

The Oracle NetSuite Integration

1. Goal of the integration	3
1.1 Simply manage your data.....	3
1.2 Less mistakes, quicker billing	3
1.3 Advantages of the integration.....	3
2. Principles of the integration	4
2.1 NetSuite is the starting point for your customers, products and services	4
2.2 Create and schedule a work order and register hours.....	4
2.3 Customer added to the work order should match the customer in NetSuite	4
2.4 Archiving the work order in Simon creates a sales order in NetSuite	4
2.5 Removing customer should be done in NetSuite, Simon updates automatically	4
3. Exchanges in the integration	5
3.1 Retrieving products from NetSuite	5
3.2 Retrieving customers from NetSuite.....	5
3.3 Work addresses are retrieved from NetSuite, but may be added in Simon	5
3.4 Archived work orders are sent to NetSuite.....	5
3.4.1 How are the registered travel times in the work order sent to NetSuite?	6
3.4.2 How are the registered work times in the work order sent to NetSuite?	6
3.4.3 How are the registered products transferred to the sales order in NetSuite?.....	6
4. Activating the integration	7
4.1 Where should I start when creating the integration?.....	7
4.2 How do I activate the integration?.....	7
4.3 Why should I erase my database before I can activate the integration?	8
4.4 Where can I deactivate my integration?	9
5. Settings integration	10
5.1 What should I do with the settings of the integration?	10
5.2 How do I select the right Subsidiary?.....	10
5.3 How do I send my registered travel time to NetSuite?	10
5.4 How do I send my registered work time to NetSuite?	11

5.5 How can I be selective in the products I want to send from NetSuite to Simon?	11
5.6 Can I add a default product to my sales order in NetSuite?	11
5.7 Can I prevent work orders from being send to NetSuite?.....	12
5.8 With what kind of information can I fill the memo field in NetSuite?	12
5.9 With what kind of information can I fill the customer reference in NetSuite?	13
5.10 Can I send my work order PDF and own form PDF to NetSuite?	13
5.11 Can I register the sales order per user on a different warehouse?.....	13
5.12 Can I retrieve sales orders from NetSuite to Simple-Simon?	14
6. Edit settings integration	15
6.1 How can I edit the settings of my integration?	15
6.2 Are there any consequences if I edit the interface?	15
6.3 When are changes to the integration activated?.....	15
6.4 Can I undo my settings?	15
7. How does the integration work?	16
7.1 Why should I empty my database before starting the integration?	16
7.2 How long does it take for NetSuite and Simon to synchronize?	16
7.3 How often is a clean-up done in Simon?.....	16
7.4 Why does it take a while (the first time) to retrieve the data from NetSuite?	16
8. Logging – notifications integration	17
8.1 My integration with NetSuite does not work, what should I do?	17
8.2 What is the meaning of the various notifications?	17
8.3 Notification is shown in my NetSuite integration, what should I do?	18
8.4 What is the meaning of the various colours in the notifications?.....	18
9. Stop the integration	19
9.1 Where can I stop the integration with NetSuite?	19
9.2 Are there any consequences if I stop my integration with NetSuite?.....	19
9.3 Should I contact Simon to stop my integration with NetSuite?	19

1. Goal of the integration

1.1 Simply manage your data

One of the many advantages of using the integration between Simple-Simon and Oracle NetSuite is that you can control your data in one spot. Once the integration between Simple-Simon and NetSuite is set, NetSuite becomes the main ERP system. Customers and products should be added to NetSuite. Simple-Simon automatically updates according to the mutations that are done in NetSuite. Add your customers and products to NetSuite, Simon will copy these and you can start creating and planning your work orders!

1.2 Less mistakes, quicker billing

Controlling your data in spot ensures you make less mistakes while billing to your customers. Create a work order in Simon, schedule the work order for yourself or your co-worker and register products and hours. Once the work order is reported finished and archived, it is sent to NetSuite as a sales order within 5 minutes. Check, edit and confirm that the sales order is correct and send the bill to your customer. The integration between Simple-Simon and NetSuite creates less mistakes and makes your billing quicker.

1.3 Advantages of the integration

The integration between Oracle NetSuite and Simple-Simon comes with plenty of advantages, as you:

1. Can send your bill **quicker** and you make **less mistakes**.
2. Simon automatically acquires all **your customers and products and services** from NetSuite and this is directly available in Simon.
3. Your work order is finished in Simple-Simon, the archived work order is sent back to **NetSuite** as a **sales order**.
4. Is your work order ready? Within **5 minutes** the bill can be send to your customer.
5. It makes processing work order effortless, directly save **time** and **money**!
6. The integration **can be easily created by yourself**, ready within 5 minutes.

