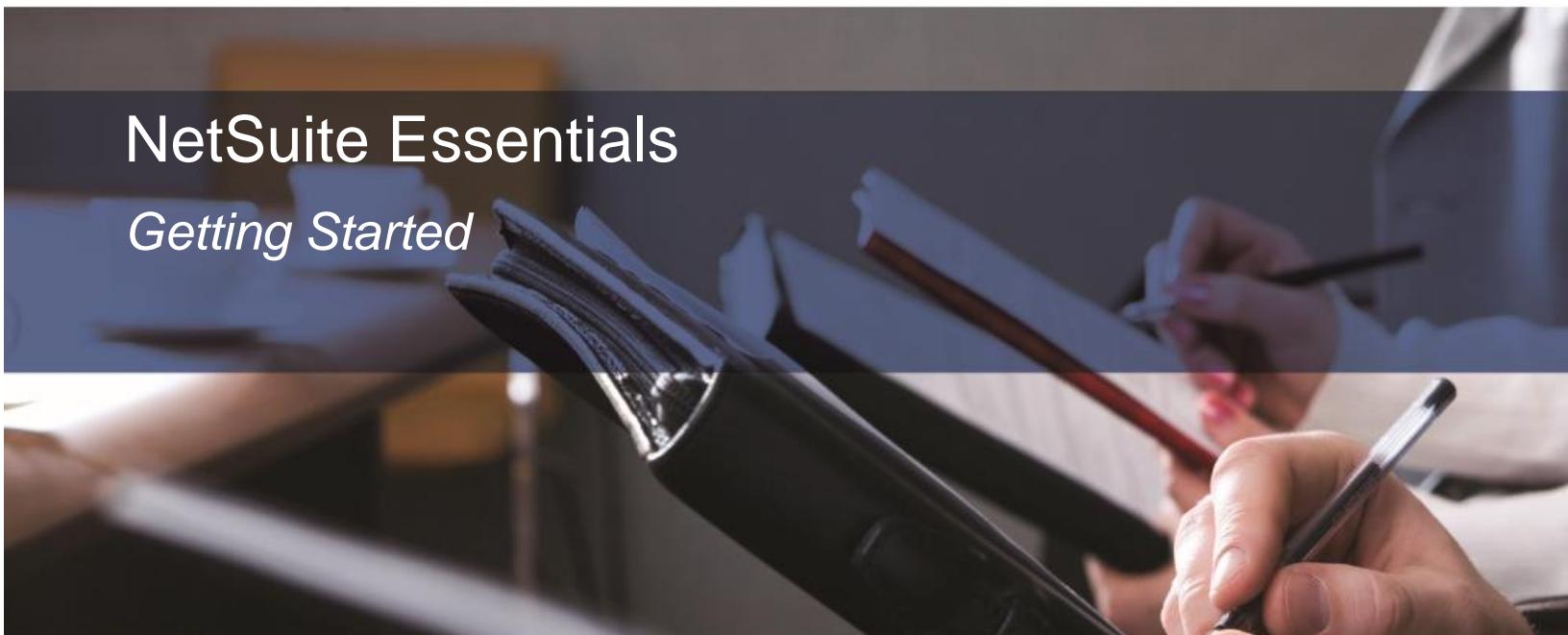


NetSuite Essentials

Getting Started



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Course Materials

Course Workbooks

The NetSuite Essentials course provides you with five (5), daily workbooks:

- Getting Started
- Customization and Data Management
- ERP Part 1
- ERP Part 2
- CRM and Next Steps

Feel free to annotate in the workbooks:

- If using a printed copy, then write in the book
- If using a PDF document, you can add electronic “Sticky Notes”
 - Use the Adobe tools for commenting
 - Add the tool bar if necessary

Hands-on Exercises Overview

Each of the independent study modules contains hands-on exercises for you to complete. The courseware follows a recommended methodology when implementing the NetSuite application. These exercises correspond with the Essentials sections and related modules.

- Foundation
- Enterprise Resource Planning
- User Interface Customization
- Data Migration
- Set Up Accounts Receivable and General Ledger
- Customer Relationship Management
- Set Up Customer Support
- Next Steps

The course exercises simulate tasks that you, as the Administrator, need to perform for your NetSuite implementation. Considerations and best practices, discussed in the presentations, are applied and seen in action during the hands-on exercises. Tasks include:

- Setting up company preferences
- Customizing NetSuite to better support the Chatham Company's business processes and requirements
- Migrating data
- Defining user access to data
- Setting up and enabling preferences for key functional areas of CRM and ERP

NetSuite Test Account

As a student in the NetSuite Essentials course, you are provisioned with a test account. Tasks are performed in the OneWorld type of NetSuite test account.

- This test account is available to you for the next thirty (30) days. It may or may not have the same functionality of your production account.
- Occasionally the presented material is different from the data that is in the test account during the class and that will be in the exercises
- Working with a test account, you see "in person" and immediately how each decision you make builds to influence the next set of decisions to be made.

Important:

The exercises in the course are incremental, meaning the build upon one another. Therefore it is critical you complete all the required exercises and DO NOT skip them.

- For example, let's say, you did not complete exercise '5'. When you try to complete exercise '12', the exercise will fail, because there were steps in exercise '5' that were necessary to take in order to complete exercise '12'.

01: Course Introduction

Meet Your Instructor



Feel free to make note of the following:

- Instructor's Name:
- Send questions to: instructor@netsuite.com
- Instructor's Profile:

About This Course

You might be wondering how this will:

- Prepare you for your upcoming implementation project
- Ready you for your configuration sessions with your implementation consultant
- Facilitate the successful implementation of NetSuite at your company

The instructor will be your guide to NetSuite Essentials using presentations and hands-on exercises focused on:

- Configuration of the NetSuite application
- Best Practices in key areas

- Specific end-user tasks

Course Audience

You are responsible for the NetSuite application:

- The **Set Up** of the NetSuite Account
- The initial and ongoing account **Configuration**
- Ongoing **Maintenance** of the account

Activity: Class Introductions



This is your chance to meet your classmates. Feel free to do some networking outside of class, by asking for and noting their contact information

Course Goals

The intent of this course is to answer some common questions during implementation:

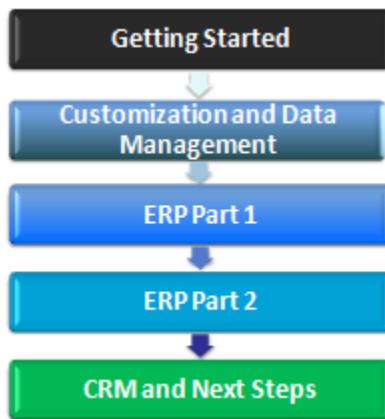
- At a high level, what does the NetSuite application deliver?
- Can I tailor NetSuite to better meet our needs without having technical expertise?
- What are the customization options in NetSuite?
- Are there administrator tools to facilitate data migration into NetSuite, from an external source?
- How is NetSuite set up to handle our accounting?
- Are there tools that help us extract business intelligence?
- Can we use sales force automation and other CRM (Customer Relationship Management) features?
- As we get closer to “Go-Live” what are some next steps

Course Objectives

-
1. Use NetSuite basic functionality
 2. Navigate the Set Up Manager to enable features and define preferences
 3. Customize the User Interface
 4. Import Data and Data Integrity
 5. Set Up ERP
 6. Extract business intelligence
 7. Set Up CRM
 8. Plan next steps

Course Flow

This course starts with the basics, foundational knowledge, and then moves through configuration and end-user tasks.



Course Agenda

Day 1: Getting Started

- **NetSuite Fits Your Business**
Get an introduction to NetSuite and its use of Relational Database Management Structure
- **OneWorld Overview**
Take a high-level overview of the OneWorld capabilities for customers needing consolidation of multiple, legal entities in one NetSuite account
- **Implementation Project**
Learn some of the basics of an implementation project and NetSuite's approach to implementation methodology
- **Navigation**
Take your first steps in using the NetSuite navigation and learn some of the basic NetSuite lingo
- **Company Preferences**
Start setting up your company in NetSuite with company information, features and preferences
- **NetSuite Data Model**
Be presented with the NetSuite data model and its use of standard record types, which classify data in NetSuite and impact reporting
- **Roles, Permissions and Users**
Learn that using roles and associated permissions controls your data security and defines how your users use NetSuite

Customization and Data Management

- **Custom Subtabs, Lists and Fields**
Start investigating the customization of the user interface, to better meet your business requirements, with some basic custom elements
- **Custom Forms**
See how to develop a specific view to enter and view data in NetSuite with forms you customize
- **Custom Records**
Grow your customization expertise and see the benefits of creating custom records for tracking, reporting and searching on a data object not handled by a standard NetSuite record type
- **Data Migration**
Learn how the NetSuite Import Assistant helps you to bring in data from various sources, external to NetSuite, into your NetSuite account so that you can run your business in NetSuite
- **Data Integrity**
See the importance of using multiple, NetSuite tools to maintain the integrity of your NetSuite data and providing your users with the correct and current data

ERP Part 1

- **Accounting Management**
Get an introduction to setting up basic accounting functionality in your NetSuite account
- **Multiple Currencies**
Consider the benefits and how to use multiple currencies for transactions with your customers and vendors
- **NetSuite Tax Information**
Take a high-level overview of the NetSuite functionality for the handling of taxes
- **Items**
Walk through a sample of setting up different item types in NetSuite for your purchasing and selling activities
- **Pricing**
See how you might fit your pricing strategy into NetSuite's diverse and flexible pricing features
- **Order Management**
Walk through an introduction of the order-to-cash process in NetSuite

ERP Part 2

- **Accounts Receivable**
Consider setting up account receivable and the order-to-payment process
- **Purchasing**
Take a look at setting up purchasing in NetSuite and the options available to you
- **Accounts Payable**
Continue to understand how to transact with and pay your vendors with the NetSuite features
- **Banking and GL**
See how NetSuite accommodates basic banking and GL management
- **Reports and Searches**
Take your first steps into extracting business data into reports and searches for analysis and action
- **Dashboards for Users**
See the importance of relevant dashboards, for your users, and how best to set up those dashboards

CRM and Next Steps

- **Sales Force Automation**
Consider setting up automation for your sales force and take advantage of automated lead assignment
- **Lead-to-Customer Management**
Nurture leads through to customers with quote-to-order NetSuite capabilities
- **Customer Support and Case Management**
Look at how you can build your customer support model in NetSuite by enabling and using key features for case routing and resolution
- **Marketing and Ecommerce Overview**
Take a look at a high-level overview of Marketing and Ecommerce capabilities within your NetSuite account
- **NetSuite on the Go**
Look at the available options for mobile access to your NetSuite Account and the related help resources
- **Go Live and Maintain NetSuite**
Understand key go-live tasks and your on-going responsibilities as the NetSuite administrator
- **Conclusion**
We remind you of all the objectives and topics presented in the course and provide you with resources for your future reference

Activity: What is Your Primary Objective?



You and your classmates share what is most important for you to get out of this class.

How to Use Your Student Workbook

Download the materials from your **Welcome email**:

- **Save the downloaded file to your desktop** or a desired file location
- Open the file in Adobe Acrobat
- File will be secured

Annotate in the Workbook:

- Utilize the Annotation tools from the Comment section
 - Sticky Notes
 - Highlight Text
 - Add Text

Complete the hand-on exercises, which provide:

- Practice on account configuration and customization
- The experience to prepare you to use various end-to-end workflows and processes

Class Set Up and Tips for Success

Overriding rule: Have fun!

Class Interactivity and Participation:

- Ask questions: use parking lot and chat
- Stay attentive: avoid distractions of email, cell phones and colleagues
- Be on time; return promptly from breaks

Course Materials:

- Student Workbooks:
- Getting Started
- Customization and Data Management

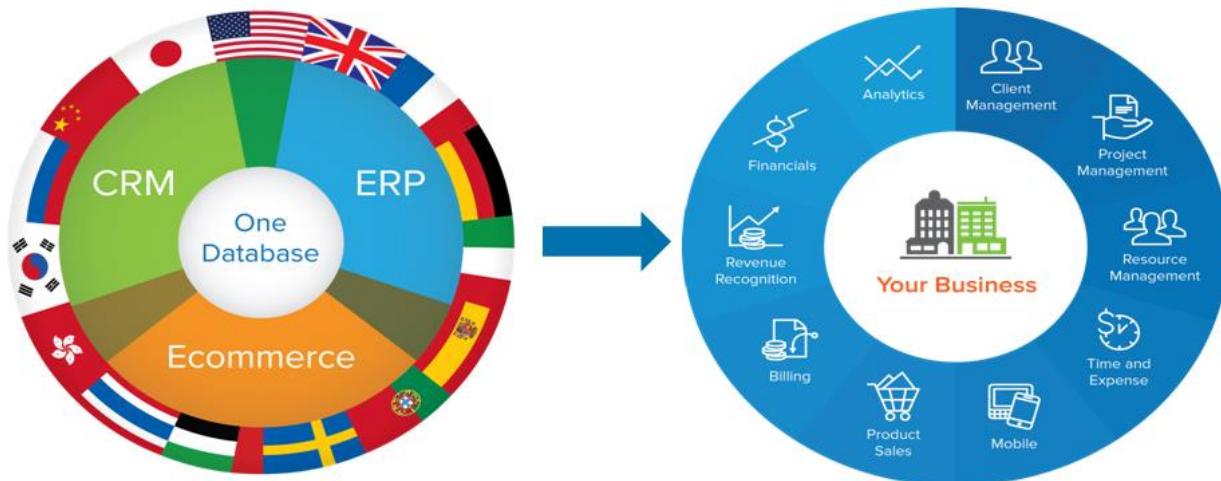
- ERP Part 1
- ERP Part 2
- CRM and Next Steps

Training Account

NetSuite is an Integrated Business System

NetSuite enables running all facets of your business within one database:

- After you log in, and continue through tasks throughout the course, you will see the breadth of the application



Walkthrough: Initial Login and Training Account Review

Customer Login at www.netsuite.com

Setup > Company > View Billing Information > Add-On Modules

Use Case / Scenario: How to log into the training account for this class and take a look at the account profile

- Log into www.netsuite.com

The 30-day training account has the following attributes:

- OneWorld account that supports multiple subsidiaries or legal entities
- A profile that may be different from your production account
- Provides both ERP and CRM functionality

Class Login

In this class you are being provided with specific log in credentials. Your login credentials will be valid for approximately 30 days.

Now It's Your Turn**01: Log into NetSuite Training Account****Complete the following exercises:**

- Login In To NetSuite (01-01)

Hands-on Exercises

Welcome

Suggested Time to Complete Exercises: 5 minutes

01: Log in to NetSuite

Scenario	Let's ensure that you have access to your 30-day test account:
	<ul style="list-style-type: none">• Login to the application• Answer three security questions so you can verify your identity if you forget your NetSuite password

Log In

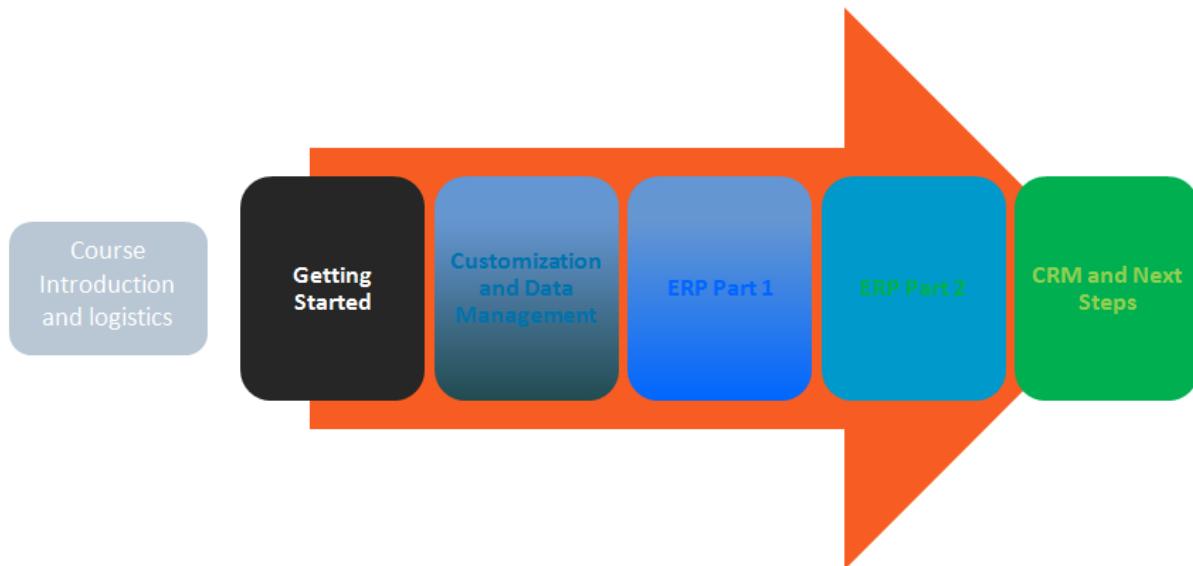
1. Open your browser and type **www.netsuite.com** in the address field.
2. Enter the **Email Address** as provided by the instructor.
3. Enter the **Password** as provided by the instructor.
Please make note of this password, for use in the Roles and Permission module
4. Select the **Remember my email address** check box and then click the **Log In** button.
5. **Set Up Security Questions:** Please choose the following questions and use the answers as indicated in **bold**:
What was your childhood nickname? Enter "**nickname**"
In what city did you meet your spouse/significant other? Enter "**city**"
What is your maternal grandmother's maiden name? Enter "**name**"
6. Click **Save** and click **Close** in the **Security Questions Complete** pop-up window
7. Check any checkboxes, and click **Continue**, for any additional pages to get to the NetSuite Application.
8. The **NetSuite Essentials** tab is the active tab.
9. Click on the **Home**  tab.

Objectives and Course Flow

The course logistics, objectives and course flow have been presented. Please let the instructor know if you have any questions

As a reminder: In the log in exercise you were given your login credentials. **Please make note of these credentials. You may write here or add a PDF sticky note.**

We are done with Introductions, next up... Getting Started



02: How NetSuite Fit Your Business

About this Module

In this module, we consider information needed for the NetSuite implementation and introduce additional functionality:

How is NetSuite going to manage our business rules and processes?

Examine Data Organization and Structure

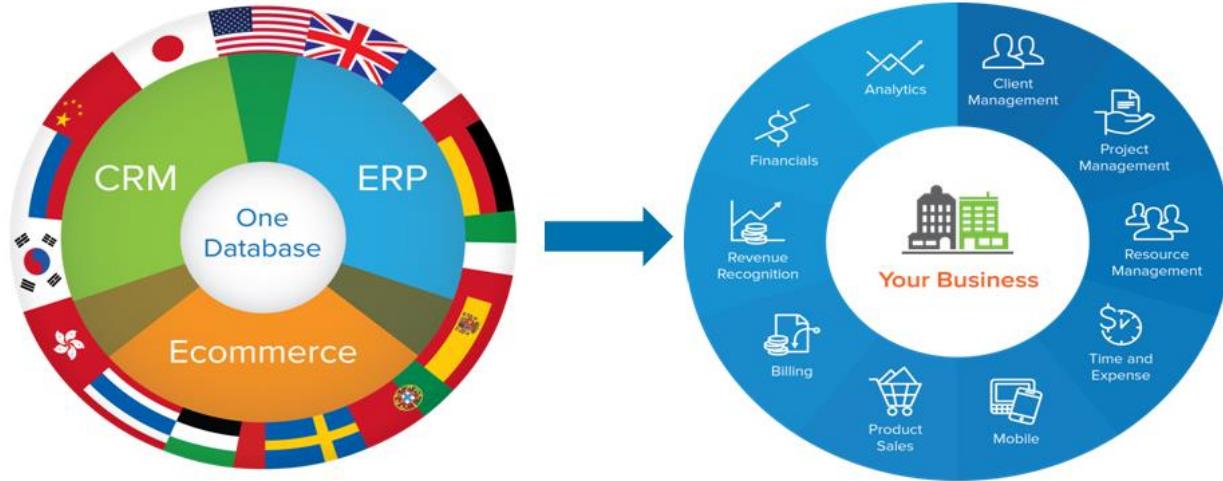
Review NetSuite's Environment

Objectives

1. Look at NetSuite as an integrated business system
2. Identify the benefits of the data base structure
3. Define how to work with forms
4. Consider the use of business rules and business processes

Integrated Business System

- Single source of data, connecting the businesses' functional units together, delivering a single point of business knowledge
- Complex database with customizable business process and internal control capabilities



Common Reasons for Choosing NetSuite

NetSuite is a Software as a Services (SaaS) Model:

- Application hosted over the internet (log in from anywhere)
- Configurable and customizable

NetSuite uses a relational database management structure (RDMS)

- Uses data common to multiple tables to link them together
- Predominant choice in storing financial records, manufacturing and logistical information, personnel data

Relational Database in NetSuite

Benefits of a relational database:

- Incorporates many unique tables
- Defines tables with rows or unique lines of information
- Relates tables together to form another table, for example a transaction
- Displays 4 pieces of information for 1
- Provides a richer and more efficient use of data storage resources
- Results in a more functional and significantly richer dataset for information delivery

CUSTOMER
Name
Street Address
City
Postal Code
Phone Number

TRANSACTION
Number
Amount
Date

Sale Rep
Name
City
Subsidiary

ITEM
Name
Description
Vendor
Price

Vendor
Name
Street Address
City
Postal Code
Phone Number

NetSuite Example

New Sales Order table (or record) pulls information upon data entry from:

- Customer, Partner, Sales Rep, and Item tables (records)
 - Item table pulls information from vendor table

CUSTOMER
Urban Dog Walkers
500 Main Street
Redwood City
94063
(650) 555-4577

SALES ORDER
1001
\$500.00
01-January
Urban Dog Walkers
Darcy Consultants
Rock Stewart
HP-1301

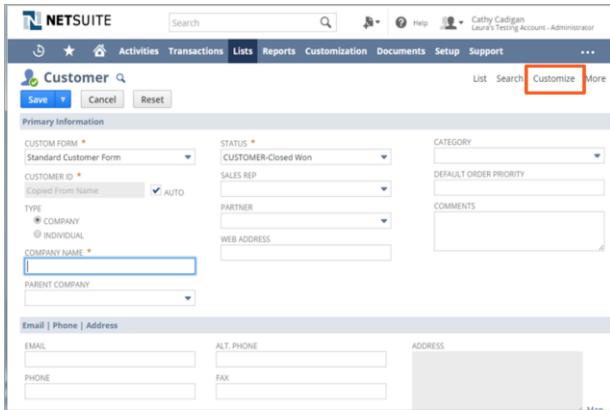
Sale Rep
Rock Stewart
San Mateo
Parent Company

ITEM
HP-1301
Printer
Urban Office Supplies
250.00

Vendor
Urban Office Supplies
15 Industrial
San Carlos
94070
(650) 666-0101

Working with Forms

A form is the interface used to create, view and modify a record:


 A screenshot of the NetSuite Customer form. The top navigation bar includes links for Activities, Transactions, Lists, Reports, Customization, Documents, Setup, and Support. The 'Customization' link is highlighted with a red box. Below the navigation is a toolbar with Save, Cancel, and Reset buttons. The main area is divided into sections: 'Primary Information' containing fields for CUSTOM FORM (set to Standard Customer Form), STATUS (set to CUSTOMER-Closed Won), and various dropdowns for Sales Rep, Category, and Partner; and 'Email | Phone | Address' containing fields for Email, Alt. Phone, Phone, and Fax. At the bottom right of the form area, there is a 'Customize' button also highlighted with a red box.

- Customizable to suit your business needs and processes
 - You can reorganize subtabs
 - Rename fields to better match your business processes
 - Control access to information in accordance with your business rules

Business Rules and Business Processes

Business Rules define or constrain aspects of the business systems

- Example: Before fulfilling an order, the Sales Manager must approve it
- Documenting business rules is essential for good system design

Business Processes define how a business organizes its activities to complete the work and is a collection of the business rules:

- Sales Rep enters an Order, then a sales manager approves the order, allowing the warehouse to then fulfill the order

Well architected business processes can:

- Provide internal control, ensure compliance and data integrity
- Without defined business rule constraints to manage users' interaction within the database, it is just a repository of information
- With constraints well defined, the database can be used to administrate a process and to provide control

Activity: Match Game



See if you can match the terms on the left, with the task/description on the right.

1. Database

2. Row

3. Business Rule

4. Business Process

5. Form

A. Statement that defines or constrains some aspect of the business systems

B. Defines how a business organizes its activities to complete the work, and is an extraction of the business rules

C. An organized collection of data

D. Interface through which a record is viewed, modified or created

E. Record. Each unique line of information within a table

03: OneWorld Overview

About this Module

The big picture! OneWorld is NetSuite's solution to support a company that manages separate operating legal entities.

- What is NetSuite OneWorld?
- Are there specific features and preferences?

