

Integrated Trade Promotion Management

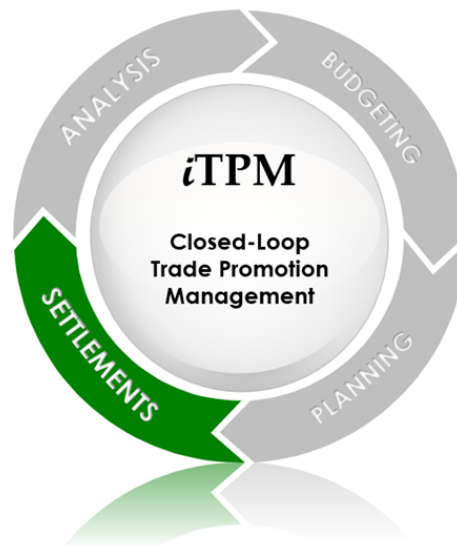


Built-for-NetSuite

User Guide: Deduction Management

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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.

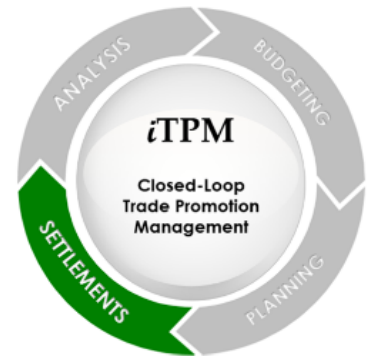
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iTPM Deduction Management

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 manage accounts receivable, as you encounter deductions, including promotional and non-promotional deductions.
- A/P, A/R staff the research and resolve deductions and short-pays taken by vendors.



This manual has been designed for two-sided printing to save paper if you print this!

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. Look for *What's New in iTPM* at www.i-TPM.com/training-resources for a release notes on new iTPM features and functionality.

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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: Deductions & Resolutions](#) at the top of the page.

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

Quick Reference: DEDUCTIONS	5
I made a mistake, what do I do?	6
Quick Reference: RESOLUTIONS	7
1.0 Overview: Deductions & Resolutions	8
1.1 Overview of Deduction & Resolution Tasks	9
1.2 Settlement Overview, Corporate Level Promotions	10
1.3 Settlement Overview, DC or 'child' Level Promotions	10
2.0 Off-invoice and Net-Bill Allowances	11
2.1 Reviewing iTPM OI and NB allowances on EDI orders	12
2.2 Option: Apply iTPM OI and NB allowances to an order	13
2.3 Promotion KPIs: Off-invoice and Net-bill versus Bill-back	15
3.0 Create iTPM Deductions (Process partial payments)	16
3.1 iTPM Deduction and Resolution workflow by role	16
3.2 Deduction vs Short-Pay vs a Normal Open Receivable	17
3.3 Two ways to process partial payments using iTPM	18
3.4 Option 1: Process partial payment applied to ONE INVOICE	19
3.5 Option 2: Process partial payment applied to MANY INVOICES	23
3.6 Create a Deduction from CREDIT MEMO applied to invoices	28
4.0 Research & Prepare to Resolve Deductions	30
4.1 View & Research Deductions	31
4.2 Update the Deduction Next Action Date (Optional Workflow)	33
4.3 Assign, Reassign Deductions (Optional Workflow)	34
4.4 Select, Update Reason Code	35
4.5 QUICK SPLIT a Deduction	36

4.6 SPLIT a Deduction	37
4.7 SPLIT (CSV) a Deduction	38
4.8 Helpful Do's and Don't for CSV import files	40
4.9 How to view the original deduction and all the splits?	41
4.10 Add Notes, Attachments to a deduction (Optional)	42
4.11 FYI: Deductions on Customer Statements	43
4.12 Deduction Aging Report & Visibility	44
5.0 Resolve PROMOTIONAL Deductions: SETTLEMENTS	46
5.1 SETTLEMENT button while viewing a DEDUCTION	46
5.2 RESOLVE DEDUCTIONS button from a PROMOTION	51
5.3 ADJUST Spend (Settlement)	52
5.4 VOID a Settlement	54
5.5 Review & CLOSE PROMOTION if no more payments.	55
5.6 Settlement Statuses	56
5.7 Find and Review Settlements	57
5.8 CSV Bulk-Settlements	58
5.9 Settlements by Month Report	62
6.0 Resolve NON-promotional Deductions: EXPENSE	63
6.1 View a deduction, click EXPENSE button	64
6.2 CSV Bulk Expense	67
6.3 View the Journal Entries (Optional)	69
7.0 Resolve INVALID Deductions: Dispute & RE-INVOICE	70
7.1 Dispute a Deduction / Customer Repay Status	70
7.2 REINVOICE a Disputed Deduction	71
7.3 Re-Invoiced Deductions appear on the Customer Statement	72

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</p> <p>Deduction validity is questioned. You may re-invoice, return to customer A/R</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 <ul style="list-style-type: none"> SHORT-PAY TAKEN AGAINST ONE INVOICE SHORT-PAY TAKEN ACROSS MULTIPLE INVOICES NEXT ACTION & DATE (OPTIONAL) ASSIGN DEDUCTION, REASON CODE (OPTIONAL) NOTES, ATTACHMENTS (OPTIONAL) NOTE: ALL OF THE OPEN BALANCE BECOMES A DEDUCTION SAVE 	<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 DEDUCTION, REASON CODE (OPTIONAL) NOTES, ATTACHMENTS (OPTIONAL) NOTE: ALL OF THE CREDIT MEMO BECOMES A DEDUCTION SAVE

Ways to MANAGE deductions: (OPTIONAL WORKFLOW)	Three ways to RESOLVE OPEN DEDUCTIONS:
<ol style="list-style-type: none"> VIEW OPEN DEDUCTION LIST NEXT ACTION & DATE ASSIGN A DEDUCTION, REASON CODE 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>Promotional Deduction: SETTLEMENT button, or use EXPENSE button.</p> <p>Non-Promotional Deduction: Expense to a chart of account: EXPENSE button. Re-invoice disputed deduction: REINVOICE button.</p> <p>For more details, See Quick Reference for Resolutions</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 iTPM deduction.
- Settlement:** In iTPM, a settlement is customer’s promotional claim that you associate with a specific iTPM promotion. Settlements reduce a promotion’s net liability, and optionally also reduce the iTPM accrual balance.
- Short-pay:** Customer short-pays one or more invoices without explanation. You need to research so you can properly resolve it.
- Deduction:** Customer is owed promotional money, so they subtract the amount owed from their payment of an unrelated invoice(s). This term also relates to deductions created in iTPM. Research each deduction and resolve in one of four ways.

I made a mistake, what do I do?

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

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 create an **incorrect SETTLEMENT**:

- Examples: Wrong amount, wrong method-of-payment, wrong event, wrong deduction, etc.
- Find the settlement
- VOID the settlement
- Amount is returned to deduction's open balance and available to start over again.

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 accidentally create a deduction, and want it back into the form of a credit memo?

- REINVOICE the deduction to put it back into A/R. If you split the deduction, Reinvoice every split.
- Create your credit memo.
- Apply the journal entries to your credit mom. (These were created by iTPM when you used the Reinvoice button.)

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 reinvoyced amount in A/R

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 UN-SPLIT as a future enhancement

Quick Reference: RESOLUTIONS

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

<u>RESOLUTION WORKFLOW</u>	<u>Settlement Workflow:</u>	TYPES of valid deductions:
<p>Proactive: You pay the vendor by check. Use ADJUST SPEND to update KPIs</p> <p>Reactive: Customer already deducted. You need to research it. Four ways to resolve a deduction:</p> <ul style="list-style-type: none"> Promotional Settlement Expense to account Dispute and REINVOICE 	<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: Settlements are mapped to specific promotional events. View deduction and use the SETTLEMENT button. View promotion & use RESOLVE DEDUCTIONS button. No promotion in iTPM? You can use the EXPENSE button and expense to the appropriate promotional G/L</p> <p>Non-Promotional: Expense these to a NetSuite chart-of-Account you select.</p>

RESOLVE PROMOTIONAL DEDUCTIONS when you have APPROVED, Active/Completed PROMOTIONS.

<u>SETTLEMENT</u> button on <u>DEDUCTIONS</u>	<u>RESOLVE DEDUCTIONS</u> button on <u>PROMOTIONS</u>
<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) SAVE COMMUNICATION SUBTAB: NOTES & ATTACHMENTS (OPTIONAL) CLOSE PROMOTION IF NO MORE SETTLEMENTS 	<ol style="list-style-type: none"> FIND AND VIEW THE APPROVED PROMOTION RESOLVE DEDUCTIONS BUTTON SELECT METHOD-OF-PAYMENT. (LUMP SUM, BILL-BACK, MISSED OI) CHECK ONE OR MORE DEDUCTIONS TO RESOLVE NOTE: ALL OF THE OPEN BALANCE WILL BE RESOLVED. SAVE

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 been paid or resolved as of today.

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.

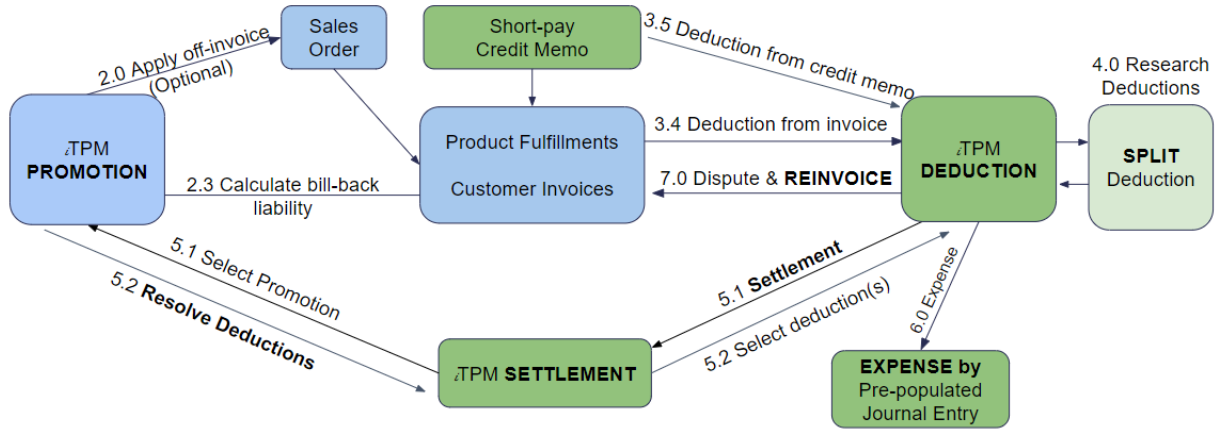
iTPM-> Resolutions -> Settlements by Month, or Reports -> Saved Reports -> All Reports and VIEW [Settlements by Month](#)

<u>EXPENSE NON-PROMOTIONAL</u> deductions and short-pays EXPENSE button on a deduction	<u>DISPUTE, and/or RE-INVOICE</u> a Deduction for repay REINVOICE button on a deduction
<ol style="list-style-type: none"> FIND AND VIEW THE OPEN DEDUCTION TO EXPENSE NOTE: ALL OF THE OPEN BALANCE WILL BE EXPENSED EXPENSE BUTTON CHANGE CHART-OF-ACCOUNT AS NEEDED (OPTIONAL) SAVE JOURNAL ENTRY ADD NOTES, ATTACHMENTS (OPTIONAL) <p>NOTE: PROMOTIONAL EXPENSES CAN BE EXPENSED TO PROMOTIONAL ACCOUNTS IF NO PROMOTION HAS BEEN CREATED. (LEGACY RESOLUTIONS)</p>	<ol style="list-style-type: none"> FIND AND VIEW THE OPEN DEDUCTION TO DISPUTE / REINVOICE NOTE: ALL OF THE OPEN BALANCE IS RE-INVOICED AND RETURNED TO CUSTOMER'S STATEMENT EDIT, CHECK THE CHECKBOX <i>DISPUTED?</i> (OPTIONAL) SAVE ADD NOTES, ATTACHMENTS (OPTIONAL) CLICK REINVOICE BUTTON.

