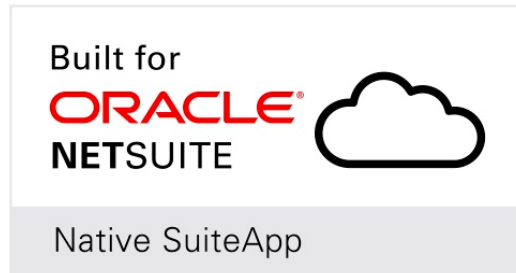


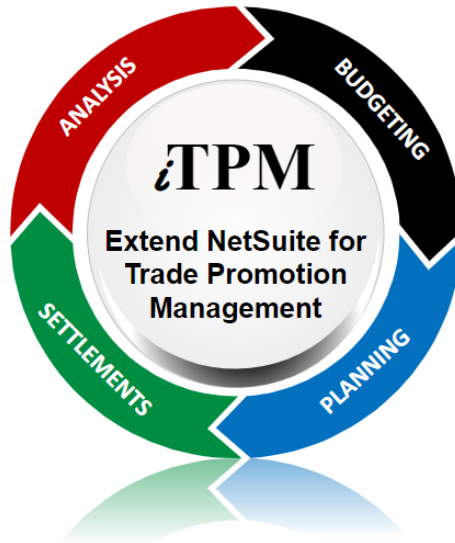
Integrated Trade Promotion Management



User Guide: iTPM Administrator

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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.CGquared.com.

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

iTPM Setup, Configuration & Administration

iTPM is a native SuiteApp built for NetSuite. iTPM is published and installed into your NetSuite account as a managed bundle. CG² works to make new releases of iTPM backward compatible so you can enjoy new features at least twice every year.

This User Guide is written for iTPM administrators to help with the initial setup and ongoing maintenance of iTPM.

This manual is available online at www.i-TPM.com/admin-training resources. If you require hard-copy, this manual has been designed for two-sided printing to save paper!

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

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

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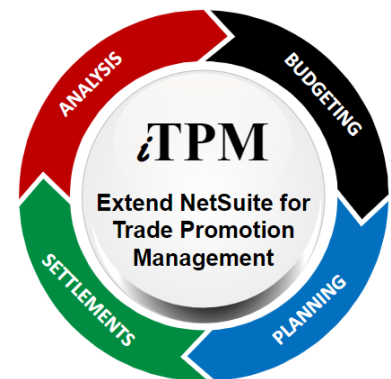


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IMPORTANT: DO NOT UNINSTALL iTPM from your live production account.

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



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



Helpful Hint: Review *all* of this document **before** you configure up iTPM for the first time.

Faster Setup: Take time to learn about iTPM before you configure. This will allow you to make better configuration choices, and prevent unnecessary changes.

Better Outcomes: Taking extra time to incorporate some industry best-practices will help your organization get more value from iTPM.

1.0 Pre-Setup Preparation & Information - PROMOTIONS

1.1 Promotion Planning Overview

Promotions need to be planned and approved in iTPM before they can be used to resolve deductions.

Peter Drucker often said, “You can’t manage what you can’t measure.” This is true for trade promotions. The first step to trade promotion management (TPM) is to have every promotion into NetSuite. Here’s an overview of promotion planning:

- Configure promotion types, or ‘templates’ to customize iTPM promotion planning and preferences by subsidiary for your business.
- Create and manage promotions by customer, event, item and item group, including:
 - Manage bill-backs, including lump-sums and stacked allowances per unit-of-measure and percent discount.
 - Plan and track off-invoice and net-bill allowances. Use iTPM subtabs on sales orders to visually confirm EDI order accuracy.
 - User selects the NetSuite price level to use with the planned allowances and discounts.
 - Supports hierarchical promotion planning at NetSuite customer parent, and at the ‘children’. i.e. Walmart corp vs. DCs.
 - Supports managing allowances by item and using NetSuite item groups.
 - Support for multiple dates, including ship, order and retail performance.
 - Estimate volume by item, including base and incremental.
 - Use iTPM report links to historical sales and shipments to improve forecasted volume accuracy.
 - Includes important trade promotion spending KPIs, including Estimated, LE, Actual, Expected Liability and Net Liability.
 - Status Workflow including Draft, Submitted, Approved, Rejected, Voided and Closed
 - Copy promotions to save time; from one time period to another, or one customer to another.
 - Capture retail information, including price, merchandising, %ACV with display
 - Leverage NetSuite functionality, including notes, attachment of electronic documents, assign tasks, and audit trail.
 - Full visibility for analysis, including a view of qualifying shipments, POs, along with actual settlements.
 - Pre-built saved-searches for NetSuite dashboard portlets and reminders.
 - View and/or export to Excel the Summary, Detail, and Calendar views by customer, event, and item.
 - Use Event-Based accrual visibility by promotion, and the accrual log to true-up your actual financial accruals.

1.2 Allowance Method-of-Payment

The method-of-payment (MOP) drop-down list is managed by iTPM. iTPM administrators can't add MOP options to iTPM. Method-of-payment is important, because it determines how your discounts and allowances are offered, and how promotional liability is calculated and tracked. iTPM Administrators set which MOP options are valid when creating promotion types. There are three method-of-payment options available in iTPM:

Method of Payment	What it is	When to use it
Bill-Back (BB)	Bill-backs are allowances or fixed fees that are paid after the transaction.	Use this method-of-payment when you want to hold-back payment of allowances until the recipient qualifies for the discount.
Off-Invoice (OI)	OI allowances are applied directly at the time of invoicing.	Use this when you want the recipient to get the allowance without any conditions, qualifications or restrictions. Off-invoice allowances can be applied directly to the invoice when the invoice is created. Off-invoice is most typically applied by the seller. As a buyer, applying an OI to a purchase order results in a deduction.
Net-Bill (NB)	Net-bill is like OI, as they are applied directly at the time of invoicing. However, unlike OI, net-bills adjust the price but hide the allowances to the customer.	When you want the retailer to get the discount right on the invoice, but not show the allowance. Some retailers set everyday pricing based on the manufacturer's list price. Net-bill is a way to get lower everyday prices without making customer-specific price change, and still being able to track the cost to the trade budget.



Helpful Hint: To learn how iTPM can apply off-invoice and net-bill allowances to sales orders, to to the User Guides for Settlements and Deductions, found at www.i-TPM.com/deduction-management and www.i-TPM.com/admin-training-resources.

If you receive order by EDI, off-invoice and net-bill may already be applied to the order. Use iTPM to review and validate these allowances.



Note: As a best business practice, iTPM defaults method-of-payment to bill-back. If bill-back is not valid for the promotion type, the default is off-invoice.

1.3 Tracking Promotional Activities

Activities in iTPM have been placed into groupings traditionally used by syndicated data providers like A.C. Nielsen and IRI. These groupings are used to line up the activities you track with your syndicated data. Using these groupings will also help iTPM support predictive analysis and provide insight for post-promotion analysis. Any activities you edit or add to iTPM will fall within these five groupings:

Group	Promotion Activity Group Description
Ad	Ad is short for advertising. The largest "A" ads typically generate the best results.
Display	Displays at retail can be the most effective merchandising vehicles at retail. Examples of displays include end-caps, wing, shippers, pallets, etc.
EDLP	EDLP is short for Everyday Low Price. These promotions tend to be three months or longer. These are effectively long-term pricing at retail that consumers may not perceive as a promotion.
TPR	TPR is short for Temporary Price Reduction. TPRs are often executed at retail over 4 to 5 weeks, much longer than Ads and Displays. Example activities to track include in-store signage like shelf-talkers.
Other	Other can be used to capture any type of merchandising activity. Examples include traditional ones like floor signage, in-store sampling, and slotting. While the above groups are focused on promotions in traditional brick-and-mortar stores, you can use this other group to track non-traditional merchandising and activities for all other trade channels.

Before creating new activities and editing existing pre-configured activities, take time to meet with some of your users that will be creating promotions in iTPM. Use their feedback to help identify what retail performance needs to be tracked. Consider these best-practices:

- **Try to keep it simple.** Tracking too many activities can make it confusing to end-users.
- **Track things that can be 'actionable'.** Ask yourself, what will we do with this information? It may not be worth tracking if you just want to know it, and knowing the answer can't be used to take any action.
- Think **'What activity do I want to purchase?'** Tracking merchandising activities at retail can help explain why some promotions are more effective than others. Knowing what activities are associated with each promotion provides the historical data for post-promotion analysis.

You don't have to track your promotional activities. This is not required to use iTPM. You can hide the sub-tab called Retail Info, where users can enter promotional activities. If you don't track promotional activities, you don't have to setup Merchandising types and you can hide the form, so users will not be distracted by iTPM functionality you don't use.

1.4 iTPM Promotion Types

iTPM can quickly be configured to create promotions in NetSuite. The promotion entry is made easier for your users by hiding fields that are not relevant to your organization. You can create different planning screens for different types of promotions, so you can require more data for some types of deals, and simplify the entry form where you don't need extra data.





Note: iTPM is designed for manufacturers, where *Financial Impact = Expense*. iTPM is not the appropriate SuiteApp if trade promotion is income to your organization.



Why does iTPM use Promotion Types? Promotion Types are used to enforce only those business rules that are relevant to your business. Promotion Types configurations can also simplify the data entry forms for end-users by hiding fields that don't apply to your promotions.

Example TPM Challenges	How Promotion Type Configurations Address the Challenge
We need to keep promotional planning as simple as possible.	Fields and options that don't apply to your promotion type are hidden or grayed out to prevent confusion. Configurations also give you, the iTPM administrator a way to name promotion types and performance types with names that are meaningful to your company.
Some promotions need to be reported differently in our financial reporting.	As iTPM administrator, you will configure each promotion type to use the appropriate GL-account(s) for your financial reports. This prevents users from picking the wrong GL-account.
We need a lot of information collected for some types of promotions, and not as much data for others.	Use configurations decide what's optional and what's required by promotion type.
We need a way to prevent users from submitting promotions that don't meet our trade promotion policies.	Configurable business rules help enforce your business rules. Examples include acceptable types of retail performance, what promotion types are allowed to be stacked, and if you allow settlements on deals that are still active.

The next two pages show the available promotion type configurations in iTPM.

Configurable options for promotion types:

Configuration	Description of the iTPM Promotion Type Configuration (* denotes required field)
Financial impact?*	<p>Financial impact is set to Expense. This reflects the financial impact of promotional allowances and rebates to your customers. (Financial impact is income for companies that receive promotional allowances and rebates from your vendors.)</p> <p> Note: Only the <i>Financial impact = Expense</i> option is available in iTPM.</p>
Subsidiary*	Each promotion type is only valid for the subsidiary you select.
Methods of Payment*	This configuration gives you the opportunity to decide which MOPs are valid by promotion type. Only select the MOPs that you want iTPM to allow when users create deals.
Valid Merchandising Types*	Select all the merchandising types that are valid for this promotion type. Any merchandising group that isn't selected here will not appear in the drop-down menu when users create promotions.
Valid NetSuite Accounts*	In some ERP solutions this is called the fund. In NetSuite, this is the GL-account where iTPM will record the expense on your P&Ls for this promotion type.
Default Account*	If you allow more than one NetSuite GL-accounts for your promotion type, you can choose the default account to save your users time and mouse clicks. This default account must be one of the valid NetSuite Accounts you allowed for this promotion type.
Number of days before Autoclose	Number of days after the promotion ends when approved promotions will be auto-closed.
Show order dates?	If you need to manage order dates with your promotion type, check this. Start and end order dates will not appear and be available unless this is checked. Upon saving of a promotion, iTPM will perform validations on these dates. i.e., the end date must be the same or after the start date.
Show performance dates?	If you need to identify performance dates with the promotion type, check this. Start and end performance dates will not appear and be available unless this is checked. Upon saving of a promotion, iTPM will perform validations on these dates. i.e., the end date must be the same or after the start date.
Show Retail Activity Sub-tab?	<p>On the iTPM roadmap, this check box will identify if retail information is required or optional. If checked, then users will be required to use the Retail Info sub-tab to enter the expected in-store merchandising conditions as a result of the promotion. i.e. Everyday price, retail price and merchandising activity will be required fields.</p> <p> Note: This configuration is not currently used, but is on the product roadmap.</p>
Do NOT update liability based on actuals.	If this is checked, Expected Liability will NOT be updated using actual shipments. Use this for scan-down events and other situations where the ship dates and the promotional liability to not align. NOTE: This setting ALSO affects how settlements will be allocated to items. When checked, estimated quantities are used to allocate settlements to items, NOT actual sales.
Apply % allowances as % discounts	If this is checked, iTPM off-invoice allowances are applied as a percentage. When this is unchecked, the % discount is converted to a rate per unit for the sales order.

Configuration	Description of the iTPM Promotion Type Configuration (* denotes required field)
Valid for indirects?	<p>Do you want users to create promotion for indirect customer using this promotion type? If so, then check this box. You sell and ship to direct accounts, so offering promotions to your direct customers is common. However, you may also want to manage promotions to indirect customers. You don't ship to indirect customers because they purchase your products from distributors. If you check this box and allow promotions to indirects, you will be allowed to request checks to pay for these promotions. In some situations, the distributor may deduct on behalf of the indirect customer. If this happens, the distributor's deduction can be matched and settled to the indirect customer's promotion. Leave this box unchecked if you don't negotiate promotions with indirects, and if you don't cut checks to indirects.</p> <p> Note: This configuration is not currently used, but is on the product roadmap.</p>
Base deal?	<p>If you integrate iTPM promotional information to your demand planning, you need to know which deal is the base, and which promotion types are overlays. For example, an EDLP promotion could run the entire year, with Hi/Low events stacked on top. Identifying the EDLP promotion type as the base enables iTPM to do better validations and to help demand planning use iTPM data.</p>
Require Estimated quantity?	<p>It is not possible to estimate quantity for some types of promotions. To allow users to submit promotions with zero estimated sales for one or more items, don't check this box. An example is a promotion type for golf outings and other fixed fees charged by retailers. There is no associated shipments (or purchases) with this type of event, so this box would not be checked. The user will be required to select at least one item, but not required to estimate the quantity.</p>
Plan incremental separate from total?	<p>This changes the default data entry method under the Estimated Quantity subtab. If this is unchecked, the default is to enter just total volume. If this is checked, the default data entry method is Total and Incremental. If the user has permissions to edit Estimated Quantities, the user can use the drop-down menu to change the data entry method.</p>
Stackable?	<p>This flag tells iTPM if this promotion type is allowed to overlap another promotion type. If unchecked, this promotion type will not be allowed to overlap any other promotion, including itself. Overlap occurs when one promotion's end ship date is later than the start ship date of other promotion. If this is checked, use the "Stackable with?" configuration to tell iTPM what promotion types are allowed to overlap.</p> <p> Note: This configuration and Stackable with? are not currently used, but are on the product roadmap.</p>
Stackable with?	<p>If you have the <i>Stackable?</i> option checked, this configuration allows you to select what promotion types are allowed to overlap this promotion. If you allow this promotion type to overlap itself, then you can add it to the list. Note: The drop-down list shows promotion types you've already created. That means you'll have to create all your promotion types first, then circle back and edit the <i>Stackable with?</i> option by adding the allowed promotion types.</p>
Allow settlements on active promotions?	<p>This box is typically un-checked, because you would not pay or settle bill-backs until an approved deal is in completed status. (Completed is when the end date of the promotion is older than today.) However, you may have 6 or 12 month promotions where the retailer expects to get quarterly or monthly payments before the end of the promotion and while the deal is still active. Check this box to allow people with appropriate privileges to make settlements against active promotions.</p>
Available for new promotions?	<p>This by default is checked. When this is checked, this promotion type appears as an available promotion type when creating a new promotion. Uncheck this when you no longer want new promotions created using this promotion type.</p>

1.5 Base, Incremental and Total Quantity

Users will enter their estimated quantity as base and incremental. iTPM will add the two values together and calculate total estimated quantity.

Measure	Description of How to Enter Estimated Quantity for your Promotion
Base	<p>Base is also called baseline, typically expressed as a quantity. This is how much quantity you would probably sell in the absence of this promotion.</p> <p>The base is used to do an incremental analysis. Advanced post-promotion analysis compares the base quantity vs. the sum of the base PLUS incremental quantities generated by the promotion. Every promotion costs money, so the incremental analysis compares the cost of the promotion to the incremental results generated.</p>
Incremental	<p>This is the extra sales quantity generated by a promotion. (By multiplying quantity by the item's price, incremental can also be expressed as a revenue amount.)</p>
Total	<p>Base sales PLUS incremental sales EQUALS Total Quantity. (By multiplying Total quantity by the item's price, Total can also be expressed as a revenue amount.)</p>
Lift or Lift Index	<p>Lift is used to express the incremental quantity as a percent or index of the base quantity. $\text{Base } \times \text{ Lift Index} = \text{Total}$ i.e. 1,000 base cases \times ((200% Lift Index) / 100) = 2,000 cases</p> <p>Note: Lift % often refers to only the incremental quantity, whereas Lift Index is used to represent the total volume, base PLUS incremental. Example. Consider a promotion that doubles your quantities during the promotion. This promotion generates a 100% Lift. It also has a lift index of 200%, or lift factor of 2.0</p> <p>A future version of iTPM will calculate the lift index of your promotion using the base and incremental estimated quantities.</p>

Why are allowances, estimated quantity and retail info in separate subtabs? Each item can have multiple allowances, but you only need to estimate your baseline and incremental quantities once per item. Another reason all of these are separate is that everyone must enter allowances. However, your organization may not need estimated quantity or retail information for some types of promotions. Using separate subtabs keeps the screens simpler, and makes it easier for users to ignore the subtabs they don't use. It also allows us to leverage NetSuite functionality to minimize your mouse clicks with data defaults, dynamic filtering and other features.

The iTPM product roadmap includes populating a default value for the base estimated quantity to save data entry time when planning promotions.

1.6 NetSuite Price Levels and iTPM allowances

Without a TPM solution to manage your trade promotion allowances, most NetSuite CG manufacturers use the NetSuite promotion module and/or NetSuite price levels for trade promotion allowances. After you implement iTPM, you will not be using NetSuite discount price levels for those customers where you plan trade promotions using iTPM.

iTPM uses the selected price level in the promotion for calculations. The price level will default to the customer’s price level. If the customer doesn’t have a default price level, then iTPM uses the default price level from iTPM preferences.

The table below shows examples of how the price level selection affects the KPIs of your promotions.

Example Measures Affected	How Price Level affects the Calculations
Total estimated spending, and allowance per unit.	When creating a percent discount allowance , the percentage is multiplied by the selected price level to estimate the rate per unit. Total spending is estimated by multiplying this rate times your estimated quantity.
Total estimated percent discount as a percent of the item’s price.	When creating an allowance per unit , the rate per unit is also shown as a percent of the item’s price.

While you can choose to apply your allowances to these discount price levels, that is not best business practice. The table below identifies the pros and cons of using different price levels:

Price Level for iTPM allowances	Pros	Cons
List Price, also called Base or Default Price Best-business Practice: Use Base or List price for allowances.	One ‘national’ price list discourages diverting. iTPM tracks and reports the amount of your discounts from List price, both pro forma and historically.	iTPM may not support the type of allowance you need. You’ll need to use the discounted price level in addition to iTPM until iTPM supports your allowance or method-of-payment type.
Discounted price level	Can be less effort for very small customers, and small one-time purchases.	There is no pro format spending estimate, because the discounts are applied directly on the order and invoice.



Note: Only items you flag in the item record will be available for iTPM allowances. See [Flag Items for iTPM allowances](#) in Chapter 3 for more details.



Note: List Price, also known as base price, should NOT be empty for the items you’ve flagged for iTPM allowances. A zero price will cause issues and inaccuracies in the calculations. Example, a 10% discount times a price of \$0 = \$0 promotional liability.

1.7 Bill-back vs. Off-Invoice vs. Net-Bill

As you prepare to use iTPM, discuss how you will enter discounts and allowances. Consider the following typical trade promotion:

What if you need to give your largest customer a discount for several months or longer?

With iTPM, you now have more ways to get that discount to the customer:

	Price Change in NetSuite	Apply Off-Invoice	Apply Net-Bill	Apply Bill-back
National List Price for all customers	\$20.00	\$20.00	\$20.00	\$20.00
List price shown on a customer's invoice	\$18.00	\$20.00	\$18.00	\$20.00
Discount shown on the invoice		\$ 2.00		
Net price, final to the customer	\$18.00	\$18.00	\$18.00	\$18.00

Change the customer's list price in NetSuite?

Before iTPM, this is how you may have given the discount to the customer. While this is a quick and easy way to reduce the price for a large customer, it has drawbacks. Changing a list price 'hides' this change in standard P&L reports. While bill-back, off-invoice and net-bill allowances appear as expenses on a customer P&L, a change in list price only reduces the top-line revenue. The revenue reduction isn't broken out on most reports. A customer specific price change is only apparent when comparing the average list price across customers for the same items.

Changes in the customer list price often don't have budgets, and once implemented the customer-specific pricing action may remain in place longer than intended. Without iTPM, this may have been your only option. With iTPM, you have the option to give that discount as an off-invoice, net-bill, or bill-back allowance. If you change the customer price in NetSuite, use iTPM to keep track of the cost.

Off-invoice allowances?

Off-invoice allowances are 'cleaner' from a financial perspective. The discount is shown on the invoice, and there are no trade promotion surprises because the trade spending is expensed at the same time it is incurred. With iTPM, off-invoice allowances can be applied to the sales order and tracked by customer, promotional event and by item. You can use the iTPM subtab on each sales order to see which promotions are valid for the customer's order. If your EDI orders already have the off-invoice applied, use iTPM to validate the allowances on the order, and to keep track of your off-invoice spending.

While this sounds great, you already guessed correctly that there are challenges to off-invoice. For example, retailers often establish the everyday retail price on the shelf using the manufacturer's 'list' price. A bill-back rebate is paid after the transaction, so many retailers do not factor off-invoice allowances when they calculate their everyday retail price. The result is an everyday price that's higher than what you expect, and higher than your trade spend should be achieving. That's why sometimes using net-bill as your method of payment can be a better option.

Promotional allowances as net-bills?

Net-bill is essentially an off-invoice allowance that's invisible to the customer. Just as if you changed the list price in your ERP, a net-bill allowance will not appear on the customer's invoice. Your ERP will show a 'net' price on the invoice, which is the result of subtracting the net-bill allowance from your official list price. This provides the clean accounting of an off-invoice allowance with the 'no discount' perception of the customer. Unlike the list price change, a net-bill allowance can be tracked and can be a trade promotion expense or a revenue adjustment on the P&L. From a customer perspective, the customer specific price and the net-bill approach are the same. The retailer doesn't see any discounts on the invoice. just the dead-net price.



Helpful Hint: The best-practice is to use off-invoice or net-bill allowances in iTPM instead of creating or changing a customer specific promotional price in NetSuite.

Reduce the price with a Bill-Back?

You can now consider bill-backs as a way to hold back the discount incentive until you can verify the retailer qualifies for the discount. Bill-backs may be an option now for your company, because iTPM helps you track, monitor and analyze this type of trade promotion allowances.

Without iTPM, bill-backs can be challenging. For example, the bill-back monies owed may be taken by the retailer in the form of a deduction that is long after the promotional event, and short-paid on an invoice that's totally unrelated to the promotion's products. You can use iTPM to match the bill-back expense to the promotion for accurate post-promotion analysis.

Another challenge is tracking the outstanding liability. With a list price change, OI or net bill, there is no outstanding liability. With a rebate, you have offered a discount that will be settled sometime in the future. iTPM helps with the administrative work, keeping track of bill-back rebates are still outstanding.

Bill-backs typically more appropriate as a method of payment for a short-term discounts.



Helpful Hint: Bill-backs are appropriate for short-term discounts, and for promotions where you want to verify performance before you pay. The off-invoice and net-bill method of payments are more appropriate for longer term discounts, such as quarterly or annual pricing actions. i.e., EDLP.

EDI orders will have off-invoice and net-bill allowances already applied. Use the iTPM subtab on the NetSuite order to validate the order's accuracy.

While multiple off-invoice and net-bill allowances applied to a single item on an order may not be typical, iTPM is designed to those allowances in this order:

- Netbill rate per unit (Used to calculate a new 'custom' price on the order)
- Netbill % discount (Used to calculate a new 'custom' price on the order)
- Off-invoice rate per unit (one row on the order for each allowance)
- Off-invoice % discount (one row on the order for each allowance)

1.8 Promotion KPI calculation Frequency

There is a script that runs in the background to update promotion KPIs. To minimize the resources and time it takes for the script to run, not all promotion KPIs are updated with the same frequency. iTPM uses promotion status, condition and other factors to determine when to recalculate the KPIs.

The iTPM KPI update script runs every 15 minutes, processing promotions that are placed in the KPI update queue. Promotions in this queue are processed on a first in, first-out priority. To prevent the script from running out of resources, iTPM may not process all the promotions in the queue. Promotions not processed remain queued up for subsequent runs on a first-in, first-out basis.

The frequency of the KPI script execution can ONLY be changed by your NetSuite administrator.

Attribute	When are KPIs recalculated?	Frequency
Promotion Status*	When promotion status changes, the promotion is added to the KPI update queue.	Once when the promotion status changes.
Promotion Changes*	If the promotion, allowances, or estimated quantity is edited, we assume there are changes and the promotion is added to the KPI update queue.	Once everytime there is a change to a promotion, including dates, allowances, and estimated quantity.
Settlements	When a new settlement is created, and when the settlement status is changed, the promotion associated with the settlement is added to the KPI update queue.	Once when the settlement is created, deleted or the status changes.
Scheduled	APPROVED promotions that are ACTIVE or recently COMPLETED will be added to the KPI update queue.	Once overnight, each night the promotion is ACTIVE, and for 2 nights after status changes to COMPLETED.
Ad-Hoc	When a user requests an update to the KPIs for a specific promotion. Any user that has permission to view promotions can also update KPIs.	Once when the user clicks REFRESH KPIs. (Available for approved and closed status.)

* Triggers apply only to promotions that are APPROVED with condition ACTIVE or COMPLETED. (KPIs are updated in real time for DRAFT promotions.)



Note: Depending on how many promotions you have, how many items you have in each promotion, and their status, iTPM scripts that run the KPI calculations could take longer than 15 minutes to run. As a NetSuite and iTPM administrator, periodically check how long each iTPM script runs for a cycle. You can reduce or increase the frequency based on your company's unique situation.

See [iTPM Scheduled Scripts](#) in Chapter 5 for more information.

The table below shows what might change, and how it could affect your promotion KPIs:

What can change?	Example Impact on KPIs
Edits and changes to a <i>draft</i> promotion, including dates, items, allowances, estimated quantity.	<i>Estimated Spending</i> and <i>Latest Estimate</i> are recalculated every time you save an allowance or estimated quantity.
Promotion status changes from <i>Pending</i> to <i>Approved</i> status	Promotion Liability starts when a promotion is approved.
A promotion is <i>voided</i>	Future promotion liability of lump sums change to zero, and must be recalculated. Latest Estimate will go to zero.
There are qualifying orders and shipments during the promotion dates	If the promotion type preference is set to update liability, the new promotion liability on qualifying orders and shipments must be added to the promotion. The actual quantity sold also needs updating. Update Maximum and Expected liability.
A new settlement is created and matched to the promotion. (reactive or proactive)	Actual spending goes up, and Net Liability goes down by the same amount.
A settlement is <i>Voided</i>	Reverse what happens when a new settlement is created. (KPIs will reflect the void the next time the KPIs are updated.)
A promotion is <i>Closed</i> .	Net liability is set to zero.
A closed promotion is <i>Reopened</i> .	Net liability is recalculated; and set to Expected Liability minus Actual Settlements and adjusted for overpayments

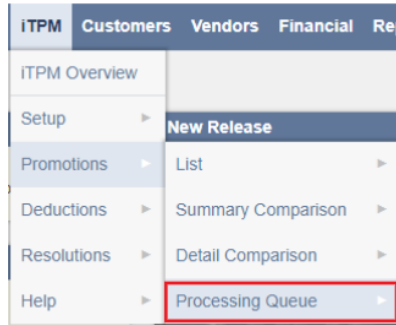


Helpful Hint: In addition to calculating the KPI values, the iTPM scripts also populate estimated and actual allocation factors for each method-of-payment. For more information on allocation factors for settlements, go to [2.9 Settlement Allocation Methodologies](#).

The following describes how changes affect the allocation factor and contribution factor calculations:

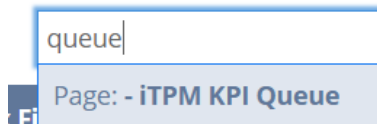
What can change?	Example Impact on Allocation factors
A promotion moves from <i>Submitted</i> status to <i>Approved</i> status.	Estimated Allocation factors will be calculated and populated in the KPI records. Contribution factors will also be calculated.
An <i>approved</i> promotion changes today from <i>future</i> to <i>active</i> status.	Actual Allocation factors will be calculated using actual shipments, and used for spreading settlements to the items in the promotion that have shipments. Note: If “Do NOT update liability using actuals” is checked for the promotion type, Actual allocation factors are not updated, and equal to estimated factors.

If your role has permission to see the queue, then use the iTPM menu to view the KPI queue:



If your role does not have this Processing Queue on your iTPM menu, follow these steps to view what promotions are queued up to have KPIs recalculated:

- Enter queue into the global NetSuite search
- Click on -iTPM KPI Queue



- View the list below.

- iTPM KPI Queue List: Results List Search Audit Trail

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

FILTERS

STYLE
Normal

TOTAL: 3

EDIT VIEW	ID	OWNER	DATE CREATED	PROMOTION	QUEUE REQUEST TYPE	START	END	PENDING ALLOCATION CONTRIBUTION?
Edit View	iTPM_Q0003	Alex Ring	10/12/2018 3:32 pm	Example promotion (2018.2.1 pre-release	Status Changed			Yes
Edit View	iTPM_Q0002	- System-	10/12/2018 3:18 pm	Example promotion (2018.2.1 pre-release	Edited	10/12/2018 3:31:39 pm	10/12/2018 3:32:11 pm	Yes
Edit View	iTPM_Q0001	- System-	10/12/2018 12:34 pm	Promotion on 10/12 # 1	Edited	10/12/2018 12:46:47 pm	10/12/2018 12:47:12 pm	No

■ Progress - Awaiting Processing



Helpful Hint: KPI Queue records will remain in the queue list for 60 days.

If "Pending Allocation contribution?" is YES, then the promotion will be processed twice before the promotion will be available to resolve deductions.

1.9 iTPM Prerequisites, First-time Installation and Updates

For up-to-date instructions to install or update iTPM in your accounts, use the release notes:

Technical Release notes are available at www.i-TPM.com/admin-training-resources.

“What’s New” release notes for end-users are available at www.i-TPM.com/training-resources.



Note: iTPM requires prerequisites to work properly in your NetSuite accounts. See **iTPM Release Notes** at www.i-TPM.com/admin-training-resources for more details.



IMPORTANT: Install or UPDATE iTPM in your **SANDBOX** account for testing **BEFORE** installing in your live production account. This is a best-practice.



IMPORTANT: DO NOT UNINSTALL iTPM from your live production account. Doing so after go-live will result in the loss of iTPM data, including all promotional data and custom transaction records that resolve your short-pays.



Note: If the **Install button is not available**, this SuiteApp may not be shared with your account. To get access to iTPM, contact the iTPM Help Desk at support@cgsquared.com.



Note: **Once iTPM is updated in a NetSuite account, it can NOT be rolled-back** to the previous version of iTPM, and it can NOT be uninstalled without the loss of all iTPM data. Test new versions in your sandbox **BEFORE** authorizing an update to iTPM.



Note: Each release will have a ‘must update-by’ date. If you have not updated your production account by this date, we will update your account to make sure your account is current with bug fixes and is ready for the next update of iTPM.

First time install

- Sandbox (If you have a sandbox.)
- Production


Updates to iTPM

- Major update typically twice every year, just before NetSuite updates.
- Minor updates (bug fixes, minor changes)

NetSuite releases two updates every year. The NetSuite version is the year followed by the release number: 1 for the beginning of the year, and 2 for the second release later in the year. Example: 2017.2

As a native SuiteApp, iTPM releases are tested and recertified as Built-for-NetSuite every six months. This recertification corresponds to the NetSuite releases. Below is an example timeline for updates:

Example 6 Month Update Process		
Timeline	NetSuite	iTPM
All NetSuite clients are on one version	Example: All clients on NetSuite 2017.2	All iTPM clients are on the same version of iTPM and version of NetSuite. Example: 2017.2.5 is the fifth release of iTPM that is designed for NetSuite 2017.2
Pre-release testing	Release Preview becomes available to SDN partners. Example: 2018.1	As a select SDN partner, CG Squared gets pre-release access to NetSuite 2018.1. Compatibility testing begins. Example: iTPM 2017.2.5 is tested on NetSuite version 2018.1.
BFN:Built For NetSuite Certification	All NetSuite Software Development Network Partners are required to recertify or lose their SDN Badge.	Example Changes are made to make iTPM compatible. iTPM version 2018.1.1 is submitted for certification. After the NetSuite review process, iTPM is certified for 2018.1, and iTPM information on www.SuiteApp.com is updated.
First wave of updates	10% of NetSuite clients are updated Example: NetSuite updates clients from 2017.2 to 2018.1.	iTPM clients updated to NetSuite 2018.1 will update to iTPM 2018.1.1. iTPM clients NOT updated to NetSuite 2018.1 will remain on iTPM 2017.2.5 if iTPM 2018.1.x is not backward compatible. If necessary, bug fixes may be released. Example: 2017.2.5a.
Additional waves of updates	Each month more NetSuite clients are updated. Example: NetSuite updates clients from 2017.2 to 2018.1.	New versions of iTPM may be released, but NOT installed in all client's production accounts that are still on NetSuite 2017.2. Example: iTPM 2018.1.2 will not be installed in Netsuite 2017.2 accounts.
All NetSuite clients are on one version	Example: All clients are on NetSuite 2018.1	All iTPM clients are on the same version of iTPM and NetSuite. iTPM releases updates to 2018.1.2, and all iTPM clients updated to the newest version of iTPM. Example: 2018.1.3 is the third release of iTPM that is designed for NetSuite 2018.1
Repeat: This NetSuite update schedule repeats every six months		



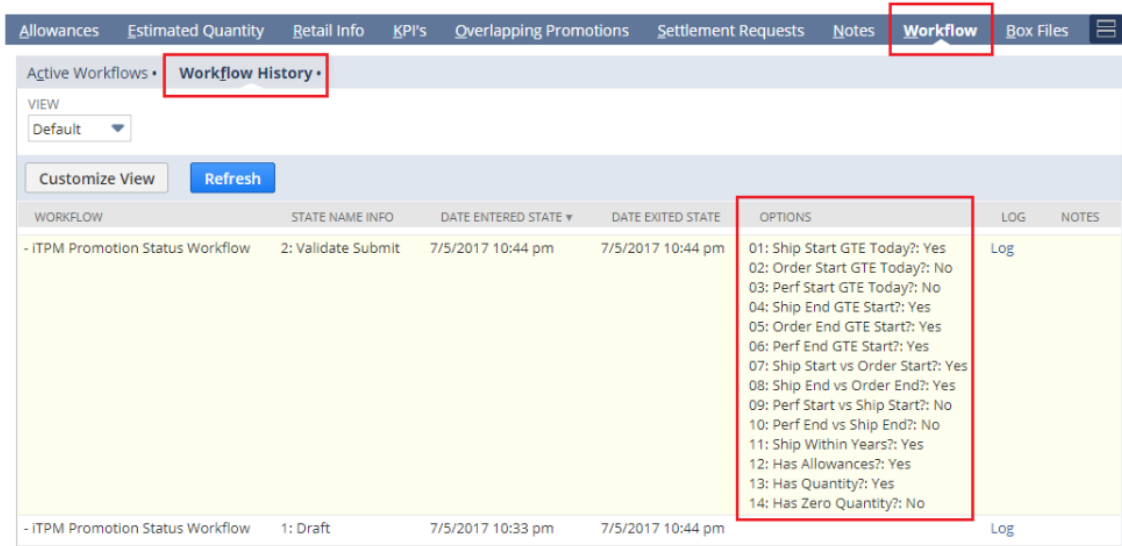
Note: CG Squared strives to make each version of iTPM backward compatible, but this is not completely under our control. If we can't make a new version of iTPM backward compatible, you will have to wait until your account is updated to the new version of NetSuite to install the newest version of iTPM.

1.10 Promotion Workflow Validations

iTPM validates data in a promotion as part of the workflow. When the user clicks *SUBMIT*, an error message will help the user understand what's preventing the promotion from moving to the next status of *SUBMITTED / PENDING APPROVAL* status.

To see a history of this workflow, click on the Workflow subtab in the promotion. Below is an example validation when a promotion is submitted for approval. There are 14 validations performed.

A validation of "NO" does not necessarily mean the promotion failed that test. For example, a promotion type may be configured to not require estimated quantity, so a "NO" value will not prevent the promotion from moving on to *SUBMITTED* status.



Validation	Description	What is "valid"?
06: Perf End GTE Start?	The performance date must be greater than or equal to the performance start date.	Yes
07: Ship Start vs Order Start?	The order date should be equal to or before the ship start date.	Yes
08: Ship End vs Order End?	The order end date must be equal to or before the ship end date.	Yes
09: Perf Start vs Ship Start?	The performance start date should be after the ship start date.	Yes
10: Perf End vs Ship End?	The performance end date must be equal to or after the performance start date.	Yes
11: Ship Within Years?	Is the length of the promotion's shipment start and end dates 2 years long or less?	Yes
12: Has Allowances?	Does the promotion have at least one allowance record? Note: The allowance can be zero. This record will be used to map any lump-sum expense to	Yes
13: Has Quantity?	Does every item with an allowance have an estimated quantity record? A record with a zero value is "yes"	Yes
14: Has Zero Quantity	Does every item with an allowance have an estimated quantity greater than zero? * Only Yes is valid if the promotion type has "Require Estimated Quantity" Checked.	Yes or No*

1.11 Creating 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:

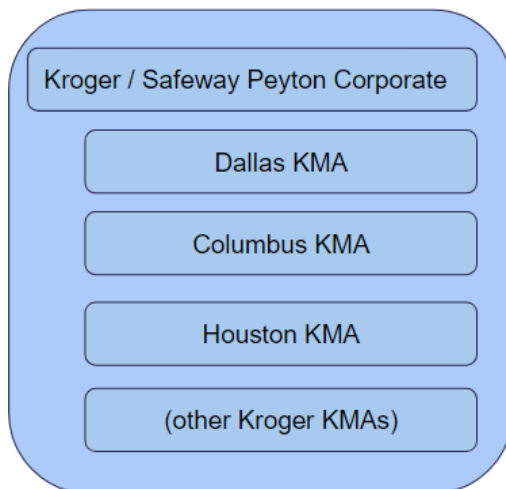


Note: iTPM promotions **ALWAYS** apply to ALL of the children of the customer selected on the promotion, up to 4 levels deep.

Option: Kroger Corporate Promotion

Create one national Kroger promotion, which applies to all KMAs.

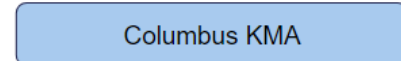
(These KMAs are 'children' entities of Kroger set up in NetSuite.)



Option: Kroger KMA Promotion

Create promotions for one or more KMAs.

(These KMAs are just customers in NetSuite, with Kroger / Safeway as the parent.)



1.12 Creating Promotions using Item Groups

NetSuite Item Groups can be used to create iTPM allowances. Only NetSuite item groups with the “Available in iTPM?” box checked will be available in iTPM .

Use standard NetSuite functionality to create a group of items to save time when creating promotional allowances:



Note: The “Available in iTPM ?” check box can NOT be checked for Item Groups with more than 25 items. This limitation is necessary to enable iTPM to create all the allowance records and associated estimated quantity records in real time.



Note: Every item in a NetSuite item group used by iTPM must have the same sales unit. This is enforced to prevent a user from enter a rater per unit for an item group and applying it incorrectly to some of the items.



Note: If you create multiple item groups in NetSuite, it is possible to have the same item in both groups. If you use both of these groups in the SAME promotion to create allowances, iTPM will skip the duplicate item if you have not checked “Allow Additional Discounts”.



Note: This version of iTPM has a limitation of about 200 items / allowances for an individual promotion. To work around this limitation, create more than one overlapping promotion where the number of items in each promotion is less than 200. If you hit this limit, email support@cgsquared.com.



Note: To use a NetSuite item group for iTPM allowances, EVERY item that you add to the group needs to have “Available in iTPM?” checked. That is why creating iTPM items groups is done AFTER you [Flag Items for iTPM allowances](#)



Helpful Hint: If allowances are created that are unwanted, they can be removed from the promotion by editing the allowance and checking the “INACTIVE” checkbox. A script that runs overnight will delete all inactive iTPM records.



Note: If you UNCHECK an item to no longer make it available in iTPM, be sure to also REMOVE it from any NetSuite item groups where the “allow in iTPM?” is also checked. If you don’t remove the item from the NetSuite item group, iTPM will just skip the item when creating the item level data.

