

# CS Dev Complexity Matrix

Category	Description	Size	Hours	Developer Notes
Standard Scripts	Client, User Event, Workflow Action, Scheduled, Mass Update, Map/Reduce	Extra Small	4	<p>Technical: Simple 'N/currentRecord' validations, 'N/ui/message', or single-field updates using 'record.submitFields'. Governance: Negligible usage.</p> <p>Common Use Cases:</p> <ul style="list-style-type: none"> <li>- [Client] Throw an alert if a user selects a 'Date Required' in the past.</li> <li>- [Client] Make the 'Memo' field mandatory if 'Department' is set to 'Engineering'.</li> <li>- [UE] Default the 'Location' on a Sales Order based on the current user's subsidiary.</li> <li>- [UE] Block the deletion of a Customer record if it has the status 'Active'.</li> <li>- [Workflow] Action to lock the 'Discount' field after the status becomes 'Approved'.</li> <li>- [Mass Update] Uncheck 'To Be Printed' box on a static list of Invoices.</li> <li>- [Client] Disable the 'Tax Code' field for a specific custom form.</li> <li>- [UE] Concatenate 'First Name' and 'Last Name' into a custom 'Full Name' field on save.</li> <li>- [Client] Warn the user if they select a Vendor with a 'Credit Hold' status.</li> <li>- [UE] Set the 'Expected Close Date' to 30 days from today on new Opportunities.</li> <li>- [Client] Calculate 'Margin %' field instantly when 'Cost' or 'Price' changes.</li> <li>- [Workflow] Set a checkbox 'Manager Approved' when the workflow enters a specific state.</li> <li>- [Mass Update] Change the 'Sales Rep' on a list of old Leads.</li> <li>- [UE] Default the 'Currency' on a Purchase Order based on the Vendor's primary currency.</li> <li>- [Client] Prevent adding a line item if the quantity is zero.</li> <li>- [Client] Auto-select default subsidiary based on user role on pageInit.</li> <li>- [Client] Warn user if discount exceeds configured threshold.</li> <li>- [UE] Auto-set a "Review Required" checkbox when an Item Category is "High Risk".</li> <li>- [Mass Update] Mark old inactive items using submitFields.</li> </ul>
Standard Scripts	Client, User Event, Workflow Action, Scheduled, Mass Update, Map/Reduce	Small	7	<p>Technical: 'N/search' lookups, basic 'N/email' notifications, or cross-record updates on 'afterSubmit'. Simple Map /Reduce (no reduce stage).</p> <p>Governance: Low usage (&lt;100 units).</p> <p>Common Use Cases:</p> <ul style="list-style-type: none"> <li>- [UE] Sync Customer address changes to all related open Contact records.</li> <li>- [UE] Calculate a custom commission % on Sales Order save and store in a hidden field.</li> <li>- [Scheduled] Run a nightly search to close Sales Orders older than 90 days.</li> <li>- [Client] Calculate line-item total weight dynamically as items are added to a sublist.</li> <li>- [Client] Prevent saving a PO if the total exceeds the Vendor's credit limit (requires lookup).</li> <li>- [Workflow] Custom button action that triggers an email to the warehouse manager with order details.</li> <li>- [UE] Create a 'Task' record for the Sales Rep when a new 'Lead' is created.</li> <li>- [Map/Reduce] Simple bulk update to set 'Inactive' on items that haven't sold in 2 years.</li> <li>- [UE] Validate that the sum of percentage split fields equals 100% before saving.</li> <li>- [Scheduled] Email a list of 'Overdue Invoices' to the AR team every Monday morning.</li> <li>- [Client] Source the 'Class' from the Item record to the transaction line automatically.</li> <li>- [UE] Check if a specific item exists on a Sales Order and add a mandatory 'Installation Fee' line.</li> <li>- [Mass Update] Update the 'Pricing Level' for all Customers in a specific region.</li> <li>- [Workflow] Button to 'Resend Email' that triggers a script to generate and send a transaction PDF.</li> <li>- [UE] Prevent closing a Case if there are open related Tasks.</li> <li>- [UE] Sync custom fields across related customer records after update.</li> <li>- [Client] Debounce sublist lookups to avoid performance issues during edits.</li> <li>- [Scheduled] Auto-close tasks older than 180 days with predefined status.</li> <li>- [Map/Reduce] Bulk update a status field for items in a saved search result.</li> </ul>
Standard Scripts	Client, User Event, Workflow Action, Scheduled, Mass Update, Map/Reduce	Medium	12	<p>Technical: Complex business logic involving 'N/query' (SuiteQL), 'N/task' for chaining, or multiple related record updates. Standard Map/Reduce.</p> <p>Common Use Cases:</p> <ul style="list-style-type: none"> <li>- [UE] Validate Sales Order against a custom 'Budget' record; prevent save if budget is exceeded.</li> <li>- [Scheduled] Re-assign leads in a round-robin fashion based on sales rep capacity/score.</li> <li>- [Client] Call a Suitelet to validate inventory availability across multiple locations in real-time.</li> <li>- [UE] Create a 'Renewal Opportunity' automatically 30 days before a Contract expires.</li> <li>- [Map/Reduce] Consolidate daily Invoices: Group by Customer and email a summary statement.</li> <li>- [UE] Update the Parent Customer's 'Total Balance' field whenever a Child Customer's invoice is paid.</li> <li>- [Scheduled] Check all 'subscription' Items and generate Renewal Sales Orders for next month.</li> <li>- [Map/Reduce] Go through all 'Work Orders' and release them if component inventory is available.</li> <li>- [UE] On Fulfillment, automatically creating a custom 'Warranty' record for serialized items.</li> <li>- [Client] Complex pop-up suitelet to select 'Lot Numbers' based on FEFO (First Expired First Out).</li> <li>- [Map/Reduce] Mass delete custom records that are used as temporary logs.</li> <li>- [UE] Cross-subsidiary check: Prevent selling an item if it's not available in the shipping subsidiary.</li> <li>- [Scheduled] Auto-approve Purchase Orders under a certain amount if the budget permits.</li> <li>- [UE] Distribute shipping costs across lines based on weight upon Invoice creation.</li> <li>- [Map/Reduce] Update Item standard costs based on the average of the last 3 Vendor Bills.</li> <li>- [Client] Validate item availability via Suitelet and show real-time toast messages.</li> <li>- [UE] Trigger multi-record updates using SuiteQL-driven logic.</li> <li>- [Map/Reduce] Delete temporary log records older than 30 days.</li> <li>- [Scheduled] Auto-generate renewal transactions based on custom criteria.</li> </ul>
Standard Scripts	Client, User Event, Workflow Action, Scheduled, Mass Update, Map/Reduce	Large	20	<p>Technical: High-governance tasks, heavy 'N/record' loading loops, recursive logic, or complex Map/Reduce logic.</p> <p>Common Use Cases:</p> <ul style="list-style-type: none"> <li>- [Scheduled] Inventory allocation engine that runs hourly to reserve stock for VIP customers.</li> <li>- [UE] Split a single Sales Order into multiple Fulfillment Requests based on item vendor/location.</li> <li>- [Scheduled] Generate complex XML regulatory reports from transaction data and save to File Cabinet.</li> <li>- [UE] Complex Revenue Recognition waterfall calculation triggered upon Invoice creation.</li> <li>- [Workflow] Multi-stage approval process with dynamic approvers based on a department/amount matrix.</li> <li>- [Map/Reduce] Analyze sales history to calculate and update 'Reorder Points' for all Inventory Items.</li> <li>- [UE] Intercompany Automation: Auto-create a Purchase Order in Sub A when Sales Order is created in Sub B.</li> <li>- [Scheduled] Commission Engine: Calculate tiered commissions based on complex quotas and profitability.</li> <li>- [Map/Reduce] Bulk generate PDF Invoices for 10,000 transactions and email them.</li> <li>- [UE] On Return Authorization, validate against original Sales Order and enforce return policies.</li> <li>- [Map/Reduce] GL Impact Analysis: Iterate through JEs and flag anomalies based on historical trends.</li> <li>- [Scheduled] Sync Currency Exchange rates from a custom API provider and update system rates.</li> <li>- [UE] Manufacturing: Auto-create Work Orders and Issue Components based on Sales Order configuration.</li> <li>- [Map/Reduce] Customer Hierarchy Rollup: Summing up sales totals from L5 children up to L1 parents.</li> <li>- [Scheduled] Subscription Billing: specialized logic to handle pro-ration and upgrades/downgrades.</li> <li>- [Map/Reduce] Recompute amortization schedules and post adjustments.</li> <li>- [UE] Perform inter-subsidiary checks before allowing fulfillment.</li> <li>- [Scheduled] Generate multi-subsidiary financial snapshots and export PDFs.</li> <li>- [Map/Reduce] Update cost-of-goods algorithms based on historical vendor prices.</li> </ul>