Objectives

1. Obtain a base understanding of the unique features in the OneWorld application
2. Consider how to set up your company requirements for OneWorld
3. Identify OneWorld key terminology

OneWorld Overview

Run your parent company in a single NetSuite Account, with subsidiary identification and consolidation:

- **Parent company** is the top level and owns each 'Subsidiary' (legal entity)
- **Subsidiaries** are separate, distinct, legal entities for purposes of taxation and regulation but require consolidated reporting
 - Licensing dictates the number of subsidiaries that are allowed
- Allows using **subsidiary-specific configuration** for:
 - Multiple currencies
 - Fiscal Calendar per subsidiary
 - Tax Calendar per subsidiary
 - Taxation rules (Nexus)
 - Reporting needs
- **Consolidated reporting** allows for the currency translation from each subsidiary's base currency to the currency of the parent entity
 - Consolidated reporting allows for aggregated financial statements and other reports
 - They provide meaningful consolidated reporting on transactions. Balances of subsidiaries are translated to the base currency of the consolidated report using Consolidated Exchange Rate

Subsidiary Ownership: Subsidiaries may represent partially owned companies.

Please be aware that NetSuite always considers the subsidiary to be 100% owned and you should do non-controlling interest accounting in the usual manner.

Multiple Currencies

The Standard NetSuite account supports local and foreign currencies for transactions with foreign companies.

- OneWorld also supports transactions between subsidiaries:
- Base Currency, or functional currency, is the currency in which the subsidiary manages its accounting books
 - Local Currency is "usually" the base currency in which the subsidiary does business.
- Currency Exchange Rates are used to convert foreign currency to base currency:
 - Determine the value for a transaction where the entity currency is different than that of the subsidiary
- The consolidated exchange rates are used to convert transactions and balances between subsidiaries and the base currency
- Currency defaults from the parent entity record and does not default based on the subsidiary's address

Fiscal Calendars by Subsidiary

Enable different Fiscal Year start / end dates on a per-subsidiary basis:

- This respects the quarterly and yearly reporting needs based on the subsidiary requirements
- Your administrator needs to enable the **Multiple Calendars** feature, under **Setup > Company > Enable Features > Accounting** subtab

Example: a subsidiary hierarchy with 3 fiscal calendars:

- **US Parent: Standard Fiscal Calendar - January 01 through December 31**
 - **India Subsidiary: India Fiscal Calendar - April 01 through March 31**
 - China Subsidiary (Reports to India): Standard Fiscal Calendar
 - Pakistan Subsidiary (Reports to India) : India Fiscal Calendar

Editions and International Subsidiaries

NetSuite Editions handle country-specific taxes, both sales and purchases:

- The NetSuite edition is defined on the subsidiary record; drives tax fields on Transactions associated with the Subsidiary
- Each edition handles the appropriate, local tax structure- handling of sales tax
- Bundles are available for tax configuration in the international edition

NetSuite United States (US):

- Pre-coded tax, State tax imports required
- No separate tax reporting periods, No Foreign trade settling

NetSuite Canada (CA):

- Pre-coded tax, GST/PST
- No separate tax reporting periods, No foreign trade settling

NetSuite United Kingdom (UK):

- Pre-coded tax, VAT
- Separate tax reporting periods, Provides full EU reporting
- Foreign trade settling

NetSuite Japan (JP):

- Pre-coded tax, Consumption Tax
- Separate tax reporting periods, Foreign trade settling

NetSuite Australia (AU):

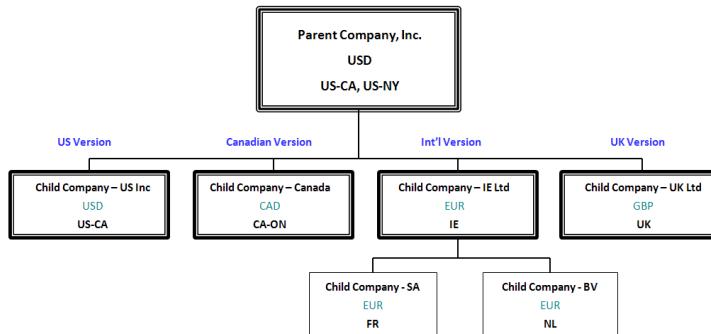
- Pre-coded tax, GST
- Separate tax reporting periods, Foreign trade settling

NetSuite International (XX):

- No pre-coded tax – install bundle to configure
- Separate tax reporting periods
- Foreign trade settling

Subsidiary Structure

The below example is organized as a tree with ONE root company and its associated roots. A root company may have many parent and child subsidiaries:



- Parent is the root company
 - If you are implementing NetSuite for the first time, you need to decide which organization becomes the “parent/root” subsidiary
 - If you are migrating up to OneWorld, the default is your parent root subsidiary
- One subsidiary is created for each separate reporting legal entity within your organization
- You can have multiple parents with many children
 - However, a child can only have one parent
- Each subsidiary can operate in a different NetSuite Edition, which is set by their country of operation
- Each subsidiary can function in its own base currency
- You can create up to 124 subsidiary records in addition to the root subsidiary, for a total of 125
 - Any subsidiary marked as inactive is not part of the count

Subsidiary Types

Subsidiaries can be international or domestic. Different types of subsidiaries include:

- **Standard** = legal entity
- **Elimination** = normally one for each parent
 - This subsidiary type help facilitate unrealized profits or losses within intercompany transactions which must be eliminated
 - Only journal entries post to elimination subsidiaries
 - License fees for subsidiaries do not include charges for elimination subsidiaries, and elimination subsidiaries do not count toward the maximum of 125 subsidiaries.

Defining the Subsidiary Record

The Country on Subsidiary record determines the following:

- NetSuite Edition, and this cannot be edited once saved
- A tax Nexus, the jurisdiction you pay collected taxes to, is automatically created or assigned based on address:
 - For U.S., state is required; for Canada, province is required
 - Can be edited once saved
 - You can define more than one nexus
 - Subsidiaries can share nexus and related tax items
- Note: The Country cannot be changed at the root (Parent) level)
- When you create a subsidiary, set the base currency:
 - Is the currency correct? Cannot change after saving the subsidiary.
 - Is the country correct? Cannot change after saving the subsidiary.
 - Each subsidiary's base currency may be different from the parent

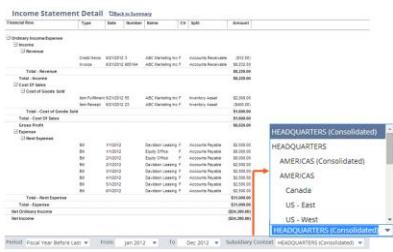
If you have entered in the wrong information and saved the subsidiary, some fields will be locked for editing. If necessary, mark the incorrect subsidiary as inactive and create a new subsidiary with the correct information

Consolidated Reporting

Consolidated Income Statement Example: **Subsidiary Footer**: filters contents, sets context (Subsidiary), and determines report layout

- **Filter**: The report is filtered to show only data from the subsidiary you select, or in the case of consolidated subsidiaries, the data is shown for all child subsidiaries of the consolidated parent subsidiary
- **Currency Translation**: The currency amounts are displayed in the base currency of the selected subsidiary. Consolidated rates are used if the subsidiaries shown on the report have different base currencies
- **Layout**: If you are viewing a financial statement, selecting a subsidiary applies the appropriate financial statement layout on the report

Note: The report displays in the currency of the user's role. If using OneWorld and subsidiaries, you may need to create a role to view reports in UK currency (if the parent is USA) and to view the financial report of a UK subsidiary in UK pounds.



Subsidiary Context

Reports are presented by user-selected Subsidiary Context or nodes:

- Virtual consolidated reporting node are available for each subsidiary that is a parent (example, UK Consolidated)
 - Reports display data from the parent node selected, consolidated with its children
 - There are three iterations of subsidiary reporting: 1) Report on each parent, 2) Report on child and 3) Report on entire family (parent and child)



Activity: Provide a Definition

Term	Your Definition
Subsidiary	
NetSuite Edition	
Nexus	
Base Currency	
Currency Exchange Rate	
Consolidated Exchange Rate	

Key Terms Reviewed

Terminology	Description
Subsidiary	Legal entity within an organization requires its own base currency.
NetSuite Edition	Edition drives tax fields on transactions associated with the Subsidiary.
Nexus	Set up for the tax preferences for each area in which you collect and pay taxes.
Base Currency	The currency in which a subsidiary manages its accounting books.
Currency Exchange Rate	Used to convert a foreign currency to the base currency.
Consolidated Exchange Rate	Used to translate transactions and balances between subsidiaries and the base currency

Additional Resources

NetSuite Help Center:

- Account Setup: Getting Started with OneWorld

SuiteAnswers Learning Center:

- New Feature Training
- Accounting Setup
- NetSuite OneWorld

04: Introduction to Implementation Project

About this Module

NetSuite implementations can often follow a prescribed formula, with variables to meet your business needs. You may be wondering:

- What might an implementation involve?
- Who are the different players, people involved, in the implementation?

Objectives

1. Consider the implementation phases
2. Identify the implementation project team members
3. Peruse resources provided by NetSuite to assist with a successful implementation

Walkthrough: NetSuite One Methodology

Introduction to NetSuite One Methodology

NetSuite One Methodology Phases

Use Case / Scenario: Investigate NetSuite One

- Get an understanding of and set expectations for the implementation project

Introduction to NetSuite One

NetSuite leverages a proven methodology based on lessons learned and best practices captured over years of implementing our customers

- View the Web Page, outside of your NetSuite account, at:
<http://www.netsuite.com/portal/services/consulting/methodology.shtml>

NetSuite One			
		Phase Objective	Key Deliverables
Initiate	→	"Getting organized"	<ul style="list-style-type: none">• Project objectives• Functional scope
Analyze	→	"What are the needs of your business"	<ul style="list-style-type: none">• Business requirements• Project workplan
Design	→	"How NetSuite addresses your business needs"	<ul style="list-style-type: none">• Customization Solution Design• Integration Design
Configure	→	"Adapting NetSuite to your business"	<ul style="list-style-type: none">• NetSuite customizations• Data migration details
Validate	→	"Are you ready to run your business on NetSuite?"	<ul style="list-style-type: none">• A production ready solution
Deploy	→	"Run your business on NetSuite"	<ul style="list-style-type: none">• Migrate Data• End-user training
Optimize	→	"Learn from your implementation"	<ul style="list-style-type: none">• Transition to NetSuite support

NetSuite One Methodology Phases

When you start working with your NetSuite Implementation consultant and Project manager they may review with you the phases and associated tasks, highlighting the following:

- Best Practices (if applicable)
- NetSuite documentation



Members of Your implementation Project Team

Define the project team early and include the appropriate stakeholders.



Depending on your company's requirements, seek out these resources:

- **Project Champion** – Executive Sponsor
- **Project Manager** – may be the primary NetSuite administrator
- **Backup Administrator**
- **NetSuite Professional Services**
- **Extended Project Team:**
 - Business process owner(s)
- End User(s) Technical Analyst
- Training Coordinator
- User Adoption Team

Role of the Administrator: Overview

The NetSuite Administrator has key implementation and administration responsibilities for your NetSuite account:

- The Administrator should have a thorough understanding of the overall goals of the implementation and be able to make and/or act upon most implementation decisions, in cooperation with the appropriate business unit representatives (Business Analysts).
- This role will be responsible for all configuration tasks when implementation is complete.
- The administrator should have varied business and technical skills, complimented by appropriate experience and education

Role of the Administrator: Implementation

During implementation of NetSuite, the Administrator is responsible for:

- Implementation of the NetSuite application, working as a key liaison between the NetSuite Professional Services team and the business unit representatives
- Ownership of understanding and identifying customer requirements and development of systems that support NetSuite productivity improvements and enforce corporate policies and procedures.
- Management of the system configuration, including design and data migration decisions
- Management of User Acceptance testing tasks
- Customization of Forms, Fields, Online forms, and Custom Records

Role of the Administrator: On-going Administration

After completion of the NetSuite implementation, the Administrator will be responsible for:

- Maintenance and daily management of the NetSuite application.
- Technical and system administration, including data integration with multiple systems: e-mail marketing solution, member data mart, Web site and inventory management system.
- Functional and technical requirements, system configuration, data integrity and all system-related policies and procedures. Define and write functional requirements based on staff business needs.
- Providing front line support with regards to all aspects of NetSuite and data maintenance.
- Primary point of contact to NetSuite Support.
- Planning, reviewing and customizing NetSuite as needed to meet needs of staff.

- System adoption and satisfaction, including training users on the NetSuite application relevant to their jobs; provide support to users and maintain proper system access; and support end user technical requests.
- Monitoring end-user usage of systems, tracking performance, performing daily administrative and support tasks and maintaining and dating system documentation.
- Development and implementation of policies, procedures and guidelines to ensure the quality of data and perform regular data audits; resolve of data integrity issues.
- Development, functional testing and rollout of customizations, custom objects, new enhancements, application releases and system integration based on user/business needs.
- Developing, documenting and following formal policies, procedures and protocols for changes, customization, standards, usage, etc.
- Development and maintenance of custom application extensions using system API and third party tools.

Implementation Project Best Practices

Follow three basic practices to increase the chances for a successful implementation:

- Facilitate **change management and communication**: Create a strategy to communicate with all project team members and your user community the up and coming changes
 - NetSuite offers a “User Adoption Toolkit” with practical change management activities. The toolkit can be found in Suite Answers
- **Develop and follow a project plan**: Plan out all the phases and tasks of the project. Assign task owners and report on the progress towards completion of each task
- Use a **test or sandbox account**: This account becomes the official testing ground prior to migrating your configuration and customizations to production

Best Practices

Access a list of NetSuite Best Practice documents in PDF format from the **Support tab** in your NetSuite account:

- In **SuiteAnswers** type in **Best Practices** in the search box.
- Click on the Best Practices (PDF)
- Review the resulting list



Now It's Your Turn**01: Review the Business Requirements Document**

- Answer the following questions:
 - What are some of the tactical responsibilities of the Administrator?
 - What is the structure of the Chart of Accounts format?
 - How does this company track its reporting requirements?
 - How does this company plan to bring in GL balances?
 - Does this company have specific information that it wants to capture on customer records?
- Allow 10 – 15 minutes

Case Study Introduction

The Chatham Company has just purchased NetSuite. Your role is to lead the implementation project for the Chatham Company. Before you begin, you are enrolled in the NetSuite Essentials course:

- Gain a baseline understanding of how the product is designed
- Review its standard features, functions
- Prepare for the business process mapping activity scheduled next week in which you identify which standard NetSuite features can support the Chatham Company's business requirements and which gaps need to be addressed.

Enabling Features and Setting Up Company Preferences

As you enable features, you make your "best educated guess" about what is needed to support the Chatham Company's business practices. As you enable features, you enable standard functionality and configure these features relevant to your business needs. The features are a "playbook" or a set of rules for you to build your processes

- Most features can be enabled or disabled if you decide that you need or do not need them. (In effect, these early decisions can be reversed if necessary.)
- Accounts Receivable, Order Management, Accounts Payable, Sales, Marketing, Customer Service and so forth

Defining User Access to Data

Roles and Permissions are the foundation of your data security!

- Plan for your users to have a positive adoption of the new product by giving users access to the data they need to do their job
- Set up and organize the Roles and Permissions according to the needs and tasks of the users.
- Then test, test and test again the users' Roles and Permissions.

Customizing NetSuite for Your Business and Business Intelligence

NetSuite provides SuiteBuilder, and other SuiteCloud tools, for customization of NetSuite.

- Make detailed notes about what you would like to modify on entry forms or where you might need a custom field.
- Extracting information from NetSuite comes in multiple forms, you can export information, run searches (like a database query), or use our extensive library of standard reports that you can customize for your individual company needs.

Migrating Data and Data Integrity

Using the Import assistant to move your data into NetSuite can be the single most time consuming task. To facilitate this process, it is critical to “scrub” or cleanse your data before import.

- What data do you plan to migrate?
- What is your strategy for moving your data from your current system to the NetSuite Account?
- How much history do you intend to move to NetSuite?
- How will you maintain data integrity?
 - Take the time upfront to clean your data
 - Stay on top of this activity so your reports and searches are more meaningful and accurate
 - Every time you complete a data import, be sure to run the Duplicate Detection functions!

Setting Enterprise Resource Planning (ERP)

As we progress through this course we take detailed looks at what decisions should be made and how you make these decisions – the following areas are discussed:

- Accounting Management
- Multiple Currencies
- Taxes
- Item Types
- Pricing
- Order Management
- Accounts Receivable
- Purchasing
- Accounts Payable
- Banking and General Ledger
- Reporting and Searching
- Dashboards for Users

Setting up Sales Force Automation and Customer Support

Examine automatic lead and case assignment, quote-to-order, and case management

Conclusion

Upon completion of this course, as the NetSuite Administrator, you are ready to work with your implementation team to begin the project. You know the areas that need your attention; you know the questions that need to be asked and the considerations that need to be taken.

Hands-on Exercise: Introduction to the Implementation Project

Suggested Time to Complete Exercises: 15 minutes

01: Review the Business Requirements Document

Scenario	You are the project lead of the Chatham Company implementation project. You and your team have read the Business Requirement Document (BRD) project team introduction and have worked to complete other sections. It is now ready for review and will provide guidelines for exercises throughout this course.
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Review the Business Requirements Document

1. Locate the **Business Requirements Document**, starting on the next page.
2. Review for the unique requirements identified for the implementation.
3. What are some of the tactical responsibilities of the Administrator?

Answer:

4. What is the structure of the Chart of Accounts format

Answer:

5. How does this company track its reporting requirements?

Answer:

6. How does this company plan to bring in its General Ledger balances?

Answer:

7. Does the Chatham Company have any unique requirements that it wants to capture on its customer records?

Answer:

The Chatham Company Business Requirements Document (Abbreviated Sample)

Project Team Introduction:

Who is the Administrator?

- The NetSuite Administrator is the Customer Implementation Project Lead:
- Oversees and manages the project and works with the NetSuite Professional Services Team on scheduling and planning guidance
- Has an understanding of the overall goals of the implementation
- Has the ability to make and or act upon most implementation decisions
- Is responsible for all configuration tasks when implementation is completed
- After implementation the NetSuite Administrator is the subject matter expert (SME), of the NetSuite application, for their company

What are the Administrator's tactical responsibilities?

- Attend all meetings
- Act as point of contact for all day-to-day project operations
- Coordinate subject matter experts and their project team
- Manage decision making resources
- Serve as gatekeeper for project status
- Manage their system requirements
- Learn configuration specific to their business
- Manage configuration decisions
- Manage user acceptance testing

Who are the Implementation Team Members?

- Define the project team early and include appropriate stakeholders.
- Depending on your company's requirements, seek out these resources:
 - Administrator and backup administrator
 - Business process owner (s)
 - End User (s)
 - Executive Sponsor
 - Project manager
 - Technical Analyst
 - Training Coordinator

Chatham Company: OneWorld Account

The Chatham Company is a worldwide provider of computer hardware and services to support the hardware they provide and has headquarters in San Mateo, California.

- **Two subsidiaries** also need to be set up:
 - **Germany**, which is a sales and service organization for most of EMEA.
 - **Italy**, which is reports into the Germany subsidiary
- Chatham is currently negotiating with a Russian and Japanese company and; these organizations may become legal entities within the Chatham Company.

Chart of Accounts Structure

The Chart of Accounts for the Chatham Company will be reviewed for the implementation of NetSuite.

- Both account name and account numbers will be used, traditional format
- The account number is four digits in length. For example:
 - 6000 is an expense account
 - 6300 is an expense account for utilities
 - 6310 is an expense sub account for water
- A parent/child hierarchy may be used to group similar expenses.
- Final determination will be made during configuration sessions.
- No restrictions will be imposed on the parent account to prevent posting
- The Chart of Accounts will include accounts for all subsidiaries so that manual entries can be made.

Segmentation (Departments/Classes/Locations)

Chatham reporting requirements include tracking data using segmentation or classifications:

- Divisions can be tied to transactions
- Warehouses for each subsidiary to distribute its products
- Sales to be tracked through Sales Channels

Multiple Currencies

Chatham requires multiple currencies for transactions and reporting.

- Consolidated reporting will be done in US dollars, the base currency of the parent.
- Local currencies of the subsidiaries will be used for reporting within the subsidiary.
- Use the multi-currency customer feature for sales transactions

Sales Tax and Tax Reporting

- Sales tax is charged by Chatham Company for sales within the USA.
- Appropriate VAT taxes are collected for the EMEA subsidiaries.
- Tax Codes or Tax Groups will be setup and utilized.

Chatham Company has the following product/service offering requirements:

- Inventory items will be created for all hardware products
- Service items will be created for all services provided in support of the hardware products
- Office supplies will use the non-inventory item type.

Pricing

- Price levels will be assigned to items.
- Quantity breaks will be established.
- In some situations, prices/price lists are established on the customer level also.
- Prices are defined in the currency of the subsidiary where the transaction occurs.
- With approvals, Sales Reps are allowed to change the customer price.

Relationships

Chatham Company will use standard NetSuite functionality for customer records:

- Considering the use of numbers or the customer full name as the entity record ID. Final determination will be made during configuration sessions.
- Track the progression and development of potential customer from a Lead, Prospect and eventually to a Customer.
- Chatham Company may utilize customer statuses to track their movement through the sales cycle. Initially the following statuses will be set up for each stage of a customer:

Stage	Status	Probability
Lead	Unqualified	0
Lead	Closed - Lost/Duplicate	0
Prospect	Qualified	10
Prospect	In Discussion	20
Prospect	Identified Decision Makers	30
Prospect	Proposal	50
Prospect	Reviewing Proposal	65
Prospect	In Negotiation	75
Prospect	Purchasing	90
Prospect	Closed – Lost/Duplicate	0
Customer	Won	100
Customer	Renewal	100
Customer	Closed - Lost	0

Contacts

Chatham Company Requirements:

- Contacts are people associated with vendors, partners, and customers
- Contact numbers may be used for referencing contacts in the system. Final determination will be made during configuration sessions.
- Chatham Company will evaluate the standard Contact fields and forms to determine if the out-of-the-box fields and forms meet their requirements.

Employees

Chatham Company Requirements

- Employee numbers will not be used for referencing employees in the system.
- Their full name will be utilized.
- Not all employees will require access to NetSuite.
- An employee hierarchy will be set up, to accommodate approval routing

Groups

The Chatham Company will use groups to segment its customer and lead base for marketing and sales campaigns.

Role Configuration

Chatham Company Requirements

- No restrictions have been defined for the user roles.
- Sales Reps will not have employee restrictions set and will be allowed to have access to other sales reps transactions and entities.
- Sales Managers approve all Sales Orders, and need to see all Purchase Orders. They do not have access to any financial statements.

Role Restrictions

Chatham Company Requirements

- The Chatham Company Support Manager will work across multiple subsidiaries.

Customization: Additional Customer Information

The Chatham Company would like to maintain information about the customer's organization, to be collected on the Customer record. *This may require customization.*

- Type of industry
- Annual revenue
- Year Established

List Data Migration Summary:

The following list data will be imported as part of the implementation:

Data Component	# of Records	Method	Responsibility
Chart of Accounts	300	CSV	Chatham Co/NetSuite
Vendors	1500	CSV	Chatham Co/NetSuite
Contacts	5000	CSV	Chatham Co/NetSuite
Customers	500	CSV	Chatham Co/NetSuite
Items	1000	CSV	Chatham Co/NetSuite
Sales Tax Items	25	Manual	Chatham Co
Employees	50	Manual	Chatham Co

Chatham Company Requirements:

- The above records will be part of the data migration.
- Sales Tax Items and Employee records will be manually entered into NetSuite.
- The remaining data will be imported into NetSuite using the CSV Import tool.
- A Data Migration Consultant has been assigned and will guide the data migration process with Chatham Company.

Transaction Data Migration Summary

The following transaction data will be imported as part of the implementation:

Data Component	# of Lines	Method	Responsibility
General Ledger Balances	TBD	Manual	Chatham Co
Open Sales Orders	25	Manual	Chatham Co
Open Accounts Receivable	25	Manual	Chatham Co
Open Accounts Payable	300	CSV	Chatham Co/NetSuite
Sales Orders History From beginning of current year	5000	CSV	Chatham Co/NetSuite
Closed Cash Sales	1000	CSV	Chatham Co/NetSuite
Closed Customer Payments	10000	CSV	Chatham Co/NetSuite
Closed Customer Credit Memos	2500	CSV	Chatham Co/NetSuite
Journal Entries	1500	CSV	Chatham Co/NetSuite

Chatham Company Requirements

- General Ledger Balances imported as transactional detail records for the current year.
- Open Accounts Receivable will be brought in as All Open Invoices per Customer with line details.
- Open Accounts Payable brought in as All Open Bills per Vendor with line details.
- Sales History will be imported as full transactional detail for the current year and will allow for full customer, product/service and sales rep based reporting.
- Purchase History will be brought in as bills plus checks. (Note: Checks can only be brought into NetSuite via Web Services.)

