Netgain Accounting SUMMIT 25

How to Be a Great NetSuite Administrator

Rocky Mountain NetSuite User Group

Cory Anderson, Stratos ERP Partners

About Me

Cory Anderson

FOUNDER OF STRATOS ERP PARTNERS

- President of the Rocky Mountain NetSuite User Group since 2018
- Stratos ERP Partners is a NetSuite Alliance Partner

STRATOS
YOUR TRUSTED ADVISORS

RMNSUG
ROCKY MOUNTAIN NETSUITE USER GROUP

Continued

- Working with NetSuite since 2013
- 4 NetSuite certifications
- 8 Celigo certifications

Agenda

How to Be a Great NetSuite Administrator

- Understand the role of a NetSuite Administrator
- Learn best practices for customizing NetSuite
- Discover ways to help automate day-to-day tasks

Introduction

A NetSuite administrator is responsible for ensuring that users can perform their jobs without friction in NetSuite. They can achieve this through the following key points:

- Save time and resources by leveraging streamlined processes and automations
- Promote end user independence in NetSuite by providing the team with tools and methodologies

Introduction

- Reduce manual tasks and activities with simple configurations and modifications
- Maximize the value and impact of your Admin Role. Admin doesn't have to be, and in many cases, should not be a part time role.

Understanding the Role of a NetSuite Administrator

Let’s dive in

Role In Implementation

Implementation phase is critical for setting up NetSuite to align with organizational goals.

Effective coordination and communication are paramount to ensure a successful implementation.

NetSuite Administrator acts as the bridge between stakeholders and technical teams.

NetSuite Admins should always evaluate the implementation to ensure a scalable and effective solution is being constructed.

Ongoing Support and Maintenance

Ongoing support and maintenance are essential for the smooth functioning of NetSuite.

NetSuite Administrator serves as a point of contact for addressing user concerns and technical issues.

Responsive maintenance helps prevent disruptions and ensures uninterrupted operations.

Optimization and Enhancements

Optimization and enhancement efforts are geared towards maximizing NetSuite's efficiency and effectiveness.

NetSuite Administrator leads initiatives to continuously analyze business processes for improvement opportunities.

Continuous optimization ensures NetSuite remains aligned with evolving business requirements and industry trends.

Administrator Key Functions and Best Practices

Data Integrity

Data integrity is foundational for accurate decision-making and compliance within NetSuite.

The NetSuite Administrator plays a pivotal role in ensuring data integrity through establishing data governance policies and standards.

Upholding data integrity safeguards the reliability and credibility of information within NetSuite.

Data Integrity Examples

- **Field-Level Validation –** mandatory fields on transactions such as Location, Class, and Department
- **Non-essential fields removed from forms**
- **Duplicate detection criteria setup and duplication management in place**
  - Vendors and customers
  - Restrict entity record creation to specific roles
  - Require entity approvals
- **Item creation process**
  - Ensure that all necessary fields are correctly populated
  - Ensure item is not a duplicate of existing item
  - Restrict item record creation to specific roles

Roles and Access

Managing roles and access permissions is crucial for maintaining security and data confidentiality in NetSuite.

NetSuite Administrator oversees roles and access by roles and role-based permissions to restrict user access based on job responsibilities.

Roles and Access Best Practices

- Roles should give enough permissions for someone to do their job without having to switch between roles constantly
- Start with the native roles, make a copy, rename with company prefix, then edit permissions as needed
- When new to NetSuite, be ready to modify roles as needed as people start working in the system
- Administrator role should be used sparingly. Do not just give everyone admin because it’s easy. This ties back to data integrity.
- There should be at least one back up administrator.
- When someone leaves the company, remove access and all roles. Repeat in sandbox.

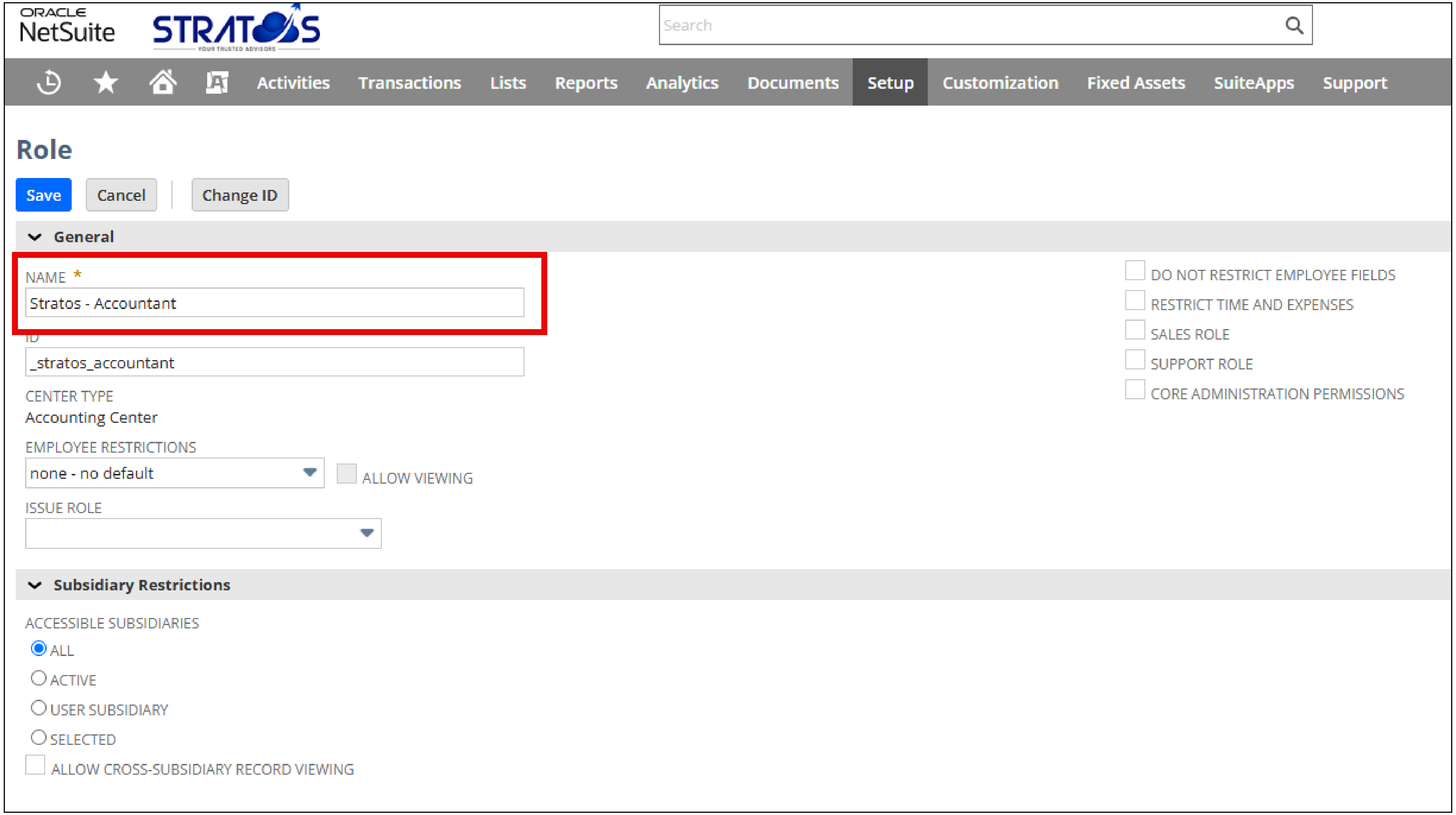
Manage Roles

VIEW Default | Customize View | New Role

FILTERS

SHOW INACTIVES

EDIT	INTERNAL ID	NAME ▲
Customize	4	A/P Clerk
Customize	5	A/R Clerk
Customize	1	Accountant
Customize	2	Accountant (Reviewer)
Customize	1515	Accountant DL


ORACLE NetSuite
Search
Activities
Transactions
Lists
Reports
Analytics
Documents
Setup
Customization
Fixed Assets
SuiteApps
Support
Role
Save
Cancel
Change ID
General
NAME *
Stratos - Accountant
ID
_stratos_accountant
CENTER TYPE
Accounting Center
EMPLOYEE RESTRICTIONS
none - no default
ALLOW VIEWING
ISSUE ROLE
DO NOT RESTRICT EMPLOYEE FIELDS
RESTRICT TIME AND EXPENSES
SALES ROLE
SUPPORT ROLE
CORE ADMINISTRATION PERMISSIONS
Subsidiary Restrictions
ACCESSIBLE SUBSIDIARIES
ALL
ACTIVE
USER SUBSIDIARY
SELECTED
ALLOW CROSS-SUBSIDIARY RECORD VIEWING