Standard Scripts	Client, User Event, Workflow Action, Scheduled, Mass Update, Map/Reduce	Extra Large	30	<p>Technical: Chained Map/Reduce jobs (Pipelines), Multi-queue architecture, Massive data migration, System-wide updates.</p> <p>Common Use Cases:</p> <ul style="list-style-type: none"> <li>- [Map/Reduce] Data Migration: Importing Legacy ERP History (Customers -&gt; Orders -&gt; Invoices -&gt; Payments).</li> <li>- [Scheduled] Year-End Process: Closing books across 50 subsidiaries, calculating FX adjustments, and posting Journals.</li> <li>- [Map/Reduce] Huge Catalog Update: Processing a vendor's 1M row CSV price file, matching items, and updating costs.</li> <li>- [Map/Reduce] Landed Cost Calculator: Allocating container freight costs across thousands of Item Receipts.</li> <li>- [Map/Reduce] Historical Data Cleansing: Normalizing address formats across 500,000 customer records.</li> <li>- [Scheduled] Advanced Forecasting Engine: Using weighted averages to predict stock needs and create POs.</li> <li>- [Map/Reduce] Mass Voiding: Voiding thousands of checks due to a bank error, with reversal JEs.</li> <li>- [Architecture] Multi-step order orchestration: Order Placed -&gt; Fraud Check -&gt; Allocation -&gt; 3PL Send.</li> <li>- [Map/Reduce] Rebuilding a custom 'General Ledger' reporting table from scratch based on all transactions.</li> <li>- [Map/Reduce] GDPR Compliance: Anonymizing personal data on inactive customers after retention period.</li> <li>- [Scheduled] Fixed Asset Depreciation: Custom engine for non-standard depreciation methods across 10k assets.</li> <li>- [Map/Reduce] Project Profitability Recalculation: Updating all Projects based on timesheets and expenses.</li> <li>- [Map/Reduce] Inventory Snapshot: Creating a daily snapshot of inventory value by lot for audit purposes.</li> <li>- [Map/Reduce] Backorder Management: Auto-allocating received stock to backorders based on priority rules.</li> <li>- [Architecture] Building a custom 'MRP' (Material Requirements Planning) replacement within NetSuite.</li> <li>- [Map/Reduce] Three-stage pipeline: preparation, processing, export with checkpointing.</li> <li>- [Map/Reduce] Full rebuild of reporting tables using staged MR batches.</li> <li>- [Scheduled] High-volume orchestration of chained jobs for monthly financial operations.</li> <li>- [Architecture] Bulk-validation pipeline with async RESTlet verification.</li> </ul>
Suitelets & UI	Suitelets, Portlets, Advanced PDF, Custom UI/UX	Extra Small	5	<p>Technical: 'N/ui/serverWidget' basic forms or simple Advanced PDF template text changes.</p> <p>Common Use Cases:</p> <ul style="list-style-type: none"> <li>- [Suitelet] A simple settings page to store script parameters (Company Preferences).</li> <li>- [Adv PDF] Changing the logo and address layout on the Standard Invoice PDF.</li> <li>- [Portlet] A text box displaying the 'Message of the Day' for the sales team.</li> <li>- [Suitelet] A popup window to capture a 'Rejection Reason' string.</li> <li>- [Adv PDF] Changing the font size and color of the header elements.</li> <li>- [Portlet] Simple list of 'Key Contacts' for the support team.</li> <li>- [Suitelet] A simple 'Hello World' page to test connectivity.</li> <li>- [Adv PDF] Adding a static 'Thank You' message footer.</li> <li>- [Suitelet] A page displaying a read-only list of error logs.</li> <li>- [Portlet] Embedding an external RSS feed widget.</li> <li>- [Adv PDF] Removing the 'Shipping Address' section if it matches 'Billing Address'.</li> <li>- [Suitelet] Form to input a date range and trigger a search.</li> <li>- [Portlet] Displaying the current user's photo and basic details.</li> <li>- [Adv PDF] Adding a barcode to the packing slip (using standard BFO tags).</li> <li>- [Suitelet] A confirmation page after a user clicks a link in an email.</li> <li>- [Suitelet] Display basic configuration read-only settings for review.</li> <li>- [Adv PDF] Auto-hide promotional text section when customer is tax-exempt.</li> <li>- [Portlet] Show upcoming maintenance alerts pulled from a custom record.</li> </ul>
Suitelets & UI	Suitelets, Portlets, Advanced PDF, Custom UI/UX	Small	12	<p>Technical: Standard Lists with filters, PDF conditional logic (FreeMarker if/list), CSV exports.</p> <p>Common Use Cases:</p> <ul style="list-style-type: none"> <li>- [Suitelet] Display a list of 'My Open Tickets' with a direct link to edit them.</li> <li>- [Adv PDF] Coloring line items red if the amount is negative or the item is out of stock.</li> <li>- [Portlet] A form to upload a CSV file and pass it to a scheduled script.</li> <li>- [Portlet] Showing a pie chart of the current user's sales pipeline stages.</li> <li>- [Adv PDF] Adding a custom 'Terms and Conditions' page appended to the Quote PDF.</li> <li>- [Suitelet] Quick Item Entry: A form with 5 rows to quickly add items to a cart.</li> <li>- [Adv PDF] Displaying Item Images on the Sales Order printout.</li> <li>- [Suitelet] A custom 'Password Reset' tool for external non-licensed users.</li> <li>- [Portlet] A 'Top 5 Customers' list based on current month sales.</li> <li>- [Adv PDF] Showing different bank details based on the subsidiary currency.</li> <li>- [Suitelet] A simple tool to bulk update 'Expected Delivery Date' on PO lines.</li> <li>- [Portlet] Quick links dashboard for warehouse operations.</li> <li>- [Adv PDF] Formatting a custom record (e.g., 'Warranty Contract') for print.</li> <li>- [Suitelet] A Contact Us' form that creates a Support Case.</li> <li>- [Adv PDF] Implementing logic to hide the 'Discount' column if it is empty.</li> <li>- [Suitelet] Mini dashboard listing user tasks with priority color coding.</li> <li>- [Portlet] Add a small KPI tile showing this month's total orders.</li> <li>- [Adv PDF] Apply conditional footers based on Sales Rep region.</li> </ul>
Suitelets & UI	Suitelets, Portlets, Advanced PDF, Custom UI/UX	Medium	25	<p>Technical: Editable Sublists, Wizard-style pagination (GET/POST handling), dynamic HTML injection.</p> <p>Common Use Cases:</p> <ul style="list-style-type: none"> <li>- [Suitelet] A 'Quick Order' entry form allowing customers to add multiple items via SKU grid.</li> <li>- [Suitelet] Step-by-step wizard for onboarding new Employees (Personal Info -&gt; Banking -&gt; Equipment).</li> <li>- [Adv PDF] Complex Picking Ticket grouping items by Bin Location and then by Shelf.</li> <li>- [Suitelet] Custom print layout for item Labels using ZPL/HTML generation.</li> <li>- [Adv PDF] Multi-currency Invoice template that switches languages based on Customer subsidiary.</li> <li>- [Suitelet] Commission Dispute' portal where reps can contest specific transaction lines.</li> <li>- [Suitelet] Custom 'Receive Inbound Shipment' page with barcode scanning focus.</li> <li>- [Adv PDF] Bill of Lading document pulling data from Sales Order, Fulfillment, and Customer.</li> <li>- [Suitelet] A Kanban board view for Project Tasks using drag-and-drop HTML.</li> <li>- [Adv PDF] Consolidated Invoice printing multiple invoices in one PDF stream.</li> <li>- [Suitelet] Tool to merge two Duplicate Customer records.</li> <li>- [Suitelet] Inventory Transfer tool optimized for tablet usage.</li> <li>- [Adv PDF] Manufacturing Traveler document with barcodes for every operation step.</li> <li>- [Suitelet] Manager Approval' page showing pending approvals with Approve/Reject buttons.</li> <li>- [Adv PDF] Custom Dunning Letter with aging buckets and payment history.</li> <li>- [Suitelet] HTML-based SKU chooser with autocomplete search bar.</li> <li>- [Suitelet] Bulk merge UI for resolving duplicate custom records.</li> <li>- [Adv PDF] Add multi-language labels to shipping documents.</li> </ul>
Suitelets & UI	Suitelets, Portlets, Advanced PDF, Custom UI/UX	Large	35	<p>Technical: 'N/render' complex reports, Dashboards, Client-side scripting attached to Suitelets.</p> <p>Common Use Cases:</p> <ul style="list-style-type: none"> <li>- [Suitelet] Operational Dashboard showing real-time KPIs, charts, and drill-down tables.</li> <li>- [Suitelet] Warehouse scanning interface (Barcode focused) designed for mobile devices.</li> <li>- [Adv PDF] Generating a 50+ page 'Customer Statement' book with cover page, summary, and detail sections.</li> <li>- [Suitelet] Product Configurator allowing assembly of complex BOMs with visual feedback.</li> <li>- [Suitelet] Interactive Calendar for Service Resources scheduling.</li> <li>- [Adv PDF] Highly stylized 'Marketing Quote' that looks like a brochure (heavy CSS).</li> <li>- [Suitelet] Customer Portal allowing external users to view Orders and Pay Invoices.</li> <li>- [Suitelet] Production Planner: Gantt chart style view of Work Orders.</li> <li>- [Adv PDF] Generating a complex Government Tax Form (pixel perfect) overlay.</li> <li>- [Suitelet] Bulk Fulfillment Interface: Selecting 100 orders and generating shipping labels.</li> <li>- [Suitelet] Interactive Org Chart visualizer based on Employee hierarchy.</li> <li>- [Suitelet] Custom Point of Sale (POS) interface for a retail counter.</li> <li>- [Adv PDF] Dynamic Contract generation inserting legal clauses based on items sold.</li> <li>- [Suitelet] Vendor Onboarding external portal with file uploads and validation.</li> <li>- [Suitelet] Advanced Budgeting Tool allowing matrix entry by Dept/Month.</li> <li>- [Suitelet] Advanced order picking UI with slotting suggestions.</li> <li>- [Suitelet] Interactive forecasting dashboard with drilldowns.</li> <li>- [Adv PDF] Generate a complex multipage contract with dynamic appendices.</li> </ul>

