



NetSuite Implementation, Consulting, and Support



ORDER TO CASH PROCESS & CUSTOMER DEPOSITS

ORDER TO CASH PROCESS

- I. Order Entry
- II. Fulfillment and Shipping
- III. Invoicing

ORDER ENTRY

- A Sales Order is a transaction that records a commitment to sell items or services to a customer. Sales orders have no accounting impact until items are shipped or services are completed.
- A Cash Sale is a transaction that records the sale of goods or services for which you receive immediate payment. Enter a cash sale when payment for goods or services has been received at the time of delivery.



Record Types →
Sales Order
Cash Sale

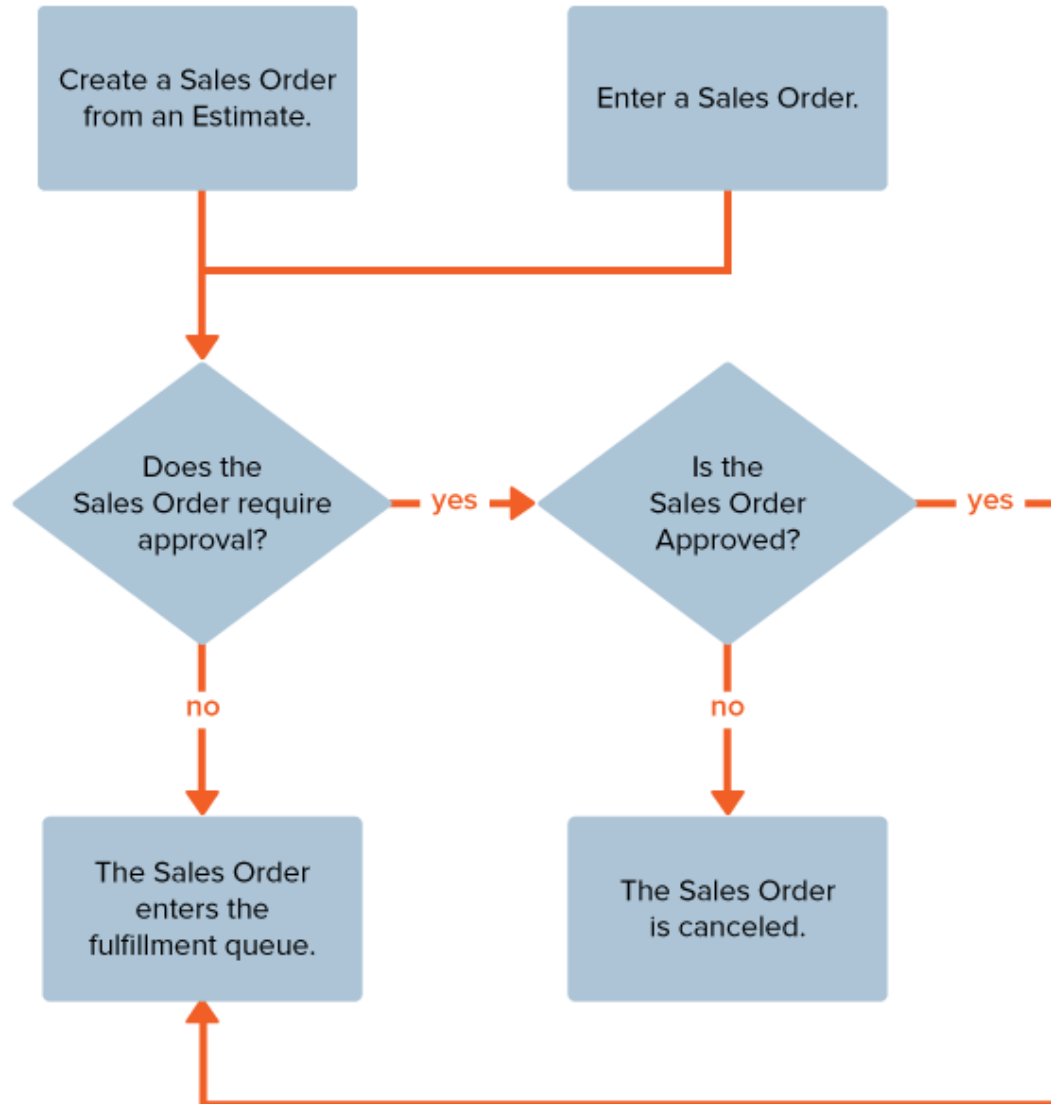
ORDER ENTRY

- Ways to create Sales Orders or Cash Sales
 - Manual → User Interface
 - Semi-Automatic → CSV Import
 - Automatic → Webservices Integration



