PayPack - Integrated Payment Processing Solution

Scale your business by using the power of Stripe right from within NetSuite

stripe ← → ORACLE NetSuite

Improve your OTC (order-to-cash) process by eliminating payment processing complexities and taking full advantage of available automation.
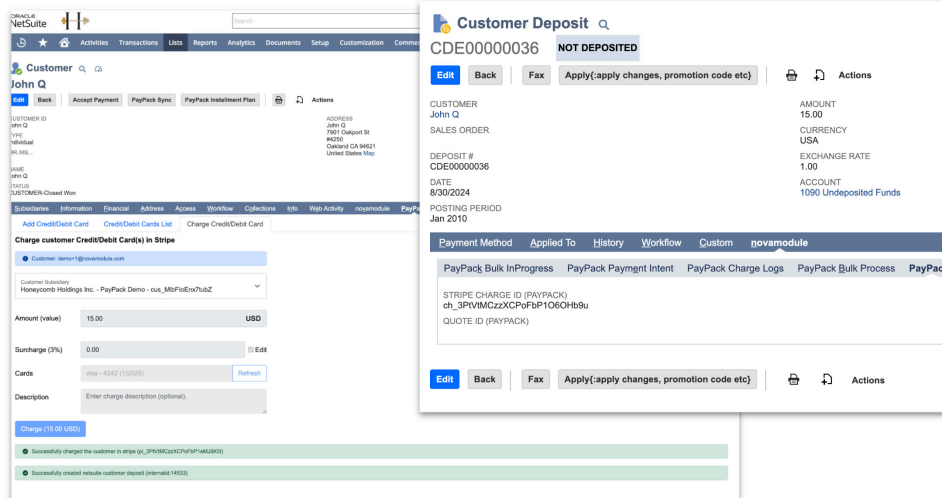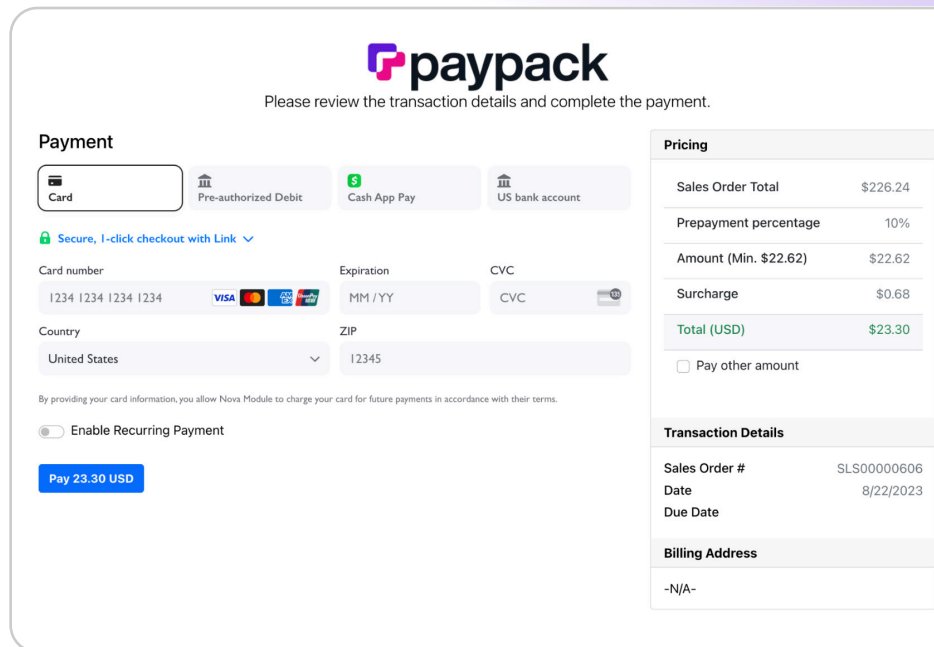
SuiteApp Highlights

Customer Sync and Payment Method Management

Sync customer records to Stripe automatically or on-demand while working with a customer record in NetSuite. Add credit / debit cards to a customer record in Stripe right from within NetSuite in real time. Same can be achieved by working with a sales order and invoice records in NetSuite.

