



AI in Action

How NetSuite uses AI across the suite

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The Oracle Advantage in AI

Oracle Cloud Infrastructure

Partnerships and LLMs

Oracle Autonomous Database

Partnerships and LLMs

Meta

OpenAI

Cohere

xAI

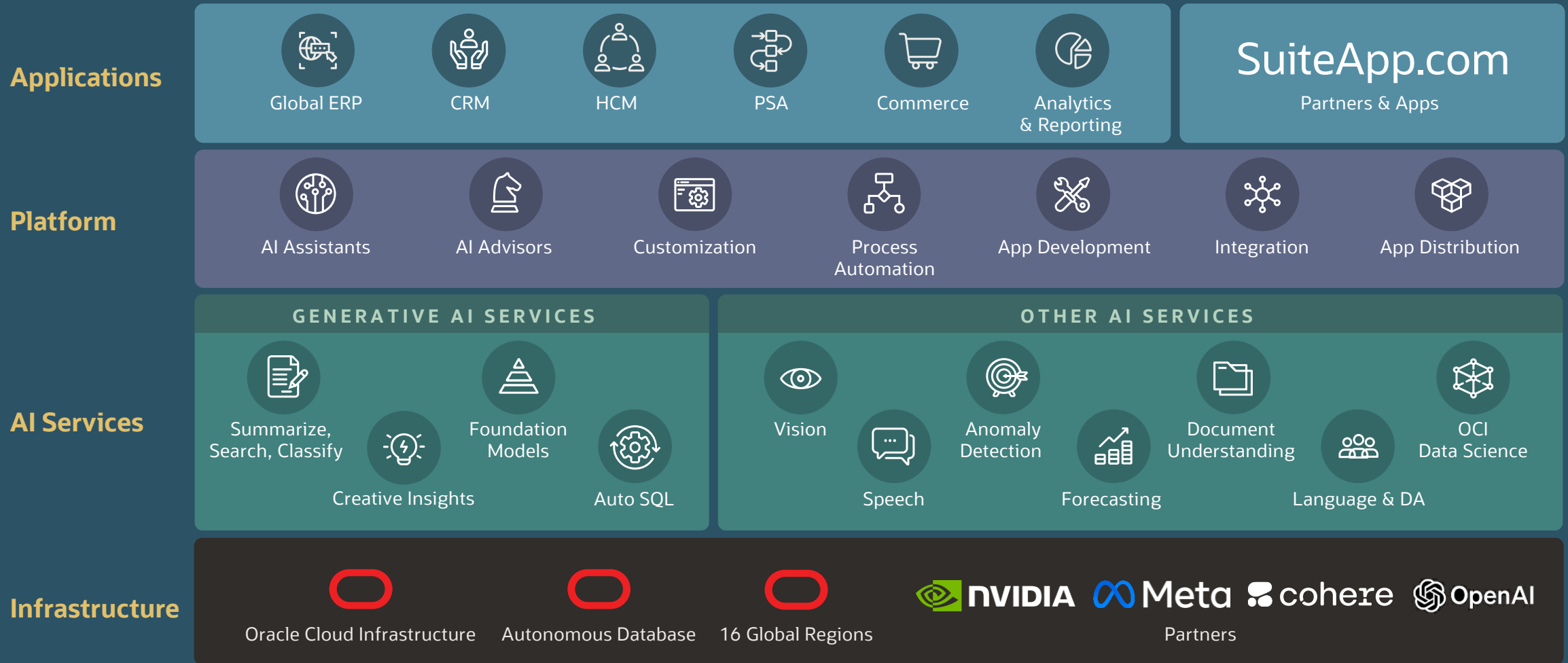
NVIDIA

Oracle Autonomous Database



AI Foundation

Built on Oracle Cloud Infrastructure's AI Services and industry-leading models



The Evolution of AI in NetSuite

The progression of AI capabilities powering NetSuite's future

NetSuite's AI is *composed* of classic, generative, and agentic AI.

Classic AI

Analyzes historical data to forecast future outcomes. Common in recommendations, forecasting, and risk analysis.

- Intelligent Item Rec
- Financial Exception
- Bill Capture
- Predictive Forecasts

Generative AI

Produces new content —like text, images, or code — based on patterns in data. It's creative and conversational.

- Text Enhance
- Prompt Studio
- LLM Module
- GenAI API

Agentic AI

Designed to act with minimal oversight — planning, deciding, and interacting with systems and people to get things done.

- Agent Studio
- Multi-turn agents
- MCP Integration
- 3rd Party Integrations

We combine various AI technologies across the suite and verticals.

AI EVERYWHERE

NetSuite has been and will continue to **embed AI capabilities across the suite**, unlocking **productivity and insights** that not only supports your business, but **propels** it, all the while keeping a **human in the loop**.

