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:
   - **Lists**: *Perform Search* (Level: Full)
   - **Setup**: *Log in using OAuth 2.0 Access Tokens* (Level: Full)
   - **Setup**: *MCP Server Connection* (Level: Full)
   - **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:
   - **Name:** NetSuite AI
   - **Description:** NetSuite ERP Connection
   - **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

     (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.)
   - **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 effectively, you must explicitly invoke the specific app you just created.

1. **Open a New Chat:** Start a fresh conversation in ChatGPT.
2. **Invoke the App:**
   Type @ followed by the name you assigned in Phase 3 (e.g., @NetSuite AI). Select it from the popup menu to ensure ChatGPT directs the query to the correct connector.
3. **Run a Test Query:**
   Once the app is active in the context, type:"Check my NetSuite connection and list the last 5 Sales Orders."
4. **Confirm Output:**
   If successful, ChatGPT will query the MCP endpoint and return the live data from your ERP.