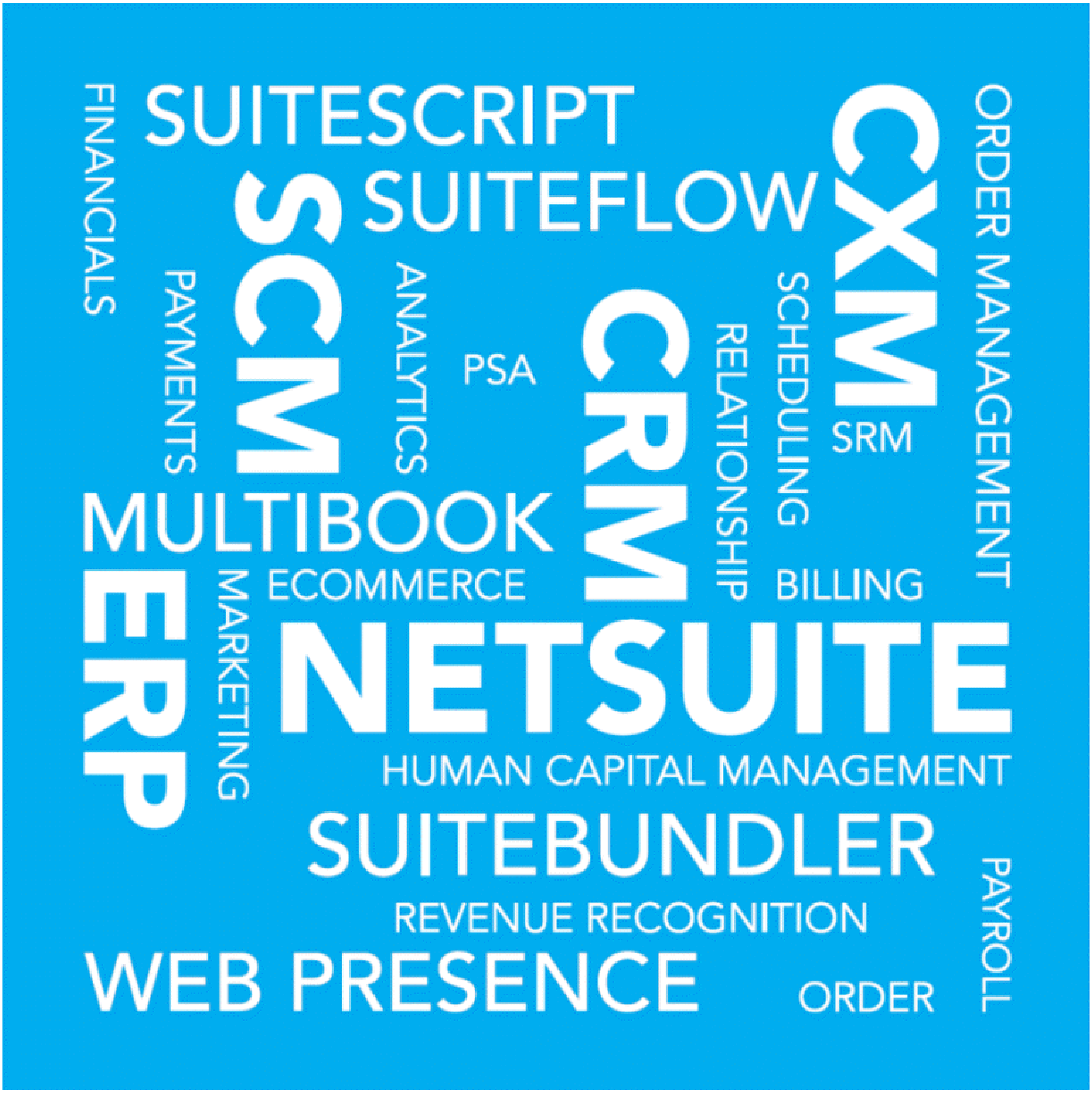
NetSuite Point of Sale Release Notes



September 7, 2017 Release 2017.1.2

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NetSuite POS Release Guidelines 2017.1

Applies to: NetSuite Point of Sale (NSPOS)

This chapter provides resources, recommendations and additional verification points to ensure your NetSuite Point of Sale (POS or NSPOS) upgrade and day-to-day operations perform optimally and efficiently.

- Resources and Recommendations
- Areas to Verify prior to Upgrading

Warning: **Do not update your bundle without discussion and approval** from NetSuite Technical Support or Professional Services. Otherwise, the update could impact the functionality of your NetSuite POS registers.

Resources and Recommendations

Use the guidelines in this section to help ensure your NetSuite POS upgrade and daily operations are a success.

- Payment Application Data Security Standards
- Verify your Registers after the upgrade
- Recommendations about mass Item and Customer updates
- Planning efficient rollouts for new Stores and Registers
- Windows® Updates and Performance
- Register Time Synchronization via the Internet
- RAFS vs. File System folder

Payment Application Data Security Standards

NetSuite POS is a PA-DSS validated application. The Payment Application Data Security Standard (PA-DSS) guide describes the Payment Card Industry (PCI) initiative and lists recommendations for using NetSuite POS in a PCI DSS compliant environment.

The guide includes details about installing and configuring a compliant system, best practices for maintaining compliance, and a list of **operating systems (OS) validated for use on your NetSuite POS terminals**.

Important: **See the Payment Application Data Security Standard (PA-DSS) guide** appropriate to your NetSuite POS version in the NetSuite Help > User Guides. Log into NetSuite first.

Verify your Registers after the upgrade

When your NSPOS upgrade is complete, we recommend testing at least one register in each store. You can find our **Terminal Verification Checklist – NSPOS 2017.1** in the NetSuite Help Center > User Guides NetSuite Point of Sale section. Log into NetSuite first.

Recommendations about mass Item and Customer updates

We recommend against performing mass item and customer updates during business hours when transactions are occurring on your registers. NetSuite POS integrates with NetSuite to provide

Enterprise Resource Planning (ERP) tools for managing your items, customers and other aspects of your business. You can update items and customers in NetSuite manually or through CSV imports.

Updates in NetSuite periodically download to your POS registers to ensure all information is synchronized and current. NetSuite POS performs synchronization uploads to NetSuite of sales and other transactions that occur at the register. This is distributed to other registers in your store through the Amazon cloud server.

> **Important:** Item and customer updates of **over 60,000 records per day** can impact synchronization across the network. If mass updates must occur during business hours, we recommend limiting each update to 60,000 records or less within a single 24-hour period.

Planning efficient rollouts for new Stores and Registers

When opening one or more new stores, it is important to consider the time needed to prepare the registers with current information from your NetSuite ERP setup. This consideration also applies to registers that were previously active but have been turned off for a long time.

When a register is staged, all information is fully loaded and up to date. After staging, registers receive only the information needed to keep them current. When a register is turned off, NetSuite holds all new transactions, price changes and customer information for download to the register later.

If a register is turned off for an extended period and then turned back on, the size of the update can be large and take a while to download. This might delay a register from being ready when you need it.

> **Important:** Excessive download times can delay registers from being ready to accept sales transactions and can affect overall server performance. This delay can be critical in the event of a new store opening.

To ensure your new registers are ready for business, NetSuite recommends the following:

1. Stage registers **24-48 hours before first use.** If no major changes to NetSuite ERP data will occur before using the register, the time between staging and first use can be longer without a significant impact on performance.
2. If a store rollout requires new item and customer information, if possible, be sure to add or import the information to NetSuite ERP **before** staging new registers. Then the new information will be included during the staging process.
3. To reduce the impact to existing registers, large item and customer changes in NetSuite ERP should be performed in small increments. A good guideline is **limiting changes to 60,000 records** or less **per day**, performed outside of business hours.

   If you are not certain how to limit the number of records or if this guideline does not fit your rollout schedule, please contact NetSuite Technical Support for assistance.
4. For registers that have been turned off for a long time, **restaging a register can be the fastest method** for bringing it up to date. Staging is generally quicker than waiting for large downloads to complete.

> **Important:** Before restaging a register workstation that was set to **Inactive** in NetSuite ERP, clear the **Inactive** box on the NetSuite RA-Workstation record, **Save** and then wait **15 minutes** for the active status to sync between the server and the workstation.

Windows® Updates and Performance

Applying a Windows update to registers during business hours can significantly affect performance. NetSuite recommends applying updates only when the location is closed.

Register Time Synchronization via the Internet

A register's clock can become out of sync with the internet time used by the Amazon Web Services (AWS) server. Clock variations of more than plus or minus five minutes can cause data replication functions to fail. Gift card functionality and other POS services are also dependent on keeping the time synchronized.

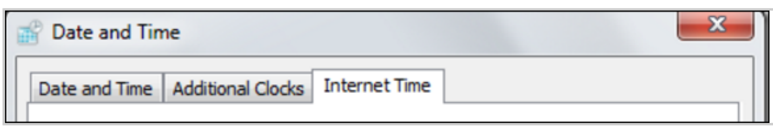
The Push Agent log can be used to determine if replication errors were caused by times being out of sync. Technical Support can help you make the determination.

> **Note:** Some businesses restrict access to the Internet Time tab described in this procedure.

To resynchronize a register's clock:

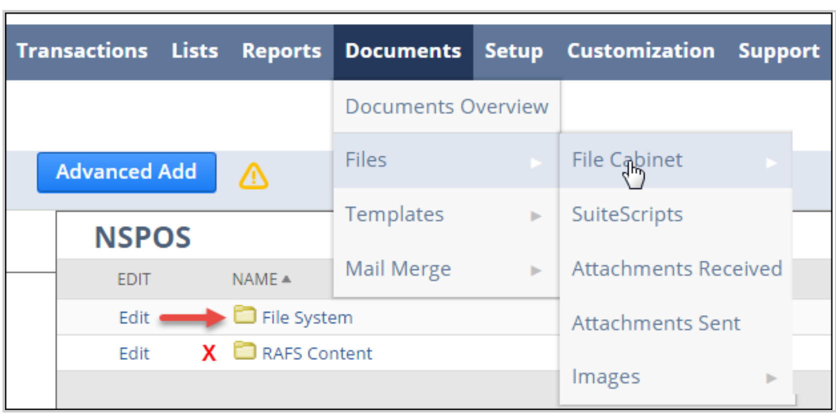
1. Tap the Windows **Start** button and search for **date and time**.

   Or go to Control Panel > Date and Time.
2. Open the **Internet Time** tab.
3. Tap **Change Settings**.
4. Tap **Update now** and then **OK**.



RAFS vs. File System folder

We no longer use the RAFS Content storage location in NetSuite ERP to manage files. All storage should take place in the **File Cabinet** > **File System**. You can ignore the RAFS folder but, to avoid confusion, you can also remove it. You should back up any files still in the RAFS location if you choose to remove it.



> **Important:** Back up any files remaining in the **RAFS Content** folder before removing the folder.

Contact NetSuite Technical Support if you have any questions.

Areas to Verify prior to Upgrading

We recommend verifying these areas before upgrading to NetSuite POS 2017.1.