2. Principles of the integration

2.1 NetSuite is the starting point for your customers, products and services

Once the integration between Simple-Simon and NetSuite is set, NetSuite becomes the main ERP system for your products and services and customers. Simple-Simon automatically updates once mutations are done in NetSuite. Adding customers or items (products in Simon) and editing them, should be done in NetSuite. Customers or products added to Simon cannot be forwarded to NetSuite. In order to prevent incorrect billing, customers and products added to Simon will therefore be automatically removed from Simon. This is done a few times a week.

2.2 Create and schedule a work order and register hours

You can start creating work orders once all your customer and products are transferred to Simple-Simon. Creating the work order is normally done in Simple-Simon, but it is also possible to let NetSuite create a work order automatically from a sales order. Create a work order, schedule the work order for yourself or your co-worker and register hours and/or products. You can also add own forms that ask specific questions about the job done.

2.3 Customer added to the work order should match the customer in NetSuite

Every customer that is added to a work order, should be a customer that is transferred from NetSuite to Simple-Simon. When you archive the work order in Simon, a sales order is created for that particular customer in NetSuite. Your customer database is available for your office and in the field employees. They can select the correct customer. It is not possible to send the work order to NetSuite if no customer is registered on the work order. The integration will send an error notification as it is not possible to create a sales order in NetSuite without selecting a customer.

2.4 Archiving the work order in Simon creates a sales order in NetSuite

You can send your work order to NetSuite by archiving the work order in Simon. In order to do so, the work order needs to be reported as finished. Check the finished work order, edit if necessary and archive the work order. Within a few minutes the work order becomes a sales order in NetSuite. The sales order is added to the selected customer. That way it is easy to control your work orders and sales orders. The integration logging allows you to precisely follow this process. For example, if no customer is added to the work order then no sales order can be created in NetSuite. The integration logging shows you what might be wrong and how you can fix this.

2.5 Removing customer should be done in NetSuite, Simon updates automatically

Removing or inactivating customers should be done in NetSuite. NetSuite is the main ERP system and Simon updates accordingly. A few times a week Simon checks and removes customers that are removed in NetSuite as well. You do not need to remove these customers yourself; Simon does this automatically.

3. Exchanges in the integration

3.1 Retrieving products from NetSuite

Once the integration between Simple-Simon and NetSuite is set, NetSuite becomes the main ERP system for your items (products in Simon). Every time you add an item to NetSuite, the item is placed in Simon within minutes. *Important note: only 'Inventory items' are placed in Simple-Simon!* Simple-Simon automatically updates once mutations are done in NetSuite. Your product database is available for your office and in the field employees. They can select the correct product. Adding items (products) and editing them, should be done in NetSuite. Products added to Simon cannot be forwarded to NetSuite. In order to prevent incorrect billing, products added to Simon will therefore be automatically removed from Simon. This is done a few times a week.

3.2 Retrieving customers from NetSuite

Once the integration between Simple-Simon and NetSuite is set, NetSuite becomes the main ERP system for your customers. Every time you add a customer to NetSuite, the customer is placed in Simon within minutes. Simple-Simon automatically updates once mutations are done in NetSuite. Your customer database is available for your office and in the field employees. They can select the correct customer. Adding customers and editing them, should be done in NetSuite. Customers added to Simon cannot be forwarded to NetSuite. In order to prevent incorrect billing, customers added to Simon will therefore be automatically removed from Simon. This is done a few times a week.

3.3 Work addresses are retrieved from NetSuite, but may be added in Simon

The standard customer address is automatically retrieved from NetSuite and becomes the customer address in Simon. A work address is the location where the job should be done. Billing and/or shipping addresses created in NetSuite are also added to Simon as work addresses. You are also allowed to add work addresses in Simon. Just make sure you match the work address to the correct customer (which is retrieved from NetSuite). You can create as many work addresses in Simon as you wish, if they are matched to a customer.

3.4 Archived work orders are sent to NetSuite

Sending work orders to NetSuite is done by archiving them in Simple-Simon. Only a work order that is marked as finished can be archived. Once you archive the work order, within minutes it is placed in NetSuite as a sales order. You can archive the work order by selecting 'Archive' in the work order overview. This button is only available if the work order is **reported** as **finished**. The work order is sent to NetSuite as a sales order and placed at the correct customer. Your co-workers in the office can check the work order before sending it to NetSuite. That is how you easily manage and control your work orders and bills.

