

Course Audience



- You are an NetSuite Power User or Administrator with broad knowledge of NetSuite.
- You have completed at least one NetSuite Implementation in the last year
- Intend to earn the NetSuite Certified Administrator, ERP Consultant, or SuiteCloud Developer titles
 - ◆ This certification is a pre-requisite
- You should also have completed the NetSuite recommended training courses in the Certification Study Guides

0:42 / 2:00

Introduction 1

Course Benefits

Taking this course and committing to full participation will:

- Ready you for certification for NetSuite SuiteFoundation
- Provide you with subject areas that you may have overlooked or missed

Subject Areas Covered by the Course

This course is designed to examine the subject areas that are frequently missed, when preparing for the SuiteFoundation Exam.

Discussion points will be for the following topics:

- Setup and navigation
- Item setup and basic inventory management
- Sales order processing
- NetSuite Site Builder web store capabilities
- Data management
- Managing NetSuite

Course Flow



Introduction

What this course isn't

This course **is** designed to help you focus your skills and revision and understanding of NetSuite to help you achieve NetSuite Certification, with the guidance of NetSuite experts.

It is **not intended** to replace the recommended training courses, nor is it designed to include every topic that will be examined in the Certification process for the SuiteFoundation Exam.

The prerequisites are that you have read or attended:

- Study Guide for the SuiteFoundation exams
- Recommended courses
- SuiteAnswers
- NetSuite Help
- New Feature training

About this Module

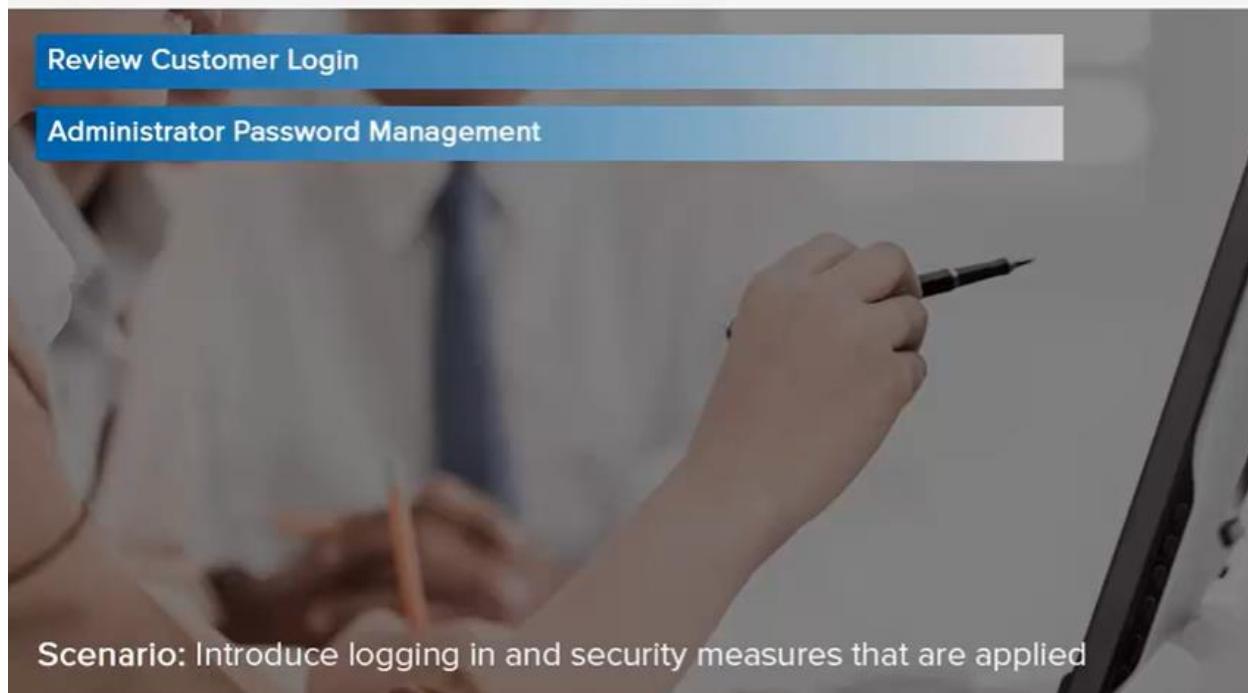
Exam Objective: *Identify the different navigation options within NetSuite.*

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

Module 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



Scenario: Introduce logging in and security measures that are applied

Review Customer Login

You may click the Customer Login link, available on the Visitor Center:



- Go to Customer Login
 - ♦ Review What's New, Training, other current banners
- Enter Email and password

Note:

User 30-minute lockout occurs after five (5) failed attempts.

Navigate the Application

Administrator Password Management

Administrators are 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.
 - ♦ **Minimum Password Length:** dictated by the password policy defined
 - ♦ **Password Expiration:** number of days a login password can be used before a user is prompted to change it

PASSWORD POLICY
Weak - Not Recommended
MINIMUM PASSWORD LENGTH *
8
PASSWORD EXPIRATION IN DAYS

Navigate the Application

NetSuite Account Security

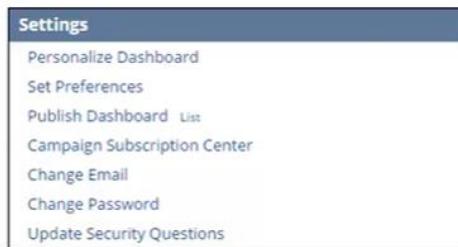
NetSuite takes your account security seriously:

- 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:

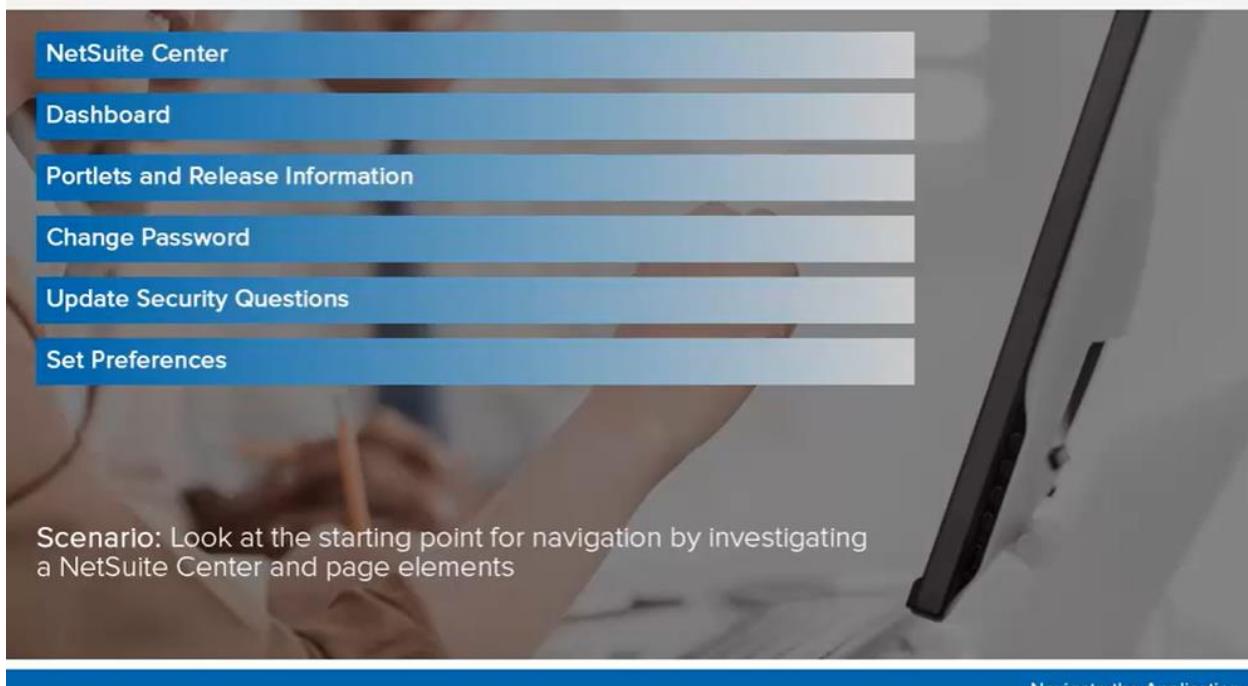
- NetSuite sends a system-generated email to the user
- Users may reset their security questions in the Settings portlet
 - ◆ Go to Home > Settings Portlet



- Users are required to verify security questions upon changing browsers

[Navigate the Application](#)

Walkthrough: NetSuite Center and Web Page Elements



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

[Navigate the Application](#)

Change Password

[Save](#)

[Cancel](#)

CURRENT PASSWORD *	*****
NEW PASSWORD *	*****
CONFIRM NEW PASSWORD *	*****

Password Criteria

- Is sufficiently different from previous password ✓
- Does not contain illegal characters. ✓
- Is at least 6 characters long ✓
- New passwords match ✓

NetSuite Center

The center is the role-specific set of tabbed pages, providing the pages and links users need

The screenshot shows the NetSuite Center interface. At the top, there's a navigation bar with links for Activities, Transactions, Lists, Reports, Customization, Documents, Setup, Support, and a green 'NetSuite Center' button. Below the navigation bar is a 'Home' tab. On the left, there's a 'My login audit' portlet showing recent logins and password changes. On the right, there's a 'New Release' portlet with a 'Welcome to Release' message, KPIs (Orders up 50.0%, Inventory down 1.5%, Revenue up 13.5%), and sections for 'New User Interface', 'Improved Distribution Planning and Manufacturing', and 'New B2B Customer Center'. At the bottom of the center, there's a 'Monthly Quota (M\$ Sales)' chart.

- 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*

Navigate the Application

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

Portlets are dynamic-data display windows displaying hyperlinks, metrics and lists of information.

Review the Release Information at the bottom of the home page.

The screenshot shows the NetSuite Home page with several portlets:

- KPI Meter**: A circular gauge showing "Expenses" at 107%.
- Key Performance Indicators**: A table with metrics like Expenses, Profit, Total Bank Balance, and Receivables, each with a "View Details" link.
- KPI List - Metrics**: A green button labeled "List of Records".
- Customers**: A table of customer records with columns for Name, Email, and Status.
- List of Records**: A green button labeled "Hyperlinks".
- Shortcuts**: Links to Action Payments, Bill Orders, Pay Site, and Bill Purchase Orders.
- Hyperlinks**: A green button labeled "Displays the current version in use".
- MarketWatch.com - Top Stories**: News headlines from MarketWatch.

Navigate the Application

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

The dialog box has two buttons: **Save** and **Cancel**. It contains three input fields:

- * CURRENT PASSWORD
- * NEW PASSWORD
- * CONFIRM NEW PASSWORD

A **Password Criteria** section contains the following rules, each with a red crossed-out icon:

- 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

Navigate the Application

Update Security Questions

- Go to Home > Settings, select Update Security Questions
- Choose from pre-defined lists of questions, then provide your answers
- These questions are used to validate user's authenticity, in case they forget their password or get times out

Update Security Questions

Save **Cancel**

Please select and provide answers to the 3 questions shown below. The answers to these questions are used to verify your identity if you forget your NetSuite password.

After successfully completing your security questions, you may reset your password by using the "Forgot your password?" link on the login page.

* CURRENT PASSWORD

QUESTION 1: What school did you attend for sixth grade?

* ANSWER 1

QUESTION 2: In what city does your nearest sibling live?

* ANSWER 2

QUESTION 3: In what city or town was your first job?

* ANSWER 3

HIDE ANSWERS

Best Practice:
Complete the security questions the very first time you are prompted by the system.

[Navigate the Application](#)

Set Preferences

User-level preferences may be set by each user:

- Go to Home > Set Preferences
- Review preferences on each subtab
- Define some preferences for each of your roles

Note:

Administrators can define company-wide preferences, such as formatting.

Set Preferences

Save **Cancel** **Reset**

General **Appearance** **Transactions** **Analytics** **Activities** **Alerts** **Restrict View**

User Profile

NICKNAME: Lana Lane
This setting applies to all your roles.

FROM EMAIL ADDRESS:
This setting applies to all your roles.

SIGNATURE: Lana Lane
2955 Campus Drive
Suite 100
San Mateo, CA 94403
This setting applies to all your roles.

ADD SIGNATURE TO MESSAGES:

Localization

LANGUAGE: English (U.S.)
This setting applies to all your roles.

SEARCH SORTING: Language Specific
This setting applies to all your roles.

LANGUAGE OF THE HELP CENTER: English
This setting applies to all your roles.

Defaults

DOWNLOAD PDF FILES:
USE MULTICURRENCY EXPENSE REPORTS:
ADDRESS MAPPING TYPE: Google
SHOW INTERNAL IDs:
ONLY SHOW LAST SUBACCOUNT:
ONLY SHOW LAST SUBENTRY:
ONLY SHOW LAST SUBITEM:

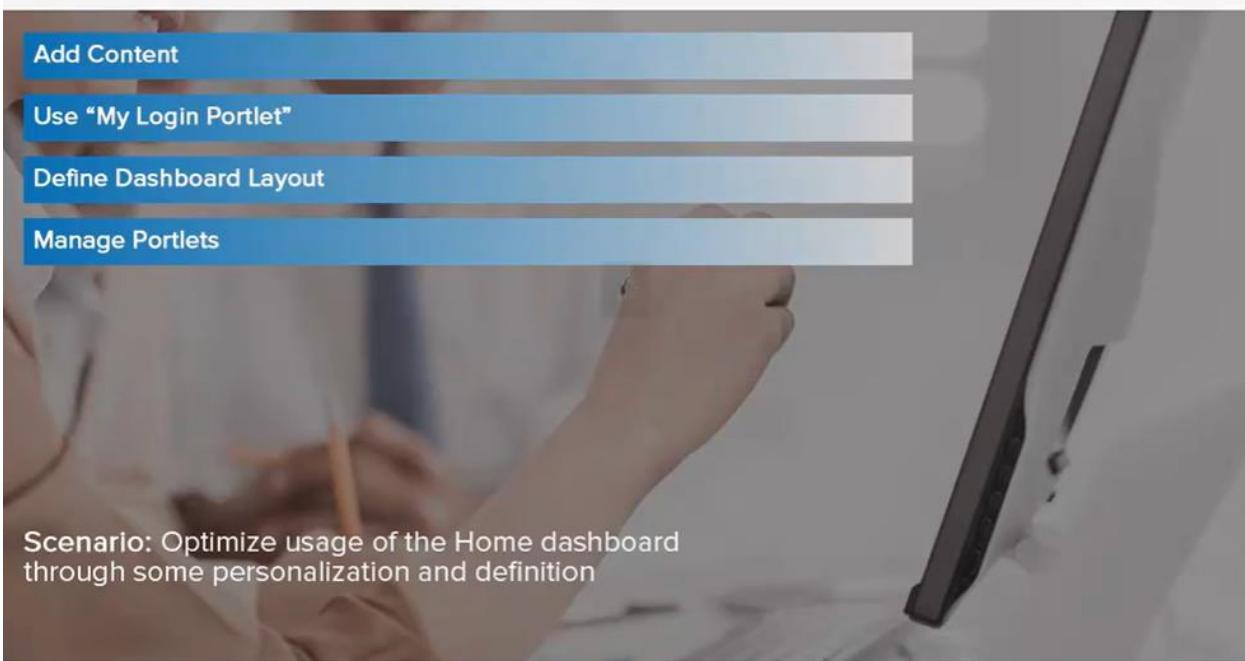
Messages

SUBMIT WARNINGS:
LIMIT CC FIELD TO CONTACTS & EMPLOYEES:
DEFAULT ISSUE EMAIL NOTIFICATION: Never
This setting applies to all your roles.

NOTIFY ME UPON ISSUE ASSIGNMENT:

[Navigate the Application](#)

Walkthrough: Personalize the Home Dashboard

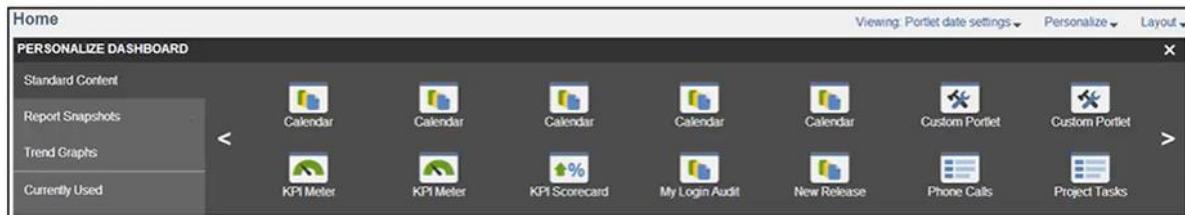


[Navigate the Application](#)

Add Content

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 workload and decision making
- Review Currently Used portlets
- Close when done
- Review the NetSuite Help Center for the topic: [Dashboard Portlet Types](#)

[Navigate the Application](#)

My Login Portlet

Helps you to ensure the security of your NetSuite account by auditing 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

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:

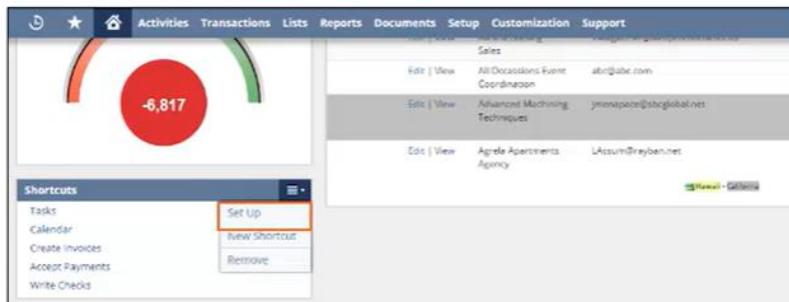
The screenshot shows the NetSuite dashboard with a green overlay message: "Selecting one of the two-column layout setting is probably the most optimal for viewing NetSuite on a tablet or phone". On the right side, there is a "Layout" dropdown menu with four options: "2 columns: Narrow, wide", "2 columns: Wide, narrow", "3 columns, Narrow, wide, narrow", and "Single column". The "2 columns: Narrow, wide" option is highlighted with a red box.

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

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

Navigate the Application

Lists and Transactions – Classic Interface (Center)

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

- Lists include people, places and things for example:
 - Lists > Relationships
 - Customer
 - Vendors
 - Lists > Accounting
 - Items
- Transactions involve movement of money or value, for example:
 - Transactions > Bank
 - Write Checks: issue a check to pay an expense or record a non-check transaction
 - Make Deposit: record deposits to your bank account
 - Transfer Funds: record moving fund from one bank account to another

Forms and Records

Forms: Enter, view, and modify data in NetSuite

Records: Store the data as a specific record type

The image shows two side-by-side screenshots of NetSuite interfaces. The left screenshot, titled 'Standard Customer Form', shows a form with fields for 'CUSTOM FORM' (set to 'Standard Customer Form'), 'CUSTOMER ID' (with dropdown options 'Copied From Name' and 'AUTO'), 'TYPE' (radio buttons for 'COMPANY' and 'INDIVIDUAL' selected), 'COMPANY NAME' (text input field), 'PARENT COMPANY' (dropdown), 'STATUS' (dropdown set to 'CUSTOMER-Closed Won'), 'SALES REP' (dropdown), 'PARTNER' (dropdown), and 'WEB ADDRESS' (text input field). The right screenshot, titled 'Customer Record' for 'Urban Dog Walkers', shows a record view with fields: 'CUSTOMER ID' (Urban Dog Walkers), 'TYPE' (Company), 'COMPANY NAME' (Urban Dog Walkers), 'STATUS' (CUSTOMER-Closed Won), 'SALES REP' (Laura Stewart), 'PARTNER', 'WEB ADDRESS' (http://www.urbandogwalkers.org), 'CATEGORY', 'EMAIL' (info@urbandogwalkers.org), 'PHONE' ((650) 555-1234), 'ALT. PHONE', and 'FAX' ((650) 555-1200). A 'Classification' section at the bottom indicates 'SUBSIDIARY Parent Company'.

Walkthrough: Basic Search Options

A photograph of a person's hands writing with a pen on a whiteboard. The whiteboard has a blue header bar with the text 'Global Search' and 'Quick Search Portlet'. In the bottom right corner of the whiteboard, there is a small circular icon with a gear symbol. The background is blurred, showing an office environment.

Use case: Introduce different ways to search for information in the NetSuite Account

Navigate the Application

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

A screenshot of a search results page titled 'employee'. At the top is a search bar with the word 'employee'. Below it is a list of search results, each preceded by the text 'Page:'. The results are:
Page: Authorize Employee Commissions
Page: Employee Change History
Page: Employee Courses
Page: Employee Directory
Page: Employee Plan Assignments
Page: Employee Plans
Page: Employee Profile
Page: Employee Related Lists
Page: Employee Schedules
Page: Employees
At the bottom right of the list is a link 'Show more items'.

