



ORACLE  
NETSUITE

# Effective Date Pricing SuiteApp

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# Effective Date Pricing SuiteApp

To get started with the Effective Date Pricing SuiteApp, see the following topics:

- [Effective Date Pricing Overview](#)
- [Installing the Effective Date Pricing SuiteApp](#)
- [Update Types for Creating Price Update Records](#)
- [Creating Price Update Records](#)
- [Handling of Price Update Overlaps](#)
- [Viewing Price Updates](#)
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- [Using Item Records](#)
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## Effective Date Pricing Overview

The Effective Date Pricing SuiteApp enables you to set a schedule for specific price changes in advance. You can select the start date and end date when you expect the price changes to take effect. A scheduled script runs in the background to automatically update the item prices on the scheduled period. On the specified end date, the item price reverts to its original price.

You can also set the price as a permanent change. The permanent change in the item price takes effect on the date you selected as the start date for the price update.

For optimal performance, you should run each script daily at midnight in the time zone specified in Company Preferences.

Price updates can be applied on an item or a customer. The Effective Date Pricing SuiteApp includes the following update types:

- Item for single item updates
- Item Category for updating a group of items
- Customer for single customer updates
- Customer Group for updating a group of customers

You can apply a price update on these update types by creating a price update record. For more information, see [Creating Price Update Records](#).

Refer to the following topics for further introductions to Effective Date Pricing:

- [Effective Date Pricing Availability](#)
- [Effective Date Pricing Process Flow](#)
- [Supported Item Types](#)
- [Handling of Price Update Overlaps](#)

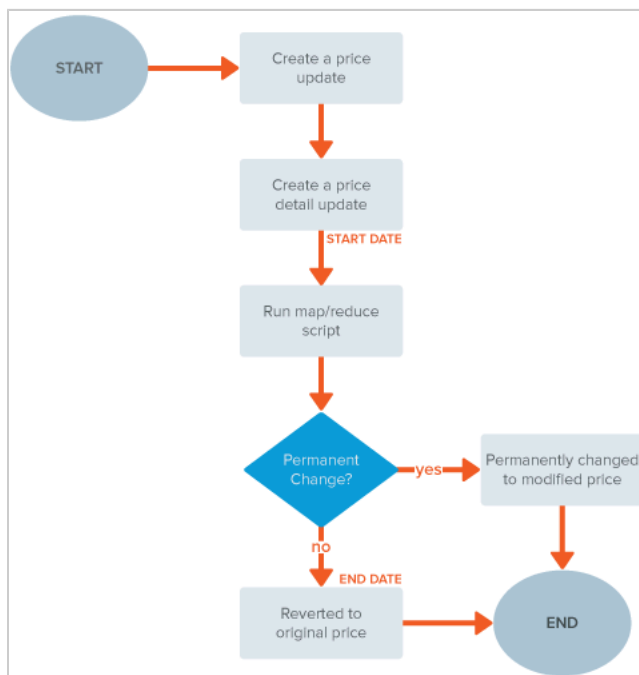
## Effective Date Pricing Availability

The Effective Date Pricing SuiteApp is a managed and shared SuiteApp that is automatically updated whenever enhancements or new features are added.

For instructions on installing this SuiteApp, see [Installing the Effective Date Pricing SuiteApp](#).

## Effective Date Pricing Process Flow

The following graphic illustrates the Effective Date Pricing process:



To use the Effective Date Pricing SuiteApp, you must start by creating a price update record. Select the Update Type and the corresponding item, customer, item category, or customer group for the update type.

You must also specify the start date upon which the new item price should take effect. If applicable, specify the end date when the item price reverts to its original price. If you want to set the new item price as a permanent price, check the **Permanent Price Change** box.

You must then create a price detail update that contains the following details:

- For item price updates - currency, quantity pricing level, price level, and modified price
- For item category price updates - currency, quantity pricing level, price level, and category price % increase
- For customer and customer group updates - currency and modified price



A script runs in the background to automatically update the item price on the specified start date.

**Note:** Any price update without a price detail update is not processed.

When the specified end date of the price update occurs, a script runs to automatically revert the price to the original item price.

If the price update or price revert fails, you can check the error details in the Error Messages subtab of the price update record.

For more information on price update failures, see [Troubleshooting Unprocessed Updates](#).

