



NetSuite

NetSuite offers the industry's first and only:

- Built-in, customizable dashboards
- CRM and Accounting/ERP with integrated ecommerce
- SuiteAnalytics business intelligence
- SuiteFlex customization and extension

NetSuite features include:*

• Customer Relationship Management

- Sales Force Automation
- Marketing Automation
- Customer Support and Service
- Incentive Management
- Offline Sales Client
- Partner Relationship Management

• Financials/ERP

- General Ledger
- Accounts Receivable, Accounts Payable
- Advanced Financials
- Revenue Recognition
- Budgeting
- Multi-currency
- Order Management and Fulfillment
- Time and Billing
- Purchasing
- Inventory Management
- Drop Shipment/Special Order
- Integrated FedEx® Shipping Functionality
- Integrated UPS OnLine® Shipping Tools
- Standard, Customizable Reports

• Ecommerce

- Database Driven Web Site/Web Store
- Front- and Back-Office Integration
- eBay Integration
- Credit Card Processing, PayPal
- Affiliate Marketing
- Customer Acquisition
- Customer, Partner Self-Service
- Web Site Analytics

• Employee Management and Productivity

- Role-based Dashboards
- Group Calendaring and Collaboration
- Employee Records
- Expense Reporting, Purchase Requisitions
- Employee Self-Service

*Some features sold in add-on module

NetSuite is the first solution to deliver on the promise of intelligent, integrated and simpler applications for growing and midsize businesses.

NetSuite is intelligent. The system holds all corporate data in a single database, giving you access to your key performance metrics on a customizable, real-time dashboard. As a result, NetSuite enables you to make better, faster decisions.

NetSuite is integrated. Within a single, powerful application, it combines complete customer-facing CRM and Ecommerce capabilities with back-office Accounting/ERP and self-service portals for partners. As a result, it allows companies to unite fragmented data and automate processes from end to end.

NetSuite is simple. With NetSuite, implementations are both faster and less expensive than traditional business applications. Modularity enables phased implementations according to your company's need. In addition, click not code and advanced customization supports business as you define it. As a Web-based on-demand solution, NetSuite significantly reduces your total cost of ownership (TCO).

Why NetSuite?

Unify Business Processes across the Enterprise

With a single, integrated platform for CRM, Accounting/ERP and Ecommerce, you can automate key business functions across all departments, including sales, marketing, service, finance, inventory, order fulfillment, purchasing, and employee management. Your employees no longer have to re-enter data in different systems, rectify inconsistent or inaccurate data, or wait for batch updates. Instead, all your employees view and share accurate data in real time, leading to greater collaboration among departments and increased productivity across your business.

Increase Visibility for Better Decision Making

Customizable Dashboards offer real-time access to key performance metrics, supporting intelligent, timely business decisions. In addition, full visibility into unified customer records results in more efficient and highly personalized sales, fulfillment, and service processes.

Extend Processes to Customers, Suppliers, and Partners

Given today's need to work closely with partners through an extended enterprise, NetSuite offers self-service portals that enhance both B2B and B2C collaboration. In addition, proactive notification of partner-specific events accelerates process cycles and improves responsiveness, ensuring your position as a preferred partner.

Customize and extend NetSuite with SuiteFlex

NetSuite is the world's most customizable Software-as-a-Service (SaaS) solution. Click not code configuration and modular implementations jumpstart your business on NetSuite. Advanced customization with simpler, industry standard tools allows you to tailor business practices and processes to meet your specific company and industry requirements. Because our customization carries forward seamlessly with upgrades, we actually encourage you to highly customize NetSuite—make it your one-of-a-kind software application.

Get Superior Value with an Affordable Solution

Built from the ground up for growing and midsize businesses, NetSuite offers affordable pricing, accelerated implementation, and comprehensive support packages that results in unbeatable TCO. Plus, you eliminate the costly and time-consuming integration often associated with using a patchwork of disconnected systems. NetSuite also provides leading-edge professional services and educational programs that ensure efficient implementation and continued, long-term success.

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Real-Time Dashboards

Real-Time Dashboards

The NetSuite role-based Dashboards provide data from all your departments, so your executives and employees can spend more time analyzing and acting on data and less time gathering it. Plus, the Dashboard offers highly customizable graphical reports and snapshots, enabling you to drill down into the information for deeper insight. You can access key performance indicators (KPIs), such as sales, forecast, orders, support, cases, accounts receivable, items to ship, and more, anytime and anywhere. As a result, you can accelerate your business decisions and sharpen your competitive edge.

Prepackaged Roles and Drag-and-Drop Capability

NetSuite's Real-Time Dashboard comes with 15 prepackaged roles and unique drag-and-drop capabilities, giving each employee within your company access to just the right information and tools. Whether you are the CEO, a Sales Executive, Finance Manager, Support Manager or Advertising Assistant, NetSuite provides you the real-time information and tools most relevant to your job function.



Report Drill-Through and Customization

In addition to over 100 standard reports in NetSuite, our reporting tools allow you to customize reports or create them "from scratch", generate graphs, export data as CSV files, and view the reports in Microsoft Word and Excel. Addressing the needs of all your users, the Report Composer offers both a basic and advanced mode. Basic mode makes it easy for users with simpler reporting needs to generate the reports they need quickly and easily. In contrast, the advanced mode provides rich reporting flexibility; for example, users can add filters to exclude certain data or add columns to combine data.

NetSuite also supports robust business intelligence with Advanced Analytics. This feature enables users to mine database data directly through ODBC tools and use their choice of business intelligence packages, such as Business Objects.

Languages

NetSuite supports your multi-national company. NetSuite is available in English, French, German, Spanish, Traditional Chinese, Simplified Chinese, Russian, and Japanese.

SuiteFlex: Your Business, Your Suite

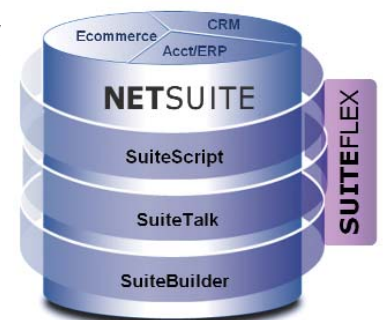
SuiteFlex is the technology platform for customization, verticalization, and business process management within NetSuite. SuiteFlex gives customers, partners and developers all the tools they need to easily customize all aspects of NetSuite.

You Can Tailor NetSuite to Meet Your Exact Business Requirements

- Personalize roles to optimize individual and team productivity
- Customize end-to-end business processes to your precise company and industry requirements
- Build the new functionality, workflows and processes your business demands
- Connect to legacy and third party applications and content providers

SuiteFlex combines three tools for customization, verticalization, and business process management:

- **SuiteScript:** Build new functions, processes, and entire applications and host them in NetSuite.
- **SuiteTalk:** Seamlessly extend NetSuite to legacy systems and third-party vertical applications.
- **SuiteBuilder:** Personalize and configure NetSuite with easy-to-use, point-and-click tools.



SuiteFlex Benefits

- **Unlimited Customization.** No more settling for a "one size fits all" hosted application solution. SuiteFlex transforms NetSuite into your company's software, complete with your terminology, your functions and business processes.

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- **Easy Verticalization.** Verticalization to your industry-specific needs has never been easier.
- **Customizations Don't Break.** Customizations and extensions carry forward seamlessly with upgrades, making maintenance nightmares a thing of the past.
- **Open.** Standards-based Web Services make it simpler to extend NetSuite to other systems, vertical solutions, and third party add-on capabilities.
- **Reliable.** Applications you build using SuiteFlex are hosted within NetSuite — which comes complete with a 99.5% uptime guarantee, robust Oracle & J2EE architecture and world-class security infrastructure.

No On-Demand Application Service Is More Customizable or Extensible

SuiteFlex makes NetSuite the world's most customizable and extensible on-demand application service, delivering unique capabilities not found in any other on-demand solution.

- SuiteBuilder overcomes the hurdles of customization, allowing users to focus on "Click Not Code." Configuration capability is point and click enabled for everything from simple database field additions to form customization to complex, data object manipulations.
- Many-to-many data relationships between both standard and custom records and objects give you complete flexibility in managing additional mission critical data
- Customize, automate or create new business processes that fit your needs using SuiteScript.
- SuiteTalk extends and integrates your NetSuite application while maintaining full data integrity and enforcing application logic.
- In depth support for Accounting/ERP and CRM objects using uniform APIs makes it easy to reuse your integration tools and resources across distinct business functions.
- Suitelets, the latest addition to the SuiteScript family, encompasses all previous customization and scripting functionality into a new set of APIs, giving you an unprecedented platform to invent and deploy new applications hosted by NetSuite.
- Use Suitelets to create and blend custom user interfaces with NetSuite core and custom objects to create web pages or backend processes on the fly.
- Custom color themes, company logo placement and custom terminology allow NetSuite to be stamped with your corporate brand and help personalize NetSuite to your business and industry.

