



Automate the identification and guide resolution of financial anomalies with AI

NetSuite Exception Management



The pressure and complexity of the financial close mean finance teams often juggle manual tasks and tight deadlines, leading to errors, delays, and reduced confidence in financial data. That can make reporting and effective decision-making difficult.

NetSuite Exception Management makes it easy to automatically find and help you fix anomalies in financial transactions, such as journal entries, bank transactions, invoices, and bills. Now organisations can close faster, with better accuracy and less manual work. Using AI trained on your own historical transaction data, NetSuite continuously scans for unusual or missing transactions, ranks exceptions by confidence, and provides intelligent suggestions with clear explanations. Finance teams can quickly investigate and resolve issues. The result: more accurate books, improved real-time reporting, and greater confidence in financial data throughout the month.

Key Benefits

- **Faster financial close.** Continuous exception management means errors and omissions are identified and handled as they occur, allowing for a faster and more accurate period close with more complete accounting books.
- **Greater confidence in reports.** Continuous monitoring and resolution mean more accurate and up-to-date reporting to support smarter, more timely decision-making based on better financial data.
- **Improved accuracy.** Intelligent reviews and exception handling features quickly surface anomalies in various transaction types and help guide corrective actions.
- **Increased efficiency.** Automating exception detection reduces the manual workload during the financial close process, saving both time and money.

NetSuite Exception Management leverages AI to automatically detect and help you resolve anomalies in transactions by continuously monitoring and analysing your company's recent data leading to faster, more accurate financial close cycles with less manual work and greater confidence in real-time financial reporting.

Model training

Machine Learning (ML) models are trained exclusively with your company's transaction data to provide unique pattern identification and customer-specific exception management insights. The model focuses on your most recent 18 months of transactions for better relevance and accuracy in spotting anomalies.

Data privacy and security

Your data is never used to train models for use by other companies. Enterprise-grade security protocols protect sensitive transaction details and help maintain compliance with industry standards.

Exception detection

Historical transactions are analysed to find recurring patterns and predict expected transactions for future accounting periods. Compare predictions against current transactions, such as journal entries, invoices, sales orders, purchase orders, payments, and vendor data, to detect financial exceptions, unusual amounts, erroneous accounts, and missing entries for immediate resolution.

Context and reasoning

Flagged exceptions are accompanied by clear explanations and a list of relevant past transactions to help users understand what is expected. By automatically identifying similar historical transactions, the system delivers context and accelerates investigations.

The screenshot displays the NetSuite Exception Management dashboard. At the top, it shows 'Transaction Errors (10)' and 'Expected Transactions (32)'. A sensitivity slider is set to 'Low', resulting in '16 Exceptions Pending Resolution' with a 'Potential Financial Impact' of '\$138,600'. Below this is a table of exceptions:

Transaction	Type	Accounting Period	Potential Impact	Entity	Subsidiary	Status	Action
Sale to Phantom Inc. 3	Multiple	Oct 2025	\$70,000	Phantom Inc.	Wyra US	Pending Resolution	View Details
Sales Order #50183 2	Multiple	Oct 2025	\$71,500	Phantom Inc.	Wyra US	Pending Resolution	View Details
	Incorrect Amount	Oct 2025	\$14,000	Phantom Inc.	Wyra US	Pending Resolution	View Details
	Incorrect Account	Oct 2025	\$7,500	Phantom Inc.	Wyra US	Pending Resolution	View Details
Invoice #INV2341	Incorrect Account	Oct 2025	\$7,500	Phantom Inc.	Wyra US	Pending Resolution	View Details
Invoice #INV2345	Incorrect Amount	Oct 2025	\$17,100	Phantom Inc.	Wyra US	Pending Resolution	View Details
Sales Order #50187	Incorrect Account	Oct 2025	\$21,750	Phantom Inc.	Wyra US	Pending Resolution	View Details
Sales Order #50205	Incorrect Account	Oct 2025	\$77,450	Phantom Inc.	Wyra US	Pending Resolution	View Details
Sale to Herkules Inc. 4	Multiple	Oct 2025	\$7,300	Herkules Inc.	Wyra US	Pending Resolution	View Details
Purchase from Tires Ltd. 2	Multiple	Oct 2025	\$3,000	Tires Ltd.	Wyra US	Pending Resolution	View Details
Purchase from FITTrak 3	Multiple	Oct 2025	\$12,000	FITTrak	Wyra US	Pending Resolution	View Details
Journal #JE1290	Incorrect Account	Oct 2025	\$26,000		Wyra US	Pending Resolution	View Details

A detailed view of a transaction is shown on the right, including a 'Potentially Incorrect Amount' of \$1,900 and a list of 'Past Transactions' for comparison:

Transaction	Date	Amount
INV #2134	10/2/2025	\$17,500
INV #2042	8/21/2025	\$18,300
INV #1932	7/17/2025	\$20,000

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