

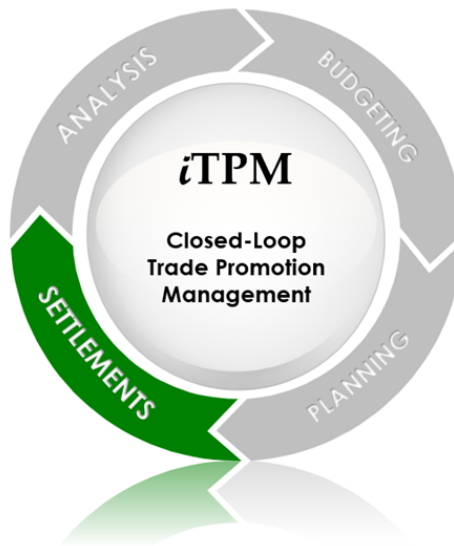
Integrated Trade Promotion Management



Built-for-NetSuite

User Guide: Settlements & Deductions

July 24, 2018



CG Squared, Inc.
3001 North Rocky Point Drive East, Suite 200, Tampa Florida 33607
support@CGsquared.com

CG Squared, Inc.

CG Squared designs, develops and supports the iTPM SuiteApp. CG Squared, or CG², stands for **C**onsumer **G**oods **C**onsulting **G**roup. Our passion and 100% focus is trade promotion for the CG industry. We have more than 30 years experience delivering closed-loop, trade promotion management solutions. CG² is committed to providing you world-class software and services:



- **Implementation services** to get iTPM configured, installed and ready for live production.
- **Training**, so your staff can efficiently use iTPM for trade promotion management.
- **Help Desk** support to answer your questions and help solve any issues.
- **Ongoing software enhancements**, with two new releases scheduled every year.
- Optional **TPM best-practices consulting**.

Learn more and follow our TPM blog at www.CGsquared.com.

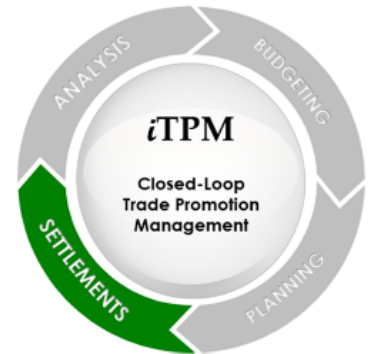
CG² services are bound to terms of service of the Professional Services Agreement between the parties.

iTPM Settlements and Deduction Management

iTPM is a native SuiteApp built for NetSuite. iTPM is published and installed into your NetSuite account as a managed bundle.

This User Guide is written for the following iTPM users:

- Users that pay initiate promotional payments, most commonly those customers that you pay by check.
- Users that manage accounts receivable, as you encounter promotional short-pays on invoices.
- A/P, A/R staff the research and resolve short-pays taken by vendors.



This manual has been designed for two-sided printing to save paper!

We invite you to follow our iTPM blog at www.i-tpm.com.

Because we publish updates to iTPM at least twice each year, features and screenshots in this User Guide may not match what you see in iTPM. This document is not intended to be a reference for NetSuite features, functionality and version releases.

The iTPM Subscription is bound to terms of service of the iTPM License Agreement between the parties.

Any reproduction or distribution of any part of this document without the prior written permission of CG Squared Inc. is strictly prohibited.

Information in this document is confidential and proprietary information of CG Squared Inc.

Table of Contents



Helpful Hint: When viewing this as a PDF, click on the topic to go directly to that section. To get back to the Table of Contents, click on [User Guide: Settlements & Deductions](#) at the top of the page.

Also available at the bottom of each page: Quick Reference links: [Deductions](#), [Settlements](#)

Quick Reference: DEDUCTIONS	6
Quick Reference: SETTLEMENTS	7
1.0 Overview: Settlements and Deductions	8
1.1 Proactive vs. Reactive Promotional Settlements	9
1.2 Overview of Settlement Tasks	9
1.3 Settlement Overview, Corporate Level Promotions	10
1.4 Settlement Overview, DC or 'child' Level Promotions	10
2.0 SETTLEMENT REQUEST: (Apply to CHECK or deduction)	11
2.1 Settlement Request workflow by role (pro-active)	11
2.2 Find and view the promotion you want to pay	12
2.3 Create a SETTLEMENT REQUEST (Proactive)	13
2.4 Add Notes, Attachments (Optional)	15
2.5 Review & CLOSE PROMOTION if no more payments.	16
3.0 Off-invoice and Net-Bill Allowances	17
3.1 Reviewing iTPM OI and NB allowances on EDI orders	18
3.2 Option: Apply iTPM OI and NB allowances to an order	19
3.3 Promotion KPIs for Off-invoice and Net-bill	22
4.0 Create iTPM Deductions (Process Short Pays)	23
4.1 iTPM Deduction and Settlement workflow by role	23
4.2 Short-Pay vs a Normal Open Receivable	24
4.3 Two ways to process short-pays using iTPM	25
4.4 Option 1: Process the short-pay while viewing the short-paid invoice	26
4.5 Option 2: Process complex short-pays using a Credit Memo	29
4.6 Create a Deduction from a Credit Memo	34

5.0 Research & Prepare to Resolve Deductions	36
5.1 View & Research Deductions	37
5.2 Update the Deduction Next Action Date (Optional Workflow)	40
5.2 Assign, Reassign a Deduction (Optional Workflow)	41
5.4 QUICK SPLIT a Deduction	42
5.5 SPLIT a Deduction	43
5.6 SPLIT (CSV) a Deduction	44
5.7 Helpful Do's and Don't for CSV import files	46
5.8 How to view the original deduction and all the splits?	47
5.9 Add Notes, Attachments to a deduction (Optional)	48
5.10 FYI: Deductions on Customer Statements	49
5.11 Deduction Aging Report & Visibility	50
6.0 Resolve PROMOTIONAL Deductions	52
6.1 SETTLEMENT button while viewing a DEDUCTION	52
Step 1: View the open deduction and Click on the SETTLEMENT button.	52
Step 2: Select a Promotion	53
Step 3: Enter Amount to Resolve & More	54
Step 4: Add Notes, Attachments (Optional)	56
Step 5: Review the updated deduction balance (optional)	56
6.2 RESOLVE DEDUCTIONS button from a PROMOTION	57
Step 1: View the promotion and click on the RESOLVE DEDUCTIONS button.	57
Step 2: Select one or more DEDUCTIONS to resolve.	57
Step 3: Review status of your multi-DEDUCTION resolutions	57
6.3 CSV Bulk-Settlements	58
6.4 Settlements by Month Report	62
7.0 Resolve non-promotional Deductions by CREDIT MEMO	63
7.1 Create a Credit Memo (or use existing credit memo)	64
7.2 Option 1: View Deduction, MATCH-TO-CREDIT MEMO button	65
7.3 Option 2: View Credit Memo, MATCH-TO-DEDUCTION button	67
7.4 Credit-Memos on the customer statement	68
7.5 Find Credit-Memos linked to iTPM	69

8.0 Resolve non-promotional Deductions: EXPENSE	70
8.1 View a deduction, click EXPENSE button	71
8.2 CSV Bulk Expense	74
8.3 View the Journal Entries (Optional)	76
9.0 Resolve Invalid Deductions: Dispute & RE-INVOICE	77
9.1 Dispute a Deduction	77
9.2 REINVOICE a Disputed Deduction	78
9.3 Re-Invoiced Deductions appear on the Customer Statement	79
10.0 Apply Settlement Requests	80
10.1 Settlement Statuses	80
10.2 Find and Review Settlement Requests	81
10.3 Option 1: Apply Settlement Request to a Deduction	82
10.4 Option 2: Apply Settlement Request to a Check	84
10.5 Option 3: VOID the Settlement Request	85
11.0 Reference	86
11.1 I made a mistake, what do I do?	86
11.2 Help!	87
11.3 Dashboard Portlets	89

Quick Reference: DEDUCTIONS

HELP! Email questions & issues to support@cgsquared.com



FIRST TIME USER OF NETSUITE? Read the first three chapters of the **NetSuite Basics User Guide** found at www.i-TPM.com/training-resources.com.

Deduction CONDITION (Based on open deduction balance)	Deduction DISPUTED? checkbox:
<p>Open: Deduction has an open balance.</p> <p>Pending: Associated journal entry is awaiting approval.</p> <p>Processing: Deduction SPLIT is being processed.</p> <p>Resolved: Deduction has a zero balance.</p>	<p>Checked Disputed Deduction validity is questioned. May re-invoice to recover money</p> <p>UnChecked: Deduction assumed to be valid.</p>

CREATE a deduction from an OPEN INVOICE:	CREATE a deduction from a CREDIT MEMO
<ol style="list-style-type: none"> VIEW AN OPEN SHORT-PAID INVOICE (STANDARD NETSUITE) CLICK THE DEDUCTION BUTTON SHORT-PAY TAKEN AGAINST ONE INVOICE SHORT-PAY TAKEN ACROSS MULTIPLE INVOICES NEXT ACTION & DATE (OPTIONAL) ASSIGN A DEDUCTION (OPTIONAL) NOTES, ATTACHMENTS (OPTIONAL) NOTE: ALL OF THE OPEN BALANCE BECOMES A DEDUCTION SUBMIT 	<ol style="list-style-type: none"> VIEW A CREDIT MEMO CREATED TO PROCESS A SHORT-PAY CLICK THE DEDUCTION BUTTON NEXT ACTION & DATE (OPTIONAL) ASSIGN A DEDUCTION (OPTIONAL) NOTES, ATTACHMENTS (OPTIONAL) NOTE: ALL OF THE CREDIT MEMO BECOMES A DEDUCTION SUBMIT

Ways to MANAGE deductions: (OPTIONAL WORKFLOW)	Four ways to RESOLVE OPEN DEDUCTIONS :
<ol style="list-style-type: none"> VIEW OPEN DEDUCTION LIST NEXT ACTION & DATE ASSIGN A DEDUCTION NOTES, ATTACHMENTS DISPUTE A DEDUCTION & DEDUCTION STATUS QUICK SPLIT AND/OR SPLIT A DEDUCTION AND/OR SPLIT (CSV) UPLOAD CSV FILE AND SPLIT A DEDUCTION Use Deduction Aging & Open Deduction Report 	<p>Match to a promotion: SETTLEMENT button.</p> <p>Match to existing credit memo: View the deduction, MATCH-TO-CREDIT-MEMO View the credit memo, MATCH TO DEDUCTION</p> <p>Expense to a chart of account: EXPENSE button.</p> <p>Dispute and re-invoice: REINVOICE button.</p> <p>For more details, See Quick Reference for Settlements</p>

For a list of your deductions, *iTPM -> Deductions -> List* Click **VIEW**, or the deduction ID to view the deduction.

TPM terminology and reference section

Split: The result of breaking up deductions to represent the individual claims that were rolled up into one short-pay

Settlement: In iTPM, a settlement is customer's promotional claim, paid either by check or matched to the customer's deduction.

Short-pay: Customer is owed promotional money, so they subtract the amount owed from their payment of an unrelated invoice.

Deduction: Customer Short-pays. Create a deduction record in iTPM to research and resolve your short-pays.

Unapplied: An iTPM settlement has been requested, but it is not finalized until it is applied to a check or open deduction.

Quick Reference: SETTLEMENTS

HELP! Email questions & issues to support@cgsquared.com

Settlement WORKFLOW	Settlement Workflow:	TYPES of valid deductions:
<p>Proactive: <u>Settlement</u>: You request payment You can apply to a check or apply to an open deduction.</p> <p>Reactive: Customer already deducted. You need to research it.</p> <ul style="list-style-type: none"> Promotional Settlement Match to Credit Memo, or Match to Deduction Expense to account Dispute and REINVOICE 	<p>Requested / Unapplied: Settlement to be applied.</p> <p>Voided: Settlement is voided.</p> <p>In Process: Settlement is being allocated to items in the promotion.</p> <p>Applied: Settlement completed.</p>	<p>Promotional: These settlements are mapped to specific promotional events. View a deduction and use the SETTLEMENT button</p> <p>Non-Promotional: Expense these to a NetSuite Chart-of-Account that you select View a deduction and use the MATCH TO CREDIT MEMO or EXPENSE buttons.</p>

PAY A PROMOTION (Proactive Promotional SETTLEMENT)	PROMOTIONAL SETTLEMENT to RESOLVE a Deduction.
<p>REQUEST SETTLEMENT button on a PROMOTION</p> <ol style="list-style-type: none"> FIND AND VIEW THE PROMOTION TO PAY SETTLEMENT BUTTON ENTER AMOUNT TO PAY SELECT CLASSIFICATIONS (OPTIONAL) SUBMIT COMMUNICATION SUBTAB: NOTES & ATTACHMENTS (OPTIONAL) 	<p>SETTLEMENT button on DEDUCTIONS & CSV Bulk-Settlements</p> <ol style="list-style-type: none"> FIND AND VIEW THE OPEN DEDUCTION TO RESOLVE SETTLEMENT BUTTON FIND THE PROMOTION, AND CLICK ON THE ID UNDER APPLY TO. ENTER AMOUNT TO RESOLVE. SELECT CLASSIFICATIONS (OPTIONAL) SUBMIT COMMUNICATION SUBTAB: NOTES & ATTACHMENTS (OPTIONAL)

EXPENSE NON-PROMOTIONAL to RESOLVE a Deduction	DISPUTE, and/or RE-INVOICE a Deduction for repay
<p>EXPENSE button on a deduction & CSV Bulk Expense</p> <ol style="list-style-type: none"> FIND AND VIEW THE OPEN DEDUCTION TO RESOLVE NOTE: ALL OF THE OPEN BALANCE WILL BE EXPENSED EXPENSE BUTTON CHANGE CHART-OF-ACCOUNT (OPTIONAL) SAVE JOURNAL ENTRY ADD NOTES, ATTACHMENTS (OPTIONAL) 	<p>INVOICE button on a deduction</p> <ol style="list-style-type: none"> FIND AND VIEW THE OPEN DEDUCTION TO RESOLVE NOTE: ALL OF THE OPEN BALANCE IS RE-INVOICED AND RETURNED TO CUSTOMER'S STATEMENT EDIT, CHECK THE CHECKBOX DISPUTED? (OPTIONAL) SUBMIT ADD NOTES, ATTACHMENTS (OPTIONAL) CLICK REINVOICE BUTTON.

MATCH TO CREDIT MEMO to RESOLVE a Deduction	APPLY Settlements that are in REQUESTED / UNAPPLIED status
<ol style="list-style-type: none"> FIND AND VIEW THE OPEN DEDUCTION TO RESOLVE CLICK MATCH TO CREDIT MEMO BUTTON FIND THE CREDIT MEMO, CLICK ON THE ID UNDER APPLY TO CLICK SUBMIT 	<p>THREE OPTIONS FOR FINANCIAL TEAM: APPLY TO CHECK APPLY TO DEDUCTION, AND VOID</p>

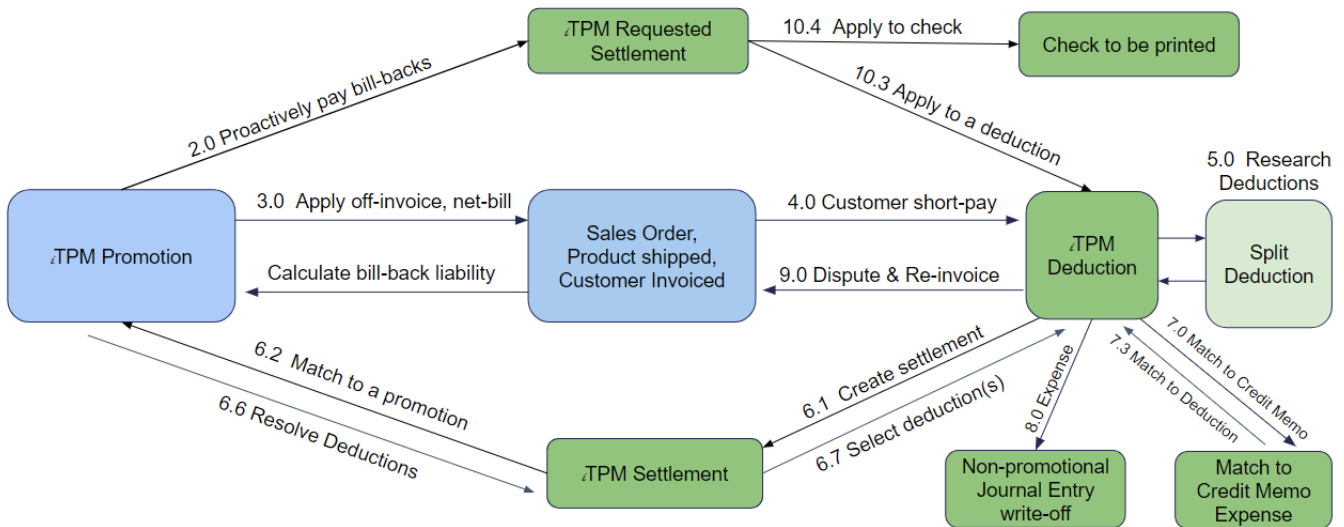
For a list of your settlements, *iTPM -> Resolutions-> Settlements* Click VIEW, or the settlement ID to view the settlements by item associated with the settlement. Click VIEW on any of the item rows to open the settlement form.

iTPM-> Resolutions -> Settlements by Month, or Reports -> Saved Reports -> All Reports and VIEW [Settlements by Month](#)

Promotion KPIs for Trade Promotion Spending				
Estimated	LE: Latest Estimate	Expected Liability	Net Liability	Actual
What you THINK will happen.	What is most likely to happen.	Your expected deal cost as of today, including paid and unpaid amounts.	What you owe but haven't paid.	What has happened that's been paid or resolved as of today.

1.0 Overview: Settlements and Deductions

Below is the 'big picture' of the complete life-cycle of trade promotions using iTPM where trade promotion is an expense:



This User Guide covers settlements and deductions, which are represented by the green boxes above. The User Guide section is identified next to each workflow task.

The chapter or section number in this User Guide for each workflow is shown next to each line in the diagram above.

The Promotion Planning User Guide covers the blue boxes above. User Guides are located at www.i-TPM.com/training-resources



Note: This user manual is written with the assumption that iTPM users are already familiar with NetSuite and have received basic NetSuite training on navigation and features.

Users unfamiliar with NetSuite should read the **NetSuite Basics for Brokers** User Guide at www.i-TPM.com/training-resources.com

1.1 Proactive vs. Reactive Promotional Settlements

After your iTPM promotions are completed, it's time to get payment to your customers. There are two types of settlements in iTPM.

Settlement Workflow	Settlement Description
<p>Proactive:</p> <p>Customer requests payment</p>	<p>You initiate the payment request. The retailer waits for you to pay their claim for trade promotion monies owed to them. You can pay for a promotion by check or by other means like ACH. In the CG industry, paying by check is most commonly used with indirect accounts. (Indirect customers purchase from your distributors, not directly from you.)</p> <p>If you choose to pay direct customers, iTPM can help prevent double-dipping. Double-dipping occurs when you send a check AND the customer deducts.</p>
<p>Reactive:</p> <p>Customer takes payment by deducting the amount.</p>	<p>The customer didn't wait for you to pay. Instead, they short-pay the money you owe. However, this short pay is taken on one of your invoices that isn't related to the promotion for the expense. iTPM settlements resolve the short-pay and match the expense back to the original promotion.</p>

1.2 Overview of Settlement Tasks


Promotional settlements and deductions can be summarized into the following main activities:

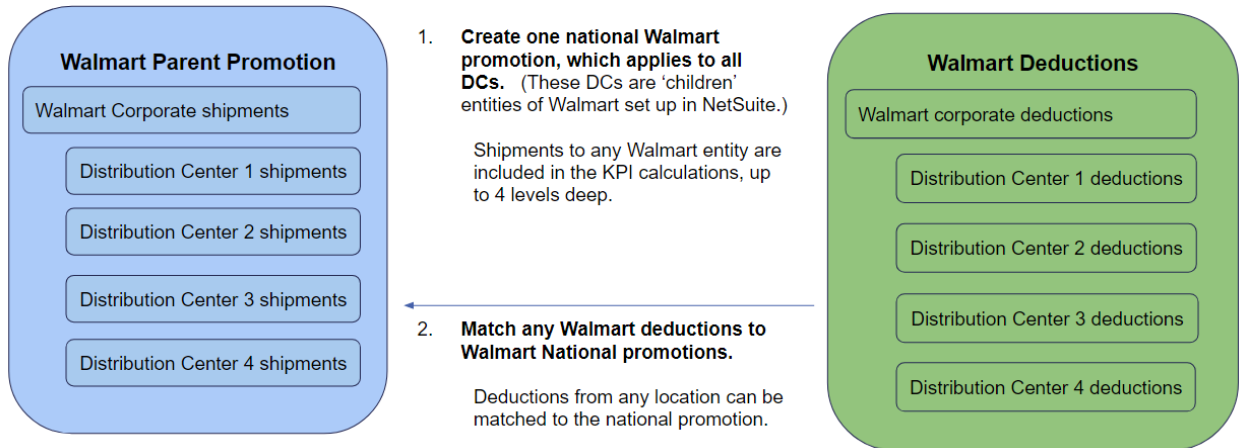
- **Request payment** for promotions, and apply the request to a check or other payment method.
- **Research deductions** to determine resolution
- **Resolve deductions** four ways:
 - **Settlement:** Match the short-pay to a promotion
 - **Credit Memo:** Use a credit memo to resolve the open balance
 - View deduction, *Match-To-Credit Memo*
 - View Credit memo, *Match-To-Deduction*
 - **Expense** the short-pay to chart-of-account (standard NetSuite workflow)
 - **Dispute** the short-pay **and re-invoice** for payment.

This user Guide will show you how to use iTPM to perform these tasks for your organization.

1.3 Settlement Overview, Corporate Level Promotions

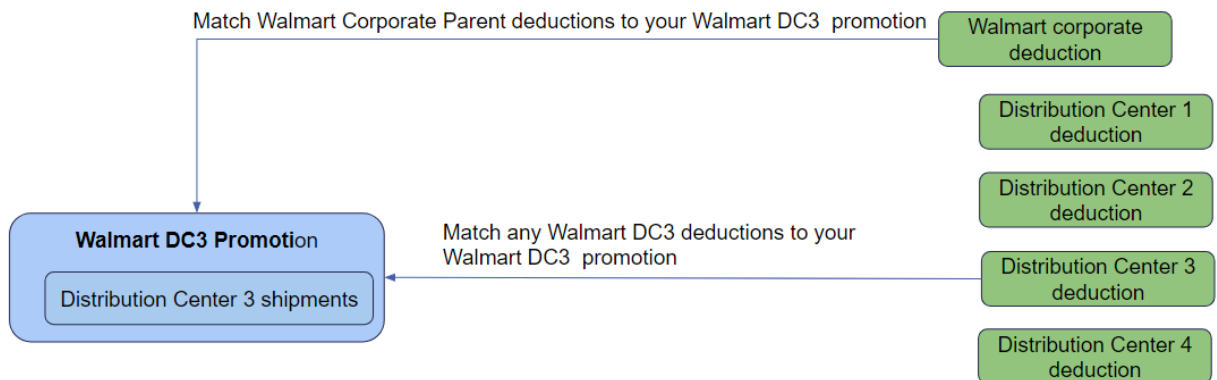
iTPM gives you the option to create a promotion at the parent level, and have it apply to all of the children entities set up in NetSuite. Alternatively, users can create promotions for each of the customers associated with the corporate parent. The picture below shows a typical application of this feature:

 **Note:** iTPM promotions ALWAYS apply to ALL of the children of the customer selected on the promotion, up to 4 levels deep.



1.4 Settlement Overview, DC or 'child' Level Promotions

Create a promotion for a specific Walmart Distribution Center, i.e. DC3.
(This DC is a 'child' entity of Walmart Corporate in NetSuite.)

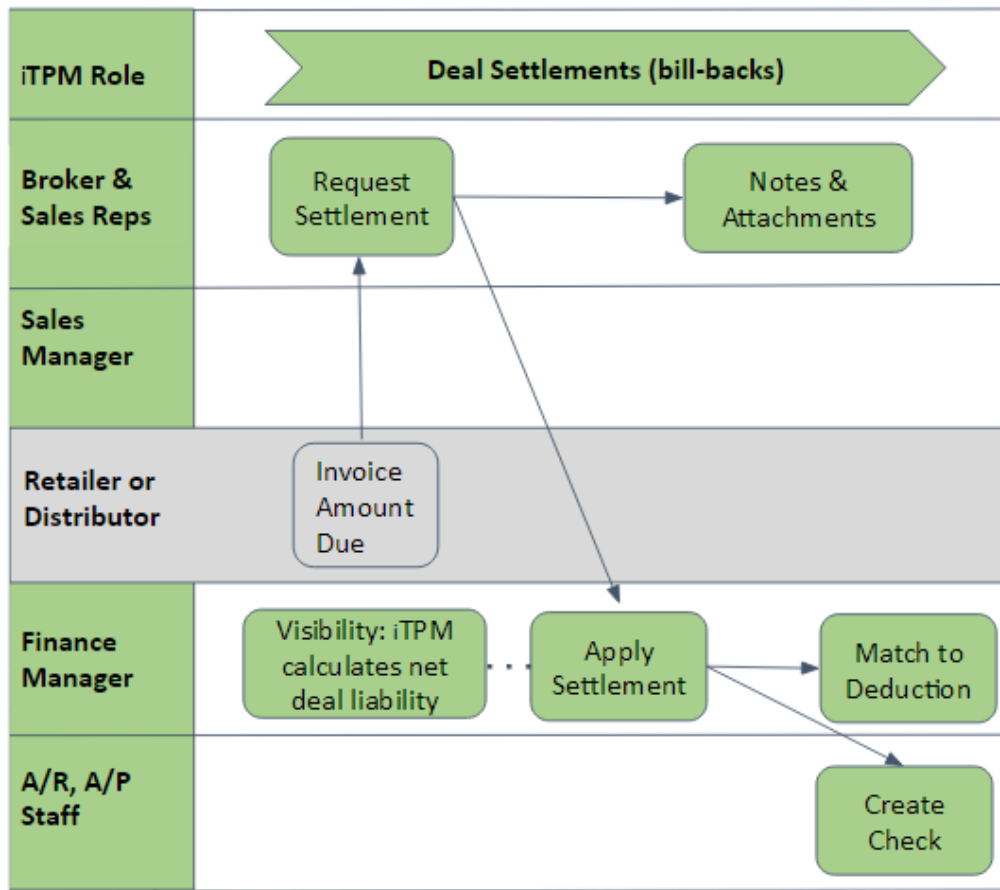


Note: Deductions in other DCs can't be matched to the Walmart DC3 promotion.

2.0 SETTLEMENT REQUEST: (Apply to CHECK or deduction)

When an approved promotion is completed, it's time to pay the customer. You can pay by check or other means for those customers that don't short-pay what you owe. Some of your customers get your product through distributors. Because you don't sell directly to indirect customers, you may pay these indirect customers just as you would any vendor. This section shows the steps to proactively pay for a specific promotion.

2.1 Settlement Request workflow by role (pro-active)





What is your role for proactively paying for promotions?

