



# GLOBAL CLOUD & ON-PREMISE PROVIDER - NETSUITE SALES ORDER HOLD PROCESS CASE STUDY

---

## Company Objectives

A Global Cloud and On-Premise Customer Experience Solutions Provider (the Company) and long time NetSuite user launched an entity wide effort to improve its order to cash processes. Specifically, the Company set forth ambitious goals to create efficiencies in cash collection by increasing automation and control within NetSuite. To achieve this, Prophet One helped design and implement new automation, controls, and monitoring in NetSuite.

## Challenges

As a result of rapid sales growth and acquisition, the Company had outpaced its ability to timely recognize and take appropriate action on credit and collection issues with customer accounts. With approximately 60k orders processed through NetSuite each year, it became apparent that big changes were needed. Lack of control in the ERP was identified as a key area of leverage to enable the Company in meeting it's credit and collections objectives. The critical challenges identified were:

- 1 Ability of delinquent customers to place new sales orders without scrutiny**
- 2 Inability to detect customers who place sales orders in excess of their credit limit**
- 3 Lack of insight for the sales organization to facilitate timely customer payment collection**
- 4 Lack of leverage for the credit and collections team to ensure sales orders are accepted only for credit-worthy customers**

# Solutions

Prophet One worked with the team across multiple departments, regions, and levels of management to first understand the Company's processes and new requirements. Prophet One then designed a complex sales order control solution in NetSuite that included:

- 1 Sales order transaction holds based on systematic calculations that identify, in real-time, when a customer's account exceeds the established credit limit or has AR collection delinquency based on established criteria
- 2 Alerts in the CRM application that notify the account reps when their customer has a collection issue
- 3 Dashboard monitoring to allow users efficiency with working in NetSuite

The screenshot displays the Oracle NetSuite interface. At the top, there is a search bar and navigation icons. Below the navigation bar, the 'Home' page is visible, featuring several portlets: 'Reminders' (listing 112 customers with overdue invoices, 10 orders on overdue and credit hold, 5 orders on overdue invoice hold, 53 orders on credit limit hold, and 7 orders on hold sent to collections), 'Recent Records', and 'Settings'. The main content area is titled 'Orders on Hold - Credit' and shows a table of orders with columns for 'New', 'Edit', 'View', 'Document Number', 'Date', 'Amount', 'Credit Limit', and 'Credit Limit Exceeded'. The table includes an 'Overall Total' row at the bottom.

| New           | Edit | View | Document Number | Date      | Amount     | Credit Limit  | Credit Limit Exceeded |
|---------------|------|------|-----------------|-----------|------------|---------------|-----------------------|
|               |      |      | SO-0100-126773  | 9/2/2019  | 1,170.00   | 1.00          | Yes                   |
|               |      |      | SO-0100-126788  | 9/19/2019 | 90.00      | 1.00          | Yes                   |
|               |      |      | SO-0100-126752  | 3/19/2019 | 1,617.00   | 400,000.00    | Yes                   |
|               |      |      | SO-0100-126743  | 3/13/2019 | 200,000.00 | 100,000.00    | Yes                   |
|               |      |      | SO-0100-126738  | 3/13/2019 | 3,875.00   | 6,208,000.00  | Yes                   |
|               |      |      | SO-0100-126739  | 3/13/2019 | 1,421.00   | 6,208,000.00  | Yes                   |
|               |      |      | SO-0100-126738  | 2/19/2019 | 14.00      | 6,208,000.00  | Yes                   |
|               |      |      | SO-0100-126788  | 2/9/2019  | 10,902.89  | 6,208,000.00  | Yes                   |
|               |      |      | SO-0100-126482  | 2/9/2019  | 112.39     | 0.00          | Yes                   |
|               |      |      | SO-0100-126482  | 2/9/2019  | 126.64     | 6,208,000.00  | Yes                   |
| Overall Total |      |      |                 |           | 302,794.23 | 31,506,645.00 |                       |

The solution was accomplished by creating and implementing custom objects, scripts, workflows, email notices, dashboard portlets, and reporting in NetSuite, as well as integration with the CRM tool.

Given the scale of the effort, Prophet One also provided training and coordinated readiness assistance across all entity regions in advance of go-live.

## Outcomes

By taking the time to understand, design out, coordinate with all key stakeholders, and prototype the solution before implementing it, Prophet One was able to provide the most optimal solution for using NetSuite to achieve the major goals of the organization.

Since launch, the Company has significantly decreased their days sales outstanding, decreased over-aged customer AR balances, and increased the velocity of cash collection. The automation provided by NetSuite has been a key driver in achieving the cash goals of the organization and getting the most out of their ERP investment.