AMZUR TECHNOLOGIES

How a Multi-Location Retail & F&B Business Cut Daily Reconciliation Time by Over 60% with NetSuite Automation

A finance-focused case study for CFOs, Finance Leaders, and NetSuite Champions

Executive Snapshot

Manual reconciliation may start with a few exports, payment checks, and store reports. But as locations, payment methods, and transaction volumes grow, it becomes a daily finance bottleneck.

A Florida-based coffee roaster and F&B retailer with 15 retail locations and 800+ wholesale customers had NetSuite in place, but finance still had to manually update, validate, and reconcile store activity between the POS, HQ, and NetSuite.

Amzur helped redesign the workflow with POS-to-NetSuite automation, reducing daily processing and reconciliation time from over 8 hours to 3 hours.

KEY OUTCOMES:

Daily reconciliation time	Reduced from 8+ hours to 3 hours
Time reduction	Over 60% faster
Finance capacity saved	Approx. 125 hours per month
Locations supported	15 retail locations
Customer scale	800+ wholesale customers

The Business Problem

Finance was spending too much time making system data usable.

For growing retail and F&B businesses, the issue is rarely that sales are not captured. The issue is that sales, payments, deposits, credits, refunds, gift certificates, and cash statements do not always move cleanly into NetSuite. When that happens, finance teams are forced to become the control layer between systems.

Before automation, the business faced four common finance and NetSuite challenges.

- **Manual reconciliation created administrative drag**
  Finance teams spent hours updating and reconciling records instead of reviewing exceptions, analyzing performance, and improving controls.
- **Data latency slowed visibility**
  Store-level sales, cash, and credit activity were not visible quickly enough inside NetSuite, limiting finance's ability to act on daily performance.
- **Payment and gift certificate tracking created risk**
  Cash, card payments, deposits, credits, refunds, and gift certificate validation needed cleaner tracking and more consistent handling inside NetSuite.
- **Growth increased finance workload**
  As the business scaled across locations, manual reconciliation became harder to support without adding more administrative effort.

For CFOs, this was a productivity and control issue.

For NetSuite Champions, it was a workflow issue.

For net-new NetSuite prospects, it showed why ERP success depends on how well NetSuite connects with the systems that run daily operations.

The Solution

AMZUR BUILT A CLEANER POS-TO-NETSUITE FINANCE CONTROL LAYER.

The goal was not simply to connect one POS system to NetSuite.

The goal was to reduce manual finance work, improve data flow, and create a more reliable NetSuite environment for daily accounting and reporting.

Amzur integrated the company's FOCUS POS connector with NetSuite so daily sales data could move into NetSuite automatically. Instead of relying on repeated manual updates or additional third-party connector complexity, the workflow used RESTful API automation and NetSuite configuration to streamline transaction creation and store-level reporting.

What Changed Inside NetSuite

FINANCE WORKFLOW	WHAT CHANGED
Daily sales import	Store sales data flowed into NetSuite automatically
Invoice creation	Invoices were created automatically
Payment posting	Payments were created and mapped in NetSuite
Deposit creation	Deposits were generated automatically
Credit memo handling	Credit memos were created automatically
Cash/credit statements	Daily statements were automated for each store
Gift certificate validation	Validation became easier to manage through the workflow
Location visibility	NetSuite Analytics gave clearer performance visibility by store

The operating model changed from manual cleanup to automated control.

Finance users no longer had to spend hours rebuilding daily store activity. They could spend more time reviewing exceptions, checking performance, and trusting NetSuite as the system of record.

Why This Matters for F&B and Retail Businesses

FOR COMPANIES EVALUATING NETSUITE

This case shows that NetSuite can become more than a back-office accounting system.

When implemented with the right integration architecture, NetSuite can help unify sales, payments, deposits, credit memos, cash statements, and location-level reporting across operating units.

That matters for retailers and F&B businesses planning to scale across locations, channels, or payment methods.

FOR EXISTING NETSUITE CUSTOMERS

This case also shows that poor NetSuite performance is not always a software limitation.

Sometimes the real issue is disconnected workflows, manual reconciliation, third-party connector dependency, or a NetSuite environment that has not been optimized around how the business actually operates.

Amzur can help assess the current setup, simplify the architecture, reduce manual work, and improve the way NetSuite supports finance and operations.

What This Means for CFOs, Finance Teams, and NetSuite Champions

With the right NetSuite automation model, growing retail and F&B businesses can:

- Reduce daily reconciliation effort
- Improve financial control across locations
- Automate invoices, payments, deposits, and credit memos
- Streamline payment method and gift certificate tracking
- Generate cash/credit statements by location
- Improve store-level visibility through NetSuite Analytics
- Reduce reliance on manual workarounds and disconnected systems
- Scale finance operations without adding unnecessary administrative workload

The lesson is simple: NetSuite delivers more value when finance workflows are designed around control, visibility, and scale.

WANT TO KNOW WHERE YOUR NETSUITE WORKFLOW IS SLOWING FINANCE DOWN?

Amzur's NetSuite experts can help you assess your current POS, payment, reconciliation, reporting, and NetSuite workflow environment.

Whether you are evaluating NetSuite or trying to improve an existing implementation, we can help identify where automation, integration, and optimization can create measurable finance impact.

Find out how your retail or F&B business can reduce reconciliation effort, improve cash visibility, and get more value from NetSuite.

Book a Discovery Call with Amzur's NetSuite Experts

ABOUT AMZUR TECHNOLOGIES

Amzur Technologies, Inc. (Amzur) is an award-winning, ISO 9001: 2015, ISMS 27001: 2022, SOC 2 Type II certified, HIPAA and GDPR compliant company based in Tampa, FL, serving customers across the globe. Amzur Technologies is a digital transformation partner specializing in helping mid-market enterprises modernize their technology landscape. With deep expertise in healthcare, retail, manufacturing, and professional services, we deliver end-to-end solutions spanning IT strategy, product development, application modernization, data engineering, cloud migration, and managed services.

Our approach combines strategic thinking with hands-on execution, helping organizations not just envision their digital future but realize it with speed and precision.

Address: 2807 W Busch Blvd, Suite 110, Tampa, FL 33618
www.amzur.com
Contact: +1(813) 600 4060 | marketing@amzur.com

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