3.4.1 How are the registered travel times in the work order sent to NetSuite?

The registered travel times in the work order can be sent to NetSuite as an order line on the sales order. You can determine which product should be used to book the times in NetSuite. You can determine this by changing the settings of the integration. More information about the integration's settings can be found in chapter 5.3 "How do I make sure Simon sends my registered travel time to NetSuite?". An example: let's say you registered 15 minutes of travel time on the work order in Simon. In NetSuite the travel time is registered as 0,25 x "your chosen product". In NetSuite you can edit the quantity, price or product before you send the bill to your customer. It is also possible to not register the travel time in NetSuite. Do you want to know more about this option? Take a look at the settings in chapter 5.3.

3.4.2 How are the registered work times in the work order sent to NetSuite?

The registered work times in the work order can be sent to NetSuite as an order line on the sales order. You can determine which product should be used to book the times in NetSuite. You can determine this by changing the settings of the integration. More information about the integration's settings can be found in chapter 5.4 "How do I make sure Simon sends my registered work time to NetSuite?". An example: let's say you registered 2 hours of work time on the work order in Simon. In NetSuite the work time is registered as 2 x "your chosen product". In NetSuite you can edit the quantity, price or product before you send the bill to your customer. It is also possible to not register the work time in NetSuite. Do you want to know more about this? Take a look at the settings in chapter 5.4.

3.4.3 How are the registered products transferred to the sales order in NetSuite?

The registered products in the work order are transferred to NetSuite as order lines on the sales order. Here you can edit the price and quantity of the product before you send the bill to your customer. Simon automatically selects the correct product in NetSuite, as the product database is based on NetSuite's item list.

4. Activating the integration

There are several options available to make sure the integration works as you wish. Change the settings so that the integration matches perfectly with your workflow. In order to activate the integration, NetSuite and Simon should be connected. This chapter explains how creating the connection works.

4.1 Where should I start when creating the integration?

Make sure you are logged into Simple-Simon and head over to 'Integrations'. Select 'Activate integration' and select 'Usable' at the Oracle NetSuite tile.



**ORACLE
NETSUITE**

Integration: Oracle NetSuite

Working:

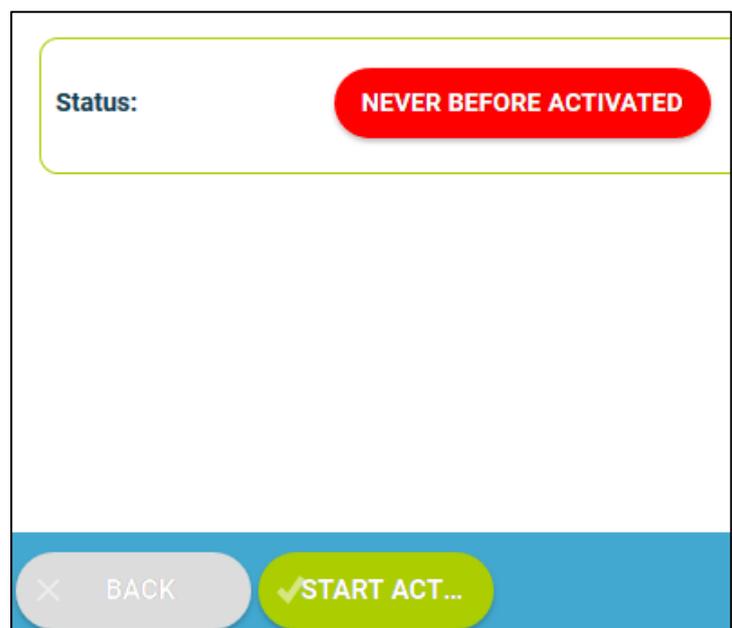
1. Articles and Customers go from Oracle NetSuite to Simon
2. An **archived** work order in Simon becomes a **Sales Order** in Oracle NetSuite
3. The work order-pdf and own forms (pdf) are synced to Oracle if you activate this setting during onboarding.

Please look at this document to view the working in detail:
[Integration Oracle NetSuite with Simple-Simon \(PDF\)](#).

USABLE

4.2 How do I activate the integration?

Select the green button 'Start activation'. We then shortly explain how the integration works. Creating the integration starts by erasing existing Simon data. Chapter 4.3 "Why should I erase my database before I can activate the integration?" explains why and how this can be done.



Status: **NEVER BEFORE ACTIVATED**

BACK **✓ START ACT...**

4.3 Why should I erase my database before I can activate the integration?

It is mandatory to erase your database in Simple-Simon if you want to start the integration with NetSuite. Once the integration between Simple-Simon and NetSuite is set, NetSuite becomes the main ERP system. Customers and products should be added to NetSuite. Simple-Simon automatically updates according to the mutations that are done in NetSuite. Your database in Simon therefore should be emptied first, so that you can begin with a fresh start. Select 'Clear Simon data' to erase the data. Simon then shows you which parts should be erased.