AI at NetSuite

Generative AI

- Text Enhance
- Prompt Studio
- Generative AI API
- NetSuite Expert in SuiteAnswers

EPM Narrative Reporting

Ask Oracle

Analytics

Suite Analytics Assistant

NSAW

Customer Churn

Stockout Prediction

Markdown Prediction

Auto-insights

Oracle Analytics Assistant

Machine Learning

Intelligent Item Recommendations

Financial Exception Management

Predict Time to Payment

Bill Capture

Project Health Check

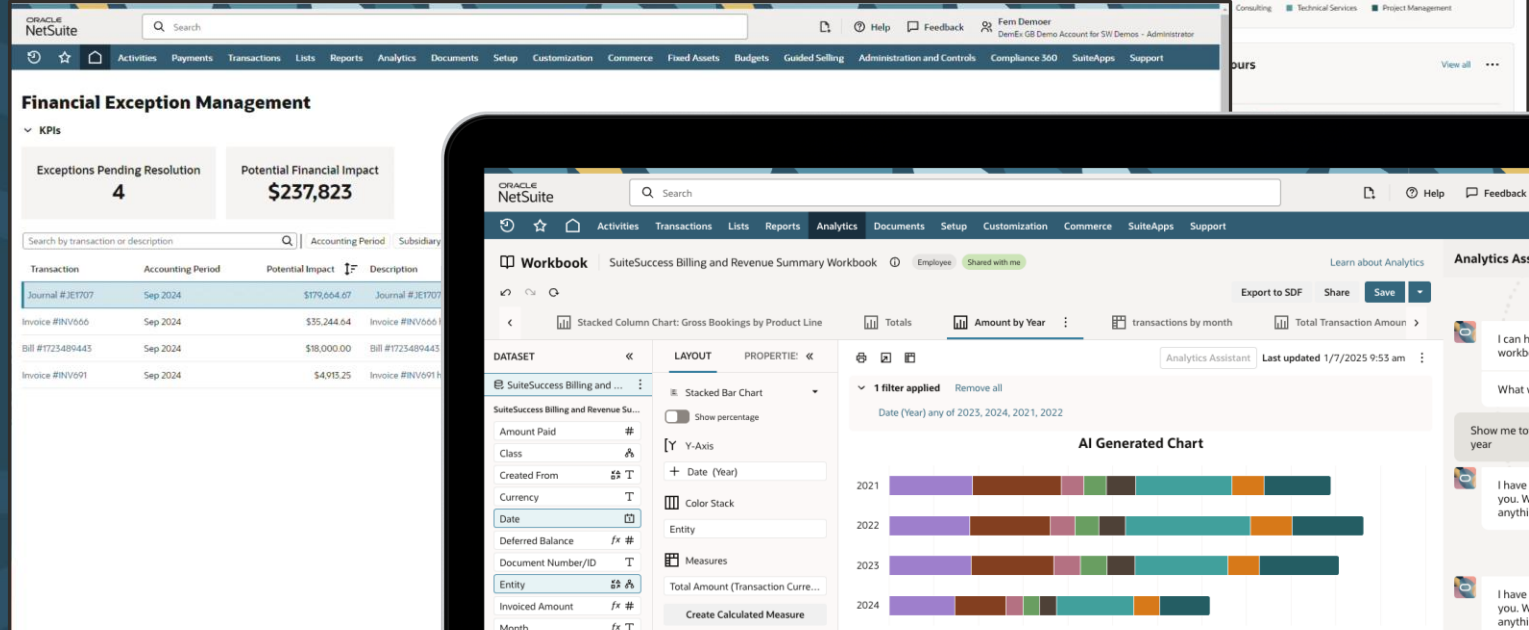
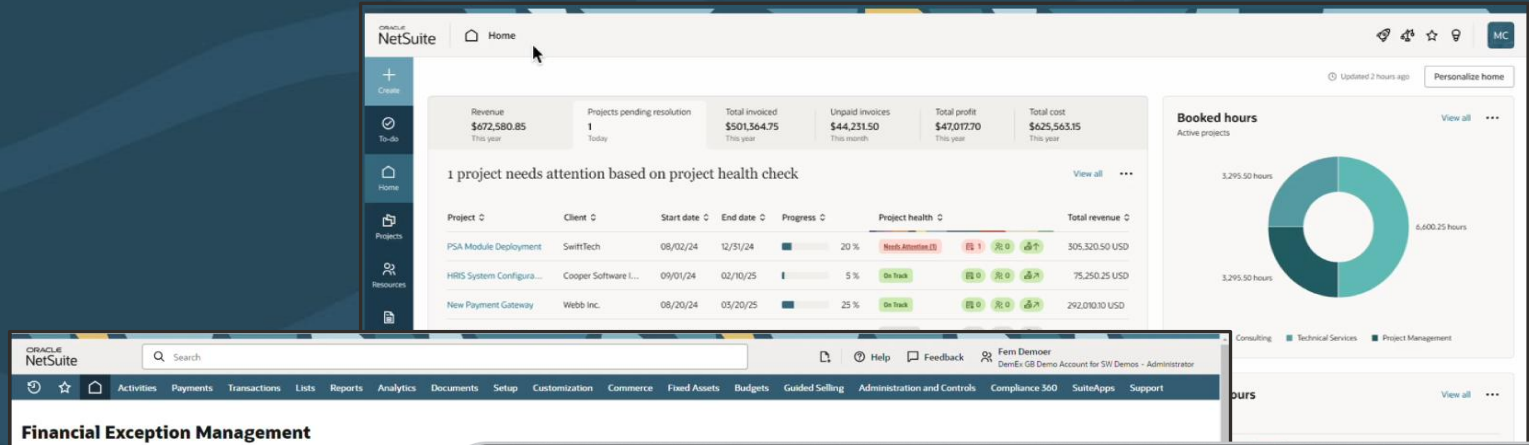
Staffing Recommendations

