NETSUITE
TO MAGENTO

NETSUITE TO MAGENTO
CONNECTOR USER GUIDE

Table of Contents

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A. Features

NetSuite is the leading integrated cloud business software suite, specializing in business accounting, ERP, CRM and Ecommerce software. More and more e-merchants come to NetSuite to look for a solution which can minimize their costs, extend their reach on marketplaces as well as maximize growth rates. The WiseRobot NetSuite Connector Extension allows you, as an online retailer, to synchronize data on the NetSuite platform to your Magento store.   After installation, data can be passed back and forth between the two platforms and help you easily manage your business processes.

The main features of this module are listed below:

➢ Offer an easy and rapid connection to your Magento store and NetSuite account or vice versa; allowing automatic updates in real–time of your sales orders from Magento to NetSuite. If errors occur when exporting orders to Netsuite, the module will attempt to export them several times in a certain period of time and simultenously send email notifications to email addresses which can be determined by you in the configuration section.

➢ The ability to map product attributes from NetSuite to Magento allows you to manage all your data on one platform, either on NS or on Magento its your choice, no more need to synchronize the two systems manually via awkward CSV or Spreadsheet imports.

➢ Ability to synchronize stock levels from NetSuite in real time: the Inventory levels in Magento are continuously updated with current inventory levels in NetSuite. This instant integration will give you peace of mind knowing that all of your inventory is correct in both systems at all times.

➢ Ability to transfer shipping information from NetSuite into Magento.
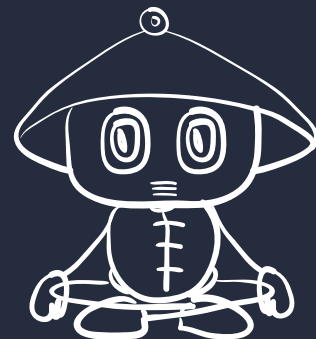
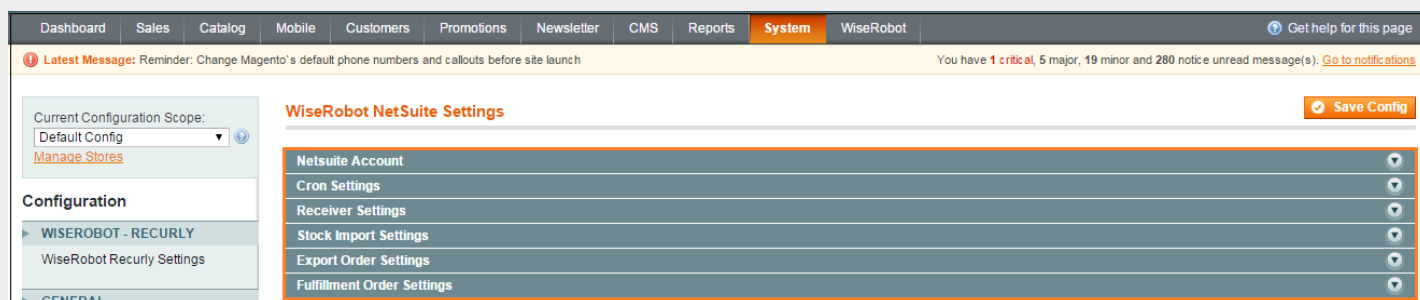## B. How to use the NetSuite to Magento Connector

Part I: Netsuite to Magento Connector Settings

1.   To start configuration of our connectors settings, please do the following:

2.   In the Magento Admin Menu, select **System → Configuration → WiseRobot NetSuite settings**

3.   In the Configuration section, there are six module settings including *"NetSuite Account"*, *"Cron Settings"*, *"Receiver Settings"*, *"Stock Import Settings"*, *"Export Order Settings" and "Fulfillment Order Settings"*. But the most important module setting is *"NetSuite Account"* which helps you connect all your activities between NetSuite and Magento.

WiseRobot Netsuite Settings

NetSuite Account

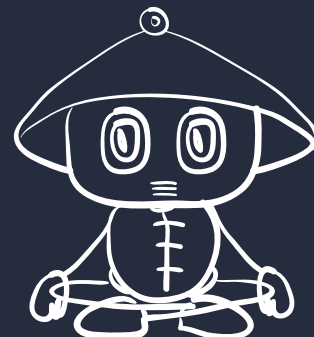In the **Netsuite Account** section, enter the following:

➢   **Email**

➢   **Password**

➢   **Account ID**

➢   **Role ID**: determines your access authority and it is recommended you leave it blank.