If you are restarting the integration (after deactivating it), you can choose which parts of the database should be erased. Select which parts of the database you want to remove and which should remain.

ORACLE NETSUITE

Integration: Oracle NetSuite

Working:

1. Articles and Customers go from Oracle NetSuite to Simon
2. An **archived** work order in Simon becomes a **Sales Order** in Oracle NetSuite
3. The work order-pdf and own forms (pdf) are synced to Oracle if you activate this setting during onboarding.

Please look at this document to view the working in detail: [Integration Oracle NetSuite with Simple-Simon \(PDF\)](#).

FOLLOW THE STEPS BELOW

<input type="checkbox"/> Mandatory clearing of Simon Data!	<input checked="" type="checkbox"/> CLEAR SIMON DATA
<input type="checkbox"/> Make connection with Simon	
<input type="checkbox"/> Settings	

Below the **Simon-tables** which will be emptied before starting the integration.

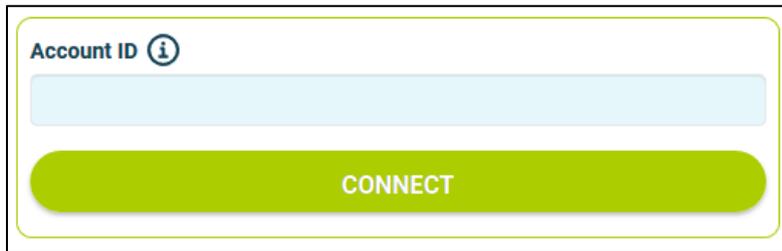
	Table	Number	Last Update
<input checked="" type="checkbox"/>	Article Group	3	2019-09-10 11:24 AM
<input checked="" type="checkbox"/>	Article	12	2019-09-10 11:24 AM
<input checked="" type="checkbox"/>	Work Order	31	2019-09-10 11:24 AM
<input checked="" type="checkbox"/>	Work Address	16	2019-09-10 11:24 AM
<input checked="" type="checkbox"/>	Customer	5	2019-09-10 11:24 AM
<input checked="" type="checkbox"/>	Equipment	0	--
<input checked="" type="checkbox"/>	Contact Persons	10	2019-09-10 11:24 AM

It is possible to start the integration as soon as you have erased the Simon database. You can do so by selecting 'Connect!'.

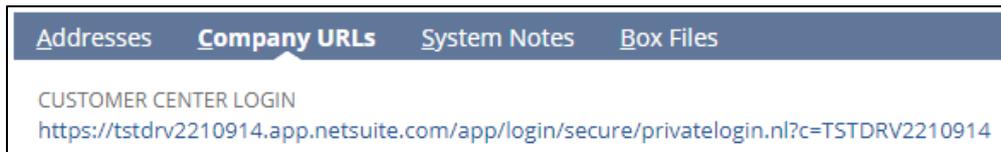
FOLLOW THE STEPS BELOW

<input checked="" type="checkbox"/> Mandatory clearing of Simon Data!	<input checked="" type="checkbox"/> CLEAR SIMON DATA
<input type="checkbox"/> Make Connection with Simon	<input checked="" type="checkbox"/> CONNECT!
<input type="checkbox"/> Settings	

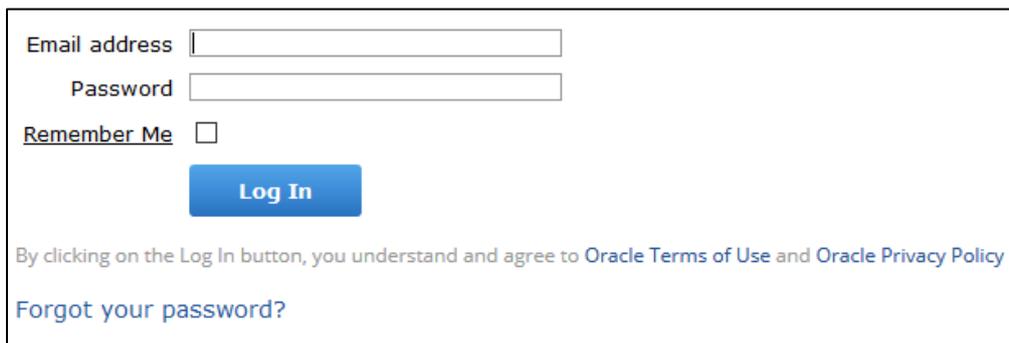
The next step is to make the connection with NetSuite. First, add the Account ID of your Oracle NetSuite account.