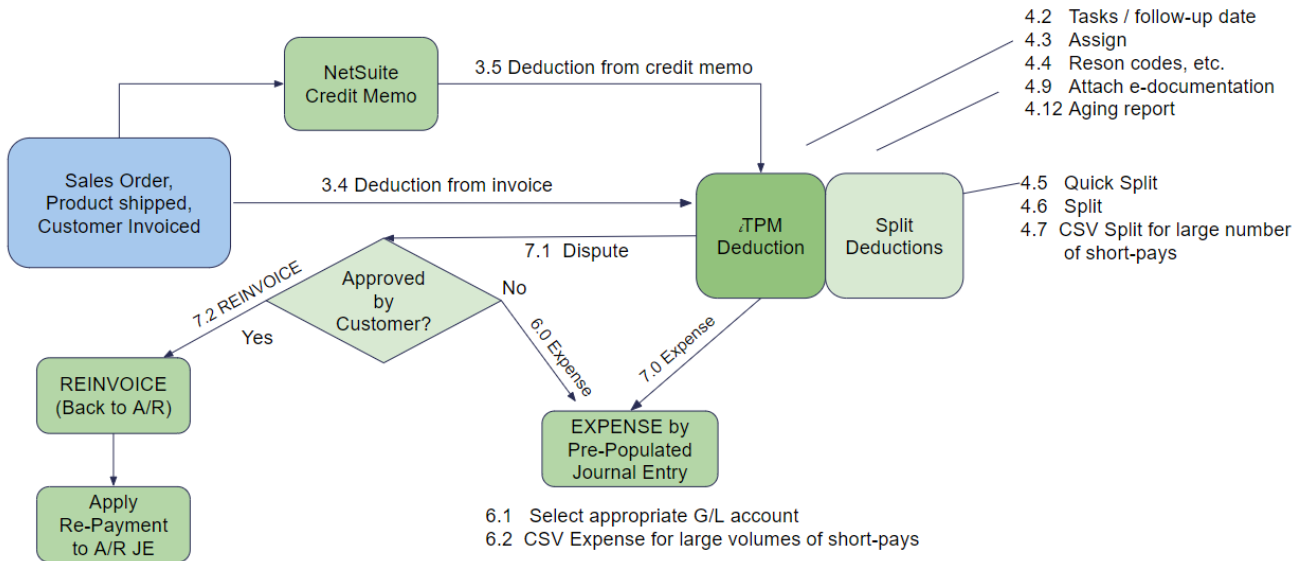
How to RESOLVE a Deduction using a Credit Memo	Other features
<ol style="list-style-type: none"> CREATE THE CREDIT MEMO FIND AND VIEW THE OPEN DEDUCTION TO RESOLVE CLICK REINVOICE TO RETURN THE DEDUCTION TO A/R ACCEPT CUSTOMER PAYMENT AND APPLY THE JOURNAL ENTRY OR ENTRIES TO THE NEWLY CREATED CREDIT MEMO 	<p>ADJUST SPEND button on promotions to update KPIs for vendor payments</p> <p>CSV Bulk-Settlements</p> <p>CSV Bulk Expense</p> <p>ADJUST SPEND</p>

1.0 Overview: Deductions & Resolutions

Below is an overview of Trade Promotion Management (TPM) using all iTPM modules:



Below is an overview of deduction management without creating iTPM promotions and settlements:



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 Overview of Deduction & Resolution Tasks


Deductions and resolutions can be summarized into the following main activities:

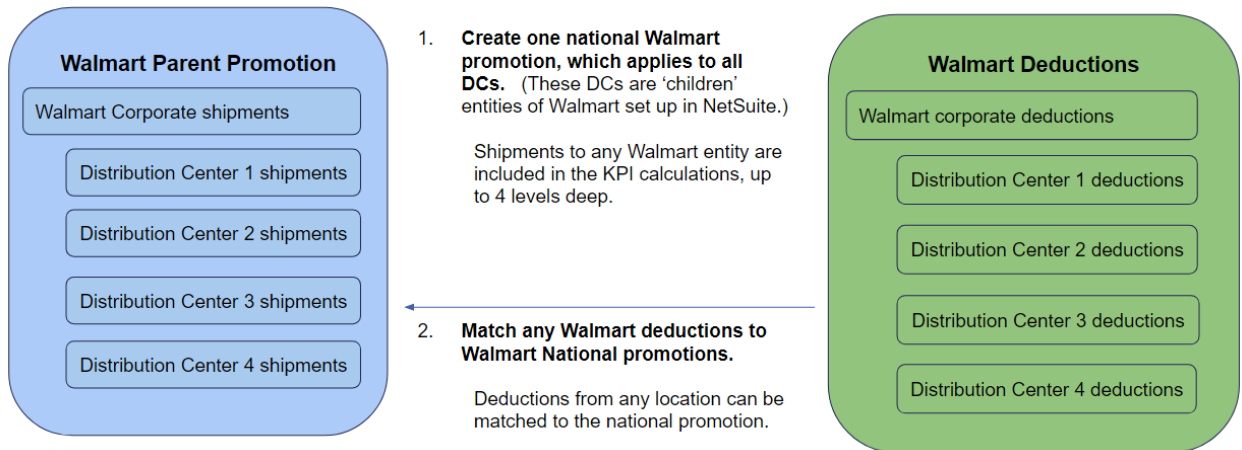
- **Process the deductions and/or short-pays** by creating iTPM deductions
- **Research iTPM deductions** to determine resolution(s)
- **Resolve deductions** in one of four ways:
 - **Settlement:** Match the deduction to one or more promotions
 - **Adjust Spending** of a promotion to reflect a payment to a customer (direct or indirect).
 - **Expense** the deduction using a Journal Entry. (You choose the chart-of-account)
 - **Dispute** the deduction
 - **If customer will repay, RE-INVOICE** to move amount to A/R.
 - If customer will NOT repay, then EXPENSE to 'bad-debt' or other account

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

1.2 Settlement Overview, Corporate Level Promotions

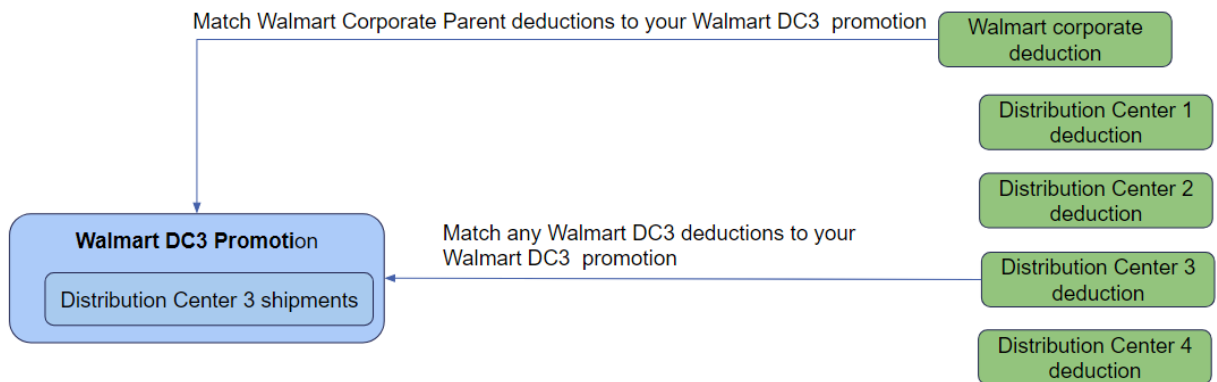
iTPM gives you the option to create a promotion at the parent level, and have it apply to all of the children entities set up in NetSuite. Alternatively, users can create promotions for each of the customers associated with the corporate parent. The picture below shows a typical application of this feature:

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



1.3 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 Off-invoice and Net-Bill Allowances

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 displays the iTPM Sales Order interface for order SLS00000602 at Acme Systems Incorporated. The status is 'PENDING FULFILLMENT'. The interface includes a navigation bar with buttons for Edit, Back, Close Order, Create Deposit, Print Labels, Fax, and Actions. The primary information section shows customer details (Acme Systems Incorporated), order number (SLS00000602), promise date (10/27/2017), and location (01: San Francisco). A summary table on the right shows a subtotal of 639.00, tax of 0.00, shipping cost of 25.00, and a total of 664.00. The sales information section lists the sales rep (Mary Redding), partner, subsidiary (Honeycomb Mfg), and deduction. The bottom navigation bar includes tabs for Items, Billing, Shipping, Gross Profit, Activities, History, Audit Trail/Workflow, Quote Approvals, SQ Approval, Configuration Details, EFT, iTPM, SuiteSocial, Box Files, and iTPM Discounts. The iTPM Discounts subtab is active, showing a promotion with ID 13, title 'Example OI promotion', start date 10/27/2017, and end date 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 'parent', i.e., Sales order is for a DC, and the off-invoice promotion was created for the corporate parent.
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.

2.1 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 the order 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.

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

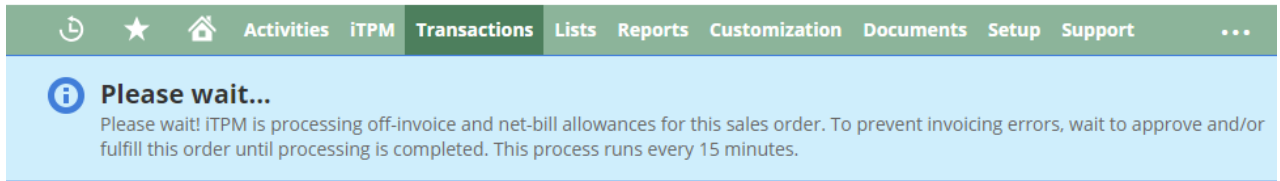
You have the option to use iTPM to save you time when you manually apply off-invoice and net-bill allowances your non-EDI orders. If you manually apply discounts to sales orders, **first use the iTPM Discounts subtab to know which off-invoice allowances may qualify.** See [section 2.1](#) for details.

You have the **option to save mouse clicks and use iTPM 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 allowance rows 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. Discounts apply to the item row above the discount row.
- The **net price in the existing row will be changed** for each item that qualifies for qualifying **NET-BILL** allowances.
- **ALLOWANCES CAN BE DUPLICATED & INCORRECT.** Edit and/or remove discounts as appropriate.

In the screenshot below, the discount applies to the item “PRI000002”.


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.**


 **Note:** iTPM will apply ALL qualifying off-invoice and net-bill allowances to each item on the sales order, including DUPLICATE OVERLAPPING promotions. Example: Kroger Corporate gets \$2.40 OI, and Kroger Columbus has a \$3.60 OI. **MANUALLY DELETE duplicate discount rows caused by overlapping promotions and other situations.**

 **Helpful hint:** “*Apply iTPM Discounts*” only applies off-invoice and net-bill allowances to sales orders, NOT invoices.

 **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*.

 **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.

2.3 Promotion KPIs: Off-invoice and Net-bill versus Bill-back

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					

Helpful hint: If off-invoice allowances are missed and not entered on an invoice, the customer will deduct for 'missed off-invoice'

- If the missed OI deduction is valid (customer, items and dates are correct in the iTPM promotion), then use the EXPENSE button on the deduction to expense the deduction to the appropriate chart-of-account. The iTPM KPIs assume off-invoice allowances are applied to qualifying orders. The promotion KPIs for off-invoice already reflect this missed amount that was deducted.
- If the missed OI deduction is outside iTPM validations (customer, items, and / or dates), then you have several options to resolve:
 - Dispute if it is invalid. REINVOICE if/when repaid.
 - Use the SETTLEMENT button to match it back to the promotion. This will show an off-invoice OVERPAYMENT for the promotion.

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:

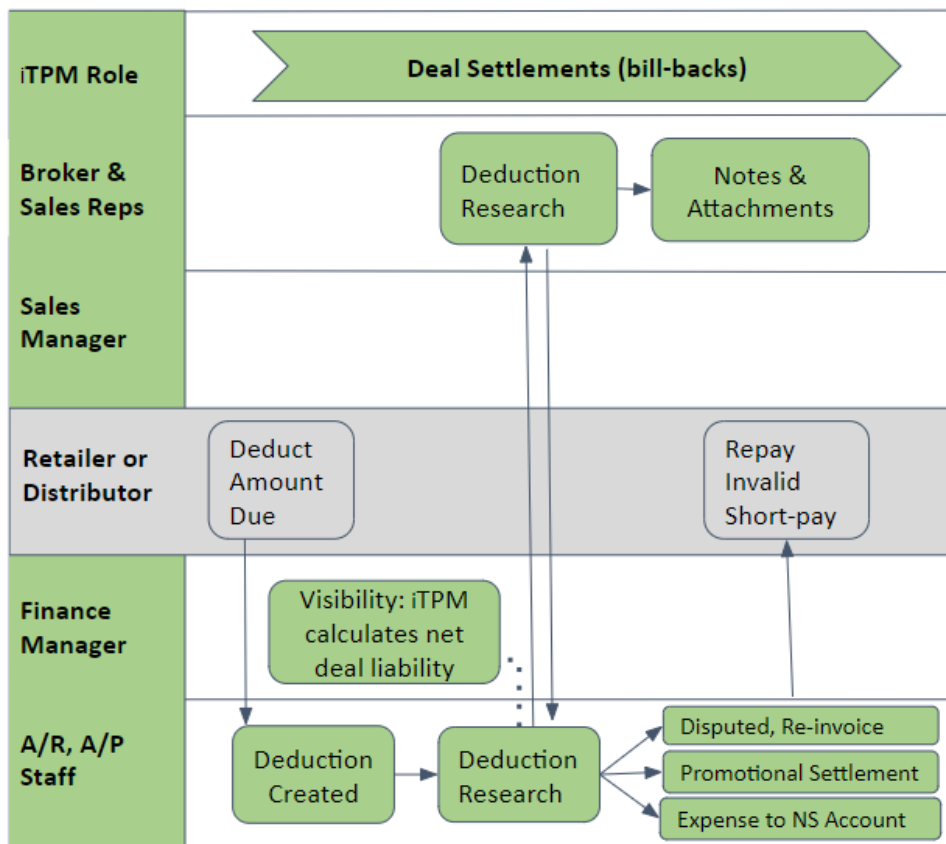
- Enter the missed net-bill as a lump-sum.
- If your net-bill promotion does not have a lump-sum amount, you will need to add a lump sum amount before you will be able to match your missed net-bill deduction to your net-bill promotion. As a NetSuite administrator, edit the promotion and enter a non-zero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

3.0 Create iTPM Deductions (Process partial payments)

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 4: Research and prepare to resolve your deductions](#)
- [Chapter 5: Resolve promotional deductions](#)
- [Chapter 6: Resolve non-promotional deductions by Expensing with a Journal Entry](#)
- [Chapter 7: Resolve invalid deductions by Disputing and re-invoicing](#)

3.1 iTPM Deduction and Resolution workflow by role



What is your role in managing deductions and resolutions?