Data Strategy

The overall strategy that will be used to import data will be finalized during configuration.

- The final imports are to take place approx. 1 week before go-live. Please note that Imports supported by our Data Migration Consultant do not usually occur during weekend.
- Three imports per data component will be conducted as part of the migration process:
- Test Import: 10-15 Records will be imported into the Production account as a test.
- Main Batch: all static transactions, all list data available is imported into the Production account.
- Catch up Batch: all data that has been added between the ‘Main Batch’ cutoff date and the ‘Go Live Data’ cutoff date is imported into the Production account.

Data Management and Integrity:

Chatham Company has the following Requirements:

- **Duplicate Detection** will be utilized comparing Customer Name based on the Name/ID or email (domain only), the contact name based on the email address, and so forth.
- **CSV Imports** and ensure that custom fields created prior to doing data imports.
- **Mass Updates:** Chatham Company has not identified any unique requirements in this area.

Accounting Management

Chatham Company has the following implementation considerations:

- Multiple currencies
- Financial Year
- Journal entries and approvals
- Opening Balances
- Roles and Responsibilities
- OneWorld:
 - All non – US subsidiaries track taxes at transaction line level
 - If you enable Accept Payments through Top Level Customer, then cannot use parent-child relationships that span subsidiaries and currencies
 - What currency rates will you use to prepare consolidated financial statements?

Accounting Periods

Chatham Company Requirements:

- Use ‘Calendar Based’ monthly periods
- No yearend adjustment period is being used

Inventory Management

Chatham Company will enable the following feature:

- **Multi-Location Inventory** to associate each item and transaction with a location.
 - Chatham Company has the requirement to track items by geographical location
 - Track the purchase, sale, stock level and value of items in your locations, as well as transferring inventory between locations.

Inventory Counts

Chatham Requirements: Inventory is counted annually.

Order Management: Sales Process: Order to Cash

Chatham Company has the following Implementation Considerations

- Quote-to-cash process
- Sales order management and order types
- Approval routing prior to fulfillment
- Fulfillment management and invoicing
- Return material authorization
- Returns
- Accounts receivable process
- Credit card processing and Electronic Funds Transfer (EFT)
- Invoicing, payments and collections
- OneWorld:
 - When creating special order or drop ship sales orders, the vendor must share the customer subsidiary
 - When fulfilling an order, the location must be in the same subsidiary as the customer (Locations are tied to a single subsidiary)
 - Are my receivables segregated by countries?
 - How is the intercompany accounting tracked?

Sales Orders

Chatham Company Requirements:

- Orders are received via telephone, fax, and email.
- Approvals are required for certain pricing situations.
- Items should be committed at the time of Sales Order entry.
- A sales order acknowledgement will be Emailed to single or multiple recipients. Distribution will be based on the contact information stored on the customer record.

Fulfillment

Chatham Company Requirements

- All items on one Sales Order will be shipped to the same address.
- The fulfillment process is as follows:
 - Sales Order and dispatch document are completed by the Sales Representative.
 - A copy is scanned and emailed to Shipping and Receiving.
 - The Shipping Clerk selects material from inventory.
 - The tallies are delivered to the main office.
 - The Sales Representative totals the material and adds the delivery costs.
 - Information is forwarded to A/R
 - Invoice is created.
- A fulfillment Email will be utilized. Distribution will be based on the contact information stored on the customer record.

Shipping Integration

Chatham Company does not require shipping integration at this point.

Billing Schedules

The Chatham Company will not be using billing schedules at this time.

Invoices and Cash Sales

Chatham Company Requirements:

- Multiple Bill-To addresses will be utilized.
- The finance department will be responsible for producing invoices
- Printed invoices will be provided to customers by both direct mail and Email, based on the customer's preference.
- Credit card transactions will be used by Chatham Company for this implementation.

Customer Payments

Chatham Company Requirements:

- Payments are received via cash, check, or credit card.
- Chatham Company will contact one of NetSuite's integrated credit card processors for processing credit card payments.

Return Authorizations

Chatham Company Requirements:

- The return authorization process will be utilized for the following situations:
 - Return back into inventory in which a credit may or may not be given.
 - Return back for repairs and refurbishment
- Approvals will be required.

Credits

Chatham has not identified any unique requirements in this area.

Purchase Process: Purchase to Payment

A formal purchase policy will be developed by Chatham Company as part of this implementation to outline which classifications of purchases require purchase orders.

- Purchase Orders will be created through the purchase request process or manually.
- All departments will use purchase requisitions.
- Purchase requisitions will be entered by employees if they have access to NetSuite or at a manager level in departments that do not have access.
- Requests will be set up to automatically Email managers, requesting approval.
- Purchases will be approved by the senior managers based upon dollar limits.
- The purchase order document will primarily be faxed or Emailed to vendors.

Purchase Receipts

When a shipment arrives or a service is performed, these activities can be matched against open purchase orders by processing a purchase receipt.

Purchase Bills

Bills created from a purchase order will have the invoice number entered and then be reviewed to confirm details including the amount, date and payment terms

Payments

In NetSuite, payments for bills, expenses and commissions can be processed as part of a check run or individually.

- These can be processed for payment through physical printed checks or electronically through ACH payments.
- Checks printed from NetSuite are designed to print on check stock available from NetSuite's exclusive supplier of imprinted forms, NetSuite Checks & Forms

Chatham Company Requirements

- Some vendors require a down payment against the Purchase Order prior to shipment and receipt, utilizing Standard NetSuite functionality "**Bill advance of receipt**".
- Open bills will be reviewed as part of the regular check run to confirm which bills should be paid
- Direct deposit for payment of employee expense reports will not be set up as part of this implementation

Vendor Returns

Chatham Company will utilize standard NetSuite Vendor Returns Authorizations:

- Know the status of each return and you can track accurate information about each return you process
- The vendor return workflow includes obtaining Return Materials Authorization (RMA) from the vendor, then processing the return in NetSuite to track information about each return.

Credits

Chatham Company will utilize standard NetSuite functionality for Vendor Credits.

- In NetSuite, purchase credits can be applied against open accounts payable transactions.

Journal Entries

Chatham Company Requirements

- All journal entries are entered by the Company Accountant.
- For this implementation, no approvals will be built into the process
- Allocations will not be used.

Intercompany Journal Entries

Chatham Company has not identified any unique requirements in this area.

Year End Close

Chatham Company has not identified any unique requirements in this area.

General Ledger Reporting

Chatham Company has not identified any unique requirements in this area.

Bank Management

Chatham Company requirements:

- **Bank Accounts:** Chatham Company has a separate account for each subsidiary.
- **Deposits:** Electronic deposits are done daily and an Undeposited Funds account is being considered
- **Bank reconciliations** will remain manual with the understanding that if the electronic bank statements can be imported, utilizing one of the proper formats, then Chatham Company may choose to utilize the online process

Financial Reporting

Chatham Company Requirements:

- Financial statements available at any point in time with real-time information
- Basic statements (without comparisons) display in a column format, based on segment or time period
- All statements can be filtered to display segment information
- The Chatham Company will need to run financial statements by subsidiary as well as consolidated reports at the parent level.

Sales Force Automation

Chatham Company may have the following implementation considerations

- Lead generation
- Lead routing and assignment
- Opportunity management
- Forecasting
- Up-selling and cross-selling
- Incentive management
- Partner management
- Reporting

Sales Organization

The Sale Organization at Chatham Company has Inside and Outside Sales Reps, and Customer Service Reps. The sales channels consist of phone, fax, and Email.

Routing and Assignment

Chatham Company Requirements:

- Leads typically generated from business publications, trade shows, and referrals from existing customers.
- Currently, leads are assigned to Sales Reps based on geographic location.
- Chatham Company will want to utilize standard NetSuite functionality to track the development of a Lead, Prospect, and eventually a Customer.
- Sales reps will have access to other sales reps transactions.

Opportunity and Estimate Management

Chatham Company Requirements

- Currently, Chatham Company is considering using Opportunities to manage potential sales
- Estimates/Quotes will be included for the implementation project. Expiration dates on Estimates/Quotes will be utilized.
- Estimates will be created from Opportunity records. Once an Estimate is accepted, it will be converted to a Sales Order.

Customer Support and Case Management

Implementation Considerations:

- Customer support cases and roles
- Support channels
- Support teams and case assignments
- OneWorld
 - How do you handle support procedures across subsidiaries?
 - How do you communicate with your customers? Are there differences depending upon the subsidiary such as using logos or the wordings and policies among the different subsidiaries?

Support Organization

Chatham Company has not identified any unique requirements in this area.

Case Origin

Chatham Company has not identified any unique requirements in this area.

Routing & Assignment

Chatham Company has not identified any unique requirements in this area.

Case Processing & Resolution

Chatham Company has not identified any unique requirements in this area.

Escalation

Chatham Company has not identified any unique requirements in this area.

Marketing and Ecommerce

Chatham Company has not identified any unique requirements, at this time, and intends to investigate the related capabilities in the future.

Solution for 04 - 01: Review the Business Requirements Document

3. What are some of the tactical responsibilities of the Administrator?

Answer:

- Attend all meetings
- Act as point of contact for all day-to-day project operations
- Coordinate subject matter experts and their project team
- Manage decision making resources
- Serve as gatekeeper for project status
- Manage their system requirements
- Learn configuration specific to their business
- Manage configuration decisions
- Manage user acceptance testing

4. What is the structure of the Chart of Accounts format?

Answer: The Chart of Accounts is based on a traditional format. Trailing segments will be created in the Chart of Accounts to designate and represent the sub accounts.

5. How does this company track its reporting requirements?

Answer: The company tracks its reporting requirements through divisions. There are warehouses with each subsidiary to distribute its products. Additionally, they need sales channels.

6. How does this company plan to bring in its General Ledger balances?

Answer: The company intends to bring in its General Ledger Balances as transactional detail records for the current year.

7. Does the Chatham Company have any unique requirements that it wants to capture on its customer records?

Answer: The Chatham Company would like to maintain information about the customer's organization. This data will be collected on the Customer record. Information to be collected includes company's primary line of business (type of industry), annual revenue and year established (This is part of the requirement regarding Relationships)

Additional Resources

NetSuite Help Center:

- Account Setup

Podcasts

- [Welcome to NetSuite](#)
- [Implementation of a Global Company](#)
- [NetSuite One Methodology](#)

SuiteAnswers Learning Center:

- New Feature Training
- Administration/Data
- Customization/Integration
- User Adoption
- Various Best Practices

05: NetSuite Navigation

About this Module

Learning navigation will facilitate your implementation project and is your first step on your path to using NetSuite's native features:

- NetSuite offers multiple, effective navigation paths
- NetSuite uses basic browser functionality

Objectives

1. Utilize NetSuite security measures
2. Recognize NetSuite Web page elements
3. Personalize your Home Dashboard
4. Learn NetSuite Terminology
5. Use Basic Search Options
6. Use multiple Help resources

Walkthrough: Login and Security

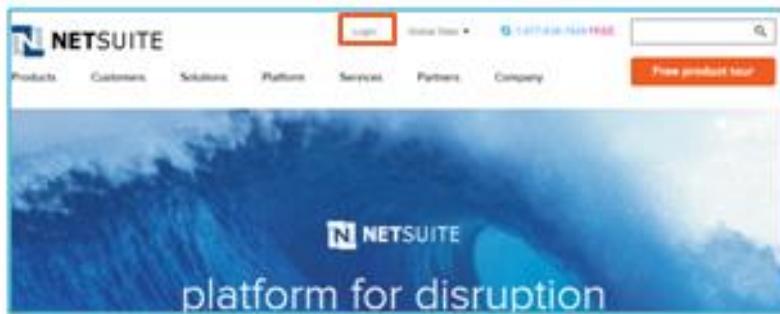
Review Customer Login

Administrator Password Management

Use Case/Scenario: Introduce logging in and security measures that are applied

Review Customer Login

Click the Customer Login link, available from the Visitor Center website:



- In the Customer Login enter in the E-mail address and password

Caution: User 30-minute lockout occurs after six (6) failed attempts. After 30 minutes has passed, Re-enter your email and password.

Administrator Password Management



Administrators responsible for defining password management:

- Administrator go to **Setup > Company > General Preferences**
- **Password Policy:** enforces specific requirements
 - **Strong:** minimum length of 10 characters, at least 3 of these four character types —uppercase letters, lowercase letters, numbers, non-alphanumeric characters – this is the default setting
 - **Medium:** minimum length of 8 characters, at least 2 of these four character types: uppercase letters, lowercase letters, numbers, non-alphanumeric characters
 - **Weak (Not Recommended):** minimum length of 6 characters
 - All three password policies continue to enforce validation against these basic criteria: significant difference from previous password, use of only legal characters.
- **Maximum Password Length:** dictated by the password policy defined
 - The default value for this field is determined by the selected password policy.
 - You can, if desired, make the minimum password length value longer than the minimum required by the policy. You cannot make this value shorter.
 - Passwords for new users logging in with the Customer Center role, and for web site shoppers, require a minimum of six (6) characters. Passwords for Customer Center users and web site shoppers who existed before that release were not affected by this change.
- **Password Expiration:** number of days a login password can be used before a user is prompted to change it
 - Days are calculated from the date that each user last changed their password, not from the date that the company preference is changed.
 - It is strongly recommended that administrators set this value to a minimum of 180 days.
 - The maximum number of days will take a very large number, which should accommodate most companies.
 - In order to comply with Payment Card Industry (PCI) standards, employees with access to view unencrypted credit card numbers are automatically required to reset passwords every 90 days, unless the limit set here is shorter.

Your NetSuite Account Security

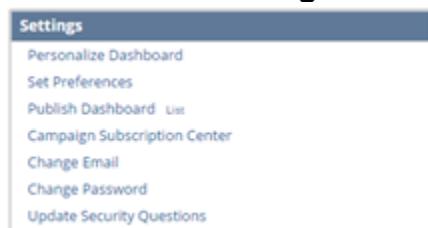
NetSuite takes your account security seriously:

- Upon first login, users may be prompted to set up security questions
 - Select from a predefined list of questions and provide the answer
 - Security questions are required and help NetSuite protect your account
 - You will be asked to provide an answer to one of your questions upon switching browsers or computers

Security Question Confirmation and Reset

NetSuite provides a confirmation of your security questions being set:

- NetSuite sends a system-generated email to the user
- Users may reset their security questions in the Settings portlet
 - Go to **Home > Settings Portlet**



- Users are required to verify security questions upon changing browsers

Walkthrough: NetSuite Center and Web Page Elements



Use Case/Scenario: Look at the starting point for navigation by investigating a NetSuite Center and page elements

NetSuite Center

The center is a role-specific set of tabbed pages; providing the pages and links users need to perform their job.

- The administrator, by default, works in the Classic Center
- Each Center has a default Dashboard
 - *The New Release portlet is often provided and is your best resource for information regarding an upcoming release*



Dashboards

Each tabbed page has an overview or dashboard:

- Provides a visual workspace, which may be personalized
- Displays portlets containing relevant information to your job

Portlets and Release Information

Each tabbed page has a dashboard, a visual workspace, which may be personalized through publishing dashboards to groups of users or allowing individual users to personalize their own dashboard:

- Display Portlets containing relevant information to your job, which are dynamic-data display windows, for example:
 - Provides hyperlinks (Reminders) to other areas within NetSuite
 - Presents metrics (Key Performance Indicators) or a list of information
 - Displays a list of information (Customers)

The screenshot displays the NetSuite web interface with several modules open:

- KPI Meter**: Shows a gauge chart for Expenses at 10.5K, with a red box labeled "KPI Meter".
- Key Performance Indicators**: A table showing financial metrics like Expenses, Profit, Total Bank Balance, and Receivables.
- KPI List - Metrics**: A summary bar chart for Aging Summary.
- List of Records**: A grid view of customer records for Panama Telecom, Larry Nelson, and Grey Images.
- Hyperlinks**: A grid view of links to various statements.

On the left sidebar, the following sections are visible:

- Home**
- KPI Meter**
- Expenses**
- Customers**
- Settings**
 - Personalize Dashboard
 - Set Preferences
 - Publication Log
 - Configure Subsystem Center
 - Set Up Output Integration
 - Change Email
 - Change Password
 - Update Security Questions
- Reminders**
 - Purchase Orders to Bill
 - Unposted Transactions due
 - Bills to Pay

At the bottom, there is a footer note: "NetSuite (Edition: United States) Release 2014.2 Copyright © NetSuite Inc. 1999-2014. All rights reserved."

- Review the Release Information at the bottom of the home dashboard

Change Password

At any time, users may choose to change their password:

- Go to **Home > Settings**, select **Change Password**
 - Enter in Current Password and New Password to be evaluated by the Password Criteria
 - The passwords are evaluated for strength based on the Password Policy as defined by the administrator

Pop Quiz! Can a password be set to expire after a year?

Change Password

Save **Cancel**

* CURRENT PASSWORD	<input type="password"/>
* NEW PASSWORD	<input type="password"/>
* CONFIRM NEW PASSWORD	<input type="password"/>

Password Criteria

- Is sufficiently different from previous password
- Does not contain illegal characters
- Is at least 10 characters long
- Contains at least 3 of these 4 character types:

 - + Uppercase alpha characters (A, B, ... Z)
 - + Lowercase alpha characters (a, b, ... z)
 - + Numbers (1, 2, 3, 4, 5, 6, 7, 8, 9, 0)
 - + Non-alphanumeric ASCII characters (!@#\$%^&*()_+=`{|}~`[{\}]`)

New passwords match

Update Security Questions

Update Security Questions – **Home > Settings** portlet, select **Update Security Questions**:



The screenshot shows a dialog box titled 'Update Security Questions'. It contains a note about providing answers to 2 of the 3 questions chosen below. A 'CURRENT PASSWORD' field is present. Below it, there are three question-answer pairs. Each pair has a dropdown menu for 'QUESTION' and a text input field for 'ANSWER'. The first question is 'What school did you attend for sixth-grade?'. The second is 'In what city does your nearest voting hub?'. The third is 'In what city or town was your first job?'. At the bottom, there's a 'HIDE ANSWERS' checkbox.

Security questions are available, which can be set at any time.

- Choose from pre-define lists of questions and then provide your answers
- These questions are used to validate user's authenticity, in case they forget their password.
- **Best Practice:** complete the security questions the very first time you are prompted by the system

Set Preferences



The screenshot shows the 'Set Preferences' page with several sub-tabs: General, Appearance, Analytics, Activities, Analytics, and Help. Under 'General', there are sections for 'User Profile' (with fields for Name, Address, and Phone), 'Localization' (with fields for Language and Locale), and 'Formatting' (with fields for Font Size and Color). Under 'Appearance', there are sections for 'Color Theme', 'Centers & Dashboards', and 'Chart themes'. Under 'Analytics', there are sections for 'Search' and 'Activities'. Under 'Activities', there is a section for 'Enable your NetSuite Calendar preferences'.

User-level preferences may be set by each user:

- **Home > Set Preferences**
- Define some preferences for each of your roles
- **Note:** Administrators can define company-wide preferences, such as formatting
- Review each subtab and subsequent sections to set your personal preferences:
 - **General:**
 - User profile
 - Localization
 - Formatting
 - **Appearance:**
 - Color Theme
 - Centers & Dashboards
 - Chart themes
 - **Analytics:**
 - Search
 - **Activities:**
 - Enable your NetSuite Calendar preferences

Note: Utilize the 'field level help definitions' to learn more about the settings. Click the field name link to view the definition.

Activity: Match Game

See if you can match the terms on the left, with the task/description on the right.

1. Center	A. Different "windows" on a dashboard, displaying dynamic data
2. Dashboard	B. User-level preferences allowing the user to set up NetSuite to their needs
3. Set Preferences	C. Role-specific collection of tabbed pages
4. Portlets	D. A visual workspace, with content relevant to a user's job

Walkthrough: Personalize the Home Dashboard



Use Case/Scenario: Optimize usage of the Home dashboard through some personalization and definition

Personalize Create New Dropdown List

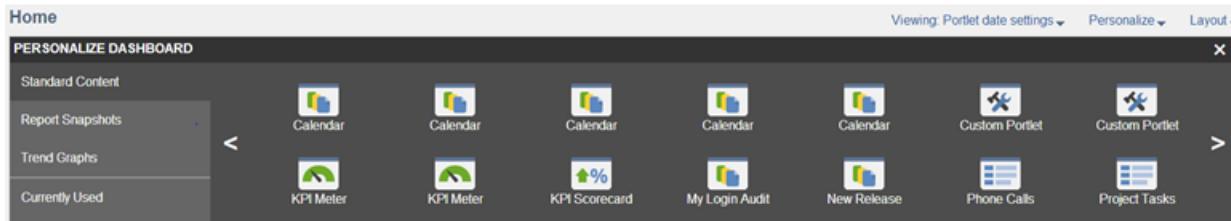
The Create New bar provides hyperlinks to pages in NetSuite:

- Available hyperlinks are determined by roles and permissions
- It is available for most records on most dashboards
- Click the down arrow to display the list
- Click **Personalize**
- **Add, move, remove** links
- Available hyperlinks are determined by roles and permissions
- Is available for most records on most dashboards
- Choose to **Include** or not the task in the 'Create New' toolbar
- Organize the list by **Move To Top, Move To Bottom**, or drag and drop
- **Save** your changes

Add Content to Dashboard

Personalize the dashboard to add portlets

- Click the **Personalize** link, top-right of the dashboard



- Add **Standard Content, Report Snapshots, Trend Graphs**
- Consider portlets that support managing the user's workload and decision making
 - Key Performance Indicators (KPIs):** Display personal or company's performance in sales, support or other key areas of your business. You can highlight or compare them based on a selected date/period range.
 - KPI Meters:** View the KPIs graphically. You may have up to three KPI meters on your dashboard. These can be easily swapped between the KPIs you have set.
 - KPI Scorecards:** Display a portlet based on the results of a KPI. You must set these up through Setup > Customization menu. Only managers and administrators (by default) have access to create KPI Scorecards.
 - My Login Audit:** Display on your dashboard to track your last successful login, your last failed login, the IP address associated with your login activity, the date when your password will expire, and other login information.
 - RSS/Atom Portlet:** Displays news feeds from popular web sites which support RSS format. You can use any RSS feed available; in the setup link, select Custom and paste in the URL.
 - Report Snapshots and Trend Graphs:** Quick looks at business results each time you view your dashboard
- Review **Currently Used** portlets
- Close** when done
- The NetSuite Help Center has a related topic: **Dashboard Portlet Types**

My Login Portlet

Helps ensure the security of your NetSuite account; audit your own login activity

- Track your last successful login and failed login
- Monitor the IP address associated with your login activity
- View the Password expiration date; the administrator defines a setting which impacts the expiration date
 - Listed dates and times are driven by user-level preferences and the time zone selected, as part of localization

My login audit	
Previous Login	8/19/2014 2:18 pm
Previous Mobile Login	-
Successful Logins Today	4
Login Failures Today	1
Previous Password Change	7/18/2014 3:08 pm
Password Expiration	10/16/2014 3:08 pm

Define Dashboard Layout

Go to the Layout link, top-right of the dashboard and select your desired layout:

- 2 columns: Narrow, wide
- 2 columns: Wide, narrow
- 3 columns, Narrow, wide, narrow



Selecting a two-column layout setting is probably the most optimal for viewing NetSuite on a tablet or phone

Manage Portlets

Portlets may be configured to better suit the user's needs:

- Hover over a portlet's title bar to access the **Set Up**



- Click **Set Up** and define the portlet's display
- Portlets may be moved to new locations on the dashboard using drag and drop:
 - Click the portlet title bar, hold the mouse down to move the portlet
 - Release the mouse to drop into the new location

Introduction: NetSuite Terminology

Lists and Transactions

Forms and Records

Lists and Transactions - Classic Interface (Center)

Administrators access NetSuite in the Classic Interface (Center), with menu paths for Transactions and Lists:

- Transactions involve movement of money or value, for example:
 - **Transactions > Bank**
 - > **Write Checks**
 - > **Make Deposit**
 - > **Transfer Funds**
- Lists include people, places and things for example:
 - **Lists > Relationships**
 - > **Customer**
 - > **Vendors**
 - **Lists > Accounting**
 - > **Items**

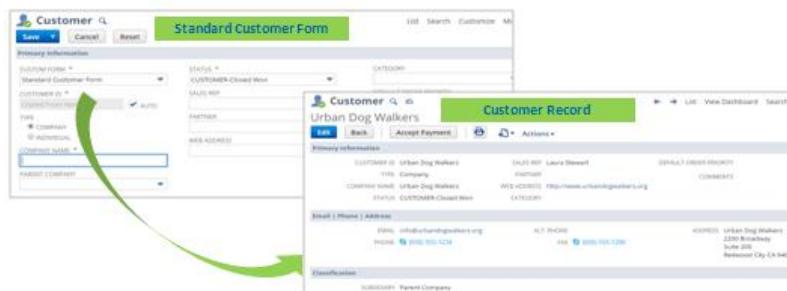
Forms and Records

Forms:

- Enter, view, and modify data in NetSuite. For example:

Records:

- Store the data as a specific record type; for example:
 - Customer
 - Item
 - Account
 - Subsidiary



Customization, to be introduced later in the course, allows you to work with forms and records:

- Forms may be customized to meet your business requirements
- Custom records may be created to meet your business needs

Walkthrough: Basic Search Options

Global Search

Quick Search Portlet

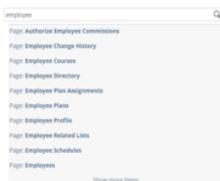
Use Case/Scenario: Introduce different ways to search for information/records in the NetSuite Account

Global Search

Global search is a common way to quickly search for records by entering in criteria:

- Displays at the top-center of your NetSuite page
- Use up to three key words per search
- Autosuggest can drive results
- Use letters, numbers, dashes, and the “OR” separator
- Leverage wild cards: “%” or “_”
- Use prefixes such as “cus:” to restrict results to customer records
- Use the “Page” prefix to find a report
- Click the **Name** to view the record or click **Edit** to edit the record

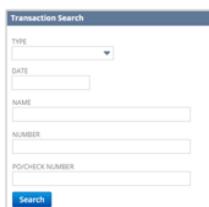
Enter criteria and click **Go**; auto suggestion can drive the results:



- Click **Edit** to open the record in edit mode
- Click on the **name** to open the record in view mode

Tip: You can right-click on the mouse, to edit or open the record, to either open in a new tab or a new window

Quick Search Portlet



The Quick Search portlet may be added to the dashboard (personalize):

- Click the **Set Up** link
- Define the behavior, for example:
 - **Search Type** can be either General or Transaction
 - **Save**
- In the portlet, now enter your criteria and **Search**

Walkthrough: Using Help Resources

[NetSuite Help Center](#)

[NetSuite Glossary](#)

[Field Help](#)

[Page Help](#)

[SuiteAnswers](#)

[SuiteSupport](#)

Use Case/Scenario: As a new user, it is important to know where and how to find online resources

NetSuite Help Center

The **NetSuite Help Center** is a complete repository of online help resources:

- Access the Help Center, clicking on **Help** at the top-right of your NetSuite page:
- Access complete repository of online help resources
 - Help Topics, User Guides, training materials, links to other resources
 - Search the Help Center
- Type in help: followed by keyword(s) and click Go to the **Global Search** field

Tip: Use Global Search to go to a list of topics by typing in Help: followed by a word or phrase. For example *help: invoice*

The **NetSuite Help Center** opens in a new window:

- Navigate through the **Table of Contents**
- Navigate to **SuiteTraining** to view course offerings
- View **User Guides** in PDF
- Use the **Help Center Search** to look for a specific topic
- Utilize other hyperlinks for SuiteAnswers, What's New, FAQs, etcetera

NetSuite Glossary



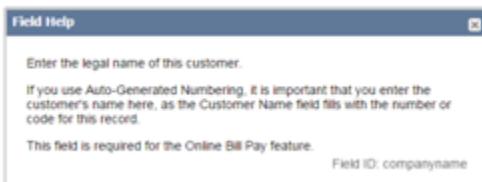
NetSuite Glossary: Search the NetSuite Help Center for the glossary

- Type “Glossary” into search box
- View the list of available PDFs in translated versions
- Select the version choice to view the PDF and then save a copy to your desktop

Field Help

Field Help provides users with field-specific information:

- Available on most field in view, edit or add mode
 - Note: If you add a custom field, then you write the field help
- Hover over the field name and click on What's This?