You can find the Account ID in NetSuite when you go to 'Setup' -> 'Company' -> 'Company Information' -> 'Company URLs'. In this case, the Account ID is "tstdrv2210914".



Then, the next step is to login to your NetSuite account:



If the credentials are correct, you are sent back to the 'Settings' page in Simon.

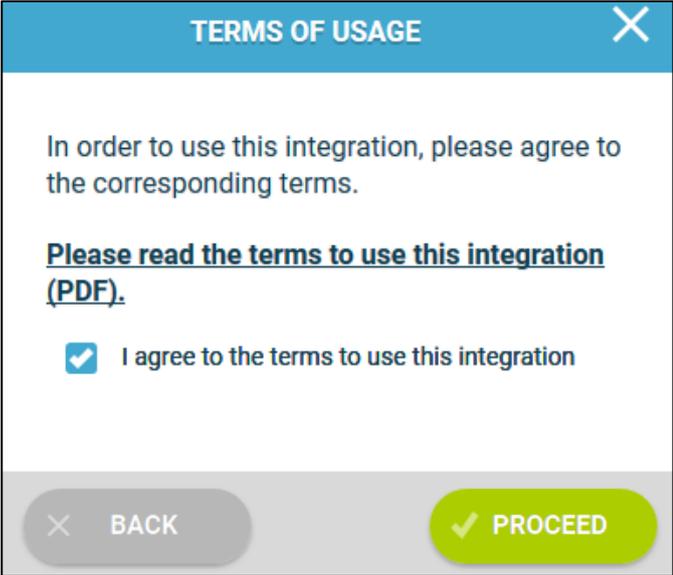
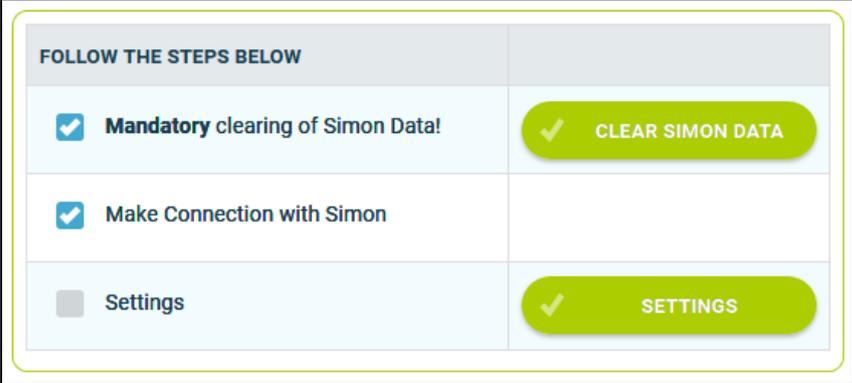
4.4 Where can I deactivate my integration?

If wanted, you can immediately deactivate your integration. Once you deactivate the integration, it will stop automatically. You do not need to contact Simple-Simon to deactivate your integration. The moment you deactivate your integration, NetSuite will no longer transfer customers and products to Simon and you cannot send work orders to NetSuite either. Of course, you can restart the integration at any moment. The moment you restart the integration, Simon will start updating the customer and products again and it is possible to send work orders to NetSuite as well.

5. Settings integration

5.1 What should I do with the settings of the integration?

You can use the settings to determine how the integration should work. The settings can be selected after you have erased the Simon data and created a connection between Simon and NetSuite. Select 'Settings' to manage the settings. When using the integration you agree with the terms and conditions of the integration.

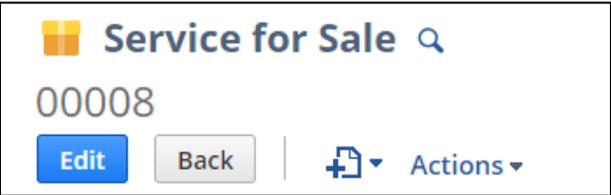


5.2 How do I select the right Subsidiary?

The first thing to do in Simple-Simon is to select the correct NetSuite subsidiary to integrate with. The customers and products will be synchronized from the chosen subsidiary. An archived work order in Simple-Simon becomes a sales order in the chosen subsidiary.

5.3 How do I send my registered travel time to NetSuite?

If wanted, you can send the, in Simon registered, travel time to NetSuite. The product you choose here is the product which is selected in NetSuite when sending the travel time to NetSuite. For example, if you register 15 minutes of travel time in Simon, 0,25 x the product is registered in NetSuite. *Important note: the selected item should be a 'Service Item'!* Select 'Check' to validate the product in NetSuite.



