NETSUITE SYSTEM REVIEW

Findings and Recommendations for Acme Corp

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This document presents the findings and recommendations from a comprehensive review of Acme Corp's NetSuite Enterprise Resource Planning (ERP) system configuration and usage. The primary objective of this review was to assess the current state of NetSuite implementation against industry best practices, identify areas for improvement, and provide actionable recommendations to enhance efficiency, data accuracy, and scalability across accounting, finance, operations, and integration functions.

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ACME CORP BACKGROUND

Acme Corp is a rapidly growing e-commerce company specializing in direct-to-consumer sales of innovative home goods and lifestyle products. Founded five years ago, Acme Corp has experienced significant expansion, primarily driven by its strong online presence. The company leverages multiple sales channels, with its primary platforms being Shopify for its direct-to-consumer website and Amazon for marketplace sales. NetSuite serves as Acme Corp's core ERP system, managing financial accounting, inventory, purchasing, and order management. As the company continues to scale, optimizing its NetSuite environment is crucial to support future growth and operational complexities.

EXECUTIVE SUMMARY

Our review indicates that while NetSuite provides a robust foundation for Acme Corp's operations, several areas of its current configuration and utilization do not fully align with best practices. These misalignments lead to manual efforts, data inconsistencies, and a lack of real-time visibility, particularly within the accounting, finance, and operations departments, and across key e-commerce integrations. Implementing the recommended changes will significantly improve operational efficiency, financial reporting accuracy, and overall system scalability, positioning Acme Corp for sustained growth.

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REVIEW METHODOLOGY

The review was conducted through a combination of:

- Interviews with key stakeholders across finance, operations, and IT departments.
- Detailed analysis of Acme Corp's NetSuite configuration, including Chart of Accounts, custom records, workflows, and reports.
- Observation of current business processes and data flows within NetSuite.
- Review of existing integration points with Shopify and Amazon.

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FINDINGS

1. FINDING: FLAWED CHART OF ACCOUNTS (COA) STRUCTURE

Acme Corp's current Chart of Accounts (COA) is a direct carryover from QuickBooks and follows a concatenated structure where the GL account, product line, and sales channel are all combined into a single account string (e.g., 4100-HomeGoods-Amazon). This approach results in an excessively large and fragmented COA, with hundreds of accounts that attempt to represent every possible combination of business dimension.

This structure is not aligned with NetSuite's capabilities. NetSuite is a dimensionally-driven system and does not natively support posting across these concatenated segments unless they are broken out and properly mapped using its built-in segmentation features. As a result, the current approach:

- Prevents scalable financial reporting
- Makes transactional data entry confusing and error-prone
- Obscures business performance across key areas like product line and channel

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Recommendation:

Collapse the Chart of Accounts to reflect true account types only (e.g., Sales Revenue, COGS, Operating Expenses) and move all business dimensions into NetSuite's segmentation framework. Specifically, adopt the following segmentation model:

- **Class** – to represent Product Line (e.g., Home Goods, Lifestyle Products)
- **Department** – for Functional Areas (e.g., Sales, R&D)
- **Location** – for Physical Sites or Geographies
- **Custom Segment: Channel** – create a new segment to track Sales Channels (e.g., Amazon, Shopify, Direct Wholesale)

Each transaction should then be tagged appropriately across these dimensions rather than forcing those distinctions into the COA itself.

Benefits:

- A dramatically simplified COA with enhanced readability and maintainability
- Accurate and flexible financial reporting across dimensions (e.g., P&L by Product Line and Channel)
- Better support for future scalability, including international operations or new sales models
- Easier training for staff and fewer data entry errors

This restructuring will unlock the full power of NetSuite's native reporting and analytics capabilities while laying a foundation for more strategic financial management.

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2. FINDING: LACK OF REAL-TIME SHOPIFY AND 3PL INTEGRATION AND TOUCHLESS ORDER-TO-CASH (O2C) EXPERIENCE

Acme Corp currently lacks a real-time integration between Shopify and NetSuite, relying on manual or batch-based processes to handle online orders. This creates bottlenecks and inefficiencies across the entire Order-to-Cash (O2C) cycle, including fulfillment delays, cash application lags, and inaccurate inventory visibility.

