

NetSuite Manufacturing Edition

KEY FEATURES

NetSuite Manufacturing Edition offers the industry's first:

- Complete Software-as-a-Service (SaaS), on-demand manufacturing solution for fast-growing and mid-market businesses
- Role-based, customizable dashboards
- Integrated manufacturing, CRM, accounting/ERP, ecommerce
- Self-service vendor, partner and customer centers
- Native out-of-the-box support for multi-site, multi-language, multi-currency manufacturing operations

NetSuite: The Integrated Application to Manage Your Manufacturing Business

NetSuite Manufacturing Edition is a complete solution for manufacturing resource planning, integrated inventory and dynamic replenishment, warehouse management, financial accounting and costing, customer and partner relationship management, and ecommerce. Whether you're a manufacturer with straightforward production processes, an assemble-to-order business, a light manufacturer or a distributor with manufacturing requirements, NetSuite Manufacturing Edition lets you manage your entire business with one integrated Software-as-a-Service (SaaS) suite, delivered on-demand over the Internet. It provides the essential visibility and control of key processes that manufacturers need in order to compete more effectively in the market.

As a SaaS application, NetSuite lowers your total cost of ownership (TCO) by eliminating costs for on-premise servers and license fees as well as expenses for site-to-site IT support. NetSuite's open architecture enables easy system integration with your supply chain. SaaS also enhances mobile productivity for further cost savings.

NetSuite Manufacturing Edition includes specific modules for demand planning, material requirements planning, production engineering, shop floor control, manufacturing inventory control, manufacturing cost control, project control, lot and serial control, and multi-division, multi-site solutions.

Built on the NetSuite SuiteCloud platform, these modules deliver a powerful and flexible solution for manufacturers with rapid implementations, lower costs and quick return on investment (ROI).

Manufacturing Needs	NetSuite Manufacturing Edition
Demand Planning	✓ Leaner inventory
Material Requirements Planning	✓ More control
Production Engineering	✓ More collaboration
Shop Floor Control	✓ Schedule, dispatch and track
Production Engineering	✓ Scales to your business size
Shop Floor Control	✓ Comprehensive, real-time view
Manufacturing Inventory Control	✓ Better timing, budgeting; less human error
Manufacturing Cost Control	✓ Synchronize control with one truth
Project Control	✓ Advanced planning and scheduling
Lot & Serial Control	✓ Synchronize control with one truth
Multi-Division/Multisite Solutions	✓ Advanced planning and scheduling

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OTHER BENEFITS FOR MANUFACTURING COMPANIES INCLUDE:

- Greater business continuity thanks to greater insight into the production cycle, from assembly to days on-hand inventory reporting and fulfillment
- Real-time visibility throughout your entire organization, from sales to warehouse operations to invoicing via up-to-the-minute dashboards
- Integrated business management with one system to manage your business lifecycle from end to end, eliminating integration hassles
- Cost savings from reduced IT and labor costs, reduced error rates, and faster time-to-production, which results in a quicker ROI
- NetSuite's completely customizable configurations enable you to streamline business processes and leverage the benefits of cloud computing (SaaS) for your existing applications
- Optimized strategies for strategic transfer pricing
- Reduced risk because real-time information through NetSuite improves your decision making and compliance, and increases your ability to respond rapidly to a changing market.

NetSuite Manufacturing Edition features include:¹

ACCOUNTING/ERP

- Accounts receivable, accounts payable, general ledger
- Multi-currency
- Subsidiary consolidation

INVENTORY/ORDER FULFILLMENT

- Order management
- Lot and bin management
- Serialized inventory
- Matrix items
- Multiple units of measure
- Landed cost
- Pick/pack/ship
- UPS®, FedEx®, and USPS² shipping
- Drop shipment / special order
- Purchasing
- Standard, customizable reports

MANUFACTURING PROCESSES

- Kits and assemblies
- Demand planning
- Production engineering
- Manufacturing inventory control
- Shop floor control
- Work order management
- Cost control
- Backflush accounting
- Project control
- Multi-division and multisite operations and planning
- Lot and serial control

