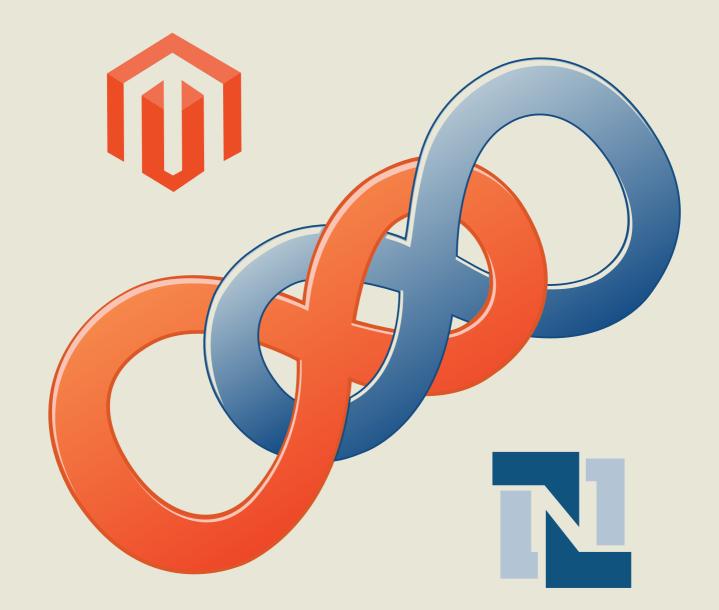
CREATED BY WISEROBOT

NETSUITE TO MAGENTO



MAGENTO EXTENSION

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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 \rightarrow Configuration \rightarrow 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.

Dashboard	Sales	Catalog	Mobile	Customers	Promotions	Newsletter	CMS	Reports	System	WiseRobot	⑦ Get help for this page
Latest Message	ge: Reminde	er: Change Mag	gento's defau	It phone numbers	and callouts before	site launch					You have 1 critical, 5 major, 19 minor and 280 notice unread message(s). Go to notifications
Current Config Default Config		ope:	WiseF	Robot NetSui	te Settings						Save Config
Manage Stores	<u>8</u>		Nets	uite Account							•
Manage Stores Netsuite Account Configuration Cron Settings					•						
Configuration	n		Rece	iver Settings							•
WISEROBOT	- RECURL	Y.	Stock	Import Setting	s						•
WiseRobot R	ecurly Setti	ngs	Ехро	rt Order Setting	s						•
			Fulfill	ment Order Set	tings						0

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.



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WiseRobot NetSuite Sett	ngs		Save Config
Netsuite Account			٥
Email		[GLOBAL]	
Password		[GLOBAL]	
Account Id		[GLOBAL]	
Role Id		[GLOBAL]	

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			٥
Enable Cron	No	▼ [GLOBAL]	
Additonal Daily Cron	No	▼ [GLOBAL]	

Cron Settings

Receiver Settings

In the Receiver Key section, complete the required fields:



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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"*.

WiseRobot NetSuite Settings	5		Save Config
Netsuite Account			•
			<u> </u>
Cron Settings			•
Receiver Settings			٥
Receiver Key		[GLOBAL]	
Import Tier Price	3 - Our Price Don't import Tier Price 0 - Base Price	[GLOBAL]	
Stock Import Settings	1 - MSRP		•
Export Order Settings	4 - ChannelAdvisor 5 - Preferred (-10%)		۲
Fulfillment Order Settings	Bulk (per lb) 6 - Practitioner (-15%)		۲
	8 - Employee (-40%)		
	2 - MAP 3 - Our Price		
	unused2		
	7 - Wholesale (-25%)		

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.



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- > 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		٥
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		٥
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



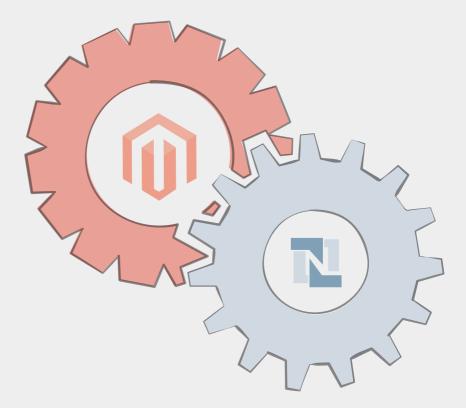
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Fulfillment Order Settings

- 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		٥
Receive Fulfillment from NetSuite	No	[STORE VIEW]
Fulfillment All Orders	No 🔻	[STORE VIEW]

Fulfillment Order Settings





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Part II: Netsuite Connector Tab Settings

How to map your attributes in NetSuite to Magento

- 1. In the Magento Admin Menu, select **WiseRobot** \rightarrow **Netsuite API** \rightarrow **Mapping Attributes.**
- 2. On the top-right corner, click to expand the C 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.