Integrated Payment Processing

Real time payment events initiated in NetSuite and processed by Stripe are properly recorded in NetSuite as corresponding transaction records - e.g. customer deposits (prepayment), customer deposits tied to previously created sales orders, quotes, customers, and the combination of thereof. This can also be achieved by providing payment links to your customers. Adding a surcharge to such transactions can also be configured if required.

Extended Payment Options

Extend the power of Stripe and offer relevant digital payment options - credit/ debit card, ACH (bank debits), BNPL (buy now, pay later), wallets, and more.

Payment Links

Add Stripe payment links to NetSuite sales orders, invoices, invoice groups, and quotes/ estimates that are sent to your customers so they can pay them using any payment method supported by Stripe.

Global Business Operations

Run your business globally by enabling PayPack to work across multiple Stripe accounts and NetSuite OneWorld.

Note: Multi-account feature has an additional subscription fee for each additional Stripe account enabled.

Supported Use Cases

The solution supports many use cases and can be configured to work with your NetSuite setup.
Here are some of them:

→ **Use Case - Customer Sync from NetSuite to Stripe**
Sync customers in real time (on demand) and/or in batches

→ **Use Case - Add Relevant Payment Methods**
Add credit/debit cards to a Stripe customer record all from within NetSuite (from a customer, sales order, or invoice record)

→ **Use Case - Accept Prepayment Against Customer in NetSuite**
Charge your customer's credit/debit card in real time or send a payment link, if required

→ **Use Case - Accept Prepayment Against Sales Order and Quote/Estimate in NetSuite**
Charge your customer's credit/debit card in real time or send a payment link, if required

→ **Use Case - Accept Customer Payments on Invoices in NetSuite**
Charge your customer's credit/debit card in real time or send a payment link, if required

→ **Use Case - Bulk Payment Processing**
Process invoice payments in bulk

→ **Use Case - Process Refunds**
Process a refund record in NetSuite so it triggers a refund in Stripe

→ **Use Case - Payment Links**
Send payment links to your customers so prepayments and invoices can be paid by a credit/debit card

→ **Use Case - Recurring Billing**
Automatically charge subscription invoices using the customer's default payment method

→ **Use Case - Authorize & Capture**
Reserve funds in a card transactions and approve for transfer at a later date.

→ **Use Case - Multiple Stripe Accounts and NetSuite OneWorld**
Enable PayPack to work with multiple Stripe accounts integrated with the same NetSuite instance (mapped to respective NetSuite subsidiaries / NetSuite OneWorld).

Additional Notes: The out-of-the-box functionality can be accompanied by further customization(s) to support your individual use-cases. Such customization(s) can be scoped, priced, and implemented as needed.

Supported Functionality Checklist

	Supported
Sync Customer data from NetSuite to Stripe (on-demand or scheduled)	✓
Add Credit/Debit Cards to Customer Account in Stripe from within NetSuite (on-demand)	✓
View Credit/Debit Cards associated with a Customer Account in Stripe from within NetSuite (on-demand)	✓
Charge selected (or default) Customer Credit/Debit Card in Stripe off of a Sales Order record in NetSuite to create Customer Deposits in NetSuite (on-demand)	✓
Charge Selected (or default) Customer Credit/Debit Card in Stripe off of an Invoice record in NetSuite to create Customer Payments in NetSuite (on-demand)	✓
Charge selected (or default) Customer Credit/Debit Card in Stripe off of a Customer record in NetSuite to create Customer Deposits in NetSuite in an unapplied status (on-demand)	✓
Refund transactions from NetSuite to Stripe	✓
Add payment links to NetSuite transactions (sales orders, invoices, invoice groups, and quotes/estimates)	✓
Integrate Stripe Payouts with NetSuite Deposit records	✓
File support tickets from within NetSuite	✓
Multiple Stripe Accounts and NetSuite OneWorld (multiple subsidiaries) support	✓