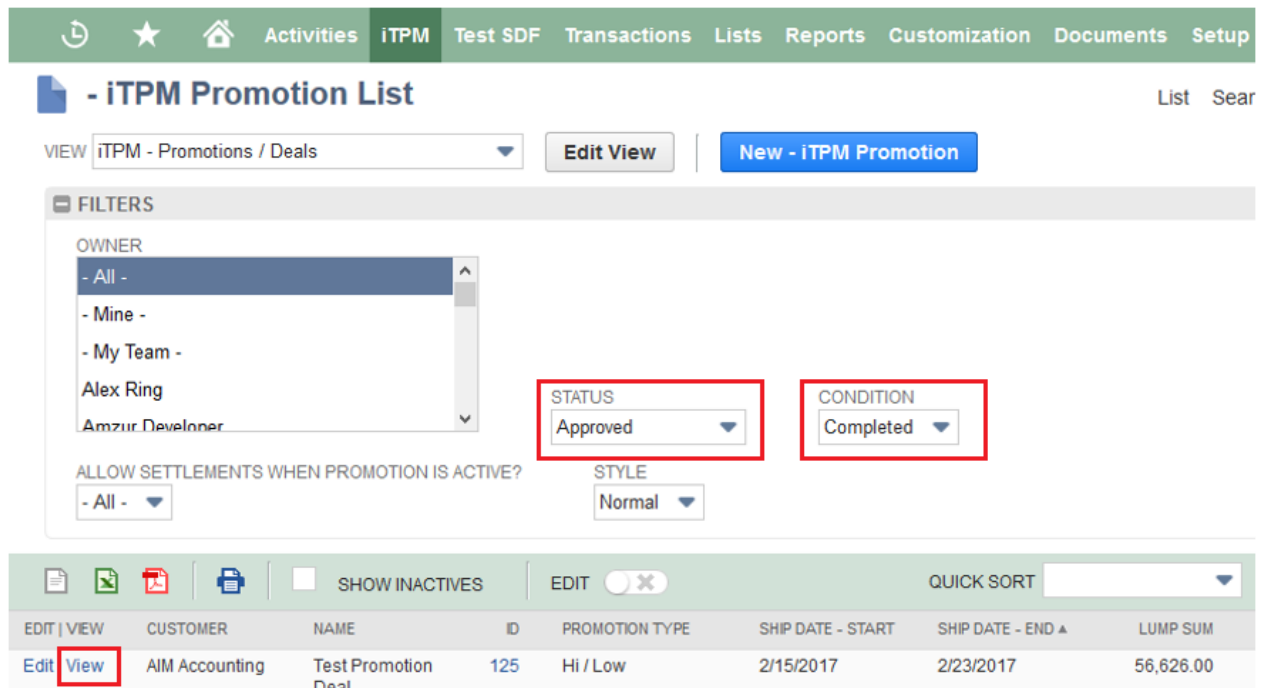
- Account Managers:** Request payment for completed promotions.
- Finance Managers:** Review payment requests and apply requested settlements.
- All User roles:** Attach electronic documentation and user notes
- A/R, A/P Staff:** Process checks. (Standard NetSuite functionality)

Helpful Hint: If you don't see the iTPM workflow buttons you need to do your job, your NetSuite role may not have the required permissions. Contact your iTPM administrator.

2.2 Find and view the promotion you want to pay

The first step is to view the promotion you want to pay. Here is one way to view your promotion:

- Click on **iTPM-> Promotions -> List**
- To use the standard iTPM view, click  and select **VIEW** iTPM - Promotions / Deals
- Click on the “plus sign” next to filters  **FILTERS**
- **Filter** your list to view only **Approved, Completed promotions.**
- Find the row with your promotion and click **VIEW**.



EDIT VIEW	CUSTOMER	NAME	ID	PROMOTION TYPE	SHIP DATE - START	SHIP DATE - END	LUMP SUM
View	AIM Accounting	Test Promotion Deal	125	Hi / Low	2/15/2017	2/23/2017	56,626.00


Remember, not all promotions are available for payment.

COMPLETED and APPROVED promotions are usually the only promotions available for payment.

Some types of promotions should be eligible for payment while the promotion is active. For example, your retailers may require monthly payments throughout a 3 or 6 month EDLP program. Your iTPM administrator can configure iTPM to allow payments on active promotions.

Use this filter to view promotions in your list that can be paid while the promotion is active.:

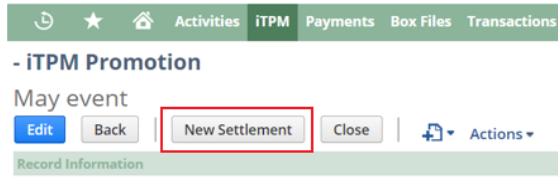
Status = *APPROVED*, Condition = *COMPLETED* and *ACTIVE*, and
 'Allow Settlement when promotion is Active?' = *YES*




Note: Before you pay this promotion, use the *SETTLEMENTS* and *KPI* subtabs to **confirm you haven't already paid this claim**, and the customer hasn't already deducted the amount.

2.3 Create a SETTLEMENT REQUEST (Proactive)

If the promotion you are viewing is available for payment, the *NEW SETTLEMENT* button will appear if you have permissions to create settlements:



After you use the *SETTLEMENTS* subtab to **confirm you haven't already paid this claim**,

Click on  to pay the amount you for the selected promotion:

- A: Enter a **Reference Code** for this settlement Request: *Example, CLAIM-1234*
- B: Enter a **Memo**: (optional): *Example, March Scan Event*
- C: Select **Class, Department and Location**: (optional): *Example, Retail, Mkting, Tampa*
- D: Enter **Lump Sum* to pay**: (Compare to Net Liability) *Example, \$1,000*
- E: Enter **Bill Back* to pay**: (Compare to Net Liability) *Example, \$2,356.50*
- F: Enter **Missed Off-Invoice* to pay**: (Compare to Net Liability) *Example, \$0*

* This field will only be available if your promotion has this type of allowance


The screenshot shows the 'iTPM Settlement' form with several sections:

- Primary Information:** Includes fields for ENTRY NO., DATE (3/3/2018), APPLIED TO TRANSACTION, OTHER REFERENCE CODE (pointed to by A), STATUS, and MEMO (pointed to by B). The CUSTOMER is set to 'Acera'.
- Classification:** Includes dropdowns for SUBSIDIARY (Honeycomb Holding...oneycomb US-East), DEPARTMENT, CLASS (pointed to by C), and LOCATION.
- Promotion Information:** A table showing promotion details:


PROMOTION NUMBER	PROMOTION DESCRIPTION	MAXIMUM PROMOTION LIABILITY	SHIP START DATE
3		1,285.36	2/20/2018
PROMOTION / DEAL		NET PROMOTIONAL LIABILITY	SHIP END DATE
Promotion #1 - 2/20		1,214.0	2/28/2018
- Transaction Detail:** Includes input fields for AMOUNT (0.00), AMOUNT : MISSED OFF-INVOICE (pointed to by F, value 0.0), AMOUNT : LUMP SUM (pointed to by D, value 0.0), and AMOUNT : BILL BACK (pointed to by E, value 0.0).

Click  when done.

If you pay more than the *Net Liability* amount, the amount above net liability is an overpayment, and the Latest Estimate will be revised upward to reflect the additional payment. If you pay less, the amount above net liability is released when you close the promotion.

 **Note:** To help you confirm the correct amount to pay, review PROMOTION INFORMATION.

- Maximum Promotion Liability: This is the maximum the promotion should cost.
- Net Promotional Liability: This is the net amount that iTPM calculates you owe.

 **Note:** It can take about 15 minutes before your **APPROVED** promotion is available for settlements. After your promotion is approved, iTPM allocates estimated spending to individual items, and calculates allocation factors needed to spread your settlements to the items in your promotion. Your promotion is available for settlements when you see the NEW SETTLEMENT button on your promotion.

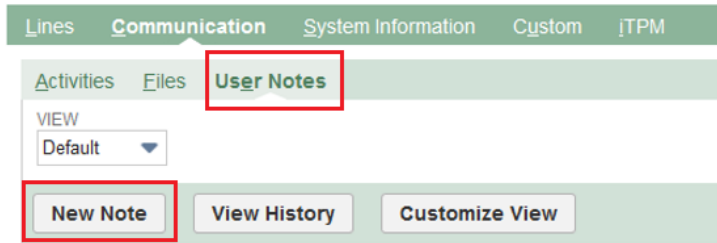
After you click **SUBMIT**, your settlement request will go to “**Processing**” status.

- **Every iTPM promotional settlement is saved at the item allowance level.** This level of detail is necessary for more accurate profit-and-loss statements by item. To help reduce data entry effort, iTPM uses a methodology to allocate each settlement to each individual allowance within the promotion.
- Allocations are done separately for each method-of-payment to improve accuracy. The allocation methodology is documents in the Admin User Guide for Settlements and Deduction.
- While iTPM is allocating your settlement to the items in your promotion, the settlement status will be “*Processing*”. When processing is completed, your pro-active settlement request will go to “*Requested / Unapplied*” status, and your settlement will show amounts for each item in the promotion based on the calculated allocation factor. Example below: A \$50 lump-sum has been allocated evenly across the 5 items in the promotion.

ACCOUNT	DEBIT	CREDIT	MEMO	NAME	LS BB OI	ITPM ITEM	ALLOCATION FACTOR
4009 Sales : Trade Promotion (contra revenue)	10.00		LS Settlement for Item : CHA00002® on Promotion Copy of Promo with many items #2, with Est Qty	Johnson & Johnson	Lump Sum	CHA00002®	0.2
4009 Sales : Trade Promotion (contra revenue)	10.00		LS Settlement for Item : ACC00002 on Promotion Copy of Promo with many items #2, with Est Qty	Johnson & Johnson	Lump Sum	ACC00002	0.2
4009 Sales : Trade Promotion (contra revenue)	10.00		LS Settlement for Item : ACC00004 on Promotion Copy of Promo with many items #2, with Est Qty	Johnson & Johnson	Lump Sum	ACC00004	0.2
4009 Sales : Trade Promotion (contra revenue)	10.00		LS Settlement for Item : ACC00005 on Promotion Copy of Promo with many items #2, with Est Qty	Johnson & Johnson	Lump Sum	ACC00005	0.2
4009 Sales : Trade Promotion (contra revenue)	10.00		LS Settlement for Item : ACC00001 on Promotion Copy of Promo with many items #2, with Est Qty	Johnson & Johnson	Lump Sum	ACC00001	0.2
2000 Accounts Payable		50.00	Settlement Created From Promotion # Copy of Promo with many items #2, with Est Qty	Johnson & Johnson	Lump Sum		0

2.4 Add Notes, Attachments (Optional)

Use the **Communication** subtab in your settlement to add documentation to your promotional payment.



When considering what to document, think about the information you'd want to have if your customer or your supervisor questions you on this settlement months or years from now. Here are a few suggestions on what to document with notes and attachments:

- Do you have an invoice or claim from your customer?
- What was the actual promoted retail price point?
- Do you have any pictures of the retail in-store performance?
- Do you have any related documents or emails from your customer, sales force and/or broker?
- Do you have any screenshots or reports from your customer's deal portal?

Use the **Activities** subtab to create and assign tasks to other people using standard NetSuite functionality.



Note: For direct customers, the finance team will have the option to apply your request to either a check OR to match it to an open deduction.

If you are requesting a check ONLY, add a note to document what you are requesting.

2.5 Review & CLOSE PROMOTION if no more payments.

You've now requested payment. Your request is *UNAPPLIED*. Before your customer actually gets paid, your finance team will review your request and *APPLY* it to a check, or match it to a deduction with an open balance equal to or greater than the amount you requested.

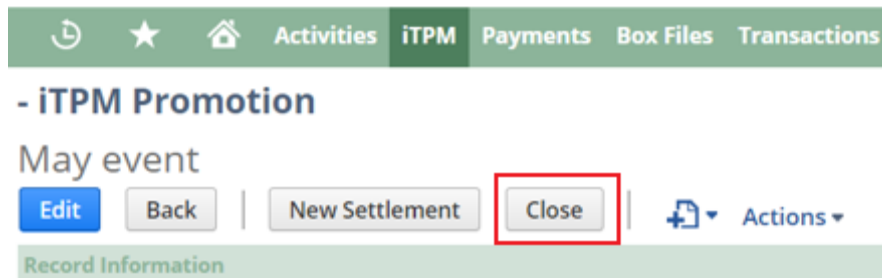
[Section 8.0](#) describes how your finance team will apply your request.

You can confirm your payment request by clicking on the subtab "Settlement Requests" for this promotion, and see the settlement status.

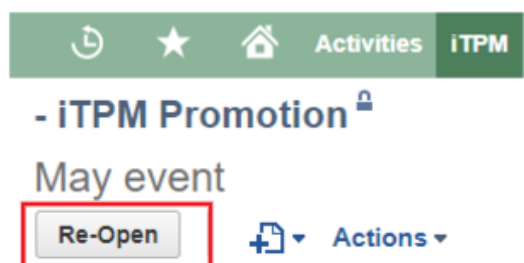
If you have to make multiple payments against a promotion, use the *NEW SETTLEMENT* button for each request.

If you do not anticipate any further settlements against the promotion, click the *CLOSE PROMOTION* button. When you *CLOSE* your promotion:

- Net-liability for this promotion will be set to Zero.
- The *NEW SETTLEMENT* button will no longer be available and visible.




If you closed the promotion in error, or if you now have a claim that you need to pay for this promotion, use the *RE-OPEN* button to change the promotion's status back to *APPROVED*. This will make the *NEW SETTLEMENT* button available.

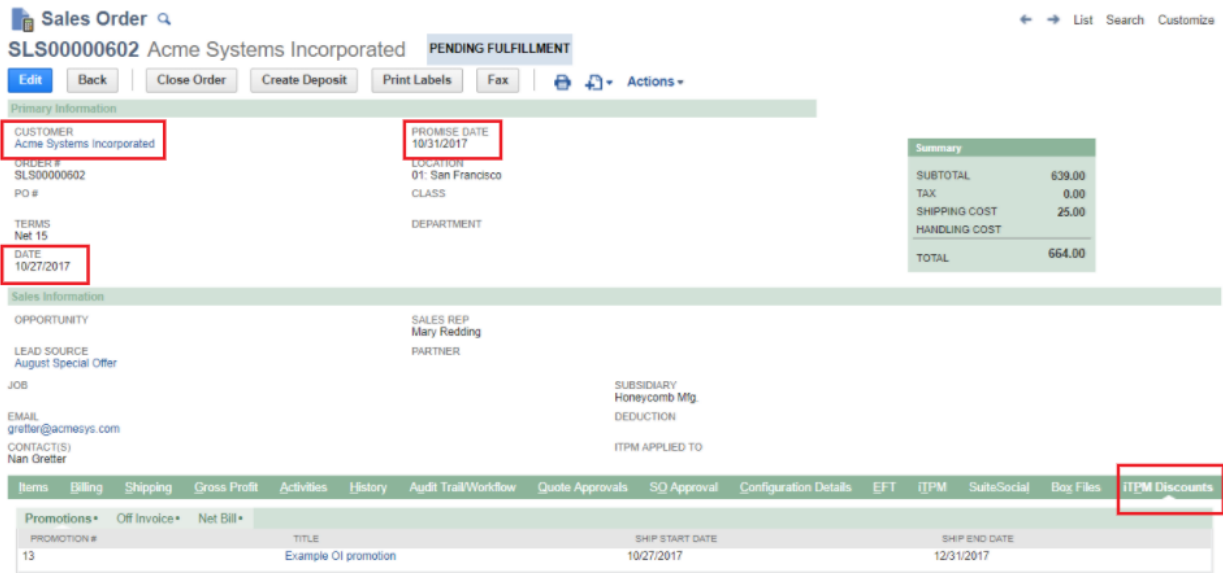


Helpful Hint: Only NetSuite and iTPM administrators have the permissions to *REOPEN* a closed promotion.

3.0 Off-invoice and Net-Bill Allowances

 **Note:** This feature has not yet been reviewed by NetSuite as part of our Built-for-NetSuite certification.

The iTPM subtab shows you qualifying off-invoice and net-bill allowances after the sales order is saved. You will also have the option to have iTPM apply these allowances to your sales order.



The screenshot shows a NetSuite Sales Order form for 'Acme Systems Incorporated' with order number 'SLS00000602'. The status is 'PENDING FULFILLMENT'. The form includes sections for Primary Information, Sales Information, and a subtab for iTPM Discounts. The iTPM Discounts subtab contains a table with the following data:

PROMOTION #	TITLE	SHIP START DATE	SHIP END DATE
13	Example OI promotion	10/27/2017	12/31/2017

iTPM uses **four criteria** to determine if an order qualifies for off-invoice or net-bill allowances:

1. **Customer:** The iTPM promotion must be for this customer or its 'children', i.e., DCs.
2. **Promise date:** The promise date on the order must be equal to or in between the ship dates on the promotion.
3. **Method of Payment:** The method of payment must be either off-invoice or net-bill.
4. **Item:** The item on the order must match the item on the promotion allowance.

The first two must match to see a promotion in the Promotion sublist.

The first three must match to see the allowances in the off-invoice or net-bill sublist.

ALL four of the above must match for iTPM to apply an off-invoice or net-bill to a sales order.

3.1 Reviewing iTPM OI and NB allowances on EDI orders

EDI orders usually have net-bill and off-invoice allowances already applied to the order. When the order is saved, the iTPM subtab will show you what promotions apply to the sales order. You can use iTPM to visually confirm the accuracy of the EDI order before approving it for fulfillment.

If the sales order matches three criteria of customer, ship date and item, then qualifying promotions and allowances will be shown in the sublists under the iTPM subtab on the sales order.

Promotions: Use the promotion sublist to see all promotions that have at least one or more items that apply to the sales order. To see the promotion detail, click on the promotion title, or right-click to open it in a new browser tab.

Items Billing Shipping Gross Profit Activities History Audit Trail/Workflow Quote Approvals SQ Approval Configuration Details EFT iTPM SuiteSocial Box Files iTPM Discounts			
Promotions • Off Invoice • Net Bill •			
PROMOTION #	TITLE	SHIP START DATE	SHIP END DATE
13	Example OI promotion	10/27/2017	12/31/2017

Off invoice: This sublist is filtered to only show off-invoice allowances of items that are on the order. An accurate EDI order will only show these discounts.

Items Billing Shipping Gross Profit Activities History Audit Trail/Workflow Quote Approvals SQ Approval Configuration Details EFT iTPM SuiteSocial Box Files iTPM Discounts									
Promotions • Off Invoice • Net Bill •									
PROMOTION #	TITLE	ITEM	SHIP START DATE	SHIP END DATE	OFF INVOICE RATE PER UNIT	OFF INVOICE % PER UNIT	UNIT		
13	Example OI promotion	PRI00002	10/27/2017	12/31/2017	60.00	8.58%	Each		

Net Bill: This sublist is filtered to only show net-bill allowances of items that are on the order. An accurate EDI order will have a purchase or list price that is net of these allowances. In other words, the EDI order will not specifically show a discount, but reflect the discount in the purchase price.

Items Billing Shipping Gross Profit Activities History Audit Trail/Workflow Quote Approvals SQ Approval Configuration Details EFT iTPM SuiteSocial Box Files iTPM Discounts									
Promotions • Off Invoice • Net Bill •									
PROMOTION #	TITLE	ITEM	SHIP START DATE	SHIP END DATE	NET BILL RATE PER UNIT	NET BILL % PER UNIT	UNIT		
13	Example OI promotion	PRI00002	10/27/2017	12/31/2017	0.00	0.0%	Each		



Helpful hint: iTPM keeps an audit trail of all changes iTPM makes to the sales order. This log is available to NetSuite and iTPM administrators.

As a non-admin user, use the NetSuite **Audit Trail/Workflow subtab**, and the **Workflow sublist** on the sales order to see changes made by iTPM.

3.2 Option: Apply iTPM OI and NB allowances to an order

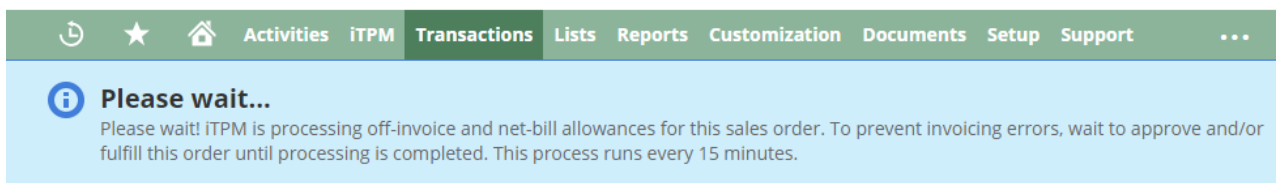
Some NetSuite users prefer to manually apply off-invoice and net-bill allowances to their non-EDI orders. If you manually apply these discounts, **use the iTPM subtab to know which discounts qualify**. See [section 3.1](#) for details.

You have the **option to apply** qualifying off-invoice and net-bill allowances to your order.

1. **Click on the iTPM subtab** on the sales order.
2. **Check the box, “Apply iTPM discounts”**.



3. **Save the sales order.**
4. **Look for off-invoice allowances on your order:**
 - a. For smaller orders with a few promotions, allowances are applied in real-time.
 - b. If there are too many items and promotions, the iTPM script will run within 15 minutes to apply the allowances to the order. **Wait for the script to run before approving or fulfilling your order.**



You will see the following when the iTPM script is done processing:

- There will be **one or more discount rows** under each item that qualifies for qualifying **off-invoice** allowances.
- The **net price in the existing row will be changed** for each item that qualifies for qualifying **net-bill** allowances.

The discount applies to the item above it. In the screenshot below, the discount row applies to the item “PRI00002”.


ITEM	ON HAND	AVAILABLE	QTY	UM	DESCRIPTION	PRICE LEVEL	PRICE	AMOUNT	TAX CODE	TAX	COMMIT	COMMITMENT CONFIRMED	ORDER PRIORITY	EXPECTED SHIP DATE
PRI00002	-11	19	1	Ea	ManuScript 1000 Laser Printer - 1200 dpi b&w	List Price	699.00	699.00	-Not Taxable-		Available Qty			
DIS00000					Off Invoice discount for Item PRI00002 from Promotion Alex test	Custom	-60.00	-60.00	-Not Taxable-					

Note: DO NOT APPROVE THE SALE ORDER for fulfillment until after you have reviewed iTPM off invoice allowances and net-bill applied to list price for accuracy.

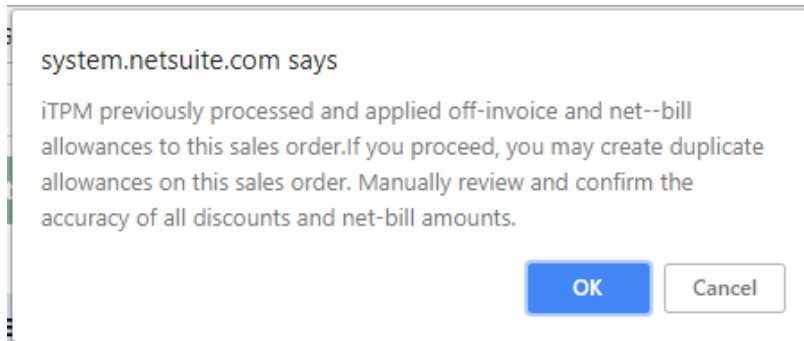
Note: If you previously checked “**Apply iTPM discounts**” and saved the sales order, you will see the “iTPM Discounts Applied” checkbox checked.


Items Billing Shipping Gross Profit Activities History Audit Trail/Workflow Quote Approvals SO Approval iTPM


APPLY ITPM DISCOUNTS ITPM DISCOUNTS APPLIED


 **Note:** If iTPM discounts have already been applied to your sales order, you can again check “**Apply iTPM discounts**” and save the sales order again. However,


- You will see this warning message:
- iTPM may create duplicate allowances on the sales order, or
- iTPM may double deduct the net-bill amount from the order price.
- **Applying iTPM discounts twice to a sales order may result in pricing and discount errors on the sales order.**



 **Helpful hint:** “Apply iTPM Discounts” only applies off-invoice and net-bill allowances to sales orders, NOT invoices. Allowances are applied ONLY when an order is created, NOT edited.

 **Helpful hint:** When you use “Apply iTPM Discounts”, iTPM analyses the number of promotions, allowances, and items on your order to determine if off-invoice an net-bill can be applied in real time, or just be performed by a script that runs every 15 minutes.

 **Helpful hint:** To prevent pricing errors, iTPM prevents the sales order from being approved for fulfillment while the iTPM script is running.

 **Helpful hint:** iTPM keeps an audit trail of changes it makes to your sales order.

To see iTPM changes to your order, use the NetSuite **Audit Trail/Workflow subtab**, and the **Workflow sublist**.

Items Billing Shipping Gross Profit Activities History **Audit Trail/Workflow** Quote Approvals

System Notes • **Workflow**

FIELD * VIEW Default

Customize View

DATE ▼	SET BY	CONTEXT	TYPE	FIELD	OLD VALUE	NEW VALUE
9/12/2017 9:01 am	Alex Wolfe	Script (Suitelet)	Change	Total	11.82	5.82
9/12/2017 9:01 am	Alex Wolfe	Script (Suitelet)	Change	Apply iTPM Discounts	T	F
9/12/2017 9:00 am	Alex Wolfe	Script (Suitelet)	Change	Total	11.95	11.82
9/12/2017 9:00 am	Alex Wolfe	UI	Set	Order #		SLS00000678


Helpful hint: iTPM Administrators with the appropriate permissions and NetSuite Administrators can view - *iTPM Discount Log* and *-iTPM Discount Log Lines* custom records for more detail.

3.3 Promotion KPIs for Off-invoice and Net-bill

When viewing a promotion, the KPI subtab will display results for off-invoice and net-bill allowances.

Promotion KPIs are described in more detail in the *User Guide for Promotions*, section 4.2, found at www.i-TPM.com/training-resources.

