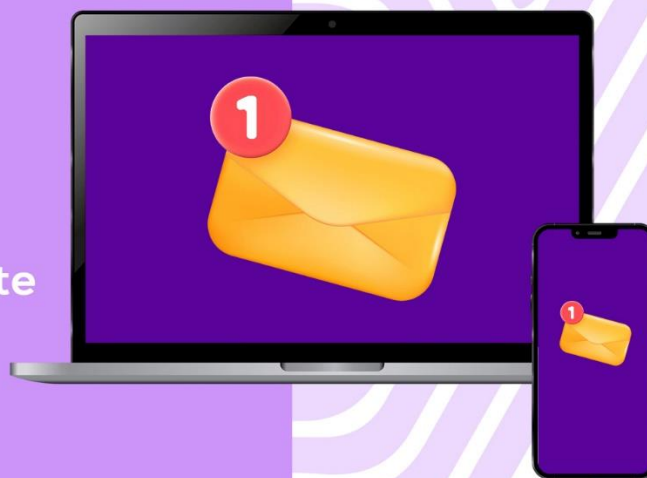




## HOW TO SET UP

### Email Alerts for Subscriptions in NetSuite



#### How to Set Up Email Alerts for Subscriptions in NetSuite

Monitoring changes in your NetSuite subscription records can be crucial for maintaining accurate and up-to-date information. NetSuite allows you to set up email alerts for subscription records, subscription lines, or change orders using a saved search. This feature notifies designated recipients whenever a record is created, updated, or when specific field values change.

#### Steps to Set Up an Email Alert on a Subscription

1. **Navigate to the Subscription Search Page**
  - Go to **Transactions > Subscriptions > Create Subscriptions > Search**.
2. **Customize the Search Criteria**
  - From the Subscription Search page, select **Personalize Search**.
  - Click on **More Options** in the **Personalize Subscription Search Form**.
  - Define the criteria and results you want for your email alert.



### 3. Configure the Email Alert

- Select the **Email** tab.
- Check the **Send Email Alerts When Records Are Created/Updated** preference.
- Choose the recipient of the email. You can select an internal email (employee) or a customer email using a join.
- Check **Send on Update** and **Show Recent Changes**. This will include a **Recent Changes** section in the email, detailing modifications sourced from system notes.
- Click **Add**.

### 4. (Optional) Configure Alerts for Specific Fields

- Select **Updated Fields** if you want an alert triggered by changes in specific fields.
- Use **When Old Value Is** or **When New Value Is** to refine notifications based on specific field values.
- The **Recent Changes** section will display detailed system notes, showing change types, affected fields, and their old/new values.

### 5. Save the Search

- Click **Save** to finalize your saved search.

### 6. Create a Subscription

- Go to **Transactions > Subscriptions > Create Subscription**.
- Complete all required subscription details. (For additional guidance, see NetSuite's documentation on **Creating a New Stand-alone Subscription**.)
- Click **Save**.



## Understanding the Email Alert Format

The email alert header is sourced from the **Results** tab of the saved search. The **Recent Changes** section provides detailed insights into record modifications, including the type of change, updated field values, and their old and new values.

By implementing these steps, you can efficiently track subscription changes, ensuring timely responses and accurate data management within NetSuite.