Reports and Saved Searches Best Practices

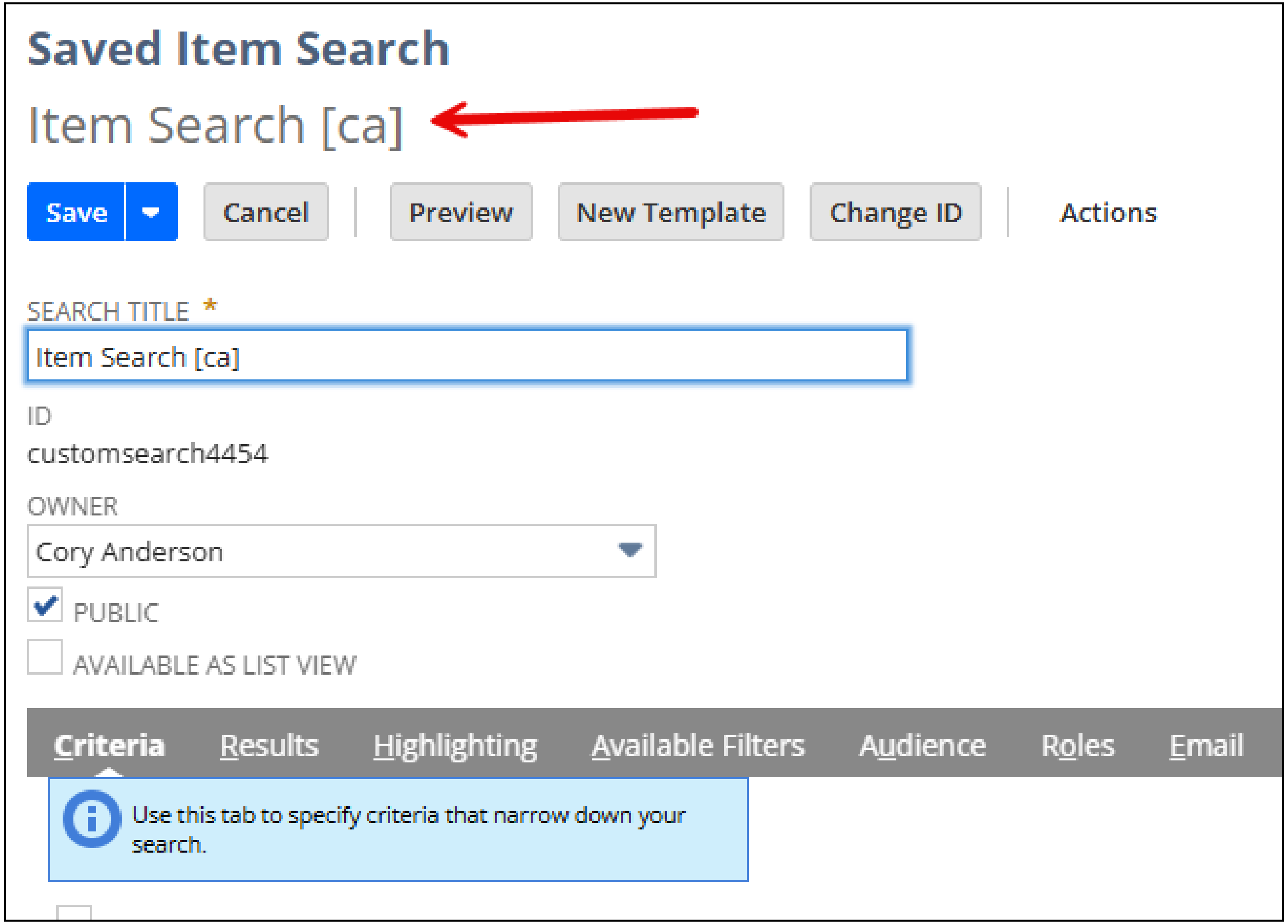
Reports and searches empower users to extract actionable insights from NetSuite data.

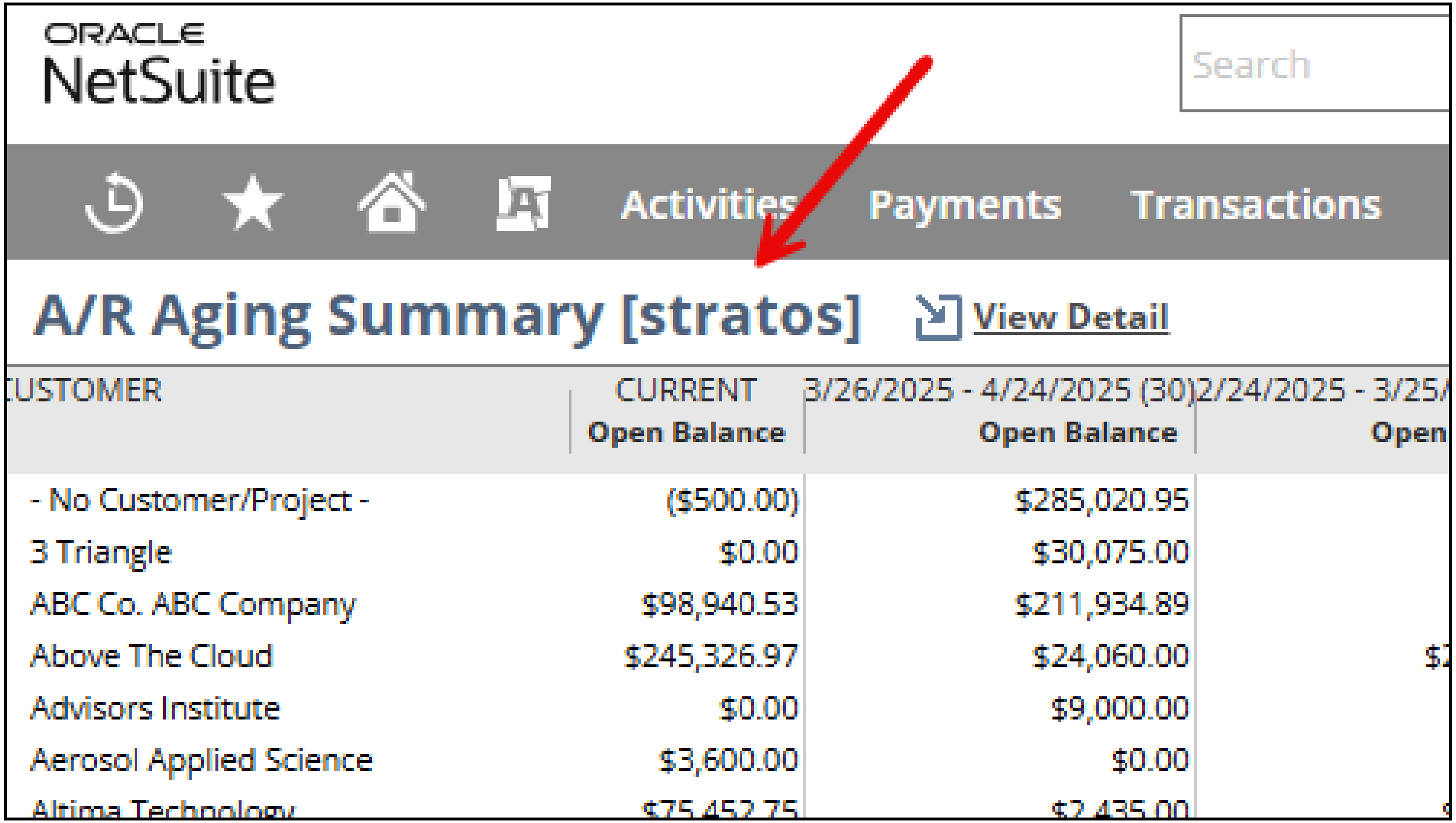
NetSuite Administrator facilitates reporting and searching functionalities.

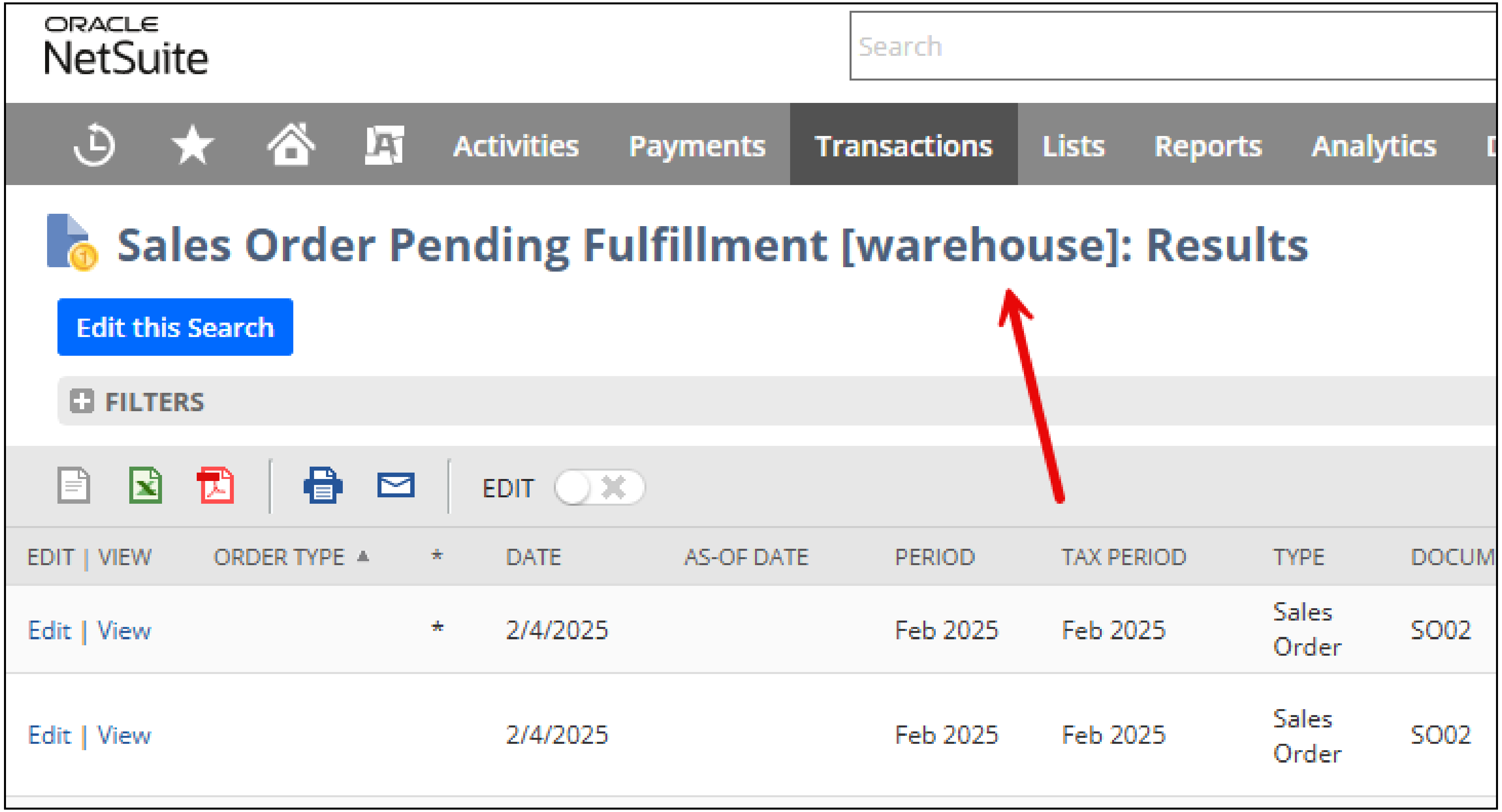
Robust reporting and searching capabilities enable users to derive meaningful insights from NetSuite data.