Allowances	Estimated Quantity	Retail Info	KPI's	Overlapping Promotions	Settlement Requests	Notes	Workflow	Box Files
KPI Summary		KPI Summary : Lump Sum		KPI Summary : Bill Back		KPI Summary : Off Invoice		KPI Summary : Net Bill
ESTIMATED SPEND : PROMOTION 1,222.60	ESTIMATED SPEND : LUMP SUM 1,100.00	ESTIMATED SPEND : BILL BACK 0.00	ESTIMATED SPEND : OFF INVOICE 23.60	ESTIMATED SPEND : NET BILL 99.00				
LE SPEND : PROMOTION 1,100.00	LE SPEND : LUMP SUM 1,100.00	LE SPEND : BILL BACK 0.00	LE SPEND : OFF INVOICE 0.00	LE SPEND : NET BILL 0.00				
MAXIMUM LIABILITY : PROMOTION 1,100.00	MAXIMUM LIABILITY : LUMP SUM 1,100.00	MAXIMUM LIABILITY : BILL-BACK 0.00	MAXIMUM LIABILITY : OI 0.00	MAXIMUM LIABILITY : NET BILL 0.00				
EXPECTED LIABILITY : PROMOTION 1,100.00	EXPECTED LIABILITY : LUMP SUM 1,100.00	EXPECTED LIABILITY : BILL-BACK 0.00	EXPECTED LIABILITY : OI 0.00	EXPECTED LIABILITY : NET BILL 0.00				
ACTUAL SPEND : PROMOTION 0.00	ACTUAL SPEND : LUMP SUM	ACTUAL SPEND : BILL-BACK 0.00	ACTUAL SPEND : OI 0.00	ACTUAL SPEND : NET BILL 0.00				
NET LIABILITY : PROMOTION 1,100.00	NET LIABILITY : LUMP SUM 1,100.00	NET LIABILITY : BILL-BACK 0.00	NET LIABILITY : OI 0.00	NET LIABILITY : NET BILL 0.00				
OVERPAY : PROMOTION 0.00	OVERPAY : LUMP SUM 0.00	OVERPAY : BILL-BACK 0.00	OVERPAY : OI 0.00	OVERPAY : NET BILL 0.00				

 **Note:** Missed Net-bill amounts that are deducted should be entered as missed-off-invoice. If net-bill is the ONLY valid method-of-payment for the promotion, the off-invoice field will not be open for settlement amounts:

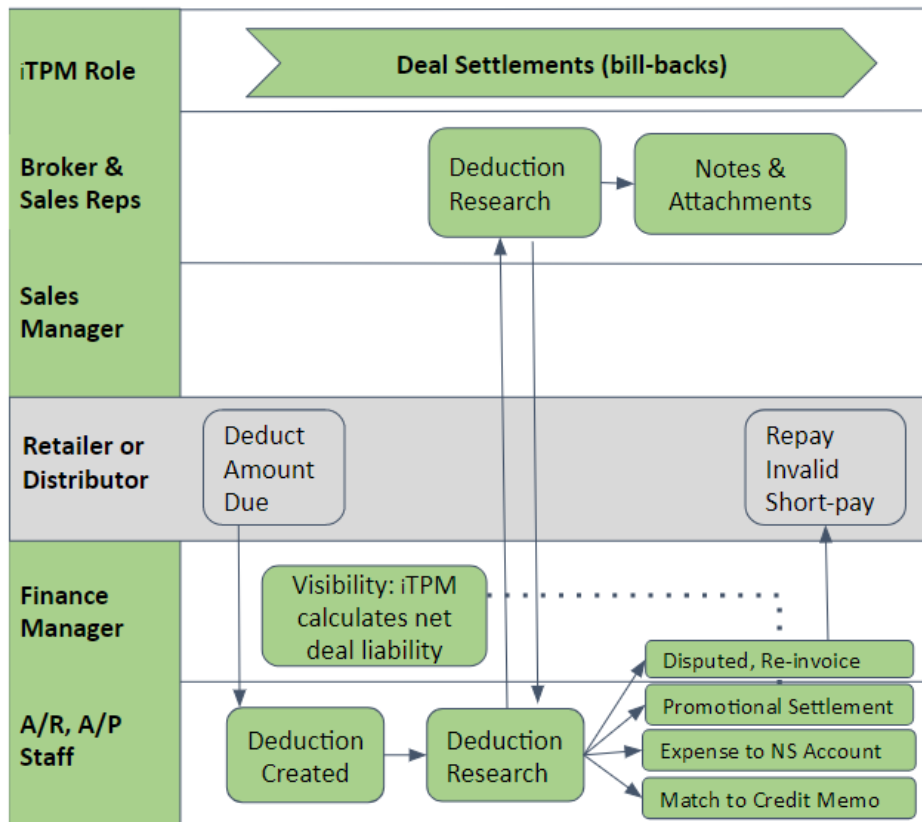
- Enter the missed net-bill as a lump-sum.
- If your net-bill promotion does not have a lump-sum amount, you will need to add a lump sum amount before you will be able to match your missed net-bill deduction to your net-bill promotion. As a NetSuite administrator, edit the promotion and enter a non-zero lump sum. Example, \$1. This will make the lump-sum field open for settlements for your promotion.

4.0 Create iTPM Deductions (Process Short Pays)

This chapter describes how to process your customer's short-pays by creating deductions. After you create iTPM deductions, your team will need to research these deductions and resolve them to a zero balance. You will resolve these open deduction one of four ways:

- [Chapter 5: Research and prepare to resolve your deductions](#)
- [Chapter 6: Resolve promotional deductions](#)
- [Chapter 7: Resolve non-promotional deductions using Credit Memos](#)
- [Chapter 8: Resolve non-promotional deductions by Expensing to chart-of-accounts](#)
- [Chapter 9: Resolve invalid deductions by Disputing and re-invoicing](#)

4.1 iTPM Deduction and Settlement workflow by role



What is your role in managing deduction and settlements?

- Account Managers:** Research short-pays and deductions.
- A/R and A/P Staff:** Create, research and resolve deductions.
- All User roles:** Attach electronic documentation and user notes.

Helpful Hint: If you don't see the iTPM workflow buttons you need to do your job, your NetSuite role may not have the required permissions. Contact your iTPM administrator.

4.2 Short-Pay vs a Normal Open Receivable

So what's the difference between a standard open receivable and a short-pay? Both show up as balance due on a customer's invoice. However, the difference is that you expect to get payment on a normal receivable. For many CG manufacturers, deductions should not be reported as an asset, because a high percent of customer deductions are actually valid... 95% or more. Use the table below to help you identify which open invoice balances are actually deductions:

TYPES	DESCRIPTION OF OPEN BALANCE TYPES
Normal Receivable	<ul style="list-style-type: none"> The full amount of the invoice is unpaid If this invoice is being paid in installments, the payment received does not include documentation that the customer is deducting for monies due. Normal receivables are an asset and shown on the standard aging report.
Return	<p>The open balance on a receivable needs to be adjusted because of a return. A RETURN can be applied to the original invoice. Most often returns are NOT related to trade promotions. Use standard NetSuite functionality to process.</p> <p>Note: If the return is related to a promotion because product has exceed shelf life while in the customer's warehouse, then consider expensing the return to a trade-promotion related chart-of-account, and/or, use the classification or custom segment to document this for reporting. Use standard NetSuite functionality to process.</p>
Credit	<p>A credit is applied to reduce the open balance of a receivable, but the credit may be connected to a service or product deficiency. Example: The product arrived late, so the customer does not pay for shipping. A credit is applied to adjust the open invoice balance down by the amount of the shipping. Use standard NetSuite functionality to process.</p>
Short-Pays and Deductions	<ul style="list-style-type: none"> There is a partial payment of the invoiced amount. Short-pay sometimes includes documentation of why the customer is deducting The short-pay is often NOT related to the invoice that's been short-paid. Example: Customer deducts \$1,000 for a December promotion on Product A, but deducts the \$1,000 on a January invoice for Product B. These are the short-pays to be managed using iTPM.

Of all the types above, iTPM is designed to help you manage short-pays. These short-pays can include both promotional or non-promotional claims. When you receive a partial payment, it can be days, even weeks before you identify the root cause of the short-pay. For this reason, iTPM is designed to help you resolve both promotional and non-promotional short-pays.

4.3 Two ways to process short-pays using iTPM

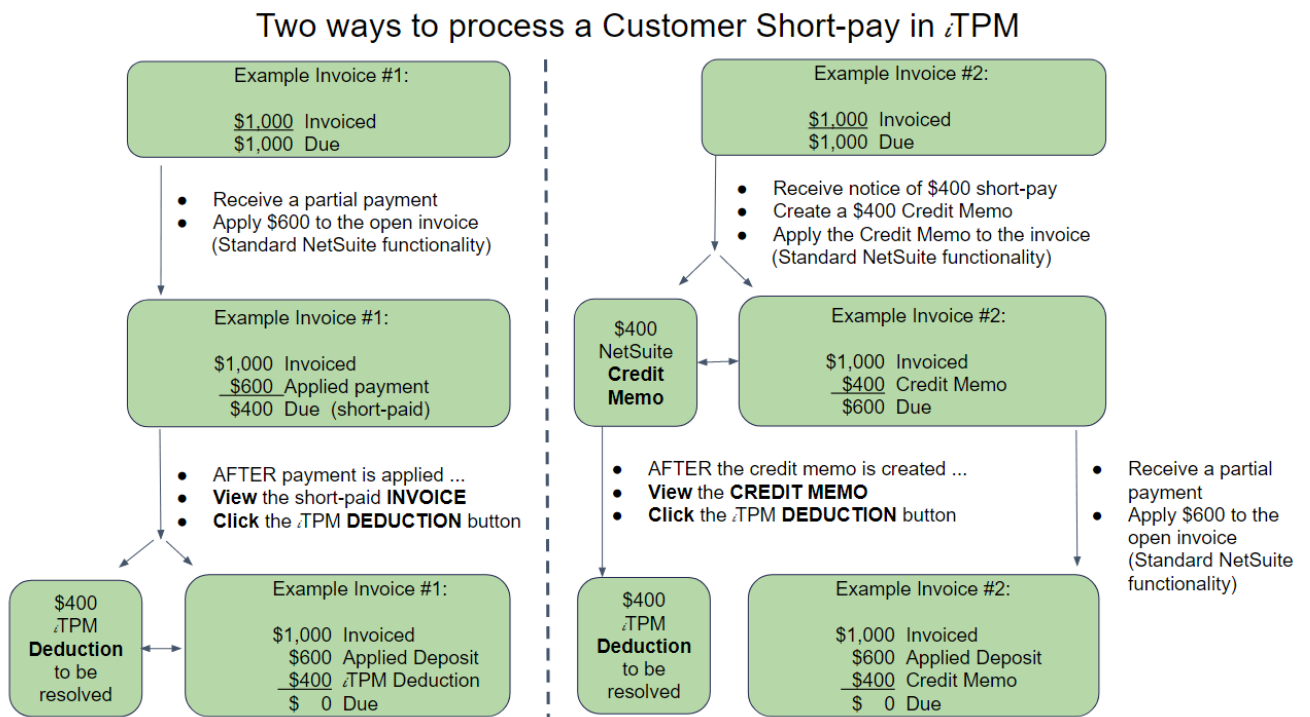
There are two ways to process short-pays in iTPM . Regardless of which approach you choose to create the iTPM deduction, the resolution process is the same.

Example #1 below:

- The deduction is created **when viewing an invoice** that's been short-paid.
- Pro: The deduction will have direct links to the short-paid invoices. (Option two has links to the credit memo, which has links to the invoices.)
- Con: Applying a partial payment across multiple invoices in NetSuite is not automated, and requires manual data entry of the applied amount. For these situations, example #2 is better.

Example #2 below:

- The deduction is created when **viewing a credit memo** that is applied to short-paid invoices.
- Pro: You can start researching and resolving the deduction *BEFORE* you apply the customer's payment to the invoice.
- Con: This requires an extra step to create a standard NetSuite Credit Memo, and apply it to the short-paid invoice.

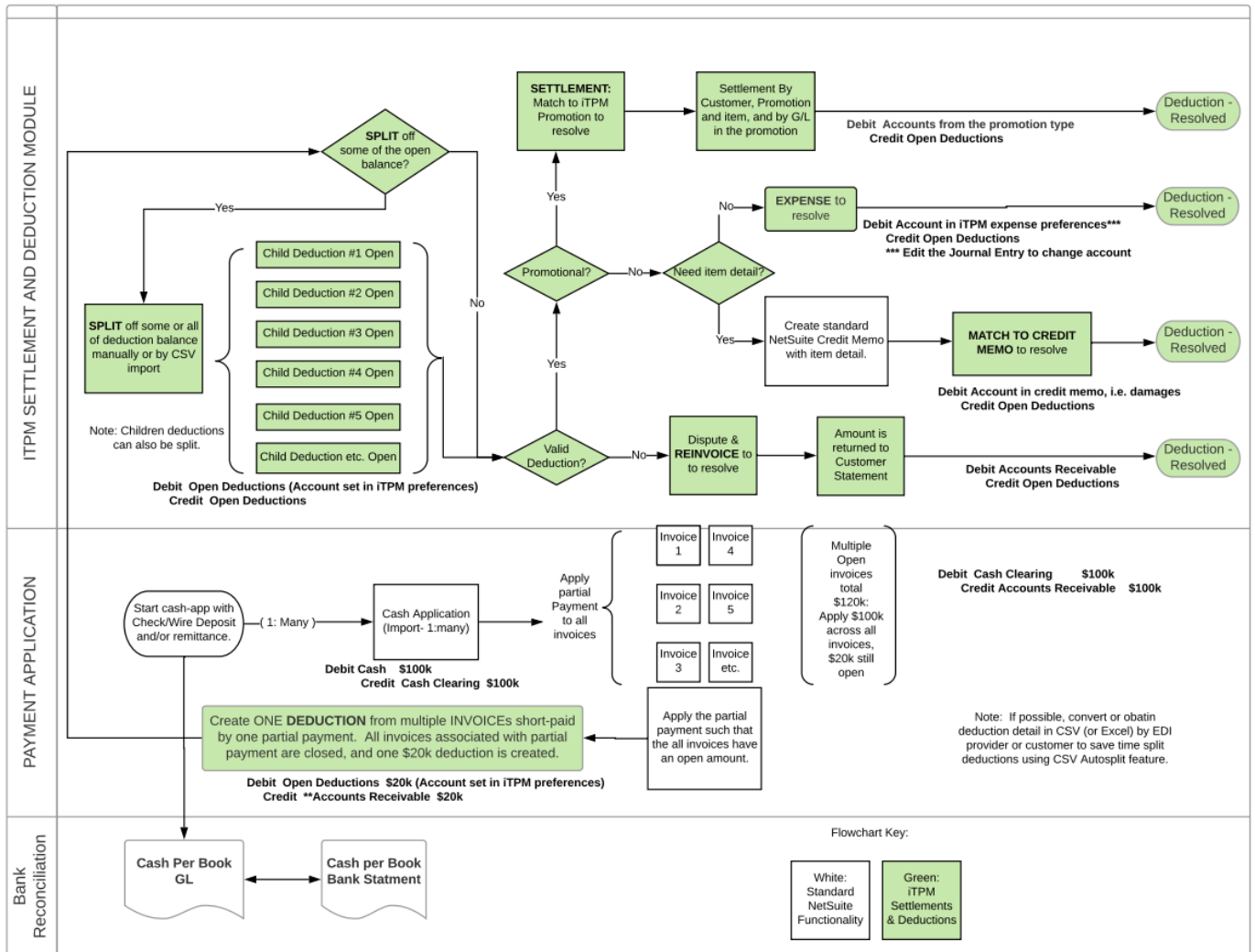


4.4 Option 1: Process the short-pay while viewing the short-paid invoice

The following flowchart shows how creating a deduction and resolving it fits into the overall cash-app workflow in NetSuite:

iTPM Deduction Management Workflow: Create DEDUCTION from multiple INVOICES

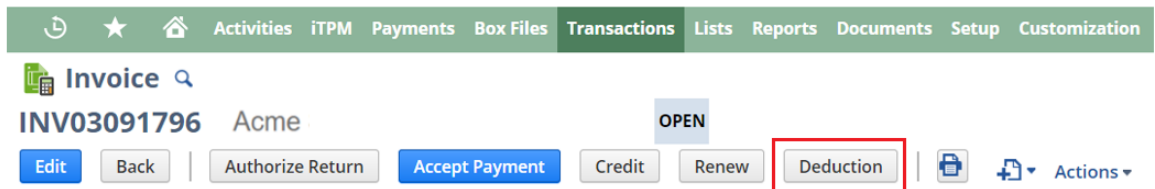
Revised June 17, 2018



In the CG industry, it is common for retail customers to short-pay an invoice to collect promotional monies due. Here's how to use iTPM as part of your daily cash-application workflow to process these short-pays:

1. **Apply the partial payment** to the open invoice as you normally do. The invoice summary will show an amount due, like the summary example to the right.
2. If there is an amount due, **the iTPM Deduction button appears** on the invoice if your role has the appropriate permissions. See example below:

Summary	
SUBTOTAL	2,925.00
TRANSACTION DISCOUNT	
TAX	0.00
SHIPPING COST	
HANDLING COST	
TOTAL	2,925.00
AMOUNT DUE	1,000.00



To close your open invoice and create a deduction in iTPM, enter the following:

- | | |
|---|--|
| A: Enter a description or other reference code (optional): | <i>Example, 1234</i> |
| B: Select Class, Location and Department that apply: (optional) | <i>Example, Perishables, Detroit, Retail Div</i> |
| C: Assign this deduction to someone to resolve | <i>Example, Alex Ring</i> |
| D Check disputed if this deduction is invalid: | <i>Example, Unchecked (not-disputed)</i> |
| E: Review the Due Date/ Follow-up : | <i>Example, May 22, 2017</i> |
| F: Use Memo to enter a description (optional): | <i>Example, eDoc attached with more detail</i> |

Primary Information		
ENTRY NO. To Be Generated	A: → OTHER REFERENCE CODE	INVOICE INV03091796
ORIGINAL NUMBER	DATE 5/21/2017	CUSTOMER Jaenicke Builders Management
Classification		
CLASS	B: LOCATION 01: San Francisco	DEPARTMENT
Detail Information		
SUBSIDIARY Honeycomb US-East	OPEN BALANCE 1,000.0	E: → ASSIGNED TO * Alex Wolfe
CURRENCY USA	AMOUNT * 1,000.0	STATUS Open
TOTAL SETTLEMENTS	D: → MEMO	F: → DUE DATE / FOLLOW UP *
<input type="checkbox"/> DISPUTED? ← C:		

Click  when done to **close the invoice, and create an iTPM deduction.**

Helpful hint: You do not have to use iTPM to process the entire amount of the short-pay. If you have information to process damages, fees, and other expenses, you can use your standard NetSuite functionality to expense these PRIOR to creating an iTPM deduction. After you create credit memos, iTPM will create a deduction with an amount equal to the remaining open balance.

How will I know my closed invoice had a short-pay? When viewing your invoice, look at the iTPM subtab. When you first create the deduction, the status will be *OPEN*. After you resolve this deduction to a zero balance, the status will be resolved and you will see one or more records under these subtabs:

Deductions subtab: This gives you a list of all the deductions related to your invoice, including all deduction splits.

Settlements subtab: This gives you a list of settlements that resolved some or all of the open deduction balance.

Transactions subtab: Filter on journal entries, and you'll get a list of journal entries that were used to resolve this deduction and expense part or all of your deduction to a chart-of-account. If some or all of the short-pay was disputed and invoiced for repayment, you can filter the transactions to see these invoice amounts.

Transactions subtab: Use the filter to see the transactions that convert a disputed deduction from an expense, back to a receivable for the customer that short-paid.

Items Billing Shipping Gross Profit Activities History Audit Trail/Workflow iTPM						
Transactions Deductions • Settlements						
EDIT	DATE ▲	STATUS	DOCUMENT NUMBER	ORIGINAL DEDUCTION	AMOUNT	OPEN BALANCE
Edit	5/31/2017	Resolved	DED00281	- iTPM Deduction #DED00281	10,000.00	0.00
Edit	5/31/2017	Resolved	DED00282	- iTPM Deduction #DED00281	10,000.00	0.00
Edit	5/31/2017	Open	DED00283	- iTPM Deduction #DED00281	4,999.00	4,999.00
Edit	5/31/2017	Open	DED00284	- iTPM Deduction #DED00281	5,001.00	5,001.00

Helpful hint: The dot after the subtab tells you there are records in that subtab. Subtabs that don't have dots after the subtab name do not have transaction records.

What type of transactions are my iTPM deductions? iTPM deductions are NetSuite custom transactions that use an expense chart-of-account selected by your iTPM administrator.

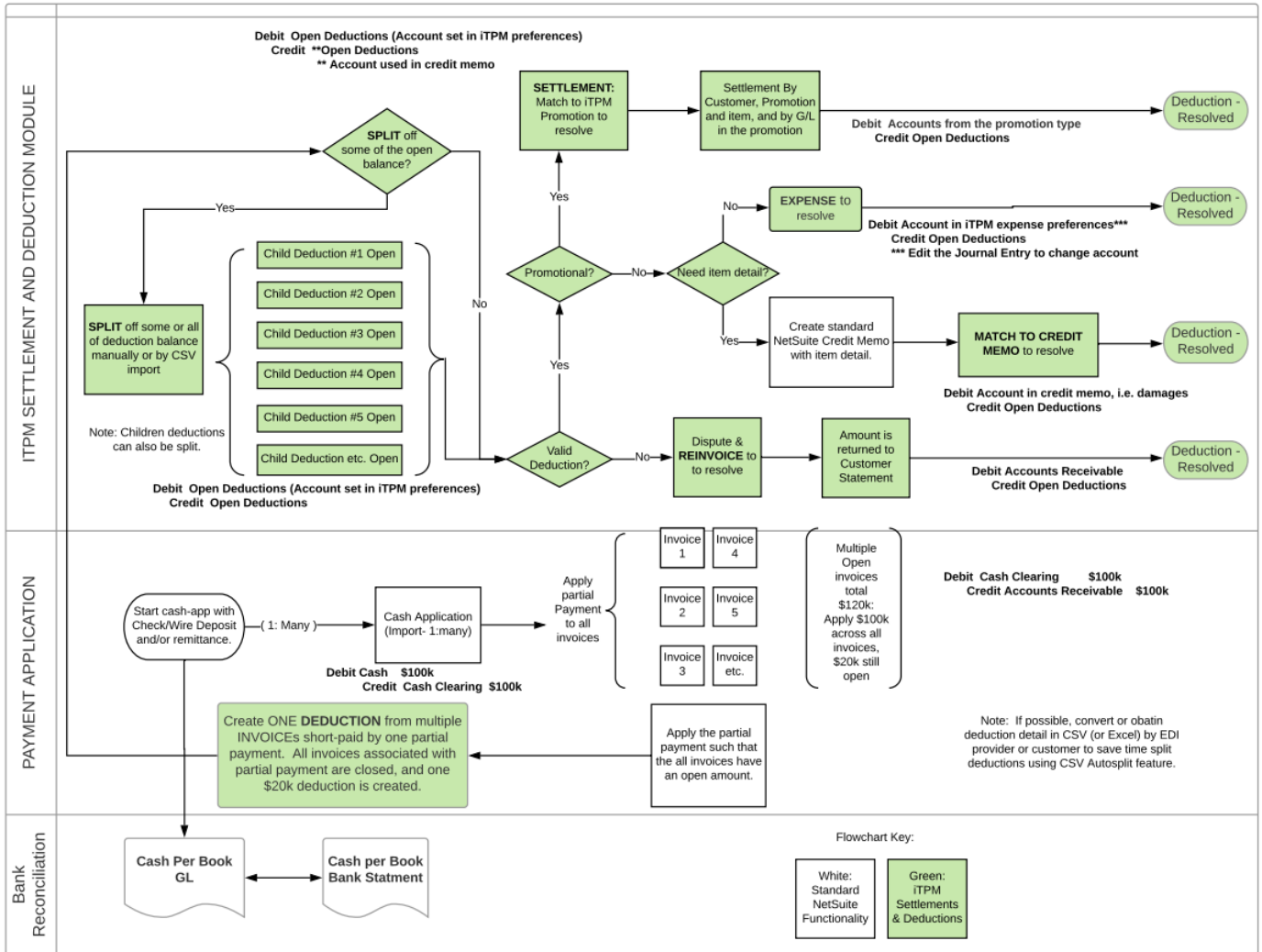
Note: The iTPM deduction button is not designed to work on invoices for *projects*. The deduction functionality is designed for typical CG manufacturer invoices for products shipped.

4.5 Option 2: Process complex short-pays using a Credit Memo

The following flowchart shows how creating a deduction and resolving it fits into the overall cash-app workflow in NetSuite:

iTPM Deduction Management Workflow: Create DEDUCTION from multiple INVOICES

Revised February 10, 2018



\$1,600 check received as payment for 5 invoices totaling \$2,000

Step 1. Apply \$1,600 payment to 5 invoices (Standard NetSuite functionality)

KeHE A/R Invoices Amount Due

KeHE invoice #10	\$1,000
KeHE invoice #11	\$200
KeHE invoice #18	\$300
KeHE invoice #23	\$275
KeHE invoice #24	\$225

KeHE A/R Invoices Amount Due

KeHE invoice #10	\$396
KeHE invoice #11	\$1
KeHE invoice #18	\$1
KeHE invoice #23	\$1
KeHE invoice #24	\$1

\$1,600 Payment applied to 5 invoices

Step One: Use standard NetSuite functionality to apply a payment to multiple invoices. If any invoices have been short-paid in full, you'll need to enter some amount to link these invoices to the payment. We suggest you enter \$1 as payment for every invoice that was 100% short paid.

In the example below, the customer sent a check for \$323.00 covering three open invoices. Rather than allocating this amount across all three invoices, it is easier to simply enter \$1.00 for the first two invoices, and the balance in the third. The third invoice amount is the check amount of \$323, minus two times \$1, or \$321. This approach is easy and doesn't require a calculator or spreadsheet. After you apply this payment, you'll end up with three invoices with an open unpaid balance.

APPLY	DATE ▲	PROJECT/SUB	TYPE	REF NO.	ORIG. AMT.	AMT. DUE	CURRENCY	DISC. DATE	DISC. AVAIL	DISC. TAKEN	PAYMENT
<input checked="" type="checkbox"/>	7/7/2015		Invoice	INV03091661	1,125.00	1,125.00	USA			0.00	1.00
<input type="checkbox"/>	8/31/2015		Invoice	INV03091668	1,350.00	1,350.00	USA				
<input checked="" type="checkbox"/>	9/7/2015		Invoice	INV03091669	1,575.00	1,575.00	USA			0.00	1.00
<input checked="" type="checkbox"/>	11/7/2015		Invoice	INV03091696	1,575.00	1,575.00	USA			0.00	321.00
<input type="checkbox"/>	1/31/2016		Invoice	INV03091684	2,025.00	2,025.00	USA				

Note: An invoice must have an open balance for NetSuite to associate the invoice with the payment. NetSuite does not support a payment with a zero amount.

Note: The iTPM deduction button looks for other invoices ONLY based on the applied payment, NOT credit memos and journal entries.

Step 2.
View any one of the invoices that were associated with the short-pay.
 Click on the iTPM **Deduction** button

Step 3.
 Click **YES** to create **one** \$400 iTPM deduction and resolve all 5 short-paid invoices

Step Two:

Use standard NetSuite functionality to view any one of these three invoices with the open balance. Click on the DEDUCTION button to [create a deduction](#) in iTPM. (You will only see the **DEDUCTION** button if your role has the appropriate permissions.)

iTPM will look at all the invoices that were paid at the same time as the invoice you selected. If iTPM finds any other invoices that were short-paid at the same time as your selected invoice, you will get the following screen with information about all the invoices that were short-paid, and the option to create just one deduction and close all the associated invoices.

- iTPM Deduction More

The payment applied to this invoice was also applied to other invoices. The list below shows the other invoices to which the payment was applied, but were not paid in full. Would you like to apply the iTPM Deduction to all related open invoices?

Current Invoice	
INVOICE NUMBER Invoice #INV03091661	TOTAL AMOUNT 1,125.00
CUSTOMER Advanced Machining Techniques Inc.	DEDUCTION AMOUNT IF APPLIED TO THIS INVOICE 1,124.00
DATE 7/7/2015	DEDUCTION AMOUNT IF APPLIED TO ALL INVOICES 3,952.00
AMOUNT REMAINING 1,124.00	

Other Related Invoices			
DATE	TITLE	AMOUNT(TOTAL)	▲ AMOUNT REMAINING
9/7/2015	Invoice #INV03091669	1,575.00	1,574.00
11/7/2015	Invoice #INV03091696	1,575.00	1,254.00

Step Three, YES:

If you select **YES**, one deduction will be created to resolve **ALL** the the invoices that were short-paid and related to this same payment. The one deduction amount will include the amount total short-paid across all of the invoices associated with the same payment. ALL of the associated invoices with the payment will be closed when you click **SUBMIT** and create the deduction.