[Navigate the Application](#)

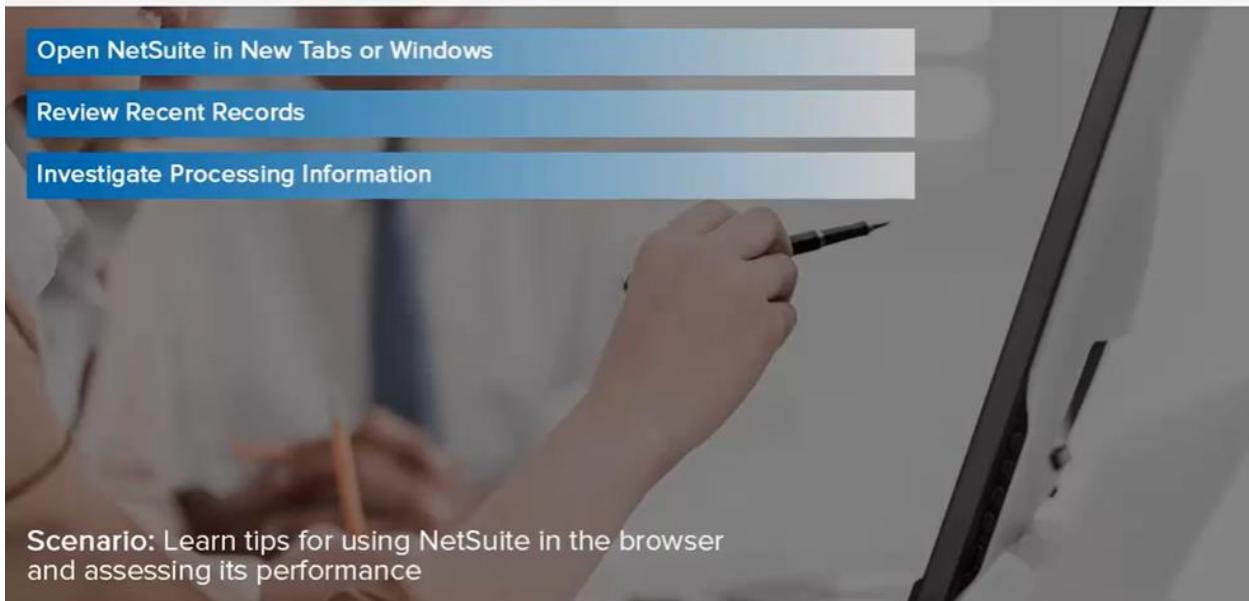
Quick Search Portlet

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

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

A screenshot of a 'Transaction Search' portlet. It has a dark blue header bar with the title 'Transaction Search'. Below the header are five input fields with labels: 'TYPE' (with a dropdown arrow), 'DATE' (with a date input field), 'NAME' (with a text input field), 'NUMBER' (with a text input field), and 'PO/CHECK NUMBER' (with a text input field). At the bottom is a blue 'Search' button.

Walkthrough: Browser Functionality and NetSuite



Netsuite

Activities Transactions Lists Reports Documents Setup Customization Support NetSuite Essentials

Customers

New Customer

FILTERS

Performance Details		
Total	158	
Server Suite	0.046 (3.06%)	
Script	0 (0.00%)	
Server	0 (0.00%)	
Workflow	0 (0.00%)	
Network	0.495 (32.93%)	
Client	0.362 (64.01%)	
Page	/app/common/entity	
Email	/customer/recordlist/nl?Customer_STAGE=CUSTOMER&whence=	
Time	womay151634@netsuite.com	
	5/19/2016 10:40 am GMT +4	

OK

STATUS PHONE EMAIL

CUSTOMER-Closed Won

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 clock icon, to the left of home: 

- Select to **view** or **edit** one of the listed records
- Select **All Recent Records** to display a date-driven list
- **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 logo to view processing time:

- **Server** = How long it took NS to find the data
- **Server SuiteScript, Server Workflow** = If you are using these for automation, then stats are displayed
- **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**

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	lssess030415@netsuite.com
Time	3/10/2015 2:29 pm GMT +7
OK	

Investigate Processing Time

If you are experiencing a slow down:

- 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

Performance Details	
Total	3.327
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Page	/app/accounting/transactions/salesord.n? id=29&whence=
Email	lsess030415@netsuite.com
Time	3/10/2015 2:29 pm GMT +7

OK

Module Objectives

1. Enable Features
2. Set Up Tab options
3. General Preferences
4. Home > Set Preferences
5. Set Up Accounting | Sales | etc.

Enable Features

Exam Objective:

Identify the general functionality that can be controlled under Enable Features

- Does this feature exist in NetSuite?
- Know what turning on and off does, especially:
 - ♦ Advanced Shipping
 - ♦ Advanced Receiving
 - ♦ Multi-anything

Set Up Tab

Know the controls here:

- Rename Records
- Auto-Generated Numbers
- Set Up Printing, Fax, Email
- What else?

General Preferences

- General Preferences are company-wide
- General Preferences can override Home > Set Preferences
 - ♦ Common overrides:
 - Duplicate Number Warning
 - Customer Credit Limit Handling
 - Vendor Credit Limit Handling

General Preferences

- General Preferences are company-wide
- General Preferences can override Home > Set Preferences
 - ♦ Common overrides:
 - Duplicate Number Warning
 - Customer Credit Limit Handling
 - Vendor Credit Limit Handling

Home > Set Preferences

- Set Preferences is individual: login + role
- Multiple roles = multiple set preferences
- Good to Know:
 - ◆ Show List when only one result
 - ◆ Maximum Entries in Dropdowns
 - ◆ Show Internal IDs
 - ◆ Classic Center
 - ◆ Color Scheme
 - ◆ Time Zone

Note:

Module 1 mentioned here refers to "Navigate the Application" module.

[Enable Features and Setup](#)

Segments

- Department
- Class
- Location - save for inventory!
- Subsidiary

Custom GL Segments (*not on SuiteFoundation exam*)

Segments

- Department
- Class
- Location - save for inventory!
- Subsidiary

Custom GL Segments (*not on SuiteFoundation exam*)

Advantages of NS Segments:

- Hierarchy
- Functionality
 - ♦ Locations for Inventory
 - ♦ Commissions, budget features
- Restrict Roles/Permissions, data access

About this Module

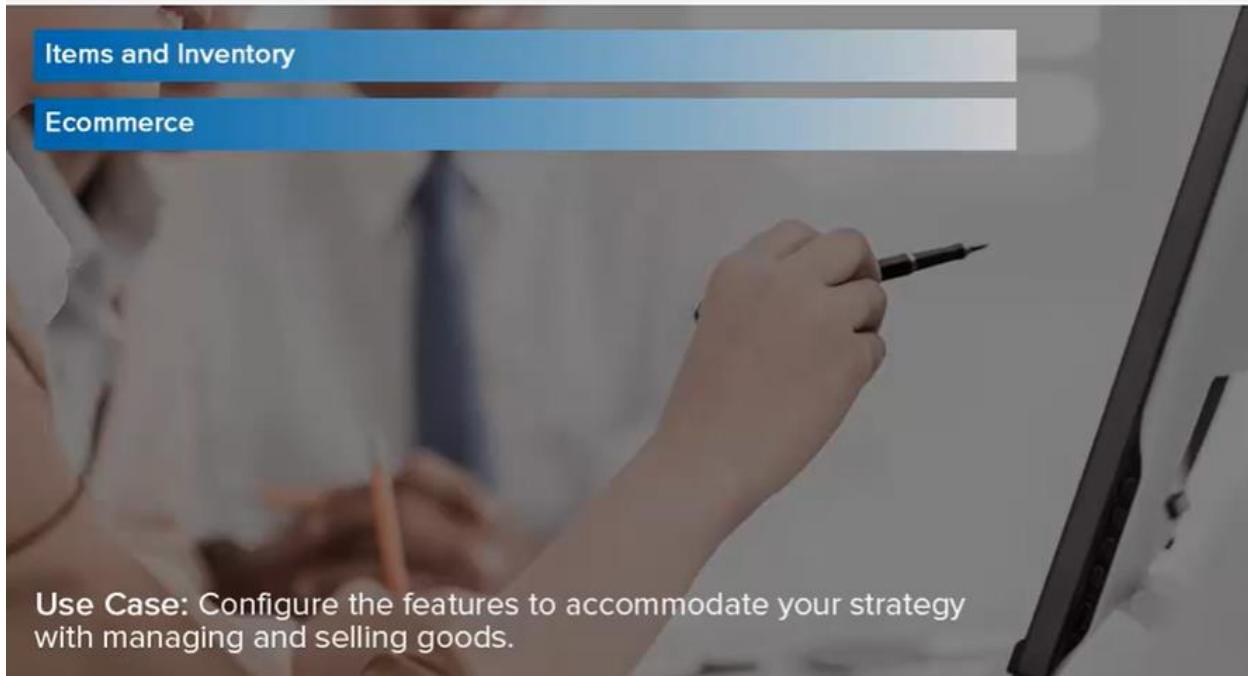
Identify Item Types and best uses.

- Match your business requirements to the NetSuite functionality
- Obtain real-time information on quantities, prices, costs and asset value
- Streamline stock levels, reduce costs and maximize revenue and profit

Module Objectives

1. Identify implementation considerations and questions
2. Enable item/inventory features and company preferences
3. Set up item types

Walkthrough: Enable Features



Use Case: Configure the features to accommodate your strategy with managing and selling goods.

Enable Items and Inventory Features

Navigate to Setup > Company > Enable Features > Items & Inventory subtab

- Review the available **Items** features; enable appropriate features per your requirements
- Review the available **Inventory** features; enable appropriate features per your requirements:
 - ♦ Once **Inventory** is enabled, NetSuite automatically creates accounts for Cost of Goods Sold (COGS) and Inventory Assets.
 - ♦ Note: The **Standard Costing** feature must be enabled to make it an available accounting preference for **Inventory Costing Method**

The screenshot shows the 'Items & Inventory' subtab selected in the top navigation bar. It contains two main sections: 'Items' and 'Inventory'.
Items:

- DROP SHIPMENTS & SPECIAL ORDERS.
PURCHASE ORDERS CAN BE AUTOMATICALLY CREATED WHEN A SALES ORDER FOR THIS ITEM IS PLACED.
- MATCH ITEMS
TRACK INVENTORY AND PRICING OF ITEMS SEPARATELY BASED ON ITEM OPTION.
- MULTIPLE VENDORS
DEFINE ITEM CODES AND PURCHASE PRICES FOR MULTIPLE VENDORS ON EACH ITEM.
- GIFT CERTIFICATES
ALLOW CUSTOMERS TO PURCHASE AND REDEEM GIFT CERTIFICATES.
- SELL DOWNLOADABLE FILES
SELL DOWNLOADABLE FILES ONLINE.
- BAR CODING AND ITEM LABELS
GENERATE BAR CODES TO IDENTIFY TRANSACTIONS AND ITEMS AND PRINT ITEM LABELS.

Inventory:

- INVENTORY
MANTAIN AN INVENTORY OF PARTS OR FINISHED GOODS THAT YOU WANT NETSUITE TO TRACK.
- MULTI LOCATION INVENTORY
TRACK INVENTORY FOR MULTIPLE LOCATIONS. MAINTAIN A TOTAL COUNT AND PER-LOCATION QUANTITY.
- ASSEMBLY ITEMS
ALLOW BUILDING AND STOCKING OF ASSEMBLY ITEMS FROM COMPONENTS.
- WORK ORDERS
CREATE AND TRACK WORK ORDERS.

Set Up Items

Enable Features for Ecommerce

Navigate to Setup > Company > Enable Features > Web Presence subtab:

- Review the **Web Site**, **Publishing**, and **Access** sections and enable the features per your requirements

The screenshot shows the 'Web Presence' subtab selected in the top navigation bar. It contains several checkboxes for enabling different web features:

- WEB SITE
OPERATE A WEB SITE TO GIVE CUSTOMERS INFORMATION ABOUT YOUR COMPANY OR OFFER GOODS AND SERVICES.
- WEB STORE
OFFER YOUR GOODS OR SERVICES USING A FLEXIBLE, EASY-TO-USE WEB STORE, INCLUDING A CATALOG AND SHOPPING CART.
- ADVANCED SITE CUSTOMIZATION
USE HTML TEMPLATES TO GET THE RICHEST CUSTOMIZATION OF YOUR WEB SITE. INTENDED FOR ADVANCED USERS ONLY, AS THIS REQUIRES KNOWLEDGE OF HTML.
- MULTIPLE WEB SITES
RUN MORE THAN ONE WEB SITE OR STORE OUT OF YOUR NETSUITE ACCOUNT. SELL DIFFERENT GOODS AND SERVICES OR TARGET DIFFERENT MARKETS.
- ADVANCED WEB REPORTS
REPORT ON UNIQUE VISITORS, HOW THEY NAVIGATE YOUR WEB STORE, THE DOMAIN THE VISITORS ORIGINATED FROM AND THE SEARCH ENGINES THEY USED.

Set Up Items

Walkthrough: Accounting

Use Case: The necessary features have been enabled, now examine related accounting configuration.

Define Accounting Preferences: Default Accounts, Work Orders

Define Items/Transactions preferences per your company needs:

Go to Setup > Accounting > Accounting Preferences:

- **Items/Transactions** subtab
 - In the **Accounts** section, define the various **Default Accounts**
 - Default Cost of Goods Sold (COGS) Account
 - Default Asset Account
 - **OneWorld Note:** Default account are set for the root (parent)
 - Go to the **Inventory** section and review preferences such as:
Centralize Purchasing in a Single Warehouse

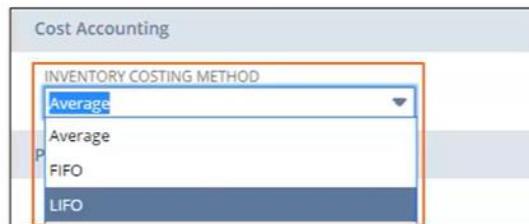
Inventory	
<input checked="" type="checkbox"/> SCAN INDIVIDUAL ITEMS	
<input type="checkbox"/> CENTRALIZE PURCHASING IN A SINGLE LOCATION	
DAYS BEFORE LOT EXPIRATION WARNING	

Accounts	
PURCHASE DISCOUNT ACCOUNT	<input type="button" value="Purchase Discounts"/>
SALES DISCOUNT ACCOUNT	<input type="button" value="Sales Discounts"/>
DEFAULT EXPENSE ACCOUNT	<input type="button" value="Miscellaneous Expense"/>
DEFAULT INCOME ACCOUNT	<input type="button" value="Sales"/>
DEFAULT RECEIVABLES ACCOUNT	<input type="button" value="Purchases"/>
DEFAULT COGS ACCOUNT	<input type="button" value="Inventory"/>
DEFAULT ASSET ACCOUNT	<input type="button" value="Inventory"/>
DEFAULT PAYMENT ACCOUNT	<input type="button" value=" "/>
DEFAULT GAIN/LOSS ACCOUNT	<input type="button" value=" "/>
DEFAULT BILL QUANTITY VARIANCE ACCOUNT	<input type="button" value=" "/>

Costing Methods

Go to Setup > Accounting > Accounting Preferences > Items/Transactions subtab; go to the Costing section and select the Inventory Costing Method to meet your business needs:

- Choices that are available are dependent upon which Inventory features are enabled



- Select from Average, FIFO, LIFO, or Average
- NOT ON EXAM:
 - Standard Costing, Cost Category
 - If you use lot numbering or serial numbering to track inventory, you can now choose to use Average costing for these items- Refer to SuiteAnswers

Set Up Items

Walkthrough: Review an Item Record

Primary Information

Classifications

Subtabs

Use Case: In preparation for entering goods and services, that you buy and sell, prepare by examining an item record

Set Up Items

A photograph of a person's hands holding a pen and writing on a whiteboard. The whiteboard has some faint markings and a vertical line. The person is wearing a light-colored shirt. The background is slightly blurred.

Review an Item Record

Review various item records; most item records do have similar fields in the following sections:

- **Primary Information:** Name fields, item hierarchy
- **Classification:** OneWorld Subsidiary information, Department, Class, and Location

The difference in the item records is evident when reviewing the different subtabs, which determine the item's behavior:

- Can a purchase price or selling price be entered?
- Are we tracking inventory?
- Can we track against COGS, Asset, or Income Accounts?

Inventory Item

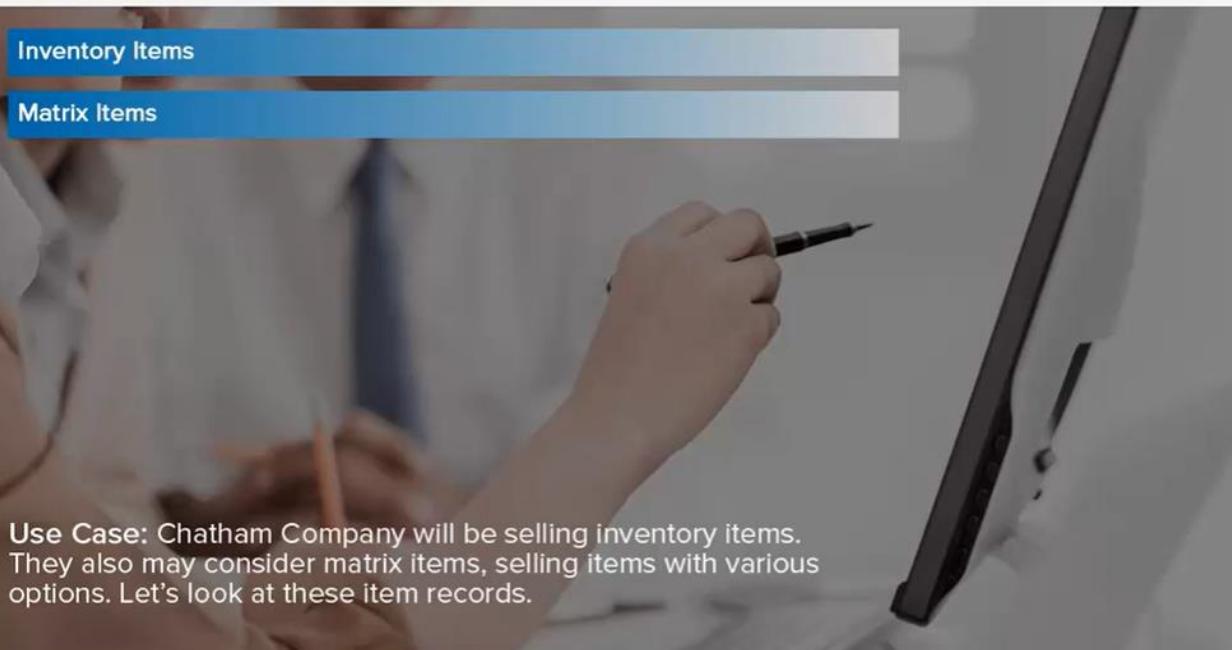
Primary Information

Classification

Purchasing/Inventory Sales / Pricing Accounting Web Store Communication Preferences System Information Custom

Set Up Items

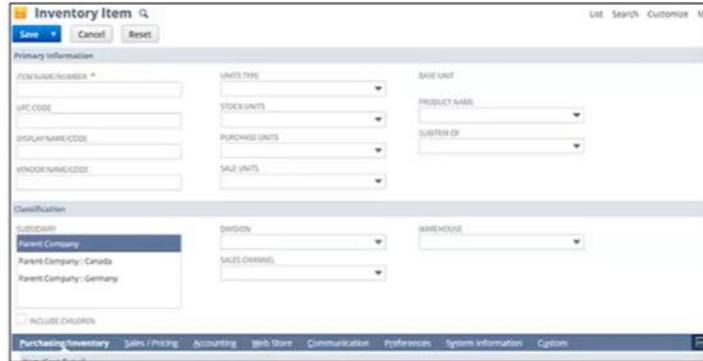
Walkthrough: Inventory and Matrix Items



Inventory Items

Inventory Items: items purchased, stocked and sold such as:

- Goods sold to customer
- Parts and raw materials purchased from vendors
- Tracked individually or as groups, kits or assemblies
- **Lists > Accounting > Items > New** and select Inventory Item
- Review available subtabs and enter in necessary information
 - ♦ If you are running a Web Store, select to Display in Web Store:
 - Define how the item displays in the Web site
 - Describe the item
 - Set Stock and Pricing Behavior and in the Value field, select the new Tax Schedule



Set Up Items

Matrix Items

Matrix Items: allow you to define item properties such as size and color, e.g. t-shirts in different sizes and colors—LIMIT 2,000 SUBITEMS

- An item matrix consists of a parent item and sub items
- Go to **Lists > Accounting > Items > New** > select the **Matrix Item Assistant** hyperlink for an item type



ITEM TYPE	MATRIX ITEM ASSISTANT	CREATE MATRIX ITEMS
Assembly/Bill of Materials	Matrix Item Assistant	Create Matrix Items
Lot Numbered	Matrix Item Assistant	Create Matrix Items
Serialized	Matrix Item Assistant	Create Matrix Items
Description		
Discount		
Inventory Item	Matrix Item Assistant	Create Matrix Items
Lot Numbered	Matrix Item Assistant	Create Matrix Items
Serialized	Matrix Item Assistant	Create Matrix Items
Item Group		

- ♦ This easy-to-use feature lets you create an item and all of the available options in single step-by-step interface
- Alternatively, create manually by setting up custom lists and fields
- Review available subtabs and enter in necessary information

Set Up Items

Non-Inventory Items

Non-Inventory Items: not kept in formal stock and are costs related to doing business:

- Go to **Lists > Accounting > Items > New** and select one of the following types of Non-Inventory Items:
 - ♦ **For Purchase:** items purchased that are not sold, e.g. office supplies
 - ♦ **For Resale:** items both bought and sold for a profit, e.g. case of soda
 - ♦ **For Sale:** items sold that are not purchased, e.g. dinner entrée

Non-inventory Item for Resale

Primary information

Classification

ACCOUNTING

Tip:

This is a Non-Inventory Item for Resale:

- Track both purchase and sales price
- Track against expense and Income accounts

Set Up Items

Exception: Non-Inventory Item Conversion

Item Types cannot be changed. Except...