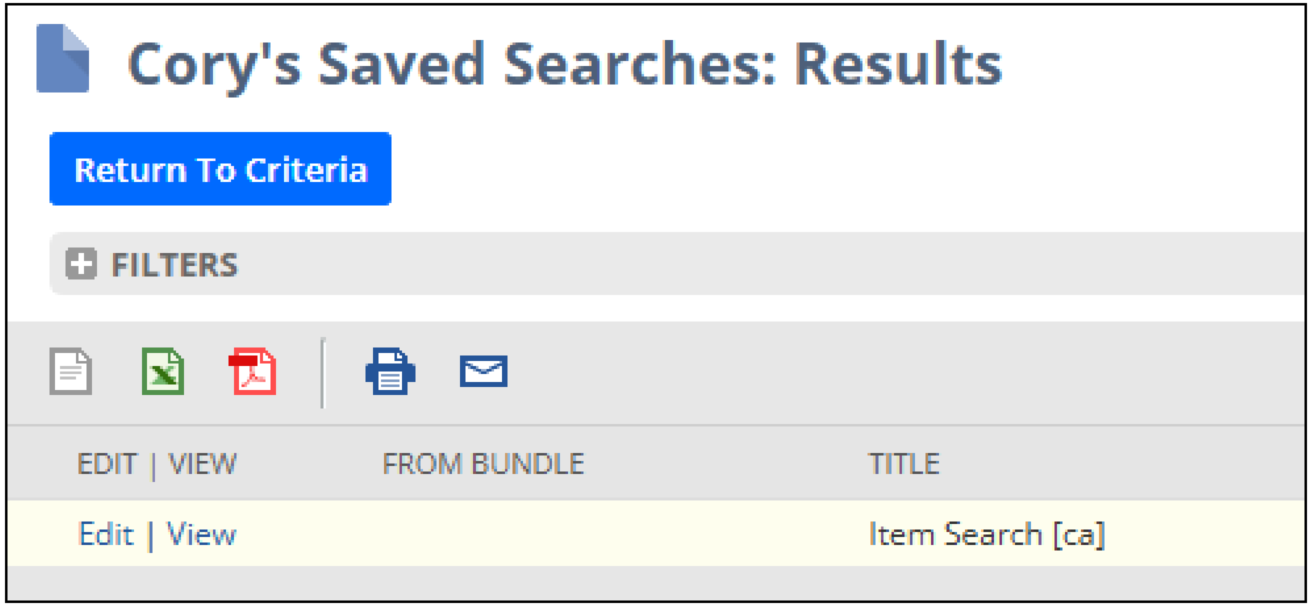
Roles and Access Best Practices

- **Enforce a consistent naming convention**
  - Append the title with a department name, or employee initials such as [accounting] or [ca]
- **Ensure that only one set of financial reports are being used**
  - Think of this as “Reporting Integrity”
- **Take time to teach some end users how to create saved searches for their specific needs.**
  - Sometimes it’s best to be the only search creator/editor
- **Setup email notifications for commonly used reports/searches**
- **Use saved searches to monitor system activity such as when a new vendor or customer record is created.**

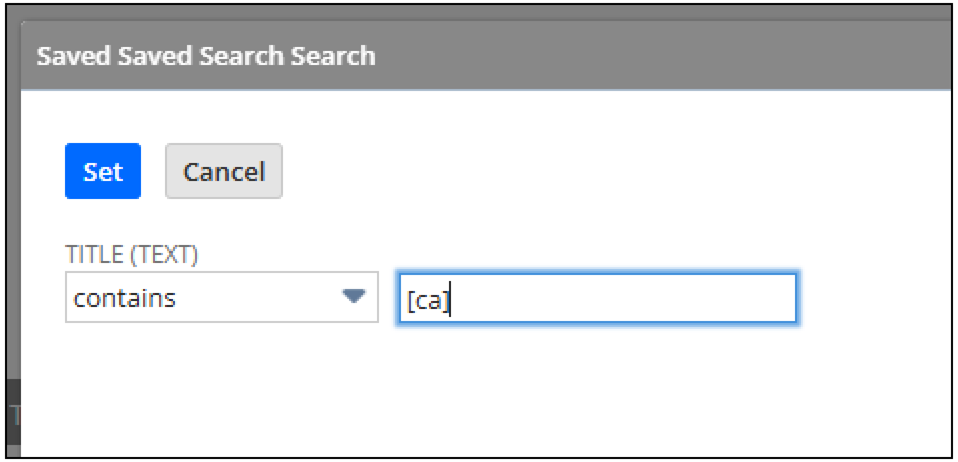

Saved Item Search
Item Search [ca]
Save
Cancel
Preview
New Template
Change ID
Actions
SEARCH TITLE *
Item Search [ca]
ID
customsearch4454
OWNER
Cory Anderson
PUBLIC
AVAILABLE AS LIST VIEW
Criteria
Results
Highlighting
Available Filters
Audience
Roles
Email
Use this tab to specify criteria that narrow down your search.


ORACLE
NetSuite
Search
Activities
Payments
Transactions
A/R Aging Summary [stratos]
View Detail
CUSTOMER
CURRENT Open Balance
3/26/2025 - 4/24/2025 (30) Open Balance
2/24/2025 - 3/25/ Open
- No Customer/Project - ($500.00) $285,020.95
3 Triangle $0.00 $30,075.00
ABC Co. ABC Company $98,940.53 $211,934.89
Above The Cloud $245,326.97 $24,060.00
Advisors Institute $0.00 $9,000.00
Aerosol Applied Science $3,600.00 $0.00


ORACLE
NetSuite
Search
Activities
Payments
Transactions
Lists
Reports
Analytics
Sales Order Pending Fulfillment [warehouse]: Results
Edit this Search
FILTERS
EDIT
EDIT | VIEW
ORDER TYPE
*
DATE
AS-OF DATE
PERIOD
TAX PERIOD
TYPE
DOCUM
Edit | View
*
2/4/2025
Feb 2025
Feb 2025
Sales Order
SO02
Edit | View
2/4/2025
Feb 2025
Feb 2025
Sales Order
SO02



Create a ‘saved search’
saved search
or a ‘report’ saved search

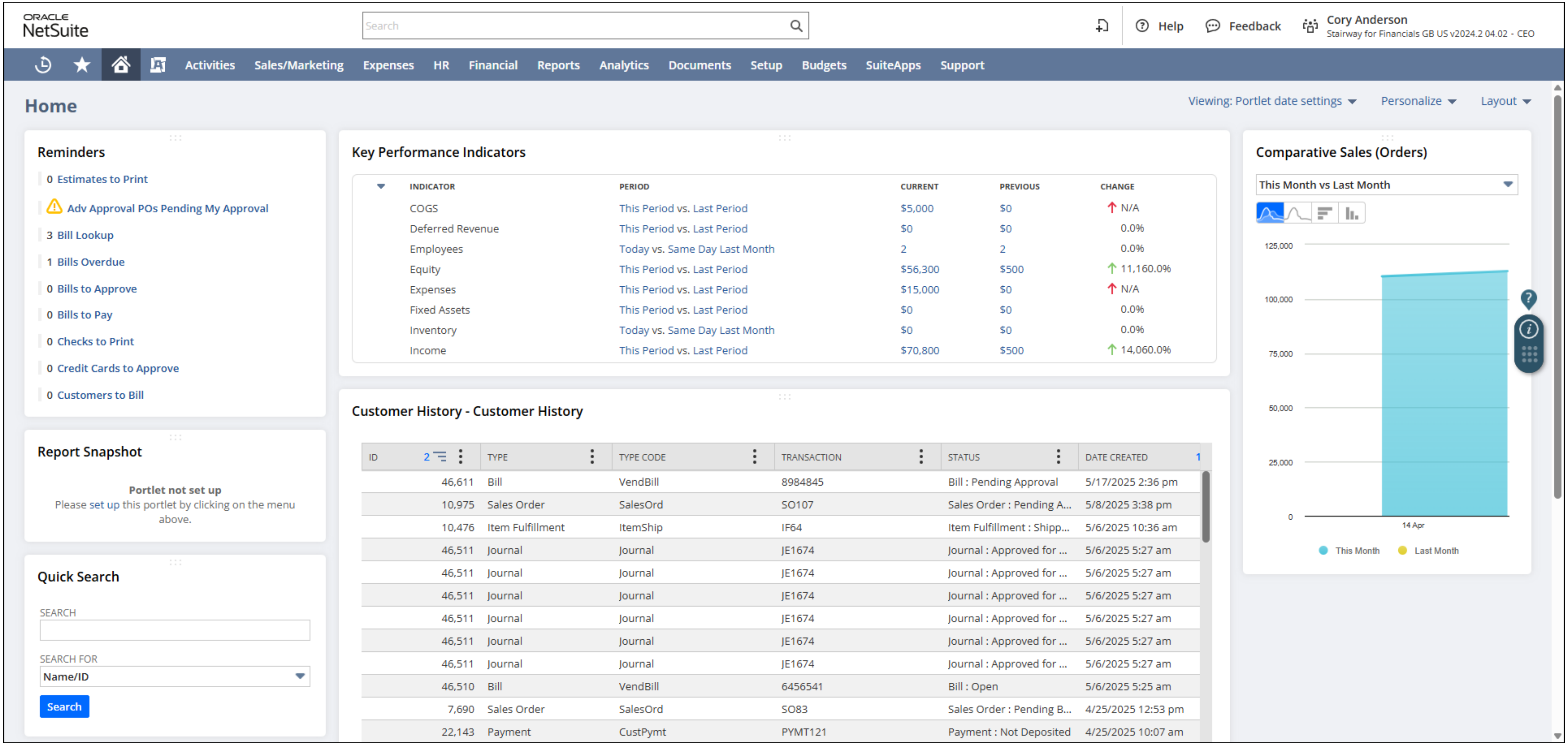


Dashboards

Dashboards offer a visual representation of key performance indicators (KPIs) and metrics within NetSuite.

NetSuite Administrator can optimize dashboards by role to provide relevant reporting, reminders, links, and metrics.

Dynamic dashboards enhance user engagement and facilitate informed decision-making in NetSuite.



ORACLE NetSuite

Search

Help | Feedback | Cory Anderson
Stairway for Financials GB US v2024.2 04.02 - CEO

Activities | Sales/Marketing | Expenses | HR | Financial | Reports | Analytics | Documents | Setup | Budgets | SuiteApps | Support

Home

Viewing: Portlet date settings | Personalize | Layout

Reminders

- 0 Estimates to Print
- Adv Approval POs Pending My Approval
- 3 Bill Lookup
- 1 Bills Overdue
- 0 Bills to Approve
- 0 Bills to Pay
- 0 Checks to Print
- 0 Credit Cards to Approve
- 0 Customers to Bill

Report Snapshot

Portlet not set up
Please set up this portlet by clicking on the menu above.

