NETSUITE TUTORIAL
Module 1 – Overview & Company Setup

Welcome to my NetSuite Tutorial. I have written this tutorial for all students who are enrolled in Kelley School of Business' A337/S400 course. The instructions in this document will help you learn some basic NetSuite features and provide a hands-on experience with a commercially available Enterprise Resource Planning system. This tutorial is divided into 4 modules.

Module 1: NetSuite Overview and Company Set Up

Module 2: Chart of Accounts and Journal Entries

Module 3: Item Creation and the Purchase Cycle (Purchase to Pay)

Module 4: NetSuite Forms and the Revenue Cycle (Order to Cash)

The modules in this NetSuite tutorial will show you how to set up a fictitious business, assign user roles, design reports, structure the chart of accounts, make journal entries, and buy and sell products.

Overview of NetSuite

NetSuite, (**www.netsuite.com)** is a user-friendly, web-based Enterprise Resource Planning (ERP) suite for mid-size businesses. It is a **Software-as-a-Service (SaaS)** package that delivers intelligent, integrated, and powerful business applications. NetSuite combines Customer Resource Management (CRM) and E-commerce capabilities with back-office Accounting and self-service portals for customers and suppliers. It supports business functions across all departments including sales, marketing, accounting, finance, inventory, order fulfillment, purchasing, and employee management.

As a future professional in the business world, it is important that you have some first-hand experience with key technology. In learning to use NetSuite, you will better understand key business processes and you will produce reports at each point in the processes. Additionally, experience with Accounting Information System (AIS) and Enterprise Resource Planning (ERP) technology can make you more marketable to employers. For additional information about NetSuite, you may visit their student resource center at (**http://www.netsuite.com/netsuiteforstudents**).

Before starting NetSuite, you will be provided with your own account on a NetSuite training system to create your own fictional business. Your NetSuite account will be pre-populated with products, customers, vendors, and employees. It will have financial history and many on-going transactions in order to simulate a viable business environment. You will be the system administrator and have full access to all functions of the system. Unlike the "real world" you will be able to buy and sell products without your boss' approval. So spend wisely!

Objectives

In this module, you will

- Log into NetSuite and change your password
- Set your default role as Administrator
- Learn how to navigate the application interface
- Explore the Help support features
- Customize your dashboard
- View how roles and permissions are defined
- Add yourself as an employee
- Set up your own business, logo, and warehouse location

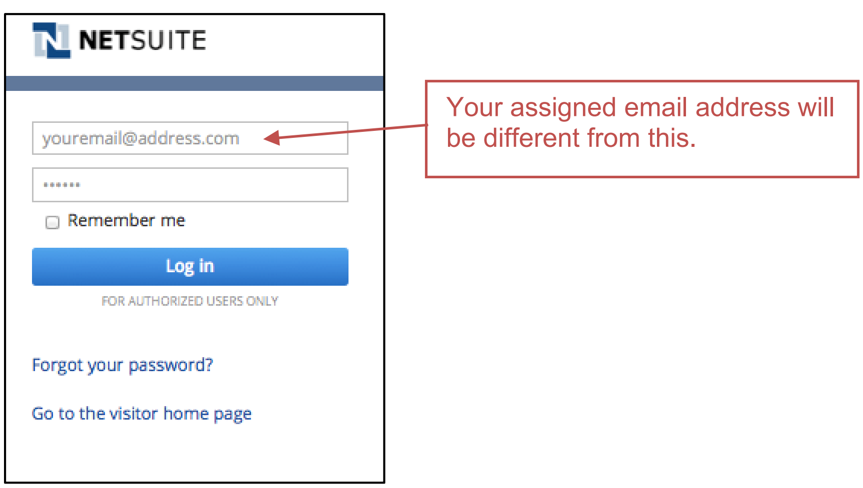
If you make a mistake in this training environment, you may back out or delete your work or simply start over again.

1 – 1: Logging in to NetSuite

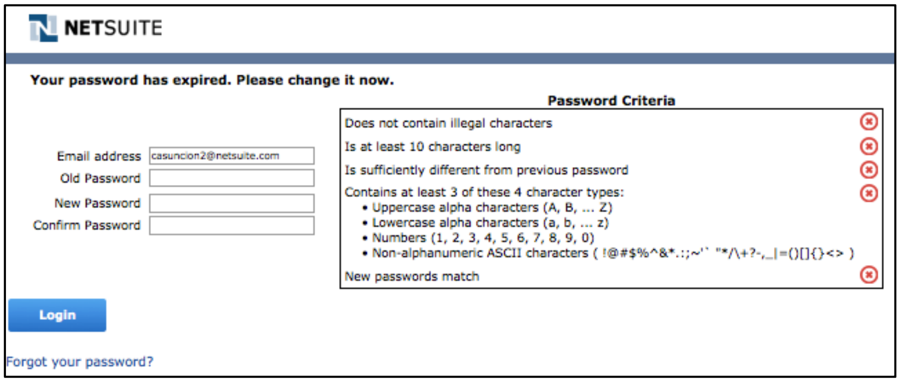
In this exercise, you will log in to your NetSuite account with your assigned username and password. You will then change your password.