## Supported Item Types

The Effective Date Pricing SuiteApp supports the following item types:

- Inventory items
  - Matrix (Lot Numbered, Serialized)
  - Non-Matrix (Lot Numbered, Serialized)
- Non-Inventory items
  - Matrix (Sale, Resale)
  - Non-Matrix (Sale, Resale)
- Assembly items
  - Matrix (Lot Numbered, Serialized)
  - Non-Matrix (Lot Numbered, Serialized)

## Price Update Statuses

The following table explains the statuses that are displayed in the price update record and Price Detail Update page.

Status	Description
Not Started	The initial status when you create a new price update record.
In Progress	The price update has already been applied successfully to all applicable items. When status is In Progress, only the End date can still be updated.
Completed	The price update has ended based on the specified End date. This status is also displayed for price update records with an applied permanent price change.
Price Update Failed	The requested price update was unsuccessful to some or all of the applicable items or customers.
Price Revert Failed	The request to revert the price to what it was before the last price change was unsuccessful.

## Permissions for Effective Date Pricing

This topic lists permissions required for using Effective Date Pricing.


## Permissions

To create, update, or view price updates, you need the following permissions:

Permission	Subtab	Minimum Permission Level	Maximum Permission Level
Price Update	Custom Record	Edit	Full
Price Detail Update	Custom Record	Edit	Full
Price Update Error Messages	Custom Record	View	View
Price Update Logs	Custom Record	View	View
Item Category	Custom Record	Edit	Full
Items	List	View	View
CRM Groups	List	View	View

For scheduling and running the scheduled script, you need the following permissions:

Permission	Subtab	Minimum Permission Level	Maximum Permission Level
SuiteScript	Setup	Full	Full
Perform Search	List	View	View

 **Note:** Giving SuiteScript permission to a role exposes account customizations.


## Features Required

This topic lists features that must be turned on when using Effective Date Pricing. If any of these features is turned off, price updates are not processed.

Feature	Notes
Multiple Currencies	All supported currencies can be updated.
Quantity Pricing	All supported quantity price levels can be updated.
Multiple Prices	All supported price levels can be updated.
Custom Records	-
Client SuiteScript	-
Server SuiteScript	-

## Installing the Effective Date Pricing SuiteApp

This topic tells you how to install the Effective Date Pricing SuiteApp.

 **Note:** Only administrators can install this SuiteApp.

**To install the Effective Date Pricing SuiteApp:**

1. Go to Customization > SuiteBundler > Search and Install Bundles.
2. On the Search and Install Bundles page, use the following information to search for the SuiteApp:
  - Bundle Name: **Effective Date Pricing**
  - Bundle ID: **222420**
3. Click the Effective Date Pricing name link to display its Bundle Details page.
  - To review the documentation for the SuiteApp, click the **Documentation** link.
  - The **Overview** subtab displays the abstract and description of the SuiteApp.
  - The **Components** subtab lists bundle objects, including their custom script IDs, referencing objects, and lock status.

For more information, see the help topic [Bundle Details](#).

4. Click **Install**.

During the installation, you can click **Refresh** to get the latest status.

## Update Types for Creating Price Update Records

To start using the Effective Date Pricing SuiteApp, you must create a record for each of the update types to which the price change applies. You define the update types by creating price update records.

A validation message appears when there is a conflict in any price update. For example, conflicts may occur when the dates overlap with an existing price update record for an item that belongs to the selected item category.

You can create a price update record for the following update types:

- [Item Update Type](#)
- [Item Category Update Type](#)
- [Customer Update Type](#)
- [Customer Group Update Type](#)



**Note:** For the Customer and Customer Group update types, only custom price levels are supported.

## Item Update Type

The Item update type enables you to apply price updates on the item that you selected. The price update for the selected item takes effect on the specified start date and ends if there is a specified end date.

The Effective Date Pricing SuiteApp currently supports the following item types:

- Inventory Item
- Non-Inventory Item
  - For Sale
  - For Resale
- Assembly/Bill of Materials

An alert message appears if you have any unsupported item types set up. There are item subtypes that cannot be filtered out of the list such as Non Inventory Items for Purchase.

You can apply price updates to supported item types that you have set up for your account. For more information on items, see the help topic [Item Types](#).


## Item Category Update Type

Selecting the Item Category update type enables you to apply price updates on a group of items. Price updates apply to all items that belong to the item category that you have selected. You can also create an item category by selecting - **New** - from the **Item Category** field.