High-End Customization without the Headaches

NetSuite addresses a major shortcoming of traditional application customization by automatically carrying forward customizations with each new release. Most mid-market or enterprise products are highly customizable — but at a high cost. The customization typically requires significant consulting resources since many of the systems' customizations must be made via product-specific programming language.

Customization of these systems is typically complex to install and even more complex to upgrade. The bane of customizations has long been the requirement for specialized migration and maintenance, thus making any upgrade an expensive time and resource-consuming drudgery. Consequently, companies all too often postpone upgrades as long as possible, or even to make the decision to switch to alternate products or platforms rather than upgrade.

NetSuite's approach extracts the data and metadata for customizations from built-in functionality. This enables companies to have seamless customization migrations handled by NetSuite so you can carry forward your changes with the latest capabilities of NetSuite — without cost, and headache free.

SuiteAnalytics

Real-time, Actionable Business Intelligence—Without the Data Warehouse

SuiteAnalytics gives growing and midsize businesses built-in business intelligence—combining power and ease for smarter, faster decision making. NetSuite delivers operational, tactical, and strategic intelligence in real-time from a single system of record, negating the need for a complex, expensive data warehouse. Best of all, SuiteAnalytics is included in all NetSuite software-as-a-service (SaaS) offerings at no charge, delivering powerful business analysis that is easy enough for any executive, line-level manager or individual user to leverage.

One System—Built-in Business Intelligence

- NetSuite acts as a repository for the core business data of a company, acting as a de-facto data warehouse.
- SuiteAnalytics tools enable employees at all levels to mine data and turn it into knowledge with pre-built Key Performance Indicators, simple saved searches, and now Excel Spreadsheet-like embedded formulas.

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- Unlike data warehouses, the analytics are presented in real-time on users' dashboards, giving them up-to-the-second information to better do their job and manage their operations.
- SuiteAnalytics give business intelligence to everyone matching the appropriate power with the role and sophistication of each user.
- SuiteAnalytics lets users embed Excel-like formulas in any NetSuite Performance Scorecard or saved-search report.
- Standard and easily customizable tools meet your exact BI needs for your employees, teams, the business and your industry.

Powerful Business Intelligence, Usable by Mere Mortals

Dashboards—Operational Intelligence

NetSuite Dashboards with Key Performance Indicators (KPIs), Performance Scorecards, Trend Graphs, graphical Report Snapshots and KPI Meters drive individual productivity by providing all employees in the company with the real-time intelligence they need to make day-to-day decisions smarter and faster.

Reporting—Tactical Intelligence

Standard Reports, Custom Built Reports, and point-and-click Search-as-Analysis tools give users clearly defined focus areas as well as tactical decision support on a periodic or as-needed basis. NetSuite's wizard-driven, WYSIWIG (what you see is what you get) graphical Report Builder to makes it simple to create and manipulate reports to exact business requirements.

Third Party Business Intelligence—Strategic Intelligence

For more complex, forward-thinking business planning or industry-driven reporting needs, Open Database Connectivity (ODBC) lets companies link to their choice of business intelligence package* such as Business Objects, Cognos,, and the like. The NetSuite advantage is that the third party Business Intelligence (BI) package can draw data from a single data repository for consolidated, rationalized analytics resulting in business intelligence you can use with greater confidence.

SuiteAnalytics Benefits

- Real time, actionable business intelligence out of the box
- Consolidated, rationalized data without the data warehouse
- Smarter decisions faster with intelligence you can trust
- Standard and custom-built intelligence tools appropriate for a wide variety of business information users
- Business intelligence that's usable and manageable by mere mortals

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CRM Summary:*

• Sales Force Automation

- Territory Tracking and Assignment
- Lead Routing
- Opportunity Management
- Competitor Tracking
- Quote Generation
- Order Management
- Team Selling
- Commissions Management
- Forecast and Quota Management
- Offline Sales Client

• Marketing Automation

- Online Lead Forms
- Referral and Promotion Code Tracking
- Automatic Campaign Tracking and Analysis
- Lead Source Management
- E-mail Campaign Management
- Paid Search Marketing
- Natural Search Marketing
- Targeted Segment Creation by Purchase History

• Customer Support and Service

- Case Assignment
- Case Capture from Web Site
- Auto-Escalation and Notification
- E-mail Capture and Intelligent Routing
- Case Tracking by Products and Services
- NetAnswers Knowledge Base
- Online Customer Center (Self-Service)
- Billable Time Tracking by Case

• Partner Relationship Management

- Joint Lead Management
- Joint Sales Forecasting
- Marketing Campaigns
- Order Placement and Tracking
- Volume and Negotiated Pricing
- Promotional Discounts
- Referral Revenue Share Tracking
- Sales and Marketing Library Publishing

• Productivity Tools

- Group Calendaring
- Import and Export of Records
- Outlook and Palm Sync
- Anytime, Anywhere Web Access
- Executive Dashboard and Key Indicators
- NetBase Custom Records
- Customizable Reporting

*Some features are sold in add-on modules.

Customer Relationship Management

With NetSuite, all your customer touch points—from contact to contract, from cash-to-care—are streamlined within one system. This level of integration allows your marketing team to create and deliver the most effective programs; your sales team to focus on selling; and your service team to offer world-class customer support.

Campaign to ROI Process Flow

For instance, your marketing group can examine the buying patterns of existing customers who are similar to new leads and, in turn, can design targeted campaign messaging for those leads. Your marketing team will also be able to measure the responses and sales generated from specific campaigns, giving your executives an accurate ROI analysis of marketing programs and expenditures.

Lead to Cash Process Flow

In addition, your sales group can follow up with those customers who are responding to the marketing campaign. Sales people can work with customers closely throughout the sales process: they can track leads as they become opportunities, generate quotes and, finally, convert quotes into sales orders with one click of a button. In addition, sales representatives can view their forecasted commissions for the month, further enticing them to close a sale.

And when a new customer has questions, your service team will have full visibility into which products the customer has purchased, as well as the terms of service. As a result, service representatives can deliver the best possible service to each unique customer.

SALES FORCE AUTOMATION FEATURE HIGHLIGHTS

Automated Lead Processing and Territory Management

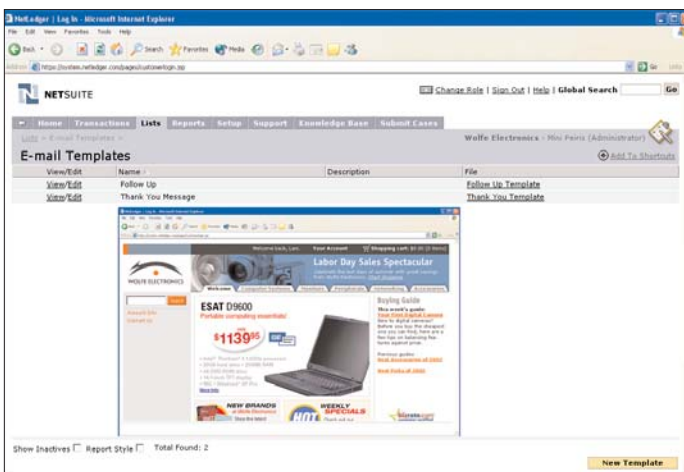
NetSuite's sales force automation (SFA) capabilities allow you to manage your leads and prospects from the first capture to the close of sale. Leads can be captured automatically from your Web site via online forms, imported from purchased lists, or entered manually. New leads can be automatically routed to sales representatives based on territory rules that you define, which means no more lag time in following up with prospective customers. Territories can be based on any criteria, such as geography, product or service area of interest, size of company, or decision timing. As sales people follow up with leads, activity reports provide productivity analysis of all interactions, including phone calls, tasks, meetings, and notes.



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Integrated Mail Merge Capabilities and Communication Management

NetSuite integrates with Microsoft® Word, allowing you to write letters, print envelopes, and create address labels. Mail merge capabilities also allow you to send e-mail and faxes more easily. You can also use templates that standardize customer communications across your marketing, sales and support organizations. You can run mail merge in batch to a group, an individual company, or a single contact. NetSuite records the entire process in historical notes, giving everyone access to reliable, accurate information. In addition, any reply to an e-mail communication sent from NetSuite will be automatically recorded, saving your employees considerable time and effort.



E-mail Template

Opportunity and Pipeline Management

As leads become opportunities, your sales representatives must manage the details of each potential sale while it's still in the pipeline. Armed with information such as key contacts, a record of previous meetings, and which products and services are most suitable for a given customer, sales representatives can determine how likely the deal is to close. They can then assign different priorities to different deals, which facilitates accurate sales forecasting. In addition, customizable status and probability lists allow you to implement sales processes tailored to your business. This level of flexibility, combined with the powerful customization capabilities of NetSuite, allow any sales methodology—such as Miller Heiman or Solution Selling—to be implemented more effectively.

