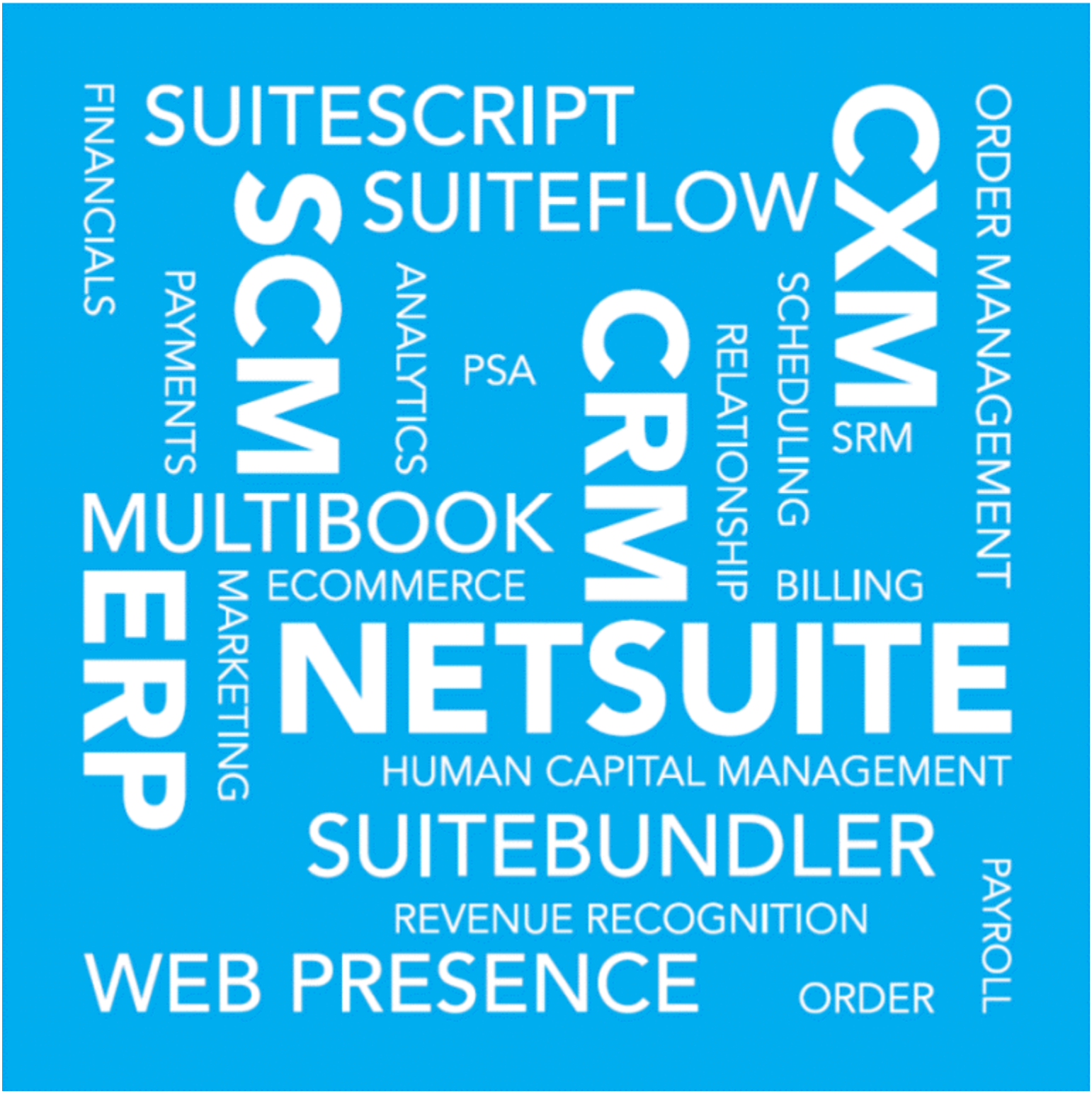
Electronic Invoicing



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Electronic Invoicing

Note: The Electronic Invoicing SuiteApp provides the ability to generate and send e-documents as well as receive e-documents and convert them into transactions records. Inbound and outbound electronic invoicing processes support transaction records including cash sales, cash refunds, credit memos, estimates, invoices, purchase orders, and returns. See Transactions and Processes Supported by the Electronic Invoicing SuiteApp.

To understand how to set up and use the electronic invoicing features, read the following topics:

Electronic Invoicing Overview

The Electronic Invoicing SuiteApp enables you to create electronic documents (e-documents) to help you comply with legal requirements in your country, or to automate your order-to-cash and purchase-to-payment processes. By using e-documents, your company, customers, vendors, tax agencies or government regulatory bodies, can exchange information on business transactions electronically using standard data format.

The Electronic Invoicing SuiteApp supports outbound and inbound processing of e-documents. Outbound e-document processing involves generating XML e-documents from supported NetSuite transactions, and then sending the XML e-documents to your customers, vendors and tax agencies. On the other hand, inbound e-document processing involves receiving XML e-documents from your vendors and then converting the XML e-documents into NetSuite transaction records. Both inbound and outbound e-documents use templates that you can create. Sample templates for inbound and outbound e-documents are included in the SuiteApp.

Important: The Electronic Invoicing SuiteApp provides a framework for automating e-documents processing. It does not include native support for any country-specific requirements or e-document standards. But you can create custom country-specific e-document templates and packages using the Electronic Invoicing SuiteApp.

The Electronic Invoicing SuiteApp enables you to track received, converted, generated and sent e-documents through an audit trail on the **E-Document** subtab of a transaction record.

The Electronic Invoicing SuiteApp is available free of charge when used for a single country. To use e-documents across multiple countries, contact your NetSuite account representative to purchase a license.

For more information, see Electronic Invoicing SuiteApp Availability and License Client.

Outbound Electronic Invoicing

Outbound e-documents are generated from NetSuite estimates, invoices, purchase orders, credit memo, cash sale, cash refund, customer payment, and return authorizations using custom outbound e-document templates that you create. A sample outbound e-document template is included in the SuiteApp.

The Electronic Invoicing SuiteApp enables you to generate and send e-documents to your customers, vendors or tax agency, individually or in batches. The default sending method of the outbound electronic invoicing is through email. But you can create custom sending methods like web services or automate the sending of e-documents by deploying scripts.

Before users can generate and send e-documents, an administrator must first create e-document packages and assign them to customer or vendor records. The administrator must also create outbound e-document templates and sending methods and specify the transaction types supported. Outbound e-document templates and sending methods must then be assigned to e-document packages so that users can select them on transaction records.

Inbound Electronic Invoicing

You can receive inbound e-documents from your vendors. Currently, email is the only supported inbound channel. Or you can receive e-documents from portable file storage media or devices from

your vendors. Then, you can manually upload to NetSuite the received XML e-documents, which you will subsequently convert into NetSuite transactions.

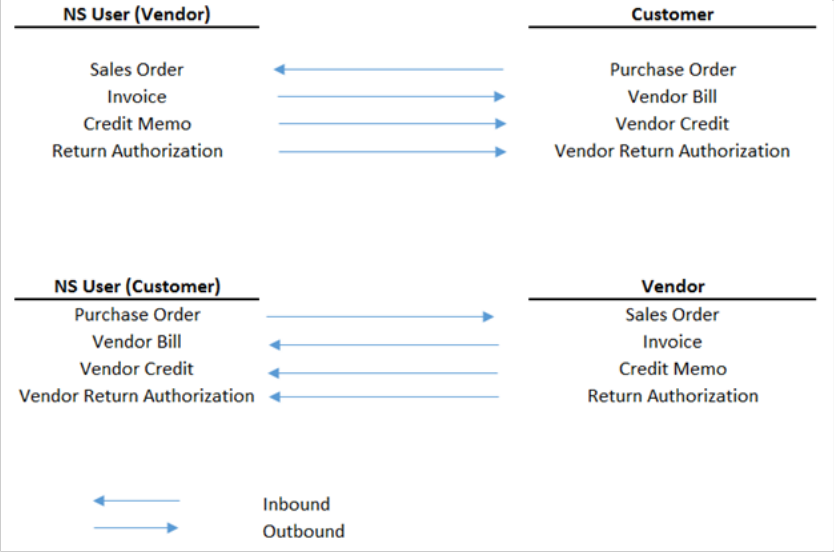
An inbound e-document template must be created in order to convert the received e-documents into supported NetSuite transactions. A sample inbound e-document template is included with the SuiteApp.

For example, a vendor whom you initially sent a purchase order may send you an XML e-document invoice, which you receive and then convert into a vendor bill record in NetSuite.

Transactions and Processes Supported by the Electronic Invoicing SuiteApp

Inbound and outbound transaction types are better understood in the perspective of the NetSuite user, who can either be the vendor or the customer in the conduct of a transaction.

The following diagram illustrates scenarios where transaction types are transformed into other types in the perspective of the NetSuite user along the outbound and inbound e-document process.



Based on the diagram, the NetSuite user can either be a customer or a vendor.

As the vendor (the party selling items or providing services), the NetSuite user can generate and send an outbound XML invoice to a customer.

As the customer (the party buying items or acquiring services), the NetSuite user can generate and send an outbound XML purchase order to a vendor. Subsequently, the NetSuite user may receive an inbound XML invoice from the vendor based on the initial purchase order sent, and then convert the inbound e-document into a vendor bill record in NetSuite.

The following table lists the transaction types currently supported by outbound and inbound electronic invoicing.

Outbound	Inbound
Invoice	Bill

Outbound	Inbound
Purchase Order	
Credit Memo	
Cash Sale	
Cash Refund	
Return Authorization	
Estimate	
Customer Payment	

Important: Currently, support for customer payment in outbound processing is still in release preview status and only accessible to sandbox accounts. Outbound processing of customer payments will be live and available for production accounts by the end of October.

Electronic Documents Dashboard SuiteApp Portlet

The Electronic Documents Dashboard SuiteApp Portlet displays the number of e-documents that are pending a process. Clicking the number under a process opens a results page with a list of e-documents pending a process, or the page for performing an e-document process.

For outbound e-document processing, the left column displays the number of:

- Outbound E-Documents for Generation
- Outbound E-Documents for Sending
- Outbound E-Documents with Errors

  A Send Failed Outbound E-Documents link is included on the outbound column to allow easy searching and resending of outbound e-documents that failed initial sending. For more information, see Sending and Resending E-Documents.

For inbound e-document processing, the right column displays the number of:

- Inbound E-Documents for Conversion
- Convert Failed Inbound E-Documents
- Incomplete Inbound E-Documents

  The inbound column also has a link for manually uploading inbound e-documents. For more information, see Uploading Received XML Files as Inbound E-Documents.

E-document settings for administrator tasks can be accessed from the menu, Setup > E-Documents.

For more information about the e-documents portlet, see Granting Access Permission to the E-Documents Portlet and Displaying the E-Documents Portlet on the Home Page.

Customizations Supported by the Electronic Invoicing SuiteApp

The Electronic Invoicing SuiteApp is designed to support the following customizations:

- Custom sending methods – See Creating E-Document Sending Methods.
- Scheduling of outbound e-document generation – See Deploying the Bulk Generation Script for E-Documents.
- Scheduling of outbound e-document sending - See Deploying the Script for Scheduled Sending of E-Documents
- Scheduling of inbound e-document conversion - See Deploying Automatic Bulk Conversion Script for Inbound E-Documents

Understanding E-Documents and E-Document Packages

The following topics describe e-documents and e-document packages according to how they are used by NetSuite and the Electronic Invoicing SuiteApp.

E-Document

An e-document is a NetSuite transaction represented as an XML document generated according to a specified standard.

E-documents are transmitted to interested external parties, such as customers, vendors, or tax agencies. E-documents can be downloaded or shared through email, or transmitted through a web service or other custom method.

Some countries legally recognize these XML files as official documents, whereas other countries recognize the printed transactions as the officially accepted documents.

For information about currently supported transactions, see Electronic Invoicing Limitations and Best Practices.

E-Document Package

An e-document package defines a set of formats used for various transactions to ensure clear communication between all stakeholders of a specific business process, such as vendors communicating with customers, and vendors communicating with tax authorities.

For example, the PEPPOL e-document package defines all possible transactions between vendors and government agencies (sales orders, invoices, credit memos, return authorizations, and others).

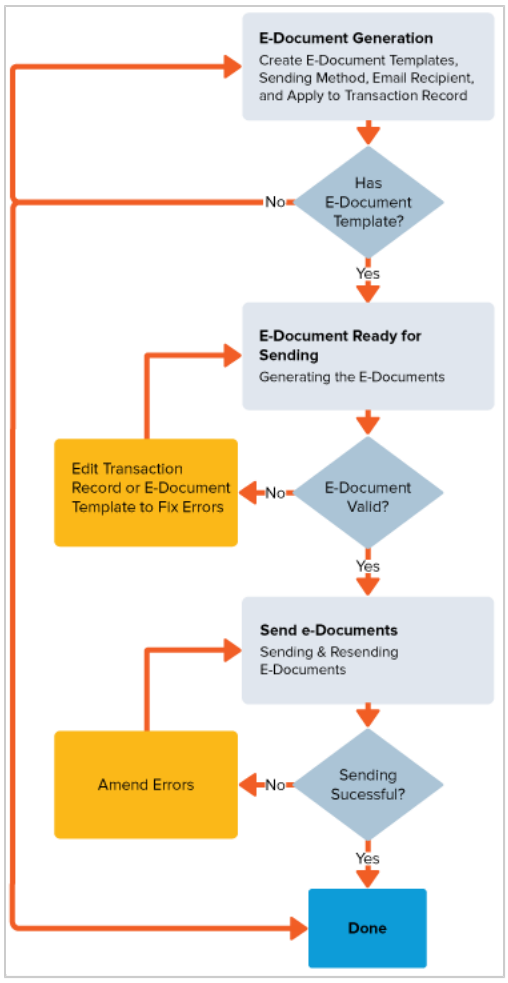
An e-document package specifies the following:

- the file format and template
- the communication medium for transmitting the e-documents
- the process necessary for ensuring authenticity and privacy of the information

An e-document package is usually defined by a tax authority or an industry governing body. Some e-document packages are defined by independent entities such as PEPPOL and ISO.

Outbound Electronic Invoicing Process Flow

The following diagram shows the process flow for outbound electronic invoicing in NetSuite, and the statuses of the e-documents:

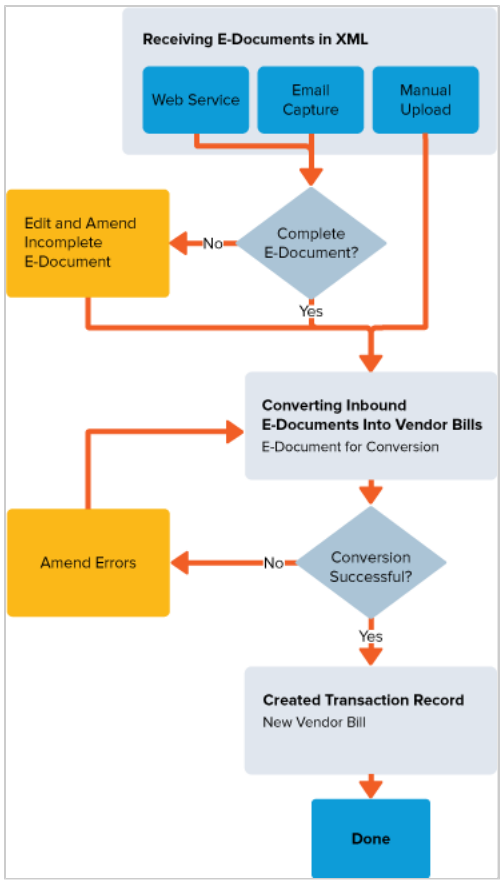


For more information about the process of generating and sending outbound e-documents, read the following topics:

- Overview of Outbound E-Document Processing
- Selecting E-Document Templates and Sending Methods on Transactions
- Generating and Regenerating E-Documents
- Sending and Resending E-Documents

Inbound Electronic Invoicing Process Flow

The following diagram shows the process flow for inbound electronic invoicing in NetSuite, and the statuses of the e-documents:



For more information about the process of receiving and converting inbound e-documents, read the following topics:

- Overview of Inbound E-Document Processing
- Receiving Inbound E-Documents by Email Capture
- Uploading Received XML Files as Inbound E-Documents
- Converting Inbound E-Documents into Transaction Records

E-Document Audit Trail and Statuses

The **E-Document Audit Trail** subtab logs all changes to an e-document. The Audit Trail is available on the **E-Document** subtab of a transaction record. The status describes the current processing state of an e-document.

Outbound E-Document Audit Trail Logs and Statuses

Audit Trail Logs	Resulting Status
Tagged for Generation	For Generation
Generation Failed	Generation Failed
Ready for Sending	Ready for Sending
	Sending

Audit Trail Logs	Resulting Status
Sending Failed	Sending Failed
Untagged for E-Invoice Generation	

The following processes and statuses are displayed for outbound e-documents:

- **For Generation** – An outbound e-document template was selected and the e-document can be generated. It also means the transaction was modified but has not been sent yet.
- **Generation Failed** – The e-document was not generated. Details of e-document generation errors are shown in the **Details** column. You must first fix the errors before you can regenerate an e-document.

  For more information, see Outbound E-Document Generation Errors.
- **Ready for Sending** – The e-document was generated successfully and can be sent to the customer. It also indicates whether the e-document was generated manually or through bulk generation.
- **Sending** - A status of an outbound e-document that is currently being sent.
- **Sending Failed** – The e-document was not sent. Details of e-document sending errors are shown in the **Details** column. You must fix the errors before you can successfully resend an e-document.

  For more information, see Outbound E-Document Sending Errors.
- **Sent** – The outbound e-document was successfully sent. The **Details** column shows the email addresses of the sender and recipient.

  Note: When an e-document is sent, the designated e-document sender's name and email address is displayed as the sender. If you did not designate a sender, the system uses the name and email address of the person who initiated the sending process as the sender of the e-document. For more information, see Selecting a Designated E-Document Sender.
- **Untagged for E-Invoice Generation** – The e-document template was removed from the transaction record. An e-document will not be generated for the transaction record.

Inbound E-Document Audit Trail Logs and Statuses

Audit Trail Logs	Resulting Status
Tagged for Conversion	For Conversion
	Converting
Conversion Failed	Conversion Failed
Converted	Converted
Canceled	Canceled
Cancellation Failed	
Tagged as Incomplete	Incomplete

The following processes and statuses are displayed for inbound e-documents:

- **Tagged for Conversion** — The inbound e-document is ready for conversion into a vendor bill. A vendor, XML file reference, and e-document template have been defined in the inbound e-document.
- **Converting** - A status of an inbound e-document that is currently being converted.
- **Converted** – The inbound e-document was successfully converted into vendor bill.

- **Conversion Failed** – An error occurred and the inbound e-document was not converted. Information about conversion errors can be found in the Details column of the E-Document Audit Trail subtab.
- **Canceled** – The inbound e-document was canceled.
- **Cancellation Failed** – Cancellation of the inbound e-document encountered an error. The inbound e-document was not canceled.
- **Tagged as Incomplete** – The inbound e-document is missing some details or content.