You can create an item category after you have the correct assigned permission.

Items added to an item category after validation:

- are not processed if a price update is already in progress
- are not validated against existing price updates
- may possibly cause an overlap wherein an item can be updated multiple times in a day

 **Note:** Items removed from an item category after running the script are not reverted back to their original prices.

## Customer Update Type

The Customer update type assigns the price update to a specific customer on the scheduled date specified in the price update record. You can select which item needs the price update for the selected customer.

This update type also enables you to create customers by selecting - **New** - from the **Customer** field.

## Customer Group Update Type


The Customer Group update type enables you to assign a price update to a specific customer group. Price updates are applied to all customers that belong to the selected customer group.

This update type also enables you to create a customer group by selecting - **New** - from the **Customer Group** field. For more information on creating a customer group, see the help topic [Working with Groups](#).

Customers added to a customer group after validation:

- are not processed if a price update is already in progress
- are not validated against existing price updates
- may possibly cause an overlap wherein a customer can be updated multiple times in a day

Only static customer groups are supported.


 **Note:** To create a customer group, you need to run NetSuite using a role with permission to create customer group records.


## Creating a New Item Category

Use the following procedure to create a new item category.


**To create a new Item Category:**

1. Go to Lists > Effective Date Pricing > Item Category > New.
2. Specify a name for the new item category. You can specify a descriptive name to help you identify the items included in the item category.
3. In the **Items** field, select at least one item to include in the item category.

 **Tip:** To select more than one item, press **Ctrl** as you select the items.

 **Note:** You can select a maximum of 1000 items for a given item category.

4. Optionally, check the **Inactive** box to prevent the item category from displaying in the Item Category list.
5. Click **Save**.

 **Note:** If you select items that are not supported by the Effective Date Pricing SuiteApp, you can still create a new Item Category record. However, running the map/reduce script validates the items selected. If the new Item Category contains unsupported item types, the price update will not be processed. An error message saying **Price Update Failed for Invalid Item Type** appears in the **Error Messages** subtab. For more information, see the following topics:

- [Supported Item Types](#)
- [Check Update Logs and Error Messages](#)


## Creating Price Update Records

This topic explains how to create and test price update records. The following topics are included:

- [Creating an Item Price Update Record](#)
- [Creating an Item Category Price Update Record](#)
- [Creating a Customer Price Update Record](#)
- [Creating a Customer Group Price Update Record](#)
- [Test the Effective Date Pricing Solution](#)

## Creating an Item Price Update Record

This topic explains how to create an Item price update record.

 **Note:** To complete this procedure, you need to run NetSuite using a role with permission to create an Item price update record.

### To create an item price update record:

1. Go to Lists > Effective Date Pricing > Price Update > New.
2. In the **Update Type** field, select **Item**.
3. To set the price update as the permanent price, check the **Permanent Price Change** box.
4. In the **Item** field, select the item to which the price update applies.
5. In the **Start Date** field, specify the date you expect the price update to apply. The default value for this field is the current date.

**Note:** A price update with today's date as the start date, created after the script has been run, does not automatically take effect today. For the price update to take effect today, you need to manually run the MR script. Otherwise, the price update is not applied to the item unless you change the start date to a future date. For more information, see the help topic [Script Deployment](#).

6. In the **End Date** field, specify the date when the item price reverts to the original price.

**Note:** If you check the **Permanent Price Change** box, the **End Date** field is cleared and becomes disabled.

7. Click **Save**.

**Note:** After creating the Item price update record, you need to create the corresponding details of the price update. For more information, see [Creating a Price Detail Update for Item Type](#).

## Creating an Item Category Price Update Record

This topic explains how to create an Item Category price update record.

### To create an item category price update record:

1. Go to Lists > Effective Date Pricing > Price Update > New.
2. In the **Update Type** field, select **Item Category**.
3. To set the price update as the permanent price, check the **Permanent Price Change** box.
4. Select the item category to which the price update applies.  
The price update applies to all items that belong to the selected item category.  
To create a new item category, see [Item Category Update Type](#).
5. In the **Start Date** field, specify the date you expect the price update to apply. The default value for this field is the current date.

**Note:** A price update with today's date as the start date, created after the script has been run, does not automatically take effect today. For the price update to take effect today, you need to manually run the MR script. Otherwise, the price update is not applied to the item category unless you change the start date to a future date. For more information, see the help topic [Script Deployment](#).