CUSTOMER RELATIONSHIP MANAGEMENT

- Sales force automation
- Marketing automation
- Customer support and service
- Incentive management
- Offline sales client
- Partner relationship management
- Multi-channel revenue and customer management

WEBSITE /WEBSTORE

- Webstore and inventory management integration
- Multi-store management
- Advanced marketing and sales features
- Customer, partner self-service centers
- Website analytics
- eBay integration

EMPLOYEE MANAGEMENT AND PRODUCTIVITY

- Role-based dashboards
- Project tracking
- Paperless expense reports
- Advanced calendaring
- Activity time management
- Employee records
- Purchase requisitions
- Document management
- Employee self-service
- Vendor center/advanced partner center

¹ Some features sold in add-on module.

² USPS shipping integration powered by Endicia.

One Complete Solution to Run Your Manufacturing Business

NetSuite Manufacturing Edition lets you manage your entire manufacturing business with one integrated application. With NetSuite, you can:

- Manufacture products and create assemblies to distribute or sell
- Create inventory products from raw materials
- Assemble work orders or assemblies before the sale of the item
- Determine the cost for an item or assemblies
- Support multi-level bills of materials (BOMs) and work orders for lean manufacturing production and just-in-time (JIT) processes
- Manage inventory levels to meet appropriate customer SLAs.

Flexible and Extensible Solution

NetSuite's Manufacturing Edition allows fast-growing and mid-sized manufacturing companies to select and deploy only the functionality required and expand their suite capabilities as their business and marketing conditions evolve. NetSuite Manufacturing Edition can be deployed in three configurations:

LIGHT ASSEMBLY	STANDARD EDITION	ADVANCED EDITION
Inventory control	Base suite (BOM, revision control)	Base Suite (BOM, revision control)
Bills of materials	Reference designators	Reference designators
Work order management	Approved manufacturer list	Approved manufacturer list
Assembly builds	Approved vendor list	Approved vendor list
Reorder point planning	MRP (Lite) ³	MRP (full)
Multi-level assemblies	Forecasting	Forecasting
Work orders	Engineering change control	Engineering change control
	Multi-division planning, PLM integration – Arena	Cost accounting/manufacturing inventory control
		Project control
		Subcontract/outside operations
		Multi-site inventory
		Advanced work order control
		Item routing control
		Outsourced manufacturing extensions
		Standard cost
		Manufacturing lot/serial tracking
		Multi-division manufacturing
		PLM integration - Arena
		Disassembly/refurbishing
		Inter-site planning and transfers

³ MRP (Lite) differs from MRP (Full) in that MRP Lite functions in an environment that does not provide project control, cost accounting and shop floor capabilities that are in the advanced solution.

Powerful Functionality for Manufacturers

NetSuite supports the important functionality that's key to running a manufacturing business, including:

