

Integrated Trade Promotion Management

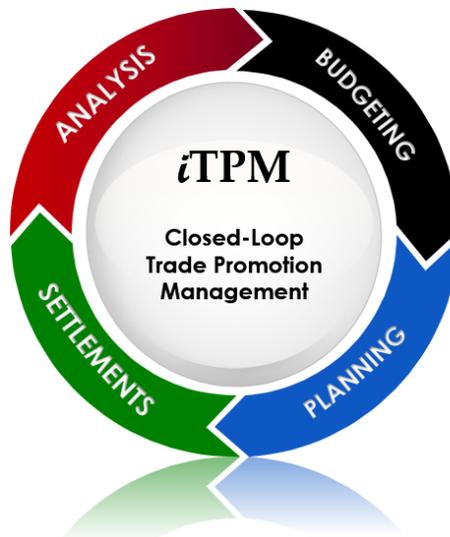


Built-for-NetSuite

iTPM Admin Release & Install Notes

Version 2018.1.3a Update

1.3 July 25, 2018 (1.3a Revised October 25, 2018)



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Quick Reference: Update to iTPM 2018.1.3

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



Test in your sandbox before installing in production. We recommend you test this new version in your sandbox before installing in production to prevent issues, and to practice performing the administrative tasks in section [3.6 iTPM Administrator tasks \(After first-time install or Update\)](#).

Milestone	Tasks for the iTPM Administrator	Status / Comments
1. iTPM 2018.1.3 is available for testing.	If time allows, read all of these technical release notes and the <i>What's New In 2018.1.3</i> PowerPoint or video at www.i-TPM.com/training-resources	
2. Update your sandbox	Follow instructions in section 3.4 UPDATE iTPM in you Sandbox (or Release Preview account) to update your sandbox to 2018.1.3. If you don't have a sandbox, skip to set 5.	
3. Perform admin tasks in your sandbox	Perform admin tasks as described in 3.6 iTPM Administrator tasks (After first-time install or Update)	
4. Test!	Test iTPM. Suggested areas to include are in section 3.7 Suggested Sandbox Testing	
5. Authorize update to your production	Email CG Squared to update iTPM in production, described in 3.5 UPDATE iTPM in production	
6. Perform admin tasks in production	Perform admin tasks as described in 3.6 iTPM Administrator tasks (After first-time install or Update)	
7. Monitor	Monitor iTPM to confirm it's working as expected and as observed in your sandbox.	

1.0 Overview

1.1 Enhancements in 2018.1.3 (End User Perspective)

All user guides have been updated with information on these enhancements to iTPM:

Top 7 Enhancements:

- [S-01714] A new way to enter allowances, estimated quantity and retail info on one form.
- [S-01181] Create a calendar view of iTPM promotions.
- [S-01788] Show more detail on the list when selecting a promotion for a settlement
- [S-01760] Save time by multi-selecting deductions to create settlements.
- [S-01683] Option to Auto-close approved promotions after “x” days
- [S-01754] CSV Expense to automate the process of expensing deductions.
- [S-01755] CSV Settlement to automate the process of resolving deductions to approved promotions.

Other Minor Enhancements:

- [S-01686] *Summary* sublist for *Overlapping Promotions* sublist
- [S-01690] Real-time total of split records
- [S-01786] Add new columns on the Settlements list view to help with
- [S-01790] Add UOM to the Item Summary sublist on the promotion Sales and Shipment reports.
- [S-01688] “Please wait” banner when creating an allowance from a NetSuite Item Group with many items
- [S-01787] Add more columns to the JE list view to support month-end reporting.