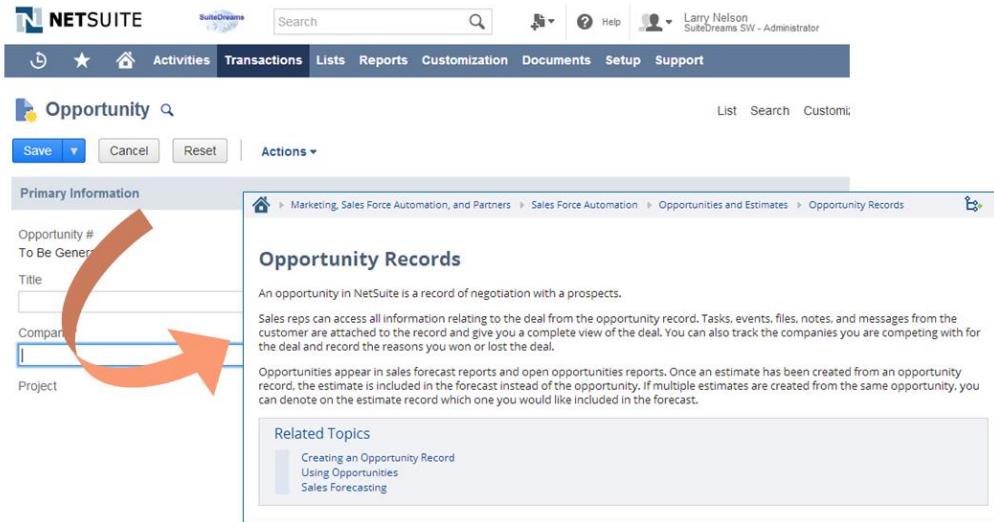
- Example: Company Name
 - A pop-up window opens and displays the Field Help, which provides details about the selected field
 - Example: Company name is the legal name of the customer
- Other fields, such as column field, do not have Field Help
- For example, columns on line items such as Quantity

ITEM	COMMITTED	PICKED	PACKED	FULFILLED	INVOICED	BACK ORDERED	QUANTITY
CARPETS/FLOORCOVERINGS Berber Carpet - Light Brown	4.5	7.5	0	7.5	7.5	0	12

Page Help:

NetSuite “knows” where you are in the system

- Click the help link at the top, right-hand side of the page
- View information relevant to the page you are viewing

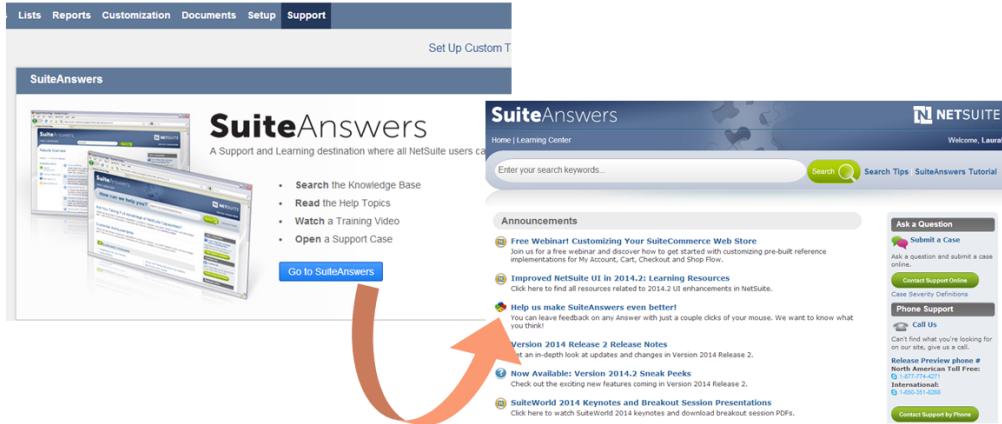


The screenshot shows the NetSuite interface for an 'Opportunity' record. At the top, there's a navigation bar with links like Activities, Transactions, Lists, Reports, Customization, Documents, Setup, and Support. On the far right of this bar is a 'Help' link. Below the navigation is a search bar and user information for 'Larry Nelson'. The main content area is titled 'Opportunity Records' and contains descriptive text about opportunities. A large orange arrow points from the left towards the 'Help' link at the top right.

SuiteAnswers

An online repository - a wealth of knowledge:

- Access from the **Support** tab, inside your NetSuite Account, and click on **Visit the SuiteAnswers Site**
- In SuiteAnswers, click on the **Learning Center** tab



The screenshot shows the SuiteAnswers website. At the top, there's a navigation bar with links for Lists, Reports, Customization, Documents, Setup, and Support. Below this is a 'Set Up Custom T' button. The main content area has a 'SuiteAnswers' header and a sub-header 'A Support and Learning destination where all NetSuite users can find answers'. It features a sidebar with links for 'Search the Knowledge Base', 'Read the Help Topics', 'Watch a Training Video', and 'Open a Support Case'. A large orange arrow points upwards from the bottom of the sidebar towards the 'Ask a Question' section.

SuiteSupport

You have the various support options; complemented by an extensive library of detailed online help and other resources such as:

- FAQs, online user guides, sneak peeks at upcoming releases, and tips that will help you get the most from **your NetSuite application**
- View more information at: [SuiteSupport](#) or <http://www.netsuite.com/portal/services/support.shtml>

	Silver	Gold	Platinum
Coverage Hours	M-F 8AM-6PM (Customer local time)	Toll-free 24x7 (Severity 1 & 2) M-F 8AM-6PM Customer local time (Severity 3 & 4)	24x7 Case Submission (All severity levels) M-F 8AM-6PM Customer local time (All other services)
Access to SuiteAnswers Technical Support Portal	Standard	Standard	Standard
Online Case Submission	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Telephone Case Submission		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Authorized Support Contacts in Your Organization	2	4	6
Dedicated Platinum Team			<input checked="" type="checkbox"/>
Support Account Manager			<input checked="" type="checkbox"/>

Activity: Match Game

See if you can match the terms on the left, with the task/description on the right.

1. Transactions and Lists	A. The way data is stored in NetSuite
2. NetSuite Help Center	B. Menu paths available in the Classic Interface – Our verbs and nouns
3. Global Search	C. Pop-up window displaying relevant information for a field
4. Field Help	D. Used to enter a new record or view an existing record
5. Record	E. A common way to search for records
6. Form	F. Online Help, Guides, Tips, and More

Walkthrough: Browser Functionality and NetSuite

[Open NetSuite in New Tabs or Windows](#)

[Review Recent Records](#)

[Investigate Processing Information](#)

Use Case/Scenario: Learn tips for using NetSuite in the browser and assessing its performance

Open New NetSuite Tabs or Windows

NetSuite utilizes standard browser function to view links in a new tab or a new window:

- Hover a link and right or left mouse click
- Select **Open in New Tab**
- Select **Open in New Window**

 **CAUTION** If response time degrades or you get "An Unexpected Error Has Occurred" message, then close down extra tabs and windows.

Review Recent Records



Access recent records from the  icon, located to the left of the home icon, rather than the back arrow in the browser:

- Select to view or edit the record
- Select **All Recent Records** to display a date-driven list
- **Note: Avoid using the browser Back Button to retrace your steps.**
 - Data entered may be lost if you navigate with this back button
 - Also, pages presented may not be refreshed

Investigate Processing Time

Double click the NetSuite logo, top-left of the page, to view processing time:

Performance Details	
Total	3.327
Server	1.429 (42.95%)
Server Suite Script	0 (0.00%)
Server Workflow	0 (0.00%)
Network	0.353 (10.61%)
Client	1.545 (46.44%)
Page	/app/accounting/transactions/salesord.nl? id=29&whence=
Email	lsess030415@netsuite.com
Time	3/10/2015 2:29 pm GMT +7

OK

- **Server** = How long it took NS to find the data
- **Server SuiteScript, Server Workflow** = If you are using these for automation, it shows stats. Please refer to help for more information on SuiteScript and WorkFlow.
- **Network** = How long it took to transmit the data from NS to you
- **Client** = How long it took your machine to display the information
- Also identifies the **Page**, your **Email** for login, and **Date**

If you are experiencing a slowdown:

- Navigate to a different website to gauge load speed
 - If the other site loads quickly, then the problem is between your ISP and the NetSuite servers
- Clear browsing history or cache
- If necessary, close NetSuite and reopen

Now It's Your Turn

01: Set Your Preferences

02: Set Up Your Dashboard

03: Use Global Search

04: Use NetSuite Help

Use Case/Scenario:

- Start to setting up your view of NetSuite
- Investigate search and help
- Allow 10 – 15 minutes

Hands-on Exercises

Navigating the Application

Suggested Time to Complete Exercises: 10-15 minutes

01: Set Your Preferences

Scenario How do you want your NetSuite pages to look and how do you want to interact with areas of the account?

Use these exercises to:

- Set your preferences for the application "look and feel" and for viewing information.
- Set preferences for the Searches and the Calendar



Note: The **Home** dashboard is represented by the icon []. All menu paths will reference **Home**.

Set Preferences

1. Navigate to **Home > Set Preferences**. The **General** subtab displays automatically.
2. In the **User Profile** section, enter a signature in the **Signature** box, for example: Department Name, Company Name and address.
Click the box to **Add Signature to Messages** from NetSuite.
3. In the **Localization** section, select your local **Time Zone**.
4. In the **Formatting** section, select your preferred formats for **Date**, **Time** and **Phone Number**.
5. Click the **Appearance** subtab:
 - Select the **Color Theme** you want.
 - In the **Chart Themes** section, select your theme. Please refer to Field Help for more information.
6. Click the **Analytics** subtab, check mark the following boxes, if not already checked.
In the **Search** section:
 - **Show List When Only One Result**
 - **Quick Search Uses Keywords**
 - **Global Search Auto Suggest**In the **Export** section:
 - Review field help for CSV Export Character Encoding, but leave the default of UTF-8.

7. Click the **Activities** subtab and select how you want calendar, task and phone call information to display.
 - Check mark the following boxes:
 - **Edit Activities from Calendar**
 - For Send Invitation Emails, click **To all Invitees** button.
 - Default Event Access Setting for New Events **Public**
 - Check **Default New Tasks Public**
 - Check **Default New Phone Calls Public**
8. Click **Save** when you are done with setting your preferences.

02: Set Up Your Dashboard

Scenario

In this exercise, you:

- Define Dashboard Layout
 - Choose the portlets you want to display
 - Define portlet display placement
-

Define Dashboard Layout

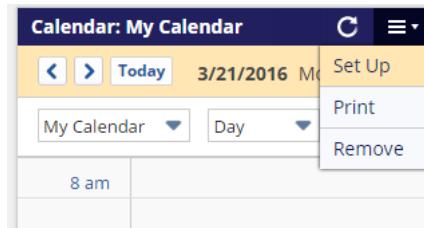
1. Click the **Layout** link, located in the upper-right corner of the Home page.
2. Using the images, **click on one of the following:**
 - 2 columns: narrow, wide
 - 2 columns: wide, narrow
 - 3 columns: narrow, wide, narrow

Add Portlets to the Home Page Dashboard

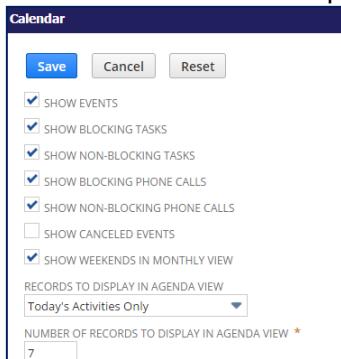
3. Click the **Personalize** link, located in the upper-right corner of the Home page.
The **Personalize Dashboard** pane opens at the top of the page.
4. Click on **Currently Used** and review which portlets are on the dashboard.
5. We can use drag and drop functionality to add content to the Home dashboard.
Click on **Standard Content** and add, if necessary, the following portlets:
Calendar, Custom Search, List, My Login Audit, Quick Search, Reminders, Tasks, and Shortcuts. You may also add the **Quick Add** portlet; sales reps like this portlet.
6. Click on **Currently Used** again; review the portlets that are now on the dashboard.
7. Close the **Personalize Dashboard** pane by clicking the **X** in the top-right corner.

Organize the Home Page Portlets

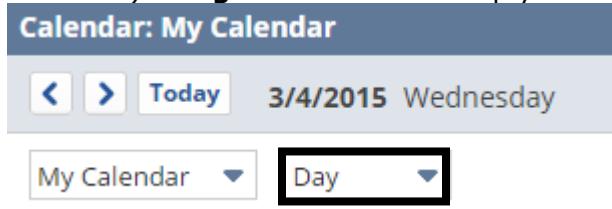
8. Hover over the title bar for the **Calendar: My Calendar** portlet and click on **Set Up**



9. Review the available display options and then click **Cancel**.



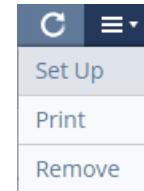
9. In the **Calendar** portlet, find the dropdown list and **change Day** (or other time reference) **to Agenda**. This can help you manage your time and activities.



10. **Note:** If visible, hide the **New Release** portlet that NetSuite pushes out to users. Hover over the top right-hand side of the title bar and click **Remove**. This portlet is pushed out by NetSuite when a New Release is coming.

11. Drag and drop the **My Login Audit** portlet to a narrow column, if it has defaulted to a wide column.

12. Hover over the title bar of the **Reminders** portlet and click **Set Up**.



13. Ensure that the **Event Invitations to respond to** reminder is displayed in the list and move it to the top.

14. Click the **Save** button when you are done.

03: Use Global Search

Scenario	Global Search is the best way to search for information in the application. In this exercise: <ul style="list-style-type: none">• Practice using (Global) Search.
----------	--

Use Global Search (Search by Key Word)

1. Enter **employee** in the **Global Search** field. NetSuite will either start displaying possible results or click **Enter** on your keyboard to see all results.

What types of records are returned? Why are these records returned?

Answer:

2. Click **Home**.

04: Use NetSuite Help

Scenario	NetSuite Help topics are a great resource to assist you with learning how to use the NetSuite application. In this exercise: <ul style="list-style-type: none">• Conduct research within the NetSuite Help center.
----------	---

1. Click the **Help** link in the top-right corner of the page.

What displays in the main **Help** page? Why does this content display?

Answer:

2. Enter **CRM** in the **Help Center Search** field, click **Enter** on your keyboard, and then scroll through the list and click the link for **User Event CRM Use Cases**.

What is the first topic discussed in this section.

Answer:

3. Click **User Guides** in the **Help** task bar.

What happens? And in what file formats are these documents?

Answer:

4. Click the **Sales Automation Guide**.

What displays?

Answer:

5. Go back to **Home – NetSuite (Essentials)** browser tab.

In the **Create New** dropdown , click **Task** to create a new task record. Click on the word **Title***.

What does the field level help text tell you about the **Title** field?

Answer:

6. Close the Help pop-up.

7. Now click on **Start Date ***.

What does the field level help tell you about the **Start Date** field?

Answer:

8. Close the Help pop-up

9. Return to the **Home** dashboard and click on the **Help** link in the top-right corner of the page.

10. Click on **User Guides** in the **Help** task bar.

11. Click on the **hyperlink under Sneak Peeks**

What content is provided under **Sneak Peeks**?

Answer:

Close all open **Help** windows.

Solution for 03: Use Global Search

Use (Global) Search (Search by Key Word)

1. Enter employee in the **Global Search** field and click **Go**.

What types of records are returned? Why are these records returned?

Answer: The results show no employee records, all records are pages with the word employee in them.

Solution for 04: Use NetSuite Help

1. Click the **Help** link in the top-right corner of the page.

What displays in the main **Help** panel? Why does this content display?

Answer: Welcome to NetSuite Help Center.

Answer: When on the Home page, and we click Help, it takes us to a page introducing the Help Center

2. Enter **CRM** in the **Search** field and click **Enter** on your keyboard. Scroll through the list and click the link for **User Event CRM Use Cases**.

What is the first topic discussed in this section?

Answer: Creating Tasks on Opportunity Creation

3. Click the **User Guides** button in the **Help** task bar.

What happens? And what file formats are these documents?

Answer: A list of all the User Guides display in PDF format.

4. Click the **Sales Automation Guide**.

What displays?

Answer: The Sales Force Automation Guide.

5. Go back to **Home – NetSuite (Essentials)** browser tab.

In the **Create New** dropdown, click **New Task** to create a new task record. Click on the word **Title***.

What does the field level help text tell you about the **Title** field?

Answer: This name is the subject line of the email sent to the assignee if you check the Send email box.

This title also displays to others if the **Private Task** box is not checked. The title shows on the **Tasks** list.

7. What does the field level help tell you about the **Start Date*** field?

Answer: This is the date the task should be started.

If you are entering or editing the task, type or pick the start date of the task.

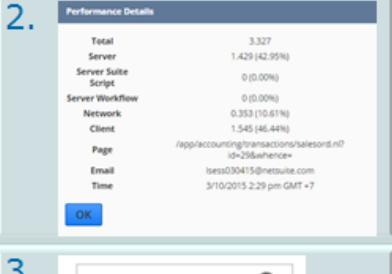
This date is included in the email to the assignee.

9. Return to the **Home** dashboard and click on the **Help** link in the top-right corner of the page.
10. Click on **User Guides** in the **Help** task bar.
11. Click on the **hyperlink under Sneak Peeks**

Answer: Sneak peeks may be provided prior to a new version, when there are significant new features, to give you a preview of what to expect.

Activity: Match Game

See if you can match the terms on the left, with the task/description on the right.

 1.  2.  3.	A. Global Search B. View Recent Records C. View Processing times and loads
--	---

Additional Resources

NetSuite Help Center:

- NetSuite Basics

SuiteCloud Infrastructure Web Page:

- <http://www.netsuite.com/portal/platform/infrastructure/main.shtml>
- Read more about NetSuite's enterprise-class treatment of:
 - Application Security
 - Data Management
 - Operational Security
 - Availability

SuiteAnswers Learning Center:

- New Feature Training
- Getting Started

06: Set Up Company Preferences

About this Module

NetSuite is the single source for your data and can be tailored or configured to meet your business needs:

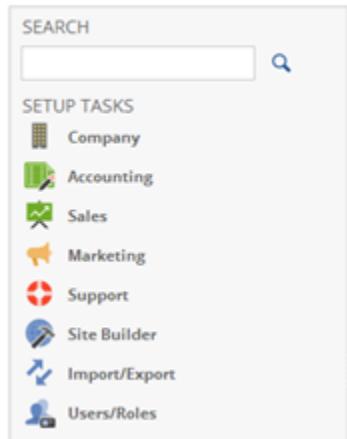
- Features are enabled and preferences defined to satisfy your company's requirements
- The Administrator is often responsible for the configuration
- At the beginning of the implementation project, it is okay to not know all of your company preferences

Objectives

1. [Navigate the NetSuite Setup Manager](#)
2. [Complete setup tasks](#)
3. [Define preferences](#)
4. [Identify classifications](#)

Introducing the Setup Manager

Setup Manager



The Setup Manager links to setup pages to configure NetSuite:

- Go to **Setup > Setup Manager**
- Provides logical navigation for configuration of the account
- Presents Overviews for Company, CRM, ERP and Web Site Setup

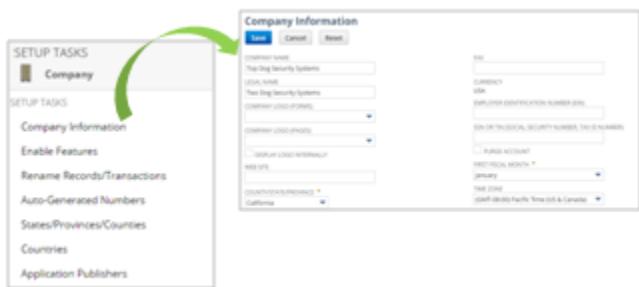
Walkthrough: Initial Set up Tasks

Define Company Information

Enable Features

Use Case/Scenario: The administrator begins tailoring NetSuite to the company's requirements.

Define Company Information



Go to **Setup > Company > Company Information**

At the top of the page you may enter your company information, such as:

- **Company Name:** Can be printed on forms
- **Company Logo:** Can be set for web pages and printed forms
- **Display Logo Internally:** Check to display your company logo
- **Return Email Address:** used when emailing forms and reports from NetSuite.
- Define your company's **Currency Locale** and review the subsequent **Format Sample**
- Setting your **First Fiscal Month**
- Identifying your corporate **Time Zone**
 - The corporate headquarters' time zone, may differ from each user's time zone
- You may click the **Edit** link to enter in an **Address**, you may enter in your corporate address:

Scroll down on the page to enter:

- Address (to display on all forms, except checks)
- Return Address for receiving returned orders
- Shipping Address for shipments

Enable Features

Go to **Setup > Company > Enable Features** and Elect to turn on or off NetSuite features and functionality:

- Available features are determined by your subscription
- SuiteApps and Beta Features may be accessed through various subtabs
- The Tax & Compliance subtab provides direct links to related SuiteApps
- Functional groupings on the following subtabs

Company	Employees
Accounting	CRM
Tax	Analytics
Transactions	Web Presence
Items & Inventory	SuiteCloud

Note: Record the Reason for Deleting a Transaction is available on the Company subtab, ERP section – select the **Use Deletion Reason** feature:

- In some countries, providing the reason why a transaction was deleted is a legal requirement.
- The Use Deletion Reason feature satisfies this requirement by making it mandatory for users to record the reason for deleting a transaction.
- All transactions listed at Setup > Company > Auto-Generated Numbers on the Transactions subtab are impacted by the Use Deletion Reason feature. When this feature is enabled, users must provide a reason for deleting a transaction record. The Transaction Numbering Audit Log provides a list of the deleted transactions, their transaction number, and the date on which the transaction was deleted and by whom. It also provides

Tips: Enable Features

Standard NetSuite Account:

- You do not need to enable/disable features all at once
- Return to Enable Features as needed
- Once enabled some features cannot be disabled
- Multi-Location Inventory cannot be disabled
 - **Important:** Do not enable the Multiple Locations Inventory until after you have loaded all your inventory items. If you enable Multiple Locations Inventory before loading inventory items, then you must map to the locations, making it more difficult for data migration.
- Multi-Language: for use by your users and also customers viewing your Website
- Multiple Currencies cannot be disabled
 - Choose to have NetSuite run updates at 12:30 PST or by your set base time zone. Then those will run at 6AM for the local time you select.