- iTPM Deduction

Submit | **Cancel**

Primary Information

ENTRY NO. To Be Generated	DATE 10/9/2017	<input type="checkbox"/> DISPUTED?
INVOICE Invoice #INV03091661 Invoice #INV03091669 Invoice #INV03091696	STATUS Open	<input type="checkbox"/> APPLIED TO TRANSACTION
ORIGINAL DEDUCTION	CUSTOMER Advanced Machining Techniques Inc.	
PARENT DEDUCTION		
OTHER REFERENCE CODE		

Classification


SUBSIDIARY Honeycomb Mfg.	LOCATION	DEPARTMENT	CLASS
CURRENCY USA			

Task Detail

ASSIGNED TO * Aiden Somerhalder	DUE DATE * 10/23/2017	MEMO
------------------------------------	--------------------------	------

Transaction Detail

AMOUNT * 3,952.0	OPEN BALANCE 3,952.0
TOTAL SETTLEMENTS	TOTAL EXPENSES 0.0

 **Helpful Hint:** If a user creates a deduction by mistake, ONLY a NetSuite Administrator will have the permissions to delete the deduction, and see the *DELETE* button on the deduction. Don't wait to delete the deduction you created by mistake. If period with the credit memo or invoice associated with the iTPM deduction is in closed, then NetSuite will not allow the iTPM deduction to be deleted.

Step Three, NO:

If you select **NO** in the screen above, **one deduction will be created for ONLY the invoice you selected**. Only the invoice you were viewing will be closed.

Step 2.

View any one of the invoices that were associated with the short-pay.
Click on the iTPM **Deduction** button

Step 3.

Click **NO** to create only **one** iTPM deduction, and close only one invoice.

The diagram illustrates the state of 'KeHE A/R Invoices Amount Due' before and after a deduction is applied. The left screen shows a total amount due of \$396, broken down into KeHE corporate (\$396) and four divisions (1-4) each with \$1. The right screen shows the result after selecting 'NO': the total amount due is now \$1, with KeHE corporate at \$396, KeHE Division 2 at \$0, and KeHE Divisions 1, 3, and 4 each at \$1. A separate box below the right screen indicates a '\$ 1 iTPM open deduction'.



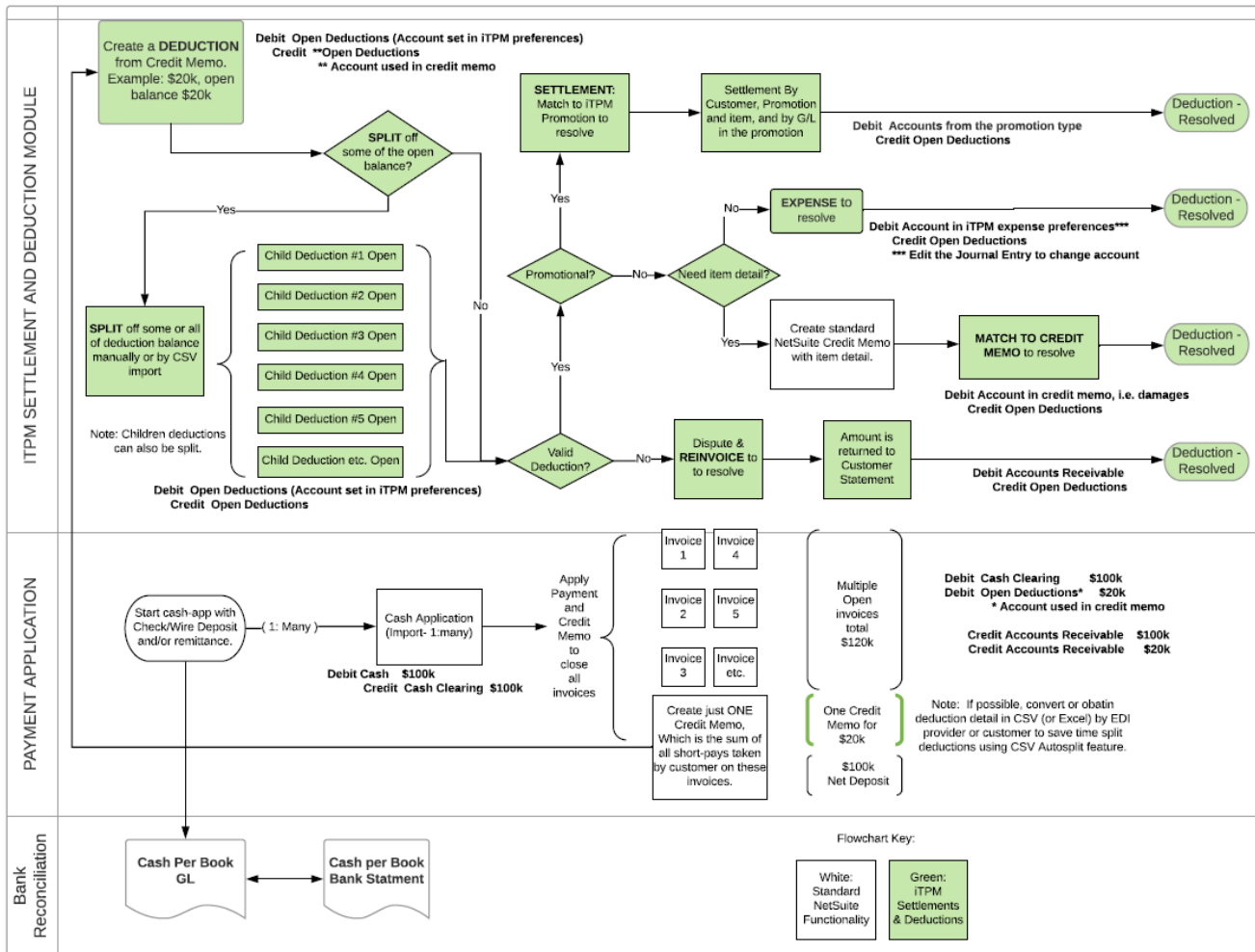
Helpful Hint: To create a deduction and close the one invoice you've selected, follow the same steps as [deductions taken against a single invoice](#).

4.6 Create a Deduction from a Credit Memo

The following flowchart shows how creating a deduction and resolving it fits into the overall cash-app workflow in NetSuite:

iTPM Deduction Management Workflow: Create DEDUCTION from CREDIT MEMO

Revised January 23, 2018



Here are the steps to create a deduction from a credit memo:

1. Find and **view the approved credit memo**.
2. **Click on the DEDUCTION** button.
3. **Click SUBMIT**. You have created a deduction from a credit memo.

Credit Memo MEM00000032 **Raley's** **FULLY APPLIED**

[Edit](#) [Back](#) [Deduction](#) [Print](#) [Actions](#)

CUSTOMER Raley's	LOCATION 01: San Francisco	EST. EXTENDED COST 0.00
JOB	REASON FOR RETURN	EST. GROSS PROFIT 2,000.00
DATE 1/12/2018	SALES REP Anitha T Araza	EST. GROSS PROFIT PERCENT 100.0%
SUBSIDIARY Honeycomb US-East	PARTNER	MEMO
POSTING PERIOD Jan 2018	CLASS	EMAIL
CREDIT # MEM000000032	DEPARTMENT	CONTACT(S)
CURRENCY USA		DEDUCTION
PO #		ITPM APPLIED TO

Summary	
SUBTOTAL	2,000.00
DISCOUNT	
TAX	0.00
SHIPPING COST	
HANDLING COST	
TOTAL	2,000.00

- iTPM Deduction 82 **OPEN**

[Edit](#) [Back](#) [Split](#) [Re-Invoice](#) [Match To Credit Memo](#) [Expense](#) [Settlement](#) [Print](#) [Actions](#)

Primary Information

ENTRY NO. 82	DATE 1/12/2018	ITPM CUSTOMER Raley's	ORIGINAL DEDUCTION
ITPM OTHER REFERENCE CODE	POSTING PERIOD Jan 2018	INVOICE Credit Memo #MEM000000032	PARENT DEDUCTION
		STATUS Open	<input type="checkbox"/> DISPUTED?
			ITPM APPLIED TO

Classification

SUBSIDIARY Honeycomb US-East	DEPARTMENT	CLASS	LOCATION 01: San Francisco
---------------------------------	------------	-------	-------------------------------

Assignment Detail

ASSIGNED TO Alex Ring	DAYS AGED 2	DUE DATE / FOLLOW UP 1/26/2018
ASSIGNED ON 1/12/2018	DAYS SINCE ASSIGNED 2	DAYS TO NEXT ACTION -14

Transaction Detail

ITPM AMOUNT 2,000.00	TOTAL SETTLEMENTS	MEMO Deduction applied on CreditMemo MEM000000032
OPEN BALANCE 2,000.00	TOTAL NON-PROMOTIONAL EXPENSE (DEDUCTION)	

Account	DEBIT	CREDIT	MEMO	NAME	HISTORY
4000 Sales		1,000.00	Deduction applied on CreditMemo MEM000000032	Raley's	History
4000 Sales		1,000.00	Deduction applied on CreditMemo MEM000000032	Raley's	History
1090 Undeposited Funds	2,000.00		Deduction applied on CreditMemo MEM000000032	Raley's	History

Helpful Hint: If a user creates a deduction by mistake, **ONLY** a NetSuite Administrator will have the permissions to delete the deduction, and see the **DELETE** button on the deduction.

5.0 Research & Prepare to Resolve Deductions

Now that you've created a deduction, your team's next task is to **research this deduction** to determine how it should be resolved. You will have four ways to resolve a deduction in iTPM:

- **Settlement:** Match the short-pay to a promotion ([Chapter 6](#))
- **Match to Credit Memo:** Use a credit memo to resolve the open deduction ([Chapter 7](#))
- **Expense** the short-pay to chart-of-account, which is standard NetSuite workflow. ([Chapter 8](#))
- **Dispute** the short-pay and re-invoice for repayment. ([Chapter 9](#))

For a picture of the workflow, go to [section 4.1 Settlement and Deduction Workflow by Role](#).

The following describes the four deduction statuses in iTPM:

Status	Deduction Status Description	Required Action
Open	This is a deduction with an open balance greater than zero .	Research deduction to determine how they should be resolved.
Processing	Deduction is being SPLIT into multiple parts.	None. Wait for processing to be done in about an hour or less.
Pending	This is a deduction with one or more of the resolutions have journal entries that are pending approval or awaiting being applied. A deduction may briefly be in pending status while NetSuite saves its resolutions.	The journal entries associated with this deduction need to be approved. If a deduction is pending because someone is saving a resolution, simply wait a few seconds for the status to change to open or resolved.
Resolved	This is a short-pay with a zero open balance , AND all settlements related to this deduction are in APPROVED status.	No further action is required.

Every deduction starts as *OPEN*. As you create settlements to resolve promotions, the open balance goes down until it reaches zero.




Helpful Hint: The objective is to research and create resolutions until **every** deduction is in **RESOLVED** condition.

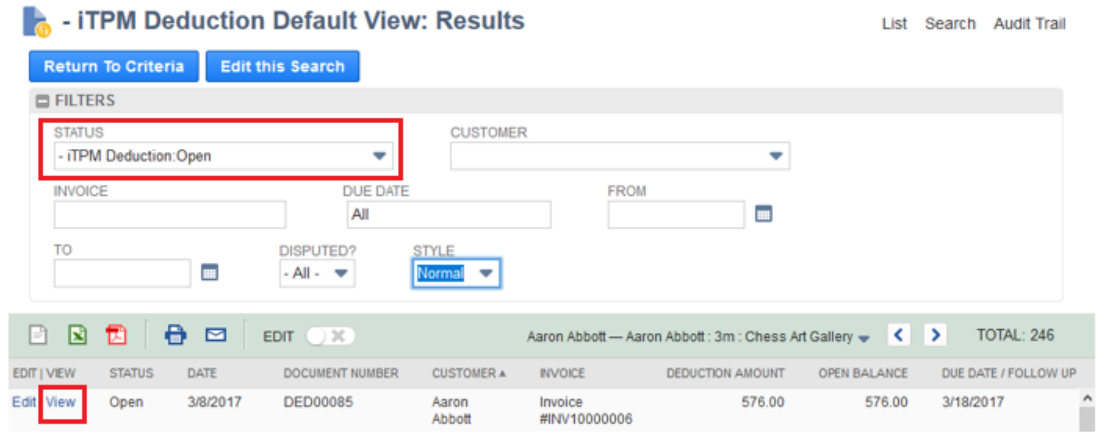
Why can't I change the customer on my deduction? When you create a deduction from a short-pay, the deduction retains the customer from the original invoice with the short-pay.

Why should I take time to enter the optional workflow fields? These optional deduction fields are proven to save you time and provide structured workflow as you work to research and resolve every open deduction.

5.1 View & Research Deductions

The first step is to view the deduction you want to research. Here is one way to view your deductions:

- Click on **iTPM -> Deductions -> List**
- Click on the **“plus sign”** next to filters 
- Filter your list to view deductions with an open balance, Status = **Open**.
- Find a deduction that you want to research and click **VIEW**.
- Use arrows in the upper right corner to view other deductions in your list. 



- iTPM Deduction Default View: Results List Search Audit Trail

[Return To Criteria](#) [Edit this Search](#)

FILTERS


STATUS: **- iTPM Deduction: Open** CUSTOMER: [Dropdown]

INVOICE: [Text] DUE DATE: All FROM: [Text]

TO: [Text] DISPUTED?: - All - STYLE: Normal

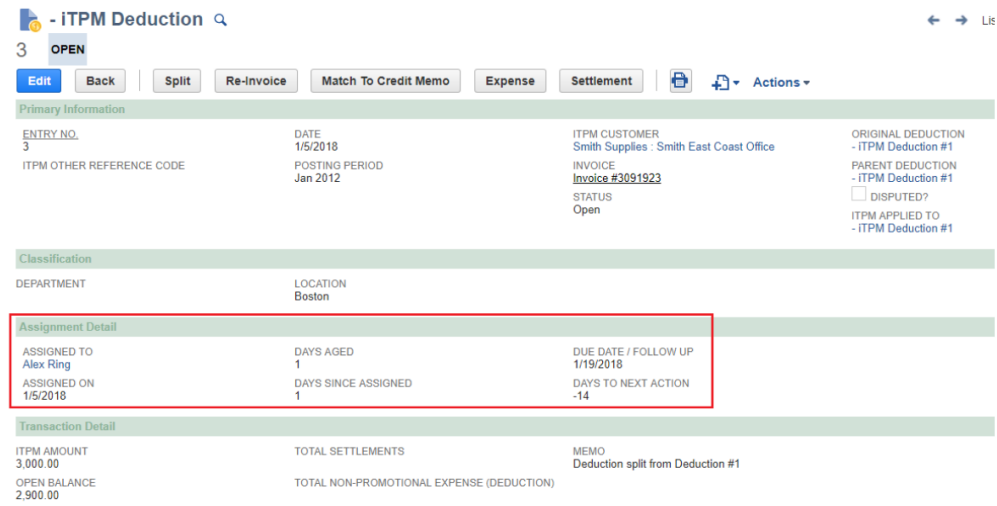
Aaron Abbott — Aaron Abbott : 3m : Chess Art Gallery TOTAL: 246

EDIT VIEW	STATUS	DATE	DOCUMENT NUMBER	CUSTOMER ▲	INVOICE	DEDUCTION AMOUNT	OPEN BALANCE	DUE DATE / FOLLOW UP
View	Open	3/8/2017	DED00085	Aaron Abbott	Invoice #INV10000006	576.00	576.00	3/18/2017

 **Helpful Hint:** Use VIEW. Workflow buttons are NOT visible when you EDIT the deduction, and when your deduction is in PENDING or PROCESSING status.

Use EDIT to change these attributes to help you manage the deduction research and resolution workflow:

- [Next Action Date](#) , and Memo to identify next action.
- [Assigned To](#), so you know who's responsible



- iTPM Deduction ← → List

3 OPEN

[Edit](#) [Back](#) [Split](#) [Re-Invoice](#) [Match To Credit Memo](#) [Expense](#) [Settlement](#) [Actions](#)

Primary Information

ENTRY NO. 3	DATE 1/5/2018	ITPM CUSTOMER Smith Supplies : Smith East Coast Office	ORIGINAL DEDUCTION - iTPM Deduction #1
ITPM OTHER REFERENCE CODE	POSTING PERIOD Jan 2012	INVOICE Invoice #3091923	PARENT DEDUCTION - iTPM Deduction #1
		STATUS Open	<input type="checkbox"/> DISPUTED? ITPM APPLIED TO - iTPM Deduction #1

Classification

DEPARTMENT	LOCATION Boston
------------	--------------------

Assignment Detail

ASSIGNED TO Alex Ring	DAYS AGED 1	DUE DATE / FOLLOW UP 1/19/2018
ASSIGNED ON 1/5/2018	DAYS SINCE ASSIGNED 1	DAYS TO NEXT ACTION -14

Transaction Detail

ITPM AMOUNT 3,000.00	TOTAL SETTLEMENTS	MEMO Deduction split from Deduction #1
OPEN BALANCE 2,900.00	TOTAL NON-PROMOTIONAL EXPENSE (DEDUCTION)	

How do I manage deductions in my deduction list?

Your job is to research and resolve EVERY deduction to a zero balance ASAP.

- **Set the filter to show only OPEN deductions.** These are the only ones you need to work on.
- (Optional). If you have multiple people resolving deductions, set the filter to see only deductions assigned to you.
- **Focus your view on FOUR measures:**
 - **RESOLVED:** This is what you've already resolved. Good job!
 - **OPEN:** You need to research this amount, and work it until OPEN is zero!
 - **Follow-up:** This is the date you need to take action. (Optional)
 - **Assignee:** This is who is assigned responsibility for researching this deduction.

EDIT VIEW	STATUS	DATE	DOCUMENT NUMBER	ITPM CUSTOMER	INVOICE	ORIGINAL	RESOLVED	OPEN ▼	FOLLOW UP	ASSIGNEE	ORIGINAL DEDUCTION#
Edit View	Open	1/5/2018	3	Smith Supplies : Smith East Coast Office	CustInvc-3091923	3,000.00	100.00	2,900.00	1/19/2018	Alex Ring	- ITPM Deduction #1
Edit View	Open	1/5/2018	2	Smith Supplies : Smith East Coast Office	CustInvc-3091923	992.00	0.00	992.00	1/19/2018	Alex Ring	- ITPM Deduction #1
Edit View	Resolved	1/5/2018	1	Smith Supplies : Smith East Coast Office	CustInvc-3091923	3,992.00	3,992.00	0.00	1/19/2018	Alex Ring	- ITPM Deduction #1

Can I export deductions to Excel to create reports for my manager?

Yes. If you were given the NetSuite permission, and Excel icon appears in the banner of your deduction list. Here are suggestions for reporting:

- **Set the filter to show only OPEN deductions.** These are the only ones you need to work on. If you include resolved deductions, split deductions will be in your list.

Example below: The original deduction of \$3,992 was split into \$3,000 and \$992. If you include resolved deductions in your Excel spreadsheet, you can't just sum up these columns.

- **Sum the measure OPEN.** This is how much you have outstanding that needs to be resolved.
- **Sum the measure RESOLVED.** This is how much you've already resolved on deductions that are still open.
- **Optional:** Use the measure *iTPM Customer* to create a pivot table to show the open deduction balance by customer.

EDIT VIEW	STATUS	DATE	DOCUMENT NUMBER	ITPM CUSTOMER	INVOICE	ORIGINAL	RESOLVED	OPEN ▼	FOLLOW UP	ASSIGNEE	ORIGINAL DEDUCTION#
Edit View	Open	1/5/2018	3	Smith Supplies : Smith East Coast Office	CustInvc-3091923	3,000.00	100.00	2,900.00	1/19/2018	Alex Ring	- ITPM Deduction #1
Edit View	Open	1/5/2018	2	Smith Supplies : Smith East Coast Office	CustInvc-3091923	992.00	0.00	992.00	1/19/2018	Alex Ring	- ITPM Deduction #1
Edit View	Resolved	1/5/2018	1	Smith Supplies : Smith East Coast Office	CustInvc-3091923	3,992.00	3,992.00	0.00	1/19/2018	Alex Ring	- ITPM Deduction #1

iTPM provides many ways to help you research your deductions:From the **deduction**:

- **Use links** in the deduction header to
 - View the original invoice that was short-paid
 - View the open balance to be resolved
- **Use the LINES subtab** to see G/L details that created the deduction
- **Use the iTPM subtab** to see more details
 - Use the **Related Deductions** subtab to see all the deductions related to the current deduction, including splits. This subtab documents the history of the deduction and it's open balance.
 - Use the **Applied Transactions** subtab to see transactions that resolve the deduction's open balance. This subtab documents all the settlements that resolved the open balance.

From the **promotion**:

- **Use the promotion header** to view who created and submitted the promotion for approval
- **Use the Settlements subtab** to see a list of all the settlements matched to the promotion.
- **Use the links** in the subtab to view each settlement, including checks and deductions
- **Use the KPI subtab** to
 - View a report of actual shipments that qualify for the allowances
 - View KPIs that show Expected Liability, Actual Spending, and Net Liability.
- **Use the Workflow subtab** to view who approved and made changes to the promotion

From the **settlement**:

- **Use the link** in the settlement header **to view the promotion**
- Use links in the settlement to...
 - View check that paid the promotion
 - View the deduction taken by the customer as payment for the promotion
- **Use the LINES subtab** to see the Journal Entries of the [settlement request](#), and for [settlements resolving deductions](#).

From the **short-paid Invoice**:

- **Use the iTPM subtab** to see more details
 - **Use the Related Deductions subtab** to see all the deductions related to the current deduction, including splits. This subtab documents the history of the deduction and it's open balance.
 - **Use the Applied Transactions subtab** to see transactions that resolve the deduction's open balance. This subtab documents all the settlements that resolved the open balance.

From the **Journal Entry**:


- **Use the descriptions and/or links** to view the source of the entry:
 - [Deduction](#)
 - Promotion
 - Invoice that was short-paid, or credit memo applied to the short-paid invoice

From the **Check**:

- **Use the settlement # in the memo field** on the check to view the settlement.
- See above on what's available on the settlement

5.2 Update the Deduction Next Action Date (Optional Workflow)

As you research a deduction, you may need to change the follow-up date for your next task:

- Find and view a deduction in your list that needs an updated follow-up date.
- Click on 
- Change the follow-up date based on your research

DUE DATE / FOLLOW UP

5/23/2017

May 2017

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3

- Use the memo field to enter your next action; Example, 'Request Backup'

- Click on 

Help the next person work the deduction and type the next task into the memo field. Here are some example tasks:


- Request Backup
- First Email / Call
- Follow-up Email / Call
- Send Repay Letter / Email
- Wait for backup
- Wait for call-back
- ... and more

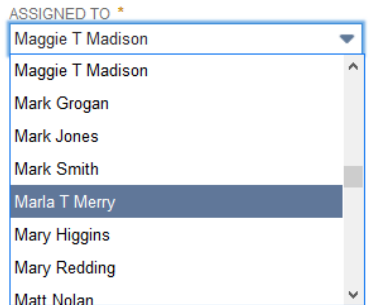


Helpful Hint: Use follow-update to manage your time each day and focus on the deductions that need your attention. iTPM provides a number of [deduction aging](#) measures.

5.2 Assign, Reassign a Deduction (Optional Workflow)

As you research a deduction, you may learn the deduction isn't related to your customers, and should be reassigned to another person.

- **Find and view a deduction** in your list that needs to be reassigned.
- **Click on** 
- Based on your research, **change the person assigned** responsibility for this deduction.



- **Click on** 



Helpful Hint: If some amounts of the deduction need to be researched and resolved by different people, [split the deduction](#) and assign each deduction to the appropriate person.



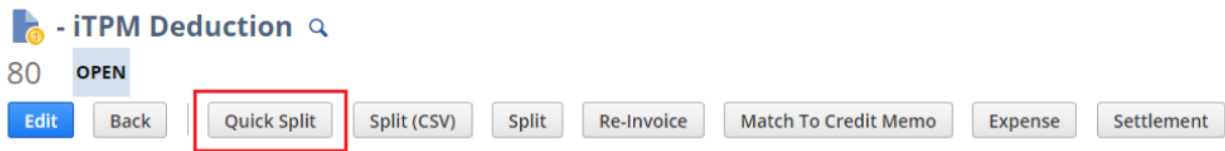
Note: The list of NetSuite users is not filtered based on role or access to iTPM. This list contains ALL of your NetSuite users. Don't assign a deduction to someone that doesn't have access to iTPM, or does not have the responsibility to research and resolve deductions.

5.4 QUICK SPLIT a Deduction

Sometimes retailers combine several promotions and expenses into one short-pay.

Use **QUICK SPLIT** when you only need to split off just **ONE** amount from the total. There is no processing required. Your split deductions will be ready for resolution immediately after splitting.

If your deduction has an open balance, the **QUICK SPLIT** button will appear on your deduction.



View the deduction you want to split into one or more individual deductions.

Click **QUICK SPLIT** to create another deduction with some of the open balance:

- A:** Enter a description or **other reference code** (optional): *Example, 1234*
- B:** Select **Class, Location and Department** that apply: (optional) *Example, Perishables, Detroit, Retail Div*
- C:** **Assign** this deduction to someone to resolve (optional) *Example, Alex Ring*
- D:** Enter the **Amount** to split off the original deduction: *Example, \$150*
- E:** Use **Memo** to enter a description (optional): *Example, Dirty truck fee*
- F:** Enter a **Due Date/ Follow-up** (optional) *Example, May 20, 2017*
- G:** Check **disputed** if this deduction is invalid: *Example, Unchecked (not-disputed)*

The screenshot shows the 'QUICK SPLIT' form with various fields. Fields are labeled with letters A through G and arrows pointing to them:

- A:** OTHER REFERENCE CODE (text input)
- B:** CLASS (dropdown: Accessories), LOCATION (dropdown: 02: Boston), DEPARTMENT (dropdown: Admin)
- C:** ASSIGNED TO (dropdown: Aiden Somerhalder)
- D:** AMOUNT (text input: 1,000.0)
- E:** MEMO (text input)
- F:** DUE DATE / FOLLOW UP (text input: 6/5/2017)
- G:** DISPUTED? (checkbox)

Other visible fields include: ENTRY NO. (To Be Generated), ORIGINAL NUMBER (DED00255), DATE (5/22/2017), INVOICE (Invoice #INV1000021), and CUSTOMER (Smith Inc.).

The screen to **QUICK SPLIT** deductions is the same as the form used to create deductions with one exception: **When splitting a deduction you enter the amount to be split off the original deduction.** It defaults to the open balance. Enter the amount if you need to split off less than the open balance.

Click **Submit** when done to **end up with two deductions:** The split deduction with an open balance you entered, and a deduction with the remaining open balance and the original workflow attributes.

Note: iTPM prevents you from entering a split amount greater than the open amount of the deduction. Splitting off a zero amount is also prevented.