On which article in your accounting software you want to register Simons travel time? ⓘ ⓘ

00008 ✎

Travel time

5.4 How do I send my registered work time to NetSuite?

If wanted, you can send the, in Simon registered, work time to NetSuite. The product you choose here is the product which is selected in NetSuite when sending the work time to NetSuite. For example, if you register two hours of work time in Simon, two times the product is registered in NetSuite. *Important note: the selected item should be a 'Service Item'!* Select 'Check' to validate the product in NetSuite.

 **Service for Sale** 🔍

00009

[Edit](#) [Back](#) |  **Actions** ▾

On which article in your accounting software you want to register Simons work time? ⓘ ⓘ

00009 ✎

Work time

5.5 How can I be selective in the products I want to send from NetSuite to Simon?

If wanted, you can determine which product groups you want to send from NetSuite to Simon. So when you do not want all of your products in Simple-Simon, add the product groups here that you DO want to sync with Simon. If this setting is empty, all of the products (if these are 'Inventory items') will be synced with Simple-Simon. Select 'Check' to validate the product in NetSuite.

Optional setting if you only want to sync certain article groups from your accounting software to Simon ⓘ

BIC00011 ✎

Article group filter is checked!

5.6 Can I add a default product to my sales order in NetSuite?

If wanted, you can automatically add a default product to your sales order in NetSuite. This product is automatically placed on your sales order once you send the work order from Simon to NetSuite. An example of a default product is a 'Call-out fee'. If you want the call-out fee to

be automatically added to your sales order, set it as a default product here. *Important note: the selected item should be a 'Stock Item'!* Select 'check' to verify the product.

The screenshot shows a configuration panel with a title "Automatically add a default article?" and an information icon. Below the title is a dropdown menu with "Yes" selected. Underneath is a section titled "Article number in your accounting software" with two information icons. A text input field contains "00005" and has a pencil icon to its right. Below the input field, the text "Standard item" is displayed in green.

5.7 Can I prevent work orders from being send to NetSuite?

When you archive the finished work order, it is sent to NetSuite as a sales order. If you do not want all work orders to be send to NetSuite, you can prevent this by entering a filter word. For example, if you do not want the guarantee jobs to be billed, you can add 'Guarantee' as a filter word. All work orders which have 'Guarantee' in the description of the work order, will not be send to NetSuite. If you leave this setting empty, all work orders will be send to NetSuite.

The screenshot shows a configuration panel with a title "Provide an optional filterword, for Simons Work orders you DO NOT want to send to your accounting software." and an information icon. Below the title is a text input field containing the word "Guarantee".

5.8 With what kind of information can I fill the memo field in NetSuite?

If wanted, you can fill the memo field of the sales order with information from Simple-Simon. You can choose to fill it with Simon's Work address, Simon's Work description or both. You can also select 'Nothing', in that case the memo field will stay empty.

The screenshot shows a configuration panel with a title "What do you want to send to the memo field in your accounting software?" and an information icon. Below the title are four radio button options: "Simons work address" (selected), "Simons work address and Simons work description", "Simons work description", and "Nothing".

5.9 With what kind of information can I fill the customer reference in NetSuite?

If wanted, you can fill the customer reference field of the sales order with information from Simple-Simon. You can choose to fill it with Simon's Work order number, Simon's Customer reference or both. You can also select 'Nothing', in that case the customer reference field of the sales order will not be filled with information.

What do you want as customer reference in your accounting software? ⓘ

- Simons work order number**
- Simons customer reference**
- Simons work order number and Simons customer reference**
- Nothing**

5.10 Can I send my work order PDF and own form PDF to NetSuite?

If wanted, you can send the work order PDF and the own form PDF to NetSuite. The PDFs are then placed on the sales order under 'Communication' -> 'Files'. This makes searching for the correct information easier and quicker.

Which documents from Simon you want to have in your accounting software?

- Only work order PDF**
- Work order PDF and own form PDF**
- Only Own-forms (PDF)**
- Nothing**

5.11 Can I register the sales order per user on a different warehouse?

If wanted, you can connect a Simple-Simon user to a specific warehouse in NetSuite. When this user books products, these will show on the sales order in NetSuite. When you bill this sales order to the customer, the products will be booked in the correct warehouse (the warehouse which is connected to the user who booked the products). Simon checks which user finishes the work order and NetSuite will book the products to the connected warehouse.

If you want to use this, create an own column in the User section of Simple-Simon by going to 'Your team' -> 'Users' -> 'Settings'. You may call this column 'Warehouse code', but you can name it however you want. When you created this column, go back to Users and fill in per user the warehouse code from NetSuite. Then, select in the NetSuite integration settings in Simple-Simon the column you just made.

