



Kraft Enterprise Systems LLC

Customer Portal

Do More with NetSuite

Would you like to empower your customers to self-manage their account information online? Our KES Customer Portal is a powerful all-in-one platform and provides your customers a secure way to manage invoices, credit cards or bank/ACH payments, support cases, and more. Built to sit inside NetSuite, it's easy to use and ensures that your customers have the information they need, when they need it.

Features and Benefits

Self-manage Payment Options provides your customers with complete control over managing their payment options with our fully secure and encrypted portal

- Add, Save or Remove bank account and/or credit card information
- Works with MerchantE (preferred) or Cybersource
- PCI compliant, fully secured, with only token information stored in NetSuite

Manage and Pay Invoices whether your customers need to view, print, or pay their invoices, the portal offers them everything they need to conveniently manage the process

- View, Print and Pay single or multiple invoices
- Sort/Filter option to view historical invoices and payment history
- View and use credit memos when paying invoices
- Ability to pay invoices across subsidiaries

Support Management provides customer with increased visibility and control into the support and customer cases.

- Submit, View and Manage support cases
- File upload capabilities when submitting cases
- Track custom support messages and contact information

Pricing: **Express** - \$3,800 annual subscription + \$1,500 one-time setup fee | **Plus** - \$6,800 annual subscription + \$2,400 one-time setup fee | **Premium** - \$9,800 annual subscription + \$4,800 one-time setup fee

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For any additional questions or inquiries email: cwilson@kraftenterprise.com