2.0 Pre-Setup Preparation: DEDUCTIONS & RESOLUTIONS

2.1 Deductions and Resolutions Overview

Before setting up the iTPM settlement module, please take time to read *all* of section 2.0:

Deductions and Resolutions Overview:

- Configure deduction resolution methodology to customize iTPM settlements and deduction management by subsidiary.
- Easier management of short-pays, both promotional and non-promotional
 - A few clicks closes the short-paid invoice, and starts an iTPM deduction workflow process for research and resolution.
 - Also supports creating the iTPM deduction directly from a credit memo used to process short paid invoice(s).
 - Manage all deductions & short-pays separate from A/R for more accurate reporting of your true accounts-receivable asset.
 - Split aggregated deductions to manage each part differently with workflow and resolution.
 - Split features include Quick Split, Split, and SPLIT by CSV file and upload.
 - iTPM workflow helps minimize the open deduction balance and improve deduction aging.
 - Dispute unauthorized deductions and if appropriate, return to customer's accounts-receivable for repayment.
 - For non-promotional short pays, resolve by matching to credit memos or expense to other NetSuite GL-account.
 - CSV Expense import to save time expensing large quantities of non-promotional deductions.
 - iTPM Open deductions report by customer by month.
- Resolve deductions by matching to promotional events for true closed-loop trade promotion management.
 - Settlements are allocated to items in the promotion using using actual sales during the event, estimated, and/or evenly.
 - Settle claims by applying to open deductions already taken, or pay by check.
 - CSV Settlement to save time matching large quantities of deductions to promotions.
 - Use Expected and Net Liability visibility to help prevent double dipping and over payments.
 - Upon final claim, close the promotion to release liability to use for other events or drop to the bottom line.
 - Leverage NetSuite functionality, including notes, next actions, attachment of electronic documents, tasks and audit trail.
 - iTPM Settlements report by customer, month and method-of-payment
 - Associate payments to direct and indirect customers to a promotion using the ADJUST SPEND settlements. These don't have financial impact, but adjust the promotion KPIs accordingly.

2.2 Promotional Settlements

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

Settlement Workflow	Settlement Description
Proactive payment	This is when you pay for a promotion by check or by other means like ACH. You initiate the payment request. This method is most commonly used with indirect accounts, but you may also pay some direct customers by check. iTPM can help prevent double-dipping with visibility to what the customer has deducted for the promotion. Use ADJUST SPEND to have your promotion's KPIs reflect your vendor payment to the direct or indirect customer.
Reactive , where your customer has already deducted the amount.	Retailers often don't wait for you to pay them for promotions. Instead, they deduct the money you owe them. These deductions are taken on invoices that aren't related to the promotion for the expense. Use the Settlement button on the deduction, or the Resolve Deductions button on the promotion to resolve the deduction and match the deduction back to the appropriate promotion.

When customers short-pay your invoices, not all of the deductions are related to promotions. When your customers deduct and/or short-pay, sometimes it can take days or weeks to research the short-pay and determine what it is. If your research determines that the short-pay is valid, there are two ways to expense it:

Types of Valid Short-pays	Description of Valid short-pays
Promotional: These are iTPM settlements.	iTPM makes it easier to expense promotional short-pays by creating iTPM settlements that are matched to specific promotions. Each settlement uses the NetSuite GL-account that is in the approved iTPM promotion. The GL-accounts for settlements are defined by the promotion types configuration. Use the SETTLEMENT button to process these promotional short-pays on deductions that have an open balance, or the RESOLVE DEDUCTIONS button on promotions. (Expense button to a promotional account is an alternative approach for legacy promotional spending.)
Non-Promotion: These are standard NetSuite expenses	These are valid deductions that are NOT related to a promotion. Expense these non-promotional short-pays to the appropriate NetSuite expense GL-account, just like any other expense. You also have the option to use the EXPENSE button on the deduction and use a promotional GL-account. This is helpful for deductions taken on promotion prior to implementing iTPM.


2.3 Settlement Status and Workflow


The table below shows settlement status:

Settlement Status	Description
Draft	All settlements start in this status. Settlements when saved automatically go to Processing status.
Progressing	<p>Settlements that are being allocated to items are in Processing status.</p> <p>Your settlement will be processed the next time the allocation script runs, which could be in 0 and 60 minutes.</p> <p>This script allocates the settlement down to the items within the promotion. Even before this script runs, the summary KPIs on the promotion will be updated with the amounts that are PENDING by method-of-payment.</p>
Applied	<p>After processing, settlements go to Applied status.</p> <p>There are three types of settlements:</p> <ul style="list-style-type: none"> • Settlements that resolve open deductions • Adjust Spend settlements. These don't have any net financial impact, but they adjust the promotion's KPIs. This is often used to associate payments to customer and indirects to a promotion. • Voiding settlements. These void another settlement. <p>Settlements in <i>Applied</i> status are completed and locked to prevent any user from changing them.</p>
Voided	<p>Any settlement that is incorrect or NOT approved can be VOIDED.</p> <p>NOTE: Voiding a settlement created in version of iTPM before 2018.2.1a will also create a reversing journal that's associated with the settlement.</p> <p>NOTE: KPIs on promotions will not reflect the VOIDED settlement until the KPI script runs. Check the date of the last KPI update to determine if the KPIs you are viewing reflect your voided settlement.</p>

To prevent incorrect payments, not all promotions are available for settlements. Users will not have to memorize the table below! If the *RESOLVE DEDUCTION* button is visible when viewing your promotion, then the promotion is available for payment.

Available for payment or settlements.	NOT available for payment or settlements.
<p>Approved and Completed Promotions!</p> <p>Condition:</p> <ul style="list-style-type: none"> • Completed: You can create settlements for promotion that are COMPLETED. • Active: Your iTPM administrator may allow some promotion types to be paid when they are active. Examples include year-long promotions which you pay monthly or quarterly. If this option is turned on, the NEW SETTLEMENT button will be available when viewing the promotion. <p>Status:</p> <ul style="list-style-type: none"> • Approved: Only promotions that have been approved are eligible for payment. 	<p>Promotions that are NOT Approved</p> <p>Condition:</p> <ul style="list-style-type: none"> • Future: You will NOT be able to create a settlement for any promotion with a condition of FUTURE. • Active: Unless your iTPM administrator configures iTPM to allow this, you will not be able to create a settlement for active promotions. <p>Status:</p> <ul style="list-style-type: none"> • Draft: Draft promotions have not been approved, so they are not eligible for payment, even if their condition is Completed. • Voided: These promotions are not available for settlements. • Closed: To pay a closed promotion, change the status back to <i>Approved</i>. • Rejected: Not available for payments or settlements.

 **Helpful Hint: Promotions with only off-invoice allowances will NOT appear on the list of promotions when resolving deductions from the settlement.** If you have missed-off-invoice, view that promotion and click RESOLVE DEDUCTIONS. Off-invoice only promotions will appear on the list when the workflow starts on the promotion.

 **Helpful Hint: Be vigilant in closing promotions** to prevent unused liability from being used to offset overspending on other promotions. Use the auto-close feature and setting in promotions types to close promotions after “x” days.

Sales and broker teams should be encouraged to resolve promotional deductions to the correct promotion, NOT just any promotion that has net liability. The practice of ‘finding any promotion’ is made more difficult when promotions are closed. Closed promotions are not available for settlement.

2.4 Deduction Management Approaches

In the CG industry, many vendors do not wait for you to send a check to pay for your promotion. Your customer wants payment quickly, so they deduct what they feel they are owed. These short-pays are taken against unrelated invoices. There are different approaches on how to account for these short-pays while they are being researched by your staff. The following table describes different approaches:

	Deductions as 'expense', or as a reduction to your promotional accruals	Keep deductions as 'Other' asset
Approach	Your company acknowledges that most of your deductions are valid expenses, so you decide to treat open deductions as "valid until proven invalid". With this approach you use an expense or promotional accrual account.	Your company does not embrace expensing short-pays during the cash-application process. Your finance team just maintains the short-pay as an 'other' receivables asset until it is researched and resolved.
Challenge with the Approach	<p>Managing open deductions in an expense or accrual account will slightly underestimate your accounts receivable asset on your Balance Sheet.</p> <ul style="list-style-type: none"> If you use an expense account, expenses on your P&L will be temporarily be overstated because you may eventually re-invoice some of the disputed deduction amounts. If you use a promotional accrual account, for the same reason your accrual account will be slightly under-accrued until you dispute and re-invoice invalid deductions. 	<p>Maintaining deductions as an 'other' current asset may slightly overstate your accounts overall assets, and significantly understate expenses on your P&L, because most of the short-pays are valid expenses.</p> <p>If you have a promotional accrual account, this approach will significantly overstate your accrual balance.</p> <p>Your iTPM open deduction account should NOT be an A/R account.</p>
Analyse your situation:	Analyze the frequency and amount of deduction that you disputed over the past year. Use this information to estimate what percent of your current year's deductions will be recovered, and what percent are typically expensed. For typical CPG companies, this amount of short-pays recovered may be only 1% to 5% of the annual short-pays.	
iTPM best practice	<p>iTPM supports using virtually any GL-account for open deductions. You can use an expense account, accrual account, or other A/R asset account.</p> <p>With 'low' recovery rates, we suggest you use a sub-account of your promotional accrual account to hold open deductions until you research and resolve them. This approach will minimize P&L swings.</p> <p>After you select a GL-account for open deductions, be sure to create deductions in your sandbox box and run financial reports to confirm the financial impact is acceptable to your organization.</p>	

Have questions on your deduction management approach? Work with your CG Squared consultants to discuss TPM best-practices for your industry.

2.5 Using NetSuite Classifications (optional)

When you create a settlement, you will have the opportunity to assign Netsuite Classifications, including department, location and class. Classification will be a required field if you have set as a required field in your NetSuite account configuration. If classification is optional in your NetSuite account, it is still a best-practice to enter this information so your promotional expenses can be reported by department, location and class.

Classification

CLASS

DEPARTMENT

LOCATION

01: San Francisco



Helpful Hint: Consider using one of these classifications to help with reporting of non-promotional deductions you process in iTPM.

iTPM saves you mouse clicks by rolling forward NetSuite classifications as the default values:

- When creating a deduction from a credit memo, classifications roll forward from the credit memo to the deduction.
- When creating a deduction from an invoice, classifications roll forward from the invoice to the deduction.
- When creating a settlement from a deduction, classifications roll forward from the deduction to the settlement. Location is on the header record, and department and product class are on the settlement lines. If you use product class to group items, iTPM will use the item to populate the item group.
- When using a Journal Entry to resolve a deduction, classifications roll forward from the deduction to the journal entry.




Helpful Hint: When creating promotional settlements, iTPM does not use the *Product Class* value from the deduction. iTPM populates *Product Class* in each settlement line with the appropriate value based on the item.

2.6 Deduction Status and NetSuite periods

There are only four deduction statuses currently used in iTPM:

Status	Deduction Status Description
Open	This is a deduction with an open balance greater than zero .
Processing	This is the status when a deduction is in the process of being split into more than two parts. When the script runs, the original deduction being split will be RESOLVED status, and the newly split deductions will be OPEN status.
Resolved	This is a short-pay with a zero open balance , AND all settlements related to this deduction are in APPROVED status.
Pending	While related resolutions are being saved, a deduction is in pending status to prevent errors when multiple users work on the same deduction at exactly the same time. If you are using the NetSuite configuration that requires ALL journal entries to be approved, deductions are in PENDING status until you approve the linked journal entry. Action buttons will only be visible on deductions in this status for admin roles.

Every deduction starts as OPEN. As you create settlements to resolve promotions, the open balance goes down until it reaches zero. The objective is to research and create resolutions until every deduction is in *RESOLVED* condition.



Helpful Hint: If a deduction is created in error, a NetSuite Administrator can delete the deduction as long as the deduction was not split, there are no resolutions associated with it, and the accounting period of the deduction has not been locked and/or closed.

You will NOT be able to resolve deductions in closed or locked periods unless “Allow Non-G/L Changes: is checked for the NetSuite periods where you have open deductions.

Go to **Setup -> Accounting -> Manage Accounting Periods**

1. Edit the locked period with the deduction(s)
2. Check the box, “Allow Non-G/L Changes”. You will only be able to check this box if the period is actually locked.

Base Period

Save
Reset
Cancel
+
Actions

PERIOD NAME *

START DATE *


END DATE *


ALLOW NON-G/L CHANGES

2.7 Disputed and Not Disputed Deductions

Deductions may be *disputed* or *not disputed*:

Disputed Checkbox	Deduction Status Description
YES	<p>This is a deduction that you feel is not valid. Deductions can remain disputed even after they are resolved. For example:</p> <ul style="list-style-type: none"> ● You can dispute a deduction, and then decide you do not want to attempt to recover the money, so you write it off to a GL-account of your choice. ● You can keep the deduction disputed and open until you receive information from your customer that tells you that it is actually valid. You then uncheck the disputed box and save change. ● You can use the re-invoice button to return the disputed amount back to the customer’s statement. <ul style="list-style-type: none"> ○ One approach is to delay using the Reinvoice button and keep the deduction open until you receive payment from the customer. ○ Another approach is to return the amount to A/R when the customer acknowledges that the deduction is valid and they will repay it. ○ Use the “Customer agrees to repay?” checkbox to identify disputed deductions that you recovered. ● You can also match a disputed deduction to a promotion using the <i>SETTLEMENT</i> on the deduction. You may mark the deduction as disputed and still choose to allow it and match it to an approved promotion.
NO	<p>Deductions that are not disputed are not necessarily valid.</p> <ul style="list-style-type: none"> ● The deduction may be awaiting research and the status unknown. The assumption is the deduction is valid until proven otherwise. ● If research later determines an open deduction to be invalid, you can edit the deduction and check the “Disputed?” checkbox.

 **Helpful Hint:** The check box *Disputed?* is a toggle. If a deduction has this unchecked, you can check the box and save the change, and vice versa.

 **Note:** The iTPM deduction functionality is not designed to work on invoices for *projects*. The deduction functionality is designed for a typical Consumer Goods manufacturer that invoices for products shipped.

2.8 Deduction Workflow

The flowchart below shows two iTPM workflows for resolving deductions:

#1: Workflow starts on the open DEDUCTION, and searches for the MATCHING PROMOTION.

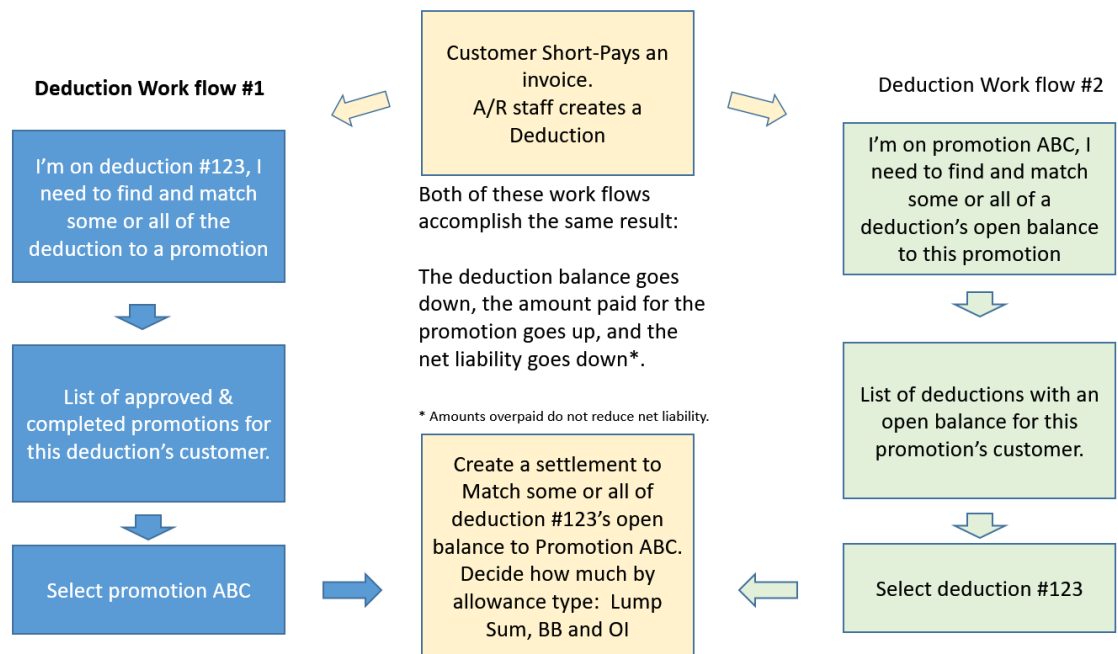
Most finance teams start the resolution process from the deduction, because their daily activities are focused on the deduction.

Workflow #1: This is the *SETTLEMENT* button on the an open deduction.

#2: Workflow starts on the PROMOTION, and searches for the MATCHING DEDUCTION.

While workflow #1 is the most common and traditional way TPM solutions support deduction workflow, iTPM also allows the opposite methodology.

Workflow #2: This is the *RESOLVE DEDUCTIONS* on the approved, active or completed promotion.



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

2.9 Settlement Allocation Methodologies

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.

There are three ways iTPM supports allocation of the settlement to items and allowances per item:

- Evenly, where not enough information is available for a better allocation
- By % of revenue.
- Manually override of the default allocation methodology.
(See drop-down menu under the System Info subtab on the promotion.)

ALLOCATION TYPE *

By % of Revenue ▼

Because settlements can only be made against approved promotions, these promotions typically have actual shipments that we can use for the allocation calculations. See the calculations for the KPI measure [Expected Liability](#) in chapter 6. iTPM uses actual shipments to calculate expected liability for the promotion. As you ship more, expected liability increases, unless the promotion type has “Do NOT update liability using Actual” checked. When this is checked, iTPM uses *estimated quantity* as the *actual quantity* when calculating liability.

For indirect customers, promotions where shipments don’t line up with the promotional dates, and other situations where there are no actual sales, the allocation methodology uses estimated quantities for the allocation.

If the promotion does NOT have actual sales, AND does NOT have estimated quantities, the allocation of last-resort is to evenly allocate the settlements across all of the items on the promotion.

Allocations are done separately for each method-of-payment:

- Lump Sum: Allocated across all items on the promotion.
- Bill-Back: Allocated across all item on the promotion that have a bill-back allowance.
- Off-invoice: Allocated across all item on the promotion that have a off-invoice allowance.
- Net-Bill: N/A. Missed net-bill is settled as either missed off-invoice, or as a lump sum.

For each method-of-payment, there are **two different allocation factors** stored:

- **Estimated:** This is how iTPM allocates your estimated lump sum to all the items in your promotion using your estimated quantities. If you have the option “Do not update liability using actuals” checked, iTPM uses these estimated factors to allocate your settlements. iTPM also uses these factors to allocate settlements if the promotion does not have any actual shipments.
- **Actual:** iTPM calculates each item’s share of the settlement based on actual shipments during the promotional dates.
 - Lump Sum: Share of actual shipment revenue of the items in the promotion.
 - Bill-back, Off-invoice, and Net-Bill: Share of estimated liability, based on actual shipments times each allowance for each item in the promotion.

iTPM also has Allocation Contribution factors.

- This is only used when a promotion has more than one allowance for an item.
- The allocation contribution is used to further allocate an item’s settlement amount amount to every allowance for that item for a given method of payment.

To see the allocation factors, view a promotion, and go to the KPI subtab.

- There is one row in the grid below for each item in your promotion
- In the grid, on any row click on the record ID to view the KPI record for that item
- One of the sections will be the Allocation Factors. (shown below)
- Use the arrows in the upper right corner to navigate quickly to other items.



Allocation Factors		
LS ALLOCATION FACTOR : EST. 0.24926	BB ALLOCATION FACTOR : EST. 0	OI ALLOCATION FACTOR : EST. 0
LS ALLOCATION FACTOR : ACTUAL 0.24926	BB ALLOCATION FACTOR : ACTUAL 0	OI ALLOCATION FACTOR : ACTUAL 0


Every 15 minutes a script calculates the allocation contribution for promotions that are in the KPI queue. Promotions are added to this queue when the status changes, there is a new settlement, the promotion is edited, and other triggers. See the chapter for more details. Before this script completes the allocations:


- Contribution factors are NOT calculated until the promotion is *APPROVED*. Contribution factors are used when an item in a promotion has more than one allowance for a given method-of-payment.
- Actual allocation factors are set equal to Estimated factors if the the “Do not update liability based on actuals” checkbox for the promotion type is checked.
- The promotion is NOT available for settlements until contributions’ have been calculated.
- To prevent ‘bad data’ from being created,
 - the RESOLVE DEDUCTIONS button will NOT be visible on the promotion until the allocation contributions are calculated, ...
 - AND the newly approved promotion will NOT be on the list of available promotions when creating a settlement while viewing a deduction.

HOW iTPM ALLOCATES ESTIMATED SPENDING TO ITEMS IN THE PROMOTION			
PROMOTION	LUMP SUM	BILL-BACK ALLOWANCES	MISSED OFF-INVOICE
At least ONE ITEM has estimated QUANTITY and a list price.	Use each item’s share of ESTIMATED dollar sales to allocate the lump sum across all items.	Use each item’s share of ESTIMATED BILLBACK SPENDING to allocate the bill-back settlement to each item.	Use each item’s share of ESTIMATED OFF-INVOICE SPENDING to allocate the off-invoice settlement to each item.
There is NO ESTIMATED QUANTITY or REVENUE for any item.	Allocate the lump sum EVENLY across ALL items in the promotion.	Allocate the bill-back settlement amount EVENLY across all the items that had a bill-back allowance in the promotion.	Allocate the missed off-invoice settlement amount EVENLY across all the items that had an off-invoice allowance in the promotion.

When iTPM has determined that a promotion is eligible for settlements, the following table describes how the requested amount by method-of-payment is allocated to the appropriate items in the promotion:

HOW iTPM ALLOCATES SETTLEMENTS TO ITEMS IN THE PROMOTION			
PROMOTION	LUMP SUM	BILL-BACK ALLOWANCES	MISSED OFF-INVOICE
There are ACTUAL SHIPMENTS during the promotion.	Use each item’s share of ACTUAL dollar sales to allocate the lump sum across all items. (Sales)	Use each items share of the promotion’s EXPECTED BILLBACK LIABILITY to allocate the bill-back settlement to each item. (Shipments)	Use each items share of the promotion’s EXPECTED OFF-INVOICE LIABILITY to allocate the Missed off-invoice settlement to each item.
There are NO ACTUAL SHIPMENTS for ANY item in the promotion during the promotion dates.	Use each item’s share of ESTIMATED dollar sales to allocate the lump sum across all items.	Use each item’s share of ESTIMATED BILLBACK SPENDING to allocate the bill-back settlement to each item.	Use each item’s share of ESTIMATED OFF-INVOICE SPENDING to allocate the off-invoice settlement to each item.
NO ACTUAL SHIPMENTS and NO ESTIMATED QUANTITY or REVENUE	Allocate the lump sum EVENLY across ALL items in the promotion.	Allocate the bill-back settlement amount EVENLY across all the items that had a bill-back allowance in the promotion.	Allocate the missed off-invoice settlement amount EVENLY across all the items that had an off-invoice allowance in the promotion.

 **Assumption:** There will be no sales without shipments. *Shipments* as defined by NetSuite are used in the allocation factor calculations, not *sales* as defined by NetSuite.

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

2.10 Corporate parent promotions

iTPM supports promotions at the corporate level.

The *Promotion Planning User Guide* has additional details on creating promotion plans at the corporate parent that apply to the parent and all the ‘children’ of the parent, including ship-tos, DCs, etc.

2.11 iTPM General Ledger Impact

Action	G/L Impact	Debit	Credit
A. Create a DEDUCTION from an invoice	The partial payment becomes a expense, an offset to a promotional accrual account, or other asset, depending on the account selected in iTPM preferences for open deductions.)	Open deduction account in iTPM preferences at the time deduction is created.	Accounts Receivable
B. Create a DEDUCTION from a Credit Memo	This moves the amount from the credit memo's account to an iTPM open deduction to research and resolve.	Open deduction account in iTPM preferences at the time deduction is created.	The account(s) identified in the debit side of the NetSuite credit memo.
C. SPLIT a deduction	No net impact to open deduction. Option to remove customer from split to keep splits off the customer statement.	Account on the Deduction (open deduction account)	Account on the Deduction (open deduction account)
D. Create a SETTLEMENT while viewing a deduction. RESOLVE DEDUCTIONS while viewing a promotion, and CSV Bulk Settlements	Resolve open deductions with a settlement. This moves the deduction amount out of the suspense account, and into the account(s) identified in the promotion. Valid GL-accounts are selected when creating the promotion type.	Account identified in the promotion for each allowance.	Account on the Deduction (open deduction account)
E. ADJUST SPEND while viewing a promotion	Make manual adjustments to a promotion's KPIs without any net financial impact. Example use: Adjust KPIs to reflect a check to an indirect (or direct) customer for a promotional activity. The check has the correct G/L. This just adjusts the promotion KPI.	Settlement account in the iTPM preferences at the time the Adjust Spend settlement is created.	Settlement account in the iTPM preferences at the time the Adjust Spend settlement is created.
F. REINVOICE a disputed deduction	The deduction becomes an accounts receivable asset. (No invoice is created, the amount is just placed back onto the customer's statement.)	Accounts Receivable	Deduction account of the Deduction
G. EXPENSE a deduction using a Journal Entry	A template journal entry is created. Change the default GL-account to move the amount out of open deductions to the account of your choice.	Defaults to account identified in iTPM preferences. User can change GL-account.	Account on the Deduction
H. VOID a Settlement Request	This creates a settlement that is the mirror image of the settlement request it is voiding.	Account on the Deduction (open deduction account)	Account identified in the promotion for each allowance
Promotion KPIs	Maximum and Expected liability, Overpay, and Net Liability are only promotion KPI calculations.	None	None
Accrual Log	No impact on financials. Use the log to help true-up your actual trade promotion accruals.	None	None



Helpful Hint: Use the *Monthly Reconciliation User Guide* to review and validate the G/L impact of iTPM data, available at www.i-tpm.com/admin-training-resources

A. Create a Deduction from a short-paid INVOICE G/L impact

#1: To view the general ledgers related to creating your deduction, use the *LINES* subtab.

ACCOUNT	DEBIT	CREDIT	MEMO	NAME	HISTORY
1100 Accounts Receivable		5,100.00	Deduction applied on Invoices 3234,2514	HEB	History
6014 Open Deductions	5,100.00		Deduction applied on Invoices 3234,2514	HEB	History

The invoices associated to your invoice and closed will appear under the "Transaction" field:

- iTPM Deduction Q

27 **OPEN**

[Edit](#) [Back](#) [Quick Split](#) [Split \(CSV\)](#) [Split](#) [Re-Invoice](#) [Match To Credit Memo](#) [Expense](#) [Settlement](#) [Delete](#) [Print](#) [Add](#) [Actions](#)

Primary Information

ENTRY NO. 27	ITPM CUSTOMER HEB	TRANSACTION
ITPM OTHER REFERENCE CODE	DATE 11/12/2018	Invoice #INV03091367
STATUS Open	POSTING PERIOD Nov 2018	Invoice #INV03091789
	REFERENCE DATE	

Action	G/L Impact	Debit	Credit
Create a DEDUCTION from an invoice	The partial payment becomes a expense, an offset to a promotional accrual account, or other asset, depending on the account selected in iTPM preferences for open deductions.)	Open deduction account in iTPM preferences at the time deduction is created.	Accounts Receivable

Helpful Hint: When resolving open deductions, iTPM does not modify the original transactions that created the deduction, shown in the *LINES* subtab of the deduction.

Look at the **NetSuite applied transactions under the iTPM subtab** to see the how the deduction's open balance was resolved.

B. Create Deductions from a CREDIT MEMO G/L impact

#1: To view the general ledger impact of creating your deduction, use the *LINES* subtab.

Lines	ITPM	Communication	System Information	Custom	EFT	Configuration Details	Box Files
	ACCOUNT	DEBIT	CREDIT	MEMO		NAME	HISTORY
	6014 Open Deductions		1,243.88	Deduction applied on CreditMemo 9548		HEB	History
	6014 Open Deductions	1,243.88		Deduction applied on CreditMemo 9548		HEB	History

The invoices associated to your invoice and closed will appear under the “Transaction” field:

- iTPM Deduction ← → List Search

28 **OPEN**

[Edit](#)
[Back](#)
[Quick Split](#)
[Split \(CSV\)](#)
[Split](#)
[Re-Invoice](#)
[Match To Credit Memo](#)
[Expense](#)
[Settlement](#)
[Delete](#)

 Actions

Primary Information

ENTRY NO. 28	ITPM CUSTOMER HEB	• TRANSACTION • Credit Memo #MEM00000033	ORIGINAL DEDUCTION - iTPM Deduction #28
ITPM OTHER REFERENCE CODE	DATE 11/12/2018		PARENT DEDUCTION
STATUS Open	POSTING PERIOD Nov 2018		ITPM APPLIED TO
	REFERENCE DATE		<input type="checkbox"/> DISPUTED?
			<input type="checkbox"/> CUSTOMER APPROVES REPAY?

Action	G/L Impact	Debit	Credit
Create a DEDUCTION from a Credit Memo	This moves the amount from the credit memo’s account to an iTPM open deduction to research and resolve.	Open deduction account in iTPM preferences at the time deduction is created.	The account(s) identified in the debit side of the NetSuite credit memo.

C. Splitting deductions G/L impact

#1: To view the general ledger impact of splitting your deduction, use the *LINES* subtab.

Example: Deduction #2 was split and resolved by create two deductions, #3 and #4.

Lines iTPM Communication System Information Custom EFT Configuration Details Box Files										
Related Deductions • Applied Transactions Splits •										
STATUS *				DISPUTED?						
-				- All -						
EDIT	DATE	STATUS	DEDUCTION ▼	AMOUNT	OPEN BAL	SPLIT OFF	PARENT DEDUCTION	DISPUTED?	MEMO	
Edit	10/12/2018	Open	6	300.00	300.00	0.00	- iTPM Deduction #3	No	Ad fee #2	
Edit	10/12/2018	Open	5	200.00	200.00	0.00	- iTPM Deduction #3	No	Ad fee	
Edit	10/12/2018	Open	4	2,500.00 ●	1,200.00	0.00	- iTPM Deduction #2 ●	No	Deduction split from Deduction #2	
Edit	10/12/2018	Resolved	3	500.00 ●	0.00	500.00	- iTPM Deduction #2 ●	No	Deduction split from Deduction #2	
Edit	9/30/2018	Resolved	2 ●	3,000.00 ●	0.00	3,000.00		No	Deduction applied on Invoice #9126	

There is no financial impact when splitting a deduction. Below are the G/L lines under the *iTPM* subtab for deduction #3, which was created by splitting deduction #2, and \$3,000 open deduction into two separate deductions of \$500 and \$2,500:

Lines iTPM Communication System Information Custom EFT Configuration Details Box Files							
ACCOUNT	DEBIT	CREDIT	MEMO	NAME	HISTORY		
● 6014 Open Deductions		500.00	Deduction split from Deduction #2		History		
● 6014 Open Deductions	500.00		Deduction split from Deduction #2		History		

Action	G/L Impact	Debit	Credit
SPLIT a deduction	No net impact to open deduction. Option to remove customer from split to keep splits off the customer statement.	Account on the Deduction (open deduction account)	Account on the Deduction (open deduction account)

D. Create Settlements G/L impact

Use the **LINES** subtab of your settlement request to see the general ledger entries.

When you match a deduction to a promotion, the settlement automatically goes to **PENDING** status, and it gets queued up to allocate the settlement to individual items in the promotion. When the allocation process is done, the settlement will go to **APPLIED** status.

The APPLIED settlement below has two requested amounts, \$500 Lump Sum, and \$313 Bill-back.

- While the settlement is PENDING status, there will be no item detail under the *lines* subtab.
- When the settlement status changes to APPLIED, the lines will show item level detail.
- The \$500 is allocated to items based on share of historical revenue of items in the promotion.
- The \$312 is allocated based on share of historical sales of items in the promotion, and based on the allowance rate-per-unit.
- Account 6021 below is the “Open Deductions” account selected in iTPM preferences.
- Account 4001 Trade Promotion (Contra Revenue) is the account configured for this promotion type, and used for the allowances in the selected promotion.
- Class is populated if the item is identified as a member of a specific class. It will be blank if the item is not a member of any NetSuite class.

ACCOUNT	DEBIT	CREDIT	MEMO	NAME	DEPARTMENT	CLASS	LS BB OI	ITPM ITEM
4001 Trade Promotion (contra revenue)	31.99		LS Settlement for Item : ACC00002 on Promotion Accrual test #14	Kroger Corporate		Internal	Lump Sum	ACC00002
4001 Trade Promotion (contra revenue)	103.97		LS Settlement for Item : ACC00004 on Promotion Accrual test #14	Kroger Corporate		Hardware	Lump Sum	ACC00004
4001 Trade Promotion (contra revenue)	121.56		LS Settlement for Item : ACC00005 on Promotion Accrual test #14	Kroger Corporate			Lump Sum	ACC00005
4001 Trade Promotion (contra revenue)	91.49		LS Settlement for Item : ACC00007 on Promotion Accrual test #14	Kroger Corporate			Lump Sum	ACC00007
4001 Trade Promotion (contra revenue)	30.70		LS Settlement for Item : ACC00008 on Promotion Accrual test #14	Kroger Corporate			Lump Sum	ACC00008
4001 Trade Promotion (contra revenue)	120.29		Adjusted LS Settlement for Item : ACC00009 on Promotion Accrual test #14	Kroger Corporate			Lump Sum	ACC00009
6021 Trade Promotion : Open Deductions		500.00	Settlement Created From Deduction #258	Kroger Corporate			Lump Sum	
4001 Trade Promotion (contra revenue)	20.03		10.0% per 1 BB Settlement for Item : ACC00002 on Promotion Accrual test #14	Kroger Corporate		Internal	Bill-Back	ACC00002
4001 Trade Promotion (contra revenue)	65.08		10.0% per 1 BB Settlement for Item : ACC00004 on Promotion Accrual test #14	Kroger Corporate		Hardware	Bill-Back	ACC00004
4001 Trade Promotion (contra revenue)	76.10		10.0% per 1 BB Settlement for Item : ACC00005 on Promotion Accrual test #14	Kroger Corporate			Bill-Back	ACC00005
4001 Trade Promotion (contra revenue)	57.27		10.0% per 1 BB Settlement for Item : ACC00007 on Promotion Accrual test #14	Kroger Corporate			Bill-Back	ACC00007
4001 Trade Promotion (contra revenue)	19.22		10.0% per 1 BB Settlement for Item : ACC00008 on Promotion Accrual test #14	Kroger Corporate			Bill-Back	ACC00008
4001 Trade Promotion (contra revenue)	75.30		10.0% per 1 BB Settlement for Item : ACC00009 on Promotion Accrual test #14	Kroger Corporate			Bill-Back	ACC00009
6021 Trade Promotion : Open Deductions		313.00	Settlement Created From Deduction #258	Kroger Corporate			Bill-Back	

NOTE: For settlements created before iTPM version 20182.1, there is a corresponding Journal Entry.

Your settlement includes lines for Lump Sum and each method-of-payment, including bill-back and off-invoice. There is one line per method of payment and for each item that has been allocated spending.

Action	G/L Impact	Debit	Credit
D. Create a SETTLEMENT while viewing a deduction, RESOLVE DEDUCTIONS while viewing a promotion, and CSV Bulk Settlements	Resolve open deductions with a settlement. This moves the deduction amount out of the suspense account, and into the account(s) identified in the promotion. Valid GL-accounts are selected when creating the promotion type.	Account identified in the promotion for each allowance.	Account on the Deduction (open deduction account)

E. Adjust Spend settlement G/L impact

Spend Adjust settlements do not have any net G/L impact on your financial statements.

To see the G/L impact, view the lines of the settlement created using the ADJUST SPEND button on the promotion.

Lines	Communication	System Information	Custom	iTPM	EFT	Configuration Details	Box Files
	ACCOUNT			DEBIT	CREDIT	MEMO	NAME
	ITPM KPI adjustment (no G/L impact)	ITPM KPI adjustment (no G/L impact)		124.52		15.0% per 6 BB Settlement for Item :-NIC00001 on Promotion Sept back-to-school	Kroger Corporate
	ITPM KPI adjustment (no G/L impact)	ITPM KPI adjustment (no G/L impact)		169.27		15.0% per 6 BB Settlement for Item :-NIC00003 on Promotion Sept back-to-school	Kroger Corporate
	ITPM KPI adjustment (no G/L impact)	ITPM KPI adjustment (no G/L impact)		6.21		15.0% per 6 BB Settlement for Item :-ALE00001 on Promotion Sept back-to-school	Kroger Corporate
	ITPM KPI adjustment (no G/L impact)	ITPM KPI adjustment (no G/L impact)			300.00	Settlement Created From Promotion # Sept back-to-school	Kroger Corporate

ADJUST SPEND settlements can be viewed from the promotion and iTPM menus in the same way you view all other promotional settlements.


Settlement Requests are automatically set to **Processing** status. When the allocation processing is done, the settlement will move to applied status.

Action	G/L Impact	Debit	Credit
REQUEST SETTLEMENT while viewing a promotion (Settlement request)	Make manual adjustments to a promotion's KPIs without any net financial impact. Example use: Adjust KPIs to reflect a check to an indirect (or direct) customer for a promotional activity. The check has the correct G/L. This just adjusts the promotion KPI.	Settlement account in the iTPM preferences at the time the Adjust Spend settlement is created.	Settlement account in the iTPM preferences at the time the Adjust Spend settlement is created.

F. Re-Invoice Deductions G/L impact

For Your Information: When you are viewing a **DEDUCTION** that you **Re-Invoiced**, the *lines* subtab at the bottom of your deduction show the original G/L impact of the transactions that created the deduction you are viewing, **NOT** the entries for re-invoicing.

ACCOUNT	DEBIT	CREDIT	MEMO	NAME	HISTORY
6014 Open Deductions		125.00	Deduction split from Deduction #13		History
6014 Open Deductions	125.00		Deduction split from Deduction #13		History

 **Helpful Hint:** When resolving open deductions, iTPM does not modify the original transactions that created the deduction.

Look at the NetSuite sublist, *applied transactions* to see transactions that are linked to the deduction that resolved the deduction open balance.

To view **ALL** of the re-invoice journal entries, click on the *iTPM* subtab, and view the *Applied Transactions* sublist.

DATE	TYPE	DOCUMENT NUMBER	MEMO (MAIN)	ITPM PROMOTION	STATUS	AMOUNT (DEBIT)	AMOUNT (CREDIT)	TRANSACTION ID
11/12/2018	Journal	JOU00000304	Moving open balance to A/R for Deduction 22	- None -	Approved for Posting	125.00	125.00	JOU00000304
Total						125.00	125.00	

Action	G/L Impact	Debit	Credit
REINVOICE a disputed deduction	The deduction becomes an accounts receivable asset. (No invoice is created, the amount is just placed back onto the customer's statement.)	Accounts Receivable	Deduction account of the Deduction

Here is the Journal Entry that resolved the deduction and returned the open amount to the customer's statement:

Journal ← → List Search Customize

JOU00000304

[Edit](#) [Back](#) **Actions** ▾

Primary Information

ENTRY NO. JOU00000304	POSTING PERIOD Nov 2018
CURRENCY USA	REVERSAL #
EXCHANGE RATE 1.00	REVERSAL DATE
DATE 11/12/2018	
MEMO Moving open balance to A/R for Deduction 22	SUBSIDIARY Honeycomb Mfg.

Lines Communication Related Records System Information Custom EFT Configuration Details Box Files

125.00 •


ACCOUNT	DEBIT	CREDIT	MEMO	NAME	DEPARTMENT	CLASS	LOCATION
1100 Accounts Receivable	125.00		Moving open balance to A/R for Deduction 22	Albertsons / Safeway			01: San Francisco
6014 Open Deductions		125.00	Moving open balance to A/R for Deduction 22	Albertsons / Safeway			01: San Francisco

G. EXPENSE a Deduction using a Journal Entry G/L impact

For Your Information: When you resolve a deduction by expensing it, there's no settlement. By definition, iTPM settlements are checks or deductions that are matched to promotional events.

Journal Entries that expensed your deduction ARE NOT under the LINES subtab on your deduction. When you are viewing any DEDUCTION, the **lines subtab** at the bottom of your deduction show the original G/L impact of **the transactions that created the deduction you are viewing.**

ACCOUNT	DEBIT	CREDIT	MEMO	NAME	HISTORY
6014 Open Deductions		15.25	Deduction split from Deduction #13		History
6014 Open Deductions	15.25		Deduction split from Deduction #13		History

 **Helpful Hint:** When resolving open deductions, iTPM does not modify the original transactions that created the deduction.

Look at the **NetSuite applied transactions under the iTPM subtab** to see the **transactions that resolved the deductions** open balance.

To view all the transactions that resolved your deduction, click on the **iTPM subtab**, and view the **Applied Transactions** sublist.

DATE	TYPE	DOCUMENT NUMBER	MEMO (MAIN)	ITPM PROMOTION	STATUS	AMOUNT (DEBIT)	AMOUNT (CREDIT)	TRANSACTION ID
11/12/2018	Journal	JOU00000305	Expense for Deduction 23	- None -	Approved for Posting	15.25	15.25	JOU00000305
Total						15.25	15.25	

In the screen above, **click on the date to view the journal entry** automatically created by iTPM.

The journal entry will have the default GL-account that your iTPM administrator setup in preferences.

Action	G/L Impact	Debit	Credit
EXPENSE a deduction	A template journal entry is created. Change the default GL-account to move the amount out of open deductions to the account of your choice.	Defaults to account identified in iTPM preferences. User can change GL-account.	Account on the Deduction

The G/L impact of EXPENSING your deduction is seen on the Journal Entry associated with your deduction:

Journal ← → List Search Customize

JOU00000305

Edit Back Print Actions

Primary Information

ENTRY NO. JOU00000305	POSTING PERIOD Nov 2018
CURRENCY USA	REVERSAL #
EXCHANGE RATE 1.00	REVERSAL DATE
DATE 11/12/2018	
MEMO Expense for Deduction 23	SUBSIDIARY Honeycomb Mfg.