- Verify MS SQL 2008 R2 SP 3 loaded on Workstations
- Verify Gift Card and Gift Certificate setup
- Verify RA-Location Type is set for all Location records
- Verify Buttons updated for Remove Discounts

Verify MS SQL 2008 R2 SP 3 loaded on Workstations

For NetSuite POS 2016.2 and above, you must have Microsoft® SQL Server 2008 R2 Service Pack 3 installed on each workstation. You can use either of the following methods to verify the pack installed. Note that the methods may vary across different versions of Windows.

- **Run a T-SQL command.** Enter the command `SELECT @@VERSION`.
- **View installed updates.** Go to Control Panel > Programs and Features > View installed updates.

Or you can use the following methods to obtain a version number you can combine with `SQL Server 2008` for internet search criteria.

- **Use the SQL Server Management Studio.** Right-click on the instance name and select Properties.
- **Review the SQL server file.** Go to C:\Program Files\Microsoft SQL Server \MSSQL10_50.MSSQLSERVER\MSSQL\Binn. (Your file path may vary.) Right-click on sqlservr.exe and select Properties.

Please contact NetSuite Technical Support if you require assistance.

Verify Gift Card and Gift Certificate setup

Release 2016.2 and above requires that the **Location** record > **RA-Currency** field be set to the correct currency for **every** retail location selling a gift card or certificate. Otherwise, sales of gift cards or certificates may fail after upgrading to 2016.2 or greater.

See the help topic Set up Gift Cards/Certificates in NetSuite in the NetSuite POS Administrator Guide for the steps to verify and configure your Location records for use with gift cards and certificates. Log into NetSuite first.

This action binds gift cards and certificates sold in each updated Location to use that currency only. By default, the **Location** > **RA-Currency** field is blank.

Verify RA-Location Type is set for all Location records

After updating the bundle to the latest version, you should ensure that the RA-Location Type is set on each of your NetSuite ERP Location records. This field is required, but it may not have been set for customers that were using NetSuite ERP prior to being implemented on NetSuite POS. This one-time task is critical to allowing multiple NetSuite POS features to function correctly.

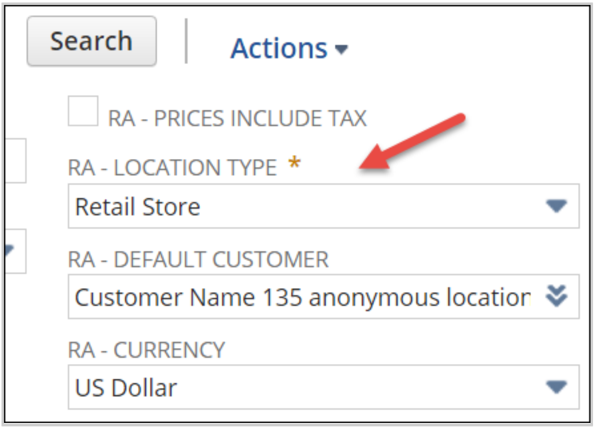
The possible values include Headquarters, Retail Store, Distribution Center and others. Please choose the value that meets your business needs for each Location.

A single Location must be set to **Headquarters**.

To review or set the RA-Location Type:

1. Log in to NetSuite as an administrator.
2. Go to Setup > Company > Locations.
3. Click **View** for the first Location.

4. If the **RA-Location Type** is not set:
    1. Click **Edit**.
    2. Select the **RA-Location Type**.
    3. Click **Save**.
5. Repeat for the next Location record as needed.



Note: Only one Location can be set as **Headquarters**.

Verify Buttons updated for Remove Discounts

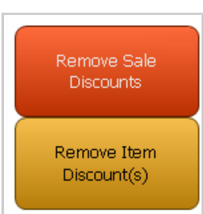
Starting in NetSuite POS 2016.2.4, the underlying functions changed for the buttons that remove discounts from sales transactions. Your sales associates use these buttons to remove line-item or overall sale discounts applied to transactions before tendering out the sale.

The procedures for using the buttons did not change, but you might need to update the functions mapped to the Remove Discont buttons. If you have already performed the function updates using these steps, it is **not** necessary to repeat the process.

Who should verify and update?

- Customers new to NSPOS with 2017.1 as their first install **do not** need to update the buttons.
- Customers who made the button updates in NSPOS 2016.2.4 through 2016.2.8 or greater **do not** need to update. However, we recommend that you **verify** the button setup.
- Customers upgrading from 2016.2.0 through 2016.2.3 **must perform the button update** after upgrading to 2017.1.

If you need to perform the update, do so on one register in each **Workstation Group** set up for your business. Changes made to one register replicate to other registers in the group. Note that your button names, appearance, and locations may vary.

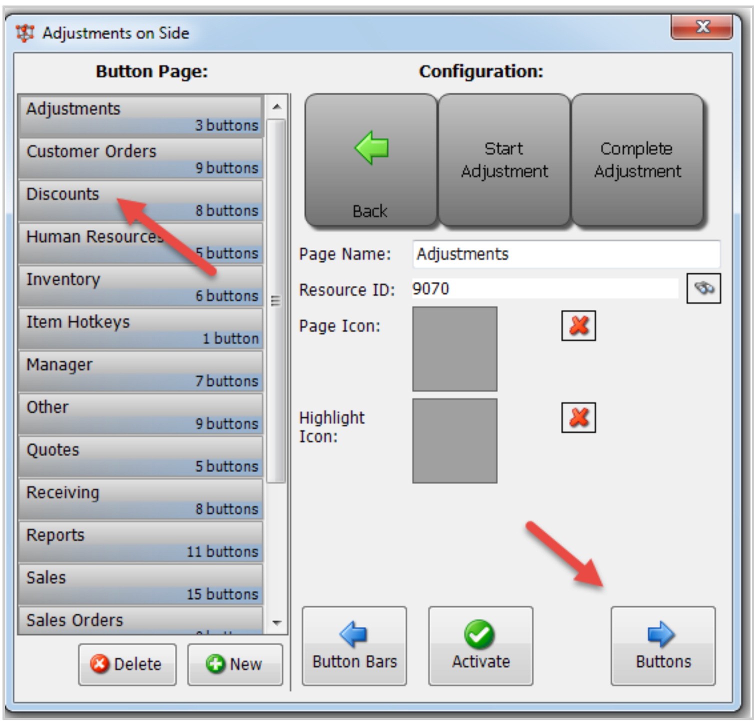


> **Important:** If you have questions about any step or cannot locate the new functions, please open a case with Technical Support as soon as possible.

A. To open the Button Edit screen for Discounts:

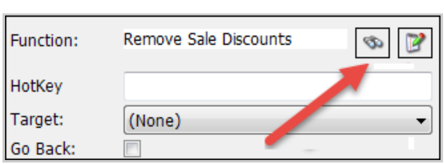
1. Sign on to a NetSuite POS register as an administrator.
2. Tap Manager Functions > System Configuration > Button Edit.

   Or press **Ctrl+F12**, search for and tap **Button Edit**.
3. Tap the **Side** button bar option and tap **Pages**.
4. Tap **Discounts**, and then **Buttons**.



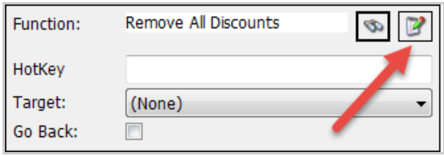
B. To verify and update Remove Sale Discounts:

1. Tap **Remove Sale Discounts**.
2. On the **Function** field, tap the binoculars (search) icon.



3. Search for **Remove All Discounts**.

   Both Remove All Discounts and Remove Sale Discounts will display.
4. Tap **Remove All Discounts**.
5. Tap **Done**.
6. On the **Function** field, tap the **Edit** icon.

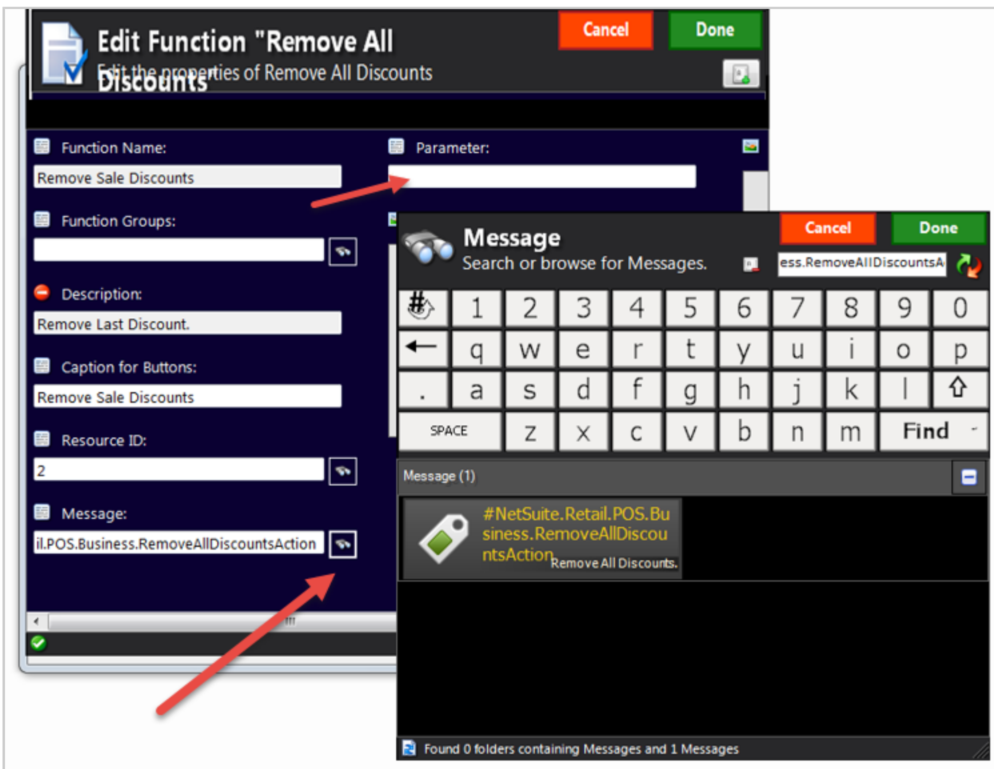


7. Tap **Yes.**

   The **Message** field should show: `#NetSuite.Retail.POS.Business.RemoveAllDiscountsAction`.

8. If not, tap the **Message** binoculars (search) icon.

   If yes, tap **Cancel** and go to the steps to **Verify and update Remove Item Discounts**.
9. Clear any text from the **Parameter** field.
10. Search for: `#NetSuite.Retail.POS.Business.RemoveAllDiscountsAction`.



11. Tap **#NetSuite.Retail.POS.Business.RemoveAllDiscountsAction**.
12. Tap **Done**.

C. To verify and update Remove Item Discounts:

1. Tap **Remove Item Discount(s)**.

   Your setup may show Remove Discount instead.
2. On the **Function** field, tap the binoculars (search) icon.
3. Search for **Remove Last Discount**.

Both Remove Discount and Remove Last Discount will display.

4. Tap **Remove Last Discount**.
5. Tap **Done**.
6. On the **Function** field, tap the **Edit** icon and tap **Yes.**

   The **Message** field should show: `#NetSuite.Retail.POS.Business.RemoveLastDiscountAction`.
7. If not, tap the **Message** binoculars (search) icon.

   If yes, tap **Cancel** and exit the **Button Edit** window.
8. Clear any text from the **Parameter** field.
9. Enter: `#NetSuite.Retail.POS.Business.RemoveLastDiscountAction`.
10. Tap **#NetSuite.Retail.POS.Business.RemoveLastDiscountAction**.
11. Tap **Done**.
12. Tap the **X** in the right-hand corner to exit.