NetSuite Account

Cron Settings

Cron is a server's schedule system used to execute desired tasks at designated times. It will help you update changes from NetSuite to Magento in a certain period of time.

In the **Cron Settings** section, do the following:

1. Set **Enable Cron** to "*Yes*" to to allow your update to be executed at a designated time which ensures completion for your update procedure.

2. Set **Additional Daily Cron (for added failover)** to one of the following:

    ➢ **Yes**: Changes in Netsuite are detected once every 24 hours and then imported to Magento.

    ➢ **No**: Changes in Netsuite are not detected once every 24 hours and imported to Magento.

Cron Settings

Receiver Settings

In the **Receiver Key** section, complete the required fields:
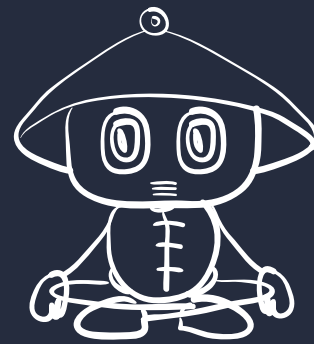
1. In the **Receiver Key** section: Enter the confirmation key from NetSuite which was filled in when we set up this module for you.

2. In the **Import Tier Price** section: Choose a tier price in NetSuite which is correlated to the respective one in Magento. If you don't have or don't want to import tier price, select *"Dont import Tier Price"*.
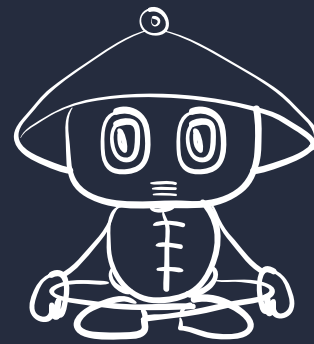

Receiver Settings

Stock Import Settings

1. Set **Set Manage Stock for Drop Ship** to one of the following to manage the quantity of your drop ship items.

    ➢ **Don't Set**: Do nothing.

    ➢ **Yes**: Set Manage Stock to "*Yes*" if products are drop ship.

    ➢ **No**: Set Manage Stock to *"No"* if products are drop ship.

2. Set **Set Stock Availability for Drop Ship** to one of the following:

    ➢ **Don't set**: Do nothing.

➢ **Yes**: Set Stock Availability to *"Yes"* if products are drop ship.

➢ **No**: Set Stock Availability to *"No"* if products are drop ship.

3. Set **Set In Stock when update from stock level 0** to one of the following:

➢ **Yes**: Both your stock level and stock status are updated.

➢ **No**: Only stock level is updated.

4. Set **Run Magento re-index after inventory updates** to one of the following:

➢ **Yes**: Indexes of product data are run after updating inventory.

| Stock Import Settings			
Set Manage Stock for Drop Ship to:	Don't set		[GLOBAL]
Set Stock Availability for Drop Ship to:	Don't set		[GLOBAL]
Set In Stock when update from stock level 0	No		[GLOBAL]
Run Magento re-index after inventory updates	No		[GLOBAL]

Stock Import Settings

Export Order Settings

1. **Set Enable Export Orders to NetSuite** to one of the following:

➢ **Yes**: Orders are exported from Magento to NetSuite.

➢ **No**: Orders are not exported from Magento to NetSuite.

2. Set **Export All Orders** to one of the following:
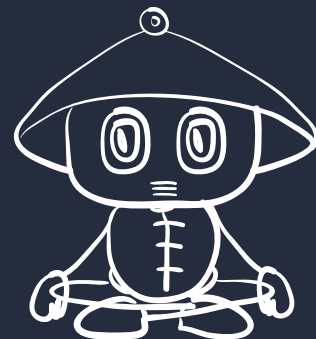
➢ **Yes**: Export both ChannelAdvisor orders and Magento orders to Netsuite.

➢ **No**: Only export ChannelAdvisor orders.

3. Set **If Last Name is missing** to either "*Use First name*" or "*Use NONAMEGIVEN*" to replace customers' last name if it was omitted on their orders when exported to NetSuite.