Lines Communication Related Records System Information Custom EFT Configuration Details Box Files

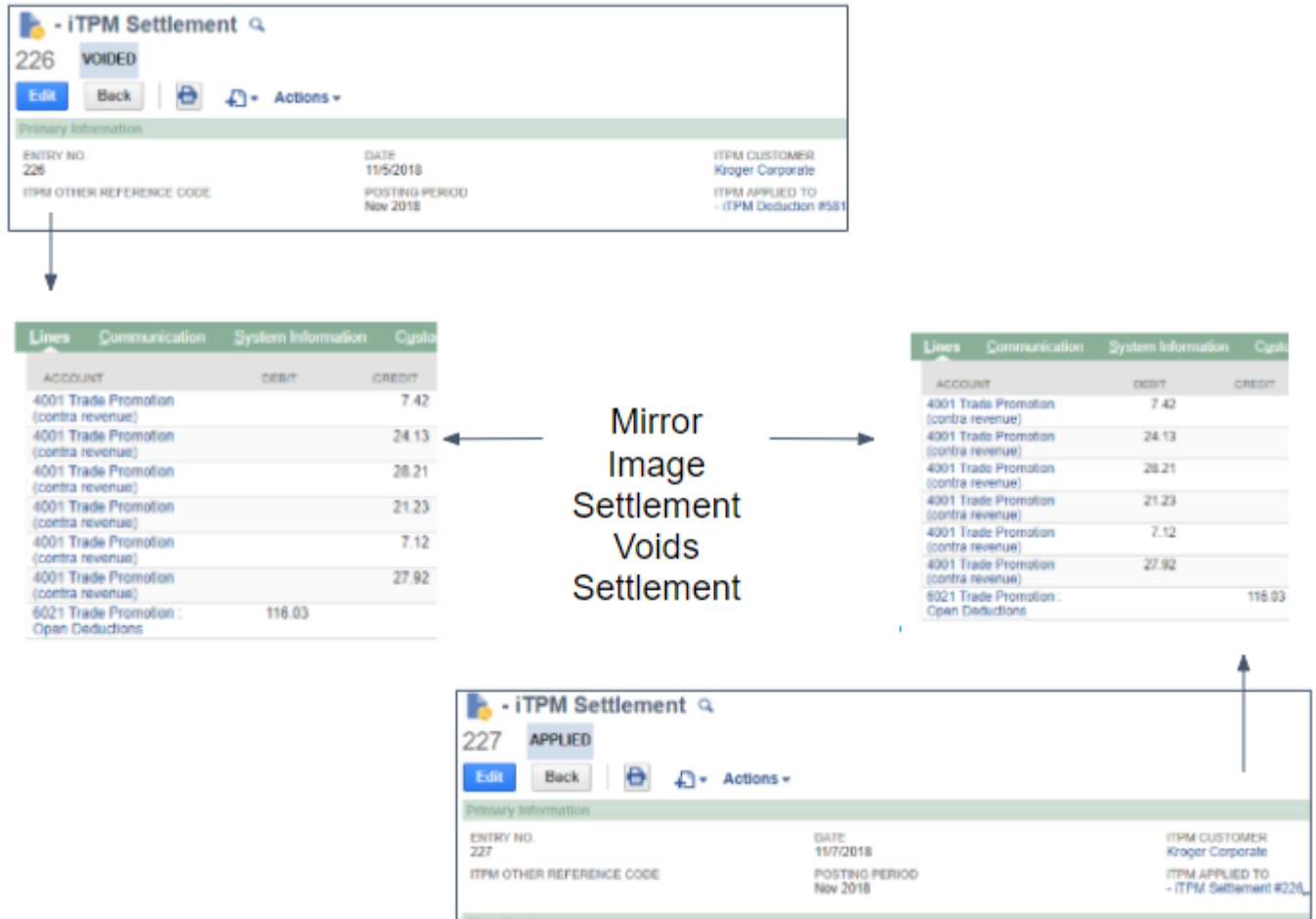
15.25 •

ACCOUNT	DEBIT	CREDIT	MEMO	NAME	DEPARTMENT	CLASS	LOCATION
6014 Open Deductions		15.25	Expense for Deduction 23	Albertsons / Safeway			01: San Francisco
6013 Fees and Penalties	15.25		Expense for Deduction 23	Albertsons / Safeway			01: San Francisco

H. Void a Settlement G/L impact

The **LINES subtab** of your VOIDED settlement show you the G/L that created your settlement. When you void this settlement, iTPM marks this settlement VOIDED, and creates a mirror image settlement that reverses the settlement. The voiding settlement status will be Applied.

The **LINES subtab** the voiding settlement will show you a mirror image of the GLs that created your settlement.



To see the mirror image settlement that voided your settlement, go to the iTPM subtab on your voided settlement. Click on the Applied Transaction sublist to find the document number of the mirror image settlement.

NOTE: Voiding settlements created in older version of iTPM, before version 2018.2.1a, will create a reversing Journal Entry. This is because in 2018.2.1a and forward, iTPM does NOT create journal entries with each settlement.

Action	G/L Impact	Debit	Credit
VOID a Settlement Request	This creates a settlement that is the mirror image of the settlement request it is voiding.	Account on the Deduction (open deduction account)	Account identified in the promotion for each allowance

2.12 Applying off-invoice and net-bill allowances to orders

The iTPM script will run when saving a sales order ONLY IF the apply off-invoice and net-bill check box under the iTPM subtab on the sales order is checked.



There are several iTPM [preferences](#) that control how off-invoice and net-bill allowances are applied to sales orders:

- Select the discount item
- Apply discount only to list price?
- iTPM discount dates

See section [4.3](#) in this Admin User Guide for preferences related to off-invoice and net-bill.

See section 3 in the User Guide for Settlements to see how off-invoice and net-bill allowances are applied to sales orders, available at www.i-TPM.com/training-resources

2.13 Removing Customer from Split Deduction Transactions (OPTIONAL)

iTPM [preferences](#) has the option to remove the customer from the transactions that split a deduction. When you split a deduction, the screenshots below show how this option affects the split deductions. We recommend you use this option to reduce the number of lines on your customer-specific reports. With this option checked, only the deductions and their resolutions will appear on saved searches that use customer to find transactions.



Account	Debit	Credit	Memo	Name	History
1004 Payroll		10.00	Deduction split from Deduction #84		History
1004 Payroll	10.00		Deduction split from Deduction #84		History




Account	Debit	Credit	Memo	Name	History
1004 Payroll		10.00	Deduction split from Deduction #10	AB&I Holdings	History
1004 Payroll	10.00		Deduction split from Deduction #10	AB&I Holdings	History

2.14 iTPM Transactions on the Customer Statement

The following are examples of iTPM transactions that, by default, can appear on your customer statements:

- When you use iTPM to create a deduction directly from an open customer invoice, the deduction that resolved the short-pay will appear on the customer statement as a Deduction #, and will be a “payment”:
- Settlements that resolve iTPM deductions will also appear on the customer statement.
- A disputed deduction that is re-invoiced will appear on the customer statement. The Description on the statement will be Journal number that changed the deduction back to a receivable on the customer’s statement.
- When splitting deductions, the split and corresponding dual journal entries will also appear on the statement unless you use the preferences option to [remove customer from splits](#).

 2955 Campus Drive Suite 100 San Mateo CA 94403 US		Statement			
		Date 12/16/2017			
Bill To Brian Chapel Bentonville AR United States					
		Amount Due	Amount Encl.	Currency	Subsidiary
		\$4,751.49		USA	Honeycomb Mfg.
Date	Description	Charge	Payment	Balance	
11/16/2017	Balance Forward				84,987.01
12/1/2017	- iTPM Deduction #40		24,800.00		60,187.01
12/1/2017	Payment #PAY00000373		18,863.52		41,323.49
12/1/2017	Credit Memo #MEM00000008		500.00		40,823.49
12/1/2017	Journal #JOU00000186	500.00			41,323.49
12/1/2017	Journal #JOU00000188	150.00			41,473.49
12/1/2017	Credit Memo #MEM00000007		102.00		41,371.49
12/1/2017	Credit Memo #MEM00000009		1,000.00		40,371.49
12/13/2017	- iTPM Deduction #48		30,000.00		10,371.49
12/13/2017	Payment #PAY00000375		5,620.00		4,751.49
12/13/2017	Credit Memo #MEM00000011		2,000.00		2,751.49
12/13/2017	Journal #JOU00000197	2,000.00			4,751.49

As the NetSuite and/or iTPM Administrator, you have the ability to use standard NetSuite configuration and customization tools to include or include or exclude any of the iTPM transactions from your customer statements. Be sure to review iTPM’s impact on your customer statements as part of your sandbox testing before going live.

Can I show the iTPM settlement and deduction descriptions on my customer statements? Yes, this is standard NetSuite customization, but it is outside the scope of iTPM and the iTPM implementation services by your CG Squared staff.

2.15 Options for iTPM Journal Entries

iTPM honors the standard NetSuite configurations that require journal entries to be approved, and the NetSuite configuration to route journal entries for approval.

There are two configurations that will be enabled:

1. To turn on JE approvals, go to **Setup -> Accounting -> PREFERENCES -> Accounting Preferences -> General**, and check “Require Approvals on Journal Entries”
2. On the the same form, **check “Allow user events on build journal approval”**.

Accounting Preferences

Save Cancel Reset

General Items/Transactions Order Management Time & Expenses Approval Routing

General Ledger

- USE ACCOUNT NUMBERS
- USE LEGAL NAME IN ACCOUNT
- SHOW ALL TRANSACTION TYPES IN RECONCILIATION
- EXPAND ACCOUNT LISTS
- CASH BASIS REPORTING

AGING REPORTS USE

- TRANSACTION DATE
- DUE DATE

- VOID TRANSACTIONS USING REVERSING JOURNALS
- SET REVERSAL VARIANCE DATE EQUAL TO THE REVERSING JOURNAL DATE WHEN VOIDED TR.
- REQUIRE APPROVALS ON JOURNAL ENTRIES
- ALLOW USER EVENTS ON BULK JOURNAL APPROVAL
- ENABLE ACCOUNTING PERIOD WINDOW

MINIMUM PERIOD WINDOW SIZE

ALLOW TRANSACTION DATE OUTSIDE OF POSTING PERIOD

Warn

DEFAULT POSTING PERIOD WHEN TRANSACTION DATE IN CLOSED PERIOD

Current Period

- CREATE AND EDIT INVENTORY TRANSACTIONS DATED IN CLOSED PERIODS
- ALLOW QUICK CLOSE OF ACCOUNTING PERIODS

Accounts Receivable



Note: When you turn on this NetSuite configuration, NetSuite will require **ALL** journal entries to be approved, not just those created by iTPM. iTPM honors this NetSuite configuration.



Note: If you do not check “Allow User Events on Bulk Journal Approval”, deductions can get stuck in processing status when you bulk approve journal entries. If this is not checked an deductions get stuck, simply viewing the approved journal entry will allow the deduction to move to resolved status.

When you require ALL journal entries to be approved, you will see the status at the top of your journal entry.

Navigation: Activities Payments Box Files iTPM Transactions Lists Reports Documents Setup Customization Support

Journal JOU00000398 **PENDING APPROVAL**

Buttons: Edit Back Actions

Primary Information

ENTRY NO. JOU00000398	DATE 1/11/2018	REVERSAL #
CURRENCY USA	POSTING PERIOD Jan 2018	REVERSAL DATE
EXCHANGE RATE 1.00		
APPROVAL STATUS Pending Approval	MEMO Moving open balance to AVR for Deduction 90	SUBSIDIARY Honeycomb US-East
NEXT APPROVER		

Navigation: Lines Communication Related Records System Information Custom EFT Configuration Details Box Files

With this NetSuite configuration CHECKED, **ALL** journal entries, including those created by iTPM, must be reviewed and approved by someone with the appropriate permissions.

To approve JEs, go to **Transactions -> Financial -> Approve Journal Entries**

Approve Journals

Buttons: Save Cancel Reset Mark All Unmark All

Customize

APPROVE	DATE ▲	CREATED BY	NUMBER	MEMO
<input type="checkbox"/>	1/11/2018	Alex Ring	JOU00000397	Moving open balance to AVR for Deduction 82



Note: When you turn on this NetSuite configuration, NetSuite will require **ALL** journal entries to be approved, not just those created by iTPM. iTPM honors this NetSuite configuration by creating all Journal Entries in *Pending Approval* status.

There is a third NetSuite preference that is related to journal entries. In addition to journal entry approvals, you can use standard NetSuite functionality to require routing on journal entry approvals. iTPM also honors this NetSuite configuration.

Accounting Preferences

Save Cancel Reset

General Items/Transactions Order Management

Approval Routing

- EXPENSE REPORTS
- PURCHASE ORDERS
- VENDOR BILLS
- TIME BILLS
- INVOICES
- JOURNAL ENTRIES

Helpful Hint: If you enable the *JOURNAL ENTRIES* approval routing accounting preference and are using WorkFlow for journal approval, the NetSuite preference REQUIRE APPROVALS ON JOURNAL ENTRIES is not visible.

The table below shows how the NetSuite Journal Entry approval preferences affect the Journal Entries created by iTPM when the user clicks MATCH-TO-CREDIT-MEMO:

	Journal Entry Preference under Accounting Preferences >> General	Journal Entry Preference under Accounting Preferences >> Approval Routing	Match To Credit memo (Resolve a Deduction with an open balance)
Configuration 1	Don't require JE approval.	Don't require JE routing.	<ul style="list-style-type: none"> • No APPROVED field on the JE • No Approval Status field on JE • Journal Entry record is created directly when the credit memo is applied to the deduction. • Deduction balance adjusted immediately upon SUBMIT.
Configuration 2	NA (JE approval required by default)	Require JE routing	Journal Entry will be created only when the Pending Approval Journal entry is approved.
Configuration 3	Require JE approval	Don't require JE routing.	

3.0 Pre-Setup Preparation: ACCRUALS

You can use iTPM to help you determine your promotional accruals more accurately by keeping a running log of what you owe by promotion. Here's how it works:

During the day, your team does things that affect your promotional accruals:

- Promotions are approved, become active, completed, and closed.
- Deductions are matched to approved promotions.
- iTPM creates a log of every situation that may impact your accruals

Overnight, iTPM uses this log used to update non-posting statistical account

- Accrual amount is calculated and posted to a statistical, non-posting G/L account
- Reporting against this G/L account provides insight to what your accrual should be
 - As of any date
 - By customer, by item, by promotion type

3.1 Accrual Calculations

One of the challenges for CPG companies is to anticipate and account for unpaid bill-back liability. This is often difficult due to the complexity of the calculations and the sheer number of customers, items and trade promotions.

In this version, iTPM will not create the actual financial accruals. However, iTPM does provide reporting that you can use to compare to your accrual, and/or use to create your actual journal entry accruals.

Pros and Cons of Event-based versus Period based accruals:

Manufacturers need to accrue for trade promotion bill-backs.

Example: If I know that I have \$10k of unpaid bill-backs, financially I should accrue and hold \$10k in reserve to pay the \$10k. This reserve does several things. First, it identifies the unpaid liability on the financial statements. Second, it recognizes the anticipated liability to the correct accounting period. When the promotional claim (in the form of a check OR deduction) comes in months later, the promotional settlement reduces accrual funds.

Event-based accruals:

This is when accrual amounts are based on promotional events.

Example: If a shipment qualifies for a \$5.00/ case bill-back, the number of cases times \$5.00 is accrued.

Pros: This is very accurate, as it closely matches what's owed.

Cons: If the promotion isn't entered into the TPM solution, or if the promotion is backdated after the fact, the accrual will be understated.

Use iTPM event-based accrual as an additional data source to validate your accrual.

Before you set-up accruals in iTPM, think about which promotion types you want iTPM to calculate a running accrual balance.

Period-based accruals

This is when accrual amount are based on ALL shipments, including shipments that qualify for promotions and ones that don't.

Example. Consider an annual \$2.00 per case on item 1 accrual to cover ALL trade promotion spending. Any shipment of item 1 will generate an accrual of \$2.00 per case.

Pros: This is simple to calculate. iTPM is not needed, A simple NetSuite saved search can be used for this.

Cons: This requires constant review and 'true-ups' to make sure the anticipated or forecasted accrual rate will accrue enough funds to cover the outstanding unpaid bill-backs.

Use iTPM event-based accrual reporting to help true-up your promotional accruals that you calculate as a percent of sales or rate per unit.

Limitations of Event-based accruals:

- Promotion must be approved. Promotions in draft and submitted status don't accrue.
- Back-dated promotions don't accrue. When you back-date a promotion, qualifying shipments in the past don't accrue.
- Lump-sums are not amortized across the promotion (in this version of iTPM)
- If liability is not linked to shipments, then estimated quantities that are too high or low too low can cause your accruals to be less accurate. Examples include indirect accounts, scan events, etc.
- You must create your accrual. iTPM does not create the actual accrual. Use iTPM to determine the accrual that you will post.

Accrual Calculations:

If you enable a promotion type for accruals, the following events will impact your accrual balance:


- Increases to the ACCRUAL, causing accrual log record(s) to be written or modified:
 - **Shipment** of product that qualifies for one-or more bill-back allowances.
 - Based on date created (transaction date), not the invoice or fulfillment date(s).
 - Accruals calculated today will be based on transactions created yesterday
 - An approved promotion with a lump-sum **status changes from FUTURE to ACTIVE**.
 - Approved **Settlement is voided**.
 - A **promotion is REOPENED** where Accrual minus Actual for the event is positive.
 - **Manual adjustment** created by iTPM Admin user.
- Decreases to the ACCRUAL, causing accrual log record(s) to be written or modified:
 - **Promotion is CLOSED** where Accrual minus Actual is positive.
 - **Settlement is created** and approved for Bill-back and Lump-sums. (NOT OI or NB)
Note: In 2018.2.1a, the overpay amount will NOT decrease the accrual.
 - An approved promotion with a lump-sum **status changes from ACTIVE to FUTURE**. (This happens when a user changes the dates, pushing a promotion into the future.)
 - **Manual adjustment** created by iTPM admin user.



Helpful hint: Each night iTPM processes accruals for new transactions created yesterday. If an invoice or fulfillment transaction is back or future dated, the iTPM accrual will be created the day after the transaction, and it will show the appropriate future or back date(s) in the log.

3.2 Statistical Accounts for Accruals

SKIP to the next section if you want to use the iTPM accrual log without enabling statistical accounts:



Helpful hint: The option to write the accrual log to a statistical account, and the option to adjust accruals for overspends are enhancement candidates for one of the major releases in 2019.

OPTIONAL: Go to **Setup > Company > Enable Features**, Accounting subtab, and enable Statistical accounts.

If you do not see the check box to enable statistical accounts, contact NetSuite to discuss and enable Advanced Financials for your account.

Billing Information

PRODUCT
NetSuite

ANNIVERSARY DATE
3/1/2018

Billable Components		Add-On Modules	Add On Bundles
ENABLED	NAME ▲	DESCRIPTION	
	Advanced Billing	Allows service companies to manage recurring billing on sales orders.	
	Advanced Employee Permissions	Allows increased flexibility and control over what employee information roles	
	Advanced Expense Management	Features for Advanced Expense Management Capabilities	
●	Advanced Financials ●	Features for Advanced Financial Capabilities	
Yes	Advanced Inventory	Features for Advanced Inventory Capabilities	

iTPM uses NetSuite statistical accounts. There are several benefits to this approach:

- iTPM accruals will NOT directly impact your financials.
- Keep your current accrual workflow, and use iTPM to improve accrual accuracy
- Use the registrar just like any other GL-account to see your accrual beginning, ending balances, and all transactions in between.
- You can use different accounts for each promotion type, or have all promotions types pointed to one account.
- You decide which promotion types to include in your accruals.

In a future version, iTPM will use the accrual log of events to automatically create statistical journals to appropriately adjust the accrual up or down. Here is an example:

Statistical Journal ← → List

iTPM_Accrual_001 APPROVED FOR POSTING

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

Primary Information

ENTRY NO. iTPM_Accrual_001	ACCOUNTING PERIOD Sep 2018	REVERSAL DATE
<input checked="" type="checkbox"/> APPROVED	REVERSAL #	MEMO
DATE 9/6/2018		

Statistical Information

UNIT OF MEASURE TYPE iTPM Accrual	UNIT OF MEASURE Accrual Currency
--------------------------------------	-------------------------------------

Classification

SUBSIDIARY
Honeycomb US-East

ITPM APPLIED TO ITPM CREATED FROM

Lines [Communication](#) [Related Records](#) [System Information](#) [Custom](#)

21.00 ACC

ACCOUNT	AMOUNT	MEMO	NAME	DEPARTMENT	CLASS	LOCATION
iTPM_ACC_0001 iTPM Accrual Default	10.00					
iTPM_ACC_0001 iTPM Accrual Default	11.00					

When this feature is available, the accrual balance will be available using the register of the accrual statistical account. This will enable a view of the accrual balance for any date.

ORACLE NETSUITE **iTPM** Help Feedback Alex Ring CG Squared

[Activities](#) [iTPM](#) [Transactions](#) [Lists](#) [Reports](#) [Analytics](#) [Customization](#) [Documents](#) [Setup](#) [Support](#)

iTPM Accrual Default Register


Date	Number	Customer	Amount
	Type	Description	
9/6/2018	iTPM_Accrual_001		10.00 ACC
	Edit	Journal	
9/6/2018	iTPM_Accrual_001		11.00 ACC
	Edit	Journal	

DATE (Custom) FROM 1/1/2018 TO 10/31/2018 SUBSIDIARY CONTEXT Honeycomb US-East

1-LINE SORT BY date, type, document

[Refresh](#)

3.3 Manual Accrual Adjustments

 **Helpful hint:** The option to create manual accrual adjustments will be a future enhancement.

Manual Adjustments will be a way for a NetSuite and iTPM Admin roles (with appropriate permissions) the ability to “reverse” or ‘void’ or ‘edit’ Event Accrual records that are in error, or that are already used or are in excess of amounts desired. All manual adjustments will include an audit trail of these changes, if any.

To make manual adjustments, administrators will be able to edit and/or void statistical journal entries created by iTPM, or create new accrual log entries for specific promotions.

3.4 Accrual Visibility and Reporting

There are several ways to view iTPM accruals.

By Promotion: If the promotion type has been configured for accruals, the amount accrued can be viewed for each promotion under the KPI subtab. (To see the accruals the role must have the permission for the iTPM Accruals custom record.)

Look for the Last Accrual Run date and time:

Planning Allowances

LAST ACCRUAL RUN
11/9/2018 2:32 am

Summary • Detail •

Summary Sublist: This will show a summary of all accrual transactions by day.

DATE ACCRUED	EVENT ▲	COUNT OF ACCRUING TRANSACTION	SUM OF ACCRUAL AMOUNT
11/2/2018	New Promotion	1	1,000.0
11/8/2018	Transaction	1	955.4
11/2/2018	Transaction	1	-90.0
11/1/2018	Transaction	3	240.1
Total		6	2,105.5

Detail Sublist: This shows every transaction that impacts your accruals for the promotion.

EDIT	ID	EVENT	REVERSAL?	ACCRUING TRANSACTION	DATE ACCRUED	ITPM ALLOWANCE	ITPM ALLOWANCE UNIT	ITPM ALLOWANCE RATE	ITEM	QUANTITY	UNIT	ACCRUAL AMOUNT
Edit	ITPM_ACC1497	Transaction	No	Item Shipment #SHI00000447	11/8/2018	17917	Each	10.00	ACC00002	2	Each	20.00
Edit	ITPM_ACC1498	Transaction	No	Item Shipment #SHI00000447	11/8/2018	17918	Each	32.50	ACC00004	4	Each	130.00
Edit	ITPM_ACC1499	Transaction	No	Item Shipment #SHI00000447	11/8/2018	17919	Each	38.00	ACC00005	5	Each	190.00
Edit	ITPM_ACC1500	Transaction	No	Item Shipment #SHI00000447	11/8/2018	17920	Each	28.60	ACC00007	7	Each	200.20
Edit	ITPM_ACC1501	Transaction	No	Item Shipment #SHI00000447	11/8/2018	17921	Each	9.60	ACC00008	8	Each	76.80
Edit	ITPM_ACC1502	Transaction	No	Item Shipment #SHI00000447	11/8/2018	17922	Each	37.60	ACC00009	9	Each	338.40
Edit	ITPM_ACC1444	New Promotion	No		11/2/2018					0		1,000.00

Roll-up across All Customers, Promotions: Go to *iTPM* -> *Promotions* -> *Accrual Log* to view all accrual logs.

- iTPM Accrual Log List List Search Audit Tra

VIEW: Default

FILTERS
STYLE: Normal

EDIT VIEW	ID	DATE CREATED	LAST MODIFIED	EVENT	REVERSAL?	ACCRUING TRANSACTION	DATE ACCRUED	ITPM PROMOTION	ITPM ALLOWANCE	ITPM ALLOWANCE UNIT	ITPM ALLOWANCE RATE	ITEM	QUANTITY	UNIT	ACCRUAL AMOUNT
Edit View	ITPM_ACC0001	9/6/2018 2:43 pm	9/6/2018 2:43 pm	Transaction	No	Item Shipment #121	9/6/2018	Promotion EML - (Approved - Active) - with Sales/Invoices	8403	Each	6.20	BIC00001	10	Each	10.00
Edit View	ITPM_ACC0002	9/6/2018 2:52 pm	9/6/2018 2:52 pm	Transaction	No	Item Shipment #121	9/6/2018	Promotion EML - (Approved - Active) - with Sales/Invoices	8404	Each	5.80	BIC00002	11	Each	11.00

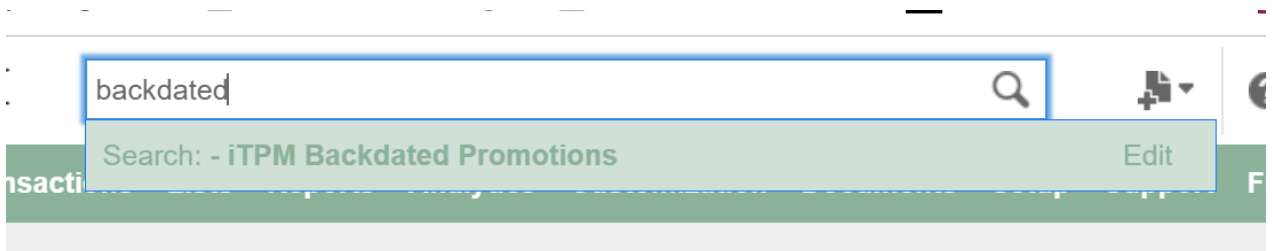
3.5 Backdated Promotions

Backdated promotions will only accrue for transactions as of the date the promotion is approved.

Example: Today is December 15th, You approve a backdated promotion, \$1.00/case off-invoice, \$2.00/case bill-back plus \$2,000 lump-sum. The promotion runs from December 1st through the 31st. This promotion type updates liability based on shipments.

In this example, your accrual will include the \$2,000 lump-sum, and any shipment (fulfillment) today through December 31st. What will be missing in your accrual will be the \$1.00 per case times all the cases you shipped between December 1st and today, the day you approved the promotion.

iTPM has a saved search you can use to help you identify any missed accruals from promotions that were backdated. Go to the global NetSuite search box, and type in "backdated".



Use the filter to identify promotions to review as potentially under-accrued:

- Change dates to only those promotions that were created since you last did this analysis
- Change the filter to only include promotion types that adjust liability based on shipments. Promotions that use estimated quantity as actual will correctly calculate liability on backdated promotions.
- Change the filter to exclude promotion types with only off-invoice as a method of payment. No amounts are ever accrued for off-invoice promotions. (You may want to look at these so you can anticipate missed-off-invoice deductions.)

- iTPM Backdated Promotions: Results List Search Audit Trail

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

FILTERS

EDIT <input type="checkbox"/>											-600 - -7	TOTAL: 92
EDIT VIEW	ID	NAME	DESCRIPTION	PROMOTION TYPE	CUSTOMER	STATUS	CONDITION	OWNER	DATE CREATED	SHIP DATE - START	DAYS BACKDATED A	
Edit View	3	July event		Scan with Ad	Publix	Draft	Completed	Alex Ring	8/17/2018 2:46 pm	7/1/2018	-48	
Edit View	102	Promotion for testing Buttons 09/12	Creating for Closed Completed	MCB (direct accounts) (est=act)	ACM Group	Closed	Completed	Nagaraju M	9/12/2018 7:40 am	8/1/2018	-42	

4.0 iTPM First-Time Setup Tasks

Configuring promotion planning correctly the first time is important to a smooth go-live transition. Use the following checklist to make sure you've covered all the necessary tasks to set up deal planning in iTPM:

Setup Checklist	
Task Description	Completed?
Before Setup: Read this document, <i>iTPM Administrator User Guide</i>	
Before Setup: Use 2018.2.1 Release Notes to Install iTPM	
4.1 Step 1 : Setup the GL-accounts for Trade Promotion	
4.2 Step 2 : Setup iTPM off-invoice discount item	
4.3 Step 3 : Setup iTPM Preferences	
4.4 Step 4 : Setup Promotional Activity (Optional)	
4.5 Step 5 : Setup Promotion Types	
4.6 Step 6 : Setup Deduction Reason Codes, Research Status, Next Steps, & Group	
4.7 Step 7 : Flag Items available for iTPM allowances	
4.8 Step 8 : Create NetSuite Item Groups for Allowances (optional)	
4.9 Step 9 : Set the Default Sales Order Status	
4.10 Step 10 : Setup iTPM roles and permissions	
4.11 Step 11 : Show both item code and display name (optional)	
4.12 Step 12 : Configure Period-Based Accruals (Future enhancement, optional)	
4.13 Step 13 : Publish Dashboard Portlets and Reminders (optional)	
4.14 Step 14 : Configure Event-Based Accruals (Optional)	
4.15 Step 15 : Update your new Item checklist / workflow	
4.16 Step 16 : Update your Month-end close checklist and reconciliation	
4.17 Step 17 : TPM Cut-over date and legacy data options	
4.18 Step 18 : Test your iTPM Setup	
4.19 Step 19 : Document your transition plan for promotions / deductions	

4.1 Step 1: Setup the GL-accounts for Trade Promotion

Trade promotion can be the second biggest expense on the P&L for many CPG manufacturers. Setting up specific GL-accounts for trade promotion spending is a way to track this important expense.


If you currently use NetSuite as your ERP, you may already have all most all of the GL-accounts you need to manage trade promotion.

When [creating promotions types](#), you will need to identify one-or-more GL-accounts for each promotion type you create. Consider these guiding TPM best practices:

- **Limit the number of accounts** for trade promotion. Your trading partners don't care where or how they get the discounts, they just want the money. Creating too many accounts creates unnecessary work and complexity.
- **Only break out accounts that are truly different.** For example, slotting allowances are sometimes depreciated over the life of the contract. Your financial advisors may recommend you keep slotting separated from traditional trade promotion funds to facilitate financial reporting. Another example is how promotion funds are earned. Some trade promotion accounts may be determined at the beginning of the year and part of the annual plan. You may decide to create a separate trade account for incremental opportunities, or meet-competition situations where extra funds were not a part of the initial annual plan. Strive to minimize the number of accounts for trade promotion. iTPM provides other ways to track and manage trade promotions.
- **Don't use GL-accounts for all of your trade promotion reporting needs.** Use the other iTPM and NetSuite attributes to track and manage trade spending. For example, even if you set up only ONE account for trade promotion, you will still be able to report and manage trade spending by customer, by item, by promotion type, by method-of-payment, and by promotion activity / merchandising, and NetSuite classifications.
- Consider using TPM best-practices consultants to help you simplify your NetSuite accounts for trade promotion management. Implementing a TPM solution is a good time to step back and review your current TPM practices. CG Squared consultants are available to help.

Other considerations:

- You can select any GL-account for iTPM promotion types, including contra-revenue income, expense, and **promotional accrual accounts**.
- **Your iTPM open deduction account should NOT be an A/R account.** We suggest using a *current other-asset*, where your open balance will appear on the balance sheet, not the P&L.
- If you select only ONE GL-account to be valid for a promotion type, promotion planners can't make mistakes, but all settlements to the promotion type will be 'expensed' to that one GL-account.
- Conversely, if you select multiple GL-accounts for a promotion type, a promotion planner will have the option to change the account when creating a promotion. The most common example is one GL-account for the lump sum (expense), and a second account (contra revenue) for the per unit allowances.
- If you already use NetSuite before implementing iTPM, you already have the accounts you need to create promotion types.



IMPORTANT: When you lock A/R, A/P and transactions, and when you lock a NetSuite accounting period, you will need to check “Allow non-G/L changes”. You need to check this box to manage deductions and settlements in locked or closed periods.

Even if you currently use NetSuite as your ERP, you may not have a ‘holding’ or ‘suspense account’ that can be used by iTPM for open deductions.

Here are the accounts you’ll need when you set up iTPM preferences for settlements and deductions:

iTPM Preferences	Description
Open Deduction Account	<p>This is the GL-account assigned to the open deduction balance while they are being researched. This can be either an expense or other-asset account.</p> <p>The final GL-account for the open balance is determined by the resolution; promotional settlement, standard expense, and/or invoiced to recover the short-pay.</p> <p>This is can be the same as GL-account used for trade promotion, or a sub-account of your trade promotion account, or a new account you create.</p> <p>Consider the open deduction account as a sub-account of promotion accruals.</p> <p>See section 2.4, Deduction Management Approaches to understand why your short-pays receivables are changed to an expense when you create iTPM deductions.</p>
Expense Account (Small Balance write-off)	<p>This is the GL-account where you expense amounts that are not related to promotions. These amounts will be expensed. This is the default account when creating a new Expense to resolve the deduction open balance. You can edit the journal entry and expense the deduction resolution to the appropriate GL-account.</p> <p>Some CG manufacturers expense damages and other non-promotional expenses to a sub-account of the general trade promotion account. (TPM Best-practice) This approach leverages the idea that all customers will receive their fair-share of funds, and that when a customer deducts for non-promotional fees, those short-pays reduce their funds available for trade promotion. If non-promotional short-pays don’t reduce the trade promotion account, retailers consider non-promotional fees to be another profit center and income source.</p> <p>Some CG manufacturers keep damages and other non-promotional expenses separate from trade promotion. If you use this approach, be sure to review and discuss these expenses periodically with your customers to reduce abuse of these expenses.</p>

If you already have these GL-accounts setup in NetSuite, [skip to Step 2.](#)

To create or edit your GL-accounts for managing your trade promotion spending in separate accounts, click on **Setup -> Accounting -> GL-accounts.**

4.2 Step 2: Setup iTPM off-invoice discount item

To enable iTPM to apply off-invoice allowances to sales orders, NetSuite requires a discount item. A discount item is required for every subsidiary in which you will use iTPM. You have the option to create a different Discount Item for each subsidiary, and the option to have the associated GL-account also be different for each subsidiary.

1. To create or edit your GL-accounts for trade promotion, click on **Lists → Accounting → items → new**.

New Item

2. Click
3. Click on **Discount**

The screenshot shows the 'New Item' form with the 'ITEM TYPE' dropdown menu open. The 'Discount' option is highlighted with a red box. The other options are 'Assembly/Bill of Materials', 'Lot Numbered', 'Serialized', 'Inventory Item', and 'Lot Numbered'.

4. Complete the form. Be sure to:
 - a. **Enter a description.** (You will see this description when selecting discount items in the iTPM preferences.)
 - b. **Select the subsidiary**
 - c. Optional: Enter department, location and class
 - d. **Under the Accounting subtab**, be sure to **select the GL-account** where you want the off-invoice allowance to be recorded.

See example screen on next page:



Helpful Hint: You will need to select a discount item for each subsidiary in which you will use iTPM.



Helpful Hint: This is a required configuration field iTPM. If you are only using iTPM for deduction management, you will still need to create one of these before you can save your iTPM preferences.

Discount for Sale ← → List Search Customize More

DIS00000

Primary Information

ITEM NAME/NUMBER *	DISPLAY NAME/CODE	DESCRIPTION
DIS00000	ITPM Off-Invoice Discount	Special Discount (enter %)
RATE *	SUBITEM OF	
0.00		
UPC CODE		

Classification

SUBSIDIARY	DEPARTMENT	LOCATION
Honeycomb Holdings Inc.		
Honeycomb Holdings Inc. : Honeycomb US		
Honeycomb Holdings Inc. : Honeycomb US		
Honeycomb Holdings Inc. : Honeycomb US		

INCLUDE CHILDREN

Translation Related Records Communication **Accounting** Preferences System Information Box Files

Accounts

NON-POSTING

ACCOUNT

8050 Sales Discounts

Tax

TAX SCHEDULE

S2

APPLY BEFORE SALES TAX

4.3 Step 3: Setup iTPM Preferences

To configure settlement preferences, go to *iTPM -> Setup > Preferences*.

If you are using NetSuite OneWorld, you will need to setup iTPM preferences for every subsidiary in which you will use iTPM. (If you are in a Non-One World Account, click **EDIT** to enter your iTPM Preferences.)

For initial setup,

1. Select the **subsidiary** where you will be using iTPM.
2. Click the **NEW PREFERENCE** button.
3. Enter preferences value and click **SUBMIT**.

- iTPM Preferences

Submit | Cancel

SUBSIDIARY * Honeycomb Holding...Honeycomb US-East	DEFAULT EXPENSE ACCOUNT * 6030 Bad Debt Expense	<input checked="" type="checkbox"/> REMOVE CUSTOMER FROM SPLIT DEDUCTION TRANSACTIONS? <input type="checkbox"/> APPLY ITPM NET BILL DISCOUNT ONLY ON LIST PRICE?
DEFAULT ALLOWANCE TYPE % Discount	DEDUCTION ACCOUNT * 6021 Trade Promotion : Open Deductions	ITPM DISCOUNT DATES * <input checked="" type="radio"/> SHIP DATE
DEFAULT PRICE LEVEL List Price	SETTLEMENT ACCOUNT * 6021 Trade Promotion : Open Deductions	
ITPM DISCOUNT ITEM * Off-invoice	ITPM VERSION	

1. **Default allowance type:** Rate per UOM or % discount. To save mouse clicks, select the most common allowance type for your promotions. This just determines the default value. The user can change it.
2. **Default price level:** Select from a list of your price levels. To save mouse clicks, select the most common price level that iTPM discounts will be applied to. This just determines the default value. The user can change it.
3. **Default Expense Account:** This is the default GL-account for deductions that you will not match to a promotion, do not want to resolve by credit memo, and will not be re-invoiced to the customer.
4. **Deduction Account:** Select a GL-account where you want to report the open balance of deductions before they are in the process of being researched and resolved.
5. **iTPM discount item*:** This includes the GL-account for OI discounts.
6. **Settlement Account:** This is the GL-account that iTPM will use for manual KPI adjustments created using the *ADJUST SPEND* button.
7. **Remove Customer from Split Deduction Transactions?** If checked, the customer will only appear on the original parent deduction, and not on all the split transactions.
8. **Apply iTPM discounts only to list price*?** If checked, iTPM discounts will only be applied if the price on the order is list price. If unchecked, AND the “apply iTPM discounts” is checked, the iTPM script will apply all applicable discounts to the order.
9. **iTPM discount dates*:** This shows what type of dates are used to apply off-invoice and net-bill allowances to a sales order. Currently Ship dates is the only available selection.

To change iTPM preferences after the initial setup,

1. go to **iTPM -> Setup > Preferences**
2. Click **EDIT** next to the subsidiary preference you want to change.

- iTPM Preferences More

SUBSIDIARY *

Preference Records

EDIT VIEW	INTERNALID	SUBSIDIARY	DEFAULT EXPENSE ACCOUNT	DEDUCTION ACCOUNT	SETTLEMENT ACCOUNT	ITPM DISCOUNT ITEM	ITPM VERSION ▲
Edit View	1	Honeycomb Holdings Inc.					2018.2.1a
Edit View	2	Honeycomb Holdings Inc. : Honeycomb Mfg.	6130 Miscellaneous Expense	4010 Sales : Open Deductions	2001 Accounts Payable 2	DIS00000 Special Discount (enter %)	2018.2.1a
Edit View	3	Honeycomb Holdings Inc. : test sub					2018.2.1a



Helpful Hint: iTPM assumes that the iTPM administrator will have the ability to see across all the subsidiaries that will be using iTPM. If not, a NetSuite Administrator role is required. An iTPM administrator will be able to see all summary record of all subsidiaries in the list of iTPM preferences, but will only be allowed to edit subsidiaries included in that user’s role and permissions.



Helpful Hint: The version of iTPM is shown in the last column of the list iTPM preferences.

4.4 Step 4: Setup Promotional Activity Tracking (Optional)

NOTE: You can skip ahead to section [4.4 Step 4](#) if you do not plan to track promotional activity for any of your promotions! Setting up promotional activities to track is optional. If you don't track promotional activity, do not select any of the groups in the "Valid Merchandising Types" when creating your promotion types.

iTPM will help you track the types of retail merchandising associated with your trade promotions and deals.

Click on **iTPM** → **Setup** → **Promotion Activity** to see a list of activities that may have already been created in your account.

- iTPM - Activity List

VIEW: Default | Customize View | New - iTPM - Activity

FILTERS

SHOW INACTIVES EDIT

EDIT VIEW	NAME ▲	MERCHANDISING TYPE
Edit View	Ad: A Ad	Ad
Edit View	Ad: B Ad	Ad
Edit View	Ad: All other Ads	Ad
Edit View	Ad: C ads	Ad
Edit View	EDLP: Lower Price In Store	EDLP
Edit View	EDLP: On Shelf Signage	EDLP
Edit View	Other: Other	Other

Any activities you edit or add to iTPM will fall within one of five groupings; Ad, Display, EDLP, TPR, and Other. Promotional activities will be a multi-select drop-down when you create promotion types in step 3.

To add more retail merchandising activities, click on **iTPM** → **Setup** → **Promotion Activity** → **New**

- iTPM - Activity

Save | Cancel | Reset

iTPM Activity

MERCHANDISING TYPE * INACTIVE

ACTIVITY *

System Information

NAME * CUSTOM FORM
- iTPM - Activity Form Pref

Helpful Hint: If you have many retail activities to create, you can use NetSuite's **SAVE & NEW** to speed data entry and save mouse clicks.