- 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.

3.2 Deduction vs Short-Pay vs a Normal Open Receivable

So what's the difference between a standard open receivable, a deduction and a short-pay? All three can 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.

TYPES	DESCRIPTION OF OPEN BALANCE TYPES
Normal Receivable	<ul style="list-style-type: none"> The full amount of the invoice is unpaid. You expect payment in full. 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 specifically 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 or reason code 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. Most often you will use a NetSuite credit memo for this.</p>
Short Pays & Non promotional Deductions	<ul style="list-style-type: none"> Short-pays typically have no documentation or stated reason for the short-pay. The customer just paid less than what you invoiced. You can process with standard NetSuite credit memos You can also create an iTPM deduction and resolve using the EXPENSE button to create journal entries.
Promotional Deductions	<ul style="list-style-type: none"> There is a partial payment of the invoiced amount. Deductions typically include documentation of why the customer is deducting Deductions are taken against invoices that are NOT related to the activity associated with the deduction. 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 deductions to be managed using iTPM.

Of all the types above, iTPM is designed to help you manage promotional and non-promotional deductions and short-pays. When you receive a partial payment, it can be days, even weeks before you can validate each deduction and short-pay.

3.3 Two ways to process partial payments using iTPM

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

Example #1 below:

The iTPM deduction is created **when viewing an invoice** that's been partially paid with deductions and/or short-pays.

Pro: The iTPM deduction will have direct links to the invoices that were partially paid. (Option two has links to the credit memo, which has links back to the invoices.)

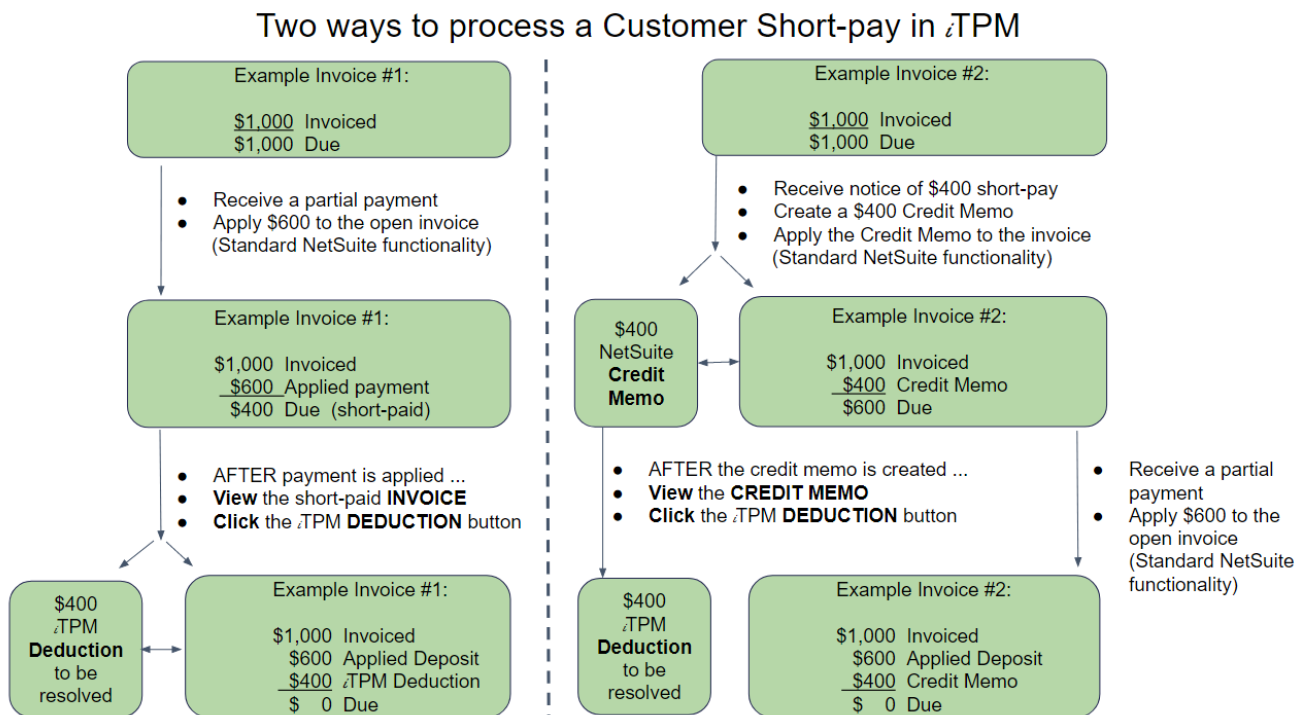
Con: Applying a partial payment across multiple invoices in NetSuite is not automated, and requires manual data entry of the applied amount. For these situations, example #2 is better.

Example #2 below:

The deduction is created when **viewing a credit memo** that is applied to partially-paid invoices.

Pro: You can start researching and resolving the iTPM deduction *BEFORE* you apply the customer's partial payment and credit memo(s) to the invoice(s).

Con: This requires an extra step to create a standard NetSuite Credit Memo, and apply it to the partially-paid invoices.

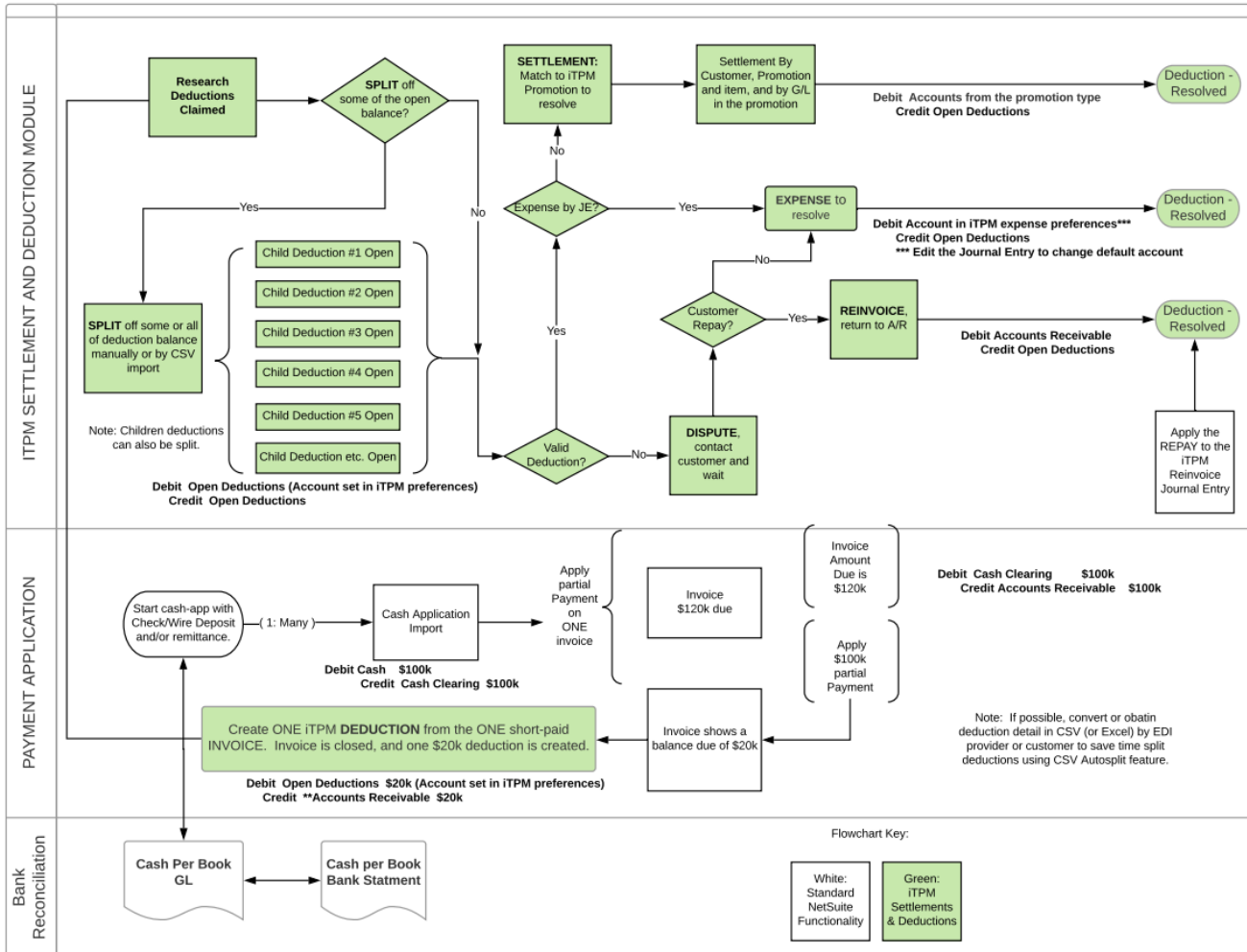


3.4 Option 1: Process partial payment applied to ONE INVOICE

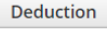
The following flowchart shows how creating a deduction and resolving it fits into the overall cash-app workflow in NetSuite:

iTPM Deduction Management Workflow: Create DEDUCTION from ONE INVOICE

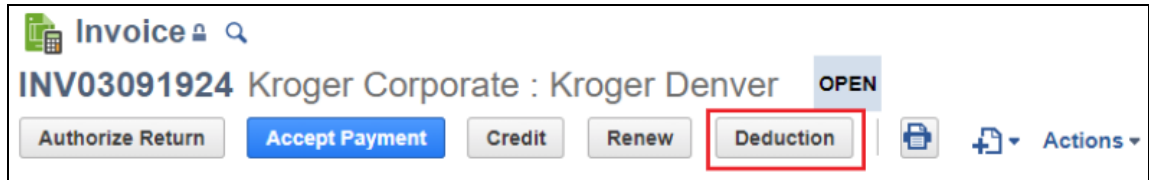
Revised November 27, 2018




In the CG industry, it is common for customers to deduct for promotional monies due. Here's how to use iTPM as part of your cash-application workflow to process deductions:

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  button appears** on the invoice if your role has the appropriate permissions. See example below:


Summary	
SUBTOTAL	3,992.00
TRANSACTION DISCOUNT	
TAX	0.00
SHIPPING COST	28.73
HANDLING COST	
TOTAL	4,020.73
AMOUNT DUE	1,000.00



 **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. Example, apply your credit memo for damages directly to the short-paid invoice, then use the DEDUCTION button to move the promotional amounts into iTPM.

After you create credit memos, iTPM will create a deduction with an amount equal to the remaining open balance.

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:** While you can create a deduction from an invoice in any closed period, you can't create a deduction from a credit memo in a closed or locked period unless the period has "Allow non-G/L changes" checked.

If "Allow non-G/L changes" is NOT checked, iTPM will give you a message. Contact your NetSuite or iTPM administrator if you get this message:

Warning!

iTPM cannot perform the requested action because the Invoice Accounting Period is either closed, or locked.