    If a setup failed, the button will display a red x.

13. Restart **NetSuite POS** on this register and all other registers in the Workstation Group. The changes will replicate to other registers within 15 minutes, but only become effective after each register is restarted.

Important: Repeat all steps for one register in each Workstation Group.

NetSuite POS 2017.1.2 Release Notes

Applies to: NetSuite Point of Sale (NSPOS)

This section lists the important updates provided in NetSuite Point of Sale (POS or NSPOS) version 2017.1.2. Updates are not available to NetSuite POS customers until they have upgraded to the release. NetSuite will modify these release notes when needed to provide our customers with additional information.

Required User Action

To use the functionality included in this release, your business must perform the following steps:

- Update the NetSuite Point of Sale Bundle to 2017.1.2
- Modify buttons and set flags for the features desired.

Your assistance will be required to perform the upgrade. Technical Support or another representative will contact you in advance to agree on the details.

Upgrade verification and UAT: When your NetSuite POS upgrade is complete, we recommend testing at least one register in each store. You can find our **Terminal Verification Checklist – NSPOS 2017.1.X** in the NetSuite Help Center > User Guides > NetSuite Point of Sale section. Log into NetSuite before clicking the link.

You can use the checklist for verification after the upgrade and as a guide for performing initial user acceptance testing (UAT).

Prerequisites

Besides the bundle, release 2017.1.X requires that certain software packages are installed on each register or server terminal. For the requirements list and guidelines, see Prerequisites in the NetSuite POS 2017.1 Release Notes section.

Product Enhancements

NetSuite POS 2017.1.2 includes a choice between our classic and advanced promotion forms with improvements to the classic form. We also introduce changes to how transaction discounts for advanced promotions are applied in the Journal.

- Promotion form choice and improvements
- Line-item distribution for Transaction Discounts

Promotion form choice and improvements

Our 2017.1 **advanced promotions** engine includes the ability to apply multiple discounts to the same item in a single transaction. You configure how and if promotions combine through Stacking Rules. NSPOS uses the rules to apply the one or more promotions that bring the largest discount to the shopper.

However, this change to established promotion practices may not fit all business models. Under our **classic promotions** engine, NSPOS reviews the promotions in effect and applies only the single best discount to each item or combination of items. This best-discount only logic was in previous NSPOS releases and is in line with the promotion strategy many retailers use now.

If you have used NSPOS promotions in the past, you will automatically get the classic promotion setup on your registers to ensure this upgrade does not force a change in your business process. If you are a new customer starting out with 2017.1, you will be set up for advanced promotions.

Setting your default promotion form in NetSuite ERP

NSPOS 2017.1.2 includes the option to choose your default promotion form – advanced or classic. Updating a classic promotion using the advanced form will not cause issues, but it might be confusing. Advanced fields not supported by an existing promotion are ignored by the application.

All customers are set up with the advanced form during the upgrade. If you are a current customer using classic promotions, we recommend setting your default to the classic form. This prevents your staff from completing advanced fields that will be ignored.

> **Note:** NSPOS registers use a flag to determine if your promotions are handled on the register as **classic** or **advanced**. The release team automatically sets the register flag appropriate for your setup during your upgrade. Do not change this flag without assistance from NetSuite Technical Support.

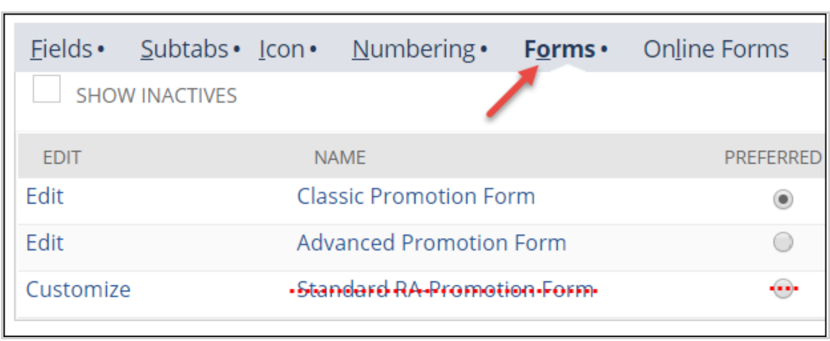
The general guidelines you can use to determine the correct form for your business are:

- To continue using NSPOS promotions as you have previously, select the **Classic Promotion Form**.
- If you are new to NSPOS, or want to use advanced features for your new promotions, select the **Advanced Promotion Form**.

> **Important:** If you are on the classic promotion engine and want to begin using advanced promotions, contact NetSuite Technical Support to request promotion flag changes on your NSPOS registers. They might need to review your current processes.

To choose your default Promotion form:

1. Log in to NetSuite as an administrator.
2. Go to Customization > Lists, Records, & Fields > Record Types.
3. Under the **Edit** column, click the **RA-Promotion** record.
4. Click the **Forms** subtab.
5. Choose your **Preferred** form:
   - **Classic Promotion Form**
   - **Advanced Promotion Form**



> **Important:** If displayed, do **not** select **Standard RA-Promotion Form**.

6. Click **Save**.

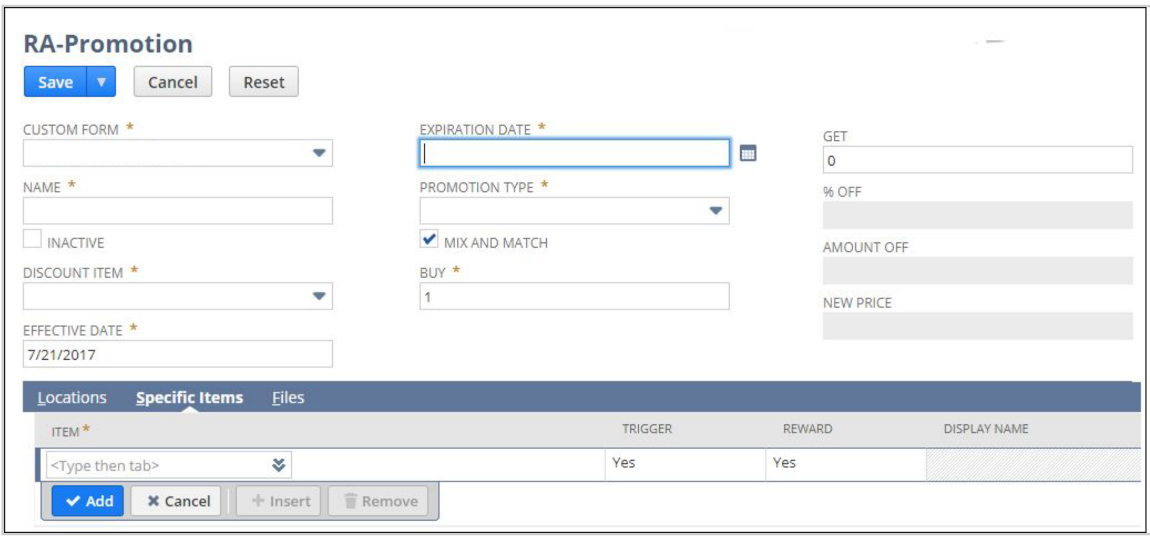
The form will update the next time you create a new promotion record or open an existing record.

> **Warning:** **Do not change any other fields or settings** on the RA-Promotion record. Doing so can have adverse effects on your promotion processes.

You can return to these steps later to choose a different default promotion form.

Updated Classic Promotions Form

In this release we improved the RA-Promotion classic form. The fields are similar to previous releases, but the layout is optimized for ease of use. The BOGO (buy one, get one) box was removed as it was not needed for setting up BOGO promotions.



Line-item distribution for Transaction Discounts

You can use NSPOS 2017.1 **advanced promotions** to entice shoppers with transaction-based discounts. This discount type reduces the amount of the entire sale. Transaction discounts can be a percent off or an amount off the customer's total purchase.

Depending on how you configure your promotion Stacking Rules, you can apply more than one promotion to the same set of items within a single purchase. For example, buy four hats, get one free + take 10% off all hats. Then you can choose to discount the entire transaction as an added incentive.

Best practices for synchronizing line-item records between the POS and the NetSuite ERP general ledger require that transaction discounts be applied proportionally to each item in the purchase. For example:

Promotions

- Hat promotion at 10% off
- Transaction discount promotion at %5 off

Example Transaction

- Purchase three hats regularly priced at $10.00 each
- Apply hat promotion of $10.00 -10% = $9.00

- Apply transaction discount = $27.00 x 5% = $1.35
- Total transaction amount = $25.65
- Amount paid per hat = $8.55

Discounts by line item

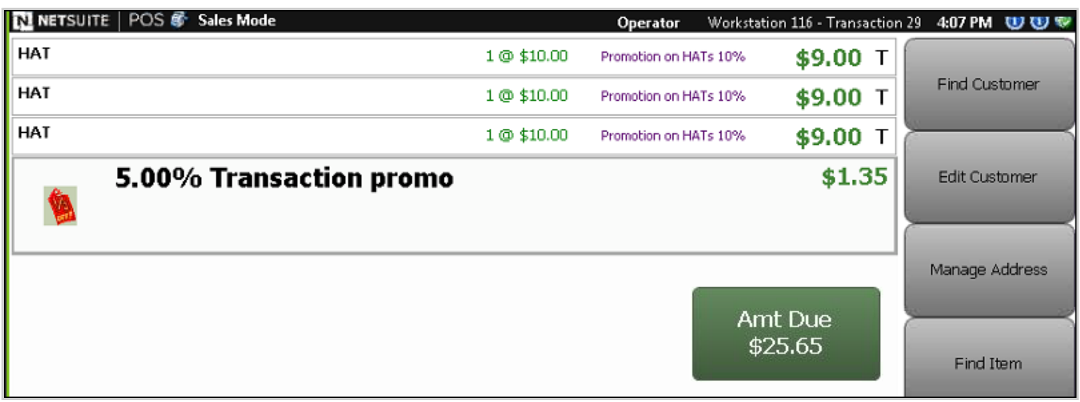
- Each hat priced at $10.00
- 10% discount per hat = -$1.00
- 5% transaction discount per hat = -$ 0.45 or -$1.35 / 3

This discount distribution by item avoids most rounding issues that can come from adjusting amounts up or down to fall within two decimal places.