Do you want to register the sales order, per user, on a particular warehouse? (i)

Yes ▼

Select the own column where the warehouse code is registered (i)

Warehouse Code ▼

5.12 Can I retrieve sales orders from NetSuite to Simple-Simon?

Normally, archived work orders go from Simple-Simon to NetSuite, where they become sales orders. In this setting, you can choose to send sales orders from NetSuite to Simple-Simon, where it becomes a work order. Select 'Yes' if you want that. Note: this only happens once. So when you save a new sales order in NetSuite it gets send to Simple-Simon as a work order. When you adjust this sales order in NetSuite, the changes do not go to the work order in Simple-Simon. Reason for this is that the changes made to a order are done in Simple-Simon after the sales order becomes a work order.

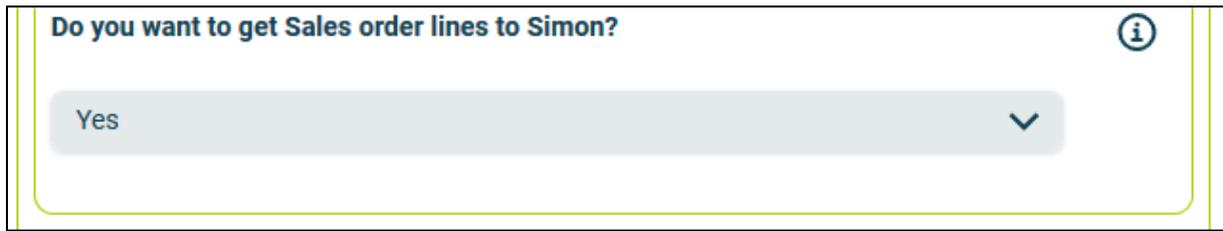
Do you want to retrieve Sales order from your accounting software to Simon? (i)

Yes ▼

If you only want certain sales orders to become a work order automatically in Simple-Simon, you can use a filter word. Use for example WO; only sales orders with the word 'WO' in the description will be send to Simon as a work order. If this setting is empty, all the sales orders will be send to Simon as work orders.

Optionally add a filter word: (i)

The last setting is whether you want the order lines on the sales order in NetSuite to go to the work order in Simple-Simon. If you already add two items on the sales order in NetSuite and the setting is set to 'Yes', these will be added on the Simon work order as products.



6. Edit settings integration

6.1 How can I edit the settings of my integration?

Once you have set the integration with NetSuite, you can edit the settings of the integration. The status of the integration shows you whether it is active or not. By selecting 'Change' you can edit the settings of the integration. The next page will show you the settings button. Here you can edit the integration according to your own wishes. If you edit one setting, all other settings need to be checked as well. Press 'Check' to check each setting. Save the settings and the integration has been edited. The changes in the integration will be applicable from the moment you have edited the integration. This will not be done in retrospective.

Status: ACTIVE

Start	End
2019-09-02 02:33 AM	1899-12-31 03:00 PM

Table	Simon Update	Integration Update
Article	1899-12-31 03:00 PM	2019-09-10 05:37 AM
Customer	1899-12-31 03:00 PM	2019-09-04 04:29 AM
Work address	1899-12-31 03:00 PM	1899-12-31 03:00 PM
WorkOrder_Quotes	1899-12-31 03:00 PM	2019-09-13 12:32 AM
WorkOrder_Estimates	1899-12-31 03:00 PM	2019-09-04 04:51 AM
Work order	2019-09-09 12:49 AM	1899-12-31 03:00 PM
WorkOrderPDF	2019-09-02 03:30 AM	1899-12-31 03:00 PM
UsedItem	1899-12-31 03:00 PM	2019-09-13 12:32 AM

✕ BACK
✓ CHANGE
✕ DE-ACTIVATE

6.2 Are there any consequences if I edit the interface?

The integration works according to the choices you make in the settings page. It is only possible to edit the integration's settings if this is in line with information from NetSuite. For example, if an product does not exist in NetSuite, Simon will send an error notification stating this. It is your own responsibility that the integration information is correct.

6.3 When are changes to the integration activated?

The moment you alter the integration, the changes are saved and activated. This will not be done in retrospective.

6.4 Can I undo my settings?

You can edit the settings of the integration at any given moment. The moment you alter the integration, the changes are saved and activated. This will not be done in retrospective. If needed, you can also completely deactivate the integration. The moment you stop the integration, it will be deactivated completely. You do not need to contact Simple-Simon to do so. The moment you deactivate the integration, NetSuite will no longer send customers and

products to Simon and it also not possible to send a work order to NetSuite. Of course, you can activate your integration again.

