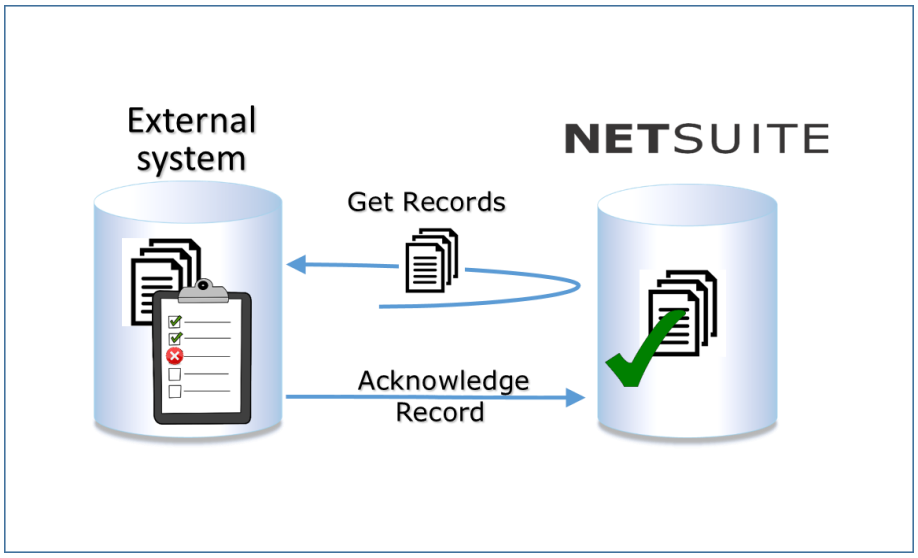
GET NETSUITE RECORDS (GNR)

Overview

The Get NetSuite Records solution (GNR) supports business flows where a system outside NetSuite needs to fetch different types of NetSuite records on a scheduled interval. Examples of the records that can be fetched are: transactions such as customer invoices, sales order and purchase orders, credit memos etc. The GNR RESTlet fetches the records from NetSuite and returns them in a JSON format. Each record must be acknowledged with a separate RESTlet, see below picture for a simplified overview of the process.



RESTlet eInvoice and eInvoice Acknowledge.

RESTlets are custom scripts in NetSuite that can be made available to and used by external systems following RESTful principles. See RESTletGuide 15.2.pdf for information about NetSuite Restlets.

eInvoice

RESTlet eInvoice is typically scheduled to run every 30 minutes. eInvoice may return zero, one or many records. Maximum number of records is set with a parameter. The specific maximum number of records is defined in the implementation project. More info about this in the Setup Guide.

eInvoice Acknowledge

Each record has a unique ID. The External System must process each record only once or in accordance with the specific business requirements. Therefore after fetching all the records through the RESTlet eInvoice, the other RESTlet eInvoice Acknowledge is called in order to mark the records as fetched.

If the maximum number of records is returned and acknowledged, a new call to eInvoice should be performed with no delay.

Restlet Authentication

Protocol oAuth 1.0 is used to authorize RESTlet requests. See RESTletGuide 15.2.pdf, see page 4 section "Setting up Token-based Authentication for a RESTlet integration". FireFox plugin RESTClient might simplify testing the protocol of oAuth 1.0 and running both RESTlets.

External System Logging

The External system must log and alert business process owners about failing requests. RESTlet request might fail due to different reasons and NetSuite is sometimes down for maintenance. It is recommended that an automatic retry of failed requests is implemented to minimize the need to alert for failed request.