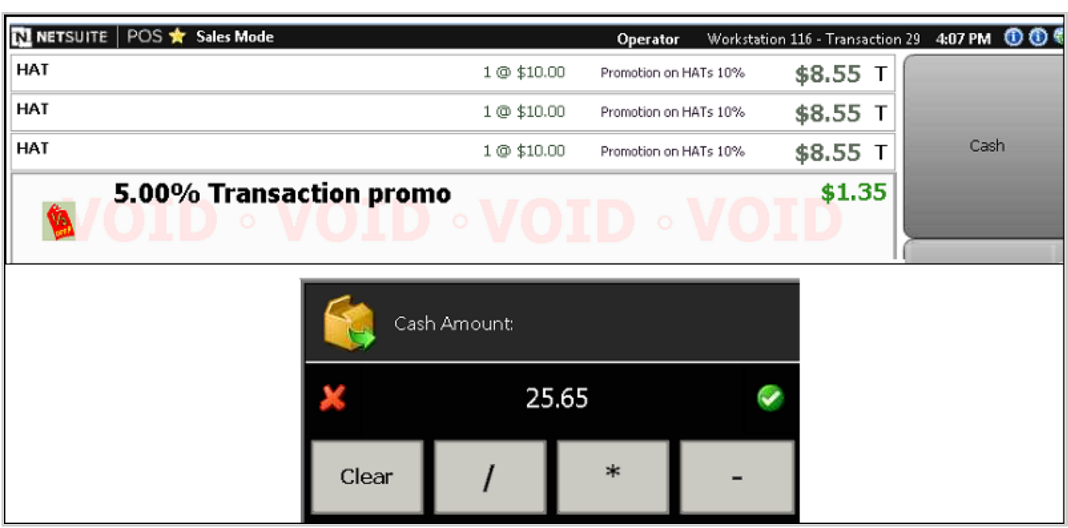
What is changing for your business

The workflow for distributing transaction discounts to items has changed:

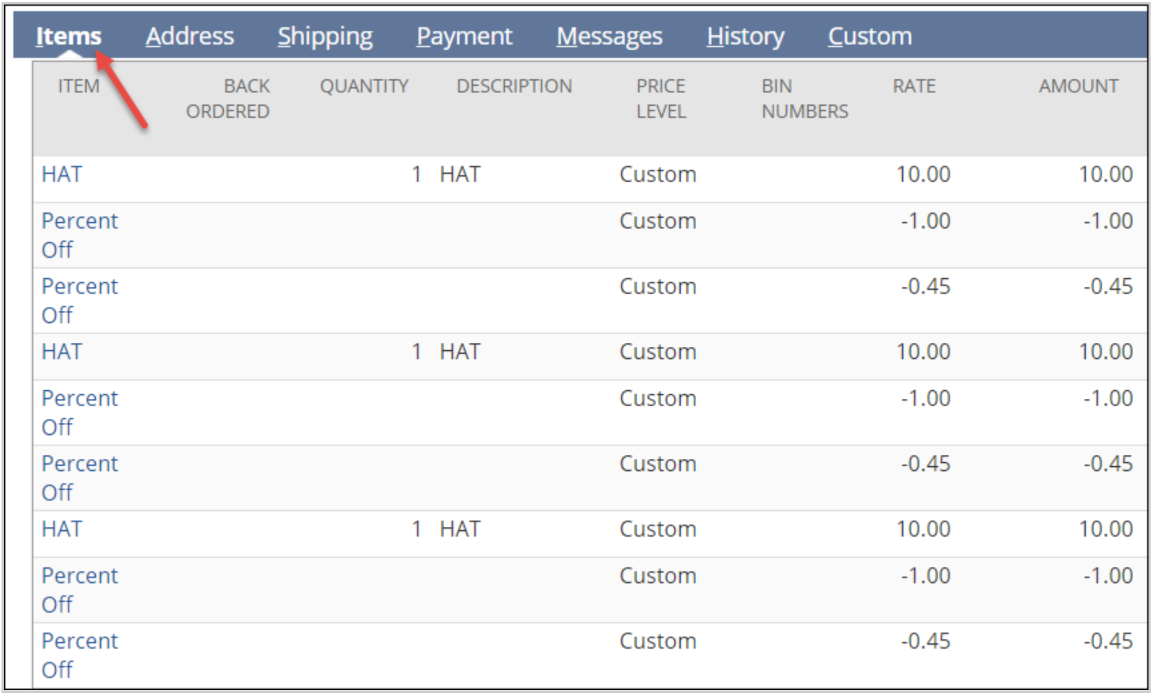
1. The transaction discount first shows as a separate line in the Journal.
2. The cashier taps **Amt Due** and then taps a tender type.
3. NSPOS distributes the transaction discount to the items.
4. The transaction discount line voids.



The cashier can tap an item to expand the discount details.



NetSuite ERP reflects the transaction discount distribution when viewing transactions online.


Items Address Shipping Payment Messages History Custom

ITEM	BACK ORDERED	QUANTITY	DESCRIPTION	PRICE LEVEL	BIN NUMBERS	RATE	AMOUNT
HAT		1	HAT	Custom		10.00	10.00
Percent Off				Custom		-1.00	-1.00
Percent Off				Custom		-0.45	-0.45
HAT		1	HAT	Custom		10.00	10.00
Percent Off				Custom		-1.00	-1.00
Percent Off				Custom		-0.45	-0.45
HAT		1	HAT	Custom		10.00	10.00
Percent Off				Custom		-1.00	-1.00
Percent Off				Custom		-0.45	-0.45

To display your transactions in NetSuite ERP:

1. Log in to NetSuite as an administrator.
2. Go to Transactions > Sales > Create Invoices > List.
3. Click a column heading to sort the list as desired.
4. Click **View** for the desired entry.

   Item and discount details are located on the **Items** subtab.

Fixes

NetSuite POS 2017.1.2 includes behind the scenes fixes.

Update the NetSuite Point of Sale Bundle to 2017.1.2

To use the functionality provided in the 2017.1.2 release, you must update your NetSuite Point of Sale bundle. Follow the instructions below.

> **Important:** Updating a bundle requires an Administrator role. If you need assistance performing this update and verifying settings, please contact NSPOS Support or Professional Services.

To update the NetSuite Point of Sale bundle:

1. Log in to NetSuite as an administrator.

2. Go to Customization > SuiteBundler > Search & Install Bundles > List.
3. On the Installed Bundles page, locate **NetSuite Point of Sale Bundle** with Bundle ID **27525**.

   Under the version number, the blue icon indicates there is a newer version available. Placing your mouse over the icon displays more information. If you do not see this icon, your installed bundle is already up to date and no further action is required.
4. Place your mouse over the green icon and click **Update**. Allow time for the page to load.
5. Review the updates to be installed.

   NetSuite alerts you on-screen of any conflicts or issues that may occur with the installation. If in doubt, please stop and contact NetSuite Technical Support.
6. Click **Update Bundle**.
7. Click **OK** at the prompt.

   The Updated Bundles page displays the install progress. When complete, if the bundle updated correctly, a green check mark displays in the **Status** column.

NetSuite POS 2017.1.1 Release Notes

Applies to: NetSuite Point of Sale (NSPOS)

This section lists the important updates provided in NetSuite Point of Sale (POS or NSPOS) version 2017.1.1. Updates are not available to NetSuite POS customers until they have upgraded to the release. NetSuite will modify these release notes when needed to provide our customers with additional information.

Required User Action

To use the functionality included in this release, your business must perform the following steps:

- Update the NetSuite Point of Sale Bundle to 2017.1.1.
- Modify buttons and set flags for the features desired.

Your assistance will be required to perform the upgrade. Technical Support or another representative will contact you in advance to agree on the details.

Upgrade verification and UAT: When your NetSuite POS upgrade is complete, we recommend testing at least one register in each store. You can find our **Terminal Verification Checklist – NSPOS 2017.1.X** in the NetSuite Help Center > User Guides > NetSuite Point of Sale section. Log into NetSuite before clicking the link.

You can use the checklist for verification after the upgrade and as a guide for performing initial user acceptance testing (UAT).

Prerequisites

Besides the bundle, release 2017.1.X requires that certain software packages are installed on each register or server terminal. For the requirements list and guidelines, see Prerequisites in the NetSuite POS 2017.1 Release Notes section.

Product Enhancements

NetSuite POS 2017.1.1 includes no new enhancements.

Fixes

These are adjustments and corrections included in NetSuite POS 2017.1.1.

- Sales Order Split Tender Payments enabled
- Sales Order Tender-rounding issue corrected
- Sales Order Memorization issue corrected for NetSuite ERP
- Sales Order Disable Fulfillment flag renamed to Disable Invoice
- Sales Order Tax Exemptions restored

- Email Case-sensitivity fixed for Customer creation
- Multiple Integration User setup correction when no Licenses available
- Gift Cards Error Message added for currency not valid at location

Sales Order Split Tender Payments enabled

Split tender payments are when a customer uses more than one payment type to tender-out a single transaction. Previously, customers could not make split tender deposits or other payments on a Sales Order. With 2017.1.1, customers can use any combination of cash, credit cards and debit cards as payment.

Sales associates should not make any changes to the order until payment is complete. Making changes between accepting the first and subsequent forms of payment can cause the Sales Order to error. Changes to avoid during payment include adding items, adjusting a price or adding a discount. All changes to the order should occur before taking payment or after the payment is complete.

Sales Order Tender-rounding issue corrected

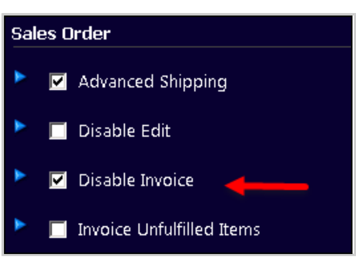
We corrected an issue where rounding calculations could cause an error when accepting payment. The conditions required to generate the error were not common.

Sales Order Memorization issue corrected for NetSuite ERP

NetSuite includes the ability to memorize transactions that will be used on a recurring basis. Following the upgrade to 2016.2.8, the memorize action was failing for Sales Orders. This 2017.1.1 fix corrects the issue.

Sales Order Disable Fulfillment flag renamed to Disable Invoice

In NSPOS 2016.2.6, we introduced a flag to **Disable Fulfillment** for Sales Orders at the register. To correspond with the 2017.1.0 Sales Order option to split invoicing and fulfillment into two separate transactions, we renamed this flag in 2017.1.1 to **Disable Invoice**.



Sales Order Tax Exemptions restored

Tax exemptions for Sales Orders were not being applied at order fulfillment. This error was corrected.

Email Case-sensitivity fixed for Customer creation

This fix corrects an issue where a customer email address could fail validation during customer creation because the address included upper-case characters.

Multiple Integration User setup correction when no Licenses available

2017.1 includes the option to leverage multiple integration users to improve replication performance for your environment. This fix corrects an error where the set up failed due to the lack of available user licenses.

Gift Cards Error Message added for currency not valid at location

If a gift card provided as tender is in a currency not accepted at a store location, the following error will now appear for the sales associate. Earlier releases did not provide an error message with suggested action.

```
The customer's gift card balance is in a currency different from that used
in this store.  You must request a different type of payment or cancel the
transaction.
```

Update the NetSuite Point of Sale Bundle to 2017.1.1

To use the functionality provided in the 2017.1.1 release, you must update your NetSuite Point of Sale bundle. Follow the instructions below.

> **Important:** Updating a bundle requires an Administrator role. If you need assistance performing this update and verifying settings, please contact NSPOS Support or Professional Services.

To update the NetSuite Point of Sale bundle:

1. Log in to NetSuite as an administrator.
2. Go to Customization > SuiteBundler > Search & Install Bundles > List.
3. On the Installed Bundles page, locate **NetSuite Point of Sale Bundle** with Bundle ID **27525**.

   Under the version number, the blue icon indicates there is a newer version available. Placing your mouse over the icon displays more information. If you do not see this icon, your installed bundle is already up to date and no further action is required.
4. Place your mouse over the green icon and click **Update**. Allow time for the page to load.
5. Review the updates to be installed.

   NetSuite alerts you on-screen of any conflicts or issues that may occur with the installation. If in doubt, please stop and contact NetSuite Technical Support.