OneWorld – Additional Considerations

- Advanced taxes is enabled by default
 - Allows you to use tax schedules to track taxes for each nexus in which your company is required to pay taxes
- Accounting periods enabled by default
 - Use this feature to segment your fiscal year
- Currency Exchange Rate Integration is useful:
 - The list of currency exchange rates can be automatically updated using the Currency Exchange Rate Integration feature. This will be reviewed later in the course, but we offer both Xignite and Thomson Reuters.
 - Not all companies will use this feature or you may prefer to manually set the exchange rates.
 - If you are NOT using multiple currencies the "currency exchange rate integration" runs at 12:30PST.

Implementation Considerations

Standard NetSuite Account may have some of the following considerations:

- What is the Currency Locale and Format (base currency) of your company?
- How do you plan to update and maintain currency exchange rates?
- How do you want to track and number your transactions?

OneWorld NetSuite Account may have additional considerations:

- How many separate legal entities need to be consolidated?
- What are the base currencies of each of your subsidiaries?
- How do you plan to update and maintain consolidated exchange rates?

Walkthrough: Additional Set up Tasks

Rename Records / Transactions

Define Auto-Generated Numbers

Review Transaction Numbering Audit Log

Consider Administrative Notifications

Use Case/Scenario: The administrator continues with tasks that are specific to their company's requirements.

Rename Records/Transactions



Go to **Setup > Company > Rename Records/Transactions**

- At the top of the page you can change the default record names, in NetSuite, to familiar terminology:
- On the **Transaction** subtab, you may rename the various transactions
- On the **Account Type Names** subtab, you may rename the account and reorder how they display in a list of values for example **move** Expense to the top of the Account Type Names list
 - Use Case:** When setting up a new account for the GL, the Type field will display Expense as the first value in the dropdown list of available values

Best Practices: Renaming

Records:

- Enter new names as singular
- Do not rename a record the same as an existing record
 - (e.g. do not rename Customers as Partners)
- Do not use the same word to rename more than one record
 - (e.g. do not rename Vendors and Employees both as Resources)
- You can reorder the listing of accounts

Transactions:

- Do not change the abbreviations
- These abbreviations are referenced in NetSuite source material and renaming them can cause confusion
- Help Text is also referenced by the NetSuite name

Auto-Generated Numbers



The screenshot shows the 'Set Up Auto-Generated Numbers' page. It has tabs for Entities, Document Numbers, CRM, and Schedules. Under Entities, there are sections for 'Customer' and 'Subcustomer'. For 'Customer', the 'Initial Number' is set to 2. Other columns include 'PREFIX', 'SUFFIX', 'SEQUENTIAL STEPS', 'CURRENT NUMBER', 'ALLOW OVERRIDE', and 'UPDATE'. There are also checkboxes for 'ENABLE' and 'GROUP'.

Go to **Setup > Company > Auto-Generated Numbers**

Define the numbering schemes for your different records:

- Use numbers, rather than names for Entity and CRM records
- Use prefixes and suffixes with records, and define a numbering scheme
- Determine if you want to Allow Override or Update

Tips: Auto-Generated Number

Standard NetSuite Account may have some of the following considerations:

- Transactions are automatically assigned numbers, but you can define a numbering scheme
- Use prefixes for entities
 - For example C for customer and V for vendor
- Use auto-generated numbers, with Entity names, so that the Entity name is a combination of ID and name

OneWorld NetSuite Account may have additional considerations:

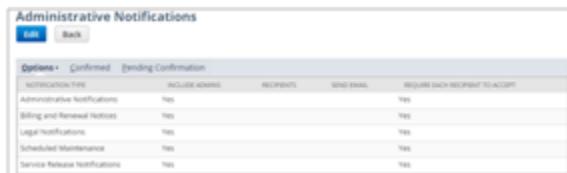
- Specify subsidiary prefix on subsidiary records
- Enable auto-generated numbers
- Check Use Subsidiary box for subsidiary specific sequences to be used
- Must have transaction prefix on subsidiary to generate numbering scheme (Example: USA or AUS 01)

Transaction Numbering Audit Log

Go to **Transactions > Management > Transaction Numbering Audit Log**

- Provides a complete list of every transaction number, including numbers assigned to deleted or failed transactions
- Example: Cash sale failure due to credit card processing problem
- Requires the **List** type permission – **Access to transaction numbering log**
- Includes transaction type, number, date and time of the transaction number assignment, creator of the transaction
- Additionally subsidiary and location may also be available
- If a transaction is deleted then the report shows the date and time stamp and the user who deleted the transaction
- If a transaction failed to be created, a reason displays in the message column

Configure Administrative Notifications



Go to **Setup > Company _ Administrative Notifications**

- Provides the ability to define separate configuration settings for each of the following notification types:
 - **Administrative:** feature availability in your account and login failures
 - **Billing and Renewal Notices:** payment requirements when you purchase new features and notify you when it is time to renew your contract with NetSuite.
 - **Legal Notifications:** changes that require administrator acceptance, such as a modification to the Terms of Service (TOS).
 - **Scheduled Maintenance:** date and time for scheduled maintenance
 - **Service Release Notifications:** information about access to the Release Preview environment, and the time-frame when your account will be upgraded.
- Requires Setup Company permissions

You can define configuration settings separately for each of the notification types listed:

- **Administrative Notifications** - Announce upcoming changes to feature availability in your account.
- **Billing and Renewal Notices** - Alert you to payment requirements when you purchase new features and notify you when it is time to renew your contract with NetSuite.
- **Legal Notifications** - Notify you of changes that require administrator acceptance, such as a modification to the Terms of Service (TOS).
- **Scheduled Maintenance** - Provide the date and time when scheduled maintenance tasks may affect access to your account.
- **Service Release Notifications** - Occur prior to the release of a new version of NetSuite. These notifications provide information about access to the Release Preview environment, and the time-frame when your account will be upgraded.

Walkthrough: Define Preferences



Use Case/Scenario: The administrator can set company-wide preferences and settings. If using a sandbox, review the related information.

General Preferences



Go to **Setup > Company > General Preferences**

Company preferences supersede individual user preferences:

- On the top of the page you define how information is entered and formatted, and set default values
- On the **Overriding Preferences** subtab, you may disallow the user's ability to override settings
- Note that the **Centers** subtab is related to Web sites; connect your company web site's look and feel with the NetSuite application by specifying a landing page when employees, customers or partners log out.
- Note: New accounts will have a default of 180 days in the **Password Expiration in Days** field. Please refer to related topics in SuiteAnswers.

Tips: General Preferences

Standard NetSuite Account common tips:

- Set company-wide formatting for consistency of data entry
- If using NetSuite payroll, do not “Allow free form states in addresses”
- If your business addresses individuals as Customers, Vendors or Partners, you may want to enable **“Show Individuals as Contacts”**
 - Displays individual customers also as Contacts in your account
- Consider setting these settings for all users:
 - **Show List When Only One Result**

Printing, Fax & Email Preferences

Set company-wide Preferences:

- Go to **Setup > Company > Printing & Fax**



- Set printing defaults for Transactions, Check Printing, and PDFs
- Define fax defaults and fax service

- Go to **Setup > Company > Email Preferences**



- Determine email defaults for Transactions, Templates, and other functionality
 - Have your administrator review Domain Key Identified Mail definitions to increase your delivery rates; this is important for email marketers

Tips: Printing, Fax & Email Preferences

Printing:

- Place disclaimers on individual forms rather than globally. This enables using different disclaimers for different locations and purposes
- PDF definitions may improve the look of printed forms:
 - Add Extra Space Between Items
 - Line Spacing
 - Extend columns to bottom of page

FAX:

- Set up a separate email account, for registration with your fax provider, to receive bounced efaxes
- Remember faxes are not always sent immediately; when you click FAX NetSuite creates a PDF and sends it to the Fax service

Email – General and Transactions Options:

- **From Address for Search emails:** enter an email address
- If you do not set this preference, the sender of each saved search's emails defaults to be the search owner
- Review the “**Send to all Administrators**” setting
- Use Popup for Main Transaction Email Button to edit email

Email – Release Sandbox and Release Preview Options:

- Define email **Sandbox Options** that are separate from your email **Release Preview Options**
 - **Sandbox** accounts have configuration, data, and customization identical to your production account
 - Multiple sandbox accounts can be provisioned for each production account
 - Actions in sandbox accounts (transaction entries, record deletions, and form customization) have no effect on your NetSuite production account
 - A **Release Preview** account is part of the phased new release process and is an environment in which to test data and workflows; note that it runs separately from your production account
- Specify where to send emails, from the respective accounts, or suspend emails

Additional Sandbox Information

Sandbox accounts provide ideal environments for:

- Testing customization elements before deployment
- Fixing issues with existing customizations
- Trying out third-party integration features like Payroll or Credit Card Processing
- Training employees in existing and new business practices in an environment identical to your production account

Sandbox accounts can be refreshed from production upon request:

- Copies all configuration, data, user passwords, and customizations from your production account into the sandbox account
- Any changes you have made to the sandbox account are overwritten
- Go to **Setup > Company > Sandbox accounts** to track refreshes: system notes are not included in the data that is refreshed

Sandbox Expiration Notification

Renewing your sandbox account before it expires is very important:

- The status of a sandbox account is automatically set to “Inactive” the day it expires
- You cannot log in to an inactive sandbox, and data from expired sandbox accounts is automatically purged 30 days after attaining an inactive status

Receive email notification before a sandbox account expires; renew the account without an interruption of availability or potential data loss

- The notification process is completely automated, no action on your part is required
- If you are the administrator of the sandbox, you will be notified by email several times before the expiration date, giving you time to renew your sandbox account

Introducing OneWorld Classifications

Define New Subsidiaries

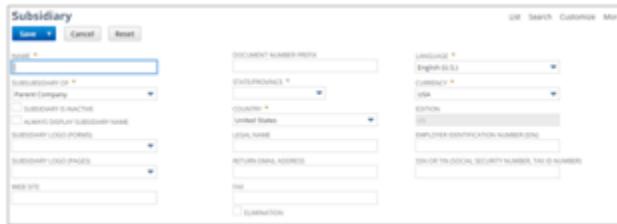
Review Subsidiaries

Create Elimination Subsidiaries

Use Case/Scenario: Companies that are running multiple legal entities, in a single NetSuite account, are going to use OneWorld classifications or records

OneWorld; Subsidiaries

New Subsidiaries – Go to Setup > Company > Subsidiaries > New



NetSuite OneWorld allows data management for a hierarchical structure of separate legal entities, or subsidiaries, structured as a tree rolling up to the root, or top-level parent, subsidiary. NetSuite supports 124 subsidiaries and 1 root (parent):

- Setup base currencies before setting up a subsidiary
- Select the country. This determines the NetSuite Edition and sets tax nexus
- A transaction posts to one subsidiary, except an intercompany transaction

If you enter in the wrong information and save the subsidiary, some fields will be locked for editing.

If necessary mark the incorrect subsidiary as inactive and create a new subsidiary with the correct information.

Best Practices: OneWorld Subsidiaries

Plan and document, in visual form, your subsidiary hierarchy. Design the hierarchy around accounting and reporting requirements; consider working with NetSuite Professional Services to assist with setting up your hierarchy

- Use top-down setup, parent with children
- Once defined in NetSuite it is difficult to change
 - If in the production account, with data, customer must buy a sand box before changing
- Create up to 124 subsidiaries in addition to the root (parent).
 - **An inactive subsidiary does not count towards the total number**
- If subsidiaries share multiple nexuses, set up in the proper order:
 - Subsidiary
 - Tax Agency
 - Nexus
 - Tax Code
- Select languages to translate Web site information and to print on transactions.
NOTE: Multiple languages features must first be enabled.
- Different types of Subsidiaries:
 - Standard
 - Elimination
 - Reporting
 - Statutory to GAAP

Overview of OneWorld Elimination Subsidiaries

Set up an elimination subsidiary as child of each parent entity, with the same base currency:



- License fees for subsidiaries do not include charges for elimination subsidiaries, and elimination subsidiaries do not count toward the maximum of 125 subsidiaries.
- Elimination subsidiaries are only associated with journal entries
- Base currency should be same currency as parent
 - Select the currency for the Elimination subsidiary, and then check the Elimination checkbox

Another User Case Example: A company in India may keep their accounts in the local books/currency. Create a subsidiary of that company to hold adjustments between the local practices and the accounting principles that are used for consolidating in total.

OneWorld: Elimination Subsidiaries Set Up

Create elimination subsidiary for each parent subsidiary to eliminate revenue or expense at the consolidated level, only journal entries post to elimination subsidiaries:

Go to **Setup > Company > Subsidiaries > New**

The screenshot shows the 'Subsidiary' setup screen in NetSuite. It includes fields for NAME, SUBSIDIARY OF (set to Parent Company), SUBSIDIARY IS INACTIVE, ALWAYS DISPLAY SUBSIDIARY NAME, SUBSIDIARY LOGO (FORMS), SUBSIDIARY LOGO (PAGES), and WEB SITE. On the right, there are fields for DOCUMENT NUMBER PREFIX, STATE/PROVINCE, COUNTRY (United States), LANGUAGE (English (U.S.)), CURRENCY (USA), and EDITION (US). A tip box in the bottom right corner says 'Tip: Select Currency and then click the Elimination checkbox'. There are also buttons for Save, Cancel, and Reset.

- Enter subsidiary information
- Consider using the word “Elimination” in the name of the subsidiary
- **Set the Currency for the subsidiary**
- Check the Elimination checkbox

Walkthrough: Other Setup

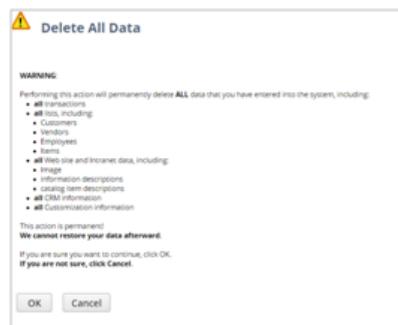
[Delete All Data](#)

[View Billing Information](#)

Use Case/Scenario: Administrators are the only users that should investigate the ability to delete all account data. Billing information provides the administrator with visibility into the provisioned NetSuite account modules and components.

Delete All Data

Go to **Setup > Company > Delete All Data**



The Delete All Data **access is limited:**

- The NetSuite Administrator is the only role with access by default
- **This function resets the account to a “blank shell”**
 - Erases all the information you have entered for your company
- The intent is to delete your sample data and customization before you import or enter your own data, as part of your implementation project
- May be used to delete out test customizations and data
- Heed all warning information displayed
- Choose the correct action:
 - If you are sure you want to continue, click OK.
 - If you are not sure, click Cancel.

View Billing Information

Go to **Setup > Company > View Billing Information**

Billing Information				
PRODUCT NETSUITE	ANNIVERSARY DATE 4/23/2015	More		
Billable Components	Add-On Modules	Add On Bundles	Provisioning History	Component Usage
COMPONENT			CURRENT PROVISIONED QTY	CURRENT USED QTY
Advanced Partner Center			0	0
Bill Payment			50	0
Bulk Merge Email Volume			360,000	0
Campaign Email Volume			120,000	0
Direct Deposit			15	0
EFT			20	0
Employee Center			5	0
File Cabinet Size (MB)			10,000	0

Review your product subscription:

- View the Product you are using, such as: NetSuite, NetSuite CRM+
- View the Anniversary Date, either the date of when your service began or the most recent renewal date
- Review your product subscription:
 - Billable Components
 - Add-On Modules
 - Provisioning History
 - Component Usage

Now It's Your Turn

- 01: Set Company Information
- 02: Enable Features
- 03: Rename Records and Transactions
- 04: Turn Off Auto-Generated Numbers
- 05: Set Company Preferences
- 06: Set Printing, Fax & Email Preferences
- 07: Create New Subsidiaries *OneWorld*
- 08: Create Elimination Subsidiaries *OneWorld*

Use Case/Scenario:

- As the administrator, begin to configure the NetSuite application for your company's needs
- Allow 20 - 35 minutes

Hands-on Exercises

Set Your Company Preferences

Suggested Time to Complete Exercises: 1 hour

01: Set Company Information

Scenario	The Chatham Company's requirements are defined in the BRD. Now you begin to enter data into your NetSuite account to satisfy these requirements.
In this exercise:	<ul style="list-style-type: none">Enter the company information in the blank account

Enter Company Information

1. Navigate to **Setup > Company > Company Information**.
2. At the top of the page enter the **Company Name**: Chatham Company
3. Select **California** in the **County/State/Province** dropdown list, if not already populated in our training account. We need to do this since we were issued a US Edition account.
4. Confirm the **Currency Locale** as **United States (English)** or **Currency** as **USA**; selecting a country determines the currency for your account.
5. Select January as the **First Fiscal Month**
6. Select the local time zone, from the **Time Zone** dropdown list, to represent the time zone of the company's headquarters.
7. Scroll down to the **Address** field, click the **Edit** link.
8. In the pop-up window, enter / confirm the following information.
 - Country: **United States**
 - Addressee: **Chatham Company**
 - Address1: **1500 3rd St**
 - Address2: **Suite 100**
 - Zip: **94403** and click the tab key
 - City (San Mateo) and State (CA) fill in automatically
 - Click **OK**
9. Click **Save** when you are done. When you click **Save**, the system redirects you to Setup Manager.

02: Enable Features

Scenario	<p>The administrator is responsible for enabling features per your company's requirements. At this stage you may not know all of the features that you will be using. Other features will be enabled in later modules.</p> <p>In this exercise:</p> <ul style="list-style-type: none"> • Enable key features per discussions and the BRD • Enable Multi-Language for language translation • Enable Multiple currencies to conduct and manage books in different currencies
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Enable Account Features

1. Navigate to **Setup > Company > Enable Features**.
2. Under the **Company** subtab, check the following features:

If the features are already checked, leave them checked and do nothing. Do not UNCHECK anything without direction.

Classifications:

- Departments
- Locations
- Classes

Projects:

- **Uncheck** any features that are enabled. Projects are not part of this class. Click through any pop-up windows.

ERP General

- **Uncheck** Multiple Units of Measure, if checked.
- **Review** the field level help for **Use Deletion Reason**

Resource Management

- **Uncheck** Resource Allocations, if checked.

International

- Multi-Language **confirm** or mark as **checked**
- Multiple Currencies - **Check this box** to conduct business with customers and vendors that use currencies other than the currency in which your company manages its financials.
 - Click **OK** in the redirect pop-up window
- Currency Exchange Rate Integration and click **I Agree.**

Data Management:

- Inline Editing
- File Cabinet
- Duplicate Detection & Merge
 - Click **OK** in the redirect pop-up window

Do nothing in **Access**, **Social** or **Mobile** sections, if displayed.

3. Go to the **Analytics** subtab, **Dashboards** section and select **KPI Scorecards**, if not already checked.
4. Click **Save**. **Note:** A **Message from webpage** popup displays. Review the information, click **OK**, and continue to the **Set Up Manager**.

The page at <https://system.na1.netsuite.com> says: 

In order to begin using multiple languages, please navigate to Setup > General Preferences and select the languages you wish to enter translations for. Then you can navigate to each item record individually or the Bulk Update Item Translation page to enter your translated text.

OK

5. Go to **Home> Set Preferences, General** subtab.
6. In the **Localization** section select your preferred language from the **Language** dropdown list of values and the Search Sorting from the dropdown list.
7. Click **Save**.

03: Rename Records and Transactions

Scenario	NetSuite records and transactions may be renamed to fit your company's terminology.
In this exercise:	<ul style="list-style-type: none">• Rename NetSuite standard classifications (department, location and class) per the BRD• Rename a transaction record and reorder the account list

Modify Records and Transactions

1. Navigate to **Setup > Company > Rename Records/Transactions**.
2. Rename or confirm the following records as shown:
Name for Department: **Division**
Name for Location: **Warehouse**
Name for Class: **Sales Channel**
Name for Other Name: **Donor** (to attach a charity or a donor to a transaction without making the donor a customer)
3. Go to the **Transaction Names** subtab and confirm the following:
Estimate: **Quote**
4. Click on the **Account Type Names** subtab.
Move the **Expense** field to the top of the list.
Hint: Select the **Expense** field row and click the **Move To Top** button or drag and drop the row to the appropriate position.
5. Click **Save** when you have finished.

04: Turn Off Auto-Generated Numbers

- Scenario The Chatham Company will identify its customers by name.
- In this exercise:
- Turn off the auto-generated numbers feature.
-
1. Navigate to **Setup > Company > Auto-Generated Numbers**.
 2. Under the **Entities** subtab remove any existing checkmarks in the Enable column.
Note: Subpartners, under Within Parent Group column, is checked. No action is required.
 3. Review the **Document Numbers** subtab and review any checkmarks under **Allow Override**.
 4. Click **Save**.

05: Set General Preferences

- Scenario Setting preferences at the company level applies these preferences for all users.
- In this exercise:
- Verify and set preferences for all users and disallow users' ability to change specific preferences
 - Do not uncheck any options, unless instructed.
-
1. Navigate to **Setup > Company > General Preferences**.
 2. Set the following values:

Date Format: **MM/DD/YYYY**

Long Date Format: **Month DD, YYYY**

Time Format: **hh:mm AM/PM**

Number Format: **Your choice, consider your currency**

Negative Number Format: **Your choice**

Phone Number Format: **Your choice** – Interesting note, by defining a phone number format, this will carry over to any external forms that you create for your account. We will see this in a later module, when we create an Online Marketing Form.

First Day of Week: **Sunday**

3. Check or confirm that the following choices are checked:
 - **Pre-Populate contact Address** to have the contact's address fields pre-populated from the Customer Address fields.
 - **Show Employees as Contacts** box to create a contact record for each employee record.
 - **Show Display Name with Item Codes** box. When you turn on this preference, both the item name and its item code display in the drop down lists.
 4. Continue down and define the following:
 - **Password Policy:** leave as **Weak**. This is not recommended, but we are doing it for our training environment.
 - **Minimum Password Length** leave as eight (8). Be sure to review the field help for additional information.
 - **Password Expiration in Days:** review field help, but do not enter in any value.
-  **Best Practice on Passwords NOT in a training account, but in your production account, use the following settings:**
- **Password Policy:** Strong
 - **Minimum Password Length:** 10 characters, at least 3 of these four character types — uppercase letters, lowercase letters, numbers, non-alphanumeric ASCII characters
5. Scroll down and review field help for the **Horizontal Labels** checkbox. You do not have to check it.
 6. On the right-hand side **review current settings and field help** for the following:
 - **Log System Notes on Update Only**
 - **Show List When Only One Result** to provide users with a consistent view of search results. **Please select this.**
 - **Default Customer Type** – leave as Company
 - **Default Vendor Type** – leave as Company
 - **Default Partner Type** – leave as Company
 - **Maintenance Complete Email Notification**
 7. On the lower half of the page are a number of preferences that you can check or uncheck to allow or prevent users from overriding.
Uncheck the following settings:

Customer Credit Limit Handling
Date Format
Phone Number Format
Vendor Credit Limit Warnings
 8. Click **Save** when you are done.

06: Set Printing, Fax & Email Preferences

Scenario	The company's preferences can be set for Printing, Fax, and Email. In this exercise: <ul style="list-style-type: none">• Set check printing preference, review FAX information• Enable Email button
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1. Navigate to **Setup > Company > Printing & Fax**.
2. The **Printing** subtab displays.
3. In the **Check Printing** section, select **Voucher** for the **Default Type**.
Standard option prints three checks to an 8.5-by-11-inch sheet without any voucher/stubs.
Voucher option prints a single check per page with voucher information at the bottom.
4. Go to the **Fax** subtab and review the information.
5. Click **Save**
6. Navigate to **Setup > Company > Email Preferences**
7. In the **Transactions** section, check **Use Popup For Main Transaction Email Button**.
Note: If you do not see this, the associated feature may have been turned off. Go to Setup > Company > Enable Features, then the CRM subtab, and on the right-hand side select the Mail Merge feature
8. Scroll down and review the **Sandbox and Release Preview** options. Please review field help and the Help Center for more information.
9. Click **Save** when you are done.