4. In the **URL** section: when this module has been configured in NetSuite, there is a URL allowing you to transfer data from Magento to NetSuite. Enter this URL in this field.

5. In the **Enable Error Notify** field: choose *"Yes"* to use email notifications to know whether there is any orders exported with errors.

6. In the **Email to Receive Notify** section: enter your email address that will receive notifications.

7. In the **Retry Intervals** section: choose a time interval to allow the module to re-export orders to Netsuite if the module fails to export orders to Netsuite at the first attempt.

8. In the **Maximum Number of Retries** section: enter a number to limit the number of retries.
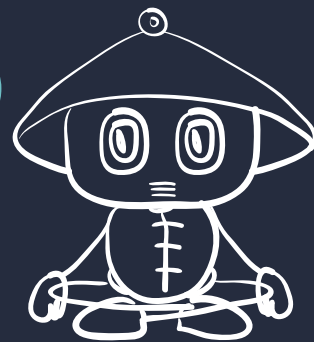
| Export Order Settings		
Enable Export Orders To Netsuite	No ▾	[STORE VIEW]
Export All Orders	No ▾	[STORE VIEW]
If Last Name is missing	Use First Name ▾	[GLOBAL]
Use Blank Billing Address For Amazon Orders	No ▾	[GLOBAL]
URL		[STORE VIEW]
Enable Error Notify	No ▾	[STORE VIEW]
Email To Receive Notify		[STORE VIEW]
Retry Intervals	Run Every 5 Minutes ▾	[GLOBAL]
Maximum Number of Retries		[GLOBAL]

Export Order Settings

Fulfillment Order Settings

1. Set **Receive Fulfillment from NetSuite** to *"Yes"* to get shipping information from NetSuite to Magento.

2. Set **Fulfillment All Orders** to one of the following:

   ➢ **Yes**: Fulfillment details imported from ChannelAdvisor and Magento orders are updated.

   ➢ **No**: Only fulfillment details imported from ChannelAdvisor orders are updated.
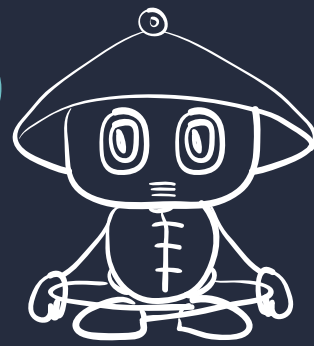
| Fulfillment Order Settings		
Receive Fulfillment from NetSuite	No ▾	[STORE VIEW]
Fulfillment All Orders	No ▾	[STORE VIEW]

Fulfillment Order Settings
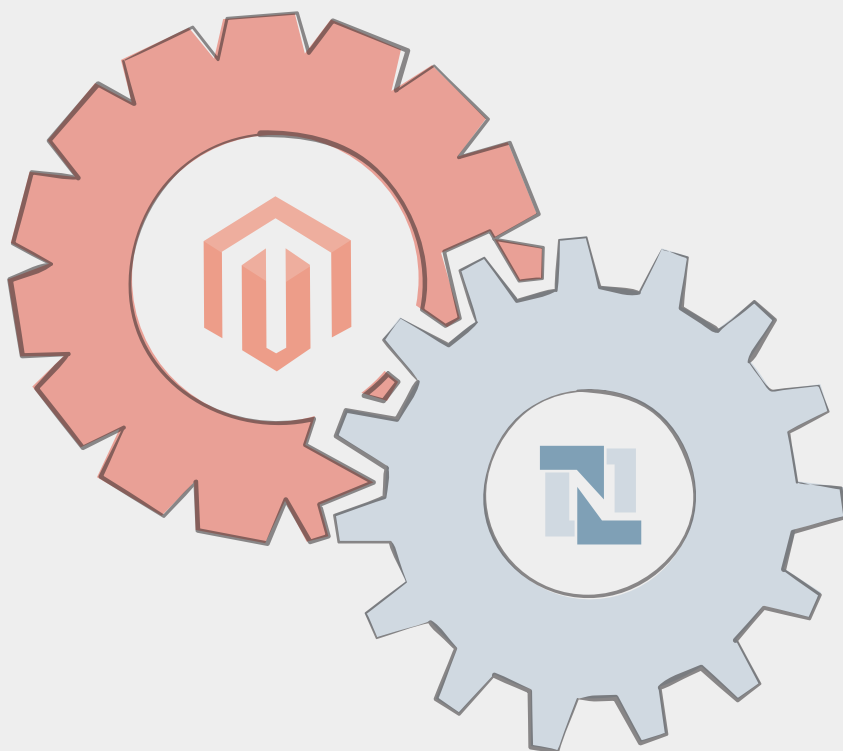
Part II: Netsuite Connector Tab Settings