6. Click **Update Bundle**.
7. Click **OK** at the prompt.

   The Updated Bundles page displays the install progress. When complete, if the bundle updated correctly, a green check mark displays in the **Status** column.

NetSuite POS 2017.1 Release Notes

Applies to: NetSuite Point of Sale (NSPOS)

This section lists the important updates provided in NetSuite Point of Sale (POS or NSPOS) version 2017.1. Updates are not available to NetSuite POS customers until they have upgraded to the release. NetSuite will modify these release notes when needed to provide our customers with additional information.

Required User Action

To use the functionality included in this release, your business must perform the following steps:

- Update the NetSuite Point of Sale Bundle to 2017.1.
- Modify buttons and set flags for the features desired.

Your assistance will be required to perform the upgrade. Technical Support or another representative will contact you in advance to agree on the details.

Upgrade verification and UAT: When your NetSuite POS upgrade is complete, we recommend testing at least one register in each store. You can find our **Terminal Verification Checklist – NSPOS 2017.1.X** in the NetSuite Help Center > User Guides > NetSuite Point of Sale section. Log into NetSuite before clicking the link.

You can use the checklist for verification after the upgrade and as a guide for performing initial user acceptance testing (UAT).

Prerequisites

Release 2017.1.0 or greater requires that the following be installed on each register or terminal server. You should perform the installations in phases to ensure you always have working registers available.

- **Microsoft® SQL Server 2008 R2 Service Pack 3** – See Verify MS SQL 2008 R2 SP 3 loaded on Workstations.
- **Microsoft Point of Service for .NET v1.14**
- **Microsoft .NET Framework 4.6.2**

  > **Note:** For **Windows 10**, Microsoft .NET Framework 4.6.2 framework is included and installed automatically in the Windows 10 **Anniversary Update**.

- **OPOS 1.14** for some devices.

  OPOS v1.14 is not required for peripheral hardware devices from the following manufacturers. It might be required for devices from other manufacturers. Please consult your hardware installation guides.

  - Epson®
  - Hewlett Packard (HP)®
  - Logic Controls®
  - Star Micronics®
  - Toshiba®

Verify your peripheral hardware

HP, Logic Controls, Star Micronics and Toshiba: We have tested these peripherals after installing the software required for NSPOS 2017.1. If you have the latest drivers installed, no further driver setup should be required. However, we recommend that you install the latest peripheral drivers and test all peripherals after installing the required software.

Epson printers: Our tests show that some Epson driver versions will not work with NSPOS 2017.1, particularly the Epson OPOS ADK for .NET driver.

The recommended OPOS driver is Epson OPOS ADK v2.80 or later.

To verify which Epson OPOS driver is installed:

1. Click the Windows **Start** button.
2. Open the **Control Panel**.
3. Click **Programs** or **Programs and Features**.
4. Review the list for the following drivers:
   - Epson OPOS ADK v2.70 or below
   - Epson OPOS ADK for .NET, any version
5. If either of these drivers is installed, replace it with **Epson OPOS ADK v2.80** or later. Be aware that replacing the driver will reset your device configurations.

Device manufacturers not listed: Install the latest peripheral drivers and test all peripherals after installing the required software.

Product Enhancements

These are the new and updated features in NetSuite 2017.1.

- Advanced Promotions Engine
- FreedomPay Payment Gateway
- Sales Order Fulfill before Invoice options
- NSPOS Workstations Provisioning for Mass Staging
- Store Server Architecture
- Support for Multiple Integration Users
- TLS 1.2 Availability and End of Support for TLS 1.0 – 1.1
- Windows® 10 Support

Fixes

These are adjustments and corrections included in NetSuite 2017.1.

- Prevent Validated Returns between different Subsidiaries
- Behind the scenes improvements

Product Enhancements

NSPOS 2017.1 enhancements provide new and improved features that benefit your sales associates, your system administrators and your customers. The following are overviews and basic setup information. For the steps on how to use each feature, see the NetSuite POS Administrator Guide. Log into NetSuite before clicking the link to the guide.

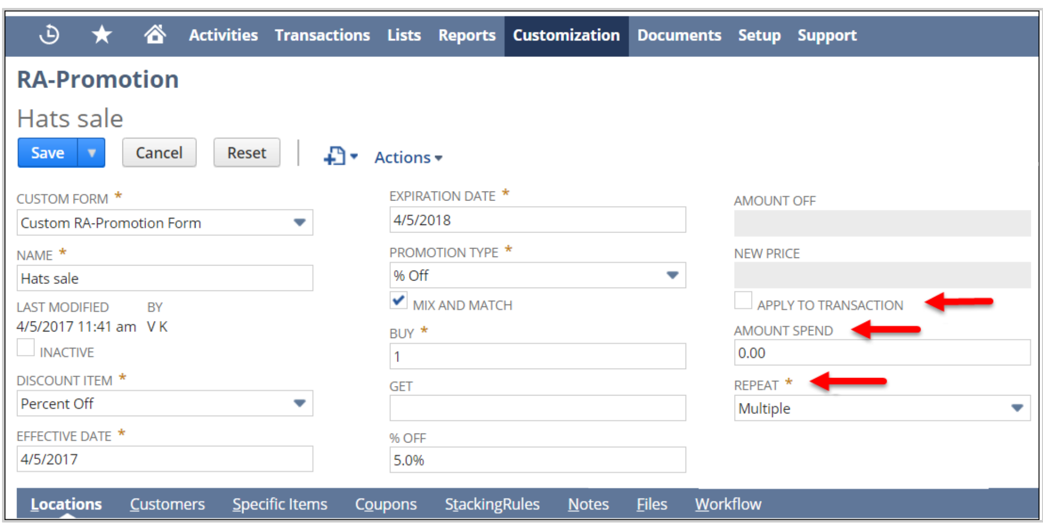
Advanced Promotions Engine

In the past, NSPOS promotions were limited to basic discounts based on item pricing – Amount Off, Percent Off and Price Overrides. NSPOS 2017.1 brings advanced features to meet our clients' diverse needs. You can offer your customers promotional discounts on a total transaction, apply Stacking Rules that allow or limit multiple discounts, offer coupons tied to promotions, and limit promotions to selected customers and locations.

Promotion Enhancements

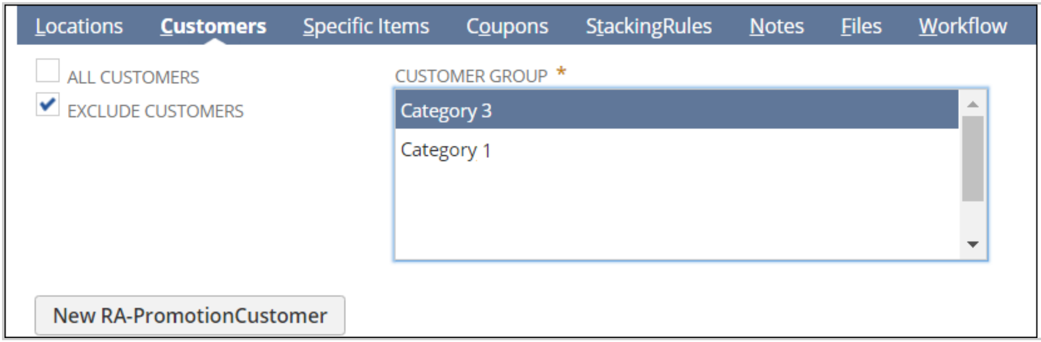
The following enhancements are available from the RA-Promotion record in NetSuite:

- **Transaction Discounts** – You can take an amount or percent off the total transaction amount instead of only offering item discounts.
- **Amount Spend Minimums** – You can set the minimum amount a customer must spend to receive a discount on a specific item.
- **Repeatability** – You can enable customers to receive discounts multiple times during the promotion period or you can limit promotions to one-time use only. In a future release you will have the option for new-customer promotions that can only be redeemed in the first transaction a customer makes on an NSPOS register.



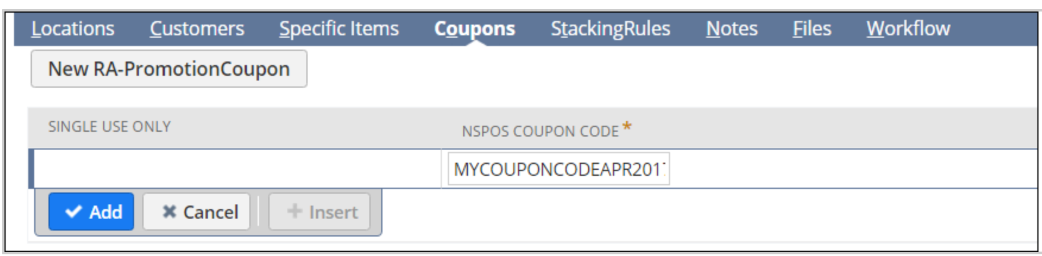
- **Locations** – You can limit promotions to include or exclude specific locations, or you can include all locations.

- **Customers** – You can limit promotions to include or exclude specific customer groups or categories, specify individual customers, or make the promotion available to all customers.



- **Coupons** – You can create NSPOS coupon codes to limit promotions to customers that both have the code and meet the purchase conditions. You can print codes on flyers, include them in online advertisements or distribute your codes by email. NSPOS coupon codes are only valid during the promotion's effective period. Codes are set up as a multiple use or single use type.
  - **Multiple-use Codes** – One coupon code that can be used multiple times. Use this type of coupon when you will print the code on flyers or other mass advertising.
  - **Single-use Codes** – One or more coupon codes that can each be used a single time only. Single-use codes are set up for a specific number of customers, with each customer receiving their own code.

Important: NSPOS promotions can only include one code type at a time – a multiple-use code or one or more single-use codes.



Note: These coupon codes are specific to NSPOS. They are not the basic coupons available through NetSuite ERP.

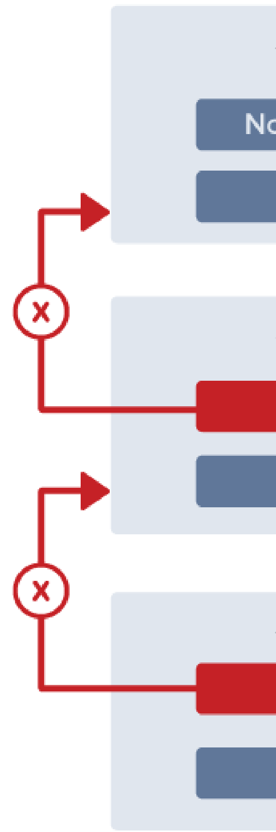
Note: You can use the **New RA-PromotionCoupon** button as an option to open a coupon form, but creating coupons directly within the promotion record using **Add** is the most efficient method.