To understand e-document processing, including inbound and outbound process flows, see the following topics:

- Overview of Outbound E-Document Processing
- Overview of Inbound E-Document Processing
- Outbound Electronic Invoicing Process Flow
- Inbound Electronic Invoicing Process Flow

Electronic Invoicing Permissions and Access Levels

The following tables show the permissions and access levels for features provided by the Electronic Invoicing SuiteApp:

Admin and Setup Tasks

Tasks or Functionality	Role and Permission
Creating E-Document Packages	Only the Administrator and Full Access roles can create, edit, or delete e-document packages. All other roles can only view e-document packages.
Creating E-Document Templates	Only the Administrator and Full Access roles can create, edit, or delete e-document template records. All other roles can only view e-document template records.
Creating E-Document Sending Methods	Only the Administrator and Full Access roles can create, edit, or delete e-document sending methods. All other roles can only view e-document sending methods.
Selecting a Designated E-Document Sender	Only the Administrator and Full Access roles can select a designated e-document sender.
Assigning E-Document Packages to Customer or Vendor Records	Roles with access to customer and vendor and contact records can assign e-document packages to customer and vendor records.

Outbound Processing Permissions and Access Levels

Tasks or Functionality	Role and Permission
Defining E-Document Email Recipients	Roles with access to customer and vendor contact records can define e-document email recipients on customer or vendor records.
Generating E-Documents for Single Transactions Regenerating E-Documents for Single Transactions	Roles with access to supported transaction records can generate and regenerate e-documents for single transactions.
Deploying the Bulk Generation Script for E-Documents	Only the Administrator role can configure the script used to generate and regenerate e-documents in bulk.

Tasks or Functionality	Role and Permission
Sending E-Documents for Single Transactions Resending E-Documents for Single Transactions	Roles with access to supported transaction records can send and resend e-documents for single transactions.
Setting Up Custom Roles to Send E-Documents Resending E-Documents in Bulk	The following roles can send and resend e-documents in bulk: ■ A/P Clerk ■ A/R Clerk ■ Accountant ■ Administrator ■ Bookkeeper ■ CFO ■ Full Access An administrator can give custom roles access to the bulk sending feature.

Inbound Processing Permissions and Access Levels

Tasks or Functionality	Role and Permission
Setting Up Custom Roles that Perform Inbound E-Document Conversion	Only the Administrator role can set the permission to perform conversion of inbound e-documents
Uploading Received XML Files as Inbound E-Documents	The following roles can upload inbound e-documents manually: ■ A/P Clerk ■ A/R Clerk ■ Accountant ■ Bookkeeper ■ CFO ■ Full Access ■ Administrator ■ Custom Roles (with permission)
Converting Individual Inbound E-Documents into Vendor Bills Converting an Inbound E-Document Without a Purchase Order Number	The following roles can convert inbound e-documents into transaction records: ■ A/P Clerk ■ A/R Clerk ■ Accountant ■ CFO ■ Full Access ■ Administrator ■ Custom Roles (with permission)
Converting Failed Inbound E-Documents Deploying Automatic Bulk Conversion Script for Inbound E-Documents	The following roles can convert inbound e-documents into transaction records in bulk: ■ A/P Clerk ■ A/R Clerk ■ Accountant ■ Bookkeeper ■ Buyer

Tasks or Functionality	Role and Permission
	■ CFO ■ Full Access ■ Administrator ■ Custom Roles (with permission)
Canceling Inbound E-Documents	The following roles can cancel inbound e-documents: ■ A/P Clerk ■ A/R Clerk ■ Accountant ■ Bookkeeper ■ Buyer ■ CFO ■ Full Access ■ Administrator ■ Custom Roles (with permission)
Step 4 of Prerequisites for Using Electronic Invoicing	Only the Administrator role can designate an employee or group of employees who will receive the email notification upon completion of batch conversion.

Electronic Invoicing SuiteApp Availability and License Client

The Electronic Invoicing SuiteApp enables you to utilize and manage e-documents for various transaction types. The SuiteApp has two major components, inbound and outbound e-document processing. Outbound e-document processing enables you to generate and send e-documents to other parties such as customers, vendors, or tax agencies. Inbound e-document processing enables you to receive e-documents from vendors and then convert them into bills. For more information, see Transactions and Processes Supported by the Electronic Invoicing SuiteApp.

The Electronic Invoicing SuiteApp can be installed for free in any NetSuite account.

For free use without a paid license, you must select a country in the **E-Document Country for Free Use** field on the Company Information page, from Setup > Setup Tasks > Company > Company Information. Ensure that the country you indicated is the same country where you will send e-documents to, and the same default billing country of the vendors you will be receiving e-documents from.

However, if you want to send e-documents to multiple countries and convert e-documents received from other countries, you must purchase a license from your NetSuite account manager.

The NetSuite SuiteApps License Client (Bundle ID: 116144) must be installed before you install the Electronic Invoicing SuiteApp (Bundle ID: 116076).

The NetSuite SuiteApps License Client controls an account's access to the electronic invoicing features. Upon installation, the NetSuite SuiteApps License Client communicates with the NetSuite SuiteApps License Server to obtain active license information. If you have an active license, the E-Document Country for Free Use can be left blank.

If the NetSuite SuiteApps License Client is not installed or your license has expired, you cannot use key features in inbound and outbound e-document processing, such as sending e-documents to multiple countries and converting received e-documents from other countries.

For more information, see the help topic NetSuite SuiteApps License Client.

Electronic Invoicing Limitations and Best Practices

Read the following topics to know the current limitations of the Electronic Invoicing SuiteApp, and to be guided by best practices for setting up and using electronic invoicing features.

Electronic Invoicing Limitations

General limitations of the Electronic Invoicing SuiteApp:

- Only FreeMarker is supported for outbound e-document templates.
- Only the following transaction types are currently supported:
  - Bill
  - Cash sales
  - Cash refunds
  - Credit memos
  - Estimates
  - Invoices
  - Purchase orders
  - Returns
  - Customer payment
- Custom transaction types are not supported.
- Digital signature of e-documents is not supported.
- Mass download of e-documents is not supported.

Limitations in outbound e-document processing:

The system can send an e-document by email to a maximum of 10 recipients for each customer.

Note: The system counts each contact added as a recipient. If you add the same contact multiple times, each instance is considered one recipient.

Limitations in inbound e-document processing:

- Only one XML file and one PDF file reference can be processed per email received.
- Inbound e-documents can only be uploaded manually, one at a time.
- Currently, only vendor bills can be created or converted from inbound e-documents.

Electronic Invoicing Best Practices

Perform the following best practices to prevent errors and performance issues:

- Do not create or add MR script deployments. Maintain the default single script deployments of the Electronic Invoicing SuiteApp, which are: Generate E-Document Content MR, Automatic Send E-Document MR, and Convert Inbound E-Document MR.
- Make sure that the user with Internal ID -5 is an active user; otherwise, issues may be encountered.
  1. To set the -5 user to active, go to Lists > Employees > Employees.
  2. On the Employees page, make sure that the Internal ID column is displayed. If it is not displayed, go to Set Preferences and check the **Show Internal IDs** box under the Defaults section.

3. On the Employees page, check the **Show Inactives** box to display the Inactive column. In the Inactive column, clear the box corresponding to the user with Internal ID -5.
4. Click **Submit**.

- When assigning an e-document package to a customer or vendor, make sure that the customer or vendor has contact records if the e-document package uses an email sending method. To prevent validation errors caused by missing e-document email recipients, it is recommended that you create the contact records first before assigning the e-document package to the customer or vendor.
- When using CSV import to assign e-document packages to customers or vendors, be sure to include email recipients for e-document packages that use an email sending method. The system will encounter an error when sending an e-document that has no email recipient.
- When sending e-documents in bulk, NetSuite recommends that you first make sure that custom roles have the required permissions and access to use the bulk sending feature. See Setting Up Custom Roles to Send E-Documents.
- When sending e-documents in bulk, NetSuite recommends that you use the filters to limit the number of e-documents to process at a time.
- When setting up sending method custom plug-ins:
  - There is no need to include loading of customer and invoice records as well as vendor and purchase order records to retrieve data within your custom plug-in. This information is already provided by the Electronic Invoicing SuiteApp.
  - There is no need to load recipients within your custom plug-in . This information is already provided by the Electronic Invoicing SuiteApp.
  - Avoid loading e-document recipients within your custom plug-in for sending email. When an e-document package with an email sending channel is assigned to a customer or vendor, the Electronic Invoicing SuiteApp automatically performs a validation check to make sure customer or vendor records have recipients with valid email addresses. If your custom plug-in loads e-document recipients, those recipients will not be included in the validation.
  - Be aware of SuiteScript 2.0 governance and time limits. Suitelet limits apply to individual sending. Map function limits (Map/Reduce script type) apply to bulk sending. See the following topics:
    - SuiteScript 2.0 Suitelet Script Type
    - SuiteScript 2.0 Map/Reduce Governance
  - Test your e-document sending plug-ins thoroughly before using them on live data.
  - Avoid data leaks when sending e-documents by email or sending to third party web services. Data leaks can be avoided by making sure codes are properly reviewed. Also make sure you are not sending more information than what is required.
  - Use appropriate and specific error messages in your scripts. Error messages should inform users when a problem occurs, help users understand why the problem occurred, and recommend an action that can fix the problem.

Electronic Invoicing Administrator Guide

Only the Administrator role can install the Electronic Invoicing SuiteApp and set up the custom records and templates required for generating and sending e-documents. The administrator must also deploy the script for generating e-documents in bulk.

The following topics are intended for administrators:

General Setup Tasks

- Installing the Electronic Invoicing SuiteApp
- Prerequisites for Using Electronic Invoicing
- Considerations When Setting Up Electronic Invoicing
- Electronic Invoicing Setup Tasks
- Defining the E-Document Country for Free Use
- Granting Access Permission to the E-Documents Portlet
- Creating E-Document Packages
- Creating E-Document Templates

Outbound E-Document Processing Setup Tasks

- Creating E-Document Sending Methods
- Setting Up an Email Sending Method for E-Documents
- Creating Custom Methods for Sending E-Documents
- Selecting a Designated E-Document Sender
- Deploying the Bulk Generation Script for E-Documents
- Setting Up Custom Roles to Send E-Documents
- Deploying the Bulk Generation Script for E-Documents
- Deploying the Script for Scheduled Sending of E-Documents

Inbound E-Document Processing Setup Tasks

- Electronic Invoicing Inbound Email Capture
- Using Web Services for Inbound Processing
- Setting Up Custom Roles that Perform Inbound E-Document Conversion
- Inbound Validation Plug-ins
- Deploying Automatic Bulk Conversion Script for Inbound E-Documents

See also the following topics:

- Electronic Invoicing Overview
  - Understanding E-Documents and E-Document Packages
  - Electronic Invoicing Permissions and Access Levels
  - Electronic Invoicing Limitations and Best Practices
- Electronic Invoicing Errors
  - Electronic Invoicing Error Codes
  - Outbound E-Document Generation Errors
  - Outbound E-Document Sending Errors

Installing and Setting Up Electronic Invoicing

Read the following topics to understand how to install and set up Electronic Invoicing:

- Prerequisites for Using Electronic Invoicing
- Installing the Electronic Invoicing SuiteApp
- Considerations When Setting Up Electronic Invoicing
- Electronic Invoicing Setup Tasks

- Electronic Invoicing Limitations and Best Practices

Prerequisites for Using Electronic Invoicing

Before installing the Electronic Invoicing SuiteApp, you must complete the following steps:

1. Install the NetSuite SuiteApps License Client (Bundle ID: 116144). For more information, see the help topic NetSuite SuiteApps License Client.

   The NetSuite SuiteApps License Client (Bundle ID: 116144) must be installed before you install the Electronic Invoicing SuiteApp (Bundle ID: 116076). To install, see the help topic Installing a Bundle.

   The NetSuite SuiteApps License Client controls an account's access to the Electronic Invoicing features. Upon installation, the NetSuite SuiteApps License Client communicates with the NetSuite SuiteApps License Server to obtain active license information.

   If the account has an active license, you can use Electronic Invoicing features for multiple countries. If the account does not have an active license, you can still use the Electronic Invoicing SuiteApp for free, but your account can generate and send e-documents to only one country, and convert into vendor bills received e-documents from the same country. See Defining the E-Document Country for Free Use to set up your account for free use of the Electronic Invoicing SuiteApp.

   If the NetSuite SuiteApps License Client is not installed, your account can neither generate and send e-documents nor convert received e-documents into vendor bills.

2. Make sure the following features are enable in your account:
   - Custom Records
   - Advanced PDF/HTML Templates
   - Client SuiteScript
   - Server SuiteScript
   - Web Services

   To enable features, see the help topic Enabling Features.

3. Make sure the Company Information page has a return email address.

   Important: If the **Return Email Address** field is blank, the system will encounter script errors when accessing Electronic Invoicing features.

   a. Go to Setup > Company > Company Information.
   b. In the **Return Email Address** field, enter a valid email address for the company.
   c. Click **Save**.

   Note: If you have a OneWorld account , you must set up the Return Email per subsidiary that uses the Electronic Invoicing SuiteApp.

4. Define the Recipient of E-Document Notifications on the Company Information page.

   a. Go to Setup > Company > Setup Tasks > Company Information.
   b. In the **Recipient of E-Document Notifications** field, enter the email of the user whom you want to receive notifications about e-document processing.
   c. Click **Save**.

   If no notification recipient is defined, the system will send notifications about e-document processes to all active administrators.

Installing the Electronic Invoicing SuiteApp

1. Make sure all prerequisites are met. See Prerequisites for Using Electronic Invoicing.
2. Go to Customization > SuiteBundler > Search & Install Bundles.
3. In the Keywords box, enter the bundle ID or name:
   - Bundle ID: 116076
   - Bundle Name: Electronic Invoicing
4. Click **Search**.
5. Click the link for the Electronic Invoicing SuiteApp.
6. On the Bundle Details page, click **Install**.

The Electronic Invoicing SuiteApp is a managed SuiteApp. When improvements or new features are added to the SuiteApp, your account is automatically updated.

But in sandbox, the update is not automatic. Your administrator must manually update the SuiteApp to get the latest version.

For information on purchasing a license for the Electronic Invoicing SuiteApp, contact your NetSuite account representative.

Considerations When Setting Up Electronic Invoicing

Before you set up an account to use the Electronic Invoicing SuiteApp, it is recommended that you consider the following questions to help you decide on the settings to apply:

For outbound e-document processing:

- To whom should I send my e-documents?
- What e-document templates do I need to use?
- How do I want to send my e-documents to stakeholders?
- Do I want to generate outbound e-documents one by one or in bulk?

For inbound e-document processing:

- From whom should I receive e-documents?
- How do I want to receive the inbound e-documents from vendors or other parties?
- Do I want to convert inbound e-documents into vendor bills, one by one or in bulk?

Be sure to also read Electronic Invoicing Limitations and Best Practices.

Electronic Invoicing Setup Tasks

After installing the Electronic Invoicing SuiteApp, an administrator must accomplish some common setup tasks. As the Electronic Invoicing SuiteApp is composed of two major components, the administrator must also complete specific setup tasks for outbound e-document processing and inbound e-document processing. Some inbound and outbound settings have a common record.

Common Setup Tasks for Outbound and Inbound E-Document Processing:

1. Install the Electronic Invoicing SuiteApp.
2. Define the country for free use (required only if you choose not to purchase a license). See Defining the E-Document Country for Free Use.

3. Create an e-document package and assign it to customer records (for outbound) or vendor records (for inbound). An e-document package record contains inbound and outbound e-document templates, outbound e-document sending methods, and inbound validation plug-in. See Creating E-Document Packages.
4. Create e-document templates. An e-document template record contains templates for both outbound and inbound processing. See Creating E-Document Templates.

Setup Tasks for Outbound Processing:

1. Create e-document sending methods. See Creating E-Document Sending Methods.
2. (Optional) Select a designated e-document sender. See Selecting a Designated E-Document Sender.

Setup Tasks for Inbound Processing:

1. (Optional) Create an inbound e-document validation plug-in. See Inbound Validation Plug-ins.
2. (Optional) Create an XSD file for automatic template selection. See Understanding XSD in Inbound E-Document Templates.
3. Enable the Email Capture Plug-in. See Electronic Invoicing Inbound Email Capture.
4. (Optional) Use web services to receive inbound e-documents. See Using Web Services for Inbound Processing
5. Update item records.
6. Update vendor records.
7. Define the schedule for automatic bulk conversion. See Deploying Automatic Bulk Conversion Script for Inbound E-Documents.

Defining the E-Document Country for Free Use

The Electronic Invoicing SuiteApp can be used for free if you intend to send e-documents to only one country.

To set up your account for free use of the Electronic Invoicing SuiteApp, you must go to the Company Information page and define the country to which you will be sending e-documents.

This is the first step in setting up your account so that you can generate e-documents and send them to customers or vendors. You can send e-documents only to those customers whose country billing addresses match the e-document country for free use.

To define the e-document country for free use:

1. Go to Setup > Company > Company Information.
2. In the **E-Document Country for Free Use** field, select the country to which you want to send e-documents. This setting applies to all subsidiaries of the parent company. If you have a license for multi-country use of the Electronic Invoicing SuiteApp, this field is disabled.
3. Click **Save**.

After defining the e-document country for free use, you can create e-document packages. See Creating E-Document Packages.

Granting Access Permission to the E-Documents Portlet

Roles that have default permissions to access and perform e-document processes, will be able to add and display the e-documents portlet on the Home page. These roles include:

- AR Clerk
- AP Clerk
- Accountant
- Administrator
- Bookkeeper
- CFO
- Full Access
- Custom Role for Accounting Center.

To grant roles the access permission to the e-documents portlet:

1. Go to Customizations > Scripting > Script Deployments.
2. On the Script Deployments page, click the Filters plus sign (+) to display the filters. In the **Type** filter, select **Portlet** from the dropdown list.
3. Click the Edit link of the E-Document Dashboard PT script.
4. On the script deployment page of the portlet, go to the **Audience** subtab. In the **Roles** dropdown list, select the roles that you want to grant permission to access the e-documents portlet.
5. Click **Save**.

Creating E-Document Packages

An administrator must first create e-document packages so that users can assign them to customer and vendor records.

An e-document package defines the e-document templates and sending methods to be used for the customer's or vendor's transactions.

The Electronic Invoicing SuiteApp includes a default e-document package record to which you can associate e-document templates and sending methods. The default e-document package cannot be edited or deleted.

To create an e-document package:

1. Go to Setup > E-Documents > E-Document Package > New.
2. In the **Name** field, enter a name for the e-document package.
3. In the **Inbound Validation Plugin** field, select a validation plug-in.

   for more information on the validation plug-in, see Inbound Validation Plug-ins.
4. (Optional) In the **Description** field, enter text that describes this e-document package.
5. Click **Save**.

You can now assign e-document templates and sending methods to the e-document package. For more information, see Creating E-Document Templates and Creating E-Document Sending Methods.