Suitelets & UI	Suitelets, Portlets, Advanced PDF, Custom UI/UX	Extra Large	50	<p>Technical: Single Page Applications (SPA), React/Vue embedded, orchestration of background jobs.</p> <p>Common Use Cases:</p> <ul style="list-style-type: none"> <li>[Suitelet] Complete 'Vendor Portal' allowing external suppliers to login, view POs, and submit ASNs.</li> <li>[UI] Interactive Gantt chart for Project Management built with external JS libraries inside a Suitelet.</li> <li>[Suitelet] Full-blown 'eCommerce' checkout experience within NetSuite (for B2B).</li> <li>[Suitelet] Custom WMS (Warehouse Management System) Application replacing standard NetSuite WMS.</li> <li>[Suitelet] Data Visualization Control Room: Integrating D3.js for complex supply chain mapping.</li> <li>[Suitelet] 'Dealer Portal': Allowing resellers to place orders, check stock, and download assets.</li> <li>[Suitelet] Internal 'App Store': Interface to install/configure custom internal bundles.</li> <li>[Suitelet] Complex CPQ (Configure, Price, Quote) engine with rule-based constraints.</li> <li>[Suitelet] Multi-subsidiary Consolidation Reporting Tool with real-time currency toggles.</li> <li>[Suitelet] Field Service Mobile App backend (serving a custom PWA).</li> <li>[Suitelet] Event Management: Handling registrations, ticketing, and seat allocation.</li> <li>[Suitelet] Custom Manufacturing Execution System (MES) shop floor interface.</li> <li>[Suitelet] Asset Maintenance Scheduler with drag-and-drop and map integration.</li> <li>[Suitelet] Heavy Data Grid: Editing thousands of lines (like Excel) with bulk save logic.</li> <li>[Suitelet] Interactive Floor Plan for real estate or warehouse mapping.</li> <li>[Suitelet] SPA-based WMS UI using React components.</li> <li>[Suitelet] Complex CPQ engine with visual configuration and rule validation.</li> <li>[Suitelet] Multi-subsidiary consolidation dashboard with real-time toggling.</li> </ul>
Integrations	RESTlets, Bank Connectivity, SFTP, External APIs, NSIP, OIC	Extra Small	8	<p>Technical: N/stp' basic upload, or tweaking existing Bank Connectors. Simple Webhooks.</p> <p>Common Use Cases:</p> <ul style="list-style-type: none"> <li>[Bank] Adjusting an EFT File Format (XML/Fixed width) to match new Bank specs.</li> <li>[SFTP] Uploading a daily 'Positive Pay' file to the bank via SFTP.</li> <li>[Webhook] Update a 'Delivery Status' field on a Sales Order from a carrier callback.</li> <li>[SFTP] Downloading a daily FX Rate file from a provider and updating Currency records.</li> <li>[RESTlet] Simple endpoint to return the current Inventory Quantity of an Item.</li> <li>[Webhook] Receiving a 'Lead Created' signal from Facebook Ads.</li> <li>[Bank] Changing the 'Payment Reference' format in a DD template.</li> <li>[SFTP] Uploading a CSV of 'New Customers' to a marketing FTP.</li> <li>[RESTlet] Endpoint to update the 'Tracking Number' on a fulfillment.</li> <li>[Bank] Tweaking a Lockbox parser to handle a new transaction code.</li> <li>[Webhook] Marking a Support Case as 'Closed' when JIRA ticket is done.</li> <li>[SFTP] Fetching a 'Blacklist' CSV and updating a custom record.</li> <li>[RESTlet] Simple 'Ping' endpoint for health monitoring.</li> <li>[Bank] Adding a hardcoded header line to a NACHA file.</li> <li>[Webhook] Triggering a 'Password Reset' email from an external site.</li> <li>[RESTlet] Simple ping endpoint for health checks.</li> <li>[Webhook] Sync 'Case Closed' notifications from an external ticketing tool.</li> <li>[Bank] Adjust custom header formatting on a NACHA file.</li> </ul>
Integrations	RESTlets, Bank Connectivity, SFTP, External APIs, NSIP, OIC	Small	17	<p>Technical: Single Resource RESTlet (GET/POST), TBA/OAuth 1.0 setup. Simple external API calls.</p> <p>Common Use Cases:</p> <ul style="list-style-type: none"> <li>[RESTlet] External portal 'Get Order Status' by ID.</li> <li>[RESTlet] Accept a JSON payload and create a basic Lead record.</li> <li>[Integration] Connecting NetSuite to a shipping carrier API to generate a label (single request).</li> <li>[Integration] Outbound call to Slack to post a message when a 'Big Deal' is closed.</li> <li>[RESTlet] Endpoint to search for Customers by email address.</li> <li>[Integration] Address Validation: Call SmartyStreets/Google API on address entry.</li> <li>[RESTlet] Create a Support Case from a web form submission.</li> <li>[Integration] SMS Notification: Call Twilio when an order ships.</li> <li>[RESTlet] Exposing a Saved Search results via JSON.</li> <li>[Integration] Credit Check: Call Dun &amp; Bradstreet API on Customer creation.</li> <li>[RESTlet] Update Inventory Count from an external scanner.</li> <li>[Integration] Tax Calculation: Simple call to Avalara/Vertex (custom script).</li> <li>[RESTlet] Download a PDF of an Invoice via API.</li> <li>[Integration] Send a 'Welcome Email' via SendGrid API.</li> <li>[RESTlet] Endpoint to attach a file to a record.</li> <li>[RESTlet] Add paging support for a small external portal query.</li> <li>[Integration] Send structured status updates to Slack from workflow transitions.</li> <li>[RESTlet] Single-record upsert endpoint for external kiosks.</li> </ul>
Integrations	RESTlets, Bank Connectivity, SFTP, External APIs, NSIP, OIC	Medium	26	<p>Technical: Data Transformation (JSON &lt;-&gt; NetSuite), 'N/crypto' for signatures, Token management. Bi-directional syncs.</p> <p>Common Use Cases:</p> <ul style="list-style-type: none"> <li>[3PL] Export Fulfillments to warehouse, Import Tracking Numbers back.</li> <li>[Expense] Import expenses from Concur/Expensify as Vendor Bills.</li> <li>[eCommerce] Sync Inventory levels from NetSuite to Shopify (Delta updates).</li> <li>[Payroll] Export time entries to ADP/Paychex via CSV formatted generation and SFTP.</li> <li>[CRM] Sync Contacts between NetSuite and HubSpot.</li> <li>[Integration] Bank Reconciliation: Import bank statement via API and auto-match.</li> <li>[RESTlet] Complex 'Create Sales Order' with validation logic.</li> <li>[Integration] Pushing Item Master updates to a PIM system.</li> <li>[3PL] Importing 'Item Receipts' from an external warehouse.</li> <li>[Integration] Payment Gateway: Implementing a custom credit card processing script.</li> <li>[RESTlet] Upsert functionality: Create if new, Update if exists (Customer).</li> <li>[Integration] Project Sync: Syncing Projects and Tasks with Jira.</li> <li>[Integration] EDI 850 (PO) Import parsing JSON from an intermediary.</li> <li>[Integration] Syncing 'Price Levels' to an external quoting tool.</li> <li>[RESTlet] Dashboard Data Feed: Aggregating complex data for an external BI tool.</li> <li>[Integration] Sync Item Masters to PIM with delta-detection logic.</li> <li>[RESTlet] Complex payload validation before creating Sales Orders.</li> <li>[3PL] Map inbound receipt feeds to NetSuite Item Receipts.</li> </ul>
Integrations	RESTlets, Bank Connectivity, SFTP, External APIs, NSIP, OIC	Large	31	<p>Technical: High Volume, OAuth 2.0, Rate Limiting handling, Error Recovery, Middleware logic.</p> <p>Common Use Cases:</p> <ul style="list-style-type: none"> <li>[Salesforce] Bidirectional sync of Customers, Contacts, and Opportunities.</li> <li>[WMS] Real-time sync of Receipts, Picks, Packs, and Ships using Webhooks and RESTlets.</li> <li>[EDI] Processing 850 (PO), 810 (Invoice), 856 (ASN) via an intermediary provider.</li> <li>[Banking] Building a custom Bank Feeds Parser Plugin for a non-standard bank API.</li> <li>[eCommerce] Full Order Import loop: Customer -&gt; Order -&gt; Fulfillment -&gt; Billing.</li> <li>[Integration] Global Inventory visibility: Syncing stock across 50 locations in real-time.</li> <li>[Integration] Connecting to a proprietary Manufacturing Machine (IoT) via API.</li> <li>[Integration] Loyalty Program: Real-time point accrual and redemption engine.</li> <li>[Integration] Inter-company transfers with an external ERP system (SAP/Oracle).</li> <li>[Integration] Marketplace Connector: Syncing Amazon/eBay orders and inventory.</li> <li>[Integration] Logistics: Real-time freight quoting with multiple carriers.</li> <li>[Integration] Subscription Management: Syncing with Zuora/Chargebee.</li> <li>[Integration] POS Integration: Syncing daily sales receipts and cash drops.</li> <li>[Integration] Clinical Trials: Syncing patient data (HIPAA compliant) with external DB.</li> <li>[Integration] Field Service: Syncing work orders with a mobile fleet management system.</li> <li>[Integration] Build real-time availability feed for omnichannel systems.</li> <li>[Integration] Loyalty points ledger sync with external provider.</li> <li>[EDI] Multi-document handling engine (850/856/810).</li> </ul>