Sales representatives can work with opportunities in a list view, or with a detailed opportunity record. The list view allows for flexible filtering, so individual representatives can analyze the opportunities based on their status, and sales managers can view all the deals their team is assem-

bling. The detailed opportunity record contains all the crucial information sales representatives and managers need: status, potential revenue, key contacts, notes, and related documents. And when a prospect is ready to purchase, your sales people can convert opportunities into quotes, and later, quotes into sales orders—all with a click of a button.

Making the Sale

Most CRM solutions let you manage your opportunities. But when it comes time to generate a quote or take the order, many such solutions force you to use a completely disparate order entry, or Accounting/ERP, system. With NetSuite, this process is fully automated so that sales representatives can easily access all the discounting and customer-specific pricing rules that typically live in the Accounting/ERP system. Generating a quote, or taking an order, is as easy as clicking one button. Sales people even have real-time visibility into inventory levels, so that they can set customer expectations for inventory levels and delivery time appropriately.

Team Selling

Many sales organizations work in sales teams where each individual performs a specific role (sales rep, sales engineer, etc.) to manage and close deals. To support this process, NetSuite Team Selling enables you to track multiple sales users on customer records and sales transactions. In addition you can also calculate and pay commission to multiple sales users on a deal and the new sales team reports allow you to track the revenue earned by all members of the sales team, not just the sales reps.

Incentive Management

With NetSuite, you have the flexibility to schedule complex commission structures based on how you do business. For example, you can structure commissions based on quantity or sale amount; service item sold;

Item	% of Quota 0	Quota	% of Quota 50	% of Quota 75	% of Quota 100	% of Quota 110
FinChrg						
Computer Systems : Desktop : Impressivo 1000	0		2	5	7	10
Computer Systems : Desktop : Impressivo 1500	2		5	7.5	10	15
Computer Systems : Desktop : Creativo 2000	0		0	6	10	15
Computer Systems : Desktop : Creativo 2400	0		8	12	20	25
Computer Systems : Laptop : Inertio 1000						
Accessories : Ultragear Desktop Speakers						
Accessories : Ultragear Speakers w/Sub						
Computer Systems : Laptop : Inertio 1600						
Accessories : Standard Keyboard						

Commission Schedule

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profitability of product sold; percent of quota achieved; or simply, total sales within a given period. Commission Management also gives you the ability to set sliding scales and spiffs across any period such as quarter, six months, or annually. And, if you get mid-way into a month or quarter and discover you need to make an adjustment, all you have to do is adjust the effective dates, and compensation will be re-calculated automatically. You can produce and roll up schedules into managerial commission plans for sales executives, allowing for a multi-tiered schedule. You can even select whether you will compensate sales representatives when you bill the customer or collect payment. Once management has approved commission payments, they are processed automatically through the payroll module within NetSuite. In addition, sales representatives can view real-time reports and forecast their commissions on their dashboard, giving them more incentive to close sales faster.

Forecasting and Quota Management

Forecast Master displays all opportunities, quotes, orders, and closed sales, including such key information as the projected amount, probability of close, and weighted amount for each of these transactions. This feature allows sales representatives and managers alike to view their forecasts on a monthly or quarterly basis, and even to make adjustments if needed. Forecast Master also provides sales teams with the means to generate two types of forecasts to represent how the sales team is doing: a calculated forecast based on the sales transactions in the system, and an override forecast, which is the sales amount sales reps' predict for themselves. As a result, you can be certain of an accurate and reliable sales forecast.

You can also take advantage of advanced forecasting capabilities. Advanced forecasting provides three forecast categories (worst case, commit, and upside), which sales reps may use to categorize their open opportunities and quotes based on their level of confidence in closing the deal. These forecast categories feed into deal ranges, so rather than just including or excluding a deal from the forecast, sales reps can provide worst case, commit, and upside forecast amounts for the deal.

Opportunity Type	Date	Customer	Status	Estimated Commission	Item	Item Date	Item Total	Worst Case	Best Case	Upside
Quoted	6/27/2004	Lampie Attorneys Inc.	Estimated Commission	6/27/2004		4870.00	3930.00	4920.00	4920.00	
Forecast	6/27/2004	Sandy King	In Discussion	6/27/2004		5100.00	3030.00	3390.00	3390.00	
Forecast	6/27/2004	All World Travel	Opportunity Identified	6/27/2004		3330.00	1810.00	1114.00	3000.00	

Advanced Forecasting

Quota Management features allow sales managers to set goals for sales representatives. When coupled with the forecasting capabilities, these tools help sales representatives compare their performance levels to set goals. Furthermore, quotas can be assigned based on the sales representative or the type of sale. For instance, you could assign an overall departmental quota to inside sales, outside sales, and channel sales. Or, you could assign quotas based on new business versus repeat business.

Offline Sales Client

Can't find an internet connection while traveling? With the Offline Client in NetSuite, sales reps can still stay productive, performing your normal pre-call and post-call follow up activities and then synchronizing those changes once you get back to the hotel or office.

Users can access and update their leads, prospects, customers, and contacts and can create new ones. Opportunity management is available within the Offline Client, allowing sales users to edit the details of an opportunity such as status, probability, projected amount, expected close, and detail notes. You can view estimates (quotes), and closed transactions (orders, invoices) within tabs on the main opportunity record. The Offline Client includes a complete graphical calendar and Activities Dashboard, including task and phone call lists, quick add portlets, and search support. You can create new, edit existing and delete phone calls, tasks, and events just as with the online version.

In addition, version updates are handled seamlessly via synchronization. When the online application has a new version, the offline user will be prompted at time of synchronization to upgrade their offline client, so there's no messy database recreation or CDs to ship out as with many Windows-based offline or remote access systems.

MARKETING AUTOMATION FEATURE HIGHLIGHTS

Lead Management and Lead Source Analysis

NetSuite has multiple avenues for lead entry, including online forms that allow you to capture leads directly from your Web site; CSV and XML import capabilities with duplicate detection for inputting purchased lists; and manual entry by sales representatives for cold calling and referrals. You can use the easy click-to-customize capabilities of NetSuite to tailor your lead qualification and scoring methods to your business. Plus, the source of each lead can be tracked both at the lead and opportunity level. Lead management capabilities, combined with the integration of customer purchases, allow you to analyze all your marketing efforts for lead conversion rates and ROI assessment.

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Marketing Campaign Management

NetSuite fully automates, tracks, and reports on your marketing efforts. Marketing campaigns, such as e-mail, direct mail, or print activity can be managed, tracked, and analyzed centrally. Once a campaign has been executed, NetSuite tracks ROI from start to the finish of a program, providing accurate and up-to-the-minute success metrics. Moreover, you can easily set up and manage multi-channel campaigns, or track the cost and expected revenue per campaign.

Campaign Offer List

A customizable offer list enables users to track the offer tied to a campaign event. Users can set up the offers they are promoting through campaigns with the campaign offer list and select the appropriate offer when they create the campaign event. To track the effectiveness of particular offers, users can simply customize the marketing reports to filter campaign events to specific offers, such as newsletters, item promotion, etc. The offer list provides marketing users with additional information to monitor and track marketing campaign events.

Promotion and Discount Tracking

To further strengthen your campaigns, you can design promotional discounts and track them via promotional codes. These promotions can be set up in any number of ways: as one-time use, percent-based, dollar discount, or with a set expiration date. You can drive recipients of the campaign to an online form, your Web store, or your call center. No matter how customers respond, the promotional code can be used in the sales transaction, giving them the discounted price and allowing you to track ROI for that campaign.

Campaign Channel	E-mail Template	E-mail Subject / Description	Target Group	Status	Delivery Date	Date Sent
E-mail	Promotional	Order by 11/30 and Receive 10% Off!		Open Prospects - Exclude	10/31/2002	

Campaign

E-mail Marketing

NetSuite provides complete e-mail campaign management, from target segment creation to creative development and campaign execution and analysis. You can personalize e-mail templates with customer names or targeted product offerings. Target segments can be created based on actual customer purchase activity, giving you a platform for true one-to-one marketing. And your e-mail campaigns can be linked with online capture forms, further automating your marketing efforts. Throughout a campaign, NetSuite tracks ROI metrics, providing accurate and up-to-the-minute data so you know exactly who received, read, and purchased products during a given e-mail campaign.

Keyword Marketing

Most marketing teams now dedicate a portion of their marketing dollars to keyword marketing with search engines. NetSuite gives you two methods by which you can easily create campaigns specifically for keyword marketing:

- **Import Keywords.** Most popular search engines such as Google, allow you to create your ad words via a spreadsheet upload. With NetSuite, you can use that same spreadsheet to easily create campaigns to match all your purchased keywords so tracking return on investment through to revenue generated is easily automated.
- **Bulk Create Keywords.** If you do not use a spreadsheet to upload keywords to search engines, then you may prefer to create campaigns in bulk to track the ad words you've purchased. Embed the specific campaign ID in the URL you create for complete end-to-end tracking all the way to revenue.

Two key reports- Leads By Paid Keyword and Sales By Paid Keyword — let you track the number of new leads and the revenue generated from the paid keyword campaigns across the various search engines you may be marketing with. These are grouped by Campaign Category for easy roll-up and can be analyzed by week, month or quarter at one glance.

