ORACLE
NETSUITE

ERP: Fundamentals

Course Guide

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BEFORE YOU BEGIN

>
> **Important Information for Students**
>
> Before beginning this course, become familiar with the information in this section, as it outlines differences between eLearning content and the NetSuite application.

This section contains supplemental information on the differences between eLearning content and the NetSuite application. The exercises in this student guide were verified to ensure accuracy and this student guide was updated accordingly.

This section highlights the eLearning content that may differ from the current NetSuite release, including:

General Changes

Small differences between course materials and recordings, not related to an official NetSuite Release, include:

- Subtle changes were made to the look of dashboard portlets, in the current NetSuite release, and may not be represented in the course video.
- Detect Duplicates Across Subsidiaries (Customers and Vendors Only) allows searching for duplicate customers and vendors, even if they are within different subsidiaries.
  - **Setup > Company > Company Management > Duplicate Detection**
- New Feature Training is now referred to as New Feature Previews.
- Training Videos are now referred to as Videos.
- Help topics, referenced in recordings, may have had slight name changes.
- Recorded demonstrations may use slightly different data
- Help topics, referenced in recordings, may have had slight name changes
- Setting up a tax agency is done on a vendor record, not in a setup menu item.

All exercises have been moved to the end of their respective modules.

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Release-Related Changes

❖ [Administrators No Longer Required to Provide Initial Passwords for New Users](#)

❖ [Changes to the Role Record](#)

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❖ [Electronic Bank Payments SuiteApp Enhancements](#)

Administrators No Longer Required to Provide Initial Passwords for New Users

This may not be in the eLearning recording for the Roles Overview module.

- **Administrators no longer must provide an initial password to new users**; standard NetSuite user access email templates now contain a synthetic field that triggers the generation of a temporary URL with a verification code that is included in the email sent to new users for accessing NetSuite.
  - o New users can click the URL in the notification email and create their own NetSuite passwords.
- **There is also a new company setting on the General Preferences page. Go to Setup > Company > General Preferences. The setting is User Registration Link Expiration In Hours.**
  - o You can set the length of time that the URL generated by the synthetic field remains valid. By default, the expiration in hours value is set to 24 hours, which is hard coded in the standard user access email templates.
  - o Valid values range from one hour to 72 hours.
  - o If you change the default value for the setting, you must also update the value in the email templates.

Changes to Role Record

This may not be in the eLearning recording for the Roles Overview module.

- **Subsidiaries Restrictions:** On the role record, enhancements have been to configure subsidiary restrictions. These changes make it cleared on how to assign subsidiary restrictions to roles. These changes are in the new Subsidiary Restrictions Section.
- **Restrictions Subtab** in Role Record - The **Restrictions** subtab is used to set department, class, and location restrictions; this was previously above all the subtabs.
- **Advanced Employee Restrictions** functionality gives administrators more flexibility and control over what employee information certain roles can access in NetSuite
- **Authentication Section in Custom and New Role** may be used for additional role definition and access security measures.

Changes to the Subsidiaries Page

This may not be in the eLearning recording for the Finance and Accounting Setup module.

- **Subsidiary Settings Manager** is used to manage features and define additional settings for one or more subsidiaries. Navigate **to Setup > Company > Setup Tasks > Subsidiary Settings Manager:**
  - o Manage subsidiary-specific features that require additional setup before you can use them.

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> ○ After enabling a subsidiary-specific feature, on the Enable Features page, that feature is available on the Subsidiary Settings Manager page.
>
> ○ View the state of subsidiary-specific features relative to the list of subsidiaries.

Changes to the Currency Record

This may not be in the eLearning recording for the Finance and Accounting Setup module.

- **Currency Precision** is a read-only field displaying the number of digits to the right of the decimal point used in currency translation; precision can be zero or two.
  - ○ **To change, contact NetSuite Technical Support**.

Changes to Intercompany Journal Entry Form

This may not be in the eLearning recording for the Financial Tools module.

- When you navigate to the Intercompany Journal page, you will see an informational banner stating that the page is replacing by the Advanced Intercompany Journal Entry.

- In this release, you can still use the Intercompany Journal page for transferring amounts between two subsidiaries. However, you can go ahead and click the link to view the Advanced Intercompany Journal Entry form.

- To know more about the topic, search for **Making Advanced Intercompany Journal Entries in the Help Center.**

Changes to Visible Center Tabs

A SuiteApps tab is now visible in the Fin MM centers for available roles. This tab provides a view of the SuiteApps Marketplace. This is a location in NetSuite where you can find and install SuiteApps created using the SuiteCloud Development Framework (also referred to as SDF SuiteApps), and SuiteApp bundles created using SuiteBundler. Search the Help Center for SuiteApp Marketplace**.**

Maximum Number of Subsidiaries

OneWorld accounts are now allowed a maximum number of 250 subsidiaries; the root (parent) + 249 subsidiaries. Search the Help Center for Subsidiaries OneWorld**.**

Administrator Role Added to the List of Roles

Additional information is available about the Administrator role. The Standard Administrator role is now available in the list of roles on the Manage Roles page; click the role name to see the role configuration. You cannot customer the Administrator role; the Customize and Edit buttons are not available.

The Administrator role page shows all permissions in the system assigned with Full access level, or the highest access level available for the given permission, and it provides a quick and easy way to see all users who have the Administrator role assigned.

To see a list of roles available in your account, go to **Setup > Users/Roles > Manage Roles** to open the Manage Roles page

Worldwide Support for Phone Number Formatting

NetSuite's worldwide phone number formatting:

- Is supported, in both the user interface and SuiteScript, for specific countries
- Can be enabled or disabled by the Administrator
- Applies to any phone number entered on records, entry forms, and other forms or places in the NetSuite application

Search the Help Center for Phone Number Formatting.

Advance Notice: End of Support for Some Browsers

NetSuite will no longer support the following browsers:

- Microsoft Internet Explorer 11
- Microsoft Edge (EdgeHTML)
- All Safari versions prior to 13.1

For information about supported browsers, search the Help center for information on supported browsers.

End of Support for Reset Button on Standard Form Pages

NetSuite no longer supports the use of the Reset button on standard form pages:

- A **reset button is no longer visible** on any form or record pages.
- **Use the refresh function** in your browser, to revert to the original version of the form or record, use the refresh function in your browser.
- Access to existing custom Reset buttons that you added using SuiteScript APIs, is still available.

For more information, search the Help center for using buttons.

Changes to Account and Role Selection Pages

Any pages in NetSuite where you are prompted to select an account, or a role, now display a new view of your choices. You may encounter these pages during the login process, or when you are switching roles.

Changes to these pages include:

- Grouping of Roles per Account
- Renaming: View My Roles and My Roles
- Default Role Changes

Core Administration Permissions

By default, the Core Administration Permissions feature is now enabled on all accounts. Use Core Administration Permissions to customize a role so that it behaves almost like the Administrator role by selecting the Core Administration Permissions check box; access to other areas of NetSuite will use role permissions and restrictions.

Electronic Bank Payments SuiteApp Enhancements

The Electronic Bank Payments SuiteApp (formerly called NetSuite Electronic Payments) facilitates processing bank payments of your vendor bills, employee expenses, partner and employee commissions, and customer refunds, and enabling receipt of bank payments from customers. This SuiteApp continues to add enhancements such as:

- Bulk Update of Payment Batches
- Exclude Transactions from Electronic Payments Processes
- Process Payments for Vendors from Primary and Secondary Banks
- Process Transactions for Locked Posting Period
- Auto Process Payment File Administration (PFA) Stuck in Queue

- SuiteScript Permission for Custom EFT Role

Please refer to related Help Center topics and New Release – Release Notes.

COURSE INTRODUCTION

Course Overview and Objectives

Overview	This module provides an overview of the ERP Fundamentals course.
Course Objectives	After completion of this course, you should be able to: ➢ Build upon baseline knowledge of the NetSuite application ➢ Use navigation to confirm company-wide configuration, settings, and user-level preferences ➢ Identify the purpose of user roles; their relationship to security and navigation ➢ Consider business challenges and NetSuite solutions associated with key, business processes ➢ Review administrative and end-user tasks involved in the end- to-end business processes that encompass the ERP processes workflows ➢ Monitor process and business performance through targeted analytics ➢ Leverage additional tools account functionality
Student Exercises	**Required** ➢ None

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How to Use Your Student Workbook

Open in Adobe Acrobat, annotate in the Workbook:

- Utilize the Annotation tools from the Comment section
  - ◆ Sticky Notes
  - ◆ Highlight Text
  - ◆ Add Text

WALKTHROUGH | Account Login and Review

Account Overview	The training account has the following attributes: ➢ OneWorld account that supports multiple subsidiaries or legal entities ➢ A profile that may be different from your production account ➢ Provides both ERP and CRM functionality
Use Case/Scenario	Access and Review the training account: ➢ Log into www.netsuite.com ➢ Select any three (3) security questions ➢ Use the last word, of each question, as your answer

NETSUITE FITS YOUR BUSINESS

Overview and Objectives

Overview	This module provides a broad overview of NetSuite and the database structure
Objectives	After completion of this module, you should be able to: ➢ Consider the reasons for choosing NetSuite ➢ Identify the benefits of the database structure ➢ Define how to work with forms ➢ Consider the use of business rules and business processes
Student Exercises	**None**

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WALKTHROUGH | Introduction to Preferred Forms

Tasks to be Demonstrated	During this walkthrough, we will demonstrate the following tasks: ➢ Review entry forms ➢ Review transaction forms

Use Case/Scenario	We will look at the forms created and customized for this account, with a naming convention such as "Customer". We do NOT use the Standard forms.
	
	Become familiar with custom forms provided in the Financials First account:
	
	➢ Which entry forms are available for the following record types?
	   - Entity, Item, Other Record
	
	➢ Which transactions forms are available for the following record types?
	   - Bills, Sales, Expense Reports, Journals, etc.?

NAVIGATION

Overview and Objectives

Overview	This module introduces Navigation in the account
Course Objectives	After completion of this module, you should be able to: ➢ Recognize NetSuite Web page elements ➢ Personalize your Home Dashboard ➢ Identify the purpose of forms ➢ Use basic search options ➢ Use multiple Help resources
Student Exercises	**Required** ➢ 01: Set Your Preferences ➢ 02: Set up Your Dashboard ➢ 03: Use Global Search ➢ 04: Use NetSuite Help

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WALKTHROUGH | NetSuite Center and Web Page Elements

Tasks to be Demonstrated	During this walkthrough, we will demonstrate the following tasks: ➢ NetSuite Center ➢ Dashboard The concept of a Dashboard: Home Page or Overview page is designed for all work to be compiled onto one page, making system navigation easier. ➢ Portlets and Release Information ➢ Change Password ➢ Update Security Questions ➢ Set Preferences – Different color themes for different roles
Use Case/Scenario	Start at the beginning, investigate a NetSuite Center and page elements: ➢ Administrator's view ➢ Other Roles' (e.g., Controller, AP Analyst or Revenue Manager) view

WALKTHROUGH | Personalize Create New Dropdown and Home Dashboard

Tasks to be Demonstrated	During this walkthrough, we will demonstrate the following tasks: ➢ Personalize the Create New Dropdown List ➢ Add Content ➢ Use "My Login Portlet" ➢ Define Dashboard Layout ➢ Manage Portlets ➢ Viewing; Portlet date settings
Use Case/Scenario	Optimize usage of the Home dashboard through some personalization and definition. We will look at this as the administrator.

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WALKTHROUGH | Basic Search Options

Tasks to be Demonstrated	During this walkthrough, we will demonstrate the following tasks: ➢ Global Search ➢ Quick Search Portlet
Use Case/Scenario	Introduce different ways to search for information/records in the NetSuite Account; we can do this as the **Administrator** or any other role.

WALKTHROUGH | Using Help Resources

Tasks to be Demonstrated	During this walkthrough, we will demonstrate the following tasks:
	➢ NetSuite Help Center ➢ NetSuite Glossary ➢ Field Help ➢ Page Help ➢ SuiteAnswers ➢ SuiteSupport
Use Case/Scenario	As a new user, it is important to know where and how to find online resources.

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WALKTHROUGH | Browser Functionality and NetSuite

Tasks to be Demonstrated	During this walkthrough, we will demonstrate the following tasks: ➢ Open NetSuite in New Tabs or Windows ➢ Review Recent Records
Use Case/Scenario	Learn tips for using NetSuite in the browser and assessing its performance; we will use the Administrator role.

Note: As of 2021.2, NetSuite will no longer support the following browsers: Microsoft Internet Explorer 11, Microsoft Edge (EdgeHTML), All Safari versions prior to 13.1

MODULE EXERCISES

Required Exercises	
01	Set Your Preferences
02	Set up Your Dashboard
03	Use Global Search
04:	Use NetSuite Help

EXERCISE 01: Set Your Preferences

Time: 2-5 minutes

Scenario: How do you want your NetSuite pages to look and how do you want to interact with areas of the account?

Use these exercises to:

- Set your preferences for the application "look and feel" and for viewing information.
- Set preferences for the Searches and the Calendar

Note: The **Home** dashboard is represented by the icon [].

Set Preferences

1 In the **Administrator role,** navigate to **Home > Set Preferences**. The **General** subtab displays automatically.

2 In the **User Profile** section, review the available fields

   a. In the **Signature** text box. If you like you may enter your name, a Department Name, Company Name, and address.

3 Click the box to **Add Signature to Messages** from NetSuite.

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4 In the **Localization** section, select your Local **Time Zone**. Also, review the following and change if necessary:

   a. **Language** set to English (U.S) or your preferred language.

   b. **Search Sorting** set to English (U.S.) or Language Specific.

   c. **Language of the Help Center** set to English (U.S) or your preferred language.

5 In the **Formatting** section, select your preferred formats for **Time**,

   a. Other fields are grayed out; these have been set by the administrator as companywide settings. The locked fields may include: Date formats and Phone Number.

6 Click the **Appearance** subtab:

   a. Select the **Color Theme** you want for the Administrator role; color themes can be set differently for each of your roles.

7 Click the **Analytics** subtab, in the **Search** section check mark the following boxes, if not already checked:

   a. Show List When Only One Result

   b. Quick Search Uses Keywords

   c. Global Search Auto Suggest

8 Under **Export** – change the export option to your home operating system: UTF-8 (if it is already set to UTF leave it alone).

9 Click the **Activities** subtab and select how you want calendar, task, and phone call information to display. **Select (check) the following boxes**:

   a. **Edit Activities from Calendar**

   b. For Send Invitation Emails, click **To all Invitees** button.

   c. **Default Event Access Setting for New Events** Public

   d. Check **Default New Tasks Public**

   e. Check **Default New Phone Calls Public**

10 Click **Save** when you are done with setting your preferences.

11 End.

EXERCISE 02: Set up Your Dashboard

Time: 2-5 minutes

Scenario: Consider how you would like your workspace to look. Your account may have some dashboards preconfigured, but you might still want to further personalize.