6. In the **End Date** field, specify the date when the price of the items under the item category reverts to the original price.

**Note:** If you check the **Permanent Price Change** box, the **End Date** field becomes disabled.

7. Click **Save**.

**Note:** After creating the item category price update record, you need to create the corresponding details of the price update. For more information, see [Creating a Price Detail Update for Item Category Type](#).

## Creating a Customer Price Update Record

This topic explains how to create a customer price update record.

### To create a customer price update record:

1. Go to Lists > Effective Date Pricing > Price Update > New.
2. In the **Update Type** field, select **Customer**.
3. To set the price update as the permanent price, check the **Permanent Price Change** box.
4. In the **Item** field, select the item to which the price update applies.
5. In the **Customer** field, select the customer, or to create a new customer, click **New**.  
The price update applies to the selected customer only.  
For more information on creating customer records, see the help topic [Customers](#).
6. In the **Start Date** field, specify the date you expect the price update to apply.

The default value for this field is the current date.

**Note:** A price update with today's date as the start date, created after the script has been run, does not automatically take effect today. For the price update to take effect today, you need to manually run the MR script. Otherwise, the price update is not applied to the customer unless you change the start date to a future date. For more information, see the help topic [Script Deployment](#).

7. In the **End Date** field, specify the date when the item custom price of the customer reverts to the original price.

**Note:** If you check the **Permanent Price Change** box, the **End Date** field is cleared and becomes disabled.

8. Click **Save**.

**Note:** After creating the customer price update record, you need to create the corresponding details of the price update. For more information, see [Creating a Price Detail Update for Customer Type](#).

## Creating a Customer Group Price Update Record

This topic explains how to create a customer group price update record.

### To create a customer group price update record:

1. Go to Lists > Effective Date Pricing > Price Update > New.
2. In the **Update Type** field, select **Customer Group**.
3. To set the price update as the permanent price, check the **Permanent Price Change** box.
4. In the **Item** field, select the item to which the price update applies.
5. In the **Customer Group** field, select the customer group, or to create a new customer group, click **New**.

The price update applies to all customers that belong to the selected customer group.

For more information on creating a customer group, see the help topic [Working with Groups](#).

6. In the **Start Date** field, specify the date you expect the price update to apply.

The default value for this field is the current date.

**Note:** A price update with today's date as the start date, created after the script has been run, does not automatically take effect today. For the price update to take effect today, you need to manually run the MR script. Otherwise, the price update is not applied to the customer group unless you change the start date to a future date. For more information, see the help topic [Script Deployment](#).

7. In the **End Date** field, specify the date when the item custom price of the customers under the customer group reverts to the original price.

**Note:** If you check the **Permanent Price Change** box, the **End Date** field is cleared and becomes disabled.

8. Click **Save**.

**Note:** After creating the customer group price update record, you need to create the corresponding details of the price update. For more information, see [Creating a Price Detail Update for Customer Group Type](#).

## Test the Effective Date Pricing Solution

When you want to test the Effective Date Pricing solution, check the **Test Mode** box on the price update record. Enter the current date for the price update start and end dates. You can now see pricing changes occur immediately when you run the scheduled scripts.

**Price Update** List Search Customize

**Save** **Cancel** **Reset**

UPDATE TYPE \*  
 Item ☐ PERMANENT PRICE CHANGE

ITEM \*  
 Assembly - CBE Test 01

ITEM CATEGORY

CUSTOMER

CUSTOMER GROUP

START DATE \*  
 9/14/2018

END DATE \*

STATUS  
 Not Started

NUMBER OF UNPROCESSED ITEMS OR CUSTOMERS

☒ TEST MODE

**Note:** Test Mode is only available to administrators.

When you are running in test mode:

- Normal restrictions for Start Date and End Date do not apply. You can enter a past date or the current date, and date validations are disabled.
- The Status field is enabled, so that you can change the status.



## Handling of Price Update Overlaps

Entering a price update that overlaps with the date range of an existing price update is not permitted. This rule applies to price updates for the same item, item category, customer, or customer group. An error message appears that includes links to the affected price update records.

**Note:** In some cases, instead of an error message, a confirmation message appears stating that there is a possible overlap. You can choose to cancel or proceed with creating the price update record.

