“Financial Close Data Connector"

Version:

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# Overview

## Bundle Purpose

The purpose of the **Financial Close Data Connector** SuiteApp is to aid in the implementation and use of the BlackLine application. Featuring an easy-to-use interface, the **Financial Close Data Connector** extracts data from NetSuite and formats it for compatibility with BlackLine’s award-winning Financial Close Suite, allowing clients to add efficiency, control and unprecedented visibility to their close processes. The suite includes Account Reconciliations, Task Management, Transaction Matching, Journal Entry, Variance Analysis and Consolidation Integrity Manager modules.

The **Financial Close Data Connector** retrieves general ledger account balances and currency rates from the client’s NetSuite system for use in BlackLine’s Account Reconciliations module. Once the general ledger account balances have been retrieved, the connector formats the data into BlackLine’s specifications to prepare it for importing. IT departments will spend less time configuring queries to extract data from NetSuite to ensure its compatibility with BlackLine, because they can configure the **Financial Close Data Connector** to automatically extract and format data from NetSuite.

## Bundle Components

Custom Fields (All locked)

Other Custom Fields

BlackLine Connector Account Export Type, Show on existing custom forms

Custom Lists/Records (All locked)

Lists

BlackLine Currency Options (2 records)

BlackLine Data Connect Inc/Exc (3 records)

BlackLine Account Export Type (4 records)

BlackLine Frequency (5 records)

BlackLine Account Key Fields (5 records)

BlackLine Relative Periods (9 records)

Records

BlackLine Data Connect Profile

BlackLine Data Connect Setup

BlackLine Data Conn Export Log

Dashboards & Centers

Center Tabs

BlackLine Systems

Dashboards

BlackLine Classic Dashboard, Update users

File Cabinet (All locked)

Files

BlackLine\_001.js

BlackLine\_001cs.js

Folders

BlackLine\_Exports (0 KB)

Saved Searches

BlackLine Data Conn Export Log

BlackLine Data Connect Export Log Default View (Locked)

BlackLine Data Connect Export Log Search (Locked)

BlackLine Data Connect Export Log - Last Update (Not locked)

Transaction

BlackLine Data Connect Account Summary (Locked)

BlackLine Data Connect Account Summary One World

SuiteScripts (All locked)

Bundle Installation

BlackLine Financial Close Data Connector Bundle Install (BlackLine Data Connect Bundle Install)

Client

BlackLine Data Connect Client Script

Portlet

BlackLine Data Connect Portlet

Scheduled

BlackLine Data Conn Create Entity Export

BlackLine Data Conn Create Account Exprt

BlackLine Data Connect Master Scheduler

Suitelet

BlackLine Data Conn File Pickup Suitelet

BlackLine Data Connect Setup Suitelet

User Event

BlackLine Data Conn Profile User Events

## Guidelines for Use

Please see the Overview and User Reference Guide.

## Release Notes

Please see the Overview and User Reference Guide.

# Installing the Bundle

## Prerequisites

* Only Administrators can install this bundle.

## Installation Steps

Please contact your BlackLine Implementations Consultant for installation procedures.

## Testing Installation

Administrators installing the Financial Close Data Connector bundle are advised to carry out testing in a NetSuite sandbox account.

# Using the Bundle

Please see the Overview and User Reference Guide.

# Updating the Bundle

Please contact your BlackLine Implementations Consultant for update procedures.

# Uninstalling the Bundle

Please contact your BlackLine Implementations Consultant for removal procedures.

# Support

## Troubleshooting

Before contact BlackLine’s support team, we recommend that clients check the Tutorial/FAQ/Help tool within BlackLine. They may also consider checking the BlackLine community, where all 70,000+ BlackLine users can exchange information, best practices, and tips.

## Support Options

The support team should be a primary contact for any and all questions or concerns regarding the BlackLine tool. We request that all clients route support requests through their System Administrators.

## Contacting Support

Email: N/A. Support should first be contacted via the support portal. Subsequent contact may be made via email.

Phone: 818.223.9008

Business Hours (Time Zone): BlackLine’s support is available 24/7/365.

Estimated Response Time:

Priority 1:

* Definition: Production environment for the Service is unavailable, resulting in full disruption of use of the Service, or critical functionalities in the Service are unavailable or not working
* Initial response to Customer: within sixty (60) minutes
* BlackLine Response: BlackLine will provide immediate and continuing efforts to correct the problem
* Case update target: every two (2) hours from time of submission

Priority 2:

* Definition: Specific non-critical function(s) of the Service are impeded due to failure of portions(s) of the Service
* Initial response by BlackLine: within four (4) hours
* BlackLine Response: BlackLine shall use its best efforts to provide a temporary fix or workaround for the problem within five (5) calendar days
* Case update target: within five (5) days from time of submission

Priority 3:

* Definition: Specific function(s) of the Service are not performing in accordance with Documentation, but the usability of the Service is not significantly impacted
* Initial response by BlackLine: within eight (8) hours
* BlackLine Response: Resolution within a time frame mutually agreed upon by the parties
* Case update target: mutually agreed upon timeframe

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