Other changes in this version of iTPM:

- [1.2 What's Fixed or Improved](#)
- [2.2 What's New \(Technical Perspective\)](#)
- [Fixed in minor update 2018.1.3a](#)

For more details on these enhancements, see the “What's New in 2018.1.3” PowerPoint and Video at www.i-TPM.com/training-resources

1.2 What's Fixed or Improved

The following are iTPM issues and defects that have been addressed in this update:

- [D-01146] CSV Split created duplicate splits. Researched this for one client. The duplicates were created because of a NetSuite configuration setting. To confirm your accounts have the correct setting,
 - Navigate to the script deployment record "- iTPM - MR Deduction Split Process" , and VIEW this deployment record
 - "Concurrency Limit" field value should be "1". **DO NOT CHANGE to any other value.**
 - **Duplicate deductions will be created if this value is set to anything other than 1.**
- [D-01138] Settlements to promotions that have all zero allowances, or allowances with all zero percent redemptions get stuck in processing. Updating to this iTPM version will allow these settlements to process. This issue was reported by a client.
- [S-01129] Several clients noted that the iTPM menu was not visible for some roles after updating to 2018.1.2. Instructions to add iTPM to the control center are added to admin tasks in the release notes.
- [D-01120] The unit-of-measure displayed on iTPM reports under the report subtab on the promotion was not always correct. This was observed by CG2 during testing.
- [D-01128] When editing or entering allowances, sometimes both the % discount and per UOM was open for data entry at the same time. This was observed by CG2 during testing.
- [D-01127] A client reported that copying an approved promotion also copied the approved status.
- [S-01795] An iTPM administrator should be able to CLOSE a promotion owned by someone else.
- [S-01620] Give users a friendly, descriptive message if they try to copy a promotion that has an inactive promotion. Previously copying a promotion that has an inactive promotion type would result in a technical NetSuite error.
- [S-01808] On the promotion, the *New Settlement* button has been renamed to *Request Settlement*. This name is more consistent with its function, and different from the *Settlement* button on the deduction.
- [S-01813] Give users a friendly, descriptive message if their promotion fails validations when they click the submit button, or enter invalid promotional dates. Previous to this enhancement, the user would get no feedback as to why the promotion did not go to the next status.
- [S-011785] Add settlement status to the iTPM subtab, *Applied Trans* sublist on the deduction.
- [S-01781] Allow Date editing on Settlements (Date still defaults to today's date on new settlements.)
- [S-01619] When the user clicks the *SUBMIT* button and something fails validation, give the user a message that will tell them what needs to be fixed.
- [S-01815] Under the settlements subtab on the promotion, make the settlement number a clickable link.

- [S-01140] A custom copy of the iTPM Admin role was not able to EDIT promotions owned by other users.
- [S-01145] Promotion date validations appear to prevent a user from submitting a promotion with valid dates.
- [S-01825] Under some conditions, the deduction list view shows duplicates.

Included in 2018.1.3a (minor update)

The following defects have been fixed and published as part of 2018.1.3a. Any account the installs or updates iTPM after September 1, 2018 will also include the following corrections:

- D-01191 When creating settlements from open deductions, the promotion list timing was very slow or timed out for one client. KPI measures were removed from the list to fix the issue.
- D-01169 Classifications were not rolling forward from the credit memo or invoice, all the way to the final resolution. (Classifications roll forward from the transaction headers, not the individual lines of the transactions.)
- D-01184 Column & value mismatch on Deduction Promotion List. When using the settlement button to resolve deductions, the *Other Reference Code* field would be blank in some NetSuite accounts where there was data.
- D-01180 The calendar report didn't show all promotions that were active during the calendar dates. Promotions that started before the report date and also ended after the report date were missing from the report.
- D-01179 A NetSuite defect sometimes showed duplicates on the Apply-to lists of promotions and credit-memos, which was confusing to users.
- S-01901 Allow the Netsuite Admin & iTPM Admin roles the ability to EDIT the account on an allowance of approved promotions.
- D-01186 Max and Expected liability are incorrect when "Do Not Update Based on Actuals" is checked for a promotion type. 2018.1.3a fixes the calculation for these measures, correcting Net Liability.

October 9, 2018:

- I-01067 NetSuite item groups with only one item didn't always populate the estimated quantity and retail information subtabs. Related to this, the estimated quantity for the last item in a NetSuite item group didn't always populate correctly.

October 12, 2018:

- I-01070 One client created a deduction from an invoice that had a short-payment covering three short-paid invoices. They observed that the deduction amount was double the correct amount. The root cause of this error was a NetSuite error that duplicated the results of a scripted saved search. iTPM was updated to remove any duplicate invoices if/when NetSuite returns duplicate invoices.