Creating E-Document Templates

In outbound processing, the e-document template maps what data in a NetSuite transaction record will populate which elements in the XML file that will be generated and sent to customers or vendors.

In inbound processing, the opposite is implemented. The e-document template maps what elements in the received XML file will populate which data fields in the NetSuite transaction record that will be created from the XML file.

Both outbound and inbound e-document templates can be created on the E-Document Templates record. In this record, you can define the name of the e-document template, the e-document package that the template will be applied to, the applicable transaction types for the template, and the template content.

The template content is different for an outbound and inbound transaction. An outbound e-document template should have content in XML, whereas an inbound e-document template will have content as JSON objects for the field mapping.

An e-document template can be used for both outbound and inbound e-documents, given that the right transaction types are selected and the template content for both outbound and inbound are defined. You can create or customize e-document templates for each country you do business in or for certain industries, according to specified standards.

Use FreeMarker to create the template content for both outbound and inbound e-documents. For more information about scriptable templates and FreeMarker, see the following topics:

- Scriptable Templates
- FreeMarker Data Model
- FreeMarker Syntax

Or, you can customize the sample outbound and inbound e-document templates included with the Electronic Invoicing SuiteApp.

The sample outbound template is based on the Brazil NF-e standard. It can be downloaded from the File Cabinet in the Sample Templates folder of the SuiteApp in Documents > File Cabinet > SuiteBundles > Bundle 116076. The following table lists the sample e-document templates and details.

Filename	Description
customer_payment_sample.xml	sample outbound e-document template with tags for customer payment
inbound_template_expenses_items_sample.txt	sample inbound e-document template with tags for items and expenses
inbound_template_sample.txt	sample inbound e-document template with tags for items only
NFe_sample.xml	sample outbound e-document template for Brazil

To create an e-document template:

1. Go to Setup > E-Documents > E-Document Templates > New.
2. In the **Name** field, enter a name for the template.
3. (Optional) In the **Description** field, enter text that describes this template.
4. In the **E-Document Package** field, select the e-document package this template should be associated with.

   For more information, see Creating E-Document Packages.
5. In the **Transaction Type** field, select one or more transaction types for which this template will be used. To select multiple transaction types, press and hold the **Ctrl** key while selecting the transaction types.

> **Note:** Make sure that you select the right transaction type that match the template you are creating. If you are creating an outbound template, you must select transaction types that are applicable to outbound processing. See Transactions and Processes Supported by the Electronic Invoicing SuiteApp to know which transaction types you can select.
>
> Selecting a transaction type for either outbound or inbound will make its corresponding Template Content field required. For example, if you select the outbound transaction type Invoice, the XML Template for Outbound E-Documents field will be required. On the other hand, if you select Bill, which is an inbound transaction type, the JSON Field Mapping for Inbound E-Documents will be required.
>
> The selected transaction types cannot be modified after the template has been used in a transaction. You must remove the e-document template from the transaction before you can modify this field.

6. Under the Template Content section, do the following:
   - If you selected transaction types for outbound processing, enter the XML content of the outbound e-document template in the **Template for Outbound E-Documents** field.
   - If you selected transaction types for inbound processing, enter JSON content in the **Field Mapping for Inbound E-Documents** field. For more information about the inbound e-document template in JSON format, see Understanding Inbound E-Document Templates in JSON Format.

     If the template record you are creating is for both outbound and inbound transaction types, make sure that you enter content in both Template for Outbound E-Documents, and Field Mapping for Inbound E-Documents fields. Otherwise, error messages will be displayed when you save the template record.
7. Create an XSD file to enable the system to automatically assign the right template to a received XML file after validating mandatory tags and attributes in the XML document. For more information and a sample of the XSD file, refer to Understanding XSD in Inbound E-Document Templates.

   After creating the XSD file, upload it to the File Cabinet.

   Return to the E-Documents Templates page, and under Template Content, select the XSD file you created from the **XSD File** dropdown field.
8. (Optional) Add path and regex validation expressions to use for validating the template.

   There is no need to add `node()` at the end to get the value.

   See XPath and Regex Examples for E-Document Templates.
9. Click **Save**.

After creating the e-document template, you can include it in an e-document package, which is then assigned to a customer or vendor. See Creating E-Document Packages

XPath and Regex Examples for E-Document Templates

The examples provided in the table can be used to validate the following sample template:

```
<document>
<buyer>Abuyer</buyer>
<amount>100</amount>
<items>
<item><id>1</id><name>Mouse</name></item>
<item><id>2</id><name>Keyboard</name></item>
```

```
<item><id>3.0</id><name>Monitor</name></item>
<count>3.0</count>
</items>
</document>
```

The following table contains sample xpath and regex validation expressions:

Xpath	Regex validation expression	Description	Values for validation	Validation result
"document/buyer"	/^.+$/	The value cannot be blank	Abuyer	Pass
"document/amount"	/^\d+\.\d{0,4}$/	The value is a decimal with up to 4 decimal places	100	Fail
"document/items/item/id"	/^\d+$/	The value is a whole number	Each value will be validated	
			1	Pass
			2	Pass
			3.0	Fail
"document/items/count"	/^\d+(\.*\d{0,2}){1}$/	The value is a whole number or a decimal number with up to 2 decimal places	3.0	Pass

For more information about xpath and regex validations, go to the w3schools website:

- w3schools xpath tutorial
- w3schools regex tutorial

Understanding Inbound E-Document Templates in JSON Format

Implementing an inbound e-document template enables the system to map which elements in the received XML file will provide data to which fields in the vendor bill record to be created from the XML file.

An inbound e-document template is in JSON format. For more information on JSON objects, go to the w3schools website JSON Introduction.

The bundle also includes a sample JSON template that can be used for parsing XML inbound e-documents for conversion into vendor bills. You can download the sample JSON template from the File Cabinet. The JSON inbound template contains the mapping to basic bill information:

- tranid
- trandate
- currency
- memo
- item
  - vendorname/vendorcode
  - amount
  - rate
  - quantity

- description
- tax1amt

- createdfrom

Note: The alias for the inbound XML e-document object is 'XML'. Use this when mapping the XML elements to keys. For example, ${XML.ParentElement.ChildElement}.

You can use or customize the sample JSON template that contains the mapping to basic vendor bill information:

```
{
   "tranid": "${XML.Invoice.InvoiceHeader.InvoiceNumber}",
   "trandate": "${XML.Invoice.InvoiceHeader.InvoiceDate}",
   "currency": "${XML.Invoice.InvoiceHeader.Currency}",
   "memo": "${XML.Invoice.InvoiceHeader.Memo}",
   "createdfrom": "${XML.Invoice.InvoiceHeader.PONumber}",
   "item":[
      <#list XML.Invoice.InvoiceDetails.InvoiceItem as item>
      {
         "vendorcode": "${item.ItemName}",
         "quantity": "${item.Quantity}",
         "rate": "${item.UnitPrice?replace("$", "")}",
         "amount": "${item.LineItemSubtotal?replace("$", "")}",
         "description": "${item.Description}",
         "taxlamt": "${item.TaxAmount?replace("$", "")}"
      }
      <#if item_has_next>,</#if>
          </#list>  ],
   "expense":[
      <#list XML.Invoice.InvoiceDetails.InvoiceExpense as expense>
      {
         "amount": "${expense.Amount?replace("$", "")}",
         "memo": "${expense.Description}"
      }
      <#if expense_has_next>,</#if>
          </#list> ]
}
```

`tranid`, `trandate`, `currency`, `memo`, `item`, `expense` and `createdfrom` are called key names. Every key name must correspond to a field ID in the vendor bill record to be created from the received XML file. The key name is the reference that points to a field in the vendor bill record. Each key name must extract a value from the received XML file. The value of the key name will be the data that will be entered in the corresponding field of the vendor bill record.

`tranid` is a required key, used as reference number of the vendor bill. `item` is another required key name that is an array of JSON objects with details of each item in the vendor bill.

`createdfrom` is a key name used if the vendor bill record to be created is from a Purchase Order. `createdfrom` will take up the value of the PO# of the source purchase order.

`item` is another required key name that is an array of JSON objects with details of each item in the vendor bill. Under `item` is `vendorcode`, which is a required key name if the Multiple Vendor feature is enabled. `vendorcode` maps to the code assigned to a specific vendor of an item. If the Multiple Vendor feature is not enabled, the `vendorname` key name must be used. `vendorname` maps to the vendor name/code field of an item.

`expense` is also an array of JSON objects that takes each expense in the vendor bill. Under `expense` are the `amount` and `memo` key names.

Note: Ensure that your item records are updated and must have unique `vendorname` or `vendorcode`. Also, you must specify the Default Expense Account in the vendor record if you expect to receive bills for expense lines.

At least the required key names must be present in an inbound e-document template. You must not change or edit required key names.

If you have custom records or fields, you can create your own key names that correspond to the field IDs of those custom fields. But make sure that your custom key names have data to extract from the XML files that you will receive from your vendors or other parties.

After setting up the key names and values of your JSON template, you can now implement it as an inbound e-document template. For more information, refer to step 6 of Creating E-Document Templates.

Understanding XSD in Inbound E-Document Templates

The XSD file or XML Schema is a text file that defines and validates what XML elements and attributes must be present in the received XML, before it is uploaded as an inbound e-document record. After the received XML file is validated, the system assigns an e-document template to it. The first matched e-document template will be assigned to the newly created inbound e-document.

The following is a sample XSD that you can use as a reference in creating your own XSD file:

```
<xs:element name="edoc" type="edocType"/>

   <xs:complexType name="edocType">
      <xs:sequence>
         <xs:element name="tranid" type="xs:string"/>
         <xs:element name="po" type="xs:integer"/>
         <xs:element name="memo" type="xs:string"/>
         <xs:any processContents="skip" minOccurs="0"/>
      </xs:sequence>
   <xs:attribute name="version" type="xs:string" use="required" fixed="1.1"/>
</xs:complexType>

</xs:schema>
```

This sample XSD validates an XML document for the following:

- The root element is `edoc` is present, which must have an attribute `version`, with a value of `1.1`.
- The `edoc` element must have `tranid`, `po`, and `memo` elements in the correct order, where:
  - `tranid` is a string
  - `po` is an integer
  - `memo` is a string

If this sample XSD is used, a received XML file must contain all the elements and attributes defined in the XSD. If it does, the E-Document Template record that the XSD is a part of, will be applied to the received XML file, which is then uploaded as an inbound e-document record. Other elements and attributes can be present in the received XML file in addition to the required ones defined in the XSD. You can define your own mandatory elements and attributes in the XSD file you will create.

Editing E-Document Templates

To edit e-document templates, go to Setup > E-Documents > E-Document Templates. Open the e-document template in edit mode and modify information as needed, then click **Save**.

Note: The **Transaction Type** field in the e-document template becomes unavailable if the e-document template has already been assigned to one or more transaction records. This field remains unavailable unless you remove the e-document template from all transactions.

Creating E-Document Sending Methods

An administrator must create e-document sending methods so that they can be available for selection on the transaction record and the e-document package record.

Before users can send e-documents, an administrator must first assign sending methods to the e-document package record. This will enable users to select an e-document sending method on the **E-Document** subtab of the customer's transaction records.

An administrator can select an employee whose name and email address should appear as the sender of e-documents sent by your company or subsidiary. Selecting a designated e-document sender is optional. If there is no designated sender, the system uses the name and email address of the user who sent the e-document as the sender. See Selecting a Designated E-Document Sender.

To create sending methods, see the following topics:

- Setting Up an Email Sending Method for E-Documents
- Creating Custom Methods for Sending E-Documents
  - Creating a Script for Sending E-Documents
  - Creating an E-Document Sending Method Record
  - Editing an E-Document Sending Method Record

Setting Up an Email Sending Method for E-Documents

Note: The system can send an e-document by email to a maximum of 10 recipients for each customer or vendor. The system counts each contact added as a recipient. If you add the same contact multiple times, each instance is considered one recipient.

You can send e-documents by email using the **NetSuite Email** sending method included in the Electronic Invoicing SuiteApp. This sending method is automatically associated with the default e-document package record also provided by the SuiteApp, and cannot be associated with any other e-document package. Also, the **NetSuite Email** sending method cannot be edited or deleted.

Before you can send e-documents by email to a customer or vendor, the customer or vendor record must be assigned an e-document package that has an email sending channel. You must also define the email recipients for your customer or vendor. For information, see Creating E-Document Packages and Defining E-Document Email Recipients.

After you send e-documents by email, the system sends you a notification informing you that the e-document sending process is finished. If there are errors found, an error report is included in the notification.

The **E-Document Audit Trail** subtab under the **E-Document** subtab of the transaction shows one of the following statuses to indicate whether the e-document was sent successfully or not:

- **Sent** – This status means the e-document was successfully sent. The **Details** column shows the email addresses of the sender and recipients.
- **Sending Failed** – This status means the e-document was not sent. Information about sending errors are shown in the **Details** column. You must fix the errors before you can successfully resend the e-document.

  For more information, see Outbound E-Document Sending Errors.

Creating Custom Methods for Sending E-Documents

An administrator can create various custom methods for sending e-documents to different customers and vendors.

To create a custom method for sending e-documents, you first create an e-document sending method script and then create an e-document sending method record for that script.

After custom methods are created, they become available for selection on e-document package records and transaction records.

See the following topics:

- Creating a Script for Sending E-Documents
- Creating an E-Document Sending Method Record
- Editing an E-Document Sending Method Record

Creating a Script for Sending E-Documents

An e-document sending method script must be a JavaScript file that is compatible with SuiteScript 2.0.

The script must return an object with the following function:

send(scriptContext)

Description	Executed when sending an e-document.
Returns	A result object.
Since	Version 2015 Release 2

Parameters

Note: The `scriptContext` and `result` parameters are JavaScript objects.

Parameter	Type	Required / Optional	Description	Since
`scriptContext.scriptId`	string	required	The ID of the document in the file cabinet	Version 2015 Release 2
`scriptContext.sendMethodId`	string	required	The ID of the customer's or vendor's selected sending method	Version 2015 Release 2
`scriptContext.eInvoiceContent`	string	required	The e-document content as a string	Version 2015 Release 2

Parameter	Type	Required / Optional	Description	Since
			Note: This content is the generated e-document.	
`scriptContext.customer.id`	string	required	The ID of the customer	Version 2015 Release 2
`scriptContext.customer.recipients`	array of string	optional	The email addresses of the recipients of the e-document	Version 2015 Release 2
`scriptContext.transaction.id`	string	required	The ID of the e-document transaction **Note:** The transaction id specified here is the ID of the document from which the e-document was generated.	Version 2015 Release 2
`scriptContext.transaction.number`	string	required	The document number of the e-document transaction	Version 2015 Release 2
`scriptContext.transaction.poNum`	string	optional	The PO/check number of the e-document transaction	
`scriptContext.sender.id`	string	required	The ID of the designated sender of the e-document	Version 2015 Release 2
`scriptContext.sender.name`	string	required	The name of the designated sender of the e-document	Version 2015 Release 2
`scriptContext.sender.email`	string	required	The email address of the designated sender of the e-document	Version 2015 Release 2

```
/**
 * @NApiVersion 2.x
 * @NModuleScope Public
 */
define(["N/record"], function(record, error) {
    return {
        /**
        * send - Sample implementation: This will copy the e-document content to the document's

        Memo field
        *
        * @param {Object} plugInContext
        * @param {String} plugInContext.scriptId
        * @param {String} plugInContext.sendMethodId
        * @param {String} plugInContext.eInvoiceContent
        *
        * @param {Object} plugInContext.customer
        * @param {String} plugInContext.customer.id
        * @param {String[]} plugInContext.customer.recipients
        *
        * @param {Object} plugInContext.transaction
```

```
        * @param {String} plugInContext.transaction.id
        * @param {String} plugInContext.transaction.number
        * @param {String} plugInContext.transaction.poNum
        *
        * @param {Object} plugInContext.sender
        * @param {String} plugInContext.sender.id
        * @param {String} plugInContext.sender.name
        * @param {String} plugInContext.sender.email
        *
        *
        * @returns {Object} result
        * @returns {Boolean} result.success: determines
        * @returns {String} result.message: a failure message
        */
        send: function(plugInContext) {
            var result = {
                success: true,
                message: "Success"
            };
            try {
                var rec = record.load({
                    type: record.Type.INVOICE,
                    id: plugInContext.transaction.id,
                });
                rec.setValue({
                    fieldId: "memo",
                    value: [
                        "Script ID: " + plugInContext.scriptId,
                        "Customer: " + plugInContext.customer.name,
                        "Transaction: " + plugInContext.transaction.number,
                        "Sender: " + plugInContext.sender.name,
                        "Recipients: " + plugInContext.customer.recipients.join("\n"),
                        "Content: " + plugInContext.eInvoiceContent].join("\n\n")
                });
                rec.save();
            } catch (e) {
                result.success = false;
                result.message = "Failure";
            }
            return result;
        }
    };
});
```

Important: To prevent permission errors, make sure the sending method script has the **@NModuleScope Public** JSDoc tag.

Creating an E-Document Sending Method Record

You must create an e-document sending method record for each custom e-document sending method script.

To create an e-document sending method record:

1. Go to Setup > E-Documents > E-Document Sending Methods > New.

2. In the **Name** field, enter a name for the e-document sending method.
3. In the **E-Document Package** field, select the e-document package you want to associate this sending method with. For more information, see Creating E-Document Packages.
4. In the **E-Document Sending Script** field, select the e-document sending script for this method.
5. In the **Sending Channel** field, enter the sending channel to use for this method. For example, **email**, **SOAP** or **REST**.

   > **Note:** If the sending channel is **email** (case-sensitive), the system validates the email recipients upon saving the customer or vendor record and when sending the e-document.

6. In the **Transaction Type** field, select one or more transaction types for which this sending method will be used. To select multiple transaction types, press and hold the **Ctrl** key while selecting the transaction types.

   The Transaction Type field only displays the transaction types applicable to or supported by outbound e-document sending, which include:

   - Cash refund
   - Cash sale
   - Credit memo
   - Estimate
   - Invoice
   - Purchase order
   - Return authorization
   - Customer payment

   For more information, see Transactions and Processes Supported by the Electronic Invoicing SuiteApp.

   > **Note:** The selected transaction types cannot be modified after the sending method has been used in a transaction. You must remove the e-document sending method from the transaction before you can modify this field.

7. Click **Save**.

   This sending method can now be selected on e-document package records.

   If the **Inactive** box is checked, this record will not be available for selection.

Editing an E-Document Sending Method Record

To edit an e-document sending method record, go to Setup > E-Documents > E-Document Sending Methods. Open the e-document sending method in edit mode and modify information as needed, then click **Save**.

> **Note:** The **Transaction Type** field in the e-document sending method is disabled if the e-document sending method has been assigned to one or more transaction records. To enable the field, you must remove the e-document sending method from all transactions.

Selecting a Designated E-Document Sender

An administrator can select an employee whose name and email address should appear as the sender of e-documents sent by your company or subsidiary. This task is optional. If there is no designated

sender, the system uses the name and email address of the user who sent the e-document as the sender.