Integrations	RESTlets, Bank Connectivity, SFTP, External APIs, NSIP, OIC	Extra Large	50	<p>Technical: Middleware logic inside NetSuite, Event-driven architecture, Dead Letter Queues, Enterprise Service Bus patterns.</p> <p>Common Use Cases:</p> <ul style="list-style-type: none"> <li>- [Architecture] Full Omni-channel architecture: NetSuite as hub for POS, E-commerce, and B2B portal.</li> <li>- [Migration] Legacy System Bridge: Real-time double writing to NetSuite and Mainframe during transition.</li> <li>- [Logistics] Global Integration: 3PLs across different regions with unified logic.</li> <li>- [eCommerce] Multi-site Adobe Commerce (Magento) integration with 100K SKUs.</li> <li>- [Architecture] Custom Middleware built in NetSuite (Map/Reduce) to handle file parsing.</li> <li>- [Integration] Banking: Host-to-Host (H2H) encryption and file transfer automation.</li> <li>- [Integration] Supply Chain Control Tower: Aggregating data from Suppliers, 3PLs, and Carriers.</li> <li>- [Integration] Mergers &amp; Acquisitions: Syncing two live NetSuite instances.</li> <li>- [Integration] Healthcare: HL7 standard integration for medical records.</li> <li>- [Integration] Telecom: Billing mediation engine integration.</li> <li>- [Integration] Utilities: Smart Meter data ingestion and billing generation.</li> <li>- [Integration] Blockchain: Writing hash of transactions to a private ledger.</li> <li>- [Integration] AI: Sending data to OpenAI for analysis and retrieving insights.</li> <li>- [Architecture] Event-Driven architecture using AWS Lambda / Azure Functions triggered by NetSuite.</li> <li>- [Architecture] Enterprise-grade integration pipeline using MR as middleware.</li> <li>- [Government] Real-time NF-e / CFDI / FaturaPA compliant e-invoicing engine.</li> <li>- [Integration] Multi-system data lake extractor feeding BI platforms.</li> </ul>
Tech Services	Code Reviews, Troubleshooting, Performance Analysis, Consulting	Extra Small	3	<p>Technical: Syntax errors, Permission issues, Field ID mismatches.</p> <p>Common Use Cases:</p> <ul style="list-style-type: none"> <li>- Debugging why a specific User Event isn't triggering for a certain role.</li> <li>- Reviewing a snippet of code for security vulnerabilities (SQL injection).</li> <li>- Fixing a 'SSS_USAGE_LIMIT_EXCEEDED' error in a small loop.</li> <li>- Helping a functional consultant find the internal ID of a hidden field.</li> <li>- Investigating a 'permission violation' error for a custom role.</li> <li>- Fixing a broken formula in a Saved Search.</li> <li>- Explaining why a specific field is disabled on a form.</li> <li>- Reviewing a regex pattern for field validation.</li> <li>- Checking why an email notification didn't send.</li> <li>- Fixing a typo in a PDF template.</li> <li>- Resetting a stuck script deployment.</li> <li>- Validating a simple CSV import mapping.</li> <li>- Creating a Sandbox refresh checklist.</li> <li>- Investigating a 'Record has been changed' error on manual save.</li> <li>- Quick call to explain a script logic to a user.</li> <li>- [Review] Identify governance hotspots in a small script.</li> <li>- [Debug] Validate permissions for custom roles hitting unexpected errors.</li> </ul>
Tech Services	Code Reviews, Troubleshooting, Performance Analysis, Consulting	Small	5	<p>Technical: Logic errors, 'N/record' vs 'N/search' efficiency checks.</p> <p>Common Use Cases:</p> <ul style="list-style-type: none"> <li>- Optimizing a slow Client Script that freezes the UI on load.</li> <li>- Investigating why a Map/Reduce script is failing on specific data inputs.</li> <li>- Code Review of a 3rd party bundle script before deployment.</li> <li>- Requirements gathering meeting for a new small integration.</li> <li>- Analyzing a 'SuiteScript Error' log and tracing the root cause.</li> <li>- Debugging a Workflow that is stuck in a loop.</li> <li>- Performance check on a scheduled script taking longer than usual.</li> <li>- Helping a junior dev structure a new module.</li> <li>- Reviewing naming conventions and coding standards compliance.</li> <li>- Investigating missing GL impact on a custom transaction.</li> <li>- Fixing a pagination issue in a Suitelet.</li> <li>- Debugging a RESTlet that returns 400 Bad Request.</li> <li>- Setting up a new Sandbox environment with bundles.</li> <li>- Analyzing a discrepancy between a Search and a Report.</li> <li>- Documenting a small customization for end users.</li> <li>- [Review] Analyze third-party integration patterns for risks.</li> <li>- [Debug] Investigate Suitelet load slowness tied to search misuse.</li> </ul>
Tech Services	Code Reviews, Troubleshooting, Performance Analysis, Consulting	Medium	9	<p>Technical: Integration debugging (Logs), Race conditions, Environment Sandbox refresh issues.</p> <p>Common Use Cases:</p> <ul style="list-style-type: none"> <li>- Creating a Technical Design Document (TDD) for a proposed solution.</li> <li>- Troubleshooting intermittent 'RCRD_HAS_BEEN_CHANGED' collision errors.</li> <li>- Analyzing the impact of a NetSuite semi-annual upgrade on existing scripts.</li> <li>- Setting up a CI/CD pipeline for SuiteCloud Development Framework (SDF).</li> <li>- Debugging an integration that fails silently (no logs).</li> <li>- Investigating a performance degradation after a bundle update.</li> <li>- Reviewing a complex SQL query (SuiteQL) for optimization.</li> <li>- Designing a role-based permission matrix for a custom app.</li> <li>- Troubleshooting a bank file generation issue with the bank.</li> <li>- Validating data integrity after a bulk import.</li> <li>- Creating a test plan for a new release.</li> <li>- Mentoring a team on best practices for Map/Reduce.</li> <li>- Resolving a conflict between two User Event scripts.</li> <li>- Analyzing script governance usage across the account.</li> <li>- Setting up Single Sign-On (SSO) configuration.</li> </ul>
Tech Services	Code Reviews, Troubleshooting, Performance Analysis, Consulting	Large	15	<p>Technical: APM (Application Performance Management) deep dive, Database lock analysis.</p> <p>Common Use Cases:</p> <ul style="list-style-type: none"> <li>- Full system health check: Identifying unused scripts and optimizing system performance.</li> <li>- Designing a solution for 'Overcoming the 10,000 unit usage limit' in a complex process.</li> <li>- Refactoring a legacy 'Spaghetti Code' solution into a modular architecture.</li> <li>- Load testing a Suitelet before a Black Friday sale event.</li> <li>- Auditing all scripts for GDPR/PII compliance.</li> <li>- Troubleshooting a recursive script failure bringing down an operation.</li> <li>- Analyzing and fixing a 'Deadlock' issue in the database.</li> <li>- Designing a disaster recovery plan for critical scripts.</li> <li>- Evaluating a 3rd Party SuiteApp for technical fit.</li> <li>- Reverse engineering an undocumented legacy script.</li> <li>- Optimizing a slow-running integration that times out.</li> <li>- Conducting a security audit of all external endpoints.</li> <li>- Planning a migration from SuiteScript 1.0 to 2.1.</li> <li>- Troubleshooting a complex tax calculation engine failure.</li> <li>- Providing expert witness analysis on a failed implementation.</li> <li>- [Performance] Model governance consumption across all scheduled jobs.</li> <li>- [Consulting] Refactor a multi-script process into modular components.</li> </ul>

