

Integration Guide: Connecting ChatGPT to NetSuite

Using the NetSuite AI Connector Service (MCP)

This document outlines the procedure to establish a secure connection between OpenAI's ChatGPT and Oracle NetSuite using the Model Context Protocol (MCP).

1. Prerequisites and Requirements

Before initiating the connection, ensure the following environments are prepared.

NetSuite Requirements

- **Administrator Access:** Required to install SuiteApps and configure permissions.
- **Specialized User Role:** You **cannot** use the "Administrator" role for the actual connection. You must create a custom role (details in Phase 2).
- **NetSuite Account ID:** Locate this in *Setup > Company > Company Information*.
- **Required Features:**
 - REST Web Services
 - OAuth 2.0
 - Server SuiteScript

ChatGPT Requirements

- **Paid Subscription:** A ChatGPT Plus, Team, or Pro plan is required to access **Connectors** and **Developer Mode**.
- **Browser Access:** Configuration must be done via the web interface.

2. Implementation Steps

Phase 1: Enable NetSuite Features & Install SuiteApp

1. **Enable Features:**
 - Navigate to **Setup > Company > Enable Features**.
 - Under the **SuiteCloud** tab, ensure the following are checked:
 - REST Web Services
 - OAuth 2.0
 - Server SuiteScript
 - Click **Save**.
2. **Install the Connector SuiteApp:**
 - Navigate to **Customization > SuiteBundler > Search & Install Bundles**.
 - Search for "**MCP Standard Tools**" or "**NetSuite AI Connector**".
 - Select the official Oracle NetSuite SuiteApp (e.g., *MCP Standard Tools SuiteApp*) and

click **Install**.

Phase 2: Create the Integration Role (Crucial Step)

The connection will fail if you attempt to authenticate as a standard Administrator. You must create a specific role for the AI Agent.

1. Navigate to **Setup > Users/Roles > Manage Roles > New**.
2. Name the role "**AI Connector Role**".
3. Under **Permissions**, add the following:
 - o **Lists: Perform Search** (Level: Full)
 - o **Setup: Log in using OAuth 2.0 Access Tokens** (Level: Full)
 - o **Setup: MCP Server Connection** (Level: Full)
 - o **Setup: REST Web Services** (Level: Full)
4. Add any specific record permissions you want ChatGPT to access (e.g., *Transactions > Sales Orders > View*).
5. Save the role and assign it to the user who will be authenticating the connection.

Phase 3: Configure ChatGPT Connector

1. Log in to ChatGPT.
2. Navigate to **Settings > Connectors** (or "My Apps" depending on your version).
3. Look for **Advanced Settings** or **Developer Mode** and toggle it **ON**.
4. Click **Add Custom Connector** (or "Create Connector").
5. Fill in the connection details:
 - o **Name:** NetSuite AI
 - o **Description:** NetSuite ERP Connection
 - o **Connection URL:** Use the following format exactly, replacing <ACCOUNT_ID> with your specific NetSuite Account ID:
[https://<ACCOUNT_ID>\[.suitetalk.api.netsuite.com/services/mcp/v1/all\]](https://<ACCOUNT_ID>[.suitetalk.api.netsuite.com/services/mcp/v1/all])

(Note: If your Account ID contains letters like '123456_SB1', keep them capitalized. If using a Sandbox, ensure the URL domain includes the sandbox prefix if required by your specific data center, though usually the standard API URL routes correctly.)

- o **Authentication Type:** Select **OAuth 2.0**.

Phase 4: Authentication and Handshake

1. After saving the connector, click **Connect**.
2. You will be redirected to the Oracle NetSuite login page.
3. **Change Role:** On the login/consent screen, ensure you select the "**AI Connector Role**" you created in Phase 2. Do not select "Administrator".
4. Click **Allow/Authorize** to grant access.
5. You will be redirected back to ChatGPT with a "Connected" status.

3. Verification

To test the connection, open a new chat in ChatGPT and type:

"Check my NetSuite connection and list the last 5 Sales Orders."

If successful, ChatGPT will query the MCP endpoint and return the live data from your ERP.