



CASE STUDY

TANNER PHARMA GROUP

NETSUITE SCRIPTING

OVERVIEW

Custom Suitelets Improve Sales Process

Tanner Pharma Group was chosen for a case study since their project highlights how NetSuite can be augmented to provide a better fit for all kinds of unique business processes!

Tanner is a pharmaceuticals company that specializes in distributing medicine globally. Tanner believes that medicine should have no borders, so they spend their days trying to make sure access to powerful medicine is available in every corner of the world. You can learn more about Tanner and their mission by checking out their website, www.TannerPharma.com



CHALLENGES

Tanner has a unique sales process that Netsuite natively can't support. Tanner staff needed to be able to pull line items from a number of different quotes and put them on a single Sales Order. Once the order has been fulfilled, Tanner would then need to create invoices from the fulfillments and then combine those invoices into one "consolidated invoice" which can be sent to the customer for payment. NetSuite does not have the flexibility with regards to line items and invoices for this kind of process. Custom scripts will need to be developed for NetSuite to handle this task.

ITEM LINES FROM QUOTES

1

Tanner needs to be able to select individual line items from multiple Quotes and add those items to a single Sales Order

CONSOLIDATE INVOICES

2

Tanner also needs to select invoices from existing Item Fulfillments and create a consolidated Invoice PDF for the customer



RESULTS

The Suitelets that eMerge Technologies developed for Tanner Pharma Group has streamlined one of the many processes that make them a success.

Now reps from Tanner can create sales orders using line items from a number of quotes, and then consolidate the invoices once the Item Fulfillments are designated as "Shipped."

So what does this mean?



STREAMLINED ORDER PROCESS

With less time being devoted to creating orders, Tanner can spend more time getting medicine to the people that need



LESS PAPERWORK FOR CUSTOMERS

Now that the invoices are being consolidated, there's less paperwork for Tanner and their customers.

FUTURE PLANS

Since developing these customizations, Tanner Pharma group has upgraded their NetSuite platform a number of times with the help of eMerge Technologies.

The sky is the limit when it comes to NetSuite custom upgrades for Tanner and other forward thinking companies.

SOLUTION

In order to best meet Tanner Pharma Groups needs, it was decided that a number of Suitelets scripts would need to be developed. These suitelets would allow Tanner to continue using their unique and effective sales process without having to compromise efficiency on the back-end.

LINE ITEM SUITELET

1

A Suitelet script was created to allow Sales Reps to select eligible lines from Quotes and combine them into a new Pro Forma Sales Order record. The script will only ever display Quotes from approved customers. Each time the user selects the Submit button on this screen, the script will create one new Sales Order with lines as selected by the user.

INVOICE SUITELET

2

A Suitelet script was created to allow Tanner personnel to select eligible (entire) Invoices from existing fulfillment records in NetSuite and combine the selected Invoices into a new Invoice PDF copy for the same customer. When the user selects the Submit button on this screen, the script will create one PDF Invoice copy with each of the line items and other details from the selected Invoices and certain header-level fields consolidated.

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They systematically solved one critical business process after another to support effectively delivering the NetSuite promise to their customers. - Katie Smoot, Consultant for Tanner Pharma Group