The absence of seamless system connectivity results in:
- Order delays and fulfillment errors
- Manual deposit and cash application workarounds
- Inventory discrepancies between NetSuite and Shopify
- Increased risk of overselling or missed replenishment triggers

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Recommendation:

Implement a real-time, bi-directional integration between Shopify and NetSuite that enables a fully touchless O2C experience, and ensures synchronized inventory across platforms. This integration will automate key stages from order creation through fulfillment, payment application, and inventory management eliminating manual intervention.

Touchless Order-to-Cash Workflow with Inventory Impacts

1. **Order Ingestion (Shopify → NetSuite)**
   - Shopify orders are automatically synced to NetSuite in real time
   - Customer, item, pricing, tax, and payment data are validated and recorded
   - Inventory is automatically reserved in NetSuite upon order creation, reducing on-hand stock availability

2. **Fulfillment Release to 3PL**
   - NetSuite sends fulfillment requests to the third-party logistics (3PL) provider (Via NetSuite Ecommerce Integration)
   - 3PL pick/pack/ship activities are recorded back in NetSuite upon shipment confirmation
   - Inventory is relieved (decremented) in NetSuite at time of fulfillment, ensuring accurate available-to-promise levels

3. **Inventory Sync Back to Shopify**
   - NetSuite's updated available inventory is pushed back to Shopify
   - Prevents overselling and keeps Shopify customers informed about in-stock/out-of-stock status
   - Supports backorder workflows if desired (e.g., notify customer and accept future-dated shipments)

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4. Deposit Application

- Payments captured in Shopify (via Stripe, Shop Pay, etc.) are recorded as customer deposits or undeposited funds in NetSuite
- No manual deposit creation—all data flows automatically

5. Cash Application & Reconciliation

- Upon settlement, NetSuite's bank reconciliation rules or auto-match features apply the payment to the correct transaction
- Supports daily reconciliation and real-time revenue visibility

6. Inventory Reporting & Demand Planning

- With accurate, real-time inventory data in NetSuite, Acme can leverage built-in demand planning or MRP tools to:
- Replenish inventory based on actual sales velocity
- Avoid stockouts and reduce safety stock buffers
- Analyze multi-location fulfillment trends (e.g., ship-from-store, ship-from-DC)

Inventory-Specific Benefits:

- **Real-Time Visibility** – Shopify and NetSuite reflect the same stock levels, eliminating discrepancies
- **Improved Replenishment Planning** – Inventory depletion from Shopify orders directly informs procurement and MRP
- **Reduced Overselling** – Synchronized quantities prevent selling out-of-stock items
- **Multi-Warehouse Support** – NetSuite can manage availability across multiple 3PLs or internal warehouses
- **Scalability for Flash Sales** – Can handle high-volume spikes without manual intervention

Overall Business Benefits:

- **100% Touchless O2C Cycle** – Orders flow from Shopify to fulfillment and payment application without manual entry
- **Faster Fulfillment** – Real-time updates support same-day shipping and accurate delivery SLAs
- **Accurate Financials** – Auto-applied deposits and real-time inventory relieves ensure true gross margin tracking
- **Scalable eCommerce Operations** – Handles growing order volume without additional headcount

3. FINDING: MANUAL AMORTIZATION AND COST ALLOCATIONS

Acme Corp is currently managing amortizations (e.g., prepaid expenses, capitalized software) and cost allocations (e.g., shared marketing or facility expenses across departments) using offline spreadsheets and manual journal entries. This approach lacks standardization, is error-prone, and requires repeated manual effort during every accounting period.