Quick Search

SEARCH

SEARCH FOR
Name/ID

Search

Key Performance Indicators

INDICATOR	PERIOD	CURRENT	PREVIOUS	CHANGE
COGS	This Period vs. Last Period	$5,000	$0	↑ N/A
Deferred Revenue	This Period vs. Last Period	$0	$0	0.0%
Employees	Today vs. Same Day Last Month	2	2	0.0%
Equity	This Period vs. Last Period	$56,300	$500	↑ 11,160.0%
Expenses	This Period vs. Last Period	$15,000	$0	↑ N/A
Fixed Assets	This Period vs. Last Period	$0	$0	0.0%
Inventory	Today vs. Same Day Last Month	$0	$0	0.0%
Income	This Period vs. Last Period	$70,800	$500	↑ 14,060.0%

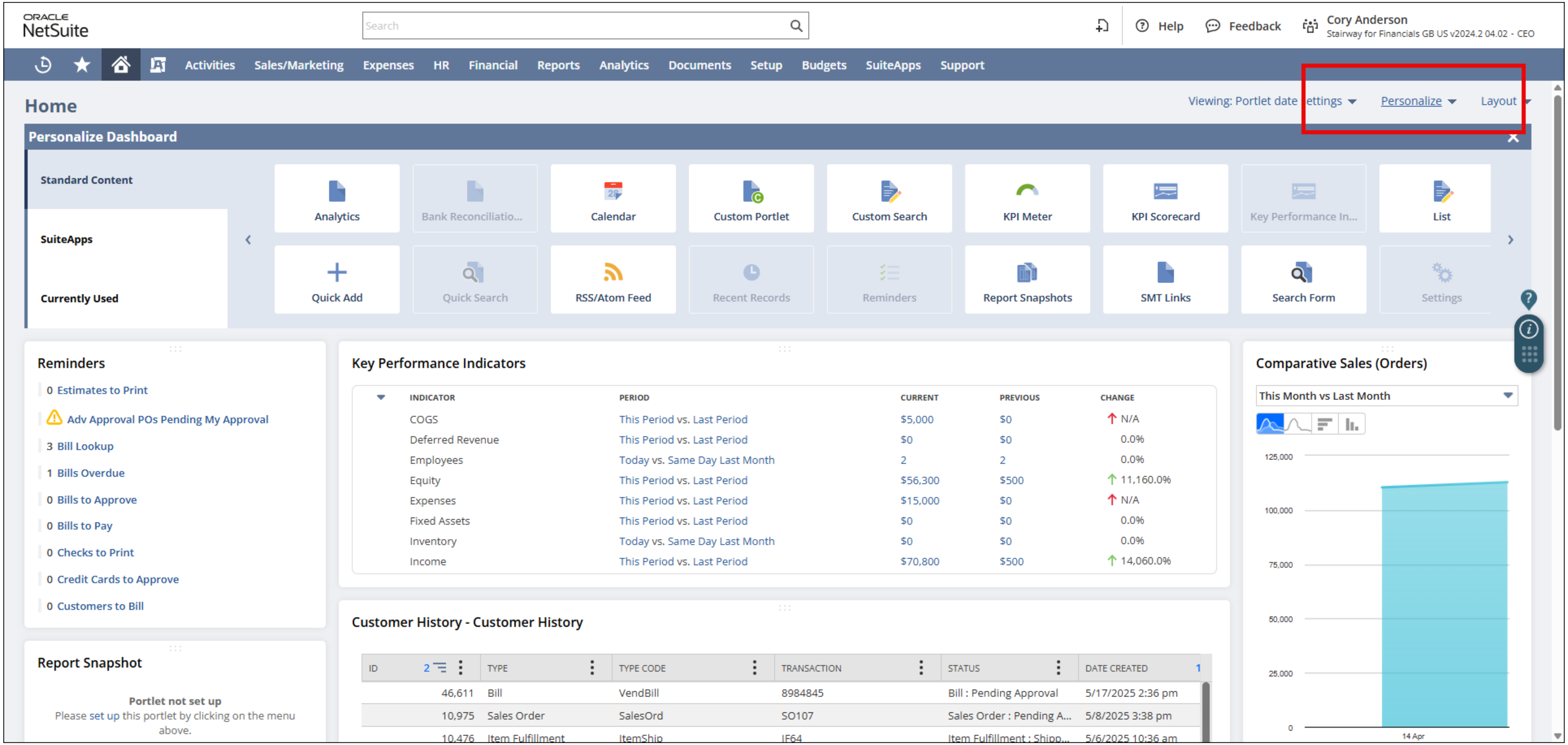
Customer History - Customer History

ID	TYPE	TYPE CODE	TRANSACTION	STATUS	DATE CREATED
46,611	Bill	VendBill	8984845	Bill : Pending Approval	5/17/2025 2:36 pm
10,975	Sales Order	SalesOrd	SO107	Sales Order : Pending A...	5/8/2025 3:38 pm
10,476	Item Fulfillment	ItemShip	IF64	Item Fulfillment : Shipp...	5/6/2025 10:36 am
46,511	Journal	Journal	JE1674	Journal : Approved for ...	5/6/2025 5:27 am
46,511	Journal	Journal	JE1674	Journal : Approved for ...	5/6/2025 5:27 am
46,511	Journal	Journal	JE1674	Journal : Approved for ...	5/6/2025 5:27 am
46,511	Journal	Journal	JE1674	Journal : Approved for ...	5/6/2025 5:27 am
46,511	Journal	Journal	JE1674	Journal : Approved for ...	5/6/2025 5:27 am
46,511	Journal	Journal	JE1674	Journal : Approved for ...	5/6/2025 5:27 am
46,510	Bill	VendBill	6456541	Bill : Open	5/6/2025 5:25 am
7,690	Sales Order	SalesOrd	SO83	Sales Order : Pending B...	4/25/2025 12:53 pm
22,143	Payment	CustPymt	PYMT121	Payment : Not Deposited	4/25/2025 10:07 am

Comparative Sales (Orders)

This Month vs Last Month

125,000
100,000
75,000
50,000
25,000
0
14 Apr
This Month
Last Month

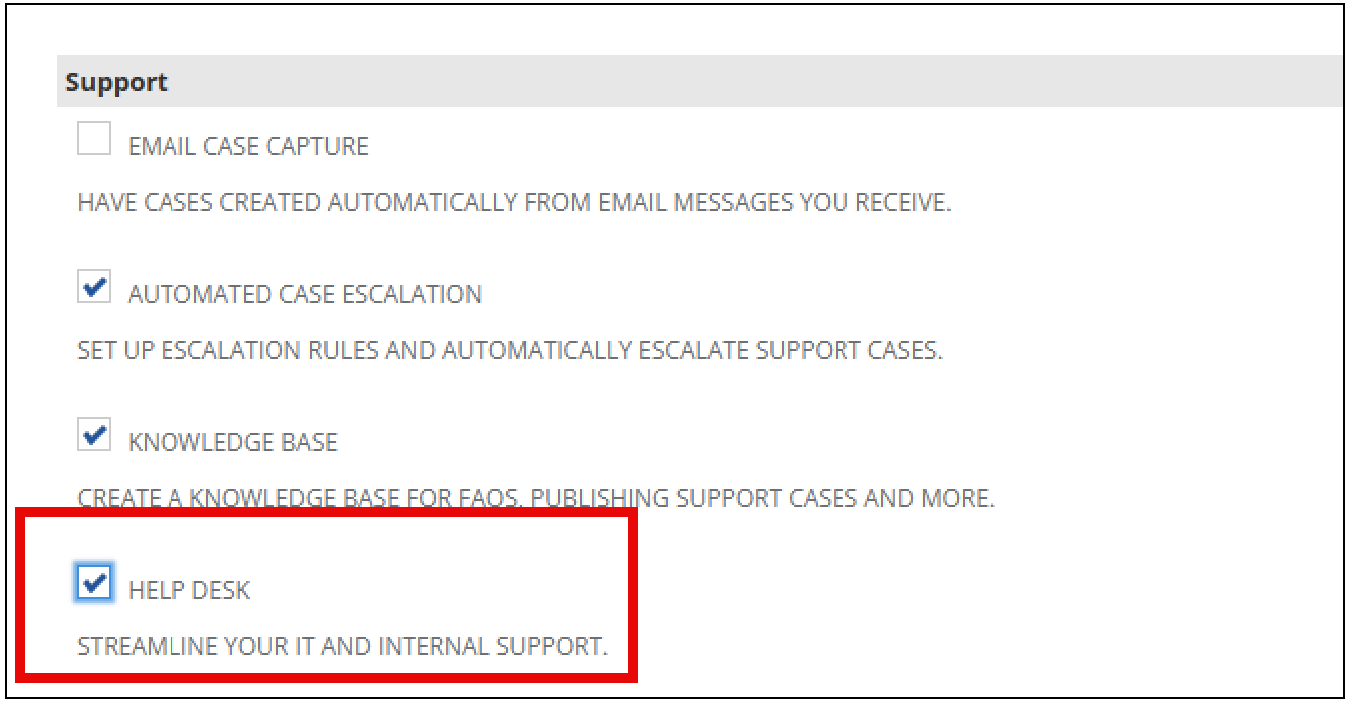

ORACLE NetSuite
Search
Help
Feedback
Cory Anderson
Stairway for Financials GB US v2024.2 04.02 - CEO
Activities
Sales/Marketing
Expenses
HR
Financial
Reports
Analytics
Documents
Setup
Budgets
SuiteApps
Support
Home
Viewing: Portlet date settings
Personalize
Layout
Personalize Dashboard
Standard Content
SuiteApps
Currently Used
Analytics
Bank Reconciliatio...
Calendar
Custom Portlet
Custom Search
KPI Meter
KPI Scorecard
Key Performance In...
List
Quick Add
Quick Search
RSS/Atom Feed
Recent Records
Reminders
Report Snapshots
SMT Links
Search Form
Settings
Reminders
0 Estimates to Print
Adv Approval POs Pending My Approval
3 Bill Lookup
1 Bills Overdue
0 Bills to Approve
0 Bills to Pay
0 Checks to Print
0 Credit Cards to Approve
0 Customers to Bill
Report Snapshot
Portlet not set up
Please set up this portlet by clicking on the menu above.
Key Performance Indicators
INDICATOR
PERIOD
CURRENT
PREVIOUS
CHANGE
COGS
This Period vs. Last Period
$5,000
$0
N/A
Deferred Revenue
This Period vs. Last Period
$0
$0
0.0%
Employees
Today vs. Same Day Last Month
2
2
0.0%
Equity
This Period vs. Last Period
$56,300
$500
11,160.0%
Expenses
This Period vs. Last Period
$15,000
$0
N/A
Fixed Assets
This Period vs. Last Period
$0
$0
0.0%
Inventory
Today vs. Same Day Last Month
$0
$0
0.0%
Income
This Period vs. Last Period
$70,800
$500
14,060.0%
Customer History - Customer History
ID
TYPE
TYPE CODE
TRANSACTION
STATUS
DATE CREATED
46,611
Bill
VendBill
8984845
Bill : Pending Approval
5/17/2025 2:36 pm
10,975
Sales Order
SalesOrd
SO107
Sales Order : Pending A...
5/8/2025 3:38 pm
10,476
Item Fulfillment
ItemShip
IF64
Item Fulfillment : Shipp...
5/6/2025 10:36 am
Comparative Sales (Orders)
This Month vs Last Month
125,000
100,000
75,000
50,000
25,000
0
14 Apr

Issue Management

A ticketing system helps streamline end user issues, expedite issue resolution, and track history of issues

Consider using NetSuite's Help Desk feature or an external ticketing system such as Zendesk, Freshdesk, Jira etc...

