

Please create a copy of this for yourself

1. Use your imagination to come up with a new business. Give your business a name and submit a small paragraph that explains how your business makes money. *For example, Bottled Air Inc. and I sell bottles of air that people breathe out of similar to bottled water. The bottles have different flavors for various places on the planet and every bottle's air is 100% purified for a perfect breathing experience*
2. Create a new Customer Record in NetSuite that represents the type of customer you would sell to with your business above. If you are selling to other businesses be sure to set your Customer up as a company and not an individual. Try to set as many fields on the customer record that you can and be prepared to defend your values.

**Customer(Company):** 674 myCustomer [Customer link](#)

3. If your customer record above is of type Company, add contacts to the record as well. Think about what roles these contacts might have and set the role value in NS accordingly.

**Contacts:** abcd 674 myCustomer [contact link](#)

4. Create item records for the stuff that you sell. Please create an Inventory Item, a Non Inventory Item, and a Kit Item that contains both your other items. Be prepared to explain what each item type represents in real life and how they differ. Hint: use the guides to read about Item Types.

**Inventory Item:** T-shirt 1 (Internal Id 7270) [Item link](#)

**Non inventory Item:** T-shirt 2 (Internal Id 7271) [Item link](#)

**Kit Item:** T-shirt 3 [Item link](#)

5. Time to sell. Create a sales order for the customer above and the items above. Please fill in all fields on the sales order that you think might be useful to your business.

**Sales Order:** ORDER # 2166 [order link](#)

6. Approve your order.

**Sales Order Billed:**

7. Fulfill your order.

**Item Fulfillment:** [link](#)

8. Bill your order.

**Cash Sale:** [Invoice link](#)

9. Authorize a Return for your order.

**Return Authorisation:** [link](#)

10. Approve the Return.

**Return Approved:** [link](#)

11. Receive the Return.

**Item Receipt:** [link](#)

12. Issue a Refund for the Return. What type of transaction was created when you issued the return?

**Credit memo** [Credit memo link](#)

13. Please list out all the employees at your business and their roles (you do not need to enter employees in NS -- just list them out here). Once this is done, explain how each

employee would use NetSuite to do their daily jobs. In addition to this, which employees would have entered each of the records and transactions above (customer, contact, items, sales orders, fulfillments, invoice, returns, return receipts, refund, etc...).

## Record Type:

14. **Challenging.** When you issue a refund you most likely created a Credit Memo. But you may have also generated a Cash Refund. Regardless of what you created go through the cycle again by making a copy of your original sales order and try to make the final outcome the other type of refund transaction. So if you created a credit memo above, change it so that you create a Cash Refund this time around. Use the guides to figure this out.

## Cash Refund: [page link](#)

**ORACLE NETSUITE** Search

Activities Payments Box Files Transactions Lists Reports Analytics Customization Documents Setup Commerce Support Demo Framework Fixed Assets SuiteSocial

**Confirmation**  
Transaction successfully Saved

**Customer Refund** List Search Customize

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Edit Back Void Actions

CUSTOMER 674 myCustomer  
BALANCE 0.00  
DATE 1/31/2023  
POSTING PERIOD Jan 2010

REFUND AMOUNT 643.50  
CURRENCY USA  
EXCHANGE RATE 1.00  
ACCOUNT 12 test account ☐ TO BE PRINTED

LOCATION Hyd  
SUBSIDIARY Honeycomb Holdings Inc.  
CLASS  
MEMO  
DEPARTMENT

Apply Refund Method History Workflow Custom EFT Configuration Details eTail Payout Box Files

REFUND METHOD Cash  
CHECK # 4  
CREDIT CARD #  
EXPIRES (MM/YYYY)  
ISSUE NO.

VALID FROM / START DATE (MM/YYYY)  
NAME ON CARD  
CARD STREET  
CARD ZIP CODE

PAYMENT PROCESSING PROFILE  
☐ CC APPROVED  
P/I REF.  
SOFT DESCRIPTOR

DATE	TRANSACTION	EVENT	HANDLING MODE	PAYMENT OPTION	RESULT	REASON	AMOUNT	VIEW DETAILS
1/31/2023 1:21 am	Customer Refund #4	Credit	Record External Event	Cash	Accept	Operation was successful	643.50	View

Edit Back Void Actions