Typical examples include:
- **Prepaid Insurance**: Annual policies are paid upfront but expensed manually month-by-month using spreadsheets and recurring manual journals.
- **Software Subscriptions**: SaaS expenses like Salesforce or Adobe are amortized manually over contract periods instead of being scheduled within NetSuite.
- **Shared Overhead Costs**: Marketing campaigns or office rent are manually allocated across departments or product lines without system-driven rules, leading to inconsistent allocation percentages and questionable audit trails.

This manual process leads to:
- Inefficient close cycles and risk of omissions or duplications
- Inaccurate P&L reporting across departments or business units
- Lack of auditability and transparency in allocation logic

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Recommendation:

Utilize NetSuite's Amortization Schedules and Statistical Journal Entries/Allocation Schedules to automate and standardize both amortization and cost allocation processes.

Amortization Example:

- For a $120,000 annual insurance policy paid in January, NetSuite can create an Amortization Template that automatically posts $10,000 per month to Insurance Expense, relieving the Prepaid Asset account over the 12-month term.
- Attach the amortization schedule directly to the vendor bill or journal entry for full traceability.

Allocation Example:

- For a $30,000 marketing campaign supporting three product lines, set up a Statistical Allocation Schedule based on revenue, headcount, or predefined ratios (e.g., 40% Product A, 30% Product B, 30% Product C).
- NetSuite can post monthly allocations automatically, with supporting logic stored in the system for audit purposes.

Benefits:

- **Time Savings** – Automates recurring work and frees up accounting resources
- **Consistency & Accuracy** – Reduces human error and ensures allocations align with corporate policy
- **Auditability** – Full transparency with supporting documentation and system-driven logic
- **Improved Reporting** – Enables cleaner departmental and segment-level profitability views

By shifting from manual spreadsheets to system-driven amortization and allocation, Acme Corp can significantly enhance the efficiency, accuracy, and control of its monthly close process.

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4. FINDING: MANUAL BANK AND CREDIT CARD RECONCILIATIONS

Acme Corp currently performs both bank and credit card reconciliations manually by downloading statements from financial institutions and comparing them against NetSuite transactions using offline Excel workbooks. This process requires manual matching of deposits, withdrawals, and fees to journal entries or payments in the system.

The approach is time-consuming, inconsistent across entities and users, and lacks traceability. It introduces unnecessary risk, particularly:

- **Human Error:** High risk of mismatches, omissions, and reconciliation errors
- **Audit Challenges:** No audit trail or standardized approval process
- **Delayed Close:** Reconciliation delays push out period-end timelines and obstruct cash visibility

NetSuite provides tools to automate much of this process, but these features are not currently enabled or configured properly.

Recommendation:

Leverage NetSuite's Bank Feeds, Auto Bank Statement Import, and Reconciliation Automation Tools to streamline both bank and credit card reconciliations. This includes:

- **Automated Bank Feeds:** Set up direct connections to financial institutions using NetSuite's Banking as a Service integrations (e.g., via Plaid or SaltEdge) to pull daily bank and credit card transactions automatically.
- **Bank Reconciliation Feature:** Utilize NetSuite's standard reconciliation interface, which supports auto-matching logic, variance thresholds, and manual adjustments—all within an auditable environment.
- **Credit Card Integration:** Where applicable, integrate commercial credit card feeds to allow direct transaction import and reconciliation against expense reports, vendor bills, or journal entries.
- **Memorized Transactions:** Use memorized transaction matching rules to speed up recurring monthly bank fees, payroll settlements, or intercompany transfers.

Benefits:

- **Significant Time Savings** – Reduces reconciliation time from hours to minutes per account
- **Improved Accuracy** – Auto-matching reduces manual oversight and errors
- **Real-Time Visibility** – Immediate insight into cash balances and transaction statuses
- **Stronger Controls** – Embedded audit trail supports compliance and financial governance

Automating the reconciliation process will reduce operational overhead, accelerate period-end closing, and provide more timely financial insights for decision-making.