In this exercise, you:

- Define Dashboard Layout
- Choose the portlets you want to display
- Define portlet display placement

Define Dashboard Layout for the Administrator Role

1 Click the **Layout** link, located in the upper-right corner of the Home page.

2 Using the images, click on one of the following:

    a. 2 columns: narrow, wide

    b. 2 columns: wide, narrow

    c. 3 columns: narrow, wide, narrow

    d. 1 column

Add portlets to the Home Dashboard

3 Click the **Personalize** link, located in the upper-right corner of the Home page.

4 The **Personalize Dashboard** pane opens at the top of the page.

5 Click on **Currently Used** and review which portlets are on the dashboard.

6 We can use drag and drop functionality to add content to the Home dashboard. Click on **Standard Content** and add, <u>if necessary</u>, the following portlets: **My login audit, Tasks,** and **Shortcuts**.

7 Click on **Currently Used** again; review the portlets that are now on the dashboard

8 Close the **Personalize Dashboard** pane by clicking the **X** in the top-right corner.

Organize the Home Dashboard portlets

9 Drag and drop the **My Login Audit** portlet to a narrow column if it has defaulted to a wide column.

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10 Hover title bar of **Reminders** portlet and click **Set Up**.

11 View the listed reminders and use the **Type** dropdown to select **Standard**.

12 In the Select reminders window, confirm that Event invitations to respond to is in the Current Selections, right-hand side.

13 Drag and drop **Event invitations to respond to** up to the **Headline** section.

Current Selections
(Drag to reorder)
Headline
✕ Event Invitation to respond to
Other
✕ NetSuite System Alert to Acknowledge
✕ SuiteBundle to Update
✕ Task due today
✕ Task to complete
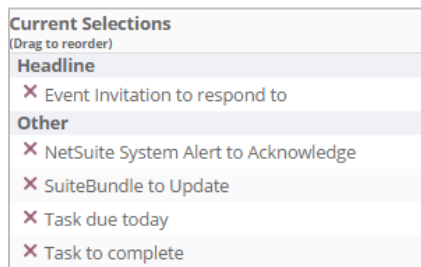
14 Click **Save.**

15 You are directed back to the Home Dashboard; the **Reminders** portlet may have several **Event invitations to respond to** visible.

    a.   Notice that Event reminder is the headline reminder

    b.   See example below, which may differ from your view.

Reminders

2
Event Invitations to respond to

10 SuiteBundles to Update

6 Tasks to complete

2 Sales Orders to Approve
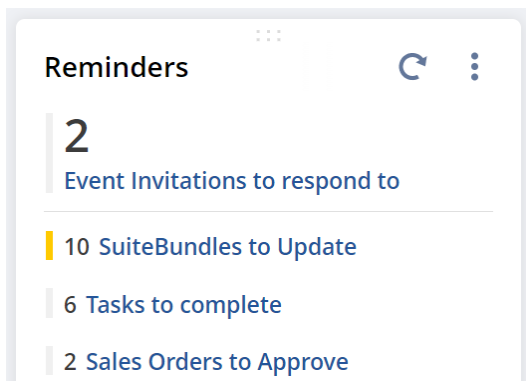
16 **End.**

EXERCISE 03: Use Global Search

Time: 2-5 minutes

Scenario: Global Search is the best way to search for information in the application.

In this exercise:

- Practice using (Global) Search.

1 Enter **employee** in the **Global Search** field. NetSuite will either start displaying possible results or click **Enter** on your keyboard to see all results.

2 What types of records are returned? Why do you think these records returned?

3 Click **Home**.

4 **End.**

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EXERCISE 04: Use NetSuite Help

Time: 2-5 minutes

Scenario: NetSuite Help topics are a great resource to assist you with learning how to use the NetSuite application.

In this exercise:

- Conduct research within the NetSuite Help center.

1 Start on the **Home Dashboard**

2 Click the **Help link** in the top-right corner of the page.

    a. What displays in the main Help page?

    b. **Answer:** Since you are on the Home Dashboard, Help displays the basic Welcome page.

3 Enter **CRM** in the Help Center Search field, click **Enter** on your keyboard, and then scroll through the list and click the link for **Creating CRM Task Records**.

    a. Find the first topic discussed in this section and review.

        i. Scroll through help topic and look at the list of Related Topics

4 Click **User Guides** in the **Help task bar**.

    a. What file formats are these documents?

5 Scroll down to the **Accounting (ERP) and Banking Guides.** Click the **General Accounting Guide**.

    a. The **General Accounting Guide** displays

    b. Review the Table of Contents

    c. If you like, download a copy to your desktop.

6 Go back to **Home – NetSuite** browser tab.

7 Go to the **Create New** dropdown , click **Personalize**

    a. Select **Task**

    b. Click **Move to Top**

    c. Click **Save**

8 Go to the **Create New** dropdown , click **Task** to create a new task record.

    a. Click on the words **Assigned To*.**

    b. Review the field help

    c. Close the Field Help pop-up.

    d. Now click on **Priority*** field and review the field help; close the pop-up window when done.

    e. Click **Cancel.**

9 Go to the **Global search** field and type in **Help: Sneak Peeks** and click search icon 🔍

    a. The Help Center opens

    b. Find and click on the link **"Finding Out What's New in NetSuite"** in the list of results.

    c. Review the information about **Sneak Peeks**.

10 Close all open **Help** browser tabs.

11 **End**

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ACCOUNT CONFIGURATION AND PROCESSES

Overview and Objectives

Overview	This module begins to look at the Financials First account configuration and high-level processes.
Objectives	After completion of this module, you should be able to: ➢ Consider the Financials First processes ➢ Navigate the NetSuite Setup Manager ➢ Identify enabled features and preferences ➢ Take time to review individual process overviews in your Course Guide
Student Exercises	None

WALKTHROUGH | Company Information and Features

Tasks to be Demonstrated	During this walkthrough, we will look at: ➢ Company Information ➢ Enabled features
Use Case/Scenario	As the Administrator, look at some of the initial configuration of the Financials First account.

WALKTHROUGH | Additional Personalization

Tasks to be Demonstrated	During this walkthrough, we will look at: ➢ Rename Records / Transactions ➢ Define Auto-Generated Numbers
Use Case/Scenario	As the Administrator, look at some of the initial configuration of the Financials First account.

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WALKTHROUGH | *Preferences*

Tasks to be Demonstrated	During this walkthrough, we will look at: ➢ General Preferences ➢ Printing & Fax Preferences ➢ Email Preferences
Use Case/Scenario	As the Administrator, review Preferences that can set company-wide formatting and other settings.

Additional Resources – Processes to be examined in later modules

Account Administration and Financial Tools Considerations:

- Multi-subsidiary and base currencies
- Sales tax configuration for US Nexus and non-US nexuses
- Chart of Accounts
- Journal entries (Standard, Reversing, Recurring, Imported, Automated entries)
- Bank reconciliations
- Period Close Management
- Intercompany transactions for OneWorld accounts
- Financial reports
- Consolidation in a OneWorld account

Item management:

- Manage Item Master (including inventory and non-inventory items, serialized items, lot managed items, item groups, discount/markup items, matrix items, service items, and other charge items.) – Up to 10,000 items
- Efficient, single item master management strategy can reduce the time and cost of training end users and reduce integration requirements
- Complete transaction history is recorded for all items
- Pricing features can accommodate your pricing strategies
- Inventory management transactions

Order-to-Cash: Order-to-cash transitions from front office to back-office considerations and activities

- Order approval
- Fulfillment
- Invoice customer
- Customer payments (Manual, Credit Card, EFT, PayPal)

Return-to-Credit: manage returns from customers and corresponding credit memos

- Manage return authorizations
- Customer return item receipts
- Customer credit memos

Procure-to-Pay: Procure-to-pay processes **support inventory management and your re-order processes**:

- Vendor master
- Employee master
- Purchase requests / requisitions
- Purchase orders
- Purchase order item receipts
- Vendor bills 3-way matching
- Vendor bill payments (manual, online bill pay, ACH)

Fixed Asset Management:

- Asset Creation
- Asset proposal and depreciation
- Asset revaluation

Return-to-Debit - Return-to-debit facilitates **managing vendor returns, vendor credits** and visibility into **vendor performance:**

- Vendor return authorizations
- Vendor return item fulfillments
- Apply Vendor credits
- Manage Vendor refunds

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NETSUITE DATA MODEL

Overview and Objectives

Overview	This module introduces the NetSuite data Model
Objectives	After completion of this module, you should be able to: ➢ Describe the major record types in NetSuite ➢ Review relationships between records ➢ Consider customization and records ➢ Describe dependent and independent entities and how they work together ➢ Review the use of forms to access records ➢ Examine database relationships
Student Exercises	**Required** ➢ 01: Create Customer Record and Enter Contact ➢ 02: Create Vendor Record and Enter Contact ➢ 03: Enter New Employees

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WALKTHROUGH | Creating Records

Tasks to be Demonstrated	During this walkthrough, we will demonstrate the following tasks: ➢ Create a Subsidiary ➢ Create a Customer Record
Use Case/Scenario	As the Administrator, enter in a new subsidiary and test a customer record to examine how information is added to the account.

MODULE EXERCISES

Required Exercises	
01	Create Customer Record and Contact
02	Create Vendor Record and Contact
03	Enter New Employees

Exercise 01: Create Customer Record and Enter Contact

Time: 5 minutes

Scenario: You may import most of your existing customers using the Import Assistant. We can also enter data for new entity records manually. In this exercise:

- Create a new customer record with related contacts
- Confirm the use of the correct **Form** as Customer.
- Enter US phone numbers and allow company formatting to be applied

1 As the **Administrator**, navigate to **Lists > Relationships > Customers > New**. **Customer** should be displayed in the Form field.

2 Enter the following details for the new customer record:

    a. **Company Name**: TEST ABC

    b. **Subsidiary**: United States - West

    c. **Represents Subsidiary** – leave blank.

    d. **Email**: abc@testabc.com

    e. **Phone**: 6506271000

    f. Note: The **Status** defaults to CUSTOMER–Closed Won. Leave this default value.

3 Click the **Address** subtab, go to the far-right column and find the **Edit pencil**; click to open a pop-up window.

4 Enter /Confirm the following information, in the pop-up window:

    a. **Country**: United States

    b. **Address 1**: 2955 Campus Drive

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     c.   **Address 2**: Suite 100

     d.   **Zip**: 94403

     e.   Click the tab key, on your keyboard, to see City (San Mateo) and State (California) populate.

     f.   Click **OK** to close the pop-up window.

     g.   Click the **Add** button, to record the address entered.

5 Go to the **Financia**l subtab; in the **Account Information** section confirm that the **Primary Currency** has defaulted to US Dollar. If necessary, select it from the dropdown list.

6 Click **Save** and note the "**Confirmation: Customer successfully Saved**" message at the top of the page.
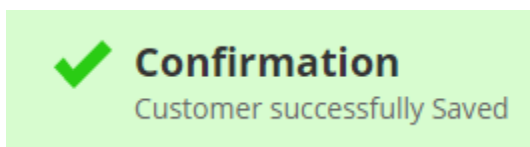
7 On the **TEST ABC** customer page, scroll down and click the **Relationships** subtab

8 On the **Contacts** sublist, click the **New Contact** button to open a pop-up Contact window.

9 Enter the following information to add the contact with the same address and phone number as the customer record.

     a.   **Contact**: this field will populate with information entered in the Name fields

     b.   **Role**: Decision Maker

     c.   **Name**: Amy Andrews

     d.   **Job Title**: CEO

     e.   **Change the Email to**: amy@testabc.com

10 Click **Save** to save the contact information.

11 On the **Relationship** subtab, **Contacts** sublist, go to the line for Amy Andrews and see that she is listed as the Decision Maker.

12 Click on the name to open the contact pop-up window. Notice that the contact is attached to the customer record. Close the pop-up window by clicking on the X.

13 **End**.

Exercise 02: Create a Vendor Record and Enter a Contact

Time: 5 minutes

Scenario: We need to enter a test vendor that we can use as part of purchasing activities: buy goods and services from this vendor. In this exercise:

- Create a new vendor record with a related contact.
- Confirm the use of the correct **Form** as **Vendo**r.

1 Navigate to **Lists > Relationships > Vendors > New**. **Vendor** should be displayed in the **Form** field.

2 Enter the vendor's information:

   a. **Company Name**: TEST Widget Works

   b. **Primary Subsidiary**: United States - West

   c. **Represents Subsidiary** – leave blank.

3 Click on the **General** subtab and enter the following:

   a. **Category**: this is an optional field, review the available choices and leave blank

   b. **Phone**: 6503065555

   c. **Email**: info@testwidgetworks.com

   d. Review other fields and field help, but do not do anything

4 Click the **Subsidiaries** subtab and add United States- US East.

5 Click the **Address** subtab, go to the Edit pencil and click to open a pop-up window

6 Enter the following information, in the pop-up window:

   a. **Address 1**: 20 Kelly Avenue

   b. **Zip**: 94019

   c. Click the tab key on your keyboard; City (Half Moon Bay) and State/Province (California) fields are automatically populated when the Zip Code is entered; for USA only

   d. Click **OK** to close the pop-up window.

   e. Click the **Add** button.

7 Click the **Financial** subtab and **Primary Currency**: US Dollar

8 Click Save and note the "Confirmation: Vendor successfully Saved" message.

9 On the **Vendor** page, scroll down and click the **General** subtab.

10 On the **General** subtab, **Contacts** sublist, click the **New Contact** button to open a pop-up Contact window.

11 Enter the following information to add the contact with the same address and phone number as the customer record:

    a. **Contact:** this field will populate with information entered in the Name fields

    b. **Role:** Primary Contact

    c. **Name:** John Brown TEST

    d. **Job Title:** Account Manager

    e. Change the email from info@testwidgetworks.com to jbrown@testwidgetworks.com

12 Click **Save** to save the contact information.

13 Notice on the **General** subtab, **Contacts** sublist, **John Brown TEST** is listed as the **Primary Contact** with his other information.

14 Click **Home**.

15 **End**.

Exercise 03: Enter New Employees

Time: 5 minutes

Scenario: To better understand how records are stored, you are going to investigate the employee record.

In this exercise:

- Enter two (2) new employees, Peter and Julius
- They will be early testers of the NetSuite Account during the implementation project

1 Navigate to **Lists > Employees > Employees > New**.

2 Go to the **Primary Information** section and enter the following information:

    a.   Enter the employee **Name**: Peter Andy Wolf

    b.   Enter Sales Representative as the **Job Title**

3 Go to the **Classification** section and enter the following information:

    a.   **Subsidiary:** Parent Company

4 Hover over Save and click the **Save & New** button to save the employee record and add a second employee.

5 Repeat 2 and 3 to add **Julius Squeezer** as an employee with the same job title and subsidiary.

6 Hover over Save & New and select **Save**.

7 Navigate to **Lists > Employees > Employees**. Turn off inline editing, if necessary. Click the icon, so that the green is now off.

8 Confirm that both **Julius Squeezer** and **Peter A Wolf** are in listed. If not, enter in the missing employee.

9 **End**.