- Assembly Management**—NetSuite's assembly management capabilities enable you to more effectively manage component quantities and multi-level assemblies. Building on NetSuite's core strength in inventory and warehouse management, NetSuite closely ties assemblies with work orders, allowing multi-level assemblies to be built one level at a time or all at once.
- Work Orders**—NetSuite's work-order capabilities allow manufacturers to readily manage the manufacturing process for production work orders. This lets you replenish standing inventory levels of finished goods or special-order work orders built to exact specifications for a particular customer. NetSuite supports the creation of work order from sales order and continuously monitors stock level for automatic re-stocking/re-ordering such as automated creation of purchase order to support JIT re-order.
- Manufacturing Requirements Planning**—The NetSuite MRP engine uses industry-proven algorithms and will proceed level-by-level through the BOM starting with the top level, reviewing demand and safety stock levels and netting out on-hand inventory and supplies.
- Production Engineering**—NetSuite Production Engineering ensures that changes propagate effectively and intelligently, and that engineering changes are reflected in downstream deliverables, plans, and inventories. Capabilities include item master maintenance, BOM maintenance, item and bill of material revision control, and engineering change control.
- Shop Floor Control**—Leverage NetSuite's 360-degree visibility to gain more control over work in progress (WIP) and manufacturing operations and management—with real-time status updates and seamless data capture to help track, manage, and optimize cycle times. Manage the lifecycle of the work order and the routing that's used as a basis for defining the steps or processes that are required in item assembly and manufacture.
- Manufacturing Inventory Control**—NetSuite Manufacturing Inventory Control supports a number of business processes relating to the maintenance of item inventories, inventory valuation and planning and setting of item policies such as lead time and MRP planning. Purchase requisition maintenance for direct material items is also supported in this module as is a supply/demand review (an output of MRP) which dynamically integrates supply and demand with projected on-hand balances.
- Manufacturing Cost Control**—NetSuite Manufacturing Cost Control complements and expands NetSuite item cost capabilities in many ways. It not only maintains the single NetSuite element of cost but also provides the ability to track this single total cost unit with as many as eight sub-components of cost. These cost elements can be maintained using either a standard cost method or an average actual cost method.
- Project Control**—NetSuite Project Control provides extended capabilities for inventory control tracking, planning and costing of items in a project-controlled environment. It enables purchasing of materials and manufacturing to a customer-specific contract. NetSuite Project Control enhances your cost accounting capabilities with deep analytics and tracking controls. This provides online project status information at any point during the life cycle of a project, allowing you manage customer projects and driving better customer service levels.
- Lot and Serial Control**—NetSuite Lot and Serial Control supports NetSuite's lot and serial traceability and provides for an item's lot or serial number to be registered through purchasing receipts, inventory, shop floor control and sales order fulfillment functions.
- Multi-Division and Multisite**—Extend manufacturing efficiencies to multiple plants in different locations—even throughout the world. Support multiple companies, even if those have multiple divisions with multiple manufacturing sites. Support division-level MRP and inter-site requirements planning with costs processes managed and tracked within divisions. Vary planning policies and inventory policies by division, allowing you to manage your manufacturing business as either a centralized or decentralized engineering and purchasing operation.

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- **Bill of Materials (BOM)**—NetSuite’s multi-level BOM functionality enables you to cover the components required for a single assembly plus all the components required by a particular work order. Assembly instructions can also be included in the printable BOM in PDF format. Since every build process requires a bill of materials that outlines what components are required to successfully build the finished goods, NetSuite tightly couples BOMs with both assemblies and work orders. ODMs can better manage their engagements with vendors or contract manufacturers (CMs). And original equipment manufacturers (OEMs) can better manage margins and product pricing strategies in the channel.
- **Demand Planning**—NetSuite uses information from sales order management to drive top-level demands. Taking both sales order and forecasted demands, NetSuite delivers a robust yet cost-efficient demand planning solution to discrete manufacturers of all sizes. This single suite solution improves forecast accuracy and responsiveness to ever-changing customer demand to help ensure stock availability with just-in-time ordering.
- **Product History Tracking**—NetSuite gives employees critical inventory information by maintaining a complete history for each product assembly and kit throughout the entire life cycle. When you sell an assembly, you can show it as a single final product, or a final product with all its components individually listed and serialized. You can use a variety of build materials, including inventory, non-inventory, and service items to assemble a final product, and use your existing inventory more cost-effectively by undoing builds and re-using their components. The warehouse maintains the complete details of an assembly, leading to more efficient tracking of component levels and improved inventory management.

Advanced Inventory and Order Fulfillment

NetSuite saves manufacturers countless hours of work associated with data entry, organization and fulfillment. You can convert forecasts to orders, orders to shipments and shipments to revenue with unprecedented efficiency. NetSuite also enhances warehouse order fulfillment, packing and shipping processes. NetSuite’s UPS, FedEx, and USPS⁴ integrations allow you to simply transmit your order information directly to UPS, FedEx, or USPS⁴ and instantly receive back the rate, tracking number, address verification—and have the ability to print shipping labels. You can then share this information with colleagues,

teams, and customers. You can improve your inventory profitability by associating item costs with related expenses, calculating complete landed costs, and factoring in expenses such as shipping or duty.