To select a designated e-document sender:

1. Go to Setup > Company > Company Information.

   If you have a OneWorld account, go to Setup > Company > Classifications > Subsidiaries, and click the edit link to open a subsidiary record.
2. In the **E-Document Sender** field, select an employee.
3. Click **Save**.

Setting Up Custom Roles to Send E-Documents

The following standard roles can send and re-send e-documents in bulk:

- A/P Clerk
- A/R Clerk
- Accountant
- Administrator
- Bookkeeper
- CEO
- CFO
- Custom Accountant
- Full Access
- Retail Clerk

An administrator can give custom roles access to the bulk sending feature. The following conditions must be met to enable a custom role to send e-documents in bulk:

- The custom role has been added to the script audience for the **Outbound E-Invoicing Form SU** script.
- The custom role has Edit permissions for the transaction types for which your company generates and sends e-documents.
- The custom role has Edit permission for the Add E-Document Sending Batch custom record.

To grant custom roles access and permissions to send e-documents:

1. Add the custom roles to the script audience by performing the following steps:.
   a. Go to Customization > Scripting > Script Deployments.
   b. Click the Edit link of the script named **Outbound E-Invoicing Form SU**.
   c. On the **Audience** subtab, in the **Roles** field, select the custom roles that you want to give access to.
   d. Click **Save**.
2. Add the required permissions to custom roles by performing the following steps:
   a. Go to Setup > Users/Roles > Manage Roles.
   b. Click the Edit link of the custom role that you want to modify.
   c. Add permission to edit transaction types:
      i. On the **Permissions** subtab, go to the **Transactions** subtab.
      ii. In the **Permission** column, on a blank row, select a transaction type.

iii. In the **Level** column, select **Edit**.
iv. Click **Add** to add the row.
v. Add other transaction types that the custom role must have access to.

d. Add permission to edit the custom record used for bulk sending:
i. On the **Permissions** subtab, go to the **Custom Record** subtab.
ii. In the **Record** column, on a blank row, select **Add E-Document Sending Batch**.
iii. In the **Level** column, select **Edit**.
iv. In the **Restrict** column, select **Editing Only**.
v. Click **Add** to add the row.

e. Click **Save** to save the changes to the custom role.

Deploying the Bulk Generation Script for E-Documents

The Electronic Invoicing SuiteApp enables an administrator to deploy a script to generate multiple e-documents at a specific time, instead of generating e-documents for each transaction manually.

By default, the script's status is set to **Not Scheduled**. The administrator can set a schedule for the script to generate e-documents in bulk.

Note: Only an administrator can view, edit, and run the **Generate E-Document Content** script included in the SuiteApp.

The script generates e-documents for transactions that have the following e-document statuses:

- **For Generation** – The script generates e-documents for transaction records that have e-document templates.
- **Generation Failed** – The script regenerates e-documents for transaction records with assigned e-document templates that previously encountered errors during generation. Errors must be fixed before e-documents can be regenerated. For more information, see Outbound E-Document Generation Errors.

After the system generates e-documents, it updates the value in the **E-Document Status** field on the **E-Document** subtab of each transaction record. The field shows one of the following values:

- **Ready for Sending** – This status means the e-document was generated successfully and can be sent to the customer or vendor.
- **Generation Failed** – This status means the e-document was not generated. Information about generation errors are shown in the **Details** column of the **E-Document Audit Trail** subtab. The user must first fix the errors before the e-document can be regenerated for the transaction record.

Note: If e-document generation fails, NetSuite does not send an email notification to the administrator. Instead, it sends an email notification containing the error details to the user who created the transaction record. The user must fix the errors before an e-document can be regenerated for the transaction record.

For more information about generation errors, see Outbound E-Document Generation Errors.

See also Generating and Regenerating E-Documents in Bulk.

To deploy the bulk generation script for e-documents:

1. Go to Customization > Scripting > Script Deployments.

2. Click the Edit link of the **Generate E-Document Content MR** script.
3. Clear the **Deployed** check box if you do not want to deploy the script yet. A script will not run in NetSuite until the **Deployed** check box is selected.
4. Select a status in the **Status** field:
   - Testing
   - Not Scheduled
   - Scheduled

   For more information, see the help topic Setting Script Deployment Status.
5. Choose an event type on the **Schedule** subtab:
   - **Single event** – The script generates e-documents only one time.
   - **Daily event** – Enter the interval between days if this event is every day or every few days, or select every weekday if this event is every day except Saturdays and Sundays.

     Enter 1 as the interval if this event is every day, for example, or enter 2 if the event is every other day.
   - **Weekly event** – Enter the interval between weeks, and select the day of the week this event repeats on.
   - **Monthly Event** – If you want to generate e-documents on the same day of every month or every few months, enter the date the generation of e-documents repeats, and select the interval between months.

     If you want to generate e-documents on the same day of the week every month or every few months, select the week, the day of the week, and enter the interval between months.
   - **Yearly Event** – If you want to generate e-documents one time every year, select the month and day to generate e-documents, or select the week, day, and month.
   - **Start Date** – You must enter the date you want to schedule the generation of e-documents for.
   - **Start Time** – Enter the time you want the generation of e-documents to start.
   - **Repeat** – Select how often you want the script to generate e-documents. On the day the script is scheduled to run, e-documents are generated at the specified **Start Time** and repeat every *n* hours until midnight.
   - **End By** – Set the date the script stops generating e-documents.

     If you are scheduling a single event, e-documents will be generated on the date entered in the **Start Date** field.

     If you are scheduling a repeat event, e-documents will be generated according to the schedule you set starting on the date entered in the **Start Date** field and ending on the date entered in the **End By** field.
   - **No End Date** – Check this box if you want to repeat the schedule indefinitely.
6. Click **Save and Execute** to generate e-documents immediately. Click **Save** to generate e-documents according to the schedule you chose.

Deploying the Script for Scheduled Sending of E-Documents

Like the script for generating e-documents in bulk, the Electronic Invoicing SuiteApp also has a script for automatic scheduled sending of outbound e-documents. The script sends only outbound e-documents whose status is Ready for Sending.

Note: By default, only the administrator can view, edit, and run the Automatic Send E-Document MR script included in the SuiteApp, because the administrator has the permission to view, edit and run Script Deployment records.

By default, the script's status is set to Not Scheduled. The administrator can set a schedule for the script to send outbound e-documents.

To deploy the script for scheduled sending of e-documents:

1. Go to Customization > Scripting > Script Deployments
2. Click the Edit link of the **Automatic Send E-Document MR** script.
3. Clear the **Deployed** check box if you do not want to deploy the script yet. A script will not run in NetSuite until the Deployed check box is selected.
4. Select a status in the **Status** field:
   - Testing
   - Not Scheduled
   - Scheduled

   For more information, see the help topic Setting Script Deployment Status.
5. Choose an event type on the **Schedule** subtab:
   - **Single Event** – The script sends outbound e-documents only one time.
   - **Daily Event** – Enter the interval between days if this event should occur every day or every few days, or select every weekday if this event should occur every day except Saturdays and Sundays. For example, enter 1 as the interval if this event should occur every day, or enter 2 if the event should occur every other day.
   - **Weekly Event** – Enter the interval between weeks, and select the day of the week this event should be repeated.
   - **Monthly Event** – If you want to send e-documents on the same day of every month or every few months, enter the date when you want e-document sending to repeat and then select the interval between months. If you want to send e-documents on the same day of the week every month or every few months, select the week, the day of the week, and enter the interval between months.
   - **Yearly Event** – If you want to send e-documents one time every year, select the month and day, or select the week, day, and month.
   - **Start Date** – You must enter the date when you want to schedule the sending of e-documents .
   - **Start Time** – Enter the time when you want the sending of e-documents to start.
   - **Repeat** – Select how often you want the script to send e-documents. On the day the script is scheduled to run, e-documents will be sent at the specified Start Time and the process repeats every n hours until midnight.
   - **End By** – Set the date when the script should stop sending e-documents.

     If you are scheduling a single event, e-documents will be sent on the date entered in the Start Date field.

     If you are scheduling a repeat event, e-documents will be sent according to the schedule you set, starting from the date entered in the Start Date field and ending on the date entered in the End By field.
   - **No End Date** – Check this box if you want to repeat the schedule indefinitely.
6. Click **Save and Execute** to send e-documents immediately. Click **Save** to send e-documents according to the schedule you chose.

The script automatically searches for outbound e-documents whose status are Ready for Sending, and then sends them. After the outbound e-documents are sent, their status is changed to either Sent or Sending Failed. Details of any error during sending are recorded in the E-Document Audit Trail. Error notification is sent to the Recipient of E-Document Notifications. If Recipient of E-Document Notifications has not been defined yet, the notifications are sent to active administrators. The notification has a CSV file attached containing details of the error.

Electronic Invoicing Inbound Email Capture

Inbound electronic invoicing supports the capturing of vendor invoices in XML format sent through email. This means your vendors can send you invoices in XML through email, which you can directly view as inbound e-document records.

When the system receives email with an XML invoice attached, it first determines the vendor based on either the vendors' email domain or sender email address. If the vendor is determined, the system automatically captures the email with the XML invoice and then stores the XML content as an inbound e-document record. Inbound e-document records from email capture are automatically added to the Inbound E-Documents List with the e-document status indicated.

If the vendor is not determined from the email e-document, or other errors are encountered, the system sends a notification to the Recipient of E-Document Notifications, informing that user of the problems encountered with the received email e-document. If the Recipient of E-Document Notifications is not set up, the notifications are sent to all active administrators.

Setting Up Inbound Email Capture

Set up the Inbound Email Capture feature in your account by performing the following tasks:

- Enable the Inbound Email Capture Plug-in.
- Set up Vendor E-Document Email Sender.

Enabling Inbound Email Capture Plug-in

The Electronic Invoicing SuiteApp comes with an inbound email capture plug-in that you must first enable.

To enable the inbound email capture plug-in:

1. Go to Customizations > Plug-ins > Manage Plug-ins.
2. On the Manage Plug-In Implementations page, check the **Inbound Email Capture PI** box.
3. Click **Save**.

Take note of the email address indicated, with the domain emails.netsuite.com. This is the email address where your vendors should send their XML invoices to. This email address is different for every account. It is recommended that you set up an alias for this email address in your email facility, so that your vendors can easily record or remember the email address. For more information on setting up an email alias, see the help topic Create an Email Alias and Set Up Forwarding

To view details of events or errors associated with the inbound email capture plug-in, go to Customization > Plug-ins > Plug-in Implementations. Click the View link of the Inbound Email Capture PI and then on the Plug-In Implementation page, click the Execution Log subtab. For more information

on the email capture plug-in, see the help topics Email Capture Plug-in Overview and Administering an Email Capture Plug-in Implementation

Aside from the plug-in execution log, the system also sends inbound e-document email capture notification messages to your designated recipient, informing that user of the details of any event or error associated with the inbound email capture plug-in.

Setting Up Vendor E-Document Email Sender

After enabling the e-document email capture plug-in, you must identify or assign the Vendor E-Document Sender in vendor records.

To set up the vendor e-document email sender

1. Edit a vendor record and click the **E-Document** subtab.
2. You can enter the email domain associated with the vendor in the **Sender Email Domain** field. If you enter an email domain in this field, the system will use the email domain to determine the vendor of the captured email e-documents.

   Note: The vendor email domain you enter must be unique for each vendor. No vendors must have the same email domain.
3. Enter the email address of the vendor's designated user in the **Vendor E-Document Email Sender** sublist. Add as many vendor sender email addresses as necessary. The system will use the email addresses you entered to determine the vendor of captured email e-documents.

   Note: Only designated vendor e-document email senders can create inbound e-documents.
4. If you want the system to use the email addresses you entered in **Vendor E-Document Email Sender** instead of the domain, for determining the vendor of captured e-document email, you can check the **Use Sender Email List** box. If you check the box, you must enter email addresses in the **Vendor E-Document Email Sender** field, which becomes mandatory and replaces the domain as the basis for determining the vendor.
5. Click **Save**.

If you do not enter an email domain or check the Use Email Sender List box, the system will not be able to determine the vendor of the email e-document and an inbound e-document will not be created. In this case, the system will send a notification to the recipient you designated, informing that user that e-document email was received but no vendor was associated with the e-document.

To apply these settings to your existing vendor records, you can use CSV Import.

To update vendor records to apply or update vendor e-document email sender or recipient:

1. Go to Setup > Import/Export > Import Tasks > Import CSV Records.
2. In the **Import Type** field, select Custom Records.
3. In the **Record Type** field, select Vendor E-Document Email Sender or Recipient.
4. Click **Select**, and select the CSV file to upload.
5. Click **Next**.
6. On Import Options, select the appropriate Data Handling option. Click **Next**.

7. On Field Mapping, if you are updating the vendor e-document email sender, make sure that email and vendor are mapped to appropriate values. If you are updating the vendor e-document email recipient, make sure that the contact and vendor are mapped to appropriate values. Click **Next**.
8. In the **Import Map Name**, enter a unique name. Click **Save & Run**.

For more information on performing CSV Import, see the help topics CSV Imports Overview and Importing CSV Files with the Import Assistant.

Using Web Services for Inbound Processing

Important: Currently, support web services in inbound processing is still in release preview status and only accessible to sandbox accounts. Web services in inbound processing will be live and available for production accounts by the end of October.

Inbound e-document processing supports web services, which offer advantages in interoperability, flexibility and security in sending information over the internet. By enabling the web service features in NetSuite, you can receive XML files sent through web service and then capture information in XML for subsequent creation of e-documents. You can set up vendor or employee records to authorize them as web service senders. As authorized web service senders, these entities can send single or multiple XML files in one web service request.

Setting Up Inbound E-Document Web Services

1. Go to Setup > Company > Setup Tasks > Enable Features.
   a. On the **SuiteCloud** subtab, under SuiteTalk (Web Services), check **Web Services**.
   b. Under Manage Authentication, check **Token-Based Authentication**.
   c. On the **Web Presence** subtab, under Access, check **Vendor Access**.
   d. Click **Save**.

   For more information, see the help topics SuiteCloud Features and Ecommerce Features.
2. Create an integration record to generate authentication keys. Go to Setup > Integration > Integration Management > Manage Integrations > New. For more information, see the help topic Creating an Integration Record.
   a. Enter or select values in the **Name** and **Description** fields. Retain the default value in the **State** field, which is **Enabled**.
   b. On the **Authentication** subtab, check **Token-based Authentication**. The **User Credentials** box is checked by default, retain this.
   c. Click **Save**.

   The Consumer Key and Consumer Secret are generated and displayed on the integration record. Copy the Consumer Key and Consumer Secret to send to the vendors or parties that you want to authorize as web service senders.
3. If you upgraded the Electronic Invoicing SuiteApp from a previous version, make sure that the custom role, Inbound E-Document Web Service Role, is included in the target audience of the E-Document Inbound UE script deployment. But if the SuiteApp is a new installation, you do not have to perform these steps.
   a. Go to Customization > Scripting > Scripts.
   b. Click the Deployments link of the E-Document Inbound UE script and edit the record.
   c. On the **Audience** subtab, under Roles, select **Inbound E-Document Web Service Role** to add it to the list of roles.

d. Click **Save**.

4. Assign the Inbound e-Document Web Services Role to the vendor or employee whom you want to authorize to be the sender of XML files through web service.
   a. Edit the vendor record that you authorized as web service sender.
   b. On the vendor record **E-Document** subtab, enter appropriate values in the **Web Service ID** and **Web Service Sender** fields.

      For the Web Service ID, you can assign any unique identifier of the vendor, like the tax ID. For the Web Service Sender, you can choose from the list a vendor or an employee, whom a vendor designated to send e-documents of its behalf.
   c. Click **Save**.

      For more information, see the help topics Assigning Roles to an Employee and step 6 under the Access section in Adding a Vendor Record.
5. Create access tokens for each vendor or employee that you authorized as web service sender.
   a. Go to Setup > Users/Roles > User Management > Access Tokens > New.
   b. In the **Application Name** field, select the integration record that you created in step 2, which will be associated with the access token you will create.
   c. In the **User** field, select the vendor or employee whom you assigned the Inbound e-Document Web Service Role.
   d. In the **Role** field, select **Inbound e-Document Web Service Role**. The Token Name is automatically assigned a value.
   e. Click **Save**.

      The Token ID and Token Secret are generated and displayed on the Access Token page. Copy the values for the Token ID and Token Secret before going to another page.

      > **Important:** For security reasons, the values for the Token ID and Token Secret are only displayed on the initial setup page. They cannot be retrieved from the system. If you did not take note or copied the Token ID and Token Secret values, you will need to create a new token.

      For more information, see the help topic Getting Started with Token-based Authentication.
6. Send or convey the following web service connection and authentication details to authorized web service senders:
   - Consumer Key
   - Consumer Secret
   - Token ID
   - Token Secret
   - Account ID

     Go to Setup > Company Information. In the **Account ID** field, obtain the value that you need to send.
   - Inbound E-Document Web Service RESTlet External URL

     Go to Customization > Scripting > Scripts. View the Inbound E-Document Web Service RL, RESTlet. On the **Deployments** subtab, click **Inbound E-Document Web Service RL**. The External URL is displayed.
   - The vendor Web Service ID.

After setting up web services for inbound processing, you are ready to receive XML e-documents from web services. For more information, see Receiving E-Document XML Files from Web Service.

Web Service Sender Setup Tasks

The authorized web service sender can either be a vendor or an employee. Web service senders must also perform setup tasks before they can send XML files through web service.

First, a web service sender must obtain the web service connection and authentication details from you. Then, they must meet the following requirements in constructing the web service request.

Requirements	Web Service Details
OAuth 1.0 Authentication	Use the authentication details from the NetSuite user: ■ Consumer Key ■ Consumer Secret ■ Token ID ■ Token Secret ■ Realm (Account ID)
OAuth Data	■ Consumer Key = generated from Netsuite ■ Signature Method = HMAC-SHA1 or HMAC-SHA256 ■ OAuth Nonce = unique string that is generated ■ Timestamp = timestamp in seconds ■ OAuth Version = 1.0 ■ OAuth Token = generated from Netsuite ■ OAuth Signature = Key is secret key, Base String. For more information, see the help topics Using TBA for RESTlet Authentication (OAuth) and Required Data for Using TBA with RESTlets.
Content-type header	Application/json
Request Method	POST

Web Service Request Body	JSON Object
	Sample code for sending a single XML file in one request:
	`{ "identifier": "vendor1", "fileName": "vendor1.xml", "content": "<XML>content</XML>" }`
	If multiple XML files must be sent in one web service request, the format must be an array of JSON objects.
	Sample code for sending multiple XML files in one request:
	`[{ "identifier": "vendor1", "fileName": "vendor1-1.xml", "content": "<XML>content</XML>" }, { "identifier": "vendor1", "fileName": "vendor1-2.xml", "content": "<XML>content</XML>" }, {`

Requirements	Web Service Details

	<pre> "identifier": "vendor2",
	    "fileName": "vendor2.xml",
	    "content": "<XML>content</XML>"
	}]</pre>
	Important: There is a limit of 10MB per string used as RESTlet input or output. For more information, see the help topic SuiteScript 2.0 RESTlet Governance.