NetSuite lets you distinguish between paid and natural search campaign leads.

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CUSTOMER SUPPORT MANAGEMENT FEATURE HIGHLIGHTS

Case Management and Routing

NetSuite provides you with the ability to create, escalate, manage, and resolve customer support cases across your communication channels, including phone, fax, and Web. Your customer support representatives view the entire customer record, including sales, service, and accounting histories. In addition, customer support managers can define automatic case-assignment rules based on any case criteria. For example, cases can be routed based on product, issue, case type, partner, or customer, so that handling queues or customer priorities is easy and efficient.

Case Escalation Business Rules

Almost all support and service organizations have defined escalation processes to be followed to meet the contracted service levels for customer support and service. Case escalation rules provide the ability to automate these real-world processes. Rules can be set up to escalate all or specific types of cases if they are not resolved within defined time periods, and multiple escalation levels can be defined. Interested parties such as managers, account managers, or others can also be notified at pre-defined escalation points so they are in the loop on potential issues and can take appropriate action. Escalation rules can be set to trigger when certain conditions occur and can be rolled up to form an escalation territory, creating complex tiered escalation patterns. The escalation path can be defined: who needs to be notified and when, also taking into account preferred methods of escalation notifications. Users also now have visibility to escalated cases in new reports and new Key Performance Indicators (KPIs) so analyzing the performance of your customer support and service groups is as simple as a few clicks on your real-time dashboard.

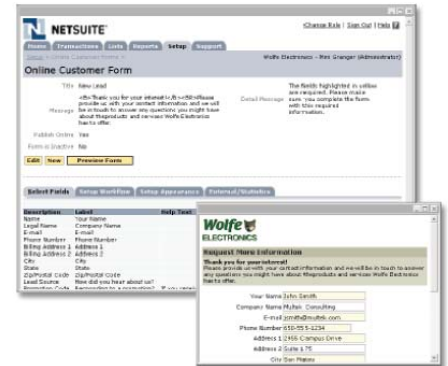
NetAnswers Knowledge Base

The NetAnswers Knowledge Base organizes information into different levels of topics and solutions. NetAnswers is perfect for organizing your frequently asked questions and answers, standard problems and resolutions, and known issues or special tips. NetAnswers allows support representatives to resolve customer inquiries via e-mail or phone more quickly, thereby reducing the learning curve when bringing on new service representatives. In addition, you can publish either portions of this database, or all of NetAnswers, to your customers and partners, giving them a 24/7 self-service option at a much lower cost than staffing your phone lines.

Online Case Capture Forms and Self-Service

You can use case capture forms anywhere on your Web site, including the online Customer Center. Case capture forms allow your customers

to enter trouble tickets by logging onto your site, rather than calling or e-mailing you. In addition, the Customer Center provides a password-protected area where your customers have several other self-service options. For instance, they can access the knowledge base you've published, track the shipping status of their orders, place new orders, or enter requests for merchandise return. They can also update their customer profile and view their billing history, taking advantage of a cost-effective service option that is available around the clock.



Online Customer Form

E-mail Case Capture and Intelligent Routing

NetSuite provides unprecedented ease of use in reporting issues to customer support/service or even being able to contact other departments. You can have a case created by simply sending an e-mail to a designated e-mail address—this way your customers do not need to waste precious time waiting to talk to a representative or even logging into the Customer Center to create a case online. The e-mail is analyzed and a case created on behalf of the customer. An automatic reply can be triggered confirming receipt of the e-mail and the case number for the case created. This simplifies and streamlines the process of case creation. It also aids in handling requests for product or price information, follow-up sales calls, or any such requests by routing the case based on the address the e-mail was originally sent to such as support@yourcompany.com, info@yourcompany.com, billing@yourcompany.com or other distinct e-mail addresses. E-mail case capture reduces phone wait times for your customers to talk to the right people and offers yet another low-cost option for submitting requests.

Billable Support, Service, and Time Tracking

If you need to charge for technical support on a per-minute basis, or track the time your service professionals spend with a given client, NetSuite's time tracking capabilities will provide you with a new level of efficiency. Time tracking features let you record the time spent on cases, tasks, and events, and then allow you to bill for the time. Or, if you simply want to track time your team spends per case, NetSuite lets you track and approve time without billing it to the customer. Using the cash sale and credit card processing capabilities, along with time

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tracking on your customer cases, you can even offer pay-as-you-go support to your customers. As a result, you have the power to design plan offerings that ensure your service team operates as a profit center and not a cost center.

PARTNER RELATIONSHIP MANAGEMENT FEATURE HIGHLIGHTS

Joint Lead and Opportunity Management

Advanced Partner Center comes complete with all the lead distribution and opportunity management tools you need to gain complete visibility into your sales pipeline—even when that pipeline includes revenue projections from selling partners. You can stay abreast of your resellers' lead process by having them register their leads, as well as inputting next steps they've taken with leads you've already distributed to them.

Real-time Inventory Access for Your Distribution Partners

With NetSuite, you can ensure that your partners are always aware of how long it will take them, or your joint customers, to receive products. By allowing them real-time access to your inventory levels, you give them visibility into the stock you have on hand. Once the order is placed, your partners can even track it through the fulfillment process—from shipment to final destination.

Promotional Discounts and Marketing Campaigns

Advanced Partner Center allows you to extend promotional discounts to your partners as one-time-use discounts, or on all sales within a particular time period. You can help your partners improve their campaign response rates, as well as your return on co-marketing dollars, by leveraging the Advanced Partner Center.

Sharing Customer Management and Service Access

Advanced Partner Center provides a smooth flow of information, allowing your partners to view and update joint customer profiles. It also lets them track support or service cases. You can even allow them to log a case on behalf of the customer, or check the status of existing cases, so that cases are always up to date.

Sharing Sales and Product Information Advanced Partner Center

This center enables you to publish sales information such as marketing collateral, competitive selling guides, presentations, product fact sheets, and other sales tools. You can also share your knowledge base with partners, including frequently asked questions, the latest workarounds, and details on resolved issues.

PRODUCTIVITY TOOLS FEATURE HIGHLIGHTS

Outlook/Palm Sync

NetSuite easily syncs with Microsoft Outlook, any Palm hand-held device or Blackberry device, so you can keep your business contacts, tasks, and calendar information updated across various platforms.

Import and Export of Data

NetSuite allows you to import and export list records and transactions using CSV imports, or our Small to Medium Business Extensible Mark-Up Language (smbXML), allowing you to use external applications more easily and to get started with your implementation process more quickly.

NetBase Custom Records

NetSuite enables you to customize your records and record relationships to meet the needs of your specific business model, or your industry. You can also configure your custom record hierarchy and manage your reports based on these records.

NetSuite

Accounting/ERP Summary:*

• Order Fulfillment

- Available to Promise
- Pricing
- Volume Pricing and Discounts
- Quotes, Estimates, and Sales Orders
- Sales Tax
- Credit Card Authorization
- Purchase Cards Level 2 Support
- Fulfillment and Invoicing
- Returns Management
- Shipping, Receiving
- Drop Shipping/Special Order
- FedEx® & UPS Shipping
- Pick, Pack, Ship

• Purchasing and Vendor Management

- Requisitions
- Purchase Orders
- Receiving
- Accounts Payable
- Vendor Self-Service

• Inventory Management

- Multi-location Inventory
- Kits and Assemblies
- Average, LIFO, FIFO Costing
- Bin Management
- Preferred Vendor Records
- Bar Coding
- Lots Management
- Serialized Inventory and Specific Costing
- Inventory Matrix Items
- Inventory Commitment
- Reorder Point Tracking and Notification
- Physical Inventory

• Financial Management

- General Ledger, Chart of Accounts
- Accounts Payable and Receivable
- Billing Schedules
- Revenue Recognition
- Period Management
- Always-On Audit Trail
- Budgeting
- Expense Allocation
- Multi-currency Capability
- Banking, Online Banking, Bill Payment Consolidation
- Cash and Accrual-based Reporting

• Payroll and Employee Management

- Employee Records
- NetSuite Premier Payroll Service
- Time and Billing
- Expense Reporting
- Schedule and Task Management
- Employee Portal (Self-Service)

*Some features are sold in add-on modules.

Accounting/ERP: The Back Office with a View

NetSuite's Accounting/ERP functionality simplifies back-office business processes for midsize and growing businesses, offering real-time visibility into key business metrics for intelligent decision-making. With NetSuite, you'll accelerate business cycles, improve productivity and reliability, and provide higher levels of service to customers, suppliers, and partners.

NetSuite Accounting/ERP functionality includes accounting order fulfillment, purchasing, inventory management, employee management, as well as vendor and project tracking.