How to map your attributes in NetSuite to Magento
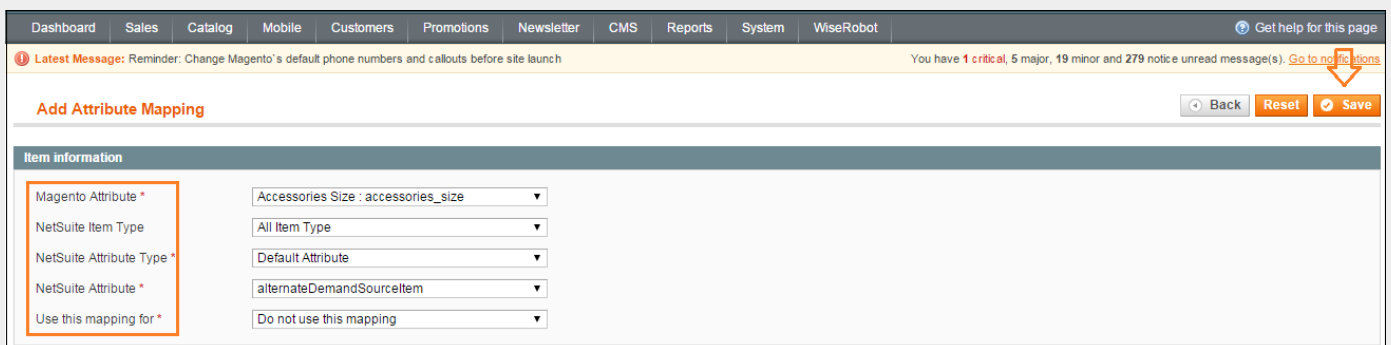
1. In the Magento Admin Menu, select **WiseRobot → Netsuite API → Mapping Attributes.**

2. On the top-right corner, click to expand the [Add New] button and complete the required fields:

   ➢ In the **Magento Attribute** section: select an attribute to map it to the respective one in NetSuite Attribute.

   ➢ In the **NetSuite Item Type** section: choose either "*Inventory Item*" or *"Assembly Item"* to map your attribute accurately.

   ➢ Set **NetSuite Attribute Type** to one of the following:

     • In the **Default attribute** section: By default, NetSuite attributes include custom attributes

     • In the **Location's Attribute** field: choose the specific NetSuite location: Main Location or Warehouse for mapping attributes.

     • In the **NetSuite Attribute** field: choose the attribute corresponding to the one in Magento Attribute

   ➢ Set **Use this mapping for** to one of the following:

     • **Don't use this mapping**: product data is not updated.

     • **Import only:** update product data from NetSuite to Magento.

     • **Export only**: update product data from Magento to NetSuite.

     • **Both**: update product data from NetSuite to Magento and vice versa.