Setting Up Custom Roles that Perform Inbound E-Document Conversion

An administrator can create custom roles or customize standard roles, to grant them the permission to perform conversion of inbound e-documents into transaction records.

To grant a role the permission to convert inbound e-documents into transaction records:

1. Set up the permission. Go to Setup > Users/Roles > User Management > Manage Roles. Select the role you want to grant permission to and click its Customize link. On the Role page, do the following:
   - On the **Custom Record** subtab, do the following:
     - In the Inbound E-Documents row, click the entry in the Level column. Select **Edit**.
     - In the E-Document Audit Trail row, click the entry in the Level column. Select **Edit**.
   - On the **Transactions** subtab, do the following:
     - In the Bills row, click the entry in the Level column. Select **Full**.
     - In the Purchase Order row, click the entry in the Level column. Select **View**.
   - On the **Lists** subtab, do the following:
     - In the Vendors row, click the entry in the Level column. Select **View**.
     - In the Perform Search row, click the entry in the Level column. Select **View**.
     - In the Documents and Files row, click the entry in the Level column. Select **View**.
   - Click **Save**.
2. Make the Convert button visible to the roles with permission to perform e-document conversion. To do so, the inbound e-document script deployment must be enabled. Go to Customization > Scripting > Script Deployments. On the Script Deployments page, do the following:
   - Click the Edit link of the script customdeploy_edoc_ue_inbound, **E-Document Inbound UE**.
   - On the **Audience** subtab, select the roles that the script will execute for. To select multiple roles, press and hold down the Ctrl key while selecting the roles.
   - Click **Save**.

     For more information on associating a role with script deployment, see the help topic Executing Scripts Using a Specific Role.
3. Assign the role with the permission to perform inbound conversion, to employees. See the help topic Assigning Roles to an Employee.

For more information, see the help topics Customizing or Creating NetSuite Roles and Setting Permissions for a Custom Record Type.

Inbound Validation Plug-ins

The Electronic Invoicing SuiteApp provides support for plug-ins that can perform inbound e-document validation according to the requirements of tax agencies or standards regulatory bodies.

You can create or customize a plug-in that communicates with external sites or systems of a third party, such as a tax agency, which validates e-documents and then returns the results to the plug-in. Or you can create or customize a plug-in that itself performs the required e-document validation.

An inbound e-document validation plug-in must be set up first and integrated with a vendor e-document package. With the validation plug-in set up, every time a user converts inbound e-documents to vendor bills, the plug-in automatically triggers the validation process that is transparent to the user. Depending on your implementation of the plug-in, it can either send the XML e-documents to a validating third party or validate them locally.

The result of the validation process can be viewed from the status of the inbound e-document. If the inbound e-document passed validation, then parsing and conversion will proceed. However, if the inbound e-document is invalid, conversion will not proceed and the status of the inbound e-document will be set to Conversion Failed. The audit trail of the inbound e-document will indicate the details of a failed local conversion process or information from a validating third party.

Creating an Inbound E-Document Validation Plug-in

A sample validation plug-in script is included in Electronic Invoicing bundle. Use the sample script as a reference or a template for creating your own custom validation plug-in.

To open the sample validation plug-in script, go to Documents > Files > File cabinet > SuiteBundles > Bundle 116076 > src > comp > pl > pl_inbound_validation_sample.js. Open the script in a programming editor to view the following code:

```
define([], function() {

    /**
     * validate - This function is the entry point of our plugin script
     * @param {Object} plugInContext
     * @param {Object} plugInContext.eDocument
     * @param {String} plugInContext.eDocument.id
     * @param {String} plugInContext.eDocument.scriptId
     * @param {String} plugInContext.eDocument.content
     * @param {Object} plugInContext.eDocument.source
     * @param {String} plugInContext.eDocument.source.id
     * @param {String} plugInContext.eDocument.source.text
     * @param {Object} plugInContext.eDocument.template
     * @param {String} plugInContext.eDocument.template.id
     * @param {String} plugInContext.eDocument.template.text
     * @param {Object} plugInContext.eDocument.status
     * @param {Integer} plugInContext.eDocument.status.id
     * @param {String} plugInContext.eDocument.status.text
     * @param {Object} plugInContext.eDocument.standard
     * @param {String} plugInContext.eDocument.standard.id
     * @param {String} plugInContext.eDocument.standard.text
     * @param {Object} plugInContext.eDocument.transactionType
     * @param {String} plugInContext.eDocument.transactionType.id
     * @param {String} plugInContext.eDocument.transactionType.text
     * @param {Object} plugInContext.eDocument.vendor
```

```
     * @param {String} plugInContext.eDocument.vendor.id
     * @param {String} plugInContext.eDocument.vendor.text
     *
     * @returns {Object} result
     * @returns {Boolean} result.success
     * @returns {String} result.message
     */

    function validate(pluginContext) {

        var eDoc = pluginContext.eDocument;
        var result = {
                success: false,
                message: ""
        };


        // Connect to validation service


        // If successful
        result.success = true;
        result.message = "Validation successful!";


        // Sample result if not successful
        // result.success = false;
        // result.message = "Service returned a failed response";


        return result;
    }


    return {
        validate: validate
    };

});
```

The plug-in script you are creating must have the function validate with the parameter `pluginContext`, which takes e-document objects or details (with `@param` tag) as arguments. In any case, the function will return a Boolean value and string (with `@returns` tag) as the result of the validation.

You can create as many validation plug-ins as needed in your e-document processing, but you can only assign one validation per e-document package.

After coding the plug-in script, save the JavaScript file and upload it to the File Cabinet. For more information on uploading to the File Cabinet, see the help topic Uploading Files to the File Cabinet.

Setting Up the Inbound E-Document Validation Plug-in

Before inbound e-document processing can use the validation plug-in you created, you must set up the plug-in first and then integrate it with an e-document package.

To set up the inbound e-document validation plug-in and integrate it with a vendor e-document package:

1. Go to Setup > E-Documents > Inbound E-Document Validation Plugin.
2. Click **New Inbound E-Document Validation Plugin**.
3. On the Inbound E-Document Validation Plugin page, enter the name of the plug-in in the **Name** field. In the **Script** field, select the plug-in you created from the dropdown list.
4. Click **Save**.
5. Go to Setup > E-Documents > E-Document Package.
6. On the E-Document Package List page, click the Edit link of the vendor e-document package that you want to integrate the inbound e-document validation plug-in with.
7. On the E-Document Package page, in the **Inbound Validation Plugin** field, select the plug-in you created.
8. Click **Save**.

The validation process or logic that you programmed into the plug-in will now be integrated with the inbound e-document conversion process.

Deploying Automatic Bulk Conversion Script for Inbound E-Documents

The administrator can create schedules to run periodic and automatic bulk conversion of all inbound e-documents of which status is For Conversion. The Electronic Invoicing SuiteApp includes a Script Deployment for running automatic bulk conversion of inbound e-documents. By default, the status of the script is set to **Not Scheduled**. The administrator can set a schedule for the script to convert inbound e-documents in bulk.

To deploy the bulk conversion script for inbound e-documents:

Note: Before deploying the bulk conversion script, make sure that the date format in inbound e-documents is the same as the date format set in Setup > Company > Preferences > General Preferences.

1. Go to Customization > Scripting > Script Deployments.
2. Expand the Filters and select **Map/Reduce** in the Type field. Click the Edit link of the script **Convert Inbound E-Document MR**.
3. Clear the **Deployed** check box if you do not want to deploy the script yet. A script will not run in NetSuite until the Deployed check box is selected.
4. Select a status in the **Status** field:
   - Testing
   - Not Scheduled
   - Scheduled

   For more information, see the help topic Setting Script Deployment Status.
5. Choose an event type on the Schedule subtab:
   - **Single Event** – The script converts inbound e-documents only one time.
   - **Daily Event** – Enter the interval between days if this event should occur every day or every few days, or select every weekday if this event should occur every day except Saturdays and

Sundays. For example, enter 1 as the interval if this event should occur every day, or enter 2 if the event should occur every other day.

- **Weekly Event** – Enter the interval between weeks, and select the day of the week this event should be repeated.
- **Monthly Event** – If you want to convert inbound e-documents on the same day of every month or every few months, enter the date when you want inbound e-document conversion to repeat and then select the interval between months. If you want to convert inbound e-documents on the same day of the week every month or every few months, select the week, the day of the week, and enter the interval between months.
- **Yearly Event** – If you want to convert inbound e-documents one time every year, select the month and day, or select the week, day, and month.
- **Start Date** – You must enter the date when you want to schedule inbound e-document conversion.
- **Start Time** – Enter the time when you want inbound e-document conversion to start.
- **Repeat** – Select how often you want the script to convert inbound e-documents. On the day the script is scheduled to run, inbound e-documents will be converted at the specified Start Time and the process repeats every n hours until midnight.
- **End By** – Set the date when the script should stop converting inbound e-documents.

  If you are scheduling a single event, inbound e-documents will be converted on the date entered in the Start Date field.

  If you are scheduling a repeat event, inbound e-documents will be converted according to the schedule you set, starting from the date entered in the Start Date field and ending on the date entered in the End By field.
- **No End Date** – Check this box if you want to repeat the schedule indefinitely.

6. Click **Save and Execute** to convert inbound e-documents immediately. Click **Save** to convert inbound e-documents according to the schedule that you set.

After running the automatic bulk conversion, all inbound e-documents with status For Conversion, will be converted into transaction records. Successfully converted inbound e-documents will have their status set to Converted; otherwise, the status will be Conversion Failed.

If any of the inbound e-documents in the batch failed conversion, a notification will be sent to the email address of the user defined in the Recipient of E-Document Notifications. If all inbound e-documents in the batch were successfully converted, no notification email will be sent. The email notification will have an attached CSV file listing the inbound e-documents that underwent conversion. The list has columns indicating the Internal ID, Vendor, and details of the conversion process and errors. Likewise, you can view the error details of an inbound e-document that failed conversion by clicking the View link of that record. Then, on the E-Document Audit Trail subtab, in the Details column, view the error scope and details.

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Note: To fully utilize the outbound and inbound e-document processing of the Electronic Invoicing SuiteApp, make sure your account administrator has already created and applied the e-document templates, sending method, email recipients, email capture, inbound validation plug-in, and other settings. For information on setting up Electronic Invoicing, see Electronic Invoicing Administrator Guide.

The following topics are intended for users of the Electronic Invoicing SuiteApp.

General User Task

- Displaying the E-Documents Portlet on the Home Page

Outbound E-Document Processing User Tasks

- Overview of Outbound E-Document Processing
- Assigning E-Document Packages to Customer or Vendor Records
- Defining E-Document Email Recipients
- Selecting E-Document Templates and Sending Methods on Transactions
- Enabling PDF File Reference Generation
- Generating and Regenerating E-Documents
  - Generating E-Documents for Single Transactions
  - Regenerating E-Documents for Single Transactions
  - Generating and Regenerating E-Documents in Bulk
- Sending and Resending E-Documents
  - Sending E-Documents for Single Transactions
  - Resending E-Documents for Single Transactions
  - Resending E-Documents in Bulk

Inbound E-Document Processing User Tasks

- Overview of Inbound E-Document Processing
- Receiving Inbound E-Documents by Email Capture
- Receiving E-Document XML Files from Web Service
- Uploading Received XML Files as Inbound E-Documents
- Viewing the XML Content of Inbound E-Documents
- Converting Inbound E-Documents into Transaction Records
  - Converting an E-Document into Vendor Bill Linked to Purchase Order
  - Prerequisites and Conditions for Conversion
- Common Scenarios in Vendor Bill Conversion
- Converting Individual Inbound E-Documents into Vendor Bills
- Converting Failed Inbound E-Documents
- Compatibility of Approval Workflows with Vendor Bill Conversion
- Canceling Inbound E-Documents

See also the following topics:

- Electronic Invoicing Overview
  - Understanding E-Documents and E-Document Packages
  - Electronic Invoicing Permissions and Access Levels
  - Electronic Invoicing Limitations and Best Practices
- Electronic Invoicing Errors
  - Electronic Invoicing Error Codes

- Outbound E-Document Generation Errors
- Outbound E-Document Sending Errors

Displaying the E-Documents Portlet on the Home Page

The Electronic Documents Dashboard SuiteApp Portlet provides links to outbound and inbound e-document processes and features. For more information, see Electronic Documents Dashboard SuiteApp Portlet

If you have access permission to the e-documents portlet, you can display it on your NetSuite Home page just like any dashboard portlet.

To display the E-Documents Portlet on the Home page:

1. Go to the NetSuite Home page.
2. Click **Personalize**.
3. On the Personalize Dashboard menu, select **SuiteApps**.
4. Click the Electronic Documents portlet, or drag the icon to the dashboard.

For more information on dashboard portlets, see the help topic Using Dashboards.

Overview of Outbound E-Document Processing

The following describe the end-to-end process of generating XML e-documents from NetSuite transaction records and then sending the XML e-documents using the Electronic Invoicing SuiteApp.

To generate and send outbound e-documents:

1. Assign an e-document package to a customer or vendor by performing the following steps:
   - Create or edit a customer or vendor record.
   - If the customer or vendor is a company, create one or more contact records. If the customer or vendor is an individual, add a valid email address on the record.
   - On the **E-Document** subtab, in the **E-Document Packages** field, select the e-document package to use for the customer's or vendor's transaction records. The system uses the e-document sending method and e-document template associated with the selected e-document package. See Assigning E-Document Packages to Customer or Vendor Records.
2. If you are using an e-document sending method with an email channel, be sure to create or add the email recipients for the e-document. Then, on the **E-Document Email Recipient** subtab under the **E-Document** subtab, select contacts. You can select only contacts associated with the customer or vendor. Contacts must have valid email addresses. See Defining E-Document Email Recipients.
3. Create or edit a transaction record. Select an e-document template and an e-document sending method. See Selecting E-Document Templates and Sending Methods on Transactions and Transactions and Processes Supported by the Electronic Invoicing SuiteApp.
4. Generate an e-document for the transaction record. You can generate e-documents individually or in bulk. For more information, see Generating and Regenerating E-Documents.

5. Send the e-document. You can send e-documents individually or in bulk. For more information, see Sending and Resending E-Documents.

To understand errors that can be encountered during the generation or sending of e-documents, read the following topics:

- Outbound E-Document Generation Errors
- Outbound E-Document Sending Errors

To understand the outbound electronic invoicing process flow and e-document status definitions, see the following topics:

- Outbound Electronic Invoicing Process Flow
- E-Document Audit Trail and Statuses

Assigning E-Document Packages to Customer or Vendor Records

The e-document templates and sending methods assigned to the e-document package are available for selection on the **E-Document** subtab of each of the customer's or vendor's transactions.

To assign an e-document package to a customer:

1. Create or edit a customer or vendor record.
2. Click the **E-Document** subtab of the customer or vendor record.
3. In the **E-Document Package** field, select the appropriate e-document package for the customer or vendor.
4. Click **Save**.

Note: Assigning e-document packages with email sending methods can only be done by editing the customer or vendor record.

Defining E-Document Email Recipients

If you want to use an e-document sending method that has an email sending channel, you must first define the email recipients for your customer or vendor. If the customer or vendor is a company, there should be at least one email recipient defined on the **E-Document** subtab on the customer or vendor record. If the customer or vendor is an individual, make sure it has an email address.

Note: The system can send an e-document by email to a maximum of 10 recipients for each customer or vendor. The system counts each contact added as a recipient. If you add the same contact multiple times, each instance is considered an individual recipient.

To define e-document email recipients:

1. Create or edit a customer or vendor record.
2. On the **E-Document Email Recipient** subtab under the **E-Document** subtab, select a contact or select **New** to create a new contact.

> **Note:** When you select an email recipient, only contacts with valid email addresses associated with the customer or vendor are available for selection in the dropdown list.

3. Click **Add** after selecting each contact.
4. Click **Save**.

Selecting E-Document Templates and Sending Methods on Transactions

Before you can generate an e-document, you must specify on the transaction record the e-document template and sending method to use for generating and sending the e-document.

In the **E-Document Template** field, select the e-document template that you want the system to use for generating the e-document.

If you do not want the transaction to be tagged for e-document generation, leave this field blank.

> **Note:** The e-document templates available for selection are based on the e-document package assigned to the customer. For more information, see Creating E-Document Packages.

In the **E-Document Sending Method** field, select the sending method to use for sending the e-document.

Enabling PDF File Reference Generation

> **Important:** Currently, support for PDF file reference generation is still in release preview status and only accessible to sandbox accounts. PDF file reference generation will be live and available for production accounts by the end of October.

The Electronic Invoicing SuiteApp supports the creation, sending, and receiving of PDF file references of transaction records undergoing the e-document process. The PDF version of transaction records will enable you to view and check if the content of an XML e-document is correct.

In outbound e-document processing, if you enable the setting Generate PDF, the PDF file is created when the XML file of a transaction record is generated. After the PDF file is created, you can view it in the **Generated PDF** field, on **E-Document** subtab of transaction records. The PDF file is attached to the generated XML e-document when sending.

Generate PDF File References

You can generate PDF file references of transaction records to be converted into e-documents.

The PDF file generated will follow the default printing layout of the transaction. You can set a default preference on entity records.

Enabling Generate PDF as a Default in Entity Records

1. Edit a customer or vendor record and go to the **E-Document** subtab.
2. Check the **Generate PDF** box. As a result, all transaction types supported by electronic invoicing from this customer or vendor will have the Generate PDF box automatically checked. When

e-documents are generated from the transactions, corresponding PDF file references will be automatically created. PDF file references are attached when their XML e-documents are sent.

3. Click **Save**.

If you do not want to create PDF file references of individual transaction records, you can still override PDF generation enabled on the customer or vendor record. To do so, edit the transaction record that you do not want to generate a PDF file reference of, and then clear the **Generate PDF** box. If Generate PDF is cleared on a transaction record where it was initially enabled and a PDF file was generated, during the next e-document generation, no PDF file will be generated and any previously generated PDF file will be deleted.

Generating and Regenerating E-Documents

To generate an e-document, you must first select an e-document template on the transaction. The system cannot generate an e-document if there is no e-document template associated with the transaction.

The e-document templates available for selection in each transaction record are templates you have assigned to the customer's e-document package. For more information, see Creating E-Document Packages.

The e-document templates available for selection in each transaction record are templates that have been assigned to that transaction type. For more information, see Creating E-Document Templates.

You can generate e-documents individually or in bulk, regardless of transaction type.

The system supports e-document generation for supported transactions created using the user interface, CSV import, web services, and SuiteScript.

Generating E-Documents from the Electronic Documents Portlet

You can quickly access outbound e-documents with status For Generation from the Electronic Documents portlet on the Home page. For more information on the Electronic Documents portlet, see Electronic Documents Dashboard SuiteApp Portlet.

To generate e-documents from the Electronic Documents portlet:

1. Go to the Electronic Documents portlet on the Home page.
2. Click the number under **Outbound E-Documents for Generation**.