Convert items originally set up as a non-inventory type into a type of inventory item:

- Go to **Lists > Accounting > Items** and click the **View** link of an item record
- Click on **Convert to** one of the following, dependent upon enabled features:
 - ♦ **Convert to Inventory**
 - ♦ **Convert to Serialized Inventory**,
 - ♦ **Convert to Lot Numbered Inventory**
- Keeps all records in one place:
 - ♦ Transaction history of item prior to conversion
 - ♦ All inventory data after conversion

Non-inventory Item for Resale

12 Pack Ball Point Pens

Primary information

Classification

Actions

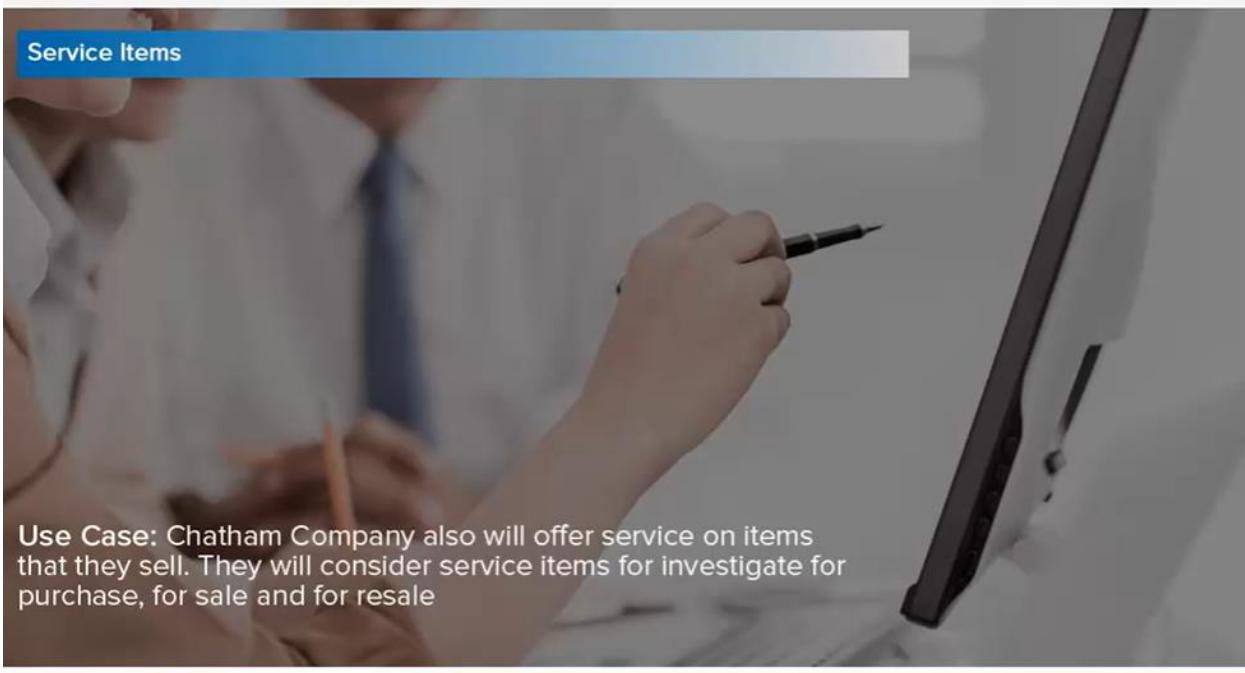
Convert To Inventory

Convert To Serialized Inventory

Convert To Lot Numbered Inventory

Set Up Items

Walkthrough: Service Items



Service Items

Service Items: allow tracking time and recording billable hours against JOBS/PROJECTS

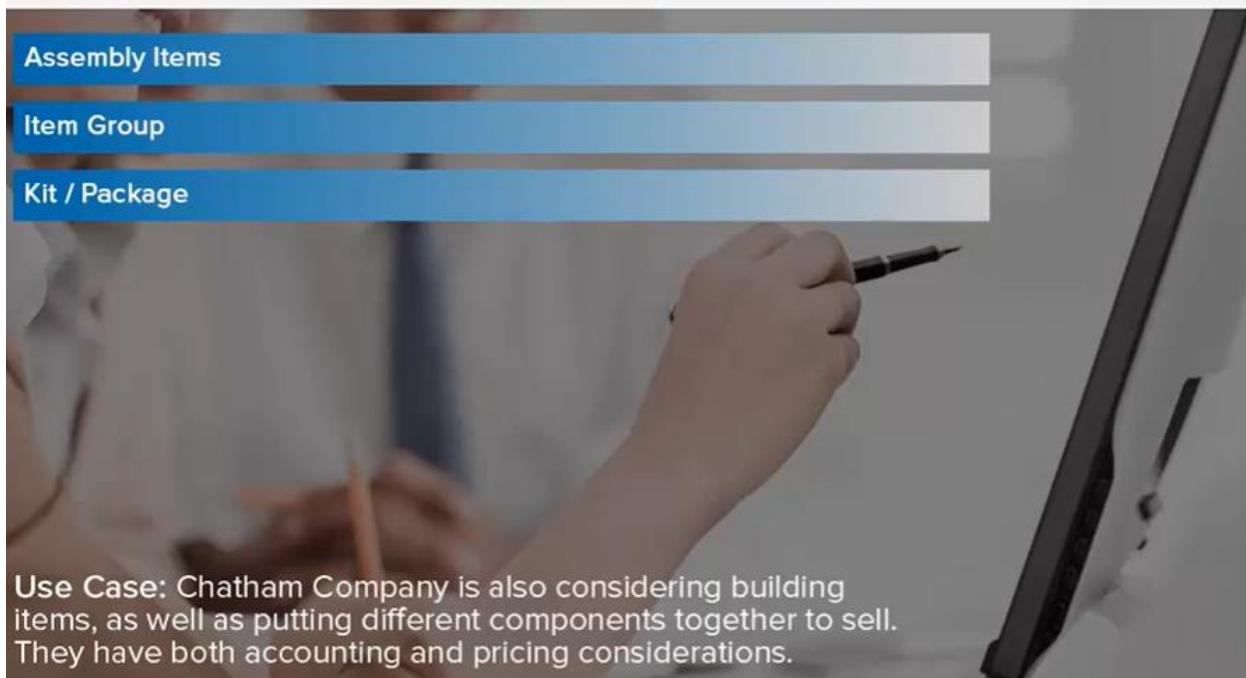
- Track time across subsidiaries using Intercompany time feature
- Can be tracked against projects/jobs
- Software companies commonly setup Support, Maintenance, Consulting and Installation as Service Items
- Go to the service Item Preferences subtab and select **Can be Fulfilled/Received**; allows for item fulfillment / receipt

Tip:

This is a Service Item for Resale:
■ Track both purchase and sales price
■ Track against expense and income accounts
■ Specify Fulfill and Receive

Set Up Items

Walkthrough: Assembly, Item Group, Kit/Package



Use Case: Chatham Company is also considering building items, as well as putting different components together to sell. They have both accounting and pricing considerations.

Assembly Items

Assemblies are made up of several components, identified as a single item:

- Go to Lists > Accounting > Items > New and depending upon features enabled, select from:

- ◆ Assembly/Bill of Materials
 - ◆ Lot Numbered Assembly/Bill of Materials
 - ◆ Serialized Assembly/Bill of Materials
- Manufactured by combining raw materials that you stock

New Item		
ITEM TYPE	MATRIX ITEM ASSISTANT	CREATE MATRIX ITEMS
Assembly/Bill of Materials	Matrix Item Assistant	Create Matrix Items
Lot Numbered	Matrix Item Assistant	Create Matrix Items
Serialized	Matrix Item Assistant	Create Matrix Items

- The following can be added to Assemblies:

- ◆ Transaction history of item prior to conversion
- ◆ Assemblies
- ◆ Other charges and Service Items

[Set Up Items](#)

Item Groups

Go to **Lists > Accounting > Items > New** and select **Item Group**; create groups for items that you frequently sell together:

- Entered as single unit, saving time creating sales transactions, and displays as multiple line items when selected in a transaction; user adds or deletes items ad hoc
- Price of group inherits prices of member items; there is no Sales/Pricing or Accounting subtab available
- Go to the **Purchasing/Inventory** subtab, **Components** sublist and enter in the items
 - ♦ Purchasing and inventory information is tracked at the member level
- The following can be added to item groups:
 - ♦ Inventory items
 - ♦ Assemblies and Kits
 - ♦ Service items

ITEM*	DESCRIPTION	QUANTITY	UNITS	SCHEDULE

Set Up Items

Kit and Package Items

Go to **Lists > Accounting > Items > New** and select **Kit/Package**:

- Ability to create items that are collected from other items
- Displays as a single line item when selected in transactions
- Price is set at the kit level; the user cannot modify the kit contents
- Add any of the following:

- ♦ Description
- ♦ Inventory or Non-Inventory
- ♦ Other charge
- ♦ Service
- ♦ Kit / Package
- ♦ Assembly items

ITEM*	DESCRIPTION	QUANTITY	UNITS	SCHEDULE

Set Up Items

Assembly vs. Kit vs. Group

Function	Assembly	Kit/Package	Item Group
Members	<ul style="list-style-type: none">▪ Inventory items▪ Assemblies▪ Non-inventory items▪ Other charges▪ Service items	<ul style="list-style-type: none">▪ Inventory items (serial/lot)▪ Assemblies▪ Kits▪ Service items	<ul style="list-style-type: none">▪ Inventory items▪ Assemblies▪ Kits▪ Service items
Pricing	Item price is independent of its members' prices	Item price is independent of its members' prices	Item price is dependent on its members' prices
General Ledger Accounts	Able to identify a COGS, income, and asset account separate from its components' accounts	Able to identify a separate income account	Account designation is specified on the members
Inventory Impact	Building an assembly: Decreases the asset accounts of member items Increases asset account of the assembly	Fulfilling a kit: Decreases the asset account of member items	Fulfilling a group: Decreases the asset account of member items
			ONLY Groups allow you to change members of group on the fly--on transaction record itself

[Set Up Items](#)

Advanced Item Types

- [Serialized Inventory](#)
- [Lot-numbered Inventory](#)
- [Units of Measure](#)

Additional Resources

NetSuite Help Center:

- Items and Inventory Management: User Guide

SuiteAnswers

- New Feature Training
- Items/Fulfillment/Billing
- Items & Inventory

About this Module

Objective: *Define sales pricing strategy options*

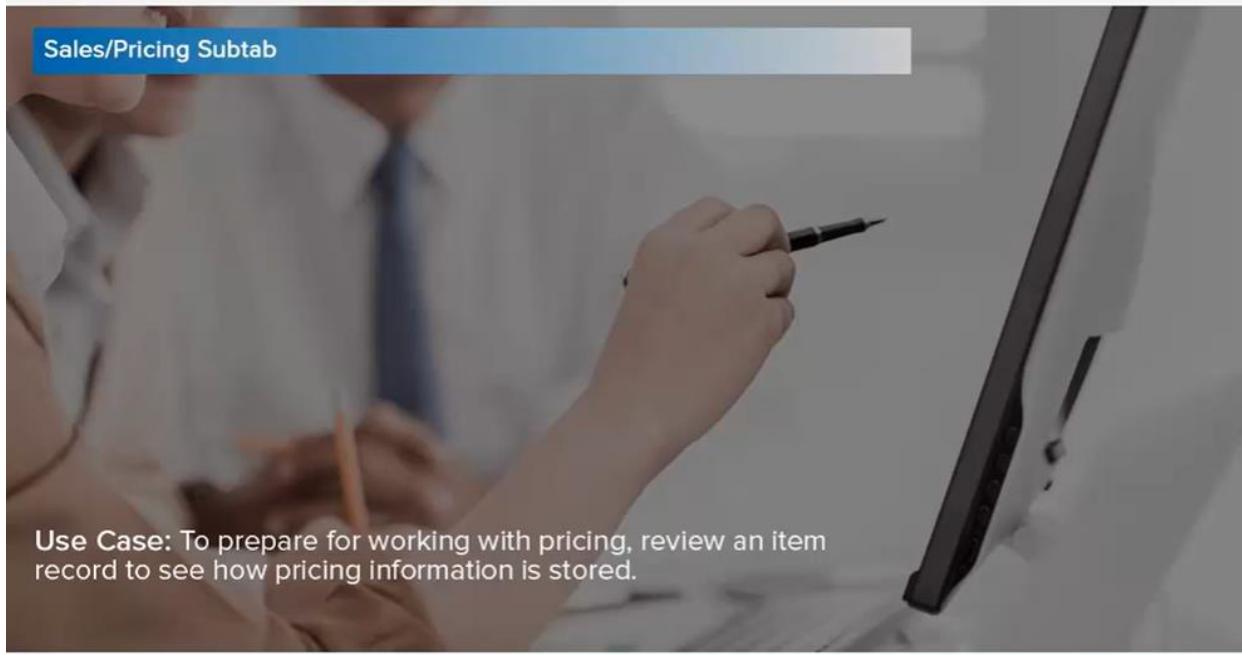
NetSuite provides multiple methods to capture your pricing strategy:

- How do you sell your products?
- What is your pricing strategy?

Module Objectives

1. Enable pricing features and defining preferences
2. Create a Price Level
3. Define a Quantity Pricing Schedule
4. Set up a Pricing Group
5. Set up pricing on an item record and customer record
6. Update item prices

Walkthrough: Review an Item Record



Use Case: To prepare for working with pricing, review an item record to see how pricing information is stored.

Set Up Pricing

Review an Item Record

Go to Lists > Accounting > Items > New and select the item type, or Edit an existing item:

- Go to the Sales/Pricing subtab to enter in various pricing fields

A screenshot of a software interface titled "Pricing". At the top, there are three dropdown menus: "QUANTITY PRICING SCHEDULE", "CALCULATE QUANTITY DISCOUNTS" (set to "By Line Quantity"), and "PRICING GROUP". Below these are sections for "PRICE LEVEL" (set to "USA") and "CURRENCY" (set to "British pound", "Canadian Dollar", and "Euro"). A "Default Discount %" field shows "0". Under "Base Price", there is a value of "25.00". Below this are rows for "Alternate Price 1", "Alternate Price 2", "Alternate Price 3", and "Online Price", each with a grid of columns for different quantity levels.

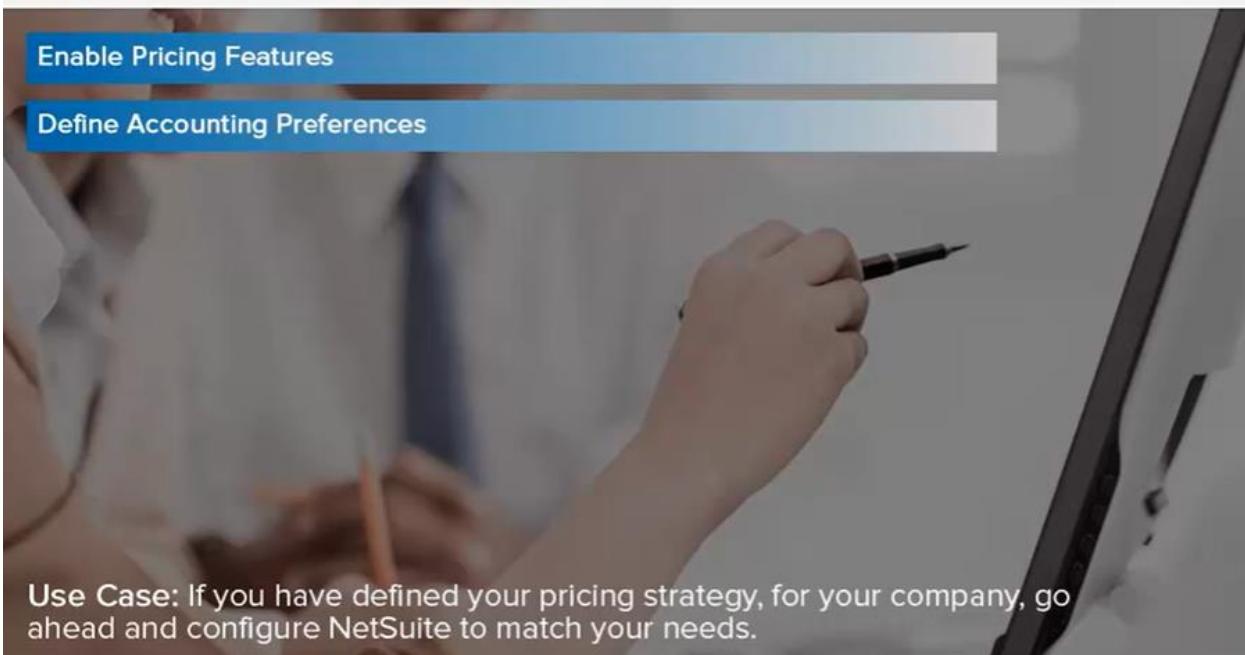
- If the Multiple Currencies feature has been enabled, then pricing is entered for each currency

The rows and columns work together:

- The columns are for your quantity breaks for pricing discounts
- The number of pricing 'buckets' is an accounting preference

Set Up Pricing

Walkthrough: Define Pricing Features and Preferences



Use Case: If you have defined your pricing strategy, for your company, go ahead and configure NetSuite to match your needs.

Enable Pricing Features

Go to **Setup > Company > Enable Features > Transactions** subtab, **Sales** section and select the options appropriate for your requirements

- **Multiple Prices:** offer various prices, Price Levels, for the same items
- **Quantity Pricing** or volume pricing: item pricing is dependent upon the quantity purchased:
 - ◆ Define the maximum number of quantity price levels in accounting preferences

The screenshot shows the 'Sales' section of the 'Transactions' subtab in the 'Enable Features' setup. It includes three checkboxes: 'MULTIPLE PRICES' (checked), 'QUANTITY PRICING' (checked and highlighted with a red border), and 'GROSS PROFIT' (unchecked). Below each checkbox is a brief description of its function.

Feature	Description
MULTIPLE PRICES	Maintain multiple prices per item, with the ability to set up a default price level for each customer.
QUANTITY PRICING	Maintain quantity-based price schedules per item.
GROSS PROFIT	Track gross profit at the item and transaction level.

[Set Up Pricing](#)

Define Accounting Preferences

Go to **Setup > Accounting > Accounting Preferences > Items/Transaction** subtab to define the relevant pricing preferences:

- Review the **Sales & Pricing** section:
 - ◆ **Maximum # of Quantity-based Price Levels:**
 - Assign a value between 2 and 50 for the quantity price "buckets"
 - ◆ **Allow Quantity Discounts per Price Levels on Schedules:**
 - Check this box if you want to enter different quantity discounts for each price level on quantity pricing schedules

The screenshot shows a configuration window titled "Sales & Pricing". It includes a field for "MAXIMUM # OF QUANTITY-BASED PRICE LEVELS" set to "5", a checkbox for "ALLOW QUANTITY DISCOUNTS PER PRICE LEVEL ON SCHEDULES" (unchecked), a checked checkbox for "INCLUDE REIMBURSEMENTS IN SALES AND FORECAST REPORTS", and an unchecked checkbox for "INCLUDE SHIPPING IN SALES AND FORECAST REPORTS".

Set Up Pricing

Walkthrough: Using Pricing Features

Set Up Price Levels

Define Quantity Pricing Schedules

Create a Pricing Group

Use Case: Features have been enabled, to accommodate different pricing types, now you can look using pricing.