The following fields are used to group iTPM Promotional Activities:

Field	Description / Data for Promotion Activity (* denotes required field)
Merchandising Type*	Select one of the five groups: Ad, Display, EDLP, TPR or Other
Activity*	Enter a description of the activity you want to track
Inactive	Check this if you no longer need to track this activity.
Name*	This is automatically set by the system based on Merchandising Type and Activity.

There are no right or wrong ways to track promotional activity at retail. Below are **examples** of how you could track your trade promotion activity at retail:

Activity Group	Example Promotional Activities
Ad	Major Ad
	TV
	All Other
Display	End Cap
	Wing
	Secondary location
	All Other
EDLP	EDLP / EDLC
TPR	Shelf Talker
	Reduced price
Other	Scan Down
	In-store Media
	New item / slotting
	Floor Ad
	Flyer
	All Other

When you create a promotion type, you can select which groups of promotional activities are 'valid' for the promotion type. Each group that you allow for a promotion type will be available for users to select as they create that type of promotion. For example, if TPR is allowed for a Hi/Lo promotion type, then both TRP activities will be shown on the multi-select menu. The user will select 'all that apply' to the promotion. The information can be used by the approve to decide if the cost of the promotion is justified by the type of promotional activity and sales generated by the promotion.



Helpful Hint: Discuss promotional activity tracking with your sales team for recommendations of what to track.

4.5 Step 5: Setup iTPM Promotion Types

Click on **iTPM** → **Setup** → **Promotion Types** to see a list of your promotion types:

EDIT VIEW	INTERNAL ID	NAME ▲	FINANCIAL IMPACT	METHODS OF PAYMENT	DEFAULT ACCOUNT	SUBSIDIARY	AVAILABLE
Edit View	4	Display & EDLP (BBOI)	Expense	Bill-Back, Off-Invoice	6013 Trade Promotion : Open Deductions	Honeycomb Holdings Inc. : Honeycomb US-East	Yes

When creating your own promotion types, compare your settings to these **typical manufacturer configurations** to track and manage their trade promotion spending expense to their customers.

Configuration Examples (* denotes required field)	EDLP	Hi / Low MCBs	Indirect Account Promotions	Scan Down	Slotting
Subsidiary					
Valid NetSuite Accounts*	Oi / Price Discounts	Trade	Trade	Trade	New Distribution
Default Account*	Trade	Trade	Trade	Trade	New Distribution
Methods of Payment*	OI, NB	OI, BB,	BB	BB	BB
Valid Merchandising Types*	EDLP	Ad, Display, TPR, Other	Ad, Display, TPR, Other	Ad, Display, TPR, Other	Other
# of days before Autoclosure?	90	90	90	90	90
Show order dates?	Unchecked	Unchecked	Unchecked	Unchecked	Unchecked
Show performance dates?	Unchecked	Checked	Checked	Checked	Unchecked
Show Retail Activity Sub-tab?	Configuration setting for future functionality				
Valid for indirects?	Configuration setting for future functionality				
Allow settlements on promotions that are active?	Checked	Checked or unchecked	Checked or unchecked	Unchecked	Checked or unchecked
Do NOT update liability based on actuals.	Unchecked	Unchecked	Checked	Checked	Checked
Apply % allowances as % discounts?	Checked	Checked	Checked	Checked	Checked
Base deal?	Checked	Unchecked	Unchecked	Unchecked	Unchecked
Require Estimated quantity?	Unchecked	Unchecked	Unchecked	Unchecked	Unchecked
Plan incremental separate from total?	Checked	Checked	Checked	Checked	Unchecked
Stackable?	Configuration setting for future functionality				
Stackable with?	Configuration setting for future functionality				
Available for new Promotions?	Checked	Checked	Checked	Checked	Checked
Key	YES = checked, NO= unchecked				

Use the following worksheet to plan your promotions types BEFORE you create them in iTPM:

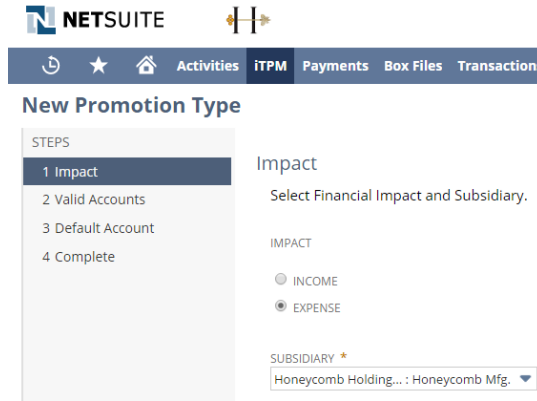
Worksheet: Your iTPM Promotion Type Configurations (* denotes required field)					
Name	1.	2.	3.		
Financial impact?*	Expense	Expense	Expense	Expense	Expense
Subsidiary?					
Valid NetSuite Accounts*					
Default Account*					
Methods of Payment*					
Valid Merchandising Types*					
# of days before Autoclosure?					
Show order dates?					
Show performance dates?					
Show Retail Activity Sub-tab?	Configuration setting for future functionality				
Valid for indirects?	Configuration setting for future functionality				
Allow settlements on active promotions?					
Do NOT update liability based on actuals.					
Apply % allowances as % discounts?					
Base deal?					
Require Estimated quantity?					
Plan incremental separate from total?					
Stackable?	Configuration setting for future functionality				
Stackable with?	Configuration setting for future functionality				
Available for new promotions?	Yes	Yes	Yes	Yes	Yes




Best Practice: To prevent field sales and brokers from selecting the incorrect GL-account, consider using only one GL-account for the common promotion types. No choice = no data entry errors.

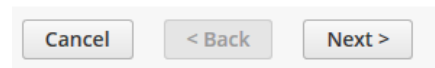
Click on *iTPM* → **Setup** → **Promotion Types** → **New** to create a new promotion type using the *iTPM* wizard.

Select the **Subsidiary** for your new promotion type:

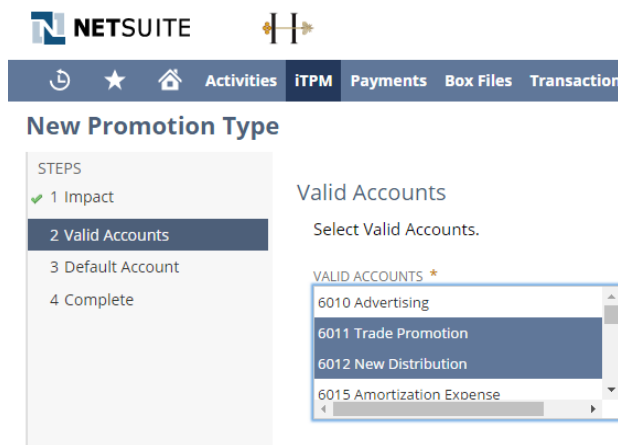



 **NOTE:** Selecting the option *Financial Impact =Income* is NOT available.

After each selection, click on NEXT to continue through the wizard.

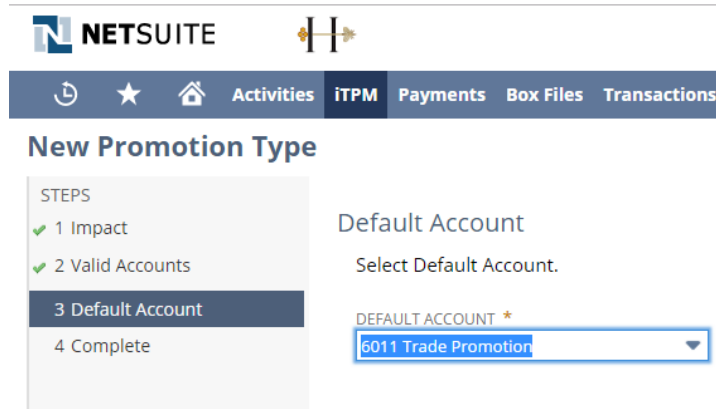



Next, select all of the GL-accounts that you want to use with the promotion type. This list is filtered to show only expense accounts:



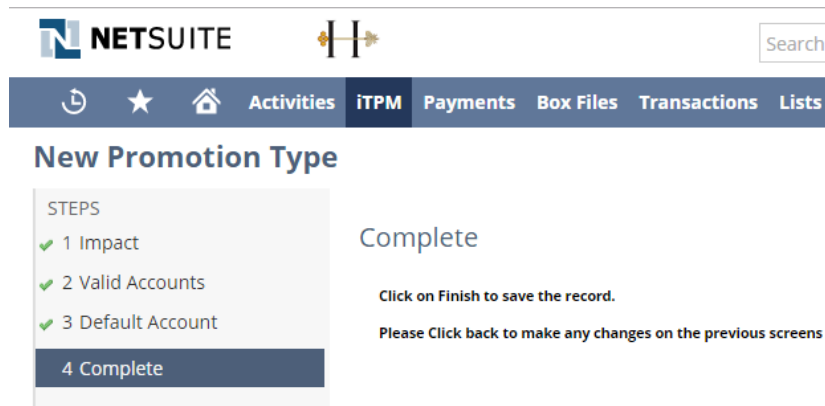
 **NOTE:** Be sure to select the correct GL-accounts before you save. These accounts can't be changed once saved. If you select the wrong account, you'll need to uncheck the "Available for new promotions?" and create a replacement promotion type.

Select the default GL-accounts for this promotion type. To save mouse clicks and prevent data entry errors, this account will automatically be selected when users create allowances. Users can override the default and select one of the other valid accounts selected in the previous screen:



 **NOTE:** Be sure to select the correct default GL-account before you save. This account can't be changed once saved. If you need to change this, you have to create a new promotion type to replace the old one, and uncheck the "Available for new promotions?"

After these selections, click **FINISH** to save the record. Remember that you will not be able to change the GL-accounts after the promotion type is saved.




Make selections in the “Additional Promotion Information” section on the form and click **SAVE**.

The screenshot shows the 'iTPM Promotion Type' configuration form. At the top, there are navigation buttons: 'Save', 'Cancel', 'Reset', 'Change ID', and an 'Actions' dropdown. The form is divided into two main sections:

- Primary Promo Information:**
 - PROMOTION TYPE DESCRIPTION:** A text input field containing the character 'g'.
 - SUBSIDIARY:** A dropdown menu showing 'Honeycomb Holdings Inc. : Honeycomb Mfg.' with an external link icon.
 - METHODS OF PAYMENT:** A list with a '+ Add' button. Options include '- New -', 'Bill-Back', 'Net-Bill', and 'Off-Invoice'.
 - VALID MERCHANDISING TYPES:** A list with a '+ Add' button. Options include '- New -', 'Ad', 'Display', 'EDLP', and 'Other'.
 - FINANCIAL IMPACT:** A dropdown menu set to 'Expense'.
 - VALID ACCOUNTS:** A list box containing '1000 Checking', '1002 Savings', '1004 Payroll', '1006 Petty Cash', and '1008 Cash on Hand'.
 - DEFAULT ACCOUNT:** A dropdown menu set to '4011 Sales : Trade Promotion (contra revenue)'.
 - NUMBER OF DAYS BEFORE AUTOCLOSURE:** An empty text input field.
- Additional Promo Information:**
 - Checkboxes for: 'SHOW ORDER DATES?', 'SHOW PERFORMANCE DATES?', 'SHOW AT RETAIL?', 'VALID FOR INDIRECTS?', 'ALLOW SETTLEMENTS WHEN PROMOTION IS ACTIVE?', 'DO NOT UPDATE LIABILITY BASED ON ACTUALS', 'APPLY PERCENTAGE ALLOWANCES AS PERCENTAGE DISCOUNTS', 'BASE DEAL?', 'REQUIRE ESTIMATED QUANTITY?', 'PLAN INCREMENTAL SEPARATE FROM TOTAL?', 'STACKABLE?', and 'AVAILABLE' (which is checked).
 - A 'STACKABLE WITH' dropdown menu with the placeholder text '<Type & tab for single value>'.

[See Section 1.4 for a description of each of these options.](#)

 **Recommendation:** Once you have promotions created using a promotion type, **do not change the following configurations**. Changes can result in error messages and workflow issues: **Checkboxes for order dates, performance dates**, and checking *require estimated quantity*.

Why can't I check "Stackable?": This is a future in our product roadmap.

Will I be able to make changes to my saved Promotion Types? The answer is mostly **No**. Only a few select fields can be changed after you save your promotion type.

Promotion types are mostly locked down to prevent invalid promotions, and unintended consequences from changes to GL-accounts, promotion dates, etc.

Changes to a promotion type do not automatically update saved promotions of this type. i.e., You remove some of your Valid Merchandising Types. Existing promotions with formerly valid merchandising types will not be changed.

Contact iTPM support if you have any questions on creating a new promotion type or the ramifications of editing an existing promotion type. We are glad to provide insight so you can make an informed decision and not inadvertently make changes that create issues for your iTPM users.



Note: When business needs change, **create a new promotion type to replace the old promotion type.** Next, **uncheck the box “*Available for new promotions?*” on the old promotion type.** This makes the promotion type no longer available in the drop-down menu when creating new promotions.



Helpful Hint: Don't forget to set up your promotion type for accruals if you want to keep track of how much estimated bill-back liability is open and should be covered by accruals. You can see accrual information for you promotion type under the ACCRUAL subtab.

4.6 Step 6: Setup Deduction Reason Codes & Other Attributes (optional)

To create new reason codes to manage your deductions,

1. Click on **Click on iTPM -> Setup -> Deduction Reason Codes -> New**
2. Enter the **description** for your reason code
3. Select the subsidiary
4. Select the GL account to be used as the default expense account.

- iTPM Deduction Reason Codes List Si

NAME *

INACTIVE

SUBSIDIARY

EXPENSE ACCOUNT

To view a list of your reason codes, go to **iTPM -> Setup -> Deduction Reason Codes**

- iTPM Deduction Reason Codes List List Search

VIEW Default

FILTERS
 STYLE Normal

SHOW INACTIVES EDIT QUICK SORT ▼

EDIT VIEW	INTERNAL ID	NAME *	ID	LAST MODIFIED	SUBSIDIARY	EXPENSE ACCOUNT
Edit View	2	Damages	2	1/12/2019 3:39 pm	Honeycomb Holdings Inc. : Honeycomb Mfg.	5040 Damaged Goods
Edit View	4	Disputed	4	1/12/2019 3:40 pm	Honeycomb Holdings Inc. : Honeycomb Mfg.	6030 Bad Debt Expense
Edit View	6	Post Audit	6	1/12/2019 3:42 pm	Honeycomb Holdings Inc. : Honeycomb Mfg.	6030 Bad Debt Expense



Helpful Hint: Changing the GL-account on existing deduction reason code records:

- Does NOT change any values in existing deduction records or resolutions.
- Is used ONLY as the default GL-account in the journal entry created using the EXPENSE button. The user can override this default.
- There are no issues with changing the GL-account on existing reason code records. Change the GL-account code as needed.



Note: If you have ANY deductions with a reason code value, we suggest creating a NEW REASON CODE than changing the description of an existing reason code.

- Changing the reason code **description** does NOT change any values in existing deduction records or resolutions.
- There are no issues with changing the GL-account on existing reason code records.
- Changing the description can result in the reason code filter to not show the correct number of deductions in the deduction list view.
- Best practice is to make the 'old' reason code inactive, and add a new reason code.



Helpful Hint: Only users with the permission to EDIT custom lists will be able to create and edit the Deduction Research Status, Next Steps, and Group lists. This are changes typically done by your NetSuite Administrator.

Go to **iTPM-> Setup -> Deduction RESEARCH STATUS** and add new descriptions that you need. These values are just for filtering deduction lists and any custom reports you may create in NetSuite.

- iTPM DDN Research Status List List Search Audit Trail

VIEW Default Customize View New - iTPM DDN Research Status

+ FILTERS

SHOW INACTIVES EDIT QUICK SORT ▼ TOTAL: 4

EDIT VIEW	INTERNAL ID	NAME ▲
Edit View	2	Approved
Edit View	1	In Progress
Edit View	3	Not Approved
Edit View	4	Other

Go to **iTPM-> Setup -> Deduction NEXT STEPS** and add new descriptions that you need. These values are just for filtering deduction lists and any custom reports you may create in NetSuite.

- iTPM Deduction Next Steps List List Search Audit Trail

VIEW Default Customize View New - iTPM Deduction Next Steps

+ FILTERS

SHOW INACTIVES EDIT QUICK SORT ▼ TOTAL: 5

EDIT VIEW	INTERNAL ID	NAME ▲
Edit View	2	Contact Customer
Edit View	3	Get Approval
Edit View	5	None
Edit View	4	Other
Edit View	1	Split

Go to **iTPM-> Setup -> Deduction GROUP** and add new descriptions that you need. These values are just for filtering deduction lists and any custom reports you may create in NetSuite.

- iTPM Deduction Group List List Search Audit Trail

VIEW Default Customize View New - iTPM Deduction Group

+ FILTERS

SHOW INACTIVES EDIT QUICK SORT ▼ TOTAL: 3

EDIT VIEW	INTERNAL ID	NAME ▲
Edit View	1	Food Service
Edit View	3	Other
Edit View	2	Retail

4.7 Step 7: Flag Items available for iTPM allowances

To make items eligible for iTPM allowances,

1. **EDIT** the inventory item. (*Lists-> Accounting -> Items*)
2. Go to the **iTPM subtab**, and **check the box, "Allow in iTPM?"**

The screenshot shows the 'Inventory Item' form for item OFF00008. The 'Primary Information' section includes fields for INTERNAL ID (550), ITEM NAME/NUMBER (OFF00008), and DISPLAY NAME/CODE (Scotch Magic Tape Refill Rolls 6 Pack). The 'Classification' section includes DEPARTMENT, CLASS (Accessories), and LOCATION. At the bottom, the 'ALLOW IN iTPM?' checkbox is checked and highlighted with a red box. The 'iTPM' subtab is also highlighted with a red box.

Every item with this checked will appear in the list when adding new allowances to an iTPM promotion:

The screenshot shows the 'iTPM Allowances' form. The 'Promotion / Deal Information' section includes the ACCOUNT field (6011 Trade Promotion). The 'Item Information' section shows a list of items, including 'iTPM Test 5' through 'iTPM Test 9', 'iTPM0001', and 'OFF00008'.



Note: Unchecking the "Allow in iTPM?" checkbox for an item **DOES NOT** remove this item from existing iTPM allowances. Unchecking this box **ONLY** prevents this item from being available for new allowances created **AFTER** you uncheck the box.

iTPM does NOT filter out items with a zero price when creating NetSuite item groups. If the "Allow in iTPM?" is checked, the item will be skipped if used to create iTPM allowances.

Do not make any items used for iTPM allowances inactive before all settlements to that promotion are done. Inactive items in a promotion will cause the promotion to get stuck in processing status. Email support@cgsquared.com if you need to make iTPM items inactive.



Helpful Hint: To save data entry time, you can set up custom item list view where "Allow in iTPM?" is one of the columns. Turn on grid editing, and simply click the checkbox in the row.

4.8 Step 8: Create NetSuite Item Groups for Allowances (Optional)

If you have two or more items that you always promote together, you have the option to create iTPM allowances using the standard NetSuite Item Group. To create an group item:

1. Go to **Lists ->Accounting -> Items -> New**
2. On the *New Item* page, **select "Item Group"**
3. **Enter a description** for your item group.
4. Under the **manufacturing** or the **Purchasing / Inventory** subtab, look for the **COMPONENTS** sublist. **Add all of the items you want in this item group.**
 Note: In some configurations, this will be under the **Purchasing / Inventory** subtab.
5. Note: For promotion planning, all of the items in a group should have these attributes:
 - a. The same unit type and the same sales unit.
 - b. All items promoted with the same allowance level, i.e., \$2.40 a case
6. Under the iTPM subtab, **check "Available in iTPM?"**
7. **Save** your NetSuite item group.

Item Group List Search Customize More

Save Cancel Reset

Primary Information

CUSTOM FORM
Z-Manufactured Item

ITEM NAME/NUMBER *
Example NetSuite Item Group with 2 Items

DESCRIPTION

INACTIVE

UPC CODE

DISPLAY NAME/CODE

VENDOR NAME/CODE

SUBITEM OF

Classification

DEPARTMENT +

CLASS +

LOCATION +

SUBSIDIARY
 Honeycomb Holdings Inc.
 Honeycomb Holdings Inc. : Honeycomb US-Central
 Honeycomb Holdings Inc. : Honeycomb US-East
 Honeycomb Holdings Inc. : Honeycomb US-West

INCLUDE CHILDREN

Purchasing / Inventory **Manufacturing** Communication Preferences Custom Serials iTPM

Components

REFERENCE START/END LINES ON PICKING TICKETS DISPLAY COMPONENTS ON TRANSACTIONS

ITEM *	DESCRIPTION	QUANTITY	UNITS	SCHEDULE
ACC00002	Digital Single Line Telephone (4400) for support calls	1	Ea	
ACC00004	Merlin 4412D: The most powerful features avail in a 12 button display phone	1	Ea	

Add Cancel Insert Remove



Helpful Hint: Go to [Creating Promotions using Item Groups](#) to see the limitations of using item groups in iTPM.

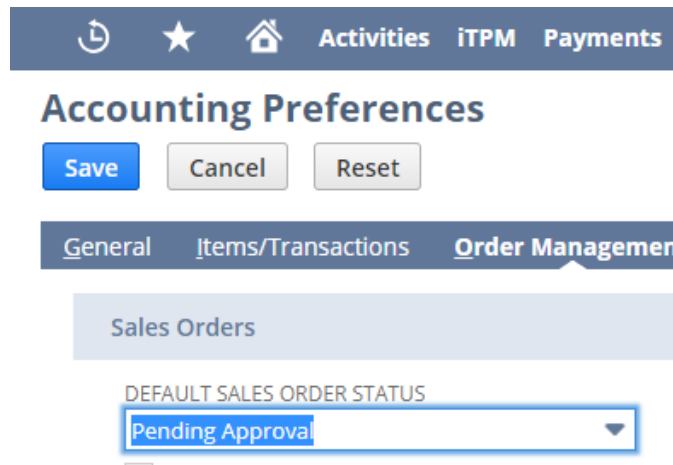
4.9 Step 9: Set the Default Sales Order Status


If you do not anticipate using iTPM to apply off-invoice or net-bill allowances to your orders, you can skip to 4.10 [Step 10](#).

iTPM has a script that runs in the background that applies off-invoice and net-bill to orders. This script ONLY runs if the user checks the “apply iTPM allowances” checkbox, and only when the order is saved when the checkbox checked.

We recommend the default order status is “*Pending Approval*”. Sales orders should be reviewed before fulfillment to insure allowances have been correctly applied.

To change the default sales order status, click on **Setup** → **Accounting** → **Accounting Preferences**, then click on the **Order Management sublist** to see a list of preferences.



 **Note:** If there are too many promotions and allowances, iTPM uses a script that runs every 15 minutes to apply off-invoice and net-bill allowances to a sales order. If this script is schedule to run, a banner will appear at the top of the sales order. We recommend *Pending Approval* as the default status so orders with this banner to reduce the chance that an order is fulfilled BEFORE the iTPM off-invoice and bill-back allowances are applied to the sales order.

4.10 Step 10: Set up iTPM roles and permissions

You have two ways to give users access to iTPM:

- **Customize a standard iTPM role.** (See instructions in this [section 5.2](#))
- Add permissions to your existing roles. (See [5.0 Setup Permissions](#))

Use these steps to customize standard iTPM roles for your users:

1. **Decide what iTPM roles you need**, and what users will be assigned to those roles. [Chapter 5](#) describes our iTPM roles and permissions in detail.
2. Use the NetSuite Admin role to **VIEW the iTPM standard role you want to customize:**

Setup -> Users/Roles -> Manage Roles

EDIT	INTERNAL ID	NAME	FROM BUNDLE ▲	CUSTOM/STANDARD	CENTER TYPE
Customize	1071	- iTPM Administrator	238399	Custom	Accounting Center
Customize	1091	- iTPM Planning, Settlements, DDNs (non-admin)	238399	Custom	Accounting Center
Customize	1092	- iTPM Promotion Approver	238399	Custom	Sales Center
Customize	1090	- iTPM Promotion Planner	238399	Custom	Sales Center
Customize	1073	- iTPM Settlements & Deductions	238399	Custom	Accounting Center
Customize	1093	- iTPM Settlements & Deductions MINUS Apply Void	238399	Custom	Accounting Center
Customize	1089	- iTPM View Only	238399	Custom	Sales Center

3. **Customize the standard role, and change permissions as necessary.**

- Click **CUSTOMIZE** next to the standard iTPM role
- Change permissions as needed (OPTIONAL)
- **Change the name of your role:**
Example, change *iTPM Planner* to *MyCompany iTPM Planner*
- Click **“SAVE”**
- You now have a new customized role for your iTPM users.
- **Note the CONTROL CENTER for your customized role.** You'll need this for the next step.

4. If iTPM is not already visible for that role and center, add your new custom iTPM role to the NetSuite Control center of that role's center:

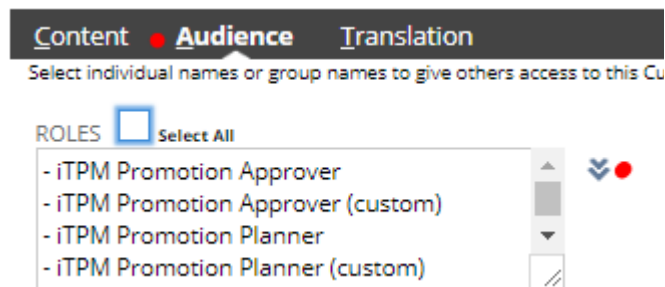
A. **Customization -> Centers & Tabs -> Centers**

B. Find iTPM in the list and click **EDIT** next to the accounting center of your custom role:

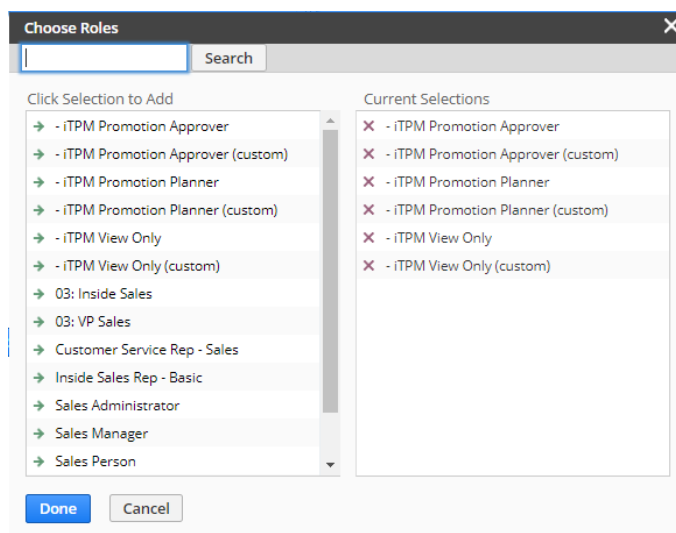
Center Tabs

EDIT	NAME	CENTER TYPE	FROM BUNDLE
Edit	iTPM	Classic Center	238399
Edit	iTPM	Sales Center	238399
Edit	iTPM	Accounting Center	238399

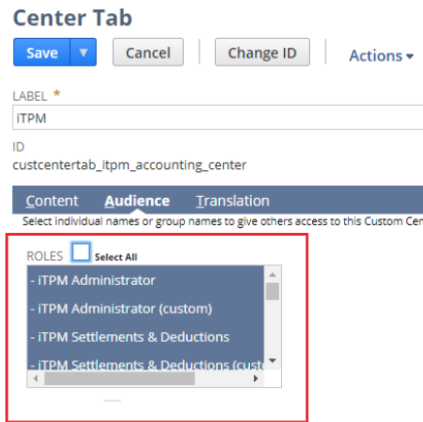
C. Click the **AUDIENCE** subtab then the double down arrows



D. In NetSuite One-World accounts, click the double down arrows. In the left window, click on every role that you want to have access to the report. The role will appear in the window on the right. Then click **DONE**.



- E. For NON One-World accounts, hold down the *CONTROL* key and click on roles you want to have access.

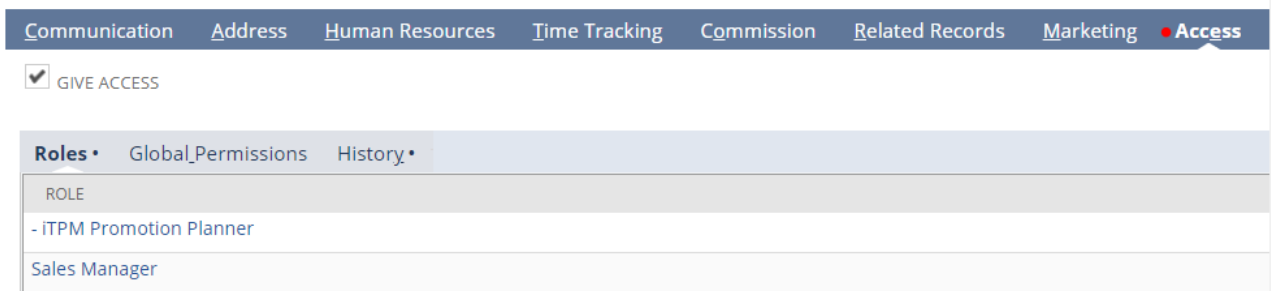


- F. When done adding roles, click **SAVE**.

- 5. Use the NetSuite Admin role to **assign the appropriate iTPM roles to your users**.

Setup -> Users/Roles -> Manage Users

Example below: Sales manager has been given the iTPM Promotion Planner role.

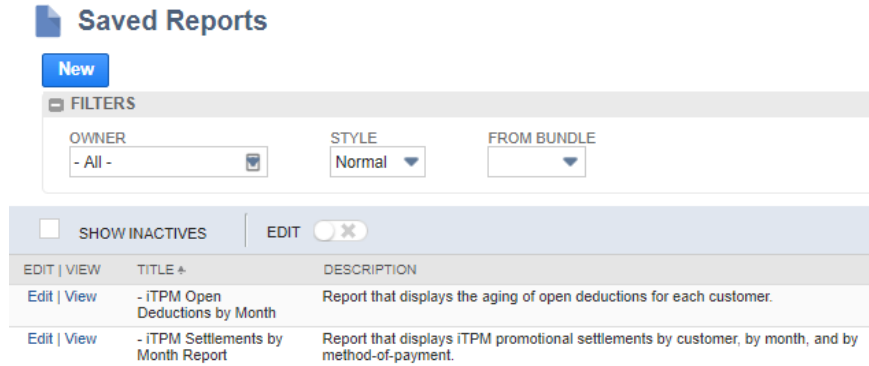


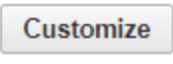
Helpful Hint: Customizing iTPM roles to provide access may be less work than using [Chapter 4](#) to add the appropriate permissions to your existing NetSuite roles. If you choose to add iTPM permissions to your existing NetSuite roles, users will not need to switch roles to use iTPM .

6. If iTPM reports are not already visible and accessible to your new custom role, here's how to grant your custom role access to iTPM reports.

When you create a custom iTPM role, your roles should have access by default. However, if your new custom roles don't have access, follow these steps. Using the NetSuite Admin role:

A. Go to **Reports -> Saved reports -> All Saved reports** to get a list of reports

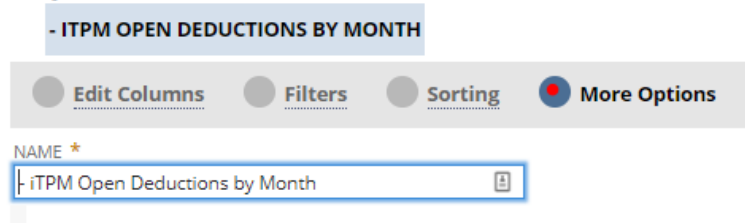



Alternative: Run the report and click 

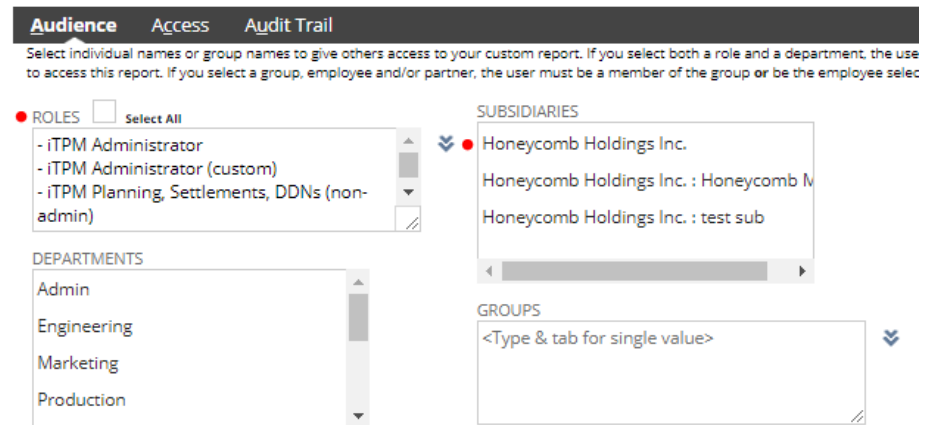
B. Click **EDIT** next to the iTPM report you want to grant access to a custom role.

C. Click on the **MORE OPTIONS** button.

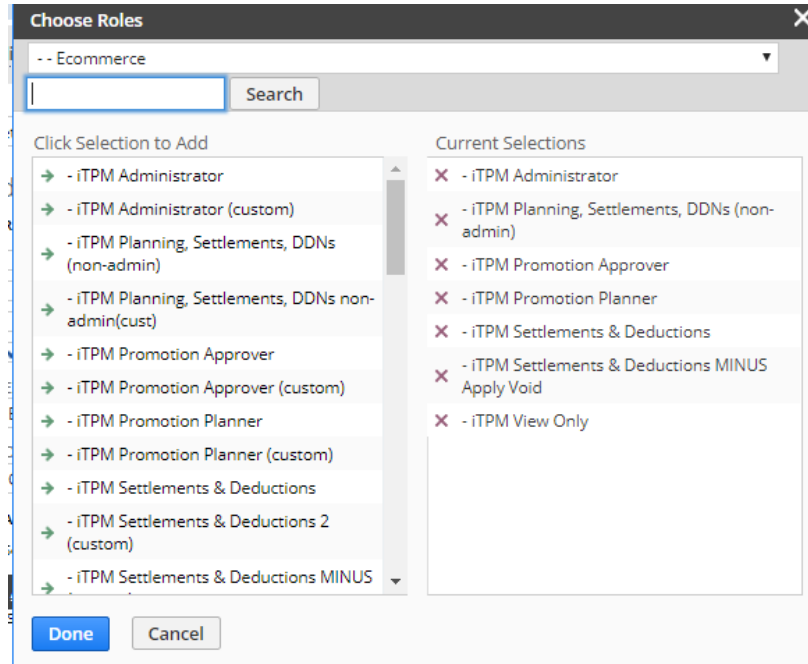
Report Builder




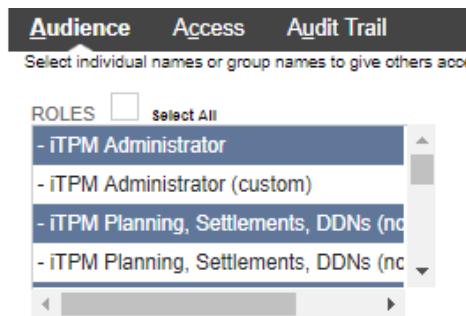
D. Under the subtab **AUDIENCE**, click on the  double down arrow.



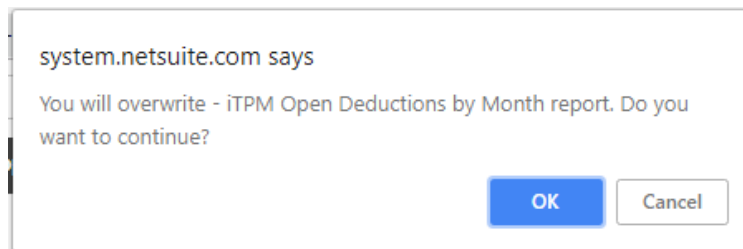
- E. In the left window, click on any custom role that you want to grant access to the iTPM report. Then click **DONE**.



Note: If your account is not One-World, you may not have the  double down arrows. Hold down your CONTROL key and click on the roles you want to have access.



- 6. Click SAVE and then OK to overwrite the existing iTPM report.



4.11 Step 11: Show both item code and display name (Optional)

When selecting items for iTPM allowances, you can turn on the NeSuite configuration to show both item code and display name.

To turn on this feature, go to **Setup -> Company -> General Preferences**.

ORACLE NETSUITE iTPM

Activities iTPM Payments

General Preferences

Save Cancel Reset

DATE FORMAT *
MM/DD/YYYY

LONG DATE FORMAT *
Month DD, YYYY

TIME FORMAT
hh:mm AM/PM

NUMBER FORMAT
1,000,000.00

NEGATIVE NUMBER FORMAT
-100

PHONE NUMBER FORMAT
(123) 456-7890

FIRST DAY OF WEEK
Sunday

SEARCH SORTING
Language Specific

ADD PRIMARY CONTACT TO BILL TO ADDRESS
 USE LAST NAME FIRST FOR EMPLOYEES
 USE LAST NAME FIRST FOR ENTITIES
 PRE-POPULATE CONTACT ADDRESS
 SHOW EMPLOYEES AS CONTACTS
 SHOW DISPLAY NAME WITH ITEM CODES

When users select items, they will see the item name followed by the display name.

Example below: The iTPM list will show ACC00002 Merlin 4400 Phone

Items

VIEW Alex Sales (available in iTPM->) Edit View New Item

FILTERS

SHOW INACTIVES EDIT

NEW	EDIT VIEW	INTERNAL ID	NAME	AVAILABLE FOR iTPM?	DISPLAY NAME
	Edit View	501	ACC00002	Yes	Merlin 4400 Phone
	Edit View	502	ACC00003	Yes	Merlin 4400D Phone
	Edit View	504	ACC00004	Yes	Merlin 4412D+ Phone

4.12 Step 12: Setup Period-Based Accruals (future enhancement)

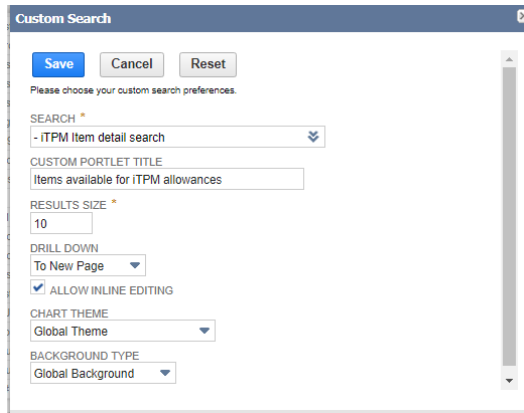
This enhancement is an anticipated enhancement in 2019.

4.13 Step 13: Publish Dashboard Portlets and Reminders (Optional)

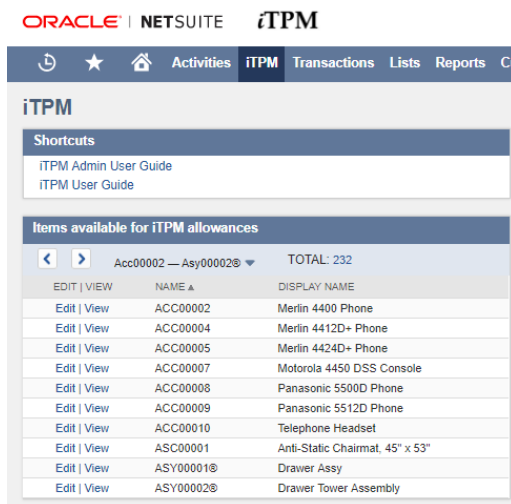
The iTPM standard role include example dashboard and portlets on the iTPM dashboard. If you provide access by customizing the standard iTPM roles, use [section 5.6](#) to build your own dashboard portlets and reminders.

Example portlet: If you do not enable the NetSuite feature in step 10 to show both item *code* AND item *Display Name*, then your users will only see item codes when selecting items for allowances. To help users match item codes to names, you can set up a portlet with a list. Here's how to create a portlet to show users a list of items WITH descriptions that are available for iTPM promotion allowances.

- A. Using standard NetSuite functionality, create your Portlet by using the **saved search: - iTPM Item detail search**



- B. Publish and make the portlet available to iTPM roles and users. Below is an example of the dashboard view. Use this view to see both items and item descriptions available for iTPM allowances.



4.14 Step 14: Configure Event-Based Accruals (Optional)

You can turn on accruals by promotion type if you want iTPM to keep a running total of what you owe by haven't paid. Configuring event-based accruals in iTPM is optional. You can choose to use iTPM without tracking accruals. You can also choose to turn on accruals at any point in the future. That's your business decision.

Note: Statistical GL-accounts are not used for accruals in the current version of iTPM. This enhancement is on our product roadmap.

To setup promotion types for accrual, follow these steps:

1. Click on **iTPM -> Setup -> Accrual Setup -> New**
2. Select the iTPM promotion type you want to enable for event-based accruals
3. Select the Accrual Account. This must be a statistical account. If there are no accounts on the drop-down menu, you may not have enabled the statistical accounts feature.
4. Optional: Select any classifications that you want to be on the accrual logs.

To view a list of your accruals, go to **iTPM -> Setup -> Accrual Setup**

EDIT VIEW	ID ▲	ITPM PROMOTION TYPE	ITPM PROMOTION	ACCRUAL ACCOUNT	DEPARTMENT	CLASS	LOCATION
Edit View	1	EDLP	Annual EDLP	iTPM_ACC_0001 iTPM Accrual Default			
Edit View	2	TPR / MCB direct		iTPM_ACC_0001 iTPM Accrual Default	Sales	Consumer Goods	02: Boston

You can export the accrual log to Excel for additional analysis.