Effective Date Pricing handles overlapping validation differently when saving each of the four item types. Refer to the following topics for further information about handling of price update overlaps:

- [Item Price Update Type Overlaps](#)
- [Item Category Price Update Type Overlaps](#)
- [Customer Price Update Type Overlaps](#)
- [Customer Group Price Update Type Overlaps](#)

### Item Price Update Type Overlaps

When saving an Item Price Update, Effective Date Pricing checks for overlapping dates with:

- An existing Item Price Update that has the same item.
- An existing Item Category Price Update containing an item category that includes the item.

### Item Category Price Update Type Overlaps

When saving an Item Category Price Update, Effective Date Pricing checks for overlapping dates with:

- An existing Item Category Price Update that has the same item category.
- An existing Item Price Update containing an item that is part of the item category.
- An existing Item Category Price Update that has an item category related to the items of the given item category. For example, you are saving Item Category 1 (containing Item 1 = Purse and Item 2 = Backpack). Item 2 is also a member of Item Category 2, so the system checks for Item Category 1 and Item Category 2.

### Customer Price Update Type Overlaps

When saving a Customer Price Update, Effective Date Pricing checks for overlapping dates with:


- An existing Customer Price Update that has the same customer and item.
- An existing Customer Group Price Update that has the same item.

**Note:** This type of overlap results in a confirmation message.

### Customer Group Price Update Type Overlaps

When saving a Customer Group Price Update, Effective Date Pricing checks for overlapping dates with:

- An existing Customer Group Price Update that has the same customer group and item.
- An existing Customer Price Update that has the same item, and a customer that is a member of the customer group.
- An existing Customer Group Price Update that has the same item. For example, you are saving Customer Group 1 (containing Customer 1 and Customer 2) for Item A. You have an existing Customer Group Price Update with Customer Group 2 for the same item, Item A. Customer 2 may or may not be a member of Customer Group 2. Effective Date Pricing checks for Customer Group 1 and Customer Group 2 and a confirmation message appears.

 **Note:** This type of overlap results in a confirmation message.

## Viewing Price Updates

You can view a list of all price updates.

To view all price updates:

1. Go to Lists > Effective Date Pricing > Price Update.
2. On the Price Update list, locate the item you wish to view and click **View** to display the price update record.
  - You can click **Edit** on the record to make changes to the item, or click **Edit** instead of View on the Price Update page.
  - You can also create a new price detail update by clicking **New Price Detail Update** on the Price Update page.


## Creating Price Detail Updates

The Price Detail Update page lets you specify the new item price for the price update. You can specify the new price for the update type that you created in the price update record. The Price Update section displays the information about the price update record along with the status and price update ID. For more information about price update records, see [Update Types for Creating Price Update Records](#).

Refer to the following topics for information on how to set a price detail update on each update type:

- [Creating a Price Detail Update for Item Type](#)
- [Creating a Price Detail Update for Item Category Type](#)
- [Creating a Price Detail Update for Customer Type](#)
- [Creating a Price Detail Update for Customer Group Type](#)

You can access the Price Detail Update page after saving the price update record. The **New Price Detail Update** button becomes available in the **Prices** subtab.


 **Note:** You can edit or delete a price detail update only if the Price Update status is Not Started.

## Creating a Price Detail Update for Item Type


This topic explains how to create a price detail update for the Item type.

**To create the price detail for item type:**

1. From the price update record, on the **Prices** subtab click **New Price Detail Update**.

 **Note:** The Price Update ID is a system-generated identifier that is unique to the price update record that you created.

2. In the **Currency** field, select the currency to be used in the price.
3. In the **Price Level** field, select the price level.
4. In the **Quantity Pricing Level** field, enter the quantity price level to which the update applies.

 **Important:** Make sure you enter the index (for example, 0, 1, 2, and so on) of the quantity-based price level in the item record. The index is the order in which the Quantity Pricing is placed in the item record, with the leftmost pricing level being 0.  
For more information about quantity-based pricing, see the help topic [Using Quantity Pricing](#).

5. In the **Modified Price** field, specify the new price for the selected item.
6. Click **Save**.  
The new price is applied to the item record effectively when the start date occurs.


## Creating a Price Detail Update for Item Category Type

This topic explains how to create a price detail update for the Item Category type.


### To create the price detail for an Item Category:

1. From the price update record, on the **Prices** subtab, click **New Price Detail Update**.

The Price Update field group displays the information about the price update record.

 **Note:** The Price Update ID is a system-generated identifier that is unique to the price update record that you created.