OK

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

- A: Enter a description or **other reference code** (optional): *Example, 1234*
- B: Review the **Date**: (**Used for the aging report**): *Example, Nov 13, 2018*
- C: Review the **Posting Date**: *Example, November 2018*
- D: Review the **Reference Date/ Follow-up**: *Example, leave blank if none*
- E: Check **Customer Approves Repay if appropriate**: *Example, Unchecked*
- F: Check **disputed** if this deduction is invalid: *Example, Unchecked (not-disputed)*
- G: Select **Class, Location and Department** that apply: (optional) *Example, Location = San Francisco*
- H: **Assign** this deduction to someone to resolve *Example, Alex Ring*
- I: Review the **Due Date/ Follow-up**: *Example, Nov 27, 2018*
- J: Use **Memo** to enter a description (optional): *Example, eDoc attached with more detail*
- K: Select Reason Code (optional): *Example, Promotional*

The screenshot shows the 'iTPM Deduction' form with the following fields and callouts:

- Primary Information:**
 - ENTRY NO. To Be Generated: [Empty]
 - ITPM OTHER REFERENCE CODE: [Empty] (Callout A)
 - STATUS: Open
 - ITPM CUSTOMER: Kohl's - Kohl's West (Callout B)
 - DATE: 11/13/2018 (Callout C)
 - POSTING PERIOD: Nov 2018 (Callout D)
 - REFERENCE DATE: [Empty]
 - TRANSACTION: Invoice #INV03091924 (Callout E)
 - ORIGINAL DEDUCTION: [Empty]
 - PARENT DEDUCTION: [Empty]
 - ITPM APPLIED TO: <Type then tab>
 - DISPUTED?: (Callout F)
 - CUSTOMER APPROVES REPAY?:
- Classification:**
 - SUBSIDIARY: Honeycomb Mfg
 - DEPARTMENT: [Empty] (Callout G)
 - CLASS: [Empty] (Callout G)
 - LOCATION: 01: San Francisco (Callout G)
- Assignment Detail:**
 - ASSIGNED TO: Alex Ring (Callout H)
 - DAYS AGED: 0 (Callout I)
 - DUE DATE / FOLLOW UP: 11/27/2018 (Callout I)
 - ASSIGNED ON: 11/13/2018
 - DAYS SINCE ASSIGNED: [Empty]
 - DAYS TO NEXT ACTION: 14
- Transaction Detail:**
 - ITPM AMOUNT: 1,000.0
 - SPLIT OFF: 0.00
 - REASON CODE: Promotional (Callout K)
 - CREDIT: [Empty]
 - OPEN BALANCE: 1,000.0
 - TOTAL SETTLEMENTS: 0.00
 - MEMO: [Empty] (Callout J)
 - DEBIT: [Empty]

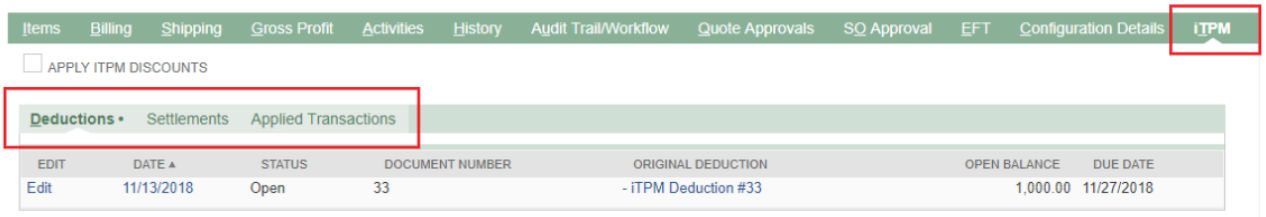
Click **SAVE** when done to **close the invoice**, and **create an iTPM deduction**.

How will I know my closed invoice had a short-pay or deduction? 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 is a list of all the deductions related to your invoice, including splits.


Settlements subtab: This is a list of settlements that resolved some or all of this deduction.

Transactions subtab: This is a list of journal entries that were used to resolve some or all of this deduction. If you created the deduction from a credit memo, it may also appear under this subtab.



The screenshot shows the iTPM interface with a navigation bar at the top containing tabs: Items, Billing, Shipping, Gross Profit, Activities, History, Audit Trail/Workflow, Quote Approvals, SO Approval, EFT, Configuration Details, and iTPM. Below the navigation bar is a checkbox labeled 'APPLY ITPM DISCOUNTS'. Underneath is a subtab bar with three options: 'Deductions •', 'Settlements', and 'Applied Transactions'. The 'Deductions •' subtab is active and contains a table with the following data:

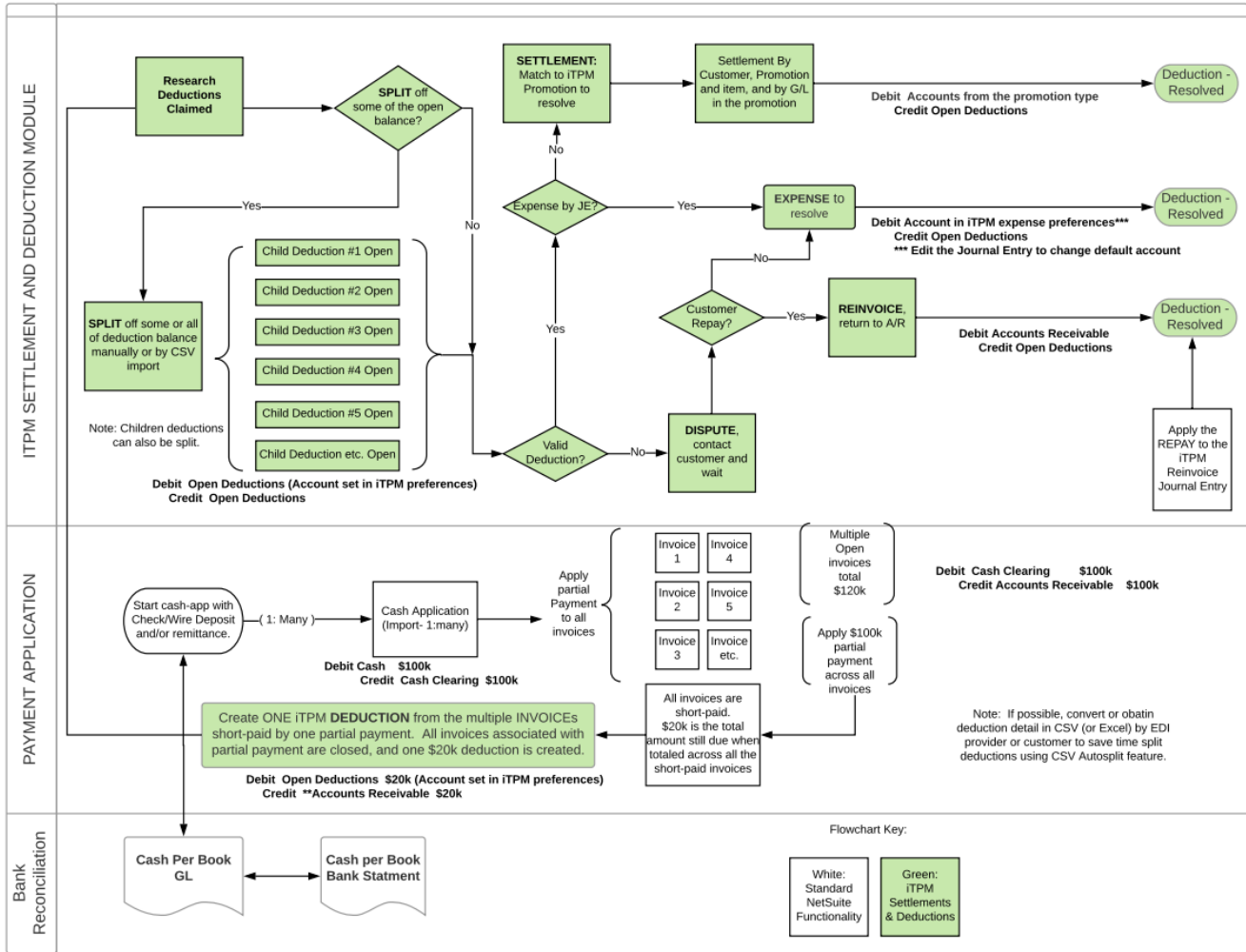
EDIT	DATE ▲	STATUS	DOCUMENT NUMBER	ORIGINAL DEDUCTION	OPEN BALANCE	DUE DATE
Edit	11/13/2018	Open	33	- ITPM Deduction #33	1,000.00	11/27/2018

 **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.

3.5 Option 2: Process partial payment applied to MANY INVOICES

The following flowchart shows how to create a simple credit memo to process a complex partial payment that includes many open invoices and multiple deductions:

iTPM Deduction Management Workflow: Create DEDUCTION from MULTIPLE INVOICES Revised November 27, 2018



Note: If the payment linked to your invoice is associated with more than 25 short-paid invoices, you will get this message:

For these situations, use a credit memo to process the partial payment, and create your deduction from the credit memo.

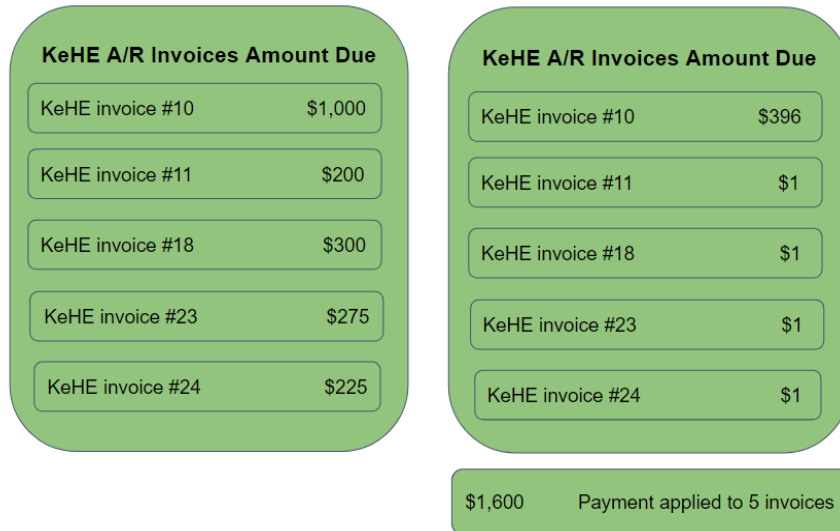
Warning!

There are more than 25 open invoices associated with the payment corresponding to this invoice. Please create one or more credit memos to close the invoices and then create a deduction from the credit memo(s).

OK

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

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



Step One: Use standard NetSuite functionality to apply a payment to multiple invoices. If any invoices have partial payments, 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. [\(Your alternative is to use the credit memo approach.\)](#)

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 checked="" type="checkbox"/>	8/31/2015		Invoice	INV03091668	1,350.00	1,350.00	USA			0.00	1.00
<input checked="" type="checkbox"/>	9/7/2015		Invoice	INV03091669	1,575.00	1,575.00	USA			0.00	321.00
<input checked="" type="checkbox"/>	11/7/2015		Invoice	INV03091696	1,575.00	1,575.00	USA			0.00	
<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. Alternative: Use credit memo approach.

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

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

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


KeHE A/R Invoices Amount Due	
KeHE invoice #10	\$0
KeHE invoice #11	\$0
KeHE invoice #18	\$0
KeHE invoice #23	\$0
KeHE invoice #24	\$0

\$400	iTPM open deduction
-------	---------------------

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 has the invoice you selected. If iTPM finds any other invoices that were partially paid with the same payment, 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.

 **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 the period with the credit memo or invoice associated with the iTPM deduction is closed or locked, then NetSuite will not allow the iTPM deduction to be deleted.

- iTPM Deduction

More

Yes No Cancel

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 **SAVE** and create the deduction.

- iTPM Deduction

Submit Cancel

Primary Information

ENTRY NO. To Be Generated

DATE 10/9/2017 DISPUTED?

INVOICE Invoice #INV03091661 Invoice #INV03091669 Invoice #INV03091696

STATUS Open

CUSTOMER Advanced Machining Techniques Inc.

APPLIED TO TRANSACTION

ORIGINAL DEDUCTION

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

Step Three, NO:

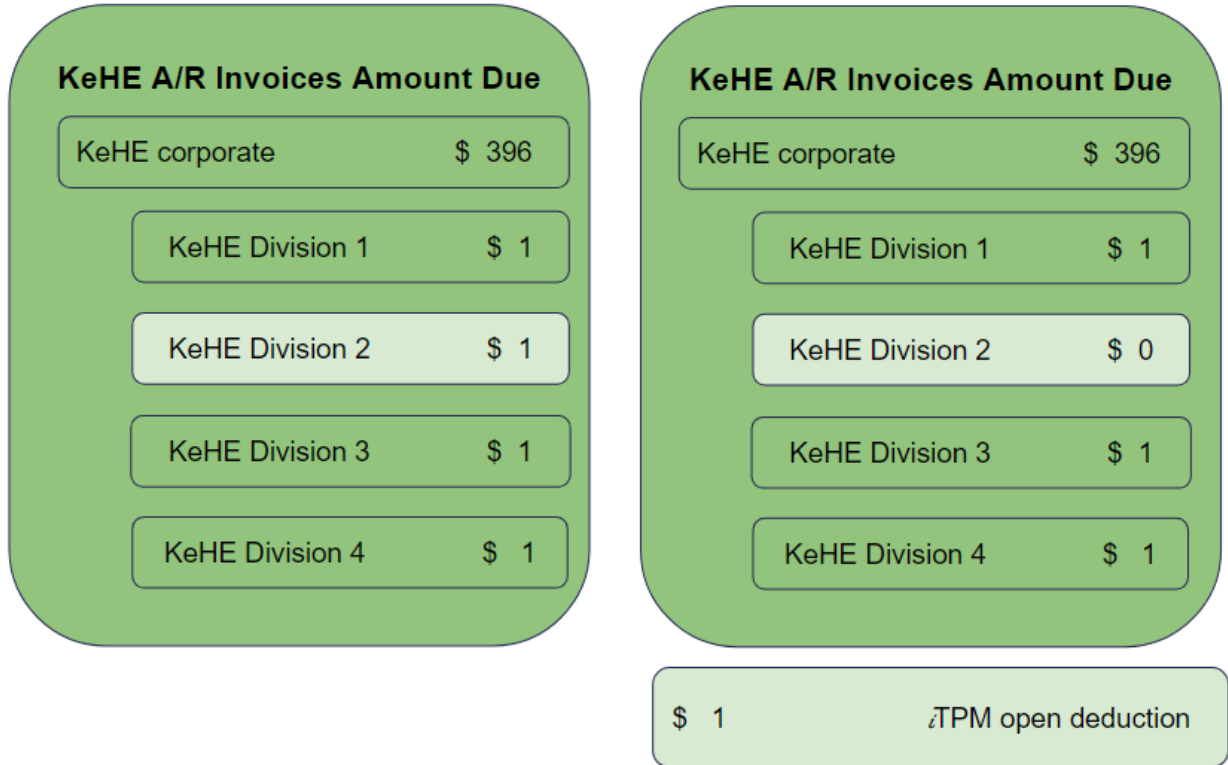
If you select **NO** in the screen above, **one deduction will be created for ONLY the invoice you selected**. Only the invoice you were viewing will be closed.

