

SuiteSolutions – Return Authorization from Case

Description and Terms of Service

Overview of Functionality

Using SuiteSolutions – Return Authorization from Case, users can create return authorization (RA) or sales order (SO) from a customer case record

The solution features include:

1. Searching for existing sales orders or customer invoices within a date range.
2. Creating a return authorization or a replacement sales order containing selected line items.
3. Maintaining a one to one relationship between case and the transaction used as the source to create either a return authorization or the replacement sales order.
4. Linking related transactions to the case record.
5. Updating the case status upon receipt of items (Return Authorization Item Receipt).
6. Alerting when a transaction has already been created based on an existing transaction.
7. Setting the new transaction date to the system date, case date, or the source transaction date.
8. Sending a notification to a user when the transaction lines exceed a processing threshold that triggers a scheduled script to improve the processing performance.

Limitations:

The functionality of the solution is limited to:

1. The creation of a one Sales Order and one Return Authorization for the same case record from the same source transaction
2. Cannot process simultaneous transactions
3. Handle cases reported by the NetSuite customer record only, not other entities
4. Handle a maximum of 50,000 rows in the search results user interface.
5. All standard SuiteCloud usage and governance limits apply

Terms of Service:

SuiteSolutions are pre-built offerings used to accelerate the delivery of custom functionality into Customer's account. Any custom configurations or code deployed with SuiteSolutions are not locked and can be further customized in Customer's NetSuite Service account. It is Customer's sole responsibility to review the functionality and limitations enabled by this SuiteSolutions item before procuring. Unless specifically agreed in writing in a separate Statement of Work, SuiteSolutions are not supported, maintained or upgraded by Oracle. In addition, unless otherwise agreed upon in writing pursuant to a Statement of Work, Customer is responsible for all testing and configuration of all SuiteSolutions. SuiteSolutions can only be deployed to the account of the specific Customer that has procured SuiteSolutions. SuiteSolutions are for Customer's internal use only for use with Customer's NetSuite Service account and cannot be re-bundled and/or shared. Customer may continue to use this SuiteSolutions item during the term of their use of the NetSuite Service.

This item shall be considered a Deliverable (as such term is defined in the PS Terms) and is provided to you pursuant to and governed by (in order of preference, as applicable): (i) the Professional

Services Addendum to the Subscription Services Agreement entered by and between the parties, (ii) the separate Oracle Professional Services Agreement entered by and between the parties; or (iii) if neither (i) nor (ii) are applicable, the Online Professional Services Agreement found at www.netsuite.com/termservice (the "PS Terms").

SuiteSolutions may include open source software programs licensed under different terms or licensed by a vendor other than Oracle. To the extent that Oracle includes open source software in or with SuiteSolutions ("Open Source Software"), the licenses governing such Open Source Software will apply to Customer's access and use of such Open Source Software. If applicable, a list of certain Open Source Software notices applicable to this SuiteSolutions item is set forth below. Customer agrees to comply with all applicable provisions of the licenses and terms governing Open Source Software. Notwithstanding anything to the contrary set forth herein or in the PS Terms, Oracle is not responsible for, and makes no warranties, express or implied, related to Open Source Software and will have no liability for Customer's use of such Open Source Software.

Open Source Software:

- * jQuery JavaScript Library v.3.2.1
- * <http://jquery.com/>

- * Includes Sizzle.js
- * <http://sizzlejs.com/>

- * Copyright 2005, 2014 jQuery Foundation, Inc. and other contributors
- * Released under the MIT license
- * <http://jquery.org/license>

Copyright jQuery Foundation and other contributors, <https://jquery.org/>
This software consists of voluntary contributions made by many individuals. For exact contribution history, see the revision history available at <https://github.com/jquery/jquery>
The following license applies to all parts of this software except as documented below:
Permission is hereby granted, free of charge, to any person obtaining a copy of this software and associated documentation files (the "Software"), to deal in the Software without restriction, including without limitation the rights to use, copy, modify, merge, publish, distribute, sublicense, and/or sell copies of the Software, and to permit persons to whom the Software is furnished to do so, subject to the following conditions:
The above copyright notice and this permission notice shall be included in all copies or substantial portions of the Software.