2. In the **Currency** field, select the currency to be used in the price.
3. In the **Price Level** field, select the price level.
4. In the **Quantity Pricing Level** field, enter the quantity price level to which the update applies.

 **Important:** Make sure you enter the index (for example, 0, 1, 2, and so on) of the quantity-based price level in the item record. The index is the order in which the Quantity Pricing is placed in the item record, with the leftmost pricing level being 0.  
For more information about quantity-based pricing, see the help topic [Using Quantity Pricing](#).

5. In the **Category Price % Increase** field, specify the percentage increase of the price update.  
You can enter values from -100 to 1000.
6. Check one of the boxes according to your round-off preference:
  - **Round to .99** – Check this box to round off the updated price to the nearest .99 value.
  - **Round to .00** – Check this box to round off the updated price to the nearest .00 value.
7. Click **Save**.  
The new price for the item category is applied to the item record when the start date occurs.

## Rounding

For Item Category update types only, Effective Date Pricing includes an option to round off prices to the nearest .00 or .99. If you choose a rounding option when you apply a percentage discount or surcharge to an item, the price is automatically adjusted.

**Note:** The rounding process adjusts the price to the nearest .99 or .00, by either increasing or decreasing the price. In some cases, this process leads to a price that is lower than the original price.

## Example Price Adjustments

The examples in this topic show how rounding options effect the final price of an item with a price increase.

### Example 1

The following table shows the results of a 5% price increase on two different base prices, with and without the rounding options selected.

Base Price	Adjusted Price (No Rounding Options Checked)	Adjusted Price with Round to .99 Option Checked	Adjusted Price with Round to .00 Option Checked
10.00	10.50	10.99	11.00
9.80	10.29	9.99	10.00

### Example 2

The following table shows the results of a 4% price increase with and without rounding options selected.

Base Price	Adjusted Price (No Rounding Options Checked)	Adjusted Price with Round to .99 Option Checked	Adjusted Price with Round to .00 Option Checked
12.00	12.48	11.99	12.00

## Creating a Price Detail Update for Customer Type

This topic explains how to create a price detail update for the Customer type.

### To create the price detail for a customer:

1. From the price update record, on the **Prices** subtab, click **New Price Detail Update**.  
The Price Update field group displays the information about the price update record.

**Note:** The Price Update ID is a system-generated identifier that is unique to the price update record that you created.

2. In the **Currency** field, select the currency to be used in the price.
3. In the **Modified Price** field, specify the new price for the selected item.
4. Click **Save**.

The new price for the Customer Type is applied to the customer record when the start date occurs.


## Creating a Price Detail Update for Customer Group Type

This topic explains how to create a price detail update for the Customer Group type.

### To create the price detail for a customer group:

1. From the price update record, on the **Prices** subtab click **New Price Detail Update**.

The Price Update field group displays the information about the price update record.

 **Note:** The price update ID is a system-generated identifier that is unique to the price update record that you created.


2. In the **Currency** field, select the currency to be used in the price.
3. In the **Modified Price** field, specify the new price for the selected item.
4. Click **Save**.

The new price for the Customer Group Type is applied to the customer record when the start date occurs.

## Scheduling Automatic Price Updates

To automatically update prices, schedule the following four script deployments:


- EDP MR Item Price Update
- EDP MR Customer Price Update
- EDP MR Item Category Price Update
- EDP MR Customer Group Price Update

 **Note:** Do not create new script deployments.


For more information on scheduling script deployments, see the following topics:

- [Map/Reduce Script Deployment Record](#)
- [Scheduling a Map/Reduce Script Submission](#)

NetSuite recommends that you use the **Price Detail Update Search** saved search in map/reduce script deployments. This is the saved search provided by the Effective Date Pricing SuiteApp to make sure that the correct price update records are processed.

 **Important:** Using a different saved search may result to the SuiteApp processing different price update records.

If you want to create a new saved search, see the help topic [Defining a Saved Search](#). You can refer to the existing **Price Detail Update Search** for the recommended values.

 **Note:** When you execute map/reduce script deployments, your role is automatically set to Administrator. This value cannot be edited.

The scheduled script processes only the records that start or end on the day the script runs. Any unprocessed records from previous days remain unprocessed.

You should run each script daily at midnight in the Company Preference time zone.