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5. FINDING: LACK OF EFFECTIVE MATERIAL REQUIREMENTS PLANNING (MRP)

Acme Corp does not currently leverage NetSuite's Material Requirements Planning (MRP) functionality to manage inventory replenishment or production planning. Instead, planning is performed using manual spreadsheets, static reorder points, or ad hoc vendor communications. This reactive approach leads to:

- Frequent stockouts or overstocking due to inaccurate forecasts
- Inefficient use of working capital tied up in excess inventory
- Difficulty coordinating purchasing and production timelines
- Inability to model the impact of demand changes or supply delays

These challenges are particularly evident in environments with multi-level Bills of Materials (BOMs), seasonal demand patterns, or long lead-time components.

Examples:

- **Stockouts on Key SKUs:** High-volume items regularly go out of stock because manual reorder point planning does not reflect seasonality or recent sales trends.
- **Over-purchasing of Raw Materials:** Components are bought in large batches "just in case," leading to excess inventory and higher holding costs.
- **Missed Production Deadlines:** Production orders are released without sufficient inventory on-hand because there's no forward-looking visibility into material availability.

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Recommendation:

Enable and configure NetSuite's MRP engine to automate demand and supply planning based on actual sales orders, forecasted demand, BOM structures, and lead times. Key setup components should include:

- **Demand Sources:** Use Sales Orders, Transfer Orders, and Forecasts as input signals.
- **Supply Plans:** Automate creation of Purchase Orders, Work Orders, and Transfer Orders based on inventory positions and reorder parameters.
- **Time-Phased Planning:** Review NetSuite's MRP Workbench or Supply Planning Workbench to evaluate material shortages and projected inventory across time buckets.
- **Planning Parameters:** Define item-specific parameters such as Lead Time, Minimum Order Quantity, Safety Stock, and Lot Sizing methods (e.g., Fixed, EOQ).

Benefits:

- **Improved Inventory Turns** – Balances supply and demand while minimizing excess stock
- **Better On-Time Delivery** – Ensures raw materials and subassemblies are available for production
- **Data-Driven Planning** – Reduces reliance on guesswork and manual updates
- **Cross-Department Coordination** – Aligns procurement, production, and sales using a single planning engine

By implementing MRP within NetSuite, Acme Corp can transition from reactive inventory management to proactive, forecast-driven planning laying the groundwork for scalable and efficient operations.

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6. FINDING: LANDED COSTS NOT CAPTURED OR ALLOCATED ACCURATELY

Acme Corp currently does not track or allocate landed costs—such as freight, duty, insurance, and brokerage fees—at the item level in NetSuite. These costs are either:

- Lumped into general expense accounts (e.g., Freight-In, Import Fees), or
- Spread manually using Excel allocations outside of NetSuite and journaled after the fact

This results in:

- **Inaccurate inventory valuation** — cost of goods sold (COGS) is understated, and margins appear inflated
- **Distorted profitability reporting** — especially across product lines, SKUs, and sales channels
- **Compliance and audit risks** — due to inconsistent cost treatment across purchase orders and receipts

Without accurate landed cost allocation, key business decisions related to pricing, sourcing, and product performance are based on incomplete cost data.

Examples of Impact:

- A shipment from Asia includes $50,000 in product cost and $12,000 in freight/duties, but only the $50,000 is capitalized to inventory. The $12,000 is expensed, leading to:
  - Misstated inventory valuation
  - Inflated gross margin in the period received
  - Unreliable profitability analysis by item or vendor
- High-volume SKUs that incur higher freight costs per unit are perceived to be more profitable than they truly are, leading to suboptimal marketing and reorder decisions

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Recommendation: Enable NetSuite's Landed Cost Feature

Use NetSuite's **Landed Cost functionality** to automatically assign inbound costs to inventory items during the receiving process. The system allows for:

- Allocation of landed cost categories such as:
  - **Freight**
  - **Duty**
  - **Insurance**
  - **Brokerage/Handling**
- **Flexible Allocation Methods** including:
  - By **weight**
  - By **quantity**
  - By **value**
  - By **line item percentage**
- **Automated Cost Capture** from:
  - Vendor bills (freight invoices, customs brokers)
  - Predefined cost templates or expected cost estimates
  - Custom rules per vendor, item, or shipping method

These costs are then capitalized to inventory automatically, increasing the inventory value on the balance sheet and flowing into COGS when sold.