Page 8 of 18

Dashboard	Sales	Catalog	Mobile	Customers	Promotions	Newsletter	CMS	Reports	System	WiseRobot				Ø Get help for this page
Latest Messa	ge: Reminde	r: Change Mag	jento`s defau	It phone numbers	and callouts before	site launch				ChannelAdviso	or APIal, 5 major, 19 minor and 279 notice unread message(s). Go t			ad message(s). Go to notifications
							-	-						
Getting pri	ce levels err	or: Invalid acc	ount numb	er.	Rich Snippets	Mapping Attr	ibutes		ļĻ					
											Start Import			
Mapping	Attributes	5									Sync stock fr	om NetSuite		🕀 Add New
Page 1			20 - 0	ar page 1 Total	0 records found						Order Synch Errors	ronization		Decel City
Fage I	lor i pag	es view	20 V pe	er page Totai	o records iourid						Payment Me	thods Mapping	Reset Filter Search	
Select All Uns	elect All !	Select Visible	Unselect Vi	sible 0 items s	elected						Shipping Me	thods Mapping	Actions	Submit
ID	† Magent	o Attribute	Net Suite I	tem Type	NetSuite Attribute	Туре М	letSuite Loca	ition	Netsuite Attribu	ite	Departments	Mapping	ection	Action
Any 🔻	Any Y													Ŧ
							N	o records	found.				_	

Mapping Attributes

Dashboard	Sales	Catalog	Mobile	Customers	Promotions	Newsletter	CMS	Reports	System	WiseRobot	③ Get help for this page
Latest Mess	age: Reminder	: Change Ma	gento's defaul	t phone numbers a	and callouts before	site launch					You have 1 critical, 5 major, 19 minor and 279 notice unread message(s). Go to notice tions
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Item informat	tion										
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NetSuite Ite	m Type		All Item Ty	pe		۲					
NetSuite At	tribute Type *		Default Att	tribute		T					
NetSuite At	tribute *		alternateD	emandSourcelte	em	٣					
Use this ma	pping for *		Do not use	e this mapping		T					

Mapping Attributes-Add New

How to synchronize stock from NetSuite

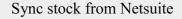
- 1. In the Magento Admin Menu, select WiseRobot \rightarrow Netsuite API \rightarrow Sync Stock from Netsuite.
- 2. From the Sync Stock from Netsuite page, click the **Start Full Sync** button to commence synchronizing all stocks from Netsuite in a new tab. This process may take you a long time to complete.
- 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.



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Dashboard	Sales	Catalog	Mobile	Customers	Promotions	Newsletter	CMS	Reports	System	WiseRobot		Get help for this page	
Latest Message	e: Reminde	r: Change Ma	gento`s defau	t phone numbers a	ChannelAdviso	ChannelAdvisor API al, 5 major, 19 minor and 280 notice unread message(s). Go to notification							
					NetSuite API	Mapping Attributes							
Sync Stoc	k from N	etSuite to	Magento		Mapping Attributes Start Import								
Please click	Start Full S	sync to sy	/nc all sto	cks from Net	Suite in a nev	w tab. It may	take tin	ne to comp	olete.		Sync stock from NetSuite		
Please click	Sync Stoc	k changes f	rom last tim	to sync st	ocks change	d since last r	un in a	new tab.			Order Synchronization Errors		
-				_							Payment Methods Map	ping	
											Shipping Methods Map	pping	
											Departments Mapping		
											Import SKUs from NetS	luite	



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.