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.



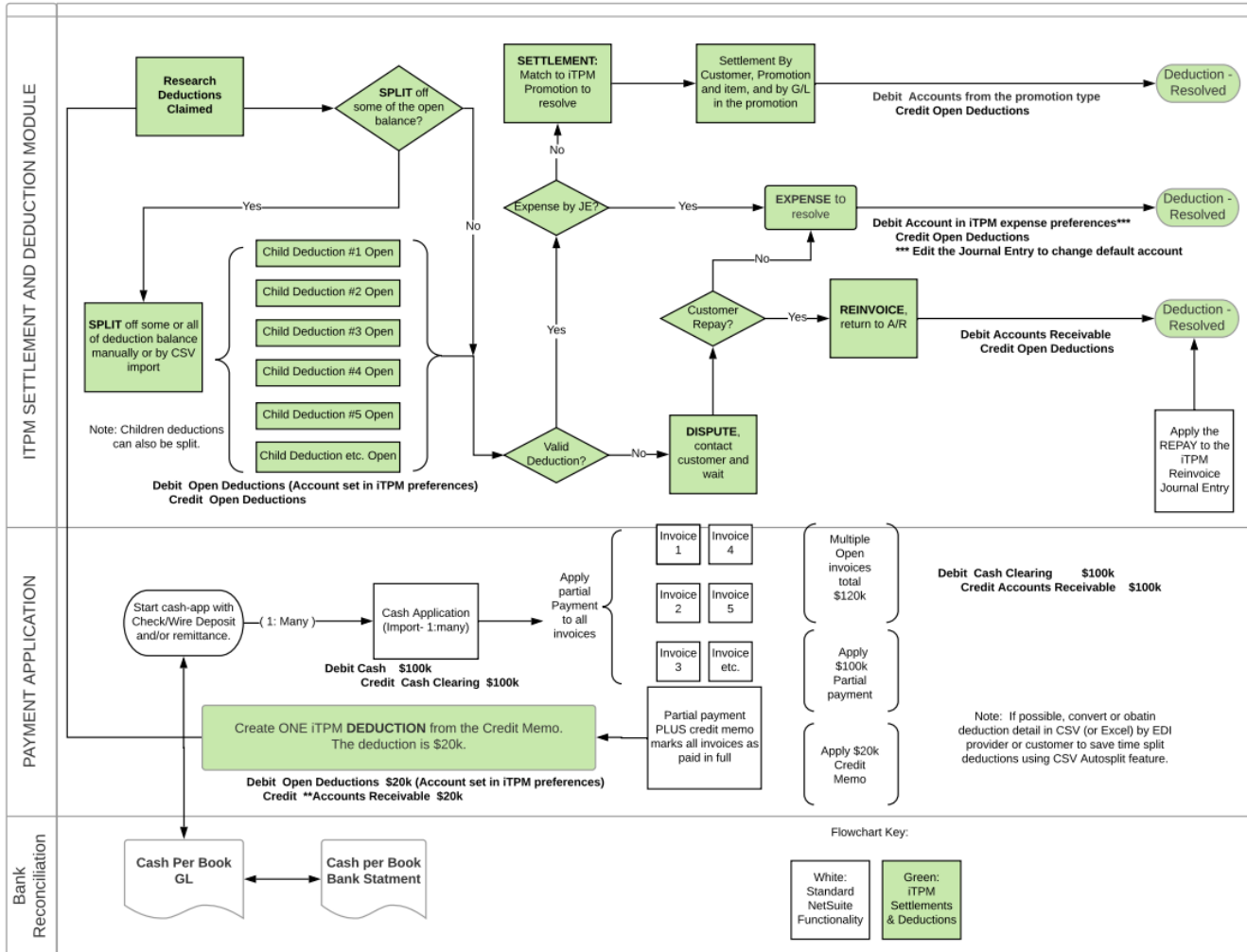
Helpful Hint: To create a deduction and close the one invoice you've selected, follow the same steps as [deductions taken against a single invoice](#).

3.6 Create a Deduction from CREDIT MEMO applied to invoices

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 a CREDIT MEMO

Revised November 27, 2018



Helpful Hint: This is the preferred and simpler approach when customers pay many invoices in full with a partial payment and multiple deductions.

Suggested Best practice: Create a NON-INVENTORY item associated with the same account you selected as your open deduction chart-of-account. The credit memos you create will put the deductions directly into your suspense account. Creating the deduction from this credit memo has no net financial impact because the debits and credits will also be in the same suspense account.

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 SAVE**. You have created a deduction from a credit memo.

The screenshot shows the 'Credit Memo' interface for 'MEM00000035 Kroger Company'. The status is 'OPEN'. The interface includes several buttons: 'Edit', 'Back', 'Refund', 'Deduction', and 'Match to Deduction'. The 'Deduction' button is highlighted. Below the buttons, there are three columns of data: CUSTOMER (Kroger Company), LOCATION (01: San Francisco), EST. EXTENDED COST (0.00), DATE (11/13/2018), SALES REP (Mary Redding), EST. GROSS PROFIT (2,000.00), SUBSIDIARY (Honeycomb Mfg), CLASS, EST. GROSS PROFIT PERCENT (100.0%), POSTING PERIOD (Nov 2018), DEPARTMENT, MEMO, CREDIT # (MEM00000035), EMAIL (aa@fake-email.com), CURRENCY (USA), and CONTACT(S). A 'Summary' table is also visible on the right side of the interface.

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

The credit memo must be in an open accounting period, or “Allow non G/L changes” must be checked. If not and the period is locked or closed, you will receive this message:

The warning dialog box has a blue header with the text 'Warning!'. The main text reads: 'iTPM cannot perform the requested action because the Invoice Accounting Period is either closed, or locked.' There is an 'OK' button at the bottom of the dialog.

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.

4.0 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 deduction to a promotion ([Chapter 5](#))
- **Expense** the deduction using a pre-populated Journal Entry, select chart-of-account. ([Chapter 6](#))
- **Dispute** the deduction. If customer will repay, re-invoice. ([Chapter 7](#))

For a picture of the workflow, go to [section 3.1 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.
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.

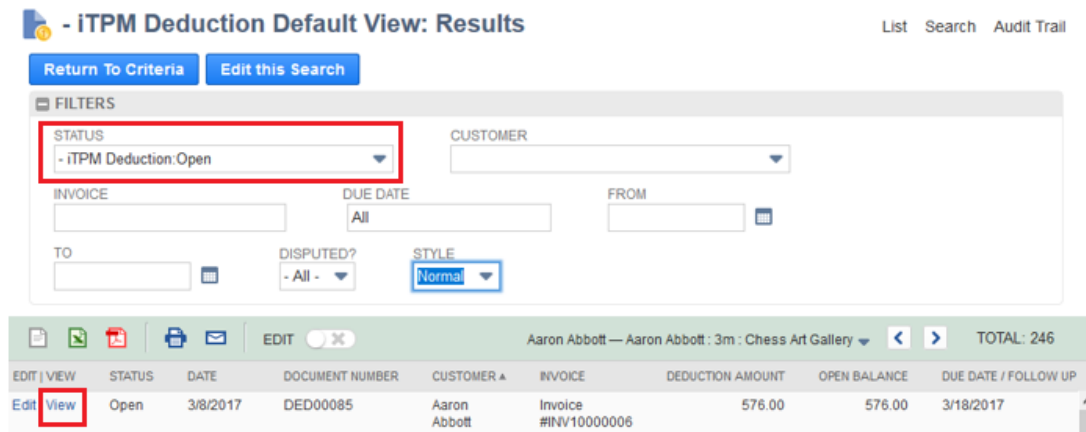
Why can't I change the customer on my deduction? When you create a deduction, the deduction retains the customer from the original invoice or credit memo.

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.


4.1 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. 

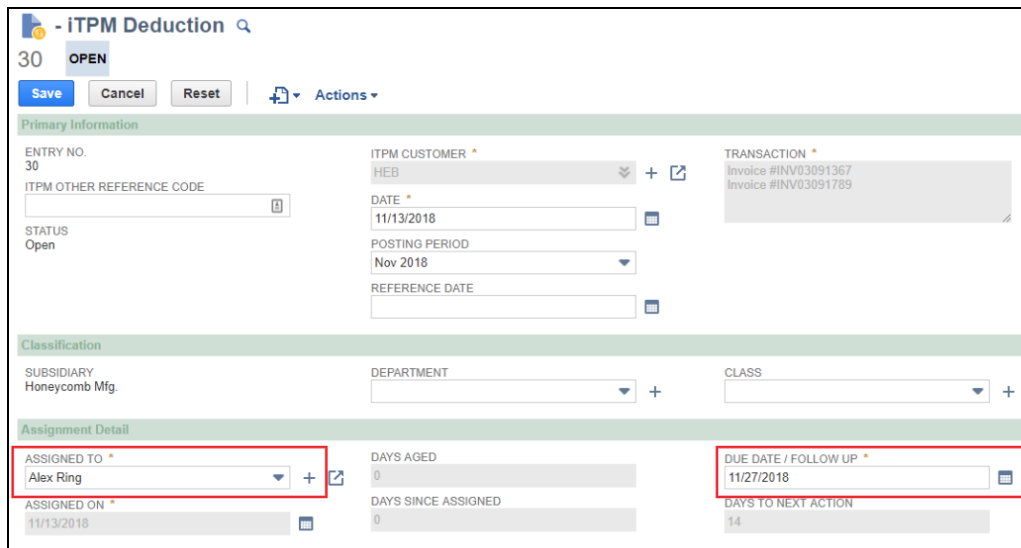


The screenshot shows the 'iTPM Deduction Default View: Results' interface. At the top, there are buttons for 'Return To Criteria' and 'Edit this Search'. Below this is a 'FILTERS' section with several dropdown menus: 'STATUS' (set to '- iTPM Deduction:Open'), 'CUSTOMER', 'INVOICE', 'DUE DATE' (set to 'All'), 'FROM', 'TO', 'DISPUTED?' (set to '- All -'), and 'STYLE' (set to 'Normal'). Below the filters is a toolbar with icons for print, email, and edit, along with the text 'Aaron Abbott — Aaron Abbott : 3m : Chess Art Gallery' and 'TOTAL: 246'. A table of deductions is displayed below the toolbar, with columns for 'EDIT | VIEW', 'STATUS', 'DATE', 'DOCUMENT NUMBER', 'CUSTOMER', 'INVOICE', 'DEDUCTION AMOUNT', 'OPEN BALANCE', and 'DUE DATE / FOLLOW UP'. The first row shows a deduction with status 'Open', date '3/8/2017', document number 'DED00085', customer 'Aaron Abbott', invoice 'Invoice #INV1000006', deduction amount '576.00', open balance '576.00', and due date '3/18/2017'. The 'VIEW' button in the first column of this row is highlighted with a red box.

 **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



The screenshot shows the 'iTPM Deduction' edit form. At the top, it displays '30 OPEN' and buttons for 'Save', 'Cancel', 'Reset', and 'Actions'. The form is divided into several sections: 'Primary Information' with fields for 'ENTRY NO.' (30), 'ITPM OTHER REFERENCE CODE', 'STATUS' (Open), 'ITPM CUSTOMER' (HEB), 'DATE' (11/13/2018), 'POSTING PERIOD' (Nov 2018), 'REFERENCE DATE', and 'TRANSACTION' (Invoice #INV03091367, Invoice #INV03091789); 'Classification' with fields for 'SUBSIDIARY' (Honeycomb Mfg.), 'DEPARTMENT', and 'CLASS'; and 'Assignment Detail' with fields for 'ASSIGNED TO' (Alex Ring), 'ASSIGNED ON' (11/13/2018), 'DAYS AGED' (0), 'DAYS SINCE ASSIGNED' (0), 'DUE DATE / FOLLOW UP' (11/27/2018), and 'DAYS TO NEXT ACTION' (14). The 'ASSIGNED TO' and 'DUE DATE / FOLLOW UP' fields are highlighted with red boxes.

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 additional analysis?

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* in your 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

4.2 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 EDIT**
- **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

Pick

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

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

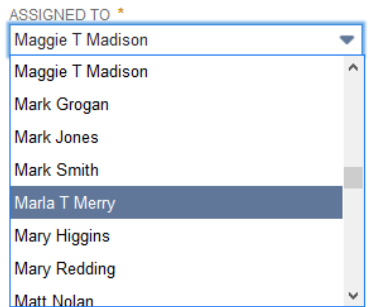


Helpful Hint: Use follow-update to manage your time each day and focus on the deductions that need your attention. iTPM provides a number of [deduction aging](#) measures.