3. Do not forget to click the [Save] button to finish your adding.
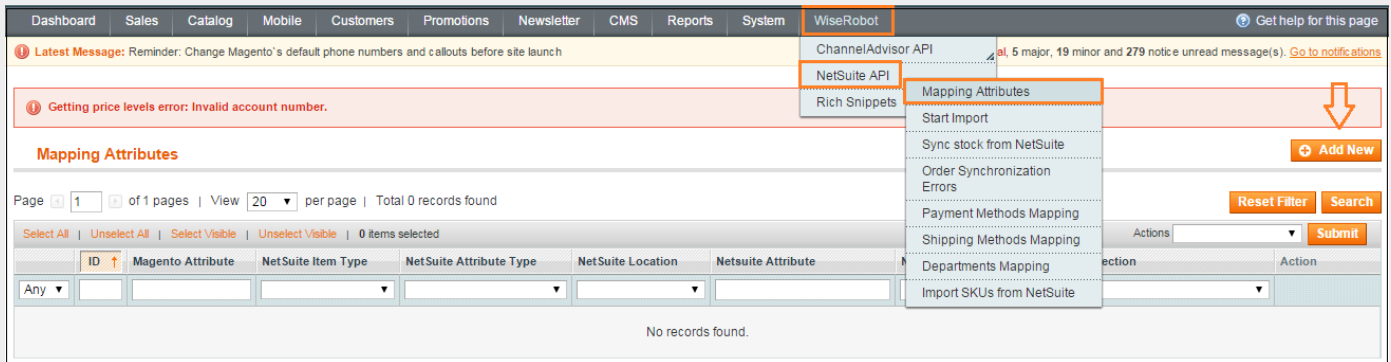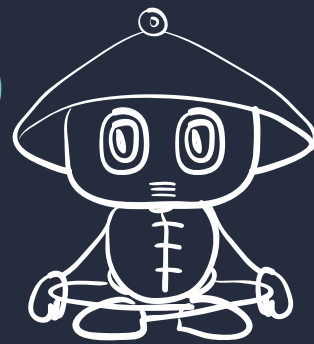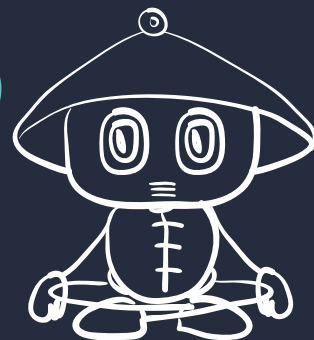
Mapping Attributes

Mapping Attributes-Add New

How to synchronize stock from NetSuite

1. In the Magento Admin Menu, select **WiseRobot** → **Netsuite API** → **Sync Stock from Netsuite.**

2. From the Sync Stock from Netsuite page, click the **Start Full Sync** button to commence synchronizing all stocks from Netsuite in a new tab. This process may take you a long time to complete.

3. Otherwise, click the **Sync Stock changes from last time** button to synchronize only changes made to stock levels from the last-run synchronization in a new tab.

Sync stock from Netsuite

How to set the Order Synchronization Errors in NetSuite to Magento

➢ Any errors that occur in the export orders process from Magento to NetSuite will be automatically detected.

➢ You will find this list by navigating to the Magento Admin Menu, select **WiseRobot** → **Netsuite API** → **Order Synchronization Errors.**

Order Synchronization Errors

Order Synchronization Errors

➢ All detected errors will be listed in this section with order details.   You can either delete or resend orders to Netsuite. If you find an error that you cannot work out yourself, you can email support@wiserobot.com and our team will investigate the error for you.
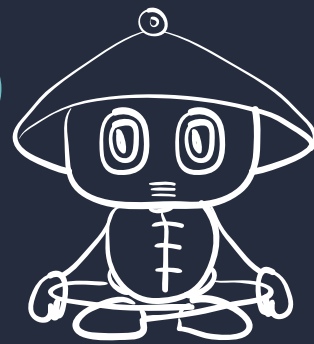

How to set the Payment Methods mapping in NetSuite to Magento

➢ **To add, delete or create new payment methods map.**

1. In the Magento Admin Menu, select **WiseRobot ➔ Netsuite API ➔ Payment Methods Mapping.**

2. From the **Payment Methods Mapping** page, click to expand the button and complete the required fields:

➢ In the **Magento Payment Method** section: choose a method in Magento to map the respective one in NetSuite.

➢ In the **NetSuite Payment Method Description** section: do the following to pick one Payment Description:

- Using your browser, navigate to your NetSuite admin page.