If necessary, you can log out of NetSuite before completing this tutorial. However, once you start the log in process, do not log out before completing step 1 – 2: Setting your Default Role. The next time you log in, you will not need to reset your password or your default role.

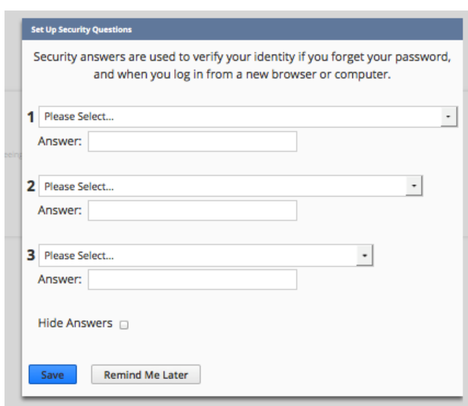
1. Open your browser and type **www.netsuite.com** in the address field. Make sure your browser is set to accept cookies before proceeding to the next step. Note: You can use any browser. Internet Explorer seems to work the best.
2. Click the **Customer Login** link at the top of the page. The NetSuite **Customer Login** page opens.



3. Enter your assigned **Email address** and your **assigned password**.
4. Click the **Log in** button.
5. The **Log In** window opens.



6. Do not change your assigned **Email Address**.
7. In the **Old Password** field, enter your assigned password that you previously used.
8. Enter and confirm your new password you want to use to access your account. Passwords must be at least 6 characters in length and must contain at least one number or special character. Special characters include **, ` ~ ! @ # $ % ^ *) ; ' " { } .**
9. Don't forget your new password. I do not have access to your account and cannot help you if you cannot log in.
10. Click the **Login** button. The **Set Password Security Questions** window opens. **Reminder to write down your password and the answers to your security questions for future reference. NetSuite will not be able to retrieve lost missing passwords, which will lead you to start over and lose all your work.**

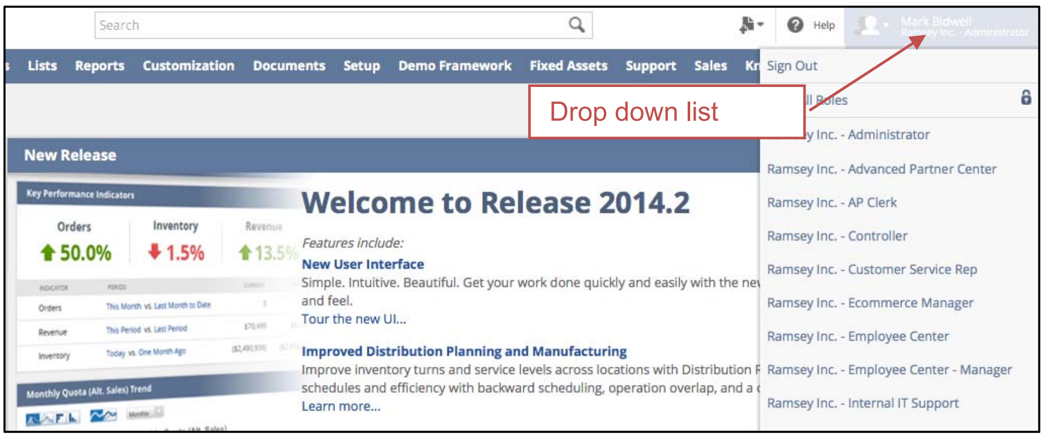


11. Select the checkbox for the **NetSuite Trial Account Agreement**.
12. Click the **Continue** button.
13. *Don't stop here. Keep going. You must complete the next section or you will lose system administrator access to this account.*

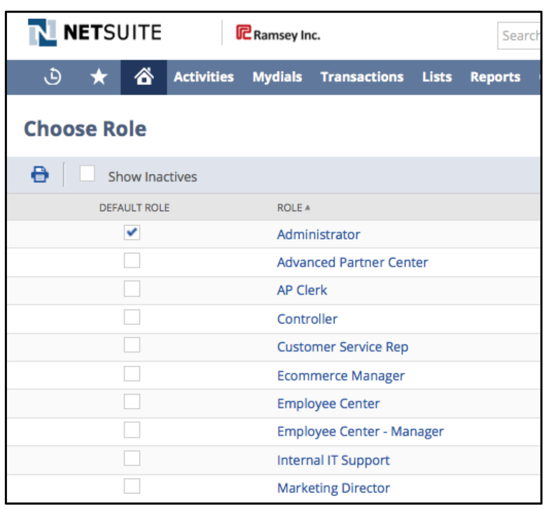
1 – 2: Setting your Default Role

You have been assigned the default name of **Mark Bidwell**. Your default company name is **Ramsey Inc.** You will change both of these names in another exercise. In this exercise, you will set your default role to **Administrator**. This means that the next time that you log in, you will continue to have access to all of NetSuite's functionality. You will only need to do this once. ***Very Important: If you skip this step, you will not be able to log in again as the administrator and you will not be able to complete any tutorial exercises.***

1. Click on the drop down list arrow beside **Mark Bidwell (Administrator).** A list of all your available roles appears.