Enable Help Desk at
Setup > Company > Enable Features > CRM > Support



Help Desk

- Help Desk checkbox added to case forms
- Help Desk cases are internal only
- Do not show on standard case reports
- Help Desk cases show in employee center
- Ability to set up inbound email to create Help Desk cases, ie. helpdesk@rmnsug.org
- Manage issues via email – automatically tracked on Help Desk cases

Customizing NetSuite Best Practices

1. CUSTOM FIELDS
2. CUSTOM LISTS
3. CUSTOM FORMS
4. CUSTOM RECORDS

Custom Fields

1

Entity Fields

Customers, Vendors, Employees etc. . .

2

Item Fields

Apply to item records

3

Transaction Body Fields

Sales Orders, Invoices, Bills etc...

4

Transaction Line Fields

Lines on transactions such as items or expenses

5

CRM Fields

Cases, tasks, events, phone calls etc...

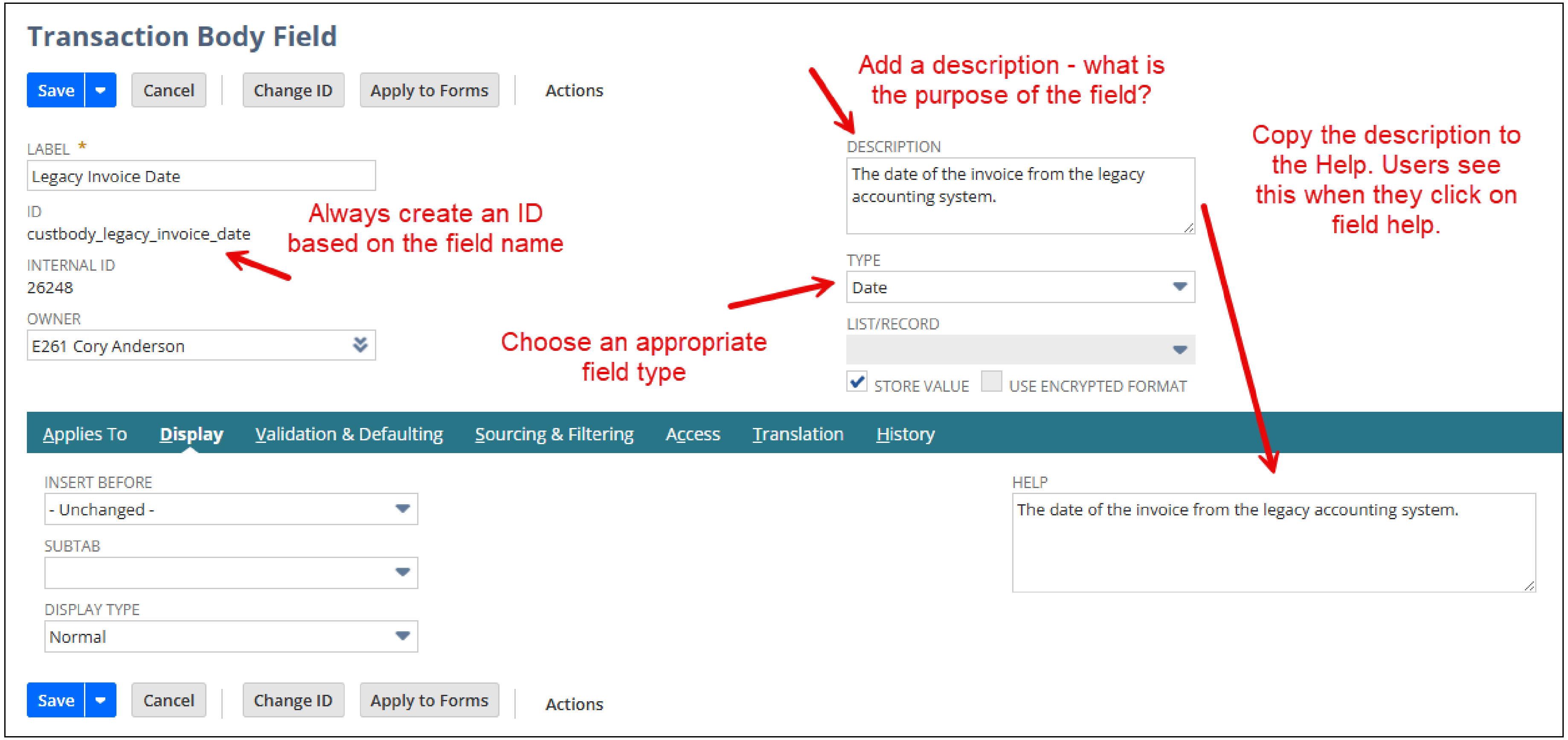
6

Transaction Item Options

Item Number Fields

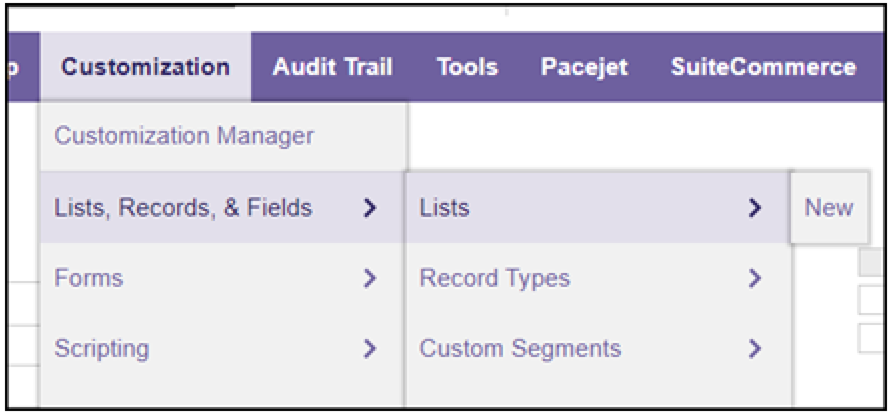
Other Record Fields

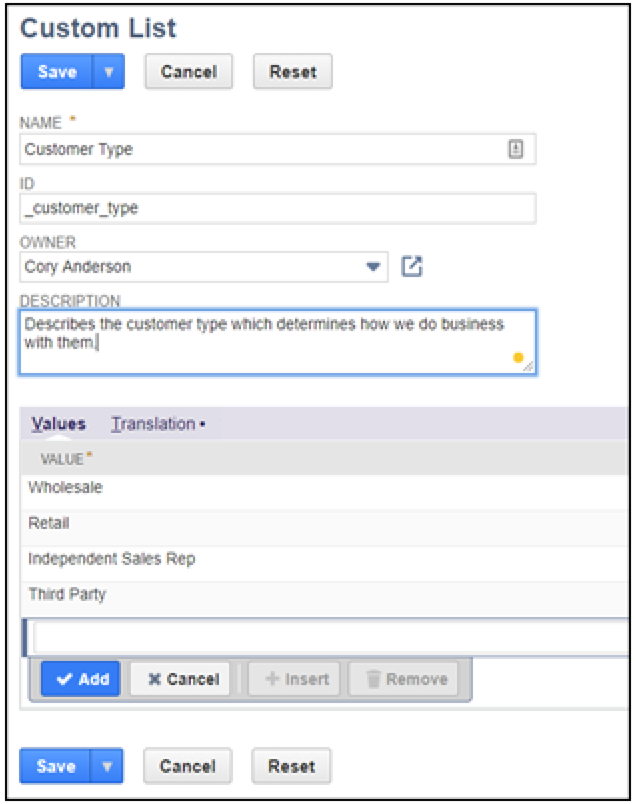
Custom Field Best Practices



Custom Lists

- Use to restrict custom fields to specific values
- Ensures data integrity and uniformity
- Can be used on almost all custom field types
- Allows you to use the values to trigger other actions such as workflows





Custom Forms

Entry Forms

Used for record types that not transactions such as items, customers, vendors, employees etc. . .

Transaction Forms

Used for all transaction record types such as Sales Orders, Invoices, Bills, Payments etc...

Custom Forms Best Practices

- Create custom forms for all your common record types
  - Start with the pre-built form, make a new version and customize
- Remove fields that are not used in your business processes
  - The goal should be to have clean, uncluttered information
- Naming convention should be consistent
  - i.e. ACME Sales Order, ACME Purchase Order, ACME Customer

Custom Transaction Forms

Submit

FILTERS

SHOW INACTIVES

EDIT	INTERNAL ID	NAME
Customize	20	Standard Assembly Build
Edit	146	Primary Assembly Build
Edit	268	Primary WO Build
Edit	422	GB - Assembly Build
Customize	21	Standard Assembly Unbuild
Edit	270	Primary Assembly Unbuild
Edit	423	GB - Assembly Unbuild
Customize	50	Standard Vendor Bill
Edit	288	Primary Vendor Bill + Amortization
Edit	385	Primary Vendor Bill
Edit	386	Primary Vendor Bill + Landed Cost

Custom Records

Custom Records allow you to collect and track information in your account. They are used to bridge any gaps that NetSuite might have to help you with your specific business needs.