ROLES OVERVIEW

Overview and Objectives

Overview	This is a high-level look at access to NetSuite using roles
Objectives	After completion of this module, you should be able to: ➢ Describe NetSuite's standard roles and permissions ➢ Differentiate navigation options based on role ➢ Assign a role to an employee and use Global permissions ➢ Add new employees to the account and assign a role
Student Exercises	**Required** ➢ 01: Show Role Differences ➢ 02: Add a NetSuite User

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WALKTHROUGH | Review Custom Roles and Compare Roles

Tasks to be Demonstrated	During this walkthrough, we will demonstrate the following tasks: ➢ Access FIN MM Custom Roles ➢ Review a FIN MM Custom Role ➢ Show Role Differences
Use Case/Scenario	The NetSuite Financials First account has preconfigured roles. As the Administrator, we will: ➢ Find the list of roles and note the role's assigned center ➢ Look at a role's attributes ➢ Compare permissions from one role to another

WALKTHROUGH | Assign a Role and Global Permissions

Tasks to be Demonstrated	During this walkthrough, we will demonstrate the following tasks: ➢ Assign a Role to an Employee ➢ Define Global Permissions on an Employee Record
Use Case/Scenario	As the Administrator, investigate assigning a role to a user and using the global permissions functionality

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WALKTHROUGH | Add an Employee

Tasks to be Demonstrated:	During this walkthrough, we will demonstrate the following task: ➢ Enter a New Employee, Grant Access, and Add Role
Use Case/Scenario	All employees need to be entered into the NetSuite account and their access must be controlled and defined. The Administrator can complete this task

MODULE EXERCISES

Required Exercises	
01	Show Role Differences
02	Add a NetSuite User

Exercise 01: Show Role Differences

Time: 2-5 minutes

Scenario: As the **Administrator,** you will want to investigate roles and permissions.

- In this exercise, you compare the permissions between an AR Analyst and an AP Analyst.

1 Be sure that you are in **as the Administrator**; use the Change Role link if necessary.

1 Navigate to **Setup > Users/Roles > Show Role Differences**.

2 Ensure that the **Only Show Differences** box is checked at the top-right hand side.

3 Click in the **Base Role** field and open the Base Role dropdown list.

    a. Select the **FIN MM-AR Analyst** role

4 Now click on the **Compare To** field and from the Compare To dropdown list, select the **FIN MM-AP Analyst role**

5 Click the **Show** button.

6 Do you see some differences between these roles?

7 **End**

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Exercise 02: Add a NetSuite User

Time: 2-5 minutes

Scenario: Administrators are responsible for account users and assigning roles. In this exercise, you:

- Enter a NetSuite User
- Assign a role

1 Confirm that you are in the **Administrator** role.

2 Navigate to **Lists > Employees > Employees > New**.

3 Confirm that you are using the "**Employee Form"**.

4 Enter the required information:

    a. Enter employee's name in the **Name** fields. The employee's name is **Joe S TEST.**

    b. In the **Job Title** field, enter Sales Manager

    c. Review field help for the **Email** field, but do not enter an email now.

    d. **Subsidiary** is **Parent Company**

Assign Roles

5 Click the **Access** subtab.

    a. Review the **Give Access** box, <u>but do not check</u> yet. When this employee starts work, you can check the box.

    b. Review field help for **Send Notification Email**, but do not check.

    c. Select **Manually Assign or Change Password**

    d. In the **Password** field, enter My_old_dog34 as the password and reconfirm the password to test the password strength.

    e. Review the Password Strength.

6 From the **Role** dropdown list, select the **FIN MM – Sales Manager**

7 Click the **Add** button.

8 Click the **Save** button.

9 Review the **Confirmation** message

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✔ Confirmation
Employee successfully Saved
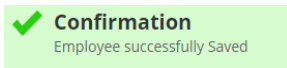
FINANCE AND ACCOUNTING SETUP

Overview and Objectives

Overview	This module introduces OneWorld, as well as basic finance and accounting setup.
Objectives	After completion of this module, you should be able to: ➢ Identify OneWorld terminology and functionality ➢ Define subsidiaries ➢ Work with multiple currencies ➢ Work with taxes
Student Exercises	➢ 01: Create a Subsidiary ➢ 02: Create New Currencies/Subsidiaries and Update Time Zone ➢ 03: Assign Currencies to a Customer ➢ 04: Assign Currencies to a Vendor ➢ 05: Review tax Periods ➢ 06: Set Up Non-US Tax Schedules

WALKTHROUGH | New Subsidiary

Tasks to be Demonstrated	During this walkthrough, we will demonstrate the following tasks: ➢ Create a Subsidiary ➢ View Subsidiary in Reporting
Use Case/Scenario	As the Administrator examine subsidiaries: ➢ Create a new subsidiary, which does NOT report to the Root Parent Company ➢ View in report results and Subsidiary Navigator portlet

WALKTHROUGH | Multiple Currencies

Tasks to be Demonstrated	During this walkthrough, we will demonstrate the following tasks: ➢ Create New Currency Record ➢ Manage Base Currencies ➢ View the Currency Exchange Rates List ➢ Add Rates to the Currency Exchange Rates List
Use Case/Scenario	In the Administrator role, we can examine working with: ➢ Currency creation ➢ Base currencies ➢ Currency Exchange Rates

WALKTHROUGH | Define Currency on Entity Record

Tasks to be Demonstrated	During this walkthrough, we will demonstrate the following tasks: ➢ Define Multiple Currencies on a Customer or Vendor Record ➢ Change Primary Currency on a Customer or Vendor Record
Use Case/Scenario	Your company is working with customers that transact in multiple currencies. We look at defining this behavior on both customer and vendor records.

WALKTHROUGH | Multiple Currencies and OneWorld

Tasks to be Demonstrated	During this walkthrough, we will demonstrate the following tasks: ➢ Access Consolidated Exchange Rates Editing ➢ Review Currencies in a Sales Report
Use Case/Scenario	As the Administrator, continue with additional OneWorld considerations.

WALKTHROUGH | Taxes

Tasks to be Demonstrated:	During this walkthrough, we will demonstrate the following task: ➣ Find the Accounting List of Set Up Tasks for Taxes
Use Case/Scenario	As the Administrator, quickly review the various tasks associated with set up of taxes.

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MODULE EXERCISES

Required Exercises	
01	Create a Subsidiary
02	Create New Currencies/Subsidiaries and Update Time Zone
03	Assign Currencies to a Customer
04	Assign Currencies to a Vendor
05	Review Tax Periods
06	Set Up a Non-US Tax Schedule

01: Create a Subsidiary

Time: 2-3 minutes

Scenario: Your Company has identified another subsidiary, legal entity, to be set up:

- Create the subsidiary and have it roll up to the Parent Company

1 In the **Administrator** role, navigate to **Setup > Company > Subsidiaries**

2 **View** the current list of subsidiaries and note the hierarchy, then click **New Subsidiary.**

3 Enter the following details for the new subsidiary record:

  a. **Name:** Nauru

  b. **Parent Subsidiary**: Parent Company: Australia

  c. **Document Number Prefix**: NR

  d. **Country:** Nauru

   i. Note: The Edition field defaults to XX upon choosing the Country.

  e. If the Accounting Advanced Feature for Multiple Calendars was enabled, two additional fields are visible: Fiscal Calendar and Tax Fiscal Calendar.

   i. If these fields are displayed, you may review field help for Fiscal Calendar and Tax Fiscal Calendar, but no changes are required.

   ii. Select **JulyToJuneCalendar**, to match the Parent Company: Australia, as the value for both **Standard Fiscal Calendar** and **Standard Tax Fiscal Calendar.**

f. **Currency:** Australia Dollar

4 Click **Save**.

5 Confirm the addition in the subsidiary list. If necessary, go to **Setup > Company > Subsidiaries**

6 **End**

Exercise 02: Create New Currencies/Subsidiaries and Update Time Zone

Time: 5 minutes

Scenario: In these exercises:

- Create two new currencies
- Create the new subsidiary for each currency
- Update currency record for the Update Time Zone

Create new currencies

1 Navigate to **Lists > Accounting > Currencies > New.**

2 Enter the following details for the new currency record:

    a. **Name**: Ruble

    b. **Default Locale**: Russian Federation (Russian)

    c. **ISO Code**: RUB

    d. **Default Exchange Rate** (to root subsidiary currency): 0.03

    e. **Leave Automatic Update** as checked

3 Click **Save** when you have finished.

4 View the Currencies List and note if Ruble is a Base Currency.

5 Now click **New**.

6 Repeat these steps to create a currency for Japan using the following details for the new record:

    a. **Name:** Yen

    b. **Default Locale**: Japan (Japanese)

    c. **ISO Code: JPY**

    d. **Default Exchange Rate** (to root subsidiary currency): 0.01

    e. **Leave Automatic Update** as checked

7 Click **Save**.

Create new subsidiary for each currency

8 Navigate to **Setup > Company > Subsidiaries > New**.

9 Enter the following details for the new subsidiary record for Russia:

    a. **Name:** Russia

    b. **Parent Subsidiary:** Parent Company

    c. **Document Number Prefix**: RU

    d. **Currency:** Ruble

    e. **Country:** Russian Federation

10 Click **Save & New**.

11 Repeat these steps to create a subsidiary for Japan using the following details for the new record:

    a. **Name:** Japan

    b. **Parent Subsidiary**: Parent Company

    c. **Document Number Prefix**: JP

    d. **Currency:** Yen

    e. **Country:** Japan

    f. What did the Edition field value default to when you chose the Country as Japan?

12 Click **Save.**

13 View the list of Subsidiaries. It should look similar to the image below

EDIT	VIEW	INTERNAL ID	NAME ▲	ELIMINATION
Edit	View	1	Parent Company	No
Edit	View	9	Australia	No
Edit	View	16	Nauru	No
Edit	View	7	Canada	No
Edit	View	15	Guam	No
Edit	View	12	Italy	No
Edit	View	14	Japan	No
Edit	View	13	Russia	No
Edit	View	6	United Kingdom	No
Edit	View	8	United States - East	No
Edit	View	2	United States - West	No
Edit	View	5	xELIMINATIONS	Yes

Update time Zone on Currency Record

14 Navigate to **Lists > Accounting > Currencies**

    a. Are the Ruble and the Yen listed as a Base Currencies? If so, Why?

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15 **Click on Ruble to edit the currency Record**

    a. In the Update Time Zone, select (GMT+01:00) Brussels, Copenhagen, Madrid, Paris

    b. This will align the update to a closer time zone.

    c. Review the number of decimals displayed for **Currency Precision** – For additional information, please search the help center for currency precision.

    d. Click **Save**

16 **Click on Yen to edit the currency Record**

    a. In the Update Time Zone, select (GMT+09:00) Osaka, Sapporo, Tokyo

    b. This will align the update to a closer time zone.

    c. Review the number of decimals displayed for **Currency Precision** - For additional information, please search the help center for currency precision.

    d. Click **Save**

17 **End**.

Exercise 03: Assign Currencies to a Customer

Time: 3 minutes

Scenario: You want to take advantage of the multi-currency customer feature, to transact sales with customers in various currencies.

- Assign one (1) additional currency to a customer record.

1 As the **Administrator,** navigate to **Lists > Relationships > Customers**.

2 Click **Edit** next to TEST ABC.

3 Go to the **Financial** subtab, then to the **Currencies** sublist. *Note: If you do not see the Currencies sublist, then the Multi-Currency Customers feature has not been enabled or it was turned off.*

   a. In the currency field, click the dropdown arrow and select **Canadian Dollar**.

   b. Click **Add**.

   c. You do not need to do anything with the Currency Format column, but the capability exists to override the Currency format.

   d. Click **Save**.

4 **End**.

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Exercise 04: Assign Currencies to a Vendor

Time: 3 minutes

Scenario: You want to also take advantage of the multi-currency vendor feature, to transact purchases with vendor in various currencies.

- Assign one (1) additional currency to a vendor record.

1 Navigate to **Lists > Relationships > Vendors**.

2 Click **Edit** next to **TEST Widget Works.**

3 Go to the **Financial** subtab, then to the **Currencies** sublist. *Note: If you do not see the Currencies sublist, then the Multi-Currency Customers feature has not been enabled or it was turned off.*

  a. In the currency field, click the dropdown arrow and select **Canadian Dollar.**

  b. Click **Add**.

  c. Click **Save.**

4 **End**.

Exercise 05: Review Tax Periods

Time: 2 minutes

Scenario: To adhere to International tax laws, tax periods should be set up.   In this exercise, review the Manage Tax Periods page.

1 Navigate to **Setup > Accounting > Manage Tax Periods** (scroll down through the menu)

   a.   Note which Tax Period already exists

2 Click on one of the Period names, e.g., FY2022

3 The Tax Year page opens, **review** the following fields, but do NOT change anything:

   a.   Start Date

   b.   End Date

   c.   We have multiple options for Fiscal Calendar, Standard Fiscal Calendar or JulyToJuneCalendar.

   d.   Click **Cancel**, after you have reviewed all the fields.

Preview setting up a new period**.**

4 Navigate to **Setup > Accounting > Manage Accounting Periods** and click on **Set Up Full Year**

5 Review the fields, but do NOT enter in any data

   a.   **Fiscal Calendar –** displays all fiscal calendar in the account (Setup > Accounting > Fiscal Calendars)

   b.   **First Fiscal Month** – defaults based on the Fiscal Calendar

   c.   **Fiscal Year End** - Enter or accept the four-digit fiscal year for which you want to generate tax periods

   d.   **Period Format** - Select the format you want to use for the accounting periods in the year:

      i.   Calendar Months –Sets up 12 periods, one for each calendar month in the fiscal year.

      ii.   4 Weeks – This sets up 13 periods, each for every 4 weeks in the fiscal year.

      iii.   4–4–5 Weeks – Sets up a fiscal year so that you have two 4-week periods followed by one 5-week period. The cycle repeats 4 times for a total of 13 periods in the fiscal year.

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     e. **Year in Period Name** – select either Ending Year of Period or Starting Year of Period

     f. Click **Cancel**

6 End.

Exercise 06: Set Up a Non-US Tax Schedule

Time: 3-5 minutes

Scenario: We are using Advanced Taxes, which involve Tax Schedules. In this exercise:

- Define tax schedules for the United Kingdom
- View Tax Codes

1 Navigate to **Setup > Accounting > Tax Schedules > New**.

Note: You may need to scroll down through the menu items.

2 The Tax Schedule page displays.

  a. In the **Product** field, enter **Svcs**

  b. In the **Description Field,** enter **Services.**

3 On **Non-US Nexuses** subtab, do the following:

  a. **United Kingdom:**

   i. **Sales Tax Code** field, select ESSS-GB from the dropdown list.

   ii. **Purchase Tax Code** field, select ESSP-GB from the dropdown list.