2. Select **View All Roles from drop down menu**. The **Choose Role** page opens.

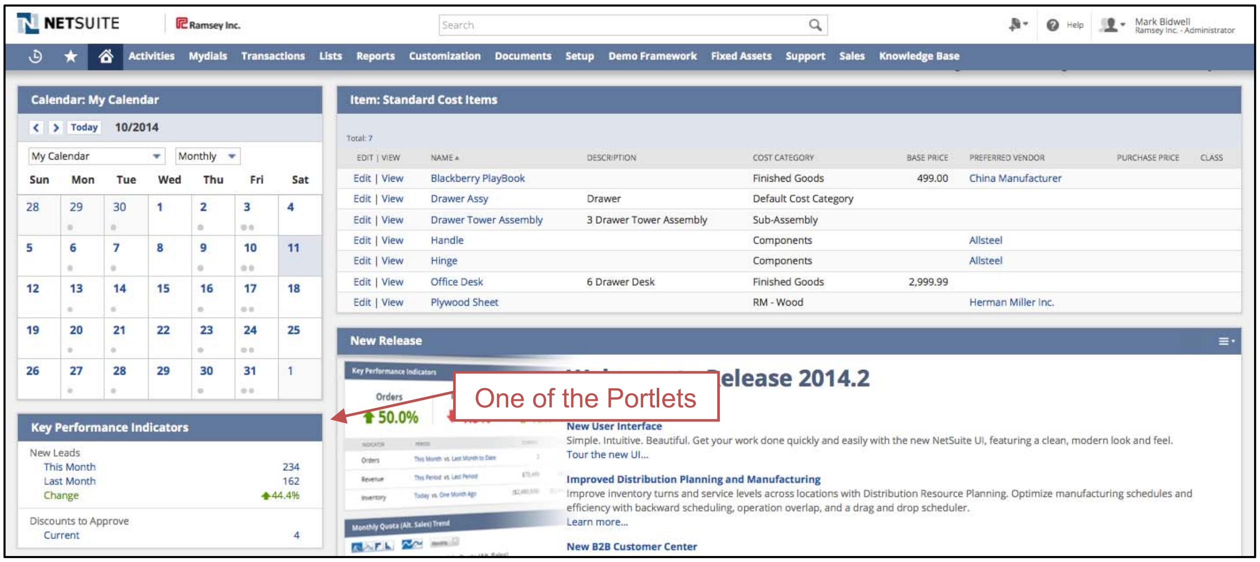


3. Select the checkbox in the **Default Role** column for the Administrator role.
4. Select (or re-select) the **Home** icon to proceed with the next exercise. From this point forward, you may stop at any time, save what you are doing and safely log out. You may log back in at a later time and continue your work.

1 – 3: Navigating the Application Interface

In this exercise, you will explore your **Dashboard, Tabs, and Menus**.

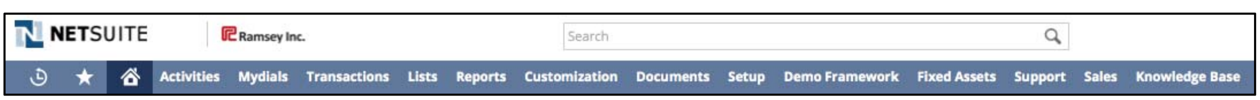
If you have not previously done so, select the **Home** icon. This opens the **Home** page, which is also called the **Dashboard**.



NetSuite Home page
(Dashboard)

Each of the rectangular boxes on this page is called a **Portlet**. The collection of portlets on your dashboard contains key performance indicators, shortcuts, calendar, settings, etc.

As the Administrator for your company you will be able to access all of your company's information. Much of your information can be found by navigating using your NetSuite tabs near the top of your window.



Administrator's tabs
(Menus)

When a tab is selected a page is displayed. As the Administrator, you have the following tabs: **Home, Activities, Mydials, Transactions, Lists, Reports, Documents, Setup, Demo Framework, Fixes Assets, Support, Sales,** and **Knowledge Base**. If there were other users in your company they would only be able to see the tabs based upon their assigned roles in the organization. Only the Administrator has the **Transactions, Lists**, and **Setup** tabs.

The following list of questions and answers are to help you more easily learn about navigating with NetSuite. You may enter your answers in the space provided. You may check your answers with the solutions in the next section. Your answers will not be graded.

1. Click the **Home** tab. What are some of the activities that you can do from this page?

Answer:

2. Click the **Activities** tab. What are some of the activities that you can do from this page?

Answer:

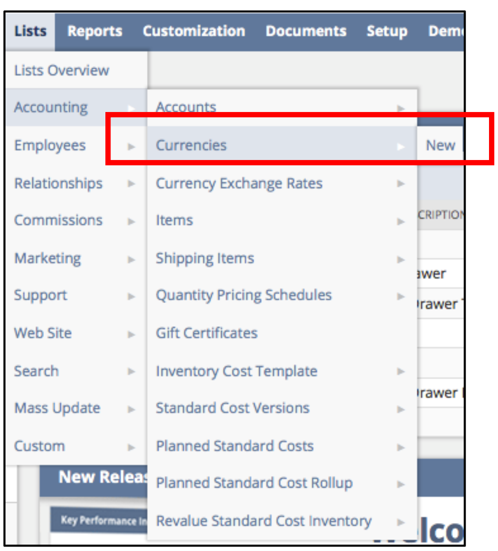
3. Click the **Transactions** tab. What are some of the activities that you can do from this page?