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Benefits:

- **Accurate COGS and Margin Reporting** – Landed costs are properly attributed to each SKU, improving profitability analysis
- **Improved Pricing Decisions** – Visibility into true cost enables better pricing, discounting, and promotional strategies
- **Enhanced Inventory Valuation** – Aligns with GAAP/IFRS standards for accurate balance sheet representation
- **Operational Efficiency** – Reduces the need for manual allocations and adjustments during the close process
- **Audit Readiness** – Transparent, documented cost allocation logic that auditors can trace back to source documents

By enabling and configuring NetSuite's landed cost functionality, Acme Corp will gain true product-level profitability insights, streamline period-end inventory adjustments, and support scalable, accurate cost accounting as operations grow.

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7. FINDING: LACK OF PURCHASE ORDER APPROVAL CONTROLS

Acme Corp currently lacks a formalized Purchase Order (PO) approval process within NetSuite. POs can be created and approved by the same individual, and in many cases, are issued to vendors without any internal oversight or multi-level review. There are no enforced approval thresholds, budget checks, or audit trails tied to procurement activity.

This introduces significant risks:
- **Unauthorized Spending** – POs may be issued without proper justification or alignment with budget
- **Inconsistent Vendor Terms** – No centralized review of pricing, lead times, or contractual terms
- **Audit Exposure** – Lack of documented approvals can trigger issues during financial audits or compliance reviews
- **Inefficiency** – Manual communication for approvals (e.g., emails or verbal sign-offs) leads to delays and missed opportunities for vendor negotiations

Examples of Impact:
- A department manager creates and approves a $40,000 PO for marketing collateral without procurement review—bypassing budget constraints and vendor vetting
- POs are issued to vendors before receiving executive sign-off, leading to unapproved spend that cannot be reversed or delayed without cost
- Finance cannot track who authorized certain large purchases, creating compliance gaps

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Recommendation: Implement PO Approval Workflows in NetSuite

NetSuite includes native purchase approval routing capabilities that can be configured to reflect Acme Corp's procurement policy. Best practices for implementation include:

Approval Routing Design:
- **Threshold-Based Routing**
  - POs <$5,000 – Auto-approve or routed to department manager
  - $5,001–$25,000 – Route to functional leader (e.g., Director of Operations)
  - $25,000 – Route to CFO or Procurement Head
- **Role-Based Approvals**
  - Specific routing by department, subsidiary, or location
  - Multiple approvals for capital expenditures or long-term vendor agreements
- **Custom Workflows**
  - NetSuite's SuiteFlow tool can be used to define complex logic (e.g., routing based on item category, vendor risk rating, or project code)
- **Audit Trails and Notifications**
  - Full visibility into who approved each PO, when, and under what conditions
  - Automated email notifications and reminders for pending approvals

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Benefits:

- **Stronger Internal Controls** – Prevents unauthorized or off-policy spending
- **Improved Budget Discipline** – Approvers can verify spend against budget allocations
- **Better Vendor Management** – Centralized review ensures negotiated pricing and consistent terms
- **Audit Readiness** – Clear, automated documentation of approvals supports compliance and financial integrity
- **Increased Operational Efficiency** – Eliminates manual routing, reduces back-and-forth, and speeds up the purchasing cycle

By implementing a formal PO approval process in NetSuite, Acme Corp can tighten control over company spending, reduce financial risk, and ensure that all procurement decisions align with strategic and budgetary goals.