October 25, 2018

- D-1220 The Match to Deduction button was visible on credit memos even when the credit memo was applied to an invoice. This allowed a user to match a credit memo to both an invoice and credit memo at the same time. The Match-to-Deduction button is now hidden on applied credit memos, preventing this situation.

1.3 Upcoming changes

Release Schedule:

The following is the anticipated schedule of future iTPM versions. * Release dates subject to change.

iTPM Anticipated Releases	Anticipated Date Generally Available*
2018.1.3x	August 2018 As needed, 2018.1.3 will have a minor release to fix critical bugs.
2018.2.1	November 2018 Major release with significant enhancements After iTPM 2018.2.1 is published, no bug fixes will be published to 2018.1.3x

Enhancement candidates for November 2018:

The following are enhancement candidates that are being considered for future iTPM updates**:

- [S-01792] Event-based accruals.
- [S-01816] Apply a vendor bill to a promotion.
- [D-01169] Classifications should roll forward. (Credit memo to deduction, deduction to settlement, etc.)
- [S-01870] Settlements should not hit the A/P account. Redesign to eliminate the two-step JE.
- [S-01812] Ability to select an indirect account on the promotion plan, and filter the promotion list by indirect account.
- [S-01877] If the customer has a price level, default the promotion price level to the customer's price level.
- [S-01873] Promotion Incremental analysis & ROI report / view
- [S-01869] Calendar report to have option to show item groups, not just item detail
- [R-01261] Consolidate journal entries when using CSV Bulk Expense



****Note:** These enhancements and changes are subject to change, and may not be included in the next or future releases. Prioritization changes, technical challenges, and other factors may cause these stories to be delayed or rescheduled.

1.4 Known issues:

As of the release date, the following are being considered for future iTPM releases**:

- [D-01146] Changing a NetSuite configuration can cause the *CSV Split* to create duplicate splits. If you use CSV Split, be sure to the iTPM script deployment record "**iTPM - MR Deduction Split Process**" "**Concurrency Limit**" field value set to "1" (**Duplicate deductions will be created if this value is set to anything other than 1.**)
- [D-01626] When splitting a disputed deduction, the split does not honor the *Disputed?* checkbox as a default on the new split deduction, and on the deduction containing the remaining balance. The user can check the Disputed? checkbox, so this is a low priority issue.
- Some NetSuite sub-list views in NetSuite can sometimes duplicate lines. The records are not duplicated, only shown twice in the sub-list view. Filtering or refreshing the browser page typically removes the duplicates from the view.
- Report links under the Report subtab on the promotion generate a blank screen when the manage bundle Scuk Org Chart bundle #19870 is installed in your NetSuite account. If you have this bundle installed, email support@cgsquared.com.
- **DO NOT change the concurrency of any iTPM scheduled scripts** without first consulting CG Squared. Script concurrency must be equal to 1 for most scripts. Concurrency of 2 or more may result in duplicate settlement and other records.

2.0 Technical Perspective

This chapter contains technical details for the NetSuite administrator.

For details on how to update your existing iTPM bundle, or install iTPM for the first time, go to [3.0 Installing the Bundle](#).

2.1 Bundle Details

The following describes iTPM Release [2018.1.3](#).

iTPM Bundle Details	Release 2018.1.3
Design, development, testing and publishing	May 29, 2018 - July 24
Bundle release date	July 25, 2018
Publisher ID	44277 CG Squared, Inc.
Bundle ID	Bundle # 227002 replaced by ---> 238399
NetSuite Built-for-NetSuite review?	2018.1.3 was tested with Netsuite 2018.1. Between July 27 and August 17, iTPM will be tested with the new version of NetSuite, 2018.2, and submitted for BFN review and certification by NetSuite.
Admin tasks required AFTER installation?	Yes. Review and update preferences. See 3.6 Administrator tasks (First-time install or Update)



IMPORTANT: DO NOT UNINSTALL iTPM from your live production account.