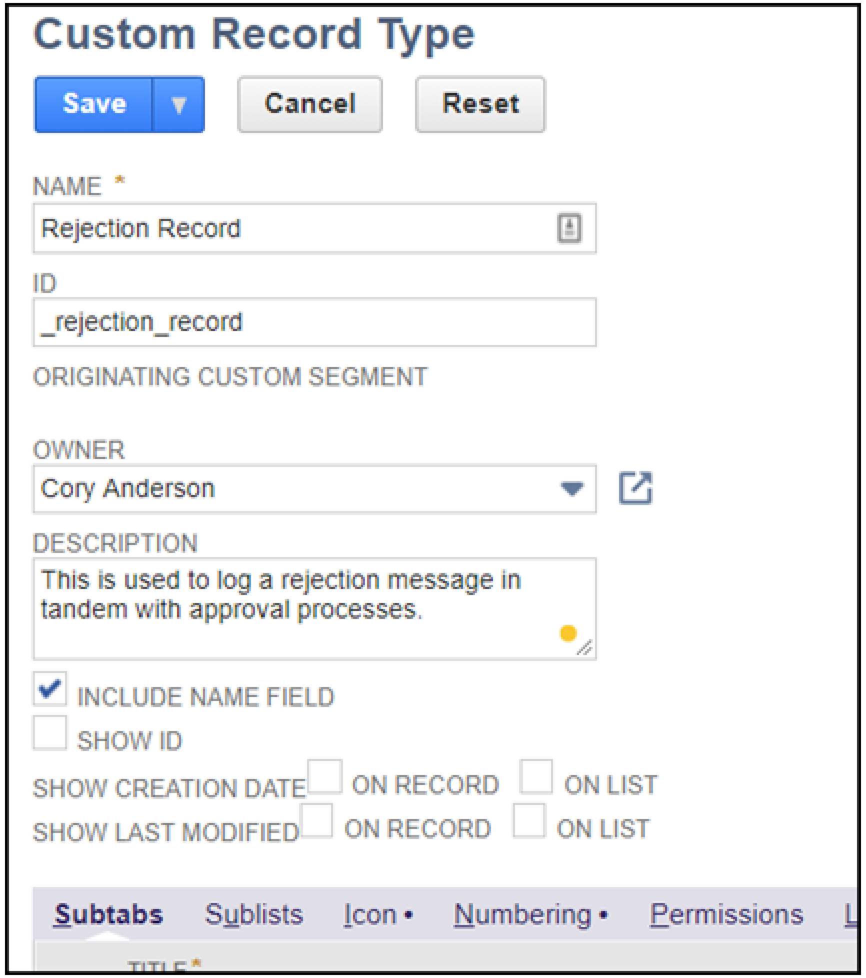
Rejection Record
Use on approval workflows

Customer Surveys
Store survey info and attach to customer record

Approval History
Capture record approval details

Custom Records Best Practices

- Enter custom Internal ID
  - Example - _rejection_record
- Enter a Description
- Uncheck 'Include Name Field'
  - This field is required on new records when enabled
- Check 'Show ID'
  - This ensures that the unique system assigned ID number is visible and searchable
- Save, and then Edit to add fields



Automating Day-to-Day Tasks

Workflows

Approvals

Save the effort of manually approving transactions. Set thresholds for auto-approval.

- Sales Orders
- Vendor Bills
- Journal Entry

Email Invoices

Save time by automatically emailing new invoices to customers at the end of each business day.

Lock Records

Prevent users from modifying approved transactions.

Sometimes this is required for other countries such as Germany.

Workflows

Block Stand Alone Records

Force users to create upstream transactions instead of going direct to a GL impacting transaction.

- Invoices
- Vendor Bills

HTML Notifications

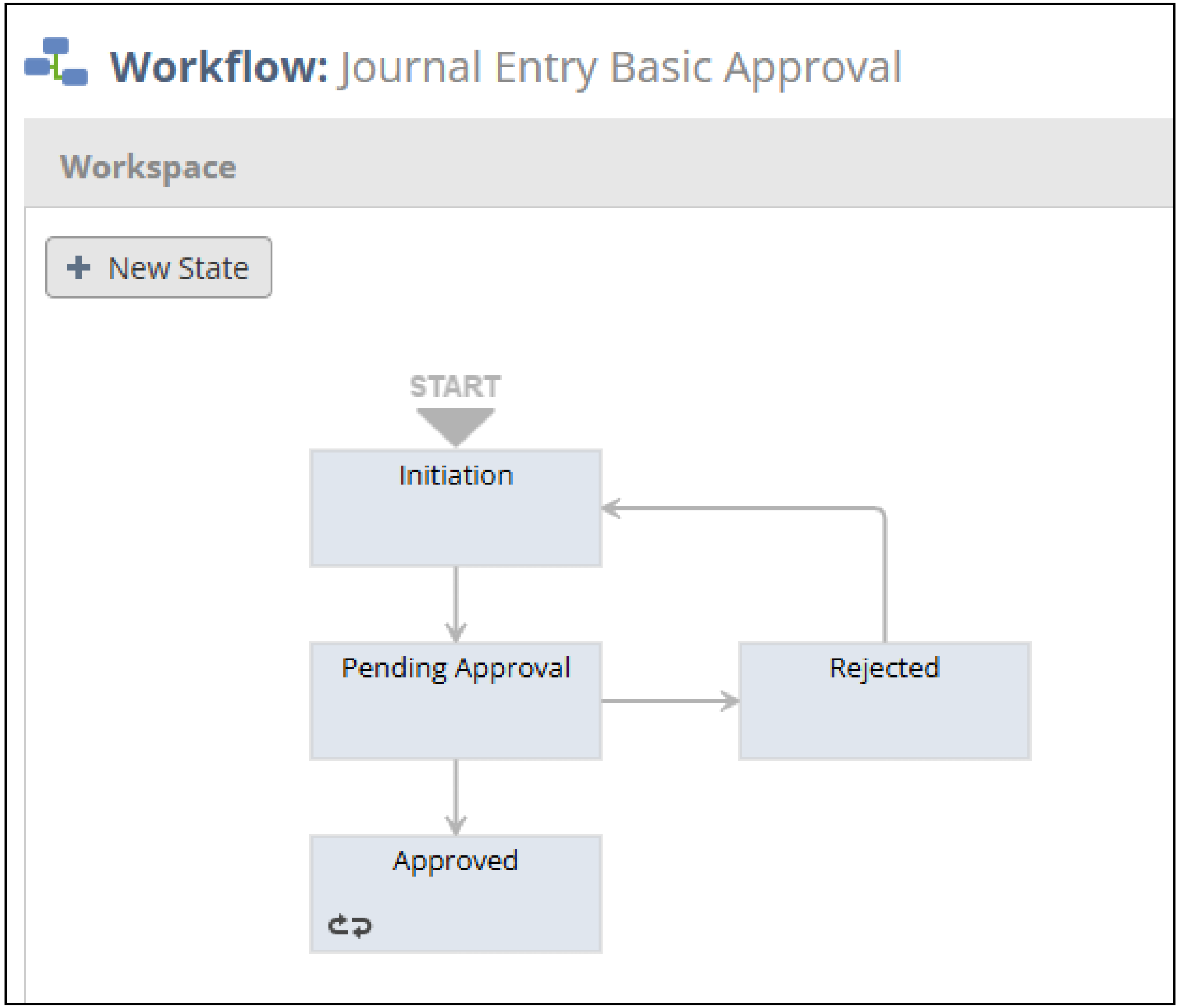
Use to create highly visible notifications on any record type.

Example: a bright banner at the top of a customer record that has overdue invoices.

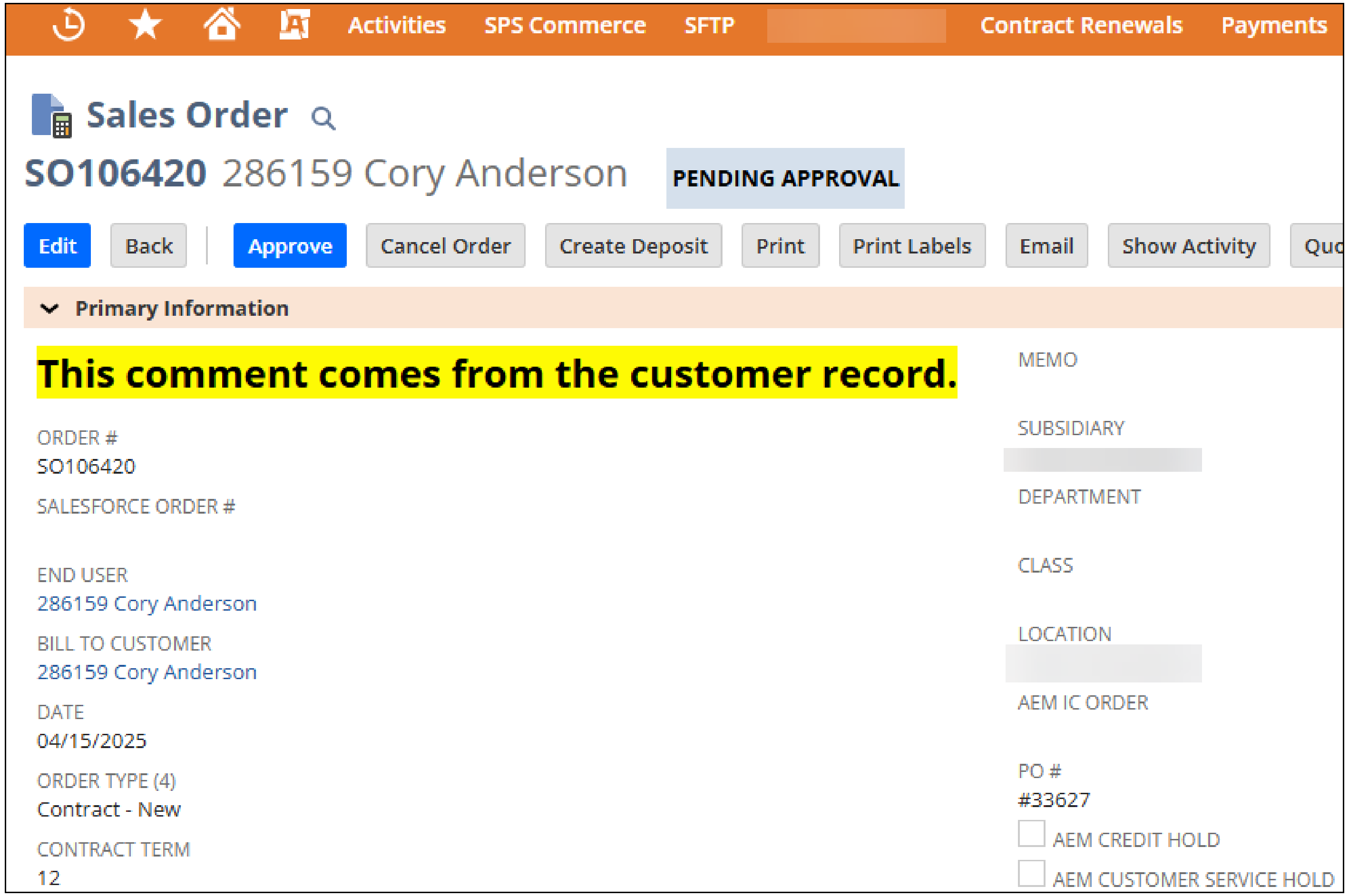
Bill Zero $ POs

Sometimes transactions are created that are $0, but need to be created for COGS.