Document Understanding APIs

NSAW

No-code custom modeling

Oracle Machine Learning



NetSuite Financial Exception Management

Leveraging the power of AI to ensure accurate and complete financial information

Capabilities

- **Customized**, up to date AI model for each customer that detects financial exceptions
- **Continuously monitor** transactions for financial exceptions
- **Central Dashboard** to highlight, track and act on exceptions
- **Exception details** to facilitate quick resolution of exceptions

Benefits

- **Efficiency & Cost Savings** – Continuous exception management assists teams with reduced manual processes and minimizing delays of waiting until books are complete before starting reconciliations and analysis
- **Improved Accuracy** - Improve controls with intelligent reviews and exception handling to help maintain accurate and compliant books
- **Improved Real-Time Reporting** - Activity is continuously monitored and resolved so teams can rely on accurate real-time reporting

Classic AI

NetSuite Financial Exception Management

Increase efficiency of monthly close and mitigate risk by using AI to identify anomalies and suggest corrections

Reminders

- 3 Credit Memos to Apply
- 111 Bills Overdue
- 110 Bills to Pay

Top 5 Items By Qty Sold

this fiscal quarter

Item	Qty Sold
License	100
NIN_SAAS License B	60
NIN_SAAS License A	15
NIN_Professional Services A	10
NIN_Training Classes A	10

Financial Exception Management

Exceptions Pending Resolution: **3** | Potential Financial Impact: **\$202,578**

Transaction	Type	Accounting Period	Potential Impact	Entity	Subsidiary	Action
Journal #JE1707	Incorrect Amount	Mar 2025	\$179,664.67		Sydney office	View Details
Bill #1725489443	Incorrect Amount	Mar 2025	\$18,000.00		Sydney office	View Details
Invoice #INV691	Incorrect Amount	Mar 2025	\$4,913.25	Herkules Inc	Sydney office	View Details

Visit: Financial Exception Management

Key Performance Indicators

Indicator	Period	Current	Previous	Change
COGS	This Period vs. Last Period	\$0	\$0	0.0%
Employees	Today vs. Same Day Last Month	12	12	0.0%
Equity	This Period vs. Last Period	\$15,525,387	\$15,577,387	↓ 0.3%
Expenses	This Period vs. Last Period	\$52,000	\$20,000	↑ 160.0%

Quick Search

Search:

Search For: Name/ID

Search

Shortcuts

New Journal

Scans your financial data for anomalies and recommends fixes, **automating risk detection and resolution.**

Generative AI

NetSuite Text Enhance

Company specific AI generated content in all standard and custom text fields

The screenshot displays the Oracle NetSuite interface for a project record. The top navigation bar includes the Oracle NetSuite logo, a search bar, and user information for Matt Smith. The main content area is titled 'Project PRJ1200 AI Project Abbott AU'. Below the title are buttons for 'Save', 'Cancel', 'Search', 'New', and 'Actions'. The record is organized into sections: 'Primary Information' (Custom Form, Project ID, Project Name, Customer, Subsidiary, Project Manager, Status), 'Project Overview' (Planned Work, Remaining Work, Percent Work Complete, Percent Complete by Allocated Work, Risk Level, Risk Details), and 'Project Dates' (Scheduling Method, Start Date, Calculated End Date, Last Baseline Date, On Hold Since). The 'Project Description' field is highlighted with a red box, indicating AI-generated content.

From item descriptions to emails **polish text or generate it from scratch** based on record data.

NetSuite Text Enhance Translate

The screenshot displays the NetSuite user interface. At the top, the Oracle NetSuite logo is on the left, and a search bar is in the center. On the right, there are links for Help, Feedback, and the user profile for James McGyver, NetSuite, Inc. - Administrator. Below the header is a navigation bar with tabs for Activities, Transactions, Lists, Reports, Analytics, Documents, Setup, Customization, Commerce, SuiteApps, and Support. The main content area shows a message thread. On the left, under 'Incoming from Customer', a message from Marcus says: 'Hi, I placed an order for a Trailfly All-Terrain Running Shoes on December 15, and I'm reaching out to check the status. The order number is #ORD-872945. Could you please let me know if it has already shipped? If not, could you provide an estimated delivery date? Thanks so much for your assistance - I truly appreciate it! Best regards, Marcus'. On the right, under 'Outgoing from Support Rep', a reply box is open. It has an 'Insert Solution' dropdown set to '<Type then tab>', a 'Search' button, and a 'New Solution' button. The reply text area contains the placeholder 'Type text and format it using the toolbar.' A floating menu is open over the reply box, showing options: 'Clean up', 'Make longer', 'Make shorter', 'Translate to', 'Undo', and 'Redo'. The 'Translate to' menu is expanded, listing languages: English, French, German (highlighted), Italian, Japanese, Portuguese (Brazil), and Spanish. Below the reply box, there are checkboxes for 'Send to Customer' and 'Internal Only', and a list of employee names: James McGyver, Jane Q Aperson, and Jeff N Support. At the bottom of the reply box, there is a 'Use Employee Template' checkbox.