Answer:

4. While on the **Transactions** page, scroll down to **Sales** in the **Transactions Links** portlet. If there is a plus sign to the left of the word **Sales**, click on the plus sign to display all of the sales transactions. What are some of the sales transactions that you can perform?

Answer:

5. Another way to navigate is by hovering over tabs and drop down menus. Hover your cursor over the **Lists** tab until you see a drop down menu.



Slowly move your cursor down and hover over **Accounting**. Move your cursor to the right and select **Currencies**. Do not select **New**. Another notation for this is: **Lists > Accounting > Currencies.** *Note: This notation will be used frequently throughout this tutorial.* What currencies are listed?

Answer:

Which currency is the base currency for your company?

Answer:

6. Click the **Setup** tab. At this point a setup wizard would step you through creating your company. However, much of your company has already been configured for you including products, customers, vendors, inventory, and business transactions. What are some of the other activities that you can do from this page?

Answer:

Feel free to explore the remaining tab centers.

Solutions 1 – 3: Navigating the Application Interface

1. Click the **Home** tab. What are some of the activities that you can do from this page?
   Answer: *View key standard costs and performance indicators, change email/ password, set preferences, etc.*

2. Click the **Activities** tab. What are some of the activities that you can do from this page?
   Answer: *View personal calendar, tasks, phone calls, etc.*

3. Click the **Transactions** tab. What are some of the activities that you can do from this page?
   Answer: *View transactions for banking, purchasing, sales, customers, employees, inventory, etc.*

4. While on the **Transactions** page, scroll down to **Sales** in the **Transactions Links** portlet. What are some of the sales transactions that you can perform?
   Answer: *Create opportunities, prepare quotes, enter sales orders, approve sales, orders, etc.*

5. Navigate to **Lists > Accounting > Currencies.** What currencies are listed?
   Answer: *USA, British pound, Canadian dollar, Euro*

   Which currency is the base currency for your company?
   Answer: *US Dollars (USD)*

6. Click the **Setup** tab. What are some of the other activities that you can do from this page?
   Answer: *Define company information and preferences; set up marketing, sales force automation, and support management; set up accounting, items, inventory, and order management; create web site, web store, etc.*

1 – 4: Getting Help

There are many ways to get help with NetSuite. In this exercise, you will learn three ways to access NetSuite online support. You can **(1) access online help, (2) search the knowledge base, and (3) view training videos.**

1. **Online Help**. A quick way to get online help with any NetSuite application page is by clicking **Help** in the upper right corner of the page.

This opens a new browser window and displays information about that particular page. However, getting back can be tricky. Neither the back browser button nor browser tab will return you to your NetSuite application page. To return, you must close this new browser window by clicking on the **x** in the upper right corner of the browser window.

2. **Knowledge Base.** For other types of help, select the **Support** tab; then select **Visit the SuiteAnswers Site**.

The **SuiteAnswers** page opens. This opens a new browser page (not window). When you want to return to NetSuite, you may close this browser page tab or just re-select your original NetSuite browser page tab.

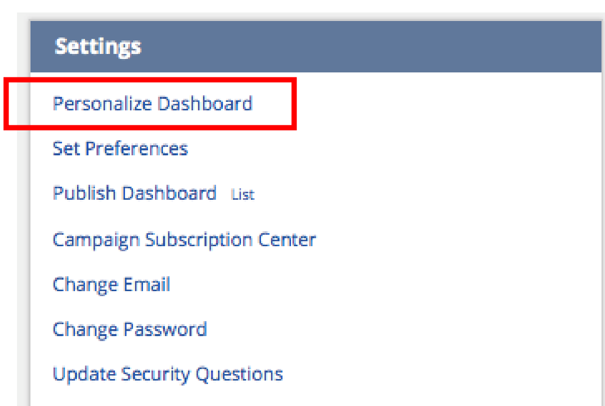
To search the knowledge base, enter a question at the top of the SuiteAnswers page. For example, enter **How can I set personal preferences.** Click the **Search** button. Several pages of resources are listed in order by relevance. The list identifies support articles, training videos, and help topics. Click the **Back** browser button to return to the **SuiteAnswers** Home page.

3. **Training Videos.** To view a list of training videos, select **Training Videos** on the right under **Related Links**. A list of training categories is displayed on the left side of the page. When a category topic is selected, a list of related self-paced training videos is displayed in the center of the page for that category.