Record Types →
Sales Order
Cash Sale

SALES ORDER ENTRY PROCESS



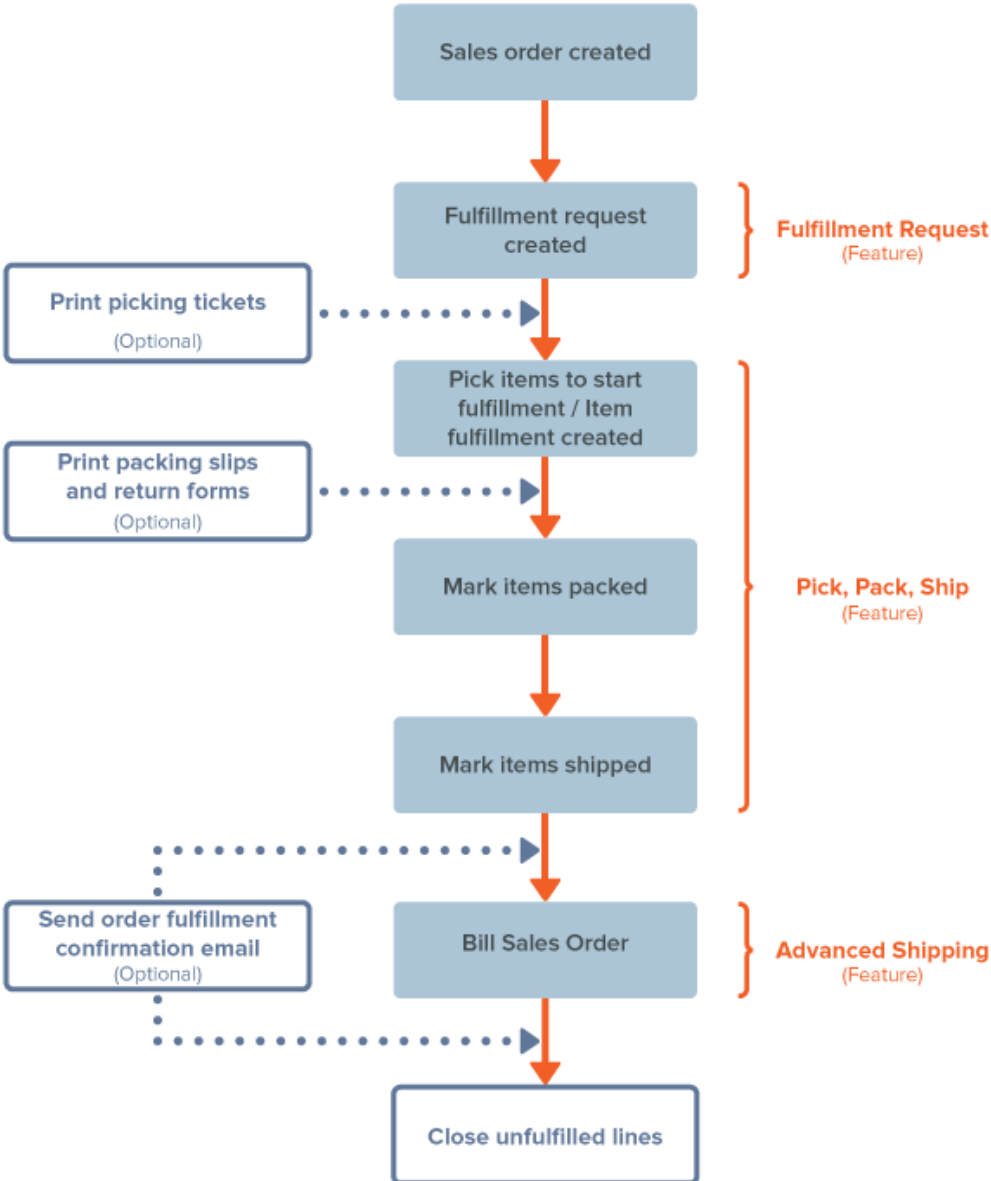
FULLFILLMENT AND SHIPPING

- Fulfilling an order is shipping the items to fill an open order. When you fulfill an order, you pull the items from inventory, package them and send them to the recipient.
- Shipments from your own facility
- Shipments from a Third-party Logistics (3PL)
 - Fulfilled By Amazon (FBA)
 - Independent fulfillment center



Record Type →
Item Fulfillment

FULFILLMENT PROCESS OVERVIEW



INVOICING

- An Invoice is a record of a sale to a customer. Invoicing is the process of creating bills for goods and services that customers receive. Record an invoice when payment is not received at the time of delivery.
- Billing a Sales Order creates a record of debt owed to you by your customer for a sale. When you bill a sales order, your accounts receivable ledger increases by the amount of the bill.