“Text Enhance has helped us tighten up our product descriptions. Since it uses context from our NetSuite data, the tone of voice is spot-on for our brand and incredibly accurate, consistently producing customer-ready content. It's brilliant.”

Jack Lewis, CEO and founder, Sowvital

NetSuite Prompt Studio

Managing Text Enhance Actions

- Define and customize Text Enhance actions.
- Edit large language model prompts, configure contexts, and override defaults.
- Audit logs for tracking prompt and action usage.

SuiteScript Integration

- Avoid hardcoding. Use SuiteScript API and reference prompts created in Prompt Studio.
- Fully integrated with SuiteCloud Development Framework (SDF).

The screenshot displays the NetSuite Prompt Studio configuration page. The interface is divided into several sections:

- Basic Prompt Settings:** Includes an INACTIVE toggle, NAME field, SCRIPT ID field, and DESCRIPTION field.
- Select Target:** Includes PROMPT TYPE (Text Enhance), RECORD (All), FIELD (All), LANGUAGE (English), LANGUAGE VARIANT (All), and ACTION fields.
- Model Settings:** Includes MODEL FAMILY (Cohere Command R), MAX TOKENS (0), TEMPERATURE (0.2), TOP P (0.7), TOP K (500), PRESENCE PENALTY (0), and FREQUENCY PENALTY (0).
- Template:** Includes a PREAMBLE field, a TEMPLATE field with an instruction: "To insert a variable in the template, select a variable type and a variable, and then click Insert to Template. You can also type \$! to display a menu of variables.", and a table for VARIABLE TYPE and VARIABLE.
- Preview:** Includes a PROMPT TO PREVIEW field and a PROMPT RESULT PREVIEW field.

NetSuite Prompt Studio

Configure the format, tone, and creativity level of generative AI responses

The screenshot displays the NetSuite 'Inventory Item' form. The interface includes a top navigation bar with 'ORACLE NetSuite', a search bar, and user information for 'Mark Wheel' (Wyra Distributors Inc. - Administrator). The main form is organized into several sections:

- Primary Information:** Fields for Item Name/Number (Shoes/BG-3400 - Women High Boots), Display Name/Code (Women High Leather boots BG3400), Product Name, Vendor Name/Code (Factory Alley Boots LLC), and Subitem of.
- Classification:** Fields for Subsidiary (Parent Company), Department, Location, and Class. An 'Include Children' checkbox is also present.
- Sales / Pricing:** Includes a Sales Description field containing AI-generated text: '### Women's High Leather Boots Shoes/BG-3400', '### Title: Premium Women's High Boots Collection', '### Core Features: - Crafted from premium quality leather for durability and a sophisticated look. - Innovative lace-up design provides a secure fit while allowing you to adjust the tightness for optimum comfort.', and '### Highlights'. Other fields include Billing Schedule, Soft Descriptor, Minimum Quantity (1), Maximum Quantity (10), and an 'Enforce Minimum Internally' checkbox.
- Shipping:** Fields for Item Weight (1.2 lb), Shipping Cost, and Handling Cost (12.99). A 'Ships Individually' checkbox is checked.

Embed AI across the suite—**fields, records, and workflows**—with adaptive prompts tailored to your business logic for text generation, search, and data entry.

NetSuite SuiteScript GenAI API

Streamline GenAI workflows by managing prompts and Text Enhance actions across NetSuite.

Allows you to tailor generative AI in NetSuite to your specific business needs and use cases