07: Create New Subsidiaries *OneWorld*

Scenario



Per the BRD, the Chatham Company currently has two subsidiaries and these subsidiaries will process transactions in their local currency.

In this exercise:

- Create two subsidiaries.

IMPORTANT: If you create and save the subsidiary with incorrect information, you may not be able to edit that information. If necessary, mark the incorrect subsidiary inactive and enter in a new subsidiary with correct information.

1. Navigate to **Setup > Company > Subsidiaries > New**.
2. Enter the following details for the new subsidiary record:
 - Name: **Germany**
 - Subsubsidiary of: **Parent Company**
 - Document Number Prefix: **DE** (as in Deutschland)
 - Currency: **Euro** (If the currency field is not visible, you may not have enabled all the features in Exercise 06-02)
 - Country: **Germany**

Note: The **Edition** field defaults to **XX** upon choosing the **Country**.
3. If the Accounting Advanced Feature for Multiple Calendars was enabled, two additional fields are visible: Fiscal Calendar and Tax Fiscal Calendar. If these fields are displayed, you may review field help for **Fiscal Calendar** and **Tax Fiscal Calendar**, but no changes are required. At this time, Chatham is only maintaining a single, Standard Fiscal Calendar.
4. Click **Save** when you have finished. (If you are returned to the **Subsidiaries** page, then click the **View** link next to the Germany subsidiary.)
5. Select the **Nexuses** subtab and see that a Nexus has been created for the Germany subsidiary.
6. Go to **Actions** and select **New**.
7. Repeat these steps to create a subsidiary for Italy using the following details for the new record:
 - Name: **Italy**
 - Subsubsidiary of: **Parent Company: Germany**
 - Document Number Prefix: **IT**
 - Currency: **Euro**
 - Country: **Italy**

Note: After we study how to create a new currency, we will create two more subsidiaries (including another Subsubsidiary of Germany).
8. Click **Save** when you have finished.

08: Create Elimination Subsidiaries *OneWorld*

<p>Scenario</p>  <p>ONE WORLD</p>	<p>Use elimination subsidiaries to eliminate transactions when doing business between subsidiaries.</p> <p>In this exercise:</p> <ul style="list-style-type: none">• Create elimination subsidiaries for each of the parent subsidiaries. <p>IMPORTANT: If you create and save the subsidiary with incorrect information, you may not be able to edit that information. If necessary, mark the incorrect subsidiary inactive and enter in a new subsidiary with correct information</p>
---	--

1. Navigate to **Setup > Company > Subsidiaries > New**.
 2. Enter the following details for the new elimination subsidiary record:
 - Name: ***Elimination – Parent Company**
 - Subsubsidiary of: **Parent Company**
 - Select **California** from the dropdown list
 - Country: **United States**

Note: The **Edition** field defaults to **US** when you choose the **Country**.

 - Currency: **US Dollar or USA** (Set the currency BEFORE checking Elimination)
 - Elimination box: **Checked**
 3. Click **Save & New** when you have finished.
 4. Repeat these steps to create an elimination subsidiary for Germany:
 - Name: ***Elimination – Germany**
 - Subsubsidiary of: **Parent Company: Germany**
 - Currency: **Euro** (Set the currency BEFORE checking Elimination)
 - Elimination box: **Checked**
 - Country: **Germany** (Edition defaults to **XX**)
 5. Click **Save** when you have finished.
 6. Navigate to **Setup > Company > Subsidiaries** and confirm that your company structure looks like this:

Subsidiaries		List	Search	Audit Trail
View	Default	Customize View	New Subsidiary	
FILTERS				
<input type="checkbox"/>				
				Show Inactives
				Total: 5
Edit View	NAME ▲	ELIMINATION		
Edit View	Parent Company	No		
Edit View	* Elimination - Parent Company	Yes		
Edit View	Germany	No		
Edit View	* Elimination - Germany	Yes		
Edit View	Italy	No		

7. If your structure does not look like the above, then edit.
 8. Click **Edit** next to the subsidiary you want to correct
 9. In the subsidiary record and mark **Inactive**.
 10. Now enter the subsidiary correctly.

Activity: True or False

Indicate if the statement is true or false.

1. The Setup Manager guides you through the tasks to setup NetSuite for your company.
2. Administrators can set company-wide formatting preferences.
3. Everybody has access to "Delete All Data"
4. *OneWorld:* Plan and design your company hierarchy before entering subsidiaries
5. *OneWorld:* Elimination subsidiaries should be set for each Parent.

Additional Resources

NetSuite Help Center:

- Account Setup

SuiteAnswers Learning Center: Training Videos

- New Feature Training
- NetSuite OneWorld
- Administration/Data

View the following vide from the NetSuite Essential tab in the demo account:

- Getting Started: Configuration Video

07: NetSuite Data Model

About this Module

NetSuite is your single, data source for the data your company collects:

- How is data classified, sorted and recorded?
- What determines who can access the data?

Objectives

1. Describe the major record types in NetSuite
2. Review relationships between records
3. Consider customization and records
4. Describe dependent and independent entities and how they work together
5. Review the use of forms to access records
6. Examine database relationships
7. Apply NetSuite's data segmentation features to your data sets

NetSuite Data Tables

Utilize one of the following standard tables, which support records, or create a custom record that results in a new table being created:

- **Entity:** people and organizations that you do business with
 - For example: leads, prospects, customers, contacts, employees ...
- **Transaction:** represent a financial exchange or value adjustment
 - For example: Sales orders, bank deposits, inventory adjustments ...
- **CRM:** activities with customers
- **Item:** goods and services you buy and sell; line items on sales and purchase order forms
- **Custom:** addresses unique needs of your business
 - Use Case: NetSuite Training Services uses a custom record for our course evaluations

Entity Table Types

Entities can be people or companies:

- Customers buy from you, may be a company or an individual
- Vendors sell to you (those who you pay), may be a company or an individual
- Partners are Marketing or Sales Partners, may be a company or an individual
- Employees work for you
- Contacts are people who work for companies and may be associated with multiple companies!
 - **Important!** Employees and contacts are always individuals, not companies
- Parent: Child relationships can be set up for customer, partners, and vendors

Transaction Table Types

Transactions involve the movement of money or adjustment of values:

- **Bank:** tasks conducted with your bank and recorded in NetSuite
 - For example: Make Deposits, Transfer Funds
- **Purchases / Vendors:** Purchasing from vendors, recording bills from vendors
- **Sales:** transactions with your customers
 - Includes such activities as Opportunities, Orders, and Accepting Payments
- **Employees:** includes expense reporting, time tracking, and payroll activities
- **Inventory:** includes inventory management and adjustments

Customer Relationship Management Table Types

Used to help us better how we conduct Customer Relationship Management (CRM):

- **Activities:** using tasks, phone calls, and events to communicate
- **Project Tasks:** part of Advanced Projects and include defining tasks, resources, and gannt charts
- **Cases:** working with support and IT (Help Desk cases)
- **Solutions:** part of issue management
- **Campaigns:** marketing

Item Table Types

What we reflect on sales and purchase order forms:

- **Discounts**
- **Other Charges**
- **Inventory items**
 - Have a balance sheet impact
- **Non-inventory items**
 - Do not have a balance sheet impact
- **Service items**

Activity: Complete the Table

Can you think of examples for each type of record?

Type of record	Example
Entity	
Transaction	
CRM	
Item	
Custom	

Customization

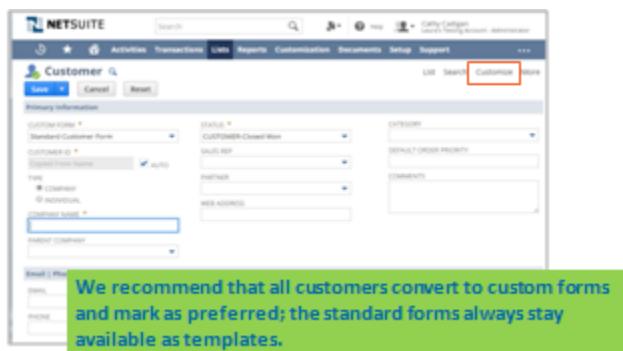
Use customization to capture what you need:

- Modify standard NetSuite records or create new custom records
- Go to the **Customization** menu, review your options
- **Use Case 1:** Capture specific information on a customer record by adding new entity fields
 - **Customization > Lists, Records, & Field > Entity Fields > New**
- **Use Case 2:** Create new record type to capture course evaluations
 - **Customization > Lists, Records, & Field > Record Types > New**

Access Records with Forms

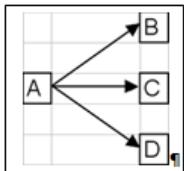
Consider the creation of different form versions for different user roles. Each form can be assigned to a specific role:

- Sales Role can see some subtabs on a customer record:
 - General, Qualification, Sales, Marketing, Address information
- Operations can see additional subtabs on a customer record
 - All of the above subtabs
 - Also can view Financial, Access, Workflow



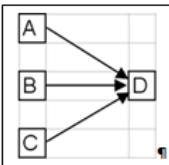
Database Relationships

Within a database four core methods for relating data together exists.



One : Many

- Send One marketing newsletter to many customers
- Create One invoice with Many items



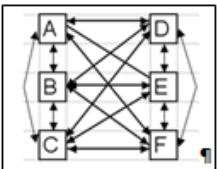
Many : One

- Many people are attending One event
- Many students fill out evaluations for One course



One : One

- One item has One serial number



Many : Many

- Many contacts can be associated with Many companies

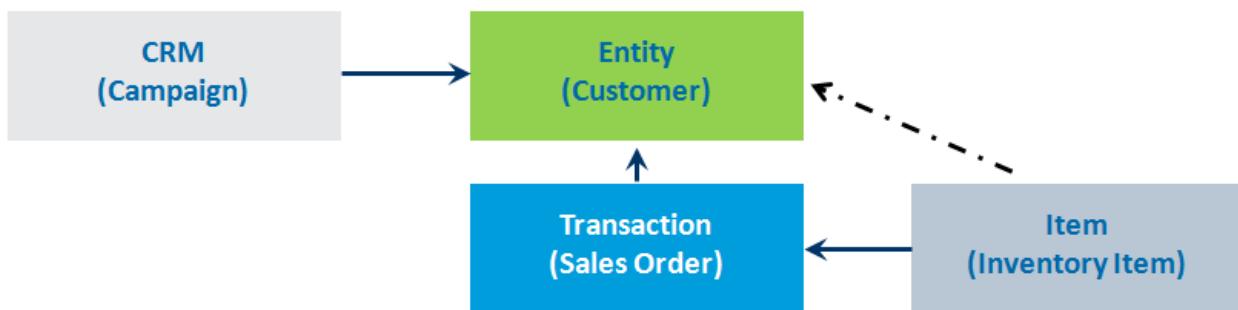
Relationships between Records

Transactions and CRM records are associated to Entities:

- Transactions roll up to a related entity record.
 - E.g. sales orders and campaigns are associated with a particular customer

Associate Items to Entities and Transactions

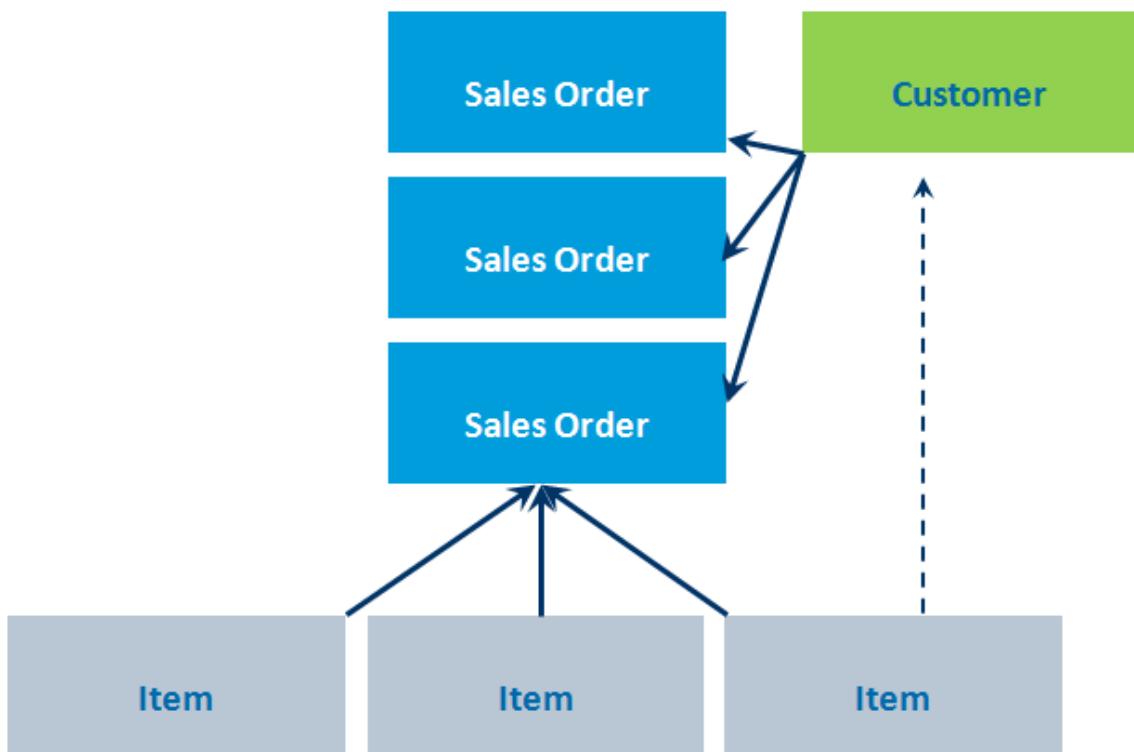
- Tie item records to entities to track purchase history of a customer, then you can offer promotions based upon their purchases
- Associate an item with a sales order



Note: It is important for you to understand how records are related so that you can organize data to fit within the NetSuite database. Likewise understanding the record's relationships is critical for retrieving customer data when generating reports and searches.

One-to-one (1:1) and One-to-Many (1:M) relationships can exist between records

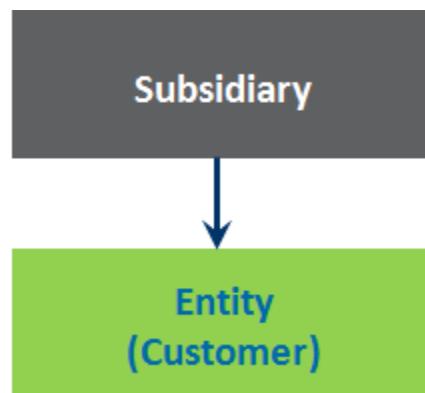
- Each sales order references a single Customer therefore **(1:1)**
- Each Sales Order may have many items thus **(1:M)**
- Each customer may have many sales orders **(1:M)**



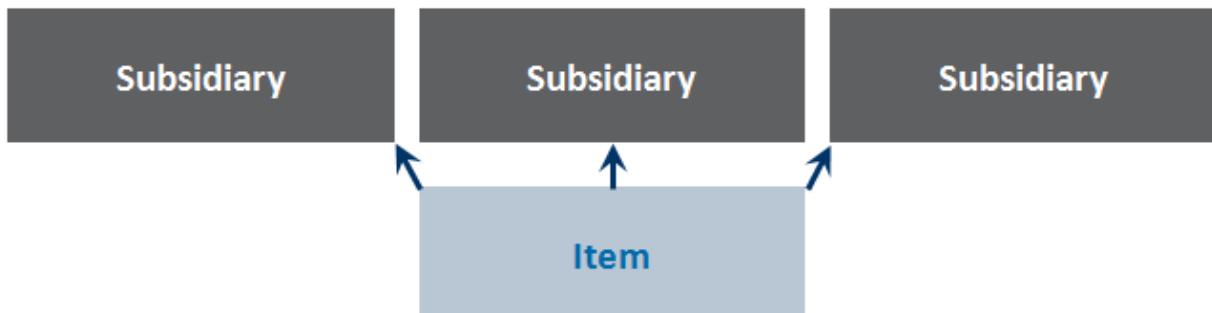
Subsidiary Relationships with Entities and Items

One World allows tying subsidiaries to entities and items:

- There is a 1:1 relationship between an *Entity and a Subsidiary
 - Subsidiary is a field on the Entity record
 - ***Note: Vendor records can be shared across subsidiaries, as the first phase of the Shared Entity initiative**



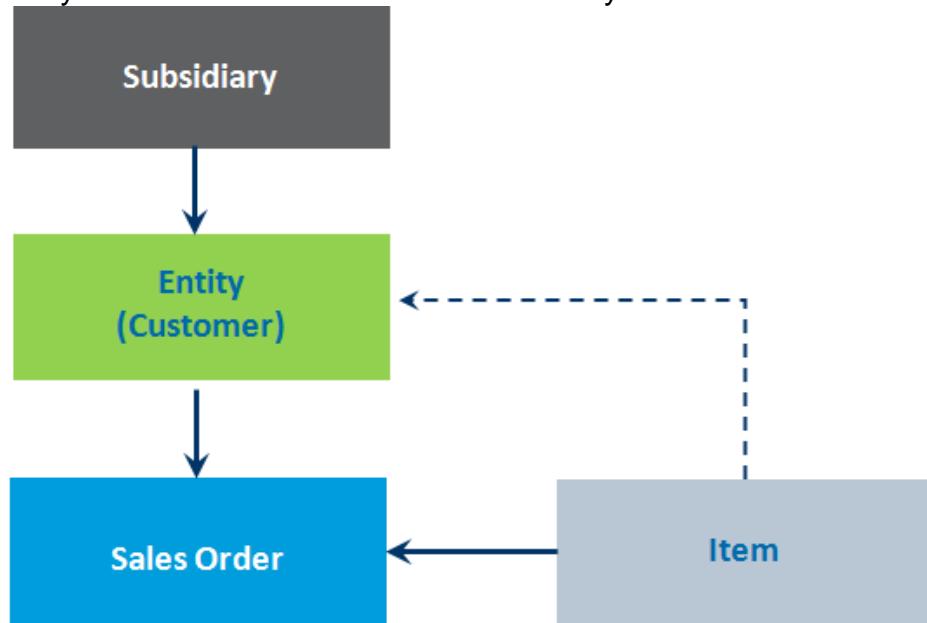
- An Item can be associated with multiple subsidiaries



OneWorld: Subsidiary Relationship with Transaction and Item

Transactions and Items are associated with an Entity. Data displayed, on the Transaction and Items records, is restricted by the Subsidiary associated with the Entity record.

- Transactions inherit their subsidiary from the selected entity (customer or vendor)
- Only items associated with the transaction's subsidiary will be available on that transaction
- Other records (items, departments, locations) referenced on transaction are limited by values associated with that subsidiary

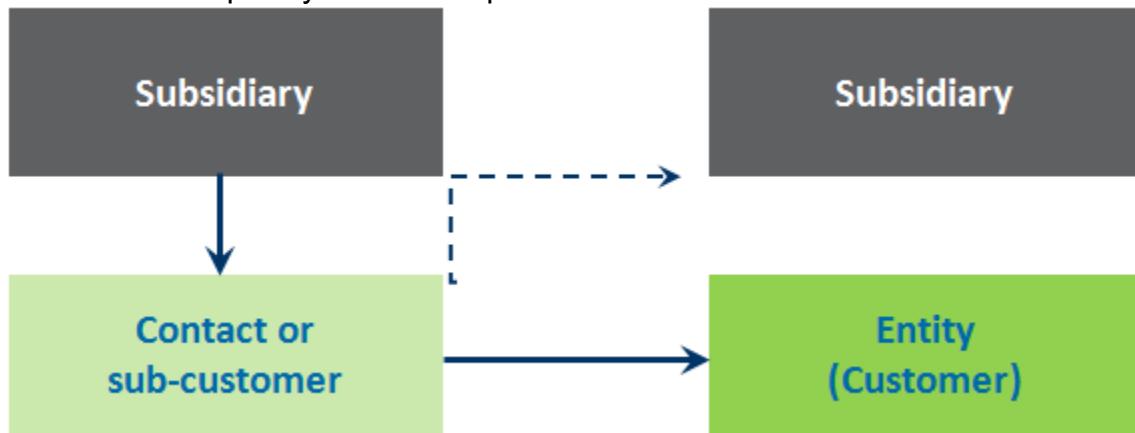


OneWorld: Subsidiary Association

Entities from one subsidiary may be linked to an entity associated with a different subsidiary:

- Contacts associated with one subsidiary can be linked to customer, partner or vendor records associated with another subsidiary
 - Contacts may be associated with more than one subsidiary, because transactions are never entered against the contact
 - Subsidiary is a mandatory field on the Contact Record
 - Contacts are not restricted to the subsidiary; rather the contact is associated with the subsidiary. When you associate a contact with an entity, it does not inherit the characteristics of the entity
- Sub-Customers associated with one subsidiary can be linked to parent customers associated with another subsidiary, only if “Accept Payments at Top Level” is disabled

Sub-Customers and customers can have different base currencies when “Accept Payments at Top Level” is disabled



Data Segmentation

Organize data to extract and view Business intelligence through alternative lenses, different perspectives and insight:

- Data segmentation groups information in different ways:
 - Entities (Customer, Vendor, Employee, Contacts and Partners)
 - Type
 - Statuses
 - Categories
 - Classifications (can act to restrict Employee access)
 - Demographic Elements (City, DoB, Size)
 - Transaction
 - Statuses
 - Classifications:
 - Departments, Classes, & Locations

Classifications

Measure your business with classifications to track records such as: financial, transactions and employees

- **Departments:** Designate transactions' owner and resources as part of internal team
- **Locations:** Are interrelated with Classes and Departments, and are best applied to places of the business whether virtual or real.
- **Classes:** For wider categorization within your business (Business Unit)
- For example: A cleaning company may want to track income and expenses separately for household and a commercial customer.
 - Setup classes for each of these account types providing the ability to track the financial performance over any given period of time.
 - The same cleaning company may want to track income and expenses for different departments including; operations, sales & administration.

Use Classifications to **restrict access to system information**

- The impact of classifications (departments and classes) on permissions/role and users ability to see/do is dependent upon the restrictions set within their roles.

OneWorld Impact

- Departments, Classes and Locations can be restricted to a subsidiary
- Departments and Classes can go across subsidiaries, but locations are a 1:1 relationship and can only be associated with one subsidiary

Walkthrough: Creating a Record

Create a Customer Record

Use Case/Scenario: The administrator is going to enter in a test customer record in order to examine how information gets entered into the account.

Create a Customer

Go to **Lists > Relationships > Customers > New:**

- Complete required and optional fields in the different field groupings, such as:
 - Primary Information
 - Email | Phone | Address
 - Classification
- Continue entering information on subtabs such as: Relationships, Communication, Address ...
- If you want to record contacts for the customer:
 - **Save the customer record first and then add the contact**
 - Populates the contact record with email, phone, address and other information and can be edited
- If you need to update the saved contact's role, go to the customer record and relationship subtab:
 - Click **Update Primary Contact** button, then **Edit** in the pop-up window
 - Change the contact's role and click **Save**

Now It's Your Turn

01: Create Customer Record and Enter Contact

02: Create Customer Record and Enter Contact OneWorld

03: Create a Vendor Record and Enter a Contact

04: Create a Vendor Record and Enter a Contact OneWorld

05: Enter New Employees

Use Case/Scenario: Become familiar with record entry

- Enter new entity records, Customer and Vendor
- Add a new employee
- Allow 30 - 40 minutes

Hands-on Exercises

NetSuite Data Model

Suggested Time to Complete Exercises: 40 minutes

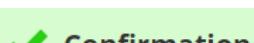
01: Create Customer Record and Enter Contact

-
- | | |
|----------|---|
| Scenario | The Chatham Company will import most of its existing customers using the Import Assistant. We can also enter data for new entity records manually. In this exercise: <ul style="list-style-type: none"> • Create a new customer record with related contacts • Enter US phone numbers; allow formatting to be applied |
|----------|---|
-
1. Navigate to **Lists > Relationships > Customers > New**. The Standard Customer Form should be displayed.
 2. Enter the following details for the new customer record:
 - Company Name: **TEST ABC**
 - Web Address: www.testabc.com

Note: NetSuite displays the entered address as <http://www.testabc.com>

 - Email: abc@testabc.com
 - Phone: **6506271000**
 - Fax: **6506271001**
 - Subsidiary: **Parent Company**

Note: The **Status** defaults to **CUSTOMER-Closed Won**. Leave this default value.
 3. Click the **Address** subtab, go to the far-right column and find the **Edit** pencil. Click to open a pop-up window.
 4. Enter /Confirm the following information, in the pop-up window:
 - Country: **United States**
 - Addressee: **TEST ABC**
 - Address 1: **2955 Campus Drive**
 - Address 2: **Suite 100**
 - Zip: **94403**
 - Click the tab key, on your keyboard, to see City (San Mateo) and State (CA) populate.
 5. Click **OK** to close the pop-up window.
 6. Click the **Add** button, to record the address entered and have it display in the Address box, Email|Phone|Address section.
 7. Go to the **Financial** subtab; in the **Account Information** section confirm that the **Primary Currency** has defaulted to **USA**. If necessary, select it from the dropdown list.
 8. Click **Save** and note the “**Confirmation:** Customer successfully Saved” message at the top of the page.