NetSuite's integrated Accounting/ERP functionality supports the following key business process flows:

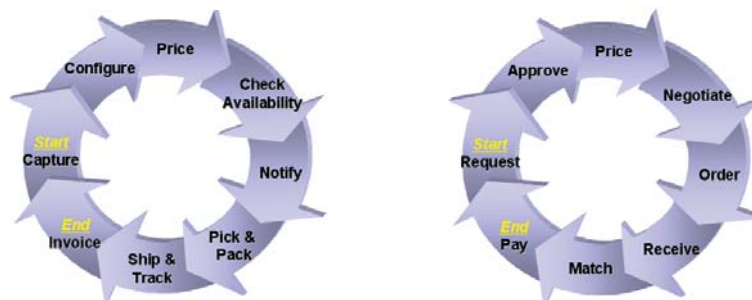
Complete Order-to-Cash Process Flow

NetSuite automates the complete order-to-cash business flow, delivering your products and services more quickly to customers and helping drive revenue through a streamlined billing process. Sales representatives—now armed with visibility into inventory availability when entering the order—can set customer expectations appropriately. Plus, they can turn quotes and estimates into orders, with one click of a button. NetSuite also enables you to apply customer-specific pricing and discounts, as well as sales tax, automatically. Customer payments are facilitated through the online Customer Center, providing 24/7 order status and payment options.

NetSuite also gives you the choice to process credit card payments immediately, or generate invoices directly from the system upon order fulfillment. NetSuite even provides purchase card level 2 support. Complete pick, pack, ship, and tracking capabilities provide each of your departments with visibility into fulfillment status at any moment. Plus, your customers will find that returns are easy and efficient, since NetSuite manages them through return authorization forms with approval routing and corresponding receiving capabilities.

Complete Procure-to-Pay Process Flow

NetSuite automates the complete procure-to-pay business flow, transforming inefficient paper-based manual purchasing processes into streamlined workflows with secure approval management and accounts payable integration. You can easily access purchase requisitions and complete them online; plus, automatic routing delivers requisitions to the appropriate approver. Your company will no longer have to contend with the problems associated with paper forms, such as lost paperwork or data transfer errors.



NetSuite

Requisitions for office supplies, for example, can be created on an as-needed basis, or requisitions can be automatically initiated when the reorder point has been reached. And once the requisition has been approved, a purchasing agent can convert it into a purchase order with the click of a button. NetSuite Pro routes receipt notification automatically to Accounts Payable, such that payment can be made in the form of a paper check, via online banking or electronic funds transfer (EFT). The complete procure-to-pay process reduces costs, increases control, and ensures a positive experience for all users.

Customer Center

Midsize businesses are continually working to ensure their preferred place in the value chain. Addressing that fundamental need, NetSuite provides the integrated Customer Center, which gives your customers a password-protected, company-specific portal that enables them to view real-time order status, accounts receivables, and promotions.

It also enables direct transaction management within the portal, including order entry, payment, and support inquiries. With this direct interaction, you can enhance your customer relationships through high-quality self-service capabilities that also result in significantly lower operational costs.

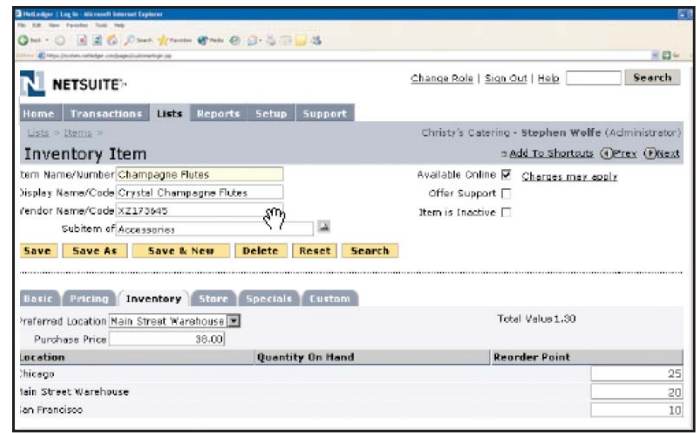
ORDER FULFILLMENT & INVENTORY FEATURE HIGHLIGHTS

NetSuite saves any product-focused company countless hours of work associated with data entry, organization, and fulfillment. You'll be able to convert leads to orders, orders to shipments, and shipments to revenue in short order.

NetSuite also extends into the order fulfillment, packing, and shipping processes of a warehouse. The FedEx and UPS integration allows you to print out shipping labels complete with tracking numbers and international address validation, while phased shipment processing allows for picking, packing, and shipping information to be shared among different individuals or teams.

Multi-location Inventory

Multi-location Inventory allows you to keep an accurate record of inventory on hand at each of your storage locations. As a result, you can transfer inventory between locations with greater ease. And you can route sales orders quickly to the appropriate warehouse employee for fulfillment.



Inventory

Kits and Assemblies

Companies that assemble products can use the Assembly and Package Item feature to track products separately from their component parts. Once created, Assembly and Package Items can be managed just like single inventory items—complete with their own quantity counts and costing calculations. NetSuite offers a printable bill of materials, making it easy to see what makes up any assembly item. Non-inventory, other charge, and service items can now be included as components of an assembly, allowing you to more accurately track costs and value your finished goods assets. If you are using serialized inventory or lot tracking, you can create serialized/lot assemblies with serialized/lot components. You can also create item groups with serialized components. The build transaction has also been enhanced: now you can un-build items from a previous build with one click, and the quantities of assembly components used during manufacturing can be adjusted on a build-by-build basis to allow for fluctuations in your material usage.

Multiple Units of Measure

NetSuite offers units of measure capabilities combined with quantity-based pricing, allowing you to offer flexibility in volume pricing and to better control your re-stock levels. Units are also reflected in your sales and inventory reports, so that you can analyze which units have the highest sell-through rates, and later, adjust your pricing, production, and stock levels to maximize revenue.

Bin Management

Bin management capabilities improve inventory in the warehouse. Bin management allows for inventory to be received at the warehouse and put-away into preferred bins within the rack system of the warehouse for easy picking later during the order fulfillment process.

NetSuite

Lot Management

Lot numbered inventory items use a 'specific' costing method, which tracks the exact cost of each item from purchase to sale. Each lot number record includes the quantity of items in that lot, an expiration date, and an area to enter notes about that lot.

You can set up a warning to let you know when an item you're fulfilling is about to expire. Lot numbers must be entered when building or receiving a lot numbered item into inventory, and when fulfilling orders for a lot numbered item. NetSuite's sophisticated transaction search functionality makes it simple to view the entire history of a lot as it moves through your system and to customers. This auditing function is useful in the case of a recall warning.

Serialized Inventory and Specific Costing

Serialized inventory enables tracking of products through all the stages — production, sales, shipment, and service. NetSuite maintains a complete history of each serial number. NetSuite also tracks the specific cost for each serial number as products are bought and sold, helping you to track and optimize your inventory processes.

Bar Coding

NetSuite enables you to print bar codes with transaction numbers on sales orders, packing slips, and invoices. When combined with any bar code scanner that functions as an input device, order entry and processing is made significantly faster. Plus, you can scan product bar codes to add them to transactions, or scan transaction numbers during activities such as sales order fulfillment, and printing packing slips or shipping labels.

Matrix Items

Matrix item capabilities allow you to stock and sell products in various colors, sizes, and style combinations but without managing line items for each valid combination in your product catalog. Under a matrix item, sub-items can represent any number of characteristics such as pricing, inventory status, and description. Rather than filtering through endless item listings, sales representatives can simply select the item and its matrix options when entering a sales order. You also improve your customers' shopping experience by enabling them to select from drop-down lists that specify the combination of options they would like to select.

Advanced Inventory Commitment

Sales orders for inventory are now automatically committed from available stock. Back orders are automatically committed to fulfill as

purchase orders are received. Items can be manually reallocated inventory to different sales orders if needed. Your picking ticket queue can now show just the inventory orders committed to fulfill, eliminating possible confusion and errors in fulfillment. Back order and order fulfillment reports have been enhanced to more accurately show back orders and committed sales orders.

The screenshot shows the 'Inventory Item' page in NetSuite. It includes fields for Item Name/Number, Display Name/Code, Vendor Name/Code, and Custom Fields. Below these fields is a table with columns for Price Level, City, Qty, and Price. The table shows prices for quantities 5, 10, 20, and 50. The prices are: 1,225.00 for Qty 5, 1,875.00 for Qty 10, 2,445.00 for Qty 20, and 3,075.00 for Qty 50. There are also columns for Alternative Price 3, Corporate Discount Price (10.00%), Employee Price (15.00%), and Retail Price.

Price Level	City	Qty	Price
		5	1,225.00
		10	1,875.00
		20	2,445.00
		50	3,075.00
Alternative Price 3			
Corporate Discount Price	10.00%		
Employee Price	15.00%		
Retail Price			

Advanced Inventory Commitment

Volume Pricing

Volume pricing enables you to set pricing structures based on order quantity. You can centrally manage quantity-based pricing on items you sell, without having to calculate or enter a price manually each time you create an invoice or enter a transaction. NetSuite lets you set up as many quantity and price combinations as you need for each item. The appropriate price will appear automatically on all transactions. In addition, your Web store customers will receive all new discount structures automatically.