Record Type →
Invoice

INVOICING

- **Methods of delivering an Invoice to your customer**
 - Manual → Print
 - Semi-Automatic → Save Invoice and Email
 - Automatic →
 - Billing Operations
 - Workflow
 - EDI transmission
 - Others such as sFTP
- **Preferences and Options**
 - Invoice in Advance of Fulfillment
 - Approval Routing



Record Type →
Invoice



CUSTOMER DEPOSITS

CUSTOMER DEPOSITS

- Record a customer deposit when a customer makes an advance payment for an order or project. A customer deposit record tracks funds the customer has paid until the goods or services are delivered.
- These payments are recorded in your general ledger as a liability until the goods or services are actually delivered and do not affect the customer's accounts receivable balance.



Record Type → Customer Deposit

Customer remits a deposit for a future order



Record the amount of the customer deposit



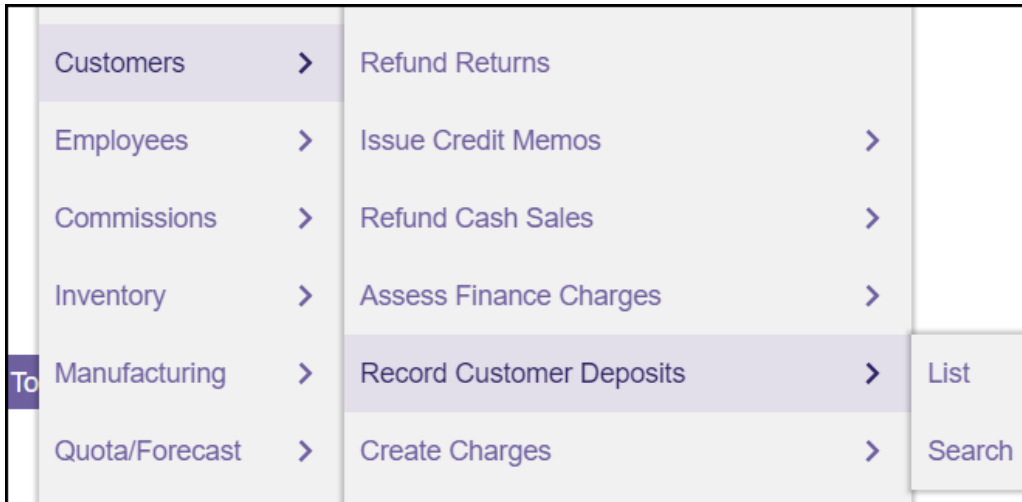
When the order is billed, apply the deposited amount to the open bill

CUSTOMER DEPOSITS

There are two ways to record a Customer Deposit

Create a Deposit on the Customer Deposit Page

Go to Transactions > Customers > Record Customer Deposits



The screenshot shows a navigation menu with the following items:


Customers	>	Refund Returns	
Employees	>	Issue Credit Memos	>
Commissions	>	Refund Cash Sales	>
Inventory	>	Assess Finance Charges	>
To Manufacturing	>	Record Customer Deposits	> List
Quota/Forecast	>	Create Charges	> Search



Record Type →
Customer Deposit

CUSTOMER DEPOSITS

Create a Deposit from the Sales Order

 **Sales Order** 🔍

18897 Acme Systems Incorporated **PENDING FULFILLMENT**

[Edit](#) [Back](#) | [Fulfill](#) [Next Bill](#) [Bill](#) [Close Order](#) [Create Deposit](#)

Primary Information

SALES ORDER # 18897	ORDER DATE 3/7/2021
CUSTOMER Acme Systems Incorporated	LOCATION



Record Type →
Customer Deposit

Once the Sales Order gets billed (invoiced), then the deposit is automatically applied via a Deposit Application record

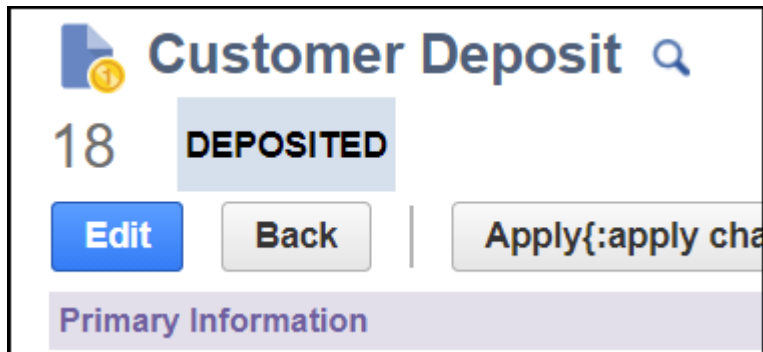
CUSTOMER DEPOSITS

When you save a customer deposit, one of the following status will be applied to it:

Unapproved payment – this status means that the deposit has not been successful. Possible reasons for this status include insufficient funds in the account, or the card used for the payment is reported lost or stolen.

Not deposited – this is a successful status, the deposit is being processed but the funds have not yet been deposited.

Deposited – this status is applied when the funds have been deposited.



Record Type →
Customer Deposit

THANK YOU!

Cory Anderson
Manager of NetSuite Managed Services



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