Doing so after go-live will result in the loss of iTPM data, including all promotional data and custom transaction records that resolve your short-pays.



IMPORTANT: Install iTPM in your SANDBOX account for testing BEFORE installing in your live production account. While iTPM is easy to install, and requires a minimum amount of effort to configure, **trade promotion has a material impact on your company's financial statements.** We recommend sandbox testing prior to go-live in production.



Helpful Hint: This is an incremental update to the previous version. For prerequisites, and additional iTPM technical details, **refer to release Notes for previous releases you didn't install**, available at www.i-TPM.com/admin-training-resources

2.2 What's New (Technical Perspective)

In addition to the end-user features identified in [1.1 Completed development stories](#), this version includes the following changes to iTPM.

- [S-01817] Some of the workflow buttons were based on roles instead of permissions. All iTPM buttons now, whether based in scripts or NetSuite workflows are use permissions to determine availability.
- [S-01678] The saved searches for the KPI calculations used only the ship-date to determine liability. Preference options for order dates were hidden to prevent confusion.
- [S-01543] If iTPM is used to apply Net Bill and Off-invoice to orders, some orders could have too many items to apply the NB and OI allowances in real time. For orders with too many items and allowances to apply in real-time, iTPM now runs a script to apply the allowances.
- [S-01759] Clean up the KPI queue by deleting queue records that are more than 60 days old.
- [S-01750] Provide an easy way for users to see the iTPM version number, even if they don't have NetSuite rights to check the iTPM managed bundle. After installation or update, the iTPM version number can be seen when viewing the iTPM preferences.
- [S-01791] The END PROMOTION button should only appear on a promotion when the end ship date is greater than today's date. It was visible even when the end date was equal today's date. This was observed by CG2 during testing.
- [S-01789] Add a new field on the deduction form to help with reporting; Split-off Amount.
- [S-01796] The saved search for *Approved Promotions 90 days or Older - Owner* should be based on end date, not start date.
- [S-01799] Add description to the saved Settlement Report.
- [S-01814] Show the iTPM version # when viewing iTPM preferences. This is an easy way for iTPM users to see the iTPM version #.
- [S-01840] Under some conditions, the promoted quantity on the KPI record was not updated when the estimated quantity record was edited.

2.3 What's Removed

This version removes the following from iTPM:

- Nothing was removed from iTPM.

3.0 Installing or Updating the iTPM Bundle

3.1 Prerequisites to first-time installation

Skip this section if you have already installed iTPM and you are just updating iTPM.



Note: iTPM requires all of these prerequisites to work properly in your NetSuite accounts.



Sandbox and Release Preview Accounts:

- Only Administrators can install the iTPM managed bundle in sandboxes and release preview accounts.
- The user that installs iTPM is the 'owner' of iTPM.
- NetSuite only allow the 'owner' of iTPM to update iTPM in your sandbox or release preview accounts.



Production:

- Only Administrators can do the first-time install if iTPM.
- CG Squared must push iTPM updates to production accounts. After testing the new version in your sandbox, contact CG Squared to request an iTPM update to your production account.

Before you install the iTPM SuiteApp in your sandbox, make sure that the following features are enabled on your sandbox and production accounts:

Go to **Setup -> Company -> Enable Features**.

Company subtab

- Multiple Units of Measure

Accounting subtab

- Accounting
- A/R
- A/P

SuiteCloud subtab

- Custom Records
- Advanced PDF / HTML Templates
- Custom Transactions
- Client SuiteScript
- Server SuiteScript
- SuiteFlow

3.2 First-time Sandbox or Production Install (Skip if Updating)

Bundle installation should generally follow the standard installation steps provided in the NetSuite Help Center topic *Installing Bundles into Your NetSuite Account*.

- To install the iTPM SuiteApp, go to **Customization > SuiteBundler > Search & Install Bundles**.



IMPORTANT: Do NOT use the Install process to UPDATE iTPM in your SANDBOX if iTPM is already installed in your sandbox. Doing so will install two copies of iTPM in your sandbox, and require a sandbox refresh to fix.