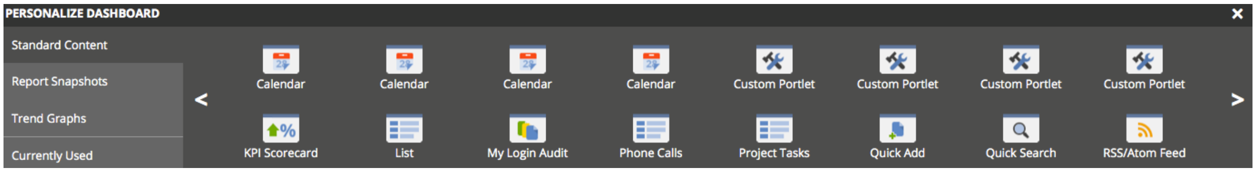
4. Close this browser page tab or re-select the NetSuite browser page tab.

1 – 5: Customizing Your Home Page Dashboard

1. From your **Home** tab click the **Personalize Dashboard** link located in the **Settings** portlet.



2. The **Standard Content** panel will automatically open up on the top of the page. Portlets that are currently on your Home page are listed under "currently used".



3. Add the following portlets: **Calendar, Key Performance Indicators, New Release, Quick Search, Recent Records, Settings,** and **Shortcuts**. (Some of these portlets may already be on your dashboard.)

4. Click on the small **x** in the upper right corner of the panel to close the **Standard Content** panel. The selected portlets are displayed on your Home page dashboard.

5. Find the **New Release** portlet and click the small **x** in the upper right corner. This is a quick way to remove a portlet from your dashboard.

6. If necessary, drag and drop the **Recent Records** portlet onto the top left corner of your dashboard. You will find this portlet to be quite useful for searching recent information such as a specific purchase order, inventory item, check, etc. while you are working through this tutorial.

1 – 6: Viewing Roles and Permissions

In this exercise, you will view user roles and their related **permission levels**.

Each employee, customer, and vendor is assigned a role that determines the specific information that each user can access in NetSuite. Some users may have more than one role. You, as the Administrator, have a **Full Access Role** which allows you to view all of your company's information and to define all of the other user roles and activities. As such, you will be able to assign a set of permissions to each user role that determines how specific data can be viewed or edited.

1. Navigate to **Setup > Users/Roles > Manage Roles**. The **Manage Roles** page opens.

FILTERS

Show Inactives

EDIT	INTERNAL ID	NAME ▲	FROM BUNDLE	CUSTOM/STANDARD	CENTER TYPE
Customize	9	Sales Manager		Standard	Sales Center
Customize	1050	Sales Mgr - Enhanced Sales Ctr	19656	Custom	Enhanced Sales Center
Customize	10	Sales Person		Standard	Sales Center
Edit	1005	Sales Rep		Custom	Sales Center
Customize	1051	Sales Rep - Enhanced Sales Ctr	19656	Custom	Enhanced Sales Center
Edit	1054	Sales Rep - ESC		Custom	Enhanced Sales Center
Customize	44	Sales Vice President		Standard	Sales Center

2. Scroll down and select the **Sales Person** role. The **Role** page opens.
3. Locate the **Permissions** tab and then the **Transactions** subtab. Which permission level does the Sales Person have for **Find Transaction**?

Answer:

4. Click the **Lists** subtab. Which permission level does the Sales Person have for **Mass Updates**?

Answer:

5. **Full** permission level allows users to delete records as well as add new ones. **Edit** allows users to work with existing records and create new ones. However, with the **Edit** permission, users cannot delete records.
6. Click the **Users** tab. Are there any users currently assigned this role?

Answer:

7. Click the **Forms** tab. List three of the many NetSuite forms that are available to a Sales Person.

Answer:

Solutions 1 – 6: Viewing Roles and Permissions

3. Locate the **Permissions** tab and then the **Transactions** subtab. Which permission level does the Sales Person have for **Find Transaction**?
   Answer: *Full permission.*

4. Click the **Lists** subtab. Which permission level does the Sales Person have for **Mass Updates**?
   Answer: *Edit permission.*