ADVANCED, MULTI-LOCATION INVENTORY

NetSuite includes advanced tools for accurate, cost-effective inventory management that drives higher service levels for your customers. NetSuite also supports your more complex needs— such as multi-location inventory, multiple units of measure, lot tracking, serialized inventory and specific costing, plus matrix items and middleware applications such as bar coding, RFID and biometrics.

BIN MANAGEMENT

NetSuite’s bin management capabilities improve how you handle warehouse inventory. You can receive inventory at the warehouse and put it away into preferred bins within the warehouse’s rack system for easy picking later during the order fulfillment process.

ORDER MANAGEMENT WITH ADVANCED SHIPPING

NetSuite is the only hosted application with integrated order management that links front-office CRM with back-office accounting/ERP. Integrated shipping allows you to fulfill orders directly through pick, pack and ship, or indirectly drop-ship items by automatically ordering and transporting items from the vendor to your customer.

INTEGRATED UPS®, FEDEX®, AND USPS⁴ WITH TRACKING

NetSuite lets you manage UPS, FedEx and USPS⁴ shipping directly, allowing you to end errors created while cutting and pasting between systems. You can check real-time shipping rates, generate tracking numbers, validate destination addresses and print shipping labels, all from within NetSuite. Tracking numbers automatically tie back to your sales orders, allowing you or your customers to track the status of shipments instantly.

INTEGRATED RETURNS MERCHANDISE AUTHORIZATION (RMA)

NetSuite efficiently manages the return process and provides full visibility to you, your customers and your partners, allowing you to end the headaches caused by customer returns. Both customer service representatives and customers can generate RMA forms and route them for approval, simplifying and speeding the process.

⁴ USPS shipping integration powered by Endicia.

REAL-TIME ACCESS AND COMPANY-WIDE VISIBILITY

NetSuite gives you current, accurate data, which is the key to making good management decisions, particularly given today's competitive—and often low-margin—business climate. With NetSuite, your dashboard provides all the key data you need to make informed decisions. You'll also know right away if a process has been broken, allowing you to deal with the situation before it affects other aspects of your business, such as customer service and cash flow.

Complete Procure-to-Pay Purchasing

NetSuite lets you move from manual, paper-based purchasing to lower-cost, higher-control, automated purchasing, saving you money that goes straight to your bottom line.

ONE-CLICK PURCHASE ORDERS

NetSuite automatically provides your purchasing managers with suggested buy reports once inventory levels reach re-order points. After purchase managers review and edit these reports, NetSuite automatically generates purchase orders that can be emailed or faxed directly to vendors.

STREAMLINED RECEIVING

NetSuite's purchasing capabilities allow your warehouse to view approved, open purchase orders, and either automatically receive the material or receive it by item or line number. This allows you to automatically update inventory levels and quickly fill customer back orders.

AUTOMATED PAYMENTS

NetSuite lets your accounts payable department verify invoices and release them for payment with proper receipts and purchase order matching. You can make payments by check, online banking or EFT.

SELF-SERVICE VENDOR CENTER

NetSuite's integrated vendor center lets your company offer vendors direct access to information that is relevant to your partnership—such as purchase orders, accounts payable data, and other key documents. CRM Designed for Manufacturers Unlike standalone customer relationship management (CRM) applications, NetSuite CRM software is seamlessly integrated with financials and your back-office systems, giving you a 360-degree view of the customer. This can increase service levels and generate growth for any manufacturing company.

360-DEGREE VIEW OF THE CUSTOMER

NetSuite's single, integrated system (accounting/ERP, CRM, and ecommerce) delivers a single, real-time view of the customer across all departments and all locations.

COMPLETE LEAD-TO-ORDER-TO-CASH PROCESS

NetSuite manages the complete lead-to-order process within the system. It also automates the complete order-to-cash lifecycle with integrated order management that serves as the critical pipeline between customer-facing CRM and back-office accounting/ERP and financials. This integrated order management allows you to accurately fulfill and account for orders. It also provides history for inquiries, support and up-sell and cross-sell of products and services.