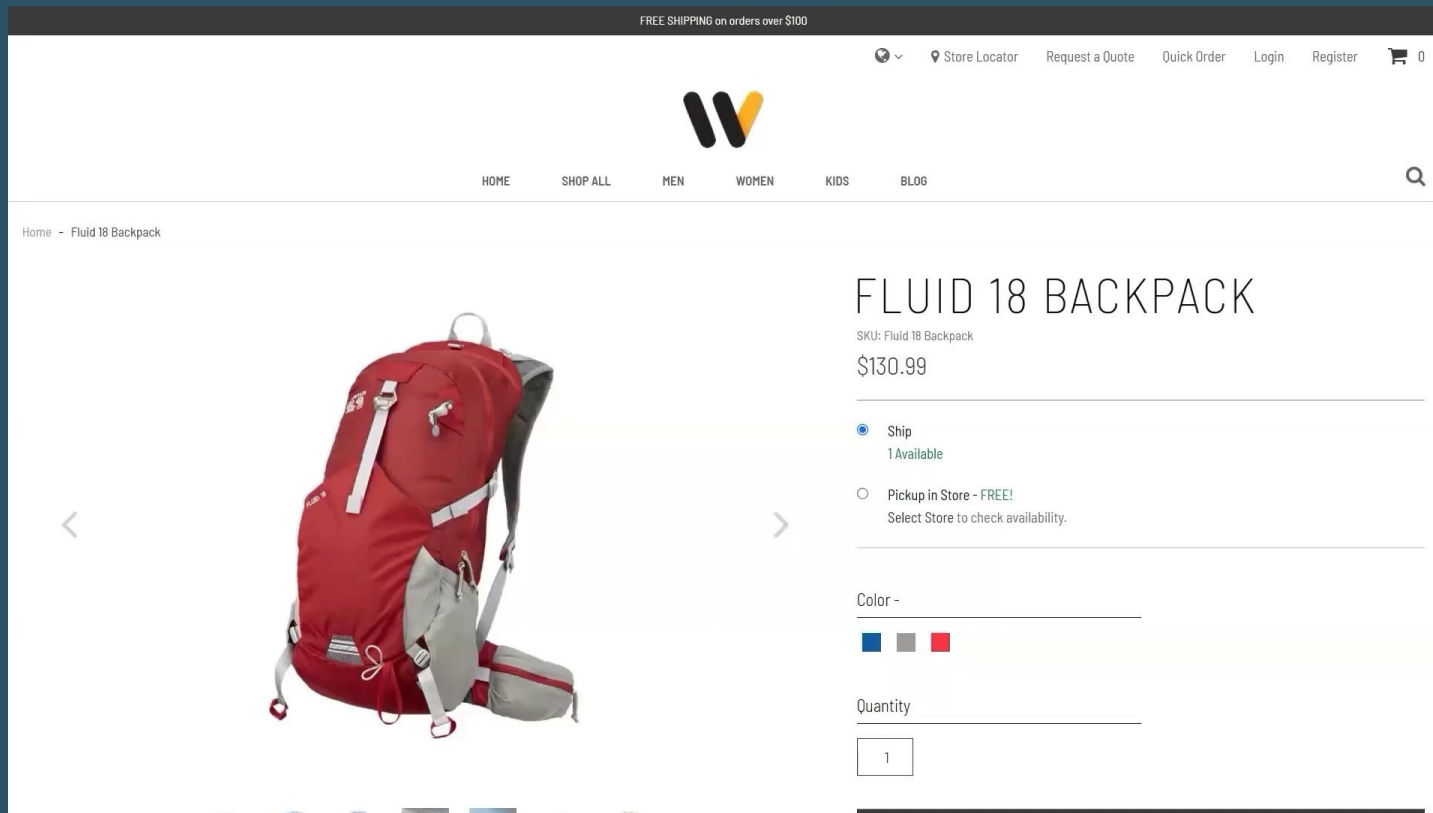
- **N/llm** is the module in the SuiteScript 2.1 API
- Cohere and Meta (Llama) models supported
- Data is kept within Oracle - never sent to Cohere, Meta, or any other model provider
- Integrates with your Oracle Cloud Infrastructure account

```
...  
    llm.generateText({  
        prompt:  
            "Extract the action items from  
            this conversation:" + conversation  
    }).text;  
...
```

Generative AI

NetSuite SuiteScript GenAI API

Work with generative AI in NetSuite using SuiteScript



Embed generative AI capabilities into NetSuite extensions and customizations.

Now powered by NetSuite Expert

- **User Assistance** tool helping users to answer their help related questions.
- **Increases users' self-service** capabilities and enables users to be **more productive**.
- **Uses RAG** (Retrieval Augmented Generation) technique over NetSuite Documentation (+50k articles)
- Provides **answers in natural language** that are grounded by the origin content.

The screenshot displays the NetSuite SuiteAnswers interface. At the top, there's a search bar with the query "how to reverse a journal entry in a closed period". Below the search bar, a filter sidebar on the left lists various content types and categories. The main content area shows a search result with a summary and sources.

Filter

Content Type

- SuiteWorld Presentations (2)
- How To (254)
- General (14)
- Release Notes (1)
- Video Articles (4)
- Help Topics (510)
- FAQ (2)

Categories

- Accounting & Tax (283)
- Administration (56)
- Commerce (18)
- CRM & Marketing (5)
- Development (56)
- Human Resources (17)
- Orders & Billing (90)
- Projects (1)
- Reporting & Analytics (17)
- Supply Chain Management (23)

Target Audience

- All (762)
- Commerce Developer (51)
- NetSuite Administrator (238)
- Standard NetSuite User (458)
- SuiteCloud Developer (112)

Summary

These results were generated with the help of Oracle generative AI. It uses content from SuiteAnswers and is experimental, so the result quality may vary. It is recommended that you verify this information.

To reverse a journal entry in a closed period, first enable the Allow Non-G/L Changes preference for the Accounting Period and set a reversal date. This can be done by navigating to **Setup > Accounting > Manage Accounting Periods**.

Click the period where the journal was posted, and mark the Allow Non-G/L Changes checkbox. Then click save. Note that the user should have the Allow Non-G/L Changes permission added to their role for this to work.

Next, navigate to **Transactions > Financial > Make Journal Entries > List**. Click **Edit** on the journal entry to be reversed. Select a date in the Reversal Date field and click save.