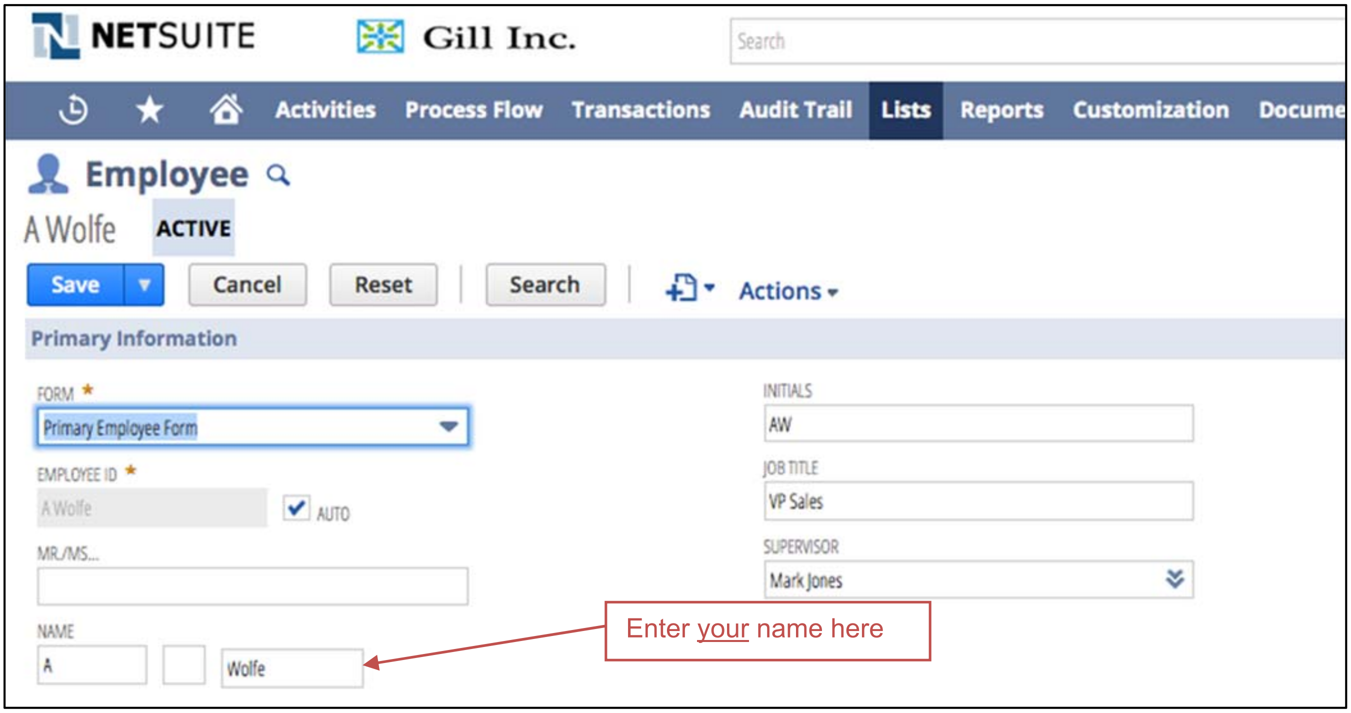
6. Click the **Users** tab. Are there any users currently assigned this role?
   Answer: *No*

7. Click the **Forms** tab. List three of the many NetSuite forms that are available to a Sales Person.
   Answer: *Standard Vendor Bill, Standard Vendor Credit, Standard Bill Payment, etc.*

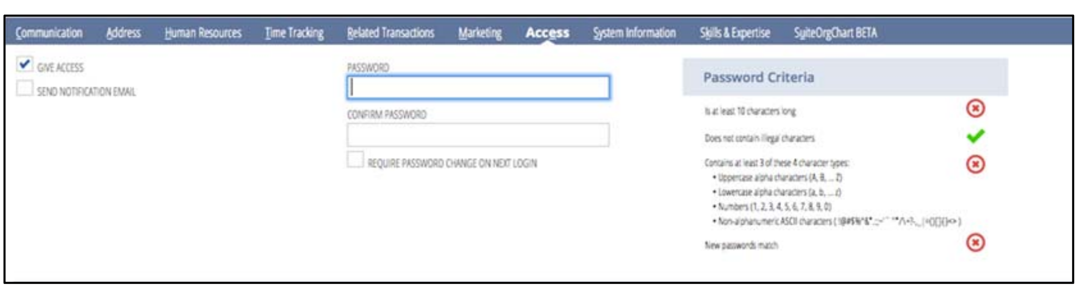
1 – 7: Changing Employee Information

In this exercise, you will edit **your name and job title** in your employee record.

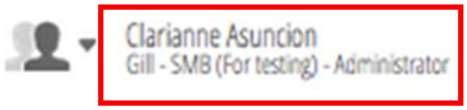
1. Navigate to **Lists > Employees > Employees**. The **Employees** page opens.
2. Find the employee with your login email address <u>and</u> the name **A Wolfe**. This is your default employee record that was created with your account.
3. Click on the **Edit** hyperlink for this record. The **Edit Employee** form opens.



4. Enter your first, middle, and last names in the **Name** fields.
5. <u>Do not change</u> your email address since this is your unique login username.
6. In the **Job Title** field, enter your favorite job title (Supervisor, Agent, Manager, etc.)
7. Click the **Save** button in the upper left corner of the page to save your employee changes. **If it gives you the error message "passwords don't match" scroll down to the access tab and ensure that the password field is empty before hitting save again:



8. Navigate back to **Lists > Employees > Employees** and confirm that your name is correctly listed as an employee.
9. You should now see your name and your default role as the Administrator in the upper right portion of your page. If your name is not displayed as the Administrator, try refreshing your browser page or signing out and signing back in to your account.