- In the admin menu, select **Setup ➔ Accounting ➔ Accounting Lists.**

- From the Accounting Lists page, on the Description column, pick one **Payment Description** and
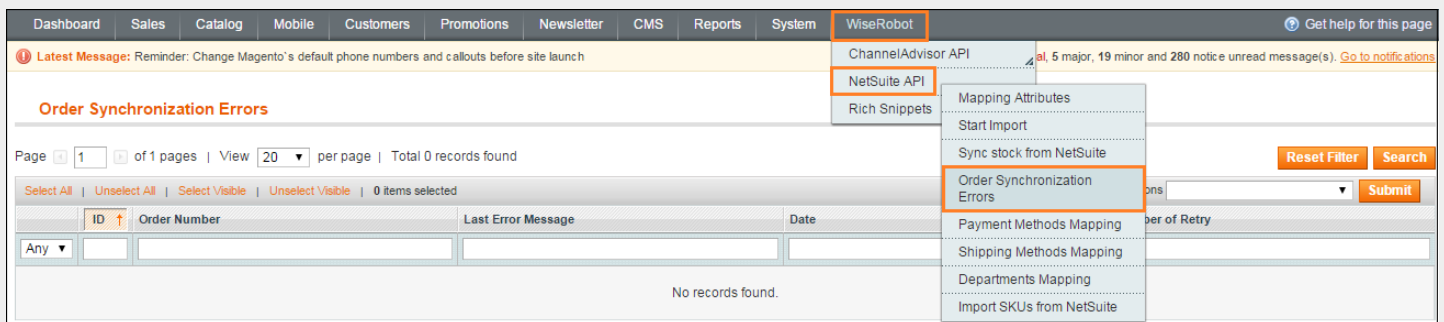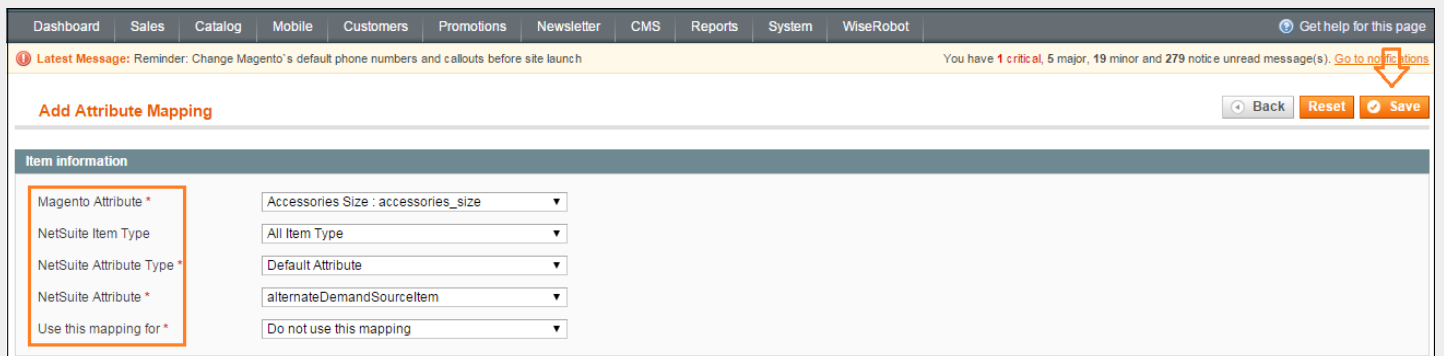
enter it in this field.

- In the **NetSuite Payment Method Internal Id** section: From the Accounting Lists page, on the Internal ID column, pick the internal Id of the payment description selected above and fill it in this section.

3. To finish adding, please click the [Save] button.

Payment Methods Mapping

Payment Methods Mapping-Add New
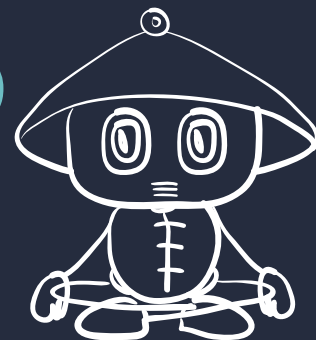
How to set Shipping Methods mapping in NetSuite to Magento

➢ **To add, delete or create new shipping methods map.**

1. In the Magento Admin Menu, select **WiseRobot → Netsuite API → Shipping Methods Mapping.**

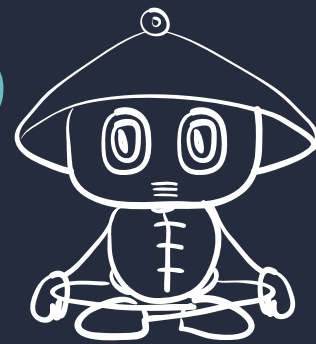2. From **Shipping Methods Mapping** page, click to expand ![Add New] the button and complete required fields:

➢ In the **Magento Shipping Method** section: choose the method in Magento to map to the correlating one in NetSuite.