A reversing journal will be created and posted to the next open period. The accounting preference Void Transactions Using Reversing Journal under **Setup > Accounting > Accounting Preferences** does not apply to journal entries.

Alternatively, customers may consider a manual solution. This can be done by manually creating a journal entry to create an offsetting effect on the transaction in the closed period.

Sources

Void or Reverse a Journal Entry Posted in a Closed...	Update Status on Reversal Journal Entry	Creating Journal Entries with Tax Impact in SuiteTax
Reversal Date on the Reversing Journal Entry...	Journal Entry Reversal	Reversing Journal Entries
Reversing Statistical Journal Entries	Reversing Payments	Reversing entries cannot be automatically posted on...

Show less

787 Results

NetSuite

AI Connector Service

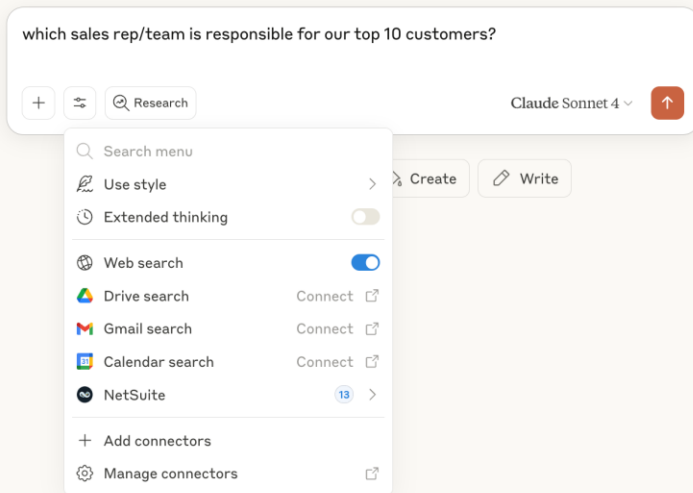
Integration service supporting Model Context Protocol (MCP), a critical standard for structured communication between large language model (LLM)-powered agents and other systems.

Agentic AI

NetSuite AI Connector Service

Have AI your way

✦ Back at it, NetSuite

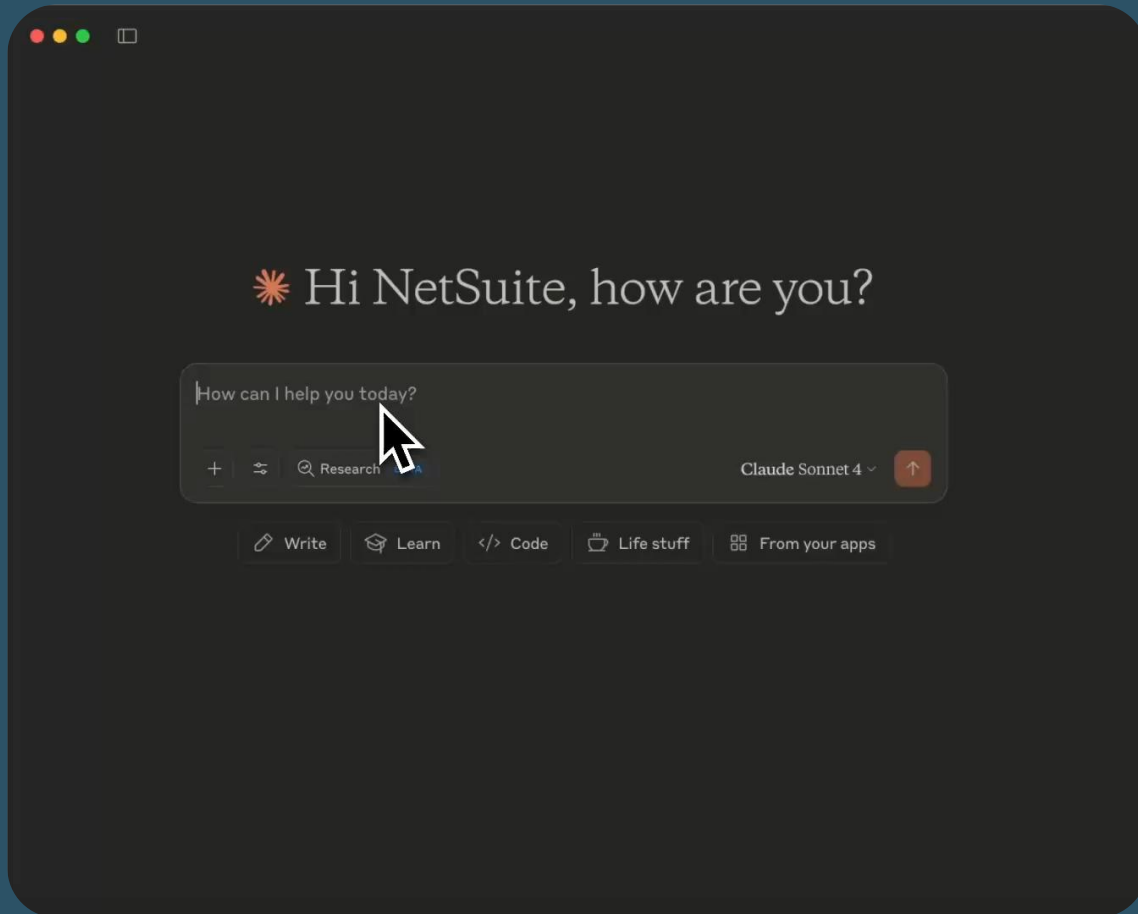


A **secure, flexible, and scalable** way to connect your own AI to NetSuite.