4.3 Assign, Reassign Deductions (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 EDIT**
- Based on your research, **change the person assigned** responsibility for this deduction.



- **Click SAVE**



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.



Helpful Hint: Under the communication subtab you can also use standard NetSuite functionality to assign tasks to other NetSuite users related to your deduction.



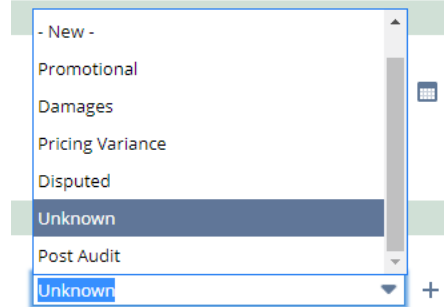
Note: The list of NetSuite users is not filtered based on role or access to iTPM. This list contains ALL of your NetSuite users. Don't assign a deduction to someone that doesn't have permissions to use iTPM, or does not have the responsibility to research and resolve deductions.

4.4 Select, Update Reason Code

Reason code on the deduction can be used for reporting, and to help with deduction workflow.

Here are the steps select or change the reason code of a deduction:

- Find a deduction with an open balance in your deduction list.
- Click on **EDIT**



- Check the appropriate reason code for your deduction:
- Click **SAVE**

Transaction Detail

ITPM AMOUNT *	SPLIT OFF	REASON CODE
7,448.00	0.00	Unknown
OPEN BALANCE *	TOTAL SETTLEMENTS	MEMO
7,448.00		Deduction applied on Invoices INV03091291

Use Reason Code to help you find and work specific types of deductions. The screenshot below shows reason code in the filters and as a column in the default deduction list:

- iTPM Deductions Default: Results List Search Audit Trail

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

FILTERS

ASSIGNEE: - All - STATUS: - All - CUSTOMER: INVOICE:

DISPUTED?: - All - REASON CODE: - All - FOLLOW-UP DATE: All FROM: TO:

TRANSACTION DATE: FROM: TO: STYLE: Normal

EDIT VIEW	INTERNAL ID	STATUS	DATE ▼	DOCUMENT NUMBER	ITPM CUSTOMER	TRANSACTION	PERFORMANCE DATE	REASON CODE	ORIGINAL	SPLIT OFF
Edit View	8178	Open	10/12/2018	20	Advanced Machining Techniques Inc.	CustInvc-INV03091291,CustInvc-INV03091661,CustInvc-INV03091668,CustInvc-INV03091684,CustInvc-INV03091695,CustInvc-INV03091707		Unknown	7,448.00	0.00

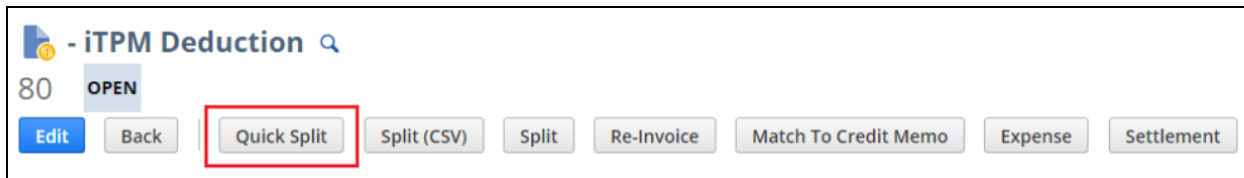
TOTAL: 20

4.5 QUICK SPLIT a Deduction

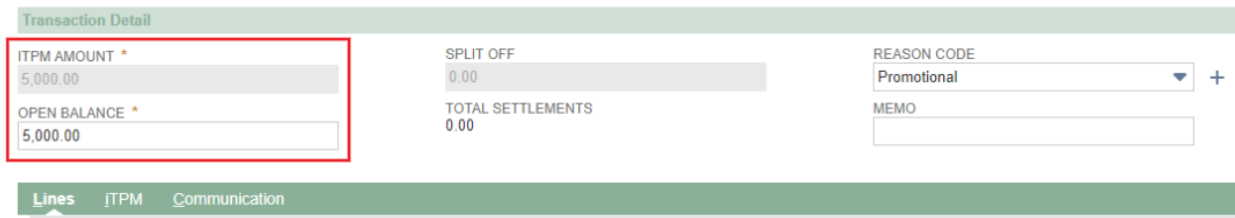
Sometimes retailers combine several promotions and expenses into one deduction, or you may have created one deduction from a credit memo that represented multiple deductions.

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.

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 an amount to split off that is less than the open balance.



1. **View** an open deduction you want to split into two individual deductions.
2. Click **QUICK SPLIT** to create another deduction with some of the open balance:
3. Enter the amount you want to split off. This will become a separate deduction.



4. Optional: Change any information that's carried forward from the deduction you are splitting:

- | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A: Enter a description or other reference code (optional):</p> <p>B: Review the Date: (Used for the aging report):</p> <p>C: Review the Posting Date:</p> <p>D: Review the Reference Date/ Follow-up:</p> <p>E: Check Customer Approves Repay if appropriate:</p> <p>F: Check disputed if this deduction is invalid:</p> <p>G: Select Class, Location and Department that apply: (optional)</p> <p>H: Assign this deduction to someone to resolve</p> <p>I: Review the Due Date/ Follow-up:</p> <p>J: Use Memo to enter a description (optional):</p> <p>K: Select Reason Code (optional):</p> | <p><i>Example, 1234</i></p> <p><i>Example, Nov 13, 2018</i></p> <p><i>Example, November 2018</i></p> <p><i>Example, leave blank if none</i></p> <p><i>Example, Unchecked</i></p> <p><i>Example, Unchecked (not-disputed)</i></p> <p><i>Example, Location = San Francisco</i></p> <p><i>Example, Alex Ring</i></p> <p><i>Example, Nov 27, 2018</i></p> <p><i>Example, eDoc attached with more detail</i></p> <p><i>Example, Promotional</i></p> |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Click **SAVE** 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.

4.6 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*

The screenshot shows the top of the iTPM Deduction interface. At the top left, there is a search bar with the text '- iTPM Deduction' and a magnifying glass icon. Below the search bar, the number '80' and the word 'OPEN' are displayed. A row of buttons is visible: 'Edit', 'Back', 'Quick Split', 'Split (CSV)', 'Split', 'Re-Invoice', 'Match To Credit Memo', 'Expense', and 'Settlement'. The 'Split' button is highlighted with a red rectangular box.

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 buttons for 'Save', 'Cancel', and 'Reset'. Below these are several input fields and checkboxes, including 'CUSTOM FORM', 'INACTIVE', and 'ITPM DEDUCTION'. On the right side, there are summary statistics: 'ITPM OPEN BALANCE 299.00', 'TOTAL LINE AMOUNT 59.89', and two checkboxes for 'ITPM SPLIT PROCESS COMPLETED?' and 'ITPM IMPORT COMPLETED?'. The main part of the form is a table with the following columns: 'SPLIT REFERENCE CODE', 'SPLIT MEMO', 'SPLIT AMOUNT*', and 'SPLIT DISPUTED?'. The table contains three rows of data:

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	

Below the table, there are buttons for 'Add', 'Cancel', 'Insert', and 'Remove'.

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](#).

4.7 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:

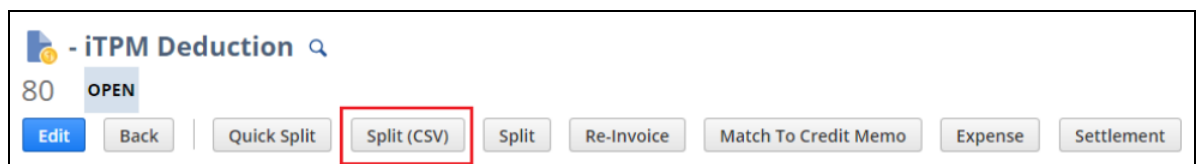
	A	B	C	D	E
1	Deduction_ID	Split_Amount	Split_Disputed?	Split_Memo	Split_ReferenceCode
2	- iTPM Deduction #37	400	Yes	Not valid	
3	- iTPM Deduction #37	600.5	No		ABC12345
4	- iTPM Deduction #37	999.5	No	Ad fee January	142334-b

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 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

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

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

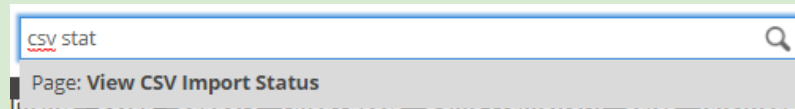


Helpful Hint: If you need to edit the deduction ID using Excel, put a single quote at the front of the iTPM deduction ID. Without this quote Excel thinks the deduction ID is a formula. Example: '- iTPM Deduction #80

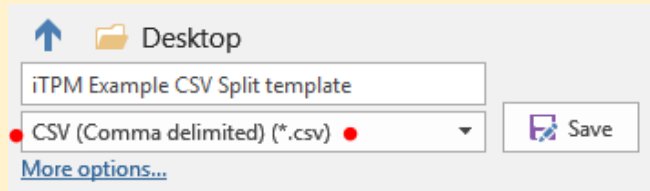
Don't forget the space between the dash and the iTPM in the deduction ID.



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'"

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

Find and view a deduction. ([See section 4.1 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.



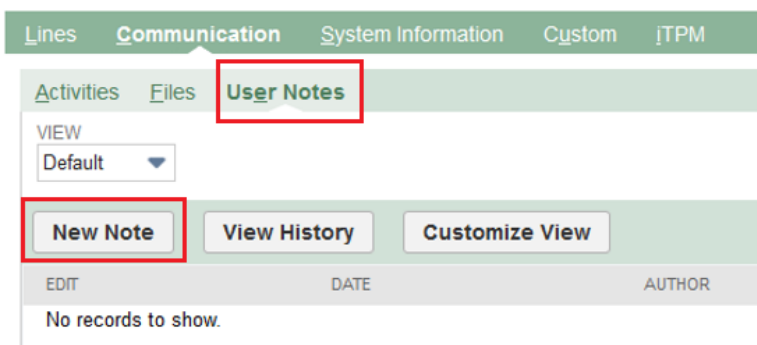
Helpful Hint: If you used the SPLIT button on the deduction you are viewing, the SPLITS sublist will show you all of the deductions created by the SPLIT button from this promotion.

4.10 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

4.11 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

4.12 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:

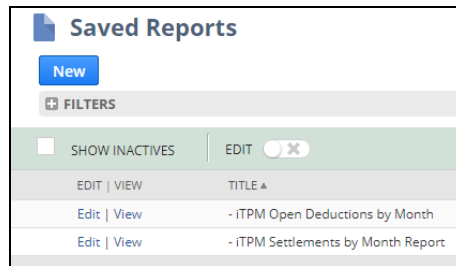
Measure	Measure description and how to use it
Days since assigned	Use this to proactively work on deductions that are recently assigned to you. The deduction may be old, but this measure tells you it's new to your responsibility.
Days to Next Action date	Use this for timely follow-up on the deductions 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.




Note: This report does NOT show open deductions as of the end date of the report. If you resolve a deduction in April, and in April run the Open Deductions report through March, the resolved deduction will NOT show up in on the report. This report is not based on a log which shows the open balance as of any point in time.

iTPM Honeycomb Holdings Inc. : Honeycomb US-East -iTPM Deduction Aging by Month Report April 8, 2017 - May 7, 2018												
Report that displays the aging of open deductions for each customer.												
NAME	DEDUCTION NUMBER	ORIGINAL DEDUCTION	DATE CREATED	TRANSACTION STATUS: DESCRIPTION	ASSIGNED ON	DECEMBER 2017 Open Balance	JANUARY 2018 Open Balance	FEBRUARY 2018 Open Balance	MARCH 2018 Open Balance	APRIL 2018 Open Balance	MAY 2018 Open Balance	TOTAL Open Balance
Aaron Abbott							1,551.48	6,020.73	2,571.85	2,158.61		12,302.67
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						50.00
Total - Acera						50.00				704.02	300.01	1,054.03
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 at  the bottom of the review window to export your report to Excel.

5.0 Resolve PROMOTIONAL Deductions: SETTLEMENTS

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

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).

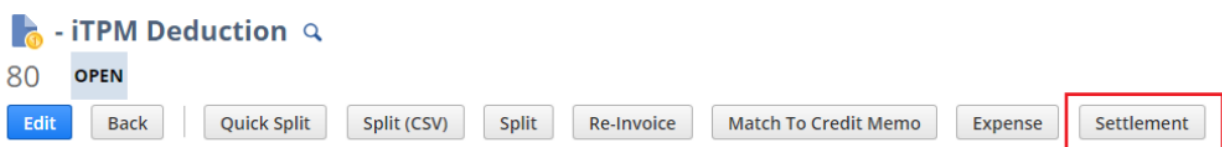
For a picture of the settlement and deduction workflow, go to [section 3.1](#).



Helpful Hint: You don't need to create promotions and use settlement to resolve all your promotional deductions. You can choose to use the EXPENSE button and use journal entries to expense the deduction to the appropriate chart-of-account. This approach is most useful for promotions executed before you implemented iTPM, and for promotions to small customers that are not large enough to be planned in iTPM.