5.5 SPLIT a Deduction

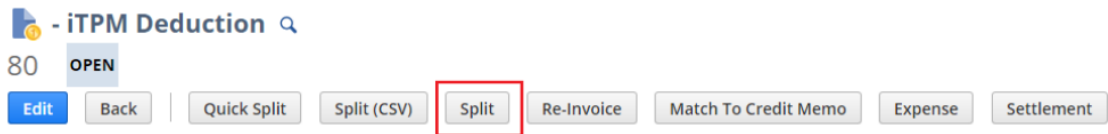
You can manually enter data to split a deduction into many parts using the *SPLIT* button.



Helpful Hint: If you need to split a deduction into many parts AND you have the split data in electronic form, consider using [Split \(CSV\)](#) to save time and prevent data entry errors.

Step One: Find and **VIEW** the deduction you want to split.

Step Two: Click on **SPLIT**



Step Three: Enter data for each of your splits:

Split reference code, Split Memo, Split Amount, and check if this split deduction is disputed.

The screenshot shows the 'iTPM Deduction Split' form. At the top, there are 'Save', 'Cancel', and 'Reset' buttons. Below that, there are dropdown menus for 'CUSTOM FORM' (set to '- iTPM Deduction Split Form') and 'ITPM DEDUCTION' (set to '- iTPM Deduction #57'). The 'ITPM AMOUNT' is 299.00. On the right, there are checkboxes for 'ITPM SPLIT PROCESS COMPLETED?' and 'ITPM IMPORT COMPLETED?', and a 'TOTAL LINE AMOUNT' of 59.89. Below this is a table with columns: 'SPLITS', 'Notes', 'Files', 'SPLIT REFERENCE CODE', 'SPLIT MEMO', 'SPLIT AMOUNT*', and 'SPLIT DISPUTED?'. The table contains two rows of split data and a third row with a 0.00 amount. At the bottom, there are 'Add', 'Cancel', 'Insert', and 'Remove' buttons.

SPLIT REFERENCE CODE	SPLIT MEMO	SPLIT AMOUNT*	SPLIT DISPUTED?
12345	First of several split lines...	50.00	
54321	Second of several split lines...	9.89	Yes
		0.00	

Step Four: Click **SAVE** when your split lines equal the open balance of the promotion. The total of the split lines you add are shown at the top of the form. (See red dots in the screenshot above.)

Step Five: Wait for the deduction process to split the deduction. Click on the **iTPM DEDUCTION** link to go back to the deduction view. (If you click the BACK button, just ignore the error message.)



Helpful Hint: You will NOT be allowed to edit the deduction until processing is complete, typically in 60 minutes or less. When processing is complete, you can confirm your splits by viewing the original deduction, iTPM subtab, and view the [SPLIT sublist](#).

5.6 SPLIT (CSV) a Deduction

When you need to split a deduction into many parts, AND you have this information in an Excel spreadsheet or other electronic form, use the SPLIT (CSV) feature to save time and prevent data entry errors.

Step 1. Create a CSV file with the following information for the deduction you want to split:

Go to www.i-TPM.com/training-resources, download our CSV template.

Row 1: The header with standard iTPM column descriptions.

Rows 2 & more: Each row represents one deduction you want to create.

Example CSV file to split deduction #33 into three deductions:

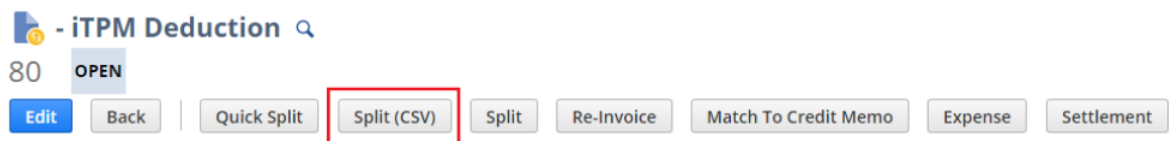
	A	B	C	D	E
1	Deduction_ID	Split_Amount	Split_Disputed?	Split_Memo	Split_ReferenceCode
2	- iTPM Deduction #37	400	Yes	Not valid	
3	- iTPM Deduction #37	600.5	No		ABC12345
4	- iTPM Deduction #37	999.5	No	Ad fee January	142334-b

To save time or if you get an error message, review these [CSV helpful hints](#) in section 5.7.

	A	B	C	D	E
1	Instructions :				
2	Use the iTPM Deduction Number in this column to identify the Deduction being split. For example - iTPM Deduction #33	Enter the amount that should be split off from the Deduction. This MUST be GREATER THAN zero and LESS THAN the Deduction's Open Balance. For example 476.98	If this split amount is Disputed, enter YES, else enter NO. This value is required for each import row.	Enter a descriptive Memo for this split. This will be populated in the Memo field of the split deduction. For example This is a split for shipping damages and is non-promotional.	Enter a reference code for this split. This will be populated in the Other Reference Code of the split deduction. For example SHIP_DMG_DDN_33
3	REQUIRED	REQUIRED	REQUIRED	OPTIONAL	OPTIONAL
4	Deduction_ID	Split_Amount	Split_Disputed?	Split_Memo	Split_ReferenceCode

Step Two: Find and [VIEW the deduction](#) you want to split.

Step Three: Click on **SPLIT (CSV)**



Step Four: Enter the file name of your CSV file, then click *SUBMIT*.

Simple Form

|

UPLOAD CSV FILE *
 No file chosen

DEDUCTION ID
- iTPM Deduction #80

Step Five: Wait for your deduction to be split. Within approximately an hour your deduction will be split. (This split script is schedule to run every hour, but other NetSuite scripts could delay your split.)

To check the status of your split, go to *iTPM -> Deductions -> Split Queue*
Click *VIEW* next to any split record to view the status of that split process

- iTPM Deduction Split List List Search Audit Trail

VIEW Default | Customize View | New - iTPM Deduction Split

FILTERS
STYLE: Normal

SHOW INACTIVES QUICK SORT TOTAL: 4

EDIT VIEW	INTERNAL ID	ID ▲
Edit View	1	1
Edit View	2	2

Helpful Hint: To prevent the creation of bad data, all the deduction action buttons will NOT be visible on deductions that are in PROCESSING status. Deductions action buttons appropriate to your role permissions will again be available after your CSV split is completed.

Note: Don't use the standard NetSuite CSV import to split deductions, use the **SPLIT (CSV)** button. iTPM does NOT validate split data imported through a standard NetSuite CSV import process.

Under the iTPM subtab, the **SPLITS** sub-list, you will see the date and time you requested the CSV split.

EDIT	LAST MODIFIED	LAST MODIFIED BY	ID ▲	ITPM AMOUNT	ITPM OPEN BALANCE	ITPM SPLIT PROCESS COMPLETED?
Edit	2/15/2018 12:53 am	Alex Ring	1	300.00	150.00	No

When processing is complete, you will see all of the splits under the iTPM subtab, the **SPLITS** sublist.

DATE	STATUS	DEDUCTION ▼	OPEN BAL	PARENT DEDUCTION	DISPUTED?	MEMO
2/15/2018	Open	16	25.00	- iTPM Deduction #13	No	late truck fee
2/15/2018	Open	15	25.00	- iTPM Deduction #13	No	late truck fee
2/15/2018	Open	14	100.00	- iTPM Deduction #13	No	Ad fee January
2/7/2018	Resolved	13	0.00		No	Deduction applied on Invoice #INV03091238

5.7 Helpful Do's and Don't for CSV import files

Here are some helpful hints for using CSV files with iTPM and NetSuite:

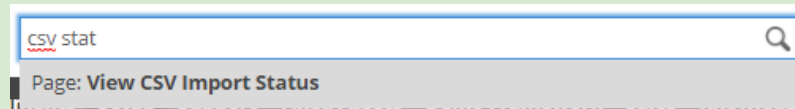


Helpful Hint: If you need to edit the deduction ID using Excel, put a single quote at the front of the iTPM deduction ID. Without this quote Excel thinks the deduction ID is a formula. Example: '- iTPM Deduction #80

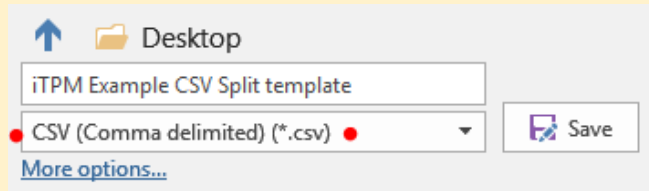
Don't forget the space between the dash and the iTPM in the deduction ID.



Helpful Hint: Use standard NetSuite to check on your CSV imports. In the global search, type CSV status and choose **View CSV Import Status**



Note: Only files with the .CSV extension will work with SPLIT (CSV). If you use Excel to create your file, be sure to use SAVE AS and save your file in the **CSV (Comma delimited) (*.csv)** format. .XLS extensions files will not work.



Note: Only files using CSV (Comma delimited) (*.csv) will work. SPLIT CSV will not work with other encoding formats.



Note: Your SPLIT CSV file must have more than two splits. If you only need to split your deduction into two rows, use [QUICK SPLIT](#) or [SPLIT](#).



Note: Do NOT change column names. NetSuite needs these names to match the data to the correct fields in the deduction.



Note: Do NOT put commas in your amounts. Enter \$1,020.15 as 1020.15



Note: If you get an error message when importing your CSV file, contact your iTPM administrator. Your administrator may have to update the NetSuite saved import after installing or updating the iTPM managed bundle to prevent the error, "Saved Import 'Invalid custom form'"

5.8 How to view the original deduction and all the splits?

Find and view a deduction. ([See section 4.5 describes how to do this.](#))

To view **ALL** of the deductions *related to the deduction* you are viewing, including all splits and the original deduction, click on the *iTPM* subtab, and view the **Related Deductions** subtab.

EDIT	DATE	STATUS	DEDUCTION	AMOUNT	OPEN BAL	PARENT DEDUCTION	APPLIED TO	DISPUTED?	MEMO
Edit	7/19/2017	Open	440	365.00	365.00	-ITPM Deduction #3	-ITPM Deduction #3	No	Deduction split from Deduction #3
Edit	7/19/2017	Resolved	439	35.00	0.00	-ITPM Deduction #3	-ITPM Deduction #3	Yes	Deduction split from Deduction #3
Edit	7/13/2017	Resolved	432	400.00	0.00			No	Deduction applied on Invoice #101082

The example above shows that our \$35.00 deduction was split from the original \$400.00 deduction, creating two deductions using QUICK SPLIT: \$365.00 and a \$35.00. The \$35.00 deduction is resolved and has a zero balance. The \$365.00 deduction has the full amount open, and therefore is in *OPEN* status.



Helpful Hint: When researching deductions, the *iTPM* subtab is the fastest way to view the history of a deduction, including the original created from the customer's short-pay.



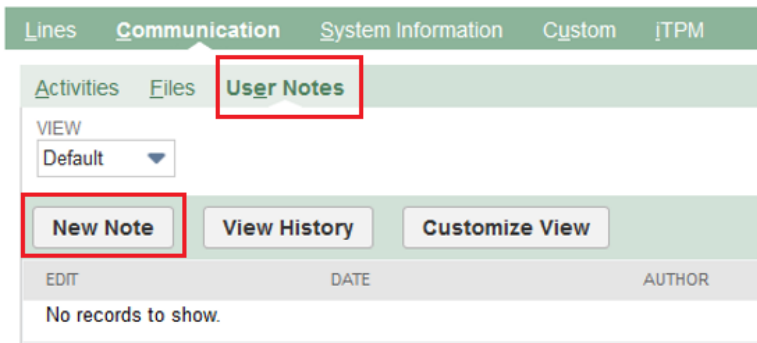
Helpful Hint: If you used the SPLIT button on the deduction you are viewing, the SPLITS sublist will show you all of the deductions created by the SPLIT button from this promotion.

5.9 Add Notes, Attachments to a deduction (Optional)

When viewing deductions, use the *Communication* subtab to add notes and attach electronic files to your open deductions.

Use standard NetSuite functionality to add notes, attach documents, and assign activities:

- **Find and view a deduction** in your list.
- **Click on the** **Communication** subtab
- **Add comments** with *User Notes*
- **Attach electronic documents** using *Files*
- **Use Activities** to assign specific tasks to other users



Here are some ways to use notes and files for deduction management

- Attach customer emails as a note or PDF
- Document phone conversations
- Attach customer's deduction backup documentation
- Document internal discussions
- ... and more

Use the *Activities* subtab to create and assign tasks to other people using standard NetSuite functionality.



Helpful Hint: Notes and attachments can save your team effort when defending against post-audits.




Helpful Hint: If you are new to NetSuite, the NetSuite Basics for Broker User Guide has additional documentation on standard NetSuite functionality. It is available at www.i-TPM.com/training-resources

5.10 FYI: Deductions on Customer Statements

For Your Information: When you use iTPM to process a short-pay, the deduction you create will appear as a line on the customer's statement, much in the same way payments appear.

One way to generate a customer statement is *Transactions -> Customers -> Individual Statement*

The line will include the iTPM deduction reference number, and amount that the customer short-paid. This is one of the ways iTPM helps document the customer's short-pay for future reference.



2955 Campus Drive
Suite 100
San Mateo CA 94403
US

Statement

Date
7/21/2017

Bill To
HEB
646 S Flores St
San Antonio TX 78204
United States

	Amount Due	Amount Encl.	Currency	Subsidiary
	\$6,713.89		USA	Honeycomb Mfg.

Date	Description	Charge	Payment	Balance
6/21/2017	Balance Forward			16,363.89
7/21/2017	- iTPM Deduction #1		2,000.00	14,363.89
7/21/2017	Journal #JOC00000168	100.00		14,463.89
7/21/2017	Payment #PAY00000368		7,750.00	6,713.89

5.11 Deduction Aging Report & Visibility

With so many open deductions, it's not possible to touch every deduction every day. So the question is, **what deductions need my attention today?**

Use the iTPM deduction attributes and aging to create a deduction to-do list every work day.

The reason to actively manage deductions is similar to how you manage your receivables.

Best Business Practices for open deductions:

The longer a deduction goes un-researched and unresolved, the lower your odds of repayment and backup information!

Work your open deductions with the same passion and resolve that you apply to your open invoices.

Problems never get better with age.

Timely communication with the customer is beneficial in many ways:

- The retailer will discover you have a TPM solution, and may adjust their deduction policies to reduce invalid deductions.
- You'll get better turn-around on your requests if your communication is timely.
- Disputed deductions can be quickly invoiced, adding the short-pay back into the retailer's outstanding balance. This can prevent over-extension of credit and potential bad-debt.

Unlike your typical one-date aging report for receivables, there are three dates to age your open deduction balance:

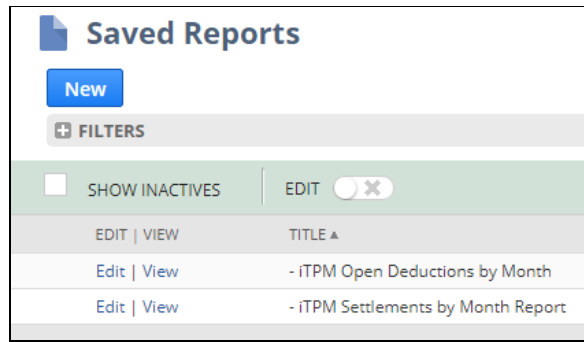
Measure	Measure description and how to use it
Days since assigned	Use this to proactively work on deductions that are recently assigned to you. The deduction may be old, but this measure tells you it's new to your responsibility.
Days to Next Action date	Use this for timely follow-up on the deductions you've previously touched. This aging date is based on the <i>Next Action Date</i> you entered when you last touched this deduction.
Days Aged	This shows the age of the deduction using the date it was created.

Deduction Aging report by Month:

Go to *iTPM* -> **Deductions** -> **Open Deductions by Month Report**

You can also run this report just like any other NetSuite report:

1. Go to **Reports** -> **Saved Reports** -> **All Reports** to see the Deduction Aging report in a list of iTPM saved reports.
2. **Click on VIEW** next to *-iTPM Open Deductions by Month*



This is a standard NetSuite report. Click on the amount to view and drill down to open deductions.

Honeycomb Holdings Inc. : Honeycomb US-East -iTPM Deduction Aging by Month Report April 8, 2017 - May 7, 2018 <small>Report that displays the aging of open deductions for each customer.</small>												
NAME	DEDUCTION NUMBER	ORIGINAL DEDUCTION	DATE CREATED	TRANSACTION STATUS: DESCRIPTION	ASSIGNED ON	DECEMBER 2017	JANUARY 2018	FEBRUARY 2018	MARCH 2018	APRIL 2018	MAY 2018	TOTAL
						Open Balance	Open Balance	Open Balance	Open Balance	Open Balance	Open Balance	Open Balance
Aaron Abbott												
Johnson & Johnson	116	116	5/7/2018	Open	5/7/2018						4,875.00	4,875.00
Walmart	114	114	5/5/2018	Open	5/5/2018						4,701.64	4,701.64
Smith Inc. : Smith East : South East								1,658.85		357.83		2,016.68
Smith Inc. : Smith East : South East : North East	103	99	5/4/2018	Open	5/4/2018						675.73	675.73
Smith Inc.												
	108	104	5/4/2018	Open	5/4/2018						500.00	500.00
	109	104	5/4/2018	Open	5/4/2018						262.57	262.57
	106	104	5/4/2018	Open	5/4/2018						43.69	43.69
	110	104	5/4/2018	Open	5/4/2018						5.67	5.67
Total - Smith Inc.											811.93	811.93
Acera												
	112	112	5/4/2018	Open	5/4/2018						300.01	300.01
	89	76	4/16/2018	Open	4/16/2018					254.02		254.02
	88	76	4/16/2018	Open	4/16/2018					250.00		250.00
	87	76	4/16/2018	Open	4/16/2018					200.00		200.00
	93	76	12/1/2017	Open	4/16/2018							50.00
Total - Acera						50.00				704.02		300.01
Smith Photographic Equipment	115	115	5/7/2018	Open	5/7/2018						109.32	109.32
Total						50.00	1,551.48	7,679.58	2,571.85	3,220.46	11,473.63	26,547.00

Helpful Hint: This is not traditional aging report grouped by 30, 60, and 90 days aged.

This report shows all OPEN deduction by NetSuite period. For traditional views of open deductions by 30/60/90 days old, use the iTPM Dashboard portlet views published and documented for the Settlements & Deduction role.

Helpful Hint: Use the icon at the bottom of the review window to export your report to Excel.

6.0 Resolve PROMOTIONAL Deductions

You've been busy researching deductions. You're now ready to match some or all of your deduction to a promotion.

In a perfect world, the deduction amount would be exactly equal to what you owe on the promotion. However, this perfect match is not common. Usually there are many deductions rolled up into one short-pay.

Now that you know which promotion to match to your deduction, you have several options: You can....

- **Partially resolve your deductions.** Match some of the open balance to *approved, completed* (and depending on the promotion type configuration, also *approved, active*) promotions.
- **Split off the amount you want to resolve.**

There is no right or wrong way to resolve your deductions. Talk to your iTPM administrator If you have questions on which approach is best for your company.

What if my customer deducted the promotion cost across two invoices and I created two deductions? All you have to do is resolve each deduction to the same promotion.

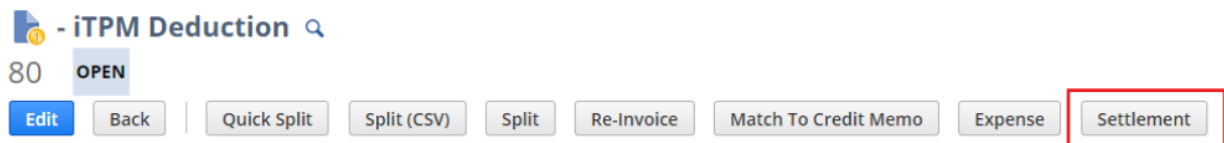
You have TWO ways to resolve your deduction:

- View a DEDUCTION, use the SETTLEMENT button and select the promotion.
- View a PROMOTION, use the RESOLVE DEDUCTIONS button to select deduction(s).

For a picture of the settlement and deduction workflow, go to [section 4.1](#).

6.1 SETTLEMENT button while viewing a DEDUCTION

Step 1: [View the open deduction](#) and Click on the **SETTLEMENT button.**



Note: It can take up to 30 minutes before your **APPROVED** promotion is available for settlements. After your promotion is approved, iTPM allocates estimated spending to individual items, and calculates allocation factors needed to spread your settlements to the items in your promotion. Your promotion is available for settlements when you see the **SETTLEMENT REQUEST** and/or **RESOLVE DEDUCTIONS** button(s) on your promotion.

Step 2: Select a Promotion

The list will contain **only COMPLETED and APPROVED** promotions for the customer on your deduction.

Sometimes **ACTIVE** promotions for some promotion types will also be on the list. (iTPM configuration)

Promotions List													
<input type="button" value="Cancel"/>													
APPLY TO	PROMOTION TITLE	OTHER REF CODE	PROMOTION TYPE	CONDITION	SHIP START DATE	SHIP END DATE	NET LIABILITY	OVERPAY	EST.SPEND	LE SPEND	MAX LIABILITY	EXPECTED LIABILITY	ACTUAL SPEND
2	Test Promotion - 05/29			Ad and EDLP (BB OI)	2/28/2018	2/28/2018	0.00	211.56	5,845.00	223.56	12.00	12.00	223.56
4	Test Promotion-J 05/29			Ad and EDLP (BB OI)	5/12/2018	5/28/2018	0.00	1,481.90	800.20	1,629.90	148.00	148.00	1,629.90
6	Testing 90 days Older			Ad and EDLP (BB OI)	2/28/2018	2/28/2018	12.00	0.00	12.00	23.00	12.00	12.00	11.00

1. Find the promotion on the list. Use all the information in the list to find the correct promotion:
2. Click the promotion number in the **APPLY TO** column.



Note: Promotion KPIs in the promotion list do NOT include settlements being processed.

Why isn't the promotion listed? The promotion you need may already be closed. To make it available for a settlement, view the promotion and use the *REOPEN* button.



Helpful Hint: If you're not sure which promotion to select, you can select the promotion and on the next screen, either right-click on the promotion link to view it in another browser tab, or cancel the settlement and return to the list of promotions.

Instead of overpaying a promotion, why can't I just match some spending to promotions that are under-spent? Best business practice is to match spending to the activity. To plan better promotion next year, we need good data to tell us what worked last year. Promotions that are closed will release the unused liability, so in a roll-up the underspend of one promotion will still off-set the overspend of another promotion.

Step 3: Enter Amount to Resolve & More

The deduction number and open balance is displayed on the screen. See red boxes below.

Enter the following information to resolve some or all of the open deduction balance, and match the expense to your selected promotion:

- A:** Enter a **Reference Code** for this settlement Request: *Example, CLAIM-1234*
- B:** Enter a **Memo:** (optional): *Example, March TPR*
- C:** Select **Class, Department and Location:** (optional): *Example, Retail, Mkting, Tampa*
- D:** Enter **Lump Sum* to pay:** (Compare to Net Liability) *Example, \$0*
- E:** Enter **Bill Back* to pay:** (Compare to Net Liability) *Example, \$576*
- F:** Enter **Missed Off-Invoice* to pay:** (Compare to Net Liability) *Example, \$0*

* This field will only be available if your promotion has this type of allowance

The screenshot shows the 'iTPM Settlement' form with several sections and annotations:

- Primary Information:**
 - ENTRY NO. (empty)
 - DATE: 3/3/2018
 - APPLIED TO TRANSACTION: iTPM Deduction #37 (Annotation A)
 - OTHER REFERENCE CODE: (Annotation B)
 - STATUS: (empty)
 - MEMO: (Annotation C)
 - CUSTOMER: Aaron Abbott
- Classification:**
 - SUBSIDIARY: Honeycomb Holding...oneycomb US-East
 - DEPARTMENT: (Annotation D)
 - CLASS: (Annotation E)
 - LOCATION: (Annotation F)
 - CURRENCY: USA
- Promotion Information:**

PROMOTION NUMBER: 2	PROMOTION DESCRIPTION: (empty)	MAXIMUM PROMOTION LIABILITY: 6,500.0	SHIP START DATE: 2/13/2018
PROMOTION / DEAL: Promotion on 02/20 #1		NET PROMOTIONAL LIABILITY: 6,397.0	SHIP END DATE: 2/19/2018
- Transaction Detail:**
 - DEDUCTION OPEN BALANCE: 979.99 (Annotation A)
 - AMOUNT : MISSED OFF-INVOICE: (Annotation B)
 - AMOUNT : LUMP SUM: (Annotation C)
 - AMOUNT : BILL BACK: (Annotation D)

If this isn't the correct promotion, or if you Click .


If your settlement request is complete, click when done.

To help confirm the amount for this promotion, review the Promotion Information section.

- o Net Promotional Liability: This is the net amount that iTPM calculates you owe.
- o Maximum Promotion Liability: This is the maximum the promotion should cost.


If you pay more than the *Net Liability* amount, the amount above net liability is an overpayment, and the Latest Estimate will be revised upward to reflect the additional payment.

If you pay less, the amount above net liability is released when you close the promotion.

 **Note:** iTPM does NOT prevent you from paying more than what you owe. Why?

- The calculated liability may not be accurate for a number of reasons, including dates that changed, shipments before or after the official promotion dates, changes in retail execution, and many other reasons.
- For indirect accounts, the only way to calculate what you owe is to use other data sources, which you may not have.

For all these reasons, iTPM must allow settlements in excess of net liability. It is the user's responsibility to enter the correct amount due. The finance team can use iTPM KPIs and standard NetSuite alerts to review settlements that exceed calculated net liability.

 **Note:** It can up to 15 minutes before **VOIDED** settlements are reflected in the KPIs. Admin roles can void settlements in any status, including processing status.

After you click *SUBMIT*, your settlement request will go to “*Processing*” status.

- **Every iTPM promotional settlement is saved at the item allowance level.** This level of detail is necessary for more accurate profit-and-loss statements by item. To help reduce data entry effort, iTPM uses a methodology to allocate each settlement to each individual allowance within the promotion.
- Allocations are done separately for each method-of-payment to improve accuracy. The allocation methodology is documents in the *Admin User Guide for Settlements and Deduction*.
- While iTPM is allocating your settlement to the items in your promotion, the settlement status will be “*Processing*”. When processing is completed, your settlement request will go to “*Applied*” status, and each item in the promotion will show a settlement amount based on the calculated allocation factors. In the example below, a \$50 lump sum is allocated to 5 items evenly.
- When processing is completed, the promotion will be added to the KPI processing queue, and the KPIs updated the next time the KPI script runs... typically every 15 minutes.