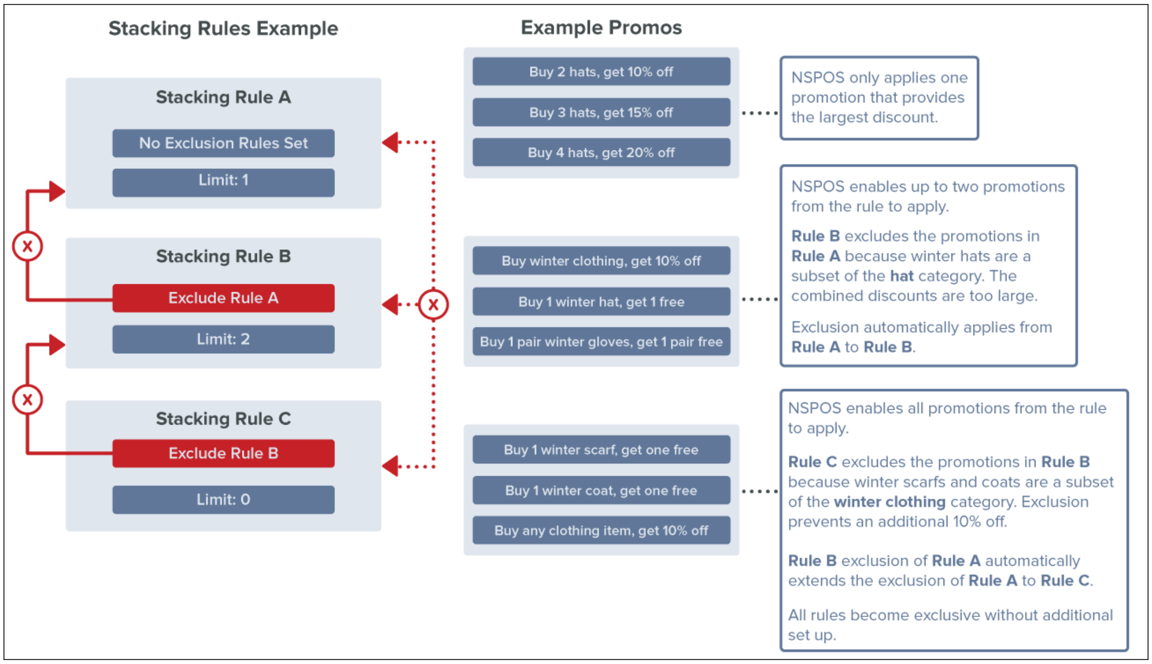
Stacking Rules

When processing a sales transaction, NSPOS automatically applies the promotion discount that brings the most value to the customer. However, you may want to give your customers more than one discount at a time, or you may want to exclude one promotion when another is applicable to the same transaction. Stacking Rules let you group promotions to manage how they interact with other promotions.

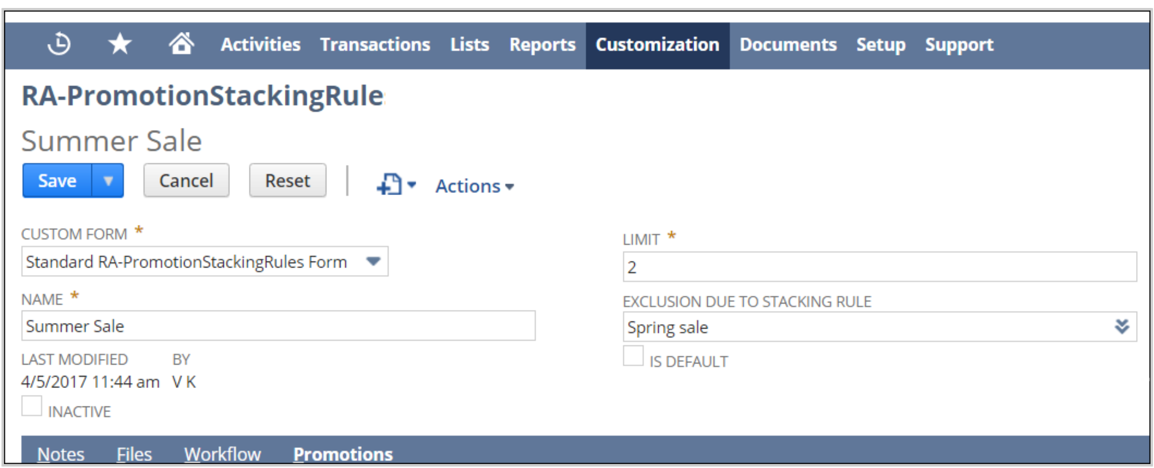
Using Stacking Rules, you can:

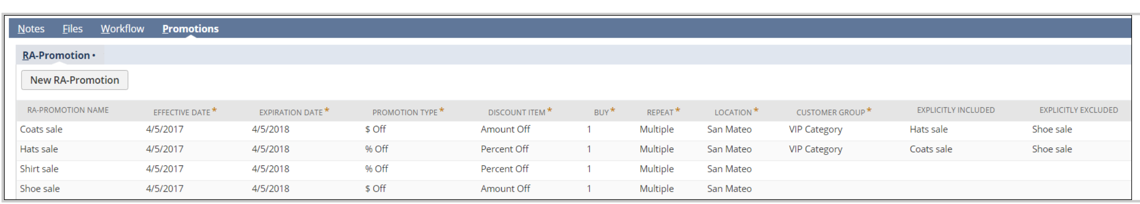
- Set a **Limit** on how many promotions within a rule can apply to a single transaction.
  - **Limit 1 or more** to permit only the best subset of promotions to combine and apply to qualifying purchases. For example, Limit 2 means use only the two promotions in the rule that provide the best discount to the customer.
  - **Limit 0** to permit all promotions within the rule to combine and apply to qualifying purchases.
- **Exclude** promotions in different Stacking Rules from being applied at the same time. This restricts promotions across rules from combining to permit too large of a discount.
  - Excluding one rule automatically applies the exclusion in reverse. For example, Rule B excluding Rule A means Rule A automatically excludes Rule B.
  - Rule C excluding Rule B as shown here means all three rules exclude the other.





All of your existing promotions are assigned to a default rule during the upgrade to 2017.1.





RA-PROMOTION NAME	EFFECTIVE DATE *	EXPIRATION DATE *	PROMOTION TYPE *	DISCOUNT ITEM *	BUY *	REPEAT *	LOCATION *	CUSTOMER GROUP *	EXPLICITLY INCLUDED	EXPLICITLY EXCLUDED
Coats sale	4/5/2017	4/5/2018	$ Off	Amount Off	1	Multiple	San Mateo	VIP Category	Hats sale	Shoe sale
Hats sale	4/5/2017	4/5/2018	% Off	Percent Off	1	Multiple	San Mateo	VIP Category	Coats sale	Shoe sale
Shirt sale	4/5/2017	4/5/2018	% Off	Percent Off	1	Multiple	San Mateo			
Shoe sale	4/5/2017	4/5/2018	$ Off	Amount Off	1	Multiple	San Mateo			

FreedomPay Payment Gateway

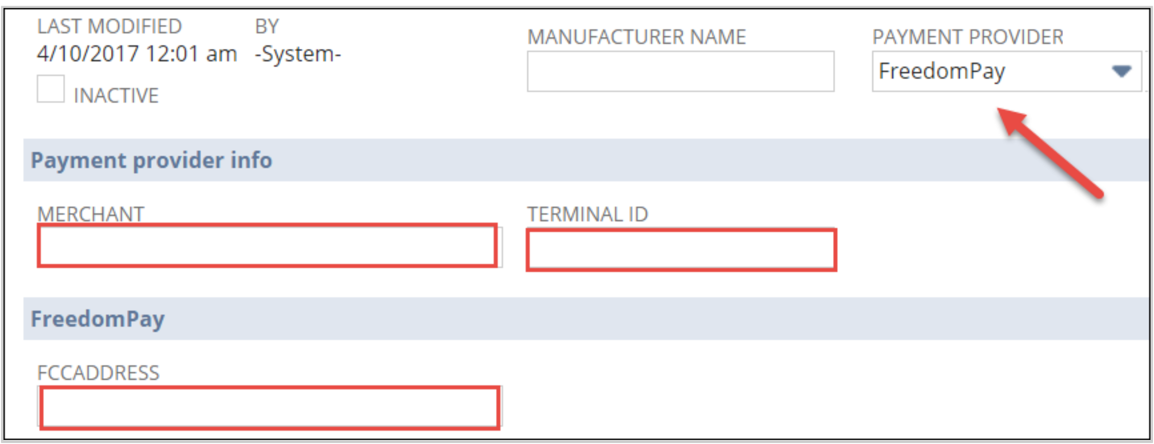
2017.1 opens your choice of credit and debit card payment gateway providers to include FreedomPay. FreedomPay uses a small server application that is installed on each register. It requires an EMV card tender button and EMV tender configured on the POS. This setup is similar to requirements from most EMV providers. Together with a configuration in NetSuite ERP, the FreedomPay server application manages NetSuite POS connectivity to process payments.

For details about FreedomPay, including PIN pad device compatibility and pricing, visit their website at http://corporate.freedompay.com. FreedomPay will provide instructions for installing their application on your registers.

To configure FreedomPay in NetSuite ERP:

This task requires an update to each RA-Workstation on which you want to configure the FreedomPay gateway. FreedomPay will provide you with the **Merchant** number, **Terminal ID** and optional **FCC Address**.

1. Log in to NetSuite as an administrator.
2. Go to Customization > Lists, Records, & Fields > Record Types.
3. Locate the **RA-Workstation** row and click **List**.
4. Click **Edit** for the first workstation to update.
5. For **Payment Provider**, select **FreedomPay**.
6. Enter the **Merchant** number.
7. Enter the **Terminal ID**.
8. Optionally enter the FreedomPay **FCCAddress**. If not provided, we automatically use 127.0.0.1:1011.
9. Click **Save**.
10. Repeat for the next workstation.



Sales Order Fulfill before Invoice options

Traditionally, cashiers can invoice and take payment for all items in a sales order, even if some items are not immediately available for fulfillment. However, NSPOS includes the option to **restrict invoicing to fulfilled items only**. In sales orders with multiple items, the cashier can invoice the fulfilled items, but the order remains open until all items are fulfilled. An initial deposit is still required to open the order.

Requiring fulfillment before invoicing is useful for deliveries, where some localities prohibit invoicing until the order has shipped. It also reduces the chance of having to refund an invoice because the materials required to fulfill the order are not on hand.

In addition, you can use the flag and create a custom button to **split fulfillment and invoicing into separate tasks**. This option can meet the needs of large-volume retailers that need this separation for their accounting practices. It assists with off-site fulfillment, where the order is placed in the store but fulfilled at the warehouse.

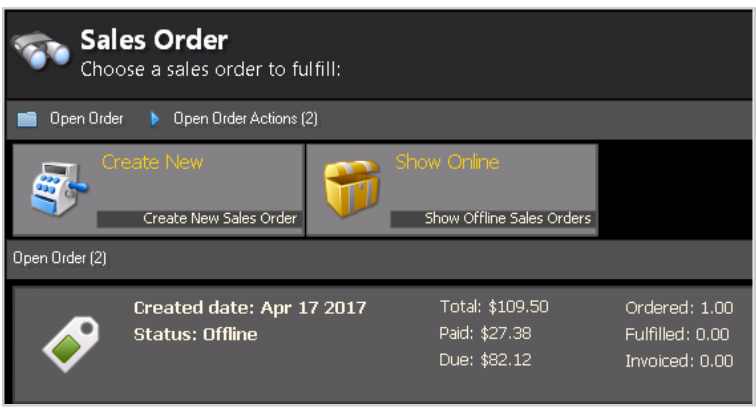
If you restrict fulfillment to your managers or back office, you can prevent cashiers from fulfilling and invoicing items too soon. For example, if a shopper has three days to cancel an order for a custom-built item, you might wait to fulfill the order until the cancellation period has passed.