Agentic AI

NetSuite AI Connector Service

A new layer for connecting AI, tools, and services to NetSuite through MCP



Easily perform queries
on your NetSuite data
**using natural
language.**

“We’ve seen tangible time savings with the NetSuite AI Connector Service, delivering quicker reporting, extracting accounting insights 50% faster, and streamlining our monthly close with a single prompt.”

Seth Brown, COO, Media Manager

COMMENTS FROM OUR CUSTOMERS

The **MCP** is so cool. We've used it to create an overall executive report, scan an invoice PDF and create a new invoice in NetSuite, and create a custom record to send a text message from NetSuite! Excited to keep seeing what it can do!

Like  

Super excited about this new **NetSuite AI Connector!** We've already started exploring with our own prompts to see how this could save our customers even more time on their document management.

Like  

Been having a great time exploring this with the team. We've got Claude hooked up end to end with NetSuite and our own fledgling MCP. Generating and sending ad hoc NetSuite project reports to key stakeholders as tasks (available in situ on the records in NetSuite), all really just scratching the surface now that Claude has support for files too.

Like  

Hey NetSuite, digging this **AI Connector Service** with MCP support—super flexible way to hook up custom AI without the lock-in drama. Our team just rolled it out for an e-commerce client, automating vendor spend reviews that used to eat up days. Game-changer for scaling ops! #NetSuiteAI #MCP

Like  

MCP enables seamless communication between NetSuite and external AI services, allowing users to leverage advanced AI capabilities.

Like  

Exciting development! **AI connectors with MCP** support open up so many possibilities for custom integrations.

Like  

We've been running on NetSuite for about a year now, and recently started testing out the new **AI Connector** tool using Claude. I've gotta say it's insanely impressive.