4.15 Step 15: Update your new Item checklist / workflow

New items are not automatically available in iTPM for promotional allowances. To make sure new items are available for iTPM allowances, we recommend you document and add these tasks to your new item workflow:

- New Items:
 - Check the “Available in iTPM?” checkbox must be checked under the iTPM subtab for items you want to be available for iTPM allowances.
 - Add these items to all applicable NetSuite item groups. Remember that NetSuite item groups are not ‘mutually exclusive’. This means you may need to add the new item to more than one NetSuite item group that you use for iTPM allowances.
- Discontinued items: (and items you don’t want available in iTPM)
 - Uncheck when you the item should no longer be available for future promotions.
 - While this is not required, it is a good practice to remove the discontinued item from NetSuite item groups.
 - If you do not remove an item from the NetSuite item group that you unchecked the “Available for iTPM?” check box, iTPM will skip over these items when you use the PROCESS PLAN button.

4.16 Step 16: Update your Month-end close checklist

The iTPM Month-End Reconciliation User Guide has data reconciliation and admin tasks that you should perform monthly. This is available online at www.i-TPM.com/admin-training-resources

iTPM is not able to resolve open deductions in closed or locked periods unless the period has the “Allow non-G/L changes” checkbox checked. This is a required and important configuration setting for using iTPM, so the people and roles that do the month-end need to add this task to their month-end checklist.

Make sure the “Allow non-G/L changes” is checked when

- When locking an accounting period.
- When closing an accounting period.
- Example: In the screenshot below, iTPM will NOT be able to EDIT deductions, VOID settlements and CREATE deductions from invoices or credit memos in these periods without the “Allow non-G/L changes” checked.

Manage Accounting Periods Setup Search

SHOW INACTIVES New Year Only ▾

INTERNAL ID	PERIOD NAME	EXPAND ALL COLLAPSE ALL	CHECKLIST	PERIOD CLOSE	A/P TRANSACTIONS	A/R TRANSACTIONS	ALL G/L TRANSACTIONS	ALLOW NON-G/L CHANGES
93	Apr 2018							<input type="checkbox"/>
94	May 2018							<input type="checkbox"/>
95	Jun 2018							<input type="checkbox"/>
96	Q3 2018							
97	Jul 2018							<input type="checkbox"/>
98	Aug 2018							<input type="checkbox"/>
99	Sep 2018							<input type="checkbox"/>
100	Q4 2018							
101	Oct 2018							<input type="checkbox"/>
102	Nov 2018							<input type="checkbox"/>

4.17 Step 17: Review TPM Cut-over date and legacy data options

When you implement iTPM, you will pick a future date when you will require all promotional events to be created in iTPM. This will enable you to resolve future deductions to these promotions.

Here are options to process deductions for promotions before this cut-over date, where deductions are for promotions, but there are no approved promotion in iTPM.

Option 1: Use Credit memos applied to invoices

- If you have been using NetSuite before you implemented iTPM, you already have a process in place to process promotional deductions. Use that same process to resolve deductions for promotions before the cut-over date.
- If you just converted your ERP to NetSuite, you can create a credit memo for legacy promotions and apply it to the partially-paid invoice(s).

Option 2: Use Credit memos applied to iTPM deductions

- If the legacy promotional expense was processed by your iTPM workflow and is now an iTPM deduction, use the same credit memo. Resolve the deduction in one of two ways:
 - From the open deduction, use Match-to-Credit-Memo
 - From the credit memo, use Match-to-Deduction

Option 3: Use the Expense button to resolve it with a Journal Entry

- View the legacy promotional deduction, click Expense. iTPM will prepopulate a Journal Entry. Change the GL-account to the appropriate account for legacy promotional expenses.

Option 4: Create a promotion to resolve legacy deductions.

- Focus on your top volume customers for this approach, as it is more work creating one promotion for each customer.
- Use this approach if you need to keep track of legacy spending by customer.
- From an accrual standpoint, use lump-sum for back-dated legacy promotions. Backdated promotions only include accruals for shipments starting with the day the promotion status was approved, not the starting date of the promotion. However, lump-sum is included in the accrual for back-dated promotions.

4.18 Step 18: Test Your iTPM Setup

CG Squared TPM consultants will work with your organization to help configure iTPM for your organization. While the CG2 staff knows iTPM and the CPG industry, they do not know your organization as well as you and your staff. At this point in your setup, consider these insights:

- Don't be afraid to make changes to override configurations that don't work or are too complex. Sometimes what is discussed and sounds good, doesn't work in practice.
- Prioritize quality, not the deadline. Don't rush to put iTPM into live production until it's ready. Get the configuration right the first time. No one will remember a delay going into production, but everyone will remember a bad software implementation.
- Share your suggestions, workarounds, and enhancement ideas with your CG² team.
- Don't just focus on the software. Your configurations may be what's needed, but your organization may resist change. Change management of business processes and expectations within your organization are critical to realizing the benefits of trade promotion management.
- As you work on the checklist below, be sure to involve and get sign-off from all the TPM stakeholders. Changes to workflow and configurations are always easier before go-live.

Example iTPM Setup Testing Checklist	Comments
Create promotions for each promotion type for several customers and items.	
Copy promotions, use overlapping deal subtab to review overlaps	
Workflow: Test approving, rejecting and voiding promotions	
Review and confirm KPIs show expected results	
Setup and review dashboard portlets	
Create deductions from credit memos and/or invoices	
Assign some deductions to users for follow-up	
Resolve deductions, create non-promotion expenses	
Resolve a deductions, create promotional settlements	
Split deductions	
Dispute deductions	
Re-Invoice disputed deductions	
Request Settlement for approved, completed promotions	
Apply a settlement request to a check	
Apply a settlement request to a deduction	
Review and confirm journal entries for the above transactions	

4.19 Step 19: Document your transition plan for promotions / deductions

Document your iTPM implementation, configurations and business process decisions:

- Documentations makes it easier to spot changes to your configurations if you have multiple iTPM administrators.
- Supports a scalable and repeatable process for training new iTPM users
- Long after the implementation it documents why you made specific decisions, so you don't make changes un-aware of considerations previously discussed.
- CG Squared will document your decisions in a Google Sheets online document, and provide a web link to your team to access and update as needed.

5.0 Setup Permissions


5.1 Workflow Tasks

The following table identifies important tasks that you should discuss with all of the TPM stakeholders in your organization before you set up iTPM roles. Discussing who will perform these tasks will help you decide what roles you need to customize, and who will use these roles to access iTPM.

Workflow Tasks	Description for PROMOTION WORKFLOW Tasks
<p>VIEW, REFRESH KPIs Promotions</p>	<p>All TPM stakeholders need the ability to see promotions for their customers and product items, including all sub-tabs and attachments.</p>
<p>CREATE, PROCESS PLAN, EDIT, SUBMIT, CLOSE, and VOID Promotions</p>	<p>Users that need the ability to CREATE promotions for their customers and items, will also have the ability to EDIT, SUBMIT, CLOSE them when permitted by promotion workflow rules.</p> <p>Promotions are not official until they are approved. Promotions can NOT be approved by the person the creates the promotion. Only NetSuite and iTPM administrators can approve their own promotions.</p> <p>A typical user can create and submit backdated promotions. These are promotions where the starting date is before today's date. Approval of backdating is reserved for NetSuite and iTPM administrator privileges.</p> <p>To create a new promotion or edit an existing promotion, the user must have NetSuite permissions to the customers and products in the promotion.</p> <p>Note: REOPEN is a NetSuite Admin or iTPM Admin permission. (Ability to EDIT the promotion type custom record.)</p>
<p>APPROVE, REJECT Promotions</p>	<p>This is an important permission to manage. Any user that has this permission has the ability to approve discounts that will directly impact your company's bottom line.</p> <p>Best business practice: Keep the promotion submitter and approver roles separated. Even if you don't keep these roles separated, iTPM will keep these tasks separate by not allowing someone to approve their own promotions. Separation of duties is required for SSAE 16 compliance. Requiring another person to approve promotions reduces the risk of fraud and sub-optimum business decisions.</p>

The following table identifies important tasks you should discuss with all of the TPM stakeholders in your organization before you set up iTPM roles:

Workflow Tasks	Description of Settlement and Deduction WORKFLOW tasks
Create a new DEDUCTION	When applying the customer’s payment to your invoice, the amount received is less than the amount due. Processing the short-pay closes the invoice and create a deduction with an open balance equal to the amount of the short-pay.
EDIT, SPLIT, QUICK SPLIT, and CSV Split Deductions	<p>The workflow of deductions requires editing to update deduction attributes, including follow-up date, assignment of responsibility, notes, and other information.</p> <p>Splitting deductions is sometimes necessary to break down a short-pay into smaller parts that are better aligned with resolutions and the people that need to research the deduction.</p>
CREATE, EDIT, SUBMIT Settlements to resolve open deductions	<p>There are three different workflows for creating settlements:</p> <ul style="list-style-type: none"> • View a promotion, click RESOLVE DEDUCTIONS. • View a deduction, click on SETTLEMENTS. • Create a CSV Bulk Settlement file to process large numbers of deductions using the NetSuite CSV import functionality.
VOID settlements	This is a separate permission which allows the user to correct promotional settlements that are created in error.
ADJUST SPEND	Use the ADJUST SPEND button on a promotion to adjust the KPIs on a promotion. This is typically used to include checks and payments in the KPIs without any G/L impact.
Create a non-promotion EXPENSE, CSV Bulk Expense	Small short pay amounts may not be worth the effort to research. Sometimes small rounding errors create an open balance. While you could create a credit-memo to resolve the amount, the iTPM EXPENSE button is an easy way to write-off small amounts to the expense GL-account configured under iTPM preferences. This task lowers the deduction balance, and increases the expense by the same amount.
RE-INVOICE Disputed Deductions	<p>Some disputed deductions may be invoiced to recover the short-pay. The process of invoicing resolved the deduction, and creates a receivable in the amount of the disputed deduction.</p> <p>This workflow uses standard native NetSuite functionality.</p>

 **NOTE:** As iTPM administrator, you are responsible for managing iTPM permissions to your NetSuite users.

5.2 Customize and Use iTPM Example Roles

The iTPM SuiteApp bundle has locked roles you can use for testing and as templates.

You will need to add all the appropriate permissions your NetSuite roles or custom roles. Go to [Section 5.5 Record Permissions by Sublist and Record / Type](#) for specific permissions. For instructions on customizing roles, see the NetSuite help topic *Customizing or Creating NetSuite Roles*.

The following shows the permissions commonly given to seven common TPM stakeholder groups:

Example TPM Stakeholder	Team	iTPM Example Promotion Role	iTPM role based on NetSuite Center Type	Example iTPM Promotion Tasks	iTPM Settlements & Deductions	iTPM Preferences, Settings
TPM Administrator	Sales or Finance	iTPM Admin	Accounting Center	Has all iTPM permissions, including managing other people's promotions. Can reopen promotions. May include approving promotions.	Can create and manage deductions, create, apply, and void settlements.	Manages all iTPM Configurations.
Sales Manager or VP	Sales	iTPM Approver	Sales Center	Views promotions created by other users. Approves promotions submitted by account managers and brokers.	View Only	Read-only access
Trade Marketing Manager	Sales	iTPM Planning, Settlements & DDN (non-admin)	Sales Center	Creates, submits, and closes promotions.	View Only	Read-only access
Accounts Receivable	Finance	iTPM Manage Settlements, deductions	Accounting Center	Only views promotions	Can split and manage deductions, create and void settlements.	Read-only access
Accounts Receivable	Finance no iTPM promotions	iTPM Deductions ONLY	Accounting Center	No promotions in iTPM , therefore no view of promotions.	Deductions only, NO settlements	Read-only access
Accounts Payable	Finance	iTPM Settlements, Deductions (minus void)	Accounting Center	Only views promotions	Can create and manage deductions, create and apply settlements. May create Settlement Adjustments linked to payments	Read-only access
Finance Manager	Finance	iTPM Manage Settlements, deductions	Accounting Center	Only views promotions	Can create and manage deductions, create, apply and void settlements.	Read-only access
Broker	Sales	iTPM Planner	Advanced Partner Center	Creates, submits, and closes promotions.	View Only	Read-only access
Operations	Production	iTPM View Only	Sales Center	Views incremental volume on promotions to anticipate production needs	View Only	Read-only access

When creating a NetSuite login for a broker, don't create a password. Just invite the broker. This will enable the broker to switch between NetSuite accounts for their principals.



Helpful Hint: Go to **Setup > Users/Roles > Show Role Differences** to open the *Show Permission Differences Between Roles* page.



NOTE: As iTPM administrator, you are responsible for managing iTPM permissions of your NetSuite users.

Example iTPM roles you can use to customize:

The screenshot shows the 'Manage Roles' interface. At the top, there is a 'VIEW' dropdown set to 'Default', a 'Customize View' button, and a 'New Role' button. Below this is a 'FILTERS' section with a '+ FILTERS' button and a 'SHOW INACTIVES' checkbox. The main area is a table with two columns: 'EDIT' and 'NAME'. The 'EDIT' column contains 'Customize' buttons for each row. The 'NAME' column lists various roles, each followed by a lock icon. The roles listed are: - iTPM Administrator, - iTPM Broker (Adv. Partner Center, only Planning), - iTPM Broker (using Broker center tab), - iTPM Deductions, - iTPM Planning, Settlements, DDNs (non-admin), - iTPM Promotion Approver, - iTPM Promotion Planner, - iTPM Settlements & Deductions, - iTPM Settlements & Deductions MINUS Apply Void, - iTPM Support Admin., and - iTPM View Only.

EDIT	NAME ▲
Customize	- iTPM Administrator
Customize	- iTPM Broker (Adv. Partner Center, only Planning)
Customize	- iTPM Broker (using Broker center tab)
Customize	- iTPM Deductions
Customize	- iTPM Planning, Settlements, DDNs (non-admin)
Customize	- iTPM Promotion Approver
Customize	- iTPM Promotion Planner
Customize	- iTPM Settlements & Deductions
Customize	- iTPM Settlements & Deductions MINUS Apply Void
Customize	- iTPM Support Admin.
Customize	- iTPM View Only

[Step 10](#) of your initial iTPM setup-up describes how to customize existing iTPM standard roles:

Add iTPM center tab access to any custom NetSuite role:

If iTPM is not visible for any users on the NetSuite center tab, [follow this link](#) for instructions on how to add iTPM to the center tab of any custom role.

Add iTPM reports to any NetSuite custom role:

If iTPM reports are visible for any users or not accessible under NetSuite saved reports, [follow this link](#) for instructions on how to grant access any custom role access to iTPM reports.

5.3 Form Permissions for iTPM

There are no form permissions in iTPM.

5.4 iTPM Record Permissions

The following is standard NetSuite functionality:

You can set permissions for any role on the Permissions subtab of the Role record in **Setup > Users/Roles > Manage Roles**.

Permissions are divided into four different types on the Transactions, Reports, Lists, Setup, and Custom Record subtabs:

- **To add a permission**, do one of the following:
 - Click a line in the list, select a permission, and then click *Insert*.
 - Click *Add Row* at the bottom of the list, select a permission, and then click *Add*.
- **To remove a permission**, select a permission from the list, and then click *Remove*.
- **To set the level of access** for a permission, click a line in the list, and then select the level of access from the Level column. For information about these access levels, see the help topic *Access Levels for Permissions*.
- **For Custom Record permissions**, you can select a value in the *Restrict* column to limit a role's access to custom records. (Each custom record permission provides access to a custom record type.)
 - Viewing and Editing — Restricts the role to view or edit only the records (of this type) that they or their subordinates created.
 - Editing Only — Restricts the role to edit only the records (of this type) that they or their subordinates created. They can view all records of this type.

For more information on record permissions, go to SuiteAnswers.

5.5 iTPM Record Permissions by Sublist, Record / Type and Role

Required permissions for ALL iTPM Roles:

iTPM Module	Sublist	Record / Type	Minimum Level	Comments	Recommended Level
Promotions	Transactions	Invoice	VIEW	Optional but recommended: Required to be able to use the sales reports on Promotion records	VIEW
Promotions	Transactions	Item Fulfillments	VIEW	Optional but recommended: Required to be able to use the sales reports on Promotion records	VIEW
All	Lists	Documents and Files	VIEW	Required for access to attached client scripts	
All	Lists	Classes	VIEW	If the feature is enabled	
All	Lists	Customer	VIEW	NOTE: Broker users may be restricted so they can not view all customers.	
All	Lists	Departments	VIEW	If the feature is enabled	
Promotions	Lists	Items	VIEW	This is the minimum level of permission required to be able to create iTPM Allowance records, iTPM Estimated Quantity records, iTPM Retail Information records and iTPM KPI records	
ALL	Lists	Export Lists	Create	OPTIONAL: Add this so users can export iTPM lists to EXCEL. Helpful for the Promotion Comparison and Calendar views..	OPTIONAL
All	Lists	Locations	VIEW	If the feature is enabled	
All	Lists	Perform Search	VIEW	Required for viewing the list of deductions and settlements from the menu. Also required for Promotion Comparison. May be required for executing searches for saved search fields	
All	Lists	Subsidiaries	VIEW	Required for user to be able to select (or default to) a subsidiary on iTPM records. This is required even if the role is restricted to a particular subsidiary, since without this permission the subsidiary field on iTPM records will be blank and disabled and will therefore not populate dependent fields (like customer, transaction, etc.). Any role that will CREATE or EDIT any iTPM records should have this permission. <i>This is only required for NetSuite OneWorld accounts.</i>	
All	Lists	Units	VIEW		
Promotions	Custom Record	- iTPM Calendar	VIEW	Required to view promotion calendar reports. Edit to create new report views. For broker role, be sure to restrict view to only those created by user.	EDIT
Promotions	Custom Record	- iTPM KPI Queue	EDIT	This is required so that settlements created by the user, and any changes to a promotion trigger an update to the KPIs.	
Promotions	Custom Record	- iTPM KPI Queue Detail	VIEW	This is required so that settlements created by the user, and any changes to a promotion trigger an update to the KPIs.	
All	Custom Record	- iTPM Preferences	VIEW		*
All	Custom Record	- iTPM Promotion Type	VIEW		*
Promotions	Custom Record	- iTPM Promotion Activity	VIEW		*
Promotions	Custom Record	- iTPM Promotion Planning	VIEW	Edit permission is required for any role that is creating and managing promotions.	*
Settlements	Custom Record	- iTPM Resolution Queue	VIEW		*

* Some roles may require a higher permission level. See each example role for details.

Example Role: iTPM Administrator

iTPM Module	Sublist	Record / Type	Minimum Level	Based on Center Type = ACCOUNTING CENTER Comments	Recommended Level
All	If you have not done so already, add the permissions required for all iTPM users, plus the ones below:				
Promotions	Custom Record	- iTPM Allowances	EDIT	Required for creating iTPM Allowance records. However, EDIT is recommended.	EDIT
Promotions	Custom Record	- iTPM Estimated Quantity	EDIT	Required for creating (or auto creating from iTPM Allowance records) iTPM Estimated Quantity records.	EDIT
Promotions	Custom Record	- iTPM Retail Event Information	EDIT	Required for creating (or auto creating from iTPM Allowance records) iTPM Retail Event Information records.	EDIT
Promotions	Custom Record	- iTPM KPI	EDIT	Required for creating (or auto creating from iTPM Allowance records) iTPM KPI records.	EDIT
Promotions	Custom Record	- iTPM Promotion	EDIT	Required to create a new iTPM Promotion record	EDIT
Promotion	Custom Record	- iTPM Promotion Approver	EDIT	OPTIONAL: For this role to approve promotions of other people, access must be EDIT for this custom record.	EDIT
Promotions	Custom Record	- iTPM Promotion Planning	EDIT	Edit permission is required for any role that is creating and managing promotions.	EDIT

iTPM Module	Settlements		Deductions		iTPM Admin	Sublist	Record / Type	Minimum Level	Based on Center Type = Accounting Center Comments	Recommended Level
	New	Apply	New	Split, Edit						
Settlements & Deductions	x	x	x	x	x	Transactions	Find Transaction	VIEW	Minimum required for base transaction searches	VIEW
Settlements	x				x	Transactions	- iTPM Settlement	EDIT	This is the minimum level of permission required to be able to CREATE an iTPM Settlement record from an iTPM Promotion, OR from an iTPM Deduction record.	EDIT
Settlements		x			x	Transactions	Make Journal Entry	CREATE	Required for expensing deductions, applying settlements to a check or deduction, voiding settlements, match to credit-memo and Re-Invoicing iTPM Deductions.	CREATE
Settlements					x	Transactions	Customer Payment	VIEW	Required to process short pays taken across multiple invoices.	VIEW
Deductions			x		x	Transactions	Invoice	VIEW	This is the minimum level of permission required to be able to create and apply iTPM Deduction records	VIEW or higher
Deductions				x	x	Transactions	- iTPM Deduction	EDIT	This is the minimum level of permission required to be able to CREATE an iTPM Deduction record from an Invoice, OR to SPLIT an iTPM Deduction record. Recommended is EDIT since the iTPM Deduction needs to be resolved when Expensed, Re-Invoiced or Settled. This level should be set along with Make Journal Entry to avoid bad data and errors.	EDIT
Deductions				x	x	Setup	Import CSV file	FULL	Needed to use CSV Split and Bulk CSV Expense & Settlements	FULL
Finance					x	Custom Record	-iTPM Accrual Log, -iTPM Accrual Setup	EDIT	Required to set up iTPM accruals, and edit the accruals logs.	EDIT
Deductions				x	x	Custom Record	-iTPM Deductions Permission	EDIT	**Since NetSuite currently does not allow us to check the permissions on a Custom Transaction directly, we use this custom record to set the level of permission required for the various available actions (buttons) on Deductions.	EDIT
Deductions					x	Custom Record	-iTPM Deduction Reason Codes	EDIT	Edit is required to create and change reason codes	EDIT
Deductions				x	x	Custom Record	-iTPM Deduction Split	EDIT	This is required for the SPLIT and SPLIT (CSV) functionality.	EDIT
Deductions					x	Custom Record	-iTPM Discount Log, -iTPM Log lines	EDIT	Edit is required to apply off-invoice and net-bill allowances on sales orders	EDIT
Deductions				x	x	Custom Record	-iTPM Deduction Split Line	EDIT	This is required for the SPLIT and SPLIT (CSV) functionality.	EDIT
Settlements	x				x	Custom Record	-iTPM Settlements Permissions	EDIT	**Since NetSuite currently does not allow us to check the permissions on a Custom Transaction directly, we use this custom record to set the level of permission required for the various available actions (buttons) on Settlements.	EDIT
Settlements						Custom Record	-iTPM Resolution Queue	EDIT	Ability to see the processing queue for CSV bulk settlements and CSV bulk expenses, and CSV Splits	EDIT

Example Role: iTPM Administrator

The example role below also has iTPM Administrator rights to Promotions, Settlements and Deductions, iTPM preferences promotions types, and other iTPM configurations.

Note: If your iTPM Admin role does not see the all of the iTPM menu, (example, iTPM -> Setup -> Deduction Reason Codes), then you will need to add this permission: **Setup > Custom Lists > VIEW**

Role

Edit
Back

General

NAME - iTPM Administrator ID customrole_itpm_administrator CUSTOM/STANDARD Custom CENTER TYPE Accounting Center SUBSIDIARIES No subsidiary selection causes role to restrict by subsidiary of user. EMPLOYEE RESTRICTIONS none - no default	<input type="checkbox"/> DO NOT RESTRICT EMPLOYEE FIELDS <input type="checkbox"/> ALLOW CROSS-SUBSIDIARY RECORD VIEWING <input type="checkbox"/> RESTRICT TIME AND EXPENSES <input type="checkbox"/> SALES ROLE <input type="checkbox"/> SUPPORT ROLE <input type="checkbox"/> PARTNER ROLE <input type="checkbox"/> INACTIVE <input type="checkbox"/> ALLOW VIEWING
--	---

Authentication

<input type="checkbox"/> SINGLE SIGN-ON ONLY <input type="checkbox"/> WEB SERVICES ONLY ROLE <input type="checkbox"/> RESTRICT THIS ROLE BY DEVICE ID	TWO-FACTOR AUTHENTICATION REQUIRED Not required DURATION OF TRUSTED DEVICE Per session
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● [Permissions](#) | [Restrictions](#) | [Forms](#) | [Searches](#) | [Users](#) | [Preferences](#) | [Dashboard](#) | [Translation](#) | [History](#)

● [Transactions](#) • [Reports](#) • [Lists](#) • [Setup](#) • [Custom Record](#)

PERMISSION	LEVEL
- iTPM Deduction	Edit
- iTPM Settlement	Edit
Credit Memo	Edit
Customer Payment	View
Find Transaction	Full
Invoice	View
Item Fulfillment	View
Make Journal Entry	Create
Sales Order	Edit

iTPM Administrator (continued)

The screenshot shows the iTPM Administrator interface. At the top, there is a navigation bar with the following items: **Permissions** (highlighted with a red dot), Restrictions, Forms, Searches, Users, Preferences, Dashboard, and Transla. Below this, a secondary navigation bar contains: Transactions • Reports • **Lists** • Setup • Custom Record •. The main content area is a table with two columns: PERMISSION and LEVEL.

PERMISSION	LEVEL
Accounts	View
Classes	View
Currency	View
Customers	View
Departments	View
Documents and Files	Edit
Export Lists	Create
Financial History	View
Items	View
Locations	View
Notes Tab	Edit
Perform Search	Full
Subsidiaries	View
Tasks	Edit
Units	View

This permission is required to use CSV Bulk Expense, Split and Settlement.

The screenshot shows the iTPM Administrator interface. At the top, there is a navigation bar with the following items: **Permissions** (highlighted with a red dot), Restrictions, Forms, and Sea. Below this, a secondary navigation bar contains: Transactions • Reports • Lists • **Setup** •. The main content area is a table with two columns: PERMISSION and LEVEL.

PERMISSION	LEVEL
Allow JS / HTML Uploads	
Import CSV File	
Override Period Restrictions	
SuiteScript	

iTPM Administrator (continued)

Permissions Restrictions Forms Searches Users Preferences Dashboard	
Transactions • Reports • Lists • Setup • Custom Record •	
RECORD	LEVEL
- iTPM Accrual Log	Edit
- iTPM Accrual Setup	Edit
- iTPM Allowances	Edit
- iTPM Calendar	Edit
- iTPM Deduction Reason Codes	Edit
- iTPM Deduction Split	Edit
- iTPM Deduction Split Line	Edit
- iTPM Deductions Permission	Edit
- iTPM Discount Log	Edit
- iTPM Discount Log Lines	Edit
- iTPM Estimated Quantity	Edit
- iTPM Expense Queue	Edit
- iTPM KPI Queue	Edit
- iTPM KPI Queue Detail	View
- iTPM KPIs	Edit
- iTPM Preferences	Edit
- iTPM Promotion	Edit
- iTPM Promotion Activity	Edit
- iTPM Promotion Approver	Edit
- iTPM Promotion Planning	Edit
- iTPM Promotion Type	Edit
- iTPM Resolution Queue	Edit
- iTPM Retail Event Information	Edit
- iTPM Settlements Permission	Edit

Example Role: Promotion Planner (CREATE and SUBMIT promotions)

Add these NetSuite permissions to the role for users that create *NEW* promotions and *SUBMIT* them for approval, and need *READ ONLY* access to settlements and deductions:

iTPM Module	Sublist	Record / Type	Minimum Level	Based on Center Type = SALES CENTER (Create and Submit Promotion permissions)		Recommended Level
				Comments		
All	If you have not done so already, add the permissions required for all iTPM users , plus the ones below:					
Promotions	Custom Record	-iTPM Accrual Log, -iTPM Accrual Setup	VIEW	Required to set up iTPM accruals, and edit the accruals logs.		VIEW
Promotions	Custom Record	- iTPM Allowances	EDIT	Required for creating iTPM Allowance records. However, EDIT is recommended.		EDIT
Promotions	Custom Record	- iTPM Estimated Quantity	EDIT	Required for creating (or auto creating from iTPM Allowance records) iTPM Estimated Quantity records.		EDIT
Promotions	Custom Record	- iTPM Retail Event Information	EDIT	Required for creating (or auto creating from iTPM Allowance records) iTPM Retail Event Information records.		EDIT
Promotions	Custom Record	- iTPM KPI	EDIT	Required for creating (or auto creating from iTPM Allowance records) iTPM KPI records.		EDIT
Promotions	Custom Record	- iTPM Promotion	EDIT	Required to create a new iTPM Promotion record		EDIT
Promotion	Custom Record	- iTPM Promotion Approver	EDIT	OPTIONAL: For this role to approve promotions of other people, access must be EDIT for this custom record.		EDIT
Promotions	Custom Record	- iTPM Promotion Planning	EDIT	Edit permission is required for any role that is creating and managing promotions.		EDIT

iTPM Module	Settlements		Deductions		Sublist	Record / Type	Minimum Level	Based on Center Type = Sales Center (View ONLY Settlements and Deductions)		Recommended Level
	Create	Apply	Create	Split, Edit				Comments		
Settlements & Deductions					Transactions	Find Transaction	VIEW	Minimum required for base transaction searches		VIEW
Settlements					Transactions	- iTPM Settlement	VIEW	This is the minimum level of permission required to be able to CREATE an iTPM Settlement record from an iTPM Promotion, OR from an iTPM Deduction record.		VIEW
Deductions					Transactions	- iTPM Deduction	VIEW	This is the minimum level of permission required to be able to VIEW an iTPM Deduction record.		VIEW
Deductions					Custom Record	-iTPM Deduction Split	VIEW	This is required to view SPLITS sublist, created by the SPLIT (CSV) functionality.		VIEW
Deductions					Custom Record	-iTPM Deduction Split Line	VIEW	This is required to view SPLITS sublist, created by the SPLIT (CSV) functionality.		VIEW
Deductions					Custom Record	-iTPM Deductions Permission	VIEW	**Since NetSuite currently does not allow us to check the permissions on a Custom Transaction directly, we use this custom record to set the level of permission required for the various available actions (buttons) on Deductions.		VIEW
Settlements					Custom Record	-iTPM Settlements Permissions	VIEW	**Since NetSuite currently does not allow us to check the permissions on a Custom Transaction directly, we use this custom record to set the level of permission required for the various available actions (buttons) on Settlements.		VIEW

Example Role: Promotion Planner (CREATE and SUBMIT promotions)

The example role below has can crate and submit promotions, but has VIEW ONLY rights to Settlements and Deductions.

Role

General

NAME - iTPM Promotion Planner ID customrole_itpm_promotionplanner CUSTOM/STANDARD Custom CENTER TYPE Sales Center SUBSIDIARIES No subsidiary selection causes role to restrict by subsidiary of user. EMPLOYEE RESTRICTIONS none - no default	<input type="checkbox"/> DO NOT RESTRICT EMPLOYEE FIELDS <input type="checkbox"/> ALLOW CROSS-SUBSIDIARY RECORD VIEWING <input type="checkbox"/> RESTRICT TIME AND EXPENSES <input checked="" type="checkbox"/> SALES ROLE <input type="checkbox"/> SUPPORT ROLE <input type="checkbox"/> PARTNER ROLE <input type="checkbox"/> INACTIVE <input type="checkbox"/> ALLOW VIEWING
--	--

Authentication

<input type="checkbox"/> SINGLE SIGN-ON ONLY <input type="checkbox"/> WEB SERVICES ONLY ROLE <input type="checkbox"/> RESTRICT THIS ROLE BY DEVICE ID	TWO-FACTOR AUTHENTICATION REQUIRED Not required DURATION OF TRUSTED DEVICE Per session
---	---

Permissions
Restrictions
Forms
Searches
Users
Preferences
Dashboard
Translation
History

Transactions
• Reports
• Lists
• Setup
• Custom Record

PERMISSION	LEVEL
- iTPM Deduction	View
- iTPM Settlement	View
Find Transaction	Edit
Invoice	View
Item Fulfillment	View

iTPM Promotion Planning Role (continued)

Permissions	
Restrictions	
Forms	
Searches	
Users	
Preferences	
Dashboard	
Translation	
Transactions • Reports • Lists • Setup Custom Record •	
PERMISSION	LEVEL
Classes	View
Currency	View
Customers	View
Departments	View
Documents and Files	Create
Export Lists	Create
Items	View
Locations	View
Notes Tab	Create
Perform Search	View
Subsidiaries	View
Tasks	Edit
Units	View

Permissions		
Restrictions		
Forms		
Searches		
Users		
Preferences		
Dashboard		
Translation		
History		
Transactions • Reports • Lists • Setup Custom Record •		
RECORD	LEVEL	RESTRICT
- iTPM Accrual Log	View	
- iTPM Allowances	Edit	
- iTPM Calendar	Edit	Editing Only
- iTPM Deductions Permission	View	
- iTPM Estimated Quantity	Edit	
- iTPM KPI Queue	Create	
- iTPM KPI Queue Detail	View	
- iTPM KPIs	Edit	
- iTPM Preferences	View	
- iTPM Promotion	Edit	
- iTPM Promotion Activity	View	
- iTPM Promotion Planning	Edit	
- iTPM Promotion Type	View	
- iTPM Resolution Queue	View	
- iTPM Retail Event Information	Edit	
- iTPM Settlements Permission	View	

Example Role: VIEW ONLY

Add these NetSuite permissions to the role for users that ONLY VIEW iTPM promotions, settlements and deductions:

iTPM Module	Sublist	Record / Type	Minimum Level	Based on Center Type = SALES CENTER (View ONLY Promotions)		Recommended Level
				Comments		
All	If you have not done so already, add the permissions required for all iTPM users , plus the ones below:					
Promotions	Custom Record	- iTPM Allowances	VIEW	Required for viewing iTPM Allowance records.		VIEW
Promotions	Custom Record	- iTPM Estimated Quantity	VIEW	Required for viewing iTPM Estimated Quantity records.		VIEW
Promotions	Custom Record	- iTPM KPI	VIEW	Required for viewing iTPM KPI records.		VIEW
Promotions	Custom Record	- iTPM Promotion	VIEW	Required to view iTPM Promotion records.		VIEW
Promotions	Custom Record	- iTPM Retail Event Information	VIEW	Required for viewing iTPM Retail Event Information records.		VIEW

iTPM Module	Settlements		Deductions		Sublist	Record / Type	Minimum Level	Based on Center Type = Sales Center (View ONLY Settlements and Deductions)		Recommended Level
	Create	Apply	Create	Split, Edit				Comments		
Settlements & Deductions					Transactions	Find Transaction	VIEW	Minimum required for base transaction searches		VIEW
Settlements					Transactions	- iTPM Settlement	VIEW	This is the minimum level of permission required to be able to CREATE an iTPM Settlement record from an iTPM Promotion, OR from an iTPM Deduction record.		VIEW
Deductions					Transactions	- iTPM Deduction	VIEW	This is the minimum level of permission required to be able to VIEW an iTPM Deduction record.		VIEW
Deductions					Custom Record	-iTPM Deduction Split	VIEW	This is required to view SPLITS sublist, created by the SPLIT (CSV) functionality.		VIEW
Deductions					Custom Record	-iTPM Deduction Split Line	VIEW	This is required to view SPLITS sublist, created by the SPLIT (CSV) functionality.		VIEW
Deductions					Custom Record	-iTPM Deductions Permission	VIEW	**Since NetSuite currently does not allow us to check the permissions on a Custom Transaction directly, we use this custom record to set the level of permission required for the various available actions (buttons) on Deductions.		VIEW
Settlements					Custom Record	-iTPM Settlements Permissions	VIEW	**Since NetSuite currently does not allow us to check the permissions on a Custom Transaction directly, we use this custom record to set the level of permission required for the various available actions (buttons) on Settlements.		VIEW

Example Role: VIEW ONLY

The example role below has VIEW ONLY rights to Promotions, Deductions, and Settlements.

Role

Edit
Back

General

NAME
- iTPM View Only

ID
customrole_itpm_view_only

CUSTOM/STANDARD
Custom

CENTER TYPE
Sales Center

SUBSIDIARIES

No subsidiary selection causes role to restrict by subsidiary of user.

EMPLOYEE RESTRICTIONS
none - no default

DO NOT RESTRICT EMPLOYEE FIELDS

ALLOW CROSS-SUBSIDIARY RECORD VIEWING

RESTRICT TIME AND EXPENSES

SALES ROLE

SUPPORT ROLE

PARTNER ROLE

INACTIVE

ALLOW VIEWING

Authentication

SINGLE SIGN-ON ONLY

WEB SERVICES ONLY ROLE

RESTRICT THIS ROLE BY DEVICE ID

TWO-FACTOR AUTHENTICATION REQUIRED
Not required

DURATION OF TRUSTED DEVICE
Per session

Permissions
Restrictions
Forms
Searches
Users
Preferences
Dashboard
Translation
History

Transactions
Reports
Lists
Setup
Custom Record

PERMISSION	LEVEL
- iTPM Deduction	View
- iTPM Settlement	View
Find Transaction	Edit
Invoice	View
Item Fulfillment	View

iTPM VIEW Only Role (continued)

Permissions		Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation
Transactions • Reports • Lists •		Setup •	Custom Record •					
PERMISSION								LEVEL
Classes								View
Currency								View
Custom Record Entries								View
Customers								View
Departments								View
Documents and Files								Create
Items								View
Locations								View
Notes Tab								Create
Perform Search								View
Subsidiaries								View
Tasks								Edit
Units								View

Permissions		Restrictions	Forms	Searches	Users	Preferences	Dashboard	Translation	History
Transactions • Reports • Lists • Setup • Custom Record •									
RECORD	LEVEL	RESTRICT							
- iTPM Accrual Log	View								
- iTPM Allowances	View								
- iTPM Calendar	Edit	Editing Only							
- iTPM Deductions Permission	View								
- iTPM Estimated Quantity	View								
- iTPM KPI Queue	Create								
- iTPM KPIs	View								
- iTPM Preferences	View								
- iTPM Promotion	View								
- iTPM Promotion Activity	View								
- iTPM Promotion Planning	View								
- iTPM Promotion Type	View								
- iTPM Resolution Queue	View								
- iTPM Retail Event Information	View								
- iTPM Settlements Permission	View								

Example Role: Promotion Approver (VIEW and APPROVE Promotions ONLY)

Add these NetSuite permissions to the role for users that ONLY VIEW and APPROVE or REJECT promotions, and VIEW ONLY settlements and deductions

Note: These record permissions are the same as the VIEW Promotions ONLY role, with one addition: The approval permission is a checkbox on the NetSuite user record.

iTPM Module	Sublist	Record / Type	Minimum Level	Based on Center Type = Sales Center (View and APPROVE promotions)	Recommended Level
				Comments	
All	If you have not done so already, add the permissions required for all iTPM users , plus the ones below:				
Promotions	Custom Record	- iTPM Allowances	VIEW	Required for viewing iTPM Allowance records.	VIEW
Promotions	Custom Record	- iTPM Estimated Quantity	VIEW	Required for viewing iTPM Estimated Quantity records.	VIEW
Promotions	Custom Record	- iTPM Retail Event Information	VIEW	Required for viewing iTPM Retail Event Information records.	VIEW
Promotions	Custom Record	- iTPM KPI	VIEW	Required for viewing iTPM KPI records.	VIEW
Promotions	Custom Record	- iTPM Promotion	VIEW	Required to view iTPM Promotion records.	VIEW
Promotion	Custom Record	- iTPM Promotion Approver	EDIT	OPTIONAL: For this role to approve promotions of other people, access must be EDIT for this custom record.	EDIT

iTPM Module	Settlements		Deductions		Sublist	Record / Type	Minimum Level	Based on Center Type = Sales Center (View ONLY Settlements and Deductions)	Recommended Level
	Create	Apply	Create	Split, Edit				Comments	
Settlements & Deductions					Transactions	Find Transaction	VIEW	Minimum required for base transaction searches	VIEW
Settlements					Transactions	- iTPM Settlement	VIEW	This is the minimum level of permission required to be able to CREATE an iTPM Settlement record from an iTPM Promotion, OR from an iTPM Deduction record.	VIEW
Deductions					Transactions	- iTPM Deduction	VIEW	This is the minimum level of permission required to be able to VIEW an iTPM Deduction record.	VIEW
Deductions					Custom Record	-iTPM Deduction Split	VIEW	This is required to view SPLITS sublist, created by the SPLIT (CSV) functionality.	VIEW
Deductions					Custom Record	-iTPM Deduction Split Line	VIEW	This is required to view SPLITS sublist, created by the SPLIT (CSV) functionality.	VIEW
Deductions					Custom Record	-iTPM Deductions Permission	VIEW	**Since NetSuite currently does not allow us to check the permissions on a Custom Transaction directly, we use this custom record to set the level of permission required for the various available actions (buttons) on Deductions.	VIEW
Settlements					Custom Record	-iTPM Settlements Permissions	VIEW	**Since NetSuite currently does not allow us to check the permissions on a Custom Transaction directly, we use this custom record to set the level of permission required for the various available actions (buttons) on Settlements.	VIEW

Example Role: Promotion Approver (VIEW and APPROVE Promotions ONLY)

The example role below has VIEW ONLY rights to Promotions, Deductions, and Settlements. This role can approve promotions that are NOT backdated.

Role

Edit
Back

General

NAME
- iTPM Promotion Approver

ID
customrole_itpm_promotionapprover

CUSTOM/STANDARD
Custom

CENTER TYPE
Sales Center

SUBSIDIARIES

No subsidiary selection causes role to restrict by subsidiary of user.