Default Sales Order Changes in 2017.1

The following has changed for Sales Order management, regardless of whether you use the new “fulfill before invoice” options.

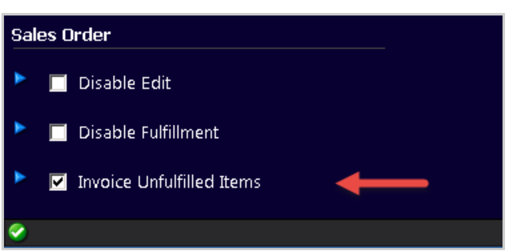
- **Button change** – The Sales Order **Edit or Fulfillment** button has changed to **Edit or Invoice**. Standard implementations will continue to edit or invoice and fulfill through this button.

- **Search details change** – Sales Order search results now include details listing the quantities ordered, fulfilled and invoiced.



To require Fulfillment before Invoicing

To require that each item be fulfilled before the cashier can invoice it, clear the Sales Order flag check box: **Invoice Unfulfilled Items**, making it false. The flag is set to checked or true by default.



Create a Button to separate Fulfillment and Invoicing at the Register

To separate fulfillment and invoicing at the register, you can set up a new button dedicated to **Sales Order Fulfillment**. Tapping the button places the journal in Fulfillment Mode.

- Sales associates (cashiers) will tap **Sales Orders** > **Sales Order Fulfillment** to open an existing sales order and fulfill the items.
- Then the cashier goes to **Sales Orders** > **Sales Order Mode** for invoicing.
- When invoicing for payment, the Journal will only display the fulfilled items.
- To fulfill a subset of items (partial fulfillment), the cashier can tap **Void Line** for items not ready to fulfill and then fulfill the remaining items. Any items removed will display the next time the cashier taps the fulfillment button.

If desired, you can use assign a high **Resource ID** to limit the roles that can perform fulfillment. For example, you can limit fulfillment at the register to the manager role by entering the number `9070`.

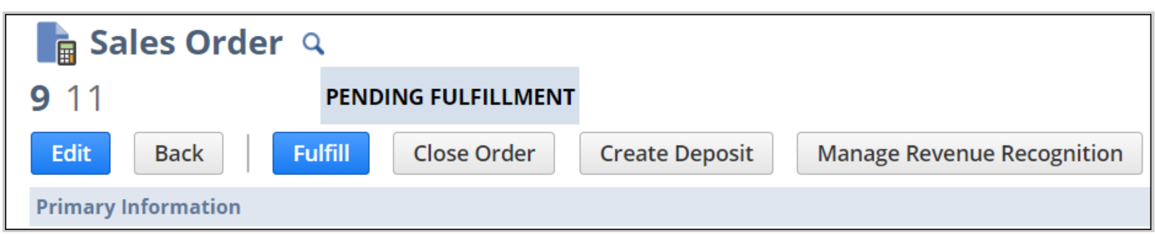
To set up the fulfillment button, see the help topic Customize the User Interface and Security in NSPOS in the NetSuite Point of Sale Administrator Guide. Log into NetSuite before clicking the link.

> **Note:** If all fulfillment is performed at a warehouse or other facility using NetSuite ERP only, it is not necessary to set up a fulfillment button on NSPOS registers.

Fulfill from NetSuite ERP

Some businesses might restrict the fulfillment button to headquarters or the back office. This prevents fulfilling items too soon, such as when a shopper has three days to cancel an order for a custom-built item. Your business will wait to fulfill the order until the cancellation period has passed.

One option is to not set up a button on an NSPOS register. Instead, fulfillment happens by logging in to NetSuite ERP and going to Transactions > Sales > Enter Sales Orders > List > View.



For information on handling sales orders in NetSuite ERP, see the help topic Sales Orders in the NetSuite Help Center. Log into NetSuite before clicking the link.

Considerations if a Fulfillment Mode button is set up for your Registers

- Fulfillment mode does not display prices.
- Sales associates cannot edit fulfillment items at the register. Editing must be performed in NetSuite ERP.
- Sales associates can change fulfillment quantities at the register by tapping the **Change Quantity** button.
- Sales associates can only **Invoice** full payment for fulfilled items.
- To accept additional deposit payments, tap **Edit**, not Invoice. Your customers have the option to pay the full amount when requesting a new sales order.

NSPOS Workstations Provisioning for Mass Staging

Staging a new register involves several manual steps, including logging into NetSuite ERP and generating a provisioning URL for downloading the workstation-staging package. In the past this meant opening each affected **RA-Workstation** record and generating a single provisioning URL that must be used within 15 minutes. NSPOS would prepare the staging package for immediate use. Due to the large impact on resources from preparing and installing packages, the previous NSPOS release was limited to staging three registers at the same time. These steps and time restrictions can impact the effort required to open new lanes and new locations.

NSPOS 2017.1 introduces the mass staging **NSPOS Workstations Provisioning** tool. You can use this tool to create multiple provisioning URLs and their accompanying staging packages from a single NetSuite ERP page. The provisioning tool provides planning features and additional time in which to use each URL.

The workstations provisioning tool is designed for large retailers with many workstations, but any size retailer can use this tool to optimize the staging of multiple registers. In addition to preparing for mass staging, you can use the tool to view the current provisioning status of registers across all locations.

Because provisioning creates time-sensitive data bundled in packages that use valuable storage space, mass staging includes the following **time limitations**:

- You can provision up to 25 Server, ServerPOS or Standalone workstations per day. There is no day limit on staging POSClient workstations.

  See Store Server Architecture for details on these workstation terms.

- You must use each URL within the period defined by its Provisioning Start and End dates. The default period is four days, after which you must generate a new provisioning URL. The maximum period is seven days. Packages are regenerated every 24 hours.

Scheduling Staging Events

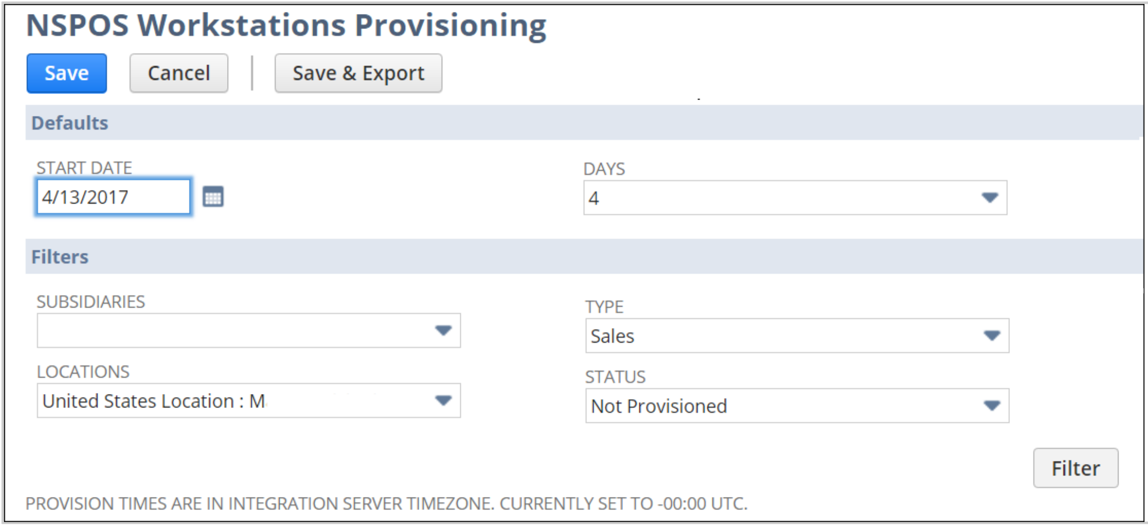
Use the NSPOS Workstations Provisioning page to plan and implement rolling out your new or restaged registers.

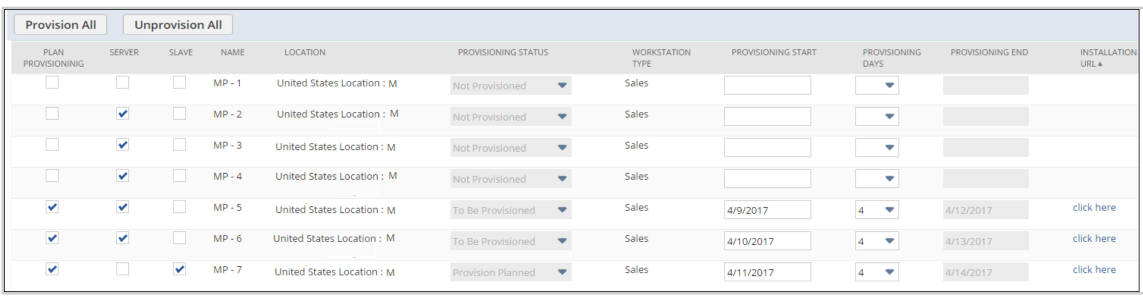
The page is split into three areas:

- **Defaults** – Set the default **Start Date** for new provisioning and the default number of **Days** to use the URLs.

  The **Start Date** defaults to today’s date. We recommend that you keep the default **Days** at **4**.

- **Filters** – Find the registers you want by selecting from the lists and clicking the **Filter** button.
- **Provisioning** – Use this section to schedule staging for the registers found in your filter results.





Provision All | Unprovision All

PLAN PROVISIONING	SERVER	SLAVE	NAME	LOCATION	PROVISIONING STATUS	WORKSTATION TYPE	PROVISIONING START	PROVISIONING DAYS	PROVISIONING END	INSTALLATION URL
			MP - 1	United States Location : M	Not Provisioned	Sales				
	✓		MP - 2	United States Location : M	Not Provisioned	Sales				
	✓		MP - 3	United States Location : M	Not Provisioned	Sales				
	✓		MP - 4	United States Location : M	Not Provisioned	Sales				
✓	✓		MP - 5	United States Location : M	To Be Provisioned	Sales	4/9/2017	4	4/12/2017	click here
✓	✓		MP - 6	United States Location : M	To Be Provisioned	Sales	4/10/2017	4	4/13/2017	click here
✓		✓	MP - 7	United States Location : M	Provision Planned	Sales	4/11/2017	4	4/14/2017	click here

Note: All registers to be provisioned must have an RA-Workstation record already set up.

For the steps to set up the record, see the help topic Add an RA-Workstation Record in NetSuite in the NetSuite Point of Sale Administrator Guide. Log into NetSuite first.

To Schedule Workstations for Provisioning:

1. Log in to NetSuite as an administrator.
2. Go to Customization > Lists, Records, & Fields > Record Types.
3. Locate the **NSPOS Workstations Provisioning** row and click **List**.
4. Click **New NSPOS Workstations Provisioning**.
5. Use the **Filters** section to locate the desired registers. Click **Filter** to display the results.

   The **Provisioning Status** list is:

   - **Not Provisioned** – Workstation is not staged and does not have a provisioning URL or staging package available.
   - **To Be Provisioned** – Provisioning URL and staging package are ready for download. The record changes to this status when you check **Provision** on the RA-Workstation record.
   - **In Provisioning** – Workstation provisioning package is being downloaded or preparing to be downloaded to register.
   - **Provisioned** – Workstation is provisioned, meaning that it has been staged.
   - **Provision Planned** – The **Provisioning Start** date is set for URL and package generation. The record changes to this status when you check **Plan Provisioning**.