ACCOUNT	DEBIT	CREDIT	MEMO	NAME	LS BB OI	ITPM ITEM	ALLOCATION FACTOR
4009 Sales : Trade Promotion (contra revenue)	10.00		LS Settlement for Item : CHA00002 on Promotion Copy of Promo with many items #2, with Est Qty	Johnson & Johnson	Lump Sum	CHA00002	0.2
4009 Sales : Trade Promotion (contra revenue)	10.00		LS Settlement for Item : ACC00002 on Promotion Copy of Promo with many items #2, with Est Qty	Johnson & Johnson	Lump Sum	ACC00002	0.2
4009 Sales : Trade Promotion (contra revenue)	10.00		LS Settlement for Item : ACC00004 on Promotion Copy of Promo with many items #2, with Est Qty	Johnson & Johnson	Lump Sum	ACC00004	0.2
4009 Sales : Trade Promotion (contra revenue)	10.00		LS Settlement for Item : ACC00005 on Promotion Copy of Promo with many items #2, with Est Qty	Johnson & Johnson	Lump Sum	ACC00005	0.2
4009 Sales : Trade Promotion (contra revenue)	10.00		LS Settlement for Item : ACC00001 on Promotion Copy of Promo with many items #2, with Est Qty	Johnson & Johnson	Lump Sum	ACC00001	0.2
2000 Accounts Payable		50.00	Settlement Created From Promotion # Copy of Promo with many items #2, with Est Qty	Johnson & Johnson	Lump Sum		0

Step 4: Add Notes, Attachments (Optional)

Use the **Communication** subtabs to add additional documentation to your deduction settlement.

You may have already attached electronic notes to the deduction. If so, add a note to your settlement for users to look for documentation attached to the deduction.

When considering what to document, think about the information you'd want to have if your customer or your supervisor questions you on this settlement months or years from now. Here are a few suggestions on what to document:

- Do you have an invoice or claim from your customer?
- What was the actual promoted retail price point?
- Do you have any pictures of the retail in-store performance?
- Do you have any related documents or emails from your customer, sales force and/or broker?
- Do you have any screenshots or reports from your customer's deal portal?

Use the **Activities** subtab to create and assign tasks to other people using standard NetSuite functionality.

Step 5: Review the updated deduction balance (optional)

You've now matched some or all of the deduction open balance to a specific promotion.

If you resolved only part of the open balance, the deduction status will remain *OPEN*, and you'll see the remaining amount as the open balance. **Continue to research how to resolve the deduction.**

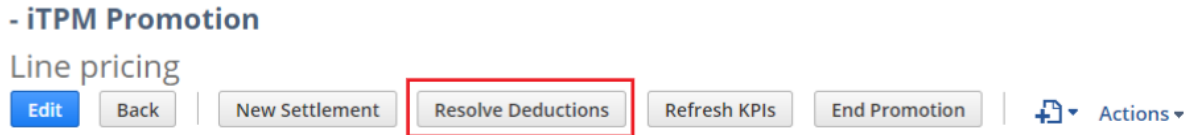
If your journal entry was for the entire open balance, your deduction status will be resolved, and the open balance will be zero, as shown below. **Your work on this deduction is done.**

The screenshot shows the iTPM Deduction record for DED00004. The status is 'RESOLVED' and the open balance is '0.00'. The record includes details such as invoice number, customer information, classification, and financial data.

Primary Information				
ENTRY NO. DED00004	INVOICE Invoice #INV10000001	STATUS Resolved	DATE 2/9/2017	
ORIGINAL DEDUCTION	OTHER REFERENCE CODE Changed Code	CUSTOMER Aaron Abbott : 3M : Chess Art Gallery	POSTING PERIOD Feb 2017	
			PARENT Aaron Abbott : 3M	
Classification				
CLASS Consumer Goods	LOCATION 01: San Francisco	DEPARTMENT Engineering		
Detailed Information				
AMOUNT 501.93	DUE DATE / FOLLOW UP 1/31/2018	ASSIGNED TO Tajuddin S	SUBSIDIARY Honeycomb US-East	CURRENCY British pound
TOTAL PROMOTIONAL SETTLEMENTS	DAYS SINCE ASSIGNED: 103	<input type="checkbox"/> DISPUTED?	EXCHANGE RATE 1.9922964	
TOTAL NON-PROMOTIONAL EXPENSE	DAYS TO NEXT ACTION DATE: -14	MEMO Test		
	DAYS AGED 103			
OPEN BALANCE 0.00				

6.2 RESOLVE DEDUCTIONS button from a PROMOTION

Step 1: View the promotion and click on the **RESOLVE DEDUCTIONS** button.



Step 2: Select one or more DEDUCTIONS to resolve.

Resolve Deductions More

Use this tool to request settlements for more than one deduction. Please note-

- * The deductions selected below will be QUEUED for resolution. For IMMEDIATE resolution of deductions, do not use this tool. Resolve them individually.
- * The entire deduction open balance will be resolved by the settlement.
- * The entire settlement amount will be entered against the MOP selected below, for ALL settlements created in this process.
- * If the deduction open balance changes between now and the time of settlement creation, the settlement will not be created.

PROMOTION
Line pricing

CUSTOMER
Aaron Abbott

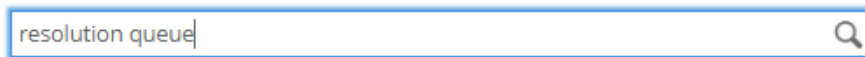
MOP *
Bill-Back

Deductions							
RESOLVE	DEDUCTION NUMBER	DATE CREATED	CUSTOMER	ORIGINAL AMOUNT	PARENT DEDUCTION	ORIGINAL DEDUCTION	▲ OPEN BALANCE
<input type="checkbox"/>	20	5/30/2018	Aaron Abbott	1,000.00	- iTPM Deduction #18	- iTPM Deduction #17	1,000.00
<input type="checkbox"/>	21	5/30/2018	Aaron Abbott	1,000.00	- iTPM Deduction #18	- iTPM Deduction #17	1,000.00
<input checked="" type="checkbox"/>	22	5/30/2018	Aaron Abbott	1,000.00	- iTPM Deduction #19	- iTPM Deduction #17	1,000.00
<input type="checkbox"/>	25	5/30/2018	Aaron Abbott	2,584.98		- iTPM Deduction #25	2,584.98
<input type="checkbox"/>	26	5/30/2018	Aaron Abbott	515.89		- iTPM Deduction #26	450.33
<input type="checkbox"/>	33	5/30/2018	Aaron Abbott	166.00	- iTPM Deduction #24	- iTPM Deduction #17	166.00
<input type="checkbox"/>	35	5/30/2018	Aaron Abbott	111.00	- iTPM Deduction #30	- iTPM Deduction #17	111.00
<input type="checkbox"/>	39	5/30/2018	Aaron Abbott	350.00	- iTPM Deduction #28	- iTPM Deduction #17	350.00
<input type="checkbox"/>	45	5/30/2018	Aaron Abbott	185.00	- iTPM Deduction #40	- iTPM Deduction #17	185.00
<input checked="" type="checkbox"/>	47	5/30/2018	Aaron Abbott	500.00	- iTPM Deduction #43	- iTPM Deduction #41	500.00

Helpful Hint: Each checked deduction will be resolved in full. To resolve less than the open balance, view the deduction and use the **SETTLEMENT** button.

Step 3: Review status of your multi-DEDUCTION resolutions

1. In the global search, type in Resolution Queue and select it.



Page: - iTPM Resolution Queue

2. Look for your CSV import in the list

		SHOW INACTIVES				QUICK SORT			TOTAL: 59	
EDIT VIEW	INTERNAL ID	ID #	OWNER	DATE CREATED	LAST MODIFIED	ITPM PROMOTION	ITPM DEDUCTION	ITPM SETTLEMENT	OPEN BALANCE	MOP
Edit View	65	ITPM_SQ65	Alex Ring	6/16/2018 9:38 pm	6/16/2018 10:02 pm	Test Promotion - 05/29	- iTPM Deduction #33	- iTPM Settlement #66	0.00	Bill-Back

6.3 CSV Bulk-Settlements

When you need to resolve many promotional deductions AND you have this information in an Excel spreadsheet, use the NetSuite CSV upload feature to save time and prevent data entry errors.

Step 1. Create a CSV file with the following information for the settlements you want to create:

Go to www.i-TPM.com/training-resources, download our CSV template.

To save time and prevent errors, review [CSV helpful hints](#) in section 5.7.

Row 1: The header with standard iTPM column descriptions.

Rows 2 & more: Each row represents one deduction AND one settlement you want to create.

Example CSV file to create three settlements, and resolving three deductions:

	A	B	C	D	E	F
1	Promotion_Internal_ID	Deduction_Number	Resolution_Amount	MOP	Memo	
2		6 - iTPM Deduction #43	342.35	Bill-Back	This will partially resolve deduction #43 \$100 remaining	
3		6 - iTPM Deduction #43	100	Lump Sum	This will fully resolve deduction #43	
4		4 - iTPM Deduction #46	600	Lump Sum	This will fully resolve deduction #46	
5						

To save time or if you get an error message, review these [CSV helpful hints](#) in section 5.7.

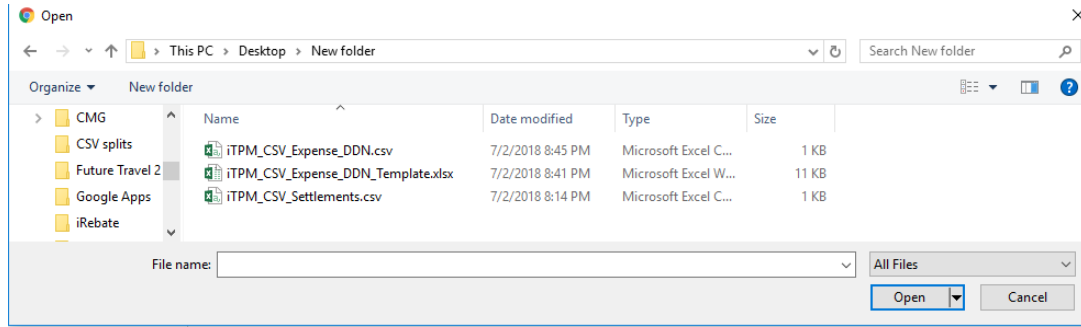
	A	B	C	D	E
1	Enter the iTPM Promotion Internal ID in this column to specify the promotion on which the settlement should be created. The iTPM Promotion specified here must be Approved & Completed, or Approved & Active with the "ALLOW SETTLEMENTS WHEN PROMOTION IS ACTIVE?" checkbox on the iTPM Promotion Type checked. For example 16	Use the iTPM Deduction Number in this column to identify the Deduction and to Apply the Settlement. For example - iTPM Deduction #106	Resolution Amount should be equal to the current deduction Open Balance. For example 44.97	Enter MOP(Method of Payment) and the Settlement will be created against to this particular MOP only with the resolution amount. Applicable Values Lump Sum/Bill-Back/Off-Invoice	Enter Memo and this will be populated in the iTPM Other Reference Code of the Settlement. For example Settlement #1 created through bulk settlement process
2					
3	REQUIRED	REQUIRED	REQUIRED	REQUIRED	OPTIONAL
4	Promotion_Internal_ID	Deduction_Number	Resolution_Amount	MOP	Memo
5					

Step 2: If you use standard NetSuite CSV imports for other tasks, these steps will be familiar:

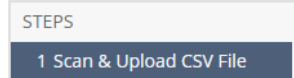
Go to Setup -> Import/Export -> Saved CSV Imports

Click on "- iTPM Bulk Settlements"

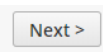
Step 3: Click on  , select your CSV file and click 



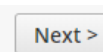
Import Assistant



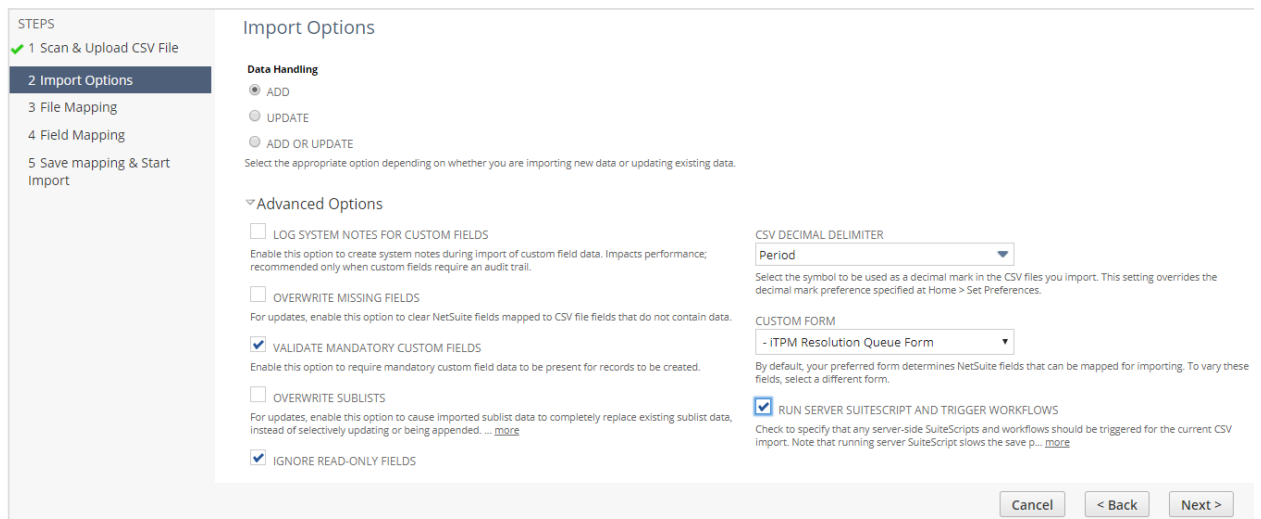
Step 4: You are on step 1 in NetSuite. (see this in upper left corner)

Click  in the lower right corner.

Step 5: Make sure "RUN SERVER SUITESCRIPT and TRIGGER WORKFLOW" is checked, then

Click  in the lower right corner.

Import Assistant

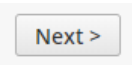


Step 6:

Import Assistant

STEPS

- ✓ 1 Scan & Upload CSV File
- ✓ 2 Import Options
- ✓ 3 File Mapping
- 4 Field Mapping



Click **Next >** in the lower right corner

Step 7: Click the drop down menu and click RUN.

Import Assistant

STEPS

- ✓ 1 Scan & Upload CSV File
- ✓ 2 Import Options
- ✓ 3 File Mapping
- ✓ 4 Field Mapping
- 5 Save mapping & Start Import

Save mapping & Start Import

Your CSV files are ready to be imported into your NetSuite account. You can save your Field Mapping to be used again later (optional). To work with a saved import, go to the "saved Imports" page under the Setup > Impo Tab.

IMPORT MAP NAME

Provide a unique Import Map name to save the current mapping choices for future imports.

DESCRIPTION

(Optional) Provide a useful description for this Import Map.

ID

(Optional) Provide a unique ID to identify this Import Map in SuiteScript. Your entry here is prefixed with CUSTIMPORT.

Cancel < Back Save As & Run

Run
Save As

`vascript:NLMultiButton_doAction('multibutton_saveasrun', 'finish');return false;`

Ignore this warning that you are not saving. Click **OK**.

system.netsuite.com says

Data you entered on this page has not been saved and will be lost. Press OK to proceed.

OK Cancel

Activities iTPM Box Files Payments Transactions Lists Reports Cust

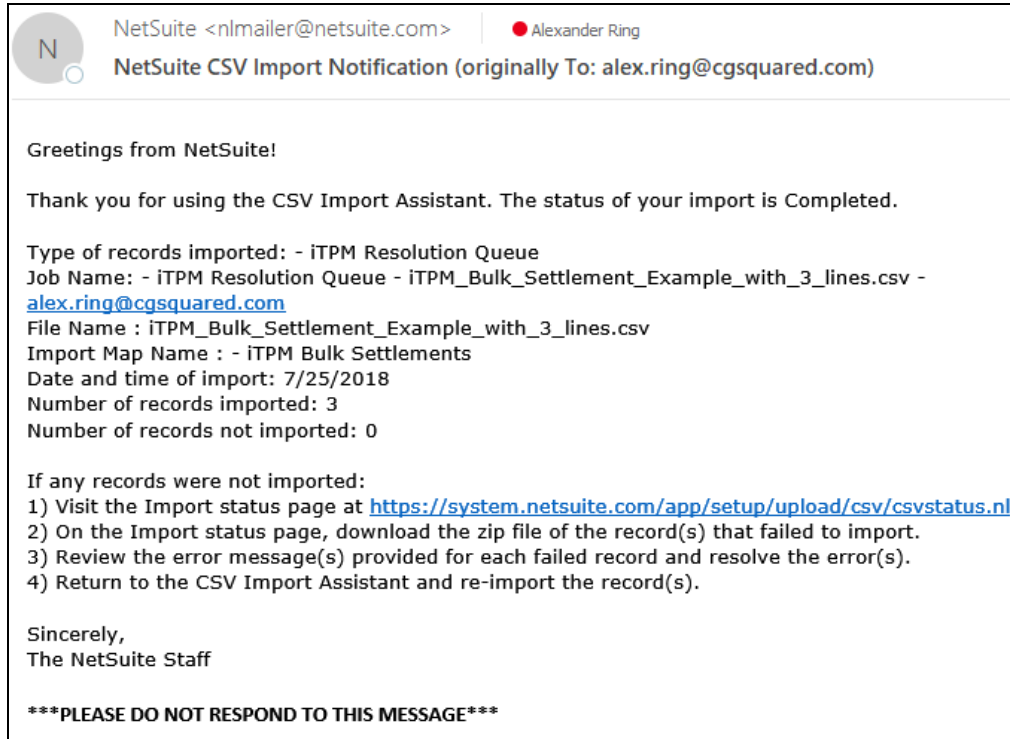
✓ **Confirmation**

Import Job "-ITPM Resolution Queue -ITPM_Bulk_Settlement_Example_with_3_lines.csv - alex.ring@cgsquared.com" is in process. Click to view the [Import Job Status](#).

Import Assistant

Step 8: Wait for your CSV import file to be processed. This CSV import process runs every hour, but other NetSuite scripts could delay your split.

When your CSV file is successfully uploaded, you will get an email status update:



Helpful Hint: If any of the deductions are changed after you submit the CSV bulk settlements, and before the process runs, iTPM will skip that row if the information in your CSV file no longer matches the current deduction status. This is to prevent the creation of bad data. Read your email notifications to confirm every line was processed as expected.

Step 9: To see the status of your CSV Bulk Settlement import,

- Go to *iTPM -> Resolutions -> Resolution Queue*
- Scroll up/down to view the status and other information on your bulk CSV Settlements
- Settlements will NOT appear on the promotion KPIs until the record in the queue is processed.

- iTPM Resolution Queue List List Search Audit Trail

VIEW: Default Customize View **New - iTPM Resolution Queue**

FILTERS

EDIT VIEW	INTERNAL ID #	ID	OWNER	DATE CREATED	LAST MODIFIED	ITPM PROMOTION	ITPM DEDUCTION	ITPM SETTLEMENT	OPEN BALANCE	MOP	REQUESTED RESOLUTION AMOUNT	PROCESSING NOTES
Edit View	1	ITPM_SQ1	alex Ring	7/24/2018 9:42 am	7/24/2018 10:27 pm	Example with actual sales	- iTPM Deduction #3	- iTPM Settlement #5	0.00	Off-Invoice	200.00	The Open balance of the Deduction in this queue record is .00, hence not processed.
Edit View	2	ITPM_SQ2	alex Ring	7/25/2018 3:38 pm	7/25/2018 3:38 pm	Test 7.20.5	- iTPM Deduction #43		442.35	Bill-Back	342.35	
Edit View	3	ITPM_SQ3	alex Ring	7/25/2018 3:38 pm	7/25/2018 3:38 pm	Test 7.20.5	- iTPM Deduction #43		442.35	Lump Sum	100.00	
Edit View	4	ITPM_SQ4	alex Ring	7/25/2018 3:38 pm	7/25/2018 3:38 pm	Test 7.20.3	- iTPM Deduction #46		600.00	Lump Sum	600.00	

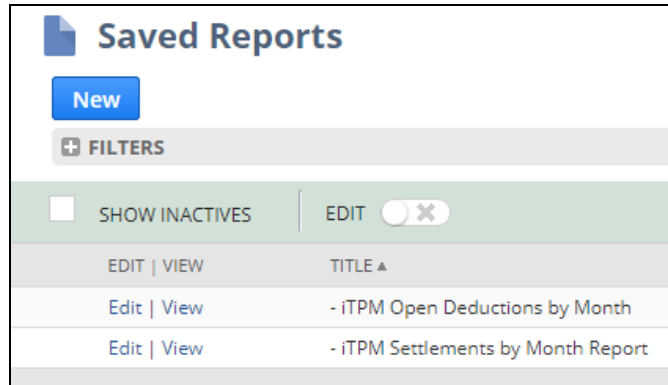
6.4 Settlements by Month Report

In addition to the [list view of settlements](#) , you can also review settlements by month by customer.

Go to **iTPM -> Resolutions -> Settlements by Month Report**


You can also run this report just like any other NetSuite report:

1. Go to **Reports -> Saved Reports -> All Reports** to see the Settlements by Month report in a list of iTPM saved reports.
2. **Click on VIEW** next to **-iTPM Settlements by Month Report**



This is a standard NetSuite report. Click on the amount to drill-down & view any settlement in more detail.

- iTPM Settlements by Month Report																
NAME	DOCUMENT NUMBER	ITPM APPLIED TO DEDUCTION	DATE	TRANSACTION STATUS	ITPM Settlement Amount	Settlement Request : Bill. back	MARCH 2018 Settlement Request : Lump Sum	Settlement Request : Missed Off. Invoice	ITPM Settlement Amount	Settlement Request : Bill. back	APRIL 2018 Settlement Request : Lump Sum	Settlement Request : Missed Off. Invoice	ITPM Settlement Amount	Settlement Request : Bill. back	TOTAL Settlement Request : Lump Sum	Settlement Request : Missed Off. Invoice
Aaron Abbott					5.00				1,016.97				1,016.97			
Smith Inc.									110.00	10.00	100.00	0.00	110.00	10.00	100.00	0.00
	25		4/17/2018	Requested / Unapplied					350.00	350.00	0.00	0.00	350.00	350.00	0.00	0.00
	24		4/17/2018	Requested / Unapplied					20.00	10.00	10.00	0.00	20.00	10.00	10.00	0.00
	21	43	4/12/2018	Applied					480.00			0.00	480.00			0.00
Total - Smith Inc.									20.00	10.00	10.00	0.00	20.00	10.00	10.00	0.00
Acera					20.00				20.00	0.00	20.00	0.00	20.00	0.00	20.00	0.00
Smith Inc. : Smith East : South East									20.00	20.00	0.00	0.00	20.00	20.00	0.00	0.00
	19	8	4/6/2018	Applied					70.00	50.00	20.00	0.00	70.00	50.00	20.00	0.00
	14		4/4/2018	Requested / Unapplied					1.00	0.00	1.00	0.00	1.00	0.00	1.00	0.00
	18		4/6/2018	Requested / Unapplied					4,000.00	0.00	4,000.00	0.00	4,000.00	0.00	4,000.00	0.00
	16		4/4/2018	Requested / Unapplied					4,091.00			0.00	4,091.00			0.00
Total - Smith Inc. : Smith East : South East									40.00	25.00	15.00	0.00	40.00	25.00	15.00	0.00
Smith Inc. : Smith East									39.60	39.60	0.00	0.00	39.60	39.60	0.00	0.00
	7		3/27/2018	Applied					79.60			0.00	79.60			0.00
	8		3/27/2018	Requested / Unapplied					84.60			0.00	84.60			0.00
Total - Smith Inc. : Smith East									5,607.97			0.00	5,607.97			0.00
Total									84.60			0.00	84.60			0.00

Helpful Hint: Use the  icon at the bottom of the review window to export your report to Excel.

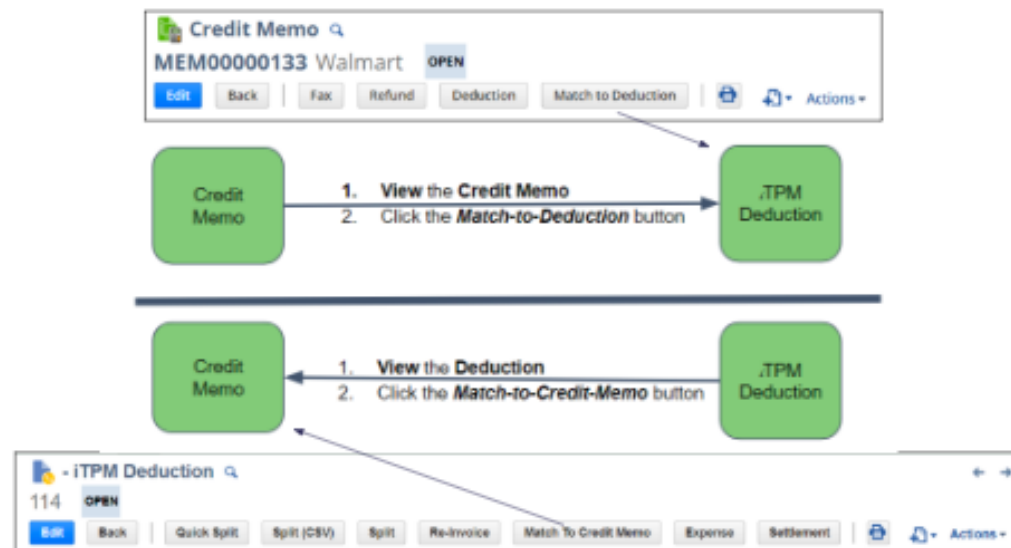
7.0 Resolve non-promotional Deductions by CREDIT MEMO

You've researched a deduction and determined it's valid, but not related to a specific promotion. If you had known this before creating a deduction, you could have applied the credit memo to the open invoice. iTPM lets you resolve the deduction using the standard NetSuite credit memo functionality.

For an overview picture of the settlement and deduction workflow, go to [section 4.1](#).

There are two ways you can resolve a deduction using a standard NetSuite credit memo:

- From the Credit Memo, you can click on the **"Match to Deduction"** button.
- From the Deduction, you can click on the **"Match to Credit Memo"** button.



Helpful Hint: It does not matter which direction you match your deduction and credit memo. The end result is the same.

Why two directions for resolving deductions using credit memos?


If you create a credit memo specifically to resolve a deduction, save mouse clicks and use the *Match to Deduction* button right after you save your credit memo.

If your credit memo was created by someone else, or perhaps days or weeks earlier, start with the deduction and use *Match to Credit Memo*.

7.1 Create a Credit Memo (or use existing credit memo)

Use standard NetSuite functionality to create a credit memo for the customer that's identified on the open deduction you want to resolve. Instead of applying it to the invoice, you apply the open deduction.

1. **Go to Transactions -> Customers -> Issue Credit Memos**
2. Create your NetSuite Credit memo as you normally do for non-promotional expenses, such as damages, fees, etc.
3. Recommended: Add a MEMO to your credit memo describing why you are creating it.