EMPLOYEE RESTRICTIONS
none - no default ALLOW VIEWING

DO NOT RESTRICT EMPLOYEE FIELDS

ALLOW CROSS-SUBSIDIARY RECORD VIEWING

RESTRICT TIME AND EXPENSES

SALES ROLE

SUPPORT ROLE

PARTNER ROLE

INACTIVE

Authentication

SINGLE SIGN-ON ONLY

WEB SERVICES ONLY ROLE

RESTRICT THIS ROLE BY DEVICE ID

TWO-FACTOR AUTHENTICATION REQUIRED
Not required

DURATION OF TRUSTED DEVICE
Per session

Permissions
Restrictions
Forms
Searches
Users
Preferences
Dashboard
Translation
History

Transactions
Reports
Lists
Setup
Custom Record

PERMISSION	LEVEL
- iTPM Deduction	View
- iTPM Settlement	View
Find Transaction	Edit
Invoice	View
Item Fulfillment	View

iTPM Promotion Approver Role (continued)

Permissions	
Restrictions	
Forms	
Searches	
Users	
Preferences	
Dashboard	
Translation	
Transactions • Reports • Lists • Setup • Custom Record •	
PERMISSION	LEVEL
Classes	View
Currency	View
Custom Record Entries	View
Customers	View
Departments	View
Documents and Files	Create
Items	View
Locations	View
Notes Tab	Create
Perform Search	View
Subsidiaries	View
Tasks	Edit
Units	View

Permissions		
Restrictions		
Forms		
Searches		
Users		
Preferences		
Dashboard		
Translation		
History		
Transactions • Reports • Lists • Setup • Custom Record •		
RECORD	LEVEL	RESTRICT
- iTPM Accrual Log	View	
- iTPM Allowances	View	
- iTPM Calendar	View	Editing Only
- iTPM Deductions Permission	View	
- iTPM Estimated Quantity	View	
- iTPM KPI Queue	Create	
- iTPM KPIs	View	
- iTPM Preferences	View	
- iTPM Promotion	View	
- iTPM Promotion Activity	View	
- iTPM Promotion Approver	Edit	
- iTPM Promotion Planning	View	
- iTPM Promotion Type	View	
- iTPM Resolution Queue	View	
- iTPM Retail Event Information	View	
- iTPM Settlements Permission	View	

Example Role: Broker (Adv. Partner Center, only Planning)



Helpful Hint: Use this role as a template, then use standard Netsuite permissions and the Advanced Partner Center functionality to restrict broker to only those customers & data you want them to access.



NOTE: Do not add global search (Search = View) permission to your broker users. If you remove the files/document=view permission, you'll need to change iTPM scripts to run as an administrator to allow iTPM to work, i.e., Process Plan and View Calendar.



NOTE: Brokers are not your employees. Be sure to use the NetSuite **Advanced Partner Center** role along with standard NetSuite permissions functionality to restrict the Broker access to only what they need. The NetSuite Advanced Partner Center restricts users from seeing data for customers that are not owned by their broker organizations.

This permission restricts a broker partner from using a calendar report to view a customer not 'owned' by their broker organization:

RECORD	LEVEL	RESTRICT
- iTPM Allowances	Edit	
- iTPM Calendar	Edit	Viewing and Editing
- iTPM Deductions Permission	View	

A saved search called “- iTPM Partner Promotion List” is used to prevent broker partner users from seeing promotions for customers that are not 'owned' by their broker organization. This saved search is used under the Searches subtab, Custom Records sublist on the role.

Saved - iTPM Promotion Search

- iTPM Partner Promotion List

Save | Reset | Cancel | Preview | New Template | Change ID | Actions

SEARCH TITLE *
- iTPM Partner Promotion List

ID
customsearch_js_itpm_partnerpromotions

OWNER *
Ring, Alex

PUBLIC
 AVAILABLE AS LIST VIEW

AVAILABLE AS DASHBOARD VIEW
 AVAILABLE AS SUBLIST VIEW
 AVAILABLE FOR REMINDERS
 SHOW IN MENU

Criteria | Results | Highlighting | Available Filters | Audience | Roles | Email | Audit Trail | Execution Log

Use this tab to specify criteria that narrow down your search.

USE EXPRESSIONS

Standard | Summary

FILTER *	DESCRIPTION *	FORM
Customer : Broker/Partner	is any of me, my team	

Buttons: Add, Cancel, Insert, Remove

iTPM Broker (Adv. Partner Center, only Planning) Role (continued)

Note: If your NetSuite account was provisioned after 2017.1, you will not have the Partner Role checkbox. Until this feature is again available, be sure to lock down all permissions so brokers have appropriate access.

Role

General

NAME - iTPM Broker (Adv. Partner Center, only Planning)	<input type="checkbox"/> DO NOT RESTRICT EMPLOYEE FIELDS <input type="checkbox"/> ALLOW CROSS-SUBSIDIARY RECORD V
ID customrole_advpartner_planningonly	<input checked="" type="checkbox"/> RESTRICT TIME AND EXPENSES
CUSTOM/STANDARD Custom	<input type="checkbox"/> SALES ROLE
CENTER TYPE Advanced Partner Center	<input type="checkbox"/> SUPPORT ROLE
SUBSIDIARIES	<input checked="" type="checkbox"/> PARTNER ROLE ●
	<input type="checkbox"/> INACTIVE

No subsidiary selection causes role to restrict by subsidiary of user.

Authentication

<input type="checkbox"/> SINGLE SIGN-ON ONLY	TWO-FACTOR AUTHENTICATION REQUIRED
<input type="checkbox"/> WEB SERVICES ONLY ROLE	Not required
<input type="checkbox"/> RESTRICT THIS ROLE BY DEVICE ID	DURATION OF TRUSTED DEVICE
	Per session

● **Permissions** Forms Searches Users Preferences Dashboard Translation History

● **Transactions** • Reports Lists • Setup Custom Record •

PERMISSION	LEVEL
- iTPM Deduction	View
- iTPM Settlement	View
Find Transaction	View
Invoice	View
Item Fulfillment	View

Be sure to include the SEARCHES permission for custom records. This prevents brokers from seeing promotions that's not 'owned' by their broker organization:

● **Permissions** Forms ● **Searches** Users Preferences Dashboard Translation History

● **Standard** ● **Custom Record** •

RECORD	SEARCH FORM	SEARCH RESULTS	LIST VIEW	RESTRICTED	DASHBOARD VIEW	RESTRICTED	SUBLIST VIEW	RESTRICTED
- iTPM Promotion	- iTPM Partner Promotion List	- iTPM Partner Promotion List	- iTPM Partner Promotion List	Yes	- iTPM Partner Promotion List	Yes		

iTPM Broker (Adv. Partner Center, only Planning) Role (continued)

Permissions	
Transactions •	Reports
Lists •	Setup
Custom Record •	
PERMISSION	LEVEL
Customers	View
Items	View
Notes Tab	Create
Subsidiaries	View
Tasks	Create
Units	View

Permissions		
Transactions •	Reports	Lists •
Setup	Custom Record •	
RECORD	LEVEL	RESTRICT
- iTPM Allowances	Edit	
- iTPM Calendar	Edit	Viewing and Editing
- iTPM Deductions Permission	View	
- iTPM Estimated Quantity	Edit	
- iTPM KPI Queue	Create	
- iTPM KPI Queue Detail	View	
- iTPM KPIs	Edit	
- iTPM Preferences	View	
- iTPM Promotion	Edit	
- iTPM Promotion Activity	View	
- iTPM Promotion Planning	Edit	
- iTPM Promotion Type	View	
- iTPM Resolution Queue	View	
- iTPM Retail Event Information	Edit	
- iTPM Settlements Permission	View	

Be sure to review and remove ALL of the permissions in ALL of the subtabs and sublists for a broker role.

Permissions			
Transaction •	Item •	Custom Record •	Bill of Materials
Time •	Entity •	CRM •	
ENABLED	RESTRICTED	TYPE	FORM NAME
No	No	Description/Subtotal	Standard Description Form
No	No	Discount/Markup	Standard Discount Form
No	No	Group/Kit/Assembly	Standard Group Item Form

Example Role: Manage Settlements & Deductions

This role has VIEW only for promotions, full management of settlements & deductions, including creating and resolving deductions, and voiding applied settlements.

iTPM Module	Settlements		Deductions		Sublist	Record / Type	Minimum Level	Based on Center Type = Accounting Center Comments	Recommended Level
	Create	Apply	Create	Split, Edit					
All Modules	Add permissions required by all iTPM roles, plus the ones below:								
Deductions			x	x	Lists	Documents and Fields	CREATE	This is required for the SPLIT and SPLIT (CSV) functionality.	CREATE
Settlements & Deductions	x	x	x	x	Transactions	Find Transaction	VIEW	Minimum required for base transaction searches	VIEW
Settlements	x				Transactions	-iTPM Settlement	CREATE	CREATE is the minimum level of permission required to be able to CREATE an iTPM Settlement record from an iTPM Promotion, OR from an iTPM Deduction record. EDIT is required to apply Settlement requests.	CREATE
Deductions			x	x	Transactions	Invoice	VIEW	This is the minimum level of permission required to be able to create and apply iTPM Deduction records	
Settlements			x		Transactions	Customer Payment	VIEW	Required to process short pays taken across multiple invoices.	VIEW
Deductions				x	Transactions	-iTPM Deduction	EDIT	This is the minimum level of permission required to be able to CREATE an iTPM Deduction record from an Invoice, OR to SPLIT an iTPM Deduction record. Recommended is EDIT since the iTPM Deduction needs to be resolved when Expensed, Re-Invoiced or Settled. This level should be set along with Make Journal Entry to avoid bad data and errors.	EDIT
Deductions				x	Setup	Import CSV file	FULL	Needed for CSV Split, CSV Bulk Expense and Settlement	FULL
Deductions			x	x	Custom Record	-iTPM Deduction Reason Code	VIEW	View is required to use the reason code drop-down menu	VIEW
Deductions				x	Custom Record	-iTPM Deduction Split	EDIT	This is required for the SPLIT and SPLIT (CSV) functionality.	EDIT
Deductions				x	Custom Record	-iTPM Deduction Split Line	EDIT	This is required for the SPLIT and SPLIT (CSV) functionality.	EDIT
Deductions			x	x	Custom Record	-iTPM Deductions Permission	EDIT	Since NetSuite currently does not allow us to check the permissions on a Custom Transaction directly, we use this custom record to set the level of permission required for the various available actions (buttons) on Deductions.	EDIT
Settlements	x				Custom Record	-iTPM Settlements Permissions	EDIT	Since NetSuite currently does not allow us to check the permissions on a Custom Transaction directly, we use this custom record to set the level of permission required for the various available actions (buttons) on Settlements.	EDIT
Settlements					Custom Record	-iTPM Expense Queue	CREATE	This is needed to see and use CSV Bulk Expense processing queue	CREATE
Settlements					Custom Record	-iTPM Resolution Queue	CREATE	This is needed to see and use CSV Bulk Settlements processing queue.	CREATE

If this role will also VOID SETTLEMENT REQUESTS, AND be able to CREATE DEDUCTIONS from INVOICES, then add these permissions:

Settlements		x			Transactions	Make Journal Entry	CREATE or EDIT	Required for Settlement, Match to Credit Memo and Re-Invoice on an iTPM Deduction record. Note: The assumption is that if a user creates and manages Settlements and Deductions, the user will also APPLY settlements to deductions. If that is true, then this permission is required. EDIT rights required to see and use the EXPENSE button.	
Deductions			x		Transactions	Invoice	EDIT	This is the minimum level of permission required to be able to create and apply iTPM Deduction records	
Settlements		x			Transactions	-iTPM Settlement	EDIT	EDIT is required to apply Settlement requests.	EDIT

Example Role: Manage Settlements & Deductions

This example role below has VIEW ONLY rights to Promotions, and permissions to create and resolve deductions. This role has permissions to VOID applied settlements.

Role

Edit
Back

General

NAME
- iTPM Settlements & Deductions

ID
customrole_itpm_settlements_deductions

CUSTOM/STANDARD
Custom

CENTER TYPE
Accounting Center

SUBSIDIARIES

No subsidiary selection causes role to restrict by subsidiary of user.

EMPLOYEE RESTRICTIONS
none - no default ALLOW VIEWING

DO NOT RESTRICT EMPLOYEE FIELDS

ALLOW CROSS-SUBSIDIARY RECORD VIEWING

RESTRICT TIME AND EXPENSES

SALES ROLE

SUPPORT ROLE

PARTNER ROLE

INACTIVE

Authentication

SINGLE SIGN-ON ONLY

WEB SERVICES ONLY ROLE

RESTRICT THIS ROLE BY DEVICE ID

TWO-FACTOR AUTHENTICATION REQUIRED
Not required

DURATION OF TRUSTED DEVICE
Per session

● Permissions
Restrictions
Forms
Searches
Users
Preferences
Dashboard
Translation
History

● Transactions
Reports
Lists
Setup
Custom Record

PERMISSION	LEVEL
- iTPM Deduction	Edit
- iTPM Settlement	Edit
Credit Memo	Edit
Customer Payment	Edit
Find Transaction	View
Invoice	View
Item Fulfillment	View
Make Journal Entry	Create

iTPM Manage Settlements and Deductions

Permissions	
PERMISSION	LEVEL
Accounts	View
Classes	View
Currency	View
Customers	View
Departments	View
Documents and Files	Create
Export Lists	Create
Financial History	View
Items	View
Locations	View
Notes Tab	Edit
Perform Search	View
Subsidiaries	View
Tasks	Edit
Units	View

The following is required to use CSV Bulk Expense, Split and Settlement features:

Permissions	
PERMISSION	LEVEL
Import CSV File	Full
Override Period Restrictions	Full
Publish Dashboards	Full
SuiteScript	Full

iTPM Manage Settlements and Deductions

Permissions		Restrictions	Forms	Searches	Users	Preferences	Dashboard
Transactions •		Reports •	Lists •	Setup •	● Custom Record •		
RECORD							LEVEL
- iTPM Accrual Log							View
- iTPM Allowances							View
- iTPM Calendar							Edit
- iTPM Deduction Reason Codes							View
- iTPM Deduction Split							Edit
- iTPM Deduction Split Line							Edit
- iTPM Deductions Permission							Edit
- iTPM Discount Log							View
- iTPM Discount Log Lines							View
- iTPM Estimated Quantity							View
- iTPM Expense Queue							Create
- iTPM KPI Queue							Create
- iTPM KPI Queue Detail							View
- iTPM KPIs							View
- iTPM Preferences							View
- iTPM Promotion							View
- iTPM Promotion Activity							View
- iTPM Promotion Planning							View
- iTPM Promotion Type							View
- iTPM Resolution Queue							Create
- iTPM Retail Event Information							View
- iTPM Settlements Permission							Edit

Example Role: Manage Settlements & Deductions (MINUS VOID & CSV Bulk Imports)

This EXAMPLE role below has VIEW ONLY rights to Promotions, and the ability to create and resolve deductions, MINUS the permissions to VOID settlements.

Role

General

NAME - iTPM Settlements & Deductions MINUS Apply Void	<input type="checkbox"/> DO NOT RESTRICT EMPLOYEE FIELDS
ID customrole1078_0	<input type="checkbox"/> ALLOW CROSS-SUBSIDIARY RECORD VIEWING
CUSTOM/STANDARD Custom	<input type="checkbox"/> RESTRICT TIME AND EXPENSES
CENTER TYPE Accounting Center	<input type="checkbox"/> SALES ROLE
SUBSIDIARIES	<input type="checkbox"/> SUPPORT ROLE
	<input type="checkbox"/> PARTNER ROLE
	<input type="checkbox"/> INACTIVE

No subsidiary selection causes role to restrict by subsidiary of user.

EMPLOYEE RESTRICTIONS
none - no default ALLOW VIEWING

Authentication

<input type="checkbox"/> SINGLE SIGN-ON ONLY	TWO-FACTOR AUTHENTICATION REQUIRED
<input type="checkbox"/> WEB SERVICES ONLY ROLE	Not required
<input type="checkbox"/> RESTRICT THIS ROLE BY DEVICE ID	DURATION OF TRUSTED DEVICE
	Per session

Permissions [Restrictions](#) [Forms](#) [Searches](#) [Users](#) [Preferences](#) [Dashboard](#) [Translation](#) [Help](#)

Transactions • [Reports](#) • [Lists](#) • [Setup](#) • [Custom Record](#) •

PERMISSION	LEVEL
- iTPM Deduction	Edit
- iTPM Settlement	Create
Credit Memo	View
Customer Payment	View
Find Transaction	View
Invoice	View
Item Fulfillment	View

iTPM Manage Settlements and Deductions (MINUS VOID & CSV Bulk imports)

Permissions	
Transactions • Reports • Lists • Setup • Custom Record •	
PERMISSION	LEVEL
Accounts	View
Classes	View
Currency	View
Customers	View
Departments	View
Documents and Files	Create
Financial History	View
Items	View
Locations	View
Notes Tab	Edit
Perform Search	View
Subsidiaries	View
Tasks	Edit
Units	View

Permissions		
Transactions • Reports • Lists • Setup • Custom Record •		
RECORD	LEVEL	RESTRICT
- iTPM Accrual Log	View	
- iTPM Allowances	View	
- iTPM Calendar	Edit	Editing Only
- iTPM Deduction Reason Codes	View	
- iTPM Deduction Split	Edit	
- iTPM Deduction Split Line	Edit	
- iTPM Deductions Permission	Edit	
- iTPM Discount Log	View	
- iTPM Discount Log Lines	View	
- iTPM Estimated Quantity	View	
- iTPM Expense Queue	Create	
- iTPM KPI Queue	Create	
- iTPM KPI Queue Detail	View	
- iTPM KPIs	View	
- iTPM Preferences	View	
- iTPM Promotion	View	
- iTPM Promotion Activity	View	
- iTPM Promotion Planning	View	
- iTPM Promotion Type	View	
- iTPM Resolution Queue	View	
- iTPM Retail Event Information	View	
- iTPM Settlements Permission	Edit	

Example Role: Manage Promotions, Settlements & Deductions (Not Admin)

This EXAMPLE role below can create and submit promotions, create, manage and resolve deductions, void applied settlements, and use CSV Bulk Imports including Split, Expense and Settlements.

This example role does NOT have permissions to approve promotions. This is easy to add: Add VIEW or higher permission to the custom record - *iTPM Promotion Approval*.

This example role is NOT an iTPM admin role. It does NOT have permissions to create and edit any of the iTPM set-up, including performance types, promotion types, and iTPM preferences. This role does NOT have the ability to edit other people's promotions, allowances, etc.

Role

Edit
Back

General

NAME
- iTPM Planning, Settlements, DDNs (non-admin)

ID
customrole_itpm_planning_settlements_ddn

CUSTOM/STANDARD
Custom

CENTER TYPE
Accounting Center

SUBSIDIARIES

No subsidiary selection causes role to restrict by subsidiary of user.

EMPLOYEE RESTRICTIONS
none - no default ALLOW VIEWING

DO NOT RESTRICT EMPLOYEE FIELDS

ALLOW CROSS-SUBSIDIARY RECORD VIEWING

RESTRICT TIME AND EXPENSES

SALES ROLE

SUPPORT ROLE

PARTNER ROLE

INACTIVE

Authentication

SINGLE SIGN-ON ONLY

WEB SERVICES ONLY ROLE

RESTRICT THIS ROLE BY DEVICE ID

TWO-FACTOR AUTHENTICATION REQUIRED
Not required

DURATION OF TRUSTED DEVICE
Per session

Permissions
Restrictions
Forms
Searches
Users
Preferences
Dashboard
Translation
History

Transactions
Reports
Lists
Setup
Custom Record

PERMISSION	LEVEL
- iTPM Deduction	Edit
- iTPM Settlement	Edit
Credit Memo	Edit
Customer Payment	Edit
Find Transaction	View
Invoice	View
Item Fulfillment	View
Make Journal Entry	Create

iTPM Manage Settlements and Deductions (MINUS VOID & CSV Bulk imports)

Permissions	
Transactions • Reports • Lists • Setup • Custom Record	
PERMISSION	LEVEL
Accounts	View
Classes	View
Currency	View
Customers	View
Departments	View
Documents and Files	Create
Export Lists	Create
Financial History	View
Items	View
Locations	View
Notes Tab	Edit
Perform Search	View
Subsidiaries	View
Tasks	Edit
Units	View

This SETUP permission is required to use **CSV** Bulk Expense, Split and Settlement features:

Permissions	
Transactions • Reports • Lists • Setup • Custom Record	
PERMISSION	LEVEL
Import CSV File	Full
Override Period Restrictions	Full
Publish Dashboards	Full
SuiteScript	Full

iTPM Manage Settlements and Deductions (MINUS VOID & CSV Bulk imports)

Permissions Restrictions Forms Searches Users Preferences Dashboard Translation History		
Transactions • Reports • Lists • Setup • Custom Record •		
RECORD	LEVEL	RESTRICT
- iTPM Accrual Log	View	
- iTPM Allowances	View	
- iTPM Calendar	Edit	Editing Only
- iTPM Deduction Reason Codes	View	
- iTPM Deduction Split	Edit	
- iTPM Deduction Split Line	Edit	
- iTPM Deductions Permission	Edit	
- iTPM Discount Log	View	
- iTPM Discount Log Lines	View	
- iTPM Estimated Quantity	View	
- iTPM Expense Queue	Create	
- iTPM KPI Queue	Create	
- iTPM KPI Queue Detail	View	
- iTPM KPIs	View	
- iTPM Preferences	View	
- iTPM Promotion	View	
- iTPM Promotion Activity	View	
- iTPM Promotion Planning	View	
- iTPM Promotion Type	View	
- iTPM Resolution Queue	View	
- iTPM Retail Event Information	View	
- iTPM Settlements Permission	Edit	

Example Role: Manage Deductions

This role can create, managed and resolve deductions. (Does NOT include resolution with settlements, and does NOT include promotion viewing.)

iTPM Module	Settlements		Deductions		Sublist	Record / Type	Minimum Level	Based on Center Type = Accounting Center	Recommended Level
	Create	Apply	Create	Split, Edit				Comments	
All Modules	Add permissions required by all iTPM roles, plus the ones below:								
Deductions			x	x	Lists	Documents and Fields	CREATE	This is required for the SPLIT and SPLIT (CSV) functionality.	CREATE
Settlements & Deductions	x	x	x	x	Transactions	Find Transaction	VIEW	Minimum required for base transaction searches	VIEW
Deductions			x	x	Transactions	Invoice	VIEW	This is the minimum level of permission required to be able to create and apply iTPM Deduction records	
Deductions				x	Transactions	-iTPM Deduction	EDIT	This is the minimum level of permission required to be able to CREATE an iTPM Deduction record from an Invoice, OR to SPLIT an iTPM Deduction record. Recommended is EDIT since the iTPM Deduction needs to be resolved when Expensed, Re-Invoiced or Settled. This level should be set along with Make Journal Entry to avoid bad data and errors.	EDIT
Deductions				x	Setup	Import CSV file	FULL	Needed for CSV Split, CSV Bulk Expense and Settlement	FULL
Deductions			x	x	Custom Record	-iTPM Deduction Reason Code	VIEW	View is required to use the reason code drop-down menu	VIEW
Deductions				x	Custom Record	-iTPM Deduction Split	EDIT	This is required for the SPLIT and SPLIT (CSV) functionality.	EDIT
Deductions				x	Custom Record	-iTPM Deduction Split Line	EDIT	This is required for the SPLIT and SPLIT (CSV) functionality.	EDIT
Deductions			x	x	Custom Record	-iTPM Deductions Permission	EDIT	Since NetSuite currently does not allow us to check the permissions on a Custom Transaction directly, we use this custom record to set the level of permission required for the various available actions (buttons) on Deductions.	EDIT
Settlements					Custom Record	-iTPM Expense Queue	CREATE	This is needed to see and use CSV Bulk Expense processing queue	CREATE
Settlements					Custom Record	-iTPM Resolution Queue	CREATE	This is needed to see and use CSV Bulk Settlements processing queue.	CREATE

If this role will also use **MATCH TO CREDIT MEMO**, AND be able to **CREATE DEDUCTIONS from INVOICES**, then add these permissions:

Settlements		x			Transactions	Make Journal Entry	CREATE or EDIT	Required for Settlement, Match to Credit Memo and Re-Invoice on an iTPM Deduction record. Note: The assumption is that if a user creates and manages Settlements and Deductions, the user will also APPLY settlements to deductions. If that is true, then this permission is required. EDIT rights required to see and use the EXPENSE button.	
Deductions			x		Transactions	Invoice	EDIT	This is the minimum level of permission required to be able to create and apply iTPM Deduction records	

Note: This role does NOT need the default promotion permissions suggested for all iTPM roles. See example permissions on the next page for suggested permissions:

Example Role: Manage Deductions (Includes APPLY, VOID)

This example role below has ONLY permissions to create deductions, resolve them, but does NOT include settlements.

Role

Edit
Back

General

NAME -iTPM Deductions	<input type="checkbox"/> DO NOT RESTRICT EMPLOYEE FIELDS
ID customrole1128	<input type="checkbox"/> ALLOW CROSS-SUBSIDIARY RECORD VIEWING
CUSTOM/STANDARD Custom	<input type="checkbox"/> RESTRICT TIME AND EXPENSES
CENTER TYPE Accounting Center	<input type="checkbox"/> SALES ROLE
SUBSIDIARIES	<input type="checkbox"/> SUPPORT ROLE
<small>No subsidiary selection causes role to restrict by subsidiary of user.</small>	<input type="checkbox"/> PARTNER ROLE
EMPLOYEE RESTRICTIONS none - no default	<input type="checkbox"/> INACTIVE
<input type="checkbox"/> ALLOW VIEWING	INTERNAL ID 1128

Authentication

<input type="checkbox"/> SINGLE SIGN-ON ONLY	TWO-FACTOR AUTHENTICATION REQUIRED Not required
<input type="checkbox"/> WEB SERVICES ONLY ROLE	DURATION OF TRUSTED DEVICE Per session
<input type="checkbox"/> RESTRICT THIS ROLE BY DEVICE ID	

● **Permissions** | [Restrictions](#) | [Forms](#) | [Searches](#) | [Users](#) | [Preferences](#) | [Dashboard](#) | [Translation](#) | [History](#)

● **Transactions** • [Reports](#) • [Lists](#) • [Setup](#) • [Custom Record](#)

PERMISSION	LEVEL
- iTPM Deduction	Edit
Credit Memo	Edit
Customer Payment	Edit
Find Transaction	View
Invoice	View
Make Journal Entry	Create

iTPM Manage Deductions (No settlements, no promotions)

Permissions	
Transactions • Reports • Lists • Setup • Custom Record •	
PERMISSION	LEVEL
Accounts	View
Classes	View
Currency	View
Customers	View
Departments	View
Documents and Files	Create
Export Lists	Create
Financial History	View
Items	View
Locations	View
Notes Tab	Edit
Perform Search	View
Subsidiaries	View
Tasks	Edit
Units	View

The SETUP permissions are required to use CSV Bulk Expense, Split and Settlement features:

Permissions	
Transactions • Reports • Lists • Setup • Custom Record •	
PERMISSION	LEVEL
Allow Non G/L Changes	Full
Import CSV File	Full
Override Period Restrictions	Full
Publish Dashboards	Full
SuiteScript	Full

Permissions	
Transactions • Reports • Lists • Setup • Custom Record •	
RECORD	LEVEL
- iTPM Deduction Reason Codes	View
- iTPM Deduction Split	Edit
- iTPM Deduction Split Line	Edit
- iTPM Deductions Permission	Edit
- iTPM Expense Queue	Create
- iTPM Preferences	View
- iTPM Resolution Queue	Create

5.6 Suggested Dashboard Portlets & Reminders

NetSuite has many standard ways to customize your dashboard. Here are a few suggestions using the native NetSuite functionality, and pre-build iTPM saved searches. An iTPM KPI template scorecard is also available for your dashboard.

As an administrator, portlets can help you look for and correct 'bad data'. The following are suggested portlets and saved searches to identify issues that need additional attention:

Suggested Portlets and saved searches for your iTPM Administrative Dashboard

Draft and Pending Deals that are 'Active' or 'Completed'. The owners or approvers of these promotion have failed to move these promotions through the iTPM workflow.

- Deals with an Active or Completed condition have a start date that's before today's date.
- **Draft** deals that are 'active' or 'completed' were created but never submitted for approval before they started. Most likely these deals should be voided. They are not valid.
- **Pending** deals that are 'active' or 'completed' were submitted, but not approved before they started. These deals should be voided. They are not valid.

Approved Deals with an end-date older than 6 months ago. Use this list to proactively ask the owner if these promotions need to be open. If no further settlements are anticipated, then these promotions should be closed to prevent users from resolving open deductions to these events.

- (Change '6 months' to a value appropriate to your settlement times)

Suggested Portlets and saved searches for your iTPM Administrative Dashboard

Settlements:

Optional: List of Settlements with a zero settlement amount:

- These are settlements that someone started but never finished.
- A settlement record is created when a user clicks on *NEW*. If the user clicks on the *CANCEL* button, iTPM deletes that settlement record. However, under certain unusual circumstances, the zero value settlement may not be deleted.
- There is no harm in leaving these records.
- Make these inactive, or contact the person that created the settlement.

Optional: Settlements that are Processing:

- Settlements should only be in this status for 15 minutes or less. Something isn't working correctly if they are in this status for over 30 minutes.

Deductions:

List of *OPEN* Deductions ending Approval status that were are more than "x" days old

- Deductions should be *Resolved* and should not stay in this status indefinitely.
- Establish a 'maximum' aging for deductions, after which a resolution will be made whether or not the research has been successful.

Promotions:

The following saved searches and portlets are available for you to publish in your company's custom roles. You can preview these iTPM dashboards in each of the example iTPM published roles.

Dashboard Category	Portlet Description	Portlet Name	Roles	Saved Search	Saved search internal ID
Reminders	New measure: Number of promotions waiting approval	# promotions waiting for approval (All users)	iTPM Promotion approver, iTPM Admin	- iTPM All Promotions Pending Approval	customsearch_itpm_promo_pendingapproval
Reminders	# of promotions waiting for approval where I am the owner	# promotions waiting for approval (Mine)	iTPM Planner	- iTPM My Promotions Pending Approval	customsearch_itpm_promo_pendinapprov_own
List	List of promotions active today where I am the owner	Active Promotions (All status)	iTPM Planner	- iTPM My Active Promotions	customsearch_itpm_promo_activeowner
List	List of promotions active today (all users)	Active Promotions (All status)	iTPM Admin	- iTPM Promotions Active Today	customsearch_itpm_promo_active
List	List of backdated promotions (all users)		iTPM Admin	- iTPM Backdated Promotions	customsearch_itpm_promotions_backdate
Reminders	List of promotions that will start in the next 30 days (not active today, but between tomorrow and the next 30 days)	Upcoming Promotions	iTPM Planner, iTPM Promotion approver	- iTPM Promotions Active in Next 30 days	customsearch_itpm_promo_active_in_30
Reminders	Number of promotions submitted BUT active or completed (only admin role can approve or reject)	Promotions active/completed but pending approval	NS Admin and iTPM admin	- iTPM Active / Completed Promotions Pending Approval	customsearch_itpm_promo_pending_acticomp
List	Number of promotions being copied		NS Admin and iTPM admin	- iTPM Promotions being Copied	customsearch_itpm_promo_copyinprogress
Reminders	# of APPROVED promotions 90 days or older (mine), where end ship date compared to today's date is 90 days or greater	# of APPROVED promotions 90 days or older (mine)	Promotion Planner	- iTPM MY Approved Promotions (90+ Days)	customsearch_itpm_promo_apprvd_90daysown
Reminders	# of APPROVED promotions 90 days or older	# of APPROVED promotions 90 days or older (All users)	iTPM Admin	- iTPM Approved Promotions (90+ Days)	customsearch_itpm_promo_apprvd_90daysold

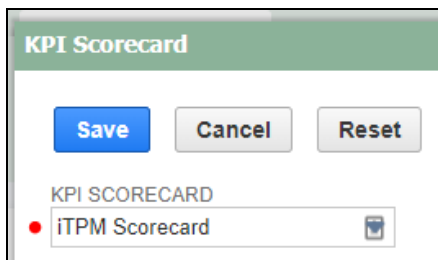
Settlements & Deductions:

The following saved searches and portlets are available for you to publish in your company's custom roles. You can preview these iTPM dashboards in each of the example iTPM published roles.

Note: There are additional saved searches for month-end data close listed in the *iTPM Month-End Reconciliation User Guide*, available online at www.i-TPM.com/admin-training-resrouces

Dashboard Category	Portlet Description	Portlet Name	Roles	Saved Search	Saved search internal ID
Reminders	New measure: number of settlements waiting to be applied	# settlements waiting to be applied (All users)	Settlements & Deductions	- iTPM All Requested / Unapplied Settlements	customsearch_itpm_set_tobeapplied
Reminders	New measure: number of settlements waiting to be applied where owner = current user	# settlements waiting to be applied (Mine)	Settlements & Deductions (Minus Apply, VOID)	- iTPM My Requested / Unapplied Settlements	customsearch_itpm_set_tobeapplied_owner
Reminders	# of OPEN deductions assigned to ME	# of OPEN deductions assigned to ME	Settlements & Deductions, both roles	- iTPM My Open Deductions	customsearch_itpm_ddn_open_assigtome
Reminders	# of OPEN deductions over 90 days old	# Open deduction 60 to 90 days old	Settlements & Deductions, both roles	- iTPM Open Deductions (90+ Days)	customsearch_itpm_ddn_open_over90daysold
Reminders	# of OPEN deductions 60 to 90 days	# Open deduction 60 to 90 days old	Settlements & Deductions, both roles	- iTPM Open Deductions (60 - 90 Days)	customsearch_itpm_ddn_open_btween60to90
Reminders	# of OPEN deduction 30 to 60 days	# Open deductions 30 to 60 days old	Settlements & Deductions, both roles	- iTPM Open Deductions (30 - 60 Days)	customsearch_itpm_ddn_open_btween30to60
Reminders	# of OPEN deduction less than 30 days	# Open deductions less than 30 days	Settlements & Deductions, both roles	- iTPM Open Deductions (0 - 30 Days)	customsearch_itpm_ddn_open_lessthan30
List	Number of settlements in processing status		NS Admin and iTPM admin	- iTPM Settlements in Processing	customsearch_itpm_set_inprocessing
List	Number of deductions in processing status		NS Admin and iTPM admin	- iTPM Deductions in Processing	customsearch_itpm_ddn_inprocessing

iTPM Template KPI Scorecard:



6.0 Reference Section

6.1 Help!

Here are several ways for iTPM users to get help.

End user documentation is online and accessible through online documentation.

- Includes User Manual PDFs and Training Videos
- Users can directly create iTPM support ticket by emailing support@cgsquared.com.

Administrators

- Documentation is separate from end-users
- Includes setup instructions and ongoing administrative tasks.

Support Response Levels: When an iTPM support ticket is created, CG Squared will assess the severity of the issue ticket to determine the appropriate response. The table below represents the minimum response time and resolution approach:

	Severity of iTPM Support Issue	iTPM Support Response
1	<p>Level 1: Critical: - One or more critical iTPM features are not usable due to the iTPM software.</p> <p>Customer requests a quick solution to continue using iTPM for trade promotion management.</p>	<p>Call back and/or email response: Within eight (8) hours on business days between 9am and 5pm Eastern Time. (EST / EDT)</p> <p>Technical resources assigned: Within one (1) business day or sooner.</p> <p>Status Updates by telephone and/or e-mail: Daily until resolved.</p> <p>Resolution and/or work-around: Provided as soon as possible, with the SLA goal of three (3) business days or less.*</p>
2	<p>Level 2: Urgent: One or more critical iTPM features are not usable due to the iTPM software, but there is a work-around.</p> <p>Customer requests better solution to support business operations.</p>	<p>Call back and/or email response: Within two (2) business days.</p> <p>Technical resources assigned: Within three (3) business days or sooner.</p> <p>Status Updates by telephone and/or e-mail: Daily or as needed.</p> <p>Resolution and/or work-around: Provided as soon as possible, with the SLA goal of five (5) business days or less.*</p>
3	<p>Level 3: Non-Critical: There is a software issue with iTPM, but the issue is assessed as not critical.</p> <p>Issue is not impacting Customer iTPM operations adversely and users are able to continue utilizing iTPM.</p>	<p>Call back and/or email response: Within five (5) business days.</p> <p>Status Updates by telephone and/or e-mail: Monthly, as part of the prioritization of iTPM enhancement requests and product roadmap features.</p> <p>Resolution and/or work-around: Customer helps prioritize the software modification, to be included in one of the scheduled iTPM software releases.</p>

* NetSuite systems issues, defects, and other 3rd party system issues and defects are not covered by this SLA. CG2 cannot guarantee a fix within the SLA if an issue in iTPM is caused by a 3rd party app, 3rd party bundle, or a NetSuite platform issue or change, or a custom script loaded / developed / implemented by the customer.

Get Help using iTPM Online Documentation:

Online iTPM documentation for administrators is not in the standard iTPM help portlet. Paste and bookmark <http://i-tpm.com/admin-training-resources/> into your browser.

Non-administrative iTPM users:

- Click **iTPM -> Help -> Administrator User Guides** to open our web page with links to our User Guides and training videos.
- Paste this link into the browser: www.i-tpm.com/training-resources to access a PDF of this User Guide, along with training videos and other documentation.

Get Help By Email:

All users can email support questions or issues to support@cgsquared.com.

- Send an email to create a support ticket so we can answer your question or fix your issue.
- Each email gets a reply with an iTPM support ticket number in the subject line.
- iTPM support staff will follow-up with you by email, and by phone if necessary.
- Every support ticket will receive periodic email status updates until the ticket is closed.

Encourage your users to include the following in the emails to iTPM support:

- Tell us who they are and their role.
- Describe the issue.
- If appropriate, describes the steps or actions that led up to the issue.
- Add screenshots if possible.
- Give us contact information, along with your current timezone.
- Replies to a support email does NOT create a new support ticket, it just adds to the email thread.

6.2 Promotional Workflow

Promotion condition is determined by comparing today's date to the promotion's start and end ship dates:

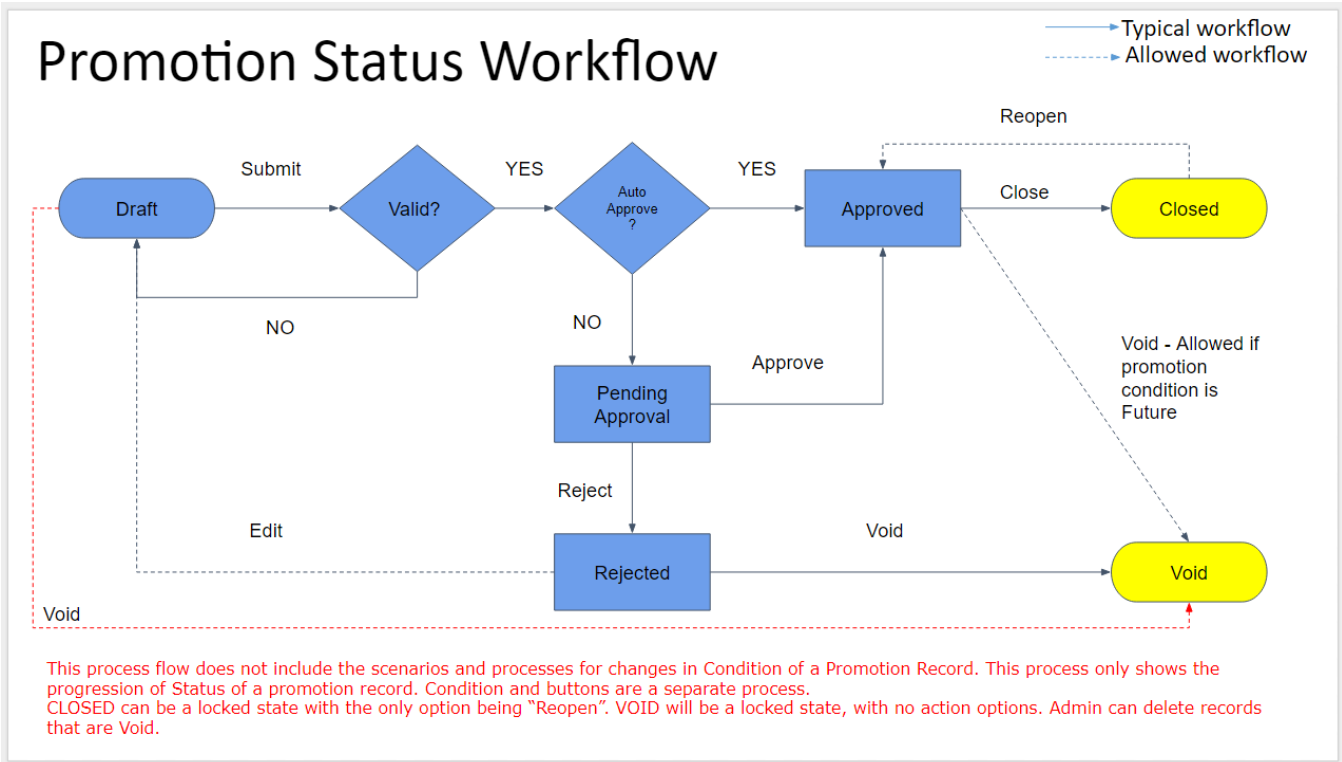
Condition	Description of Promotion Condition
Future	These are promotions that haven't started yet. By definition, these are promotions where the start date is after today's date.
Active	These are promotions are in progress. The start ship date of the promotion is today or before today, and the end date is after today's date.
Completed	This is a promotion that's over. Both the start and end ship dates are in the past.

iTPM has the following workflow status:

Status	Description of Promotion Status	Administrator tasks
Draft	When you create new promotions, they start in draft status. Promotions stay in draft status until the user is ready to either submit them for approval or void them.	Look for users that have many draft promotions that haven't been submitted. If there are draft promotions in active or completed condition, the user may have forgotten to submit them for approval.
Pending	Promotions in pending status have been submitted for approval, but have not yet been approved or rejected. Promotions should only be in the pending status for a short time.	If you see promotions lingering in this pending status, it could be that the promotion creator's supervisor is not defined in NetSuite, or other visibility issues by approvers.
Approved	Promotions that are approved are available to incur promotional liability. iTPM keeps track of every invoice (or purchase) that may qualify for the allowances and discounts.	Look for approved promotions that ended a long time ago. These may be promotions that should be moved to closed status. Any net liability will remain open and unpaid until the promotion is closed.
Rejected	Rejected promotions are prevented from being approved. Rejected promotions do not incur any promotion liability, and are not available for settlements.	You may want to move rejected promotions to a voided status. Either way, rejected promotions do not impact your promotional spending KPIs.
Voided	Like the rejected status, voided promotions do not incur any liability, and are not available for settlements.	No admin tasks are required for voided promotions.
Closed	Closing a promotion tells iTPM that all financial settlements are complete, and that any unpaid amounts will not be paid. Closing a promotion sets its net liability to zero, resulting in additional trade monies becoming available.	Sometimes an unexpected payment or settlement must be made for a promotion that's been closed. You may need to change the status back to Approved if the person requesting settlement doesn't have the rights to reopen the promotion for settlements.

