



# NETSUITE SANDBOX ACCOUNTS

NetSuite is a uniquely customizable and extensible platform for your business. Building new features or changing a live system creates risk. Are new features ready for deployment? Will the changes confuse end-users? Will critical business processes continue to function smoothly?

## Benefits

- Avoid expensive application rewrites.
- Test customizations before deployment.
- Fix issues with existing customizations.
- Try out third-party integration features.
- Train employees on existing or new business practices.
- Test transaction entries, record deletions and form customizations.
- Allow IT operations teams to optimize environments.

To mitigate these risks and provide the tools and a test environment before you implement the changes in your live instance, NetSuite provides Development and Sandbox accounts, which are safe, secure and isolated test environments where developers and administrators can:

- Develop and test customizations
- Apply fixes
- Test third-party applications
- Update forms, searches and scripts
- Train new users

With the NetSuite SuiteCloud Development Framework (SDF), your developers can directly deploy code from the SuiteCloud IDE to development, sandbox and production accounts, further speeding up development, testing and deployment. For more information on SDF, [click here](#).

### **What is a Sandbox Account?**

The sandbox account contains a replica of the configuration, customization and data from your live production account as of a specific date, but does not process external transactions such as payments or email campaigns. The data can be refreshed from the production account on-demand. Each sandbox account that you purchase comes with three development accounts.

### **What is a Development Account?**

Development accounts have the same features and NetSuite-provisioned SuiteApps as your company's production account, but

do not contain any production data or account customizations. You can populate the account with the data you need for development and testing purposes. Using a development account, you can let outside partners develop something for you without them being able to see your company data.

### **What is a Premium Sandbox?**

Standard sandbox accounts are designed primarily for end-to-end testing and assume a lower traffic level than normal production accounts. For customers with high performance needs or large volumes of data, NetSuite offers premium sandbox accounts. Premium sandboxes more closely simulate the behavior of production accounts in order to support high-volume automated performance testing. As with a standard sandbox, the premium offering replicates your organization's configuration, customization and data. Premium sandbox customer data can be refreshed at any time.

### **Using Your Accounts:**

- [Development Account](#) – Basic SuiteScript, SuiteFlow customization building and testing that does not require customer data.
- [Single Sandbox](#) – A single sandbox account can be purchased and is ideal for customers or consultants to develop customizations using SuiteScript or SuiteFlow.
- [Multiple Sandboxes](#) – For larger, more complex projects—such as building several large SuiteScript applications in parallel—multiple sandboxes allow software

developers to each work with a separate dataset and test customizations independently.

## NetSuite Sandbox – FAQs

- [What is a sandbox refresh?](#)

A sandbox refresh creates a copy of the production account near the time the refresh request is made. Refreshing a sandbox account copies all configuration, data and customizations from a production account into the sandbox account.

- [Can I decide when to refresh the sandbox?](#)

Sandbox accounts can be periodically refreshed from production. This task is managed by the account administrator through the Sandbox Accounts page in the production account.

- [When is a sandbox upgraded to the latest version of NetSuite?](#)

Sandbox accounts are automatically upgraded at the same time as your production account. There is no need to refresh a sandbox for it to be upgraded.

- [What happens to customizations in the sandbox?](#)

All modifications to the existing sandbox environment are lost after the refresh. The refresh will be a recent copy of production account data, settings and customizations. SuiteBundler or the SuiteCloud Development Framework can be used to maintain your customizations from one refresh cycle to another.

- [How can I migrate customizations from sandbox to production?](#)

You can use SuiteBundler or the SuiteCloud Development Framework to move your saved searches, custom lists and custom fields from your sandbox into production. Bundling allows you to gather up your customizations and configurations into your own personal SuiteApps and then share them with other accounts, including your live NetSuite production account.

- [What data is not copied from a production account to a sandbox?](#)

During sandbox refreshes, the following data are not copied from production:

- Domains for websites and web stores
- Inbound single sign-on mappings
- System notes on records
- SuiteFlow (workflow) history logs
- Two-factor authentication (2FA) settings
- Token-Based Authentication (TBA)
- Integration records

## Feature Details

The following table shows the features that are available for testing in NetSuite sandbox accounts.

Feature	Availability
ACH Vendor Payments*	Test-mode only
Alternative Payment Methods*	Test-mode only
Bulk Merge*	Yes
Credit Card Processing*	Test-mode only
CDN Caching	Yes
CTI Integration (Contactual, Five9)	Yes
CSV Import	Yes
Custom Records	Yes
Currency Exchange Rate Integration	Yes
Direct Deposit*	Yes
Electronic Funds Transfer*	Test-mode only
Email Campaigns*	Yes
Email Case Capture	Yes
Email Notifications and Outgoing Email***	Yes
Fax*	No
Memorized Transactions*	No
NetSuite for Outlook*	No
Online Bill Pay**	No
Outlook Integration*	No

Feature	Availability
Payroll*	No
PayPal Integration*	Test-mode only
Perquest*	Yes
Reports/Scheduled Reports	Yes
Saved Searches/Scheduled Saved Searches	Yes
Scheduled SuiteScripts	Yes
Secure Domains*	Yes
Server SuiteScript	Yes
Client SuiteScript	Yes
SuiteAnalytics Connect (formerly ODBC)	Yes
SuiteApps (Bundles)	Yes
SuiteFlow (Workflows)	Yes
Telephony Integration (Basic)	Yes
Token-Based Authentication	Yes
Two-Factor Authentication	Yes
UPS/FedEx Integration for Shipping Labels	Test-mode only
UPS/FedEx Integration for Rate Querying*	Yes
Web Services	Yes
Website and Web Store	Yes

\* These will be available but no action will be taken; emails will not be sent, campaigns will not be executed, payments will not be processed.

\*\* Online Bill Pay will be disabled as an option in Sandbox (even the feature enabling will not be possible) as Metavante does not support a test mode, and any attempt to disable the feature will result in it being de-linked from the production account as well.

\*\*\* Only to NetSuite email addresses.