- Purchase Orders
- Replacement Sales Orders


Workflow: Journal Entry Basic Approval
Workspace
New State
START
Initiation
Pending Approval
Rejected
Approved

HTML Notifications Workflow



Billing Operations

- Create billing schedules that automatically invoice eligible Sales Orders
- Precise control over what gets billed via saved searches
- Run once a day, or once every 6 hours.
- Create multiple schedules based on business requirements
- Native NetSuite functionality –available in all accounts

Activities RF-SMART Payments Transactions Lists Reports Analytics Customization Documents Setup

Billing Operation Schedule

Edit | Back | Run Now | Actions

Primary Information

NAME
Daily Invoicing

DESCRIPTION

☐ INACTIVE

Schedule

RECURRENCE FREQUENCY
Hourly

REPEAT EVERY
6

NEXT DATE
04/30/2025

NEXT TIME
12:00 pm (GMT-08:00) Pa

LAST EXECUTED
04/30/2025 6:00 am (GMT

⚠ This will run on 04/30/

NEXT BILL RUN AS OF DATE
04/30/2025

Billing Operation Options

☑ BILL RUN

☐ BILL RUN (OFF-CYCLE TR

Customer

LEGAL ENTITY

☑ ALL CUSTOMERS

Billing Operation Options

- [x] BILL RUN
- [ ] BILL RUN (OFF-CYCLE TRANSACTIONS)

Customer

LEGAL ENTITY

CUSTOMER/GROUP

- [x] ALL CUSTOMERS

Submission Details | Billing Operations

Billables

- [ ] EXPENSES
- [ ] ITEMS
- [x] SALES ORDERS

SALES ORDER SAVED SEARCH
Sales Orders to Invoice [billing operations]

