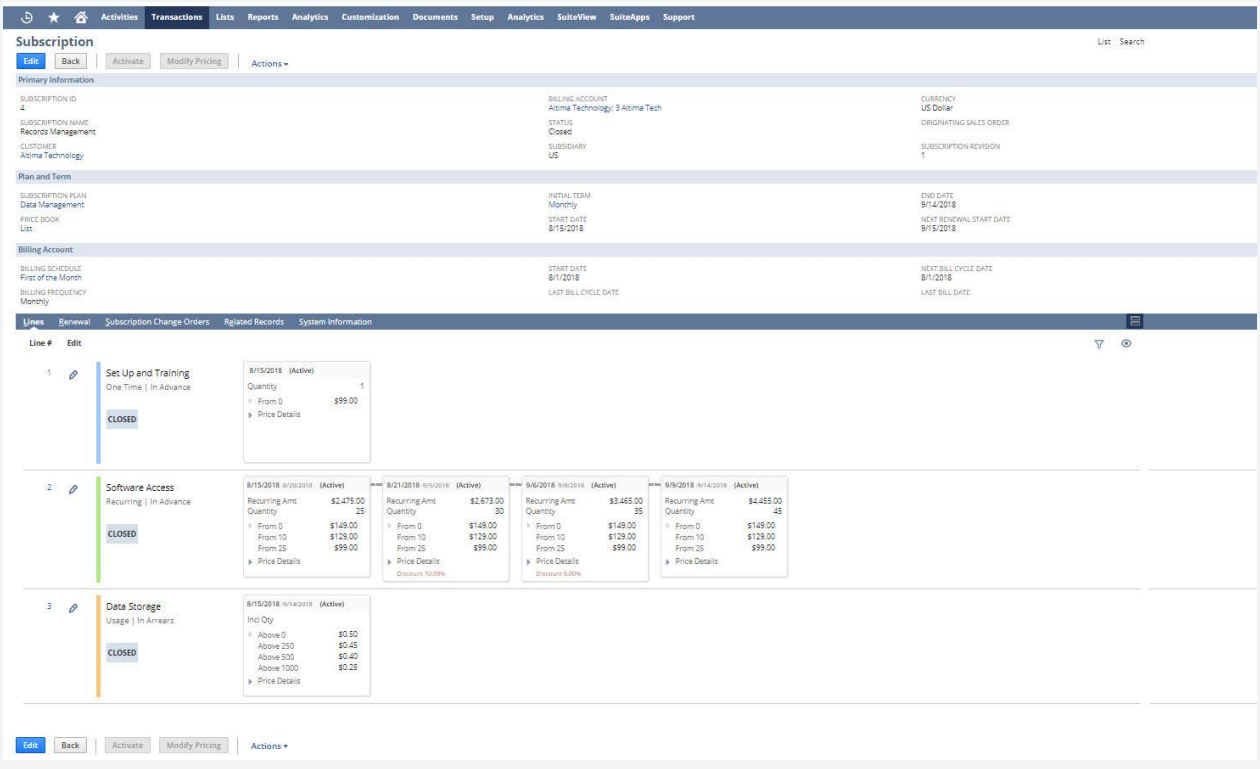
- Flat Model – Charge customers the same value each billing cycle.
- Volume Model – Based on consumption or entitlement where the highest volume tier unit rate reached is applied to the entire quantity to charge.
- Tiered Model – Where the rate for each unit of consumption or entitlement tier is applied to a given range. The total end rated value is comprised of varying per unit rates to achieve the final amount to charge.

Rating Models

Flexible options gives businesses the choice of billing subscriptions as either one-time charges or recurring fees, either in-advance or in-arrears. With multiple rating models, companies can create subscriptions that capture setup fees, license counts, and variable consumption all in one step. The combination of easy subscription set up and maintenance, and flexible rating models significantly increases billing process efficiency.

Subscription and Renewal Management

SuiteBilling supports subscription models from evergreen to traditional time-based (e.g. 1-year, 3-year). Changes to subscriptions such as upsell, downsell, suspend, and terminate are easily managed. Revenue leakage is reduced with automated renewals. Automatically apply a percentage price increase to a customer's renewal pricing. Increases can be set during subscription creation or at renewal and are flexible enough to calculate percentage uplift at a line-item level.



Change Orders

SuiteBilling allows organisations to schedule and automate changes to subscriptions. Change orders provide the ability to schedule an immediate or future dated change to pricing and/or quantities on subscriptions. Eliminate the need to manually monitor and track customer subscription changes. With SuiteBilling, these changes can be recorded at the time they are identified and will be active upon reaching the effective date set on the change order. All change orders support pro-rating of invoice lines to capture pricing and/or quantity changes over a period of time based on the set effective date. Further, any backdated change orders, already billed to the customer, will automatically generate a credit.

Customer-Specific Pricing and Discounting

SuiteBilling provides the ability to create both common pricing templates and customised scenarios to support customer specific deal negotiations and contracts. Generic subscriptions can be created and used for all customers or a specific subset. Customised subscriptions built off alterations to existing subscriptions, or net-new, enable users to create specific pricing and contract agreements for customers, including specific discounting rules per item in the subscription.

Reporting

Real-time reporting provides quick and easy insight into common billing and financial data, including monthly recurring revenue, total contract value, and customer churn.

To find out more, contact NetSuite on Infoapac_WW@oracle.com

Australia
Phone: 1800 638 784
www.netsuite.com.au

Singapore
Phone: +65 6263 1300
www.netsuite.com.sg

Hong Kong
Phone: +852 3655 1949
www.netsuite.com.hk

China
Phone: 400 610 6668
www.netsuite.cn

Japan
Phone: 03 6834 4888
www.netsuite.co.jp

Philippines
Phone: +632 8295 9022

India
Phone: +9180 4029 8789
Phone: +9180 4029 8809
www.netsuite.com/in

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