Helpful Hint: For the credit memo to be available in iTPM, the customer on your credit memo must match the customer on your deduction. (see red box below)

Credit Memo [List Search Customize More]

Save Cancel Reset Actions

CUSTOMER * [Red Box] LOCATION * REASON FOR RETURN SALES REP PARTNER CLASS DEPARTMENT

DATE * 11/29/2017 SUBSIDIARY POSTING PERIOD * CREDIT # MEM00000035 CURRENCY * USA PO #

EST. EXTENDED COST 0.00
EST. GROSS PROFIT 0.00
EST. GROSS PROFIT PERCENT
CUSTOM FORM * Z - Credit Memo
MEMO
EMAIL
CONTACT(S)
DEDUCTION
ITPM APPLIED TO

Summary	
SUBTOTAL	0.00
DISCOUNT	0.00
TAX	0.00
SHIPPING COST	
HANDLING COST	
TOTAL	0.00

Items Address Shipping Messages History Custom Quote Approvals SQ Approval ITPM

COUPON CODE UNAPPLIED 0.00 AUTO APPLY
APPLIED 0.00
EXCHANGE RATE * 1.00
 ENABLE ITEM LINE SHIPPING

Items 0.00 Apply 0.00
Add Multiple Upsell Items Clear All Lines

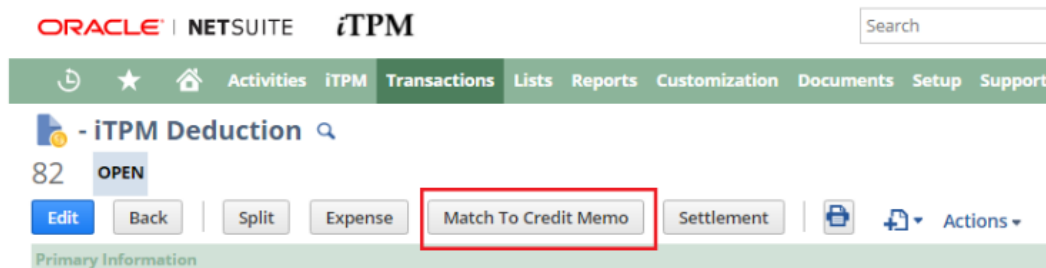
ITEM *	DESCRIPTION	OPTIONS	INVENTORY DETAIL	QUANTITY	PRICE LEVEL	PRICE	AMOUNT	TR CC
<Type then tab>								<Type then tab>


Add Cancel Copy Previous Insert Remove

7.2 Option 1: View Deduction, **MATCH-TO-CREDIT MEMO** button

If any part of the iTPM deduction is not promotional, use credit memos to resolve some or all of the open deduction balance in the same way credit memos can be applied to the open balance of invoices.

1. [Find and view your deduction](#) with an open balance.
2. Click on **Match to Credit Memo**.



 **Note: DO NOT RIGHT-CLICK ON “APPLY TO” to view a credit memo.** This will apply the credit memo to your deduction.

Right-click on the *DOCUMENT NUMBER* link to view the credit memo BEFORE applying. (Optional).

3. Click on the **“Apply TO”** ID of the credit memo you want to match to your open deduction.

The list will contain only credit memos for the deduction customer where the open credit memo amount is EQUAL or LESS THAN the open balance of your deduction.

Credit Memo List

Cancel

APPLY TO	STATUS	DOCUMENT NUMBER	TRANSACTION NUMBER	CUSTOMER	AMOUNT	AVAILABLE AMOUNT
8656	open	MEM0000058	MEM0000058	Aaron Abbott	-22.99	22.99
13583	open	MEM0000139	MEM0000139	Aaron Abbott	-200.00	200.00
14796	open	MEM0000141	MEM0000141	Aaron Abbott	-100.00	100.00
14811	open	MEM0000142	MEM0000142	Aaron Abbott	-50.00	50.00

4. **Task complete:** Your Credit memo will be FULLY APPLIED, and your deduction RESOLVED to a zero balance.

Your deduction balance will go down by the amount of the credit memo, and you will see a link to the credit memo under the **iTPM subtab**, and **Applied Transactions sublist**.

- iTPM Deduction ← → List Search Customize

86 **OPEN**

[Edit](#) [Back](#) [Split](#) [Expense](#) [Match To Credit Memo](#) [Re-Invoice](#) [Settlement](#) [Print](#) [Actions](#)

Primary Information

ENTRY NO. 86	DATE 9/25/2017	ITPM CUSTOMER AB&I Holdings	ORIGINAL DEDUCTION - iTPM Deduction #84
ITPM OTHER REFERENCE CODE other ref - ddn 1245	POSTING PERIOD Jan 2010	INVOICE Invoice #INV10000020	PARENT DEDUCTION - iTPM Deduction #84
		STATUS Open	<input checked="" type="checkbox"/> DISPUTED? ITPM APPLIED TO - iTPM Deduction #84

Classification

SUBSIDIARY Honeycomb US-East	DEPARTMENT Production	CLASS Consumer Goods	LOCATION 01: San Francisco : Receiving Insp.
---------------------------------	--------------------------	-------------------------	---

Assignment Detail

DAYS AGED 65	ASSIGNED TO Aiden Somerhalder	DUE DATE / FOLLOW UP 10/10/2017
	ASSIGNED ON 9/25/2017	DAYS TO NEXT ACTION -14
	DAYS SINCE ASSIGNED 65	

Transaction Detail

ITPM AMOUNT 300.00	TOTAL SETTLEMENTS	MEMO Deduction split from Deduction #84
OPEN BALANCE 270.99	TOTAL NON-PROMOTIONAL EXPENSE (DEDUCTION)	

Lines Communication System Information Custom **iTPM** EFT Configuration Details Box Files

Related Deductions • **Applied Transactions**

EDIT	DATE	TYPE	MEMO (MAIN)	AMOUNT
Edit	11/29/2017	Journal		-29.01
Edit	11/29/2017	Journal		29.01
Edit	11/25/2017	Credit Memo		-29.01

Open the credit memo and you will see a link back to the deduction.

Credit Memo ← → List Search Customize

MEM00000032 AB&I Holdings **FULLY APPLIED**

[Edit](#) [Back](#) [Fax](#) [Print](#) [Actions](#)

CUSTOMER AB&I Holdings	LOCATION 01: San Francisco	EST. EXTENDED COST 0.00
JOB	REASON FOR RETURN	EST. GROSS PROFIT 29.01
DATE 11/25/2017	SALES REP Mary Redding	EST. GROSS PROFIT PERCENT 100.0%
SUBSIDIARY Honeycomb US-East	PARTNER	MEMO
POSTING PERIOD Nov 2017	CLASS	EMAIL cbass@abi.com
CREDIT # MEM00000032	DEPARTMENT	CONTACT(S) Chad Bass
CURRENCY USA		DEDUCTION
PO #		ITPM APPLIED TO - iTPM Deduction #86

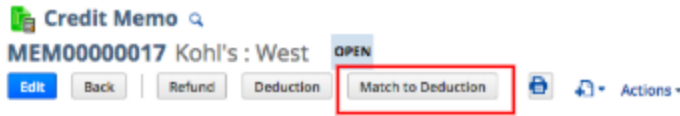
Summary

SUBTOTAL	29.01
DISCOUNT	
TAX	0.00
SHIPPING COST	
HANDLING COST	
TOTAL	29.01

7.3 Option 2: View Credit Memo, MATCH-TO-DEDUCTION button


You can apply all of a credit memo to a deduction to resolve some or all of the deduction's open balance.

1. **Find and view your open credit memo** that has not been previously linked to a credit memo or used to create an iTPM deduction.
2. **Click on *Match to Deduction*.**



3. **Click on the “*Apply TO*” ID of the deduction you want to match to your credit memo.**

The list will contain only deductions for the credit memo customer where the open deduction amount is EQUAL or GREATER THAN the open balance of your credit memo.

 **Note: DO NOT RIGHT-CLICK ON “*APPLY TO*” to view a deduction.** This will apply the credit memo to your deduction.

Use the NetSuite global search or iTPM-> Deductions -> List to view the deduction BEFORE applying. (Optional).

Deductions List

Cancel

APPLY TO	DEDUCTION #	CUSTOMER	OTHER REFERENCE CODE	OPEN BALANCE	TOTAL AMOUNT	PARENT DEDUCTION	INVOICE #
8587	2	Kohl's : West	1	1000.00	1000.00	- iTPM Deduction #1	CustInvc-INV03091924

4. **Task complete:** Your Credit memo will be FULLY APPLIED, and your deduction open balance reduced by the amount of your credit memo.

7.4 Credit-Memos on the customer statement

Standard NetSuite functionality will put the credit memos that are matched to iTPM deductions will appear on your customer statements. The example below shows a \$190 credit memo that has been applied to resolve an open iTPM deduction.



Statement

Date
12/4/2017

Bill To
Nan Gretter Acme Incorporated 379 Visalia Circle Honolulu HI 96818

		Amount Due	Amount Encl.	Currency	Subsidiary		
		(\$2,407.00)		USA	Honeycomb Mfg.		
Date	Description	Comme...	ITPM Ap...	Charge	Payment	Balance	Memo
11/4/2017	Balance Forward					0.00	
11/5/2017	Payment #209				2,407.00	-2,407.00	
12/4/2017	Credit Memo #MEM00000008				109.00	-2,516.00	TEst CM
12/4/2017	Journal #JOU00000176					-2,407.00	

Helpful Hint: You can use standard NetSuite functionality to add additional information about iTPM transactions to your customer statements. (This is not iTPM specific functionality, just the ability of you to leverage NetSuite customization features.)

Note: It is a simple matter to NOT show a credit Memo on the customer statement if it has been applied to an iTPM deduction (or any other iTPM transaction). This should be set on the PDF template by your NetSuite Administrator of your company. This is NOT included in the iTPM managed bundle.

7.5 Find Credit-Memos linked to iTPM

Here are the steps to view all credit memos that are linked to iTPM:

- Click on **iTPM-> Resolutions -> Credit Memos**
- **Scroll and/or click on a column heading to sort your view to find a credit memo.**
- **Click on VIEW to view the credit memo.**

- iTPM Match to Credit Memo: Results List Search Audit Trail

[Return To Criteria](#) [Edit this Search](#)

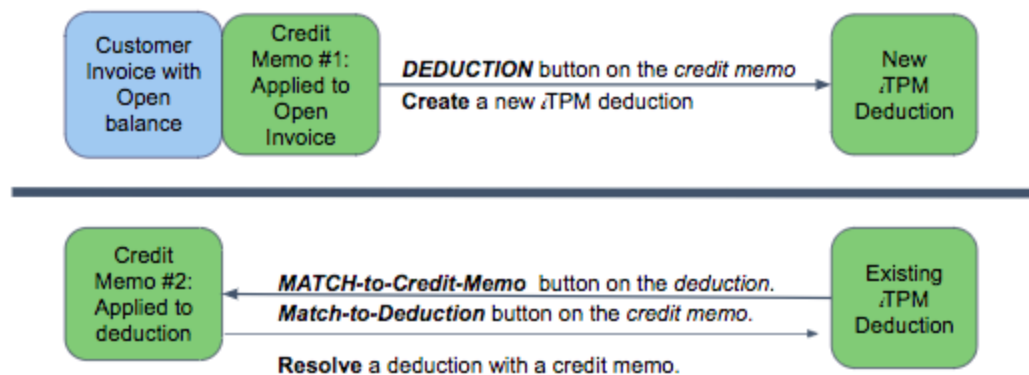
FILTERS

EDIT VIEW	INTERNAL ID	DATE ▲	DOCUMENT NUMBER	NAME	MEMO	AMOUNT	ITPM APPLIED TO
Edit View	8374	1/4/2018	MEM00000040	Smith Inc.		-209.11	- iTPM Deduction #30
Edit View	8656	1/17/2018	MEM00000058	Aaron Abbott	This credit memo used to resolve a deduction	-22.99	- iTPM Deduction #9
Edit View	8850	1/31/2018	MEM00000125	Andy Thompson		-799.90	- iTPM Deduction #29
Edit View	10475	2/3/2018	MEM00000128	Albertsons / Safeway	This credit memo will be applied to an invoice	-64.99	- iTPM Deduction #33
Edit View	10696	2/21/2018	MEM00000130	Aaron Abbott		-100.00	- iTPM Deduction #10
Edit View	10697	2/21/2018	MEM00000131	Aaron Abbott		-100.00	- iTPM Deduction #11
Edit View	10837	2/26/2018	MEM00000133	Walmart	To be applied to an invoice during cash-app	-1,500.00	- iTPM Deduction #45
Edit View	10851	2/28/2018	MEM00000134	Aaron Abbott	Example credit memo with 3 lines	-979.99	- iTPM Deduction #37
Edit View	11170	3/9/2018	MEM00000136	Walmart		-32,134.46	- iTPM Deduction #52
Edit View	11473	3/9/2018	MEM00000137	Walmart		-100.00	- iTPM Deduction #230

Note: This list shows ALL credit memos linked to iTPM transactions, not just resolutions. See picture below. In this list you will see credit memos used to create deductions, AND credit memos used to resolve some or all of a deduction's open balance.

To see the corresponding iTPM Journal Entry for each credit memo, you can use the links in the credit memo, or use **iTPM-> Resolutions -> Journal Entries**.

iTPM uses credit memos two different ways:



8.0 Resolve non-promotional Deductions: EXPENSE

You've researched a deduction and determined it's valid, but not related to a specific promotion. You need a quick way to expense some or all of the deduction to one of your chart-of-accounts. This is most often used as a small-balance write-off. These are amounts that are not worth the time to research, and/or to resolve using a credit memo. Example: \$.02 cents rounding error on a complex deduction.

The expense journal entry will use the default chart-of-account that your iTPM administrator setup in preferences. iTPM automatically creates a pre-populated journal entry for you to review and modify as appropriate:

- The pre-populated journal entry saves you time.
- You have the option to change the default chart-of-account before you click save.

For a picture of the settlement and deduction workflow, go to [section 4.1](#).



Helpful Hint: You do NOT need to process non-promotional short-pays using iTPM.

- You can create standard NetSuite credit memos and apply the credit memo directly to your short-paid invoices.
- iTPM has this functionality so you can resolve non-promotional amounts
 - Example 1: An iTPM deduction is created before research determines that some or all of it is non-promotional
 - Example 2: An iTPM deduction is inadvertently created for a non-promotional short-pay.
 - For either example, the steps to resolve the short-pay using iTPM or with standard NetSuite functionality should result in the same end result from an accounting point-of-view.

Why use iTPM for non-promotional short-pays?

- Standardizing your short-pay workflow for all short-pays (promotional and non-promotional) can help prevent errors and simplify the process.
- iTPM provides one source for reporting of short-pays.

8.1 View a deduction, click **EXPENSE** button

1. **Find and view the deduction** with an open balance that you want to write-off quickly to the chart-of-account configured in the iTPM preferences.

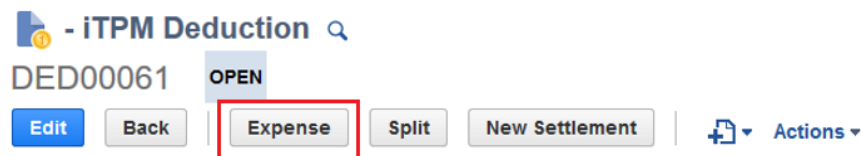
(You will only see the **EXPENSE** button if your role has the appropriate permissions.)



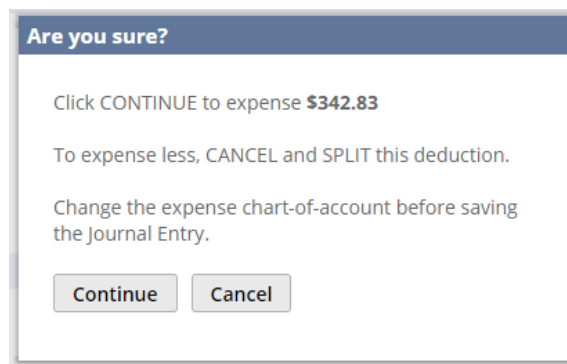
Note: When you click **EXPENSE**, **ALL** of the deduction's open balance is expensed.

If you only want to expense part of the open balance, use the **SPLIT feature** to create a deduction with the exact amount you want to expense to your non-promotional chart-of-account.

2. Click on the **EXPENSE** button. (Only visible if your role has 'create journal entry' permission.)



3. Read the pop-up message box and click on the **CONTINUE** button.



The following happens after you click **EXPENSE**:

- A pre-populated expense journal entry is automatically created, but NOT saved.
- The expense journal entry will have the default chart-of-account for expenses identified in iTPM preferences.

3. **Change the chart-of-account** where you want the deduction to be expensed. (optional)
See next page for screen shot.
4. **SAVE the journal entry.** (Don't save and the open deduction balance will not change.)
iTPM creates a pre-populated journal entry.

You can change the default expense chart-of-account if necessary. This is standard NetSuite functionality.

Journal

Save Cancel Reset

Save & New

ENTRY NO. JOU0000800

EXCHANGE RATE 1.00

DATE 4/12/2018

REVERSAL DATE DEFER ENTRY

CURRENCY USA

SUBSIDIARY Honeycomb US-East

MEMO Expense for Deduction 74

Lines Communication

0.00

Clear All Lines

ACCOUNT	DEBIT	CREDIT	MEMO	NAME	DEPARTMENT	CLASS	LOCATION	RELATED ASSET	SCHEDULE
5013 Trade Promotion: Open Deductions	1.00		Expense for Deduction 74	Smith Inc.: Smith East: South East					
1300		1.00	Expense for Deduction 74	Smith Inc.: Smith East: South East					

OK Cancel Make Copy Insert Remove



Note: Do NOT change the **AMOUNT** of the journal entry. The amount of the expense journal entry matches the amount of the deduction that was resolved.

- If increase the amount, you will over resolve the deduction.
- If you decrease the amount, the deduction is marked as resolved, and the deduction will not be updated to show an open balance of the under pay.

5: Add Notes, Attachments (Optional)

Use the **Communication** subtab on the deduction to add additional documentation to your non-promotional expense. When considering what to document, think about the information you'd want to have if your customer or your supervisor questions you on this settlement months or years from now. Here are a few suggestions on what to document:

- Do you have an invoice or claim from your customer or related third-party?
- Do you have any related documents or emails from your customer, sales force and/or broker?
- Do you have any screenshots or reports from a third-party portal.

Use the **Activities** subtab to create and assign tasks to other people using standard NetSuite functionality.

6. Review the updated deduction balance (Optional)

You've now created your journal entry to expense all of the deduction open balance.

Your deduction status will be resolved, and the open balance will be zero, as shown below.

Your work on this deduction is done.

- iTPM Deduction

DED00004 **RESOLVED**

[Edit](#) [Back](#) [Actions](#)

Primary Information

ENTRY NO. DED00004	INVOICE Invoice #INV1000001	STATUS Resolved	DATE 2/9/2017
ORIGINAL DEDUCTION	OTHER REFERENCE CODE Changed Code	CUSTOMER Aaron Abbott : 3M : Chess Art Gallery	POSTING PERIOD Feb 2017
			PARENT Aaron Abbott : 3M

Classification

CLASS Consumer Goods	LOCATION 01: San Francisco	DEPARTMENT Engineering
-------------------------	-------------------------------	---------------------------

Detailed Information

AMOUNT 501.93	DUE DATE / FOLLOW UP 1/31/2018	ASSIGNED TO Tajuddin S	SUBSIDIARY Honeycomb US-East	CURRENCY British pound
TOTAL PROMOTIONAL SETTLEMENTS	DAYS SINCE ASSIGNED: 103	<input type="checkbox"/> DISPUTED?	EXCHANGE RATE 1.9922964	
TOTAL NON-PROMOTIONAL EXPENSE	DAYS TO NEXT ACTION DATE: -14	MEMO Test		
OPEN BALANCE 0.00	DAYS AGED 103			

8.2 CSV Bulk Expense

If you have many deductions to expense, AND you have this information in an Excel spreadsheet or other electronic form, use the NetSuite CSV import feature to save time and prevent data entry errors.

Step 1. Create a CSV file with the following information for the deductions you want to expense:

Go to www.i-TPM.com/training-resources, download our CSV template.

To save time and prevent errors, read [CSV helpful hints](#) in section 5.8

Row 1: The header with standard iTPM column descriptions.

Rows 2 & more: Each row represents one deduction you want to expense.

Example CSV file to expense

	A	B	C
1	Deduction_ID	Expense_Account	Expense_Amount
2	- iTPM Deduction #17	6130 Miscellaneous Expense	112
3	- iTPM Deduction #15	5040 Damaged Goods	11.15
4	- iTPM Deduction #15	5040 Damaged Goods	12.25
5	- iTPM Deduction #15	Trade Promotion (contra revenue)	100
6	- iTPM Deduction #15	5040 Damaged Goods	1.6
7			

iTPM_Expense_Example_5_lines

To save time or if you get an error message, review these [CSV helpful hints](#) in section 5.7.

	A	B	C
1	Instructions : 1. Delete the top three instructional rows (filled in gray) of this sheet before attempting a CSV Import in NetSuite. 2. Do NOT delete the Header row (row 4, filled in yellow) of this sheet. 3. Do not enclose the values in double or single quotes. 4. Do not place leading or trailing whitespaces. 5. Do not include any currency symbols in the Amount column. 6. After entering the expense values, save this in CSV format before attempting to import into NetSuite.		
2	Use the iTPM Deduction Number in this column to identify the Deduction being expensed. For example - iTPM Deduction #33	Enter the account to which the expense amount should post. This MUST be a valid account. Include both Account Number and Name if that is how your NetSuite account is configured. For example 6130 Miscellaneous Expense	Enter the expense amount that should be applied to the Deduction. This MUST be GREATER THAN zero and LESS THAN the Deduction's Open Balance. For example 44.97
3	REQUIRED	REQUIRED	REQUIRED
4	Deduction_ID	Expense_Account	Expense_Amount

iTPM_Expense_Template

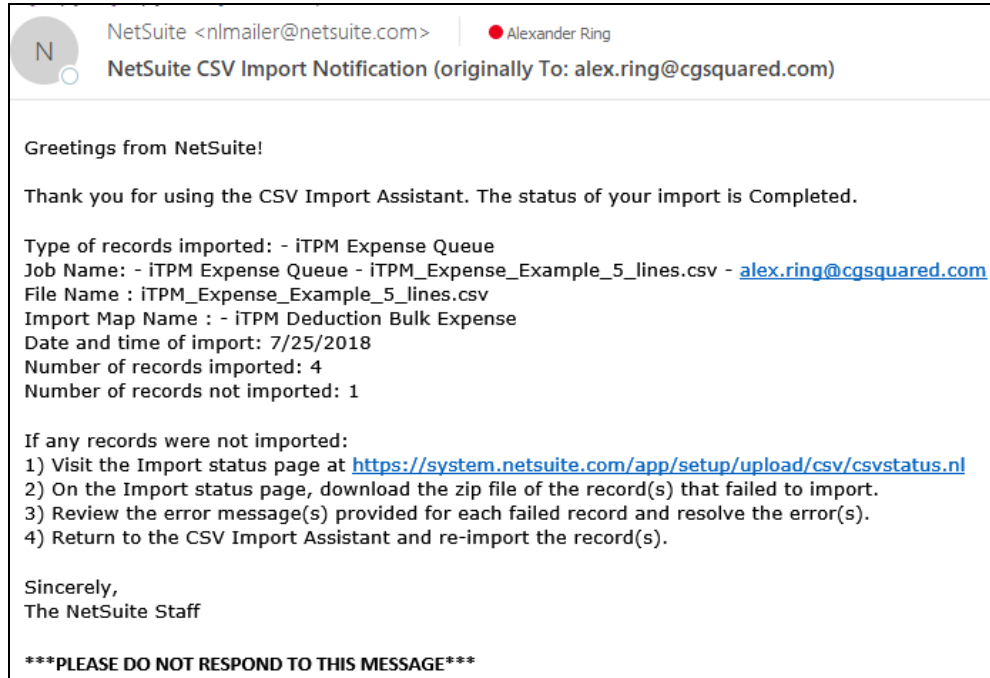
Step 2: If you use standard NetSuite CSV imports, these steps will be familiar.

Go to Setup -> Import/Export -> Saved CSV Imports

Click on "- iTPM Deduction Bulk Expense"

Steps 3 through 8: Process your CSV Expense file as you would any CSV saved import. These steps for a CSV Expense import file are the same as [Steps 3](#) through 8 for CSV Settlements in section 6.3.

When your CSV file is uploaded, you will get an email notification:



Within approximately an hour your deductions will be expensed. (This Bulk Expense script is scheduled to run every hour, but other NetSuite scripts could delay your split.)

To check the status of your CSV Bulk Expense, go to **iTPM -> Deductions -> Expense Queue**
 Click VIEW next to any record to view the status of that CSV Bulk Expense process.

EDIT VIEW	INTERNAL ID	ID ▲	iTPM DEDUCTION	OPEN BALANCE	ACCOUNT	REQUESTED EXPENSE AMOUNT	EXPENSE JOURNAL ENTRY	PROCESSING NOTES
Edit View	1	iTPM_EQ0001	-iTPM Deduction #17	112.00	6130 Miscellaneous Expense	112.00		
Edit View	2	iTPM_EQ0002	-iTPM Deduction #15	250.00	5040 Damaged Goods	11.15		
Edit View	3	iTPM_EQ0003	-iTPM Deduction #15	250.00	5040 Damaged Goods	12.25		
Edit View	4	iTPM_EQ0004	-iTPM Deduction #15	250.00	5040 Damaged Goods	1.60		

8.3 View the Journal Entries (Optional)

You can view the Journal Entries the iTPM creates.


1. Go to **iTPM -> Resolutions -> Journal Entries**
2. Click on the date or document number to view the Journal Entry.

iTPM Journal Entries: Results List Search Audit Trail

[Return To Criteria](#) [Edit this Search](#)

FILTERS

				TOTAL: 16	
DATE ▲	DOCUMENT NUMBER	MEMO	AMOUNT (CREDIT)	AMOUNT (DEBIT)	
2/20/2018	JOU00000504	Applying Settlement #2 to Deduction #9	60.00	60.00	
2/20/2018	JOU00000505	Applying Settlement #3 to Deduction #9	15.00	15.00	
2/20/2018	JOU00000506	Voiding Settlement # 3	15.00	15.00	
2/20/2018	JOU00000507	Reversing JE JOU00000505 for Voiding Settlement # 3	15.00	15.00	
2/21/2018	JOU00000508	Match To Credit Memo MEM00000058 on - iTPM Deduction #9	22.99	22.99	
2/21/2018	JOU00000509	Moving open balance to A/R for Deduction 11	100.00	100.00	
2/21/2018	JOU00000510	Expense for Deduction 12	50.00	50.00	
2/23/2018	JOU00000511	Voiding Settlement # 2	60.00	60.00	
2/23/2018	JOU00000512	Reversing JE JOU00000504 for Voiding Settlement # 2	60.00	60.00	
2/26/2018	JOU00000513	Moving open balance to A/R for Deduction 25	100.00	100.00	

 **Helpful Hint:** You will see ALL journal entries created by iTPM, not just the ones created by using the EXPENSE button.

Your iTPM administrator has a list of Journal Entries created by iTPM in the Administrator User Guide for Settlements and Deductions.

9.0 Resolve Invalid Deductions: Dispute & RE-INVOICE

For a typical Consumer Goods manufacturer, less than 5% of all deductions are invalid. However, don't let this small percentage discourage your team from finding and disputing invalid deduction.

Here are a few of the reasons your team may dispute a deduction:

- Double pay: The promotional amount was already paid or deducted.
- Claim outside official promotion dates: The shipment didn't comply with the promotion's dates
- Retail Execution: Merchandising at retail didn't comply with the promotion's requirements
- Ineligible SKUs: Retailer is claiming discounts on products not included in the promotion.
- No promotion: Discount claimed when there was no approved promotion for the customer.
- Incorrect claim: Retailer's claim has an error in the rate, quantity, or other value.



