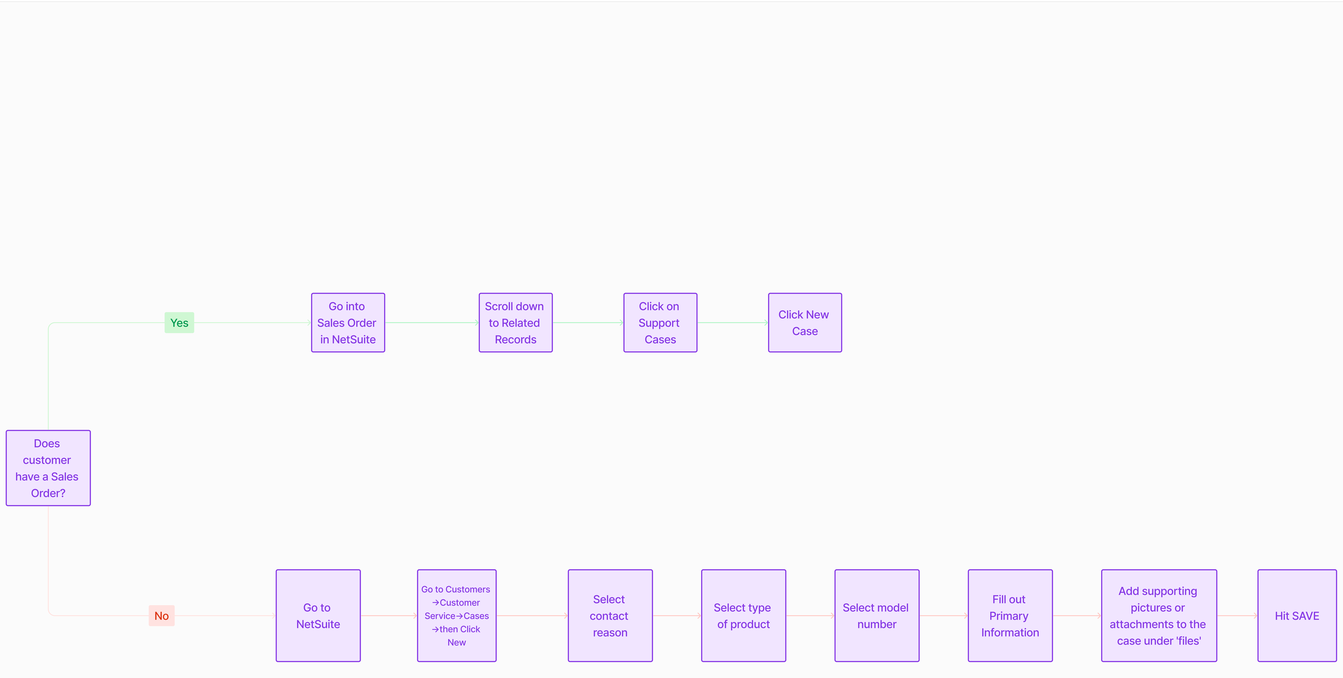
Flow chart


Does customer have a Sales Order?
Yes
Go into Sales Order in NetSuite
Scroll down to Related Records
Click on Support Cases
Click New Case
No
Go to NetSuite
Go to Customers →Customer Service→Cases →then Click New
Select contact reason
Select type of product
Select model number
Fill out Primary Information
Add supporting pictures or attachments to the case under 'files'
Hit SAVE