Tech Services	Code Reviews, Troubleshooting, Performance Analysis, Consulting	Extra Large	20	<p>Technical: Enterprise Architecture, Data Compliance, Multi-subsidiary strategy.</p> <p>Common Use Cases:</p> <ul style="list-style-type: none"> <li>- Defining the Global Instance Strategy for a multinational rollout.</li> <li>- Auditing the entire account for SOX compliance regarding automation.</li> <li>- Designing a Data Archiving strategy to reduce database size and improve speed.</li> <li>- Acting as a Technical Architect for a multi-year implementation.</li> <li>- Establishing a Global Center of Excellence (CoE) for NetSuite dev.</li> <li>- Designing a custom integration framework to replace middleware.</li> <li>- High-level roadmap planning with C-level executives.</li> <li>- Crisis management for a critical production outage.</li> <li>- Designing a multi-environment release management strategy.</li> <li>- Standardizing development practices across multiple vendor teams.</li> <li>- Assessing the feasibility of a massive M&amp;A data consolidation.</li> <li>- Designing a robust error handling and monitoring framework for the enterprise.</li> <li>- Leading a workshop on SuiteCloud features for the internal IT team.</li> <li>- Reviewing and approving all technical designs for a major program.</li> <li>- Creating a long-term technical debt reduction plan.</li> <li>- [Architecture] Design global release governance framework.</li> <li>- [Strategy] Lead multi-team alignment workshop for enterprise rollout.</li> </ul>
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### CS Dev Complexity Matrix

```
[
  {
    "category": "Standard Scripts",
    "description": "Client, User Event, Workflow Action, Scheduled, Mass Update, Map/Reduce",
    "sizes": {
      "Extra Small": {
        "hours": 4,
        "developer_notes": [
          "Technical: Simple 'N/currentRecord' validations, 'N/ui/message', or single-field updates using 'record.submitFields'.",
          "Governance: Negligible usage.",
          "Common Use Cases:",
          "- [Client] Throw an alert if a user selects a 'Date Required' in the past.",
          "- [Client] Make the 'Memo' field mandatory if 'Department' is set to 'Engineering'.",
          "- [UE] Default the 'Location' on a Sales Order based on the current user's subsidiary.",
          "- [UE] Block the deletion of a Customer record if it has the status 'Active'.",
          "- [Workflow] Action to lock the 'Discount' field after the status becomes 'Approved'.",
          "- [Mass Update] Uncheck 'To Be Printed' box on a static list of Invoices.",
          "- [Client] Disable the 'Tax Code' field for a specific custom form.",
          "- [UE] Concatenate 'First Name' and 'Last Name' into a custom 'Full Name' field on save.",
          "- [Client] Warn the user if they select a Vendor with a 'Credit Hold' status.",
          "- [UE] Set the 'Expected Close Date' to 30 days from today on new Opportunities.",
          "- [Client] Calculate 'Margin %' field instantly when 'Cost' or 'Price' changes.",
          "- [Workflow] Set a checkbox 'Manager Approved' when the workflow enters a specific state.",
          "- [Mass Update] Change the 'Sales Rep' on a list of old Leads.",
          "- [UE] Default the 'Currency' on a Purchase Order based on the Vendor's primary currency.",
          "- [Client] Prevent adding a line item if the quantity is zero.",
          "- [Client] Auto-select default subsidiary based on user role on pageInit.",
          "- [Client] Warn user if discount exceeds configured threshold.",
          "- [UE] Auto-set a "Review Required" checkbox when an Item Category is "High Risk".",
          "- [Mass Update] Mark old inactive items using submitFields."
        ]
      },
      "Small": {
        "hours": 7,
        "developer_notes": [
          "Technical: 'N/search' lookups, basic 'N/email' notifications, or cross-record updates on 'afterSubmit'. Simple Map/Reduce (no reduce stage).",
          "Governance: Low usage (<100 units).",
          "Common Use Cases:",
          "- [UE] Sync Customer address changes to all related open Contact records.",
          "- [UE] Calculate a custom commission % on Sales Order save and store in a hidden field.",
          "- [Scheduled] Run a nightly search to close Sales Orders older than 90 days.",
          "- [Client] Calculate line-item total weight dynamically as items are added to a sublist.",
          "- [Client] Prevent saving a PO if the total exceeds the Vendor's credit limit (requires lookup).",
          "- [Workflow] Custom button action that triggers an email to the warehouse manager with order details.",
          "- [UE] Create a 'Task' record for the Sales Rep when a new 'Lead' is created.",
          "- [Map/Reduce] Simple bulk update to set 'Inactive' on Items that haven't sold in 2 years.",
          "- [UE] Validate that the sum of percentage split fields equals 100% before saving.",
          "- [Scheduled] Email a list of 'Overdue Invoices' to the AR team every Monday morning.",
          "- [Client] Source the 'Class' from the Item record to the transaction line automatically.",
          "- [UE] Check if a specific Item exists on a Sales Order and add a mandatory 'Installation Fee'
        ]
      }
    }
  }
]
```

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line.",

    "- [Mass Update] Update the 'Pricing Level' for all Customers in a specific region.",
    "- [Workflow] Button to 'Resend Email' that triggers a script to generate and send a transaction PDF.",

    "- [UE] Prevent closing a Case if there are open related Tasks.",
    "- [UE] Sync custom fields across related customer records after update.",
    "- [Client] Debounce sublist lookups to avoid performance issues during edits.",
    "- [Scheduled] Auto-close tasks older than 180 days with predefined status.",
    "- [Map/Reduce] Bulk update a status field for items in a saved search result."


]

},

"Medium": {

    "hours": 12,
    "developer_notes": [
        "Technical: Complex business logic involving 'N/query' (SuiteQL), 'N/task' for chaining, or multiple related record updates. Standard Map/Reduce.",
        "Common Use Cases:",
        "- [UE] Validate Sales Order against a custom 'Budget' record; prevent save if budget is exceeded.",
        "- [Scheduled] Re-assign leads in a round-robin fashion based on sales rep capacity/score.",
        "- [Client] Call a Suitelet to validate inventory availability across multiple locations in real-time.",
        "- [UE] Create a 'Renewal Opportunity' automatically 30 days before a Contract expires.",
        "- [Map/Reduce] Consolidate daily Invoices: Group by Customer and email a summary statement.",
        "- [UE] Update the Parent Customer's 'Total Balance' field whenever a Child Customer's invoice is paid.",
        "- [Scheduled] Check all 'subscription' Items and generate Renewal Sales Orders for next month.",
        "- [Map/Reduce] Go through all 'Work Orders' and release them if component inventory is available.",
        "- [UE] On Fulfillment, automatically creating a custom 'Warranty' record for serialized items.",
        "- [Client] Complex pop-up suitelet to select 'Lot Numbers' based on FEFO (First Expired First Out).",
        "- [Map/Reduce] Mass delete custom records that are used as temporary logs.",
        "- [UE] Cross-subsidiary check: Prevent selling an item if it's not available in the shipping subsidiary.",
        "- [Scheduled] Auto-approve Purchase Orders under a certain amount if the budget permits.",
        "- [UE] Distribute shipping costs across lines based on weight upon Invoice creation.",
        "- [Map/Reduce] Update Item standard costs based on the average of the last 3 Vendor Bills.",
        "- [Client] Validate item availability via Suitelet and show real-time toast messages.",
        "- [UE] Trigger multi-record updates using SuiteQL-driven logic.",
        "- [Map/Reduce] Delete temporary log records older than 30 days.",
        "- [Scheduled] Auto-generate renewal transactions based on custom criteria."
    ]
},

"Large": {

    "hours": 20,
    "developer_notes": [
        "Technical: High-governance tasks, heavy 'N/record' loading loops, recursive logic, or complex Map/Reduce logic.",
        "Common Use Cases:",
        "- [Scheduled] Inventory allocation engine that runs hourly to reserve stock for VIP customers.",
        "- [UE] Split a single Sales Order into multiple Fulfillment Requests based on item vendor/location.",
        "- [Scheduled] Generate complex XML regulatory reports from transaction data and save to File Cabinet.",
        "- [UE] Complex Revenue Recognition waterfall calculation triggered upon Invoice creation.",
        "- [Workflow] Multi-stage approval process with dynamic approvers based on a department/amount matrix.",
        "- [Map/Reduce] Analyze sales history to calculate and update 'Reorder Points' for all Inventory Items.",
        "- [UE] Intercompany Automation: Auto-create a Purchase Order in Sub A when Sales Order is created in Sub B.",
        "- [Scheduled] Commission Engine: Calculate tiered commissions based on complex quotas and profitability.,
        "- [Map/Reduce] Bulk generate PDF Invoices for 10,000 transactions and email them.",
        "- [UE] On Return Authorization, validate against original Sales Order and enforce return policies.",
        "- [Map/Reduce] GL Impact Analysis: Iterate through JEs and flag anomalies based on historical trends.",
        "- [Scheduled] Sync Currency Exchange rates from a custom API provider and update system rates.",
        "- [UE] Manufacturing: Auto-create Work Orders and Issue Components based on Sales Order configuration.",
        "- [Map/Reduce] Customer Hierarchy Rollup: Summing up sales totals from L5 children up to L1 parents."
    ]
}
}