FedEx and UPS Labels

NetSuite has integration with UPS OnLine® Tools and FedEx® Shipping, allowing you to streamline your fulfillment process by printing shipping labels, generating tracking numbers, and validating destination addresses — all from within NetSuite. Tracking numbers will automatically tie back to your sales orders, allowing you or your customers to track the status of shipments instantly.

Drop Shipment/Special Orders

NetSuite's drop shipment capabilities give you all the flexibility you need. This feature allows you to resell non-inventory items by automatically ordering and shipping items from the vendor to your customer. When you mark an item for drop shipment, the system generates a purchase order automatically, eliminating the manual steps in processing non-inventory items and enabling you to provide a wider array of products.

NetSuite

Returns Management

NetSuite efficiently manages the return process and provides full visibility to both you and your customers. Either a customer service representative, or a customer logging into the Customer Center, can generate Return Management Authorization (RMA) forms and route them for approval. Once the RMA form has been approved, the customer then ships the item back with the corresponding RMA form. Upon receipt, your receiving department can bring the item back into stock, issue a refund, or replace the item.

Pick, Pack, Ship

Pick, Pack and Ship is an extension to Advanced Shipping that allows you to track order fulfillments as they go through three phrases—picking, packing, and shipment. This is particularly useful in high volume order processing environments, when these different tasks are performed by different employees and at different times. Separate queues for action display orders that are waiting to be picked, packed, or shipped out. With pick, pack, and ship, you can always easily know the status of your customer's order.

Demand Based Inventory Replenishment

NetSuite provides intelligent control over inventory replenishment, helping ensure that you have enough on hand to fill anticipated orders, but keep excess stock to a minimum. Average lead time, historical or seasonal-based sales demand, and number of days' supply to stock are used to dynamically set reorder point and preferred stock level for each item, on an ongoing basis. You can always override or disable these calculations for individual items, to handle atypical circumstances. You set up the rules, NetSuite runs the numbers; the end result is a dynamic ordering queue, where you can order all your inventory items with one click and get what you need, when you need it.

Landed Cost

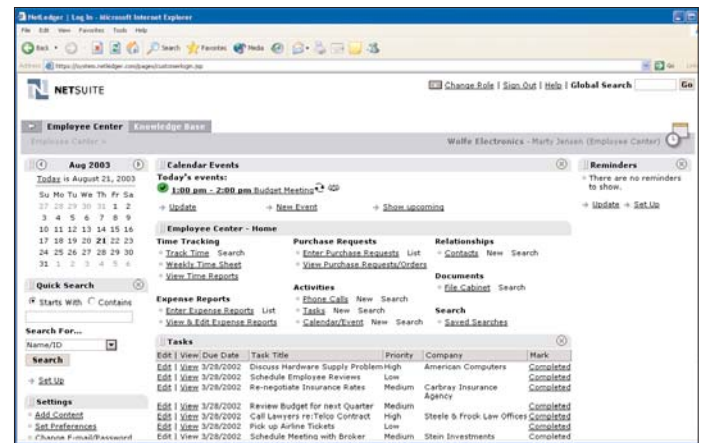
Maximizing profit margin is key to the success of wholesalers and distributors. To more accurately calculate profit, particular for importers, expenses like shipping or duty must be added to material costs to calculate landed cost.

NetSuite makes it easy to track landed cost, by allowing you to allocate expenses to inventory receipts according to weight, value, or quantity. These allocated costs become part of the item's asset value. Then, when you sell, landed cost is used as the basis for cost of goods sold, and your inventory profitability report will compare revenue to landed cost rather than material cost.

PURCHASING FEATURE HIGHLIGHTS

Requisitions

With NetSuite, purchase requisitions are created via an online form that replaces the paper-based forms—and the entry errors—of the past. Once completed, the requisition is forwarded via a workflow engine to the right approver. With online forwarding and notification, paper pileups and related delays are things of the past.



Employee Center

Purchase Orders

You can create Purchase Orders from approved purchase requisitions, or generate them automatically once reorder points have been reached. Purchase Order numbers are generated automatically for matching.

Receiving

Incoming items are received at the facility and logged into the system as having matched the original purchase order.

Payment

With proper receipt and purchase order matching, your Accounts Payable department will be notified that payment should be made to the provider. Payment can be made with a paper check, via online banking or EFT.

Vendor Center

These days more than ever, businesses strive to be more collaborative. With the integrated Vendor Center, your company can provide your vendors with direct access to information that is relevant to your partnership, including purchase orders, accounts payable data, and other key documents. And while this functionality is integral to NetSuite, it is typically a long-term goal for other mid-market offerings.

NetSuite

ACCOUNTING HIGHLIGHTS

General Ledger

General Ledger allows an unlimited number of accounts and sub-accounts, and supports account numbers as long as 15 alphanumeric characters. Plus, users can define their own accounting periods and close individual components separately. NetSuite has predefined more than 21 different charts of accounts for different industries, but you can customize them further if necessary. You can also set up as many departments and classes as you want to track.

In addition, NetSuite continuously maintains a complete audit trail. It tracks who made the entry and when, referencing each transaction by the user login details.

Accounts Receivable

The trouble-free workflow of NetSuite's Accounts Receivable functionality lets you convert an estimate into a sales order with a single click, and a sales order into an invoice in another click. Accept a payment or issue a credit against an invoice in a single click—without re-entering any data. Customers can pay using one of several predefined or customized payment methods including cash, credit card, or EFT. Entries automatically post to the General Ledger. Recurring journal entries can be memorized. And reversing journal entries can be scheduled for automatic posting.

Accounts Payable

NetSuite's Accounts Payable allows you to manage an unlimited number of vendors, as well as multiple accounts payable accounts. Rather than having to working across many screens, you can add vendors on the fly. Within Accounts Payable, you can automatically track all vendor purchases and payments. The system tracks bills and generates automatic payments for approval. It also calculates and generates sales tax payments.

For all invoices and charges, NetSuite automatically calculates sales tax, finance charges, and discounts based on customizable payment terms. Customers' charges can be rolled up into monthly statements, and all documents can be e-mailed or faxed directly from within the application. In addition, customers can view their transaction history and make payments online in their password-protected Customer Center. Credit cards can be approved and processed online. Accounts Payable offers enormous flexibility, so that you can manage your vendors, purchase orders, bills, and liability payments efficiently.

Multi-currency Transactions and Reporting

Multi-currency enables businesses that have offices operating in other countries, or firms that do business with foreign companies, to record

and track transactions in those foreign currencies. The automated currency revaluation feature generates journal entries to reflect exchange rate fluctuations on any open accounts payable or receivable transactions; as a result, you can ensure that all your financials reflect the current valuation of those currency balances.

Edit	Name	Symbol	Base Currency	Exchange Rate
Edit	U.S. dollar	USD	Yes	1
Edit	British pound	GBP		1.466
Edit	Canadian dollar	CAD		.6516
Edit	Euro	EUR		.9688

Multi-currency

Billing Schedules

NetSuite allows you to keep track of invoicing and billing schedules and handle incentive compensation on these billings. In addition, revenue forecasting of these scheduled payments is projected accurately rather than in one sum at the time of order placement. Now you can automate billing schedules and commission payments so they are processed faster, more conveniently, and at a lower cost to the business.

Revenue Recognition

In specific businesses, such as service organizations, tracking deferred revenue is critical to accurate financial reporting. In NetSuite, you can now create revenue recognition schedules for all your sales transactions. These schedules are extremely flexible and customizable, and can be assigned on a per-item basis. A dashboard reminder notifies you when there is revenue due to be recognized, and allows you to review the data, then NetSuite automatically creates the appropriate journal entries. Forecast and deferred revenue reports are provided to give you visibility into all your deferred and recognized revenue.

Expense Allocation

Expense allocation is a simple but powerful feature that allows you to enter expenses without assigning them to classes, departments, or locations, and then allocate them later according to a weighted formula. You can even reassign them to different GL accounts. Allocation schedules can be used once or set up to recur on a regular basis, like a memorized transaction. A dashboard reminder tells you when there are active allocation schedules that need to be processed. After reviewing the information, with one click you can create a journal entry for all the schedules. You can create and run multiple schedules to execute 'waterfall' allocations.

NetSuite

Banking, Online Banking, and Online Bill Payment

The banking features allow an unlimited number of bank accounts. You can write and print checks, or use the Online Bill Pay function to transfer funds electronically. You can also import bank statement data to reconcile it with all your accounting transaction data.

Advanced Budgeting

With NetSuite, creating and managing budgets is easier and more powerful than ever before. You can enter budgets for all your accounts on one screen, reducing time and labor. Or, you can create an entire budget even faster with the Copy Budgets utility. This allows you to create a new budget based on another budget or actual financials. You can specify to increase/decrease the amounts being copied by a certain percentage.