Customer successfully Saved

9. Scroll down and click the **Relationships** subtab
10. On the **Contacts** sublist, click the **New Contact** button to open a pop-up **Contact** window.
11. Enter the following information to add the contact with the same address and phone number as the customer record.
 - Contact: this field will populate with information entered into the Name fields
 - Role **Decision Maker**
 - Name: **Amy Andrews**
 - Job Title: **CEO**
 - Email: **amy@testabc.com**
 - Subsidiary: **Parent Company**
12. Click **Save** to save the contact information.
13. On the **Relationship** subtab, **Contacts** sublist, under the action buttons, Amy Andrews is listed as the Decision Maker.
14. Click on the **name** to open the contact pop-up window. Close the pop up window by clicking on the red X.

02: Create Customer Record and Enter Contact OneWorld

Scenario



In this exercise, for **OneWorld** accounts:

- Create new customer records with related contacts in a subsidiary.

TIP: Go to NetSuite and refer to the Best Practice "OneWorld Intercompany Order Processing" for more information on setting up customers in a OneWorld Account.

1. Navigate to **Lists > Relationships > Customers > New**. The Standard Customer Form should be displayed.
2. Enter the following details for the new customer record:
 - Company Name: **TEST German Customer**
 - Email: **123@TestGermanCust.com**
 - Phone: **49-69-696-0** (This is an international number; our defined phone number formatting will not work for international numbers)
 - Subsidiary: **Germany**

Note: The **Status** defaults to **CUSTOMER-Closed Won**. Leave this default value.
3. Click the **Address** subtab, go to the **Edit** pencil and click to open a pop-up window
4. Enter the following information, in the pop-up window:
 - Address 1: **Bergen Strasse 123**
 - City: **Frankfurt**
 - Zip: **D-65046**
5. Click **OK** to close the pop-up window.
6. Click the **Add** button.
7. Click **Save** and note the "**Confirmation:** Customer successfully Saved" message.
8. Scroll down and click the **Relationships** subtab.
9. On the **Contacts** sublist, click the **New Contact** button to open a pop-up **Contact** window.
10. Enter the following information to add the contact with the same address and phone number as the customer record.
 - Contact: this field will populate with information entered into the Name fields
 - Role **Decision Maker**
 - Name: **Dieter Hoch**
 - Job Title: **CEO**
 - Email: **hoch@TestGermanCust.com**
11. Click **Save** to save the contact information.
12. Notice on the under **Relationships** subtab, **Contacts** sublist, Deiter Hoch is listed as the Decision Maker with his other information.

03: Create a Vendor Record and Enter Contact

Scenario

In this exercise:

- Create a new vendor record with a related contact. This is the vendor that Chatham will be buying goods and services from and the primary subsidiary will be the Parent Company.
-

1. Navigate to **Lists > Relationships > Vendors > New**.
2. Enter the vendor's information:
 - Company Name: **TEST Widget Works**
 - Email: info@testwidgetworks.com
 - Phone: **6503065555**
 - Primary Subsidiary: **Parent Company**

Note: NetSuite allows a vendor to be associated with more than one subsidiary. We will look at this in a later module.
3. Click the **Address** subtab, go to the **Edit** pencil and click to open a pop-up window
4. Enter the following information, in the pop-up window:
 - Address 1: **20 Kelly Avenue**
 - Zip: **94019**
 - Click the tab key on your keyboard; **City** (Half Moon Bay) and **State/Province** (California) fields are automatically populated when the **Zip Code** is entered; for USA only
5. Click **OK** to close the pop-up window.
6. Click the **Add** button.
7. Click **Save** and note the “**Confirmation:** Vendor successfully Saved” message.
8. Scroll down and click the **Relationships** subtab.
9. On the **Contacts** sublist, click the **New Contact** button to open a pop-up **Contact** window.
 - Contact: this field will populate with information entered into the Name fields
 - Role **Primary Contact**
 - Name: **John Brown TEST**
 - Job Title: **Account Manager**
 - Change the email from info@testwidgetworks.com to jbrown@testwidgetworks.com
11. Click **Save** to save the contact information.
12. Notice on the under **Relationships** subtab, **Contacts** sublist, John Brown is listed as the Primary Contact with his other information.

04: Create a Vendor and Enter Contact OneWorld

Scenario



In this exercise, for your **OneWorld** account

- Create a German Vendor that Chatham can purchase from when doing business in their German subsidiary.

1. If still viewing TEST Widget Works, Select New from the **Actions** dropdown list. Or, navigate to **Lists > Relationships > Vendors > New**.

2. Enter the Vendor's information:

Company Name: **Test German Vendor**

Primary Subsidiary: **Germany**

Note: NetSuite allows a vendor to be associated with more than one subsidiary. We will look at this in a later module.

3. Click the **Address** subtab, go to the **Edit** pencil and click to open a pop-up window

4. Enter the following information, in the pop-up window:

- Address 1: **Heidermanstrasse 164**
- City: **Munchen**
- Zip: **D-80939**

5. Click **OK** to close the pop-up window.

6. Click the **Add** button.

7. Click **Save** and note the “**Confirmation:** Vendor successfully Saved” message.

8. Scroll down and click the **Relationships** subtab.

9. On the **Contacts** sublist, click the **New Contact** button to open a pop-up **Contact** window.

10. Enter the following information to add the contact with the same address and phone number as the customer record.

- Contact: this field will populate with information entered into the Name fields
- Role **Primary Contact**
- Name: **Mark Schwarz TEST**
- Job Title: **Account Manager**

11. Click **Save** to save the contact information.

12. Notice on the under **Relationships** subtab, **Contacts** sublist, **Mark Schwarz TEST** is listed as the Primary Contact with his other information.

05: Enter New Employees

Scenario

In this exercise:

- **Enter two** (2) new employees, Amy and Bob
- They will be early testers of the NetSuite Account during the implementation project.

1. Navigate to **Lists > Employees > Employees > New**.
2. Enter the employee **Name: Amy Nguyen**.
3. Enter **Support & Sales Rep** as the **Job Title**.
4. In the **Classification** section choose **Parent Company** under **Subsidiary**.
5. Go to the **Human Resources** subtab. In the **Job Information** section, click the **Sales Rep** checkbox.
(In a later module, **Customer Support and Service** feature will be enabled, allowing the display of a **Support Rep** field is available on the **Human Resources** subtab)
6. Click the **Save and New** button to save the employee record and add a second employee.
7. Repeat steps 2 to 4 and add **Bob Smith** as an employee. Make him a Sales Rep. Enter **Sales Rep** as the **Job Title**. Choose **Parent Company** under **Subsidiary**.
8. On the **Human Resources** subtab, click the **Sales Rep** checkbox.
9. Click **Save**.
10. Navigate to **Lists > Employees > Employees**.
11. Confirm that both **Amy Nguyen** and **Bob Smith** are listed. If not, enter in the missing employee.

Note: Cathy Cadigan was set up at the time the account was provisioned. If the display of her name as **Cathy Cadigan Cathy Cadigan**, this is due to the original naming configuration when the account was set up.

Additional Resources

NetSuite Help Center:

- Account Setup: Using Departments, Classes, and Locations
- NetSuite Basics: Working with Records

SuiteAnswers Learning Center:

- New Feature Training
- Items/Fulfillment/Billing

08: NetSuite Roles and Permissions

About this Module

Roles are the foundation for data security in your NetSuite account:

- Roles are defined by permissions and restrictions
- Permissions define a user's access to data and govern the user's authority to work with that data
- Understanding the function of Roles and Permissions is important as you set up users in the account

Objectives

1. [Describe NetSuite's standard Roles and Permissions](#)
2. [Create custom Roles based on NetSuite standard Roles](#)
3. [Define Permissions to custom Roles controlling access to data](#)
4. [Use Global permissions](#)
5. [Add new employees to the account](#)
6. [Assign roles to employees](#)
7. [View the Login Audit Trail](#)

Roles Overview

A set of **Standard Roles** is provisioned in your NetSuite account:

- **Note:** NetSuite recommends creating and assigning custom roles, which we will cover in a later module



A **User** is anybody with access to your NetSuite Account: employee, customer, partner, or vendor

A **role** is a configured access that is assigned to users, and defined by:

- A set of permissions
- A level that is set for each granted permission
- Restrictions that modify permissions

Implementation Considerations

The following are some questions that you may need to consider:

- What Roles are needed in your company?
- How many users per Role?
- Who will manage these Roles?
- What are the high-level functions/Permissions the Roles will need?
- What are sensitive areas of information that need to have limited access?
- What do I NOT want these Roles to see/access?
- Are there issues with Sales Reps seeing or having access to other Reps' customers?
- What standard NetSuite Role can I start from?

Defining Permission Levels for the User

A **set of permissions** is provided in your NetSuite Account:

- Governs and defines a user's access and view of your account data



Each granted permission is assigned an **access level**

A permission can be **removed** to disallow a particular access

Security Layers on a Role

Security layers are applied to a role and govern interaction with data, for example:
Sales person / rep type of role and that role will work with sales orders

- **Permission to Edit Sales Order** = Edit sales orders (from anyone)



- **Restrict to only edit OWN order** - this modifies the permission
 - Edit own sales orders, or those belonging to my department, location
- **Open fields** for assignment/ viewing, e.g. assign any rep to an order
- **Assign a Custom form** to control the view; assign to the role

Centers Overview

■ Classic Interface	 Activities Transactions Lists Reports Customization Documents Setup Support
■ Finance Center	 Activities Customers Vendors Payroll and HR Financial Reports Documents Setup Support
■ Shipping Center	 Activities Shipping Receiving Inventory Reports Documents Setup Support
■ Sales Center	 Activities Leads Opportunities Customers Forecast Reports Documents Setup Support

Role-specific centers determine the set of tabbed pages that displays, in order to optimize navigation for the role:

- A list of the standard Centers is available in Help.
- Administrator defaults to **Classic Interface**:
 - Includes Transactions and Lists between Activities and Reports
- The following centers are examples of different menus displayed between Activities and Reports
 - **Finance Center** finance staff: Customers, Vendors, Payroll and HR, Financial
 - **Shipping Center** for warehouse staff: Shipping, Receiving, Inventory
 - **Sales Center** for sales staff: Leads, Opportunities, Customers, Forecast
- Roles, other than the Administrator, can switch to the Classic Interface:
 - **Home > Set Preferences > Appearance > Use Classic Interface**

Center | Role Relationship | Navigation

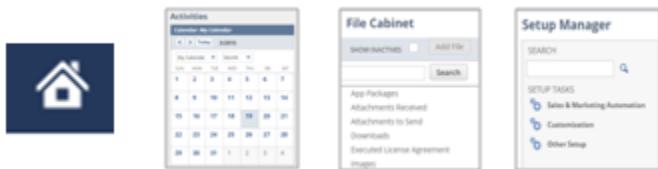
The Navigation paths control access to data and relates to tasks for a role; this is a portion of a list, in Help, of NetSuite standard centers and their supported roles.



Center	Roles
The Accounting Center	Accountant
	Accountant (Reviewer)
	Bookkeeper
	Payroll Manager
	A/R Clerk
	A/R Clerk
The Classic Center	Administrator

- Administrator role navigation for customer or inventory tasks:
 - For example: Transactions > Sales > Enter Sales Orders
 - For example: Transaction > Inventory > Adjust Inventory
- Sales Role has tasks associated with working with customers:
 - For example: Customers > Transactions > Sales Orders > New
 - Warehouse Role has tasks associated with shipping and inventory: For example: Inventory > Inventory > Adjust Inventory

Here are **pages common to all centers**:



- Home
- Activities
- Documents
- Setup

Switching Between Multiple Roles

Employees can use different roles to do their work:

- Hover over your login profile, top-right side of the page, to view assigned roles
- If necessary, click on View All Roles
- Click the role to select from the assigned roles list

**Set a different color scheme for each of your assigned roles under
Home > Set Preferences > Appearance**

Standard and Specialty Roles

Standard Roles are typical company positions with predefined Permissions:

- Accountant
- Warehouse Manager
- Sales Rep, and so on
- Review the Standard Roles Permission Table in Help

**NetSuite recommends that Standard roles should
always be customized to meet your company's specific needs.
Again, review the Standard Roles Permission Table in Help.**

Other types of roles are available, review Help for more information:

- Specialty Roles: Customer Center, Vendor Center, Partner Center
- Discounted Roles: Employee Center, Advanced Partner Center

Activity: True or False

Indicate if the statement is true or false.

1. A role is a set of permissions governing access to NetSuite data
2. A NetSuite center is where you can find help
3. A user can have multiple roles

Walkthrough: Review Standard Roles and Compare

Access Standard Roles

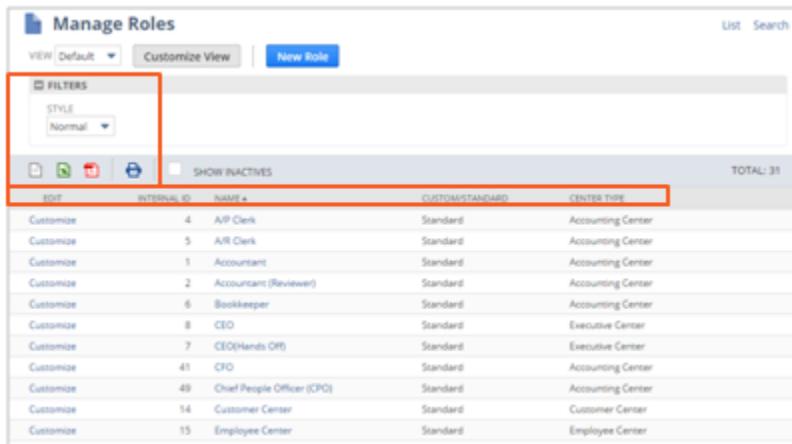
Discuss Administrator Role

Show Role Differences

Use Case/Scenario: Prepare to work with roles:

- Look at the standard list of roles, and associated centers, provided in the NetSuite account
- Discuss the Administrator Role
- Identify difference between roles

Access Standard Roles



EDIT	INTERNAL ID	NAME	CUSTOM/STANDARD	CENTRE TYPE
Customize	4	A/R Clerk	Standard	Accounting Center
Customize	5	A/R Clerk	Standard	Accounting Center
Customize	1	Accountant	Standard	Accounting Center
Customize	2	Accountant (Reviewer)	Standard	Accounting Center
Customize	6	Bookkeeper	Standard	Accounting Center
Customize	8	CEO	Standard	Executive Center
Customize	7	CEO(Hands Off)	Standard	Executive Center
Customize	41	CFO	Standard	Accounting Center
Customize	49	Chief People Officer (CPO)	Standard	Accounting Center
Customize	14	Customer Center	Standard	Customer Center
Customize	15	Employee Center	Standard	Employee Center

- Go to **Setup > Users/Roles > Manage Roles**
- List may be sorted, for example sort on Name or Center Type
- This is the starting point for creating custom roles

Administrator Role

Your NetSuite account is provisioned with an Administrator Role:

- This may designate the primary administrator for your company
- This is a Full Access Role; the role has ALL permissions at ALL levels
- The role cannot be customized:
 - Navigate to **Setup > Users/Roles > Manage Roles** and note that Administrator/Full access role is not listed
 - As an alternate solution, you can customize the System Administrator role; the access levels per permission are all set to Full, Edit or View
- Have a backup administrator with the Administrator role:
 - If your administrator leaves and you do not have a backup, you will have to contact support
- Administrator versus System Administrator, what is the difference?
 - The administrator has complete control over the account, including being able to delete all data and close account
 - The System Administrator has fewer permissions than the Administrator and cannot use delete

Show Role Differences:

Go to **Setup > Users/Roles > Show Role Differences**

Ability to view and compare differences in Permissions between Roles:

- Define the **Base** and **Compare** to roles, and check **Only Show Differences**



- The **Role Permission Differences** page displays; permissions are listed by category (Lists, Reports, Transactions, Setup)
 - Review assigned permissions and level of permissions
 - This list may be exported out of NetSuite



CATEGORY	PERMISSION	ACCOUNTANT	ACCOUNTANT (REVIEWER)	BOOKKEEPER
Lists	Accounts	Edit	View	View
Lists	Accounts Payable Register	Edit	View	View
Lists	Accounts Receivable Register	Edit	View	View
Lists	Bank Account Registers	Edit	View	View

Walkthrough: Create Custom Role

Select a Standard Role

Customize a Role

Use Case/Scenario: Sales management has asked that a custom sales role be created:

- Create a custom sales person role, based on a standard role in NetSuite, paring down some permissions
- Define the Customer form for Sales, custom form, as the preferred form for this role
- This custom role can be assigned to new and existing sales people

Select a Standard Role:

Go to **Setup > Users/Roles > Manage Roles**

Manage Roles				LIST	SEARCH
	VIEW	Default	Customize View	New Role	
FILTERS					
<input type="checkbox"/>				<input type="checkbox"/> SHOW ACTIVE(S)	TOTAL: 41
EDIT	Initials	CUSTOM/STANDARD	ROLE/TYPE		
Commerce	QA Engineer	Standard	Engineering Center		
Commerce	QA Manager	Standard	Engineering Center		
Commerce	Resource Manager	Standard	Support Center		
	Retail Clerk (With Services Only)	Standard	Accounting Center		
Commerce	Sales Administrator	Standard	Assisting Center		
Commerce	Sales Manager	Standard	Sales Center		
Commerce	Sales Rep	Standard	Sales Center		
Commerce	Sales Vice-President	Standard	Sales Center		
Commerce	Store Manager	Standard	E-Commerce Management Center		
Commerce	Support Administrator	Standard	Support Center		
Commerce	Support Manager	Standard	Support Center		
Commerce	Support Person	Standard	Support Center		
Commerce	System Administrator	Standard	System Administration Center		

NetSuite recommends not using Standard Roles for your users:

- May require frequent changes for your user
 - Does NOT meet the best practice of granting the least number of permissions, for any given user to do their job, and could jeopardize account security

Select the role that will be the basis for your custom role:

- Go to **Setup > Users/Roles > Manage Roles**
 - The Manage Roles page displays and may be sorted on any of the columns, e.g. the Name column
 - Click the **Customize link** for the Standard Role you are interested in using, e.g. Sales Person

Customize a Role

Select the appropriate standard role and customize the Custom Role page displays:

- Rename the role using your company prefix, e.g. ABC: Sales Person



- Assign Permissions (Layer 1)
 - Which records can the role see and with what level of access (None – remove the element, View, Create, Edit, Full)

Permissions	Forms	Searches	Preferences	Dashboard	Translations
Transactions					
Access Payment Audit Log					
Cash Sale					
Edit Forecast					
Employee Commission Transaction					
Find transaction					
Opportunity					
Estimate					
Sales Order					
View Payment Events					

- Review Restrictions (Layer 2)
 - These controls are applied over level 1
 - Includes departments, class, location and subsidiaries.
 - Set it to either “none - default to own”, “own, subordinate, and unassigned” or “own and subordinates only” and then you can check the box the “Allow Viewing” box.
- Permission Open Field check boxes:
 - These determine restrictions, such as do not restrict record viewing and do not restrict list of values.
- **Forms:** assign various forms to the role
 - Tailor the level of access you want to give to users
 - Control the entry and transaction forms they use to enter data.
- Administrator can also set preferences by role. The preferences set for a role serve as the defaults for any users who log in with that role.
- Support of translation of custom role names, in accounts where the Multi-Language feature is enabled, is available.

Customize Role: Other Subtabs

Spend some time getting familiar with the other subtabs on a role:

- **Searches:** set default searches to be used by users with this role
- **Preferences:** Administrators can set preferences to the needs of a particular role; preferences are also available under User Preferences
 - The following chart compares the different preference levels
(This is available in Help)

Preference Type	Applies To	Set By	Set On	For details, see
User	Current user only	User	<i>Home > Set Preferences page</i>	Setting Personal Preferences
Role	Users logging in with the role	Account Administrator	Role record, Preferences subtab	Setting Role-Based Preferences
Subsidiary (OneWorld only)	Users assigned to the subsidiary	Account Administrator	Subsidiary record, Preferences subtab	Editing Subsidiary Records
Company	All users in the account	Account Administrator	<i>Setup > Company > Preferences > General Preferences page</i>	Setting Company Preferences

- **Dashboard:** select a published dashboard to assign to all users with this role
- **Translation:** works with the multi-language feature; translate custom role names

Walkthrough: Assign a Role and Global Permissions

[Assign a Role to an Employee](#)

[Enable Global Permissions Feature](#)

[Define Global Permissions on Employee Record](#)

Use Case/Scenario: NetSuite recommends using custom roles, which are created by selecting a standard role and then customize it.

Assign a Role to an Employee

Edit the Employee Records:

- Navigate to **Lists > Employees > Employees** and select **Edit** for the employee
- Go to the **Access** subtab, **Roles** sublist
- Select each **Role** and **Add**

Global Permissions Overview

Administrator assigns employees' permissions that apply to all of their assigned roles:

- Each user needs to have one or more roles assigned on the **Access** subtab, **Roles** sublist
- These can be useful for temporary or unique permissions, but use with caution.

Useful to handle exceptions; e.g., somebody covers daily responsibilities when another person is on vacation.

- They are employee specific permissions and override the role permissions.
 - E.g.: An AP clerk role can print checks. You hire a temporary AP assistant, but you want the assistant only to be able to view checks. This is when you use global permissions to assign temporary permissions.
 - *OneWorld*: An AP clerk works for two different subsidiaries; a different role for each subsidiary. The AP clerk is cognizant of the differences between the tasks to be performed in each subsidiary. However, due to some nuance in the roles or the subsidiary, you would use global permissions to execute those differences.

Enable Global Permissions

First enable the permission:

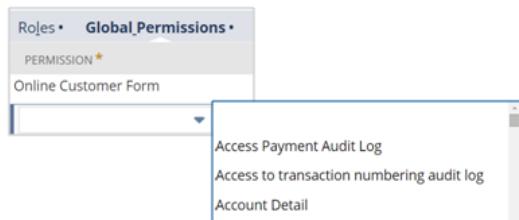
- Setup > **Company** > **Enable Features** > **Employees** subtab
- In the **Permissions** section, select **Global Permissions**



Define Global Permissions on an Employee Record

Navigate to the employee record to edit; go to the **Access** subtab, **Global Permissions** sublist:

- Go to the **Access** subtab, **Global Permissions** sublist
- Add **Permissions** and define the **Level**
 - Overrides role permission levels
 - There are no defined Layer 2, 3, 4 control levels



Walkthrough: Additional Administrator Tasks

Test Custom Role

Use Administrator Tips

Use Case/Scenario: Administrators need to complete additional tasks after working with roles:

- Test any custom role
- Use some tips and tricks

Test Custom Role

Sign on as the Administrator:

- Go to the function and copy the URL from the function
 - For Example: Transactions > Sales > Enter Sales Order

 NetSuite Inc. [US] <https://system.na1.netsuite.com/app/accounting/transactions/journal.nl?whence=1>

Change Role to the custom role that is being tested:

- Paste the same URL in your browser; review the error message



Administrator Tips

Administrators can better serve their users:

- Assign each role, being used, to yourself:
 - Test the role
 - View NetSuite in the user's view
- When assisting a user, direct them to the classic interface:
 - This is a familiar view to the administrator
 - User navigates to **Home > Set Preferences > Appearance**
- Ensure that any role that needs to see Customer or Vendor transactional information has the following Permission enabled:
 - **Edit** the role
 - Go to the **Permissions** subtab and the **Lists** sublist
 - Add the **Financial History** permission to view; allows viewing transactions related to the entity

Walkthrough: Add an Employee

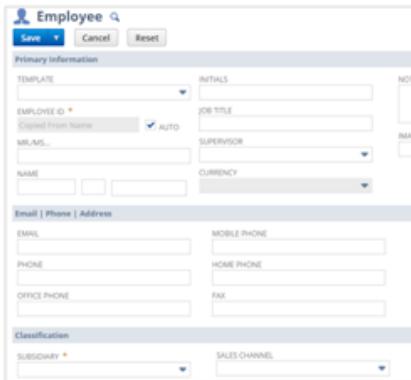
Enter a New Employee and Define Access

Use Case/Scenario: All employees need to be entered into the NetSuite account and their access must be controlled and defined.