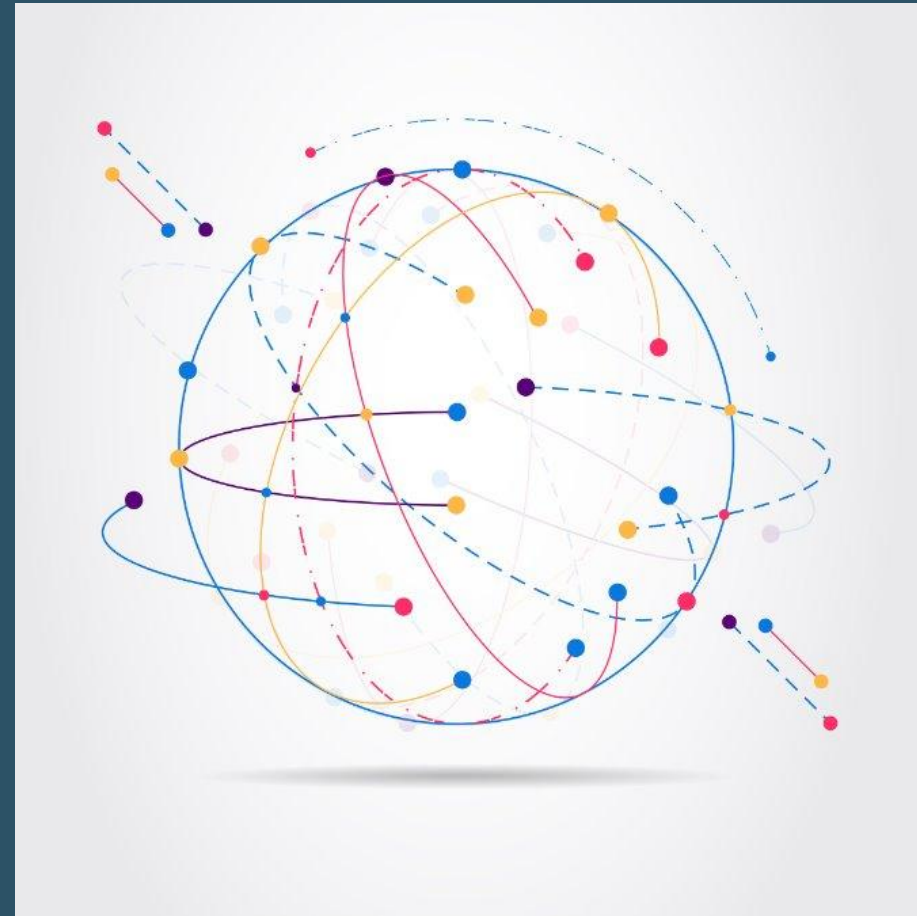
Like  



One More Thing

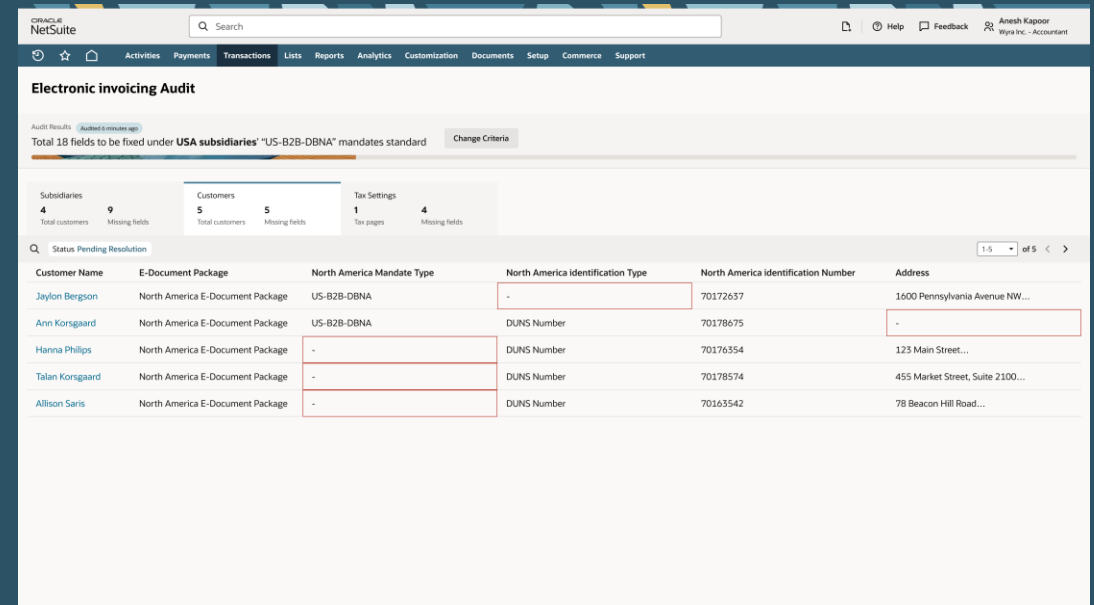
NetSuite Electronic Invoicing – the future is here.

- Today:
 - Germany, Belgium, Spain, Israel, USA, Malaysia, Brazil, Mexico, Chile, KSA
- In development:
 - Netherlands, France, Poland, Romania, ANZ, Japan
- Builder capable:
 - **60+ Countries** in Americas, EMEA, JAPAC
 - **Nordics - Peppol**, CTC, eReporting, Country-specific invoices



NetSuite Electronic Invoicing Audit

- AI to query your account:
 - Identifiers – tax IDs, Peppol IDs, BRN,....
 - Addresses
 - Tax codes
 - Customers
 - Suppliers
 - Subsidiaries
 - Items
 -
- Checks for missing/incorrect data
- Shows records that need updating for correct usage of electronic invoicing
- Can customise to your own needs



NetSuite Electronic Invoicing – Process Errors

- AI to interpret error messages
 - What is wrong in context of this transaction
 - Comparing data to mandate requirements
 - Suggested actions to correct
 - Handle multiple errors at the same time
- Actionable solutions for fixing issues
- Using NetSuite experience plus RAG

INV-0900 Open

Customer: Best Buy Software | Contact: Barbara Gibson | Due date: 10/15/2025

Updated 9/15/2025 11:04 AM by Peter Laurent

E-document certification failed due to INV-2000: INVOICE_VALIDATION_FAILED error. There is a problem with one or more fields required for your e-invoice submission. Some recommended solutions have been found.

[View details](#)

Field	Value
Invoice #	0900
Customer	Best Buy Software
Date	9/15/2025
As-of date	9/15/2025
Subsidiary	US - West
Location	
Created date	9/15/2025

Field	Value
Start date	
End date	
Posting period	Aug 2025
Due date	10/15/2025
PO #	
Memo	

Field	Value
Subtotal	1,495.00
Discount Item	0.00
Tax total	--
Shipping cost	--
Handling cost	--
Gift certificate	0.00
Total	1,495.00

Electronic Certification errors in INV-0900

Completed in 12 seconds

Fixing e-document certification error INV-2000: INVOICE_VALIDATION_FAILED

Created by @Peter with R. | @Grey visible to Partner

Summary
The INV-2000: INVOICE_VALIDATION_FAILED code means there is a problem with one or more fields required for your e-invoice submission.

Key errors identified

Error	Recommended solution
Invalid Posting Period	The financial period for this invoice is closed or not open for transactions. Please select an open posting period to proceed with e-invoicing.
Incomplete Billing Address	Billing address is incomplete or missing mandatory fields (street, city, postal code, or country). Please update the customer record and reprocess the e-invoice.
Customer Tax Registration Number is missing or invalid	Please verify and update the "Tax ID" field in the customer record before resubmitting the invoice.

Items | Shipping | **Billing** | Accounting | Tax Details | Relationships | Communication | Related Records | E-Document

Terms | **Bill to** | Payment link

Best Buy Software
123 Suite street
Arizona
United States

Incomplete address

Search or Ask Oracle

Q & A

ORACLE
NetSuite