If you have more complex needs for setting up budgets, you can create them outside NetSuite and import them in a CSV file format. You can export budgets into this same format. The Budget Income Statement and Budget vs. Actual reports have been rewritten to allow full customization. The Multiple Budgets feature allows you to set up, and report on, more than one budget for the same set of criteria. For example, you might want a 'best case scenario' budget and a more conservative budget.

Multi-company Consolidations

Multi-company Consolidation allows multi-level businesses, such as holding companies, to consolidate all the financial data of their individual business units into a single set of financial statements. The consolidated statements provide a way to drill down into the data—even to the transaction level. As a result, your executives can better understand how each of your business units is performing.

Customizable Financial Reports

You can create and define financial reports according to the way you want to see them. By customizing the layout, content, and language, you can view just the information you need in order to make more informed decisions. Whether you need income statements, balance sheets, consolidated reports, variance reports, or side-by-side comparisons, NetSuite can help you create the right report.

EMPLOYEE MANAGEMENT FEATURE HIGHLIGHTS

Employee Records

NetSuite stores all employee information in a comprehensive employee record. Each record includes employee contact information, hire date, subsequent review date, department and supervisor names, salary, withholdings, deductions, and sick and vacation day accruals. Your

HR department can also store confidential files—such as performance reviews, payroll details, employment contacts, and option plans—in NetSuite's File Cabinet.

Employees can log in to the Employee Center to view and print their pay stubs. In the Employee Center, click Paycheck History. The result is a list of all paychecks processed for the employee. Click Print to print the paycheck stub. Employees can also edit W-4 information through the Employee Center.

Expense Reporting

NetSuite expense reporting accelerates the process of distributing reimbursements to employees. Employees can fill out expense reports, bill items to clients or jobs, and route their reports automatically to supervisors. Supervisors, in turn, can approve the reports from their dashboards with one click of a button. Approved expense reports are reflected automatically on the next payroll run.

Time and Billing

With NetSuite, you can track time and billing for an unlimited number of customers, jobs, and sub-jobs. Track the status of a job; assign billable time to individual jobs, departments, and/or classes—all automatically. You can also track the job's start date, estimated and actual end date, and generate customer invoices automatically.

Commission and Payroll Processing

With NetSuite, you have the flexibility to schedule complex commission structures based on how you do business. For example, you can structure commissions based on quantity or sale amount; service item sold; or simply, total sales within a given period. Commission management also gives you the ability to set sliding scales and kickers. You can produce and roll up schedules into managerial commission plans for sales executives, allowing for a multi-tiered schedule. With commission reports approved, payments will be processed automatically through the payroll module within NetSuite. In addition, sales representatives can view real-time reports and forecast their commissions on their dashboards.

Schedule and Task Management

Each employee can manage his or her calendar, tasks and reminders from the Real-Time Dashboard. NetSuite alerts employees to all tasks and meetings automatically. Plus, employees can sync their calendars with Microsoft Outlook.

NetSuite

NetSuite Premier Payroll Service

NetSuite Premier Payroll Service is the complete, full-service solution to manage your payroll. We do all the hard work for you, including handling all filings and deposits for federal, state and local jurisdictions. The Premier Payroll Service minimizes payroll headaches, reduces tedious paperwork, and gives you peace of mind with our "No Penalties Guarantee". Managing payroll has never been so easy.

Benefits of NetSuite Premier Payroll Service

- **Guaranteed Accuracy.** We back the accuracy of our payroll service with our "No Penalties Guarantee". Your deposits and filings are accurate and on time-or we pay the penalty.¹
- **Integration.** NetSuite Premier Payroll Service is completely integrated with NetSuite accounting, for seamless payroll management. Unlike when you use a third-party payroll product, you'll never need to re-enter payroll data into NetSuite, so you save time and minimize the chance of data entry errors.
- **Simplicity.** Your typical payroll run will take less than five minutes. There are no software programs to download, buy, install or learn to use.
- **Flexibility.** You can choose one of three convenient ways to pay employees: direct deposit, print checks yourself, or have us print and deliver checks to you.

Benefits of NetSuite Premier Payroll Service

- All tax filing and government deposits are handled for you for all jurisdictions, saving you time, headaches and tedious paperwork. You'll never need to prepare or mail payroll tax forms again.
- Automatically calculates earnings, deductions, company contributions and taxes.
- Completely integrates with NetSuite accounting, expense reporting, time tracking and commissions providing truly seamless payroll management, and reporting.
- Supports all U.S. federal, state and local payroll taxes-tax table updates are included.
- Prepares, prints, and files W-2 and 1099-MISC forms for your employees and contractors at year end.
- We'll represent you with payroll tax authorities if an issue ever arises while you are on our service.
- Determines company and employee tax authorities automatically.

- Facilitates paperless payroll when used together with Employee Center (optional), allowing employees to view history of paychecks and more.
- Offers the ability for you to use direct deposit to pay your employees at no extra charge.
- Handles all new hire reporting to state and local authorities as needed.

NetSuite

Ecommerce Summary:*

• Database-driven Web Store

- Credit Card Processing, PayPal
- Secure Shopping Cart
- Integrated Inventory
- Integrated Order Management
- Gift Certificates
- Integrated Order Management
- Item Coupons, Discounts
- Price Levels
- Automated Upsell/Cross-sell
- FedEx & UPS Shipping

• Database-driven Web Site

- Site Building
- Site Appearance Themes
- Descriptive URLs
- Multi-language Sites
- Hosting
- Site Search
- Custom Publishing
- Web Site Developer's Kit

• eBay Integration

• Search Engine Optimization

- Meta Tags
- Alt image tags
- Page titles
- Breadcrumbs
- 301 permanent redirects
- Friendly URLs

• Site Search

• Web Analytics

- Referrer Report
- Search Engine Keyword Report
- Site Search Analysis
- Customer Activity Reports
- Visitor Detail Reports
- New and Unique Visitor Reports
- Web Report Snapshots and KPIs

• International

- Multi-Currency

• Multi-Site and Domain Redirects

• Customer and Vendor Center

- Self-Service
- Order Tracking
- Payments
- Purchase Orders

• Online Support

- Knowledge Base
- Trouble Ticket Creation
- Online Case Form

*Some features are sold in add-on modules.

Ecommerce

NetSuite's Ecommerce functionality lets you leverage the Web to grow your business faster and more cost effectively. It transforms your static Web site into a dynamic, database-driven ecommerce portal, which ties together online customer acquisition efforts with back-office order fulfillment. Your company can deliver an intuitive and satisfying experience to both customers and partners.

DATABASE-DRIVEN WEB STORE FEATURES

Integrated Tools

NetSuite's Web capabilities include easy-to-use site-building tools, secure shopping cart functionality, integrated PayPal solution, real-time credit card processing with multi-level fraud protection, coupons, cross-selling, and more—all the functionality to give your wholesale/distribution business a high-end Web presence that is easily maintained.

Integrated Inventory Management

Customers shopping on your site are able to view real-time inventory, and see if items are out of stock or if they can be back-ordered. Inventory management is easy as any changes made in the back office will automatically reflect on your site. Extend privileged access to your customers to view special pricing offers for preferred partners, and when offering volume discounts, your store can provide the volume discounts that are available.

Integrated Order Management

You can watch store orders on your real-time dashboard and have them automatically routed to the appropriate person for approval. This integration eliminates the manual transfer of customer information to customer records. With seamless integration with FedEx® Shipping functionality and UPS OnLine® Tools, customers get real-time shipping rates. NetSuite enables you to easily add a layer to your sales channels without the costs and on-going maintenance required for traditional Web presences.

Gift Certificates

You can sell Gift Certificates online, and accept Gift Certificate payments on your website. The Gift Certificate can be sold for either a fixed price amount, or you can allow the shopper to choose the value of the certificate. When a shopper buys a Gift Certificate for another person, we will automatically send the recipient an email with your web store information. When a shopper redeems a Gift Certificate, they can purchase less than the total amount of the certificate, and keep a remainder on it for future use. If their purchase exceeds the value of the certificate, they can pay for the difference with a credit card.

Item Coupons/Discounts

You can create coupons or discounts that are only valid on certain items, or alternatively that are valid on all items except a few specified items. For instance, you can have a 10% off coupon only good for glass items, or a 20% off promotion good for everything except new arrivals.

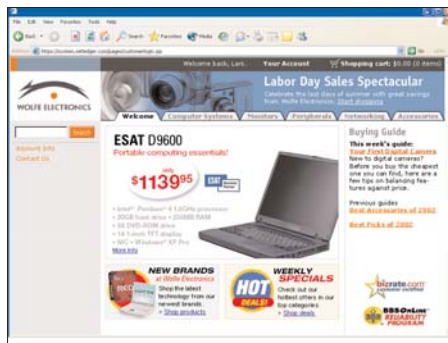
NetSuite

Automated Upsell Recommendations

You can display automatic up-sell and cross-sell recommendations based on what other customers have purchased. You can display either the automatic recommendations, or you can set manual up-sell recommendations, or both. You can also now display up-sell recommendations on the Shopping Cart page.