1 – 8: Setting Up your Company

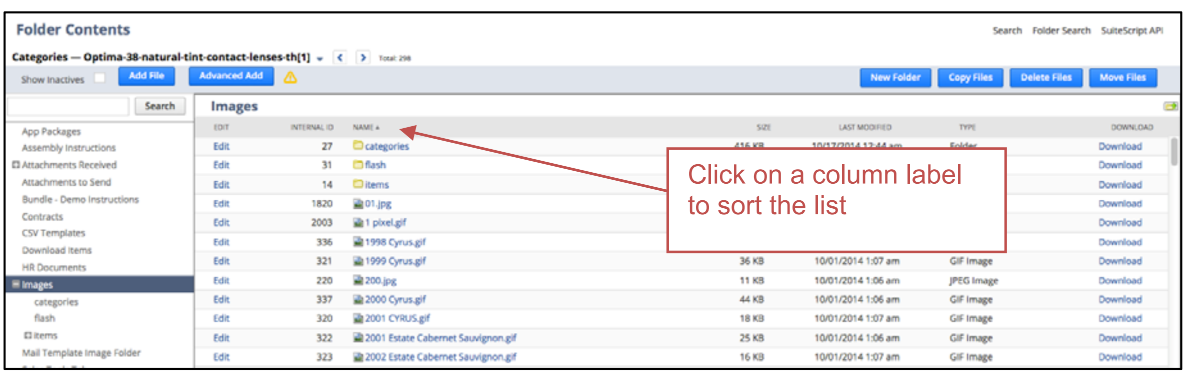
Before starting this exercise, decide on the type of business that you will create. Select a business that sells both items (products) and services. For example, auto repair, lawn maintenance, web development, golf supplies, dog grooming, interior decoration, etc. Your business should buy and re-sell its items. Do not make or manufacture your items. For example, if your business is a camera store that sells cameras and camera equipment. The title that you will choose for your company should (1) in some manner be related to your business and (2) incorporate your first and last name somewhere in the title. For example: **Clarianne Asuncion – The Camera Store**

In this exercise, you will set up your **company name, address, and logo**.

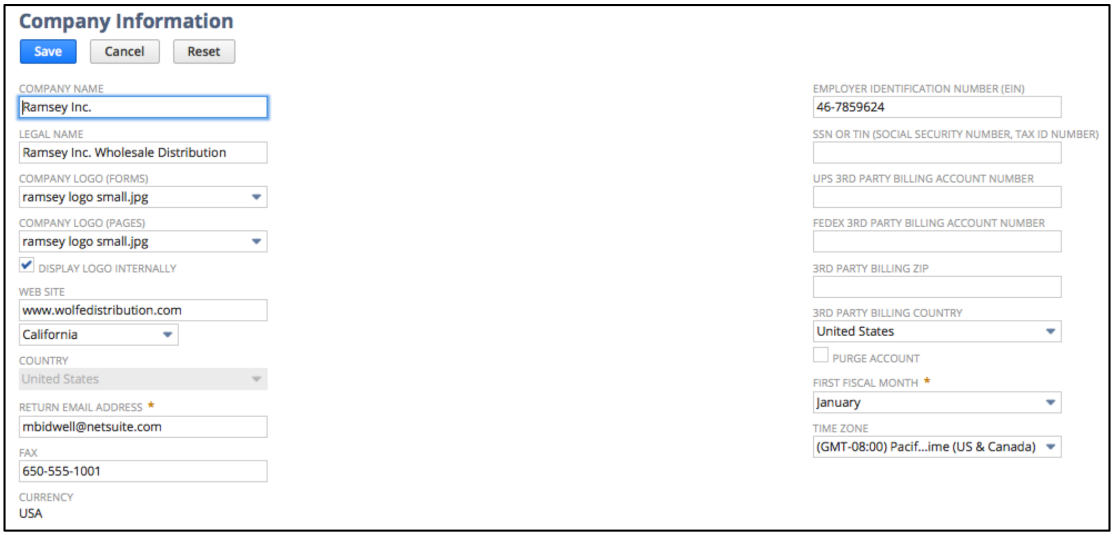
1. Find a <u>JPG or GIF</u> file on the Internet that you would like to appear on screens and printed forms such as sales orders, purchase orders, invoices, etc. <u>It is very important that the logo must be no more than 200 pixels wide and 60 pixels high (approximately, 10 KB).</u> Save the image file to your computer.

   A quick way to find an image is to go to the Google website and enter a search word. Narrow your search by choosing **Images, Search Tools, Size=Icon**.

2. Navigate to **Documents > Files > Images** in NetSuite. The **Folder Contents** page displays a list of image file names.



3. Click the **Add File** button in the lower left corner of the page, select your image file that you saved on your computer, and click **Open**. Verify that your image file has been uploaded by finding its file name in the list of images. You can sort the list of file names by clicking on any column label.
4. Navigate to **Setup > Company > Company Information**. The **Company Information** page displays.