4 Click **Save**.

5 To view more information about Tax Codes, navigate to **Setup > Accounting > Tax Codes**

  a. Review the page. *During a Personalization Session, you will learn more about the various Sales and Purchase Tax codes; we just want to introduce the pages and fields.*

  b. Open **Filters** and set **Country** to United Kingdom

  c. Find the **Description** for the Tax Codes used:

   i. ESSS-GB

   ii. ESSP-GB

6 Click **Home.**

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ITEM MASTER: ITEMS

Overview and Objectives

Overview	This is an introduction to item types and very basic inventory adjustment.
Objectives	After completion of this module, you should be able to: ➢ Consider business challenges and NetSuite solutions ➢ Confirm accounting preferences ➢ Consider different item types ➢ Set up item types
Student Exercises	➢ 01: Create Inventory Items ➢ 02: Create a Non-Inventory Item ➢ 03: Create a Service Item

WALKTHROUGH | Accounting Preferences

Tasks to be Demonstrated	During this walkthrough, we will demonstrate the following Accounting Preferences:
	➢ Items / Transactions ➢ Costing Methods ➢ Order Management
Use Case/Scenario	The necessary features have been enabled, as the Administrator now examine the related accounting configuration: ➢ Setup > Accounting > Accounting Preferences

WALKTHROUGH | Inventory and Matrix Items

Tasks to be Demonstrated	During this walkthrough, we will demonstrate the following: ❯ Inventory Items ❯ Matrix Items The Administrator will first enable Matrix Items in this account.
Use Case/Scenario	The company will be selling inventory items and may also consider matrix items, selling items with various options: ❯ We will use the **Purchasing Manager** role; we can use any of the following paths ❯ Create New > Select Item ❯ Inventory > Lists > Items >New ❯ Navigation portlet > Item Management and select type of item

WALKTHROUGH | Non-Inventory Items

Tasks to be Demonstrated:	During this walkthrough, we will demonstrate the following: ➢ Non-Inventory Items ➢ Non-Inventory Item Conversion
Use Case/Scenario	The company also will be using non-inventory items and will investigate the different options of for purchase, for sale and for resale: ➢ Use the Create New dropdown

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WALKTHROUGH | Service Items

Tasks to be Demonstrated:	During this walkthrough, we will demonstrate the following: ➢ Service Items
Use Case/Scenario	We are also going to offer service on items that we sell. We will consider Service Items for purchase, for sale and for resale: ➢ Use the Create New dropdown

WALKTHROUGH | Item Group, Kit/Package

Tasks to be Demonstrated:	During this walkthrough, we will demonstrate the following: ➢ Item Group ➢ Kit / Package
Use Case/Scenario	What are considerations with putting different components together to sell? They have both accounting and pricing considerations. ➢ Use the Create New dropdown

MODULE EXERCISES

Required Exercises	
01	Create Inventory Item
02	Create Non-Inventory Item
03	Create a Service Item

Exercise 01: Create Inventory Items

Time: 10 minutes

Scenario: Your company sells computer hardware and ink. In this exercise, you will:

- Use the **Purchasing Manager** role
- Set up two inventory items

1 From the **Navigation Portlet on the Home dashboard**, in the **Setup** section, click **Items** to navigate to the **New Item** page **in a new browser tab.**

    a. Note: If you only see the title bar, of the Navigation Portlet, then click on it to open the available navigation.

2 Select **Inventory Item** from the list of available items.

3 Enter the following:

    a. **Item Name/ Number**: Canon 1320 Printer

    b. **Subsidiary**: Select Parent Company and check Include Children

    c. **Units** Type: Each

4 On the **Sales/Pricing** subtab:

    a. Enter a **Sales Description** of **Canon 1320 Printer** to display on Sales Orders.

    b. Scroll down and go to the **US Dollar sublist** and enter **100.00** in the **Base Price** field

5 On the **Purchasing/Inventory** subtab:

    a. In **Item/Cost Detail** section enter **Purchase Price** = 75.00

    b. Enter a **Purchase Description** of **Canon 1320 Printer** to display on Purchase orders

6 Scroll down to the **Locations** sublist. Review the options for **Preferred Division** and read field help. **But do not select a preferred division.**

7 Click the **Vendors** sublist:

    a. Select **ACOM Business Solutions** from the Vendor dropdown list

    b. Go to the **Preferred** column and check the box

    c. Go the **Purchase Prices** field, click the icon to set price by currency

    d. In the pop-up window, set the **US Dollar currency and Purchase Price at $75.00**

Locations •	**Vendors**	Bin Numbers				
VENDOR *		CODE	SUBSIDIARY	SCHEDULE	PREFERRED	PURCHASE PRICES
ACOM Business Solutions			United States - West		Yes	🧰
✔ Add ✕ Cancel	✚ Insert 🗑 Remove					

    e. Click **Add** and then **OK** to close the pop-up window

    f. Click the **Add** button

8 Click the **Accounting** subtab and confirm accounts or select:

    a. COGS Account as 5010 Cost of Goods Sold: Cost of Sales

    b. Asset Account as 1210 Inventories: Inventory in Stock

    c. Income Account as 4010 Revenue: Sales

    d. In the **Tax/Tariff** section, in the **Tax Schedule** field, select **Taxable.**

    e. Review field help for the other account fields

9 Click **Save & New**.

10 Enter the following:

    a. **Item Name/ Number**: Printer Ink Starter Pack

    b. **Subsidiary**: Select Parent Company and include Children

    c. **Primary Unit Types**: Box

    d. **Primary Stock Units**: Boxes

    e. **Primary Purchase Units**: Boxes

    f. **Primary Sale Units**: Boxes

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11 Go to the **Sales/Pricing** subtab:

    a. Copy and paste Printer Ink Starter Pack into the **Sales Description**.

12 **Purchasing/Inventory** subtab:

    a. **Item/Cost Detail** section, enter **Purchase Price** = 15.00

13 Scroll down and click the **Vendors** sublist:

    a. Select **ACOM Business Solutions** from the **Vendor dropdown** list

    b. Go to the **Preferred** column and check the box

    c. Go the **Purchase Prices** field, click the icon to set price by currency

    d. In the pop-up window, set the **US Dollar Currency and Purchase Price at $15.00**

    e. Click **Add** and then **OK** to close the pop-up window.

    f. Click **Add**

14 Click the **Accounting** subtab and confirm accounts or select:

    a. COGS Account as 5010 Cost of Goods Sold: Cost of Sales

    b. Asset Account as 1210 Inventories: Inventory in Stock

    c. Income Account as 4010 Revenue: Sales

    d. In the **Tax/Tariff** section, in the **Tax Schedule** field, select **Taxable.**

    e. Review field help for the other account fields

15 Click **Save.**

16 **Close** the browser tab.

17 **You should now be on the Home Dashboard.**

18 **End.**

Exercise 02: Create a Non-Inventory Item

Time: 5 minutes

Scenario: You regularly buy pens as an office supply, to have on hand in your supply rooms. You will do this in the **Purchasing Manager** role. In this exercise:

- Create a non-inventory item as resale since you may also sell these items.

1 Navigate to **Create New dropdown > Item** at the top of your page.

    a. If Item is not available, then click the **Personalize** link.

    b. The **New Bar Set Up** page opens.

    c. Select **Item**

    d. Click **Save**

2 From the **New Item** page, locate the **Non-Inventory Item** section and click the **For Resale** link:

    a. Note: This makes the non-inventory item available on a PO to a vendor and a Sales Order for a customer

3 The **Non-inventory Item for Resale** page displays.

    a. **Item Name/Number** field, enter 12-Pack Ball Point Pens

    b. **Subsidiary** set to Parent Company and Include Children.

4 Scroll down and click the **Sales/Pricing** subtab:

    a. Enter 12-Pack Ball Point Pen, blue ink into the **Sales Description**

    b. Scroll down and enter 10.00 for the **Base Price**

5 Go to the **Purchasing** subtab:

    a. Enter the **Purchase Price** = 1.99

    b. Enter **Purchase Description** = 12-pack regular ball point pens, blue ink

6 **Scroll down to the Vendors** sublist:

    a. Choose **Office Supply Depot Inc.** from the **Vendor** dropdown list

    b. **Preferred** = checked

    c. Go the **Purchase Prices** field, click the icon to set price by currency

    d. In the pop-up window, set the **US Dollar Currency** and **Purchase Price at $1.99**

    e.   Click **Add** and then **OK** to close the pop-up window

    f.   Click **Add**

7 Scroll up and click the **Accounting** subtab:

    a.   Confirm **Income Account** as 4010 Revenue: Sales

    b.   Confirm the **Expense Account** to 6081 Operating Expense: Miscellaneous Expense

    c.   **Tax Schedule** as Taxable

8 Click **Save**.

9 Click the dropdown arrow next to Convert To Inventory; *review only do not select*, the other options:

    a.   Convert To Serialized Inventory

    b.   Convert To Lot Numbered Inventory

10 Click **Home.**

11 **End.**

Exercise 03: Create a Service Item

Time: 5 minutes

Scenario: We will sell service for the printer that we sell to customers. The **Purchasing Manager** can set this up. In this exercise:

- Create a service item for Service for the Canon 1320 printer

1 Navigate to **Create New dropdown > Item.**

2 From the New Item page, locate the **Service** section and click the **For Sale** link.

3 The **Service for Sale** page displays.

a. **Item Name/Number** field, enter Canon 1320 Printer Service

b. **Subsidiary** set to Parent Company and Include Children.

4 Go to the **Sales/Pricing** subtab:

a. Enter the **Sales Description** = Regular service for the Canon 1320 Printer

b. Scroll down to the **US Dollar** sublist and enter 125.00 on the **Base Price** line

5 Scroll up and click the **Accounting** subtab:

a. Confirm the Income Account as 4010 Revenue: Sales.

b. Select **Tax Schedule** of Non Taxable.

6 Go to **Preferences** subtab and note the field for **Can be Fulfilled/Received**.

a. Do NOT check this but **review the field help**.

7 Click **Save**.

8 **End**.

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ITEM MASTER: PRICING

Overview and Objectives

Overview	This module introduces ways to accommodate your pricing and billing strategy for goods and services that you sell.
Objectives	In this module, we will discuss the following topics: ➢ Define relevant Accounting Preferences ➢ Create a Price Level ➢ Define a Quantity Pricing Schedule ➢ Set up a Pricing Group ➢ Consider the use of a Billing Schedule ➢ Set up pricing on an item and customer record
Student Exercises	**Required** ➢ 01: Confirm Features and Preferences ➢ 02: Create a Price Level ➢ 03: Create a Pricing Group ➢ 04: Create a Quantity Pricing Schedule ➢ 05: Create a Billing Schedule ➢ 06: Price Level, Quantity Pricing Schedule, and Price Group on Item ➢ 07: Set Up Pricing on a Customer Record ➢ 08: Test Pricing on a Sales Transaction

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WALKTHROUGH | Review an Item Record

Tasks to be Demonstrated	During this walkthrough, we will review pricing information on an item Record.
Use Case/Scenario	To prepare for working with pricing, review an item record to see how pricing information is stored. As the **Administrator**, examine the Sales/Pricing subtab: ➢ Select an item and view in Edit mode

WALKTHROUGH | Features and Preferences

Tasks to be Demonstrated	Confirm features and preferences
Use Case/Scenario	The <u>Administrator</u> needs to confirm both features and preferences, which are relevant to pricing and billing. The following are the navigation paths: ➢ **Setup > Company > Enable Features** ➢ **Setup > Accounting > Accounting Preferences**

WALKTHROUGH | Working with Price Levels

Tasks to be Demonstrated	During this walkthrough, we will do the following tasks. ➢ Access Price Levels ➢ Edit an Existing Price Level ➢ Create a New Price Level
Use Case/Scenario	You may be doing pricing outside of NetSuite, but let's look at Price Levels and how to create a price level which can be a markup or a discount; as the **Administrator:** ➢ View the list of Price Levels ➢ Edit an existing price level

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WALKTHROUGH | Other Pricing Options

Tasks to be Demonstrated	During this walkthrough, we will do the following tasks.
	➢ Create a Pricing Group ➢ Define Quantity Pricing Schedule
Use Case/Scenario	The **Administrator** defines other pricing options to meet the pricing strategy: ➢ Items can be included in pricing groups, which are important for customer pricing ➢ Quantity pricing schedules automates sales and purchase prices

WALKTHROUGH | Billing Schedules

Tasks to be Demonstrated	During this walkthrough, we will:
	➢ Access a list of Billing Schedules ➢ View a Billing Schedule ➢ Create a New Billing Schedule
Use Case/Scenario	This account has existing billing schedules. Billing schedules define when to bill the customer for items purchased. The **Administrator** can review and create a new billing schedule

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WALKTHROUGH | Review Pricing on an Item Record

Tasks to be Demonstrated	During this walkthrough, we will enter a new item record and review the Sales/Pricing record to confirm the availability of: ➤ Price Level ➤ Price Group ➤ Quantity Pricing Schedule ➤ Billing Schedule
Use Case/Scenario	The **Administrator** can review an item record to confirm that pricing and billing options are available.

WALKTHROUGH | Review Pricing on a Customer Record

Tasks to be Demonstrated	During this walkthrough, we will go to the customer record and review:
	➢ Price Level ➢ Group Pricing ➢ Item Pricing
Use Case/Scenario	Pricing information can be tied to a customer record. The **Administrator** can review a customer record, set the values and test in a sales transaction.

MODULE EXERCISES

Required Exercises	
01	Confirm Features and Preferences
02	Create a Price Level
03	Create a Pricing Group
04	Create a Quantity Pricing Schedule
05	Create a Billing Schedule
06	Price Level, Quantity Pricing Schedule, Price Group on Item Record
07	Set Up Pricing on a Customer Record
08	Test Pricing on a Sales Transaction

Exercise 01: Confirm Features and Preference

Time: 2-3 minutes

Scenario: In the **Administrator** role, confirm pricing and billing features and preference. We want to confirm:

- **Multiple Prices** and **Quantity Pricing** features are enabled
- **Sales& Pricing** accounting preferences

1 Confirm or select the **Administrator** role, switch roles if necessary.

2 Go to **Setup > Company > Enable Features** and go to the **Transactions** subtab

    a. In the **Sales** section, confirm or select **Multiple Prices** and **Quantity Pricing**

    b. Scroll down to the **Billing** section and confirm or select **Advanced Billing**, which will allow us to work with billing schedules.

    c. Click **Save**

3 Navigate to **Setup > Accounting > Accounting Preferences > Items/Transactions** subtab**, Sales & Pricing** section:

    a. Confirm that the **Maximum # of Quantity-Based Price Levels** is set to 5

    b. Review field help for **Allow Quantity Discount per Price Level on Schedules** but DO NOT CHECK.

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    c. **Save.**

4 End

Exercise 02: Create a Price Level

Time: 2-3 minutes

Scenario: We have enabled multiple pricing, allowing price levels for items. As the **Administrator** complete the following in this exercise:

- Create a discounted price level.

1 Navigate to **Setup > Accounting > Accounting Lists > New.**

2 The **Add to Accounting Lists** page displays, select **Price Level** from the available list.

3 Enter the following information:

    a. **Price Level** as Test Price Level.

    b. Enter the **Markup/Discount %** as "-8". After you tab out, the field should display "-8.00%"

    c. Check **Update Existing Prices**. Note: If you check Update Existing Prices, all items are updated using this price level.

4 Click **Save**.

5 Click the **List** hyperlink, top-right, to view the list of Price Levels

6 Confirm that your Test Price Level displays.

7 **End.**

Exercise 03: Create a Pricing Group

Time: 1 minute

Scenario: We want to utilize pricing groups. Pricing group values are used on customer and item records to enable the creation of customer-specific pricing for items.

1 Navigate to **Setup > Accounting > Accounting Lists > New.**

2 The **Add to Accounting Lists** page displays, select **Pricing Group.**

   a.   In the **Pricing Group** field, enter the name of **Preferred Customer**.

3 Click **Save**.

4 Click the **List** link, top-right hand side

5 If necessary, change the **Type** filter to Pricing Group, to view the list of Pricing Groups and confirm that you see your group.