Dashboard Sales Catalog Mobile Customers Promotions Newsletter CMS Reports System WiseRobot													
🕕 Latest Message: Remi	der: Change Ma	gento`s defaul	t phone numbers a	and callouts before	site launch				ChannelAdviso	or API 💦 al, 5 major, 19 minor and 280 notice unread message(s). Go to notificati			
					ille stars	1							
Order Synchron	zation Erro	rs		Mapping Attr Start Import	noutes								
Page 🖪 1 🕞 of 1 🕫	ages View	20 🔻 pe	erpage Total) records found						Sync stock from NetSuite		Reset Filter Search	
Select All Unselect All	Select Visible	Unselect Vi	sible 0 items se	lected						Order Synchronization Errors		ons v Submit	
ID † Orde	r Number			Last Error	Message			Date		Payment Methods Mapping per of R		per of Retry	
Any 🔻										Shipping Me	thods Mapping		
						١	lo records fou	ind.		Departments Import SKUs	Mapping from NetSuite		

Order Synchronization Errors



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Order Synchronization Errors

Select All	Unse	elect All Select Visible	Unselect Visible 1 items selected A	ctions		-	Submit
	ID †	Order Number	Last Error Message		Delete		Retry
Any 🚽					Resend Order To	NetSuite	
	1	EBHG111957	response: ("error" : ("code" : "EXCEEDED_MAX_FIELD_LENGTH", "message" : "The field lastname contained more than the maximum number (32) of characters allowed.")}	2014	-10-16 02:01:06	4	
	3	AZHG112567	response: {"error" : {"code" : "UNEXPECTED_ERROR", "message" : "An unexpected error has occurred. Error ID: i1mv4nk829unhuf2y481"}}	2014	-10-24 01:31:17	4	
	4	AZHG112811	response: {"error" : {"code" : "EXCEEDED_MAX_FIELD_LENGTH", "message" : "The field lastname contained more than the maximum number (32) of characters allowed."}	2014	-10-27 21:33:33	4	

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 <u>support@wiserobot.com</u> 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** \rightarrow **Netsuite API** \rightarrow **Payment Methods Mapping.**

2. From the **Payment Methods Mapping** page, click to expand the **Add New** 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 \rightarrow Accounting \rightarrow Accounting Lists.
 - From the Accounting Lists page, on the Description column, pick one Payment Description and



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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.

Dashboard	Sales	Catalog	Mobile	Customers	Promotions	Newsletter	CMS	Reports	System	WiseRobot				🔞 Get help	for this page
Latest Message	je: Reminde	r: Change Mag	ento`s defau	It phone numbers	and callouts before	site launch				ChannelAdviso	or API 🛛 🦼	al, 5 major, 19 minor	and 280 notice unr	ead message(s). <u>Go</u>	to notific ations
					NetSuite API	[1							
Order Syn	chroniza	ation Error	s							Rich Snippets	Mapping Attr Start Import	ibutes			
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Select All Uns	elect All S	Select Visible	Unselect Vi	sible 0 items se	lected						Order Synchronization Errors		ons	T	Submit
ID	Order N	lumber			Last Error I	Message			Date		Payment Me	thods Mapping	per of Retry		
Any 🔻											Shipping Me	thods Mapping			
								lo records fou	und		Departments	Mapping			
							P	vo records lot	inu.			from NetSuite			

Payment Methods Mapping

D	ashboard	Sales	Catalog	Mobile	Customers	Promotions	Newsletter	CMS	Reports	System	WiseRobot	Get help for this page
🕕 L	atest Messag	je: Reminde	er: Change Mag	gento`s defau	It phone numbers	and callouts before	site launch					You have 1 critical, 5 major, 19 minor and 279 notice unread message(s). Go to no ficutions
1	Add Attrib	oute Map	ping									• Back Reset Save
Iter	n informatio	on										
	lagento Attri	buto *	1	Accessori	es Size : access	orios sizo						
	lagento Attri	Dute		Accesson	es olze : access	unes_size	•					
N	letSuite Item	Туре		All Item Ty	rpe		•					
N	letSuite Attri	bute Type *		Default At	tribute		•					
	letSuite Attri	hute *		alternateF	emandSourcelt	em						
L	lse this map	ping for *		Do not use	e this 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 \rightarrow Netsuite API \rightarrow Shipping Methods Mapping.

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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 \rightarrow Accounting \rightarrow 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.