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8. FINDING: NO 3-WAY MATCHING PROCESS IMPLEMENTED

Acme Corp does not currently utilize a 3-way matching process within NetSuite to validate purchase transactions before vendor bills are approved for payment. This means vendor bills can be paid without system-enforced confirmation that:

1. A valid Purchase Order (PO) was issued
2. The goods or services were actually received
3. The invoice amount matches the PO and receipt

This lack of verification introduces multiple vulnerabilities:

- **Overpayments** or duplicate payments due to inaccurate or fraudulent invoices
- **Discrepancies** between quantities received vs. billed
- **Unapproved charges** or pricing errors go unnoticed
- **Difficulty reconciling** AP balances and vendor disputes

In fast-moving or high-volume procurement environments, the absence of 3-way matching leads to inconsistent accounting and loss of financial control.

Examples of Impact:

- A vendor submits an invoice for 1,000 units, but only 750 units were received; the bill is paid in full because there's no enforcement or visibility of the mismatch
- PO was issued for $8.00 per unit, but the vendor invoices at $8.50 per unit; the price variance goes unchallenged due to lack of PO-invoice validation
- A duplicate invoice is submitted and processed for payment because no automated matching check was performed

Recommendation: Enable 3-Way Matching in NetSuite

NetSuite supports native 3-way matching functionality to ensure that vendor bills are validated against the corresponding PO and Item Receipt before payment is allowed.

Steps to Implement:

- **Activate Matching Validation Rules** in accounting preferences or on vendor records
  - Choose between warning, blocking, or auto-hold configurations for mismatches
- **Define Tolerances**
  - Set acceptable thresholds for price or quantity variances (e.g., ±5%)
- **Item Receipt Workflow**
  - Ensure receiving personnel create Item Receipts in NetSuite for all PO-based deliveries
- **Vendor Bill Entry Process**
  - Bills are entered and auto-linked to open POs
  - System compares quantities and rates to PO and receipt
  - If variances exceed tolerance, the bill is put on hold or routed for review

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Benefits:

- **Improved AP Accuracy** – Ensures only received goods/services are paid for
- **Stronger Vendor Controls** – Prevents billing errors, overcharges, and fraud
- **Faster Issue Resolution** – Discrepancies are flagged at the time of entry, not during payment or reconciliation
- **Audit Readiness** – Transparent, traceable procurement-to-pay trail for every transaction
- **Scalable Controls** – Automates validation logic that would otherwise require AP team review for each invoice

By implementing 3-way matching in NetSuite, Acme Corp will significantly reduce invoice errors, protect against unauthorized charges, and streamline the procure-to-pay cycle with increased automation and accountability.

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9. FINDING: LACK OF DEFINED CONTRACT MANUFACTURING WORKFLOW AND IMPROPER COST ACCOUNTING

Acme Corp currently lacks a standardized, system-driven process within NetSuite to manage contract manufacturing (CM) operations. Instead of leveraging NetSuite's work order and outsourced manufacturing features, the company relies on manual workarounds —primarily miscellaneous inventory adjustments—to record inventory movements related to third-party production.

This creates significant financial and operational issues:
- Finished goods are added to inventory using manual miscellaneous inventory increases
- Raw materials are relieved through miscellaneous inventory decreases
- There is no link between consumption and output, which eliminates traceability and disrupts cost roll-ups
- Tolling fees or service charges from contract manufacturers are being booked directly to expense accounts (e.g., "Contract Labor Expense" or "Outside Services") rather than being capitalized into the inventory cost of the finished good

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Implications:

- **Inaccurate COGS** – The cost of finished goods is understated because it does not include the contract manufacturer's value-added labor or processing charges
- **Incorrect Inventory Valuation** – Inventory is not valued according to actual total landed/manufactured cost, which violates GAAP/IFRS principles
- **No Audit Trail** – Inventory adjustments lack transactional linkage and justification, raising compliance concerns during audits
- **No Traceability** – No ability to track which raw materials were consumed to produce specific finished goods
- **Ineffective Production Planning** – NetSuite's MRP engine cannot factor in outsourced WIP or CM lead times

Recommendation: Implement a Structured Contract Manufacturing Flow in NetSuite

NetSuite supports contract manufacturing through its native Work Order and Outsourced Manufacturing capabilities. These tools can provide full lifecycle control and proper cost treatment for CM processes.