- Use the following information to **search for the iTPM SuiteApp**:

- Bundle Name:** iTPM : Trade Promotion Management
- Bundle ID:** 227002 -> 238399

NAME	BUNDLE ID	VERSION	MANAGED	COMPANY NAME	PUBLISHER ID
iTPM : Trade Promotion Management	193263	2017.2.1	Yes	CG Squared, Inc.	

- Click on the **iTPM : Trade Promotion Management** link
- Click **INSTALL** and follow directions. (*I AGREE*, and *INSTALL BUNDLE*).
- After iTPM is successfully installed, be sure to perform Administrator tasks:
 - See section [3.3 First-time Administrator Set-up Tasks \(Skip if Updating\)](#)
 - See section [3.6 Administrator tasks \(First-time install or Update\)](#)



IMPORTANT: Install iTPM in your SANDBOX and/or Release Preview account for testing BEFORE installing in your live production account. While iTPM is easy to install, and requires a minimum amount of effort to configure, **trade promotion has a material impact on your company's financial statements.** We recommend sandbox testing prior to go-live in production.



Note: If the Install button is not available:

- The iTPM SuiteApp may not have been shared with your account. To get access to iTPM, contact the iTPM Help Desk at support@cgsquared.com.

3.3 First-time Administrator Set-up Tasks (Skip if Updating)



Important: You, as iTPM administrator, are responsible for setting up preferences, NetSuite settings, and performing other tasks that are required by this updated version of iTPM. Be sure to read ALL of the tasks in this chapter before you begin testing iTPM in your sandbox.

1. After installing iTPM, complete all the [administrator tasks](#) listed in section 3.6 for the installation.
2. Then use the *Administrator User Guide* to setup and configure iTPM for the first time:

Setup tasks:	Status / Notes
Step 1: Setup the Chart-of-Accounts for Trade Promotion	
Step 2: Setup iTPM off-invoice discount item	
Step 3: Setup iTPM Preferences	
Step 4: Setup Promotional Activity	
Step 5: Setup Promotion Types	
Step 6: Flag Items available for iTPM allowances	
Step 7: (Optional) Create NetSuite Item Groups for Allowances	
Step 8: Set the Default Sales Order Status	
Step 9: Setup iTPM roles and permissions	
Step 10: (Optional) Publish Dashboard Portlets and Reminders	
Step 11: Test your iTPM setup	

3.4 UPDATE iTPM in you Sandbox (or Release Preview account)

Updating a NetSuite Managed Bundle should generally follow the standard NetSuite updating steps provided in the NetSuite Help Center.

To update the iTPM SuiteApp,

1. Go to **Customization > SuiteBundler > Search & Install Bundles -> LIST**, and click **LIST**.
2. Scroll up/down and find iTPM.
3. If iTPM is already installed in your account, NetSuite will show you that an update is available.
4. Click on the  green person/gear to the left of iTPM for a drop-down menu.
5. **On the drop-down menu select UPDATE. (DO NOT SELECT UNINSTALL)**



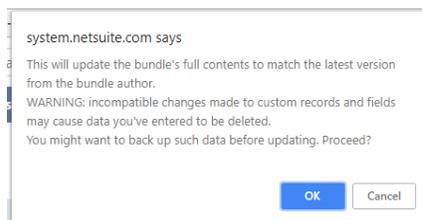
6. Follow the NetSuite update steps.

6a. Click UPDATE BUNDLE.

Preview Bundle Update



6b. Click OK.



6c. Click REFRESH to see the status of the iTPM update.



After iTPM is updated, **be sure to perform ALL [administrator tasks](#) listed in section 3.6.**

3.5 UPDATE iTPM in production

ONLY CG Squared can push updates of iTPM in production accounts. Contact CG Squared to request your production account be updated to this iTPM version.



IMPORTANT: DO NOT UNINSTALL iTPM from your live production account.

Doing so after go-live will result in the loss of iTPM data, including all promotional data and custom transaction records that resolve your short-pays.



IMPORTANT: UPDATE iTPM in your SANDBOX and/or Release Preview account for testing BEFORE UPDATING iTPM in your live production account. While iTPM is easy to update, **trade promotion has a material impact on your company's financial statements.** We recommend sandbox testing prior to updating in production.