**Important:** Never schedule or run the EDP MR Item Price Update Starts Today script deployment. Also, never schedule the following script deployments:

- EDP MR Customer Price Update Starts Today
- EDP MR Item Category Price Update Starts Today
- EDP MR Customer Group Price Update Starts Today

For more information on scheduling automatic price updates, see [Time Zones](#).

## Time Zones

When creating price updates, the system validates the dates based on the time zone set in the user preference. When applying these updates via the scheduled script, the system follows the Company Preference time zone.

## Import Price Updates Using CSV Files

You can import price update data into NetSuite using CSV import.

The CSV import process saves time and prevents errors by submitting data in a CSV file. This data can add or update many records at one time, avoiding the need for manual data entry. For more information and guidelines on importing CSV files, refer to the following help topics:

- [CSV Imports Overview](#)
- [Importing CSV Files with the Import Assistant](#)
- [Guidelines for CSV Import Files](#)



**Important:** To ensure all added and updated data using the CSV import are valid, check the **Run Server SuiteScript and Trigger WorkFlows** box. This box appears when you complete [Step Two Import Options](#).

## Limitations and Recommendations of the Effective Date Pricing SuiteApp

The following limitations and recommendations apply to Effective Date Pricing:

- On a single run, Effective Date Pricing can process up to:
  - 10,000 customers per customer group. Additional customers are not validated and processed. After this limit is exceeded, the status may still show as In Progress, even though there are unprocessed customers.
  - 1,000 items per item category. After this limit is exceeded, the status may still show as In Progress, even though there are unprocessed items.

- 4,998 Item Category Update Type price updates or Customer Group Update Type price updates whose start date is today. Additional price updates are not processed.
  - 4,988 Item Category Update Type price updates or Customer Group Update Type price updates whose end date is today. Additional price updates are not processed.
- For optimal performance, process no more than 10,000 items and 10,000 customers per day.
- Default discounts are not taken into account. If a scheduled update changes an item's base price and that item has default discounts on other price levels, those price levels also change. Changes due to default discounts are not recorded in the Price Update logs.
- Effective Date Pricing does not support:
  - accounts with multiqueue
  - negative prices
  - reactivation of an inactive price update or price detail update
- Effective Date Pricing does not work unless the following features are enabled:
  - Multiple Currencies
  - Pricing Level
  - Multiple Prices
- Item and customer price updates are applied regardless of subsidiary, class, department, and location to which you have access.
- Specifying a parent item matrix updates only that parent matrix item and not its children.
- The scheduled script processes only the records that start or end on the day the script runs. Any unprocessed records from previous days are not picked up and updated by the script.
- There are no restrictions on:
  - adding customers to customer groups
  - removing customers from customer groups
  - adding items to item categories
  - removing items from item categories
- Items removed from an item category or customers removed from a customer group after running the script are not reverted back to their original prices.
- Items added to an item category or customers added to a customer group when the script is run are not validated against existing price updates. There is a possibility of an overlap, which means an item or customer can be updated multiple times in a day. Overlaps between price updates may sometimes occur even if there is a price update overlap validation. You should not add items to an item category or customers to a customer group when there are ongoing price updates.
- You are not restricted from manually changing an item or customer's price while a price update is in progress.
- Customers of one customer group are not validated against customers of another customer group.
- Only static customer groups are supported.
- Effective Date Pricing supports two decimal places. If the original price of an item has more than two decimal places, on the reversal date, the reverted price rounds to two decimal places. For example, the item price 1.29876 is rounded to 1.30 on the reversal date.
- For processing price updates, you can use only the supplied map/reduce script deployments. Do not create new map/reduce script deployments.
- NetSuite recommends that you use the **Price Detail Update Search** saved search in map/reduce script deployments. This is the saved search provided by the Effective Date Pricing SuiteApp to make sure that the correct price update records are processed.

- The Effective Date Pricing SuiteApp supports the following languages:

- |  |                                     |
|--|-------------------------------------|
| <input type="checkbox"/> Chinese (Traditional) | <input type="checkbox"/> Italian    |
| <input type="checkbox"/> Chinese (Simplified)  | <input type="checkbox"/> Japanese   |
| <input type="checkbox"/> Czech                 | <input type="checkbox"/> Korean     |
| <input type="checkbox"/> Danish                | <input type="checkbox"/> Norwegian  |
| <input type="checkbox"/> Dutch                 | <input type="checkbox"/> Portuguese |
| <input type="checkbox"/> English               | <input type="checkbox"/> Russian    |
| <input type="checkbox"/> Finnish               | <input type="checkbox"/> Spanish    |
| <input type="checkbox"/> French                | <input type="checkbox"/> Swedish    |
| <input type="checkbox"/> German                | <input type="checkbox"/> Thai       |
| <input type="checkbox"/> Indonesian            | <input type="checkbox"/> Turkish    |

## Troubleshooting Unprocessed Updates

Use this topic to find out why requested updates of customers, items, and prices did not complete successfully.