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        "- [Scheduled] Subscription Billing: specialized logic to handle pro-ration and upgrades/downgrades.",
        "- [Map/Reduce] Recompute amortization schedules and post adjustments.",
        "- [UE] Perform inter-subsidiary checks before allowing fulfillment.",
        "- [Scheduled] Generate multi-subsidiary financial snapshots and export PDFs.",
        "- [Map/Reduce] Update cost-of-goods algorithms based on historical vendor prices."
    ]
},
"Extra Large": {
    "hours": 30,
    "developer_notes": [
        "Technical: Chained Map/Reduce jobs (Pipelines), Multi-queue architecture, Massive data migration, System-wide updates.",
        "Common Use Cases:",
        "- [Map/Reduce] Data Migration: Importing Legacy ERP History (Customers -> Orders -> Invoices -> Payments).",
        "- [Scheduled] Year-End Process: Closing books across 50 subsidiaries, calculating FX adjustments, and posting Journals.",
        "- [Map/Reduce] Huge Catalog Update: Processing a vendor's 1M row CSV price file, matching items, and updating costs.",
        "- [Map/Reduce] Landed Cost Calculator: Allocating container freight costs across thousands of Item Receipts.,
        "- [Map/Reduce] Historical Data Cleansing: Normalizing address formats across 500,000 customer records.,
        "- [Scheduled] Advanced Forecasting Engine: Using weighted averages to predict stock needs and create POS.,
        "- [Map/Reduce] Mass Voiding: Voiding thousands of checks due to a bank error, with reversal JEs.,
        "- [Architecture] Multi-step order orchestration: Order Placed -> Fraud Check -> Allocation -> 3PL Send.,
        "- [Map/Reduce] Rebuilding a custom 'General Ledger' reporting table from scratch based on all transactions.,
        "- [Map/Reduce] GDPR Compliance: Anonymizing personal data on inactive customers after retention period.,
        "- [Scheduled] Fixed Asset Depreciation: Custom engine for non-standard depreciation methods across 10k assets.,
        "- [Map/Reduce] Project Profitability Recalculation: Updating all Projects based on timesheets and expenses.,
        "- [Map/Reduce] Inventory Snapshot: Creating a daily snapshot of inventory value by lot for audit purposes.,
        "- [Map/Reduce] Backorder Management: Auto-allocating received stock to backorders based on priority rules.,
        "- [Architecture] Building a custom 'MRP' (Material Requirements Planning) replacement within NetSuite.,
        "- [Map/Reduce] Three-stage pipeline: preparation processing export with checkpointing.,
        "- [Map/Reduce] Full rebuild of reporting tables using staged MR batches.,
        "- [Scheduled] High-volume orchestration of chained jobs for monthly financial operations.,
        "- [Architecture] Bulk-validation pipeline with async RESTlet verification."
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}
},
{
    "category": "Suitelets & UI",
    "description": "Suitelets, Portlets, Advanced PDF, Custom UI/UX",
    "sizes": {
        "Extra Small": {
            "hours": 5,
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                "Technical: 'N/ui/serverWidget' basic forms or simple Advanced PDF template text changes.",
                "Common Use Cases:",
                "- [Suitelet] A simple settings page to store script parameters (Company Preferences).",
                "- [Adv PDF] Changing the logo and address layout on the Standard Invoice PDF.,
                "- [Portlet] A text box displaying the 'Message of the Day' for the sales team.,
                "- [Suitelet] A popup window to capture a 'Rejection Reason' string.,
                "- [Adv PDF] Changing the font size and color of the header elements.,
                "- [Portlet] Simple list of 'Key Contacts' for the support team.,
                "- [Suitelet] A simple 'Hello World' page to test connectivity.,
                "- [Adv PDF] Adding a static 'Thank You' message footer.,
                "- [Suitelet] A page displaying a read-only list of error logs.,
                "- [Portlet] Embedding an external RSS feed widget."
            ]
        }
    }
}

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    "- [Adv PDF] Removing the 'Shipping Address' section if it matches 'Billing Address'.",
    "- [Suitelet] Form to input a date range and trigger a search.",
    "- [Portlet] Displaying the current user's photo and basic details.",
    "- [Adv PDF] Adding a barcode to the packing slip (using standard BFO tags).",
    "- [Suitelet] A confirmation page after a user clicks a link in an email.",
    "- [Suitelet] Display basic configuration read-only settings for review.",
    "- [Adv PDF] Auto-hide promotional text section when customer is tax-exempt.",
    "- [Portlet] Show upcoming maintenance alerts pulled from a custom record."
}

],
"Small": {
  "hours": 12,
  "developer_notes": [
    "Technical: Standard Lists with filters, PDF conditional logic (FreeMarker if/list), CSV exports.",
    "Common Use Cases:",
    "- [Suitelet] Display a list of 'My Open Tickets' with a direct link to edit them.",
    "- [Adv PDF] Coloring line items red if the amount is negative or the item is out of stock.",
    "- [Suitelet] A form to upload a CSV file and pass it to a scheduled script.",
    "- [Portlet] Showing a pie chart of the current user's sales pipeline stages.",
    "- [Adv PDF] Adding a custom 'Terms and Conditions' page appended to the Quote PDF.",
    "- [Suitelet] 'Quick Item Entry': A form with 5 rows to quickly add items to a cart.",
    "- [Adv PDF] Displaying Item Images on the Sales Order printout.",
    "- [Suitelet] A custom 'Password Reset' tool for external non-licensed users.",
    "- [Portlet] A 'Top 5 Customers' list based on current month sales.",
    "- [Adv PDF] Showing different bank details based on the subsidiary currency.",
    "- [Suitelet] A simple tool to bulk update 'Expected Delivery Date' on PO lines.",
    "- [Portlet] Quick links dashboard for warehouse operations.",
    "- [Adv PDF] Formatting a custom record (e.g., 'Warranty Contract') for print.",
    "- [Suitelet] A 'Contact Us' form that creates a Support Case.",
    "- [Adv PDF] Implementing logic to hide the 'Discount' column if it is empty.",
    "- [Suitelet] Mini dashboard listing user tasks with priority color coding.",
    "- [Portlet] Add a small KPI tile showing this month's total orders.",
    "- [Adv PDF] Apply conditional footers based on Sales Rep region."
]

},
"Medium": {
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  "developer_notes": [
    "Technical: Editable Sublists, Wizard-style pagination (GET/POST handling), dynamic HTML injection.",
    "Common Use Cases:",
    "- [Suitelet] A 'Quick Order' entry form allowing customers to add multiple items via SKU grid.",
    "- [Suitelet] Step-by-step wizard for onboarding new Employees (Personal Info -> Banking -> Equipment).",
    "- [Adv PDF] Complex Picking Ticket grouping items by Bin Location and then by Shelf.",
    "- [Suitelet] Custom print layout for Item Labels using ZPL/HTML generation.",
    "- [Adv PDF] Multi-currency Invoice template that switches languages based on Customer subsidiary.",
    "- [Suitelet] 'Commission Dispute' portal where reps can contest specific transaction lines.",
    "- [Suitelet] Custom 'Receive Inbound Shipment' page with barcode scanning focus.",
    "- [Adv PDF] Bill of Lading document pulling data from Sales Order, Fulfillment, and Customer.",
    "- [Suitelet] A Kanban board view for Project Tasks using drag-and-drop HTML.",
    "- [Adv PDF] Consolidated Invoice printing multiple invoices in one PDF stream.",
    "- [Suitelet] Tool to merge two Duplicate Customer records.",
    "- [Suitelet] Inventory Transfer tool optimized for tablet usage.",
    "- [Adv PDF] Manufacturing Traveler document with barcodes for every operation step.",
    "- [Suitelet] 'Manager Approval' page showing pending approvals with Approve/Reject buttons.",
    "- [Adv PDF] Custom Dunning Letter with aging buckets and payment history.",
    "- [Suitelet] HTML-based SKU chooser with autocomplete search bar.",
    "- [Suitelet] Bulk merge UI for resolving duplicate custom records.",
    "- [Adv PDF] Add multi-language labels to shipping documents."
]

},
"Large": {
  "hours": 35,
  "developer_notes": [
    "Technical: 'N/render' complex reports, Dashboards, Client-side scripting attached to Suitelets.",
    "Common Use Cases:",
    "- [Suitelet] Operational Dashboard showing real-time KPIs, charts, and drill-down tables.",
    "- [Suitelet] Warehouse scanning interface (Barcode focused) designed for mobile devices."
  ]
}