Accounting

- [ ] CREDIT CARD APPROVED

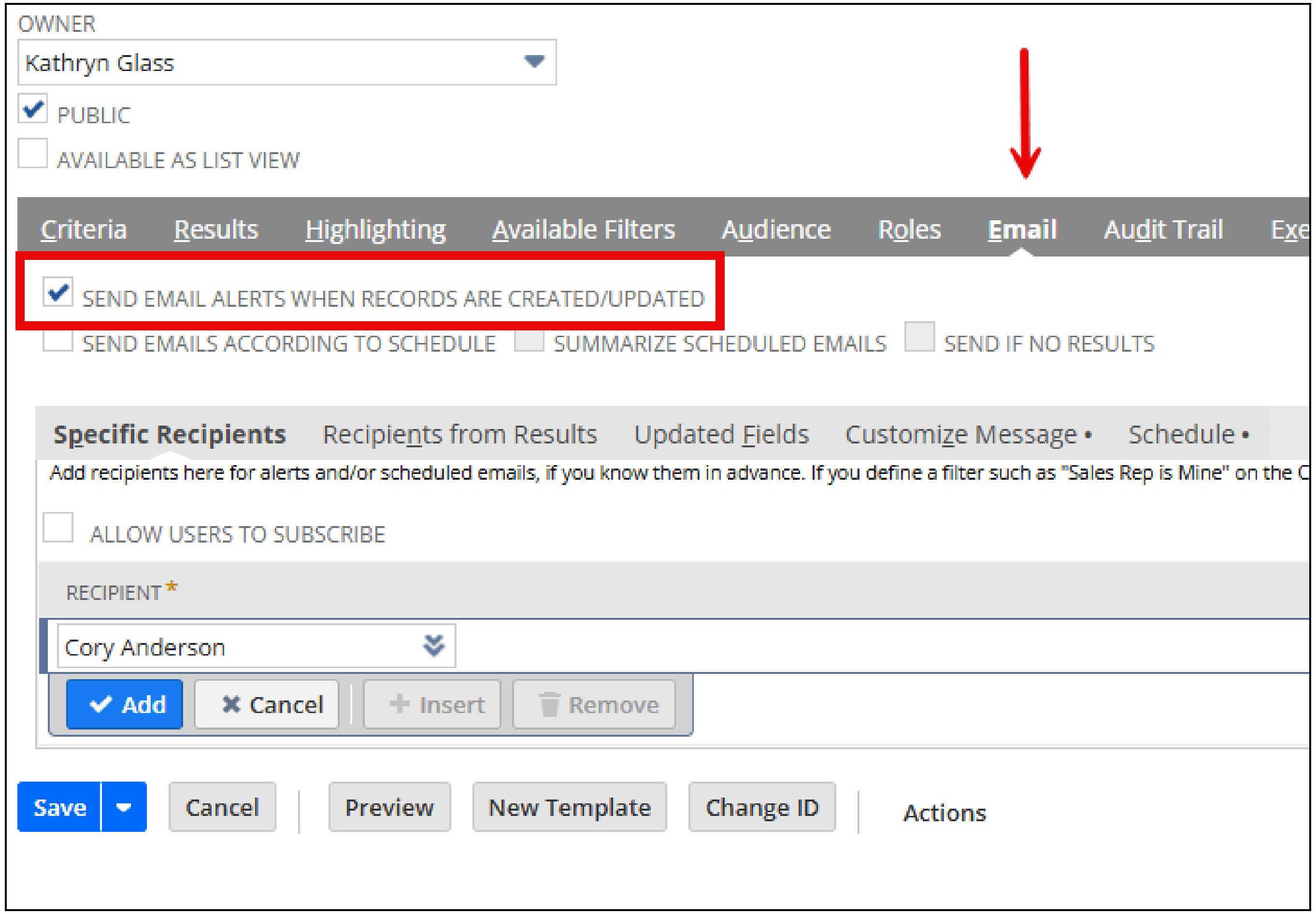
Communication

TO BE PRINTED
No

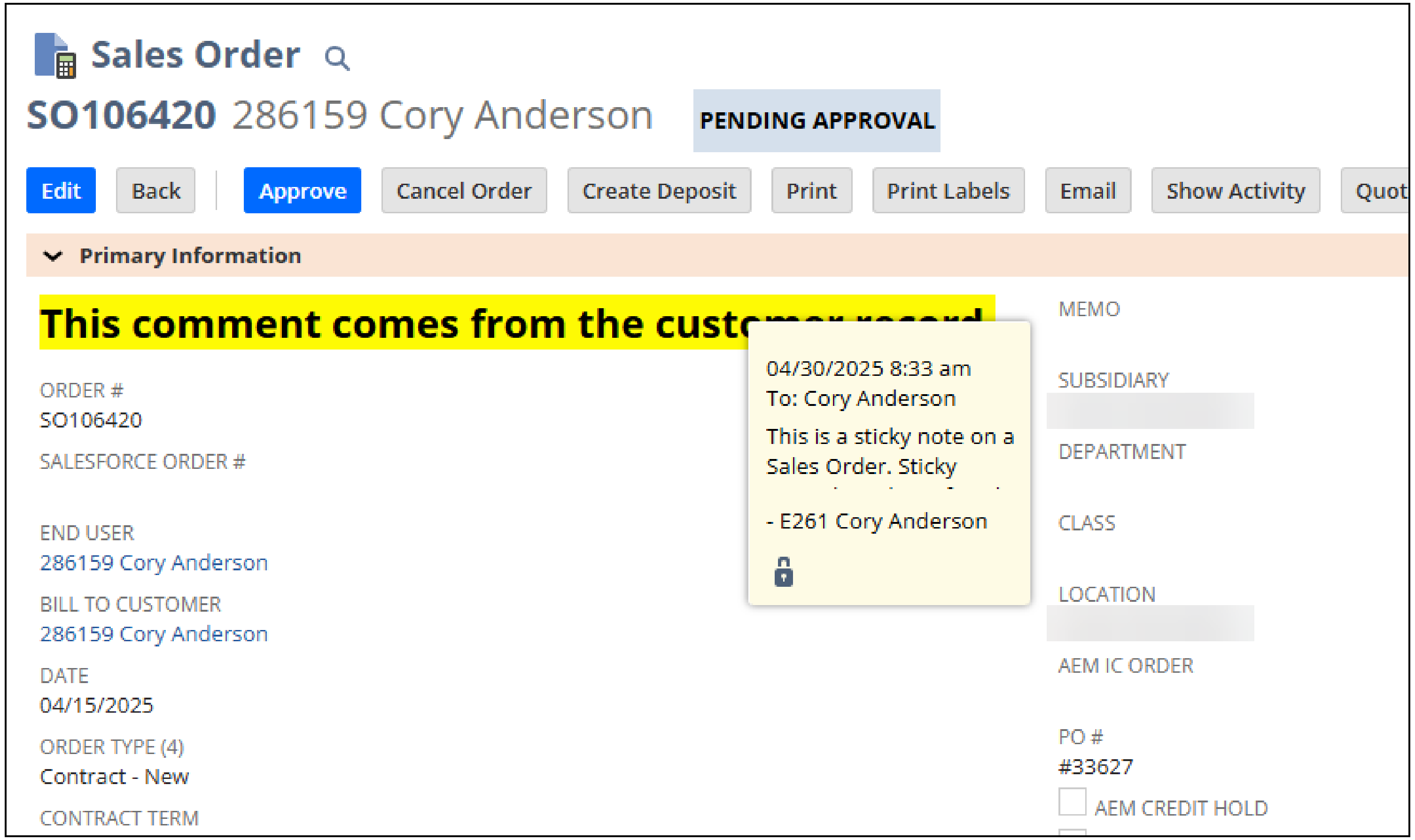
TO BE EMAILED
No

TO BE FAXED
No

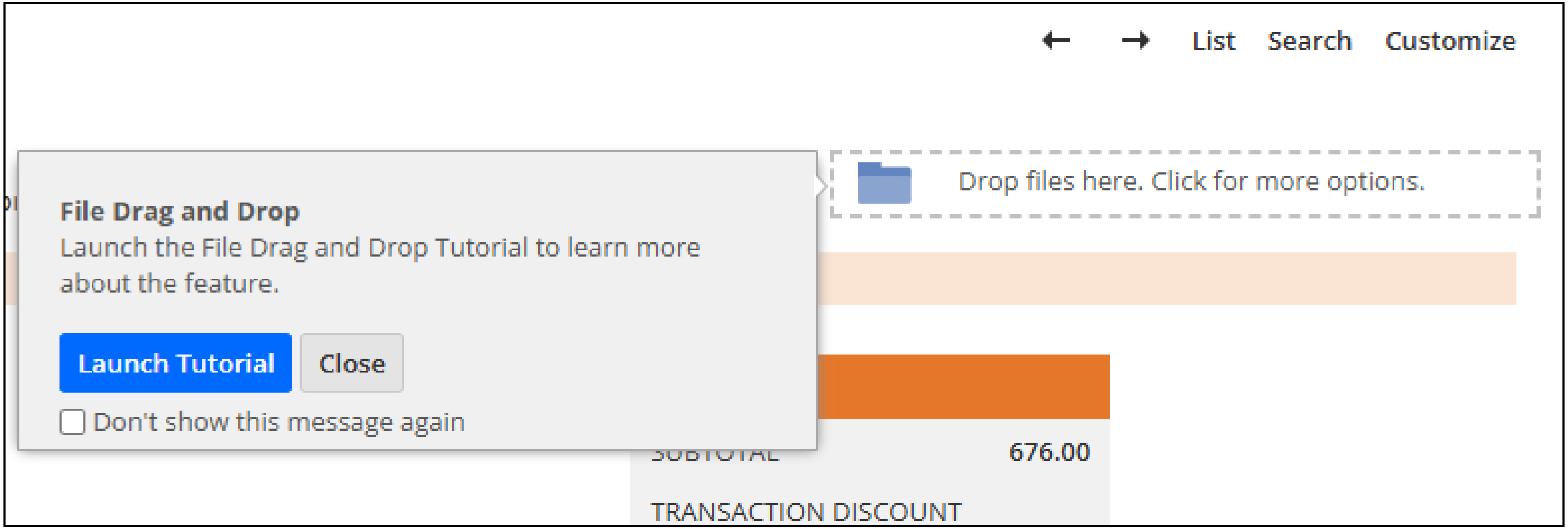
Saved Search Notifications



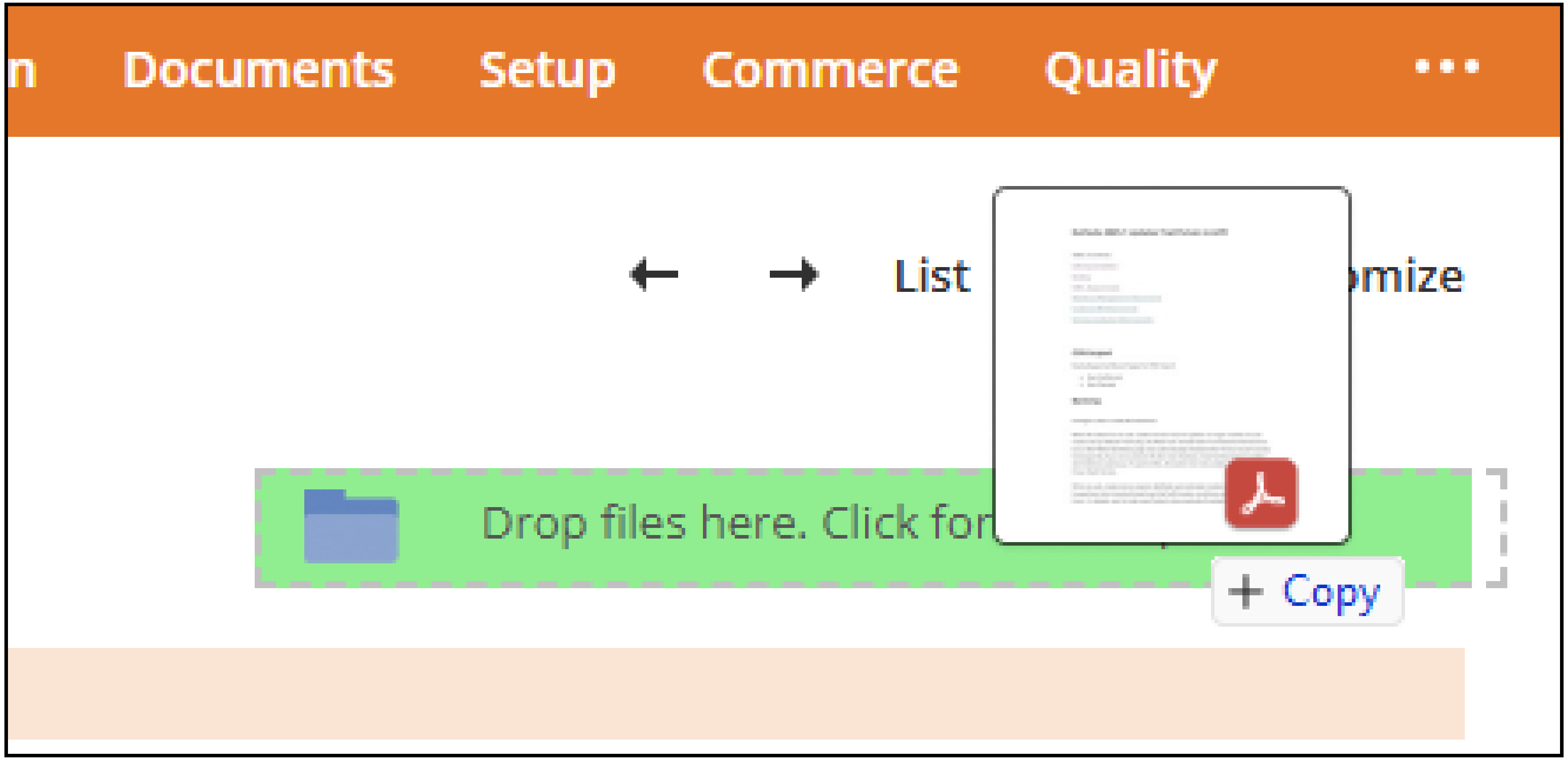
Sticky Notes (free bundle)



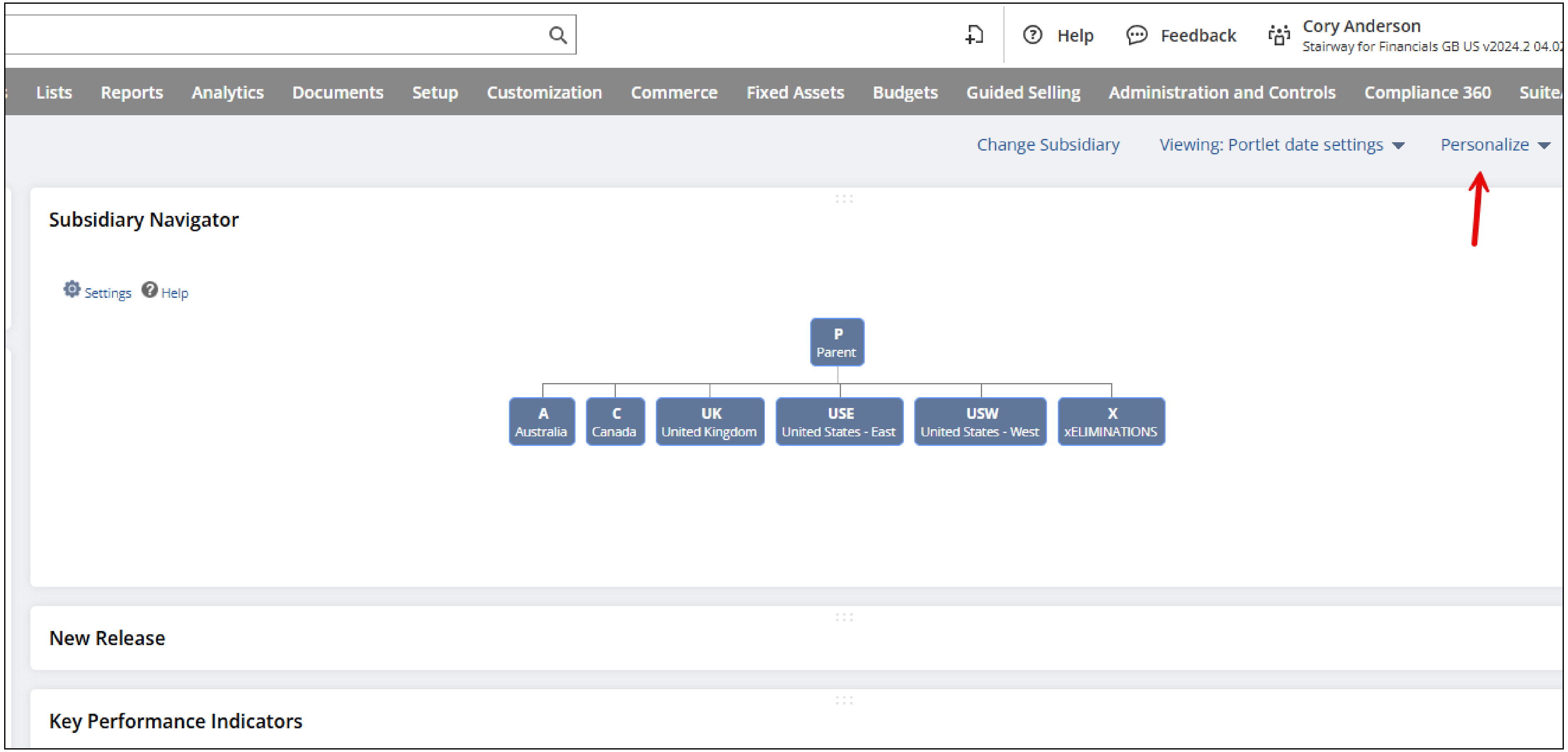
File Drag and Drop (free bundle)



File Drag and Drop (free bundle)



Subsidiary Navigator (free SuiteApp)



Closing Thoughts

- Follow NetSuite's intended processes. Creating customizations to fit "they way we've always done it" does not always end well.
- Teach them to fish.
- Consider hiring fractional NetSuite Administration
- Read the release notes

Closing Thoughts

Visit www.rmnsug.org for all our meeting recordings and Tips & Tricks

Q&A

Netgain Accounting
SUMMIT25

Netgain Accounting SUMMIT 25

Thank you

Cory Anderson

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Scan the QR code to share your thoughts on the session