Set Up Pricing

Set Up a New Price Level

Price levels allow you to setup multiple prices for each item you sell:

- Go to **Setup > Accounting > Accounting Lists > New > Price Level** and enter required information

Add to Accounting Lists

LIST
Budget Category
Customer Category
Customer Message
Incoterm
Other Name Category
Payment Method
Price Level
Pricing Group
Term
Vendor Category

Price Level

Save Cancel Reset

* PRICE LEVEL Non-Profit

MARKUP/DISCOUNT % -35.00%

UPDATE EXISTING PRICES

ONLINE PRICE LEVEL

INACTIVE

List Search More

Set Up a New Price Level

Price levels allow you to setup multiple prices for each item you sell:

- Go to **Setup > Accounting > Accounting Lists > New > Price Level** and enter required information
- There is no "system" limit to the number of price levels
- You may also define the out-of-the box price levels
 - Setup > Accounting > Accounting Lists and set the Type filter to Price Level
 - Edit one of the provided lists to define a markup or discount, and save

Add to Accounting Lists

LIST
Budget Category
Customer Category
Customer Message
Incoterm
Other Name Category
Payment Method
Price Level
Pricing Group
Term
Vendor Category

Price Level

Save Cancel Reset

* PRICE LEVEL Non-Profit

MARKUP/DISCOUNT % -35.00%

UPDATE EXISTING PRICES

ONLINE PRICE LEVEL

INACTIVE

List Search More

Set Up Pricing

Quantity Pricing Schedule Overview

Quantity Pricing Schedules are templates to apply to items to generate purchase and sale prices:

- When you apply a quantity pricing schedule to an item, the prices for all price levels are created dynamically
- You can apply a schedule to any number of items

Quantity pricing schedules can be used to apply prices you have negotiated with vendors:

- Edit the vendor record, and click the Financial subtab
 - On the Pricing Schedules sublist, click New Pricing Schedule
 - Only one vendor may be associated with each quantity pricing schedule

Define a Quantity Pricing Schedule

Go to Lists > Accounting > Quantity Pricing Schedules > New:

- Name
- Use Marginal Rates: Check if you want the quantity discounts in the schedule to be applied to each pricing bracket separately.
- Calculate Quantity Discounts
- Update Existing Prices
- Quantity and Discount

The screenshot shows the 'Quantity Pricing Schedule' setup screen. At the top, there are buttons for Save, Cancel, Reset, and Actions. The 'NAME' field is populated with 'Top Customers'. Below it, 'UNITS TYPE' is set to 'UNITS'. A checkbox for 'USE MARGINAL RATES' is unchecked. On the right, under 'CALCULATE QUANTITY DISCOUNTS', the dropdown is set to 'By Overall Item Quantity', and two checkboxes for 'UPDATE EXISTING PRICES' and 'INACTIVE' are unchecked. At the bottom, a note states: 'To enable different discount percentages per price level, navigate to Setup > Accounting > Accounting Preferences and check the preference "Allow Discounts per Price Level on Quantity Pricing Schedules".'. A table below shows a single row with 'QUANTITY' 10 and 'DISCOUNT' -10.0%.

Set Up Pricing

Define a Pricing Group

Pricing Groups facilitate customer-specific price levels for groups of items:

- Identify the items to be included by selecting the pricing group on the item record
- Define the pricing group and assign a price level on the customer record

Go to **Setup > Accounting > Accounting Lists > New > Pricing Group** and enter in the following:

Add to Accounting Lists

LIST
Budget Category
Customer Category
Customer Message
Incoterm
Other Name Category
Payment Method
Price Level
Pricing Group
Term
Vendor Category

Pricing Group

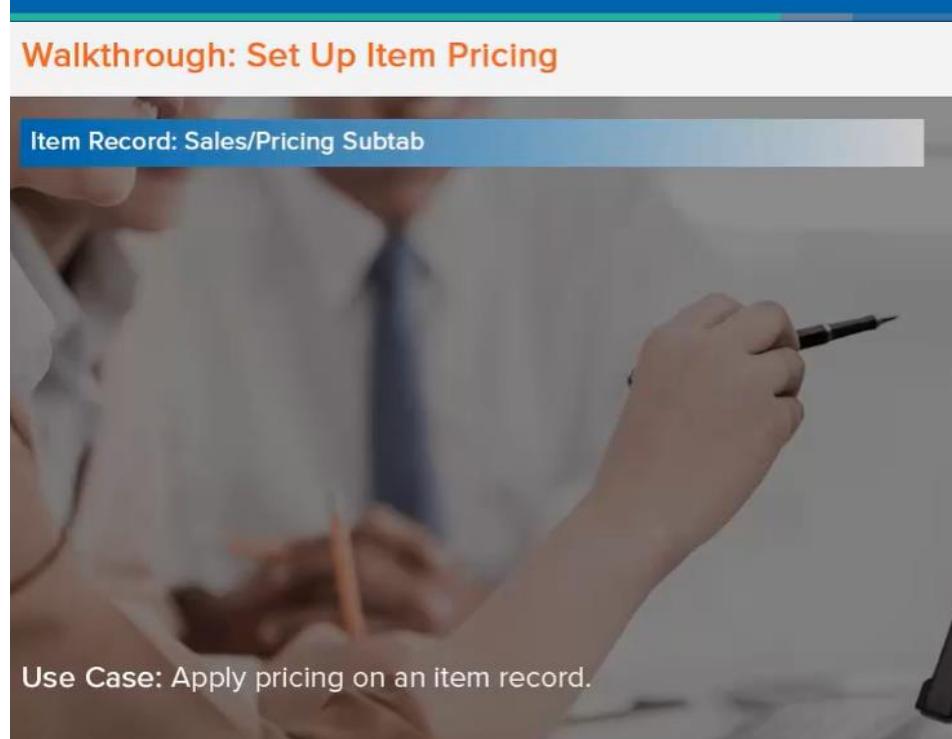
Save Cancel Reset

PRICING GROUP *

Walkthrough: Set Up Item Pricing

Set Up Pricing

Item Record: Sales/Pricing Subtab



Use Case: Apply pricing on an item record.

Sales/Pricing on Item Record

Go to the item record and the **Sales/Pricing** subtab and enter in a Base Price (\$25):

- Select optional **Quantity Pricing Schedule** or define **Qty** (Quantity breaks)
 - ◆ Choosing a **Quantity Pricing Schedule** automatically defines the Quantity break at a particular % discount, for example 10%:
 - Applied to the base price (\$25 less 10% = \$22.50)
 - Applied also to other price levels
- Select optional **Pricing Group**

The screenshot shows the 'Pricing' subtab with the following settings:

- Quantity Pricing Schedule: Top Customers
- Calculate Quantity Discounts: By Overall Item Quantity
- Pricing Group: Clearance
- Price Level: USA - British pound - Canadian Dollar - Euro
- Default Discount %: -10.0%
- Base Price: 25.00 → 22.50
- Alternate Price 1, 2, 3, Online Price: Blank

Set Up Pricing

Pricing on a Customer Record

Customer record, **Financial** subtab, define customer's available pricing, Account Information:

- **Price Level:** sell items at a specific price level, select one from the list
- **Group Pricing** sublist: select a Pricing Group and apply a price level
- **Item Pricing** sublist: define an absolute (contract) price for items
 - ◆ Enter custom item prices in any of a customer's transaction currencies

The screenshot shows the 'Financial' subtab with the 'Item Pricing' sublist open. A note states: "If Group Pricing or Item Pricing is used, those override the Price Level on the main part of the subtab."

ITEM*	PRICE LEVEL*	CURRENCY	UNIT PRICE
Cable - Cat 5. 10 ft Cat 5 Patch Cable 10 ft	Custom	US Dollar	15.00

Below the table, there are buttons for Add, Cancel, Insert, and Remove.

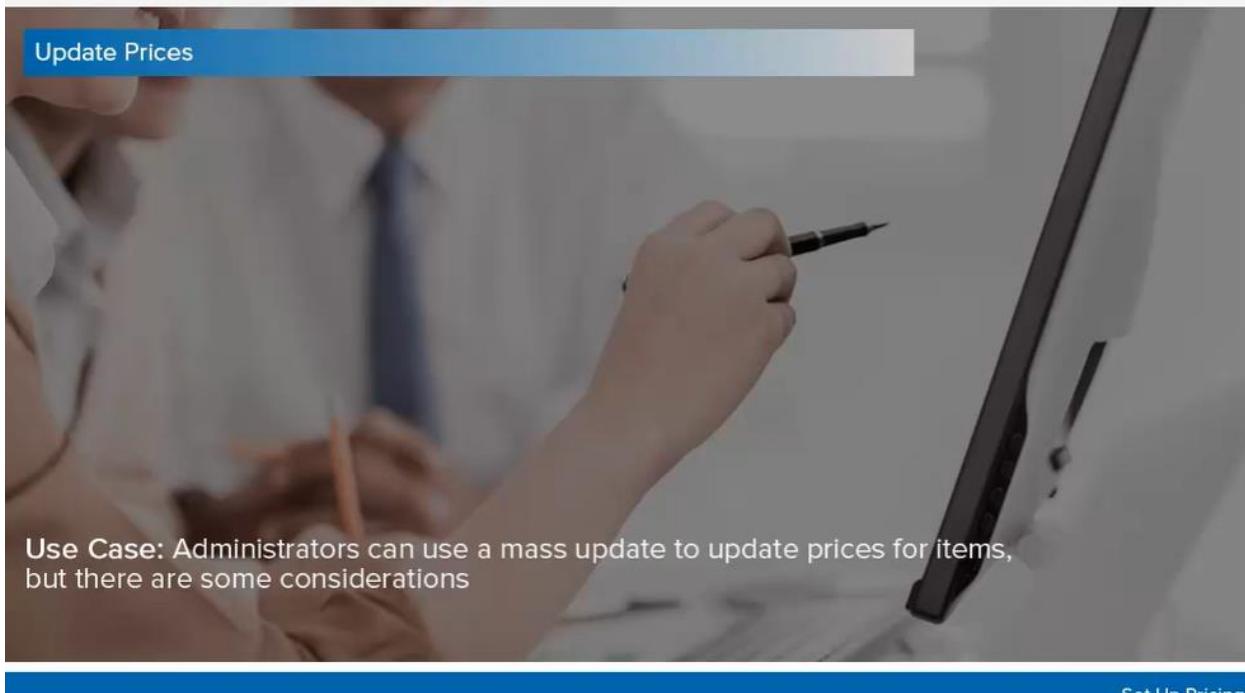
Set Up Pricing

Currency-specific pricing

What if multiple countries share a currency, but have different pricing?

The screenshot shows a 'Pricing' interface with several dropdown menus and input fields. At the top, there are dropdowns for 'QUANTITY PRICING SCHEDULE', 'CALCULATE QUANTITY DISCOUNTS' (set to 'By Line Quantity'), and 'PRICING GROUP'. A checkbox for 'USE MARGINAL RATES' is unchecked. Below these are dropdowns for currency: 'US Dollars', 'Australian Dollars', 'British Pounds Sterling', 'Canadian Dollars', 'Danish Krone', 'Euros' (which is highlighted with a red box), 'Japanese Yen', and 'Singapore Dollar'. Underneath these currency dropdowns is a table with columns for 'PRICE LEVEL', 'DEFAULT DISCOUNT %', and four columns labeled 'QTY 0', 'QTY', 'QTY', and 'QTY'. The table rows include: 'RRP' (Default Discount %: -15.0%), 'B2B Online Price' (Default Discount %: -7.5%), 'Corporate/Business/Government Customers' (Default Discount %: 5.0%), and 'Shopfront Rate' (Default Discount %: -0.75%). At the bottom of the interface are buttons for 'Save', 'Cancel', and 'Reset'.

Walkthrough: Mass Update for Pricing



Use Case: Administrators can use a mass update to update prices for items, but there are some considerations

Set Up Pricing

Update Prices

Mass update allows you to update prices and run according to a schedule, but be sure you adequately define the update:

- Go to Lists > Mass Updates > Update Prices and enter in required information
- If items do not increment by a uniform amount, then use CSV import to update pricing

The screenshot shows two related screens for managing price updates.

Mass Update Screen: This screen is titled "Mass Update". It includes fields for "TITLE OF ACTION" (Fall Price Update), "AMOUNT" (10.0%), and "BASED ON" (Existing Price). It also has sections for "PRICE LEVELS" (set to "Alternate Price 3") and "ROUNDING" (set to "TO NEAREST"). A "Criteria" tab is selected, showing a list of items to be updated, and a "Results" tab showing the preview of the update.

DISPLAY NAME	DESCRIPTION	TYPE	BASE PRICE	NEW BASE PRICE	RATE PLAN
Cat 5 Patch Cable 10 ft	Inventory Item	25.00	27.5		
Cat 5 Patch Cable 5 ft	Inventory Item	12.00	13.2		
10 ft USB A/B Cable	Inventory Item	18.00	19.8		
Crusher Game Pad	Inventory Item	15.75	17.33		
Ergonomic Keyboard	Inventory Item	45.00	49.5		
HP Desktop D2530 Printer (Germany Only)	Inventory Item	50.00	55		
HP LJ 1320 Printer	Inventory Item	50.00	55		
Synthetic Rope	Inventory Item	2.00	2.2		

Mass Update Preview Results Screen: This screen displays the results of the price update. It shows a summary table with 8 rows and a total value of 55.

Set Up Pricing

About this Module

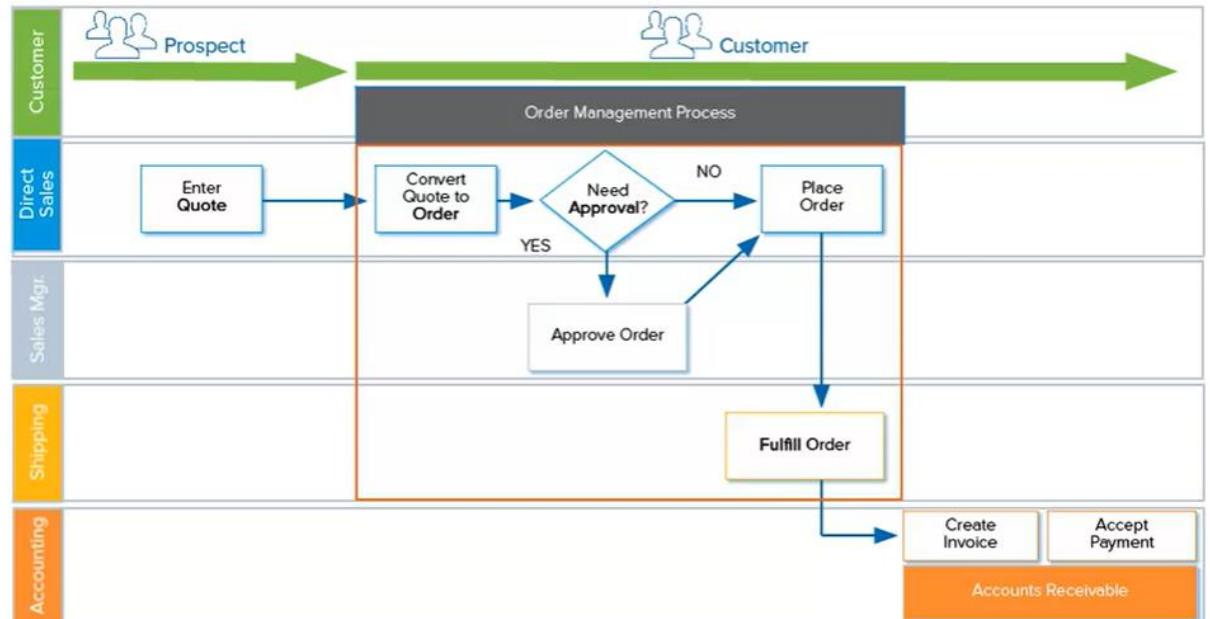
Using order management streamlines the fulfillment processes:

- Manage warehouse activities
- Ship orders in a timely manner

This module explores:

- The considerations for enabling order management
- The tasks for setting up order management
- The step-by-step process for fulfilling a sales order

Order Management Workflow

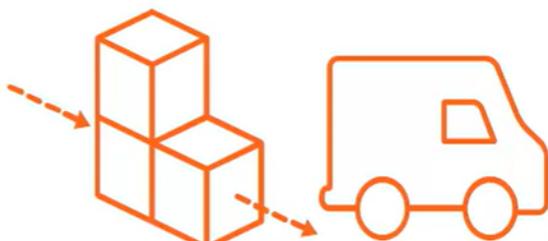


Order Management

Warehouse Actions

Warehouse works with all sales orders with Pending Fulfillment status

- Fulfill all items on the order
 - ◆ Order status is Pending Billing
- Partially fulfill order
 - ◆ Order status is Partially Fulfilled / Pending Billing



Sales Order Overview

Sales orders are transactions recording the sale of goods or services:

- There is no accounting impact until items are shipped or services are completed
- Can be generated in different ways:
 - ◆ Order is entered upon receipt of a purchase order
 - ◆ Order is entered as a Web store purchase
 - ◆ Online order is entered in the Customer Center
 - The Customer center can also be an outlet for your distributors or resellers to create their own orders

Types of Forms

Go to **Transactions > Sales > Enter Sales Order** and select the form:

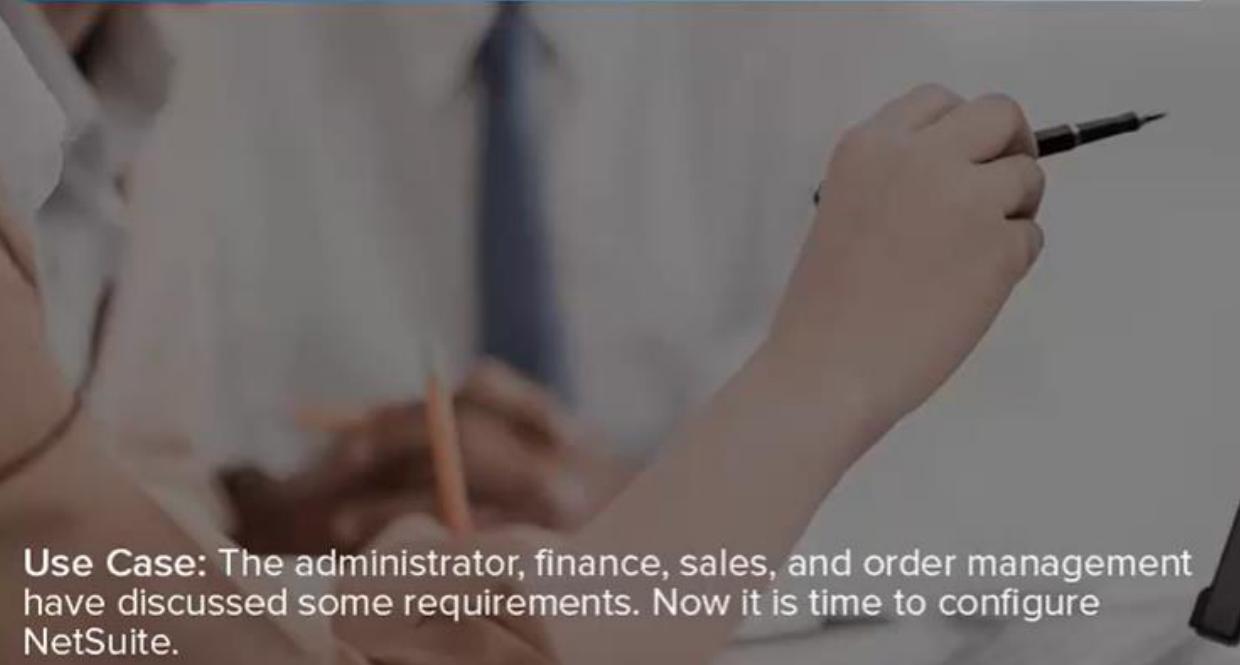
- Standard Sales Order
- Standard Sales Order – Cash Sale
 - ◆ Full payment is assumed to be received at the point of transaction
- Standard Sales Order – Invoice
 - ◆ Upon billing, this sales order becomes an invoice
- Standard Sales Order – Progress Billing

Can be customized to match your business requirements

Walkthrough: Set Up Order Management

Enable Shipping and Receiving Features

Set Up Defaults and Define Preference



Use Case: The administrator, finance, sales, and order management have discussed some requirements. Now it is time to configure NetSuite.

Enable Shipping & Receiving Features

Go to **Setup > Company > Enable Features > Transactions** subtab to enable those features that support order management:

- Review the **Shipping & Receiving** section:
- Prepare you for your upcoming implementation project
 - ♦ Advanced Shipping
 - Shipping and accounting departments have separate processes
 - ♦ Pick, Pack and Ship separates the fulfillment process into steps
 - Use NetSuite reminders tracking orders to pick, pack, and ship

Shipping & Receiving

<input checked="" type="checkbox"/> ADVANCED SHIPPING	<input checked="" type="checkbox"/> GIVES YOUR SHIPPING AND ACCOUNTING DEPARTMENTS SEPARATE PROCESSES FOR FULFILLING AND BILLING SALES ORDERS.
<input checked="" type="checkbox"/> PICK, PACK AND SHIP	FURTHER REFINES THE SHIPPING PROCESS TO ALLOW YOU TO TRACK SEPARATE STAGES FOR PICKING, PACKING, AND SHIPPING ORDERS.
<input type="checkbox"/> SHIPPING LABEL INTEGRATION	GENERATE TRACKING NUMBERS AND SHIPPING LABELS WHEN YOU SHIP USING INTEGRATED SHIPPING ITEMS.
<input checked="" type="checkbox"/> ADVANCED RECEIVING	GIVES YOUR RECEIVING AND ACCOUNTING DEPARTMENTS SEPARATE PROCESSES FOR RECEIVING AND BILLING PURCHASE ORDERS.
<input type="checkbox"/> MULTIPLE SHIPPING ROUTES	USE MULTIPLE SHIPPING METHODS AND ADDRESSES ON THE SAME TRANSACTION.