INTEGRATED COMMISSIONS/INCENTIVE MANAGEMENT

NetSuite offers commissions tracking, which helps motivate sales teams through real-time visibility, reduced errors, and accurate, timely payment. NetSuite is the only web-based CRM system to offer managed integrated commissions from within the system, which reduces overhead in sales operations.

INTEGRATED MARKETING CAMPAIGNS WITH ROI MEASUREMENT

NetSuite lets you create, manage, and track highly targeted, high-volume campaigns—from concept to execution and sales. The closed-loop marketing function in NetSuite allows you to see lead generation, revenues, costs and return on investment (ROI) for all campaigns in real time.

SELF-SERVICE CUSTOMER CENTERS

NetSuite's self-service customer centers allows 24x7 access for your customers, allowing them to place their own orders, verify shipments and even pay their invoices online. Customer portals provide password-protected, self-service access to order history, outstanding invoices, and trouble tickets, providing greater service at lower cost.

PARTNER RELATIONSHIP MANAGEMENT (PRM)

NetSuite's PRM component removes the traditional arm's-length partnership with resellers, referral and business-development partners, turning them into full allies. You'll have the same level of visibility, transaction management, commissions management and performance metrics with your partners that you have with your internal sales team.

The Ultimate Business Dashboard to Manage Your Business

With several out-of-the-box role-based dashboards, NetSuite Manufacturing Edition gives every user in your company a custom dashboard to monitor the aspects of the business that are relevant to them. You'll be able to track data trends in leads, opportunities, inventory utilization, service issues, expenses, and much more. It's all managed with point-and-click content additions and drag-and-drop layout.

KEY PERFORMANCE INDICATORS

Key performance indicators (KPIs) give you a real-time, at-a-glance view of your company's performance, with easily tailored period comparisons and out-of-tolerance notifications.

REAL-TIME VISIBILITY ACROSS YOUR BUSINESS

NetSuite dashboards deliver real-time visibility into time-sensitive quotations, orders, and support issues for all of your areas of responsibility.

SAVED QUERIES SPEED UP REPEAT, PERSONALIZED REPORTING

NetSuite's saved searches let you generate rapid, repeatable ad-hoc reports from your dashboard.

DIRECT DRILL-DOWN TO DETAIL AND TRANSACTIONS

NetSuite dashboards let you drill down directly into greater detail, enabling enhanced transaction management.

GROUP CALENDARING

Individual and group calendars give you access to fast and efficient scheduling. See co-workers' schedules and invite them to meetings, assign tasks, and know their availability without exiting the program.

RSS CONTENT FOR YOUR ROLE AND INDUSTRY

RSS feeds let you see news bulletins and outside content feeds from your favorite providers right on your dashboard

MULTINATIONAL AND MULTI-COMPANY MANAGEMENT

NetSuite OneWorld is an optional module that enables you to manage multinational and multi-company business in real time. It manages the financial consolidation required of separate companies or subsidiaries, as well as multiple entities performing marketing and customer support. It also enables the management of distributed sales teams and selling partners, and allows you to dynamically consolidate financial reports on-the-fly from multiple companies and gather business

intelligence in real time. NetSuite OneWorld allows you to drill down to all levels of the underlying business—to the item level, the customer, record or to an individual transaction. Only with NetSuite OneWorld can you see consolidated information across all of your companies globally, as well as the very specific data you need.

Integrated Back-Office Operations

NetSuite's integrated back-office management enables significant efficiencies in manufacturing companies' finance and operations departments. This proven solution delivers greater productivity through integration, real-time tracking and reports and auditing tools that reduce the overhead typically burdening manufacturers.

COMPLETE ACCOUNTING

NetSuite accounting features can handle full general ledgers, accounts payable/receivable, multiple budgets, multiple currencies, online bill payment, allocations, and multiple company consolidations—all with real-time reporting.