6 **End.**

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Exercise 04: Create a Quantity Pricing Schedule

Time: 3-5 minutes

Scenario: In this exercise, create a Quantity Pricing Schedule providing on quantity purchased.:

- Enter 4 quantity breaks
- Enter 4 discounts

1 Navigate to **Lists > Accounting > Quantity Pricing Schedules > New**

   a. In the **Name** field, enter in Qty 50 Breaks

   b. **Units Type** select Each – this can be used on any item that is tracked by this unit type

   c. **Units** select EA

   d. **Use Marginal Rates** – review field help, but do not check.

   e. In **Calculate Quantity Discounts** use By Line Quantity

   f. In the lower section enter the following Quantity and Discount

Quantity	Discount
50	-10
100	-15
150	-20
200	-25

   g. It should like this, in your account

2 Click **Save**.

3 Go to **Lists > Accounting > Quantity Pricing Schedules** and confirm that you see the Qty 50 Breaks in the list.

4 **End**

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Exercise 05: Create a Billing Schedule

Time: 3-5 minutes

Scenario: In this exercise, you create a simple billing schedule for a 1 -year period, billing them 25% quarterly.

1 Navigate to **Lists > Accounting > Billing Schedules > New**

- a. In the **Name** field, enter in One year, 25/25/25/25

- b. **Initial Amount** enter 25%

- c. **Initial Payment Terms** select Net 15

- d. **Recurrence Frequency** select **Quarterly**

- e. **Recurrence Count** enter 3 to account for the subsequent invoices after the initial amount.

- f. Leave **In Arrears** as selected, to bill at the end of the period.

- g. **Recurrence Payment Terms** will be the same as the initial, set as Net 15

- h. Leave **Public** as selected, to make this readily available on various sales transactions.

2 Click **Save**.

3 Go to **Lists > Accounting > Billing Schedules** and confirm that you see this Billing Schedule.

4 **End.**

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Exercise 06: Price Level, Quantity Pricing Schedule, and Price Group on Item Record

Time: 2-3 minutes

Scenario: We now want to confirm the price levels on an item and select a pricing schedule. In this exercise:

- Edit the Canon 1320 Printer
  - ◆ Confirm the Base Price of the item
  - ◆ Confirm that Test Price Level is available
  - ◆ Select a Quantity Pricing Schedule
- Edit the Printer Ink Starter Pack
  - o Select a Pricing Group

1 In the **Administrator** role, navigate to **Lists > Accounting > Items**.

2 Click View next to the **Canon 1320 Printer** (this was created in the Items Module)

3 Go to the **Sales / Pricing** subtab > **US Dollar** sublist

   a. **Confirm that Test Price Level displays** in the list of price levels

   b. Note that **100.00 is the Base Price;** if it is not there, then you neglected a step in a previous exercise.

   c. **Review the adjusted prices** under the Qty 0 column and note the various price levels

     i. **Do you see your Test Price level of -8.0%?**

        1. If you do not see the test price level and adjusted price, the price level was set up incorrectly and Update Existing Prices was not selected for that price level.

     ii. **Do you see an adjusted price of 92.00** under the first column?

4 Now click the **Edit** button.

5 Go to the **Sales / Pricing** subtab > **Pricing** section:

   a. In the **Quantity Pricing Schedule** field, select Qty 50 Breaks

   b. **Deselect Use Marginal Rates,** if checked.

   c. **Calculate Quantity Discounts** should be **By Line Quantity**. Do not change

   d. In the **Billing Schedule** field, confirm that you can see the billing schedule, in the dropdown list, One year 25/25/25/25, **but do not select**.

6 On the **US Dollar** sublist, note that the pricing grid has been updated.

    a. You should see the Qty columns as 50, 100, 150 and 200

    b. The discounts are -10%, -15%, -20% and -25%

    c. And review all the columns and rows for the pricing calculations; should be similar to this.

PRICE LEVEL	DEFAULT DISCOUNT %	QTY 0	QTY 50	QTY 100	QTY 150	QTY 200
Default Discount %			-10.0%	-15.0%	-20.0%	-25.0%
Base Price		100.00	90.00	85.00	80.00	75.00
Alternate Price 1						
Alternate Price 2						
Alternate Price 3	-15.0%	85.00	76.50	72.25	68.00	63.75
Corporate Raider	35.0%	135.00	121.50	114.75	108.00	101.25
Test Price Level	-8.0%	92.00	82.80	78.20	73.60	69.00

US Dollar •   Australian Dollar •   British pound •   Canadian Dollar •   Euro •   Japan •

7 Click **Save.**

8 Now navigate to **Lists > Accounting > Items** and select **Edit** for the Printer Ink Starter Pack.

9 Go to the **Sales / Pricing** subtab > **Pricing** section:

    a. In the **Pricing Group** field, select **Preferred Customer**:

        i. If you don't see it, try logging out and back in.

    b. On the **US Dollar** sublist, enter 65.00 as the **Base Price**

    c. Click **Save**.

10 Click **Home**.

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Exercise 07: Set Up Pricing on a Customer Record

Time: 2-3 minutes

Scenario: In this exercise, we will associate a pricing on Customer Record, TEST ABC:

- Select Price Level
- Define Group Pricing
- Define Item pricing

1 In the **Administrator** role, use Global search and enter CUS: TEST ABC, click on the **Edit** link.

2 Go to the **Financial** subtab:

    a. In the **Account Information** section:

        i. In the **Price Level** field, select Base Price.

    b. Go down to the **Group Pricing** sublist.

        i. Select the following:

Pricing Group	Price Level
Preferred Customer	Test Price Level

        ii. Click **Add.**

    c. Click on the **Item Pricing** sublist.

        i. Select and enter the following

Item	Price Level	Currency	Unit Price
Dell 24" U2415 UltraSharp LED Monitor	Custom	US Dollar	200.00

        ii. Click **Add.**

3 Click **Save.**

4 **End.**

Exercise 08: Test Pricing on a Sales Transaction

Time: 5-7 minutes

Scenario: In this exercise, enter a cash sales order to test pricing:

- Base Pricing
- Test Price Level
- Custom Price

1 In the **Administrator** role, go to **Transactions > Sales > Enter Cash Sales**

2 In the **Primary Section,** select (find) or enter:

a. **Customer:Job:** TEST ABC – (may have a number in front)

b. **Check #:** 1500

c. **Location:** US-1

d. **Account:** Leave as 1010

e. **Memo:** Testing Pricing

3 Go to the **Items** subtab:

a. Click on **Add Multiple**

   i. In the **Choose Item** pop-up, in the first field select Inventory Item.

   ii. In the lower section select the items from the left and they will populate the Current Sections on the right and fill in the Quantities.

Item	Quantity
iPad Pro 9.7 inch - 32GB	1
Printer Ink Starter Pack	1
Canon 1320 Printer	51
Dell 24" U2415 UltraSharp LED Monitor	1

   iii. Click **Done.**

   iv. Click **OK** in any pop-up window to continue.

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4   Review the line items and pricing; compare to the table below.

Item	Price Level	Rate	Pulled from…
iPad Pro 9.7 inch - 32GB	Base Price	500.00	Price Level on customer record
Printer Ink Starter Pack	Test Price Level	59.80	Group Pricing on customer record and Pricing Group on item record
Canon 1320 Printer	Base Price adjusted by Qty Pricing	90 **	Item Record
Dell 24" U2415 UltraSharp LED Monitor	Custom	200	Item Pricing on customer record

** If you see a different dollar figure, the Quantity Pricing Schedule was set up incorrectly.

Or, if everything looks correct then try logging out and back in.

5   Click the **Billing** subtab, in the **Payment Method** subtab, select Check.

6   Click **Save**

7   **End.**

ITEM MASTER: MANAGE INVENTORY TRANSACTIONS

Overview and Objectives

Overview	This final Item Master module examines how to manage inventory and use inventory transactions.
Objectives	After completion of this module, you should be able to: ➢ Confirm Features and Preferences ➢ Complete Inventory Adjustments ➢ Use Inventory Transfers ➢ Work with Transfer Orders ➢ Consider Available Analytics
Student Exercises	**Required** ➢ 01: Enter Inventory Quantities ➢ 02: Complete Transfer Inventory Transaction ➢ 03: Create, Fulfill, and Receive Transfer Order

WALKTHROUGH | Features and Preferences

Tasks to be Demonstrated	During this walkthrough, we will confirm: ➢ Inventory Features ➢ Accounting Preferences
Use Case/Scenario	The **Administrator** needs to confirm both features and accounting preferences, which are relevant to inventory. Use the navigation paths: ➢ **Setup > Company Enable Features** ➢ **Setup > Company > Accounting Preferences**

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WALKTHROUGH | Adjustments to Inventory

Tasks to be Demonstrated	During this walkthrough, we will view the following forms: ➢ Adjust Inventory ➢ Adjust Inventory Worksheet
Use Case/Scenario	In the **<u>Inventory Manager</u>** role, I can investigate the different inventory transactions**:** ➢ **Adjust Inventory –** inclusive of the previous stock total. ➢ **Adjust Inventory Worksheet** - exclusive of previous stock total.

WALKTHROUGH | Transfers of Inventory

Tasks to be Demonstrated	During this walkthrough, we will do the following tasks.
	➢ Inventory Transfers ➢ Transfer Orders
Use Case/Scenario	As the **Inventory Manager**, I want to investigate moving inventory between locations or warehouses. The available options are:
	➢ Inventory transfer or basic inventory transfer, a one-step process ➢ Transfer order, a multiple-step process

MODULE EXERCISES

Required Exercises	
01	Enter Inventory Quantity
02	Complete a Transfer Inventory Transaction
03	Create a Transfer Order, Fulfill, and Receive

Exercise 01: Enter Inventory Quantities

Scenario: The **Inventory Manager** wants to adjust the quantities for items, taking into consideration of the quantity on hand, so they are going to use the Adjust Inventory transaction. In this exercise:

- Enter quantity for the Canon 1320 Printer

1 Navigate to **Inventory > Inventory > Adjust Inventory**

   a. Select the **Subsidiary**, United States – West.

   b. Select US-1 for the **Adjustment Location**.

   c. From the **Adjustment Account** dropdown list, select 5800 Cost of Goods Sold: Inventory Adjustments

   d. In the **Memo** field, enter "Adjust quantities of printer and Ink."

2 Navigate to the **Adjustments** subtab:

   a. In the **Items** column field, select the Canon 1320 Printer

   b. In the **Location**, column field, select US-1

   c. In the **Adjust Qty By** column field, enter 200.

   d. Enter 75.00 for the **Est. Unit Cost**; this is the purchase price we pay our vendor.

   e. Click **Add.**

3 On a new line:

   a. In the **Items** column field, selectthe Printer Ink Starter Pack

   b. In the **Location**, column field, select US-1

   c. In the **Adjust Qty By** column field, enter 200.

   d. Enter 15.00 for the **Est. Unit Cost**; this is the purchase price we pay our vendor.

e.   Click **Add.**

4   Scroll up and review the **Estimated Total Value.**

5   Click **Save.**

6   Using **Recent Records** or **Global Search** to view the **Canon 1320 Printer** item record and go to **Purchasing/Inventory** subtab, scroll down to the **Locations** sublist, and review your **Quantity on Hand** for US-1.

7   Click on the **Related Records** subtab to view the Inventory Adjustments.

8   Click **Home**.

9   End.

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Exercise 02: Transfer Inventory

Time: 2-3 minutes

Scenario: In the **Inventory Manager** role, do a one-step transfer of inventory. In this exercise, you will:

- **Reduce** inventory in the From Location (Warehouse)
- **Increase** inventory in the To Location (Warehouse)

1 Confirm or select the **Inventory Manager** role, switch roles if necessary.

2 On the **Home Dashboard > Navigation Portlet >** click **Inventory Transfer**

3 The **Inventory Transfer** opens in a new browser tab. Complete the following and optional fields:

   a. Leave the **Date** as today's date

   b. Select Canada as the **Subsidiary.**

   c. In the **From Location** field, select CAN-1.

   d. In the **To Location** field, select CAN-2

   e. In the **Memo** field, enter "Simple Inventory transfer"

   f. On the **Items** subtab, **Item** column field, select the MSi GP 62 15.6 Gaming Laptop

   g. In the **Qty to Transfer** column field, enter 5.

   h. Click **Add**.

   i. Click **Save**.

4 In **Global** search, in the NetSuite header, type MSi GP 62.

5 **View** the item record, click on the **Related Records** subtab, and view your inventory transfer.

   a. You should see two lines, one with a positive quantity and one with a negative quantity.

6 Close this browser tab.

7 You should now be back on the **Home Dashboard.**

8 **End**

Exercise 03: Create, Fulfill and Receive a Transfer Order

Time: 5-7 minutes

Scenario: In the **Inventory Manager** role, do a multi-step transfer order. In this exercise, you will:

- **Create** a transfer order, with status set to **Pending Fulfillment,** and save the order**.**
- **Fulfill** the transfer order to **reduce the inventory at the From Location (Warehouse)**.
- **Receive** the transfer order **to Increase** inventory in the To Location (Warehouse),

1 On the **Home Dashboard,** use the **Navigation Portlet**, click on the **Transfer Orders** link.

2 A new browser tab opens.

3 In the **Transfer Order** form, complete the following fields:

    a. Leave the **Date** as today's date.

    b. In the **Subsidiary** field. Select United States – West.

    c. In the **From Location** field, select US-1.

    d. In the **To Location** field, select US-2

    e. In the **Status** field, select **Pending Fulfillment.**

    f. In the **Memo** field, enter "Simple transfer order"

    g. On the **Items** subtab, **Item** column field, select the iPad Pro 12.9 inch – 128GB

    h. In the **Quantity** column field, enter 3.

    i. In the **Transfer Price** column field, enter 25.00

    j. Leave the Available Qty default in the **Commit** column field.

    k. Click **Add**.

    l. Click **Save**.

4 Click the **Fulfill** button.

    a. Review the **Item Fulfillment**

    b. Add **Memo** "Test transfer order fulfillment"

    c. Click **Save**.

5 Click the **Mark Packed** button.

6 Click the **Mark Shipped** button.

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7 This Item has now shipped by the From Location and can be received by the To Location.

8 Click on the **Created From** hyperlink for the Transfer Order

9 The **Transfer Order** displays, and it is Pending Receipt.

10 Click **Receive**

    a. Review the **item Receipt**

    b. In the **To Location** field, at the top of the form, select US-2

    c. Add **Memo** "Test transfer order receipt"

    d. Click **Save**.

    e. The confirmation message displays.

11 Click on the **Created From** transfer order link.

    a. The Transfer order displays and should show as Received.

    b. In the order, go to the **Related Records** subtab.

    c. Review the list of fulfillments and receipts.

12 Close this browser tab.

13 You should now be back on the **Home Dashboard**

14 **End**.