Corrected Contract Manufacturing Flow in NetSuite:

1. **Raw Material Transfer**
   - Create a Work Order for the finished good
   - Generate a Transfer Order or Inventory Transfer to send raw materials from Acme's facility to the Contract Manufacturer Location (a virtual NetSuite location representing the CM)
   - Inventory remains on Acme's books but is tracked as "at CM"

2. **Tolling Cost Capture**
   - Create a Purchase Order to the CM for their service (e.g., $1/unit tolling fee or a fixed batch fee)
   - Upon billing, enter a Vendor Bill tied to the Work Order
   - NetSuite capitalizes this cost into the finished good during Work Order Completion, not to an expense account

3. **Finished Goods Receipt**
   - CM ships completed goods back to Acme
   - Perform a Work Order Completion in NetSuite, which:
     - Relieves raw material components
     - Adds finished goods to inventory
     - Rolls up the tolling/service costs into the actual inventory cost per unit

4. **Inventory Valuation & Reporting**
   - Resulting inventory is correctly valued
   - Cost of Goods Sold reflects both raw materials and contract manufacturer services
   - Full audit trail exists from raw material issue → service procurement → finished good receipt

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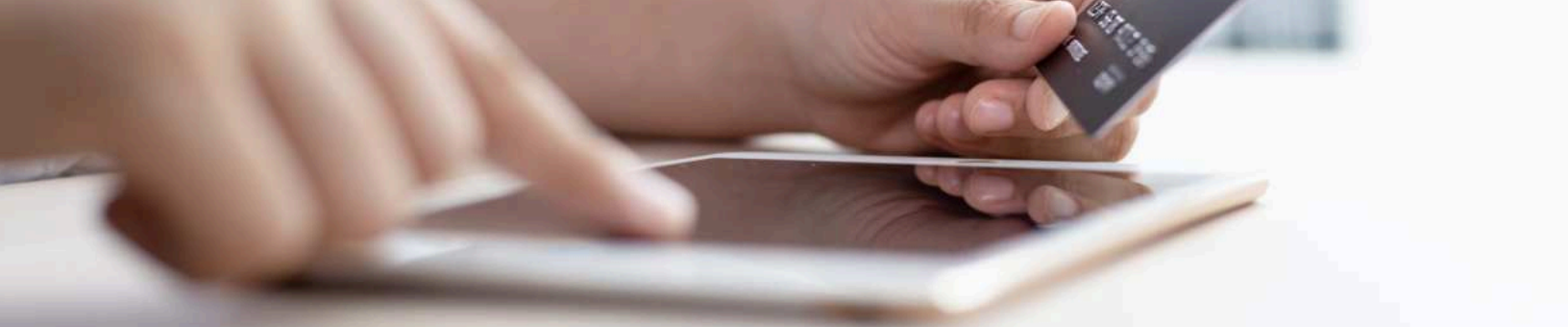
Benefits:

- **Accurate COGS and Inventory Valuation** – Costs for materials and labor are fully captured in the item cost
- **Audit Compliance** – Eliminates misc. adjustments and replaces them with traceable, GAAP-compliant transactions
- **Operational Visibility** – Track work-in-progress at CM locations and maintain transparency over component consumption
- **Improved Profitability Reporting** – Margin by SKU, product line, or channel is calculated based on total true cost
- **Scalability** – Supports multiple CMs, overlapping builds, and variable tolling structures

By replacing manual inventory adjustments and expense-based tolling treatment with NetSuite's structured contract manufacturing flow, Acme Corp will gain financial accuracy, operational efficiency, and audit-ready traceability—paving the way for scalable, compliant outsourced production.

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CONCLUSION

Addressing these findings through the recommended actions will significantly enhance Acme Corp's utilization of NetSuite, transforming it from a transactional system into a strategic tool that drives efficiency, provides real-time insights, and supports scalable growth. Prioritizing these improvements will lead to reduced manual effort, improved data accuracy, faster financial closes, optimized inventory management, and seamless e-commerce operations.

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