INVENTORY AND FULFILLMENT

NetSuite delivers end-to-end physical inventory and distribution capabilities, including shipping, receiving, and returns. This allows you to track orders door-to-door directly in NetSuite.

COMPLETE PROCURE-TO-PAY PROCESS

NetSuite's paperless purchasing allows you to manage your procurement process with approval workflow.

PAPERLESS EXPENSE REPORTS

NetSuite's self-service, paperless expense reports, with approval workflow for payment, reduce accounting overhead.

SEAMLESS EMPLOYEE MANAGEMENT

NetSuite's self-service human resources capabilities give your employees 24x7 access to their payroll, benefits information, time and expense, and purchase-order entry forms. This empowers your employees, improves productivity and reduces your costs. NetSuite includes purchase requests, direct payroll deposit, and online payroll verification, as well as a self-service Employee Center.

DEEP SERVICES AND SUPPORT FUNCTIONALITY

NetSuite gives you the customer-service and support tools you need to provide the right level of service to the right customers at the best cost. Since quality of services and support are critical for customer satisfaction and retention, it's important to set and manage expectations and costs for customer service and support accurately, both during the initial delivery process and over time.

Integrated Ecommerce Capabilities for Manufacturers

Your website is most customers' channel of choice for interacting with your company. NetSuite is the only application provider that offers website hosting and ecommerce as core components of the application. NetSuite's ecommerce functionality helps you leverage the web to grow your business faster and more cost-effectively, and deliver an intuitive and streamlined experience to both customers and partners.

MANAGE MULTIPLE WEBSTORES FROM A SINGLE ACCOUNT

NetSuite allows you to create as many separate webstores as you want—selling the same or totally different products—and manage all of the stores in a single, integrated account, maintaining one consistent set of operations and greatly improving efficiency. This lets you efficiently manage cross-store operations and consolidate all your ecommerce business activities—accounting, order management, warehouse management, inventory and fulfillment, returns management, billing, customer support, marketing, and sales-force automation—for your different webstores with one NetSuite account.

CUSTOMER-SPECIFIC PRICING OPTIONS

NetSuite supports nearly unlimited price levels for your items. You can offer your webstore items at different prices to different customers with discounted prices to specified customers, and provide volume discounts. You can also accept multiple payment types, including credit cards, PayPal, and invoicing for select customers.

INTEGRATED INVENTORY MANAGEMENT

NetSuite gives your customers the ability to view real-time inventory while shopping on your site. This allows them to see whether items are in stock or if they need to be backordered. It also simplifies inventory management, since any changes made in the back-office will automatically be reflected in your webstore.

EBAY INTEGRATION⁵

NetSuite eBay integration allows you to sell on eBay as easily as you sell on your own websites or with your internal sales teams, giving you an additional sales channel. This is often useful for surplus inventory or excess raw materials. NetSuite supports Dutch and Chinese auctions and automatically lowers an item's available inventory when it has been sold.

TAILOR NETSUITE TO MEET YOUR BUSINESS REQUIREMENTS

NetSuite to meet your exact business requirements with the NetSuite development platform and customization toolkits, you can customize and extend the functionality of your NetSuite environment to meet your specific business process requirements, as well as connect to legacy and third-party applications and content providers.

The SaaS Advantage: Cost of Ownership

With SaaS, the economics of managing a business change radically. Because NetSuite hosts the software, it allows businesses like yours to use sophisticated software applications over the Internet, giving you better access to more robust solutions with greater security, management, and economy than most mid-market companies could ever purchase and manage in-house. In addition, NetSuite has been developed and implemented with multiple layers of data redundancy for comprehensive security and business continuity. You can be assured that your data is accurate, accessible and secure. According to research firm Gartner, the SaaS model can reduce total cost of ownership by 50 percent or more. In addition to eliminating the initial start-up costs of purchasing traditional licensed software and the servers to run it, SaaS solutions make it easier to plan and budget reliably, since your subscriptions are based on your usage. In other words, you don't pay for functionality you don't want or don't use.

⁵ eBay integration is presently available in the United States and the UK.