1. Before you request iTPM to be installed for the first time, confirm your production account has all of the necessary [prerequisites](#).
2. Email support@cgsquared.com to let us know you want iTPM installed in your production account. CG Squared will typically push the update after business hours, as recommended by NetSuite. Your administrator will receive notification that iTPM has been updated.
3. **After the update is done, review and perform the [administrator tasks](#) listed in section 3.6.**

3.6 iTPM Administrator tasks (After first-time install or Update)



Important: If you skipped any iTPM updates, be sure to read the release notes for previous versions. Look for the link to the *iTPM Release Notes Archive LINK*. The archive has release notes for all previous version of iTPM. You may need to perform some or all of those administrator tasks for the previous versions.

If in doubt what tasks to perform after iTPM is updated, contact support@cgsquared.

There is **TWO tasks** for NetSuite administrators after iTPM installation or update to **2018.1.3a**:

TASK #1: Add new permissions to your custom roles. (Details in *iTPM Admin User Guide* chapter 4.)

3.a is required for the new promotion Planning Subtab.

1. Go to **Setup-> Users/Roles -> Manage Roles**
2. **EDIT** each of the roles you use with iTPM
3. Go to the **Permissions subtab, Custom Record** sub-list
 - a. Add **-iTPM Promotion Planning** record, **EDIT** permission for anyone planning and creating promotions, and **VIEW** for all other iTPM roles.
 - b. Add **-iTPM Calendar** record, **EDIT** permission for users creating calendar views. People that create and manage promotions should have this permission. (**VIEW** to just run existing calendars created by other users)
 - c. Add **-iTPM Resolution Queue** record, **CREATE** permission to use the queue. People the manage deductions need this permission.
 - d. Add **-iTPM Expense Queue** record, **CREATE** permission to use the queue. People the manage deductions need this permission.

TASK #2 OPTIONAL: Change the priority of the PROCESS PLAN script from standard to HIGH.

To reduce the time it takes for the PROCESS PLAN button to process your plans, we suggest changing the *-iTPM Create Promo Linked Records* to HIGH priority.

1. Go to **Customization -> Scripting -> Script Deployments**
2. Filter the list to show type= *Map/Reduce*, Status = *Scheduled scripts*.

Script Deployments

The screenshot shows the 'Script Deployments' interface. At the top, there is a blue button labeled 'New Deployment'. Below it is a 'FILTERS' section with two input fields: 'TYPE' with the value 'Map/Reduce' and a trash icon, and 'STATUS' with a dropdown menu showing 'Scheduled'.

3. **EDIT** the script, - *iTPM - Create Promo Linked Records*
4. Change Priority from STANDARD to HIGH.

The screenshot shows the Oracle NetSuite 'Script Deployment' configuration page. The script is titled '- iTPM - Create Promo Linked Records' with ID 'customdeploy_itpm_mr_promo_createlinkrec'. The 'DEPLOYED' checkbox is checked. The 'PRIORITY' dropdown menu is open, showing options: Standard, High, Standard, and Low. The 'STATUS' is set to 'Scheduled'. Other settings include 'LOG LEVEL' set to 'Error', 'EXECUTE AS ROLE' set to 'Administrator', 'YIELD AFTER MINUTES' set to '15', and 'BUFFER SIZE' set to '8'.

5. **SAVE.**

TASK #3: To enable the processing of deductions in accounting periods that are locked or closed, the “*Allow non-G/L changes*” must be checked in every closed or locked NetSuite period with open deductions and/or deductions to be created from invoices or credit memos.

1. Go to **Setup -> Accounting -> Manage Accounting Periods**
2. EDIT the locked or closed NetSuite period where you will create deductions.
3. Check the box for “*Allow non-G/L changes*”
4. SAVE.