### View the Price Update Error Messages Summary

You can view a list of error messages generated by failed price updates and price reverts. Go to Lists > Effective Date Pricing > Price Update Error Messages Summary.

Price Update Error Messages Summary: Results

List

Search

Audit Trail

Return To Criteria

Edit this Search

+ FILTERS

TOTAL: 4

EDIT   VIEW	PRICE UPDATE ID	UPDATE TYPE	ITEM	CUSTOMER	DATE/TIME	ERROR CODE	MESSAGE
<a href="#">Edit</a>   <a href="#">View</a>	16	Customer	Assembly - CBE Test 01	1 CBE Cust 1	9/5/2018 9:50:20 am	USER_ERROR	Item must be unique
<a href="#">Edit</a>   <a href="#">View</a>	23	Item Category	Inv Item - CBE Test 06		9/10/2018 5:58:14 pm	INVALID_FLD_VALUE	Value 1.099999999999998E16 outside of valid min/max range for field price_1_
<a href="#">Edit</a>   <a href="#">View</a>	130	Customer Group	01 INV Lot Numbered	2 CBE Cust 2	9/11/2018 8:52:33 am	USER_ERROR	Item must be unique
<a href="#">Edit</a>   <a href="#">View</a>	130	Customer Group	01 INV Lot Numbered	2 CBE Cust 2	9/11/2018 8:30:43 am	USER_ERROR	Item must be unique

### Check Update Logs and Error Messages

Note the following on the Update Logs subtab of the item record and for price update records. A message is recorded corresponding to every successful update of a price. For example, if there are two price detail updates, there are two update log records.

For Item Category update type, if the Quantity Pricing Level specified in the detail does not exist for that item, no error message is recorded. An update log is created with the original price and the modified price listed as blank.

If a price update fails, you can check the Error Messages subtab for details on what went wrong.



## Unprocessed Price Updates

If a price update was not processed, check the following:

- All of the following features are enabled:
  - Multiple Currencies
  - Quantity Pricing
  - Multiple Prices
- Price details for the item are specified.
- The selected item category or customer group has members (is not empty).
- Price updates ending today are processed prior to price updates starting today. For example, you create Price Update 1 for item A, starting on 2018/7/23. You then create Price Update 2 for item A, ending on 2018/7/23. Price Update 2 is processed before Price Update 1. If Price Update 2 does not complete due to an error, Price Update 1 is not processed.
- The limit of 4,988 Item Category Update Type Price Updates or Customer Group Update Type Price Updates whose end date is today has been exceeded.
- The limit of 4,998 Item Category Update Type Price Updates or Customer Group Update Type Price Updates whose start date is today has been exceeded.

## Unprocessed Item or Customer Records

The number of unprocessed records as shown in the Number of Unprocessed Items or Customers field indicates items and customers that failed to update. This number is also incremented when:

- The number of items per item category queued for processing exceeds the limit of 1000.
- The number of customers per customer group queued for processing exceeds the limit of 10,000.
- After Price Update creation, an item was added to the item category or a customer was added to the customer group. For example, Price Update 1 has 5 items. The script runs on the start date. Price update 1 has a status of In Progress. You add Item CAT1 to Item Category A. Price update 1 now has 6 items. On the end date, the script runs. The number of unprocessed items is 1 because the CAT1 item is not processed (since it was not processed during the 1st run).
- The Price Update is In Progress, and an item is removed from the item category.
- The Price Update is In Progress, and a customer is removed from the customer group.

## Item Updated Two Times or Not Reverted

An item was updated two times for the specified date range, or not reverted back to the original price.

This problem typically occurs when two Item Category price updates or two Customer Group price updates for the same date range are in progress. Their status is Not Started or Price Update Failed. You add an item to one of the item categories, but that item already belongs to a different category, so is not validated.

## Handling of Script Re-runs

Effective Date Pricing updates prices only one time, even when a script is re-run due to errors.