ORDER-TO-CASH

Overview and Objectives

Overview	We now start looking at processes and leading practices. In this module, we will look at the Order-to-Cash process.
Objectives	After completion of this module, you should be able to: ➢ Identify business challenges and solutions ➢ Consider the Order-to-Cash Process ➢ Enter and Process Orders ➢ Investigate the Order Fulfillment Lifecycle ➢ Invoice Customers and Process Payments ➢ Analyze Performance through Reports, KPI's and Alerts
Student Exercises	**Required** ➢ 01: Enter a Sales Order with Inventory Items ➢ 02: Approve a Sales Order ➢ 03: Fulfill Order ➢ 04: Enter, Approve, and Fulfill Order with Billing Schedule ➢ 05: Invoice Sales Orders ➢ 06: Accept Customer Payment

WALKTHROUGH | Review Order Management Settings

Tasks to be Demonstrated	During this walkthrough, we will confirm Order Management Settings in Accounting Preferences: ➢ Order Management: Sales ➢ Order Management: Picking/Packing ➢ Order Management; Fulfillment
Use Case/Scenario	The Administrator confirms the settings to accommodate both sales and inventory / warehouse activities. ➢ Setup > Company > Accounting Preferences

WALKTHROUGH | Order Management Tasks

Tasks to be Demonstrated	During this walkthrough, we will view the following forms: ➢ Enter Sales Order ➢ Approve Orders ➢ Fulfill Orders ➢ Print Order Forms
Use Case/Scenario	Let's move through the order-to-fulfillment process ➢ A <u>Sales Representative can</u> create an order and save ➢ The <u>Sales Manager</u> can approve orders, if necessary ➢ <u>Inventory / Warehouse</u> fulfills order and prints order forms

WALKTHROUGH | Sales Order Transaction History

Tasks to be Demonstrated	During this walkthrough, we will do the following:
	➢ View any subsequent transactions to the sales order.
Use Case/Scenario	NetSuite gathers information on the sales order, related records, so let's look.
	➢ As the **Sales Representative,** review any subsequent transactions to the sales order.

WALKTHROUGH | Sales Order with Billing Schedules

Tasks to be Demonstrated	During this walkthrough, we will do the following tasks. ➤ Create a Sales Order with a Billing Schedule ➤ Approve Sales Order ➤ Fulfill Sales Order
Use Case/Scenario	As the **<u>Sales Representative</u>**, I now want to create a sales order for an item not in inventory; this could be a software license or services. ➤ Create a sales order for a non-inventory item ➤ Associate a billing schedule to the line item

WALKTHROUGH | Invoicing Customers

Tasks to be Demonstrated	During this walkthrough, we will look at. ➢ Process Billing Operations and Schedule Billing Operations ➢ Invoice Sales Orders ➢ Create Invoice from Sales Order ➢ Deliver Invoices
Use Case/Scenario	As the **A/R Analyst**, it is time to generate invoices for orders with and without billing schedules. I have multiple navigation options: ➢ Billing > Billing Operations > Run Billing Operations and Schedule Billing Operations ➢ Reminders Portlet > Sales Orders to Invoice ➢ Billing > Sales > Invoice Sales Orders

WALKTHROUGH | Accept Customer Payments

Tasks to be Demonstrated	During this walkthrough, we will:
	➢ Create Customer Payment
Use Case/Scenario	**AR staff** can create the customer receivables.

WALKTHROUGH | Order-to-Cash Analytics

Tasks to be Demonstrated	During this walkthrough, we will look at ways to analyze performance for • Order Management • Billing Operations
Use Case/Scenario	Quickly look at access tools for analyzing performance ➢ Standard Sales Order Reports ➢ Analyze Performance

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MODULE EXERCISES

Required Exercises	
01	Enter a Sales Order with Inventory Items
02	Approve Sales Order
03	Fulfill Sales Order
04:	Enter, Approve, and Fulfill Order with Billing Schedule
05	Invoice Sales Order
06	Accept Customer Payment

Exercise 01: Enter a Sales Order

Scenario: In the **Sales Representative** role, practices entering an order into the system. In this exercise:

- Enter a sales order using for physical items to be shipped.

1 From the **Create New** dropdown in the page NetSuite Header, click **Sales Order.**

2 In the **Form**, in the **Primary Information** field grouping**:**

  a. Confirm **Sales Order:**

   i. The form you select determines the type of Sales transaction to be processed.

  b. Leave the default values for **Date** and **Order#.**

  c. From the **Customer** field, select Test ABC.

  d. In the **PO#** field, enter TEST ABC 001.

  e. In the **Location** field, select US-1.

  f. **Currency** defaults from the Primary Currency field, on the customer record, and is US Dollar.

  g. In the **Memo** field, enter TEST Order.

3 On the **Items** subtab, click the **Add Multiple** button:

  a. Select the **Canon 1320 Printer**

  b. Select the **Printer Ink Starter Pack**

      c.   Enter quantity of 2 for each

          i.   If you get a pop-up message, regarding inventory, click through. You may have missed adding inventory to that location.

      d.   Click **Done**

4 On the **Shipping** subtab, confirm the **Ship To** address:

      a.   Shipping integration will be addressed during your implementation, personalization sessions.

5 Click the **Billing** subtab and enter **Terms** of Net 30

6 Review your order one last time, making sure that the information is complete.

7 Click **Save**.

8 The Sales Order status is **Pending Approval**

9 End.

Exercise 02: Approve a Sales Order

Scenario: In the **Sales Manager** role**,** practices approving an order into the system. In this exercise:

- Use your **Reminders Portlet** to access Orders to Approve.

1   Change to the **Sales Manager** role.

2   View the **Reminder Portlet:**

    a.   **I**f you do not see Sales Orders to Approve, click the **Setup** link in the portlet title bar

    b.   Add **Sales Order to Approve**

    c.   Click **Save**

3   Click **Sales Orders to Approve** link in the portlet

4   The **Approve Sales Order** page opens:

    a.   You do not need to specify a Supervisor

    b.   Leave Filters – Date – set to All

    c.   Click the **Date** link for your Test ABC order

    d.   The **Sales Order** displays:

        i.   You can review the order

        ii.   Click **Approve**

5   View the Confirmation message and the Sales Order is Pending Fulfillment
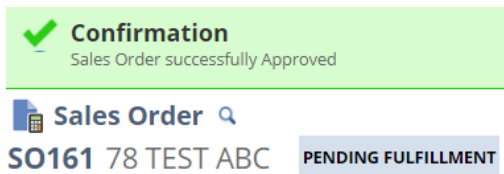
6   End.

Exercise 03: Fulfill Order

Scenario: In the **Inventory Manager** role**,** fulfill an order

- Use your **Reminders Portlet** to start the process.

1 Change to the **Inventory Manager** role.

2 View the **Reminders** portlet**:**

    a. If you do not see Orders to Fulfill, click the **Setup** link in the portlet title bar.

    b. Add **Order to Fulfill.**

    c. Click **Save.**

3 Click the **Orders to Fulfill** link, in the **Reminders** portlet.

4 Click **Fulfill Orders** page opens:

    a. In the **Customer** field, select TEST ABC.

    b. In the **Bulk Fulfill from Warehouse** field, select US-1

    c. Click the **Fulfill** link for your order.

    d. The **Item Fulfillment** page opens:

        i. Confirm that the **Status** is Picked.

        ii. Enter a **Memo** – Ship Printers and Ink Packs.

        iii. Confirm Items and quantities.

        iv. Click **Save.**

5 Click **Home** and refresh the **Reminders Portlet.**

6 Click on **Orders to Pack.**

7 The **Mark Orders Packed** page opens:

    a. In the **Pack** column, select the check box for the TEST ABC order.

    b. Click **Submit**.

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8   The **Process Status** page opens:

   a.   Click **Refresh** until the status is Complete, 100% and 0 errors.

9   Click **Home** and refresh the **Reminders Portlet.**

10 Click **Orders to Ship.**

11 The **Marked Orders Shipped** page opens:

   a.   This time click the **Date** link for your order – TEST ABC.

12 The **Item Fulfillment** opens, click the **Marked Shipped** button.

13 View the confirmation message, for example something like the below message
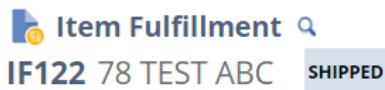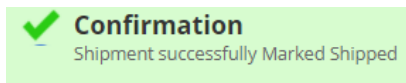
14 Click on the **Created From** sales order link.

15 Sales Order Status should be Pending Billing.

16 Click the **Related Records** subtab, in the order and view the list showing the Item Fulfillment.

17 Click **Home**.

18 Click **Refresh** for the **Reminders Portlet**.

19 **End**.

Exercise 04: Enter, Approve, and Fulfill Order with Billing Schedule

Scenario: In the various roles, you will:

- Enter a sales order for a license and professional services; the services need to be fulfilled.
- Approve the Sales Order
- Fulfill the Sales order

1 <mark>Confirm or switch to the **Sales Representative** role.</mark>

2 From the **Create New** dropdown in the page NetSuite Header, click **Sales Order**.

3 In the **Form**, in the **Primary Information** field grouping**:**

   a. Leave the default values for **Date** and **Order#.**

   b. From the **Customer** field, select Test ABC.

   c. In the **PO#** field, leave blank

   d. In the **Location** field, leave blank; no physical items are being pulled.

   e. **Currency** defaults from the Primary Currency field, on the customer record, and is US Dollar.

   f. In the **Memo** field, enter License and Services

4 On the **Items** subtab, click the **Add Multiple** button:

   a. Select the **AA2: SAAS License B** with price of $1200.

   b. Select the **AA6E: Professional Services** with price of $500.

   c. Enter quantity of 5 for the license.

   d. Enter quantity of 2 for the professional services.

   e. Click **Done**.

5 On the **Items** subtab, in the **Billing Schedule.** column field, select the **Billing Schedule** for each line item:

   a. Click the first line item, scroll right, select **Quarterly-1y,** and click **OK.**

   b. Click the second line item, scroll right, select **Quarterly-1y,** and click **OK.**

6 Click the **Billing** subtab:

   a. Confirm that the **Terms** field is **blank**

   b. Confirm **Billing Address**

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7   Review your order one last time, making sure that the information is complete.

8   Click **Save.**

9   The Sales Order status is **Pending Approval**

10 Switch to the **Sales Manager** role.

11 Click **Sales Orders to Approve** link in the **Reminders** portlet

12 The Approve Sales Order page opens:

    a.   Click the **Date** link for your order

13 The **Sales Order** displays; click **Approve**.

14 View the Confirmation message and the Sales Order is Pending Fulfillment.

15 Click on the **Billing** subtab and view the **Schedule** sublist; you should see 4 dates with the corresponding amounts.

16 Switch to the **Inventory Manager** role.

17 Click the **Orders to Fulfill** link, in the **Reminders** portlet.

18 Click **Fulfill Orders** page opens:

    a.   In the **Customer** field, select TEST ABC.

    b.   Click the **Fulfill** link for your order.

    c.   The **Item Fulfillment** page opens:

        i.   Change **Status** to Shipped.

        ii.   Enter a **Memo** – Fulfill Professional Services

        iii.   Click **Save**.

19 Switch to the **Sales Manager** role, use recent records to view your Sales Order:

    a.   Sales order is **Pending Billing**

    b.   Click on the **Related Records** subtab and see the listed item fulfillment.

20 Click **Home**.

21 **End**.

Exercise 05: Invoice All Sales Orders

Billing a sales order creates a record of debt owed to you by your customer. When you invoice a sales order, your Accounts Receivable ledger increases by the amount of that bill.

Usually, customers are billed for a sale when the items on the order are shipped. Once you ship the items, you bill the customer. In this exercise:

- Make sure that you are in the **AR Analyst Role**
- Bill Sales order to create Invoices

1 Go to **Customers > Sales > Invoice Sales Orders**.

2 The **Invoice Sales Orders** page opens.

    a. Set the **Customer** field to **Test ABC**, to see all sales order for that customer.

    b. The **transaction Date** defaults to today's date.

    c. In the **To Be Printed** field, choose Yes.

    d. Click the **Mark All** button.

    e. Click **Submit**.

3 You may get a Notice window. You do NOT need to go away from this page.

4 The **Process Status** page displays showing the invoices being processed. Click the **Refresh** button.

    a. When processing is complete, the Submission Status will change to Complete.

    b. Review if there were any errors.

        i. If we had had zero errors, then when you go to **Billing > Sales > Invoice Sales Orders** and filter by **TEST ABC** there are no sales orders pending billing.

5 Click the **Complete** link

    a. If you navigated away from the page, navigate to **Billing > Sales > Invoice Sales Orders > Status.**

6 Click one of the **Invoice** links to review the invoice; the Invoice has a status of **Open;** this will remain open until payment is received from the customer.

7 Click **Home**.

8 End.

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Exercise 06: Accept Customer Payments

Sales transactions with payment terms will remain open until customer payments are received. It is time to accept the payment.

In this exercise:

- In the **AR Analyst** role
- Accept a customer payment

1 On the **Home** dashboard, from the **Navigation Portlet**, under **Transactions**, click on **Payments**.

2 **The Payment page opens** in a new browser tab.

    a. From the **Customer** dropdown list, select Test ABC.

    b. Notice: The form automatically populates with a list of open invoices for this customer and the **Date** field defaults to today's date. It can be changed if needed.

    c. In the center column **Account** is selected and leave 1010 Cash: US Checking as the default.

    d. Go to the **Apply** subtab > **Invoices** sublist.

    e. Check the **Apply** check box for one of the invoices you created in the previous exercise, for the Printer and Ink Starter Pack, should be the invoice of $320.40. Note that the Payment Amount will auto-populate.

    f. Click the **Payment Method** subtab. In the **Payment Method** field, select **Check** and enter Check # as 987.

    g. Click **Save**.

3 **The Payment page displays with the status as DEPOSITED.** This is due to the 1010 Cash: US Checking being defined as the Account. You should seem a similar confirmation, but a different PYMT#.
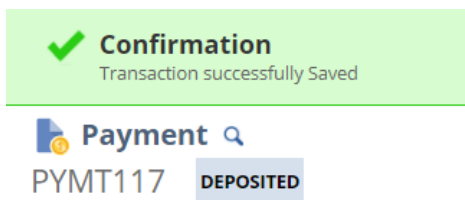
4 Close the Payment browser tab; you should now be on the Home dashboard.