Setup Defaults and Define Preferences Overview

Go to Setup > Accounting > Accounting Preferences > Order Management subtab:

- Review the following sections and review field help and help topics for available options:
 - ◆ Sales Orders: for example Default Sales Order Status, Default Warehouse for Sales Orders
 - ◆ Fulfillment
 - ◆ Picking/Packing: for example the Name for each status
- The available preferences are dependent upon the features enabled for example:
 - ◆ The Name for Picked Status, Packed Status, Shipped Status fields are only visible if the Pick, Pack and Ship feature has been enabled

The screenshot shows the 'Accounting Preferences' dialog box with the 'Order Management' tab selected. Under the 'Sales Orders' section, there are several dropdown menus and checkboxes. The 'DEFAULT SALES ORDER STATUS' dropdown is set to 'Pending Approval'. The 'REQUIRE RE-APPROVAL ON EDIT OF SALES ORDER' checkbox is checked. The 'SEND EMAIL CONFIRMATION WHEN SALES ORDER CANCELED' checkbox is unchecked. Other settings include 'DEFAULT WAREHOUSE FOR SALES ORDERS', 'DEFAULT COMMIT OPTION ON SALES ORDER' (set to 'Available Qty'), 'DEFAULT COMMIT OPTION ON TRANSFER ORDER' (set to 'Available Qty'), 'ITEM COMMITMENT TRANSACTION ORDERING' (set to 'Order by Transaction Date'), and 'PERFORM ITEM COMMITMENT AFTER TRANSACTION ENTRY' (checked).

Sales Order Defaults

Select the Default Sales Order values to meet your requirements:

- Default Sales Order Status
 - ◆ Pending Approval - you need a sales order approval process
 - ◆ Pending Fulfillment if an approval process is not needed
 - ◆ The status can be switched on the transaction
- Require Re-Approval on Edit of Order
 - ◆ Someone edits an order that was approved previously
 - ◆ Partially fulfilled orders are not affected; the status cannot be changed back to pending approval
- Send Email Confirmation when Sales order Canceled
- Default Location Sales Orders
 - ◆ Select a warehouse to default into an order
- Item commitment options

Order Management

Picking/Packing Defaults

Select the Picking/Packing values to meet your requirements:

- Picking ticket attributes
- Printed forms
- Status labels
- Packing Slip attributes

Picking/Packing

ALWAYS PRINT KIT ITEMS ON PICKING TICKETS	<input checked="" type="checkbox"/>
SHOW UNCOMMITTED ITEMS ON PICKING TICKETS	<input type="checkbox"/>
SHOW NON-INVENTORY ITEMS ON PRINTED FORMS	<input type="checkbox"/>
* NAME FOR PICKED STATUS	Picked
* NAME FOR PACKED STATUS	Packed
* NAME FOR SHIPPED STATUS	Shipped
SHOW ADDITIONAL ITEMS ON PACKING SLIPS	None
SHOW DROP SHIP ITEMS ON PACKING SLIPS	<input type="checkbox"/>

Fulfillment Defaults

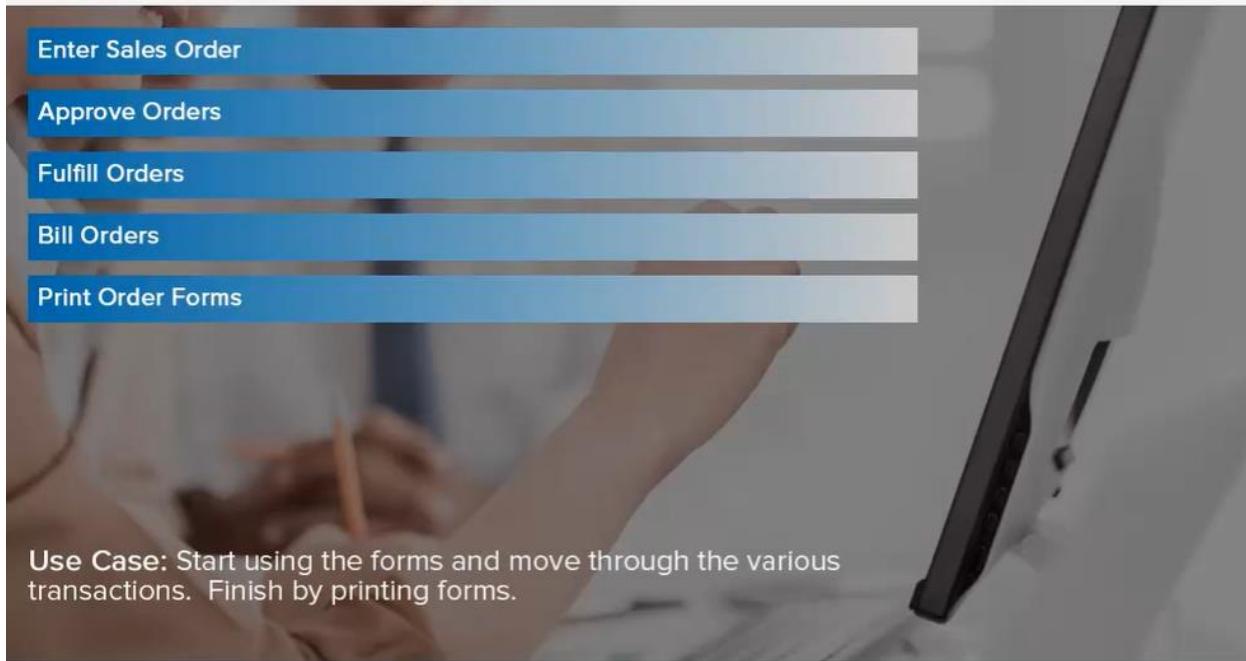
Select the Fulfillment values to meet your requirements:

- **Fulfill Based on Commitment:**
 - ◆ Limit to Committed – cannot fulfill a quantity greater than commitment quantity
 - ◆ Allow Uncommitted – allows fulfillment of a quantity that is greater than the commitment quantity
 - ◆ Ignore Commitment – no restrictions, no regard to commitments
- **Default Items to Zero Received/Fulfilled**
- **Filter Bulk Fulfillment Page by Warehouse**
- **Allow Overage on Item Fulfills** – may work in tandem with commitment setting
- **Email settings**

Fulfillment

LIMIT STATUS ON PACKING SLIP QUEUE	Picked
FULFILL BASED ON COMMITMENT	Allow Uncommitted
DEFAULT ITEMS TO ZERO RECEIVED/FULFILLED	<input type="checkbox"/>
ALLOW OVERAGE ON ITEM FULFILLS	<input type="checkbox"/>
FILTER BULK FULFILLMENT PAGE BY WAREHOUSE	<input checked="" type="checkbox"/>
SEND ORDER FULFILLED CONFIRMATION EMAILS	<input type="checkbox"/>
USE WEB SITE TEMPLATE FOR FULFILLMENT EMAILS	<input type="checkbox"/>
UPDATE TRANSACTION DATE UPON FULFILLMENT STATUS CHANGE	<input type="checkbox"/>

Walkthrough: Order-to-Invoice Process



Use Case: Start using the forms and move through the various transactions. Finish by printing forms.

Order Management

Enter Sales Orders

Go to **Transactions > Sales > Enter Sales Orders** and on the **New Sales Order** page choose the appropriate form:

- Changing the form after entering data results in losing your data
 - ◆ Alternatively, save the form and then edit to choose the correct form – this preserves the data
- If multi-location inventory has been enabled, then the location (warehouse) is a mandatory field
- Enter in all required information

Important:

Recommended number of line items
should be under the maximum of 500,
when entering orders in NetSuite

Summary	
Subtotal	46.00
Discount Item	0.00
Tax	0.00
Total	46.00

Order Management

Approve Order

Approval of orders is available in different locations: reminders, menu, or in the order:

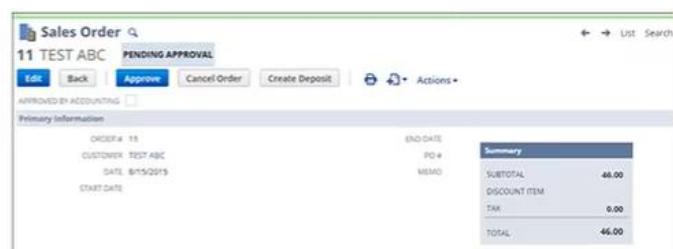
- Approve sales orders in bulk at **Transactions > Sales > Approve Order**:



Approve Sales Orders						
FILTERS		DATE	AS	FROM		
Customize						
<input type="checkbox"/>	DATE	ORDER #	CUSTOMER NAME	SALES REP	MEMO	ORDER TOTAL
<input type="checkbox"/>	8/15/2015	11	TEST ABC	Bob Smith		46.00 US Dollar
<input type="checkbox"/>	10/23/2013	10	TEST ABC	Bob Smith		414.00 US Dollar
<input type="checkbox"/>	11/10/2009	8	TEST ABC			138.00 US Dollar
<input type="checkbox"/>	11/9/2009	5	TEST ABC			23.00 US Dollar
<input type="checkbox"/>	11/9/2009	7	TEST Customer 1	Laura Stewart		50.00 US Dollar
<input type="checkbox"/>	11/9/2009	6	TEST ABC			23.00 US Dollar

- Individual orders can be approved from the Sales Order page:

- View an individual sales order
- Click the **Approve** button
- Requires appropriate permissions



Fulfill Orders

Once approved, order fulfillment is available in different locations:

- Fulfill orders in bulk processing at **Transactions > Sales > Fulfill Orders** or may also be accessed through Reminders:



- Individual orders can be fulfilled, picked, packed and shipped from the Sales Order page
- View an individual sales order
- Click the button being displayed, will be one of the following:
 - Fulfill, pick, pack and ship
 - Requires appropriate permissions



Bill Sales Orders

With Advanced Shipping once orders are fulfilled, order billing is available in different locations:

- Bill orders in bulk processing at **Transactions > Sales > Bill Sales Orders** or may also be accessed through Reminders:

Reminders	
2	Orders to Pack
3	Sales Orders to Bill

The screenshot shows the 'Bill Sales Orders' interface. At the top, there are tabs for 'Search', 'Insert', 'Mark All', and 'Unmark All'. Below the tabs, there are dropdown menus for 'Customer' (set to 'TEST ABC'), 'POSTING PERIOD' (set to 'Aug 2010'), 'Date' (set to '11/10/2010'), 'Status' (set to 'Open'), 'Request Customer Preference' (set to 'No'), and 'PRINTS/SLIP' (set to 'List System Preference'). On the right, there is a 'CREDIT CARD APPROVAL' button. The main area is titled 'Orders - Get Ready' and contains a table with columns: Order #, Customer, Date, Status, Customer Name, Memo, Company, and Action. There are three rows of data.

- Individual orders can be billed from the Order page after they are approved and fulfilled
 - View an individual sales order
 - Click the Bill button
 - Requires appropriate permissions

The screenshot shows the 'Sales Order' details for order number 5, customer TEST ABC, dated 11/10/2010. The status is 'PENDING BILLING'. The 'Actions' menu is open. The 'Primary Information' section shows the order number, customer name, date, and start date. The 'Summary' section shows a breakdown of the billable amount: Subtotal 23.00, Discount Item 0.00, Tax 0.00, and Total 23.00.

Order Management

Print Order Forms

Orders, Picking Tickets, and Packet Slips can be printed individually or in bulk:

- Go to **Transactions > Management > Print Checks and Forms**:
 - Select each form that you want to print
 - Does not require using separate Pick/Pack/Ship steps
 - Picking Tickets and Packing Slips can be printed any time during the fulfillment cycle
 - Invoices can also be printed once Orders are billed

Tip:

You may want to add the various print pages as Shortcuts on your Home Dashboard. Also, explore the available Reminders.

Walkthrough: View Sales Order History

Related Records

Use Case: NetSuite gathers information on the sales order, related records, so let's take a look.

View Sales Order History

View Sales Order status and history from the order record:

- Go to **Transactions > Sales > Enter Sales Orders > List**
- Click the **View** link for an order
 - ♦ Review the order status at the top of the form
 - ♦ Go to the **Related Records** subtab
 - See the listing of Invoices and Fulfillments

Items	Shipping	Billing	Accounting	Relationships	Communication	Related Records	System Information
Related Records • Support_Cases							
Print							
DATE	TYPE		NUMBER		STATUS		LINK TYPE
11/9/2009	Invoice		1		Paid In Full		Order Bill/Invoice
11/9/2009	Item Fulfillment		1		Shipped		Receipt/Fulfillment

Drop Shipments & Special Orders Overview

Go to **Setup > Company > Enable Features > Items & Inventory** subtab to enable the Drop Shipments & Special Order feature, if required:

- Drop Shipment sent directly from vendor to the customer
 - ◆ Item is not processed in your inventory; does not impact your inventory asset accounts or affect your stock count
 - ◆ Streamlines your inventory by reducing order-to-delivery cycle time
- Special Orders (a.k.a. "just-in-time" or customized orders)
 - ◆ Not fulfilled with regular stock, but is fulfilled only when the linked order for the special item is received from the vendor
 - ◆ Special orders are received into inventory and impact assets and COGS

NetSuite Terminology and Impact on Reports

An Order is a transaction that records commitment to sell items or services to customer:

- No accounting impact until items are shipped or services are completed
- Order report shows what the original order is
- Sales Report includes posted transactions, invoices, cash sales
- Invoice reflects only what is billed at that time
 - ◆ May or may not correspond to what has been shipped, depending on use of Advanced Billing and Invoice in Advance of Fulfillment

Standard Sales Order Reports

Go to **Reports > Order Management** to view reports that help you analyze the order fulfillment process by:

- Listing open customer orders with information about specific items
- Showing items that are back ordered
- Showing all open transaction lines for items committed and ready to be fulfilled on orders

Review the **Standard Reports** topic in the Help Center and SuiteAnswers, for more information

Accounts Receivable Overview

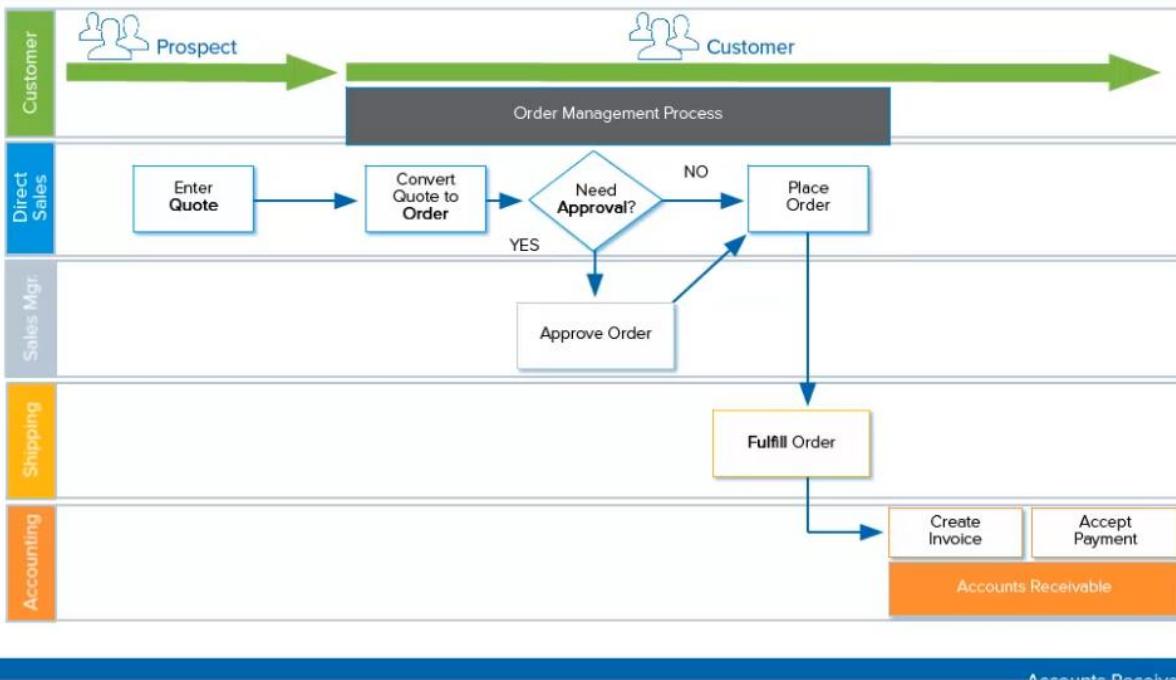
Accounts receivable tracks unpaid goods or services:

- Initiated by the sales process when your customer owes money in exchange for goods and services you provided

Billing is typically handled by creating an invoice:

- The Invoice is a record of sale to your customer and is mailed, faxed or emailed
- An invoice lists credit or payment period and payment terms

Overview of A/R Workflow



Accounts Receivable – Billing and Payment Process

Billing process:

- A Sales Order is Pending Billing
- AR staff bill the sales order to create an Invoice
- Print, fax, or email the invoice to the customer
- The invoice remains Open until receipt of customer payment
- The invoice reflects in the A/R aging report and on the customer record

Payment process

- Review open Invoices
- Accept payments from customers

Accounting Preferences: General

Setup > Accounting > Accounting Preferences > General subtab, review and select the available preferences in the Accounts Receivable section per your business requirements:

- Show Only Open Transactions on Statements: select to include only open transactions on customer statements
- Open Transactions on Statements: select handing method for generating statements
 - ◆ Open Transactions by Today
 - ◆ Open Transactions by Statement Date
- Customer Credit Limit Handling: select Ignore or Warn Only as the preferred way to handle a customer exceeding their allowed credit limit
- Customer Credit Limit Includes Order: select to include orders not yet billed, when performing credit limit calculations, to ensure customers not placing orders over their credit limit; this will include unapproved orders

The screenshot shows the 'Account Receivable' preferences window. At the top, there are two checked checkboxes: 'APPLY PAYMENTS THROUGH TOP-LEVEL CUSTOMERS ONLY' and 'SHOW ONLY OPEN TRANSACTIONS ON STATEMENTS'. Below these is a dropdown menu labeled 'OPEN TRANSACTIONS ON STATEMENTS' set to 'Open Transactions By Today'. A section titled 'CUSTOMER CREDIT LIMIT INCLUDES ORDERS' contains three checkboxes: 'DAYS OVERDUE FOR WARNING/HOLD' (set to 7), 'INCLUDE TAX FOR TERM DISCOUNTS', and 'INCLUDE SHIPPING FOR TERM DISCOUNTS'. The 'INCLUDE TAX FOR TERM DISCOUNTS' checkbox is highlighted with a red border.

Accounting Preferences: Items/Transactions

Navigate to the **Items/Transactions** subtab and review the **Accounts** section:

- Create or select default accounts to display in transactions
- **Default Payment Account**
- **Default Receivables Account** and Default Intercompany Receivables Account
- **OneWorld Note:** Default accounts are for all subsidiaries

Tip:

Leaving this blank results in payments going into the Undeposited Funds account

The screenshot shows the 'Items/Transactions' subtab selected in the top navigation bar. The 'Accounts' section contains several dropdown menus for selecting default accounts:

- PURCHASE DISCOUNT ACCOUNT: 8060 Purchase Discounts
- SALES DISCOUNT ACCOUNT: 8050 Sales Discounts
- DEFAULT EXPENSE ACCOUNT: 6130 Miscellaneous Expense
- DEFAULT INCOME ACCOUNT: 4000 Sales
- DEFAULT RECEIVABLES ACCOUNT: (highlighted with a blue border)
- DEFAULT COGS ACCOUNT: 5000 Purchases
- DEFAULT ASSET ACCOUNT: 1200 Inventory
- DEFAULT PAYMENT ACCOUNT: (highlighted with a red border)

Accounting Preferences: Order Management

Navigate to the **Order Management** subtab and review the **Invoicing** section:

- **Show Unfulfilled Items on Invoices:**
 - ◆ Select for invoices to show items yet to be fulfilled
- **Invoice in Advance of Fulfillment:**
 - ◆ Select to invoice customers for the full amount in advance of fulfilling the order, even a partially fulfilled order
- **Convert Absolute Discounts to Percentage:**
 - ◆ Select to convert a currency-based discount into percentage-based discounts spread across several invoices; the discount is applied evenly to all bills for that order instead of the entire discount being applied to the first bill

The screenshot shows the 'Invoicing' section of the Order Management subtab. It includes three checkboxes:

- SHOW UNFULFILLED ITEMS ON INVOICES:
- INVOICE IN ADVANCE OF FULFILLMENT:
- CONVERT ABSOLUTE DISCOUNTS TO PERCENTAGE: (highlighted with a red border)

Accounts Receivable

Bill Sales Orders

Navigate to Transactions > Sales > Bill Sales Order

- Whether you create an invoice or cash sale from the sales order depends on the form used and information entered:
 - ◆ Entering terms, i.e. Net 30, converts the order to an invoice upon billing
 - ◆ Entering in a payment method, i.e. check, converts the order to a cash sale upon billing
- The default A/R process suggests billing sales orders after any partial or complete fulfillment, unless you have selected the **Accounting Preference - Invoice in Advance of Fulfillment**
 - ◆ Allows invoicing the full amount prior to complete fulfillment of an order - Common with orders partially shipped

Review Customer Invoice

Review invoices at Transactions > Sales > Create Invoices > List

- Set your desired View
- Optionally use the list Filters
- Click on Edit to edit an invoice
- Click on View to view an invoice
 - ◆ In the **Summary** section , view the following:
 - Subtotal
 - Discount Item
 - Tax
 - Total
 - Amount due
 - ◆ References the **Created From** Sales Order number

The screenshot shows the 'Invoices' screen in a software application. At the top, there's a 'VIEW' dropdown set to 'Default', a 'Customize View' button, and a 'FILTERS' section with a dropdown set to 'Invoice'. Below this is a table with columns: EDIT | VIEW, INTERNAL ID, DATE ▲, PRINT, DOCUMENT NUMBER, and NAME. Six rows of data are listed, each with an 'Edit' and 'View' link. To the right of the table is a 'Summary' table with the following data:

Summary	
SUBTOTAL	75.00
DISCOUNT ITEM	
TAX	0.00
TOTAL	75.00
AMOUNT DUE	75.00

Accounts Receivable

Accept Customer Payments

Navigate to **Transactions > Customers > Accept Customer Payments** and select the **Customer**.