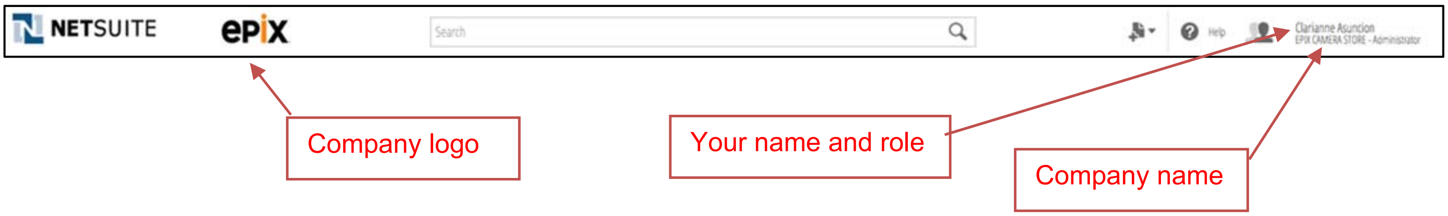


5. You will now rename your company and display your new logo. You may ignore any company settings on this page that are not specifically addressed in the instructions. Remember, if you would like to learn more about any of the fields on the NetSuite pages, just click **Help** in the upper right corner of the page. Enter the following information.

   - **Company Name:** Your new company name should indicate what type of business you are in and should include your first and your last name somewhere in the name.
   - **Legal Name:** Same company name that you used in the previous step
   - **Ship to Attention:** Same as Company Name
   - **Address fields:** This is the address of our corporate headquarters. Enter an address in San Francisco, California. This does not need to be a valid address. (Your NetSuite account is set up only with California tax structures. So let's move to California!)
   - **Return Email Address: Do not change**.
   - **Company Logo (Forms):** Select your uploaded image file from the drop down list. This will show your image file on all printed forms and reports.
   - **Company Logo (Pages):** Select your uploaded image file from the drop down list.
   - **Display Logo Internally**: **Checked**. This will show your logo next to the NetSuite logo on the upper left of your NetSuite browser pages. (If your logo is too large, there may be less room on your NetSuite page to display information. In this case, use an image editing software package to reduce your file size to less than 10 KB. Then repeat the steps to upload and select the image file.)

6. Click the **Save** button when you are done.

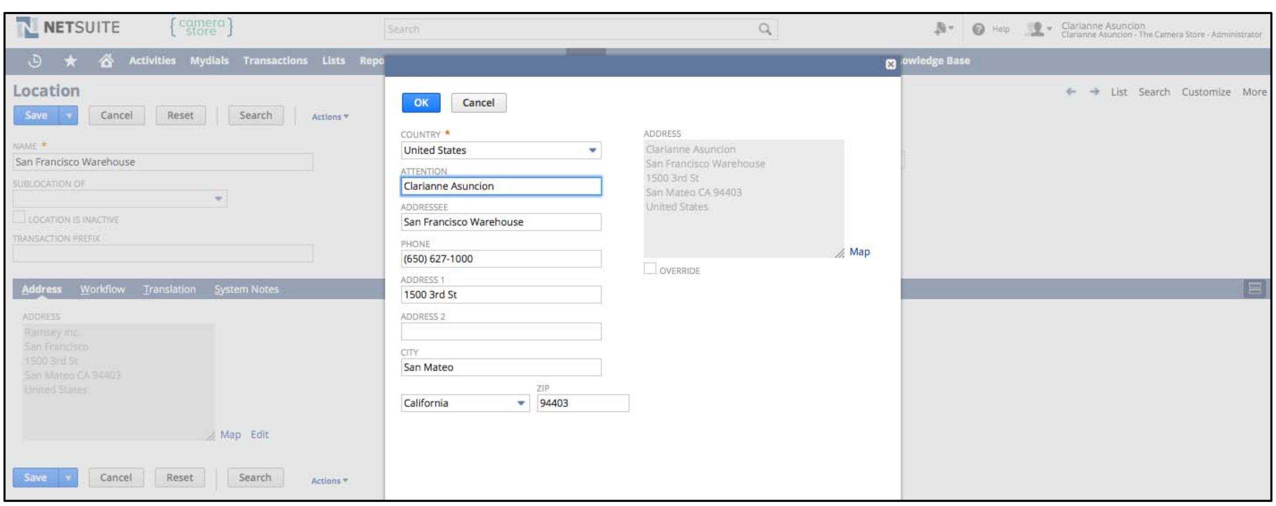
7. Your company name and logo should automatically appear at the top of your browser. If necessary, you may need to refresh your browser or sign out of NetSuite, close your web browser, open a new web browser window, and sign back in to NetSuite. Make sure that your logo takes up no more than approximately 1 inch of space at the top of your screen. See example below.



1 – 9: Defining the Warehouse Location

In this exercise, you will enter your **San Francisco warehouse address**. You have already set up your company headquarters in San Francisco. The warehouse is where your inventory will be stored and will be the location for all shipping and receiving. You may ignore any general preferences that are not specifically addressed in the instructions.

1. Navigate to **Setup > Company > Locations (make sure you scroll all the way down the menu)**. The **Locations** page displays.
2. Click on the **Edit** hyperlink for San Francisco. The **Edit Location** page displays.



3. Change the location **Name** to **San Francisco Warehouse**.
4. On the **Address** subtab, enter your name and a San Francisco address. The address does not need to be valid.
5. Click the **Save** button when you are done.

You may sign out of your NetSuite account. This is the end of NetSuite Module 1.

- End of Module 1 -