

# Agenda for February 9, 2023

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**Special Thanks to our Meeting Sponsor**



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Focus: Manufacturing and Distribution vertical

- **Welcome**
- **NetSuite – Manufacturing / Distribution Module**
  - From Landed Costs to Work Orders, a complete tour of the features built into NetSuite
  - Presentation by: Gavin Davidson, ONSUG C-Chair
- **Demand Driven – Meeting Sponsor**
  - Presentation by: Brittany Bader – Account Executive and Chris Knapp – VP of Sales
- **Customer Spotlight: Danby Appliances**
  - Presentation by: Mark Tanner, Director of MIS, Danby Appliances
- **Bring a Question**
  - Discussion lead by: Mark Tanner, ONSUG Co-Chair



# Board Members

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Mark Tanner, Co-Chair

Gavin Davidson, Co-Chair **(new)**

Lisa Reed, Treasurer

Brandon Peneycad, Co-Membership Chair **(new)**

Stephanie Frisina, Co-Membership Chair

Barb Blundon, Co-Membership Chair

Darcie Vany, Recording Secretary

Rajneesh Kumar, Co-Webmaster / Tech Adviser

Paul Stanchev, Speaker Chair **(new)**

Durrell Martin, Co-Webmaster / Tech Adviser

# Meeting Sponsor

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# Customer Spotlight: Danby Appliances



## Add-on Modules:

400 Employees

6 Locations (2 Canada, 4 US) – Guelph, Ontario is HQ

3 Subsidiaries (Danby Canada, Danby US, MicroFridge US)

Live on Oct 2019 (Canada), Jan 2020 (US), renewal Dec 2025

One World NetSuite license

1 Sandbox account (6 Developer accounts)

5 Suite Cloud Plus licenses

Concurrency Limit is 65

Advanced Billing

Advanced Financials

Advanced Inventory

Advanced Order Management

Advanced Procurement

Demand Planning

Incentive Compensation

LCS Company Pass

Light Manufacturing

Multi-Book Accounting

SuiteAnalytics Connect

SuiteCommerce My Account Site

# Customer Spotlight: Danby Appliances



1,800 active products  
13,000 active parts  
Using Inventory, Assembly and Group Items  
1.6M transactions in 2022 (250k Sales Orders)  
8k Inbound Shipments in 2022  
Average Cost inventory  
Serial Number scanning outbound only  
Reverse Logistics custom solution  
4 Retail outlet stores using Shopify POS

Doing business with:

Nationals Chains  
Independents  
B2B  
Servicers  
Consumer (some)

7,012 active customers (excluding Consumers)

# Customer Spotlight: Danby Appliances



What does our MIS team look like:

Help Desk - 3  
NetSuite Admins – 2  
Web / Integrations / Developer – 2  
EDI Analyst– 3  
System Administrator – 2  
Project Manager -1

Consultant Contracts:

NetSuite ACS Team – 15 hours / month – focus on performance enhancements, best practices in NetSuite, Support ticket escalation  
Appficiency – consulting services – 50 hours / month – mainly script development

# Customer Spotlight: Danby Appliances



## 3<sup>rd</sup> parties used:

- Dell Boomi – EDI and B2B integrations
- RF-Smart – warehouse / inventory management
- PaceJet - Parcel shipping / rate shopping
- Kuebix - Truck load shipping / rate shopping -> Replaced with Habit 5 (direct connections “In House”)
- DemandCaster – Supply demand calculations
- Satori Reporting – Power BI reporting
- CloudExtend for Outlook – integrates Outlook
- CloudExtend for Excel – Saved Searches -> Excel (PowerBI)
- SCS Cloud – SuperSync – Saved Searches -> Excel -> SharePoint (PowerBI)
- NetScore – Fleet delivery
- StrongPoint – IT change compliance
- In8Sync – integrations for WooCommerce and Shopify
- Merchante – B2B customer payments (almost live)
- Constant Contact – email marketing
- SyncApps – automates NetSuite Contacts to Constant Contact
- LMS365 – Danby University platform
- Draw.io – web-based flow charting application (free) for us to track processes and customizations



# Landed Costs – Native NetSuite

Expenses that contribute to landed costs can include the following:

- shipping charges
- freight fees
- origin and destination charges
- import fees
- duty fees (excise and customs)
- taxes
- insurance
- handling charges



## Cost Categories

(Setup -> Accounting -> Account Lists ->  
Type = Cost Category)



## Landed Cost Templates

(Lists -> Accounting -> Landed Cost  
Template)



## Purchase Order

Set Landed Cost category on the Line  
Level



## Item Receipt

Landed Cost Tab



## Landed Cost Tab

Cost Allocation Method (only 1)  
Manual select of Transactions



Very manual, not many choices for scenarios / multiple  
combined costs

# Landed Costs by Danby's method

Expenses that contribute to landed costs can include the following:

- shipping charges
- freight fees
- origin and destination charges
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- handling charges



## Fixed Landed Costs

Finance buffer, broker cost by  
Subsidiary allocated by Fixed Cost  
(Setup -> Company -> General Preferences -  
> Custom Preferences)



## Dynamic Shipping Costs

Ocean Freight allocated by  
Cubic Weight  
(Custom Record)



## Duty Costs

HS Code allocated by % of Item cost  
(Custom Record)



## Inbound Shipment

Rules on DC, FOB, Parts  
shipments  
(landed costs calculated via Script on  
Create/Update)



## Item Receipt

Overwrites Cost when received  
(accurate Landed Average Cost)



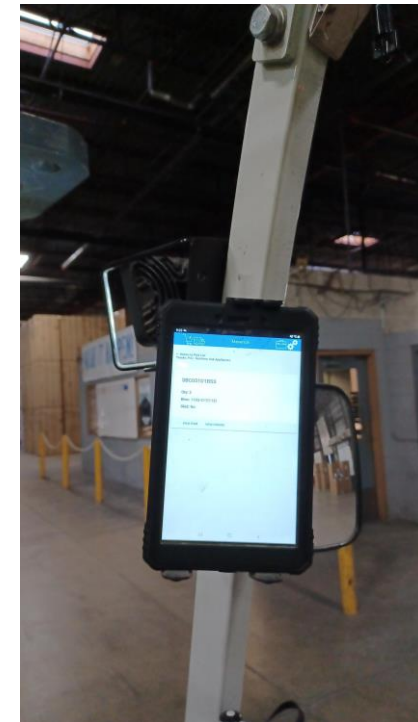
Automated, dynamic, accurate

# Customer Spotlight: Danby Appliances



## Major custom apps/Suitelets:

- Hold Release Suitelet – mass releasing orders from Manual Hold, EDI Hold, Margin Hold, Credit Hold
- Maverick – web application for Clamp Truck picking
- Mobile Carts for IF processing
- Automatic sending parcel orders to the warehouse and automated shipping label printing
- Landed Cost automation
- Reverse Logistics Suitelet
- Automated Inbound Shipment ETAs
- Automated Custom GL for RMAs, Sales Orders
- Warehouse employee time and task tracking
- Manufacturing Suitelet



# Customer Spotlight: Danby Appliances



## What's in store for 2023

- 2023 KPI goal tracking – all in Power BI
  - 17 departments with unique reporting
- Pricing Tool with dynamic real-time costs
- Reduction of costs (licenses, 3<sup>rd</sup> parties)
- CRM in NetSuite successful

# Meeting Sponsor

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# Save-the-Date: Next Meeting

## May

2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Memorial Day

Ask us a question!

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