7. How does the integration work?

7.1 Why should I empty my database before starting the integration?

It is mandatory to erase your database in Simple-Simon if you want to start the integration with NetSuite. Once the integration between Simple-Simon and NetSuite is set, NetSuite becomes the main ERP system. Customers and products should be added to NetSuite. Simple-Simon automatically updates according to the mutations that are done in NetSuite. Your database in Simon therefore should be emptied first, so that you can begin with a fresh start. Select 'Clear Simon data' to erase the data. Simon then shows you which parts should be erased.

If you are restarting the integration (after de-activating it), you can choose which parts of the database should be erased. Select which parts of the database you want to delete and which should remain.

7.2 How long does it take for NetSuite and Simon to synchronize?

The synchronization between NetSuite and Simon is done around every 5 minutes. This might be a bit more or a bit less, depending on how many people are using the integration. You can also view the highest mutation date. This shows the latest mutation you did in NetSuite (or Simon), that influences Simon (or vice versa). If you want to view the mutation date, go to 'Integrations', 'Logging' and look at the green icon.

7.3 How often is a clean-up done in Simon?

Products or customers removed in NetSuite, are automatically remove in Simon as well. Simon runs a clean-up, a few times a week, in which these customers and products are automatically removed. You do not need to remove customers or products yourself; Simon does this for you.

7.4 Why does it take a while (the first time) to retrieve the data from NetSuite?

It might take a while to set the integration between Simple-Simon and NetSuite. The first time Simon must import all customers and products from NetSuite. How long this takes exactly is depended on the size of your database in NetSuite.

8. Logging – notifications integration

8.1 My integration with NetSuite does not work, what should I do?

If (a part of) your integration does not work, a notification is created. You can view these notifications at 'Integrations' and then 'Logging'. Here you can find all notifications regarding your integration. Each column tells you a bit about the notification. For example, the 'Table' column tells you whether the notification is about a work order, customer, work address or product. Furthermore, the column 'Message' shows you the exact notification. If something needs to be done about the notification, you can view what you should do in 'Action to take'. An example of a notification is when no customer is attached to the customer. You cannot send a work order to NetSuite without attaching a customer to the work order, as NetSuite needs to know for which customer the sales order can be created.

TABLE		MESSAGE	ACTION TO TAKE
<input type="radio"/> 135 <input type="radio"/> UsedItem <input type="radio"/> Work order <input type="radio"/> None <input type="radio"/> Work address <input type="radio"/> Customer	<input type="text"/>	<input type="text"/> New UsedItem Inserted to Simon Successfully New WorkOrder Insered to Simon Successfully	<input type="text"/> No Action Needed No Action Needed

8.2 What is the meaning of the various notifications?

Depending on the type of notification, Simon will either show an info, warning or error message. Regardless of the type of notification, Simon will show the message in the "Message" column. You can choose to only show warning or errors. If you want to view all notifications that require a solution, select errors. If a solution is required, this is shown in the column 'Action to take'.

MESSAGE
<input type="text"/> New UsedItem Inserted to Simon Successfully New WorkOrder Insered to Simon Successfully

8.3 Notification is shown in my NetSuite integration, what should I do?

If you receive a notification that requires a solution, this will be shown in the column 'Action to take'. This column also explains what the solution should be.

MESSAGE	ACTION TO TAKE
Work Order does not have a Customer in your accounting software!	Please De-Archive WO , attach ERP Customer which is Active and not Removed in ERP

8.4 What is the meaning of the various colours in the notifications?

The colour changes depending on the type of the message. An 'info' notification is shown in white or blue. 'Warnings' are shown in yellow and 'errors' are shown in red. That way it is easy to view what is going on in the integration and if a solution is required.

KIND OF MESSAGE
Error
Info

9. Stop the integration

9.1 Where can I stop the integration with NetSuite?

You can stop the integration with NetSuite by going to 'Integrations' → 'Activate integration' → 'NetSuite' → 'Active' → 'Deactivate'. Simon will then ask whether you really want to deactivate the integration. The integration can only be used later by reactivating it.

9.2 Are there any consequences if I stop my integration with NetSuite?

No more customers and products will be transferred from NetSuite and no work orders will be send to NetSuite, from the moment you deactivate the integration. Of course, you can always reactivate the integration. The customers and products will be transferred to Simon and work orders will be send to NetSuite from that moment on.

9.3 Should I contact Simon to stop my integration with NetSuite?

You can deactivate the integration whenever you want. Once you deactivate the integration, it stops automatically. You do not need to contact Simon to do this.