6. Check **Plan Provisioning** to schedule staging for the register.
7. Select the **Provisioning Type**.
   - **Server With POS** – Used for Store Server environments. Select this type to stage the register as a server terminal.
   - **POSClient** – Used for Store Server environments. Select this type to stage the register as a client terminal that relies on the assigned server for database functions.
   - **Standalone** – Select this type if your environment does not use store server architecture or if the register is the only workstation at the location.
8. Use the following as a guide to reviewing or completing the other fields:
   - **Name** – Register name as set up on the RA-Workstation record.
   - **Location** – Store location.
   - **Provisioning Status** – Current status of the register.
   - **Workstation Type** – Shows **Sales** for a register that defaults to your standard setup or, if pre-configured, will show the register's RA-WorkstationGroup that defines its custom register type.
   - **Provisioning Start** – Date the provisioning package will be generated for installation.
   - **Provisioning Days** – Number of days in which the provisioning URL must be used. We recommend four days (default) or less.
   - **Provisioning End** – Date by which the provisioning URL must be used. After this date, you will be required to generate a new URL.
   - **Installation URL** – Optionally click the link from the register to download the installation package. See Applying Staging URLs to Registers.
9. Click **Save & Export**.

   A CSV export listing the staging URLs downloads automatically to your browser's download folder. Save the export to use for staging each register.

	A	B	C	D	E	F	
1	Id	Name	Location	Provisioning Status	Provisioning Start	Provisioning End	Installation URL
2	118	MP - 1	United States Location : Boston Store 1	Not Provisioned			
3	119	MP - 2	United States Location : Boston Store 1	Not Provisioned			
4	120	MP - 3	United States Location : Boston Store 1	Not Provisioned			
5	121	MP - 4	United States Location : Boston Store 1	Not Provisioned			
6	122	MP - 5	United States Location : OKC Store 4	To Be Provisioned	4/9/2017	4/12/2017	https://demo.retailanywhere.com/Par
7	124	MP - 6	United States Location : OKC Store 4	To Be Provisioned	4/10/2017	4/13/2017	https://demo.retailanywhere.com/Par
8	127	MP - 7	United States Location : OKC Store 4	Provision Planned	4/11/2017	4/14/2017	https://demo.retailanywhere.com/Par
9	136	MP - 8	United States Location : OKC Store 4	Provision Planned	4/12/2017	4/15/2017	https://demo.retailanywhere.com/Par
10	Provision times are in Integration server timezone. Currently set to -00:00 UTC.						

Note: Dates use the time zone set up for your Amazon Web Servers (AWS) server, with the workstation package prepared at midnight on the Provisioning Start date. This time might not correspond to the time zones used at your register locations.

Applying Staging URLs to Registers

To use the Installation URLs, choose the method that best fits your needs:

- **Online**
  1. Using **Internet Explorer®**, log into NetSuite from the register to be staged.
  2. Go to Customization > Lists, Records, & Fields > Record Types.

3. Click **New NSPOS Workstations Provisioning**.
4. Click the register's URL to download the staging package and begin the installation.

- **Export** – Open the CSV export on the register and click the URL to download the staging package. You can email the export to the personnel who will stage registers at each location.

> **Note:** NetSuite POS **strongly** recommends using **Internet Explorer®** to stage registers. Using a different browser can produce undesired results.

For the steps to install the staging package, see the help topic Stage a Register in the NetSuite Point of Sale Administrator Guide. Log into NetSuite ERP first.

Prior to using workstations provisioning for the first time, we recommend contacting NSPOS Technical Support to discuss your provisioning plan.

Store Server Architecture

Before 2017.1, all registers in an NSPOS network communicated with and received database updates from NetSuite ERP through direct connections to an Amazon Web Services (AWS) server. Growing a business by adding many more registers could impact AWS server performance.

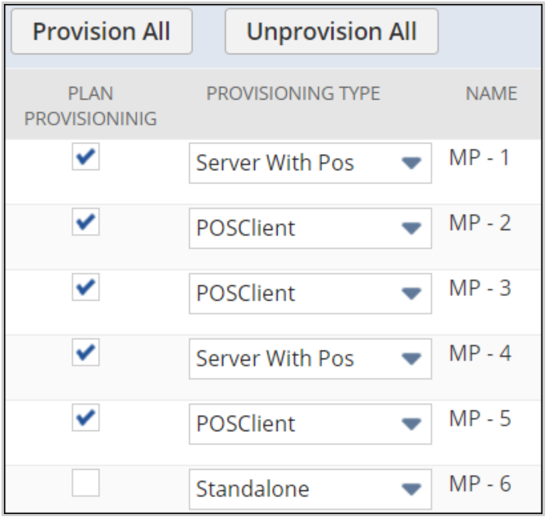
To give our customers room to grow, NSPOS 2017.1 introduces our new Store Server Architecture. Under this model, we define some registers in a store as server terminals that act as database hubs. These servers receive database updates from the AWS server. Then we set other registers in the same store to be POSClient terminals that rely on the data held in the server terminals. The server terminals can act both as registers and databases, handling the information required for the POSClient terminals to process transactions. The terminal options are:

- **Standalone** – Regular workstation.
- **Server With POS** – Server terminal that is also available as a POS workstation.
- **POSClient** – POS workstation dependent on a server terminal for database functions and most communications. If a server terminal is shut down, its POSClient terminals will no longer function due to the lack of a database.

The Store Server approach significantly lowers the requirements for AWS server performance. We can support more registers and provide better overall performance using the same AWS instance.

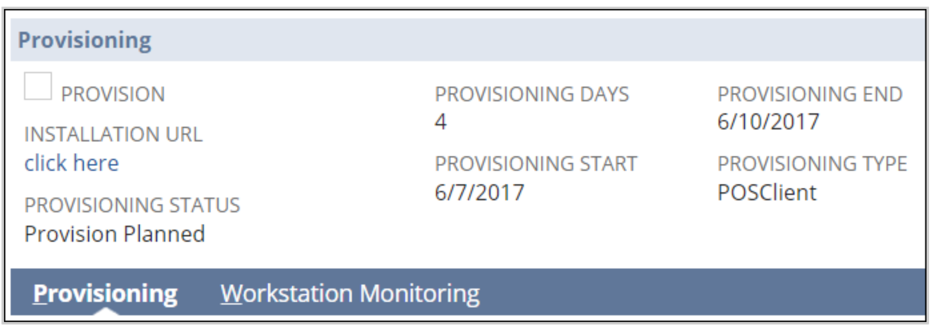
> **Note:** Although the server terminals handle most of the communication with AWS, POSClient terminals still depend on AWS connectivity for displaying reports, or processing returns and real-time sales orders.

When you upgrade to 2017.1, we assign all your current registers as standalone terminals, meaning no changes in how they communicate with AWS. If you want to configure your registers to use Store Server Architecture, you will need to restage your terminals using the NSPOS Workstations Provisioning for Mass Staging tool described in these release notes.



Store Server fields on the RA-Workstation Record

The NSPOS Workstations Provisioning and Store Server Architecture feature include a new **Provisioning** section on the NetSuite RA-Workstation record. The **Provisioning Type** lists the workstation's provisioned role.



If the role is POSClient, the section lists the workstation's server under a **Database Owner Workstation** field. Click the link to open the server's record.

If you need to reassign a POSClient to a different server, you must reprovision the workstation.

Support for Multiple Integration Users

Each NetSuite account for NSPOS includes an integration user dedicated to handling the connection between NetSuite ERP and the Amazon Web Services (AWS) server. This user is configured during your initial implementation. On occasion, heavy traffic across a single integration user can lead to performance issues. However, prior to 2017.1, each account was limited to just the one dedicated user.

Now your NSPOS setup can support three integration users. If your account has the licenses available, up to three integration users will be automatically created during your upgrade to 2017.1. If no licenses are available, your account will continue to use a single integration user.

TLS 1.2 Availability and End of Support for TLS 1.0 – 1.1

The Payment Card Industry Security Standards Council (PCI SSC) has stated that Transport Layer Security (TLS) versions earlier than 1.2 include serious vulnerabilities that put organizations at risk of being breached. NSPOS 2017.1 supports TLS 1.2 for communications between your registers and the server.

As part of the 2017.1 release, NetSuite Point of Sale will end support for operating systems (OS) that are limited to TLS 1.0 or 1.1. These systems include:

- Windows Vista Business
- Windows Embedded POSReady 2009

Support for Windows XP ended with NSPOS 2015.2. For information about the ORACLE | NetSuite plan to end support for TLS 1.0 and 1.1 in 2018, log into NetSuite and see the SuiteAnswers article FAQ: Transport Layer Security (TLS) Deprecations (Answer ID: 40976).

Windows® 10 Support

We now support running NetSuite POS registers under Windows 10. However, each Windows 10 register must have **.NET Framework 4.6.2** installed. This framework is included and installed automatically in the Windows 10 **Anniversary Update**.

You must update to the Anniversary version or greater prior to staging NetSuite POS on a Windows 10 register.

> **Important:** Before staging a register under Windows 10, please ensure it is running the Anniversary Update version or greater.

Fixes

This is an adjustment included in NetSuite POS 2017.1.

Prevent Validated Returns between different Subsidiaries

NSPOS provides options to assist sales associates with customer returns. In general, customers can make returns using one of two methods:

- **Return with Receipt or Lookup** – Also called a validated return, this return requires locating the original transaction, either by scanning the receipt or looking up the sales transaction.
- **Return without Proof of Purchase** – A simple return that does not require the customer to provide a receipt or other proof that the item was purchased.

Making validated returns in a subsidiary different from the original location's subsidiary can cause return transactions to become held in the server. Among other factors, NetSuite ERP considers these transactions to be invalid due to the possibility of different tax structures between subsidiaries.

This fix prevents validated returns from occurring between different subsidiaries. If your business requires taking a return from a different subsidiary, the sales associate will not be able to perform it from the register. You can contact NSPOS Technical Support for assistance if needed.

Update the NetSuite Point of Sale Bundle to 2017.1

To use the functionality provided in the 2017.1 release, you must update your NetSuite Point of Sale bundle. Follow the instructions below.

Important: Updating a bundle requires an Administrator role. If you need assistance performing this update and verifying settings, please contact NSPOS Support or Professional Services.

To update the NetSuite Point of Sale bundle:

1. Log in to NetSuite as an administrator.
2. Go to Customization > SuiteBundler > Search & Install Bundles > List.
3. On the Installed Bundles page, locate **NetSuite Point of Sale Bundle** with Bundle ID **27525**.

   Under the version number, the blue icon indicates there is a newer version available. Placing your mouse over the icon displays more information. If you do not see this icon, your installed bundle is already up to date and no further action is required.
4. Place your mouse over the green icon and click **Update**. Allow time for the page to load.
5. Review the updates to be installed.

   NetSuite alerts you on-screen of any conflicts or issues that may occur with the installation. If in doubt, please stop and contact NetSuite Technical Support.
6. Click **Update Bundle**.
7. Click **OK** at the prompt.

   The Updated Bundles page displays the install progress. When complete, if the bundle updated correctly, a green check mark displays in the **Status** column.