➢ In the **NetSuite Ship Item Name** field: doing the following to pick one NetSuite Ship Item Name:

- Using your browser, navigate to your NetSuite admin page.

- In the admin menu, select **Lists ➔ Accounting ➔ Shipping Items.**

- From Shipping Items page, on the Name column, pick one **NetSuite Ship Item Name** and enter it in this field.

- In the **NetSuite Ship Item Internal Id** section: From NetSuite Shipping Items page, on the Internal ID column, pick the internal Id of the Ship Item Name chosen above and fill it in this section.

3. When complete, click the ![Save] button.

Shipping Methods Mapping

Shipping Methods Mapping-Add New

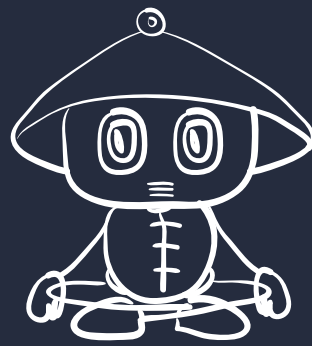## How to set "Departments Mapping" in NetSuite to Magento Connector

➢ **To connect a store that your order is placed in to the corresponding department in NetSuite.**

1. In the Magento Admin Menu, select **WiseRobot → Netsuite API → Departments Mapping.**

2. From **Departments Mapping** page, click to expand the button and complete the required fields:

➢ In the **Market Place** section: Enter your marketplace which is taken from ChanelAdvisor API- Manage sales source for order import settings. (See Magento-ChannelAdvisor connector User Guide for this information).

➢ In the **Magento Store** section: choose the store origin of orders you want to set to the department when exporting the orders into NetSuite.

➢ In the **Department Name** field: choose a name of the department that you want to map your order from Magento to NetSuite.

➢ In the **Department Internal Id** section: enter the chosen NetSuite department's internal Id by doing the following:

- Using your browser, navigate to your NetSuite admin page.

- In the admin menu, select **Setup → Company → Departments.**

- From the Departments page, pick the internal Id for the chosen department.

3. Remember to save your adding by clicking the [✓ Save] button.

Departments Mapping

Departments Mapping-Add New

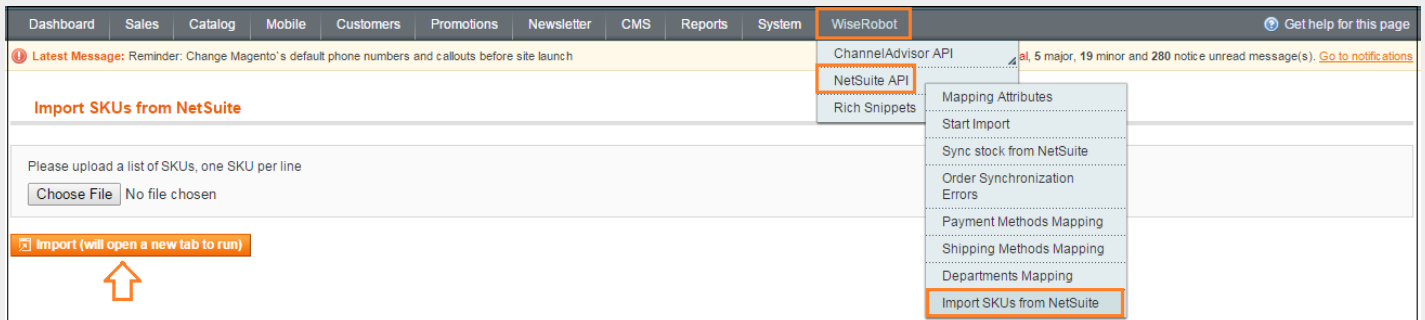## How to import SKUs from NetSuite to Magento

1. In the Magento Admin Menu, select **WiseRobot** ➔ **Netsuite API** ➔ **Import SKUS from Netsuite.**

2. From the Import SKUS from Netsuite page, click choose file to attach your SKUS list and then choose

[⤢ Import (will open a new tab to run)] the button to run your process.

Import SKUs from NetSuite

FOR HELP, PLEASE EMAIL US AT:
SUPPORT@WISEROBOT.COM