Welcome to our April 15th 2021 Meeting

Avalara Integration – Sharing my experiences!

- Charging sales taxes is complicated and Avalara has become the go to solution for Netsuite.

- The integration between Netsuite and Avalara based on invoicing of sales orders is great.

- However, the integration between Stripe and Avalara is not as strong as it should be. Now this personal opinion is dependant on your business requirements and how you operate.

Avalara Integration – Sharing my experiences!

- To date, I have been involved in several Avalara implementations.

- The company that brought over sales orders from Saleforce, and do their invoicing and revenue recognition within Netsuite had an relatively easy implementation of Avalara

- The company that licenses software and collects payment from Stripe had a very challenging implementation of Avalara. This company license their products for either 30 days, six months or yearly. All sales are online. Their sales portal interacts with Stripe, who in turns interacts with Avalara, to gather the necessary taxes to be charged to the customer. Due to the high volumes, they bring in daily aggegated cash sales and refunds into Netsuite for revenue recognition.

Challenges

- Avalara is a fairly straight forward implementation where you are providing a FULL customer address and doing a sales order per customer.

- However, if you are considering the default API integration between Stripe and Avalara, caution is required. In our experience, we should have built our own!

- There are two types of integration between Avalara and Stripe – one is invoice based and the other is charge based. We had to use the "invoice" version of the API integration due to our subscription based business aka recurring monthly invoices with start and end dates.

Avalara – Stripe – Invoice API

- Using the invoice API – this meant that the moment the invoice was issued, there was a committed tax liability in Avalara. This was irrespective of whether the credit card payment had in fact succeeded. Needless to say Avalara had overstated our tax liabilities materially. The invoice API took no consideration of the payment status of an invoice –normally that would be appropriate however in our line of business, if a credit card fails, the access to the software is withdrawn and the sale is considered voided.

- We did numerous workarounds, which then contributed to even more workarounds!

Avalara – Stripe – Invoice API

The API was not even populating the tax fields within Stripe. Instead we had two line invoices, with the second line being "Taxes as per Avatax".

The other draw back with the Stripe API was whenever the invoice was updated by Stripe, it was again considered as a committed invoice. The tragedy was Stripe was simply updating the invoice to state it was credit card payment attempt 2 out of 4. There was no intelligence on the pre built API as to why the invoice was being updated and whether Avalara should in fact get an updated status.

Committed invoices were also being created within Avalara even if Stripe had the credit card marked as BLOCKED.

Avalara – Stripe – Invoice API

Lastly, we were forced to use our customer email as the Avalara ID – this was very problematic for our industry as parents use the same email to buy different software products. Within Stripe we have multiple customer IDs for the same email – but there is a clear audit trail

As per their customer support "With our Avatax for Stripe Invoicing connector, the expected behaviour is that Invoices will use the Customer Email, and Charges will use the Customer ID value."

Avalara – Stripe – Lessons Learned

Know your business and make sure Avalara understands your business.

If you are implementing Avalara – Netsuite integration, you will be fine!

If you are implementing Avalara – Stripe Integration – make sure you understand the triggers for the integration and which way the data is flowing.

Ensure your existing customer database is complete with accurate zip codes.

Consider a plan for your existing customers that have not paid taxes and how to migrate them over to Avalara.

Enhancements – sharing ideas

- To get traction on our numerous enhancements requests, I am suggesting that we collaborate and help each other by voting for the enhancements requests that we would like actually fixed.

- Some of these requests are cosmetic and some of these have workarounds that really increase our workloads. Others have NO workarounds.

- This session has to be constructive but if we can some how raise the profile of these limitations, hopefully Netsuite will listen!

- Following pages are just some of mine pet peeves! What enhancements do you think we should be voting on?

- Lastly, who is using the Oracle Communities for NetSuite Support Community? They are very responsive, but unfortunately, many of my questions simply result in being told about the logged Enhancement.

Enhancements – Please vote!

- Enhancement 229321:- Cross Settlement of Vendor Bills
  - This issue was noted in 2016 and the workaround is to do a bank transfer from the currency you actually paid into the bank account of the currency of the vendor bill, then pay the vendor bill. Doubling the workload of the AP team. To make my point, the workaround instructions are as follows:-

  > Alternate Solution A
  > 1. Create a clearing account in vendors' currency (eg GBP)
  > 2. Pay bills from this account (eg GBP)
  > 3. Do a Transfer Fund (from GBP to the actual US account) A
  >
  > Alternate Solution B:
  > 1. Open the Bill and click Make Payment button. Select a bank account with same currency as the Bill. Click Save
  > 2. Go to Transactions > Bank > Transfer Funds. Transfer from the bank account that actually made the payment to the account that the vendor bill was settled.

- Enhancement 112956: Cross Settlement of Customer Invoices
  - This issue was noted in 2012 and again the workaround doubles the workload of the AR team. The workaround is documented in SuiteAnswers 12499 or 21339

Enhancements – Please vote!

- Enhancement 223191:- Ability to create intercompany transactions using item fulfillment, vendor bills and customer invoices, currently this is possible for sales order and purchase orders only.
  - This answer ID was published in 2013, Answer Id: 32902. It is like the "collective: thinks since there is a workaround - ie do two bank transfers instead of one, it is an acceptable limitation of the product.

- Enhancement 170963:- Web Services / SuiteScript >Transactions > Bank > Transfer Funds > Expose Bank Transfer Transactions
  - This issue was noted in 2016 and the workaround is to do a bank transfer from the currency you actually paid into the bank account of the currency of the vendor bill, then pay the vendor bill. Doubling the workload of the AP team

- Enhancement 552268:- Account Reconciliation Summary Portlet > Ability to Export Results in MS Excel/CSV Format.

  - This is a great report to confirm at month end that all bank accounts have been reconciled. There is NO workaround.

Enhancements – Please vote!

- Enhancement 115545:- Transfer Funds > When currencies of accounts differ, at least one of the accounts must be a base currency account.
  - This answer ID was published in 2013, Answer Id: 32902. It is like the "collective: thinks since there is a workaround - ie do two bank transfers instead of one, it is an acceptable limitation of the product.

- Enhancement # 177737 - Home> KPI portlet > Add Custom KPI = Saved Transaction Search: Available Filters tab:
  - Want the the ability to select "As of date" like in Balance Sheet reports, as the basis when comparing data for date ranges instead of just Date (transaction date)
  - Also want to see change in balance as opposed balance of the two dates!

- Enhancement 408091:- Reports> Customize Report Title to show only the selected Subsidiary name and not using Parent: Subsidiary format
  - Imagine an entity with 7 tier structure – how awful does that report title look!

Enhancements – Please vote!

- Enhancement 115545:- Freeze report columns/rows when scrolling
  - Issue has been around since 2012.
- Enhancement 112692:- User asking functionality to freeze the first column of the results when scrolling a report with large number of columns going to next page

WHAT ARE YOUR ENHANCEMENTS
THAT YOU WOULD LIKE THE GROUP TO VOTE ON?