5 End.

RETURN-TO-CREDIT

Overview and Objectives

Overview	This module examines how to manage customer returns and credits.
Objectives	After completion of this module, you should be able to: ➢ Identify business challenges and solutions ➢ Create and approve Return Authorizations ➢ Process Item Receipts ➢ Manage Credit Memos ➢ Analyze Performance through Reports and KPI's
Student Exercises	**Required** ➢ 01: Create and Approve a Return Authorization ➢ 02: Receive Returned Orders ➢ 03: Create and Save Credit Memo

WALKTHROUGH | Return Authorizations

Tasks to be Demonstrated	During this walkthrough, we will:
	➢ Create a Return Authorization ➢ Approve a Return Authorization
Use Case/Scenario	A customer return may be required for a few reasons. The Sales Rep can start the process for a customer that purchased physical goods: ➢ Find the Invoice that will have a return, use global search ➢ Customer > Opportunities > Transactions > Invoices > view the Invoice ➢ The Controller will approve the Return Authorization

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WALKTHROUGH | Customer Return and Credit

Tasks to be Demonstrated	During this walkthrough, we will create and process: ➢ Item Receipt ➢ Credit Memo
Use Case/Scenario	The customer can return the goods: ➢ Inventory Manager receives in the goods ➢ A/R Analyst processes the credit to offset the customers open balance

WALKTHROUGH | Customer Refund

Tasks to be Demonstrated	During this walkthrough, we will do the following: ➢ Apply credit memo as a refund ➢ Print Check.
Use Case/Scenario	The customer can receive a check, rather than having a Credit Memo Applied to an invoice: ➢ The A/R Analyst selects Refund on the Credit Memo ➢ The A/P Analyst prints a check

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WALKTHROUGH | Monitor, Analyze, Alert

Tasks to be Demonstrated	During this walkthrough, we will look at.
	➢ View A/R Analyst Analytics ➢ View Controller Analytics
Use Case/Scenario	In the **Controller** and **A/R Analyst** roles, investigate Key Performance Indicators, Reports, and Scorecards to monitor your receivables

MODULE EXERCISE

Required Exercises	
01	Create and Approve a Return Authorization
02	Receive Returned Orders
03	Create and Save Credit Memo

Exercise 01: Create and Approve a Return Authorization

Scenario: In this exercise, you will use test the following functionality:

- Authorize the return of merchandise from our customer **TEST ABC – as the A/R Analyst**
- Approve the return authorization, in the **Controller Role**

1 Close any extra NetSuite tabs that you have opened

2 As the **A/R Analyst**, use **Global Search**, type in **CUS: TEST**.

3 View the **Customer** record for **TEST ABC**; go to the **Sales** subtab and the **Transactions** sublist.

    a. Click the **Date hyperlink for their Invoice Paid in Full** - (this was for the printer and ink- should be $320.40)

    b. Review the Invoice and note that the customer purchased the Canon 1320 Printer and Printer Ink Starter Pack, quantity 2 of each.

    c. Click the **Authorize Return** button

4 The **Return Authorization page opens**:

    a. In the **Memo** field, right-hand-side of the form, enter return of Printer Ink Starter Packs

    b. Go down to the items, click the Canon 1320 Printer line.

        i. Click **Remove**, to remove the printers

        ii. Click **OK**

    c. Click **Save**.

        i. Note the RMA#

        ii. The Return Authorization is **PENDING APPROVAL**.

5 Switch to the **Controller** role.

6 In **Global Search** enter the RMA# and click to view the RMA

    a. The Return Authorization opens.

    b. Click **Approve Return**. The Return Authorization is PENDING RECEIPT.

7 **End**.

Exercise 02: Receive Returned Orders

Scenario: In the **Inventory Manager** role**,** practices approving receiving returned items:

- Set up the **Reminders Portlet** to show Return Authorizations to Receive
- Receive the returned goods

1 Change to the **Inventory Manager** role.

2 View the **Reminders** portlet**:**

    a. If you do not see Return Authorizations to Receive, then click the **Setup** link in the portlet title bar

    b. Add **Return Authorizations to Receive**

    c. Click **Save**

3 Click **Return Authorizations to Receive** link in the portlet

4 The **Receive Return Authorization** page opens:

    a. You do not need to specify a Customer; the list is short.

    b. Click the **Date** link for the RMA, TEST ABC.

5 The **Return Authorization** displays:

    a. You can review the order

    b. Click **Receive**.

6 The **Item Receipt** page opens.

    a. In the **Location** field, confirm or select US-1.

    b. Add **Memo** – Receipt of Ink

    c. Click **Save**.

    d. Click the **Created from** link for the RMA

    e. The Return Authorization is Pending Refund

7 **End**.

Exercise 03: Create and Save Credit Memo

Scenario: In the **A/R Analyst** role, create a Credit Memo, but do not apply the credit.

- Use your **Reminders** portlet to start the process.

1 Change to the **A/R Analyst** role.

2 View the **Reminders** portlet:

   a. **I**f you do not see **Return Authorizations to Refund**, click the **Setup** link in the portlet title bar.

   b. Add **Return Authorizations to Refund**.

   c. Click **Save.**

3 Click the **Return Authorizations to Refund** link, in the **Reminders** portlet.

4 The **Refund Return Authorization** page opens:

   a. In the **Customer** field, select TEST ABC.

   b. Click the **Date** link for the RMA.

5 The **Return Authorization** page opens:

   a. Confirm that the **Status** is **Pending Refund**.

   b. Click **Refund**

6 The **Credit Memo** form opens.

   a. Enter a **Memo** – Credit ink

7 Scroll down to the **Items** subtab:

   a. On the **Items** sublist, confirm the line item and the total.

   b. Click **Save**.

   c. The **Credit Memo** has a status of Open.

8 Click **Home**

9 **End**

PROCURE-TO-PAY

Overview and Objectives

Overview	In this module, we look at purchasing, receiving and payables transactions within this SuiteSuccess account.
Objectives	After completion of this module, you should be able to: ➢ Confirm purchasing preferences ➢ Enter and approve purchase order ➢ Receive a purchase order ➢ Bill a purchase order ➢ Process bills and payments ➢ Identify standard purchasing and accounts payable reports
Student Exercises	**Required** ➢ 01: Enter and Approve a Purchase Order ➢ 02: Receive All Items on a Purchase Order ➢ 03: Bill a Purchase Order ➢ 04: Enter and Approve a Bill ➢ 05: Pay a bill ➢ 06: Print a Check

WALKTHROUGH | Accounting Preferences

Tasks to be Demonstrated	During this walkthrough, we will review the following Accounting Preferences: ➢ General ➢ Order Management ➢ Approval Routing
Use Case/Scenario	The **Accounts Payable** team will work with the **Administrator** to review settings related to purchasing and accounts payable.

WALKTHROUGH | Set Up Purchase Approver

Tasks to be Demonstrated	During this walkthrough, we will edit an employee record: ➢ Set purchasing limit ➢ Identify purchase approver
Use Case/Scenario	To use approval processes, the employee record must be edited to identify approvers: ➢ The **Administrator** navigates to **Lists > Employees > Employee** and **Edits** and employee record to put in purchasing limits and purchase approver. ➢ This supports the basic approval process

WALKTHROUGH | Purchase Requests and Purchase Orders

Tasks to be Demonstrated	During this walkthrough, we will review the following tasks: ➢ Enter an optional Purchase Requisition and Approve ➢ Enter and Approve Purchase Orders

Use Case/Scenario	An optional Purchase Requisition may be entered by an employee and approved by an Approver, which transforms it into a Purchase Order.
	
	Purchase orders may also be entered manually, approved and the items received. This might be done to reorder inventory items or perhaps order items for employees:
	
	➢ **Employee** enters Purchase Requisition from Employee Center, which can then be approved according to the employee record
	➢ **Purchasing** processes Purchase Order:
	
	  - Navigation Portlet, Transactions section, Enter Purchase Orders
	  - **Vendors > Purchases > Enter Purchase Orders**

WALKTHROUGH | Receive Purchase Order

Tasks to be Demonstrated	During this walkthrough, we will review complete the following task: ➢ Receive a Purchase Order
Use Case/Scenario	Approved purchase orders will be pending receipts: ➢ The Inventory Manager receives the goods

WALKTHROUGH | Processing Bills

Tasks to be Demonstrated	During this walkthrough, we will review the following tasks:
	➢ Bill Purchase Orders ➢ Enter Bills ➢ Approve Bills
Use Case/Scenario	In the A/P Analyst role, we will: ➢ Bill a Purchase Order, enter a new bill and review the billing approval process ➢ Use he Reminders Portlet, Navigation Portlet and Vendors > Purchases navigation options

WALKTHROUGH | Expense Reports

Tasks to be Demonstrated	During this walkthrough, we will review the following tasks: ➢ Create an Expense Report ➢ Approve an Expense Report
Use Case/Scenario	The employee enter the expense report and the CFO approves it: ➢ Employee Center role > Enter Expense Report ➢ A/P Analyst role > Reminders Portlet > Expense Reports to Approve

WALKTHROUGH | Processing Payments

Tasks to be Demonstrated	During this walkthrough, we will review the following tasks: ➢ Pay Bills ➢ Print Checks ➢ Electronic Payments
Use Case/Scenario	Pay your bills and provide remittance to the vendor. The **Accounts Payable** staff will be responsible for these activities.

WALKTHROUGH | Monitor, Analyze, Alert

Tasks to be Demonstrated	During this walkthrough, we will look at.
	➢ View A/P Analyst Analytics ➢ View Controller Analytics
Use Case/Scenario	In the **Controller** and **A/P Analyst** roles, investigate Key Performance Indicators, Reports, and Scorecards to monitor your receivables

MODULE EXERCISE

Required Exercises	
01	Enter and Approve a Purchase Order
02	Receive All Items on a Purchase Order
03	Bill a Purchase Order
04	Enter and Approve a Bill
05	Pay a bill
06	Print a Check

Exercise 01: Enter a Purchase Order

Scenario: Now you follow the NetSuite's purchase order process from the creation of the purchase order to receipt of the purchased goods. You will use the **Purchasing Manager** role. In this exercise:

- Enter a Purchase Order to purchase Coats for a private sale
- Email the saved P.O. to the vendor

1 Switch roles to **Purchasing Manager** role; use the **Tiles** portlet and select **New Purchase Order**. Alternatively, use the menu path Receiving > Receiving > Enter Purchase Order:

   a. Leave **Purchase Order** selected in the Form field

   b. Select **Apple Store** from the Vendor dropdown list

   c. Confirm **Subsidiary: United States – West**

      i. If subsidiary does not populate, change form from Purchase Order to Standard Drop Ship Purchase Order and change back

   d. Select **Location** of US-1

   e. In the **Memo** field, enter in Private Sale Items

2 Go to the **Items** subtab, **Items** sublist, and click the **Add Multiple** button, select a couple of the iPads.

   a. In the **Quantity** field, enter 10 for each item added

   b. Click **Done**

3 **Review** the **Shipping, Billing and Communication subtabs**

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    a. Go back to the **Billing** subtab, select **Net 30 for Terms**

    b. Click **Save**

4 The Purchase Order page displays. The Purchase Order has been created successfully and is **Pending Receipt**.

5 Go to **Actions** and select **Email**

    a. Review the email message pop-up window; look at Recipients, Message and Attachments subtabs.

    b. Click **Cancel** to close the window

6 Close the browser tab; you should now be on the Home dashboard.

7 **End**.

Exercise 02: Receive All Items on a Purchase Order

The warehouse can review the receiving queue. In this exercise:

- Switch to an **Inventory Manager** role
- Receive all the iPads

1 Switch to the **Inventory Manager** role and use the **Reminders** portlet > **Orders to Receive** reminder or navigate to Receiving > Receiving > Receive Orders:

   a. On the **Receive Orders** page, **set the Vendor filter** to Apple Store.

   b. Locate the Purchase Order for the Apple Store and click the **Receive** link

2 The **Item Receipt** page opens:

   a. **Review** the item receipt

   b. Click **Save**.

   c. All items have been received on this Purchase Order.

3 **Switch back to the Purchasing Manager** role **and find the purchase order under Recent records**.

   a. **View the purchase order**. The purchase order Status is **PENDING BILL**.

   b. Write down or make a note of the PO number, so that you can find it and bill it using a different role

4 **End**.

Exercise 03: Bill a Single Purchase Order

Now you must bill the Purchase Order. <mark>Use the **A/P role**</mark>. In this exercise:

- Bill a purchase order

1 In **global search**, enter in the PO number to view the PO.

2 The PO should be **Pending Bill**

3 While in **View** mode of the **PO**; click the **Bill** button.

4 The Bill page opens:

    a. Enter in the **Reference No**.: Apple015111A

    b. Review the other fields at the top of the page and the Items included

    c. Click **Save**

    d. Review the Confirmation message.

5 Use **Recent Records to view the Purchase Order** and note the status is Fully Billed.

6 **End**.

Exercise 04: Enter and Approve a Bill

Bills are entered when no inventory is received, and no Purchase Order exists to generate a bill. An example of this is a telephone bill. In this exercise:

- Enter a utility bill from a vendor and approve it

1 **Enter Bill** - in the **A/P Analyst** role, navigate to **Vendors > Purchases > Enter Bills**:

    a. The **Bill** page opens

    b. In the **Reference No**. field, enter 123456 (the Vendor's Invoice Number) to identify this transaction

    c. Select **PG&E Company – US East** from the Vendor dropdown list

    d. In the **Location** field, select US-3.

    e. In the **Memo** field, enter Current month's bill to describe this bill. Replace information that is pulled from the Vendor record, Financial subtab, Account field

2 Go to **Expenses and Items** subtab > **Expenses** sublist and enter the following information:

    a. **Account**: 7500 Operating Expenses : Utilities

    b. Tab to **Amount**: 500.00

    c. Click **Add**. This total should also be reflected in the Amount field in the header of the transaction

3 Go to the **Billing** subtab; confirm the terms.

4 Click **Save**.

5 The **Bill** is saved; the status is **PENDING APPROVAL**.

6 **Switch** to the **Accounting Analyst** role.

7 **Approve Bills** by first going **Home** and click **Setup** in the Reminders portlet:

    a. In **Select reminders**, select Bills to Approve - if necessary

    b. Click **Save**

8 In the **Reminders Portlet**, click the hyperlink **Bill to Approve**:

    a. On the **Approve Bills** page, click the **Mark All button**

    b. Click **Submi**t

9 Switch back to **A/P Analyst**, use **Recent Records** to view the **Bill**:

   a. **Approval Status** is **Approved**

   b. The **Bill Status** is **OPEN**

10 End.

Exercise 05: Pay a Bill

Once you have recorded vendor bills, you pay them when they are due. Several vendors may be paid at once, if required. In this exercise:

- Pay vendor bills

1 In the **AP Role**, navigate to **Vendors > Accounts Payables > Pay Single Vendor**.

2 The **Bill Payments** page opens:

    a. Select PG&E Company – US East in the **Payee** field

    b. From the **Account** field, you can select the account to be used to pay these bills. Use the default value: 1024 Cash : US East Checking

    c. The Date field automatically populates with today's date

    d. The **To Be Printed** check box should be **checked**

    e. Click **Mark All**, on the **Apply** subtab:

        i. To view the details about a specific transaction, click the Date link next to a bill or credit.

    f. Click **Save**

    g. Review the Confirmation message

3 Use **Recent Records** and view the **Bill**; the status is **Paid in Full**.

4 **End**.

Exercise 06: Print a Check

Once you have selected bills and processed the bill payments you need to print the checks. In this exercise:

- Issue check to a vendor

1 In the **AP Role**, navigate to **Vendors > Accounts Payable > Print Checks and Forms**.

    a. Note: Alternatively, you could add a Reminder - Checks to Print – This may not be set up in the account

2 Click the **Checks** link:

    a. In the **Account** field, select 1024 Cash : US East Checking.

    b. In the **First Check Number** field, the next available check number is automatically inserted

    c. Ensure that Voucher is selected in the **Check Type** field:

        i. Standard option prints three checks to an 8.5-by-11-inch sheet without any voucher/Stubs

        ii. Voucher option prints a single check per page with voucher information at the bottom

    d. Check the **Print box** for the Pacific Gas and Electric payee

    e. Click the **Print** button

3 The check is displayed in a new browser tab, in Adobe Acrobat PDF format:

    a. To print the check, you need to click the PDF printer button. Do not click the PDF printer button if you are in a classroom.

    b. **Close the Check tab or window**.

