About Mozu Applications
Mozu provides a modern commerce platform with a robust out-of-the-box feature set and an easy-to-extend architecture. Mozu extensibility is made possible through "Applications." Applications offer a simplified way to expand the native capabilities of the Mozu platform and easily integrate with 3rd party technologies, such as Ignitiv’s Mozu-NetSuite Application.

The Mozu-NetSuite Application
Ignitiv’s Mozu-NetSuite Application enables online retailers to use a best-of-breed, modern commerce platform such as Mozu for their eCommerce needs with the best-of-breed back-end ERP functions of NetSuite in a seamless manner. The application allows full service, bi-directional integration to enable core business information flow in the enterprise across products, inventory, orders, customers and payments. With this integration software, retailers can focus on their business of selling more and fulfilling their orders without having to spend time and money on manually keying products into Mozu or orders and customers into NetSuite.

The application also enables retailers to offer better customer experience with the knowledge that orders customers submit on their Mozu Commerce site are being fulfilled faithfully from the NetSuite backend. Finally, it allows business operations to run in a streamlined manner and much more profitably by eliminating errors in data handling as information moves from one system to another in the customer engagement and ordering process.

Mozu-NetSuite Application Key Benefits
**Jumpstart your project and reach ROI quickly.** Integration to the ERP is one of the key activity streams in any Mozu Commerce implementation project involving NetSuite. By using an industrial-strength, enterprise-grade application, you can complete your integration quickly and go live faster.

**Comprehensive and flexible integration means business agility.** Because the integration is comprehensive and flexible, the retailer’s ability to bring new changes, introduce new products or fine-tune fulfillment for promotional campaigns increases dramatically.

**Scalable and robust integration leads to painless business growth.** Integration of two best-of-breed systems for commerce and business operations will enable the retailer to grow rapidly. Better customer experience and more efficient business operations result from a trouble-free integration. The application will keep up with the growth of orders, customers, products and inventory flowing between the systems.

In order to use the Mozu-NetSuite Application, you must have a NetSuite account. For Application pricing details, please contact us.

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Mozu-NetSuite Application Key Features

**Import Products**
- Import products from NetSuite to Mozu with retailer-configurable periodicity including near real-time
- Import kits from NetSuite
- Supports multi-site functionality
- Import product catalog structures including categories and sub-categories

**Inventory Sync**
- Update inventory in NetSuite and sync it with Mozu inventory
- Sync multi-location inventory
- In order submission or cancellation, reflect changes in inventory in Mozu or NetSuite and sync changes between them
- Manage back-orders

**Orders & Customers**
- When orders are submitted in Mozu, transfer order and customer details to NetSuite in real-time
- Similarly orders can flow from NetSuite to Mozu when customers place orders over phone using NetSuite
- When order details are sent to NetSuite, corresponding sales invoice and payment lines will be created
- Shipping and tax on Mozu order will automatically translate into shipping and tax line items in NetSuite, accounted under appropriate G/L accounts.
- When discounts and gift cards are used as payments, this will create negative line items in imported orders.
- Existing customers are recognized accordingly and orders added to customer accounts
- For B2B customers, orders with POs can go to NetSuite as well

**Fulfillment**
- As order status changes during fulfillment process, status update sent back to Mozu
- Partial fulfillment and partial payment capture is supported
- Order changes such as item replacement in NetSuite to be reflected in Mozu is supported

Ignitiv’s Mozu-NetSuite Application is available as a cloud service and hosted on AWS. It is architected to scale up to large high performing sites that have a significant number of orders flowing through from Mozu to NetSuite. The application software addresses core security and error handling requirements as well.

**About Ignitiv**
Ignitiv is an agency / systems integrator that is focused on delivering Omni-channel Commerce solutions to global brands across retail, consumer products, telecommunications and other industries. Ignitiv does that with an incessant focus on customer experience across both stores and online, design and technology solution areas such as commerce, social, mobile, order management and web services.