5.1 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

Cancel

APPLY TO	PROMOTION TITLE	OTHER REF CODE	PROMOTION TYPE	CONDITION	SHIP START DATE	SHIP END DATE
9	400pm Test		MCB (direct accounts)	Active	8/21/2018	8/31/2018
6	iPad test 1	iPad test 1	Slotting	Active	8/20/2018	9/21/2018
43	Promotion for testing Buttons 08/22 #7		Slotting	Completed	8/13/2018	8/21/2018

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.



Helpful Hint: Don't edit the lines subtab of your settlement, just enter the information in the settlement form. If you change the lines of a settlement, iTPM will overwrite your lines to insure data integrity.

Step 3: Enter Amount to Resolve & More

The deduction number and open balance is displayed on the screen. See Red Box 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 **Location:** (optional): *Example, Retail, Mkting, Tampa*
- D:** Enter a **Memo:** (optional): *Example, March TPR*
- E:** Enter **Lump Sum* to pay:** (Compare to Net Liability) *Example, \$0*
- F:** Enter **Bill Back* to pay:** (Compare to Net Liability) *Example, \$576*
- G:** 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, Classification, Promotion Detail, and Transaction Detail. Annotations A through G point to specific fields:

- A:** Points to the 'ITPM OTHER REFERENCE CODE' field.
- B:** Points to the 'DATE' field.
- C:** Points to the 'LOCATION' dropdown menu.
- D:** Points to the 'MEMO' field in the Transaction Detail section.
- E:** Points to the 'SETTLEMENT : LUMP SUM' field.
- F:** Points to the 'SETTLEMENT : BILL-BACK' field.
- G:** Points to the 'SETTLEMENT : MISSED OFF-INVOICE' field.

A red box highlights the 'ITPM APPLIED TO - ITPM Deduction #34' and 'DEDUCTION OPEN BALANCE * 23,132.11' in the Primary Information section.


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

If your settlement request is complete, click SAVE when done.

To help confirm the amount for this promotion, review the *Transaction Detail* section.


- Net Promotional Liability: This is the net amount that iTPM calculates you owe.

If you pay more than the *Net Liability* amount, the amount above net liability is an overpayment. When you close a promotion, any remaining net liability is released and set to zero.

 **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 take 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 **SAVE**, 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.

Lines	Communication	System Information	Custom	iTPM	EFT	Configuration Details	Box Files	
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**. The record is divided into three sections: Primary Information, Classification, and Detailed Information.

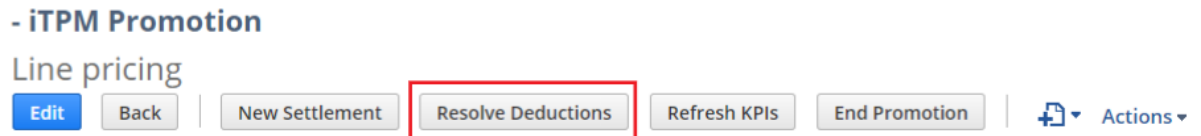
Primary Information				
ENTRY NO. DED00004	INVOICE Invoice #INV10000001	STATUS Resolved	DATE 2/9/2017	
ORIGINAL DEDUCTION	OTHER REFERENCE CODE Changed Code	CUSTOMER Aaron Abbott : 3M : Chess Art Gallery	POSTING PERIOD Feb 2017	
			PARENT Aaron Abbott : 3M	

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		
OPEN BALANCE 0.00	DAYS AGED 103			

5.2 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

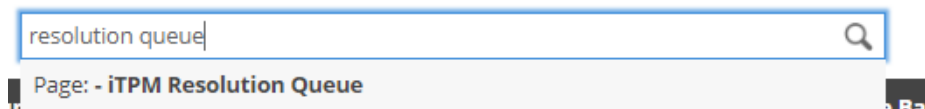
MOP *
 Bill-Back

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.



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	

5.3 ADJUST Spend (Settlement)

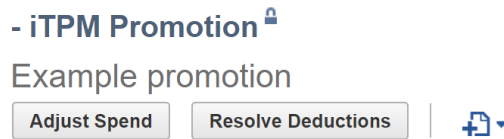
The ADJUST SPEND button creates settlements that adjust your spending KPIs and accruals for a promotion, but have NO financial impact.

Examples of when to use ADJUST SPEND:

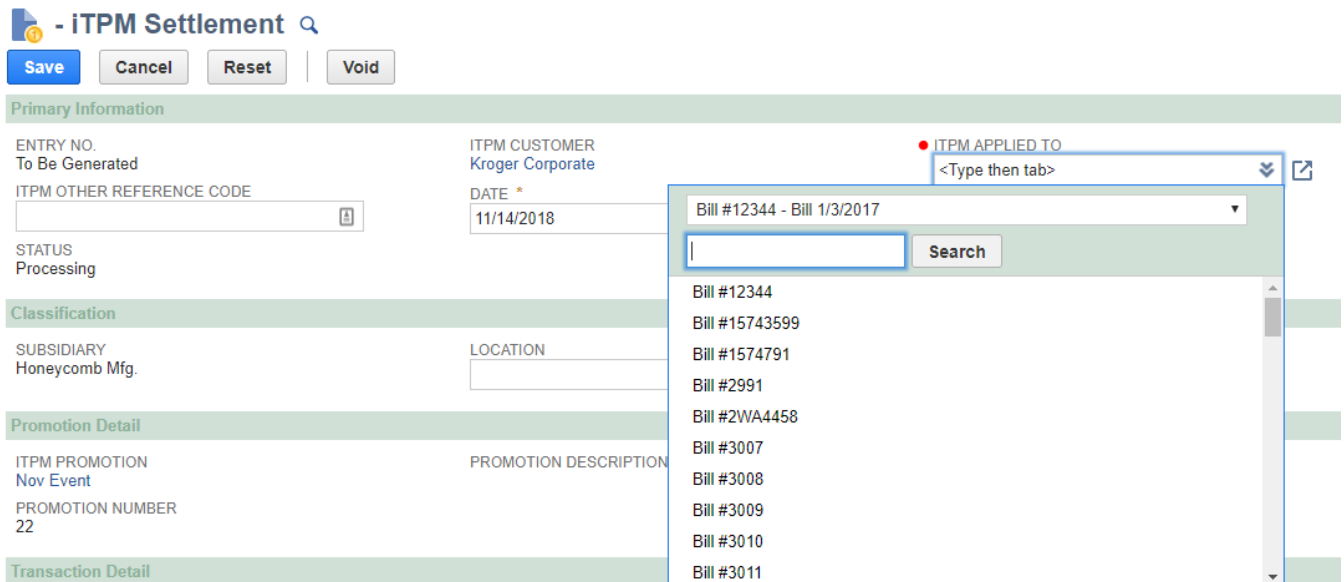
- You paid an indirect account by check or ACH, and you want a promotion KPIs to reflect the spending. For example, you paid \$100 directly to a specific retailer, and UNFI will not deduct on behalf of this retailer.
- You have spending that's related to the promotion, but it's already expensed correctly. Examples include promotional drop ship charges, cardboard for customer specific display units, etc.
- You realize that the KPIs for this promotion over state spending. You don't want to void and reprocess the settlement because last year's financials are final. However, you want to adjust this promotion's KPIs so they more accurately reflect the promotion's results.

1: Find and view the promotion.

2: Click **ADJUST SPEND**



3. OPTIONAL: Select a vendor bill, payment, or other NetSuite transaction to associate with this spend adjustment. No G/L impact is created by this selection. This is just a searchable field to help with reporting and documenting your KPI spend adjustment. If you select a deduction, the open balance will NOT be resolved or changed using a spend adjustment, but the promotion KPI will be adjusted.



4. Enter a memo which describes your adjustment, and the LUMP sum and/or Bill-back settlement amounts to adjust your KPIs. (We support both positive and negative adjustments)

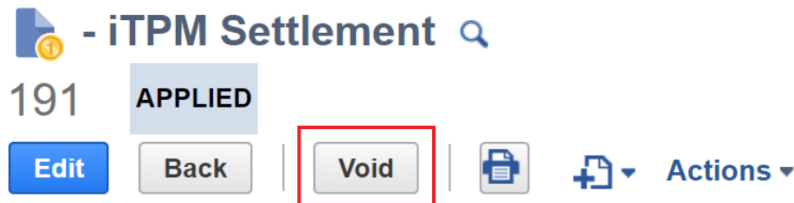
Transaction Detail		
ITPM AMOUNT *	NET LIABILITY : LUMP SUM	NET LIABILITY : BILL-BACK
<input type="text"/>	56,292.00	0.00
MEMO	SETTLEMENT REQUEST : LUMP SUM	SETTLEMENT REQUEST : BILL-BACK
<input type="text"/>	0.00	0.00
	UNDER (OVER) PAID : LUMP SUM	UNDER (OVER) PAID : BILL-BACK
	0.00	135.00

5. SAVE.

When the KPIs are refreshed in about 15 minutes, your KPIs will be adjusted accordingly. While the settlement is being processed, your adjustment will appear under the *Pending Spend* KPI columns under the KPI subtab on your promotion.

5.4 VOID a Settlement

1. **View the settlement** you need to VOID. ([5.7 Find and Review Settlement Requests](#))
(You will only see the *VOID* button if your role has the appropriate permissions.)
2. **Click on the 'VOID'** button.



iTPM creates a mirror image settlement to reverse your settlement. The voided settlement status will be VOIDED, and the reversing settlement will be APPLIED. The reversing settlement will show the voided settlement number in the "iTPM Applied to" field.

- iTPM Settlement 198 **APPLIED**

Edit Back Print Actions

Primary Information

ENTRY NO.	DATE	ITPM CUSTOMER	STATUS
198	10/31/2018	Publix	Applied

ITPM OTHER REFERENCE CODE: Settlement on 10/31 #3

● ITPM APPLIED TO: - iTPM Settlement #191 ●

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

Helpful Hint: To void your settlement, iTPM will create and apply a mirror-image settlement that essentially reverses the voided settlement. Look for the matching settlement in the 'iTPM Applied To' field.

5.5 Review & CLOSE PROMOTION if no more payments.

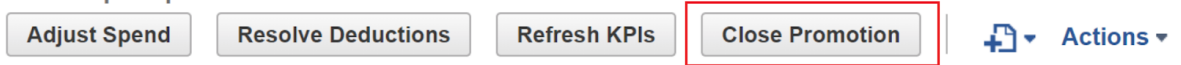
You've now resolved deductions to a promotion. If you have to make multiple payments against a promotion, use the *RESOLVE DEDUCTIONS* button for each request.

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 *RESOLVE DEDUCTIONS* button will no longer be available and visible.

- iTPM Promotion [🔒]

Example promotion




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

- iTPM Promotion [🔒]

Example promotion



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

5.6 Settlement Statuses

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

Settlement Status	Required Next Action
Processing	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)
Requested	<p>Wait for your settlement requests to be processed. These are created from the RESOLVE DEDUCTION button on the promotion. When you click SAVE, your request goes into a queue to be processed. To see the status of these settlements, go to <i>iTPM -> Resolutions -> Resolution Queue</i></p> <p>You can also see these requests on the promotion under the KPI subtab in the row labeled "Requested Spend."</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 Processing status when they are saved.</p> <p>VOID* the settlement request if it is incorrect.</p>
Voided	The settlement has been voided.



Helpful Hint: Sometimes when promotions are backdated or edited after being approved, not all the KPI measures are recalculated. If you see a settlement that's been in Processing status for more than a few hours, your settlement may be stuck. Most times, here's how to fix it:

- View the settlement that's stuck in *Processing* status.
- Click on the link to the associated promotion.
- Typically when this happens, the ADJUST SPEND and RESOLVE DEDUCTIONS buttons will NOT be visible.
- **While viewing the promotion, click on REFRESH KPI.**
- In about 15 minutes after the KPIs are refreshed, you'll see the ADJUST SPEND and RESOLVE DEDUCTIONS on your promotion.
- In about 30 minutes or so you should see your settlement move from *Processing* to *Applied* status.

5.7 Find and Review Settlements

Here are the steps to view settlements.