   The Outbound E-Documents For Generation results page is displayed.
3. Click the **View** link of the transaction record that you want to generate an e-document from.
4. On the selected transaction record, click the **Generate** button.

Generating E-Documents for Single Transactions

You can also start the process of generating e-documents from transaction records.

To generate an e-document:

1. Create or edit a transaction record.

2. Enter items and other required information on the transaction record.
3. Click the **E-Document** subtab.
4. In the **E-Document Template** field, select the e-document template that you want the system to use for generating the e-document. If you do not want this transaction to be tagged for e-document generation, leave this field blank.

> **Note:** The e-document templates available for selection are based on the e-document package assigned to your customer or vendor. For more information, see Creating E-Document Packages.

> **Important:** Use caution when you want to edit the transaction record. Each time you edit and save a transaction, the **E-Document Status** field is updated to **For Generation**. You will need to generate and send the e-document again. Note that this does not apply to e-documents with the **Sent** status.

5. Click **Save**. The system updates the transaction record, and a **Generate E-Document** button is displayed at the top. On the **E-Document** subtab, the value of the **E-Document Status** field is updated to **For Generation**.

> **Note:** The **Generate E-Document** button appears only when viewing a transaction record. It is not displayed in edit mode.

6. Click **Generate E-Document**.

   The outbound e-document is generated. A PDF version of the source transaction is also generated if Generate PDF is enabled on the transaction record.

   After generating the e-document, the system updates the value in the **E-Document Status** field on the **E-Document** subtab. The field shows one of the following statuses:

   - **Ready for Sending** – This status means the e-document was generated successfully and can be sent to the email recipients defined in the customer record or your e-document sending method.

     For more information, see Creating E-Document Sending Methods.

   - **Generation Failed** – This status means the e-document was not generated. Information about generation errors are shown in the **Details** column of the **E-Document Audit Trail** subtab. You must first fix the errors before you can regenerate an e-document.

   For more information, see E-Document Audit Trail and Statuses.

Regenerating E-Documents for Single Transactions

You can regenerate an e-document for individual supported transaction records at any time. The transaction records must have an e-document template assigned to them, and the status in the **E-Document Status** field must not be blank or **Sent**. However, if an error occurs during generation and the error is not fixed, the system will not be able to generate an e-document for the transaction.

If the value in the **E-Document Status** field on the **E-Document** subtab shows **Generation Failed**, you can regenerate the e-document by doing the following:

To regenerate an e-document:

1. Fix the errors identified in the audit trail.
2. View the transaction and click **Generate E-Document**.

Important: Use caution when you want to edit the transaction record. Each time you edit and save an document, the **E-Document Status** field is updated to **For Generation**. You will need to generate and send the e-document again. This can result in generating and sending multiple e-documents for one transaction record. Note that this does not apply to e-documents with the **Sent** status.

For more information about generation errors, see Outbound E-Document Generation Errors.

Generating and Regenerating E-Documents in Bulk

If your account administrator has set up a schedule to run the bulk generation script periodically, the script automatically generates e-documents for those transactions that have any of the following statuses:

- For Generation
- Generation Failed

Upon successful bulk generation of outbound e-documents, PDF versions of the transactions are also generated if those transactions have the Generate PDF setting enabled.

For failed generation, errors must be fixed first before e-documents can be regenerated.

When the system encounters an error during bulk generation of e-documents, it sends an email notification to the Recipient of E-Document Notifications. If the Recipient of E-Document Notifications is not assigned yet, the notification will be sent to the active administrator of the account. For more information on assigning the Recipient of E-Document Notifications, see Prerequisites for Using Electronic Invoicing, step 4.

The email message contains an attachment in CSV format that lists the transaction records that encountered errors during bulk generation.

The user who created the transaction record must fix the errors for each individual transaction record.

After the errors are fixed, the e-documents will be generated during the next scheduled bulk generation of e-documents. Alternatively, the user can regenerate an e-document for the individual transaction record.

For more information about generation errors, see Outbound E-Document Generation Errors.

If you want to generate or regenerate e-documents for multiple transactions outside of the scheduled script run, contact your account administrator for assistance. See Deploying the Bulk Generation Script for E-Documents.

Sending and Resending E-Documents

If an e-document has been generated successfully, the value in the **E-Document Status** field changes to **Ready for Sending** and the **Send E-Document** button is displayed at the top of the transaction record.

When an e-document has been sent, the status displayed in the **E-Document Status** field changed to **Sent**. You can resend an e-document by editing and saving the transaction record. You cannot change the e-document template.

Note: Generating a new e-document overwrites the previous e-document.

Sending E-Documents for Single Transactions

Perform the following steps to send an e-document for a single transaction:

To send an e-document:

1. Open the transaction record in edit mode.
2. In the **E-Document Sending Method** field, select the sending method appropriate for this transaction record.
3. Click **Save**.
4. Click the **Send E-Document** button.

   The e-document is sent through the selected sending method. If there is a PDF version of the source transaction, the PDF file is also sent as an attachment along with the e-document.

   After the system sends the e-document, the system updates the value in the **E-Document Status** field on the **E-Document** subtab. The field shows one of the following statuses:

   - **Sent** – This means the e-document was successfully sent. If the default sending method is email, the **Details** column shows the email addresses of the sender and recipients.
   - **Sending Failed** – This means the e-document was not sent. Information about sending errors are shown in the **Details** column. You must fix the errors before you can successfully resend the e-document.

   For more information, see Outbound E-Document Sending Errors.

Resending E-Documents for Single Transactions

Perform the following steps to resend an individual e-document.

To resend an e-document:

1. View the transaction record.
2. Click **Generate E-Document**.

   After the system generates the e-document, an audit trail is created and the status in the **E-Document Status** field changes to **Ready for Sending**.
3. Click **Send E-Document** to send the e-document.

   After the system sends the e-document, the status displayed in the **E-Document Status** field changes to **Sent**, and an audit trail is created.

Resending E-Documents in Bulk

Note: Resending e-documents in bulk requires certain permissions and access levels for roles. For more information, see Setting Up Custom Roles to Send E-Documents.

The Electronic Invoicing SuiteApp provides a search filter to enable you to resend in bulk the e-documents that failed initial sending. The system searches for all e-documents with Sending Failed status.

Errors must be fixed before e-documents can be successfully resent. For more information, see Outbound E-Document Sending Errors.

To access outbound e-documents that failed generation or sending, go to the Electronic Documents portlet on the Home page, and then click the number under **Outbound E-Documents with Errors**. On the Outbound E-Documents with Errors results page, view or edit the transaction records that you want to fix.

After fixing the errors, you can proceed with either regenerating or resending the outbound e-documents.

To resend e-documents in bulk:

1. Go to the Electronic Documents portlet on the Home page, and then click the link **Send Failed Outbound E-Documents**.
2. In the Select entity type filter, choose either **Customer** or **Vendor**.
3. To view a list of transactions for a particular customer or vendor, select that customer or vendor from the **Customer** or **Vendor** field. If no customer or vendor is selected, the search result will display all transaction belonging to the subsidiary, regardless of customer or vendor.
4. In the **Subsidiary** field, select a subsidiary to view the transactions for that subsidiary only.
5. In the **Transaction Date From** field, set the date to define the beginning of the date range. The search result displays all created transaction records starting from the date you set in this field.
6. In the **Transaction Date To** field, set the date to define the end of the date range. The search result displays all created transaction records starting from the date you set in this field.
7. If you chose the Customer entity type, select one or more transaction types in the **Transaction Type** field, for each e-document you want to resend. To select multiple transaction types, press and hold the Ctrl key while selecting each transaction type. If no transaction type is selected, the search result will show all e-documents with Sending Failed status, regardless of transaction type.

   If you chose the Vendor entity type, Purchase Order is automatically selected in the Transaction Type field, because only purchase order is applicable to vendor entities.

   Only transaction types that are supported by or applicable to outbound e-document sending are shown in the transaction list, which include:

   - Cash refund
   - Cash sale
   - Credit memo
   - Estimate
   - Invoice
   - Purchase order
   - Return authorization
   - Customer payment
8. Click **Search**.

   The search result displays all e-documents with Sending Failed status, according to your search criteria.
9. Click **Send** to resend all e-documents displayed in the search results.

   After the system sends the e-documents, it updates the value in the **E-Document Status** field on the **E-Document** subtab on each transaction record. The field shows one of the following statuses:

   - **Sent** – This means the e-document was successfully sent. The **Details** column shows the email addresses of the sender and recipients.
   - **Sending Failed** – This means the e-document was not sent. Information about sending errors are shown in the **Details** column. You must fix the errors before you can successfully resend the e-document.

   For more information, see Outbound E-Document Sending Errors.

The system sends an email notification to the person who initiated the sending process when the e-documents have been sent.

The email message contains an attachment in CSV format that lists the transaction records and the status of each transaction. If errors were encountered, the details are included in the attachment.

Overview of Inbound E-Document Processing

The following describe the end-to-end process of creating inbound e-documents and then converting them into NetSuite transaction records using the Electronic Invoicing SuiteApp.

To upload and convert inbound e-documents:

1. Create an inbound e-document template, which will map the data elements of the inbound XML e-document to corresponding NetSuite transaction fields when converted. See Creating E-Document Templates.
2. Associate the inbound e-document template with an e-document package, which is assigned to a customer or vendor. See Assigning E-Document Packages to Customer or Vendor Records.
3. Designate an employee or group who will receive an email notification after scheduled automatic bulk conversion of inbound e-document records to transaction records.
4. If the inbound e-document is received through means other than email capture, upload it manually. See Uploading Received XML Files as Inbound E-Documents.
5. Convert inbound e-document records with status For Conversion, into transaction records. You can manually convert e-documents or run automatic scheduled bulk conversion. See Converting Inbound E-Documents into Transaction Records.

   The status of newly created vendor bills from e-document conversion is dependent on the default status of Accounting Preference or whether Vendor Approval Routing is enabled.

Receiving Inbound E-Documents by Email Capture

After your administrator has set up the Inbound Email Capture plug-in and Vendor E-Document Sender, you are ready to receive inbound e-documents from your vendors. The system automatically receives inbound e-documents sent through email and then queues them as Inbound E-Documents for Conversion if an e-document template is assigned.

The number of e-documents received from email capture is displayed on the Electronic Documents portlet, under Inbound E-Documents for Conversion. You can click the number displayed to go to the Inbound E-Documents for Conversion: Results page, which lists the inbound e-documents for conversion. For more information, see Electronic Documents Dashboard SuiteApp Portlet.

If you have automatic bulk conversion set up, the bulk conversion script will automatically convert the e-documents in the list into transaction records at a defined schedule. For more information, see Deploying Automatic Bulk Conversion Script for Inbound E-Documents. Or, you can convert individual e-documents in the list by clicking the View link of an e-document, and then click the Convert button on the inbound e-document record page.

Inbound e-document email capture receives XML files along with their PDF file reference attachment, if any were generated. Received PDF files are stored in the File Cabinet and can be viewed by clicking a link in the PDF File Reference field on the newly created inbound e-document record. When the inbound e-document is converted into vendor bill, the PDF file reference can also be viewed from the E-Document subtab.

Note: Inbound email capture can only receive one XML e-document and one PDF file per email.

Editing Incomplete Inbound E-Documents

Inbound e-documents that do not clearly define the vendor who sent them, will also be missing the e-document template, which is defined by the vendor. These inbound e-documents will be tagged as incomplete. They are queued as Incomplete Inbound E-Documents, which is displayed on the e-document dashboard portlet. You can click the number displayed under Incomplete Inbound E-Documents to go a results page, where you can click the Edit link of an inbound e-document to complete it.

On the Inbound E-Document record page, you can complete the inbound e-document by selecting the right vendor in the Vendor field and then the system automatically selects the e-document template that is applicable to the inbound e-document based on the XML content and the selected vendor. But, you can still manually select or override the default e-document template. After completing the inbound e-document, the E-Document Status is changed to For Conversion.

Receiving E-Document XML Files from Web Service

XML files sent through web service are received by NetSuite and are displayed in the Electronic Documents dashboard portlet. But before receiving e-documents, you must first set up and select the appropriate inbound e-document templates to be used. For more information on setting up inbound templates, see Understanding Inbound E-Document Templates in JSON Format and Understanding XSD in Inbound E-Document Templates.

XML e-documents received by NetSuite through web service are validated and checked if the information they contain is complete. The system automatically identifies the sender using the Token ID and Token Secret provided in the request. The Web Service ID is used to identify the vendor whom the e-document should be associated with. The integrity of the XML file is also checked. The results of these validations determine if an inbound e-document record will be created from the received XML file. If created, the inbound e-document record will indicate Web Service in the Source field. The inbound e-document is added to the queue corresponding its processing status displayed on the Electronic Documents dashboard portlet.

NetSuite responds to web service requests by confirming the success or failure of e-document creation. You can view web service requests and responses by going to Customization > Scripting > Scripts, then click the View link of the Inbound E-Document Web Service RL script. The logs are on the Execution Log subtab.

Web Service Errors

The following tables list the web service errors that can be encountered by the recipient and sender of web service requests. The recipient is the user in your company who can receive the XML files from web service. The sender is the vendor you authorized to issue web service requests to NetSuite to send XML files.

Errors Encountered by Web Service Recipients

Error Message	Description and Solution
The Web Service ID is already being used by another vendor. Enter a different Web Service ID.	This message is displayed when user tries to save a vendor record that has a web service identifier that is already being used by another vendor.

Error Message	Description and Solution
	A different web service identifier must be entered.
The inbound e-document is incomplete, as the correct template cannot be determined. Either select a template in the inbound e-document record, or set up the XSD in the e-document template record to enable template autoselection.	This message is sent through email to the Recipient of E-Document Notifications, informing the recipient that an inbound e-document record was created but is incomplete. Either manually set the template in the inbound e-document record, or set up the template's XSD to enable template auto selection.
The inbound e-document is incomplete, as the correct vendor cannot be determined. Either select a vendor in the inbound e-document record, or set the Web Service ID in the associated vendor record.	This message is sent through email to the Recipient of E-Document Notifications, informing the recipient that an inbound e-document record was created but is incomplete. Either manually set the vendor in the inbound e-document record, or correctly set up the vendor's web service ID field.

Errors Encountered by Web Service Sender

Error Message	Description and Solution
The following keys are missing: {KEYS}, which you must provide in the web service request.	The web service request failed because any of the following keys is missing: ■ identifier ■ filename ■ content Ensure that the missing keys are provided in the web service request.
The body of the web service request must be a JSON object or an array of JSON objects using Content-Type: 'application/json'.	The web service request failed. The content of the web service request must be JSON objects.
The selected XML File Reference is not a valid XML file. Ensure that the file you select has the .xml extension.	The web service request failed. Provide a valid XML file for the XML File Reference.
No vendor is associated with the Web Service ID: {IDENTIFIER}. Ensure that the correct Web Service ID is used.	The web service request failed. Ensure that the Web Service ID is associated with a vendor or the party sending XML files.
The selected XML File Reference is not a well-formed XML document.	The web service request failed. Check the XML File Reference and ensure that content adheres to XML syntax, with properly defined content, structure and tags.

Uploading Received XML Files as Inbound E-Documents

Aside from email capture, you can receive vendor bills in XML format through other means like storage media. You can manually upload these XML file references to NetSuite as inbound e-document records, which are subsequently converted into vendor bills records.

To upload an XML file reference as an inbound e-document record:

1. On the E-Documents Portlet on the Home page, click the **Upload Inbound E-Document** link.

   The Inbound E-Documents page displays the following fields:

   - Transaction Type indicates the record (Bill) that will be created as a result of the conversion.
   - Source indicates Manual Upload by default.

- Reference Number and PO Number receive values from the XML file reference that you will upload. These fields will have values after conversion to a transaction record.
- E-Document Status indicates the status of the newly created inbound e-document.

2. In the **Vendor** dropdown list, select the vendor who sent the XML file.
3. In the **XML File Reference** field, click + and select the XML file that you will convert into a transaction record.

   The XML File Reference dropdown list displays files stored in the File Cabinet. Ensure that you select an XML document that is well-formed and valid, with the .xml file extension; otherwise an error will be generated.
4. In the **E-Document Template** field, select an inbound e-document template.

   Note: If an XSD file was selected in a template record that is appropriate for this inbound e-document record, that template is automatically selected in the E-Document Template field.
5. If you want to attach the PDF version of the XML document, click + on the **PDF File Reference** field, then select the PDF file you want to associate with this record.
6. Click **Save**.

A new inbound e-document record is created and displayed with its E-Document Status set to For Conversion. The **E-Document Audit Trail** subtab displays information about the inbound e-document record including the date created, entity, event type, owner, and details. If the uploaded XML file has an attached PDF file reference, the attachment can be viewed and downloaded in PDF File Reference field on the created inbound e-document record.

Viewing the XML Content of Inbound E-Documents

You can view the XML content of an inbound e-document record regardless of its status. Open any inbound e-document record whose XML content you want to view.

Note: Your browser must allow popups from the system.

On the inbound e-document page, click **View XML**. The XML content of the inbound e-document is displayed in another browser window.

Converting Inbound E-Documents into Transaction Records

Converting an E-Document into Vendor Bill Linked to Purchase Order

The process of converting purchase order to vendor bill is viewed from the perspective of the NetSuite user being a customer, who purchased items or services from a vendor. In this scenario, the NetSuite user initially sends a purchase order to a vendor, via outbound electronic invoicing. The purchase order is received by the vendor and processed on their side. The vendor will enter the details of the purchase order into their system and eventually generates an invoice record, which is then converted into an XML e-document and returned to the NetSuite user. The XML e-document from the vendor is received by the NetSuite user through the inbound electronic invoicing feature. The NetSuite user uploads the

received XML file to NetSuite as an inbound e-document record. It is this inbound e-document record that will undergo conversion to a vendor bill that is linked to the original purchase order.

Purchase Order Items and Expenses in Inbound E-Documents

Important: Currently, support for expenses in inbound processing is still in release preview status and only accessible to sandbox accounts. Expenses in inbound processing will be live and available for production accounts by the end of October.

As an item or an expense is required in a purchase order, either of them must also be included in the e-document for conversion; otherwise, conversion to vendor bill will not proceed.

In addition, items or expenses specified in the inbound e-document must include relevant details:

- For items, either the vendor code or vendor code/name must be included, depending on whether the Multiple Vendors feature is enabled or not.
- For expense, the amount must be included, and it is recommended that the Default Expense Account in the vendor record has a value. If there are specified amounts with no corresponding accounts, the Default Expense Account is automatically made the default account in the new vendor bill created from conversion.

For more details about the prerequisites for converting inbound e-documents with purchase orders items or expenses, see the following topic.

Prerequisites and Conditions for Conversion

Permission to Convert E-Documents

Your user role must have the permission to convert e-document records into NetSuite transactions. For more information on granting a role the permission to perform inbound e-document conversion, see Setting Up Custom Roles that Perform Inbound E-Document Conversion.

Status of Purchase Order

The inbound XML e-document must not be linked to a purchase order whose status is fully billed, unapproved, rejected, cancelled or closed. Otherwise, the conversion will fail. Conversion will also fail if the vendor in the inbound XML e-document is different from the vendor in the purchase order.