4 The check has been printed and will no longer display in the list on the Print Checks page.

5 Click **Home**.

FIXED ASSETS MANAGEMENT (FAM)

Overview and Objectives

Overview	This is a high-level module examining the functionality of the Fixed Assets Management SuiteApp.
Objectives	After the completion of this module, you will have a rudimentary understanding of the following concepts and a list of the relevant help topics: ➢ Fixed Assets Setup ➢ Asset Proposal and Creation ➢ Asset Depreciation ➢ Asset Disposal and Revaluation ➢ Fixed Assets Management Analytics
Student Exercises	**None** ➢ Exercises are not being provided; settings are very specific to each customer account; generic data cannot be used

WALKTHROUGH | Fixed Assets Setup

Tasks to be Demonstrated	During this walkthrough, we will navigate to:
	➢ Setting up the Fixed Assets Management System ➢ Asset Transfer Accounts ➢ Asset Types ➢ Depreciation Methods ➢ Alternate Methods (Tax Depreciation Methods)
Use Case/Scenario	**As <u>Administrator</u>, investigate the setup for Fixed Assets Management**

WALKTHROUGH | Asset Creation

Tasks to be Demonstrated	During this walkthrough, we will view investigate: ➢ Asset Proposal ➢ Asset Creation ➢ New Asset
Use Case/Scenario	We will do everything in **Controller** role. But, in your company these responsibilities may be assigned to others, such as an Accounting Analyst or Fixed Assets Manager.

WALKTHROUGH | Asset Depreciation

Tasks to be Demonstrated	During this walkthrough, we will do the following: ➢ Run Asset Depreciation
Use Case/Scenario	In the **Controller** role, will look at Asset Depreciation.

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WALKTHROUGH | Asset Disposal and Revaluation

Tasks to be Demonstrated	During this walkthrough, we will do the following: ➢ Asset Disposal ➢ Asset Revaluation
Use Case/Scenario	In the **Controller** role, will look at Asset Depreciation.

RETURN-TO-DEBIT

Overview and Objectives

Overview	This is an introduction to managing vendor returns and credits
Objectives	After the completion of this module, you should be able to: ➢ Consider the business challenges and solutions ➢ Process a vendor return authorization ➢ Ship items back to a vendor ➢ Enter and apply vendor credits.
Student Exercises	➢ 01: Initiate a Vendor Return Authorization

WALKTHROUGH | Vendor Credits

Tasks to be Demonstrated	During this walkthrough, we will review the following Accounting Preferences: ➢ Standalone Vendor Credit ➢ Vendor Return Authorization
Use Case/Scenario	You may need to return goods to vendors and process credits. **A/P Analyst:** ➢ Standalone Vendor Credit ➢ Vendor Return Authorization **CFO** or another appropriate role: ➢ Approve Vendor Return Authorization **Inventory Role:** ➢ Item Fulfillment

MODULE EXERCISE

Required Exercises	
01	Vendor Return Authorization

Exercise 01: Return Authorization

In the Procure-to-Pay module, you created a vendor bill for Apple for the purchase of iPads. You will use the **Accounts Payable** and **Inventory** roles. In this exercise:

- Find the Bill and initiate the vendor return authorization

1 In the **A/P Analyst Role** use **Recent Records** to find the **Apple Store bill**, for iPads.

2 **View the bill**:

a. Click **Authorize Return**

3 Review the **Vendor Return Authorization**:

a. Add a **Memo** indicating what you are returning; for example, iPad return

b. **Save**

4 Switch to the **Controller Role**.

a. Use the **Reminders** portlet, **Vendor Return Authorizations to Approve**

b. Click the **Date** link for the **Apple Store** return.

c. **Review** and **Approve Return**.

5 Switch to the **Inventory Manager** role.

a. Use the **Reminders** portlet, **Vendor Return Authorizations to Return**; add the reminder if necessary

   i. Use the Setup link, select the reminder, and save.

b. Click the **Vendor Return Authorization**s **to Return** link; the Ship Vendor Return Authorization page displays.

c. Click the **Date** for the Apple return

d. Click **Return**, in the Vendor Return Authorization,

e. **Review** and add a memo – Return iPads

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      f.   **Save** the **Item Fulfillment**

      g.   The **Vendor Return Authorization** displays; the status is **Pending Credit**.

6 Switch back to the **AP Role**.

      a.   Use **Recent Records** and find the **Vendor Return Authorization**:

      b.   Click **Refund**

7 In the Bill Credit:

      a.   **Review** it and **Save** it

8 Click on the **Vendor** hyperlink in the Bill Credit:

      a.   Go to **Financial** subtab, **Transactions** sublist

      b.   Set **Billing status to Open**

      c.   The **Bill Credit** should be on the list

9 Click **Home**.

10 **End**.

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FINANCIAL TOOLS

Overview and Objectives

Overview	This module introduces accounting management in NetSuite. Please be advised that a logical follow up course is NetSuite Financial Fundamentals.
Objectives	After completion of this module, you should be able to: ➢ Identify business challenges and solutions ➢ Define Chart of Accounts (CoA) and GL Preferences ➢ Consider financial segmentation ➢ Create accounts ➢ Set up and manage accounting periods ➢ Identify additional accounting tasks ➢ Work with budgets ➢ Find custom and standard financial analytics
Student Exercises	**Required** ➢ 01: Set up Multiple Locations ➢ 02: Create General Ledger Accounts ➢ 03: Create a Budget

WALKTHROUGH | Chart of Accounts and General Ledger

Tasks to be Demonstrated	During this walkthrough, we will demonstrate the following tasks: ➢ Accessing the Chart of Accounts ➢ Using the General Ledger and GL Impact
Use Case/Scenario	As the **Accounting Manager,** or other financial professional, investigate NetSuite's structure that supports accounting: ➢ Look at the existing Chart of Accounts ➢ Review the General Ledger, drill down from a transaction ➢ Access from the **Navigation** portlet, on the **Home** dashboard, or through a standard menu

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WALKTHROUGH | Work with Classifications

Tasks to be Demonstrated	During this walkthrough, we will complete the following tasks: ➢ Create a Department ➢ Create a Warehouse (renamed from Location) ➢ Create a Class ➢ Convert Classes
Use Case/Scenario	At the start of the implementation, classifications and accounting features were enabled. The CFO has mapped out segments and now the various classifications can be entered: ➢ As the **Accounting Manager,** use the menu path **Financial > Lists** and select each classification ➢ The **Administrator** can convert classes

WALKTHROUGH | Review General Ledger Preferences

Tasks to be Demonstrated	During this walkthrough, we will review the following GL preferences: ➢ Use Account Numbers ➢ Expand Account Lists ➢ Cash Basis Reporting ➢ Journal Settings ➢ Enable Account Period Window ➢ Minimum Period Window Size ➢ Allow Transaction Date Outside of Posting Period
Use Case/Scenario	As the **Accounting Manager** continue working with the CFO and review the appropriate settings; confirm that the settings meet your needs

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WALKTHROUGH | GL Accounts

Tasks to be Demonstrated	During this walkthrough, we will complete the following task: ➢ Create a New GL Account
Use Case/Scenario	The Company has found a need to add general ledger accounts, to support your reporting requirements: ➢ As the **Accounting Manager** go to **Financial > Lists > Accounts > New** ➢ Set up subaccounts for Rent-Offices, Rent-Warehouses under Rent parent account ➢ Make available across subsidiaries

WALKTHROUGH | Accounting Periods – High-level only

Tasks to be Demonstrated	During this walkthrough, we will review the following tasks: ➢ Set Up Full Year ➢ New Year Only, New Quarter Only, Base Period ➢ Review the Accounting Periods Page ➢ Accounting Period Batch Jobs Status ➢ Use the Period Close Checklist
Use Case/Scenario	Since your company is managing the fiscal year by accounting periods, the periods need to be created and managed; use the **Navigation portlet**, on the **Home dashboard** or go to **Setup > Accounting > Manage Accounting Periods”** ➢ By default, the Administrator has this permission ➢ Other role may need the permission added ➢ In this account the Accounting Manager has the necessary permission.

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WALKTHROUGH | Other Financial Activities

Tasks to be Demonstrated	During this walkthrough, we will review the following tasks: ➢ Make Journal Entries ➢ Intercompany Journals ➢ Elimination Journals
Use Case/Scenario	Become familiar with other financial activities. The close of the month is approaching and the **Accounting Manager** needs to perform the tasks associated with their month-end close process. ➢ Create a journal entry for accrued advertising expenses ➢ Consider the use of Intercompany Journals and Elimination Journals

WALKTHROUGH | Create Manual Budgets

Tasks to be Demonstrated	During this walkthrough, we will complete the following tasks: ➢ Set Budget Details ➢ Enter Budget Amounts

Use Case/Scenario	As the **Accounting Manager,** you need to budget for the increased rent activity:
	
	➢ Set up a budget manually for accounts created earlier: 7220- Office Rent and 7230 - Warehouse Rent
	➢ Enter budget amounts
	
	    - Individually
	    - Using Fill and Distribute

MODULE EXERCISES

Required Exercises	
01	Set up Multiple Warehouses
02	Create General Ledger (GL) Accounts
03	Create a Budget

Exercise 01: Set Up Multiple Warehouses

Scenario: As a wholesales and distribution company, as the **Accounting Manager** you need multiple warehouses. In this exercise:

- Make sure that you are in the **Accounting Manager role**
- Set up two, new warehouses.

1 Go to **Financial > Lists > Warehouses > New**

2 In the Location page, complete the following fields:

   a. **Name** field, type Can-3

   b. **Subsidiary:** Parent Company: Canada

   c. **Location Type:** Review field help and then select **Warehouse**

   d. **Select the Time Zone -** (GMT-05:00) Eastern Time (US & Canada), this warehouse will be in Ontario, Canada

   e. Click the **Address, Edit** link to enter/confirm information

      i. **Country**: Canada

      ii. **City**: Toronto

      iii. **State/Province** = Ontario

      iv. Click **OK**

3 Click **Save & New**.

4 In the Location page, complete the following fields:

   a. **Name field**, UK-2

   b. **Subsidiary:** Parent Company: United Kingdom

    c. **Location Type:** Review field help and then select **Warehouse**

    d. **Select the Time Zone** - (GMT) Greenwich Mean Time: Dublin, Edinburgh, Lisbon, London

    e. Click the **Address, Edit** link to enter/confirm information

    f. **Country**: United Kingdom

    g. **City**: enter London

    h. Click **OK.**

5 Click **Save**.

6 Go to **Financial > Lists > Warehouses** and review your locations. It should look like the following.

7 **End.**

Exercise 02: Create General Ledger (GL) Accounts

Scenario: In this exercise:

- Create two Utility GL Accounts for Parent company

1 As the **Accounting Manager,** navigate to **Financial > Lists > Accounts > New**.

2 The **New Account page** opens; enter the following information:

    a. **Number**: 7510 – This is now mandatory, since we chose - to use Account Numbers in our Accounting Preferences

    b. **Name**: Water

    c. **Subaccount of**: 7500 Operating Expenses: Utilities

    d. **Type**: Expense

    e. **Subsidiaries**: Parent Company and select Include Children

3 Click **Save & New**:

    a. **Number**: 7520

    b. **Account Name**: Electricity

    c. **Subaccount of**: 7500 Operating Expenses: Utilities

    d. **Type:** Expense

    e. **Subsidiaries**: Parent Company and select Include Children

4 Click **Save**.

5 **Confirm your accounts;** go to **Financial > Lists > Accounts** and scroll down to **view 7500 Utilities and the subaccounts.**

6 Click **Home** and end.

Exercise 03: Create a Budget

Scenario: In the **Accounting Manager** role, you will:

- You create budgets for the next fiscal year
- Use the Distribute function, to evenly distribute the annual budget across the months
- Set up a budget manually for accounts created earlier: 7510 Utility – Water and 7520 Utility – Electricity

1 Navigate to **Financial > Lists > Set Up Budgets**.

2 The **Budget page** opens.

    a. Select the **Subsidiary** of Parent Company

    b. In the **Year** field, select the next year from the current year.

    c. Select the **Budget Category** of Local Currency Budget

    d. In the **Account Type** select Expense from the dropdown list:

3 **Click the Clear button** at the top of the page, to remove any budget amounts

    a. Scroll down and **click the Apply** checkbox for **Accounts 7510** and **7520.**

    b. **Account 7510** for the first fiscal month enter in 48,000.

    c. **Account 7520** for the first fiscal month enter in 108,000.

    d. Scroll up and click the **Distribute** button.

4 Scroll down to review the monthly amounts.

5 Click **Save**.

6 On the **Budget** list page, open Filters and set as follows:

    a. **Year –** use the year for your budget

    b. **Subsidiary –** Parent Company

7 You should see the two Expense account listed.

EDIT | VIEW	ACCOUNT ▲	DIVISION	CLASS	WAREHOUSE	CUSTOMER	CURRENCY	AMOUNT	CATEGORY	GLOBAL
Edit | View	Operating Expenses : Utilities : Electricity					US Dollar	108,000.00	Local Currency Budget	No
Edit | View	Operating Expenses : Utilities : Water					US Dollar	48,000.00	Local Currency Budget	No

8 Click **Home**

9 **End.**

ADDITIONAL ACCESS AND FUNCTIONALITY

Overview and Objectives

Overview	This module presents how to extend your accounts access and functionality.
Objectives	After completing this module, you should be able to: ➢ Consider Web presence access for non-employee users ➢ Identify the SuiteSolutions and bundles in the SW baseline account
Student Exercises	01: Review Bundle Details and Documentation

WALKTHROUGH | Non-Employee Access

Tasks to be Demonstrated:	During this walkthrough, we will demonstrate the following tasks: ➢ Available Centers and Services ➢ Access Features and Edit Entity Record
Use Case/Scenario	Your business strategy may need to accommodate NetSuite access by non-employee users. As the Administrator: ➢ Consider the available centers and related services ➢ Review the Access features and the entity record

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WALKTHROUGH | Solutions and Bundles

Tasks to be Demonstrated:	During this walkthrough, we will look at the following: ➤ SuiteApps Overview ➤ View Installed Bundles ➤ Select a Bundle and Review the Details ➤ Help Topics
Use Case/Scenario	The Administrator needs to be aware of SuiteApps: ➤ Purpose of SuiteApps ➤ Find installed SuiteApps or bundles in the account ➤ Read documentation and find Help topics

MODULE EXERCISE

Required Exercises	
01	Review Bundle Details and Documentation

Exercise 01: Review Bundle Details and Documentation

Scenario: In the role of the **Administrator,** it will be important to investigate bundles that are installed in your account. In this exercise:

- Review the list of installed bundles
- Investigate the Advanced Promotions Bundle
- Access Documentation

1 In the **Administrator role**, navigate to **Customization > SuiteBundler > Search & Install Bundles > List**.

2 In the **Installed Bundles page**, **sort the page** on the **Name** column

3 Find the **SuiteSolution - Dashboard Nav Portlet** bundle, click on the **name:**

  a. On the **Overview** subtab, review the **Abstract** and the **Description**

  b. Look at the **Components** subtab.

  c. Click on the **SuiteApp Info** subtab and note whether this is available at SuiteApp.com.

4 You are done; go back to **Home.**

5 **End.**

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