Promotion Status Flowchart

Workflow is managed by CG Squared and not currently configurable.



NOTE: Auto approval thresholds are on the iTPM product roadmap.



Helpful Hint: To see the promotion audit trail, go to the Notes subtab, and System Notes sublist. The box below highlights the change from *pending approval* to *approved status*.

DATE	SET BY	CONTEXT	TYPE	FIELD	OLD VALUE	NEW VALUE
9/6/2017 5:58 pm	Alex Wolfe	UI	Change	Status	Closed	Approved
9/6/2017 5:58 pm	Alex Wolfe	UI	Change	Status	Approved	Closed
8/10/2017 3:04 am	-System-	Scheduled Workflow	Change	Condition	Active	Completed
8/1/2017 10:35 am	Alex Wolfe	UI	Change	Status	Pending Approval	Approved
8/1/2017 10:35 am	Alex Wolfe	UI	Change	Status	Draft	Pending Approval

Workflow Buttons by Promotion Condition, Status and Role

iTPM manages workflow by promotion condition, promotion status and user role. As an iTPM administrator, you are granted access to promotional workflow that is allowed for any role.

The table below shows allowed workflow for users that can create promotions, those users that can only view promotions but have approval privileges, and iTPM or NetSuite administrators.

Workflow Buttons by Promotion Condition, Status and Role Permissions

Condition		Future			Active			Completed		
Role Permissions		Create, Edit	Approve Only	Admin*	Create, Edit	Approve Only	Admin*	Create, Edit	Approve Only	Admin*
Promotion Status	Draft	Edit, Submit	...	Edit, Submit	Edit	...	Edit	Edit	...	Edit
	Pending	...	Approve, Reject	Approve, Reject	Approve ² , Reject ²	Approve ² , Reject ²
	Approved	Void	...	Edit, Void	Edit ² , Void ³	Close	...	Edit ² , Close
	Rejected	Edit, Void	...	Edit, Void	Edit, Void	...	Edit, Void	Edit, Void	...	Edit, Void
	Void
	Closed	N/A ¹	N/A ¹	N/A ²	N/A ¹	N/A ¹	N/A ¹	Re-Open

Revised Nov 28, 2017

- 1: Promotions in *future* and *active* status can't be closed, therefore N/A
- 2: Admin required to edit promotion dates of *active* or *completed* promotions so promotions can be post-dated.
- 3: Active and completed promotions can ONLY be voided if there are no transactions associated with the promotion.

How to 'Backdate' a promotion

Users that have permissions to create promotions are also allowed to submit backdated promotions.

- Backdating promotions is not a best-practice, but there are situations where backdating is necessary.
- Once submitted, iTPM Admin or NetSuite Admin permissions are required to change, void, reject or approve the promotion.



NOTE: Once submitted, a non-admin role will NOT be able to EDIT a backdated promotion, and a non-admin role will NOT be able to approve a backdated promotion.



Helpful Hint: Only NetSuite and iTPM administrators can approve their own promotions. All other users can't approve their own promotions to be consistent with SSAE-16 best-practices separation of duties.

For additional control, only a NetSuite or iTPM admin role can approve or reject a promotions that are in active or completed condition.

NetSuite Admin can change the promotion owner

Only the NetSuite admin can edit and change the OWNER of a promotion to a different user. This is useful for some circumstances. i.e. Use this when the person that created the promotion is no longer available to manage the promotion.

Mark Allowance records as *INACTIVE* to remove them

You will not need to use your NetSuite admin rights to delete any incorrect allowances. When users can edit their allowances, they can mark the allowance records as *INACTIVE*. This is a standard NetSuite approach. Each night, iTPM has a script that runs and deletes all inactive iTPM records.

iTPM maintains data integrity with estimated quantity and retail info custom records when allowance records are marked inactive:

- If an allowance record is marked as inactive, iTPM checks to see if this is the only allowance for an item. If there are other allowances, only the allowance record is marked as inactive.
- If however, the newly inactive allowance is the only allowance for an item, iTPM will also mark the estimated quantity and the retail info custom records for that item as inactive.

Editing, Adding, Removing Allowances to promotions

Only NetSuite and iTPM admin roles have permissions to edit, add, and/or remove allowances to APPROVED promotions.

- While it is not a best-practice to change allowances on promotions that are active or completed, errors and mistakes happen.
- NetSuite records changes, so there is an audit trail of these changes.
- Changes may not be reflected in the KPIs for completed promotions until the KPI script runs overnight. (Active promotions KPIs will be updated every hour or so.)



NOTE: Changing off-invoice and net-bill allowances on an active or completed promotion may result in missed off-invoice deductions.

6.3 Promotion KPI Measure Calculations

Estimated Spend

Estimated Spend forecasts what a promotion will cost. Total Estimated Spend is the sum of both the Lump Sum and the allowances. Sometimes the “Total” is implied. However, when a report or subtab has “w/o LS” or “w/o Lump Sum” after *Estimated Spending*, the value excludes the Lump Sum.

Other names for Estimated Spend: This measure is referred to by other names in other TPM solutions. Some solutions call this *Planned Spending*, because it’s based on the user’s planned spending. It can also be called *Forecasted Spending*, because an estimate is also a forecast. Because the Estimated Spend is the first calculated value of spending for a promotion, and because this value does NOT ever change, it can also be called *Original Estimate* or *Forecast*. iTPM calls this measure Estimated Spend for simplicity.

The calculations use estimated quantity. Quantity is referred to as *volume* in other TPM solutions. In iTPM, we use the term quantity because it matches the NetSuite term on orders and invoices.

Calculation: Estimated Spend is calculated the same regardless of promotion status and promotion condition. However, the calculation is different by method-of-payment, The chart below shows the difference between lump-sum and the other three method-of-payments, off-invoice, bill-back and net-bill. This chart shows all three attributes for easy comparison of calculations between Estimated Spend, Actual Spend, Expected Liability and Net Liability.

Estimated Spend by promotion condition and status

Status ->	Draft, Voided, Rejected, Pending	Status = Approved			Status=Closed
Condition ->	Any Condition	Future	Active	Completed	Completed
Lump Sum	<i>Estimated: Lump Sum</i> KPI is Lump Sum in the promotion.				
Bill-back allowances	Allowance per UOM: $Estimated\ Spend\ BB\ KPI = Estimated\ Promoted\ Quantity \times Allowance\ per\ UOM$ (both in the same UOM) Note: All of the above must be in the same UOM to be correct $Note: Estimated\ Promoted\ Quantity = Estimated\ Total\ Quantity \times ((\% \text{ redemption}) / 100)$ Note: Do this calculation for each allowance within the promotion				
OI or Net-bill	% Discount: $Estimated\ Spend\ OI\ KPI = Estimated\ Promoted\ Sales\ Amount \times ((\% \text{ discount}) / 100)$ $Note: Estimated\ Sales\ Amount = Estimated\ Quantity \times Item\ Price$ $Note: Estimated\ Promoted\ Sales\ Amount = Estimated\ Sales\ Amount \times ((\% \text{ redemption}) / 100)$ Note: Which item price to use is based on the Price Type selected by user. i.e., Customer, base, or a price level $Estimated\ Spend\ NB\ KPI$ is the same as above, but uses the net-bill allowance in the calculation.				

Latest Estimate

Latest Estimate uses the most recent information about the promotion to forecast what the entire promotion will cost when it is completed.

Other names for Latest Estimate: This measure is referred to by other names in other TPM solutions. Many TPM solutions refer to this as just “LE” for short. Other names include ‘Projected’ or ‘Forecasted’ Spending.

Calculation: The challenge of estimating a promotion’s total cost changes over the life-cycle of the promotion.

- Promotions in *Voided* or *Rejected* status in any Condition: These are not official promotions, so the LE is zero.
- *Draft* Promotions in any Condition: All we know is the user’s estimate, so that’s what we use.
- Promotion in *approved* status are more complicated
 - If a promotion hasn’t started, then all we know is the user’s estimate.
 - If a promotion has started but hasn’t completed, then all we can do is compare the quantity that was estimated to the users’ estimate. To be financially conservative, we use the quantity that’s bigger; the original user’s estimate or the quantity that’s actually been shipped.
 - When a promotion is completed, we now know the quantity that qualifies for the allowances. We use that to estimate the total final cost of the promotion.
- When a promotion is changed to *CLOSED* status, by definition the Latest Estimate will Equal Actual Spending. Closing tells iTPM that we don’t anticipate any more settlements against this promotion, and reduce the net liability accordingly.

The chart below shows the calculations by status, condition and method-of-payment:

Latest Estimate (LE) by promotion condition and status

Status ->	Voided, Rejected	Draft, Pending	Status = Approved			Status= Closed
Condition ->	Any Condition	Any Condition	Future	Active	Completed	Completed
Lump Sum	\$0 by definition	<i>LE Spend Lump Sum</i> KPI = <i>Lump Sum</i> in the promotion	Use the larger amount: <i>Estimated Spend Lump Sum</i> KPI or <i>Actual Spend Lump Sum</i> KPI Paid-to-date			<i>LE Spend Lump Sum</i> = <i>Actual Paid</i>
Bill-back allowances*		<i>LE Spend BB</i> KPI= <i>Estimated Spend BB</i>	Use the larger amount; <i>Estimated Spend</i> or <i>Expected Liability</i>		Use the larger amount: <i>Expected Liability</i> or <i>Actual Spend</i>	<i>LE Spend Lump Sum</i> = <i>Actual Paid</i>
OI or Net-bill**		<i>LE Spend OI</i> KPI= <i>Estimated Spend OI</i>	If preference “Do not update liability using actuals” is checked, then Always use <i>Estimated Spend</i> .		<i>LE Spend Lump Sum</i> = <i>Actual Paid</i> = (Actual Qty * Allowances)	
		<i>LE Spend NB</i> KPI= <i>Estimated Spend NB</i>				

* Calculations are for direct customers. Indirect customers have no actual volume, so for indirect customers, use estimated quantity as actual.
 ** Note: OI and Net-bill are NOT valid for indirect account for financial type=expense. (vendors)

Actual Spend

Actual Paid shows all settlements that have been matched and expensed to a promotion.

Other names for Actual Spend: This measure is referred to by other names in other TPM solutions. Some TPM solutions call this *Actual Paid*, *Actual Spending*, *Actual Trade Spend*, *Actual Results*, and sometimes just *Actuals*. When comparing actual paid across promotions, this is also called the historical trade spend.

Calculation: The calculation of Actual Paid is not complicated. iTPM summarizes all payment requests regardless of the method, including checks, ACH, etc. Also included are deduction resolutions that are matched to the promotion. Because most settlements are approved, the Actual Paid measure includes all settlements, regardless of the settlement status. If a settlement is not approved or voided, the Actual Paid amount is updated, and the audit trail shows the offsetting transactions.



NOTE: Actual Paid includes ONLY what's been officially recorded by NetSuite as of today.
The true cost of your promotion could be much higher. Use Latest Estimate to see the most likely total cost of your promotion after all claims are processed.

- Actual Paid does not include short-pay deductions that have not yet been resolved.**
Open deduction balances remain just open balances until they are resolved in one of three ways:
- Matched to a promotion and expensed as promotional
 - Matched and expensed to a non-promotional GL-account
 - Disputed and re-invoiced

The chart below shows the calculations by status, condition and method-of-payment:

Actual Spend by promotion condition and status

Status ->	Draft, Voided, Rejected, Pending	Status = Approved			Status=closed
Condition ->	Any Condition	Future	Active	Completed	Completed
Lump Sum	\$0 by definition No costs can be incurred because we will not allow any promotions to be pre-paid.	Sum of all checks and deduction settlements matched to the deal* This applies only to Actual Spend at the summary level.			
Bill-back allowances					
OI or Net-bill		Sum of all off-invoice and net-bill spending applied to invoices**			

* Note: Actual Paid will be = to zero for promotions where condition = active unless the promotion type allows settlements where condition = active. The formula works for all these conditions, so no need to change the formula by condition.

**Assumption for OI and Net-bill: iTPM will apply these allowances to the invoice during order entry and perform the associated G/L entries.

Expected Liability

Expected Liability estimates the official promotion costs you've incurred **only through today**. Use this measure to understand the liability and cost of your promotion **as of today**.

Other names for Expected Liability: This measure is called other names in other TPM solutions. Names include *Promotion Expense*, *Incurred Expense*, *Promotion Exposure*, and *Projected Liability*.

Calculation: Expected Liability must be calculated by item, by event and by method-of-payment.

- Lump Sum amounts are considered 'incurred' the day the approved promotion starts. All other allowances use actual quantities shipped to calculate Incurred Liability.
- For allowances, we know the rate, the % discount, the estimated percent redemption, and the actual quantity shipped. We use these to estimate your expected liability.

Regardless of how you pay it, or even if you don't intend to pay it, **Expected Liability estimates what the promotion costs as of today**.

- Only approved promotions can incur liability.
- You could void a future promotion before it starts, so future promotions don't incur any liability.
- Approved or closed promotions that have started or completed use the same calculations:
 - The total lump-sum is considered incurred and payable.
 - If the promotion type is configured to update liability with actual shipments, allowances are applied to **actual quantities** invoiced and shipped **as of today, and adjusted by the percent redemption factor** estimated for the allowance.
- iTPM uses this measure to help prevent overpaying promotions, and to identify promotional claims in excess of what you owe.

The chart below shows the calculations by status, condition and method-of-payment:

Expected Liability by promotion condition and status

Status ->	Draft, Voided, Rejected, Pending	Status = Approved			Status=closed
Condition ->	Any Condition	Future	Active	Completed	Completed
Lump Sum	\$0	\$0	= Estimated Spend Lump Sum (Also known as Estimated <i>Fixed Fee</i>)		
Bill-back allowances	\$0	\$0	<i>Expected Liability BB, and Expected Liability OI, and Expected Liability NB:</i> Allowance per UOM: If preference "Do not update liability using actuals" is checked, then $\text{Estimated Quantity} \times \text{allowance per UOM} \times ((\% \text{ redemption factor}) / 100)$ If preference is unchecked, then, $\text{Actual Quantity} \times \text{allowance per UOM} \times ((\% \text{ redemption factor}) / 100)$ Note: Actual, Estimated Quantity and allowance per UOM must be in the same UOM % Discount: If preference "Do not update liability using actuals" is checked, then $\text{Estimated Sales Amount} \times ((\% \text{ discount}) / 100) \times ((\% \text{ redemption factor}) / 100)$ If preference is unchecked, then, $\text{Actual Sales Amount} \times ((\% \text{ discount}) / 100) \times ((\% \text{ redemption factor}) / 100)$		
OI or Net-bill	\$0	\$0			

Notes: Expected Liability uses % Redemption. Maximum Liability does not.
 Bill-back is the only valid MOP for Lump Sum. It can never be off-invoice or net-bill.
 Off-invoice and net-bill are ONLY available for direct customers, not indirects (vendors).
 Bill-back is the ONLY valid Method-Of-Payment for indirects (vendors).
 Incurred liability for Lump Sum is NOT increased if the Lump Sum payments exceed the Estimated amount.

* For OI and NetBill, % redemption can ONLY be 100%. Multiplying by 1.0 will not change value for OI and Net-Bill, so the same bill-back formula works for OI & Net-bill.

Maximum Liability

Maximum Liability shows the most you should have to pay for your promotion based on what you've sold **through today**. Use this measure to understand the maximum incurred liability cost of your promotion **as of today**.

Calculation: Maximum Liability does NOT adjust for estimated liability, Expected Liability does. Other than this difference, all the calculations are the same.

For example, consider a scan-down promotion of \$.50 per unit with an estimated redemption of 50% with a \$500 lump-sum. The person creating this scan down estimates that only 50% of all shipments to this customer will apply or qualify for the scan-down allowance. You are now one week into the two week event, and have shipped 3,000 eaches. Here is how iTPM calculates the incurred liability for your promotion:

Maximum Liability = \$.50 times 3,000 eaches plus \$500 lump sum = \$1,500

Expected Liability = \$.50 times 3,000 eaches times 50% reduction plus \$500 lump sum = \$750

Maximum Liability uses the most financially conservative approach and assumes the percent reduction is always 100%. Expected Liability assumes the user creating the promotion has a good idea of the redemption factor. Your actual promotion liability may be somewhere in between Maximum and Expected Liability.

Important: The percent redemption is an estimate. You can only know your final, actual liability after the promotion is closed and all settlements are processed.

The chart below shows the calculations by status, condition and method-of-payment:

Maximum Liability by promotion condition and status					
Status ->	Draft, Voided, Rejected, Pending	Status = Approved			Status=closed
Condition ->	Any Condition	Future	Active	Completed	Completed
Lump Sum	\$0	\$0	= Estimated Spend Lump Sum		
Bill-back allowances	\$0	\$0	<i>Maximum Liability BB, and Maximum Liability OI, and Maximum Liability NB:</i> Allowance per UOM: If preference "Do not update liability using actuals" is checked, then Estimated Quantity times allowance per UOM If preference is unchecked, then Actual Quantity times allowance per UOM Note: Actual Quantity and allowance per UOM must be in the same UOM % Discount: If preference "Do not update liability using actuals" is checked, then Estimated Sales Amount times ((% discount) / 100) If preference is unchecked, then Actual Sales Amount times ((% discount) / 100)		
OI or Net-bill	\$0	\$0			

Notes: This calculation does NOT use the percent redemption to calculate maximum liability. Expected Liability does.
 Bill-back is the only valid MOP for Lump Sum. It can never be off-invoice or net-bill.
 Off-invoice and net-bill are ONLY available for direct customers, not indirects (vendors).
 Bill-back is the ONLY valid Method-Of-Payment for indirects (vendors)
 Incurred liability for Lump Sum is NOT increased if the Lump Sum payments exceed the Estimated amount.

* For OI and NetBill, % redemption can ONLY be 100%. Multiplying by 1.0 will not change value for OI and Net-Bill, so the same bill-back formula works for OI & Net-bill.

Net Liability

Net Liability shows you what you owe that's not paid **as of today**.

Other names for Net Liability: This measure is referred to by other names in other TPM solutions.

Calculation: Net Liability is equal to Expected Liability MINUS all Settlements PLUS amounts overpaid.

When you overpay a promotion, you are actually paying more than you technically owe. Sometimes this is knowingly done because the promotion claim is from a valued customer, and the amount may not be material or worth the effort to dispute. When overpayments happen, the amount of the overpayment does not reduce any promotion liability for this or any other promotion event. To accurately represent what you owe, net liability must be adjusted for overpayments.

By definition, only active or completed approved promotions have a net liability greater than zero.

Unless there is an error and off-invoice or net-bill amounts are missed when invoicing, net liability for off-invoice and Net-Bill by definition will always be zero.

Net Liability also is zero for all closed promotions by definition. Net Liability represents what's not paid. When you close a promotion, you signal to iTPM that you do not anticipate any additional settlements, and that the promotion is paid-up in full.

The chart below shows the calculations by status, condition and method-of-payment:

Net Liability by promotion condition and status					
Status ->	Draft, Voided, Rejected, Pending	Status = Approved			Status= closed
Condition ->	Any Condition	Future	Active***	Completed	Completed
Lump Sum	\$0 by definition		Estimated Spend Lump Sum minus Settlements plus any amount overpaid*		\$0 by definition
Bill-back allowances			Estimated Liability BB minus Settlements plus amounts overpaid**		
OI or Net-bill		Net Liability OI, and Net Liability NB, are always \$0 by definition because off-invoice and net-bill are applied directly to the invoice.			

Note: These calculations can ONLY be done by event. Lump Sum must be calculated separate from bill-backs.
 * Any payment in excess of the calculated liability does NOT reduce liability.
 ** Overpayments do not reduce liability. Overpayments must be calculated at the promotion level, not by item. Settlements may be allocated to items and are just estimates of what each item should get. Therefore under payments on one item offsets by over payments on another item in the deal.
 Note: *** Actual Paid will be = to zero for promotions where condition = active unless the promotion type allows settlements where condition = active. The formulas work for all these conditions, so no need to change the formula for this Promotion Type configuration setting.

OPTION: DO NOT Update Liability based on Actuals

When you create promotion types, you can select how you want iTPM to calculate the Maximum and Expected liability for that promotion type. All the the calculations for the KPI measures described in this section 5.3 honor this configuration setting.

If your promotion type has the “Do NOT Update Liability Based on Actuals” checked, then the KPI measures will be equal to estimated spend regardless of how much you sell during the promotion start and end ship dates.

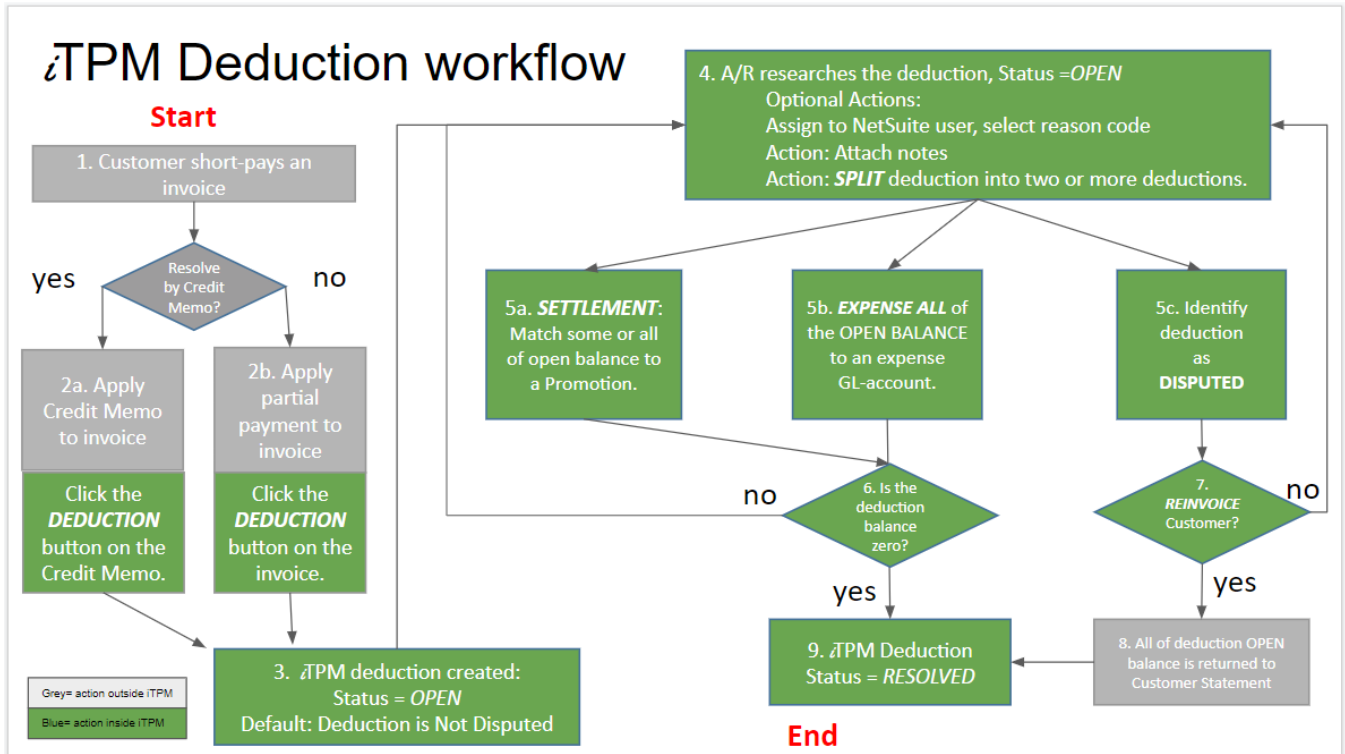
Planning	Allowances	Estimated Quantity	Retail Info	KPI's	Settlements	Reports	Files	Communication	Workflow	System
KPI Summary		KPI Summary : Lump Sum		KPI Summary : Bill Back		KPI Summary : Off Invoice				
ESTIMATED SPEND : PROMOTION 9,177.38		ESTIMATED SPEND : LUMP SUM 3,000.00		ESTIMATED SPEND : BILL BACK 6,177.38		ESTIMATED SPEND : OFF INVOICE 0.00				
LE SPEND : PROMOTION 10,163.42		LE SPEND : LUMP SUM 3,000.00		LE SPEND : BILL BACK 7,163.42		LE SPEND : OFF INVOICE 0.00				
MAXIMUM LIABILITY : PROMOTION 5,482.95		MAXIMUM LIABILITY : LUMP SUM 3,000.00		MAXIMUM LIABILITY : BILL-BACK 2,482.95		MAXIMUM LIABILITY : OI 0.00				
EXPECTED LIABILITY : PROMOTION 5,482.95		EXPECTED LIABILITY : LUMP SUM 3,000.00		EXPECTED LIABILITY : BILL-BACK 2,482.95		EXPECTED LIABILITY : OI 0.00				
ACTUAL SPEND : PROMOTION 0.00		ACTUAL SPEND : LUMP SUM 0.00		ACTUAL SPEND : BILL-BACK 0.00		ACTUAL SPEND : OI 0.00				
NET LIABILITY : PROMOTION 5,483.00		NET LIABILITY : LUMP SUM 3,000.00		NET LIABILITY : BILL-BACK 2,483.00		NET LIABILITY : OI 0.00				
OVERPAY : PROMOTION 0.00		OVERPAY : LUMP SUM 0.00		OVERPAY : BILL-BACK 0.00		OVERPAY : OI 0.00				
REQUESTED SPEND : PROMOTION 0.00		REQUESTED SPEND : LS		REQUESTED SPEND : BB		REQUESTED SPEND : OI				
PENDING SPEND : PROMOTION 0.00		PENDING SPEND : LS		PENDING SPEND : BB		PENDING SPEND : OI				
KPI Records										
KPIs LAST UPDATED 12/15/2018 9:03 pm										

The KPI screenshot above has the “Do not update liability abed on actuals” UNCHECKED.

- DO NOT UPDATE LIABILITY BASED ON ACTUALS Liability updated based on ACTUAL shipments.
- DO NOT UPDATE LIABILITY BASED ON ACTUALS Liability will always equal ESTIMATED.

NOTE: This promotion type configuration does NOT affect Lump Sum Liability.

6.4 Deduction Workflow & Reason Codes

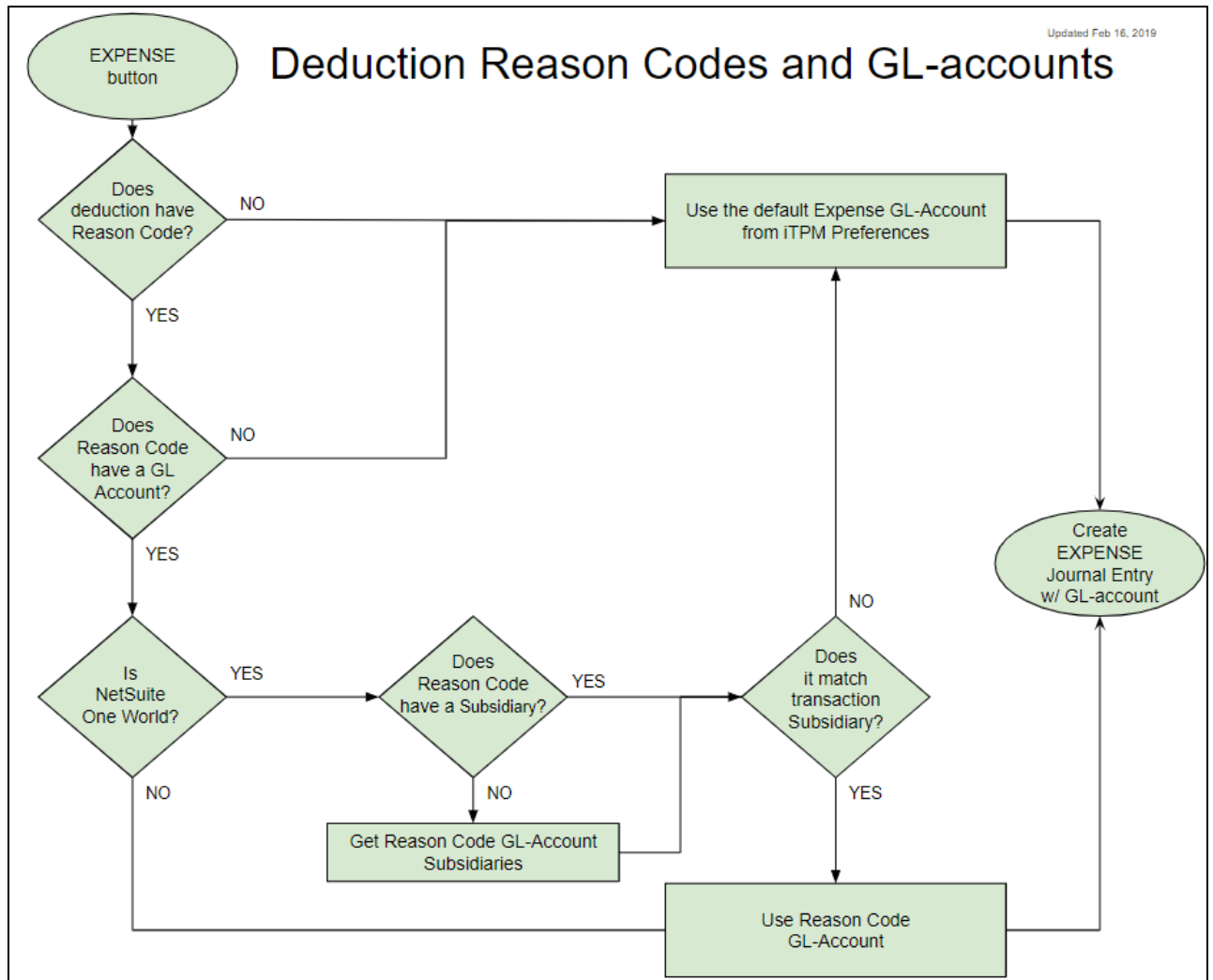


NOTE: Workflow assumes closed or locked NetSuite accounting periods have “Allow non-G/L changes” checked.

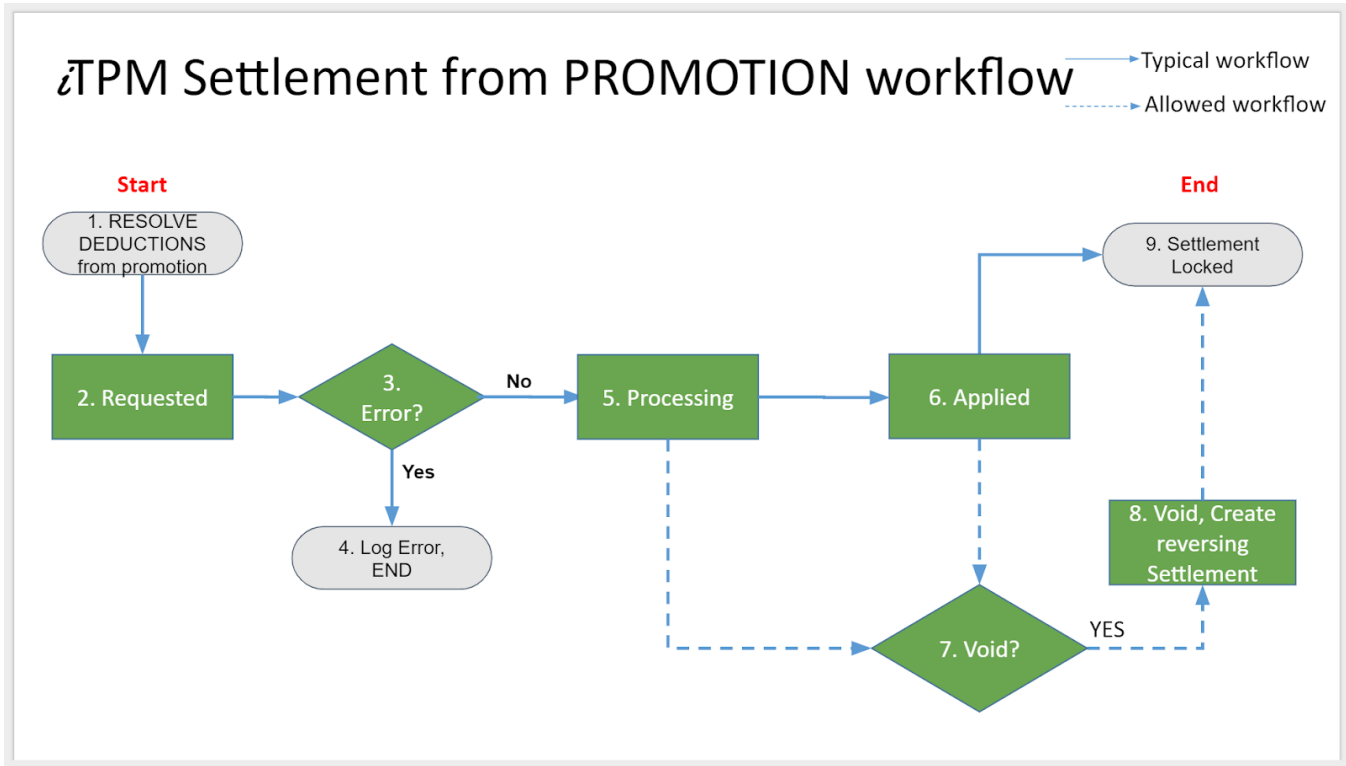
Step	Description	Comment
1	Customer Short-pays an invoice	Decide how to process the short pay: 2a or 2b
2a	Apply partial payment to invoice(s)	iTPM deduction button is visible on the invoice
2b	Process short-pay by credit memo	iTPM deduction button is visible on the credit memo
3	DEDUCTION: Deduction is created	iTPM Deduction is created with an open balance. Status = OPEN
4	Deduction research	Workflow includes assigned user, follow-up date, reason code, user notes, attachments and splitting of deductions.
5a	SETTLEMENT: Match deduction to one or more promotions	Deduction open balance goes down, promotion’s actual expense goes up
5b	EXPENSE by journal entry	Deduction balance goes down, GL-account goes up
5c	DISPUTE a deduction	No change to the deduction; just flagged as not-valid.
6	Deduction is in OPEN status	Settlements can partially resolve a deduction
7	REINVOICE disputed short-pay	Deduction is resolved, and A/R goes up by amount of short-pay
8	Customer pays back short-pay	Short-pay is on customer’s statement for repayment
9	Deduction resolved	Deduction status moves from OPEN to RESOLVED if the deduction balance is zero.

The following workflow describes how iTPM uses reason codes to populate the debit GL-account in the journal entry that expense the deduction.

The reason code is used only to default the GL-account in the pre-populated journal entry created when using the EXPENSE button. Users can still change the GL-account before saving the journal entry.

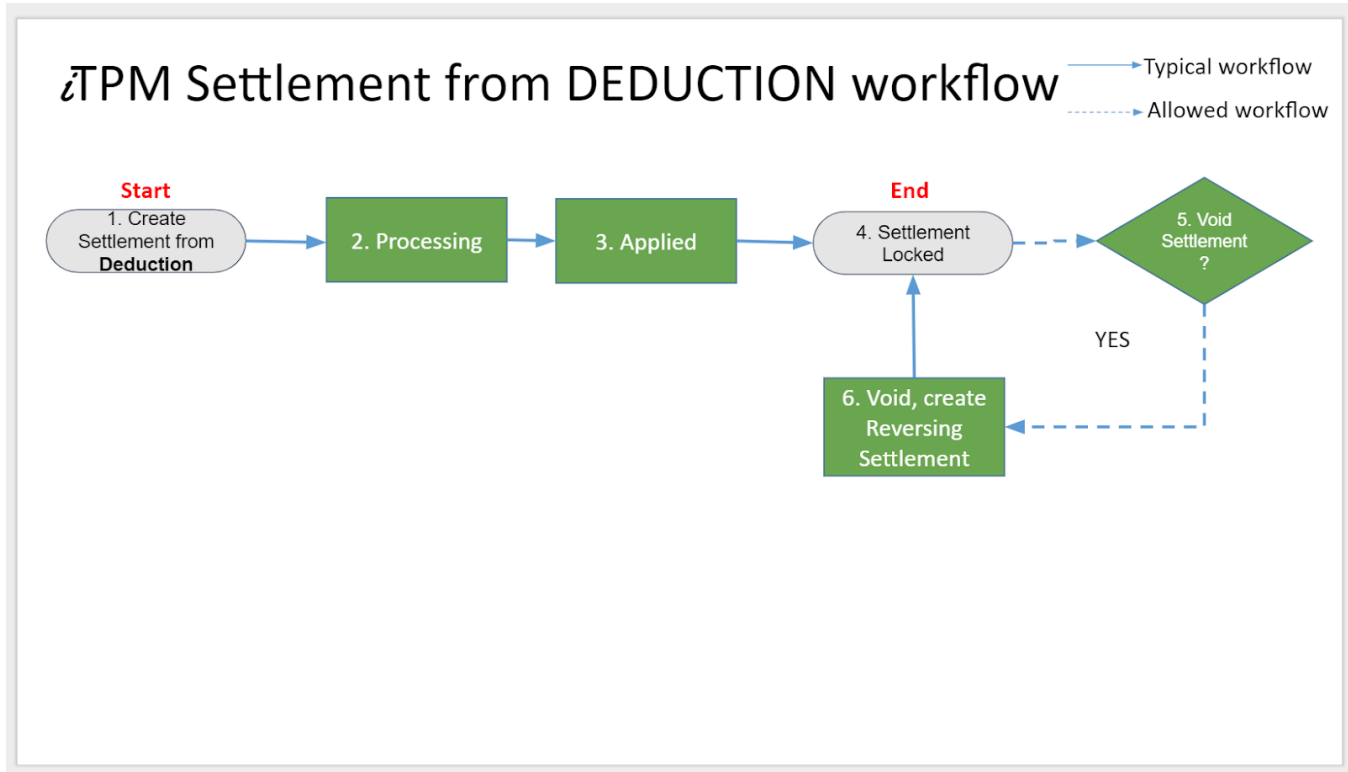


6.5 Settlement from Promotion Workflow (RESOLVE DEDUCTIONS)



Step	Description	Comment
1	Use RESOLVE DEDUCTIONS button on a promotion	The RESOLVE DEDUCTIONS button is available on approved, active and completed promotions. Select one or more deductions to resolve.
2	Requested	The settlement requests are queued up for processing. View the queue at <i>iTPM-> Resolutions -> Resolutions Queue</i>
3	Error?	If your settlement request has errors, a settlement will not be created.
4	Error message written to log	To see the error message, go to <i>iTPM-> Resolutions -> Resolutions Queue</i> and click on the error message log for details.
5	Processing	The settlement is queued up for the allocation script, but the script has yet run, or is working on this settlement.
6	Applied Status	Completed settlements are in Applied status, and the settlement amounts are allocated to the items in the promotion based on historical sales.
7	Void settlement?	Void the settlement request if it is incorrect or not approved. The user must have appropriate permissions to void settlements. (See section 4.5)
8	Void, Reversing Settlement created	When a settlement is voided, a reversing settlement is created, and the settlement status changes to <i>Voided</i>
9	Settlement Locked	No changes are allowed to the settlement, other than voiding it.

6.6 Settlement from Deduction Workflow: SETTLEMENT



Step	Description	Comment
1	Create Settlement request while viewing a deduction	This is the settlement button on a deduction. Some or all of the deduction open balance can be matched to a promotion using a settlement.
2	Processing	A script will run and allocate the amount to the items in the promotion based on either actual sales, estimated sales, or evenly.
3	Applied	The settlement is applied, and the journal entries completed.
4	Settlement Locked	No changes are allowed to the settlement, other than voiding it.
5	VOID the settlement	If user has permissions, the VOID button is available on the settlement. (See section 4.5)
6	Voided Settlements	Reversing settlement is created, and the settlement status is <i>voided</i> .

6.7 iTPM Custom Records

The following is a list of custom records used by iTPM. These custom records are locked to protect the data integrity of iTPM. iTPM records start with '- iTPM'

To view the iTPM custom records in your NetSuite account, click on **Customization -> Lists, Records and Fields -> Lists** and look for records that have "iTPM" in the description.