3.7 Suggested Sandbox Testing

The following are suggested use-cases iTPM administrators should add to your standard testing scripts:

- Be sure to test each role to confirm they have iTPM on their control center, and that each role has appropriate permissions to do their tasks in iTPM.
- Confirm each role has appropriate access to the iTPM deduction and settlement reports.
- The *PLANNING* subtab is new. Take extra time to confirm your team can create, submit, and approve promotions using this new time-saving feature.
- Consider testing each of the top seven enhancements in this release. Testing will also help your team become familiar with these new features.



Note: If you installed the iTPM managed bundle, your user ID cannot be used for role-based testing. As the implementer, your ID may show workflow buttons that should not be visible based on the role you are testing. **Role-based testing should be done with user IDs that have not installed or updated the iTPM managed bundle.**



IMPORTANT: Install iTPM in your SANDBOX account for testing BEFORE installing in your live production account. While iTPM is easy to install, and requires a minimum amount of effort to configure, **trade promotion has a material impact on your company's financial statements.** We recommend sandbox testing prior to go-live in production.



Important: You, as iTPM administrator, are responsible for setting up any new preferences, NetSuite settings, and performing any other tasks that are required by this updated version of iTPM. Be sure to read ALL of the tasks in this chapter before you begin testing iTPM in your sandbox.



Important: You, as iTPM administrator, are responsible for testing iTPM BEFORE installing iTPM into your NetSuite production account. Best business practice is to install each new release in your sandbox for testing BEFORE installing in your production account.

4.0 Support

4.1 Troubleshooting

Email your issues to support@cgsquared.com.

Please include the following in your email to iTPM support:

- Your name, your NetSuite role, and the sandbox or account with the issue.
- Describe the issue.
- If appropriate, describes the steps or actions that led up to the issue.
- Add screenshots if possible.
- Give us contact information, along with your current timezone.
- Replies to support emails do NOT create new support tickets, it just adds to the email thread.

4.2 Contacting Support

There are 3 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/admin-training-resources for User Guide PDFs and Training videos.
Email	Just email your question or issue to support@cgsquared.com .

5.0 Terms and Conditions

5.1 NetSuite Disclaimer

NetSuite does not test, approve, or support SuiteBundles developed by our partners or our customers.

NETSUITE MAKES NO WARRANTIES OF ANY KIND RELATED TO BUNDLES, INSTALLATION OF A BUNDLE IN A NETSUITE ACCOUNT OR ITS USE WITH A NETSUITE ACCOUNT, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, AND NETSUITE SPECIFICALLY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT OF THIRD PARTY RIGHTS, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, NETSUITE DOES NOT REPRESENT OR WARRANT THAT USE OF THE BUNDLE WILL MEET YOUR REQUIREMENTS OR THAT YOUR USE OF NETSUITE SERVICE WITH THE BUNDLE WILL BE UNINTERRUPTED, TIMELY, SECURE OR FREE FROM ERROR.

IN NO EVENT SHALL NETSUITE HAVE ANY LIABILITY TO YOU OR ANY THIRD PARTY ARISING OUT OF OR RELATED TO YOUR USE OF THE BUNDLE FOR ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, COVER OR PUNITIVE DAMAGES, HOWEVER CAUSED, WHETHER IN CONTRACT, TORT OR UNDER ANY OTHER THEORY OF LIABILITY, AND WHETHER OR NOT YOU HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. WITHOUT LIMITING THE FOREGOING, NETSUITE SHALL HAVE NO LIABILITY FOR LOSS OF PROFITS, REVENUE OR DATA OR FOR INTERRUPTIONS IN SERVICE ARISING OUT OF OR RELATED TO YOUR USE OF THE BUNDLE. THE FOREGOING DISCLAIMER SHALL NOT APPLY TO THE EXTENT PROHIBITED BY APPLICABLE LAW.

5.2 iTPM Terms and Conditions

By installing the iTPM managed bundle, you accept your **iTPM Acceptance Form Agreement** entered into between the purchasing company (“**Customer**”) and CG Squared, Inc. (**CG²**), and agree to be bound by the **iTPM License Agreement**, www.i-TPM.com/professional-services-agreement, incorporated as **Exhibit A**, and the **Professional Services Agreement**, www.i-TPM.com/professional-services-agreement, incorporated as **Exhibit B**.

