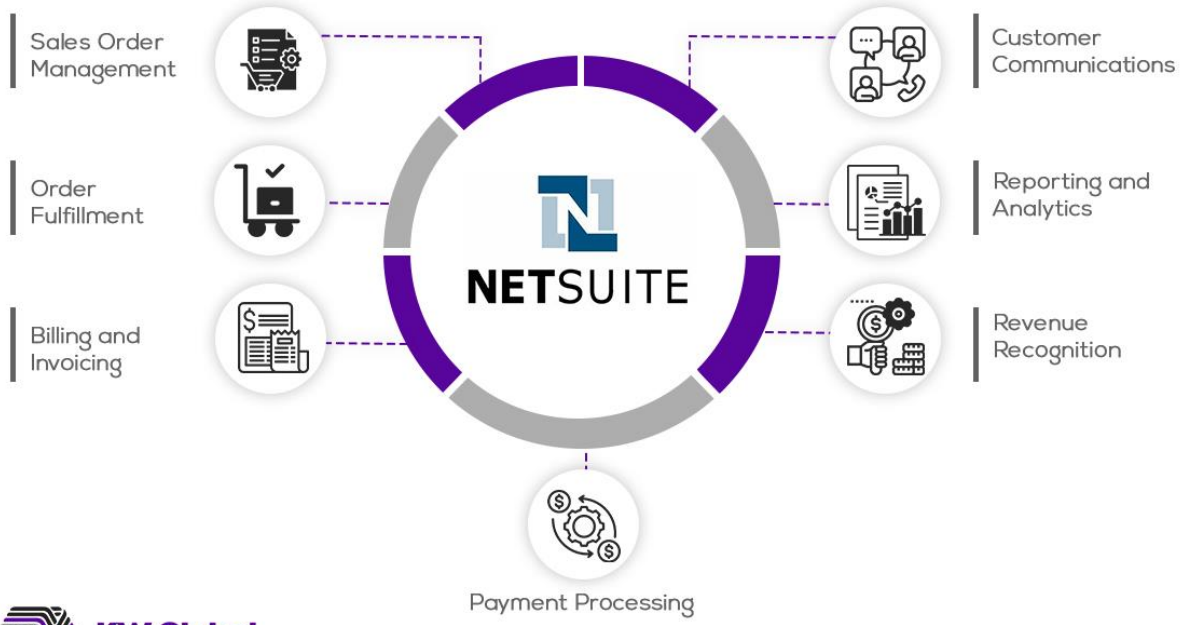
UNDERSTANDING ORDER TO CASH MODULE IN NETSUITE



KW Global Solutions

QUICK OVERVIEW: UNDERSTANDING ORDER TO CASH MODULE IN NETSUITE

The Order-to-Cash (O2C) module in NetSuite streamlines the entire process of receiving and fulfilling customer orders while managing associated financial transactions. It provides tools to handle sales orders, invoicing, payments, and revenue recognition. Here's an overview of its core features:

1. Sales Order Management
    a. **Order Entry**: Create and manage sales orders efficiently with flexible templates and customer-specific pricing.
    b. **Approval Workflows**: Ensure orders meet compliance and financial policies with built-in approval workflows.
    c. **Real-Time Inventory Visibility**: Access current stock levels to prevent overcommitting or underselling.
    d. **Multi-Channel Order Capture**: Integrate with e-commerce platforms, POS systems, and manual order entry for seamless order intake

2. Order Fulfillment
    a. **Pick, Pack, and Ship**: Manage fulfillment steps with clear workflows and real-time updates.
    b. **Shipping Integration**: Connect with carriers like UPS, FedEx, and USPS for streamlined shipping and tracking.
    c. **Partial Fulfillment**: Fulfill orders in stages based on inventory availability.

3. Billing and Invoicing
    a. **Automated Invoicing:** Convert sales orders into invoices automatically once fulfillment is completed.

    b. **Flexible Billing Models:** Support for subscription-based, milestone, and usage-based billing.
    c. **Recurring Billing:** Automate billing for recurring services or products.

4. Payment Processing
    a. **Integrated Payment Gateways**: Accept payments via credit cards, ACH, PayPal, or other payment methods.
    b. **Payment Matching**: Automatically match payments to invoices for easy reconciliation.
    c. **Multi-Currency Support**: Handle payments in multiple currencies for global transactions.

5. Revenue Recognition
    a. **Compliance with Standards**: Align with ASC 606/IFRS 15 for revenue recognition policies.
    b. **Deferred Revenue Management**: Automate recognition schedules for subscriptions, services, or bundled products.

6. Reporting and Analytics
    a. **Cash Flow Forecasting**: Gain insights into expected cash inflows from orders.
    b. **Order Analysis**: Analyze order performance metrics like order-to-fulfillment times and payment collection efficiency.
    c. **Custom Reports and Dashboards**: Tailored views for sales, finance, and operations teams.
7. Customer Communications
    a. **Order Status Updates**: Send automated notifications for order confirmations, shipping, and delivery.
    b. **Self-Service Portals**: Enable customers to view order histories, make payments, and track shipments.