Customer Payment Notifications

Description

The Customer Payment Notifications module provides your customers with timely, detailed notifications on how, where and when their payments were applied.

Features

▲ Customers receive automatic email notifications after the customer payment is received and applied to invoices in NetSuite.

▲ Email notifications cover details regarding the invoice application such as where the payment is fully, partially or left unapplied to specific customer invoices.

▲ Easy to use user interface to configure notification preferences both at the global level and individual customer record level.

Benefits

Informative
Customers stay up to date on how, where and when their payments were applied.

Customizable
You can configure notifications based on preferences at the global level and individual customer record level.

Accurate
By automating the validation of customer payment details and their application to invoices, the system significantly reduces the risk of human errors.

Customer Satisfaction
Customers enjoy greater transparency regarding their payments, leading to fewer disputes or misunderstandings while bolstering your reputation as a reliable and trusted provider.

Time Savings
The automated notifications streamline customer support activities, allowing team members to redirect their focus to more critical customer-facing activities.

Improved Cash Flow Management
By promptly notifying customers about their payment status and the application to specific invoices, you can accelerate the payment collection process leading to improved cash flow management and overall financial stability.

Compliance and Record Keeping
This module ensures you maintain a clear and organized record of payment communications with customers, which can be used for compliance purposes and can serve as evidence in case of any payment-related inquiries or audits.