- Accepting customer payments allows for different handling options for the payments received:
 - ◆ Undeposited Funds: payments that will be deposited to bank account
 - ◆ Deposit to Bank Account: payments that have been deposited to a specified, bank account
- Consider the **Apply** payment checkbox
- Specify Payment Method
- Review Summary
- Save
- Status is **Not Deposited**

The screenshot shows the 'Payment' screen with the following details:

- Primary Information:** CUSTOMER dropdown, PAYMENT dropdown, BALANCE 0.00, PENDING 0.00, CONSOLIDATED BALANCE 0.00, CURRENCY US Dollar, EXCHANGE RATE 1.00, A/P ACCOUNT dropdown.
- Classification:** SUBSIDIARY and DIVISION dropdowns, SALES CHANNEL dropdown.
- Buttons:** Apply, Payment Method, Relationships, Communication.
- Grid:** Invoices 0.00, Credits 0.00, Deposits 0.00. It includes columns for SELECT ITEM, DATE, PAY ALL, AUTO APPLY, CLEAR, and CUSTOMIZE. A message at the bottom says "No records to show."

Make (Bank) Deposits

Banking process allows user to deposit payments received which are credits to bank accounts, includes checks, EFTs, credit card transactions and other sources:

- Go to **Transactions > Bank > Make Deposits** and select **Account**
 - ◆ Verify Date and Posting Period, fill in optional Memo
 - ◆ Go to **Deposits** and select items from the following sublists
 - **Payments:** payments from sales activity
 - **Other Deposits:** non-sales cash deposits
 - Cash Back: record amount not part of the deposit

The screenshot shows the 'Deposit' screen with the following details:

- Primary Information:** DEPOSIT # To Be Generated, ACCOUNT dropdown set to 1000 Checking, AMOUNT 0.00.
- Classification:** SUBSIDIARY Parent Company, DIVISION dropdown.
- Deposits:** Payments 0.00, Other Deposits 0.00, Cash Back 0.00. It includes columns for PAYMENT PROCESSING PROFILE, DATE, MARK ALL, UNMARK ALL, and CUSTOMIZE. A table below lists transactions with columns for DATE, TYPE, NUMBER, and MEMO.

DATE	TYPE	NUMBER	MEMO
11/9/2009	Cash Sale	2	
11/9/2009	Payment	1	
12/2/2014	Cash Sale	3	

Accounts Receivable

Make (Bank) Deposits

Banking process allows user to deposit payments received which are credits to bank accounts, includes checks, EFTs, credit card transactions and other sources:

- Go to **Transactions > Bank > Make Deposits** and select **Account**
 - ◆ Verify Date and Posting Period, fill in optional Memo
 - ◆ Go to **Deposits** and select items from the following sublists
 - **Payments:** payments from sales activity
 - **Other Deposits:** non-sales cash deposits
 - **Cash Back:** record amount not part of the deposit

Deposit

Save Cancel Reset Actions

Primary Information

DEPOSIT #: To Be Generated

* ACCOUNT: 1000 Checking

AMOUNT: 0.00

Classification

SUBSIDIARY: Parent Company

DIVISION:

Deposits Communication

Payments 0.00 • Other Deposits 0.00 Cash Back 0.00

PAYMENT PROCESSING PROFILE	DATE	All	
Mark All	Unmark All	Customize	
DATE	TYPE	NUMBER	MEMO
11/9/2009	Cash Sale	2	
11/9/2009	Payment	1	
12/2/2014	Cash Sale	3	

11:27 / 33:29

Accounts Receivable

Walkthrough: Additional Accounts Receivable Tasks

Create Invoices

Generate Statement

Record Customer Deposits

Create a Deposit on a Sales Order

Issue Credit Memos

Process a Return Authorization

Issue Customer Refunds

Use Case: There are other tasks that AR staff can complete, so let's take a look.

Accounts Receivable

Create Invoices

Transactions > Sales > Create Invoices to enter an invoice for a transaction with immediate delivery and payment on terms.

Use Case:

Customer walks into store, buys and takes Home Theater package, will pay on Net 15 terms

The screenshot shows the NetSuite interface for creating an invoice. The top navigation bar includes 'NETSUITE', 'Activities', 'Transactions', 'Lists', 'Reports', 'Documents', and 'Setup'. Below the navigation is a search bar and a 'Save' button. The main form is titled 'Invoice' and has sections for 'Primary Information', 'Sales Information', and 'Classification'. In the 'Primary Information' section, there is a dropdown menu for 'CUSTOM FORM' with the following options: Standard Service Invoice (selected), Standard Finance Charge, Standard Product Invoice, Standard Professional Invoice, Standard Progress Invoice, and Standard Service Invoice. Other fields in this section include 'INVOICE #' (disabled), 'CUSTOMER' (disabled), 'DATE' (disabled), and 'START DATE' (disabled). The 'Sales Information' section contains fields for 'SALES REP' and 'OPPORTUNITY'. The 'Classification' section contains fields for 'SUBSIDIARY' and 'DIVISION' (disabled). At the bottom right of the form, there are buttons for 'SALESMAN', 'EXCLUDE', 'CONTACT', and 'PHOTO'.

Accounts Receivable

Integrated Payment Methods in NetSuite

Enable Features > Transactions tab > Payment Processing:

- Credit Card Processing*
- PayPal
- EFT (customer)
- Online Bill Pay (vendor)
- Google Checkout (customer)

Accounts Receivable

Generate Statements

Go to **Transactions > Customers > Generate Statements** to execute for all customers, review and complete all fields:

- Suggested frequency is to send statements once-a-month
- Company sends statements to remind customers to pay their invoices
 - ◆ Print, email or fax statements in HTML or PDF format

Record Customer Deposits

Go to **Transactions > Customers > Record Customer Deposits**

- Complete **Primary Information** and **Classification** sections:
- Define and complete fields on the **Payment Method** subtab

Accounts Receivable

Create a Deposit on a Sales Order

Use the **Create Deposit** button on Standard Sales Order – Invoice with one of the following statuses - Pending Approval or Pending Billing

- View the Sales order and then click the **Create Deposit** button:
 - ◆ Complete the **Primary Information** and **Classification** sections
 - ◆ Define and complete fields on the **Payment Method** subtab

Create Deposit is also available on saved orders that use other forms, but do not have terms or a payment method specified

The screenshot shows two overlapping windows. The top window is titled 'Sales Order' with the number '5 TEST ABC' and status 'PENDING BILLING'. It has buttons for 'Edit', 'Back', 'Bill', 'Close Order', and 'Create Deposit' (which is highlighted with a red box). Below it is a 'Customer Deposit' window. This window has tabs for 'Save', 'Reset', 'Cancel', and 'Actions'. It contains sections for 'Primary Information' (Customer: TEST ABC, Deposit #: 1, Sales Order #: 5, Payment Amount: blank, Exchange Rate: 1.00, Date: 8/16/2015, Posting Period: Aug 2015), 'Classification' (Subsidiary: Parent Company, Division: blank, Sales Channel: blank), and 'Payment Method' (Payment Method dropdown, Check #: blank, Credit Card Select dropdown, Credit Card #: blank, Expiry (MM/YY): blank, Name on Card: blank, Card Street: 2955 Campus Drive, Card Zip Code: 94403, CC Approved: checkbox, AVS Street Match: checkbox). The 'Customer Deposit' window is also outlined with a red border.

Accounts Receivable

Nuanced Differences between Credit and Refund

Here are some possible guidelines to help evaluate the original transaction determining the subsequent transaction:

- **Cash Sale = Transactions > Customer > Refund Cash Sale**
 - ◆ Cash Sale | Refund Cash Sale
- **Paid Invoice = Transactions > Customer > Issue Credit Memo**
 - ◆ Invoice + Customer Payment | Credit Memo + Refund Credit Memo
- **Sales Order fulfilled/billed/payment accepted = Return Authorization process**
 - ◆ Sales Order (Approve) + Fulfill + Invoice + Customer Payment | Return Auth (Approve) + Receive Return + Refund Return + Issue Refund

Issue a Cash Refund

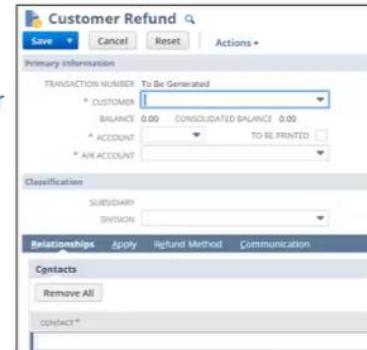
Use Case:

A customer returns a widget purchased for \$50.00 cash sale:

- Rather than issue credit memo, company refunds cash to Joe

Use the **Issue Cash Refund** transaction to return money to customers who paid for goods or services using cash, check or credit card - Go to **Transactions > Customers > Issue Customer Refund**

- Complete the **Primary Information, Sales and Classification** sections
- On the **Apply** subtab select available Credits or Deposits
- Complete fields on the **Refund Method** subtab
- **Save**
- This records the refund to the customer
 - ◆ Payment is generally in form of currency or printed check



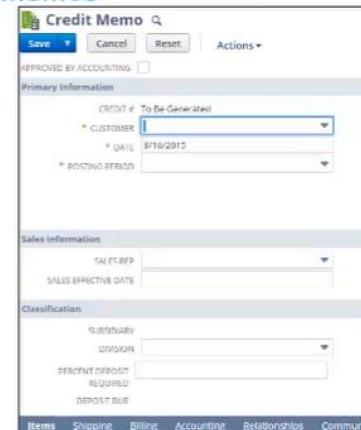
The screenshot shows the 'Customer Refund' transaction window. The 'Primary Information' tab is active, displaying fields for Transaction Number (set to 'To Be Generated'), Customer (selected), Balance (0.00), Consolidated Balance (0.00), Account (selected), and A/R Account (selected). The 'Classification' tab shows Subsidiary and Division dropdowns. The 'Relationships' tab includes tabs for Apply, Refund Method, and Communication. The 'Contacts' tab lists 'Remove All' and 'CONTACT'.

Accounts Receivable

Issue Credit Memos

Credit Memos decrease the amount a customer owes, deduct the credit from the total amount due; go to **Transactions > Customers > Issue Credit Memos**

- Complete the **Primary Information, Sales and Classification** sections
- On the **Items** subtab consider the **Auto Apply** setting and enter in Items
- Review other subtabs
- **Save**
- This has no link to a previously-entered sales order



The screenshot shows the 'Credit Memo' transaction window. The 'Primary Information' tab is active, displaying fields for Credit Memo (set to 'To Be Generated'), Customer (selected), Date (8/16/2015), and Posting Period (selected). The 'Sales Information' tab shows Sales Order (selected) and Sales Effective Date. The 'Classification' tab shows Subsidiary and Division dropdowns. The 'Items' tab is visible at the bottom.

Accounts Receivable

Issue Credit Memos

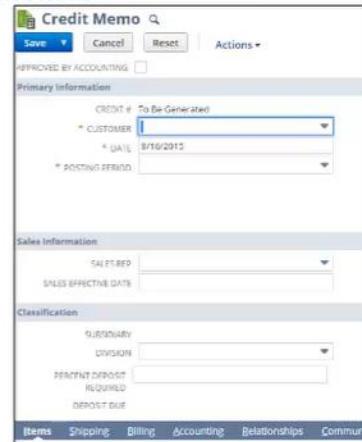
Credit Memos decrease the amount a customer owes, deduct the credit from the total amount due; go to **Transactions > Customers > Issue Credit Memos**

- Complete the Primary Information, Sales and Classification sections
- On the Items subtab consider the Auto Apply setting and enter in Items
- Review other subtabs
- Save
- This has no link to a previously-entered sales order

Use Case:

Customer received two widgets, bought for \$100/each, they were ruined in transit and cannot be returned

- Credit memo issued for \$200
- Later, customer purchases five widgets and the invoice total is \$500, \$200 credit memo is applied, total now owed equals \$300



Accounts Receivable

Process a Return Authorization

Process a return authorization for return of merchandise, if the Return Authorizations feature has been enabled; the following steps each involve specific permissions:

- View an invoice, click the **Authorize Return** button
- In the **Return Authorization** page:
 - ◆ Select the correct **Custom Form** and then click **Save**
 - ◆ Return Authorization status is **Pending Approval**
- View the **Return Authorization** and click **Approve Return**
 - ◆ Return Authorization status is **Pending Receipt**
 - ◆ Click **Receive**

Process a Return Authorization

Continue with the process:

- Go back to the Return Authorization, you can use the hyperlink in the Item Receipt or Recent Records
 - ◆ Status is Pending Refund
- Click Refund
 - ◆ Either a credit or refund is created based upon the payment method
- Complete the Credit Memo
 - ◆ Complete the Primary Information , Sales and Classification sections
 - ◆ On the Items subtab consider the Auto Apply setting and enter in Items
 - ◆ Review other subtabs
 - ◆ Save
- This has now linked to a previously-entered sales order

Key Performance Indicators for AR

Click the Personalize link for the dashboard:

- Select Key Performance Indicators
- Close the Personalize Dashboard pane

Find the Key Performance Indicators portlet

- Click Set up and select KPIs to be included
- Define highlighting and threshold
- Save

Key Performance Indicators					
INDICATOR	PERIOD	CURRENT	PREVIOUS	CHANGE	
Total Bank Balance	This Period vs. Last Period	\$62,977,996	\$62,977,996	0.0%	
Receivables	Today vs. Same Day Last Month	\$6,023,317	\$6,023,317	0.0%	
Equity	This Period vs. Last Period	\$82,431,309	\$82,431,309	0.0%	
LAS: Item Fulfillment	Current	0			
Total Sales (Orders)	This Month vs. Same Month Last FQtr to Date	\$0	\$0	0.0%	

Standard A/R Reports

Go to Reports > Customer/Receivables

- Use the standard A/R reports to analyze your accounts receivables and focus your collection efforts, for example:
 - ◆ A/R Aging
 - ◆ A/R Register
 - ◆ A/R Payment History by Invoice
 - ◆ A/R Payment History by Payment
- OneWorld accounts will have a **Subsidiary Context** filter available when viewing report results

Refer to the **Standard Reports** topic in the Help Center and SuiteAnswers, for more information

Customer/Receivables

- Customers by Sales Rep
 - Detail
- Customers by Territory
 - Detail
- Customers by Partner
 - Detail
- Customer Profitability
 - Detail
- Prospect Analysis
 - Detail
- A/R Aging
 - Detail
- A/R Register
- A/R Payment History by Invoice
- A/R Payment History by Payment

About this Module

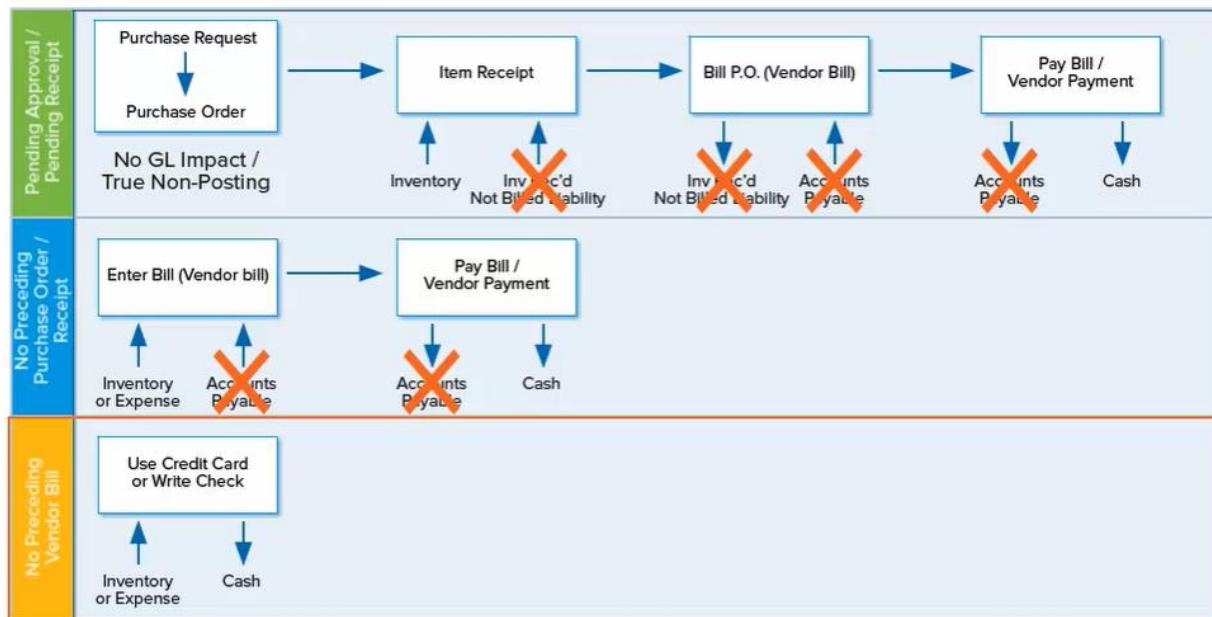
Identify the impact of inventory transactions on inventory levels.

- Match your business requirements to the NetSuite functionality
- Obtain real-time information on quantities, prices, costs and asset value
- Streamline stock levels, reduce costs and maximize revenue and profits

Module Objectives

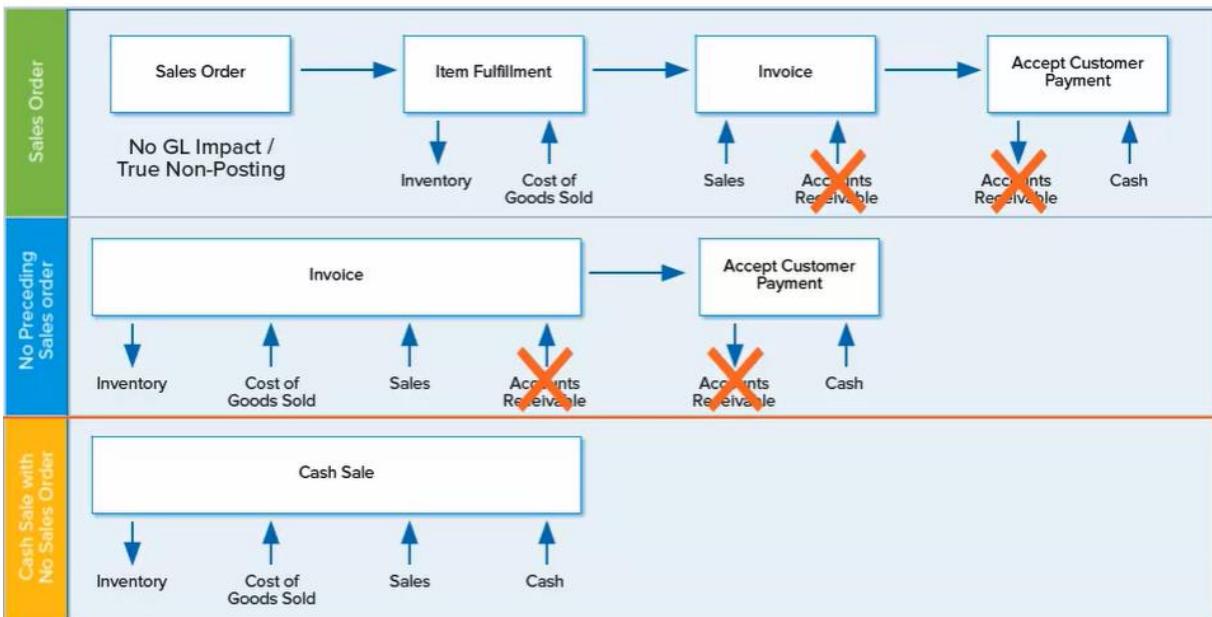
1. Identify impact of transactions on inventory levels
2. Identify inventory and reporting workflow
3. Identify standard inventory reports

A/P Transactions GL Impacts



Inventory Tracking

A/R Transactions GL Impacts



Inventory Tracking

Multi-Location Inventory Considerations

- Multi-Location Inventory is a global setting
- Once enabled and transaction posted, difficult to turn off
 - ◆ If you need to test this—do it in a demo account, not live account
- Item Records can be shared among subsidiaries
- Not Shared by the Subsidiaries:
 - ◆ Location
 - ◆ On hand stock
 - ◆ Costing of Inventory