Inbound E-Document has Reference Number with Mapping in the Template

The Reference Number must be included in the inbound XML e-document and the e-document template must contain the mapping for the reference number. Without the reference number in the inbound XML e-document or the correct reference number mapping in the template, conversion of the e-document will fail.

Inbound E-Document has Purchase Order Number and the Template has Mapping to the createdfrom Field

The Purchase Order Number must be included in the inbound XML e-document and the e-document template must contain the mapping for the createdfrom field. Without the Purchase Order Number in the inbound XML e-document or the correct reference number mapping in the template, conversion will result in a stand-alone vendor bill. See Converting an Inbound E-Document Without a Purchase Order Number.

Purchase Order must have either an Item or Expense

The reference purchase order of the inbound e-document for conversion, must have either an item or expense specified. Without item or expense, the inbound e-document will not be converted. Moreover,

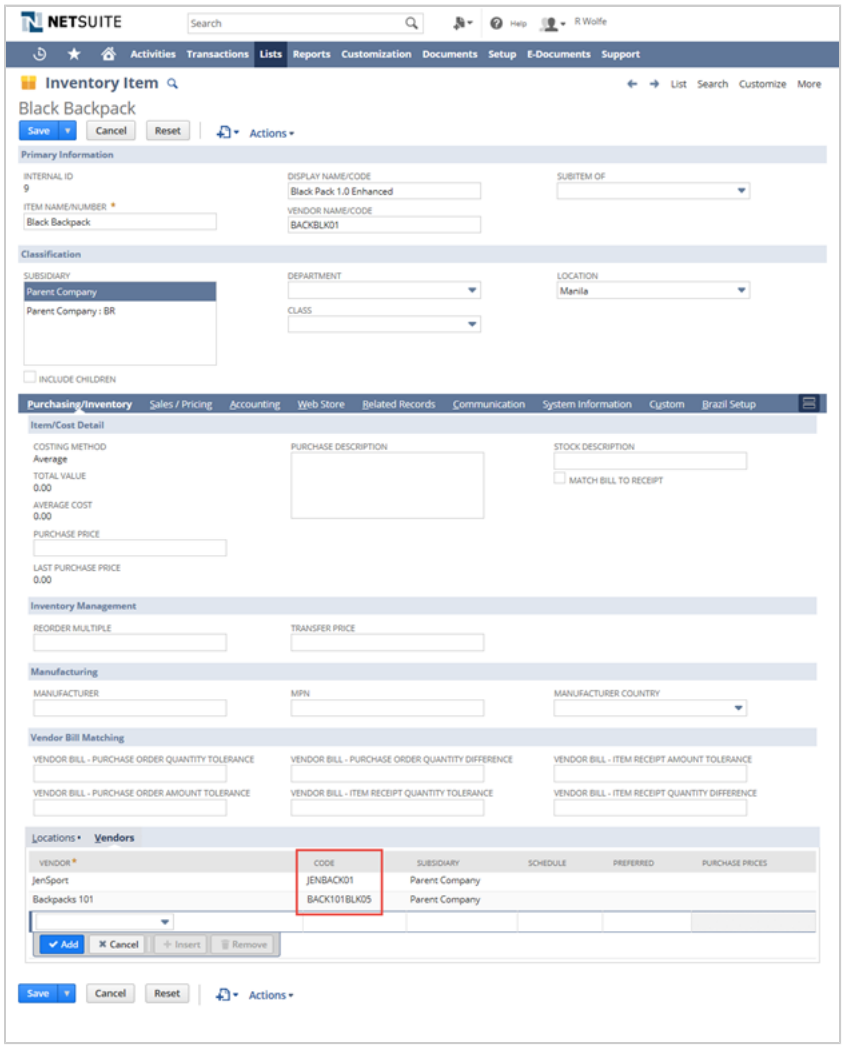
purchase order items or expenses must have required details included in the inbound e-document for conversion. The required details of items or expenses are discussed in the following sections.

Required Account and Amount for an Expense

If the XML e-document has an expense line, the mandatory Account and Amount fields of the bill must have values. The Account field of the expense line references the value of Default Expense Account on the Financial subtab of the vendor record. Therefore, the vendor must have a Default Expense Account setup or the conversion will fail.

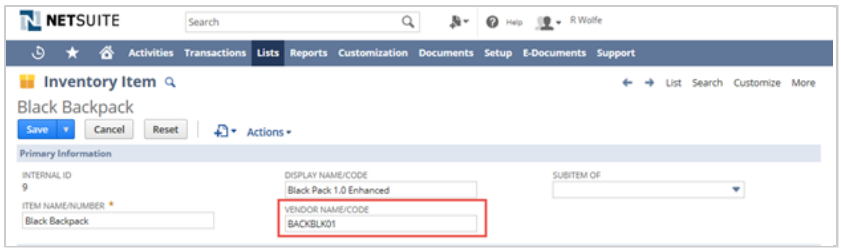
Required Vendor Code for Item Records

If the purchase order has item records, the vendor code of these item records must be included in the inbound XML e-document. If the Multiple Vendors feature is enabled during conversion, you must enter the Vendor Code on the Vendors subtab of the item record. The vendor code will be used to map the items to their corresponding vendor. If the vendor code in the XML e-document does not match any vendors, conversion will fail. The vendor code field is highlighted in the following screenshot.



Required Vendor Code/Name for Item Records

If the Multiple Vendors feature is disabled, the vendor code/name on the main tab of item records must be included in the inbound XML e-document. Otherwise, the conversion will fail. If two or more items have the same vendor code/name, implying duplicates, the conversion will fail. The vendor code/name field is highlighted in the following screenshot.



Common Scenarios in Vendor Bill Conversion

The following tables summarize the conversion of inbound e-documents with reference purchase orders that have items and expenses. Consider the scenarios that result in successful conversion and avoid those where conversion will fail.

Conversion Scenarios with Purchase Order Items

Case	Details of Reference Purchase Order	Details of Inbound XML E-Document based from the Purchase Order	Details of Inbound E-Document Template	Expected Conversion Result
Partial billing of some line items	The purchase order contains multiple line items.	The inbound XML e-document contains less line items than the total number of line items in the reference purchase order.	The template is valid with correct mapping.	Conversion will succeed. The created vendor bill includes only the line items contained in the XML e-document. The vendor bill is linked to the reference purchase order.
Duplicate line items	The purchase order contains duplicate line items.	The inbound XML e-document contains only one instance of each line item in the purchase order.	The template is valid with correct mapping.	Conversion will succeed. The created vendor bill contains no duplicate line items. The vendor bill is linked to the reference purchase order.
E-document template contains no mapping	The purchase order contains line items with values for amount, quantity, tax code, and rate fields.	The inbound XML e-document contains line items with field values.	The e-document template is valid but has no mapping for line item field values.	Conversion is successful. Field values for line items will take the default values entered in the purchase order.
The XML e-document contains additional line items that are not in the purchase order.	The purchase order is not yet billed and contains multiple line items.	The inbound XML e-document contains all or some of the purchase order line items, plus additional line items that are not in the purchase order.	The e-document template is valid with correct mapping.	Conversion will succeed. . All purchase order line items that are included the XML e-document, are entered in the created vendor bill. The additional line items included in the XML e-document but not in the purchase order, are also entered in the vendor bill. If all line items from the purchase order are included in the vendor bill. The status of the reference purchase order becomes Fully Billed.

Case	Details of Reference Purchase Order	Details of Inbound XML E-Document based from the Purchase Order	Details of Inbound E-Document Template	Expected Conversion Result
Converting a Partially Received purchase order with additional line items that are not in the reference purchase order	The purchase order is Partially Received and contains multiple line items, one of which has been received.	The inbound XML e-document contains some (but not all) purchase order line items, including the ones that have been received, plus additional line items that are not in the purchase order.	The e-document template is valid with correct mapping.	Conversion will succeed. All purchase order line items in the XML e-document that are not yet received, are included in the created vendor bill. Line items already received but still included in the XML e-document, are taken as additional line items in the bill. Additional line items that are not in the purchase order are included in the vendor bill. The status of the reference purchase order remains Partially Received.
The inbound XML e-document contains line items with no field values or values are set to 0.	The purchase order contains line items with values for amount, quantity, tax code, or rate.	The inbound XML e-document contains line items but with no values for the amount or quantity fields, or values are set to 0.	The e-document template is valid with correct mapping.	Conversion will fail. Details of the error are indicated in the E-Document Audit Trail.
The inbound XML e-document contains no line items.	The purchase order contains multiple line items.	The inbound XML e-document contains no line items.	The e-document template is valid with correct mapping.	Conversion will fail. Details of the error are indicated in the E-Document Audit Trail. The transaction must contain at least one line item.
The XML e-document contains only line items that are not in the reference purchase order.	The purchase order contains multiple line items.	All line items in the XML e-document are not in the reference purchase order.	The e-document template is valid with correct mapping.	Conversion will fail. Details of the error are indicated in the E-Document Audit Trail. The XML e-document must contain at least one line item from the reference purchase order.

Conversion Scenarios with Purchase Order Expenses

Case	Details of Reference Purchase Order	Details of Inbound XML E-Document based from the Purchase Order	Details of Inbound E-Document Template	Expected Conversion Result
The XML inbound e-document is for partial billing. Not all purchase order expenses are billed.	The purchase order contains expenses with the required amount and corresponding account.	The inbound XML e-document does not include all amounts for each expense line.	The e-document template is valid with correct mapping.	Conversion will succeed. The created vendor bill has the amount of the expenses mapped to their corresponding accounts.
An extra expense amount is included in the inbound e-document.	The purchase order contains expenses with the required amount and corresponding account.	The inbound XML e-document contains an expense amount with no corresponding account.	The e-document template is valid with correct mapping.	Conversion will succeed. The expense amount with no corresponding account will automatically be assigned to the Default Expense Account specified in the vendor record.
The purchase order has expense amount and	The purchase order contains expenses with the	The inbound XML e-document does	The e-document template is	Conversion will only proceed if the inbound XML e-document includes at

Case	Details of Reference Purchase Order	Details of Inbound XML E-Document based from the Purchase Order	Details of Inbound E-Document Template	Expected Conversion Result
account, but the inbound XML e-document does not have an expense included.	required amount and corresponding account.	not have an expense included.	valid with correct mapping.	least one line item from the reference purchase order. If neither line item nor expense is included in the inbound e-document, conversion will not proceed.
The purchase order has item lines and no specified expense, but the inbound e-document has expense amounts	The purchase order has no specified expense amount and account, but has at least one line item.	The inbound XML e-document has expense amounts included, without corresponding accounts.	The e-document template is valid with correct mapping.	Conversion will only proceed if there is at least one line item included, and a Default Expense Account is specified in the vendor record. The expense amounts in the inbound e-document will be assigned to the Default Expense Account.

Converting Individual Inbound E-Documents into Vendor Bills

If the conditions and requirements for conversion have been met, you are ready to convert an inbound e-document into a vendor bill. See Prerequisites and Conditions for Conversion

To convert an inbound e-document into a vendor bill

Note: Before proceeding with conversion, make sure that the date format in the XML e-documents is the same as the date format set in Set Preferences.

1. Go to the E-Documents Portlet on the Home page, and then click the number under **Inbound E-Documents for Conversion**.
2. On the Inbound E-Document for Conversion results page, click the View link of the inbound e-document that you want to convert into a vendor bill.
3. On the Inbound E-Documents page, click **Convert**.

The progress of conversion is displayed as a banner on the page. If conversion is successful, the created vendor bill is displayed. On the **E-Document** subtab of the vendor bill, the **Inbound E-Document** field indicates the record link of the converted inbound e-document. The **E-Document Audit Trail** subtab of the inbound e-document record will indicate the details of the successful conversion and the status is set to Converted. Details of any error or failure in conversion will also be listed in the e-document audit trail. If the converted inbound e-document has an attached PDF file reference, the attachment can be viewed and downloaded on the **E-Document** subtab of the created vendor bill.

Converting an Inbound E-Document Without a Purchase Order Number

An inbound e-document without a purchase order number can be converted into a stand-alone vendor bill. Even if the inbound e-document is neither derived from, associated with, nor linked to an existing purchase order record, it can still be converted into a vendor bill. But the inbound e-document that will undergo conversion, must meet the following requirements:

- It must be a valid and well-formed XML document.

- It must include a reference number.
- It must include at least one item purchased or an expense.
- If it includes expense line, vendor record must have a Default Expense Account.

Convert this type of (stand-alone) inbound e-document by clicking **Convert** on the record. Or, use a script to run automatic bulk conversion of inbound e-document records with status For Conversion. For more information, see Deploying Automatic Bulk Conversion Script for Inbound E-Documents.

Converting Failed Inbound E-Documents

Inbound e-documents that initially failed conversion can be manually converted again, individually or in bulk, into vendor bills.

First, you must review the inbound e-documents that failed conversion and then resolve the errors in those e-documents. Without resolving the errors, the conversion process will fail again.

After resolving the errors, you need to search for the inbound e-documents that you fixed and finally proceed with the bulk conversion.

To search and convert inbound e-documents that failed initial conversion:

1. Go to the Electronic Documents portlet on the Home page, and then click the number under **Convert Failed Inbound E-Documents**.

   The Convert Inbound E-Documents page is displayed with search filters where you can define criteria for refining the search for failed inbound e-documents.
2. Enter a date in the **Date Created From** and **Date Created To** fields.

   > **Note:** The Date Created From must be an earlier date than the Date Created To.

   The combined dates that you entered define a date range during which all inbound e-documents created within that period will be displayed as the result.
3. (Optional) Select a vendor in the **Vendor** field

   The Vendor field further refines your search criteria by searching for inbound e-documents from a particular vendor.

   > **Important:** The search will not proceed if any inbound e-document within the specified date range or from the selected vendor, is undergoing the conversion process at the same time. In this case, a message is displayed instructing you to change your search criteria or try again later when the ongoing conversion is finished.
4. Click **Search**.

   A results page is displayed listing the failed inbound e-documents that meet your search criteria. The results page displays the first 25 inbound e-documents, if there are more inbound e-documents found, they are displayed on succeeding pages. On the results page, you can click the Internal ID link of an inbound e-document is a link that to open the inbound e-document record.
5. Click **Convert**.

   A message is displayed on the banner, confirming that the e-documents are being converted.

After the conversion is completed, an email notification is sent to the user who performed the conversion and to the email address in the Email Recipient Notification setup, if any is specified. If errors are encountered during conversion, the email will have an attached CSV file listing the inbound e-documents that underwent conversion, including columns for the Internal ID, Vendor, and details of the conversion process and errors.

For more information on choosing the recipient of notifications, see step 4 of Prerequisites for Using Electronic Invoicing.

Note: You can also convert inbound e-documents that failed conversion, individually or one at a time. For more information, see Converting Individual Inbound E-Documents into Vendor Bills.

Compatibility of Approval Workflows with Vendor Bill Conversion

If Vendor Bill Approval Workflow is enabled, it is automatically applied to vendor bills created from inbound e-document conversion, without further configuration.

With approval workflow enabled, a vendor bill created from inbound e-document conversion is also assigned an approval status. If the new vendor bill is still pending approval when it was created, the approval process is continued. The vendor bill is then properly routed to the next approver defined in the workflow. For more information, see the help topic Vendor Bill Approval Workflow.

If 3 Way Match Vendor Bill Approval Workflow is enabled, you can determine the discrepancy between the created vendor bill and the reference purchase order. Clicking Bill Exception on the new vendor bill will display any discrepancy resulting from the validation performed by the approval workflow against set exception criteria. A vendor bill and its corresponding purchase order may have discrepancies in terms, quantity tolerance, quantity difference, or amount. For more information, see the help topic 3 Way Match Vendor Bill Approval Workflow.

Note: The standard workflow included in the Vendor Approval SuiteApp does not support checking for tax amount discrepancy. If you want to enable checking for tax amount discrepancy, see the help topic Customizing for the Vendor Bill Approval Workflow.

Canceling Inbound E-Documents

You can cancel an inbound e-document if you do not want to convert it into a NetSuite transaction.

To cancel an inbound e-document, view or open the inbound e-document you want to cancel and then click **Cancel**. A banner is displayed on the inbound e-document confirming cancellation of the record. The E-Document Audit Trail on the E-Document subtab also indicates the details of cancellation. Canceled e-documents cannot be converted to NetSuite records anymore.

You cannot cancel an inbound e-document if it is already converted or canceled. A canceled or converted e-document does not display the Cancel button. Cancellation will also fail if the inbound e-document is concurrently being converted or canceled by another user.

If cancellation of the record failed, a banner is displayed on the inbound e-document indicating the failure. The E-Document Audit Trail on the E-Document subtab also indicates the cause of the failure to cancel the inbound e-document.

Electronic Invoicing Errors

To understand outbound and inbound e-document processing errors, see the following topics:

- Electronic Invoicing Error Codes
- Outbound E-Document Generation Errors
- Outbound E-Document Sending Errors
- Inbound E-Document Conversion Errors

Electronic Invoicing Error Codes

Error code	Message	Description	Solution
EI_TEMPLATE_CSV_ERROR	The XML template contains errors. XML format must be well-formed.	The XML input for Template for Outbound E-Invoices field is invalid.	You must fix the XML input for the **Template for Outbound E-Invoices** field.
EI_TEMPLATE_VALIDATOR_CSV_ERROR	The **REGEX** field contains an incorrect regular expression. Proper syntax must be used.	The Regex input for XML validators is invalid.	You must fix the regex input for **Regex Validation Expression** field in the XML Validators sublist of the template.
EI_INACTIVE_CUSTOMER	Transactions with inactive customers are not supported by e-document.	The customer who owns the transaction is inactive.	You must remove the e-document template from the transaction or activate the inactive customer.
EI_SENDING_NO_RECIPIENTS	The e-document cannot be sent because the customer has no email address. Before you can send this e-document by email, an email address must be provided on the customer record.	The customer (individual) does not have any email address specified in the Customer record.	You must enter a valid email address in the Customer record.
EI_SENDING_NO_RECIPIENTS	There are no e-document recipients for this customer. To send electronic documents by email to this customer, at least one contact must be added to the list of e-document recipients.	The customer (company) does not have any e-document recipients defined in the Customer record.	You must enter e-document recipients in the Customer record.
EI_SENDING_RECIPIENT_NO_EMAIL	One or more recipients of the e-document, associated with this transaction, does not have an email address. Verify that the recipients for this customer have valid email addresses.	The customer (company) has an e-document recipient that does not have an email address.	You must enter a valid email address in the e-document recipient in the Customer record.
EI_SENDING_INVALID_METHOD	Select a valid sending method for {TYPE} #{TRANSACTIONNUMBER}.	The transaction does not have an e-document sending method defined.	You must enter an e-document sending method in the Transaction record.
EI_SEND_INVALID_RESULT	The plug-in failed to return a valid result.	The plug-in used for sending, did not return a result.	You must fix the plug-in implementation so that it will return a result object.