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    "- [Adv PDF] Generating a 50+ page 'Customer Statement' book with cover page, summary, and detail sections.",
    "- [Suitelet] 'Product Configurator' allowing assembly of complex BOMs with visual feedback.",
    "- [Suitelet] Interactive Calendar for Service Resources scheduling.",
    "- [Adv PDF] Highly stylized 'Marketing Quote' that looks like a brochure (heavy CSS).",
    "- [Suitelet] Customer Portal allowing external users to view Orders and Pay Invoices.",
    "- [Suitelet] Production Planner: Gantt chart style view of Work Orders.",
    "- [Adv PDF] Generating a complex Government Tax Form (pixel perfect) overlay.",
    "- [Suitelet] Bulk Fulfillment Interface: Selecting 100 orders and generating shipping labels.",
    "- [Suitelet] Interactive Org Chart visualizer based on Employee hierarchy.",
    "- [Suitelet] Custom Point of Sale (POS) interface for a retail counter.",
    "- [Adv PDF] Dynamic Contract generation inserting legal clauses based on items sold.",
    "- [Suitelet] 'Vendor Onboarding' external portal with file uploads and validation.",
    "- [Suitelet] Advanced Budgeting Tool allowing matrix entry by Dept/Month.",
    "- [Suitelet] Advanced order picking UI with slotting suggestions.",
    "- [Suitelet] Interactive forecasting dashboard with drilldowns.",
    "- [Adv PDF] Generate a complex multipage contract with dynamic appendices."
}

],
"Extra Large": {
  "hours": 50,
  "developer_notes": [
    "Technical: Single Page Applications (SPA), React/Vue embedded, orchestration of background jobs.",
    "Common Use Cases:",
    "- [Suitelet] Complete 'Vendor Portal' allowing external suppliers to login, view POs, and submit ASNs.",
    "- [UI] Interactive Gantt chart for Project Management built with external JS libraries inside a Suitelet.",
    "- [Suitelet] Full-blown 'eCommerce' checkout experience within NetSuite (for B2B).",
    "- [Suitelet] Custom WMS (Warehouse Management System) Application replacing standard NetSuite WMS.",
    "- [Suitelet] Data Visualization Control Room: Integrating D3.js for complex supply chain mapping.",
    "- [Suitelet] 'Dealer Portal': Allowing resellers to place orders, check stock, and download assets.",
    "- [Suitelet] Internal 'App Store': Interface to install/configure custom internal bundles.",
    "- [Suitelet] Complex CPQ (Configure, Price, Quote) engine with rule-based constraints.",
    "- [Suitelet] Multi-subsidiary Consolidation Reporting Tool with real-time currency toggles.",
    "- [Suitelet] Field Service Mobile App backend (serving a custom PWA).",
    "- [Suitelet] 'Event Management': Handling registrations, ticketing, and seat allocation.",
    "- [Suitelet] Custom Manufacturing Execution System (MES) shop floor interface.",
    "- [Suitelet] Asset Maintenance Scheduler with drag-and-drop and map integration.",
    "- [Suitelet] Heavy Data Grid: Editing thousands of lines (like Excel) with bulk save logic.",
    "- [Suitelet] Interactive Floor Plan for real estate or warehouse mapping.",
    "- [Suitelet] SPA-based WMS UI using React components.",
    "- [Suitelet] Complex CPQ engine with visual configuration and rule validation.",
    "- [Suitelet] Multi-subsidiary consolidation dashboard with real-time toggling."
  ]
}
},
{
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  "description": "RESTlets, Bank Connectivity, SFTP, External APIs, NSIP, OIC",
  "sizes": {
    "Extra Small": {
      "hours": 8,
      "developer_notes": [
        "Technical: N/sftp basic upload, or tweaking existing Bank Connectors. Simple Webhooks.",
        "Common Use Cases:",
        "- [Bank] Adjusting an EFT File Format (XML/Fixed width) to match new Bank specs.",
        "- [SFTP] Uploading a daily 'Positive Pay' file to the bank via SFTP.",
        "- [Webhook] Update a 'Delivery Status' field on a Sales Order from a carrier callback.",
        "- [SFTP] Downloading a daily FX Rate file from a provider and updating Currency records.",
        "- [RESTlet] Simple endpoint to return the current Inventory Quantity of an Item.",
        "- [Webhook] Receiving a 'Lead Created' signal from Facebook Ads.",
        "- [Bank] Changing the 'Payment Reference' format in a DD template.",
        "- [SFTP] Uploading a CSV of 'New Customers' to a marketing FTP.",
        "- [RESTlet] Endpoint to update the 'Tracking Number' on a fulfillment.",
        "- [Bank] Tweaking a Lockbox parser to handle a new transaction code.",
        "- [Webhook] Marking a Support Case as 'Closed' when JIRA ticket is done.",
        "- [SFTP] Fetching a 'Blacklist' CSV and updating a custom record."
      ]
    }
  }
}

```

```

    "- [RESTlet] Simple 'Ping' endpoint for health monitoring.",
    "- [Bank] Adding a hardcoded header line to a NACHA file.",
    "- [Webhook] Triggering a 'Password Reset' email from an external site.",
    "- [RESTlet] Simple ping endpoint for health checks.",
    "- [Webhook] Sync "Case Closed" notifications from an external ticketing tool.",
    "- [Bank] Adjust custom header formatting on a NACHA file."
}

],
"Small": {
    "hours": 17,
    "developer_notes": [
        "Technical: Single Resource RESTlet (GET/POST), TBA/OAuth 1.0 setup. Simple external API calls.",
        "Common Use Cases:",
        "- [RESTlet] External portal 'Get Order Status' by ID.",
        "- [RESTlet] Accept a JSON payload and create a basic Lead record.",
        "- [Integration] Connecting NetSuite to a shipping carrier API to generate a label (single request).",
        "- [Integration] Outbound call to Slack to post a message when a 'Big Deal' is closed.",
        "- [RESTlet] Endpoint to search for Customers by email address.",
        "- [Integration] Address Validation: Call SmartyStreets/Google API on address entry.",
        "- [RESTlet] Create a Support Case from a web form submission.",
        "- [Integration] SMS Notification: Call Twilio when an order ships.",
        "- [RESTlet] Exposing a Saved Search results via JSON.",
        "- [Integration] Credit Check: Call Dun & Bradstreet API on Customer creation.",
        "- [RESTlet] Update Inventory Count from an external scanner.",
        "- [Integration] Tax Calculation: Simple call to Avalara/Vertex (custom script).",
        "- [RESTlet] Download a PDF of an Invoice via API.",
        "- [Integration] Send a 'Welcome Email' via SendGrid API.",
        "- [RESTlet] Endpoint to attach a file to a record.",
        "- [RESTlet] Add paging support for a small external portal query.",
        "- [Integration] Send structured status updates to Slack from workflow transitions.",
        "- [RESTlet] Single-record upsert endpoint for external kiosks."
    ]
},
"Medium": {
    "hours": 26,
    "developer_notes": [
        "Technical: Data Transformation (JSON <-> NetSuite), 'N/crypto' for signatures, Token management. Bi-directional syncs.",
        "Common Use Cases:",
        "- [3PL] Export Fulfillments to warehouse, Import Tracking Numbers back.",
        "- [Expense] Import expenses from Concur/Expensify as Vendor Bills.",
        "- [eCommerce] Sync Inventory levels from NetSuite to Shopify (Delta updates).",
        "- [Payroll] Export time entries to ADP/Paychex via CSV formatted generation and SFTP.",
        "- [CRM] Sync Contacts between NetSuite and HubSpot.",
        "- [Integration] Bank Reconciliation: Import bank statement via API and auto-match.",
        "- [RESTlet] Complex 'Create Sales Order' with validation logic.",
        "- [Integration] Pushing Item Master updates to a PIM system.",
        "- [3PL] Importing 'Item Receipts' from an external warehouse.",
        "- [Integration] Payment Gateway: Implementing a custom credit card processing script.",
        "- [RESTlet] Upsert functionality: Create if new, Update if exists (Customer).",
        "- [Integration] Project Sync: Syncing Projects and Tasks with Jira.",
        "- [Integration] EDI 850 (PO) Import parsing JSON from an intermediary.",
        "- [Integration] Syncing 'Price Levels' to an external quoting tool.",
        "- [RESTlet] Dashboard Data Feed: Aggregating complex data for an external BI tool.",
        "- [Integration] Sync Item Masters to PIM with delta-detection logic.",
        "- [RESTlet] Complex payload validation before creating Sales Orders.",
        "- [3PL] Map inbound receipt feeds to NetSuite Item Receipts."
    ]
},
"Large": {
    "hours": 31,
    "developer_notes": [
        "Technical: High Volume, OAuth 2.0, Rate Limiting handling, Error Recovery, Middleware logic.",
        "Common Use Cases:",
        "- [Salesforce] Bidirectional sync of Customers, Contacts, and Opportunities.",
        "- [WMS] Real-time sync of Receipts, Picks, Packs, and Ships using Webhooks and RESTlets.",
        "- [EDI] Processing 850 (PO), 810 (Invoice), 856 (ASN) via an intermediary provider.",
        "- [Banking] Building a custom Bank Feeds Parser Plugin for a non-standard bank API."
    ]
}
]
}

