

Netsuite Shuttle FAQ & Best Practices

Mission: The Shuttle program for Retail Orbit integrates multiple POS systems with Retail Orbit so that data can be collected without having to several reports from the POS and manually upload the information. Each POS system is different, however, and that means that shuttle has to adjust (as best it can) to be able to obtain the data successfully from the POS. The purpose of this document is to outline some common questions that come up during the integration process so that you can better understand how it works, what to expect, and what practices you need to put in place in order for Shuttle to receive the best data possible.

Which version of Shuttle should be installed for this POS?

N/A

Does this POS use a relational database? How does this affect Shuttle?

Yes. This means that when you make a change to an item (i.e., the department on the item), it automatically updates history in the POS with the changes you made. Therefore, if we repull the historical data, the changes will be reflected in Retail Orbit as well.

How does the department mapping work for this POS?

To setup the department mapping initially, Management One will need a list of all departments from the POS system along with the M1 Class that each department feeds. When this list is sent to the our support team, we can create an import to bring that mapping into Retail Orbit, which is where the data is processed according to the mapping provided. After the initial setup, if mapping needs to be adjusted or changed, our support team can provide a copy of the current department mapping in an excel format so that requested changes can be made on the excel document and submitted back to our support team.

Are there any character limitations that we need to be concerned with for Shuttle to work?

We highly recommend that Class Codes should be limited to Letters and Numbers with a length not exceeding 10 characters. Shuttle currently has the following limitations:

- Maximum Number of Characters: 20 (Please note that reporting can be thrown off if the combination of class code, class name, location name and category are too long).
- Characters Accepted: A-Z, 0-9, &, /, \$, +, -, #, <, > , ?
- Characters NOT Accepted: |, %, ' , ` , (comma)

Is Shuttle able to collect 24months of historical data, and if so, how is the historical inventory populated?

Yes, history can be pulled (it may take a couple days) including Historical Inventory.

What options are available for collection of Markdown data?

This is dependent on the processes the client uses for markdowns, and what fields they have available to them. Generally, we have access to POS markdowns, but not to permanent markdowns.

What dates are used when determining where to collect the Purchase Order data?

This is dependent on how the saved search is setup and we ask the client for the date field that we should be using.

How far back do we collect data on Open Purchase Orders?

This is dependent on how the On Order saved search is setup, however, the default that we suggest in the setup is that we would collect data for any future On Order, as well as any outstanding On Orders up to 90 days past due.

What stops shuttle from working properly with this POS?

This shuttle runs automatically every night, and should work without issue, unless the saved searches are deleted or the user is removed.

Are there any other nuances with Shuttle that I need to be aware of for this POS?

This is a complicated shuttle. Since Netsuite has so many different ways of ringing in transactions, modifying inventory, transferring items, and has many customizations available, it means that there must be a discussion with the client on their processes and how we should be collecting the data. There are some working documents on what questions we need answered ahead of building the saved searches for the shuttle.

If there is an issue, where do I get support?

The best place to start with support regarding the collection of data is to contact Retail Orbit support by email at support@retailorbit.com, by phone at 520-612-2001 or by appointment at retailorbit.setmore.com