Usability

Usability has also been paramount in NetSuite's design. NetSuite offers registration-free shopping, which speeds checkout by allowing shoppers to make purchases without going through a lengthy registration process.



Database Driven Website

Promotional URLs allow you to customize the URLs of your Web pages to make them easy for customers to remember. The site can also be tailored to focus on B2B or B2C commerce. Furthermore, you can offer customers the option of paying via credit card, or being invoiced, with all credit terms managed within the system.

DATABASE-DRIVEN WEB SITE FEATURES

Site-Building Tools

With NetSuite, you can set your Web site apart with online site-building tools that allow you to choose from a variety of layout styles and designs. You can upload your own HTML files to create a unique Web site look, and can customize site elements such as headers, footers, tab bars, sidebars and content wrappers. You can even display different looks and site elements on each tab. No HTML expertise is required to set up or manage your NetSuite Web site. Forms are easily set up to capture leads or gather inquiries.

Hosting and Publishing Capabilities

With NetSuite you can host an entire HTML Web site. By using smart tags, you can convert static sites into dynamic pages, pulling any key business data from the database. Publish unique content to your site, including documents, catalog items, or employee directories. A comprehensive permissions system allows you to publish to an individual, department, or group. NetSuite flexibility allows you to create hybrid sites that use static HTML and dynamically created pages like product catalogs and checkout areas.

Appearance Themes

Every site many custom appearance themes to choose from.

The themes, all built by professional designers, allow you to change the look of your tabs, buttons and portlets. They allow you to apply custom templates to your items and your lists. For users with NetSuite Site Builder, you can view the HTML of the templates and further customize them in any way you choose.



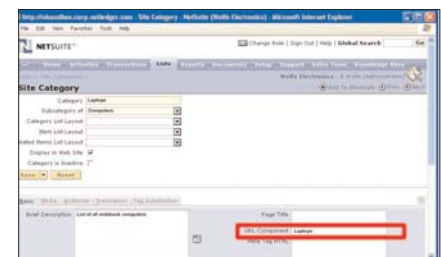
Category Templates

With Site Builder, you can upload your own templates for list views. The templates control the look of the category page, as well as the display of the items and subcategories on the page. In addition, NetSuite will provide several list templates for your use and you can further customize these templates if desired.

Descriptive URLs

All of your website pages can have easy to remember, descriptive URLs. For instance, a hammer organized in a "tools" category can have the following URL:

www.MyCompany.com/tools/hammer.html



The URL can display the name of the item, preceded by the names of its parent categories.

MULTI-LINGUAL WEB SITES

You can display your website in multiple different languages. You can translate every page, every field and every button into a nearly unlimited number of languages.

Your shoppers will see a drop-down with the names of the languages you display in. As soon as they choose a new language, the entire website is translated to that language.

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Search Engine Optimization

Businesses today seek to optimize what is becoming shoppers' channel of choice: search engine rankings. That's why NetSuite uses cutting edge technology to optimize how search engines index your site. NetSuite allows you to customize search engine information easily for your Web site(s). For example, you can submit separate meta tags and page titles for each of your items. NetSuite's search engine optimizer pulls all the relevant information from a page, including product names and categories, and strategically links them together for intuitive navigation and search engine friendliness. Customized title tags and meta tags for each item improve the search ranking of your pages. Dynamic breadcrumb trails enhance end-user usability as well as search engine optimization. The information that NetSuite displays to customers is different from what it displays to search engine bots. This capability ensures optimal indexing, while still providing customers a high degree of personalization (by displaying customers' names, cart contents and other unique content).

Site Search

Site search is the new navigation. Recent studies show that about 80 percent of all online users head straight for the search button when browsing a site, with the remaining 20 percent following different links to the content of their choice. Given that most users want fast, easy access to searchable information, it's imperative that ecommerce companies deliver enhanced search capabilities. After all, savvy users who can't find the content they need quickly defect to other Web sites.

Visitors can search from anywhere on the Web site, with the exception of checkout. Users can customize searches by choosing which fields to query, which results to view, and how to sort the results. For example, users can search by price and manufacturer, but only view the results from a specific warehouse. Visitors can rank results by relevance. For example, a search by name might rank higher than a search by product description. Users can also run searches based on partial word matches across alphanumeric and hyphenated breaks. For example, a product called "Dog55-Bowl" could be found by searching for "Dog," "55," or "Bowl."

eBay Integration*

The NetSuite eBay integration allows sellers to sell on eBay as easily as they sell on their own websites or with their internal sales teams. You can manage eBay activities directly from within NetSuite:

- Push products to eBay.com and eBay Stores directly from the NetSuite product catalog with the appropriate listing categorizations and pricing (Starting, Reserve and Buy It Now) to maximize visibility and placement.

- Initiate Chinese or Dutch auction-style listings while specifying scheduling, duration, promotions and much more.
- View all live listings within NetSuite, including details on how the bidding is progressing and when the listing is set to close.
- Receive orders from eBay buyers automatically once the listing closes and a sale takes place. This automatic import creates both a customer record within NetSuite along with a sales order which flows seamlessly through to the fulfillment and shipping processes.
- Automatically lower an item's available inventory when it has been sold through eBay and update the customer's purchase history, permitting future upsell and cross-sell marketing campaigns to be targeted to that customer.

*eBay integration is presently available in the United States.

CUSTOMER AND VENDOR SELF-SERVICE

Self-Service

NetSuite extends B2B and B2C collaboration, and helps make you a preferred partner to do business with by providing portals for customers, vendors, and partners to interact with you. These password-protected self-service areas give partners the tools and information they need, such as to track shipments, make payments, view order statuses, check inventory orders, view purchase orders, and more. Streamline the management of your external partners through NetSuite's self-service capabilities.

Online Support

NetSuite enables you to add another dimension to your customer support efforts. By publishing the NetAnswers Knowledge Base and customer case forms, your customers are able to respond with questions or issues, 24/7. All case forms can be routed to the appropriate representative depending on the topic of the issue. In this way, you are able to quickly handle customer issues and increase customer satisfaction and loyalty.

Website Analytics

NetSuite's single system integrates all business functions to provide the most actionable and insightful net analytics software available. The unique benefit of NetSuite's new analytic features is that they tie traditional Web metrics with transaction data and specific customer activity data. Thus the reports tell you not only how your customers found you, but also measure the ROI of your referrers and search engine keywords. The reports tell you not only which pages are most frequently visited, but exactly which customers visited them and when these visits took place. And unique to NetSuite, you can drill down to individual customers and review all of their activities on your site,

NetSuite

including their shopping cart content, their pages viewed, their referring URL and keyword, their click-stream paths, and much more.

REPORTS INCLUDE:

Referrer Report

Referrer reports tell you where your visitors are coming from. It records the referring URL from which your visitor originally navigated. This tells you where your traffic is coming from.

Search Engine Keyword Report

Search Engine Keyword reports track the search terms your visitors used to find you. For instance, if your visitor looked for you on Google using the search term "Racing Bikes," and then linked from Google to your Web site, NetSuite records both the referring URL (Google) and the search keywords (Racing Bikes).

Customer Activity Reports

Now you can have a complete understanding of your visitor's Web activities. Each customer record details how the customer found your site (referrer and search engine keyword), what pages they have visited, which click-paths they navigated, how many times they have visited, when their visits took place, and what page they are currently viewing. You can also see exactly what is in their shopping cart, giving your sales force assistance in closing the sale, and your marketing team valuable segmentation information.

Visitor Detail Reports

Visitor detail reports allow you to see exactly which visitors performed the activity you are measuring. For instance, you can see exactly which visitors clicked on each page, came from each referrer, or searched by each keyword.

New and Unique Visitor Reports

Enhance your visitor and page view analysis with reports that distinguish first-time visitors from return visitors, and provide separate information for each. Not only can you see if it is the visitor's first visit during a time frame, but also if it is their first visit overall. This provides much more robust visitor information. You can place the two visitor metrics directly onto your dashboard as a KPI.

Web Report Snapshots and KPIs

You can now display a whole set of Web metrics on your dashboard in the form of reports and KPIs. Among the new Web report snapshots are Referrer, Keyword, and page views. The Referrer and Keyword report snapshots let you view the top Referrers/Keywords by either number of visitors or by revenue generated.



Web Reports

INTERNATIONAL

Multi-Currency

Your customers can choose the currency they want to transact in. Your Web store can display and sell in any currency that you set up, and let your customers choose their currency. All prices will be automatically updated to display your customer's preference.

MULTI-SITE AND DOMAIN REDIRECTS

Multi-Site

You can now point multiple domain names to NetSuite, and point each domain name to a different Web page. If you are hosting HTML pages on NetSuite, this allows you to display an entirely different site on each domain name. However, you still only have one shopping cart, which must be shared across all sites.

Domain Re-directs

Each domain that you point to NetSuite can be re-directed to another domain, and can include hidden parameters. This allows you to pass parameters such as affiliate IDs into a domain name.