Record Types

[New Type](#)

+ FILTERS

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EDIT ▲	FROM BUNDLE	ID
- iTPM Accrual Log	264626	customrecord_itpm_accruallog
- iTPM Accrual Setup	264626	customrecord_itpm_accrual_setup
- iTPM Allowances	264626	customrecord_itpm_promoallowance
- iTPM Calendar	264626	customrecord_itpm_calendar
- iTPM Deduction Reason Codes	264626	customrecord_itpm_deductionreasoncodes
- iTPM Deduction Split	264626	customrecord_itpm_deductionsplits
- iTPM Deduction Split Line	264626	customrecord_itpm_deductionsplitline
- iTPM Deductions Permission	264626	customrecord_itpm_deductionspermission
- iTPM Discount Log	264626	customrecord_itpm_discountlog
- iTPM Discount Log Lines	264626	customrecord_itpm_discountlogline
- iTPM Estimated Quantity	264626	customrecord_itpm_estquantity
- iTPM Expense Queue	264626	customrecord_itpm_expensequeue
- iTPM KPI Queue	264626	customrecord_itpm_kpiqueue
- iTPM KPI Queue Detail	264626	customrecord_itpm_kpiqueueedetail
- iTPM KPIs	264626	customrecord_itpm_kpi
- iTPM Preferences	264626	customrecord_itpm_preferences
- iTPM Promotion	264626	customrecord_itpm_promotiondeal
- iTPM Promotion Activity	264626	customrecord_itpm_promotionactivity
- iTPM Promotion Approver	264626	customrecord_itpm_promotionapprover
- iTPM Promotion Planning	264626	customrecord_itpm_promotion_planning
- iTPM Promotion Type	264626	customrecord_itpm_promotiontype
- iTPM Resolution Queue	264626	customrecord_itpm_resolutionqueue
- iTPM Retail Event Information	264626	customrecord_itpm_promoretailevent
- iTPM Settlements Permission	264626	customrecord_itpm_settlementspermission



6.8 iTPM Custom Transactions

iTPM uses custom transaction records to manage settlements and deductions. iTPM custom records are locked to protect the data integrity of iTPM.

To view the iTPM custom records in your NetSuite account, click on **Customization -> Transaction Types**

Custom Transaction Types

New Type

EDIT	FROM BUNDLE	ID
- iTPM Deduction 	264626	customtransaction_itpm_deduction
- iTPM Settlement 	264626	customtransaction_itpm_settlement

6.9 iTPM Scheduled Scripts

iTPM uses a number of scripts to support promotion planning:

- A script is used to copy all related records of a promotion, including allowances, estimated quantity, and retail information. If this script isn't running, promotions will be 'stuck' in "Copy-in-Progress" status.
- A script is used to delete all promotional records that are marked *INACTIVE*. When an allowance is marked inactive, iTPM also marks estimated quantity and retail info records inactive if that allowance is the only one for that item. This script runs over night to remove these inactive records and 'clean up' your NetSuite database.
- There are also critical scripts that update the promotion KPIs. See [KPI update frequency](#) for more details. If these scripts do not run, then the promotion's KPIs could be outdated and not represent the latest information.
- There is a script to split deductions. Quick split is not a script, but SPLIT and CSV Split are.
- A script processes the settlement request and allocates the amount to the items in the promotion based on the allocation methodology described in this user guide.
- As a NetSuite administrator, you have the ability to change the iTPM default priority and schedule.
- To view these scripts, go to **Customization -> Scripting -> Script Deployments**, and set the *TYPE* filter to *Map/Reduce*.

Script Deployments

New Deployment

+ FILTERS

SHOW UNDEPLOYED


INTERNAL ID	EDIT VIEW	ID	SCRIPT
4877	Edit View	customdeploy_itpm_mr_allocationcontrbtn	- iTPM - MR Allocation Contribution
4878	Edit View	customdeploy_itpm_mr_ddn_bulkexpense	- iTPM - MR Deduction Bulk Expense
4881	Edit View	customdeploy_itpm_mr_nboi_processing	- iTPM - MR NBOI Processing
4882	Edit View	customdeploy_itpm_mr_promo_createlinkrec	- iTPM - Create Promo Linked Records
4884	Edit View	customdeploy_itpm_mr_estimate_accruals	- iTPM - MR Estimated Accruals
4886	Edit View	customdeploy_itpm_mr_lumpsum_accruals	- iTPM - MR LumpSum Accruals
4887	Edit View	customdeploy_itpm_mr_transaction_accrual	- iTPM - MR Transaction Accruals
4889	Edit View	customdeploy_itpm_mr_schedule_kpi_queue	- iTPM - MR Schedule KPI Queue
4890	Edit View	customdeploy_itpm_promodeal_cpy	- iTPM - Copy Promotion
4891	Edit View	customdeploy_itpm_mr_kpi_deletequeueuerec	- iTPM MR Delete KPI Queue Records
4892	Edit View	customdeploy_itpm_mr_kpi_newcalculations	- iTPM - MR KPI New Calculations
4896	Edit View	customdeploy_mr_bulk_settlement_process	- iTPM MR Bulk Settlement Process
4897	Edit View	customdeploy_itpm_mr_ddn_splitprocess	- iTPM - MR Deduction Split Process
4898	Edit View	customdeploy_itpm_mr_settlementlines	- iTPM - MR Settlement Lines
4899	Edit View	customdeploy_itpm_mr_inactive_relatedrec	- iTPM - MR Inactive Related Records


How to change Script Priority, frequency

Use standard NetSuite functionality to change any iTPM script priority and/or frequency.

For example, if there is an iTPM process that you want to run with a higher priority, a NetSuite administrator can do the following:

1. Open the Script deployment record.
2. Click Edit.
3. Set the "PRIORITY" field value to "High". By default, this is set to standard.
4. **Make sure the concurrency limit is set to 1.**

 **Helpful Hint:** To reduce the time waiting for PROCESS PLAN to complete, consider changing the priority from STANDARD to HIGH for the script “- iTPM - Create Promo Linked Records”

 **Important Note:** DO NOT CHANGE iTPM SCRIPT CONCURRENCY without consulting CG Squared. Most iTPM scripts are set to a concurrency limit equal to 1. Some iTPM scripts can create bad data if the currency is greater than one. Example: The CSV SPLIT script can create duplicate deductions if the concurrency is not equal to one.

Suggestion for deduction management: To reduce the elapsed time for splits and CSV Bulk Expense to process, you can edit these scripts and change them to run more frequently: (scripts below marked with red dot.)

Script Deployments

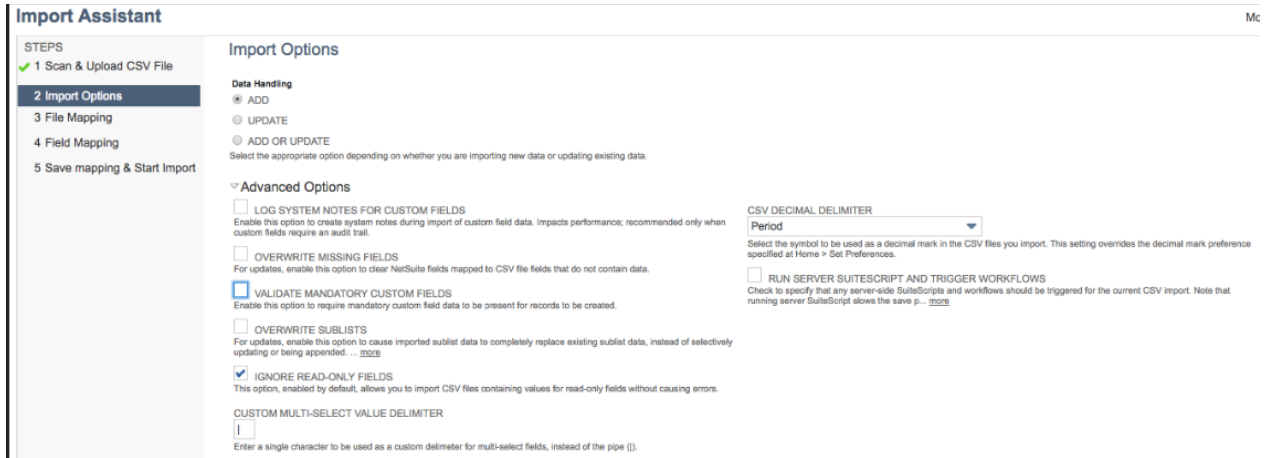
[New Deployment](#)

+ FILTERS

SHOW UNDEPLOYED

INTERNAL ID	EDIT VIEW	ID	SCRIPT
4877	Edit View	customdeploy_itpm_mr_allocationcontrbtn	- iTPM - MR Allocation Contribution
4878	Edit View	customdeploy_itpm_mr_ddn_bulkexpense	● - iTPM - MR Deduction Bulk Expense ●
4881	Edit View	customdeploy_itpm_mr_nboi_processing	- iTPM - MR NBOI Processing
4882	Edit View	customdeploy_itpm_mr_promo_createlinkrec	- iTPM - Create Promo Linked Records
4884	Edit View	customdeploy_itpm_mr_estimate_accruals	- iTPM - MR Estimated Accruals
4886	Edit View	customdeploy_itpm_mr_lumpsum_accruals	- iTPM - MR LumpSum Accruals
4887	Edit View	customdeploy_itpm_mr_transaction_accrual	- iTPM - MR Transaction Accruals
4889	Edit View	customdeploy_itpm_mr_schedule_kpi_queue	- iTPM - MR Schedule KPI Queue
4890	Edit View	customdeploy_itpm_promodeal_cpy	- iTPM - Copy Promotion
4891	Edit View	customdeploy_itpm_mr_kpi_deletequeuevec	- iTPM MR Delete KPI Queue Records
4892	Edit View	customdeploy_itpm_mr_kpi_newcalculations	- iTPM - MR KPI New Calculations
4896	Edit View	customdeploy_mr_bulk_settlement_process	- iTPM MR Bulk Settlement Process
4897	Edit View	customdeploy_itpm_mr_ddn_splitprocess	● - iTPM - MR Deduction Split Process ●
4898	Edit View	customdeploy_itpm_mr_settlementlines	- iTPM - MR Settlement Lines
4899	Edit View	customdeploy_itpm_mr_inactive_relatedrec	- iTPM - MR Inactive Related Records

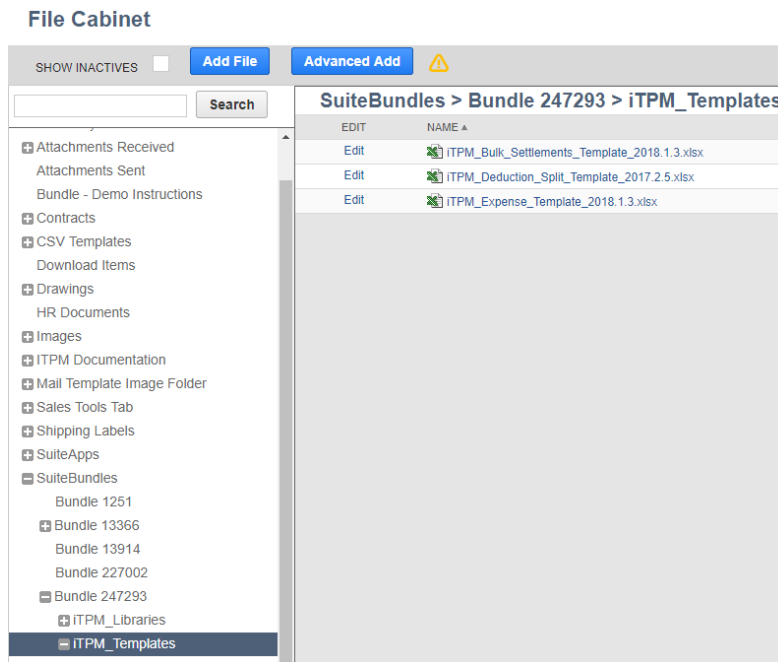
6.10 Creating your own CSV imports



When you import, in the screen before you get to the import mapping, under Advanced Settings, uncheck the box "Validate mandatory custom fields" (see screenshot).

Also, make sure you only map the Internal ID and Assignee fields. Every field that is mapped will be updated by the import, and it's best practice to only update the specific fields you need to update.

Helpful Hint: You can access iTPM CSV import templates at **Documents -> Files -> File Cabinet**. Look for the SuiteBundles folder for the current iTPM bundle number in the *iTPM_templates* sub folder.



6.11 Subtab, List and Report Measures


Measures in iTPM PROMOTION LISTS:

ID	NAME	PROMOTION TYPE	CUSTOMER	SHIP DATE - START	SHIP DATE - END	CONDITION	STATUS	LUMP SUM	OWNER ▲	COPY IN PROGRESS?
----	------	----------------	----------	-------------------	-----------------	-----------	--------	----------	---------	-------------------

Promotion List standard columns	
Measure	Description
ID	This is the internal NetSuite ID for this promotion
Name	This is the name of the promotion, also called <i>Title / Reference Code</i>
Promotion Type	This is the configurable promotion type selected for this promotion. Example: Hi/Low
Customer	This is the customer eligible for this promotion
Ship Date - Start	This is the starting ship date for this promotion.
Ship Date - End	This is the ending ship date for this promotion.
Condition	This is the promotion status: Future, Active, Completed
Status	This is the promotion status; Draft, Pending Approval, Approved, Closed,Voided, Rejected
Lump Sum	This is the estimated lump sum, an amount that does not vary based how much you sell.
Owner	This is the NetSuite user that created this promotion.
Copy in Progress?	Yes = copy in progress, No = it is not.


Measures in PLANNING Subtab for iTPM promotions:

ID ▲	ITEM	ITEM DISPLAY NAME	UNIT	ADDITIONAL DISCOUNTS?	MOP	%	RATE	BASE	INCREMENTAL	REDEMPTION
EST. EVERYDAY PRICE	EST. MERCH PRICE	EST. % ACV WITH DISPLAY	ACTIVITY	PROCESSED?	PROCESSING RESPONSE					

 Subtab standard columns	
Measure	Description
ID	This is the internal NetSuite ID for this allowance
Item	This is your NetSuite item code. You selected this item and setup one or more allowances for it when you created this promotion.
Item Display Name	This is the NetSuite item description.
Unit	Allowances will be expressed in this unit-of-measure. Examples, Cases, Eaches, Liters NOTE: If you select an invalid UOM for a NetSuite group of items, PROCESS PLAN will change your unit-of-measure to the default sales unit.
Additional Discounts?	This is a checkbox to allow or now allow more discounts in this promotion for this item.
MOP	Method-of-payment determines how the customer will receive discounts and allowances
%	% Discount: This is the allowance you're offering, expressed as a % of the item's price. i.e. 10% discount
Rate	Rate per Unit: This is the allowance you're offering, expressed per the unit you selected. i.e., \$2.40 per case
Base	This is the quantity that you think you'd sell without this promotion. This is also called baseline.
Incremental	This is the extra quantity that you think this promotion will sell, above and beyond the base quantity.
Redemption	This is the percent of your estimated and actual quantity you expect to qualify for this allowance. This is a percent between 0 and 100%.
Est. Everyday Price	This is your estimated every day retail price that you have WITHOUT this promotion.
Est. Merch Price	This is your estimated merchandising retail price that you anticipate WITH this promotion.
Est. %ACV with Display	This is is the estimated percent of ACV (all-commodity-volume) that you anticipate will have display. This number is between 0 and 100%.
Activity	These are all of the merchandising activities that you anticipate getting with this promotion.
Processed?	This shows you if the planning row has been processed by PROCESS PLAN since you last edited the planning row.
Processing Response	This is a message of any issues and/or changes the PROCESS PLAN made to your planning row when it was expanded to the allowance, estimated quantity, and retail info subtabs.

Measures in ALLOWANCES Subtab for iTPM promotions:

ID ITEM ITEM DESCRIPTION PRICE LEVEL IMPACT PRICE METHOD OF PAYMENT ALLOWANCE TYPE UNIT UNIT PRICE RATE PER UNIT % PER UNIT ALLOW ADDITIONAL DISCOUNTS REDEMPTION FACTOR

 Subtab standard columns	
Measure	Description
ID	This is the internal NetSuite ID for this allowance
Item	This is your NetSuite item code. You selected this item and setup one or more allowances for it when you created this promotion.
Item Description	This is the NetSuite item description.
Price Level	If price level is selected for prices in this promotion, this is the item's price level you want to use.
Impact Price	This shows the price of the item based on the selected price level. i.e. List Price
Method of Payment	Method-of-payment determines how the customer will receive discounts and allowances
Allowance Type	Type of allowance. <i>Allowance per UOM</i> or <i>% Discount</i>
Unit	Allowances will be expressed in this unit-of-measure. Examples, Cases, Eaches, Liters
Unit Price	This is the item's price expressed in the same unit-of-measure as this allowance
Rate per Unit	This is the allowance you're offering, expressed per the unit you selected. i.e., \$2.40 per case
% per Unit	This is the allowance you're offering, expressed as a % of the item's price. i.e. 10% discount
Allow Additional Discounts	This is a checkbox to allow or now allow more discounts in this promotion for this item.

Measures in the Estimated Quantity subtab of iTPM promotions:

ID ▲	ITEM	ITEM DESCRIPTION	UNIT	TOTAL ALLOWANCE PER UNIT	TOTAL ALLOWANCE % PER UNIT	ESTIMATED BASE QUANTITY	% LIFT	ESTIMATED INCREMENTAL QUANTITY
			ESTIMATED TOTAL QUANTITY	ESTIMATED PROMOTED QUANTITY	REDEMPTION FACTOR			

Estimated Quantity Subtab standard columns	
Measure	
ID	This is the internal NetSuite ID for this item's estimated quantity
Item	This is your NetSuite item code. You selected this item and setup one or more allowances for it when you created this promotion.
Item Description	This is the NetSuite item description.
Unit	This is the UOM that you selected to estimate quantity for this promotion. Example: cases
Total Allowance Per Unit	This is a sum of all of the allowances for this promotion for this item, expressed as a rate per unit-of-measure. UOM examples include Cases, Units, Eaches, Gallons, Liters, etc.
Total Allowance % Per Unit	This is a sum of all of the allowances for this promotion for this item, expressed as a percent of the items price. The type of price is selected by the user for each promotion.
Estimated Base Quantity	This is the quantity that you think you'd sell without this promotion. This is also called baseline.
% Lift	This is the percent incremental quantity that you expect to get above your base quantity
Estimated Incremental Quantity	This is the extra quantity that you think this promotion will sell, above and beyond the base quantity.
Estimated Total Quantity	This is the total quantity (base plus incremental) that you think you'll sell and will qualify for the discounts and allowances in this promotion.
Estimated Promoted Quantity	This is an estimate of the total quantity that will qualify for this promotion's allowances. Estimated Total Quantity TIMES the % Redemption EQUALS Estimated Promoted Quantity.
Redemption factor	This is the percent of your estimated and actual quantity you expect to qualify for this allowance. This is a percent between 0 and 100%.

Measures in the RETAIL INFO subtab of iTPM promotions:

ID ITEM ITEM DESCRIPTION ITEM BASE PRICE ACTIVITY EST. EVERYDAY PRICE EST. MERCH PRICE EST. PERCENT ACV WITH DISPLAY ALLOWANCES PER UNIT % DISCOUNT AT RETAIL RETAIL MARGIN % RETAIL MARGIN

Retail Info Subtab standard columns	
Measure	Description
ID	This is the internal NetSuite ID for this item's retail information
Item	This is your NetSuite item code. You selected this item and setup one or more allowances for it when you created this promotion.
Item Description	This is the NetSuite item description.
Item List Price (Also called Item Base Price)	This is the item's price to your customer in a UOM that consumers see at retail. i.e. unit, each List Price is the default NetSuite price. It is also referred to as Base Price.
Activity	These are all of the merchandising activities that you anticipate getting with this promotion.
Est. Everyday Price	This is your estimated every day retail price that you have WITHOUT this promotion.
Est. Merch Price	This is your estimated merchandising retail price that you anticipate WITH this promotion.
Est. %ACV with Display	This is is the estimated percent of ACV (all-commodity-volume) that you anticipate will have display. This number is between 0 and 100%.
Allowances per Unit	This is the total of the allowances in this promotion for this item expressed in a UOM that the consumer typically sees at retail.
% Discount at Retail	This calculation show the perceived percent discount a consumer will see in the retail store.
Retail Margin	This calculation uses your everyday and merch prices to show the retail profit margin per unit. Retail Margin = Everyday price minus merch price
% Retail Margin	This calculation uses your everyday and merch prices to show the retail profit margin as a percent of everyday price: % retail margin = (retail margin divided by everyday price) times 100


Measures in the KPI DETAIL subtab of iTPM promotions: (SUMMARY)

Allowances	Estimated Quantity	Retail Info	KPI's	Settlement Requests	Reports	Communication	Workflow	System Information	Box Files
KPI Summary	KPI Summary : Lump Sum	KPI Summary : Bill Back	KPI Summary : Off Invoice	KPI Summary : Net Bill					
ESTIMATED SPEND : PROMOTION 1,410.00	ESTIMATED SPEND : LUMP SUM 10.00	ESTIMATED SPEND : BILL BACK 100.00	ESTIMATED SPEND : OFF INVOICE 900.00	ESTIMATED SPEND : NET BILL 400.00					
LE SPEND : PROMOTION 118.00	LE SPEND : LUMP SUM 17.00	LE SPEND : BILL BACK 101.00	LE SPEND : OFF INVOICE 0.00	LE SPEND : NET BILL 0.00					
MAXIMUM LIABILITY : PROMOTION 10.00	MAXIMUM LIABILITY : LUMP SUM 10.00	MAXIMUM LIABILITY : BILL-BACK 0.00	MAXIMUM LIABILITY : OI 0.00	MAXIMUM LIABILITY : NET BILL 0.00					
EXPECTED LIABILITY : PROMOTION 10.00	EXPECTED LIABILITY : LUMP SUM 10.00	EXPECTED LIABILITY : BILL-BACK 0.00	EXPECTED LIABILITY : OI 0.00	EXPECTED LIABILITY : NET BILL 0.00					
ACTUAL SPEND : PROMOTION 118.00	ACTUAL SPEND : LUMP SUM 17.00	ACTUAL SPEND : BILL-BACK 101.00	ACTUAL SPEND : OI 0.00	ACTUAL SPEND : NET BILL 0.00					
PENDING SPEND : PROMOTION 5.00	PENDING SPEND : LS 5.00	PENDING SPEND : BB	PENDING SPEND : OI	PENDING SPEND : NB					
NET LIABILITY : PROMOTION 0.00	NET LIABILITY : LUMP SUM 0.00	NET LIABILITY : BILL-BACK 0.00	NET LIABILITY : OI 0.00	NET LIABILITY : NET BILL 0.00					
OVERPAY : PROMOTION 113.00	OVERPAY : LUMP SUM 12.00	OVERPAY : BILL-BACK 101.00	OVERPAY : OI 0.00	OVERPAY : NET BILL 0.00					

KPI's KPIs Subtab Summary	
Columns	Description
KPI Summary: Promotion	The first column shows KPI totals that summarize all promotional spending for all method-of-payments and all types of spending.
KPI Summary: Lump Sum	Shows KPIs only for Lump Sums
KPI Summary: Bill-Back	Shows KPIs only for Bill-Backs
KPI Summary: Off-Invoice	Shows KPIs only for Off-Invoice
KPI Summary: Net Bill	Shows KPIs only for Net-Bill
Rows	Description
Estimated Spend	What you think will happen for the entire event
LE Spend	What is most likely to happen for the entire event. (LE = Latest Estimate)
Maximum Liability	This is the maximum cost of the promotion if every case that's sold qualifies for the allowances. To calculate maximum liability, percent redemption is assumed to be 100%.
Expected Liability	The total deal cost incurred so far , including paid and unpaid amounts. (This is adjusted by the percent redemption anticipated.)
Actual Spend	What has happened and been paid or resolved to date.
Pending Spend	These settlements are are being processed , allocating spending to items in the promotion.
Net Liability	What you owe but haven't paid so far .
Overpay	How much extra you paid beyond the amount that you had to.

Measures in the KPI DETAIL subtab of iTPM promotions: (Subtab Rows)

ID ▲ ITEM ITEM DESCRIPTION UOM PROMOTED QUANTITY ACTUAL QUANTITY ESTIMATED SPEND LE SPEND MAXIMUM LIABILITY EXPECTED LIABILITY ACTUAL SPEND

 Subtab standard columns	
Measure	Description
ID	This is the internal NetSuite ID for this item's KPIs
Item	This is your NetSuite item code. You selected this item and setup one or more allowances for it when you created this promotion.
Item Description	This is the NetSuite item description.
UOM	This is the unit-of-measure used to express quantities. You selected this UOM when you entered your estimated volume.
Promoted Quantity	This is the estimated quantity that will qualify for allowances. It is total estimated quantity times the % redemption factor.
Actual Quantity	Actual quantity shows the total quantity of what has been invoiced for this item, for this customer within this promotion's start and end ship dates, as of today's date.
Estimated Spend	This is the estimated cost of your promotion for this item using your estimated quantity. This INCLUDES the Lump Sum allocated to this item.
LE Spend	LE is short for Latest Estimate. This is a calculated iTPM measure that uses actual shipments and this promotion's status and condition to determine the mostly likely cost of your promotion after it is completed and you pay for everything you owe. Think of this as a forecast for the entire promotion that may change as you learn more about the promotion. This INCLUDES the Lump Sum allocated to this item.
Maximum Liability	This measure shows what your promotion has cost you so far, as of today, assuming 100% redemption factor on your allowances. This includes bill-back amounts that you may not yet paid. If your promotion is still active, it does NOT forecast or estimate the final cost for the promotion. Maximum Liability only reports what's happened and recorded as of today. Use the LE measure to forecast the entire promotion's cost, including what's happened AND what might happen in the future. This INCLUDES Lump Sum allocated to this item.
Expected Liability	This measure shows what your promotion has cost you so far, as of today, adjusted for your REDEMPTION FACTOR . This includes bill-back amounts that you may not paid yet. If your promotion is still active, it does NOT forecast or estimate the final cost for the promotion. Expected Liability only reports what's happened and recorded as of today. Use the LE measure to forecast the entire promotion's cost, including what's happened AND what might happen in the future. This INCLUDES Lump Sum allocated to this item.
Actual Spend	Actual cost includes all forms of promotional spending recorded by NetSuite as of today. Actual includes payments such as checks. It also includes deduction settlements and resolutions that have been matched to this promotion. It does NOT include any open deduction balances that have not yet been researched and resolved. Actual also includes amounts applied directly to invoices, including off-invoice and bill-back allowances. This INCLUDES Lump Sum allocated to this item.

Measures in the OVERLAPPING ALLOWANCES subtab of iTPM promotions: Promotions subtab

PROMOTION/DEAL ID	PROMOTION/DEAL	SHIP START	SHIP END	DAYS OVERLAPPING	PROMOTION/DEAL STATUS	PROMOTION/DEAL CONDITION	PROMOTION TYPE
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Overlapping Deals Subtab standard columns Promotions • Allowances •	
Measure	Description
Promotion / Deal ID	This is the NetSuite ID for the promotion.
Promotion / Deal	This is the name of the promotion, also called <i>Title / Reference Code</i>
Ship Start	This is the starting ship date for this promotion.
Ship End	This is the ending ship date for this promotion.
Days Overlapping	This is the promotion condition: Future, Active, Completed
Promotion/Deal Status	This is the promotion status; Draft, Pending Approval, Approved, Closed, Voided, Rejected
Promotion/Deal Condition	This is the promotion condition: Future, Active, Completed
Promotion/Deal ID	This is the internal NetSuite ID for this promotion
Promotion Type	This is the configurable promotion type selected for this promotion. Example: Hi/Low

Measures in the OVERLAPPING ALLOWANCES subtab of iTPM promotions: Allowances subtab

ITEM	ITEM CODE	PROMOTION/DEAL	SHIP START	SHIP END	DAYS OVERLAPPING	PROMOTION/DEAL STATUS	PROMOTION/DEAL CONDITION	PROMOTION/DEAL ID	PROMOTION TYPE	TOTAL ALLOWANCES AS %	TOTAL ALLOWANCE PER UOM	UOM
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<div style="display: flex; justify-content: space-between; align-items: center;"> Overlapping Deals Subtab standard columns Promotions • Allowances • </div>	
Measure	Description
Item	This is your NetSuite item code. You selected this item and setup one or more allowances for it when you created this promotion.
Item Code	This is the NetSuite ID for the item.
Promotion / Deal	This is the name of the promotion, also called <i>Title / Reference Code</i>
Ship Start	This is the starting ship date for this promotion.
Ship End	This is the ending ship date for this promotion.
Days Overlapping	This is the promotion condition: Future, Active, Completed
Promotion/Deal Status	This is the promotion status; Draft, Pending Approval, Approved, Closed, Voided, Rejected
Promotion/Deal Condition	This is the promotion condition: Future, Active, Completed
Promotion/Deal ID	This is the internal NetSuite ID for this promotion
Promotion Type	This is the configurable promotion type selected for this promotion. Example: Hi/Low
Total Allowances as %	This shows the sum of all allowances for this item, expressed as a % of the item's price
Total Allowances per UOM	This shows the sum of all allowances for this item, expressed as a rate per UOM
UOM	The allowance is expressed in this Unit-of-Measure. Examples, Case, Eaches, Liters, etc.

Measures in the iTPM Promotion SUMMARY COMPARISON List:

CUSTOMER A	PROMOTION #	PROMOTION	PROMOTION TYPE	SHIP START	SHIP END	STATUS	CONDITION	EST. SPEND	LE SPEND	MAX. LIABILITY	EXP. LIABILITY	ACTUAL SPEND
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Standard columns in Promotion Comparison List	
Measure	Description
Customer	This is the customer eligible for this promotion
ID	This is the internal NetSuite ID for this promotion
Name	This is the name of the promotion, also called <i>Title / Reference Code</i>
Promotion Type	This is the configurable promotion type selected for this promotion. Example: Hi/Low
Status	This is the promotion status; Draft, Pending Approval, Approved, Closed, Voided, Rejected
Condition	This is the promotion condition: Future, Active, Completed
Ship Start	This is the starting ship date for this promotion.
Ship End	This is the ending ship date for this promotion.
Net Liability	What you owe but haven't paid so far.
Overpay	How much extra you paid beyond the amount that you had to.
Estimated Spend	This is what you entered and think the promotion will cost. Estimated Spend for this promotion is based on the estimated quantity times each allowance, PLUS the lump sum.
LE Spend	This is the best guess of what the promotion will cost when it is completed and all the deductions are processed, and all the checks clear. This is the Latest Estimate of what this promotion will cost, including the lump sum. For the lump sum component, LE uses what's larger; estimated or actual lump sum. For the per-unit allowances, LE uses what's greater, estimated quantity or actual quantity.
Maximum Liability	This is the most your promotion should cost after all the bills are paid, based on what's actually shipped so far, including lump sum. This calculation does NOT adjust liability based on the percent redemption.
Expected Liability	This is how much your promotion is expected to cost after all the bills are paid, based on what's actually shipped so far, including lump sum. This calculation adjusts liability based on the percent redemption.
Actual Spend	This is what you've actually paid for the promotion as of now. This includes deductions that are matched to the promotion through settlements, and settlement requests from promotions that are matched to checks or deductions. This also includes settlements that are requested and not yet applied.

Measures in the iTPM Actual Sales Report: (... and for previous year, and last 52 weeks)

Subtab: Actual Sales

INVOICE ID	DATE	ITEM	ITEM DESCRIPTION	INVOICE UOM	INVOICE QTY	ACTUAL PRICE	ACTUAL REVENUE ▲
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Standard columns in the ACTUAL SALES Report, ACTUAL SALES sublist.	
Measure	Description
Invoice ID	This is the internal NetSuite ID for this invoice.
Date	This is the date on the invoice.
Item	This is your NetSuite item code. You selected this item and setup one or more allowances for it when you created this promotion.
Item Description	This is the NetSuite item description.
Invoice UOM	Quantity is expressed in this unit-of-measure. Examples, Cases, Eaches, Liters
Invoice Quantity	This is the quantity sold on this invoice
Actual Price	This is the actual price recorded on this invoice
Actual Revenue	This is the actual revenue on this invoice. Quantity times Actual Price = Actual Revenue

Subtab: Item Summary

ITEM	ITEM DESCRIPTION	QUANTITY ▲
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-- OF --

ITEM	ITEM DESCRIPTION	AVERAGE QTY OF SHIPMENTS (WEEKLY)	QUANTITY ▲
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Standard columns in the ACTUAL SALES Report, ITEM SUMMARY sublist.	
Measure	Description
Item	This is your NetSuite item code. You selected this item and setup one or more allowances for it when you created this promotion.
Item Description	This is the NetSuite item description.
Average QTY of Sales (Weekly)	This measure is ONLY on the report for the last 52 weeks. This is calculated by dividing quantity by 52.
Quantity	This is the quantity shipped.

Measures in the iTPM Actual Shipments Report: (... and for previous year, and last 52 weeks)

Subtab: Actual Shipments

ITEM FULFILLMENT	DATE	ITEM	ITEM DESCRIPTION	SHIPMENT UOM	SHIPMENT QTY
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Standard columns in the ACTUAL SHIPMENTS Report, ACTUAL SHIPMENTS sublist.	
Measure	Description
Item Fulfillment	This is the internal NetSuite ID for this fulfillment. (shipment).
Date	This is the date on the invoice.
Item	This is your NetSuite item code. You selected this item and setup one or more allowances for it when you created this promotion.
Item Description	This is the NetSuite item description.
Shipment UOM	Quantity is expressed in this unit-of-measure. Examples, Cases, Eaches, Liters
Shipment Quantity	This is the quantity sold on this invoice.

Subtab: Item Summary

ITEM	ITEM DESCRIPTION	QUANTITY ▲
-- or --		
ITEM	ITEM DESCRIPTION	AVERAGE QTY OF SHIPMENTS (WEEKLY) QUANTITY ▲

Standard columns in the ACTUAL SHIPMENTS Report, ITEM SUMMARY sublist.	
Measure	Description
Item	This is your NetSuite item code. You selected this item and setup one or more allowances for it when you created this promotion.
Item Description	This is the NetSuite item description.
Average QTY of shipments (Weekly)	This measure is ONLY on the report for the last 52 weeks. This is calculated by dividing quantity by 52.
Quantity	This is the quantity shipped.

Measures in the iTPM Deduction List

EDIT VIEW	STATUS	DATE	DOCUMENT NUMBER	ITPM CUSTOMER	INVOICE		
ORIGINAL	RESOLVED	OPEN ▼	FOLLOW UP	ASSIGNEE	ORIGINAL DEDUCTION#	ITPM OTHER REFERENCE CODE	LAST MODIFIED

Deduction List standard columns	
Measure	Description
Status	Deduction status, which is <i>Open</i> , <i>Pending</i> , or <i>Resolved</i>
Date	Date the deduction was created.
Document Number	Document number of this deduction
iTPM Customer	Customer that short-paid your invoice
Invoice	Invoice that was short-paid
Original	This is the total of the OPEN and Resolved amounts of this deduction
Resolved	This is how much of this deduction is resolved by split, settlement, expense, credit memo, or re-invoicing.
Open	Amount of the short-pay that's still unresolved and open
Due Date / Follow-up	Date entered for the next follow-up task on this deduction
Assignee	NetSuite user that has been assigned responsibility to research and resolve this deduction
Original Deduction #	If the deduction has been split one or more times, this is the deduction number of the original deduction
Other Reference	This is an optional field to enter the customer's reference number of their short-pay
Last Modified	This is the date and time this deduction was last modified by someone.

Measures in the iTPM Settlement List

DATE ▲	DOCUMENT NUMBER	STATUS	CUSTOMER	APPLIED TO DEDUCTION	PROMOTION
ABSOLUTE VALUE OF AMOUNT	SETTLEMENT REQUEST : BILL-BACK	SETTLEMENT REQUEST : LUMP SUM	SETTLEMENT REQUEST : MISSED OFF-INVOICE		

Settlement List standard columns	
Measure	Description
Date	This is the date the settlement was created
Document Number	This is the NetSuite document number for this settlement
Status	This is the settlement status, which can be <i>Pending Approval</i> , <i>Requested / Unapplied</i> , <i>Applied</i> , and <i>Voided</i> .
Customer	This is the customer that received the settlement. For check requests, this is the pay-to customer. For deduction resolutions, this is the customer that short-paid your invoice, and this settlement is the resolution of that short-pay.
Applied to Deduction	If this is not blank, this is the deduction related to this settlement
Promotion	This is the promotion that's matched to this settlement
Amount	This is the amount expensed to the promotion that's linked to this settlement
Settlement Request: Bill-back	This is how much of this settlement that's been allocated to the bill-back portion of this promotion's expense.
Settlement Request: Lump Sum	This is how much of this settlement that's been allocated to the Lump Sum portion of this promotion's expense.
Settlement Request: Missed Off-invoice	This is how much of this settlement that's been allocated to the Off-Invoice portion of this promotion's expense.

Measures in the iTPM SETTLEMENTS subtab on the promotion

SUMMARY sublist:

Summary <u>Detail</u>				
DATE	SETTLEMENT #	PROMOTION	STATUS	AMOUNT

Settlements subtab on the promotion standard columns	
Measure	Description
Date	Date the settlement was created
Settlement #	This is the NetSuite ID for this settlement. Use this link to open and view the settlement.
Promotion	This is the promotion associated with this settlement.
Status	This is the current status of the settlement request; Status include <i>Requested / Unapplied, Applied, and Voided.</i>
Amount	This is the amount of the settlement for ALL items in this settlement.

DETAIL sublist:

Summary <u>Detail</u>							
DATE	SETTLEMENT #	STATUS	ITPM ITEM	DESCRIPTION	MEMO	MOP	AMOUNT

Settlements subtab on the promotion standard columns	
Measure	Description
Date	Date the settlement was created
Settlement #	This is the NetSuite ID for this settlement. Use this link to open and view the settlement.
Status	This is the current status of the settlement request; Status include <i>Requested / Unapplied, Applied, and Voided.</i>
iTPM item	This is the item associated with the settlement amount.
Description	This is the item description
Memo	This is the settlement memo. iTPM puts helpful descriptions into this field.
Settlement Request Bill-back	Amount of the request that was allocated to bill-back.
MOP	This is the method-of-payment associated with the settlement amount.
Amount	This is the amount of the settlement for the item shown on the row.

Measures in the iTPM-> Settlements subtab on the Short-paid Invoice

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

APPLY ITPM DISCOUNTS

Deductions • Settlements • Applied Transactions

1 to 25 of 34

DATE ▲	STATUS	DOCUMENT NUMBER	PROMOTION	DEDUCTION	AMOUNT	AMOUNT : BB	AMOUNT : LS	AMOUNT : OI
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iTPM -> Settlements subtab on the Short-paid Invoice standard columns

Measure	Description
Date	Date the settlement was created
Status	Settlement status; <i>Applied, Requested / Unapplied, or Voided</i>
Document Number	NetSuite document number
Promotion	Settlement is mapped to this promotion
Deduction	Deductions mapped to this promotion, including splits of the original deduction
Amount	Amount of the settlement
Amount: BB	Amount allocated to Bill-Back method-of-payment
Amount LS	Amount allocated to Lump-Sum method-of-payment
Amount: OI	Amount allocated to Off-Invoice method-of-payment

Measures in the iTPM-> Deductions subtab on the Short-paid Invoice

[Items](#)
[Billing](#)
[Shipping](#)
[Gross Profit](#)
[Activities](#)
[History](#)
[Audit Trail/Workflow](#)
[Quote Approvals](#)
[SQ Approval](#)
[EFT](#)
[iTPM](#)
[SuiteSocial](#)

APPLY ITPM DISCOUNTS

[Deductions](#) • [Settlements](#) • [Applied Transactions](#)

DATE ▲	STATUS	DOCUMENT NUMBER	ORIGINAL DEDUCTION	OPEN BALANCE	DUE DATE
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iTPM -> Deductions subtab on the Short-paid Invoice standard columns	
Measure	Description
Date	Date the deduction was created
Status	Deduction status; <i>open, pending, or resolved</i>
Document Number	NetSuite document number for this deduction
Original Deduction	<p>The deduction number of the deduction created when processing the short-pay that closed the invoice receivable.</p> <p>Use this in sorts and filters to find all the splits related to the original deduction.</p>
Open Balance	Amount of the deduction that hasn't been resolved.
Due Date	This is the follow-up date entered by the user when creating the deduction, and changed as part of the deduction research and workflow.

Measures in the ACCRUALS subtab on the promotion

Summary • Detail •			
DATE ACCRUED ▼	EVENT	COUNT OF ACCRUING TRANSACTION	SUM OF ACCRUAL AMOUNT

Measures in the Accruals subtab on the promotion: Summary subtab

Measure	Description
Date Accrued	Date of the accrual log adjustment
Event	This describes what activity or situation occurred that requires adjusting the accrual
Count of accruing transactions	This counts the number of adjustments that impact the accrual for this promotion on this day
Sum of accrual amount	This is the net impact (summing both positive and negative adjustments).

Summary • Detail •											
ID	EVENT	REVERSAL?	ACCRUING TRANSACTION	DATE ACCRUED ▼	ITPM ALLOWANCE	ITPM ALLOWANCE UNIT	ITPM ALLOWANCE RATE	ITEM	QUANTITY	UNIT	ACCRUAL AMOUNT

Measures in the Accruals subtab on the promotion: Detail subtab

Measure	Description
ID	This is the NetSuite ID of the accrual log transaction
Event	This describes what activity or situation occurred that requires adjusting the accrual
Reversal?	Yes/No. If yes, the records reverse an existing accrual event transaction
Accruing Transaction	Description of the specific activity or situation that impacts the promotion's accrual
Date Accrued	Date the accrual log was adjusted
iTPM Allowance	NetSuite ID of the iTPM allowance (if applicable to the accrual log)
iTPM Allowance Unit	Unit of the iTPM allowance (if applicable to the accrual log), example = cases
iTPM Allowance Rate	Rate of the iTPM allowance (if applicable to the accrual log)
Item	NetSuite item
Quantity	Quantity (expressed as unit-of-measure = Unit)
Unit	Unit-of-measure of the quantity
Accrual Amount	How much the accrual for this promotion has been adjusted up or down. Down = negative