- Click on **iTPM-> Resolutions -> Settlements**
- Optional: Click on the “plus sign” next to filters **+ FILTERS**
- Optional: Change the Filter to help you find your settlement.
- Optional: Click on a column to change the sort order. Again to reverse sort order.
- **Find a settlement** that you want to view 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:

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

TOTAL: 7

5.8 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	

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

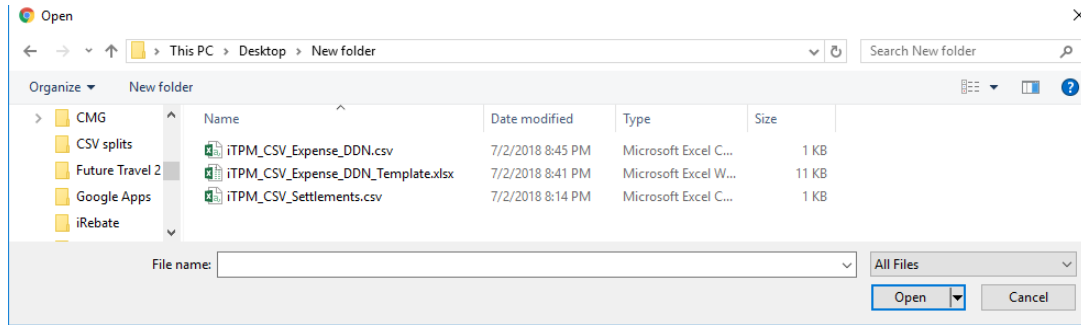
	A	B	C	D	E
1	Enter the iTPM Promotion Internal ID in this column to specify the promotion on which the settlement should be created. The iTPM Promotion specified here must be Approved & Completed, or Approved & Active with the "ALLOW SETTLEMENTS WHEN PROMOTION IS ACTIVE?" checkbox on the iTPM Promotion 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	REQUIRED	REQUIRED	REQUIRED	REQUIRED	OPTIONAL
3	Promotion_Internal_ID	Deduction_Number	Resolution_Amount	MOP	Memo

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

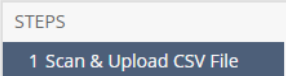
Go to Setup -> Import/Export -> Saved CSV Imports

Click on "- iTPM Bulk Settlements"

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



Import Assistant

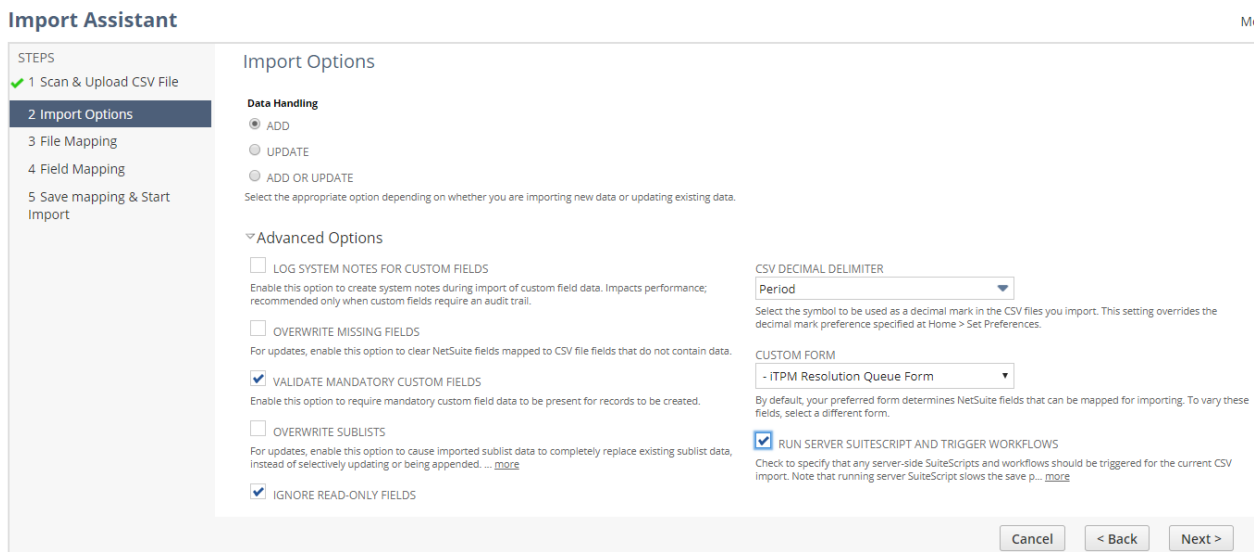


Step 4: You are on step 1 in NetSuite. (see this in upper left corner)

Click **NEXT** in the lower right corner.

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

Click **NEXT** in the lower right corner. (be sure to check "Run server script...")

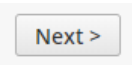


Step 6:

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

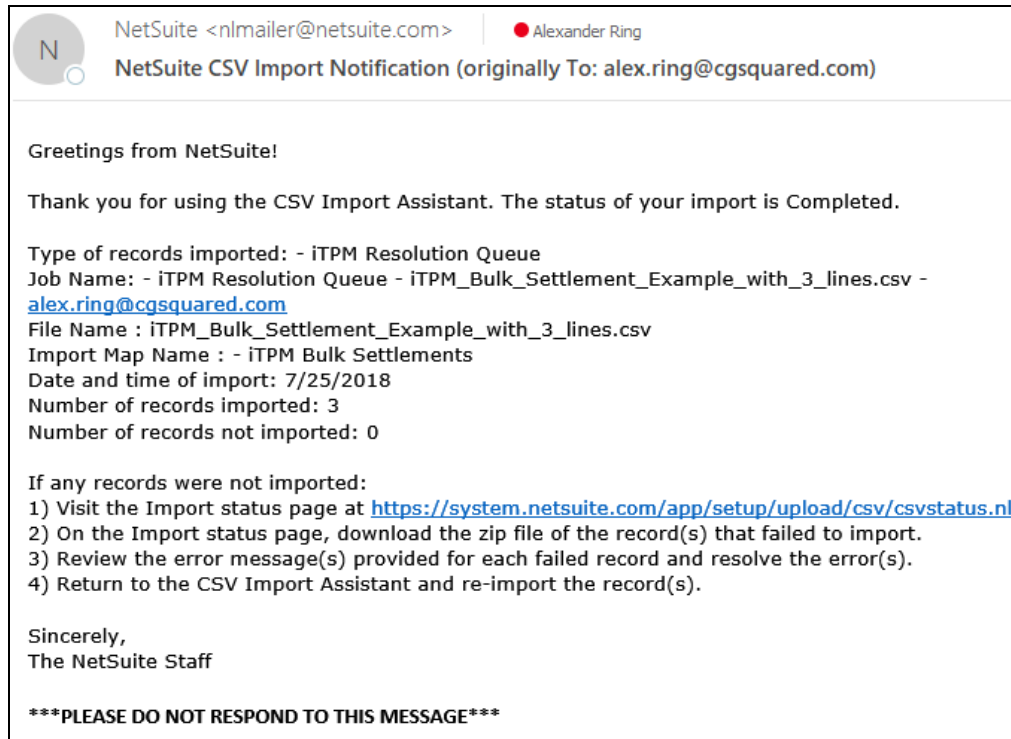
✓ **Confirmation**

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 2 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	

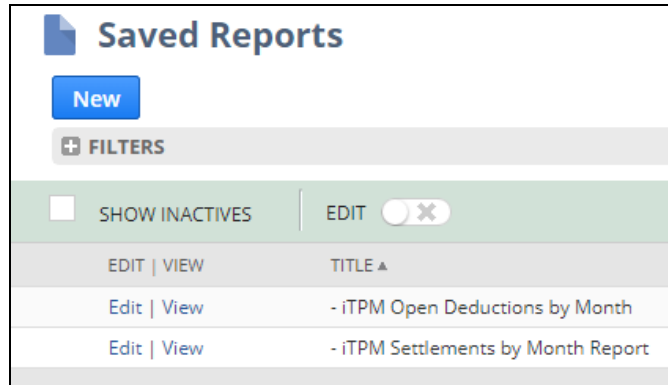
5.9 Settlements by Month Report

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				1,021.97			
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. Acera					20.00	0.00	20.00	0.00	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																
Smith Inc. : Smith East									40.00	25.00	15.00	0.00	40.00	25.00	15.00	0.00
	7		3/27/2018	Applied					39.60	39.60	0.00	0.00	39.60	39.60	0.00	0.00
	8		3/27/2018	Requested / Unapplied					79.60			0.00	79.60			0.00
Total - Smith Inc. : Smith East					79.60				79.60			0.00	79.60			0.00
Total					84.60				5,607.97			0.00	5,692.57			0.00

Helpful Hint: Use the Excel icon at the bottom of the review window to export your report to Excel. If you have permissions, you can also customize this report by adding, moving and removing columns, etc.

6.0 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.

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 3.1](#).



Helpful Hint: You do NOT need to process non-promotional deductions 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.



Helpful Hint: You have the option to process promotional deductions using the EXPENSE button. For example, you may have legacy promotional deductions from promotions run before you implemented iTPM, or you may have post-audit deductions where there are no approved promotions to select.

In these situations, you can click EXPENSE, then select the appropriate promotional or accrual chart-of-account. The only difference is that a settlement will allocate the deduction to the items within the promotion based on actual or estimated sales. The journal entry created by the EXPENSE button does not allocate the expense to any items.

6.1 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.

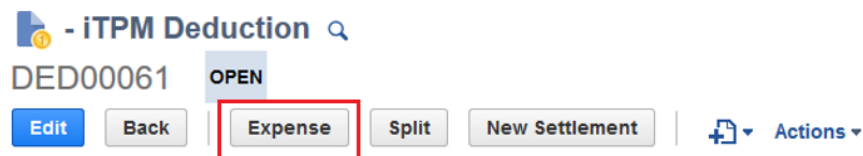
(You will only see the **EXPENSE** button if your role has the appropriate permissions.)



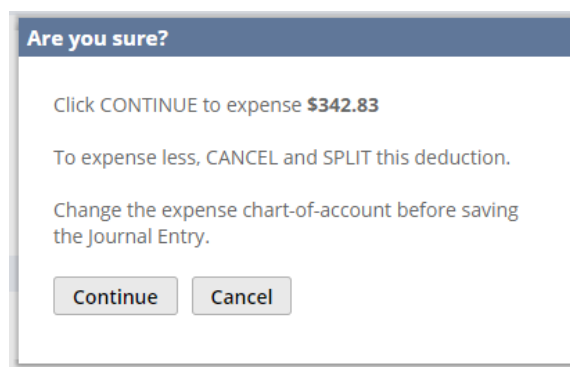
Note: When you click **EXPENSE**, **ALL** of the deduction's open balance is expensed.

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.



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			

6.2 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

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 EQUAL TO the Deduction's Open Balance. For example 44.97
3	REQUIRED	REQUIRED	REQUIRED
4	Deduction_ID	Expense_Account	Expense_Amount

Helpful Hint: Here's how to identify a sub-account. Example: *4009 Trade Discounts* is sub account of *4000 Sales*. Enter *4009 Sales : Trade Discounts* as the account.

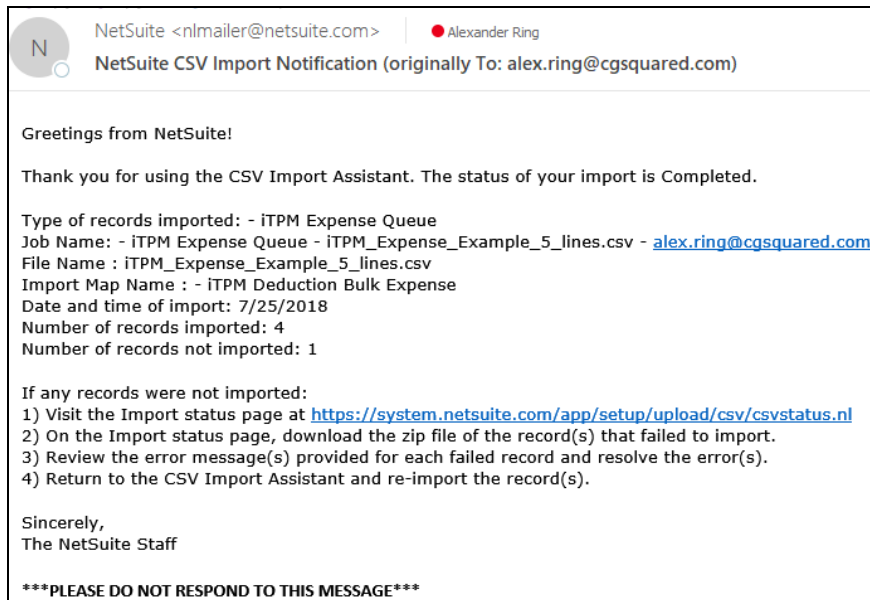
Step 2: If you use standard NetSuite CSV imports, these steps will be familiar.

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.

- iTPM Expense Queue List								List	Search	Audit Trail
VIEW		Default	Customize View	New - iTPM Expense Queue						
FILTERS										
										SHOW INACTIVES
										EDIT
										QUICK SORT
										TOTAL: 4
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				

6.3 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.

7.0 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 3.1](#).

7.1 Dispute a Deduction / Customer Repay Status

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 *EDIT***
- **Check the *Disputed?* box**
- **Check "*Customer agrees to repay*" if appropriate**
- **Use the memo field** to enter your next action; Example, request details
- **Click *SAVE***

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.



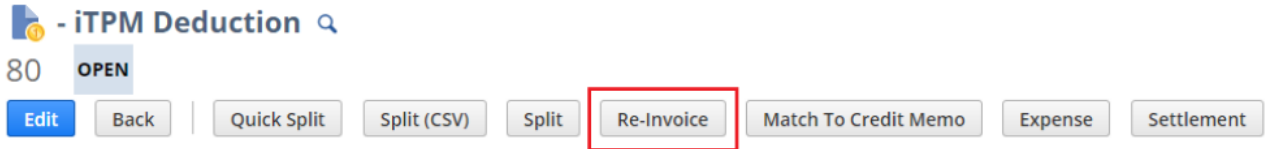
Helpful Hint: If you later determine the deduction is valid, simply edit the deduction and un-check the "*Disputed?*" checkbox.

7.2 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.


7.3 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.