Multi-Location Inventory Considerations

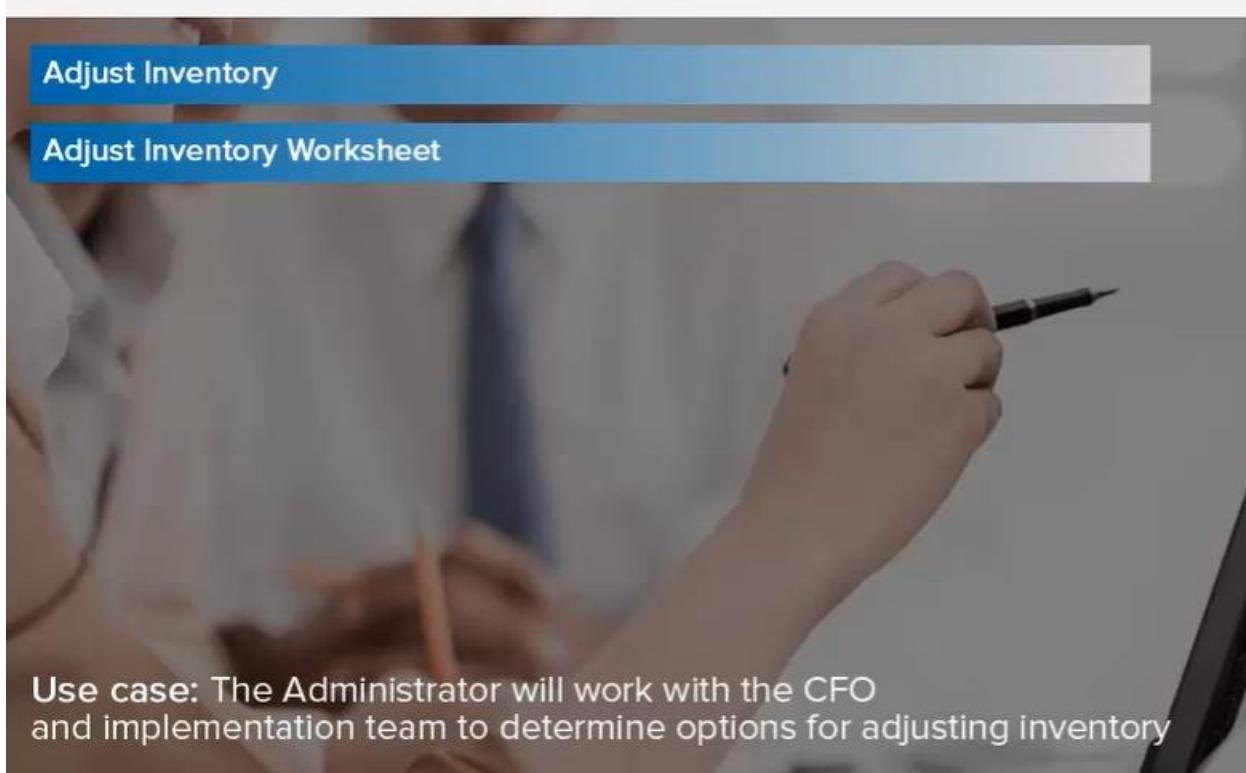
- Multi-Location Inventory is a global setting
- Once enabled and transaction posted, difficult to turn off
 - ◆ If you need to test this—do it in a demo account, not live account
- Item Records can be shared among subsidiaries
- Not Shared by the Subsidiaries:
 - ◆ Location
 - ◆ On hand stock
 - ◆ Costing of Inventory
 - When Multi-Location Inventory enabled, cost is tracked per item per location

Bin Management considerations

Bins:

- are sub-locations within Locations
- can be shared by Items
- are not unique to each Item
- like Locations, can be owned by one subsidiary only
- Item's costing is tracked at Location, NOT Bin level

Walkthrough: Inventory Adjustments



Use case: The Administrator will work with the CFO and implementation team to determine options for adjusting inventory

Adjust Inventory

Change the quantity and value of your inventory with consideration to quantity on hand:

- Go to **Transactions > Inventory > Adjust Inventory** and enter the following, required information:
 - ◆ Subsidiary and Adjustment Account
- At the line level, in the **Item** field, select the item you want to adjust inventory; define all required column fields
- If LIFO or FIFO are your costing methods, the costing method is preserved

Note:

Lot numbered and serialized inventory items are visible

Adjust Inventory Worksheet

Change inventory quantity / value exclusive of quantity on hand:

- **Transactions > Inventory > Adjust Inventory Worksheet** and enter the following, required information:
- If using LIFO or FIFO costing methods, the costing method is reset to average; costing history is lost

Note:

Lot numbered and serialized inventory items will not be visible in the worksheet; use the Adjust Inventory transaction

Inventory Tracking

Adjust Inventory vs. Adjust Inventory Worksheet

Primary differences between the inventory adjustment transactions:

- **Adjust Inventory**
 - ◆ Is inclusive of the previous stock total; considers the on hand quantity
 - ◆ Adds or subtracts quantity to the previous inventory count
 - ◆ Lot numbered and serialized inventory items are visible in the Adjust Inventory transaction
- **Adjust Inventory Worksheet**
 - ◆ Is exclusive of previous stock total; does not consider the on hand quantity
 - ◆ Resets the inventory count to the quantity entered on the date of the worksheet

Best Practices: Items and Inventory

Consider the following best practices for items and inventory:

- If you are NOT using Inventory, then do NOT enable the feature
- Do not specify a location on an item record
- If Multi-Location Inventory is required, then it is recommended having the MLI feature enabled and then import items
- If you enable the Multi-Location Inventory feature and distribute items, **you cannot disable the feature without contacting Customer Support**



Inventory Workflow and Reporting

NetSuite is an integrated system from procurement to sales, with reporting at the center:

- Tracks quantity, value and commitment of items you purchase and sell
 - ♦ **Committed:** No longer available to sell, but inventory has not been relieved
- Updates on-hand quantities for any transaction that affects inventory
 - ♦ **On Hand:** Quantity of the item in inventory, this includes available and committed
- Defines item records with item's cost, sales price, stock level and more
- Tracks your cost of goods sold and assets

Best Practice:

- NetSuite will allow inventory to go negative, but best not to allow this. COGS recalculation will run throughout the day.

Inventory Tracking

Standard Financial and Inventory Reports

Use the NetSuite Financial and Inventory reports:

- Go to **Reports > Financial** to use the standard financial reports to streamline stock levels to reduce costs and maximize revenue and profits, e.g.
 - ♦ Income Statement
 - ♦ Balance Sheet
- Go to **Reports > Inventory** to use the inventory reports to make regular assessments of stock quantities and identify your replenishment needs, e.g.
 - ♦ Current Inventory Status
 - ♦ Inventory Back Order

Review the **Standard Reports** topic in the Help Center and SuiteAnswers, for more information

About this Module

What are other ways to “connect” with the public and extend your NetSuite Functionality?

- Can NetSuite accommodate multi-channel marketing campaigns?
- Can NetSuite help with building a website to connect and sell to customers?

Module Objectives

1. Consider the benefits of NetSuite marketing features
2. Identify NetSuite's ecommerce features
3. Locate additional NetSuite resources to assist with incorporating marketing and ecommerce into your implementation

Introducing Marketing Automation

Marketing Automation works across many areas of your NetSuite Account, including CRM and SFA:

- Set up **Marketing Automation** and use the associated tools to meet your requirements
- Work with **Lead Management**
- Reach your customers effectively; create targeted and customizable **Templates** for email marketing
- Consider your **Audience**
- Use different marketing **Events**
- Drive your **Sales** and get real-time **ROI** numbers



Introducing Marketing Automation

Streamline and automate your marketing processes:

- Use **multi-channel campaigns**
- Obtain **real-time visibility** into the lead-generation to sales-execution processes
- **Prime your sales pipeline**
- **Track the effectiveness** of your marketing efforts

Setting Up Marketing Automation

■ Framing Campaign Automation:

- ♦ Configure NetSuite Marketing Automation to maximize the benefits
- ♦ Define preferences and values for campaign data management

■ Building Campaign Components:

- ♦ Maximize communication avenues
- ♦ Work leads and sales opportunities
- ♦ Target entity groups

■ Launching Campaign:

- ♦ Create, schedule and manage campaign events
- ♦ Incorporate Lead Nurturing

Incorporate Marketing and Ecommerce

Walkthrough: Enable Marketing and Setup

Enable Marketing

Marketing Preferences

Campaign Email Addresses

Domains

Templates

Campaign Records

Introducing NetSuite Ecommerce

NetSuite's Ecommerce functionality enables you to bridge ERP and CRM:

- **Build and deploy** a simple website or a full functionality commerce; set up the appropriate Web Site
 - ◆ Organize and maintain your web presence with content that is always current and easy to navigate
- **Manage your Web presence** with current Content and easy Navigation
- **Synchronize and improve visibility** across your business to facilitate Shopping, Selling, Accounting and Customer Service
- **Capture Lead** information
- **Report** on your web activities, along with other reporting functions



Incorporate Marketing and Ecommerce

Example: Web Order-to-Payment Process



Incorporate Marketing and Ecommerce

Select the Appropriate Web Site Type

	Basic Web Site	Customized Template Web Site	Hosted HTML Web Site	External Web Site with NetSuite Shopping Cart (WSDK)
NetSuite Hosted	Yes	Yes	Yes	Partially
Look and Feel	Template-driven Limited choices	Flexible templates Can customize page elements	Full design options	Full design options
Ease of Setup	No HTML or coding	Some HTML and coding	HTML and coding	HTML, JSP, PSP and other coding
HTML Knowledge Required	No	One time only for set up	Ongoing	Ongoing
Ease of Adding New Items	Easy	Easy	Requires HTML and coding	Requires HTML and coding
Shopping Cart Integration	Yes	Yes	Yes	Yes

Important:

Customized Template Web Sites, Hosted HTML Web Sites and External Web Sites with the NetSuite Shopping Cart all require the Advanced Site Customization module.

Incorporate Marketing and Ecommerce

SuiteCommerce

Web Site Components	Site Builder					SuiteCommerce Advanced
	Standard Site	Advanced Site Customization	Hosted HTML	External Catalog Site	SuiteCommerce Advanced Site	
Look and Feel	Basic Site Themes and Layouts provided by NetSuite	Limited customization with CSS	Full customization	Full customization	Full customization	
Site Setup	Point-and-click Web Site Setup page	Point-and-click Web Site Setup page	Point-and-click Web Site Setup page Uploading HTML pages to file cabinet.	Point-and-click on Web Site Setup page All web development and HTML file hosting outside of NetSuite	Advanced site setup page	
Site Templates	Basic templates included	Basic templates included HTML customization capabilities	N/A	N/A	Available through ShopFlow or My Account reference SuiteApps, or create your own SSP application and design your own site templates.	
Site Development Tools	Point-and-click	HTML customization capabilities in Themes and Layouts NetSuite Web Site tags	HTML limited JavaScript and SuiteScript	HTML, and JavaScript	HTML, JavaScript, SuiteScript, Commerce API, Item Search API, Bootstrap, Backbone, JQuery	
Product Display	Point-and-click	Point-and-click	Add links to NetSuite item records in your custom HTML.	Add links to NetSuite item records in your custom HTML .	Available through Item Search API	

Incorporate Marketing and Ecommerce

SuiteCommerce

In a single cloud platform, deliver true omnichannel shopping and service experiences combining ecommerce, in-store POS and order management with your back office systems:

- **360° CUSTOMER VIEW:** A single view of all customer interactions and transactions across all touchpoints and channels.
- **INTELLIGENT ORDER ORCHESTRATION:** Customers can buy, fulfill and return anywhere; your company maximizes profitability with centralized order management and a single view of inventory.
- **INNOVATIVE EXPERIENCES:** Rapidly create unique, personalized and compelling mobile, web and in-store experiences that differentiate your brand and exceed your customer expectations.
- **UNLIMITED EXPANSION:** Quickly deploy sites for multiple business models, channels, brands, countries, currencies and languages all on the same platform.

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Module Objectives

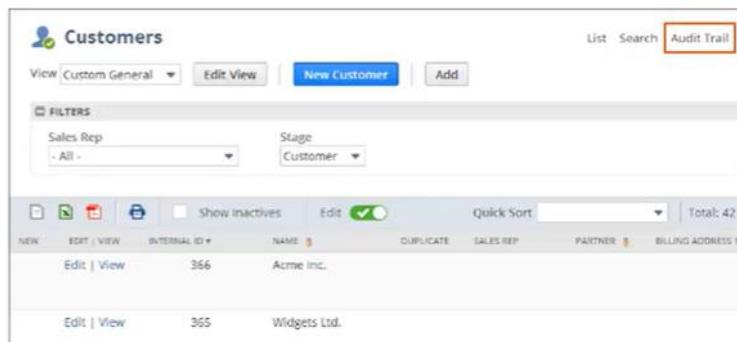
1. Identify ways of tracking changes to records in NetSuite

- ◆ System Notes
- ◆ Transaction Audit Trail (a.k.a "The Audit Trail")
- ◆ Transaction Numbering Audit Log
- ◆ Login Audit Trail
- ◆ My Login Audit

Audit and System Notes

System Notes

- Automatically logged for every record in NetSuite, including new custom record types
 - ◆ Includes CRM, Item, etc.
- Cannot be modified
- Only removed when their associated record is deleted
- Can be searched using Saved Search
- "Audit Trail" feature on Record Type



The screenshot shows the NetSuite Customers list view. At the top right, there is a search bar with the placeholder "Audit Trail" highlighted by a red box. Below the search bar, there are buttons for "List", "Search", and "Audit Trail". The main area displays a table of customer records with columns for NEW, EDIT / VIEW, INTERNAL ID, NAME, DUPLICATE, SALES REP, PARTNER, and BILLING ADDRESS 1. Two records are visible: one for Acme Inc. and another for Widgets Ltd.

NAME	DUPLICATE	SALES REP	PARTNER	BILLING ADDRESS 1
Acme Inc.				
Widgets Ltd.				

Audit and System Notes

Transactions > Management > View Audit Trail

The screenshot shows the 'View Audit Trail' page in NetSuite. At the top, there are search fields for 'USERS', 'TRANSACTION TYPE', 'ACCOUNT', and 'TRANSACTION DATE'. Below these are buttons for 'Submit' and 'Reset'. The main area displays a table titled 'Audit Trail' with columns: DATE/TIME, USERNAME, ACTION, TYPE, INTERNAL ID #, DOCUMENT NUMBER, TRANSACTION NUMBER, POST DATE, and ACCOUNT. The table contains three rows of data:

DATE/TIME	USERNAME	ACTION	TYPE	INTERNAL ID #	DOCUMENT NUMBER	TRANSACTION NUMBER	POST DATE	ACCOUNT
02/21/2016 3:09 pm	Larry.Nelson	CREATE	Expense Report	25	2		8/4/2015	Unapproved Expense Reports
02/29/2016 3:08 pm	Larry.Nelson	CREATE	Invoice	26	16		10/26/2016	Accounts Receivable
02/29/2016 3:08 pm	Larry.Nelson	CREATE	Invoice	27	17		11/4/2015	Accounts Receivable

Audit and System Notes

Transaction Numbering Audit Log

Transactions > Management > Transaction Numbering Audit Log

The screenshot shows the 'Transaction Numbering Audit Log' page in NetSuite. At the top, there are search fields for 'VIEW', 'Customize View', and 'FILTERS' (which include 'TRANSACTION TYPE', 'LOCATION', 'SUBSIDIARY', and 'STYLE'). Below these are buttons for 'List' and 'Search'. The main area displays a table with columns: TRANSACTION TYPE, TRANSACTION NUMBER, DATE ALLOCATED, AUTHOR, DATE DELETED, DELETED BY, LOCATION, SUBSIDIARY, and MESSAGE. A message at the bottom states 'No records to show.' and 'TOTAL: 0'.

Audit and System Notes

Login Audit Trail

Setup Tab > Users/Roles > View Login Audit Trail

The screenshot shows the 'Login Audit Trail Search' interface. On the left, there is a search form with fields for 'USER' (set to 'any of'), 'ROLE' (set to 'any of'), 'DATE' (set to 'within' with 'All' selected), and 'FROM' (empty). On the right, the 'Login Audit Trail Search: Results' section displays a table of audit log entries. The table has columns for DATE, EMAIL ADDRESS, USER, ROLE, IP ADDRESS, STATUS, and SECURITY CHALLENGE. The results show multiple logins from 'awolfe@wolfeelectronics.com' and 'minij@nedledger.com' on various dates between 11/17/2015 and 11/30/2015, all marked as 'Success'.

DATE	EMAIL ADDRESS	USER	ROLE	IP ADDRESS	STATUS	SECURITY CHALLENGE
11/17/2015 5:43 pm	awolfe@wolfeelectronics.com	Larry Nelson	Administrator	172.16.30.235	Success	
11/17/2015 5:44 pm	awolfe@wolfeelectronics.com	Larry Nelson	Administrator	172.16.30.235	Success	
11/17/2015 5:47 pm	awolfe@wolfeelectronics.com	Larry Nelson	Administrator	172.16.30.235	Success	
11/17/2015 5:48 pm	awolfe@wolfeelectronics.com	Larry Nelson	Administrator	172.16.30.235	Success	
11/30/2015 1:25 am	minij@nedledger.com	Larry Nelson	Administrator	68.165.173.146	Success	
11/30/2015 1:47 am	minij@nedledger.com	Larry Nelson	Administrator	68.165.173.146	Success	
11/30/2015 3:18 am	minij@nedledger.com	Larry Nelson	Support Person	68.165.173.146	Success	

My Login Audit

Home Tab > Personalize > My login audit

The screenshot shows the 'Home' tab with a personalized section titled 'My login audit'. The section displays various login statistics: 'Previous Login' (1/11/2016 8:09 pm), 'Previous Mobile Login' (none), 'Successful Logins Today' (6), 'Login Failures Today' (0), 'Previous Password' (1/8/2016 3:44 pm), 'Change' link, and 'Password Expiration' (none).

Audit and System Notes

About This Module

Define the use of the following data management tools:

- [Inline Editing](#)
- [Mass Updates](#)
- [CSV imports](#)
- [CSV export](#)
- [Duplicate detection](#)
- [Delete All Data](#)

Module Objectives

1. [CSV imports](#)
2. [Inline Editing](#)
3. [Mass Updates](#)
4. [CSV export](#)
5. [Duplicate Detection](#)
6. [Delete All Data](#)

CSV Imports

What you can do with CSV Imports:

- Update any field
 - Including erase data already in fields (Overwrite Missing Fields)
- Change sublists
 - Add/Replace sublists data (addresses, transaction lines)
 - Delete sublists sometimes (Overwrite Sublists)
- Create duplicate records by accident
 - Check Auto-generated Numbering and Key fields
 - Add Only | Update Only | Add or Update

CSV Imports

What you cannot do with CSV Imports:

- Delete records
- Create fields or forms on the fly --must create them ahead of time
- Merge records

Inline Editing

Also known as “Direct List Editing” (DLE)

What you can do with Inline Editing:

- Delete records (watch out!)
- Update editable fields - not LL fields supported
- Enable or Disable the feature universally
- Enable for specific custom records

What you cannot do with Inline Editing:

- Add records
- Merge records
- Restrict by Role

Mass Updates

What you can do with Mass Updates:

- Pricing Updates - many options
- Update role permissions
- Send out bulk emails, including subscribe/unsubscribe messages
- Reassign sales reps or support reps
- Update almost any field using a saved search

What you cannot do with Mass Updates:

- Affect sublists: addresses, transaction lines
- Delete records
- Add records
- Merge records

CSV Export

Full CSV Export:

- Does not include custom records
- May not include all fields, esp. custom fields
 - ♦ Depends on the View of the person exporting
- Permission controlled—who needs this?

Export List

- Best Practice - Limit who has this permission

Duplicate Detection

Setup Tab > Company Management > Duplicate Detection

- Setting are “and” - fewer settings finds more duplicates

List Tab > Mass Update > Entity Duplicate Resolution

The screenshot shows the 'Manage Contact Duplicates' page under the 'Data Management' tab. The top navigation bar includes links for Activities, Transactions, Lists, Reports, Documents, Setup, Customization, and Support. The main heading is 'Manage Contact Duplicates'. Below it are buttons for 'VIEW Duplicates', 'Customize View', 'Mark All As Dup.', 'Mark All As Not Dup.', 'Unmark All', and 'Submit Selected'. A 'FILTERS' section allows filtering by 'Fields' (Basic), 'Entries' (Contacts), and 'Merge Type' (Mark all selected as not duplicates). The main table displays two rows of contact data:

GROUP #	MASTER	DUPLICATE	NOT A DUP.	RESOLUTION STATUS	INTERNAL ID	NAME	SUBSIDIARY	BILLING STATE/PROVINCE	BILLING ZIP	INACTIVE	DATE CREA
1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		90	Kim McDonald	HEADQUARTERS : AMERICAS : US - West	NJ	45677	No	9/5/2016 am
1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		247	Kim McDonald	HEADQUARTERS : AMERICAS : US - West			No	12/24/2011 am

Data Management

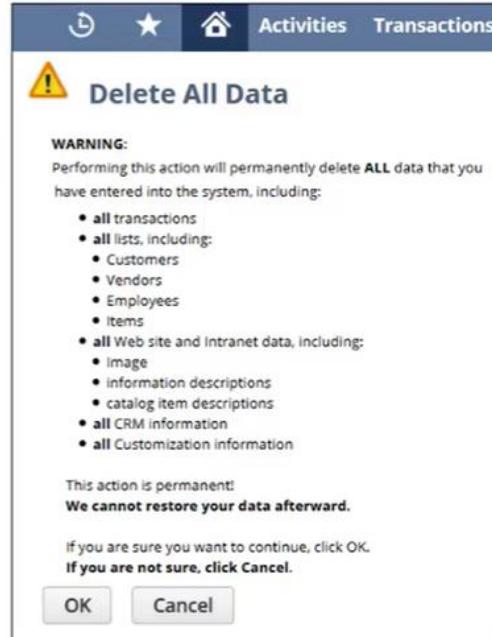
Delete All Data

Setup Tab > Company > Delete All Data

- Administrators only have access to this

Lists > Mass Updates > Delete All Transactions

- requires a NetSuite Support Case



Controlling Employee Access

- Consider IP Address restrictions
- Limit Administrator Access
 - ♦ 2 people suggested
 - ♦ Not everyone needs it
 - ♦ No one should use it as their every day role
- If an employee will be terminated, remove NetSuite Access on time, before termination
 - ♦ Scripts are a good way to automate this if future-dated
- Inactivate is not enough:
 - ♦ Remove Access
 - ♦ Remove all roles

About this Module

- Identify how to locate information on help, functionality, SuiteApp, enhancements, "Best Practices", or user discussion.
- Identify resources to learn about NetSuite Release Cycles and New Features.

