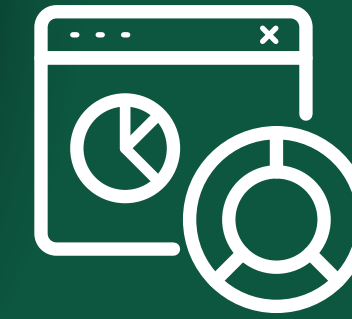


# Be Aware of These 5 NetSuite “Gotchas”



## “Where did my *data* go?”

NetSuite has limitations on data export, restricting you to CSV files for the data you are allowed to export. Have your vendor demonstrate how to export your specific data from the system.

## “That’s nice, *but...*”

ERP vendors often showcase impressive features, but it's crucial to assess if you'll use them. Share your required features and ensure they're shown to you in the demo.

## “That’s *not* what you quoted me!”

NetSuite may offer attractive discounts on the initial contract, but be aware that renewal costs can increase significantly each year. Additionally, as your company grows, you might be moved to more expensive Service Tiers. Make sure you thoroughly read and understand the contract before signing.

## “Where’s my *support*?”

NetSuite offers three support levels, but even some dedicated users have noted challenges with the company's support. Consider opting for the highest support level if you want timely resolutions to technical issues. Understand your support options and ensure you get what you pay for.

## “This isn’t as *easy* as you said!”

While NetSuite provides many standard reports, creating custom reports to meet specific business needs can be complex. Ensure you understand how to create the custom reports you need.