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    "- [eCommerce] Full Order Import loop: Customer -> Order -> Fulfillment -> Billing.",
    "- [Integration] Global Inventory visibility: Syncing stock across 50 locations in real-time.",
    "- [Integration] Connecting to a proprietary Manufacturing Machine (IoT) via API.",
    "- [Integration] Loyalty Program: Real-time point accrual and redemption engine.",
    "- [Integration] Inter-company transfers with an external ERP system (SAP/Oracle).",
    "- [Integration] Marketplace Connector: Syncing Amazon/eBay orders and inventory.",
    "- [Integration] Logistics: Real-time freight quoting with multiple carriers.",
    "- [Integration] Subscription Management: Syncing with Zuora/Chargebee.",
    "- [Integration] POS Integration: Syncing daily sales receipts and cash drops.",
    "- [Integration] Clinical Trials: Syncing patient data (HIPAA compliant) with external DB.",
    "- [Integration] Field Service: Syncing work orders with a mobile fleet management system.",
    "- [Integration] Build real-time availability feed for omnichannel systems.",
    "- [Integration] Loyalty points ledger sync with external provider.",
    "- [EDI] Multi-document handling engine (850/856/810).",

    ],
},
"Extra Large": {
  "hours": 50,
  "developer_notes": [
    "Technical: Middleware logic inside NetSuite, Event-driven architecture, Dead Letter Queues, Enterprise Service Bus patterns.",
    "Common Use Cases:",
    "- [Architecture] Full Omni-channel architecture: NetSuite as hub for POS, E-com, and B2B portal.",
    "- [Migration] Legacy System Bridge: Real-time double writing to NetSuite and Mainframe during transition.",
    "- [Logistics] Global Integration: 3PLs across different regions with unified logic.",
    "- [eCommerce] Multi-site Adobe Commerce (Magento) integration with 100k SKUs.",
    "- [Architecture] Custom Middleware built in NetSuite (Map/Reduce) to handle file parsing.",
    "- [Integration] Banking: Host-to-Host (H2H) encryption and file transfer automation.",
    "- [Integration] Government: Real-time e-invoicing integration (Brazil/Mexico/Italy) custom build.",
    "- [Integration] Supply Chain Control Tower: Aggregating data from Suppliers, 3PLs, and Carriers.",
    "- [Integration] Mergers & Acquisitions: Syncing two live NetSuite instances.",
    "- [Integration] Healthcare: HL7 standard integration for medical records.",
    "- [Integration] Telecom: Billing mediation engine integration.",
    "- [Integration] Utilities: Smart Meter data ingestion and billing generation.",
    "- [Integration] Blockchain: Writing hash of transactions to a private ledger.",
    "- [Integration] AI: Sending data to OpenAI for analysis and retrieving insights.",
    "- [Architecture] Event-Driven architecture using AWS Lambda / Azure Functions triggered by NetSuite.",
    "- [Architecture] Enterprise-grade integration pipeline using MR as middleware.",
    "- [Government] Real-time NF-e / CFDI / FatturaPA compliant e-invoicing engine.",
    "- [Integration] Multi-system data lake extractor feeding BI platforms."
  ]
},
{
  "category": "Tech Services",
  "description": "Code Reviews, Troubleshooting, Performance Analysis, Consulting",
  "sizes": {
    "Extra Small": {
      "hours": 3,
      "developer_notes": [
        "Technical: Syntax errors, Permission issues, Field ID mismatches.",
        "Common Use Cases:",
        "- Debugging why a specific User Event isn't triggering for a certain role.",
        "- Reviewing a snippet of code for security vulnerabilities (SQL injection).",
        "- Fixing a 'SSS_USAGE_LIMIT_EXCEEDED' error in a small loop.",
        "- Helping a functional consultant find the internal ID of a hidden field.",
        "- Investigating a 'permission violation' error for a custom role.",
        "- Fixing a broken formula in a Saved Search.",
        "- Explaining why a specific field is disabled on a form.",
        "- Reviewing a regex pattern for field validation.",
        "- Checking why an email notification didn't send.",
        "- Fixing a typo in a PDF template.",
        "- Resetting a stuck script deployment.",
        "- Validating a simple CSV import mapping.",
        "- Creating a Sandbox refresh checklist.",
        "- Investigating a 'Record has been changed' error on manual save."
      ]
    }
  }
}

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    "- Quick call to explain a script logic to a user.",
    "- [Review] Identify governance hotspots in a small script.",
    "- [Debug] Validate permissions for custom roles hitting unexpected errors."
]

},
"Small": {
  "hours": 5,
  "developer_notes": [
    "Technical: Logic errors, 'N/record' vs 'N/search' efficiency checks.",
    "Common Use Cases:",
    "- Optimizing a slow Client Script that freezes the UI on load.",
    "- Investigating why a Map/Reduce script is failing on specific data inputs.",
    "- Code Review of a 3rd party bundle script before deployment.",
    "- Requirements gathering meeting for a new small integration.",
    "- Analyzing a 'SuiteScript Error' log and tracing the root cause.",
    "- Debugging a Workflow that is stuck in a loop.",
    "- Performance check on a scheduled script taking longer than usual.",
    "- Helping a junior dev structure a new module.",
    "- Reviewing naming conventions and coding standards compliance.",
    "- Investigating missing GL impact on a custom transaction.",
    "- Fixing a pagination issue in a Suitelet.",
    "- Debugging a RESTlet that returns 400 Bad Request.",
    "- Setting up a new Sandbox environment with bundles.",
    "- Analyzing a discrepancy between a Search and a Report.",
    "- Documenting a small customization for end users.",
    "- [Review] Analyze third-party integration patterns for risks.",
    "- [Debug] Investigate Suitelet load slowness tied to search misuse."
]

},
"Medium": {
  "hours": 9,
  "developer_notes": [
    "Technical: Integration debugging (Logs), Race conditions, Environment Sandbox refresh issues.",
    "Common Use Cases:",
    "- Creating a Technical Design Document (TDD) for a proposed solution.",
    "- Troubleshooting intermittent 'RCRD_HAS_BEEN_CHANGED' collision errors.",
    "- Analyzing the impact of a NetSuite semi-annual upgrade on existing scripts.",
    "- Setting up a CI/CD pipeline for SuiteCloud Development Framework (SDF).",
    "- Debugging an integration that fails silently (no logs).",
    "- Investigating a performance degradation after a bundle update.",
    "- Reviewing a complex SQL query (SuiteQL) for optimization.",
    "- Designing a role-based permission matrix for a custom app.",
    "- Troubleshooting a bank file generation issue with the bank.",
    "- Validating data integrity after a bulk import.",
    "- Creating a test plan for a new release.",
    "- Mentoring a team on best practices for Map/Reduce.",
    "- Resolving a conflict between two User Event scripts.",
    "- Analyzing script governance usage across the account.",
    "- Setting up Single Sign-On (SSO) configuration."
]

},
"Large": {
  "hours": 15,
  "developer_notes": [
    "Technical: APM (Application Performance Management) deep dive, Database lock analysis.",
    "Common Use Cases:",
    "- Full system health check: Identifying unused scripts and optimizing system performance.",
    "- Designing a solution for 'Overcoming the 10,000 unit usage limit' in a complex process.",
    "- Refactoring a legacy 'Spaghetti Code' solution into a modular architecture.",
    "- Load testing a Suitelet before a Black Friday sale event.",
    "- Auditing all scripts for GDPR/PII compliance.",
    "- Troubleshooting a recursive script failure bringing down an operation.",
    "- Analyzing and fixing a 'Deadlock' issue in the database.",
    "- Designing a disaster recovery plan for critical scripts.",
    "- Evaluating a 3rd Party SuiteApp for technical fit.",
    "- Reverse engineering an undocumented legacy script.",
    "- Optimizing a slow-running integration that times out.",
    "- Conducting a security audit of all external endpoints.",
    "- Planning a migration from SuiteScript 1.0 to 2.1."
]
}

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        "- Troubleshooting a complex tax calculation engine failure.",
        "- Providing expert witness analysis on a failed implementation.",
        "- [Performance] Model governance consumption across all scheduled jobs.",
        "- [Consulting] Refactor a multi-script process into modular components."
    ],
},
"Extra Large": {
    "hours": 20,
    "developer_notes": [
        "Technical: Enterprise Architecture, Data Compliance, Multi-subsidiary strategy.",
        "Common Use Cases:",
        "- Defining the Global Instance Strategy for a multinational rollout.",
        "- Auditing the entire account for SOX compliance regarding automation.",
        "- Designing a Data Archiving strategy to reduce database size and improve speed.",
        "- Acting as a Technical Architect for a multi-year implementation.",
        "- Establishing a Global Center of Excellence (CoE) for NetSuite dev.",
        "- Designing a custom integration framework to replace middleware.",
        "- High-level roadmap planning with C-level executives.",
        "- Crisis management for a critical production outage.",
        "- Designing a multi-environment release management strategy.",
        "- Standardizing development practices across multiple vendor teams.",
        "- Assessing the feasibility of a massive M&A data consolidation.",
        "- Designing a robust error handling and monitoring framework for the enterprise.",
        "- Leading a workshop on SuiteCloud features for the internal IT team.",
        "- Reviewing and approving all technical designs for a major program.",
        "- Creating a long-term technical debt reduction plan.",
        "- [Architecture] Design global release governance framework.",
        "- [Strategy] Lead multi-team alignment workshop for enterprise rollout."
    ]
},
}
}
]
```