Error code	Message	Description	Solution
EI_SENDING_PLUG_IN_ERROR	<ERROR MESSAGE>	The plug-in used for sending, encountered an error.	You must fix the plug-in implementation based on the error message.
PROBLEM_LOADING_PLUG_IN	E-document Sending encountered an error while loading a custom plug-in. Error Code: <ERROR CODE> Message: <MESSAGE>	The plug-in file used for sending, did not load properly.	You must fix the plug-in implementation based on the error message.
EI_CANNOT_CREATE_DEFAULT_DOCUMENT_PACKAGE	The {DEFAULT_DOCUMENT_PACKAGE} record already exists. You cannot create an e-document package record with the same name. Rename your e-document package record and try again.	Creating an e-document package with the name "Default E-Document Package" is not allowed. (this error is shown in CSV import).	You must create a new e-document package with another name.
EI_CANNOT_EDIT_DEFAULT_DOCUMENT_PACKAGE	Editing the {DEFAULT_DOCUMENT_PACKAGE} record Name or Description is not allowed.	Editing the e-document package, "Default E-Document Package", is not allowed. (this error is shown in CSV import).	Avoid editing the default e-document package record.
EI_CANNOT_DELETE_DEFAULT_DOCUMENT_PACKAGE	Deleting the {DEFAULT_DOCUMENT_PACKAGE} record is not allowed.	Deleting the e-document package, "Default E-Document Package", is not allowed. (this error is shown in CSV import)	Avoid deleting the default e-document package record.
EI_VENDOR_CODE_FIELD_NOT_FOUND	The vendorcode field is missing in the e-document template. Modify the e-document template or select another template that includes vendorcode field mapping.	If the Multiple Vendor feature is enabled in the account, the vendorcode must be indicated in the Mapping Format of the E-Document Template that is being used for Inbound E-Document conversion.	You must add the mapping for vendorcode field in the Field Mapping for Inbound E-Documents in the template.
EI_NO_VENDOR_CODE_VALUE	At least one of the items has no vendor code. Cancel this e-document and submit another e-document with	The vendorcode of one of the items has no	You must modify the XML by defining a value for the XML tag

Error code	Message	Description	Solution
	the correct value for the XML element mapped to the vendor code field.	value. This error occurs if the Multiple Vendor feature is enabled in the account.	that is mapped to the vendorcode field.
EI_VENDOR_NAME_FIELD_NOT_FOUND	The vendorname field is missing in the e-document template. Modify the e-document template or select another template that includes vendorname field mapping.	If the Multiple Vendor feature is disabled in the account, the vendorname field must be indicated in the Mapping Format of the E-Document Template that is being used for Inbound E-Document conversion.	You must add the mapping for the vendorname field in the Field Mapping for Inbound E-Documents in the template.
EI_NO_VENDOR_NAME_VALUE	At least one of the items has no vendor name/code. Cancel this e-document and submit another e-document with the correct value for the XML element mapped to the vendor name/code field.	The vendorname of one of the items has no value. This error occurs if the Multiple Vendor feature is disabled in the account.	You must modify the XML by defining a value to the XML tag that is mapped to the vendorname field.
EI_CREATED_FROM_TRANSACTION_NOT_FOUND	Record (#{TRANSTYPE}#{TRANSID}) was not found in the system. Cancel this e-document and submit another e-document with the correct value for the XML element mapped to the createdfrom field.	The transaction that the vendor bill will be created from is not found in the system.	You must define the correct value for the XML tag that is mapped to the createdfrom field.
EI_CREATED_FROM_TRANSACTION_ENTITY_NOT_MATCH	Record (#{TRANSTYPE}#{TRANSID}) is assigned to a different entity. Select the correct entity and convert this e-document.	The referenced transaction has a different entity compared to the inbound e-document.	You must select the correct entity and convert the e-document again.
EI_TRANSACTION_REF_NUM_ALREADY_EXISTS	A vendor bill with the same reference number already exists. Cancel this e-document and submit another e-document with the correct reference number value for the XML element mapped to the tranid field.	This error occurs during conversion of inbound e-document to vendor bill. The SuiteApp will not proceed with conversion if the reference number on the inbound e-document	You must define another value for the XML tag that is mapped to the tranid field.

Error code	Message	Description	Solution
		already exists in one of the vendor bills.	
EI_TRANSACTION_REF_NUM_NOT_FOUND	The required reference number is missing in the inbound e-document. Cancel this e-document and submit another e-document that includes an XML element for the reference number, mapped to the tranid field.	Reference number must be present in the XML. It has to be mapped to the E-Document template tranid field.	You must add an XML tag that maps to the tranid field.
EI_TRANSACTION_ITEM_ERROR	The following vendor codes: {ITEMLIST}, are associated with multiple item records. Modify the item records and ensure that vendor codes are unique for each item per vendor.	There are items in the XML (in the inbound e-Document) that have multiple matches in the item record.	You must edit the vendor codes of the duplicate item records to ensure the uniqueness of the items.
EI_TRANSACTION_ITEM_ERROR	The following vendor name/codes: {ITEMLIST}, are associated with multiple item records. Modify the item records and ensure that vendor name/codes are unique for each item per vendor.	There are items in the XML (in the inbound e-document) that have multiple matches in the item record.	You must edit the vendor name/ codes of the duplicate item records to ensure the uniqueness of the items.
EI_TRANSACTION_ITEM_ERROR	The following vendor codes: {ITEMLIST}, are not associated with any item records.	There are items in the XML (in the inbound e-document) that have no match in the system.	You must create an item record for those items with no matches.
EI_TRANSACTION_ITEM_ERROR	The following vendor name/codes: {ITEMLIST}, are not associated with any item records.	There are items in the XML (in the inbound e-document) that have no match in the system.	You must create an item record for those items with no matches.
EI_TRANSACTION_ITEM_ERROR	There are no items in the inbound e-document that is included in the referenced transaction. Check the status of the referenced transaction if it can be transformed. If it can be transformed, cancel this e-document and submit another e-document with the correct value for the XML element mapped to the createdfrom field.	The user cannot convert the transaction or the referenced transaction does not have any matching items to the items in the inbound e-document.	A different transaction must be referenced or a different inbound e-document with the correct items must be used.
EI_SENDING_IN_PROGRESS	The system cannot perform a search using the filters you selected because e-document sending is already in progress for transactions within the date range ({TRANDATE_FROM} - {TRANDATE_TO}) for subsidiary	The records you are searching for might already be undergoing the sending process.	You can change the parameters for sending, or wait for the current sending process to finish

Error code	Message	Description	Solution
	({SUBSIDIARY}). Please change your search criteria or try again later.		before sending again.
EI_CONVERSION_IN_PROGRESS	The system cannot perform a search using the filters you selected because inbound e-document conversion is already in progress within the date range ({DATECREATED_FROM} - {DATECREATED_TO}). Please change your search criteria or try again later.	The records you are searching for might already be undergoing the conversion process.	You can change the parameters for conversion, or wait for the current conversion process to finish before converting again.

Electronic Invoicing Common Errors

Message	Error on User Interface	Description	Solution
An error occurred during conversion. Check the E-Document Audit Trail on the E-Document subtab for details.	Banner on the record	A red banner is displayed on the inbound e-document record indicating failed conversion.	Check the audit trail for more information.
Unable to convert this inbound e-document because the selected vendor is inactive. The E-Document Status field has not been updated and an audit trail has not been created. Clear the Inactive box on the vendor record, then try converting the e-document again.	Banner on the record	A yellow banner is displayed on the inbound e-document record indicating that an inactive vendor is selected.	Activate the inactive vendor before converting the inbound e-document.
Unable to convert this inbound e-document because the selected customer is inactive. The E-Document Status field has not been updated and an audit trail has not been created. Clear the Inactive box on the customer record, then try converting the e-document again.	Banner on the record	A yellow banner is displayed on the inbound e-document record indicating that an inactive customer is selected.	Activate the inactive customer before converting the inbound e-document.
Parsing failure. Check the Field Mapping for Inbound E-documents.	Audit Trail log	The Audit Trail of the inbound e-document logs this error after a failed conversion due to failure in XML parsing.	Check the inbound template for errors.
Conversion failure.	Audit Trail log	The Audit Trail of the inbound e-document logs the error after the failed conversion process.	Check the inbound e-document for errors.
Conversion failed because the status of the inbound e-document record is '{STATUS}'	Audit Trail log	The Audit Trail of the inbound e-document logs the error after a failed conversion due to a wrong status detected during conversion process.	A concurrent conversion process might be running, or the record is already cancelled when conversion was started. You can wait for the other conversion process to finish, or verify if the record has been canceled.

Message	Error on User Interface	Description	Solution
An error occurred during cancellation. Check the E-Document Audit Trail on the E-Document subtab for details.	Banner on the record	A banner is displayed indicating an error in cancellation.	You must check the inbound e-document for errors; most likely, the error is due to an invalid status.
The selected XML File Reference is not a valid XML file. Ensure that the file you select has the .xml extension.	Popup message	The inbound e-document record has an invalid e-document file.	You must make sure that the file attached to the inbound e-document is an XML file.
The selected XML File Reference is not a well-formed XML document.	Popup message	The inbound e-document record has a malformed XML file.	You must check the attached XML file if it is well-formed.
The Transaction Date From must not be later than the Transaction Date To. Change the dates so that the Transaction Date From is earlier than the Transaction Date To.	Popup message	The selected Transaction Date To is earlier than the Transaction Date From.	You must change the selected dates to make the Transaction Date From earlier than the Transaction Date To.
The Date Created From must not be later than the Date Created To. Change the dates so that the Date Created From is earlier than the Date Created To.	Popup message	The selected Date Created To is earlier than the Date Created From.	You must change the selected dates to make the Date Created From earlier than the Date Created To.
The selected XSD file is not a valid XSD file. Ensure that the file you select has the .xsd extension.	Popup message	This message is displayed while creating/editing a template record when the selected file is not an XSD file.	You must select an XSD file
There is no e-document email sender for this vendor. To receive e-documents through email from this vendor, you must enter at least one email address in the Vendor E-Document Email Sender list.	Popup message	The vendor does not have any e-document senders defined in the vendor record. This error appears when saving the record with Use Sender List box checked.	You must add at least one sender email address, or clear the box and input a sender domain.
The sender email address already exists.	Popup message	The sender email address entered in the sublist is already existing for the same vendor.	You must enter a different email address or remove the current entry.
The sender email domain is already being used by a different vendor.	Popup message	The sender domain is already being used by another vendor.	You must enter a different domain, or use the sender list to enter specific email addresses.
This account does not have an active license to use the Electronic Invoicing SuiteApp in multiple countries. To convert e-documents in bulk, please contact your account administrator to configure the E-Document Country for Free Use on the Company Information page.	Popup message	This message is displayed when trying to convert failed inbound e-documents in bulk using the Suitelet.	The administrator must set up the E-Document Country for Free Use field.
This account does not have an active license to use the Electronic Invoicing SuiteApp in multiple countries. To convert this e-document to a transaction, please	Popup message	This message is displayed when trying to convert an inbound e-document	The administrator must set up the E-Document Country for Free Use field.

Message	Error on User Interface	Description	Solution
contact your account administrator to specify a country in the E-Document Country for Free Use field on the Company Information page.		individually from the record page.	
This account does not have an active license to use the Electronic Invoicing SuiteApp in multiple countries. To convert this e-document to a transaction, please contact your NetSuite account manager to purchase a license.	Popup message	This message is displayed when trying to convert an inbound e-document individually from the record page.	Ask the account manager to purchase a license.
This account does not have an active license to use the Electronic Invoicing SuiteApp in multiple countries. To convert this e-document to a transaction, please set up the default billing address of the selected vendor.	Popup message	This message is displayed when trying to convert an inbound e-document individually from the record page.	You must add a default billing address to the vendor of this e-document.

Outbound E-Document Generation Errors

The following errors can occur during the generation of e-documents:

- Malformed Template
- Malformed XPath
- Malformed Regex
- Unsupported XPath
- Data Failed Validation Checking
- Inactive Customer Record

Malformed Template

Generation of e-documents will fail if the selected template contains FreeMarker syntax errors.

To fix this error, select a different template or update the content of the e-document template, then try generating the e-document again.

Make sure that e-document templates are well-formed.

Click the link to the e-document template in the **E-Document Template** field to view and edit your e-document template.

For more information, see XPath and Regex Examples for E-Document Templates.

Malformed XPath

Generation of e-documents will fail if there is no xpath to validate your e-document template, or the xpath format is invalid.

To fix this error, select a different template or verify that an xpath exists and the format is correct in your e-document template, then try generating the e-document again.

Make sure that e-document templates use the proper syntax for the xpath.

Click the link to the e-document template in the **E-Document Template** field to view and edit your e-document template.

For more information, see XPath and Regex Examples for E-Document Templates.

Malformed Regex

Generation of e-documents will fail if the regex validation expression that validates your e-document template is invalid.

To fix this error, select a different template or check the regex validation expression's format in your e-document template, then try generating the e-document again.

Make sure that e-document templates use the proper syntax for the regex validation expression.

Click the link to the e-document template in the **E-Document Template** field to view and edit your e-document template.

For more information, see XPath and Regex Examples for E-Document Templates.

Unsupported XPath

Generation of e-documents will fail if the e-document template does not contain the information required by the xpath used to validate it.

To fix this error, select a different template, update the e-document template, or delete the xpath, then try generating the e-document again.

Click the link to the e-document template in the **E-Document Template** field to view and edit your e-document template.

For more information, see XPath and Regex Examples for E-Document Templates.

Data Failed Validation Checking

Generation of e-documents will fail if the transaction does not contain the information needed by the e-document template you selected. For example, if your e-document template requires a shipping address with a 5-digit postal code, but the shipping address on your transaction record has a 4-digit postal code, an error will occur.

To fix this error, select a different template, update the transaction record with the required information, or update the e-document template validations, then try generating the e-document again.

Inactive Customer Record

Generation of e-documents will fail if the customer associated with the transaction record is inactive.

To fix this error, set the **E-Document Template** field on the transaction to blank. If the **E-Document Template** field is blank, the system will not generate an e-document for the transaction, and no error message will be shown. If you intend to generate an e-document for the transaction, you must make the customer record active, then try generating the e-document again.

To activate the customer record, go to Lists > Relationships > Customers and find the customer record. Click **Edit**, then go to the **System Information** subtab and clear the **Inactive** box.

To regenerate e-documents, see the following topics:

- Regenerating E-Documents for Single Transactions
- Generating and Regenerating E-Documents in Bulk

Outbound E-Document Sending Errors

Errors can occur when sending e-documents. When the system encounters an error, NetSuite sends an email notification containing the error details to the user who initiated the sending process.

An audit trail containing the error details is also created on the **E-Document Audit Trail** subtab on the transaction record.

Fixing errors may require an Administrator role. Be sure to inform your account administrator about the error immediately. If the error is not fixed, the e-document cannot be sent.

The following errors can occur when sending e-documents:

- Invalid Sending Method
- Invalid E-Document Sender
- Invalid Email Recipient
- Plug-in Script Error

Invalid Sending Method

Sending of e-documents will fail if no sending method has been selected on the transaction record.

To fix this error, edit the transaction record and select a sending method, then try sending the e-document again.

Invalid E-Document Sender

Sending of e-documents will fail if the e-document sender has no email address.

To fix this error, change the e-document sender or make sure the e-document sender has a valid email address, then try sending the e-document again.

To view the **E-Document Sender** field, go to Setup > Company > Company Information.

If you have a OneWorld account, go to Setup > Company > Classifications > Subsidiaries. Then, click the subsidiary to view the assigned employee in the **E-Document Sender** field.

To add or change the email address, go to Lists > Employees and edit the employee record.

Invalid Email Recipient

Sending of e-documents will fail if the selected sending method has no email recipients or if one or more email recipients have no email addresses.

To fix this error, select a different sending method or make sure the selected sending method has at least one email recipient with an email address. If the customer is a company, there should be at least

one email recipient defined on the **E-Document Email Recipient** subtab on the customer record. If the customer is an individual, enter the email address.

To view and add email recipients for the selected sending method, go to the **E-Document** subtab of the customer record. On the **E-Document Email Recipient** field, verify that your email recipients have email addresses. Click **New E-Document Email Recipient** to add an email recipient. Only contacts associated with the customer record are available for selection in the dropdown list.

Plug-in Script Error

Sending of e-documents will fail if the selected custom sending method is invalid.

To fix this error, make sure that the script of your custom sending method is valid.

For more information, see Creating Custom Methods for Sending E-Documents.

Inbound E-Document Conversion Errors

Errors can occur when converting e-documents. When an error is encountered in automatic scheduled bulk conversion, the system sends an email notification with error details to the Recipient of E-Document Notifications. If the Recipient of E-Document Notifications is not assigned, the system sends the notification to all active administrators.

An audit trail containing the error details is also created on the **E-Document Audit Trail** subtab on the inbound e-document record.

Fixing errors may require an Administrator role. Be sure to inform your account administrator about the error immediately. If the error is not fixed, the e-document cannot be converted.

The following errors can occur when converting inbound e-documents:

- Purchase Order is not Ready
- Incorrect PO Number
- Item vendorcode is not Unique
- Duplicate Reference Number
- Incorrect Mapping to Transaction Fields
- Mapping to Mandatory Vendor Bill Fields is Missing
- Missing Default Expense Account

Purchase Order is not Ready

Inbound e-document conversion will fail, if the e-document to be converted was generated from a purchase order that is not ready for billing, closed or fully billed.

To fix this error, ensure that the PO status is ready for billing.

Incorrect PO Number

Inbound e-document conversion will fail, if the e-document to be converted was generated from a purchase order with incorrect PO Number.

To fix this error, contact the vendor or party whom the e-document came from, inform them to make corrections to the PO Number, and have them send the amended XML file.

Item vendorcode is not Unique

Inbound e-document conversion will fail, if the e-document to be converted contains items whose vendorcode are not unique.

To fix this error, update the item records and ensure that each item has a unique vendorcode.

Duplicate Reference Number

Inbound e-document conversion will fail, if the Reference Number of an e-document to be converted has a duplicate. Duplicate Vendor Bill Detection is enabled for the Electronic Invoicing SuiteApp, so a duplicate Reference Number and vendor will cause the error.

To fix this error, review the existing bill, and then determine if it is duplicate. If it is a duplicate, cancel the e-document. If it is not duplicate, ask the vendor to resend an updated XML document, and then cancel the e-document.

Incorrect Mapping to Transaction Fields

Inbound e-document conversion will fail, if the JSON template has incorrect mapping to transaction fields.

To fix this error, review the inbound e-document template and make sure that JSON objects map to the correct vendor bill transaction fields.

Mapping to Mandatory Vendor Bill Fields is Missing

Inbound e-document conversion will fail, if the JSON template is missing the mapping to mandatory vendor bill fields.

To fix this error, review the inbound e-document template and define the JSON objects that will map to mandatory vendor bill transaction fields.

Missing Default Expense Account

Inbound e-document conversion will fail, if the XML contains an expense line but the vendor record does not have a default expense account specified. To fix this error, edit the vendor record and on the **Financial** tab, specify a Default Expense Account.