Enter a New Employee

Navigate to a form to enter in a new employee record:

- Go to **Lists > Employees > Employees > New**

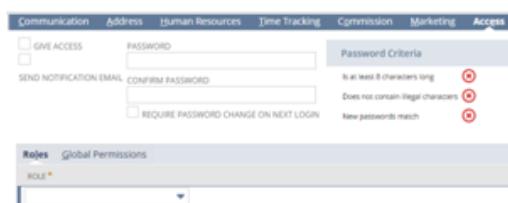


The screenshot shows the 'Employee' new record form. It has three main sections: Primary Information, Email | Phone | Address, and Classification. Under Primary Information, fields include TEMPLATE, INITIALS, EMPLOYEE ID (with a dropdown for 'Copied From Name' and an 'AUTO' checkbox), MR/MRS, NAME, and CURRENCY. Under Email | Phone | Address, fields include EMAIL, MOBILE PHONE, PHONE, HOME PHONE, OFFICE PHONE, and FAX. Under Classification, fields include SUBDIVISION and SALES CHANNEL.

- Complete required and optional fields in the different field groupings, such as:
 - Primary Information
 - Email | Phone | Address
 - Classification

Define Access

Navigate to the **Access** subtab:



The screenshot shows the 'Access' subtab of the employee record. It includes sections for 'Give Access' (checkboxes for 'GIVE ACCESS' and 'SEND NOTIFICATION EMAIL'), 'Password' (fields for 'PASSWORD' and 'CONFIRM PASSWORD' with 'Password Criteria' checkboxes for 'Is at least 8 characters long', 'Does not contain illegal characters', and 'New passwords match'), and 'Roles' (a dropdown menu).

- Click **Give Access** when you are ready to have this user login
- Select **Send Notification Email**
- Provide the **Password** and **Confirm Password**; review the **Password Criteria**
- Select **Password Change on Next Login**
- Add each required **Role**
 - An employee may have multiple roles; this does not affect your license count

OneWorld: Employees, Roles and Subsidiaries

All employees/ users have roles:

- By default, standard roles have no subsidiaries attached to them
 - Defining the subsidiary (subsidiaries) is optional and if used then the users can only see data in subsidiaries associated with the role

Assigning an employee to a subsidiary does the following:

- Determines the currency of their direct transactions (i.e. Commissions, expense reports, salary)
- Restricts the Employee to accessing data only associated with this subsidiary
- If the assigned role (s) do not have subsidiary restrictions, NetSuite reverts to employee record to determine their subsidiary restrictions

OneWorld: Employee Access to Multiple Subsidiaries

All employees/ users have roles. By default, standard roles have no subsidiaries attached to them. Defining the subsidiary (subsidiaries) is optional and if used then the users can only see data in subsidiaries associated with the role

Assigning an employee to a subsidiary does the following:

- Determines the currency of their direct transactions (i.e. Commissions, expense reports, salary)
- Restricts the Employee to accessing data only associated with this subsidiary
- If the assigned role (s) do not have subsidiary restrictions, NetSuite reverts to employee record to determine their subsidiary restrictions

To give an employee access to multiple subsidiaries:

- Configure a role and associate it to multiple subsidiaries
- Grant this role to the employee (gives the employee access to the multiple subsidiaries)
- Level of access is restricted by Permissions and level of access associated with that Role

Walkthrough: Login Audits

View and Use Login Audit Trail

Review My Login Audit Portlet

Use Case/Scenario: The administrator can audit all user activity in the account. Individual users can audit their login activity.

Login Audit Trail

View Login Audit Trail provides a specialized search tracking user activity in the account; information is pulled from system notes:

- Go to **Setup > Users/Roles > View Login Audit Trail** and define search criteria

Audit Trail Search: Results						
Return To Criteria Save This Search Filter				SQL 2012 - 31/03/2015 08:00:00 E T TOTAL: 18		
Date	User	Action	Object	ID	IP Address	Result
3/30/2015 12:31 pm	lachlan@10.0.0.100	Cache Catalog	Administrator	70.231.134.59		Success
3/30/2015 1:40 pm	anwar@10.0.0.100	Cache Catalog	Administrator	72.55.32.45		Failure
3/30/2015 1:41 pm	anwar@10.0.0.100	Cache Catalog	Administrator	122.55.32.40		Success
3/30/2015 1:43 pm	lachlan@10.0.0.100	Cache Catalog	Administrator	107.216.151.120		Success
3/30/2015 1:45 pm	lachlan@10.0.0.100	Cache Catalog	Administrator	173.216.30.88		Success
3/30/2015 1:46 pm	anwar@10.0.0.100	Cache Catalog	Administrator	70.214.132.120		Success
3/30/2015 1:47 pm	anwar@10.0.0.100	Cache Catalog	Administrator	70.211.132.210		Success
3/30/2015 1:48 pm	anwar@10.0.0.100	Cache Catalog	Administrator	70.211.132.210		Success

- View the **Login Audit Trail Search: Results**
 - Drill into results
 - Export results
 - **Note:** If you receive no results, this indicates that the user was logged into NetSuite, but did not “create” nor “edit” any records
 - Results: view the success of each login attempt and **Security Challenge** column

Security Challenge

DATE & TIME	EMAIL ADDRESS	USER	ROLE	IP ADDRESS	STATUS	SECURITY CHALLENGE
3/2/2015 12:12 pm	lastfb1501@remotewe.com	Cathy Cadigan	Administrator	70.231.134.59	Success	
3/3/2015 7:41 am	aconar1515@remotewe.com	Cathy Cadigan	Administrator	122.95.32.40	Failure	
3/3/2015 7:41 am	aconar1515@remotewe.com	Cathy Cadigan	Administrator	122.95.32.40	Success	
3/3/2015 10:18 am	lastfb1501@remotewe.com	Cathy Cadigan	Administrator	167.216.131.128	Success	
3/3/2015 1:54 pm	lastfb1501@remotewe.com	Cathy Cadigan	Administrator	172.16.50.86	Success	
3/5/2015 9:26 am	aconar1515@remotewe.com	Cathy Cadigan	Administrator	70.231.133.210	Success	
3/5/2015 1:07 pm	aconar1515@remotewe.com	Cathy Cadigan	Administrator	70.231.133.210	Success	
3/5/2015 3:24 pm	aconar1515@remotewe.com	Cathy Cadigan	Administrator	73.19.96.92	Success	

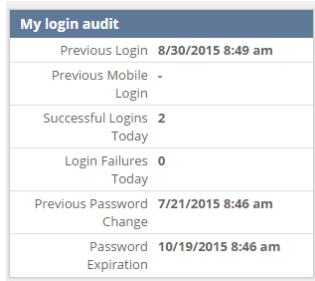
The **Login Audit Trail Search: Results** displays a column for **Security Challenge:**

Security Challenge: an instance when a user is prompted to answer a security question in order to login and is triggered by any of the following:

- User attempts to use a new browser or computer
 - User forgets their NetSuite password
 - Or, if it has been more than 90 days since the user's last login
 - If this column does not display either Success or Failure for a row, it means no security challenge occurred for that login
 - Assists administrators in detecting hacking attempts, which can be evidenced by a high number of failures in a short period of time
 - Possible outcomes: Correct login = Success; 6 consecutive wrong logins = Failure

My Login Audit Portlet

Personalize the Home Dashboard; add My Login Audit portlet to monitor the usage and security of your login:



- Setup the portlet to meet your needs; review each subtab and associated settings:
 - Last Login**
 - Successful Logins**
 - Login Failures**
 - Password Updates**
 - Mobile Devices**
 - Web Services**

Best Practices:

- Do not assign Standard Roles** to users; they almost never meet the “least privileges” standard, for a given function
- Use NetSuite Roles as templates to copy; rename Custom Roles with your company’s prefix
- Always weigh and evaluate reasons for assigning a user multiple roles or providing a single custom role:
 - It may be easier for the user to only have one role
- Design and test new and custom roles before assigning to users:
 - Verify the user/role has all Permissions and access to necessary data from beginning-to-end of a process
- Assign new and custom roles before a new user starts accessing the account:
 - Do not rename a former employee to a new employee;
 - The new employee would inherit all records of former employee
- When an employee leaves immediately remove their access to NetSuite:
 - Mark them inactive, also you can remove roles and global permissions
 - Why is this so important?**

Now It's Your Turn

- 01: Rename Roles with Your Company's Prefix
- 02: Customize a Sales Manager Role
- 03: Show Role Differences
- 04: Customize a Sales Administrator Role OneWorld
- 05: Add a NetSuite User
- 06: View the Login Audit Trail

Use Case/Scenario:

- Learn to work with custom roles
- Add a user
- Audit activity
- Allow 30 – 45 minutes

Hands-on Exercises

NetSuite Roles, Permissions and Users

Suggested Time to Complete Exercises: 30 – 45 minutes

01: Rename Roles with Your Company's Prefix

Scenario As a best practice, rename all the standard roles with your company's prefix. Use these renamed roles to provide the roles you need for your organization, protecting the standard template roles provided by NetSuite.

In this exercise:

- Rename roles with the Chatham Company's prefix (Substitute the first two letters XX with CC:).
-

Rename NetSuite standard roles with your company's prefix attached.

1. Navigate to **Setup > Users/Roles > Manage Roles**.
2. Click **Customize** next to the **Employee Center** role.
3. In the **Name** Field enter **CC: Employee Center**.
4. Click **Save**.
5. In the **Manage** Roles link, click **Customize** next to the **Sales Manager** role.
6. In the **Name** Field enter **CC: Sales Manager**.
7. Click **Save**.
8. How are these new roles identified on the list of roles?

Answer:

9. Do the original NetSuite standard roles still exist?

Answer:

10. How can you identify a NetSuite standard role?

Answer:

02: Customize the Sales Manager Role

Scenario According the BRD, the Chatham Company has some specific requirements for their Sales Manager.

In this exercise:

- Edit the CC: Sales Manager role to meet the Chatham Company's requirements.
- Add and assign this role to yourself – Cathy Cadigan (Administrator)
- Sign in with this role and test that the modified (CC: Sales Manager) role has the correct permissions associated with it.

Reminder: If you do not want anyone other than the administrator and a few select people to have "delete" permissions do not assign the "full" level of permission.

Examine the default values associated with the CC: Sales Manager Role

We start from the standard sales manager role and pare it down to meet your company's requirements. As we are looking at the few examples that follow please use this thought process to apply to all areas of the roles' responsibilities.

1. You should be on the **Manage Roles** page. If not, then go to **Setup > Users/Roles > Manage Roles**.
2. Click the **Edit** link next to the **CC: Sales Manager** role.
3. Do you want your Sales Manager to just see his, his subordinates and unassigned transactions?
If so, choose "**own, subordinate and unassigned**" on the dropdown list next to **Employee Restrictions**.
4. Do you want to allow other users to view records assigned to others but not edit them?
If so, check the box next to "**Allow Viewing.**"
5. Navigate to the **Permissions** subtab and then the **Transactions** sublist.
Some of the questions you need to ask for this role:
 6. Does your Sales Manager need to approve Sales Orders? If so, under the **Permissions** subtab, **Transactions** sublist, click on the **Sales Order Approval** record, select **Edit** from the **Level** dropdown list.
 7. Click **OK**.
 8. Does your Sales Manager need to see Purchase Orders? If yes, under **Permissions** subtab, **Transactions** sublist; from the **Permissions** dropdown list select **Purchase Order** and set the **Level** to **View**.
 9. Click **Add**.

- 10.. Does your Sales Manager need to access Customer Payments? If so, what level? **Permissions** subtab, **Transactions** sublist, from the **Permissions** dropdown list select **Customer Payment** and set the **Level** to **View**.
11. Click **Add**.
12. Does your Sales Manager need to access Credit Memos? If yes, **Permissions** subtab, **Transactions** sublist, add the **Credit Memo** Permission and set the **Level** to **View**.
13. Click **Add**.
14. Does your Sales Manager need to be able to export lists from NetSuite (i.e. customer list)? If not, **Permissions** subtab, **Lists** sublist, select the **Export Lists** record, and then click **Remove** button
15. Click **OK** (**Note:** this list is in alphabetical order, export lists is midway in the list.)
16. Does the Sales Manager need to see the Financial Reports? If not, **Permissions** subtab, **Reports** sublist and make sure that **Financial Statements** is not there, if it is **remove** it!
17. Click **Save**.

Test the Role

18. **Add** this role to your Login or whichever login name is at top-right of page.
Go to **Lists > Employees > Employees**.
19. Pick the person you are logged in as, named at the top-right of the page (e.g. Cathy Cadigan, Ed Baumann).
 - Click **Edit** and navigate to the **Access** subtab.
 - Enter **Password** as **used in the Log In Exercise Module 01-01**
 - **Confirm Password** by entering in the same password as above
 - Our password is weak, but we are not going to change it in class.
 - Go a blank line and from the **Roles** dropdown list select **CC: Sales Manager Role** from the list.
 - Click on **Add**. You should have both the **Administrator** and **CC: Sales Manager Role**.
20. Click **Save**.
21. **Change Role***.
 - Enter NetSuite as the **CC: Sales Manager**.
 - ***Note:** If **Change Role** does not display in the upper-right hand corner of your page, please log out of NetSuite and log back in.
 - The **Choose Role** displays. Select **Administrator** as the **Default Role** and then click on **CC: Sales Manager** role to enter as the Sales Manager.
22. If prompted **Set Up Security Questions**: Please choose the following questions and use the answers as indicated in **bold**:
 - What was your childhood nickname? Enter "**nickname**"
 - In what city did you meet your spouse/significant other? Enter "**city**"
 - What is your maternal grandmother's maiden name? Enter "**name**"

23. Click **Save** and click **Close** in the **Security Questions Complete** pop-up window.
24. Test that you can see all of the items you gave permissions for and test that you can't see financial reports.
26. Is there a **Setup** tab? What are some of the menu listings under this role's setup tab?

Answer:

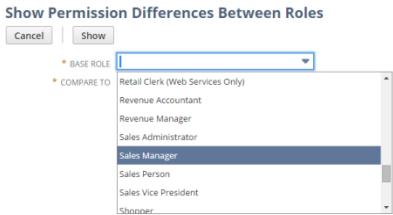
Why?

03: Show Role Differences

Scenario	In this exercise, you compare the permissions of the CC: Sales Manager role with the standard Sales Manager role.
----------	---

Note: Earlier we may have enabled a Company preference to use Horizontal Labels. This can affect the way the Show Role Difference page displays. Please follow the directions below.

1. **Change Role** back to **Administrator** (your previous role).
2. Navigate to **Setup > Users/Roles > Show Role Differences**.
3. Ensure that the **Only Show Differences** box is checked.
4. Click in the **Base Role** field and open the **Base Role** dropdown list.



5. Select the **Sales Manager** role.
6. Now click on the **Compare To** field and from the **Compare To** dropdown list, select the **CC: Sales Manager** role that you just created.



7. Click the **Show** button.
8. What are the differences between these roles?

Answer:

04: Customize a Sales Administrator Role *One World*

Scenario



The Chatham Company's Sales Administrator will work in multiple subsidiaries.

In this exercise:

- Create and work with a customized Sales Administrator role to assign to employees in different subsidiaries.

1. Navigate to **Setup > Users/Roles > Manage Roles**.
2. Click **Customize** next to the **Sales Administrator** role.
3. In the **Name** field enter **CC: Sales Administrator**.
4. Click **Save**.

Note: We did not choose a subsidiary when we customized this role.

Assign employee record to a subsidiary

5. Now **Add** the role to your Login (or whichever login name is at the top-right of page) and assign your employee record to the Germany subsidiary.

Lists > Employees > Employees

Pick the person you are logged in as, named at the top-right of the page (e.g. Cathy Cadigan, Ed Baumann).

- Click the **Edit** link
- **Subsidiary = Germany**
- Go to the **Access** subtab
- Add the role for **CC: Sales Administrator**

6. Click **Save**.
7. Navigate to **Change Role** in the upper-right hand corner of your page. Enter NetSuite as the **CC: Sales Administrator**.
8. If prompted **Set Up Security Questions**: Either click **Remind Me Later** or choose the following questions and use the answers as indicated in **bold**:
 - What was your childhood nickname? Enter "**nickname**"
 - In what city did you meet your spouse/significant other? Enter "**city**"
 - What is your maternal grandmother's maiden name? Enter "**name**"

9. Click **Save** and click **Close** in the **Security Questions Complete** pop-up window.
10. **Navigate to Home > Set Preferences > Restrict View** tab.
11. Which subsidiaries are listed in the **Subsidiary** pick list? (Subsidiary is under the **Restrict View** tab.)

Answer:

12. Could the **CC: Sales Administrator** role be used in the Italy subsidiary without modifying the role? If so, how?

Answer:

Modify the role to restrict to specific subsidiaries

13. Modify the **CC: Sales Administrator** role so that only German and Italian employees can use this role.
Navigate to **Change Role** in the upper-right hand corner of the page.
Enter NetSuite as the **Chatham Company-Administrator**.
14. Navigate to **Setup > Users/Roles > Manage Roles**.
15. Click the **Edit** link next to the **CC: Sales Administrator** role.
16. Hold down the **Ctrl** key and select **Parent Company: Germany** and **Parent Company: Germany: Italy** in the **Subsidiary** field.
17. Click **Save**.

Note: We are **NOT** modifying the employee record: the employee is still assigned to the **Germany** subsidiary.

18. Navigate back to **Change Role** and switch to **CC: Sales Administrator**.
19. **Navigate to Home > Set Preferences > Restrict View** tab.
20. Which subsidiaries are listed in the **Subsidiary** pick list?

Answer:

21. Navigate to **Change Role** in the upper-right hand corner of your page.
Enter NetSuite as the **Administrator**.
22. If prompted **Set Up Security Questions**: Either click **Remind Me Later** or choose the following questions and use the answers as indicated in **bold**:
What was your childhood nickname? Enter "**nickname**"
In what city did you meet your spouse/significant other? Enter "**city**"
What is your maternal grandmother's maiden name? Enter "**name**"
23. Navigate to **Lists > Employees > Employees**.
24. Select your employee record (Cathy Cadigan). Click **Edit**.
25. In the **Classification** section, change the value in the **Subsidiary** field back to **Parent Company**.
26. Click **Save**.

05: Add a NetSuite User

Scenario

In this exercise you enter a NetSuite User

- As the administrator, you may want new users to update their password upon first login. Be sure to check that box.

- Confirm that you are in the **Administrator** role.

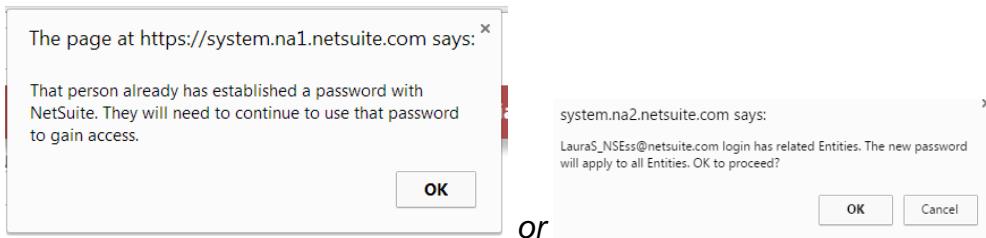
Navigate to **Lists > Employees > Employees > New**.

Enter the New Employee

- Enter employee's name in the **Name** fields. The employee's name is **Joe S TEST**.
- In the **Job Title** field, enter **Sales Manager**.
- Enter the employee's Email address in the **Email** field. For this example, enter an Email address at jtest@chatham-yourinitialscom (e.g. jtest@chatham-las.com).
- From the **Subsidiary** dropdown list, select **Parent Company**.
- Click the **Human Resources** subtab and check the **Sales Rep** box.

Assign Roles

- Click the **Access** subtab.
- Review the **Give Access** field help.
- In the **Password** field, enter **My_old_dog34** as the password and reconfirm the password.
- Review the **Password Strength**. Do not be concerned that it may show weak for purposes of our demo account and exercise.
- Check **Require Password change on Next Login**.
- From the **Role** dropdown list, select the **CC: Sales Manager** role you created. Click the **Add** button.
- From the **Role** dropdown list, select the **CC: Employee Center** role.
- Click the **Add** button.
- Click the **Save** button.
- The system may display one of the following **Message from webpage** window, click **OK** and then **Save** to continue.



06: View the Login Audit Trail

Scenario	NetSuite tracks when each user logs in, as well as transactions entered during that time. For example, an employee tells you that several of his records were changed on a day that he did not log in to NetSuite. In this exercise: <ul style="list-style-type: none">• Practice viewing the user's login trail to see when this employee has logged in.
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1. Navigate to **Setup > Users/Roles > View Login Audit Trail**.
If necessary, uncheck the **Use Advanced Search** box.
2. Leave **any of** as the **User** filter, select – **Mine** – from the dropdown list. (There maybe transaction changes available. If you select an employee that you have just entered, there are probably not any transactions to view.)
3. From the **Date** dropdown, select **within**.
4. Click in the next field to see your options; set the **Quick Filters** to **Month**.
5. Now scroll down and select this **month**.
6. Click the **Submit** button.
The **Login Audit Trail Search Results** lists all the dates and times when the user logged in.
7. Review the **Status** and **Security Challenge** columns.
8. Click any Date/Time links to view a user activity. **Note:** if there are no results, it means the user was logged in but did not edit or create records.
9. When you are done, click the **Home** tab.



Solution for 01: Rename Custom Roles with Your Company's Prefix

8. How are these new CC roles identified on the list of roles?

Answer: The **Edit** field now shows **Edit** rather than **Customize** for each CC custom role.

9. Do the original NetSuite standard roles still exist?

Answer: yes

10. How can you identify a NetSuite standard role?

Answer: Navigate to **Setup > Users/Roles > Manage Roles** and look at the column labelled Custom/Standard. They do not have the CC prefix associated with them.

Solution for 02: Customize the CC: Sales Manager Role

18. Is there a **Setup** tab? What are some of the menu listings under this role's setup tab?

Answer: Setup Manager; Sales and Marketing Automation; Customization; Other Setup

Why? The Sales Manager role has limited setup functions.

Solution for 03: Show Role Differences

7. What are the differences between these roles?

Answer:

There are differences in List Categories, and in four Transaction categories.

Solution for 04: Customize a Sales Administrator Role for OneWorld

10. Which subsidiaries are listed in the **Subsidiary** pick list?

Answer:

Only Germany.

11. Could the **CC: Sales Administrator** role be used in the Italy subsidiary without modifying the role? If so, how?

Answer:

Yes. By assigning the Italy subsidiary to the employee record.

19. Which subsidiaries are listed in the **Subsidiary** pick list?

Answer:

Germany, Italy.

Activity: Match Game

Match the terms on the left to the task/description on the right

1. Permission	A. Controls navigation paths
2. Restrictions	B. Anybody with access to your NetSuite account
3. Center	C. Modify the permissions
4. User	D. Used to define a role with different levels of access such as: view, create, edit, and full

Need More Information

NetSuite Help Center:

- Account Setup: Managing Roles & Permissions

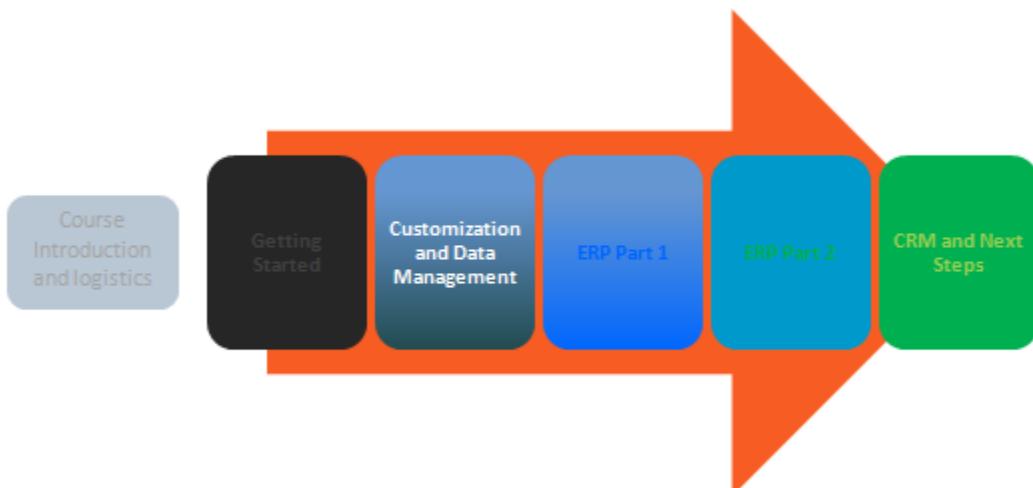
SuiteAnswers Learning Center: Training Videos

- New Feature Training
- Training Webinars

View the following video, access from the demo account, NetSuite Essentials tab:

- **Getting Started Video:** Day 1 - Getting Started: Data Security

Getting Started is done, next is Customization and Data Management



This is the end of this book