For a picture of the settlement and deduction workflow, go to [section 4.1](#).

9.1 Dispute a Deduction

You do NOT have to mark a deduction as *disputed* to re-invoice it.

You do NOT have to *REINVOICE* deductions you dispute. You can still write-off disputed deduction.

However, it is a good business practice to flag invalid deductions as 'disputed' to keep a record of what's valid and what isn't. Here are the steps to dispute a deduction:

- **Find a deduction** with an open balance in your deduction list.
- Click on 
- Check the *Disputed?* box: DISPUTED?
- **Use the memo field** to enter your next action; Example, request details
- Click on 

Once you dispute a deduction, you can choose to:

- **Keep the deduction open**, while you wait for customer and/or internal feedback.
- **Write off a disputed invoice**, and [expense the deduction](#) to a chart-of-account: There are many reasons you may take this path. The effort to invoice and collect payment could cost more than the amount of the repay. Or perhaps the customer will not agree that the deduction is invalid.
- **Invoice the disputed deduction**: This sets the deduction balance to zero, sets the status to resolved, and creates an accounts receivable in the amount of the disputed deduction.



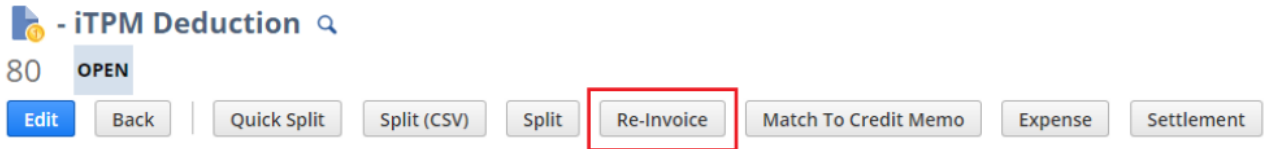
Helpful Hint: If you later determine the deduction is valid, simply edit the deduction and un-check the "Disputed?" checkbox.

9.2 REINVOICE a Disputed Deduction

Find and view your disputed deduction.

To do this, you can filter your deduction view to include only disputed deductions.

DISPUTED?
Yes ▾



Note: When you click **RE-INVOICE**, **ALL** of the deduction open balance will be moved out of the deduction expense account, moved back onto the customer's account receivable statement, and the deduction balance will be set to zero.

If you only want to re-invoice only part of the open balance, use the [SPLIT feature](#) to create a deduction with the exact amount you want to re-invoice.

Click RE-INVOICE: (REINVOICE is only visible if your role has the 'create journal entry' permission)

- You will be prompted, "You are about to reinvoice \$x.xx.", **CONTINUE** or **CANCEL**?
- If you click **CONTINUE** the deduction balance will go to zero, and the deduction will be resolved.
- The journal entries will be created to decrease deduction expense, and increase the customer's payables by the amount of the open deduction balance.
 - The deduction expense chart-of-account identified in iTPM Preferences will be credited.
 - **Accounts Receivable will be debited, and the customer will be identified on this journal entry so it will be included on the customer's statements.**
 - To see a list of ALL journal entries created by iTPM, including REINVOICE, go to [iTPM-> Resolutions -> Journal Entries](#)
 - For more details on the journal entries, have your iTPM administrator reference the Admin User Guide for Settlements and Deductions.



Note: This version of iTPM **does not send any communication to the customer** that a short-pay has been disputed and added as a receivable to the customer's statement.

Use standard NetSuite functionality, call, and/or email your customer to communicate the re-invoicing of disputed deductions.



Note: This version of iTPM **does not create a new invoice** for the amount returned to the customer's accounts receivable statement

If a new invoice is needed by the customer, use standard NetSuite functionality to re-invoice the disputed deduction.


9.3 Re-Invoiced Deductions appear on the Customer Statement


For Your Information: After you click the *Re-Invoice* button, the amount disputed and re-invoiced will now appear as a line on the customer’s statement.

One way to generate a customer statement is *Transactions -> Customers -> Individual Statement*


The Description on the statement will be Journal number that changed the deduction back to a receivable on the customer’s statement.

Bill To		Amount Due	Amount Encl.	Currency	Subsidiary
HEB 646 S Flores St San Antonio TX 78204 United States		\$6,713.89		USA	Honeycomb Mfg.
Date	Description	Charge	Payment	Balance	
6/21/2017	Balance Forward				16,363.89
7/21/2017	- iTPM Deduction #1		2,000.00		14,363.89
7/21/2017	Journal #JOU00000168	100.00			14,463.89
7/21/2017	Payment #PAY00000368		7,750.00		6,713.89


 **Note:** iTPM does NOT back-date the disputed deduction to the original short-pay date. The disputed deduction will appear on the customer’s aging report based on the date the disputed deduction was re-invoiced and changed back to a receivable.

 **Helpful Hint:** Use standard NetSuite functionality to add the iTPM settlement and deduction memos and other information to your customer statements.

It should not be necessary to *EDIT* the journal entry that re-invoiced your deduction. If you need to edit this journal entry, use standard NetSuite functionality.

 **Note:** If you EDIT the Journal Entry, **do not change the amount of the journal entry.** The amount of the expense journal entry matches the amount of the deduction that was resolved.

- If you increase the amount, you will over resolve the deduction.
- If you decrease the amount, the deduction is marked as resolved, and the deduction will not be updated to show an open balance of the under pay.

 **Helpful Hint:** Your iTPM administrator can set a preference to remove deduction splits from the customer statement.

10.0 Apply Settlement Requests

Proactive requests to pay a promotion require posting before your customer can get paid.

- Use this section for **settlements created when viewing a Promotion**:
 - **Option 1: Apply to a check.** The check status is “to-be-printed”.
 - **Option 2: Apply to a deduction** with an open balance equal or greater than the request,
 - **Option 3: VOID the settlement request.**
- **Skip this section** for settlements created when viewing a **Deduction**: No further action is required. Your settlement is already in **APPLIED** status.



Helpful Hint: Settlements created while viewing promotions are called *Settlement Requests*.

10.1 Settlement Statuses

The following table shows the workflow to complete iTPM settlement requests:

Settlement Status	Required Next Action
Requested / Unapplied	<p>Review and apply the settlement request to a check or match to a deduction. Settlement requests created when viewing a PROMOTION automatically go to Requested / Unapplied status when the user clicks on <i>SUBMIT</i>.</p> <p>Apply request by paying with a check</p> <p>Apply request by matching to a deduction</p> <p>Applying to either a check or deduction changes the settlement request to APPLIED. VOID* the settlement request if it is incorrect, or not approved.</p>
Processing	<p>Your settlement request is being allocated to the items in your promotion. Wait until processing is complete. This script runs every 60 minutes. (unless changed by your NetSuite or iTPM administrator)</p>
Applied	<p>No further action is required. Settlements in this status have been applied to a deduction or check.</p> <p>All Settlements created when viewing a DEDUCTION automatically go to APPLIED status when submitted.</p> <p>VOID* the settlement request if it is incorrect.</p>

10.2 Find and Review Settlement Requests

Here are the steps to view settlements that you need to apply.

- Click on **iTPM-> Resolutions -> Settlements**
- Click on the “plus sign” next to filters **FILTERS**
- Filter your list to view settlements with a status of *Requested / Unapplied*.
- Find a settlement that you want to apply and click on the blue **SETTLEMENT #** to view all of the lines of the settlement.

- iTPM Settlements Default Search: Results List Search Audit Trail

[Return To Criteria](#)

FILTERS

ITPM PROMOTION: - All -

CUSTOMER: - All -

STATUS: **- iTPM Settlement:Requested / Unapplied**

CREATED BY: - All -

STYLE: Normal

SETTLEMENT #	DATE	STATUS	CUSTOMER	PROMOTION	DEBIT	CREDIT
50	12/22/2017	Requested / Unapplied	Acera	Test Promotion -22/12/2017	30.00	30.00
47	12/21/2017	Requested / Unapplied	Acera	Alex test: do NOT update actuals	70.00	70.00
46	12/21/2017	Requested / Unapplied	Acera	Copy of #36, use % of revenue	1,000.00	1,000.00

TOTAL: 24

- You will see the settlement detail: For each method-of-payment on the settlement, there will be one row for each item that was allocated a portion of the settlement amount. (screen below)
- To open the settlement and see the workflow buttons, click on **VIEW**.

- iTPM Settlements Default Search: 50 Results List Search Audit Trail

[Return To Summary](#)

FILTERS

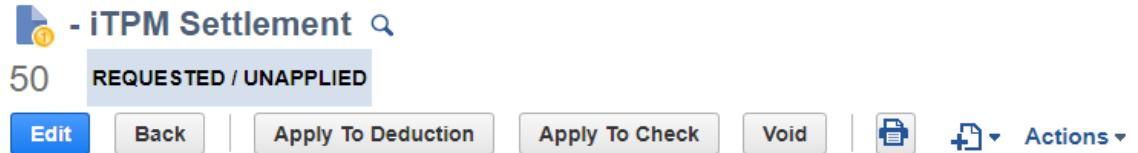
EDIT

EDIT	VIEW	INTERNAL ID	SETTLEMENT #	DATE	STATUS	CUSTOMER	PROMOTION	METHOD OF PAYMENT	ITEM	ACCOUNT	DEBIT	CREDIT
Edic	View	8320	50	12/22/2017	Requested / Unapplied	Acera	Test Promotion -22/12/2017	Bill-Back		1000 Checking		20.00
Edic	View	8320	50	12/22/2017	Requested / Unapplied	Acera	Test Promotion -22/12/2017	Bill-Back	ACC00007	6011 Trade Promotion	16.67	
Edic	View	8320	50	12/22/2017	Requested / Unapplied	Acera	Test Promotion -22/12/2017	Bill-Back	ACC00005	6011 Trade Promotion	3.33	
Edic	View	8320	50	12/22/2017	Requested / Unapplied	Acera	Test Promotion -22/12/2017	Lump Sum		1000 Checking		10.00
Edic	View	8320	50	12/22/2017	Requested / Unapplied	Acera	Test Promotion -22/12/2017	Lump Sum	ACC00007	6011 Trade Promotion	4.71	
Edic	View	8320	50	12/22/2017	Requested / Unapplied	Acera	Test Promotion -22/12/2017	Lump Sum	ACC00005	6011 Trade Promotion	2.85	
Edic	View	8320	50	12/22/2017	Requested / Unapplied	Acera	Test Promotion -22/12/2017	Lump Sum	ACC00004	6011 Trade Promotion	2.44	

TOTAL: 7

10.3 Option 1: Apply Settlement Request to a Deduction

1. View the settlement that's in *Requested / Unapplied* status. [\(Details in Section 9.2\)](#)
(You will only see the *APPLY TO DEDUCTION* button if your role has the appropriate permissions.)
2. If you think the customer has already deducted the amount, click on **'Apply to Deduction'**.



3. To match a deduction to this settlement request, click on the **'APPLY TO'** link of the deduction you want to match to this settlement request. (Be patient: It may take a few seconds for iTPM to find and show you all the available deductions.)

APPLY TO	DEDUCTION #	CUSTOMER	OTHER REFERENCE CODE	OPEN BALANCE	TOTAL AMOUNT	PARENT DEDUCTION	INVOICE #
8247	9	Acera	Deduction #1 - 12/18	749.94	3340.94	- ITPM Deduction #9	CustInvc-INV10000064

Note: iTPM will only show deductions that have an open balance greater than the settlement request. Be careful, as there may be multiple deductions that are smaller than the settlement request which add up to your request. This version of iTPM does not allow you to match multiple deductions to your settlement request.

Helpful Hint: To match multiple deductions to your promotion that are smaller than the settlement request, void this settlement request and start the workflow from a deduction list. While viewing each deduction, click on the *Settlement* button to match each one to the promotion.

Use the blue promotion / deal link to review the promotion. (Right click to open in a new tab)

Promotion Detail		
ITPM PROMOTION Test Promotion -22/12/2017	SHIP START DATE 1/1/2017	NET PROMOTIONAL LIABILITY 1,000.00
PROMOTION NUMBER 41	SHIP END DATE 12/31/2017	MAXIMUM PROMOTION LIABILITY 1,006.00
PROMOTION DESCRIPTION		

The following happens after you select a deduction:

- The settlement you create will have a status of **APPLIED**.
- The deduction balance will go down by the amount of the settlement.
- If the deduction balance is zero, the deduction status will go to **RESOLVED**.

- iTPM Settlement ← → List Search

SETT00109 **APPLIED**

Edit Back Void Actions

Record Information

ENTRY NO.
SETT00109

iTPM Settlement Information

STATUS Applied	OTHER REFERENCE CODE
DATE 6/9/2017	MEMO Settlement Created From Promotion # 158
POSTING PERIOD Jun 2017	REASON CODE Promotional
	APPLIED TO DEDUCTION - iTPM Deduction #DED00205

iTPM Settlement Request

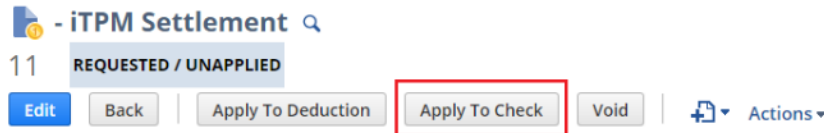
SETTLEMENT REQUEST 998.00	NET LIABILITY : BILL-BACK	NET LIABILITY : LUMP SUM
	SETTLEMENT REQUEST : BILL-BACK 0.00	SETTLEMENT REQUEST : LUMP SUM 998.00
	UNDER (OVER) PAID : BILL-BACK	UNDER (OVER) PAID : LUMP SUM

iTPM Promotion Information

PROMOTION / DEAL (SETTLEMENT) Promotion for settlement	SHIP START DATE 3/20/2017	SHIP END DATE 3/21/2017
---	------------------------------	----------------------------

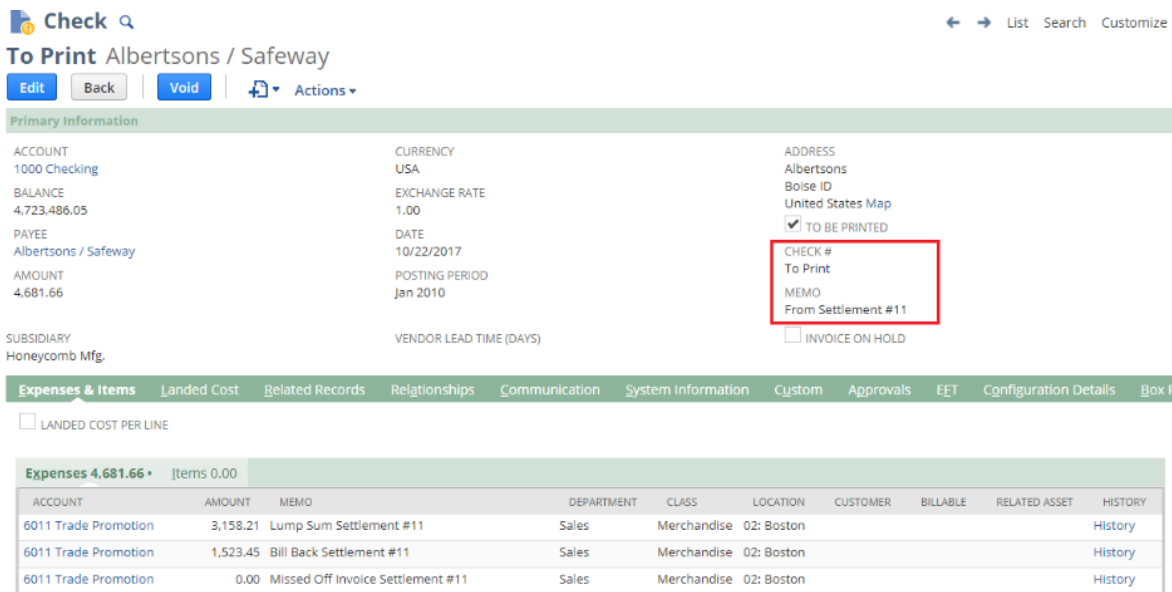
10.4 Option 2: Apply Settlement Request to a Check

1. **View the settlement** that's in *Requested / Unapplied* status. ([Details in Section 9.2](#))
(You will only see the *APPLY TO CHECK* button if your role has the appropriate permissions.)
2. If you want to pay this, **click on the *APPLY to CHECK*' button.**



3. **Your check request will be created in the status, “To be printed”**

This check request is a standard NetSuite check that hasn't been printed.



4. **Edit the “To Print” check** if you need to make changes. (This standard NetSuite functionality.)

- Example: Change the Payee if you are paying an indirect account or different division
- Example: Change the Bank Account

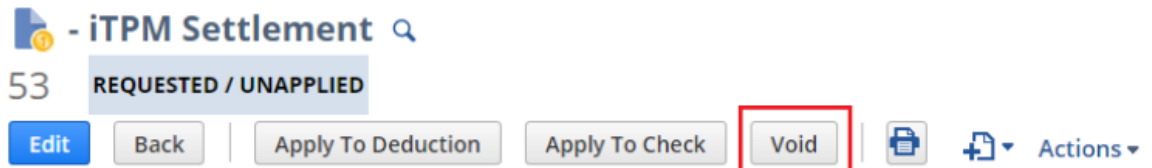
Note: If you change the amount of the check, or if you VOID the check to-be-printed, iTPM does not update the iTPM settlement request that created the to-be-printed check. If you do not go back and modify the original iTPM settlement request, the promotion will show the settlement was paid in full.

5. **Print the “To Print” check** as part of your normal check run. (This standard NetSuite functionality.)

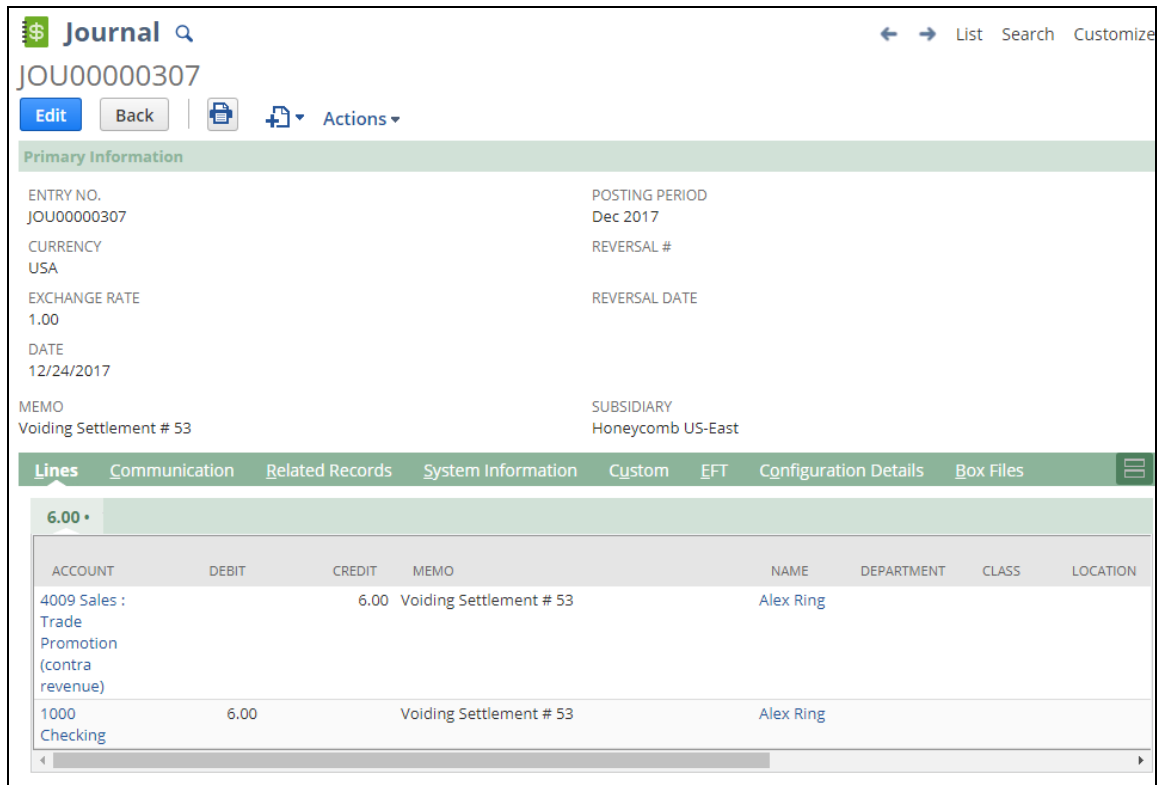
Note: If you VOID the check to be printed, iTPM does NOT create reversing entries for the settlement request. Once the check is “To Print”, iTPM assumes you will print the check. If you need to VOID the check to be printed, contact your NetSuite iTPM administrator.


10.5 Option 3: VOID the Settlement Request

1. **View the settlement** that's in *Requested / Unapplied* status. ([Details in Section 9.2](#))
(You will only see the *VOID* button if your role has the appropriate permissions.)
2. If decide that you do NOT want to pay this settlement request. **Click on the 'VOID'** button.



Reversing journal entries will be created to void the settlement request.



 **Note:** It can take up to 60 minutes before VOIDED settlements are reflected in the promotion KPIs for active and completed promotions.

11.0 Reference

11.1 I made a mistake, what do I do?

Here are some common settlement & deduction mistakes, and how to fix them:

If you accidentally **match a deduction to a credit memo with the wrong chart-of-account** for the credit memo was not correct?

- Find the associated iTPM JE associated with the credit memo
- EDIT the JE, and change the appropriate chart-of-account
- Save the JE

If you accidentally **EXPENSE a deduction to the wrong chart-of-account**

- Find the JE that resolved the deduction
- EDIT the JE, and change the chart-of-account
- Save the JE

If you **incorrectly REINVOICE a deduction**:

- You will not be able to undo the Reinvoice, but these steps will reduce the customer statement and create a deduction for the same amount:
- Create a credit memo for the same amount
- Click DEDUCTION button on that credit memo
- ADD reference #, etc. to deduction
- Deduction is ready for correct resolution, and A/R is reduced by the same amount.
- Apply the credit memo to the invoiced amount in A/R

If you create an **incorrect SETTLEMENT**:

- Find the settlement
- VOID the settlement
- Amount is returned to deduction's open balance

If you accidentally **create a deduction** when you did not want to:

- If there are no resolutions for that deduction, and the period is not closed, a NetSuite admin user can DELETE the deduction.
- Same approach if deduction is created from an invoice or from a credit memo.

If you **split a deduction by mistake**:

- Current version of iTPM does NOT support UN-SPLIT or the ability to Merge Deductions
- Resolve every split as you would the original
- Email support@cgsquared.com if you need this enhancement

If you **accidentally EXPENSE a deduction** and need it to go back to OPEN and undo the Expense.

- iTPM does not currently support reversing this.
- Enhancement candidate for iTPM
- Here is one of many ways to fix this using standard NetSuite functionality.
 - Create a Journal entry to reverse the Expense account, and place the amount back onto the customer's statement. (A/R)
 - Create a credit memo to remove the amount from A/R.
 - Click Deduction on the credit memo to create a deduction of the same amount.

11.2 Help!

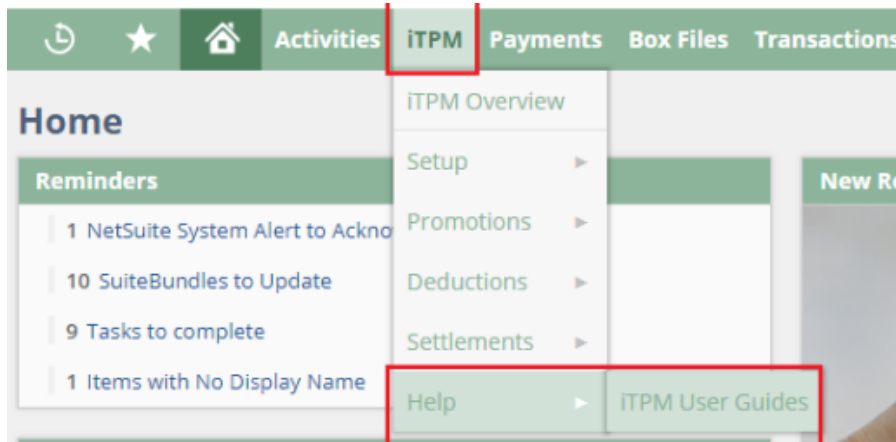
There are 4 ways for you to get **help**, report **issues**, ask **questions**, and share your enhancement **ideas**:

How to get Help!	Description
Online documentation	Use www.i-tpm.com/training-resources for User Guide PDFs and Training videos.
Email	Just email your question or issue to support@cgsquared.com .
Support Portal	Go to https://support.cgsquared.com and sign up for our support portal.

Access iTPM Online Documentation:

If you have appropriate permissions to see the iTPM menu, you also have easy access to our online documentation.

Click **iTPM -> Help -> iTPM User Guides** to open our web page with links to our User Guides and training videos.



You can also access our on-line documentation by pasting this link into your browser:
www.i-tpm.com/training-resources

Help By Email: Email your support question or issue to support@cgsquared.com.

- Your email will create a support ticket so we can answer your question or fix your issue.
- You will get an email reply with an iTPM support ticket number in the subject line.
- iTPM support staff will follow-up with you by email, and by phone if necessary.
- You will receive periodic email updates on the status of your support issue

Example email support request:

Send To... iTPM Email Support <support@cgsquared.com>

Cc...

Subject This is a sample email to iTPM support

This is an example iTPM support request. In your email, please include the following:

- Identify who you are.
- Describe the issue, and if possible, the steps that iTPM support might use to replicate your issue.
- Please include screen shots is possible.
- Include contact information if you'd like us to call you, and your current time zone.

Your Name
Your contact information (optional)

Example email support response:

- You can simply reply to emails from the iTPM help desk.
- Your ticket number is in the email subject line.

iTPM Email Support <support@cgsquared.com>

Re:[## 114 ##] This is a sample email to iTPM support

The iTPM help desk will respond by email. If they are not able to fix your issue, they will let you know they are working on the issue. Your support ticket number is in the subject line above. This is ticket # 114, which is between the '## #' above.

--- On Sat, 4 Feb 2017 12:04:29 -0800, ?@gmail.com wrote ---

This is an example iTPM support request. In your email, please include the following:

- Identify who you are.
- Describe the issue, and if possible, the steps that iTPM support might use to replicate your issue.
- Please include screen shots is possible.
- Include contact information if you'd like us to call you, and your current time zone.

11.3 Dashboard Portlets

NetSuite has many ways to customize your dashboard. Here are a few suggestions for your iTPM dashboard using the native NetSuite functionality:

Role	Suggested Portlets and saved searches for your iTPM Dashboard
Sales: Account Managers and Reps	Approved, Completed Promotions: <ul style="list-style-type: none"> • See what deals are available to be paid, for customers that don't short-pay. • Filter list to show promotions ended more than 180 days ago. Close these promotions to release liability?
Finance: Accounts Receivable	Open deductions: <ul style="list-style-type: none"> • View all open deductions. • Filter to show deductions with follow-up today • Sort to show the ones with the largest open balance • Sort on aging to show the oldest deductions
Finance: Accounts Payable	Settlements that are Requested / Unapplied: <ul style="list-style-type: none"> • These payment requests need to be reviewed and applied. (No journal entries are made until settlements are applied.)
Finance Management	Deduction Overview <ul style="list-style-type: none"> • Open deduction balance • Average age