Dashboard	Sales	Catalog	Mobile	Customers	Promotions	Newsletter	CMS	Reports	System	WiseRobot	(i) Get help for this page						
Latest Messag	je: Reminde	r: Change Mag	gento's defaul	t phone numbers a	and callouts before	ChannelAdviso	Advisor API al, 5 major, 19 minor and 280 notice unread message(s). Go to notifica										
							NetSuite API										
Shipping N	Nethods	Mapping				Rich Snippets		IDUTES		Add Nev							
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Select All Unse	elect All S	Select Visible	Unselect Vis	sible 0 items se	lected						Order Synchronization Errors		Action	s 🔹 Submit			
ID	Magent	o Shipping N	lethod			NetSuite	Ship Item	Name			Payment Me	thods Mapping					
Any 🔻											Shipping Me	thods Mapping					
						ind		Departments	Mapping								
								No records for	ing.		Import SKUs	from NetSuite					

Shipping Methods Mapping



Dashbo	ird Sales	Catalog	Mobile	Customers	Promotions	Newsletter	CMS	Reports	System	WiseRobot	Ø Get help for this page
🕕 Latest N	essage: Reminde	er: Change Ma	gento`s defau	It phone numbers	and callouts before	site launch					You have 1 critical, 5 major, 19 minor and 280 notice unread message(s). Go to notice tions
Add In	em										 Back Reset Save
Item info	mation										
Magent	o Shipping Meth	nod *	Free Ship	ping - Free		¥					
NetSuit	e Ship Item Nam	ne *									
NetSuit	Ship Item Inter	mal Id *									

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 \rightarrow Netsuite API \rightarrow Departments Mapping.

2. From **Departments Mapping** page, click to expand the \bigcirc Add New 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.

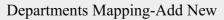
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- From the Departments page, pick the internal Id for the chosen department.
- 3. Remember to save your adding by clicking the 🕗 Save button.

Dashboard Sales	Catalog	Mobile	Customers	Promotions	Newsletter	CMS	Reports	System	WiseRobot		Get help for this page							
U Latest Message: Remind	er: Change Mag	gento's defaul	t phone numbers a	or API 🛛 🖌	or API al, 5 major, 19 minor and 280 notice unread message(s). Go to notifi													
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Departments Map	ping			Mapping Attr	IDUTES			🔂 Add	d New									
Page 🔣 1 🕒 of 1 pa	ges View	20 v pe	rpage Total () records found						Sync stock fr			R	eset Filter S	Search			
Select All Unselect All	Select Visible	Unselect Vis	sible 0 items se	ected						Order Synchronization Errors			Actions	▼ Sub	omit			
ID † Marke	Place			Stor	e		Depar	tment Name		Payment Me	thods Mapping	t Internal ID						
Any 🔻					Shipping Me	thods Mapping												
					Departments	Mapping												
				Import SKUs	from NetSuite													

Departments Mapping

Dashboard	Sales	Catalog	Mobile	Customers	Promotions	Newsletter	CMS	Reports	System	WiseRobot	③ Get help for this page
Latest Messa	ge: Reminder	r: Change Mag	gento`s defau	t phone numbers	and callouts before s	site launch					You have 1 critical, 5 major, 19 minor and 280 notice unread message(s). Go to notifications
Add Item											Back Reset Save
Item informati	on										
Market Place	9										
Magento Sto	re *		English			•					
Department	Name *										
Department	Internal Id *										
		-									



How to import SKUs from NetSuite to Magento

- 1. In the Magento Admin Menu, select WiseRobot \rightarrow etsuite API \rightarrow Import SKUS from Netsuite.
- 2. From the Import SKUS from Netsuite page, click choose file to attach your SKUS list and then choose

Dimport (will open a new tab to run) the button to run your process.



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Dashboard	Sales	Catalog	Mobile	Customers	Promotions	Newsletter	CMS	Reports	System	WiseRobot			Output the state of the stat
Latest Messag	e: Reminde	r: Change Mag	gento's defaul	t phone numbers a	and callouts before	site launch				ChannelAdviso	or API	al, 5 major, 19 minor	and 280 notice unread message(s). Go to notifications
										NetSuite API			1
Import SKI	Us from	NetSuite								Rich Snippets	Mapping A Start Impor	t	
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Please upload Choose File	_		J per line								Order Sync Errors	hronization	
											Payment M	lethods Mapping	
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4	\sim										Departmen		
											Import SKU	Is from NetSuite	

Import SKUs from NetSuite

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



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