Module Objectives

1. Cases vs. Issues
2. NetSuite Release Cycles
3. Learning Resources

Understanding Cases and Issues

- What is the difference between Cases and Issues?
- How are Cases and Issues linked?
- What is the benefit of this linkage?
- What is the difference between a Defect and an Enhancement Request?

What is the difference between Cases and Issues?

A (Support) Case represents an interaction between a Customer and NetSuite Support

- Not every Support Case generates an Issue
- Most Support Cases involve helping the Customer to understand how NetSuite works

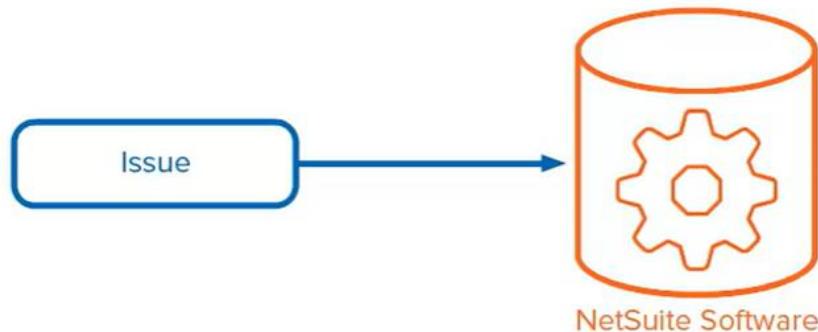


What is the difference between Cases and Issues?

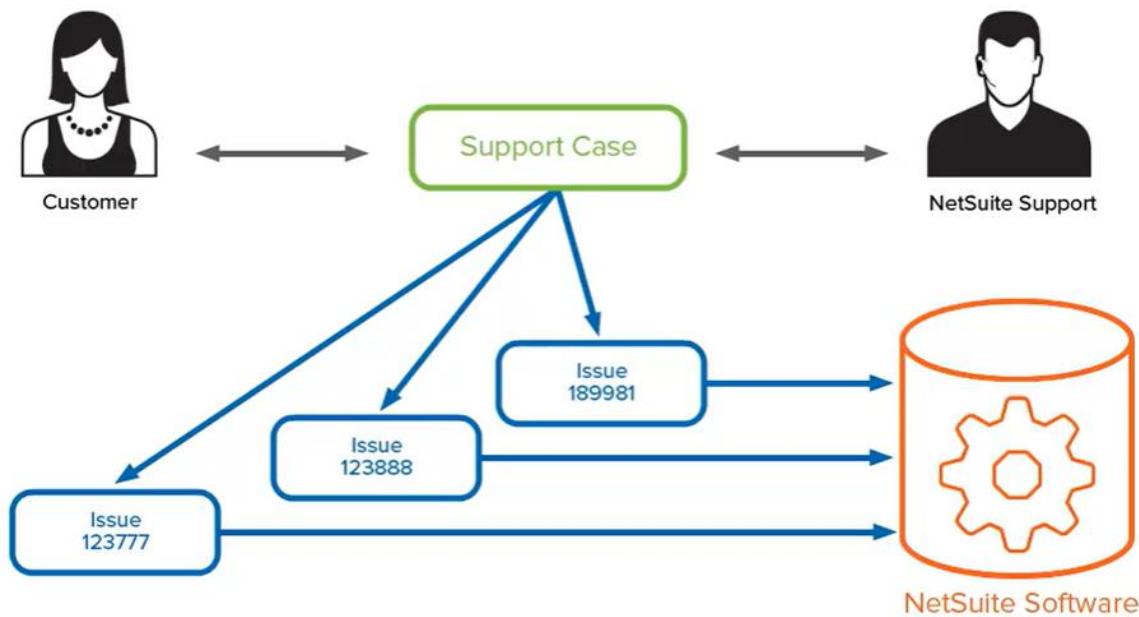
An Issue represents a Defect or an Enhancement related to the product

Which is which?

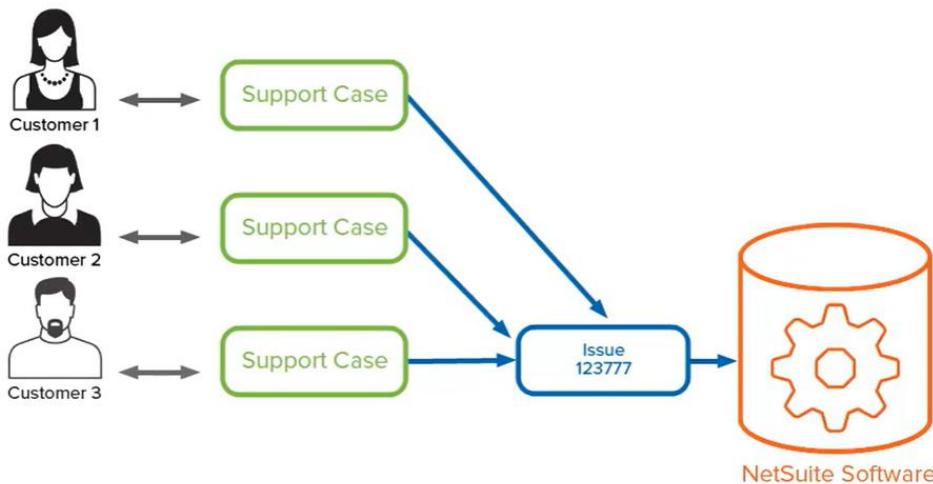
- A Defect is when NetSuite software does not perform as designed
- Anything else, regardless of a Customer's opinion on the matter, is an Enhancement Request.



One Support Case may have more than one Issue

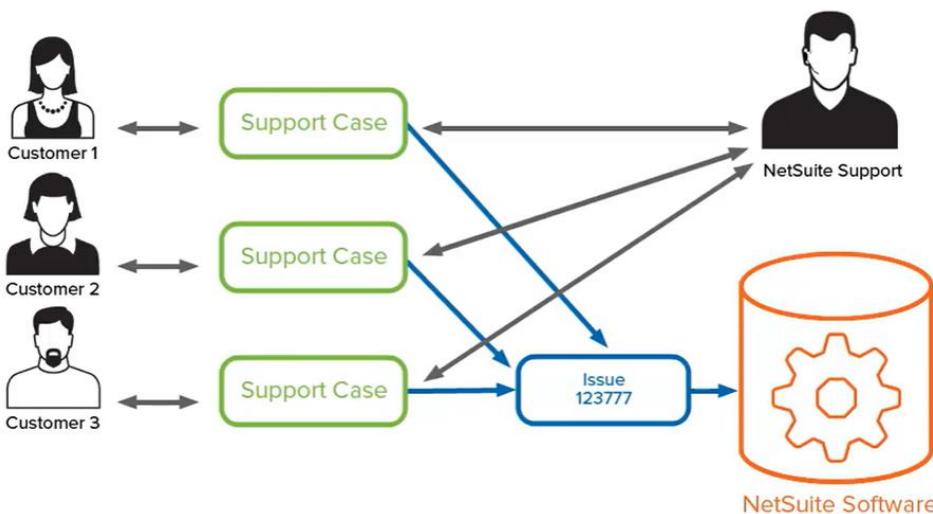


One Issue may have more than one Case



Release Cycles and Learning Resources

One Issue may have more than one Case



Release Cycles and Learning Resources

What are the benefits to this linkage?

- Allows NetSuite to see Cases and Issues on Customer record
- Allows Product Management to see Issues in context of interested Customers
 - ◆ Case count per Issue
 - ◆ Link from Issue to Customers
- Customer can see filed Issues in NetSuite Support Center
- Enhancement Database Voting enabled

NetSuite Support Center View

- Assign NetSuite Support Center role to Employee record in Customer production account
 - ◆ Not available in Demo account
 - ◆ NetSuite Support Center vs. Basic—no billing visible in Basic
- Navigate to Support Tab > NetSuite Account Center
- NetSuite Account Center is the NetSuite Account—customer is now in our version of “Customer Center”

The screenshot shows the 'Support' section of the NetSuite interface. A blue header bar reads 'NetSuite Account Center'. Below it, a banner says 'NetSuite Account Center' and 'Review your existing cases and other customer information.' The main area contains several tabs and sections related to customer management.

Suitelideas

The screenshot displays the Suitelideas community website. It features a top navigation bar with links like 'Storage info', 'Welcome to Suitelideas', and 'File a New Idea'. The main content area includes a 'Search existing Enhancement Request Ideas' bar, a 'Top ideas' section with a list of enhancement requests, and a 'New Ideas' section. The overall design is clean and professional, reflecting the NetSuite brand.

Overview

Identify resources to learn about NetSuite Release Cycles and New Features.

- Types of Releases
- Phased Release
- Life Cycles of Enhancements
- Release Preview

Types of Releases

The version number is at the bottom of the Home Dashboard

NetSuite releases new versions using two types of releases:

- Feature Releases
 - ♦ occur twice per year, typically in Q1 and Q3
 - ♦ are always assigned a new version number
 - ♦ contain a set of new features, and a collection of lower priority bug fixes
 - ♦ are always released into production using our phased release process
- E-Fix Releases
 - ♦ happen in between Feature releases
 - ♦ generally contain only customer reported bug fixes which cannot wait until the next feature release
 - ♦ always have a new version number, only the 4th number in the changes (2009.2.0.78 becomes 2009.2.0.82)
 - ♦ are generally released without service downtime, and are never phased

Release Cycles and Learning Resources

Phased Release

NetSuite upgrades customer databases in "Phases":

- Two different code versions running in the production environment
- Allows our Support and Development to fix issues before affecting larger numbers of customers
- Each phase runs live on the new code version for 1 – 3 weeks
- This phase release mode is typically completed in 2 months
- Customers are rotated through Phases, will not always be the same (NetSuite and Early Adopter volunteers always go first)
- Customers are notified in their "New Release Portlet" of their Release Preview and Upgrade dates

Life Cycle of Enhancements

- Issue records with Type = Enhancement are used for collecting all requests for new product functionality:
 - ♦ completely new features or
 - ♦ enhancements to existing functionality
- When an enhancement requests are linked to customer support cases for two-way visibility.
- All enhancement request Issues are routed to, and owned by product managers.
- Product Managers organize and prioritize enhancement requests.
- Enhancements are reviewed in the context of:
 - ♦ product strategy
 - ♦ competitive analysis
 - ♦ cost to implement and support the functionality

Release Preview Participation

Release Preview program

- Allows early viewing of new features and testing of workflows
- Provides an account on the latest version with YOUR data
- Communication about the release occurs upon login to the live NetSuite account for administrators and additional named users
- Bugs found in Release Preview take priority over others
- Sample test plans are available

New Release portal indicates

- When your account will be upgraded
- When your Release Preview is scheduled
- Links to sneak peeks, training, release notes, and test plans

Training Resources

- SuiteAnswers
- Learning Center
- User Groups (now called NetSuite Community)
- Help

NetSuite Learning Center

<https://www.netsuite.com/portal/services/training/suite-training/learning-cloud-support.shtml>

The screenshot shows the Oracle NetSuite Learning Center interface. At the top, there's a navigation bar with links for Courses, Live Events, Progress, Favorites, Help, and Sign In. A red button labeled "Guest User | Buy Now" is also visible. Below the navigation, the page title is "Customer Learning Cloud Support Pass Company Pass-Standard" with a "New User? Get Started Here" link. The main content area features a "New & Featured Content" section with four cards: "Explore the NetSuite Learning Center", "LCS Live Events", "Featured Events", and "NetSuite Certification Program". Below this is a search bar with placeholder text "Title or Keyword Search...". To the right of the search bar are filters for "Job Function", "NetSuite Topic", "Language", and "Type". The "Job Function" filter includes options like Administrator/Power User, Developer/Technical Consultant, Finance/Accounting End User, and Functional Consultant. The "NetSuite Topic" filter includes options like Bronze, CRM (Customer Relationship Management), Certification, and Demand Planning. The "Language" filter includes Chinese, English, French, and German. The "Type" filter includes Learning Path and Course. At the bottom of the page, a blue footer bar contains the text "Release Cycles and Learning Resources".

SuiteAnswers Portal

Log into Netsuite (any account) > Support Tab > SuiteAnswers Portal

The screenshot shows the SuiteAnswers portal integrated into the NetSuite Support tab. The main content area displays the SuiteAnswers logo and a brief description: "A Support and Learning destination where all NetSuite users can:". Below this is a list of four items: "Search the Knowledge Base", "Read the Help Topics", "Watch a Training Video", and "Open a Support Case". A blue button labeled "Go to SuiteAnswers" is highlighted with a red box. To the left, there's a section titled "Suite Ideas" with a "Suite Ideas" logo.

The screenshot shows the "SuiteAnswers Training Videos" page. At the top, there's a navigation bar with "Home" and "Training Videos" selected, a search bar, and a "Search" button. The main content area is titled "SuiteAnswers Training Videos" and features a sub-section titled "Getting Started". This section lists 10 training video results, each with a thumbnail, title, user rating (5 stars), and a "User Rating" link. The results include: "Logging In and Security Best Practices", "Navigating NetSuite", "Navigating Records and Forms", "Getting Help", "Setting Your Personal Preferences", "Personalizing the Home Dashboard", "Using Global Search", "Using Quick Search", "Working With Lists", and "Managing Your Activities". On the right side, there are several sidebar links: "Ask a Quest", "Submit a Case", "Contact Support", "Urgent Questions", "Call Us", "Contact Support", and "Additional Resources". The bottom of the page shows a footer with "Release Cycles and Learning Resources".

NetSuite Help

The screenshot shows the NetSuite Help Center. On the left, there's a sidebar with 'Support' and 'NetSuite Account Center'. The main area has a 'New Release' banner with a person using a tablet. To the right is the 'HELP CENTER' with a search bar and navigation links for 'AboutNetSuite', 'Training', 'Support', 'User Guide', and 'New Release'. The 'Table of Contents' sidebar lists various NetSuite modules like Accounts Administration, Employees, and Projects. The main content area displays the 'Welcome to the NetSuite Help Center' page, which includes sections for 'Help Center Weekly Updates', 'Getting Help', 'Subtopics', 'User Guides', 'Release Notes', 'Frequently Asked Questions', and 'Additional Resources'.

Release Cycles and Learning Resources

User Groups (now NetSuite Community)

Log into NetSuite (any account) and navigate to the Support Tab > User Group

The screenshot shows the Oracle Communities website. At the top, there's a navigation bar with 'Home', 'Categories', 'Groups', 'Events', 'Resources', 'Help', 'Certification', and a 'Register' button. Below it is a search bar and a user status 'Users: 36K | Discussions: 59.4K | Comments: 198.8K'. The main content area features a large 'Welcome to the NetSuite Support Community' banner with a hand reaching towards a group of people. It includes a 'Log In' button and a 'This Month's Leaders' chart. To the right, there's a 'Support' sidebar with 'NetSuite Account Center' and a highlighted 'NetSuite Community' section. A note at the bottom says: 'Note: Create a custom role by first clicking into an existing role, and then clicking New Role from this role in order to use the existing role's settings while retaining the default role.'

Release Cycles and Learning Resources

How to get the most from User Groups (now NetSuite Community)

Research

- Posts have # of viewings
- Find Issue numbers
- Learn workarounds

Ask Questions

- Post a new thread or add to an existing one

How to get the most from User Groups (now NetSuite Community)

Getting to know other NetSuite people

- NetSuite Partners
 - ◆ You can now see how long they've belonged, number of posts
 - ◆ Note Join Date vs. Post Date
- Super-User Customers
- NetSuite Employees, especially Product Managers
- Evan Goldberg

How to get the most from User Groups (now NetSuite Community)

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- Super-User Customers
- NetSuite Employees, especially Product Managers
- Evan Goldberg

Advertise your own expertise

- Update your profile

About this Module

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

- What controls access to NetSuite?
- Who is a user and what is a role?
- How do permissions control access?
- How do I start working with roles?

Module Objectives

1. Identify users
2. Examine an overview and impact of roles
3. Investigate layers of access on a role
4. Look at standard roles as the basis for a custom role

NetSuite Access Overview

Data Security is anchored in the defined user access that is based on users, roles, and permissions:

- **Role:** a defined access configuration, of permissions, that is assigned to each user
- **User:** any individual who has access to a NetSuite account
- **Center:** the navigation paths assigned to a role



Role Overview

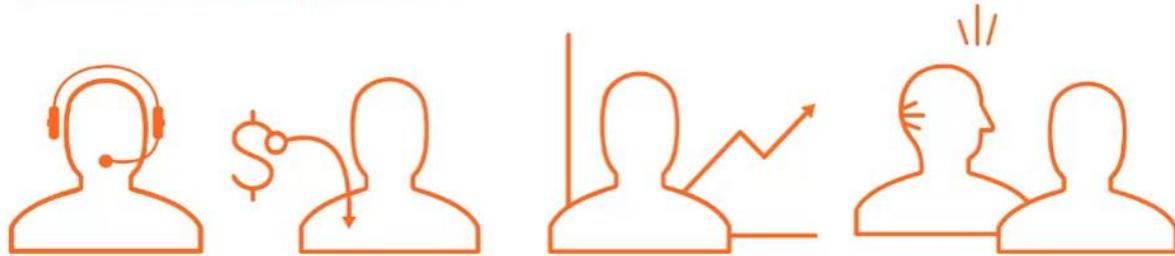
A set of **Standard Roles** is provisioned in your NetSuite account:

Note:

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

A 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



Roles, Permissions and Security

Permissions and Access Levels Overview

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**

Security Layers on a Role

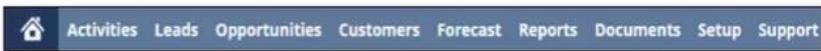
Security layers are applied to a role and govern interaction with data, for example:

Sales person / rep type of role and that role will work with sales orders

- **Permission to Edit Sales orders**
- **Restrict to only edit OWN orders**
- **Open fields for assignment or viewing**
- **Assign custom form**

Centers Overview

Role-specific centers determine the set of tabbed pages that displays, **optimizing navigation**:

- **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

All users can use the **Classic Interface**, by updating user preferences

Centers & Dashboards
<input checked="" type="checkbox"/> USE CLASSIC INTERFACE

Center | Role Relationship

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/P Clerk A/R Clerk Administrator
The Classic Center	

Here are pages (tabs) common to all centers:

- Home
- Activities
- Documents
- Setup



Activities

Calendar: My Calendar

My Calendar - Month

1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

File Cabinet

SHOW INACTIVES Add File

Search

App Packages
Attachments Received
Attachments to Send
Downloads
Executed License Agreement
Images

Setup Manager

SEARCH

SETUP TASKS

- Sales & Marketing Automation
- Customization
- Other Setup

Roles, Permissions and Security

Walkthrough: Review Standard Roles and Compare

Select a Standard Role

Customize a Role

Review Administrator Role

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 differences between roles

Roles, Permissions and Security

Access Standard Roles

View the list of NetSuite Standard Roles; go to **Setup > Users/Roles > Manage Roles**:

- These are the basis for custom roles

Manage Roles

VIEW Default | Customize View | New Role

FILTERS
STYLE Normal

SHOW INACTIVES TOTAL: 31

EDIT	INTERNALID	NAME ▲	CUSTOM/STANDARD	CENTER TYPE
Customize	4	A/P 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

Administrator Role

Your NetSuite account is provisioned with an Administrator Role



Full Access

Customize



Customize a Role

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

- Enter the name of the role, e.g. XX: Sales Manager
 - ◆ XX = Your company's prefix
- Define the permissions; which records can the role see and what is the level of access
 - ◆ Review each sublist
- Review restrictions and define, e.g. Own, Subordinate, & Unassigned
- Open fields for viewing and assigning
- 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

Roles, Permissions and Security

Customize a 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

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

Best Practices: Users, Roles and Permissions

- 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

Roles, Permissions and Security

Additional Resources

NetSuite Help Center:

- Account Setup: Managing Roles & Permissions
- Account Setup: Centers Overview

SuiteAnswers Learning Center:

- Training Videos
- Training Webinars